

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