



WRG Announces Exciting Enhancements to Tellerger™ Teller Line Technology

WRG's leading Tellerger™ for Verifone® teller multimedia terminal software now offers enhanced features, including custom forms, contactless enablement and self-service PIN updates.

Wescom Resources Group (WRG) announced the latest software release for its industry-leading Tellerger™ for Verifone® teller line software platform. The release, Tellerger 2.3, includes a number of breakthrough features designed to enhance the credit union member experience.

“We are excited to introduce the latest innovative features of Tellerger to our credit union clients,” says Mark Monsees, Product Manager. “From custom, interactive forms to contactless card authentication, this release offers credit union staff increased opportunities for meaningful engagement with their members in the branch environment.”

For example, the newly enhanced custom forms feature allows tellers to push tailored screens to the member. Credit unions can now present information like current certificate rates, job openings, branch location maps and new products and promotions in a full-color display format. In addition, credit unions now have the ability to present members with questionnaires and surveys to gather immediate, interactive feedback.

The latest release also enables contactless functionality which allows members to simply tap their contactless-enabled debit or credit card at the terminal for instantaneous authentication instead of swiping or inserting their card into the device. This mimics the functionality members are used to experiencing at stores across the country.

Tellerger 2.3 also offers members the ability to change their PIN in real time, right at the teller line.

The latest release builds on Tellerger's existing features like account identification and lookup, card swipe member authentication, account balance display and transaction confirmation, utilizing the built-in functionality of Verifone's market-leading retail multimedia terminals to provide members with a colorful, interactive and fully secure teller line banking experience.

“The Verifone MX 925 terminal has a high-definition color display with full audio/video capabilities, allowing the credit union to customize their welcome screen,” says Jessica Bates, sales account executive with Verifone. “The terminal is also equipped for EMV certification and data encryption, ensuring the security of members' PIN information and profile acceptance.

“Verifone values our strong relationship with Wescom Resources Group,” Bates adds. “They are the only software solution provider for credit unions fully certified on the MX 925. WRG is our go-to software provider for credit unions seeking this type of solution, and their software is the best in the market.”

About Wescom Resources Group

Backed by Wescom Credit Union, one of the nation's largest credit unions with over \$4 billion in assets and nearly 200,000 members, Wescom Resources Group provides credit unions with advanced technology solutions



that increase their competitive edge. With over 75 clients, WRG is a leader in innovative technologies for the credit union industry. WRG offers one of the most robust Managed Services solutions in the credit union industry. In addition, WRG's Tellerly™ solution provides branch automation for today's modern credit union. For more information, visit www.wescomresources.com.



Contact Information

Kerry Schiappa

Wescom Resources Group

<http://https://wescomresources.com/>

877-995-9000