Channel Activity History (Capability)

1. Role Definition

This service domain captures transaction activity across multiple channels/devices to provide recent activity details (such as an attempt at a self-service product application) to influence/inform service routing. The history is also used for access control and as a source of activity data for more detailed channel usage analysis

2. Example of Use

Channel Activity Analysis draws on channel activity history data to support channel usage analysis to detect out of pattern behavior for customers

3. Executive Summary

This service domains consolidates and captures customer channel usage activity to support channel activity analysis and also can be referenced for customer access authorization and routing decisions

4. Key Features ⌃

Log customer channel usage

Provide recent activity records

Documentation ⌃

Properties ⌃

Property	Value
Service Domain	
API BIAN Portal	Channel Activity History API (https://app.swaggerhub.com/apis/BIAN-3/ChannelActivityHistory/12.0.0)
Core Business Object	
Individual Analytics	channelActivityLogAccumulators channelActivityLogActivityAnalysis channelActivityLogPerformanceAnalysis channelActivityLogTrends&Events
Portfolio Analytics	channelActivityLogPortfolioActivityAnalysis channelActivityLogPortfolioMake-UpAnalysis channelActivityLogPortfolioPerformanceAnalysis
Scenarios	▦ Process Authentication Request by Issuer (views/view_54669.html)
	▦ Process Contact setup and start TPP Servicing Dialogue (views/view_55305.html)
	▦ Handle Servicing Request for Access Attempt with out of Pattern Customer or TPP Behaviour (views/view_55532.html)
	▦ Develop Customer Insights (views/view_55541.html)
	▦ Flag Bots Acting as Customers or TPPs (views/view_55049.html)
	▦ End Mobile Access Session and Update Event and Servicing and Channel History (views/view_54816.html)
	▦ Check Customer Channel Access History and Access Entitlements (views/view_54968.html)
	▦ Handle Failed Self Service Product Application (views/view_54810.html)
Service Role	Consolidated customer channel usage activity is captured to support activity analysis and also is referenced for access authorization
BIAN Life Cycle	

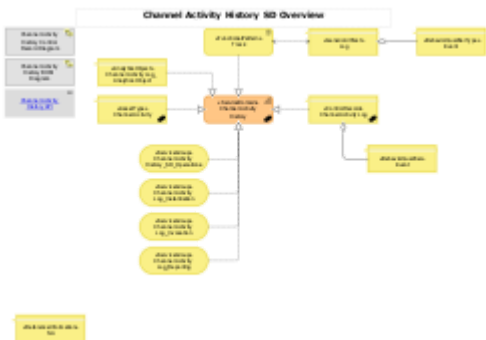|	
Registration Status	Registered

Stereotypes

stereotype	
	ServiceDomain

Appears on ⌃

(views/view_50848.html)

Channel Activity History SD Overview

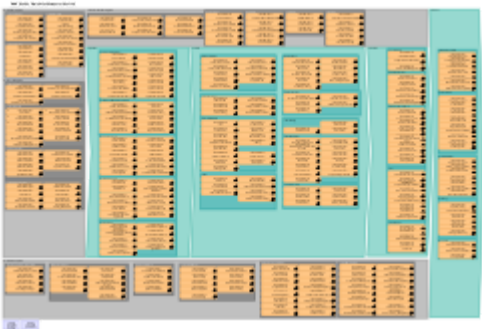(views/view_50878.html)

BIAN Coreless 2.0 Wireframe

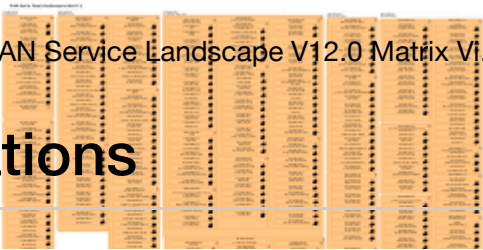(views/view_51552.html)

External Access Framework

(views/view_51705.html)

BIAN Service Landscape V12.0 Value Ch…

(views/view_51891.html)

Relations ⋀

aggregated by	External Access Framework (object_25.html?object=127286)
	Operational Services (object_25.html?object=130011)
	Wave 1 (object_25.html?object=153747)
	Cross Channel (object_25.html?object=171776)

gets input from	Advanced Voice Services Management (object_20.html?object=29564)
	Business Development (object_20.html?object=32900)
	Channel Activity Analysis (object_21.html?object=34254)
	Customer Behavior Insights (object_21.html?object=34917)
	Advanced Voice Services Operations (object_21.html?object=37680)
	Party Authentication (object_22.html?object=40912)
	Contact Handler (object_20.html?object=41839)
	Contact Center Operations (object_22.html?object=43894)
	Card Authorization (object_22.html?object=44578)
	Servicing Activity Analysis (object_22.html?object=46634)

| is equal to | Channel Activity History (object_37.html?object=38871) |

| is part of | Operational Services (object_25.html?object=130011) |

realized by	Channel Activity Log_ Analytics Object (object_25.html?object=111116)
	Channel Activity History_SD_Operations (object_19.html?object=199873)
	Channel Activity Log_Instantiation (object_18.html?object=199882)
	Channel Activity Log_Reporting (object_18.html?object=199887)
	Channel Activity Log_Invocation (object_18.html?object=199891)
	Channel Activity History_SD_Service Group (object_19.html?object=240076)
	Co CR Control the channel activity logging (e.g. suspend) (object_14.html?object=35487)
	Re BQ Retrieve details about a logged channel activity event (object_14.html?object=37630)
	Up BQ Update a logged event for a customer (object_15.html?object=38370)
	Up CR Update channel activity logging details for a customer (object_15.html?object=40849)
	In CR Initiate channel activity logging for a customer (object_15.html?object=41742)
	Ca BQ Capture a channel access event in the log (object_16.html?object=43470)
	Channel Activity (object_24.html?object=44170)
	Channel Activity Log (object_24.html?object=45271)
	Re CR Retrieve details about customer channel activity logging (object_16.html?object=46914)
	Track (object_28.html?object=58126)
sends output to	eBranch Operations (object_21.html?object=30829)
	Legal Entity Directory (object_21.html?object=37530)
	Advanced Voice Services Operations (object_21.html?object=37680)
serves	Channel Management (object_6.html?object=130032)
triggered by	Channel Activity Analysis (object_21.html?object=34254)
	Customer Behavior Insights (object_21.html?object=34917)
	Contact Routing (object_22.html?object=41059)
	Contact Handler (object_20.html?object=41839)