

Wodaabe BCP Flowchart

Level 1

Caller gives a missed call to a given number say +91 9123456780.

Level 2

On missed call, platform makes an outbound call by reading caller ID.

Once caller picks up the call, level 3 is played.

Level 3

Level 3 audio:

"Welcome, During the exercise you will be asked to make choices by using 3 buttons on your telephone: the buttons are number 1, number 3, and number 0. Please press 1 to confirm that you are listening."

Once audio is completed, if caller presses

1 : Caller is taken to training level 1.

Conditions:

Invalid Input: Apart from 1 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide a valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 3 seconds of time to the caller to provide an input. If caller doesn't provide any input within 3 seconds, caller should hear a prompt saying

"Something does not seem to work with the buttons, please try again"

then level 3 audio is replayed. After 3 repetition if caller doesn't provide any input, caller is taken to "Closing message"

Training Level 1

Training level 1 audio:

"Thank you for pressing 1, now please press 3"

Once audio is completed, if caller presses

3 : Caller is taken to training level 2.

Conditions:

Invalid Input: Apart from 3 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 3 seconds of time to the caller to provide an input. If caller doesn't provide any input within 3 seconds, caller should hear a prompt saying

"Something does not seem to work with the buttons, please try again"

then training level 1 audio is replayed. After 3 repetition if caller doesn't provide any input, caller is taken to "Closing message"

Training Level 2

Training level 2 audio:

"Thank you for pressing 3, now please press 0"

Once audio is completed, if caller presses

0 : Caller is taken to training_end.

Conditions:

Invalid Input: Apart from 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then then current audio is replayed.

Time Out: Once audio is completed, platform must provide 3 seconds of time to the caller to provide an input. If caller doesn't provide any input within 3 seconds, caller should hear a prompt saying

"Something does not seem to work with the buttons, please try again"

then training level 2 audio is replayed. After 3 repetition if caller doesn't provide any input, caller is taken to "Closing message"

Training_end

Training_end audio:

"Thank you for pressing 0, all the buttons seems to work well, now please press 1 to listen to more information on this consultation."

Once audio is completed, if caller presses

1 : Caller is taken to level 4.

0 : Training_end audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then training_end audio is replayed.

Closing message

Closing message audio:

"We seem to have a problem' Please try again with better connection or with a different phone. Thank you"

Once audio is completed, call is terminated automatically.

Note: Caller is taken to closing message only when caller is failed to provide input in training levels after 3 repetition.

Level 4

Level 4 audio:

"Thank you for pressing 1. You are at level 4, press 1 to go to level 4.1."

Once audio is completed, if caller presses

1 : Caller is taken to level 4.1.

0 : Level 4 audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying
" Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 4 audio is replayed.

Level 4.1

Level 4.1 audio:

"Thank you for pressing 1. You are at level 4.1. Press 0 to hear this again or press 1 to continue."

Once audio is completed, if caller presses

1 : Caller is taken to level 5.

0 : Caller is taken to level 4 (If caller wish to listen to level 4 audio again).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying
"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 4.1 audio is replayed.

Level 5

Level 5 audio:

"Thank you for pressing 1. You are at level 5. Press 1 to reach level 6"

Once audio is completed, if caller presses

1 : Caller is taken to level 6.

0 : Level 5 audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 5 audio is replayed.

Level 6

Level 6 audio:

"Thank you for pressing 1. You have reached level 6. Press 1 for level 6.1."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.1.

0 : Level 6 audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 6 audio is replayed.

Level 6.1

Level 6.1 audio:

"Thank you for pressing 1. You are at level 6.1. Press 1 or press 3 to reach level 6.2."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.2.

3 : Caller is taken to level 6.2

0 : Level 6.1 audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 6.1 audio is replayed.

Level 6.2

Level 6.2 audio:

"Thank you for providing an input. You are at level 6.2. Press 1 or press 3 to reach level 6.3."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.3.

3 : Caller is taken to level 6.3

0 : Level 6.2 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

“Sorry you have provided an invalid input, please provide an valid input.”
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

“Please provide an input”
then level 6.2 audio is replayed.

Level 6.3

Level 6.3 audio:

“Thank you for providing an input. You are at level 6.3 please press 1 if you belong to group A or press 3 if you belong to group B.”

Once audio is completed, if caller presses

1 : Caller is taken to group A.

3 : Caller is taken to group B.

0 : Level 6.3 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

“Sorry you have provided an invalid input, please provide an valid input.”
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

“Please provide an input”
then level 6.3 audio is replayed.

Note: I'm mentioning only two groups(group A and group B since we are not aware of number of groups). Groups may also increase according to number of clans.

Group A

Group A audio:

"Thank you, now you are in group A. Press 1 to listen to group A clans."

Once audio is completed, if caller presses

1 : Caller is taken to clan 1.

0 : Group A audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

"You have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then group A audio is replayed.

Note: Right now each group has 5 clans. Number of clans may increase.

Clan 1

Clan 1 audio:

"Thank you for pressing 1. Press 1 if you belong to this clan or press 3 to listen to next clan name."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 2.

0 : Clan 1 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then clan 1 audio is replayed.

Clan 2

Clan 2 audio:

"You are hearing next clan name, press 1 if you belong to this clan or press 3 to listen to next clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 3.

0 : Clan 2 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then clan 2 audio is replayed.

Clan 3

Clan31 audio:

"You are hearing next clan name, press 1 if you belong to this clan or press 3 to listen to next clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 4.

0 : Clan 3 audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then clan 3 audio is replayed.

Clan 4

Clan 4 audio:

"You are hearing next clan name, press 1 if you belong to this clan or press 3 to listen to next clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 5.

0 : Clan 4 audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then clan 4 audio is replayed.

Clan 5

Clan 5 audio:

"You are hearing last clan from the list, press 1 if you belong to this clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

0 : Clan 5 audio is replayed (If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input, **caller is taken to level 6.3.1.**

Group B

Group B audio:

"Thank you for pressing 3. Now you are in Group B. Press 1 to listen to Group B clans."

Once audio is completed, if caller presses

1 : Caller is taken to clan 1.

0 : Group B audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying
"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then group B audio is replayed.

Note: Right now each group has 5 clans. Number of clans may increase.

Clan 1

Clan 1 audio:

"Thank you for pressing 1. Press 1 if you belong to this clan or press 3 to listen to next clan name."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 2.

0 : Clan 1 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then clan 1 audio is replayed.

Clan 2

Clan 2 audio:

"You are hearing next clan name, press 1 if you belong to this clan or press 3 to listen to next clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 3.

0 : Clan 2 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then clan 2 audio is replayed.

Clan 3

Clan31 audio:

"You are hearing next clan name, press 1 if you belong to this clan or press 3 to listen to next clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 4.

0 : Clan 3 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then clan 3 audio is replayed.

Clan 4

Clan 4 audio:

"You are hearing next clan name, press 1 if you belong to this clan or press 3 to listen to next clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

3 : Caller is taken to clan 5.

0 : Clan 4 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then clan 4 audio is replayed.

Clan 5

Clan 5 audio:

"You are hearing last clan from the list, press 1 if you belong to this clan."

Once audio is completed, if caller presses

1 : Caller is taken to level 6.4.

0 : Clan 5 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

"You have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 3 seconds of time to the caller to provide an input. If caller doesn't provide any input, **caller is taken to level 6.3.1.**

Level 6.3.1

Level 6.3.1 audio:

"Please provide an input. You are at level 6.3.1, press 0 to listen to the list again or press 3 if your clan is not listed."

Once audio is completed, if caller presses

0 : Caller is taken to clan 1(Caller is taken to clan1 depending upon the group selected).

3 : Caller is taken to level 6.4.

Conditions:

Invalid Input: Apart from 3 or 0 is pressed, caller should hear a prompt saying
"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying
"Please provide an input"
then level 6.3.1 audio is replayed.

Level 6.4

Level 6.4 audio:

"Thank you for pressing 1. You have reached level 6.4. Press 1 to go to level 7."

Once audio is completed, if caller presses

1 : Caller is taken to level 7.

0 : Level 6.4 audio is replayed(If caller wish to listen to the audio again before providing an input).

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then level 6.4 audio is replayed.

Level 7

Level 7 audio:

"Thank you for pressing 1. You are at level 7. Press 1 to go to level 8."

Once audio is completed, if caller presses

1 : Caller is taken to level 8.

0 : Caller is taken to level 6.4(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying
"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then level 7 audio is replayed.

Level 8

Level 8 audio:

"Thank you for pressing 1. You are at level 8. Press 1 to reach level 8.1."

Once audio is completed, if caller presses

1 : Caller is taken to level 8.1.

0 : Caller is taken to level 7(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying

“Sorry you have provided an invalid input, please provide an valid input.”
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

“Please provide an input”
then level 8 audio is replayed.

Level 8.1

Level 8.1 audio:

“Thank you for pressing 1. You are at level 8.1, press 1 or press 3 to reach level 8.2.”

Once audio is completed, if caller presses

1 : Caller is taken to level 8.2.

3 : Caller is taken to level 8.2.

0 : Caller is taken to level 8(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

“Sorry you have provided an invalid input, please provide an valid input.”
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

“Please provide an input”
then level 8.1 audio is replayed.

Level 8.2

Level 8.2 audio:

"Thank you for providing an input. You are at level 8.2, press 1 or press 3 to reach level 8.x."

Once audio is completed, if caller presses

1 : Caller is taken to level 8.x.

3 : Caller is taken to level 8.x.

0 : Caller is taken to level 8.1(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then level 8.2 audio is replayed.

Level 8.x

Level 8.x audio:

"Thank you for providing an input. You are at level 8.x, press 1 or press 3 to reach level 9."

Once audio is completed, if caller presses

1 : Caller is taken to level 9.

3 : Caller is taken to level 9.

0 : Caller is taken to level 8.2(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 8.x audio is replayed.

Level 9

Level 9 audio:

"Thank you for pressing 1. You are at level 9, press 1 to continue or press 3 to take a break."

Once audio is completed, if caller presses

1 : Caller is taken to level 10.

3 : Caller is taken to level 9.1.

0 : Caller is taken to level 8.x(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."

then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 9 audio is replayed.

Level 9.1

Level 9.1 audio:

"Call again to continue from here. We look forward to hear from you again! Thank you."

Once audio is completed, call is terminated automatically.

Resume Call:

Once caller completed half of the survey i.e., from level 3 to level 9 and opted for a break by pressing 3 at level 9, when caller with same caller ID provide miss call to +91 9123456780, he/she should be taken to level 10 in order to continue the survey.

Note: In case call is disconnect due to some problem, caller should redirected to last context to continue the survey by giving a miss call to the platform again.

Level 10

Level 10 audio:

"Thank you for pressing 1. You are at level 10. Press 1 to reach level 10.1."

Once audio is completed, if caller presses

1 : Caller is taken to level 10.1.

0 : Caller is taken to level 9(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying
"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"

then level 10 audio is replayed.

Level 10.1

Level 10.1 audio:

"Thank you for pressing 1. You are at level 10.1, press 1 or press 3 to reach level 10.2."

Once audio is completed, if caller presses

1 : Caller is taken to level 10.2.

3 : Caller is taken to level 10.2.

0 : Caller is taken to level 10(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"Sorry you have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then level 10.1 audio is replayed.

Level 10.2

Level 10.2 audio:

"Thank you for providing an input. You are at level 10.2, press 1 or press 3 to reach level 10.x."

Once audio is completed, if caller presses

1 : Caller is taken to level 10.x.

3 : Caller is taken to level 10.x.

0 : Caller is taken to level 10.1(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 3 or 0 is pressed, caller should hear a prompt saying

"You have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying

"Please provide an input"
then level 10.2 audio is replayed.

Level 10.x

Level 10.x audio:

"Thank you for providing an input. You are at level 10.x, press 1 to reach level 11."

Once audio is completed, if caller presses

1 : Caller is taken to level 11.

0 :Caller is taken to level 10.2(In case of mistake, if caller wants to correct his/her answer.)

Conditions:

Invalid Input: Apart from 1 or 0 is pressed, caller should hear a prompt saying
"You have provided an invalid input, please provide an valid input."
then current audio is replayed.

Time Out: Once audio is completed, platform must provide 5 seconds of time to the caller to provide an input. If caller doesn't provide any input within 5 seconds, caller should hear a prompt saying
"Please provide an input"
then level 10.x audio is replayed.

Level 11

Level 11 audio:

"Thank you for pressing 1. You are at level 11. Now the call will be disconnected."

Once audio is completed, call is terminated automatically.

Features need to be done:

1. Step back feature: If it could be limited to a maximum of two steps in order to put a ceiling to the length of the phone call.
2. Resume call: In case caller takes a break or call is disconnect due to some problem, caller should redirected to last context to continue the survey by giving a miss call to the platform again.

3. Alarm in the systems: In case a caller presses 3 in position 6.3.1 (clan is not listed) we could do with an alarm in the systems, or some mechanism that helps RBM to quickly identify these cases for a follow up.