



CardWorld FraudTRAP Operations

CardWorld FraudTRAP is a real-time monitoring system that enables the bank to identify and prevent fraudulent activity on bank issued cards.

This course gives participants knowledge of how to configure and manage the CardWorld FraudTRAP system

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

Benefits:

You will be able to perform the necessary CardWorld FraudTRAP configurations as well as monitor and manage the system.

Having staff trained in CardWorld FraudTRAP will enable the bank to allow for more efficient management of the system.



Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

Duration:

1 day (classroom-based)

Audience:

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

- ❖ Bank Card Operations staff

Location:

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

For more information please email us at training@cr2.com.

www.cr2.com



Pre-requisites:

- ❖ *BankWorld Architectural Overview* eLearning course

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

1. Understand concepts of CardWorld FraudTRAP
2. Understand configuration
3. Understand operational requirements
4. Understand maintenance & procedures

Course Outline:

- ❖ Course Overview
- ❖ Monitoring Alerts
- ❖ Management of Cases
- ❖ Rule Simulation Management
- ❖ Review Standard Maintenance Tasks
- ❖ Using Rule Maintenance
- ❖ Managing Reports
- ❖ Menu Maintenance
- ❖ Managing Passwords
- ❖ System Maintenance
- ❖ Course Summary
- ❖ Course Exam

Materials:

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

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