

THE #NEXTGENBRANCH®

CREATING A DIGITAL, MULTI-SERVICE, AND CUSTOMER-CENTRIC BANK BRANCH OF THE FUTURE

The next-generation bank is focused on creating an advanced branch where self-service and omnichannel banking technology plays a fundamental role.

What are the customer touchpoints in the next-generation branch?

The branch of the future leverages advanced self-service and digital teller capabilities to enhance process efficiency and optimize performance.

1

Seamless entry to the branch with a multifunctional ATM:

Technology in the new branches enables the **integration of cross-channel** capabilities in self-service and assisted self-service devices. These devices can handle tasks traditionally assigned to tellers, such as cashing a check or withdrawing amounts exceeding user limits.



2

Empowering customers with advanced self-service stations:

The next-generation branch allows for cash deposits, bill payments, check cashing, bank transfers, and large cash withdrawals. This can all be done independently or remotely guided using the **WWS Fill4Me co-browsing system** without the need for direct contact.



3

Seamless interaction with digital tellers:

Bank4Me provides **24/7 access and remote audiovisual assistance within the branch**. Using the Bank4Me desk, customers can do self-service transactions, access video banking consultations, sign and buy banking products, complete onboarding processes, and receive personalized marketing—all through a single application.



Driving innovation with



Banks can embrace a versatile approach and redesign their spaces and service models to meet the **true needs of their customers, without compromising the quality of service**. It's about a relationship that adapts to the channel and, above all, to the customer.