Metro IVR (MIVR)

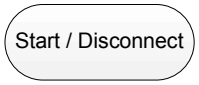
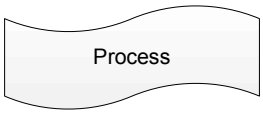
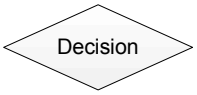
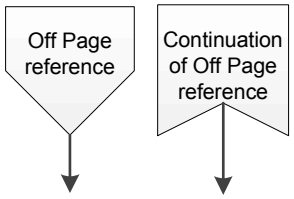
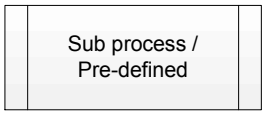
Last updated on: April 24th 2015

Version: 1.1

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.27.2015	-	Karthikeyan G	Initial draft of the call flow
0.02 / Feb.12.2015	RCOM	Raajesh Kumar AS	Removed option 4 (Smart card balance) in Ticket Related Enquiries Page based on the feedback from Reliance Metro Business Team
0.03 / Mar.18.2015	Servion	Raajesh Kumar AS	Self review changes incorporated
1.1 / Apr.24.2015	Servion	Daranivasan A	Baselining

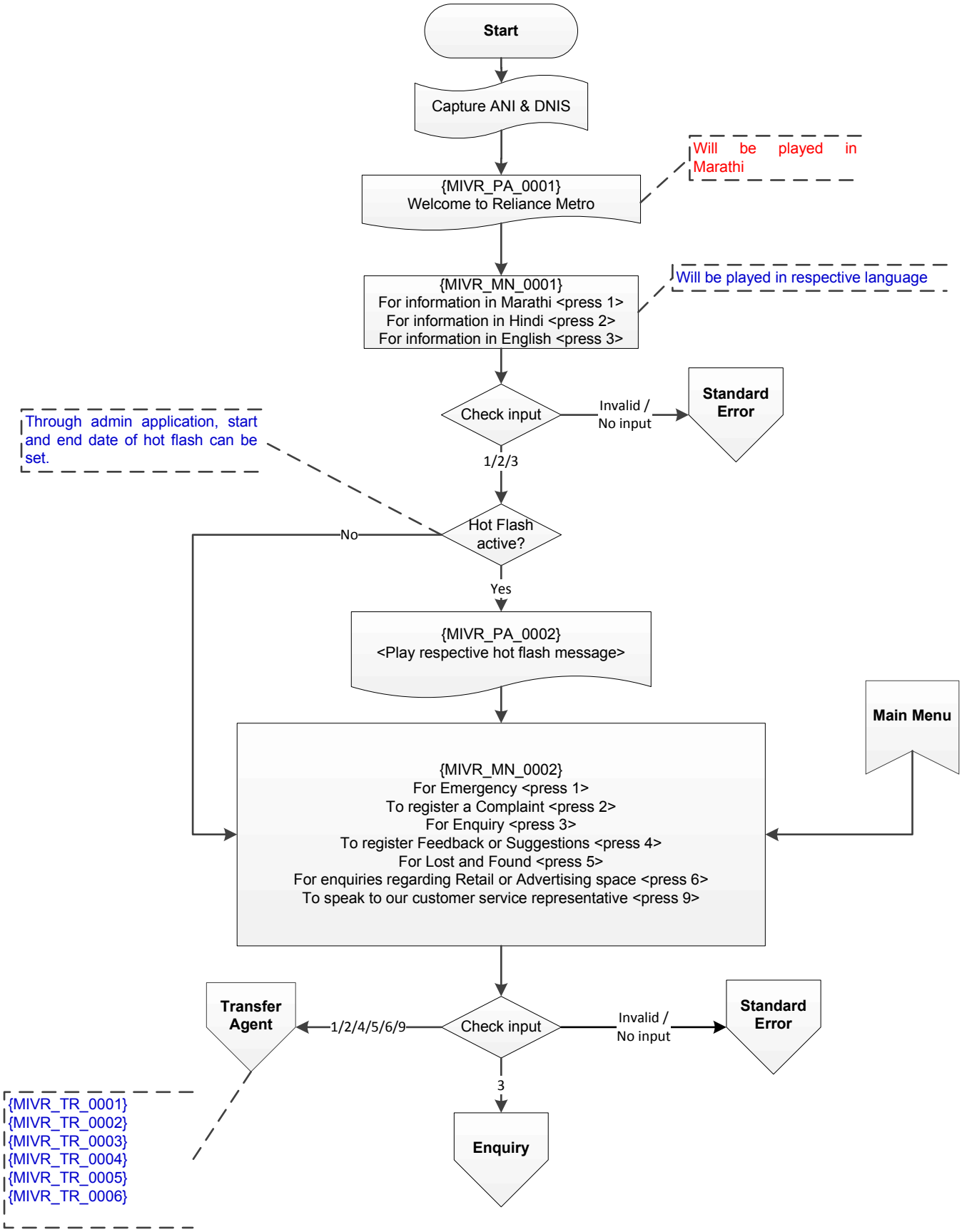
Standard Call Flow Conventions

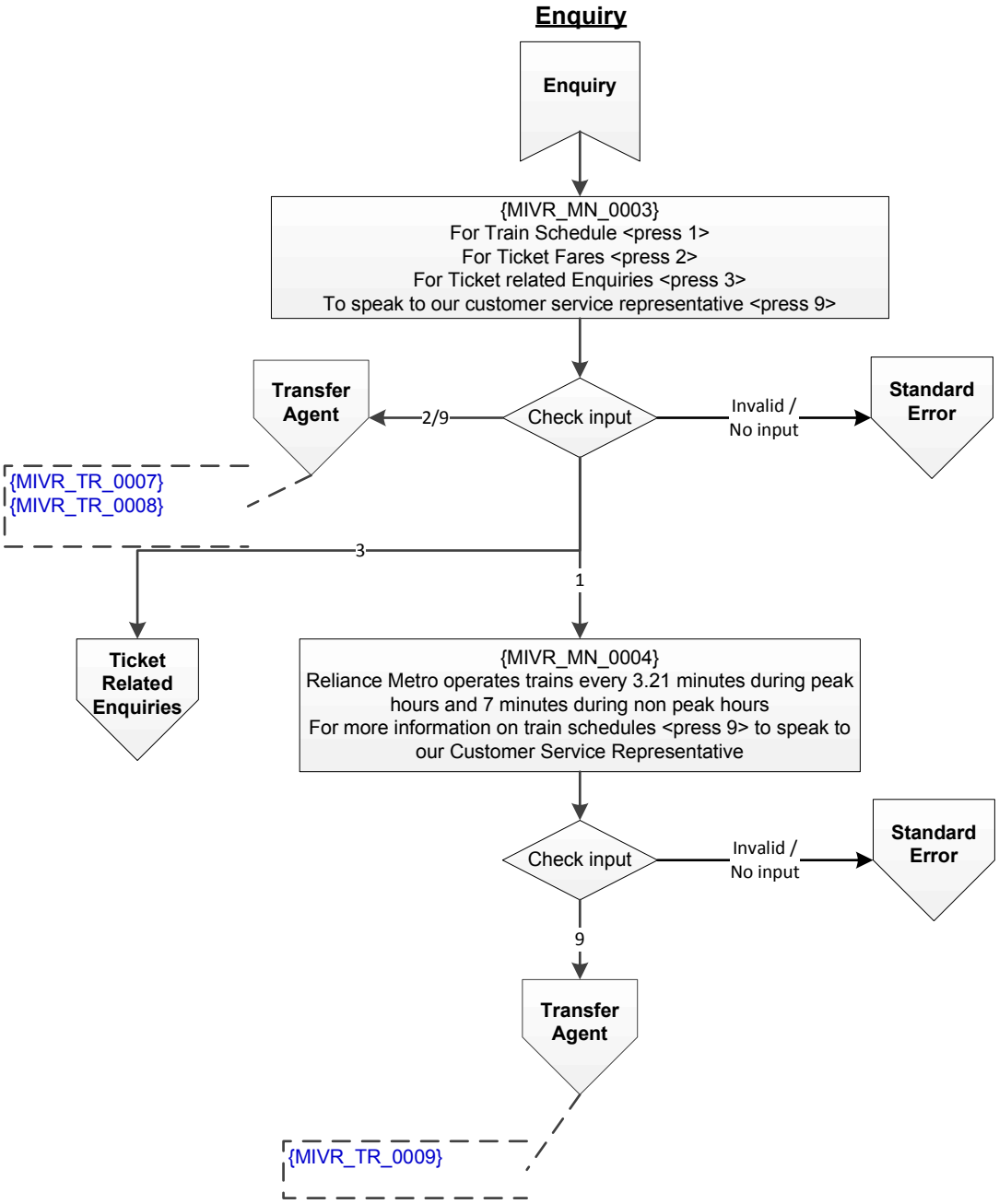
	This shape represents the Start or End of the IVR Application
	This shape represents speech announcements with out caller input
	This shape represents any process that happens in the background
	This shape represents the Menu option, the same shape also represents the collection of a string of digits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

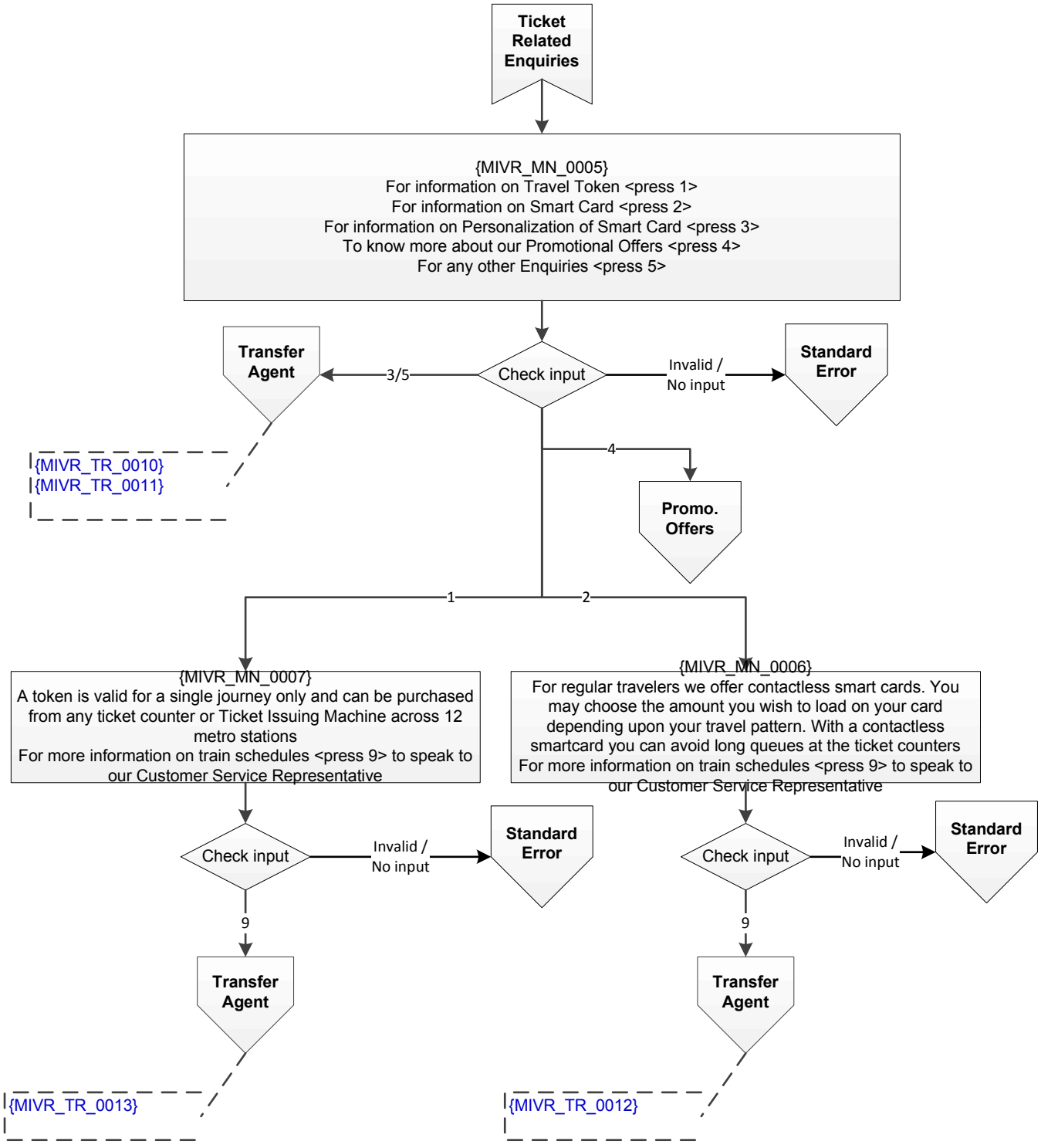
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	5:30 AM – 12:30 AM on all days	
2	Language of Interaction	Marathi, Hindi and English	Default language - Marathi
3	Dial with interrupt	Applicable when a menu or an announcement is played	Not Applicable if there is a database access
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

Start ::::: 30310900

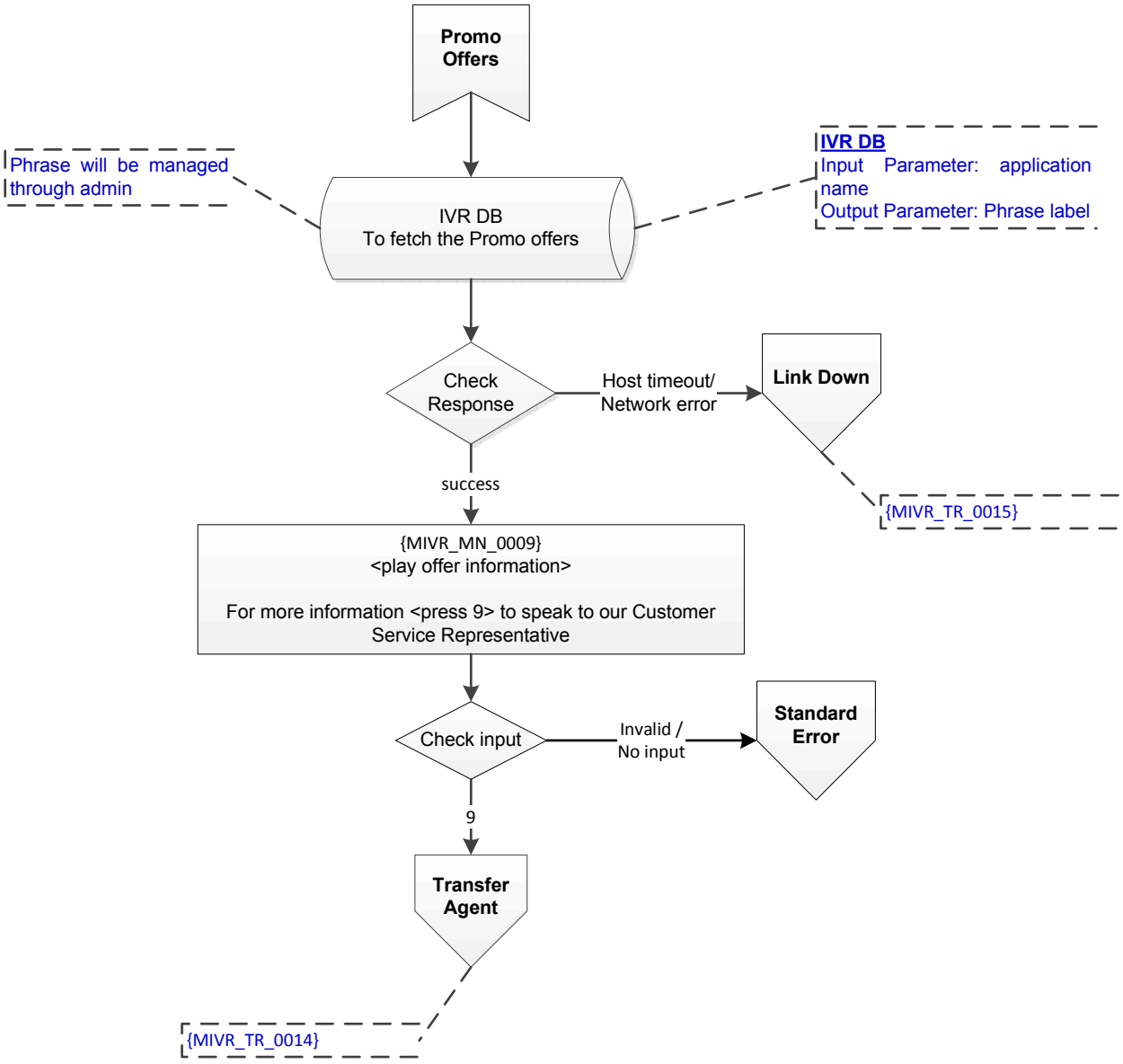



Enquiry
Enquiry
{MIVR_MN_0003}
For Train Schedule <press 1>
For Ticket Fares <press 2>
For Ticket related Enquiries <press 3>
To speak to our customer service representative <press 9>
Transfer Agent
2/9
Check input
Invalid / No input
Standard Error
{MIVR_TR_0007}
{MIVR_TR_0008}
3
1
Ticket Related Enquiries
{MIVR_MN_0004}
Reliance Metro operates trains every 3.21 minutes during peak hours and 7 minutes during non peak hours
For more information on train schedules <press 9> to speak to our Customer Service Representative
Check input
Invalid / No input
Standard Error
9
Transfer Agent
{MIVR_TR_0009}

Ticket Related Enquiries



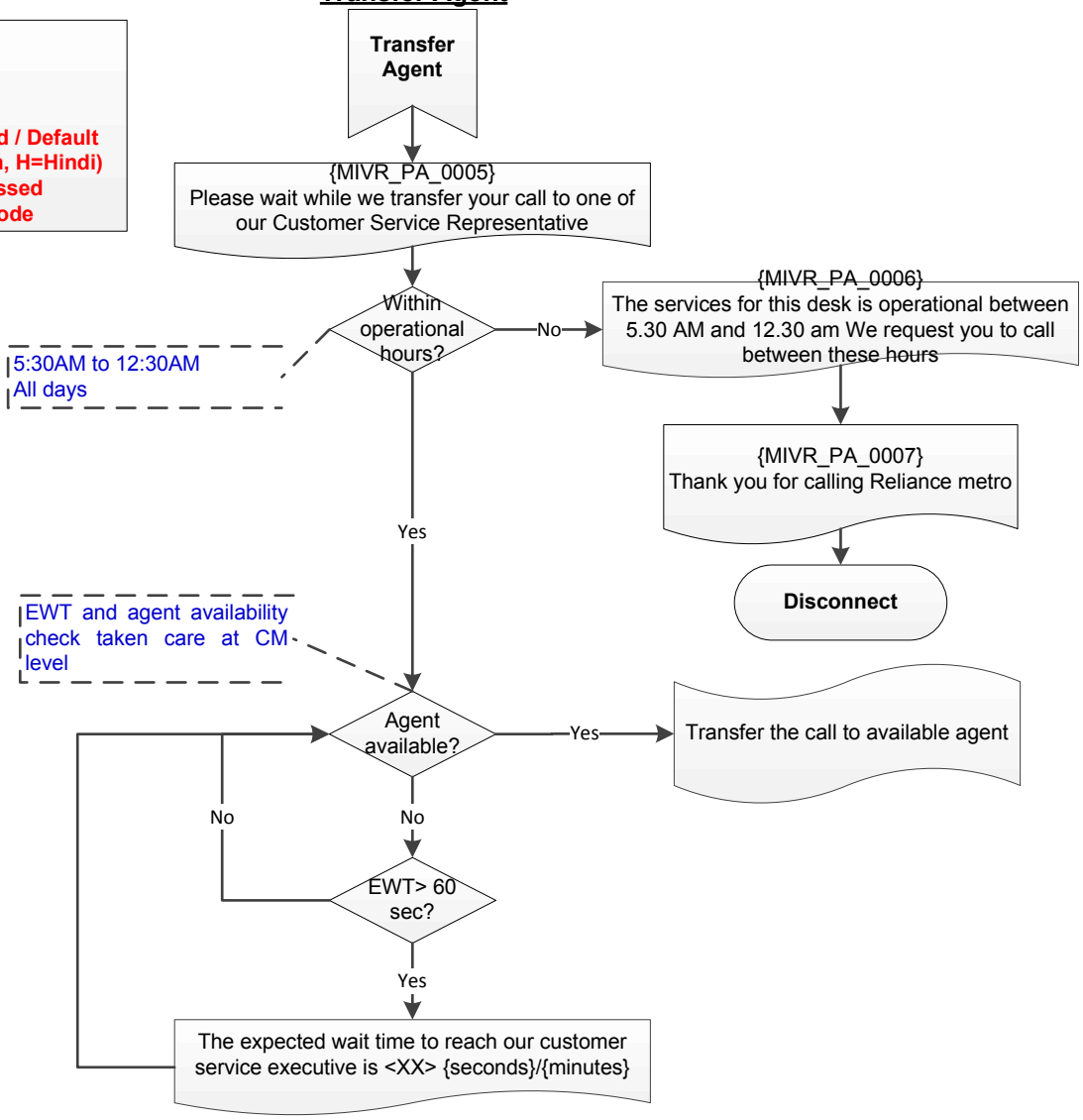
Promo. Offers



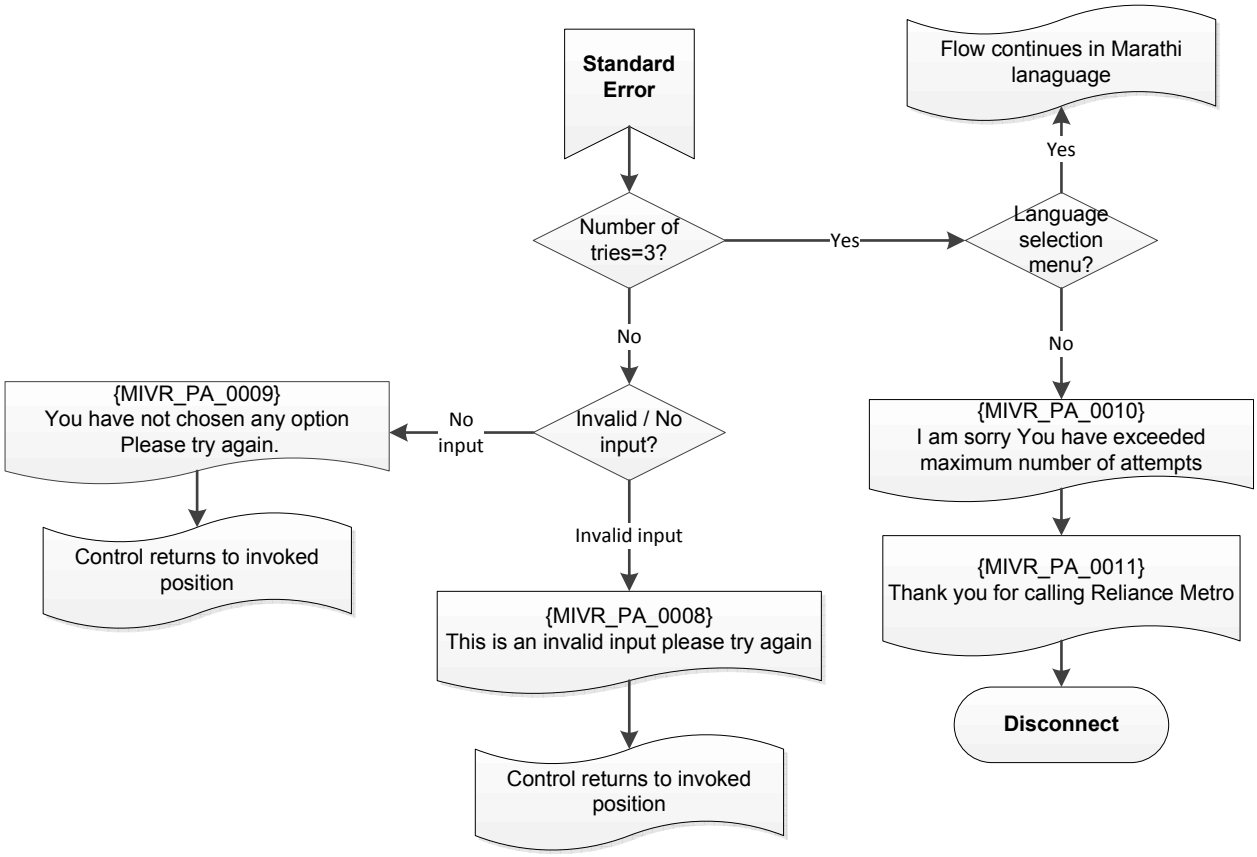
Transfer Agent

IVR call variables:

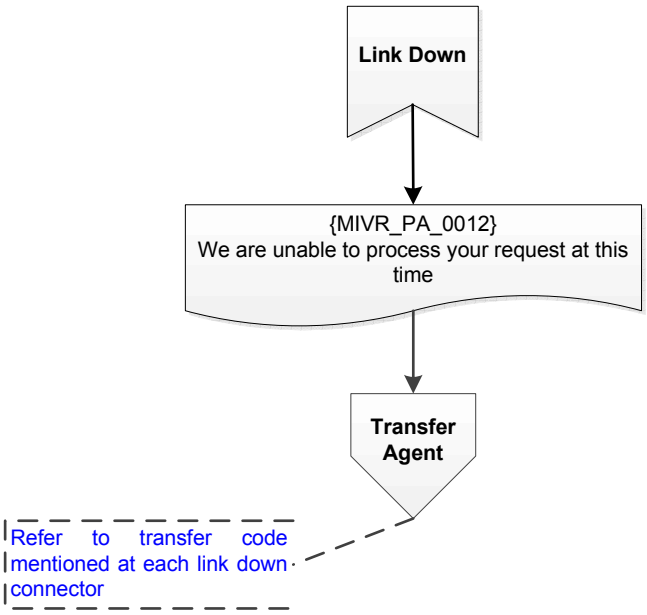
1. ANI
2. DNIS
3. Language selected / Default langauge (E=English, H=Hindi)
4/ Last 5 menu accessed
5. Transfer reason code



Standard Error



Link Down


Link Down
{MIVR_PA_0012}
We are unable to process your request at this time
Transfer Agent
Refer to transfer code mentioned at each link down connector