

Point of Service (Capability)

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

Documentation

Properties

Appears on

Relations

1. Role Definition



The servicing position supports all point of sale, branch and channel based customer interactions including e-tellers and contact/service center positions. The facility provides access to product and service systems, supports activity tracking and access to other support and administrative systems as necessary. It can include CTI as appropriate. The service domain integrates with the Customer Dialogue service domain for customer session/narrative support when appropriate. The servicing position can be fully automated for some servicing activities

2. Example of Use



Teller personnel are assigned to teller servicing positions at a branch where they are provided with a cash float and access to consumer product support systems.

3. Executive Summary



This service domain operates servicing positions within the bank. It administers all media connections, inventory holdings (e.g. cash), provides access to support utilities and tracks servicing activity -e.g. time spent, activity logs,

capturing servicing events including commission and training related actions. In cases servicing positions can be automated

4. Key Features































- Provide employee access and apply access profile to the position
- Provide user access to servicing and product fulfillment services
- Provide user access to interactive help facilities
- Provide local inventory and position tracking facilities
- Provide access to event logging and commission reporting
- Provide automated point of service support facilities

Documentation

Properties

Property	Value
Service Domain	
API BIAN Portal	Point of Service API (https://app.swaggerhub.com/apis/BIAN-3/PointofService/12.0.0)
BIAN Proposed ISO20022 Control Record Match	PointOfServiceSession
Core Business Object	
Individual Analytics	pointOfServiceOperatingSessionAccumulators pointOfServiceOperatingSessionActivityAnalysis pointOfServiceOperatingSessionPerformanceAnalysis pointOfServiceOperatingSessionTrends&Events
Portfolio Analytics	pointOfServiceOperatingSessionPortfolioActivityAnalysis pointOfServiceOperatingSessionPortfolioMake-UpAnalysis pointOfServiceOperatingSessionPortfolioPerformanceAnalysis

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)
-  Initiate Payment Order (views/view_54825.html)
-  EXT Handle Request to Move Overdraft Limit between Virtual Accounts (views/view_54989.html)
-  Customer Relationship Case Initiation (views/view_55022.html)
-  EXT Handle Request for High Volume Account Opening (views/view_54681.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)
-  Perform Customer Product Matching and Selection (views/view_55621.html)
-  EXT Handle Customer Relationships Case (views/view_55529.html)
-  EXT Handle Request to Reactivate Dormant Corporate Current Account (views/view_55347.html)
-  Handle Request for Cash Withdrawal from Savings Account (views/view_55359.html)
-  Handle Request for Product Support (views/view_55511.html)
-  Register Servicing Position in Call Centre (views/view_55125.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)
-  Process Inventory of Cash and Distribution of Cash to Branches (views/view_55113.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)

 EXT Handle Request to Change Virtual Account Ownership (views/view_55562.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)

 Handle Request to Get Customer Account Balance (views/view_55284.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)

 EXT Handle Request for Preferential Rates for Corporate Current Account
(views/view_54889.html)

 End Mobile Access Session and Update Event and Servicing and Channel History
(views/view_54816.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)

 Check Customer Channel Access History and Access Entitlements
(views/view_54968.html)

 Handle Failed Self Service Product Application (views/view_54810.html)

 EXT Handle Request for Account Statement and Balances (views/view_54631.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)

 EXT Handle Request to Open Virtual Account (views/view_54790.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)
- Initiate Customer Relationship Case (views/view_54598.html)

Service Role Administer all media connections (channel and application), inventory holdings (e.g. cash) provide support utilities and track activity at a servicing position - time spent, log activity, capture servicing events including commission and training related activities.

BIAN Life Cycle

Registration Status Registered

Stereotypes

stereotype ServiceDomain

Appears on



(views/view_50878.html)



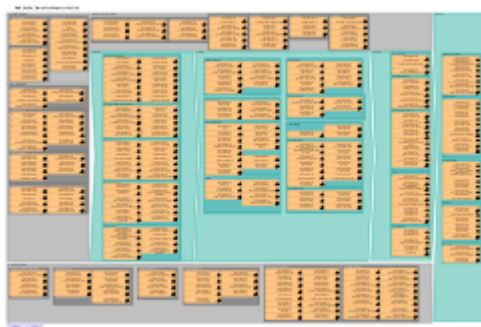
BIAN Coreless 2.0 Wireframe

(views/view_51552.html)



External Access Framework

(views/view_51705.html)



BIAN Service Landscape V12.0 Value Ch...

(views/view_51891.html)



BIAN Service Landscape V12.0 Matrix Vi...

(views/view_51933.html)



Point of Service SD Overview

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)
- Servicing (object_25.html?object=172086)




















is equal to

Point of Service (object_37.html?object=43171)


is part of

Cross Channel (object_25.html?object=130605)

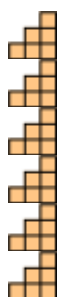
realized by

-  Point Of Service Operating Session_ Analytics Object (object_25.html?object=111433)
-  Pointof Service_SD_Operations (object_19.html?object=215232)
-  Operating Session_Invocation (object_19.html?object=215236)
-  Operating Session_Instantiation (object_19.html?object=215238)
-  Operating Session_Reporting (object_19.html?object=215248)
-  Pointof Service_SD_Service Group (object_19.html?object=241888)
-  Ex BQ Execute transactions against the cash position (object_12.html?object=28781)
-  Ex BQ Execute transactions against the inventory position (object_12.html?object=29336)
-  Co BQ Control an automated contact (e.g. terminate) (object_13.html?object=30255)
-  Up BQ Update the cash position (object_13.html?object=30440)
-  Re BQ Retrieve details about an automated contact (object_13.html?object=30561)
-  Up BQ Update inventory details (object_13.html?object=31404)
-  Up BQ Update details about an assisted contact (object_13.html?object=31957)
-  Re BQ Retrieve details about an assisted contact (object_13.html?object=32483)
-  Co BQ Control an assisted contact (e.g. terminate) (object_13.html?object=32530)
-  Co CR Control a point of service session (e.g. suspend) (object_13.html?object=32704)
-  Re BQ Retrieve details about a customer interaction session (object_12.html?object=33070)
-  In CR Initiate a point of service session (object_12.html?object=33618)
-  Up BQ Update details for a customer interaction session (object_13.html?object=33775)
-  Up CR Update details for a point of service session (object_13.html?object=34233)
-  Re BQ Retrieve details about the cash inventory (object_13.html?object=34359)
-  Pointof Service (object_24.html?object=35414)
-  In BQ Initiate an assisted contact (object_14.html?object=37163)
-  In BQ Initiate an automated contact (object_15.html?object=39686)
-  Ex CR Execute an automated task (e.g. assign a contact) (object_15.html?object=39971)
-  Re CR Retrieve details about a servicing position session (object_15.html?object=41712)
-  Rq CR Request manual intervention (e.g. book future time) (object_12.html?object=41805)
-  Pointof Service Operating Session (object_24.html?object=41811)
-  Co BQ Control a customer interaction (e.g. suspend) (object_12.html?object=42485)
-  Up BQ Update details about an automated contact (object_16.html?object=43880)
-  Re BQ Retrieve details about inventory holdings and usage (object_16.html?object=45072)
-  Operate (object_28.html?object=58128)

serves

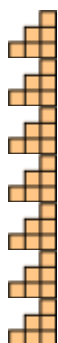
-  Channel Management (object_6.html?object=130032)
-

triggered by



- Service Order (object_21.html?object=32295)
- Branch Location Operations (object_21.html?object=34007)
- Contact Routing (object_22.html?object=41059)
- Contact Handler (object_20.html?object=41839)
- Point of Service (object_22.html?object=43170)
- Session Dialogue (object_23.html?object=48273)

triggers



- Service Event History (object_21.html?object=30330)
 - Advanced Voice Services Operations (object_21.html?object=37680)
 - Customer Offer (object_22.html?object=39968)
 - Point of Service (object_22.html?object=43170)
 - Contact Center Operations (object_22.html?object=43894)
 - Lead and Opportunity Management (object_22.html?object=45446)
 - Session Dialogue (object_23.html?object=48273)
-