

# Case Manager

## Capabilities

- Analyze fraud cases based on information about risk factors such as risk score, indicators, device, location and additional elements
- 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 Policy Manager and Truth Marketing Interfaces

## Benefits

- Fraud Operators can investigate high-risk activities and provide genuine and fraud feedback in real-time, reducing the fraud-review operational cost
- Enhances accuracy of the risk engine based on confirmed fraud cases
- Fraud Operators leverage tools that simplify investigation and drive faster resolution
- Provides visibility into the fraud operators activities and workload

## Other BioCatch Platform Components

- Policy Manager
- Analyst Station
- JavaScript/SDK

The Case Manager application is designed to be used by fraud operators who are responsible for resolving sessions and activities flagged as high by determining whether the activity was performed by a genuine user or fraudster. In order to support this resolution, fraud operators are provided with supporting information through the Case Manager application to mark cases fraud or genuine and also highlight the reason the activity was considered to be risky.

Cases in the Case Manager application are created by automated flagging of risky sessions or activities via the BioCatch Policy Manager tool. When a policy rule is created, a flag can be set to determine whether a case should be created if the policy rule is satisfied. Once a case is created, it appears in an organized queue of cases, and will contain all sessions for the user within the last 90 days. Fraud operators will review case by case in the queue and try to decide if the risky activity(s) performed by the end-user are genuine or fraud and will also provide more granular information about the nature of fraudulent activities such as mode of operation. Providing fraud and genuine feedback through the Case Manager application will automatically update the BioCatch risk engine, enhancing accuracy of fraud detection.

In addition to case resolution actions performed by fraud operators, fraud analysts will use the Case Manager to investigate cases that were raised by the fraud operator and identify patterns to be used later to update existing policies or create new policies.

This tool offers a methodic comprehensive view of user activity as well as workflow capabilities, and complements the Analyst Station tool, which is designed to be used by the fraud analysts who are responsible for looking at more complex cases of fraud and/or looking for fraud patterns either to define new policies or identify additional users that were impacted by specific fraud patterns.

Main components of the Case Manager application:

**Case Queue** – contains all open cases from the last 7 days, with indication whether the case is already assigned to a fraud operator or not. Once new information is added to a case, there is a specific indication to inform the operator that new evidence has been added. Cases in the system are prioritized based on date, status and score.

