



Seven Immediate Benefits of Interactive Branch Kiosks

Interactive branch kiosks connect to your account processing platform to enable advanced self-service – far beyond an ATM. Extend the benefits of your branch to nearly anytime, anywhere.

Giving consumers access to more self-service pays off.
Expect these seven benefits within the first year:

Exceptional Consumer Experiences

1. Consumers get on-demand access to advanced services without requiring teller support

2. Branches offer extended hours and multilingual service without added staff

Consumers increasingly prefer to transact digitally, but prefer to engage face-to-face.

—Delivering Excellent Customer Service, Celent, 2018

Trusted Advisor Relationships

3. Tellers become sellers, free to offer advice, fix problems and build relationships

4. As advisors, rather than just transaction handlers, tellers are happier employees

A photograph of two women, one Black and one Asian, looking at a tablet together. The Black woman is on the left, pointing at the screen, and the Asian woman is on the right, looking at the screen. They are both wearing white blouses. The background is a bright window with a view of a city.

Operational Efficiencies

5. Interactive branch kiosks reduce branch footprints, operating costs and staffing requirements – while still extending hours and services

6. Cash recycling capabilities allow limited staff intervention, so tellers are free to focus on higher-value tasks

7. Direct integration with account processing and card services ensures immediate and secure transactions

Connect With Us

To learn more about branch transformation, call 800-872-7882, email getsolutions@fiserv.com or visit fiserv.com.



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