

Optimize Manage

Manage transactions for investigation through a single view across your entire team

Queue workflow management allows merchants to share the workload on high value tasks across their global teams ensuring operational efficiency is streamlined and tasks are all resolved in real time.

Customer Attributes											
Transaction ID	Date & Time	Amount	Rule	Score	Customer ID	DoB	Customer name	Customer email	Billing	Issuer	IP
46523720	12/08/2017 00:24:27	131.00 GBP	2 triggered rules ^	7.64	33665		Alaina Fisher V	primary.transmitter@yahoo.com			
			Rule name	Rule description							
			Rule with geolocation conditions and defer action		Rule with geolocation conditions and defer action						
			GBR - ITA ABC Bank GBP 1000-10000 Defer		Rule to defer all transactions from ABC bank between 1000 and 10000 BGP to Italy						

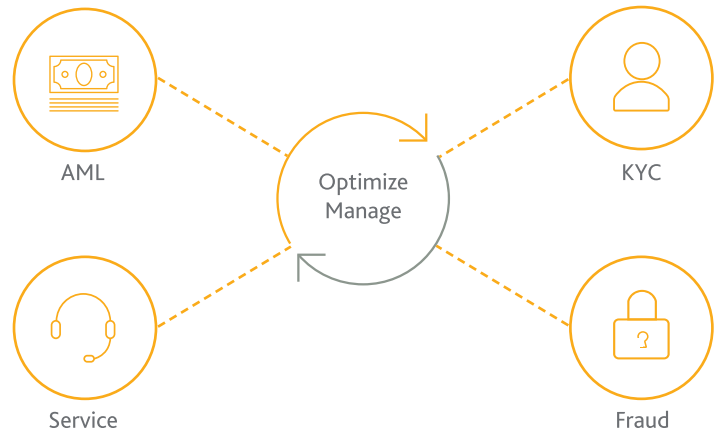
Key benefits

- ✓ Automated workflow management system
- ✓ Labels the data points
- ✓ Quick analysis of all deferred tasks
- ✓ Real-time updates
- ✓ Assignment and actioning of the deferred tasks
- ✓ Easy-to-use outcome recording
- ✓ Virtual global teams - keeping a connected workforce
- ✓ Automatic investigator outcome feedback to aid real-time learning
- ✓ Automatic payment capture on accepted transactions.

Putting you in control

Investigation is often a challenge for businesses due to the wide and varied needs of different teams. It is not unusual to have separate KYC, AML, Customer Services and fraud teams. These teams often have separate tools and data to perform the investigations on.

Optimize Manage allows you to unify your teams with one single tool and distribute tasks to your designated specialist teams.



Transactions made within the last 30 days																	
Date & Time	Transaction ID	Cardholder name	Rule	New card	Default card	Masked pan	Card brand	Card usage	Card issuer	Billing address	Billing postcode	Billing country	Billing city	Phone number	Card country	Payouts	Amount
08/08/2017 15:33:29	9354984	Kyla Buckridge	2 triggered rules	YES	NO	7177 XXXX XXXX 6421	Diners	DEBIT	Bank of Scotland	75128 Ernesto Bypass	702980090	GBR	Port Rae	446-808-0782	GBR		175.00 GBP
07/08/2017 15:19:54	73866729	Kyla Buckridge	2 triggered rules	NO	NO	0425 XXXX XXXX 6473	Visa Credit	DEBIT	Barclays PLC	84630 Hegmann Camp	63300	GBR	Nashbury	1-243-848-4129	GBR		63.40 GBP
05/08/2017 23:02:32	57787406	Kyla Buckridge	2 triggered rules	NO	NO	0425 XXXX XXXX 6473	Visa Credit	DEBIT	Barclays PLC	84630 Hegmann Camp	63300	GBR	Nashbury	1-243-848-4129	GBR		47.00 GBP
19/07/2017 01:29:30	32224881	Kyla Buckridge	2 triggered rules	NO	NO	0425 XXXX XXXX 6473	Visa Credit	DEBIT	Barclays PLC	84630 Hegmann Camp	63300	GBR	Nashbury	1-243-848-4129	GBR		46.00 GBP

Custom Fields						
Click & Collec	Sale / Discount Item	Products Purchased	Product Size	Loyalty card number	Number of items purchased	Delivery (Shipping) Address
Y	Denim XL	3	20x35	1122134567	5	Cooper Street 25, London

Fully integrated to our case investigation tools providing your teams access to the intuitive visual tools for rapid case resolution

- ✓ Data analysis
- ✓ Visual analytics
- ✓ Real-time responsive data
- ✓ Global Identity verification
- ✓ Report sharing with colleagues
- ✓ Instant AML/KYC checks conducted by one-click feature
- ✓ Configurable and customisable visualisations for each vertical market
- ✓ Aggregated data for easy decision making
- ✓ Rule analysis and breakdown
- ✓ Time series analysis
- ✓ Translates large volumes of complex data into simple to understand and navigate visualisations
- ✓ Continually updated data makes your investigations truly real-time without the need to monitor multiple systems.