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ConnectedTeller from Fiserv Enhances In-Branch Customer Interactions

Brookfield, Wis., November 5, 2013 - BAI Retail Delivery, Booth #1019 - [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today the launch of ConnectedTeller™, a smart-client companion to its Aperio™ cross-channel customer relationship management solution. Designed for mid-to-large financial institutions and entirely within a new software architecture, ConnectedTeller maximizes customer interactions with frontline staff. The solution combines highly efficient teller processes and customer management capabilities into every customer engagement. Powered by the Aperio business process engine, ConnectedTeller provides tellers with the information necessary to fully understand the customer via a single solution. By combining traditional teller functions with a full view of the customer relationship, a teller can capture referral opportunities, provide high-value services and maximize the face time with customers.

ConnectedTeller arms tellers with customer-specific knowledge that helps them ask questions targeted to customers' specific needs. With this information readily available, staff can focus on growing the customers' relationship with the bank, improving the brand image, strengthening customer loyalty and increasing word-of-mouth recommendations. ConnectedTeller is available to users of the Signature® bank platform from Fiserv.

"Managing customer relationships and offering relevant products across multiple channels is more important than ever. To be a truly customer-centric financial institution, tellers and in-branch staff must move from a transaction-based mindset to one that looks at each customer interaction as an opportunity for exceptional service," said Jaime Dominguez, director of product management, Bank Solutions, Fiserv. "Equipped with customer-specific knowledge from ConnectedTeller and Aperio, tellers can initiate a dialogue targeting specific needs, making customers feel well-served and valued throughout their interactions."

Proven at institutions with complex business requirements around the globe, Aperio from Fiserv is a next-generation customer interaction and business process management solution for financial institutions. The solution delivers a suite of integrated applications that automate processes, track interactions across multiple channels, and help bank staff make customer service decisions proactively, based on real-time data.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry, driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit www.fiserv.com.

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