Servicing Event History (Capability)

1. Role Definition

2. Example of Use

3. Executive Summary

4. Key Features

Documentation

Properties

Appears on

Relations

1. Role Definition

The Servicing Event History service domain captures the details of servicing activity to support root cause analysis. The information captured can include summary details of the servicing activity, product access details and click-stream/voice records as necessary. The captured detail can be analyzed for staff assessment and training and to support procedural refinements

2. Example of Use

A servicing contact is concluded and the contact details and result is captured. In cases the call is recorded

3. Executive Summary

This service domain captures, classifies and stores servicing activity and events to support root cause analysis

4. Key Features

Log customer servicing event activity for the representative

Log servicing issues and other activity

Support servicing log data extracts

Maintain activity statistics and accumulators

Documentation

Properties

Property	Value
Service Domain	
API BIAN Portal	Servicing Event History API (https://app.swaggerhub.com/apis/BIAN-3/ServicingEventHistory/12.0.0)
Core Business Object	Servicing Event Log (object_25.html?object=31431)
Individual Analytics	servicingEventLogAccumulators servicingEventLogActivityAnalysis servicingEventLogPerformanceAnalysis servicingEventLogTrends&Events
Portfolio Analytics	servicingEventLogPortfolioActivityAnalysis servicingEventLogPortfolioMake-UpAnalysis servicingEventLogPortfolioPerformanceAnalysis
Scenarios	Review Call Centre Activity for New Product (views/view_55164.html) Process Inventory of Cash and Distribution of Cash to Branches (views/view_55113.html) Perform Servicing Root Cause Analysis (views/view_54750.html) End Mobile Access Session and Update Event and Servicing and Channel History (views/view_54816.html)
Service Role	Capture, classify and store servicing activity and events to support root cause analysis
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	

stereotype

ServiceDomain

Appears on

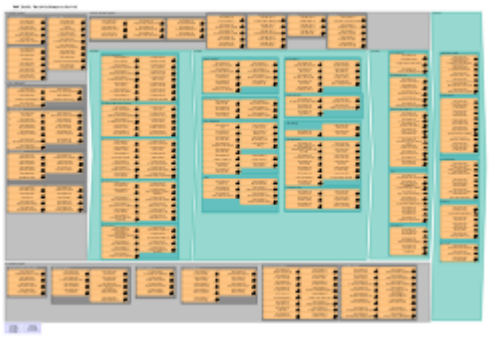
(views/view_51165.html)

Servicing Event History 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 1 (object_25.html?object=153747)

Servicing (object_25.html?object=172086)

gets input from	Customer Relationship Management (object_21.html?object=30437) Business Unit Management (object_21.html?object=30964) Business Development (object_20.html?object=32900) Customer Behavior Insights (object_21.html?object=34917) Contact Center Operations (object_22.html?object=43894) Servicing Activity Analysis (object_22.html?object=46634)
is equal to	Servicing Event History (object_36.html?object=30331)
is part of	Cross Channel (object_25.html?object=130605)
realized by	Servicing Event Log_ Analytics Object (object_25.html?object=111257) Servicing Event Log_Invocation (object_18.html?object=195924) Servicing Event Log_Instantiation (object_18.html?object=195942) Servicing Event History_SD_Operations (object_19.html?object=195945) Servicing Event Log_Reporting (object_18.html?object=195954) Servicing Event History_SD_Service Group (object_19.html?object=239900) Re CR Retrieve details about the servicing event log (object_13.html?object=33901) Servicing Event (object_24.html?object=34303) Up BQ Update captured facility utilization event details (object_13.html?object=34410) Up CR Update details about the log (object_14.html?object=34670) Ca BQ Capture customer servicing session event details (object_14.html?object=34982) Ca BQ Capture servicing position assignment event details (object_14.html?object=35190) Re BQ Retrieve servicing issue event details (object_14.html?object=35848) In CR Initiate servicing event history tracking for a servicing resource (object_14.html?object=37854) Up BQ Update captured assignment event details (object_15.html?object=38427) Ca BQ Capture facility utilization event details (object_15.html?object=38944) Ca BQ Capture servicing issue event details (object_12.html?object=42108) Re BQ Retrieve facility utilization event details (object_12.html?object=42442) Re BQ Retrieve servicing position assignment event details (object_15.html?object=42972) Up BQ Update captured customer servicing session event details (object_16.html?object=44010) Co CR Control event tracking for the servicing resource (e.g. suspend) (object_16.html?object=44973) Re BQ Retrieve customer servicing event details (object_16.html?object=45372) Up BQ Update captured servicing issue event details (object_17.html?object=47071) Servicing Event Log (object_24.html?object=47595) Track (object_28.html?object=58126)

serves	Customer Management (object_6.html?object=126743) Interaction Management (object_6.html?object=130131)
triggered by	Branch Currency Distribution (object_21.html?object=33904) Point of Service (object_22.html?object=43170) Contact Center Operations (object_22.html?object=43894) Servicing Activity Analysis (object_22.html?object=46634)