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## Interactive Voice Response (IVR)

Comverse ONE

# Lesson Objectives

By the end of this lesson you will be able to:

- Describe the IVR flows
- List the IVR related components and their roles

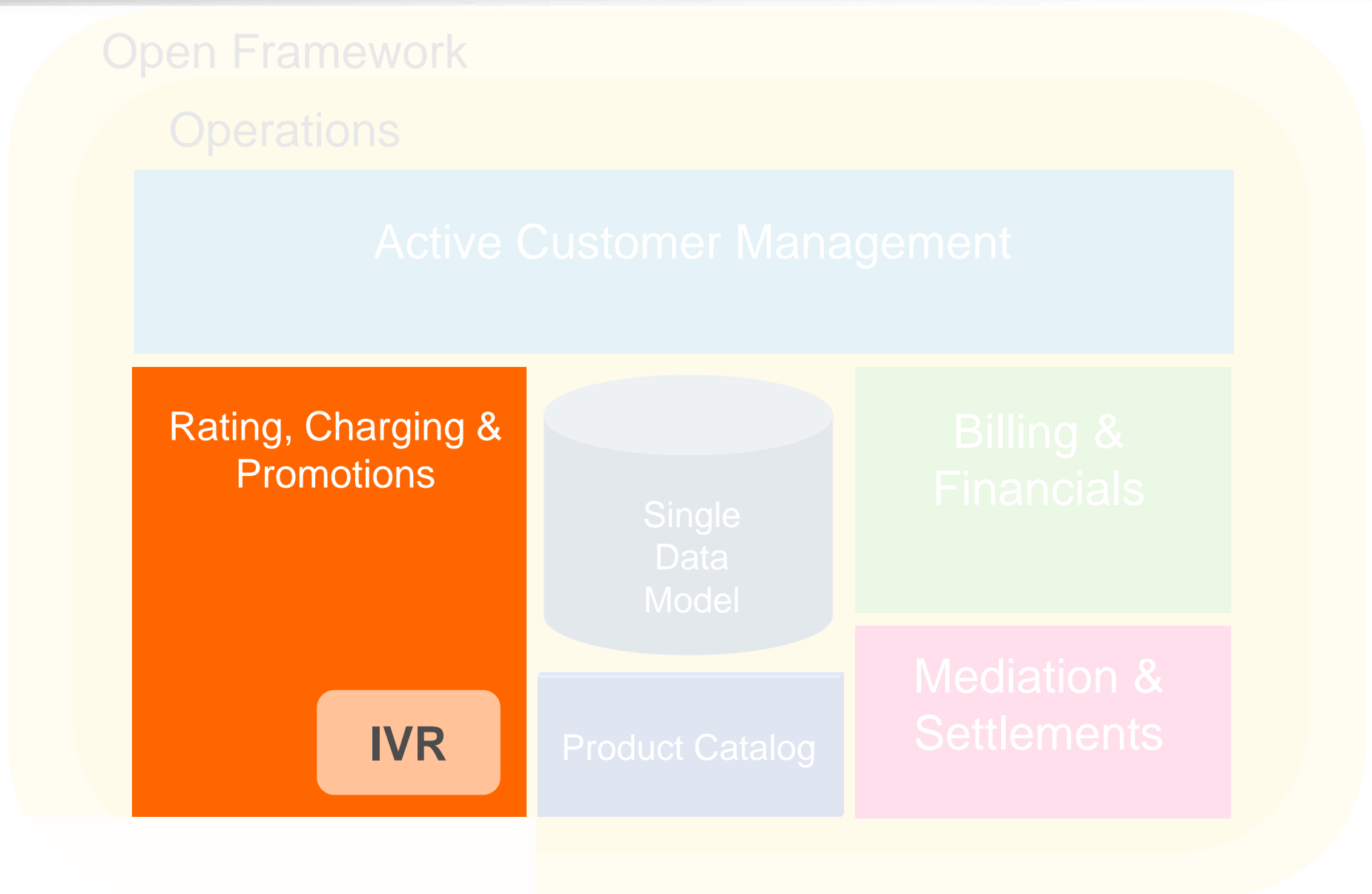
# Agenda

## **Interactive Voice Response (IVR) Overview**

**Self-Care Flow**

**Precall/Terminating Announcement Function**

# IVR in the Comverse ONE Functional Architecture



# Interactive Voice Response (IVR)

- Enables communication between subscribers and the Comverse ONE system
- Operates in the following two methods:

**Self Care**

**Precall/Terminating  
Announcement  
Function**



**Comverse  
One**



# Self Care

## Self Care

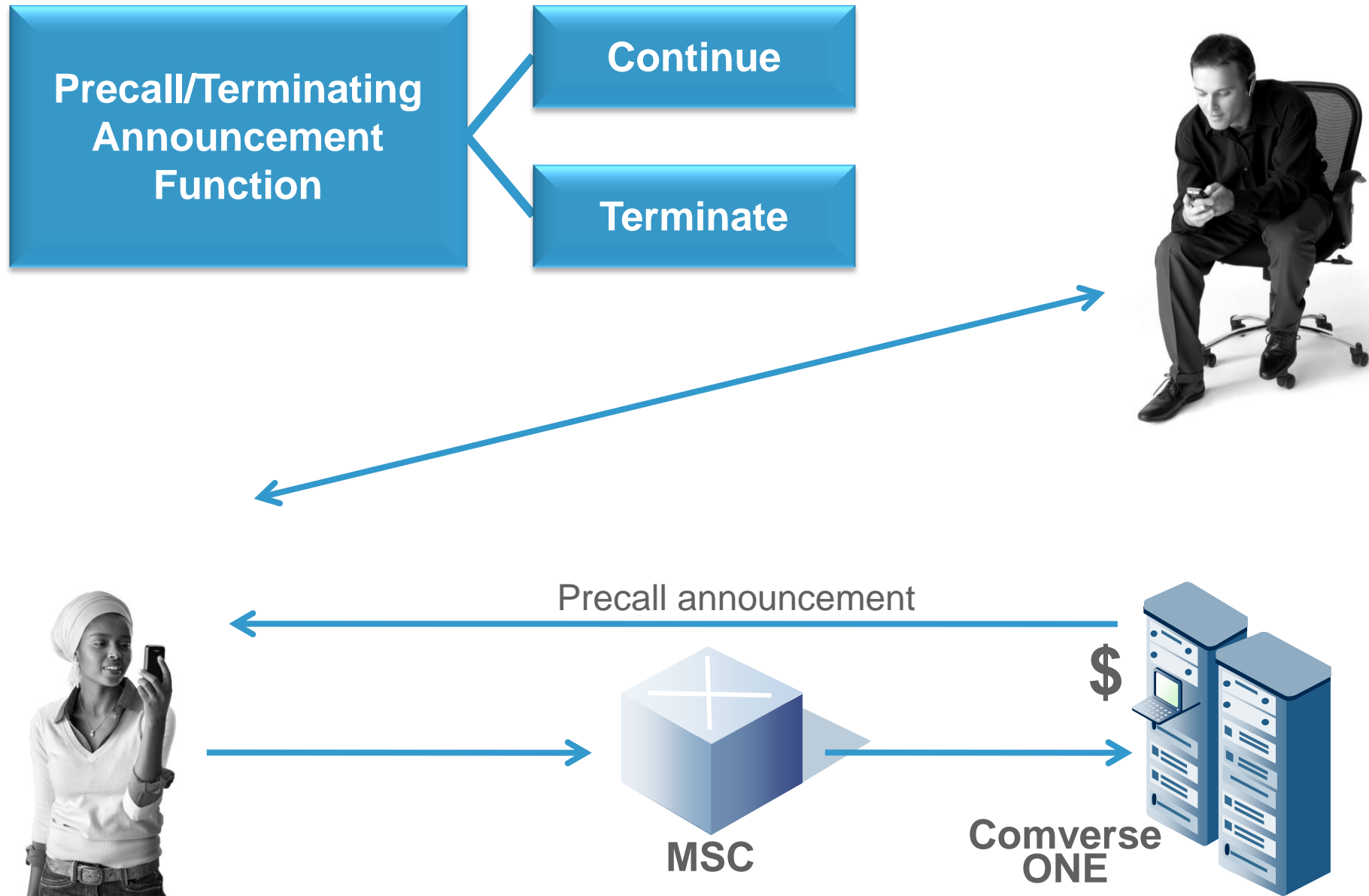
- Enables subscriber to:
  - Hear balance
  - Recharge
  - Change language
  - Talk to representative
  - More...
- Help
- Input via DTMF



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# Precall and Terminating Announcement



# Agenda

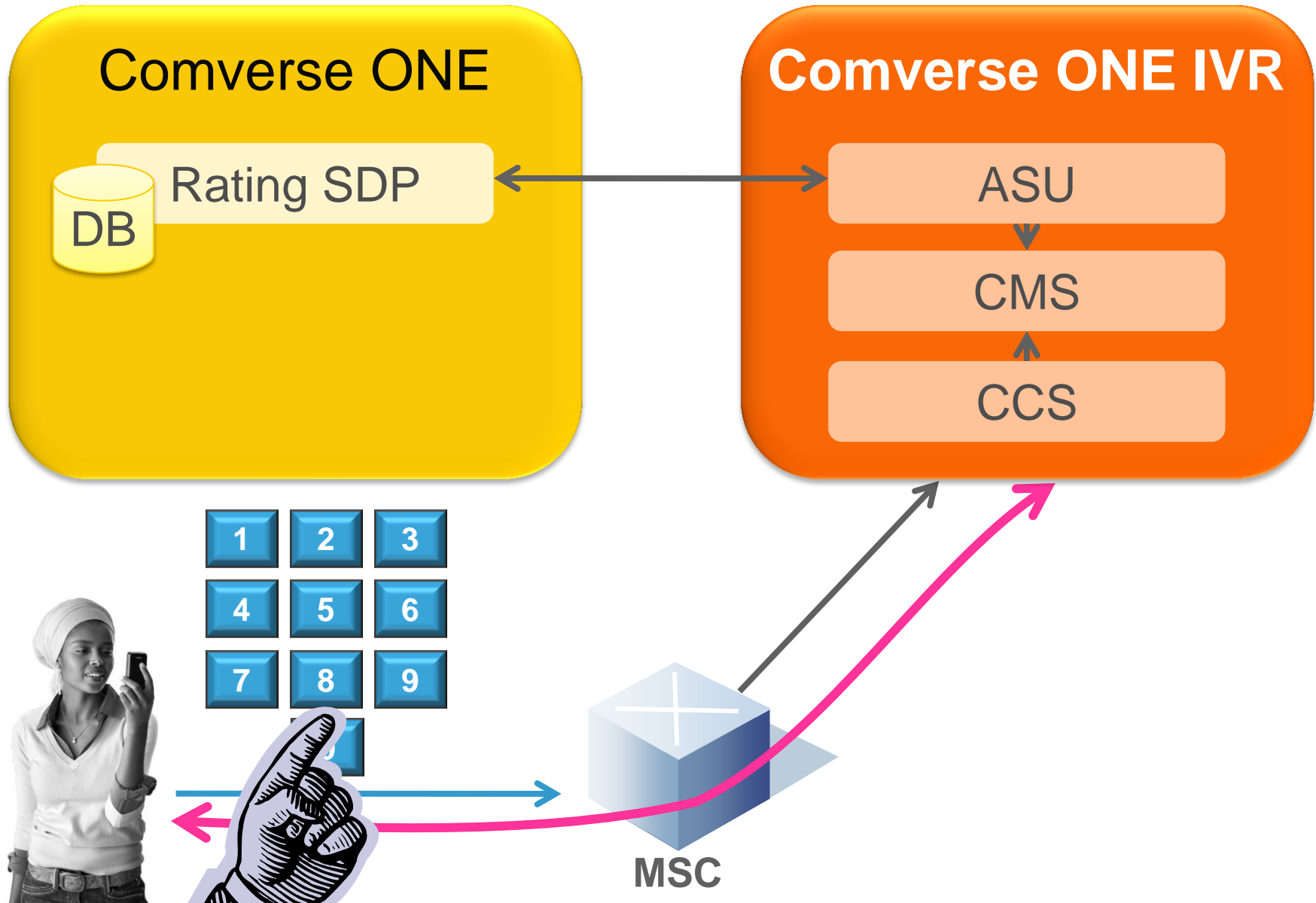
**Interactive Voice Response (IVR) Overview**

**Self-Care Flow**

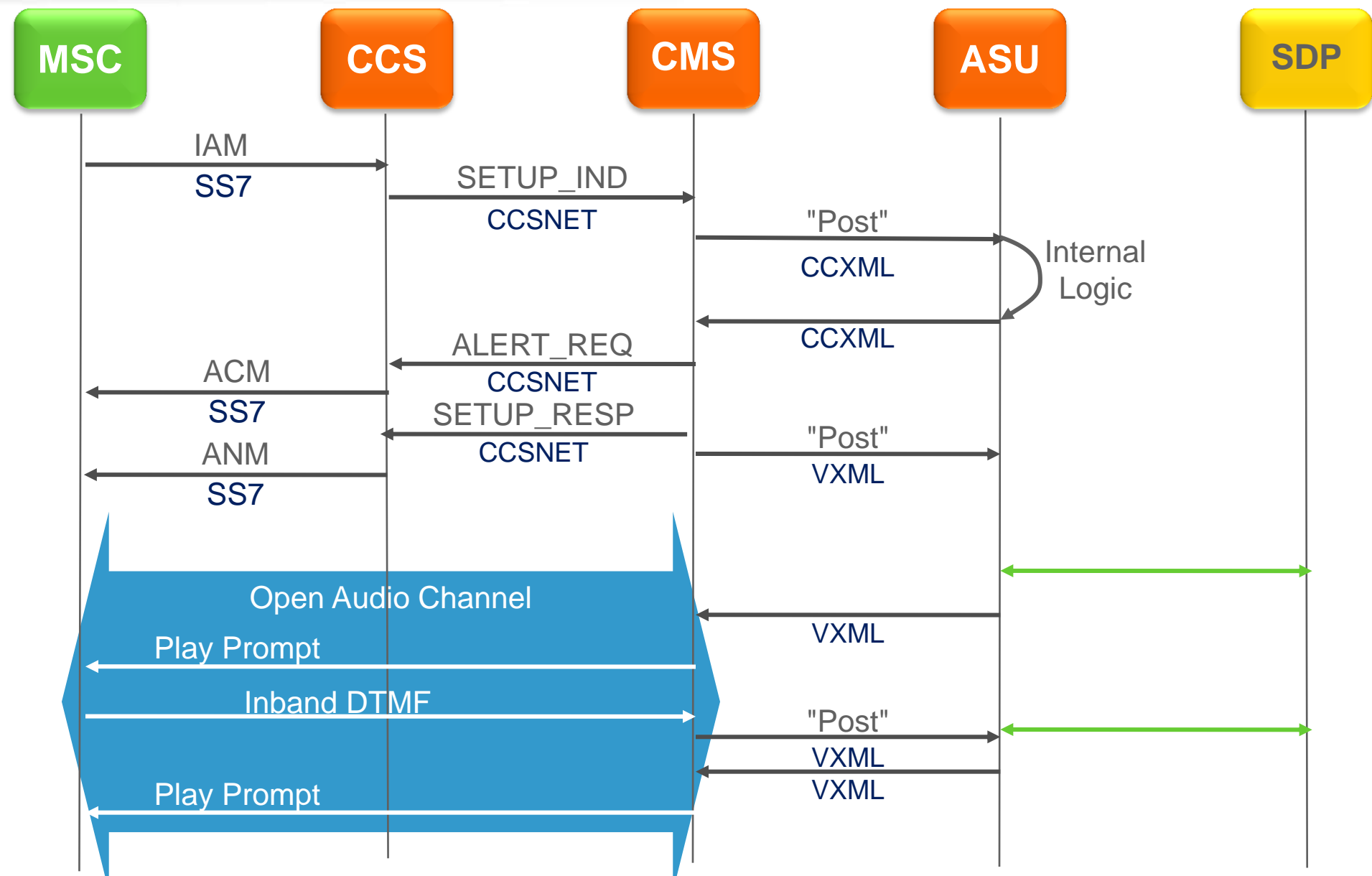
**Precall/Terminating Announcement Function**



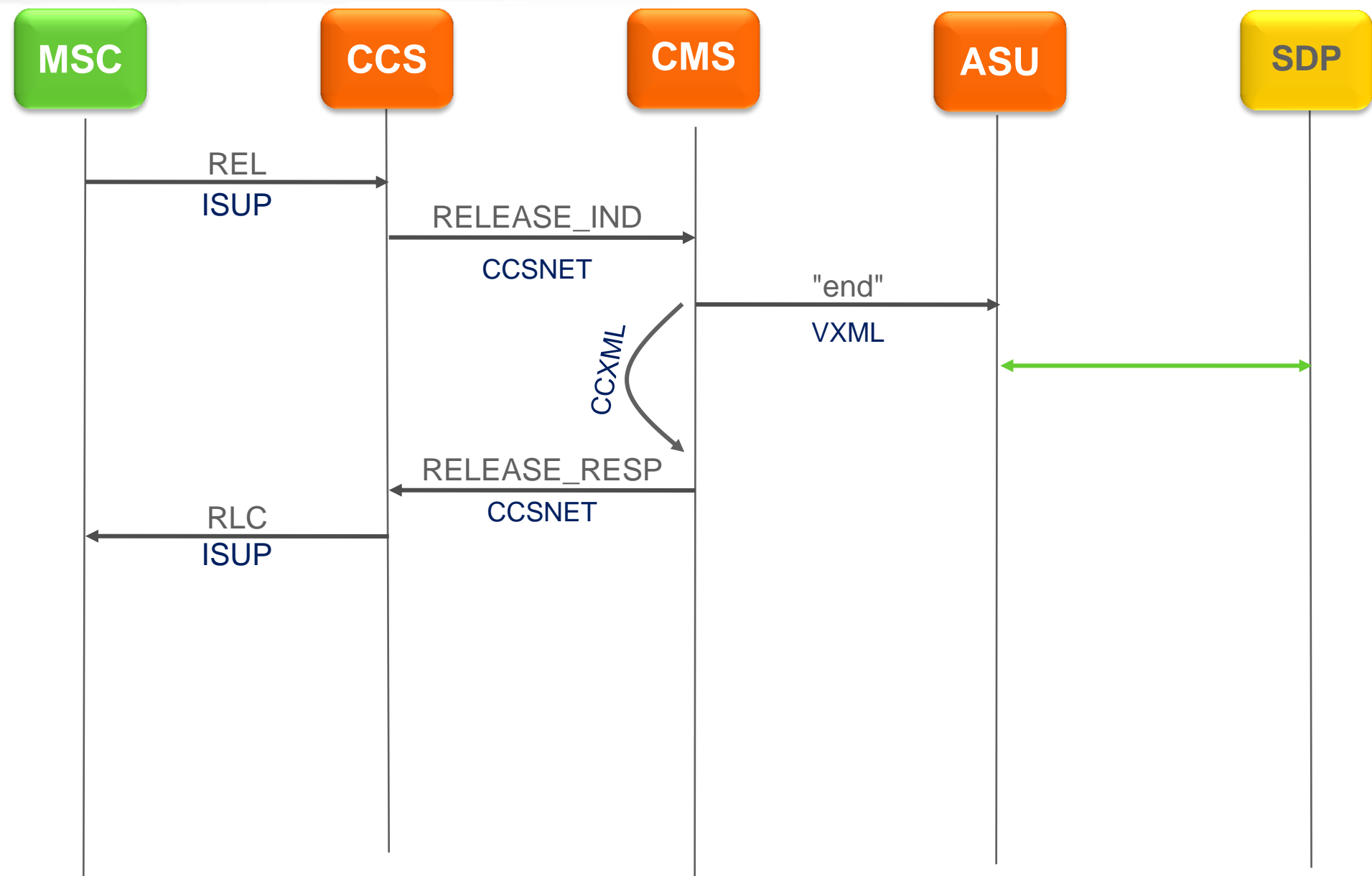
# Self-Care Flow – High Level



# Self Care – the Session



# Self Care – Call Teardown



# Agenda

**Interactive Voice Response (IVR) Overview**

**Self-Care Flow**

**Precall/Terminating Announcement Function**

# Comverse ONE IVR-Related Components

## Check balance and logic

### Control the Call

# Comverse ONE

# Rating SDP

SLU

SGU

## Play Announcements

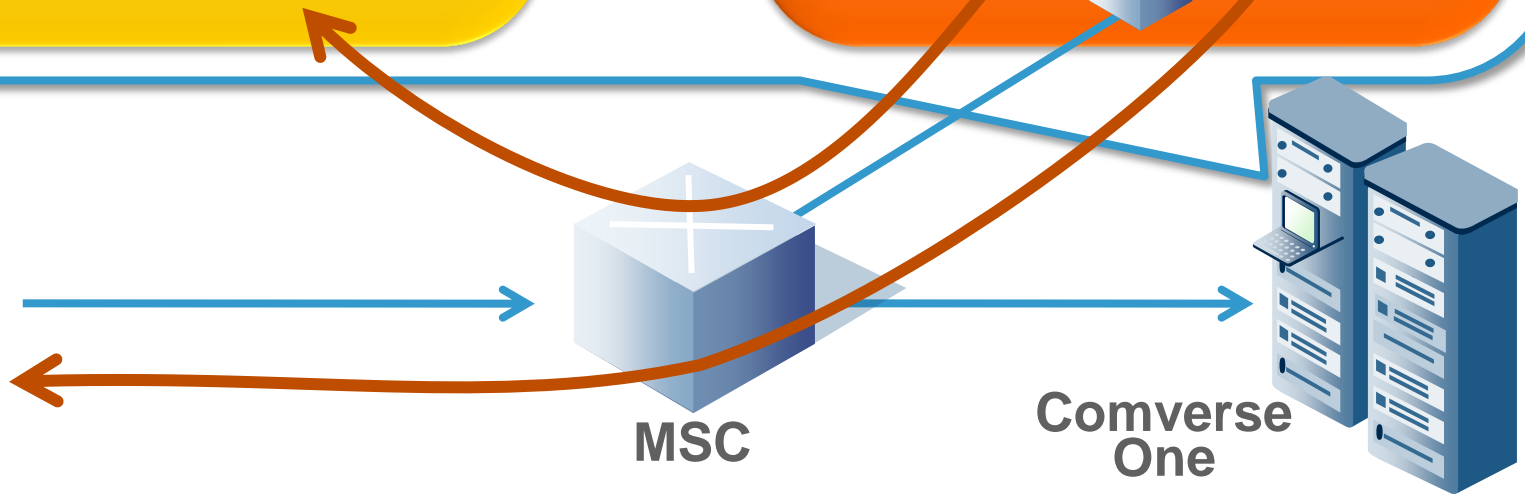
# Comverse ONE IVR

# CMS

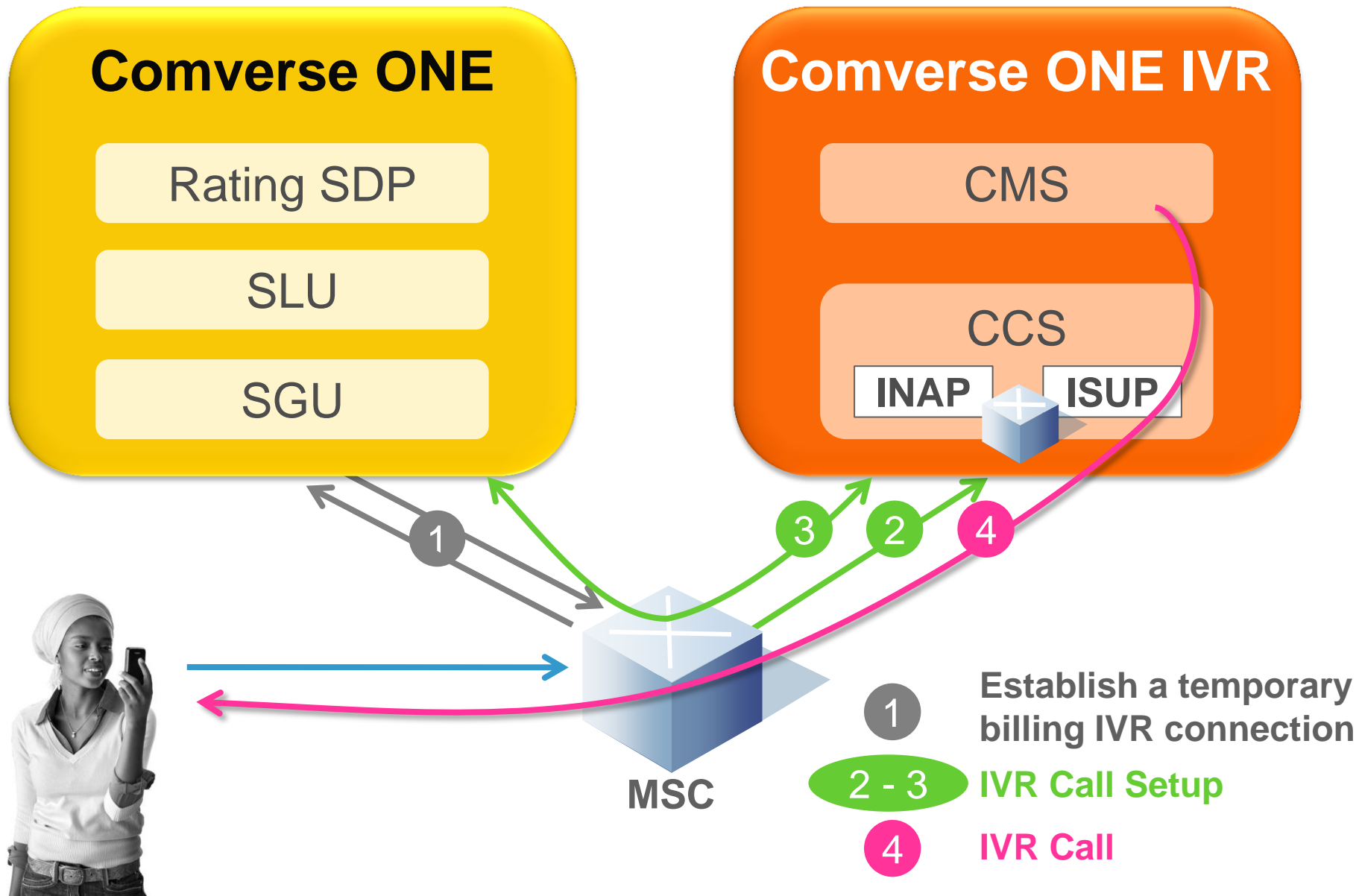
# CCS

# INAP

ISUP

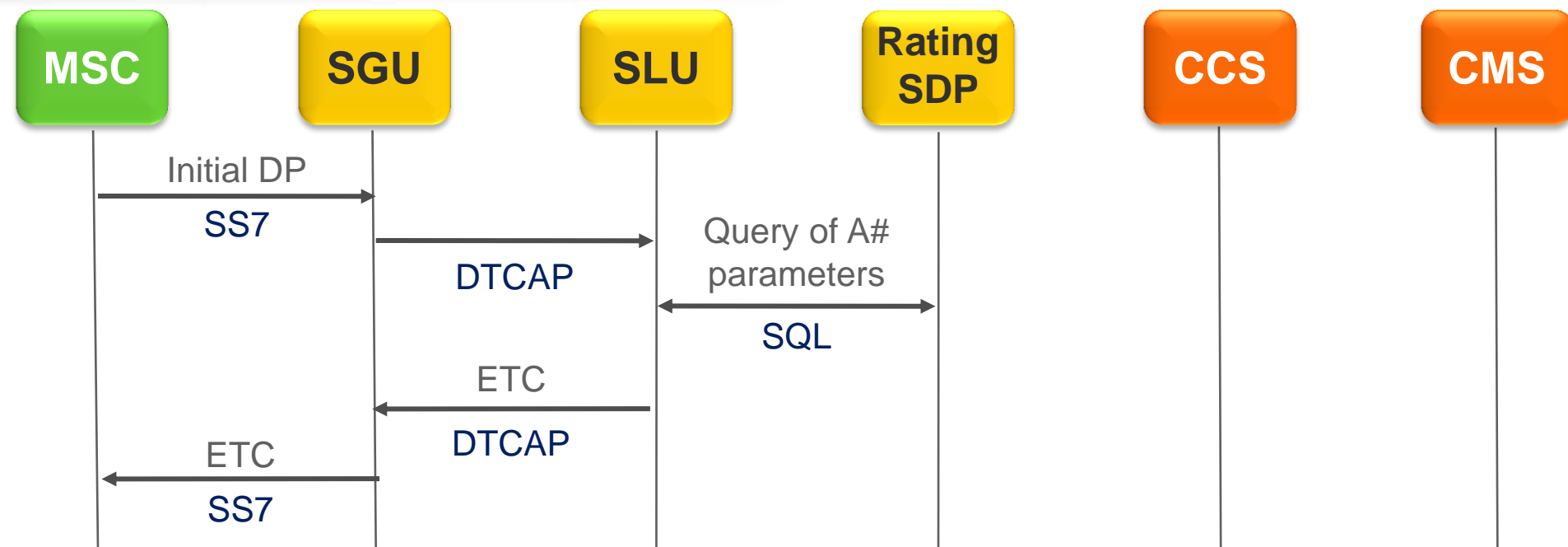


# Precall Announcement Flow – High Level

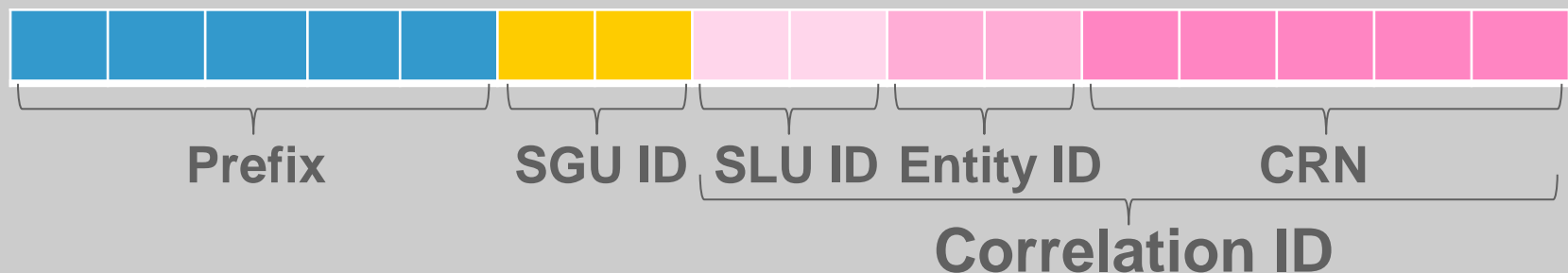


# Precall – Establish a Temporary Billing IVR Connection

1

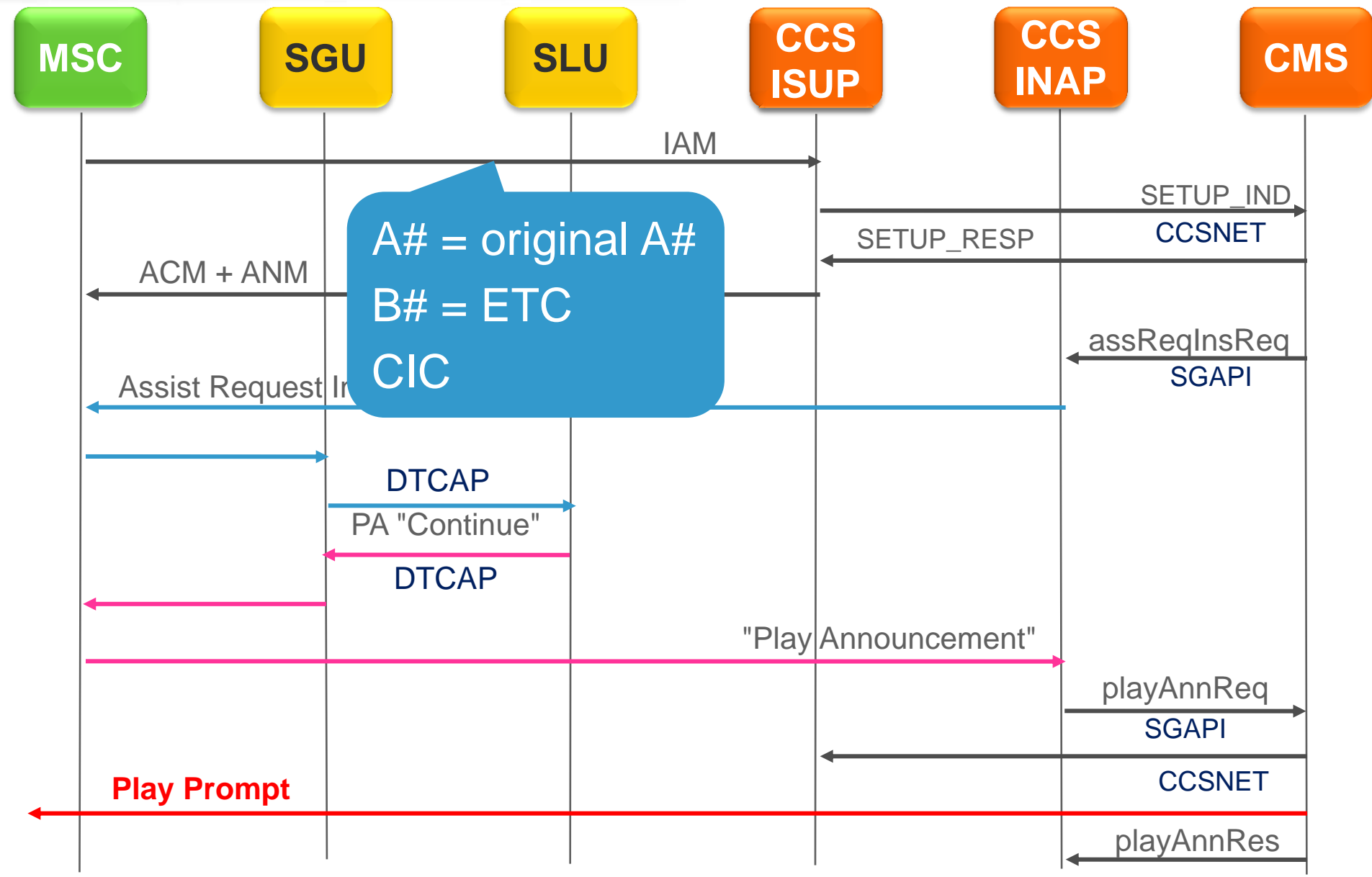


## Establish Temporary Connection (ETC) message



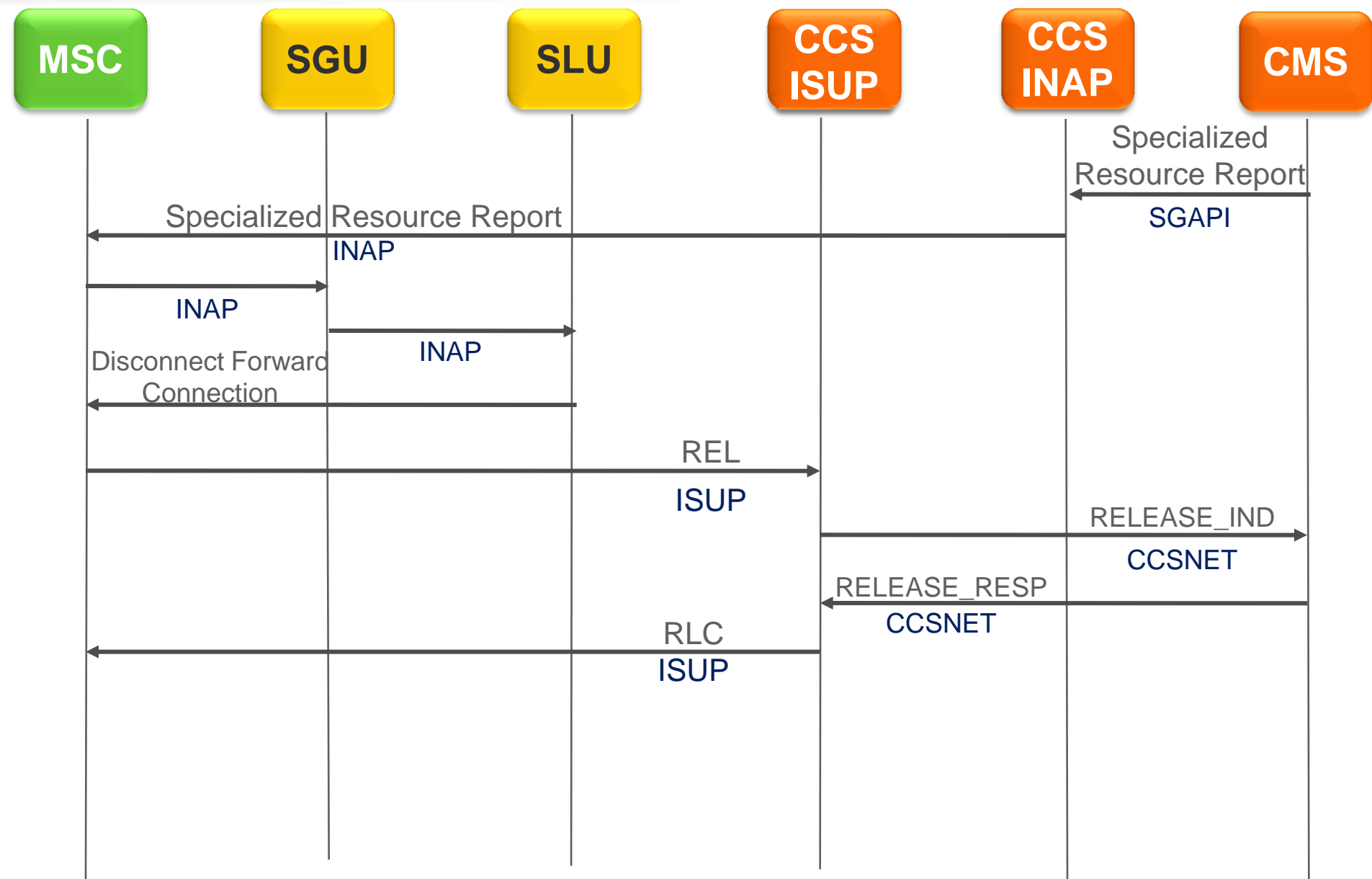
# Precall – Call Setup

2-3





# Precall – Call Teardown



# Summary

This lesson has covered:

- An introduction to IVR components
  - CCS
  - CMS
  - ASU
- IVR Precall flow
- IVR Self-Care flow

# Review Questions

1. Which component does not participate in the Precall IVR flow
  - a. Rating SDP
  - b. SLU
  - c. **ASU**
  - d. CMS
2. Which component does not participate in the Self Care IVR flow
  - a. Rating SDP
  - b. **SLU**
  - c. ASU
  - d. CMS

Thank  
You!



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