Fraud Detection and Prevention in Support Workflows Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-evolving digital landscape, organizations face unprecedented challenges in safeguarding their operations against sophisticated fraudulent activities. Fraud in support workflows not only leads to financial losses but also erodes customer trust and organizational reputation. Fraud Detection and Prevention in Support Workflows Training Course is meticulously designed to empower support teams with advanced strategies, actionable insights, and real-world tools to identify, mitigate, and prevent fraud. By leveraging cutting-edge fraud detection techniques, organizations can proactively enhance operational security and ensure compliance with industry standards.

The course integrates practical frameworks, case studies, and hands-on exercises to equip participants with the knowledge to detect anomalies, implement preventive controls, and foster a culture of vigilance. Participants will gain expertise in transaction monitoring, risk assessment, behavioral analytics, and automated fraud detection technologies, enabling them to effectively safeguard support workflows while optimizing operational efficiency.

Programme Curriculum

Fraud Detection and Prevention in Support Workflows Training Course

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Course Duration

5 days

Course Objectives

1. Understand modern fraud typologies in support workflows.
2. Implement advanced transaction monitoring techniques for anomaly detection.
3. Develop effective risk assessment and mitigation strategies.
4. Utilize AI and machine learning for predictive fraud detection.
5. Apply behavioral analytics to identify suspicious activities.
6. Strengthen internal controls and compliance frameworks.
7. Enhance incident response and fraud investigation processes.
8. Integrate automated fraud detection tools in support workflows.
9. Reduce financial losses and operational inefficiencies.
10. Improve customer trust and organizational reputation.
11. Analyze real-world fraud case studies for actionable insights.
12. Foster a proactive fraud prevention culture within support teams.
13. Continuously update skills with emerging fraud trends and technologies.

Target Audience

1. Support Operations Managers
2. Customer Service Representatives
3. Fraud Analysts
4. Risk Management Professionals
5. Compliance Officers
6. IT Security Specialists
7. Business Process Analysts
8. Fraud Prevention Consultants

Course Modules

Module 1: Introduction to Fraud in Support Workflows

- Overview of fraud in customer support and operations
- Common fraud schemes in support processes
- Economic and reputational impacts of fraud
- Regulatory compliance and reporting requirements
- Case Study: Customer support fraud in banking

Module 2: Risk Assessment and Fraud Prevention Frameworks

- Risk identification and prioritization

- Internal controls and preventive measures
- Fraud risk scoring methodologies
- Governance and policy development
- Case Study: Telecom support fraud risk assessment

Module 3: Transaction Monitoring and Anomaly Detection

- Real-time transaction monitoring strategies
- Red flags and suspicious activity indicators
- Data visualization for anomaly detection
- Metrics and KPIs for monitoring effectiveness
- Case Study: Online retail refund fraud detection

Module 4: Behavioral Analytics for Fraud Detection

- Understanding user behavior patterns
- Predictive analytics for support workflows
- Identifying insider threats through analytics
- Behavioral scoring models
- Case Study: Insurance claim support workflow fraud

Module 5: AI and Machine Learning in Fraud Detection

- Overview of AI-driven fraud detection tools
- Machine learning models for anomaly detection
- Automation in fraud alert generation
- Continuous learning and adaptive models
- Case Study: AI implementation in e-commerce support

Module 6: Incident Response and Fraud Investigation

- Steps for investigating suspected fraud
- Evidence collection and documentation
- Cross-functional collaboration in investigations
- Reporting and escalation protocols
- Case Study: Fraud investigation in financial services

Module 7: Fraud Prevention Technology Integration

- Choosing the right fraud detection software
- Workflow automation for fraud prevention
- API integration with support systems
- Security best practices in tool implementation
- Case Study: SaaS-based fraud prevention deployment

Module 8: Creating a Proactive Fraud Prevention Culture

- Training and awareness programs for support teams
- Continuous monitoring and improvement strategies
- Incentivizing ethical behavior
- Leadership and stakeholder engagement
- Case Study: Enterprise-wide fraud prevention culture

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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