



BankWorld ATM Client (BWAC) Operations Overview

BWAC is CR2's ATM client software that resides on each ATM machine. This course gives participants an introduction to BWAC. We will explain what BWAC is and give a summary of BWAC operations. We will show samples of the operator panel menus and explain to participants how to navigate through these menus and access various tasks.

This is an Overview course and we recommend that participants requiring a more in-depth knowledge should continue on to take the *BWAC Operations* course.

Benefits:

You will get an overview of the tasks required to operate BWAC on a day-to-day basis. You will also be introduced to the ATM tools that are designed to work with BWAC.

Ensuring that bank staff understand what BWAC is and does, will result in more efficient management of your ATM network and greater up-time of ATMs.



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

Duration:
0.5 hour (eLearning)

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

- ❖ Senior bank management
- ❖ Operations staff

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





Pre-requisites:

Ideally, you should have already taken the following course:

- ❖ *BankWorld Functional Overview (eLearning or classroom)*

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

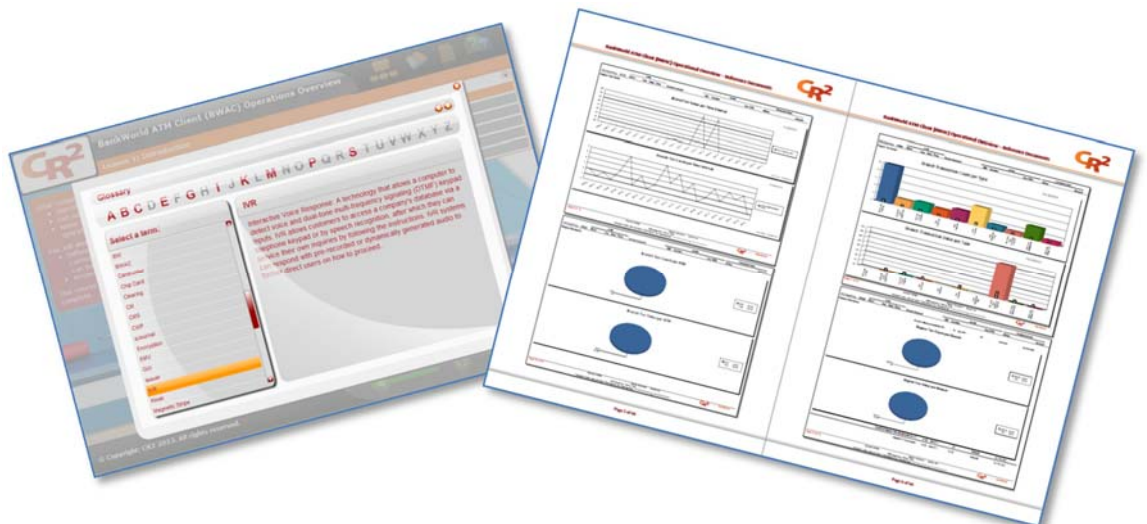
1. Identify the components in a typical ATM
2. List some of the services available on BWAC
3. Name the BankWorld ATM components BWAC operates with and for what purpose
4. Differentiate between operations that must be carried out locally at an ATM and those that can be carried out remotely
5. Access the Supervisor Menu on a typical ATM

Course Outline:

- ❖ Introduction
- ❖ BWAC Overview
- ❖ Supervisor Operations
- ❖ Remote Operations
- ❖ Summary
- ❖ Course Exam

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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