Best Practice - Interative Teller Solution Testing

January 2022

NCR

Interactive Solution Testing

Solution Testing

When implementing the NCR Interactive Teller solution the testing phase is critical. It is important to spend adequate time in the solution testing phase. It is also recommended that success criteria is discussed and set so everyone knows when those criteria have been met and it is safe to move to the next phase. The solution testing phase should be included in the project plan along with an adequate solution pilot.

- Choose the proper timeframe, suggested minimum of 4 weeks, or as long as the project team chooses
- Identify what is required to prove testing success, set those criteria

There are other opportunities in the solution testing phase that the organization can take advantage of, such as

- Training can take place during this time
- Issues can be uncovered before the financial institution goes live
- Development of training documentation can begin

Activities for the testing phase

- ✓ Begin with a list of all transactions to be performed on the ITM. This information will be available based on requirements discussion
- ✓ Create test scripts and transaction scenarios of all transactions to be performed when the unit goes live
- ✓ Include full transaction details through back-end processing during testing
- ✓ Engage in process/guideline discussions throughout the process
- ✓ Determine what transactions will work in the Interactive Teller environment

Testing Checklist

☐ **Cash/Coin**
- o Include various denominations and coins in dispense transactions
- o Mutilated or old cash can be used to see what happens when its returned
- o Use max number of notes to test deposits and withdrawals
- o Manage cash appropriately

☐ **Checks**
- o Use different check sizes
- o Include money orders if you accept them
- o Use max number of check to test deposits
- o Consider using cancelled checks to be destroyed to test

☐ **Acct #'s**
- o Test accounts should be set up for different transaction types
- o Accounts should be properly funded

☐ **Valid identification types to test ID scanning**
- o Test with all valid identification types

☐ **Surcharge**
- o If charging for cashing checks, include these transactions in tests

☐ **Low cash behavior**
- o To see error messages
- o S2 dispenser 70 notes +/- 50
- o Does ITM authorize (or decline) dispense to cardholder?
- o Dispense what it can and then provide partial reversal?

If testing ATM transactions (only applicable if ATM functionality is turned on)

☐ ATM/Debit Test Cards (include 'foreign' cards and 'On Us' transactions)
☐ Have PIN numbers for test cards
☐ Test settlement documentation to finalize

Testing Best Practices

- Test ALL transactions that your financial institution will perform on the ITM
- Perform end-to-end testing daily before going live
- Have *Transaction Gateway* product set up in time for 3 day
- Test with actual currency
- Develop a testing checklist that fits your financial institution's needs, using the above as input
- Have tellers perform test transactions and balance. This will be the beginning of developing test scenarios/scripts
- Perform cash replenishment and settlement activities
- Verify/make GL entries and become familiar with Network Manager Reports and the information contained in each report
- *Put the system through extensive testing in various transaction scenarios. TEST ALL TRANSACTIONS FROM BEGINNING TO END.*