

Historical Analytics provides deep payments intelligence insights highlighting performance overview, authorizations, and captures. Showing settlement by counts, amounts, and channel.

Access

Go to <https://ebc2.cybersource.com> to enter login information:

Organization Name: your Account or Merchant ID

User Name: your CyberSource credentials

Password: your CyberSource password

Expand the left navigation panel and click on **Analytics**. Under **Historical**, select **Country**.

Historical Analytics Country

Section 1 Horizontal Filtering Toolbar and Export Function

If logged in to the SSO or “_acct” level, the **Country** section of Historical Analytics will display default results for **Merchant ID: All**, **Date Range: Last 7 Days**, and **Reporting As: USD**. Variations on these dimensions may be selected. Additional applied filters are located below with three default applied filters for **Transaction Status: Success and Declines**, **Count/Amount: Count**, and **Card Country: All**. There is a drop-down menu to select additional dimensions to further explore. The example below shows an applied filter for **Billing Country: Canada**, with the drop-down menu revealing more filters that could be applied to **Country** results.

Horizontal Filtering Toolbar and Export Function

The screenshot shows the 'Country' section of the Historical Analytics interface. At the top right, there is an 'EXPORT' button with a download icon. Below it, a horizontal toolbar displays 'Showing results for' followed by three filter buttons: 'Merchant ID: All', 'Date Range: Last 7 Days', and 'Reporting As: USD'. A dropdown menu titled 'Choose a filter' is open, listing options: Currency, Region, Payment Type Method, Processor, Payment Channel, and Integration Method. The main toolbar also includes 'Declines', 'Count/Amount: Count', 'Card Country: All', 'Billing Country: Canada' (highlighted in a darker blue), and 'CLEAR FILTERS'.

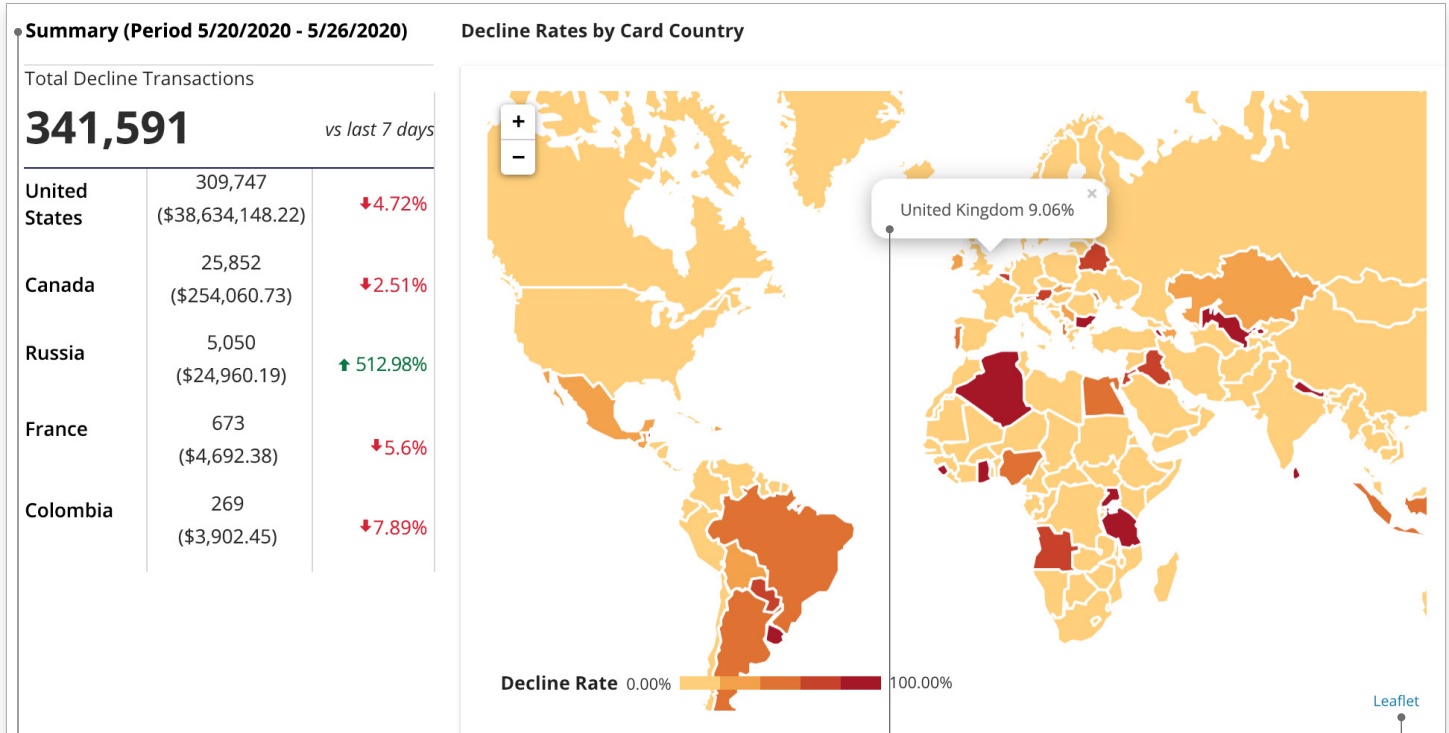
Annotations in the image provide the following information:

- A range of dimensions available for additional applied filters (pointing to the dropdown menu).
- Clicking the “X” removes the selected filter, differentiated by the darker shade of blue (pointing to the 'Billing Country: Canada' filter).
- Select **Clear Filters** to remove any darker blue applied filters and to revert all applied filters to default states – this action will not alter selections for **Merchant ID**, **Date Range**, and **Reporting As** filters (pointing to the 'CLEAR FILTERS' button).
- Export the data with applied filters as a .csv or .json file (pointing to the 'EXPORT' button).

Section 2 My Business Analytics – Country for Declines

The left side of this section shows a summary table for **Total Decline Transactions** with count and amount line items for five countries in the selected time period. The right side of the section shows an interactive map of the **Decline Rates by Card Country**. Selecting any country in the map displays a pop-up with **Decline Rate** for that country.

My Business Analytics – Country for Declines



Change the date range by using the horizontal filtering toolbar

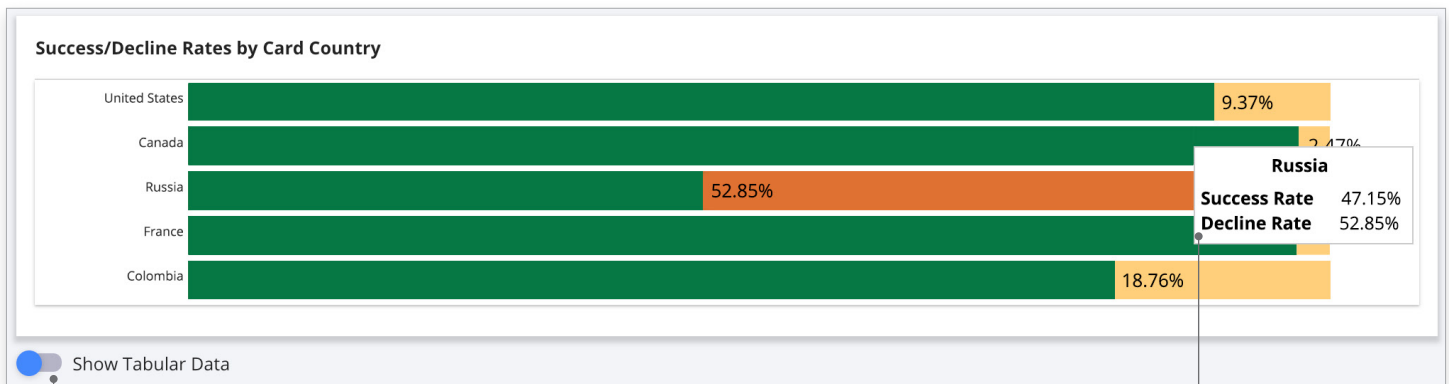
View decline rates by hovering over a country to display a pop-up

Link takes user to an external mapping website

Section 3 Country Comparisons for Declines

This displays a bar chart showing **Success/Decline Rates by Card Country**. Hovering over any bar displays a pop-up for those measures. Selecting the **Show Tabular Data** option below the chart reveals the **Country Details for Declines** table with additional data.

Country Comparisons for Declines



Click the toggle or label text to reveal an additional table below this section

View pop-ups for Success and Decline Rates

Section 4 Country Details for Declines

Clicking the **Show Tabular Data** toggle moves it to the right and reveals a table with all dimensions used to display the data. Selecting the arrows next to each header displays the data in alphabetical order from A to Z or Z to A. Filter fields below the header allow searching within the category. The header area scrolls horizontally to reveal more dimensions.

Country Details for Declines

Show Tabular Data

Country Details for Declines

| Date | MID | Region | Country | Payment Type... | Payment Channel | Integration Method... | Reason Code |
|------------|-------------------|-------------|----------------|-----------------|-----------------|-----------------------|-------------|
| Filter | Filter | Filter | Filter | Filter | Filter | Filter | Filter |
| 2020-05-25 | merchant_MID_1 | Unavailable | United King... | Visa | eCommerce | INTEGRATION API 1 | 202 |
| 2020-05-25 | merchant_MID_5 | Unavailable | United States | Mastercard | eCommerce | INTEGRATION API 5 | 202 |
| 2020-05-25 | merchant_MID_3 | Unavailable | France | Discover | eCommerce | INTEGRATION API 2 | 210 |
| 2020-05-25 | merchant_MID_2 | Unavailable | Italy | American Ex... | eCommerce | INTEGRATION API 4 | 202 |
| 2020-05-25 | merchant_MID_5 .. | Unavailable | Germany | Mastercard | eCommerce | INTEGRATION API 3 | 100 |
| 2020-05-25 | merchant_MID_1 | Unavailable | Canada | Discover | eCommerce | INTEGRATION API 1 | 210 |
| 2020-05-25 | merchant_MID_4 | Unavailable | Puerto Rico | Visa | eCommerce | INTEGRATION API 5 | 208 |
| 2020-05-25 | merchant_MID_3 .. | Unavailable | United King... | Apple Pay | eCommerce | INTEGRATION API 3 | 203 |

The **Show Tabular Data** toggle selected to display the table

Select an arrow to change content order

Enter a search term to explore specifics

Scroll horizontally within the header bar

Adjust the width of each column

Historical Analytics Summary

Descriptive analytics with payer authorizations, authorizations, captures and settlement by counts, amounts, channel, and BIN. Performance summary data visualizations are displayed by the following dimensions:

- Processor
- Reason code
- Payment type method
- Country
- Currency
- Count
- Amount in local currency
- Amount in single currency
- Channel
- Issuer BIN

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