Advanced Voice Services Operations

(Capability)

1. Role Definition

This service domain handles the operation of the PBX/telephony infrastructure which can include embedded IVR capabilities. The PBX system will have close integration with the call center and E-Branch capabilities depending on the degree of computer telephony integration (CTI) and cross channel support

2. Example of Use

Example of use:

The numeric menu is adjusted to increase self-serve activity during a period of peak loading (this could be implemented in the IVR in a more sophisticated set-up)

3. Executive Summary ⌃

This service domain operates the telephone channel infrastructure, including the IVR and any other automated devices as appropriate. This includes handling default routing rules and intra-day/session adjustments to deal with peak load or other operational variations

4. Key Features ⌃

Handle in-bound customer voice contacts

Provide out bound voice connections voice

Handle service issue reporting and resolution

Documentation ⌃

Properties ⌃

Property	Value
Service Domain	
API BIAN Portal	Advanced Voice Services Operations API (https://app.swaggerhub.com/apis/BIAN-3/AdvancedVoiceServicesOperations/12.0.0)
Core Business Object	▭ Voice Channel Session (object_26.html?object=36697)
Individual Analytics	voiceChannelOperatingSessionAccumulators voiceChannelOperatingSessionActivityAnalysis voiceChannelOperatingSessionPerformanceAnalysis voiceChannelOperatingSessionTrends&Events
Portfolio Analytics	voiceChannelOperatingSessionPortfolioActivityAnalysis voiceChannelOperatingSessionPortfolioMake-UpAnalysis voiceChannelOperatingSessionPortfolioPerformanceAnalysis
Scenarios	▤ Develop Opportunity (views/view_55143.html) ▤ Handle Failed Self Service Product Application (views/view_54810.html)
Service Role	Operate the telephone channel infrastructure, including the IVR and any other automated devices as appropriate. This includes default routing rules and intra-day/session adjustments to deal with peak load or other operational variations

BIAN Life Cycle	
Registration Status	Registered

Stereotypes	
stereotype	ServiceDomain

Appears on ⌃

(views/view_51417.html)
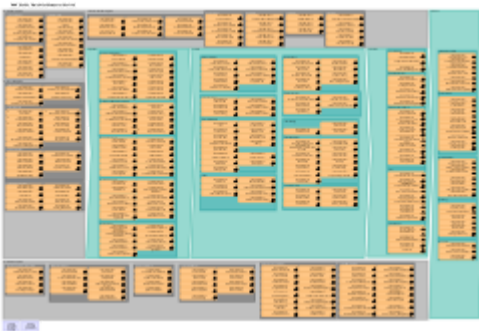
(views/view_51705.html)

Advanced Voice Services Operations SD…

BIAN Service Landscape V12.0 Value Ch…

(views/view_51891.html)

BIAN Service Landscape V12.0 Matrix Vi…

Relations ⌃

aggregated by   Wave 1 (object_25.html?object=153747)

Channel Specific (object_25.html?object=172079)

gets input from	Advanced Voice Services Management (object_20.html?object=29564)
	Channel Activity Analysis (object_21.html?object=34254)
	Customer Workbench (object_21.html?object=34733)
	Channel Activity History (object_21.html?object=38870)
	Contact Handler (object_20.html?object=41839)
is equal to	Advanced Voice Services Operations (object_37.html?object=37681)
is part of	Channel Specific (object_25.html?object=130065)
realized by	Voice Channel Operating Session_ Analytics Object (object_25.html?object=111476)
	Advanced Voice Services Operations_SD_Operations (object_19.html?object=126560)
	Voice Channel Operating Session_Instantiation (object_17.html?object=126562)
	Voice Channel Operating Session_Reporting (object_17.html?object=126570)
	Voice Channel Operating Session_Invocation (object_17.html?object=126579)
	Advanced Voice Services Operations_SD_Service Group (object_19.html?object=239924)
	Rq CR Report an issue with the production service (object_12.html?object=29424)
	Co CR Control the service session (object_13.html?object=30725)
	In BQ Execute an inbound voice connection (object_13.html?object=32624)
	Re BQ Retrieve details about an outbound voice connection (object_14.html?object=34771)
	Voice Channel (object_24.html?object=34976)
	In BQ Execute an outbound voice connection (object_14.html?object=37671)
	Re CR Retrieve details and statistics relating to a session (object_15.html?object=40888)
	Up CR Update the voice access service menu during the session (object_15.html?object=41287)
	In CR Initiate the voice channel service (object_16.html?object=45734)
	Voice Channel Operating Session (object_24.html?object=46973)
	Re BQ Retrieve details about an inbound voice connection (object_17.html?object=48525)
	Operate (object_28.html?object=58128)
sends output to	Channel Activity Analysis (object_21.html?object=34254)
	Channel Activity History (object_21.html?object=38870)
	Contact Handler (object_20.html?object=41839)
serves	Channel Management (object_6.html?object=130032)
triggered by	Servicing Order (object_21.html?object=32295)
	Point of Service (object_22.html?object=43170)
triggers	Contact Handler (object_20.html?object=41839)