KOENIG SOLUTIONS · COURSE OUTLINE

IBM Safer Payments v6.10: Case Management

2 Days	2	15	6A107G
DURATION	MODULES	TOPICS	COURSE CODE

COURSE OVERVIEW

In this course, IBM Safer Payments' case management capabilities are presented in detail. Students will learn how to configure and customize the built-in case management, and the workflow and activities involved when investigating cases.

WHO THIS COURSE IS FOR

- External: Fraud Analysts and Investigators, Application and System Admins managing Safer Payments (optional)
- Internal: IBM Lab Services, IBM Support, IBM Technical Pre-Sales and IBM Business Partners

PREREQUISITES

- Must be familiar with Unix command line navigation and configuration actions
- Some familiarity with statistical models
- Knowledge in Fraud Prevention for cashless payments

LEARNING OBJECTIVES

What You Will Learn

- Mandator structure
- Queries
- Case Management Concept
- Workflows
- Case configuration
- Working Queues
- Case investigation
- Fraud Marking
- Risk Lists
- Case Actions and External Queries
- Reporting

COURSE SYLLABUS

2 Modules, 15 Topics

DAY 1

01

Case Management

TOPICS

- Introduction to Safer Payments Mandator structure
- Querying data in Safer Payments
- Case Management Overview
- Workflows
- Case configuration
- Working Queues
- Creating cases

DAY 2

02

Case Investigation

TOPICS

- Investigating cases
- Transition cases
- Fraud Marking
- Using risk lists
- Trigger case actions
- External Queries
- Reports
- Notices

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

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