

BankWorld ATM Client Operations



Duration: 1 day

Branch staff attending this course will gain an understanding of the transactions and operations performed by an ATM when processing a customer card. The staff will also learn the procedures to maintain maximum availability and service from the ATM.

Course Objectives

- Ability to perform daily operational tasks on ATM.
- Business functions of BW ATM Client.
- Understanding the use of: Internet Explorer in Client, cardholder services of Client, ATM Supervisor functions & procedures.
- Confidence in ATM handling.

Delegate Audience

Bank Cash Staff: Cash replenishment, receipt/journal paper, printer ribbons, etc.

Bank Operations Staff: Hardware errors, ATM availability/service levels, auditing, staff responsible for BW ATM Client system, etc.

Bank I.T. Staff: Procedures, customer screen software, disaster recovery, CR2 reporting procedures.

Pre-requisites

- Basic computer literacy; basic understanding of terminology such as "program, file, communications, TCP/IP, boot, backup, memory, disk."

Course Outline

Introduction & Overview: Introduction of instructor/delegates, course objectives and general timetable of course. Overview schematic of a generic BW ATM Client system and basic transaction process.

Overview of how Client and associated systems function.

Description of ATM Hardware: Hands-on introduction to components of ATM.

Branch Procedures: Lesson explaining all aspects of daily and regular operations and exercises giving practical walk-through of examples.

Customer Interface: understanding the reasons for usage of Explorer based customer screens and the multi-media features possible.

Maintenance & Support Procedures: Important business and maintenance operations and exercises to allow practical walk-through of example options. This will include software updates, hardware test utilities, diagnostics. backups, locating trace log files in different areas of Client.

Course Review

Action Plans and Course Evaluation.