Altum IVR for Union Bank of India (Inbound IVR call flow)

Document No   : TD1301082
Version   : 1.3
Date   : 07 October 2014
Persons Responsible : Mr.Sugumar and Ms.Revathi and Mr.Dhandayuthabani .

Union Bank of India – inbound IVR Call Flow

Welcome Message

Default Language English

1 Hindi
2 English
3 Region Languages

1 Marathi
2 Gujarati
3 Malayalam
4 Tamil
5 Telugu
6 Kannada
7 Bengali

1 Banking Services

2 **3** Internet Banking Services

4

5 For Credit card Service

6

7 PM Jan Dhan Yojana

9

A

Debit Card Services

Mobile & SMS Banking services

Aadhar No Registration

To speak to CSE

B

C

Call Transfer to Agent

Anywhere in IVR
Press * - To exit

A Solution From bk SYSTEMS

A

1 Account Related information

D

2 Phone Banking PIN Generation

BP

3 Generation of Transaction PIN

TP

4 To know about Banks Product Services

Call Transfer to Agent

B

1 Report Loss of Debit Card

Call Transfer to Agent

2 Card Hot Listing On IVR

HT

3 To Complaint the Failed Transactions

Call Transfer to Agent

4 Duplicate Debit Card PIN Generation

DP

```mermaid
D

  ┌─────────────────────┴─────────────────────┐
  1                                            2

If you know your account                  If you know your debit card
Number - Press 1                          Number – Press 2

Please dial your 15 digit                 Please dial your 16 digit
Account number                            Debit  Card number

              Please dial 4 digit
              phone Banking PIN

              Access              No ──────────► A
              validated
                                          Account info
              Yes

      ┌───────────┴───────────┐
For Account              For fund transfer
information              Between own
                         Accounts

     AI                       FD
```

AI

1   2   3   4   5

For Balance | Last 5 Transaction | For account Statement | Cheque related Information | For accessing Another account

Play Current Balance

Play Last N Transaction

Play the list of Accounts for selection

AI

Start Date

Date format
ddmmyyyy

End Date

Access validated — No

Yes

1   2   3

To receive a statement By fax on another number | *To receive a statement By fax on another number* | *To receive statement By post*

Your account statement from <date> to <date> will be emailed to you shortly <fax no>

Please dial your fax no With Std code

Call Transfer to Agent

The fax number
you have dialled <fax no.>
Your account statement from <date> to <date> will be faxed to you shortly at the fax number
<fax no.> To <?>

CS

CS

1

For cheque enquiry

Please dial your cheque Number

Check Status

Cheque bearing <number> is
Paid
Unused
Returned
Not yet presented
Not issued to you
Stopped
Destroyed
Cautioned
Sent to user , but not acknowledged

2

For cheque Book request

Call Transfer to Agent

3

For stop Payment request

Please dial your cheque Number

Confirmation Cheque no

No

yes

Acknowledgement (Transaction reference no.)

Stop payement for cheque Number < > has been registered

Sorry. Stop payment on cheque number < >could not be completed .
Sorry, the cheque number < > is an invalid
Sorry. The cheque number < > does not belong to your account .
Sorry,Unable to issue stop payement on cheque number. < >.
Sorry we are unable to register your request.Sorry the Cheque has been already proceed.Contact your branch

```
                          ┌────────┐
                          │   FD   │
                          └───┬────┘
                              │
                              ▼
                 ╱─────────────────────────╲
                ╱  Please enter your 4 digit ╲
                ╲    Transaction PIN          ╱
                 ╲─────────────────────────╱
                              │
                              ▼
                 ┌─────────────────────────┐
                 │  Source account selection │
                 └─────────────────────────┘
                              │
                              ▼
                 ┌─────────────────────────┐
                 │ Destination account selection │
                 └─────────────────────────┘
                              │
                              ▼
                 ╱─────────────────────────╲
                ╲        Dial amount         ╱
                 ╲─────────────────────────╱
                              │
                              ▼
                          ◇─────────◇
                         ╱           ╲      No      ┌─────┐
                        ◇ Confirmation ◇──────────▶ │  A  │
                         ╲           ╱              └─────┘
                          ◇─────────◇
                              │ yes
                              ▼
                 ┌─────────────────────────┐         Transaction
                 │  Transaction completed   │────────▶ reference
                 └─────────────────────────┘           no.
```

BP

1

To generate New Phone banking PIN

1

If you know your number

2

If you know your Debit card number

Account number/debit card number Authentication

Access validated — No

Yes

Please enter 4 digit number. this would be Your phone banking PIN

Please re-enter the 4 digit new phone banking PIN for confirmation

Call Transfer to Agent

2

To change the Existing Phone banking PIN

1

If you know your number

2

If you know your Debit card number

Account number/debit card number Authentication

Please dial your 4 digit existing phone Banking PIN

Access validated — No

Yes

Please dial your 4 digit New PIN

Please re-dial your 4 digit New PIN for confirmation

Your new PIN has been registered

A Solution From bk SYSTEMS

TP

1

To generate new Transaction PIN

1 If you know your number

2 If you know your Debit card number

Account number/debit card number Authentication

Access validated — **No**

Yes

Please enter 4 digit number. this would be Your transaction PIN

Please re-enter the 4 digit new transaction PIN for confirmation

Call Transfer to Agent

Please hold on,your call is being Transferred to phone banking officer

2

To change the existing Transaction PIN

1 If you know your number

2 If you know your Debit card number

Account number/debit card number Authentication

Please dial your 4 digit existing transaction PIN

Access validated — **No**

Please dial your 4 digit New PIN

Please re-dial your 4 digit New PIN for confirmation

Your new PIN has been registered

DP

1

2

Step 1 to register
for tracker id

Step 2 To confirm tracker id
& To generate duplicate pin

Please ensure that you call from your
registered mobile number.

This is a 2 step process.

Step 1 is to register for tracker id

Step 2 is to confirm tracker id & to
generate duplicate pin

H

I

H

Please enter your 15 digit
Account number

Please enter your date of birth in DDMMYY format for example, if your date of birth is 15 May, 1991, then 15051991

Please enter your
date of birth

Please enter your ATM or
Debit card number

Please enter the expiry date of your card in MMYY format for example your card expires on August 2013, then 0813

Please enter the expiry date
Of your ATM card

Access
validated

No

H

Yes

Generate 8 digit
Tracker ID

Send SMS

I

Please enter your
ATM or Debit card No

Please enter your 8
digit tracker ID

Access
validated

No

Yes

Please enter your 3
digit CVV no of
Your ATM or debit card

Please enter tour 4
digit ATM or debit
Card PIN.

Please enter your new 4 digit
ATM or debit card PIN for
confirmation

Access
validated

No

Yes

Your new ATM or debit
card PINHas been
updated Successfully

```
                            ( C )
                              │
                              ▼
                 ┌──────────────────────────┐
                 │  Please dial your 15 digit │
                 │     Account number         │
                 └──────────────────────────┘
                              │
                              ▼
                 ┌──────────────────────────┐
                 │  Please dial your 12 digit │
                 │     Aadhar number          │
                 └──────────────────────────┘
                              │
              ┌───────────────┴───────────────┐
              ▼                               ▼
      ┌───────────────┐              ┌───────────────┐
      │  Press 1 to   │              │  Press 2 to   │
      │   confirm     │              │    redial     │
      └───────────────┘              └───────────────┘
              │                               │
              ▼                               │
        No  ◇ Access ◇ ◄────────────────────┘
  ( C ) ◄─────  validated
              ◇
              │ Yes
              ▼
       ┌──────────────────┐
       │  Aadhar number   │
       │   Has been       │
       │   updated.       │
       └──────────────────┘
```

```
                    ( HL )
                       |
                       v
         /‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾\
        <  Please dial your Debit >
         \   Card number        /
          \‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾/
                       |
                       v
         /‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾\
        <  Please dial your Debit Card >
         \   PIN               /
          \‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾‾/
                       |
                       v
                  No  /‾‾‾\
      ( HL ) <——————< Access >
                     \ validated /
                      \‾‾‾/
                        |
                       Yes
                        |
                        v
         ┌─────────────────────────┐
         │   Send Request to ATM    │
         │ Switch for Card Hot Listing │
         └─────────────────────────┘
```