

Spring 2021

# Enhancement Preview

*A quick look at what's happening this Spring and how to prepare*



# A Preview of Spring 2021

We are brimming with excitement over the enhancements slated for Spring 2021. All of these projects involve a spectrum of teams and resources - at both CU\*Answers as well as at your credit union. Talking about these projects requires a broad overview of what is coming, and what steps you can take now to begin implementing these exciting enhancements. Expect more news to come from our teams and **Client News!**

[Xpress Teller](#)

[Vertical Receipts](#)

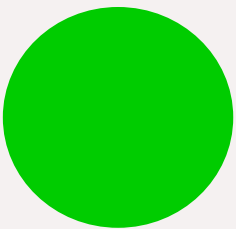
[A New Mobile-First Design for Online Banking](#)

[Mobile 5.0](#)

[AI\\*Engaged](#)

[BizLink 247](#)

[Other good stuff](#)



# Xpress Teller

Xpress Teller is a new teller processing platform to CU\*BASE, designed to streamline and simplify the teller experience, offering an alternative that was built with today's changing credit union lobbies in mind.

Xpress Teller will be an included enhancement in the 21.05 CU\*BASE release, arriving **May 23, 2021** for Online and Site-Four partners, and **June 6, 2021** to Self-Processing partners.

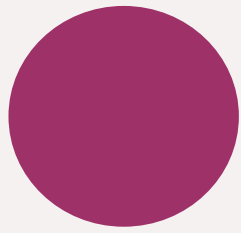
## What to Do Right Now

- Visit the Kitchen page for the full details of this enhancement, and read ***10 Decisions to Make Now*** to prepare for your Xpress Teller strategy: [cuanswers.com/resources/kitchen/t2-xpress-teller/](https://cuanswers.com/resources/kitchen/t2-xpress-teller/)
- Save space on your calendar for April 15, May 20, and June 24 for informational webinars with our teams – more details to follow.
- Keep on the lookout for more information from **Client News**, particularly the *Xpress Teller 101* email series!

Questions? <https://www.cuanswers.com/contact-form/#dept=earningsedge>

CU\*ANSWERS

Spring 2021 Enhancement Preview



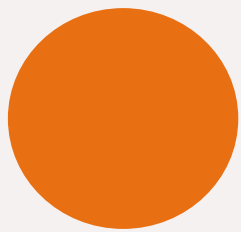
# Vertical Receipts

This project creates a new style of receipt output for teller and other receipts produced by CU\*BASE, using a vertical format instead of the traditional horizontal layout. The framework for vertical receipts will be introduced in the 21.05 CU\*BASE release, **BUT** – it is not a turn it on and go type of option.

This implementation involves updates to hardware, additional software, and coordination between your data processor and your credit union. Time to make a plan!

## What to Do Right Now:

- Visit the *Vertical Receipts Kitchen* page to learn more about making the switch: [cuanswers.com/resources/kitchen/vertical-receipts/](https://cuanswers.com/resources/kitchen/vertical-receipts/)
- Keep on the lookout for more information from **Client News**!
- Keep in mind as you read about these new offerings; vertical receipts are used by [Xpress Teller](#), but you do *not* have to use Xpress Teller to get vertical receipts!



# A New Mobile-First Design for Online Banking

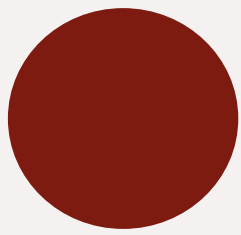
This effort by our teams to create a new look and feel for our desktop, mobile web, and mobile app banking by using a unified development strategy and a switch to a more modern module approach. That is a lot of words to say, **It's Me 247** is going to be fresh and better than ever!

The new look is set to arrive to early adopters in May. Stay tuned for more information from **Client News** about how to participate.

## What to Do Right Now:

- Visit the Mobile First **Kitchen** page to learn more:  
<https://www.cuanswers.com/resources/kitchen/mobile-first/>
- While you're there, check out the presentation from the **2020 CEO Strategies** event:  
<https://www.cuanswers.com/wp-content/uploads/Webinar4-MobileFirst.pdf>
- Want to see it early? If you're ready to rock, search "**cu answers**" in either the Android or iOS app store to download the *CEO Strategies Mobile App* to test drive some of the prototypes

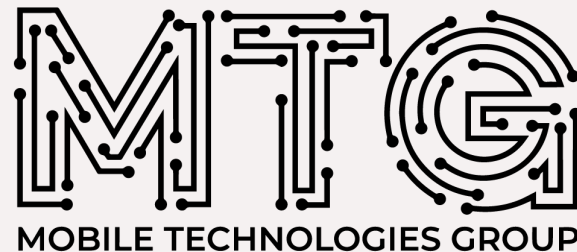
Questions? <https://irsc.cuanswers.com/pages/contact-us/>



# Mobile 5.0

Mobile App 5.0 gives members the option to personalize their accounts, includes a refreshed navigation, a new accounts dashboard, a new RDC process, and much more.

- **Mobile 5.0 is currently in beta testing.** After the beta period completes, visit the MTG Store to sign up for your slot to update.
- The 5.0 release is slated for mid-April 2021!

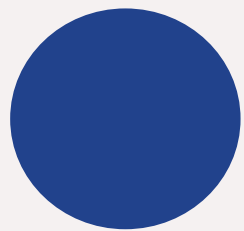


Questions?

Reach out to [Kristian.daniel@cuanswers.com](mailto:Kristian.daniel@cuanswers.com)

CU\*ANSWERS

Spring 2021 Enhancement Preview



# AI\*ENGAGED

*data warehouse*



**AI\*Engaged** is an upcoming launch that you are going to want to tune into. While data warehousing is key, this strategy is much more than a data storage solution; **AI\*Engaged** will provide a growing platform of premium access dashboards, optics, custom tools, and analysis sets that allows your credit union to stay on the cutting edge of data engagement.

AI\*Engaged  
Platform

Optics

Custom  
Tools

Analysis

Dashboards

**Questions?** Contact the Asterisk Intelligence team: [ai@cuanswers.com](mailto:ai@cuanswers.com)

CU\*ANSWERS

Spring 2021 Enhancement Preview



**BizLink 247** is your online business banking solution, formerly known as **It's My Biz 247**. **The new name launched February 23<sup>rd</sup>**! Why the switch? Think of it as making space on the shelf for new products, along with a desire to clarify our brands and their intended audiences. This name change sets the stage for us to introduce new online/mobile banking approaches, starting later this year.

In addition to the two products in our current suite, we're already working towards adding two more approaches for CUs to choose. Check out the recipe in the **Kitchen** for more details: [cuanswers.com/resources/kitchen/designing-the-future-for-online-and-mobile-tools/](https://cuanswers.com/resources/kitchen/designing-the-future-for-online-and-mobile-tools/)

In the meantime, if you'd like to know more about the **BizLink 247** product, please [review our documentation](#), or [request consulting services from BizLink in the store](#).

# Other Cool Stuff on the Way

## Enhancements from the 21.05 CU\*BASE release

- Major subsidiary enhancements
- New VAT upgrades on dashboards
- Card ordering made simpler for joint owners
- Updates to Cash Back payout frequencies
- **Abnormal Activity Monitoring** upgrades
- Dashboards for iPay Bill Pay, eSignature, and more...

## Be on the lookout for more cool projects on the horizon

- AB\_20.04 **Analytics Booth** Release
- A new approach to online help documentation with the **Help Hub**
- A different look and feel to long-form booklet documentation
- And much, much more...



**Curiosity is Rewarded!** Be the first to know by keeping up in the [Kitchen](#), and on the [Current Release Plan](#).