What is the Best Use For Video?
ITMs vs. Self-Service

NCR Interactive Teller

Remote Video Teller Driven: Video Required for Most Transactions

Majority installed in Drive Up

Not Core Integrated. Requires Dual Entry in to Core System

Limited # of basic ATM transactions not requiring video

Making Deposits Requires Video

Limited Tablet Support.

Video tellers must be in central location

Need 10-15 units installed to achieve ROI & efficiency

More operational costs for bandwidth & call center infrastructure

VS

Hyosung MX8800 Self- Service

Self-Service Driven: Video on Demand

Most Effective In the Lobby. MX8800 is cash recycling

Core or ATM Rail Driven

Can downgrade machine to do remote video only

Large transaction set in self-service, including loan payments

Tablet Integration provides CSRs more cross-sell opportunities

Video agent can be located anywhere in footprint

Fast time to ROI: 85% of transactions done in self-service

Can control video access & schedule staff based on need

There are areas where video can be more impactful to your institution. Financial Institutions are seeing much better results using video in Lending and Investment consulting. The MX-8800 is self-service designed to enhance transaction capabilities without teller interaction.

QDS

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