

# FrontLine Teller Services

## **Improve and protect your valuable front line.**

FrontLine is your key to a completely intuitive, automated teller line that enhances customer service, productivity and security, while reducing expense.

Fully integrated with iCore360®, FrontLine is powerful, yet easy to use, increasing the speed and accuracy of your customer service, handling multiple transactions with one easy screen, and customized for your specific needs.

### **Options That Automate And Secure Your Teller Line**

FrontLine protects your bank by dynamically monitoring teller activity to both help prevent unauthorized transactions and ensure compliance.

For example, when integrated with our exclusive GoBanking Positive Pay option, FrontLine stops check fraud cold at the teller line before any money leaves the bank.

FrontLine's exclusive BSA Navigator™ option – including AML Investigator and Risk Evaluator – protects you with automatic identification, tracking and management of fraud and BSA compliance, including automated form completion, reporting and monitoring.

And with FrontLine's unique teller proofing option, you can perform complete end-to-end item capture, proofing and balancing with just a few clicks – directly from the teller line – saving your bank valuable time and money.

### **Intuitive And User-Friendly**

FrontLine also provides offline availability for processing teller transactions and gives you robust yet easy system administration and management tools, including the ability to define and change transactions and authorizations, and perform powerful research.

Built on the latest technologies, the browser-based FrontLine application boasts a user-friendly and attractive interface, updated process flows, and several unattended services for batch imports, exports, and seamless delivery of items to your image processing vendor.



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# FrontLine Highlights

- Full, real-time integration with iCore360®
- All standard teller functions
- Offline availability for processing teller transactions
- Easy multiple transaction handling on a single screen
- Electronic journal with daily audit trail to simplify balancing and research
- Branch audit controls
- Integration with GoBanking™ Positive Pay to stop check fraud at the teller line
- BSA Navigator option for automatic compliance and aggregation across branches
- Teller proof option to capture and proof items at teller line
- Currency transaction reporting
- Transactions changed or defined on request
- Fast transaction research
- AML Investigator and Risk Evaluator option
- Customized marketing messages
- User-defined transaction menus
- Floating Teller and Floating Cash
- Alert messages from iCore360® at customer and account level
- Integrated calculators (standard and denomination)
- Data validation rules and teller/supervisor override capabilities
- Customer verification options (account, photo id and signature)
- Bond redemption reporting
- Hardware integration for all major brands of printers
- Management tools to view transactions, teller balances and more



## iCore360 Integration/Automated Options

Application updates are made simple with a single deployment of application and service updates to the server location. Database updates are also easily applied to the single SQL data model with the aid of automated versioning tools.

With the adoption of distributed capture at the teller platform, FrontLine offers an integrated experience along with normal daily processing functions. Unlike competitors, FrontLine's teller capture is not an afterthought and brings all teller items into one location, with single-point repair, validation, and balancing of all teller transactions.

Only FrontLine offers iCore360 integration with automated options for offline availability for processing teller transactions, real-time BSA compliance, AML monitoring, risk evaluation, complete item capture and proof, plus tools for check fraud prevention and ID verification — all directly from your teller line.

**Let us show you how FrontLine can dramatically improve your teller services.**

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