Course Code: 6A442G

Course Title: IBM Safer Payments: Hands-on Case Management Training (v6.4.x)

Description:

IBM Safer Payments is an innovative real-time payment fraud prevention and detection solution for all cashless payment types. IBM Safer Payments provides not only model capabilities based on inbuilt tools, but also the option to import externally built fraud models for real-time decisioning.

In this course, IBM Safer Payments' case management capabilities are presented in detail. Students will learn how to configure and customize the built-in case management, and the workflow and activities involved when investigating cases.

Objectives:

In this course, students will learn about the following:

- Mandator structure
- Queries
- Case management concept
- Workflows
- Case configuration
- Working queues
- Case investigation
- Fraud marking
- Risk lists
- Case actions and external queries
- Reporting

Prerequisites:

- Must be familiar with Unix command line navigation and configuration actions
- Some familiarity with statistical models
- Knowledge in Fraud Prevention for cashless payments

Duration:

16 Hrs

Topics:

Day 1:

- Introduction to Safer Payments Mandator structure
- Querying data in Safer Payments
- Case Management Overview

- Workflows
- Case configuration
- Working queues
- Creating cases

Day 2:

- Investigating cases
- Transition cases
- Fraud marking
- Using risk lists
- Trigger case actions
- External queries
- Reports
- Notices

Audience:

- External: Fraud Analysts and Investigators, Application and System Admins managing Safer Payments (Optional)
- Internal: IBM Lab Services, IBM Support, IBM Technical Pre-Sales and IBM Business Partners