



# BankWorld ATM E Journal Viewer

BankWorld ATM E Journal Viewer provides the ability to monitor the banks ATM's Journal from a remote location. It allows the bank's ATM support staff to effectively check and search for ATM transactions on an ATM network spread over a large geographical area.

This course gives participants knowledge of how to install, configure and access ATM's remotely.

## Benefits:

You will be able to perform the ATM Journal checks for a disputed transaction, monitor transactions remotely and reporting on transactions remotely running of the ATM network.

Having staff trained in the ATM E Journal Viewer will enable the bank to better support ATM transaction queries, 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](mailto:training@cr2.com).

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

## 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 ATM Support 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 Journal Viewer can be used to support bank operations
2. Understand how the software is installed and its pre-requisites
3. Understand how the system can be configured with ATM's
4. Understand how to access Journal reports
5. Understand the information provided by the E Journal Viewer

## Course Outline:

- ❖ BankWorld ATM E Journal Viewer Overview
- ❖ Installation process (pre-requisites check & installation)
- ❖ Configuration of central data source, local data source and adding an ATM
- ❖ Using Search options, searching within for specific transactions in date/time range
- ❖ Using Journal reports (Transaction, ATM up time & Transaction Summary)
- ❖ Understanding ATM hardware device error codes
- ❖ Using existing Distributor database
- ❖ Course Summary
- ❖ Course Exam

## Materials:

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

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