

# Contact Center Operations (Capability)

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

Documentation

Properties

Appears on

Relations

## 1. Role Definition

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Oversee and administer the day to day activity in the contact center. This includes the assignment of individuals to servicing positions in compliance with the service configuration determined by Contact Center Management. Also tracking staff availability and utilization during the servicing session and making necessary assignment adjustments to deal with servicing load. (Note servicing resources interact directly with the Contact Routing service domain to indicate when they are open to receive customer contacts)

## 2. Example of Use

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Contact center operations re-assigns staff to servicing positions to deal with peak loading for a specific product or service type

## 3. Executive Summary

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Administer the day to day activity in the contact center - allocate positions and track staff availability and performance

4. Key Features

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- Track servicing resource availability and assignments
- Track servicing loads and respond to periods of peak requirements
- Resolve contact center servicing issues

Documentation

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Properties

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Property	Value
Service Domain	
API BIAN Portal	Contact Center Operations API ( <a href="https://app.swaggerhub.com/apis/BIAN-3/ContactCenterOperations/12.0.0">https://app.swaggerhub.com/apis/BIAN-3/ContactCenterOperations/12.0.0</a> )
Core Business Object	
Individual Analytics	contactCenterAdministrativePlanAccumulators contactCenterAdministrativePlanActivityAnalysis contactCenterAdministrativePlanPerformanceAnalysis contactCenterAdministrativePlanTrends&Events
Portfolio Analytics	contactCenterAdministrativePlanPortfolioActivityAnalysis contactCenterAdministrativePlanPortfolioMake-UpAnalysis contactCenterAdministrativePlanPortfolioPerformanceAnalysis
Scenarios	<div><div></div> Review Call Centre Activity for New Product (<a href="views/view_55164.html">views/view_55164.html</a>)</div> <div><div></div> Adjust Call Centre Position Assignments (<a href="views/view_55380.html">views/view_55380.html</a>)</div> <div><div></div> Register Servicing Position in Call Centre (<a href="views/view_55125.html">views/view_55125.html</a>)</div>
Service Role	Administer the day to day activity in the contact center - allocate positions and track staff availability and performance
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	

stereotype

ServiceDomain

# Appears on



(views/view\_50878.html)



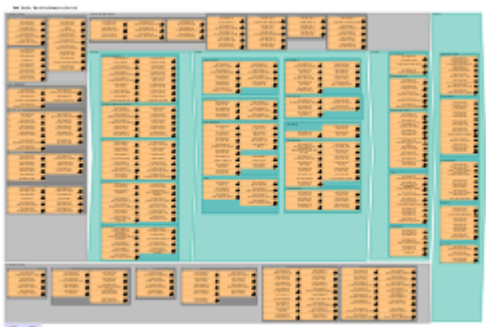
BIAN Coreless 2.0 Wireframe

(views/view\_51552.html)



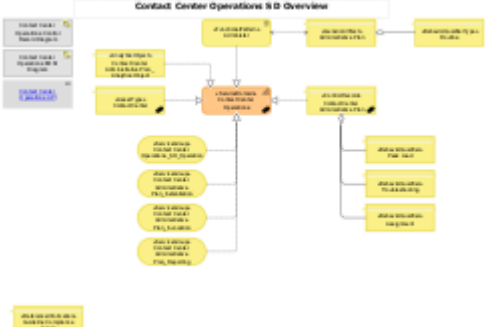
External Access Framework

(views/view\_51705.html)



BIAN Service Landscape V12.0 Value Ch...

(views/view\_51870.html)



Contact Center Operations SD Overview


(views/view\_51891.html)





BIAN Service Landscape V12.0 Matrix Vi...

# Relations





- aggregated by
- 


External Access Framework (object\_25.html?object=127286)
- 

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

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

- gets input from
- 

Business Development (object\_20.html?object=32900)
- 

Contact Center Management (object\_22.html?object=40392)
- 

Contact Routing (object\_22.html?object=41059)

- is equal to
- 




























Contact Center Operations (object\_37.html?object=43895)

- is part of
- 

Channel Specific (object\_25.html?object=130065)





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realized by

-  Contact Center Administrative Plan\_ Analytics Object (object\_25.html?object=111168)
-  Contact Center Operations\_SD\_Operations (object\_19.html?object=212738)
-  Contact Center Administrative Plan\_Reporting (object\_18.html?object=212744)
-  Contact Center Administrative Plan\_Instantiation (object\_18.html?object=212761)
-  Contact Center Administrative Plan\_Invocation (object\_18.html?object=212765)
-  Contact Center Operations\_SD\_Service Group (object\_19.html?object=239937)
-  Cr BQ Create a troubleshooting response task (object\_13.html?object=30228)
-  Cr BQ Create an assignment request (object\_13.html?object=30745)
-  Up BQ Update aspects of a troubleshooting task (object\_13.html?object=31642)
-  Re BQ Retrieve details about troubleshooting activity (object\_13.html?object=32258)
-  Contact Center (object\_23.html?object=32319)
-  Up BQ Update details of a servicing representatives assignment (object\_13.html?object=32328)
-  Up CR Update aspects of the administrative plan (object\_12.html?object=33680)
-  Ex CR Execute an automated action against the plan (object\_13.html?object=33812)
-  Re BQ Retrieve details about a contact center assignment (object\_13.html?object=34034)
-  Rq BQ Request changes to the servicing representative's assignment (object\_13.html?object=34070)
-  Rq CR Request manual intervention to the plan (object\_14.html?object=35729)
-  Cr CR Create the administrative plan for the contact center (object\_14.html?object=37197)
-  Contact Center Administrative Plan (object\_24.html?object=37607)
-  Up BQ Update details or the response to a peak load situation (object\_15.html?object=39374)
-  Co BQ Control the servicing representatives assignment (object\_15.html?object=39666)
-  Rq BQ request manual intervention in troubleshooting activity (object\_16.html?object=44928)
-  Re CR Retrieve details about the execution of the administrative plan (object\_16.html?object=45027)
-  Re BQ Retrieve details about peak load response activity (object\_16.html?object=45606)
-  Co CR Control the execution of the contact center administrative plan (object\_17.html?object=47143)
-  Rq BQ Request manual intervention due to peak loading (object\_17.html?object=48426)
-  Administer (object\_28.html?object=58096)


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sends output to

-  Servicing Event History (object\_21.html?object=30330)
-  Employee Access (object\_21.html?object=36898)
-  Channel Activity History (object\_21.html?object=38870)
-  Servicing Activity Analysis (object\_22.html?object=46634)

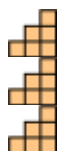
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serves

-  Channel Management (object\_6.html?object=130032)
-

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triggered by



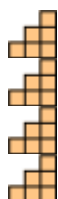
Contact Center Management (object\_22.html?object=40392)

Contact Routing (object\_22.html?object=41059)

Point of Service (object\_22.html?object=43170)

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triggers



Advanced Voice Services Management (object\_20.html?object=29564)

Servicing Event History (object\_21.html?object=30330)

Contact Routing (object\_22.html?object=41059)

Servicing Activity Analysis (object\_22.html?object=46634)

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