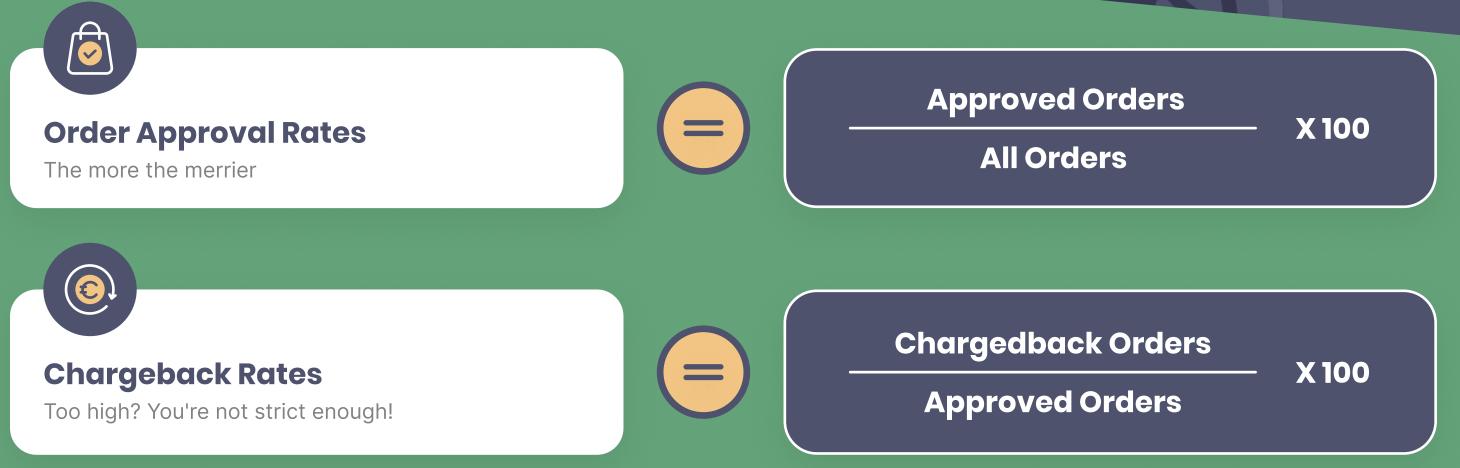


Fraud Management KPI-s Cheat Sheet

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