

IVR Callflows Reference



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Revision History

The following table lists the document changes since the initial publication:

Date	Chapter	Description
2011/02/28	All	Initial publication.

Notational Conventions



Useful information appears in this format.



Provides direction to important information



Important information appears in this format.



Indicates possible risk of damage to data, software, or hardware.



Indicates serious risk of damage to data, software, or hardware.

Table 1 Notational Conventions

Notation	Explanation of Convention
<i>References to printed documents</i>	<i>Helvetica italic</i> Example: See <i>Database Reference Volume 2</i> .
<KEYS>	UPPERCASE HELVETICA, in angle brackets Example: Press <CTRL><Q><SHIFT><P> to create an em dash.
User-entered text	Courier bold Example: Enter Total Charges in the field.
<i>Placeholders for user-determined text</i>	<i>Courier italic</i> , in angle brackets Example: Enter your <password>.
Code samples, TABLE_NAMES, field_names, file and directory names, file contents, user names, passwords, UNIX ENVIRONMENT_VARIABLES	Courier
<i>Placeholders for system-generated text</i>	<i>Helvetica italic</i> Example: Messages appear in this form: <i>timestamp messageId >> text</i> .
Buttons, Icon Names, and Menu items	Helvetica bold Example: Choose Reports from the main menu.

Special Markers

The Comverse ONE Billing and Active Customer Management solution has the three derivatives shown in [Table 2, “Labels in Markers.”](#) For user convenience, any content that is specifically included in a derivative is highlighted with special markers so that it can readily be distinguished.

Table 2 Labels in Markers

Derivative	Label Shown in Markers
Comverse ONE Converged Billing derivative	Converged only
Comverse ONE Real-Time Charging derivative	Real Time only
Comverse ONE Postpaid Billing derivative	Postpaid only

Each derivative has a set of three color-coded markers, as shown in [Table 3, “Types of Markers.”](#) The markers are used individually or in combination to highlight derivative-specific content by:

- Entire chapters
- Selected portions of chapters
- Tables, either entire or partial

Table 3 Types of Markers

Marker	Example	Description
Alert		<ul style="list-style-type: none"> ■ Placed at the beginning of an entire chapter that pertains only to a specific derivative. ■ Placed just before a table that partially or entirely pertains only to a specific derivative.
Block		A shaded box that encloses sections of documentation that pertain only to a specific derivative.
Flag		<ul style="list-style-type: none"> ■ Designates a shaded table row whose contents pertain only to a specific derivative. ■ In a bulleted list, designates an item that pertains only to a specific derivative.

Comverse ONE Documentation List



NOTE

this is a comprehensive list. As such, it may include documentation for products which you have not licensed.

The documents described below reference the Comverse ONE solution products. All documentation available with the Comverse ONE solution is described in the following pages, organized by the following categories:

- Infrastructure Domain
- Rating, Charging, and Promotions Domain
- Billing and Financials Domain (Converged only)
- Customer and Order Management Domain (Converged only)
- Mediation and Roaming Solutions Domain
- Self-Service Solutions Domain



NOTE

Read the relevant Solution Description first to get an overview of *your* Comverse ONE solution. It gives an overview of the functionality in each product domain and also includes cross-references to the user documentation that provides more detailed information about the functionality.

There are two such documents and they are listed under the Infrastructure Domain heading below.

- *Converged Billing & Active Customer Management Solution Description*
- *Real-Time Billing & Active Customer Management Solution Description*

Infrastructure Domain

Download every document in the Infrastructure domain if you purchase the Comverse ONE solution. Documentation for this domain includes the following (in alphabetical order):

- *Alarms Reference*
Contains tables of alarm IDs, descriptions, likely causes, and recommended resolutions for systems and components of the Unified Platform.
- *Back Office Administration GUI Guide*
Provides information about the BackOffice subsystems for Inventory Administration, Address Management and Bulk Operations.
- *Converged Billing & Active Customer Management Solution Description*
General overview of the Comverse ONE Converged Offer and the functionality available in each domain.
- *Database Reference*
Describes all database tables and fields in detail.

- ***Disaster Recovery Operations Guide*** (Optional Module)
The Disaster Recovery Operations Guide serves as both a technical overview of the optional Disaster Recovery solution and as a guide which details the operational procedures for failover, switchover and switchback provided by the solution.
- ***Glossary***
Provides a list of terms used specifically for the Comverse ONE solution
- ***Investigation Units and Financial GUIs Guide***
Describes the GUI-based tools used for investigating and troubleshooting various financials related processes: payments, bill invoices, refunds, and incomplete data work entries
- ***Operation Reference***
Describes the processes in the Comverse ONE solution.
- ***Platform Operations Guide***
Describes the back-end operations and maintenance functionality of the core Comverse ONE solution components. Includes AIX/HACMP platform and cluster operations, Linux/Veritas platform and cluster operations, backup/recovery, shared storage and fiber switch operations, and tape backup operations.
- ***Product Catalog Overview***
Provides a high-level description of the Comverse ONE solution Product Catalog, which is the primary mechanism for creating, configuring, managing, and propagating Product Catalog versions.
- ***Product Catalog User Guide***
Instructions on using the Product Catalog application to define and manage all aspects of Service provisioning.
- ***Real-Time Billing & Active Customer Management Description***
General overview of the Comverse ONE Real-Time Offer and the functionality available in each domain.
- ***Schedulable Entity Reference Manual***
Documents all the jobs, monitors, and workflows, for each component in the Unified Platform.
- ***Security Platform Operations Guide***
Technical overview of the security platform and information on how to provision and administer the platform.
- ***Security Server API Guide***
Provides an overview of the interfaces exposed by the Java-based Security SDK API, which client applications can leverage to access various security services, such as authentication, authorization, auditing, key management, and credentials management. Also provides information on the Security Web Services API, which provides interfaces to a subset of Security Server commands (Identity Management commands).
- ***Signaling Gateway Unit Guide***
Describes the hardware, installation, configuration, and maintenance of the Signaling Gateway Unit (SGU) used to connect Comverse real-time systems to the SS7 signaling network using either traditional SS7 protocols or Sigtran (SS7 over IP).
- ***System Measurements Guide***
The Comverse ONE Solution automatically collects statistical data from the Service Logic Unit (SLU) and the Service Gateway Unit (SGU). This includes service statistics on the SLF layer and platform data on the IPF layer.
This guide describes the format and location of this measurement information and provides a description of the meaning of the data. The measurement data can be used to create reports. It can also be imported into other applications (such as Excel) to be viewed.
- ***System Validation Check Reference***
Details all the system validation checks performed by the Comverse ONE Unified Platform on its components.

- ***Unified API Guide***
General overview of the Unified API, a brief description of its architecture, and information about:
 - Framework classes and the functionality they provide
 - Two standard interfaces provided with the Unified API (client SDK and web services)
 - A subset of Unified API business methods most commonly used
- ***Unified Platform Guide***
Technical overview of the Unified Platform and information on the procedures to manage core systems operations in the Comverse ONE solution.

Rating, Charging, and Promotions Domain

Documentation for this domain includes the following (in alphabetical order):

- ***Bulk Provisioning Guide***
 - The *CC Batch* utility enables bulk creation of recharge vouchers and subscribers.
 - The *Bulk Provisioning* Utility enables bulk creation of anonymous accounts to support the pre-activation of pre-paid SIM cards.
- ***Charging Interfaces Guide***
Describes the four interfaces that enable external services to support real-time authorization, rating, and charging for transactional usage: (1) the Event Charging Interface, a simple TCP/IP-based interface, (2) Open Services Access (OSA), (3) a Diameter-based interface version enhanced to take advantage of features of the Comverse ONE solution, and (4) a Diameter-based interface packet-switched version.
- ***Customer Care Client Provisioning Guide — Real-Time***
Detailed task-oriented instructions for using Customer Care Client.
- ***Diameter Gateway Unit Guide***
Describes the hardware, installation, configuration and maintenance of the Diameter Gateway Unit (DGU) used to connect Comverse real-time systems to external services, using the diameter protocol over IP.
- ***IVR Call Flows Reference***
These all flows detail the logic flow of specific scenarios. Multiple access numbers can map to the same call flow. Different resellers have the option to publish different numbers but share the same logic.
- ***Network Interfaces and Notifications Guide***
Describes the operation, features, and provisioning of notifications, CAMEL-enabled services, and USSD-enabled services.
- ***Network Self-Care Guide***
Describes the configuration, structure, and features.
- ***Operational Reports and Data Warehouse Utility Guide***
Describes the real-time Operational Reports Interface (ORI) and the Data Warehouse Extract Utility.
- ***Rating Technical Reference***
Describes the Unified Rating Engine, which is the subsystem responsible for gathering incoming CDRs and processing them for billing.
- ***Recurring–Non-Recurring Charges Server Guide***
Describes all processes commonly available through the Recurring —Non-Recurring Charges Server.
- ***Voucher and Recharge Guide***
Describes the process by which subscribers add funds to accounts using recharge vouchers

through IVR, interaction with Customer Service, and other methods. Provides details of the Recharge Control Table, which allows resellers to provision the effects of recharges so that bonuses, discounts, and other changes to offers can result from a successful recharge. Also describes the Card Generator software used to create batches of recharge vouchers.

Billing and Financials Domain (Converged only)

Documentation for this domain includes the following (in alphabetical order):

- *Advanced Invoice Numbering Guide*
Describes how to configure and use Advanced Invoice Numbering.
- *Billing Reports and File Layouts User Guide*
Describes control reports and other file formats.
- *Billing Technical Reference*
High-level descriptions of billing architecture, administration, bill generation and formatting, and system parameters
- *Collections Guide*
Contains information on configuring Collections database tables, running the Collections module, and using the Collections interface.
- *Invoice Designer Strings and Filters Reference*
Describes the static strings, dynamic strings, and filters in the Invoice Designer.
- *Invoice Designer Technical Reference*
Describes how to configure and run Invoice Designer.
- *Invoice Designer User Guide*
Describes the Invoice Designer and how to perform the tasks needed to create an invoice template.
- *Journals Guide*
Describes the theory, configuration, and running of Journals processes.
- *Miscellaneous Configurable Entities*
Instructions for configuring late fees, adjustments, and several other database entities used in postpaid and converged billing.
- *Process Workflow Orchestration Guide*
Describes the command-line entries and the default queries for running billing-related processes via the Unified Platform.
- *Taxation Guide*
Describes the configuration, operation, structure, and features of Taxation.

Customer and Order Management Domain (Converged only)

Documentation for this domain includes the following (in alphabetical order):

- *Application Integrator Adapter Developer Kit User Guide*
Provides information necessary for the development of custom Application Integrator adapters.
- *Application Integrator Add/Copy Header User Guide*
Describes the adapter that adds or copies header information in messages.
- *Application Integrator Aggregator Adapter User Guide*
Describes the adapter that aggregates multiple input messages as a single composite output message.
- *Application Integrator File Adapter User Guide*
Describes the configuration process and rules for the file adapter.
- *Application Integrator CORBA Adapter (JacORB) User Guide*
Describes the elements and uses of the Application Integrator client and server Common Object Request Broker Architecture (CORBA) adapters for JacORB.
- *Application Integrator Filemover Adapter User Guide*
Describes the use and configuration of the adapter, which is used to copy or move files from one machine to another.
- *Application Integrator Generic Services User Guide*
Describes the Null adapter, Trash adapter, and Initiator adapter generic services.
- *Application Integrator HTTP Adapter User Guide*
Describes the use and configuration of the adapter which provides an interface between HTTP clients and the Application Integrator.
- *Application Integrator IPDR Adapter User Guide*
Describes use and configuration of the I adapter which converts the “compact encoding” form of IPDR billing record documents into a form easily parsed by the Application Integrator message broker.
- *Application Integrator JMS Adapter User Guide*
Describes the use and configuration of the adapter, which is used with edge systems that transmit or receive JMS messages.
- *Application Integrator KSI Adapter User Guide*
Describes the use and configuration of the adapter, which is used with edge systems that transmit or receive data formatted according to the Kenan Standard Interface (KSI) protocol.
- *Application Integrator Operator Guide*
Describes the commands that operate the Application Integrator at creation and runtime.
- *Application Integrator Python Adapter User Guide*
Describes the use and configuration of the adapter, which enables a user to run a *Python* script from within an integration.
- *Application Integrator Retry Adapter User Guide*
Describes the use of the adapter to resend messages in case of failed transmissions.
- *Application Integrator SAS Adapter User Guide*
Describes the use and configuration of the adapter, which is used with edge systems that transmit or receive data formatted according to the *Comptel*/Mediation Device Solutions/Subscriber Administration System (MDS/SAS) protocol.
- *Application Integrator Sequence Adapter User Guide*
Describes the use of the adapter to generate unique sequence numbers for messages.
- *Application Integrator System Administrator Guide*
Outlines installation, sizing, operation, and administration of the Application Integrator

and logging. Describes configuration of the user environment and commands for creation and operation of the Application Integrator.

- ***Application Integrator Unified API Client Adapter User Guide***
Describes the adapter which is used for interfaces based on the Unified API Client.
- ***Application Integrator Unified API Server Adapter User Guide***
Describes the adapter which is used for interfaces based on the Unified API Server.
- ***Application Integrator URL Client Adapter User Guide***
Describes the use and configuration of the adapter which makes it possible for a client to gain access to many kinds of network-accessible resources that are identified by a URL.
- ***Application Integrator User Guide***
Describes creating integration specifications, creating instances of the Application Integrator, and commands for operation of the Application Integrator. Provides a complete user guide for the iMaker compiler.
- ***Application Integrator XSLT User Guide***
Describes the use and configuration of the adapter which is used with applications (sometimes called edge systems) that transmit or receive XML- formatted data.
- ***Customer Center User Guide***
Detailed task-oriented instructions for using Customer Center.
- ***Inventory Guide***
Describes the configuration, operation, structure, and features of Inventory.
- ***Inventory Replenishment Guide***
Describes the operation, structure, and features of Inventory Replenishment.
- ***Orders Services Guide***
Describes the structure and features of Orders Services.
- ***Request Handling and Tracking and Service Fulfillment User Guide***
Describes the configuration, operation, structure and features of Request Handling and Tracking and Service Fulfillment.
- ***Workflow Developers Guide***
Helps new users understand the rules-based business process management system so users can create solutions and integrate Workpoint within those solutions.
- ***Workflow User Guide***
Describes the configuration, operation, structure, and features of Workpoint.

Customer Relationship Management

- ***Campaign Management Data Mapping Reference***
Describes how the data in DataMart is mapped to information in the Comverse ONE Customer database, the Comverse ONE ODS, and the Comverse ONE Sales and Service database.
- ***Campaign Management DataMart Implementation Guide***
Contains in-depth technical information on how to configure and populate the data mart used by all Campaign Management applications.
- ***Campaign Management Outbound Marketing Manager Reference***
Describes how to use the Campaign Management Outbound Marketing Manager features and guides you through the program's basic functionality.
- ***Campaign Management Quick Implementation Guide***
Helps novice users get started with implementing Campaign Management. It contains an overview of the product architecture, information on data mart design and creation, an explanation of how extraction works, and procedures for creating web pages, reports, lists, and campaigns.
- ***Campaign Management Topic Implementation Guide***
Provides information for implementers and professional services personnel who are creating applications that will run on an Campaign Management EpiCenter. Summarizes the Campaign Management functionality, architecture, and administration and contains in-depth technical information for configuring the Campaign Management topics required for Campaign Management and analysis.
- ***Campaign Management User Guide***
Provides you with basic information about the Campaign Management applications.
- ***Case Management User and Administration Guide***
Contains detailed information about GUI screens and form fields that appear in the Case Management application. Also provides information on performing general procedures in the GUI and administrative tasks.
- ***Customer Center User Guide***
Detailed task-oriented instructions for using Customer Center.
- ***Sales and Service Admin Console User Guide***
Provides supervisors, managers, and executives with the information to use the Case Management and Sales Force Automation Admin Console application.
- ***Sales and Service Application Reference***
Contains technical reference information relevant to implementers involved in implementing and customizing CRM applications at customer sites. This book provides the reference context for the procedural information available in the Implementation Guide.
- ***Sales and Service Architecture Reference***
Provides technical information relevant to individuals involved in implementing the Open Architecture and the applications built on the architecture
- ***Sales and Service Data Dictionary Reference***
Includes a listing and description of the tables and columns used to store CRM operational business data. It also includes a description of the naming conventions for the tables. The target audience includes database administrators, application developers, and implementers.
- ***Sales and Service Dialog Designer User Guide***
Describes the Sales & Service Dialog Designer, a web-based graphical application for defining and editing dialogs. Includes procedures for using it.
- ***Sales and Service IBR Designer User Guide***
Describes how to use the IBR Designer to create Intelligent Business Rules, which can be used to implement rule-based behavior within your CRM applications.

- ***Sales and Service Implementation Guide***
Provides procedural information relevant to individuals involved in implementing and customizing the core and the Sales and Service applications built on the core.
- ***Sales and Service Integration Guide***
Provides overview and configuration information for the set of tools used to exchange data with a variety of back-end data sources, including generic SQL sources, Java and EJB-based sources, Web services, and other database types.
- ***Sales and Service Workflow Designer***
Explains how to use Workflow Designer, a web-based graphical tool for defining and editing workflows
- ***Sales Force Automation User and Administration Guide***
Contains detailed information about GUI screens and form fields that appear in the Sales Force Automation application. Also provides information on performing general procedures in the GUI and administrative tasks.

Mediation and Roaming Solutions Domain

Documentation for this domain is subdivided into Mediation/Roaming and Revenue Settlements.

Mediation and Roaming

Mediation and Roaming documentation includes the following (in alphabetical order):

- ***API Guide***
Provides the concepts and functions for the Collection Application Programming Interface (CAPI), Mediation API, and Socket-Based Transmission API.
- ***Data Manager GUI Reference***
Contains detailed information about GUI screens and form fields that appear in the Data Manager interface
- ***GRID Mapping Language Developer Guide***
Describes the mediation feature components, semantics, and general syntax of the GRID Mapping Language (GML).
- ***Installation Guide for HP***
Describes how to install and configure the application, components, and some third-party applications associated with the HP platform.
- ***Installation Guide for HP Itanium***
Describes how to install and configure the application, components, and some third-party applications associated with the HP Itanium platform.
- ***Installation Guide for HP PA-RISC***
Describes how to install and configure the application, components, and some third-party applications associated with the HP PA-RISC platform.
- ***Installation Guide for IBM***
Describes how to install and configure the application, components, and some third-party applications associated with the IBM platform.
- ***Installation Guide for SUN***
Describes how to install and configure the application, components, and some third-party applications associated with the SUN platform.
- ***Mediation and Roaming User Guide***
Provides information on how to use the GUI interface, including information on using the Data System Manager application pages.
- ***Roaming Database Reference***
Provides reference information on the Roaming database.

- **Roaming Setup Guide**
Describes how to configure the Roaming Setup application pages. It also provides information on working with TAP, RAP, and CIBER statistics.
- **Scripts Guide**
Provides information on script files, which contain additional instructions on functions for data collection and transmission.
- **System Manager GUI Reference**
Contains detailed information about GUI screens and form fields that appear in the System Manager interface
- **Variable-Length GRID Guide**
Provides information on how to configure the control files for variable-length GRID.

Revenue Settlements

Revenue Settlements documentation includes the following (in alphabetical order):

- **Comverse Revenue Settlements Billing System Adapter Guide**
Describes the configuration, operation, and installation for the Billing System adapter.
- **Comverse Revenue Settlements Data Model Guide**
Overview of data model entities (such as partners, accounts, revenue sharing, and rate schedules) and how to configure them in the database.
- **Comverse Revenue Settlements Database Reference**
Detailed descriptions of fields and tables in the database.
- **Comverse Revenue Settlements Technical Reference**
Instructions for installing and operating Revenue Settlements. Also contains processing descriptions.
- **Comverse Revenue Settlements User Guide**
Instructions for using the Revenue Settlements GUI.

Self-Service Solutions Domain

The Comverse ONE Self-Service Solutions domain consists of the core products plus the optional separately licensed premium products. The core products consist of the following:

- Self-Service Solutions Platform
- Self-Service Solutions Applications

Self-Service Solutions Platform Documentation

The Self-Service Solutions Platform has a comprehensive set of documentation covering the installation, configuration, and use of our products. The documentation set is divided into the following categories:

- **Manuals:** These manuals cover installing and using the platform.
- **Reference:** These reference documents contain information about APIs, databases, configuration files, and so on. These documents are delivered in HTML.

Self-Service Solutions Platform Manuals

Self-Service Solutions Platform manuals include the following (in alphabetical order):

- **Self-Service Platform Administration Guide**
Provides operations and maintenance instructions for Web applications using the Self-Service Solutions Platform.

- ***Self-Service Platform Communications Billing and Usage Reference***
Provides detailed descriptions of the data models and structure of the Self-Service Solutions Platform Communications Billing and Usage (CBU) database.
- ***Self-Service Platform Connectors Development Guide***
Provides instructions for developing and customizing Connectors of the Self-Service Solutions Platform.
- ***Self-Service Platform Core Module Development Guide***
Provides instructions for configuring and developing features of the core module of the Self-Service Solutions Platform.
- ***Self-Service Platform Customer Interaction Datastore Reference***
Provides detailed descriptions of the data models and the structure of the Self-Service Solutions Platform Customer Interaction Datastore (CID).
- ***Self-Service Platform Database Modules Development Guide***
Provides instructions for configuring, customizing, and developing features of the database module of the Self-Service Solutions Platform.
- ***Self-Service Platform Installation Guide***
Provides installation and configuration instructions for the Self-Service Solutions Platform.
- ***Self-Service Platform Services Guide***
Provides instructions for configuring, customizing, and developing features that use the services provided by the Self-Service Solutions Platform.
- ***Self-Service Platform Processors Development Guide***
Provides instructions for developing and customizing Processors of the Self-Service Solutions Platform.
- ***Self-Service Platform Reports Development Guide***
Provides instructions for developing and customizing Reports of the Self-Service Solutions Platform.
- ***Self-Service Solutions Overview Guide***
Provides a high-level architectural and functional description of the Comverse ONE Self-Service Solutions. It also includes a detailed description of the concepts and development process to create and deploy Self-Service Solutions.
- ***Self-Service Platform Web Applications Development Guide***
Provides instructions for configuring, developing, and deploying Web applications that use the Self-Service Solutions Platform.

Self-Service Solutions Platform Reference

Self-Service Solutions Platform reference documentation includes the following (in alphabetical order):

- ***Base Logic Manager Reference***
Describes usage syntax and configuration files for the Base Logic Manager (BLM) APIs. These APIs are the core services of the Self-Service Solutions Platform.
- ***CID2CBU Object Mapping Reference***
Describes the default mapping of Customer Interaction Datastore (CID) and Communications Billing and Usage (CBU) objects.
- ***Communications Billing and Usage Reference***
Provides detailed descriptions of fields and tables in the Communications Billing and Usage (CBU) database.
- ***Customer Interaction Datastore Reference***
Provides detailed descriptions of fields and tables in the Customer Interaction Datastore (CID).

- ***Integration Services Framework API Reference***
Describes usage syntax of the set of APIs to program connectors and other components of the Intelligent Synchronization Framework (ISF).
- ***Integration Services Framework Message Cache Reference***
Provides detailed descriptions of fields and tables in the Intelligent Synchronization Framework (ISF) Message Cache.
- ***Integration Services Framework Script API Reference***
Describes usage syntax of the Intelligent Synchronization Framework (ISF) script APIs to program the ISF connectors.
- ***JavaServer Page Framework for Internet Application API Reference***
Describes usage syntax for the JavaServer Page Framework for Internet Application (JFN) APIs. These APIs are used to build JSPs using the JFN. This framework provides basic application functions and services as the foundation of user interfaces.
- ***Logger Message Reference***
Provides detailed descriptions of the Self-Service Solutions Platform log messages.
- ***QRA API Reference***
Describes usage syntax for the Query, Reporting, and Analysis (QRA) Engine APIs. These APIs are used to build reports.
- ***UTIL API Reference***
Describes usage syntax for the UTIL package used by different components of the Self-Service Solutions Platform. This package contains a set of utilities including the logger.

Self-Service Solutions Applications Documentation

Each Self-Service Solutions Application comes with a comprehensive set of documentation covering the installation, configuration, and use of the product. The application documentation expands and complements the Self-Service Solutions Platform documentation.

The documentation set is divided into the following categories:

- **Manuals:** These manuals cover installing and using the application.
- **Reference:** These reference documents contain information about APIs, databases, configuration files, and so on. These documents are delivered in HTML.

Self-Service Solutions Application Manuals

A full set of these manuals is available for each Self-Service Solutions Application. The documentation set includes the following (in alphabetical order):

- *Business Objects Model Reference*
Provides a detailed description of the models and entities that make up the Self-Service Solutions Application.
- *Catalog Loader Reference*
Provides information about the Catalog Loader, including a functional description as well as installation, configuration, and use instructions.
- *Configuration and Development Guide*
Provides instructions for configuring and developing Self-Service Solutions Application features.
- *Feature Reference*
Describes the logic and provides use cases for the functional domains of the application.
- *Out-of-the-Box Reference Guide*
Describes the Self-Service Solutions Application Out-of-the-Box release.
- *Self-Service Installation Guide for Comverse ONE*
Provides detailed installation, configuration, and deployment instructions for the Self-Service Solutions Application alongside other elements of the Comverse ONE solution.
- *Self-Service Installation and Deployment Guide*
Provides detailed installation, configuration, and deployment instructions for the Self-Service Solutions Application.
- *Introduction*
Provides a high-level architectural and functional description of the Self-Service Solutions Application. It covers common features, order management, account management, and bill presentment.

Self-Service Solutions Application References

A full set of these references is available for each Self-Service Solutions Application. The reference documentation set includes the following (in alphabetical order):

- *API Reference*
Describes usage syntax for the Self-Service Solutions Application APIs. These APIs are used to program the user interface and manage data.
- *Invoice Schema Reference*
Describes the invoice schema reference of the Self-Service Solutions Application.
- *Presentation Layer Page Flow Reference*
Describes the page flows of the Self-Service Solutions Application.
- *Specification Entity Relationship Diagrams*
Provides diagrams describing the actors, use cases, user activity, and storyboard in IBM Rational Rose format.

Self-Service Solutions - Separately Licensed Products

Documentation available with optional, separately-licensed premium products in the Comverse Self-Service Solutions is listed below.

Online Catalog Manager

Online Catalog Manager (OCM) documentation includes the following (in alphabetical order):

- *Introduction to the Online Catalog Manager*
Provides a high-level architectural and functional description of the Online Catalog Manager.
- *Online Catalog Manager Getting Started Guide*
Describes the best way to build product catalogs in the Online Catalog Manager. This manual is a template for creating end-user documentation.
- *Online Catalog Manager Installation and Configuration Guide*
Provides installation and configuration instructions for the Online Catalog Manager.
- *Online Catalog Manager User Documentation Template*
Describes the use of the Online Catalog Manager. This manual is a template for creating end-user documentation. This manual covers many common concepts and procedures of the OCM.
- *Online Catalog Manager User Guide*
Provides a detailed description of the concepts and use of the Online Catalog Manager. The topics include:
 - Managing Media Files
 - Managing Offers
 - Managing Prices
 - Managing Products
 - Managing Properties
 - Managing Reference Data
 - Publishing

Business Self-Service

The Business Self-Service product includes the standard Application documentation, plus the following manual:

- *Business Self-Service User Guide*
A guide to using the Business Self-Service UI.

CSR Portal

The CSR Portal product includes the standard Application documentation, plus the following manual:

- *CSR Portal User Guide*
A guide to using the CSR Portal UI.

Callflow Overview

Callflows detail the logic flow of specific scenarios. Multiple access numbers can map to the same callflow. Different resellers have the option to publish different numbers but share the same logic.

The operator publishes two numbers:

1. One for the subscriber to call from their own phone.
2. Another for the subscriber to call from a different phone.

The access number profile is checked to determine if the caller is to be prompted for their number or not.

Operators frequently customize default callflows. In particular:

- Admin menu
- Add languages (English is delivered as the default)
- Create additional phrases



See the Network Self-Care Guide for more information on the operation of the Interactive Voice response ('IVR') system.



There are some differences in behavior between IVR Self-Care and Legacy (SLF) IVR. However, since no customer is running both IVR Self-Care and Legacy IVR simultaneously, these differences do not impact the end users.

List of Legacy SLU IVR Callflows (RT)

New PPS Invocation	3
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Chapter 1

Legacy SLU IVR Callflows (RT)

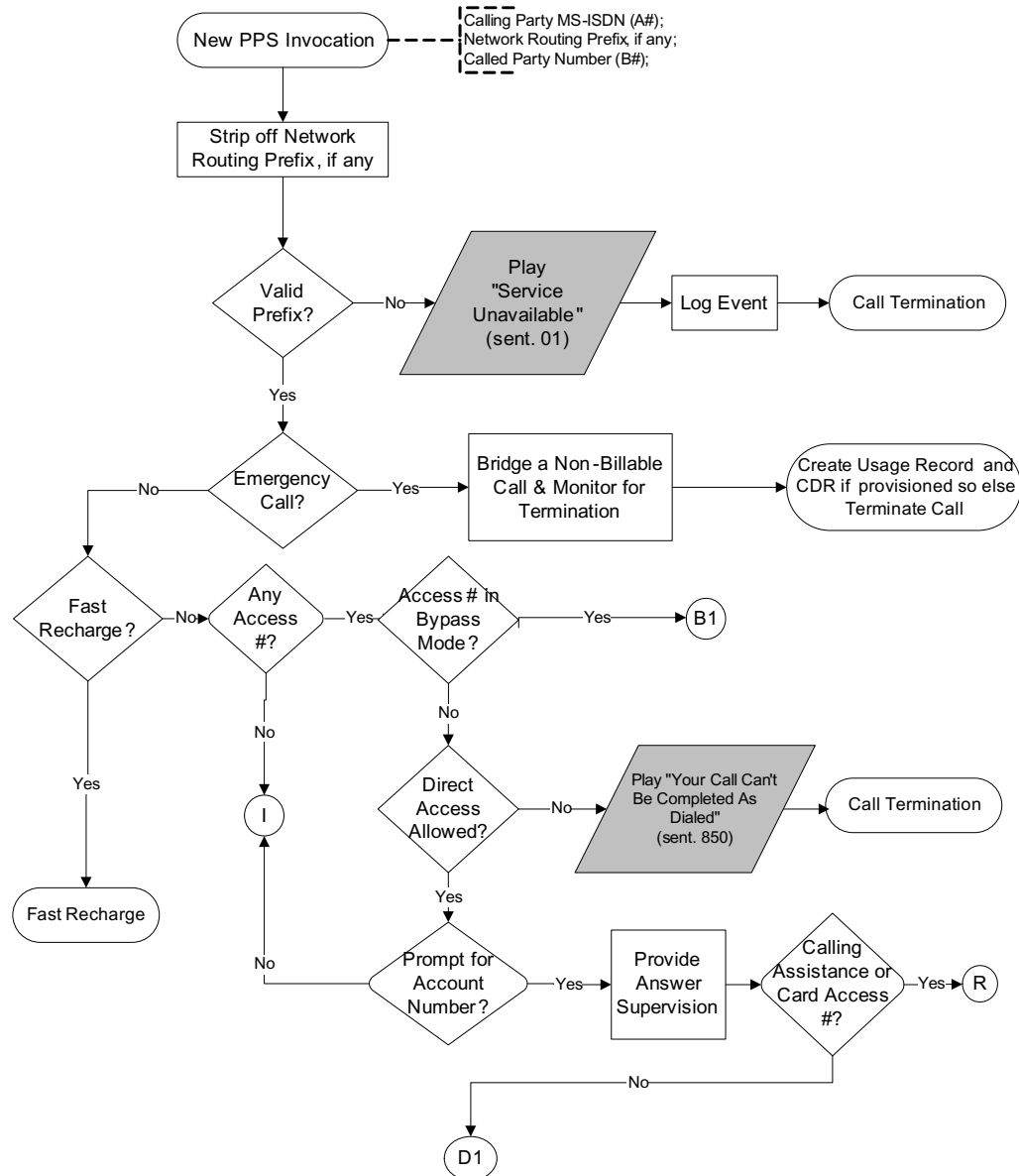
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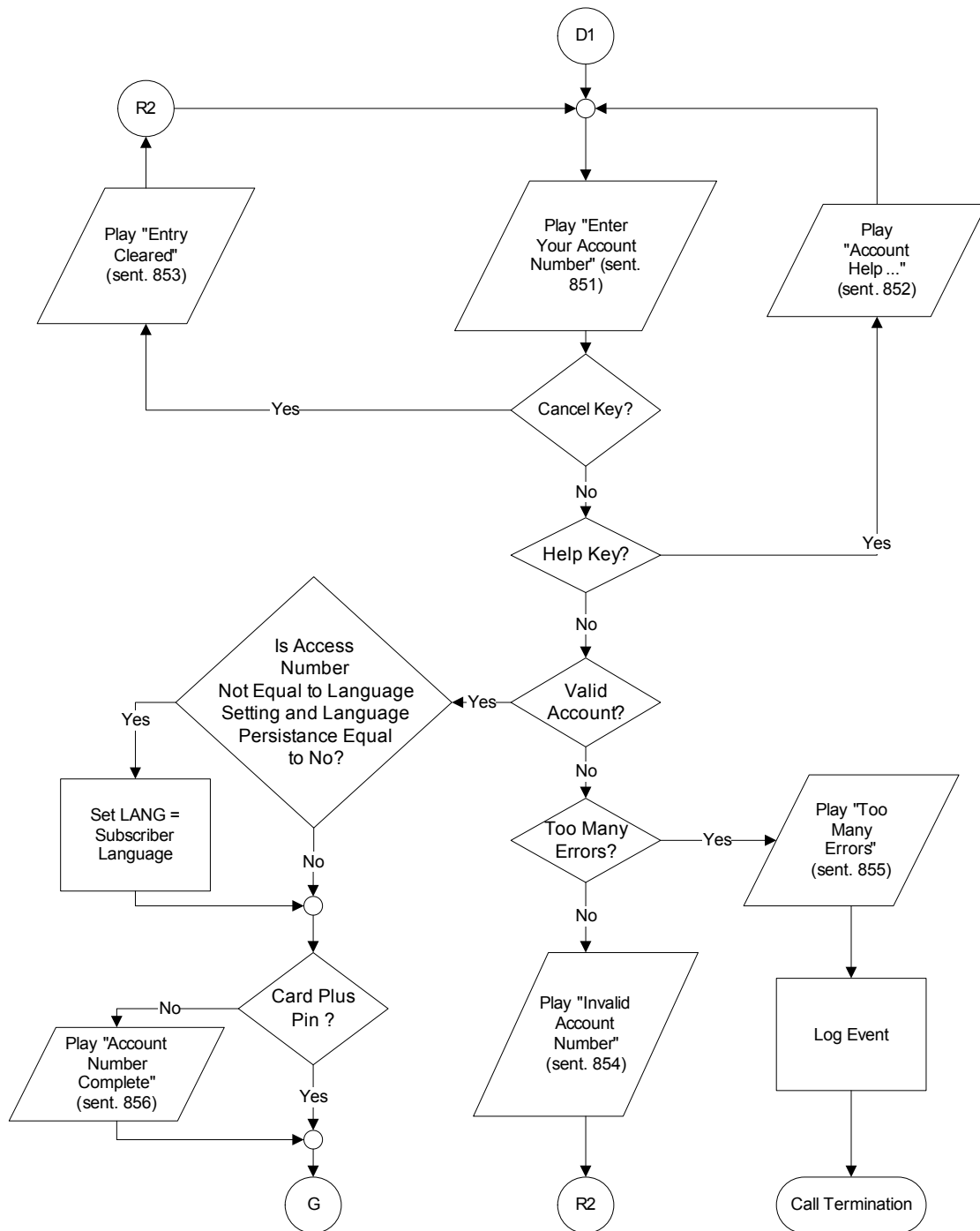
v

New PPS Invocation

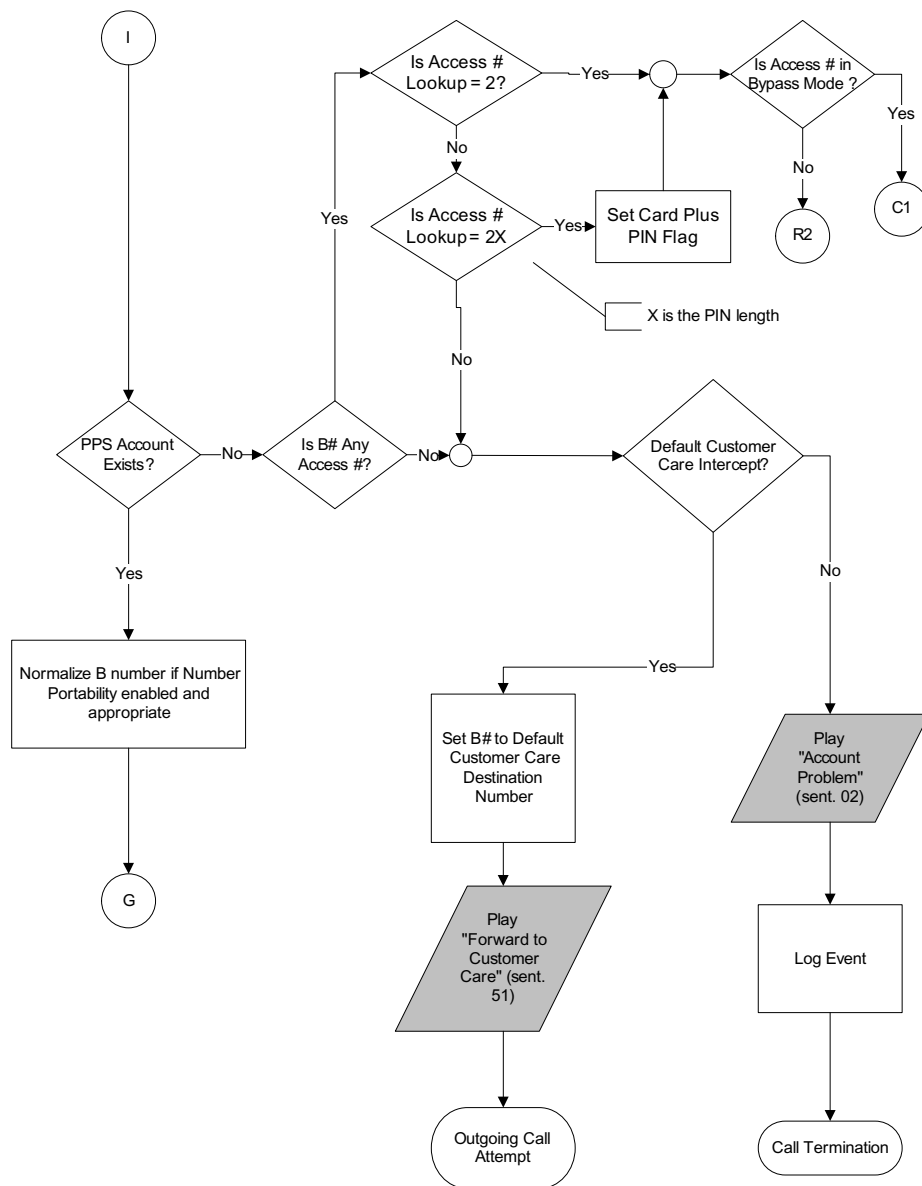
**NOTE**

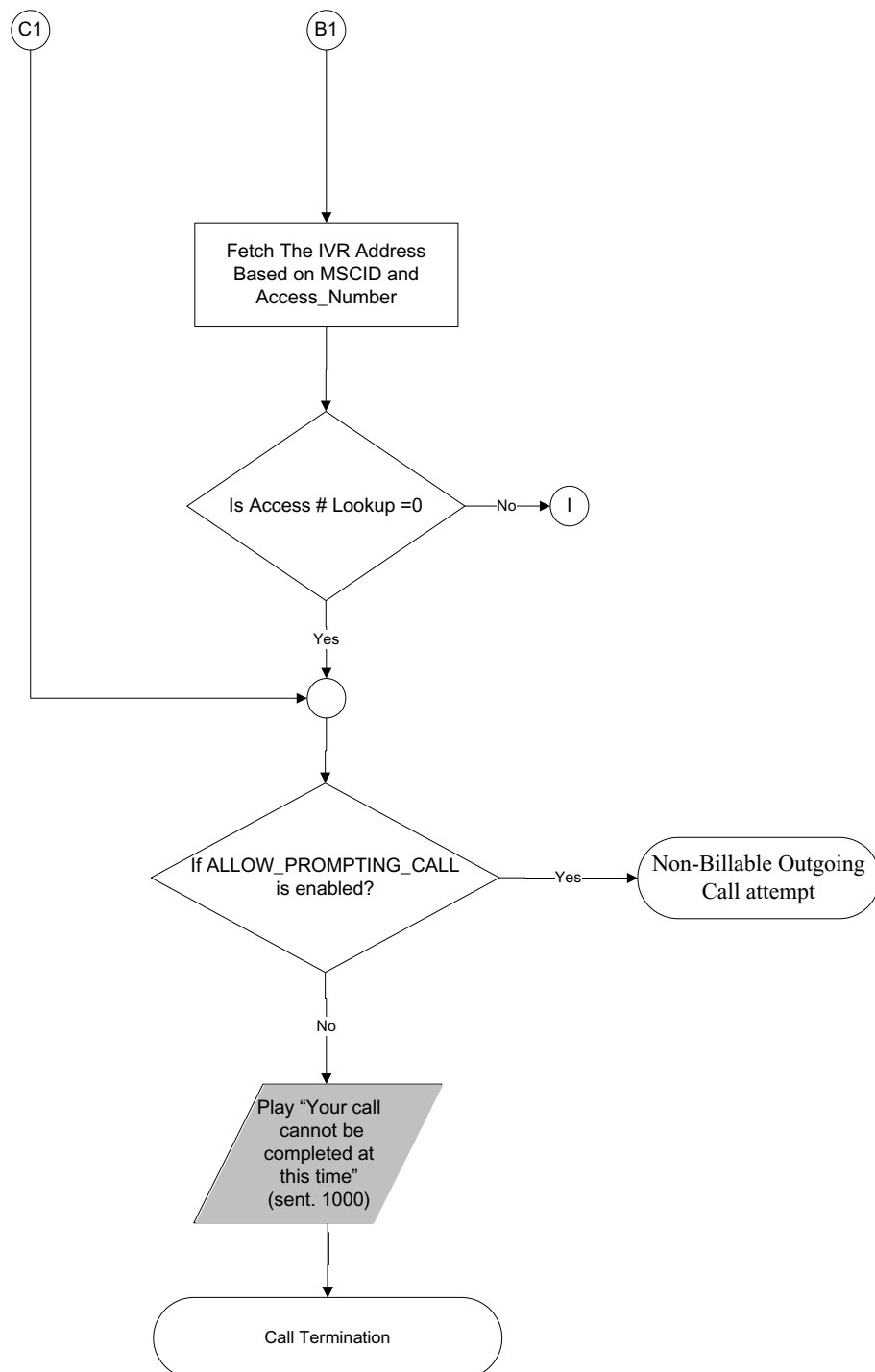
The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

New PPS Invocation (continued) - D1, R2



New PPS Invocation (continued)- I

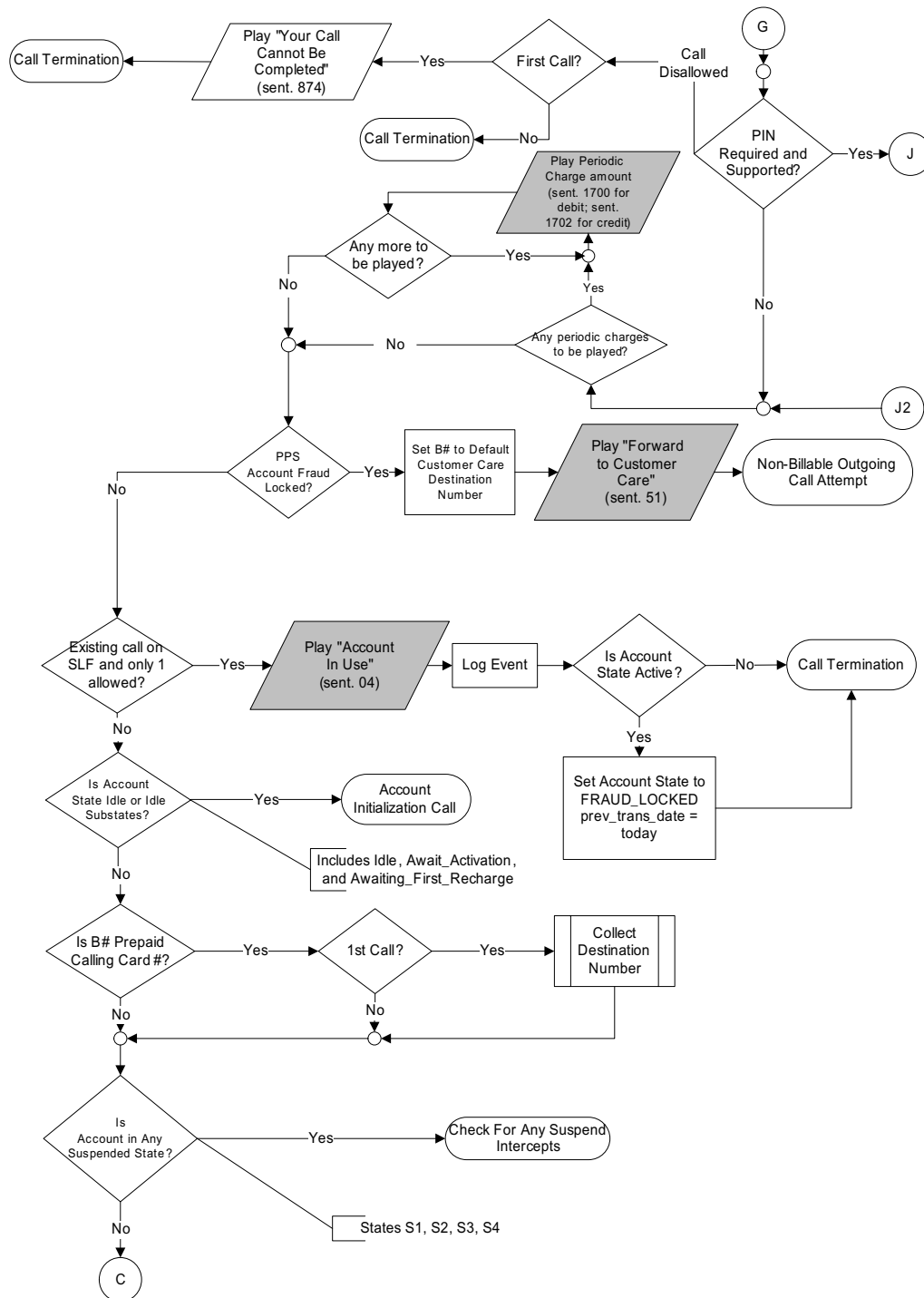


New PPS Invocation (continued)- B1, C1

**NOTE**

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

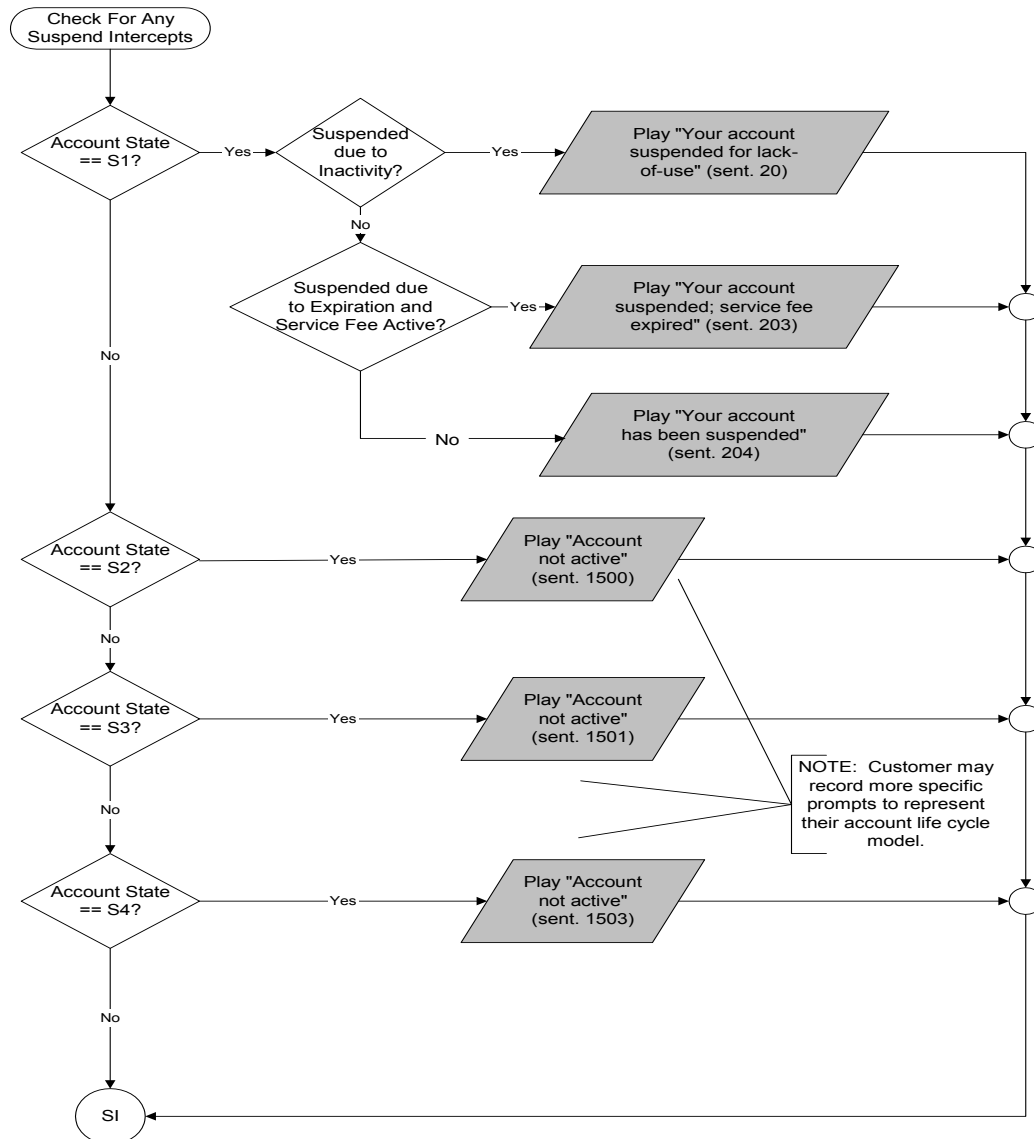
Call Termination - G, J2



NOTE

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

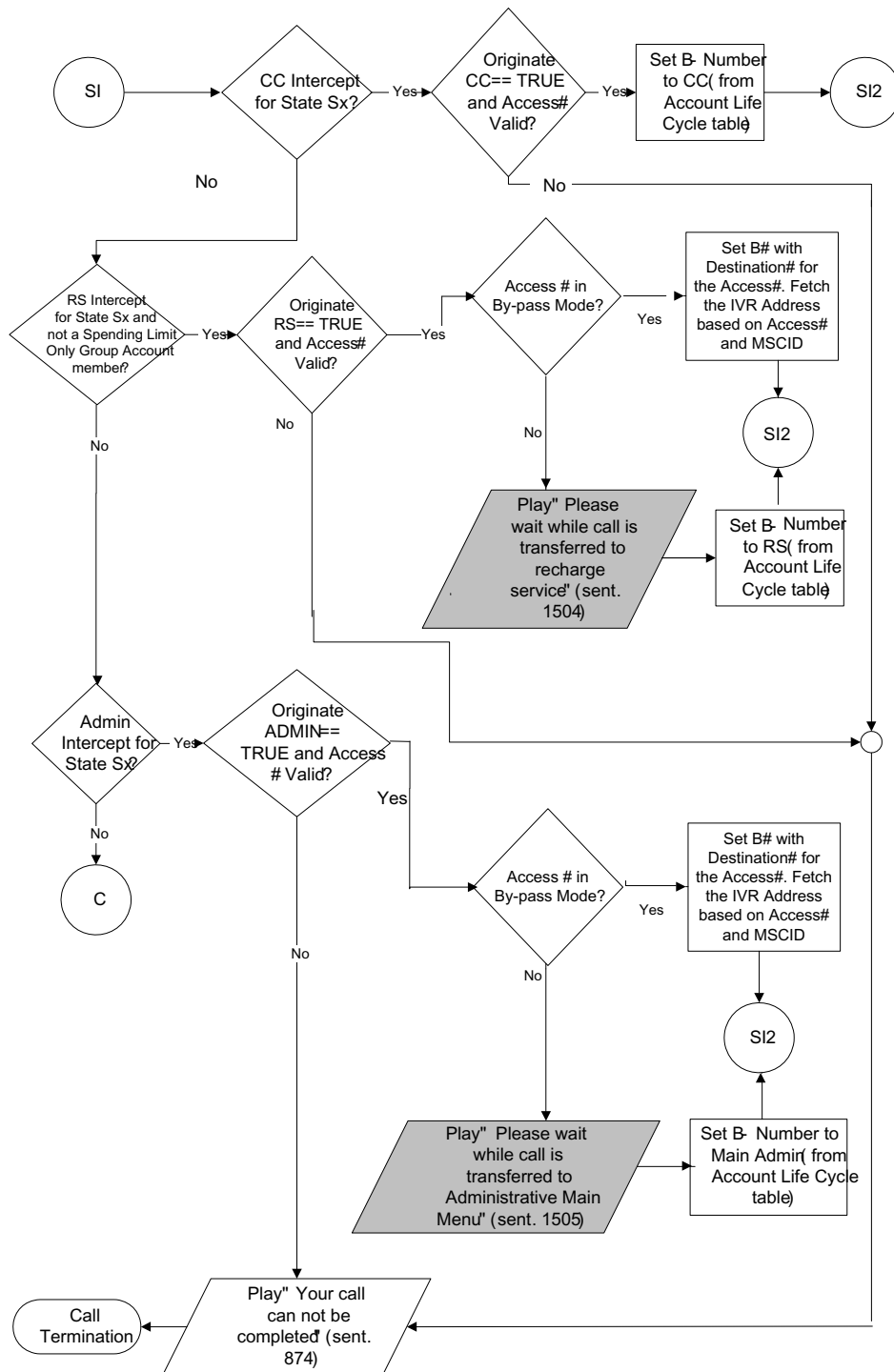
Check for any Suspend Intercepts



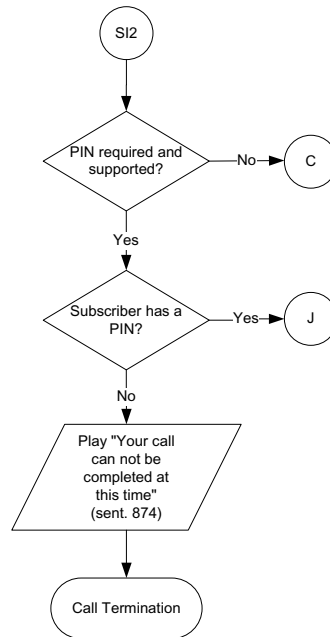
NOTE

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

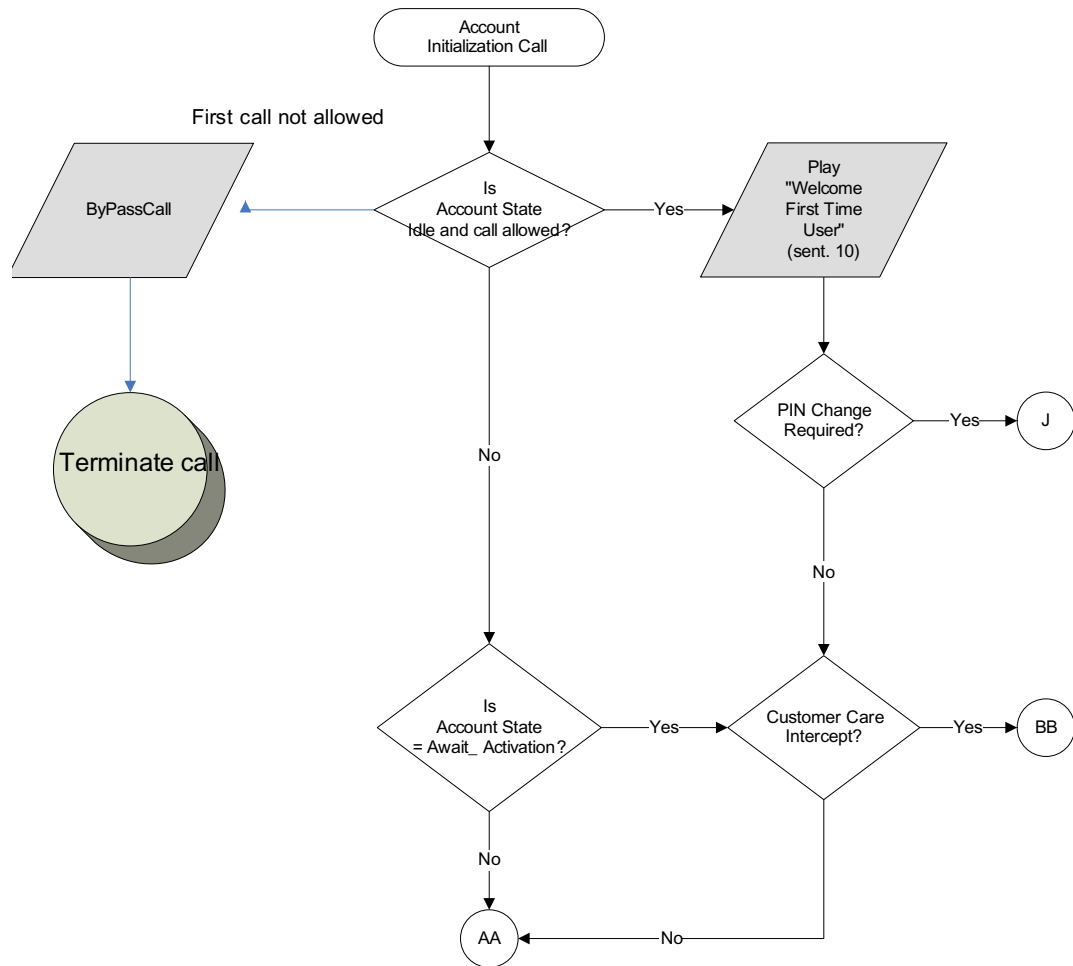
Check for any Suspend Intercepts (continued) - SI



The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

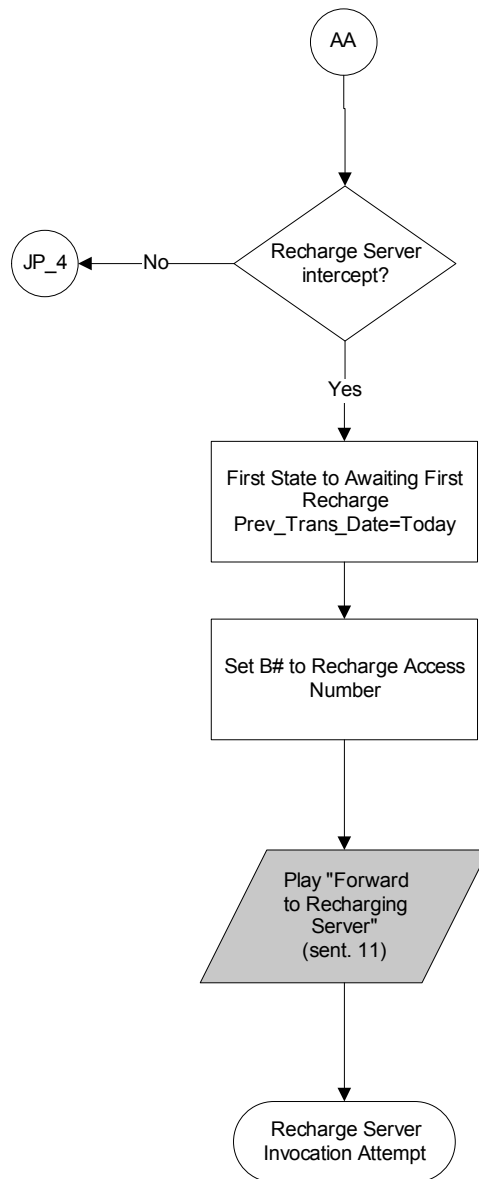
Check for any Suspend Intercepts (continued) - SI2

Account Initialization Call



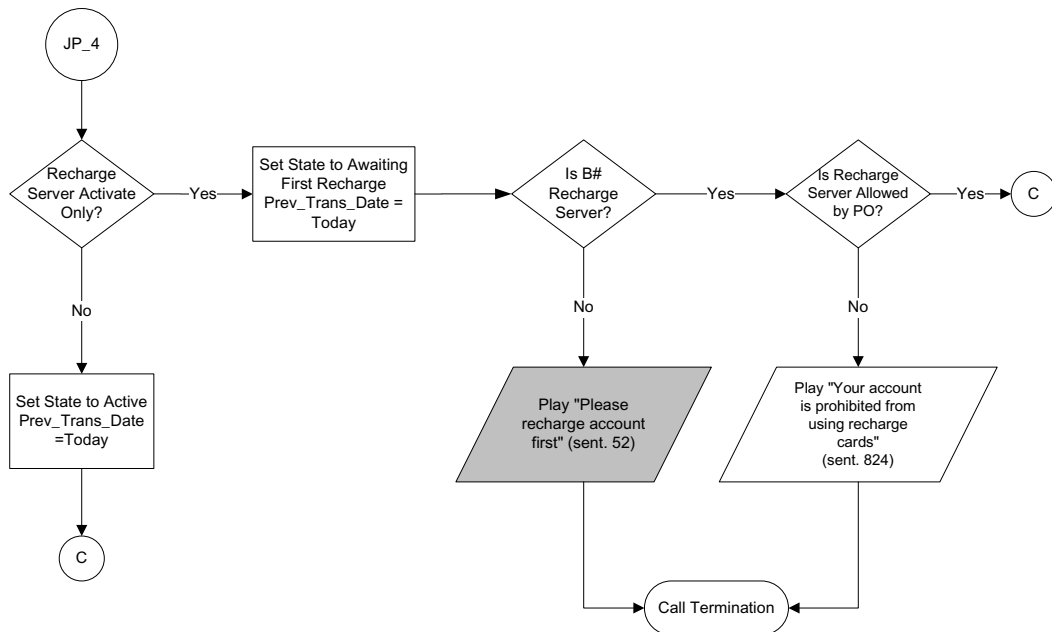
NOTE

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

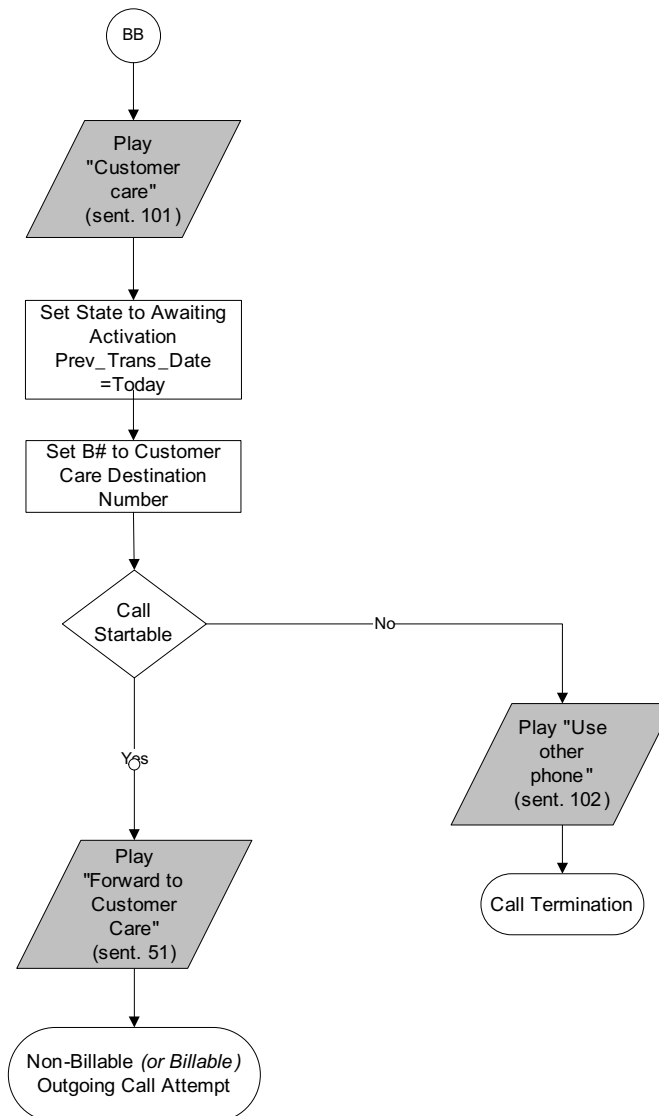
Account Initialization Call (continued) - AA**NOTE**

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

Account Initialization Call (continued) - JP_4

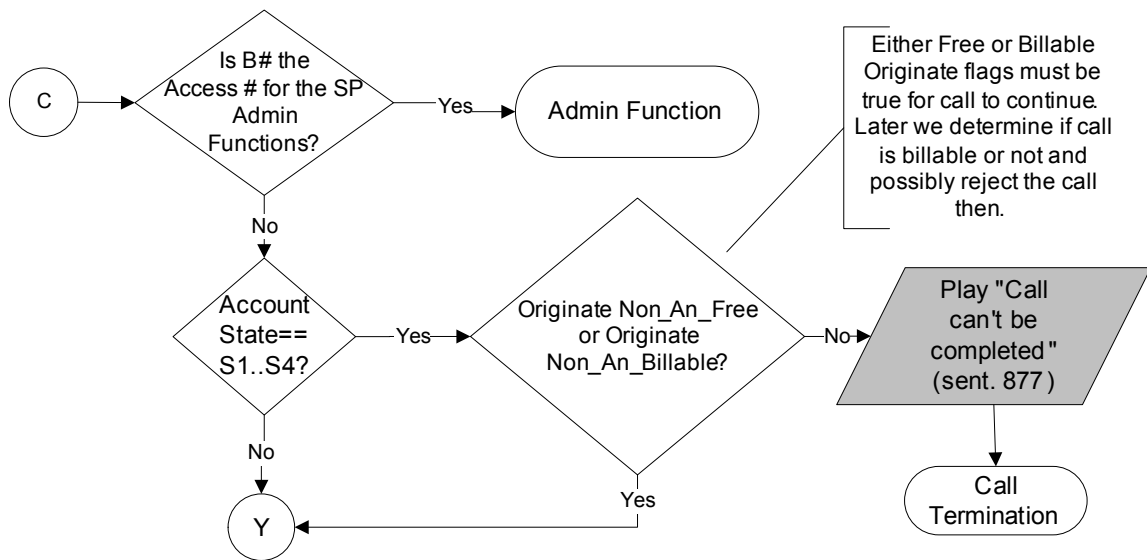


The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

Account Initialization Call (continued) - BB**NOTE**

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

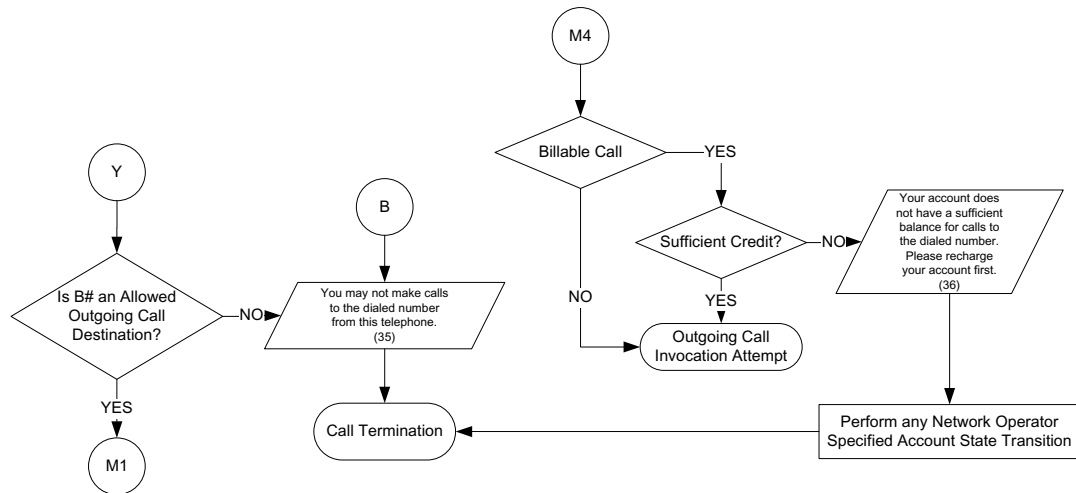
Account_Initialization_Call (continued) - C



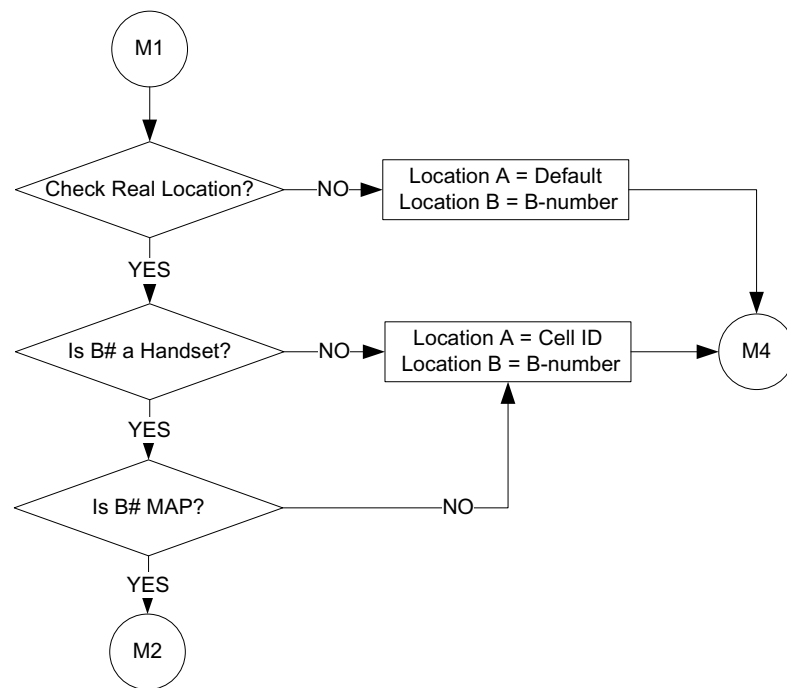
NOTE

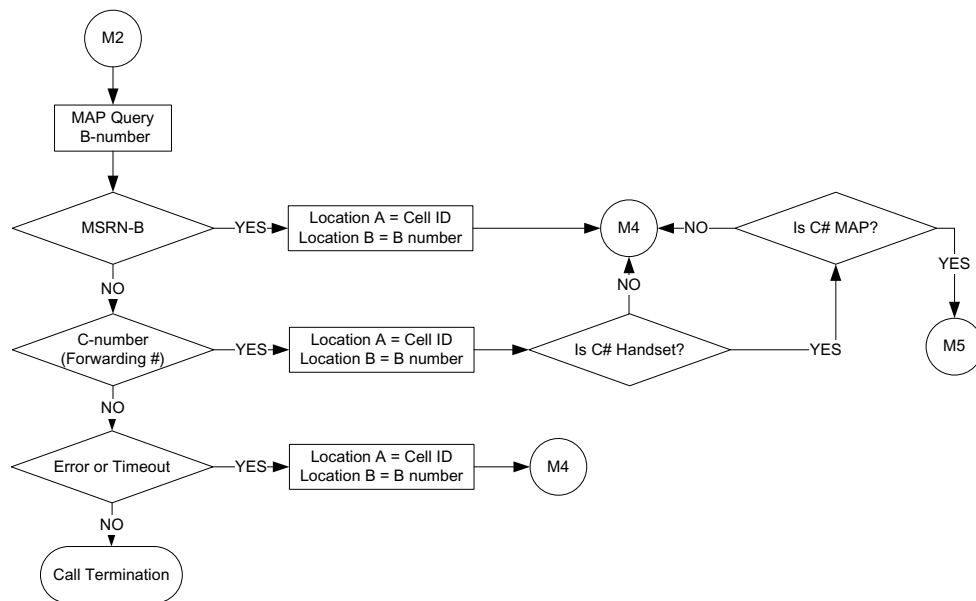
The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

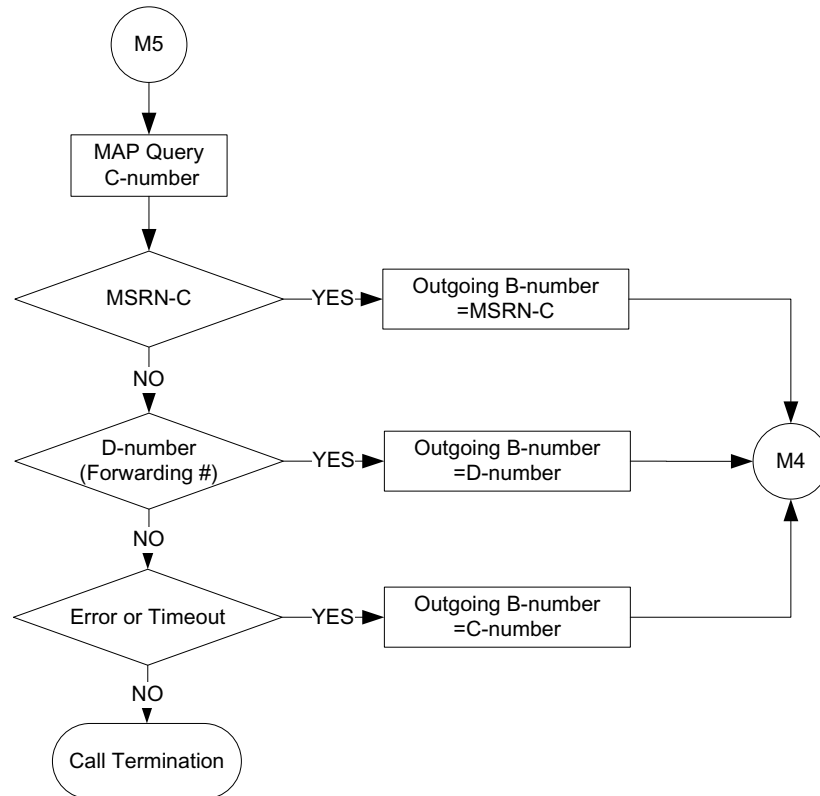
Account Initialization Call (continued) - Y, B, M4

**NOTE**

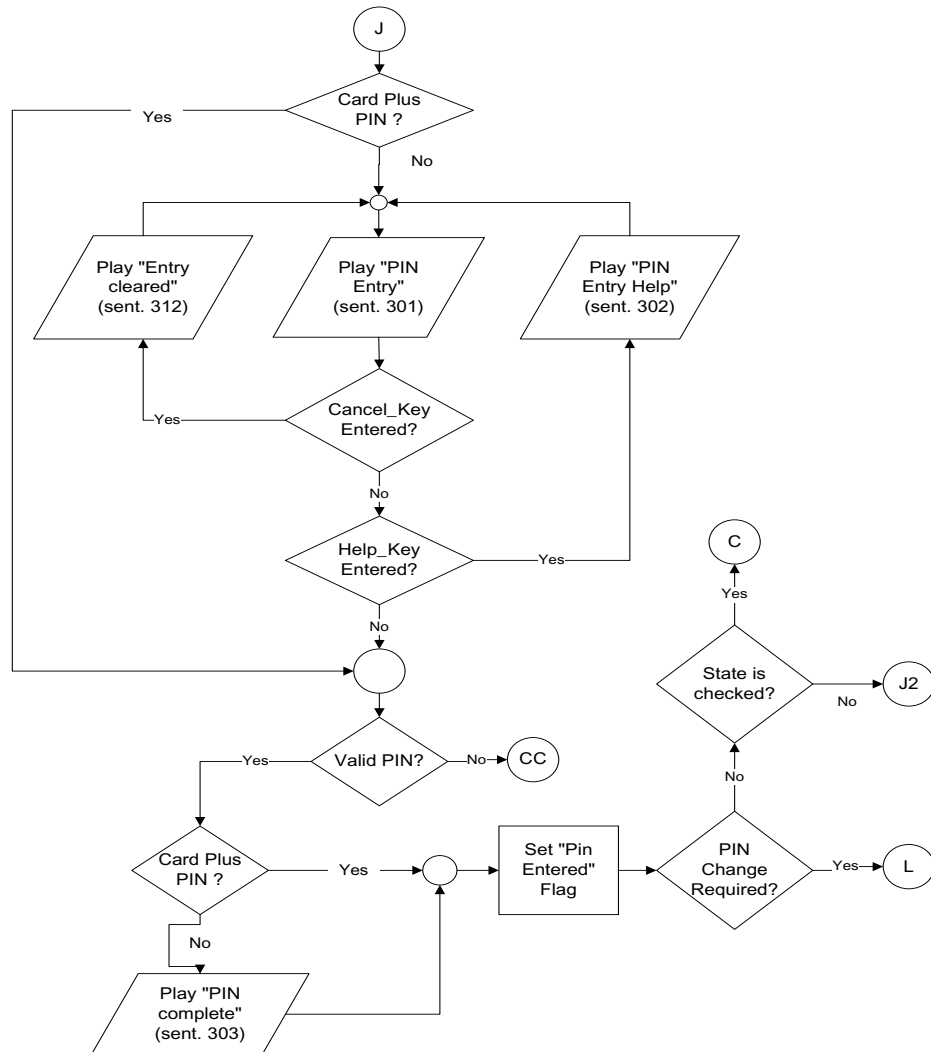
The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

Account Initialization Call (continued) - M1

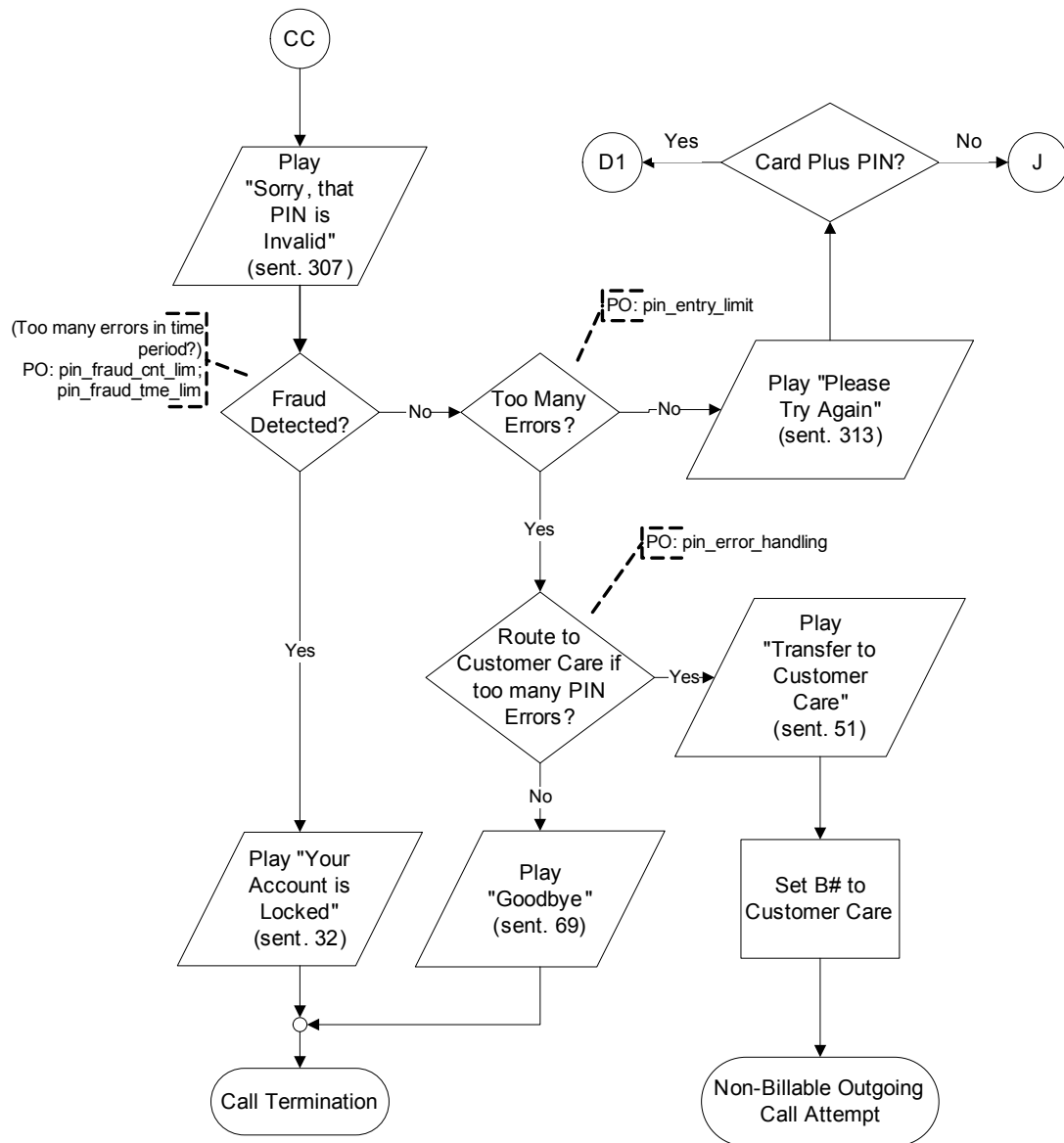
Account Initialization Call (continued) - M2

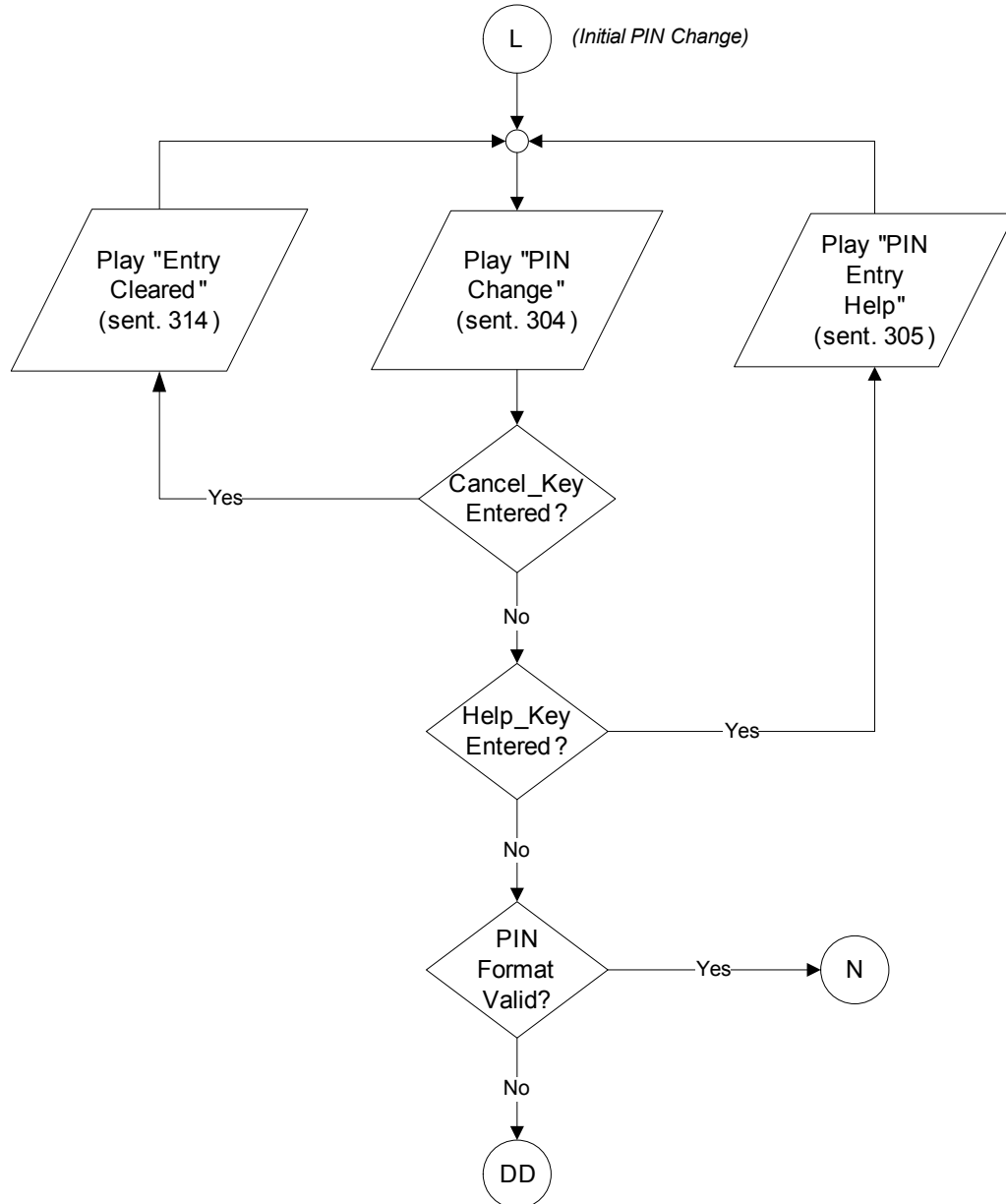
Account Initialization Call (continued) - M5

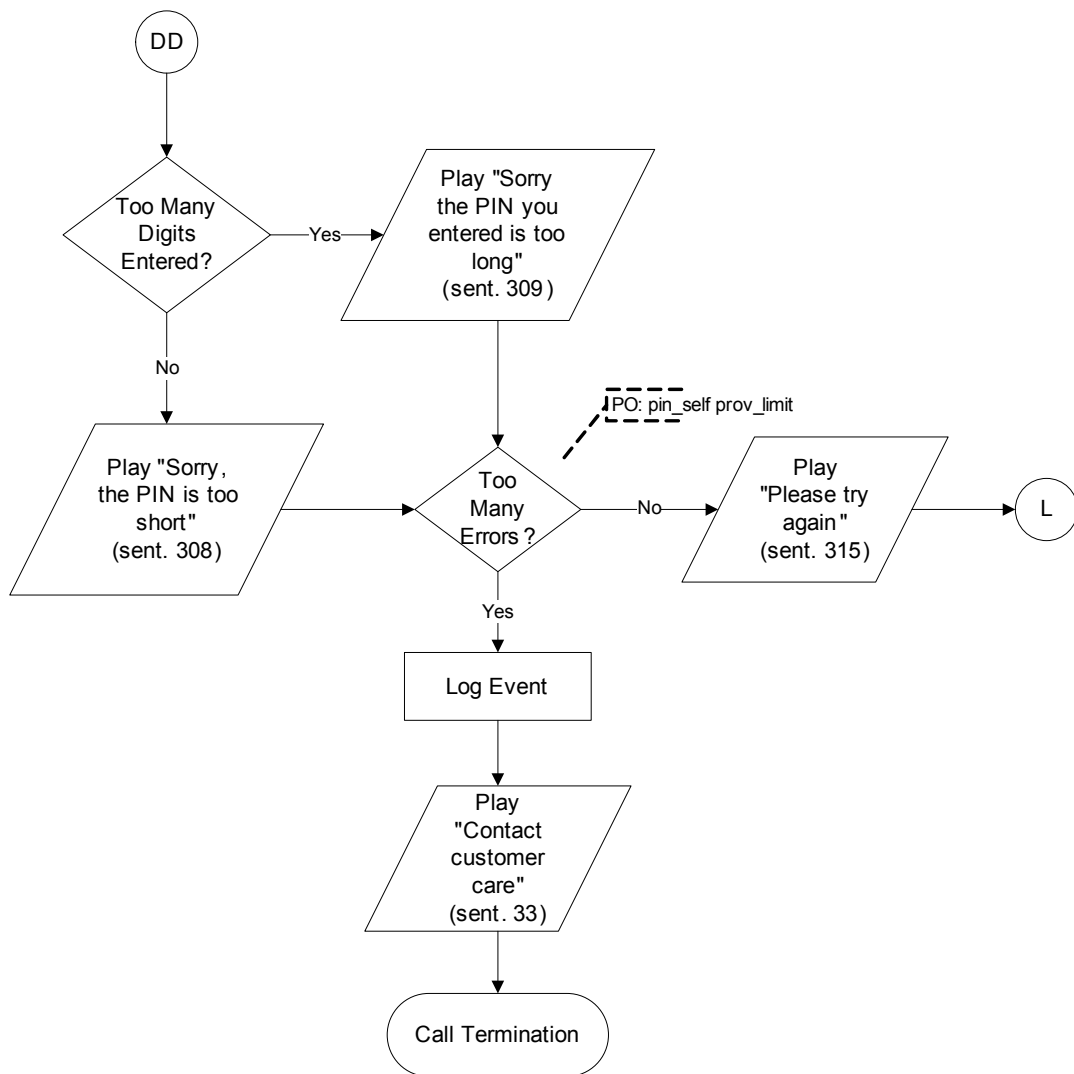
Account Initialization Call (continued) - J

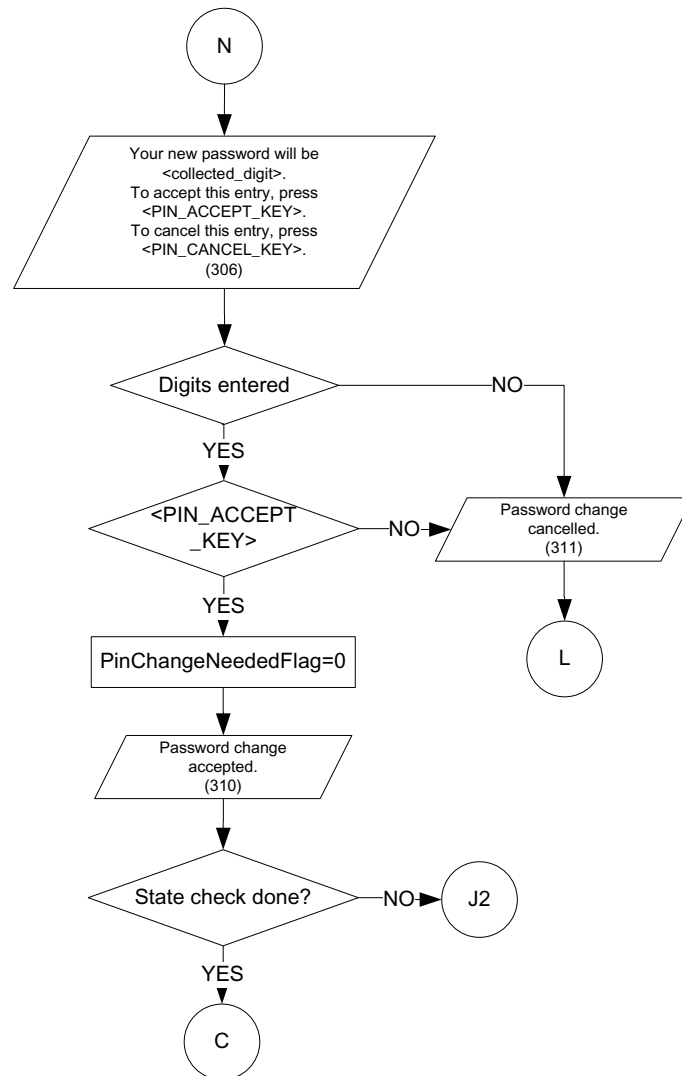


Account Initialization Call (continued) - CC

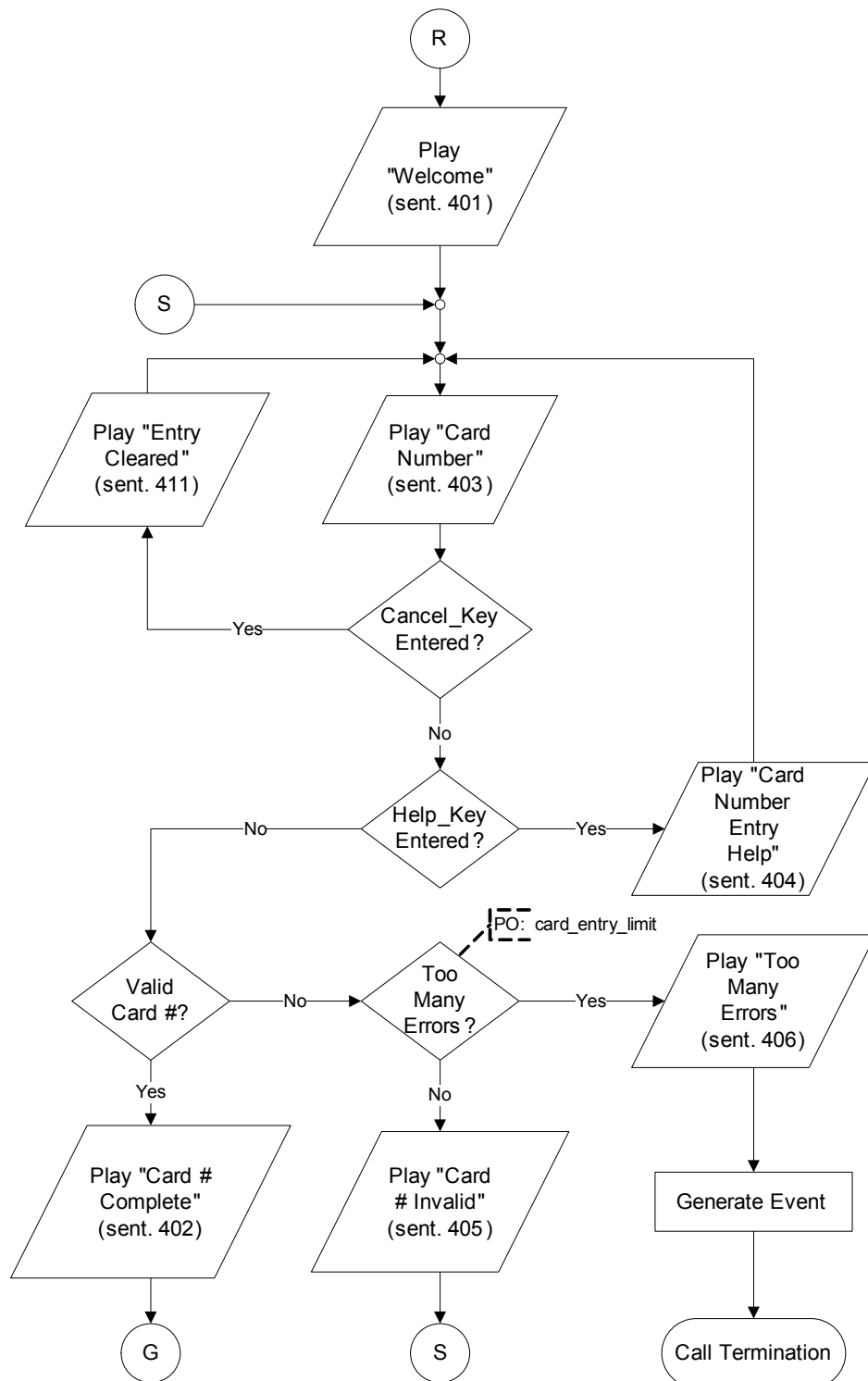


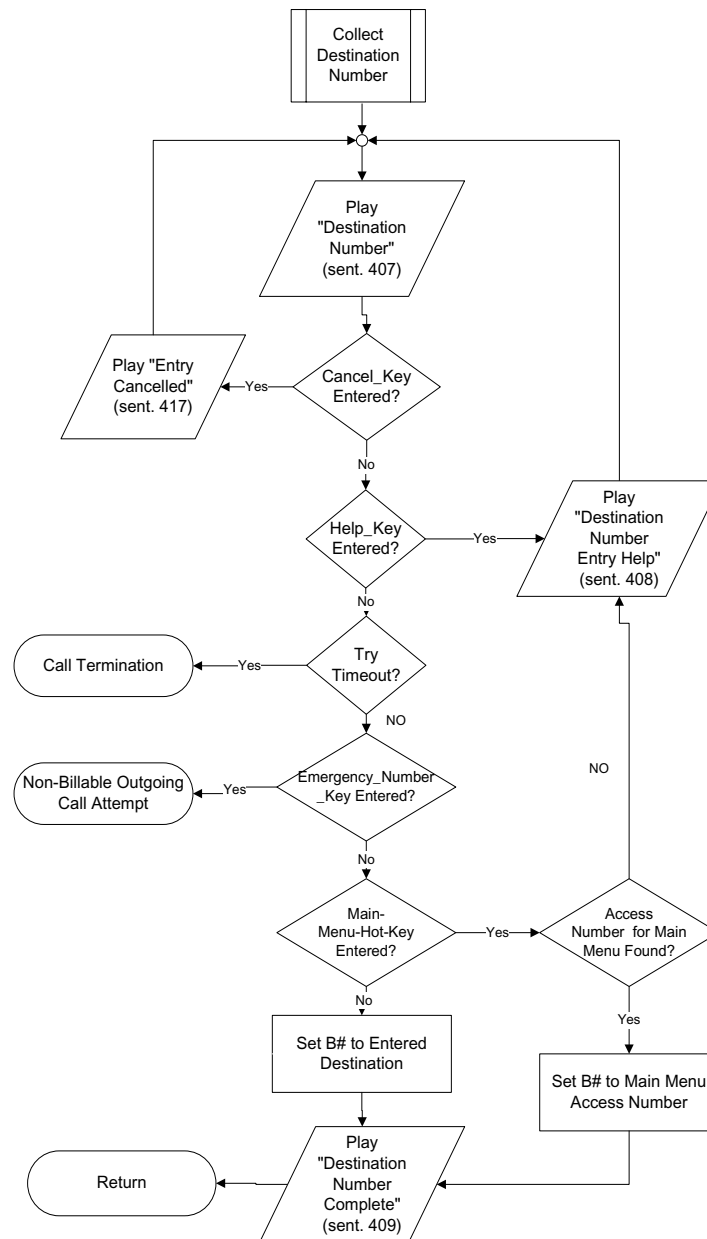
Account Initialization Call (continued) - L

Account Initialization Call (continued) - DD

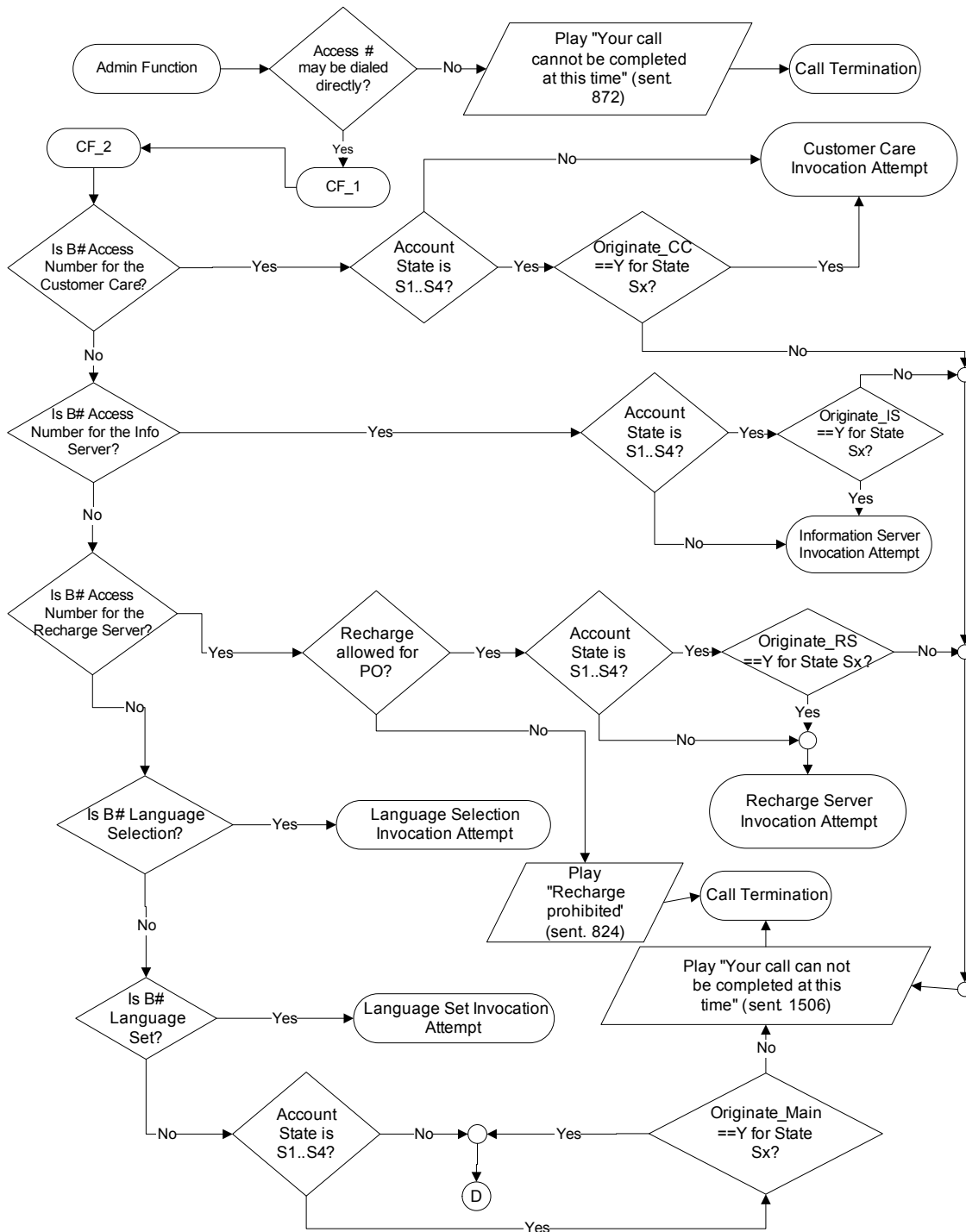
Account Initialization Call (continued) - N

Account Initialization Call (continued) - R, S

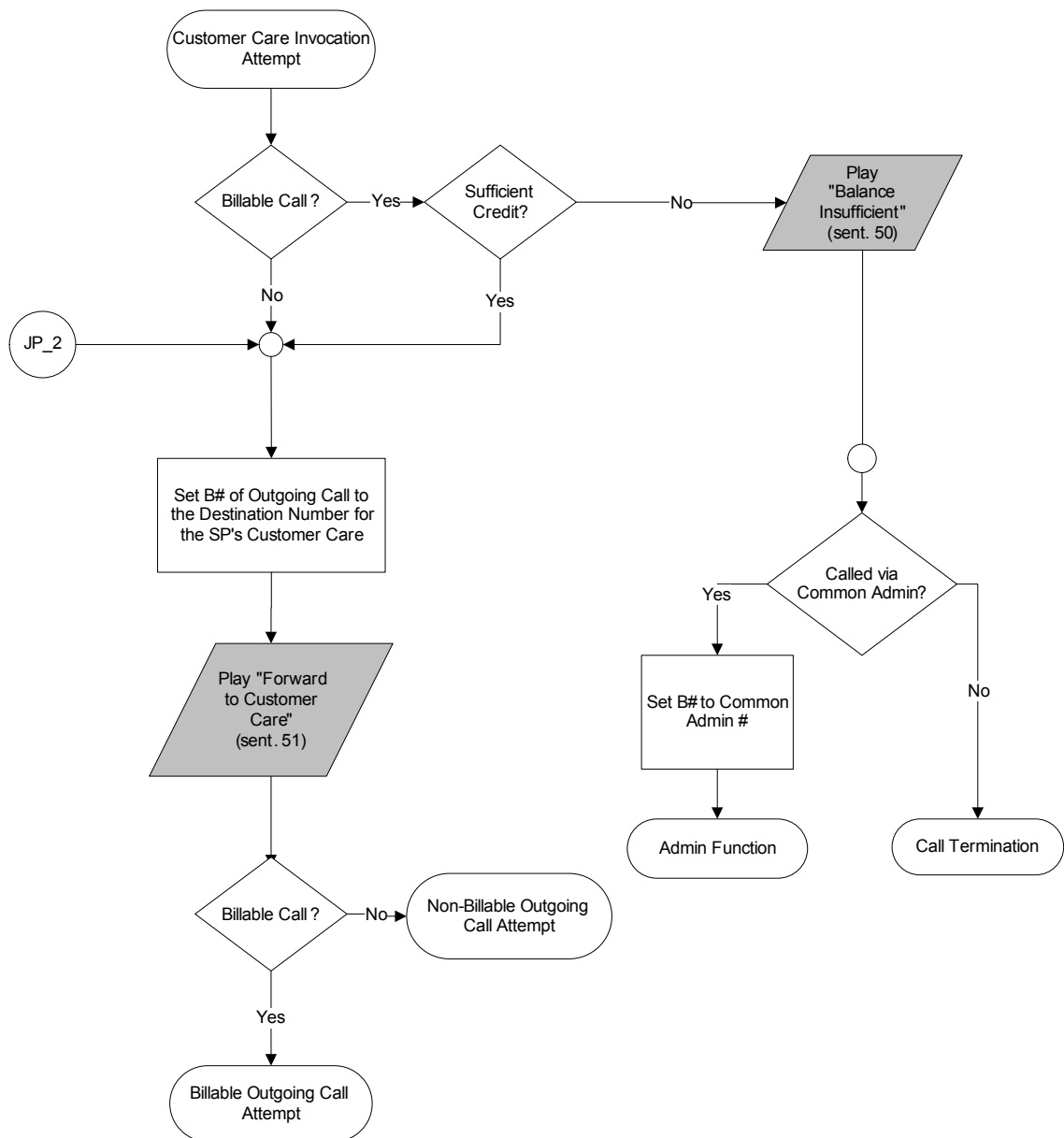


Collect Destination Number

Admin Function - CF_2

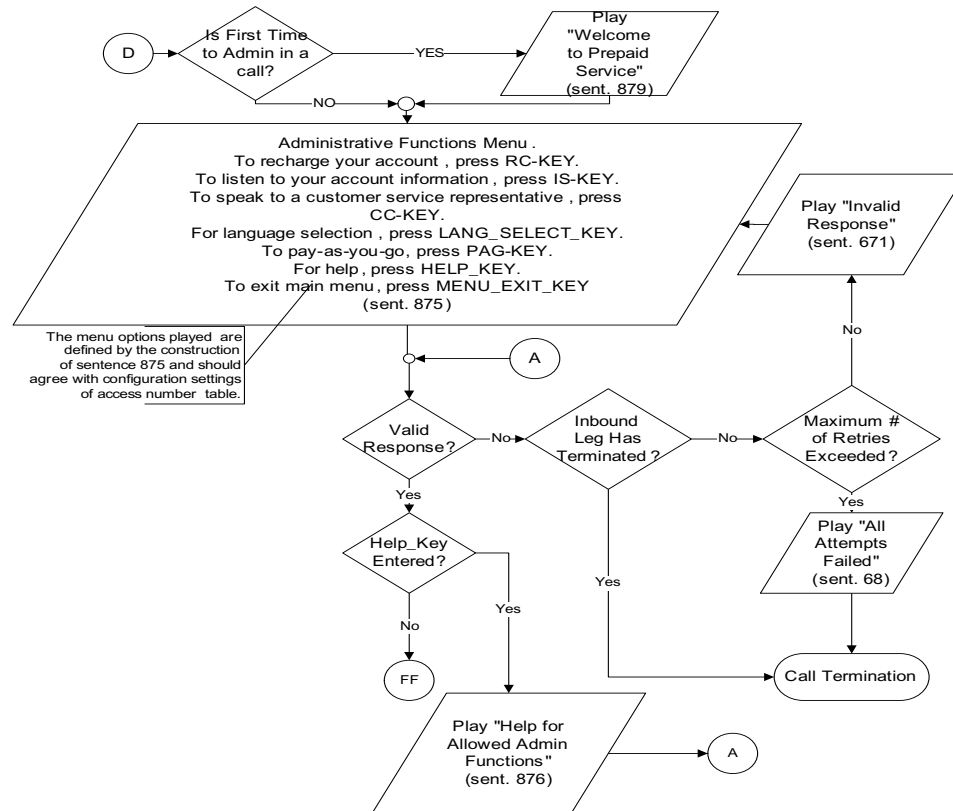


Customer Care Invocation Attempt - JP_2

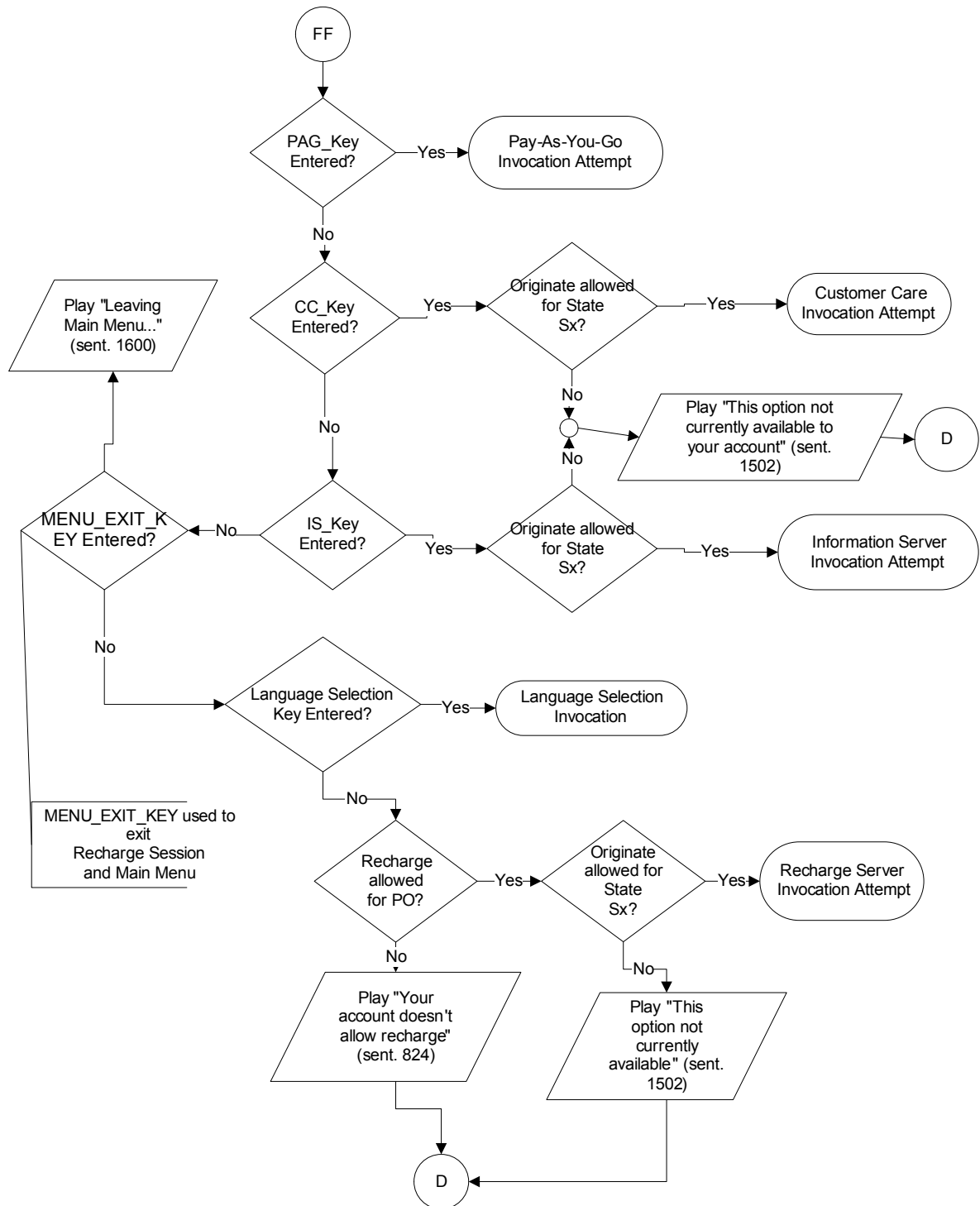
**NOTE**

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

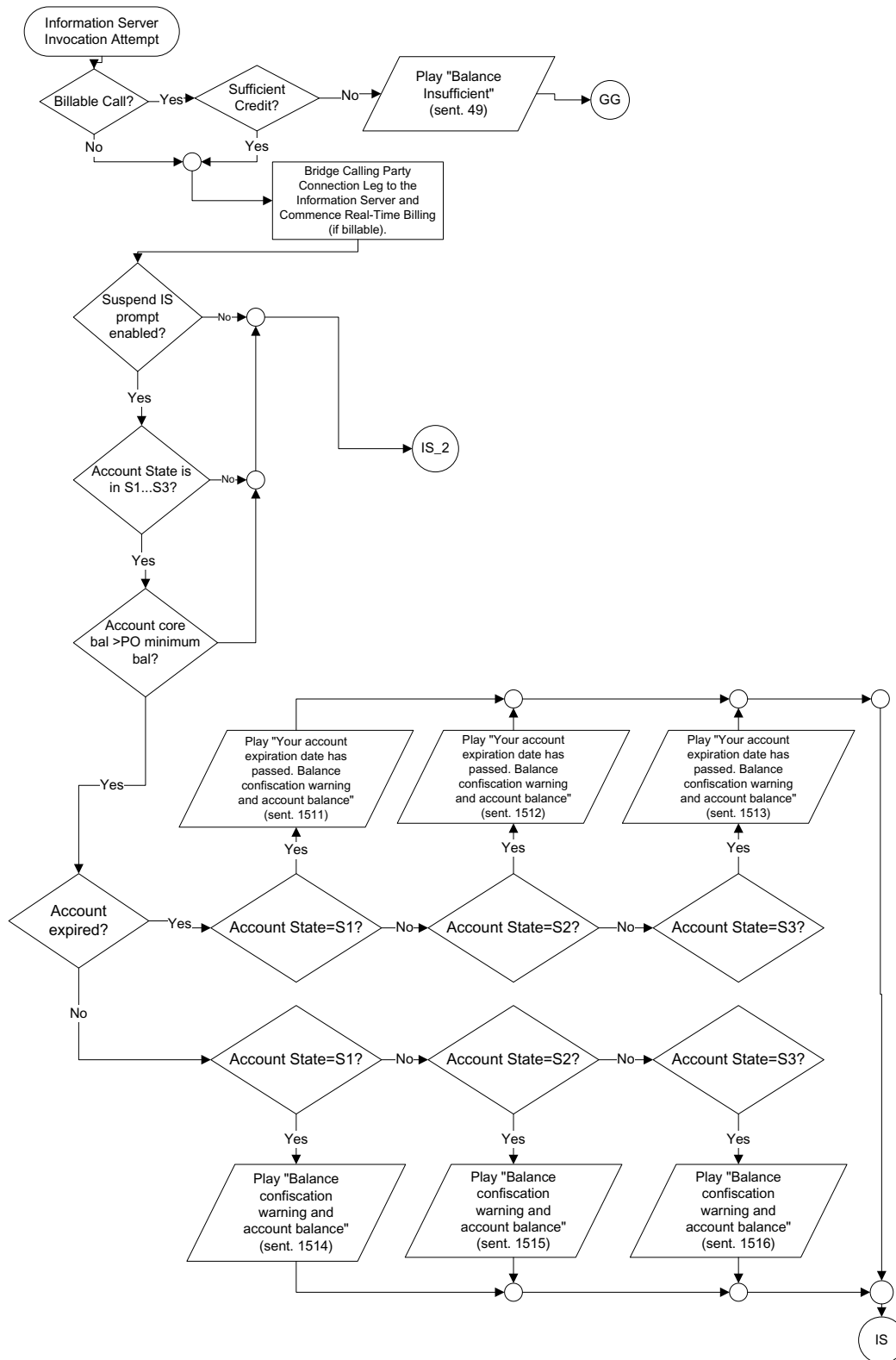
Administrative Menu Functions - A, D



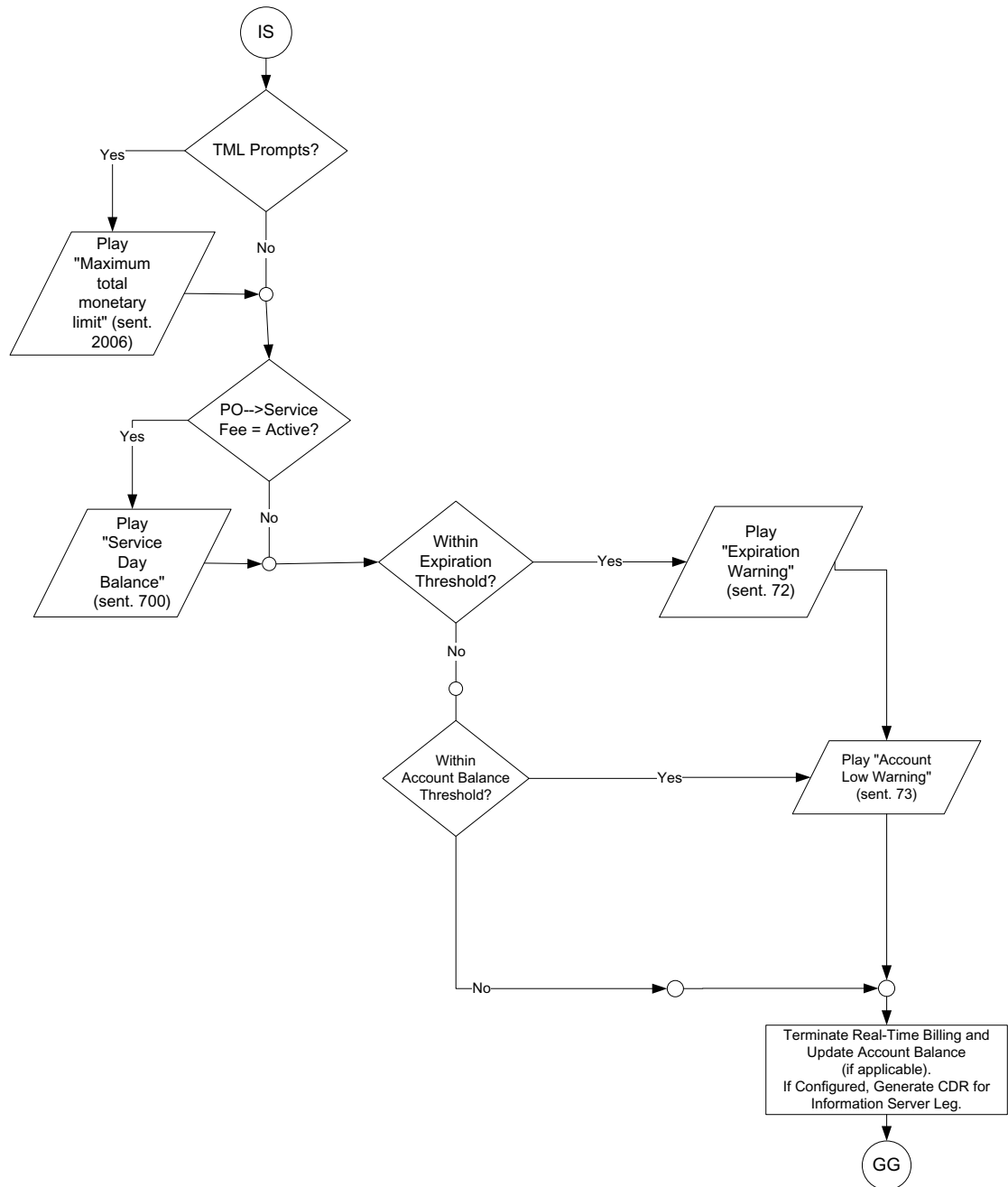
Administrative Menu Functions (continued) - FF



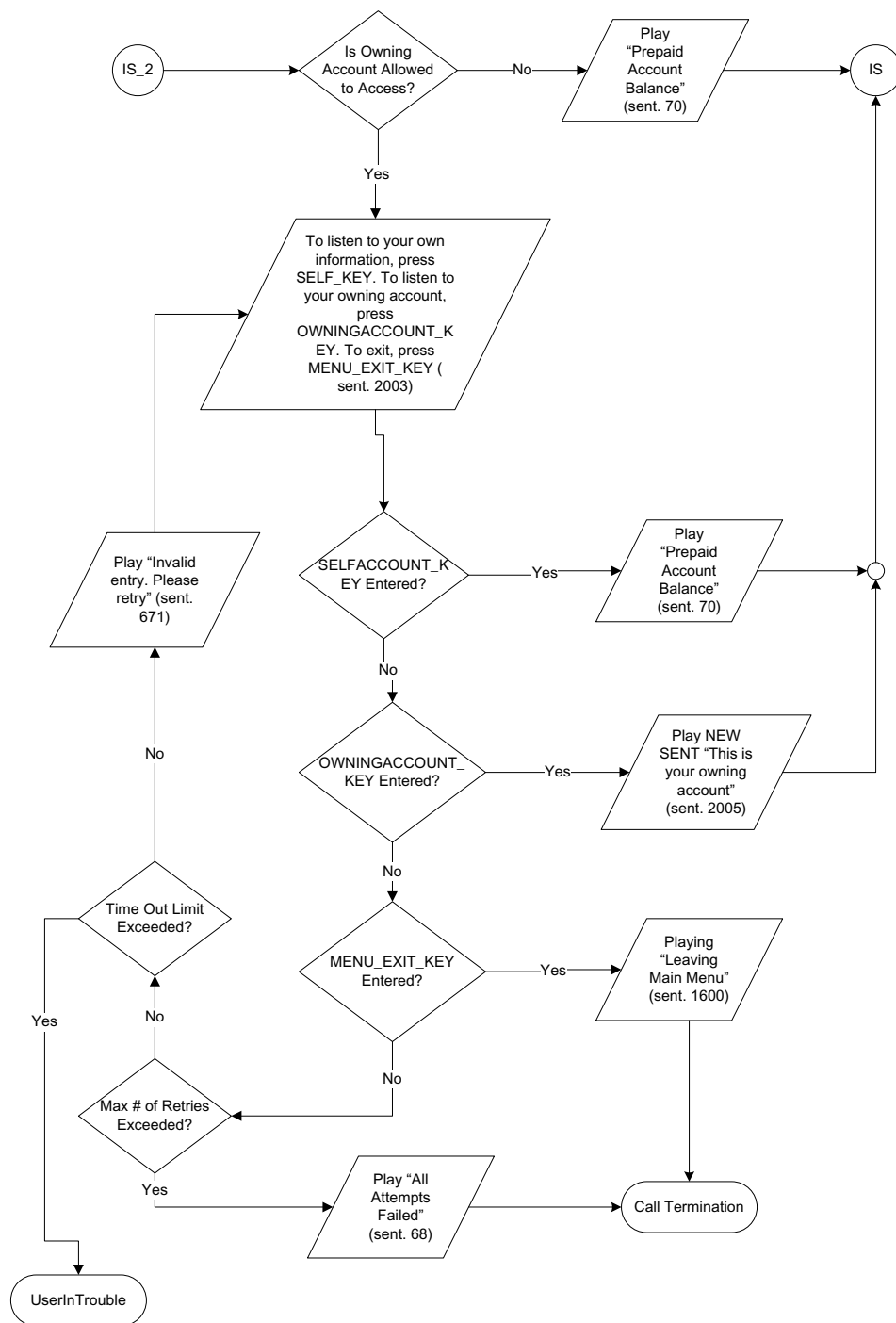
Information Server Invocation Attempt

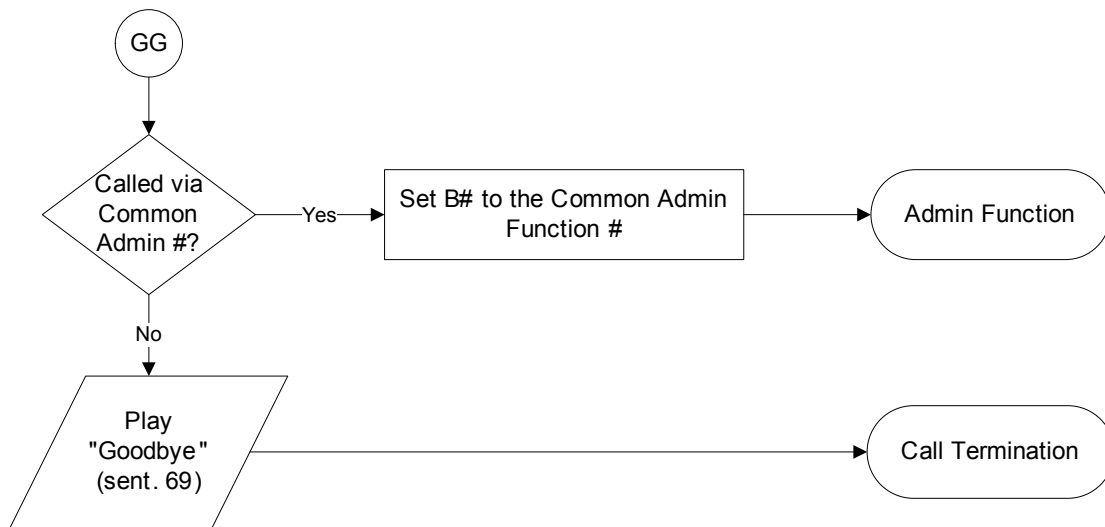


Information Server Invocation Attempt (continued) - IS

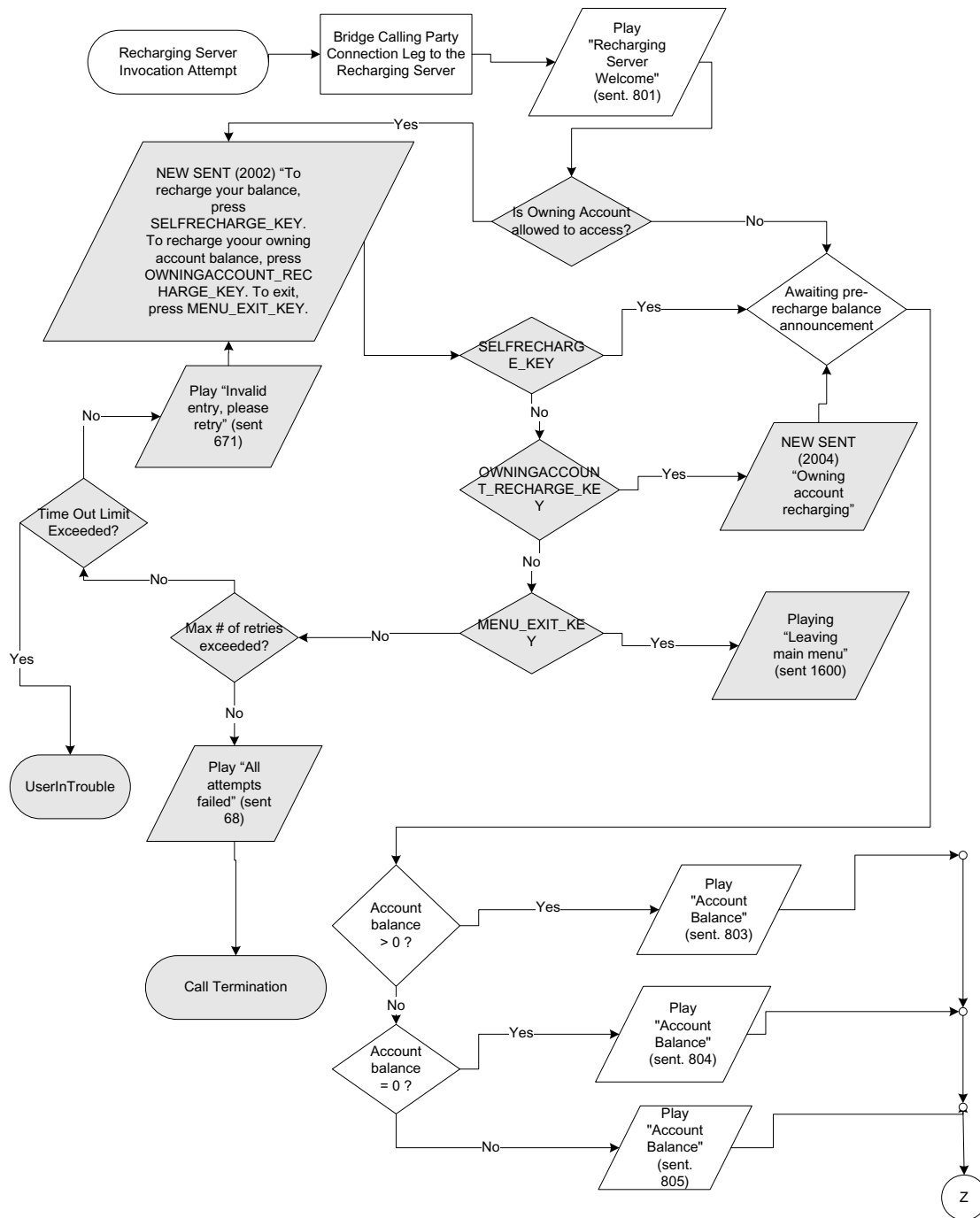


Information Server Invocation Attempt (continued) - IS_2



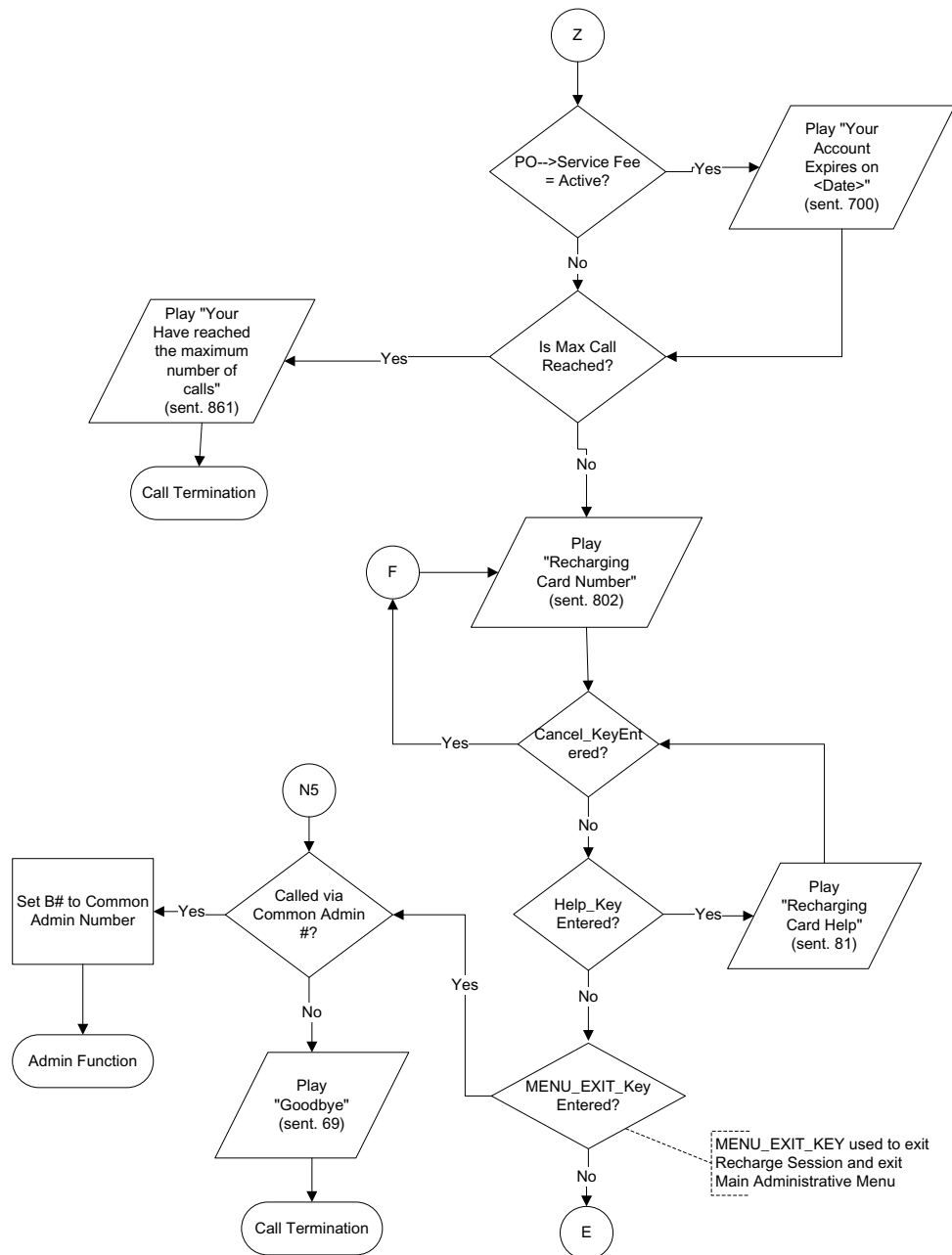
Information Server Invocation Attempt (continued) - GG

Recharge Server Invocation Attempt

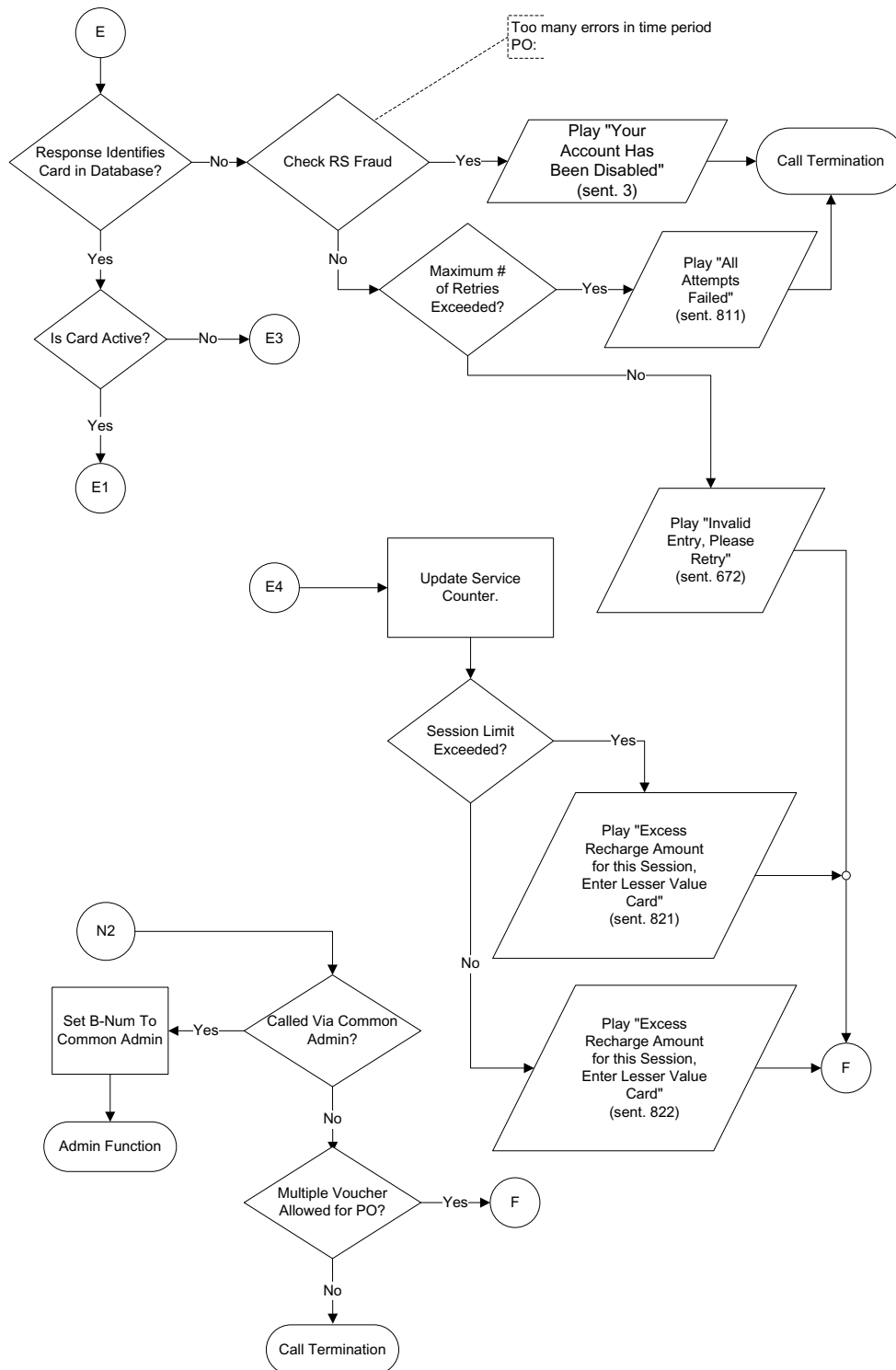


NOTE The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

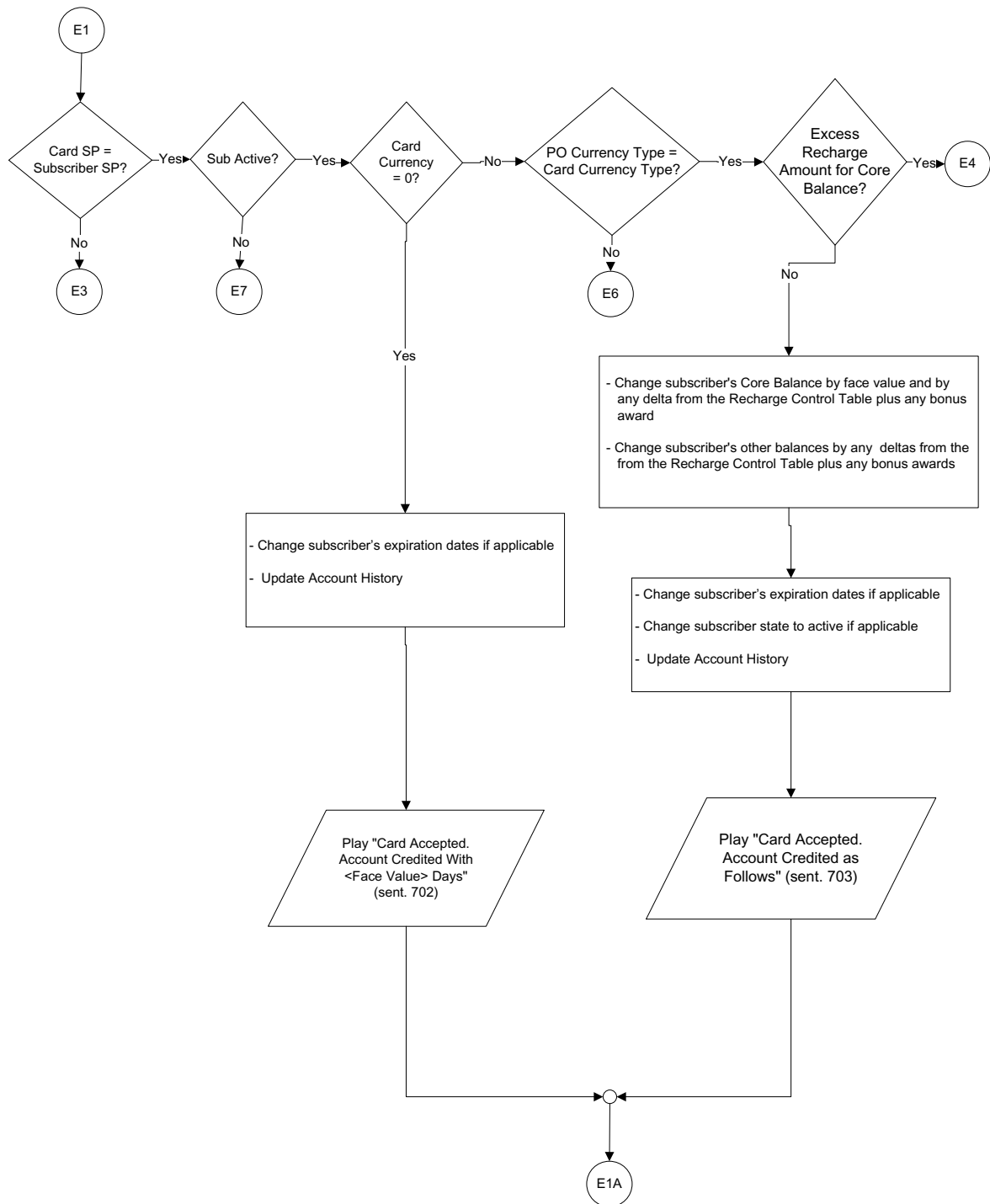
Recharge Server Invocation Attempt (continued) - F, Z



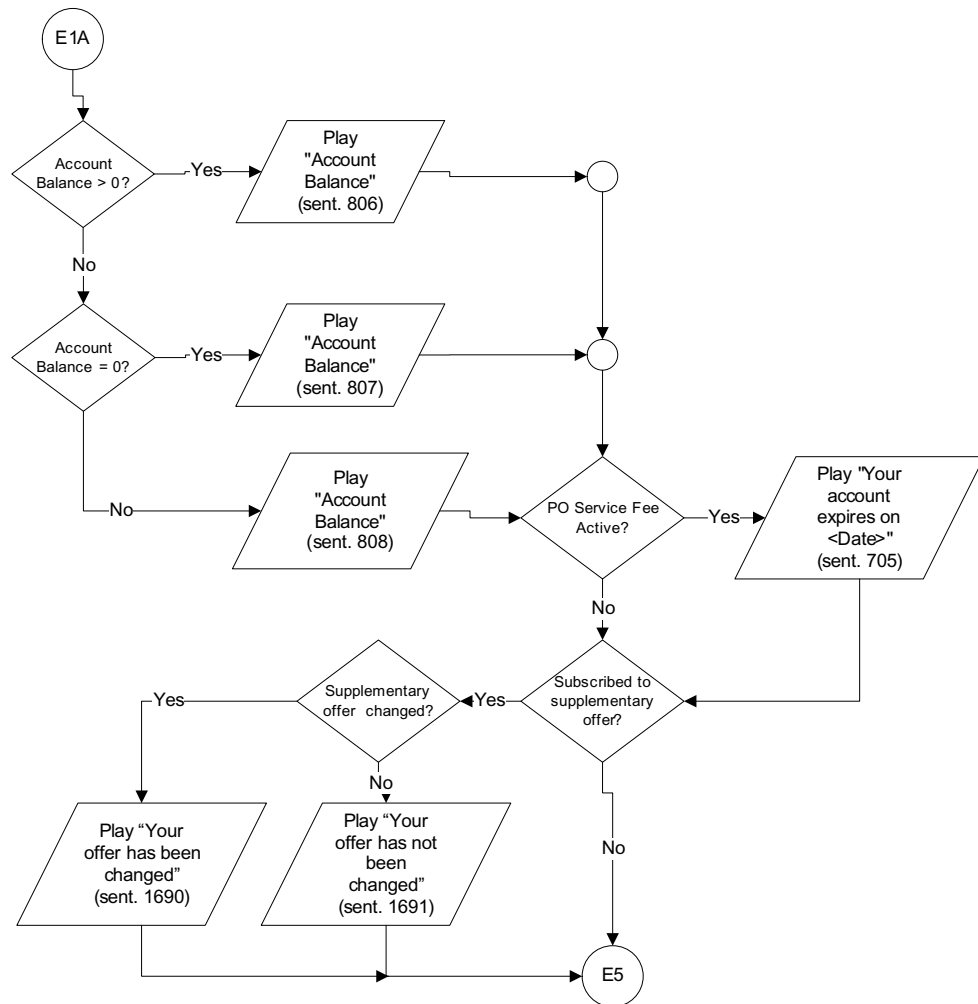
Recharge Server Invocation Attempt (continued) - E, E4, N2



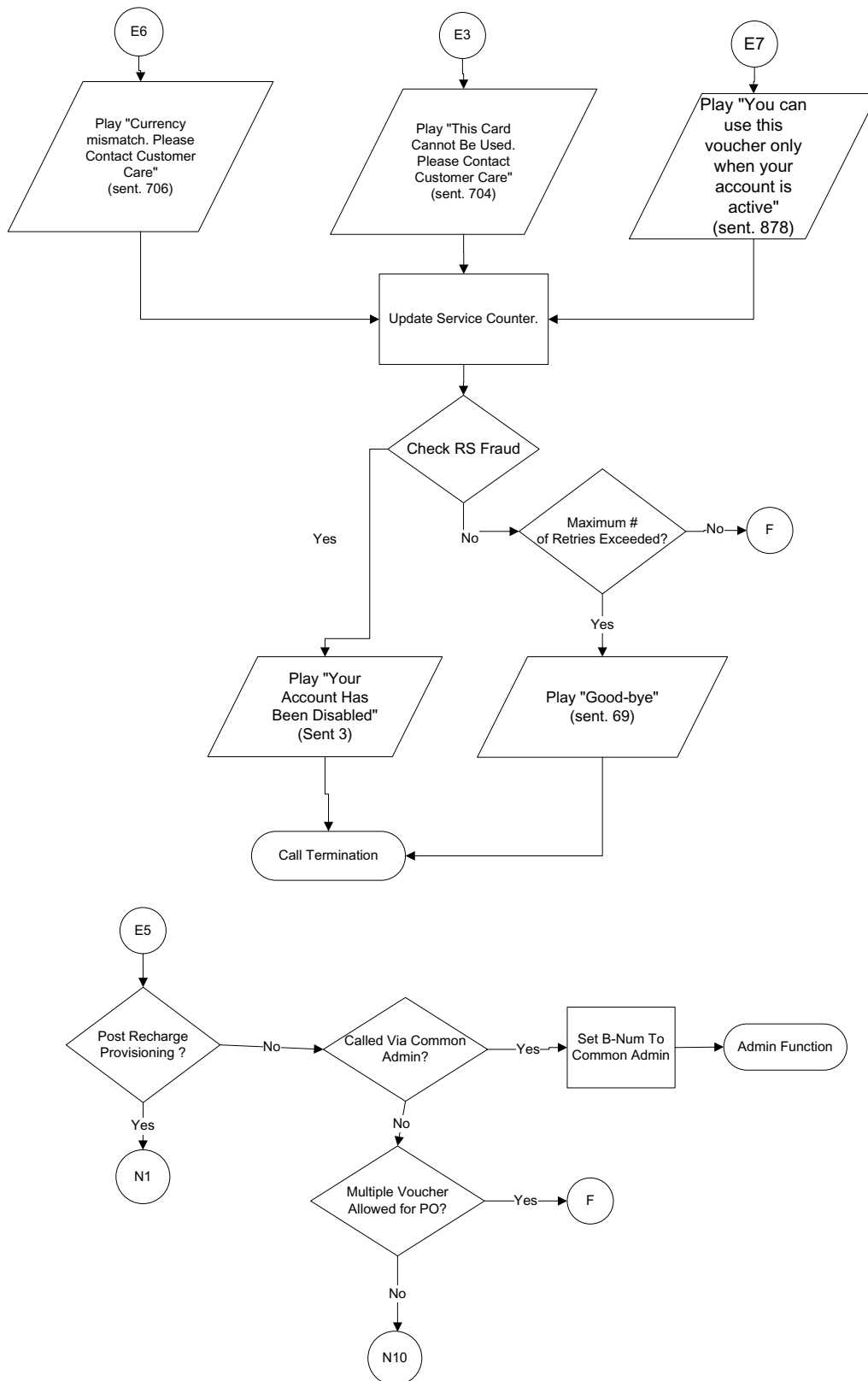
Recharge Server Invocation Attempt (continued) - E1



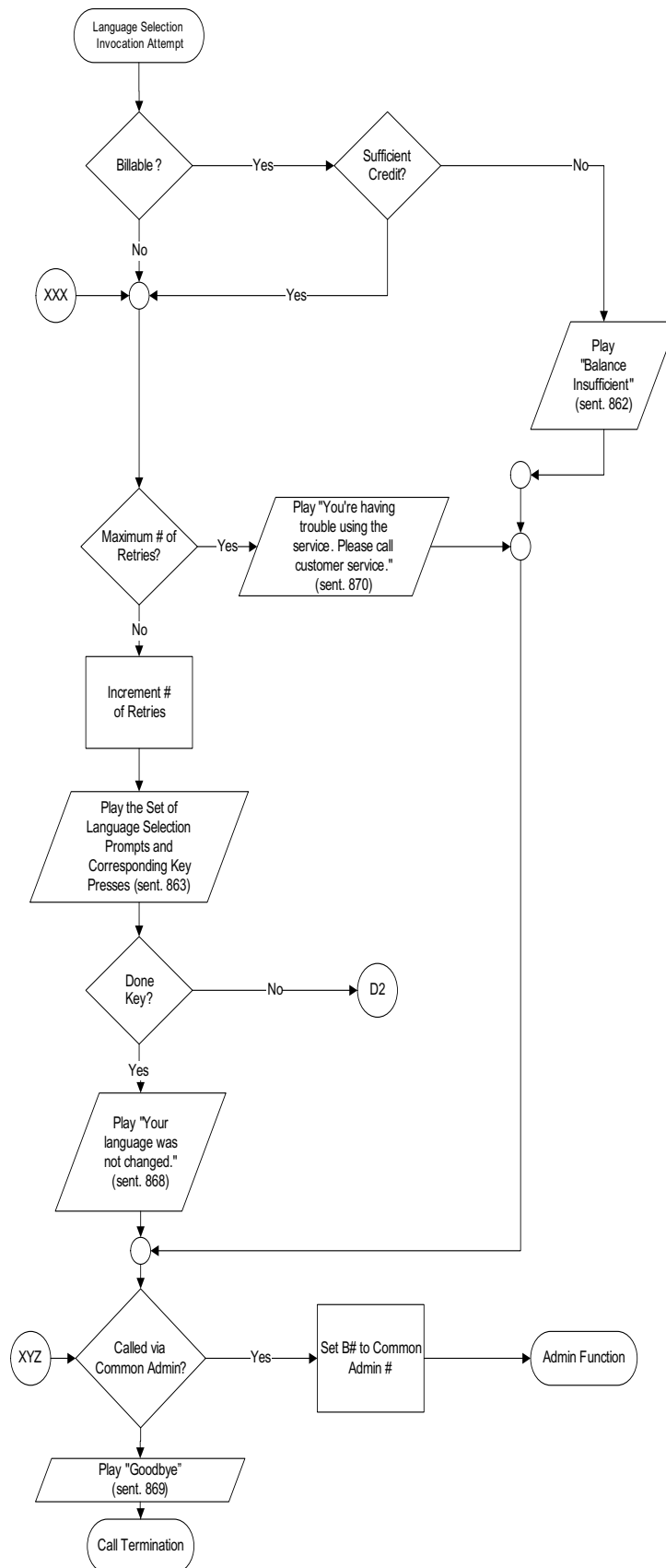
Recharge Server Invocation Attempt (continued) - E1A



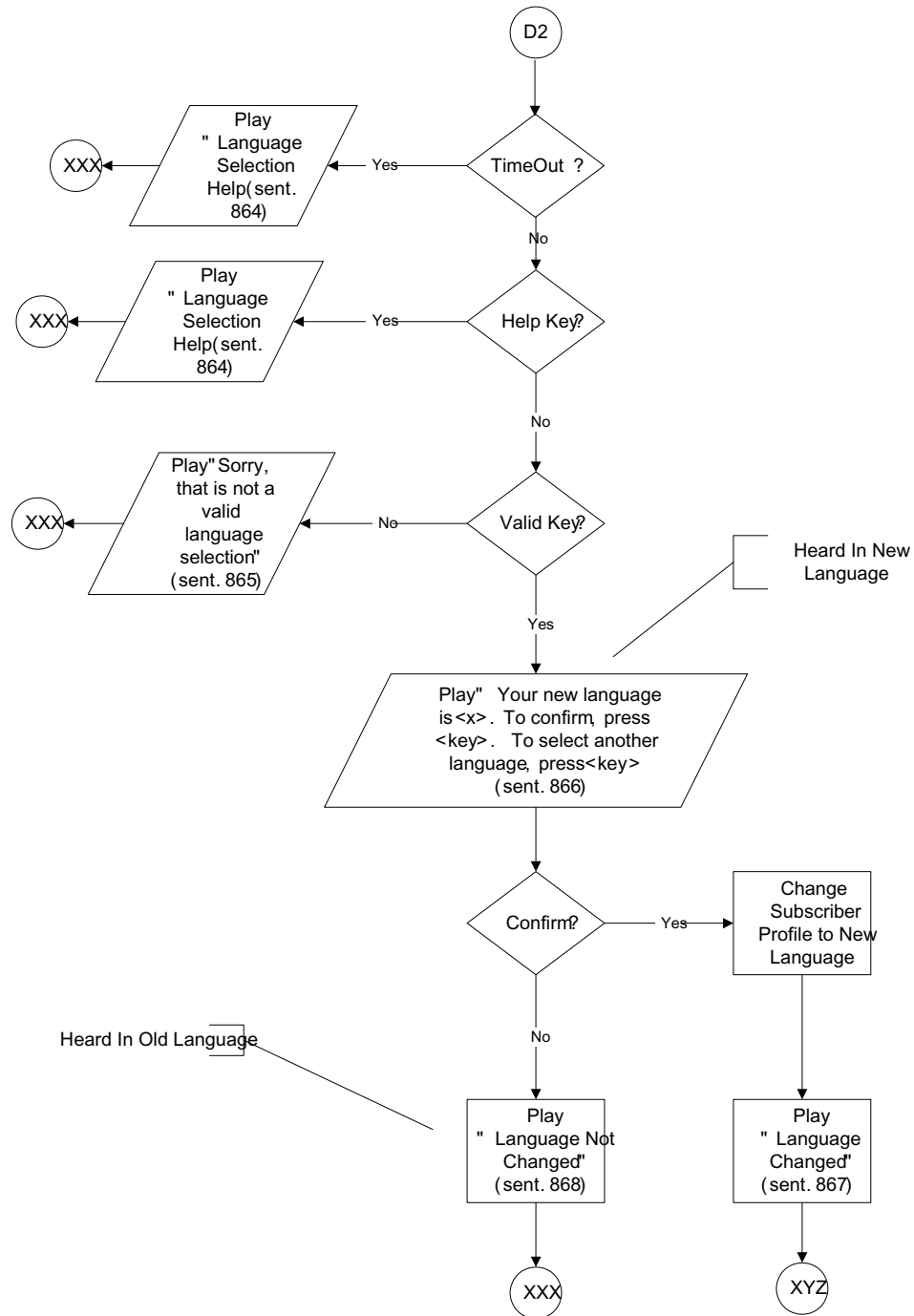
Recharge Server Invocation Attempt (continued) - E3, E5, E6, E7



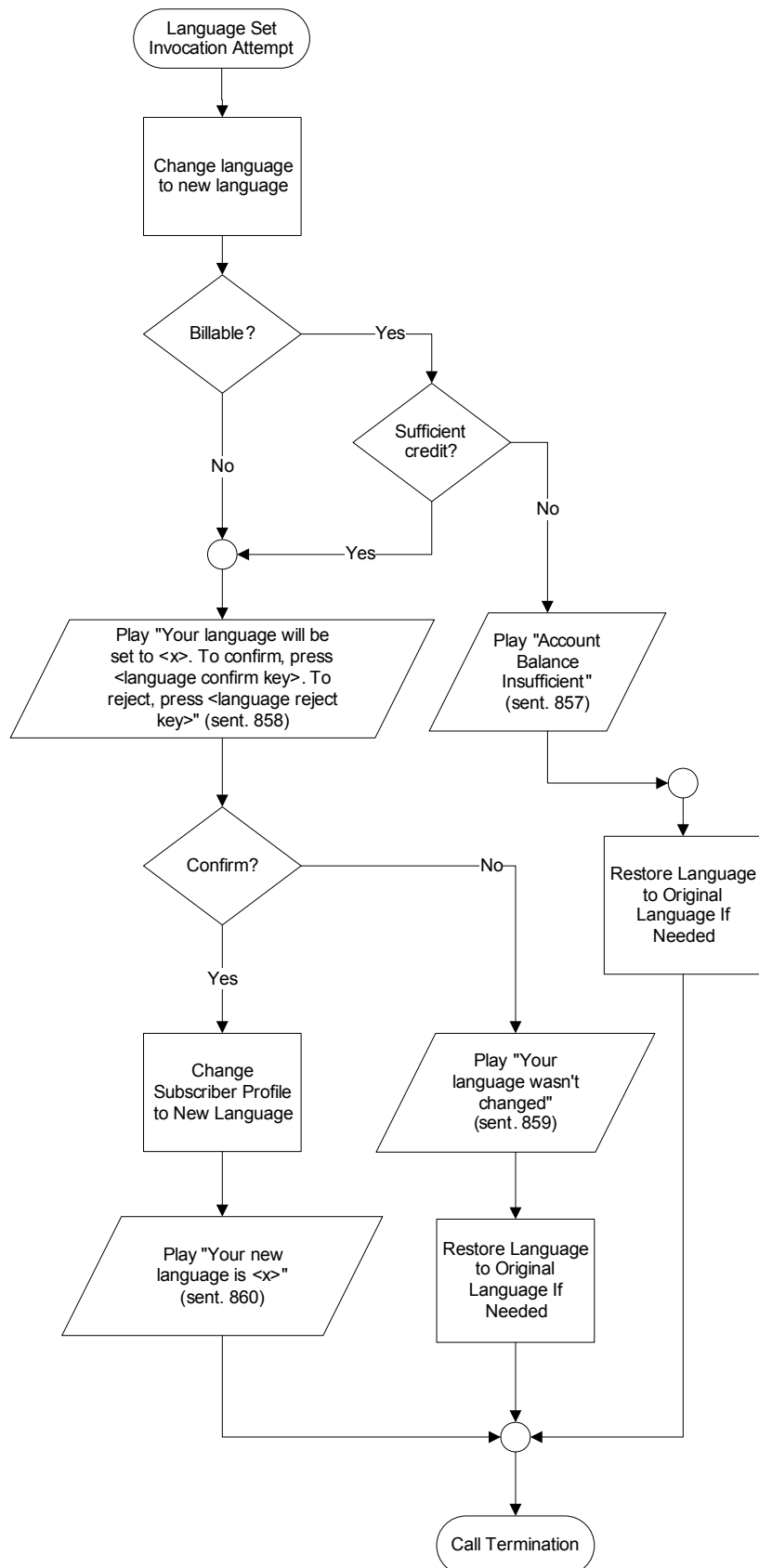
Language Selection Invocation Attempt



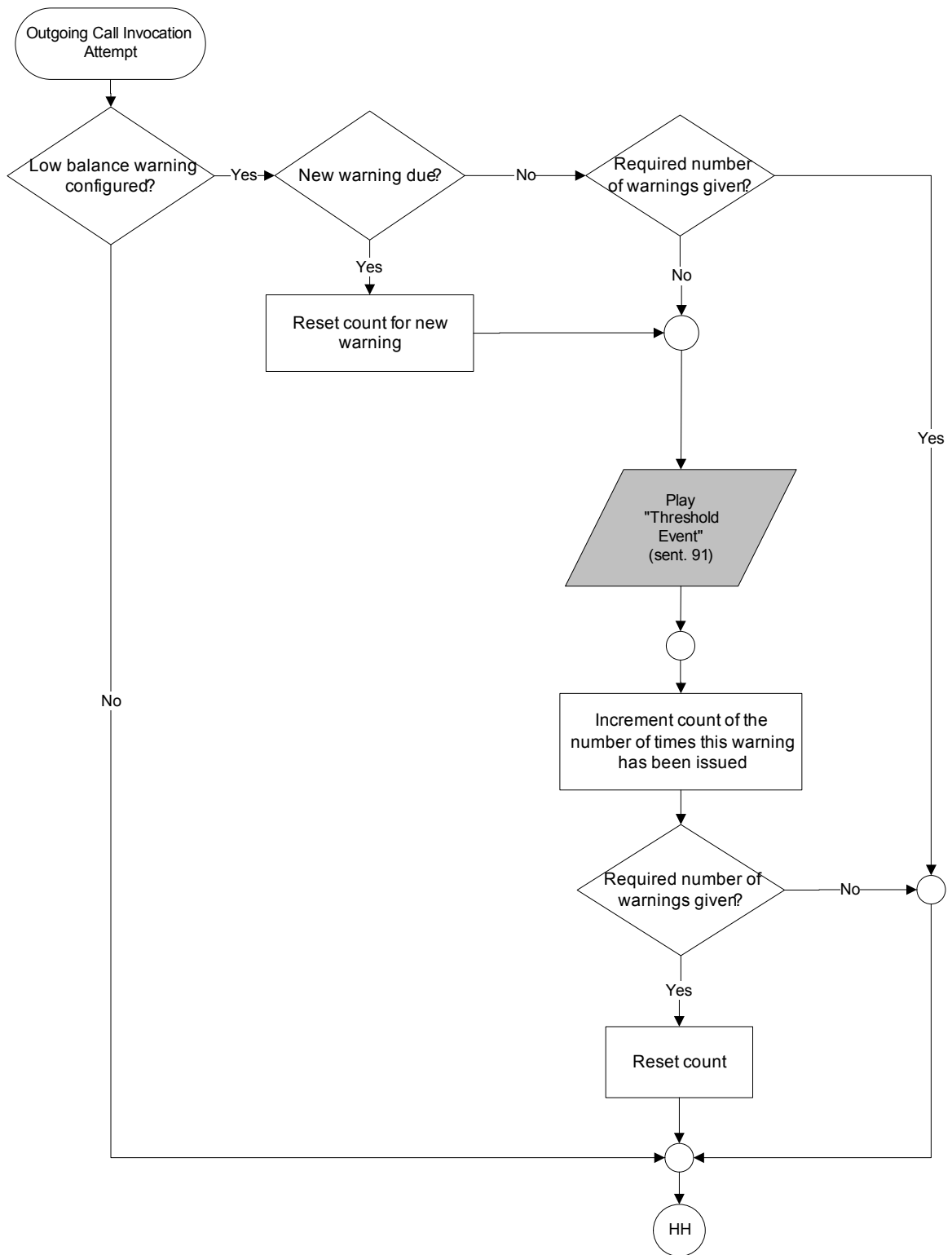
Language Selection Invocation Attempt (continued) - D2



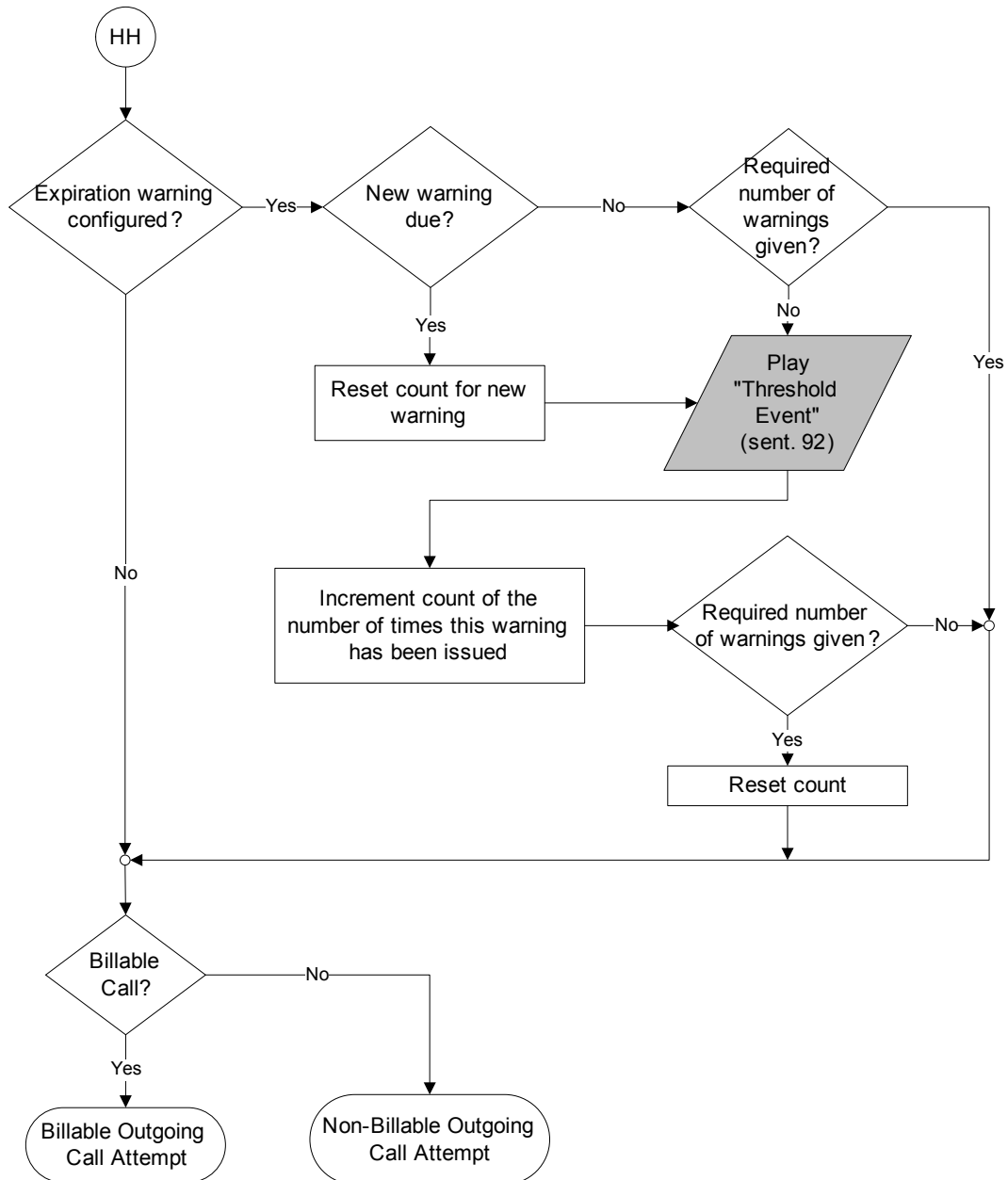
Language Set Invocation Attempt

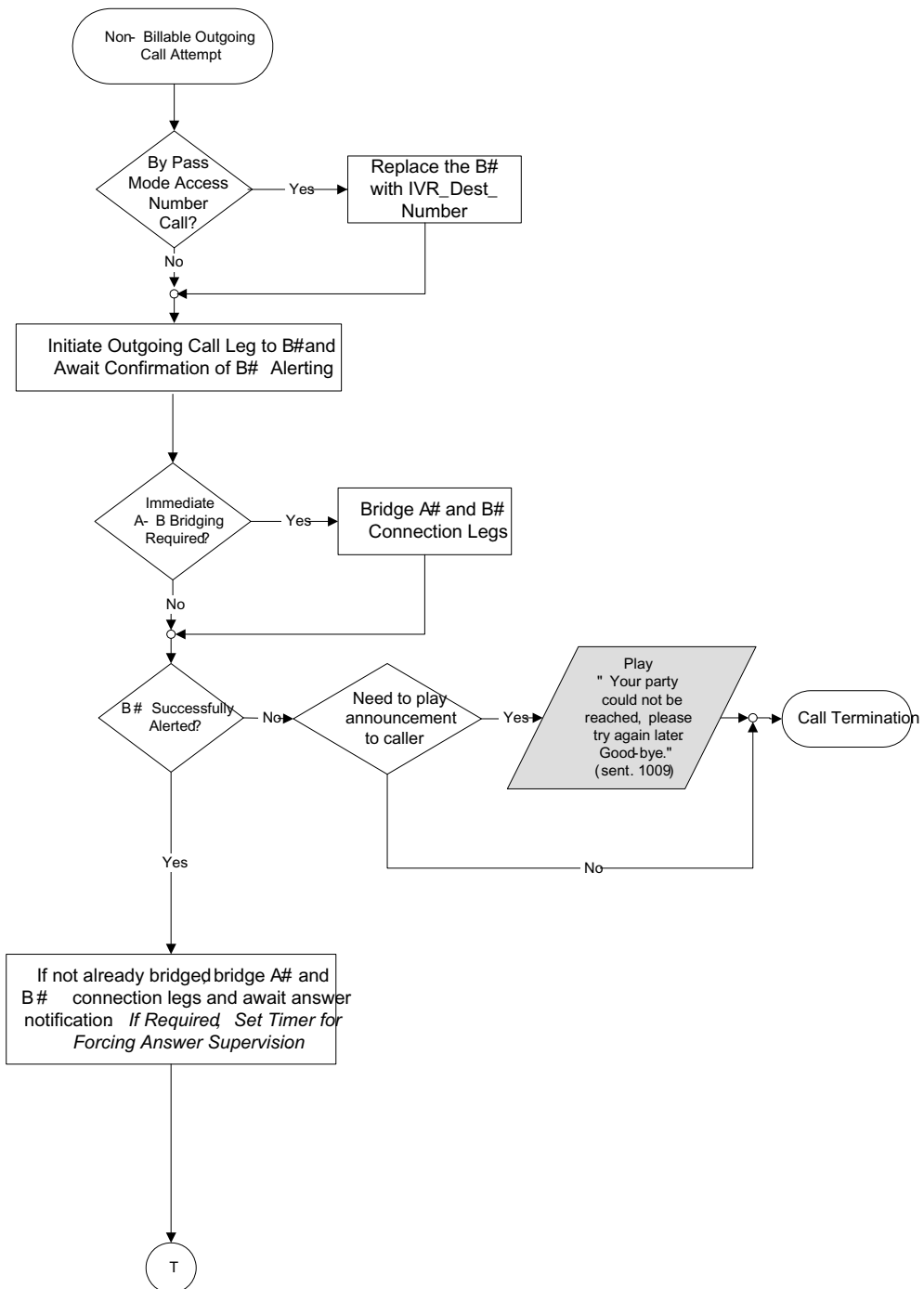


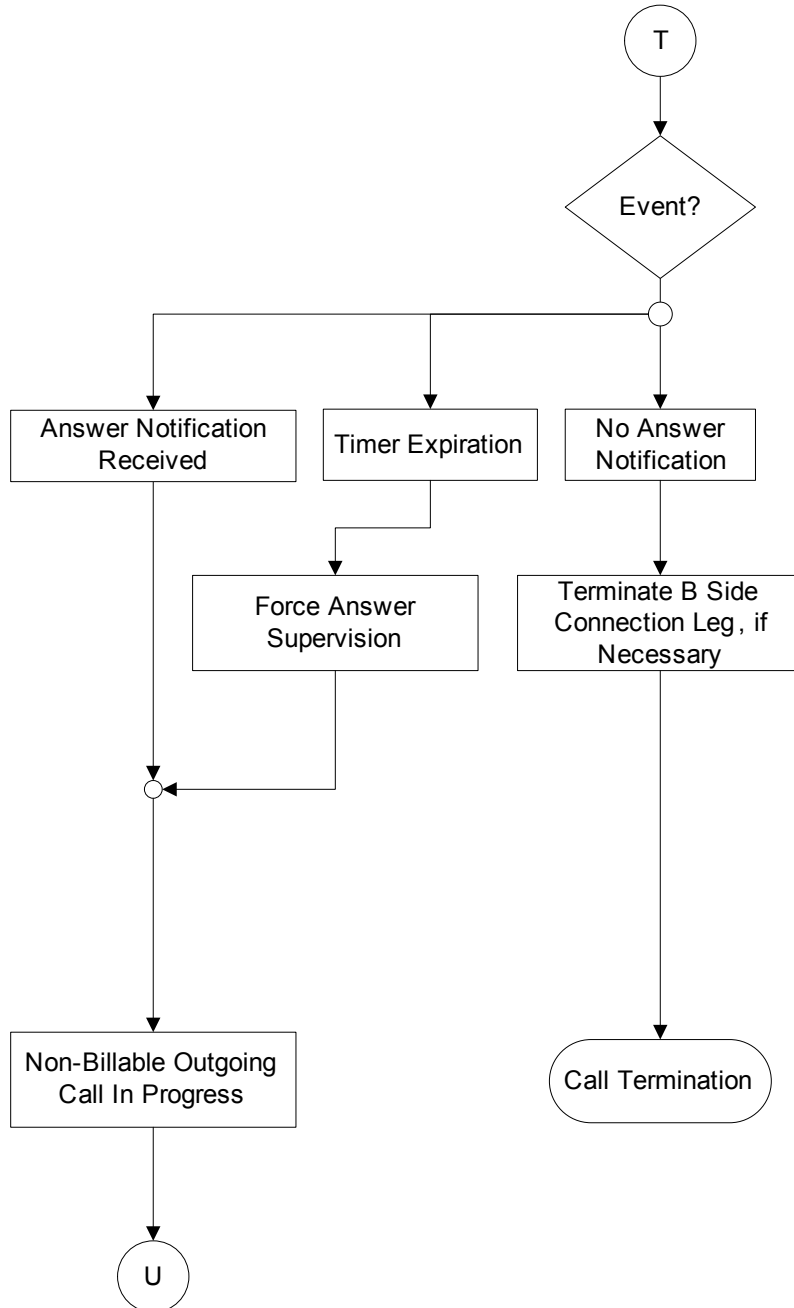
Outgoing Call Invocation Attempt

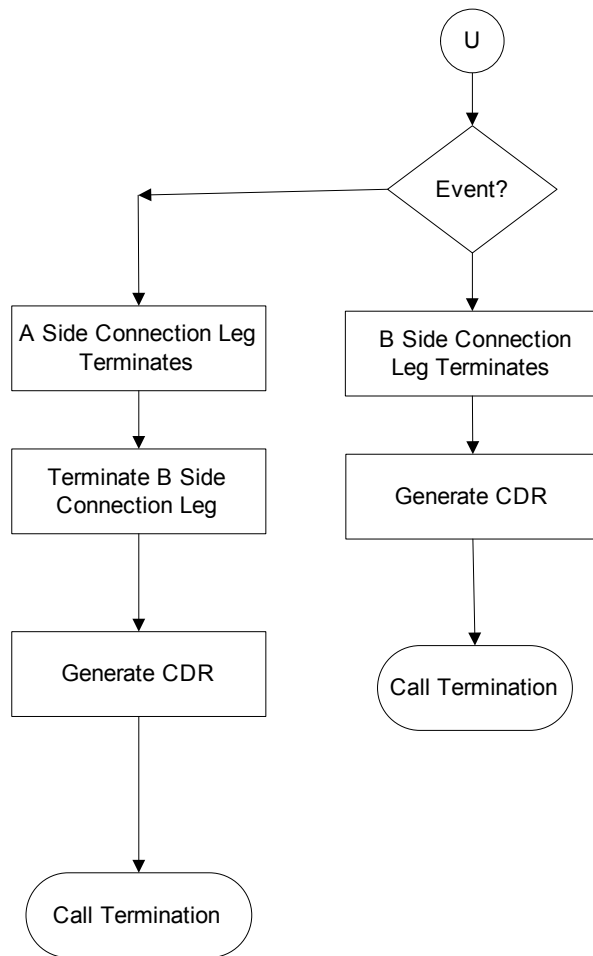


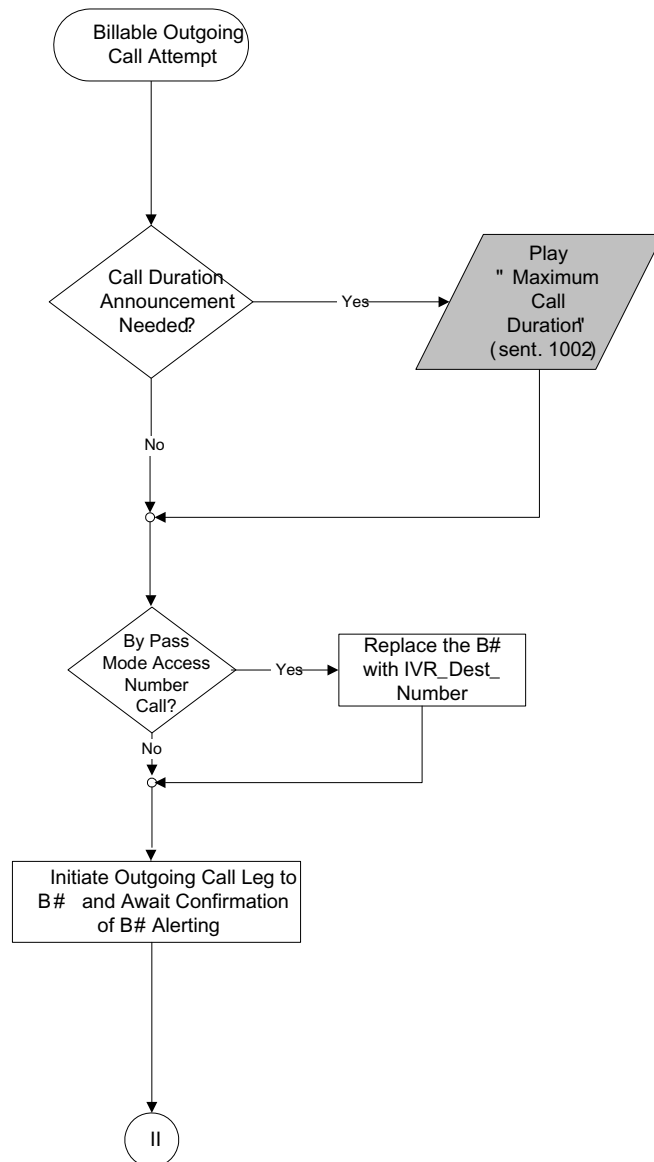
Outgoing Call Invocation Attempt (continued) - HH



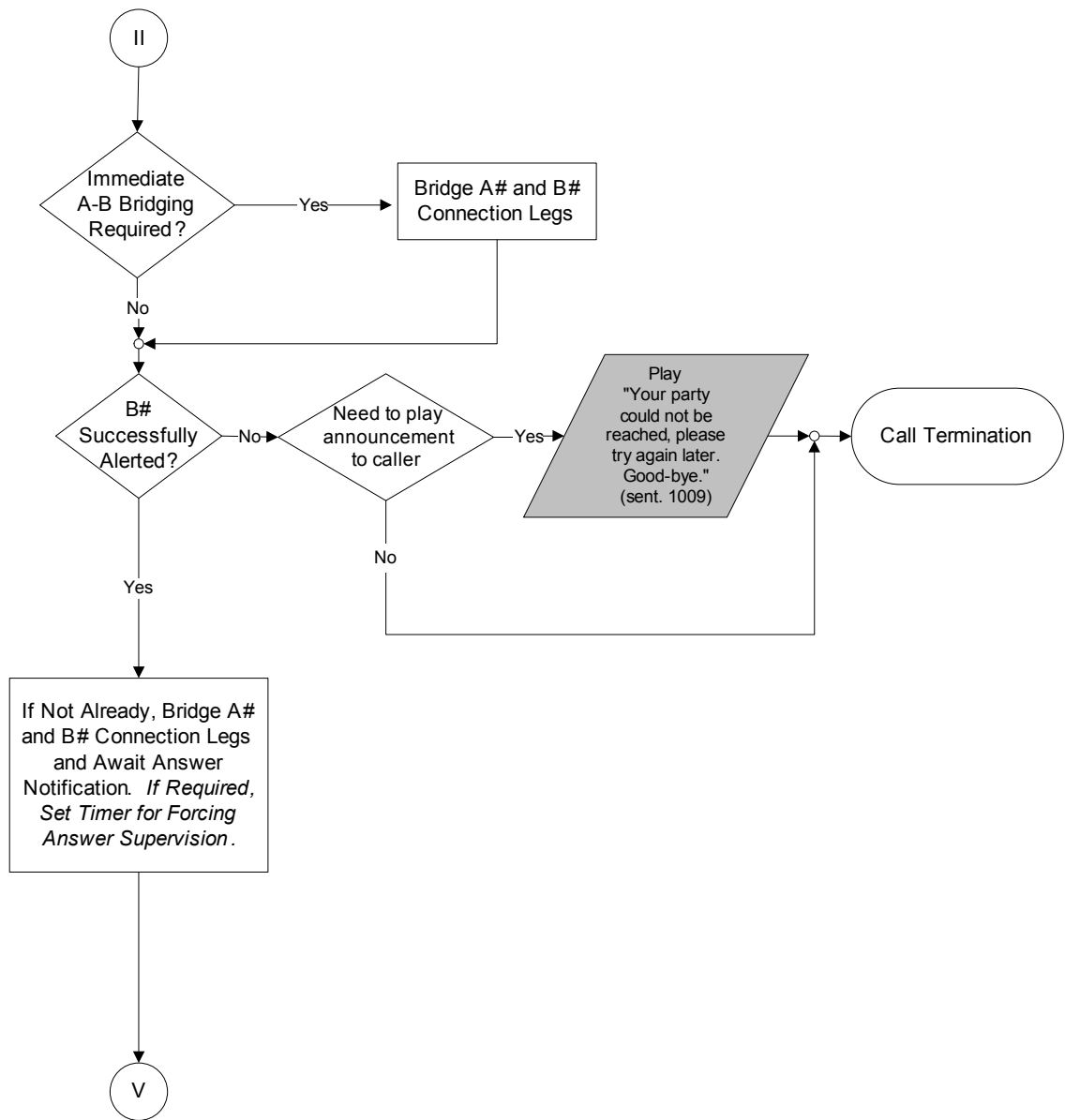
Nonbillable Outgoing Call Attempt

Nonbillable Outgoing Call Attempt (continued)- T

Nonbillable Outgoing Call Attempt (continued) - U

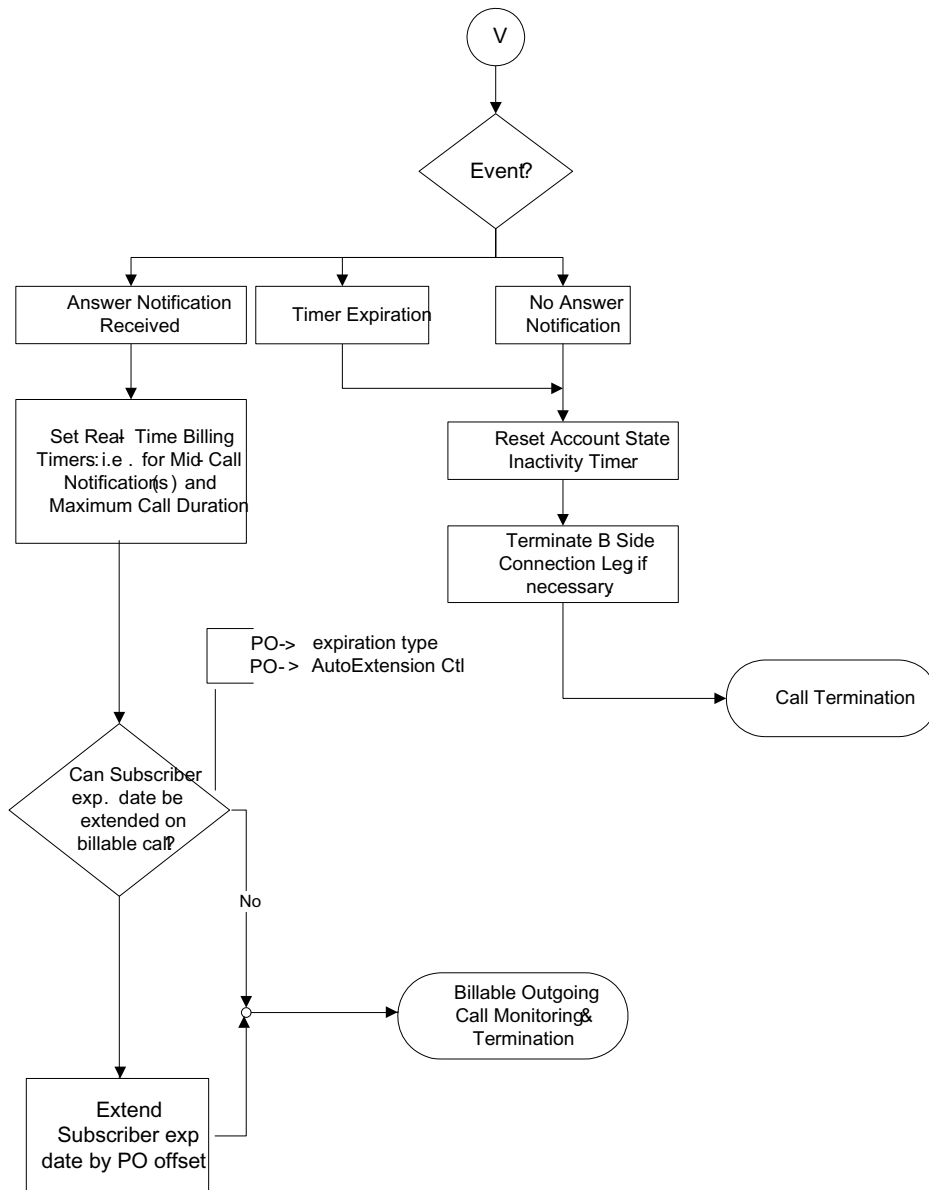
Billable Outgoing Call Attempt

Billable Outgoing Call Attempt (continued) - II

**NOTE**

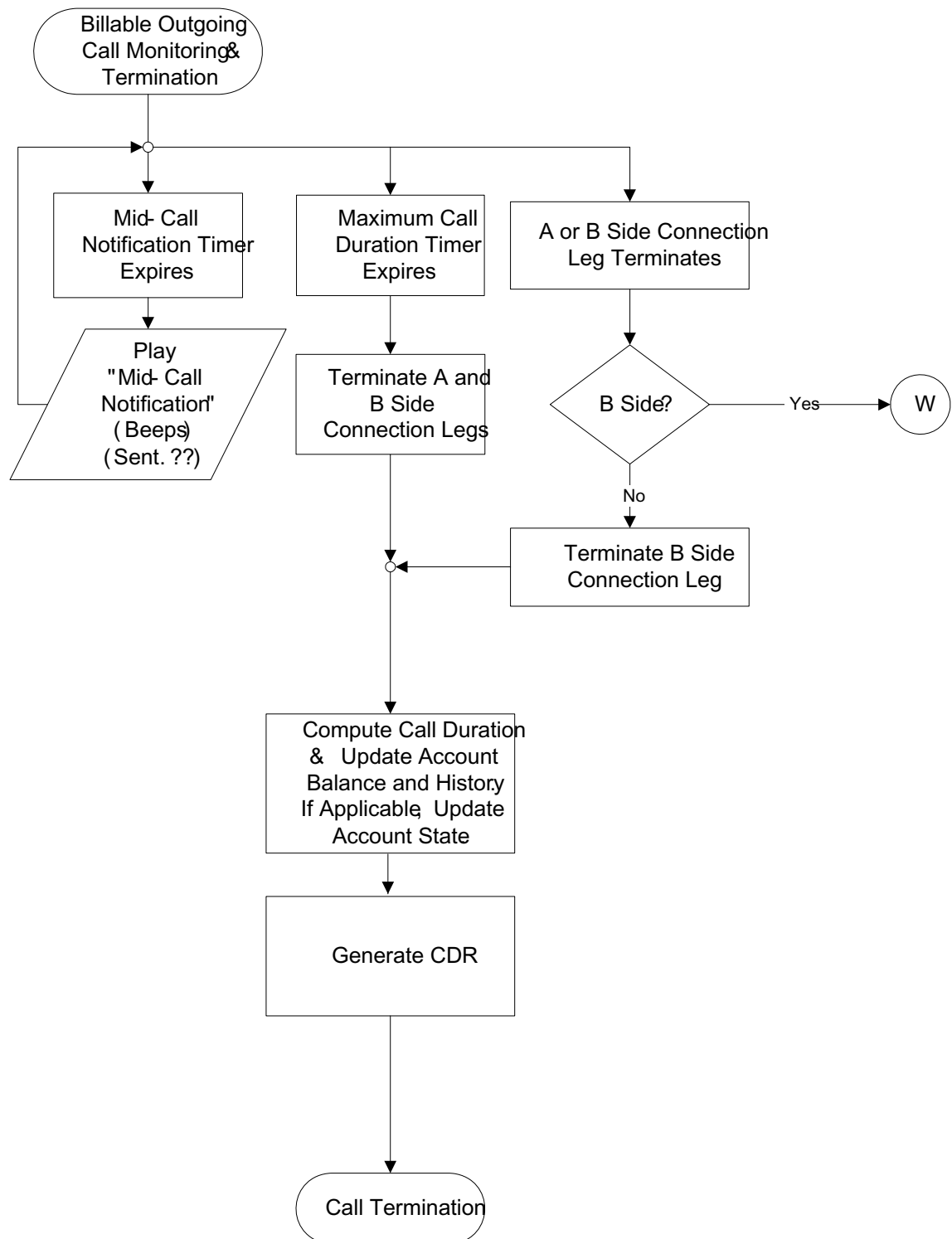
The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

Billable Outgoing Call Attempt (continued) - V

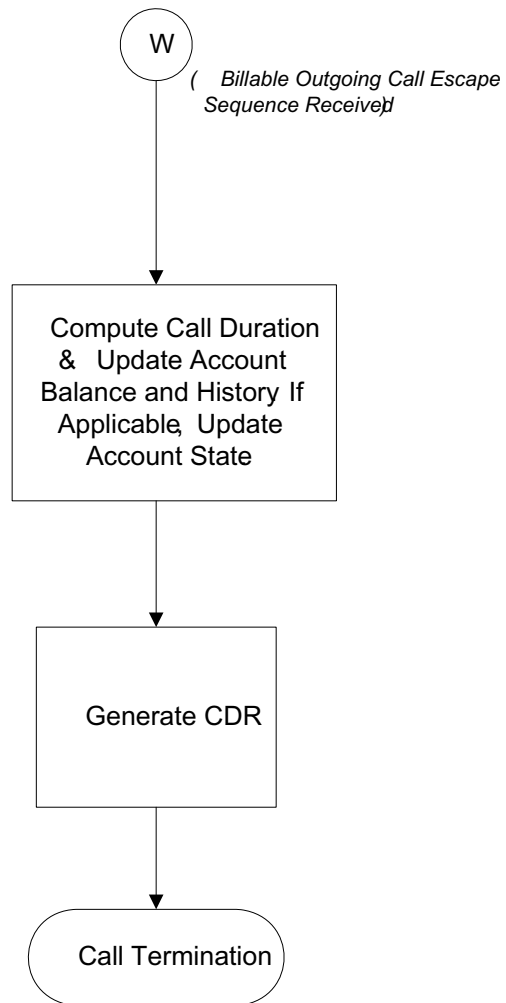


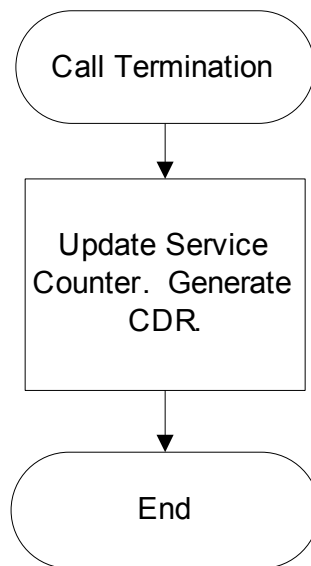
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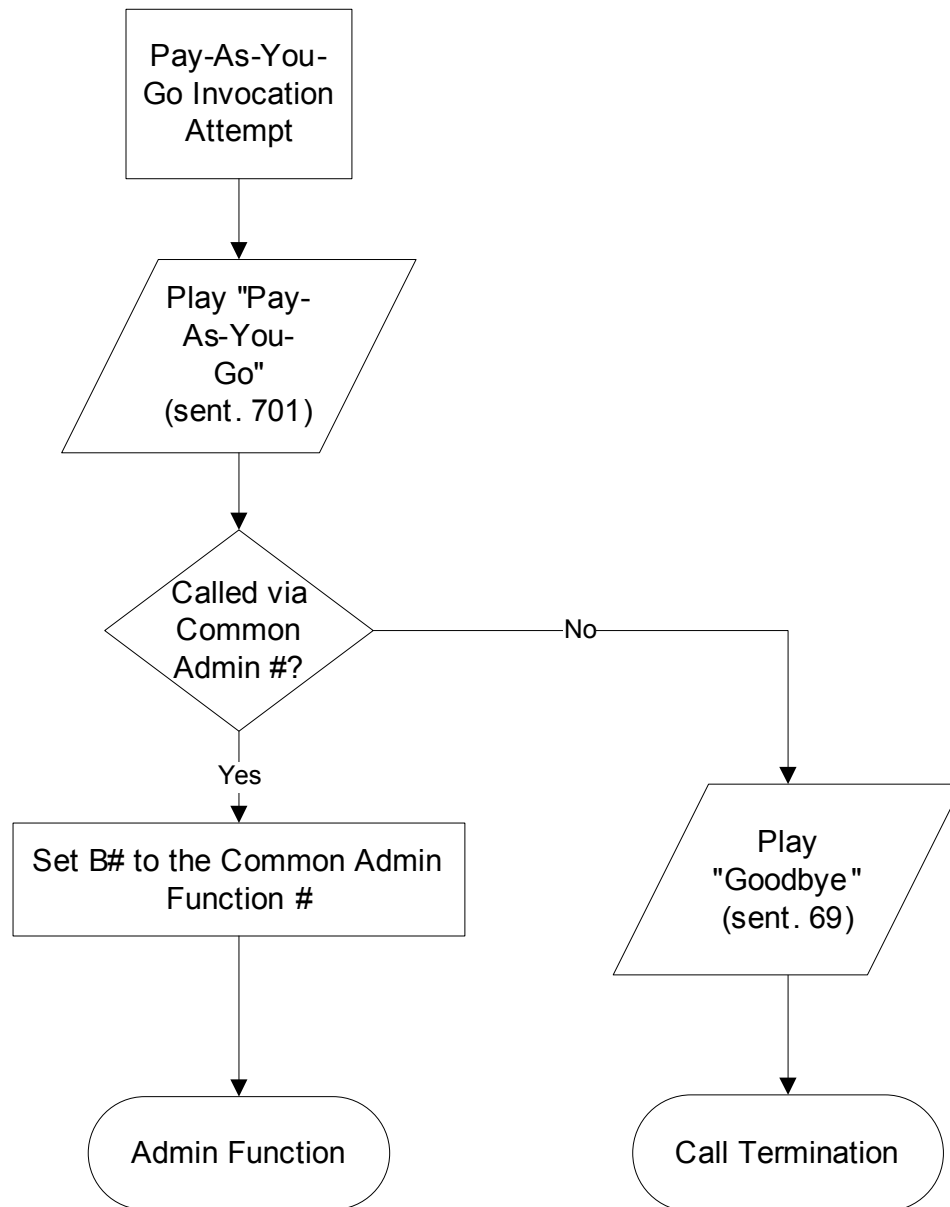
Mid-call notifications are not available in all protocols.

Billable Outgoing Call Monitoring and Termination

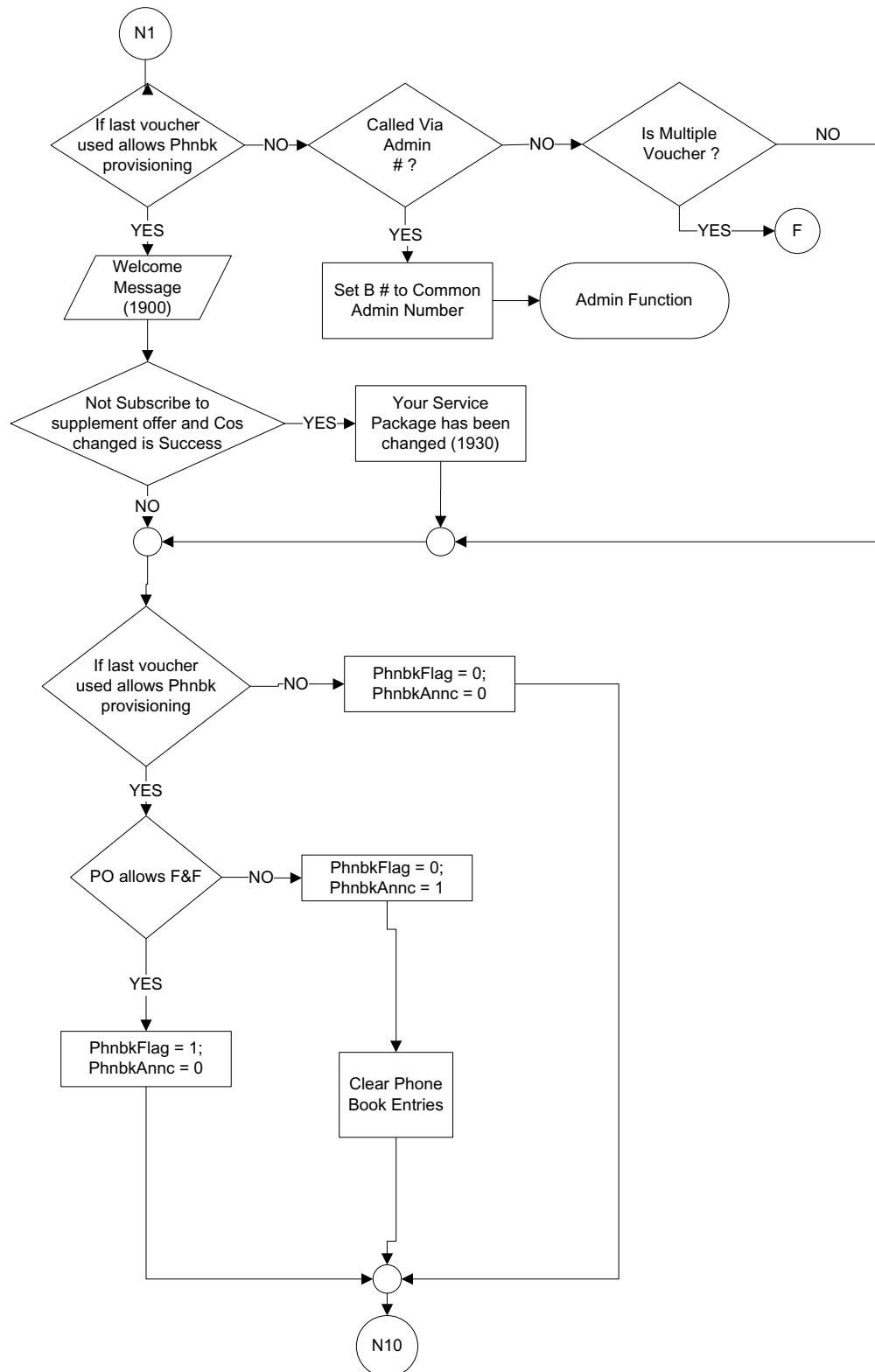
Mid-call notifications are not available in all protocols.

Billable Outgoing Call Monitoring and Termination (continued) - W

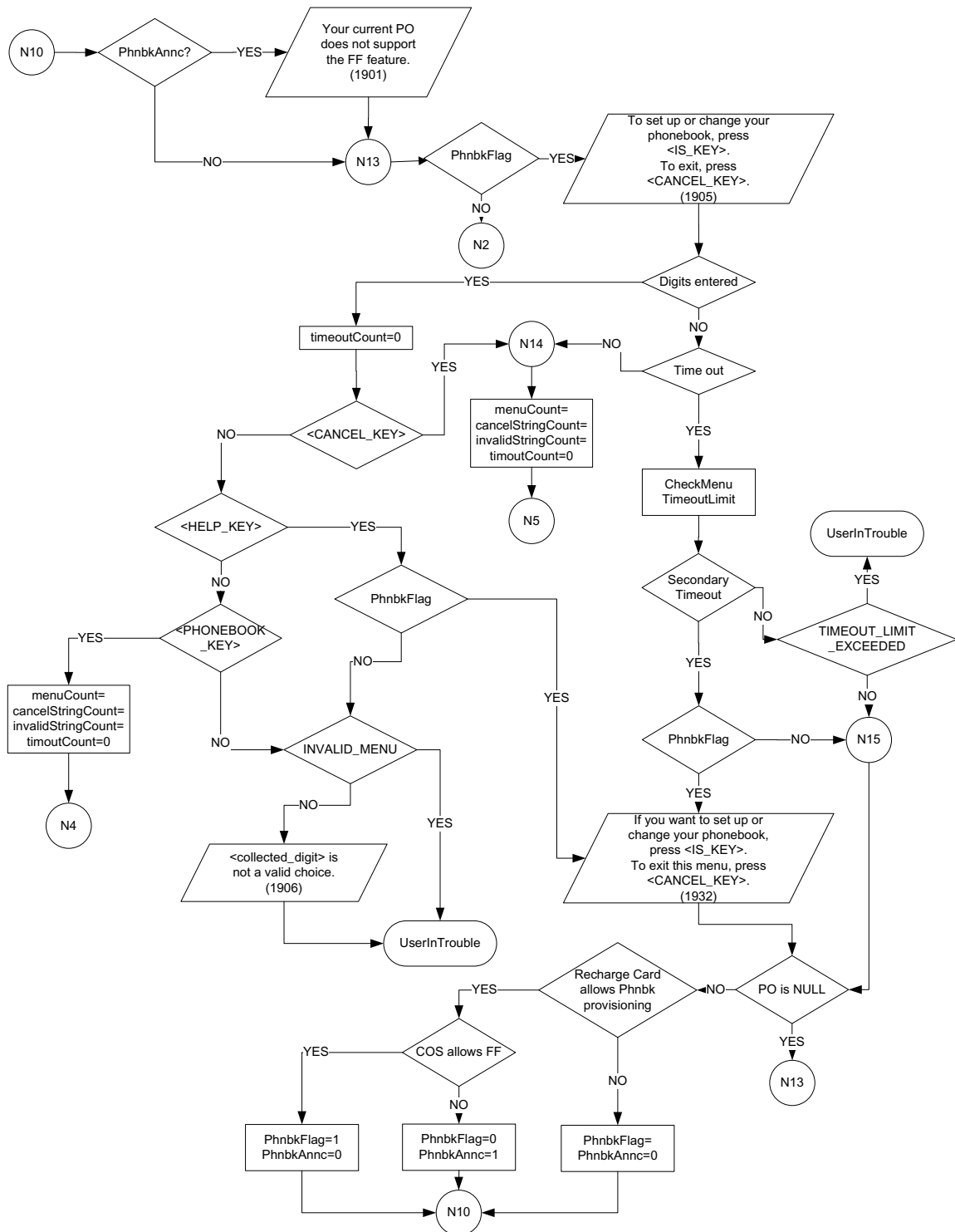
Call Termination

Pay-As-You-Go Invocation Attempt

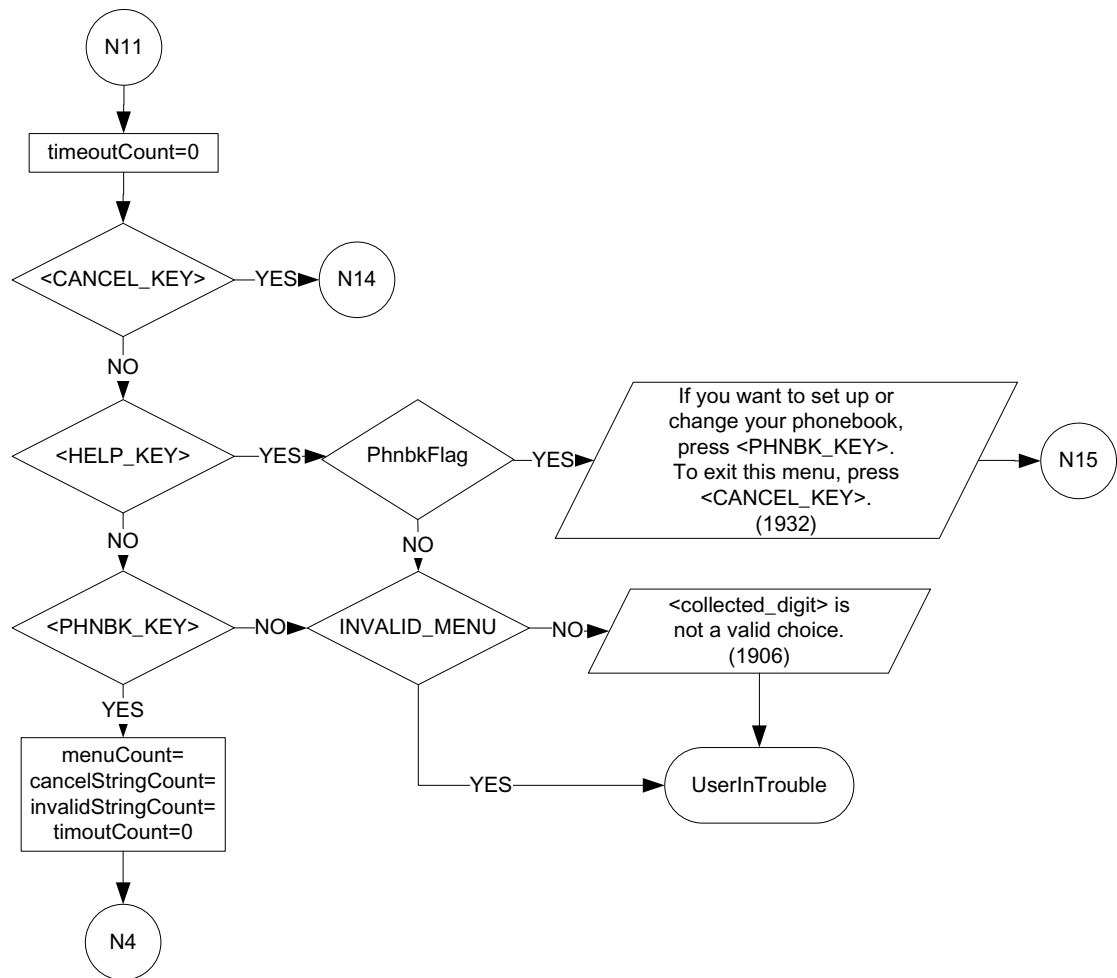
Post Recharge Processing - N1



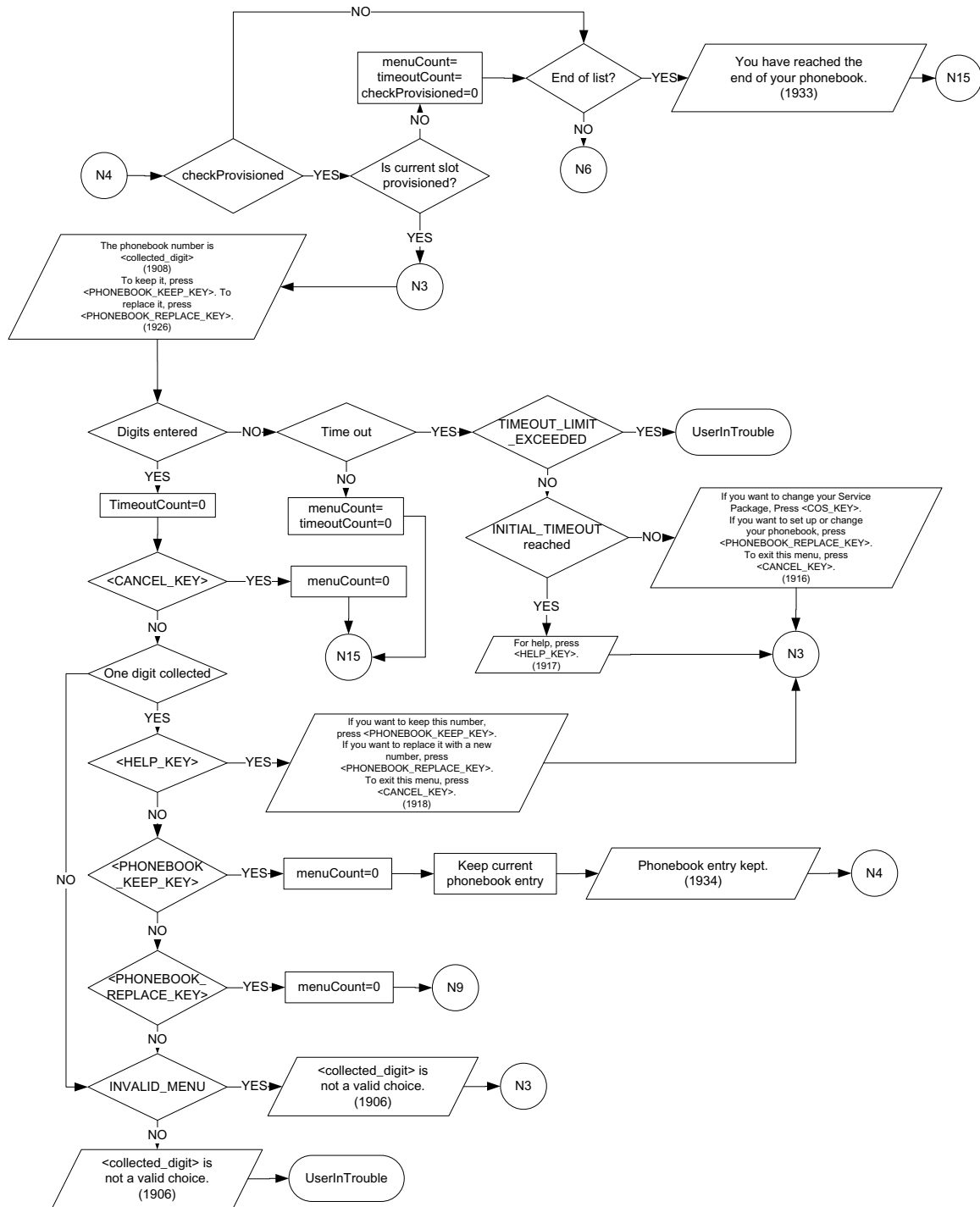
Post Recharge Processing (continued) - N10, N13, N14, N15



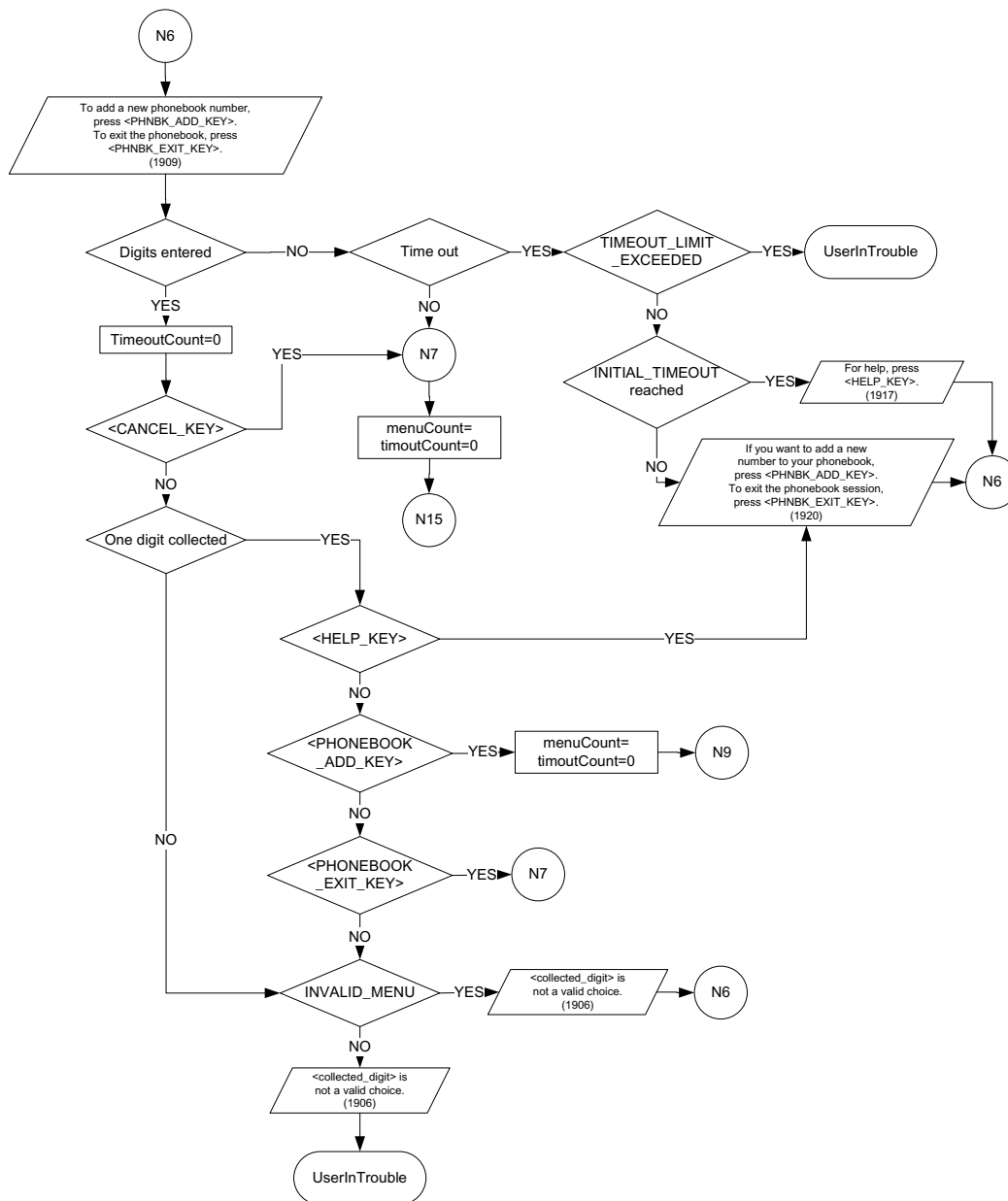
Post Recharge Processing (continued) - N11



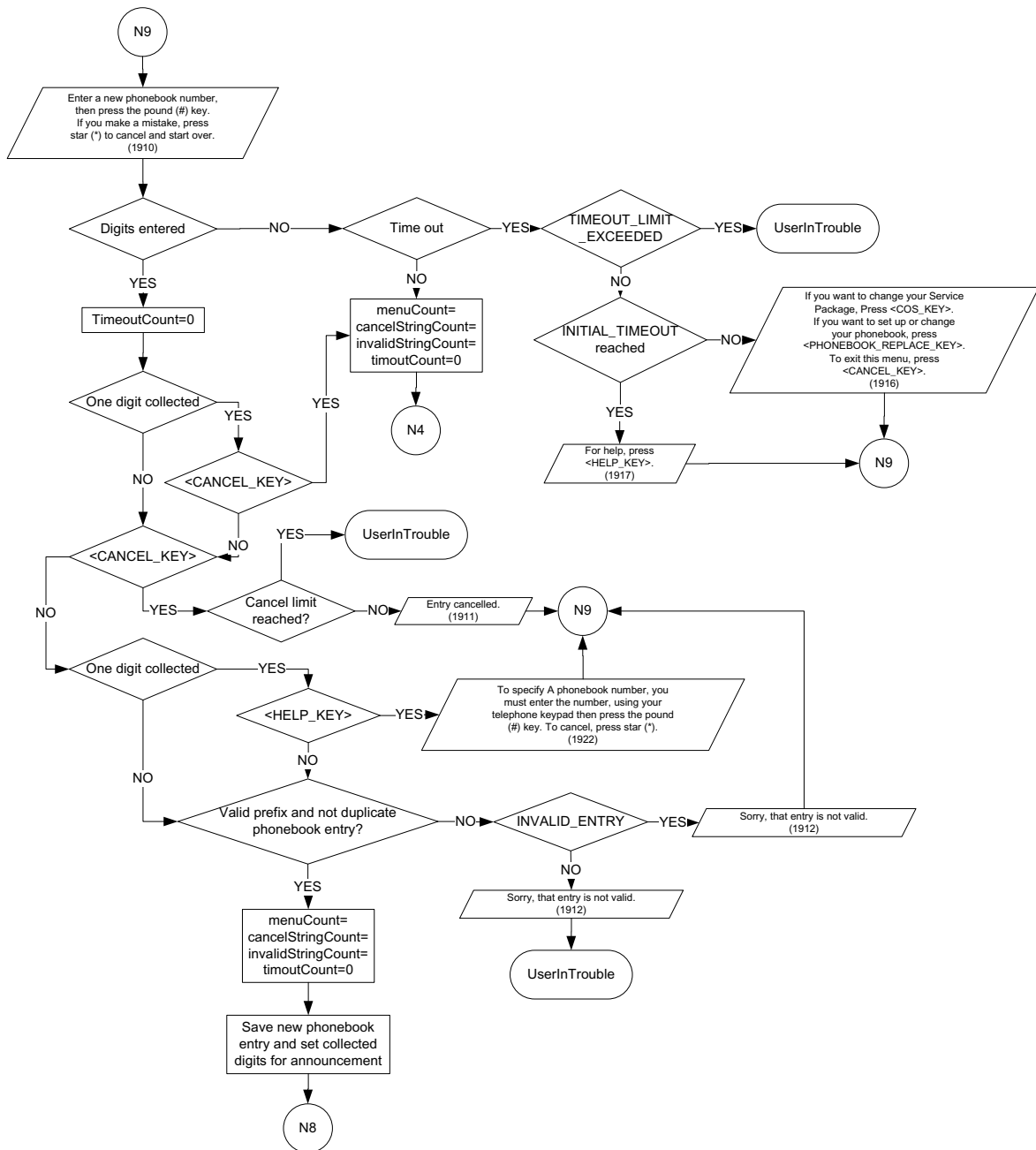
Post Recharge Processing (continued) - N3, N4



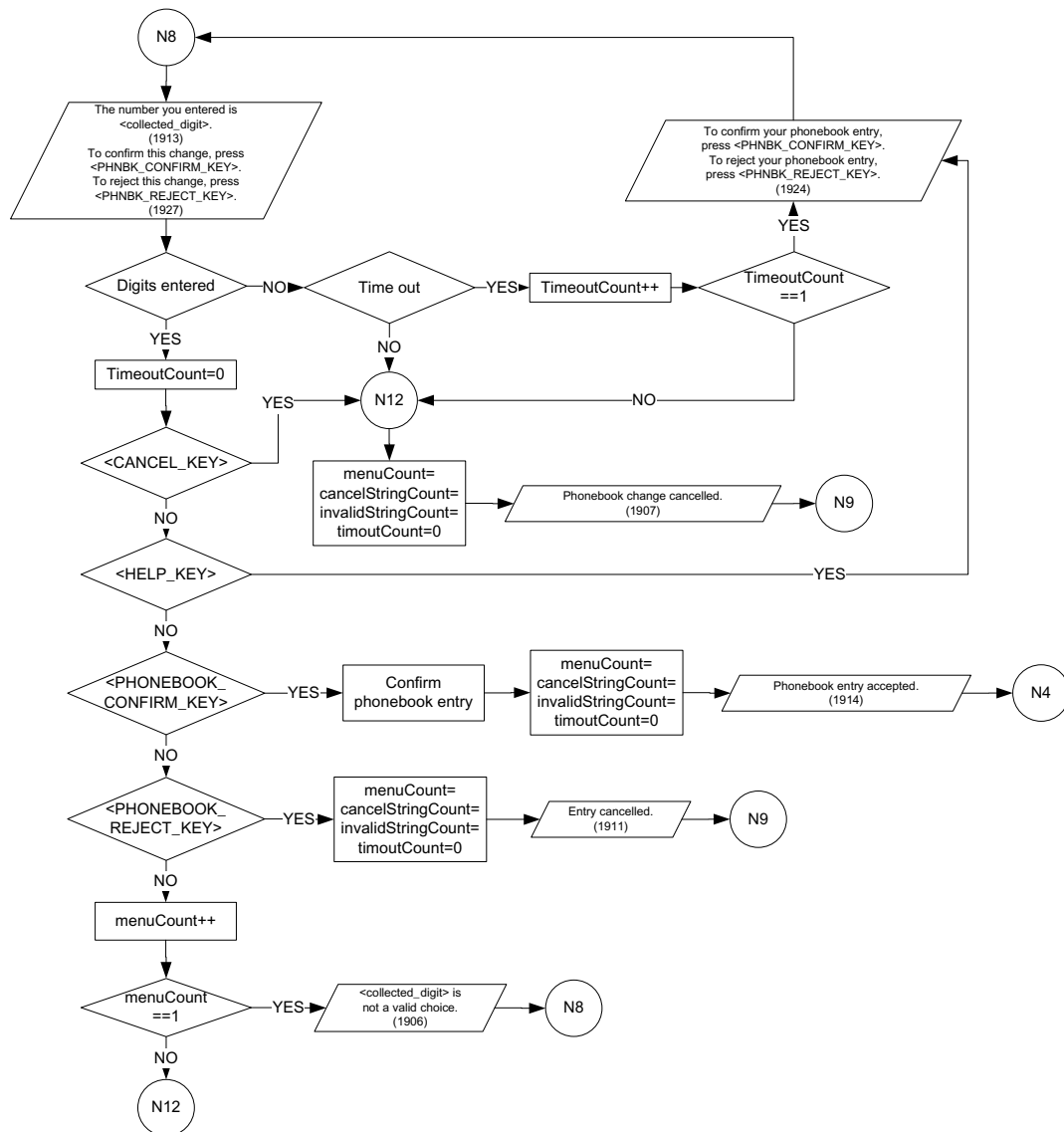
Post Recharge Processing (continued) - N6, N7

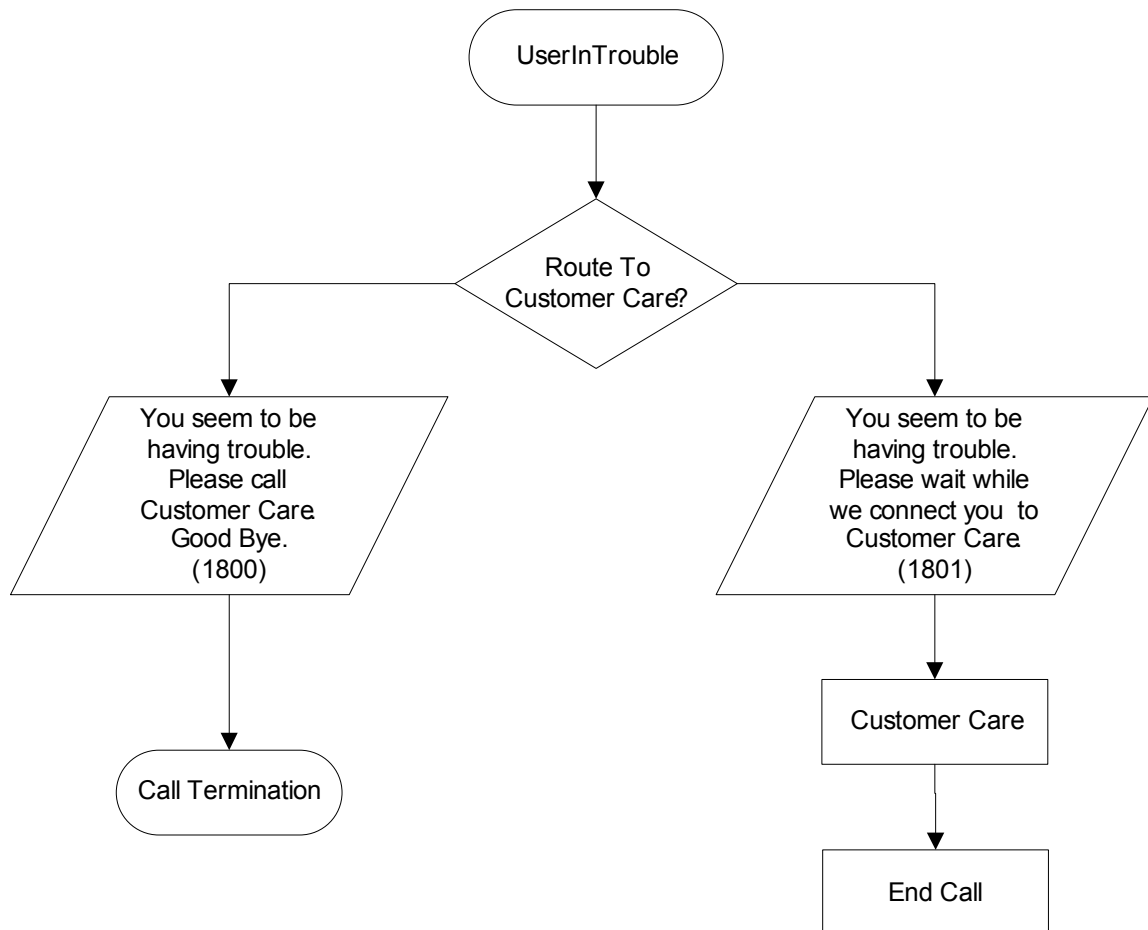


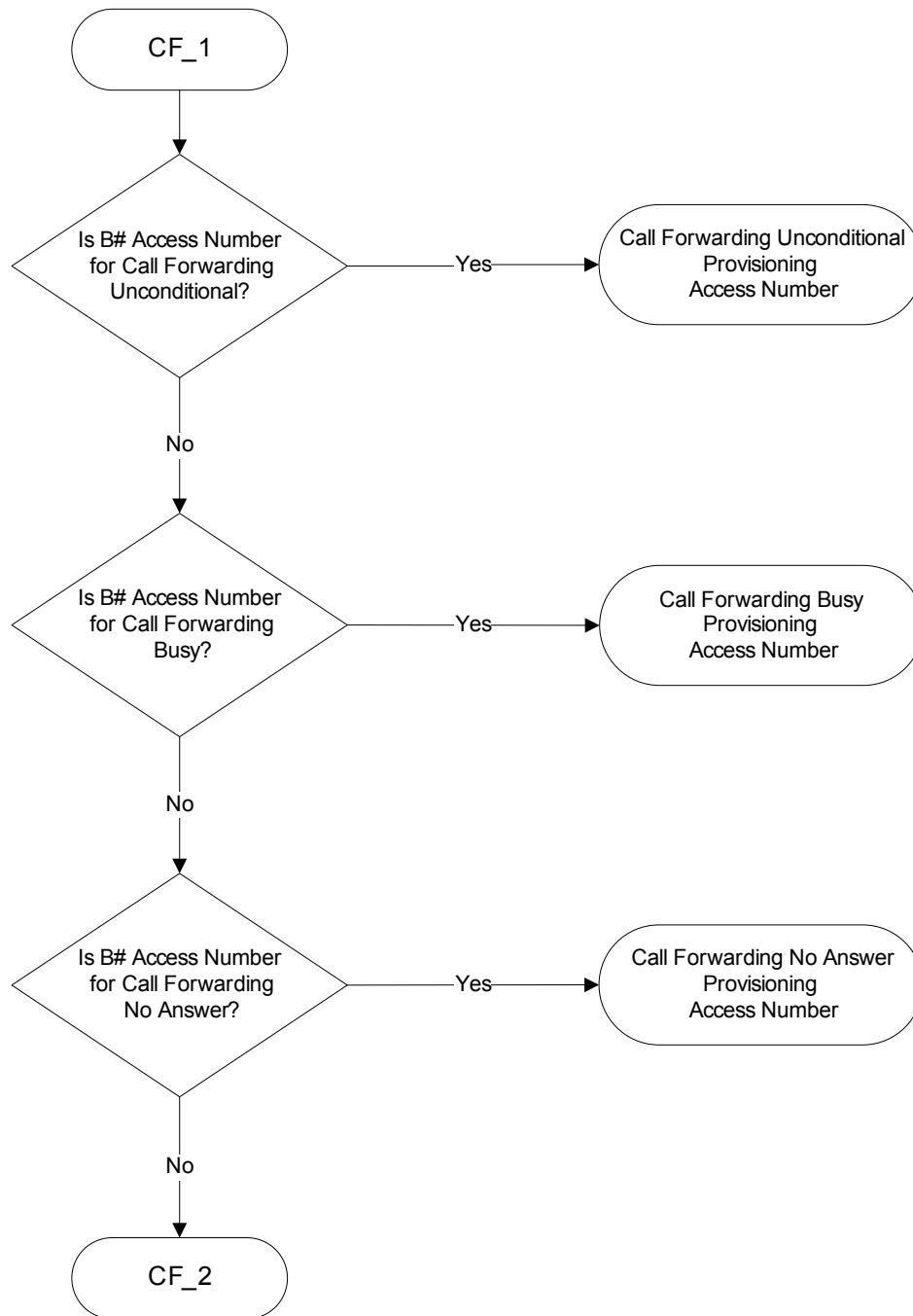
Post Recharge Processing (continued) - N9



Post Recharge Processing (continued) - N8, N12

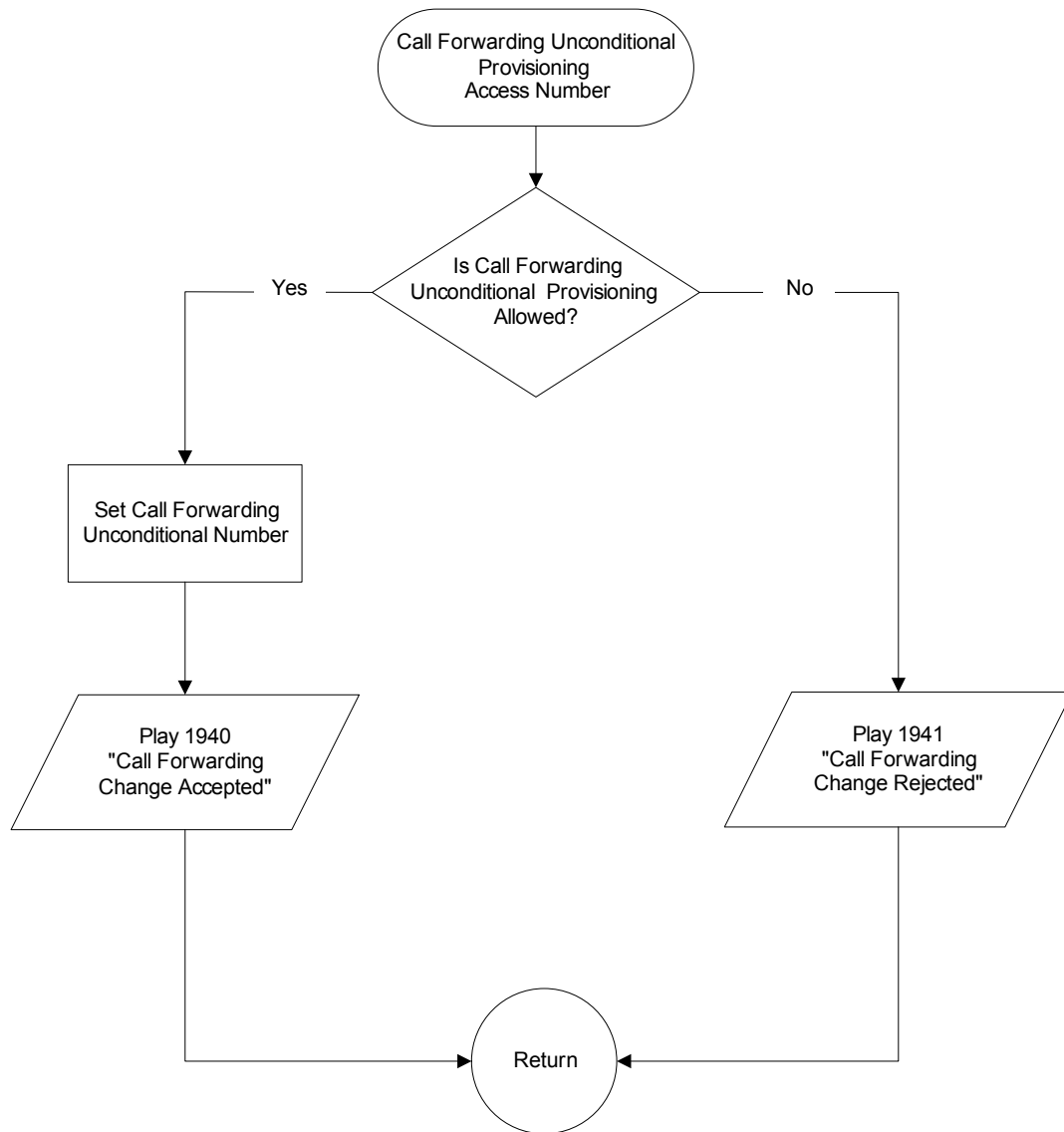


User In Trouble

Call Forwarding Provisioning - CF_1**NOTE**

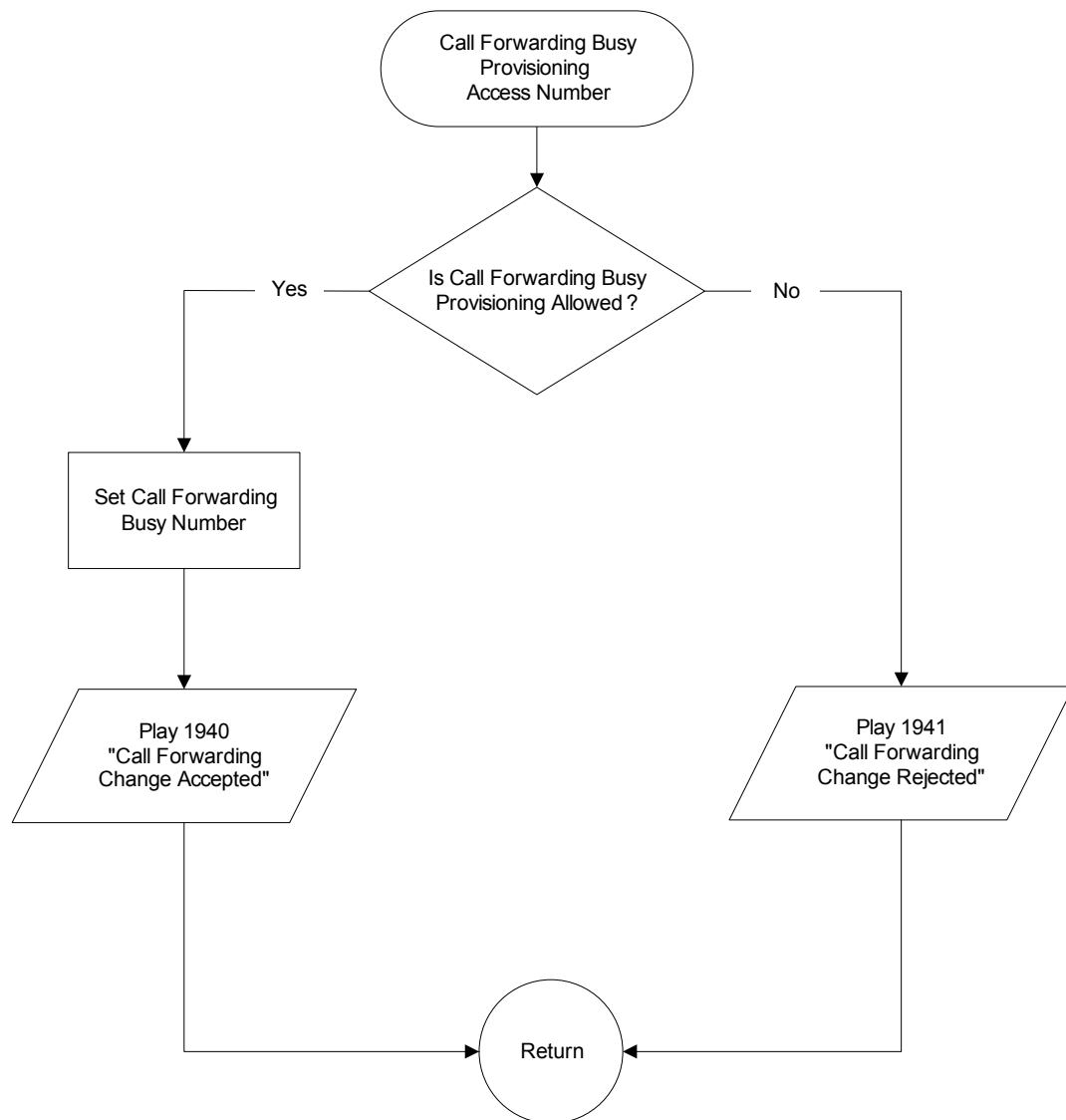
The Call Forwarding feature is not available in all protocols.

Call Forwarding Unconditional Provisioning Access Number

**NOTE**

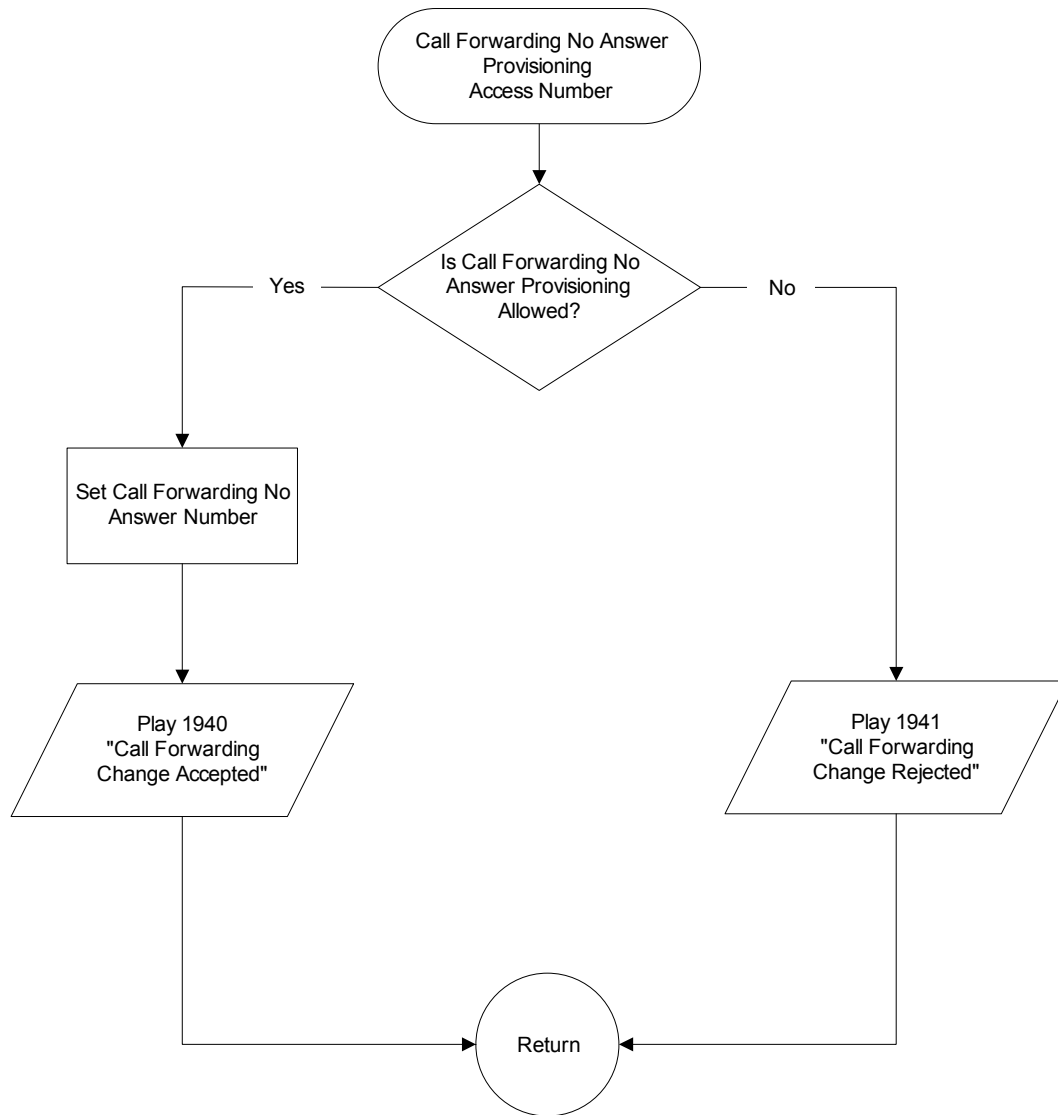
The Call Forwarding feature is not available in all protocols.

Call Forwarding Busy Provisioning Access Number

**NOTE**

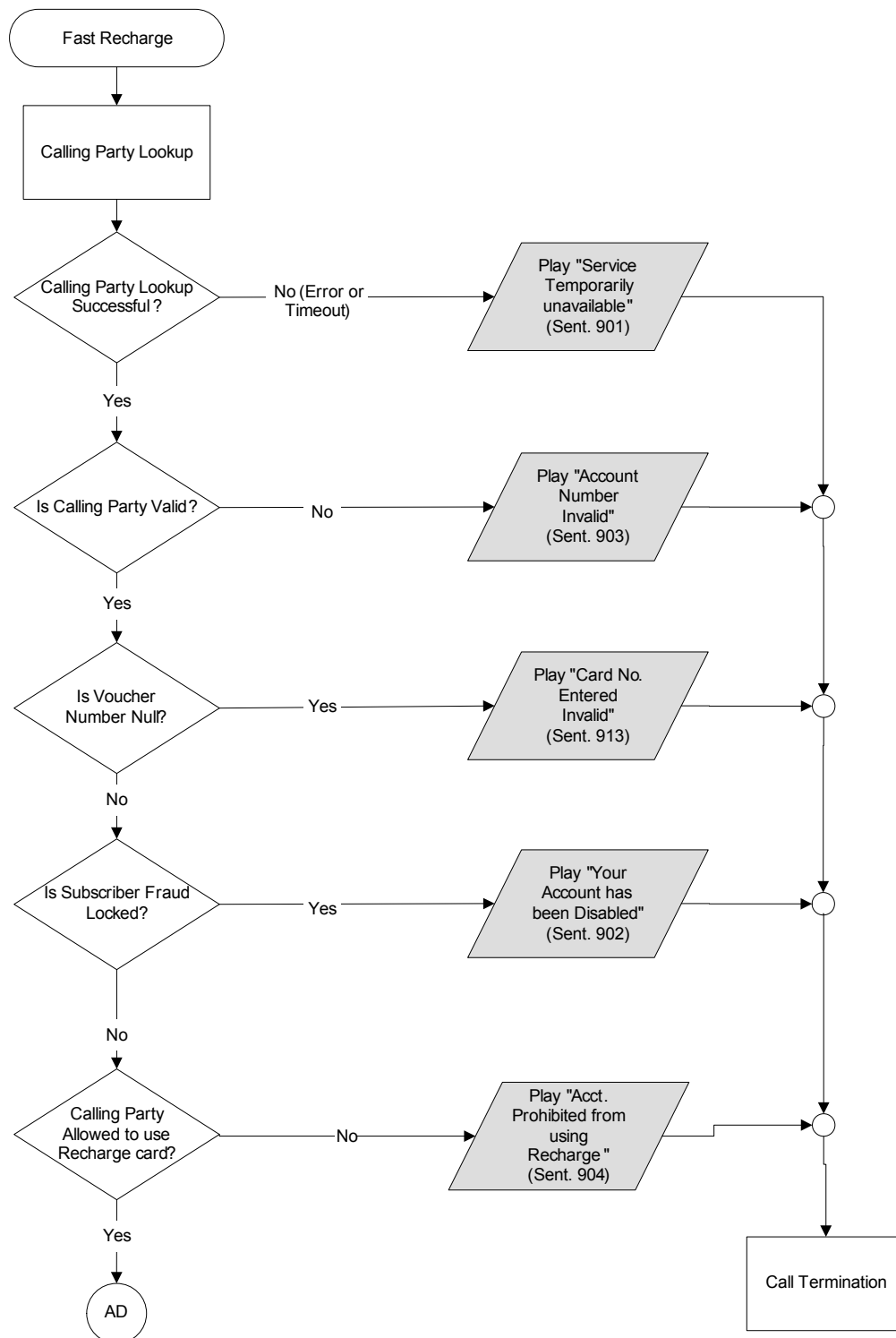
The Call Forwarding feature is not available in all protocols.

Call Forwarding No Answer Provisioning Access Number

**NOTE**

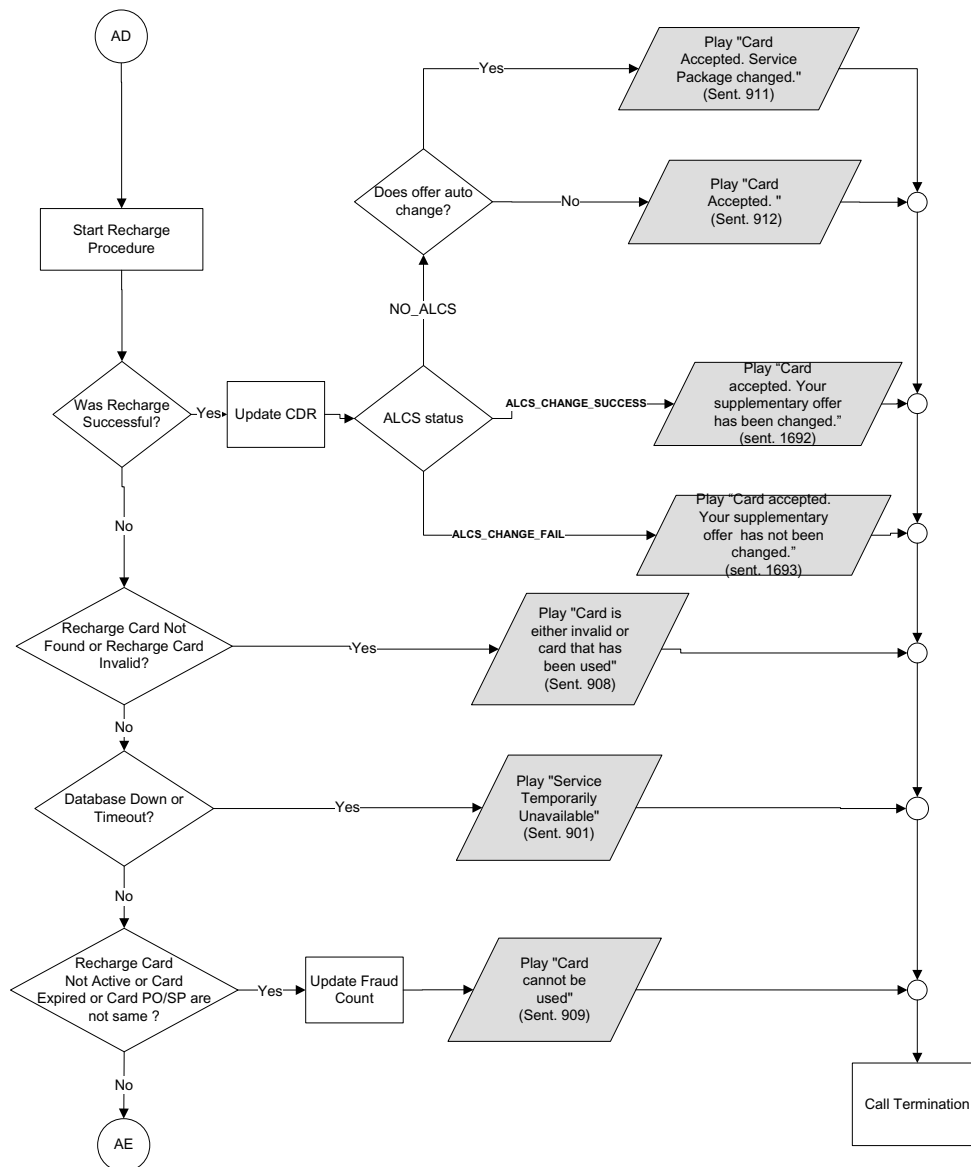
The Call Forwarding feature is not available in all protocols.

Fast Recharge

**NOTE**

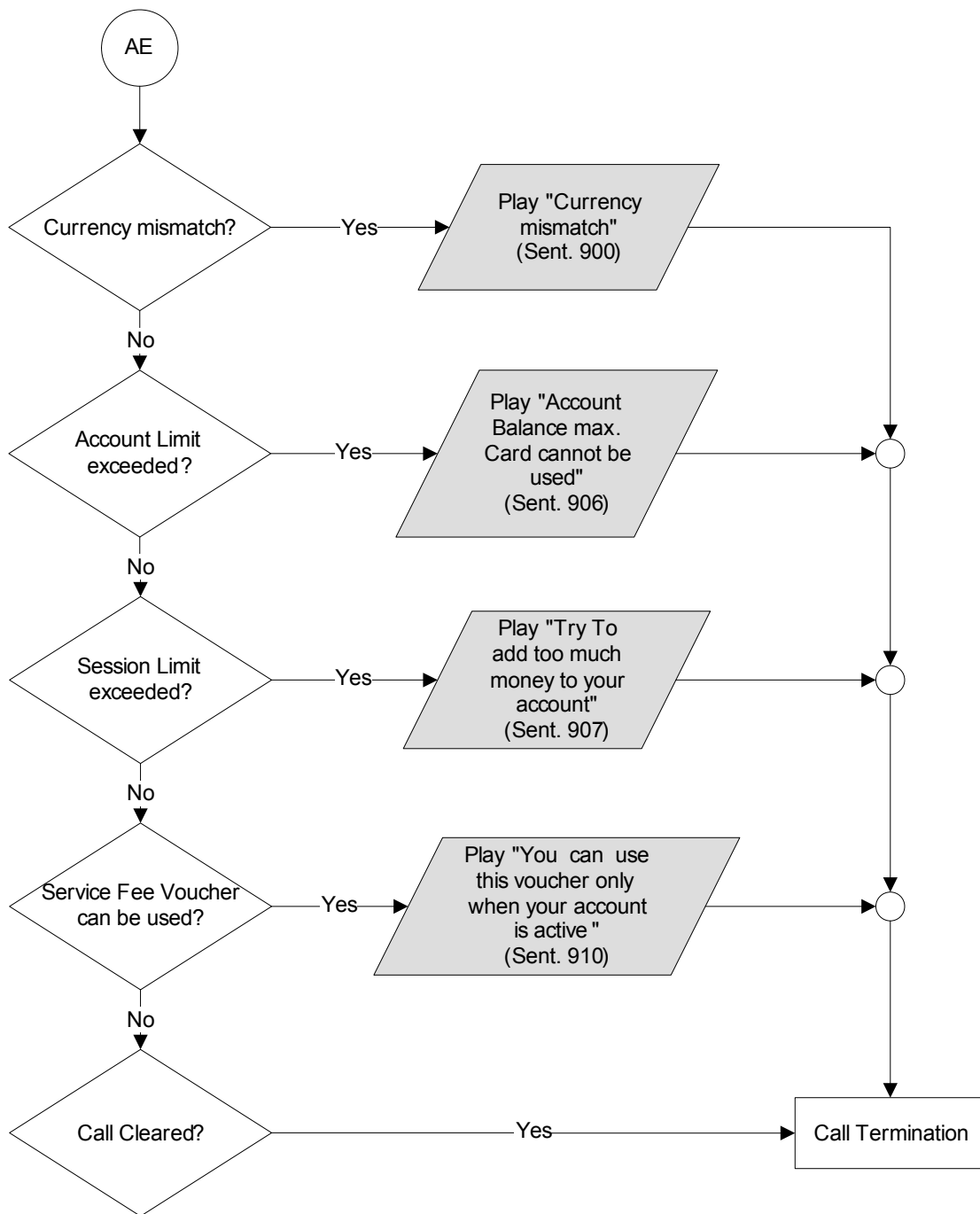
The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

Fast Recharge (continued) - AD

**NOTE**

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using external IP.

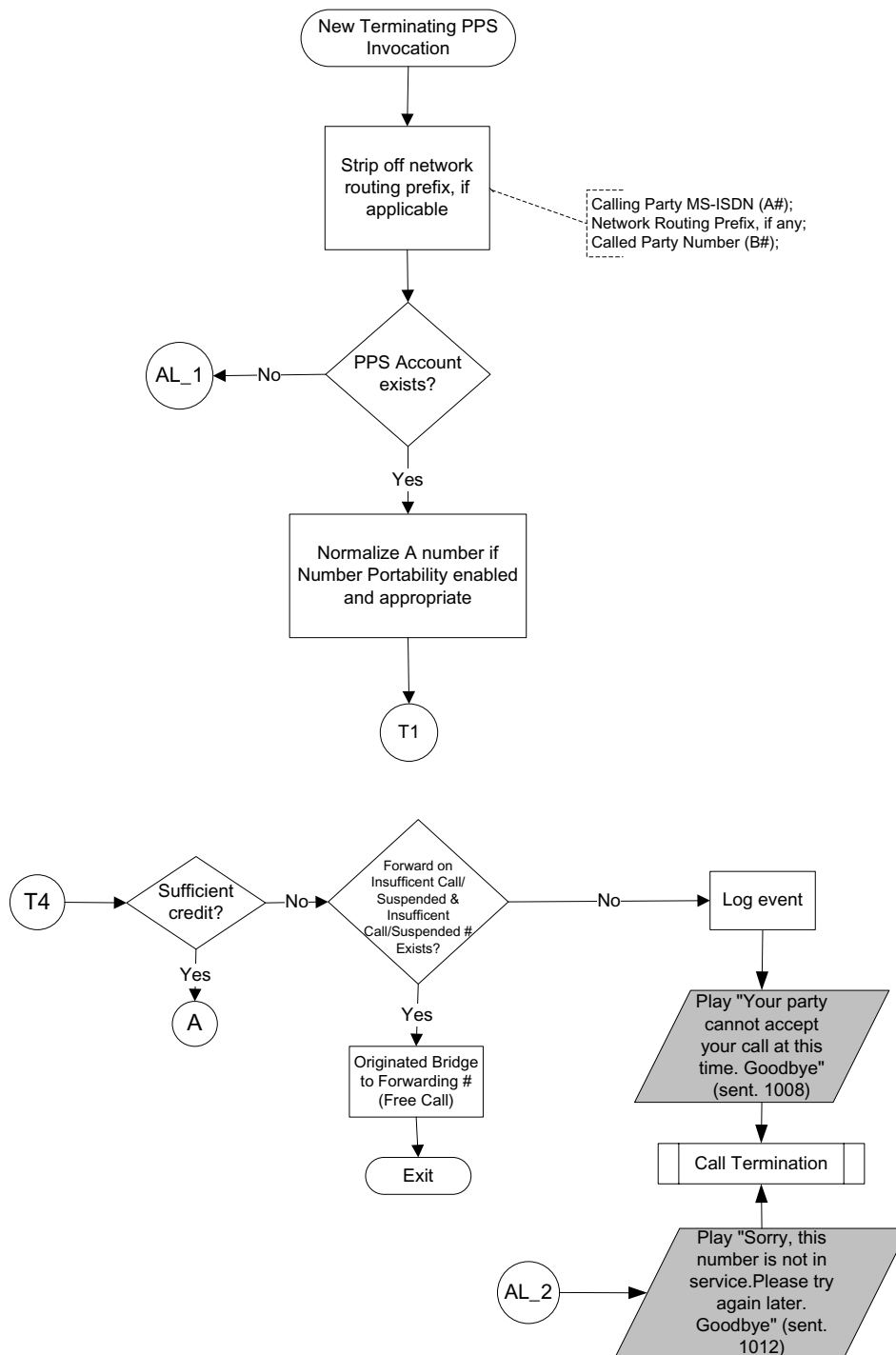
Fast Recharge (continued) - AE

**NOTE**

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

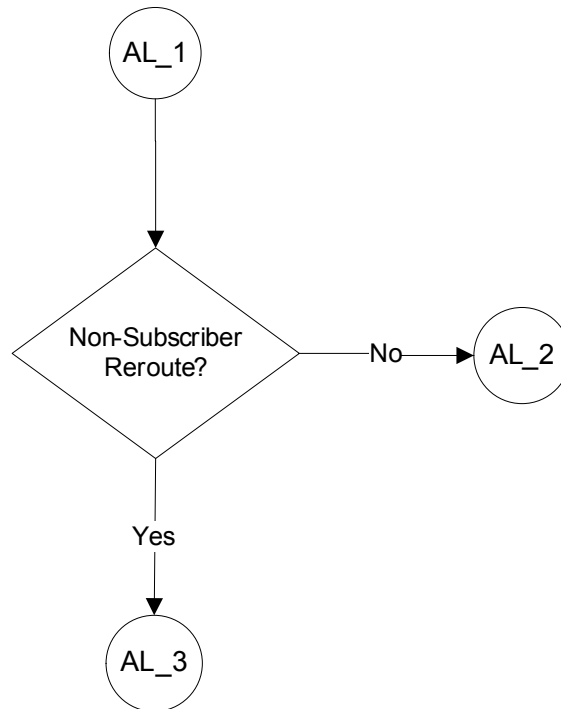
Terminated Prepaid Invocation (Incoming Calls)

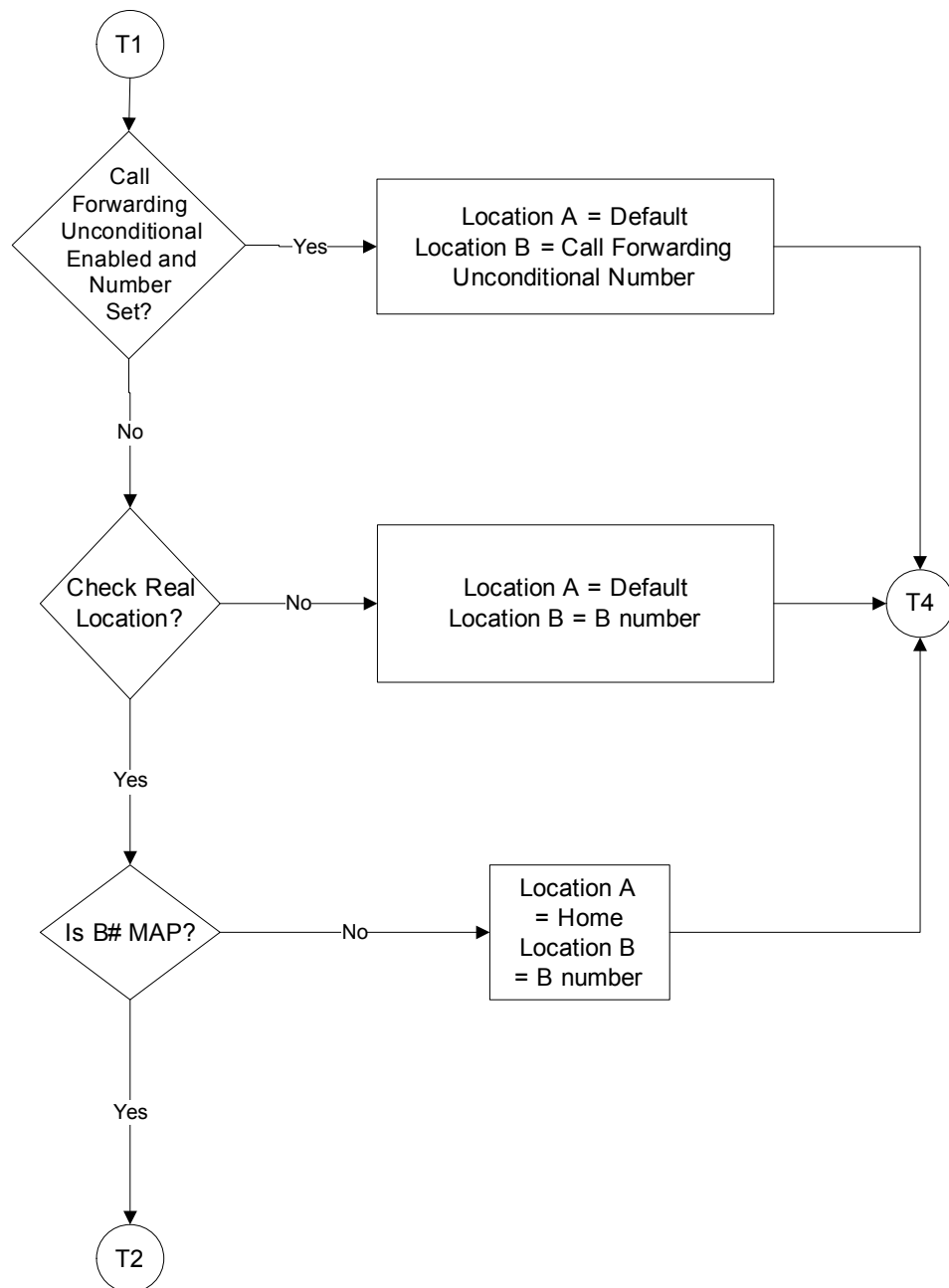
New Terminating PPS Invocation - AL_2, T4



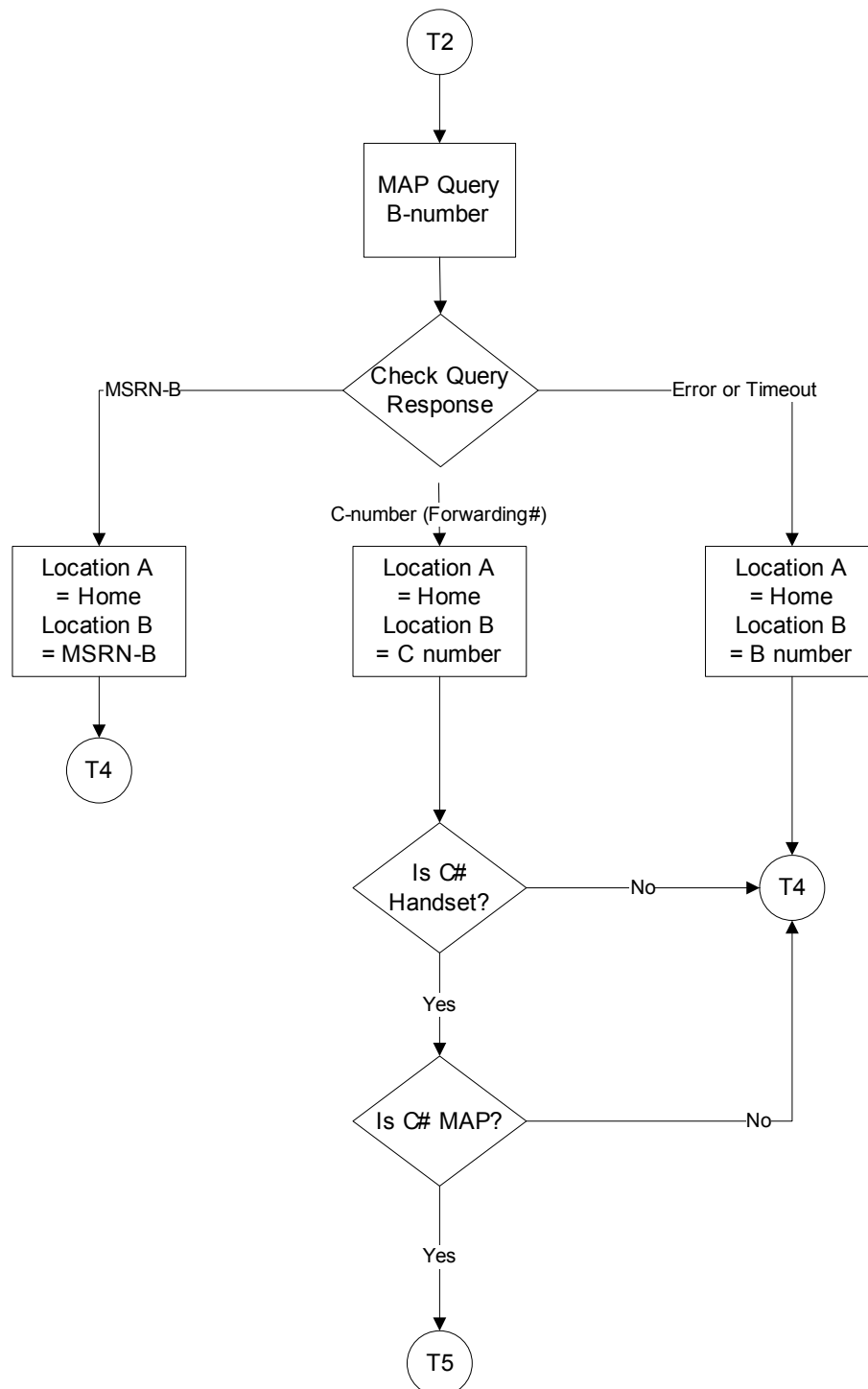
NOTE

The Call Forwarding feature is not available in all protocols.

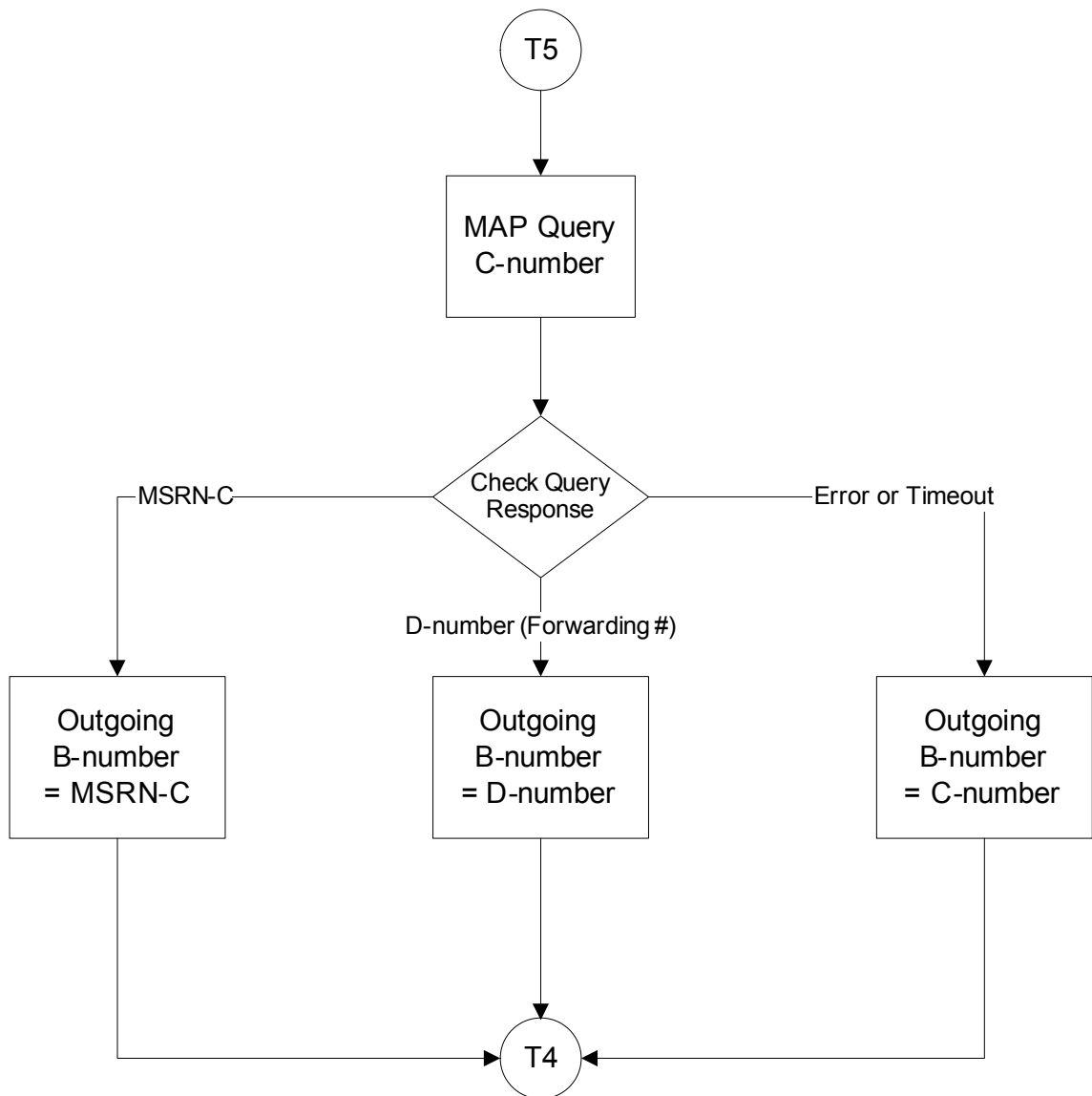
New Terminating PPS Invocation (continued) - AL_1

New Terminating PPS Invocation (continued) - T1

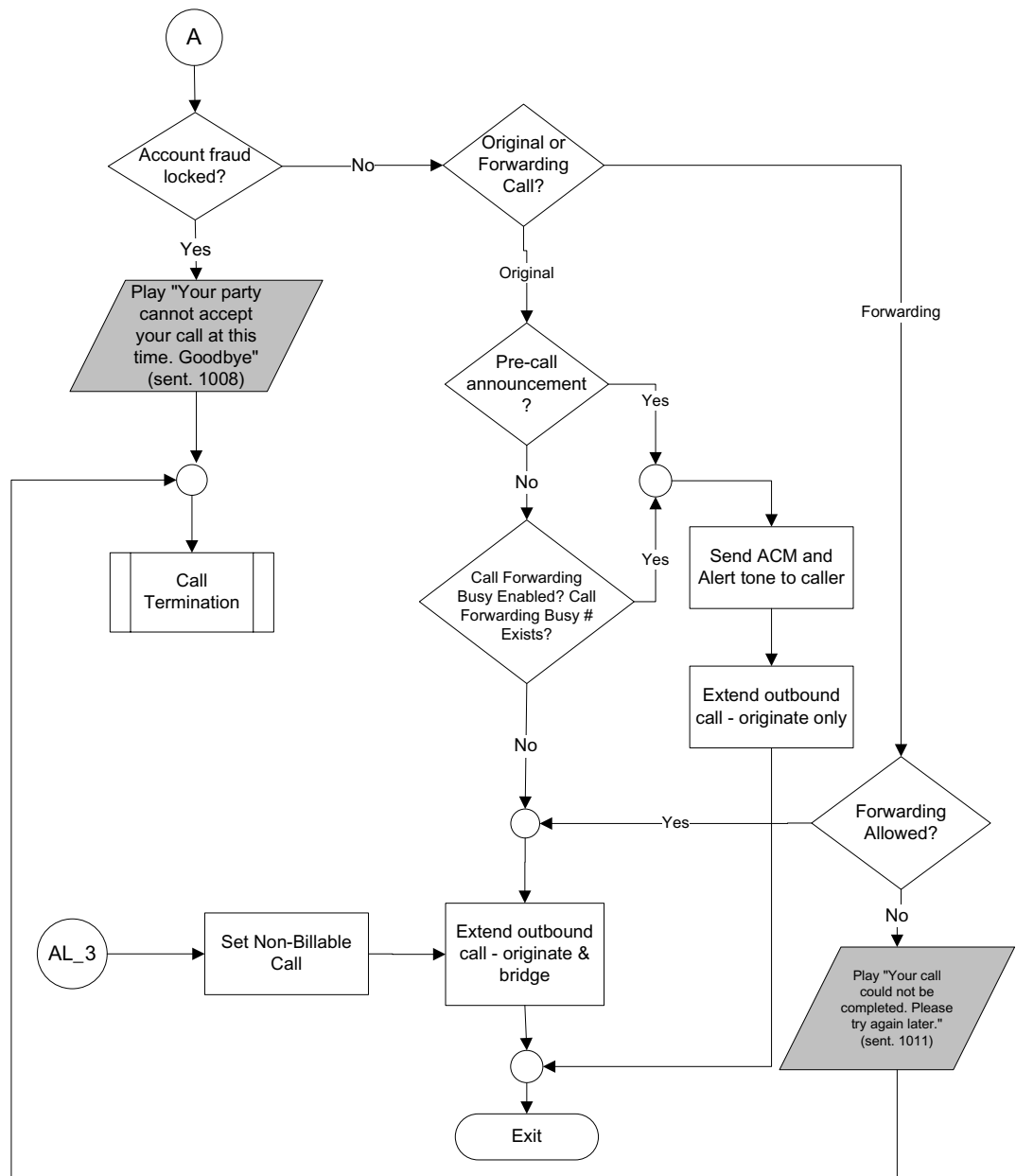
New Terminating PPS Invocation (continued) - T2

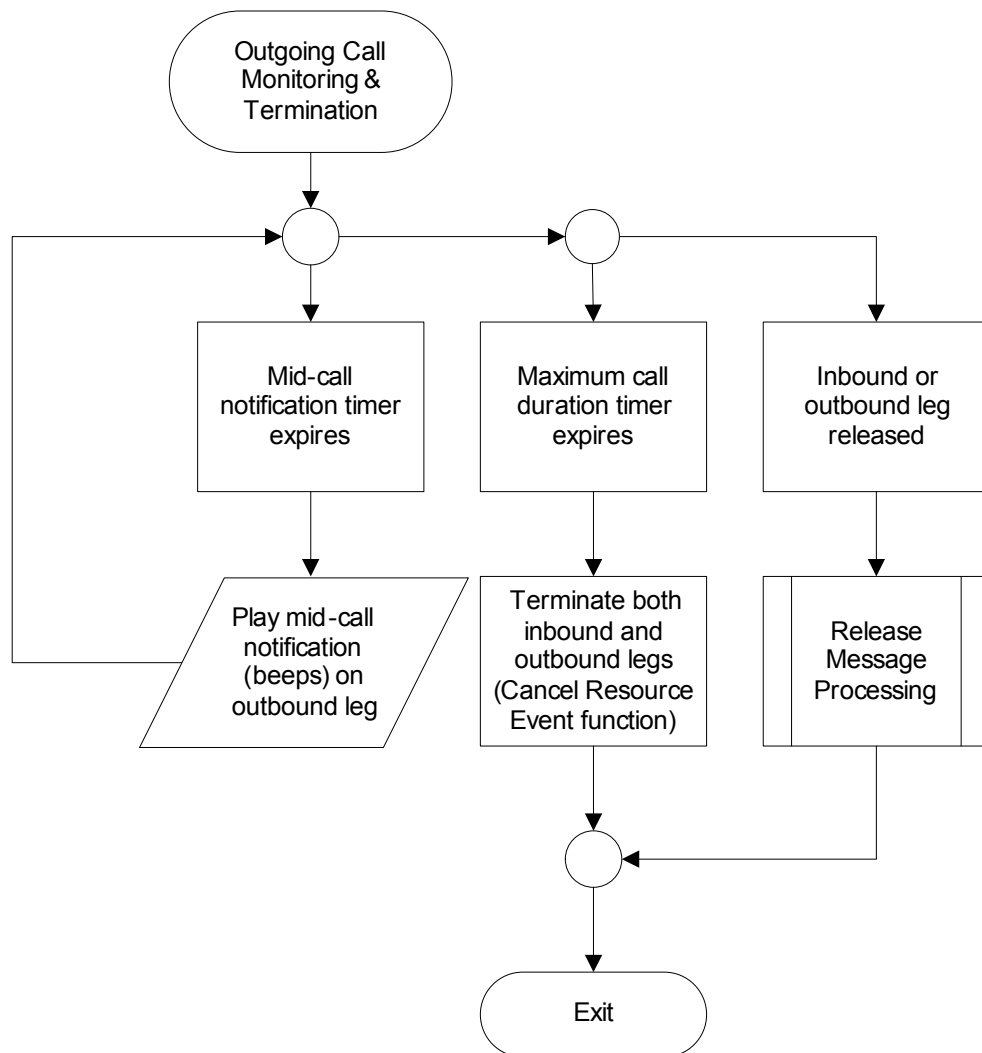


New Terminating PPS Invocation (continued) - T5

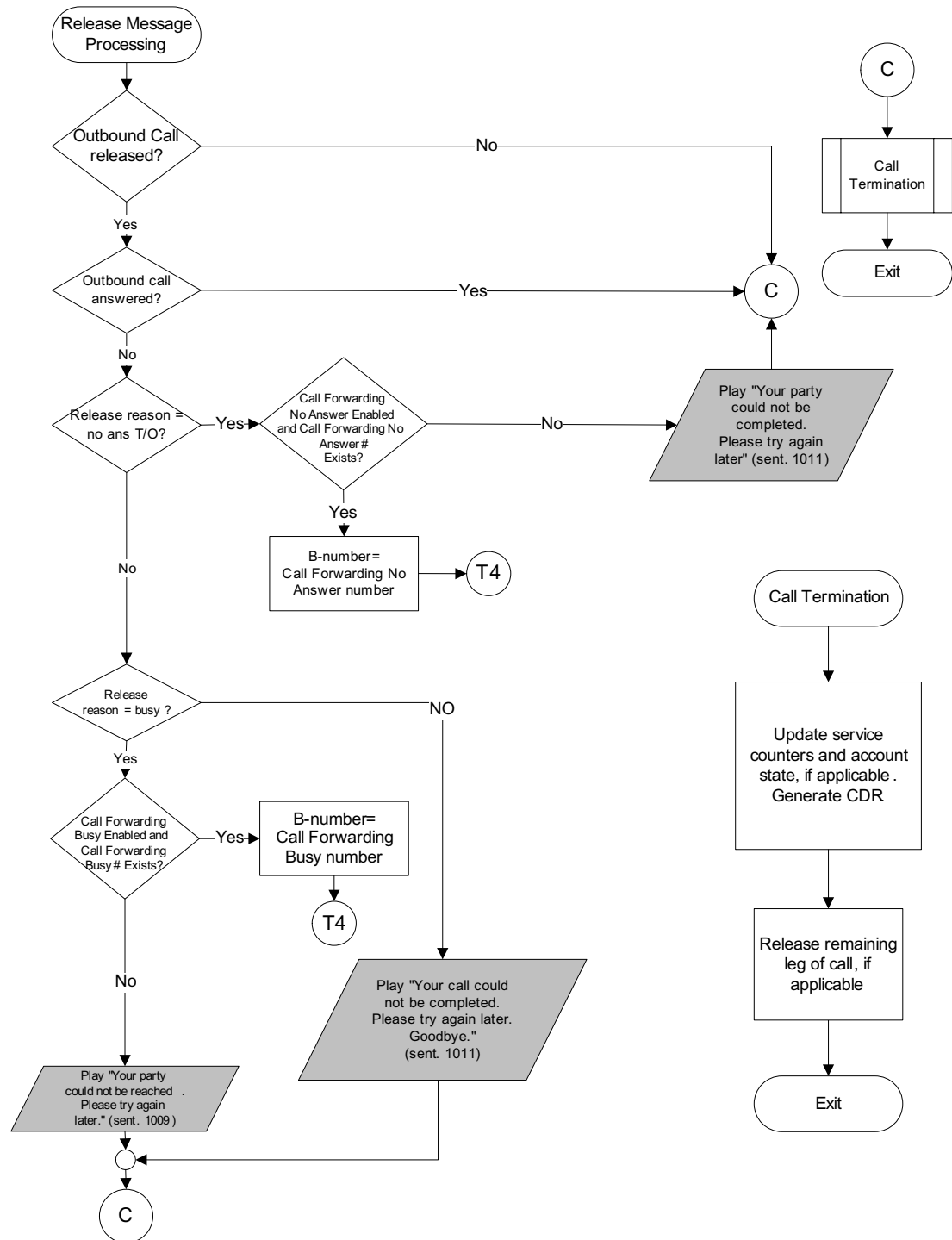


New Terminating PPS Invocation (continued) - A, AL_3



Outbound Call Answered - B

Release Message Processing - C

**NOTE**

The Call Forwarding feature is not available in all protocols.

The shaded boxes represent precall and/or terminating announcements that are candidates for switch-based announcements using the external IP feature.

Chapter 2

IVR Self-Service Callflows

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Application Properties

Description	
Application Name	COMONE 3.5.50 RT TR 1.0 IVR Flowchart
Language	English
Type of Script	123
Hours	12
Date Format	dd'mm
Key not in use	That key is not active (Prompt 102)
Trilogue version	
Syntax File Name	
Script File Name	SC_123_6
Emap File Name	
Map File	
Customer Name	COMONE 3.5.50 RT TR 1.0
Project Manager	
Application Engineer	
Created At	5/10/2007 16 :20
Updated At	1/14/2011 02 :44
Flowchart Revision	01.01

Revision Table

Rev.	Date	Author	Description	Approved by	Approval Date
00.01	6/1/2009	Peter Horn	Initial version with Invoice Inquiry and Invoice Payment.		
00.02	7/8/2009	Peter Horn	Changed Overview, Admin Menu, Admin Help, and re-ordered pages to correspond Added Hear Phone Number. Added charging for Phonebook Management.		
00.03	12/21/2010	Lian Liu	Update prompt id and call flow for 3.5.50 M*		
01.00	1/14/2011	Lian Liu	update miscpress and post state announcement.		
01.01	3/17/2011	Valery Lev	Update document Title and the footer		

Legend



Connector: Indicates a session which is described on another page of the call flow . Text within indicates the session name . The session represented by the connector is either a point of entry to or exit point from the session .



Goto and Label : These call flow components reduce the complexity of the transitions within the current page . A Goto call flow component assigns an identifier to a particular transition . To find the transition's destination point , look for the Label call flow component with the same identifier .



Transition : The arrow indicates the call flow movement from one call flow component to another , depending on both system status and user action .



Menu of Audio and Video types : Presents the user with a choice as to how the call flow should proceed : the user makes a choice by pressing a DTMF key or indicating a Timeout .



Context of Audio and Video types : Provides the user with information , e.g., the number and type of messages in a mailbox . It can be used, for example , after a Menu call flow component to confirm that the option selected for transition was carried out .



Play of Audio and Video types : Indicates that the system provides voice or video playback, e.g., a voice message, voice signature or outgoing message .



Record of Audio and Video types : Indicates that the system records a voice or video input from the user, e.g., a voice message, voice signature or outgoing message .



Process: Represents an action taken by the system, e.g., disconnect, transfer to extension.



Free Format : Allows the user to indicate that a specific function is required at this stage in the call flow, without having to insert all the details. It acts as a place marker: the user must return to this call flow component at a later stage and replace it with the appropriate call flow components .



Data Entry: Collects a specific DTMF input by the user (1-9, #, *), e.g., a subscriber ID or a mailing list number .



Decision Block: Represents a point where an internal decision is made by the system . In a call flow, such decisions are partly based on how the system is configured and partly on the system status at that moment in time.



C-Tone: The Command Ready tone -played before a menu or instructional prompt , after which user input is required .



E-Tone: The Error tone -usually played after an invalid user input , followed by an explanation of the error .



M-Tone: The Main Menu tone -usually played at the beginning of the subscriber main menu .



R-Tone: The Record tone -indicates to the user that recording is about to start .



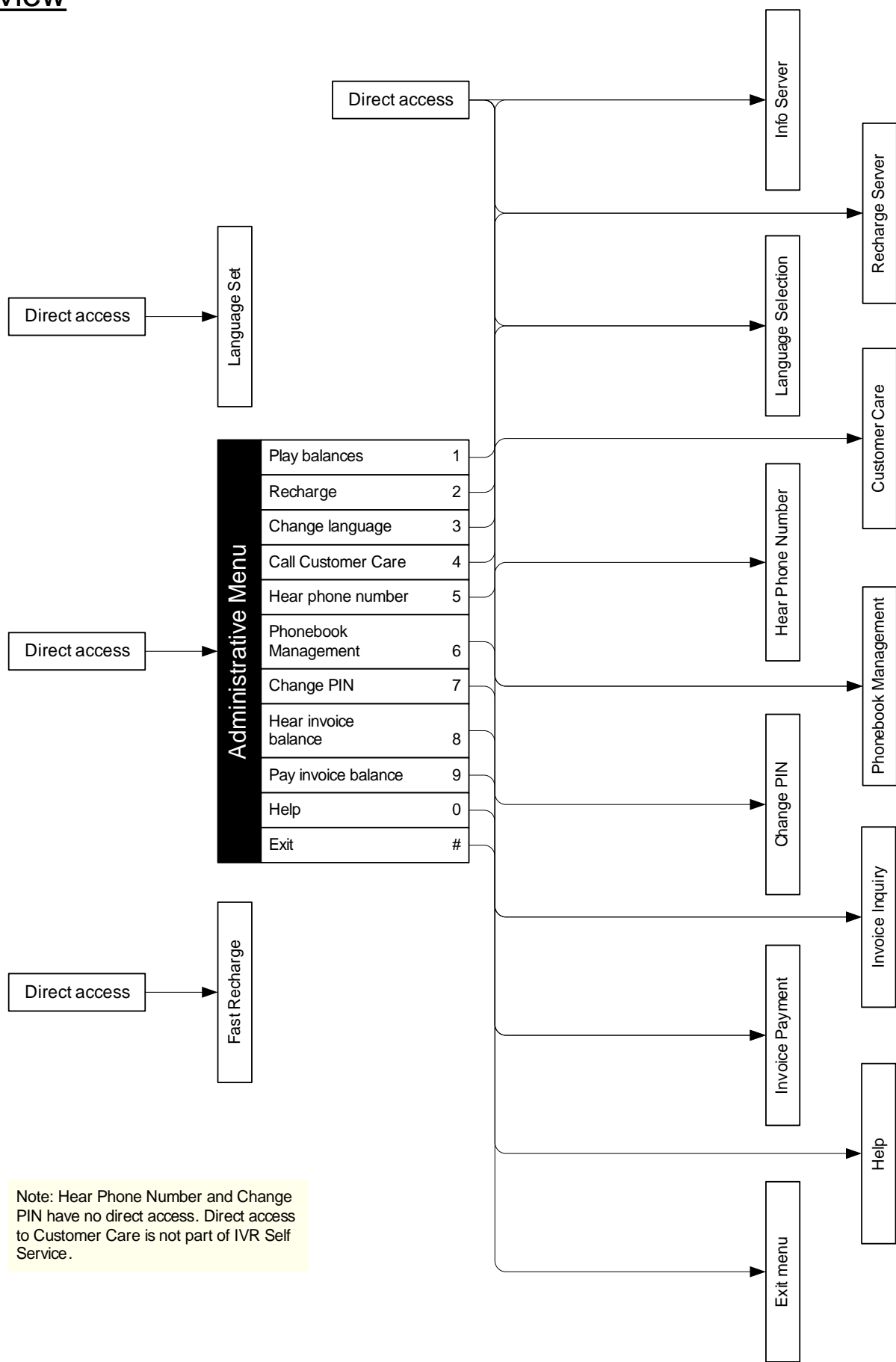
F-Tone: The Fax signal-played before transferring a fax .



Comment: Allows the user to add a note, explaining what is going on at a given point in the call flow.

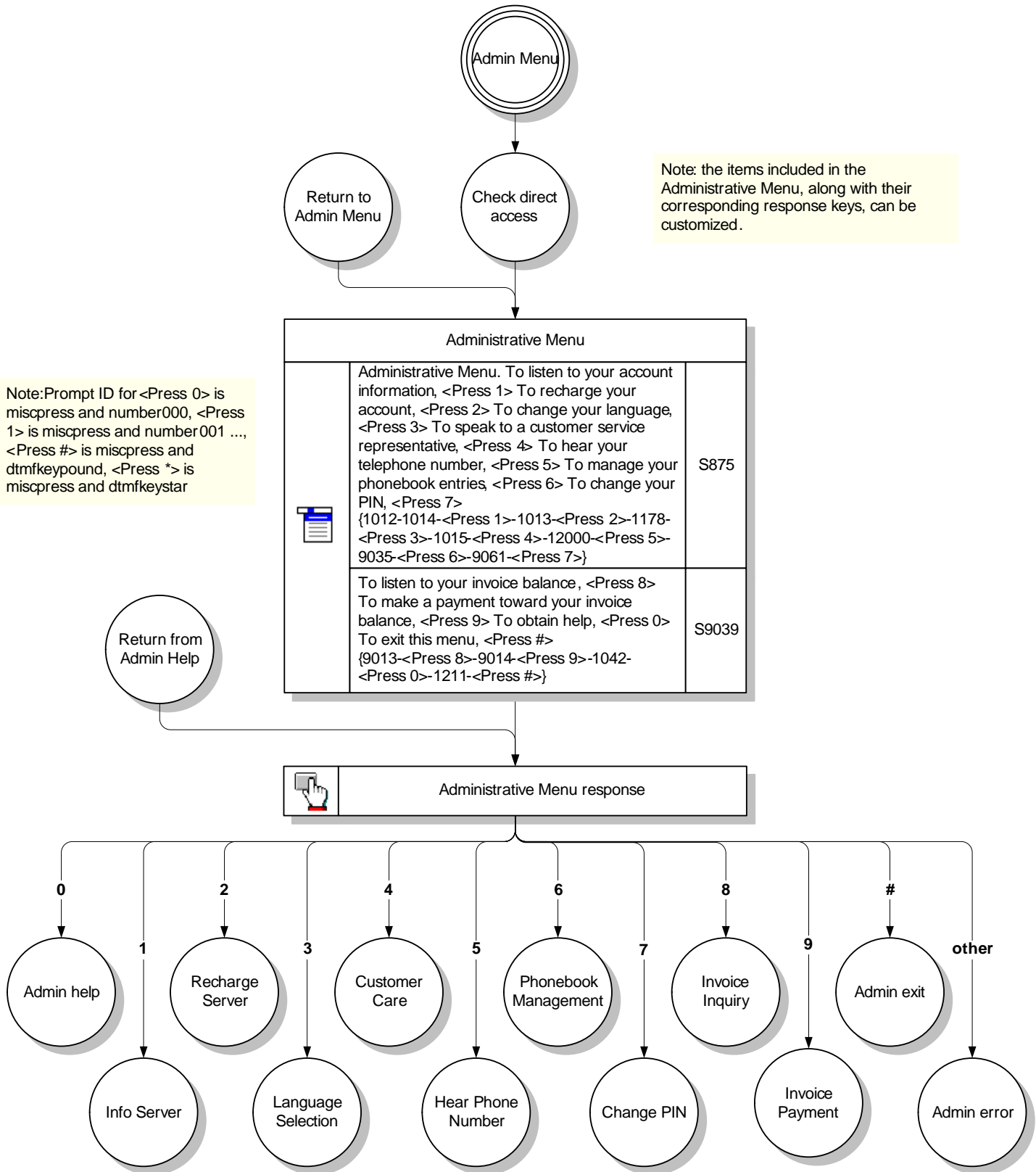
ProtoTASC

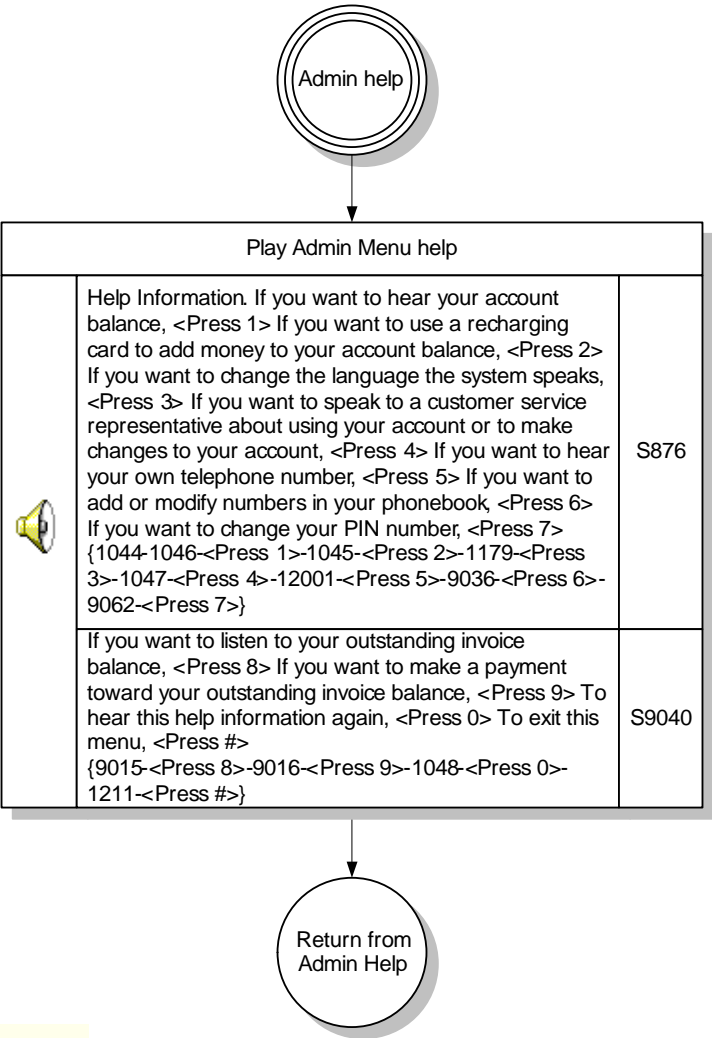
Overview



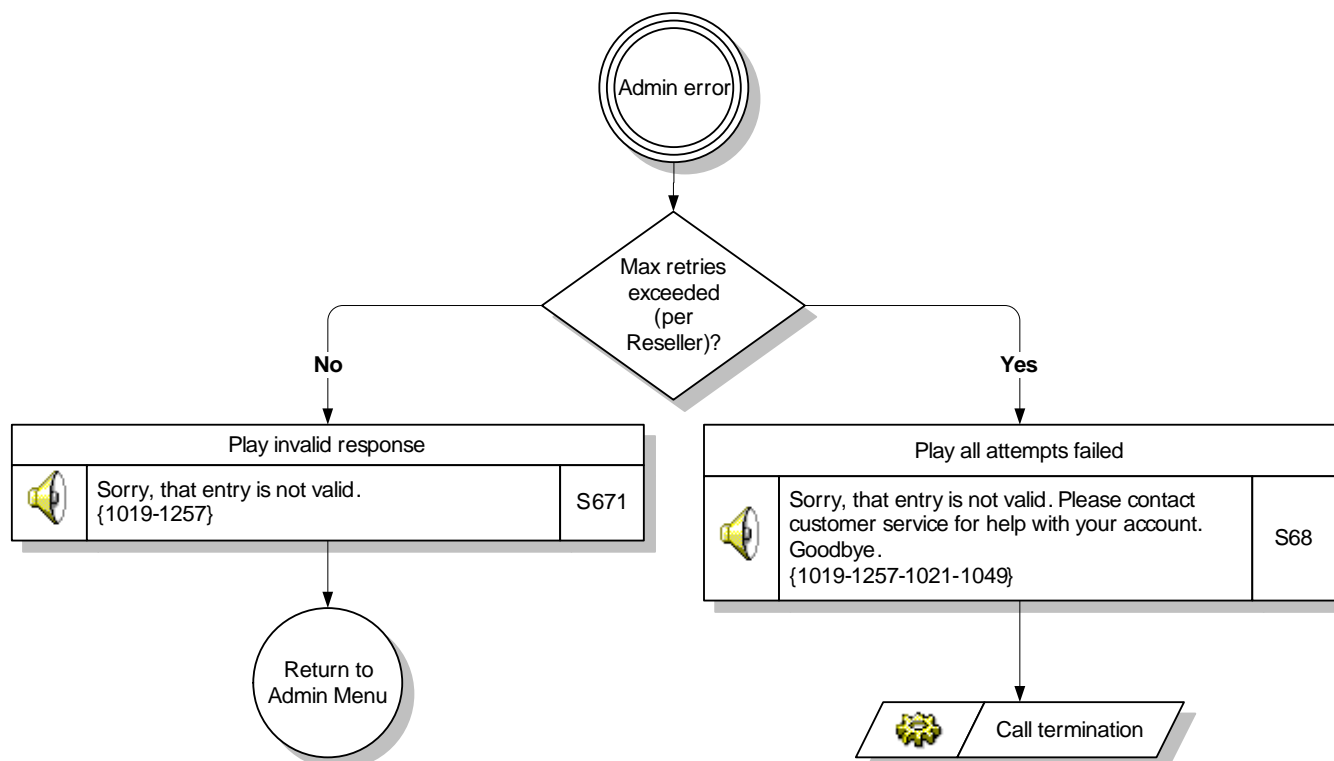
Admin Menu

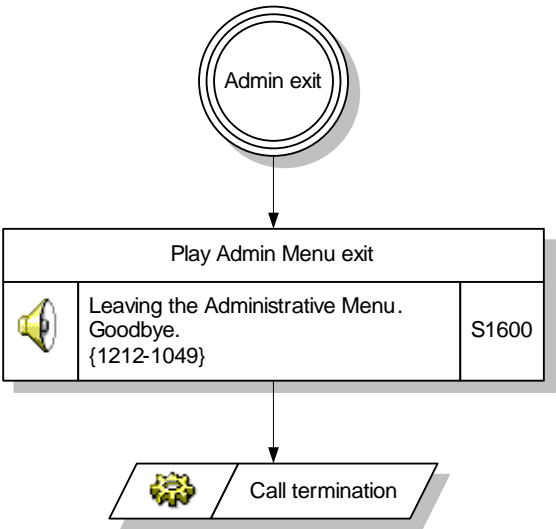
Rev. 00.00
Date 17/05/07

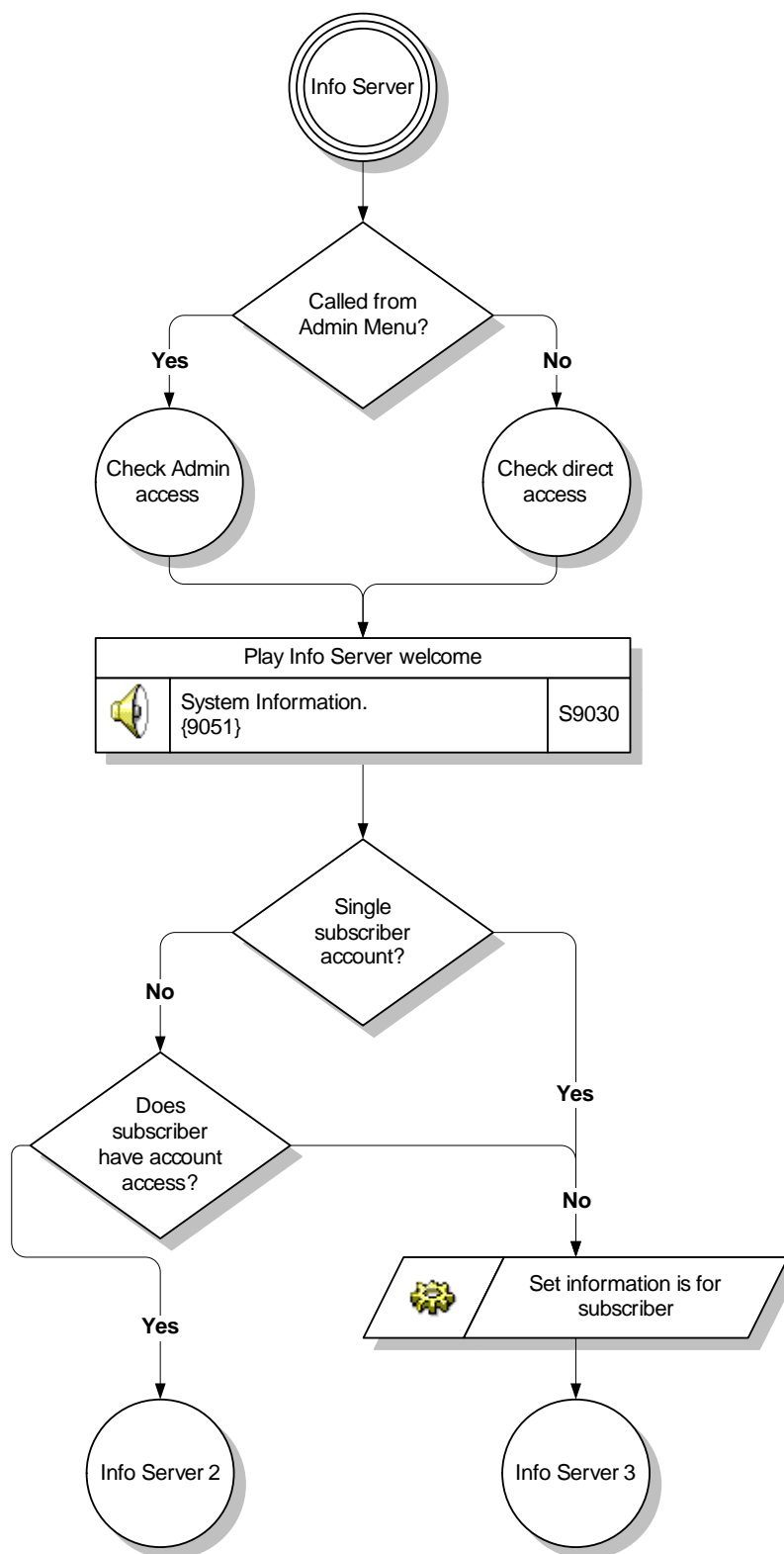


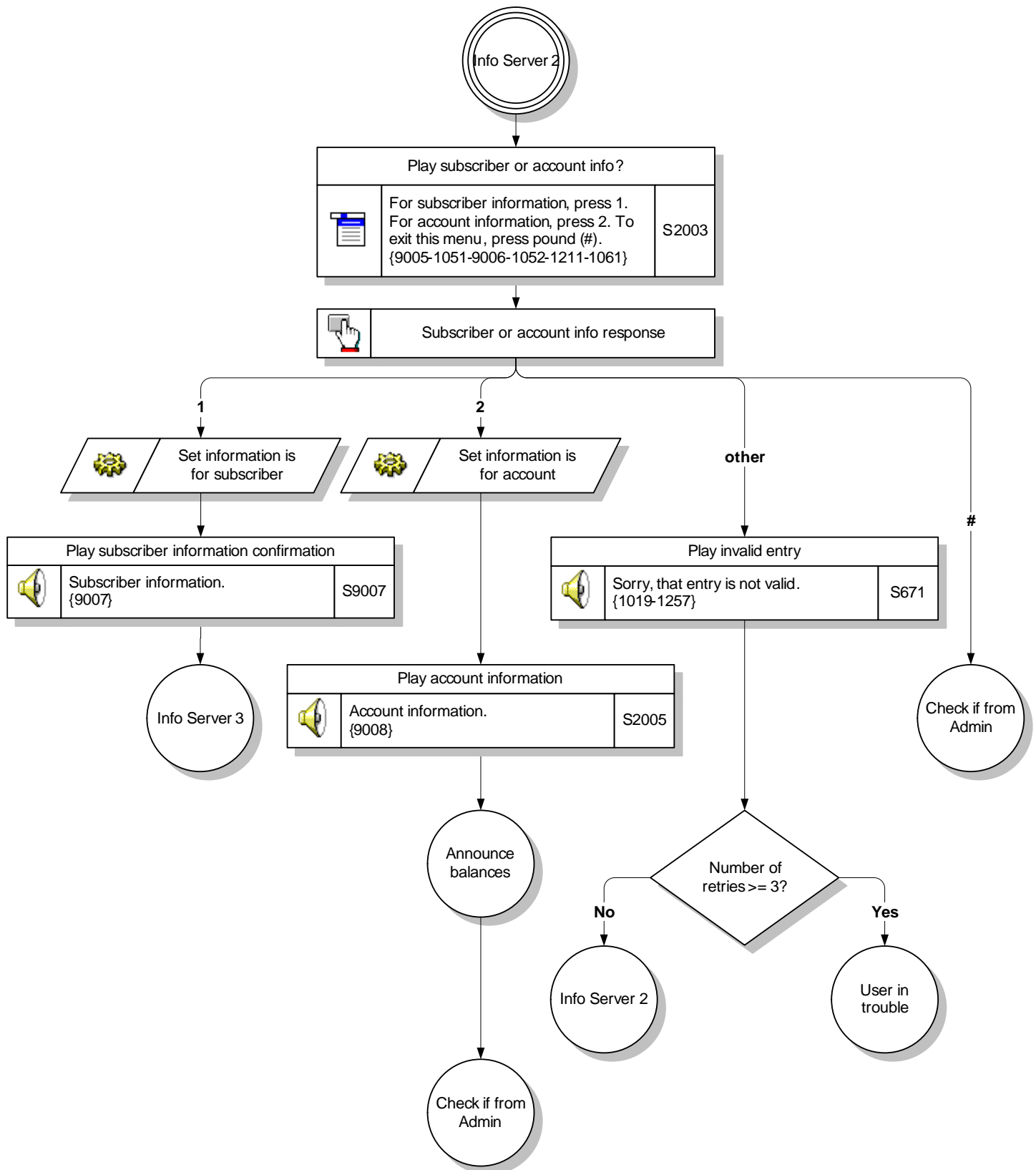


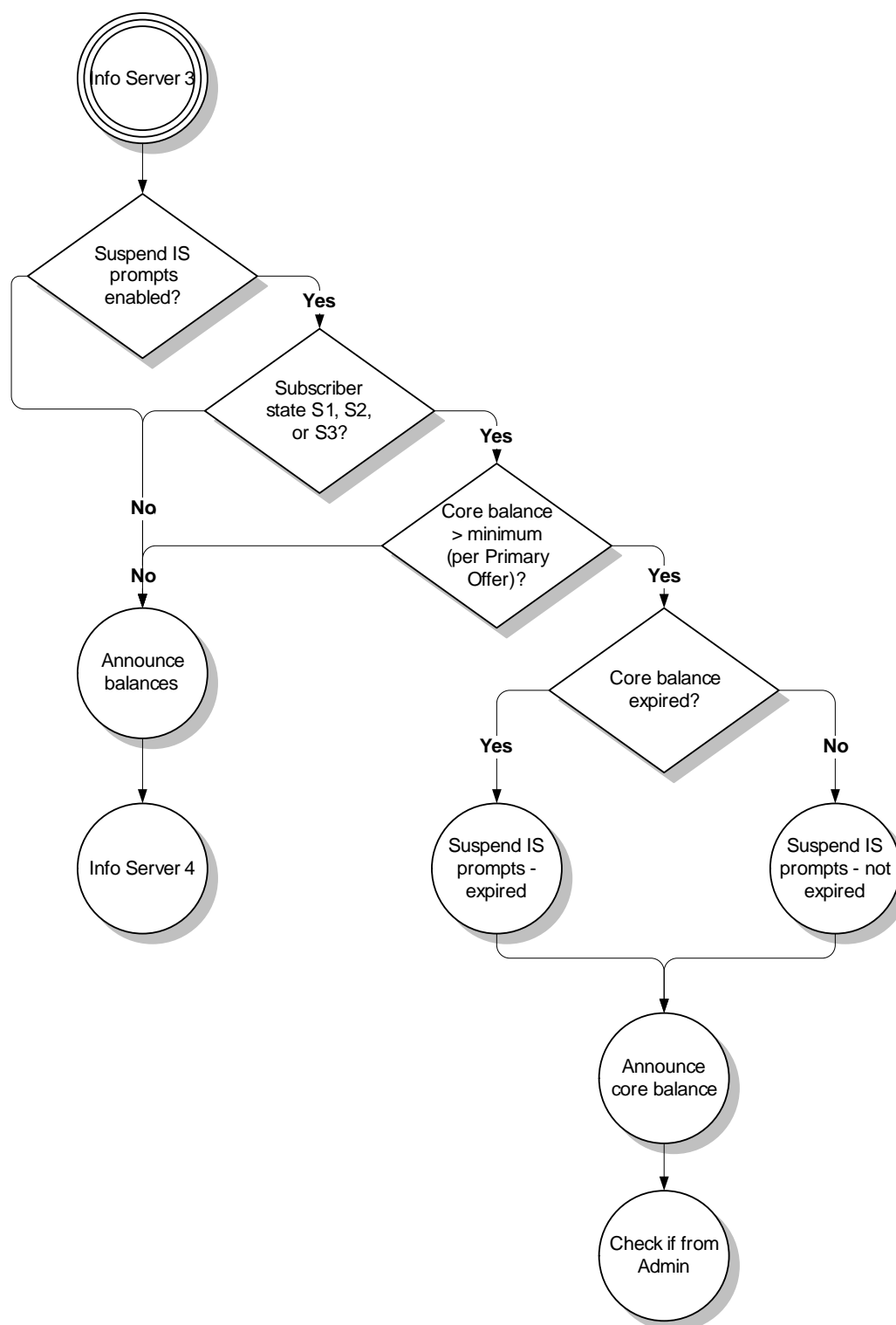
Note: Prompt ID for <Press 0> is miscpress and number000, <Press 1> is miscpress and number001 ..., <Press #> is miscpress and dtmfkeypound, <Press *> is miscpress and dtmfkeystar

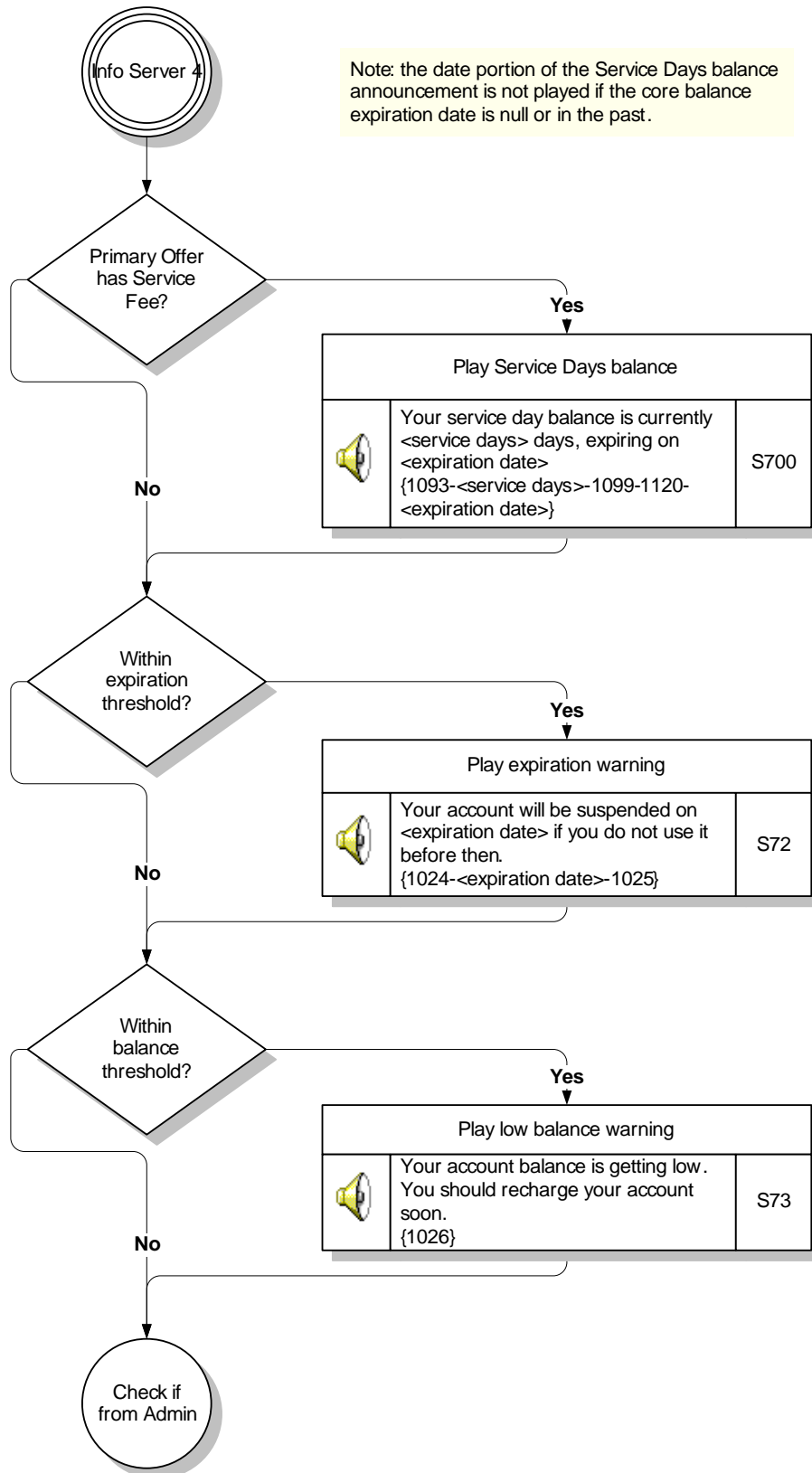
Admin errorRev. 00.00
Date 29/05/07

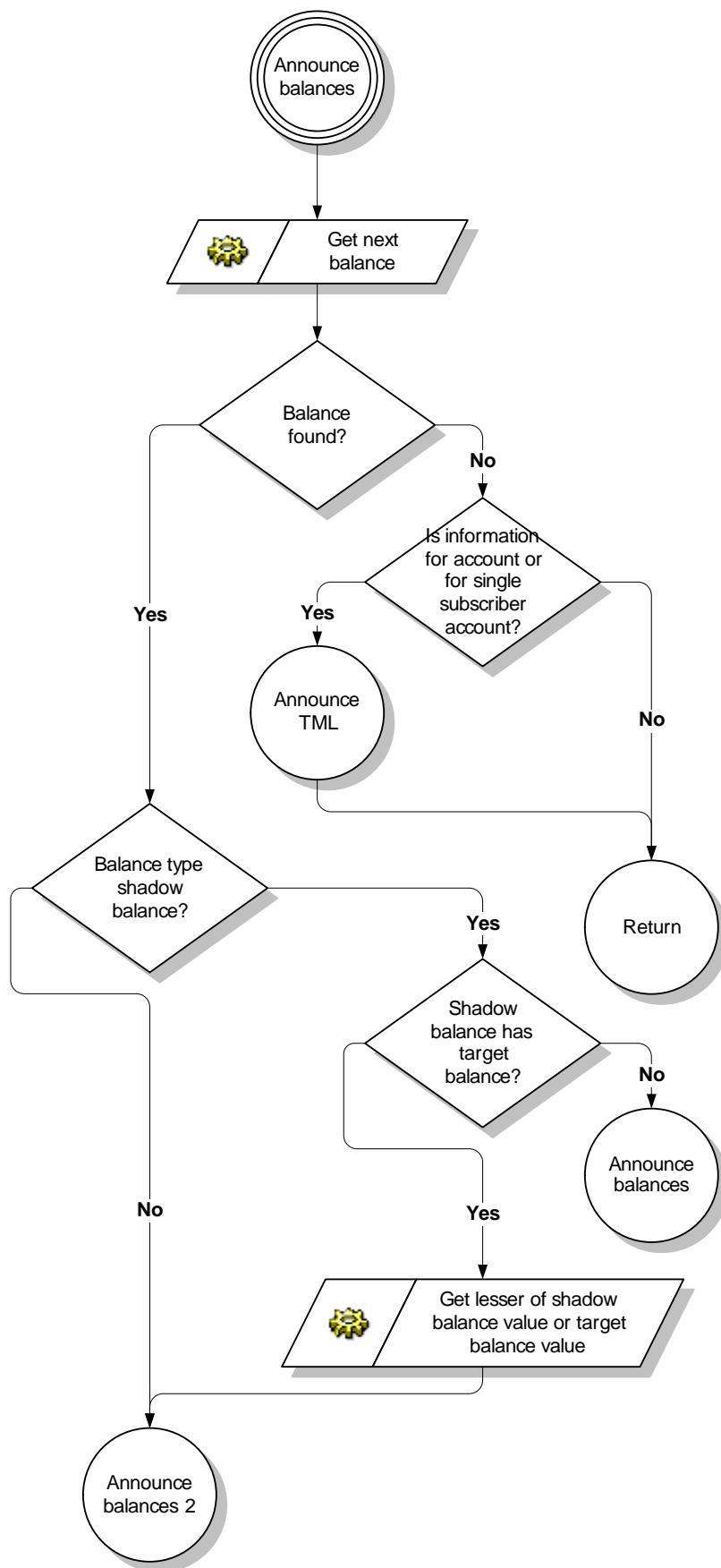


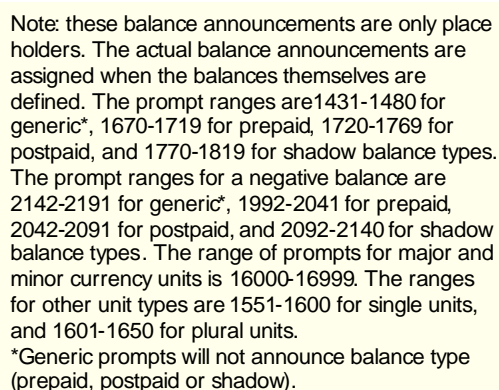


Info Server 2Rev. 00.00
Date 05/06/07

Info Server 3Rev. 00.00
Date 22/06/07

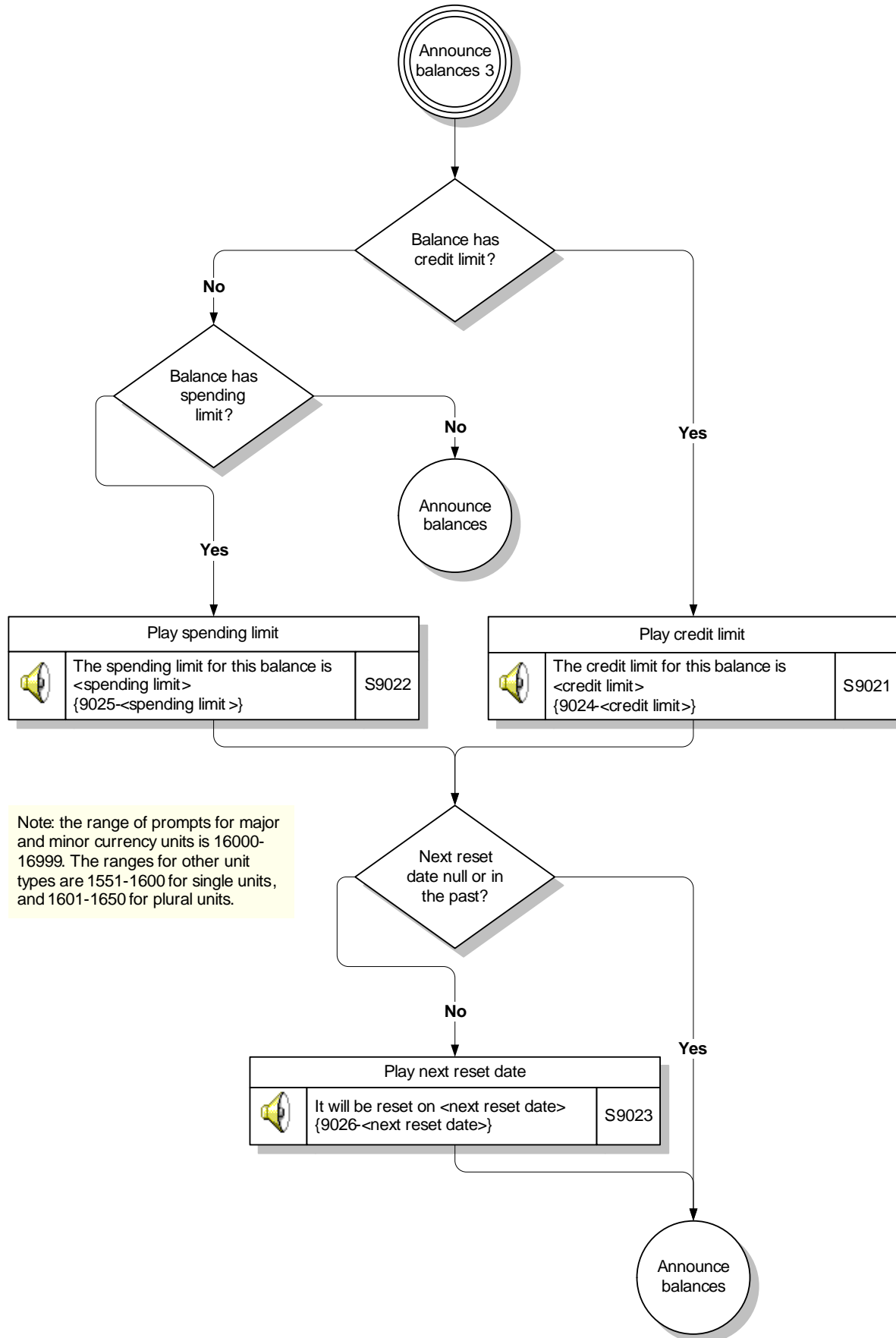


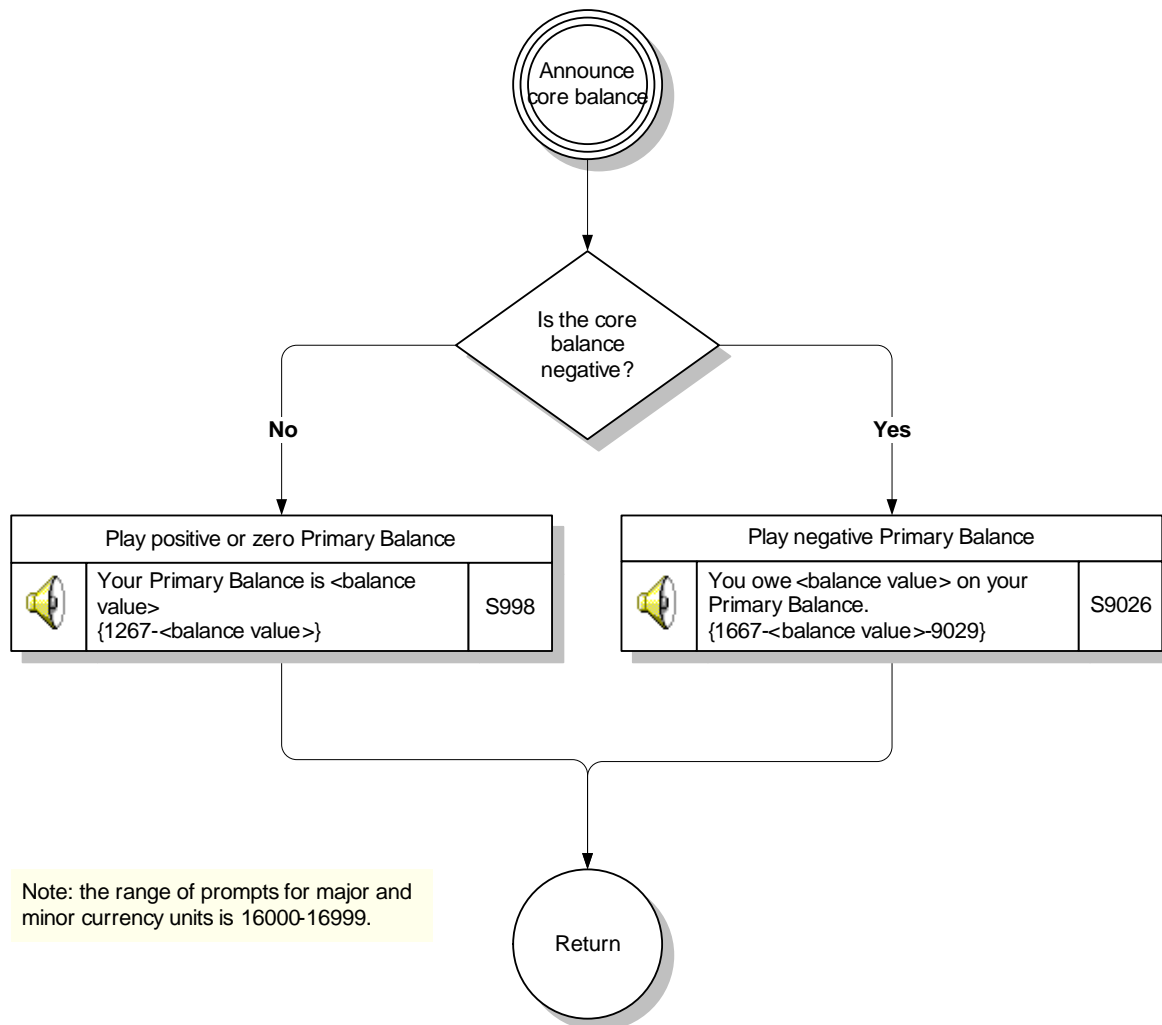
Announce balancesRev. 00.00
Date 23/07/07

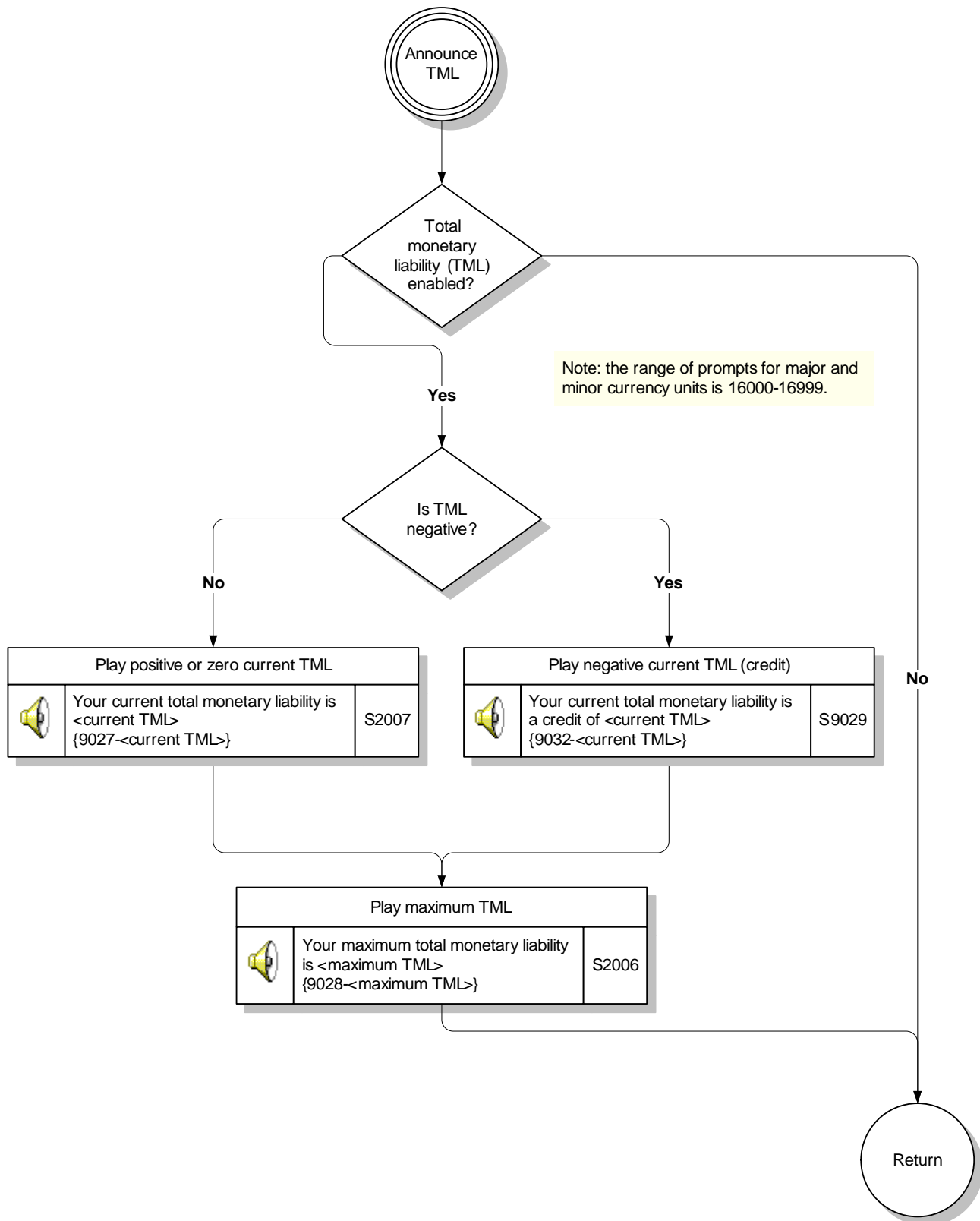


Announce balances 3

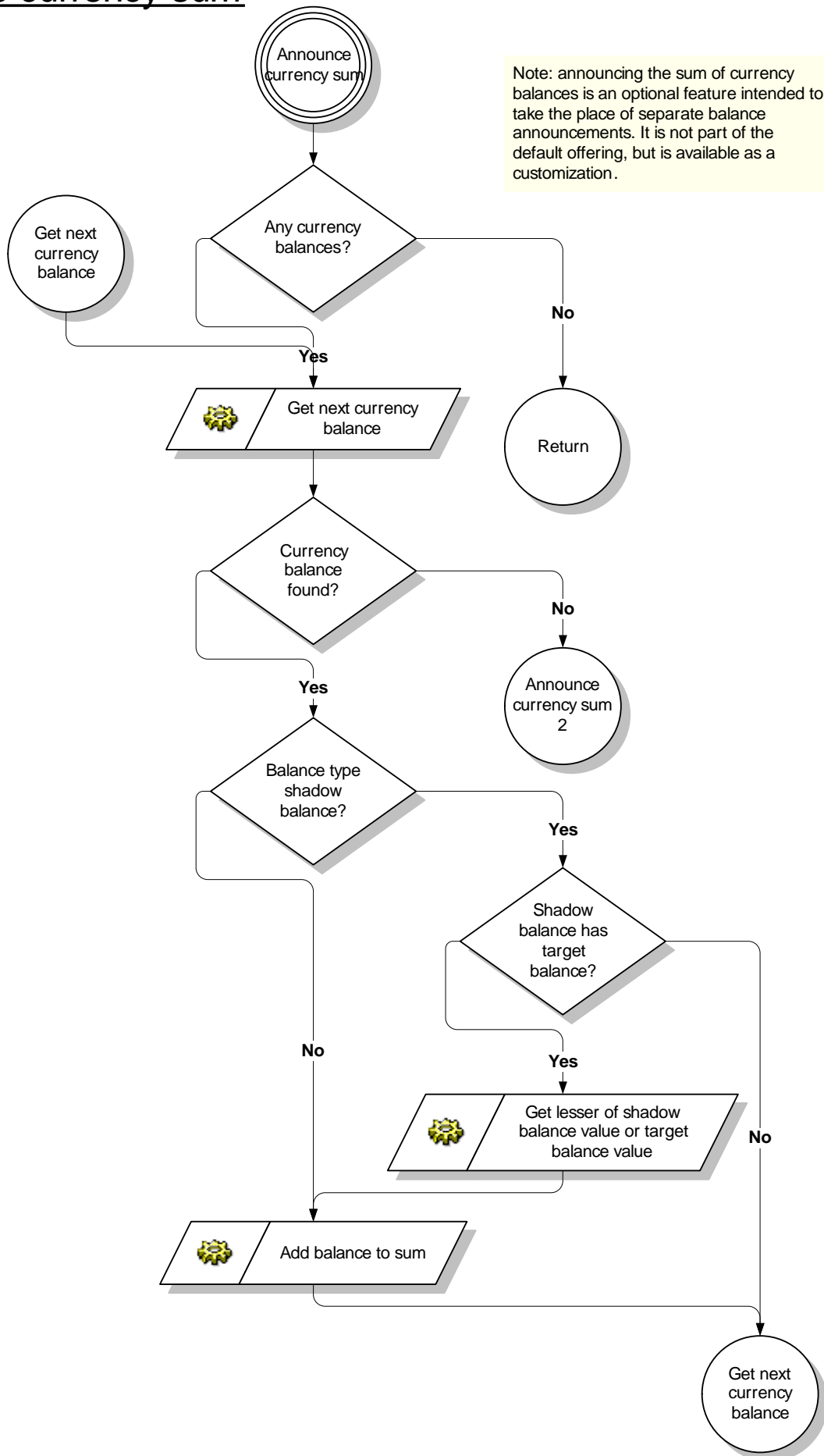
Rev. 00.00
Date 23/07/07



Announce core balanceRev. 00.00
Date 24/07/07

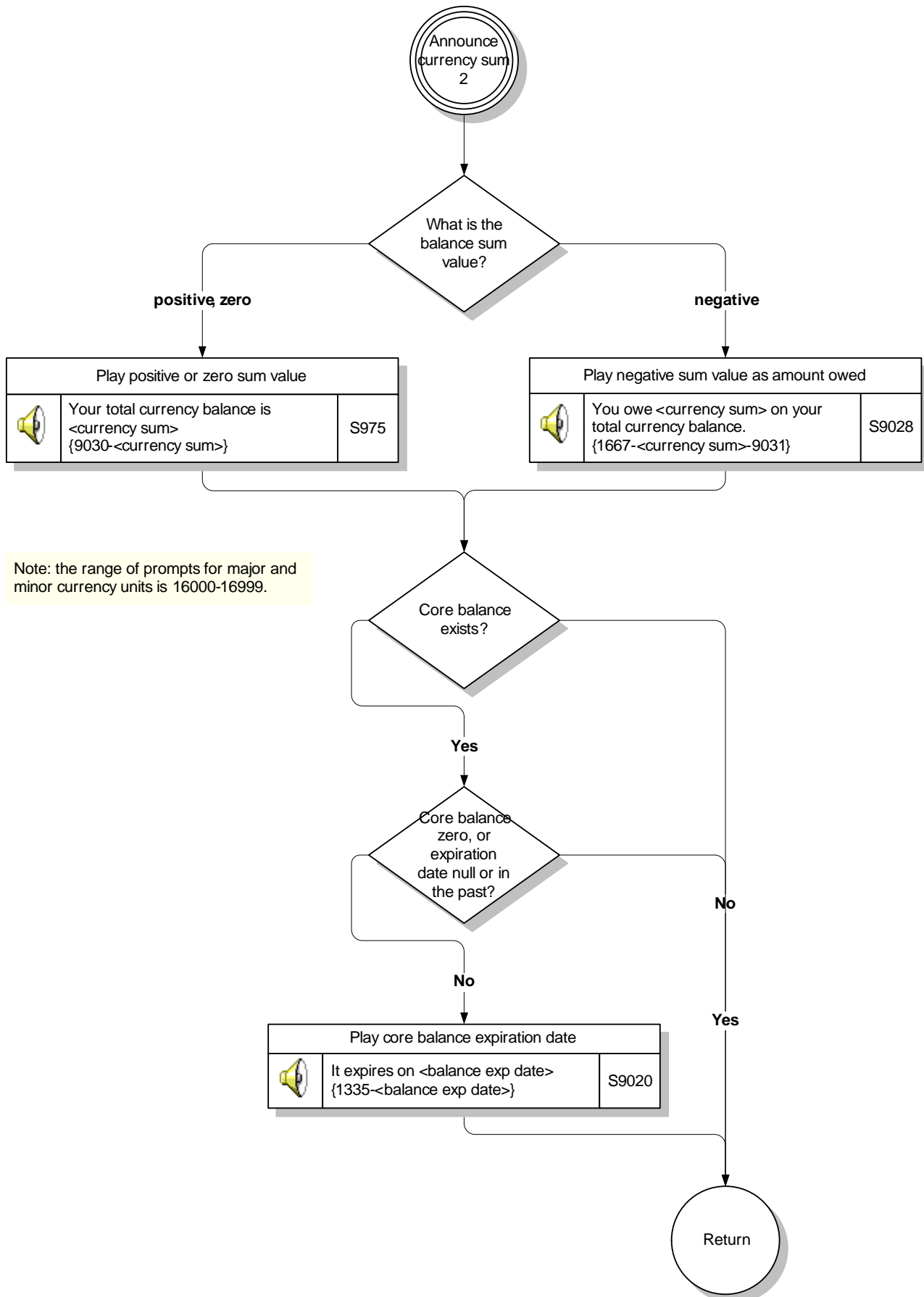
Announce TMLRev. 00.00
Date 23/07/07

Announce currency sum

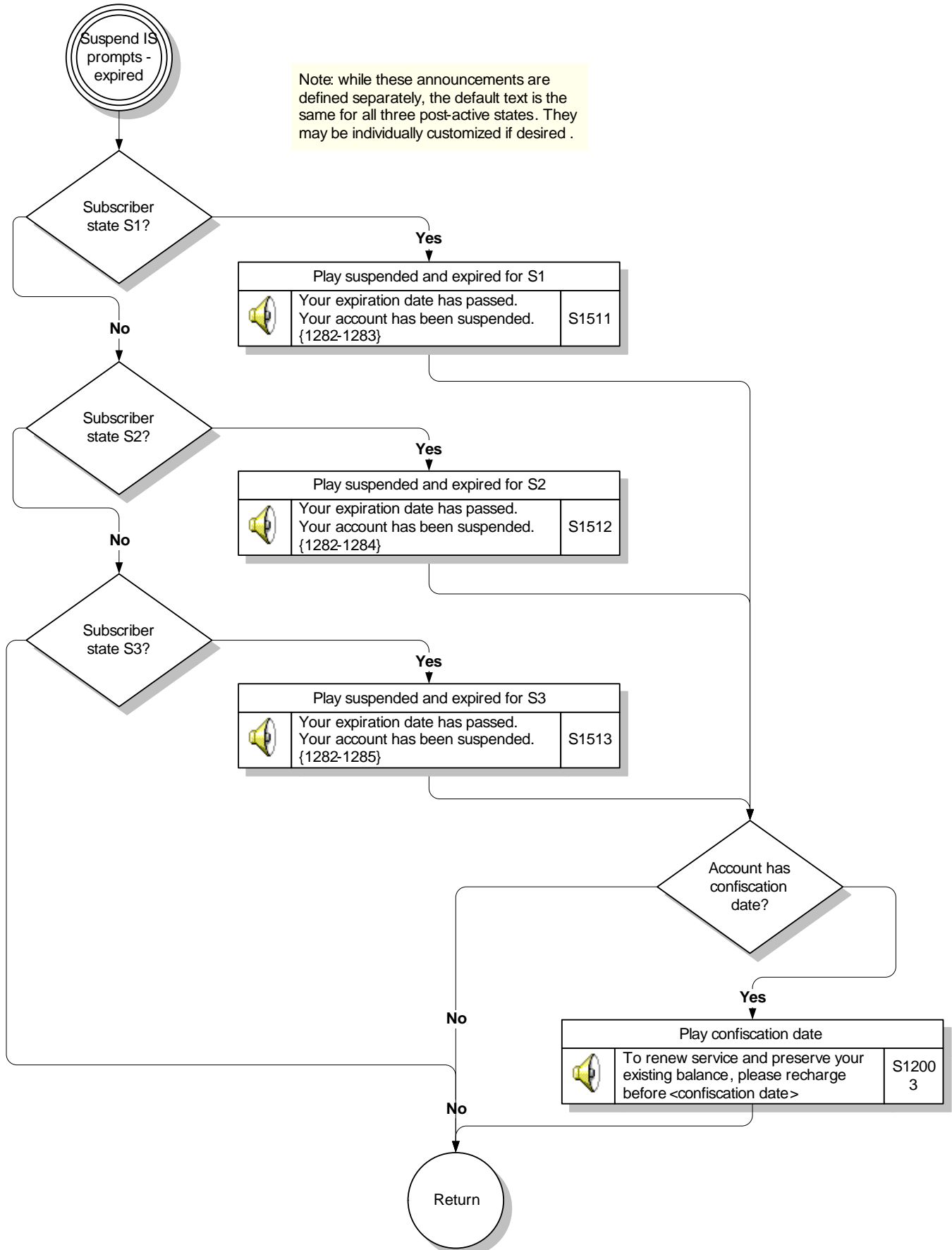


Announce currency sum 2

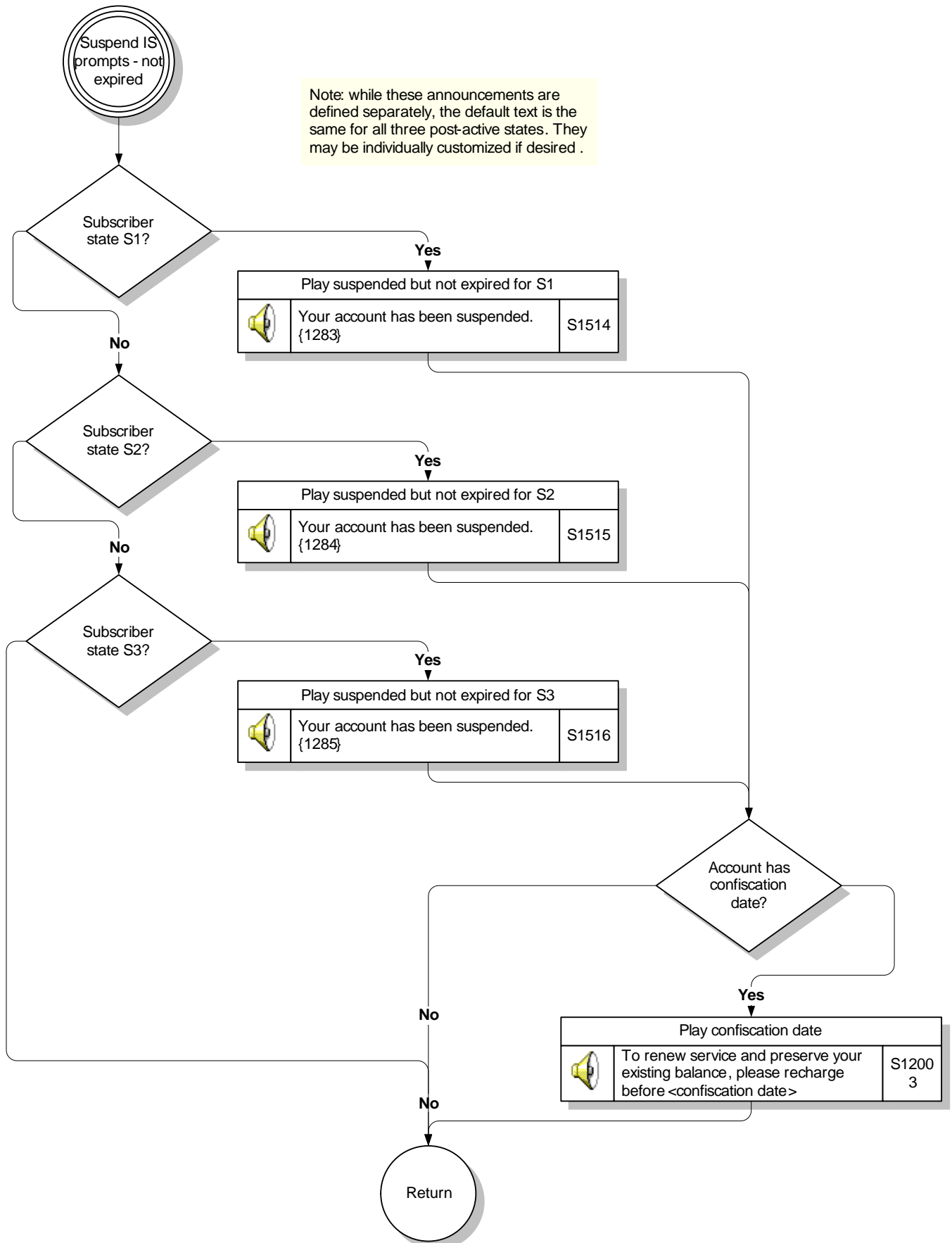
Rev. 00.00
Date 03/08/07



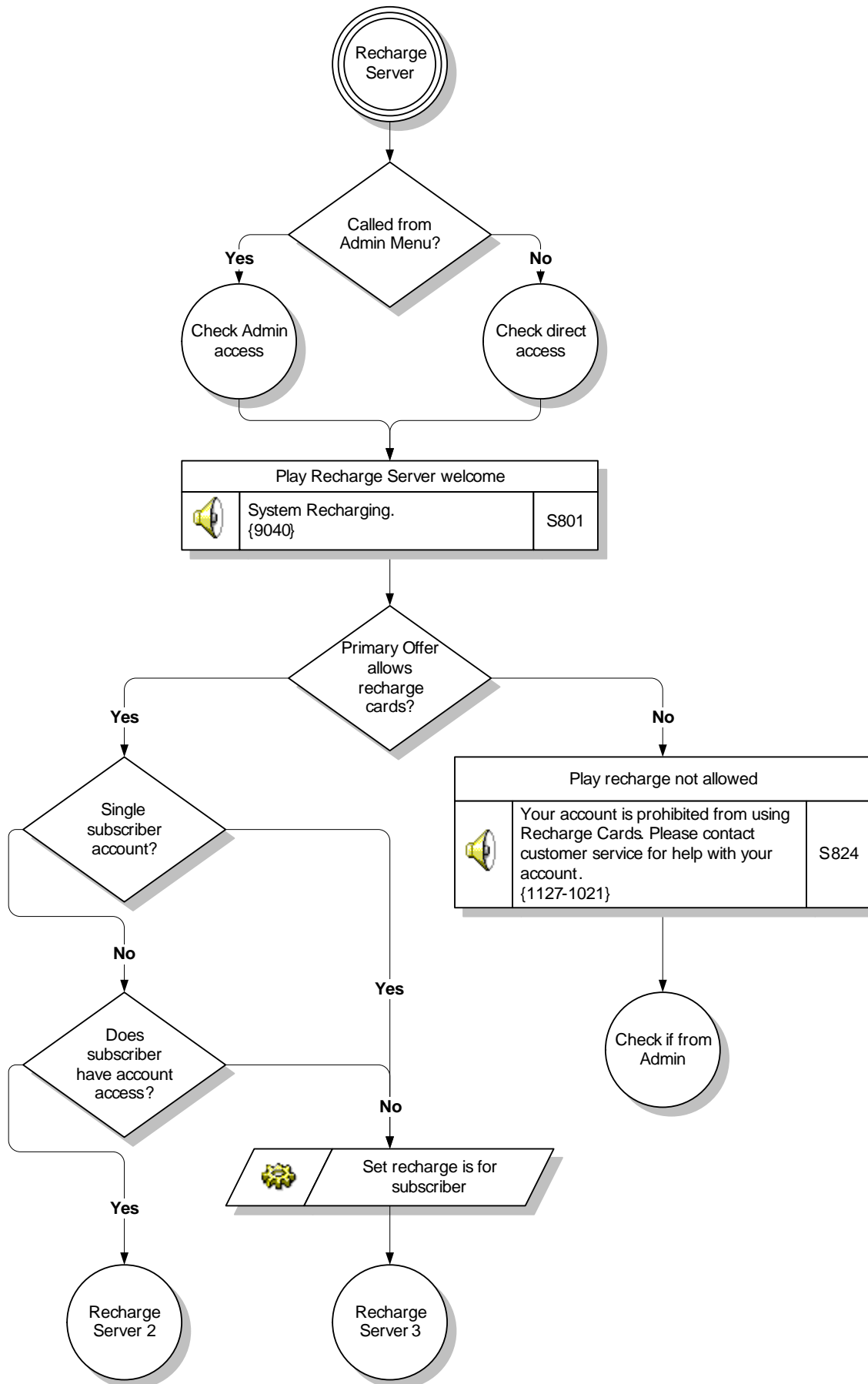
Suspend IS prompts - expired



Suspend IS prompts - not expired

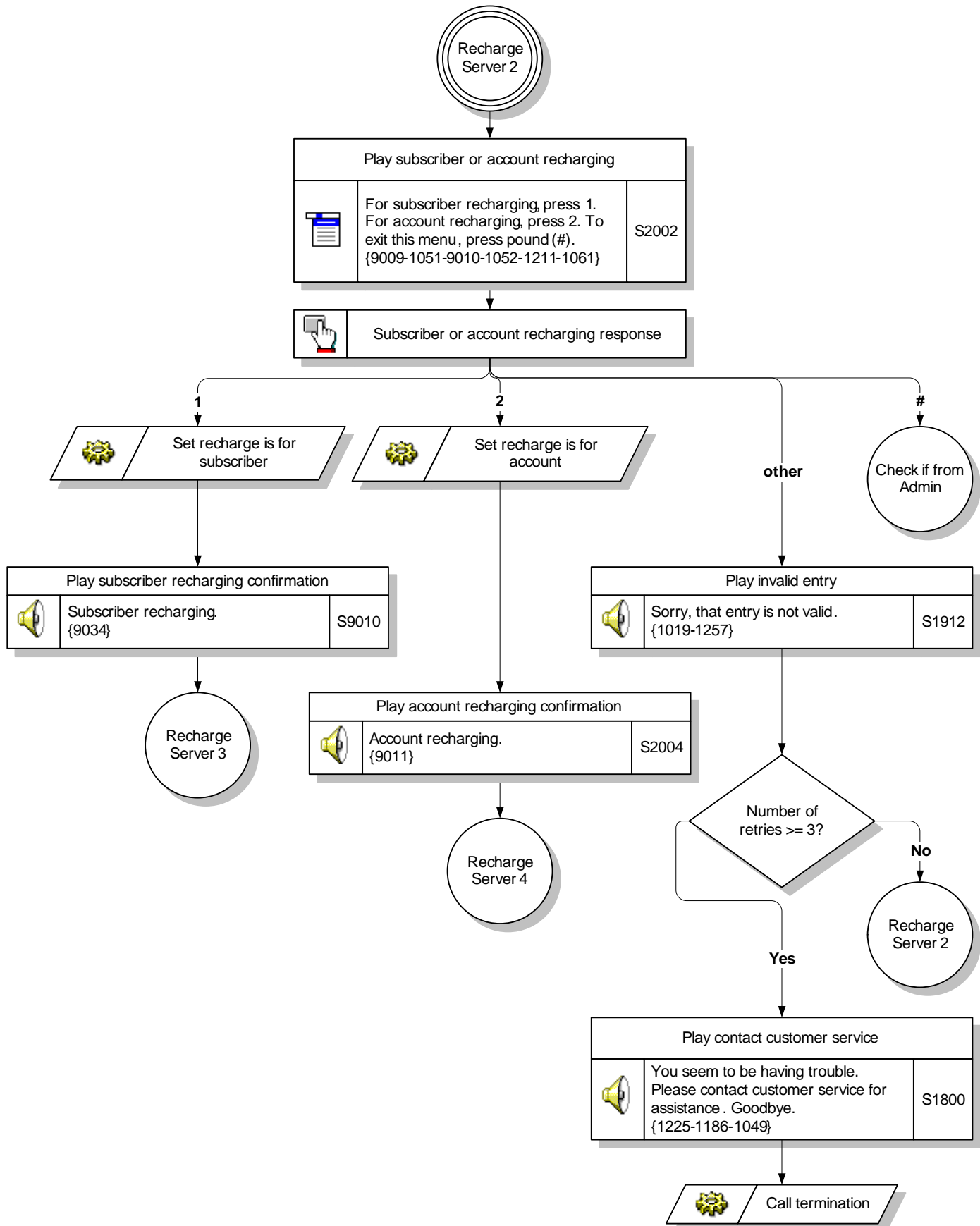


Recharge Server

Rev. 00.00
Date 15/05/07

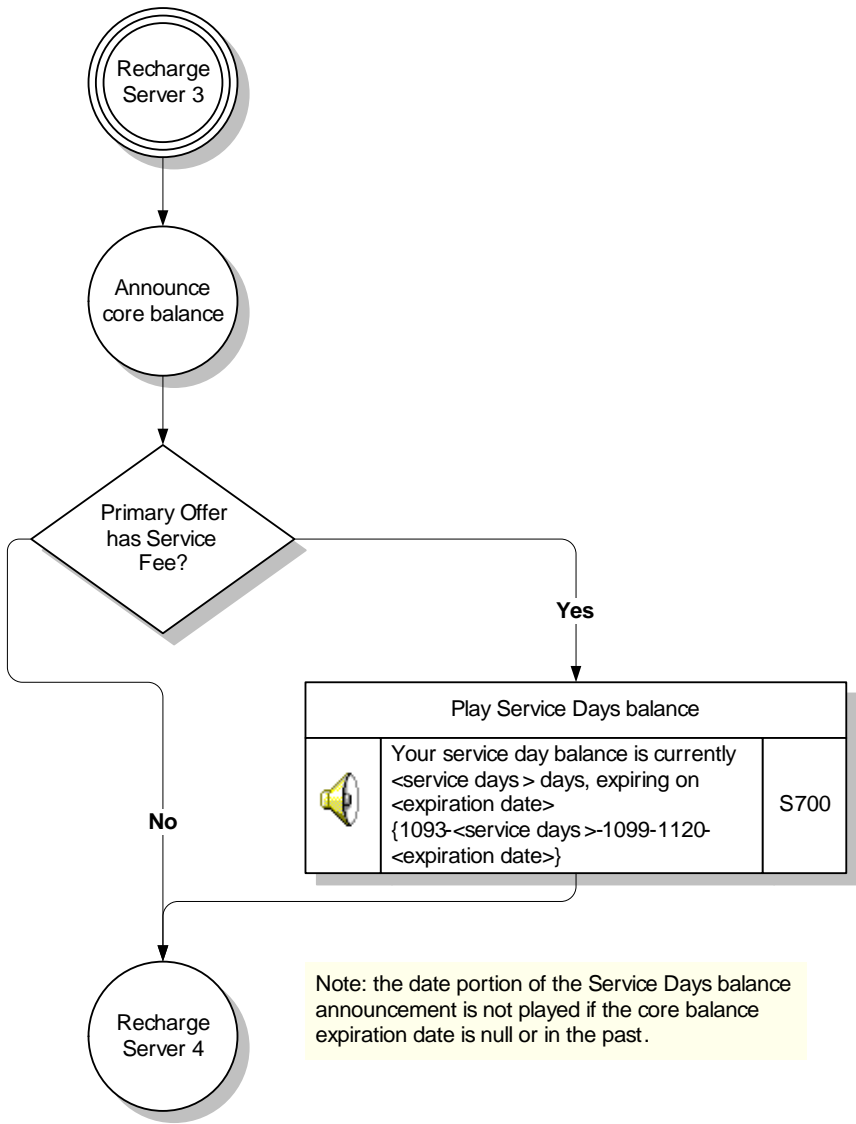
Recharge Server 2

Rev. 00.00
Date 20/06/07



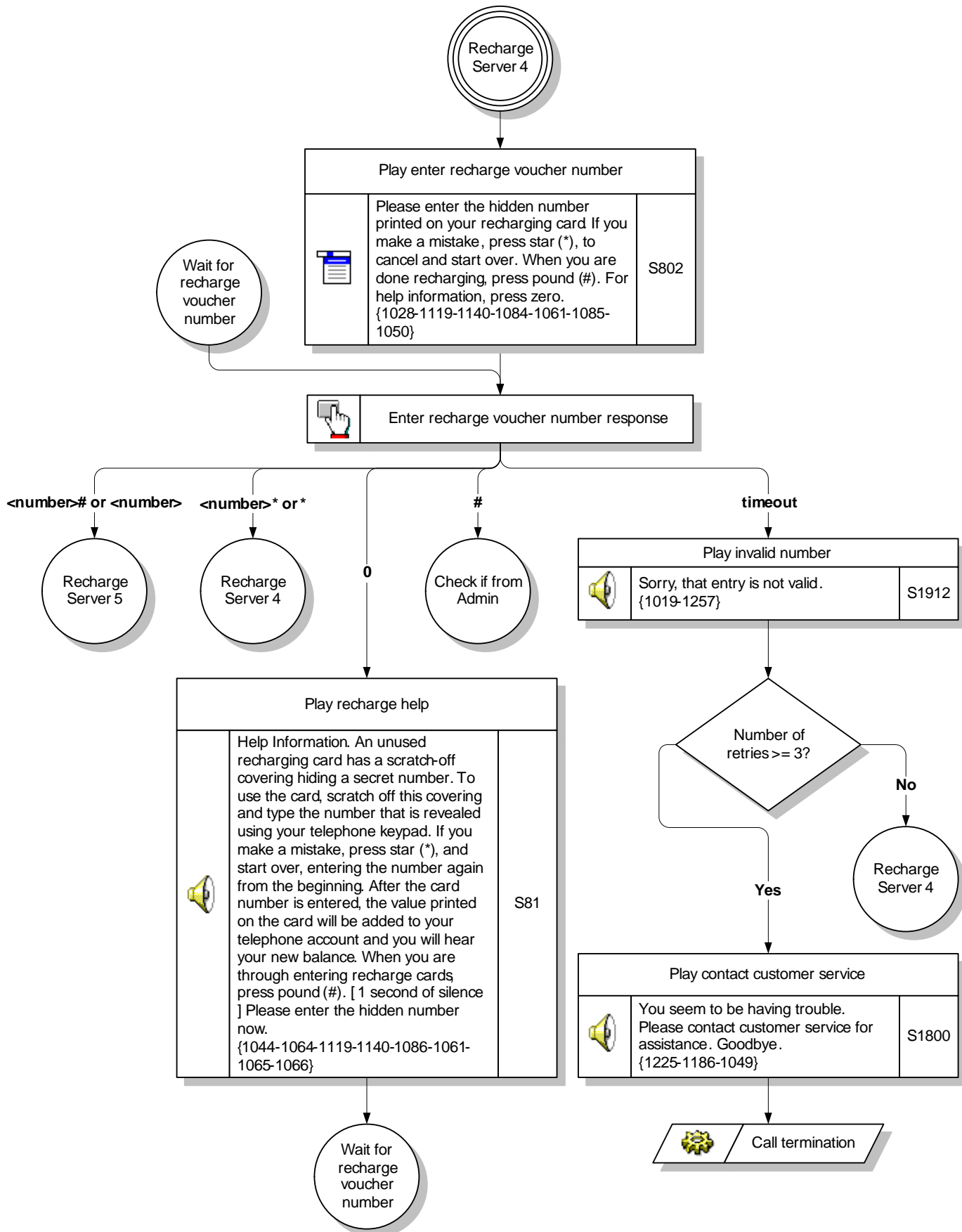
Recharge Server 3

Rev. 00.00
Date 06/11/08



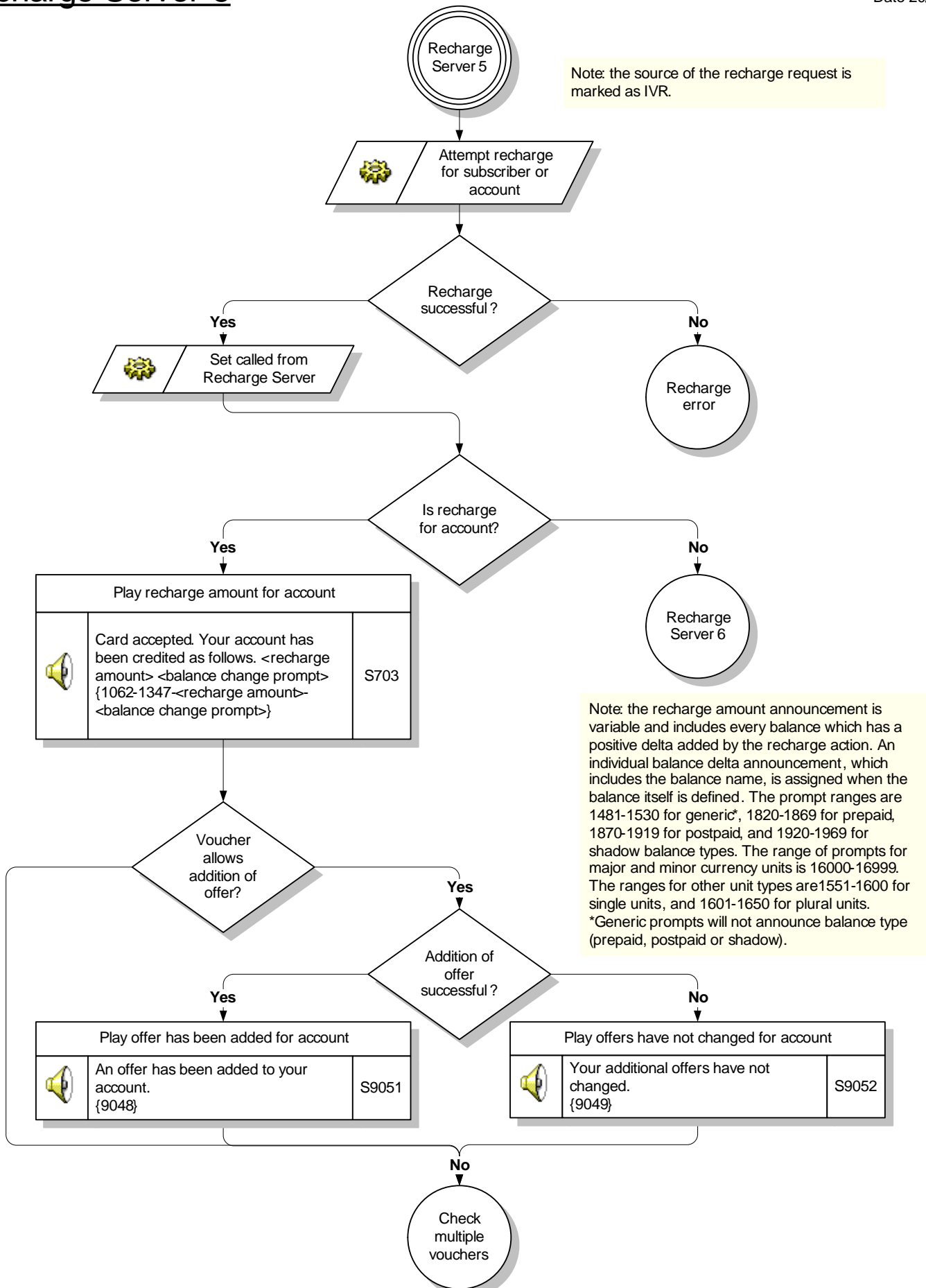
Recharge Server 4

Rev. 00.00
Date 20/06/07



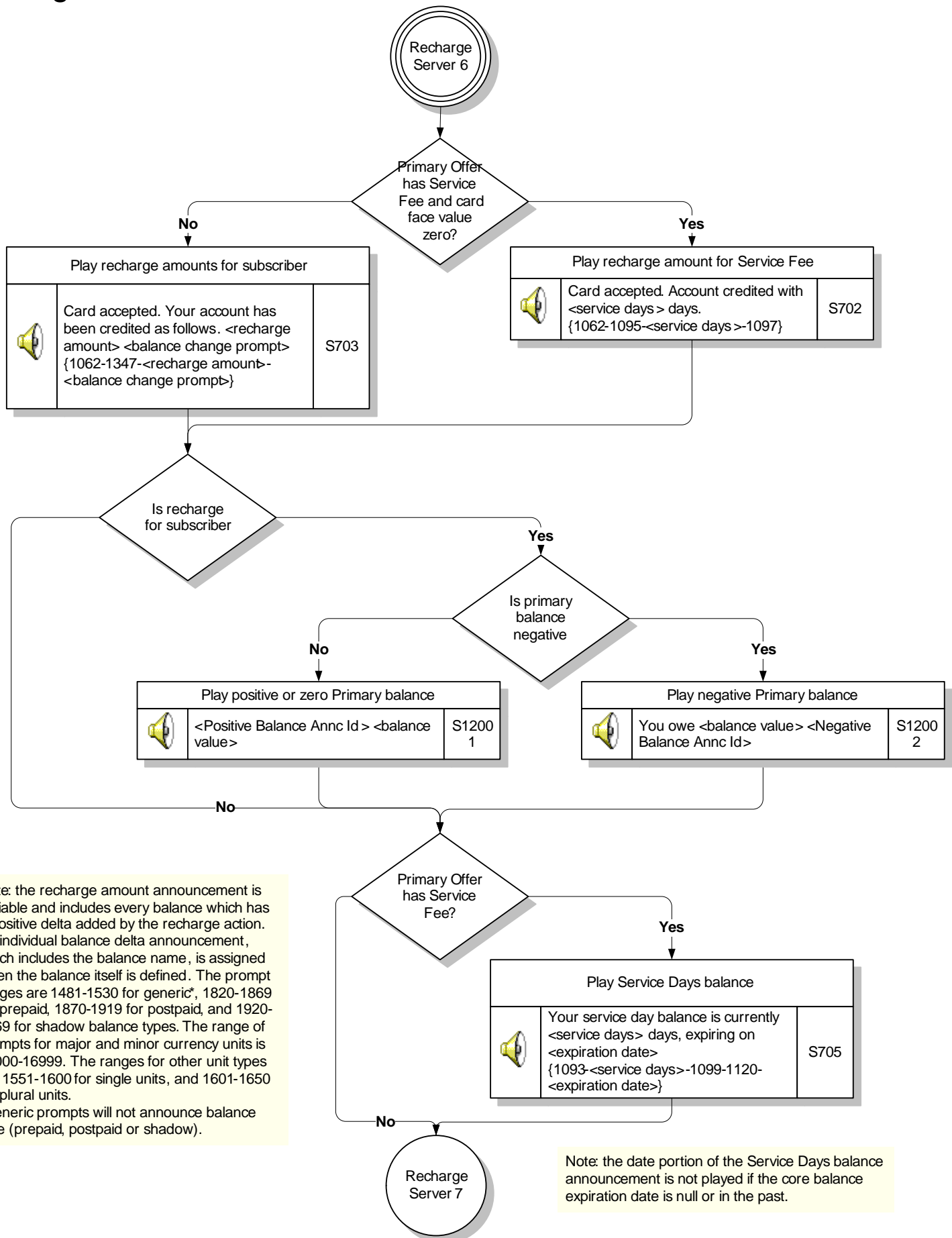
Recharge Server 5

Rev. 00.00
Date 20/06/07



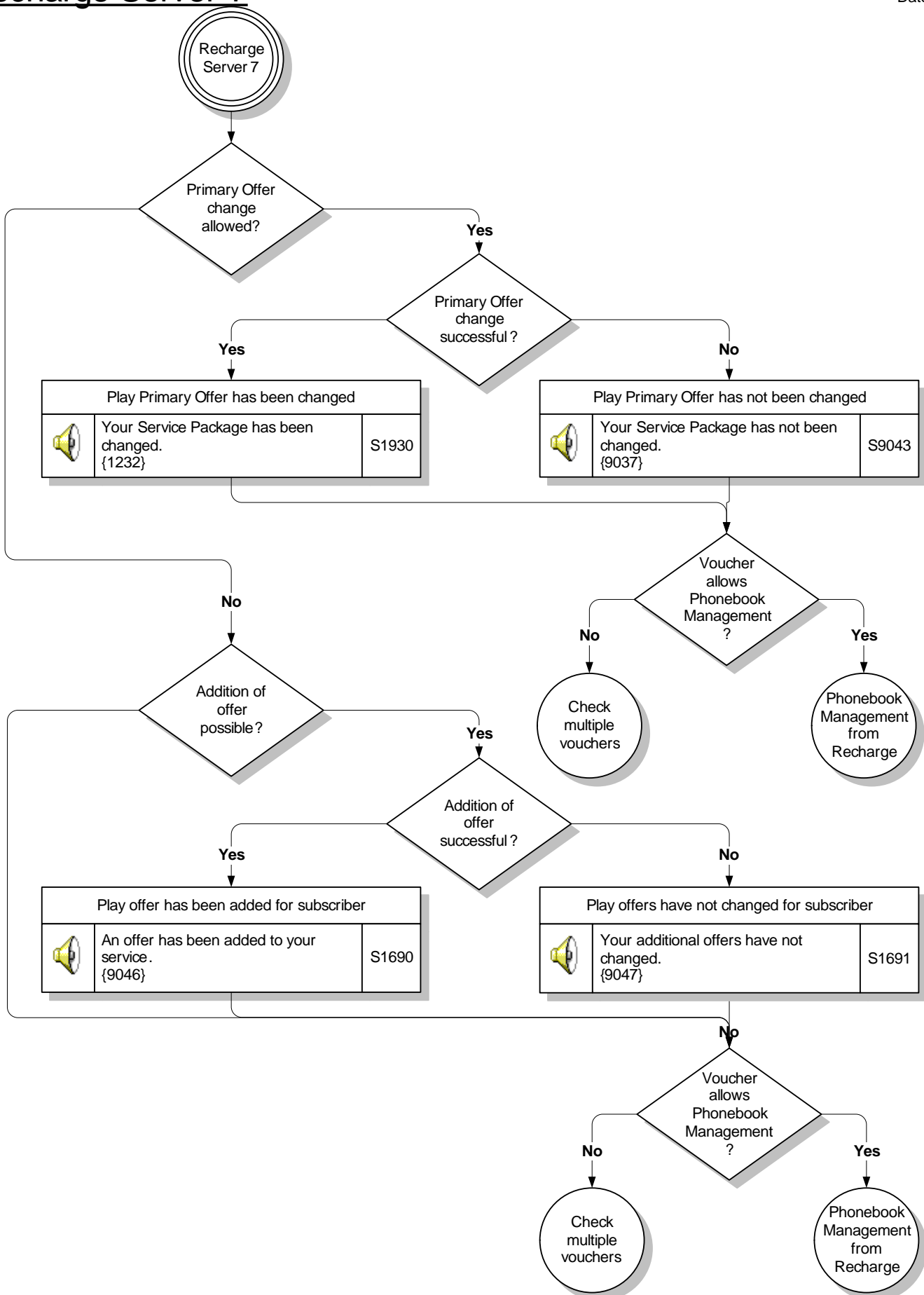
Recharge Server 6

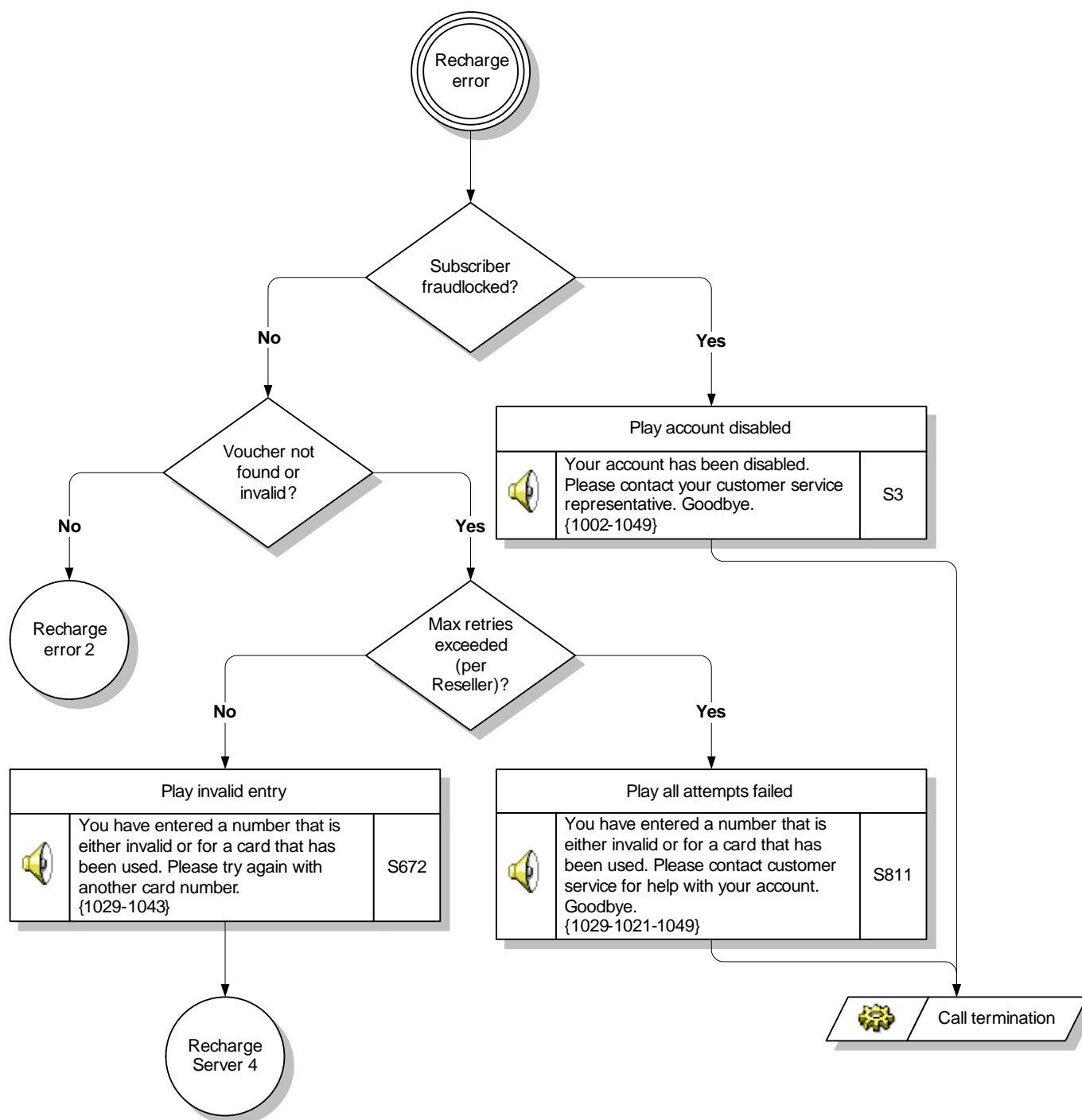
Rev. 00.03
Date 22/12/10



Recharge Server 7

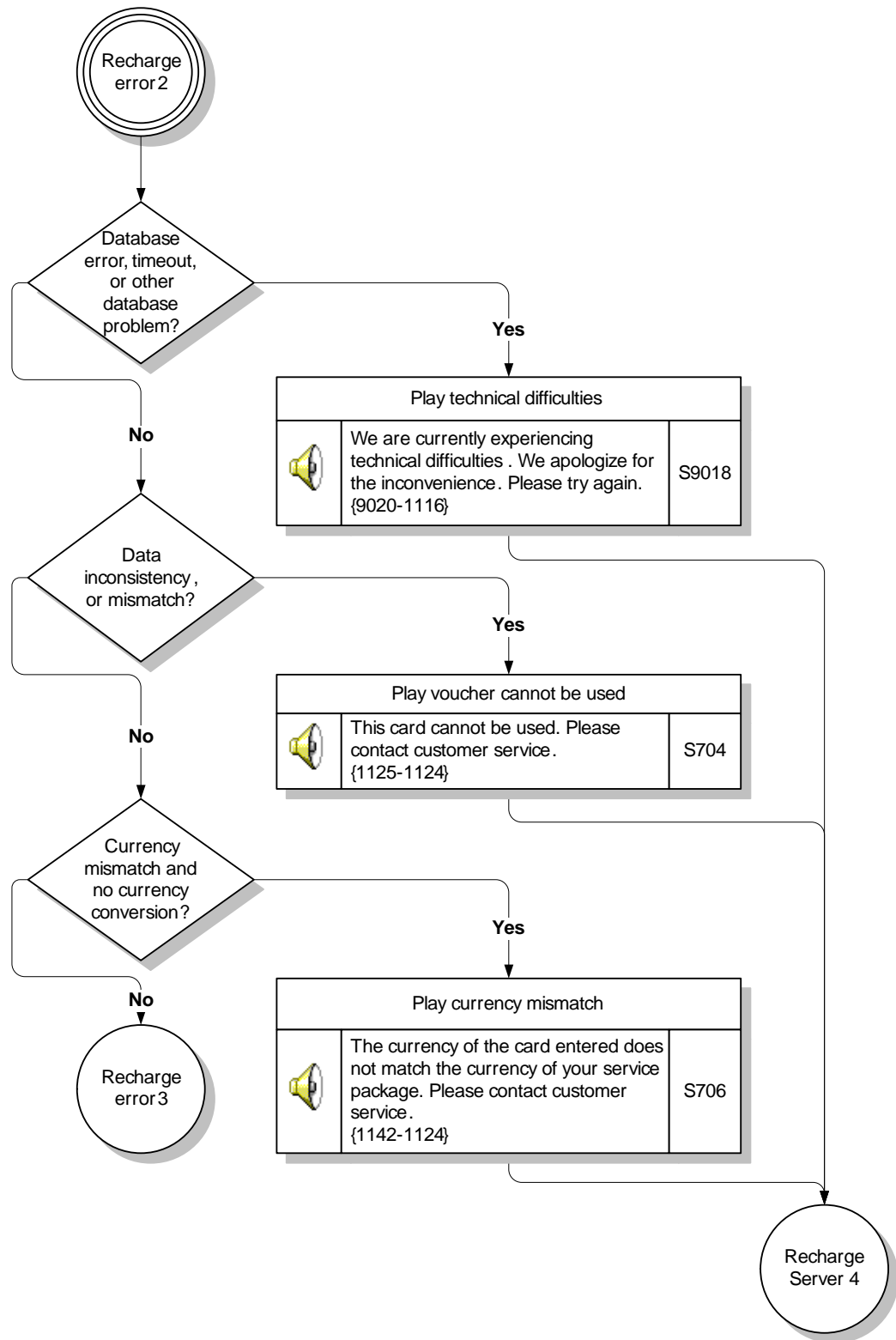
Rev. 00.00
Date 18/05/07

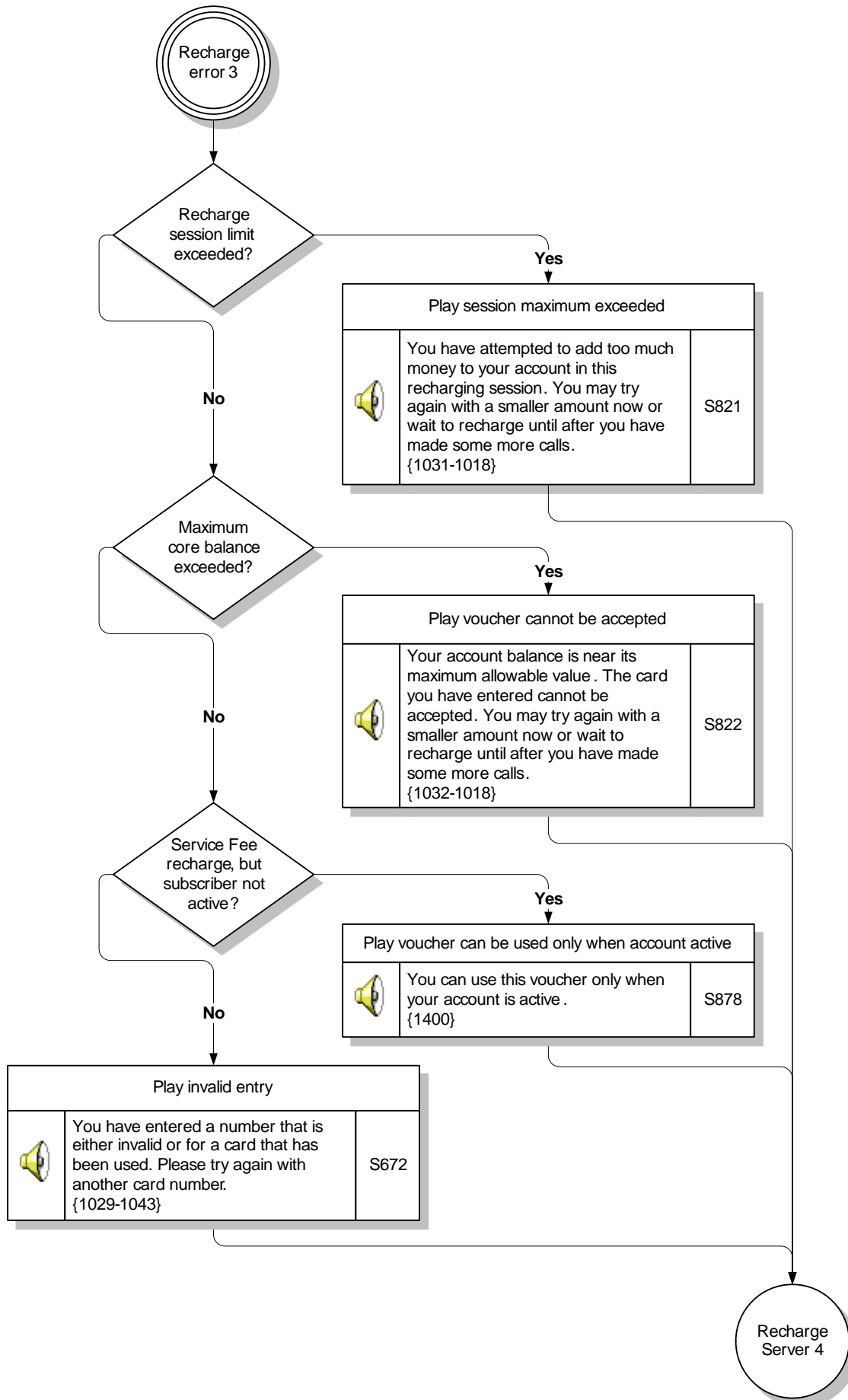


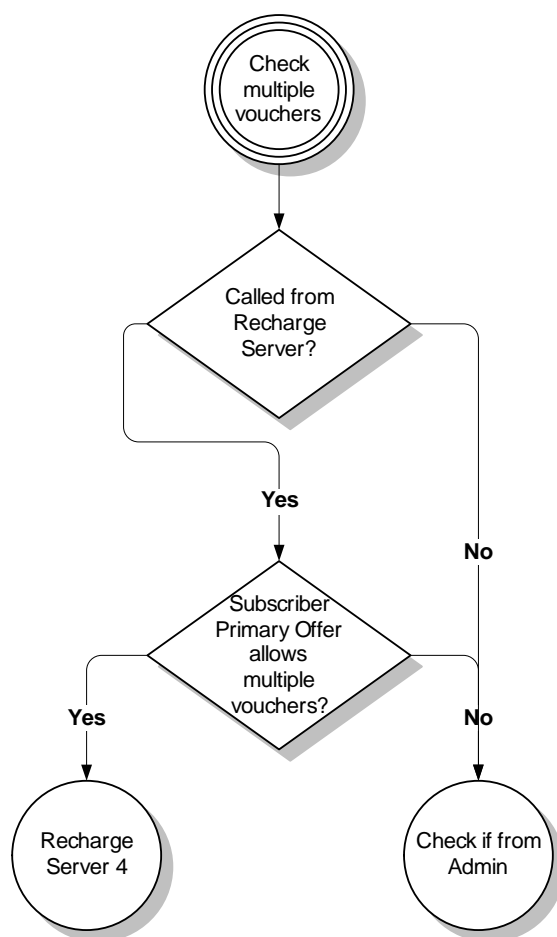
Recharge errorRev. 00.00
Date 15/05/07

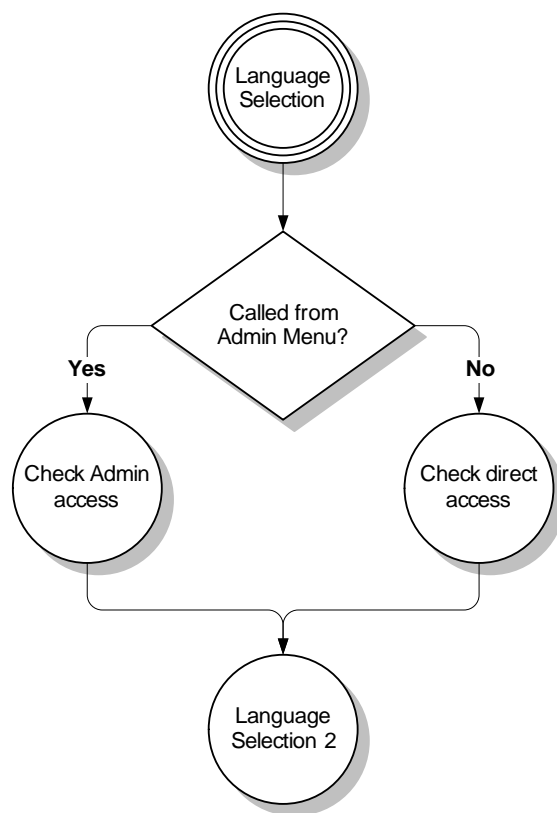
Recharge error 2

Rev. 00.00
Date 15/05/07



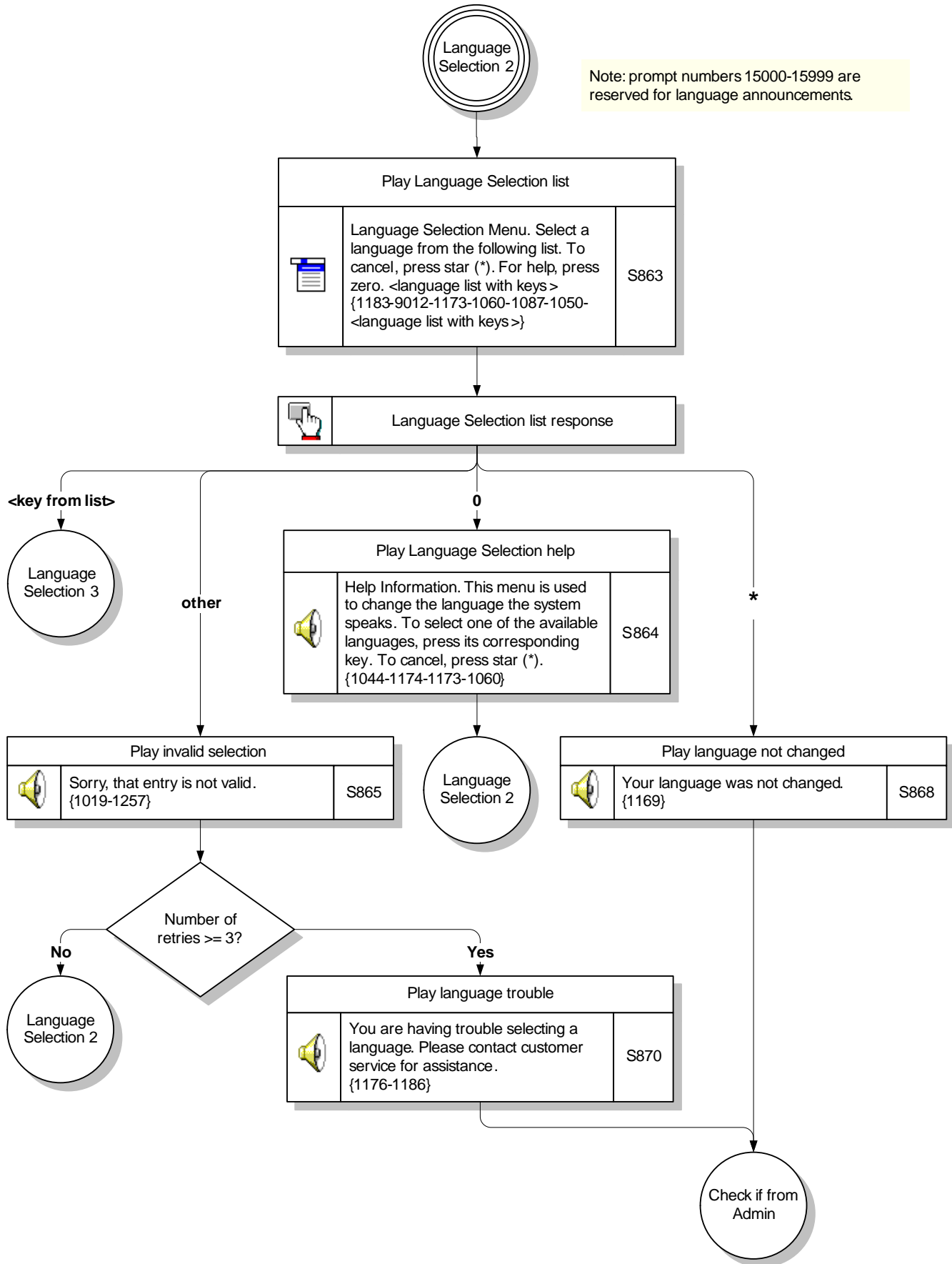
Recharge error 3

Check multiple vouchersRev. 00.00
Date 11/07/07

Language SelectionRev. 00.00
Date 28/01/08

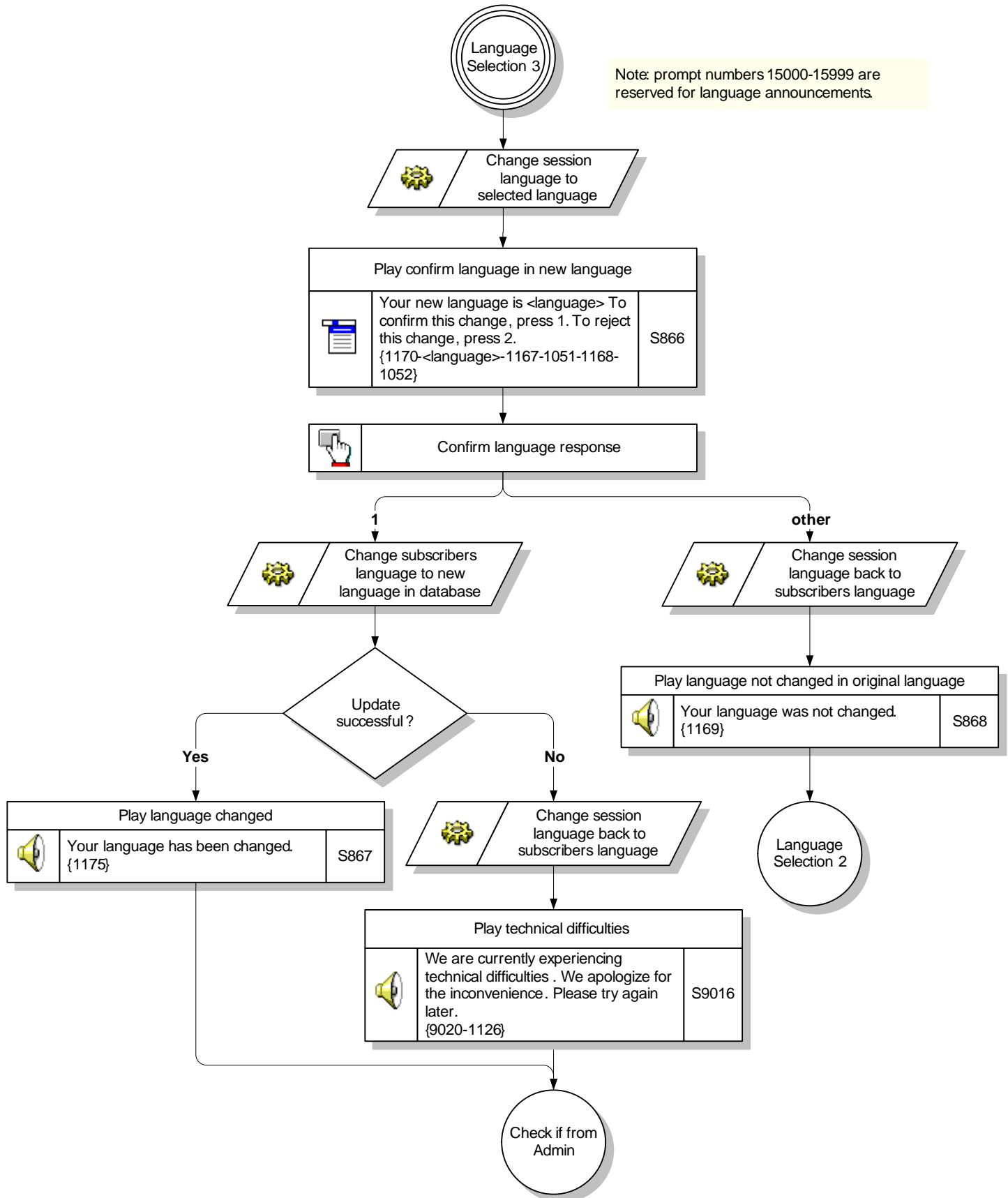
Note: this option is intended for sites with multiple languages. The default configuration is a single language of English .

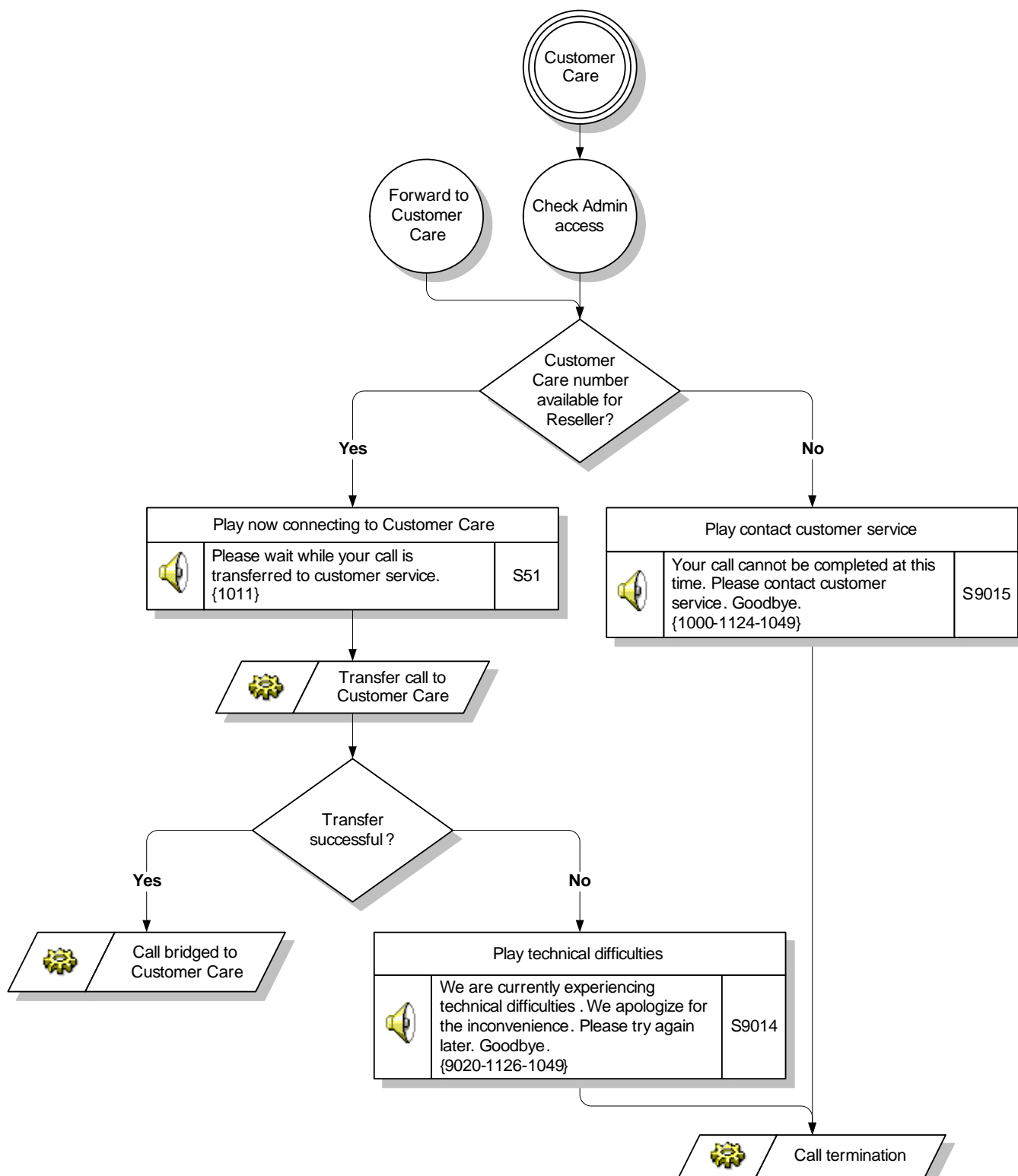
Language Selection 2



Language Selection 3

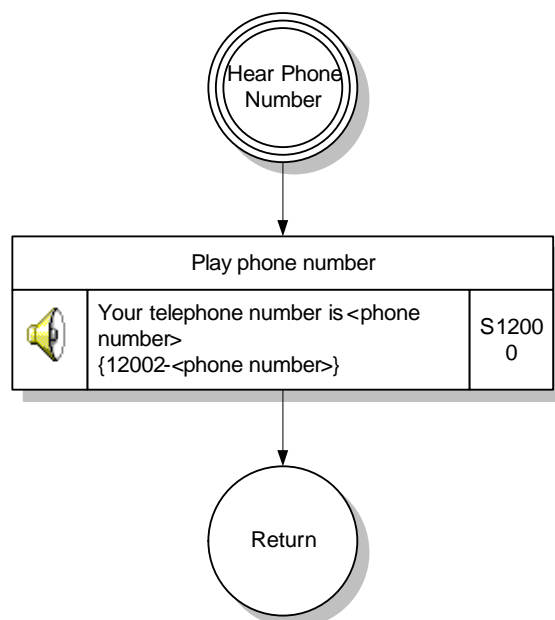
Rev. 00.00
Date 17/05/07



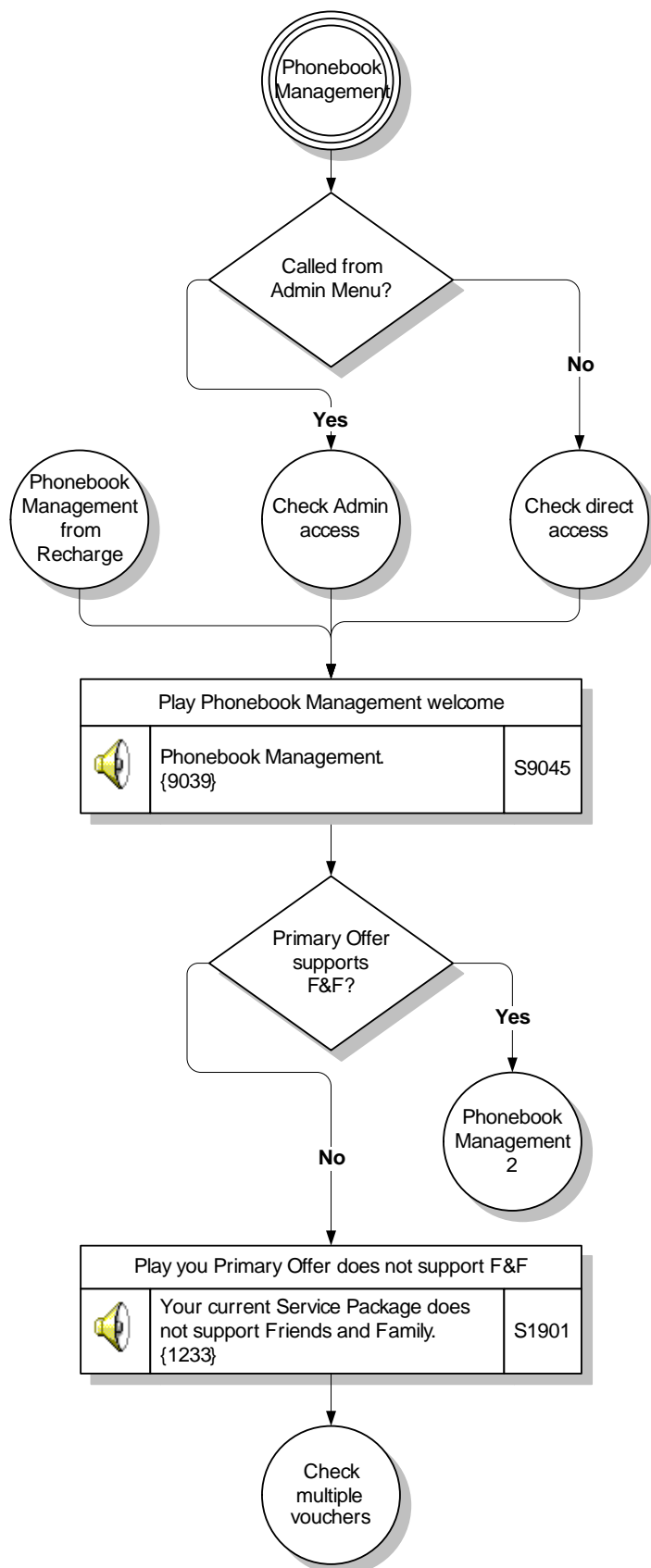
Customer CareRev. 00.00
Date 17/05/07

Hear Phone Number

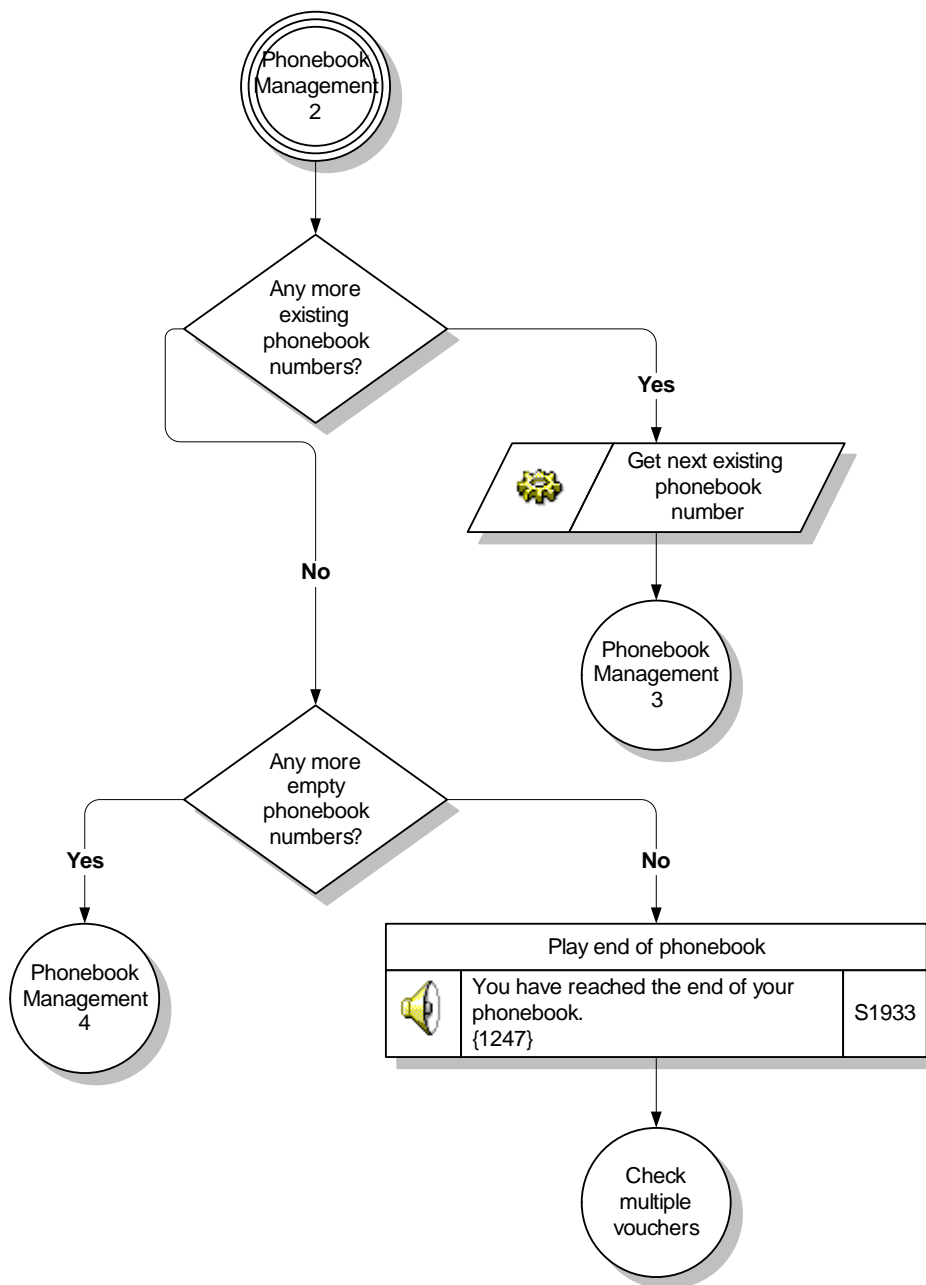
Rev. 00.00
Date 07/07/09



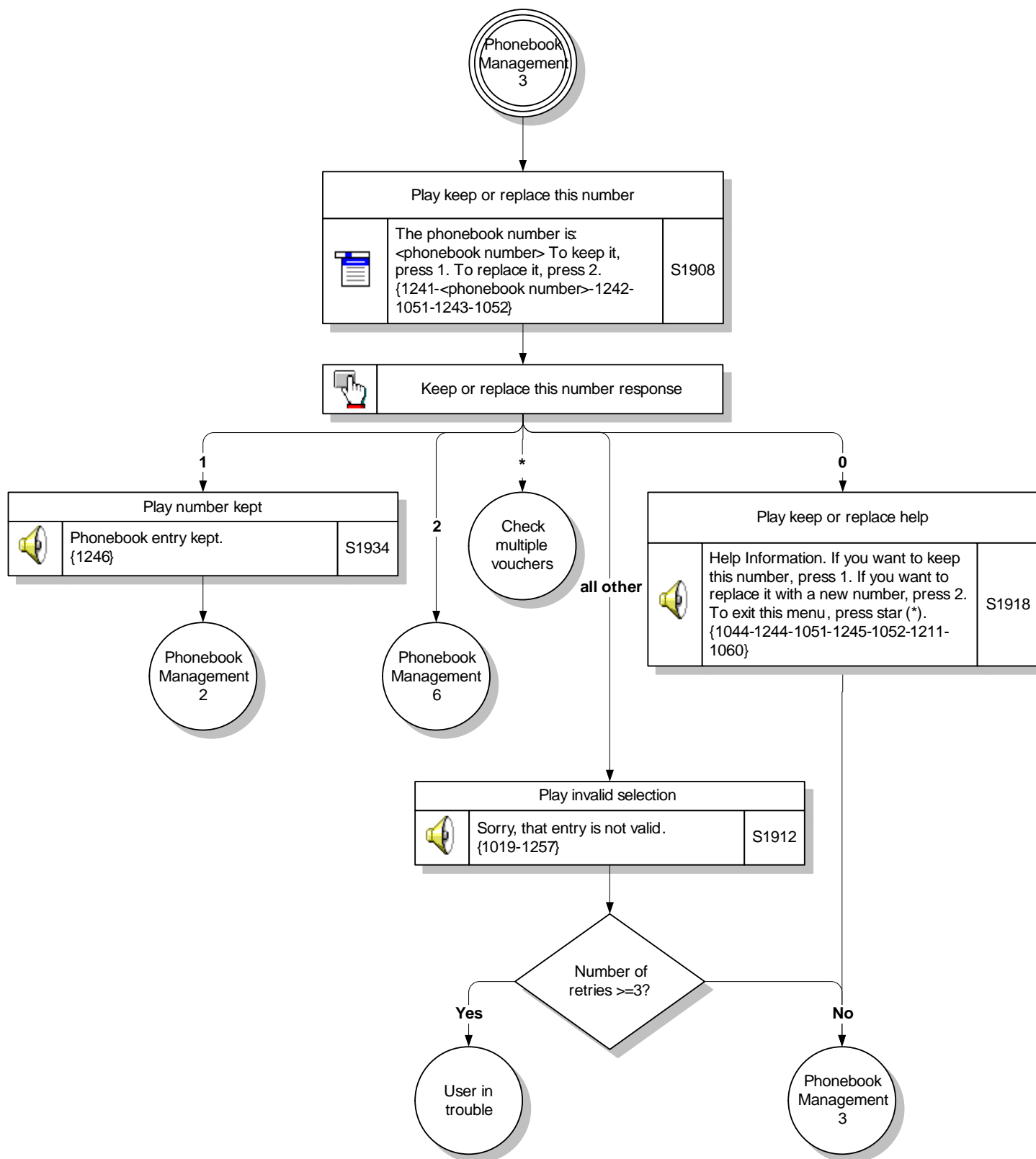
Phonebook Management

Rev. 00.00
Date 08/12/08

Phonebook Management 2

Rev. 00.00
Date 05/03/09

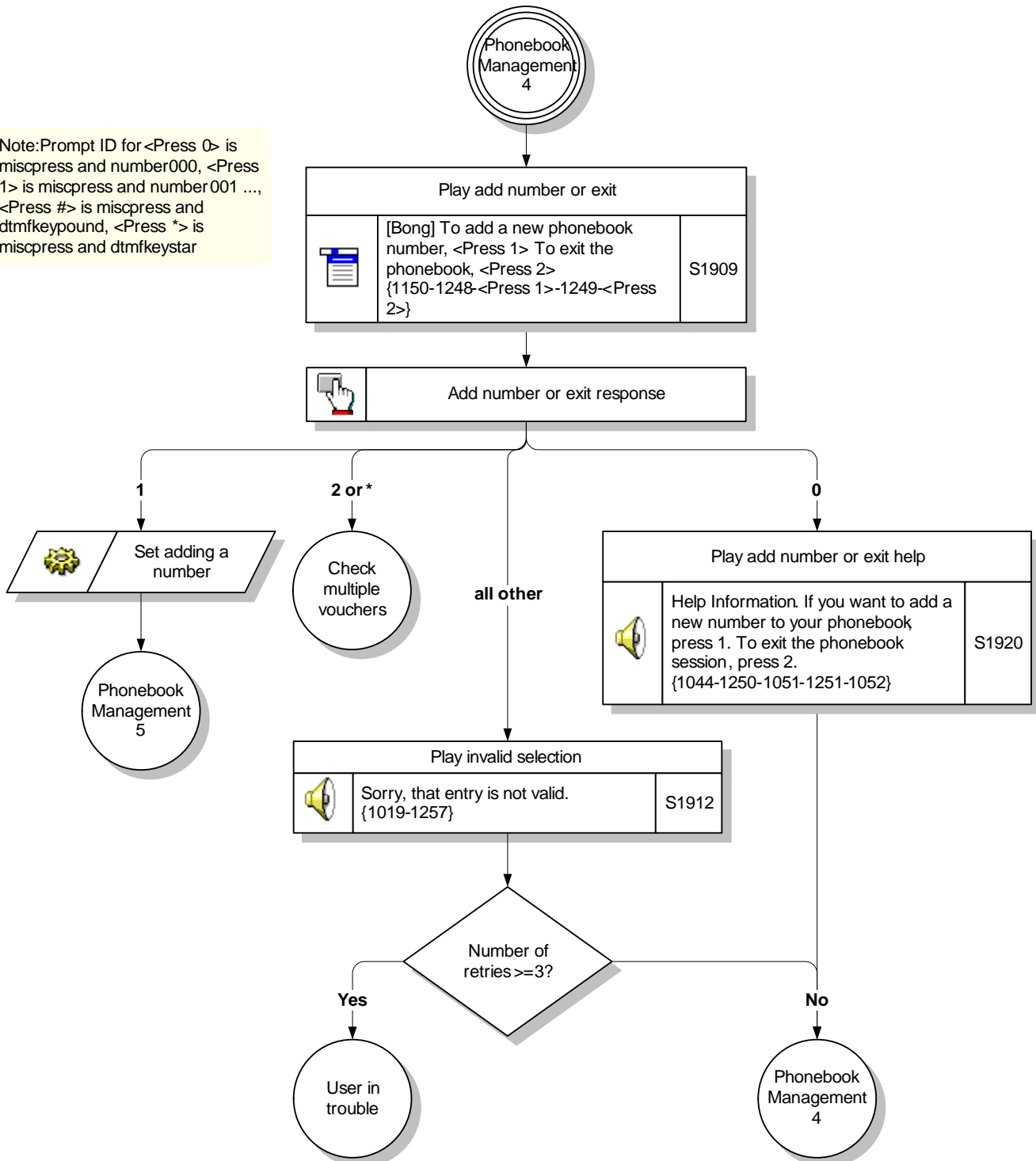
Phonebook Management 3

Rev. 00.00
Date 05/03/09

Phonebook Management 4

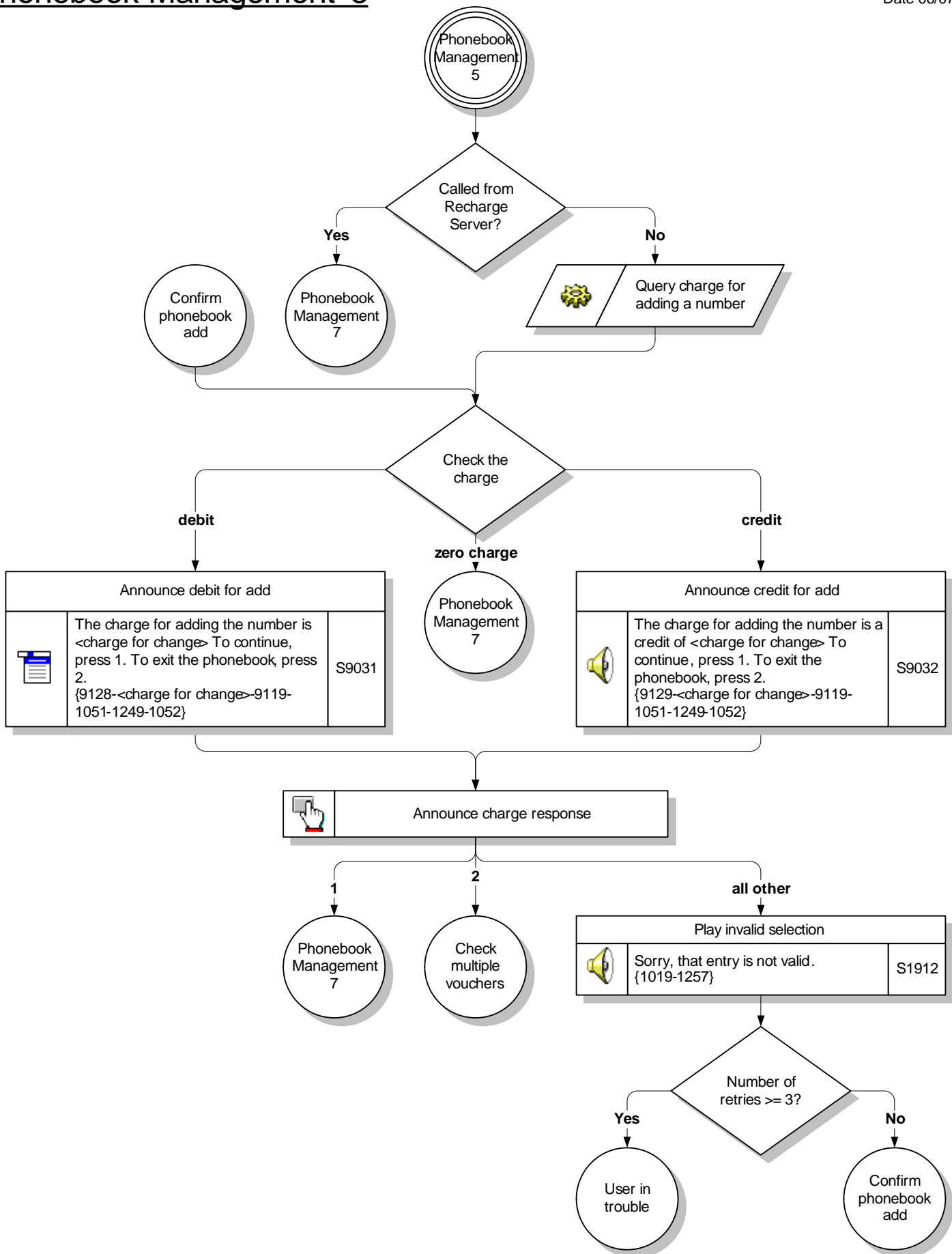
Rev. 00.00
Date 05/03/09

Note: Prompt ID for <Press 0> is miscpress and number000, <Press 1> is miscpress and number001 ..., <Press #> is miscpress and dtmfkeypound, <Press *> is miscpress and dtmfkeystar



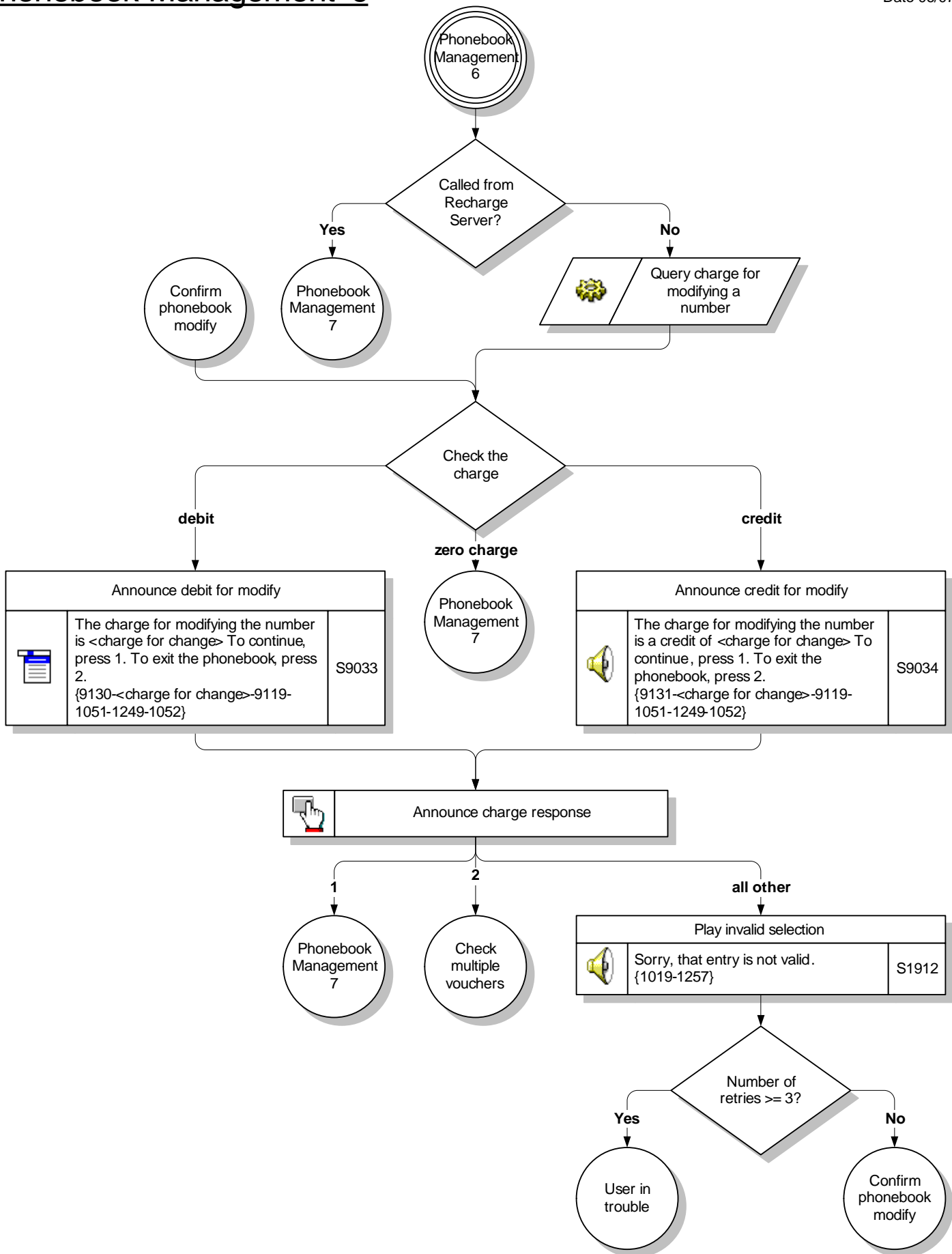
Phonebook Management 5

Rev. 00.00
Date 06/07/09

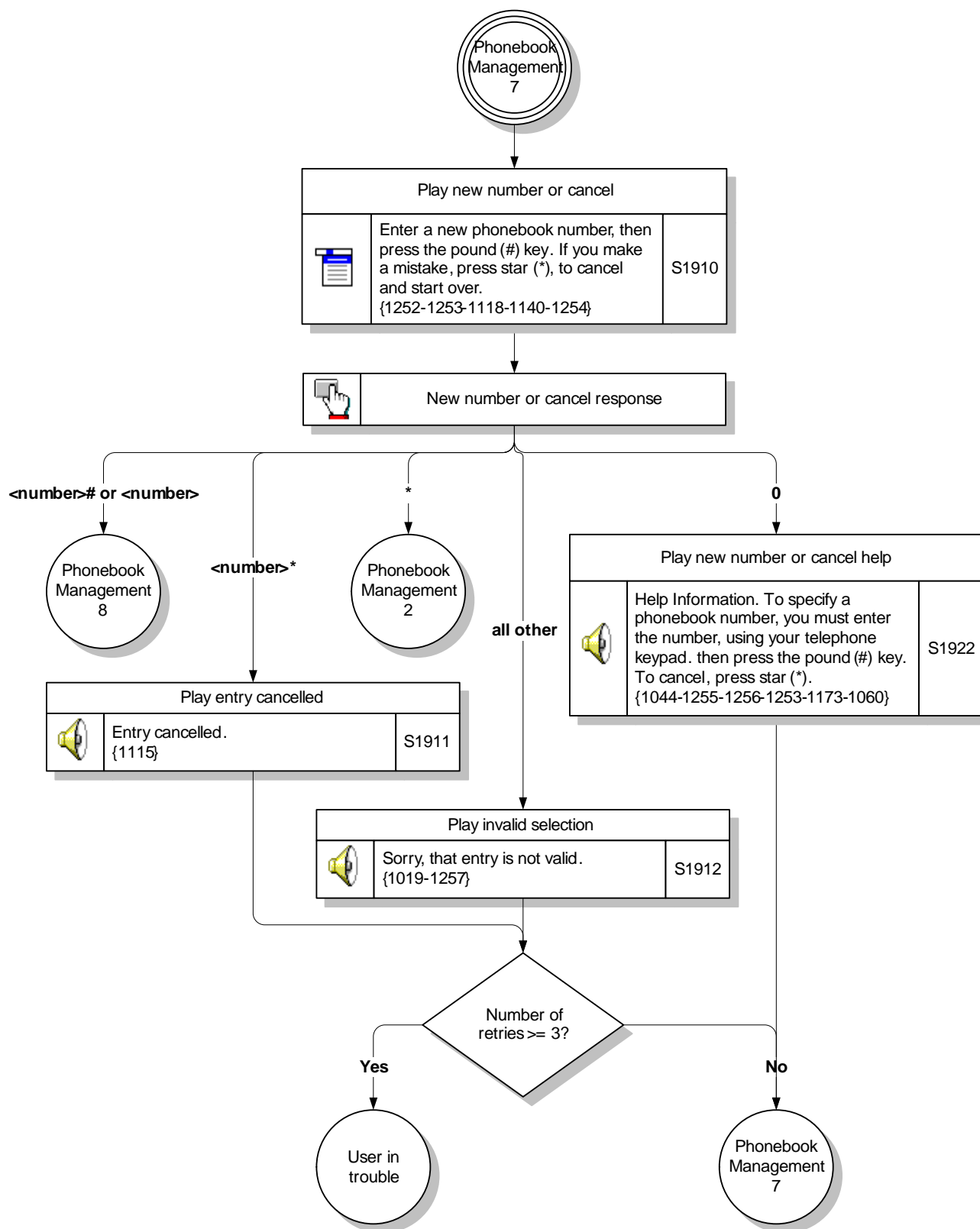


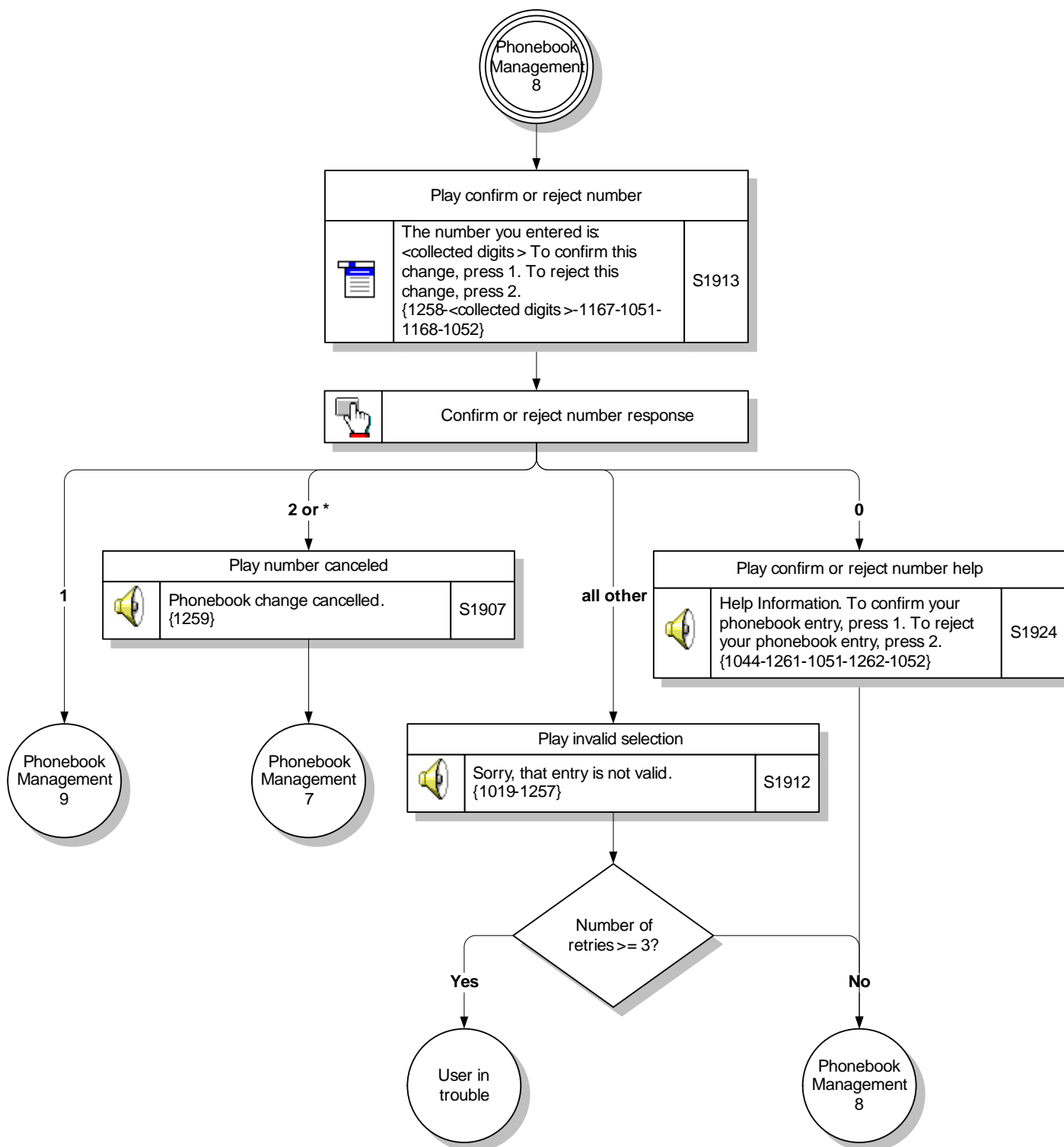
Phonebook Management 6

Rev. 00.00
Date 06/07/09



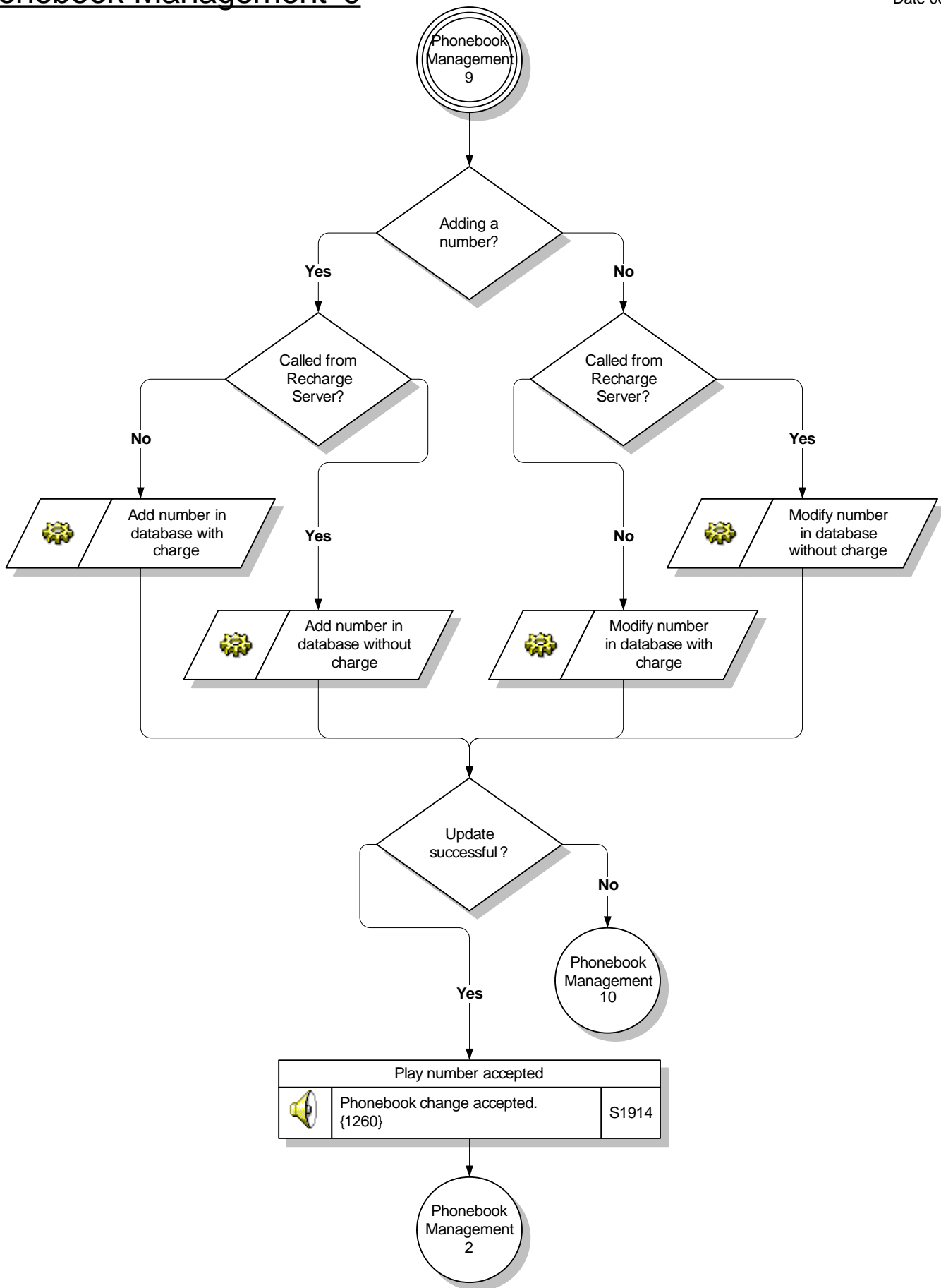
Phonebook Management 7

Rev. 00.00
Date 05/03/09

Phonebook Management 8Rev. 00.00
Date 05/03/09

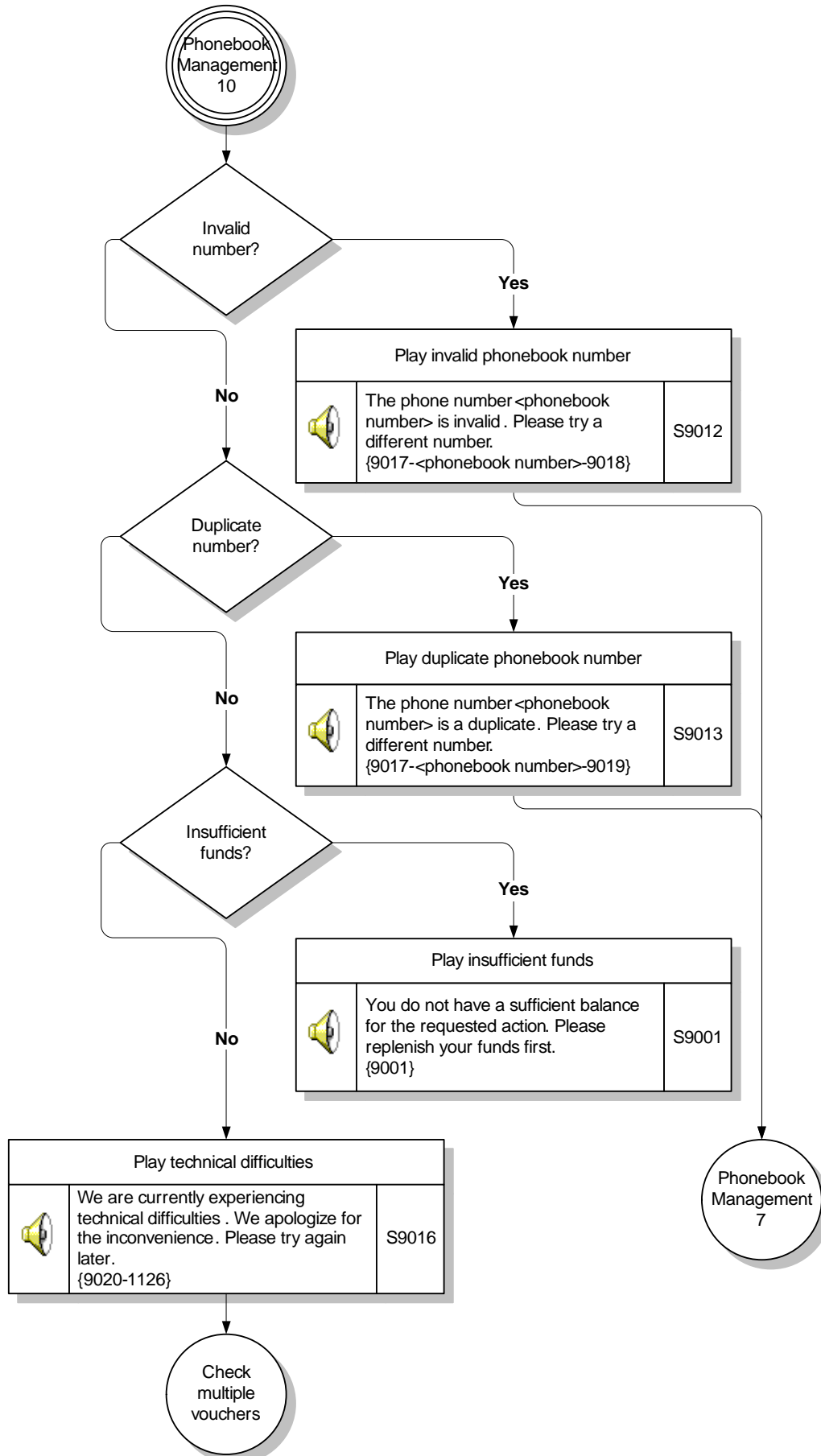
Phonebook Management 9

Rev. 00.00
Date 06/07/09



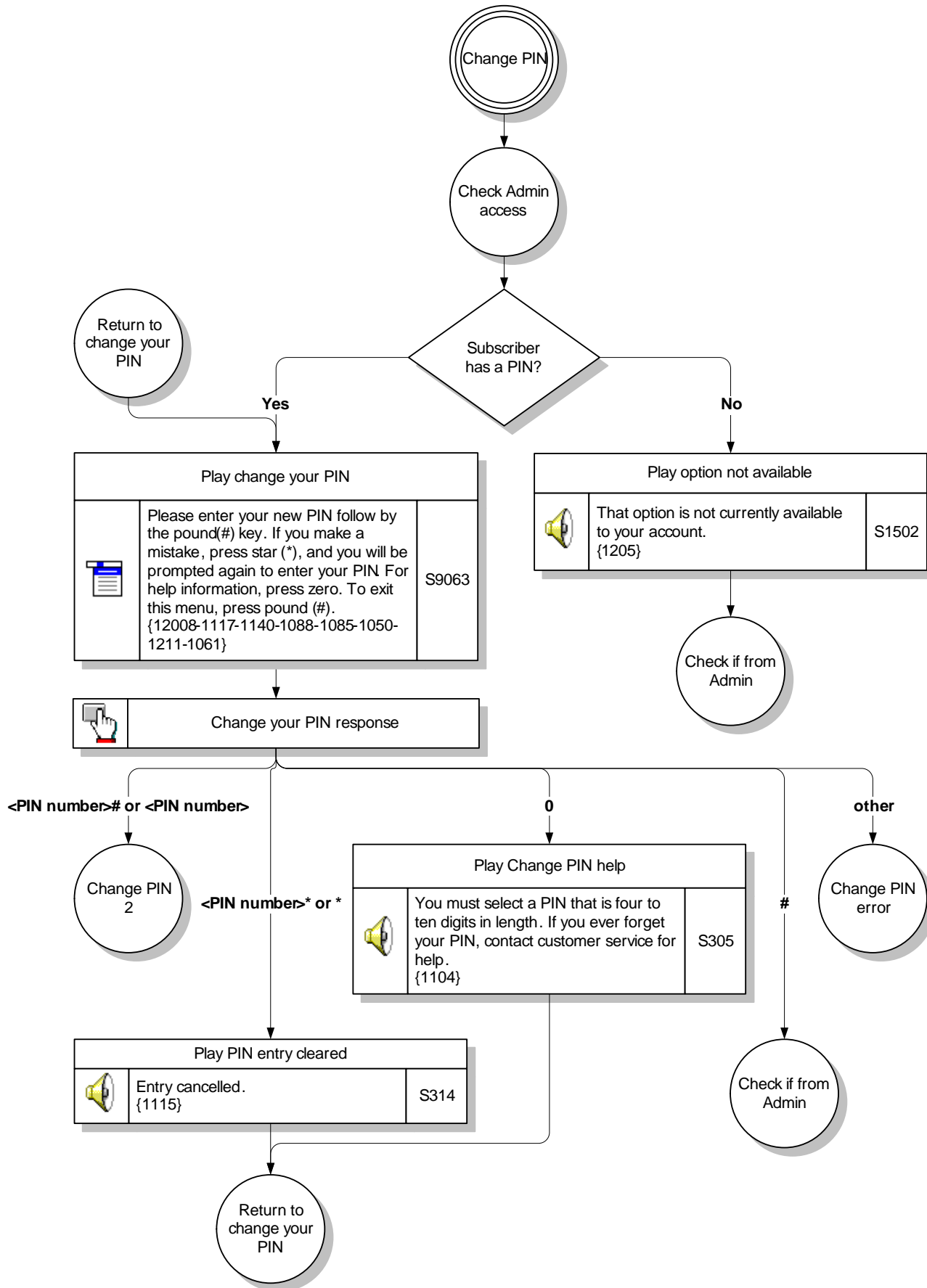
Phonebook Management 10

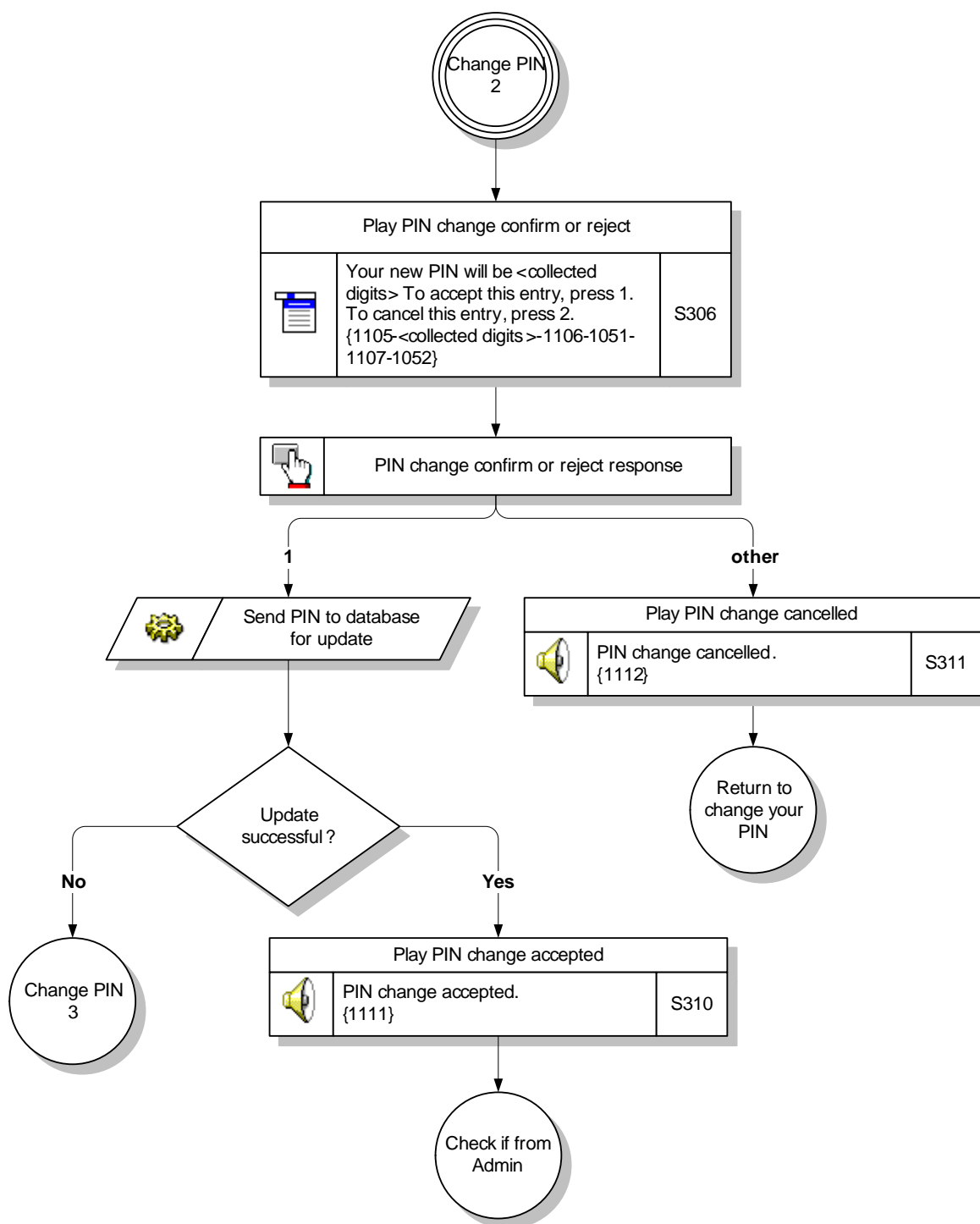
Rev. 00.00
Date 05/03/09



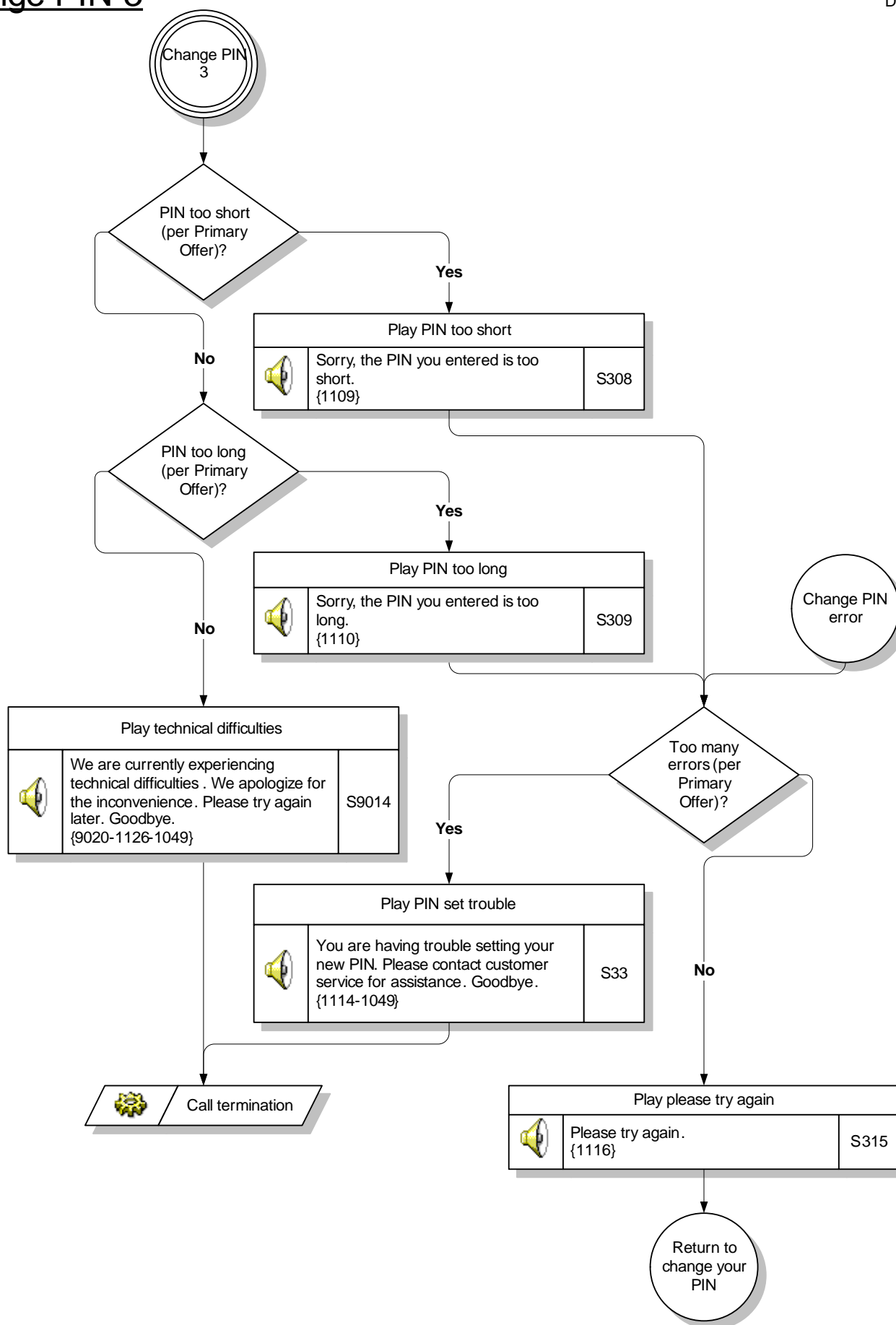
Change PIN

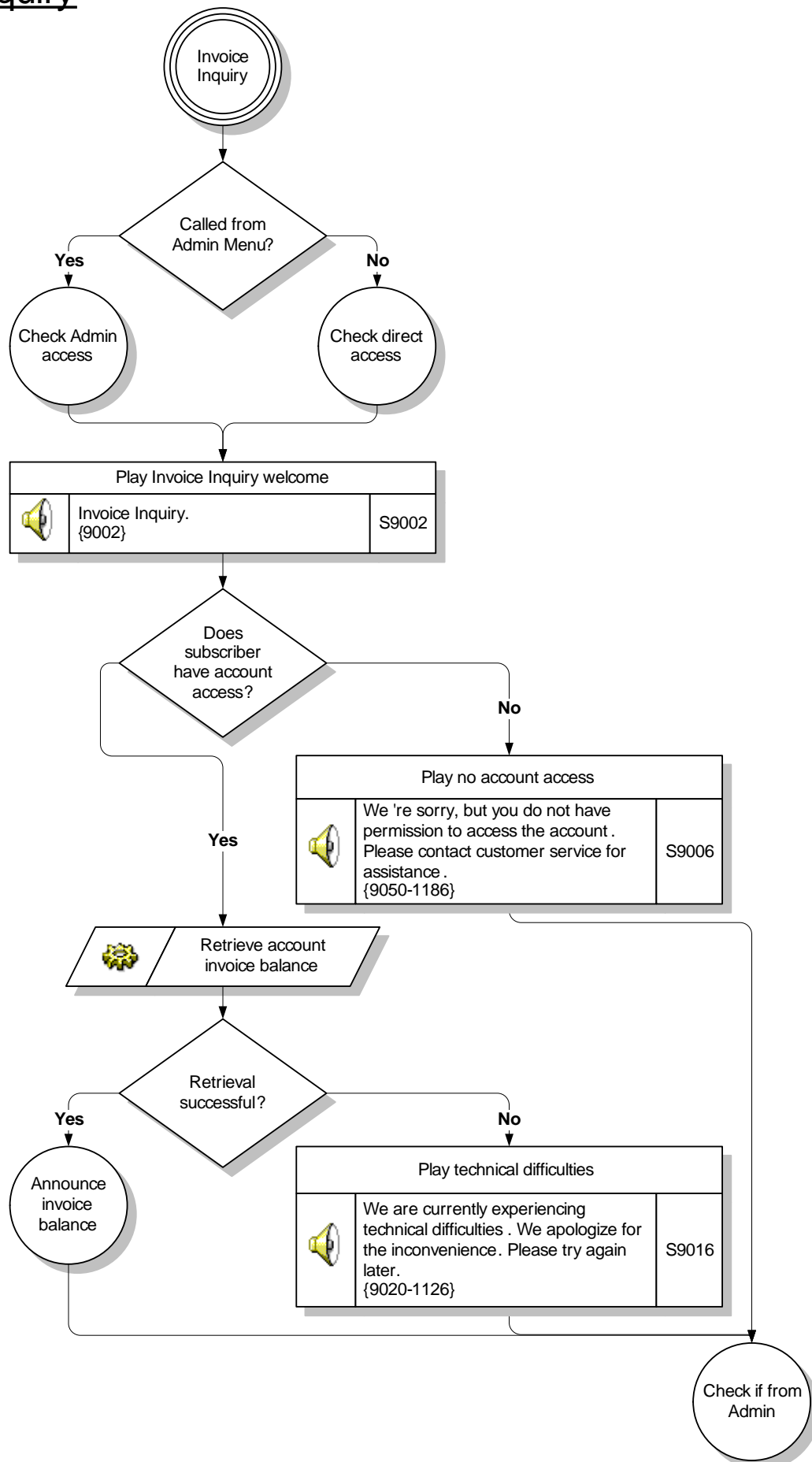
Rev. 00.00
Date 12/11/08



Change PIN 2Rev. 00.00
Date 12/11/08

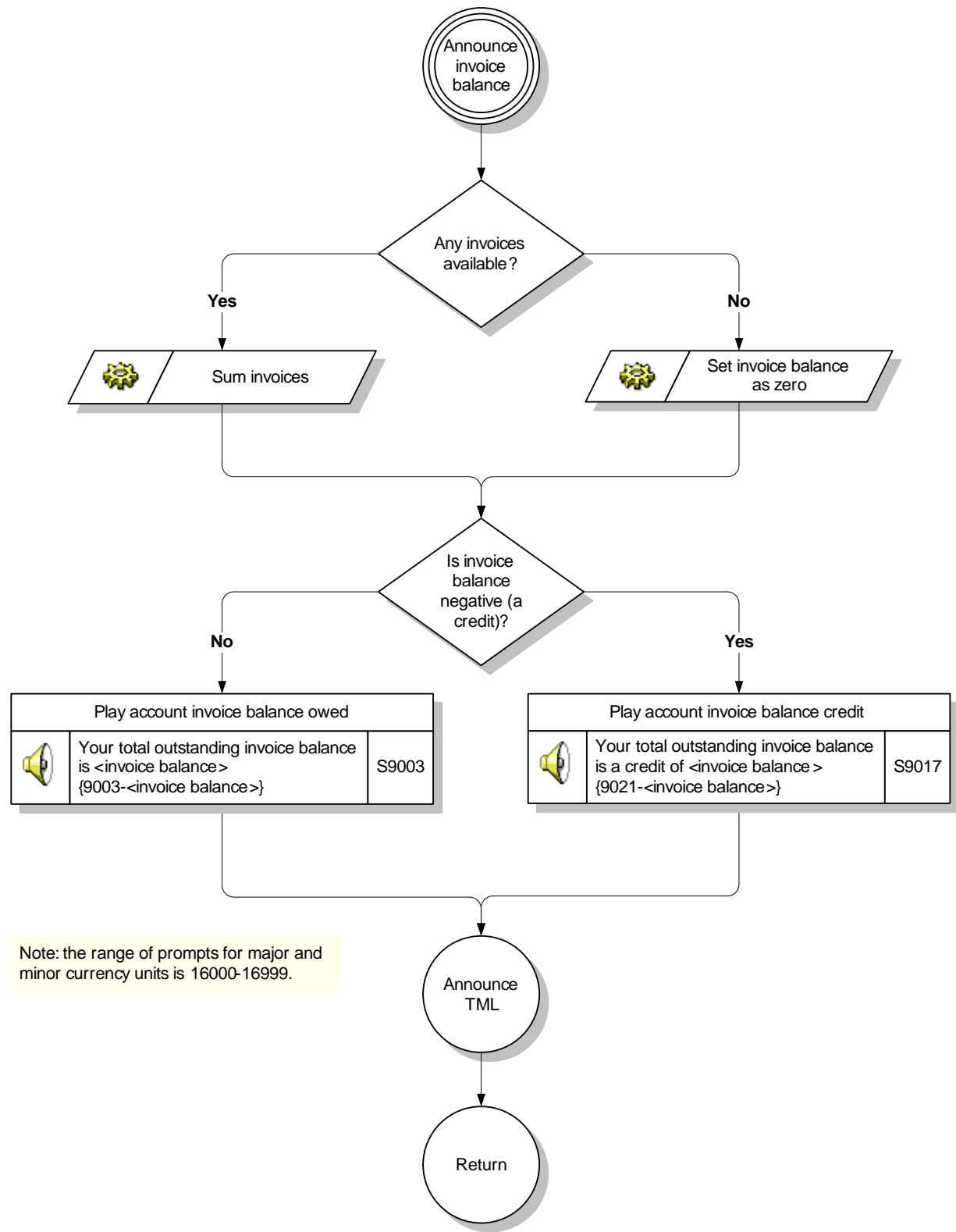
Change PIN 3

Rev. 00.00
Date 12/11/08

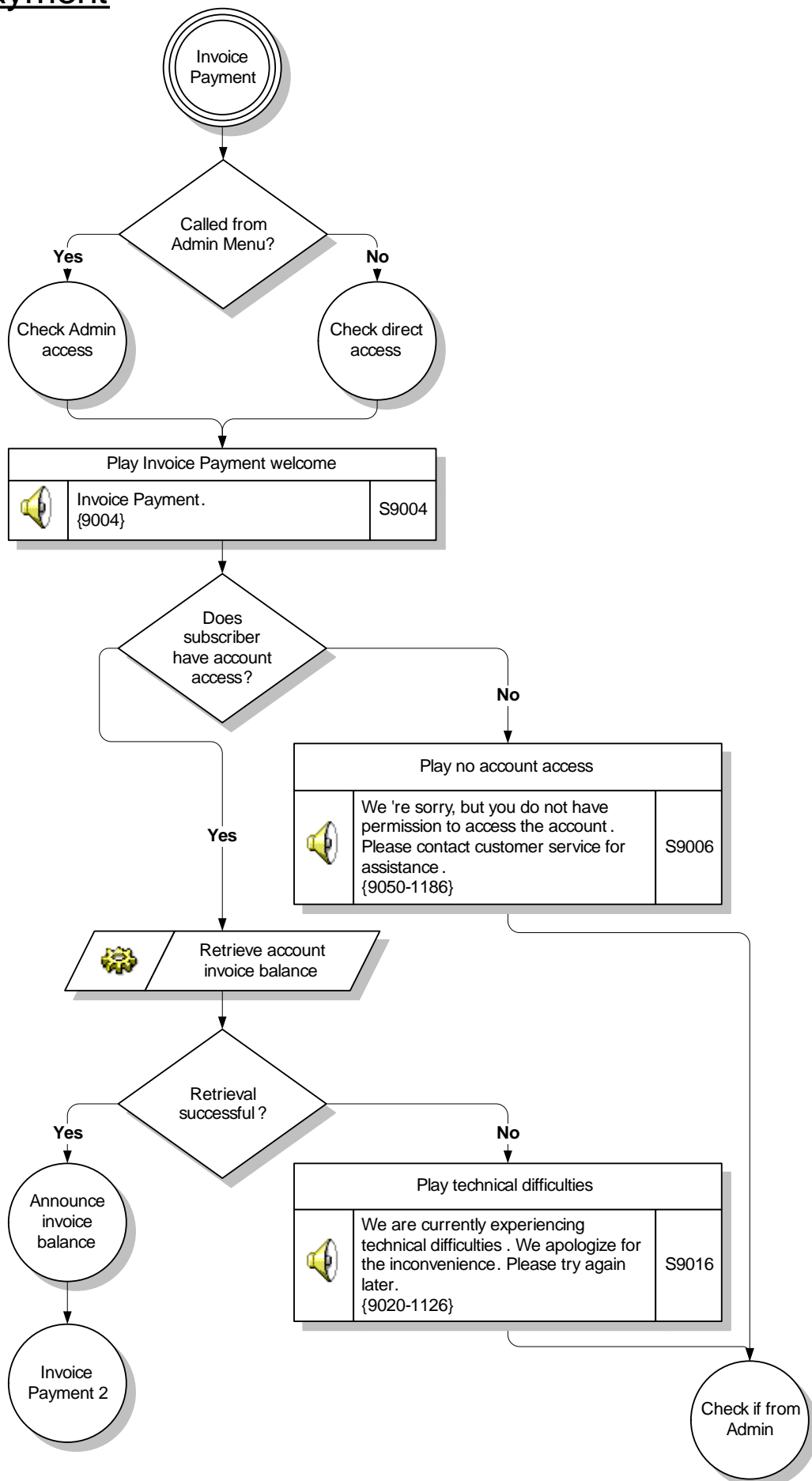
Invoice InquiryRev. 00.00
Date 01/06/09

Announce invoice balance

Rev. 00.00
Date 01/06/09

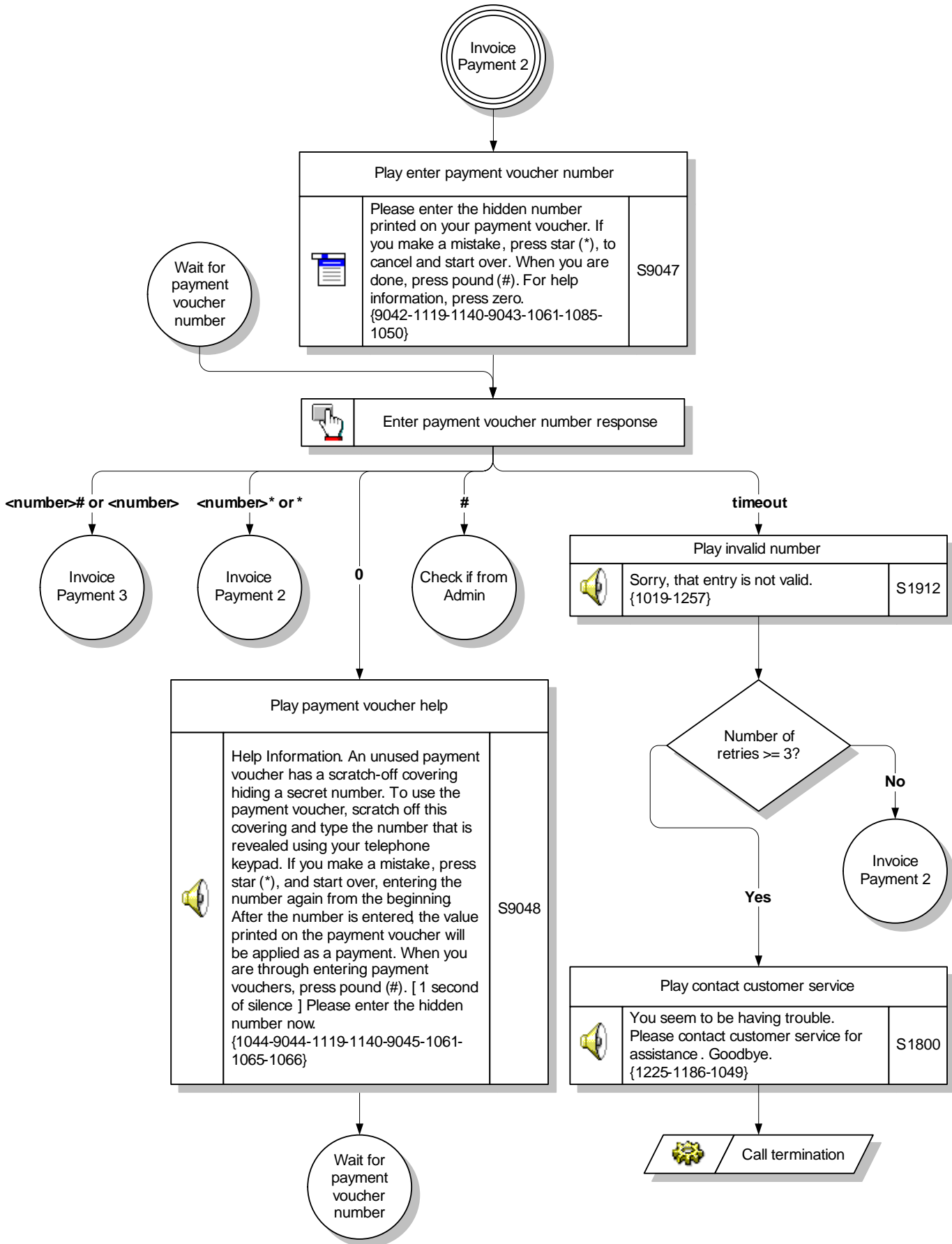


Invoice Payment

Rev. 00.00
Date 01/06/09

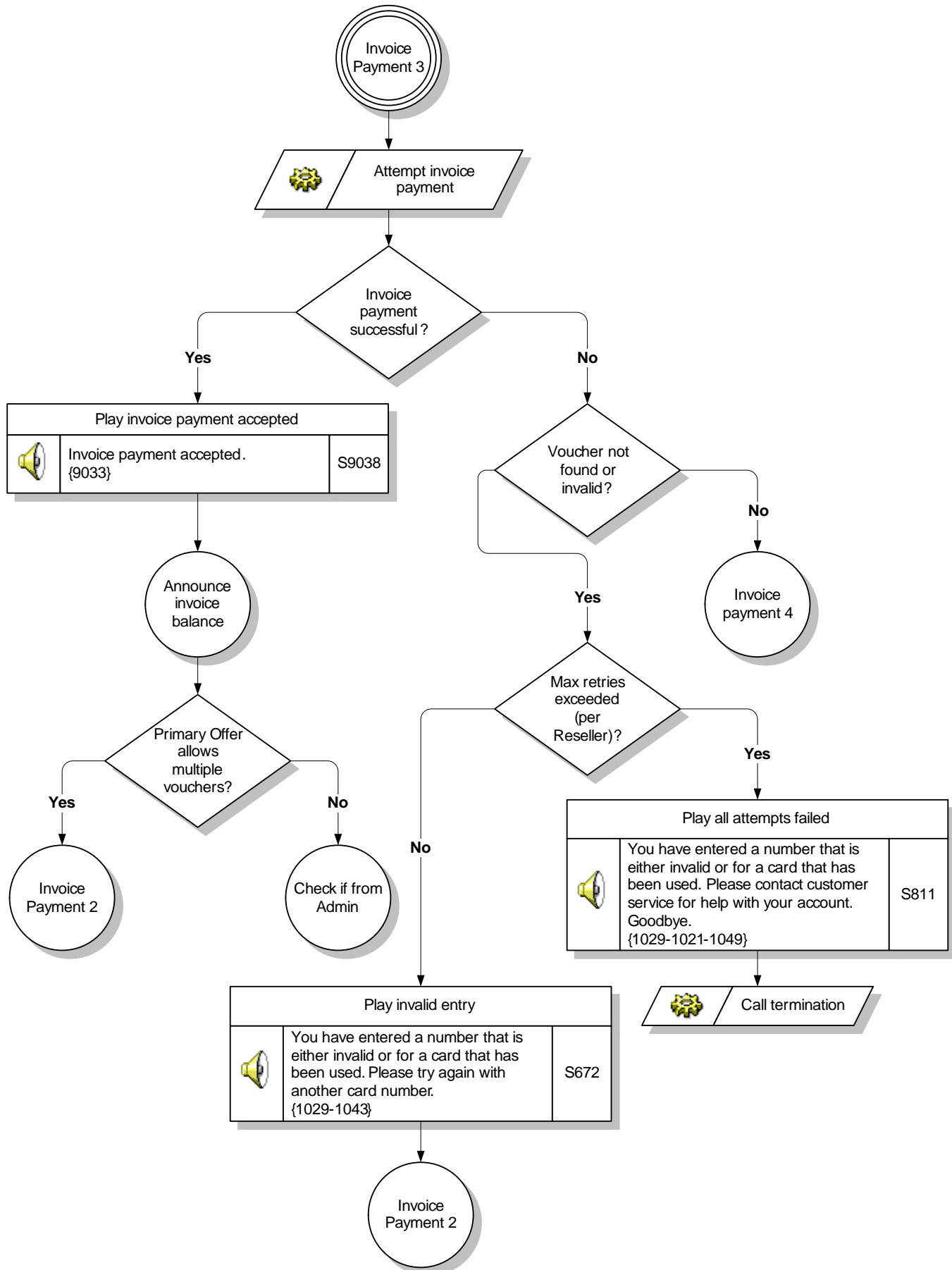
Invoice Payment 2

Rev. 00.00
Date 01/06/09



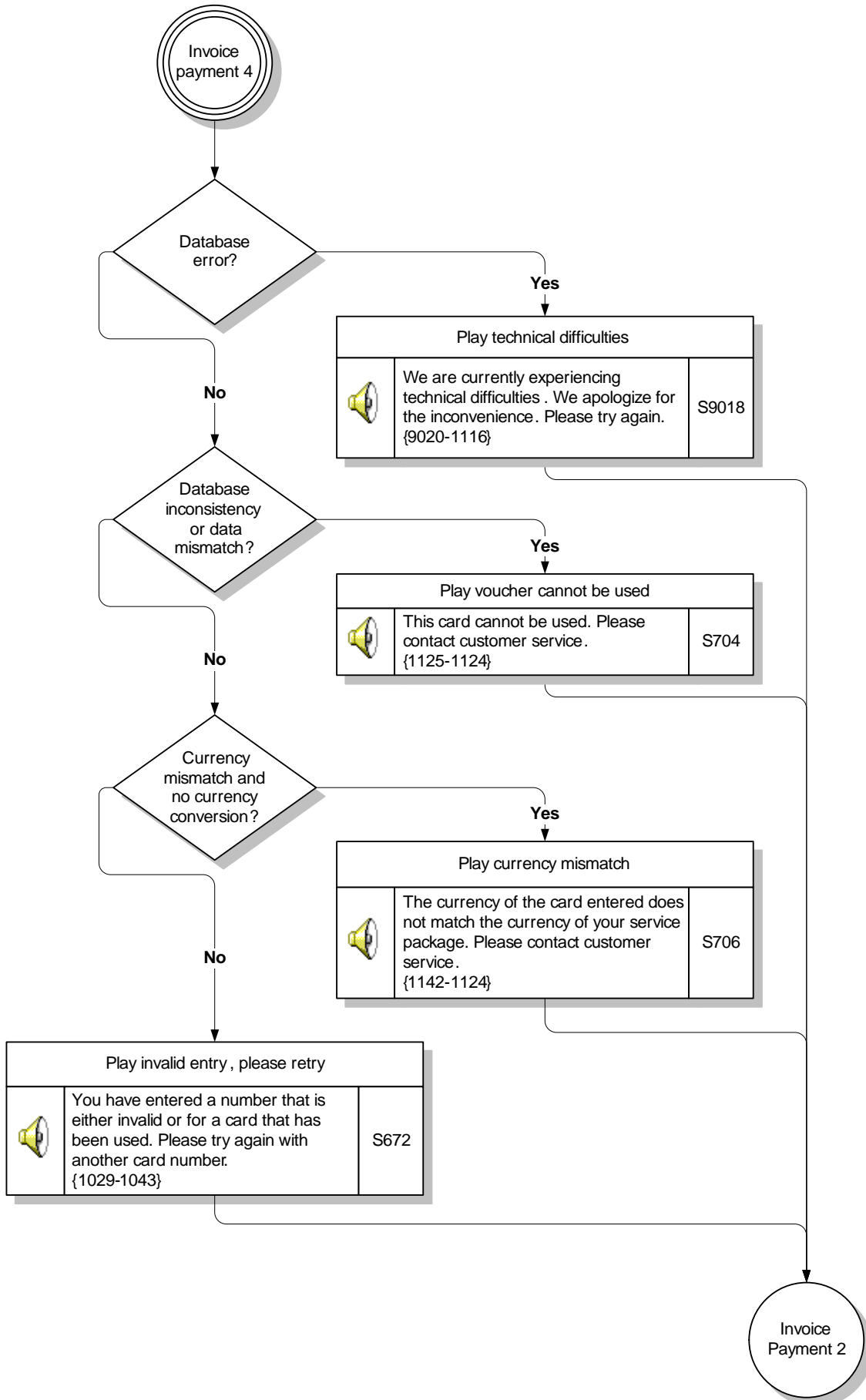
Invoice Payment 3

Rev. 00.00
Date 01/06/09



Invoice Payment 4

Rev. 00.00
Date 01/06/09

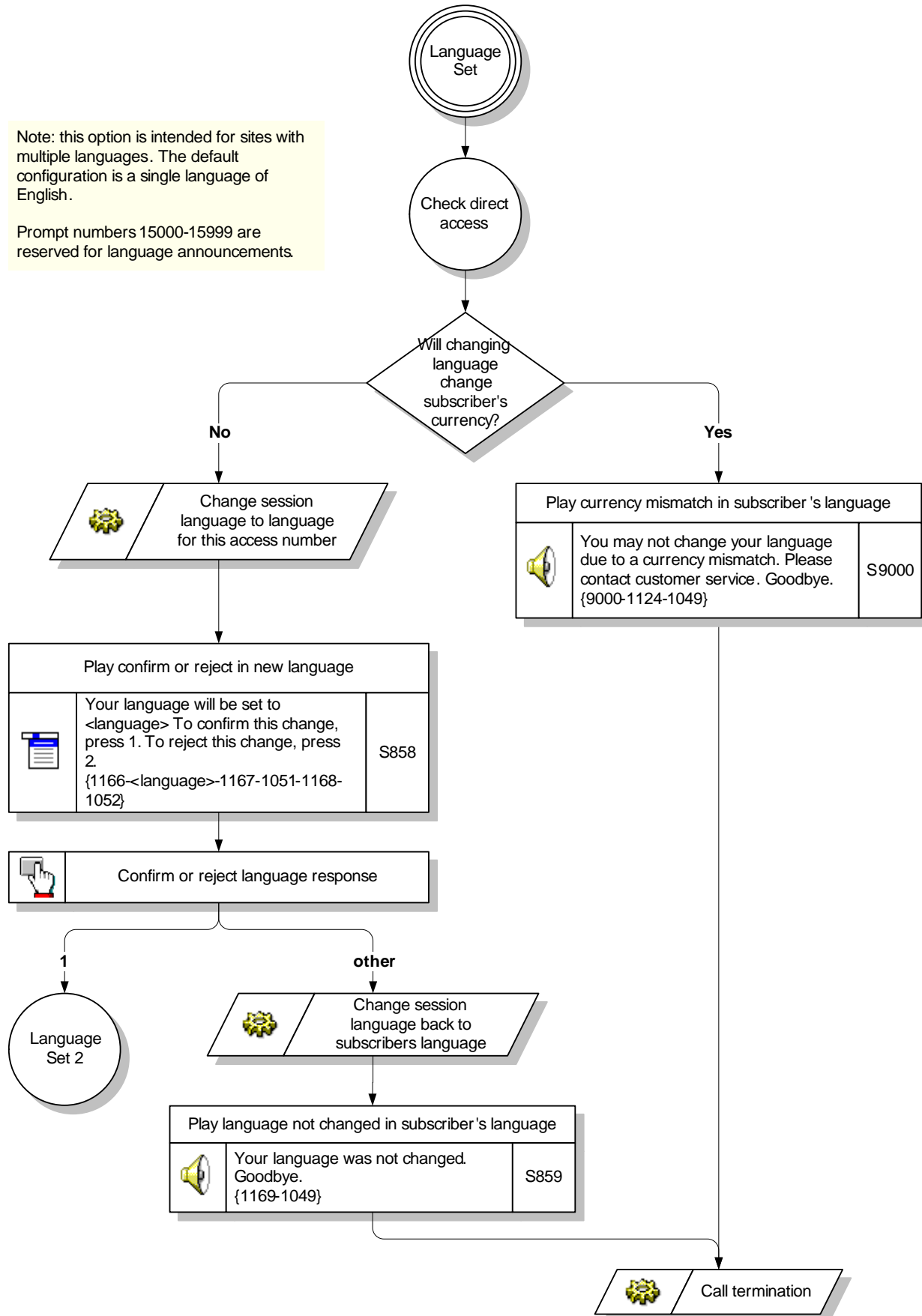


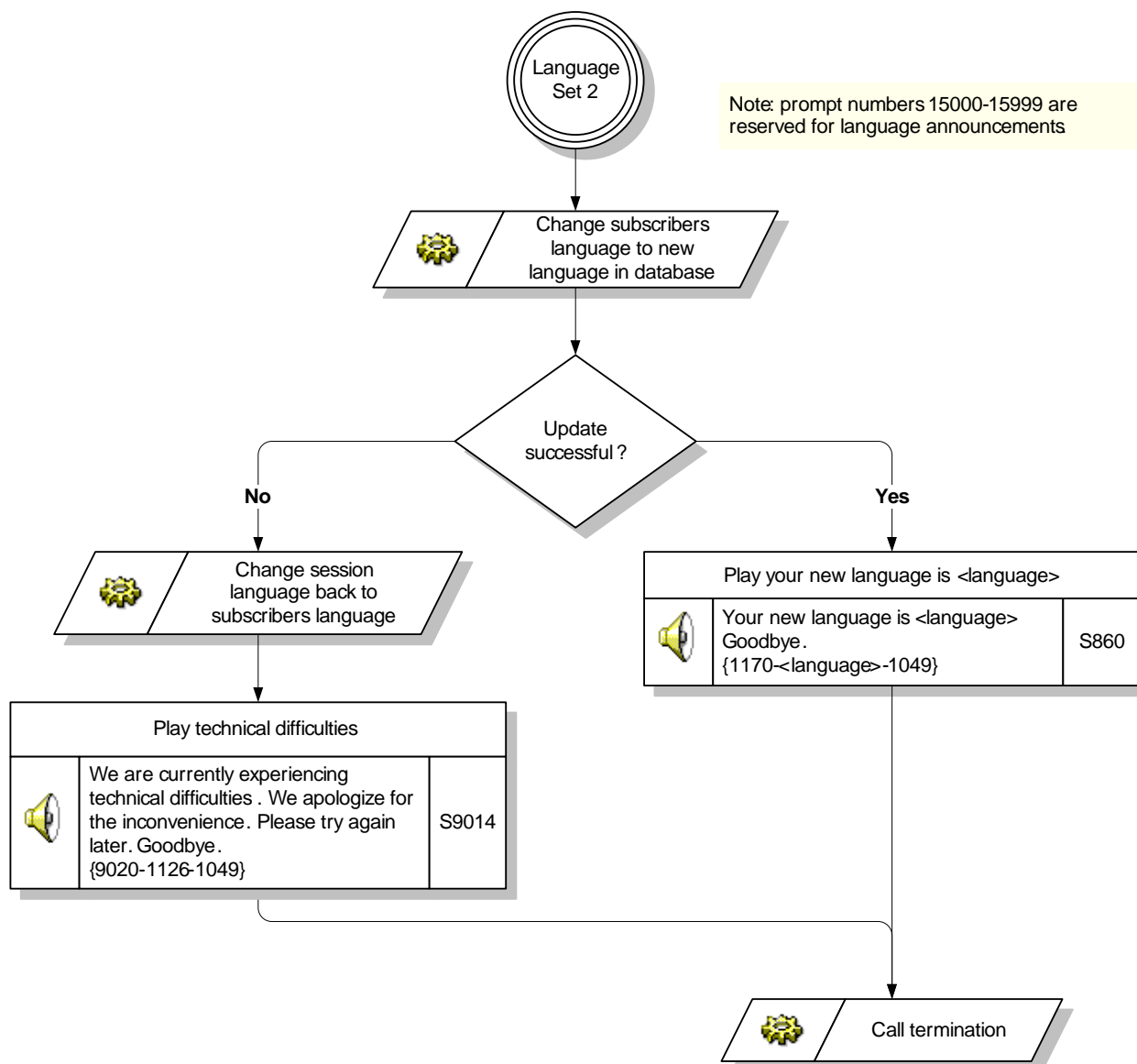
Language Set

Rev. 00.00
Date 30/05/07

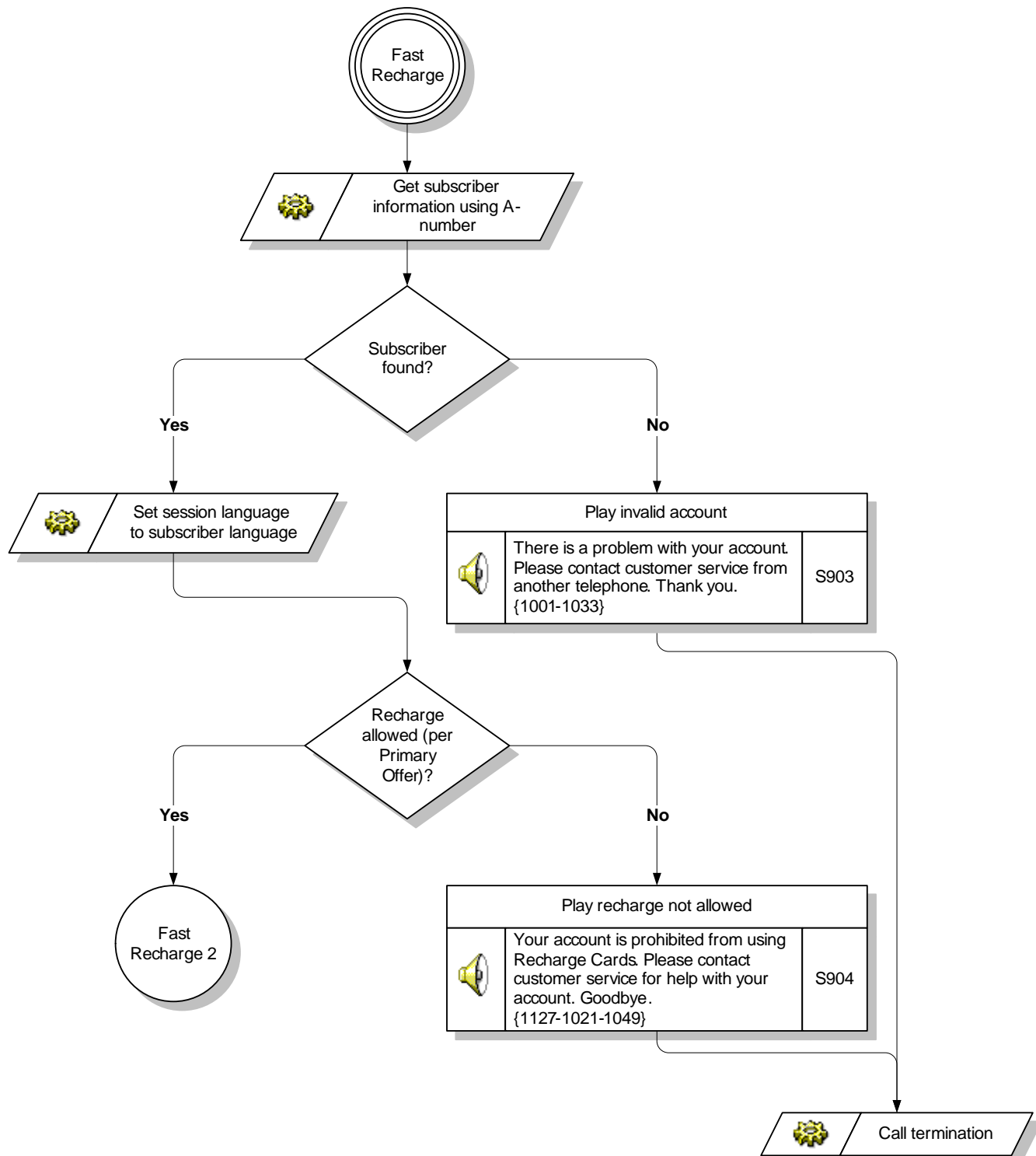
Note: this option is intended for sites with multiple languages. The default configuration is a single language of English.

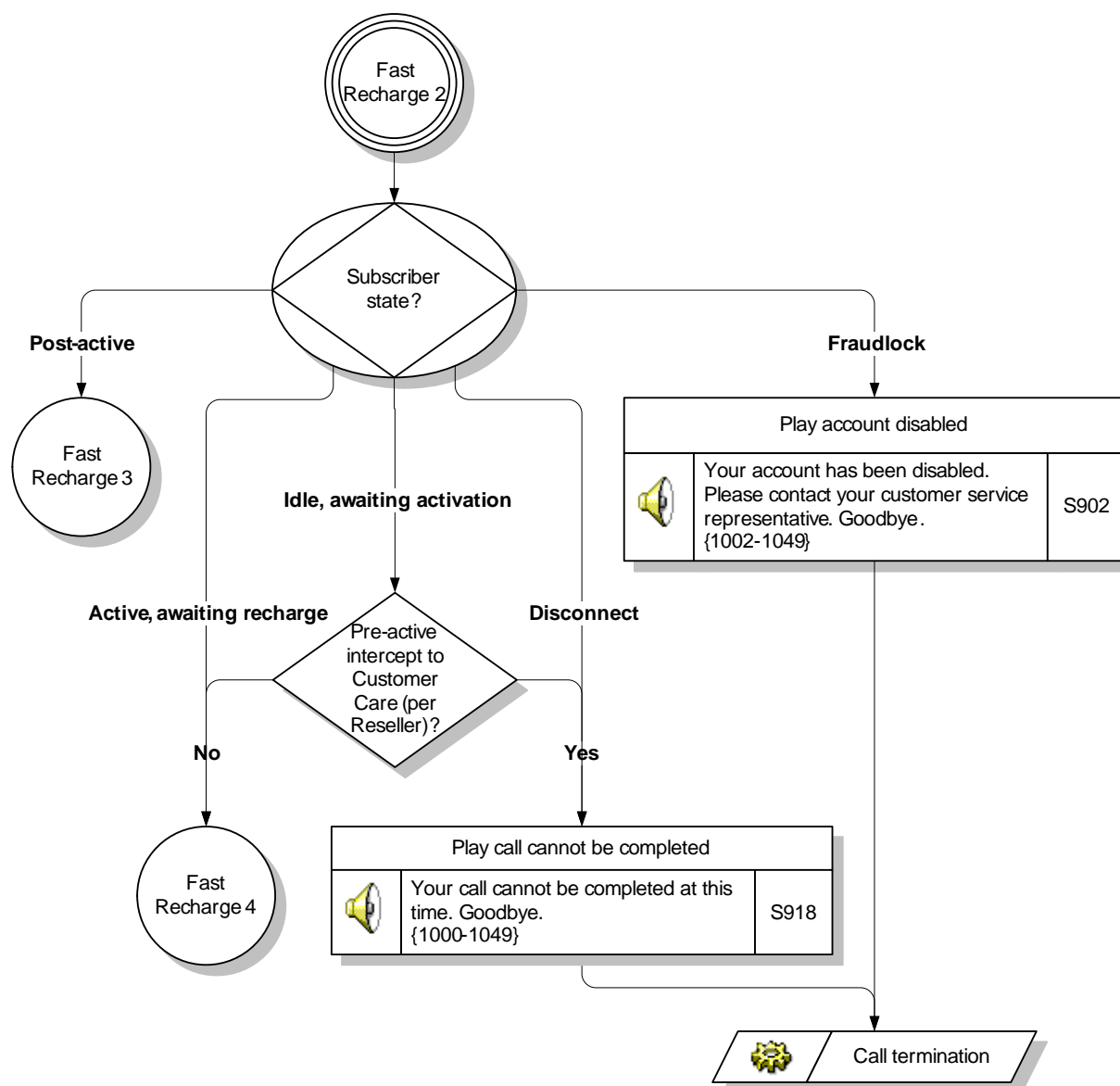
Prompt numbers 15000-15999 are reserved for language announcements.



Language Set 2Rev. 00.00
Date 11/07/07

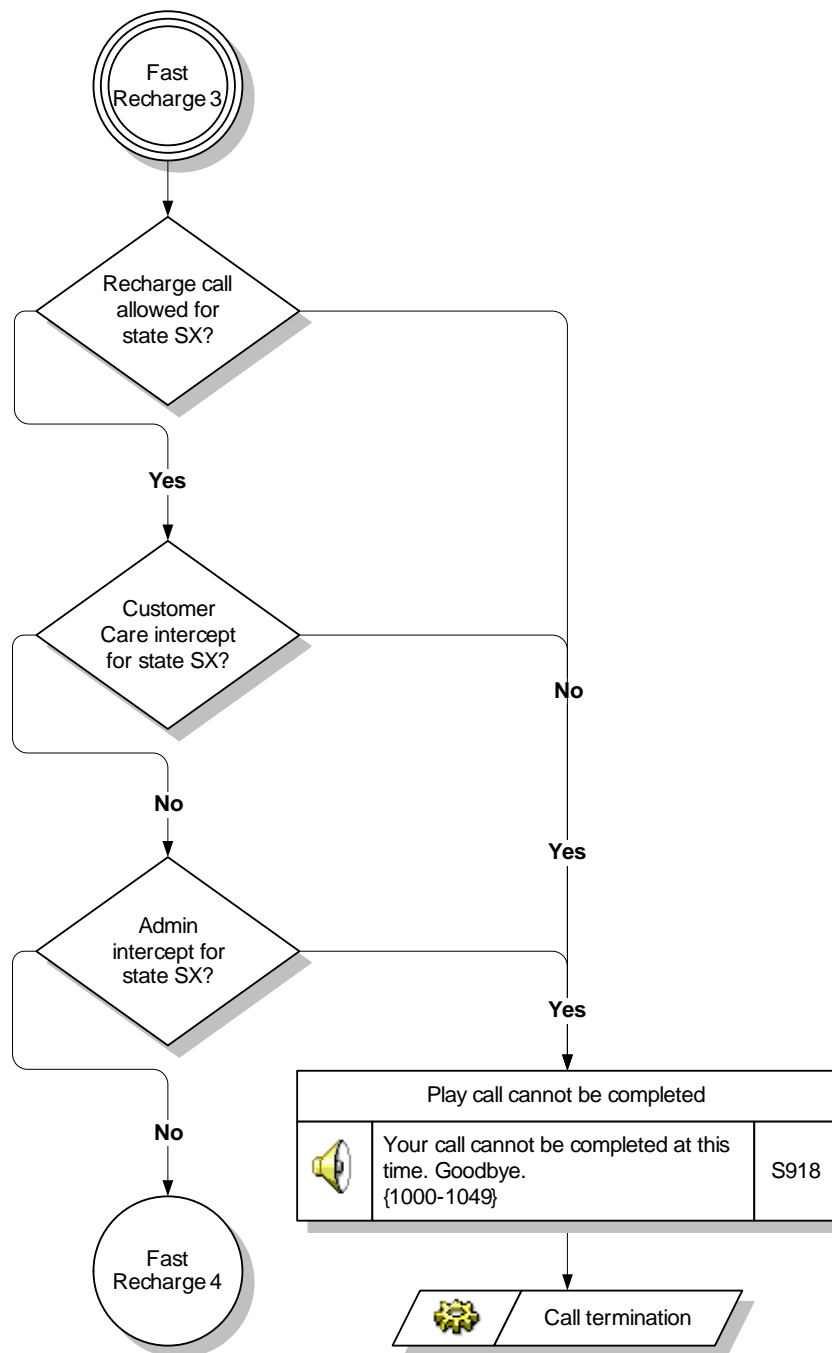
Fast Recharge

Rev. 00.00
Date 11/11/08

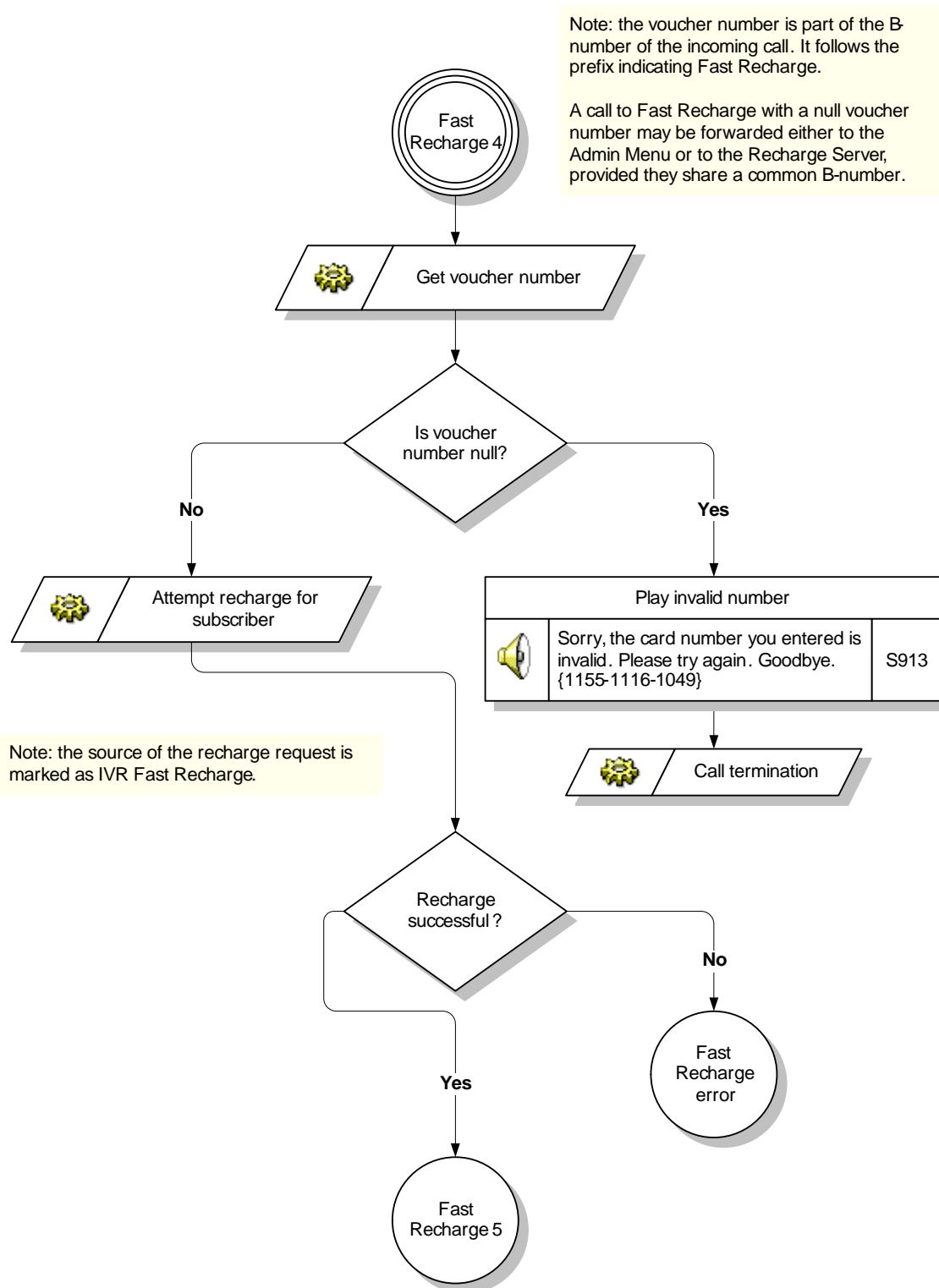
Fast Recharge 2Rev. 00.00
Date 11/11/08

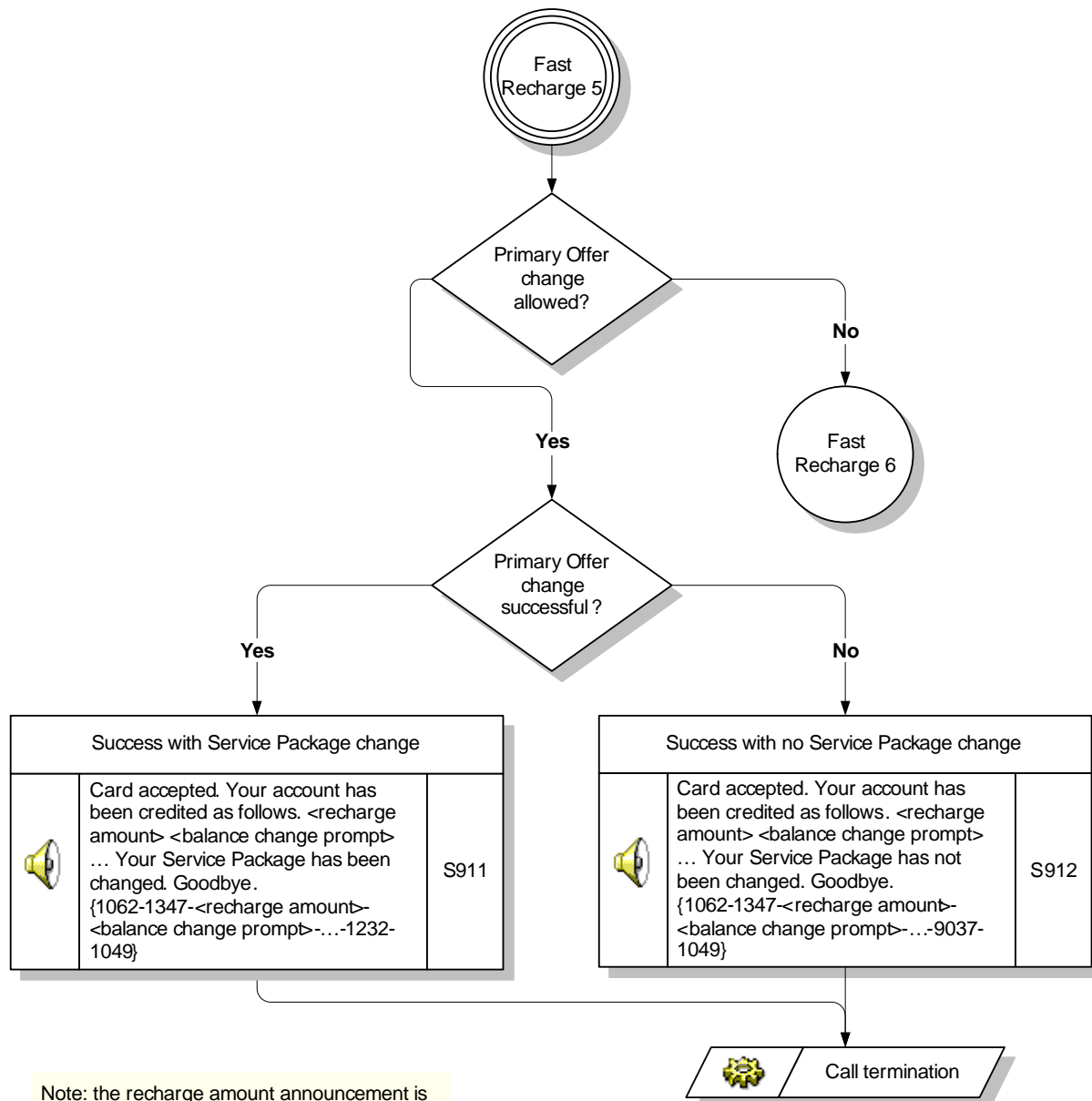
Fast Recharge 3

Rev. 00.00
Date 11/11/08



Fast Recharge 4

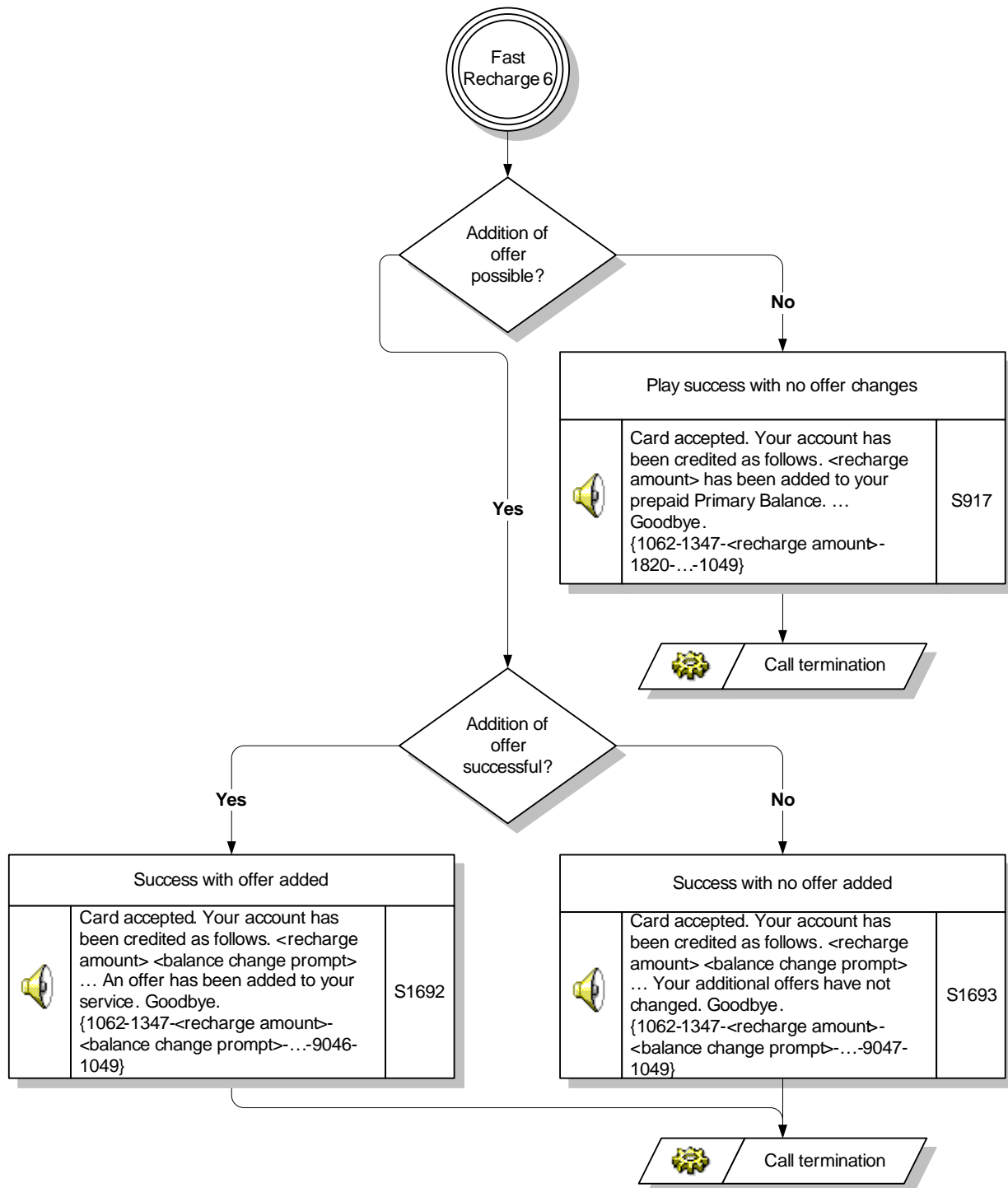
Rev. 00.00
Date 11/11/08

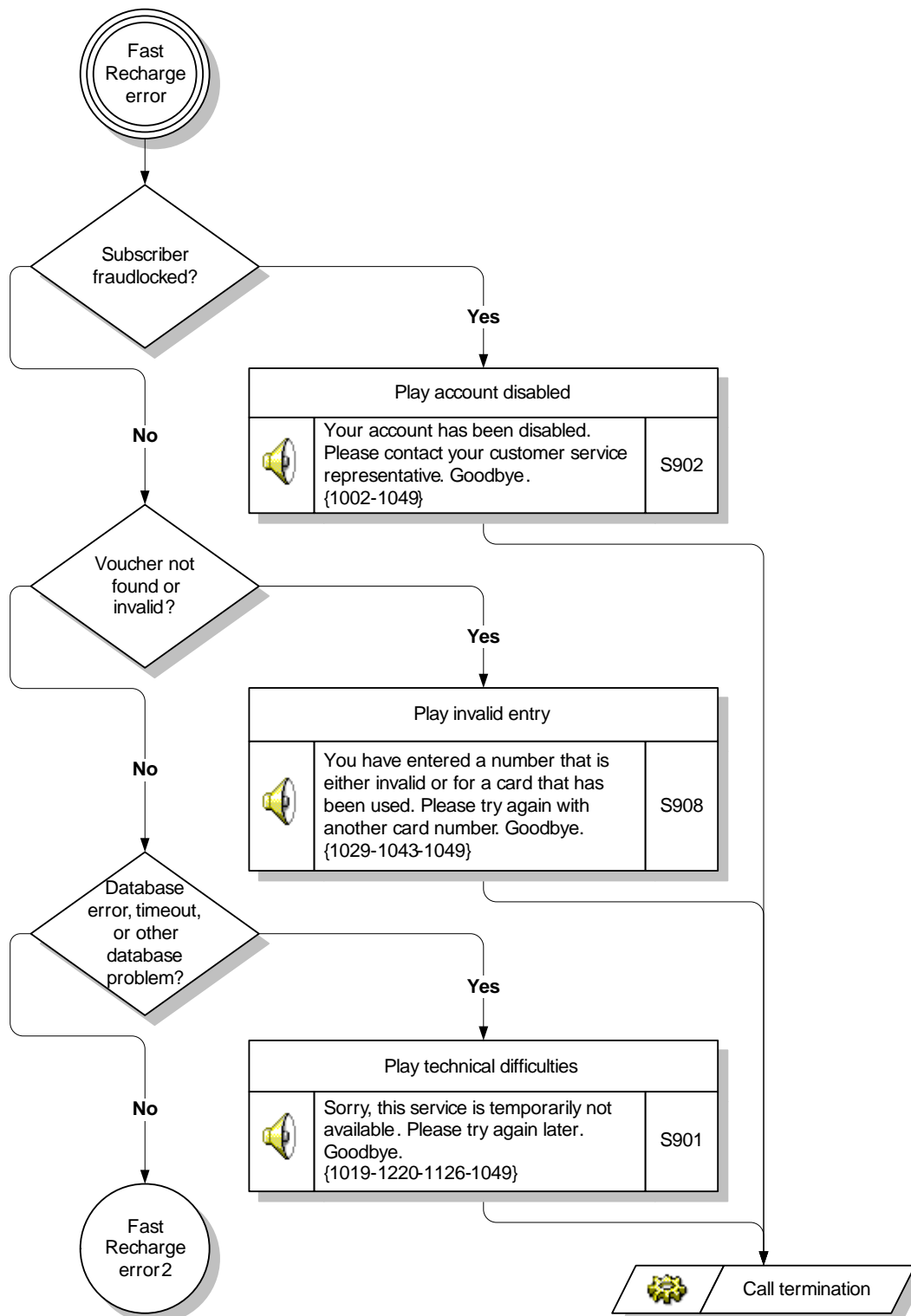
Fast Recharge 5Rev. 00.00
Date 11/11/08

Note: the recharge amount announcement is variable and includes every balance which has a positive delta added by the recharge action. An individual balance delta announcement, which includes the balance name, is assigned when the balance itself is defined. The prompt ranges are 1481-1530 for generic*, 1820-1869 for prepaid, 1870-1919 for postpaid, and 1920-1969 for shadow balance types. The range of prompts for major and minor currency units is 16000-16999. The ranges for other unit types are 1551-1600 for single units, and 1601-1650 for plural units.
*Generic prompts will not announce balance type (prepaid, postpaid or shadow).

Fast Recharge 6

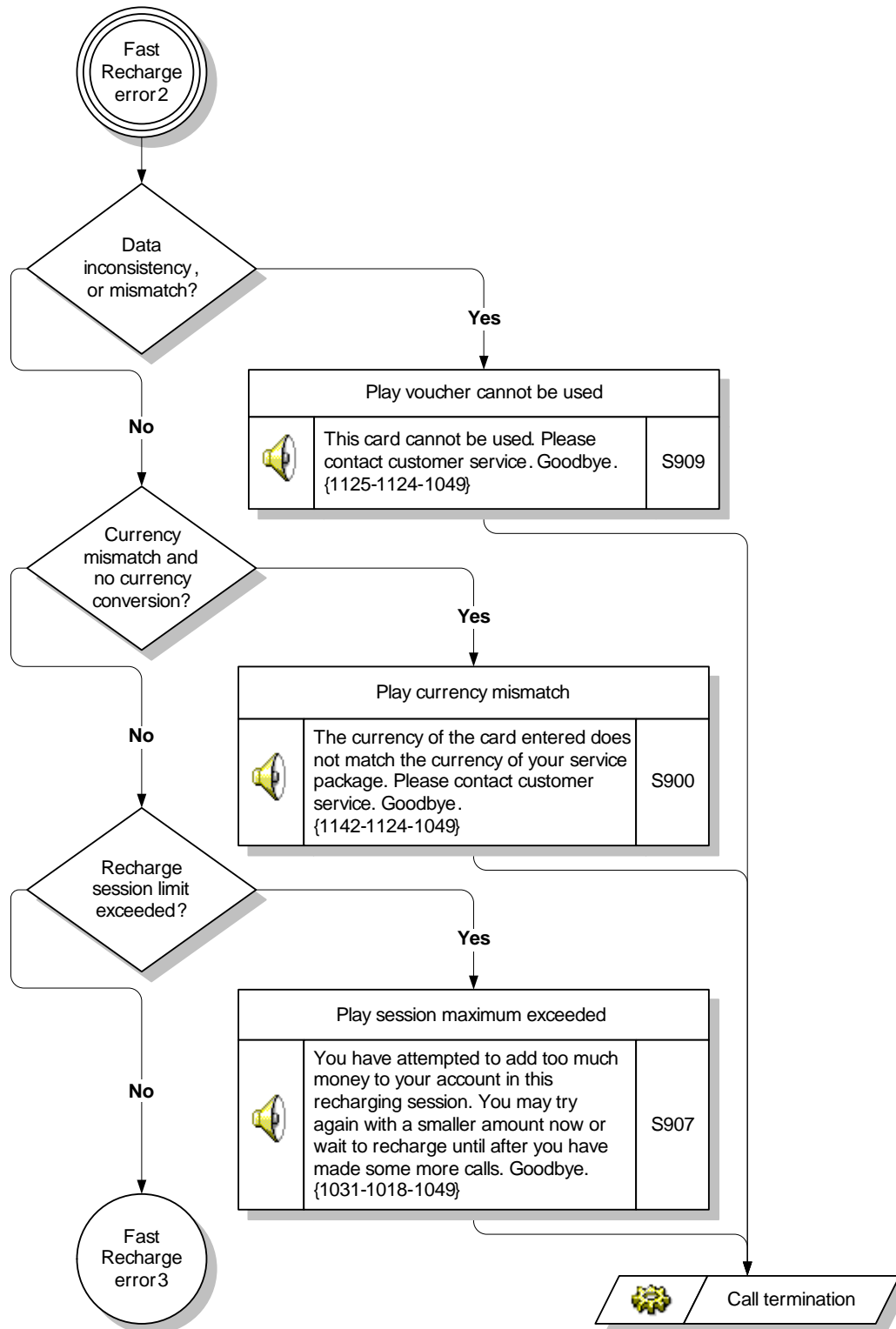
Rev. 00.00
Date 11/11/08



Fast Recharge errorRev. 00.00
Date 05/12/08

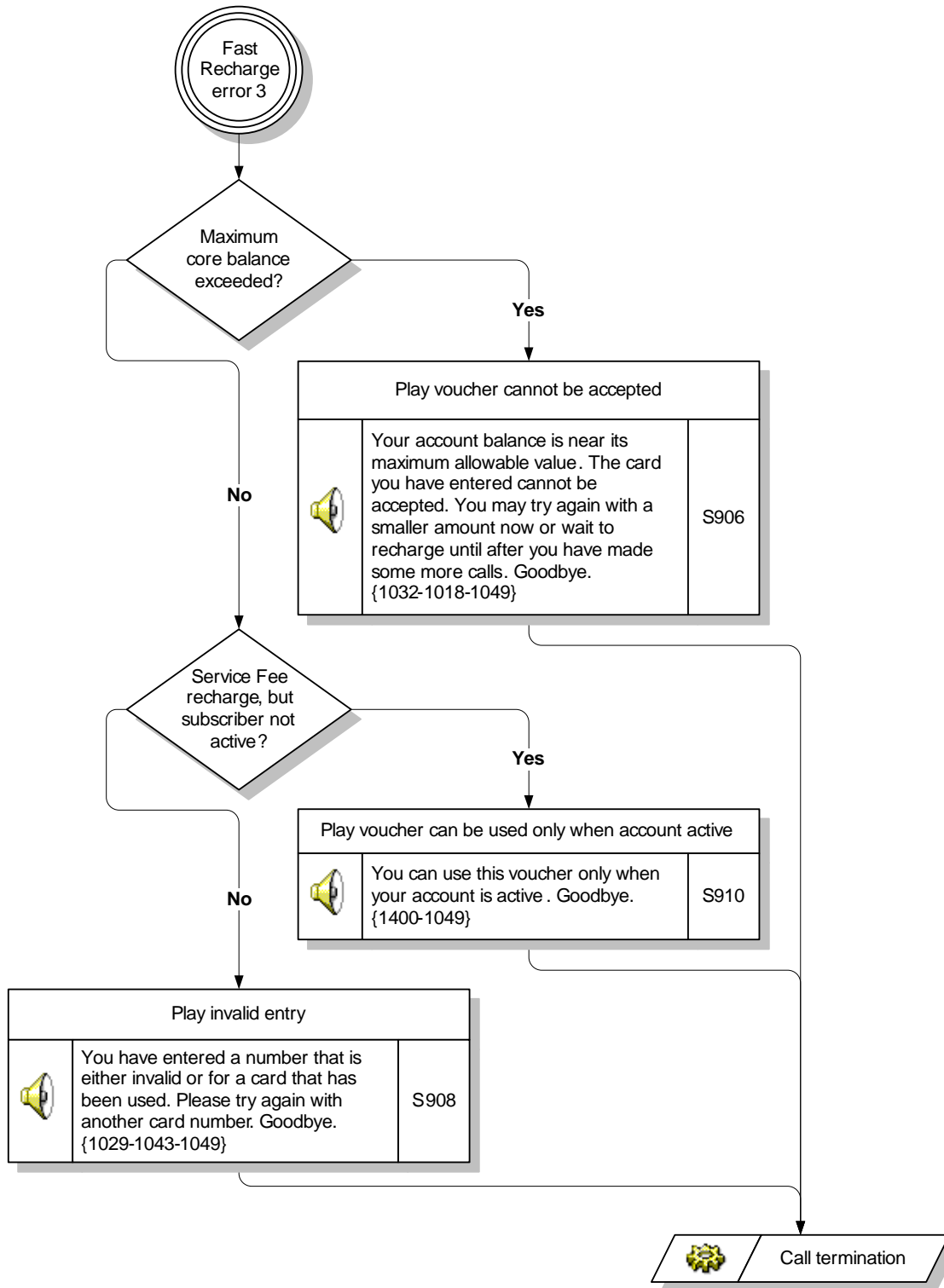
Fast Recharge error 2

Rev. 00.00
Date 05/12/08



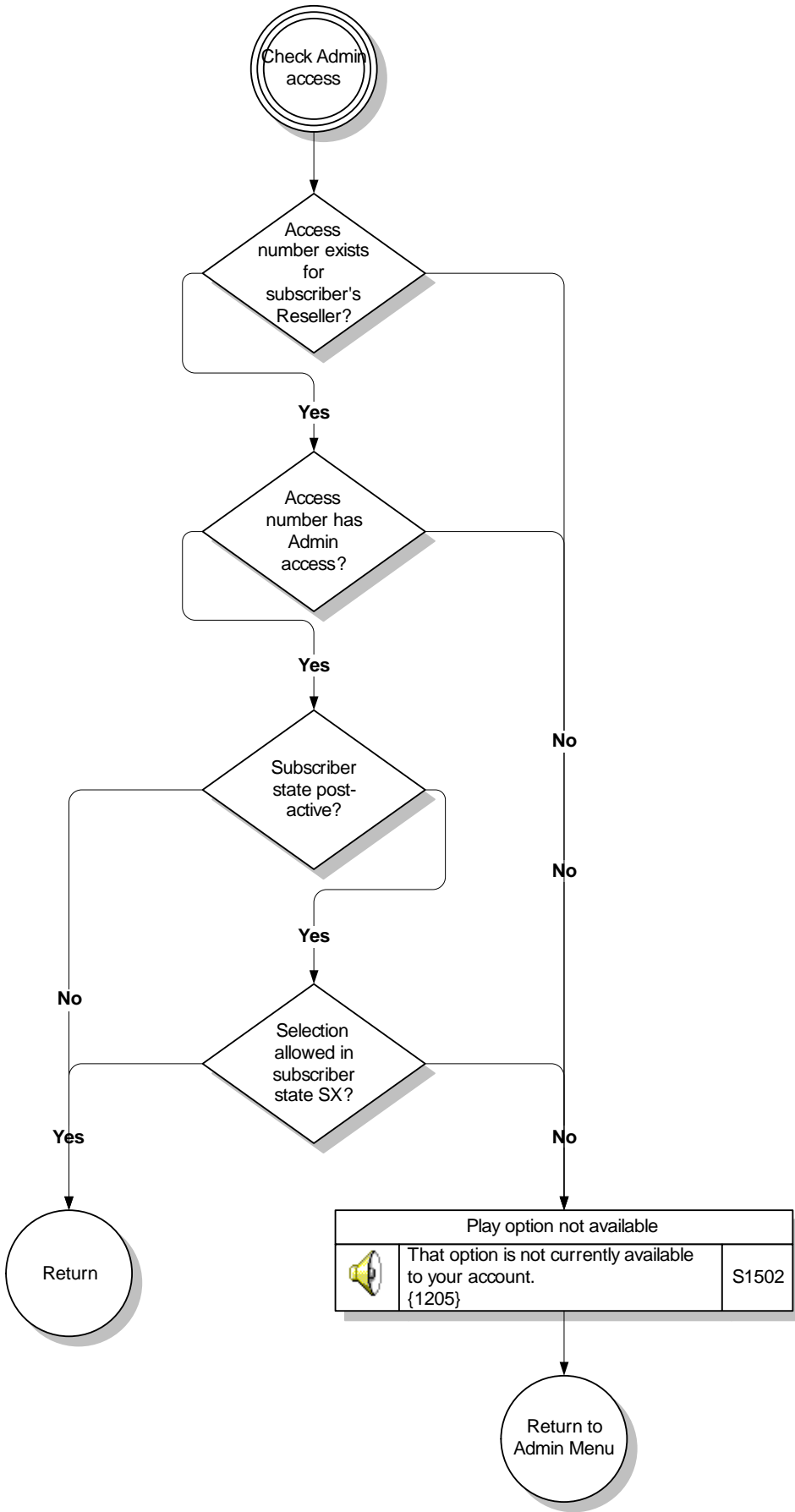
Fast Recharge error 3

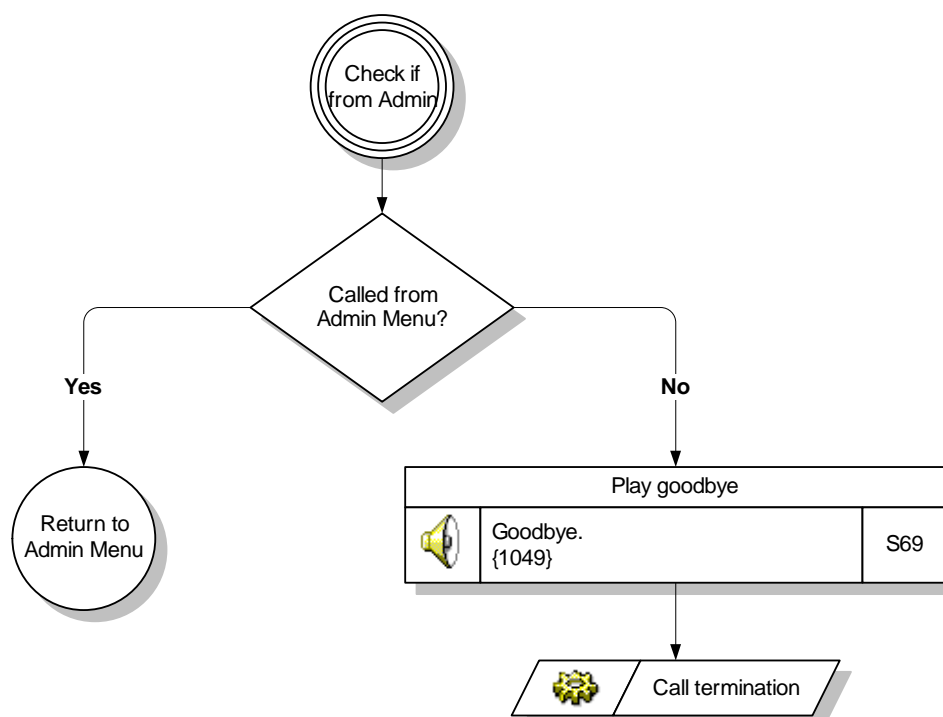
Rev. 00.00
Date 05/12/08

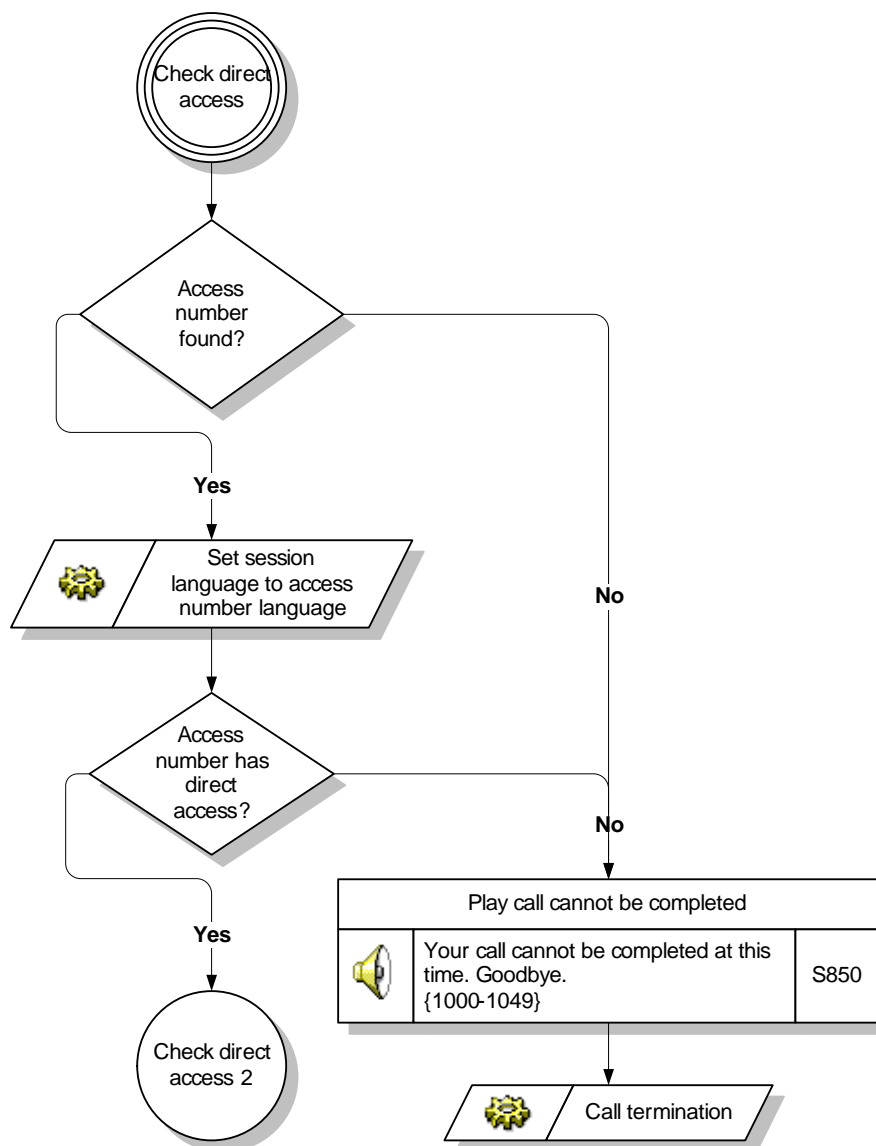


Check Admin access

Rev. 00.00
Date 29/05/07

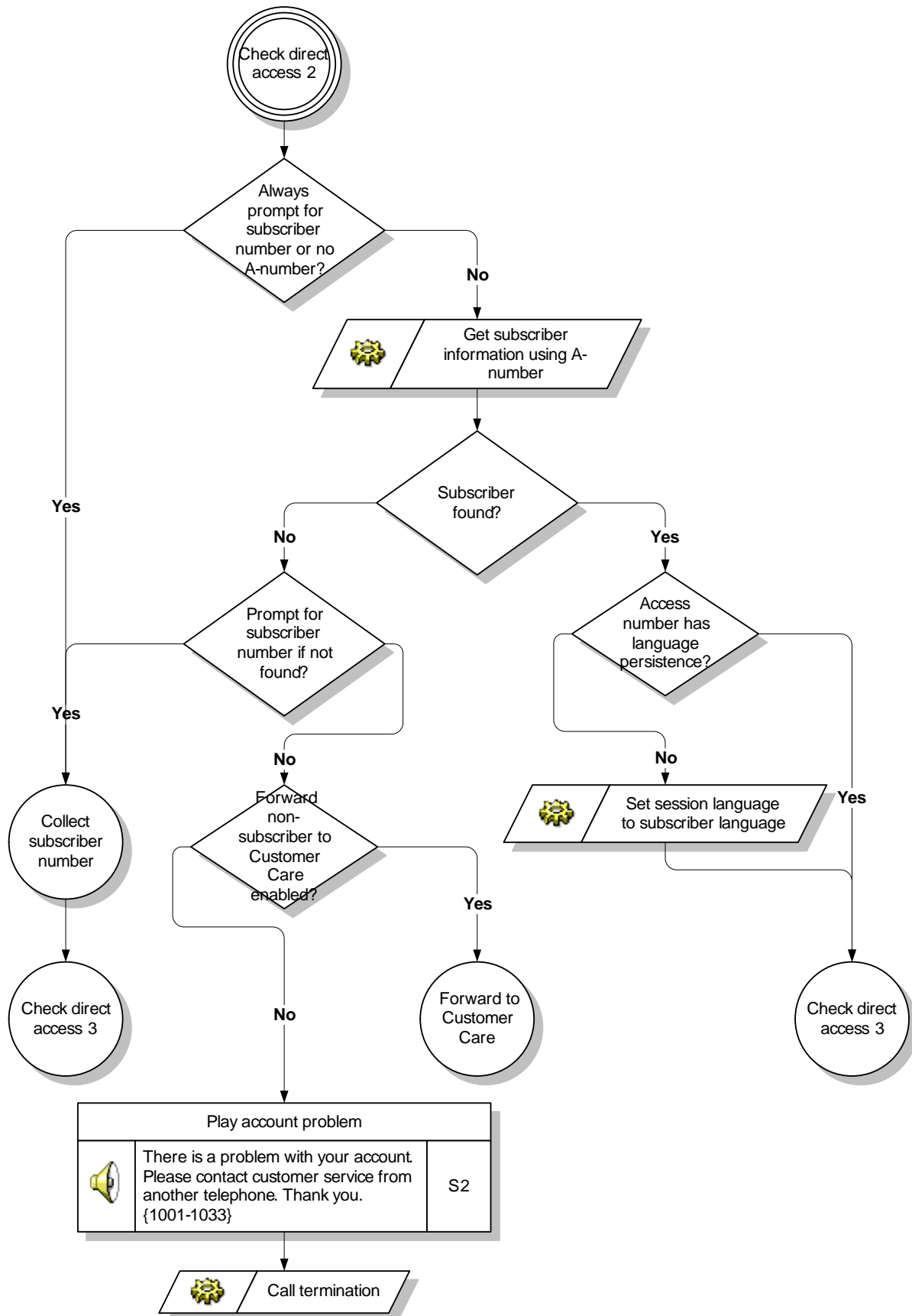


Check if from AdminRev. 00.00
Date 28/06/07

Check direct accessRev. 00.00
Date 25/07/08

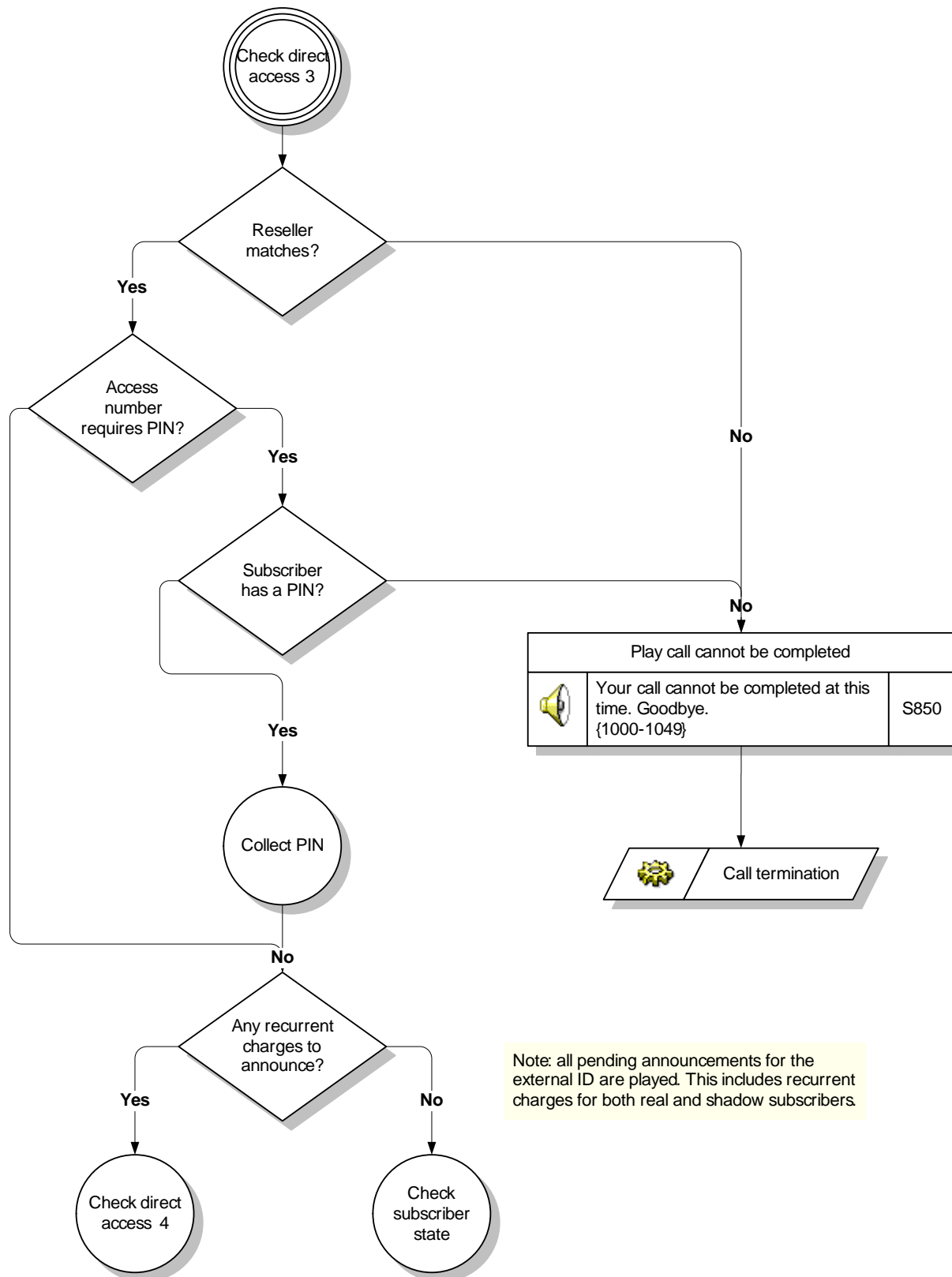
Check direct access 2

Rev. 00.00
Date 25/06/07



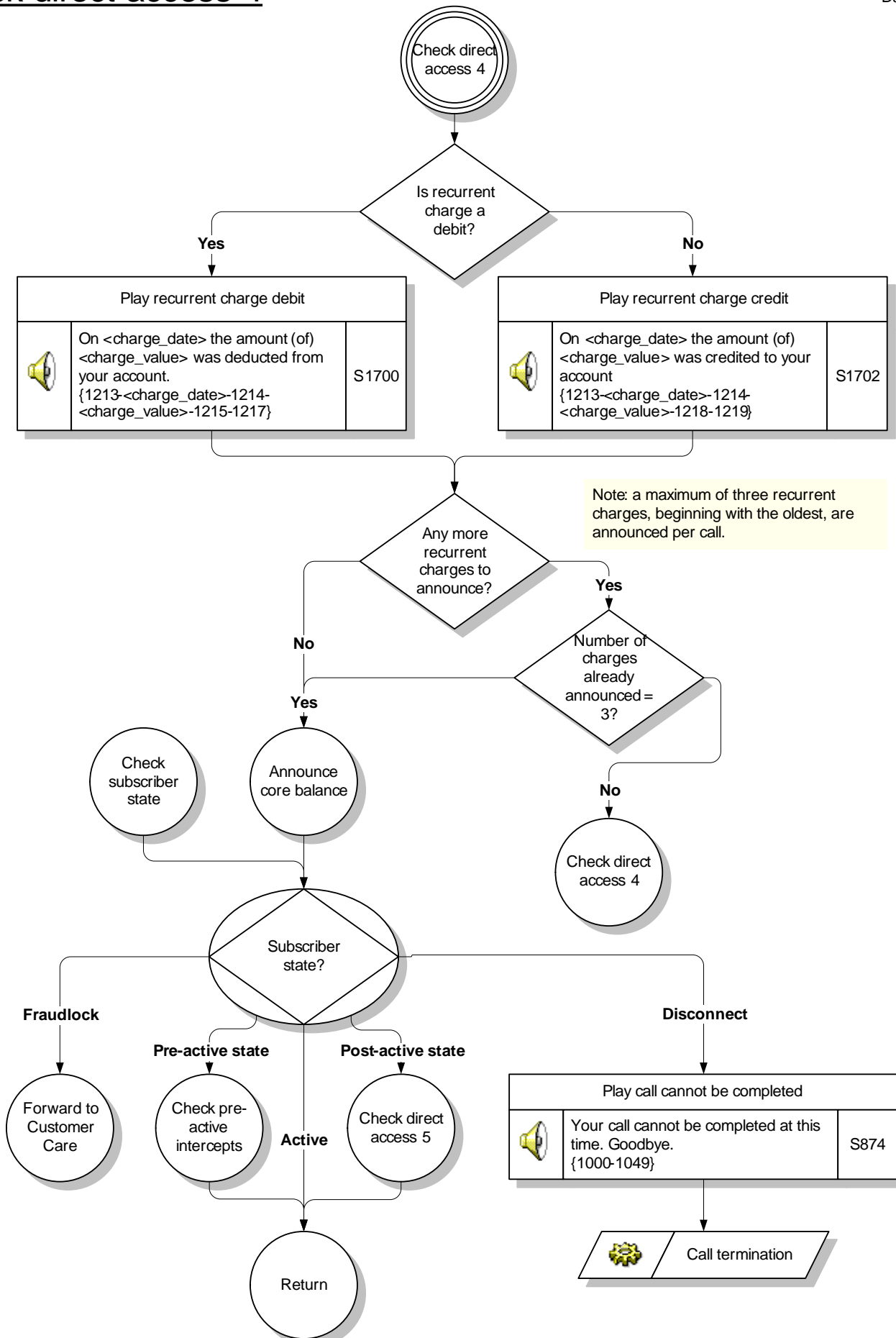
Check direct access 3

Rev. 00.00
Date 25/06/07

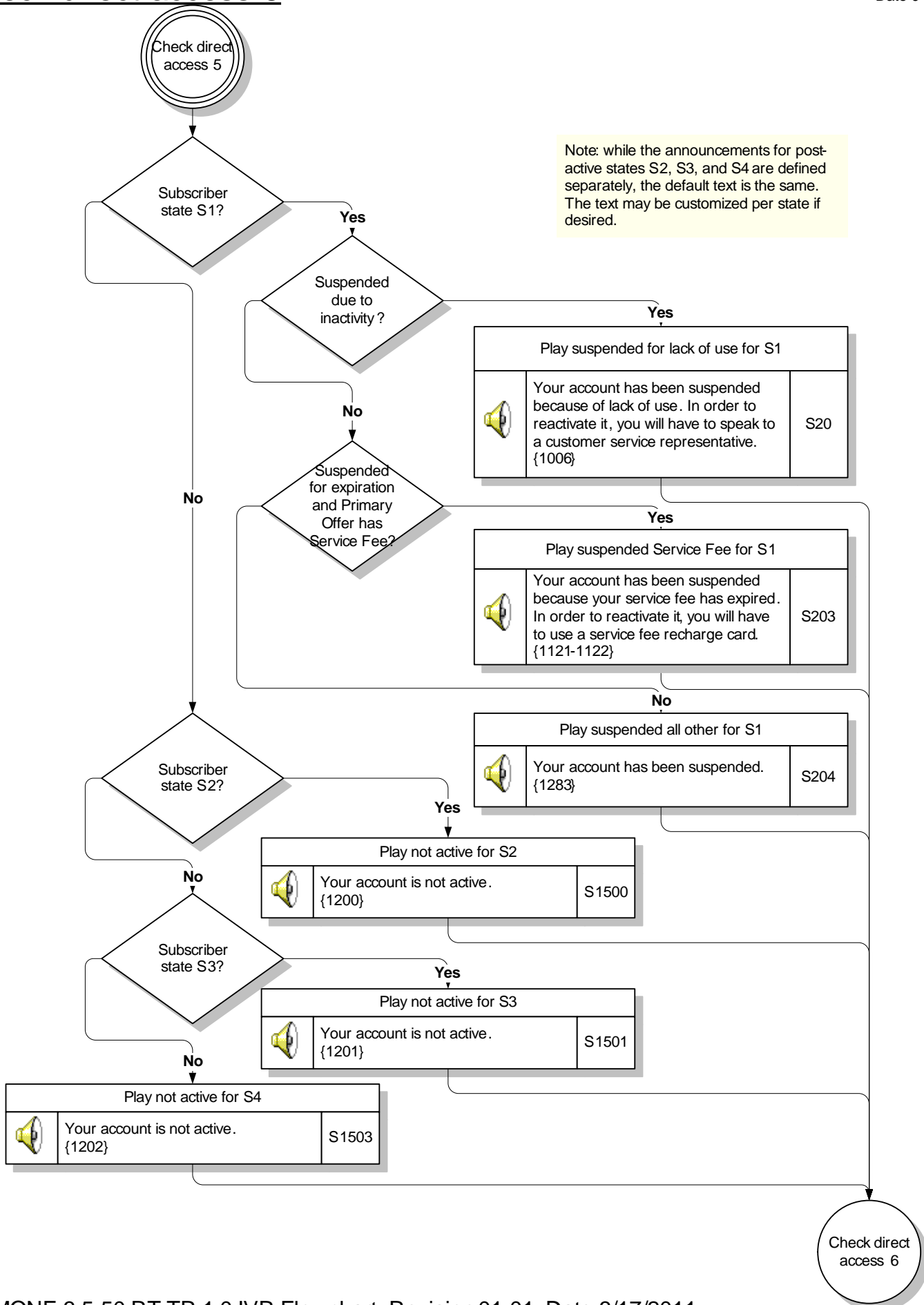


Check direct access 4

Rev. 00.00
Date 06/11/08

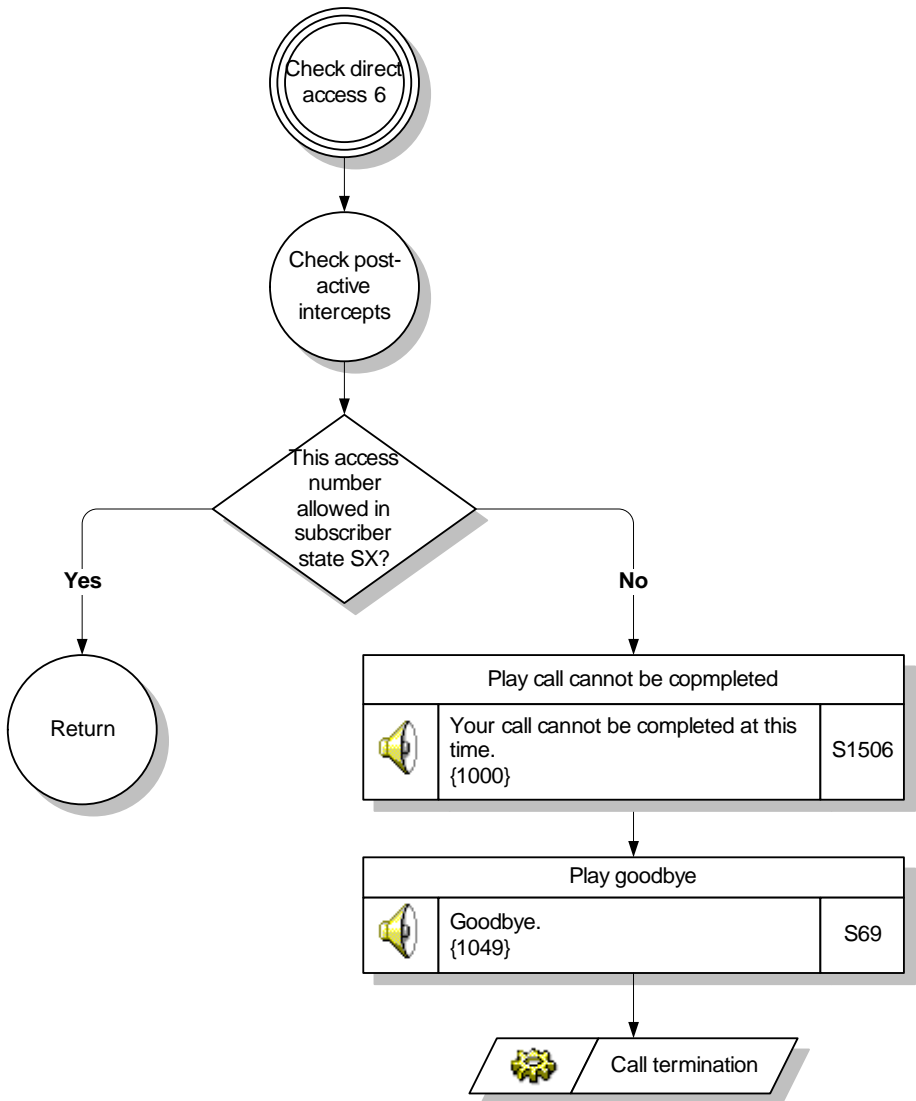


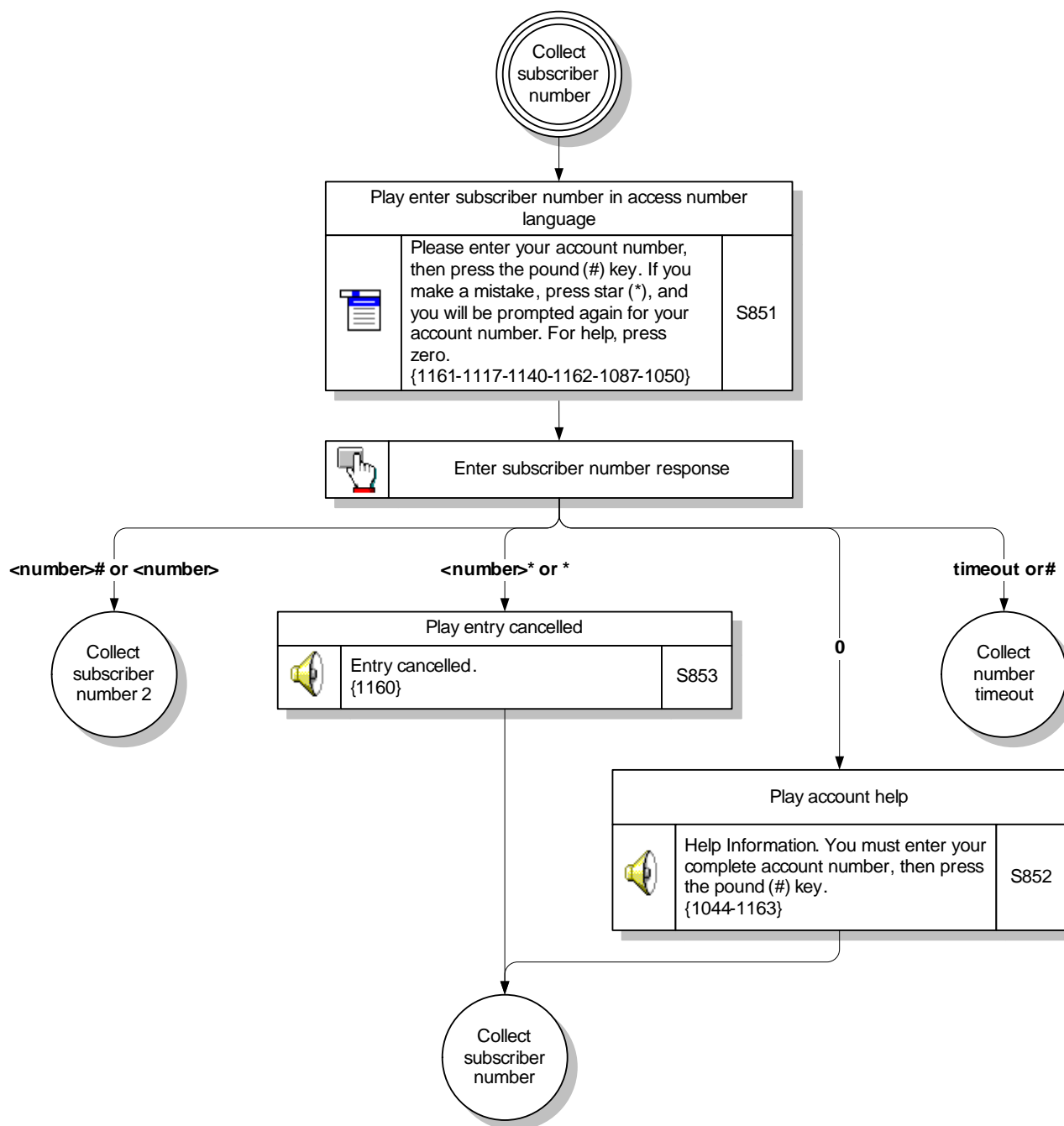
Check direct access 5



Check direct access 6

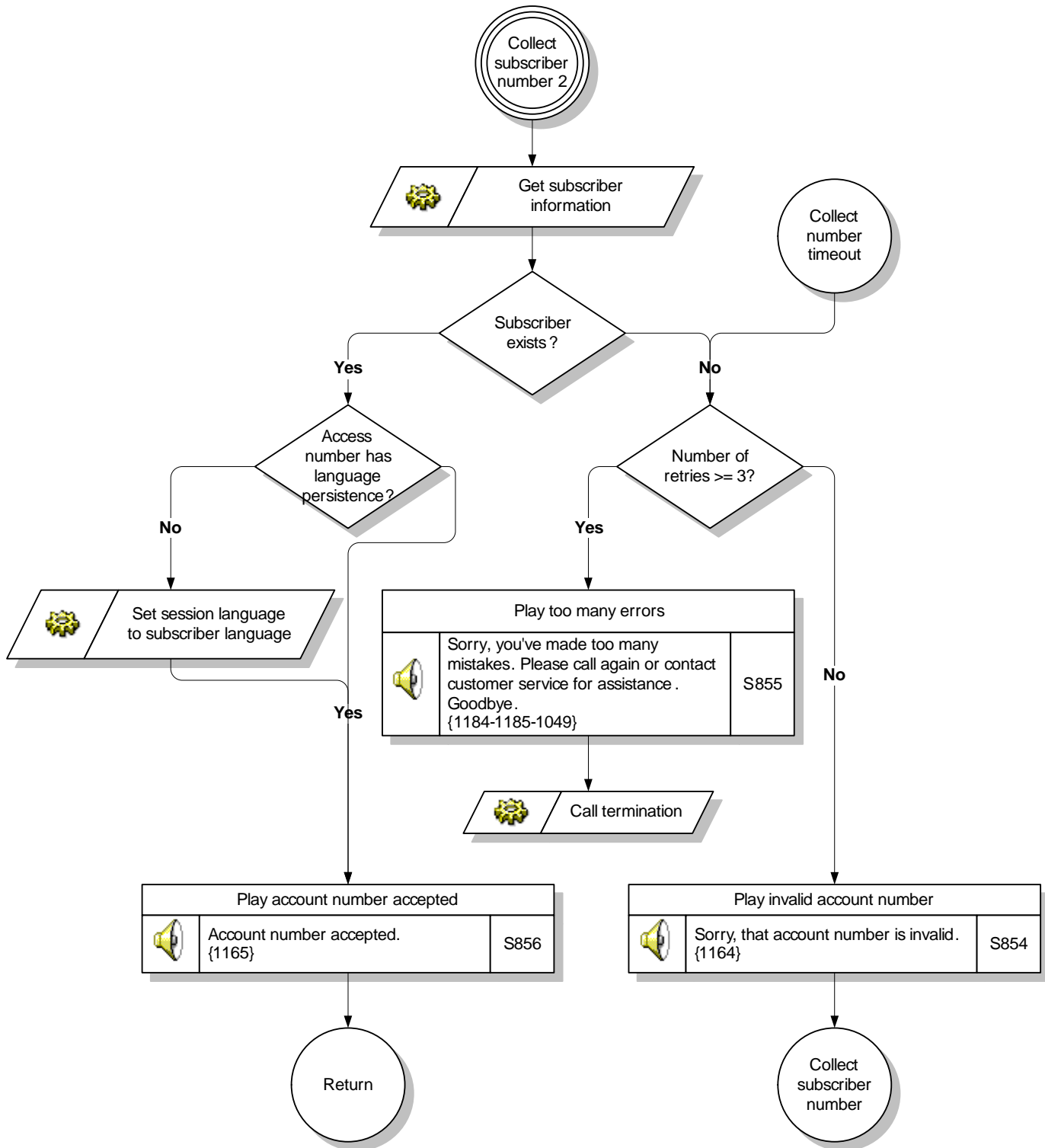
Rev. 00.00
Date 04/12/07

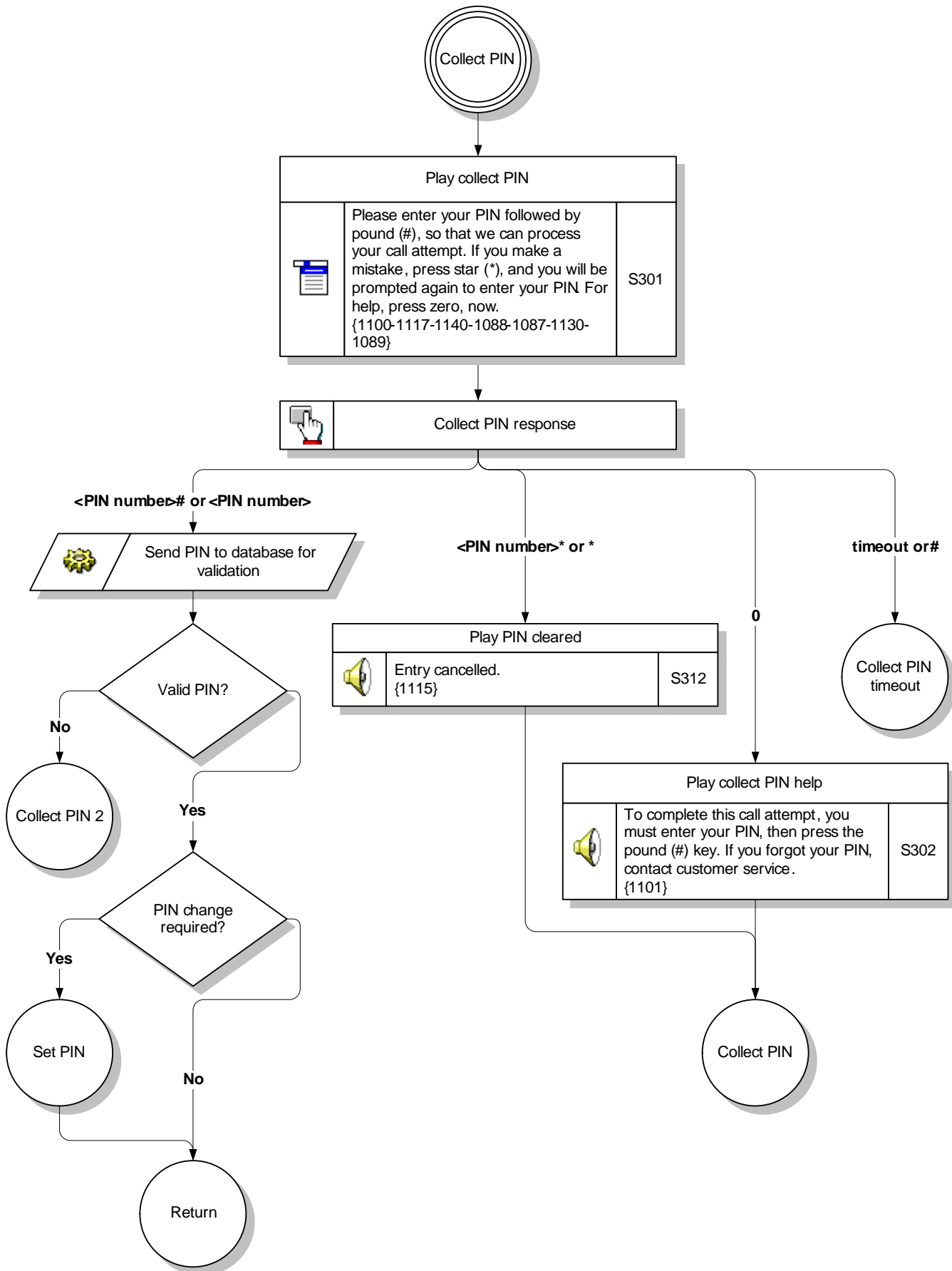


Collect subscriber numberRev. 00.00
Date 29/05/07

Collect subscriber number 2

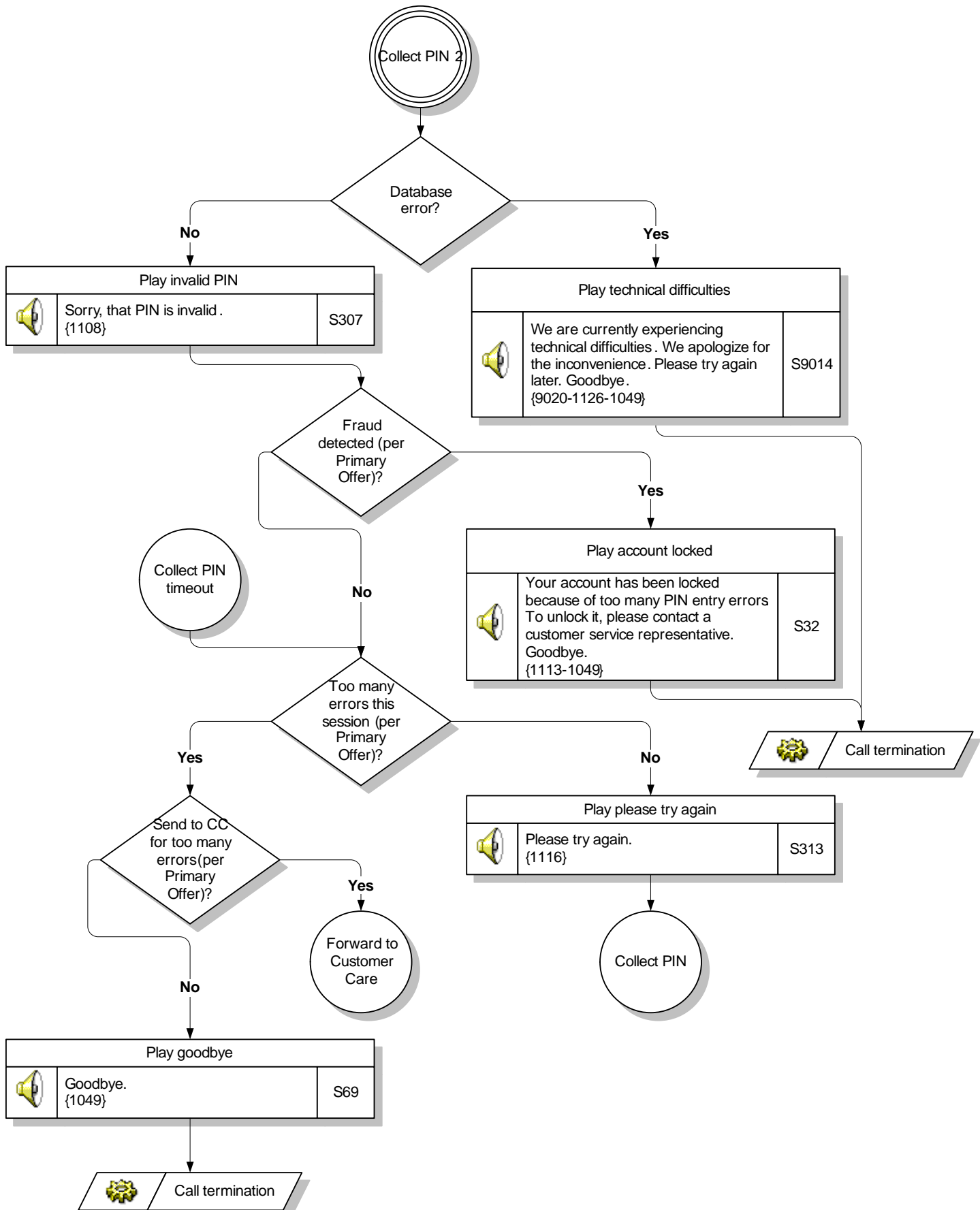
Rev. 00.00
Date 21/06/07

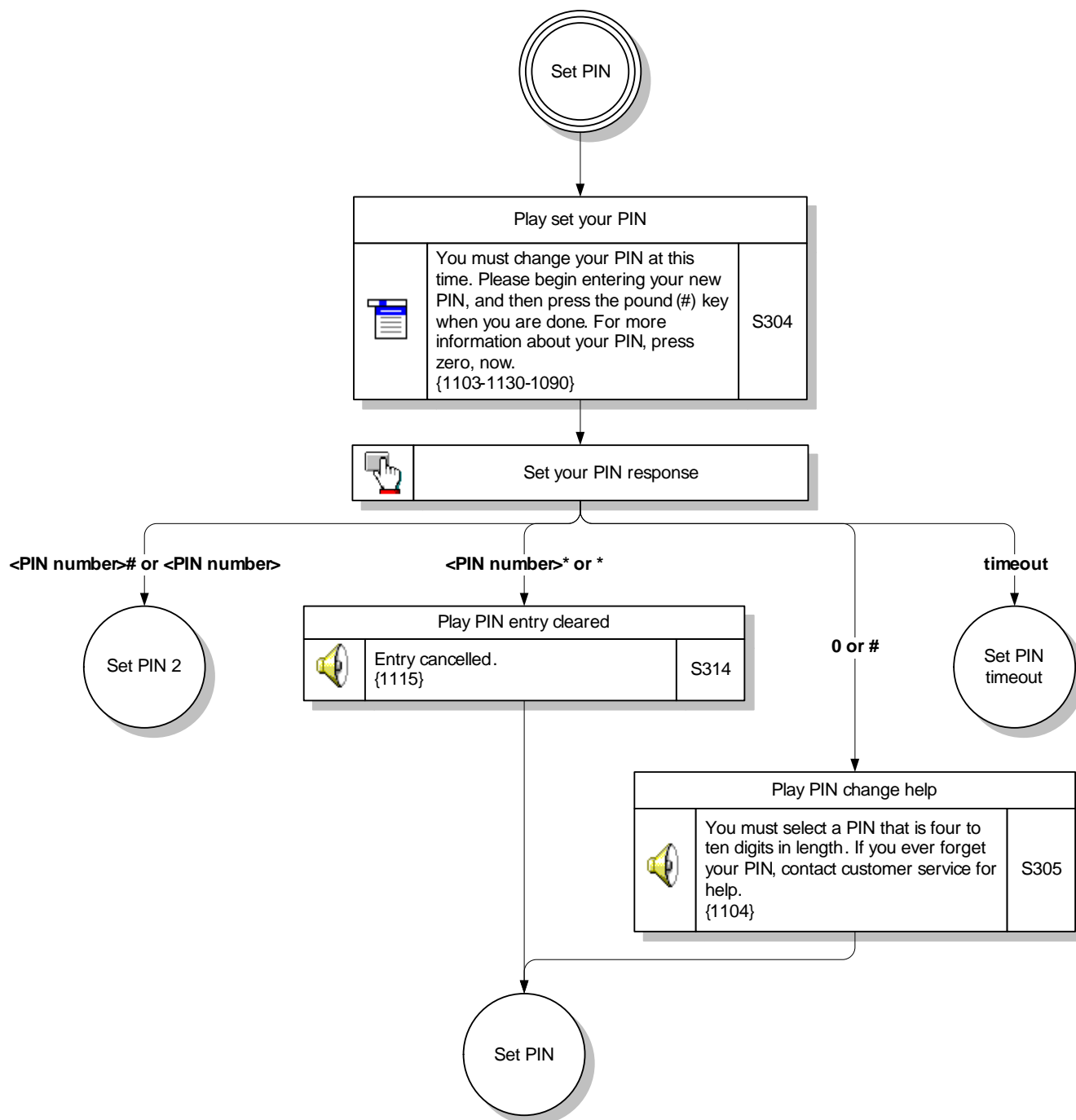


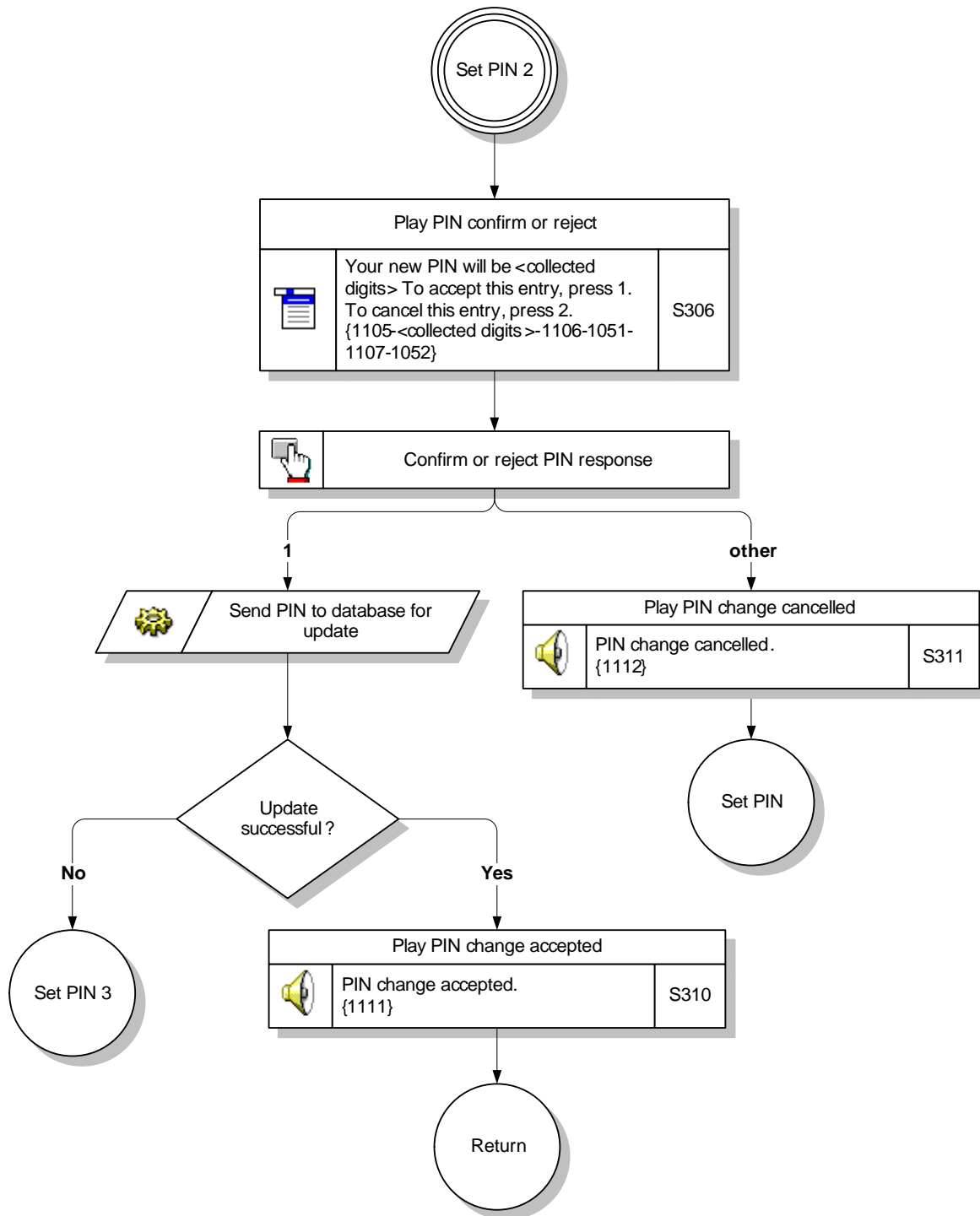
Collect PINRev. 00.00
Date 11/06/07

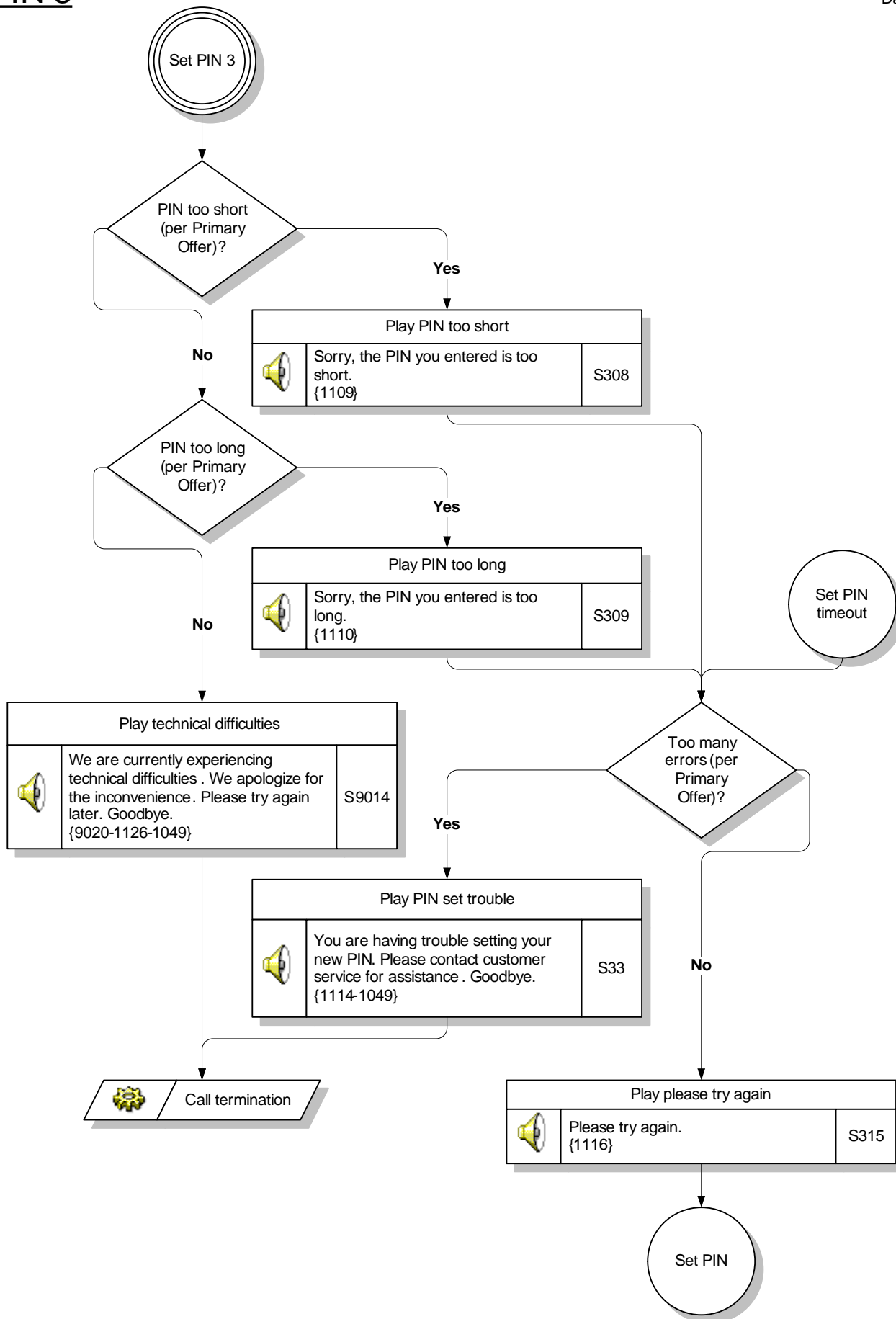
Collect PIN 2

Rev. 00.00
Date 11/06/07

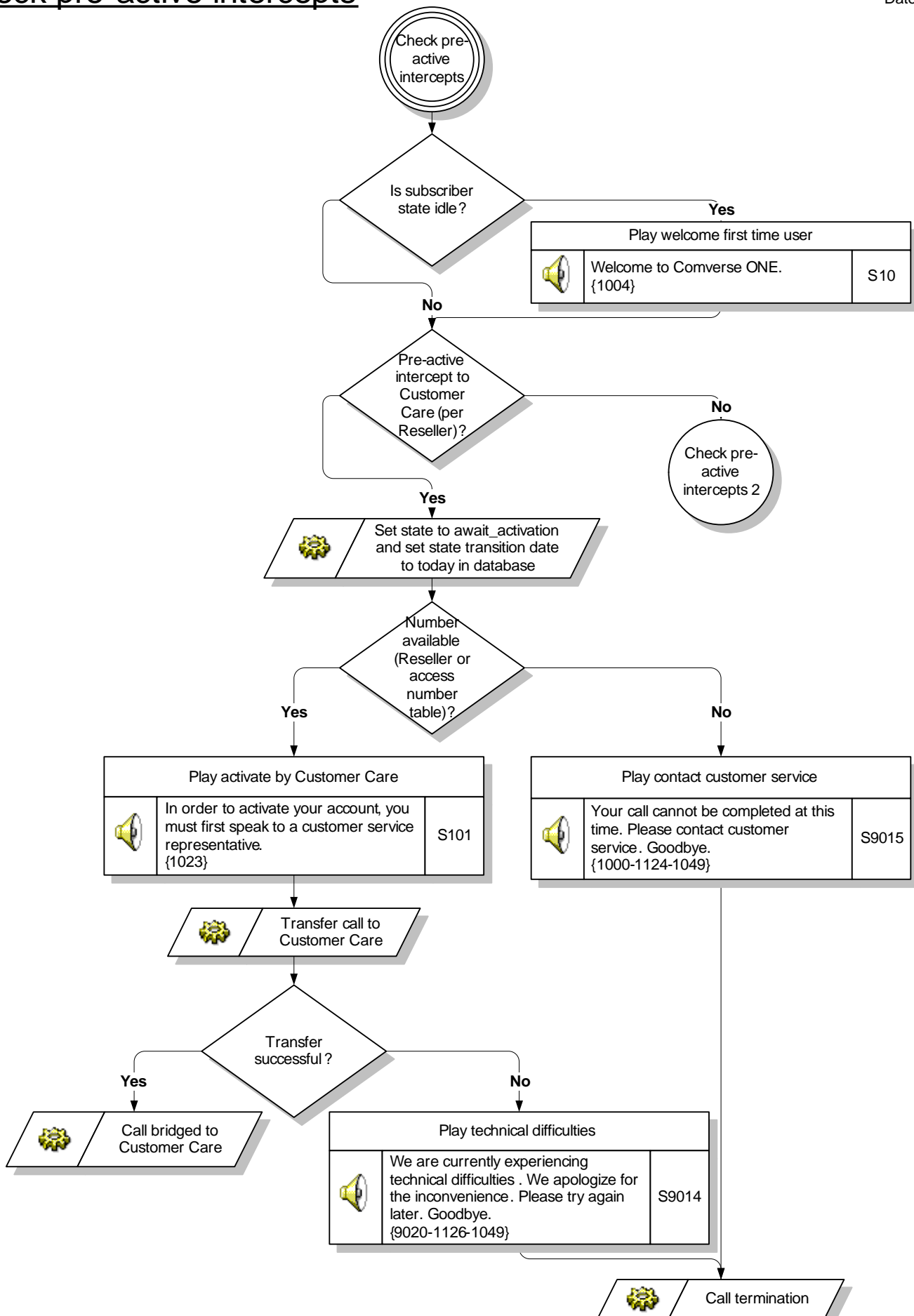




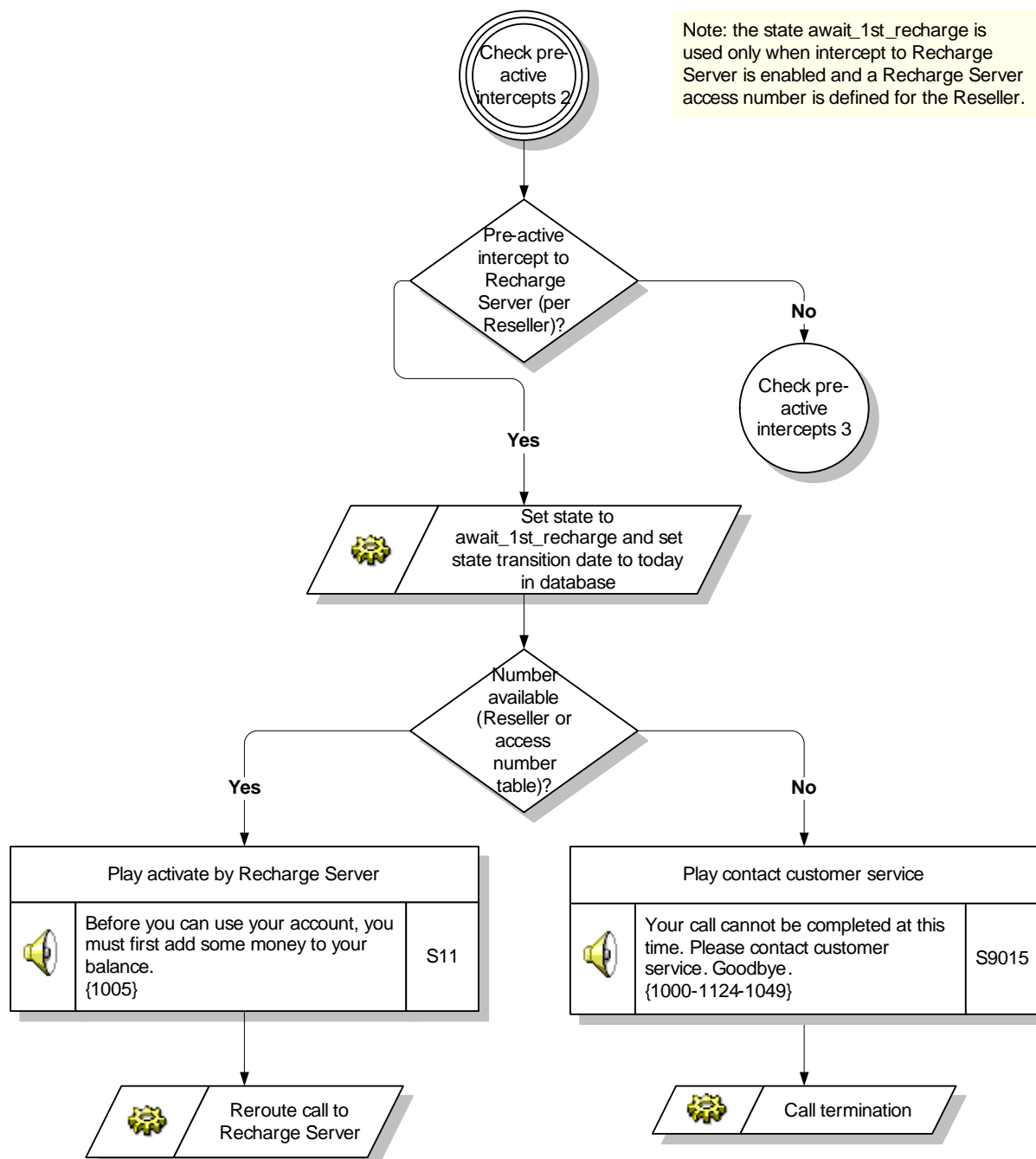




Check pre-active intercepts

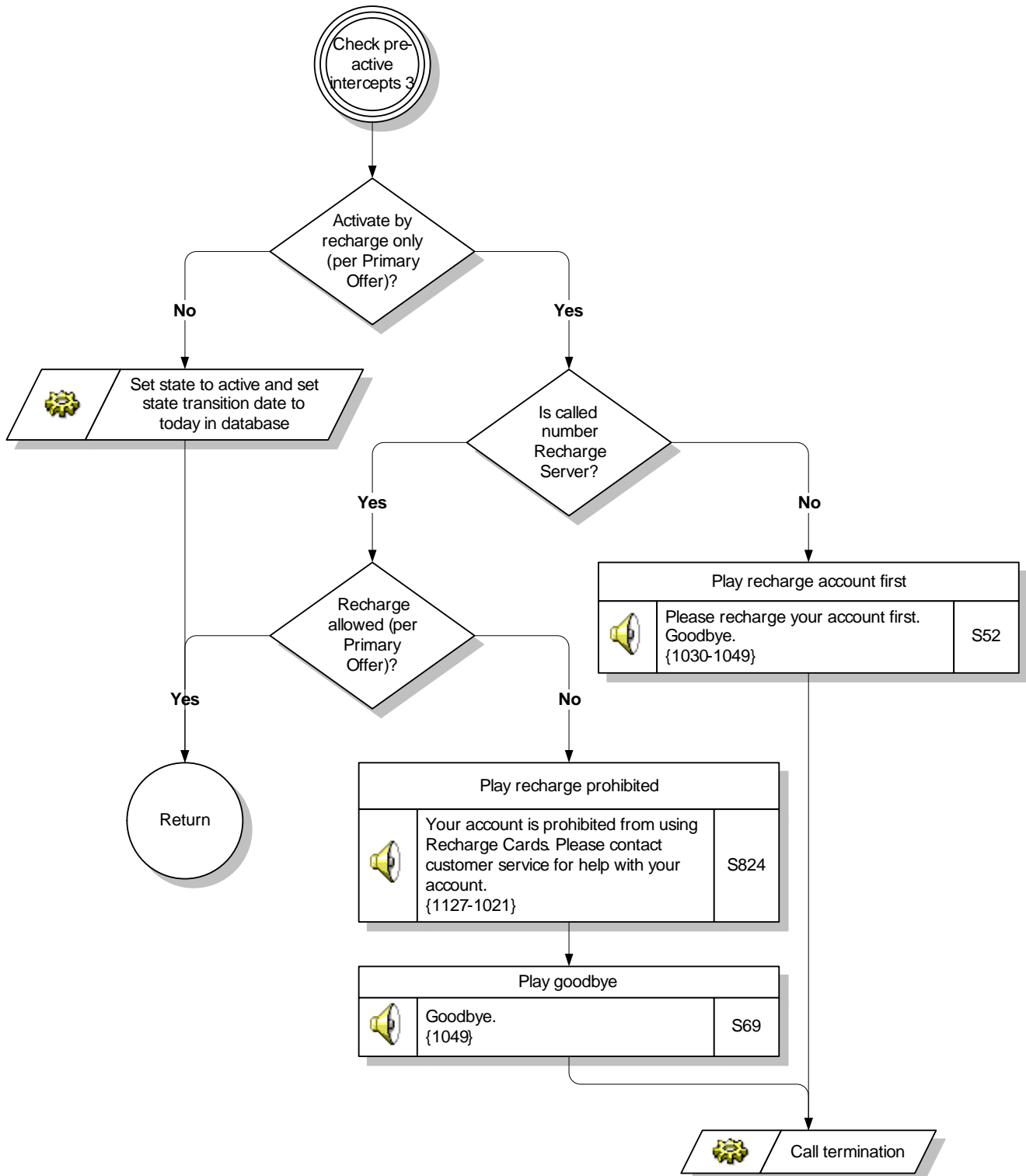
Rev. 00.00
Date 13/06/07

Check pre-active intercepts 2

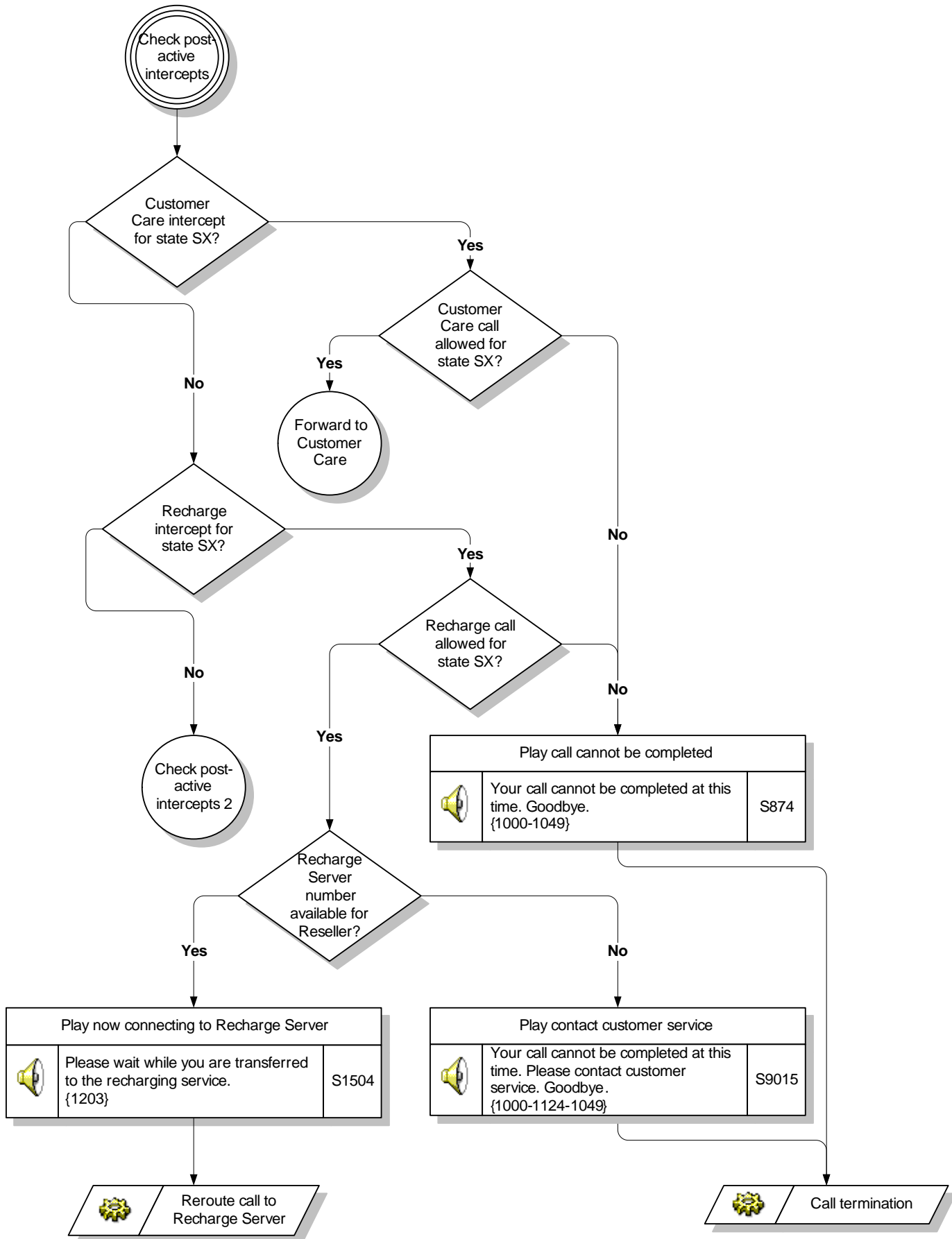
Rev. 00.00
Date 13/06/07

Check pre-active intercepts 3

Rev. 00.00
Date 11/07/07

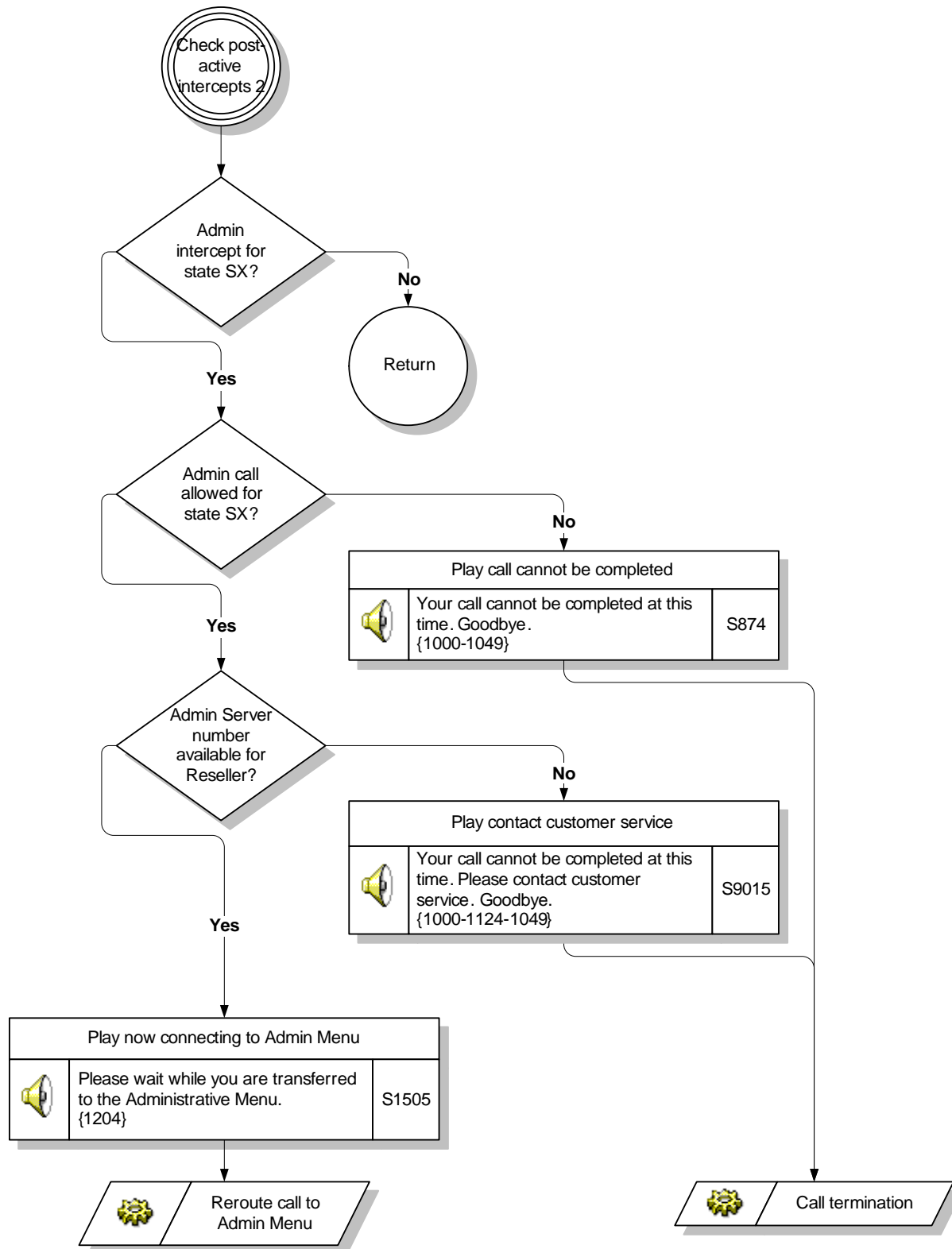


Check post-active intercepts



Check post-active intercepts 2

Rev. 00.00
Date 25/06/07



User in trouble

Rev. 00.00
Date 17/05/07

