DND IVR (DND)

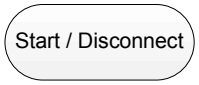
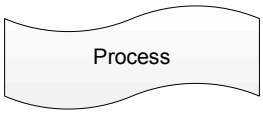
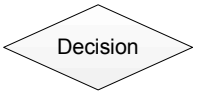
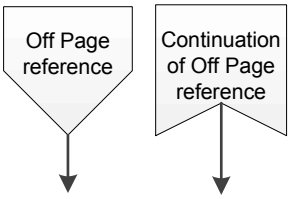
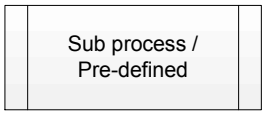
Last updated on: April 24th 2015

Version: 1.1

Version History

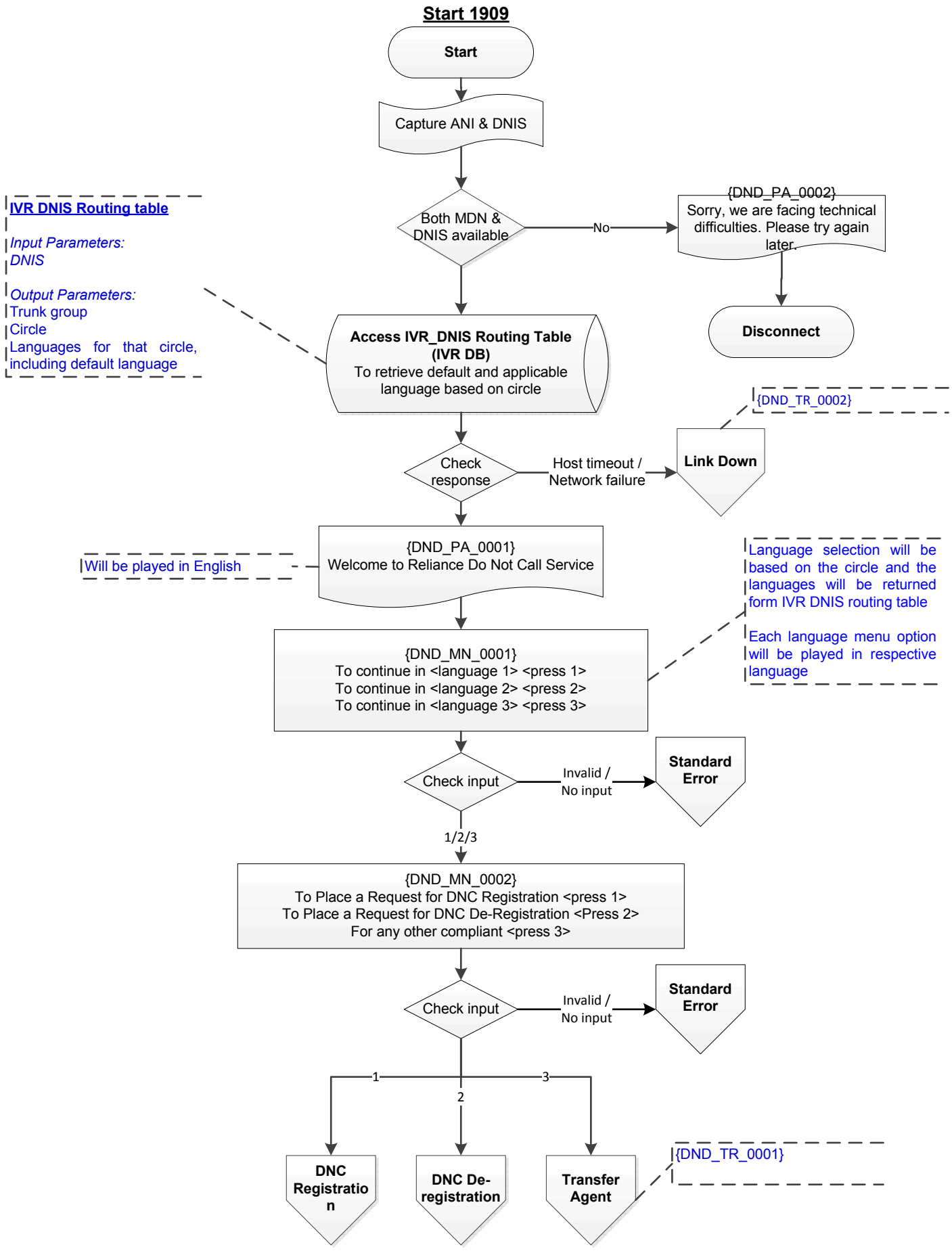
Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.30.2015	-	Karthikeyan G	Initial draft of the call flow
0.02 / Feb.4.2015	-	Karthikeyan G	**DNC Registration:** Updated the below phrase You have not completed the mandatory number of days from the date of Deregistration. Your request cannot be processed. **DNC De-registration:** Updated the below phrase You have not completed the mandatory number of days from the date of registration. Your request cannot be processed.
0.03 / Mar.16.2015	-	Raajesh Kumar AS	Internal Review changes implemented
1.1 / Apr.24.2015	-	Daranivasan A	Baselining

Standard Call Flow Conventions

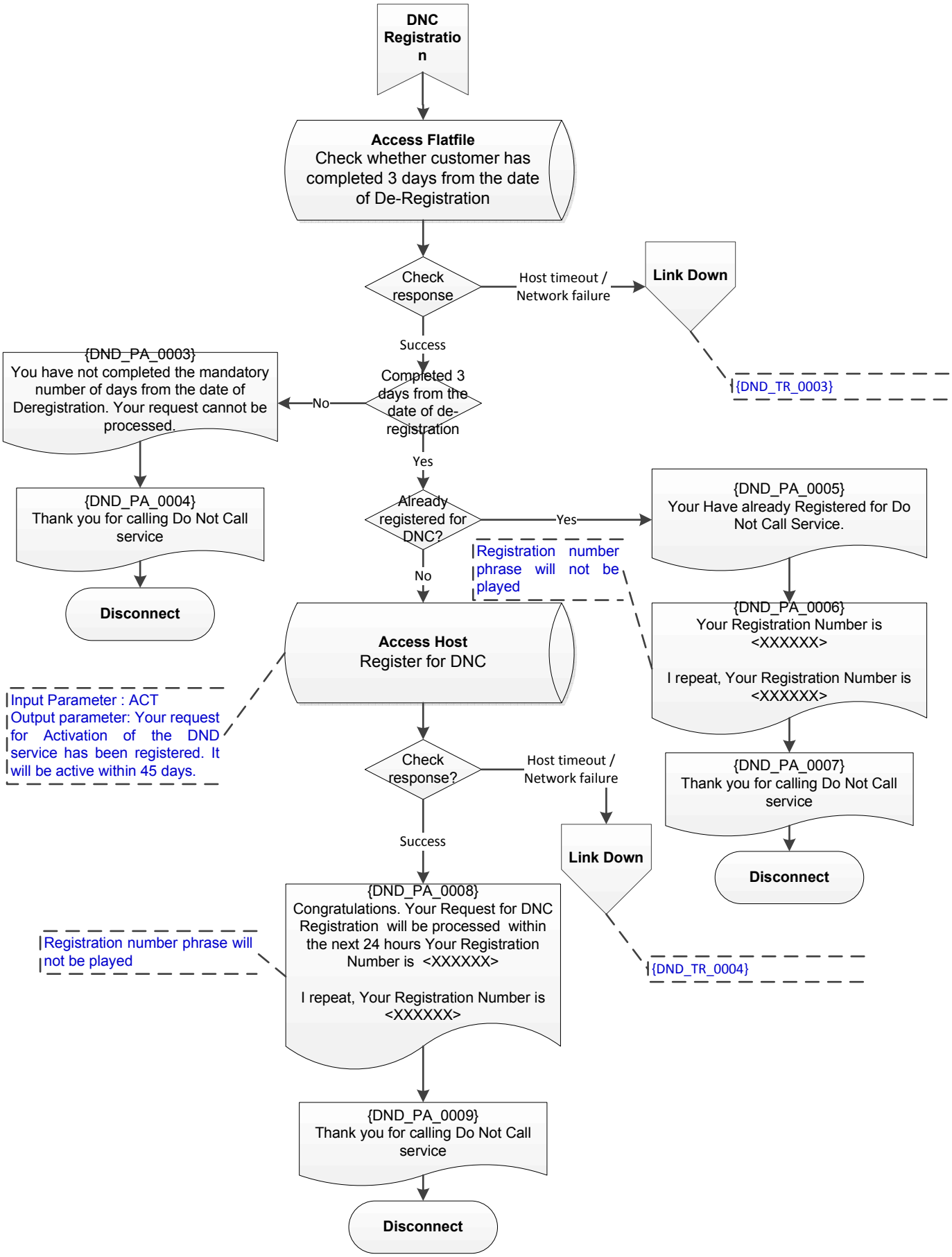
	This shape represents the Start or End of the IVR Application
	This shape represents speech announcements with out caller input
	This shape represents any process that happens in the background
	This shape represents the Menu option, the same shape also represents the collection of a string of digits (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

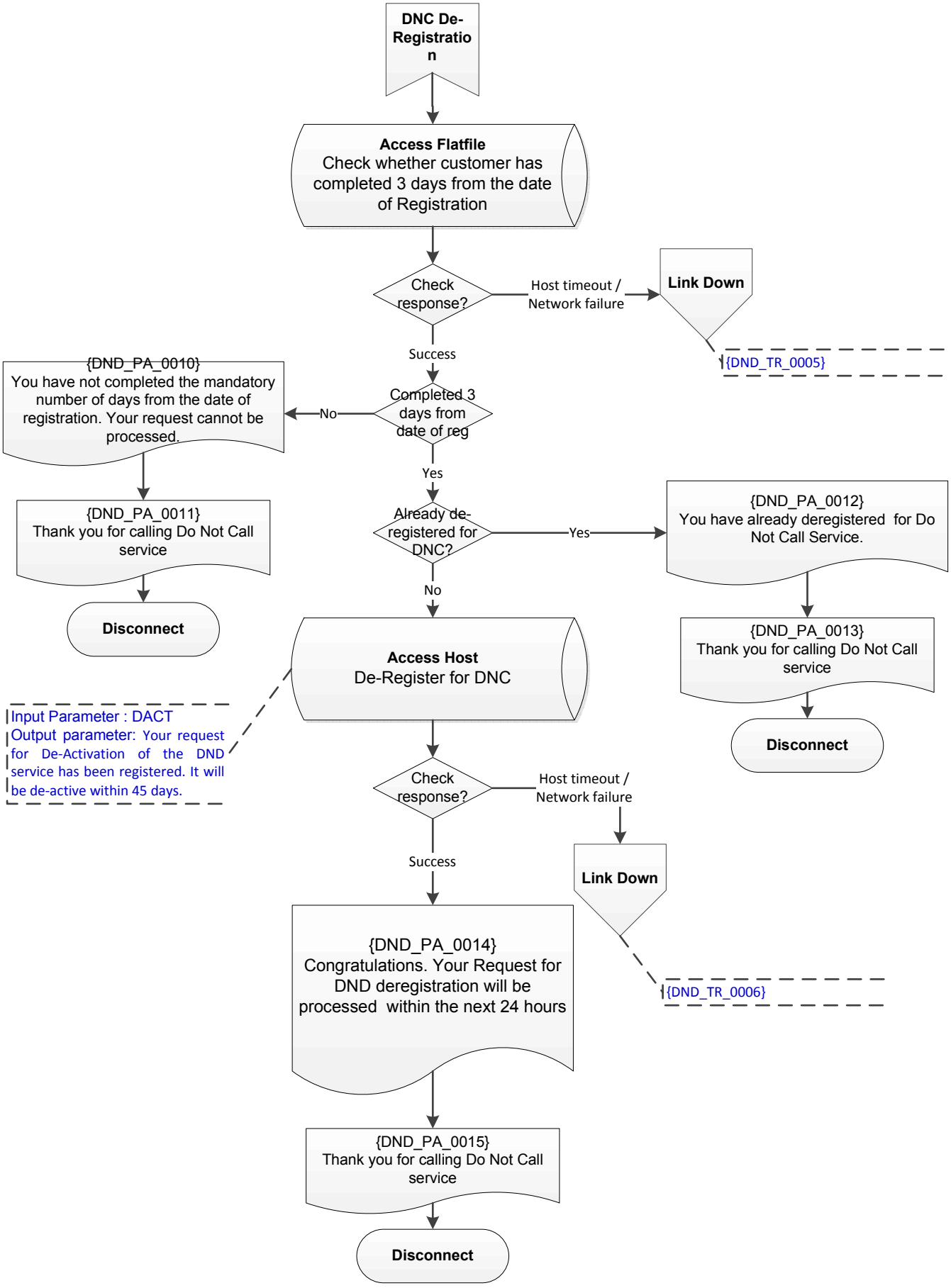
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24 X 7	
2	Language of Interaction	English and Hindi and applicable regional language	Default is English
3	Dial with interrupt	Applicable when a menu or an announcement is played	Not Applicable if there is a database access
4	No Input 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


Start 1909
Start
Capture ANI & DNIS
Both MDN & DNIS available
No
{DND_PA_0002}
Sorry, we are facing technical difficulties. Please try again later.
Disconnect
IVR DNIS Routing table
Input Parameters:
DNIS
Output Parameters:
Trunk group
Circle
Languages for that circle, including default language
Access IVR_DNIS Routing Table (IVR DB)
To retrieve default and applicable language based on circle
{DND_TR_0002}
Check response
Host timeout / Network failure
Link Down
{DND_PA_0001}
Welcome to Reliance Do Not Call Service
Will be played in English
Language selection will be based on the circle and the languages will be returned form IVR DNIS routing table
Each language menu option will be played in respective language
{DND_MN_0001}
To continue in <language 1> <press 1>
To continue in <language 2> <press 2>
To continue in <language 3> <press 3>
Check input
Invalid / No input
Standard Error
1/2/3
{DND_MN_0002}
To Place a Request for DNC Registration <press 1>
To Place a Request for DNC De-Registration <Press 2>
For any other compliant <press 3>
Check input
Invalid / No input
Standard Error
1
2
3
DNC Registration
DNC De-registration
Transfer Agent
{DND_TR_0001}

DNC Registration



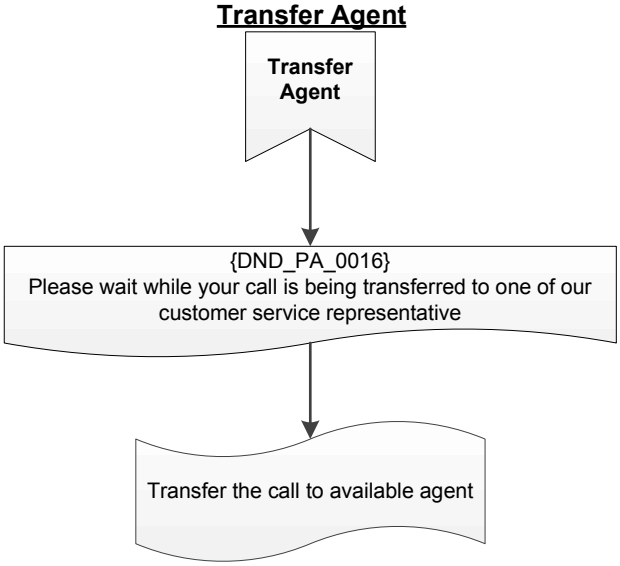
DNC De-Registration



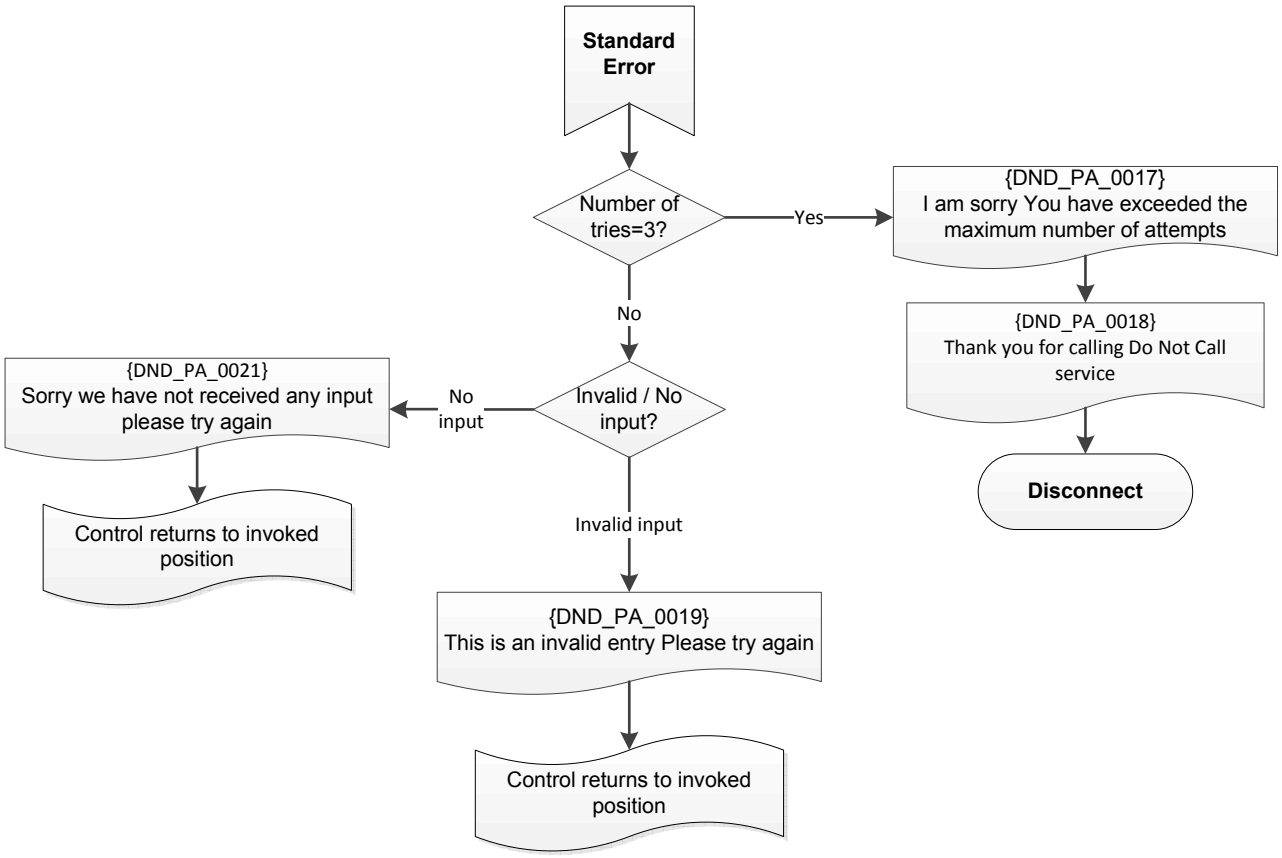
Transfer Agent

IVR call variables:

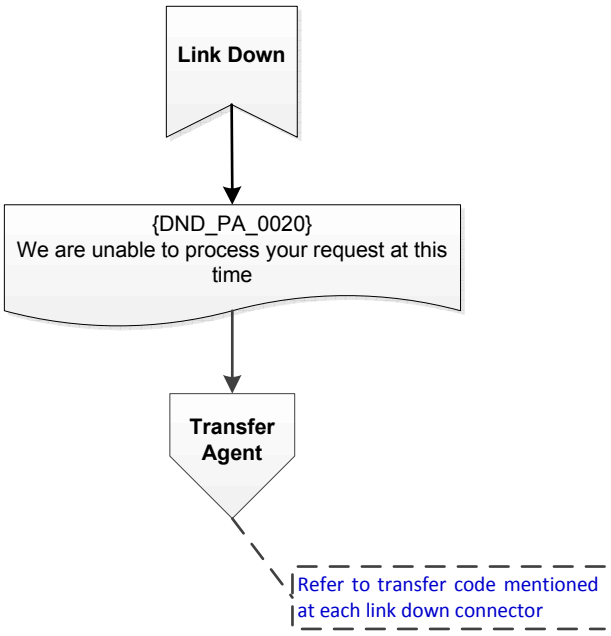
1. ANI
2. DNIS
3. Language selected / Default language (E=English, H=Hindi)
4. Last 5 menu accessed
5. Transfer reason code



Standard Error



Link Down


Link Down
{DND_PA_0020}
We are unable to process your request at this time
Transfer Agent
Refer to transfer code mentioned at each link down connector