

Course Code: 6A542G

Course Title: IBM Safer Payments Hands-On Case Management Training (V6.5)

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 decision making.

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

Objectives:

Refer to course overview.

Prerequisites:

- Business Knowledge
- Understanding Safer Payments Data Inputs concepts

Duration:

16 Hrs

Topics:

- Mandator Structure and its elements_x001a_
- Querying data in Safer Payments_x001a_
- Case Management concept_x001a_
- Workflows_x001a_
- User types and groups_x001a_
- Case classes_x001a_
- Layout of a case_x001a_
- Working queues_x001a_
- Creating cases_x001a_
- Case investigation_x001a_
- Investigate a case_x001a_
- Fraud marking_x001a_
- Risk list_x001a_
- Executing case actions_x001a_
- External queries_x001a_
- Reporting

Audience:

IBM Safer Payments users (Fraud Investigators and optional: System Administrators), IBM Lab experts, and IBM Business Partners