



BankWorld ATM Client (BWAC) 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 BankWorld ATM Client (BWAC), as part of the ATM channel.



Benefits:

You will gain an understanding of the various features of the BankWorld ATM Client (BWAC). You will also understand how some features are used for management and maintenance of the ATM's.

This knowledge will allow bank staff to plan their approach to 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's.

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

1. Understand BWAC usage and its components
2. Understand the role and type of supervisor operations
3. Understand what operations can be carried out remotely on the ATM
4. Appreciate the back office operations on BWAC

Course Outline:

- ❖ BWAC Overview
- ❖ Supervisor Operations
- ❖ Remote Operations
- ❖ Back Office Operations
- ❖ 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.

