



# BankWorld Support Staff Workshop

This workshop is designed to provide detailed knowledge to the banks support staff.

## Benefits:

You will be able to understand the processes necessary to support the BankWorld system within the bank. This will equip the banks support staff with the necessary understanding to tackle troubleshooting situations.

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

Having support staff trained in detailed troubleshooting techniques will enable the bank to resolve issues queries 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](mailto:training@cr2.com).

[www.cr2.com](http://www.cr2.com)

## Duration:

2 day (classroom-based)

## Audience:

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

- ❖ Bank Operations staff
- ❖ Bank Technical Support staff

## Location:

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



## Pre-requisites:

- ❖ *BankWorld Operational Courses*
- ❖ *BankWorld Troubleshooting Course*

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

1. Understand available Troubleshooting Tools
2. Understand Process of Tracing Issues
3. Using Health Checks Reports
4. Monitoring the System
5. Understand CR2 Call Logging Process

### Course Outline:

- ❖ Introduction to Course
- ❖ Using Reports to Support Troubleshooting Activities
- ❖ Trace Customer Transaction
- ❖ Using BankWorld GUI Tools to resolve Issues
- ❖ Trace Issues in BankWorld
- ❖ Reviewing Logs with Common Issues
- ❖ Logging Support Calls
- ❖ Troubleshooting Summary
- ❖ Course Exam

## Materials:

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

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).

[www.cr2.com](http://www.cr2.com)