



TELLERGRAPH

Castle Creative's **TellerGraph for Windows** branch staffing model uses queuing theory and other advanced statistical techniques to determine and schedule 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. The **TellerGraph** product 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
- Have significant management reporting providing control of service quality and staffing levels (and costs)
- Gain a solid methodology for projecting and defending staffing increases, decreases or reallocation decisions.

With **TellerGraph**, banks enjoy the benefits of both enhanced service **and** reduced branch costs.



TellerGraph contains many unique features.

- Uses queuing theory to match required staffing to target service levels
- Easy to use graphical interface
- Supports multiple periods of analysis
- Broad range of reports for different levels of management;
- Comprehensive user guide and on-line help provide users with fast answers
- HTML reporting for intranet distribution
- Analyses of the efficiency of staffing changes

Numerous scheduling capabilities are provided.

- Schedules over any desired time interval
- Reports on staff utilization, overall costs and other management information
- Advises user of scheduling conflicts
- Allows individual scheduling with fulltime, part-time and peak time breakouts, including
 - Unique work rules
 - Shift lengths
 - Breaks (paid and unpaid), and
 - Cost data
- Adjusts the “Activity Calendar” for holidays, government check days, paydays, “Special days” and other special events affecting staffing needs
- Uses a graphical interface that allows “drag and drop” scheduling adjustment for ease and speed of use

Castle Creative Services’ **TellerGraph** plus Retail Market Analysis combine to provide unequalled revenue growth options, improved service, and cost minimization.

We welcome the opportunity to discuss any issues that you may have in mind.



Castle Creative Services, LLC
Telephone: (877) 227-3664
E-mail: office@castlecreative.com
Web site: tellergraph.com