Analytics

Computop Analytics is an online application (hereinafter "application") which allows you to view all your payment processes (purchases) with the associated payment transactions (individual process steps of a process, e.g. (pre-) authorization, capture, refund, etc.). You can also create new payment processes and add payment transactions to existing payments. You also have access to graphical dashboards and can export your payment data.

The application carries out a dynamic analysis directly on your transaction database so that you can always see the latest processing status. You can also set measures for fraud prevention and carry out manual postings or credit memos. The optional dashboard of the application offers you the possibility of clearly displaying all processes with the associated payment transactions in the form of tables and diagrams.

> ⓘ **Payment Card Industry Data Security Standards**
>
> The application was developed according to the latest security concepts. All transmissions are exclusively encrypted in accordance with the current Payment Card Industry Data Security Standards (PCI DSS).

> ⓘ **Browser Empfehlung**
>
> To use Computop Analytics, we recommend the latest version of the Mozilla Firefox and Google Chrome browsers.

> ⓘ **Application Button**
>
> The button at the bottom allows you to jump to the corresponding page within the application. You must be logged in to jump to the corresponding page within the application.

Computop Analytics

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- Who is the application aimed at?
- Application topics

Overview over the application

> ⓘ **"Optional" flag**
>
> Functions that are marked with "optional" within this software manual may not be activated in your application. Computop Sales can activate these functions for you if required.

1. Displaying an operation
2. Creating a payment process (optional)
3. Activating fraud prevention (optional)
4. Viewing statistics using the dashboard (optional)
5. Finding operations using the global search (optional)
6. Managing users and access rights (optional)
7. Changing the language, Changing merchant and user data, Changing the password

Who is the application aimed at?

The application and this software manual are aimed at the target groups: customer service, accounting and shop management.

The search and display functions of the application are a useful source of information for accounting and shop management in order to be able to monitor all processes with the associated payment transactions.

For programmers, the application is only useful in the test phase, in order to check the correct handling of processes and the associated payment transactions.

Application topics

Topic	Info
Activating fraud prevention (optional)	Configurator for automated, rule-based security checks for credit card transactions to minimise the risk of non-payment.
Analytics	Computop Analytics is an online application (hereinafter "application") which allows you to view all your payment processes (purchases) with the associated payment transactions (individual process steps of a process, e.g. (pre-) authorization, capture, refund, etc.). You can also create new payment processes and add payment transactions to existing payments. You also have access to graphical dashboards and can export your payment data.
Blacklisting card, account or device data	Blacklist card, account or device data in Computop Analytics.
Carrying out an action in the detailed view (capture/credit etc.)	Carry out the actions "Capture", "Credit", "Cancel", "Create subscription", "Execute a manual authorisation" and "Delete personal data".
Changing merchant and user data	Changing settings for data and rights for merchants and users
Changing the language	Change the language used for Computop Analytics.
Changing the password	Change the password after logging in for the first time and every 4–6 weeks.
Creating a new user	Create a new user and enter personal data (name, department, detail).
Creating an operation with "Pay by link"	Manual creation of an email with a payment link that redirects the customer to a payment site hosted by Computop.
Creating an operation with "Pay by link" with extended consumer information	Manual creation of an email with a payment link that redirects the customer to a payment site hosted by Computop. Additional consumer information can be shown on the new Merchant Templates.
Creating a payment process (optional)	Enter operations using the terminal.
Creating operations using batch files	Bundled submission of payment transactions created and saved locally on previous occasions in the form of a batch file.
Displaying an operation	Searching, filter and display operations in Computop Analytics.
Displaying payment transactions for an operation	Search for payment transactions using "View operations".
Entering a credit card payment in the card terminal	Create a credit card payment using the card terminal.
Entering a direct debit in the direct debit terminal	Create a direct debit payment using the card terminal.

Exporting operations with all information	Export all information saved in the application as a CSV file.
FAQs about the application	A list of the most frequently asked questions about the application.
Finding operations using the global search (optional)	Find operations by all merchants using the tab "Global search" (optional).
How to compile a CSV file for import into fraud prevention	Examples of how to compile a CSV file for import into fraud prevention.
Managing users and access rights (optional)	Assignment of individual passwords and access rights to allow the processing of operations to be retraced.
Managing users that have been created	Change user data of created users.
Search for operations for an account number	Search for operations for an account number by time period.
Searching and managing authorised credit card BIN ranges	Search and manage authorised credit card BIN ranges and authorise credit card BIN ranges.
Searching for and filtering operations	Search for, filter and display operations by time period, operation characteristics and characteristics of payment.
Searching for operations for a paymethod or a payment method provider	The "View operations Statistics" tab can be used to have all operations for one paymethod or one payment method provider displayed.
Searching for settlement files	Search for settlement files within a given period.
Setting the dashboard filters	Apply global filters to charts and tables.
Showing country analyses	Display of all operations sorted by country.
Showing the overview of all operations	Statistics and analyses of transactions by paymethod for a selected currency. A full overview of your transactions and amounts.
Showing the status of all operations	Status queries provide exact information about authorised, captured or refunded transactions.
Showing the trend	Information about turnover, paymethods, payment channels and sales countries at a glance.
Start and logging in to the application	Starting Analytics and logging in
TemplateManager (optional)	TemplateManager allows upload and management of templates for Hosted Payment Page, PaySSL and PaySDD.
Viewing blacklisted card, account or device data	Search for blacklisted card, account or device data and switch list entries to active/inactive.

Viewing card, account or device data blacklisted by the velocity checks	Search for a temporary list entry and delete it.
Viewing card, account or device data exempted from the velocity checks	Add paymethods or countries to the white list.
Viewing statistics using the dashboard (optional)	Display of all operations or selected operation types in the form of tables and charts within individually defined periods of time, or as a comparison of the periods.
Viewing the user activity log	Viewing the user activity log