You can monitor count and amount diagnostics on individual or grouped MIDs over a specific date range to determine changes and predict trends. Links for near real-time monitoring and historical dashboards provide closer analysis of anomalies and their root causes—helping guide you to a course of action.

Historical Analytics Overview: Dashboards for Authentication, Authorizations, Captures, or Settlement and Chargebacks

Review the positive and negative changes in count, amount, and rate for authorizations from the prior period and explore declines by reason code.

1. From the left navigation panel go to **Analytics > Historical > Overview**.

2. Depending on the services offered by CyberSource, you might see overview dashboards for **Authentication**, **Authorizations**, **Captures**, and/or **Settlement** and **Chargebacks**.

3. For the selected time period, you can review changes in **Count** or **Decline Rate** compared to the prior time period. These measures apply to total authorizations, successes, and declines (green indicates positive and red indicates negative). This is displayed for the **Time Series** chart within that period.

4. Highlight the **Time Series** chart by time periods to observe the decline reason codes by **Count** and **Amount**.

5. In the upper right of the **Authorizations by Count** card, select the **# Filter** icon to reveal a pop-up and then select **Amount** (the default is **Count**).

6. The top-level call outs show **Total Authorizations**, **Successes**, and **Declines** with changes from the prior period in green and red. Notice the difference between the results of **Count** and **Amount** filters.

7. To review declines further, click on the bar graph to go to the **Deep Decline** dashboard.

8. To explore data further, click the **Export** button. A pop-up menu appears with two selections: **Export as CSV** or **Export as JSON**.

In summary, you can review and analyze the overview information of **Authentication**, **Authorizations**, **Captures**, or **Settlement** and **Chargebacks** dashboards. Clicking detailed dashboards allows for further discovery of the root cause of the change in amounts, counts, and rates over time.

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

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