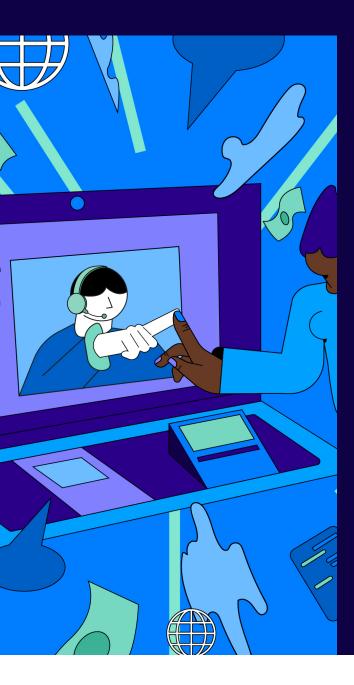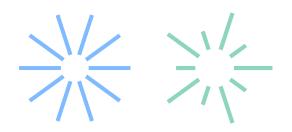# BlueVerse
Teller

Assisted Self-service Teller Solution

Increase teller productivity and enable branch staff to focus on more interactive and personalized services.

Engage and assist your banking customers anytime, anywhere

Our BlueVerse™ Teller solution is branch transformation at its finest, offering assisted self-service to vastly expand the transaction set with video as a last resort.

This solution runs on the same standard software stack as the ATM to create a seamless user experience across your fleet of standalone ATMs and BlueVerseTeller-enabled ATMs.

Enhance Teller Operations & Productivity

- Transition up to 90% of transactions away from the traditional teller counter and to the self-service zone where ATMs can facilitate faster transactions at a lower overall operating cost.

- A centrally located teller can manage numerous video-enabled ATMs, which increases productivity and frees up branch staff to focus more on high-value services and customer interaction.

Enable Interactive & Convenient Customer Services

- The option for customers to connect to a teller or banker in real-time at the self-service channel provides greater convenience and service accessibility.

- Customers can receive real-time teller assistance at any point in the ATM transaction to receive help tailored to their specific needs.

Drives More Revenue Generation Opportunities

- With teller capabilities integrated into the self-service channel, financial institutions can not only extend the types of transactions offered, but also the availability of their overall services.

- Enabling a single teller to manage multiple terminals remotely allows branches to better leverage their resources on higher value services.

Flexible Rules for Routing Calls	• Based on location, time, and transaction type
Transaction Verification	• Change check amounts, overlimit withdrawals and deposits
Core-enabled Features	• Customer info and authentication, account/ customer flagging
Device Remote Control	• Includes device state of health check
Local/Remote Workstation Control (From Workstation Only)	• Authorize transactions, check cashing, withdrawals, deposits, payments, etc.

Lobby ATM

Drive-up ATM

Tablet

Local Workstation

Remote Video Workstation

Main Features

- Assisted Self-Service

- Business rules engage video automatically

- Majority of transactions are self-service

- Remote Control - authorize transaction via Tellerline application (workstation only, not tablet)

- Teller only involved when:
  - FI rules require teller authorization
  - Customer requests help
  - Alternative form of identification
  - Transactions that require a teller, such as on-us check cashing for non-customers