



Customers choose you for your local presence and outstanding personal service. Don't let them down! Use **TELLERGRAPH/Community** to assure that you're delivering on the promise of great service!

For over 20 years, banks on three continents have used **TELLERGRAPH** to balance great customer service with the demands and costs of staffing their branch locations. Implementation costs have, until now, limited use to larger institutions. Technology advances have made it possible for nearly any organization to benefit from the insights provided by **TELLERGRAPH**. Tailored and priced specifically for the needs of community banks, Castle Creative Services now offers **TELLERGRAPH/Community**!

Just like its proven, bigger sibling, **TELLERGRAPH/Community** uses queuing theory and other advanced statistical techniques to determine appropriate teller staffing levels throughout each day of the week. This sophisticated tool simultaneously controls staffing costs while meeting your customer demands at the service levels you choose. **TELLERGRAPH/Community** from Castle Creative Services uniquely and easily allows users to:

- Set staffing levels to meet desired service levels
- Consider staffing requirements for transactional and fixed or back office activities
- Minimize teller and customer service costs for every service level
- Collect transaction volumes from your existing teller terminal system
- Have "What if" modeling capabilities to assist in making staffing decisions
- Gain a solid methodology for projecting and defending staffing increases, decreases or reallocation decisions.

With **TELLERGRAPH/Community**, every bank can enjoy the benefits of both enhanced service **and** reduced service delivery costs.

Our clients include:



**TELLERGRAPH/Community** contains many unique features:

- Uses queuing theory and other advanced statistical methods to match required staffing to target service levels for great customer service.
- No advanced training necessary
- Easy to use graphic interface
- Flexible analysis intervals
- Broad range of reports for the exact detail you want
- Supports up to 10 branch locations, with up to 4 service areas per branch.
- Comprehensive user guide and on-line help provide users with fast answers
- Continuous product enhancement
- Easy integration with teller terminal systems
- File-compatible with “big bank” **TELLERGRAPH** system for assured growth path
- Small-bank priced, and a money-back guarantee

**BE ASSURED THAT YOU ARE MEETING YOUR CUSTOMERS' EXPECTATIONS**

Call or email for more information, or to arrange a brief, no-obligation, web conference where you can see **TELLERGRAPH/Community** for yourself. We welcome the opportunity to discuss any opportunities that you may have in mind.



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