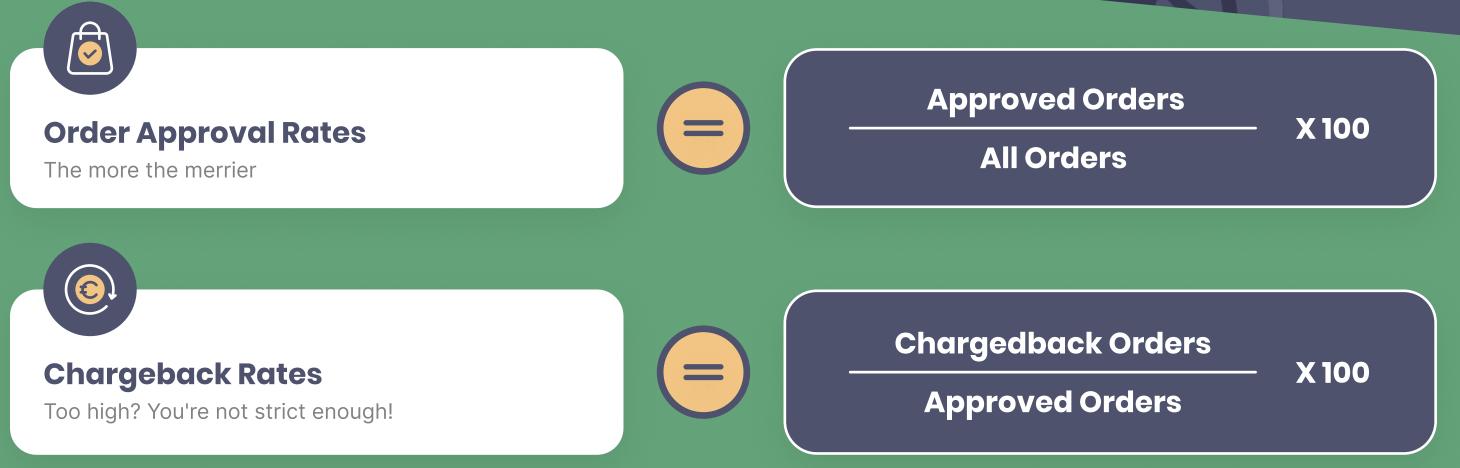


## Fraud Management KPI-s Cheat Sheet

Measuring the efficiency of fraud management is difficult. This cheat sheet contains the most important metrics you need to track the impact of your measures!







#### **Fraud to Sales Ratio**

A high number indicates you're a lucrative fraud target.



X 100

# 

### **Checkout Abandonment Rates**

Your security might be too strict and introducing too much friction.





#### Average Manual Review Time Per Agent

If it's too high, it indicates a bottleneck. Balance against fraud rates!



Time spent on open tickets or transactions

Number of handled transactions



#### **Manual Review Cost**

If it's too high, there's room to automate. If it's low, you can do more!



### Avg. time spent on manual review

Agent hourly compensation