Contact Center Management (Capability)

1. Role Definition

Handles the oversight and configuration of the contact center. Define and maintain the assignment of contact center resources to different contact traffic types (e.g. product/segment/issue). The contact center facility can include automated 'position' as well as personnel. Also covers troubleshooting major production problems

2. Example of Use

Contact center management re-assigns servicing positions in response to service loading and customer wait times

3. Executive Summary

Oversee the assignment and operation of the customer contact center

4. Key Features ⌃

Determine the contact center configuration and service schedule

Monitor utilization and re-configure the center as necessary

Track and assess service performance and troubleshoot major operational issues

Documentation ⌃

Properties ⌃

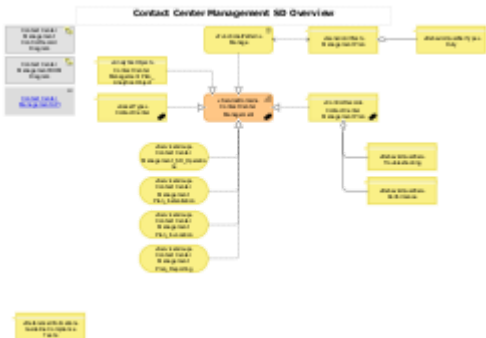| Property	Value
Service Domain	
API BIAN Portal	Contact Center Management API (https://app.swaggerhub.com/apis/BIAN-3/ContactCenterManagement/12.0.0)
Core Business Object	▤ Customer Contact Center (object_26.html?object=47390)
Individual Analytics	contactCenterManagementPlanAccumulators contactCenterManagementPlanActivityAnalysis contactCenterManagementPlanPerformanceAnalysis contactCenterManagementPlanTrends&Events
Portfolio Analytics	contactCenterManagementPlanPortfolioActivityAnalysis contactCenterManagementPlanPortfolioMake-UpAnalysis contactCenterManagementPlanPortfolioPerformanceAnalysis
Scenarios	▤ Review Call Centre Activity for New Product (views/view_55164.html) ▤ Adjust Call Centre Position Assignments (views/view_55380.html)
Service Role	Define and maintain the layout/ assignment of contact center resources to different contact traffic types (e.g. product/segment/issue). This can include automated facilities as well as personnel
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	

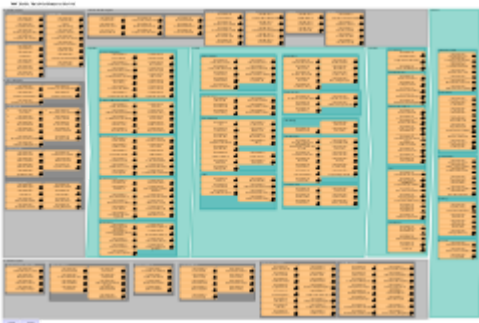| stereotype	
	ServiceDomain

Appears on ⌃

(views/view_51579.html)

Contact Center Management SD Overview

(views/view_51705.html)

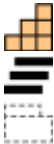BIAN Service Landscape V12.0 Value Ch…

(views/view_51891.html)
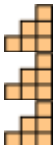

BIAN Service Landscape V12.0 Matrix Vi…

Relations ⌃

aggregated by	Channel Specific (object_25.html?object=130065)
	Wave 3 (object_25.html?object=153743)
	Channel Management (object_25.html?object=172028)

gets input from	Business Unit Management (object_21.html?object=30964)
	Contact Handler (object_20.html?object=41839)
	Employee Assignment (object_22.html?object=43900)

is equal to	Contact Center Management (object_37.html?object=40393)

|	
is part of	▦ Channel Specific (object_25.html?object=130065)
realized by	⬭ Contact Center Management_SD_Service Group (object_19.html?object=241081)
	⬭ Up BQ Update details of a troubleshooting plan item (object_12.html?object=29578)
	⬭ Up BQ Update details of the activity analysis for the contact center (object_12.html?object=29665)
	⬭ Rq BQ Request manual intervention to a troubleshooting action (object_12.html?object=29901)
	⬭ Up CR Update aspects of the contact center management plan (object_13.html?object=31648)
	⬭ Rq BQ Request manual intervention in the contact center performance analysis (e.g. revise projections) (object_13.html?object=31765)
	⬭ Re BQ Retrieve details about troubleshooting activity (object_13.html?object=32258)
	▤ Contact Center (object_23.html?object=32319)
	⬭ Cr CR Create the management plan for the contact center (object_12.html?object=32921)
	⬭ Cr BQ Create a service troubleshooting activity (to address major production issue) (object_14.html?object=35292)
	⬭ Re CR Retrieve details about the contact center management plan (object_14.html?object=35391)
	⬭ Rq CR Request manual intervention with the plan (object_14.html?object=36691)
	▤ Contact Center Management Plan (object_24.html?object=38120)
	⬭ Re BQ Retrieve details about the contact center activity analysis (object_16.html?object=44684)
	⬭ Ec CR Accept, reject, etc. aspects of the contact center management plan (object_16.html?object=46611)
	◧ Manage (object_28.html?object=58116)
	⬭ Contact Center Management Plan_Instantiation (object_17.html?object=68265)
	⬭ Contact Center Management Plan_Invocation (object_17.html?object=68272)
	▤ Contact Center Management Plan_ Analytics Object (object_25.html?object=68275)
	⬭ Contact Center Management Plan_Reporting (object_17.html?object=68288)
	⬭ Contact Center Management_SD_Operations (object_19.html?object=68306)
sends output to	▦ Channel Activity Analysis (object_21.html?object=34254)
	▦ Employee Access (object_21.html?object=36898)
	▦ Contact Center Operations (object_22.html?object=43894)
	▦ Servicing Activity Analysis (object_22.html?object=46634)
serves	▦ Channel Management (object_6.html?object=130032)
triggered by	▦ Product Quality Assurance (object_22.html?object=40811)
triggers	▦ Contact Center Operations (object_22.html?object=43894)