



BankWorld Functional Overview

The BankWorld Self-Service Platform delivers round-the-clock services to multiple customer touch points including Automated Teller Machines (ATMs), Kiosks, Point of Sale (POS) devices, Web Browsers and Mobile Apps.

It is complemented by CR2's advanced client-side technologies, which directly drive devices such as ATMs and Kiosks. From a customer's point of view, the entire environment works as a single integrated solution.



This course gives participants an overview of the capabilities and services offered for different devices.

Benefits:

You will gain an understanding of the various capabilities 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:

1 hour (eLearning)

Audience:

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

- ❖ Senior bank management
- ❖ Management staff

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



Location:

As this course is an eLearning course, you can take the course anytime, anywhere.

Pre-requisites:

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

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

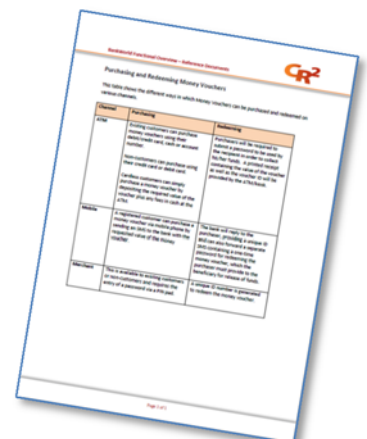
1. Name the BankWorld components and identify their functions
2. Differentiate between traditional ATM services and advanced ATM services
3. List the optional ATM management tools and identify their functions
4. Differentiate between Retail and Corporate Internet banking capabilities
5. Differentiate between one-way and two-way messaging on the SMS channel
6. Identify single-channel and multi-channel transactions/features

Course Outline:

- ❖ Introduction
- ❖ BankWorld Self-Service Platform Overview
- ❖ BankWorld ATM Functional Overview
- ❖ BankWorld Web Portal Overview
- ❖ BankWorld SMS Overview
- ❖ Multi-Channel Functions
- ❖ Summary
- ❖ Course Quiz

Materials:

This course is an eLearning course. There is a course glossary and several reference documents (in PDF format) linked to the course.



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