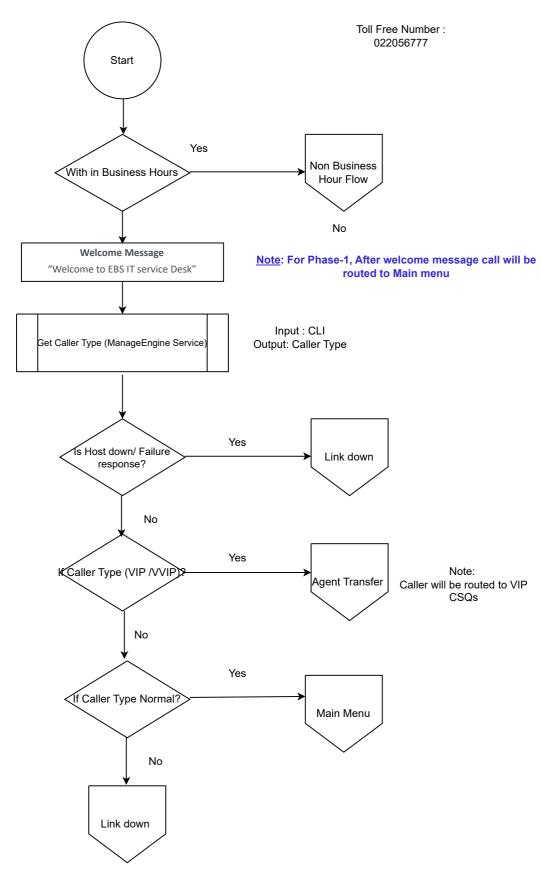
# **EBS IVR Flow**

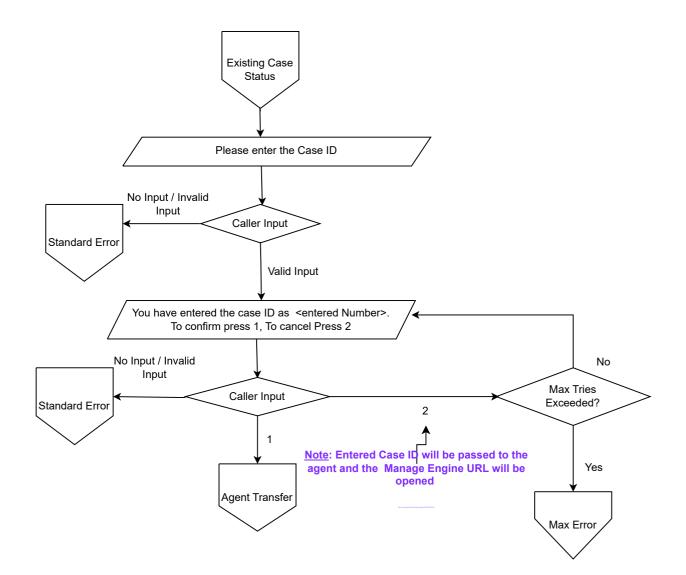


# Main Menu Main Menu To know the details of an existing case please, Press 1, For logging a new case please, Press 2, To re-open a closed case please, Press 3, To know any other information please, Press 4 No Input / Invalid Input Standard Error Caller Input 2 3 4 **Existing Case** Open A New Re-open A Agent Transfer status\_Phase1 Case Case

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

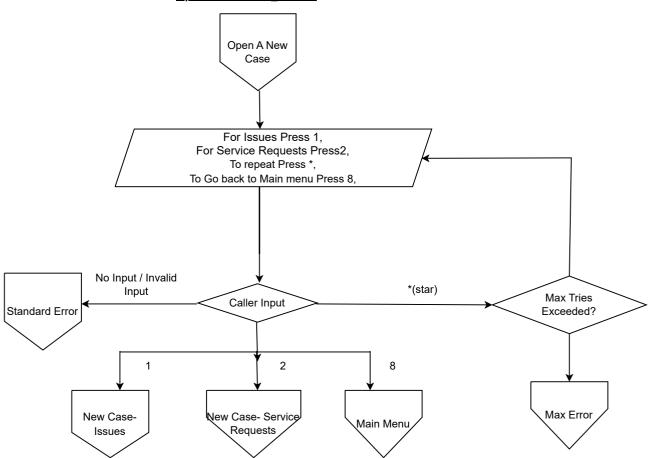
Note: Phase 1: when New case is opted "https://<host id>/WorkOrder.do? woMode=newWO&reqTemplate=4&requestServiceId=-1"

# Existing Case Status Phase1

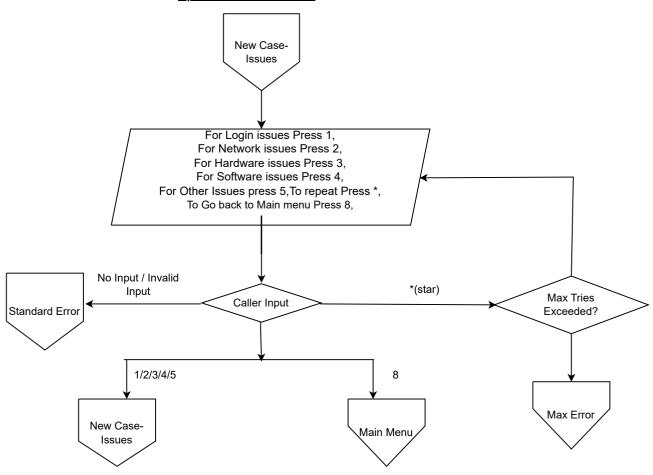


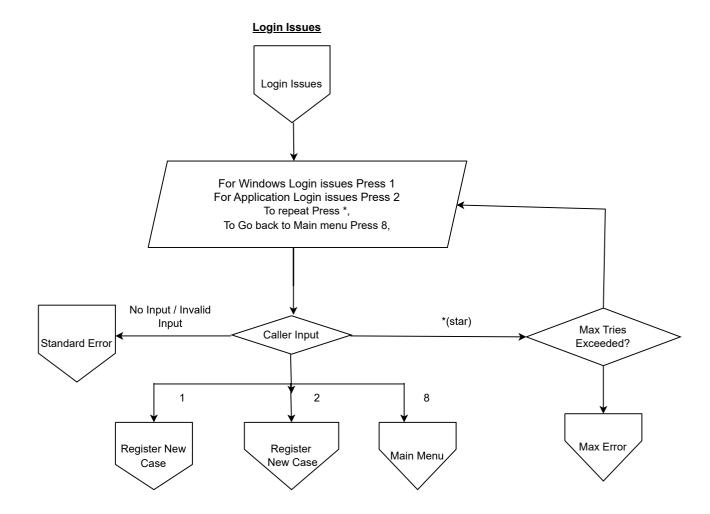
# Existing Case Status\_Phase2 **Existing Case** Status Please enter the Case ID No Input / Invalid Input Caller Input Standard Error Valid Input You have entered the case ID as <entered Number>. To confirm press 1, To cancel Press 2 No Input / Invalid No Input Max Tries Caller Input Exceeded? Standard Error 2 1 Yes Input: Ticket ID, View Request Output: Ticket status Max Error Yes ts Host down/ Failure response? Link down Flow No The Case status is <Open/closed / Re-opened> To repeat Press \*, To speak to an Agent Press 1 To Disconnect Press 2, To Go back to Main menu Press 8, No No Input / Invalid \*(star) Input Max Tries Caller Input Exceeded? Standard Error Yes 2 8 Max Error Agent Transfer **End Call** Main Menu

# Open A New Case\_Phase2



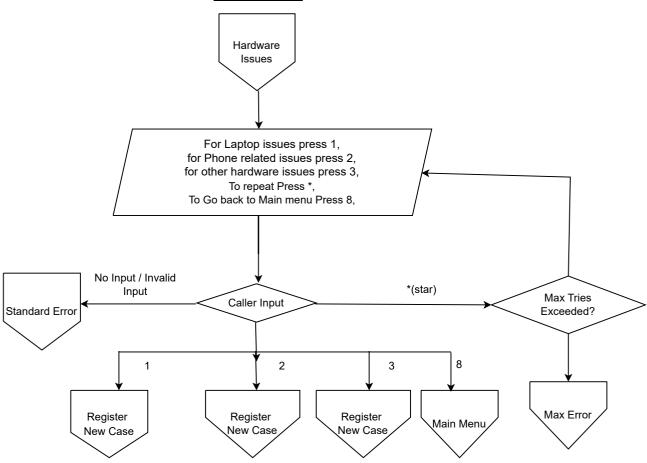
### **Open A New Case -Issues**





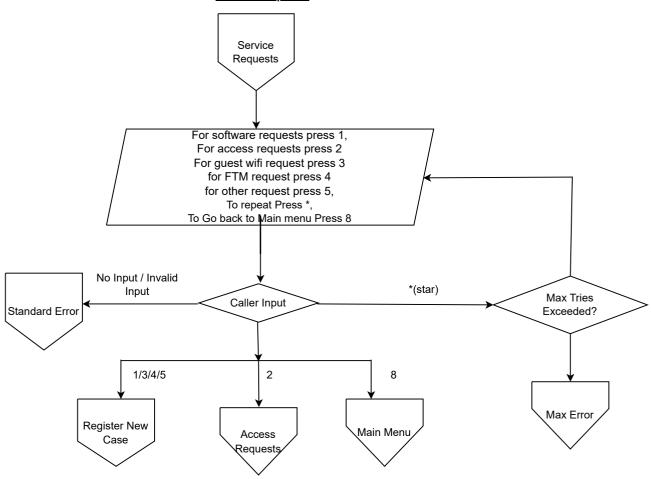
# **Network Issues** Network Issues In case of Network down Press 1, other Network issues Press 2, To repeat Press \*, To Go back to Main menu Press 8, No Input / Invalid Input \*(star) Max Tries Caller Input Standard Error Exceeded? 2 8 Register New Case Max Error Register Main Menu New Case

### **Hardware Issues**

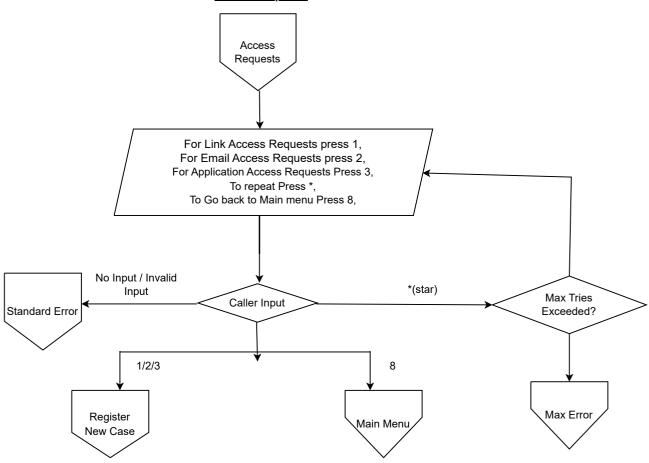


# Software issues Software issues For Access issues press 1, For other issues press 2, To repeat Press \*, To Go back to Main menu Press 8, No Input / Invalid \*(star) Input Max Tries Caller Input Standard Error Exceeded? 2 8 Register New Case Max Error Register Main Menu New Case

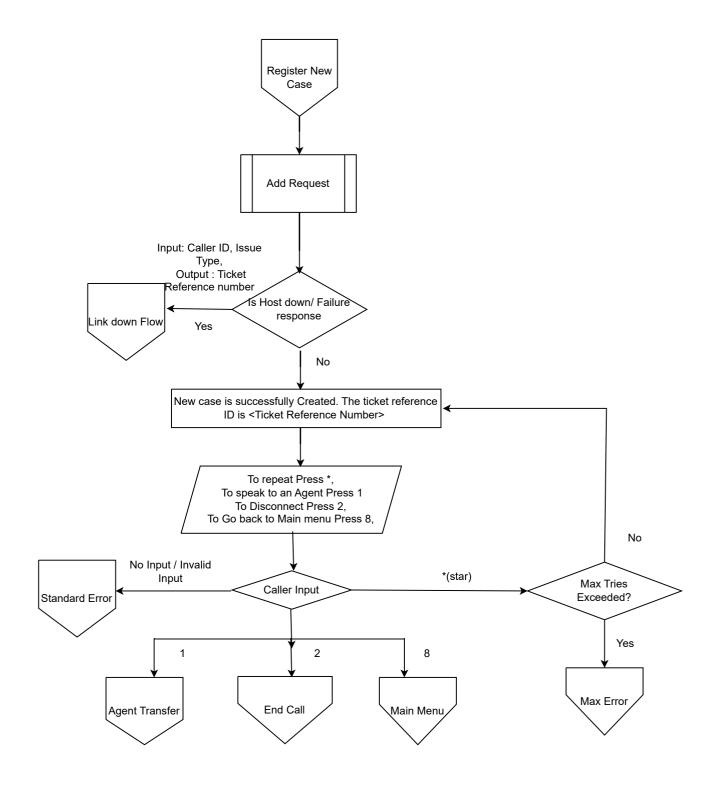
### **Service Requests**



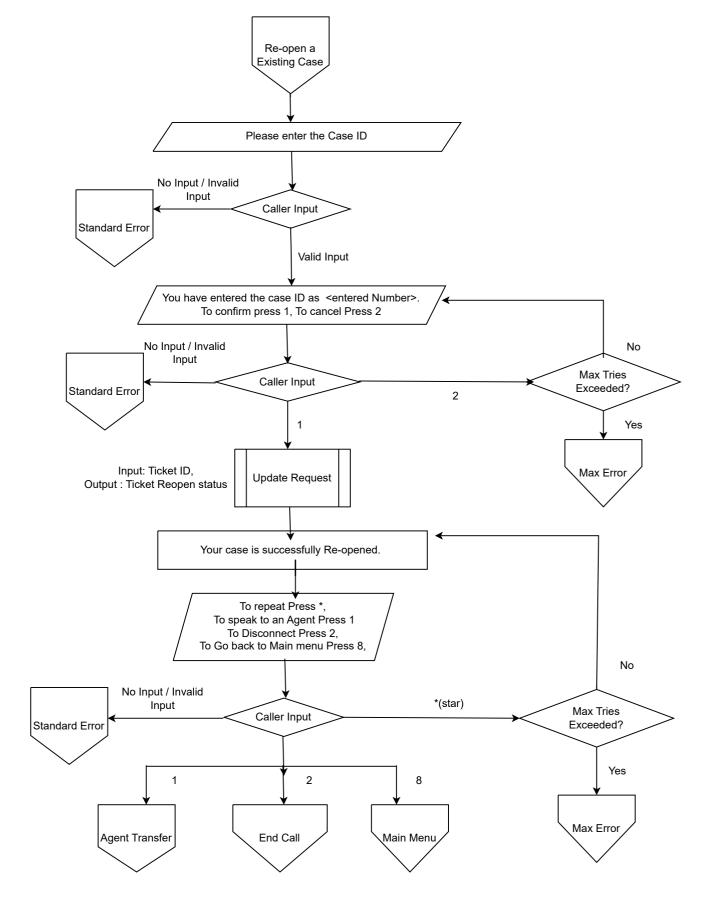
### **Access Requests**



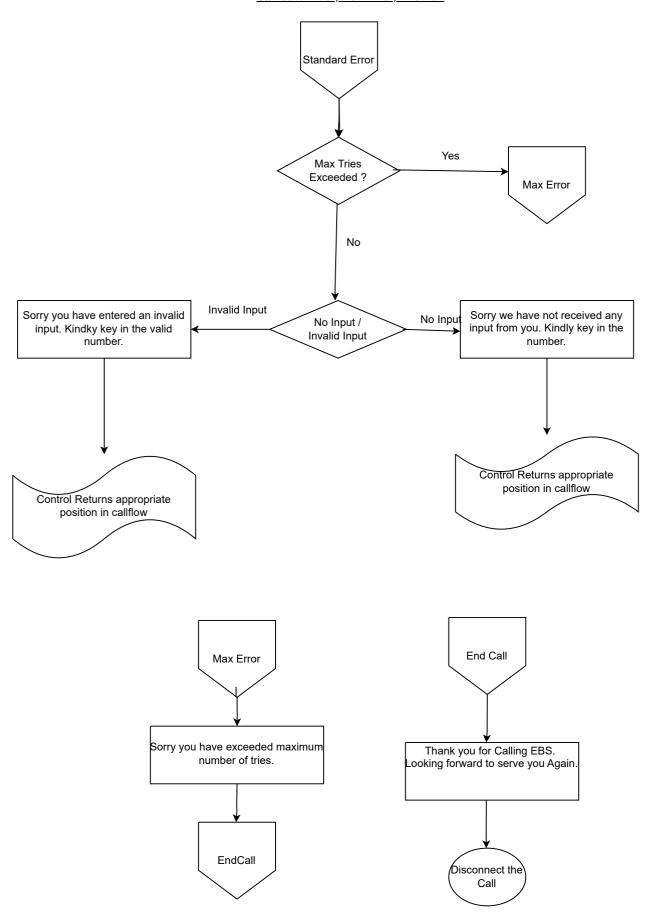
#### **Register New Case**



### Re-open A Existing Case Phase2



# Standard Error, Max Error, End Call



# Agent Transfer & Link Down

