

# Biocatch Case Manager

## Capabilities

- Analyze fraud cases with access to important session details
- Mark cases as confirmed fraud, genuine and undetermined
- Manage fraud case queues with clear owners and workflow
- Out-of-the-box integration with the BioCatch Rule Manager and Truth Marking Interfaces

## Benefits

- Reduce fraud-review operational costs with instant access to high-risk session activities and surrounding events
- Enhance the accuracy of the BioCatch risk engine by providing fraud and genuine feedback
- Simplify investigations and drive faster resolution with greater insight
- Optimize fraud operations with visibility into fraud operators' activities and workload

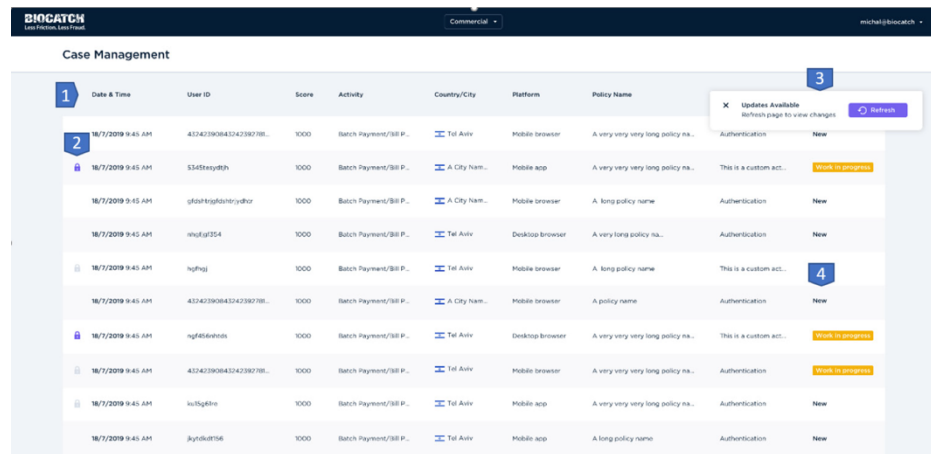
## Other BioCatch Platform Components

- Rule Manager
- Analyst Station

The BioCatch Case Manager is designed to be used by fraud operators who are responsible for resolving sessions and activities flagged as high risk. In order to optimize the case resolution process, the BioCatch Case Manager provides supporting information related to session details and risk level.

Cases in the Case Manager application are created by automated flagging of risky sessions or activities via the BioCatch Rule Manager. When a policy rule is created, a flag can be set to determine whether a case should be created if the conditions are satisfied. Once a case is created, it automatically appears in the case queue.

The BioCatch Case Manager queue contains all open cases from the last seven days and are prioritized based on date, status, and risk score.



1	Date & Time	User ID	Score	Activity	Country/City	Platform	Policy Name	3
2	18/7/2019 9:45 AM	43242390843242392788...	1000	Batch Payment/Bill P...	Tel Aviv	Mobile browser	A very very long policy na...	Authentication New
	18/7/2019 9:45 AM	5345erj8th	1000	Batch Payment/Bill P...	A City Ham...	Mobile app	A very very long policy na...	This is a custom act... Work in progress
	18/7/2019 9:45 AM	qf88t8p88h8r8y8d8r	1000	Batch Payment/Bill P...	A City Ham...	Mobile browser	A long policy name	Authentication New
	18/7/2019 9:45 AM	inu8t8254	1000	Batch Payment/Bill P...	Tel Aviv	Desktop browser	A very long policy na...	Authentication New
	18/7/2019 9:45 AM	h8fh8j	1000	Batch Payment/Bill P...	Tel Aviv	Mobile browser	A long policy name	This is a custom act... 4
	18/7/2019 9:45 AM	43242390843242392788...	1000	Batch Payment/Bill P...	A City Ham...	Mobile browser	A policy name	Authentication New
	18/7/2019 9:45 AM	h8f8888888	1000	Batch Payment/Bill P...	Tel Aviv	Desktop browser	A very very long policy na...	This is a custom act... Work in progress
	18/7/2019 9:45 AM	43242390843242392788...	1000	Batch Payment/Bill P...	Tel Aviv	Mobile browser	A very very long policy na...	Authentication Work in progress
	18/7/2019 9:45 AM	ku8g888	1000	Batch Payment/Bill P...	Tel Aviv	Mobile app	A very very long policy na...	Authentication New
	18/7/2019 9:45 AM	8y8d8t856	1000	Batch Payment/Bill P...	Tel Aviv	Mobile app	A long policy name	Authentication New

**BioCatch Case Queue**

## Simplify Resolution

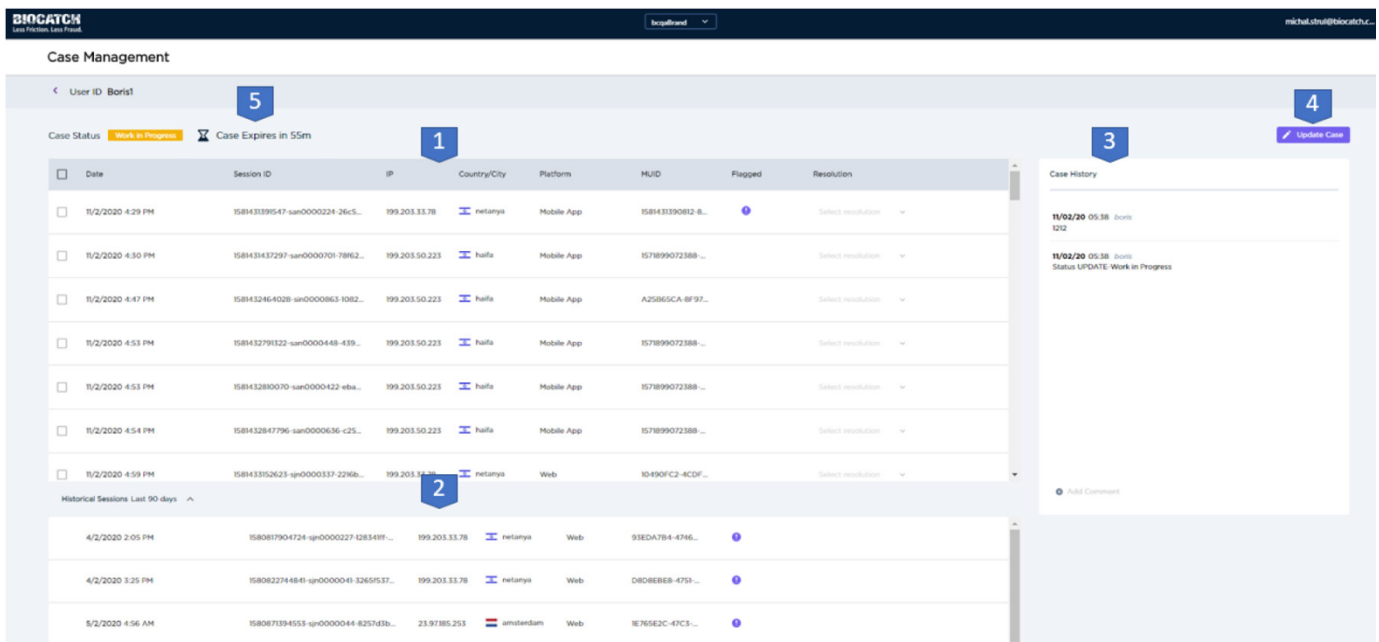
To drive faster resolution, each case contains important session details including risk score, threat indicators, and device and location elements. Further, to provide greater context, each case presents all sessions that were performed by the user over the last 90 days.

Upon resolution, the Case Manager delivers the ability for fraud operators to mark cases as either fraud or genuine to automatically update the BioCatch risk engine, enhancing future detection accuracy.

## Optimize Fraud Operations

The BioCatch Case Manager offers a methodic comprehensive view of user activity as well as workflow capabilities. Within a case, fraud teams can easily update case status and track resolution progress.

To support case escalation processes, the BioCatch Case Manager complements the BioCatch Analyst Station tool, which is designed to be used by fraud analysts who are responsible for investigating more complex fraud cases or identifying fraud trends. In addition to case resolution actions performed by fraud operators, the Case Manager can be used by Fraud Analysts to investigate escalated cases and surface insights that can be later used to optimize existing policies or create new rules.



The screenshot displays the BioCatch Case Management interface. At the top, it shows the user ID 'Boris1' and the case status 'Work in Progress' with a 'Case Expires in 55m' timer. A table lists sessions with columns for Date, Session ID, IP, Country/City, Platform, MUID, Flagged, and Resolution. A sidebar on the right shows the Case History with a 'Update Case' button. Numbered callouts 1 through 5 highlight specific UI elements.

Date	Session ID	IP	Country/City	Platform	MUID	Flagged	Resolution
11/2/2020 4:29 PM	ISB43339547-san0000224-26C5...	199.203.33.78	netanya	Mobile App	ISB43339082-8...	ⓘ	Select resolution
11/2/2020 4:30 PM	ISB43437297-san0000701-7862...	199.203.50.223	haifa	Mobile App	IS7899072388...		Select resolution
11/2/2020 4:47 PM	ISB432464028-san0000863-1082...	199.203.50.223	haifa	Mobile App	A2586SCA-8F97...		Select resolution
11/2/2020 4:53 PM	ISB432798122-san0000448-439...	199.203.50.223	haifa	Mobile App	IS7899072388...		Select resolution
11/2/2020 4:53 PM	ISB43280070-san0000422-eba...	199.203.50.223	haifa	Mobile App	IS7899072388...		Select resolution
11/2/2020 4:54 PM	ISB432847796-san0000636-c25...	199.203.50.223	haifa	Mobile App	IS7899072388...		Select resolution
11/2/2020 4:59 PM	ISB43352623-spn0000137-226b...	199.203.33.78	netanya	Web	10490FC2-8CDF...		Select resolution

A BioCatch Case



BioCatch pioneered behavioral biometrics, which analyzes an online user's physical and cognitive digital behavior to protect users and their data. Today, customers around the globe leverage BioCatch's unique approach and insights to more effectively fight fraud, drive digital transformation and accelerate business growth. With nearly a decade of data, over 50 patents and unparalleled experience analyzing online behavior, BioCatch is the leader in behavioral biometrics. For more information, please visit [www.biocatch.com](http://www.biocatch.com)

[www.biocatch.com](http://www.biocatch.com)

E: [info@biocatch.com](mailto:info@biocatch.com)

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