



# **Interactive Teller Remote Set up for Work From Home**

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## Interactive Teller Remote/Work From Home

NCR's Interactive Teller solution customers may be looking to expand the concept of *remote video teller assistance* for business continuity purposes by moving the teller out of the video call center and into a work-from-home environment. This option can assist the financial institution in meeting local and state ordinances around reduction of on-site work force as well as support the need for social distancing all while continuing to service their customers/members with personal interaction and access to nearly all in-person teller transactions.

### Reminders

- Every financial institution's technical infrastructure setup is different and there are any number of external factors that can affect the performance of a truly distributed video call center.
- Consideration must be given to the employee's physical work from home environment as well as internet access and reliability to, and through, their home.
- With increased ITM usage and video tellers accessing remotely, monitoring bandwidth and usage of the ITM network becomes critical.

In discussing the feasibility of moving to a work-from-home video teller environment there are a few other items to consider.

## Setting up Remote Teller Station to support Work From Home

What makes a suitable environment for a video teller to work-from-home?

- ✓ The environment must offer a stable internet service provider (ISP) with a reliable ability to support minimum of **3 Mbps** upload/download. For best performance NCR recommends a minimum 10 Mbps download & 5 Mbps upload.
- ✓ The remote set up should be supported by a reliable connection to their workstation with a strong wi-fi connection from their router OR the ability to physically connect their machine to the router will be needed.
- ✓ There may need to limit the use of streaming services during teller work hours in to ensure the bandwidth needed is available for high quality 2-way video.
- ✓ The teller station workspace should be located in a private, well-lit area. The video teller must be able to work without being interrupted by any external noises or activities. Keep in mind the teller is working with sensitive customer/member information.



- ✓ Provide the standard financial institution backdrop, the view of the user should be consistent regardless of where the video teller is working. If no standard backdrop is provided, the view behind the teller should be clean and uncluttered.

## Other Considerations

- Provide a way for tellers to interact with each other and their team leads. Consider scheduling *daily touchpoints* for updates and information sharing.
- Define a process for video tellers to **request and get assistance** when needed.
- Encourage short *coffee breaks* between calls so video tellers can stand up and stretch, move around a bit
- With moving to a remote teller station set up from an on-premise call center keep in mind the video tellers are no longer located in the same space and may change how the video tellers are managed. the tellers are managed.

## Technical Set up for Remote Teller Station Set Up

- A workstation must be loaded with all the required Interactive Teller solution components
  - TellerNow!/TellerEnterprise
  - Network Manager
  - Dashboard (if in use in the standard video teller center)
  - Financial Institution specific software that is configured to connect to/be used with the FI's Interactive Teller Server environment.
  - Access to teller core (TellerNow!)
- If VPN access is required, it needs to be verified that using VPN will not affect the ability to connect to the ITM and effectively communicate with the end user
- A quality headset
- A video camera

\*\*It is advisable to test the remote teller station set up for adjustments

## Technical Considerations

- Work with your IT department on how to monitor bandwidth utilization – for both the platform and individual users.
- ITMs may experience different usage patterns, so for both an on-premise and remote teller station set up the way that the ITMs are monitored should change.
- As end customer usage of the ITM changes review, via Network Manager, ITM Utilization rates and be prepared to adjust teller schedules accordingly.
- If your network administration team – those who push patches and pull logs – are also working remotely ensure that they too have the necessary bandwidth from their internet service provider to support their job functions.
- Consider ways to test capacity to determine bandwidth needs and validate the end-user experience
  - Setting 'test time windows' where all ITMs are in use
  - Closely monitoring usage at peak times