



# ATMeye.iQ<sup>NG</sup> – Fast Dispute Resolution and ATM Criminal Attack Prevention

The New Generation of ATMeye.iQ is a comprehensive video surveillance, security, and dispute resolution platform that helps banks quickly solve client disputes and protect ATMs against different criminal activities.

Self-service devices often become a target for criminals. Thus, financial organizations should implement video surveillance software promptly to prevent thefts, equipment explosions, skimmers, and other untoward events. Fortify your defenses with ATMeye.iQ<sup>NG</sup>!

## Advanced Features of ATMeye.iQ<sup>NG</sup>

ATMeye.iQ has been on the market for more than 20 years and is trusted by customers in over 80 countries. In 2023, the New Generation of ATMeye.iQ became available to customers, boasting an array of advanced features.

Security officers, technical support specialists, and dispute managers will benefit from this updated system.

The new features include secure access via a web browser, automatic synchronization of selected ATM directories with the server, and flexible report generation. Additionally, the solution allows users to view ATM screens remotely and receive notifications via various communication channels.

## Rapid resolution of disputes

ATMeye.iQ<sup>NG</sup> captures every step of a transaction, from inserting a card and entering a PIN to withdrawing cash. This level of detail ensures fast bank responses, leaving customers satisfied with the results.

With an intuitive user interface, photos and videos associated with alarms and transactions can be accessed in real-time.

The system tracks and links every transaction to a specific user without saving personal data, allowing disputes to be resolved quickly and protecting equipment from criminals.

## Enhancing the Security Service's Work

ATMeye.iQ<sup>NG</sup> allows for the connection of various sensors such as shock, drilling, gas, and temperature sensors. When an ATM is attacked, these sensors send alarm, notifying security personnel via selected channels.

## Capabilities for ultimate face detection

The software automatically scans ATM users' faces and instantly determines the number of people in front of the device. The face detection feature can even stop ATM service if the customer's face is masked.

## Key benefits for business



Quick dispute resolution with clients



Assistance with crime investigation



Personalized dashboards for real-time monitoring



Analytical reports



Prevention from ATM vandalism and fraud



Modern and intuitive interface

