Empower your service team by arming them with the knowledge they need. With e-Connections Research from TSYS Acquiring Solutions, you can elevate the level of service your merchants receive by providing your representatives with the knowledge needed to immediately decipher the cause of transaction problems and resolve merchant issues as quickly as possible.

**The Product**
Operating like an Internet search engine, e-Connections Research consolidates all relevant transaction detail – authorization, capture, clearing, settlement and qualification – delivering a single view of the transaction life cycle to your desktop.

**The Value**
Deliver unsurpassed merchant support each and every day by answering questions accurately and resolving issues quickly using e-Connections Research.

**The Features**
**A new approach to research**
e-Connections Research revolutionizes the complicated process of assembling and analyzing transaction data. All pertinent information about downgraded, chargeback and credit transactions is automatically consolidated and presented on your desktop through a single Internet-based user interface. e-Connections Research incorporates the latest card brand rules and is fueled by built-in logic to deduce and display the most useful information.

**Diagnose downgrades with renewed efficiency**
By transforming disparate sources of raw data into business intelligence, the Research module helps pinpoint the source of transaction downgrades. You can easily search a transaction to find out why it didn’t qualify for the best interchange rate. Users simply define research parameters (bank number, cardholder number, date range) to learn the details of problematic transactions, including a comparison of transaction detail to interchange qualification guidelines. Service representatives can then quickly review the data to diagnose the cause and take the necessary steps to prevent future downgrades and related costs from occurring.

Interchange qualification totals enable you to track and trend activity so that you can understand and manage interchange costs. Totals are available in a variety
of formats by defining specific search parameters, including reporting level, time period, card type and interchange qualification level. You can:

- Generate summary reports by bank, association, merchant, vendor or industry
- Create daily, monthly, quarterly and yearly summary reports
- Drill down into each qualification item to view merchant and transaction details

**Enhance merchant relationships**

Your service representatives are empowered with the knowledge to rapidly resolve transaction issues in just minutes, and can achieve a higher rate of single-call resolutions. Merchants will no longer wait hours or days for a response to transaction issues, which forges stronger, more stable merchant relationships. Thirteen months of valuable details on deposits, refunds and chargebacks are available, enabling your support team to immediately respond to merchant inquiries related to processing time frames, fund availability and more.

**Boost productivity**

The e-Connections Research module enables your organization to achieve more with less. Rather than escalating issues to research specialists who then spend countless hours thumbing through sections of a proof and verification report, analyzing interchange reference guides and searching other electronic and paper-based sources, your first level service representatives can easily conduct an online search in a matter of minutes – gathering and presenting the same data in a more intelligent and useful manner. This means more merchant issues can be resolved faster by less-skilled staff, boosting overall productivity while reducing the workload of your specialist team.

**Monitor operations**

The Research module provides audit trail journals to track operator activity. For example, if a problematic change, such as data-entry error, is made to a merchant account, a service representative can identify when the account was changed, who within your organization made the change and what the value was before and after the change. This information can be very helpful in monitoring operator performance and managing fraudulent activity.

**Summary**

Through a single interface, you can access data from:

- Authorization and capture transactions
- Downgrade and qualification reports
- Proof and verification reports, including addendum details
- Qualification regulations from the major card brands
- Merchant audit trail journals
- Interchange qualification totals