

WHAT IS CLAIMED IS:

1. A self-service device ("SSD") comprising:
 - a customer service module for performing part of a transaction based on a customer account, the customer service module including a component;
 - a component map stored in machine readable memory, an element of the map corresponding to the component;
 - a central processing unit configured to:
 - control the customer service module; and
 - revise the map; and
 - a communication module for exchanging transaction information with a financial institution server, the transaction information being based on the transaction.
2. The SSD of claim 1 further comprising:
 - a customer data entry module for exchange of the transaction information with a customer; and
 - a service data entry module for exchange of service information with a service technician.
3. The SSD of claim 2 wherein:
 - the service information includes replacement information; and
 - the central processing unit is further configured to revise the map based on the replacement information.
4. The SSD of claim 1 wherein:
 - the component is one of a plurality of components in the SSD; and

the element is one of a plurality of elements in the map, each element corresponding to one of the components.

5. The SSD of claim 4 wherein:
the customer service module includes submodules; and,
in the map, the plurality of elements are logically organized into groups that correspond to the submodules.

6. The SSD of claim 1 further comprising a code reader that is configured to read an identifier from a replacement corresponding to the component.

7. The SSD of claim 6 wherein the central processing unit is further configured to revise the map to include the replacement.

8. The SSD of claim 6 wherein the code reader is a bar code reader that is in communication with the map for revision of the map to include the replacement.

9. The SSD of claim 6 wherein the code reader is an RFID reader that is in communication with the map for revision of the map to include the replacement.

10. The SSD of claim 6 wherein the central processing unit is further configured to transmit map information to a remote field service management device after the map is revised.

11. A method for tracking a self-service device ("SSD") on-board hardware inventory, the method comprising:

displaying a representation of a digital component map on a service data exchange module;
receiving replacement information corresponding to a replacement part for the SSD; and
revising the digital component map to include the replacement part.

12. The method of claim 11 wherein the receiving comprises receiving a user selection of an element of the digital component map, the element corresponding to a component of the SSD.

13. The method of claim 11 wherein the receiving comprises receiving a bar code symbol corresponding to:
an element of the digital map; and
the replacement part.

14. The method of claim 11 wherein the receiving comprises receiving a radio frequency symbol corresponding to:

an element of the digital map; and
the replacement part.

15. The method of claim 11 further comprising transmitting map information to a remote field service management platform after the revising.

16. One or more computer-readable media storing computer-executable instructions which, when executed by a processor on a computer system, perform a method for servicing a self-service device ("SSD"), the method comprising:

displaying a representation of a digital component map on a service data exchange module;

receiving replacement information
corresponding to a replacement part for the SSD; and
revising the digital component map to include
the replacement part.

17. The media of claim 16 wherein, in the method,
the receiving comprises receiving a user selection of an
element of the digital component map, the element
corresponding to a component of the SSD.

18. The media of claim 16 wherein, in the method,
the receiving comprises receiving a bar code symbol
corresponding to:

an element of the digital map; and
the replacement part.

19. The media of claim 16 wherein, in the method,
the receiving comprises receiving a radio frequency symbol
corresponding to:

an element of the digital map; and
the replacement part.

20. The media of claim 11 wherein the method
further comprises transmitting map information to a remote
field service management platform after the revising.

WHAT IS CLAIMED IS:

1. A self-service device ("SSD") comprising:
 - a customer service module for performing part of a transaction based on a customer account, the customer service module including a component;
 - a component map stored in machine readable memory, an element of the map corresponding to the component;
 - a component failure prediction module configured to:
 - log a warning message to a data file associated with the transaction, said warning message corresponding to a degraded performance of the component used in the transaction;
 - retrieve a threshold number of logged warning messages for the component, wherein the logging of said threshold number of said warning messages indicates a prediction of an imminent failure of the component;
 - if the threshold number of logged warning messages assigned to the component has been met, automatically initiate a self-healing process; and
 - log the results of the self-healing process in a central server;
 - a central processing unit processor configured to:
 - control the customer service module;
 - revise the map; and
 - based on the revising of the map, predict component failures; and
 - a communication module for exchanging transaction information with a financial institution server, the transaction information being based on the transaction.
2. The SSD of claim 1 further comprising:
 - a customer data entry module for exchange of the transaction information with a customer; and
 - a service data entry module for exchange of service information with a service technician.
3. The SSD of claim 2 wherein:
 - the service information includes replacement information; and
 - the central processing unit processor is further configured to revise the map based on the replacement information.

4. The SSD of claim 1 wherein:
the component is one of a plurality of components in the SSD; and
the element is one of a plurality of elements in the map, each element
corresponding to one of the components.
5. The SSD of claim 4 wherein:
the customer service module includes sub-modules; and, in the map, the
plurality of elements are logically organized into groups that correspond to the sub-
modules.
6. The SSD of claim 1 further comprising a code reader that is configured to read
an identifier from a replacement corresponding to the component.
7. The SSD of claim 6 wherein the central processing unit processor is further
configured to revise the map to include the replacement.
8. The SSD of claim 6 wherein the code reader is a bar code reader that is in
communication with the map for revision of the map to include the replacement.
9. The SSD of claim 6 wherein the code reader is an RFID reader that is in
communication with the map for revision of the map to include the replacement.
10. The SSD of claim 6 wherein the central processing unit processor is further
configured to transmit map information to a remote field service management device
after the map is revised.
11. A method for tracking a self-service device ("SSD") on-board hardware
inventory, the method comprising:
displaying a representation of a digital component map on a service data
exchange module;
predicting failure of a component, said predicting comprising:
logging a warning message to a data file associated with the transaction, said
warning message corresponding to a degraded performance of the component used in
the transaction;

retrieving a threshold number of logged warning messages for the component, wherein the logging of said threshold number of said warning messages indicates a prediction of an imminent failure of the component;

when the threshold number of logged warning messages assigned to the component has been met, automatically initiating a self-healing process; and

logging the results of the self-healing process in a central server;

receiving replacement information corresponding to a replacement part for the SSD, said replacement being a replacement for the component; and

revising the digital component map to include the replacement part.

12. The method of claim 11 wherein the receiving comprises receiving a user selection of an element of the digital component map, the element corresponding to a component of the SSD.

13. The method of claim 11 wherein the receiving comprises receiving a bar code symbol corresponding to:

an element of the digital map; and

the replacement part.

14. The method of claim 11 wherein the receiving comprises receiving a radio frequency symbol corresponding to:

an element of the digital map; and

the replacement part.

15. The method of claim 11 further comprising transmitting map information to a remote field service management platform after the revising.