Managing fraud is a balancing act

Adding digital channels to your business can drive growth, but it can also open new doors to fraud. With online payment fraud costing firms billions each year, it’s vital to manage the volume of fraudulent transactions effectively. It’s also essential to protect your customer’s experience by processing genuine orders smoothly.

Decision Manager helps you achieve the right balance between maximizing sales, reducing fraud losses, and controlling operational costs. It enables you to streamline your fraud operations with advanced machine learning models, a flexible rules engine, and efficient case management.

“Automate and streamline your fraud management—letting genuine orders pass through your system to help maintain a positive customer experience.”

Key features

- Leverage machine learning insights from more than 68 billion annual Visa and CyberSource transactions processed worldwide
- Over 260 validation tests including device fingerprint, IP geolocation, and other data
- Flexible rules and profiles let you customize your fraud strategy to business needs, and then Decision Manager Replay allows you to test different fraud strategies on your own historical data before putting them into production
- Easy-to-use manual review dashboard supports efficient case management
- Real-time reporting and analytics help optimize fraud management operations

Key benefits

- Improve fraud management with automated order screening
- Flexibly customize fraud rules to suit your business
- Increase order review performance with streamlined review
Improve fraud management with automated order screening

Decision Manager helps to identify fraudulent orders versus genuine ones. Drawing on insights from more than 68 billion worldwide transactions processed annually by Visa and CyberSource, it uses advanced machine learning to automatically assess each order’s probability of risk. More than 260 validation tests help generate accurate scores.

Flexibly customize fraud rules to suit your business

A flexible rules engine allows you to implement your fraud strategy without requiring IT intervention. You can tailor rules according to channel, country, and even product line. You can easily apply fraud rules for specific time periods—such as special marketing promotions or peak season. And with Decision Manager Replay, you can test your fraud strategy against your own historical data to help optimize results before putting it into production.

Increase order review performance with streamlined review

Accelerate manual review with Decision Manager’s flexible case management system. This brings together the tools your risk team needs to review transactions quickly. As a result, fraud screeners can handle higher volumes of accept/reject decisions that feed back into your system, helping you manage fraud more accurately. You can also identify valuable returning customers to help ensure they enjoy a frictionless experience.

How it works

- Insights from the world’s largest card transaction data set and over 260 validation tests are applied to assess each order’s probability of risk
- Screening rules and manual review filters, set according to your risk strategy, determine whether an order is accepted, rejected, or sent for manual review
- A user-friendly case review dashboard consolidates order information, enabling your team to conduct faster manual reviews
- Real-time reporting and analytics provide visibility into your processes and help optimize your fraud management

Contact us

For a complete list of worldwide offices, go to: www.cybersource.com/locations

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