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TECH NOTES:

AddMaster IJ6080 USB printers have been tested with Teller Suite. The "USB mini-driver," available from Addmaster.com, must be installed. Contact BranchConnect for detailed configuration instructions.

Microsoft SQL Server 2005 Express Edition, a free replacement for MSDE, offers improved performance and removes some previous limitations. It also provides a graphical database administration front end. Teller Suite version 7.2 or later is required.

Teller Suite Architect: The Heart of Teller Suite's Flexibility and Control

Teller Suite Architect is the built-in customization tool used to tailor Teller Suite according to your bank's policies and procedures. It is used to define transaction menus, transaction types, input prompts and processing options, the format of printed receipts and other documents, and many other options.

Architect specifications are typically collected during the "site survey" phase of the implementation process. Your Teller Suite installer then uses Architect to customize Teller Suite according to your bank's requirements.

FLEXIBILITY and CONTROL:
Architect is used to customize Teller Suite for your bank. Keep backups of your Architect files in a safe place!

These settings and definitions are recorded in an Architect "objects database" and compiled into a runtime definitions file which is distributed to all workstations/clients. Changes such as adding a new transaction type or modifying the format of a receipt document are easily accomplished by updating the Architect definition objects and recompiling the runtime definitions file.

Note that it is critically important to keep backup copies of your Architect object database in a safe place. This file is required should you need to make any changes or rebuild your Teller Suite installation for whatever reason.

To determine the name and location of your Architect files, go to any Teller Suite workstation, click "Help" on the main menu, then click "About." On the "About" form, click the "Definitions" button. This will display the name and location of your runtime definitions file, the Architect "source" definitions database file, and the date, time, user ID, and location where the runtime definitions file was originally compiled. (It may have been deployed to a different location by your system administrator for production operations.)

Also note that you may have multiple Architect definitions, if for example you require different transactions and processing options for different branch locations. In this case, make sure to maintain backups of all of your Architect definitions databases in a safe location.

Enterprise Overrides Report

Beginning with Teller Suite Enterprise Reporting v7.2.1, a new Overrides Report is available. The Overrides Report provides a bank-wide report of transactions that required either a Supervisor Override or a Teller Override.

MANAGEMENT CONTROL:
Monitor overrides at the bank level with Enterprise Reporting

The report lists overridden transactions by type of override within date and teller within branch for all branches and all tellers for the entire bank. Totals and sub-totals are provided for the type of override within date, teller and branch.

Selection options include branch, teller, date range, and type of override.



**Productivity.
Flexibility.
Control.**



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Teller Suite Host Interface Flexibility

BranchConnect Teller Suite provides interfaces to most major core banking systems for account inquiries, transaction validation, and memo posting of transactions throughout the business day. In addition, Teller Suite provides a built-in server that can be used with a bank-generated balance file, similar to an ATM "positive balance file," and also a "native" interface specification that core banking system vendors can use to develop a standard Teller Suite interface.

FLEXIBILITY and CONTROL:
Teller Suite's host interface enhances accuracy and control, and provides a flexible migration path.

(Note that most core banking system vendors require separately licensed software for their side of the host interface. Sometimes this is bundled with their ATM, voice response, or other interface packages.)

Because all BranchConnect host interfaces are built-in and included with the standard Teller Suite software distribution, changing core banking systems can be as easy as "flipping a switch" from Teller Suite's standpoint.

keep in mind is that if your bank is considering a core processing change Teller Suite may already have a built-in interface for the new system. If not, we may be able to develop one.

With all the headaches involved in a core banking system conversion, eliminating the need to replace your teller system and retrain tellers means one less thing to worry about. It can also be a huge time and money saver. And perhaps most important, it can also mean less disruption and a more transparent conversion for your valued customers.

OK, perhaps that's a bit of an oversimplification, but the point to

Teller Suite's "Transaction-Tuned" User Interface

A colleague of ours once remarked that "Tellers don't process transactions. They process customers." Perhaps a better way to put it is that tellers *serve* customers, but at any rate this was one of the guiding principles in the design of Teller Suite's "transaction-tuned" user interface.

Menus conform to Microsoft Windows standards for accessibility via mouse or keyboard. This means that any teller who is familiar with Windows already knows how to find their way around Teller Suite. Icons for common tasks are provided for "visually oriented" users who are more comfortable using a mouse.

PRODUCTIVITY:
Teller Suite's user interface is designed to stay out of the way and streamline customer interaction.

Over time, tellers will remember that, for example, "11" is a checking deposit, "12" is a savings deposit, etc., providing instant access to transactions with two simple keystrokes. But even for new tellers, or for infrequently used transactions, it's all spelled out right on the screen so there is no need to memorize

Beyond these usual Windows interface elements, Teller Suite is also designed to be operated almost entirely from the numeric keypad for the typical tasks performed during a "day in the life" of a teller.

complicated transaction codes or keystrokes. Tellers can also click on the buttons using the mouse, or, if using a touch screen, can simply touch the menu buttons on the screen.

The main workstation menu is laid out with nine buttons corresponding to numeric keys 1 through 9. Each top-level menu button links to a sub-menu, also made up of nine buttons assigned to numeric keys. This way, any teller transaction in the system can be accessed by two quick keystrokes on the numeric keypad.

Another handy productivity feature is the pop-up "Function Pad" menu. Pressing the number 0 (zero) from the main menu brings up a menu of the most commonly performed tasks, each assigned to a single numeric keypad key. So, for example, pressing "02" brings up the Balance Cash Drawer function. Pressing "04" performs an account inquiry. "06" brings up the Ending Cash transaction. Tasks are listed in the order they are typically performed during a workday, making Teller Suite navigation almost as simple as "1-2-3."

For example, assume that the top-level menu has "Deposits," "Withdrawals," and "Payments" as the first three buttons. On the "Deposits" sub-menu, there are buttons for "Checking," "Savings," and "Club Account."