



# BankWorld Web System 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 of the BankWorld Web (Internet) based channel.



## Benefits:

You will gain an understanding of the various features of the BankWorld Web System channel and how they relate to different types of customer. You will also understand how some features are used for management and maintenance of the channel.

This knowledge will allow bank staff to plan their implementation of the system more effectively and be better prepared for managing the system. The course will also give you an understanding of the revenue generation and cost reduction features that are built into 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](mailto:training@cr2.com).

[www.cr2.com](http://www.cr2.com)



## Pre-requisites:

- ❖ A basic understanding and some experience of using Web channel services.

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

1. Identify the various aspects of the Web channel
2. Identify the Web channel use to support advanced ATM services
3. Discuss the branding approach used for the channel
4. Discuss the various security aspects of the Web channel
5. List & discuss the various Retail & Corporate transaction sets
6. Discuss the system administration and maintenance

## Course Outline:

- ❖ Course Overview
- ❖ BankWorld Web Channel Overview
  - Customer Groups
  - Web ATM Services
- ❖ Branding Overview
  - CSS, Locales & BML
- ❖ System Security
  - Roles, Authentication, SSL, Firewalls
- ❖ Banking Services
  - Retail & Corporate
- ❖ System Administration & Maintenance
  - 3rd Party Payments
  - Bank Instructions
  - Preferences
  - Delegation
  - Reports, Monitoring & Events
- ❖ Question & Answer Session
- ❖ Course Examination & Course Evaluation

## 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.