



BankWorld ATM Custodian Tool Operations

BankWorld ATM Custodian Tool provides the bank's branch staff the ability to manage the branches ATM's. It allows the branch ATM Custodians to effectively manage the branch based ATM's in a more pro-active manner.

This course gives participants knowledge of how to perform an installation and understand the information provided.

Benefits:

You will be able to use the ATM Custodian Tool to effectively manage branch based ATM's.

Having staff trained in the ATM Custodian Tool will enable the bank to better support ATM up time more efficiently, and in turn result in a better customer experience.



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.

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Duration:

0.5 day (classroom-based)

Audience:

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

- ❖ Bank Operations staff
- ❖ Bank Branch Custodian 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. Understand how the ATM Custodian Tool can support branch ATM operations
2. Understand the information which is provided from the ATM
3. Understand how the information can be used for reporting
4. Understand the installation process

Course Outline:

- ❖ BankWorld ATM Custodian Tool Overview
- ❖ Installation with Pre-Requisite Checks
- ❖ Selecting & Connecting to an ATM
- ❖ Viewing Service Status
- ❖ Viewing General Information
- ❖ Viewing ATM Media Status
- ❖ Viewing Device Status
- ❖ Viewing Cash Levels
- ❖ Viewing Details on Card Capture
- ❖ Creation & Use of Report Templates
- ❖ Course Summary
- ❖ Course Exam

Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., on USB key.

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