IVR design Document

Customer feedback application

Configurations for the default messages

IVR will maintain the common configuration from fdf\_ivrconfig.xml

Once call lands to Survey IVR, IVR would capture the following information from the call

* DNIS
* ANI – Caller mobileNumber
* lastRedirectedNumber – (Agent id)

IVR would the IVR related configuration file from the fdf\_ivrConfig.xml loaded in Document management FDF\_SURVEY

Ivr Config Fields and field description

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| --- | --- | --- | --- |
| S.No | Field Name | Field Description | Sample value |
|  | PROMPT\_COMMON\_PATH | Prompt path where common prompts like no input prompts, invalid prompts, maximum tries prompts are loaded for each language.  Note: This folder should be created in prompt management under each language and the respective prompts should be loaded. Steps for uploading the prompts are available here | FDF\_SURVEY\_APP/ |
|  | PROMPT\_MAX\_TRIES | The file name of maximum tries exceeded prompt | 1006.wav |
|  | PROMPT\_NO\_INPUT | The name of the prompt file to be played when caller does not give any input | 5002.wav |
|  | PROMPT\_INVALID\_INPUT | The name of the prompt file to be played when caller gives invalid input to the menu | 2007.wav |
|  | PROMPT\_LINK\_DOWN | The name of the prompt to be played when host interaction fails or link down | 3005.wav |
|  | PROMPT\_ARA\_LINK\_DOWN | The name of the Arabic prompt to be played when host interaction fails or link down | 3005\_arabic.wav |
|  | GET\_SURVEY\_DETAILS\_URL | The URL to access to get the welcome message, survey Questions, minimum score, maximum score and Thank you message from the application server | http:/hostip:port  /survey/survey/  getIVRFeedbackFormDetails |
|  | GET\_SURVEY\_CONNECT\_TIMEOUT | Timeout in seconds for connecting the get Survey URL | 5000 |
|  | GET\_SURVEY\_READ\_TIMEOUT | Time out in seconds for reading the get survey detail | 5000 |
|  | UPDATE\_SURVEY\_DETAILS\_URL | Host URL to update the survey results | http:/hostip:port  /survey/survey/  insertSurveyEvaluationForm |
|  | UPDATE\_SURVEY\_CONNECT\_TIMEOUT | Timeout in seconds for connecting the update survey details | 5000 |
|  | UPDATE\_SURVEY\_READ\_TIMEOUT | Timeout in seconds for reading the response from update survey details | 5000 |

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