



# BankWorld Troubleshooting

This course gives participants an overview of the troubleshooting process which is used to resolve any issues which may occur in the BankWorld system.

## Benefits:

You will be able to understand the processes necessary to support the BankWorld system within the bank. This will allow the bank to plan its support structure for both internal bank staff and to customers.

Having staff trained in troubleshooting will enable the bank to process queries 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](mailto:training@cr2.com).

[www.cr2.com](http://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
- ❖ Bank Technical Support 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 available Troubleshooting Tools
2. Understand Process of Tracing Issues
3. Using Health Checks Reports
4. Monitoring the System
5. Understand CR2 Call Logging Process

### Course Outline:

- ❖ BankWorld Troubleshooting Overview
- ❖ Examining BankWorld Troubleshooting GUI Based Tools
- ❖ Review Engineering Flow of Transactions
- ❖ Review Reports relating to Troubleshooting
- ❖ Review BankWorld Logs
- ❖ Review Channel Specific Troubleshooting Issues
- ❖ Reviewing Response & Error Codes
- ❖ Determining 2<sup>nd</sup> Level Issues
- ❖ Support Call Logging Process
- ❖ Tracking & Resolution of Escalated Issues
- ❖ Troubleshooting Summary
- ❖ Course Exam

## Materials:

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

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