Customer Case Management (Capability)

1. Role Definition	
2. Example of Use	
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1. Role Definition

Relations



Manage customer case handling, track the effectiveness and impact of case resolution. Evaluate and confirm that the decision making rules and thresholds are well balanced in terms of equitable determination with general customer and merchant acceptance of the process. Ensure and that sufficient and appropriately trained resources are available

2. Example of Use



Customer case handling is assessed over a period and the rules and thresholds guiding resolution decisions recalibrated

3. Executive Summary



Track and assess case load and resolution activity - allocate resources as necessary to optimize case resolution performance

4. Key Features



Define and refine the guiding principles and rules for case resolution

Assess effectiveness of the case processing function

Determine and monitor staffing levels and utilization

Documentation

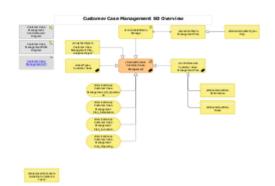


Properties	
Property	V alue
Service Domai	n
API BIAN Portal	Customer Case Management API (https://app.swaggerhub.com/apis/BIAN-3/CustomerCaseManagement/12.0.0)
Core Business Object	Customer Case Management Plan (object_25.html?object=30832)
Individual Analytics	customerCaseManagementPlanAccumulators customerCaseManagementPlanActivityAnalysis customerCaseManagementPlanPerformanceAnalysis customerCaseManagementPlanTrends&Events
Portfolio Analytics	customerCaseManagementPlanPortfolioActivityAnalysis customerCaseManagementPlanPortfolioMake-UpAnalysis customerCaseManagementPlanPortfolioPerformanceAnalysis
Scenarios	
Service Role	Track and assess case load and resolution activity - allocate resources as necessary to optimize case resolution performance
BIAN Life Cycl	e
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

Appears on



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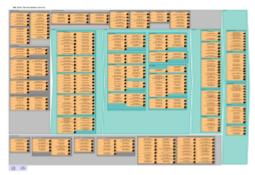
Customer Case Management SD Overview

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BIAN Service Landscape V12.0 Matrix Vi...

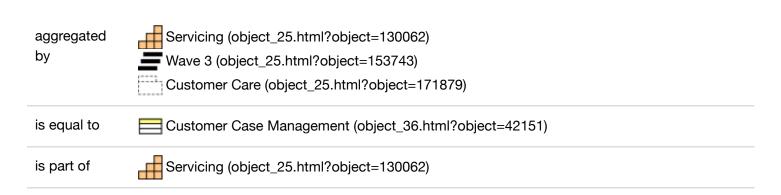
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BIAN Service Landscape V12.0 Value Ch...

Relations





realized by	Customer Case Management Plan_ Analytics Object (object_25.html?object=111143)
	Customer Case Management Plan_Invocation (object_18.html?object=208709)
	Customer Case Management_SD_Operations (object_19.html?object=208719)
	Customer Case Management Plan_Instantiation (object_18.html?object=208727)
	Customer Case Management Plan_Reporting (object_18.html?object=208729)
	Customer Case Management_SD_Service Group (object_19.html?object=239977)
	Up BQ Update details of the case resolution criterion (object_12.html?object=29487)
	Ec CR Accept, reject, etc. aspects of the management plan (object_13.html?object=31253)
	Re CR Retrieve details about the customer case handling management plan
	(object_13.html?object=31810)
	Up BQ Update performance analysis related information (object_13.html?object=33833)
	Re BQ Retrieve details about business unit performance assessment activity
	(object_13.html?object=34236)
	Customer Case (object_24.html?object=36238)
	Rq CR Request manual intervention with the plan (object_14.html?object=36691)
	Up CR Update aspects of the customer case handling management plan (object_14.html?
	object=37480)
	Customer Case Management Plan (object_24.html?object=40625)
	Rq BQ Request manual intervention in unit performance analysis (object_12.html?
	object=41833)
	Re BQ Retrieve details about the customer case criterion (object_16.html?object=46637)
	Cr CR Create the management plan for customer case handling (object_17.html?
	object=47668)
	Rq BQ Request manual intervention in the case resolution rules (object_17.html?
	object=47925) Manage (object_28.html?object=58116)
	Wildinge (Object_20.11thii: Object=30110)
serves	Task Management (object_6.html?object=130474)