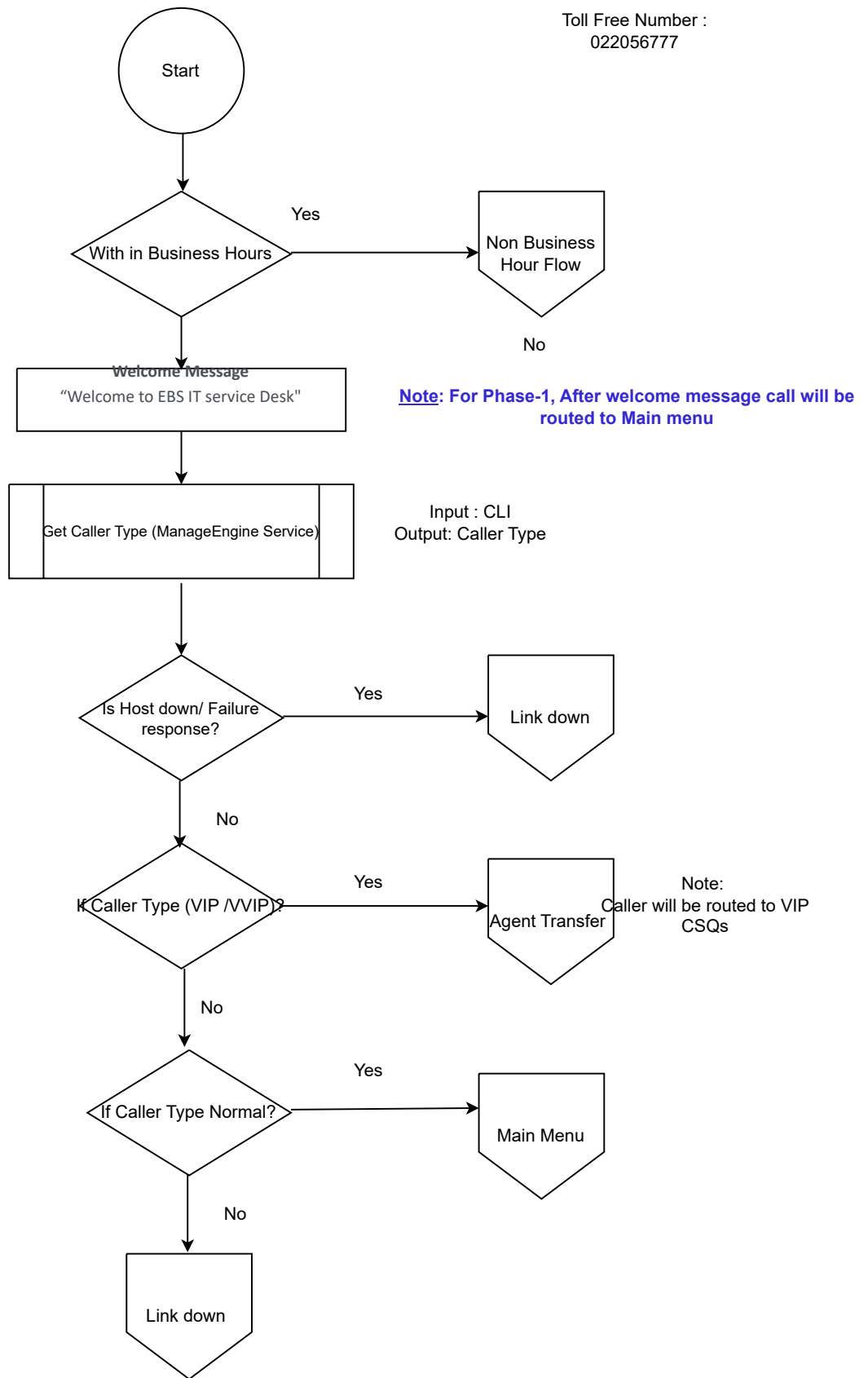
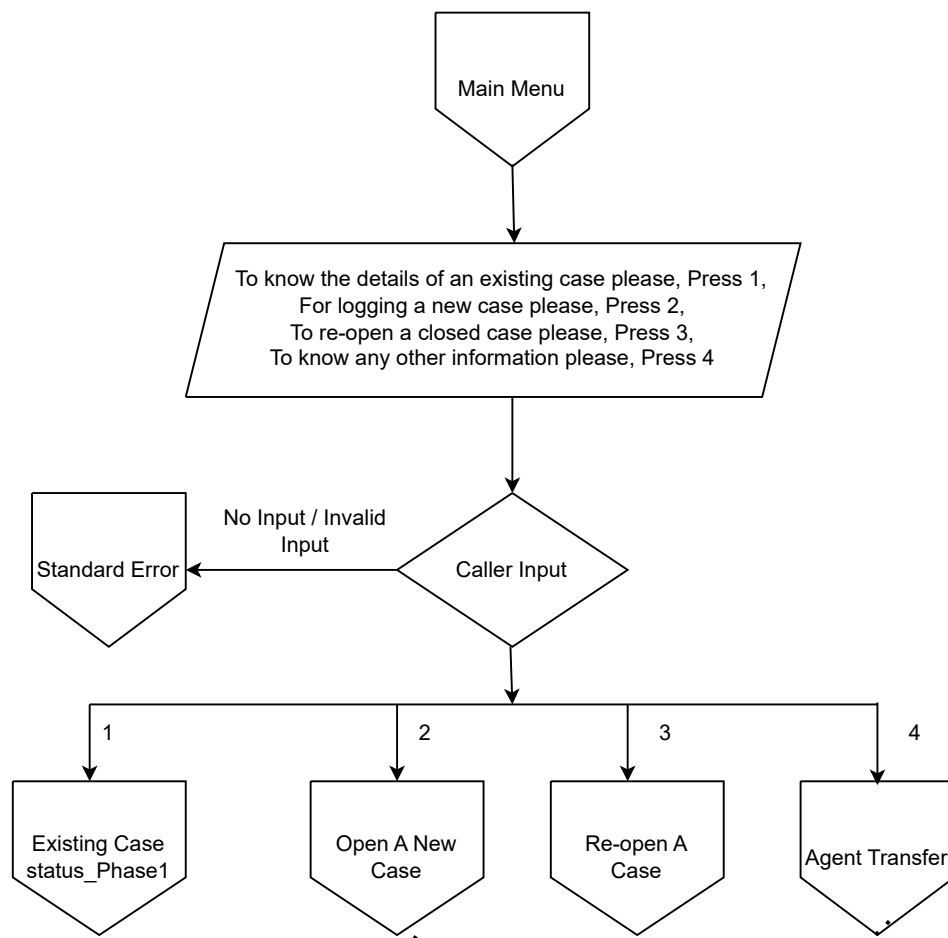


## EBS IVR Flow

Toll Free Number :  
022056777

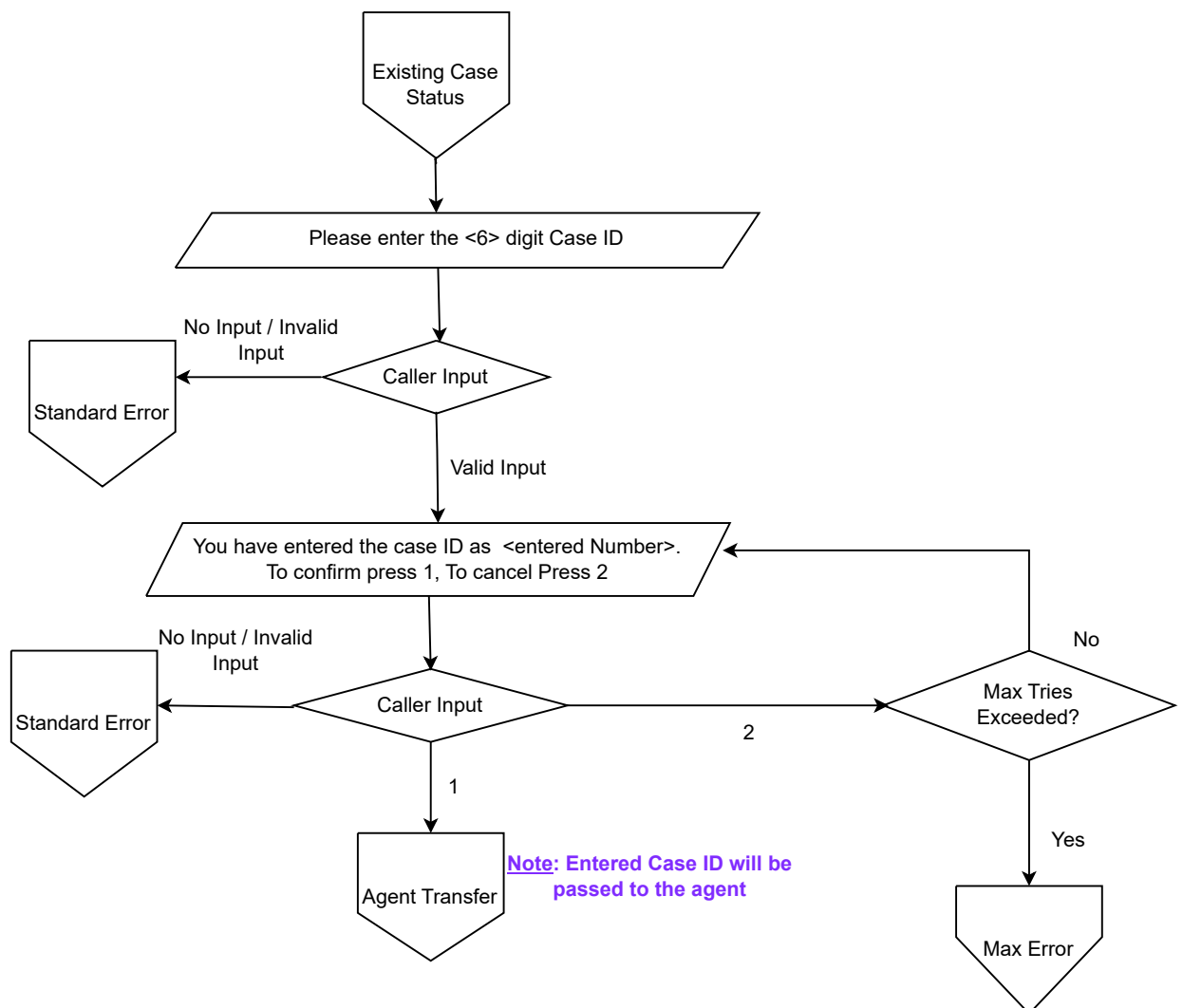


### Main Menu

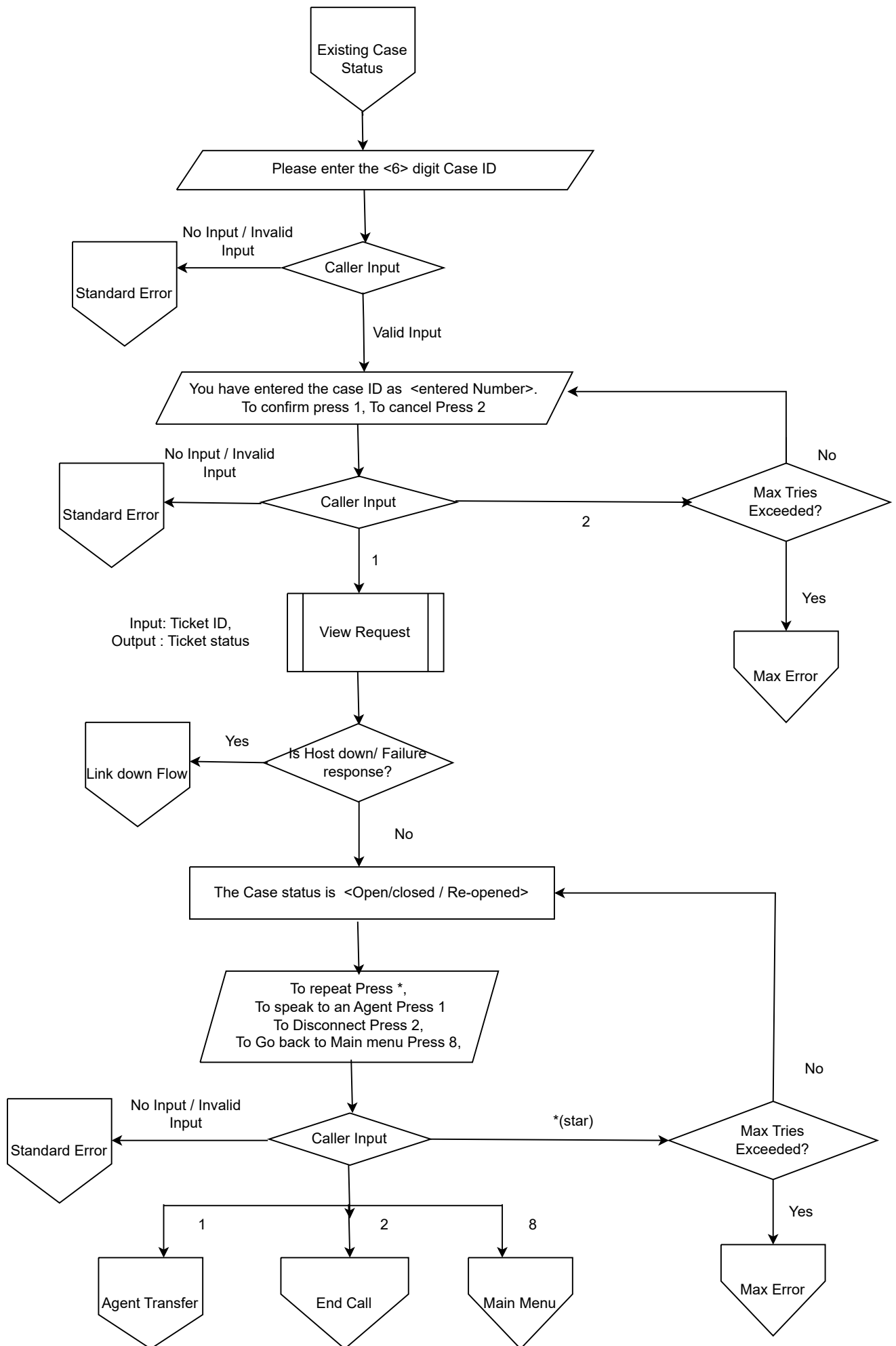


Note: For Phase-1, Mainmenu 2,3,4 options will be Agent Transfer. The customer choice [Open A new Case / Re-open A Case /Others ] will be passed to Agent

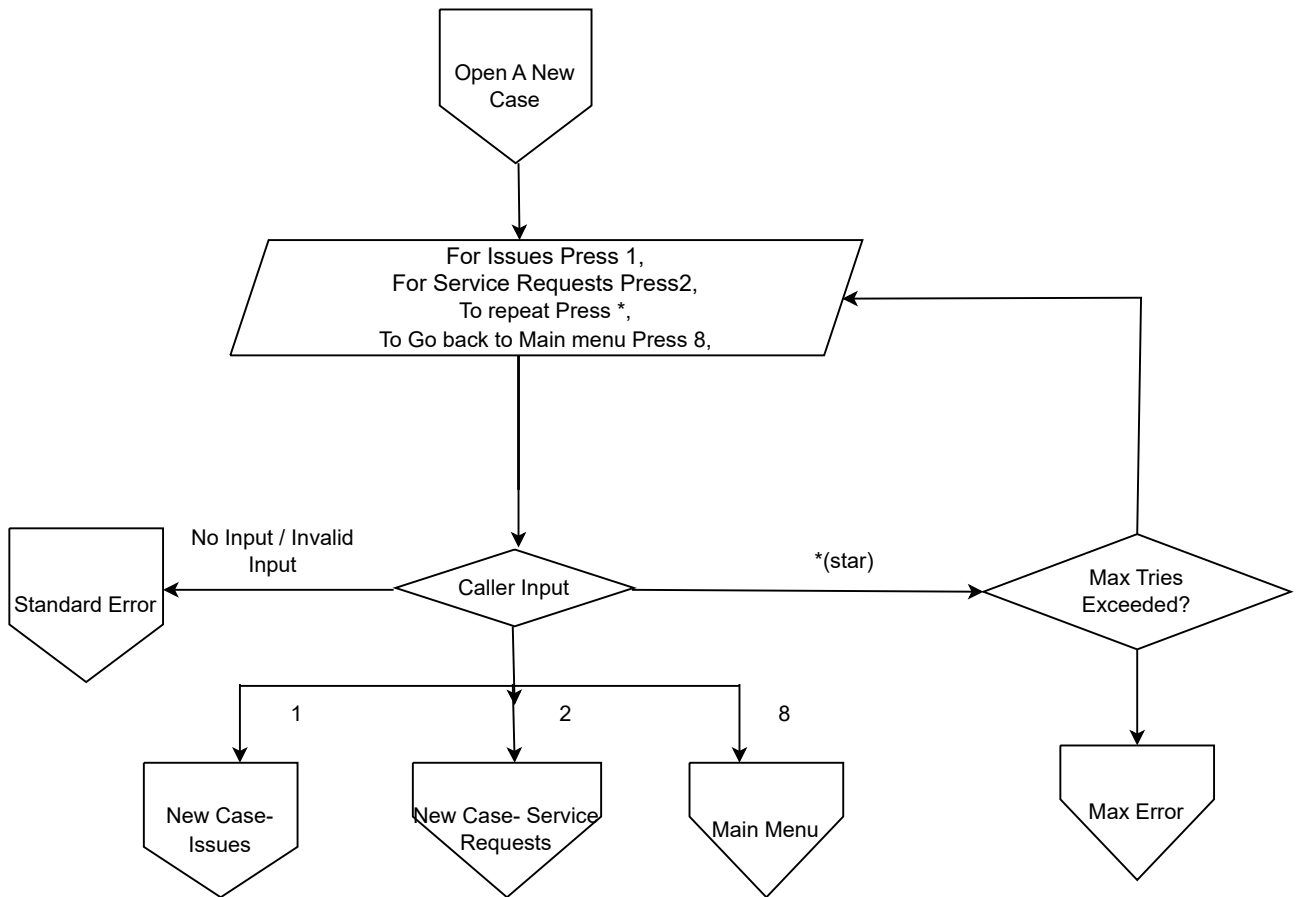
Existing Case Status Phase1



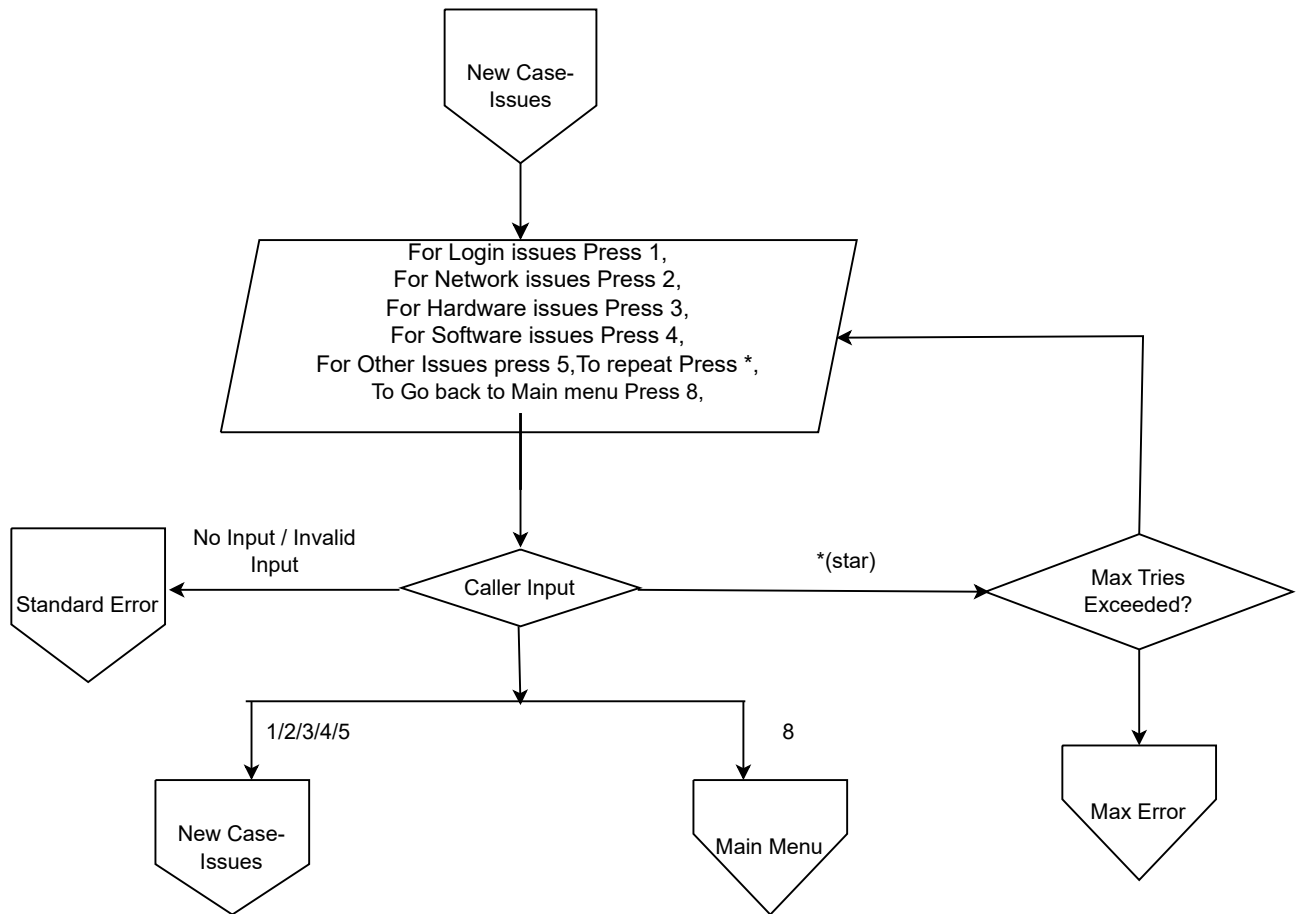
## Existing Case Status Phase2



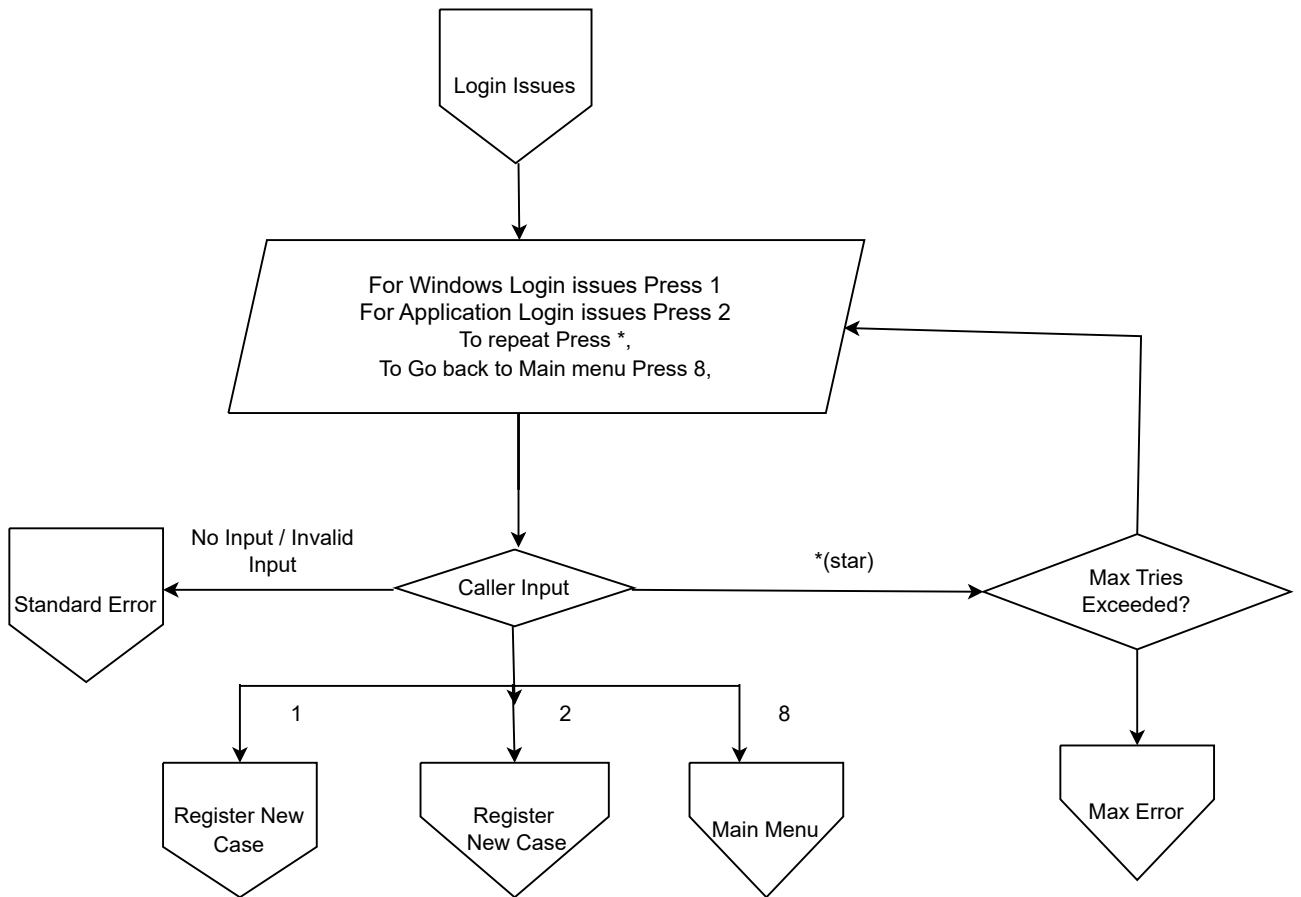
Open A New Case Phase2



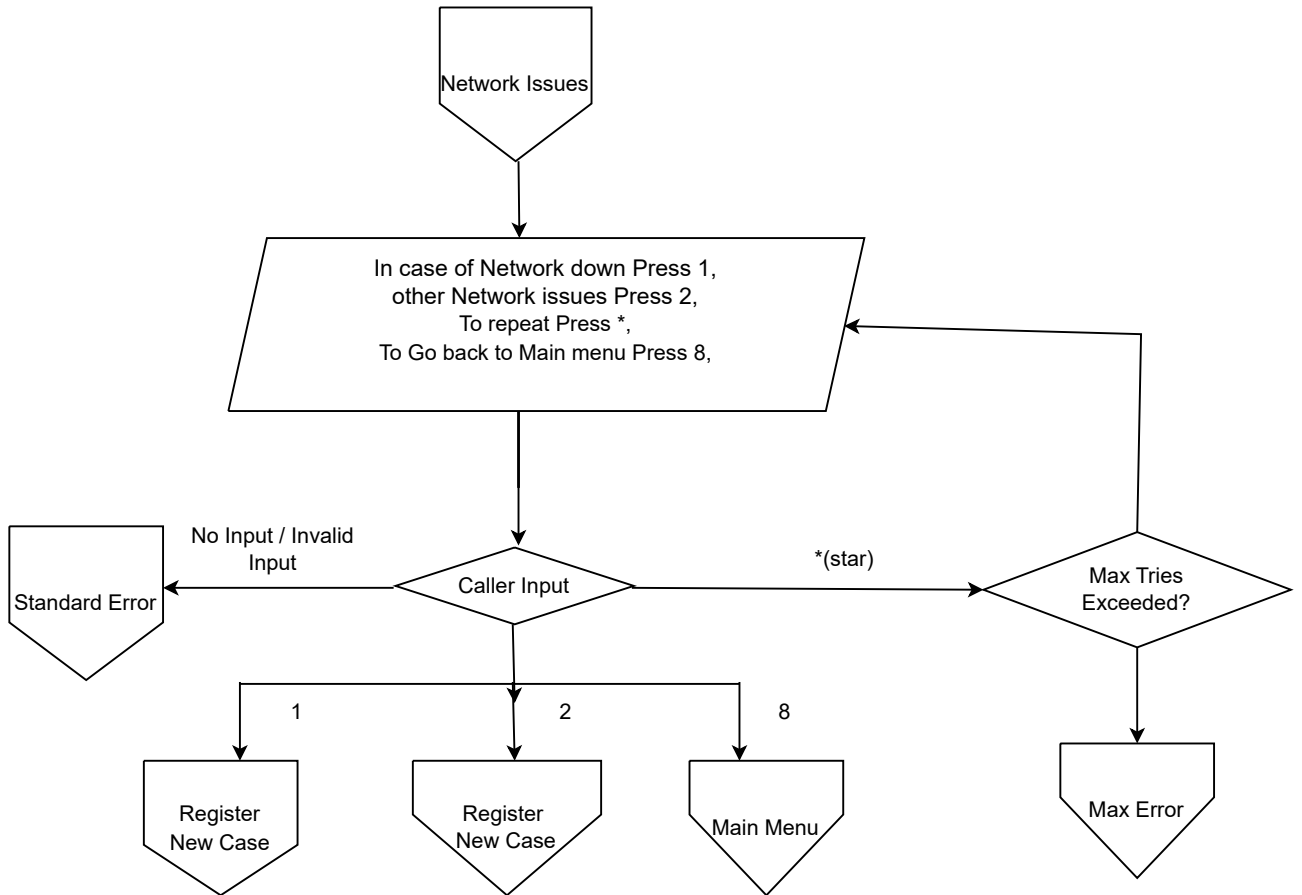
Open A New Case -Issues



## Login Issues

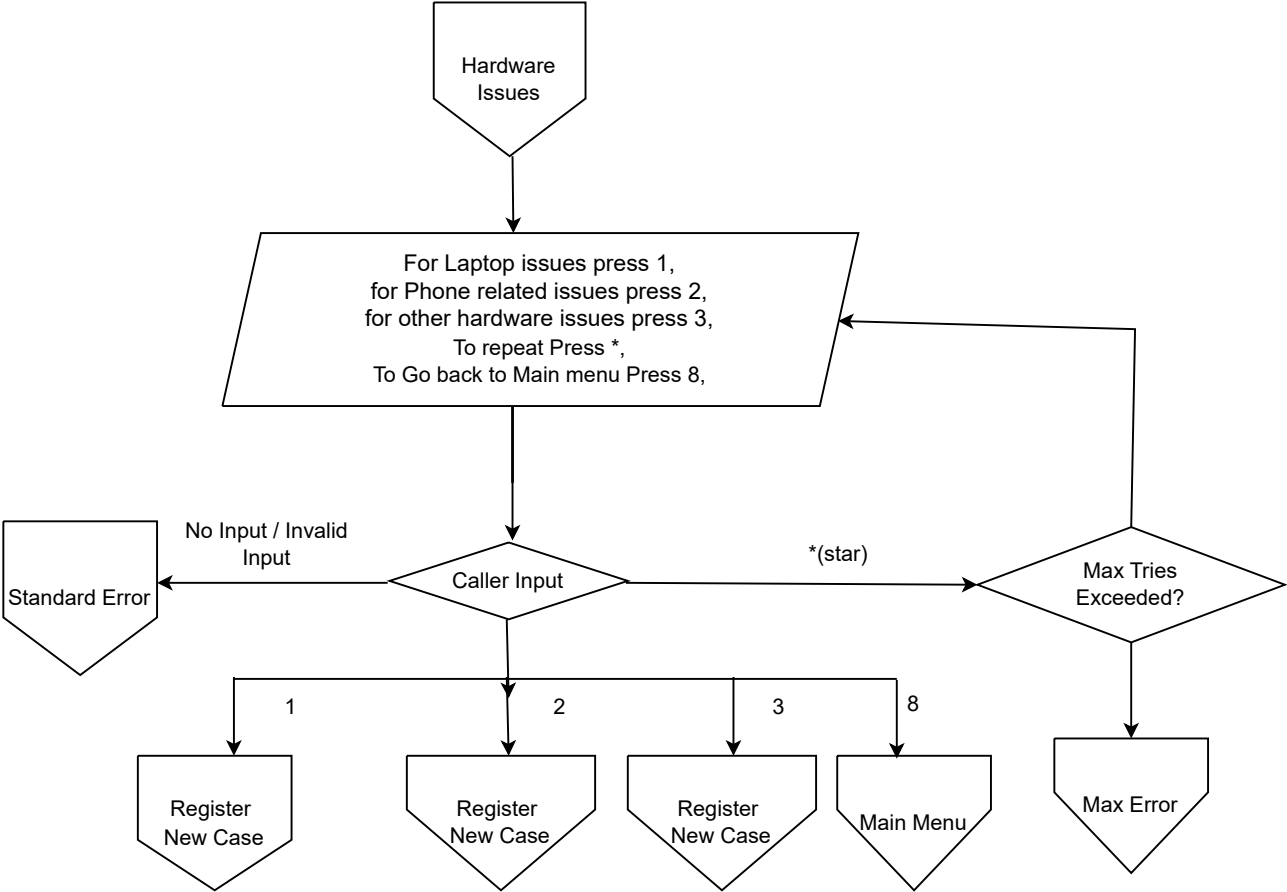


# Network Issues

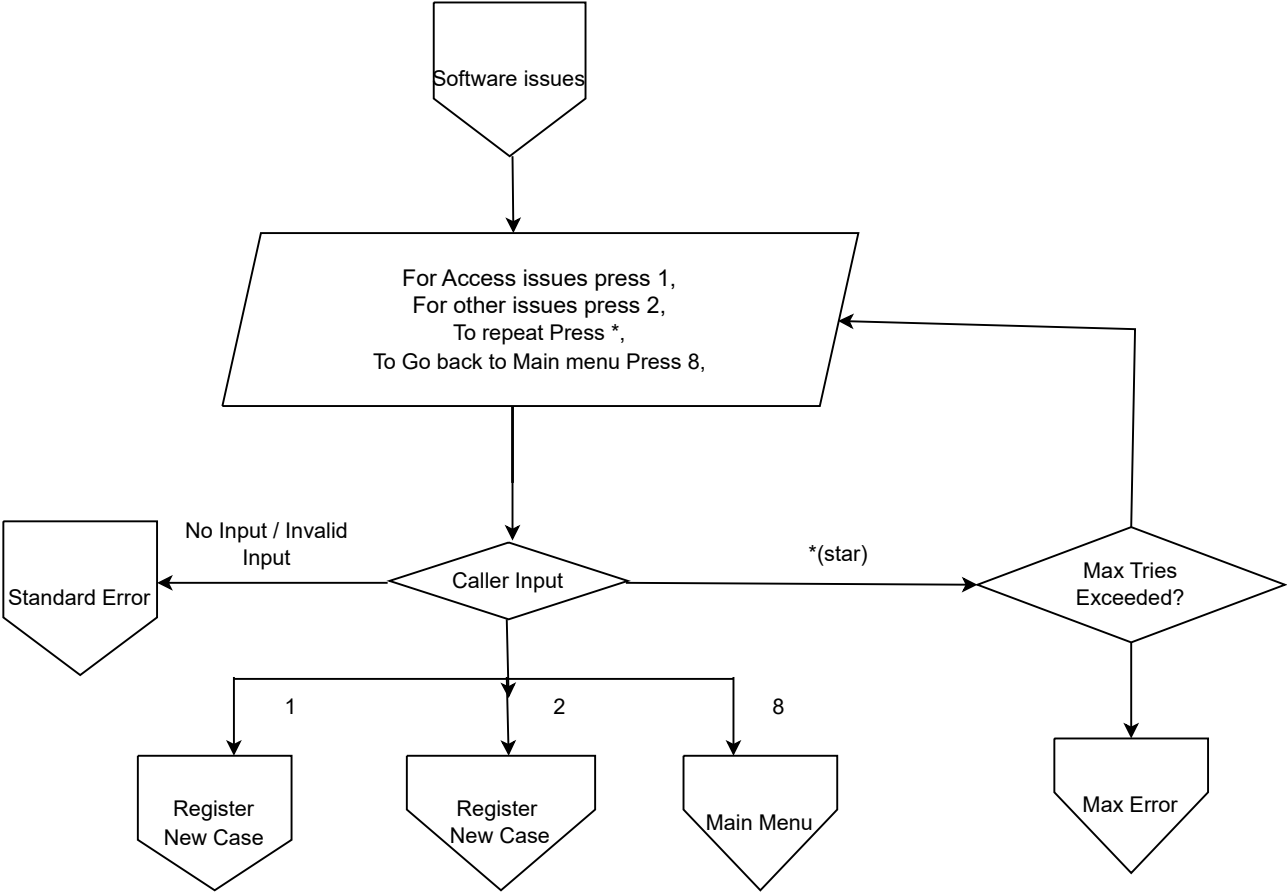




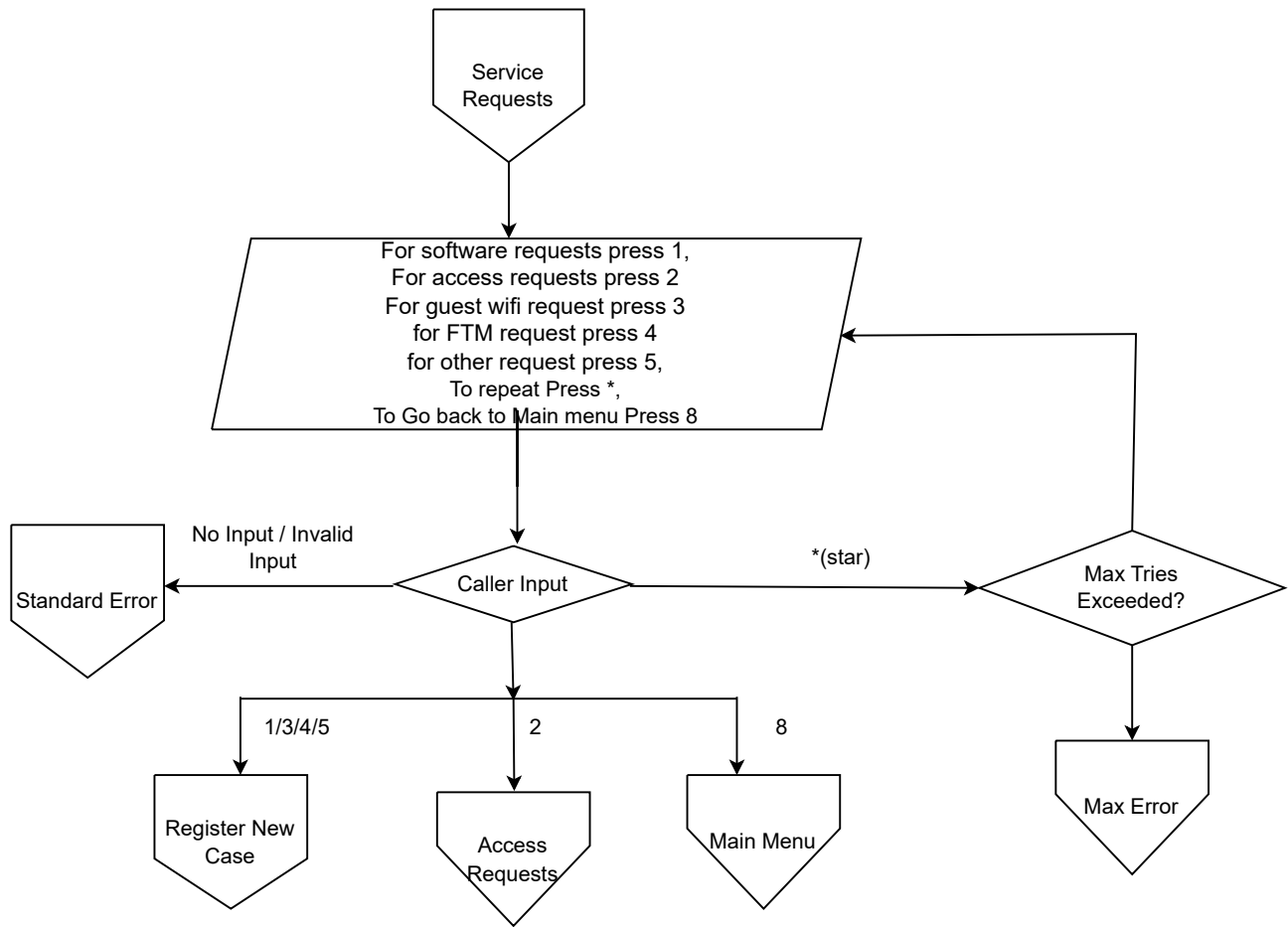
Hardware Issues



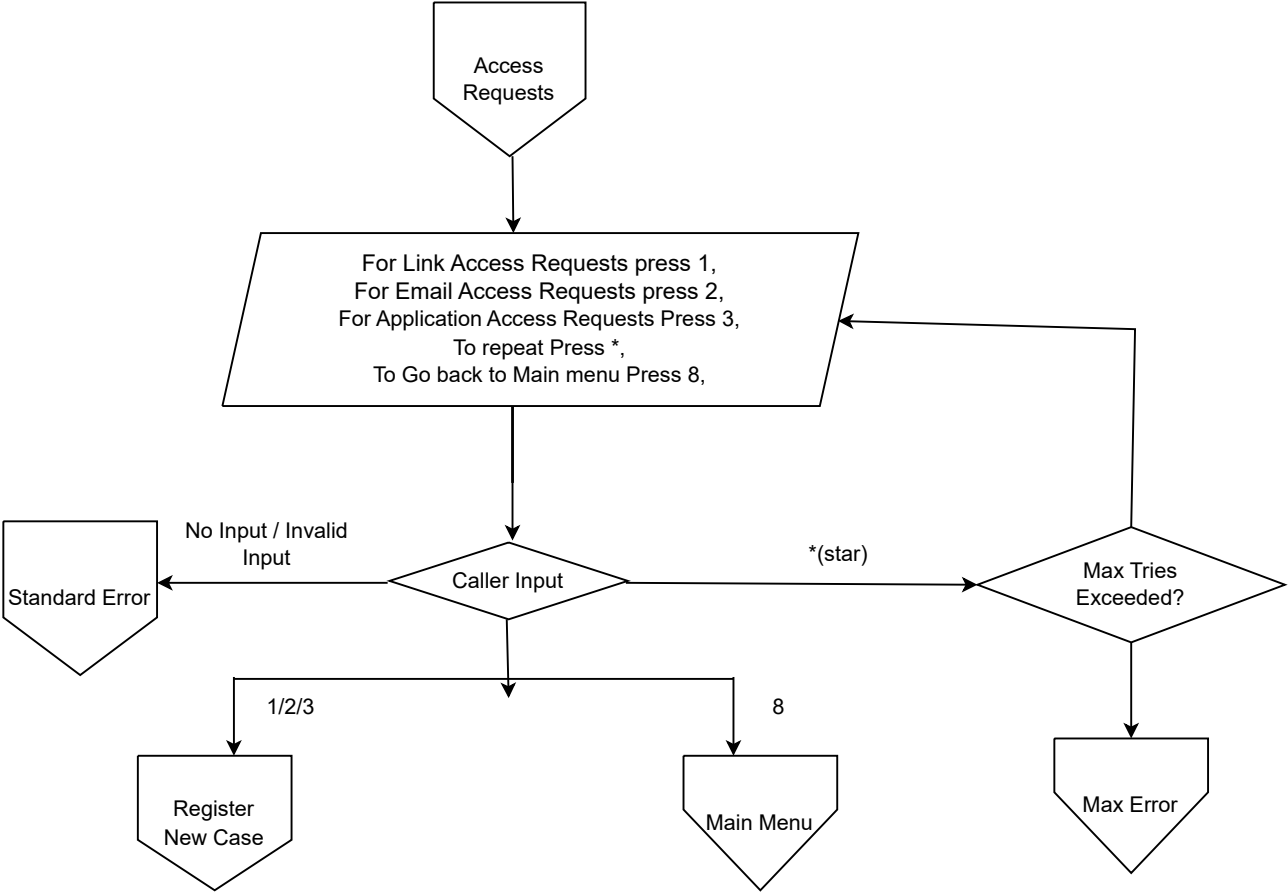
**Software issues**



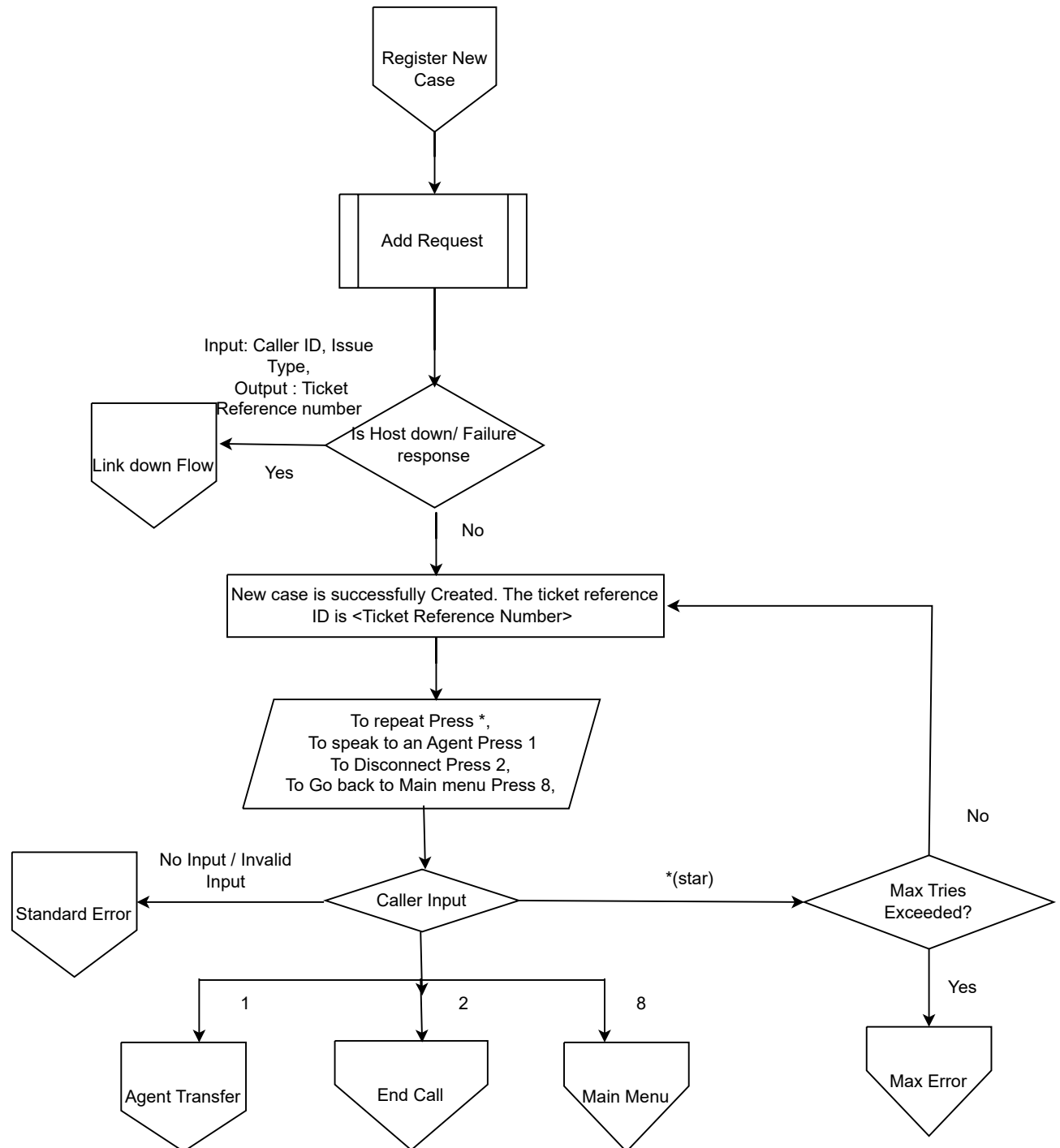
Service Requests



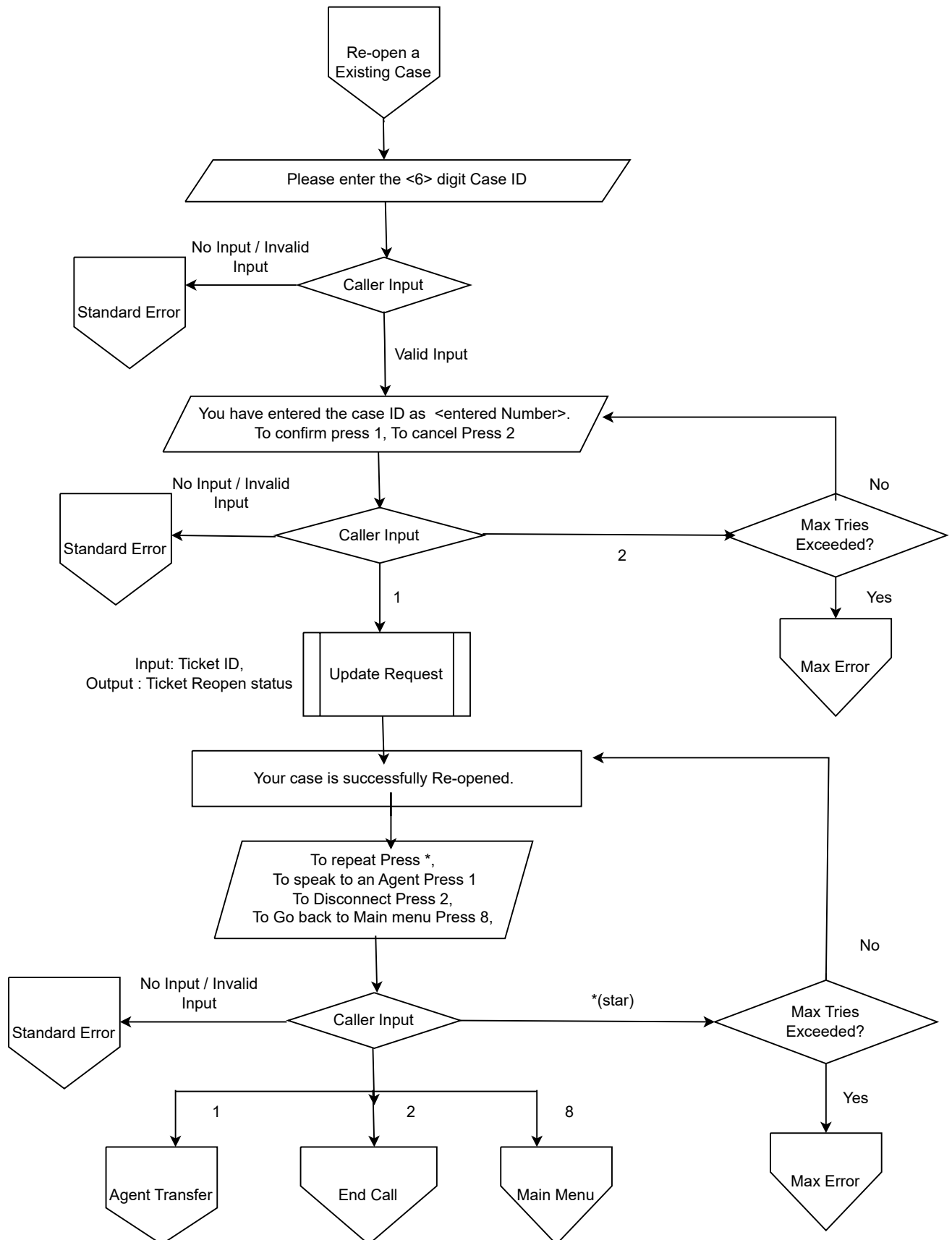
**Access Requests**



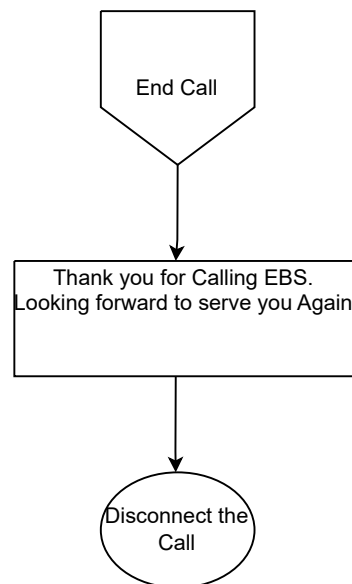
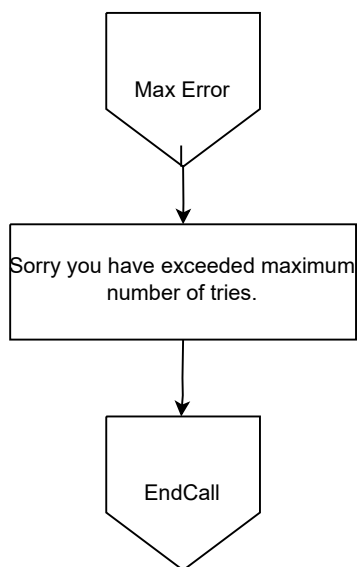
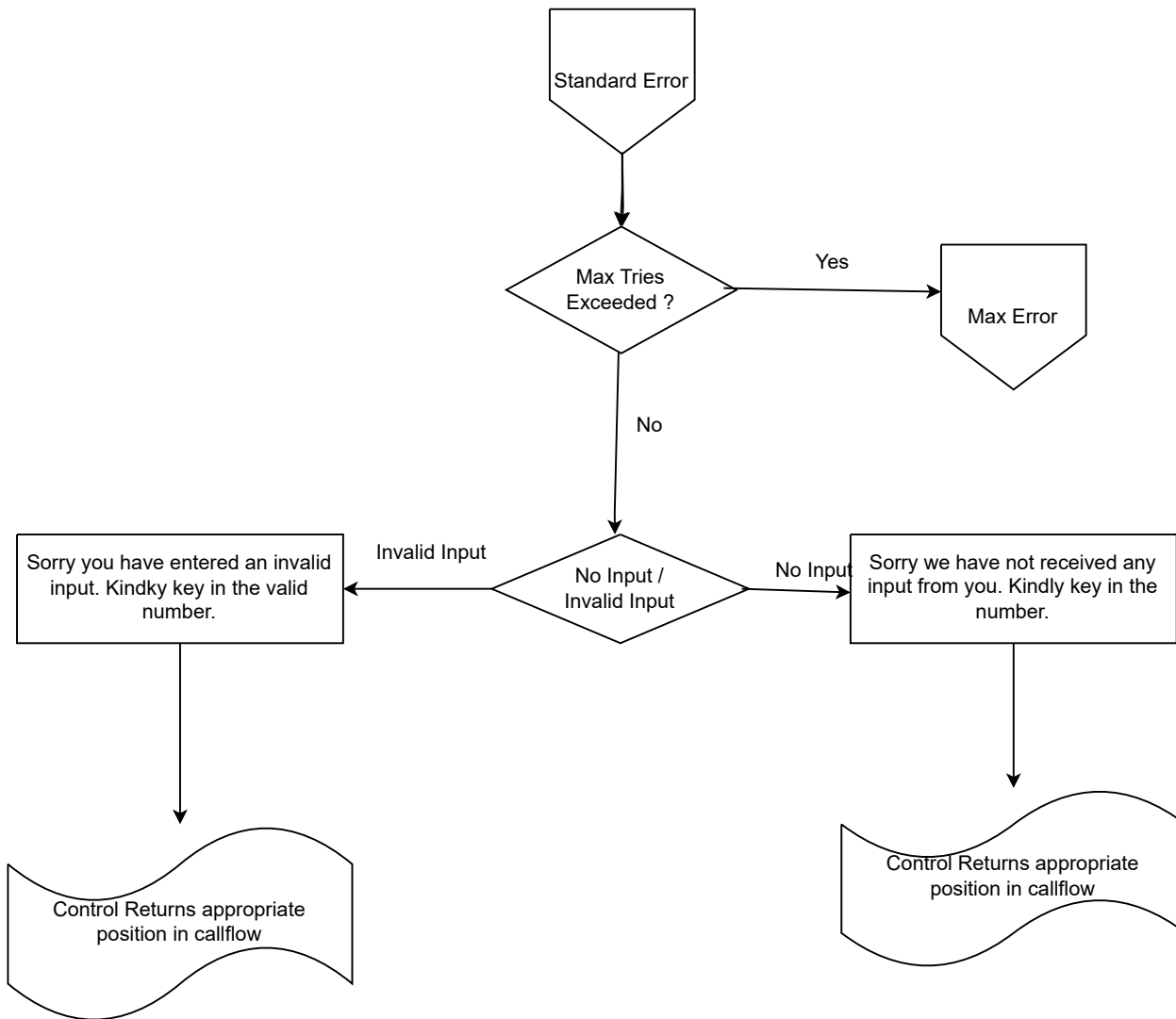
## Register New Case



### Re-open A Existing Case\_Phase2



Standard Error, Max Error, End Call



### Agent Transfer & Link Down

