



# SMART DISPUTE SOLUTIONS™



# ENHANCED ANALYTICS™

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DATA-DRIVEN DECISIONS MADE WITH  
CONFIDENCE



# SMART DISPUTE SOLUTIONS™

**Enhanced Analytics** is the next generation of chargeback management analytics, offering merchants the ability to uncover hidden vulnerabilities, spot trends, and make confident, data-driven decisions. With a focus on deep analysis of your chargeback data, SDS provides a powerful tool to help you stay ahead of risks and protect your business.

## Key Features of Enhanced Analytics™

### Dynamic Filtering & Customizable Reporting

Tailor your reports to fit specific needs with dynamic filters and save settings for future access.

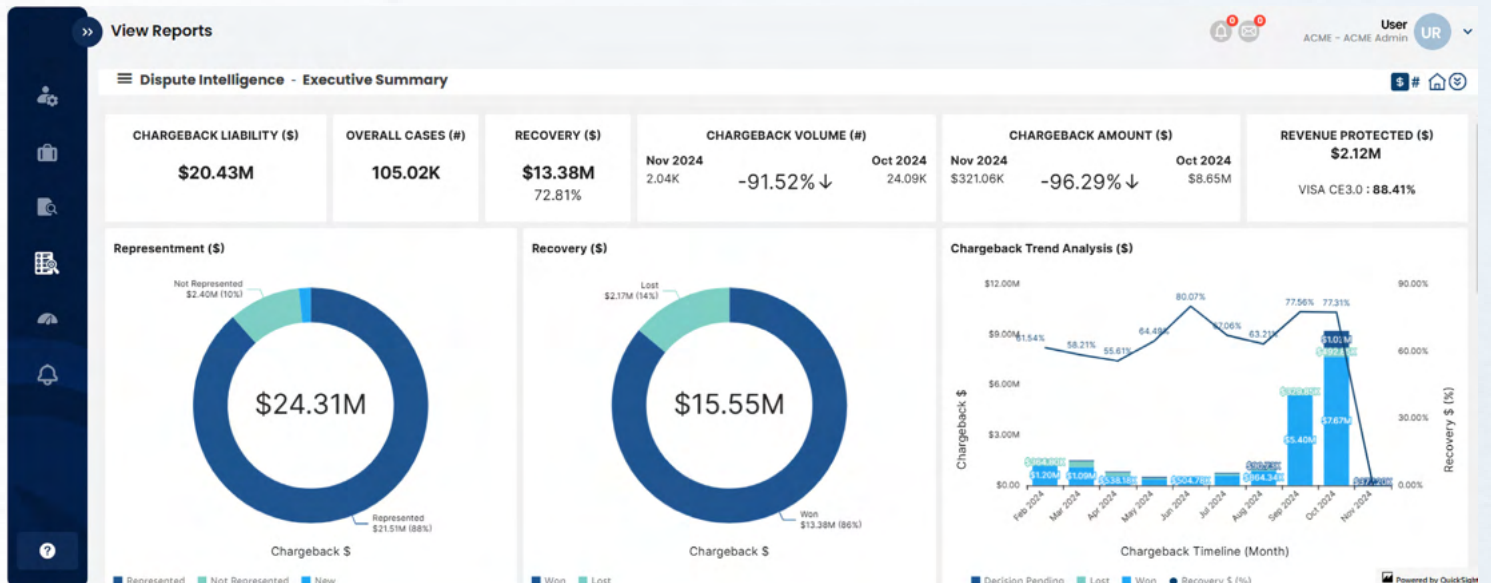


### Intuitive User Interface

A streamlined, user-friendly design for easy navigation, enhancing the overall user experience.

### Comprehensive Metrics

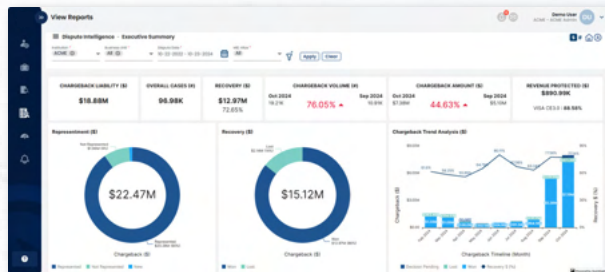
Toggle between value and volume metrics for a detailed and nuanced view of your chargeback performance.





## Advanced Analytics & Performance Monitoring Tools

**Root Cause Analyzer** Real-time chargeback source identification with over 50 data points provides unparalleled insights into the buyer's journey. The Root Cause Analyzer empowers merchants to address the true causes of chargebacks, enabling them to take informed actions to increase customer retention and satisfaction.



**Advanced Dispute Intelligence** The industry-first Advanced Dispute Intelligence tool gives merchants deep insights into their chargeback management strategy, allowing for comprehensive analysis, comparison with industry benchmarks, and forecasting of future chargebacks and revenue recovery.

With the ability to break down chargeback data by issuer, card network, and location, merchants can uncover hidden trends, identify vulnerabilities, and create targeted strategies to reduce chargebacks and improve operational efficiency.

**MID Health Report** The Merchant ID (MID) Health Report offers essential insights into the health and performance of the MIDs. It provides a clear view of chargeback, fraud, and VAMP ratios, identifies low-activity MIDs, and highlights those at risk of entering monitoring programs. Merchants also receive an executive summary of MIDs already in monitoring programs, along with a focused review of the highest-risk MIDs by chargeback ratio. With this proactive reporting, businesses can stay ahead of potential risks and safeguard their operations.

