

Course Name: Pega Smart Disputes for Issuers

Duration: 20 Hours

Pre-requisite:

- Pega Certified System Architect or Pega Business Architect
- Cards domain knowledge

Smart Disputes for Issuers

1. Introduction and Overview
2. Implementation Architecture and concepts
3. Issuing basics
4. Roles and Portals
5. Data Model
6. Claims Processing
7. Cards Association Compliance
8. Accounting
9. Post-chargeback processing
10. Third party processing
11. Integration and third-party processing
12. Extension points