RRB SRM

Customer Services Domain

☐ **Customer Relationship Management**
- ☑ Call Center Management
- ☑ Customer Analytics
- ☐ Sales and Marketing
- ☐ Product Management
- ☐ Brand Management
- ☑ Customer / Account Management
- ☑ Contact Management
- ☑ Partner Relationship Management
- ☑ Customer Feedback
- ☑ Surveys

☐ **Customer Preferences**
- ☐ Personalization
- ☐ Subscriptions
- ☑ Alerts and Notifications
- ☑ Profile Management

☐ **Customer Initiated Assistance**
- ☑ Online Help
- ☑ Online Tutorials
- ☑ Self-Service
- ☑ Reservations / Registration
- ☑ Multi-Lingual Support
- ☑ Assistance Request
- ☑ Scheduling

Process Automation Services Domain

☐ **Tracking and Workflow**
- ☑ Process Tracking
- ☑ Case / Issue Management
- ☑ Conflict Resolution

☐ **Routing and Scheduling**
- ☑ Inbound Correspondence Management
- ☑ Outbound Correspondence Management

Business Management Services Domain

☐ **Management of Process**
- ☑ Change Management
- ☑ Configuration Management
- ☑ Requirements Management
- ☑ Program / Project Management
- ☑ Governance / Policy Management
- ☑ Quality Management
- ☑ Business Rule Management
- ☑ Risk Management

☐ **Organizational Management**
- ☐ Workgroup / Groupware
- ☑ Network Management

☐ **Investment Management**
- ☑ Strategic Planning & Mgmt
- ☑ Portfolio Management
- ☑ Performance Management

☐ **Supply Chain Management**
- ☐ Procurement
- ☐ Sourcing Management
- ☐ Catalog Management
- ☐ Ordering / Purchasing
- ☐ Invoice / Requisition Tracking and Approval
- ☐ Storefront / Shopping Cart
- ☐ Returns Management

Digital Asset Services Domain	
☐ **Content Management**	☐ **Knowledge Management**
☑ Content Authoring	☑ Information Retrieval
☑ Content Review and Approval	☑ Information Mapping / Taxonomy
☐ Tagging and Aggregation	☐ Information Sharing
☑ Content Publishing and Delivery	☐ Categorization
☐ Syndication Management	☐ Knowledge Engineering
	☐ Knowledge Capture
☐ **Document Management**	☐ Knowledge Discovery
☑ Document Imaging and OCR	☐ Knowledge Distribution
☑ Document Referencing	
☑ Library / Storage	☐ **Records Management**
☑ Document Review and Approval	☐ Record Linking / Association
☐ Document Conversion	☑ Document Classification
☐ Indexing	☑ Document Retirement
☑ Classification	☐ Digital Rights Management

Business Analytical Services Domain	
☐ **Analysis and Statistics**	☐ Business Intelligence
☑ Modeling	☐ Demand Forecasting / Management
☑ Predictive	☑ Balanced Scorecard
☐ Simulation	☐ Decision Support and Planning
☑ Mathematical	☐ Data Mining
☐ Structural / Thermal	
☐ Radiological	☐ **Records Management**
☐ Forensics	☑ Ad Hoc
	☑ Standardized / Canned
☐ **Visualization**	☐ OLAP
☑ Graphing / Charting	
☑ Imagery	
☑ Multimedia	
☐ Mapping / Geospatial / Elevation / GPS	
☐ CAD	

Back Office Services Domain	
☐ **Data Management**	☐ Assets / Materials Management
☑ Data Exchange	☑ Property / Asset Management
☐ Data Mart	☑ Asset Cataloging / Identification
☐ Data Warehouse	☑ Asset Transfer, Allocation, and Maintenance
☐ Meta Data Management	☑ Facilities Management
☐ Data Cleansing	☑ Computers / Automation Management
☑ Extraction and Transformation	
☑ Loading and Archiving	
☑ Data Recovery	☐ **Development and Integration**
Data Classification	☑ Legacy Integration
	☐ Enterprise Application Integration
	☐ Data Integration
☐ **Human Resources**	☑ Instrumentation and Testing
☑ Recruiting	☑ Software Development
☐ Resume Management	
☑ Career Development and Retention	☐ **Human Capital / Workforce Management**
☑ Time Reporting	☐ Resource Planning and Allocation
☑ Awards Management	☐ Skills Management
☑ Benefit Management	☑ Workforce Directory / Locator
☑ Retirement Management	☑ Team / Org Management
☑ Personnel Administration	☐ Contingent Workforce Management
☐ Education / Training	☑ Workforce Acquisition / Optimization
☑ Health and Safety	
☑ Travel Management	
☐ **Financial Management**	
☑ Billing and Accounting	
☐ Credit / Charge	
☑ Expense Management	
☑ Payroll	
☑ Payment / Settlement	
☑ Debt Collection	
☐ Revenue Management	
☑ Auditing	
☐ Activity – Based Management	
☐ Currency Translation	
☑ Financial Reporting	

Support Services Domain	
☐ **Security Management**	☐ **Communication**
☑ Identification and Authentication	☐ Real Time / Chat
☑ Access Control	☐ Instant Messaging
☑ Encryption	☐ Audio Conferencing
☑ Intrusion Detection	☐ Video Conferencing
☑ Verification	☑ Even / News Management
☐ Digital Signature	☑ Community Management
☑ User Management	☐ Computer / Telephone Integration
☑ Role / Privilege Management	
☐ Audit Trail Capture and Analysis	☐ **Systems Management**
	☑ License Management
☐ **Collaboration**	☑ Remote Systems Control
☑ Email	☑ System Resource Monitoring
☐ Threaded Discussions	☑ Software Distribution
☐ Document Library	
☐ Shared Calendaring	☐ **Forms Management**
☑ Task Management	☑ Forms Creation
	☑ Forms Modification
☐ **Search**	
☑ Query	
☐ Precision / Recall Ranking	
☐ Classification	
☐ Pattern Matching	