# Interactive Help (Capability)

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- 2. Example of Use
- 3. Executive Summary
- 4. Key Features

Documentation

**Properties** 

Appears on

Relations

#### 1. Role Definition



Operate the automated facility that provides interactive help and guidance for servicing to employees and selfservice customers. The facility automatically determines the context for the help request and selects stored guidance that is presented to the user. The initial selection can be dynamically refined by the user to focus in on specific requirements as necessary. User feedback as to the content and coverage of the guidance can be captured

### 2. Example of Use



A new customer servicing representative obtains guidance for a product fulfillment issue raised during a customer contact

## 3. Executive Summary



Operate the automated facility that provides interactive context sensitive servicing guidance to employees and selfserve customers

# 4. Key Features



Maintain context specific guidance

Select and present context specific guidance

Refine guidance selection criteria

Capture feedback with regard to guidance coverage and usability/quality

#### **Documentation**



# **Properties**

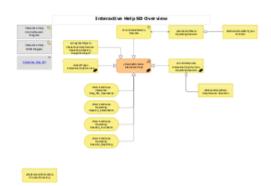


Property	Value
Service Doma	ain
API BIAN Portal	Interactive Help API (https://app.swaggerhub.com/apis/BIAN-3/InteractiveHelp/12.0.0)
Core Business Object	Interactive Help Service (object_26.html?object=47912)
Individual Analytics	interactiveHelpServiceOperatingSessionAccumulators interactiveHelpServiceOperatingSessionActivityAnalysis
, and y aloc	interactiveHelpServiceOperatingSessionPerformanceAnalysis interactiveHelpServiceOperatingSessionTrends&Events
Portfolio	interactiveHelpServiceOperatingSessionPortfolioActivityAnalysis
Analytics	interactiveHelpServiceOperatingSessionPortfolioMake-UpAnalysis interactiveHelpServiceOperatingSessionPortfolioPerformanceAnalysis
Scenarios	
Service Role	Provide Employee or Customer interactive context sensitive guidance
BIAN Life Cyc	cle
Registration Status	Registered
Stereotypes	
stereotype	
	ServiceDomain

### Appears on



(views/view\_51456.html)



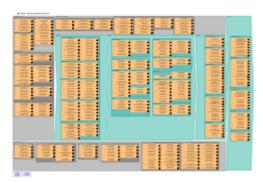
Interactive Help SD Overview

(views/view\_51891.html)



BIAN Service Landscape V12.0 Matrix Vi...

(views/view\_51705.html)



BIAN Service Landscape V12.0 Value Ch...

#### Relations

aggregated by Cross Channel (object\_25.html?object=130605)

Wave 3 (object\_25.html?object=153743)

Servicing (object\_25.html?object=172086)

gets input from Prospect Campaign Design (object\_22.html?object=39556)

Product Deployment (object\_22.html?object=40177)

Contact Handler (object\_20.html?object=41839)

Session Dialogue (object\_23.html?object=48273)

is equal to Interactive Help (object\_36.html?object=34002)

is part of Cross Channel (object\_25.html?object=130605)

serves	Channel Management (object_6.html?object=130032)
	Operating Session_Invocation (object_19.html?object=80906)
	Interactive Help_SD_Operations (object_19.html?object=80898)
	Operating Session_Instantiation (object_19.html?object=80896)
	object=80890)
	interactive Help Service Operating Session_ Analytics Object (object_25.html?
	Operating Session_Reporting (object_19.html?object=80867)
	Operate (object_28.html?object=58128)
	object=43549)
	Re BQ Retrieve details about an interactive help service exchange (object_16.html?
	interactive Help Service (object_24.html?object=37521)
	In CR Initialize the interactive help facility (object_14.html?object=37263)
	object=36936)
	Ca BQ Capture user feedback relating to the service exchange (object_14.html?
	Co CR Control the execution of the interactive help service (object_14.html?object=36203)
	object=33363) In BQ Initiate an interactive help service exchange (object_14.html?object=35240)
	Re CR Retrieve details about the interactive help service session (object_12.html?
	interactive Help Service Operating Session (object_24.html?object=31374)
	Ex BQ Execute an automated action within the exchange (object_12.html?object=29439)
realized by	Interactive Help_SD_Service Group (object_19.html?object=241686)
realized by	Interactive Help, SD, Service Group (object, 19 html?object=241686)