



BankWorld Mobile SMS Overview

The BankWorld Mobile SMS System is designed to deliver financial services to a bank's roaming mobile customer base through the use of SMS text messages.

This course gives participants an overview of the BankWorld Mobile SMS system, outlining the system components, 'push' and 'pull' services, and other services such as Money Vouchers, P2P and Mobile Top-Up vouchers.

This is an Overview course and we recommend that participants requiring a more in-depth knowledge should continue on to take the relevant configuration and operations courses.

Benefits:

You will get an introduction to the Mobile SMS System that will enable you to understand the system components, and the services that are available, such as notifications and balance enquiries. You will also learn about system administration and maintenance procedures as well as getting an insight into the security features of the BankWorld Mobile SMS System.

This knowledge will help bank staff to operate the Mobile SMS system more effectively and may in turn result in lower consultancy costs.

Duration:

0.5 day (classroom-based)

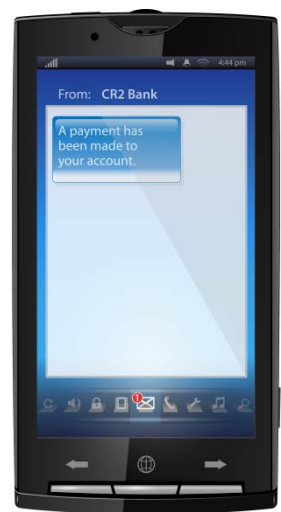
Audience:

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

- ❖ Bank management staff
- ❖ 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.

www.cr2.com



Pre-requisites:

- ❖ Ideally, you will have previously attended the *BankWorld Functional Overview* course

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

1. Describe the Mobile SMS Channel
2. Name the BankWorld Mobile Banking components and their main functions
3. Discuss the differences between push and pull mobile banking technology
4. List the different types of SMS notification services available
5. List the financial and non-financial services available
6. List the main system admin and maintenance tasks
7. Explain how the system security features can be beneficial in a multi-channel banking scenario

Course Outline:

- ❖ BankWorld Mobile SMS Overview
 - Mobile Channel Components
 - Architecture
- ❖ SMS Banking Services
 - 1-way SMS Services (Push)
 - 2-way SMS Services (Push and Pull)
- ❖ Additional Mobile Banking Services
 - Money Vouchers
 - BankWorld P2P Transactions
 - Mobile Top-Up Vouchers
- ❖ Security Options
- ❖ SMS System Admin & Maintenance Overview
- ❖ Course Exam

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

Materials:

Course Participant Guide, Glossary, relevant User Guides, etc., supplied on Apple iPad¹ (or equivalent) or on USB key.

