

- Introduces comprehensive case management, which provides clear, concise and specific case-related information
- Main features:
 - All relevant information about the suspected entity (both on the account and customer level)
 - Automatic prioritization & organization of cases
 - Automatic risk severity calculation
 - Revenue loss & gain calculation
 - Status & action management directly from the case
 - Closing as fraud/not fraud
 - Pro-active actions



- Displays relevant information about the user's performance with regard to case resolution in his/her current shift
- Quickly provides historical case resolution performance indicators by analyst, total yearly saving and total average time to resolve a case

“Know-Your-Customer” approach:

- Proactively displays information and highlights insights about potential issues with the customer
- Includes various sub-components that provide information about:
 - Subscribers & accounts
 - Hotlists
 - Alerts & cases
 - Traffic & usage
 - Similarities to other customers



- Allows the analyst to gather all relevant items collected during the investigation process
- Ensures all relevant fraud-related items are documented in the system
- Allows easy retrieval of information
- Greatly increases the analysts' efficiency



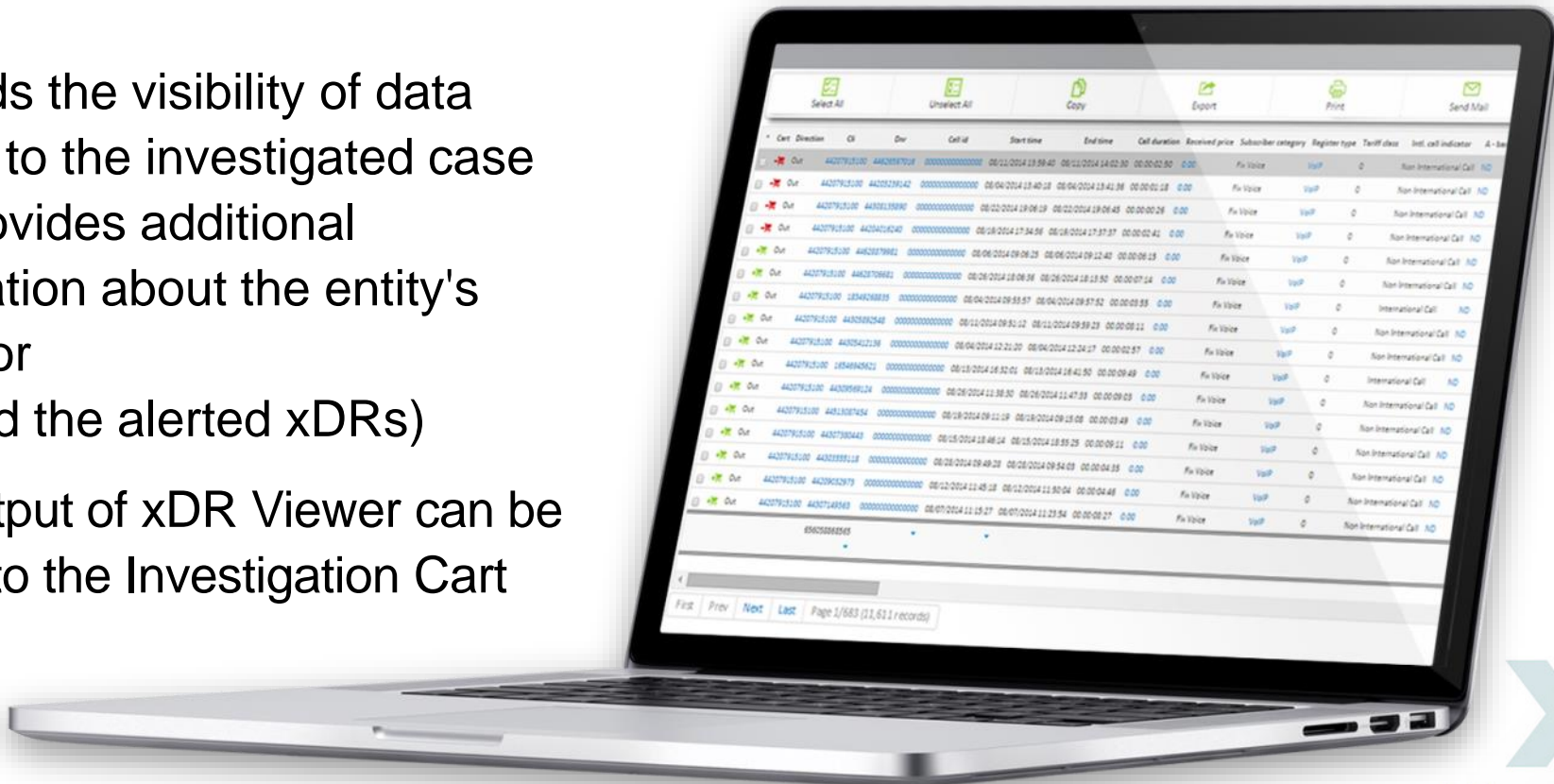
- An advanced data mining-based investigation component
- Enables fraud investigators to identify the root cause of every case faster and more accurately without the need to drill down to the xDR level
- Provides the analyst insights about new suspicious patterns (relations between fields in the investigated data, statistical significance and frequent patterns)





- A powerful Google-like search tool
- Facilitates search in various areas within the application
 - Supports expressions & wild cards
- Highlights the search values within the results
- Useful for both searching items across the application and for investigation purposes

- Expands the visibility of data related to the investigated case and provides additional information about the entity's behavior (beyond the alerted xDRs)
- The output of xDR Viewer can be added to the Investigation Cart





Observes all connections between a specific entity and related entities, shows indirect relations, and reveal suspicious patterns



- Based on the leading SAP BusinessObjects™ Platform
- Rich set of predefined reports in various domains including:
 - Operational & Technical reports
 - System & Fraud team performance
- Trained customers can create new reports as desired

Big Data Platform

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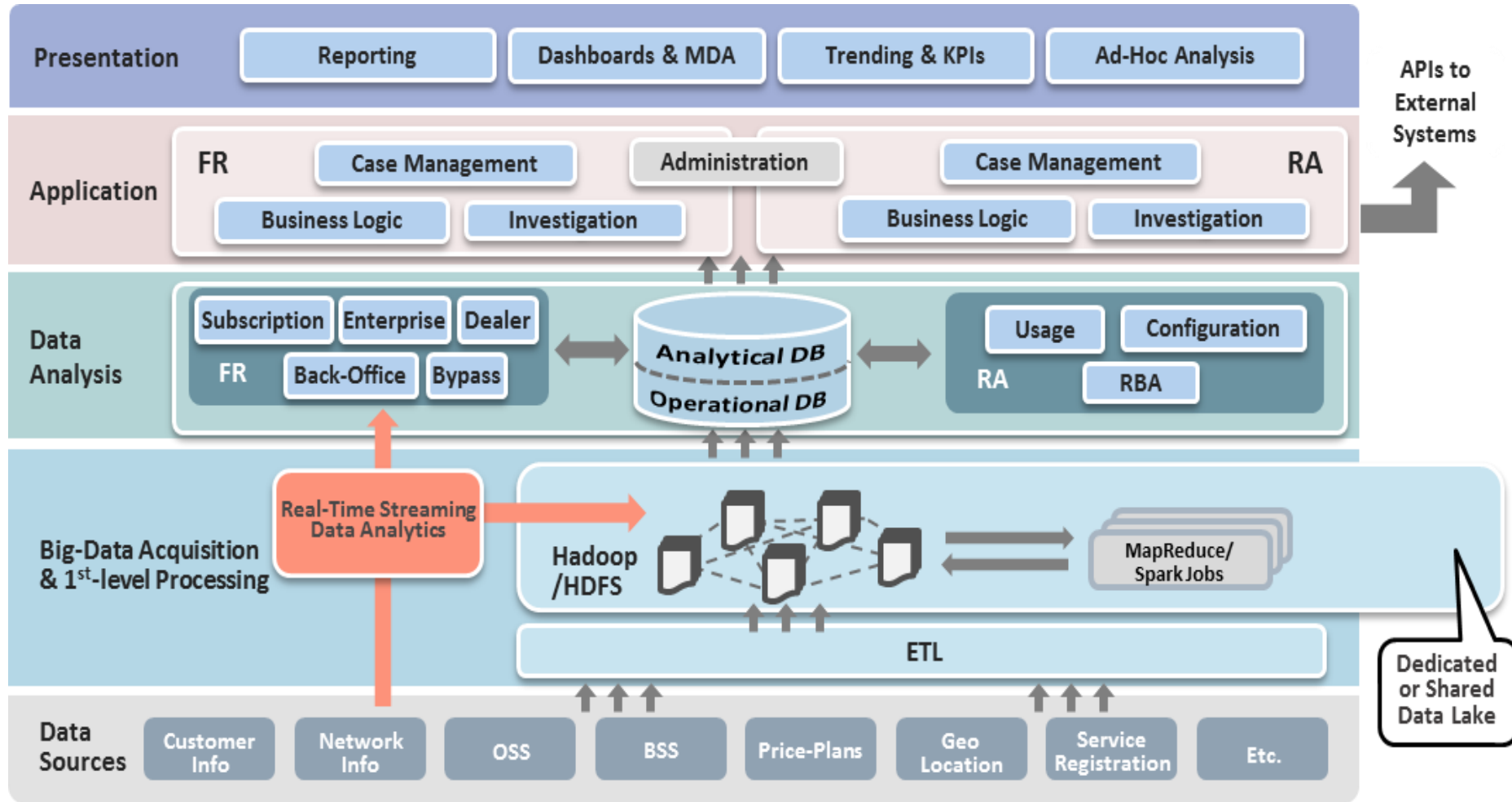
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What Do We Provide?...

*Amdocs provides an **analytical** platform embedded with **best practices use cases** for different purposes such as RA, FM, Marketing Analytics & Data Monetization - all using industry standard **big data environments***

Revenue Guard Solution Architecture

Unified RA/FM over Big-Data





- FraudView's Point Solutions



Subscription Fraud Detection Solution



- **What is it?**
 - A dishonest application for a service where the applicant decides at some point not to pay for the service
- **How is it done?**
 - False documents
 - Impersonation
 - Ghost companies
 - Stolen credit cards
 - Same contact details (email, phone, address)
- **According to the latest CFCA Global Fraud Loss Survey (2013),** subscription fraud is the #1 damaging fraud method, costing the industry as much as **\$5.22 B** annually!
- **Relevant for all regions and all types of operators that have direct contact with end users/customers**

