

Video service stage in DenizBank ATMs

Clients carrying out transactions via DenizBank ATMs will be able to make a video call to DenizBank Customer Services Center and receive video services at any time by clicking the "Assistant" key. The service currently at pilot implementation phase is aimed particularly at helping the disabled citizens to carry out their bank transactions easier with the help of a call center representative through video connection

Distinguished for its innovative products and services, **DenizBank** authored another "novelty" in the Turkish banking sector. DenizBank **ATMs** operating in integration with the inter-ATM software developed by Intertech start rendering **video services** already. With the help of the Intertech improvement, clients carrying out transactions via DenizBank ATMs will be able to make a video call to DenizBank Customer Services Center and receive video services at any time by clicking the "Assistant" key. DenizBank's Video-ATM practice draws attention as the first practice in Turkey granting video-assist services in ATM devices via video conferences. DenizBank's new project is targeted primarily at helping the disabled citizens to carry out their bank transactions easier with the help of a call center representative through video connection.

Interactive transaction opportunity

Making a statement regarding the issue, **DenizBank Digital Generation Banking Group Executive Vice President Murat Çelik** said: "The purpose of our Video-ATM project is to ensure the feeling of security at ATMs in our customers, eliminate their feeling and anxiety of making a faulty transaction and ensure interactive implementation of banking transactions as if the client were in an actual branch at any time of the day and in any location. Unlike the system of simply directing the client in ATM operation and telling him/her what to do, our Video Assist service works with the system of perceiving the client's direct voice commands as instructions and simultaneously carrying out the relevant transactions in the background. In addition, the Video-ATM technology will become a means for our disabled citizens to make easier use of our bank's alternative channels. For the moment, the application that can be integrated to existing ATMs without the need for a special space or cabin has been put into practice in our selected pilot ATM. We are planning to render this service in 5 more various locations till the end of 2012. DenizBank's leading role in the area of information and technology will continue evermore".