



BankWorld Mobile Application

BankWorld Mobile Application provides an additional CR2's self-service banking platform. It provides a way to allow customers to use a smartphone to support their banking requirements on the move.

This course gives participants knowledge of how to use, manage and also understand the basic concepts of branding the application.

This is a hands-on course that allows participants to practice some of the relevant tasks.

Benefits:

You will be able to understand the functionality, configuration and management of the Mobile Application channel.

Having staff trained in the use and operation of the Mobile Application channel will enable the bank to manage the process more efficient, and may in turn result in lower consultancy costs.



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:

1 day (classroom-based)

Audience:

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

- ❖ Bank Operations staff
- ❖ Business & Development staff

Location:

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



Pre-requisites:

- ❖ *BankWorld Operational Courses*

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

1. Understand Mobile Application Configurations
2. Understand Functionality Available
3. Basic Understanding of Branding

Course Outline:

- ❖ Review Pre-Requisites
- ❖ Discuss Mobile Application Location & Structure
- ❖ BankWorld Channel Manager Configurations
- ❖ Review PIN Creation & Self Registration Process
- ❖ Accounts Functionality
- ❖ Service Functionality
- ❖ Information Functionality
- ❖ Branding File Structure Overview
- ❖ Discuss Language Localisation Overview
- ❖ Explain Branding Process
- ❖ Discuss Testing Process
- ❖ BankWorld Mobile Application Summary
- ❖ Course Exam

Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on USB key.

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