worldpay

Best Practices For Using the Dispute Inbox

The iQ Dispute Inbox provides unique queues for each of your chargeback analysts. This ensures that analysts never work the same case, and streamlines the process of determining who needs to work what. Using an inbox-like structure, the Dispute Inbox provides an efficient way to monitor and manage your chargeback cases.

This document describes the recommended best practices for the Dispute Inbox. For more information on using the Dispute Inbox, see Chapter 4, “Using the Chargebacks Reports and Tools” of the *Worldpay eCommerce iQ Reporting and Analytics User Guide*.

Determine the best method for assigning First Chargebacks

There are three ways to assign First Chargebacks:

- **Balanced Distribution of Assignments** - a method whereby new chargebacks are automatically and evenly distributed across analysts. For example, if an analyst currently has five (5) chargebacks in their Dispute Inbox and a second analyst in your organization currently has less than five chargebacks in their Inbox, the next new chargeback to arrive is automatically assigned to analysts with the least number of chargebacks in their Inbox. Each additional new chargeback is assigned in the same manner, until all analysts have a similar number of chargebacks in their inboxes.

  With this model, analysts never need to pro-actively assign cases to themselves for resolution, resulting in a more efficient process. **We recommend using this method** of assignment when your chargeback team has four or more analysts. The Chargeback Administrator on your team must enable this method.
- **Rules-Based Assignment** - the Chargeback Administrator on your team can create custom rules for case assignment (for example, ensuring that all Discover chargebacks go to one analyst, while all Visa cases over $50 go to another). These rules can further refine the assignment process to ensure that the right cases are assigned to the appropriate analysts. Use this feature in conjunction with Balanced Distribution for a fully automated case assignment solution.
- **Manual Assignment** - when Manual Assignment is enabled (the default method), iQ places all new cases in the **Unassigned** Inbox. Analysts can navigate to the Unassigned Inbox, select a group of cases they want to work, and then assign them to themselves. This removes the cases from the unassigned queue, ensuring that no other analyst sees them. We do not recommend this method for chargeback teams of less than four.

View Dispute Inboxes of other team members

Analysts have the ability to view other analysts' Dispute Inboxes. This feature provides a way to ensure coverage in the absence of another analyst on your team–either due to vacation, illness, or termination–by allowing an active analyst to view their inbox and assign their cases to themselves or someone else. Analysts can also use this feature to assign cases in their own inboxes to other analysts should they feel that they are better equipped to respond to them.

Perform bulk actions on multiple cases

You can perform bulk actions on multiple chargeback cases, including Assign, Represent, Add Note, or Accept. Use the Inbox filters in conjunction with column sorting to easily find groups of similar cases, then use the **SHIFT+click** and **CTRL+click** key combinations to select and de-select cases. For example:

- To select multiple case in your Inbox, hold the CTRL key while clicking chargeback cases. Click every item you want to select.
- To de-select a chargeback, click it again while still holding CTRL. If it is selected, it will be de-selected; if it is not selected, it will be.
- To select multiple adjacent chargebacks, click on the first chargeback and hold the SHIFT key while you click on the last chargeback in a series. This selects all of the items between the first and the last (stretches the selection across all items).

Selecting unlike case types, for example, First Chargebacks and Retrieval Requests, limits the actions you can take. For example, if you select five First Chargebacks, you can add notes, represent, assign them to another analyst, or accept liability. If the cases are of different types, accept and represent are not available.

Use Case History to view previously-worked cases

Click the Case History tab to view the last 120 days of cases that you worked on (and were removed from your Inbox). This provides an easy way to find and view worked cases should you need to examine them further. The Case History tab includes a date range selector to narrow your results by Case Open date.

Avoid working cases from Chargeback Search

Once your team has started using the Dispute Inbox, we strongly recommend that you no longer work cases directly from the Chargeback Search (aside from assigning them to an analyst), unless a special case arises. Working a case from the Chargeback Search results could cause some confusion in certain circumstances. For example, say John performs a search and decides to accept liability on a case that is assigned to Jason. Once John works that case, iQ removes it from Jason's case history, and places it in John's inbox, as he was the analyst who worked it. Jason has no indication of why this occurred is, or where the case is now located.