

eBranch Operations (Capability)

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

Documentation

Properties

Appears on

Relations

1. Role Definition



This service domain operates the E-branch production systems conforming to planned service schedules. It handles customer and non-customer access checks, performs device load balancing and device failure and recovery handling - typically supporting a high performance 24/7 operation. It can include the integration of computer telephony integration (CTI) with branch and call center channels

2. Example of Use



customers and non-bank customers browse the products and services available at the bank

3. Executive Summary



This service domain operates the bank's on-line web based electronic branch capabilities - controlling access and load balancing across available communications and processing resources to optimize performance/availability

4. Key Features

^

- Operate the bank's e-branch internet platform
- Support access to the bank's public website
- Support customer registration and log-in services
- Route customer contacts for servicing

Documentation































^





























Properties

^

Property	Value
Service Domain	
API BIAN Portal	eBranch Operations API (https://app.swaggerhub.com/apis/BIAN-3/eBranchOperations/12.0.0)
BIAN Proposed ISO20022 Control Record Match	EBranchChannelSession
Core Business Object	
Individual Analytics	eBranchChannelOperatingSessionAccumulators eBranchChannelOperatingSessionActivityAnalysis eBranchChannelOperatingSessionPerformanceAnalysis eBranchChannelOperatingSessionTrends&Events
Portfolio Analytics	eBranchChannelOperatingSessionPortfolioActivityAnalysis eBranchChannelOperatingSessionPortfolioMake-UpAnalysis eBranchChannelOperatingSessionPortfolioPerformanceAnalysis

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)
-  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)
-  EXT Handle Customer Relationships Case (views/view_55529.html)
-  EXT Handle Request to Reactivate Dormant Corporate Current Account (views/view_55347.html)
-  EXT Handle Request to Change Corporate Current Account Ownership (views/view_55493.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)
-  EXT Handle Request for High Volume Virtual Account Opening (views/view_55266.html)
-  EXT Handle Request to Close Corporate Current Account (views/view_55101.html)
-  EXT Handle Request for Combined Account Statement (views/view_55637.html)
-  EXT Handle Request for Renewal of Uncollateralised Consumer Loan (views/view_55034.html)

-  EXT Handle Request to Detach Account from Corporate Payroll Service Agreement (views/view_54714.html)
 -  4a - Get and store authentication token, trigger a request to transfer account (views/view_32684.html)
 -  3 - Initiate consent authorization (views/view_48589.html)
 -  4 - Customer log-in (views/view_38593.html)
 -  EXT Handle Request for Preferential Rates for Corporate Current Account (views/view_54889.html)
 -  6&7 - Retrieve accounts and consent details (views/view_35037.html)
 -  EXT Handle Request for Account Statement and Outgoing Credit Transfer (views/view_54747.html)
 -  Handle Customer Request to Log On to Bank to Authenticate and to Authorise Client Access to Their Account (views/view_54928.html)
 -  EXT Handle Request for Account Statement and Balances (views/view_54631.html)
 -  Process Customer Access Request and Authentication (views/view_54634.html)
 -  EXT Handle Request to Change Sweep Sequence (views/view_54834.html)
 -  EXT Record Core SEPA Direct Debit Mandate at Creditor Bank (views/view_54744.html)
 -  EXT Handle Request to Open Corporate Current Account (views/view_54675.html)
 -  10 - Get access token, refresh access token (views/view_35507.html)
 -  EXT Handle Request to Open Virtual Account (views/view_54790.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	Operate the on-line electronic/web branch capabilities - control access and load balance across available communications and processing resources to optimize performance/availability
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

Appears on

^

(views/view_50890.html)



ASPSP Backend

(views/view_50878.html)



BIAN Coreless 2.0 Wireframe

(views/view_51183.html)



eBranch Operations SD Overview

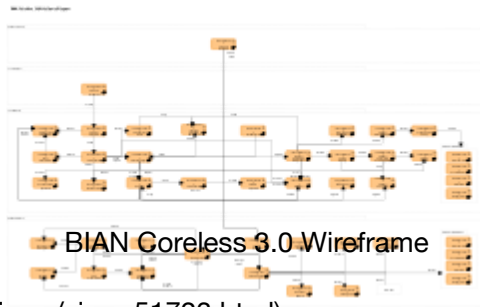
(views/view_51552.html)



External Access Framework

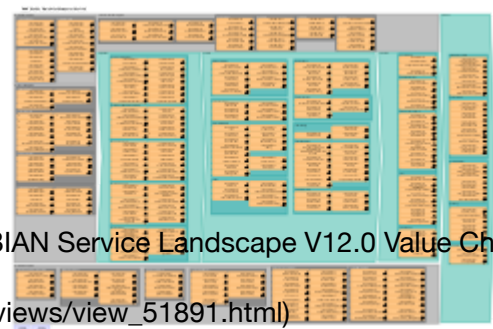
(views/view_51594.html)

(views/view_51705.html)



BIAN Coreless 3.0 Wireframe

(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)

Channel Specific (object_25.html?object=130065)

Wave 2 (object_25.html?object=153742)

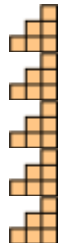
Wave 1 (object_25.html?object=153747)

Channel Specific (object_25.html?object=172079)

TPP Backend (object_25.html?object=83605)

ASPSP Backend (object_25.html?object=85535)

gets input from



Customer Workbench (object_21.html?object=34733)

eBranch Management (object_21.html?object=34844)

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

Contact Routing (object_22.html?object=41059)

Contact Handler (object_20.html?object=41839)

is equal to






























eBranch Operations (object_36.html?object=30830)

is part of



Channel Specific (object_25.html?object=130065)

realized by	 eBranch Channel Operating Session_ Analytics Object (object_25.html?object=111057)  eBranch Operations_SD_Operations (object_19.html?object=210999)  eBranch Channel Operating Session_Instantiation (object_19.html?object=211009)  eBranch Channel Operating Session_Reporting (object_19.html?object=211025)  eBranch Channel Operating Session_Invocation (object_19.html?object=211030)  eBranch Operations_SD_Service Group (object_19.html?object=240145)  Business service (object_20.html?object=251328)  Rq CR Report an issue with the production service (object_12.html?object=29424)  Up CR Update the eBranch access service menu during the session (object_12.html?object=29502)  eBranch Channel Operating Session (object_24.html?object=29809)  Co CR Control the service session (object_13.html?object=30725)  Re BQ Retrieve details about an inbound eBranch connection (object_14.html?object=35893)  In CR Initiate the eBranch channel service (object_14.html?object=36683)  eBranch Channel (object_24.html?object=38832)  Re CR Retrieve details and statistics relating to a session (object_15.html?object=40888)  Re BQ Retrieve details about an outbound eBranch connection (object_15.html?object=42993)  In BQ Initiate an outbound eBranch connection (object_17.html?object=48005)  In BQ Initiate an inbound eBranch connection (object_17.html?object=48276)  Operate (object_28.html?object=58128)
sends output to	 Contact Handler (object_20.html?object=41839)
serves	 Channel Management (object_6.html?object=130032)
triggered by	 Customer Workbench (object_21.html?object=34733)  Contact Handler (object_20.html?object=41839)
triggers	 Issued Device Administration (object_21.html?object=30905)  Customer Workbench (object_21.html?object=34733)  Customer Position (object_22.html?object=41136)  Contact Handler (object_20.html?object=41839)