



# 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. This is a hands-on course that enables participants to practice interacting with the Supervisor Menus at the ATM.



## 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:

1.5 hours (eLearning)

## Audience:

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

- ❖ Operations staff

## Location:

As this course is an eLearning course, you can take the course anytime, anywhere.



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](mailto:training@cr2.com).

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## 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:

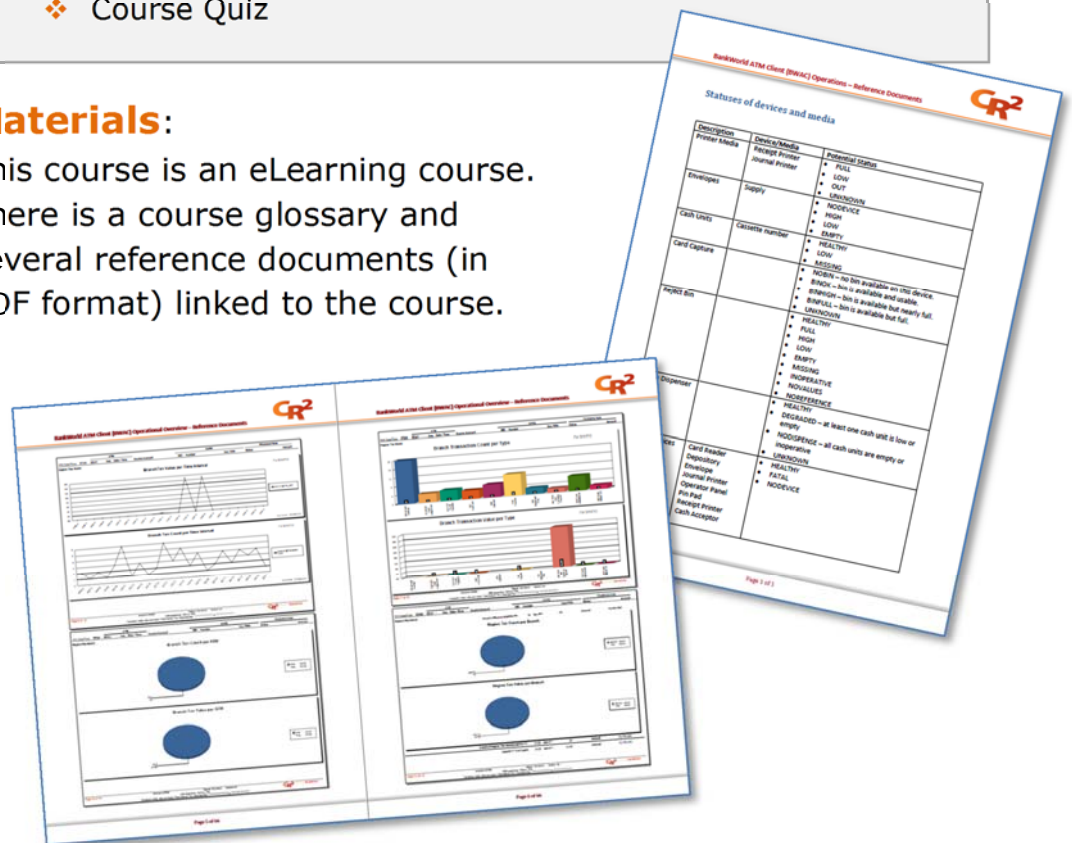
1. Identify which tasks can be done remotely and which require a trip to the ATM
2. Complete a daily service for a typical ATM
3. Locate the correct menu in Supervisor mode for the various ATM service and maintenance tasks
4. Remotely monitor and control BWAC using various tools
5. Identify which remote tools and GUIs should be used for which task

## Course Outline:

- ❖ Introduction
- ❖ BWAC Overview
- ❖ Supervisor Operations – Daily Operations menu
- ❖ Supervisor Operations – ATM Configuration menu
- ❖ Supervisor Operations – Device Monitoring menu
- ❖ Supervisor Operations – Other menus and tasks
- ❖ Remote Operations – ATM Manager
- ❖ Remote Operations – Other tools
- ❖ Summary
- ❖ Course Quiz

## Materials:

This course is an eLearning course. There is a course glossary and several reference documents (in PDF format) linked to the course.



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