



# Feedzai Course Catalog

2023



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## Introduction

Staying one step ahead of fraud and financial crime is crucial for financial institutions to maintain trust and protect customers. That's where Feedzai Training comes into play.

Feedzai, the world's first Risk Operations (RiskOps) platform, is one of the market leaders in fraud and financial crime prevention. Our industry-recognized portfolio of solutions ensures financial institutions (FIs) can meet regulatory compliance obligations and strengthen the bonds of trust between FIs and their valued customers.

But our commitment goes beyond providing exceptional financial crime prevention solutions. We also offer a partnership relationship to our clients. We're highly committed to helping them make the most of our solutions. The comprehensive Feedzai Course Catalog covers various topics, including advanced configuration techniques, best practices in fraud detection, compliance strategies, and more.

By enrolling in the Feedzai Training, you'll immediately access a comprehensive library of resources that enable your team to leverage our solutions proficiently.

## What is Feedzai Training?

The Feedzai Training is your gateway to maximizing the potential of our solutions. We don't just hand you the tools; we empower you with the knowledge and expertise to configure and tailor Feedzai's cutting-edge solutions to your organization's specific needs. With our catalog of courses, we guide you through the process, ensuring you extract the maximum value from our partnership.

Feedzai's Course Catalog empowers clients to develop an in-depth understanding of Feedzai's products and technology solutions. Most importantly, the courses listed here are designed to give Feedzai's clients the knowledge, experience, and confidence to use the products independently without relying on Feedzai experts.

By completing these courses, clients will gain:

- a 360-degree understanding of Feedzai's products;
- improved skills and capabilities in using Feedzai's products;
- the flexibility to craft your own learning path to master Feedzai's products;
- maximum usage of your investment in Feedzai's solutions.

Feedzai Training uses the experience gained in real-world implementations when developing material, thus adding value to the learning experience. Comprehensive product training is available for investigators, managers, system administrators, developers, and operations staff.



## How does it work?

Just as there is no one-size-fits-all approach to preventing fraud and financial crime, there is no one-size-fits-all approach to training programs. That's why Feedzai Training allows trainees to craft their own programs to meet the needs of diverse audiences.

Trainees gain access to a self-paced online training program or web-based training (WBT). Students are assigned to a group but can complete the training at their preferred pace. As they learn about Feedzai's products, they can collect their questions to share with a Feedzai instructor. Once the group program has completed the course, students can schedule a Q&A session with the instructor. This focused and direct learning style is complemented by hands-on training to reinforce the learning process effectively.

The philosophy of Feedzai Training emphasizes solution education, encompassing the core platform and extending across all solutions. The training is primarily conducted in English, and blended learning courses are available. If you have specific training requirements, Feedzai Training welcomes discussions to explore suitable solutions that align with your needs.

## How do I register?

If you're ready to take the next step in your financial crime-fighting journey, reach out to your Feedzai contact so we can give you access to our training portal. For more information on training and possible course customization to meet your organization's unique business needs, don't hesitate to contact us at [training@feedzai.com](mailto:training@feedzai.com).

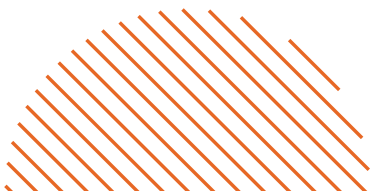
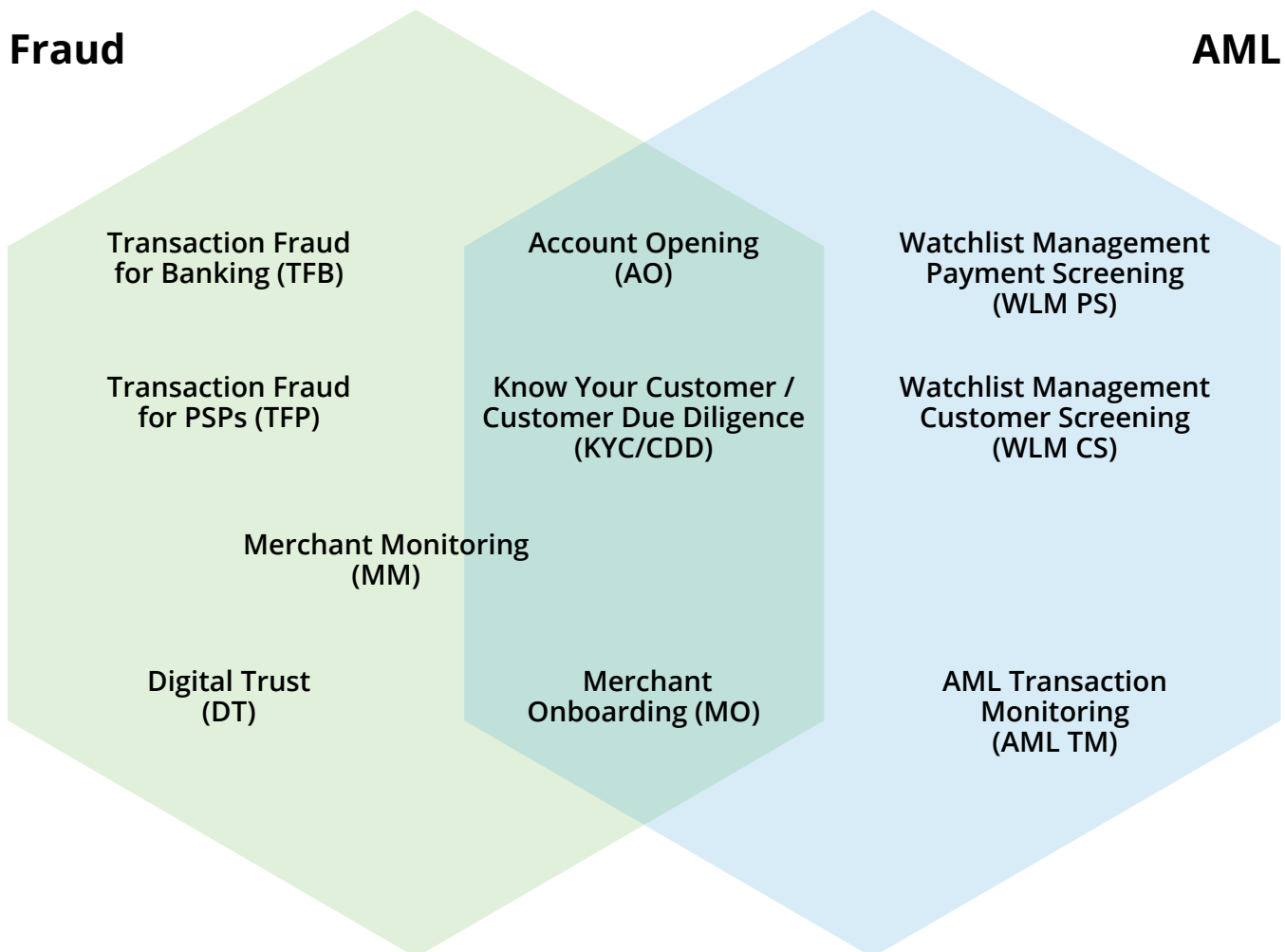


# Target Audience

Feedzai offers several solutions within the Fraud and AML areas, although both client types can use some of our solutions.



## Risk Management Placement





Consider the specific audience the course is designed for before enrolling. Take into account the enrollee's unique needs and skill sets. To assist in this process, refer to the Target Audience table below. By referring to this table, you can identify the category that aligns with your profile. The Training Path includes markers for each audience group, ensuring participants can quickly identify and select the courses that best meet their specific requirements. By following these markers, you can navigate the training options and make informed decisions about which courses will be the most relevant and beneficial for you.



Fraud Clients	
Audience	Description
Fraud Analysts ●	Fraud Analysts are the first line of defense. They manually review hundreds of daily alerts as quickly and accurately as possible. To meet this goal, they use Case Manager, Genome, and their workload is divided into queries, by priority, by skill level, or simply by type or geography.
Fraud Managers ■	Managers are thus focused on monitoring the platform and analysts to course correct where needed. Therefore they use Insights real-time monitoring to understand the business, rules, and what the analyst team is doing.



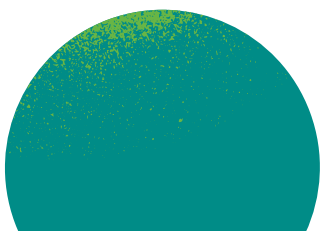
AML Clients	
Audience	Description
AML Analysts ●	AML Analysts review watchlist alerts, assess customer due diligence and risk levels, and perform an initial review of alerts to determine whether an investigation is warranted. If no conclusion can be reached, the Analysts escalate the alert to their team lead or manager.
AML Managers ■	AML Managers oversee team efficiency, risk review quality, alert closure quality, work output, and escalations. They also complete and/or review submitted reports for submission.



Client Teams	
Audience	Description
Data Science Team ●	Data Scientists find ways to improve detection and lower false positive rates. Their work ensures the platform catches more fraud while generating fewer false positives that would burden the analyst team. Data Scientists are always looking for patterns or trends in data that can be used to build new features.
Integration Team ■	These are the client system administrators that will interface with the Feedzai Solution. This integration provides Feedzai with the necessary data to allow the client to get the expected value from the Feedzai Suit Risk Engine.
DevOps Team ▲	If your organization hosts the Feedzai Risk Engine, you must understand how to implement and maintain the applications to the desired SLAs. Your team will also need help finding key logs and data points that our support team will typically request to perform any necessary investigation of your system.



Partners	
Audience	Description
Delivery Team ■	Delivery Teams are heavily focused on Risk Advisory, Regulatory, and Compliance Services tasks for financial institutions. Team members' priorities often assist customers with their Risk Strategy definitions, Risk Operations alignments, Rules Creation, Testing, and Ongoing Maintenance.





# Training Paths

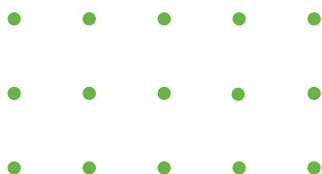
Fraud Clients					
Self-Paced Online Training (Web-Based Training or WBT)	Catalog Page	Fraud Solutions			
		Transaction Fraud for Banking	Transaction Fraud for PSPs	Merchant Monitoring	Digital Trust
Using Pulse (Growth and Advanced Plan)	Pag. 16	● ■	● ■	● ■	
Transaction Fraud for Banking (TFB) - Basic Training	Pag. 17	■ ■ ●			
Using Case Manager (TFB)	Pag. 17	● ■			
Using Genome (TFB) *	Pag. 18	● ■			
Using Insights (TFB)	Pag. 18	● ■			
RM PSPs (TFP + MM) - Basic Training	Pag. 19		■ ■ ●	■ ■ ●	
Using Case Manager for RM PSPs (TFP + MM)	Pag. 20		● ■	● ■	
Using Genome for RM PSPs (TFP + MM)	Pag. 20		● ■	● ■	
Using Insights for RM PSPs (TFP + MM)	Pag. 21		● ■	● ■	
Digital Trust - Basic Training	Pag. 22				■ ■ ●
Using Digital Trust	Pag. 22				■ ■ ●

\* Only for Advanced Plan.



AML Clients				
Self-Paced Online Training (Web-Based Training or WBT)	Catalog Page	AML Solutions		
		AML Transaction Monitoring	Watchlist Management Payment Screening	Watchlist Management Customer Screening
Using Pulse (Growth and Advanced Plan)	Pag. 16	● ■	● ■	● ■
AML Transaction Monitoring (AML TM) - Basic Training	Pag. 23	■ ■ ●		
Using Case Manager (AML TM)	Pag. 23	● ■		
Using Genome (AML TM)*	Pag. 24	● ■		
Using Insights (AML TM)	Pag. 24	● ■		
WLM PS - Basic Training	Pag. 25		■ ■ ●	
Using Case Manager (WLM PS)	Pag. 25		● ■	
WLM CS - Basic Training	Pag. 26			■ ■ ●
Using Case Manager (WLM CS)	Pag. 26			● ■

\* Only for Advance plan.



### Fraud and AML Clients

Self-Paced Online Training (Web-Based Training or WBT)	Catalog Page	AML Solutions		
		Account Opening	Merchant Onboarding	Know Your Customer / Customer Due Diligence
Using Pulse (Growth and Advanced Plan)	Pag. 16	● ■ □	● ■ □	
Account Opening* (Coming soon)	-	■ □ ■ ●		
Merchant Onboarding* (Coming soon)	-		■ □ ■ ●	
KYC/CDD - Basic Training	Pag. 27			■ □ ■ ●
Using Case Manager (KYC/CDD)	Pag. 27			■ □ ■ ●
Using Insights (KYC/CDD)	Pag. 28			■ □ ■ ●

\* Only for Custom Plan.

Fraud Clients	Client Teams	AML Clients	Partners
Fraud Analysts ●	Data Science Team ●	AML Analysts ●	Delivery Team ■
Fraud Managers ■	Integration Team ■	AML Managers □	
	DevOps Team ▲		

# Training Process

Feedzai Training empowers customers to understand and use our products successfully and seamlessly.



## Self-paced learning paths

We provide targeted online training through our learning management system (LMS). These learning paths are designed to teach the skills needed by our key users (Analysts, Managers, Data Scientists, and DevOps teams).



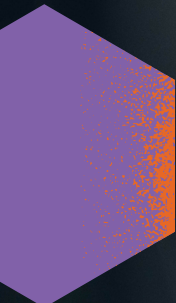
## Comprehensive documentation

We provide complete product documentation with detailed guidance and references to use the Solution.



## Supplemental live trainings

At critical points in your learning journey, we will conduct live sessions to reinforce the self-paced training, add clarifications, and help troubleshoot strategy and best practices.



## Sample Training Agenda

Phases	Pre-Activation	Before Activation	Before Go-Live	After Go-Live
Available Content	<b>Documentation</b> Getting started guides	<b>Before Activation Training</b> Adoption Audience Training (Basic Training)  <b>Documentation</b> Full product documentation	<b>Before Go-Live Training</b> Investigation Audience Training - Using Case Manager - Using Genome - Using Insights  Data Science Training - Using Pulse	<b>Training</b> Continuous learning - push new modules about releases to all users.  <b>Documentation</b> FAQs Troubleshooting Guide
Completion	<b>Completion criteria</b> Attend live workshops.	<b>Completion criteria</b> Complete online self-guided modules.	<b>Completion criteria</b> Complete online self-guided modules. Attend live Q&A sessions.	<b>Completion criteria</b> Periodic recertification as needed.



## Customer Training Process

### 1 Access to Feedzai training

- Learners will receive an **invitation email** explaining how to access the training platform and our training process.

### 2 Online self-paced courses + gather questions

- Learners complete the online training and **gather any questions you'd like to discuss further.**
- When the group has completed the training and compiled all questions, you can contact [training@feedzai.com](mailto:training@feedzai.com) to schedule a Q&A session with an instructor. Please note that you can only contact the instructor after the group has completed the training program.

Please collect and gather your questions as you go through the training in a unique document. You can send the document to [training@feedzai.com](mailto:training@feedzai.com) once everyone has finished the online self-paced training.

### 3 Q&A Session (Instructor-Led Training)

- The Q&A session is only available when the group has completed the online self-paced training and submitted specific questions for discussion.



## Why do we do it like this?

There are several reasons why Feedzai Training follows the learning program we've outlined here.

- Participants can learn at their own unique pace;
- Proper guidance provides a better learning experience;
- Basic knowledge is assured before scheduling a Q&A session with an instructor;
- Gathering questions before Q&A sessions enables instructors to better prepare;
- Submitting questions early ensures Q&A sessions are more productive for both learners and instructors;
- Assure Feedzai receives all necessary feedback to be able to continuously improve.



# Training Courses Descriptions

## Using Pulse (Growth Plan)

**Audience:** This is most important for Fraud Managers who are analyzing data, preparing models, and rules to stop fraud. Also for Data Scientists starting with Feedzai to grasp the basics of risk strategy before advanced training.

**Performance Objectives:** Learn how to use Pulse relying on our out of the box capabilities, rules and metrics. Learn how to evolve and improve your fraud prevention strategy, use lists and operate the platform.

**Prerequisites:** Access to Pulse environment.

**Duration:** 1.2 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Platform Overview (19 min);
- 2) Lists (10 min);
- 3) Data Initialization (25 min);
- 4) Plans - Concepts (5 min);
- 5) Plan Metrics - Concepts (2 min);
- 6) Rules - Concepts (2 min);
- 7) UDFs - Concepts (3 min);
- 8) Models - Concepts (8 min);
- 9) Sandbox Evaluations - Concepts (5 min).



## Using Pulse (Advanced Plan)

**Audience:** This is most important for Data Scientists and Fraud Managers who are analyzing data, preparing models, and rules to stop fraud.

**Performance Objectives:** Learn how to use Pulse, create a fraud prevention strategy, and operate with the platform.

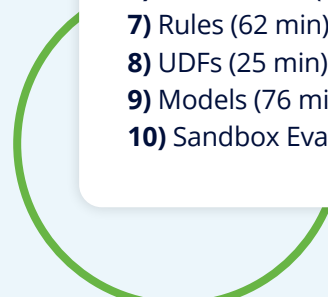
**Prerequisites:** Access to Pulse environment.

**Duration:** 6 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Introduction (1 min);
- 2) Platform Overview (19 min);
- 3) Data Initialization (25 min);
- 4) Lists (35 min);
- 5) Plans (52 min);
- 6) Plan Metrics (36 min);
- 7) Rules (62 min);
- 8) UDFs (25 min);
- 9) Models (76 min);
- 10) Sandbox Evaluations (19 min).





## Transaction Fraud for Banking (TFB) - Basic Training

**Audience:** Risk Manager, Data Science Team, and Integrator roles are part of the teams responsible for adopting this Feedzai solution within their organizations.

**Performance Objectives:** Learn the basics about Feedzai Transaction Fraud for Banking (TFB) solution.

**Prerequisites:** None.

**Duration:** 1.5 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Feedzai Platform Overview (26 min);
- 2) TFB Intro (19 min);
- 3) Create a TFB Strategy (7 min);
- 4) Using TFB (24 min).



## Using Case Manager (TFB)

**Audience:** Case Manager for TFB is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Feedzai Case Manager for Transaction Fraud for Banking (TFB).

**Prerequisites:** Access to Case Manager environment.

**Duration:** 2.5 hrs.

**Delivery Method:** Self-Paced Online Training. This is a hands-on class using a sandbox training environment.

### Key Topics

- 1) Fraud Investigation Flow Overview (19 min);
- 2) Accessing Workload (16 min);
- 3) Investigating Alerts (19 min);
- 4) Acting On Alerts (16 min);
- 5) Investigating Cases (19 min);
- 6) Managing Lists (17 min);
- 7) Managing Queues (8 min);
- 8) Managing Automation Rules (12 min);
- 9) Managing SLAs (25 min);
- 10) Managing SSRs (17 min);
- 11) Multi-Tenancy - Optional Feature (6 min).

## Using Genome (TFB)

(Only available for Advanced or Custom plans)

**Audience:** Genome for TFB is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Feedzai Genome for Transaction Fraud for Banking (TFB).

**Prerequisites:** Access to Genome environment.

**Duration:** 30 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Uncover Patterns (11 min);
- 2) Read graphs (15 min);
- 3) Navigating (13 min);
- 4) Operations (17 min).

## Using Insights (TFB)

**Audience:** Insights for TFB is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Feedzai Insights for Transaction Fraud for Banking (TFB).

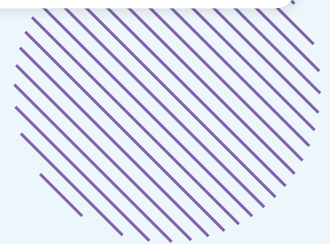
**Prerequisites:** Access to Insights environment.

**Duration:** 1 hr.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Monitor With Insights (3 min);
- 2) Business Overview Dashboard (7 min);
- 3) Rules Monitoring Dashboard (5 min);
- 4) PSD2 Dashboard (8 min);
- 5) Analyst Performance Dashboard (7 min).



## Usar o Feedzai Case Manager, Genome e Insights na solução TFB

(Course in Portuguese)

**Audiência:** Isto é mais importante para Analistas de Risco e Gerentes de Risco que investigam dados para impedir fraudes.

**Objetivos:** Saiba como usar o Feedzai Case Manager, Genome e Insights na solução Transaction Fraud for Banking.

**Pré-requisitos:** Acesso aos ambientes Case Manager, Genome e Insights (Genome só está acessível a planos Advanced ou Custom).

**Duration:** 3 hrs.

**Método de entrega:** Self-Paced Online Training - Web Based Training (Treinamento na Web).

### Key Topics

- 1) Case Manager - Introdução (15 min);
- 2) Case Manager - Página de Alertas (25 min);
- 3) Case Manager - Eventos e Alertas (22 min);
- 4) Case Manager - Casos (20 min);
- 5) Case Manager - Filas (15 min);
- 6) Case Manager - Regras de Automação (15 min);
- 7) Case Manager - SLAs (10 min);
- 8) Case Manager - Regras Self Service (30 min);
- 9) Case Manager - Listas (15 min);
- 10) Genome (10 min);
- 11) Insights (15 min).

## RM PSPs (TFP + MM) - Basic Training

**Audience:** Risk Manager, Data Science Team, and Integrator roles that are part of the teams responsible for the adoption of this Feedzai solution within their organizations.

**Performance Objectives:** Learn the basics of Feedzai Risk Management for Payment Service Providers (RM PSPs) solution, with the Transaction Fraud for Payment Service Providers (TFP) and Merchant Monitoring (MM) components.

**Prerequisites:** None.

**Duration:** 1 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) RM PSPs (TFP + MM) Intro (30 min);
- 2) Create an RM PSPs (TFP + MM) Strategy (30 min).

## Using Case Manager for RM PSPs (TFP + MM)

**Audience:** Case Manager for RM PSPs (TFP + MM) is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Feedzai Case Manager for Risk Management for Payment Service Providers (RM PSPs).

**Prerequisites:** Access to Case Manager environment.

**Duration:** 2 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Fraud Investigation Flow Overview (14 min);
- 2) Searching events (7 min);
- 3) Accessing workload (8 min);
- 4) Investigating Alerts: Transaction Fraud for PSPs (29 min);
- 5) Investigating Alerts: Merchant Monitoring (27 min) - Only needed if you have MM solution;
- 6) Investigating Cases (19 min);
- 7) Managing Automation Rules (12 min);
- 8) Managing Queues (8 min);
- 9) Managing SLAs (25 min);
- 10) Managing Lists (17 min);
- 11) Managing SSRs (17 min);
- 12) Managing Reasons (4 min);
- 13) Multi-Tenancy - Optional Feature (13 min).

## Using Genome for RM PSPs (TFP + MM)

**Audience:** This is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Genome for Risk Management for Payment Service Providers (RM PSPs).

**Prerequisites:** Access to Genome environment.

**Duration:** 30 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Uncover Patterns (11 min);
- 2) Read Graphs (15 min);
- 3) Navigating (13 min);
- 4) Operations (17 min).



## Using Insights for RM PSPs (TFP + MM)

**Audience:** Insights for RM PSPs (TFP + MM) is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Insights for Risk Management for Payment Service Providers (RM PSPs).

**Prerequisites:** Access to Insights environment.

**Duration:** 30 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Monitor With Insights (3 min);
- 2) Analyst Performance Dashboard (7 min);
- 3) Rules Monitoring Dashboard (5 min);
- 4) Merchant Portfolio Overview Dashboard (4 min);
- 5) Temporal Trends Dashboard (3 min).



## Digital Trust - Basic Training

**Audience:** Risk Manager, Data Science Team, and Integrator roles that are part of the teams responsible for the adoption of this Feedzai solution within their organizations.

**Performance Objectives:** Learn what Feedzai Digital Trust Solution is, what it solves, how it works, and how it is used.

**Prerequisites:** None.

**Duration:** 35 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) What Is It (3 min);
- 2) How Does It Work (4 min);
- 3) How It Is Used - Demo (25 min).



## Using Digital Trust

**Audience:** This is most important for those who need to configure Digital Trust solution, System Administrators, Fraud Strategists, Fraud Managers, and Fraud Analysts.

**Performance Objectives:** Learn how to use Digital Trust Feedzai's solution.

**Prerequisites:** Access to Digital Trust console.

**Duration:** 35 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Dashboard Walkthrough (5 min);
- 2) Suspicious Sessions and Explorer (10 min);
- 3) Hunter (5 min);
- 4) Policy Manager (12 min);
- 5) Events (2 min);
- 6) Role Manager (2 min).



## AML Transaction Monitoring (AML TM) - Basic Training

**Audience:** Roles that are part of the teams responsible for the adoption of this Feedzai solution within their organizations. AML Managers, Data Science Team, and Integration Team.

**Performance Objectives:** Learn the basics about Feedzai AML Transaction Monitoring (AML TM) solution.

**Prerequisites:** None.

**Duration:** 40 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Introduction (20 min);
- 2) Create a Strategy (20 min).

## Using Case Manager (AML TM)

**Audience:** Case Manager for AML TM is most important for Risk Analysts and Risk Managers investigating data to stop money laundering.

**Performance Objectives:** Learn how to use Feedzai Case Manager for Anti-Money Laundering Transaction Monitoring (AML TM) solution.

**Prerequisites:** Access to Case Manager environment.

**Duration:** 3 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) AML Investigation Flow Overview (12 min);
- 2) Investigating Alerts (18 min);
- 3) Acting On Alerts (25 min);
- 4) Accessing Transactions (16 min);
- 5) Investigating Cases (24 min);
- 6) Using SAR Manager (21 min);
- 7) Managing Lists (16 min);
- 8) Managing Queues (11 min);
- 9) Managing Automation Rules (14 min);
- 10) Managing SLAs (17 min);
- 11) Alert Ranking - Optional Feature (15 min).

## Using Genome (AML TM)

(Only available for Advanced or Custom plans)

**Audience:** Genome for AML TM is most important for Risk Analysts and Risk Managers investigating data to stop money laundering.

**Performance Objectives:** Learn to use Genome autonomously and efficiently.

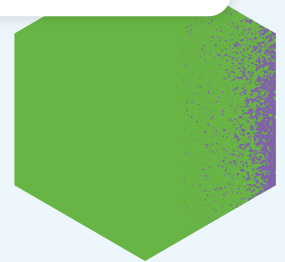
**Prerequisites:** Access to Genome environment.

**Duration:** 5 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) What is Genome and how to access it (1.5 min);
- 2) Investigate with Genome (3 min);
- 3) Radial Layout (1 min).



## Using Insights (AML TM)

**Audience:** Insights for AML TM is most important for Risk Analysts and Risk Managers investigating data to stop money laundering.

**Performance Objectives:** Learn to use Insights autonomously and efficiently.

**Prerequisites:** Access to Insights environment.

**Duration:** 9 min.

**Delivery Method:** Self-Paced Online Training

### Key Topics

- 1) What is Insights and how to access it (1 min);
- 2) AML Business Overview (2.5 min);
- 3) AML Analyst Performance (1.5 min);
- 4) SAR Overview (2.5 min).





## WLM PS - Basic Training

**Audience:** AML Manager, Data Science Team, and Integrator roles that are part of the teams responsible for the adoption of this Feedzai solution within their organizations.

**Performance Objectives:** Learn what Feedzai Watchlist Management Payment Screening (WLM PS) solution is, what it solves, how it works, key personas, and how to build a strategy with it.

**Prerequisites:** None.

**Duration:** 40 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) WLM PS - Intro (30 min);
- 2) Create an WLM PS Strategy (9 min).

## Using Case Manager (WLM PS)

**Audience:** This is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Feedzai Case Manager for Watchlist Management Payment Screening (WLM PS) solution.

**Prerequisites:** Access to Case Manager environment.

**Duration:** 30 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Searching Events (2 min);
- 2) Accessing Workload (2 min);
- 3) Investigating Alerts (7 min);
- 4) Investigating Cases (6 min);
- 5) Managing Queues (3 min);
- 6) Managing Automation Rules (4 min);
- 7) Managing SLAs (3 min).

## WLM CS - Basic Training

**Audience:** AML Manager, Data Science Team, and Integrator roles that are part of the teams responsible for the adoption of this Feedzai solution within their organizations.

**Performance Objectives:** Learn what Feedzai Watchlist Management Customer Screening (WLM CS) solution is, what it solves, how it works, and know its key personas.

**Prerequisites:** None.

**Duration:** 10 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

1) WLM PS - Intro (10 min).



## Using Case Manager (WLM CS)

**Audience:** This is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Feedzai Case Manager for Watchlist Management Customer Screening (WLM CS).

**Prerequisites:** Access to Case Manager environment.

**Duration:** 1.5 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Introducing Case Manager (7 min);
- 2) Accessing alerts (8 min);
- 3) Reviewing alerts (13 min);
- 4) Acting on alerts (12 min);
- 5) Reviewing customers (5 min);
- 6) Investigating cases (10 min);
- 7) Managing queues (4 min);
- 8) Managing automation rules (4 min);
- 9) Managing SLAs (7 min);
- 10) Managing reasons (2 min).

## KYC/CDD - Basic Training

**Audience:** Risk Manager, Data Science Team, and Integrator roles that are part of the teams responsible for the adoption of this Feedzai solution within their organizations.

**Performance Objectives:** Learn the basics about Feedzai Know Your Customer (KYC) / Customer Due Diligence (CDD) solution.

**Prerequisites:** None.

**Duration:** 50 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) What Is It (18 min);
- 2) How Does It Work (7.5 min);
- 3) How It Is Used - Demos (13 min);
- 4) Create a KYC/CDD Strategy (10 min);
- 5) Documentation (1 min).

## Using Case Manager (KYC/CDD)

**Audience:** This is most important for Risk Analysts and Risk Managers who investigate data to stop fraud.

**Performance Objectives:** Learn how to use Feedzai Case Manager for Know Your Customer (KYC) / Customer Due Diligence (CDD).

**Prerequisites:** Access to Case Manager environment.

**Duration:** 1.5 hrs.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

- 1) Introducing Case Manager (11 min);
- 2) Accessing alerts (8 min);
- 3) Reviewing alerts (22 min);
- 4) Acting on alerts (29 min);
- 5) Reviewing customers (9 min);
- 6) Investigating cases (10 min);
- 7) Managing queues (4 min);
- 8) Managing automation rules (6 min);
- 9) Managing SLAs (7 min);
- 10) Managing reasons (3 min).



## Using Insights (KYC/CDD)

**Audience:** This is most important for Risk Analysts and Risk Managers who investigate data to stop money laundering.

**Performance Objectives:** Learn how to use Insights for Know Your Customer / Customer Due Diligence (KYC/CDD).

**Prerequisites:** Access to Insights environment.

**Duration:** 15 min.

**Delivery Method:** Self-Paced Online Training.

### Key Topics

1) Using Insights (15 min).



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