

## Exceptions and investigations - ISO 20022 messages and flows



*SWIFT Training  
Our knowledge,  
your solution.*

### You will learn how to

- Map your business scenarios to SWIFT MX standards for exceptions and investigations
- Enable a smooth implementation and correct usage of SWIFT MX standards for exceptions and investigations
- Reduce time and effort to get up and running with SWIFT's solution for exceptions and investigations

Management of exceptions and investigations remains one of the most resource-intensive activities for a payments department. This course will help you to understand in detail how to map SWIFT's MX messages to your business needs. You will receive an explanation on the flows supporting the solution and the rules implemented to automate the process, potentially leading to savings.

### Audience

- Business analysts, vendors, implementers, operators and developers requiring detailed information on SWIFT's MX standards for exceptions and investigations
- Anyone who is impacted by the project and who would like to understand the fundamentals of the solution (e.g., Product Management)

### Duration

Classroom course: 1 day  
SWIFT eTraining: 3 hours  
On-site training: as per your requirements

### Prior knowledge

If you are new to SWIFT's MX standards, it is recommended that you first complete the course 'ISO 20022 and MX message standards - overview' to ease and speed-up the understanding of this course.

### Course content

This course covers:

- Introduction: market background
- Exceptions and investigations case management concept
- Rules and workflow
- Exceptions and investigations messages
  - XML in a nutshell
  - Detailed information on the usage and syntax of all 16 messages
  - Several exercises to map the standards to real-life business scenarios
- Exceptions and investigations in the corporate environment

Note: the SWIFT eTraining package is a condensed version of the classroom course, focussing on the usage and flows of the messages.

### More information

Please visit [swift.com/training](http://swift.com/training).