

# Kofax FraudOne

## Standard Reporting Features and Statistics

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**KOFAX**

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# Preface

Different types of reports are provided. This includes

- statistics and reports regarding reference database state (SignBase reports)
- statistics and reports regarding the current SignCheck production state (SignCheck production reports)
- item lists out of the production database
- cumulated SignCheck statistics (SignCheck statistics)
- service Program processing statistics
- item lists for post processing result evaluation

For each type the available reports are described in detail below. Actually there are two types of reports available:

- **Online reports**  
showing the production status. These reports accessing data directly in the production database. Since this may slow down production performance the number of these reports is limited and some reports have been moved to the offline category.
- **Offline reports**  
to analyze the system behaviour of a certain timeframe in the past. These queries access the (cumulated) information in a Data Warehouse.

## Related documentation

The full documentation set for Kofax FraudOne is available at the following location:

[https://docshield.kofax.com/Portal/Products/en\\_US/FO/4.4.2-c515th79bw/FO.htm](https://docshield.kofax.com/Portal/Products/en_US/FO/4.4.2-c515th79bw/FO.htm)

In addition to this guide, the documentation set includes the following items:

### Guides

- *Kofax FraudOne Administrator's Guide*
- *Kofax FraudOne Data Warehouse Installation and Operation Guide*
- *Kofax FraudOne Extended Reporting Features and Statistics*
- *Kofax FraudOne Feature Codes*
- *Kofax FraudOne Installation and Migration Guide*
- *Kofax FraudOne Java Client Customization Guide*
- *Kofax FraudOne Java Client Customization Layer*
- *Kofax FraudOne License Management*
- *Kofax FraudOne Report Component Installation Guide*
- *Kofax FraudOne SignCheck Result Codes*
- *Kofax FraudOne The Book on CRS*

- *Kofax FraudOne Thin Client Customization Guide*
- *Kofax FraudOne Thin Client Customization Layer*

#### Interfaces

- *Kofax FraudOne Archive Interface Server*
- *Kofax FraudOne ASV Blackbox*
- *Kofax FraudOne Global Fraud Signature Web Service Developer's Guide*
- *Kofax FraudOne Common API Specifications for GIA Engines*
- *Kofax FraudOne Service Program Interfaces*
- *Kofax FraudOne User Login Procedure*
- *Kofax FraudOne Standard Teller Interface*
- *Kofax FraudOne Variant Cleanup Utility*

#### Online Help

- *Kofax FraudOne Administration Client Help*
- *Kofax FraudOne Java Client Help*
- *Kofax FraudOne Server Monitor Help*
- *Kofax FraudOne Thin Client Help*

## Training

Kofax offers both classroom and computer-based training that will help you make the most of your FraudOne solution. Visit the Kofax website at [www.kofax.com](http://www.kofax.com) for complete details about the available training options and schedules.

## Get help for Kofax products

Kofax regularly updates the Kofax Support site with the latest information about Kofax products.

To access some resources, you must have a valid Support Agreement with an authorized Kofax Reseller/Partner or with Kofax directly.

Use the tools that Kofax provides for researching and identifying issues. For example, use the Kofax Support site to search for answers about messages, keywords, and product issues. To access the Kofax Support page, go to [www.kofax.com](http://www.kofax.com).

The Kofax Support page provides:

- Product information and release news  
Click a product family, select a product, and select a version number.
- Downloadable product documentation  
Click a product family, select a product, and click **Documentation**.
- Access to product knowledge bases  
Click **Knowledge Base**.

- Access to the Kofax Customer Portal (for eligible customers)

Click **Account Management** and log in.

To optimize your use of the portal, go to the Kofax Customer Portal login page and click the link to open the *Guide to the Kofax Support Portal*. This guide describes how to access the support site, what to do before contacting the support team, how to open a new case or view an open case, and what information to collect before opening a case.

- Access to support tools  
Click **Tools** and select the tool to use.
- Information about the support commitment for Kofax products  
Click **Support Details** and select **Kofax Support Commitment**.

Use these tools to find answers to questions that you have, to learn about new functionality, and to research possible solutions to current issues.

## Online reports

### SignCheck production status

These reports are intended to give the customer an overview about the current status of the production system. Since such kind of reports have a performance impact to the production processing time (database record locking, etc.) the number of these queries is limited. Thus some reports that were available in the production system of releases prior to 4.0 have been moved to the 'Offline' statistics type of reports (see [Offline reports](#)).

### Current status SignCheck

#### Report ID

SCS1

#### Description

This report retrieves the current SignCheck status; how many items in available queues are

- waiting
- on hold
- finished

#### Filters

BNO

#### Remark

For each queue that is configured for the requested BNO, the server returns the number of items from SC\_WORKFLOW table that

- are ready for processing in the queue (status=1)
- have already been processed (status=4)
- have been put on hold (status=5)

**Note** This is similar to the existing functionality without the status of accepted/rejected/non processable.

## Status of user decisions per queue

**Report ID**

SCS2

**Description**

This report displays the number of decisions that a user made in specific queues.

**Filters**

BNO, User ID

**Note** This functionality remains the same as implemented in releases prior to 4.0.

## SignCheck item lists

These lists are provided out of the production system to give the user the possibility to search for checks.

## List of items waiting in a specific queue

**Report ID**

SCL1

**Description**

This report displays a list of items that are currently waiting in a selected queue.

**Filters**

BNO, Queue

**Note** This functionality remains the same as implemented in releases prior to 4.0. It also includes non-visual queues, also known as technical queues.  
The maximum number of items displayed in a list can be limited depending on server threshold settings.

## User decisions

### Report ID

SCL2

### Description

This report displays a list of items that a selected user already has decided in a specific queue.

### Filters

User ID, Queue, Hold Status

**Note** This functionality remains the same as implemented in releases prior to 4.0. The maximum number of items displayed in a list can be limited depending on server threshold settings.

## Decisions in current queue

### Report ID

SCL3

### Description

This report displays a list of items that already have been decided in the currently selected queue.

### Filters

None

**Note** This functionality remains the same as implemented in releases prior to 4.0. The maximum number of items displayed in a list can be limited depending on server threshold settings.

## Not decided checks

### Report ID

SCL4

### Description

This report displays a list of items that are not decided yet in the current queue.

### Filters

Date

**Note** This functionality remains the same as implemented in releases prior to 4.0. The maximum number of items displayed in a list can be limited depending on server threshold settings.

## Check search

### Report ID

SCL5

### Description

This report displays a search of checks according to a defined set of search criteria.

### Filters

Depends on the current project configuration. The standard includes

- BNO
- Document Reference Number
- Account Number
- Clearing Date
- Processing Date
- Amount

**Note** This functionality remains the same as implemented in releases prior to 4.0. The maximum number of items displayed in a list can be limited depending on server threshold settings.

## Recently decided checks

### Report ID

SCL6

### Description

This report displays a list of recently decided checks.

### Filters

None

**Note** The list grants access to a user to a list of checks that he has recently decided in the currently selected queue.

# Offline reports

## SignBase reports

SignBase reports provide statistics regarding the current state of the SignBase database.

Note that some of the reports depend on the model that is configured for the system. Some reports are only available when running in customer model while other are displayed in account model only. The model is noted in the respective report section.

### Number of customers

**Report ID**

SBR1

**Description**

This report displays the number of customers for each BNO for the given date.

**Filters**

BNO, Date

**Model**

Customer model

**Note** The report can be used, for example, to show the total number of customers on a specific day per BNO or the total number of customers on each of a range of dates.

### Number of accounts

**Report ID**

SBR2

**Description**

This report displays the number of accounts for each BNO for the given date.

**Filters**

BNO, Date

**Model**

Customer and account model

**Note** The report can be used, for example, to show the number of accounts per BNO and in total on a specific day or the average number of accounts for each BNO over a given month. This includes all active accounts; closed accounts included.

## Number of accounts per branch

**Report ID**

SBR3

**Description**

This report displays the number of accounts per branch for each BNO for the given date.

**Filters**

BNO, Date

**Model**

Account model

**Note** The report can be used, for example, to show the number of accounts per branch on a specific day or the number of accounts each day for each branch over a given month. This includes all active accounts; closed accounts included.

## Signatures per customer

**Report ID**

SBR4

**Description**

This report displays the number of signatures per customer for each BNO for the given date.

**Filters**

BNO, Date

**Model**

Customer and account model

**Note** The report can be used, for example, to show the distribution of signature images per customer (number of customers with a specific number of signature images) on a daily basis or the total number of signatures per BNO for a specific day. Signature images hereby refer to any type of signatures; variants - independent of any status - included.

## Signatures per account by branch

**Report ID**

SBR5

**Description**

This report displays the number of signatures per account for each BNO and branch number for the given date.

**Filters**

BNO, Date

**Model**

Account model

**Note** The report can be used, for example, to show the distribution of signature images per account (number of accounts with a specific number of signature images) per branch for a specific day or the total number of signature images per branch for a specific day. Signature images hereby refer to any type of active signatures; variants - independent of any status - included.

## Check stock per customer

**Report ID**

SBR6

**Description**

This report displays the number of check stock images per customer for each BNO for the given date.

**Filters**

BNO, Date

**Model**

Customer and account model

**Note** The report can be used, for example, to show the distribution of check stock images per customer (number of customers with a specific number of check stock images) on a daily basis or the total number of check stock images per BNO for a specific day. This includes all active stock images, independent of their actual status information.

## Check stock per account by branch

**Report ID**

SBR7

**Description**

This report displays the number of check stock images per account for each BNO and branch number for the given date.

**Filters**

BNO, Date

**Model**

Account model

**Note** The report can be used, for example, to show the distribution of check stock images per account (number of accounts with a specific number of check stock images) per branch for a specific day or the total number of check stock images per branch for a specific day.

## Unbound variants per customer

### Report ID

SBR8

### Description

This report displays the number of unbound variants per customer for each BNO for the given date.

### Filters

BNO, Date

### Model

Customer model

**Note** The report can be used, for example, to show the distribution of unbound variants per customer (number of customers with a specific number of unbound variants) on a daily basis or the total number of unbound variants per BNO for a specific day.

Dependent on the model that is configured for the system, the labeling refers to either customer or account!

## Unbound variants per account by branch

### Report ID

SBR9

### Description

This report displays the number of unbound variants per account for each BNO and branch number for the given date.

### Filters

BNO, Date

### Model

Account model

**Note** The report can be used, for example, to show the distribution of unbound variants per account (number of accounts with a specific number of unbound variants) per branch for a specific day or the total number of unbound variants per branch for a specific day.

## Unverified customers

**Report ID**

SBR10

**Description**

This report displays the number of unverified customers for each BNO for the given date.

**Filters**

BNO, Date

**Model**

Customer model

**Note** The report can be used, for example, to show the number of unverified customers over a range of days or the number of unverified customers for a BNO for a specific day.

## Unverified accounts by branch

**Report ID**

SBR11

**Description**

This report displays the number of unverified accounts for each BNO and branch number for the given date.

**Filters**

BNO, Date

**Model**

Account model

**Note** The report can be used, for example, to show the number of unverified accounts per branch specific day or the daily number of unverified accounts for a single branch over a range of days.

## Reference changes

**Report ID**

SBR12

**Description**

This report displays the number reference data changes for each BNO for the given date.

**Filters**

BNO, Date

**Note** The report can be used, for example, to show the total number of changes to signatory records per day over a number of days or the number of searches against customer name were made for each BNO on a specific day.

## Customers without signatures

**Report ID**

SBR13

**Description**

This report displays the list of customers not having signatures for each BNO.

**Filters**

BNO

**Model**

Customer model

**Note** This report does not provide any historical information; the historical statistics (although not the list of customers) can be obtained from Signatures per customer.  
The report can be used, for example, to extract a list of customers for a given BNO that have no signatures.

## Accounts without signatures by branch

**Report ID**

SBR14

**Description**

This report displays the list of accounts not having signatures for each BNO and branch number.

**Filters**

BNO, Branch

**Model**

Account model

**Note** This report does not provide any historical information; the historical statistics (although not the list of customers) can be obtained from Signatures per customer.  
The report can be used, for example, to extract a list of customers for a given Branch that have no signatures.

## Customers without check stock images

**Report ID**

SBR15

**Description**

This report displays the list of customers not having check stock images for each BNO.

**Filters**

BNO

**Model**

Customer model

**Note** This report does not provide any historical information; the historical statistics (although not the list of customers) can be obtained from Check stock per customer.

The report can be used, for example, to extract a list of customers for a given BNO that have no check stock images. This includes all active stock images, independent of their actual status information.

## Accounts without check stock images by branch

**Report ID**

SBR16

**Description**

This report displays the list of accounts not having check stock images for each BNO and branch number.

**Filters**

BNO, Branch

**Model**

Account model

**Note** This report does not provide any historical information; the historical statistics (although not the list of customers) can be obtained from Check stock per account by branched, for example, to extract a list of customers for a given BNO that have no check stock images.

## Not verified customers

**Report ID**

SBR17

**Description**

This report displays the list of not verified customers for each BNO.

**Filters**

BNO

**Model**

Customer model

**Note** The report can be used, for example, to extract a list of customers for a given BNO that need to be verified.

## Not verified accounts

**Report ID**

SBR18

**Description**

This report displays the list of not verified accounts for each BNO and branch number.

**Filters**

BNO, Branch

**Model**

Account model

**Note** The report can be used, for example, to extract a list of accounts for a given Branch that need to be verified.

## SignCheck reports

These reports are intended to be used for system tuning. The user is given the possibility to track results over a given timeframe. All of these reports are offline reports that are not provided for the production system. The data is retrieved from the data warehouse tables only. In fact this means that the reports are available only for post processing, usually the next day.

## Queue throughput

**Report ID**

SCR 1

**Description**

This report displays the throughput for the selected processing queues.

**Filters**

BNO, Queue, Start/end Time

**Note** The report can be used, for example, to extract the number of documents processed per minute in a specific queue over a specific time.

The implementation for a specific customer will provide statistics at the minute level for only a restricted number of days.

Requests for dates outside this range will result in statistics per hour (where the times are hourly, like 11:00, 12:00, 13:00 and 14:00 etc.) or even per day (where the times are always 00:00). Selection by time range for lower resolution days should take account of the actually available times.

## User statistics

### Report ID

SCR 2

### Description

This report displays user processing statistics.

### Filters

BNO, Queue, Date, User ID

**Note** The report can be used, for example, to extract the number of documents processed per minute and the average processing time on a specific day for a specific.

The implementation for a specific customer will provide statistics at the minute level for only a restricted number of days.

Requests for dates outside this range will result in statistics per hour (where the times are hourly, like 11:00, 12:00, 13:00 and 14:00 etc.) or even per day (where the times are always 00:00). Selection by time range for lower resolution days should take account of the actually available times.

## System throughput

### Report ID

SCR 3

### Description

This report displays the number of items processed on a daily basis.

### Filters

BNO, Date

**Note** The report can be used, for example, to extract the number of documents processed per day for a given BNO as follows or the total number of documents processed per day over a range of dates.

## Result types

### Report ID

SCR 4

### Description

This report displays the number of items accepted, rejected or not processed by feature code.

### Filters

BNO, Date, Feature

**Note** The report can be used, for example, to extract the number of rejected and not processable documents per BNO on a given day.

## Result statistics

### Report ID

SCR 5

### Description

This report displays the result statistics by feature code.

### Filters

BNO, Date, Feature

**Note** The report can be used, for example, to extract the number of documents per day rejected with a specific reason by a selected feature over a range of days, e.g. rejected by ASV due to rules violation.

## CRS rule statistics

### Report ID

SCR 6

### Description

This report displays the CRS rule usage.

### Filters

Rule, Date

**Note** The report can be used, for example, to extract the number of times a CRS rule was triggered over a range of days.

## Service program statistic reports

These reports provide information of several service program throughputs.

### SRF throughput

**Report ID**

SPR 1

**Description**

This report displays the Signature Reference Filter throughput.

**Filters**

BNO, Date

**Note** The report displays the number of signatures that have been added or deleted by the Signature Reference Filter per day. The number of processed items at all is also listed.

### Image Loader throughput

**Report ID**

SPR 2

**Description**

This report displays the Image Loader throughput.

**Filters**

BNO, Date

**Note** The report displays the number of images that have been added or deleted by the Image Loader per day. The number of processed items at all is also listed.

### F3 Loader throughput

**Report ID**

SPR 3

**Description**

This report displays the Fraud Feedback Loader throughput.

**Filters**

BNO, Date

**Note** The report displays the number of processed items per day.

## Account Loader throughput

**Report ID**

SPR 4

**Description**

This report displays the Account Loader throughput.

**Filters**

BNO, Date

**Note** The report displays the number of accounts that have been added, updated, deleted or closed by the Accounts Loader per day. The number of processed items at all is also listed.

## XML Loader throughput

**Report ID**

SPR 5

**Description**

This report displays the XML Loader throughput.

**Filters**

BNO, Date

**Note** The report displays the number of items that have been processed by the XML Loader per day.