



# BRINGING THE HUMAN TOUCH BACK TO BANKING

The branch experience is a crucial part of your **OMNI-CHANNEL MIX**

CONVERSION FROM OPPORTUNITY TO SALE

**15%**

DIGITAL CHANNEL



**85%**

FACE TO FACE



Your customers want a **PERSONAL EXPERIENCE**



Your bottom line needs an efficient way to deliver it

COST SAVINGS

**40%**

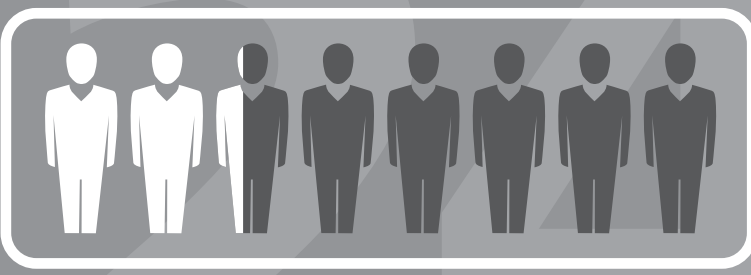
staff cost reduction  
(US Credit Union market)

**400%**

reduction in branch  
FTE size per branch  
(NAMER Credit Union market)



AMAZING CUSTOMER EXPERIENCE

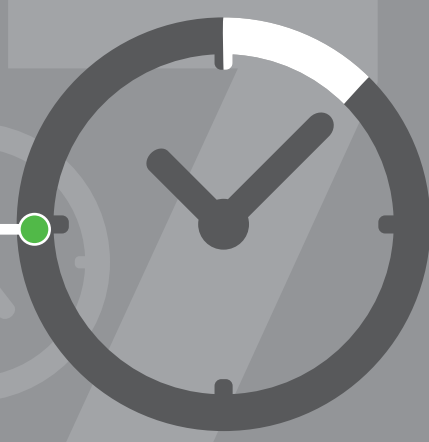


**20%**

+ improvement in  
Net Promoter Scores

**86%**

increase in service hours  
NAMER retail banking market



REVENUE GROWTH

**74%** rise in  
branch sales

**138%** increase in  
Teller referrals  
to sales experts  
NAMER retail banking market

## TRANSFORM YOUR BRANCHES

INTERACTIVE SERVICES is part of NCR Cx Banking Solutions

Assisted service lets you open branches in new locations

Customers can do more transactions with staff on-hand to assist as required

Delight your customers with the human touch

