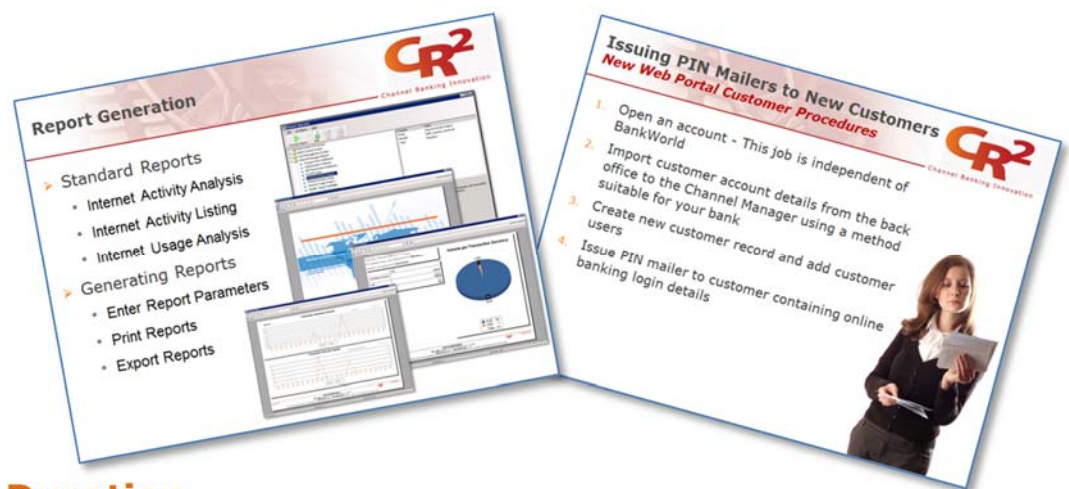# BankWorld Web System Operation

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.

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 including administering users, customer administration, setting up notifications, generating reports and system monitoring.

This knowledge will enable bank staff to operate the Web 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:
1.5 days (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. Create Staff Users such as Personal Bankers
3. Create PIN mailers containing online banking passphrases for users
4. Change Customer User details, reset failed login attempts and set up notifications
5. Identify the Personal Banker operations and log in as a Personal Banker to handle customer queries and requests
6. Look up details of online transactions
7. Add/modify payment templates
8. Operate the system as a corporate banking user (for example, setting up group payments and sending requests to the Personal Banker)
9. Create Transaction Type and Bank Instructions
10. Generate Web System-related reports
11. Monitor the Web System interfaces, such as the gateway connections

Course Outline:

- ❖ Web System Overview
- ❖ Web System Operation, Administration and Maintenance Summary
- ❖ Issue PIN Mailers to New Customers
- ❖ Existing Customer Administration
- ❖ Notifications Management
- ❖ Personal Banker Operation
- ❖ View Web Transaction Details
- ❖ Page Administration
- ❖ Template Maintenance
- ❖ Corporate Banking Operational Tasks
- ❖ Web Report Generation
- ❖ System Monitoring
- ❖ Course Exam

Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on Apple iPad[1] (or equivalent) or on USB key.

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[1] Apple iPad (or equivalent) only supplied if course is undertaken at a CR2 office location.