

## **TellerConnect by AdQue®**

This document provides an introduction of **TellerConnect by AdQue®**, the latest offering from Data Concepts, Inc. Due to the variety and sophistication of configuration options, detailed discussions with authorized AdQue representatives are encouraged.

### *Overview*

TellerConnect leverages the power of AdQue with videoconferencing and state-of-the-art financial hardware to create a "branch office in a box."

TellerConnect is a hardware/software solution that allows customers to conduct financial business with a real teller in a "face-to-face" environment.

- ◆ Imagine locating a branch office anywhere, without the construction costs or overhead!
- ◆ Imagine a device with the footprint of an ATM and the service capability of a teller at the main office!

### *Process Features*

- ◆ The teller controls all aspects of the session from a central location.
- ◆ When not in a session, the teller can monitor the kiosk with 1-way video.
- ◆ Audio notification alerts the teller of a customer approaching the kiosk or picking up the phone handset.
- ◆ Simultaneously, the customer is presented with instructional or marketing messages.
- ◆ When the teller responds, a 2-way audio/video session is initiated.
- ◆ All session events are recorded in a secure SQL Server database.
- ◆ The teller can see and talk to the customer, and record all session activities, including:
  - Double-sided images of identification (e.g., driver's license).
  - Double-sided images of checks, deposit slips, signature cards, etc.
  - Snapshots of the customer and the teller who conducted the transaction.
  - Counts of all cash received by denomination.
- ◆ All teller-related customer activities can be performed by TellerConnect, including:
  - Checks: deposit, cash, or deposit with cash back
  - Cash: deposit or withdraw
  - Accounts: open, close, current balance, transfer funds
  - Printouts: Receive ad hoc printouts
  - Receive a receipt for all transactions
- ◆ The teller can print a session report for the customer, which provides images of all items captured and the status of the session.

### *Standard Equipment for the TellerConnect Kiosk*

- ◆ Motion Detector
- ◆ Video Camera
- ◆ Phone Handset
- ◆ Check Acceptor
- ◆ Bulk Note (Cash) Acceptor
- ◆ Cash Dispenser
- ◆ ID reader
- ◆ Receipt Printer
- ◆ Laser Printer
- ◆ LED indicators
- ◆ LCD Flat-Panel Display
- ◆ AdQue Software
- ◆ TellerConnect Customer Software.

### *Standard Equipment for the Teller Station*

- ◆ Windows XP Professional SP2 Computer with Keyboard, Monitor, and Mouse
- ◆ Headset Phone
- ◆ Video Camera
- ◆ TellerConnect Teller Software

## **TellerConnect by AdQue® Support**

### *Not Just a Pretty Face*

Behind the display screen and fixtures resides the true heart of the **TellerConnect** system.

It's what audiences don't see that our clients rely on every day.

**TellerConnect by AdQue®** is about service, and that translates into being supportive and accountable in every aspect of concept, design, fixtures, hardware, software, installation, screen graphics, training, support and maintenance.

## **TellerConnect by AdQue®**

### *More than Meets the Eye*



Innovative Solutions By  
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