

Visionet Loss Prevention Agent

AI-powered fraud detection and operational protection for Dynamics 365 Retail

The challenge retailers face today

Retail fraud is evolving faster than traditional loss prevention tools can keep up.

Retailers using Dynamics 365 often struggle with:

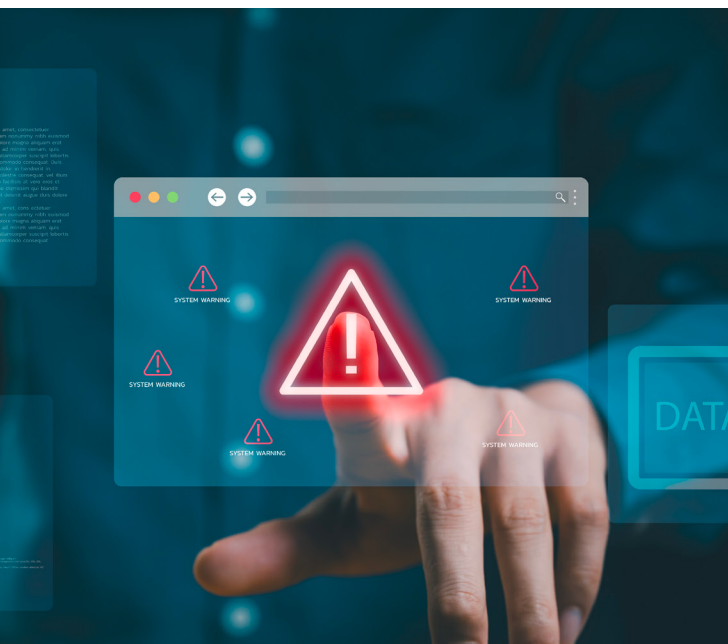
- Return abuse, refund manipulation, and policy circumvention
- Manual reviews, disconnected reports, and delayed investigations
- Reactive fraud detection that identifies issues after losses occur
- Limited visibility into behavioral patterns across refunds, discounts, and payments

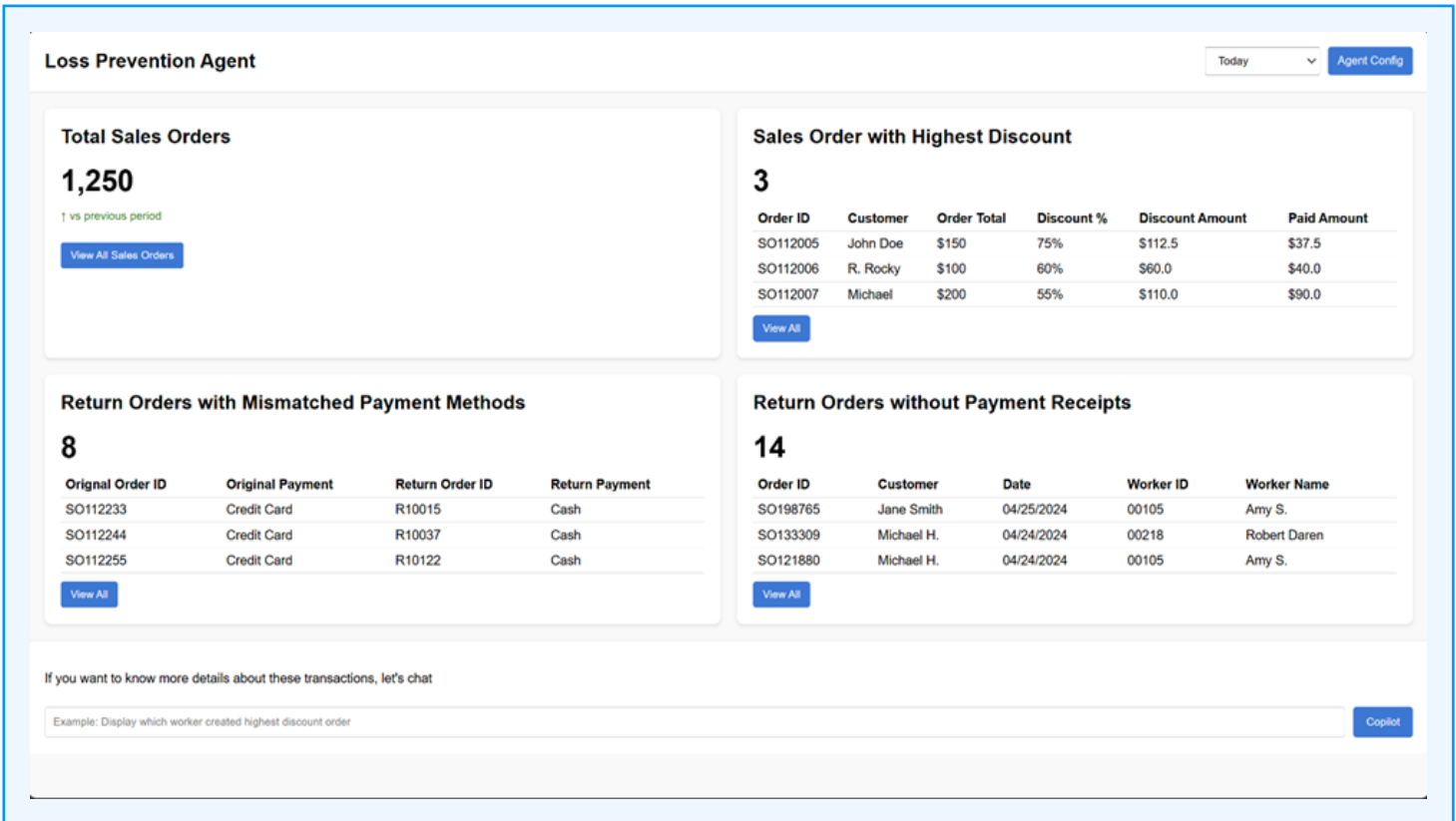
The result: Higher shrink, delayed response, and operational fatigue for LP teams.

The solution: Visionet Loss Prevention Agent

Visionet Loss Prevention Agent is an AI-powered accelerator that transforms your existing **Dynamics 365 F&O/Commerce data into a real-time fraud detection and investigation engine.**

Built using **Copilot Studio, Dataverse, and advanced machine learning**, the solution continuously scans transactions, including sales, returns, discounts, promotions, and payments, to surface high-risk behavior the moment it happens. No POS changes, no hardware upgrades, and no new commerce channels required.





What makes it different



Immediate fraud visibility

Detect high-discount transactions, non-receipt returns, abnormal refunds, and policy deviations in real time, not days later.



Actionable, AI-driven alerts

Loss prevention teams receive priority-ranked incidents with natural-language summaries and guided investigation prompts.



Fast, context-rich investigations

Drill down from alert to transaction, item, receipt, payment method, and worker activity — with exportable evidence.



Conversational insights with Copilot

Ask questions like:

- “Show all non-receipt returns in the last 7 days.”
- “Which workers processed the highest value refunds this month?”
- “List all returns over \$500 without matching receipts.”

Key business benefits

- Up to **40% improvement in fraud detection accuracy**
- Up to **70% faster investigations** using AI summaries and guided workflows
- Up to **60% reduction in LP tooling costs** by leveraging the Microsoft stack you already own
- **5× broader risk coverage** across refunds, discounts, voids, overrides, and payments
- **Reduced manual monitoring**, freeing teams to focus on high-value cases



Core loss prevention analytics

- Analyses sales and return activity directly from Dynamics 365
- Detects high discounts, refund limit breaches, and repeated anomalies
- Configurable lookback windows (7 days by default)



Configurable AI prompts & scenarios

- Prebuilt and custom prompts across returns, refunds, discounts, overrides, payments, and item behavior
- Easy prompt management for evolving fraud scenarios



Transaction-level drilldown

- Item, pricing, taxes, tenders, receipts, and worker behavior
- One-click export to Excel or external case systems



Alerts & notifications

- Role-based alerts for store managers, LP analysts, and regional teams
- In-app dynamics notifications plus email (real-time, daily, or weekly)



Rich data feature layer

- **Items & inventory:** Volatility, return frequency, high-value flags
- **Pricing & promotions:** Overrides, markdown abuse
- **Payments:** Method mismatches, chargeback risk
- **Receipts & RMAs:** Validation gaps, timeline inconsistencies



Deployment & time-to-value

- **Deploys in 3–4 weeks**
- Uses existing Dynamics 365 + Dataverse data
- No POS, hardware, or channel changes
- Scales easily across locations and regions

Who can benefit from at

- Retailers using **Dynamics 365 F&O / Commerce**
- Loss prevention, operations, and finance teams
- Organizations seeking **proactive, AI-driven fraud control** without disruptive change

Get in touch

Fraud patterns evolve quickly, your tools should too.

Visionet Loss Prevention Agent gives retailers the speed, intelligence, and control needed to protect margins and strengthen operations.

Secure your revenue.

Reduce shrink.

Modernize loss prevention with Visionet.



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