



# BankWorld ATM Operations Overview

BankWorld ATM is one of the many CR2 self-service channels that forms one part of CR2's multi-channel banking environment.

This course gives participants an overview of the features and services offered for ATMs and Kiosks.

## Benefits:

You will get an introduction to the administration, operation and maintenance of the ATM system. You will also learn about system monitoring and housekeeping procedures as well as getting an insight into the types of cardholder queries a bank must deal with when operating an ATM system.

This knowledge will help bank staff to implement the relevant operational procedures in order to launch and effectively operate an ATM and debit card-based system. This may result in lower consultancy costs for the bank.

## Duration:

0.5 day (classroom-based)

## Audience:

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

- ❖ Bank Operations staff

## Location:

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

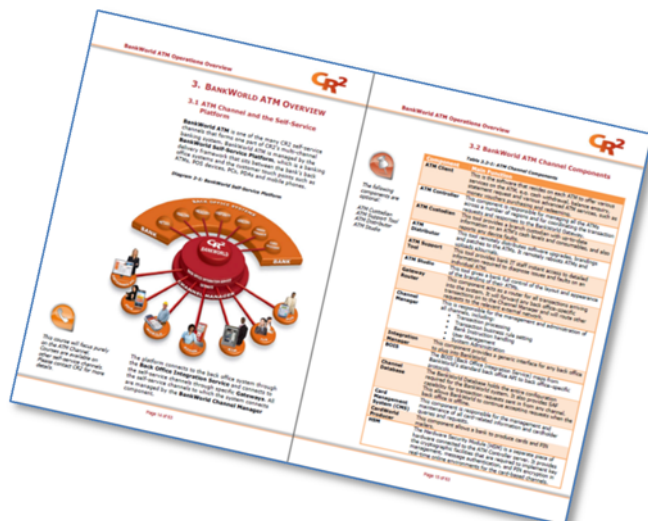


Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

For more information please email us at [training@cr2.com](mailto:training@cr2.com).

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## Pre-requisites:

- ❖ A basic knowledge of ATM banking operations
- ❖ Understanding of terms such as ATMs, cards and PINs

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

1. Identify and name components and GUIs of BankWorld ATM to perform specific tasks
2. List the main daily and regular tasks in the operation of BankWorld ATM
3. List the system administration and maintenance procedures a bank should perform to operate BankWorld ATM
4. Identify what a bank should monitor, and list the options available to assist the bank with monitoring
5. List some cardholder queries you will need to deal with them operating an ATM system and discuss the process of handling cardholder queries
6. Discuss BankWorld housekeeping and system continuity procedures a bank should follow

## Course Outline:

- ❖ Operational Procedures in a Bank
- ❖ BankWorld ATM Overview
- ❖ Daily & Regular Operational Tasks
- ❖ ATM System Monitoring
- ❖ BWAC Operations and Maintenance
- ❖ ATM System Administration and Maintenance
- ❖ Customer Administration and Cardholder Queries
- ❖ Card Production
- ❖ BankWorld Housekeeping and System Continuity Procedures
- ❖ Course Exam

## 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.

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