

Fintech Payment Optimization Dashboard - Training Guide

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1. Introduction

As the Product Owner, I created this training guide for the Fintech Payment Optimization Dashboard (Jan 2023 - Dec 2023) to support analysts and managers in monitoring transactions and detecting fraud. This 2-3 page excerpt, part of a 9-page manual, was shared with the client's fraud team in Dec 2023, ensuring effective use and contributing to a 25% fraud detection improvement. The guide covers key tasks like viewing transactions, managing alerts, and using filters.

2. Audience

- Analysts: Monitoring transactions, responding to alerts.
- Managers: Filtering data, reviewing analytics.
- Compliance Officers: Accessing audit logs.

3. Prerequisites

- Access to dashboard [client dashboard URL].
- Login credentials (provided by client IT).
- Basic computer or tablet skills.

4. Step-by-Step Instructions

Task 1: Viewing Real-Time Transactions (Analysts)

- Step 1: Log into dashboard with credentials.
- Step 2: Navigate to "Transactions" tab.

- Step 3: View transaction volume and status (e.g., completed, pending).
- Expected Result: Data refreshes in real-time (<5 seconds).
- Notes: Contact IT if data lags (may indicate API issue).

Task 2: Responding to Fraud Alerts (Analysts)

- Step 1: Log into dashboard.
- Step 2: Go to “Alerts” tab to view flagged transactions.
- Step 3: Click alert to see details (e.g., amount, merchant).
- Step 4: Mark as “Investigate” or “Clear.”
- Expected Result: Alerts display within 2 seconds, details accurate.
- Notes: Review rules in sprint 6 documentation if false positives occur.

Task 3: Applying Data Filters (Managers)

- Step 1: Log into dashboard.
- Step 2: Navigate to “Filters” tab.
- Step 3: Select criteria (e.g., date, merchant, transaction type).
- Step 4: Save preferences for future sessions.
- Expected Result: Filters apply in <3 seconds, preferences saved.
- Notes: Test multiple criteria to ensure accuracy.

Task 4: Accessing Analytics (Managers)

- Step 1: Log into dashboard.
- Step 2: Go to “Analytics” > “Fraud Metrics.”
- Step 3: View fraud rates and processing times.
- Step 4: Export to CSV for reporting.
- Expected Result: Charts refresh in real-time, export completes in <5 seconds.

- Notes: Verify data against SQL queries if discrepancies arise.

5. Troubleshooting

- Issue: Alerts not appearing. Solution: Check API status in admin settings.
- Issue: Filters not saving. Solution: Clear browser cache, retry.
- Issue: Slow dashboard. Solution: Test on high-speed internet or contact IT.

6. Additional Resources

- FAQ: Available on [client dashboard URL]/faq.
- Support: Email [client support email] or call [client IT number].
- Feedback: Submit via dashboard's feedback form.