



BankWorld ATM Web System Operation

BankWorld Web is one of the many CR2 self-service channels that forms one part of CR2's multi-channel banking system. This course equips participants with sufficient confidence and in-depth knowledge of the regular tasks required to operate the Web System to support advanced ATM operations.

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

Benefits:

You will be able to perform all the necessary operational tasks to effectively operate the Web System to support advanced ATM operations including administering users, managing Bank Instructions and system monitoring.

This knowledge will enable bank staff to operate the system effectively and efficiently, and may also 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 Channel Manager Operation* course
- ❖ *BankWorld Architectural Overview* eLearning course



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

1. Give examples of Web System operation tasks and identify how frequently each task needs to be completed
2. Give details of how ATM's communicate
3. Create Staff Users such as Personal Bankers
4. Create PIN mailers containing online banking passphrases for users
5. Change Customer User details, reset failed login attempts and set up notifications
6. Identify the Personal Banker operations and log in as a Personal Banker to handle customer queries and requests
7. Monitor the Web System interfaces, such as the gateway connections

Course Outline:

- ❖ Web System Overview
- ❖ Understanding ATM Web Connection
- ❖ Web System Operation, Administration and Maintenance Summary
- ❖ Manage Admin Users
- ❖ Issue PIN Mailers
- ❖ Personal Banker Operation
- ❖ System Monitoring
- ❖ Course Exam

Materials:

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

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