

# FEP MONITORING DASHBOARD



17 August 2022



Last Refresh Time  
23:57:59



Please select your country

Nigeria



Overview

ATM

POS

Web

Report

The dashboard gives us insights into the approval rates and top failures on a minute-by-minute basis, empowering us with a monitoring tool to identify prevailing failures and areas of improvement with regards to FEP transaction processing.

The following are the transaction processing metrics being monitored:

- Total transactions count · Total successful transaction · Total failed transaction · Total timed-out transaction · Customer-induced transaction · UBA-induced transaction · Count of transactions per channel · Average response time
- Trend analysis of successful transaction against failed transactions · Top failures within the hour.

There is an option of exporting selected transaction details to an excel file and an email notification will be triggered.



Channels

All

Country

Nigeria

Total

Total Successful

Total Failed

Total Timed-out

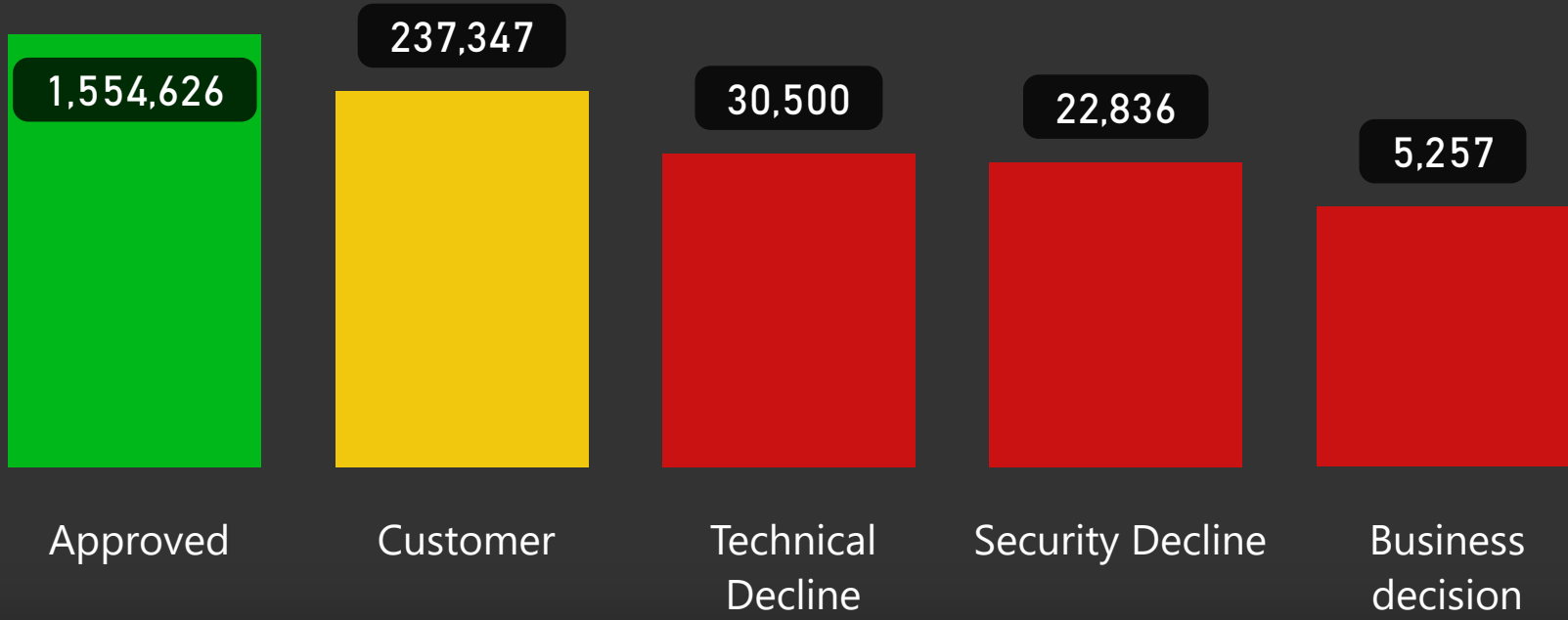
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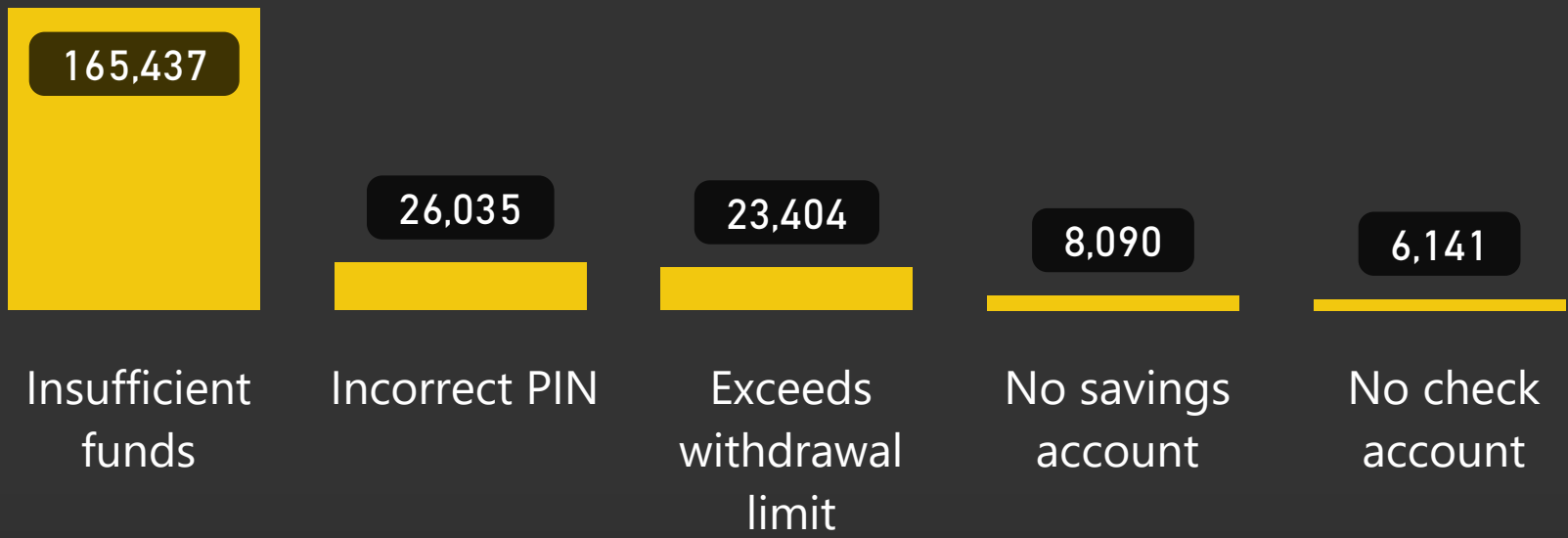
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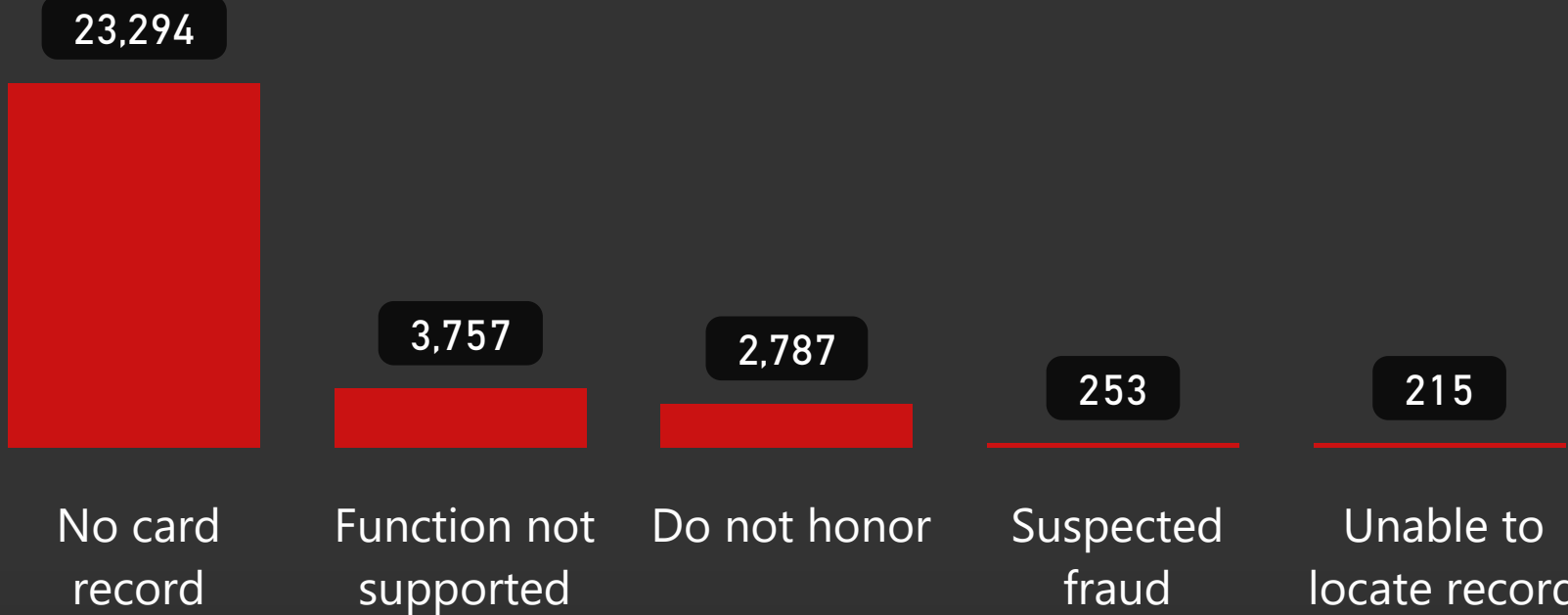
Transaction Bucket



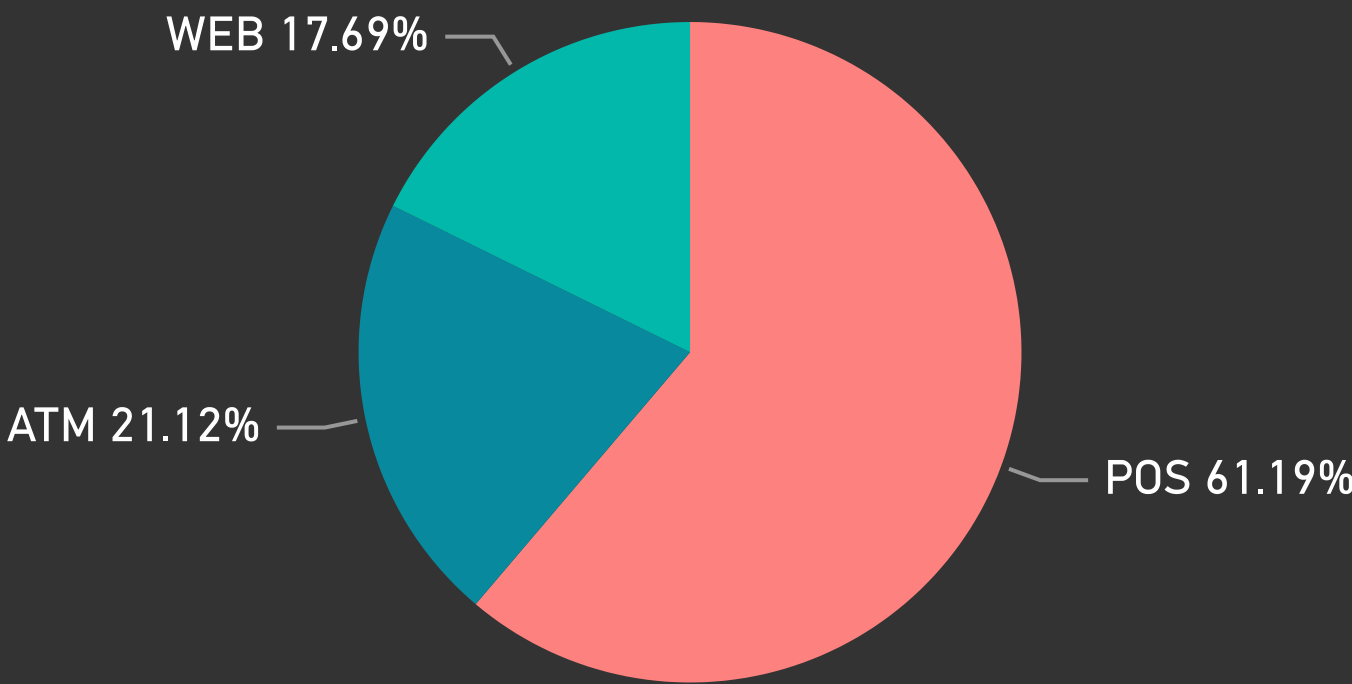
Top 5 Customer Induced Failures



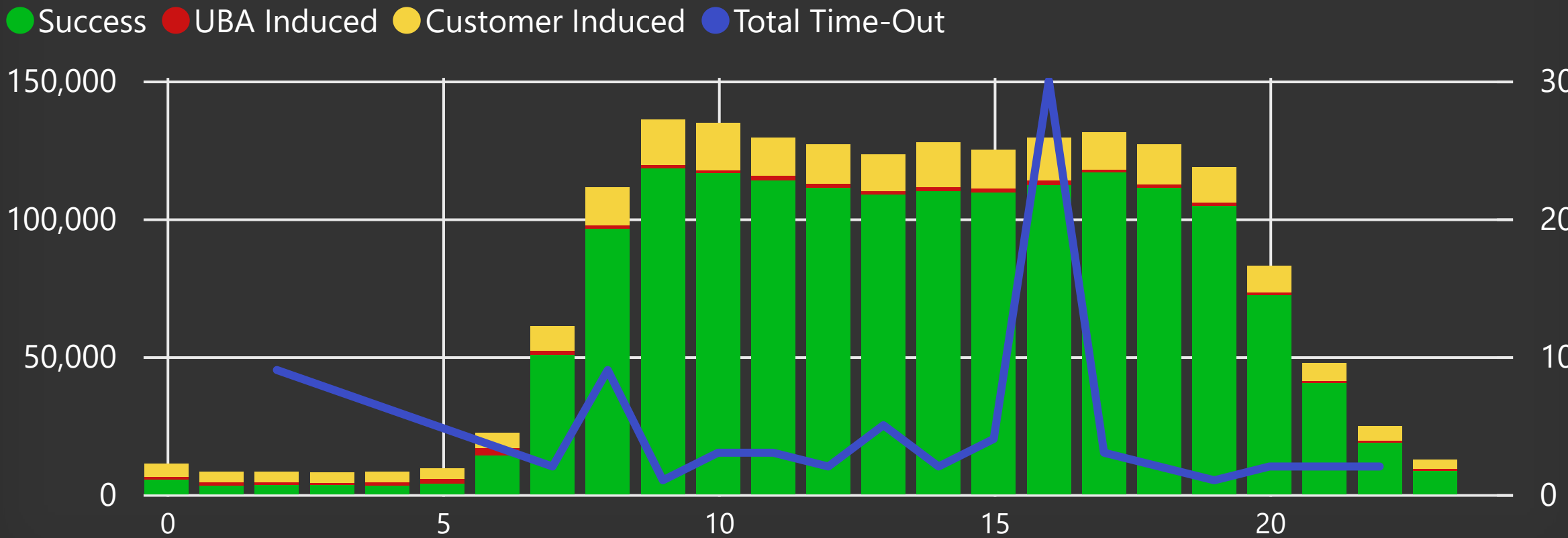
Top 5 Bank Induced Failures



Count of Tranx by Channels



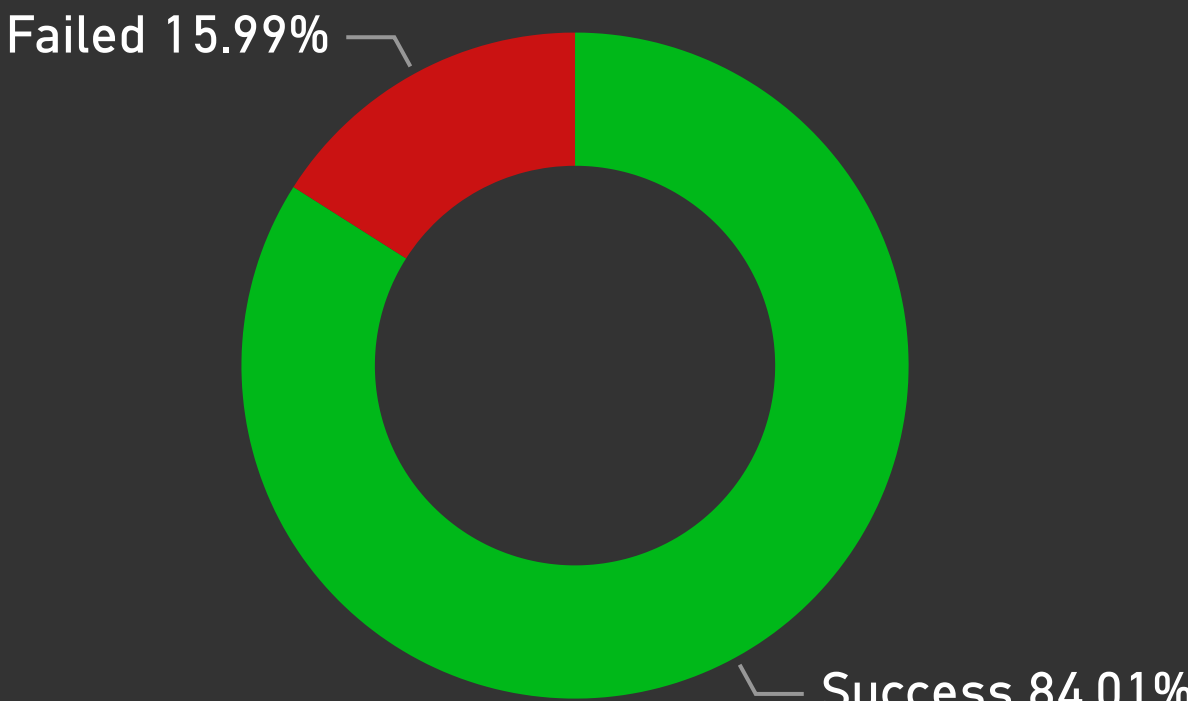
Transaction Analysis



Average Response Time (secs)

0.37

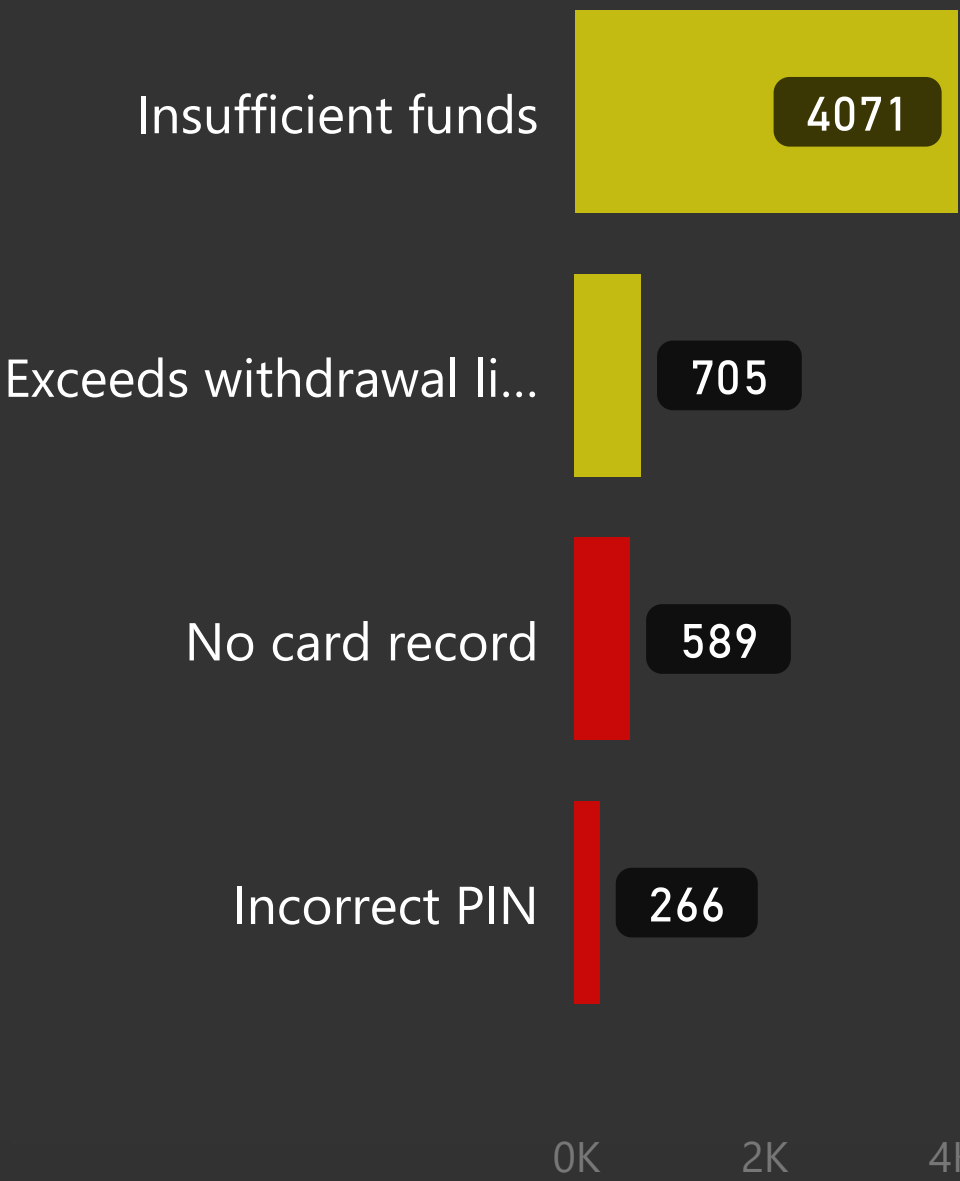
Success and Failed



Failures within the Last 5mins



Failures within the Hour





Channels

All

Country

Nigeria

Total

Total Successful

Total Failed

Total Timed-out

17 August 2022



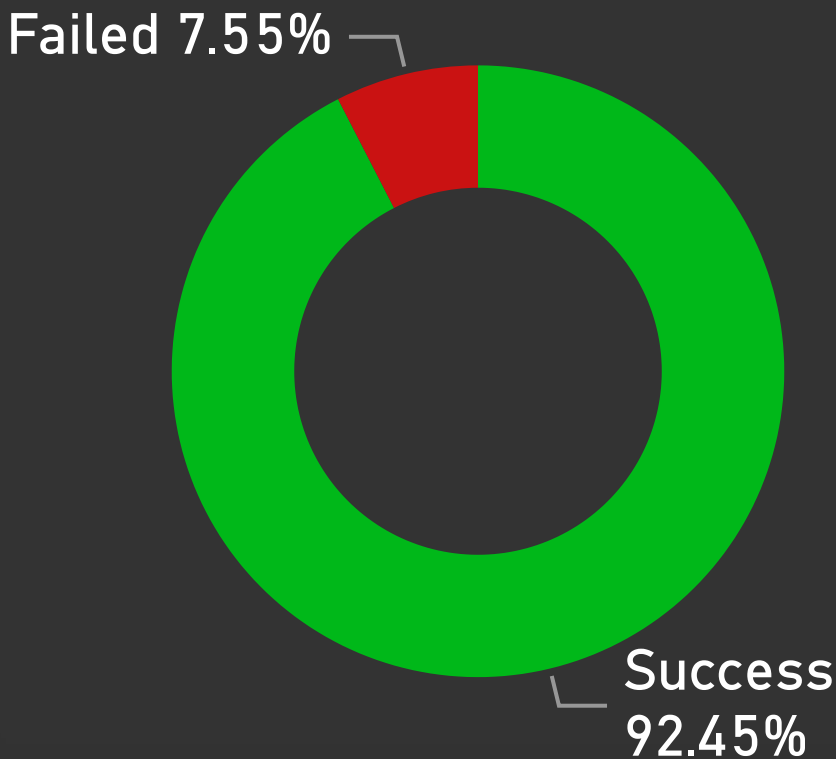
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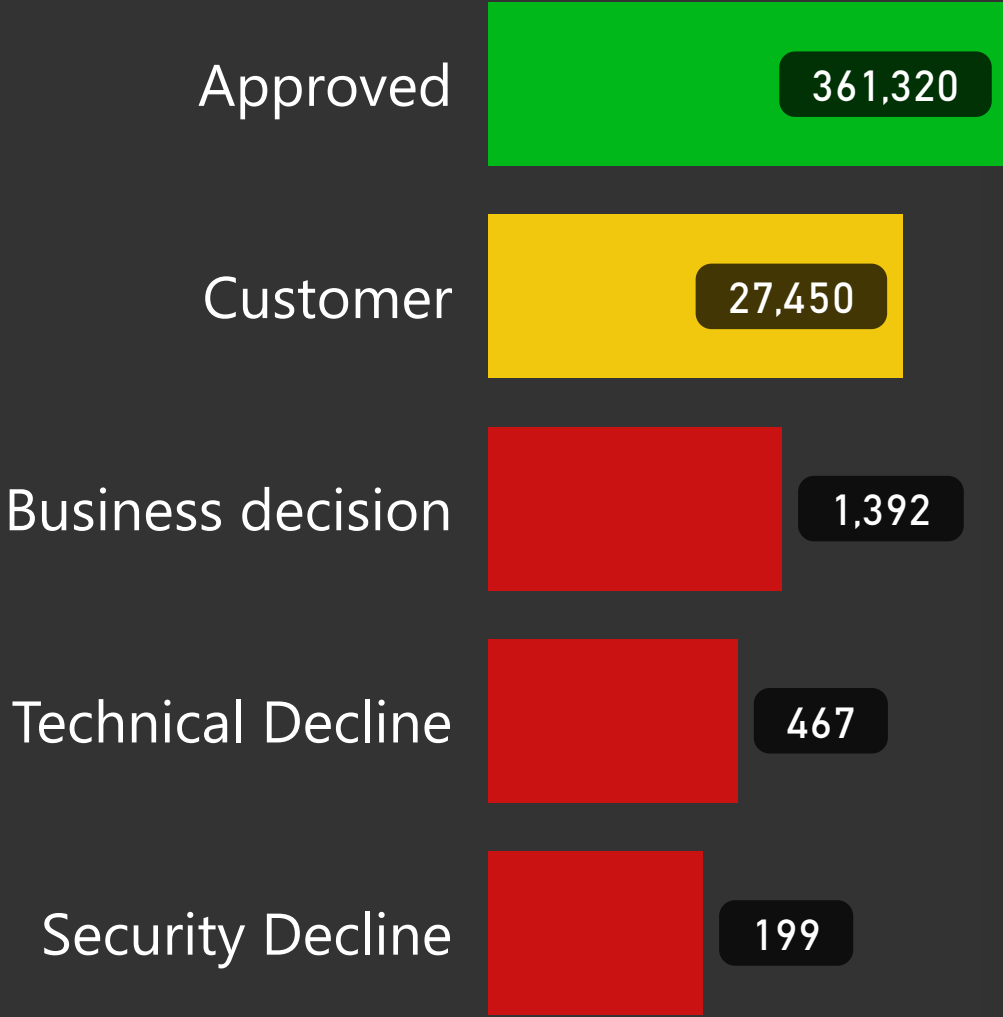


Account ID	PAN	Transaction Status	Response	Response_dec	start_time	Channels	Country
2224231350	519911*****2590	Approved	00	Approved or completed successfully	23:57:40	ATM	Nigeria
2062102746	519911*****3493	Approved	00	Approved or completed successfully	23:57:28	ATM	Nigeria
2070494666	519911*****5293	Approved	00	Approved or completed successfully	23:57:08	ATM	Nigeria
2062102746	519911*****3493	Customer	55	Incorrect PIN	23:57:05	ATM	Nigeria
2074576492	519911*****7331	Approved	00	Approved or completed successfully	23:56:54	ATM	Nigeria
NGN09992528070	628051*****0000	Approved	00	Approved or completed successfully	23:56:39	ATM	Nigeria
2116279042	519911*****3678	Approved	00	Approved or completed successfully	23:56:33	ATM	Nigeria
2134721819	519911*****9312	Approved	00	Approved or completed successfully	23:56:16	ATM	Nigeria
2152099253	519911*****4772	Approved	00	Approved or completed successfully	23:56:14	ATM	Nigeria
2264953962	519911*****7555	Approved	00	Approved or completed successfully	23:56:08	ATM	Nigeria
2074503636	519911*****0719	Approved	00	Approved or completed successfully	23:56:05	ATM	Nigeria
2043596333	519911*****9822	Approved	00	Approved or completed successfully	23:56:01	ATM	Nigeria
2249898176	519911*****3515	Approved	00	Approved or completed successfully	23:55:55	ATM	Nigeria
2184491931	519911*****8124	Approved	00	Approved or completed successfully	23:55:45	ATM	Nigeria
1019475106	517868*****1657	Approved	00	Approved or completed successfully	23:55:38	ATM	Nigeria
2152099253	519911*****4772	Approved	00	Approved or completed successfully	23:55:34	ATM	Nigeria
2074503636	519911*****0719	Approved	00	Approved or completed successfully	23:55:18	ATM	Nigeria
1019475106	517868*****1657	Approved	00	Approved or completed successfully	23:55:10	ATM	Nigeria
2195891896	519911*****1054	Approved	00	Approved or completed successfully	23:55:06	ATM	Nigeria

Success and Failed



Success vs Failures







Channels

All

Country

Nigeria

Total

Total Successful

Total Failed

Total Timed-out

17 August 2022



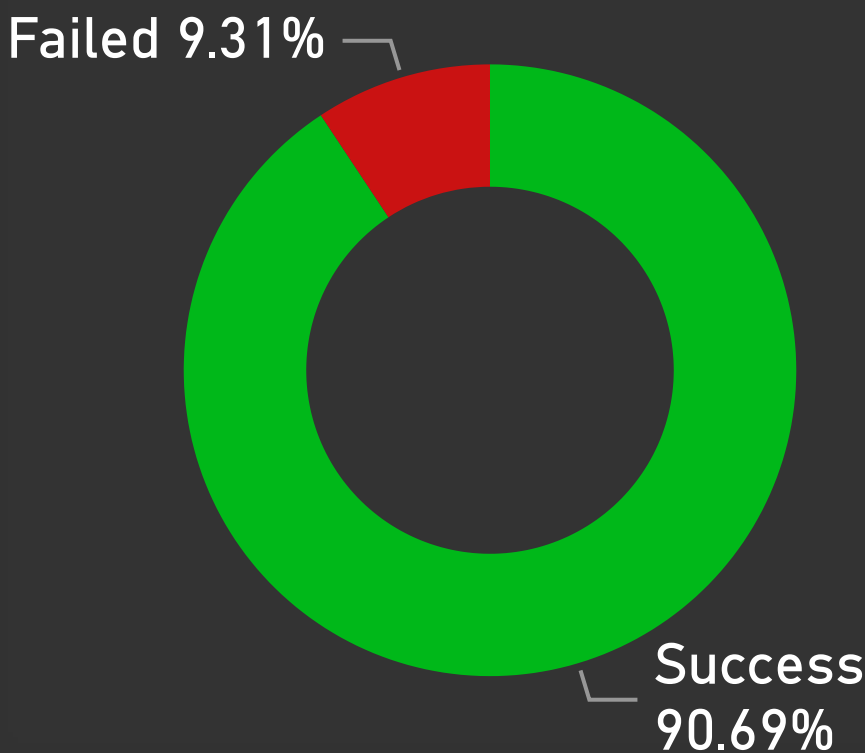
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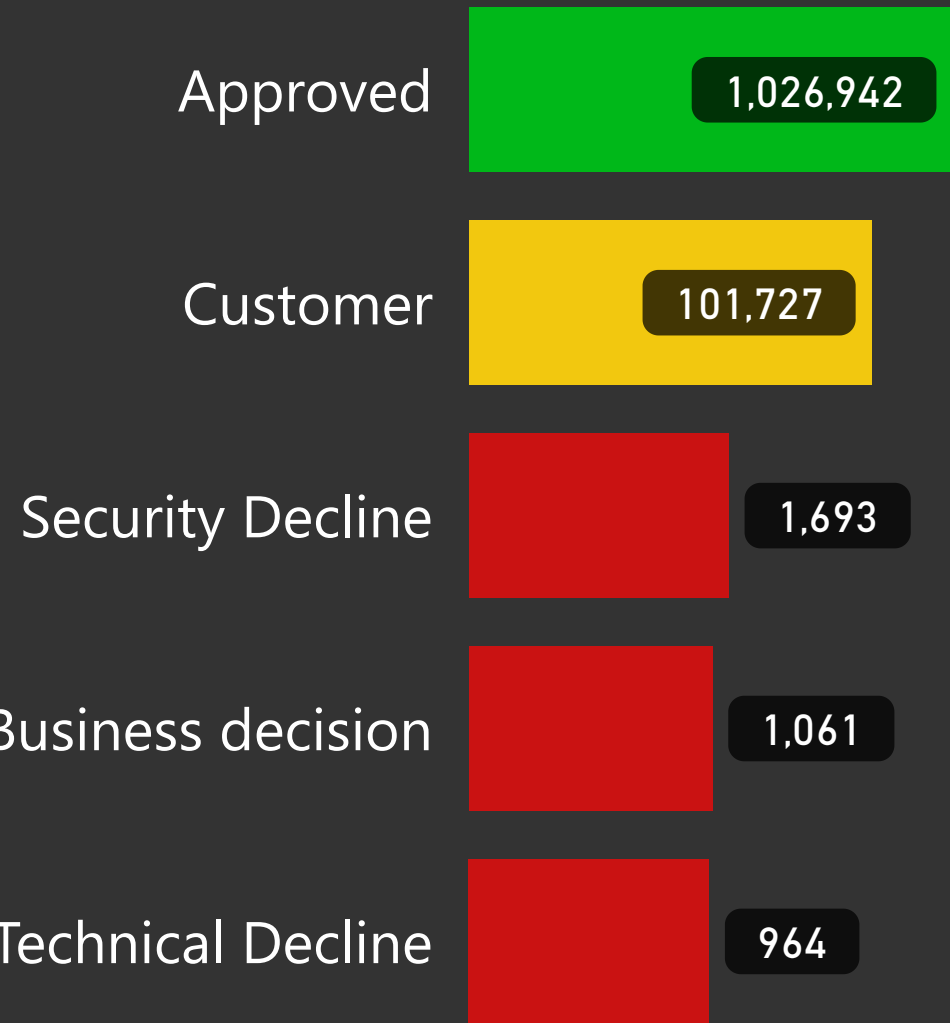


Account ID	PAN	Transaction Status	Response	Response_dec	start_time	Channels	Country
2112591656	519911*****2318	Customer	51	Insufficient funds	23:57:59	POS	Nigeria
2033023582	506102*****0116	Approved	00	Approved or completed successfully	23:57:57	POS	Nigeria
2165899145	519911*****8886	Approved	00	Approved or completed successfully	23:57:55	POS	Nigeria
2095773539	519911*****5487	Approved	00	Approved or completed successfully	23:57:50	POS	Nigeria
2252848258	519911*****1500	Approved	00	Approved or completed successfully	23:57:50	POS	Nigeria
2182403646	519911*****8346	Approved	00	Approved or completed successfully	23:57:49	POS	Nigeria
2199803888	519911*****9967	Customer	61	Exceeds withdrawal limit	23:57:49	POS	Nigeria
2138121541	519911*****3218	Approved	00	Approved or completed successfully	23:57:45	POS	Nigeria
2215160186	519911*****2523	Approved	00	Approved or completed successfully	23:57:43	POS	Nigeria
2127253459	506102*****5111	Approved	00	Approved or completed successfully	23:57:41	POS	Nigeria
2065880104	506102*****8713	Approved	00	Approved or completed successfully	23:57:40	POS	Nigeria
2156287335	519911*****4856	Approved	00	Approved or completed successfully	23:57:33	POS	Nigeria
2188207451	519911*****8835	Approved	00	Approved or completed successfully	23:57:30	POS	Nigeria
2249206683	519911*****6939	Approved	00	Approved or completed successfully	23:57:27	POS	Nigeria
2231783075	519911*****0381	Approved	00	Approved or completed successfully	23:57:26	POS	Nigeria
2111436147	506102*****8510	Approved	00	Approved or completed successfully	23:57:26	POS	Nigeria
2036489132	519911*****5898	Approved	00	Approved or completed successfully	23:57:25	POS	Nigeria
2122984824	519911*****3752	Approved	00	Approved or completed successfully	23:57:24	POS	Nigeria
2177740657	519911*****5954	Approved	00	Approved or completed successfully	23:57:24	POS	Nigeria

Success and Failed



Success vs Failures





Channels

All

Country

Nigeria

Total

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17 August 2022



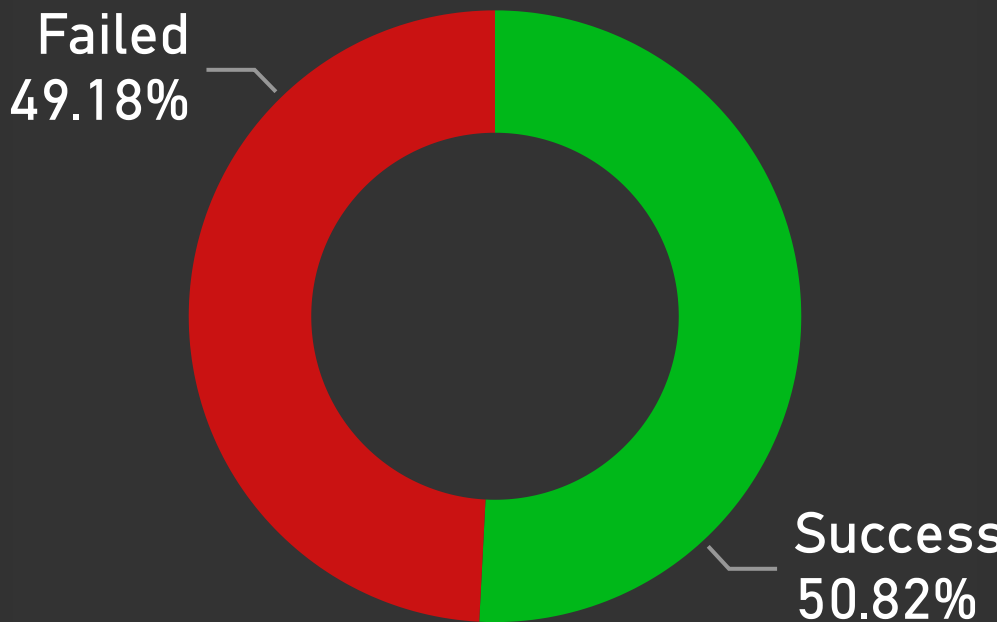
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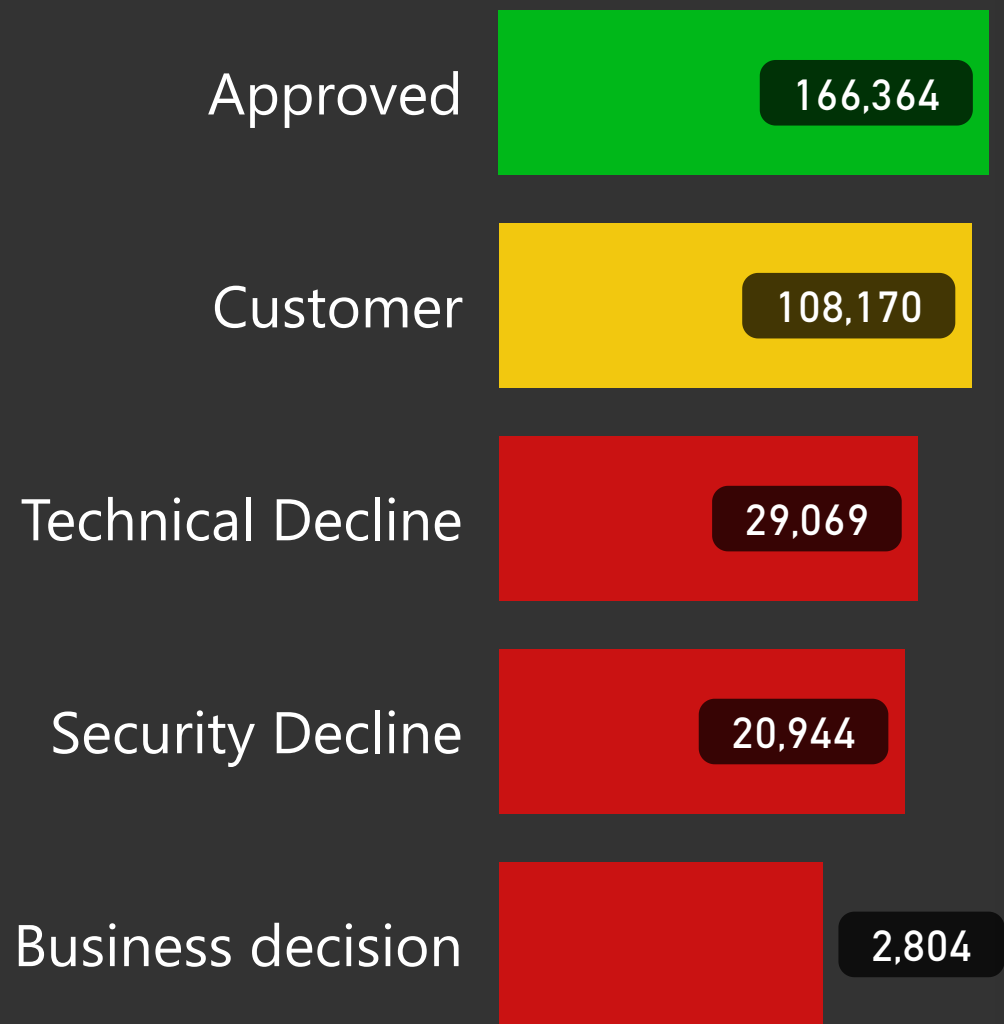


Account ID	PAN	Transaction Status	Response	Response_dec	start_time	Channels	Country
2181240073	519911*****1065	Approved	00	Approved or completed successfully	23:57:59	WEB	Nigeria
2035274601	519911*****4870	Approved	00	Approved or completed successfully	23:57:58	WEB	Nigeria
2041514119	519911*****8541	Approved	00	Approved or completed successfully	23:57:57	WEB	Nigeria
2153766424	519911*****1465	Approved	00	Approved or completed successfully	23:57:57	WEB	Nigeria
1000715268	519911*****9360	Customer	51	Insufficient funds	23:57:57	WEB	Nigeria
2071930383	519911*****3924	Technical Decline	05	Do not honor	23:57:56	WEB	Nigeria
2082266767	519911*****7834	Customer	51	Insufficient funds	23:57:56	WEB	Nigeria
2074664205	519911*****2110	Approved	00	Approved or completed successfully	23:57:55	WEB	Nigeria
2114239198	519911*****8961	Approved	00	Approved or completed successfully	23:57:54	WEB	Nigeria
2114345561	519911*****0727	Customer	61	Exceeds withdrawal limit	23:57:53	WEB	Nigeria
	519911*****2847	Technical Decline	56	No card record	23:57:53	WEB	Nigeria
2222741626	519911*****1505	Customer	55	Incorrect PIN	23:57:52	WEB	Nigeria
2108019034	519911*****5518	Approved	00	Approved or completed successfully	23:57:52	WEB	Nigeria
2170041197	519911*****9893	Approved	00	Approved or completed successfully	23:57:51	WEB	Nigeria
2100530814	519911*****6627	Security Decline	41	Lost card	23:57:51	WEB	Nigeria
2113859014	519911*****1246	Security Decline	41	Lost card	23:57:51	WEB	Nigeria
2190166258	519911*****1408	Customer	51	Insufficient funds	23:57:50	WEB	Nigeria
2209814978	506102*****4012	Customer	61	Exceeds withdrawal limit	23:57:50	WEB	Nigeria
2118528225	519911*****3724	Customer	51	Insufficient funds	23:57:49	WEB	Nigeria

Success and Failed



Success vs Failures





Country	Approved	Business decision	Customer	Security Decline	Technical Decline	Total
Nigeria	1,554,626	5,257	237,347	22,836	30,500	1,850,566
Cameroon	6,146	462	4,593	65	110	11,376
Ghana	4,395	223	2,384	118	59	7,179
DR Congo	2,965	56	229		10	3,260
BurkinaFaso	2,453	1	273	2	45	2,774
Congo Brazaville	2,013	71	526	13	48	2,671
Benin	1,721	22	838	14	25	2,620
Liberia	1,245	86	1,136	48	38	2,553
Senegal	1,436	6	684	2	45	2,173
Chad	1,756	16	318	6	30	2,126
Zambia	1,416	160	409	2	47	2,034
CoteDIvoire	1,048		189	6	11	1,254
Mali	586	1	577	16	18	1,198
Uganda	672	34	297	2	22	1,027
Guinea	581	2	176		2	761
Gabon	479	3	244	2	2	730
Sierra Leone	293	6	297	27	4	627
Tanzania	330	46	129		6	511
Total	1,584,270	6,483	250,679	23,159	31,024	1,895,615

