

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

Course#: 6A542G

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 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.

Audience

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

Prerequisites

Business Knowledge

Understanding Safer Payments Data Inputs concepts

Content

Mandator Structure and its elements

Querying data in Safer Payments

Case Management concept

Workflows

User types and groups

Case classes

Layout of a case

Working queues

Creating cases

Case investigation

Investigate a case

Fraud marking

Risk list

Executing case actions

External queries

Reporting