



BankWorld Card Management 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 Card Management System used to manage cards.



Benefits:

You will gain an understanding of the various features of the BankWorld Card Management System and how they affect the card channel. You will also understand how some features are used for management and maintenance of the card channel.

This knowledge will allow bank staff to plan their operations of the system more effectively 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.

www.cr2.com



Pre-requisites:

- ❖ A basic understanding of card systems.

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

1. Understand how to view & amend card details
2. Understanding adding accounts & services
3. Understand product configuration
4. Understand card import / export process
5. Understand reporting options
6. Understand how card statuses can be changed
7. Understand the use of Transaction option in relation to card based transactions

Course Outline:

- ❖ Course Overview
- ❖ View / Amend Card Details
- ❖ Add / Amending Accounts & Services
- ❖ Product Configuration
- ❖ Import / Export Card Production
- ❖ Report Management
- ❖ Card Statuses
- ❖ Using Transaction Option
- ❖ Question & Answer Session
- ❖ Course Examination
- ❖ Course Evaluation

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, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on Apple iPad¹ (or equivalent) or on USB key.

