Case Root Cause Analysis (Capability)

1. Role Definition

Analyze customer servicing case resolution records for root cause insights. Analysis can be focused for more specific analysis including: problematic product and service features that can be refined; possible operational weaknesses that might require improved training/guidelines; and, to detect possible credit/fraud patterns

2. Example of Use

Example of use:

Contact center case resolution records are reviewed to identify recurring issues that can be resolved with improved servicing representative training and guidelines

3. Executive Summary

Root cause analysis business function reviews case reports to identify possible improvements to eliminate/mitigate servicing issues

4. Key Features ⌃

Product and service feature related issue analysis

Servicing and operational performance issue analysis

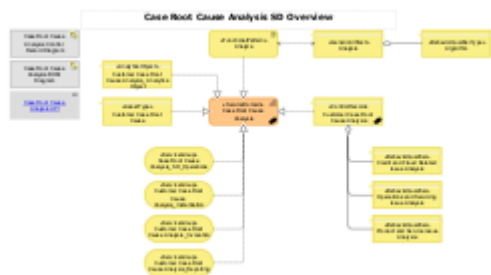Credit and fraudulent behavior analysis

Documentation ⌃

Properties ⌃

Property	Value
Service Domain	
API BIAN Portal	Case Root Cause Analysis API (https://app.swaggerhub.com/apis/BIAN-3/CaseRootCauseAnalysis/12.0.0)
Individual Analytics	customerCaseRootCauseAnalysisAccumulators customerCaseRootCauseAnalysisActivityAnalysis customerCaseRootCauseAnalysisPerformanceAnalysis customerCaseRootCauseAnalysisTrends&Events
Portfolio Analytics	customerCaseRootCauseAnalysisPortfolioActivityAnalysis customerCaseRootCauseAnalysisPortfolioMake-UpAnalysis customerCaseRootCauseAnalysisPortfolioPerformanceAnalysis
Scenarios	
Service Role	Analyze case resolution records for insights into product/service/operational weaknesses and to detect possible credit/fraud patterns
BIAN Life Cycle	
Registration Status	Registered
Stereotypes	
stereotype	ServiceDomain

Appears on ⌃

Case Root Cause Analysis SD Overview
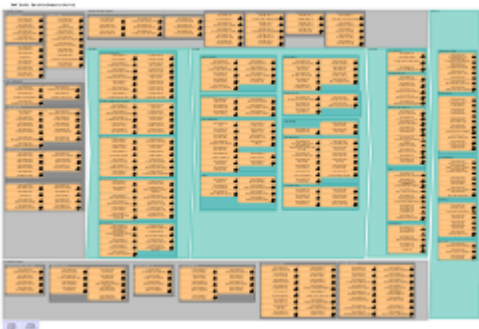
BIAN Service Landscape V12.0 Value Ch…

BIAN Service Landscape V12.0 Matrix Vi…

Relations

aggregated by	Servicing (object_25.html?object=130062)
	Wave 5 (object_25.html?object=153746)
	Product Management (object_25.html?object=172104)
is equal to	Case Root Cause Analysis (object_37.html?object=43456)
is part of	Servicing (object_25.html?object=130062)

realized by	Customer Case Root Cause Analysis_ Analytics Object (object_25.html?object=111137)
	Customer Case Root Cause (object_24.html?object=130266)
	Customer Case Root Cause Analysis_Reporting (object_17.html?object=133961)
	Customer Case Root Cause Analysis_Instantiation (object_17.html?object=133967)
	Case Root Cause Analysis_SD_Operations (object_19.html?object=133974)
	Customer Case Root Cause Analysis_Invocation (object_17.html?object=133978)
	Case Root Cause Analysis_SD_Service Group (object_19.html?object=240068)
	Up CR Update details relating to Customer Case Root Cause Analysis (object_12.html?object=28862)
	In BQ Instantiate a new Operations and Servicing Issue Analysis (object_12.html?object=29806)
	Customer Case Root Cause Analysis (object_24.html?object=30472)
	Re BQ Retrieve details about any aspect of Product and Service issue Analysis (object_13.html?object=31674)
	Re CR Retrieve details about any aspect of Customer Case Root Cause Analysis (object_13.html?object=32427)
	Rq BQ Request manual intervention or a decision with respect to Operations and Servicing Issue Analysis (object_12.html?object=32853)
	Rq BQ Request manual intervention or a decision with respect to Credit and Fraud Related Issue Analysis (object_14.html?object=35644)
	Up BQ Update details relating to Credit and Fraud Related Issue Analysis (object_14.html?object=36015)
	Up BQ Update details relating to Operations and Servicing Issue Analysis (object_14.html?object=37057)
	Ex CR Execute an available automated action for Customer Case Root Cause Analysis (object_14.html?object=38187)
	Re BQ Retrieve details about any aspect of Operations and Servicing Issue Analysis (object_15.html?object=38503)
	Re BQ Retrieve details about any aspect of Credit and Fraud Related Issue Analysis (object_15.html?object=39029)
	Ex BQ Execute an available automated action for Product and Service issue Analysis (object_15.html?object=39239)
	Ex BQ Execute an available automated action for Credit and Fraud Related Issue Analysis (object_15.html?object=39522)
	In CR Instantiate a new Customer Case Root Cause Analysis (object_15.html?object=40776)
	Rq BQ Request manual intervention or a decision with respect to Product and Service issue Analysis (object_16.html?object=43947)
	Ex BQ Execute an available automated action for Operations and Servicing Issue Analysis (object_16.html?object=44495)
	Rq CR Request manual intervention or a decision with respect to Customer Case Root Cause Analysis (object_16.html?object=45836)

Up BQ Update details relating to Product and Service issue Analysis (object_16.html?object=45994)

In BQ Instantiate a new Credit and Fraud Related Issue Analysis (object_16.html?object=46017)

In BQ Instantiate a new Product and Service issue Analysis (object_17.html?object=48435)

Analyze (object_28.html?object=58100)

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