

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

**Course#: 6A442G**

**Duration: 16 Hours**

**Price: 1900.00**

### **Course 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

## **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

## **Prerequisites**

Must be familiar with Unix command line navigation and configuration actions

Some familiarity with statistical models

Knowledge in Fraud Prevention for cashless payments

## **Content**

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