# Inbound IVR Call Flow 198 GSM Prepaid

Last updated on: April 17th 2015

Version: 1.2



# **Version History**

Version No / Date	Change Initiated By	Updated By	Summary of Changes	
0.01 / Jan.15.2015	-	Karthikeyan G	Initial draft of the call flow	
0.02 / Jan.20.2015	RCOM	Karthikeyan G	Updated call flow based on the discussion with Mona and Amit.	
0.03 / Jan.21.2015	RCOM	Karthikeyan G	Maintaining separate call flow for 333 GSM. Incorporated changes as discussed with Mona.	
0.04 / Feb.2.2015	RCOM	Daranivasan.A	Incorporated changes based on response provided - Included Host detail notes - Verbiages change in Menu/Phrases but flow logic remains the same - New Global Menu with no Transfer Agent inserted - Amex card pay removed	
0.05 / Feb.15.2015	RCOM	Daranivasan.A	- Start(STT)  * Removed LTV Phase 1 and Pase 2 checks as per feedback * Included Hotflash - Language Selection(LSE)  * Instead of flow continuing to invoked position, diverted it to Intelligent Layer - Preferred Service Check(PSC)  * Removed - Intelligent Layer(INL)  * Preferred Service Check included - Account Information(ACI)  * Calling Intelligent Layer altered - Main Account Balance & Validity(MABV)  * Zero or expiry check condition - Responses Provided  * Voice Offers(VCO) & Data Offers(DTO)  * Pay Using Core Balance(PCB)  * Process Payment(PRP)	
0.06 / Feb.17.2015	RCOM	Raajesh Kumar	Transfer Agent *SRC counter 5/8/15 will be common for both 333 and 198	
0.07 / Feb.19.2015	Reliance	Daranivasan.A	- VAS(VAS) & Internet & VAS(INV)  * Replace "transfer to other IVRs" with message followed by Global Prompt	
0.08 / Mar.05.2015	Servion	Daranivasan.A Karthikeyan.G	Added IVR DB interface details	
0.09 / Mar.24.2015	Servion	Karthikeyan.G	1. Activate VAS – added interface to fetch the available vas and activate vas. 2. Transfer back to main menu 3. Process payment changes PACE interface to validate card details and process payment 4. Top-up interface added to validate the entered denomination 5. Global prompt to be played for second and third try for all menus but only for HNI callers 6. Intelligent layer moved upfront of the call instead under each main menu and logics updated for SR, CRM interaction history, tariff change, pack renewal 7. PUSH SMS: SMS will only be triggered from URL but not by CSS. 8. GPRS settings: CSS will communicate to device manager and device manger will send the GPRS settings to MDN. Device manager will be responsible for sending SMS and maintaining the SMS text 9. Buy offer or pack: No need to collect MRP through admin, instead ACT offer code> will be passed to consumer BUY PACK interface. Option to enter the activation code against each offer in admin to be included; which will be sent to MACD / pay using core balance interface 10. Voice offer / data offers: added OFU interface to get OFU offers 11. Added interface for my pack and plan Credit card entry call flow: Removed card selection menu and one card number entry collection menu	



# **Version History Contd**

Version No / Date	Change Initiated By	Updated By	Summary of Changes	
1.1 / April.8.2015	-	Karthikeyan G	Base lined version	
1.11 / April.17.2015	-	Karthikeyan G	Added Interface to pack renewal     Voice and data offers: offer code (instead of activation code) will be passed to buy the pack interface     Data Balance & Validity: removed FRC balance category, since that is not applicable for GSM and added interface details to fetch Data balance.     My Plan & Pack: Added interface details to retrieve my plan and pack details.     Pay using core balance: Added interface. Error codes pending. Process payment: Payment or transaction ID will be played only if the interface returns payment ID, otherwise transaction id phrase will not be played.	
1.2 / April.17.2015	-	Karthikeyan G	Re-base lined version	



#### **Standard Call Flow Conventions**

Start / Disconnect

This shape represents the Start or End of the IVR Application

Audio prompt

This shape represents speech announcements with out caller input

Process

This shape represents any process that happens in the background

Prompt and Collect

This shape represents the Menu option, the same shape also represents the collection of a string of digits (prompt and collect option).

DB/Host access

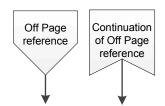
This shape represents the host or database access.



This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



This shape is a page connector which means the continuation of the flow in the same page.



This shape is a page connector which means the continuation of the flow is in another page.

Sub process / Pre-defined This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart to another flowchart.

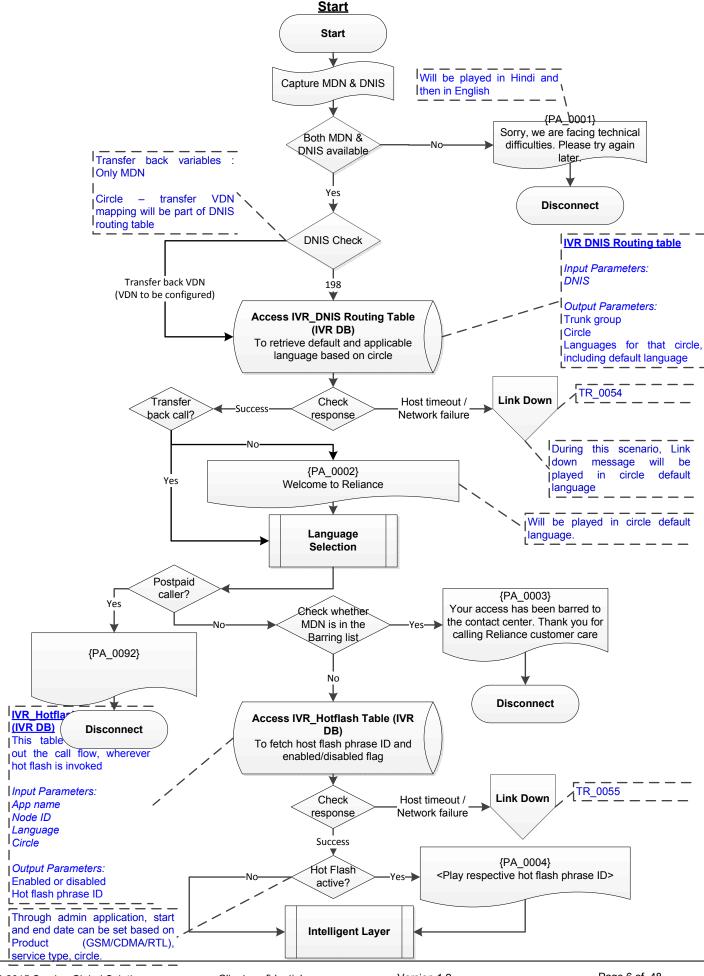
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 4 of 48



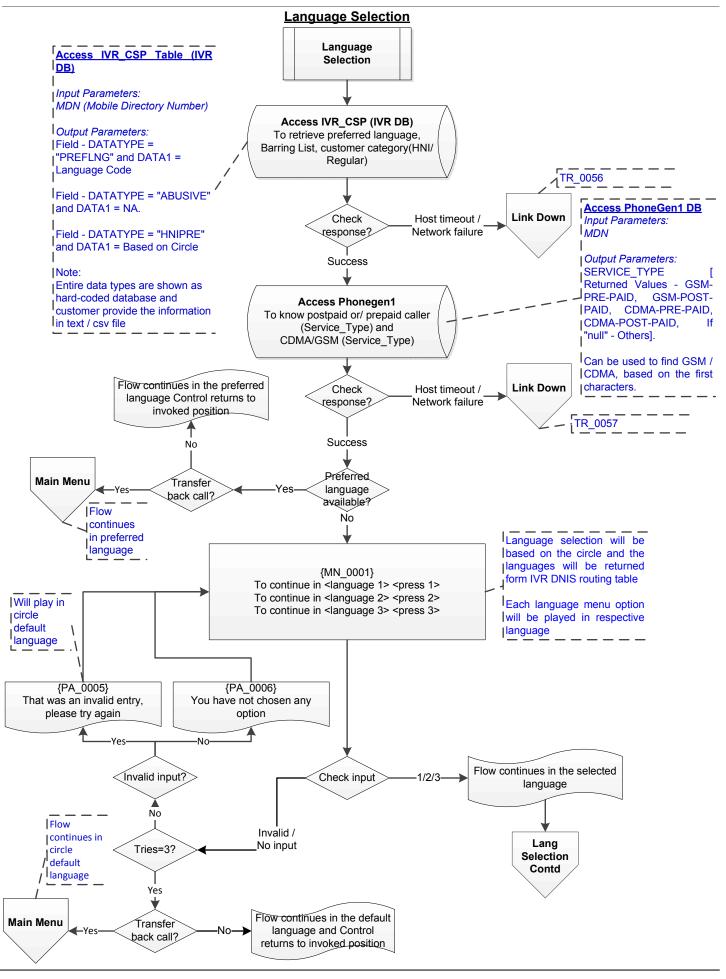
# **Universal Business Rules**

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Oriya, Bengali, Assamese	Language selection will be dynamically offered based on the circle
3	Dial with interrupt	Applicable when a menu or an announcement is played	Not Applicable if there is a database access
4	No Input timeout	5 Seconds (Configurable)	Not Applicable
5	Inter Digit Timeout	3 Seconds (Configurable)	Not Applicable
6	Host timeout	5 Seconds (Configurable)	Not Applicable
7	Maximum number of tries	3 Tries (1 initial try + 2 retries) No input and Invalid input will have combined 3 tries.	Not Applicable
8	Touch Tone Entry	Application will accept DTMF numeric, Hash (#), and asterisk (*) inputs only	Application will not accept any alphabet, or speech inputs
9	Announcing Numbers	The application will announce numbers as a whole. For example 250 will be announced as Two Five Zero	Not Applicable
10	Announcing Date	Dates (DD / MM / YYYY) will be announced in words, for example 15 / 05 / 2005 will be announced as Fifteenth May Two Thousand and Five	Not Applicable
11	Announcing Currency	The application will announce the currency information as Major Currency (Rupees) and Minor Currency (Paise)  For example, 250.50 will be announced as Two Hundred and fifty rupees and fifty paise.  If any one of the currency portion is zero, the application will not announce the same.  If both the currency portion are zero, the application will announce it as Zero balance.	Not Applicable
12	Global Prompts (Menu level)	To return to the previous menu <press 7=""> To return to the main menu <press 8=""> To speak to our customer service representative <pre><pre><pre><pre><pre><pre><pre><pre></pre></pre></pre></pre></pre></pre></pre></pre></press></press>	Global Prompts (Menu Level) will not apply for the following: Main Menu, Prompt & Collect, Confirmation Menu  Option 9 will be dynamically offered based on the customer category (HNI or regular). A note has been explicitly placed in each menu wherever applicable
13	Global Prompts (Feature level)	To repeat the message <pre> To return to the previous menu <pre> To return to the main menu <pre> To return to the main menu <pre> To speak to our customer service representative <pre> 9&gt; </pre></pre></pre></pre></pre>	-Feature level global prompt will be played followed by an announcement. Example: After credit card last 5 transaction announcement. Above exception applies for global prompt feature and menu repeat



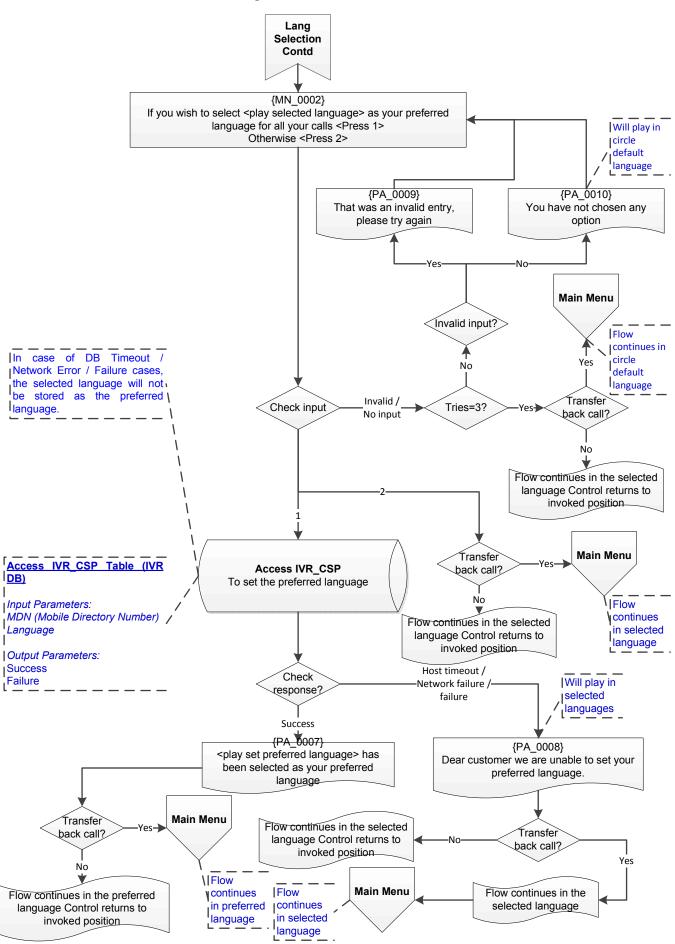




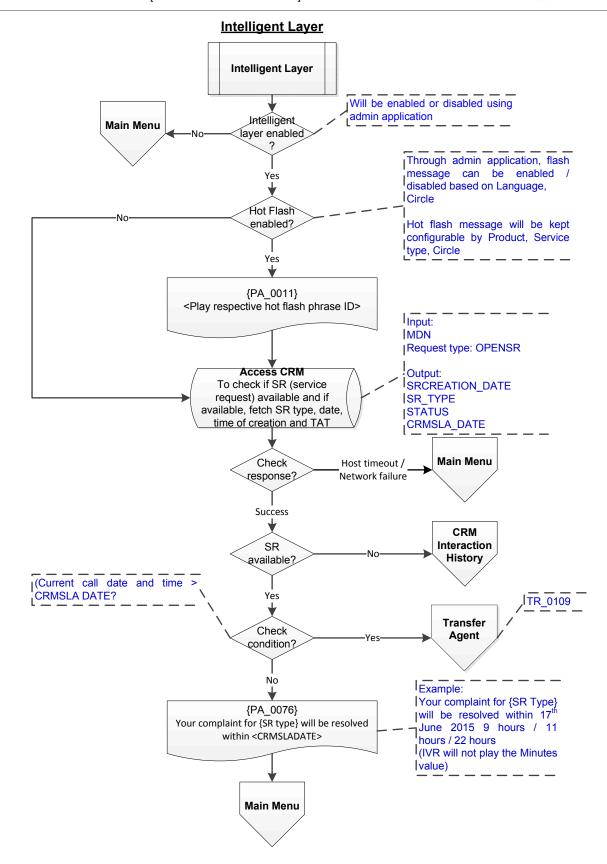




#### **Lang Selection Contd**

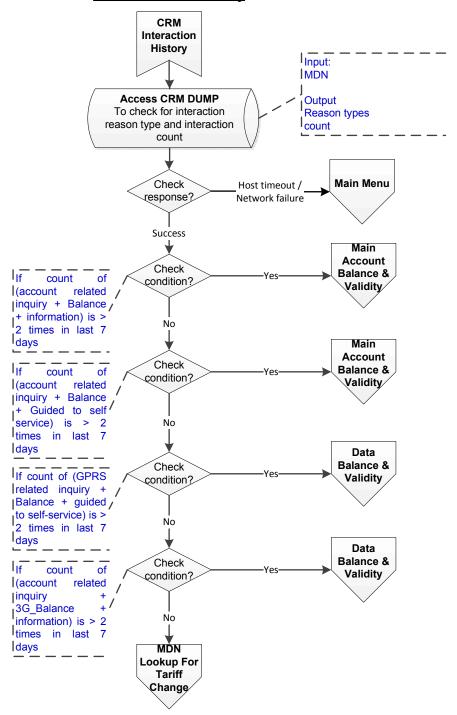








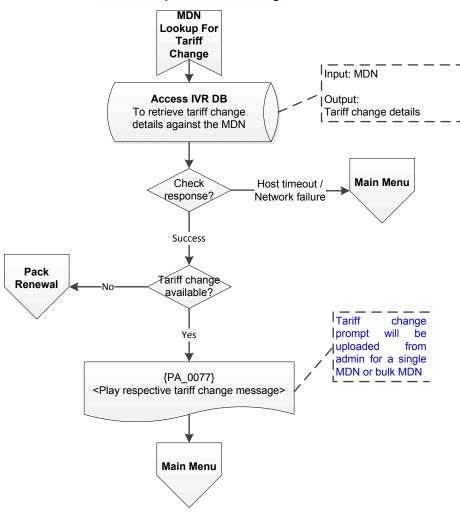
#### **CRM Interaction History**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 10 of 48

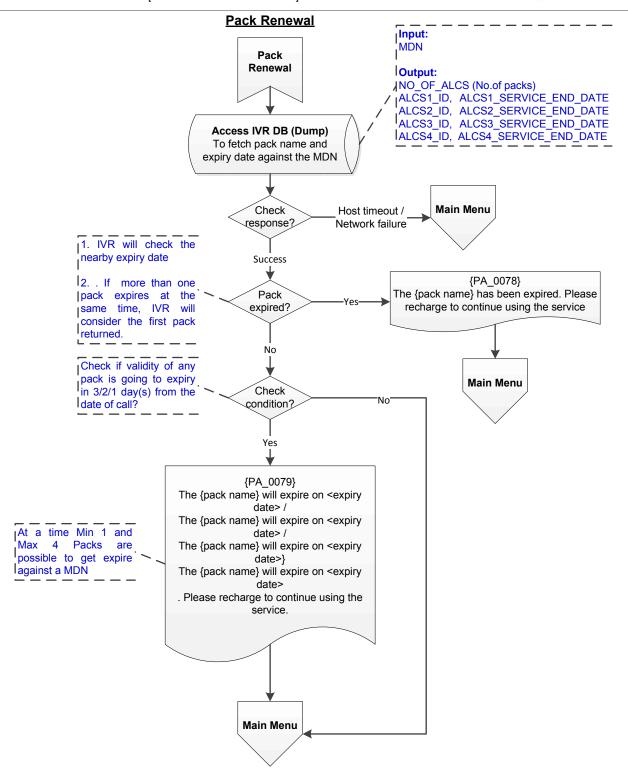


#### **MDN Lookup For Tariff Change**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 11 of 48



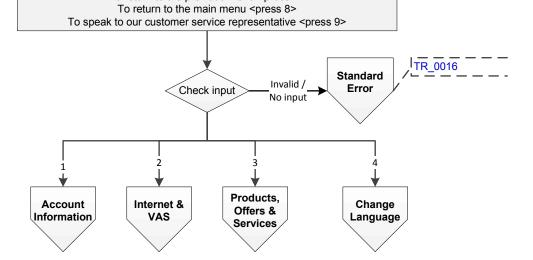


© 2015 Servion Global Solutions Client confidential Version 1.2 Page 12 of 48

Main Menu



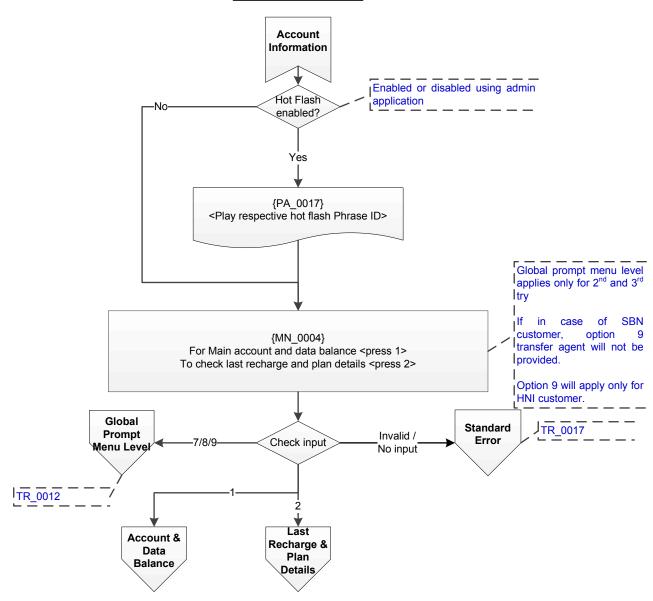
#### Main Menu Check if the caller is accessing {TR\_0001} main menu more than the Transfer |configured (four times) counter Check Agent condition? Νo Throughout the call flow, global {MN\_0003} prompt will be played for 2nd For account information 1> and 3rd try only For internet settings and to manage value added services press 2> Only for HNI callers, option 9 will To change your preferred language option 4> be played here. At any point during this call To return to the previous menu 7>



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 13 of 48



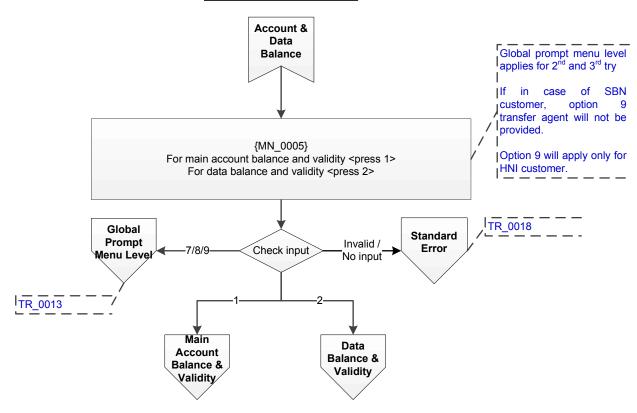
#### **Account Information**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 14 of 48

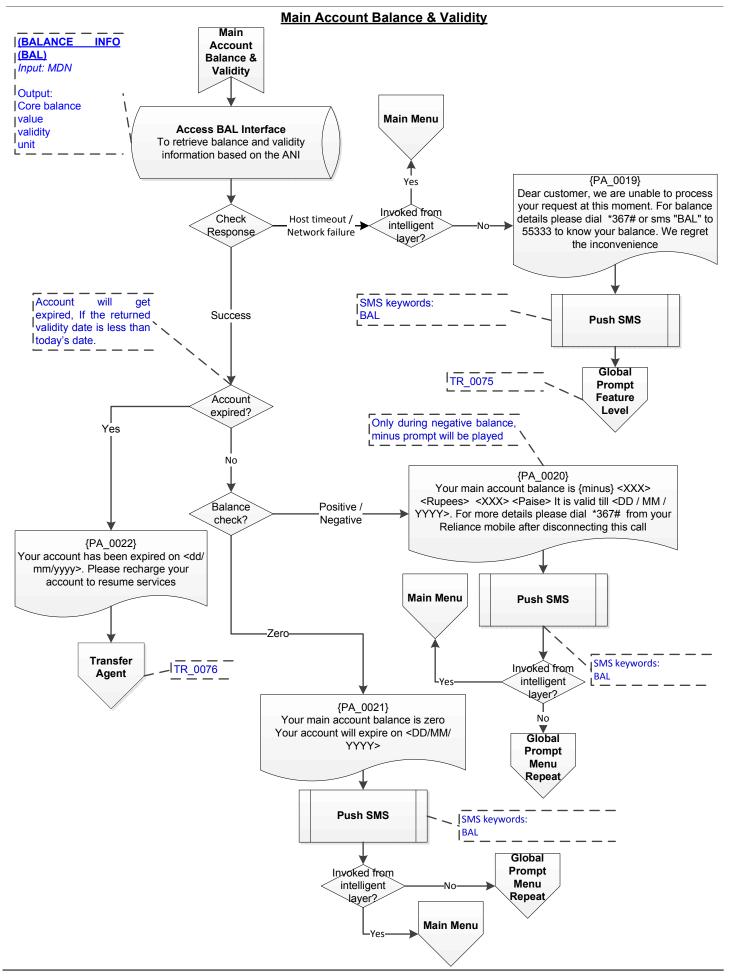


#### **Account & Data Balance**

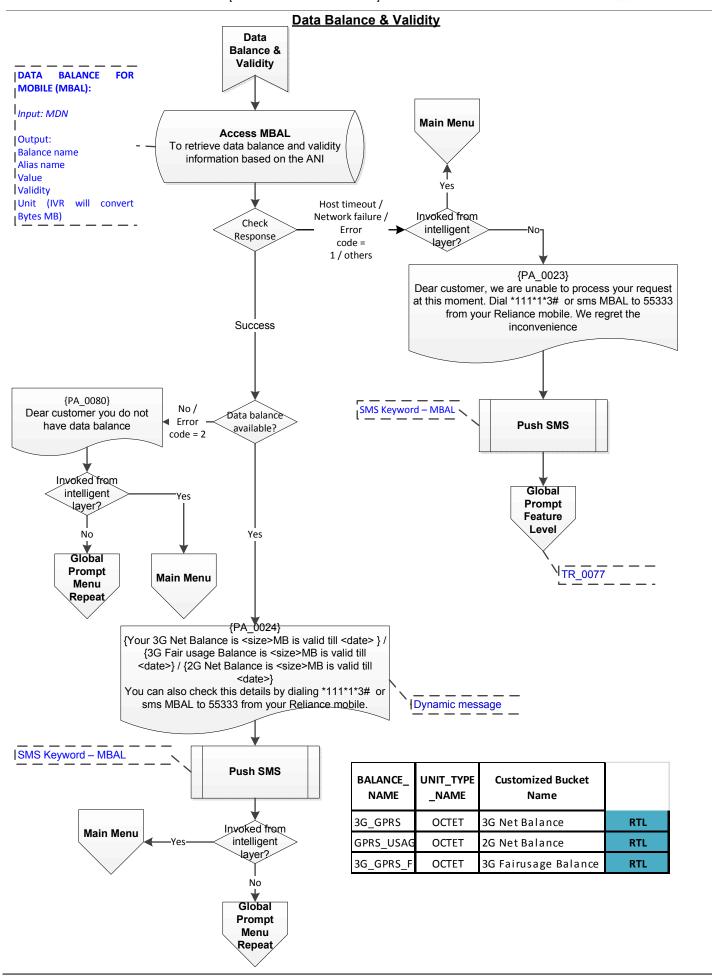


© 2015 Servion Global Solutions Client confidential Version 1.2 Page 15 of 48

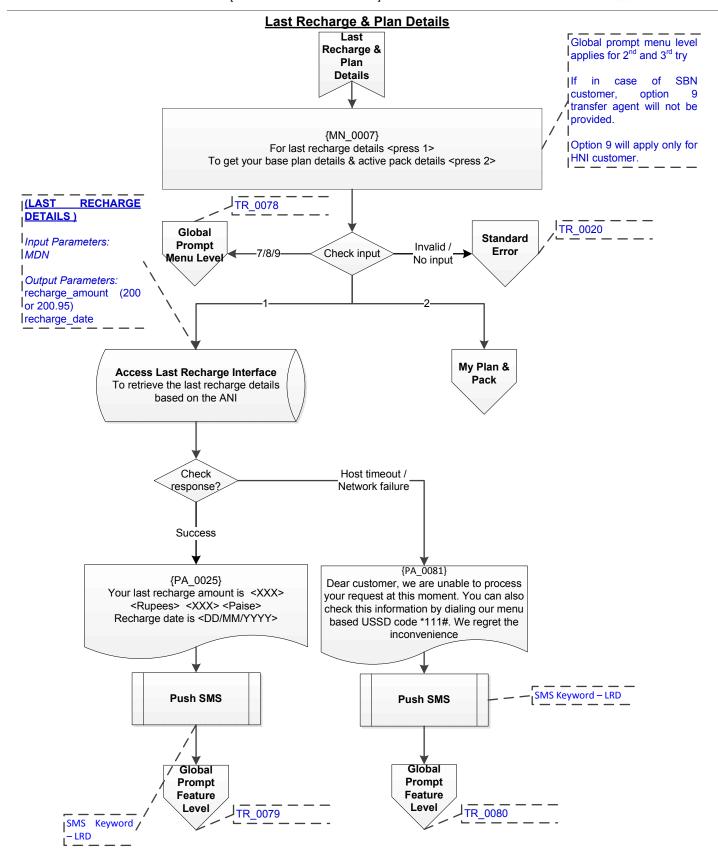






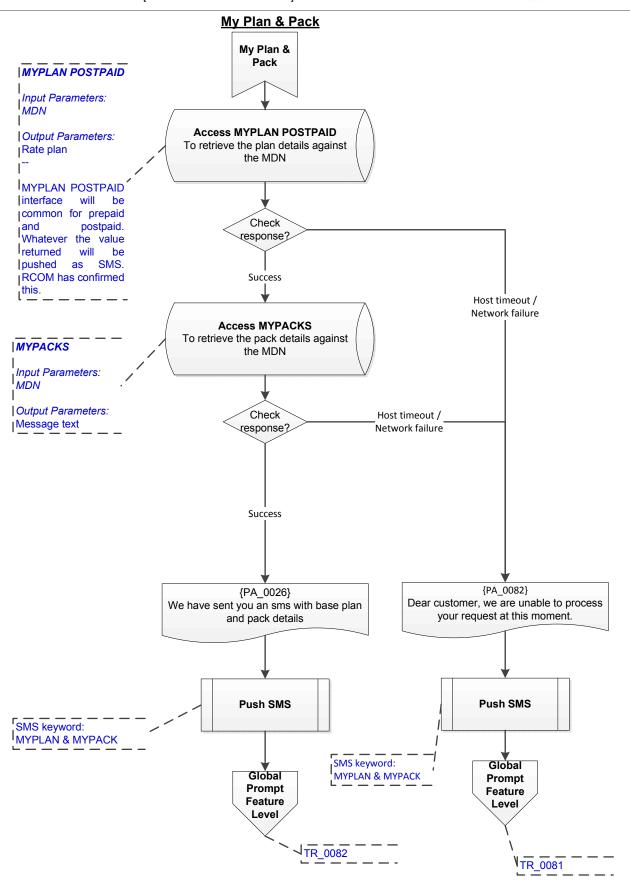






© 2015 Servion Global Solutions Client confidential Version 1.2 Page 18 of 48

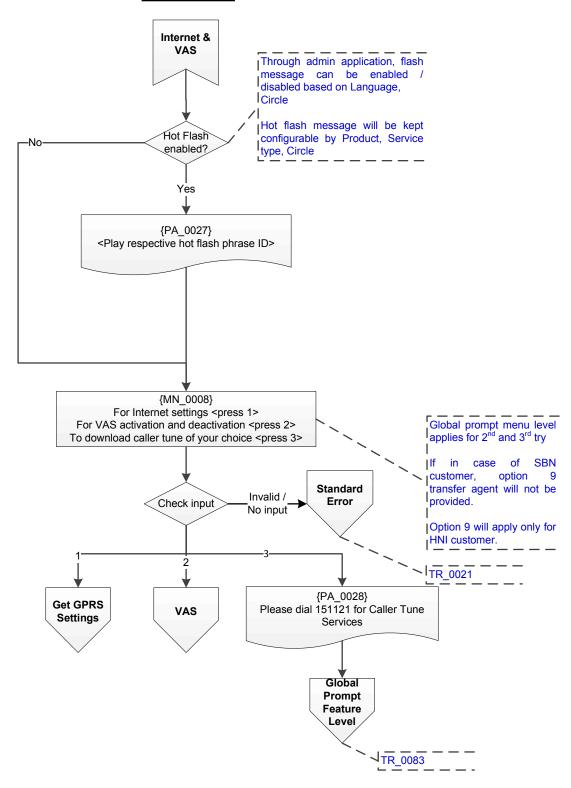




© 2015 Servion Global Solutions Client confidential Version 1.2 Page 19 of 48

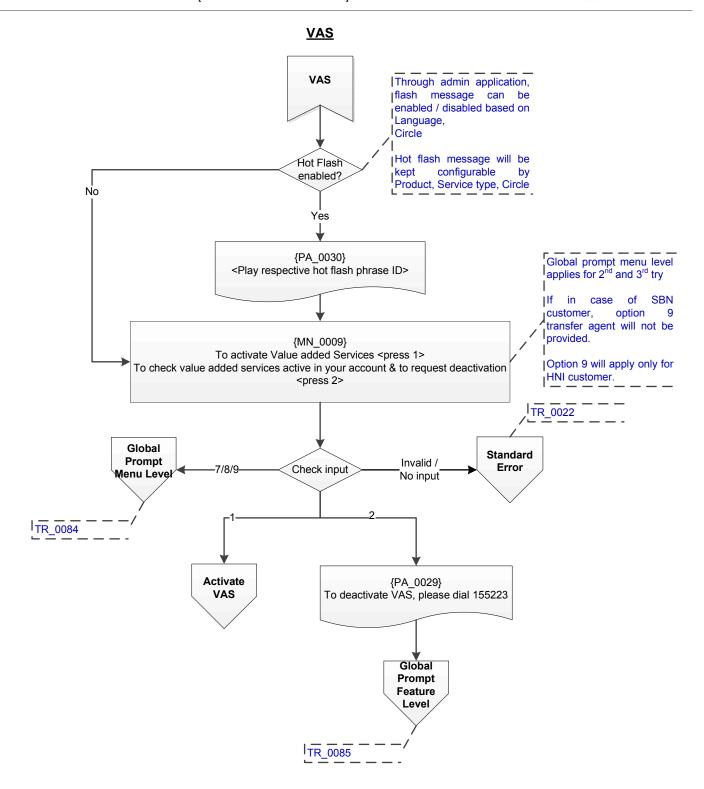


#### **Internet & VAS**



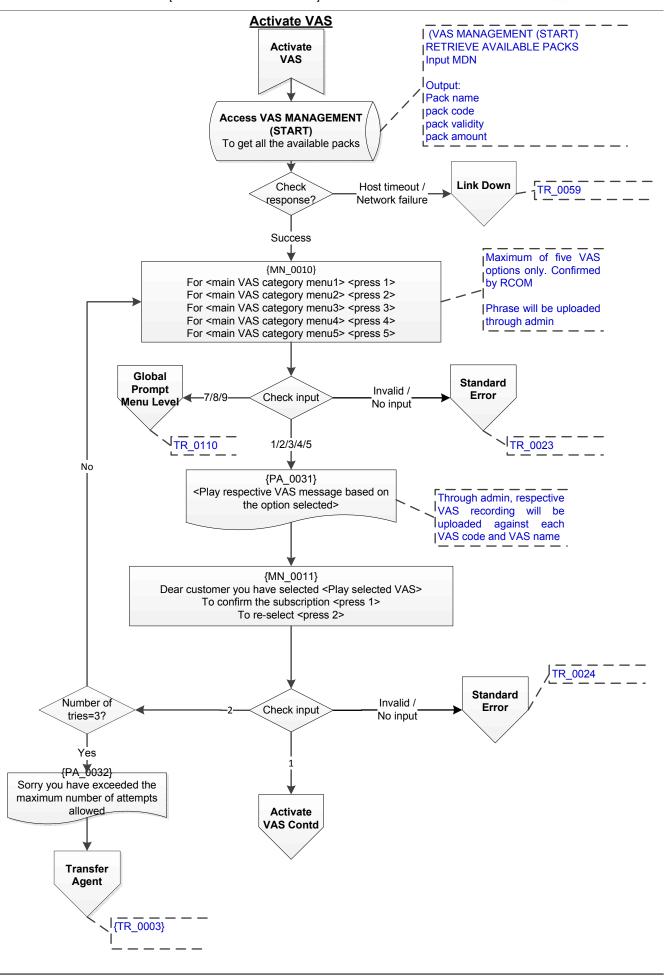
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 20 of 48





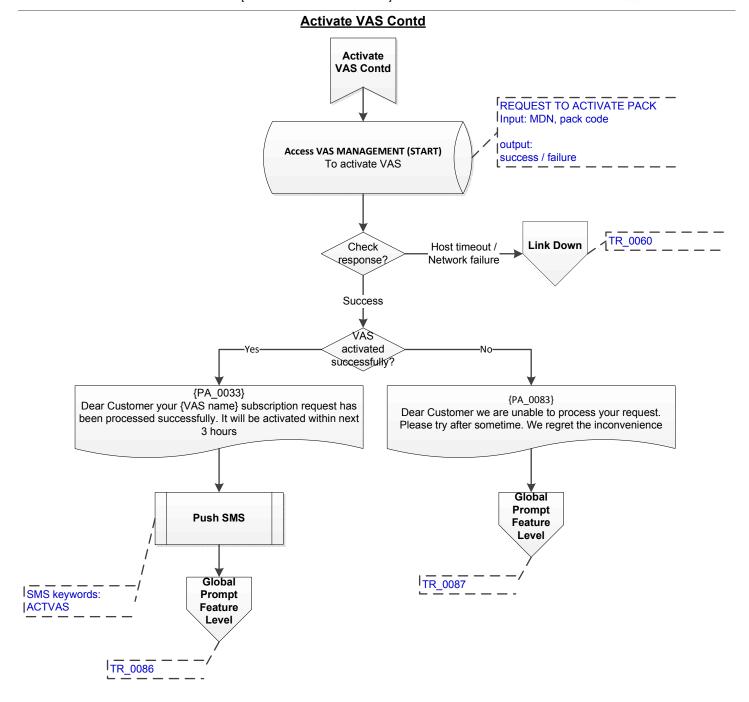
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 21 of 48





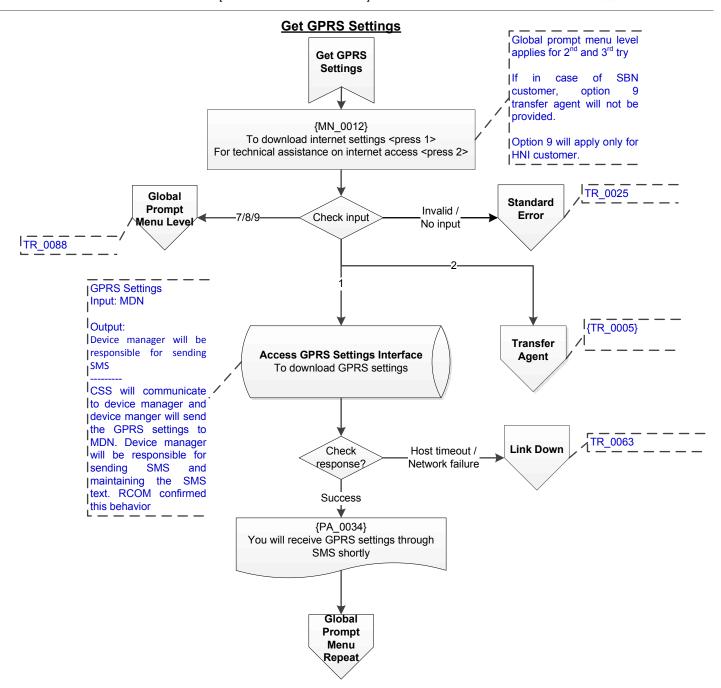
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 22 of 48





© 2015 Servion Global Solutions Client confidential Version 1.2 Page 23 of 48

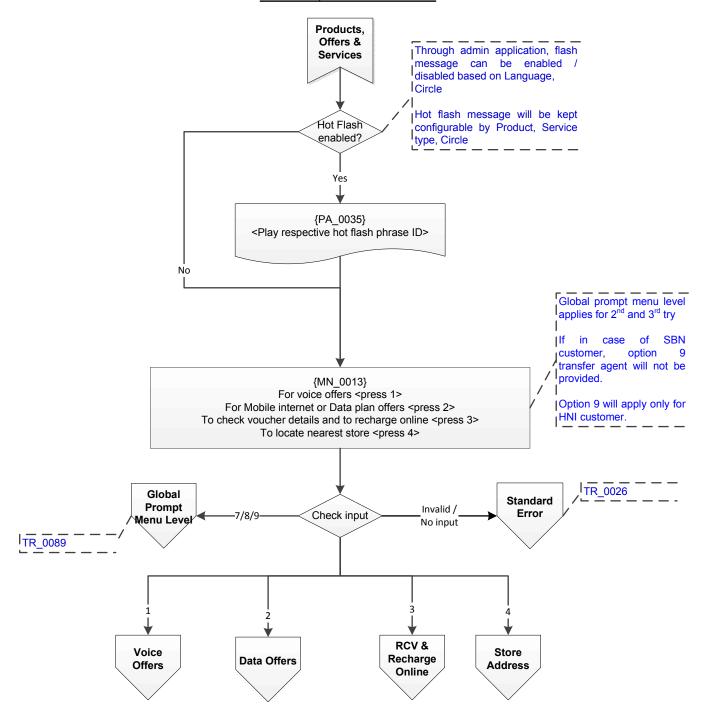




© 2015 Servion Global Solutions Client confidential Version 1.2 Page 24 of 48

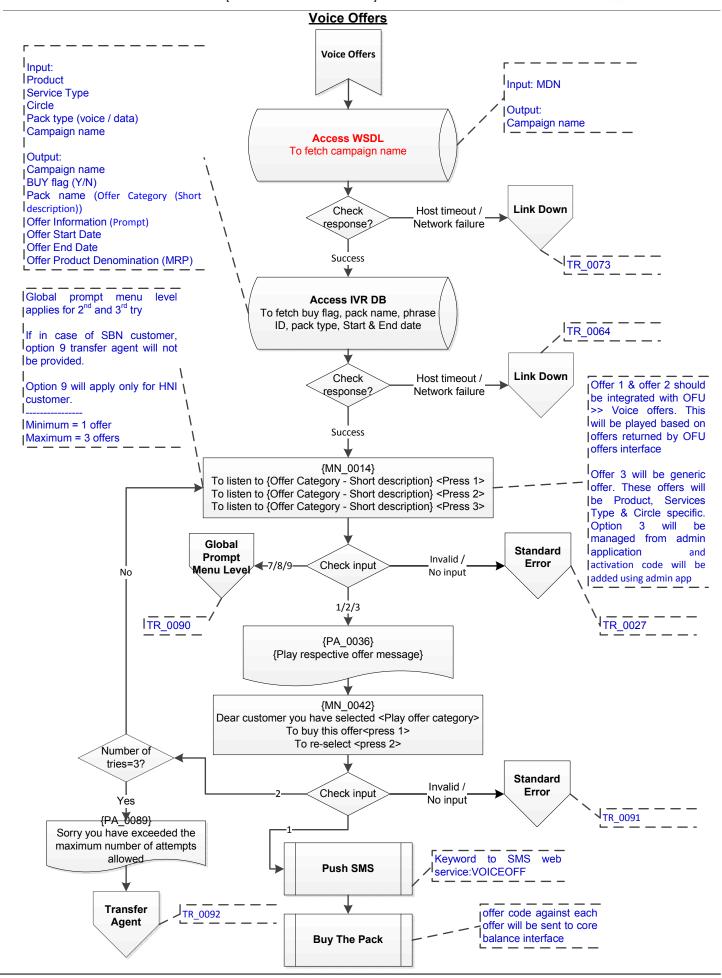


#### **Products, Offers & Services**

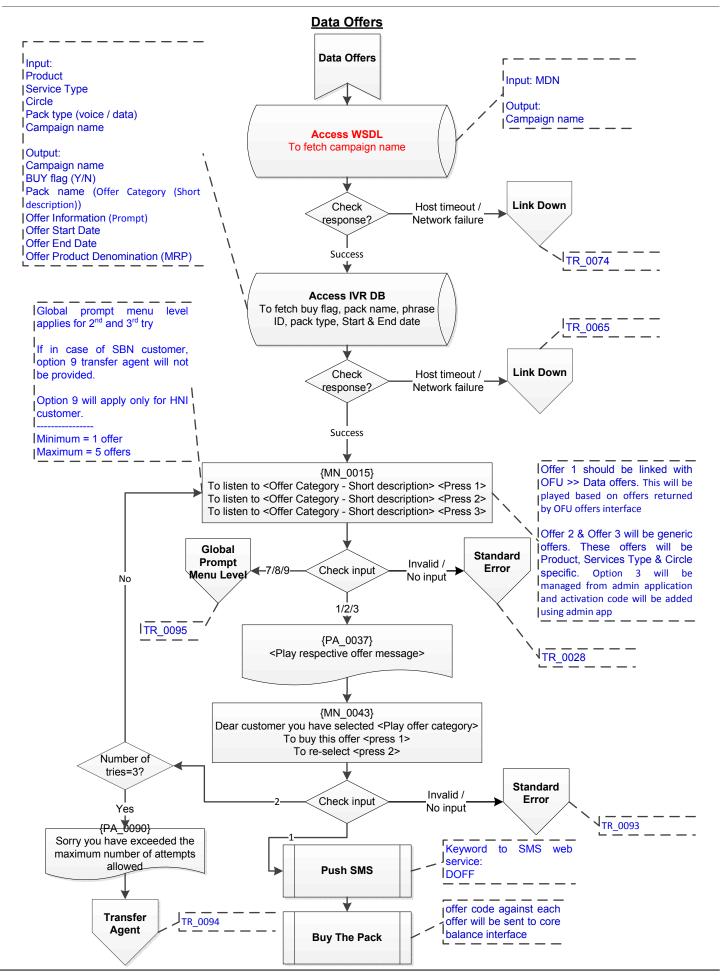


© 2015 Servion Global Solutions Client confidential Version 1.2 Page 25 of 48

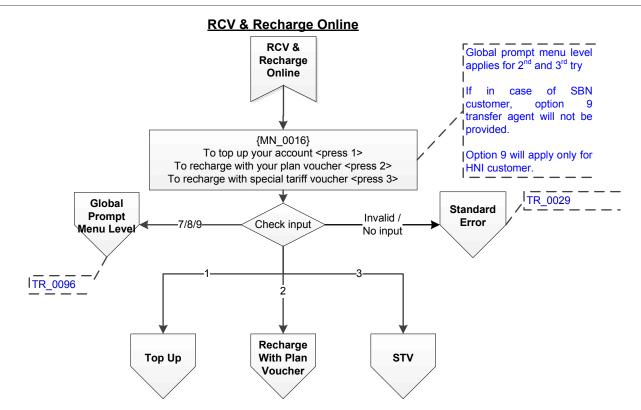






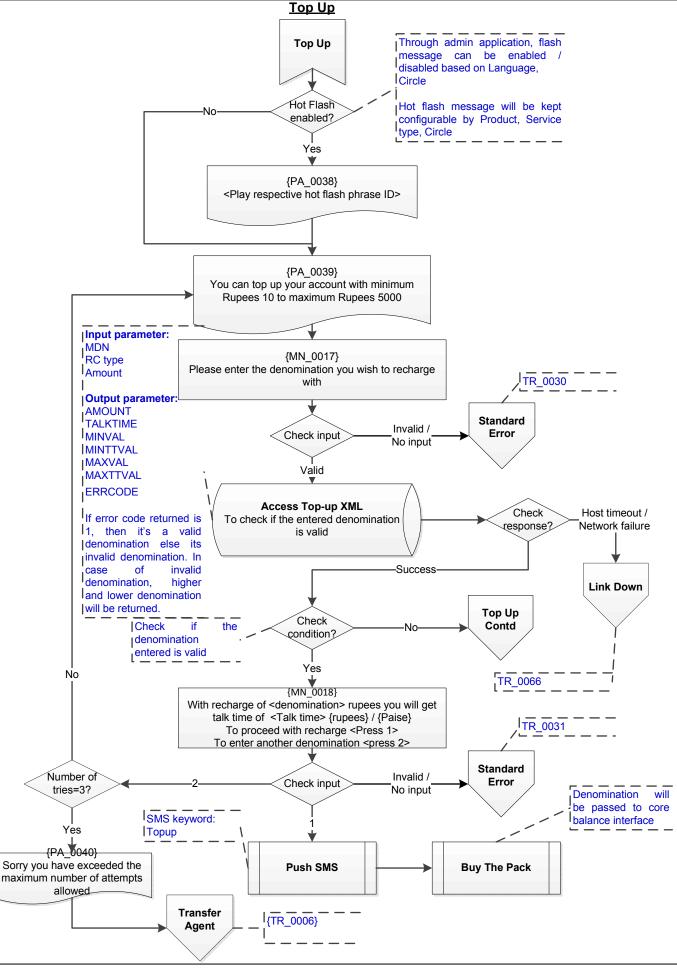




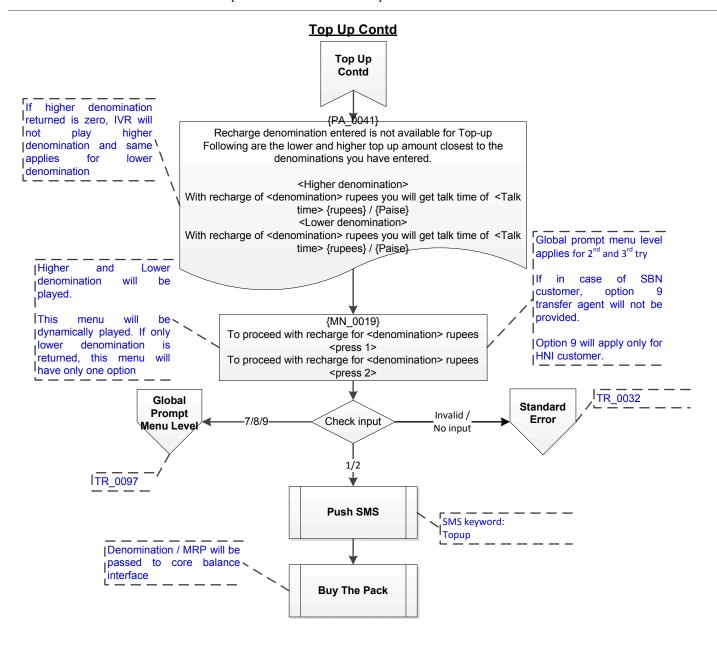


© 2015 Servion Global Solutions Client confidential Version 1.2 Page 28 of 48



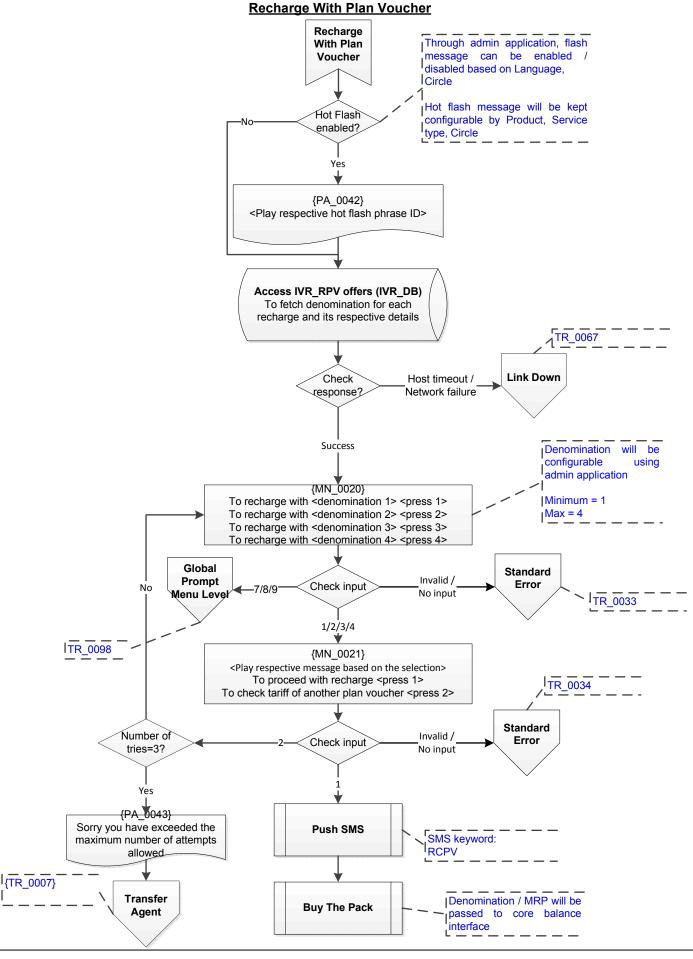




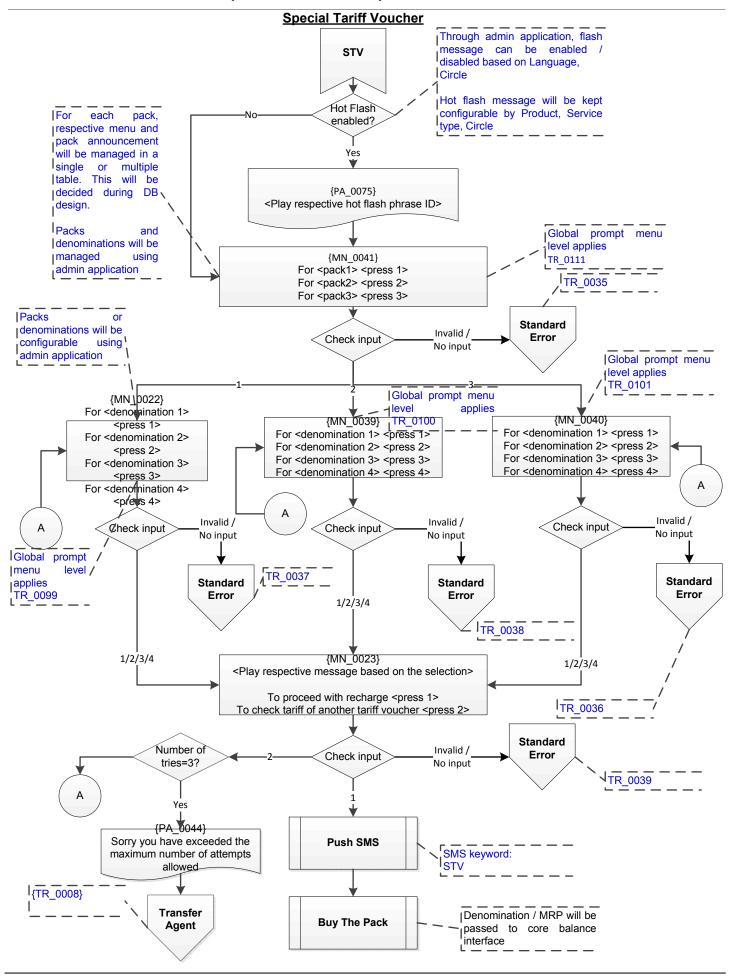


© 2015 Servion Global Solutions Client confidential Version 1.2 Page 30 of 48







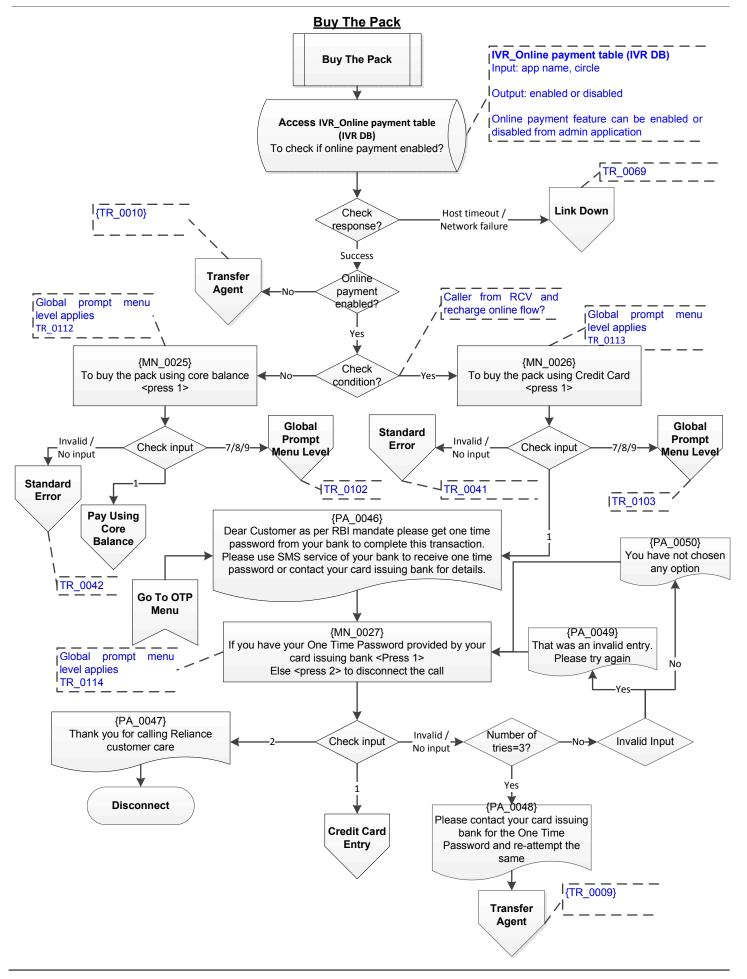




# **Store Address** Store **Address** {MN\_0024} Please enter the pin code of your location TR\_0040 Standard Invalid / Error Check input No input Valid digits IVR DB Input Parameters: Access IVR DB PIN Code To fetch the store details Store address as in IVR DB TR\_0068 **Link Down** Check Host timeout / response? Network failure Success {PA\_0045} Reliance store address has been sent to you through sms Keyword to SMS web **Push SMS** service: ISTOA

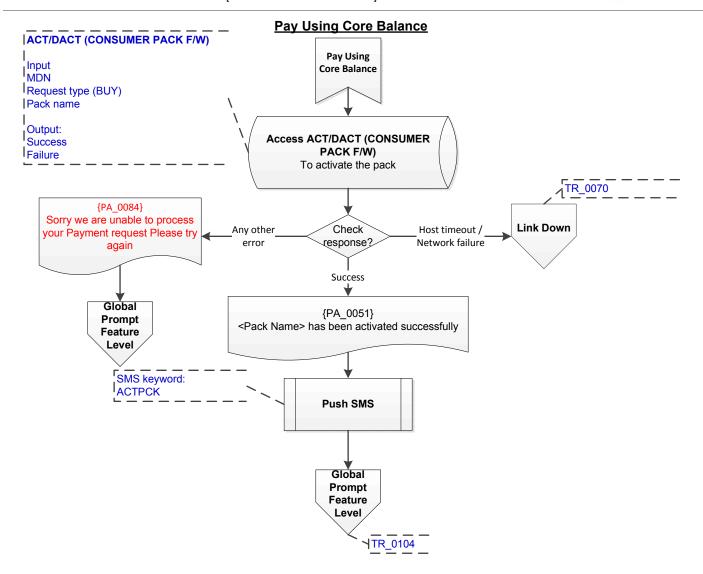
Global Prompt Menu Repeat





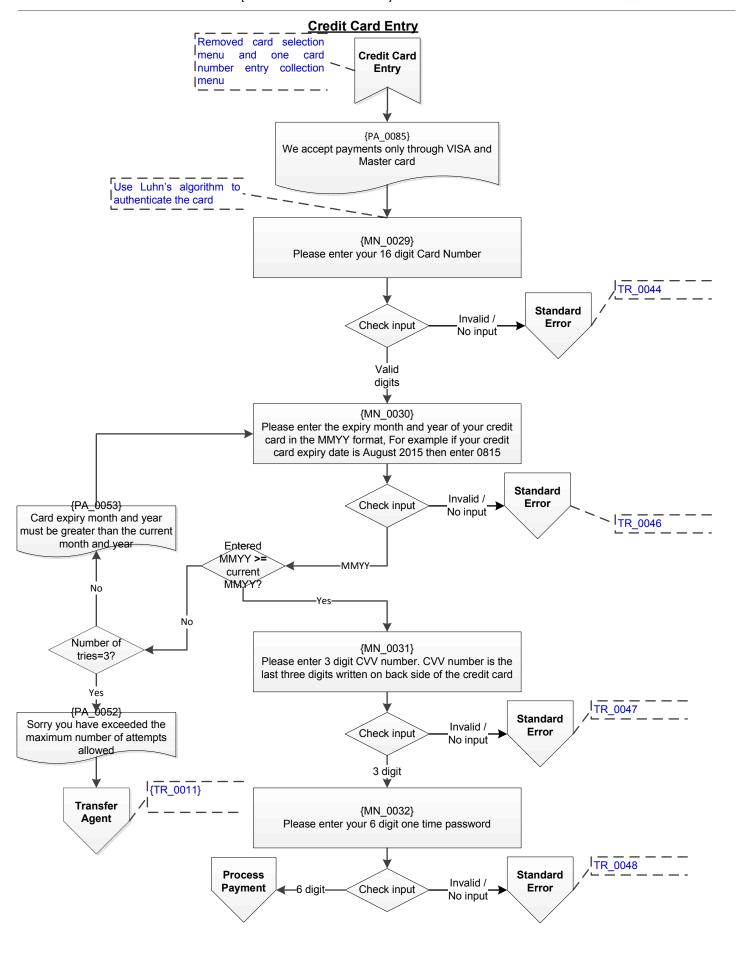
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 34 of 48





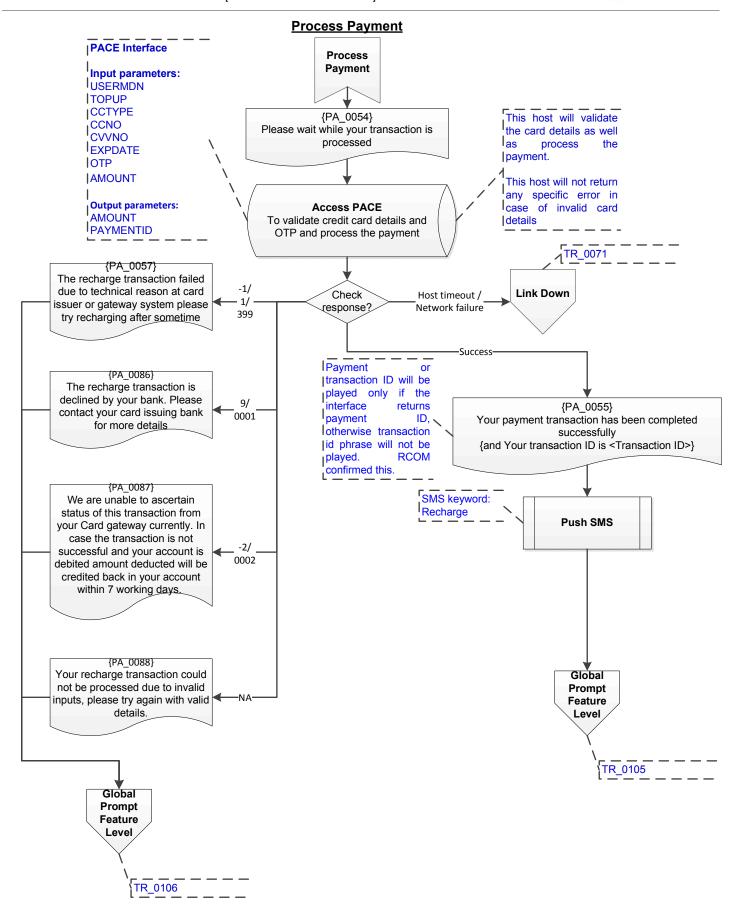
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 35 of 48





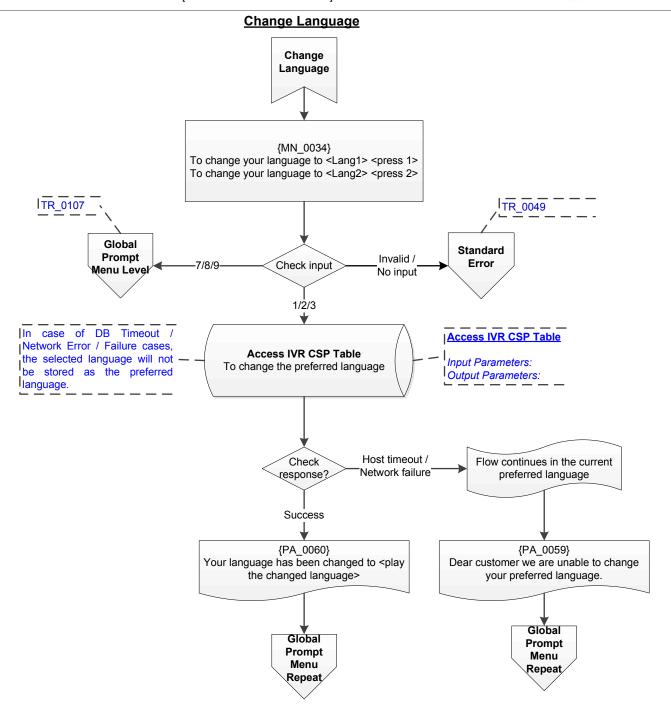
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 36 of 48





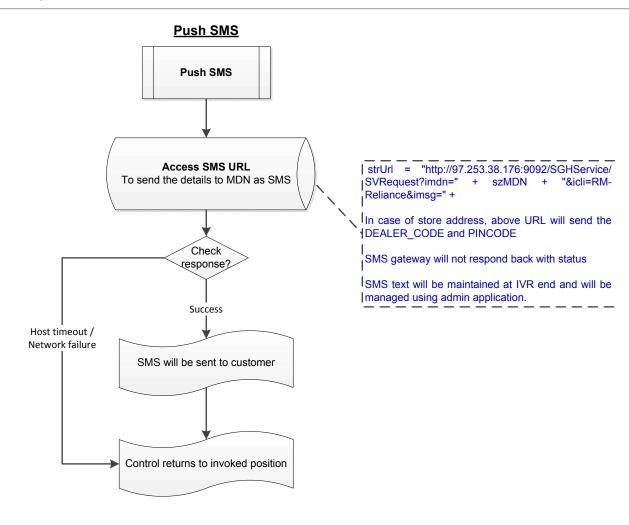
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 37 of 48





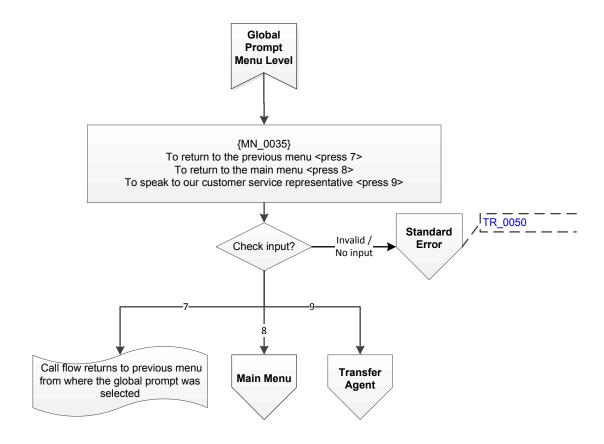
© 2015 Servion Global Solutions Client confidential Version 1.2 Page 38 of 48







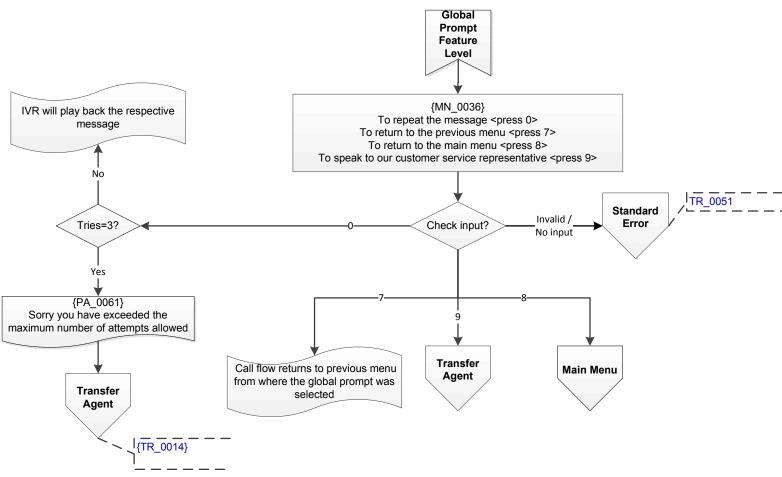
#### **Global Prompt Menu Level**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 40 of 48

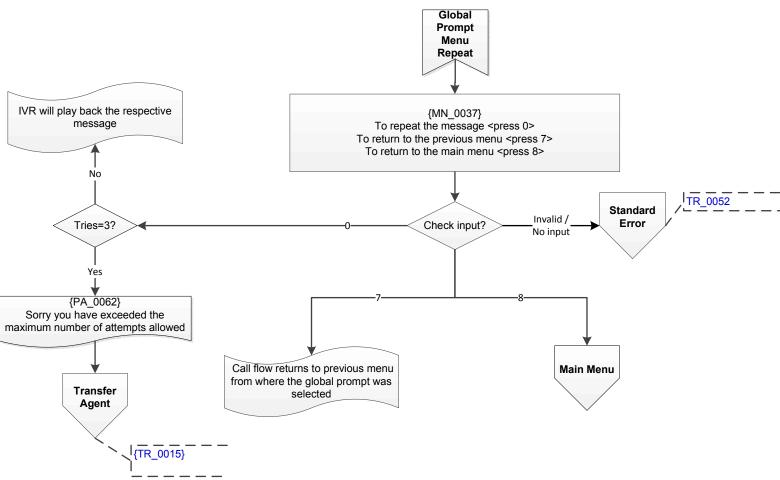


## **Global Prompt Feature Level**

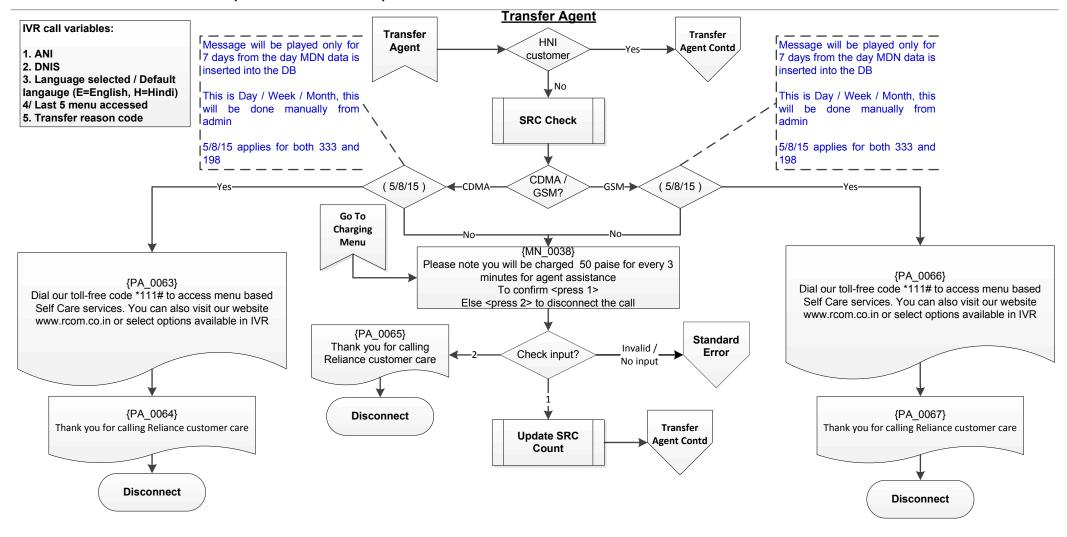




# **Global Prompt Menu Repeat**





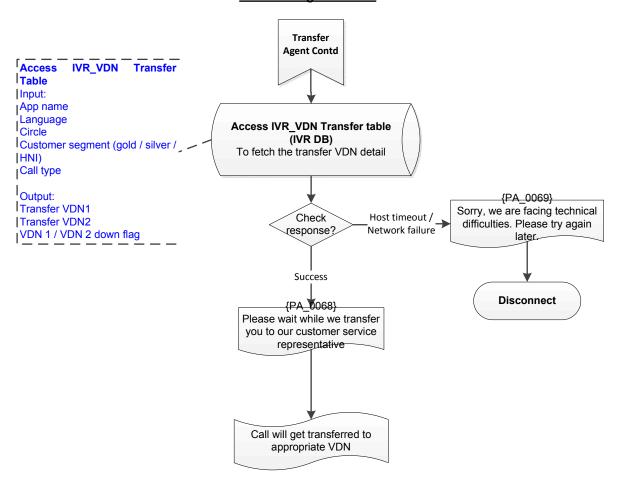


#### Instructions:

1. SRC logic is not applicable for HNI customers

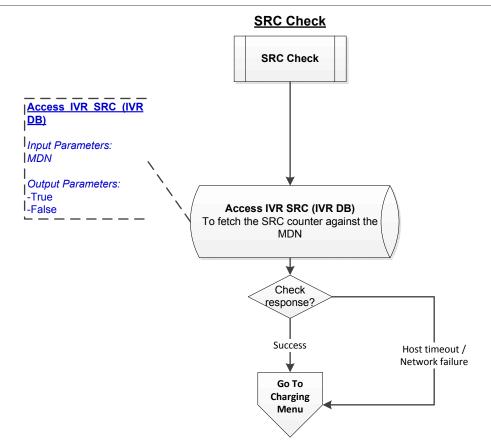


### **Transfer Agent Contd**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 44 of 48

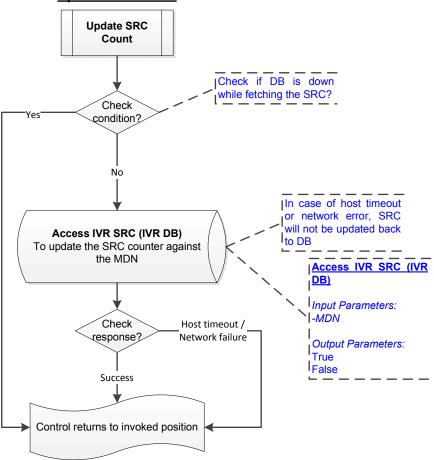




© 2015 Servion Global Solutions Client confidential Version 1.2 Page 45 of 48



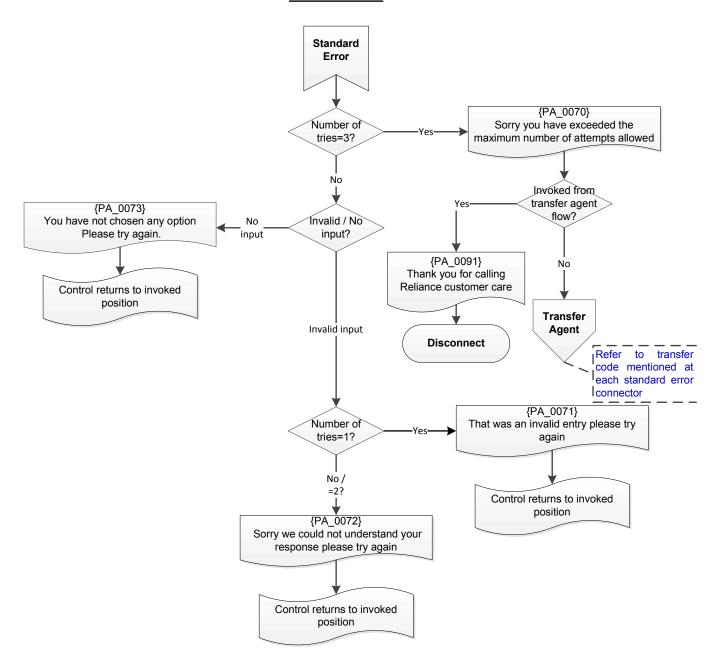
### **Update SRC Count**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 46 of 48



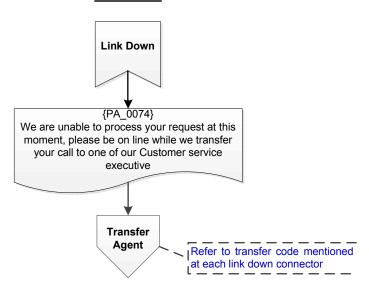
### **Standard Error**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 47 of 48



### **Link Down**



© 2015 Servion Global Solutions Client confidential Version 1.2 Page 48 of 48