

Real-Time Analytics provides on-demand workable Key Performance Indicators (KPIs), insights, and alerts to help you grow revenue, improve profitability, and increase your base of loyal customers. Logging in at the account level, allows for filtering on individual Merchant IDs, (MIDs) and logging in at the MID level, enables a deeper look into those transactions.

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 **Real-Time**, select **Monitoring**.

Overview

Section 1 Horizontal Filtering Toolbar and Export Function

If you are logged in to the SSO (_acct) level, six toolbar filters are displayed, including one for merchant IDs within that group. If you are logging in to a specific MID, the merchant ID filter will not be available because only data from the specific MID is accessible. The filters are drop-down menus from which you can choose other dimensions if they apply, and from which you can change the results that are displayed.

TIP Use the **Choose a filter** drop-down menu to replace the default **Currency: All** filter with **Reason Code** to better understand your declines.

The last filter defaults to **Currency: All**. You can change category using the **Choose a filter** drop-down menu below the filters. Click **CLEAR** to restore filters to their original states.

Horizontal Filtering Toolbar

The screenshot shows the 'Real Time Analytics Dashboard' with a horizontal filtering toolbar. The toolbar contains the following elements from left to right: 'Showing data with filters:' followed by five filter buttons: 'Processor: All processors', 'Time Period: Last hour', 'Count/Amount: Count', 'Reporting As: USD', and 'Currency: All'. To the right of these filters is a 'CLEAR' button. Above the filters are three links: 'SWITCH TO HISTORICAL', 'SHOW CONFIGURED ALERTS', and 'EXPORT'. Below the filters is a 'Choose a filter' dropdown menu which is open, showing a search bar and a list of options: 'Country', 'Payment Channel', 'Payment Type Method', and 'Reason Code'. Callouts with lines pointing to these elements provide the following explanations:

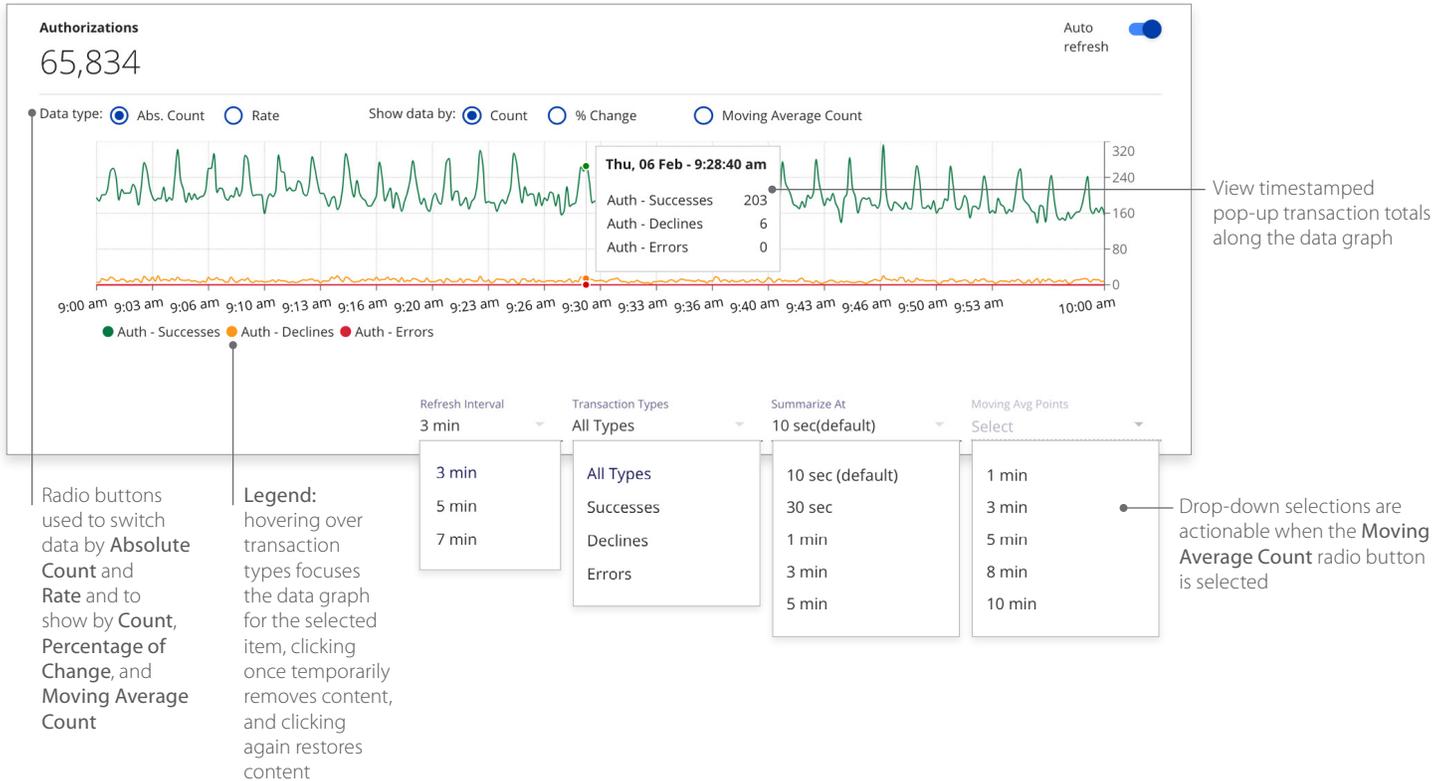
- Choose a filter:** A range of dimensions that replace the Currency filter
- SWITCH TO HISTORICAL:** The Switch to Historical link goes to the Historical / Classic page
- SHOW CONFIGURED ALERTS:** The Show Configured Alerts link goes to the Custom Alerts page which displays all existing alerts
- CURRENCY: ALL:** The Currency filter varies dimension based on the drop-down menu selection
- CLEAR:** Select Clear to restore all filters to their default states
- EXPORT:** Export the data with applied filters as a .csv or .json file

Section 2 Data Graph

You can view the day's authorizations (from midnight), which adjust with the filter selections. Above the graph are radio buttons to display data using other measures. Hovering over any section within the graph displays a pop-up dialog box with totals for **Successes, Declines, and Errors** for the selected time.

Below the graph, drop-down menus for **Refresh Interval, Transaction Types, and Summarize At** or **Moving Avg Points** provide further options to view data. Hovering over any code in the legend brings focus to that area in each bar. Clicking on a legend authorization makes it unavailable and temporarily removes the content from the display. Clicking again on the code restores the content to its original state.

Data Graph



Section 2 Successes and Declines Comparison Table

This section gives a count of the day's authorizations for successes and declines (from midnight) for **Count/Count change, Percentage/Percentage change, and Amount/Amount change**. Successes and declines results reflect selections from the horizontal filtering toolbar. Comparisons for both show the day's amount and rate of change and the filtering toolbar selections—in this example, *Last hour*.

Success and Declines Comparison Table

Authorizations Success And Declines	Count	Count change*	Percentage	Percentage change*	Amount	Amount Change*
Successes - Today	625,105	↑ 30,038	96.25%	↑ 5.11%	10,203,117.88 USD	↑ 480,200.51 USD
Successes - Last hour	45,043	↓ 7,847	93.96%	↓ 11.09%	832,586.70 USD	↓ 119,582.29 USD
Declines - Today	20,830	↑ 783	4.52%	↑ 2.91%	399,740.68 USD	↑ 24,930.53 USD
Declines - Last hour	1,985	↓ 145	3.76%	↓ 6.66%	41,604.63 USD	↓ 984.82 USD

* Versus previous period

Section 3 Dimension Comparison Table

This table features each transaction type and comparison metrics for **Today** with other time dimensions based on the selected filters at the top of the page. Similar to the *Success and Declines Comparison Table*, values in this table are associated with each transaction type. The complete table varies relative to selections made within the horizontal filtering toolbar. 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 for searching within the category. The header area scrolls horizontally to reveal more dimensions.

Dimension Comparison Table

Transaction Type	Processor	Currency	Today	% of Total	Last 1hr	% of Total(1h...	Change vs. prev...	%Change vs. prev...
filter	filter	filter						
AUTHS-TOTAL			707,480	100.00%	68,773	100.00%	↑ 3,038	↑ 3.04%
AUTHS-SUCCESS			695,043	94.78%	65,805	96.02%	↓ 2,847	↓ 2.76%
AUTH-DECLINE	smartpay	GBP	390	0.90%	14	0.01%	↓ 4	↓ 28.73%
AUTH-DECLINE	smartpay	EUR	92	0.02%	3	0.01%	↓ 4	↓ 402%
AUTH-DECLINE	smartpay	USD	30,127	3.39%	2,976	4.51%	↑ 117	↑ 3.39%

Enter a search term to explore specifics

Currency changes in accordance with the toolbar filtering selection

Adjust the width of each column

Select an arrow to change content order

Scroll horizontally within the header bar

Real-Time Analytics Summary

Practical insights in the here and now—providing on-demand, workable performance KPIs, alerts, and notifications in the CyberSource Business Center, including:

KPI summary

- Real-time authorizations and declines
- Count, conversion rates and reason codes

KPI trend

- Real-time ticker
- Configurable intervals for the past day

Performance summary by dimensions

- Processor, Reason Code, Payment Type Method, Country, Currency, and Payment Channel

For more information contact your CyberSource account rep or visit us at <https://www.cybersource.com/en-us/support.html>

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