Use Cases

This section is dedicated to describe different use cases of Verestro Token Management Platform.

Activating a Token

During digitization cardholder have to activate his token by Customer Service. The cardholder calls the Customer Service of their bank to activate the token.

Admin Panel for Verestro TMP which can be used by Issuer Customer Service allows tokens activated e.g. when at the end of the pre-digitalization activities cardholder have to call his bank to complete the activation digital card.

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Updating a Token

The cardholder wants to replace his existing card e.g. existing card expiry date is coming to the end.

Admin Panel for Verestro Token Management Platform which can be used by Issuer Customer Service allows tokens provisioned against that device to be update.

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Deleting a Token

A cardholder notifies their bank that a phone with their tokenized account been lost or stolen. To avoid fraud the cardholder wants to delete all digital cards provisioned into the device wallets.

Admin Panel for Verestro TMP which can be used by Issuer Customer Service allows tokens provisioned against that device to be deactivated preventing further transactions from being performed and therefore preventing fraud.

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Token Suspend by Customer Service

A cardholder notifies their bank that a phone with their tokenized account been lost or stolen.

Admin Panel for Verestro Token Management Platform which can be used by Issuer Customer Service allows tokens provisioned against that device to be suspended preventing further transactions from being performed and therefore strongly reducing the risk of fraud, in case the phone has been stolen.

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Token Unsuspend by Customer Service

Cardholder informs their bank that he finds device (after losing their mobile phone). Cardholder request the bank to resume digital cards related to his mobile phone.

Admin Panel for Verestro TMP which can be used by Issuer Customer Service allows tokens to be unsuspended in case the risk of fraud has been eliminated e.g. the phone has been found.

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Information on status history

There is a suspicion of fraud on one digital card. The Issuer was informed and wants to get more information before make any actions.

Admin Panel for Verestro Token Management Platform which can be used by Issuer Customer Service allows get information and details about tokens and transaction history.

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Searching for information

The cardholder has difficulties with card digitalization. The cardholder calls their bank to get information what is wrong.

Admin Panel for Verestro TMP which can be used by Issuer Customer Service allows to identify the token in question and check the status. Thanks to this the cardholder may be informed what was happened and take actions.

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Revision #1
Created 22 March 2023 07:55:41
Updated 22 March 2023 07:55:52