



CardWorld Producer Operations Overview

The BankWorld Self-Services Platform is a banking delivery framework that sits between the bank's back office systems, and the customer touch points such as ATMs, POS devices, PCs, PDAs and mobile phones.

This course gives participants an overview of the features and services related to the CardWorld Producer used for card production as part of the ATM channel.



Benefits:

You will gain an understanding of the various features of the CardWorld Producer. You will also understand how CardWorld Producer interacts with the BankWorld Card Management System in the management of cards.

This knowledge will allow bank staff to review their operational management and procedures for ATM operations and be better prepared for managing the system.

Duration:

½ day (classroom-based)

Audience:

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

- ❖ Senior bank management
- ❖ Management staff

Location:

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

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.

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Pre-requisites:

- ❖ A basic understanding of ATM Card Management.

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

1. Understand how CardWorld Producer is used in conjunction with BankWorld
2. Understanding the process of generating cards using both manual & XML input
3. Understand role management & permissions in CardWorld Producer
4. Understand the use of schedules & CardWorld Producer configurations

Course Outline:

- ❖ Card Production Schedules
- ❖ User groups & Permissions
- ❖ Import / Export Process between BankWorld & CardWorld Producer
- ❖ New Cards on BankWorld Card Management System
- ❖ Creating Cards from XML Import File
- ❖ Expired Card Process
- ❖ Question & Answer Session
- ❖ Course Examination
- ❖ Course Evaluation

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Materials:

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



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