

ARCOT CASE MANAGEMENT

Improve customer experience and simplify operations through Arcot's Case Management API.

Arcot Case Management API enables a financial institution to retrieve case information in real-time whenever or wherever it's needed and empowers automation to simplify operations. Our API also provides a feedback mechanism so fraud markings can be shared back into Arcot system.

THE CHALLENGE

Today, many issuers have two different processes and systems for managing potentially fraudulent transactions. One process for authentication and another one for authorization. This usually leads to several negative outcomes, such as:

- Poor experiences for cardholders when they call in to report fraud or declines on their card
- Higher operational costs of managing two processes
- Data inconsistencies when reporting fraud to one system but not another

THE SOLUTION

Arcot Case Management API enables issuers to retrieve or update case information seamlessly from their primary fraud or case management systems. This provides one central view for call center agents and fraud analysts to drive improved customer service and speed to resolution. Customer calls about fraud or declined transactions are critical to the customer relationship.

Key capabilities of Case Management API include:

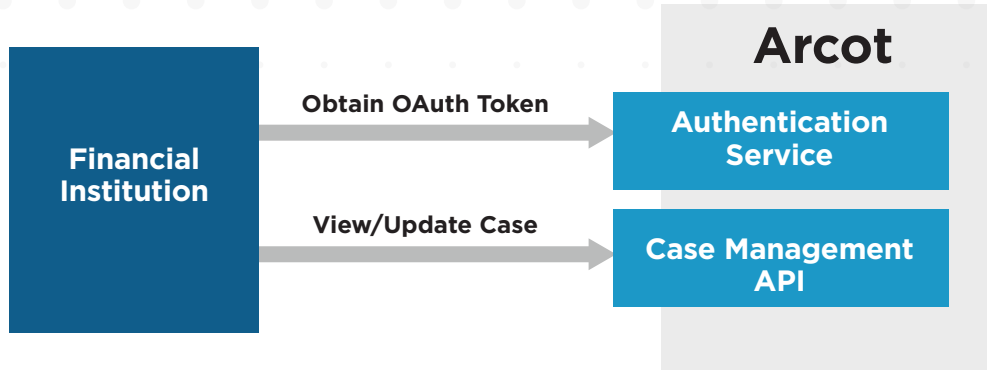
- View the next series of cases in the queue
- Pull the next case from the queue
- Assign a case based on the Actor's ID (typically card number or bank ID)
- Change the status of the case
- Add a device to a hot list
- Mark a transaction as fraud/not fraud

KEY BENEFITS

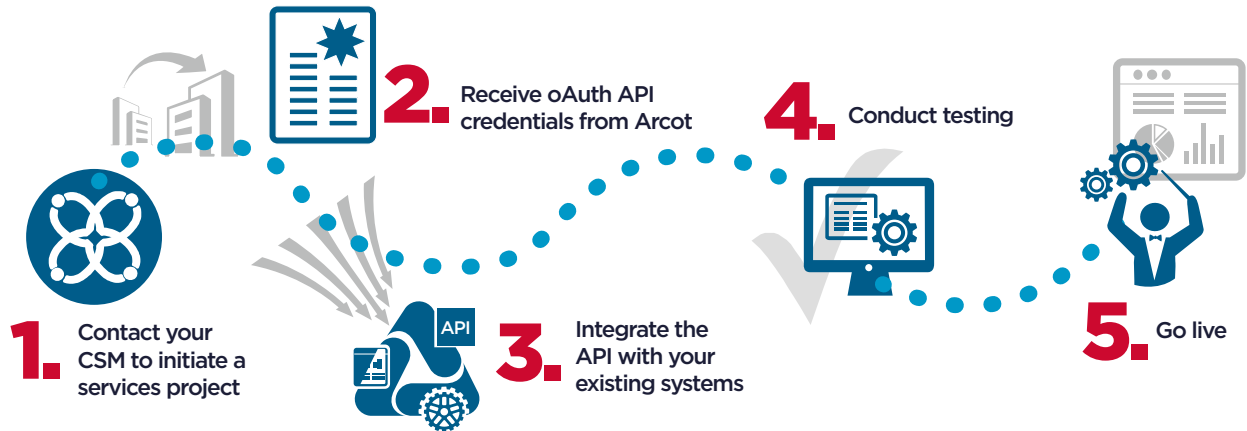
- Simplified operations
- Seamless integration with your primary fraud and/or case management system
- One view for call center agents and fraud analysts
- Improved performance of the Arcot Network Predictive Score
- Automated device hotlisting

How Does It Work?

The Arcot Case Management API provides programmatic access to Arcot case management functions from your environment.



To get started:



LEARN MORE

Contact your Customer Success Manager to learn more about the Arcot Case Management API

→ **Contact us today at sales.arcot@broadcom.com**

About Broadcom Software

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