

Create custom alerts for a rolling time span for authorization success, declines, and errors by multiple dimensions. Including: country, currency, payment type method, payment channel, processor, and reason code. Set alert conditions for count, period over period change, and rate.

Real-Time Analytics Custom Alerts: Notifications for Anomalies in Authorizations by Dimension

Analysis of Real-Time and Historical charts provides insight that your e-commerce payment channel decline rates for a specific MID are typically below 14%. If this were to increase to 15%, you would want to be notified within 30 minutes.

1. From the left navigation panel go to **Analytics > Real-Time > Custom Alerts**.
2. Click the **Create Alert** button at the upper right.
3. Fill in the **Alert Name** (this is not editable after the alert is created).
*Your alert name will be the subject line of the alert notification email; therefore, the recipients must understand it. For the scenario above, a meaningful name might be **15ddl 30min MIDname ecom**. Meaning, "15% declines in 30 minutes" for a "selected MID" within "e-commerce".*
4. If logged in at the account level, choose the merchant ID to apply the alert to in the **Apply to** field.
5. In the **Time Period** field select 30 minutes as the rolling time span for this example.
In other words, when our alert conditions (to be configured in later steps) are met within a rolling 30-minute time span, the alert is issued.
6. Select the interval at which to send emailed alert notifications in the **Reminder Interval** field, and choose 10 minutes for this example.
In other words, in our rolling 30-minute time span, when alert conditions are met, a notification is emailed. If the conditions are still met after a further 10 minutes, another notification is sent.
7. Enter the email address that is to receive the alert notifications in the **Send Alert to Email** field.
8. Click **Add Dimension** and select **Payment Channel**.
9. Under **Apply to**, select **eCommerce**, then under **Quantify by**, select **Count (% Change)**, and under **Condition**, select **Greater Than**. Lastly, under **Value**, enter a percent change increase in declines that would be concerning—15 in this example.
14. Click the **Create Alert** button at the lower right.

In summary, we have created an alert that sends us an email every 10 minutes if our e-commerce declines rise more than 15% over the baseline in a given 30-minute period. If that anomaly is detected you can use near real-time monitoring and historical analytics to discover the root cause and take action.

For more information contact your CyberSource account rep or visit us at <https://www.cybersource.com/en-us/support.html>