



BankWorld ATM Client (BWAC) Operations

BWAC is CR2's ATM client software that resides on each ATM machine. This course gives participants an in-depth knowledge of operating BWAC.

Participants will see samples of the operator panel menus and will be shown how to navigate through these menus and access various tasks. The course will explain which tasks must be performed locally and which can be done remotely. Where possible, practical demonstrations will be included.



Benefits:

You will get an in-depth knowledge of the tasks required to operate BWAC on a day-to-day basis and how to perform them.

Ensuring that bank personnel fully understand how to operate BWAC, will result in more efficient management of your ATM network and greater up-time of ATMs. This in turn will increase customer satisfaction and will enhance the customer experience. It may also reduce consultancy costs for the bank.

Duration:

1 day (classroom-based)

Audience:

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

- ❖ Operations staff

Location:

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



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



Pre-requisites:

Ideally, you should have already taken the following courses:

- ❖ *BankWorld ATM System Administration & Maintenance*
- ❖ *BankWorld ATM Daily & Regular Operational Tasks*

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

1. Name the BankWorld ATM components BWAC operates with and for what purpose
2. Identify operations that can be performed remotely and those that require a physical visit to the ATM
3. List in the correct order the daily ATM service tasks that needs to be performed
4. Locate the correct menu in Supervisor mode for the various ATM service and maintenance tasks
5. Recognise actions in servicing ATMs
6. Identify information recorded in eJournals
7. Remotely monitor and control BWAC

Course Outline:

- ❖ **BWAC Overview**
 - BWAC's Connection with Other ATM Channel Components
 - BWAC Services
 - BWAC System Requirements
 - BWAC Operations Summary
- ❖ **Supervisor Operations**
 - Accessing Supervisor Operations
 - Menus
 - Administrator Mode
 - Vendor Mode
 - Restart ATM
- ❖ **Remote Operations (Core)**
 - ATM Manager GUI
 - Monitoring BWAC
 - Changing the Status of BWAC
 - Controlling Services Offered on an ATM
 - Controlling Languages Available on an ATM
- ❖ **Remote Operations (Optional)**
 - Custodian Tasks
 - Troubleshooting ATMs
 - Updating Software on ATMs
 - Changing the Branding on ATMs
- ❖ **Back Office Operations**
 - Examination of Journals
 - Archiving eJournals
 - Report Generation
- ❖ **Other ATM Maintenance Tasks**
 - Cleaning ATMs
- ❖ **Course Exam**

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Materials:

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

