

With NCI BANC-Mgr Teller™ One Word Says It All:

“NEXT”

To keep your branch lines moving, **NCI BANC-Mgr Teller™**, a customer-centered service application, increases productivity, ensures accuracy and enables your tellers to provide superior customer service while proactively contributing to the sales process.

This comprehensive teller solution incorporates a complete set of standard teller transactions that can be used “as is” or customized to meet your bank’s unique teller procedures and guidelines.

NCI BANC-Mgr Teller improves teller productivity, accuracy and customer service with:

- Easy-to-use transaction automation.
- Enterprise-wide access to customer information.
- Mini-customer file, which allows tellers to personalize their customer interactions.
- Qualification of sales opportunities and display of scripted feature/benefit dialogues.
- On-line referral generation by the teller workstations.
- Up to ten levels of branch network security. Tellers can use this to assist when processing transactions to preset dollar amounts. Teller “floor and ceiling” amount limits are also supported.
- Support of customer photographs and signatures.

- Electronic journal with search and reversal function.
- Store and forward.
- Three levels of on-line help.
- Support of branch truncation.
- Support of all types of printing functions (including shared and nonshared).
- Item and denomination calculators.
- Simplified balancing through automatic calculations.
- Tracking of teller totals in real-time and continual tracking of consolidated branch totals.
- AM/PM processing.
- Teller A/B.
- Client/server architecture.
- Operator/branch maintenance.
- Cashbox support.

NCI BANC-Mgr Teller operates in a variety of technical environments, including the NCI ThinClient implementation which allows the system to operate with IBM 4700 terminals, Internet terminals and PCs.

NCI BANC-Mgr Teller is available as a Windows NT or OS/2 server application. Clients can operate in Windows NT, Windows 3.1, OS/2 and DOS environments.



Increase Teller Productivity And Enhance Customer Service With NCI BANC-Mgr Teller™

Branch Management

NCI BANC-Mgr Teller includes branch management tools that:

- Monitor teller and branch performance.
- Generate branch management reports.
- Supply information for teller scheduling and productivity analysis.
- Enable a branch manager to periodically view teller totals throughout the day, produce an EJ list of teller transactions, track foreign exchange activities and monitor the branch's cash position.
- Allows supervisors to view — via a remote supervisor override feature at their own workstation — the same screen from which a teller is working. This process benefits both the teller and the supervisor by saving valuable time with the customer.
- Provides these reports: Teller Staffing, Referral Tracking, Customer Traffic and Volume, Branch and Teller Totals, Transaction Types by Branch and Teller, CTR Reports, Teller Accuracy and Out-of-Balance.

Security

NCI BANC-Mgr Teller provides up to ten levels of branch network security, which can be used to assist tellers when processing transactions to preset dollar amounts. Additionally, teller "floor and ceiling" amount limits are supported.

Technical Architecture

NCI BANC-Mgr Teller is built on an open architecture. Clients operate in IBM OS/2, Microsoft Windows NT and Windows 3.1 environments. Servers operate in OS/2 and Windows NT.

The system is implemented with NCI ThinClient. NCI ThinClient provides text-based user interfaces and can be deployed on IBM legacy banking terminals, such as IBM 4704 or 3278/79 Display Stations, Internet terminals or PCs.



NETWORK CONTROLS INTERNATIONAL, INC.
An IFS International Holdings, Inc. Company

Network Controls International, Inc. • Nine Woodlawn Green • Charlotte, NC 28217-2202 • USA
Tel: 704/527-4357 • Fax: 704/523-3502 • Web: www.nci-inc.com • E-mail: sales@nci-inc.com

United Kingdom • Tel: +44 20 7611 1770