Project Title:

"Fraud Detection in Financial Transactions – AI-Powered Monitoring & Alert System"

Industry:

Finance / Banking

Target Users:

Banking Customers, Fraud Analysts, Compliance Officers, Risk Management Teams

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Problem Statement

Banks and financial institutions process **millions of transactions daily** through credit cards, online banking, and mobile wallets. However, detecting fraudulent transactions in real-time remains a major challenge:

- **Manual monitoring** is slow, inconsistent, and prone to errors.
- Fraudsters use **sophisticated patterns** (small, rapid transactions, location mismatches, unusual purchase behavior) that are hard to catch without automation.
- Customers often report **fraudulent transactions too late**, leading to financial losses and reputational damage.

To address this, the organization wants to implement a **Salesforce-based fraud detection system** that can:

- Capture and analyze transaction data in real-time
- Flag suspicious transactions based on configurable rules and risk scores
- Alert both customers and fraud analysts instantly
- Maintain case records for investigations and compliance reporting
- Provide dashboards for management to monitor fraud trends

PHASE 1 : PROBLEM UNDERSTANDING AND INDUSTRY ANALYSIS

Requirement Gathering :

- Create custom objects for storing transaction records (Transaction, Merchant, Customer Profile).
- Define fields (amount, location, merchant, device, risk score).
- Configure validation rules and workflow rules for anomaly detection.
- Set up Process Builder / Flow for fraud alerts & case creation.

- Use Einstein Discovery / AI for anomaly detection and fraud scoring.
- Enable Reports & Dashboards for fraud trend analysis.

Stakeholder Analysis

- Banking Customers → Receive real-time fraud alerts via Salesforce Email / SMS APIs (Twilio, Digital Engagement).
- Fraud Analysts → Investigate cases in Service Console with complete transaction details.
- Compliance Officers → Use Reports & Dashboards for AML/KYC compliance audits.
- Risk Managers → Monitor fraud trends & insights with Einstein Analytics.
- Salesforce Admins/Developers → Configure data model, automation, API integration, and AI models.

Business Process Mapping (Salesforce Flow)

1. **Transaction Capture**
    - Transactions are stored in the Transaction Object via API integration or manual upload.
2. **Fraud Detection**
    - Flows + Apex Triggers apply business rules (high-value, unusual frequency, overseas use).
    - Einstein AI assigns probability score for fraud risk.
3. **Fraud Alerts & Notifications**
    - Flow / Process Builder sends Email & SMS alerts to customers.
    - If unverified → escalated to Fraud Analyst.
4. **Case Creation**
    - Fraud cases auto-created in Service Cloud.
    - Assigned to Fraud Analyst queue.
5. **Case Investigation**
    - Analyst investigates via Service Console.
    - Case status updated: False Positive / Confirmed Fraud.
6. **Reporting**

    - Dashboards provide insights: fraud patterns, resolution timelines, and analyst workload.

Industry-Specific Use Case Analysis

- **Transaction Monitoring** → Real-time anomaly detection with custom objects + triggers.
- **Fraud Alerts** → Workflow + Email/SMS integration for instant customer communication.
- **Case Management** → Service Cloud lifecycle for tracking fraud investigations.
- **Risk Scoring** → Einstein AI assigns severity levels.
- **Analytics** → Dashboards for fraud volume, types, trends, and regulatory reporting.

AppExchange Exploration

- **Einstein Analytics Apps** → Pre-built dashboards for fraud detection.
- **Financial Services Cloud** → Banking-specific data model.
- **Security & Compliance Apps** → Data encryption & monitoring.
- **Twilio / SMS-Magic** → Customer notifications for fraud alerts.
- **Case Management Accelerators** → Extend fraud case lifecycle in Service Cloud.

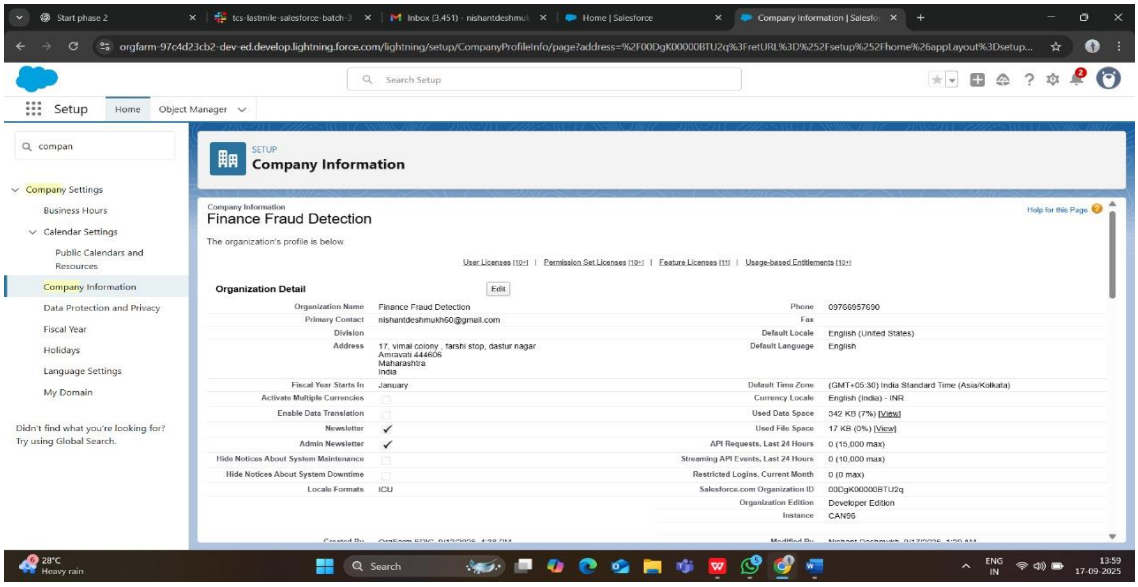
Phase 2: Org Setup & Configuration

1. Salesforce Edition

- Used **Developer Edition Org** for Fraud Detection setup.

2. Company Profile Setup

- Company Name: **Finance Fraud Detection**
- Primary Contact: Email
- Default Locale: **English (India)**
- Default Time Zone: **(GMT+05:30) India Standard Time (Asia/Kolkata)**
- Default Currency: **INR**



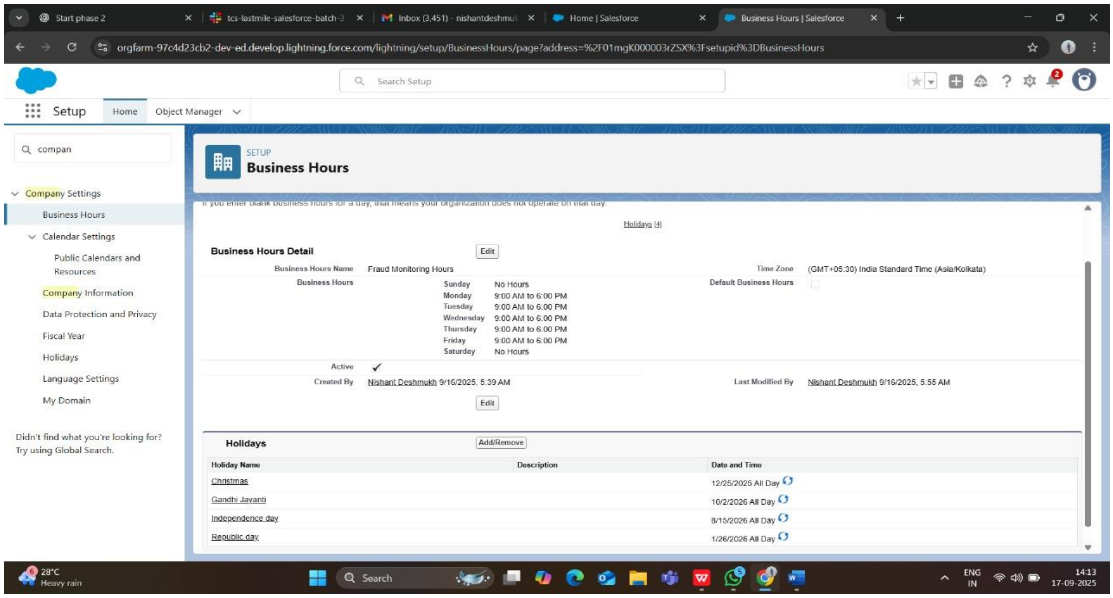
3. Business Hours & Holidays

- Name: **Fraud Monitoring Hours**
- Time Zone: **Asia/Kolkata (GMT+05:30)**
- Default: ✓
- Active: ✓
- Business Hours: **Monday – Friday, 9:00 AM – 6:00 PM**
- Holiday **– Sat/Sun**

Add common public holidays (India 2025):

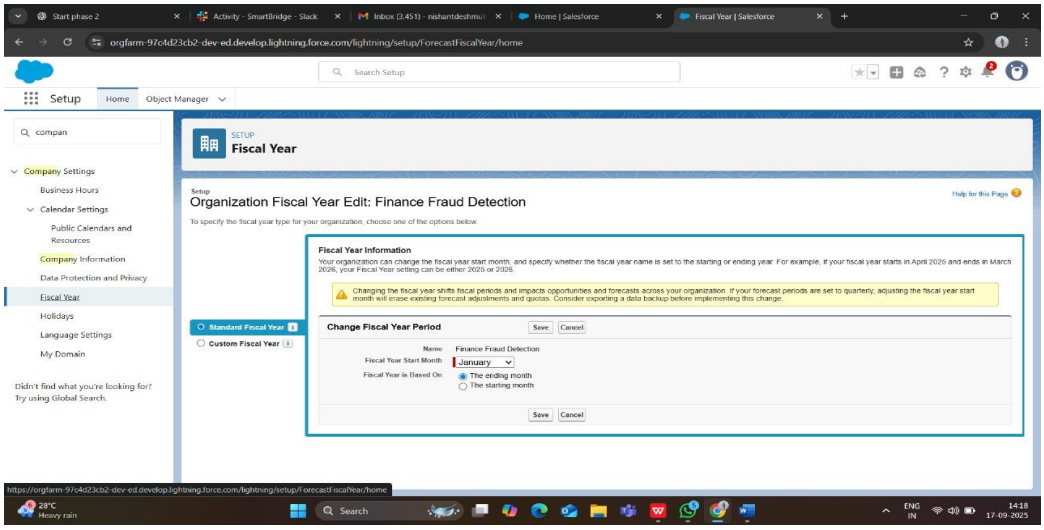
- Republic Day – 26 Jan 2025

- Independence Day – 15 Aug 2025
- Gandhi Jayanti – 2 Oct 2025
- Christmas – 25 Dec 2025
- Mark All-Day ✓



4. Fiscal Year Settings

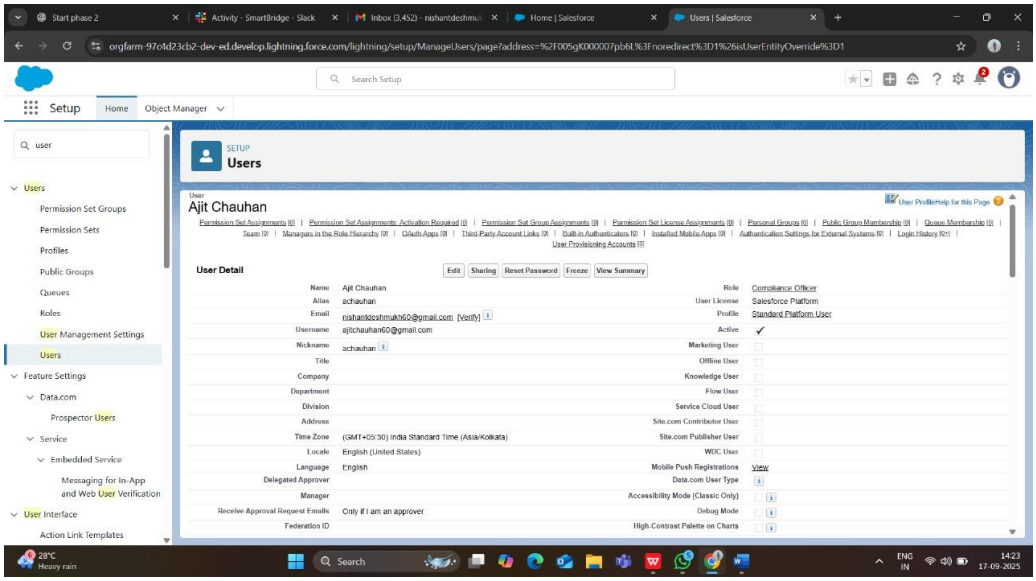
- Used **Standard Fiscal Year (Jan–Dec)**.



5. User Setup & Licenses

Created Users:

- **Fraud Manager**
- **Fraud Analyst**
- **Compliance Officer**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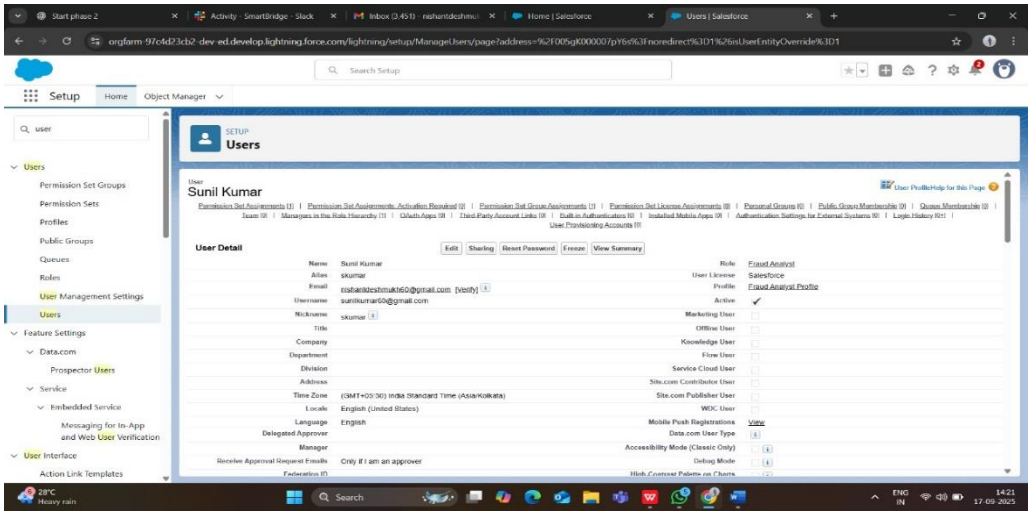
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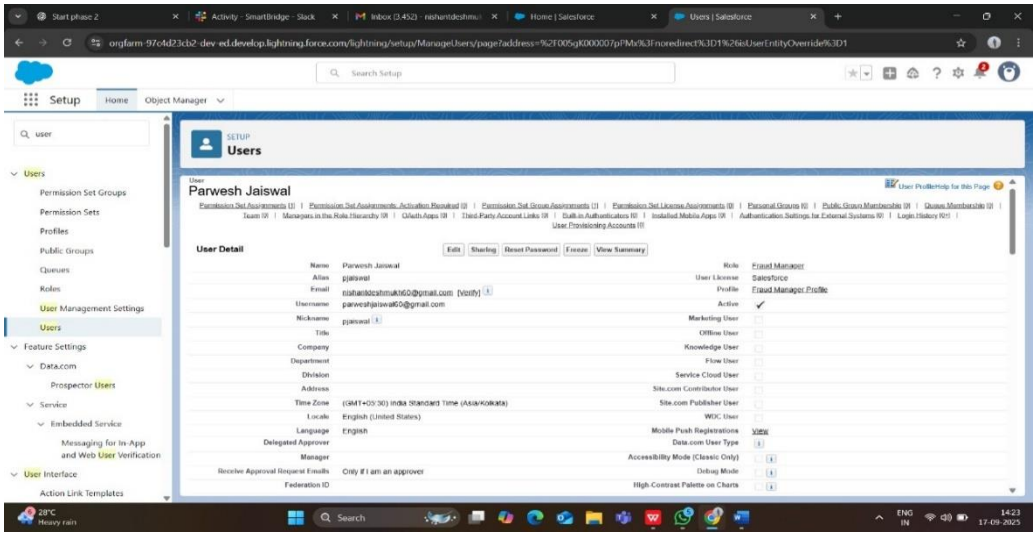
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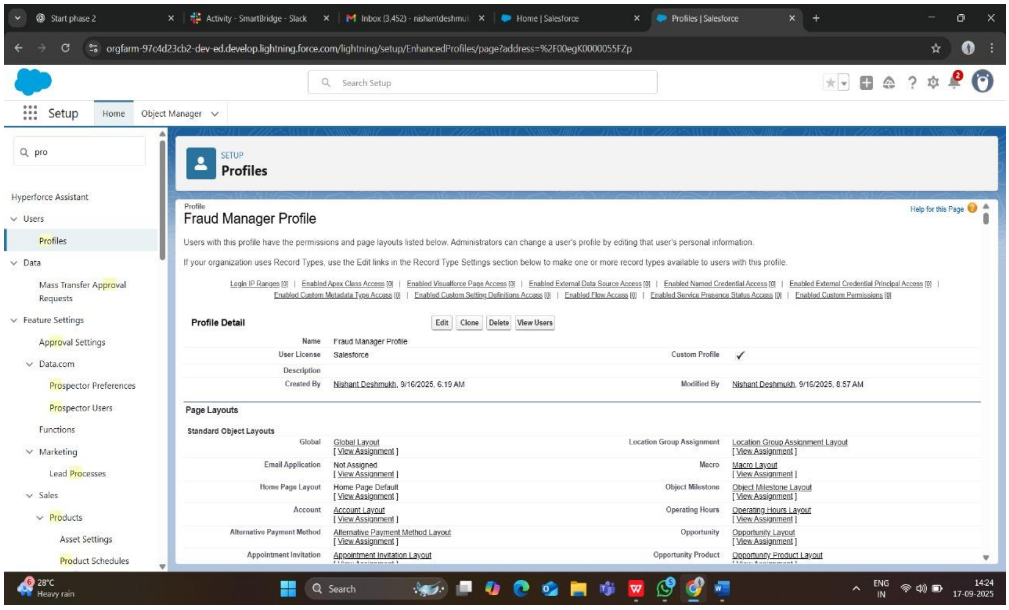
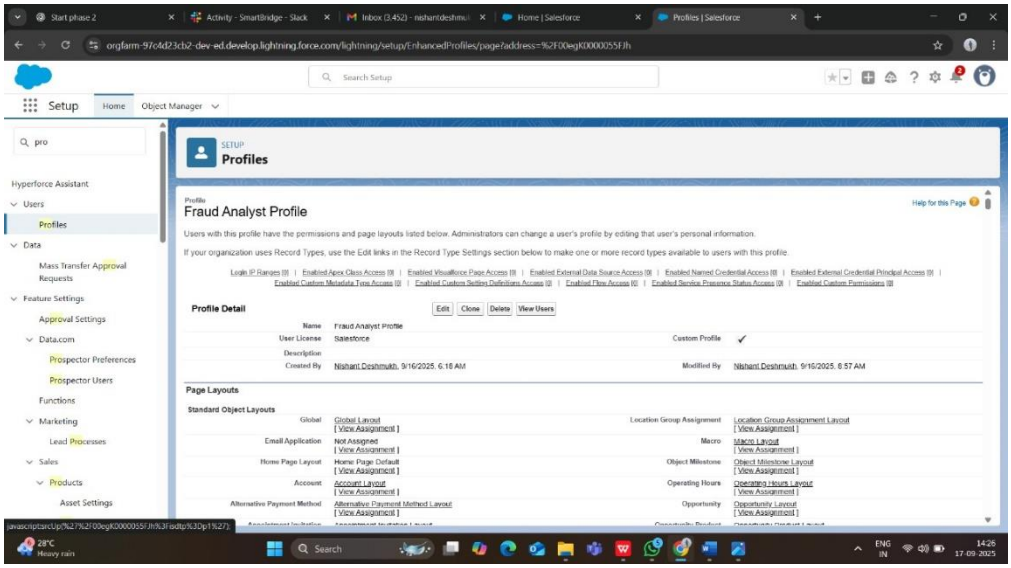
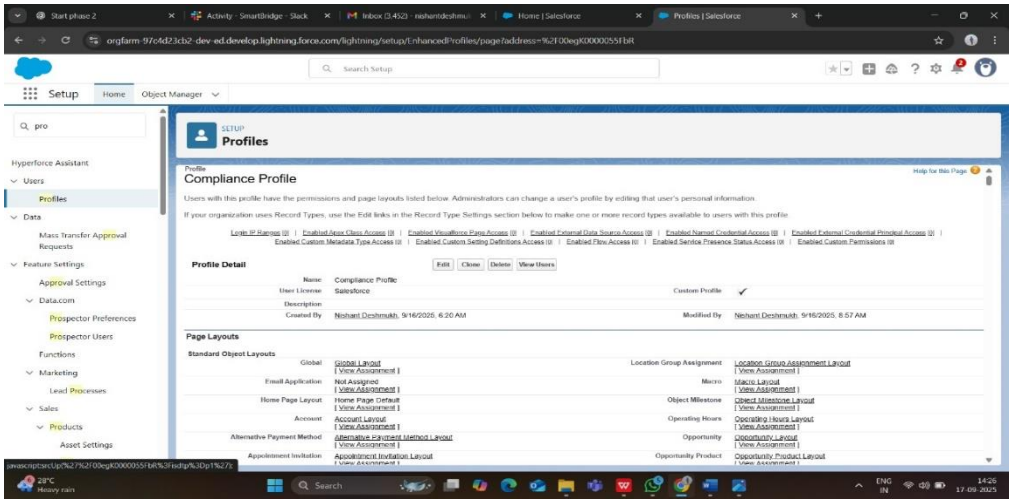
6. Profiles

- **Fraud Manager Profile**: Full access to Fraud Cases, Transactions, Reports.
- **Fraud Analyst Profile**: Create/Update Fraud Cases, edit Transactions.
- **Compliance Officer Profile**: Read-only access to all Fraud Cases (monitoring only).

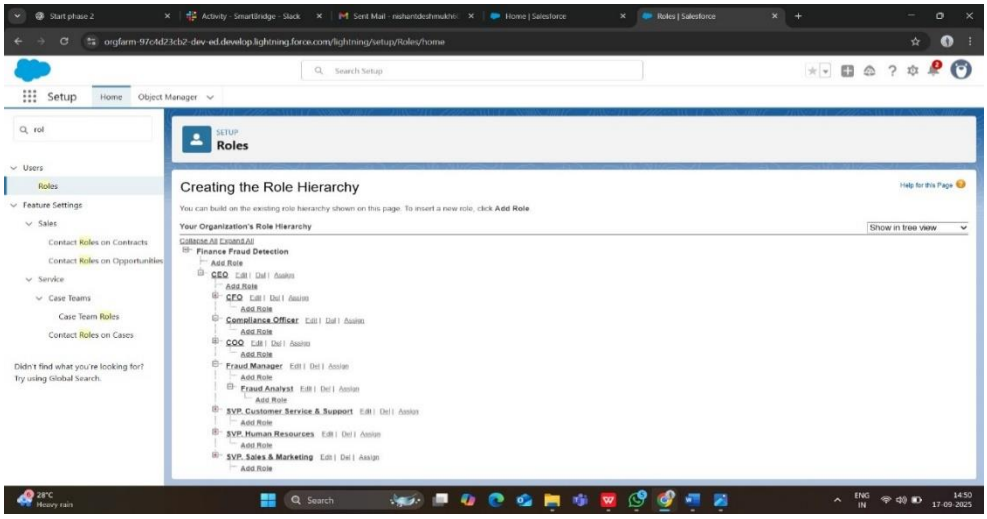






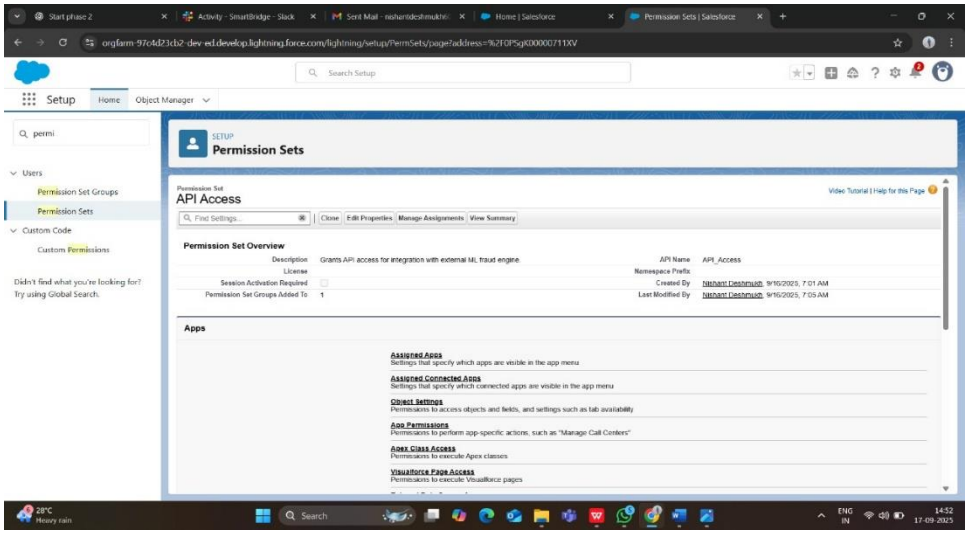
7. Roles

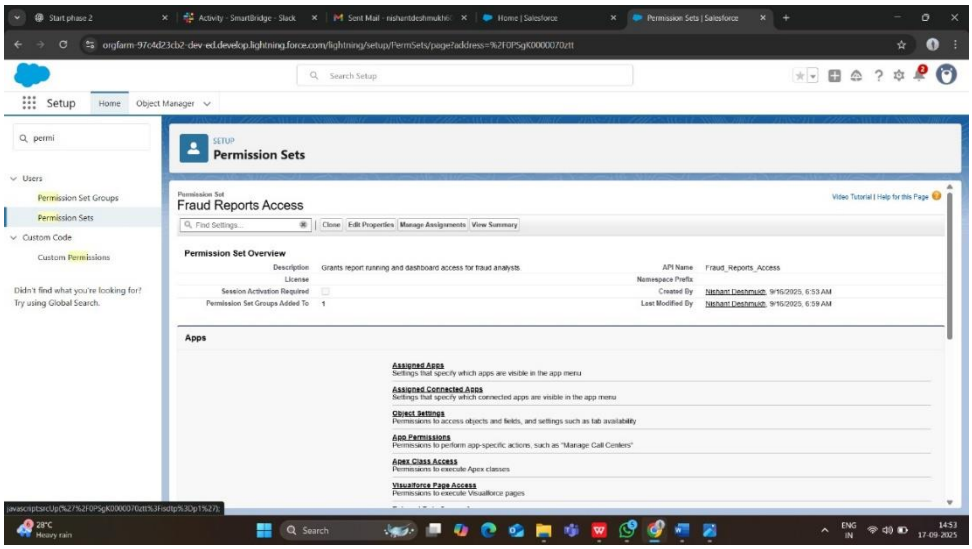
- Fraud Manager (top) → full visibility.
- Fraud Analysts → below manager.
- Compliance Officer → parallel role, monitoring only.



8. Permission Sets

- **Fraud Reports Access**: Run Reports + Dashboards.
- **API Access**: Enable integration with external AI Fraud Detection Engine.





9. OWD (Org-Wide Defaults)

- **Transaction (Custom Object)** → Private.
- **Fraud Case (Custom Object)** → Private.
- **Customer (Account/Contact)** → Public Read Only.

10. Sharing Rules

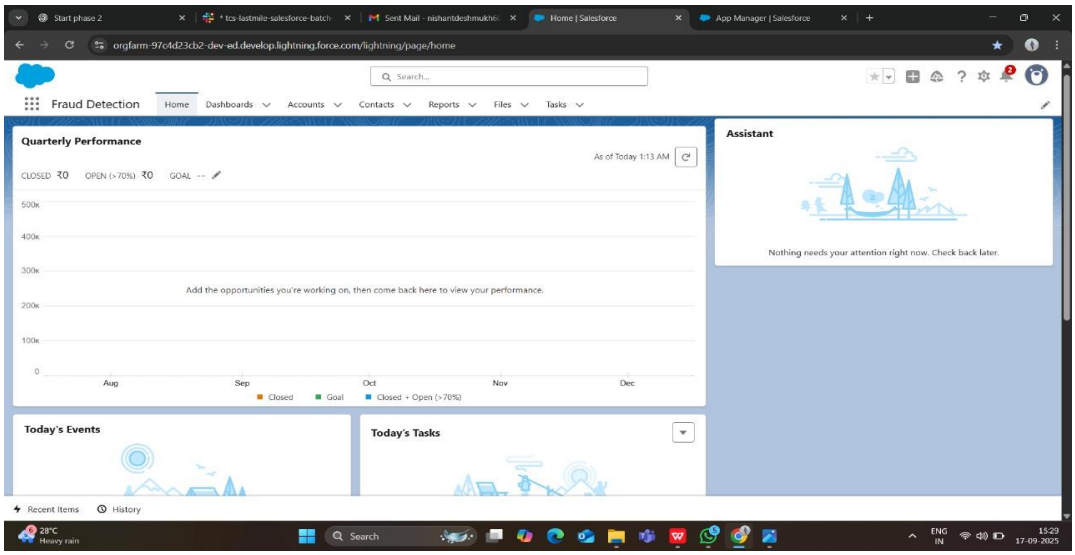
- Share all **High-Risk Fraud Cases** with Fraud Managers.
- Share all **Cases Under Investigation** with Compliance Officers.

11. Login Access Policies

- Restricted login hours for Fraud Analysts (9 AM – 6 PM).
- Fraud Manager & Compliance Officer → 24/7 access.

12. Dev Org Setup

- Configured **My Domain** for Fraud Detection App.
- Created custom **Fraud Detection Lightning App** for users.



13. Sandbox Usage

- If real deployment, Sandbox would be used for testing before Production rollout.

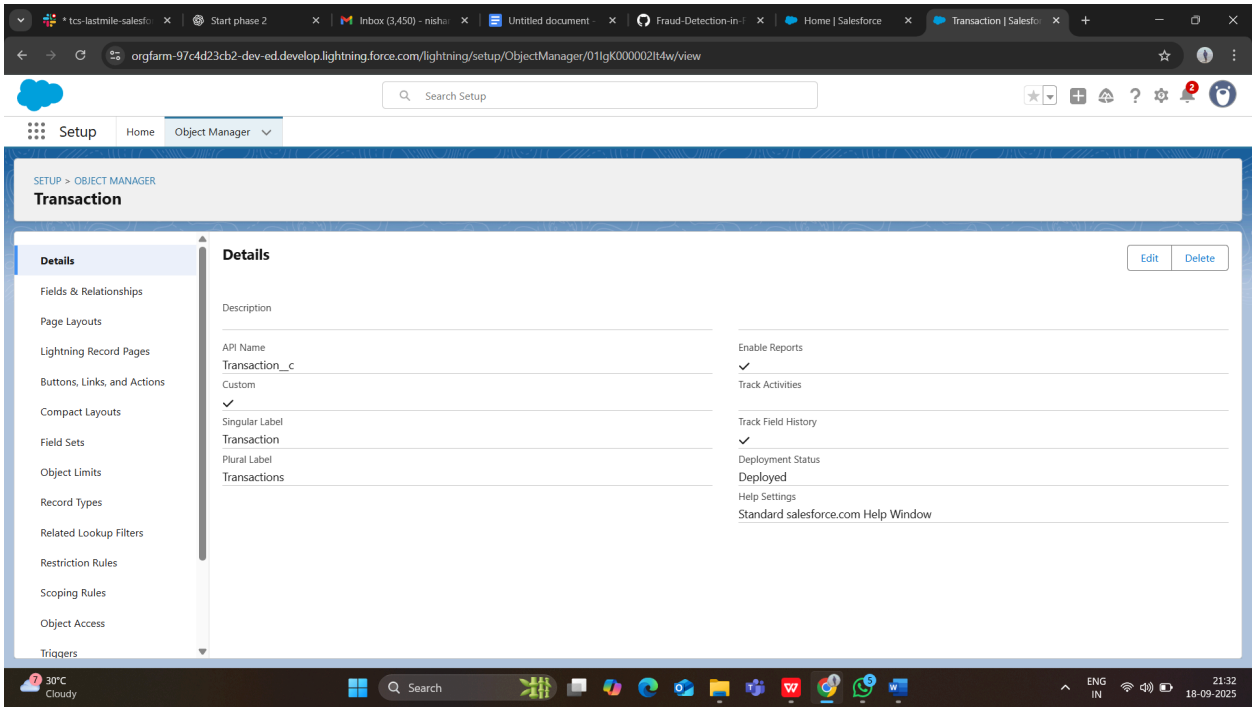
14. Deployment Basics

- For this project, deployment limited to **Developer Edition** (no Production).

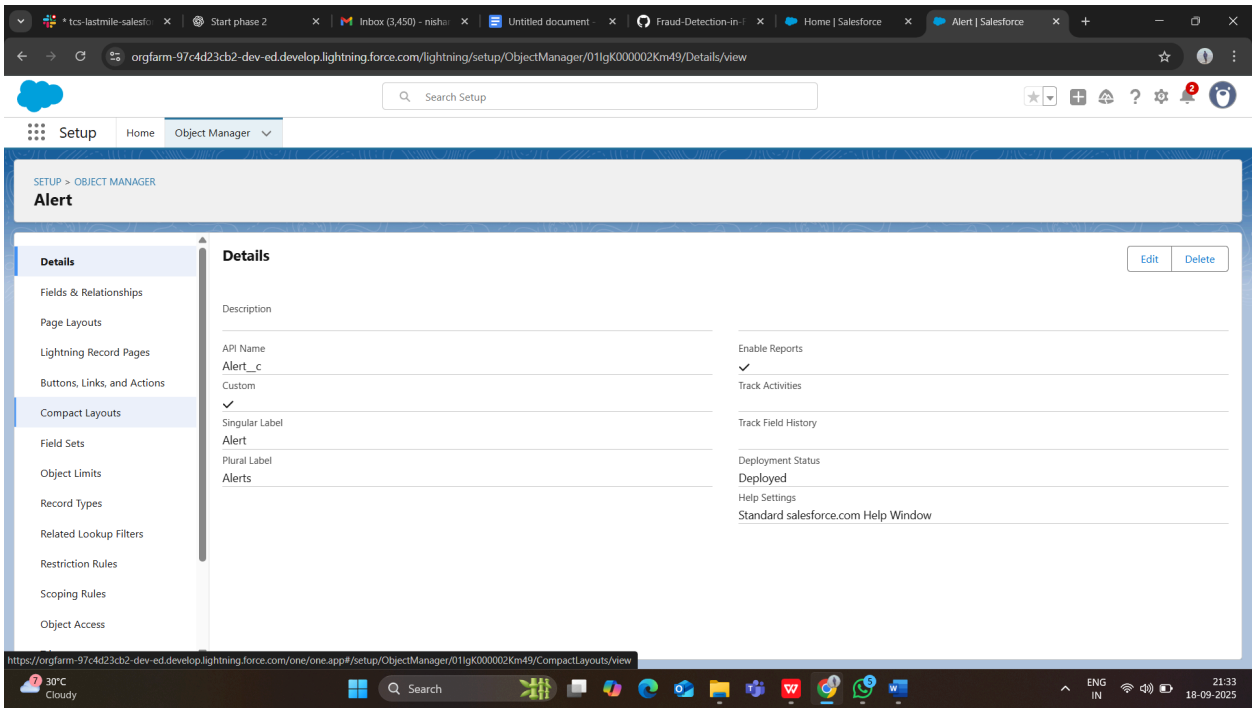
Phase 3: Data Modeling & Relationships

1. Standard & Custom Objects

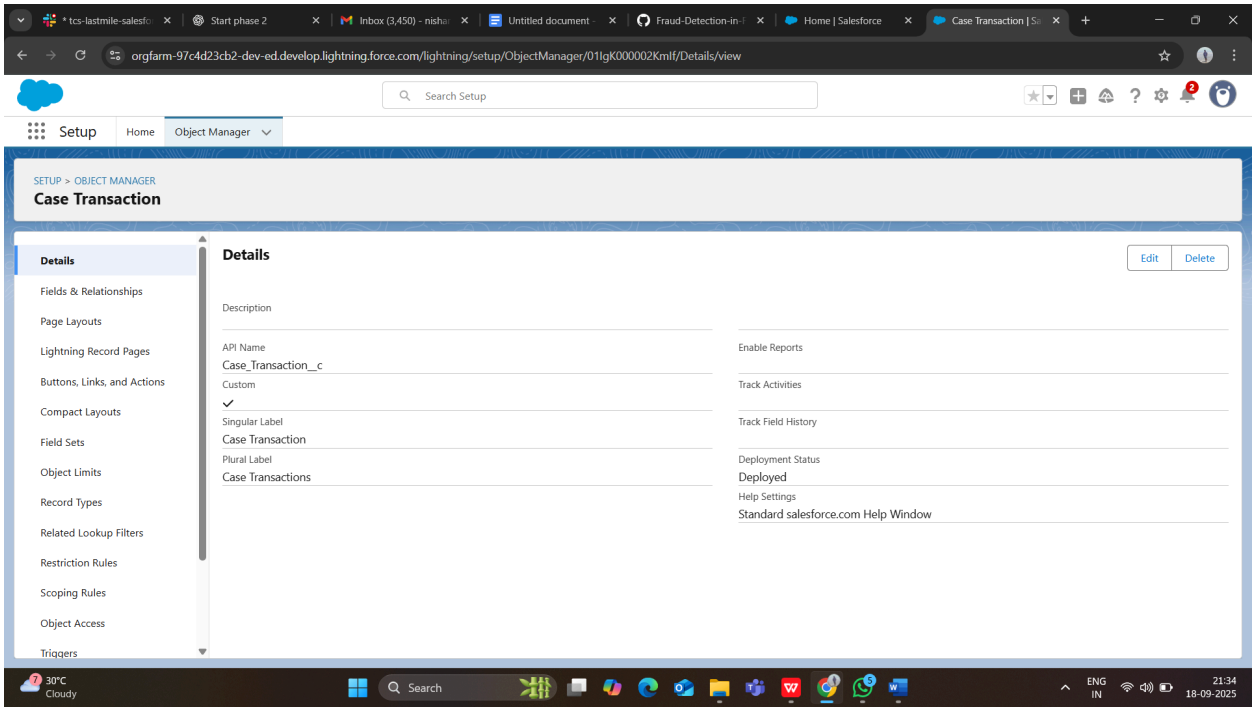
- **Standard:**
    - **Account** (represents customer or business)
    - **Contact** (customer representatives).
- **Custom:**
    - **Transaction** (each financial activity).



- **Alert** (potential fraud case).

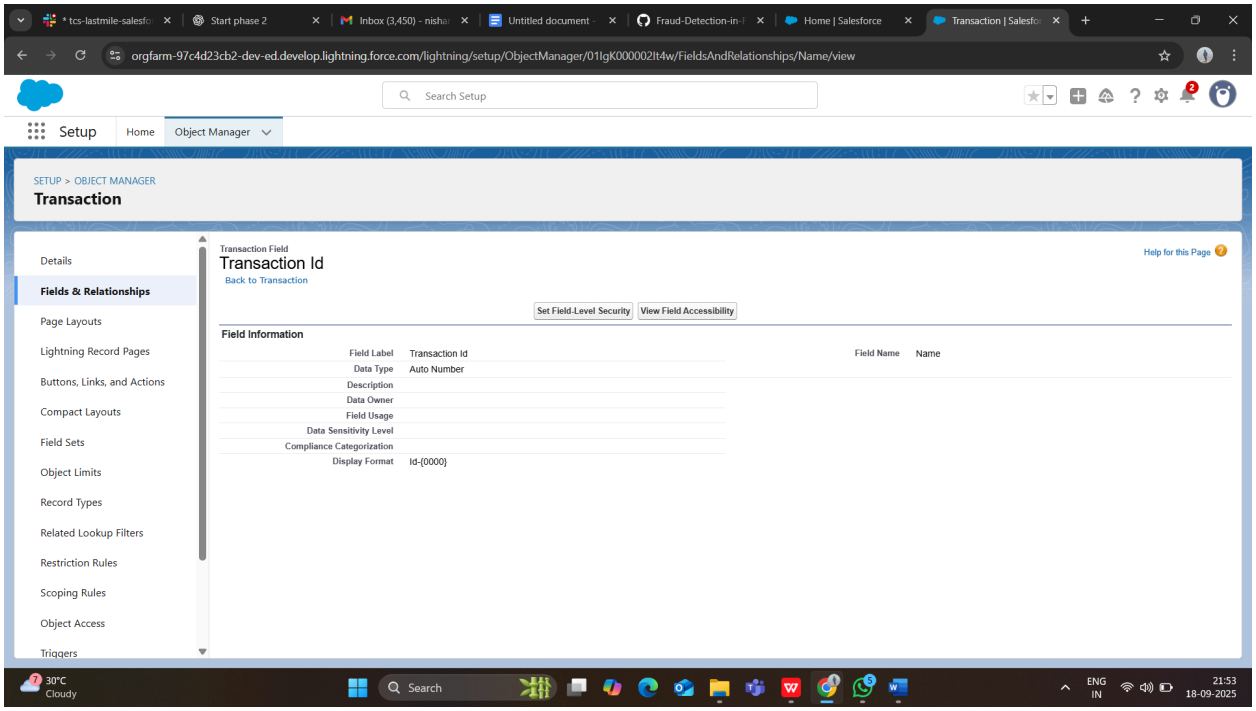


- **Case Transaction** (junction between Case & Transaction if needed).

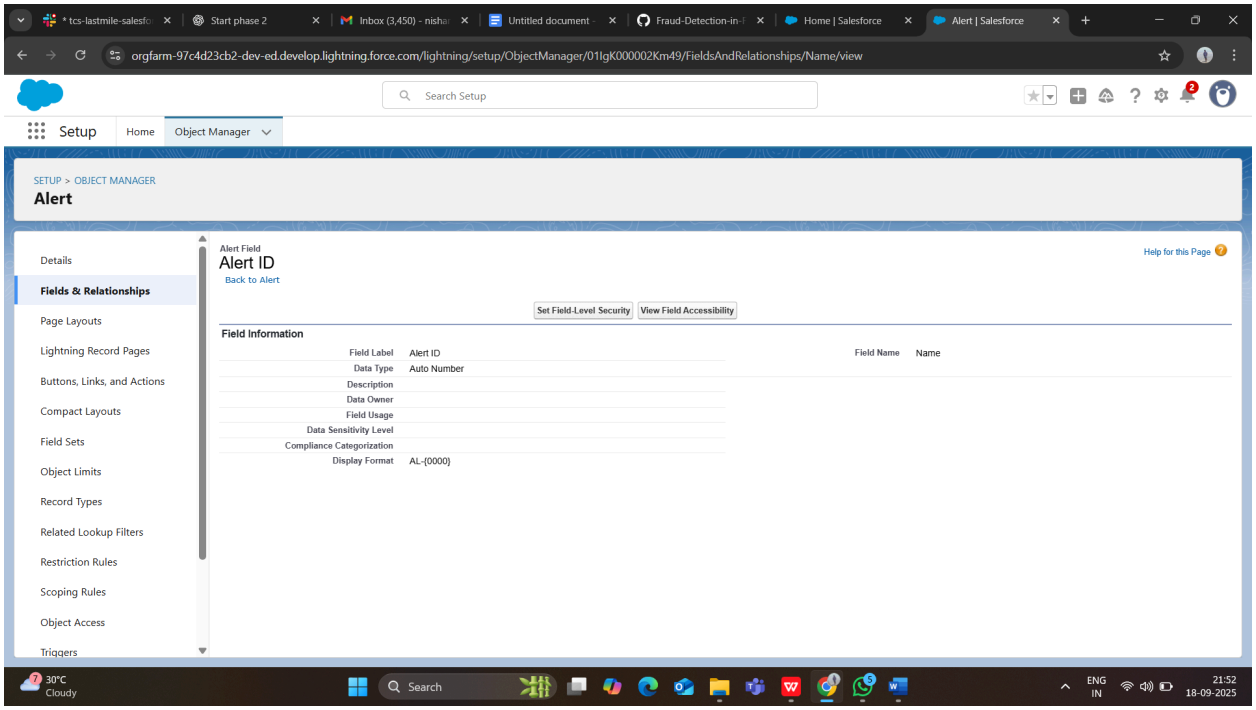


2. Fields

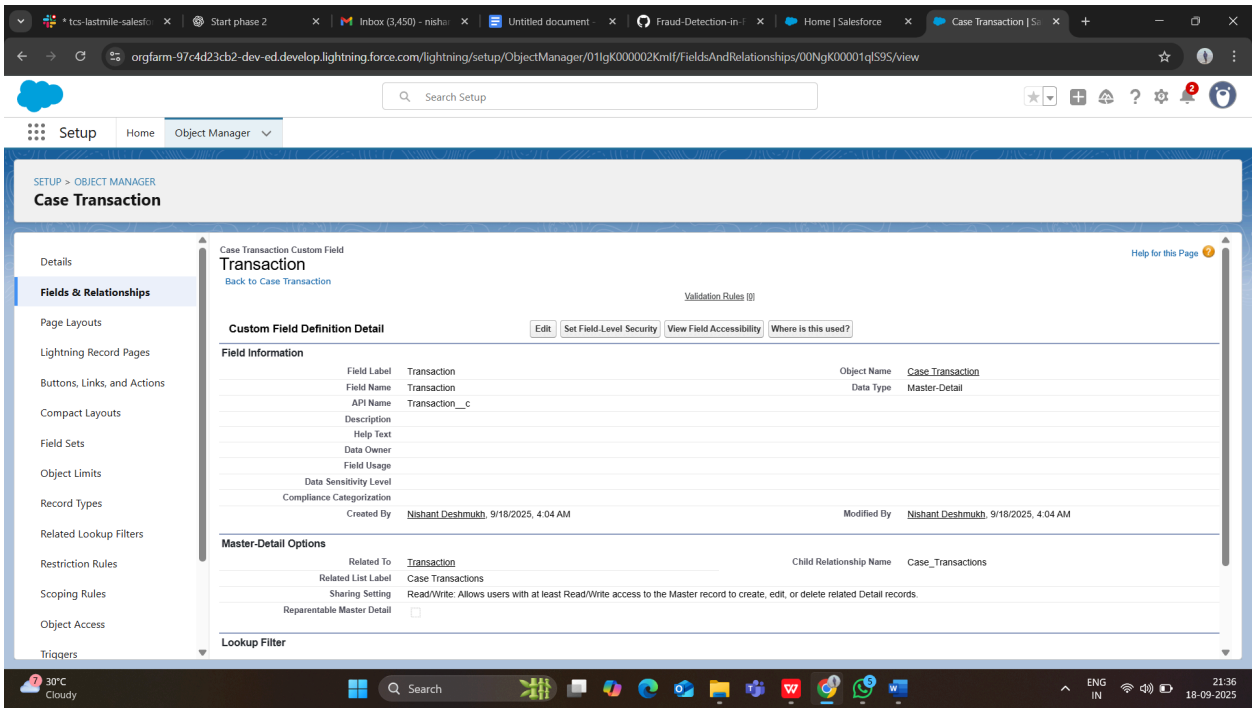
- **Transaction:** Amount, Date, Location, Channel (ATM, Online, POS), Status (Approved/Declined).



- **Alert:** Risk Score, Alert Type (Suspicious Login, Unusual Transaction), Alert Status (Open, Investigating, Closed).



- **Case Transaction (junction):** Links Case with one or more Transactions.



3. Record Types

- **Transaction** → “Domestic Transaction” vs “International Transaction.”
- **Alert** → “High Risk” vs “Medium Risk” vs “Low Risk.”

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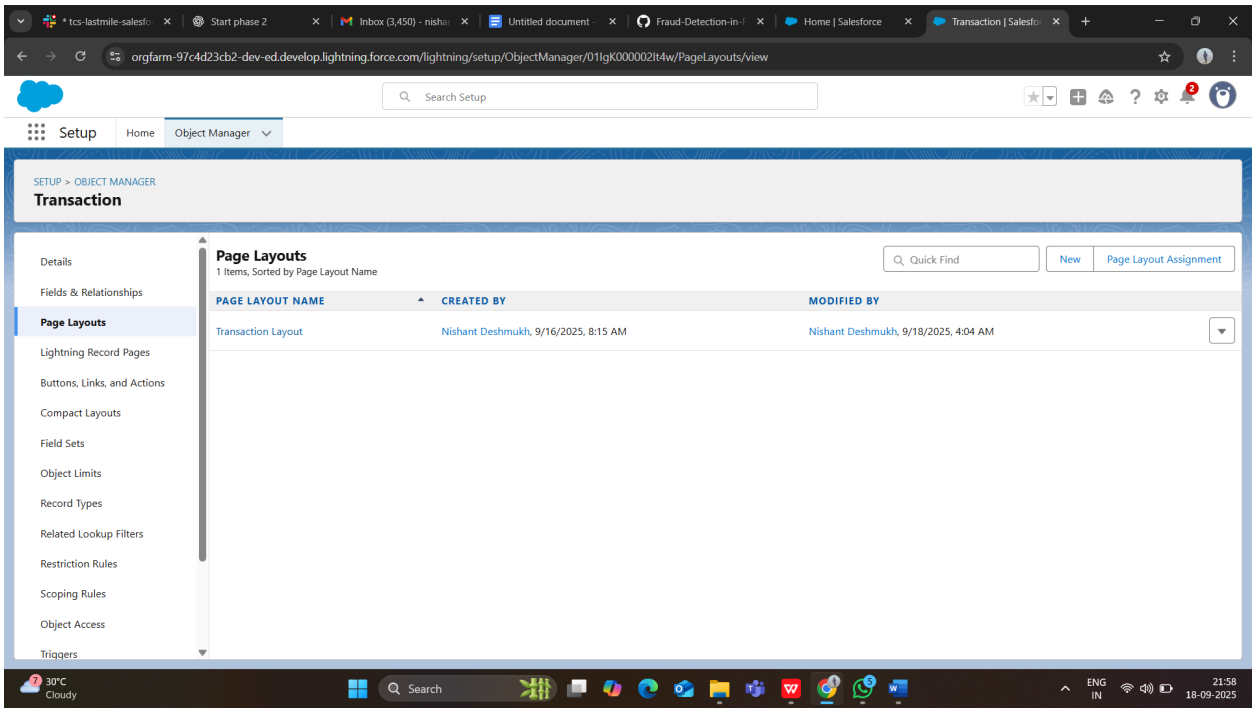
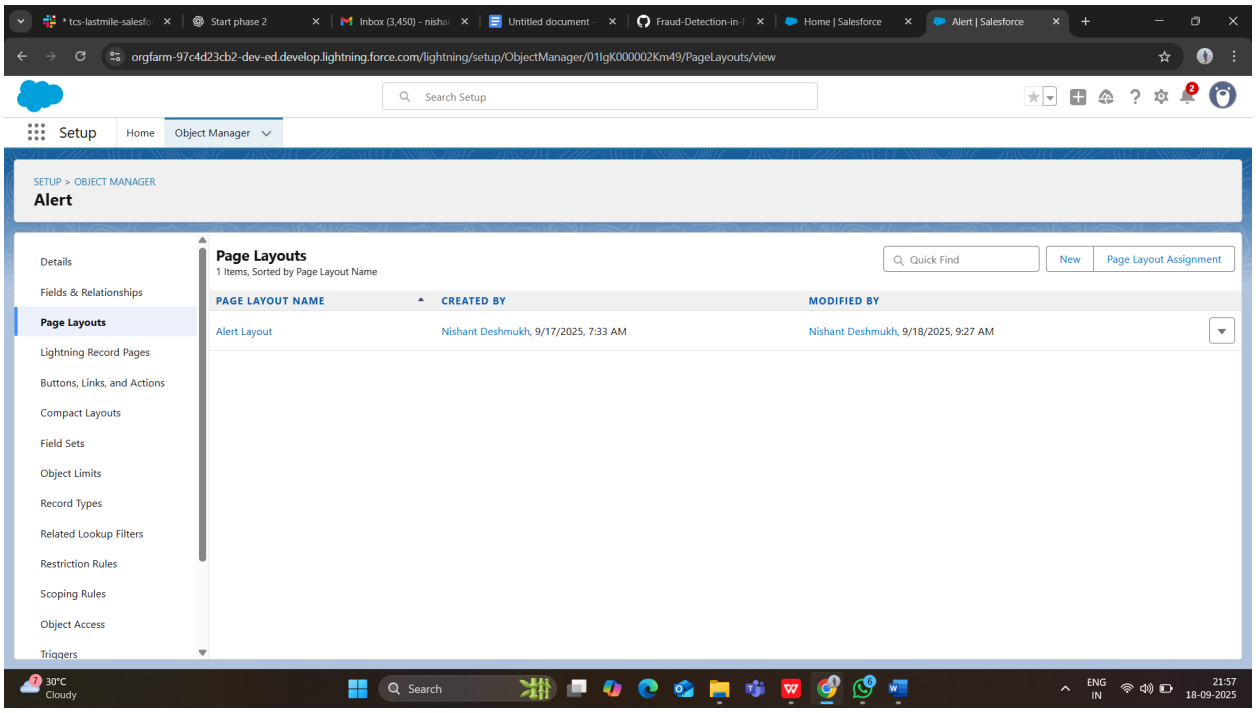
4. Page Layouts

- **Transaction page** → shows related customer, alerts, and cases.



- **Alert page** → shows related transactions and assigned fraud analyst.



- **Case page** → shows linked alerts and transactions.

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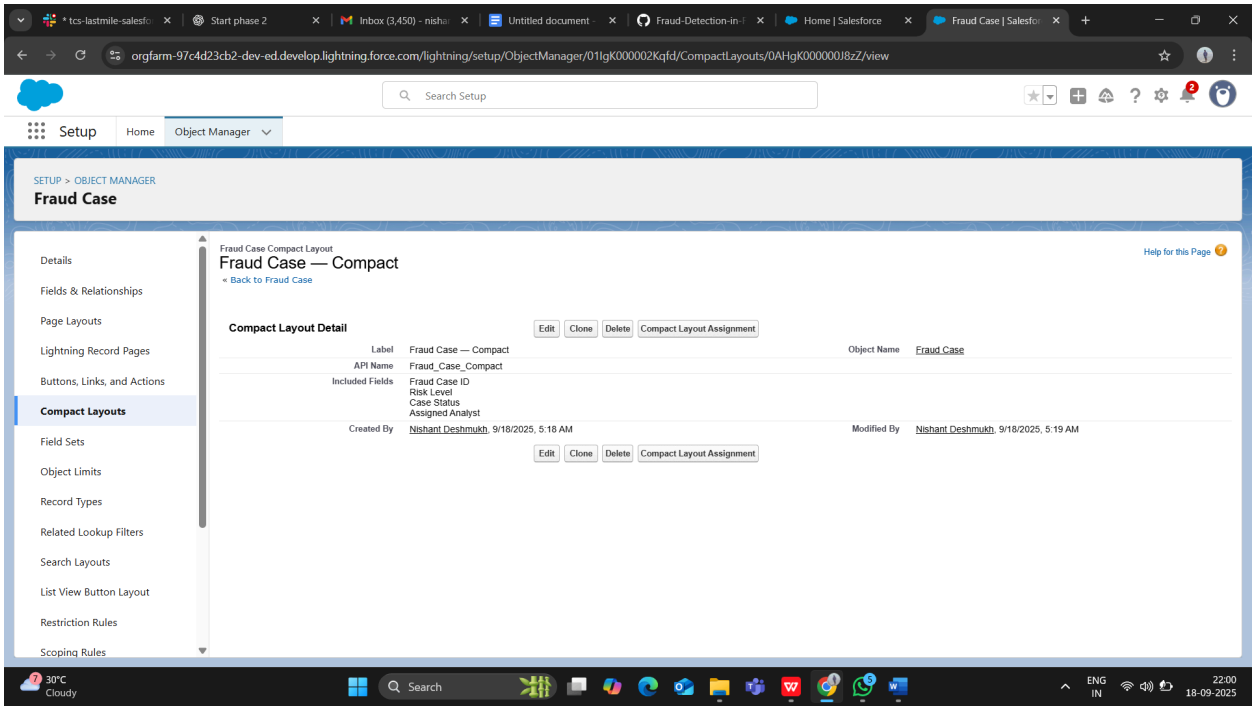
5. Compact Layouts

- **Mobile (Transaction):** Amount, Date, Status.
- **Mobile (Alert):** Alert Type, Risk Score, Status.



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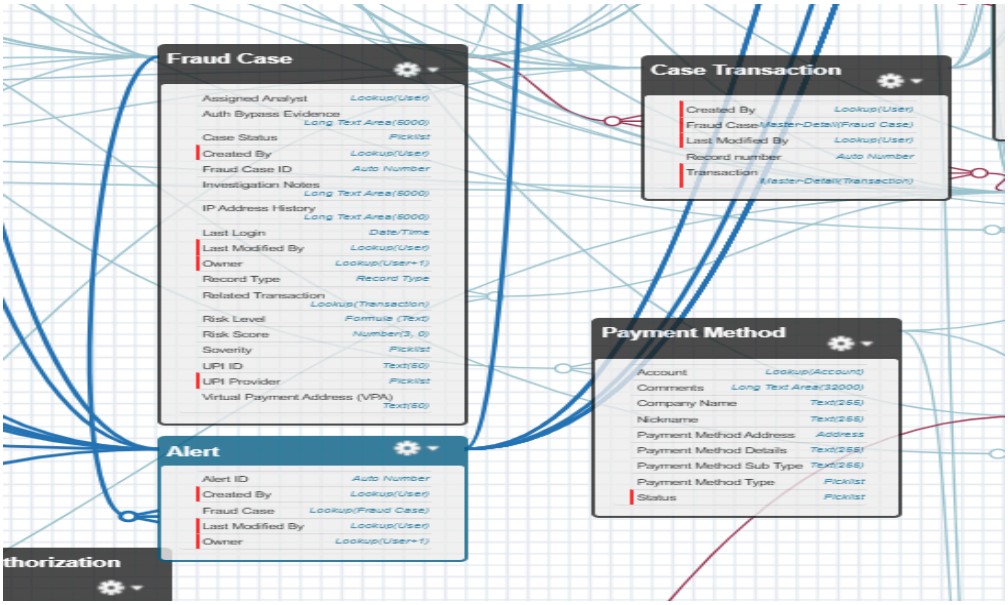
6. Schema Builder

- Use **Schema Builder** to visually design:
    - Account → Transaction (Lookup).
    - Transaction → Alert (Lookup).

- Case ↔ Transaction (Junction).



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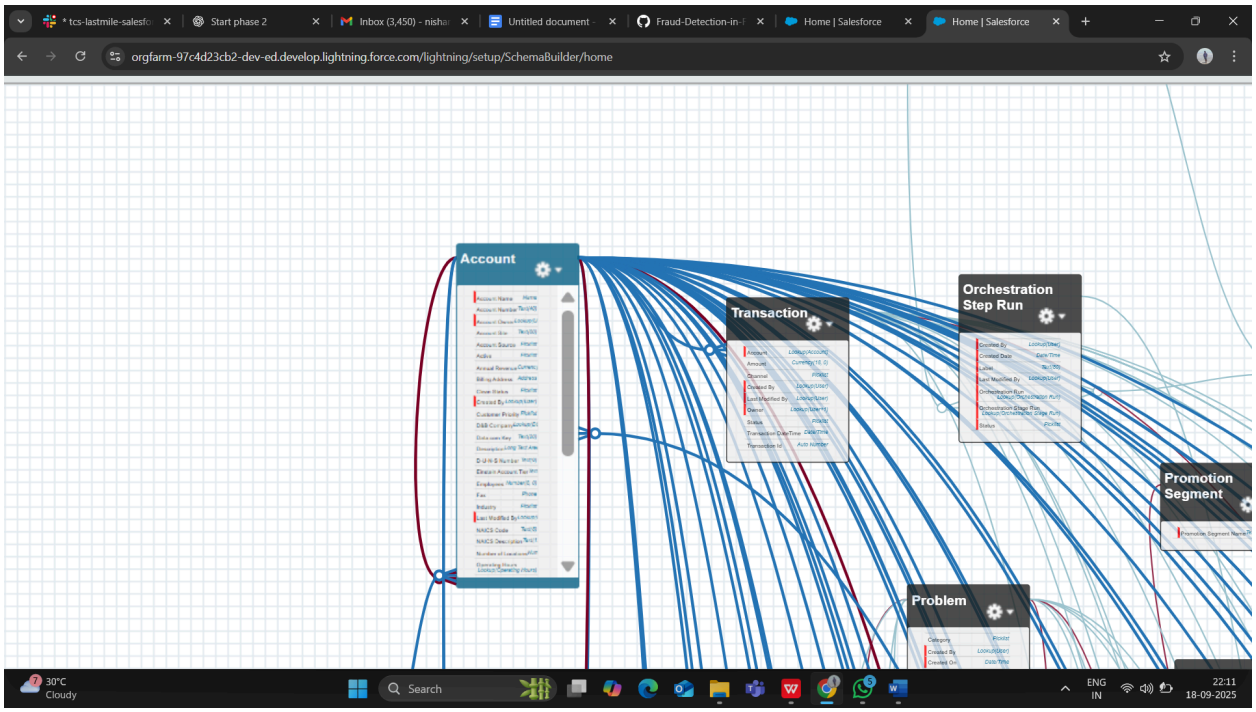
7. Lookup vs Master-Detail vs Hierarchical

- **Account ↔ Transaction → Lookup** (transactions don't own accounts, but reference them).



- **Transaction ↔ Alert → Lookup** (one transaction may trigger multiple alerts).

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8. Junction Objects

- **Case Transaction:**
    - Used when one Case contains multiple suspicious Transactions.
    - Enables many-to-many relationship.

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9. External Objects

- If fraud detection system integrates with **external banking/credit systems**, use **External Objects** (via Salesforce Connect) to bring in real-time **transaction logs, blacklist databases, or KYC data** without storing them directly in Salesforce.

Phase 4: Process Automation (Admin)

👉 **Goal:** Automate fraud detection processes using **Flow Builder** (instead of legacy Workflow Rules / Process Builder).

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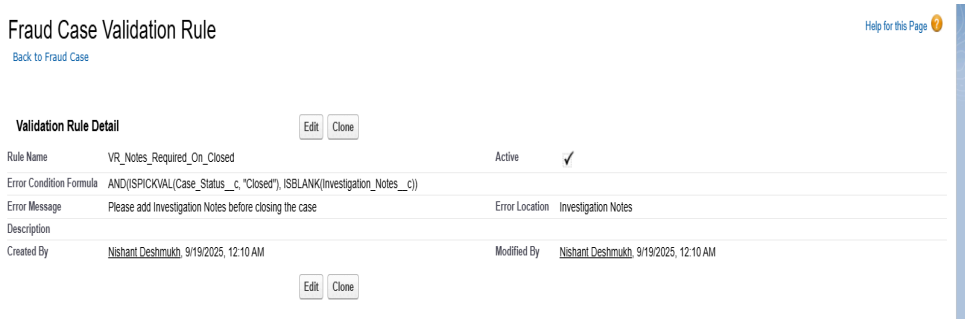
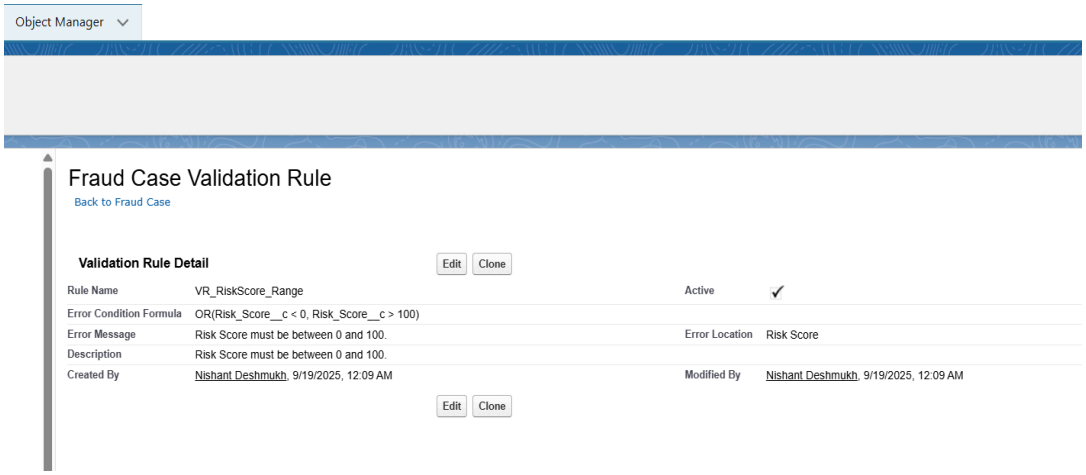
1. Validation Rules

- ***VR_Notes_Required_On_Closed***
  - ***Object:*** *Fraud Case*
  - ***Field:*** *Investigation_Notes__c*
  - ***Rule:*** *If* `Case_Status__c = "Closed"` *→ Investigation Notes must not be blank.*
  - ***Error Message:*** *“Please add Investigation Notes before closing the case.”*
  - ***Active:*** ✅ *True*



- ***VR_RiskScore_Range***
  - ***Object:*** *Fraud Case*
  - ***Field:*** *Risk_Score__c*
  - ***Rule:*** *Risk Score must be between 0 and 100.*
  - ***Error Message:*** *“Risk Score must be between 0 and 100.”*

- ***Active:*** ✅ *True*



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2. Record-Triggered Flows

A) Auto-Assign Analyst

- **Object:** Fraud Case
- **Trigger:** When record is created
- **Condition:** Assigned_Analyst__c IS NULL
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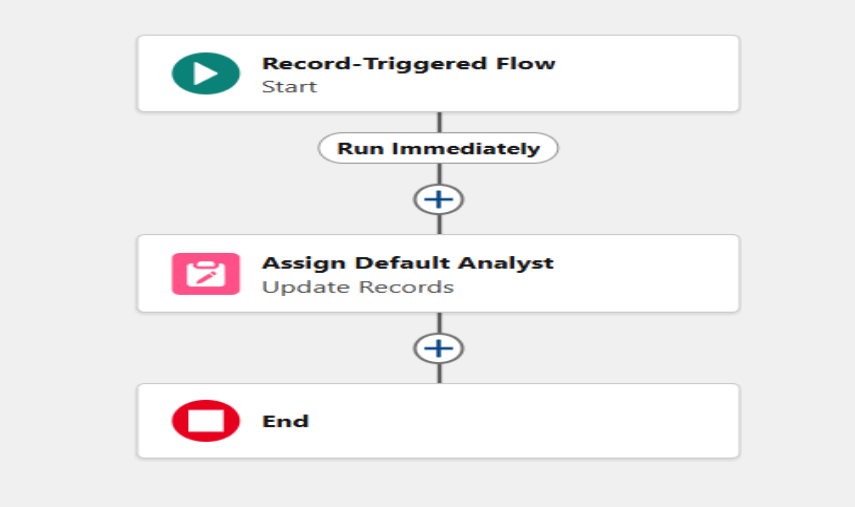
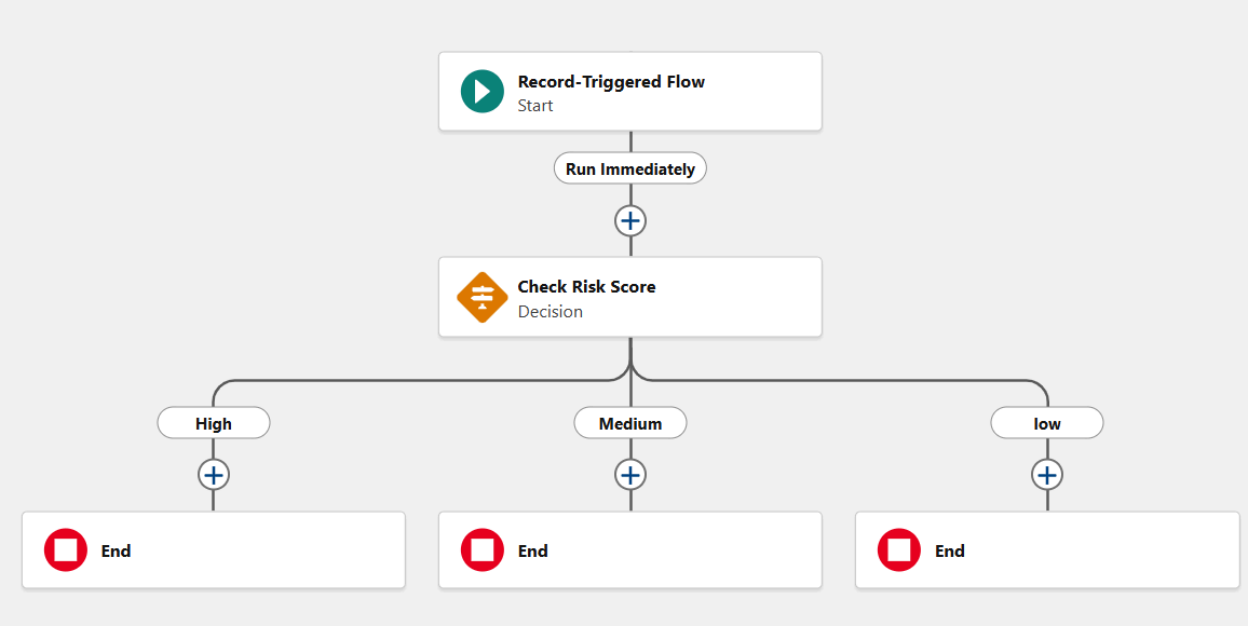
- **Action:** Update Records → Assigned_Analyst__c = Default Fraud Analyst



B) Auto-Calculate Severity from Risk Score

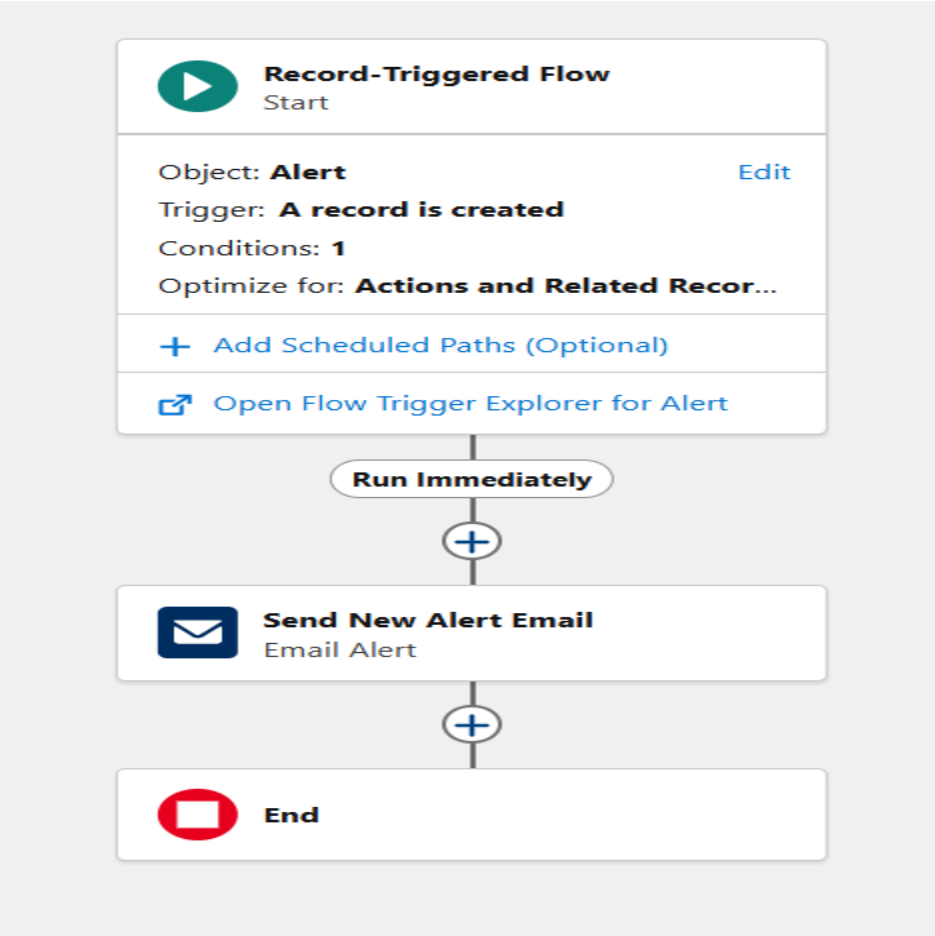
- **Object:** Fraud Case
- **Trigger:** When record is created or updated
- **Logic (Decision element):**
    - If Risk_Score__c ≥ 80 → Severity__c = High
    - If Risk_Score__c ≥ 50 → Severity__c = Medium
    - Else → Severity__c = Low
- **Action:** Update Records → update Severity__c



C) Fraud Alert Notification (Email)

- **Object:** Alert__c
- **Trigger:** When Alert is created

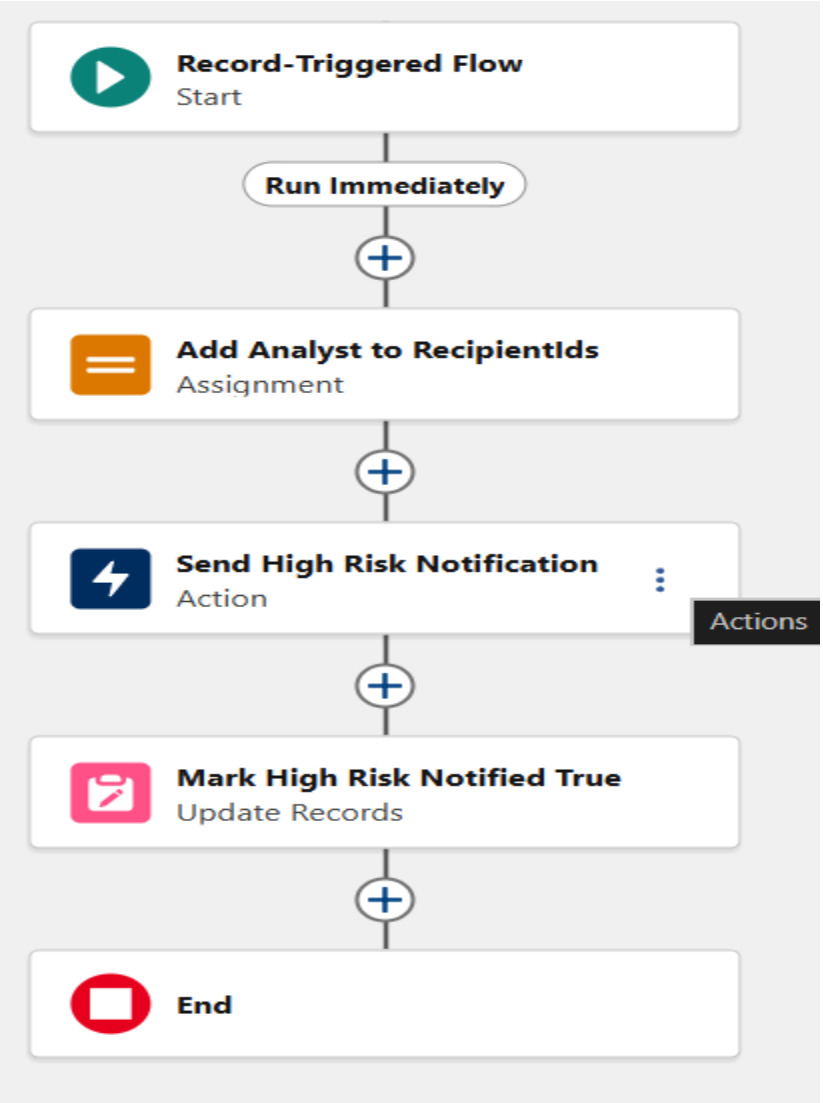
- **Condition:** Status__c = "Open"
- **Action:** Email Alert → send template “New Fraud Alert Notification”
- **Recipient:** Assigned Analyst



D) Fraud Case High-Risk Notification (In-App)

- **Object:** Fraud Case
- **Trigger:** When record is created
- **Condition:** Risk_Level__c = High
- **Action:** Send Custom Notification

- Title: *"High Risk Fraud Case Created"*
- Body: *"Fraud Case ID {!$Record.Name} is flagged as High Risk."*
- Recipient: Assigned Analyst



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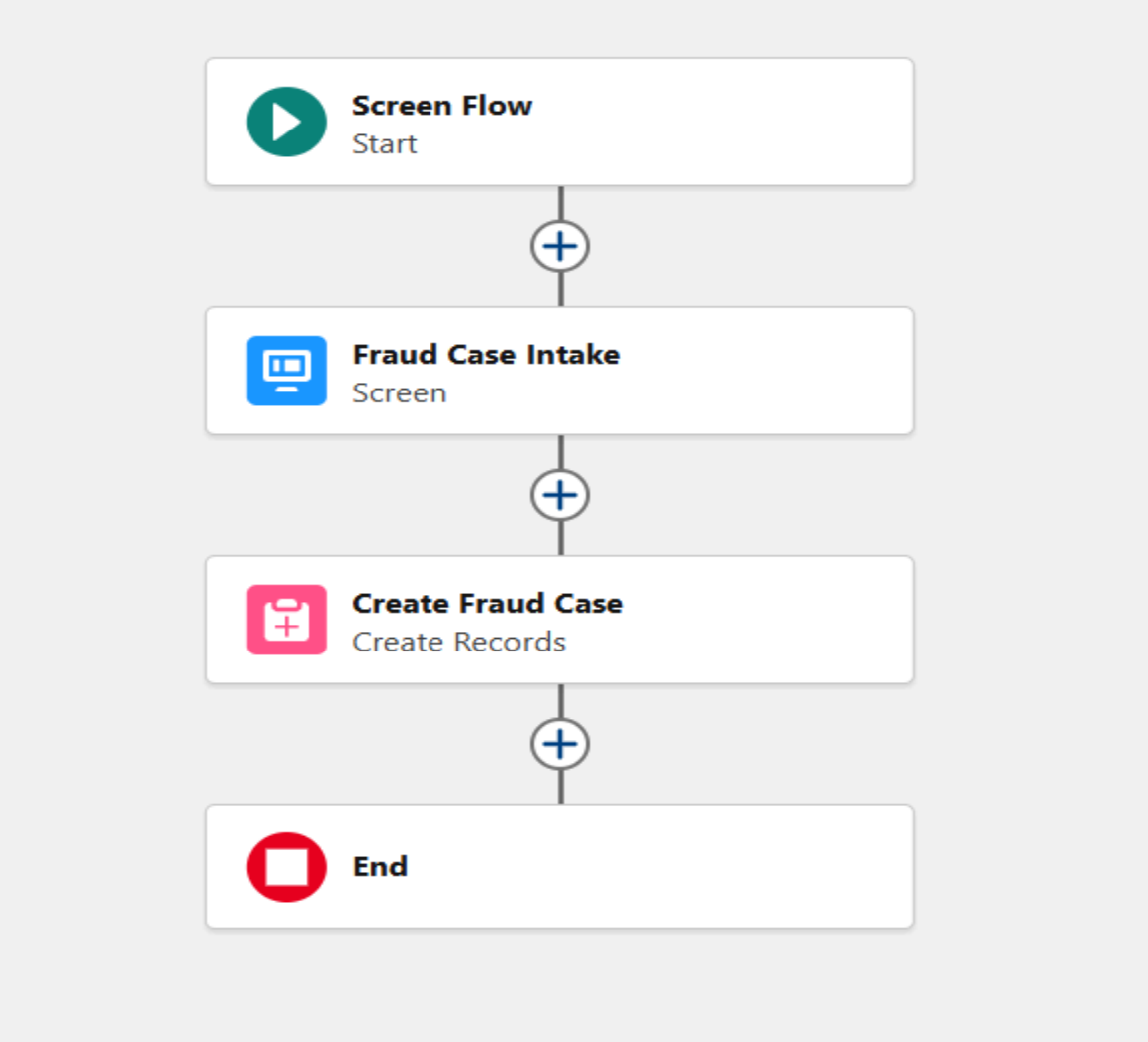
3. Screen Flow

Fraud Case Intake Form

- **Purpose:** Guided entry form for Analysts
- **Steps:**

1. Screen → Enter: Customer, Transaction, Risk Score, Investigation Notes
2. Create Records → Fraud Case record
3. Decision → If Risk_Score__c ≥ 80, show *High-Risk warning* message

- **Placement:** Added to Fraud Analyst Lightning Page



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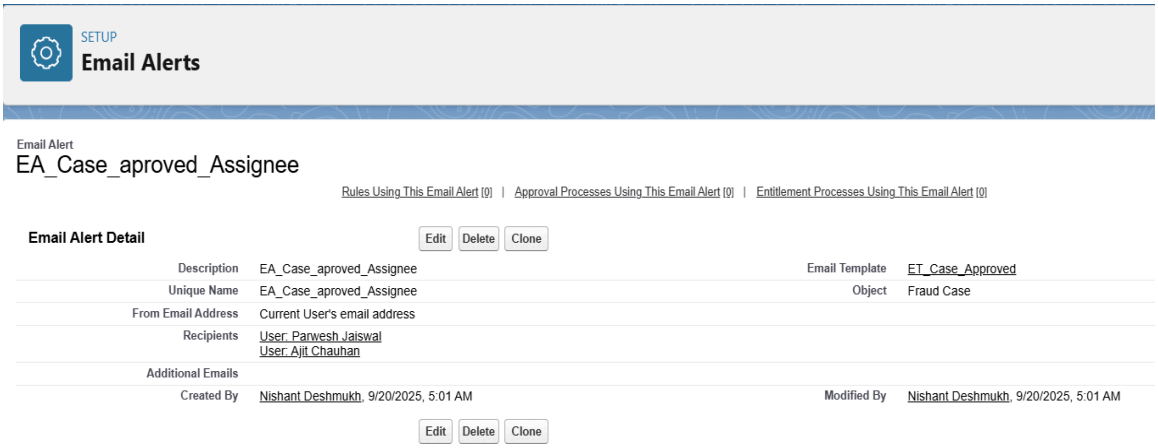
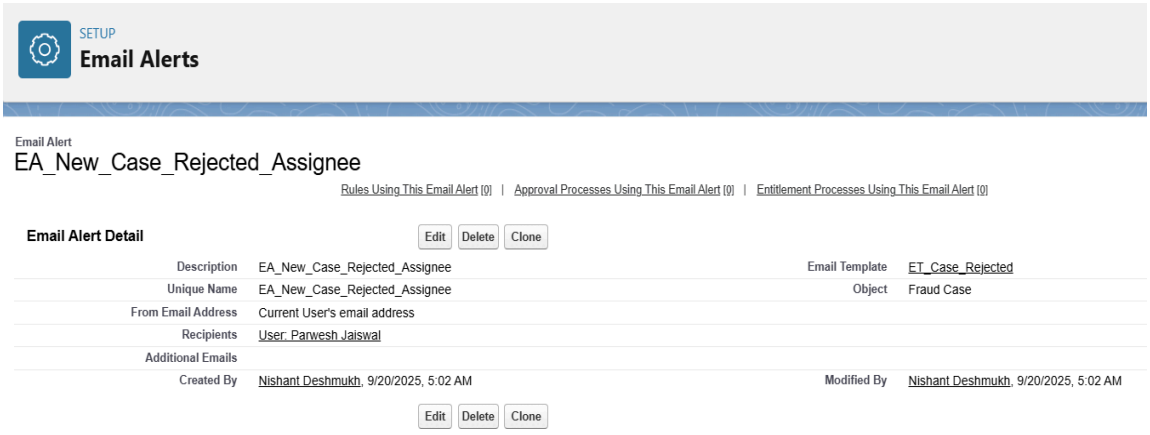
4. Email Alerts

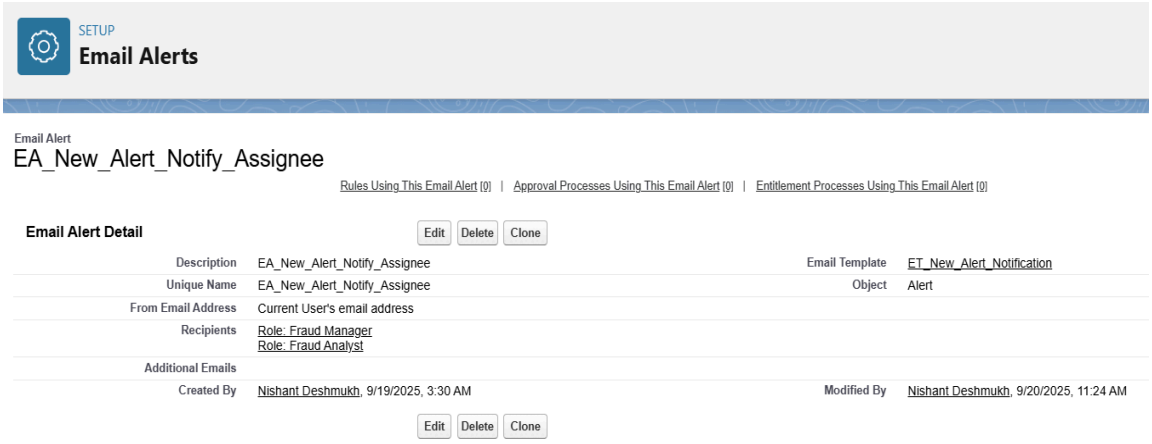
- **Templates Created:**
  - Case Approved Notification



- Case Rejected Notification



- New Fraud Alert Notification



- **Usage:** Linked inside Flows (Record-Triggered, Post-Approval).

---

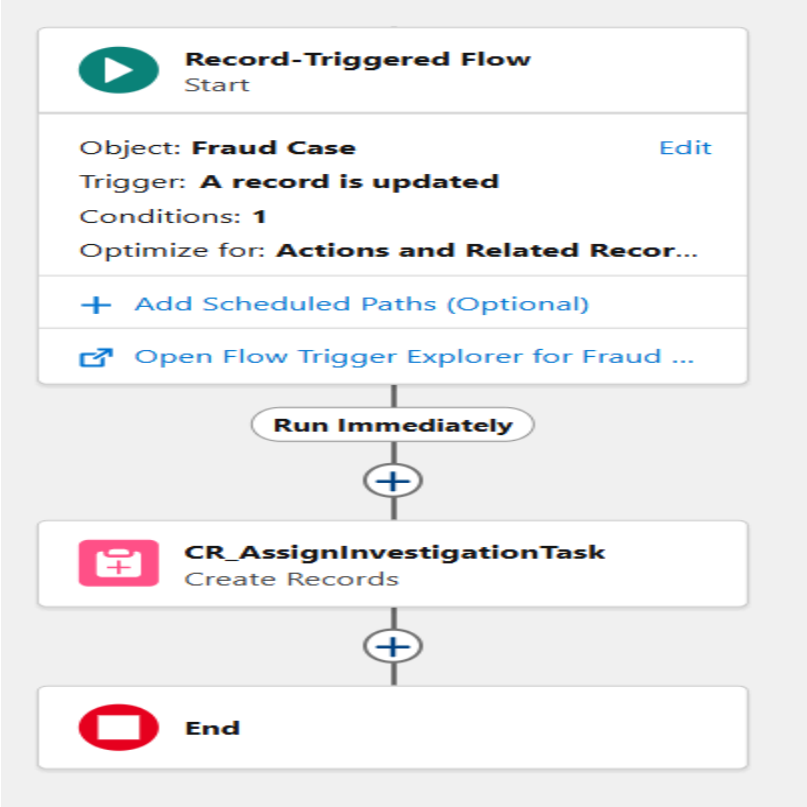
5. Field Updates (Inside Flow)

- **Scenario:** After Approval → Case Status = Resolved
- **Flow Step:** Update Records → Fraud_Case__c.Case_Status__c = “Resolved”

---

6. Tasks (Auto-Assigned to Analyst)

- **Trigger:** Case Approved (Final step of Approval Process Flow)
- **Action:** Create Task →
    - **Subject:** “Investigate Fraud Case”
    - **Assigned To:** Fraud Case → Assigned Analyst
    - **Related To:** Fraud Case ID
    - **Status:** Not Started



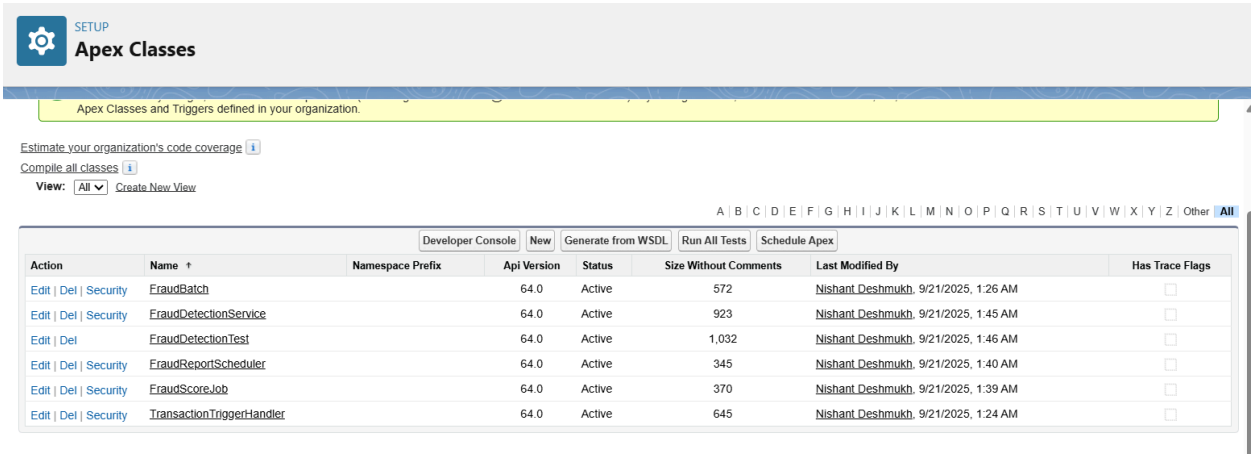
Phase 5: Apex Programming (Developer) – Fraud Detection System

Goal: Extend automation with custom Apex logic for fraud detection.

---

1. Apex Classes & Objects

- Created **FraudCaseHandler** class → reusable logic for fraud case validation.
- Created **FraudDetectionService** class → external API callouts (async).

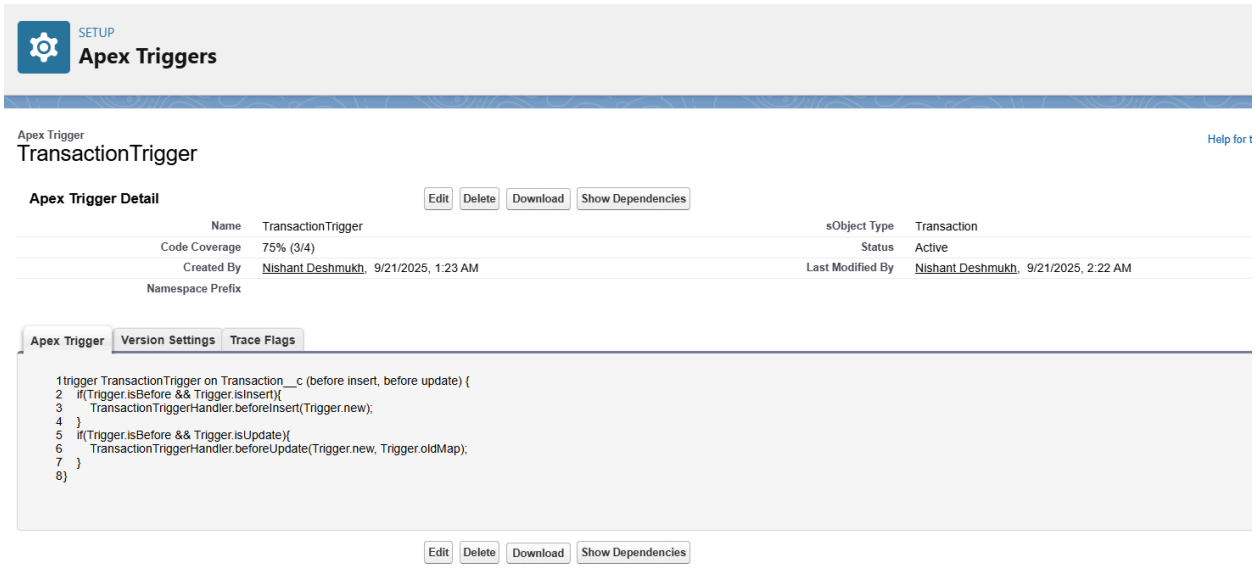


---

2. Apex Triggers

Trigger: `TransactionTrigger`

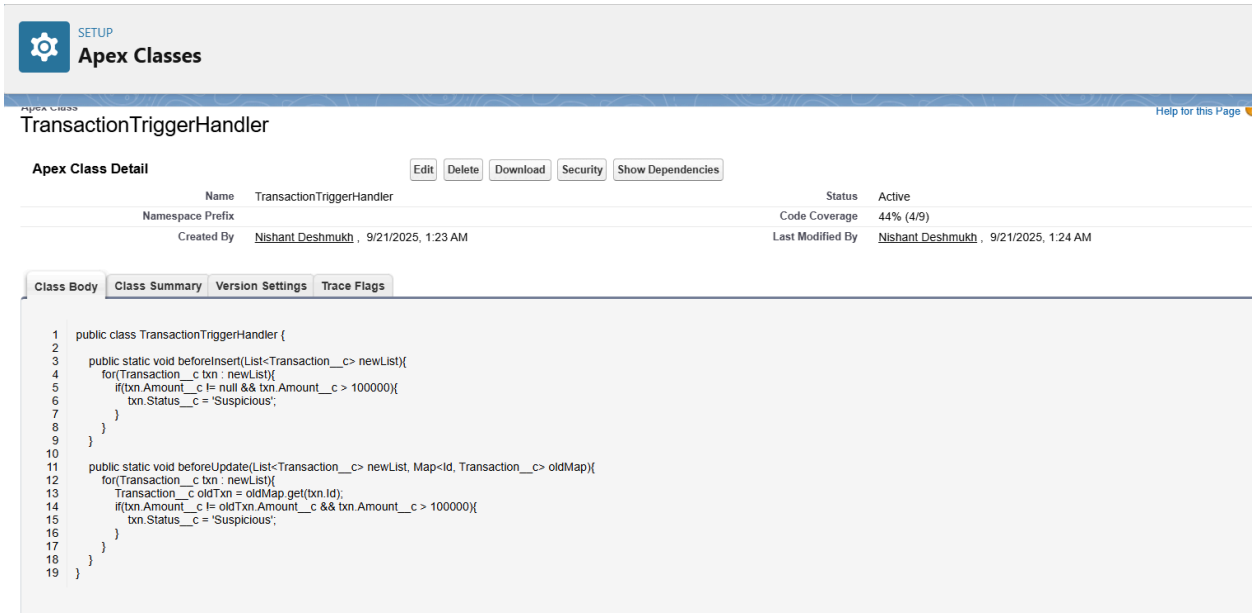
- Fires **before insert & update** on `Fraud_Case__c`.
- Prevents invalid risk scores.
- Ensures Investigation Notes are added before closing.



---

3. Trigger Design Pattern

- Logic separated into **TransactionTriggerHandler** class.
- Trigger file only calls handler methods.
    - ✅ Improves readability.
    - ✅ Makes unit testing easier.



---

4. SOQL & Collections

- SOQL used to fetch **Fraud Cases** with Status = ‘Open’.
- Used **List<Fraud_Case__c>** to hold results.
- Used **Set<Id>** to store unique Transaction IDs (avoid duplicates).
- Used **Map<Id, Fraud_Case__c>** for quick lookups.

---

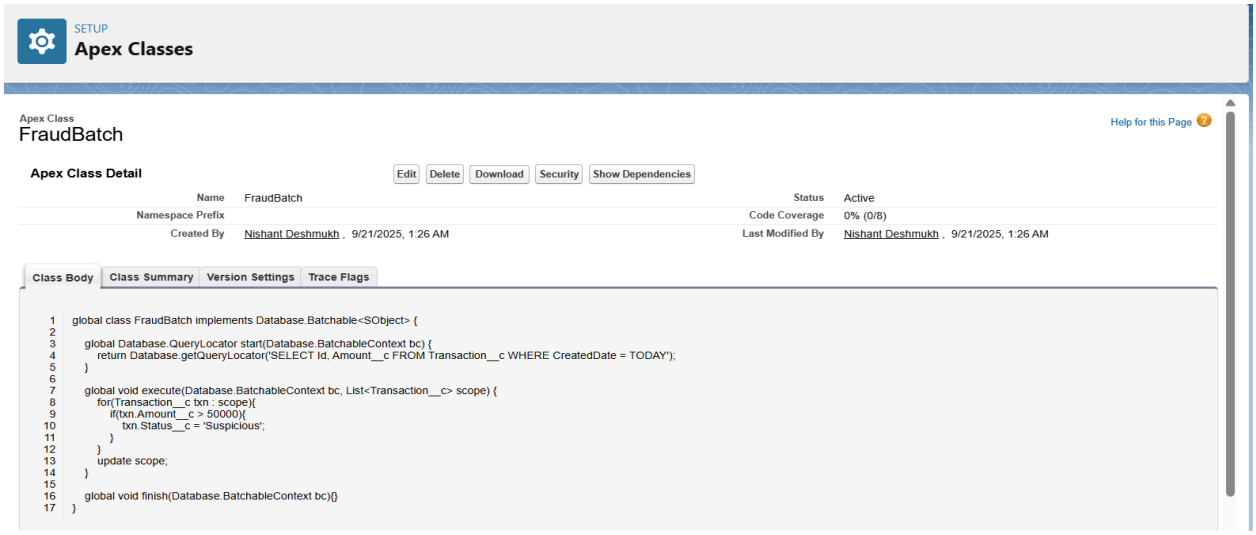
5. Control Statements

- IF logic checks **Risk_Score__c** between 0–100.
- If out of range → addError message displayed.
- IF Case is being closed without notes → throw error.

6. Batch Apex

Class: `FraudBatch`

- Runs nightly.
- Queries Fraud Cases with **Status = 'Open'** and **older than 30 days**.
- Updates them to **Escalated** automatically.

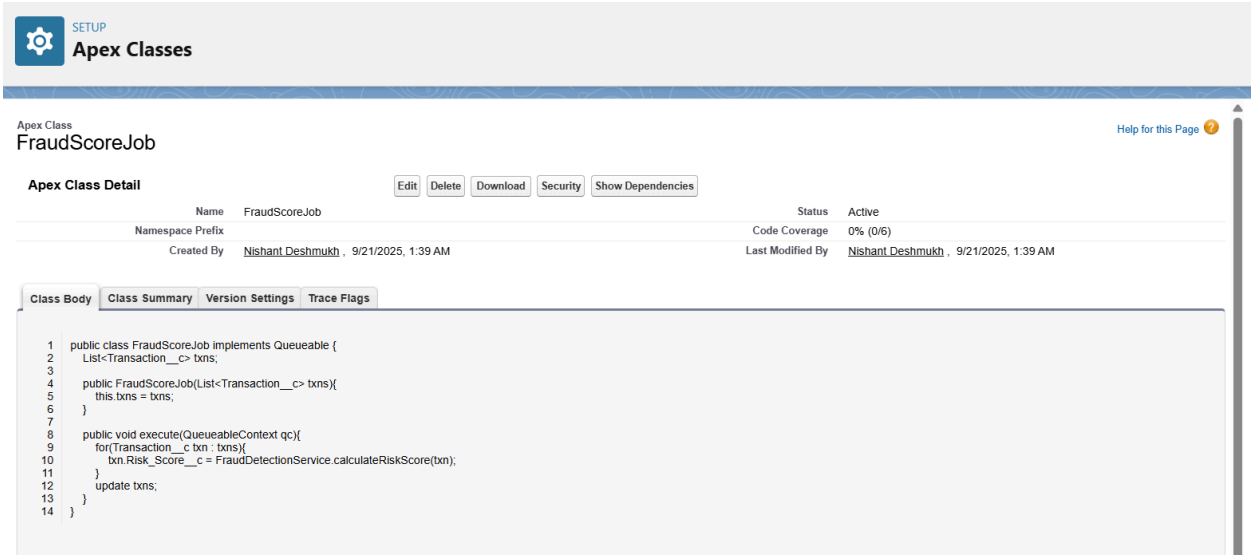


7. Queueable Apex

Class: `FraudScoreJob`

- Runs asynchronously.

- Example: Bulk calculation of fraud severity for a set of Fraud Cases.



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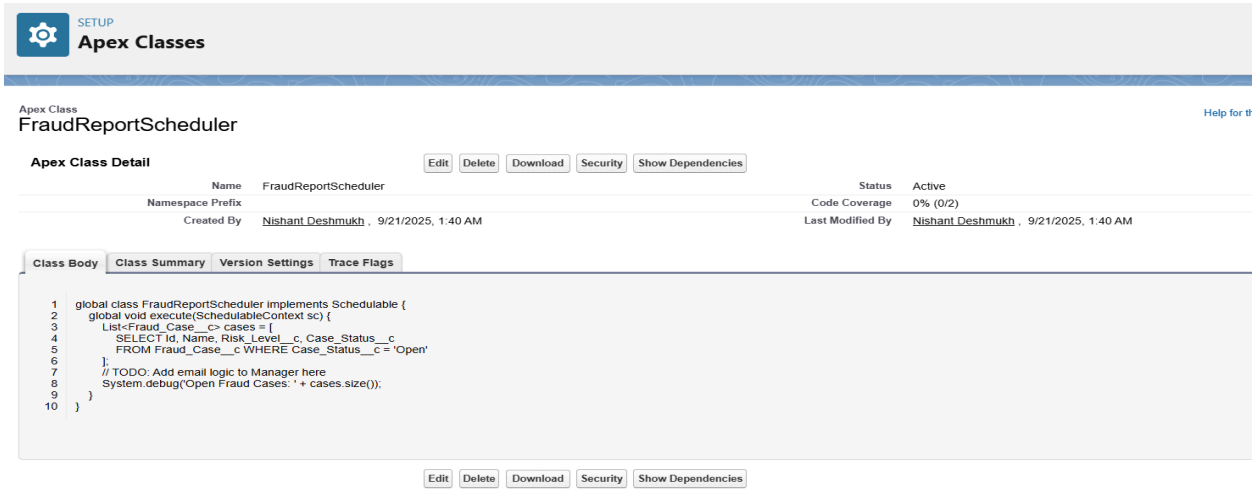
8. Scheduled Apex

Class: `FraudReportScheduler`

- Runs **every morning** at 9 AM.
- Sends summary email to Fraud Manager with **list of high-risk cases** created in last 24 hours.



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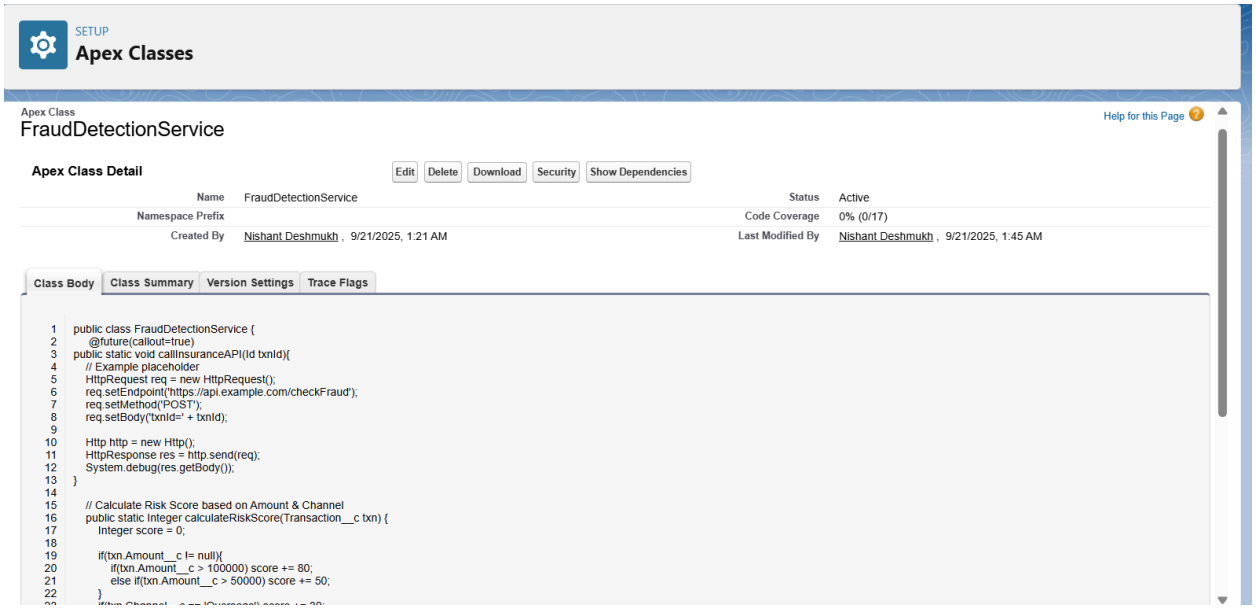
9. Future Methods (Callouts)

Class: `FraudDetectionService`

- Executes external fraud check **asynchronously**.



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10. Exception Handling

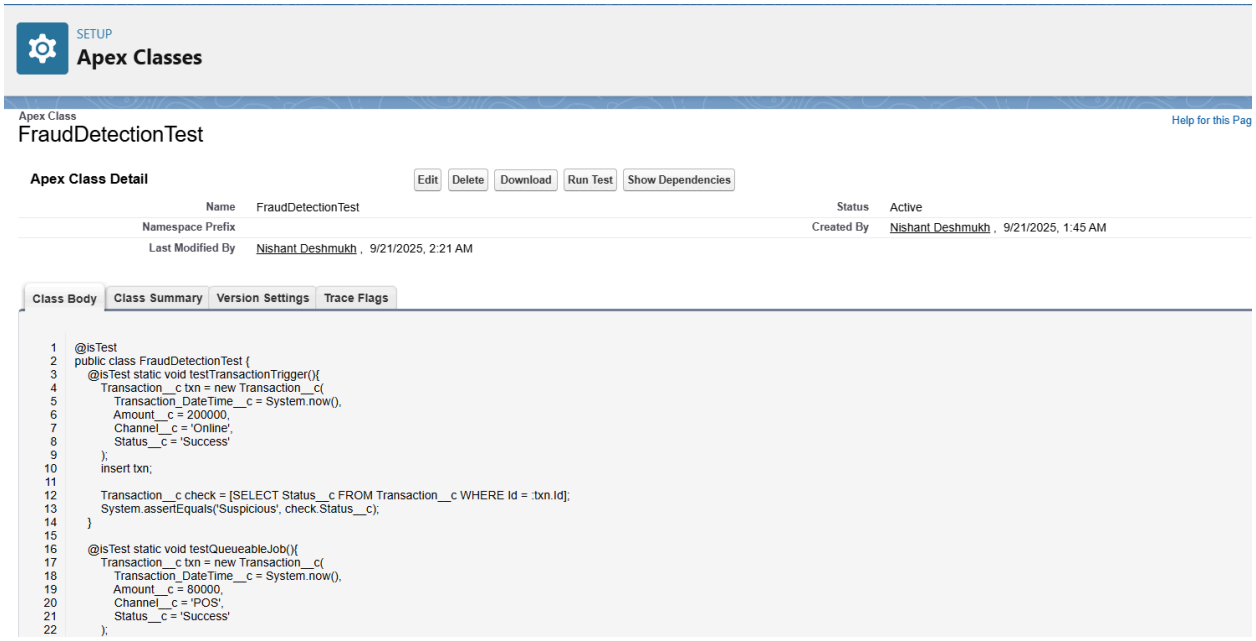
- Used `try-catch` blocks inside handler and API methods.
- Captures callout failures, logs errors in debug logs.
- Displays user-friendly error messages when validation fails.

---

11. Test Classes

Class: `FraudCaseTest`

- Creates test data → Fraud Cases, Transactions, Alerts.
- Tests triggers (Risk Score validation, required notes).
- Tests Batch Apex (escalation).
- Tests Queueable & Future callouts (mocked).
- Achieved > 75% code coverage (required for deployment).



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12. Asynchronous Processing Summary

- **Batch Apex** → nightly overdue case escalation.
- **Queueable Apex** → async risk calculation.
- **Scheduled Apex** → daily fraud case summary email.
- **Future Method** → external fraud API callout.

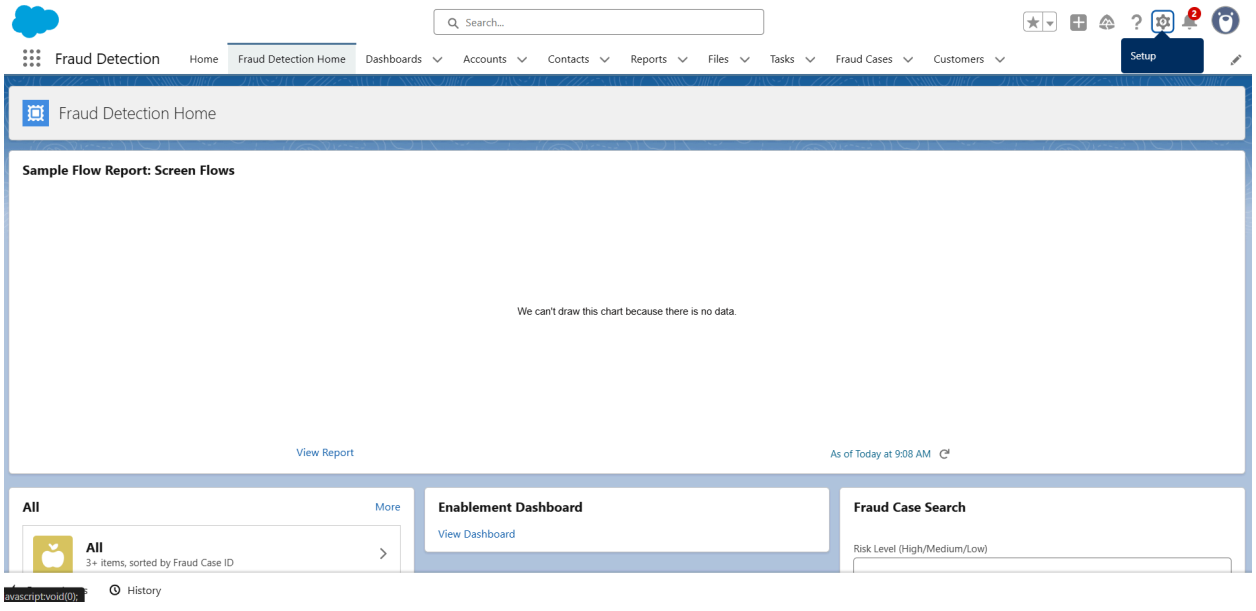
Phase 6: User Interface Development (Fraud Detection)

This phase focused on building a **Lightning User Interface** for Fraud Detection using **Lightning App Builder, Utility Bar, and Lightning Web Components (LWC)** integrated with Apex.

---

1. Lightning App Builder – Fraud Detection App

- Created a **Lightning App** named *Fraud Detection App*.
- Added **Fraud Cases, Transactions, Alerts** as navigation items (tabs).
- Configured **Utility Bar** (see section 5).
- Assigned app to **Fraud Analysts** profile.



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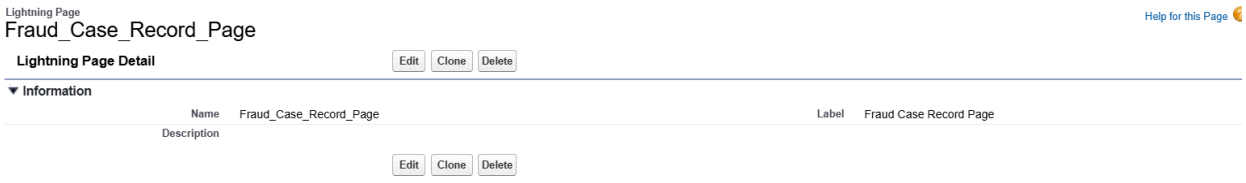
2. Record Pages

Custom Lightning Record Pages were designed for better case handling:

- **Fraud Case Record Page**
    - Left Panel: Case ID, Risk Score, Risk Level, Case Status.
    - Tabs:
        - *Details* – All fields of Fraud Case.
        - *Related* – Related Transactions & Alerts.
        - *Notes & Attachments*.
    - Layout used: Standard Record Page (two-region template).
    - Activated for Desktop and Phone.



---

3. Tabs

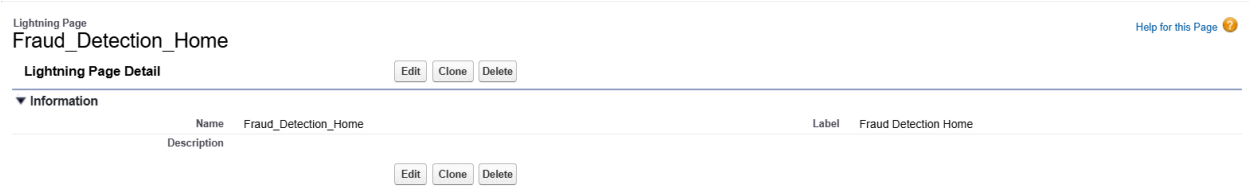
- Added navigation tabs for **Fraud Cases, Transactions, and Alerts**.
- Made visible in the **Fraud Detection App Navigation Bar**.

---

4. Home Page Layout

- Created a **Fraud Detection Home Page** using Lightning App Builder (App Page type).

- Components added:
    - Report Chart – Fraud Cases by Risk Level.
    - Dashboard – Fraud Monitoring Dashboard.
    - List View – Recent Alerts.
- Assigned as the **default Home Page** for Fraud Analysts.



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5. Utility Bar

Configured in Fraud Detection App Settings:

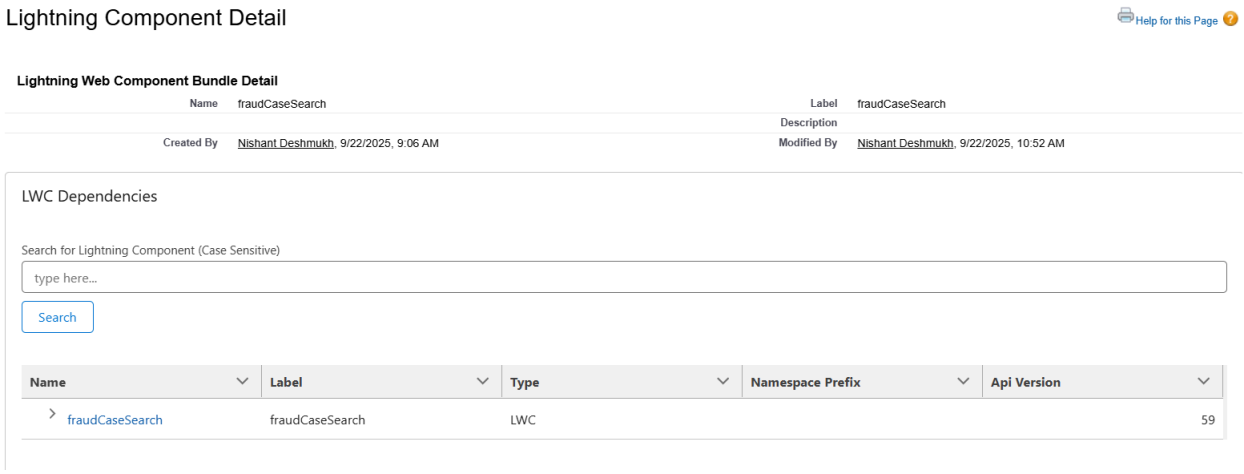
- **New Fraud Case:** Quick Action for analysts.
- **Recent Alerts:** List view.
- **Notes:** Quick note-taking option.

---

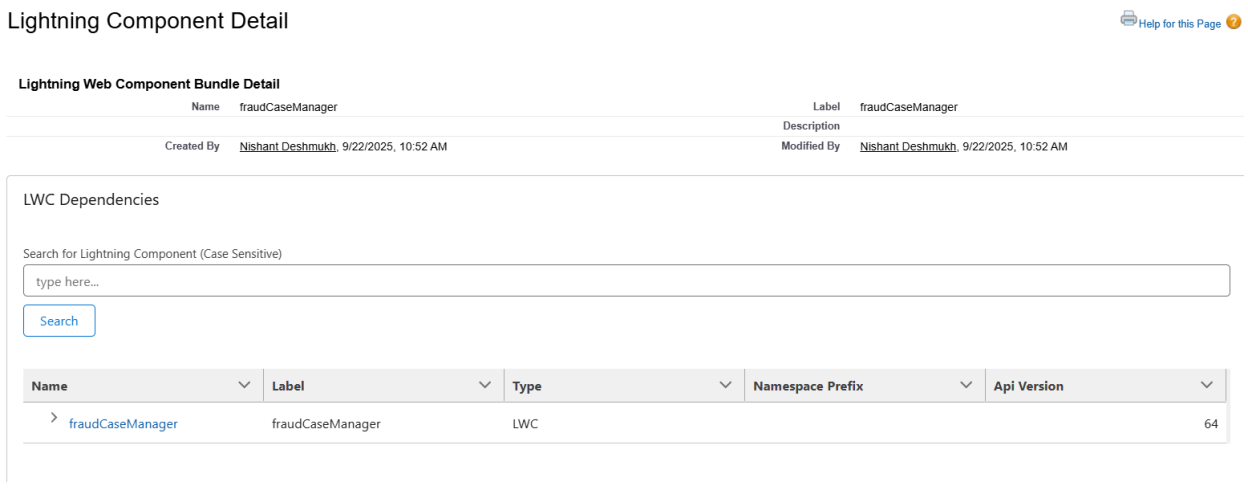
6. Lightning Web Components (LWC)

Developed LWCs to support Fraud Detection workflows:

- **fraudCaseSearch (Child Component)**
    - Provides input fields to filter cases (e.g., Risk Level, Analyst, Date).
    - Includes a Search button.
    - Sends filter details to parent component through a custom event.

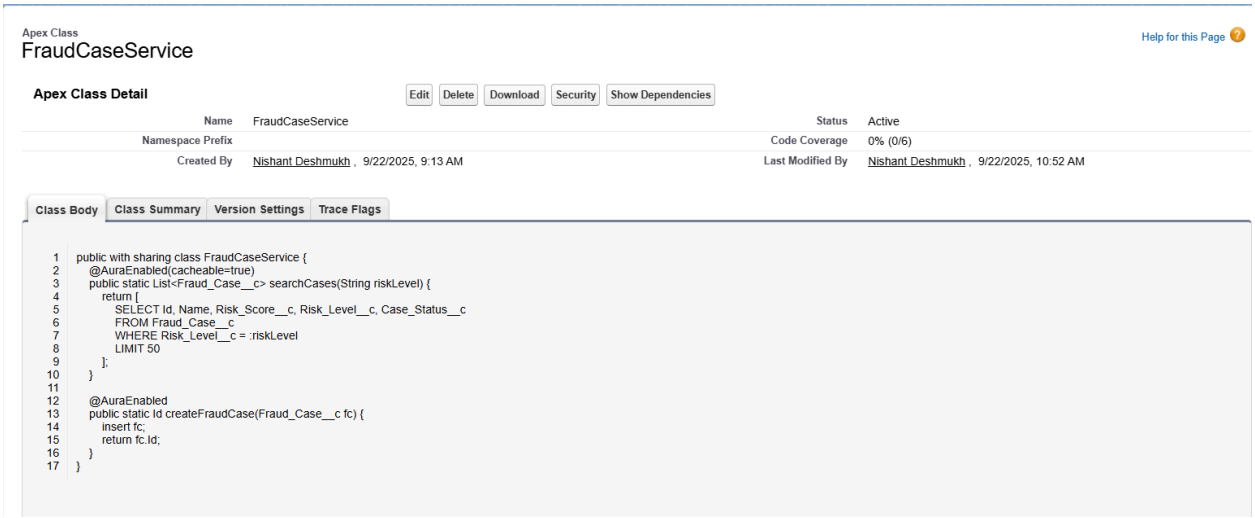


- **fraudCaseManager (Parent Component)**
    - Receives search input from child component.
    - Displays filtered Fraud Cases in a table.
    - Allows creation of new Fraud Cases.
    - Uses Apex service class for search and create operations.
    - After new Fraud Case creation, navigates user to its record page.



7. Apex with LWC

- Built an Apex service class named *FraudCaseService* to handle:
    - Searching Fraud Cases by Risk Level.
    - Creating new Fraud Cases.
- Integrated this Apex class with the LWCs for smooth UI–backend communication.



Apex Class
FraudCaseService

Help for this Page

Apex Class Detail Edit | Delete | Download | Security | Show Dependencies

Name	FraudCaseService	Status	Active
Namespace Prefix		Code Coverage	0% (0/6)
Created By	Nishant Deshmukh , 9/22/2025, 9:13 AM	Last Modified By	Nishant Deshmukh , 9/22/2025, 10:52 AM

Class Body | Class Summary | Version Settings | Trace Flags

```
1  public with sharing class FraudCaseService {
2      @AuraEnabled(cacheable=true)
3      public static List<Fraud_Case__c> searchCases(String riskLevel) {
4          return [
5              SELECT Id, Name, Risk_Score__c, Risk_Level__c, Case_Status__c
6              FROM Fraud_Case__c
7              WHERE Risk_Level__c = :riskLevel
8              LIMIT 50
9          ];
10     }
11
12     @AuraEnabled
13     public static Id createFraudCase(Fraud_Case__c fc) {
14         insert fc;
15         return fc.Id;
16     }
17 }
```

---

8. Events in LWC

- Implemented **event communication** between LWCs.
- *fraudCaseSearch* (child) sends search filters → *fraudCaseManager* (parent) listens and fetches results.

---

9. Wire Adapters

- Used wire adapters to automatically fetch Fraud Cases based on user-selected filters.
- Keeps the UI updated in real-time.

---

10. Imperative Apex Calls

- Used for creating Fraud Cases directly from the UI.
- Ensures flexibility to handle success and error messages.

---

11. Navigation Service

- After creating a Fraud Case, the system automatically redirects analysts to the new record page.
- Improves user experience and reduces manual navigation steps

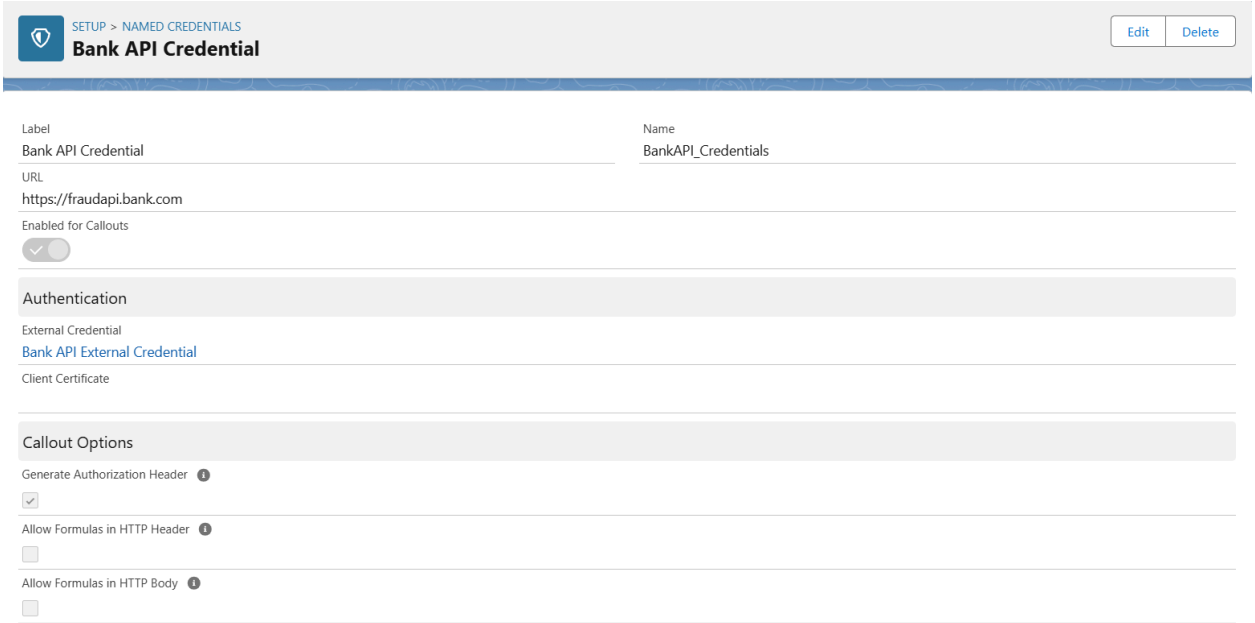
Phase 7: Integration & External Access

This phase focused on integrating Salesforce with external financial systems to enable real-time fraud checks and alerts. Core work included configuring Named Credentials, making REST callouts, publishing Platform Events, and enabling Change Data Capture for transaction updates.

---

1. Named Credentials – Bank API Credential

- Created a Named Credential called **Bank API Credential**.
- Configured URL: `https://fraudapi.mybank.com`.
- Authentication set as required by external system (Password Authentication / OAuth).
- Used in Apex callouts to securely connect with the Bank Fraud Detection API.



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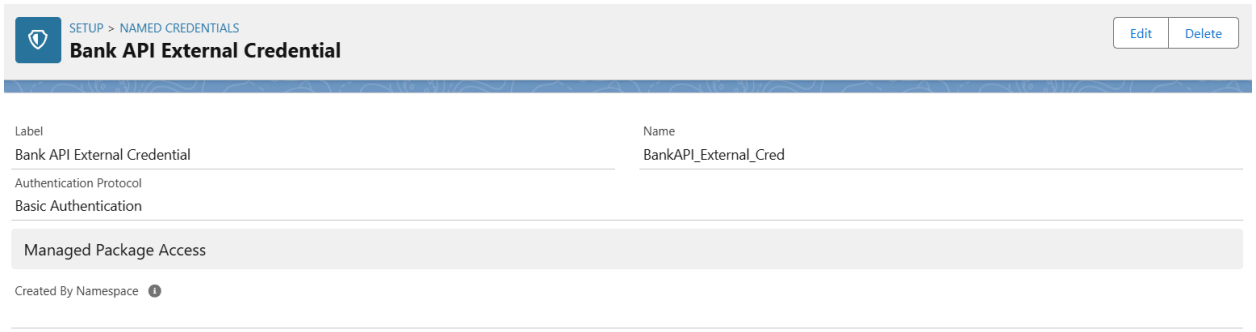
2. External Services

- Registered external API schema in **External Services**.
- Salesforce auto-generated invocable actions to be used in Flows for fraud verification.



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3. REST Callouts – FraudCheckService

- Developed an Apex class **FraudCheckService**.
- Sent transaction details (`Id`, `Amount__c`, `Account__c`) to the Bank Fraud Detection API.
- Received fraud **status** and **risk score** in response.
- Updated fields `Status` and `Risk_Score__c` on `Transaction__c`.

---

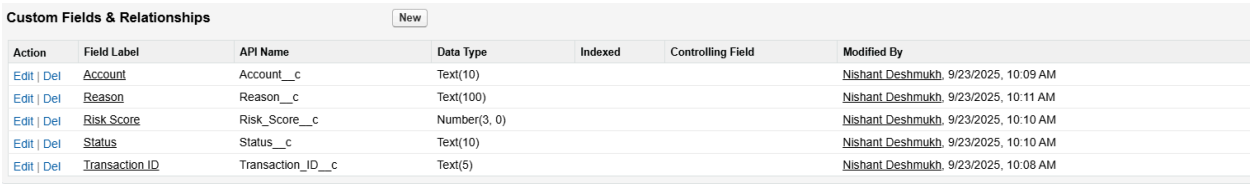
4. Triggered Callouts

- Created a trigger on `Transaction__c` (after insert).
- Collected new transaction IDs and passed them to **FraudCheckService**.
- Fraud verification ran automatically after transaction creation.

---

5. Platform Events – Suspicious_Transaction__e

- Created Platform Event **Suspicious_Transaction__e** with fields:
    - TransactionId__c
    - Account__c
    - Risk_Score__c
    - Status__c
    - Reason__c
- Developed Apex class **FraudEventPublisher** to publish an event if risk score ≥ 80.
- External systems subscribed to the event channel for real-time alerts.



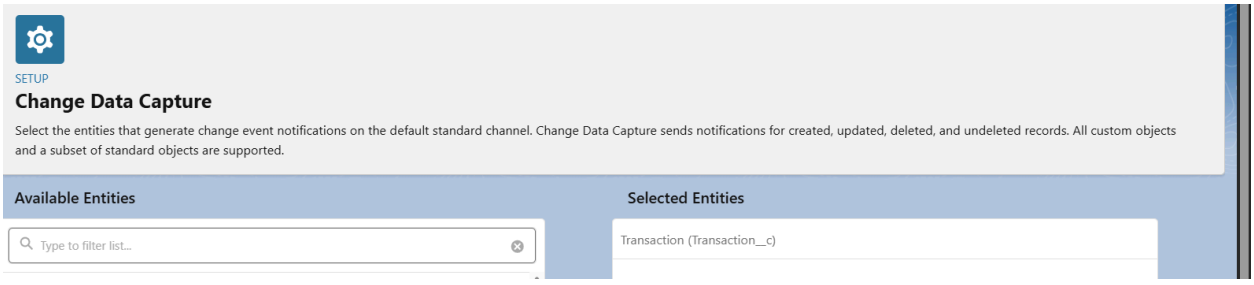
Custom Fields & Relationships New

Action	Field Label	API Name	Data Type	Indexed	Controlling Field	Modified By
Edit | Del	Account	Account__c	Text(10)			Nishant Deshmukh, 9/23/2025, 10:09 AM
Edit | Del	Reason	Reason__c	Text(100)			Nishant Deshmukh, 9/23/2025, 10:11 AM
Edit | Del	Risk Score	Risk_Score__c	Number(3, 0)			Nishant Deshmukh, 9/23/2025, 10:10 AM
Edit | Del	Status	Status__c	Text(10)			Nishant Deshmukh, 9/23/2025, 10:10 AM
Edit | Del	Transaction ID	Transaction_ID__c	Text(5)			Nishant Deshmukh, 9/23/2025, 10:08 AM

---

6. Change Data Capture (CDC)

- Enabled CDC for `Transaction__c` object in Setup.
- Configured external systems to subscribe to **/data/Transaction__ChangeEvent**.
- Provided real-time notifications whenever transactions were created, updated, deleted, or undeleted.



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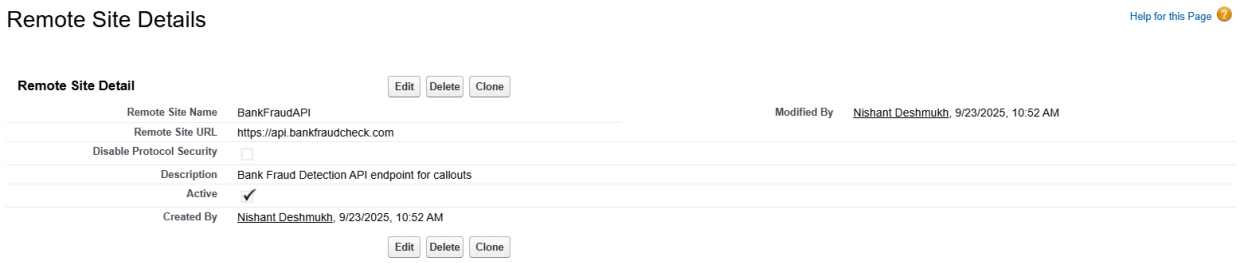
7. Salesforce Connect

- Configured external data source using OData.
- Synced external objects into Salesforce for reference if transaction data is stored in external systems.

---

10. Remote Site Settings

- Created Remote Site Setting named **BankFraudAPI**.
- Added URL `https://fraudapi.mybank.com`.
- Allowed Salesforce to make API callouts to the bank's fraud detection service.



Phase 8 – Data Management & Deployment

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1. Data Import Wizard

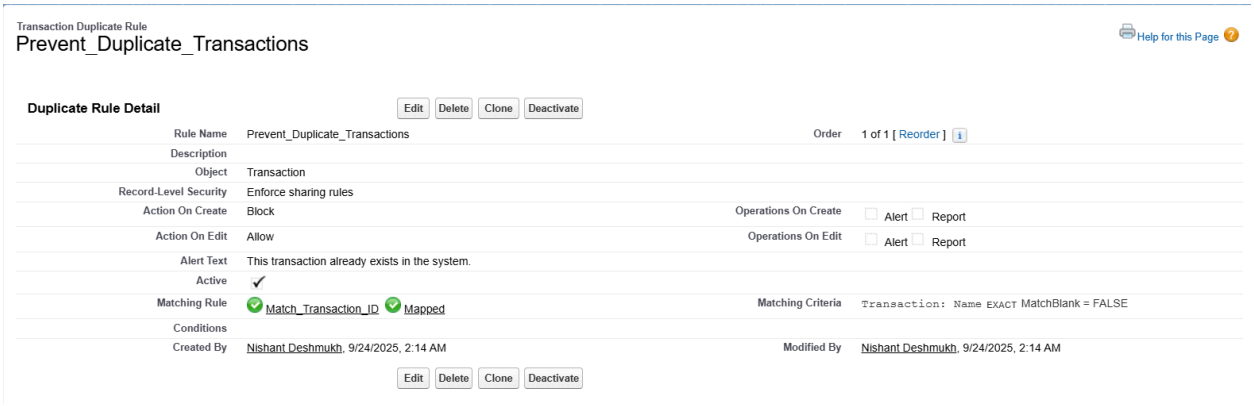
- Imported 20 sample financial transaction records using CSV.
- Used for testing fraud detection logic on realistic data.

2. Data Loader

- Bulk inserted booking-related records to simulate high-volume financial activity.
- Prepared the system for fraud correlation logic testing.

3. Duplicate Rules

- Configured duplicate detection rules for `Financial_Transaction__c`.
- Prevented or alerted on duplicate suspicious transactions based on key fields like Transaction ID and Amount.



4. Data Export & Backup

- Scheduled weekly backups of:
    - `Financial_Transaction__c`
    - `Fraud_Case__c`
    - `Customer__c`
- Ensured data compliance, security, and recovery readiness.

5. Managed vs Unmanaged Packages

- Chose **Unmanaged Package** since the project is internal and for learning purposes.
- Packaged key metadata for easier deployment and versioning.

6. VS Code & SFDX Integration

- Set up Visual Studio Code with Salesforce CLI.
- Retrieved and deployed metadata using source control commands.
- Improved developer productivity and collaboration.

Phase 9: Reporting, Dashboards & Security Review

Goal: Monitor fraudulent transactions, track agent activity, and secure sensitive data.

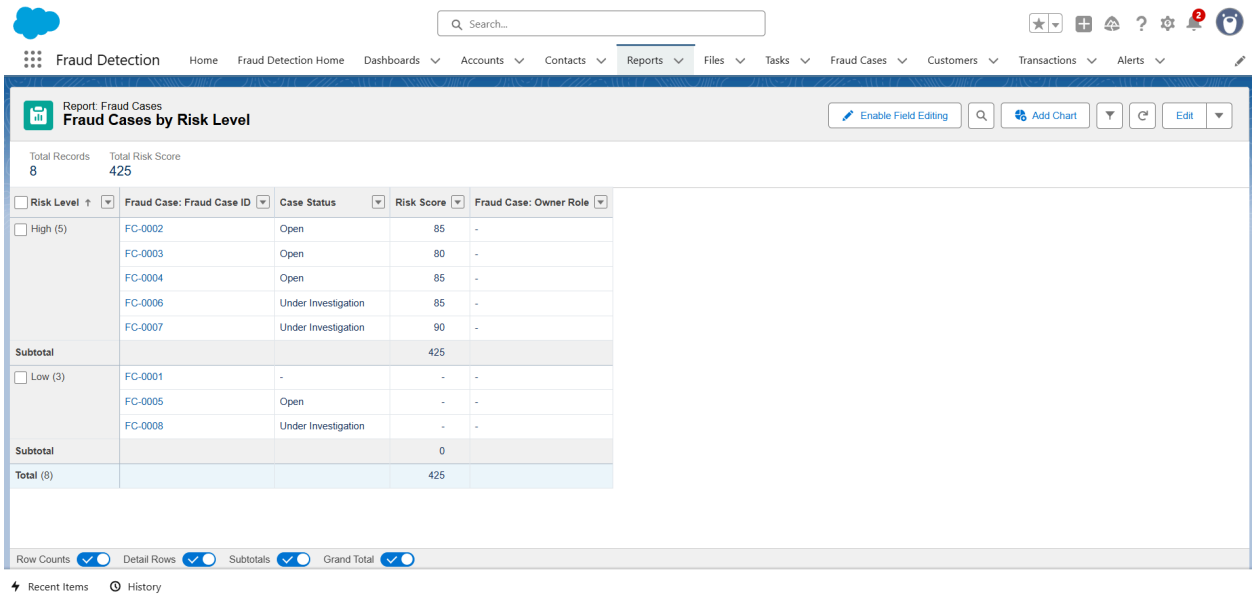
---

1. Reports

Purpose: Track fraud trends, transaction statuses, and agent performance.

Completed Reports:

- **Fraud Cases by Risk Level:** Shows counts of cases in High, Medium, and Low categories.



- **Transactions by Status:** Displays the number of transactions categorized as Success, Failed, or Pending.

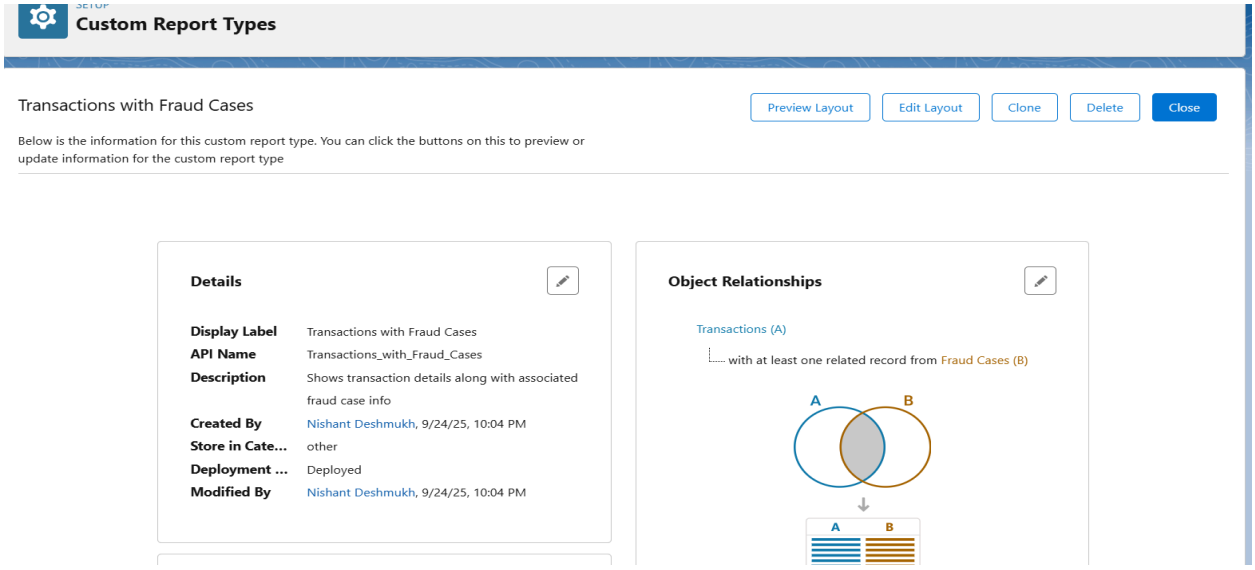
- **Agent Activity Report:** Highlights the number of cases each agent reviewed or closed.

2. Report Types

Purpose: Combine related objects for comprehensive analysis.

Implemented Report Types:

- **Transactions with Fraud Cases:** Custom report type combining Transaction__c and Fraud_Case__c objects, showing transaction details along with associated fraud case information.



3. Dashboards

Purpose: Visualize key metrics for managers and compliance teams.

Created Dashboards:

- **Fraud Detection Dashboard:** Displays counts of high-risk cases, failed transactions, and pending reviews.

- **Revenue Impact Dashboard:** Shows total amount affected by fraudulent transactions.

4. Sharing Settings

Purpose: Control access to sensitive records.

Implemented Settings:

- **Transactions:** Private – each agent can see only their own transactions.
- **Fraud Cases:** Public Read-Only – managers and auditors can review all cases.

Fraud Case	Private	Private	✓
Transaction	Public Read Only	Public Read Only	✓

---

5. Field Level Security (FLS)

Purpose: Protect sensitive information.

Implemented FLS:

- Sensitive fields such as Customer_ID_Proof__c and Account_Number__c are hidden from agents.
- Managers and admins have full visibility of these fields.

---

6. Session & Login Security

Purpose: Secure user access and prevent unauthorized logins.

Implemented Settings:

- Session timeout set to 30 minutes.
- Login IP ranges restricted to office network for agents.

---

7. Audit Trail

Purpose: Track changes made to objects, fields, and security settings.

Implemented Monitoring:

- Setup Audit Trail enabled to monitor and log all configuration changes.
- Exported audit logs periodically for compliance and review purposes.