IVTaaS Analytical Dashboard

Diebold Nixdorf(DN) is providing an interactive video Teller solution to enable personalized experience and to provide more specialized services to end consumer. Number Theory is proposing to develop an analytical dashboard for KPI tracking and for trend analysis. The dashboard needs to be visually appealing and elegant.

KPI Category	KPIs

Usage	• How many transactions?
	• What time of day is it used?
	  • After hours
	  • Time wise Usages distribution
	• Is it periodic / seasonal?
	  • Time of the month, time of the week, pay period
	  • Holidays
	  • Weather

Failed Calls	• Duration of calls • Volume of the failed calls • Historical trends of calls failure
BIN / account identifier	• Correlation to the transaction
Regions/locations	• North East vs South East • East coast vs West coast
Locations	• Specific video enabled machines – which are being used the most for video?