Contact Handler (Capability)

1. Role Definition

BIAN defines a customer contact as the overarching structure handling a customer interaction from start to end. A contact can include one or more servicing dialogue 'sessions' in parallel or sequence to support different device/channel uses within the contact and to allow for the customer to be passed on to different servicing specialists as necessary during the contact. Each session is handled at a servicing position where the Contact Dialogue service domain is called to handle the specific customer interaction. Contact Handler concludes the contact, handles the authorization permissions and shares any contact information collected during the contact between sessions as necessary

2. Example of Use

A customer is self serving on the web and then requests to talk to a servicing representative directory using the VoIP capability presented on the banks web portal.

3. Executive Summary ⌃

This service domain handles a customer's interactive contact with the bank. This will typically involve launching of one or more channel/device specific dialogue sessions as necessary within the customer contact

4. Key Features ⌃

Handle customer contacts with the bank

Obtain customer identity authentication

Consolidate reference information and recent contact activity details

Obtain routing decision (select optimal servicing resource)

Initiate servicing sessions

Log contact activity

Documentation ⌃

Properties ⌃

Property	Value
Service Domain	
API BIAN Portal	Contact Handler API (https://app.swaggerhub.com/apis/BIAN-3/ContactHandler/12.0.0)
BIAN Proposed ISO20022 Control Record Match	CustomerContactSession
Core Business Object	
Individual Analytics	customerContactOperatingSessionAccumulators customerContactOperatingSessionActivityAnalysis customerContactOperatingSessionPerformanceAnalysis customerContactOperatingSessionTrends&Events
Portfolio Analytics	customerContactOperatingSessionPortfolioActivityAnalysis customerContactOperatingSessionPortfolioMake-UpAnalysis customerContactOperatingSessionPortfolioPerformanceAnalysis

Scenarios

- EXT Handle Request for Overdraft Limit on Virtual Account (views/view_55055.html)
- EXT Handle Request to Add Account to Sweep Agreement (views/view_55061.html)
- 9 - Update status of the consent to authorized and get authentication code (views/view_39389.html)
- EXT Handle Request to Move Overdraft Limit between Virtual Accounts (views/view_54989.html)
- EXT Handle Request for High Volume Account Opening (views/view_54681.html)
- 2 - Retrieve a list of connected ASPSB banks (views/view_46375.html)
- Handle Customer Request for User Access Token Using Bank Authorization Grant and its Client Secret within Active Contact (views/view_54913.html)
- Create Customer Reports (views/view_55419.html)
- EXT Handle Merchandising Loan Application (views/view_55092.html)
- EXT Handle Request to Open Retail Current Account (views/view_55487.html)
- Execute Interactive Retention Campaign (views/view_55098.html)
- EXT Handle Customer Relationships Case (views/view_55529.html)
- EXT Handle Request to Reactivate Dormant Corporate Current Account (views/view_55347.html)
- Process Contact setup and start TPP Servicing Dialogue (views/view_55305.html)
- EXT Handle Request to Change Corporate Current Account Ownership (views/view_55493.html)
- Develop Opportunity (views/view_55143.html)
- EXT Handle Request to Pre-Open Corporate Current Account (views/view_55077.html)
- EXT Handle Request to Add Signatory to Corporate Current Account (views/view_55296.html)
- EXT Process B2B Direct Debit Mandate Notice from Creditor Bank at Debtor Bank (views/view_55425.html)
- EXT Handle Bulk Request for Opening Salary Accounts (views/view_55326.html)
- Handle Servicing Request for Access Attempt with out of Pattern Customer or TPP Behaviour (views/view_55532.html)
- Handle TPP Request for Registration with Bank and Exchange of 'Client Identifier' and 'Client Secret' for Later Reference (views/view_55320.html)
- EXT Handle Request to Use Direct Debits as Payment Instrument (views/view_55260.html)
- Get Customer Request and Show Account Balance (views/view_55475.html)
- EXT Handle Request to Terminate Sweep Agreement (views/view_55499.html)
- EXT Handle Instruction to Terminate B2B Direct Debits Service at Creditor Bank (views/view_55440.html)
- Process Access Request by TPP on Behalf of Customer (views/view_55437.html)
- EXT Handle Request to Change Virtual Account Ownership (views/view_55562.html)
- 2 - Customer Sees the NBP Offer and Decides if to Apply (views/view_55585.html)
- EXT Handle Request to Close Virtual Account (views/view_55455.html)

⊞ 2 - Retrieve a list of ASPSB banks from the OB Directory (views/view_42714.html)

⊞ 5 - Exchange OTP (views/view_41381.html)

⊞ EXT Handle Request to Open Term Deposit Agreement for Retail Customer (views/view_55007.html)

⊞ EXT Handle Request to Change Term Deposit Agreement Conditions (views/view_54971.html)

⊞ EXT Handle Request to Open Term Deposit under Term Deposit Agreement for Retail Customer (views/view_55547.html)

⊞ EXT Handle Request to Change Term Deposit Attached Corporate Current Account (views/view_55610.html)

⊞ EXT Handle request for Corporate Debit Cards Service (views/view_55446.html)

⊞ EXT Handle Request to Open Term Deposit under Term Deposit Agreement for Corporate Customer (views/view_55209.html)

⊞ EXT Handle Request to Establish Term Deposit Agreement (views/view_54702.html)

⊞ EXT Handle Request for Early Closing of Term Deposit (views/view_54863.html)

⊞ EXT Handle Request for Early Renewal of Term Deposit (views/view_54866.html)

⊞ EXT Handle Request to Establish Credit Transfer Standing Order on Corporate Current Account (views/view_54951.html)

⊞ EXT Handle Request for Modification of Merchandising Loan (views/view_54708.html)

Service Role	Handle the customer interactive contact, including the launching of one or more channel/device specific sessions as necessary within the contact
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

Appears on ⌃

(views/view_50890.html)   (views/view_50878.html)

ASPSP Backend

(views/view_51552.html)

BIAN Coreless 2.0 Wireframe

(views/view_51594.html)

External Access Framework

(views/view_51618.html)

BIAN Coreless 3.0 Wireframe

(views/view_51705.html)

Contact Handler SD Overview

(views/view_51723.html)

BIAN Service Landscape V12.0 Value Ch…

(views/view_51891.html)

TPP Backend

BIAN Service Landscape V12.0 Matrix Vi…
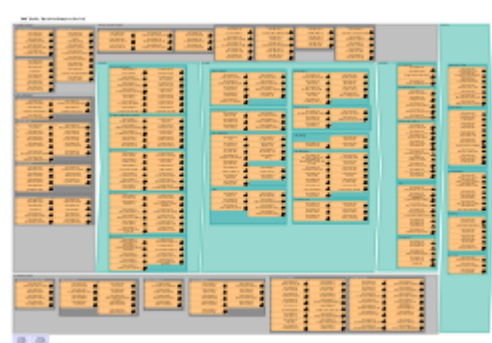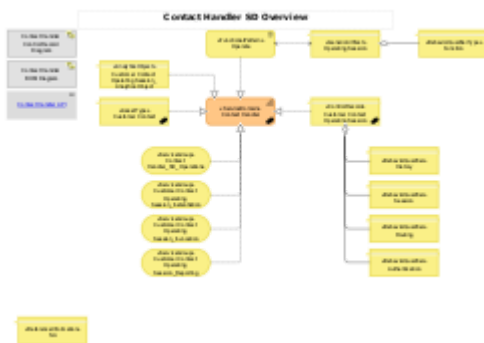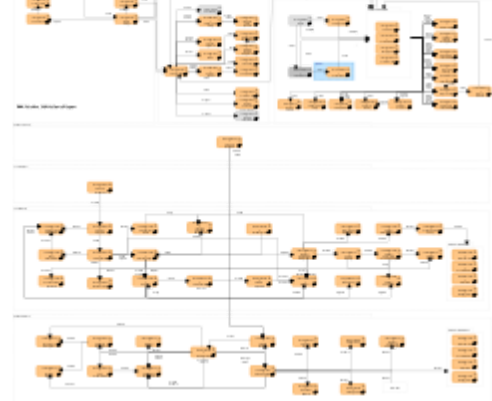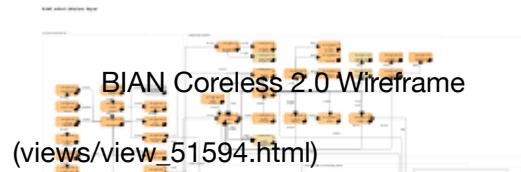
Relations ⌃

aggregated by	External Access Framework (object_25.html?object=127286)
	Cross Channel (object_25.html?object=130605)
	Wave 2 (object_25.html?object=153742)
	Wave 1 (object_25.html?object=153747)
	Cross Channel (object_25.html?object=171776)
	TPP Backend (object_25.html?object=83605)
	ASPSP Backend (object_25.html?object=85535)
gets input from	eBranch Operations (object_21.html?object=30829)
	Business Unit Management (object_21.html?object=30964)
	Business Development (object_20.html?object=32900)
	Advanced Voice Services Operations (object_21.html?object=37680)
	Contact Handler (object_20.html?object=41839)
	Session Dialogue (object_23.html?object=48273)
is equal to	Contact Handler (object_36.html?object=41840)
is part of	Cross Channel (object_25.html?object=130605)

realized by

- ◯ Contact Handler_SD_Service Group (object_19.html?object=241944)
- ▤ Customer Contact (object_23.html?object=30864)
- ◯ Co BQ Control the processing of a session (e.g. reroute) (object_13.html?object=32639)
- ◯ In CR Initiate a contact (can be inbound or outbound) (object_11.html?object=32847)
- ◯ Rq CR Request manual intervention in a contact (e.g. override routing decision) (object_13.html?object=34156)
- ◯ Up CR Update details for a customer contact (object_14.html?object=34748)
- ◯ Re BQ Retrieve details about an authentication task (object_14.html?object=36580)
- ◯ Ex CR Execute an automated task for a contact (e.g. route to specialist) (object_14.html?object=36850)
- ◯ In BQ Initiate a servicing session (from within an active contact) (object_14.html?object=36942)
- ◯ Co CR Control a customer contact (e.g. terminate) (object_15.html?object=39586)
- ◯ Re BQ Retrieve historical details about a contact event (object_15.html?object=39725)
- ◯ Up BQ Update details about a servicing session (object_15.html?object=40389)
- ◯ Ec CR Accept, reject, etc a contact action (object_12.html?object=42282)
- ◯ Re CR Retrieve details about a customer contact (object_12.html?object=42340)
- ◯ Re BQ Retrieve details about a customer servicing session (object_15.html?object=42686)
- ◯ Up BQ Update a contact history record content (object_16.html?object=43374)
- ◯ Re BQ Retrieve details about a routing task (object_16.html?object=43522)
- ◯ Ex BQ Execute an automated task in a session (e.g. re-authenticate) (object_16.html?object=44005)
- ▤ Customer Contact Operating Session (object_24.html?object=47405)
- ◖▮◗ Operate (object_28.html?object=58128)
- ◯ Contact Handler_SD_Operations (object_19.html?object=98793)
- ◯ Customer Contact Operating Session_Reporting (object_17.html?object=98797)
- ◯ Customer Contact Operating Session_Instantiation (object_17.html?object=98809)
- ▤ Customer Contact Operating Session_ Analytics Object (object_25.html?object=98827)
- ◯ Customer Contact Operating Session_Invocation (object_17.html?object=98830)
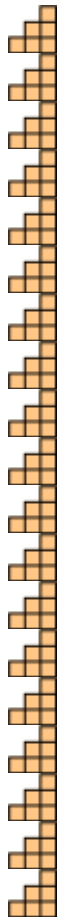
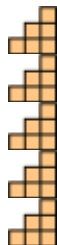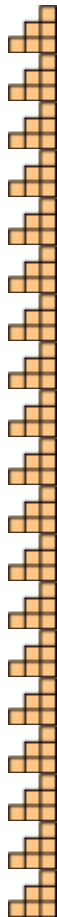|	
sends output to	Advanced Voice Services Management (object_20.html?object=29564)
	Customer Access Entitlement (object_20.html?object=30136)
	eBranch Operations (object_21.html?object=30829)
	Issued Device Administration (object_21.html?object=30905)
	Party Routing Profile (object_21.html?object=31558)
	Interactive Help (object_21.html?object=34001)
	Channel Activity Analysis (object_21.html?object=34254)
	Customer Workbench (object_21.html?object=34733)
	eBranch Management (object_21.html?object=34844)
	Legal Entity Directory (object_21.html?object=37530)
	Advanced Voice Services Operations (object_21.html?object=37680)
	Channel Activity History (object_21.html?object=38870)
	Contact Center Management (object_22.html?object=40392)
	Party Authentication (object_22.html?object=40912)
	Contact Routing (object_22.html?object=41059)
	Contact Handler (object_20.html?object=41839)
	Fraud Resolution (object_22.html?object=44725)
	Servicing Activity Analysis (object_22.html?object=46634)
	Session Dialogue (object_23.html?object=48273)
serves	Task Management (object_6.html?object=130474)
triggered by	eBranch Operations (object_21.html?object=30829)
	Advanced Voice Services Operations (object_21.html?object=37680)
	Contact Handler (object_20.html?object=41839)
	Brokered Product (object_20.html?object=42491)
	Session Dialogue (object_23.html?object=48273)

triggers

Party Lifecycle Management (object_20.html?object=29780)

Customer Access Entitlement (object_20.html?object=30136)

eBranch Operations (object_21.html?object=30829)

Issued Device Administration (object_21.html?object=30905)

Party Routing Profile (object_21.html?object=31558)

Channel Activity Analysis (object_21.html?object=34254)

Customer Workbench (object_21.html?object=34733)

Servicing Mandate (object_21.html?object=35374)

Channel Activity History (object_21.html?object=38870)

Party Authentication (object_22.html?object=40912)

Contact Routing (object_22.html?object=41059)

Customer Position (object_22.html?object=41136)

Contact Handler (object_20.html?object=41839)

Point of Service (object_22.html?object=43170)

Fraud Resolution (object_22.html?object=44725)

Party Reference Data Directory (object_22.html?object=45230)

Service Directory (object_22.html?object=46148)

Session Dialogue (object_23.html?object=48273)

Transaction Authorization (object_23.html?object=48811)