

# Session Dialogue (Capability)

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

Documentation

Properties

Appears on

Relations

## 1. Role Definition

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The customer contact dialogue handling capability can provide highly structured orchestration to streamline a customer interaction by consolidating and presenting customer related data in context. It can also use the session to gather additional customer intelligence. In a more advance implementation the customer interaction capabilities can be integrated into an automated self/service context in addition to the more conventional assisted service model. The structured customer dialogue can include tasks to check for other business activities that can be built into the exchange for example, delivering pending communications, sales/marketing attempts, capturing intelligence/triggers, updating relationship status/details, product fulfillment (such as synchronizing customer-side data). The facility can be designed to support multi-channel/multi-device deployments

## 2. Example of Use

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A customer dials into the contact center with a current account balance request. The customer identity is checked by the servicing representative (using a Party Profile Service Domain call). After the customer initial query has been addressed the dialogue is structured to attempt a sales pitch for an internal campaign that the customer has been pre-approved for as flagged in their Party Profile record

3. Executive Summary

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This service domain handles/structures the customer narrative during an interactive session. It consolidates and presents pertinent customer information and provides servicing guidelines with standard dialogue/scripting as appropriate. It can include the capability to provoke questions to capture key relationship and sales triggers. It also ensures the correct sequencing, dialogue content and actions are performed/initiated during the customer interaction. It may further leverage the session by passing on customer notifications, status updates and triggering sales/marketing efforts.

4. Key Features

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- Consolidate customer reference and product usage details
- Structure the dialogue based on identified topic - process customer queries
- Access context specific guidance/help text
- Orchestrate product/service access
- Initiate additional customer authentication when needed
- Initiate sales and relationship development actions when appropriate

Documentation

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Properties

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Property	Value
Service Domain	
API BIAN Portal	Session Dialogue API ( <a href="https://app.swaggerhub.com/apis/BIAN-3/SessionDialogue/12.0.0">https://app.swaggerhub.com/apis/BIAN-3/SessionDialogue/12.0.0</a> )
BIAN Proposed ISO20022 Control Record Match	CustomerContactProcess
Core Business Object	







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Individual Analytics	customerContactSessionProcedureAccumulators customerContactSessionProcedureActivityAnalysis customerContactSessionProcedurePerformanceAnalysis customerContactSessionProcedureTrends&Events
Portfolio Analytics	customerContactSessionProcedurePortfolioActivityAnalysis customerContactSessionProcedurePortfolioMake-UpAnalysis customerContactSessionProcedurePortfolioPerformanceAnalysis

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## Scenarios


-  EXT Handle Request for Overdraft Limit on Virtual Account (views/view\_55055.html)
-  Handle Request for Windfall Investment (views/view\_55037.html)
-  EXT Handle Request to Add Account to Sweep Agreement (views/view\_55061.html)
-  Set Up New Card for Card Application (views/view\_55052.html)
-  Handle Request for Balance Transfer (views/view\_55031.html)
-  Initiate Payment Order (views/view\_54825.html)
-  9 - Update status of the consent to authorized and get authentication code (views/view\_39389.html)
-  EXT Handle Request to Move Overdraft Limit between Virtual Accounts (views/view\_54989.html)
-  Handle Request for Card Activation (views/view\_55025.html)
-  Customer Relationship Case Initiation (views/view\_55022.html)
-  Process Authentication Request by Issuer (views/view\_54669.html)
-  EXT Handle Request for High Volume Account Opening (views/view\_54681.html)
-  Handle Request for Withdrawal from Consumer Loan (views/view\_54840.html)
-  Handle Request for Copy of Active Version of Mandate at Debtor Bank (views/view\_55016.html)
-  2 - Retrieve a list of connected ASPSB banks (views/view\_46375.html)
-  Execute Customer Onboarding API version (views/view\_54883.html)
-  Handle Request for Notional Pooling Agreement (views/view\_54592.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)
-  Handle Request to Use Direct Debits as Payment Instrument (views/view\_55659.html)
-  Handle Request for Loan that Requires Syndication (views/view\_55083.html)
-  Handle Instruction to Terminate B2B Direct Debits Service at Creditor Bank (views/view\_55197.html)
-  Handle Request to Cancel Credit Transfer Standing Order on Corporate Current Account (views/view\_55362.html)
-  Handle Request for Direct Debit Payments (views/view\_55128.html)
-  Handle Request for Refund of Incoming Direct Debit at Debtor Bank (views/view\_55452.html)
-  Handle Request for Account Statement (views/view\_55257.html)
-  Handle Request to Add Account to Sweep Agreement (views/view\_55314.html)
-  EXT Handle Merchandising Loan Application (views/view\_55092.html)
-  Handle Request to Close Savings Account (views/view\_55416.html)
-  Handle Request for Outgoing Credit Transfer (views/view\_55383.html)
-  EXT Handle Request to Open Retail Current Account (views/view\_55487.html)
-  Execute Interactive Retention Campaign (views/view\_55098.html)
-  Authorise Card Use by Acquirer (views/view\_55588.html)

-  Process Performance Review (views/view\_55107.html)
-  Perform Customer Product Matching and Selection (views/view\_55621.html)
-  EXT Handle Customer Relationships Case (views/view\_55529.html)
-  Handle Request to Reactivate Dormant Corporate Current Account (views/view\_55155.html)
-  Handle Request to Open Savings Account (views/view\_55628.html)
-  Handle Request for Corporate Loan (views/view\_55212.html)
-  Handle Request for Outgoing FCY Credit Transfer via SWIFT (views/view\_55095.html)
-  EXT Handle Request to Reactivate Dormant Corporate Current Account (views/view\_55347.html)
-  Handle Request for Cash Withdrawal from Savings Account (views/view\_55359.html)
-  Handle Request for Product Support (views/view\_55511.html)
-  Process Contact setup and start TPP Servicing Dialogue (views/view\_55305.html)
-  EXT Handle Request to Change Corporate Current Account Ownership (views/view\_55493.html)
-  Handle Request for Investment Plan (views/view\_55514.html)
-  Develop Opportunity (views/view\_55143.html)
-  Handle Card Chargeback at Issuer (views/view\_55464.html)
-  Process Internal Customer Upgrade (views/view\_55263.html)
-  Handle Request for Credit Facility (views/view\_55481.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 Request for Early Payback of Consumer Mortgage Loan Due to Sale of Property (views/view\_54625.html)
-  Handle Request to Block Card (views/view\_55104.html)
-  Handle Request to Establish Credit Transfer Standing Order on Corporate Current Account (views/view\_55203.html)
-  Handle TPP Request for Registration with Bank and Exchange of 'Client Identifier' and 'Client Secret' for Later Reference (views/view\_55320.html)
-  Handle Request to Detach Account from Corporate Payroll Service Agreement (views/view\_55152.html)
-  EXT Handle Request to Use Direct Debits as Payment Instrument (views/view\_55260.html)
-  Handle Request to Sell Syndicated Loan Participation to other Bank when Lead Bank Is not Seller or Buyer-I (views/view\_55550.html)
-  Handle Request for Combined Account Statement (views/view\_55293.html)
-  Process Portfolio Rebalancing (views/view\_55523.html)
-  Handle Request for Refund of Internal Direct Debit (views/view\_55239.html)
-  Handle Request to Open Retail Current Account (views/view\_55365.html)


 Handle Request for Corporate Sweep Agreement (views/view\_55200.html)

 Get Customer Request and Show Account Balance (views/view\_55475.html)

 EXT Handle Request to Terminate Sweep Agreement (views/view\_55499.html)

 Handle Request for BNPL Financing by Bank where Buyer Is Existing Customer (views/view\_55517.html)

 Handle Request for Preferential Rates for Corporate Current Account (views/view\_55484.html)

 Handle Request to Establish Corporate Payroll Service Agreement (views/view\_55281.html)

 Handle Request from Lead Bank to Sell Part of Its Syndicated Loan Participation to Other Lender-I (views/view\_55559.html)

 Handle Request to Close Corporate Current Account (views/view\_55308.html)


 EXT Handle Instruction to Terminate B2B Direct Debits Service at Creditor Bank (views/view\_55440.html)

 Handle Request for Payment at Creditor Bank for External Account (views/view\_55356.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)

 Perform Closing of Uncollateralised Consumer Loan (views/view\_55478.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 for Product Selection (views/view\_55673.html)


 Handle Request for Account Statement and Balances (views/view\_55648.html)

 Handle Request for BNPL Financing-II (views/view\_55329.html)

 Handle Request for Power of Attorney (views/view\_55182.html)

 Handle Request from Debtor to Debtor Bank for Advance Refusal of Direct Debit Collection (views/view\_55681.html)

 Handle Request to Sell Syndicated Loan Participation to Other Bank when Lead Bank Is not Seller or Buyer-III (views/view\_55251.html)

 Handle Request to Get Customer Account Balance (views/view\_55284.html)

 EXT Handle Request to Close Corporate Current Account (views/view\_55101.html)


 Handle Request for Bank Guarantee (views/view\_55341.html)


 Process Request from Creditor to Creditor Bank for Reversal of Direct Debit Collection (views/view\_55693.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)

 15-19- Get Customer account details (views/view\_36796.html)

 EXT Handle Request to Detach Account from Corporate Payroll Service Agreement (views/view\_54714.html)


 14 - Get customer account beneficiaries (views/view\_46252.html)


 4a - Get and store authentication token, trigger a request to transfer account (views/view\_32684.html)


 3 - Initiate consent authorization (views/view\_48589.html)


 12 - Get customer account details (views/view\_36916.html)

 Handle Request to Close Retail Current Account (views/view\_54846.html)

 EXT Handle Request for Preferential Rates for Corporate Current Account (views/view\_54889.html)


 Handle Request for Refund of Unauthorised Incoming Direct Debit at Debtor Bank (views/view\_54934.html)

 6&7 - Retrieve accounts and consent details (views/view\_35037.html)


 13 - Get customer account balances (views/view\_30223.html)


 End Mobile Access Session and Update Event and Servicing and Channel History (views/view\_54816.html)


 Process Prospect Management (views/view\_54755.html)

 Handle Request for Internal Credit Transfer from Savings Account (views/view\_54764.html)

 Handle Request to Change Sweep Sequence (views/view\_54954.html)

 Handle Request for Issuance of Commercial Paper (views/view\_54869.html)

 Handle Request for Early Payback of Consumer Mortgage Loan Due to Sale of Property for Bank as Servicer (views/view\_54657.html)


 Handle Request for Corporate Sweep Agreement Considering Inter-Company Loan Agreements (views/view\_54604.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)


 Get Available Current Account Balance in Preparation of Deposit into Loan (views/view\_54813.html)


 Handle Failed Self Service Product Application (views/view\_54810.html)


 Process Notification to Remove Amount Block (views/view\_54828.html)


 EXT Handle Request for Account Statement and Balances (views/view\_54631.html)

 Handle Request for Consumer Loan Checks and Options (views/view\_54741.html)

 Handle Request to Add Related Party to Corporate Current Account (views/view\_54965.html)


 Handle Request for Internal Credit Transfer Requiring Second Line Authorisation (views/view\_54643.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)

 3 - Periodically the TPP Bank Request Account Updates (views/view\_54916.html)

 20 - Get customer account transactions (views/view\_39221.html)

 Handle Request for Outgoing Credit Transfer Related to Request to Pay at Debtor Bank (views/view\_54799.html)


 EXT Handle Request to Open Corporate Current Account (views/view\_54675.html)

 Handle Request for Uncollateralised Consumer Loan (views/view\_54995.html)

 Handle Customer Request for Payment Order during Active Mobile Access Session  
(views/view\_55010.html)

 8 - Save selected accounts (views/view\_35560.html)

 10 - Get access token, refresh access token (views/view\_35507.html)

 Handle Request to Terminate Sweep Agreement (views/view\_54663.html)

 Handle Mortgage Loan Application (views/view\_54640.html)


 EXT Handle Request to Open Virtual Account (views/view\_54790.html)

 Conduct Customer Centric Product Manufacturing (views/view\_54849.html)


 Handle Request for Modification of Corporate Loan (views/view\_54654.html)

 Handle Request for Consumer Loan Financial Analysis Reports (views/view\_54758.html)

 Handle Request to Open Corporate Current Account (views/view\_54919.html)

 Handle Request for Token Assurance (views/view\_54761.html)

 Handle Request for Internal Credit Transfer between Corporate Current Accounts  
(views/view\_54802.html)

 2 - Retrieve a list of ASPSB banks from the OB Directory (views/view\_42714.html)

 Handle Request for Early Closing of Term Deposit (views/view\_54726.html)

 EXT Handle Request to Open Term Deposit Agreement for Retail Customer  
(views/view\_55007.html)

 Handle Request to Change Term Deposit Attached Current Account  
(views/view\_54805.html)

 EXT Handle Request to Change Term Deposit Agreement Conditions  
(views/view\_54971.html)

 Handle Request to Open Term Deposit under Term Deposit Agreement for Retail Customer  
(views/view\_55278.html)

 Handle Request for Corporate Debit Cards Service (views/view\_55428.html)

 EXT Handle Request to Open Term Deposit under Term Deposit Agreement for Retail  
Customer (views/view\_55547.html)

 Handle Request to Open Term Deposit under Term Deposit Agreement for Corporate  
Customer (views/view\_55206.html)

 EXT Handle Request to Change Term Deposit Attached Corporate Current Account  
(views/view\_55610.html)

 Handle Request to Change Term Deposit Attached Corporate Current Account  
(views/view\_55389.html)

 EXT Handle request for Corporate Debit Cards Service (views/view\_55446.html)

 Handle Request for Early Renewal of Term Deposit (views/view\_55335.html)

 EXT Handle Request to Open Term Deposit under Term Deposit Agreement for Corporate  
Customer (views/view\_55209.html)

 Handle Request to Change Term Deposit Agreement Conditions (views/view\_55137.html)

 Handle Request to Open Term Deposit Agreement (views/view\_55179.html)

 Handle Request to Extend Validity of Letter of Credit (views/view\_55634.html)

 Handle Request to Issue Letter of Credit (views/view\_55618.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)
- Handle Request to Establish Term Deposit Agreement (views/view\_54907.html)
- Handle Request to Establish Credit Transfer Standing Order on Retail Current Account (views/view\_54648.html)
- EXT Handle Request to Establish Credit Transfer Standing Order on Corporate Current Account (views/view\_54951.html)
- Handle Request to Replace Card (views/view\_54613.html)
- EXT Handle Request for Modification of Merchandising Loan (views/view\_54708.html)
- Initiate Customer Relationship Case (views/view\_54598.html)

**Service Role** Handle/structure the customer narrative - consolidate and present data and guidelines, provide standard dialogue/scripting, provoke questions when appropriate capture key data including relationship and sales triggers. Ensure the correct sequencing, content and derived actions are performed/initiate. Leverage the session as appropriate to provide customer notifications, status updates and undertake sales/marketing efforts.

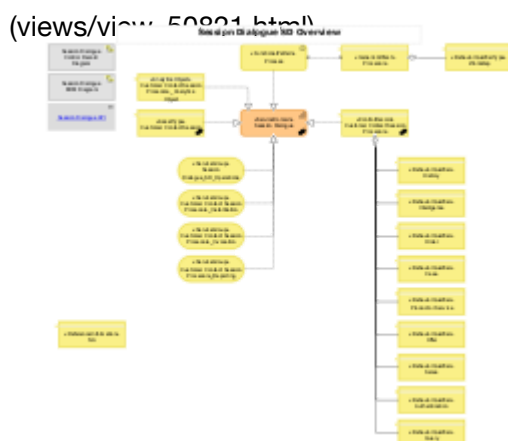
## BIAN Life Cycle

Registration Status Registered

## Stereotypes

stereotype ServiceDomain

# Appears on



Session Dialogue SD Overview

(views/view\_50878.html)

(views/view\_50890.html)



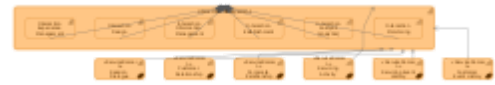
ASPSP Backend

(views/view\_51447.html)



BIAN Coreless 2.0 Wireframe

(views/view\_51552.html)



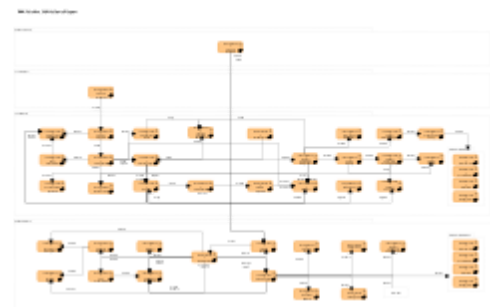
Total view new style for Interaction Mana...

(views/view\_51594.html)



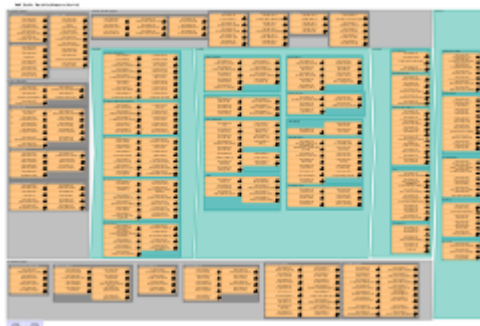
External Access Framework

(views/view\_51705.html)



BIAN Coreless 3.0 Wireframe

(views/view\_51723.html)



BIAN Service Landscape V12.0 Value Ch...

(views/view\_51891.html)



TPP Backend

(views/view\_51945.html)











BIAN Service Landscape V12.0 Matrix Vi...


















Production Fulfillment & Production Ope...


# Relations




aggregated by		External Access Framework (object_25.html?object=127286)
		Production Fulfillment & Production Operations (object_25.html?object=127509)
		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)
		TPP Backend (object_25.html?object=83605)
		ASPSP Backend (object_25.html?object=85535)








associated with		Service Event (object_25.html?object=132976)
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gets input from		Party Lifecycle Management (object_20.html?object=29780)
		Customer Relationship Management (object_21.html?object=30437)
		Term Deposit (object_21.html?object=30653)
		Issued Device Administration (object_21.html?object=30905)
		Servicing Order (object_21.html?object=32295)
		Business Development (object_20.html?object=32900)
		Corporate Current Account (object_21.html?object=34221)
		Customer Offer (object_22.html?object=39968)
		Credit Card (object_22.html?object=40448)
		Customer Position (object_22.html?object=41136)
		Contact Handler (object_20.html?object=41839)
		Document Directory (object_22.html?object=44708)
		Collateral Allocation Management (object_23.html?object=47470)
		Session Dialogue (object_23.html?object=48273)

is equal to		Session Dialogue (object_38.html?object=48274)
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is part of		Cross Channel (object_25.html?object=130605)
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realized by

-  Create "Capture" SO at the level BQ "Product Service" for Session Dialogue SD (object\_31.html?object=161683)
-  Create a new SO "Exchange customer product/service requirements or acceptance" with Exchange Action Term at the level of Product/Service BQ (object\_31.html?object=161689)
-  Create a new SO "Exchange Order" at the level of Order BQ (object\_31.html?object=161694)
-  Session Dialogue\_SD\_Service Group (object\_19.html?object=240135)
-  Exchange customer product/service requirements or acceptance (object\_12.html?object=28736)
-  Up BQ Update details for sales handling (object\_13.html?object=31395)
-  Up BQ Update details for customer history recording (object\_13.html?object=32412)
-  Re BQ Retrieve details about sales handling (object\_13.html?object=32820)
-  Re CR Retrieve details about a customer dialogue (object\_12.html?object=33148)
-  Up BQ Update details for order handling (object\_14.html?object=34422)
-  Re BQ Retrieve details about authentication processing (object\_13.html?object=34595)
-  In BQ Initiate customer insight capture (object\_14.html?object=34956)
-  In BQ Initiate customer query handling (object\_14.html?object=35307)
-  Re BQ Retrieve details about customer insight capture (object\_14.html?object=35967)
-  In BQ Initiate customer case handling (object\_14.html?object=36181)
-  Up BQ Update details for product/service handling (object\_14.html?object=36994)
-  In BQ Initiate customer sales handling (object\_14.html?object=37275)
-  In BQ Initiate customer product/service handling (object\_14.html?object=37760)
-  Rq CR Request manual intervention (e.g. request servicing support) (object\_14.html?object=37883)
-  Re BQ Retrieve details about product/service handling (object\_15.html?object=38462)
-  Customer Contact Session Procedure (object\_24.html?object=38720)
-  Up BQ Update details for authentication processing (object\_15.html?object=39100)
-  Up CR Update details of a customer dialogue (object\_15.html?object=39959)
-  Ex CR Execute an automated task (e.g. self service offer process) (object\_15.html?object=40885)
-  Customer Contact Session (object\_24.html?object=41244)
-  Re BQ Retrieve details about offer handling (object\_12.html?object=42030)
-  Re BQ Retrieve details about query handling (object\_12.html?object=42613)
-  Co CR Control the processing of a dialogue (e.g. suspend) (object\_15.html?object=42840)
-  In CR Initiate a customer dialogue (object\_15.html?object=42934)
-  Re BQ Retrieve details about case handling (object\_16.html?object=43747)
-  In BQ Initiate customer order handling (object\_16.html?object=43975)
-  Up BQ Update details for offer handling (object\_16.html?object=44311)
-  Re BQ Retrieve details about customer history recording (object\_16.html?object=44396)
-  Up BQ Update details for query handling (object\_16.html?object=44572)
-  Capture customer product/service handling (object\_16.html?object=44786)



-  Exchange Order (object\_16.html?object=44826)
  -  Up BQ Update details for customer insight capture (object\_16.html?object=45204)
  -  Re BQ Retrieve details about order handling (object\_17.html?object=46932)
  -  Up BQ Update details for case handling (object\_17.html?object=46947)
  -  Ec CR Accept, verify, etc. a customer dialogue (e.g. accept proposal) (object\_17.html?object=47482)
  -  In BQ Initiate customer offer handling (object\_17.html?object=47948)
  -  Process (object\_28.html?object=58066)
  -  Customer Contact Session Procedure\_Analytics Object (object\_25.html?object=67568)
  -  Customer Contact Session Procedure\_Instantiation (object\_17.html?object=67579)
  -  Customer Contact Session Procedure\_Reporting (object\_17.html?object=67581)
  -  Session Dialogue\_SD\_Operations (object\_19.html?object=67586)
  -  Customer Contact Session Procedure\_Invocation (object\_17.html?object=67588)
-

sends output  
to

- 
- Party Lifecycle Management (object\_20.html?object=29780)
  - Payment Initiation (object\_20.html?object=29967)
  - Customer Access Entitlement (object\_20.html?object=30136)
  - Customer Relationship Management (object\_21.html?object=30437)
  - Card Case (object\_21.html?object=30796)
  - Issued Device Administration (object\_21.html?object=30905)
  - Party Routing Profile (object\_21.html?object=31558)
  - Corporate Lease (object\_21.html?object=32008)
  - Investment Portfolio Management (object\_21.html?object=32159)
  - Servicing Order (object\_21.html?object=32295)
  - Trust Services (object\_20.html?object=33076)
  - Servicing Issue (object\_20.html?object=33504)
  - Interactive Help (object\_21.html?object=34001)
  - Customer Workbench (object\_21.html?object=34733)
  - Customer Product And Service Eligibility (object\_21.html?object=36792)
  - Current Account (object\_21.html?object=37122)
  - Legal Entity Directory (object\_21.html?object=37530)
  - Sales Product (object\_21.html?object=37972)
  - Letter of Credit (object\_21.html?object=38418)
  - Savings Account (object\_21.html?object=38858)
  - Customer Offer (object\_22.html?object=39968)
  - Customer Campaign Execution (object\_22.html?object=40236)
  - Credit Card (object\_22.html?object=40448)
  - Credit Facility (object\_22.html?object=40622)
  - Party Authentication (object\_22.html?object=40912)
  - Contact Handler (object\_20.html?object=41839)
  - Corporate Loan (object\_20.html?object=42505)
  - Consumer Loan (object\_22.html?object=42931)
  - Product Combination (object\_22.html?object=43096)
  - Bank Guarantee (object\_22.html?object=44405)
  - Consumer Advisory Services (object\_22.html?object=44522)
  - Fraud Resolution (object\_22.html?object=44725)
  - Card Terminal Operation (object\_22.html?object=45274)
  - Consumer Investments (object\_22.html?object=45432)
  - Lead and Opportunity Management (object\_22.html?object=45446)
  - Servicing Activity Analysis (object\_22.html?object=46634)
  - Fiduciary Agreement (object\_22.html?object=46792)
  - Customer Case (object\_22.html?object=47339)
  - Customer Event History (object\_23.html?object=47633)
  - Session Dialogue (object\_23.html?object=48273)

-  Investment Portfolio Planning (object\_23.html?object=48534)
-  Transaction Authorization (object\_23.html?object=48811)

serves

-  Customer Management (object\_6.html?object=126743)
-  Interaction Management (object\_6.html?object=130131)






































triggered by

-  Party Lifecycle Management (object\_20.html?object=29780)
-  Payment Initiation (object\_20.html?object=29967)
-  Customer Relationship Management (object\_21.html?object=30437)
-  Term Deposit (object\_21.html?object=30653)
-  Investment Portfolio Management (object\_21.html?object=32159)
-  Servicing Order (object\_21.html?object=32295)
-  Processing Order (object\_20.html?object=33179)
-  Standing Order (object\_21.html?object=34129)
-  Party Asset Directory (object\_21.html?object=34169)
-  Collateral Asset Administration (object\_21.html?object=37744)
-  Customer Offer (object\_22.html?object=39968)
-  Credit Card (object\_22.html?object=40448)
-  Contact Handler (object\_20.html?object=41839)
-  Consumer Loan (object\_22.html?object=42931)
-  Point of Service (object\_22.html?object=43170)
-  Bank Guarantee (object\_22.html?object=44405)
-  Document Directory (object\_22.html?object=44708)
-  Session Dialogue (object\_23.html?object=48273)



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triggers

	Service Provider Operations (object_20.html?object=29686)
	Party Lifecycle Management (object_20.html?object=29780)
	Payment Initiation (object_20.html?object=29967)
	Customer Access Entitlement (object_20.html?object=30136)
	Customer Relationship Management (object_21.html?object=30437)
	Issued Device Administration (object_21.html?object=30905)
	Party Routing Profile (object_21.html?object=31558)
	Servicing Order (object_21.html?object=32295)
	Correspondence (object_20.html?object=32927)
	Servicing Issue (object_20.html?object=33504)
	Standing Order (object_21.html?object=34129)
	Customer Workbench (object_21.html?object=34733)
	Product Directory (object_21.html?object=34953)
	Payment Order (object_21.html?object=35550)
	Customer Product And Service Eligibility (object_21.html?object=36792)
	Current Account (object_21.html?object=37122)
	Customer Offer (object_22.html?object=39968)
	Customer Campaign Execution (object_22.html?object=40236)
	Product Broker Agreement (object_22.html?object=40829)
	Party Authentication (object_22.html?object=40912)
	Customer Position (object_22.html?object=41136)
	Customer Product and Service Directory (object_22.html?object=41591)
	Contact Handler (object_20.html?object=41839)
	Brokered Product (object_20.html?object=42491)
	Consumer Loan (object_22.html?object=42931)
	Point of Service (object_22.html?object=43170)
	Consumer Advisory Services (object_22.html?object=44522)
	Party Reference Data Directory (object_22.html?object=45230)
	Card Terminal Operation (object_22.html?object=45274)
	Lead and Opportunity Management (object_22.html?object=45446)
	Service Directory (object_22.html?object=46148)
	Direct Debit Mandate (object_22.html?object=46204)
	Customer Case (object_22.html?object=47339)
	Customer Event History (object_23.html?object=47633)
	Session Dialogue (object_23.html?object=48273)
	Transaction Authorization (object_23.html?object=48811)
	Product Fulfillment SDs (object_25.html?object=83652)

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