

Customer Workbench (Capability)

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

Documentation

Properties

Appears on

Relations

1. Role Definition



This service domain handles the distribution and operation of a client device based/resident facility to support local working and access to the banks different products and services. It allows for the customer to maintain information and configuration settings remotely to govern their own access environment as necessary. The service domain operates outside the bank but is included in the landscape as it may run application capabilities that are either provided by or certified for use by the bank.

2. Example of Use



A customer downloads an end-user financial management application offered by the bank

3. Executive Summary



This service domain represents customer side devices. Most commonly providing a customer access portal to the banks products and services through any suitable channel and device

4. Key Features

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- Provide customer access to the bank's network
- Maintain local bank applications and access capabilities
- Support local financial data analysis and bank service matching

Documentation






























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Properties





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Property	Value
Service Domain	
API BIAN Portal	Customer Workbench API (https://app.swaggerhub.com/apis/BIAN-3/CustomerWorkbench/12.0.0)
BIAN Proposed ISO20022 Control Record Match	CustomerWorkbenchSession
Core Business Object	
Individual Analytics	customerWorkbenchOperatingSessionAccumulators customerWorkbenchOperatingSessionActivityAnalysis customerWorkbenchOperatingSessionPerformanceAnalysis customerWorkbenchOperatingSessionTrends&Events
Portfolio Analytics	customerWorkbenchOperatingSessionPortfolioActivityAnalysis customerWorkbenchOperatingSessionPortfolioMake-UpAnalysis customerWorkbenchOperatingSessionPortfolioPerformanceAnalysis

Scenarios

-  EXT Handle Request for Overdraft Limit on Virtual Account (views/view_55055.html)
-  EXT Handle Request to Add Account to Sweep Agreement (views/view_55061.html)
-  Initiate Payment Order (views/view_54825.html)
-  EXT Handle Request to Move Overdraft Limit between Virtual Accounts (views/view_54989.html)
-  EXT Handle Request for High Volume Account Opening (views/view_54681.html)
-  EXT Process Closing of Merchandising Loan (views/view_54723.html)
-  Handle Request for Withdrawal from Consumer Loan (views/view_54840.html)
-  2 - Retrieve a list of connected ASPSB banks (views/view_46375.html)
-  Handle Customer Request for User Access Token Using Bank Authorization Grant and its Client Secret within Active Contact (views/view_54913.html)
-  Create Customer Reports (views/view_55419.html)
-  EXT Handle Merchandising Loan Application (views/view_55092.html)
-  EXT Handle Request to Open Retail Current Account (views/view_55487.html)
-  EXT Handle Customer Relationships Case (views/view_55529.html)
-  EXT Disburse Renewed Uncollateralised Consumer Loan (views/view_55413.html)
-  EXT Handle Request to Reactivate Dormant Corporate Current Account (views/view_55347.html)
-  EXT Handle Request to Change Corporate Current Account Ownership (views/view_55493.html)
-  EXT Handle Request to Pre-Open Corporate Current Account (views/view_55077.html)
-  EXT Handle Request to Add Signatory to Corporate Current Account (views/view_55296.html)
-  EXT Process B2B Direct Debit Mandate Notice from Creditor Bank at Debtor Bank (views/view_55425.html)
-  EXT Handle Bulk Request for Opening Salary Accounts (views/view_55326.html)
-  Handle Servicing Request for Access Attempt with out of Pattern Customer or TPP Behaviour (views/view_55532.html)
-  Handle TPP Request for Registration with Bank and Exchange of 'Client Identifier' and 'Client Secret' for Later Reference (views/view_55320.html)
-  EXT Handle Request to Use Direct Debits as Payment Instrument (views/view_55260.html)
-  Get Customer Request and Show Account Balance (views/view_55475.html)
-  EXT Handle Request to Terminate Sweep Agreement (views/view_55499.html)
-  EXT Prepare Transfer of Ownership and Title (views/view_55188.html)
-  EXT Handle Instruction to Terminate B2B Direct Debits Service at Creditor Bank (views/view_55440.html)
-  Process Access Request by TPP on Behalf of Customer (views/view_55437.html)
-  EXT Handle Request to Change Virtual Account Ownership (views/view_55562.html)
-  2 - Customer Sees the NBP Offer and Decides if to Apply (views/view_55585.html)

-  EXT Handle Request to Close Virtual Account (views/view_55455.html)
-  EXT Handle Request for High Volume Virtual Account Opening (views/view_55266.html)
-  Handle Request to Get Customer Account Balance (views/view_55284.html)
-  EXT Handle Request to Close Corporate Current Account (views/view_55101.html)
-  EXT Handle Request for Combined Account Statement (views/view_55637.html)
-  EXT Handle Request for Renewal of Uncollateralised Consumer Loan
(views/view_55034.html)
-  EXT Handle Request to Detach Account from Corporate Payroll Service Agreement
(views/view_54714.html)
-  4 - Customer log-in (views/view_38593.html)
-  EXT Process Closing for Renewal of Uncollateralised Consumer Loan
(views/view_54770.html)
-  EXT Handle Request for Preferential Rates for Corporate Current Account
(views/view_54889.html)
-  6&7 - Retrieve accounts and consent details (views/view_35037.html)
-  EXT Handle Request for Account Statement and Outgoing Credit Transfer
(views/view_54747.html)
-  Handle Customer Request to Log On to Bank to Authenticate and to Authorise Client
Access to Their Account (views/view_54928.html)
-  EXT Handle Request for Account Statement and Balances (views/view_54631.html)
-  Process Customer Access Request and Authentication (views/view_54634.html)
-  EXT Handle Request to Change Sweep Sequence (views/view_54834.html)
-  EXT Record Core SEPA Direct Debit Mandate at Creditor Bank (views/view_54744.html)
-  EXT Handle Request to Open Corporate Current Account (views/view_54675.html)
-  EXT Disburse Merchandising Loan (views/view_54860.html)
-  Handle Customer Request for Payment Order during Active Mobile Access Session
(views/view_55010.html)
-  EXT Handle Request to Open Virtual Account (views/view_54790.html)
-  Handle Request for Consumer Loan Financial Analysis Reports (views/view_54758.html)
-  2 - Retrieve a list of ASPSB banks from the OB Directory (views/view_42714.html)
-  EXT Handle Request to Open Term Deposit Agreement for Retail Customer
(views/view_55007.html)
-  EXT Handle Request to Change Term Deposit Agreement Conditions
(views/view_54971.html)
-  EXT Handle Request to Open Term Deposit under Term Deposit Agreement for Retail
Customer (views/view_55547.html)
-  EXT Handle Request to Change Term Deposit Attached Corporate Current Account
(views/view_55610.html)
-  EXT Handle request for Corporate Debit Cards Service (views/view_55446.html)
-  EXT Handle Request to Open Term Deposit under Term Deposit Agreement for
Corporate Customer (views/view_55209.html)
-  EXT Handle Request to Establish Term Deposit Agreement (views/view_54702.html)

-  EXT Handle Request for Early Closing of Term Deposit (views/view_54863.html)
-  EXT Handle Request for Early Renewal of Term Deposit (views/view_54866.html)
-  EXT Handle Request to Establish Credit Transfer Standing Order on Corporate Current Account (views/view_54951.html)
-  EXT Handle Request for Modification of Merchandising Loan (views/view_54708.html)

Service Role Provide a customer access portal to the banks products and services through any suitable channel and device

BIAN Life Cycle

Registration Status Registered

Stereotypes

stereotype ServiceDomain

Appears on

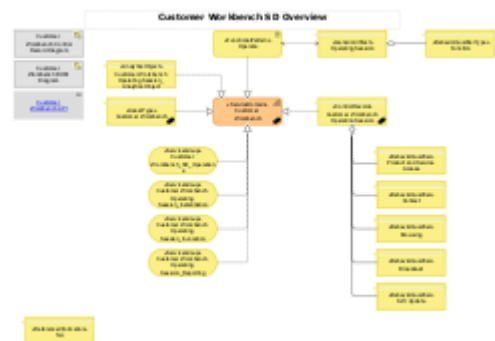


(views/view_50878.html)



BIAN Coreless 2.0 Wireframe

(views/view_51390.html)



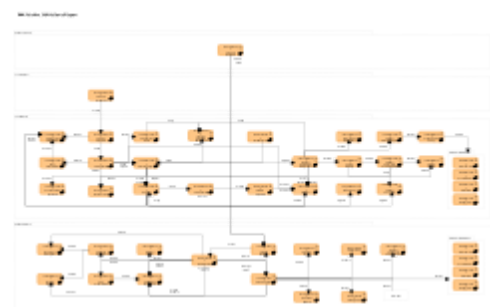
Customer Workbench SD Overview

(views/view_51552.html)



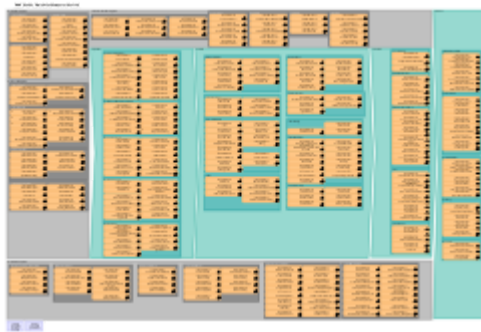
External Access Framework

(views/view_51594.html)



BIAN Coreless 3.0 Wireframe

(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



- ASPSP Customer (object_25.html?object=102334)
- TTP Customer (object_25.html?object=102465)
- External Access Framework (object_25.html?object=127286)
- Cross Channel (object_25.html?object=130605)
- Wave 2 (object_25.html?object=153742)
- Wave 1 (object_25.html?object=153747)
- Cross Channel (object_25.html?object=171776)

associated
with



- Access Event (object_25.html?object=150256)

gets input
from



- System Deployment (object_20.html?object=30027)
- Customer Relationship Management (object_21.html?object=30437)
- Servicing Order (object_21.html?object=32295)
- Business Development (object_20.html?object=32900)
- Corporate Current Account (object_21.html?object=34221)
- Current Account (object_21.html?object=37122)
- Customer Offer (object_22.html?object=39968)
- Contact Handler (object_20.html?object=41839)
- Session Dialogue (object_23.html?object=48273)

is equal to

























- Customer Workbench (object_36.html?object=34734)























is part of



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

realized by

-  Customer Workbench Operating Session_ Analytics Object (object_25.html?object=110974)
 -  Customer Workbench Operating Session_Reporting (object_17.html?object=158473)
 -  Customer Workbench Operating Session_Invocation (object_17.html?object=158486)
 -  Customer Workbench_SD_Operations (object_20.html?object=158492)
 -  Customer Workbench Operating Session_Instantiation (object_17.html?object=158494)
 -  Create a new SO "Capture information to pass through the session" with Exchange Action Term at the level of BQ Contact (object_31.html?object=161685)
 -  Customer Workbench_SD_Service Group (object_20.html?object=243887)
 -  Re BQ Retrieve details about a SW update (object_12.html?object=28724)
 -  Re CR Retrieve details about the workbench session (object_12.html?object=28847)
 -  Rq BQ Request manual intervention in a contact (e.g. request service) (object_12.html?object=29184)
 -  In BQ Initiate a contact with the bank (object_12.html?object=29528)
 -  Up BQ Update details for the contact (object_12.html?object=29706)
 -  Up BQ Update details for the product/service access (object_13.html?object=31816)
 -  In BQ Initiate a workstation broadcast (object_12.html?object=33094)
 -  Re BQ Retrieve details about a browsing session (object_12.html?object=33463)
 -  Up CR Update details of a workbench session (object_12.html?object=33659)
 -  In BQ Initiate a SW update (object_12.html?object=33704)
 -  Capture information to pass through the session (object_14.html?object=35541)
 -  In BQ Initiate product/service access within the contact (object_14.html?object=35905)
 -  Re BQ Retrieve details about a workstation broadcast (object_14.html?object=37717)
 -  Customer Workbench Operating Session (object_24.html?object=37812)
 -  Ec BQ Accept, reject etc a SW update (object_15.html?object=38487)
 -  Re BQ Retrieve details about a contact (object_15.html?object=40000)
 -  Rq BQ Request manual intervention in a product/service access (e.g. request service) (object_15.html?object=40661)
 -  In CR Initiate a customer workbench operating session (object_12.html?object=41882)
 -  In BQ Initiate a browsing session (object_12.html?object=42159)
 -  Ex BQ Execute an automated action with the product/service access (e.g. self serve) (object_12.html?object=42297)
 -  Customer Workbench (object_24.html?object=43858)
 -  Co CR Control a workbench session (e.g. terminate) (object_16.html?object=44075)
 -  Ex BQ Execute tasks within a browsing session (e.g. extract data) (object_16.html?object=44751)
 -  Re BQ Retrieve details about product/service access (object_16.html?object=46239)
 -  Ex BQ Execute an automated action within the contact (e.g. self serve) (object_17.html?object=47232)
 -  Operate (object_28.html?object=58128)
-

sends output to		System Deployment (object_20.html?object=30027)
		Customer Access Entitlement (object_20.html?object=30136)
		eBranch Operations (object_21.html?object=30829)
		Issued Device Administration (object_21.html?object=30905)
		Advanced Voice Services Operations (object_21.html?object=37680)
serves		Channel Management (object_6.html?object=130032)
triggered by		Payment Initiation (object_20.html?object=29967)
		Customer Relationship Management (object_21.html?object=30437)
		eBranch Operations (object_21.html?object=30829)
		Servicing Order (object_21.html?object=32295)
		Corporate Payroll Services (object_21.html?object=32364)
		Party Asset Directory (object_21.html?object=34169)
		Corporate Current Account (object_21.html?object=34221)
		Collateral Asset Administration (object_21.html?object=37744)
		Customer Offer (object_22.html?object=39968)
		Disbursement (object_22.html?object=41459)
		Merchandising Loan (object_22.html?object=41553)
		Contact Handler (object_20.html?object=41839)
		Consumer Loan (object_22.html?object=42931)
		Customer Case (object_22.html?object=47339)
		Session Dialogue (object_23.html?object=48273)
triggers		eBranch Operations (object_21.html?object=30829)