

# 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.

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Fraud Detection

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Fraud Detection Home

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Report: Fraud Cases

Fraud Cases by Risk Level

Enable Field Editing

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Add Chart

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Edit

Total Records

8

Total Risk Score

425

Risk Level	Fraud Case: Fraud Case ID	Case Status	Risk Score	Fraud Case: Owner Role
High (5)	FC-0002	Open	85	-
	FC-0003	Open	80	-
	FC-0004	Open	85	-
	FC-0006	Under Investigation	85	-
	FC-0007	Under Investigation	90	-
Subtotal			425	
Low (3)	FC-0001	-	-	-
	FC-0005	Open	-	-
	FC-0008	Under Investigation	-	-
Subtotal			0	
Total (8)			425	

Row Counts

Detail Rows

Subtotals

Grand Total

Recent Items

History

- **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.


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## 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.

 **Custom Report Types**

Transactions with Fraud Cases

[Preview Layout](#) [Edit Layout](#) [Clone](#) [Delete](#) [Close](#)

Below is the information for this custom report type. You can click the buttons on this to preview or update information for the custom report type

**Details**

**Display Label** Transactions with Fraud Cases

**API Name** Transactions\_with\_Fraud\_Cases

**Description** Shows transaction details along with associated fraud case info

**Created By** Nishant Deshmukh, 9/24/25, 10:04 PM

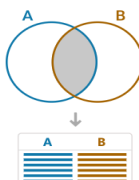
**Store in Cate...** other

**Deployment ...** Deployed

**Modified By** Nishant Deshmukh, 9/24/25, 10:04 PM

**Object Relationships**

Transactions (A)  
..... with at least one related record from Fraud Cases (B)



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## 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.

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## 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	✓

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## 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.

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## 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.
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## 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.