

Servicing Activity Analysis (Capability)

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

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1. Role Definition



Analyze customer servicing position activity, including teller, case/contact center traffic and VoIP activity. Analysis includes captured call/channel/device type, activity, onward routing and resolution decisions for operational and procedural insights and facility/process and training improvement (Root Cause Analysis)

2. Example of Use



Contact center management reviews servicing activity analysis in order to identify areas where additional training and guidance is needed to improve the customer experience

3. Executive Summary



This service domain analyzes servicing activity to support continual service improvement

4. Key Features

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- Analyze servicing activity for root causes
- Consolidate and present data to support analysis
- Recommend remedial actions that might mitigate the root cause for detected issues

Documentation

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Properties

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Property	Value
Service Domain	
API BIAN Portal	Servicing Activity Analysis API (https://app.swaggerhub.com/apis/BIAN-3/ServicingActivityAnalysis/12.0.0)
Core Business Object	 Servicing Event (object_26.html?object=43088)
Individual Analytics	servicingRootCauseAnalysisAccumulators servicingRootCauseAnalysisActivityAnalysis servicingRootCauseAnalysisPerformanceAnalysis servicingRootCauseAnalysisTrends&Events
Portfolio Analytics	servicingRootCauseAnalysisPortfolioActivityAnalysis servicingRootCauseAnalysisPortfolioMake-UpAnalysis servicingRootCauseAnalysisPortfolioPerformanceAnalysis
Scenarios	<div> Review Call Centre Activity for New Product (views/view_55164.html)</div> <div> Adjust Call Centre Position Assignments (views/view_55380.html)</div> <div> Perform Servicing Root Cause Analysis (views/view_54750.html)</div>
Service Role	Analyze consumer servicing position activity, including teller, case/contact center traffic and potentially VoIP activity in more advanced situations. Analysis includes captured call/channel/device type, activity, onward routing and resolution decisions for operational and procedural insights and facility/process and training improvement (Root Cause Analysis)
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	

stereotype

ServiceDomain

Appears on



(views/view_50722.html)



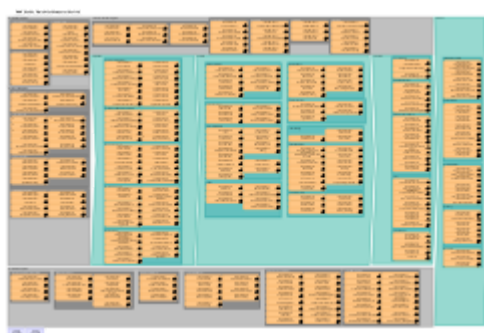
Servicing Activity Analysis SD Overview

(views/view_51447.html)



Total view new style for Interaction Mana...

(views/view_51705.html)



BIAN Service Landscape V12.0 Value Ch...

(views/view_51891.html)

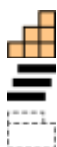


BIAN Service Landscape V12.0 Matrix Vi...

Relations



aggregated by















Cross Channel (object_25.html?object=130605)


Wave 3 ([object_25.html?object=153743](#))

Channel Management (object_25.html?object=172028)


gets input
from

-  Advanced Voice Services Management (object_20.html?object=29564)
-  Business Unit Management (object_21.html?object=30964)
-  eBranch Management (object_21.html?object=34844)
-  Customer Behavior Insights (object_21.html?object=34917)
-  Current Account (object_21.html?object=37122)
-  Customer Offer (object_22.html?object=39968)
-  Contact Center Management (object_22.html?object=40392)
-  Contact Routing (object_22.html?object=41059)
-  Contact Handler (object_20.html?object=41839)
-  Brokered Product (object_20.html?object=42491)
-  Contact Center Operations (object_22.html?object=43894)
-  Session Dialogue (object_23.html?object=48273)

















is equal to








-  Servicing Activity Analysis (object_38.html?object=46635)

is part of

-  Cross Channel (object_25.html?object=130605)

realized by

-  Servicing Root Cause Analysis_ Analytics Object (object_25.html?object=111443)
-  Servicing Activity Analysis_SD_Operations (object_19.html?object=212810)
-  Servicing Root Cause Analysis_Invocation (object_18.html?object=212818)
-  Servicing Root Cause Analysis_Reporting (object_18.html?object=212820)
-  Servicing Root Cause Analysis_Instantiation (object_18.html?object=212823)
-  Servicing Activity Analysis_SD_Service Group (object_19.html?object=242356)
-  Up CR Update aspects of servicing root cause analysis (object_13.html?object=31425)
-  Ev BQ Initialize application of a specific algorithm for root cause analysis (object_13.html?object=32313)
-  Rq CR Request manual intervention in servicing root cause analysis (object_12.html?object=33742)
-  Re CR Retrieve details about servicing root cause analysis (object_15.html?object=38700)
-  Ev CR Initialize servicing root cause analysis (object_15.html?object=40954)
-  Re BQ Retrieve details about the application of a specific root cause algorithm analysis (object_16.html?object=44693)
-  Rq BQ Request manual intervention to the application of a root cause algorithm (object_16.html?object=44890)
-  Ex CR Execute an automated aspect of root cause analysis (object_17.html?object=47601)
-  Servicing Root Cause Analysis (object_24.html?object=47883)
-  Servicing Root Cause (object_24.html?object=48379)
-  Analyze (object_28.html?object=58100)

sends output to		Serviceing Event History (object_21.html?object=30330)
		Employee Access (object_21.html?object=36898)
		Channel Activity History (object_21.html?object=38870)
		Customer Behavior Models (object_22.html?object=41791)
serves		Customer Management (object_6.html?object=126743)
		Interaction Management (object_6.html?object=130131)
triggered by		Contact Center Operations (object_22.html?object=43894)
		Serviceing Activity Analysis (object_22.html?object=46634)
triggers		Serviceing Event History (object_21.html?object=30330)
		Management Manual (object_20.html?object=32915)
		Product Design (object_22.html?object=44093)
		Serviceing Activity Analysis (object_22.html?object=46634)