

Historical Analytics provides deep payments intelligence insights highlighting performance overview, authorizations, and captures. Showing settlement by counts, amounts, and channel.

Access

Go to <https://ebc2.cybersource.com> to enter login information:

Organization Name: your Account or Merchant ID

User Name: your CyberSource credentials

Password: your CyberSource password

Expand the left navigation panel and click on **Analytics**. Under **Historical**, select **Deep Decline**.

Historical Analytics Deep Decline

Section 1 Horizontal Filtering Toolbar and Export Function

If logged in to the SSO or “_acct” level, the **Deep Decline** section of Historical Analytics will display default results for **Merchant ID: All**, **Date Range: Last 7 Days**, and **Reporting As: USD**. Variations on these dimensions may be selected. Additional applied filters are located below with two default applied filters for **Transaction Status: Declines** and **Count/Amount: Count**, plus a drop-down menu to select additional dimensions to further explore. The example below shows an applied filter for **Reason Description: DINVALIDCARD**, with the drop-down menu revealing more filters that could be applied to **Deep Decline** results.

Horizontal Filtering Toolbar and Export Function

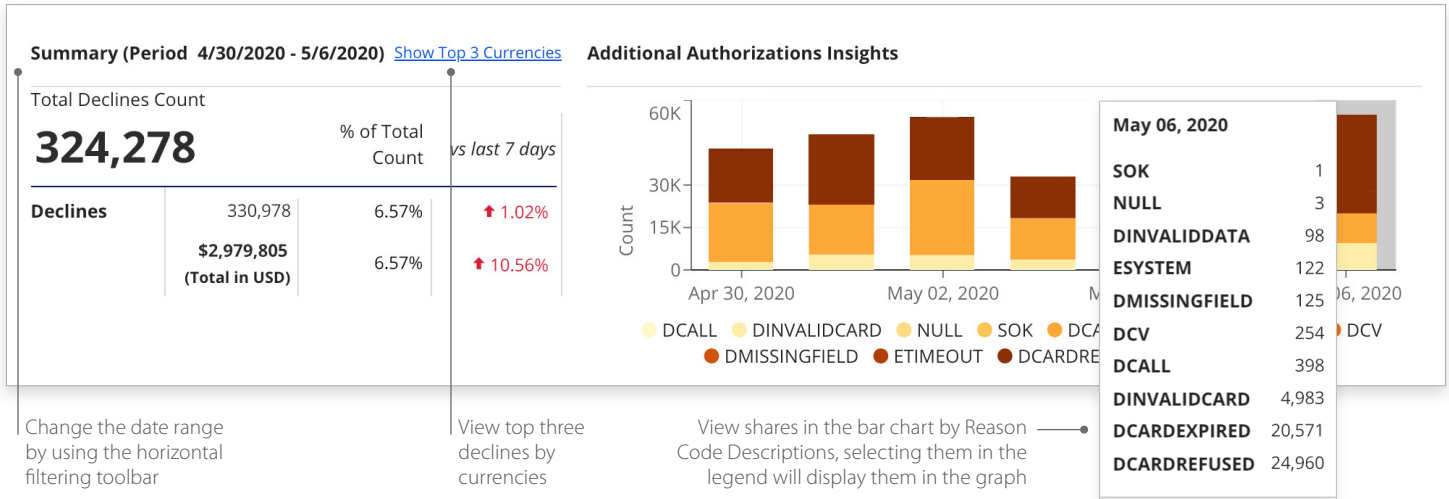
The screenshot shows the 'Deep Decline' section of the Analytics interface. At the top right, there is an 'EXPORT' button with a download icon. Below it, a toolbar displays 'Showing results for' with three filter buttons: 'Merchant ID: All', 'Date Range: Last 7 Days', and 'Reporting As: USD'. A dropdown menu is open, showing a search bar and a list of filter options: Reason Code, Currency, Billing Country, Payment Type Method, Processor, Payment Channel, and Integration Method. The main toolbar also includes 'Declines', 'Count/Amount: Count', and 'Reason Description: DINVALIDCARD' (with an 'X' icon to remove it), and a 'CLEAR FILTERS' button. Five callout boxes provide instructions: 1. 'A range of dimensions available for additional applied filters' points to the dropdown menu. 2. 'Clicking the "X" removes the selected filter, differentiated by the darker shade of blue' points to the 'X' icon on the 'Reason Description' filter. 3. 'Select Clear Filters to remove any darker blue applied filters and to revert Transaction Status and Count/Amount filters to their default states - this action will not alter selections for Merchant ID, Date Range and Reporting As filters' points to the 'CLEAR FILTERS' button. 4. 'Export the data with applied filters as a .csv or .json file' points to the 'EXPORT' button.

Section 2 My Business Analytics – Deep Decline for Declines

The left side of this section shows a **Summary** table with line items for **Declines** with **Percentage of Total Count** and the rate in the selected date range. A text link to **Show Top 3 Currencies** expands to reveal the next two currencies with the most declines.

The right side of the section shows the **Additional Authorizations Insights** bar chart. Selecting categories from the drop-down menu displays Reason Code Descriptions that can be revealed by hovering over their respective legends. Hovering over any category in a legend brings focus to that category in each bar. Clicking on a legend category makes it unavailable and temporarily removes the content from the display. Clicking again on the category restores the content to its original state.

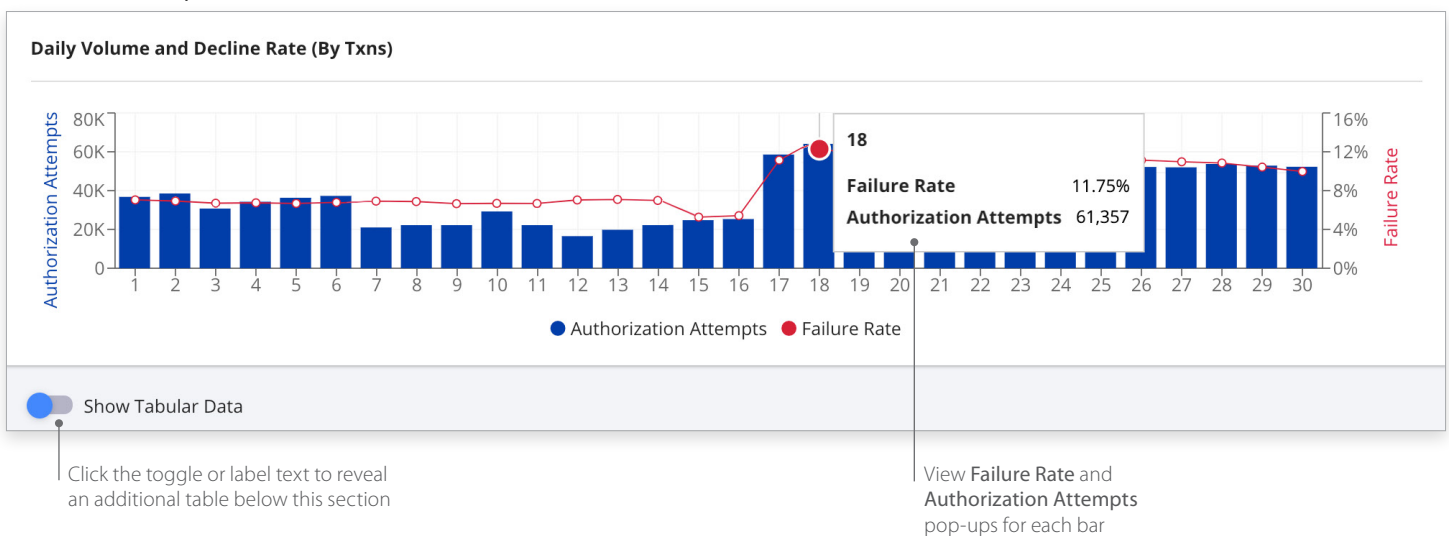
My Business Analytics – Deep Decline for Declines



Section 3 Decline Rate Comparisons for Declines

This section displays a bar chart showing **Authorization Attempts**, and **Failure Rate**. Hovering over any bar in the chart displays a pop-up for those measures. Selecting the **Show Tabular Data** option below the decline rate bar chart reveals the **Deep Decline Details for Declines** table with additional data.

Decline Rate Comparisons for Declines



Section 4 Deep Decline Details for Declines

Clicking the **Show Tabular Data** toggle moves it to the right and reveals a table with all dimensions used to display the data. Selecting the arrows next to each header displays the data in alphabetical order from A to Z or Z to A. Filter fields below the header allow for searching within the category. The header area scrolls horizontally to reveal more dimensions.

Deep Decline Details for Declines

Show Tabular Data

Deep Decline Details for Declines

Date	MID	Country	Payment T...	Payment Cha...	Integration Metho...	Reason...	Reason Code Descriptio...
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter
2020-04-01	merchantmid_us	United States	Visa	eCommerce	REST API	202	Decline - Expired card. Yo...
2020-04-01	merchantmid_it	Italy	Apple Pay	eCommerce	REST API	100	Successful transaction
2020-04-01	merchantmid_uk	United Kingdom	Mastercard	eCommerce	REST API	203	Decline - General decline ...
2020-04-01	merchantmid_fr	France	American E...	eCommerce	SOAP TOOLKIT API	201	Decline - The issuing bank ...
2020-04-01	merchantmid_fr	France	American E...	eCommerce	REST API	210	Decline - The card has rea...
2020-04-01	merchantmid_col	Columbia	Visa	eCommerce	REST API	100	Successful transaction
2020-04-01	merchantmid_br	Brazil	Visa	eCommerce	REST API	100	Successful transaction
2020-04-01	merchantmid_ca	Canada	Apple Pay	eCommerce	REST API	NULL	Unavailable

The **Show Tabular Data** toggle selected to display the table

Select an arrow to change content order

Enter a search term to explore specifics

Adjust the width of each column

Scroll horizontally within the header bar

Historical Analytics Summary

Descriptive analytics with payer authorizations, authorizations, captures and settlement by counts, amounts, channel, and BIN. Performance summary data visualizations are displayed by the following dimensions:

- Processor
- Reason code
- Payment type method
- Country
- Currency
- Count
- Amount in local currency
- Amount in single currency
- Channel
- Issuer BIN

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