

# Customer Case (Capability)

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

Documentation

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## 1. Role Definition

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Case resolution tasks follow specific procedures for the type of case involved. Case resolution can be quick by applying resolution rules and obtaining additional authorization as necessary, or they can be long living activities, for example where documentation is requested and has to be retrieved from merchants or other interested parties before the disputed issue can finally be ruled upon. A wide range of case types can be expected

## 2. Example of Use

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A case resolution operator works through the resolution of a case, following the established process for the specific case - in this case a disputed charge that is below a threshold allowing the credit to be charged to the merchant

## 3. Executive Summary

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This service domain handles the initiation, tracking, resolution and reporting on customer cases (issues that typically require corrective response to some financial transaction)

4. Key Features

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- Customer case capture and classification
- Case related information consolidation
- Customer case diagnosis and decisioning
- Customer case resolution implementation

Documentation

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Properties

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Property	Value
Service Domain	
API BIAN Portal	Customer Case API ( <a href="https://app.swaggerhub.com/apis/BIAN-3/CustomerCase/12.0.0">https://app.swaggerhub.com/apis/BIAN-3/CustomerCase/12.0.0</a> )
BIAN Proposed ISO20022 Control Record Match	DisputeManagementProcess
Core Business Object	
Individual Analytics	customerCaseProcedureAccumulators customerCaseProcedureActivityAnalysis customerCaseProcedurePerformanceAnalysis customerCaseProcedureTrends&Events
Portfolio Analytics	customerCaseProcedurePortfolioActivityAnalysis customerCaseProcedurePortfolioMake-UpAnalysis customerCaseProcedurePortfolioPerformanceAnalysis
Scenarios	<div><div></div> Customer Relationship Case Initiation (<a href="#">views/view_55022.html</a>)<div></div><div></div> EXT Handle Customer Relationships Case (<a href="#">views/view_55529.html</a>)<div></div><div></div> Handle Card Chargeback at Issuer (<a href="#">views/view_55464.html</a>)<div></div><div></div> Process Notification to Remove Amount Block (<a href="#">views/view_54828.html</a>)<div></div><div></div> Initiate Customer Relationship Case (<a href="#">views/view_54598.html</a>)</div>
Service Role	Initiate, track, resolve and report on customer cases (issues that typically require corrective response to some financial transaction)
BIAN Life Cycle	
Registration Status	Registered

Stereotypes

stereotype

ServiceDomain

Appears on

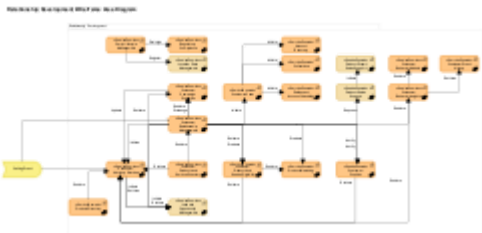


(views/view\_50878.html)



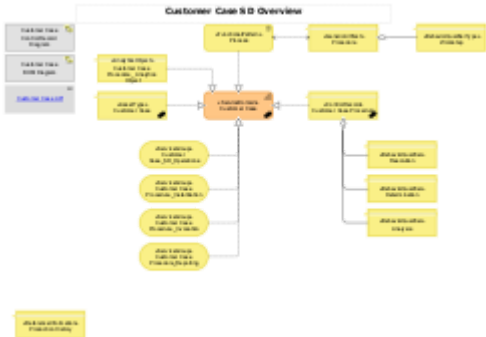
BIAN Coreless 2.0 Wireframe

(views/view\_51270.html)



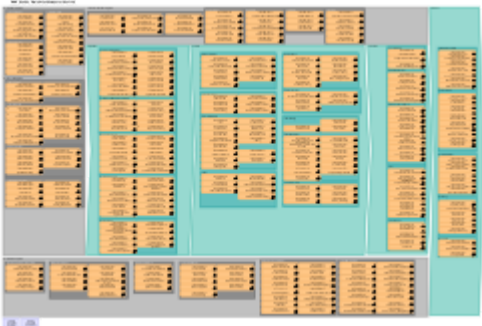
Relationship Development

(views/view\_51678.html)



Customer Case 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		Servicing (object_25.html?object=130062)
		Wave 2 (object_25.html?object=153742)
		Customer Care (object_25.html?object=171879)
gets input from		Current Account (object_21.html?object=37122)
		Customer Case (object_22.html?object=47339)
		Session Dialogue (object_23.html?object=48273)
is equal to		Customer Case (object_38.html?object=47340)
is part of		Servicing (object_25.html?object=130062)







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realized by

-  Customer Case Procedure\_ Analytics Object (object\_25.html?object=111067)
-  Customer Case Procedure\_Invocation (object\_18.html?object=216345)
-  Customer Case\_SD\_Operations (object\_19.html?object=216350)
-  Customer Case Procedure\_Instantiation (object\_18.html?object=216371)
-  Customer Case Procedure\_Reporting (object\_18.html?object=216376)
-  Customer Case\_SD\_Service Group (object\_19.html?object=239858)
-  Rq CR Request manual intervention in a case (e.g. engage a specialist) (object\_12.html?object=28909)
-  Re BQ Retrieve details about the resolution actions for a customer case (object\_12.html?object=29656)
-  Up CR Update details about a customer case (object\_13.html?object=30570)
-  Up BQ Update details of the determination in a customer case (object\_12.html?object=33109)
-  Up BQ Update details of the resolution tasks of a customer case (object\_13.html?object=34123)
-  Re BQ Retrieve details about the determination of a customer case (object\_14.html?object=35377)
-  Re CR Retrieve details about a customer case (object\_14.html?object=35403)
-  Ec CR Accept, verify, reject etc. some aspect of a customer case (object\_14.html?object=36012)
-  Customer Case (object\_24.html?object=36238)
-  Customer Case Procedure (object\_24.html?object=37815)
-  Re BQ Retrieve details about the analysis of a customer case (object\_15.html?object=38352)
-  Ex CR Execute an automated task against a customer case (e.g. upload data) (object\_15.html?object=38850)
-  Up BQ Update details of the analysis in a customer case (object\_16.html?object=45927)
-  Co CR Control the processing of a customer case (e.g. suspend) (object\_17.html?object=46982)
-  In CR Initiate a customer case procedure (object\_17.html?object=48014)
-  Ec BQ Accept, verify, reject etc. the resolution tasks of a customer case (object\_17.html?object=48566)
-  Process (object\_28.html?object=58066)

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sends output  
to

-  Customer Relationship Management (object\_21.html?object=30437)
-  Card Case (object\_21.html?object=30796)
-  Correspondence (object\_20.html?object=32927)
-  Corporate Current Account (object\_21.html?object=34221)
-  Credit Card (object\_22.html?object=40448)
-  Customer Case (object\_22.html?object=47339)

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serves

-  Task Management (object\_6.html?object=130474)
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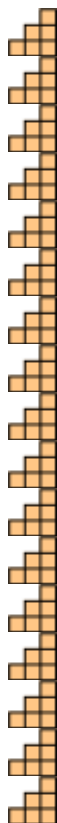
triggered by



Customer Relationship Management (object\_21.html?object=30437)  
Servicing Order (object\_21.html?object=32295)  
Customer Case (object\_22.html?object=47339)  
Session Dialogue (object\_23.html?object=48273)

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triggers



Card Case (object\_21.html?object=30796)  
Customer Agreement (object\_20.html?object=32862)  
Correspondence (object\_20.html?object=32927)  
Corporate Current Account (object\_21.html?object=34221)  
Customer Workbench (object\_21.html?object=34733)  
Customer Behavior Insights (object\_21.html?object=34917)  
Product Directory (object\_21.html?object=34953)  
Card Transaction Capture (object\_21.html?object=35397)  
Payment Order (object\_21.html?object=35550)  
Account Recovery (object\_21.html?object=35767)  
Current Account (object\_21.html?object=37122)  
Savings Account (object\_21.html?object=38858)  
Credit Card (object\_22.html?object=40448)  
Collections (object\_22.html?object=44734)  
Delinquent Account Handling (object\_22.html?object=47264)  
Customer Case (object\_22.html?object=47339)  
Customer Event History (object\_23.html?object=47633)

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