

eBranch Management (Capability)

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

Documentation

Properties

Appears on

Relations

1. Role Definition



Handles the oversight and configuration of the e-branch (web/data) 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 e-branch channel based on capacity/volume projections

3. Executive Summary



Oversee the configuration and operation of the e-branch channel facilities

4. Key Features

^



- Determine the required e-branch 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	eBranch Management API (https://app.swaggerhub.com/apis/BIAN-3/eBranchManagement/12.0.0)
Core Business Object	 eBranch Channel Management Plan (object_26.html?object=34544)
Individual Analytics	eBranchChannelManagementPlanAccumulators eBranchChannelManagementPlanActivityAnalysis eBranchChannelManagementPlanPerformanceAnalysis eBranchChannelManagementPlanTrends&Events
Portfolio Analytics	eBranchChannelManagementPlanPortfolioActivityAnalysis eBranchChannelManagementPlanPortfolioMake-UpAnalysis eBranchChannelManagementPlanPortfolioPerformanceAnalysis
Scenarios	 Review Use of Products and Services Via eBranch (views/view_54778.html)
Service Role	Oversee and determine the optimum configuration for the product and service combinations available over the Web
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	

stereotype

ServiceDomain

Appears on

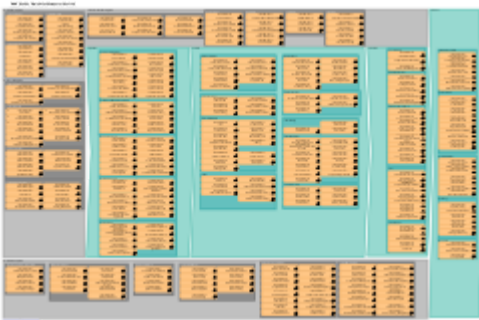


(views/view_51318.html)



eBranch Management SD Overview

(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



- 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 equal to



- eBranch Management (object_36.html?object=34845)

is part of



Channel Specific (object_25.html?object=130065)

realized by



eBranch Management_SD_Service Group (object_19.html?object=242805)



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)



Rq BQ Request manual intervention in troubleshooting tasks (object_13.html?object=30674)



Up CR Update aspects of the eBranch channel management plan (object_13.html?object=32817)



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)



Rq CR Request manual intervention with the plan (object_14.html?object=36691)



Ec CR Accept, reject, etc. aspects of the eBranch channel management plan (object_14.html?object=37240)



Rq BQ Request manual intervention in the capacity plan (object_14.html?object=37677)



Cr CR Create the management plan for the e Branch channel (object_14.html?object=37705)



Re BQ Retrieve details about a maintenance or upgrade management plan (object_15.html?object=38340)



eBranch Channel (object_24.html?object=38832)



Up BQ Update details of the capacity management plan for the channel (object_15.html?object=38905)



Re CR Retrieve details about the eBranch channel management plan (object_15.html?object=40298)



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)



eBranch Channel Management Plan (object_24.html?object=48557)



Manage (object_28.html?object=58116)



eBranch Channel Management Plan_Reporting (object_19.html?object=75718)



eBranch Channel Management Plan_Analytics Object (object_25.html?object=75731)



eBranch Management_SD_Operations (object_19.html?object=75733)



eBranch Channel Management Plan_Instantiation (object_19.html?object=75740)



eBranch Channel Management Plan_Invocation (object_19.html?object=75742)

sends output
to



eBranch Operations (object_21.html?object=30829)



Channel Activity Analysis (object_21.html?object=34254)



Servicing Activity Analysis (object_22.html?object=46634)

serves



Channel Management (object_6.html?object=130032)

triggers



Channel Activity Analysis (object_21.html?object=34254)

Customer Campaign Design (object_22.html?object=47269)
