

Decision Manager



Managing fraud is a balancing act

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

Decision Manager helps you achieve the right balance between helping to maximize sales, reduce fraud losses and controlling costs. It enables you to streamline your fraud operations with advanced machine learning models, powerful detection tests, a flexible rules engine, screening models, real-time reporting and a case review dashboard for efficient case management.

“ Automate and streamline your fraud management – let genuine orders pass through your system and so maintain a positive customer experience.

Key features

- Leverages 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 enable customization of your fraud strategy to your business needs, while Decision Manager Replay allows testing fraud strategies on your own historical data before using in production
- Easy-to-use case review dashboard supports efficient case management
- Real-time reporting and analytics helps 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

Key benefits

Improve fraud management with automated order screening

Decision Manager assists you manage fraud by helping to identify fraudulent vs. genuine orders. Drawing on insights from the 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 using over 260 validation tests to generate accurate scores.

Flexibly customize fraud rules to suit your business

A flexible rules engine allows you to put in place fraud rules that implement your fraud strategy, without requiring intervention from IT. 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 for peak season. And with Decision Manager Replay, you can test your fraud strategy against your own historical data to help optimize results prior to putting 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 more quickly. As a result, fraud screeners can handle higher volumes of accept/reject decisions which feedback into your system, helping you manage fraud more accurately and changes will be seamless and safe. You can also identify valuable returning customers in order to ensure they enjoy a frictionless user experience.



How it works

- Insights from the world's largest card transaction data set, applying over 260 validation tests 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 gives visibility into your processes and helps optimize your fraud management

Contact us

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

© 2018 CyberSource Corporation. All rights reserved.