

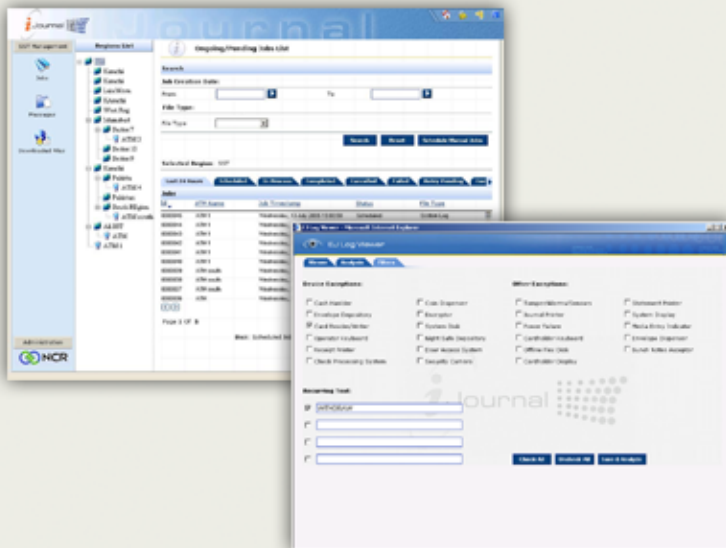


Keep track of your transactions
anywhere, anytime...

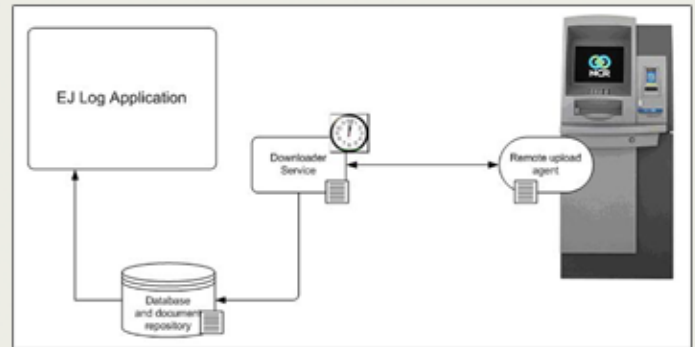
Intelligent ATM Journaling

i-Journal is a strategic product that provides central access to ATM electronic journals remotely for dispute resolution and settlements.

i-Journal is a browser-based application that retrieves and processes electronic journal data recorded in the ATM's EJ files. It is responsible for downloading ATM files such as: EJ Logs, Debug Logs and Event Logs; from the terminals to the central server. These logs can then be viewed for diagnosis and observation and can be reported or mailed to the concerned person.



How will it work?



i-Journal Terminal Agent

This is a service that runs on the ATM so that all the logs can be successfully transferred to the central server at the scheduled time or when manually requested.

i-Journal Server and Viewer Application

A web based application that allows you to Configure ATMs, Schedule Jobs for their download time and provides a Viewer that displays the downloaded EJ Logs with their analysis based on factors such as transaction ID, message type, device name, device status etc.

Features

- Electronic Journal File created locally on ATM
- Centrally downloads EJ, windows events and ATM log files
- Automated and manual option to download files.
- Quickly resolves customer queries regarding specific ATM transactions
- Obtains EJ data without manual intervention
- Provides ATM data in machine-readable form
- Archives EJ data for later review



Benefits

- Reduce ATM Downtime
- Surveillance and customer convenience
- Low Costs by replacing paper rolls with Electronic Journal
- Accurate and timely recorded details
- Faster and easier resolution of transaction dispute.
- Easier for Customer Service Representatives to read.
- Reduced downtime, by remote access to windows events and ATM log files.