Advanced Voice Services Management

(Capability)

1. Role Definition ⌃

Handles the oversight and configuration of the PBX (telephony/voice) access channel. This includes assessing capacity, performance, scheduling maintenance and updates to the channel configuration. Also determining allowed access and usage and troubleshooting major production problems

2. Example of Use ⌃

Management review and define the reconfiguration requirements for the voice channel based on capacity/volume projections

3. Executive Summary ⌃

Oversee the configuration and operation of the voice channel facilities

4. Key Features ⌃

Determine the required voice channel platform configuration

Oversee platform upgrades and maintenance

Track service availability and troubleshoot major production issues

Documentation ⌃

Properties ⌃

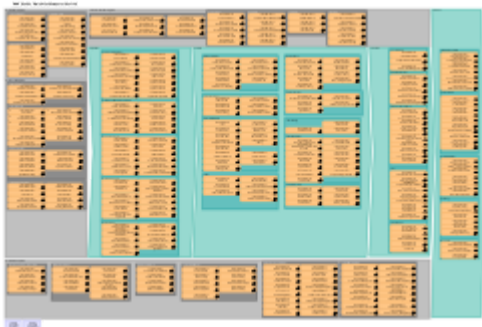| Property	Value
Service Domain	
API BIAN Portal	Advanced Voice Services Management API (https://app.swaggerhub.com/apis/BIAN-3/AdvancedVoiceServicesManagement/12.0.0)
Core Business Object	🟨 Voice Channel (object_26.html?object=44999)
Individual Analytics	voiceChannelManagementPlanAccumulators voiceChannelManagementPlanActivityAnalysis voiceChannelManagementPlanPerformanceAnalysis voiceChannelManagementPlanTrends&Events
Portfolio Analytics	voiceChannelManagementPlanPortfolioActivityAnalysis voiceChannelManagementPlanPortfolioMake-UpAnalysis voiceChannelManagementPlanPortfolioPerformanceAnalysis
Scenarios	🔲 Adjust Call Centre Position Assignments (views/view_55380.html)
Service Role	Configure the PBX (telephony) channel for access, including embedded rules for self service and routing, IVR capabilities if available. Note that aspects of the configuration can be dynamically optimized as necessary.
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	

stereotype	
	ServiceDomain

Appears on ⌃

BIAN Service Landscape V12.0 Value Ch…

BIAN Service Landscape V12.0 Matrix Vi…
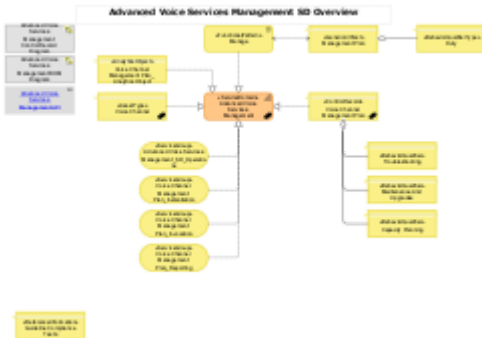
Advanced Voice Services Management …
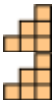
Relations ⌃

aggregated by	Channel Specific (object_25.html?object=130065)
	Wave 3 (object_25.html?object=153743)
	Channel Management (object_25.html?object=172028)
gets input from	Business Unit Management (object_21.html?object=30964)
	Contact Handler (object_20.html?object=41839)
is associated with	Advanced Voice Services Operations (object_30.html?object=43886)

is equal to	▤ Advanced Voice Services Management (object_37.html?object=40931)
is part of	▦ Channel Specific (object_25.html?object=130065)
is refinement of	⬭ Up BQ Update details of a production issue, root cause or remedial action recommendation (object_12.html?object=29563)

realized by	Voice Channel Management Plan_ Analytics Object (object_25.html?object=111120)
	Advanced Voice Services Management_SD_Operations (object_20.html?object=151517)
	Voice Channel Management Plan_Reporting (object_17.html?object=151519)
	Voice Channel Management Plan_Invocation (object_17.html?object=151526)
	Voice Channel Management Plan_Instantiation (object_17.html?object=151528)
	Advanced Voice Services Management_SD_Service Group (object_20.html?object=244765)
	Re BQ Retrieve details about the channel capacity plan (object_12.html?object=29413)
	Up BQ Update details of a production issue, root cause or remedial action recommendation (object_12.html?object=29563)
	Voice Channel Management Plan (object_24.html?object=29611)
	Rq BQ Request manual intervention in troubleshooting tasks (object_13.html?object=30674)
	Rq BQ Request manual intervention to a maintenance or upgrade action (object_12.html?object=33739)
	Re BQ Retrieve details about troubleshooting tasks, root cause and proposed remedial actions (object_13.html?object=34404)
	Voice Channel (object_24.html?object=34976)
	Rq CR Request manual intervention with the plan (object_14.html?object=36691)
	Up CR Update aspects of the voice channel management plan (object_14.html?object=37217)
	Rq BQ Request manual intervention in the capacity plan (object_14.html?object=37677)
	Re BQ Retrieve details about a maintenance or upgrade management plan (object_15.html?object=38340)
	Cr CR Create the management plan for the voice channel (object_15.html?object=38358)
	Up BQ Update details of the capacity management plan for the channel (object_15.html?object=38905)
	Re CR Retrieve details about the voice channel management plan (object_15.html?object=39535)
	Cr BQ Create a maintenance or upgrade task plan item for the channel (object_16.html?object=43135)
	Up BQ Update details of a maintenance or upgrade management plan item (object_16.html?object=44808)
	Ec CR Accept, reject, etc. aspects of the voice channel management plan (object_17.html?object=48482)
	Manage (object_28.html?object=58116)
sends output to	Channel Activity Analysis (object_21.html?object=34254)
	Advanced Voice Services Operations (object_21.html?object=37680)
	Channel Activity History (object_21.html?object=38870)
	Servicing Activity Analysis (object_22.html?object=46634)

serves	Channel Management (object_6.html?object=130032)
triggered by	Contact Center Operations (object_22.html?object=43894)