



## BankWorld Functional 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 offered for different devices, such as ATMs/Kiosks, Internet, Mobile phone, etc.



### Benefits:

You will gain an understanding of the various features of the BankWorld system and how they relate to different devices and channels. You will also understand how some features require the use of multiple devices or channels in order to operate.

This knowledge will allow bank staff to plan their implementation of the system more effectively and be better prepared for managing the system. The course will also give you an understanding of the revenue generation and cost reduction features that are built into the system.

### Duration:

4-5 hours (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](mailto:training@cr2.com).

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



## Pre-requisites:

- ❖ A basic understanding and some experience of using banking services.

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

1. Name the BankWorld components and functions
2. Differentiate between traditional ATM services and advanced ATM services
3. Identify true and false statements about BankWorld
4. Identify single-channel and multi-channel transactions/features
5. List the BankWorld functions by channel
6. Discuss the role of the Channel Manager in a multi-channel banking environment

## Course Outline:

- ❖ BankWorld Self-Service Platform
- ❖ ATM Functional Overview
- ❖ Internet Functional Overview
- ❖ Mobile Functional Overview
- ❖ Other Channels and Devices
  - POS / Kiosks / IVR
- ❖ Multi-Channel Functions
  - Bank Instructions
  - P2P Transactions
  - Money Vouchers
  - Prepaid Cards
  - Branding & Segmentation
  - Notifications
  - Personalised Payments
  - System Administration
- ❖ Course Exam

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## Materials:

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

