

Servicing Issue (Capability)

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

Documentation

Properties

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1. Role Definition



Capture, track, resolve and report on the more general customer servicing issues that may arise in the servicing center. Note that this does not include the handling of specific customer cases (such as a payment dispute) Servicing issues typically requiring some kind of follow-up by the contact service representative (CSR), production support services or their management

2. Example of Use



A servicing representative notes that the guidelines for a particular product are confusing and result in frequent customer enquiries. The apparent shortfall is raised to management for review

3. Executive Summary



This Service Domain handles production customer servicing issues detected in the customer servicing environment

4. Key Features

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- Capture servicing issue details and impact
- Analyze root cause of the issue
- Determine remedial actions to resolve issue
- Propose procedural and systems amendments to mitigate cause

Documentation

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Properties

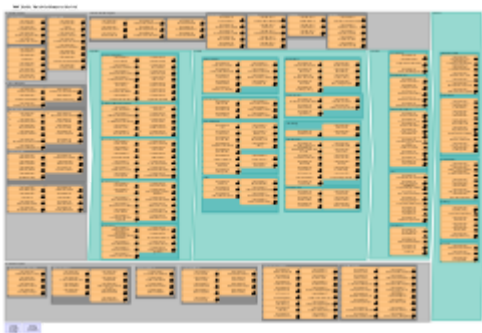
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Property	Value
Service Domain	
API BIAN Portal	Servicing Issue API (https://app.swaggerhub.com/apis/BIAN-3/ServicingIssue/12.0.0)
Individual Analytics	servicingIssueProcedureAccumulators servicingIssueProcedureActivityAnalysis servicingIssueProcedurePerformanceAnalysis servicingIssueProcedureTrends&Events
Portfolio Analytics	servicingIssueProcedurePortfolioActivityAnalysis servicingIssueProcedurePortfolioMake-UpAnalysis servicingIssueProcedurePortfolioPerformanceAnalysis
Scenarios	
Service Role	Capture, track, resolve and report on customer servicing issues - note this excludes contacts that are resolved and cases that are raised. Issues are actions requiring some kind of follow-up by the contact service representative (CSR)
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

Appears on

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(views/view_51705.html)



BIAN Service Landscape V12.0 Value Ch...

(views/view_51891.html)



BIAN Service Landscape V12.0 Matrix Vi...



(views/view_52005.html)




Servicing Issue SD Overview


Relations



aggregated by  Wave 6 (object_25.html?object=153745)
 Servicing (object_25.html?object=172086)









gets input from  Session Dialogue (object_23.html?object=48273)

is equal to  Servicing Issue (object_36.html?object=33505)

is part of  Servicing (object_25.html?object=130062)

realized by

- ☐ Servicing Issue Procedure_Invocation (object_18.html?object=238756)
- ☐ Servicing Issue_SD_Service Group (object_18.html?object=238789)
- ☐ update Servicing Issue Procedure (object_18.html?object=239185)
- ☐ configure Servicing Issue Procedure (object_19.html?object=239318)
- ☐ record Servicing Issue Procedure (object_19.html?object=240625)
- ☐ request Servicing Issue Procedure (object_19.html?object=241230)
- ☐ Servicing Issue Procedure_Instantiation (object_19.html?object=241545)
- ☐ execute Servicing Issue Procedure (object_19.html?object=241872)
- ☐ Servicing Issue Procedure_Reporting (object_20.html?object=247384)
- ☐ notify Servicing Issue Procedure (object_20.html?object=247385)
- ☐ retrieve Servicing Issue Procedure (object_20.html?object=249338)
- ☐ Exchange Production Issue Resolution Workstep (object_12.html?object=29040)
- ☐ Retrieve Production Issue Determination Workstep (object_12.html?object=29268)
- ☐ Retrieve Production Issue Resolution Workstep (object_12.html?object=29316)
- ☒ Servicing Issue Procedure (object_24.html?object=29511)
- ☐ Retrieve Servicing Issue Procedure (object_12.html?object=29721)
- ☐ Execute Servicing Issue Procedure (object_13.html?object=30573)
- ☐ Notify Production Issue Determination Workstep (object_13.html?object=31867)
- ☐ Notify Servicing Issue Procedure (object_13.html?object=32367)
- ☐ Exchange Production Issue Determination Workstep (object_12.html?object=33054)
- ☐ Retrieve Production Issue Analysis Workstep (object_12.html?object=33354)
- ☐ Initiate Production Issue Analysis Workstep (object_13.html?object=34085)
- ☐ Execute Production Issue Analysis Workstep (object_14.html?object=35219)
- ☐ Request Production Issue Resolution Workstep (object_14.html?object=35653)
- ☐ Notify Production Issue Resolution Workstep (object_14.html?object=36108)
- ☐ Initiate Production Issue Determination Workstep (object_14.html?object=36273)
- ☐ Execute Production Issue Resolution Workstep (object_14.html?object=36554)
- ☐ Exchange Servicing Issue Procedure (object_14.html?object=37414)
- ☐ Request Production Issue Determination Workstep (object_14.html?object=37449)
- ☐ Execute Production Issue Determination Workstep (object_14.html?object=38074)
- ☐ Initiate Production Issue Resolution Workstep (object_15.html?object=39191)
- ☐ Notify Production Issue Analysis Workstep (object_15.html?object=39660)
- ☐ Request Servicing Issue Procedure (object_15.html?object=39821)
- ☐ Initiate Servicing Issue Procedure (object_15.html?object=40502)
- ☐ Update Production Issue Resolution Workstep (object_12.html?object=42168)
- ☐ Exchange Production Issue Analysis Workstep (object_16.html?object=44954)
- ☐ Control Servicing Issue Procedure (object_16.html?object=45640)
- ☐ Update Servicing Issue Procedure (object_16.html?object=46273)
- ☐ Update Production Issue Analysis Workstep (object_16.html?object=46483)
- ☐ Update Production Issue Determination Workstep (object_16.html?object=46517)

-  Request Production Issue Analysis Workstep (object_17.html?object=48216)
-  Process (object_28.html?object=58066)
-  Servicing Issue Procedure_Invocation (object_18.html?object=87332)
-  Servicing Issue Procedure_Analytics Object (object_25.html?object=87335)
-  Servicing Issue (object_24.html?object=87344)
-  Servicing Issue Procedure_Instantiation (object_18.html?object=87350)
-  Servicing Issue Procedure_Reporting (object_18.html?object=87362)
-  Servicing Issue_SD_Operations (object_18.html?object=87371)

serves

-  Task Management (object_6.html?object=130474)

triggered by

-  Session Dialogue (object_23.html?object=48273)
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