

## **Mortgage Point of Sale system - Training Mode**

### **The Client**

The customer is a large building society. It offers a broad range of retail financial services including mortgages, savings, current accounts, life assurance and investment products, personal loans and household insurance.

### **The Challenge**

The objective was to build a training mode for Mortgage Point Of Sale (MPOS) system. The training mode was to be build with similar UI and functionality of the MPOS system. The user would be presented with a choice to select between MPOS Live and MPOS TM at the start of the application. MPOS TM would provide unlimited access to different functionalities if the actual MPOS system without affecting the live data.

### **The Solution**

The MPOS TM (Training Mode) provided hands-on training facility for users of MPOS in a mediated channel, i.e. sales staff. The look-and-feel of MPOS TM remained same as live MPOS application. The system was a replica of existing MOPS system except for external interfaces and access to other database. External interfaces were replaced with simulated modules generating possible scenario. Any user given access to MPOS live will also have access to the MPOS TM. An Initial MPOS Startup UI will allow users to select between MPOS Live and MPOS TM. Although users will be offered, a choice of the role but there is not any access restriction to MPOS TM functionalities.

### **The Benefits**

- First time users used system for hands-on training purposes
- Had all functionalities of the live system allowing the user to understand MPOS functions
- Simulated external interfaces allowing the users to understand the system functions without using expensive external interfaces
- MPOS TM has no access restrictions based on user level. Hence, the users were trained on higher-level functionalities without affecting the live system

### **The Technology**