CyberSource Business Center

Real-Time Analytics / Monitoring Use Case

You can monitor your authorizations, successes, declines, and errors by count and rate in near real time. Examine important transaction entities such as merchant hierarchy, processor, reason code, payment type method, country, currency, and payment channel. Available time periods include **Up to the last minute**, and **For the last 72 hours**.

Real-Time Monitoring: Authorization Traffic

What are the Authorization counts and rates per a specific reason code for today?

- 1. From the left navigation panel go to **Analytics** > **Real-Time** > **Monitoring**.
- 2. Review recent authorizations on the Data Graph (near real time).
- 3. In the toolbar filters, select another time period to compare today's successes and declines to notice any rate change.
- 4. Look at the **Data Table** for any count and rate change that are higher than normal.
- 5. In the Choose a Filter drop-down menu, choose Reason Code: All.
- 6. Look at the **Data Table** to determine which reason codes have high counts and a negative red rate change.
- 7. In the Reason Code filter, click the white icon drop-down menu and choose 202-DCARDEXPIRED.
- 8. Look at recent 202-DCARDEXPIRED declines in the Data Graph.
- 9. Compare today's **202-DCARDEXPIRED** declines to the time period selected and notice any rate change.

10. In the Data Graph, select the Rate radio button to see the trend in decline rate.

11. To explore data further, click the **Export** button. A pop-up menu appears with two selections: **Export as CSV** or **Export as JSON**.

In summary, you have an immediate way to understand the count, rate, and amount for specific reason codes in near real time. Informed examinations of your authorizations might help you develop possible data, applications, and strategie, which could improve your KPIs and performance.

Extend this use case to the following scenarios:

- 1. What are your Authorization counts and rates per a specific:
- Card type
- Country
- Currency
- Channel (such as eCommerce, Recurring or 3D Secure)
- 2. Use Authorization count and rate to determine your business hierarchy performance.

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

