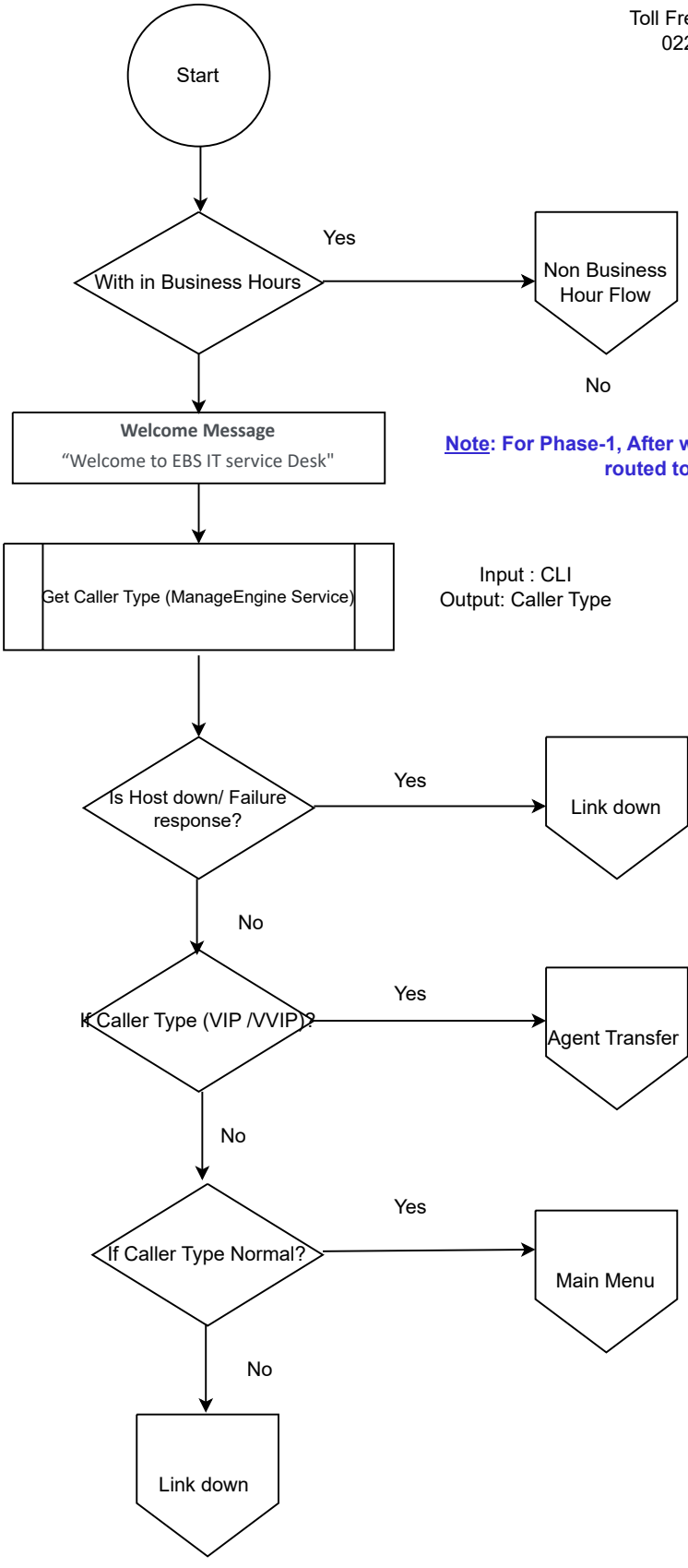
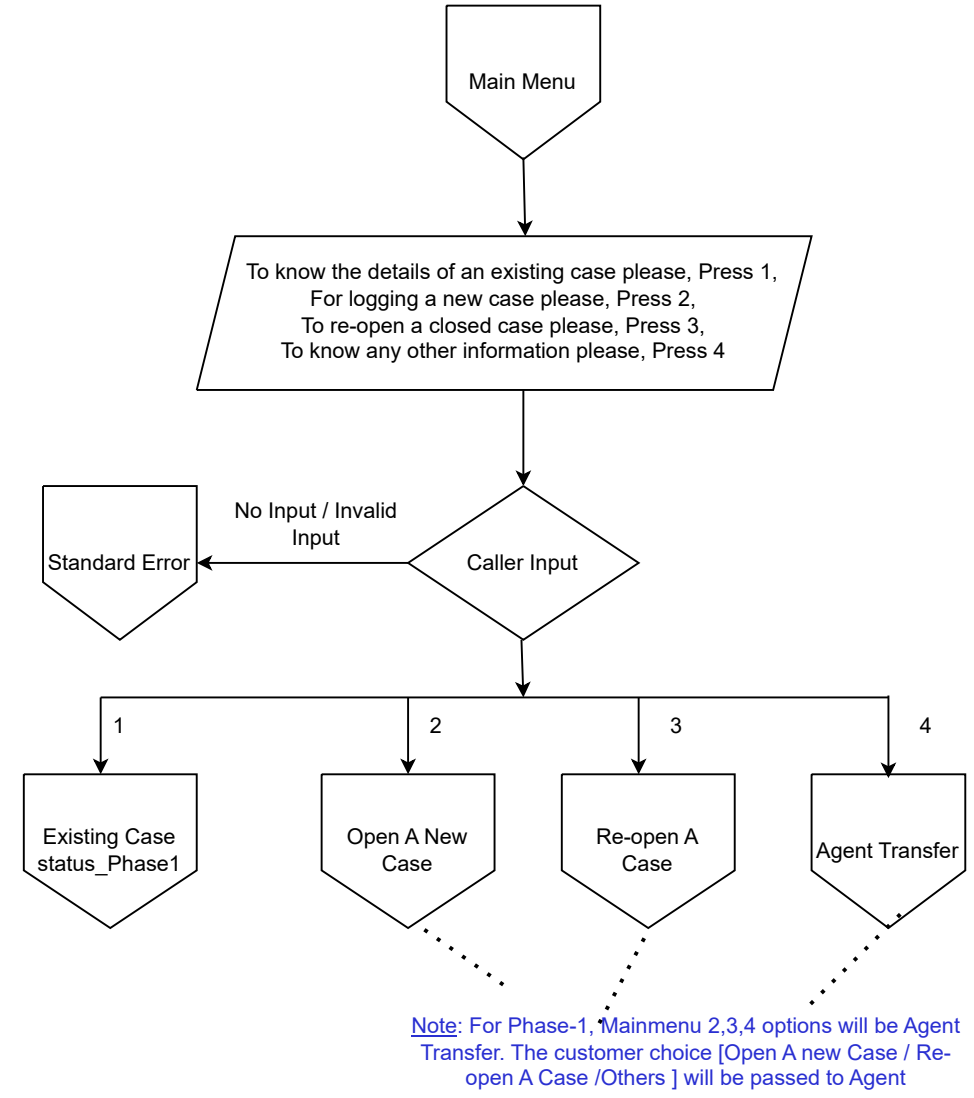
EBS IVR Flow

Toll Free Number :
022056777

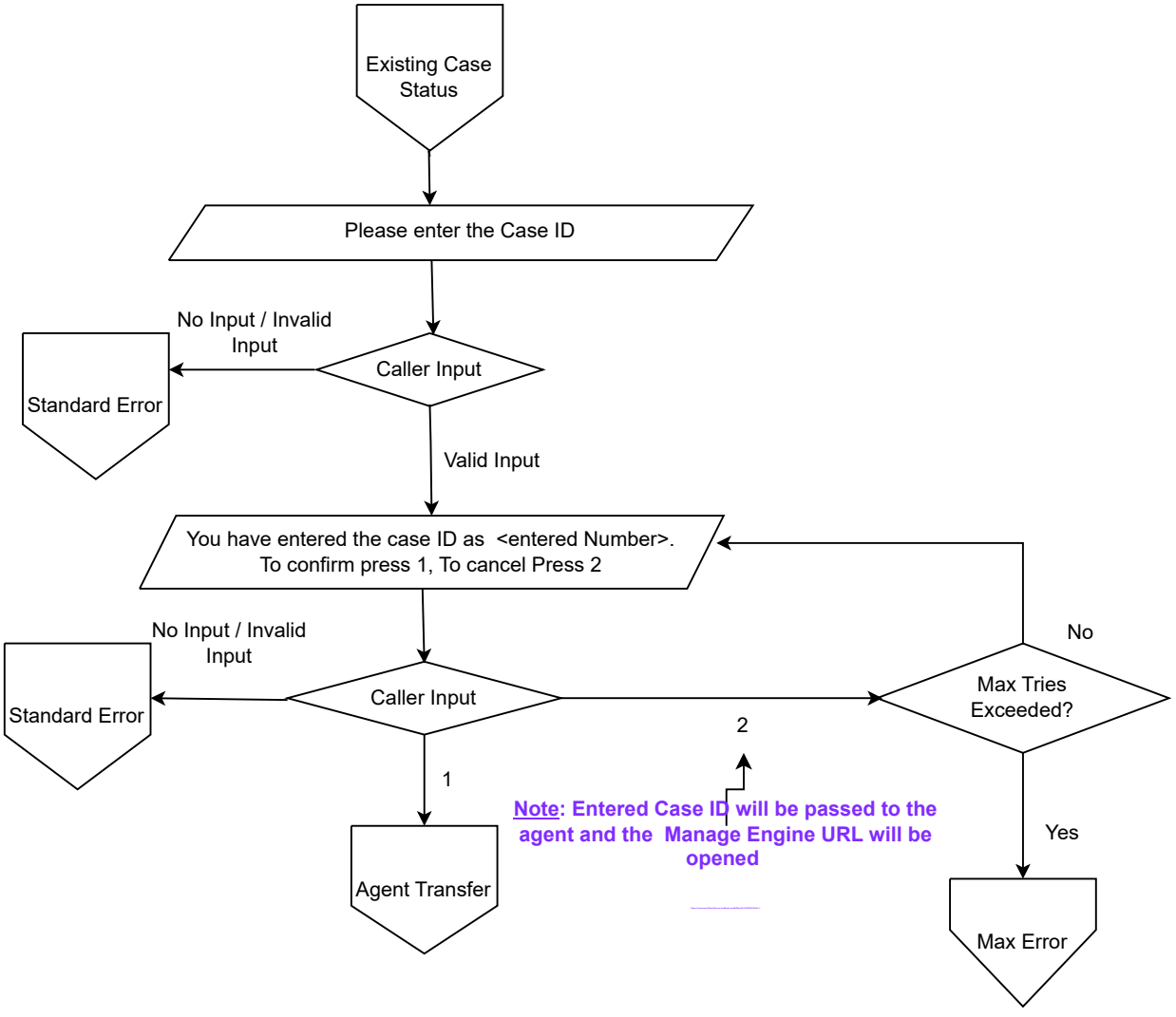


Main Menu

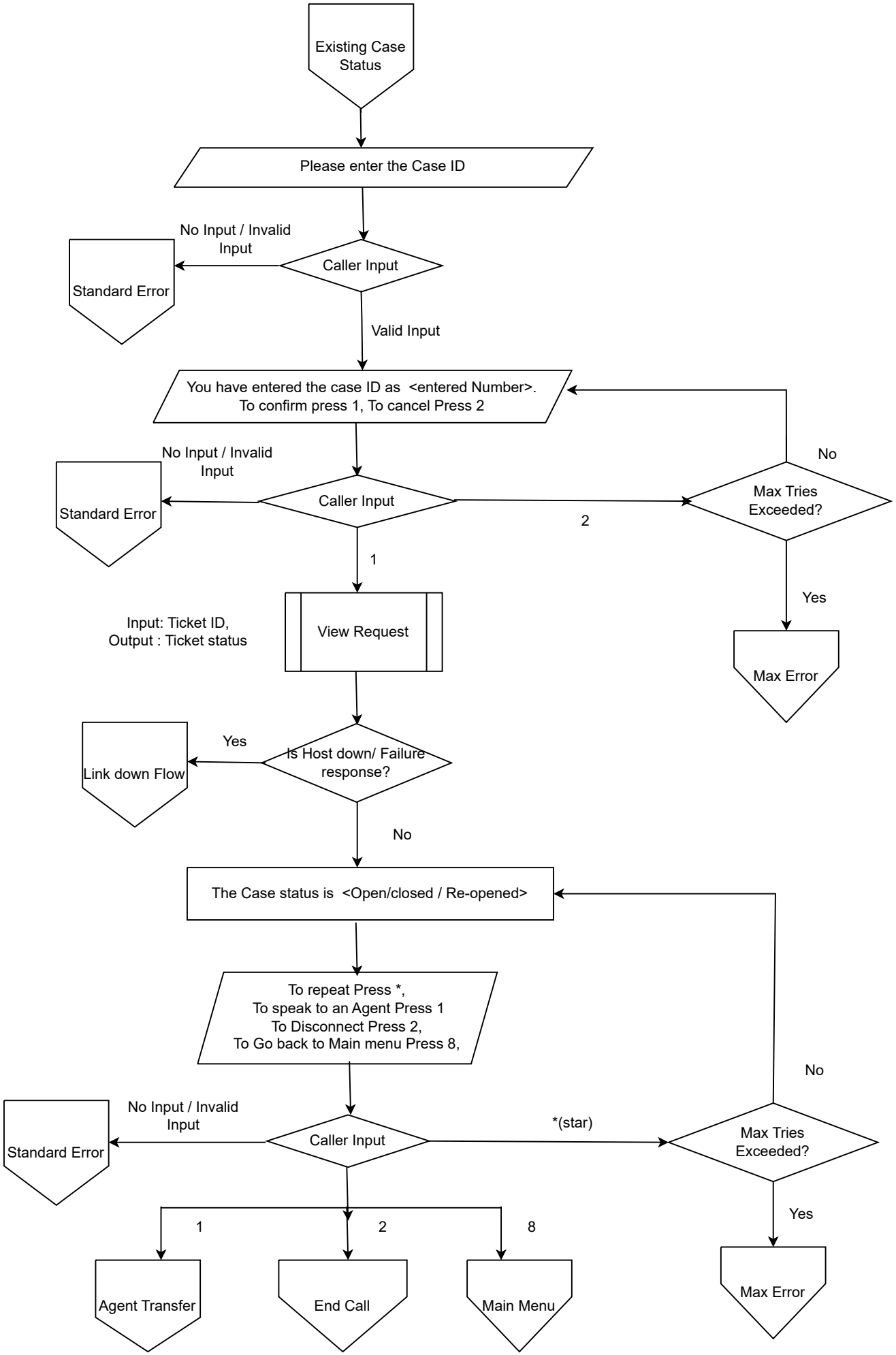


Note: Phase 1: when New case is opted "https://<host id>/WorkOrder.do?woMode=newWO&reqTemplate=4&requestServiceId=-1"

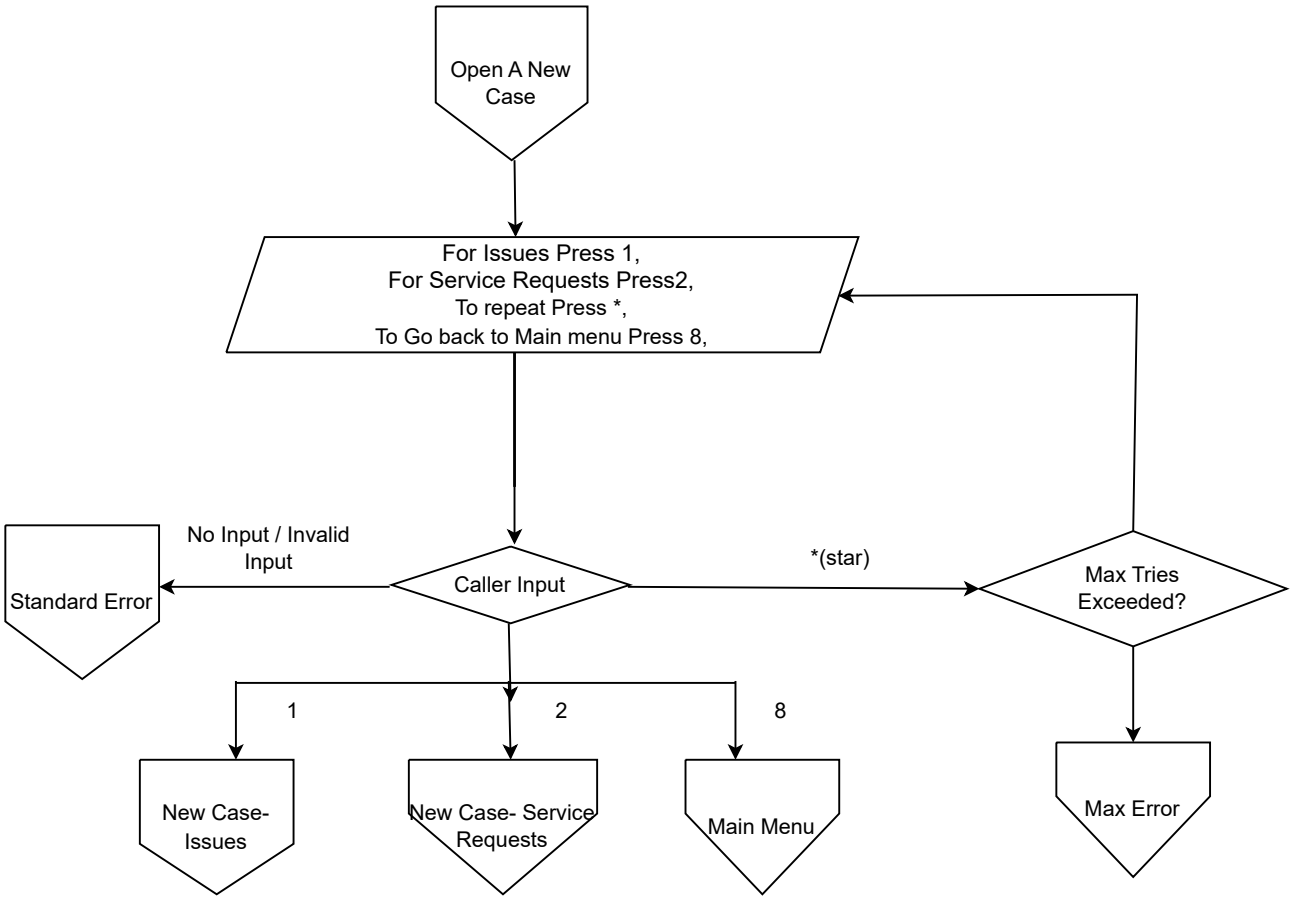
Existing Case Status_Phase1



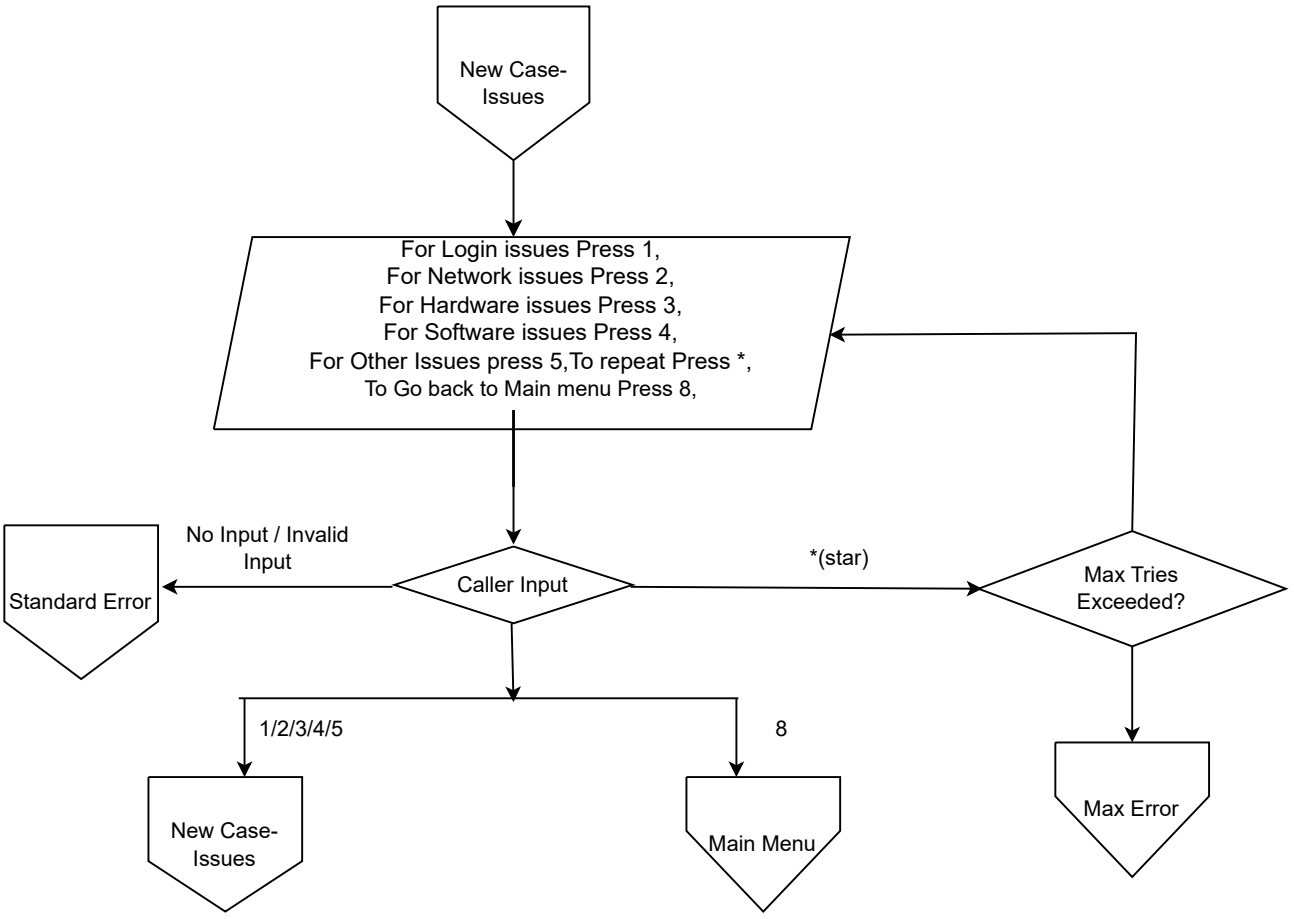
Existing Case Status_Phase2



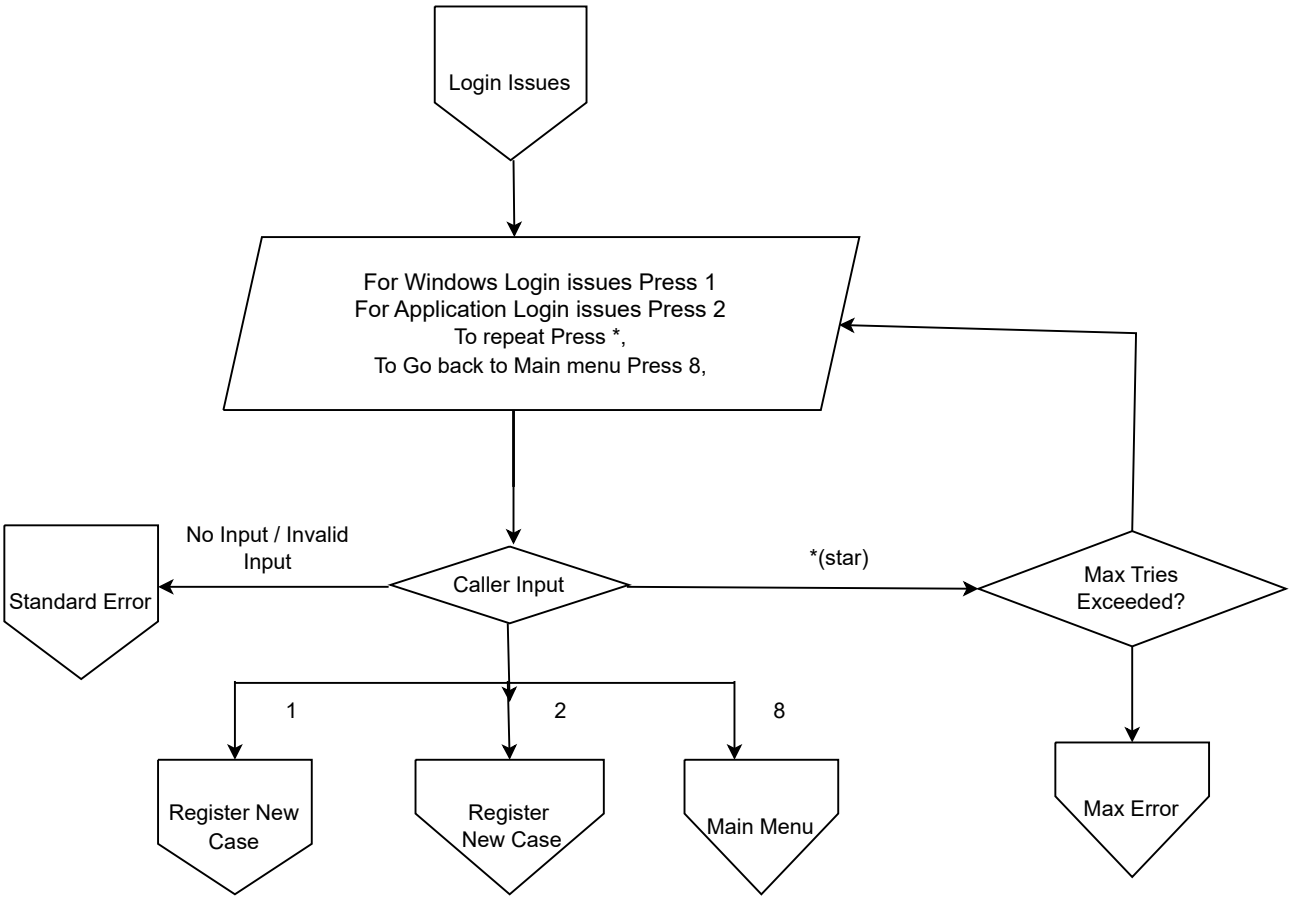
Open A New Case_Phase2



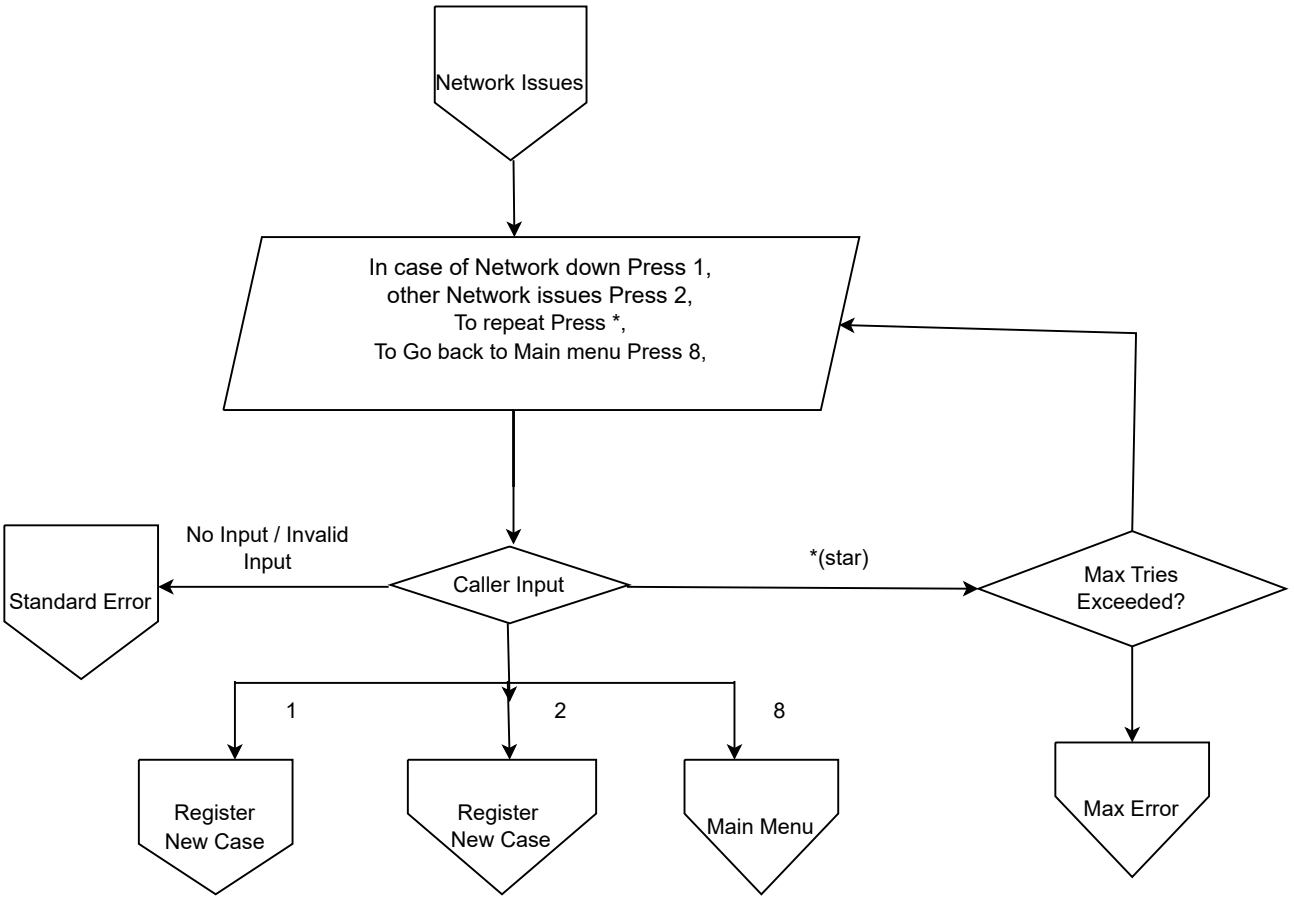
Open A New Case -Issues



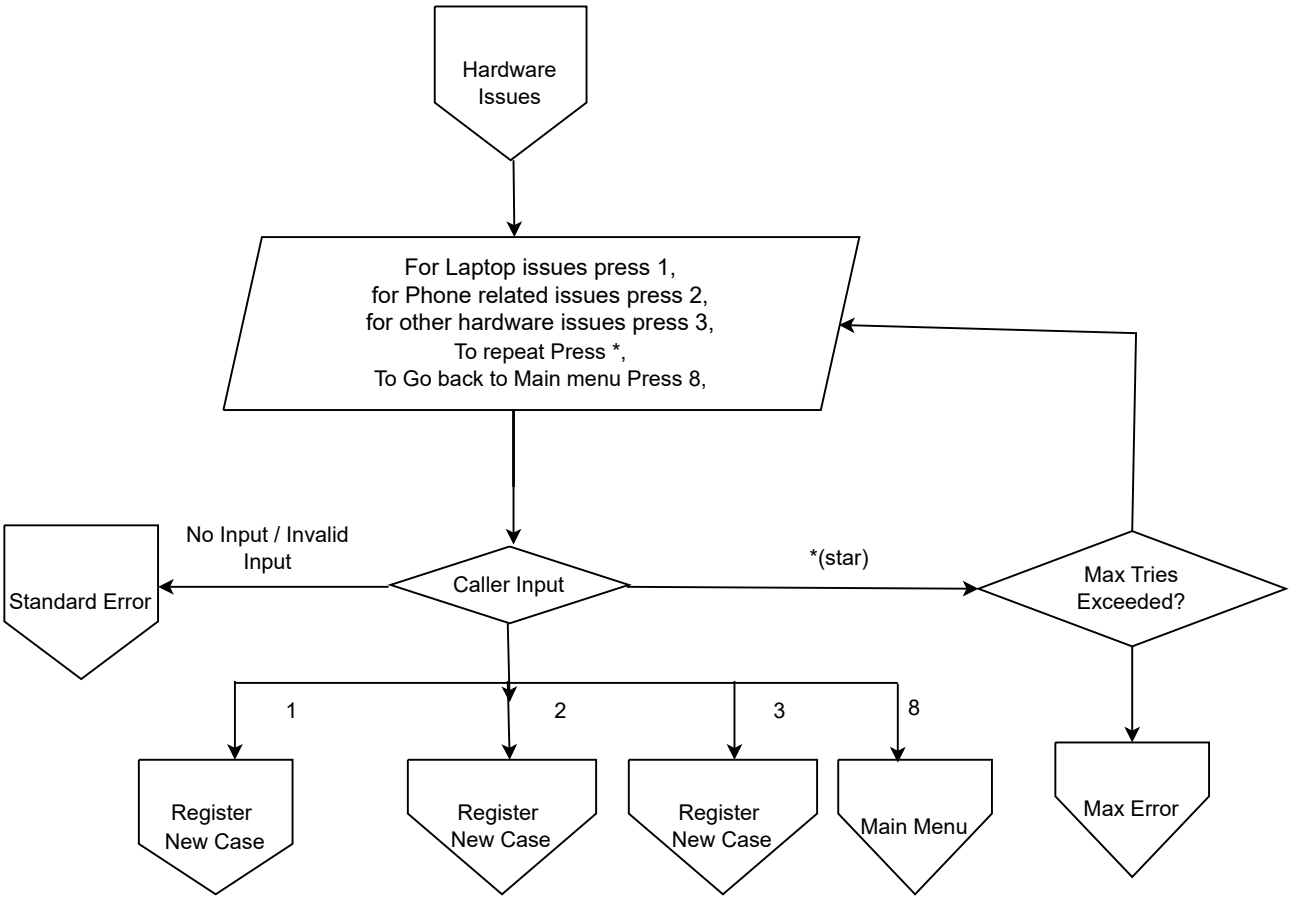
Login Issues



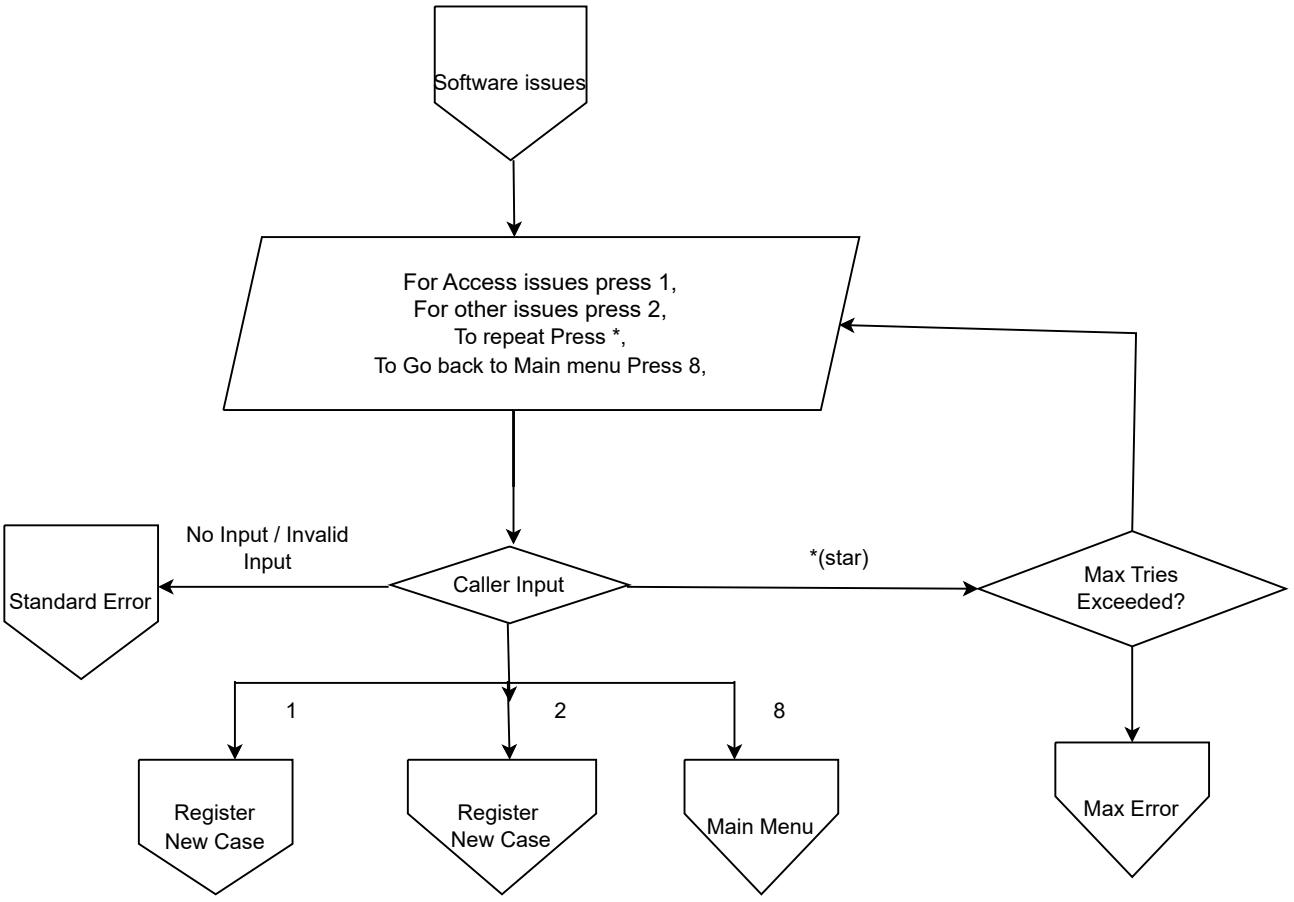
Network Issues



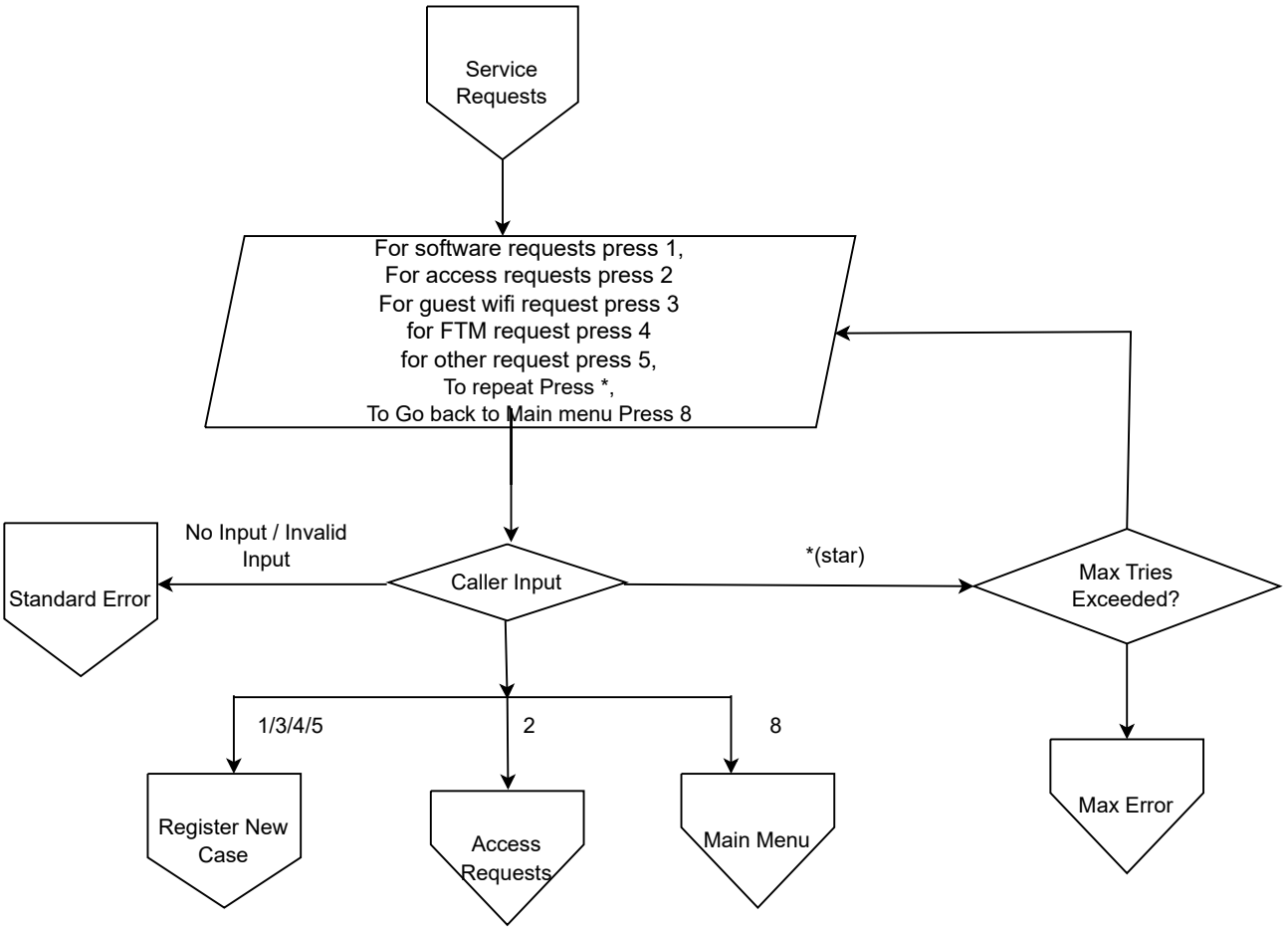
Hardware Issues



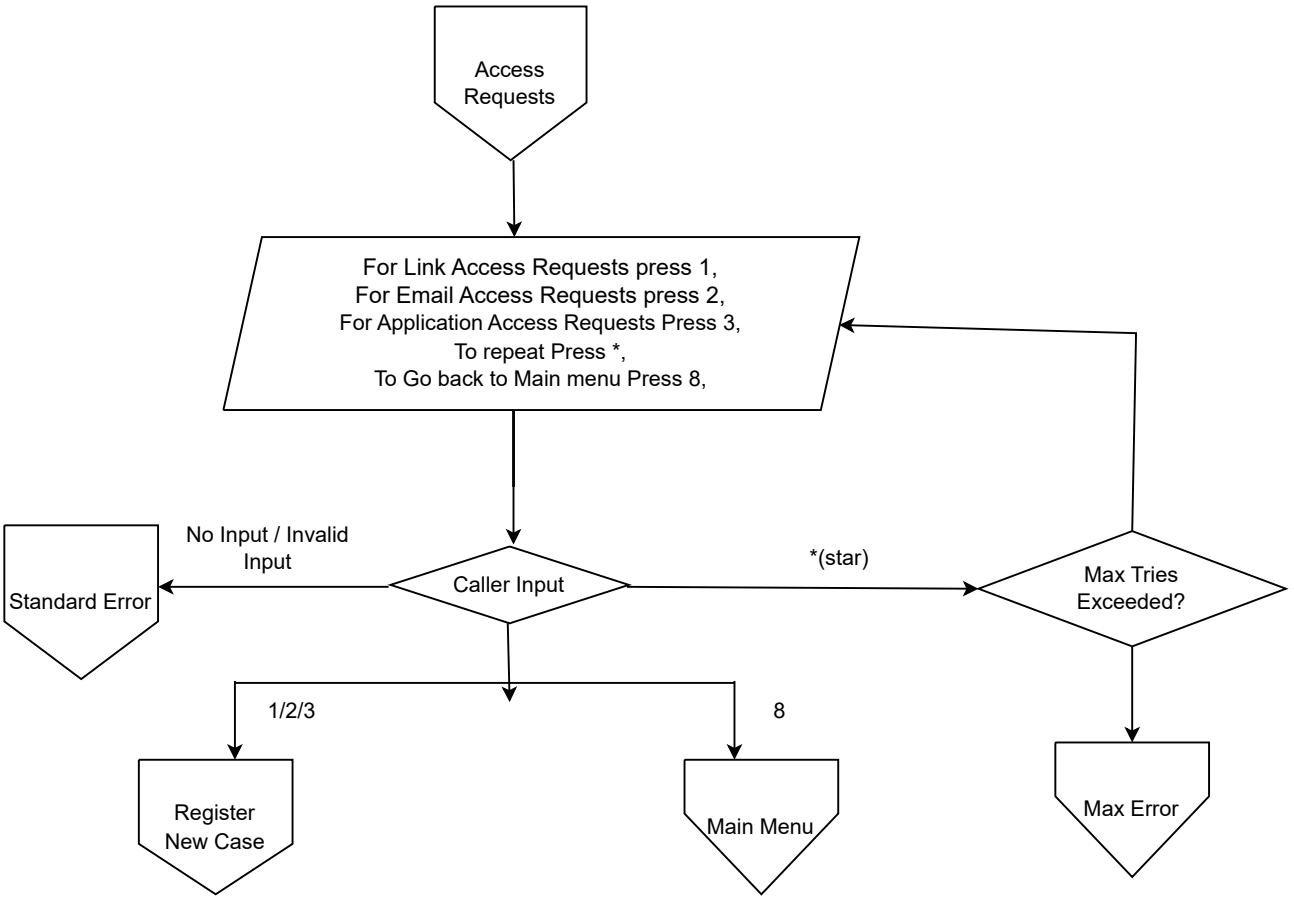
Software issues



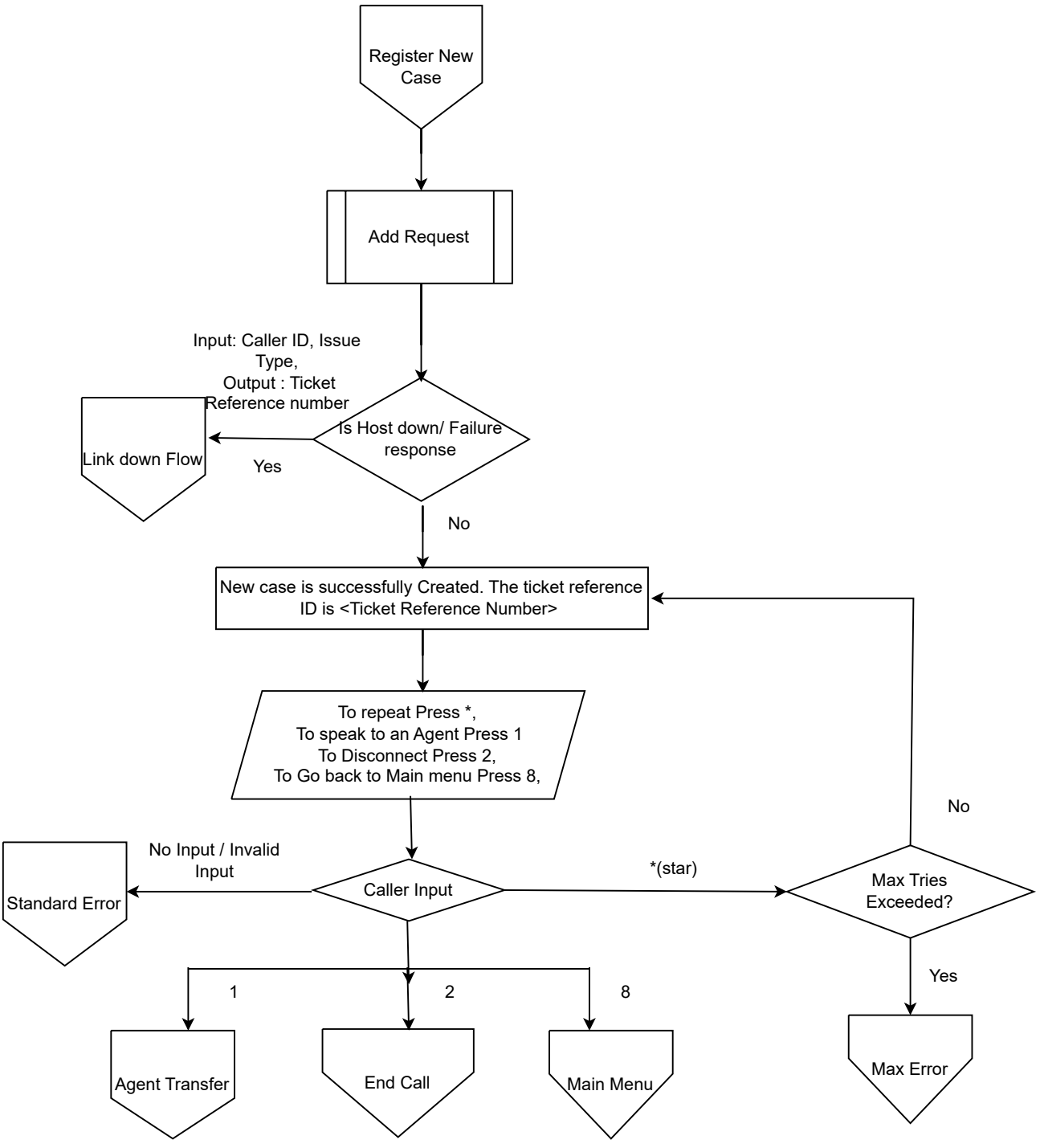
Service Requests



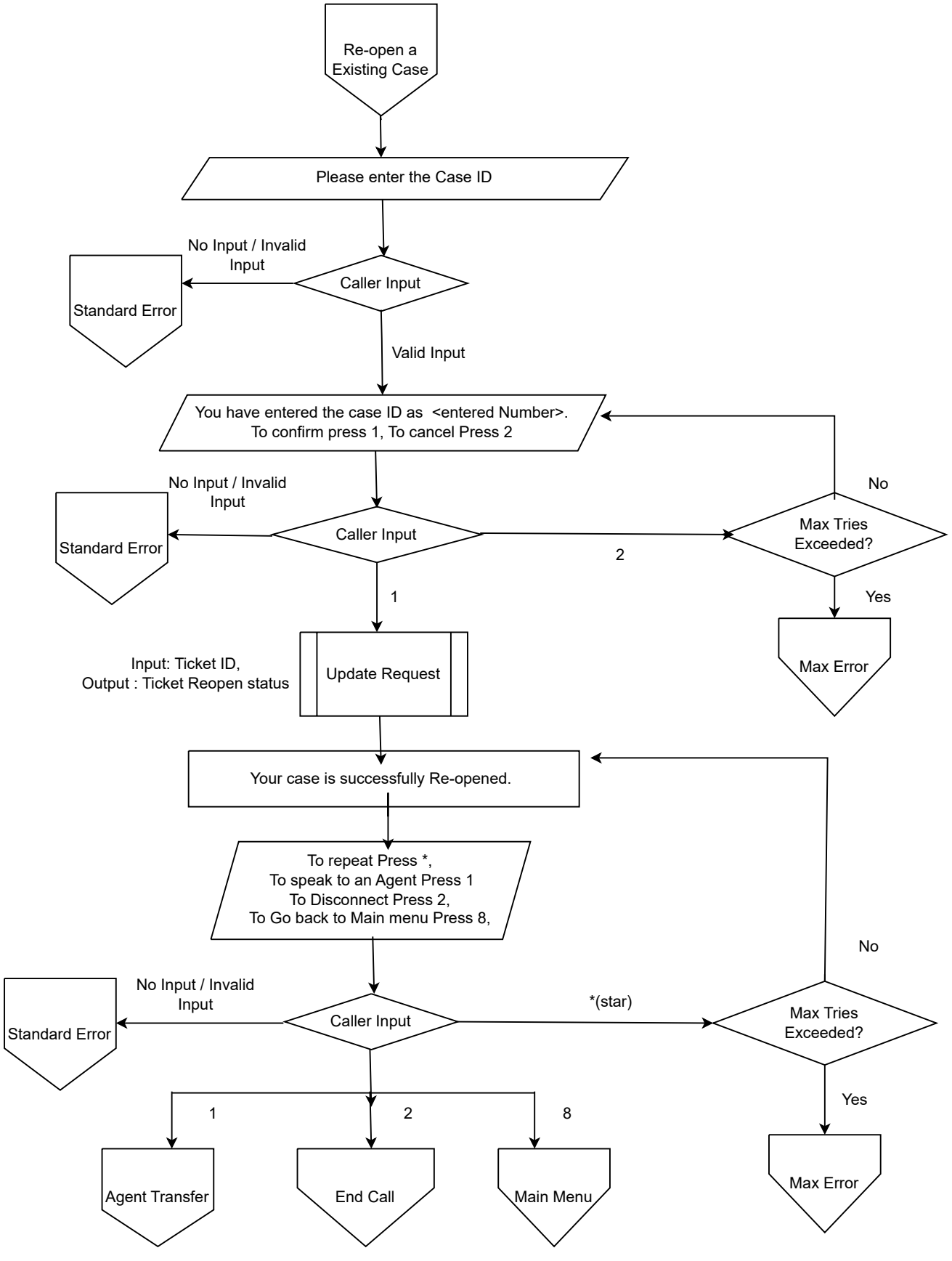
Access Requests



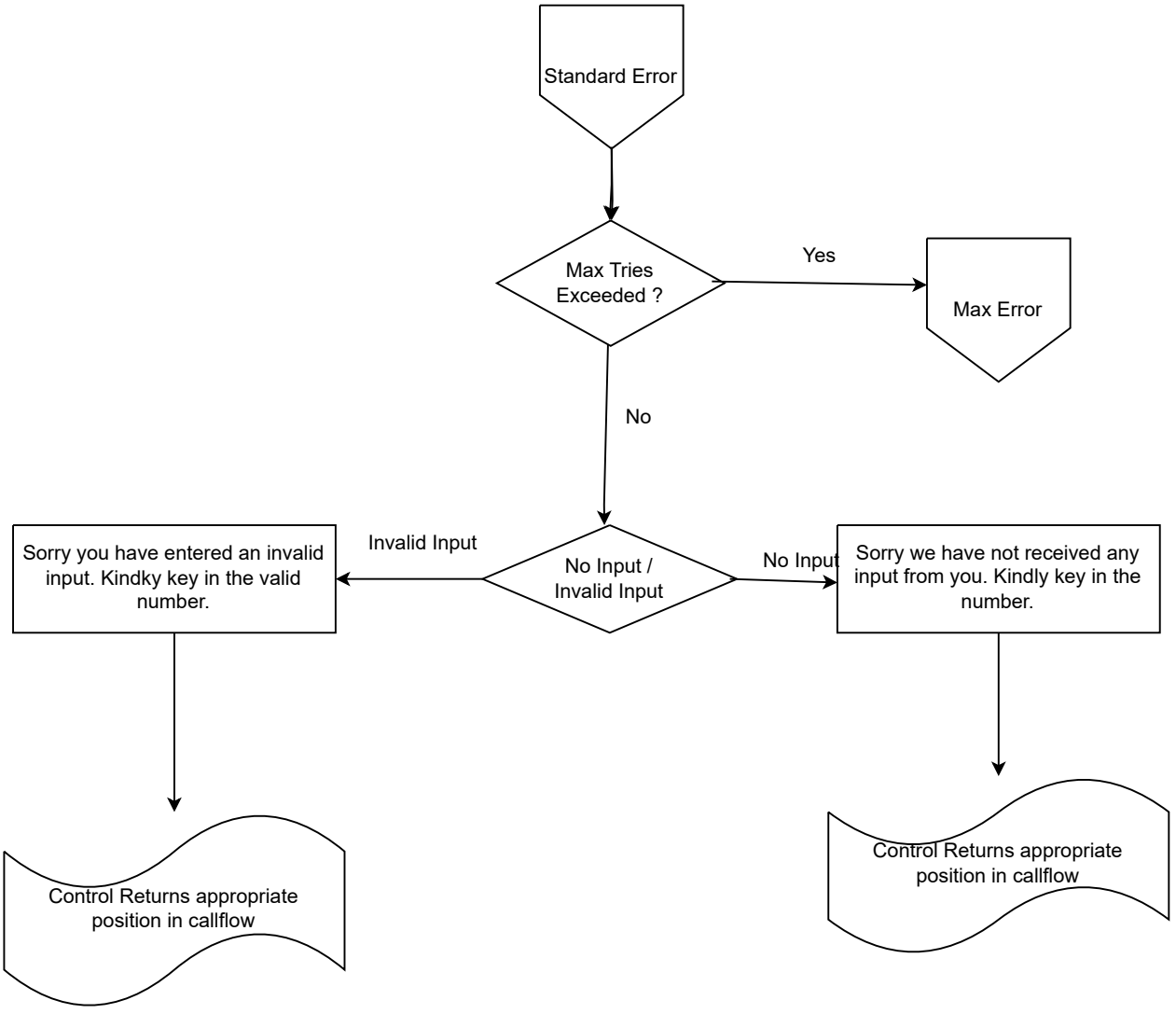
Register New Case

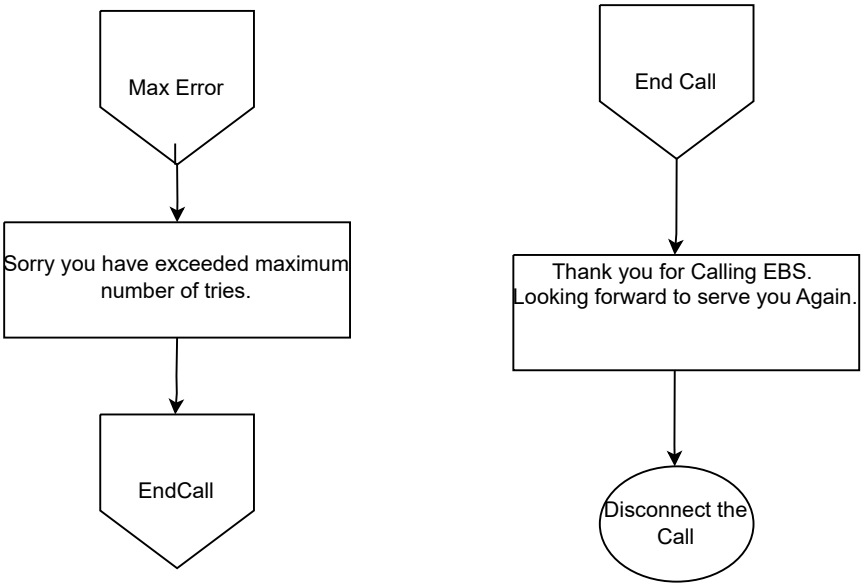


Re-open A Existing Case_Phase2

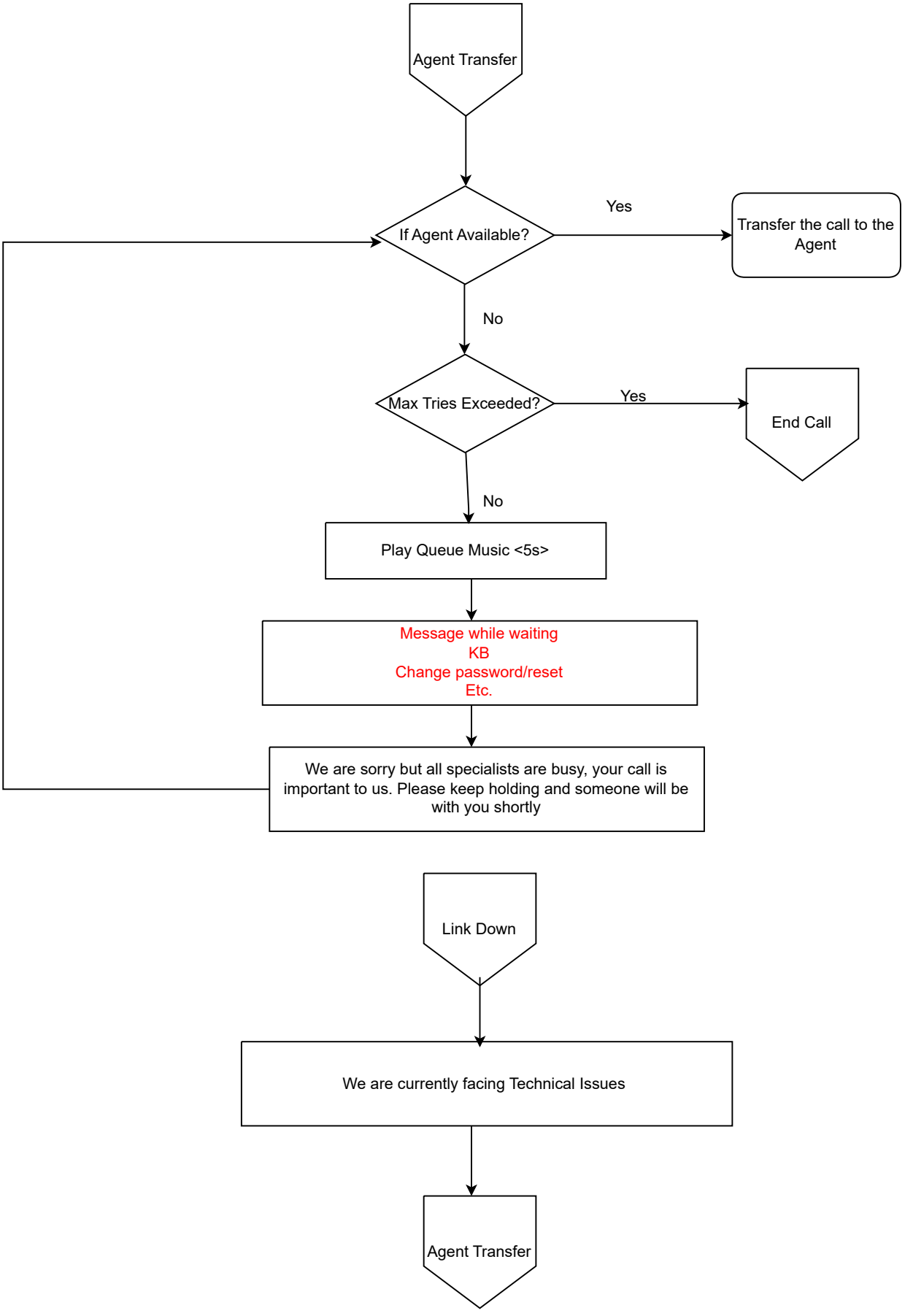


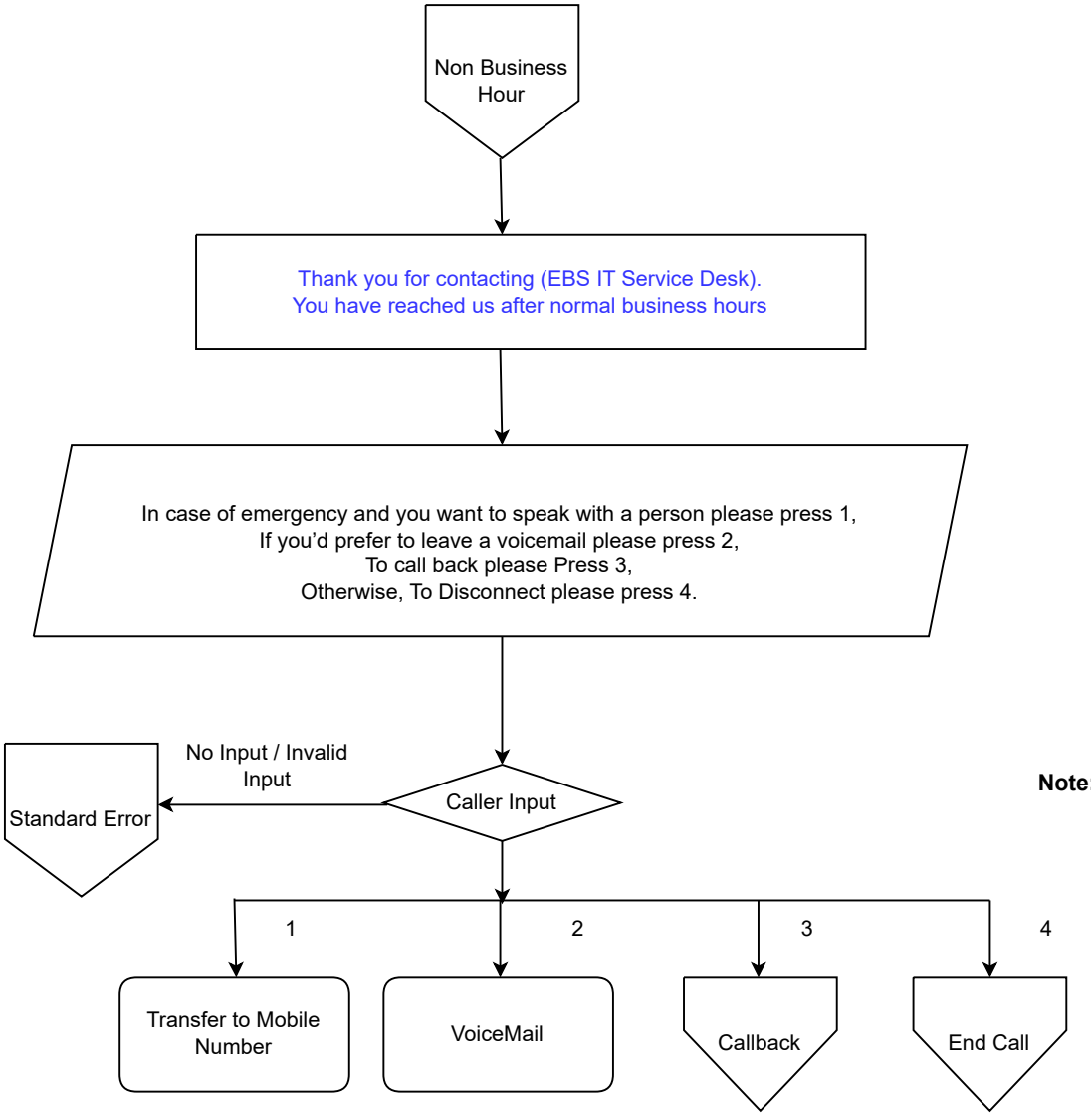
Standard Error, Max Error, End Call



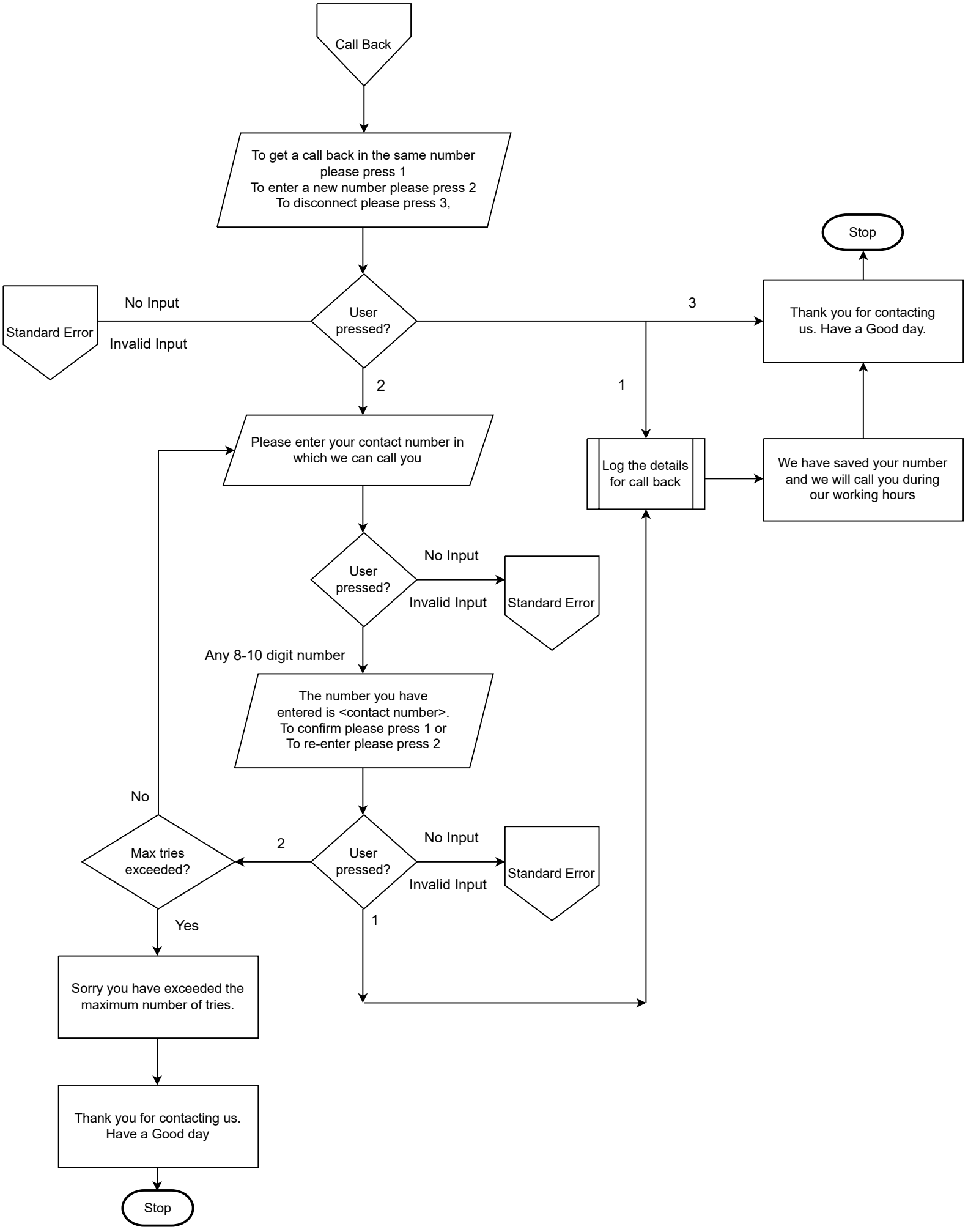


Agent Transfer & Link Down





Note: Call back option moved to phase 2


Call Back
To get a call back in the same number please press 1
To enter a new number please press 2
To disconnect please press 3,
User pressed?
No Input
Invalid Input
Standard Error
3
Thank you for contacting us. Have a Good day.
Stop
2
1
Please enter your contact number in which we can call you
Log the details for call back
We have saved your number and we will call you during our working hours
User pressed?
No Input
Invalid Input
Standard Error
Any 8-10 digit number
The number you have entered is <contact number>. To confirm please press 1 or To re-enter please press 2
No
Max tries exceeded?
2
User pressed?
No Input
Invalid Input
Standard Error
1
Yes
Sorry you have exceeded the maximum number of tries.
Thank you for contacting us. Have a Good day
Stop