



Inbound IVR Call Flow 333 GSM Prepaid

Last updated on: June 14th 2016

Version: 1.6

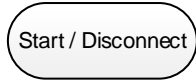
Version History

| 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 | 1. Added Interface to pack renewal 2. Voice and data offers: offer code (instead of activation code) will be passed to buy the pack interface 3. Data Balance & Validity: removed FRC balance category, since that is not applicable for GSM and added interface details to fetch Data balance. 4. My Plan & Pack: Added interface details to retrieve my plan and pack details. 5. 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 |
| 1.3 / January.7.2016 | - | Sachin Khurana | 1. Change 1 st option Internet & VAS 2. Add options in Get GPRS Settings 3. Call disconnect for maximum no input |
| 1.4 / March.14.2016 | - | Yahya Rayyan | Added low arpu barring functionality. |
| 1.5 / May.04.2016 | - | Yahya Rayyan | Added language selection in case DB failure. |
| 1.6 / June.14.2016 | - | Yahya Rayyan | Updated circle based voice offers and data offers providing three of them to the caller. |

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



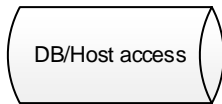
This shape represents speech announcements with out caller input



This shape represents any process that happens in the background



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



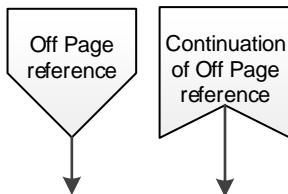
This shape represents the host or database access.



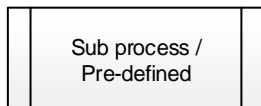
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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



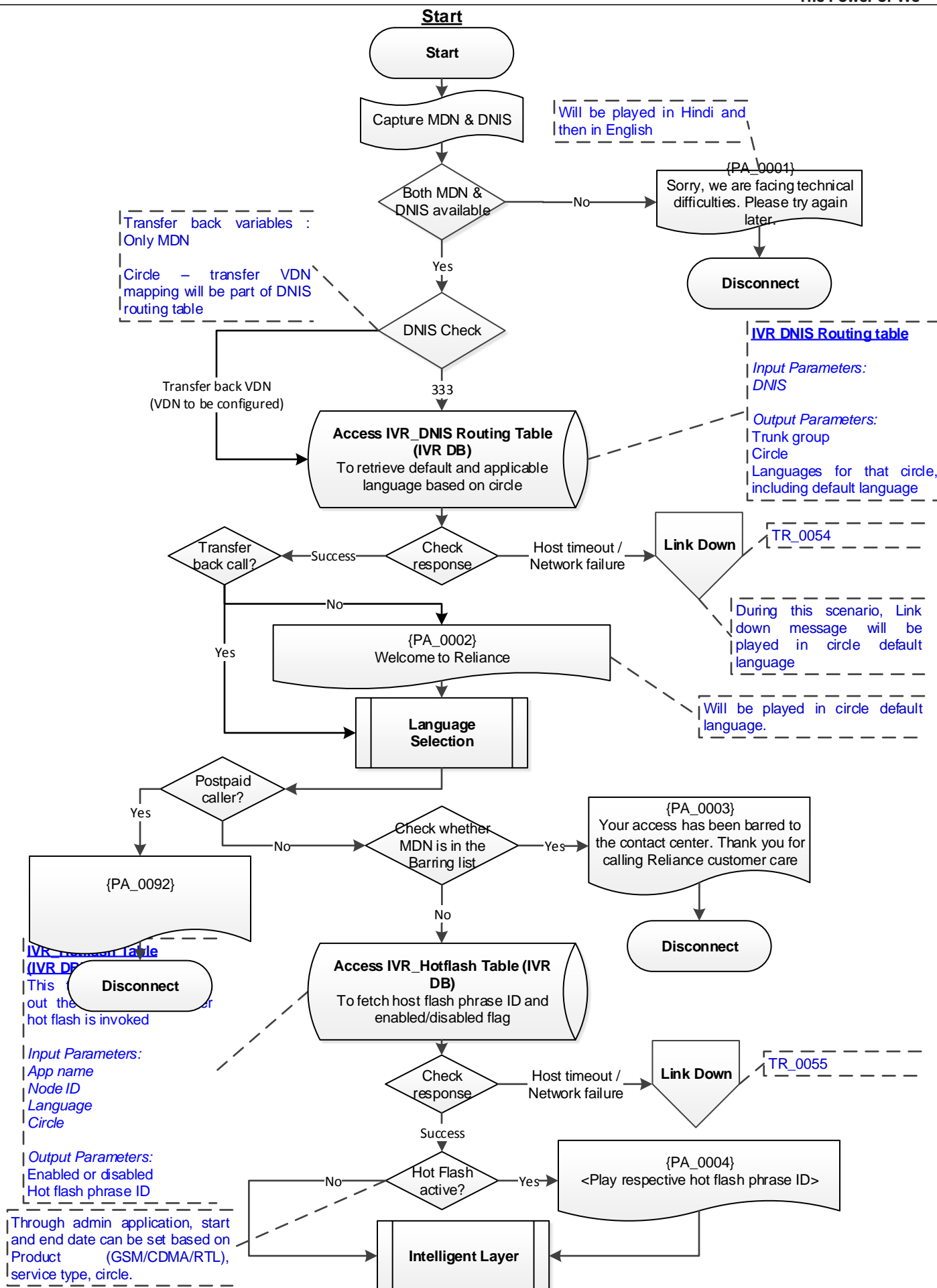
This shape is a page connector which means the continuation of the flow is in another page.



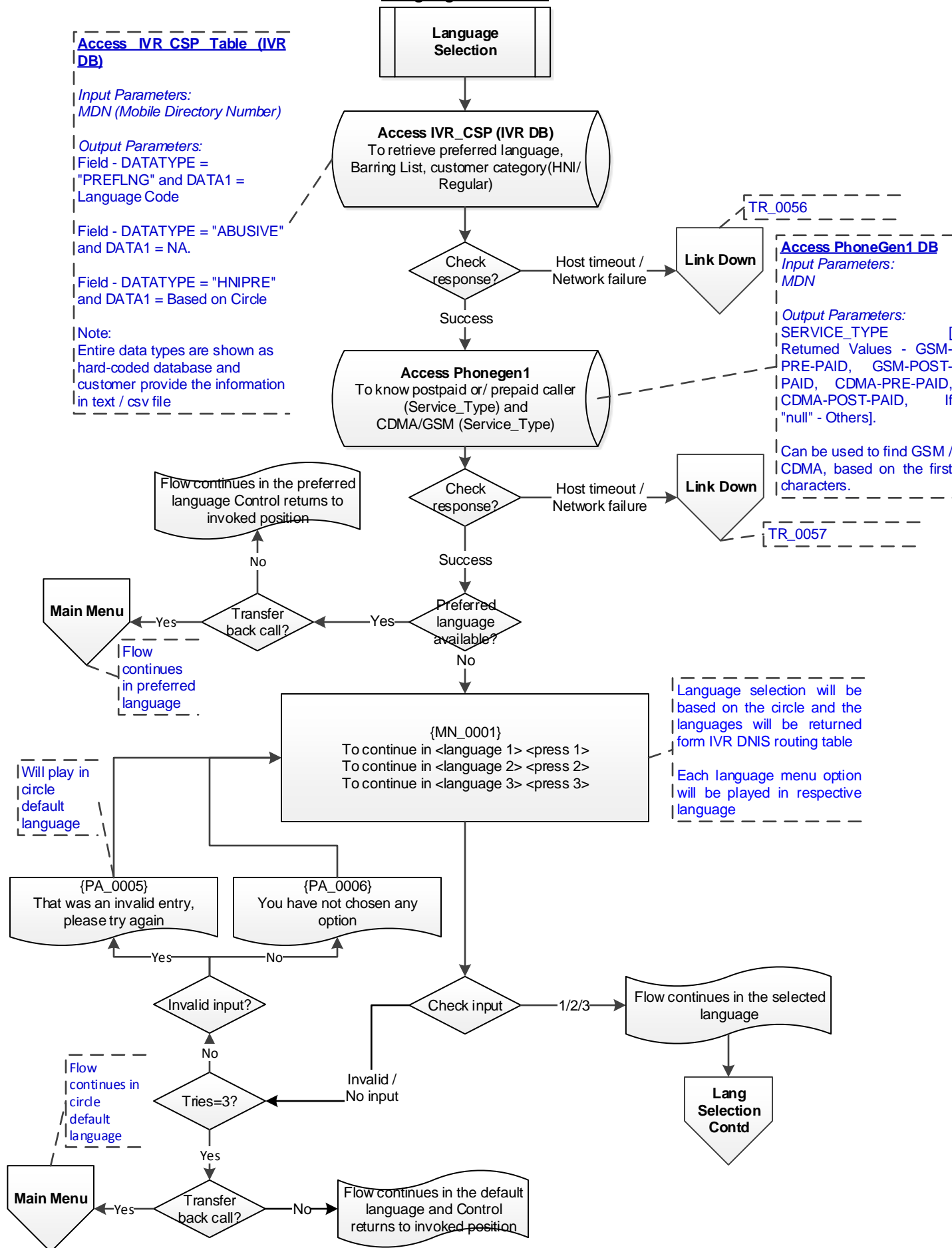
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

Universal Business Rules

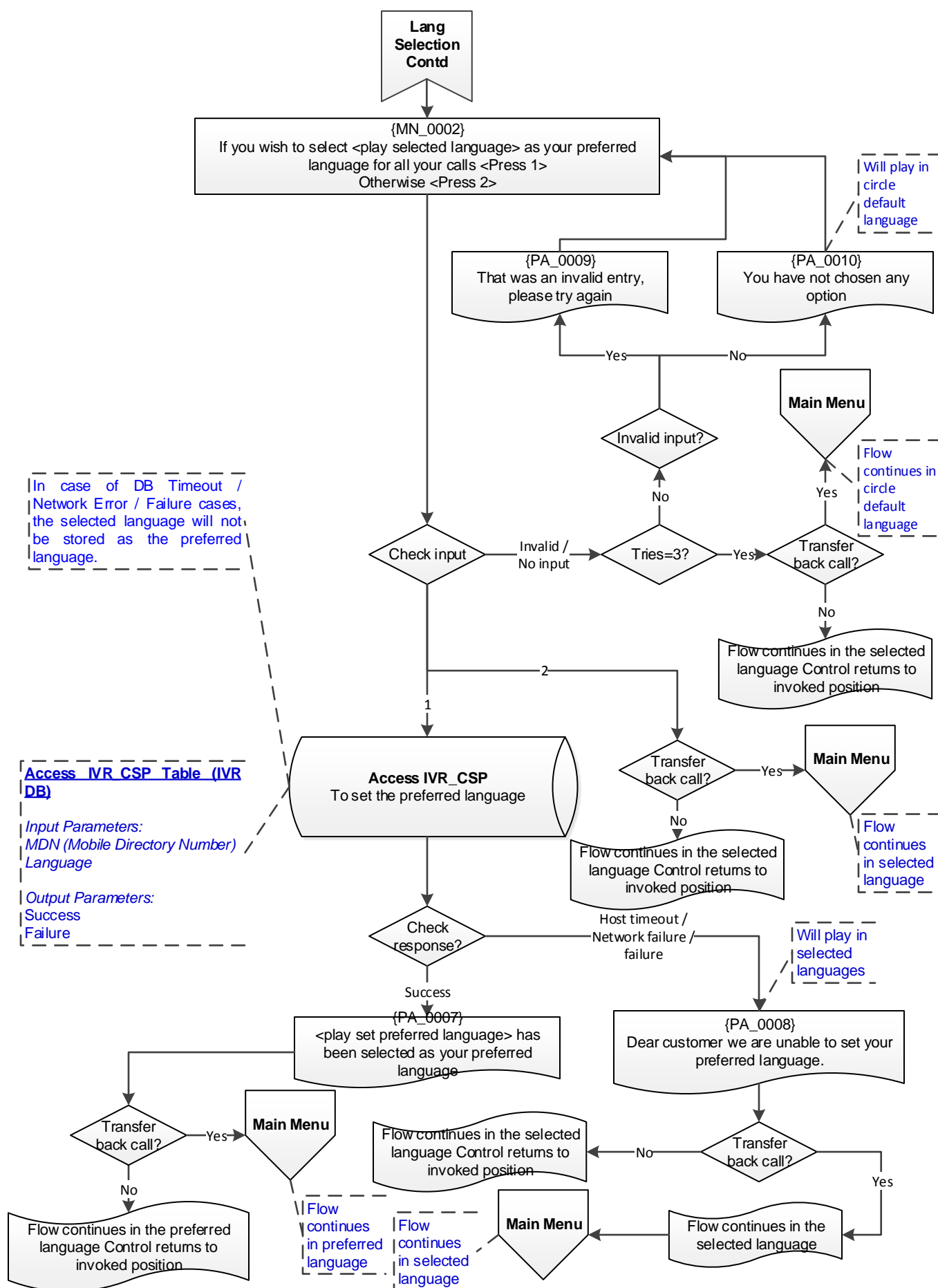
| S.No. | Functionality | Description | Exceptions |
|-------|--------------------------------|---|--|
| 1 | Call Center Business Hours | 24x7 | |
| 2 | Language of Interaction | English, Hindi, Oriya, Bengali, Assamese | Language selection will be dynamically offered based on the circle |
| 3 | Dial 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 <press 9> | 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 <press 0> To return to the previous menu <press 7> To return to the main menu <press 8> To speak to our customer service representative <press 9> | -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 |

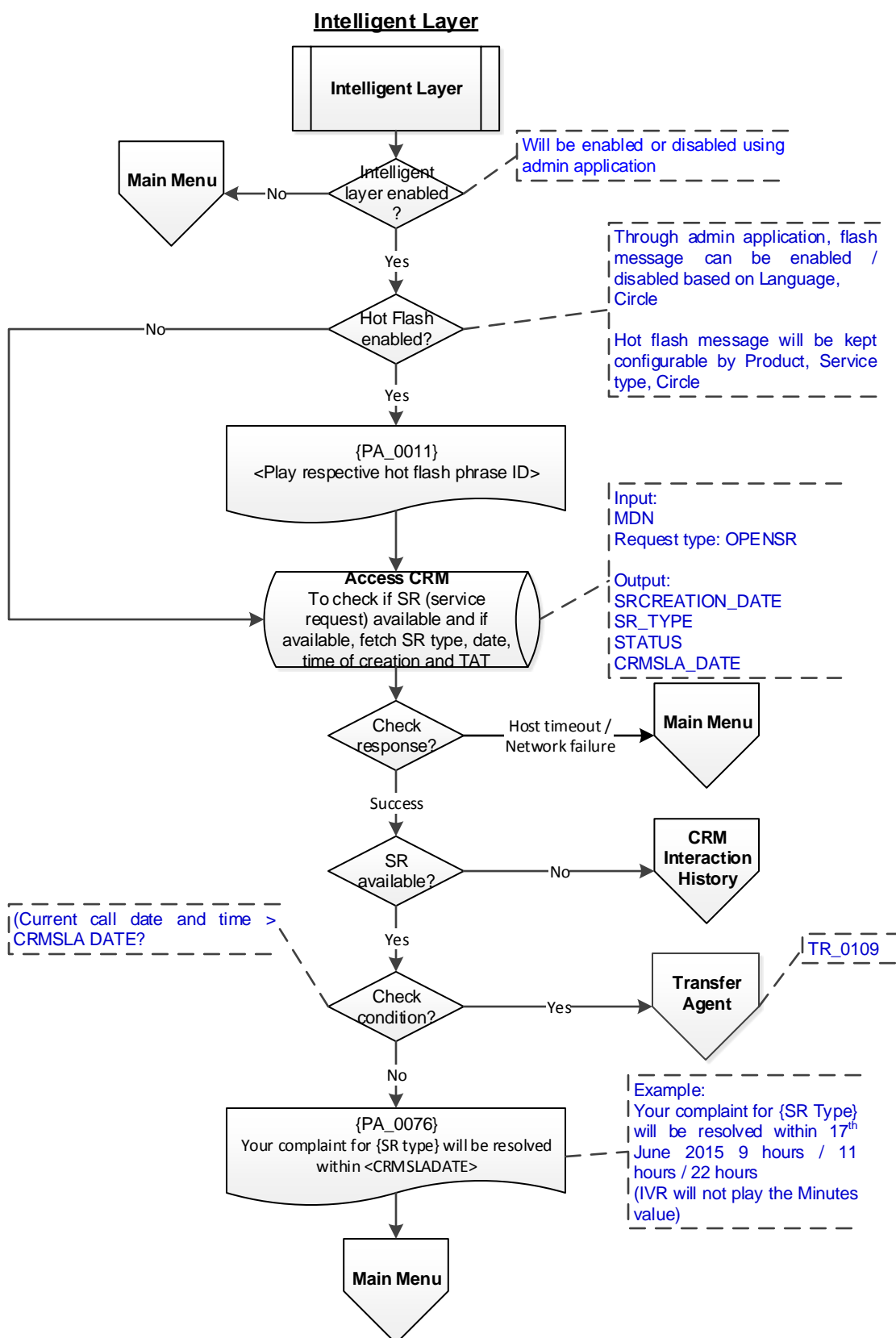


Language Selection

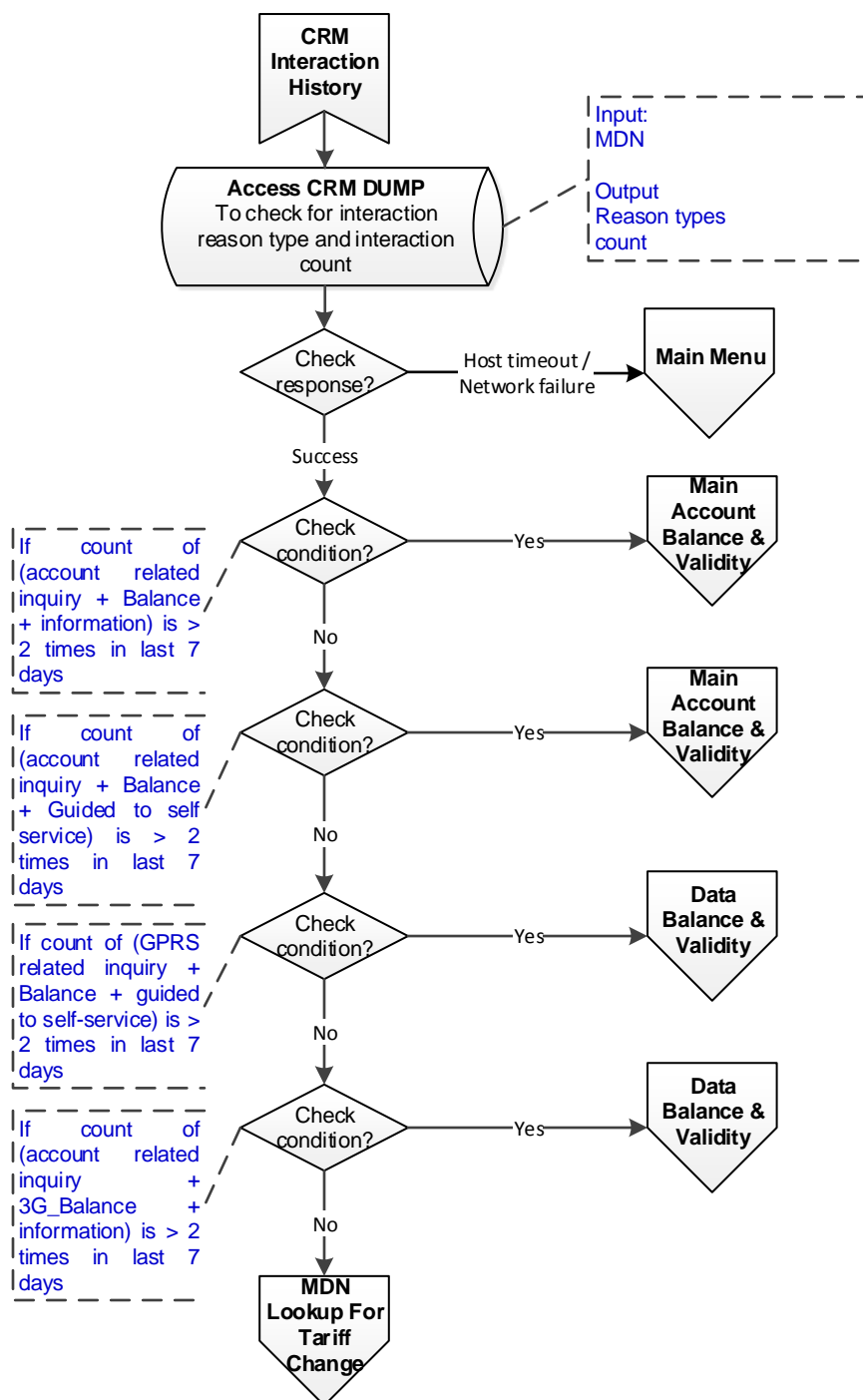


Lang Selection Contd

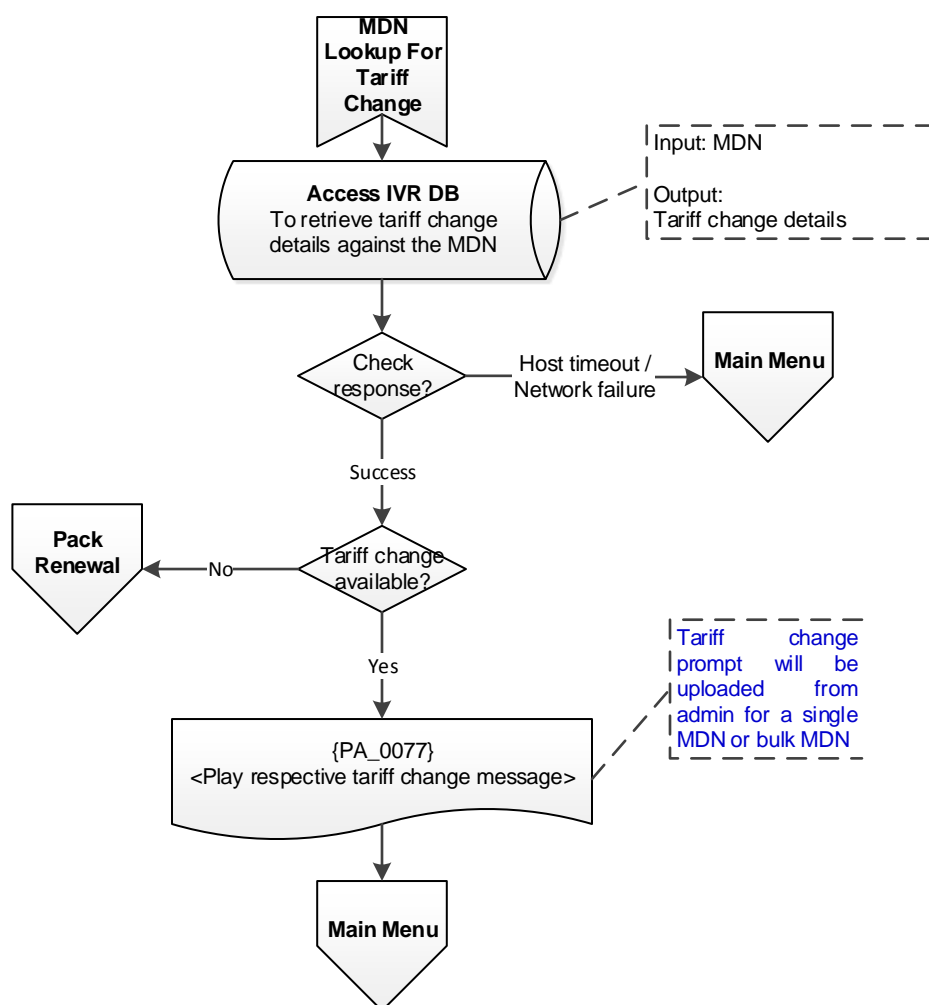




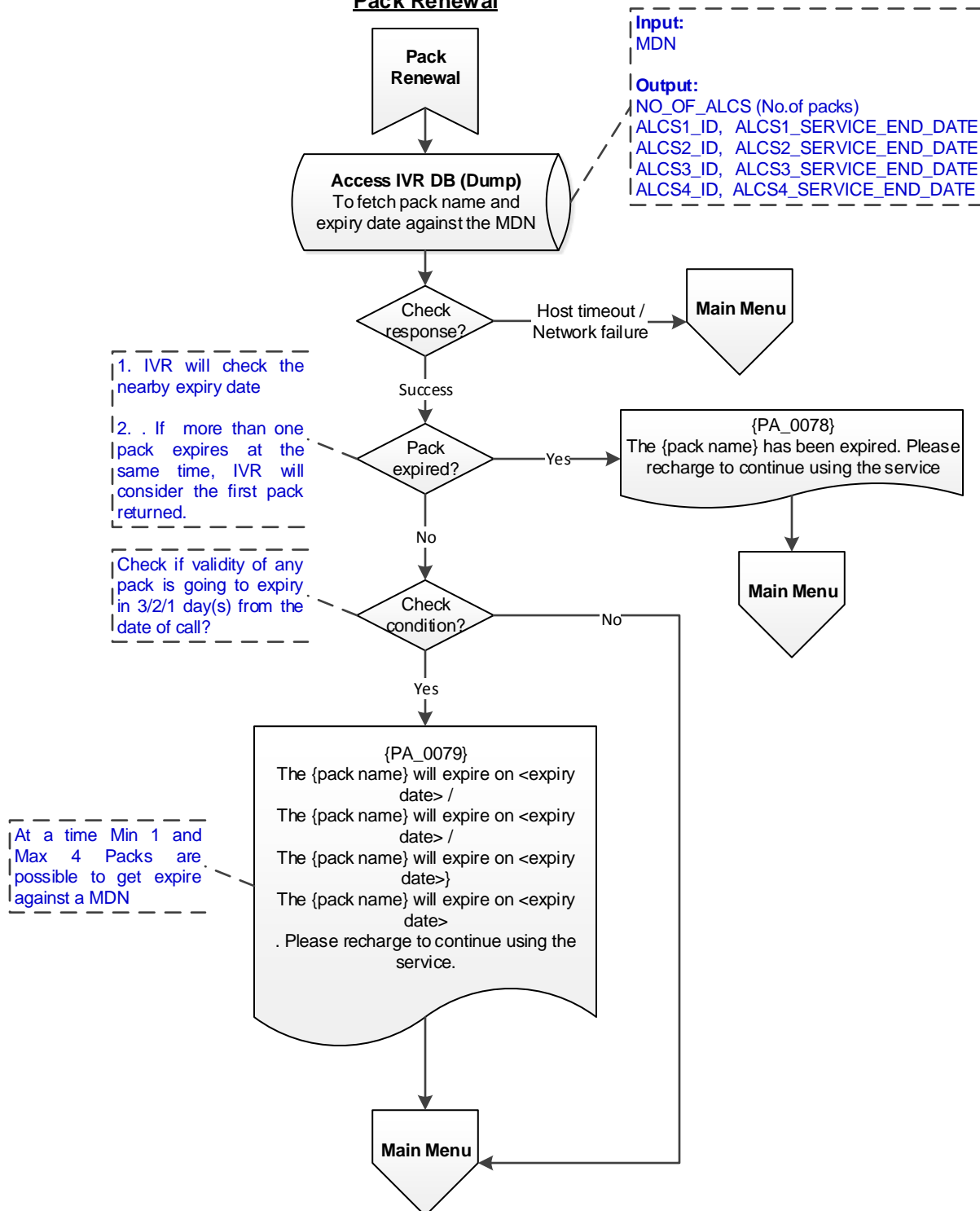
CRM Interaction History

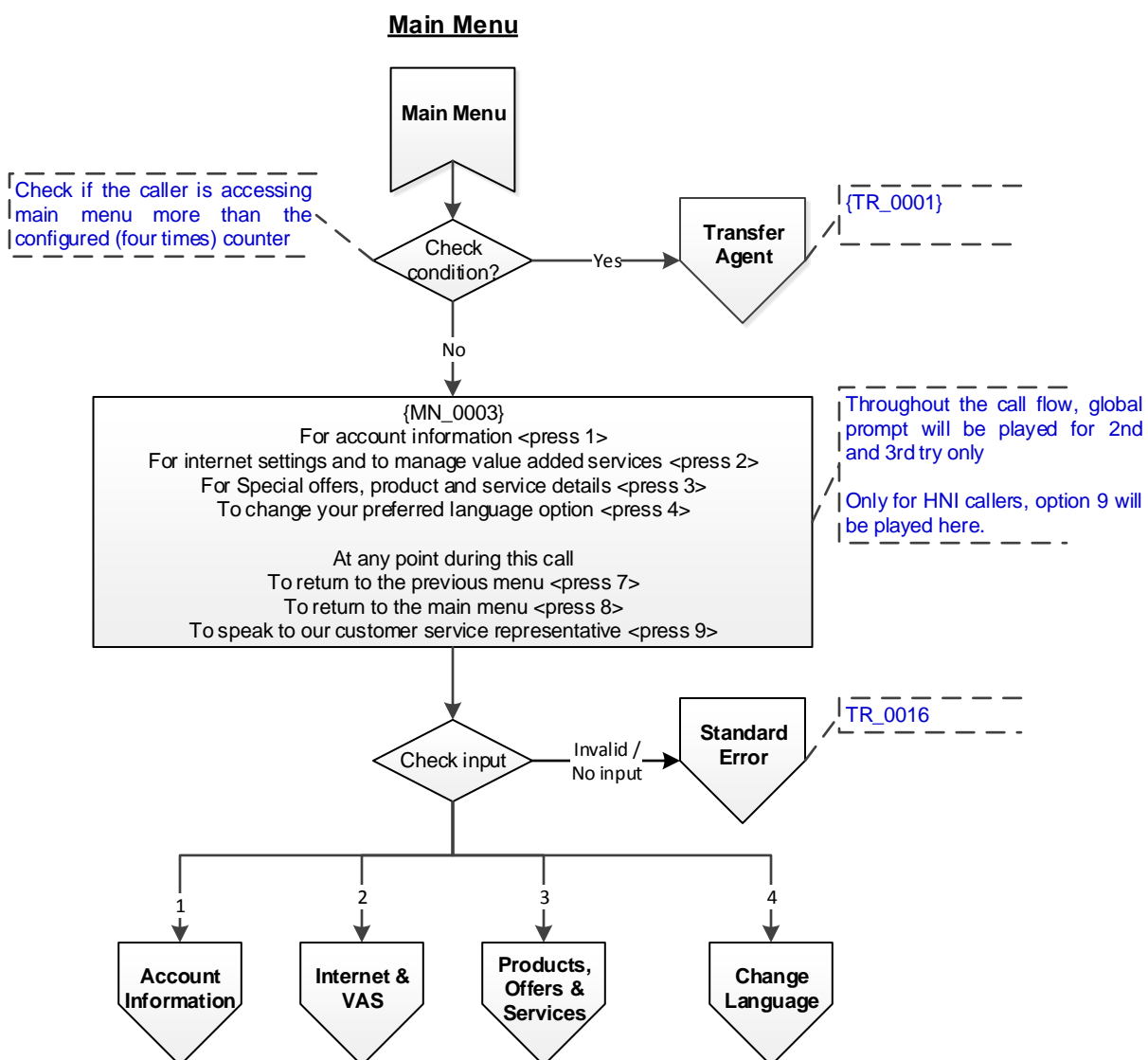


MDN Lookup For Tariff Change

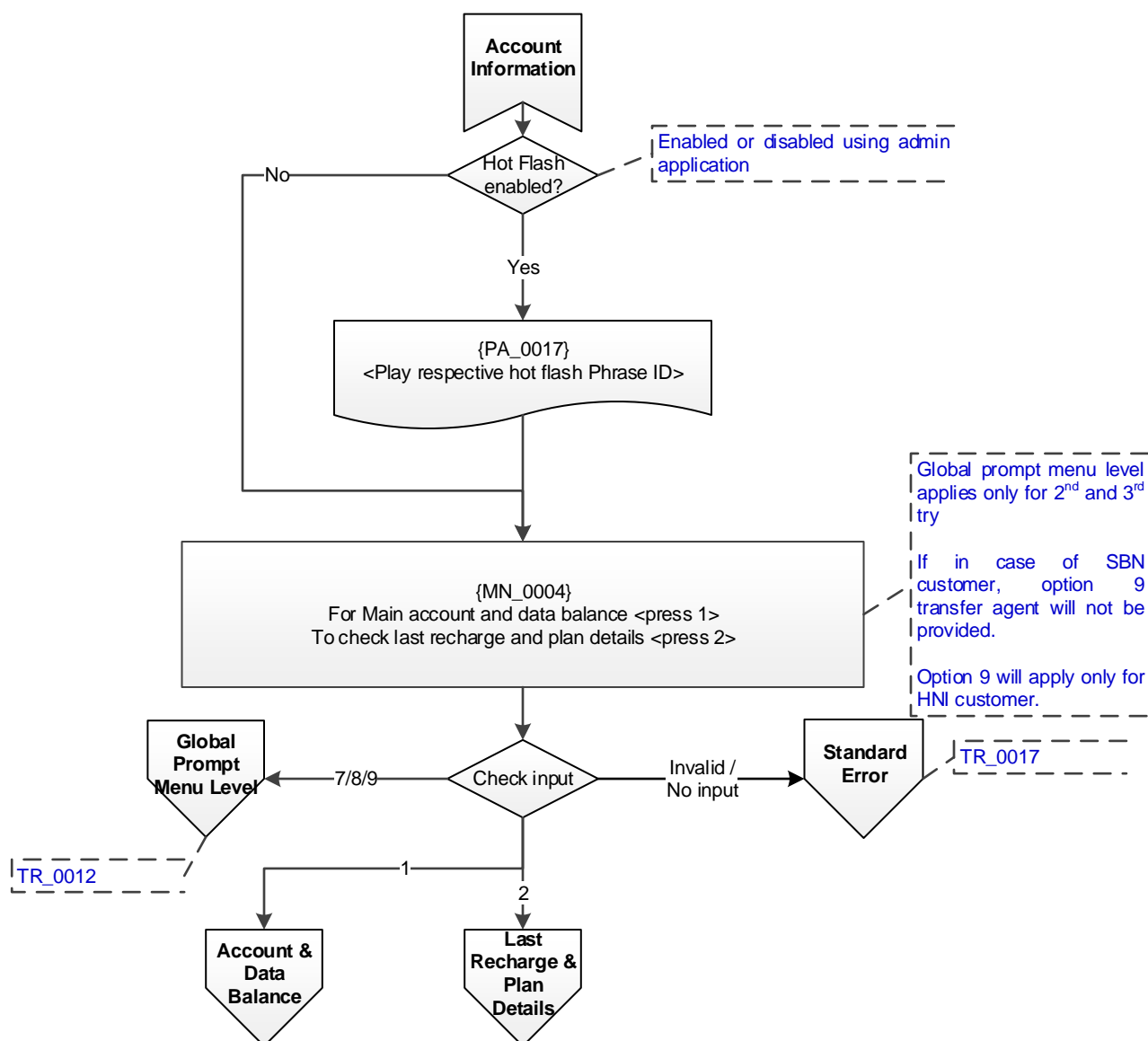


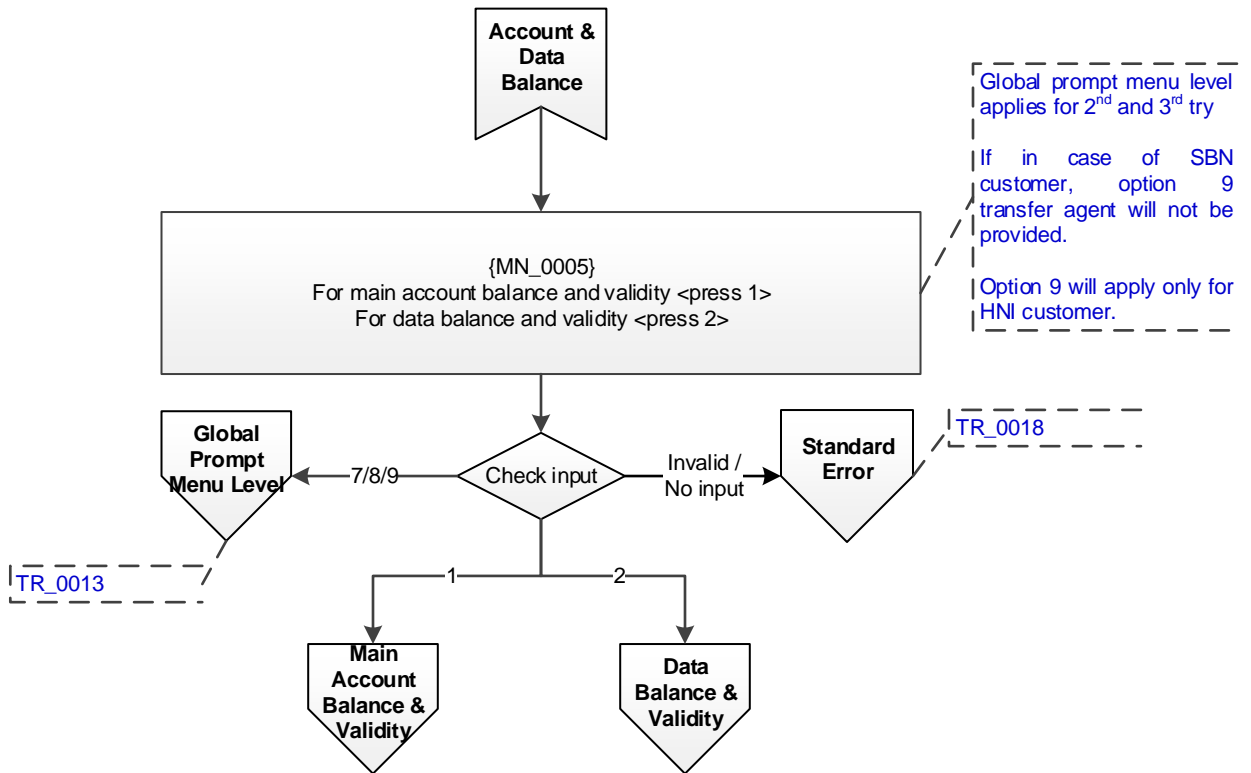
Pack Renewal

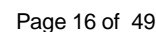




Account Information



Account & Data Balance

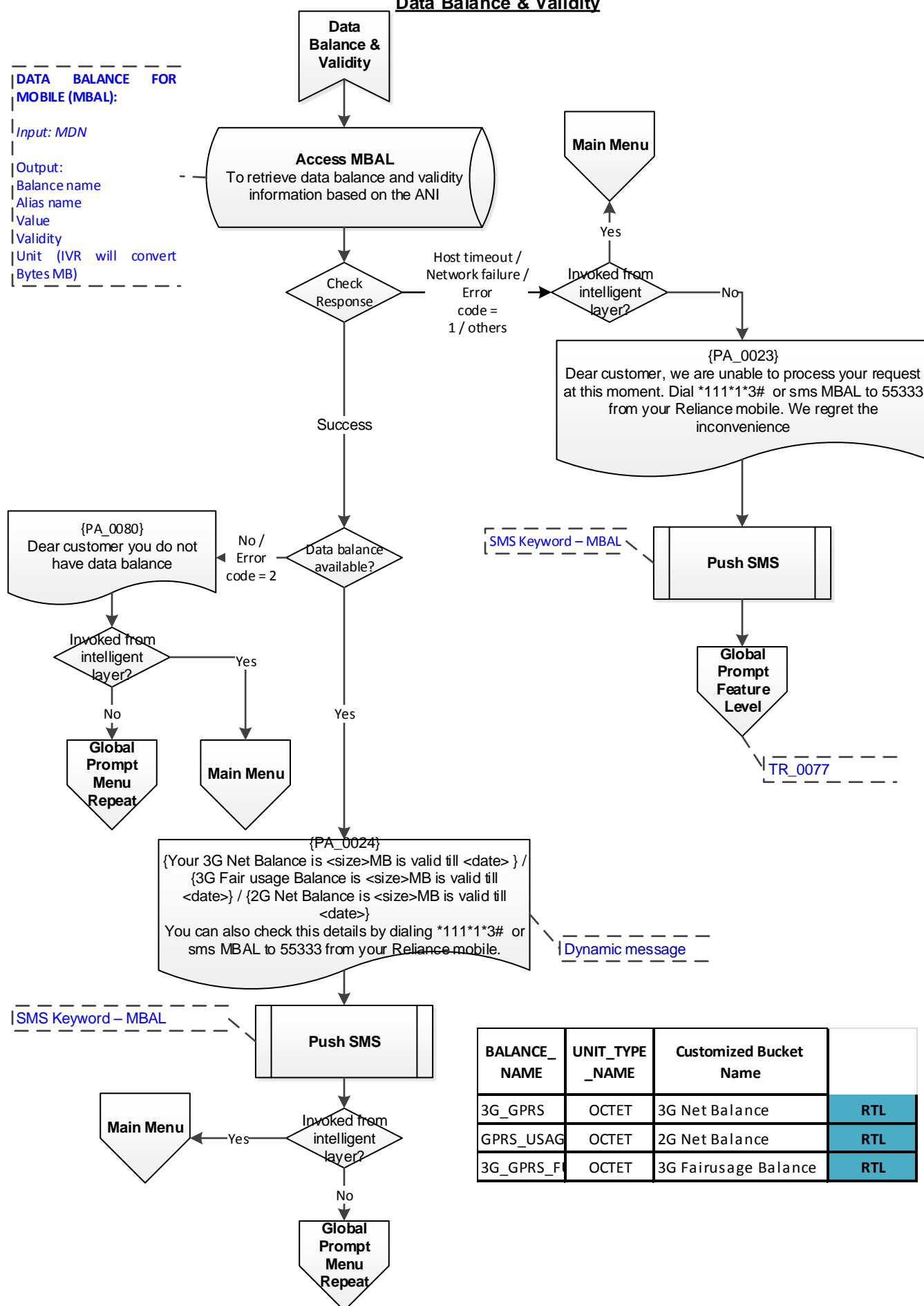


Data Balance & Validity

DATA BALANCE FOR
MOBILE (MBAL):

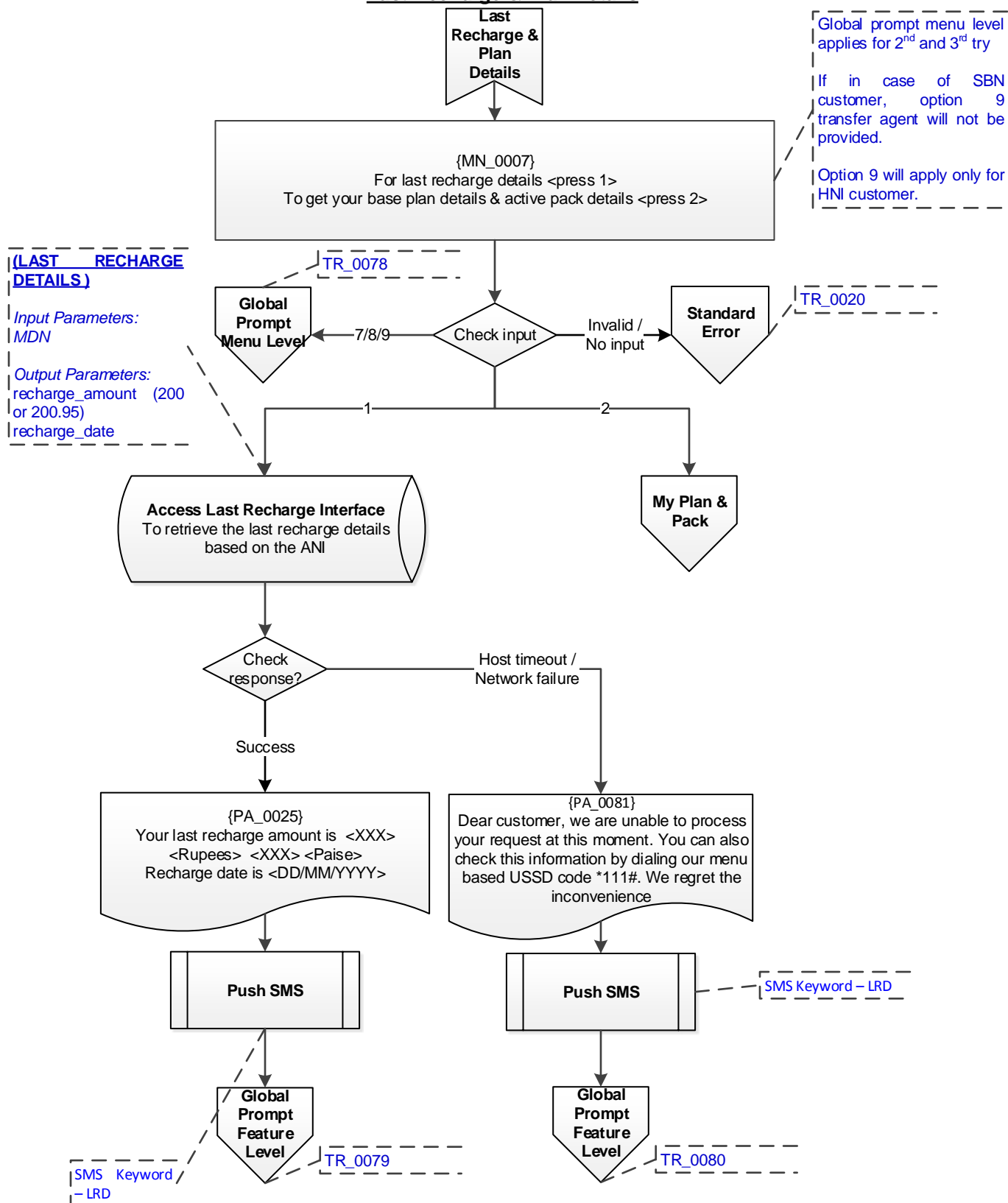
Input: MDN

Output:
Balance name
Alias name
Value
Validity
Unit (IVR will convert
Bytes MB)

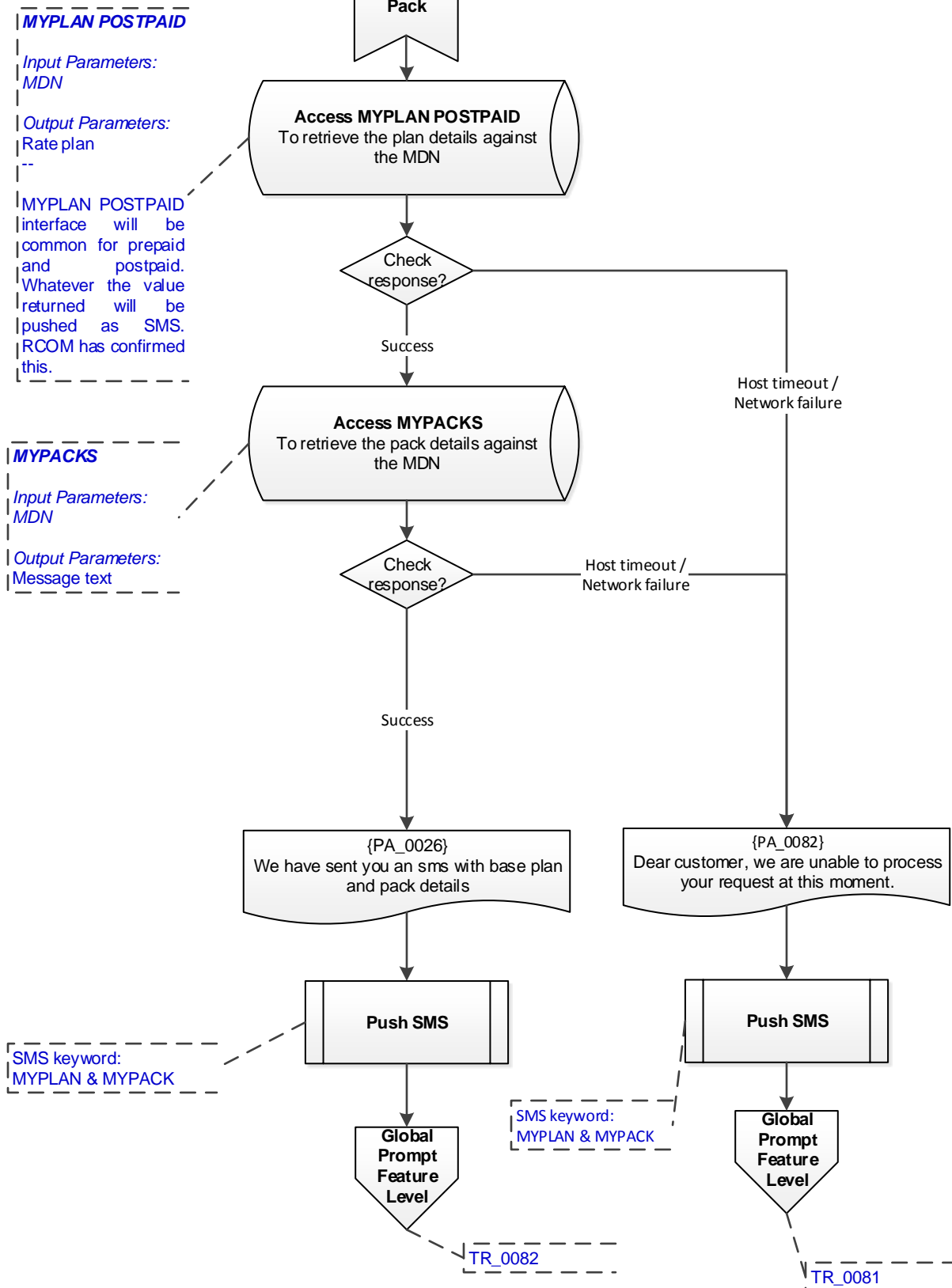


| BALANCE_ NAME | UNIT_TYPE_ NAME | Customized Bucket Name | |
|---------------|-----------------|------------------------|-----|
| 3G_GPRS | OCTET | 3G Net Balance | RTL |
| GPRS_USAG | OCTET | 2G Net Balance | RTL |
| 3G_GPRS_F | OCTET | 3G Fairusage Balance | RTL |

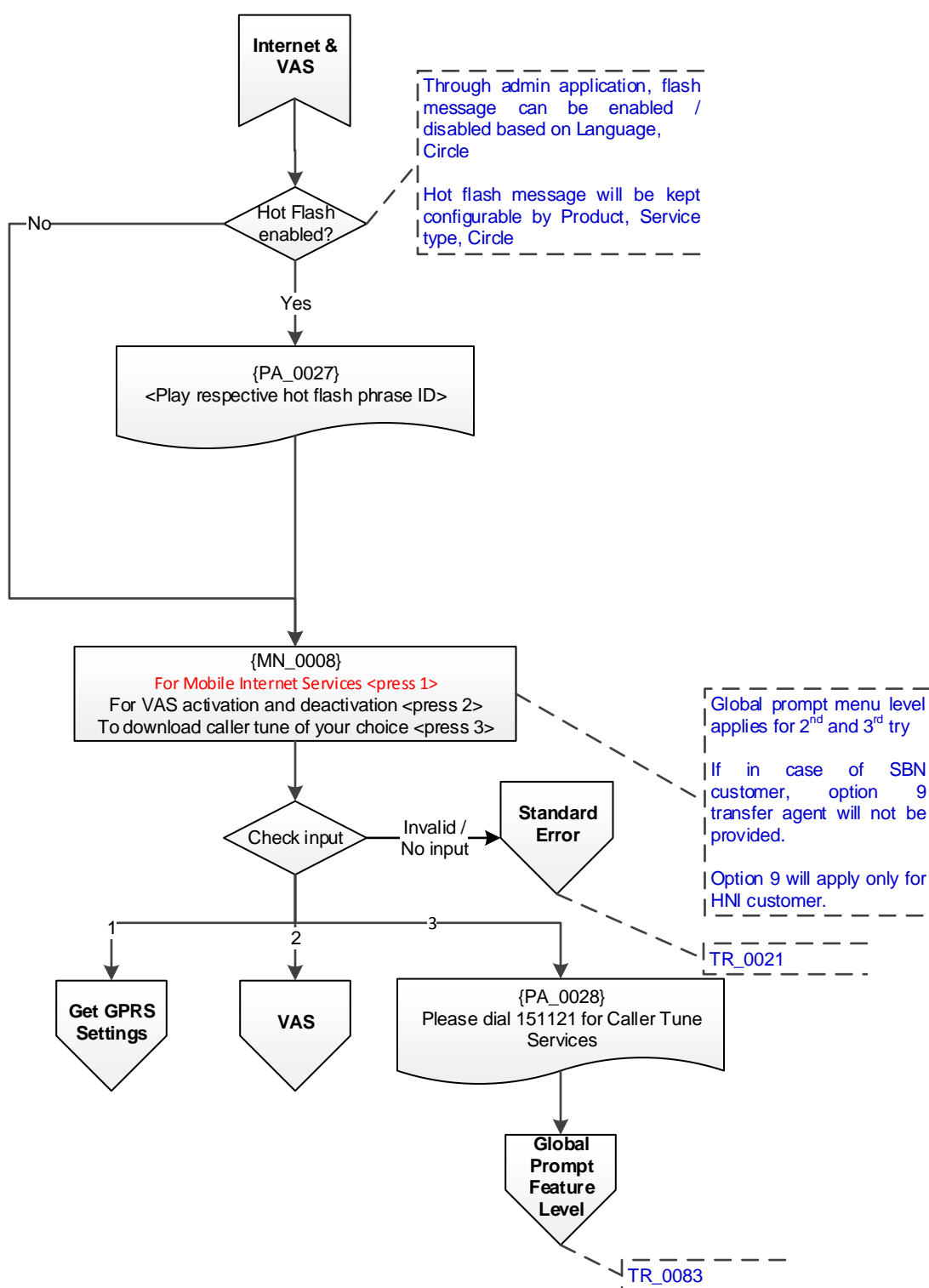
Last Recharge & Plan Details

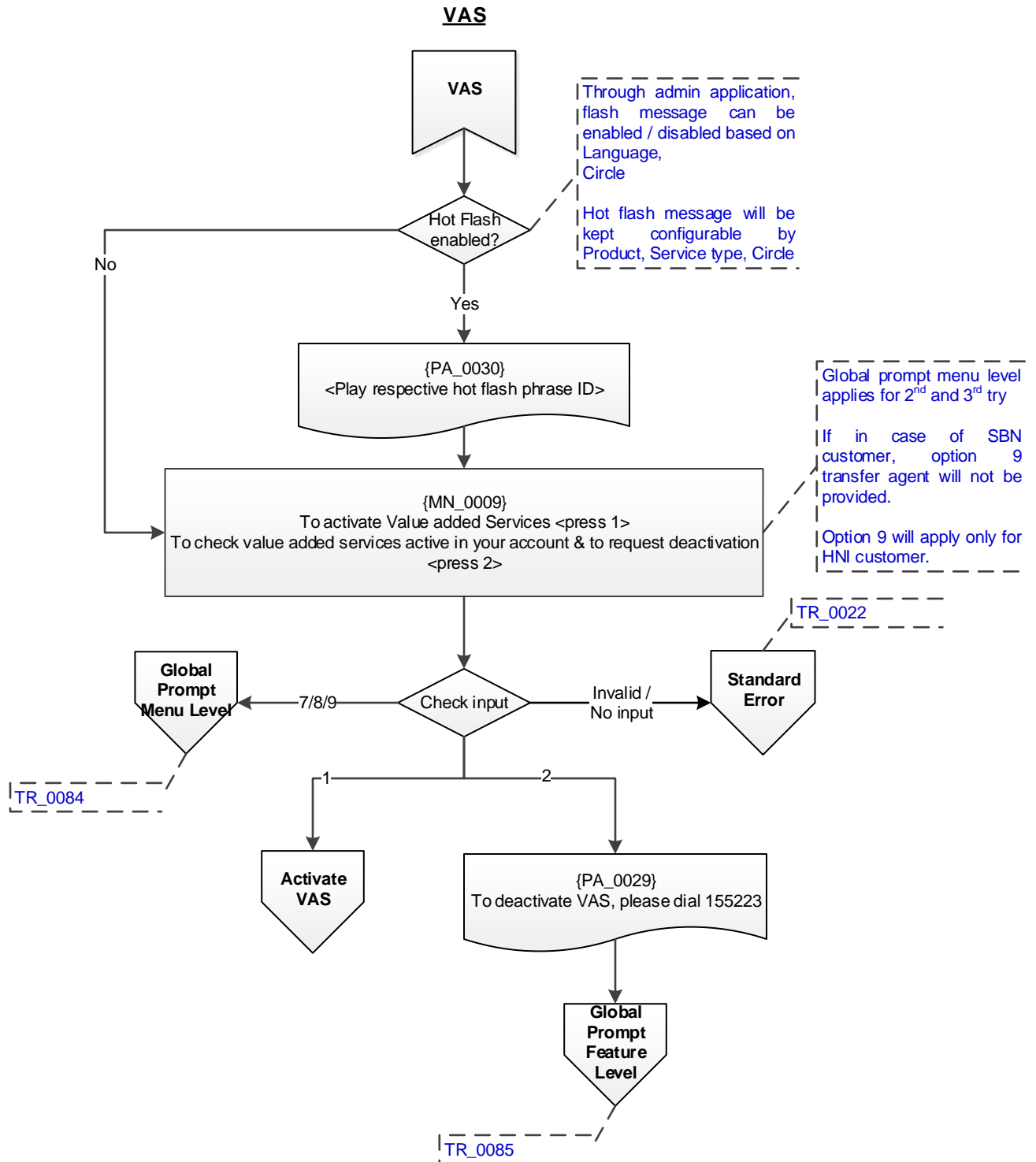


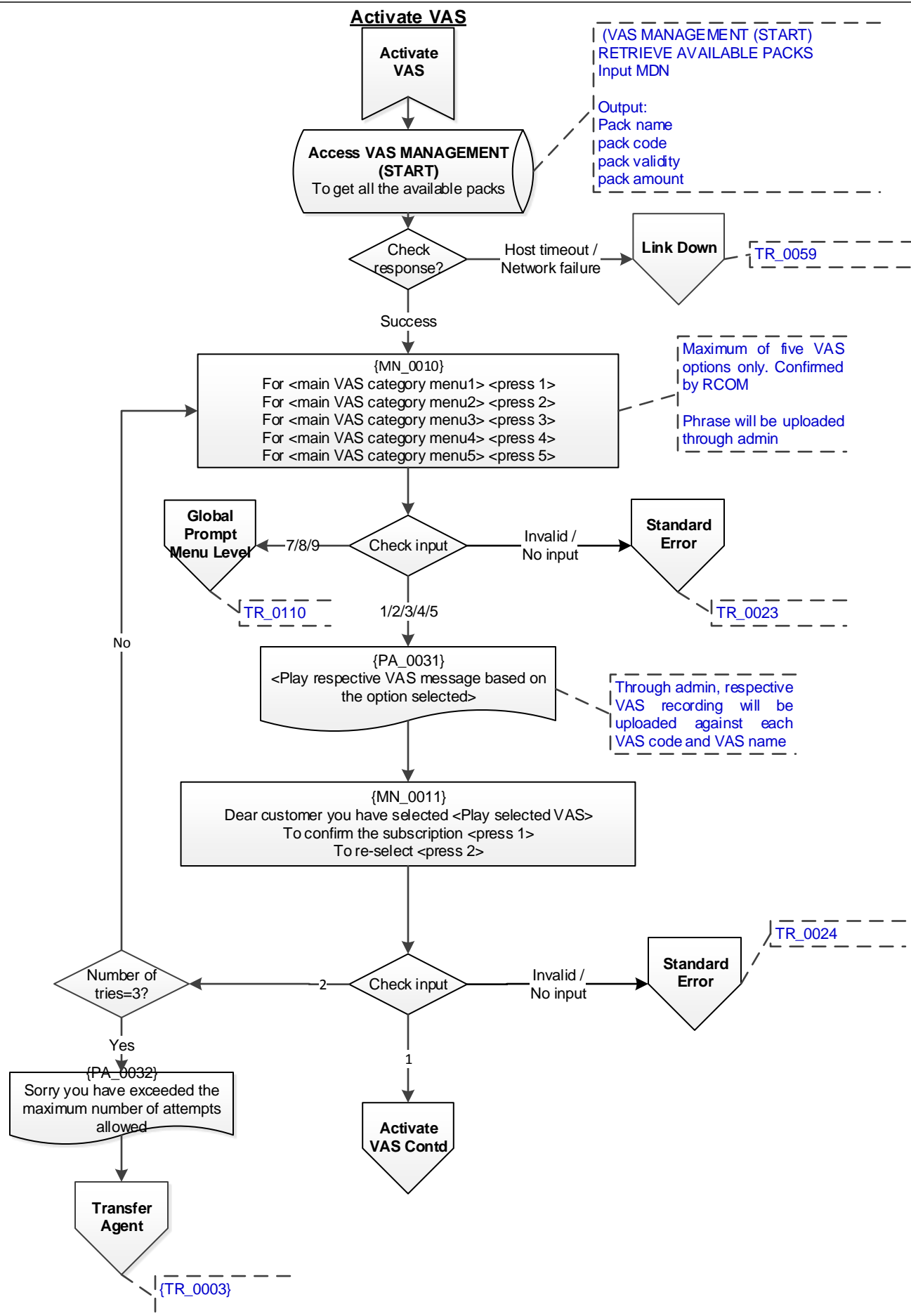
My Plan & Pack



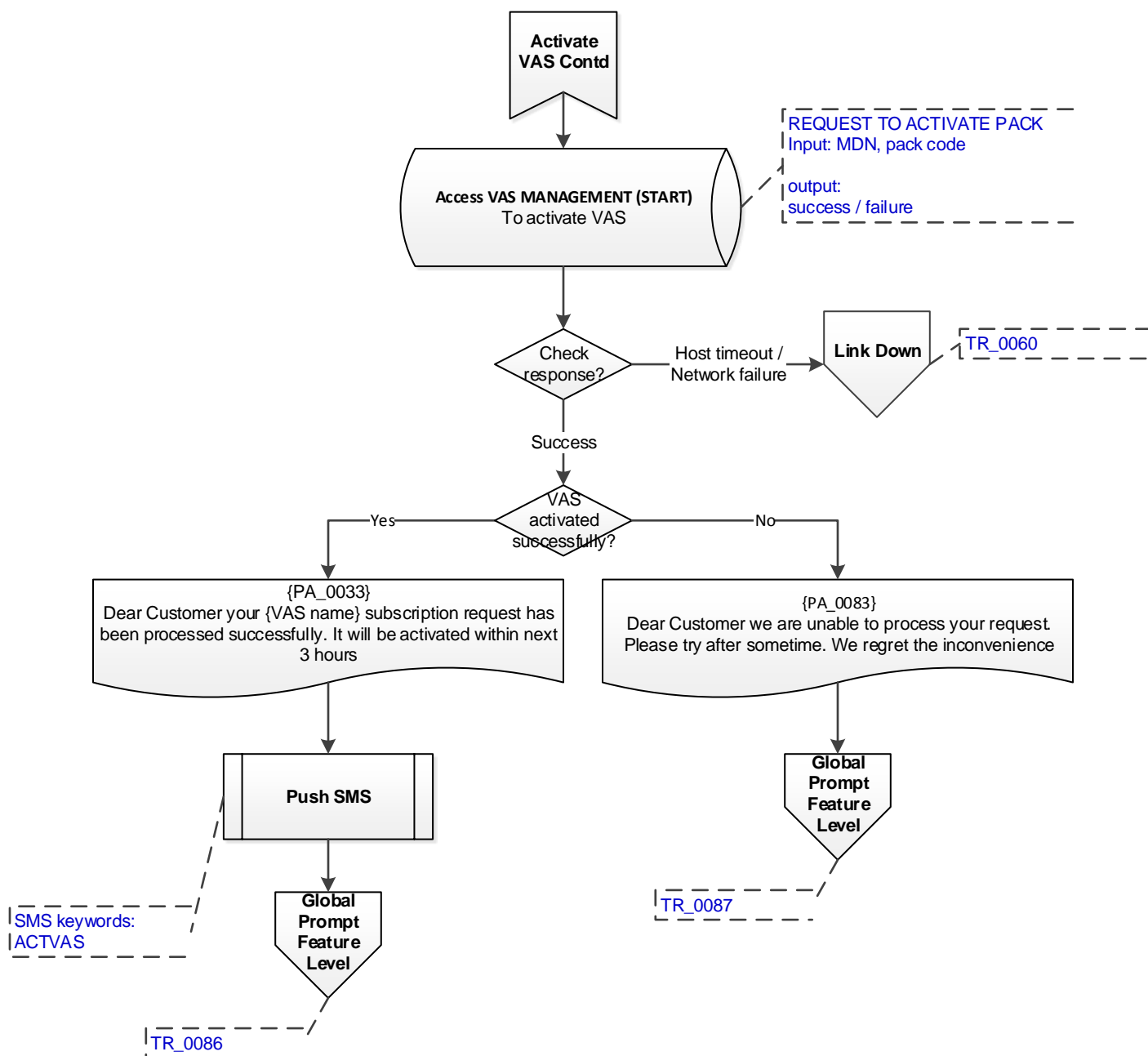
Internet & VAS



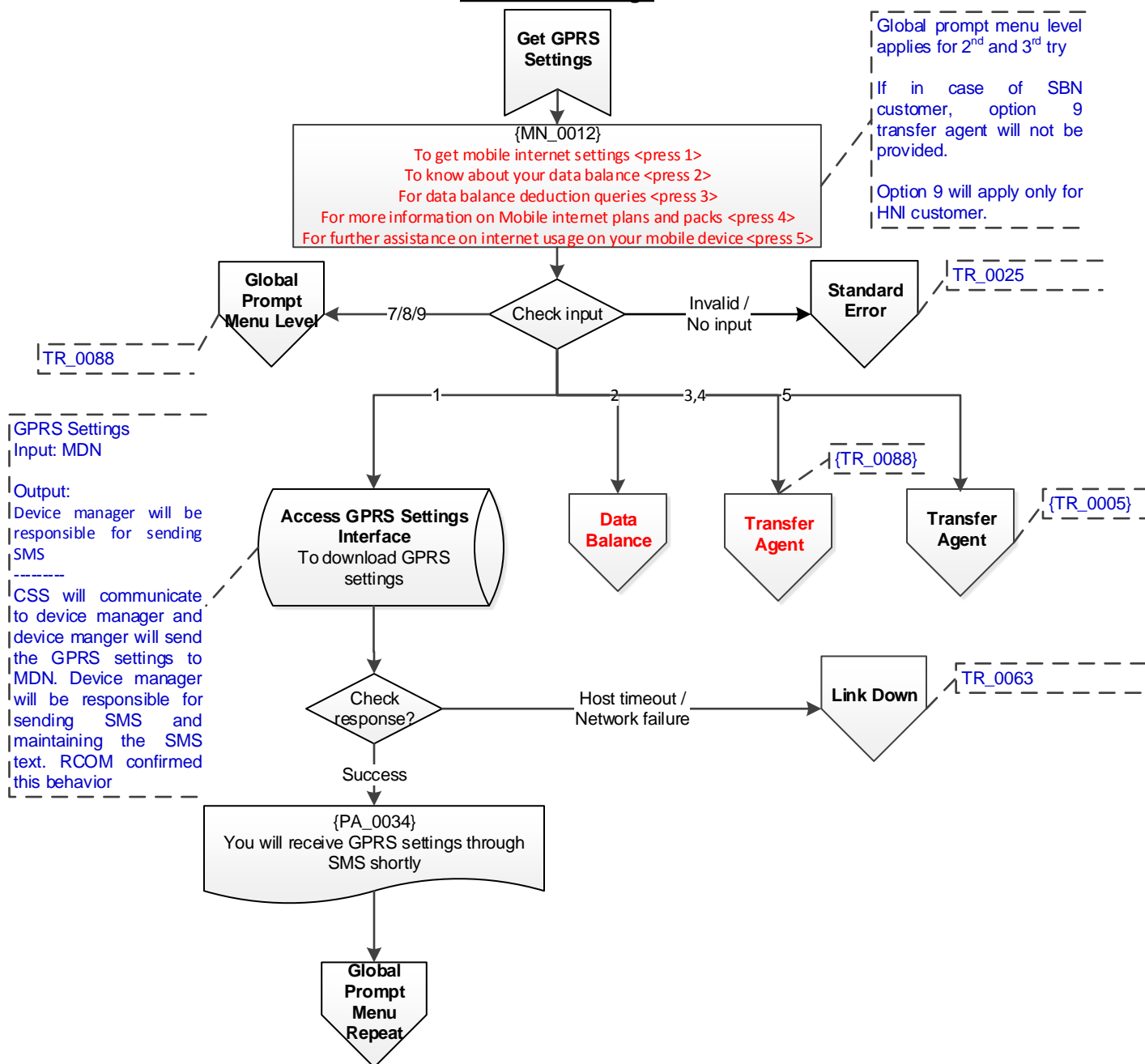




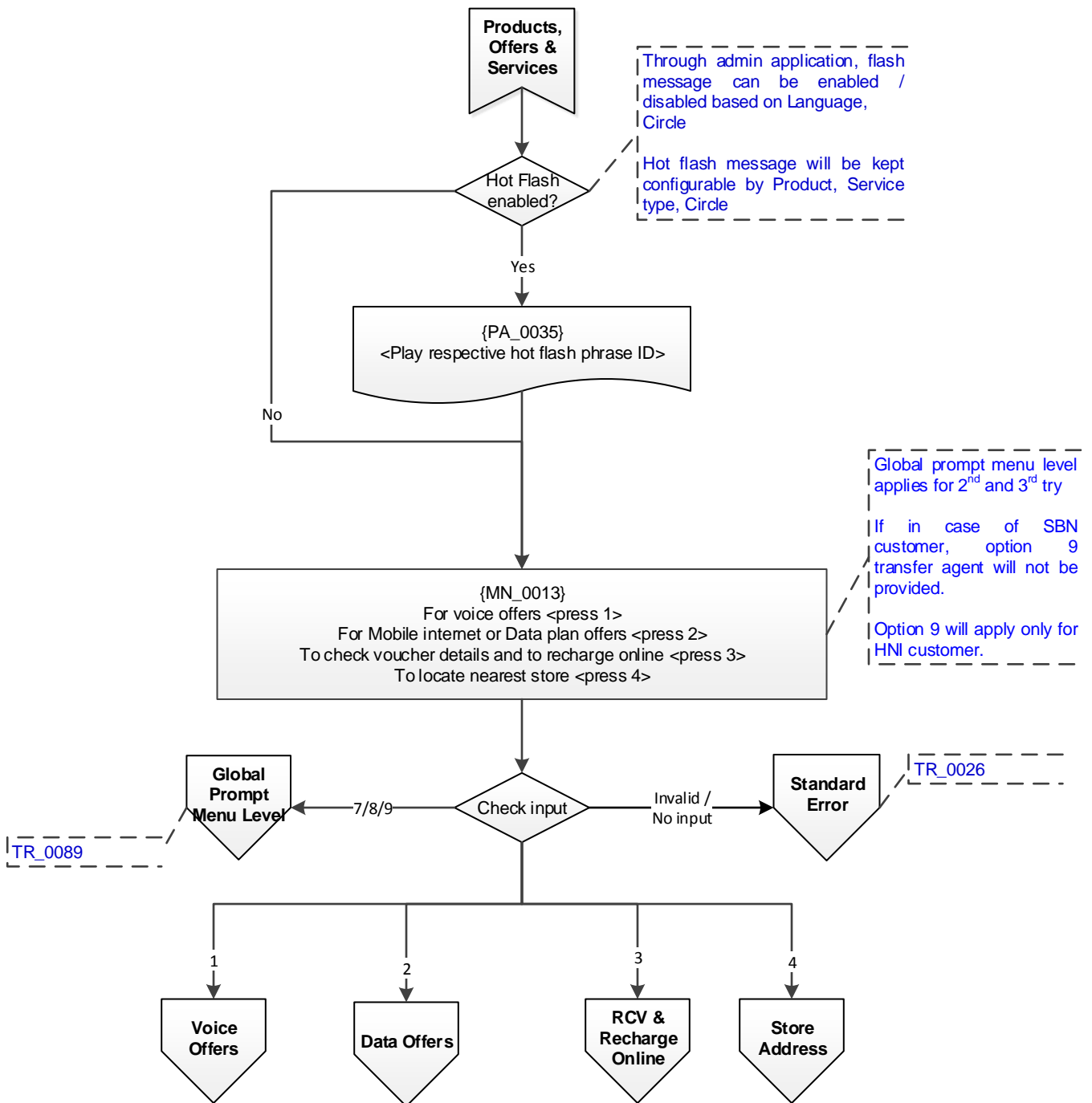
Activate VAS Contd



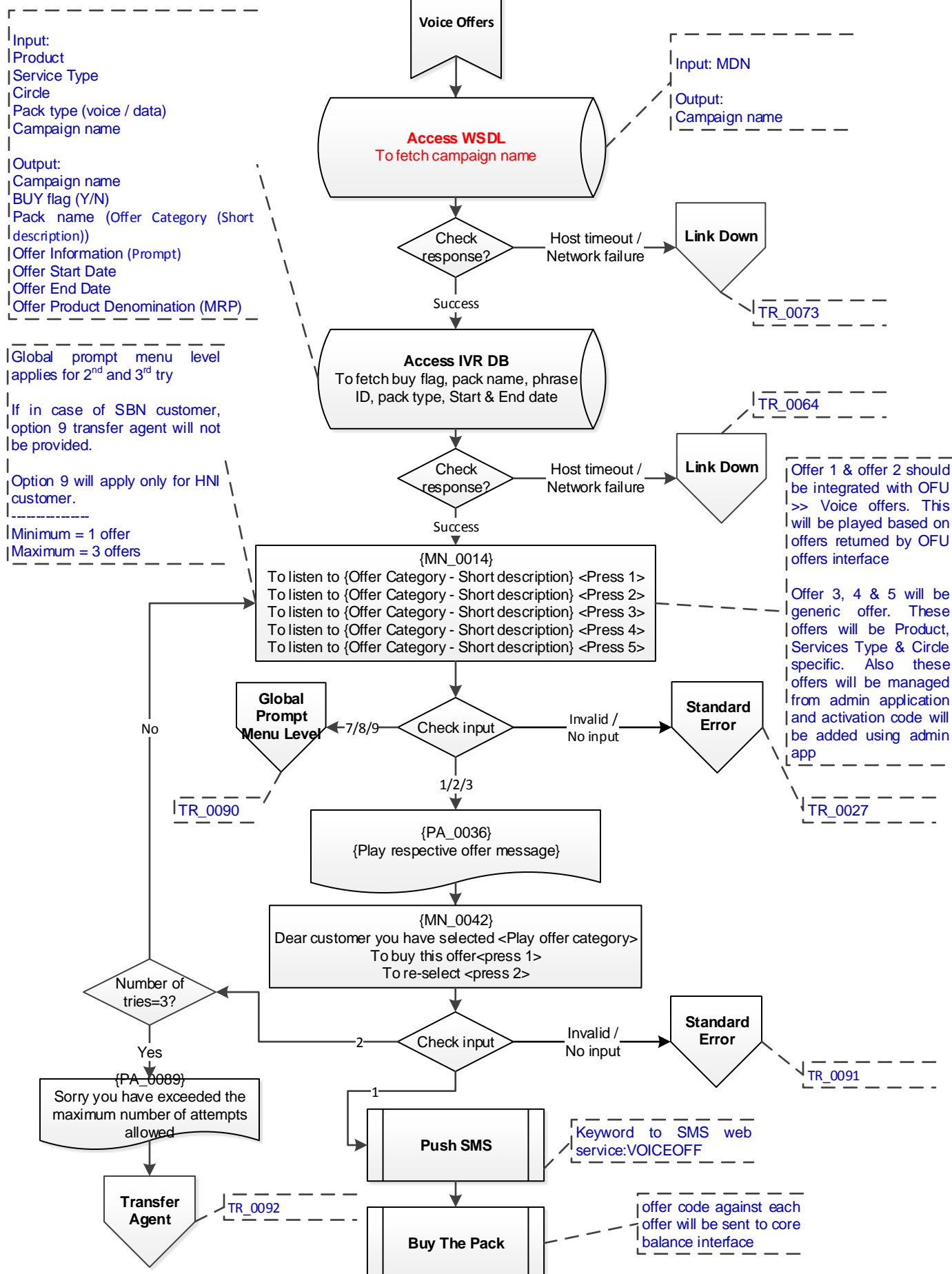
Get GPRS Settings



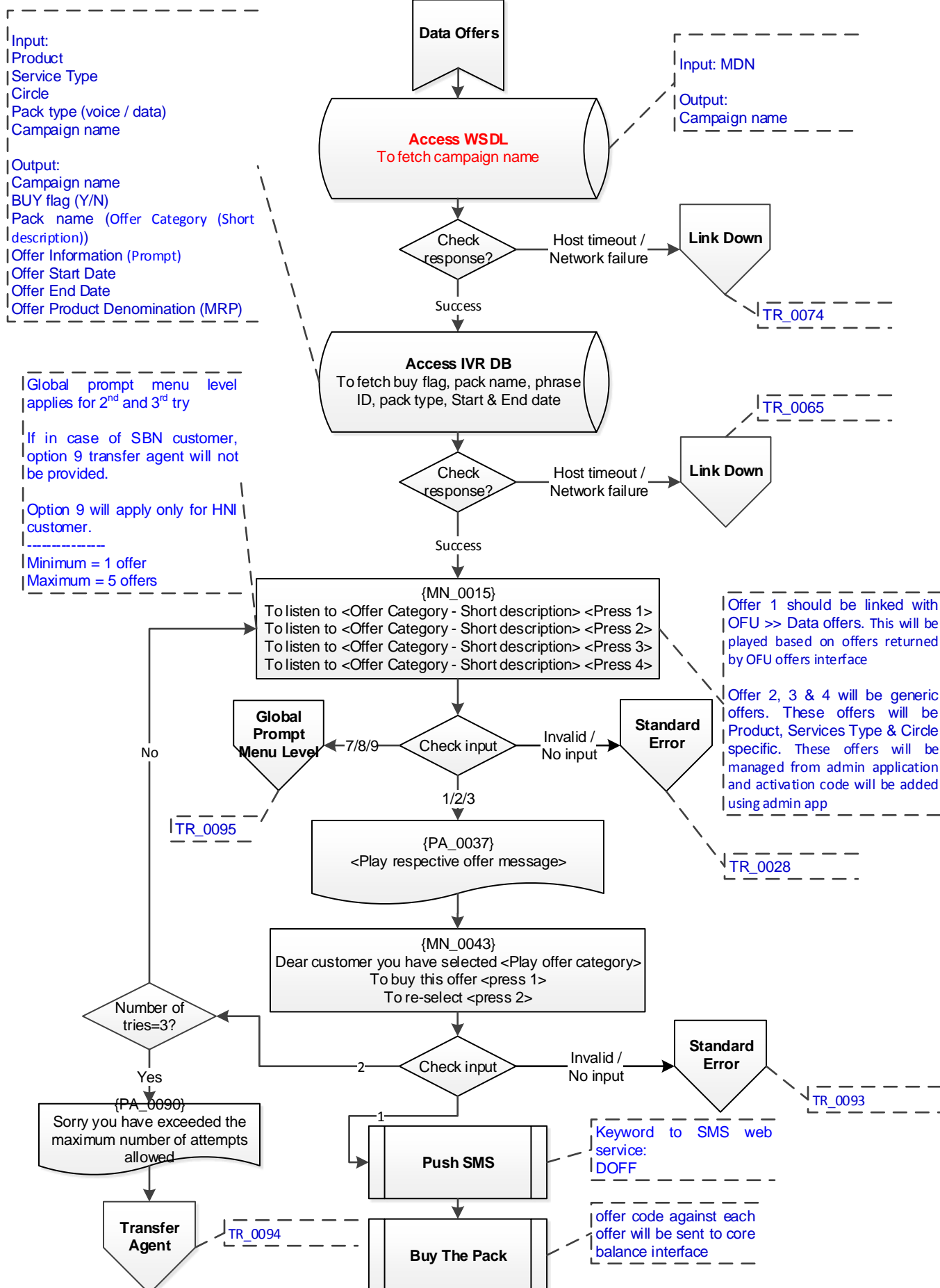
Products, Offers & Services



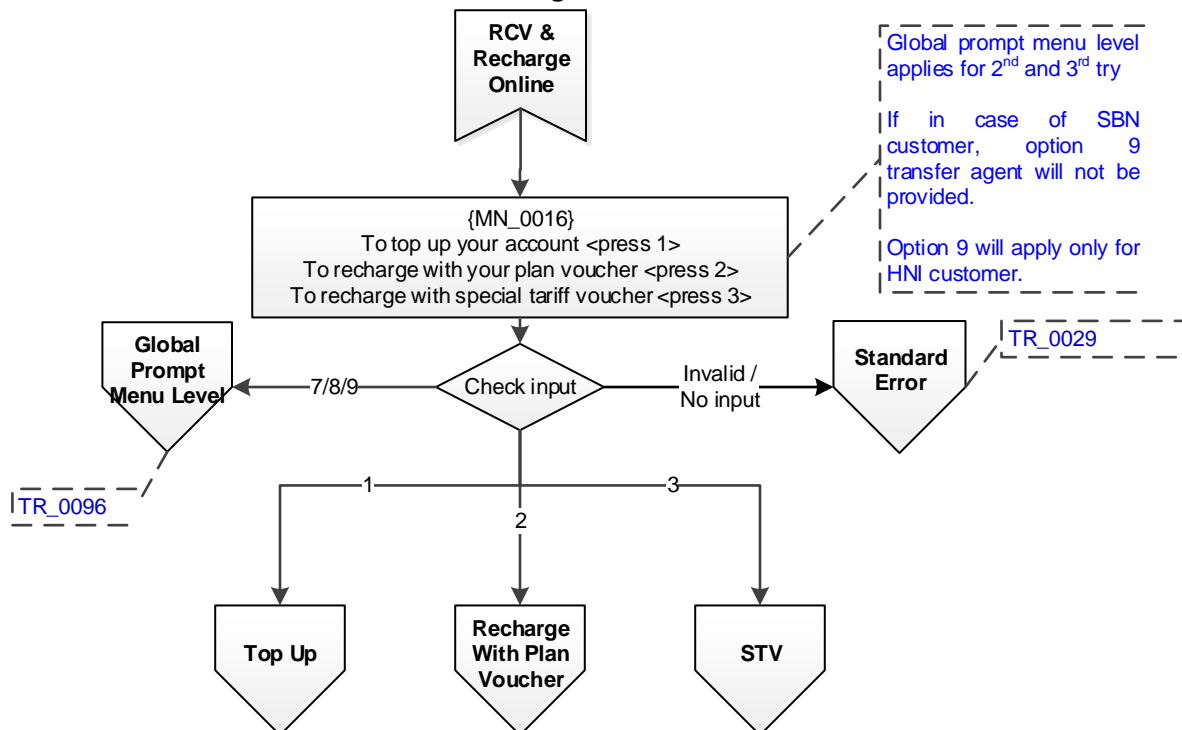
Voice Offers

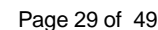


Data Offers

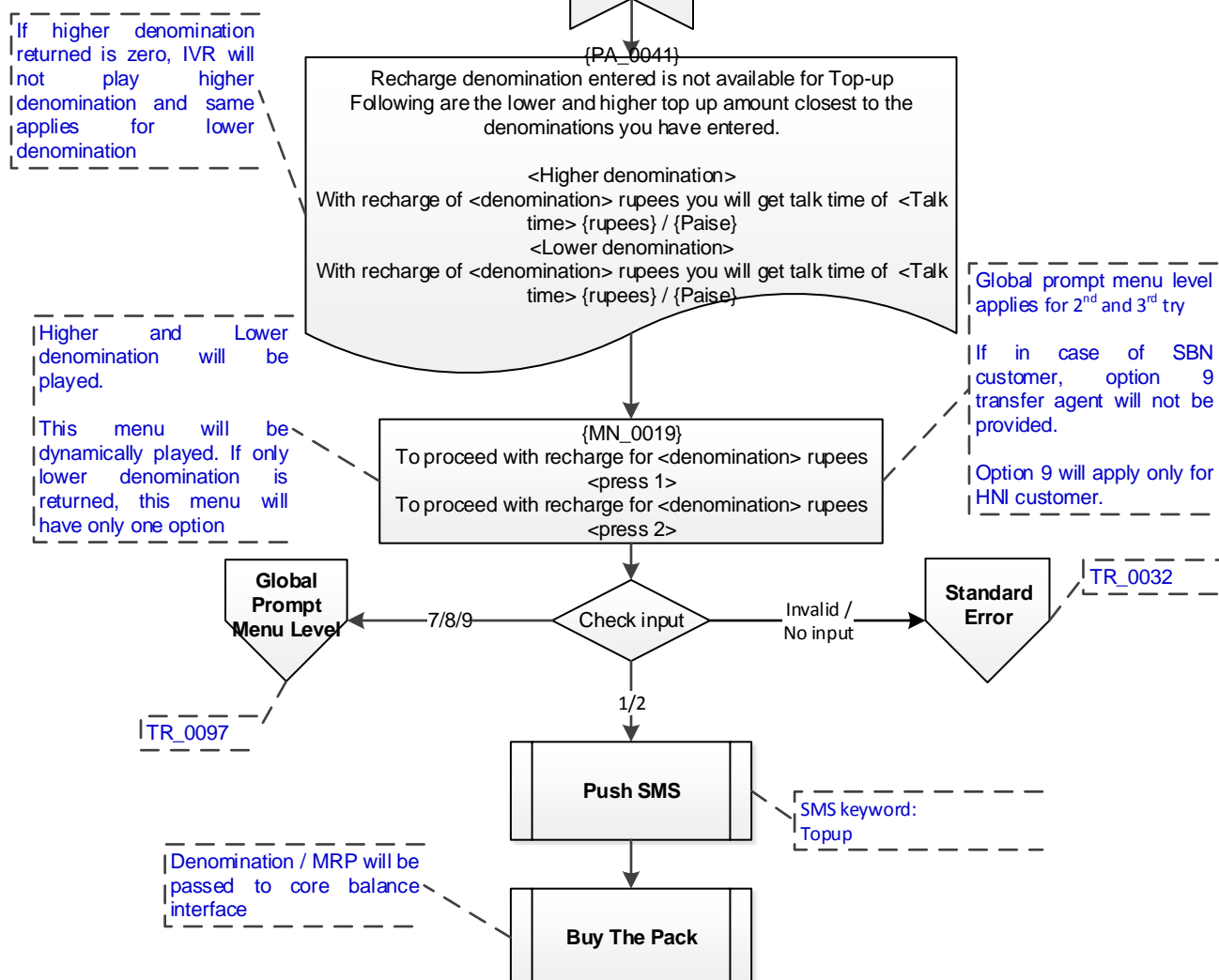


RCV & Recharge Online

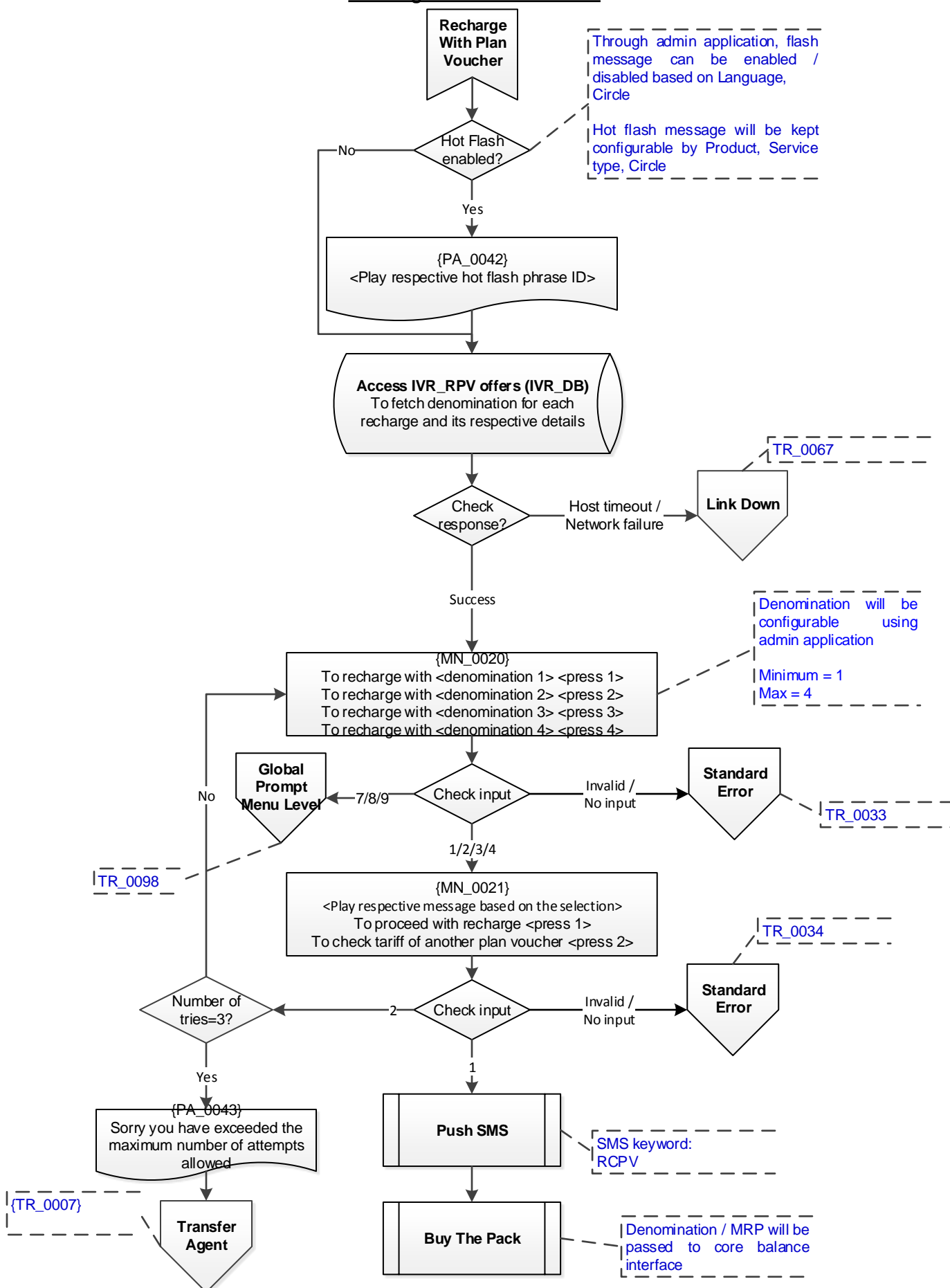




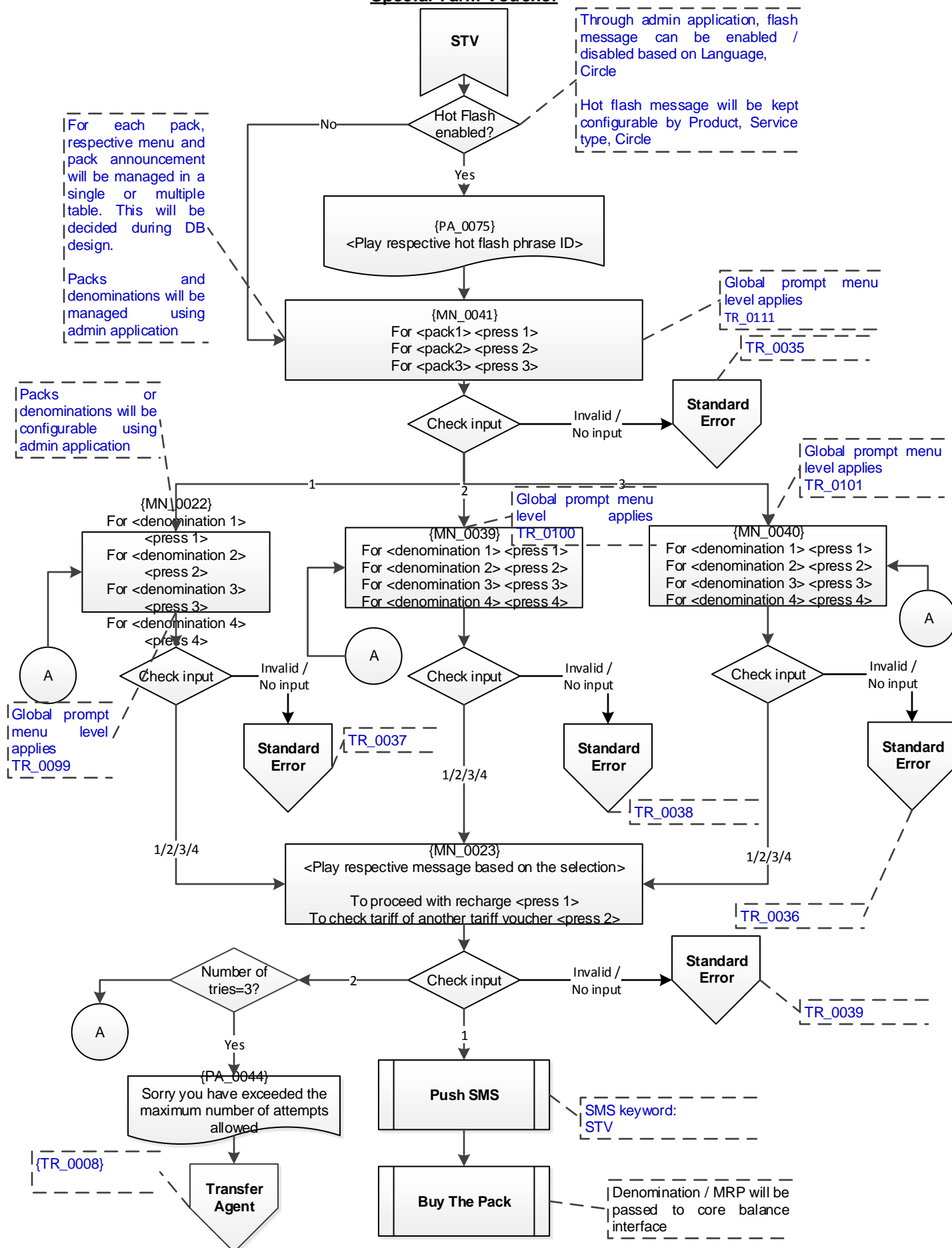
**Top Up
Contd**



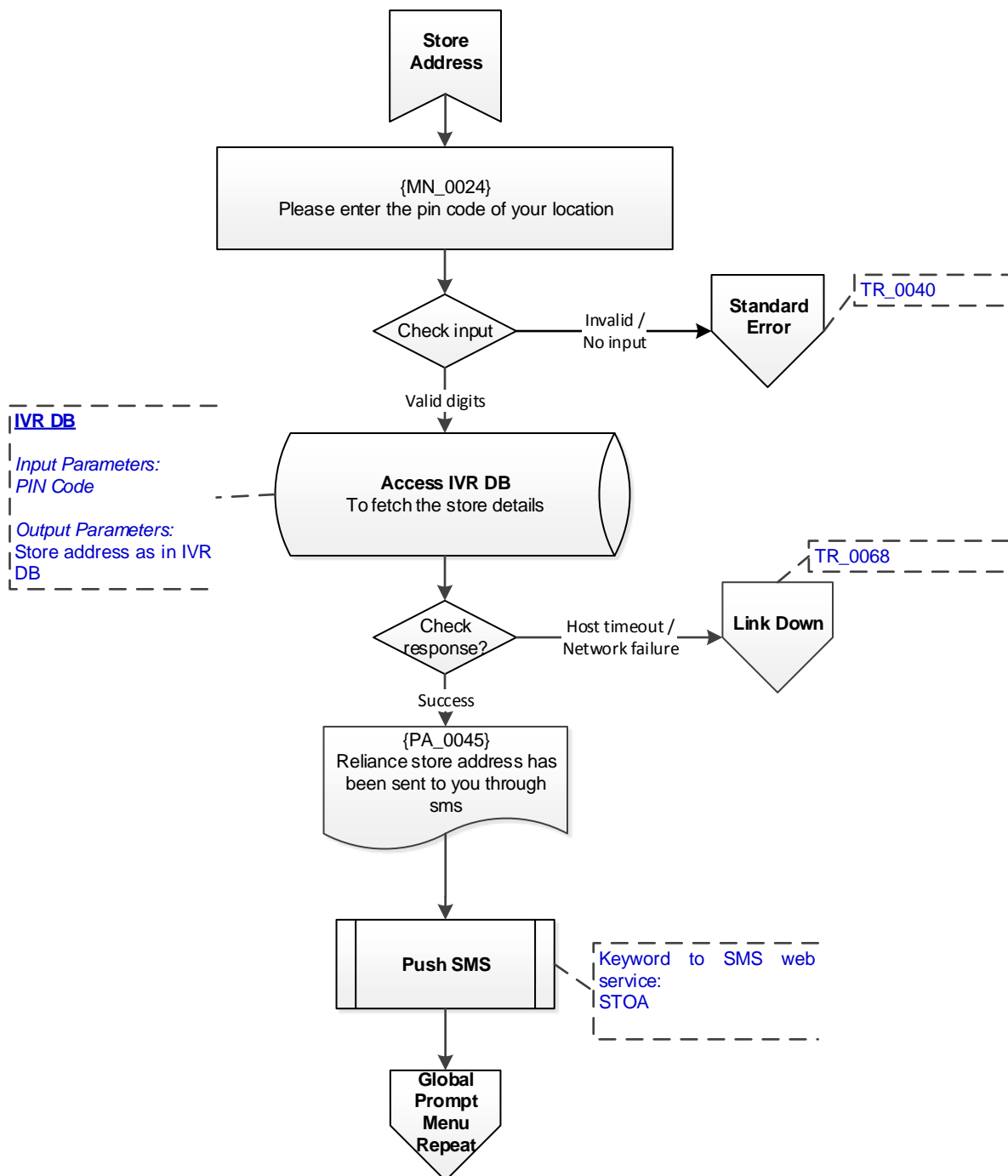
Recharge With Plan Voucher



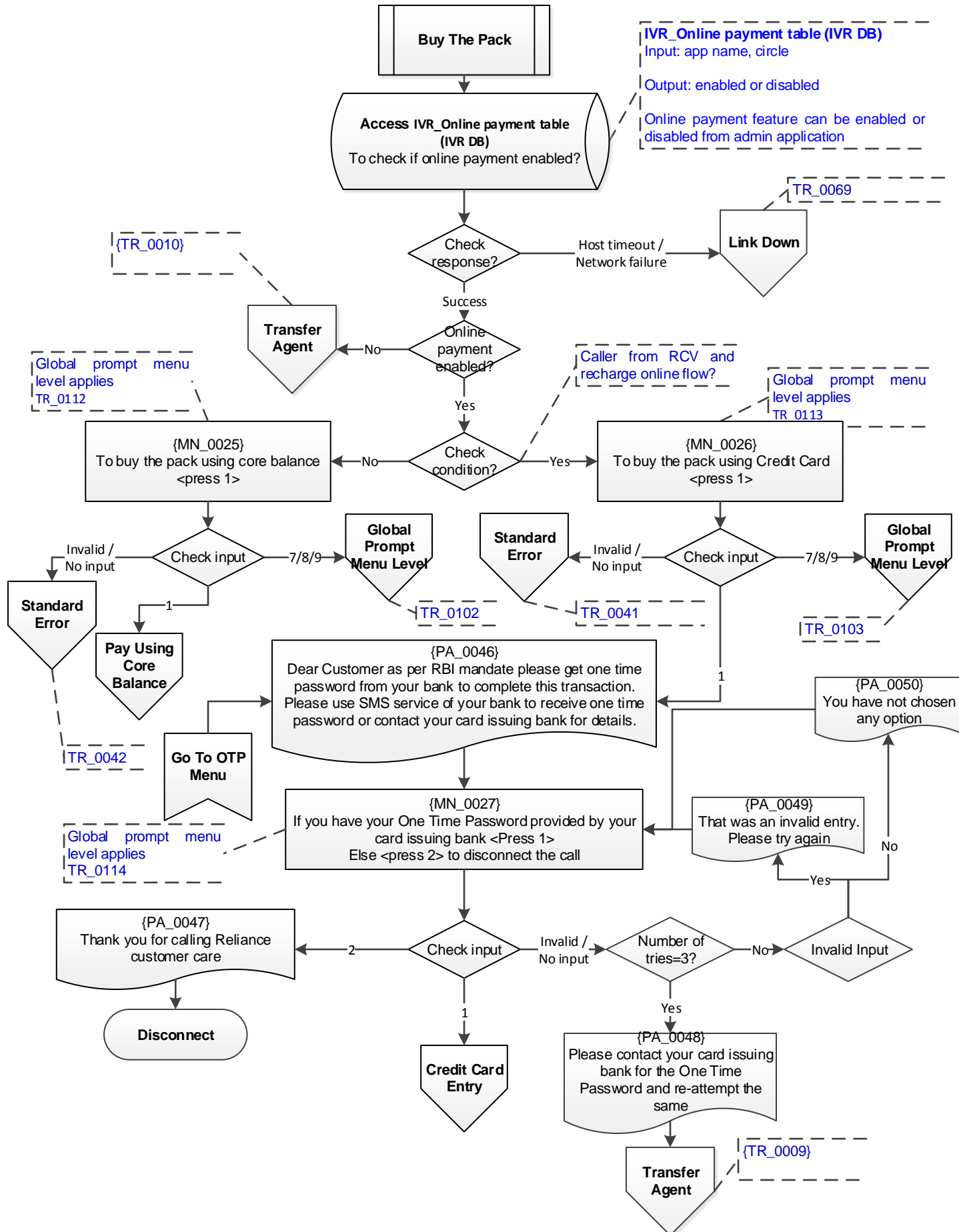
Special Tariff Voucher

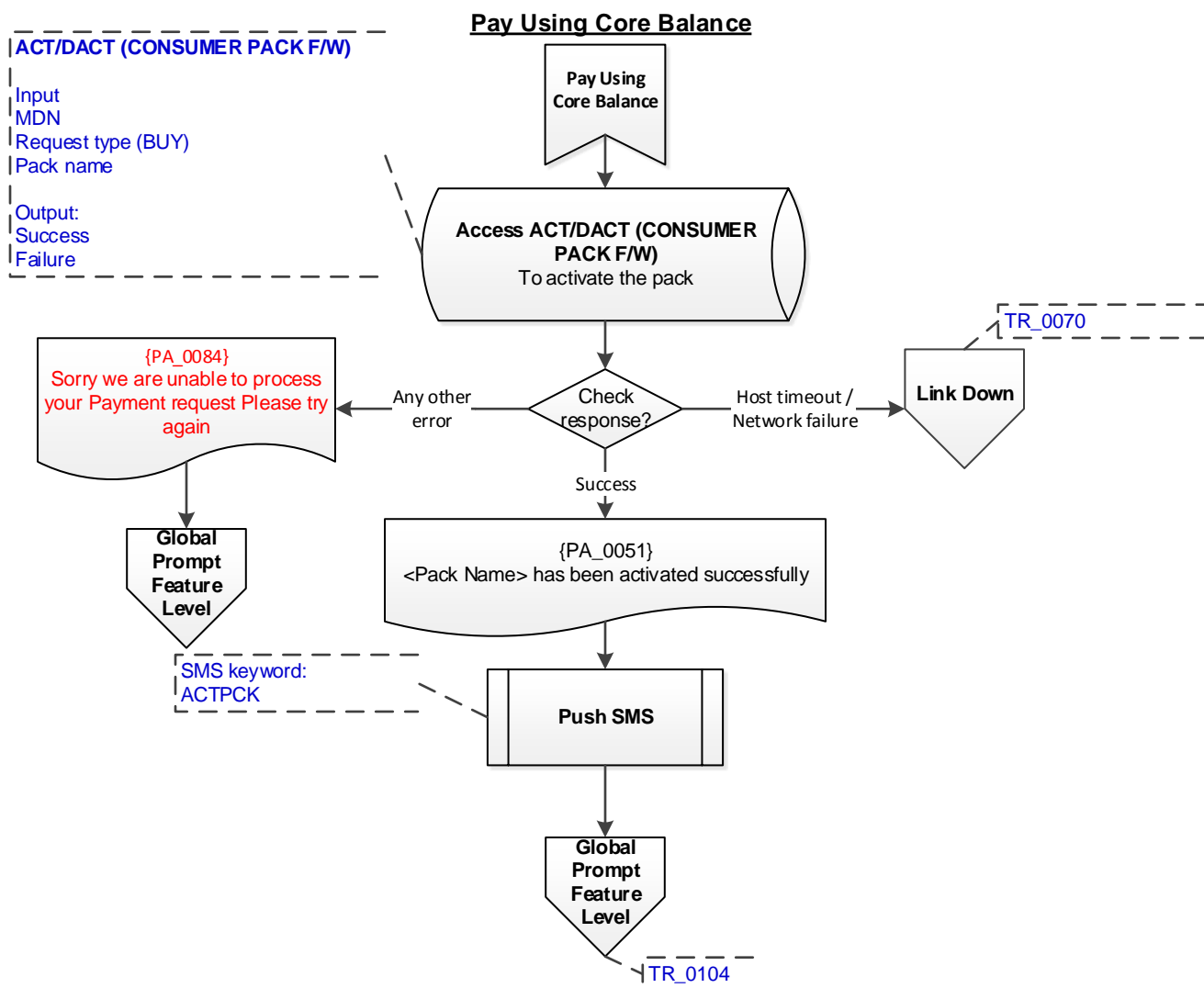


Store Address



Buy The Pack





Credit Card Entry

Removed card selection menu and one card number entry collection menu

Credit Card Entry

{PA_0085}
We accept payments only through VISA and Master card

Use Luhn's algorithm to authenticate the card

{MN_0029}
Please enter your 16 digit Card Number

Check input

Invalid /
No input

Standard Error

TR_0044

Valid
digits

{MN_0030}
Please enter the expiry month and year of your credit card in the MMY format, For example if your credit card expiry date is August 2015 then enter 0815

Check input

Invalid /
No input

Standard Error

TR_0046

Entered
MMYY >=
current
MMYY?

Yes

No

No

{PA_0053}
Card expiry month and year must be greater than the current month and year

Number of
tries=3?

Yes

{PA_0052}
Sorry you have exceeded the maximum number of attempts allowed

Transfer Agent

TR_0011

{MN_0031}
Please enter 3 digit CVV number. CVV number is the last three digits written on back side of the credit card

Check input

Invalid /
No input

Standard Error

TR_0047

3 digit

{MN_0032}
Please enter your 6 digit one time password

Check input

Invalid /
No input

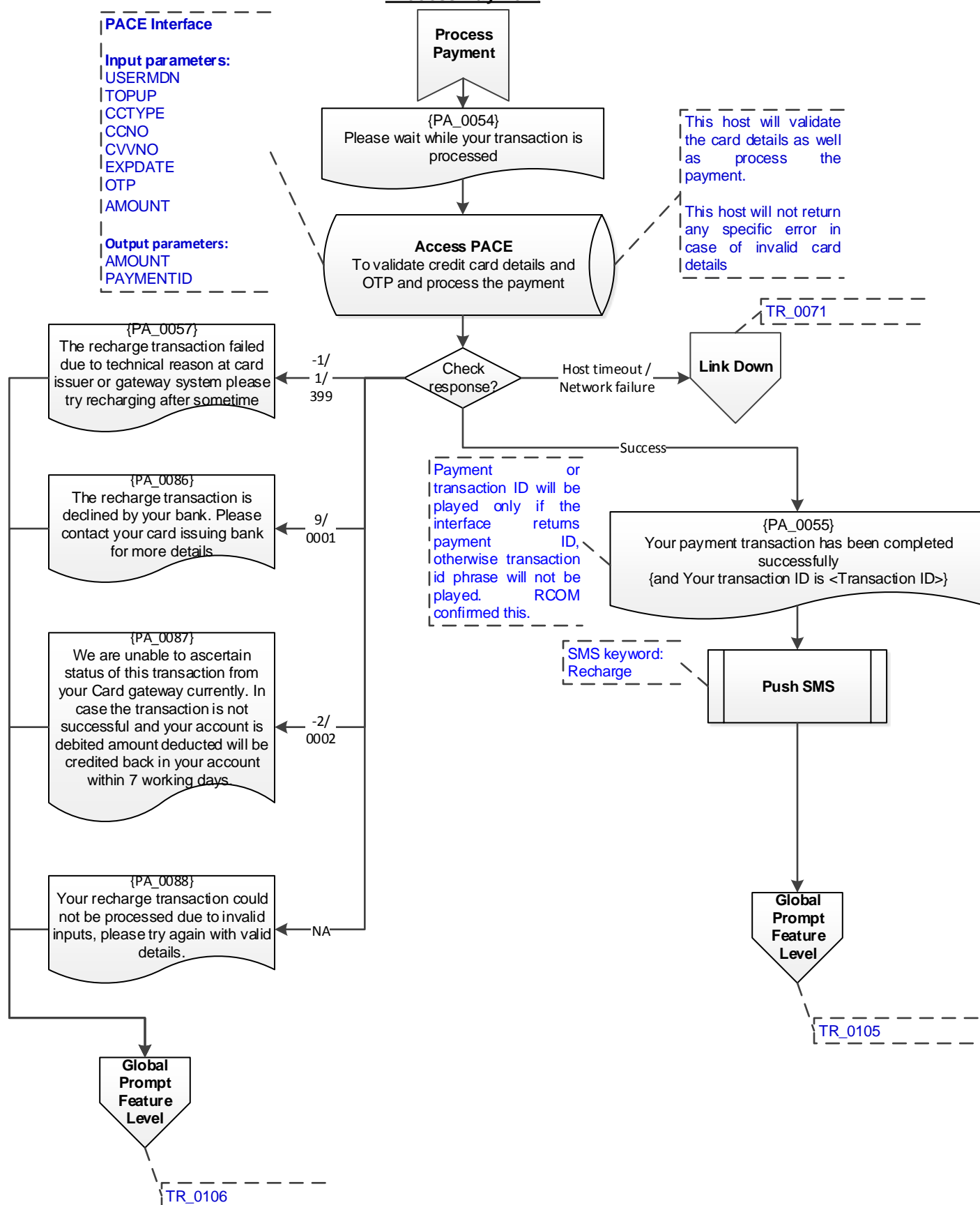
Standard Error

TR_0048

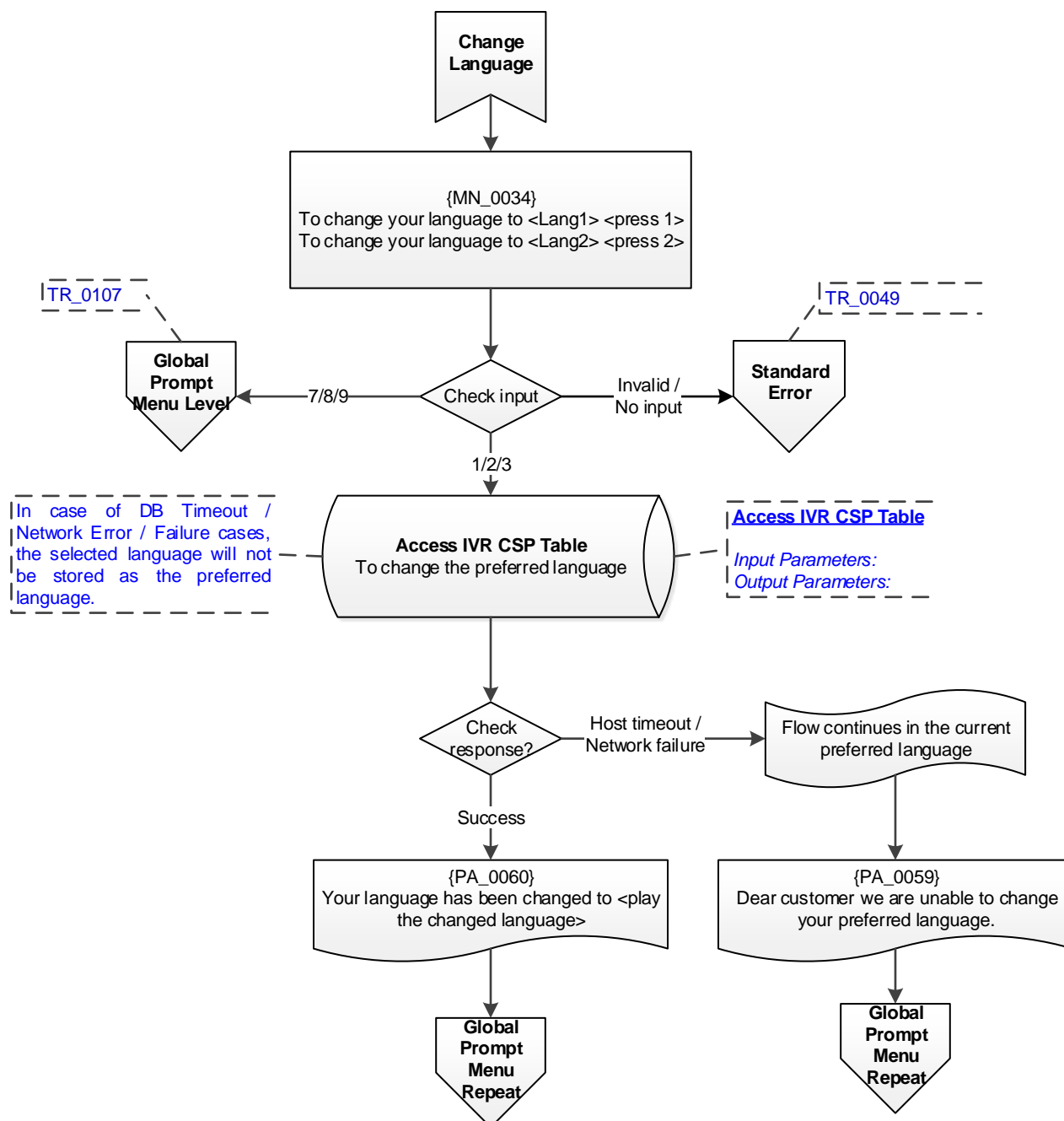
Process Payment

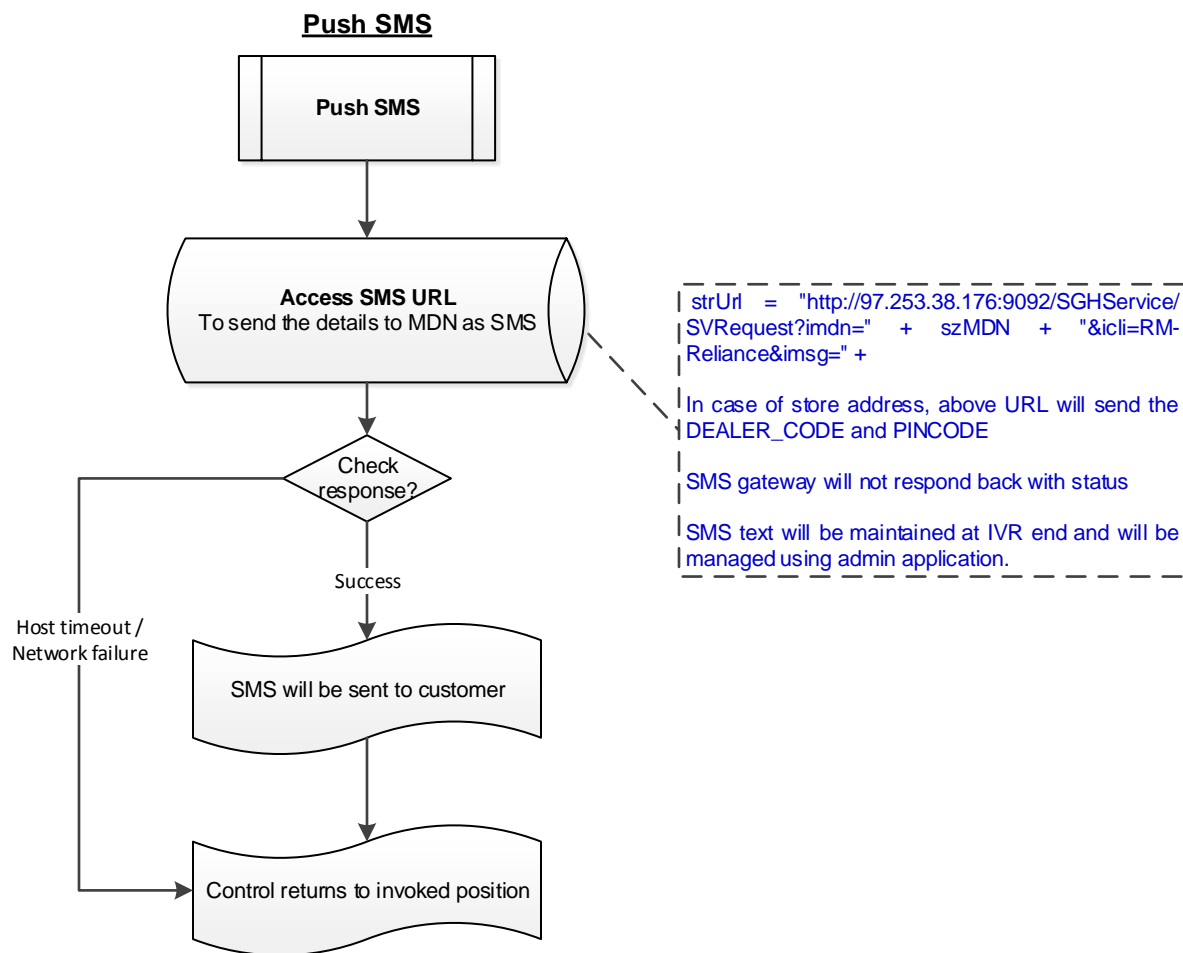
6 digit

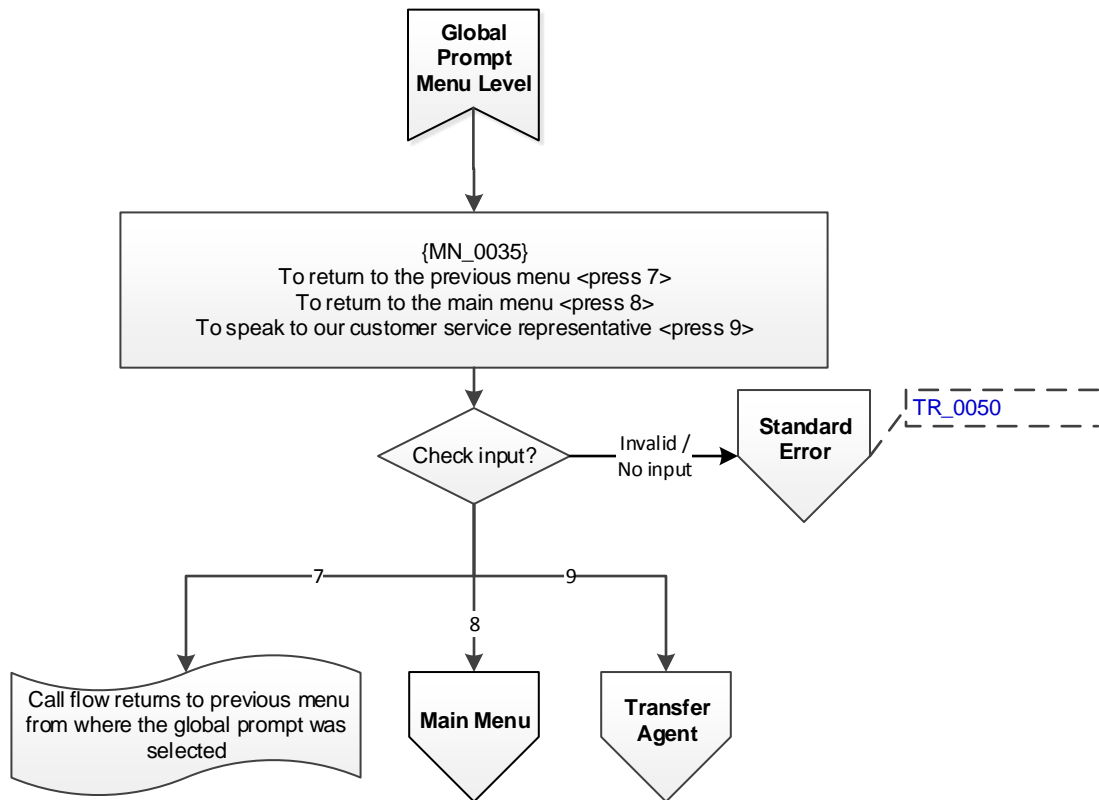
Process Payment



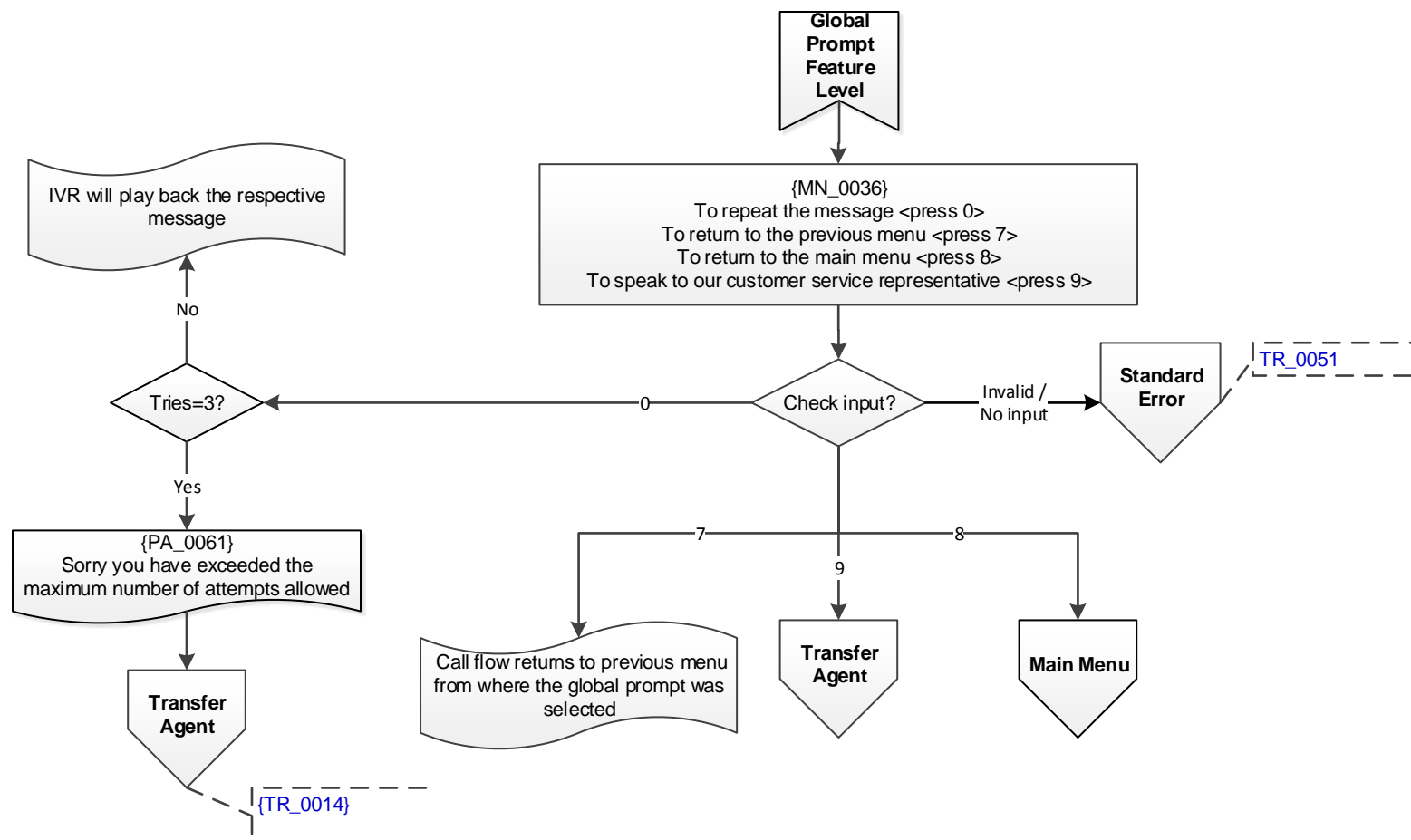
Change Language



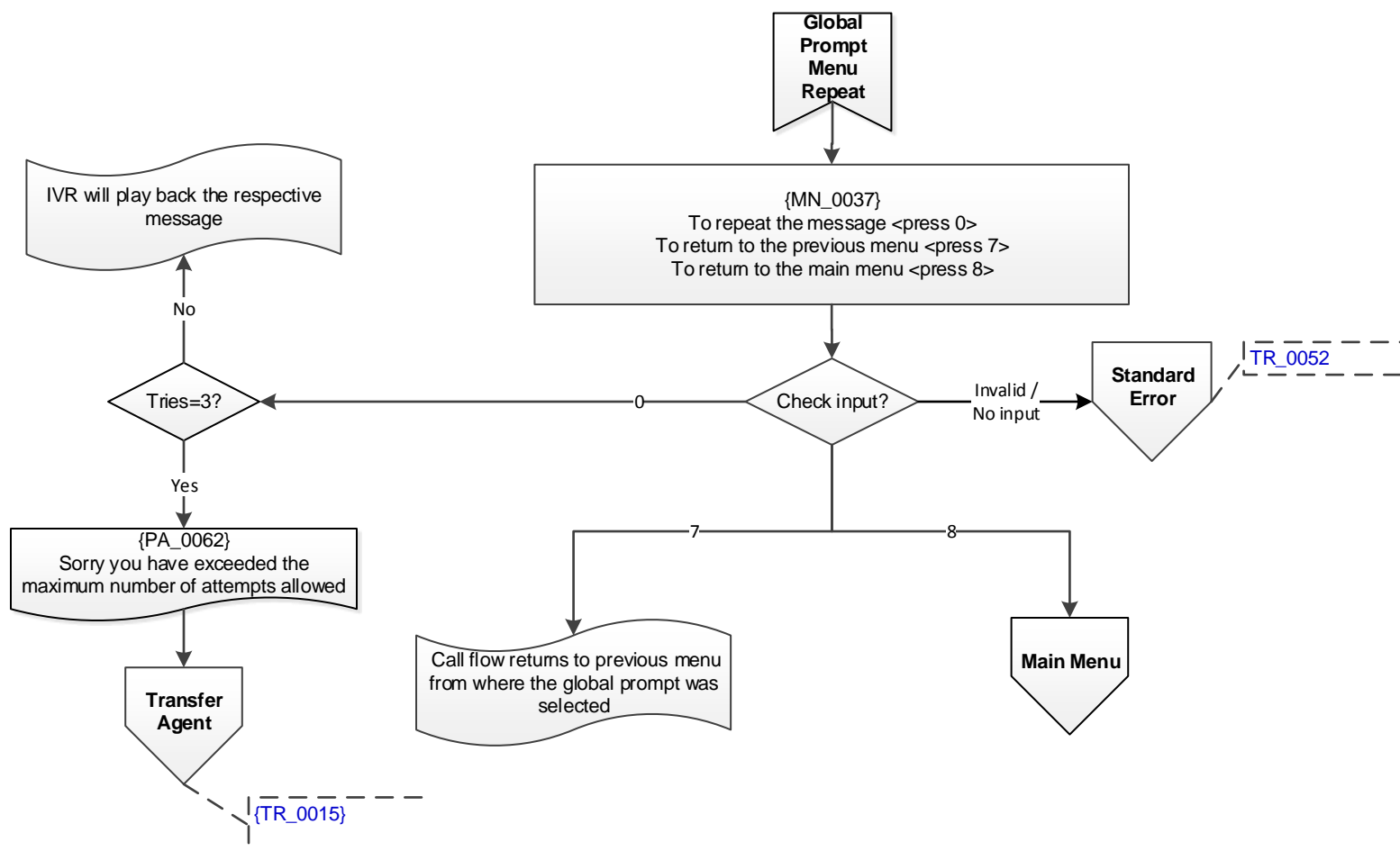


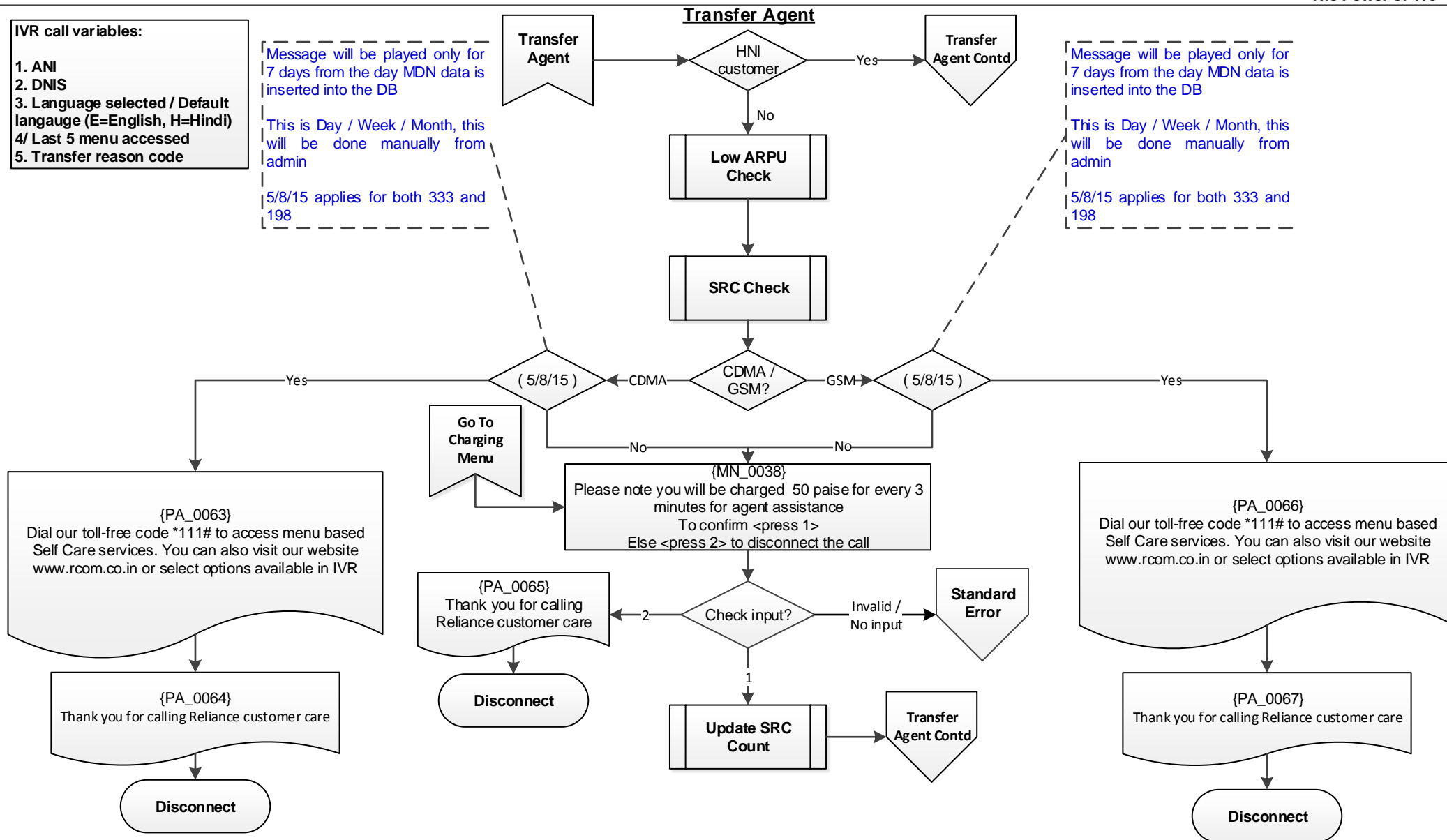
Global Prompt Menu Level

Global Prompt Feature Level



Global Prompt Menu Repeat





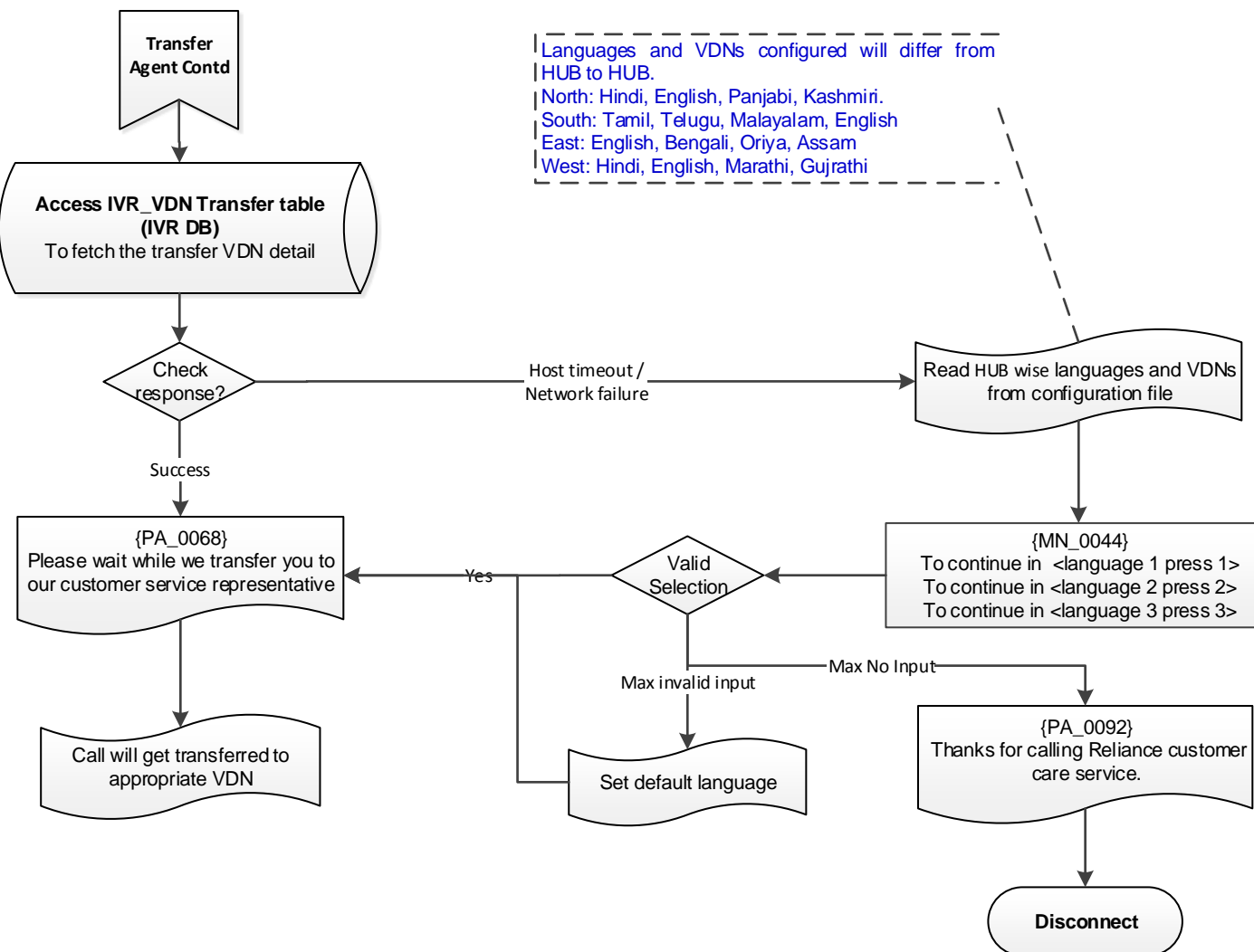
Instructions :

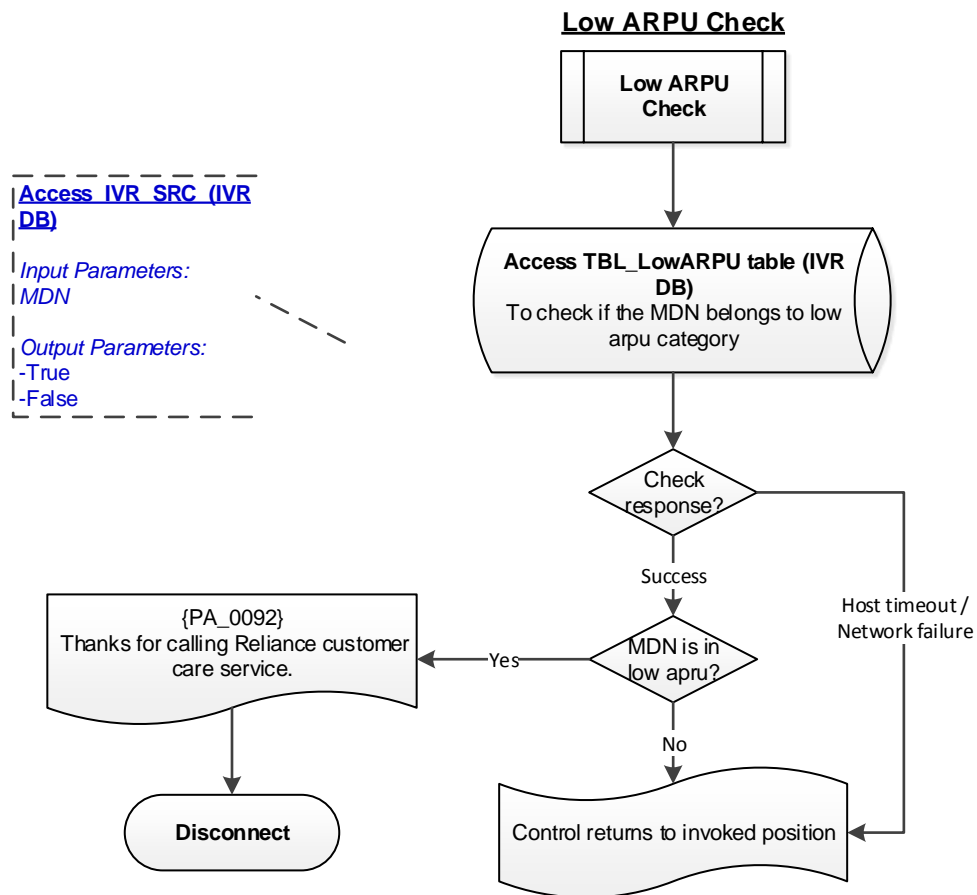
1. SRC logic is not applicable for HNI customers

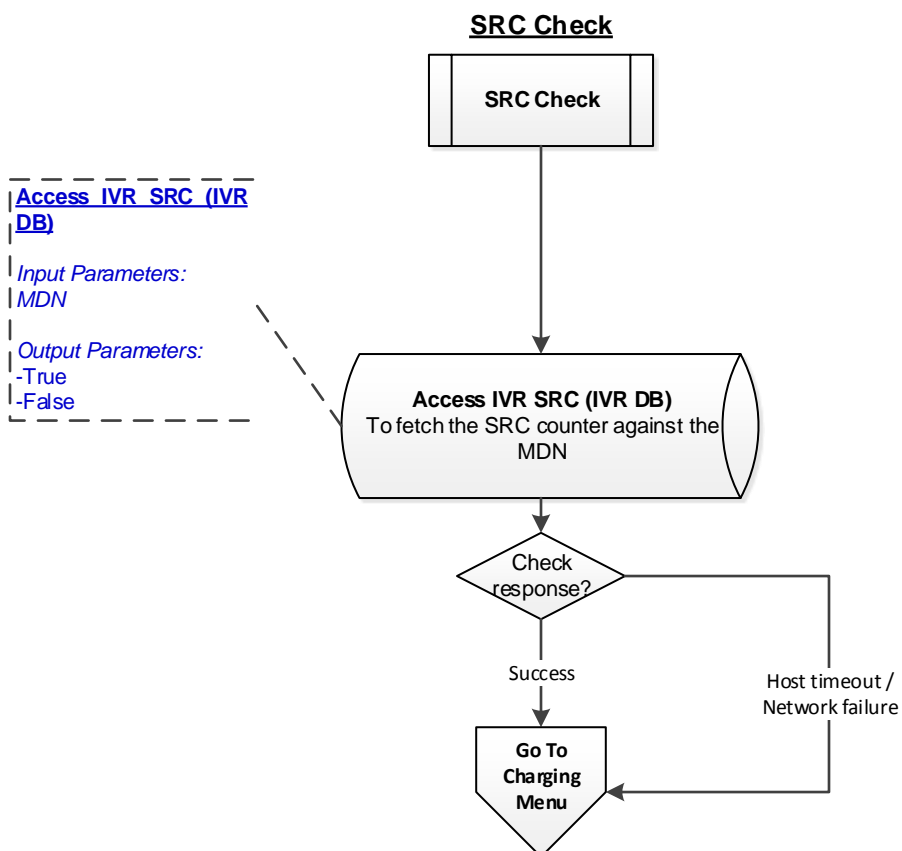
Transfer Agent Contd

Access IVR_VDN Transfer Table
Input:
App name
Language
Circle
Customer segment (gold / silver / HNI)
Call type
Output:
Transfer VDN1
Transfer VDN2
VDN 1 / VDN 2 down flag

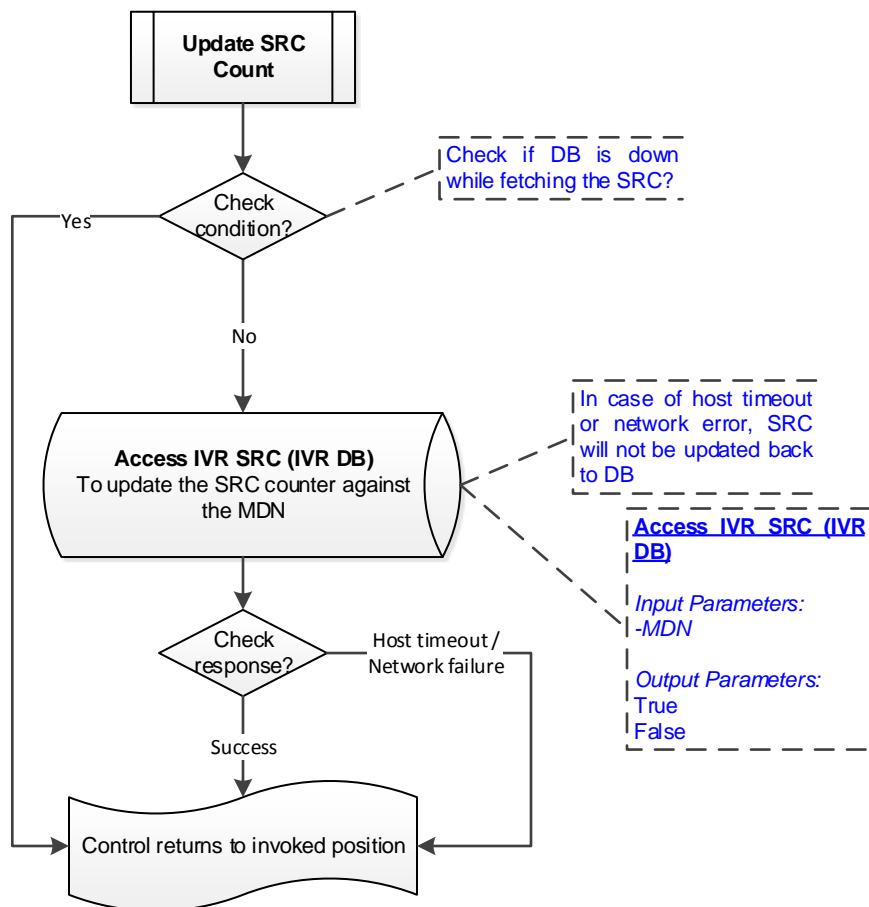
Languages and VDNs configured will differ from HUB to HUB.
North: Hindi, English, Panjabi, Kashmiri.
South: Tamil, Telugu, Malayalam, English
East: English, Bengali, Oriya, Assam
West: Hindi, English, Marathi, Gujrathi



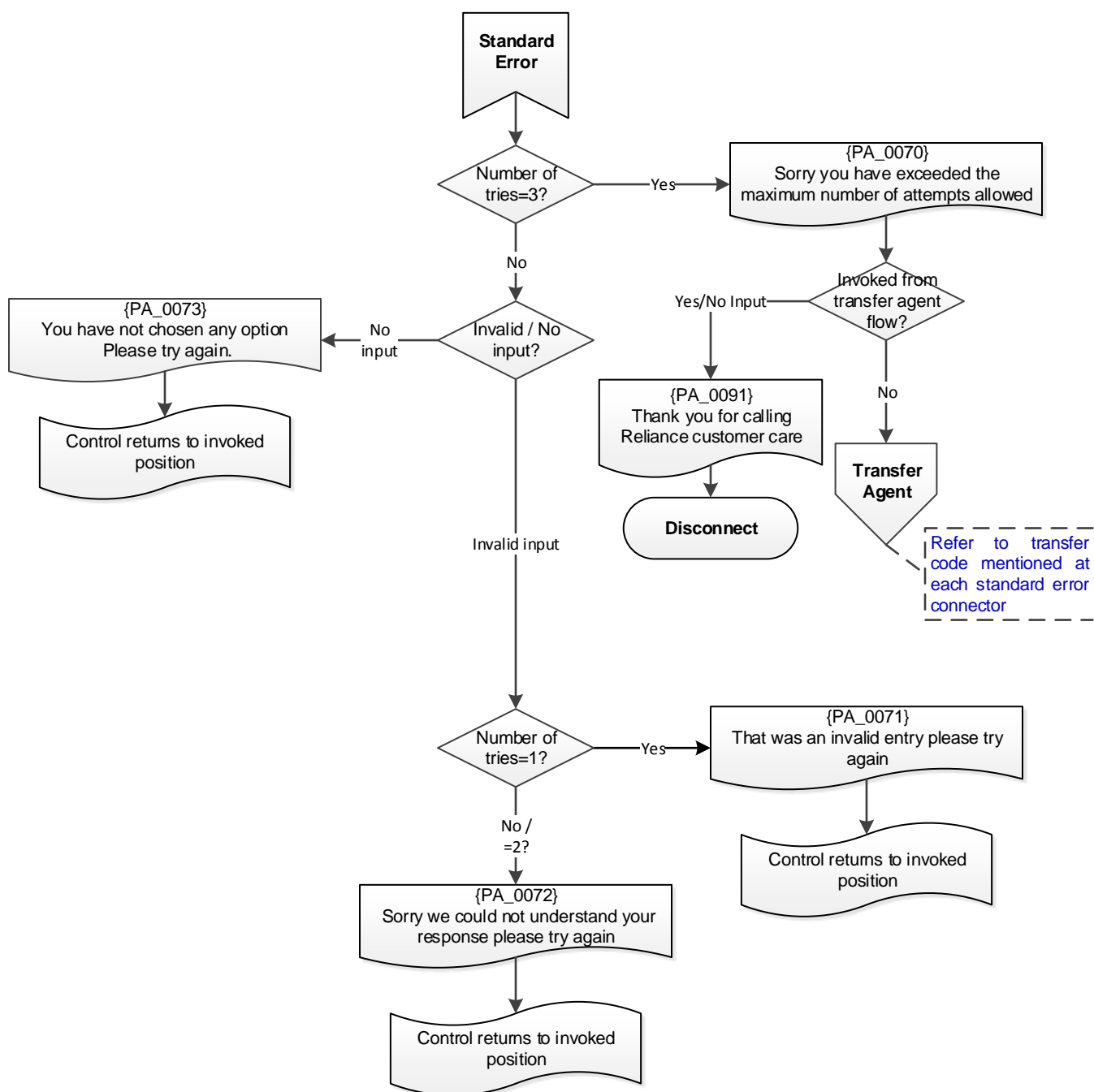




Update SRC Count



Standard Error



Link Down

