



BankWorld Mobile SMS System Configuration

BankWorld Mobile SMS is one of the many CR2 self-service channels that forms one part of CR2's multi-channel banking system.

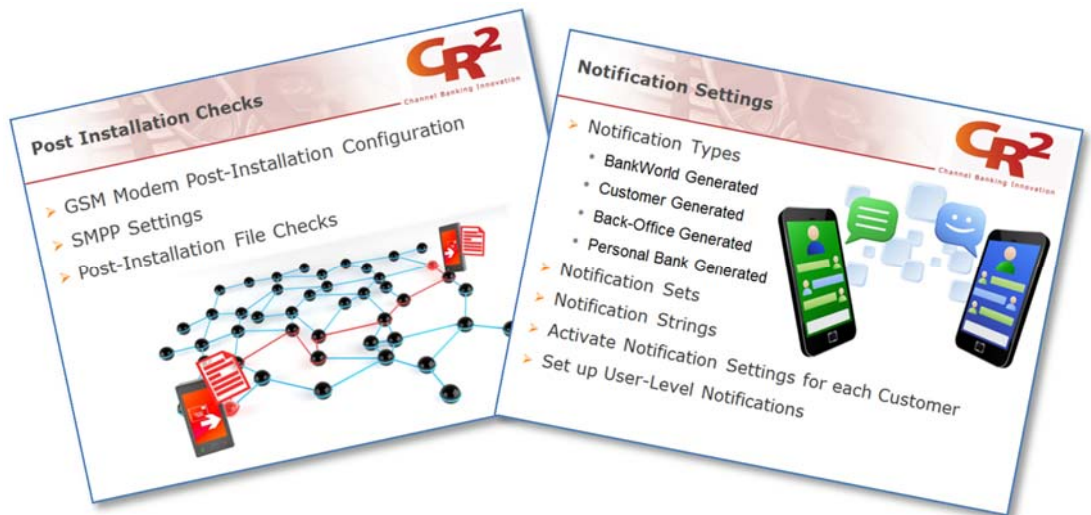
This course gives participants an in-depth knowledge of how to perform the necessary configuration in order to operate the Mobile SMS System.

This is a hands-on course that allows participants to practice some of the relevant tasks.

Benefits:

You will be able to perform the necessary Mobile SMS System configurations. This may involve adding the required information, or editing the existing information.

Having staff trained in configuring the Mobile SMS System will enable the configuration process to be more efficient, and may in turn result in lower consultancy costs.



Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

For more information please email us at training@cr2.com.

www.cr2.com

Duration:

1 day (classroom-based)

Audience:

This course can be taken by anyone, but it is designed in particular for:

- ❖ Bank Operations staff

Location:

CR2 offices in Dublin, Dubai and Amman. Can also be run onsite on request.



Pre-requisites:

- ❖ *BankWorld Architectural Overview* eLearning course

Objectives: At the end of this course you will be able to:

1. Identify the SMS system configuration tasks and the GUIs you would use
2. Perform the key post installation checks
3. Check and amend SMS Banking pre-configured settings
4. Assign SMS Banking permissions to existing roles
5. Configure authentication settings such as Primary Authentication and Secondary Authentication
6. Make changes to SMS commands and response settings in the system
7. Activate the SMS notification features for the different Customer Types defined in the system and assign the feature to Customer Users
8. Set up payment templates including utility payment templates and third-party payment templates
9. Apply transaction types and bank instructions to the SMS channel
10. Use the available sources such as User Guides to configure various services such as mobile-top-up vouchers.

Course Outline:

- ❖ BankWorld Mobile SMS System Overview
- ❖ System Configuration Summary Post Installation Checks
- ❖ Pre-configured Settings
- ❖ Define SMS Channel Roles
- ❖ Authentication Settings
- ❖ Notification Settings
- ❖ SMS Command and Response Configuration
- ❖ Apply Transaction Types and Bank Instructions
- ❖ Payment Template Configuration
- ❖ Mobile Top-Up Configuration
- ❖ Multi-Channel Services
- ❖ Course Exam

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Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on Apple iPad¹ (or equivalent) or on USB key.

¹ Apple iPad (or equivalent) only supplied if course is undertaken at a CR2 office location.