FDF IVR Call flow
Dial in numbers - 02 4090 111 & 02 4476900

START

Welcome to Family Call Center part of Family Development Foundation
(Announce in English & Arabic)

To continue in Arabic please press 1 (Announce in Arabic)
To continue in English please press 2 (Announce in English)

No Input: Sorry we have not received the correct input. kindly choose the number
Invalid Input: You entered an invalid selection

User pressed?

No Input
Invalid Input

Max tries exceeded?

No

Yes

1- Arabic/2- English

Our working hours are from 8:00 am to 3:30 pm, from Monday to Thursday, and from 8 am to 12:00pm on Friday.
Working hours for Jabal Hafeet Center are from 8 am to 8:00 pm, from Monday to Thursday , and from 8 am to 12:00pm on Friday.

(Announce in chosen language)

Sorry you have exceeded the maximum number of tries.

Thank you for calling Family Development Foundation's call center. we look forward to server you again... Good Bye
. Good Bye

Business Hour

STOP

Business Hour

For Family Development Foundation call center , Press 1,
For Jabal Hafeet Center , press 2

No Input: Sorry we have not received the correct input. kindly choose the number
Invalid Input: You entered an invalid selection

Max tries exceeded?
No

User pressed?
No Input
Invalid Input

Yes

Sorry you have exceeded the maximum number of tries.

STOP

1/2

You have selected <play selected center> to confirm please press 1. To go back to the previous menu please press *

Max tries exceeded?
No
Yes

Sorry you have exceeded the maximum number of tries.

STOP

User pressed?
*

1

1 - FDF CallCentre Center

Within FDF Business Hours?
Yes

Main Menu

No

Thank you for calling Family Development Foundation call Center our working hours are from 8:00 am to 3:30 pm, from Monday to Thursday, and from 8 am to 12:00pm on Friday.

2 - Jabal Haffeet Center

Within Jabal Haffeet Business Hours?
Yes

Transfer call to 03 7035333

No

Thank you for calling Jabal Haffeet Center. Our working hours are from 8 am to 8:00 pm, from Monday to Thursday , and from 8 am to 12:00pm on Friday.

we look forward to serve you again... Good Bye

STOP

1

```
                                    Main Menu

                                                                                    STOP

For Abu Dhabi Region please press 1
For Al Ain Region please press 2                              No
For Al Dhafra Region please press 3                                    Yes
For events & program please press 4          *         Max tries          Sorry you have
For FDF schools please press 5                         exceeded?          exceeded the
For shiehkha Fatima bint Mubarak excellence                              maximum number
and community intelligence programe press 6                               of tries.
To repeat please press *
                                                              1         Abu Dhabi
No Input: Sorry we have not received                                     Region
the correct input. kindly choose the                                      flow
number
Invalid Input: You entered an invalid
selection
                                                              2          Al Ain
                                                                         Region
                                                                          flow

                  No Input            User
      Max tries    Invalid Input     pressed?                 3          Al Dhafra
      exceeded?                                                           Region
                                                                          flow
Yes            No        4/6
                                                              5          FDF
No Input: Sorry we have not    You have selected 'Events and            Schools
received the correct input. kindly  programs'. to confirm please         flow
choose the number         press 1. to go back to the
Invalid Input: You entered an   previous menu please press *
invalid selection
                                                         4- in Main Menu
        No                                                Transfer call to
                                                   1       02 4090120
      Max tries    */   No Input      User
      exceeded?        Invalid Input   pressed?          6- in Main Menu
              Yes                                          Transfer call to
                                         *                 02 4090175
Sorry you have             Yes      Max tries       No
exceeded the                        exceeded?
maximum number
of tries.

     STOP
```

```
                                    ┌───────────┐
                                    │ Abu Dhabi │
                                    │  Region   │
                                    │   flow    │
                                    └───────────┘
                                          │
                                          ▼
┌──────────────────────────┐    ╱────────────────────────────────────╲
│ No Input: Sorry we have  │   ╱   For head office please press 1      ╲
│ not received the correct │  ╱    For Abu Dhabi center please press 2   ╲
│ input. kindly choose the │ ─     For Abu Dhabi Gate city please press 3 │
│ number                   │       For Al Shahama Center please press 4   │
│ Invalid Input: You       │       For Al Wathba Center please press 5    │
│ entered an invalid       │       To repeat, Please press *              │
│ selection                │  ╲    To go back to the Main menu please     │
└──────────────────────────┘   ╲   press 8                               ╱
                                    ╲──────────────────────────────────╱
```

Menu prompt:
For head office please press 1
For Abu Dhabi center please press 2
For Abu Dhabi Gate city please press 3
For Al Shahama Center please press 4
For Al Wathba Center please press 5
To repeat, Please press *
To go back to the Main menu please press 8

No Input / Invalid Input box:
No Input: Sorry we have not received the correct input. kindly choose the number
Invalid Input: You entered an invalid selection

User pressed?
- No Input / Invalid Input → Max tries exceeded? → No → (return to menu) / Yes → Sorry you have exceeded the maximum number of tries. → STOP
- * → Max tries exceeded? → No → (return to menu) / Yes → Sorry you have exceeded the maximum number of tries. → STOP
- 8 → Main Menu
- 1/2/3/4/5 → You have selected <play selected center> to confirm please press 1. To go back to the previous menu please press *

Confirmation — User pressed?
- No Input / * / Invalid Input → Max tries exceeded? → No / Yes → Sorry you have exceeded the maximum number of tries. → STOP
- 1 →
  - 1 - Head Office → Transfer call to 02 4090111 / 02 4090112
  - 2- Abu Dhabi Center → Transfer call to 02 6519601
  - 3 - Abu Dhabi Gate City Center → Transfer call to 02 6519650
  - 4 - Al Shahama Center → Transfer call to 02 6519654
  - 5 - Al Wathba Center → Transfer call to 02 6519663

Al Ain Region flow

For Al Ain center please press 1
For Ramah center please press 2
For Al Hayer center please press 3
For Al Showaib center please press 4
For Sweihan center please press 5
For Al Wagan center please press 6
To repeat, Please press *
To go back to the Main menu please press 8

No Input: Sorry we have not received the correct input. kindly choose the number
Invalid Input: You entered an invalid selection

User pressed?

No Input
Invalid Input

Max tries exceeded?

No

Yes

Sorry you have exceeded the maximum number of tries.

STOP

1 / 2 / 3 / 4 / 5 / 6

You have selected <play selected center> to confirm please press 1. to go back to the previous menu please press *

User pressed?

No Input / *
Invalid Input

Max tries exceeded?

No

Yes

*

Max tries exceeded?

No

Yes

Sorry you have exceeded the maximum number of tries.

STOP

8

Main Menu

1

1 - Al Ain
Transfer call to 03 7035333

2- Ramah Center
Transfer call to 03 7035345

3 - Al Hayer Center
Transfer call to 03 7035381

4 - Al Showaib Center
Transfer call to 03 7035362

5 - Sweihan Center
Transfer call to 03 7035353

6- Al Wagan Center
Transfer call to 03 7035393

```
                            ┌──────────────┐
                            │  Al Dhafra   │
                            │   Region     │
                            │    flow      │
                            └──────┬───────┘
                                   │
┌─────────────────────┐   ┌────────────────────────────────────────┐
│ No Input: Sorry we   │   │  For Madinat Zayed Center please press 1│
│ have not received    │   │  For Al Marfa Center please press 2     │
│ the correct input.   │◄──│  For Gayathi Center please press 3      │
│ kindly choose the    │   │  For Al Sila Center please press 4      │
│ number               │   │  For Delma Center please press 5        │
│ Invalid Input: You   │   │  To repeat, Please press *              │
│ entered an invalid   │   │  To go back to the Main menu please     │
│ selection            │   │  press 8                                │
└─────────────────────┘   └────────────────────────────────────────┘
```

Al Dhafra Region flow

For Madinat Zayed Center please press 1
For Al Marfa Center please press 2
For Gayathi Center please press 3
For Al Sila Center please press 4
For Delma Center please press 5
To repeat, Please press *
To go back to the Main menu please press 8

No Input: Sorry we have not received the correct input. kindly choose the number
Invalid Input: You entered an invalid selection

No — Max tries exceeded? — Yes
Sorry you have exceeded the maximum number of tries. — STOP

No Input / Invalid Input — User pressed?

1/2/3/4/5

You have selected <play selected center> to confirm please press 1. to go back to the previous menu please press *

No Input / * / Invalid Input — User pressed?

Max tries exceeded? — Yes — Sorry you have exceeded the maximum number of tries. — STOP
No

* — Max tries exceeded? — Yes — Sorry you have exceeded the maximum number of tries. — STOP
No

8 — Main Menu

1 - Madinat Zayed Center — Transfer call to 02 6519730
2 - Al Marfa Center — Transfer call to 02 6519723
3 - Gayathi Center — Transfer call to 02 6519711
4 - Al Sila Center — Transfer call to 02 6519704
5 - Delma Center — Transfer call to 02 6519743

```
                                    ┌─────────────┐
                                    │     FDF     │
                                    │   Schools   │
                                    │    flow     │
                                    └─────────────┘
                                           │
┌──────────────────────────┐   ┌──────────────────────────────────────────┐
│ No Input: Sorry we have   │   │  For Al Dhabiyania School please press 1  │
│ not received the correct  │◄──│    For Al Bateen School please press 2    │
│ input. kindly choose the  │   │   For School Development please press 3   │
│ number                    │   │        To repeat, Please press *          │
│ Invalid Input: You entered│   │  To go back to the Main menu please press 8│
│ an invalid selection      │   └──────────────────────────────────────────┘
└──────────────────────────┘                     │
```

No Input: Sorry we have not received the correct input. kindly choose the number
Invalid Input: You entered an invalid selection

For Al Dhabiyania School please press 1
For Al Bateen School please press 2
For School Development please press 3
To repeat, Please press *
To go back to the Main menu please press 8

Max tries exceeded? — No / Yes

User pressed?
No Input / Invalid Input
1 / 2 / 3

Max tries exceeded? — No

Sorry you have exceeded the maximum number of tries.

STOP

Max tries exceeded? — Yes / No

Sorry you have exceeded the maximum number of tries.

STOP

Main Menu

*
8

You have selected <play selected center> to confirm please press 1. to go back to the previous menu please press *

User pressed?
No Input / * Invalid Input
1

Max tries exceeded? — Yes / No

Sorry you have exceeded the maximum number of tries.

STOP

1 - Al Dhabiyania School
2 - Al Bateen School
3 - School Development

Transfer call to 02 6678282
Transfer call to 02 6667911
Transfer call to 02 6519611