

# How to Build Resilient Fraud Management Strategies

Online businesses are once again facing disrupted consumer demand and purchasing behaviors, supply chain shortages, unchecked inflation, and global economic unrest. And as with any widespread economic uncertainty, fraudsters uncover opportunities to exploit blindspots, often driving fraud rates up across the board.

**But more fraud doesn't have to mean more losses.** This guide covers three Digital Trust & Safety strategies to equip risk teams with actionable ways to withstand economic turbulence. Discover how to effectively address unpredictable user behavior, outmaneuver changing fraud tactics, and ensure consumer safety—all while maintaining a positive return on investment and recouping revenue that would otherwise be lost to abuse.

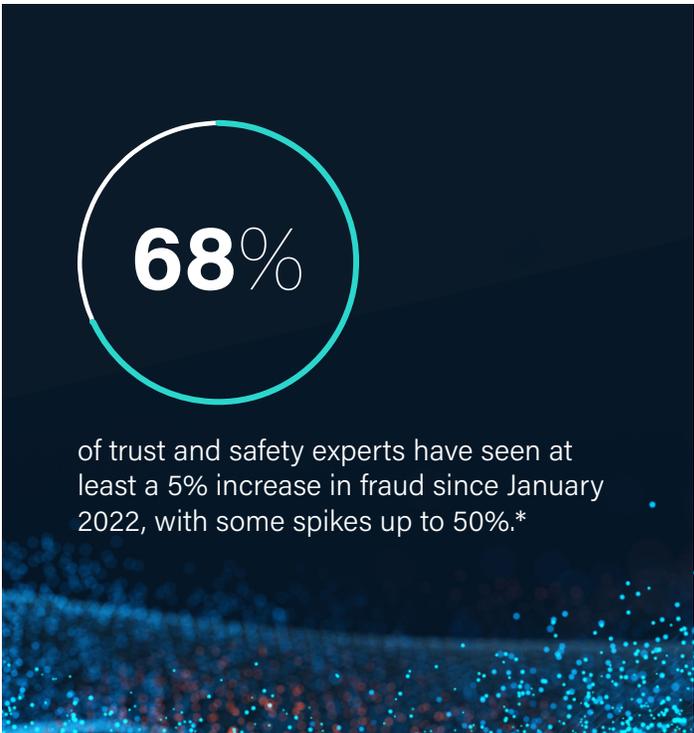
## Reducing fraud operations costs

During economic unrest, trust and safety teams face changing fraud patterns (such as increases in [first-party fraud](#)), and more scrutiny over acceptance rates. But there are ways to maximize your budget and resources through strategic prioritization. For example, refund policies are one lever to consider when faced with surging disputes, by setting limits on the number or value of refunds you process before turning to remediation methods.



Experiment with Sift's [Workflows Backtesting](#) to forecast the impact of route and criteria changes based on historical data.

It may be tempting to rely solely on historical fraud data to make decisions about risk, but the most effective strategy for facing uncharted terrain is to combine new insights from legitimate and fraudulent transactions with historical data. This will help businesses monitor fraud while reducing the chances of disrupting trusted customers.



\*Sift surveyed trust and safety industry professionals from July-August, 2022.



## Planning for efficient resourcing

Businesses facing resource and budget constraints in response to a shifting economy must reduce manual efforts, automate processes, and maximize the use of existing tools. An unpredictable economy makes it tempting to block more transactions in reaction to changes in purchasing behavior. But with many analysts facing decision fatigue, the best solutions have features in place that take the fight out of fighting fraud. Reducing manual review and automating decisions sets teams up for success.



Customize your Sift Console display with [Layout Manager](#) to increase relevant data visibility and make decisions quick and efficient.



## Evaluating platforms and solutions

Many fraud analysts aren't getting the most out of their fraud prevention tools. To effectively navigate shifting economic conditions, trust and safety teams need an automated solution that's flexible enough to balance both preventing fraud and enabling growth. [Sift Insult Monitor](#) helps keep businesses from being too risk-averse by increasing acceptance rates and lowering false positives. And fraud teams can also integrate existing applications with [Sift Connect](#) to maximize accuracy and efficiency.



With bulk decisions in the [Sift Network view](#), you can select multiple queue cases and apply a decision in a few clicks to accelerate processing times.

## Streamline fraud management with Digital Trust & Safety

The Sift Digital Trust & Safety Platform empowers companies of every size to unlock new revenue without risk. Our cutting-edge platform dynamically prevents fraud and abuse with real-time machine learning that adapts based on our unrivaled global data network of 70B events per month. Global brands including Twitter, Wayfair, and DoorDash rely on Sift to catalyze growth and stop fraud before it starts.

Reach out to your **Sift Customer Success Manager** or contact us at [sales@sift.com](mailto:sales@sift.com) for support tailored to your unique business needs.