# Inbound IVR Call Flow
# 30333333 Call Flow

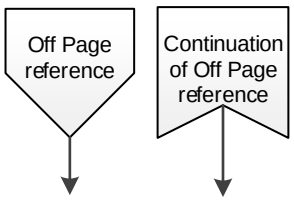
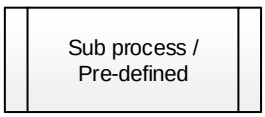
**Last updated on: January 7th 2016**

**Version: 1.3**

## Version History

| Version No / Date | Change Initiated By | Updated By | Summary of Changes |
|---|---|---|---|
| 0.01 / Jan.22.2015 | - | Daranivasan A | Initial draft of the call flow |
| 0.02 / Feb.12.2015 | Servion | Daranivasan.A | - Language selection wrt mapping table provided |
| 0.03 / Feb.24.2015 | RCOM | Daranivasan.A | Complete revamp of the flow on RCOM's request |
| 0.04 / Mar.16.2015 | Servion | Daranivasan.A | Included Host details in the flow |
| 1.1 / June.5.2015 | Servion | Daranivasan.A | Base lined version |
| 1.3 / January.7.2016 | - | Tarun Jain | 1. Change 1st option Internet & VAS<br>2. Add options in Get GPRS Settings |
| 1.4 / February.17.2016 | HPE | Rahul | Added 3 option for RGC IVR txfr, in Old Prospect Menu |

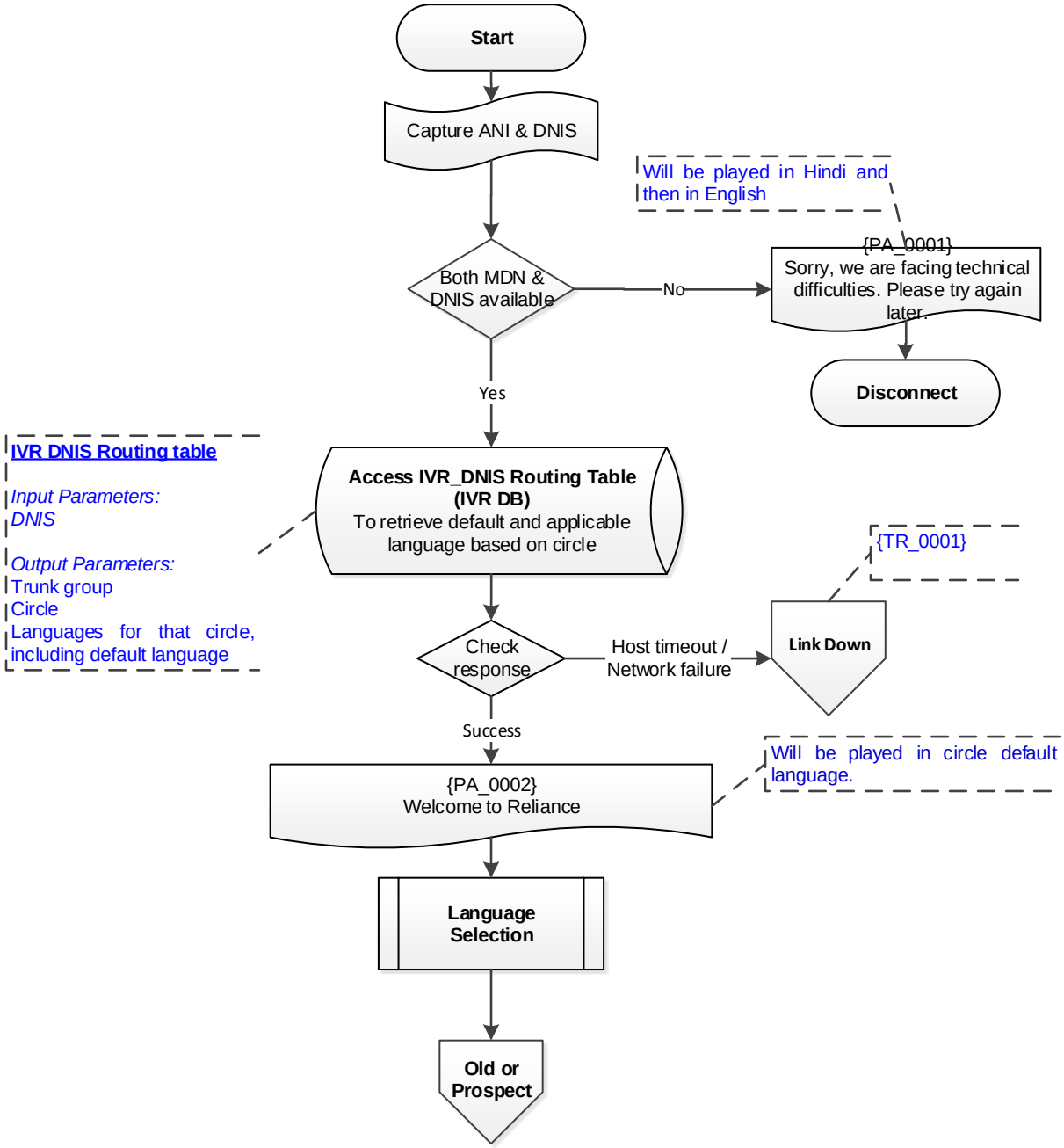
## Standard Call Flow Conventions

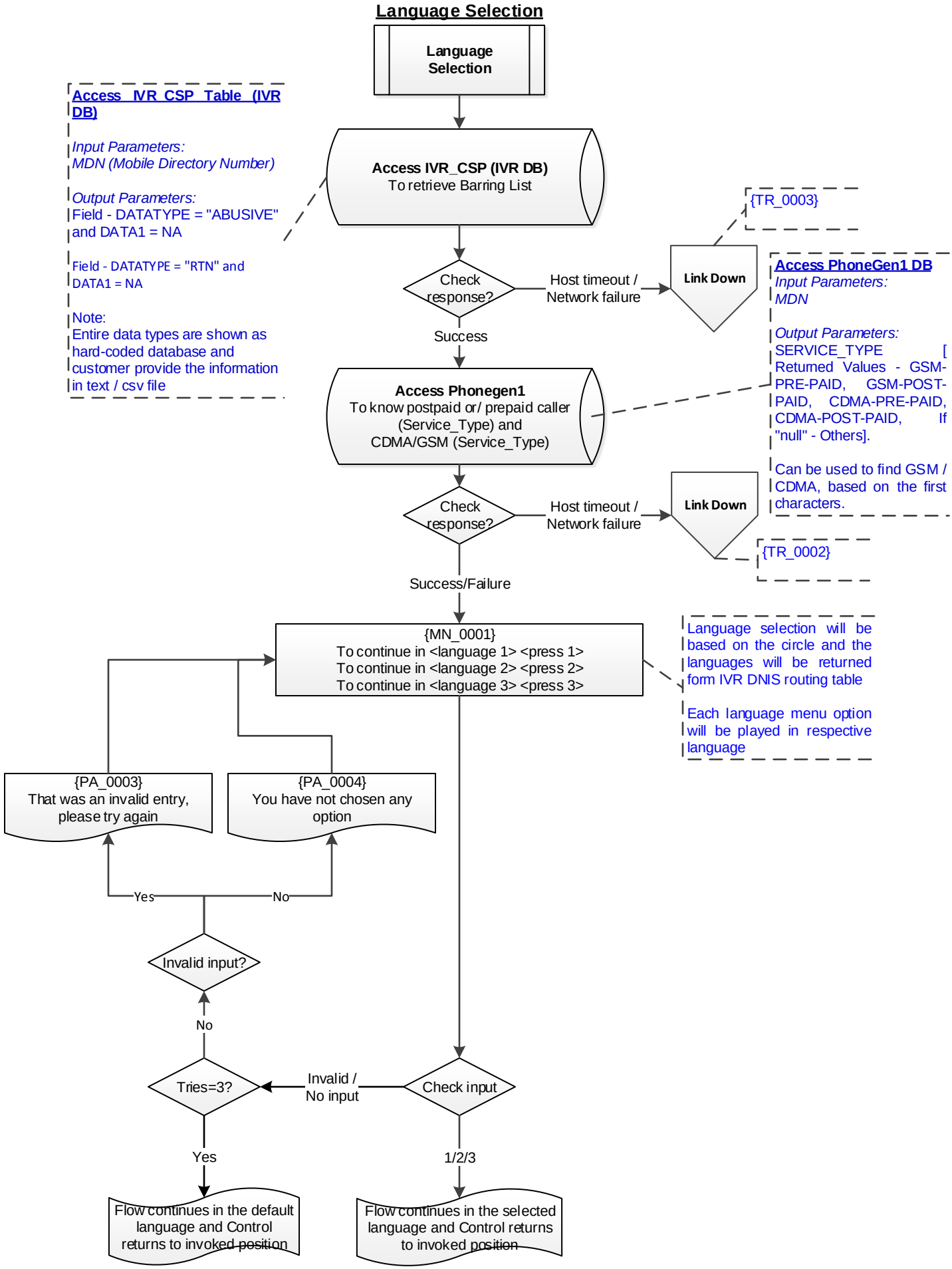
| | |
|---|---|
| | This shape represents the Start or End of the IVR Application |
| | This shape represents speech announcements with out caller input |
| | This shape represents any process that happens in the background |
| | This shape represents the Menu option, the same shape also represents the 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

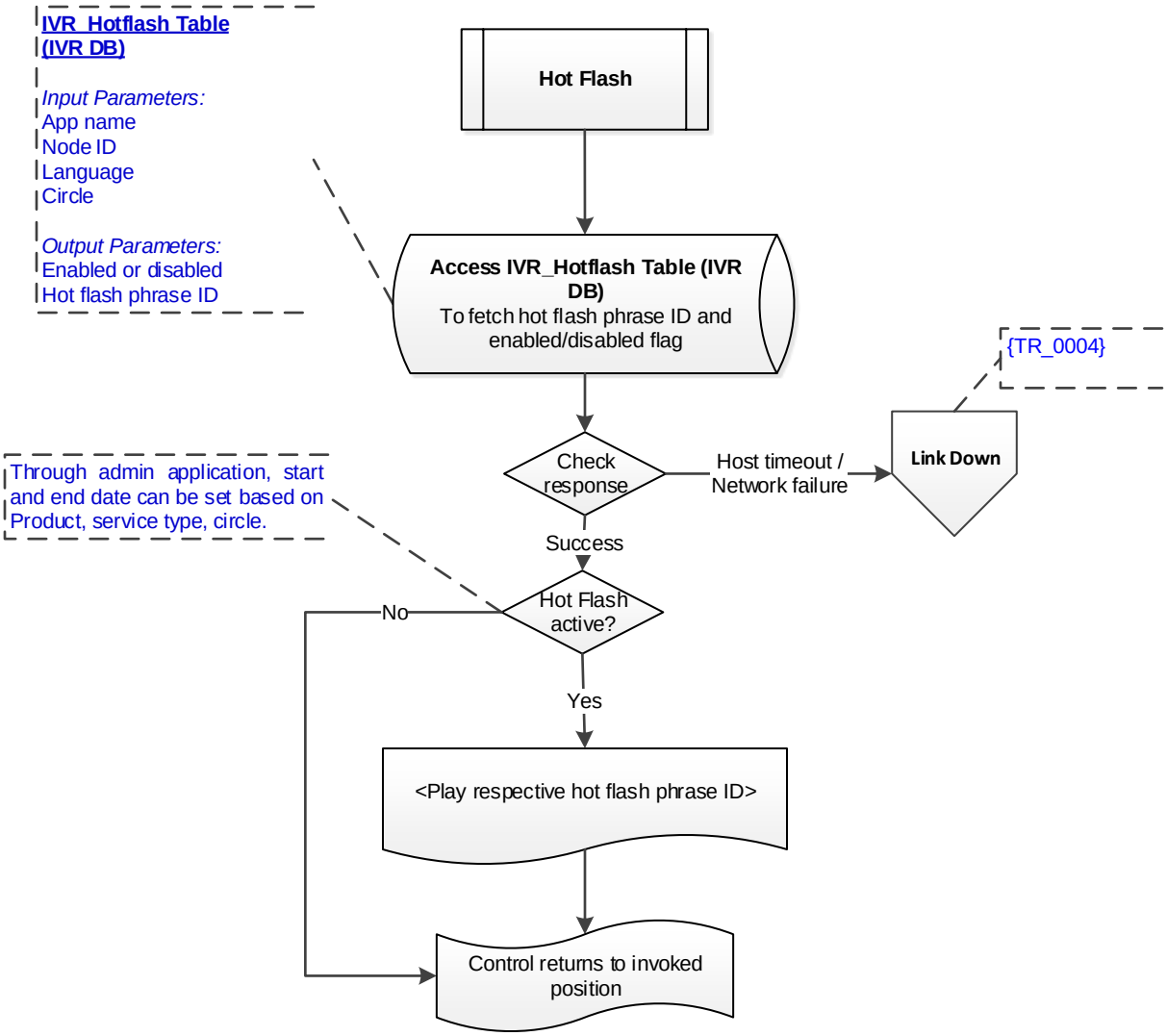
| S.No. | Functionality | Description | Exceptions |
|---|---|---|---|
| 1 | Call Center Business Hours | 24x7 | |
| 2 | Language of Interaction | English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali, Assamese | Language selection will be dynamically offered based on the circle<br><br>Default language will be regional language for all circles |
| 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)<br>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)<br><br>For example, 250.50 will be announced as Two Hundred and fifty rupees and fifty paise.<br><br>If any one of the currency portion is zero, the application will not announce the same.<br><br>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><br>To return to the main menu <press 8><br>To speak to our customer service representative <press 9> | |
| 13 | Global Prompts (Feature level) | To repeat the message <press 0><br>To return to the previous menu <press 7><br>To return to the main menu <press 8><br>To speak to our customer service representative <press 9> | -Feature level global prompt will be played followed by an announcement.<br><br>Example: After credit card last 5 transaction announcement. |

**Start**

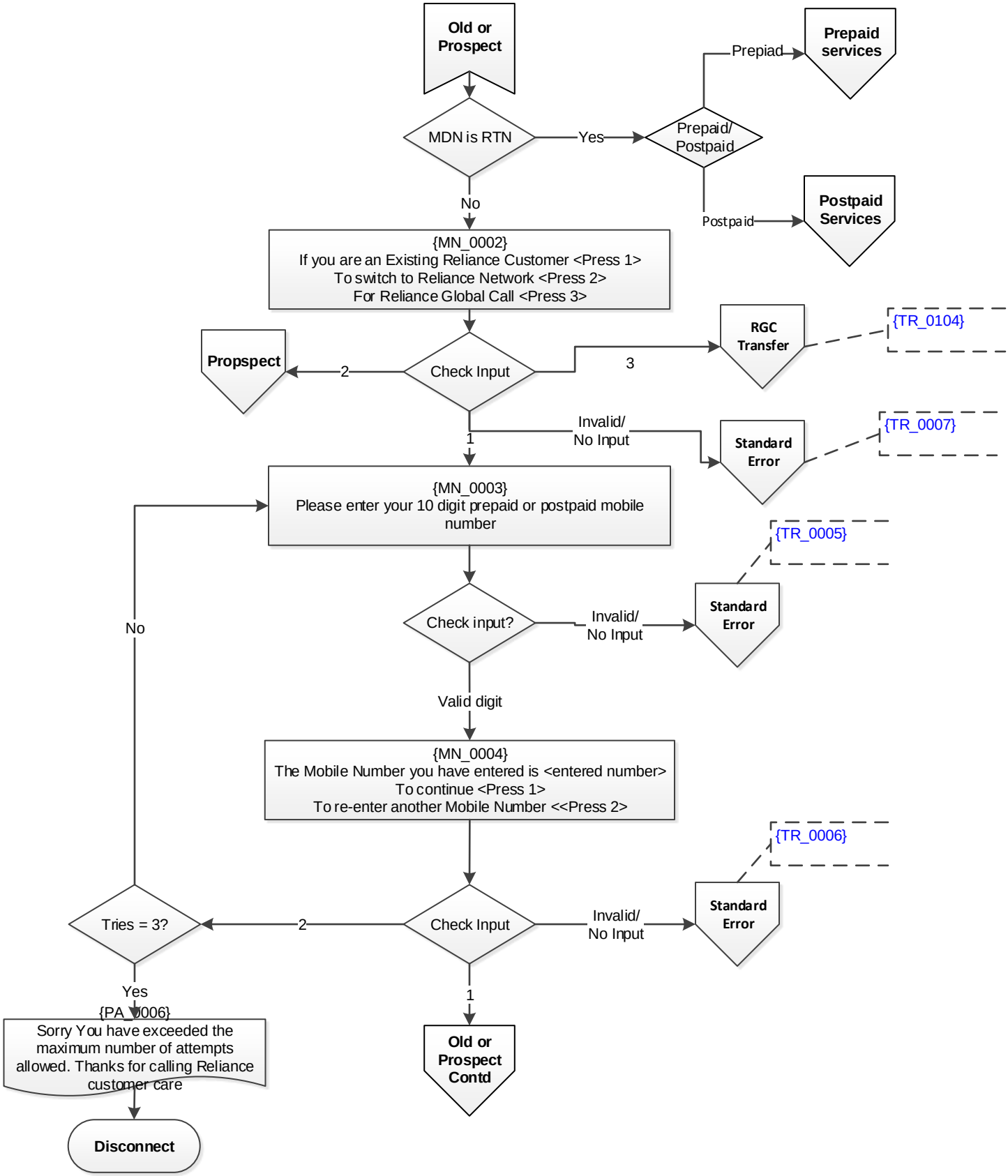

Start
Capture ANI & DNIS
Will be played in Hindi and then in English
{PA_0001}
Sorry, we are facing technical difficulties. Please try again later.
Both MDN & DNIS available
No
Yes
Disconnect
IVR DNIS Routing table
Input Parameters:
DNIS
Output Parameters:
Trunk group
Circle
Languages for that circle, including default language
Access IVR_DNIS Routing Table (IVR DB)
To retrieve default and applicable language based on circle
{TR_0001}
Check response
Host timeout / Network failure
Link Down
Success
Will be played in circle default language.
{PA_0002}
Welcome to Reliance
Language Selection
Old or Prospect


Language Selection
Language Selection
Access IVR_CSP Table (IVR DB)
Input Parameters:
MDN (Mobile Directory Number)
Output Parameters:
Field - DATATYPE = "ABUSIVE" and DATA1 = NA
Field - DATATYPE = "RTN" and DATA1 = NA
Note:
Entire data types are shown as hard-coded database and customer provide the information in text / csv file
Access IVR_CSP (IVR DB)
To retrieve Barring List
Check response?
Host timeout / Network failure
Link Down
{TR_0003}
Success
Access PhoneGen1 DB
Input Parameters:
MDN
Output Parameters:
SERVICE_TYPE [ Returned Values - GSM-PRE-PAID, GSM-POST-PAID, CDMA-PRE-PAID, CDMA-POST-PAID, If "null" - Others].
Can be used to find GSM / CDMA, based on the first characters.
Access Phonegen1
To know postpaid or/ prepaid caller (Service_Type) and CDMA/GSM (Service_Type)
Check response?
Host timeout / Network failure
Link Down
{TR_0002}
Success/Failure
{MN_0001}
To continue in <language 1> <press 1>
To continue in <language 2> <press 2>
To continue in <language 3> <press 3>
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
{PA_0003}
That was an invalid entry, please try again
{PA_0004}
You have not chosen any option
Yes
No
Invalid input?
No
Tries=3?
Invalid / No input
Check input
Yes
1/2/3
Flow continues in the default language and Control returns to invoked position
Flow continues in the selected language and Control returns to invoked position

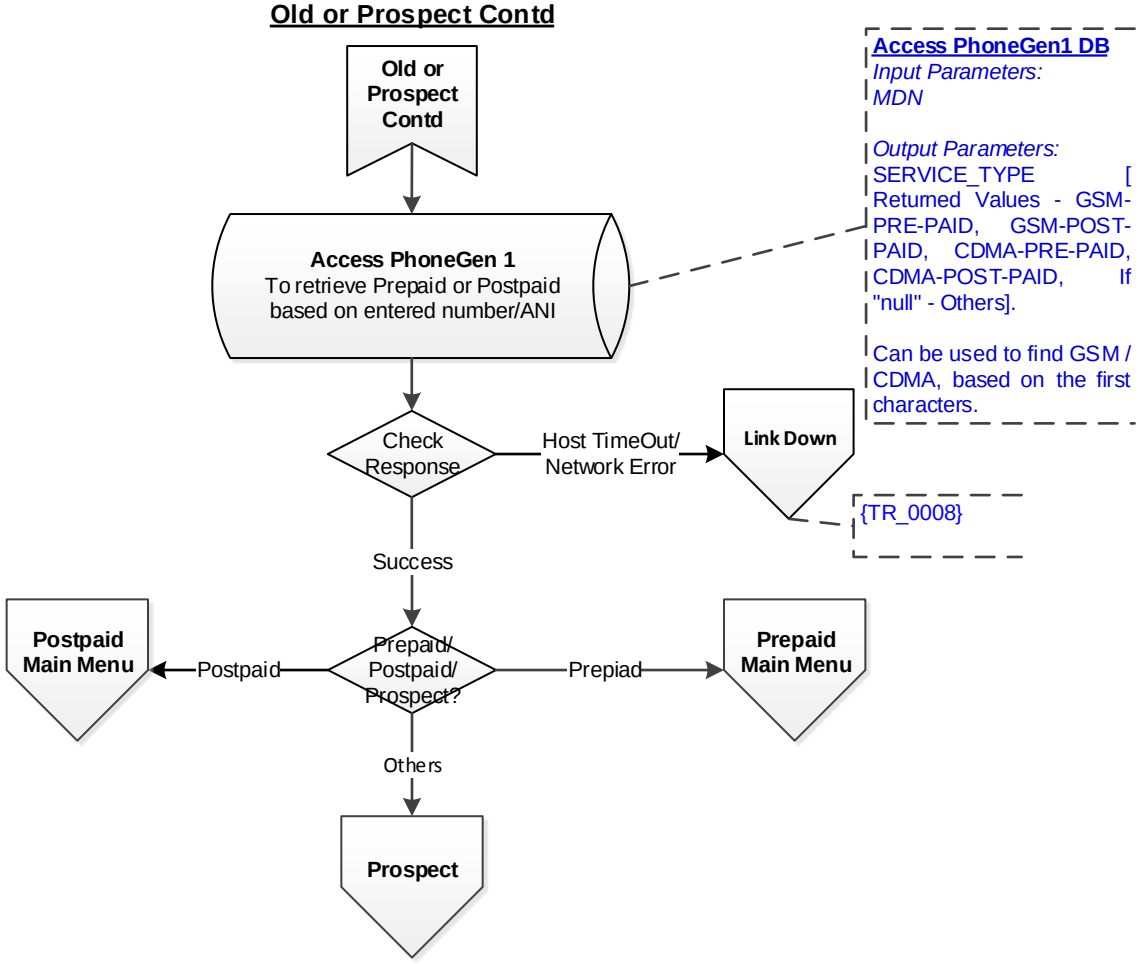
## Hot Flash


IVR_Hotflash Table (IVR DB)
Input Parameters:
App name
Node ID
Language
Circle
Output Parameters:
Enabled or disabled
Hot flash phrase ID
Hot Flash
Access IVR_Hotflash Table (IVR DB)
To fetch hot flash phrase ID and enabled/disabled flag
{TR_0004}
Check response
Host timeout / Network failure
Link Down
Through admin application, start and end date can be set based on Product, service type, circle.
Success
Hot Flash active?
No
Yes
<Play respective hot flash phrase ID>
Control returns to invoked position

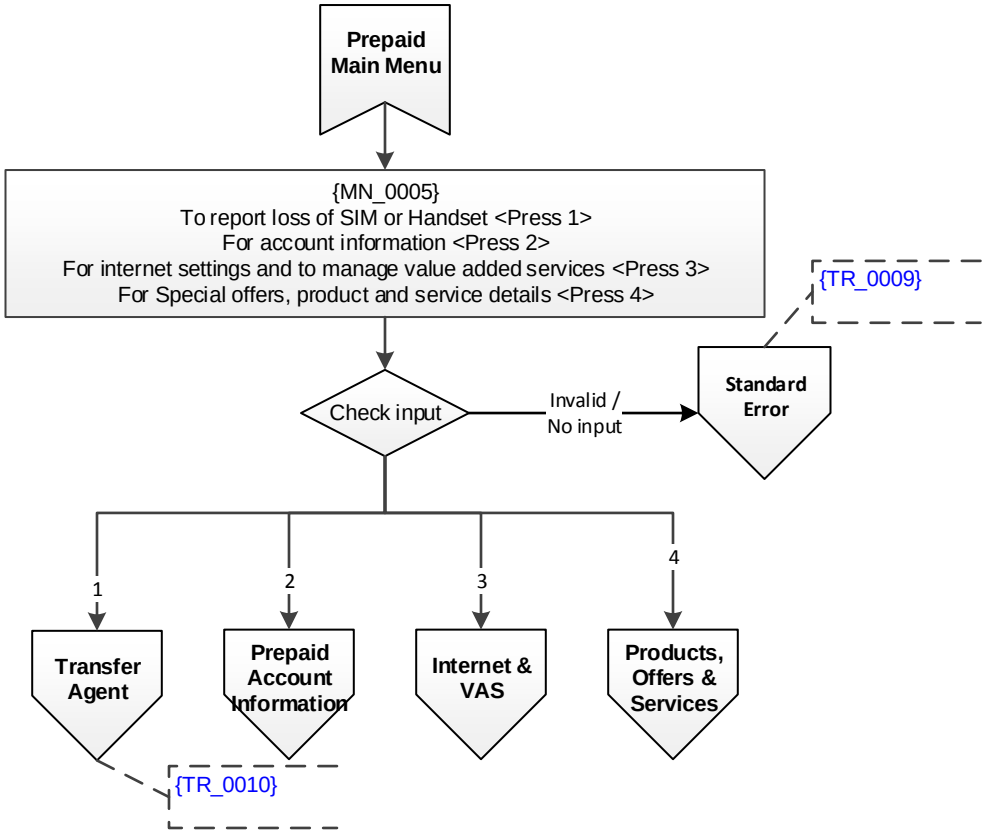
## Old or Prospect



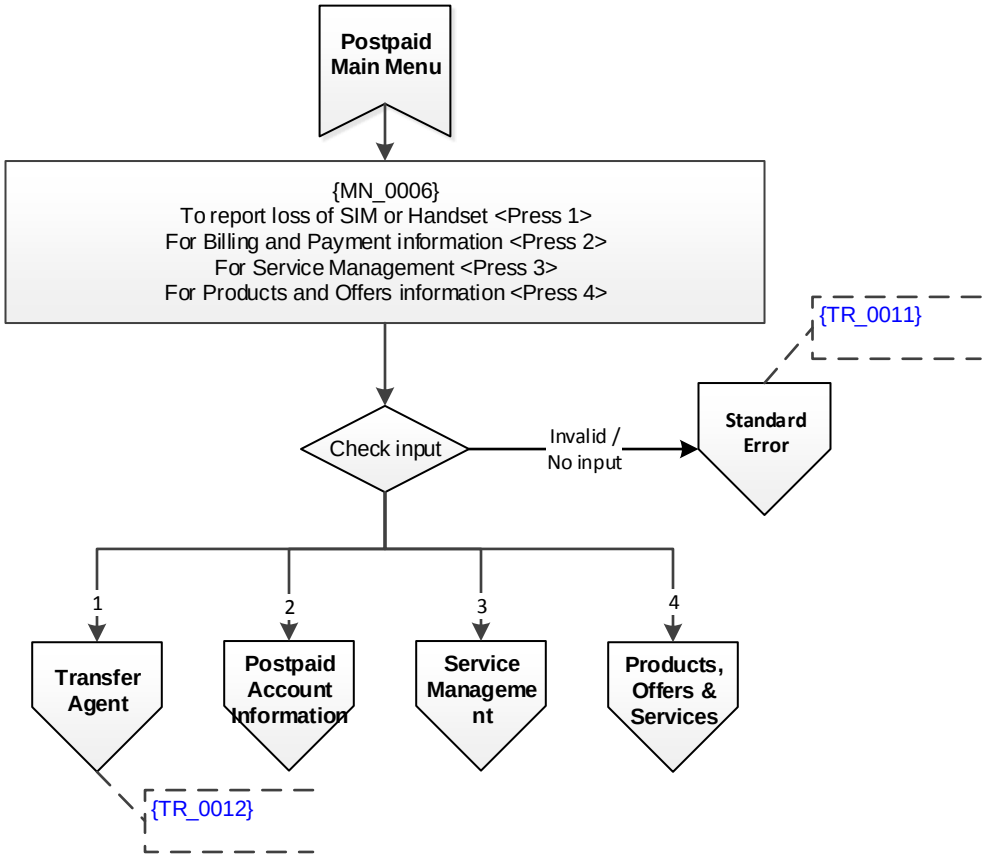
## Old or Prospect Contd



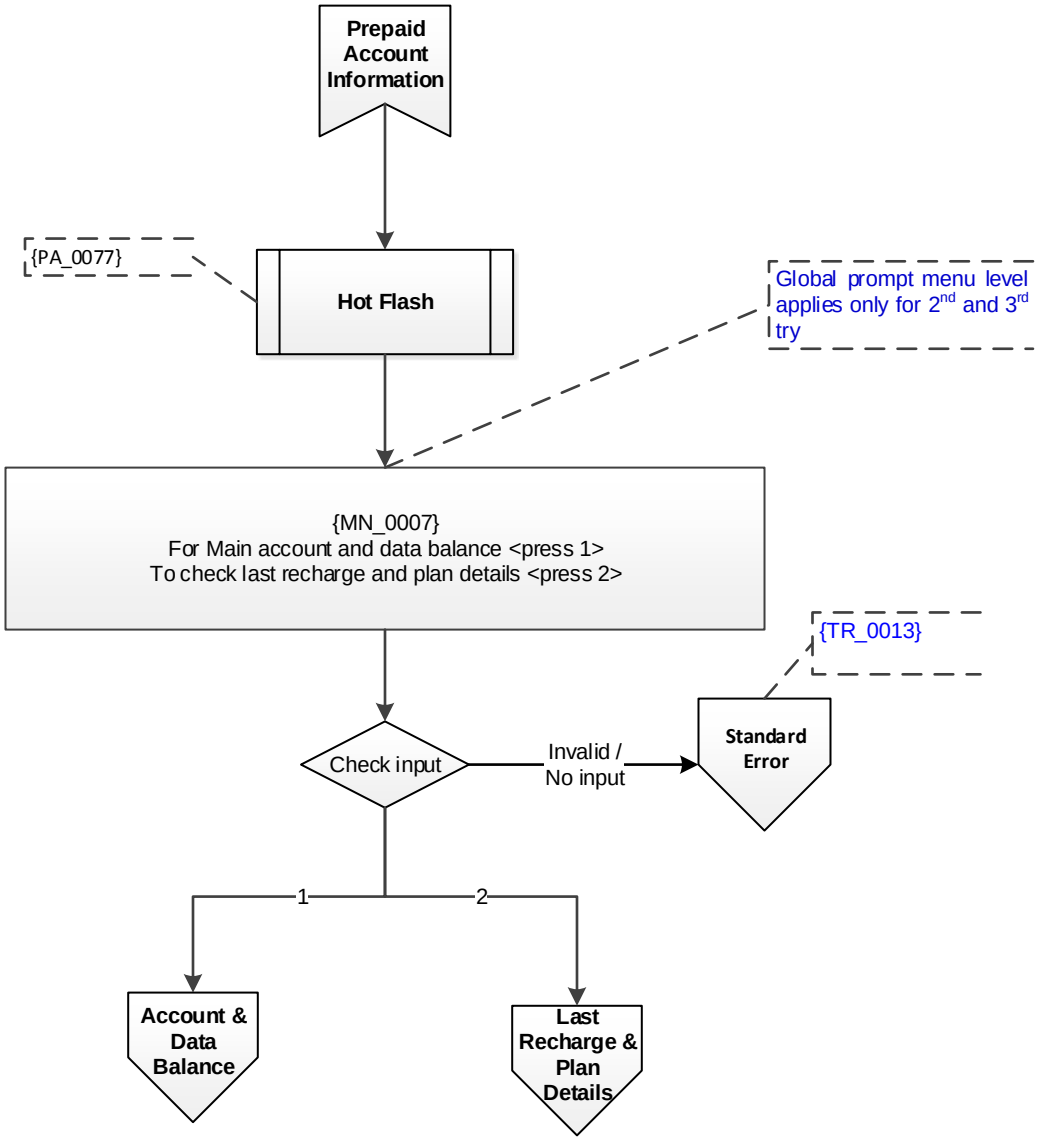
## Prepaid Main Menu



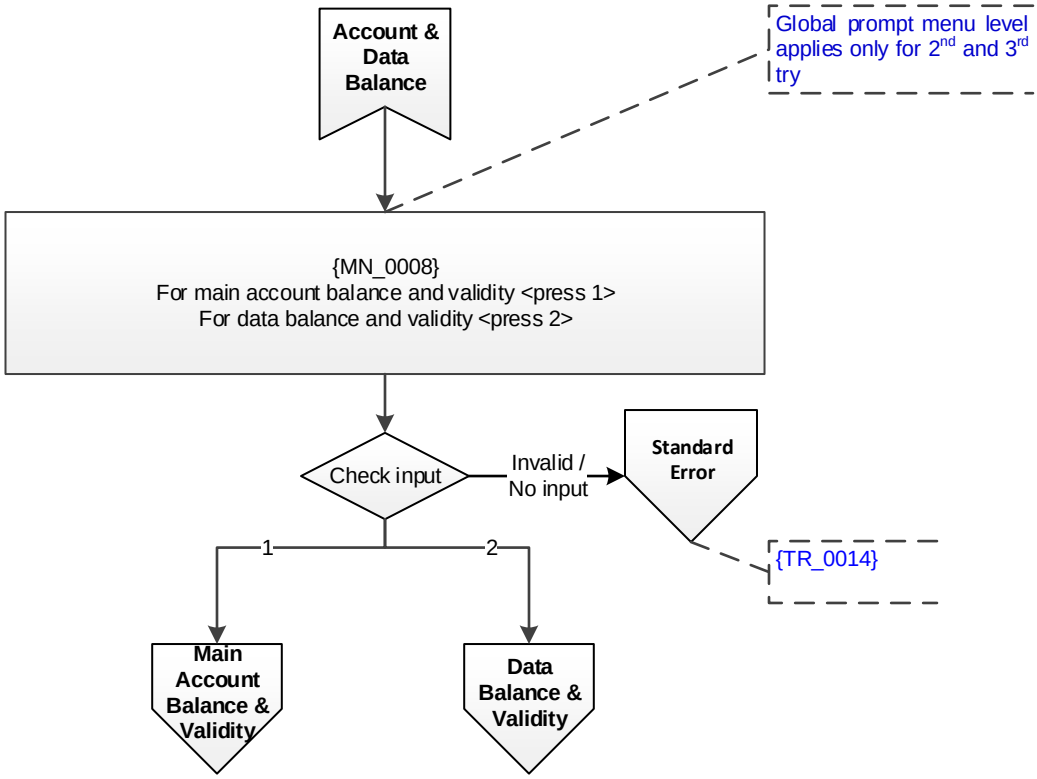
## Postpaid Main Menu



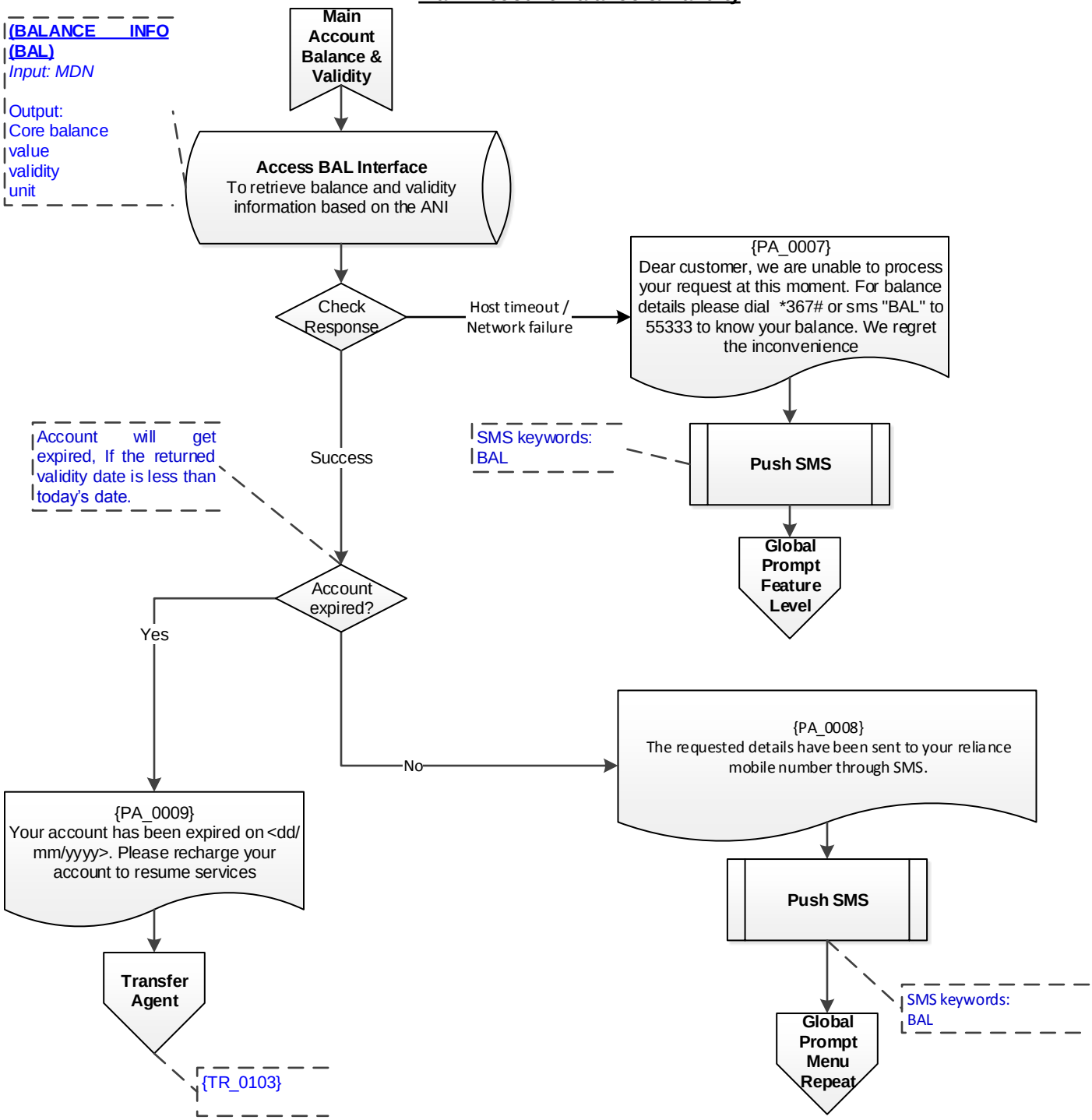
## Prepaid Account Information



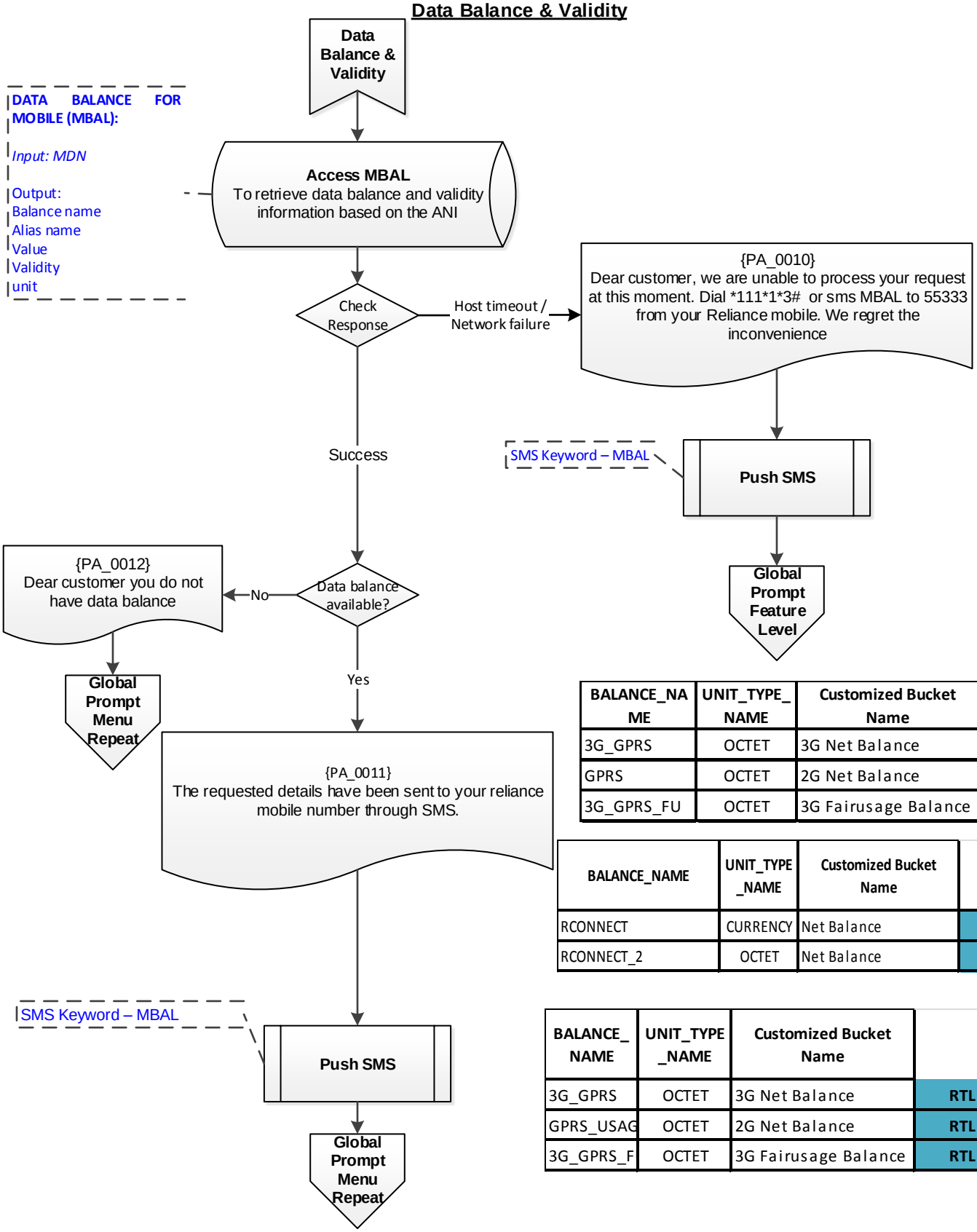
## Account & Data Balance



## Main Account Balance & Validity



## Data Balance & Validity

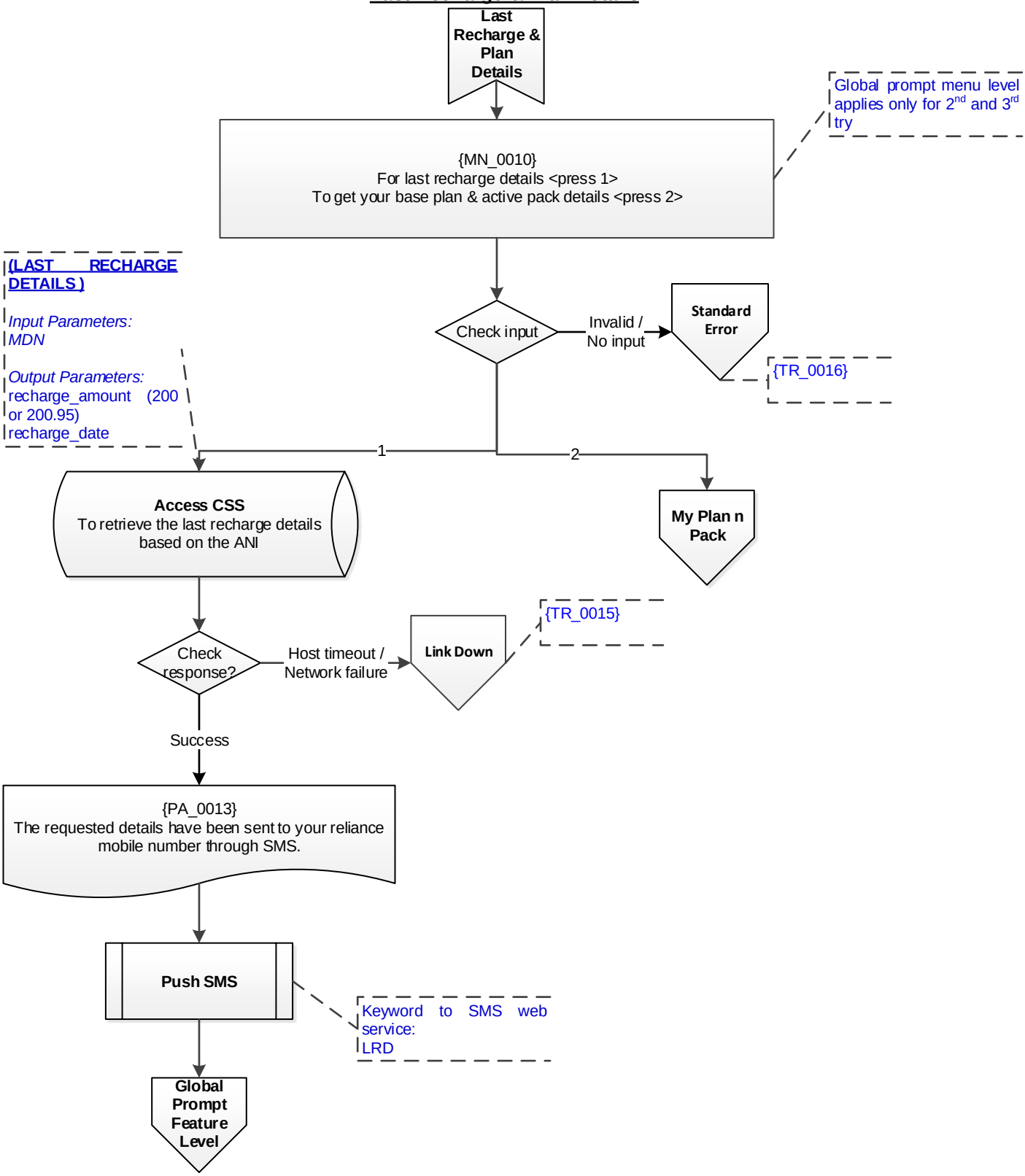



| BALANCE_NAME | UNIT_TYPE_NAME | Customized Bucket Name | |
|---|---|---|---|
| 3G_GPRS | OCTET | 3G Net Balance | GSM |
| GPRS | OCTET | 2G Net Balance | GSM |
| 3G_GPRS_FU | OCTET | 3G Fairusage Balance | GSM |

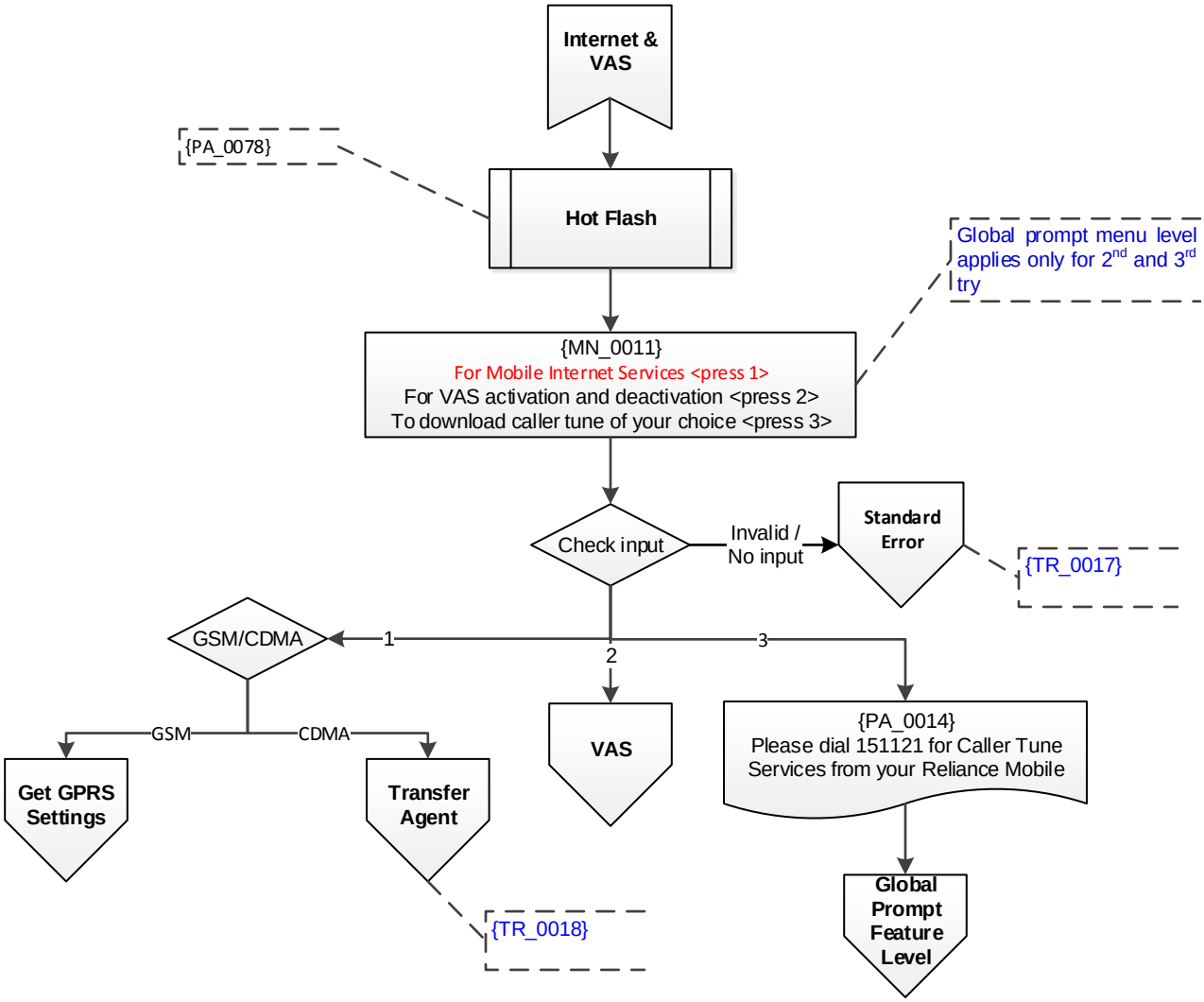
| BALANCE_NAME | UNIT_TYPE_NAME | Customized Bucket Name | |
|---|---|---|---|
| RCONNECT | CURRENCY | Net Balance | CDMA |
| RCONNECT_2 | OCTET | Net Balance | CDMA |

| 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 |

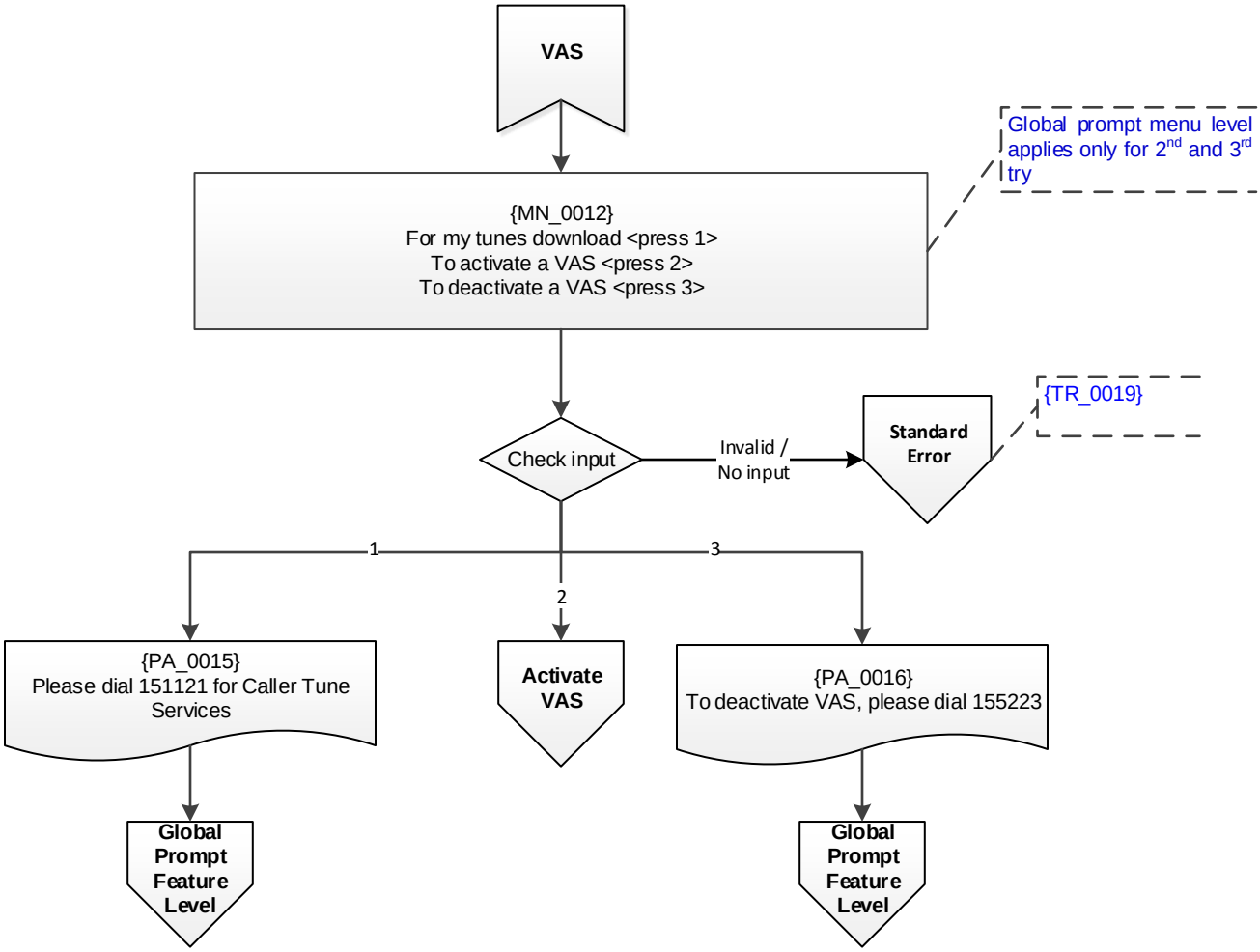
## Last Recharge & Plan Details

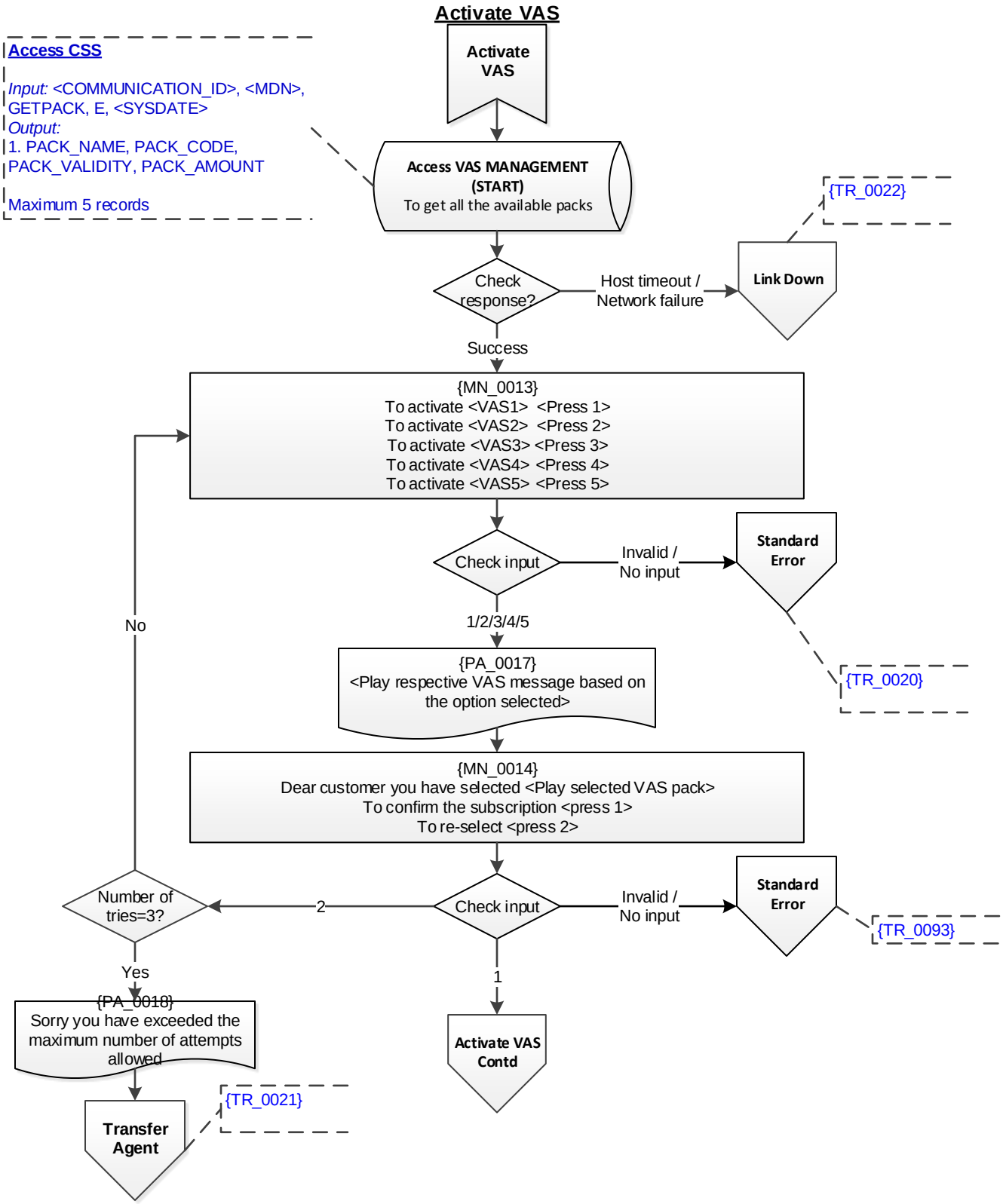


## Internet & VAS

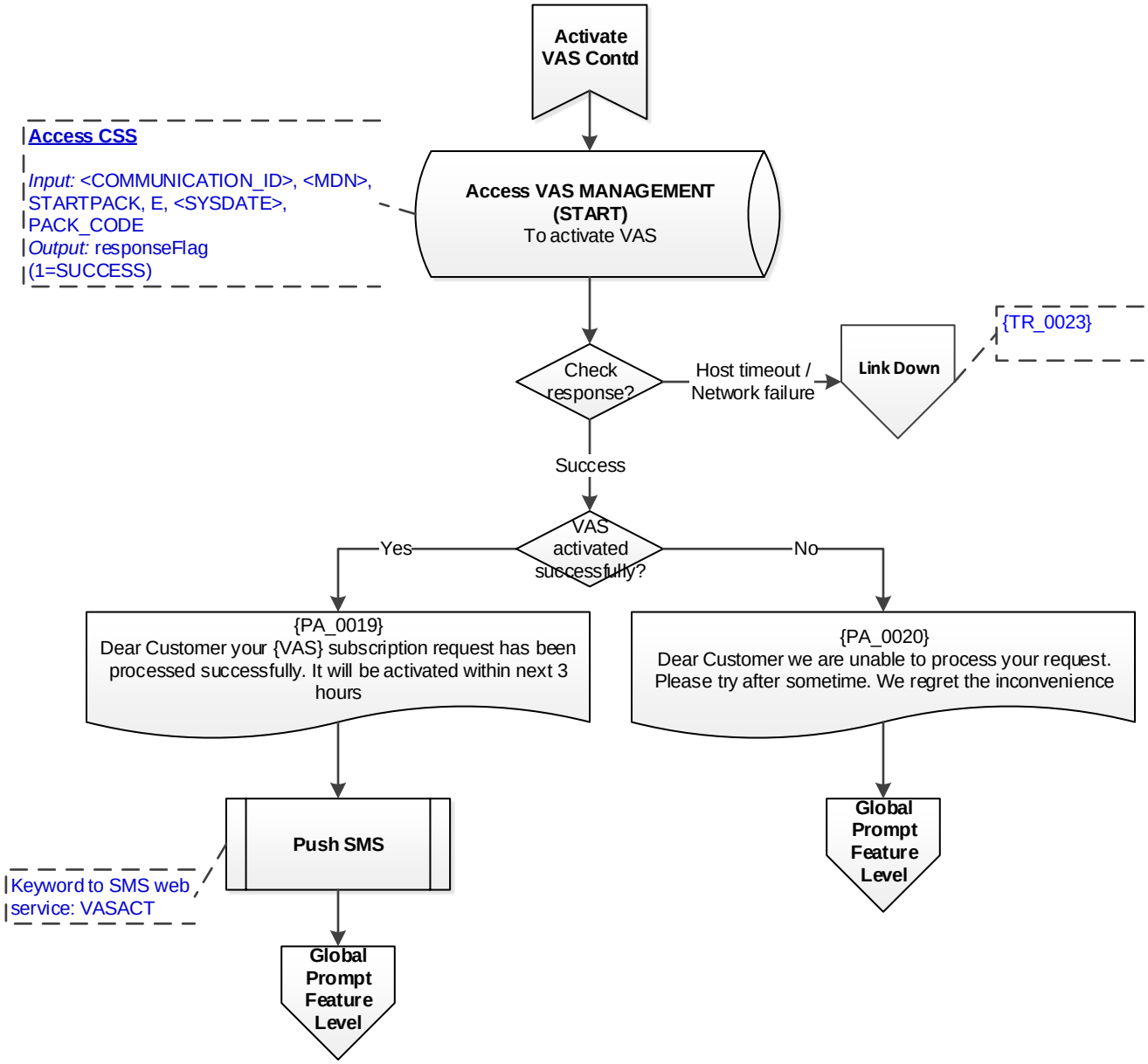


## VAS

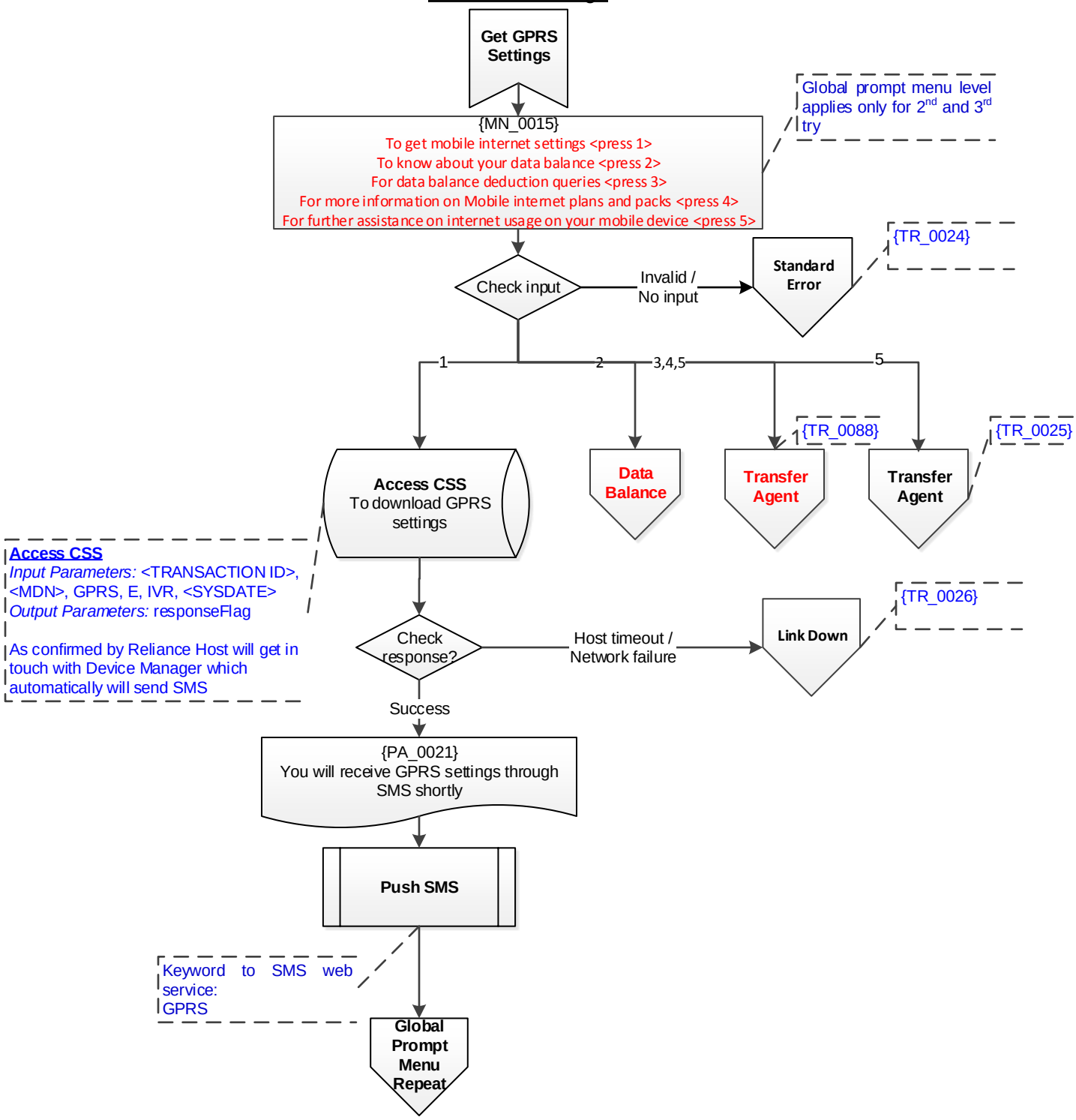

VAS
Global prompt menu level applies only for 2nd and 3rd try
{MN_0012}
For my tunes download <press 1>
To activate a VAS <press 2>
To deactivate a VAS <press 3>
Check input
Invalid / No input
Standard Error
{TR_0019}
1
2
3
{PA_0015}
Please dial 151121 for Caller Tune Services
Activate VAS
{PA_0016}
To deactivate VAS, please dial 155223
Global Prompt Feature Level
Global Prompt Feature Level


Activate VAS
Activate VAS
Access CSS
Input: <COMMUNICATION_ID>, <MDN>, GETPACK, E, <SYSDATE>
Output:
1. PACK_NAME, PACK_CODE, PACK_VALIDITY, PACK_AMOUNT
Maximum 5 records
Access VAS MANAGEMENT (START)
To get all the available packs
{TR_0022}
Check response?
Host timeout / Network failure
Link Down
Success
{MN_0013}
To activate <VAS1> <Press 1>
To activate <VAS2> <Press 2>
To activate <VAS3> <Press 3>
To activate <VAS4> <Press 4>
To activate <VAS5> <Press 5>
Check input
Invalid / No input
Standard Error
{TR_0020}
No
1/2/3/4/5
{PA_0017}
<Play respective VAS message based on the option selected>
{MN_0014}
Dear customer you have selected <Play selected VAS pack>
To confirm the subscription <press 1>
To re-select <press 2>
Number of tries=3?
2
Check input
Invalid / No input
Standard Error
{TR_0093}
Yes
1
{PA_0018}
Sorry you have exceeded the maximum number of attempts allowed
Activate VAS Contd
Transfer Agent
{TR_0021}

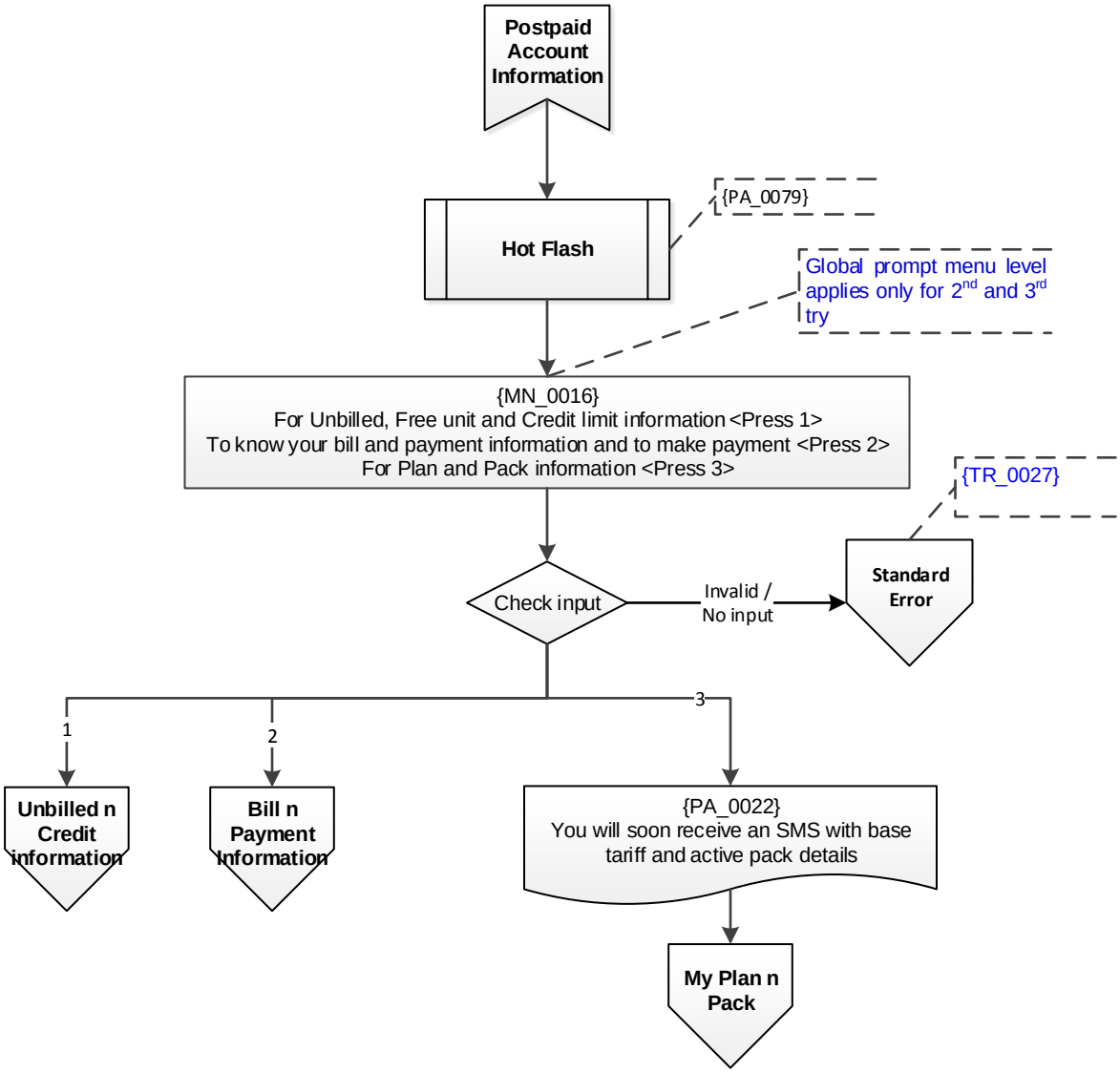
## Activate VAS Contd



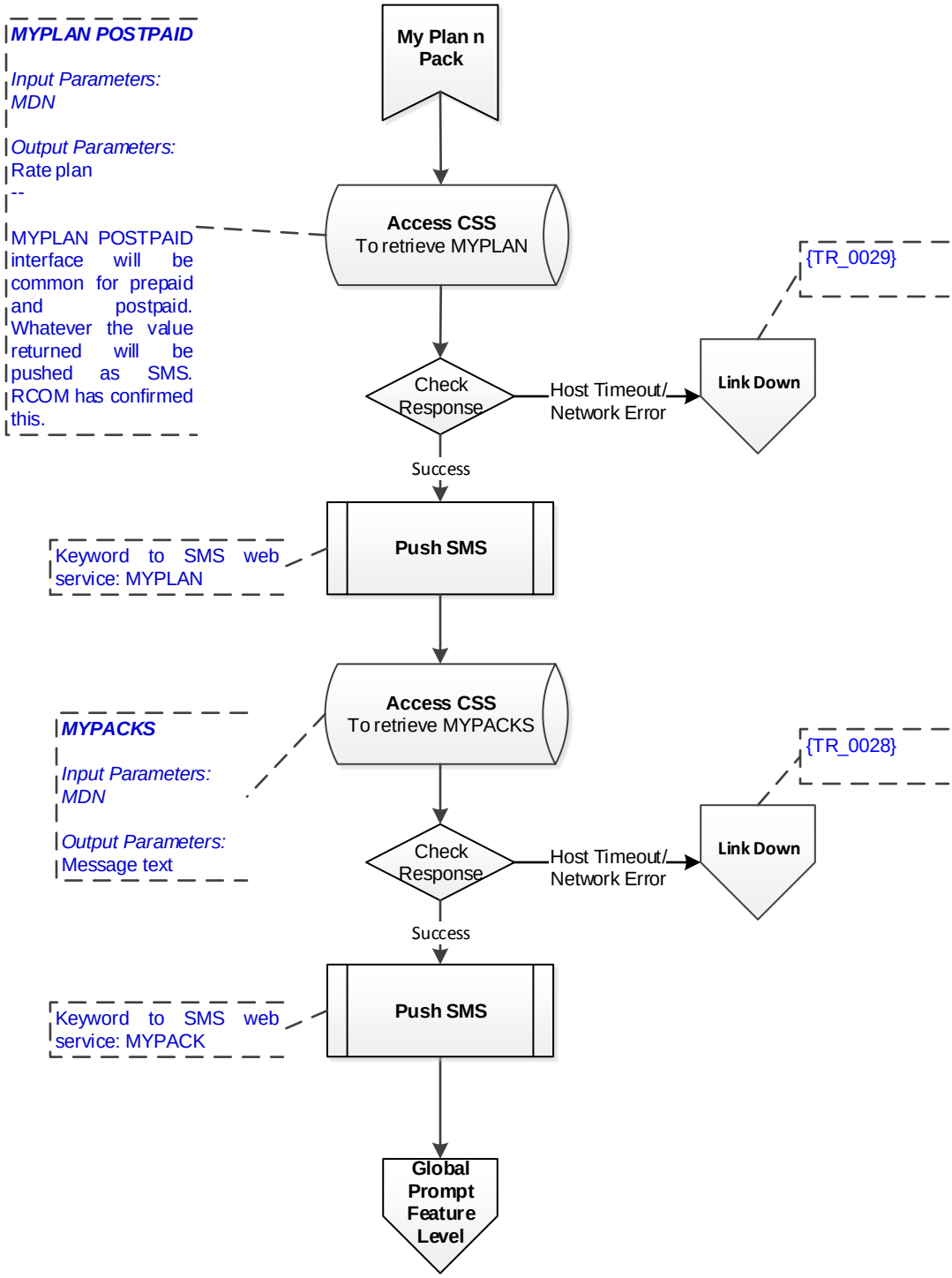
## Get GPRS Settings



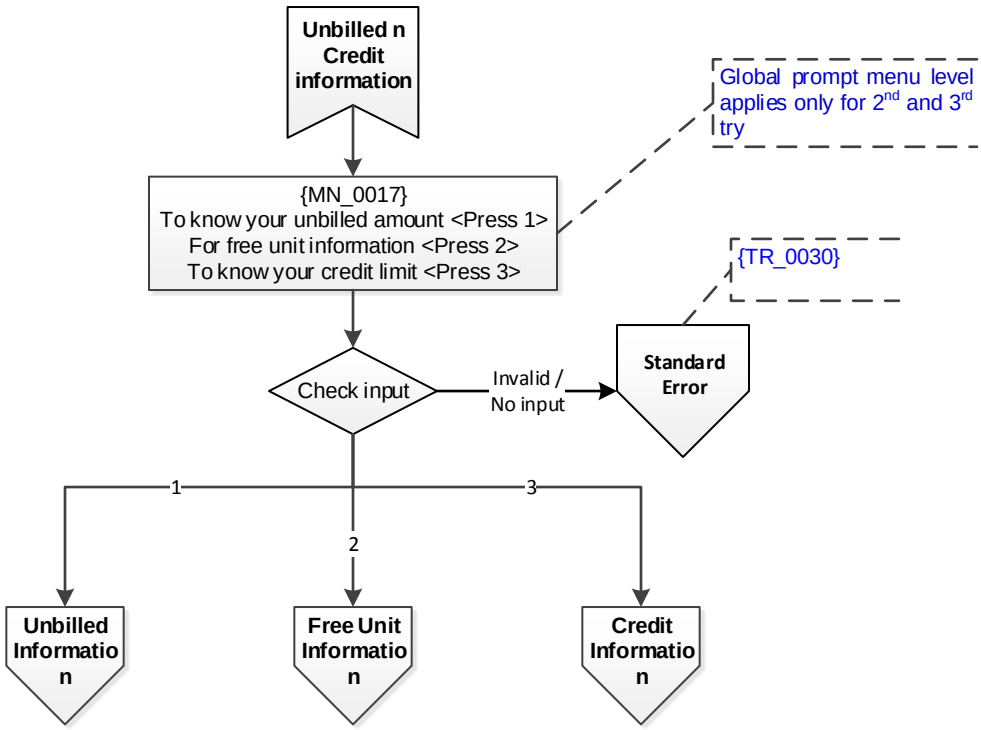
## Postpaid Account Information



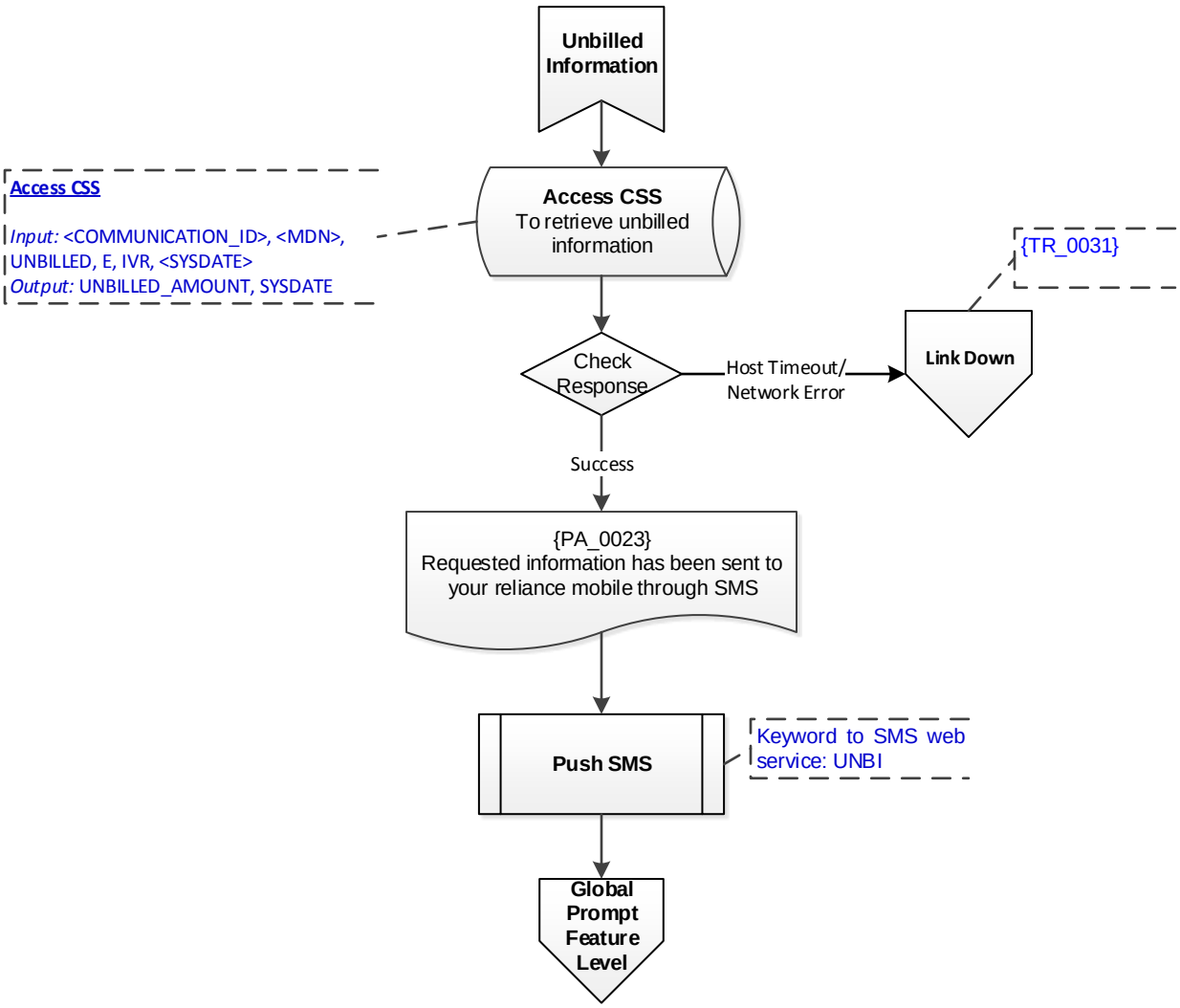
## My Plan n Pack



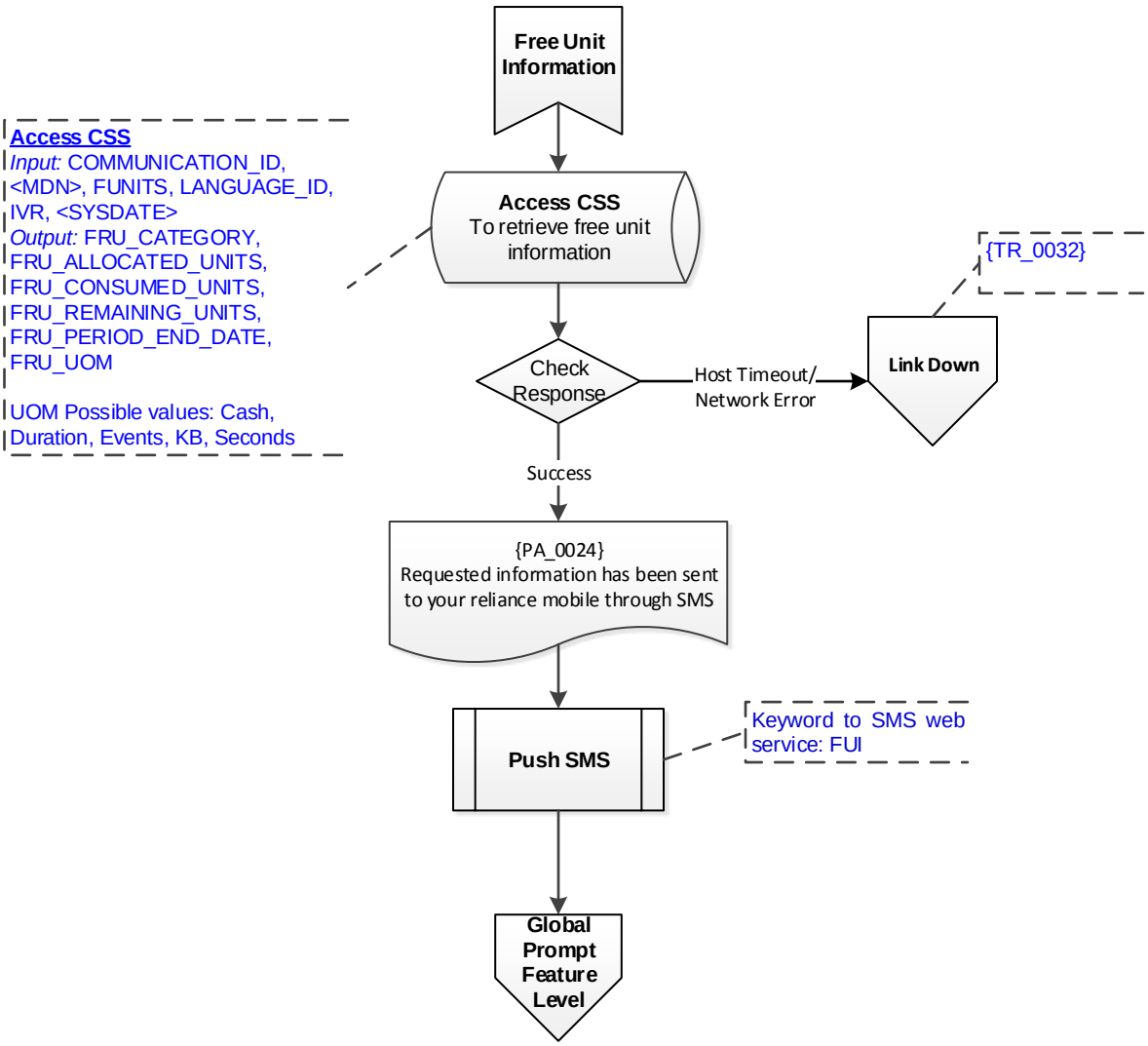
## Unbilled n Credit information



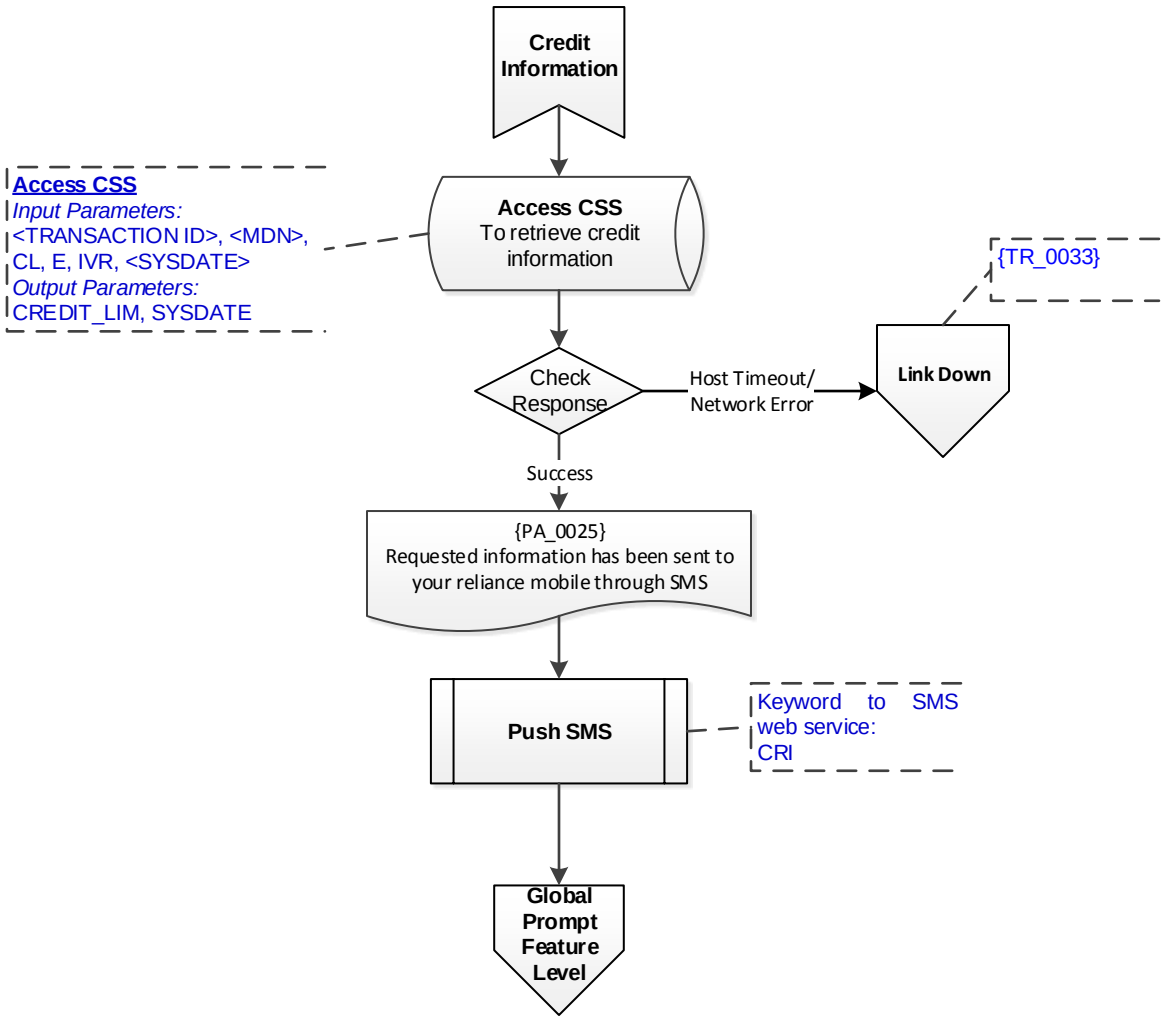
## Unbilled Information



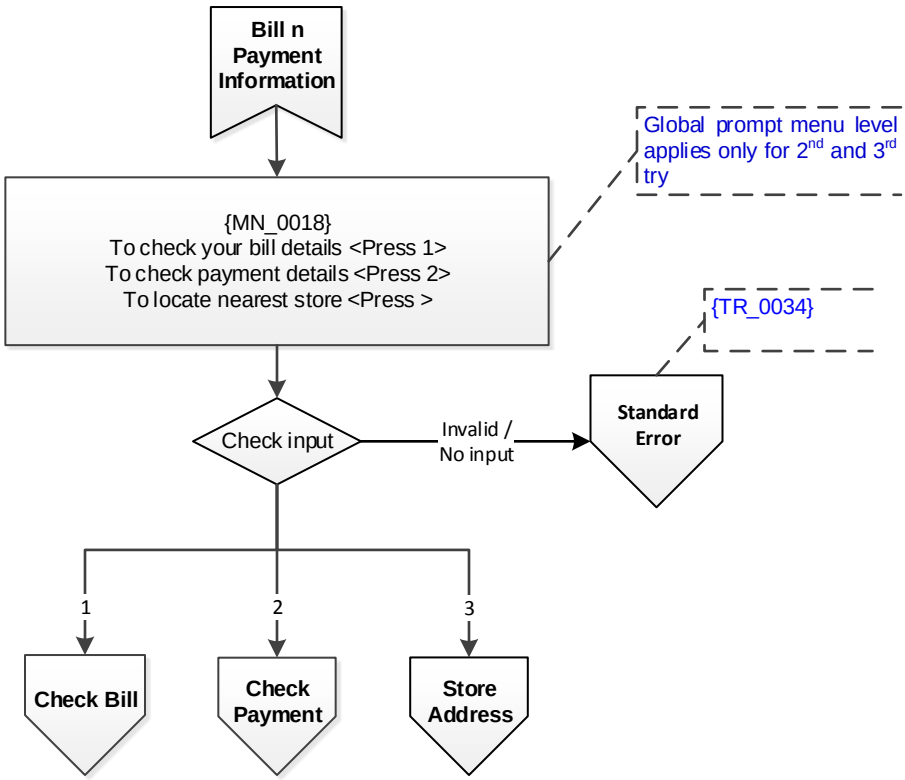
## Free Unit Information



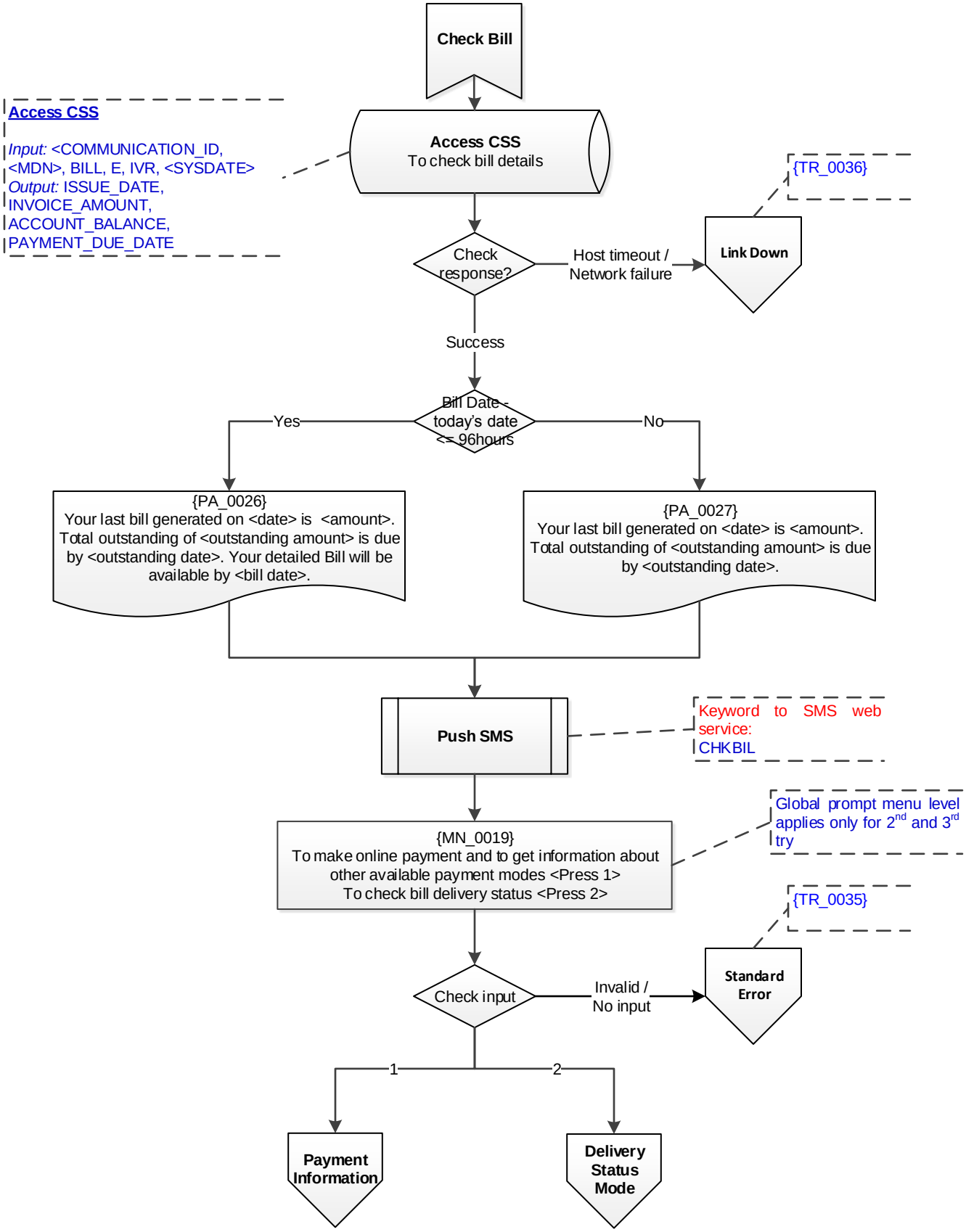
## Credit Information



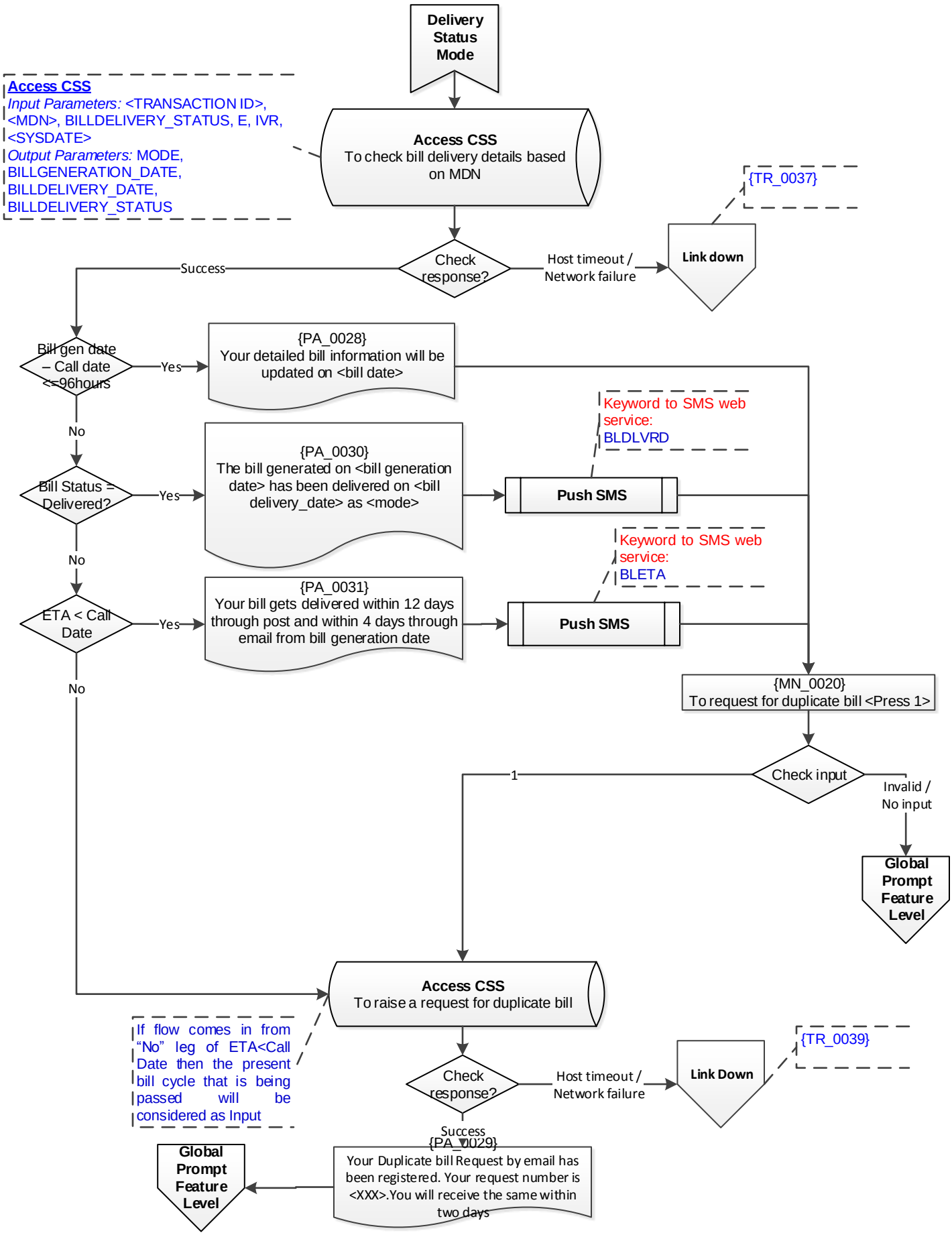
## Bill n Payment Information



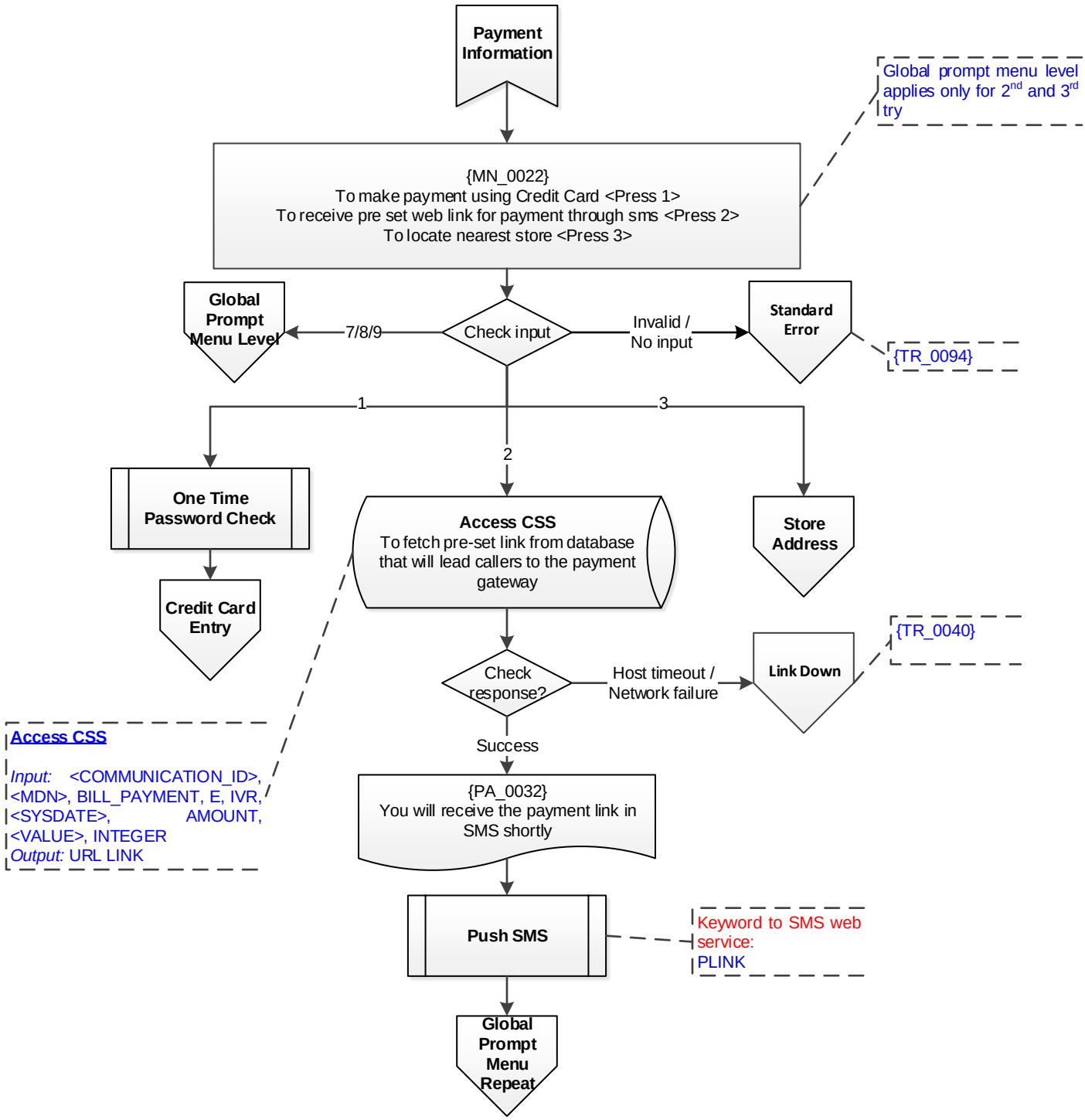
## Check Bill


Check Bill
Access CSS
Input: <COMMUNICATION_ID, <MDN>, BILL, E, IVR, <SYSDATE>
Output: ISSUE_DATE, INVOICE_AMOUNT, ACCOUNT_BALANCE, PAYMENT_DUE_DATE
Access CSS
To check bill details
{TR_0036}
Check response?
Host timeout / Network failure
Link Down
Success
Bill Date - today's date <= 96hours
Yes
No
{PA_0026}
Your last bill generated on <date> is <amount>. Total outstanding of <outstanding amount> is due by <outstanding date>. Your detailed Bill will be available by <bill date>.
{PA_0027}
Your last bill generated on <date> is <amount>. Total outstanding of <outstanding amount> is due by <outstanding date>.
Push SMS
Keyword to SMS web service: CHKBIL
{MN_0019}
To make online payment and to get information about other available payment modes <Press 1>
To check bill delivery status <Press 2>
Global prompt menu level applies only for 2nd and 3rd try
{TR_0035}
Check input
Invalid / No input
Standard Error
1
2
Payment Information
Delivery Status Mode

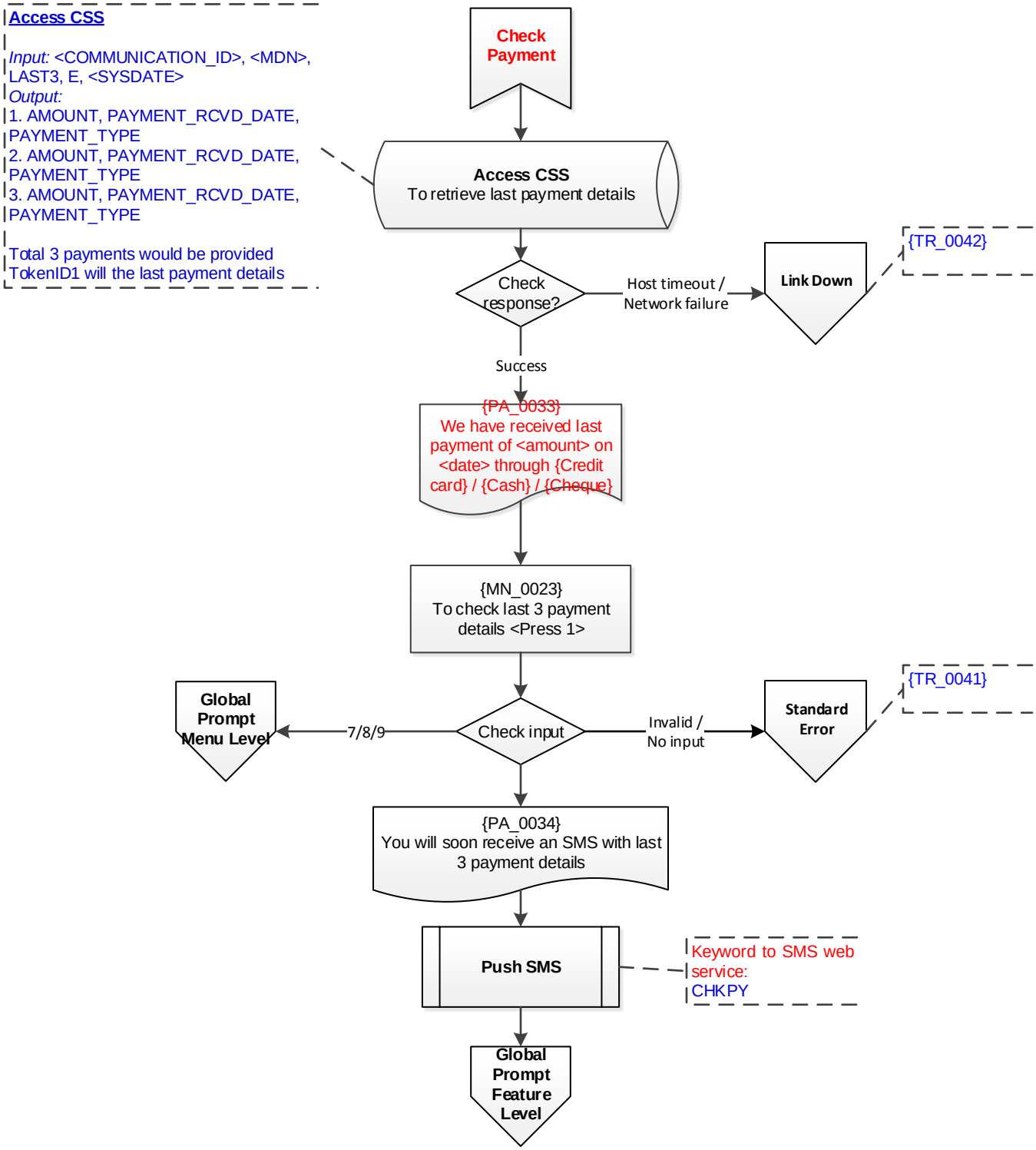
## Delivery Status Mode

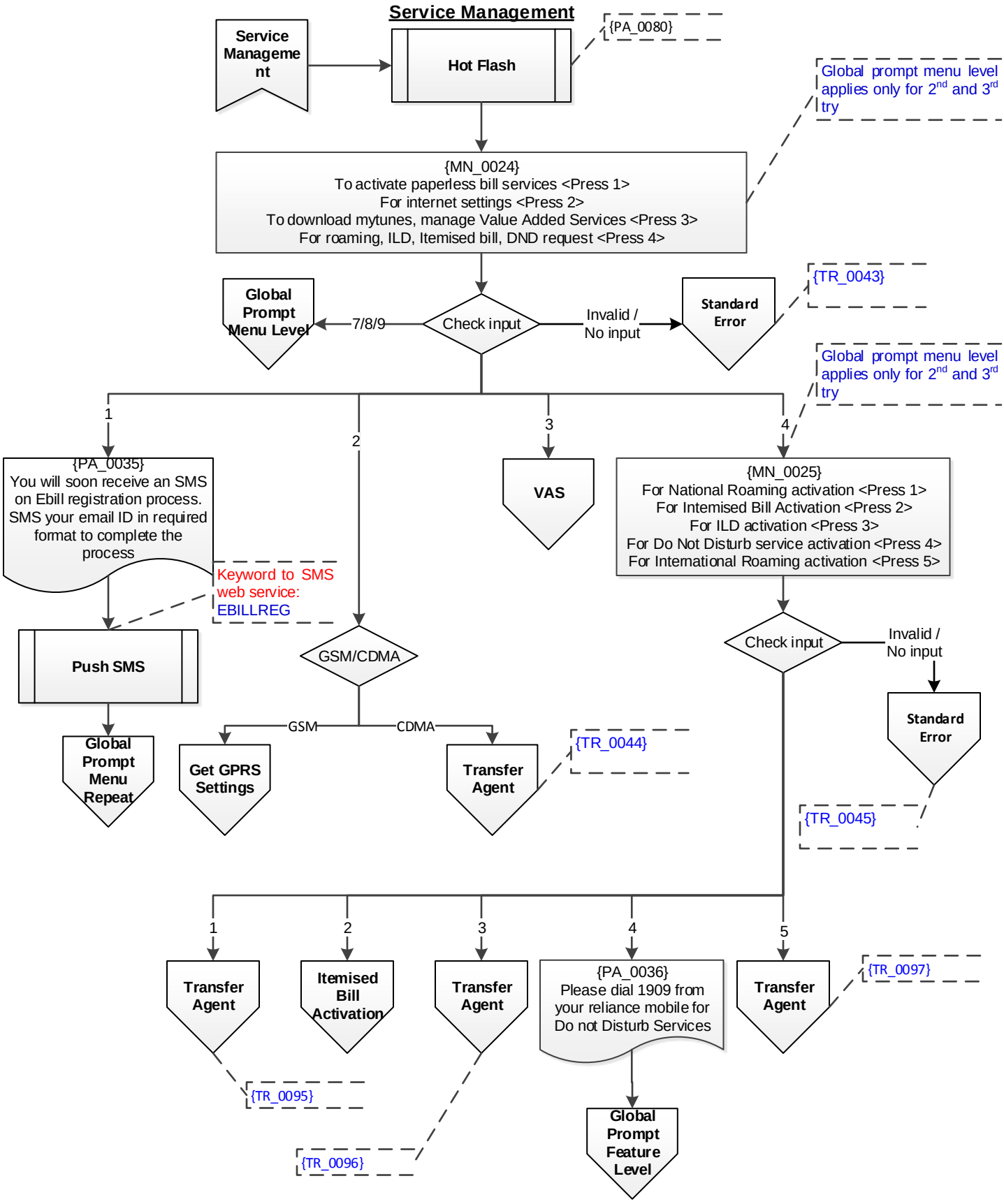


## Payment Information

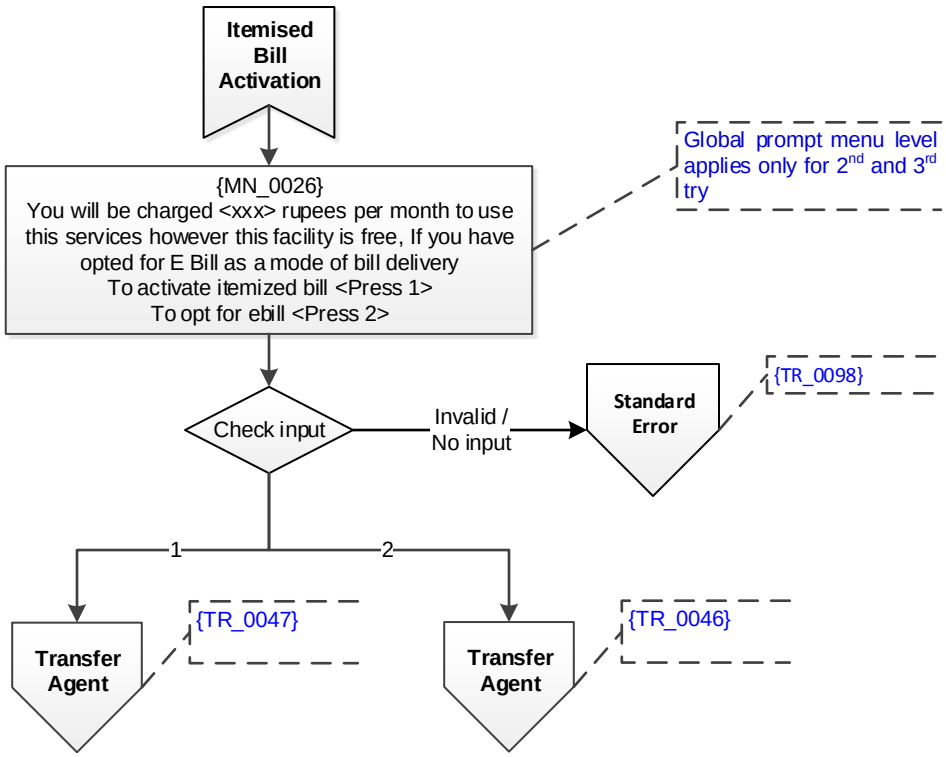


## Check Payment

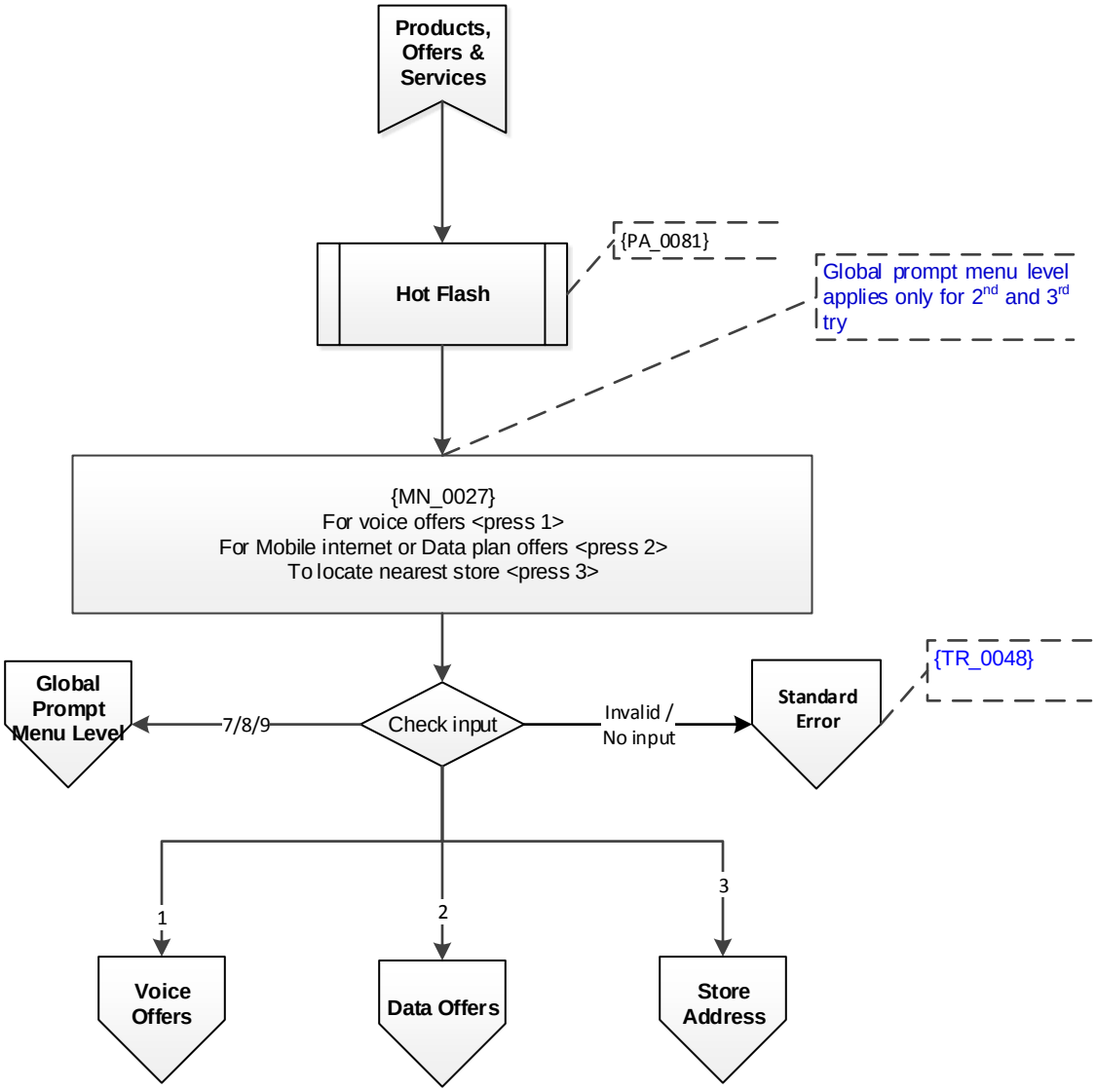


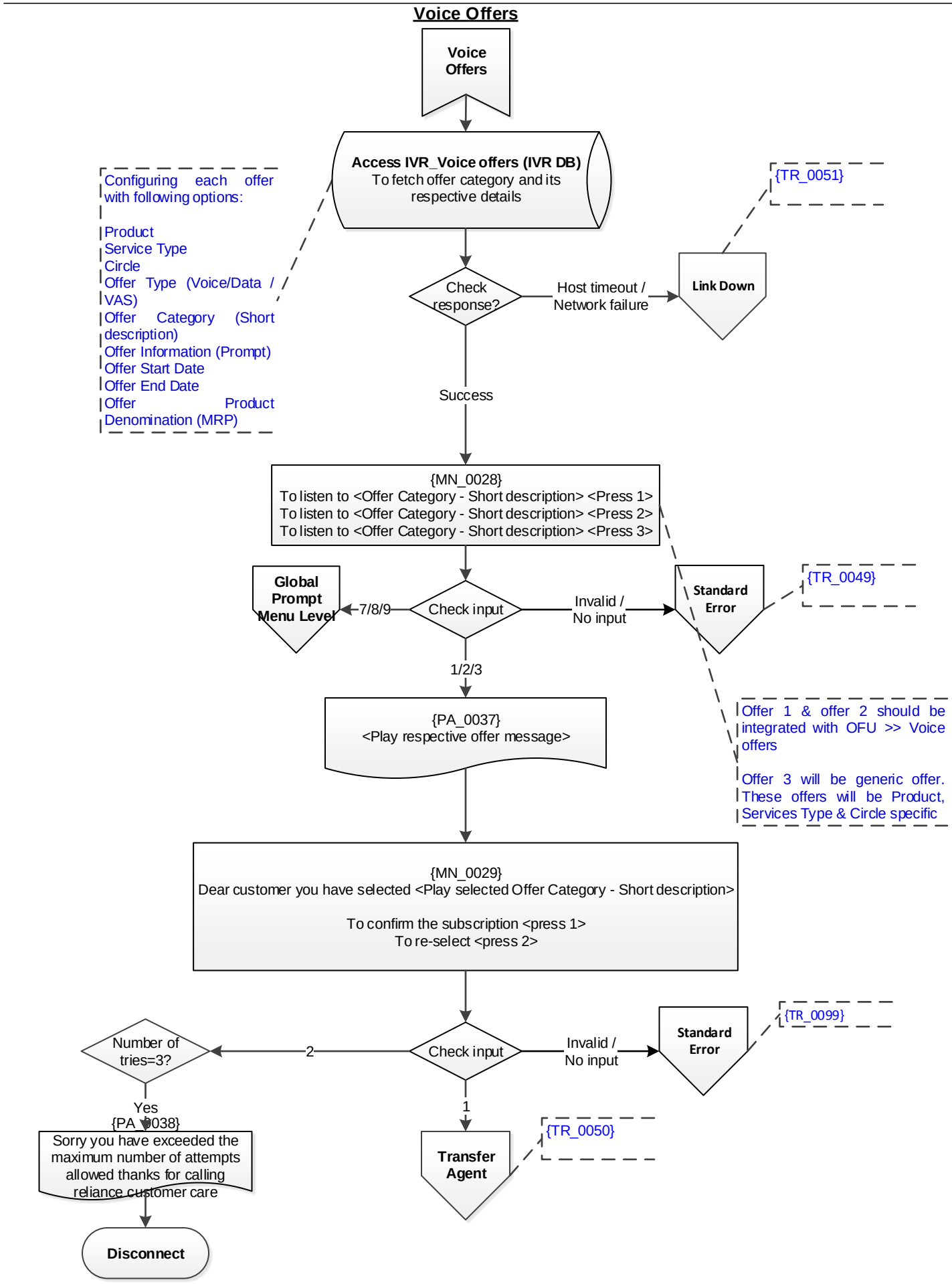

Service Management
Service Management
Hot Flash
{PA_0080}
Global prompt menu level applies only for 2nd and 3rd try
{MN_0024}
To activate paperless bill services <Press 1>
For internet settings <Press 2>
To download mytunes, manage Value Added Services <Press 3>
For roaming, ILD, Itemised bill, DND request <Press 4>
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
{TR_0043}
Global prompt menu level applies only for 2nd and 3rd try
1
2
3
4
{PA_0035}
You will soon receive an SMS on Ebill registration process. SMS your email ID in required format to complete the process
Keyword to SMS web service: EBILLREG
VAS
{MN_0025}
For National Roaming activation <Press 1>
For Intemised Bill Activation <Press 2>
For ILD activation <Press 3>
For Do Not Disturb service activation <Press 4>
For International Roaming activation <Press 5>
Push SMS
GSM/CDMA
Check input
Invalid / No input
Standard Error
GSM
CDMA
Global Prompt Menu Repeat
Get GPRS Settings
Transfer Agent
{TR_0044}
{TR_0045}
1
2
3
4
5
Transfer Agent
Itemised Bill Activation
Transfer Agent
{PA_0036}
Please dial 1909 from your reliance mobile for Do not Disturb Services
Transfer Agent
{TR_0097}
{TR_0095}
{TR_0096}
Global Prompt Feature Level

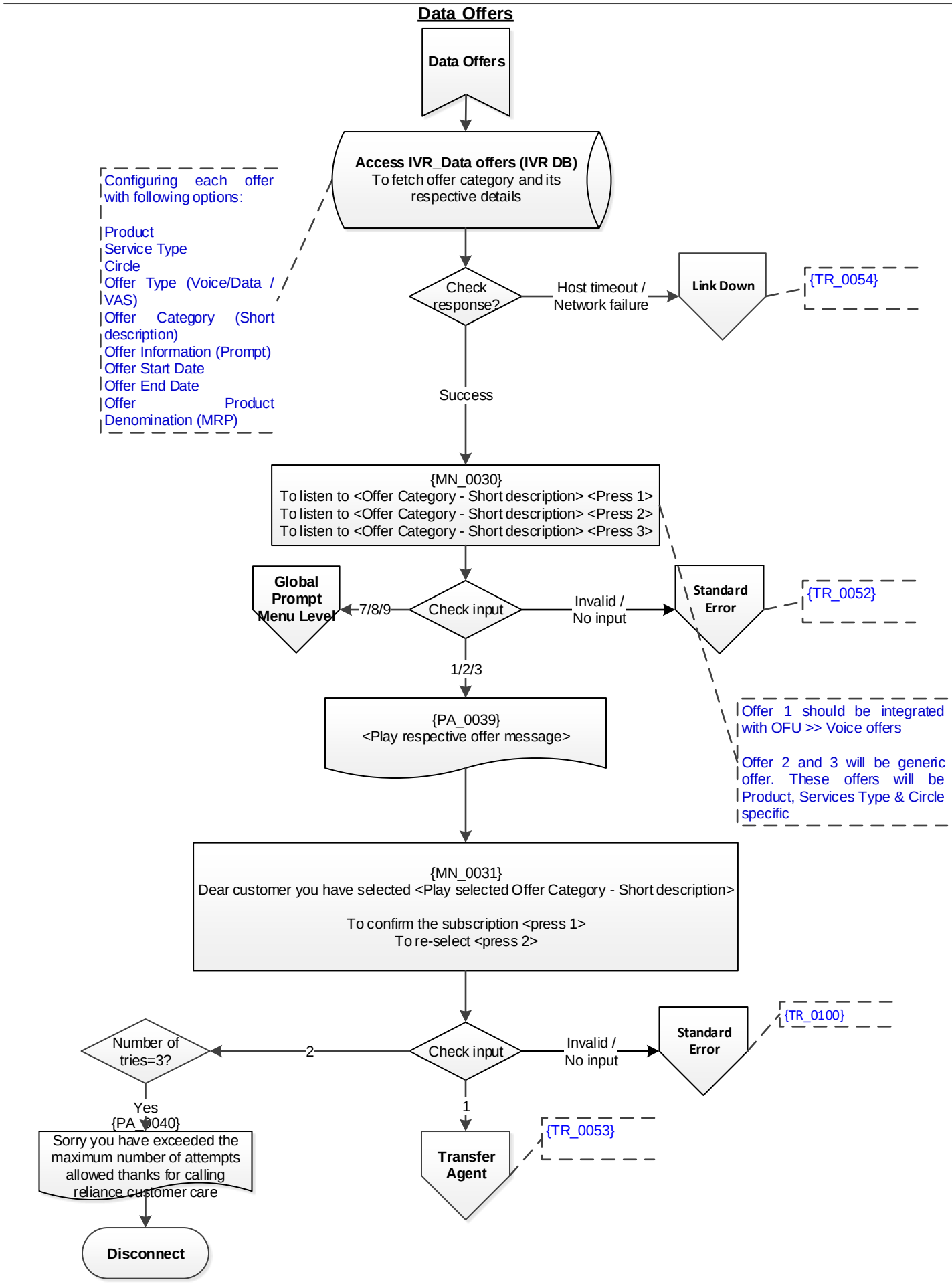
## Itemised Bill Activation



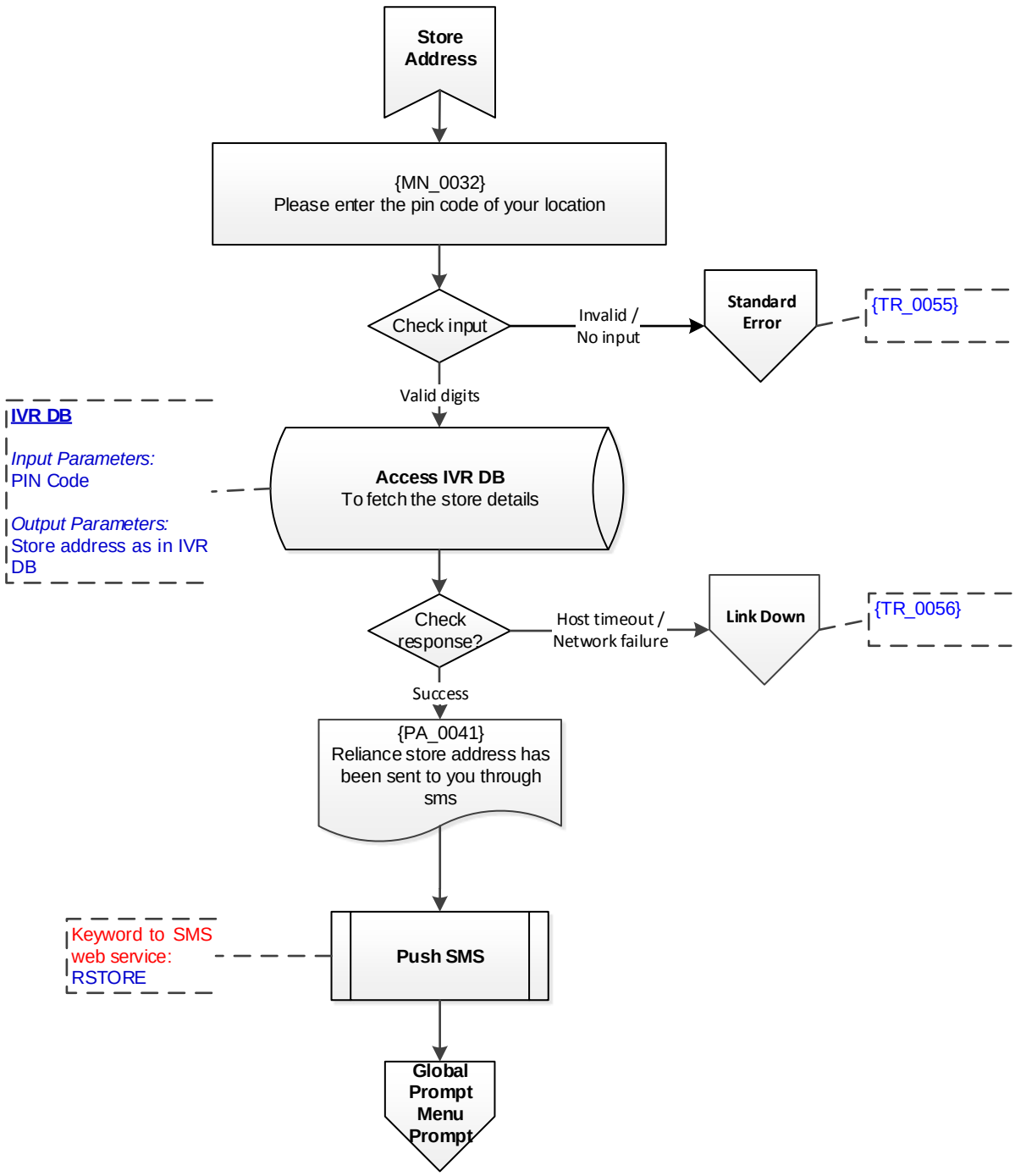
## Products, Offers & Services



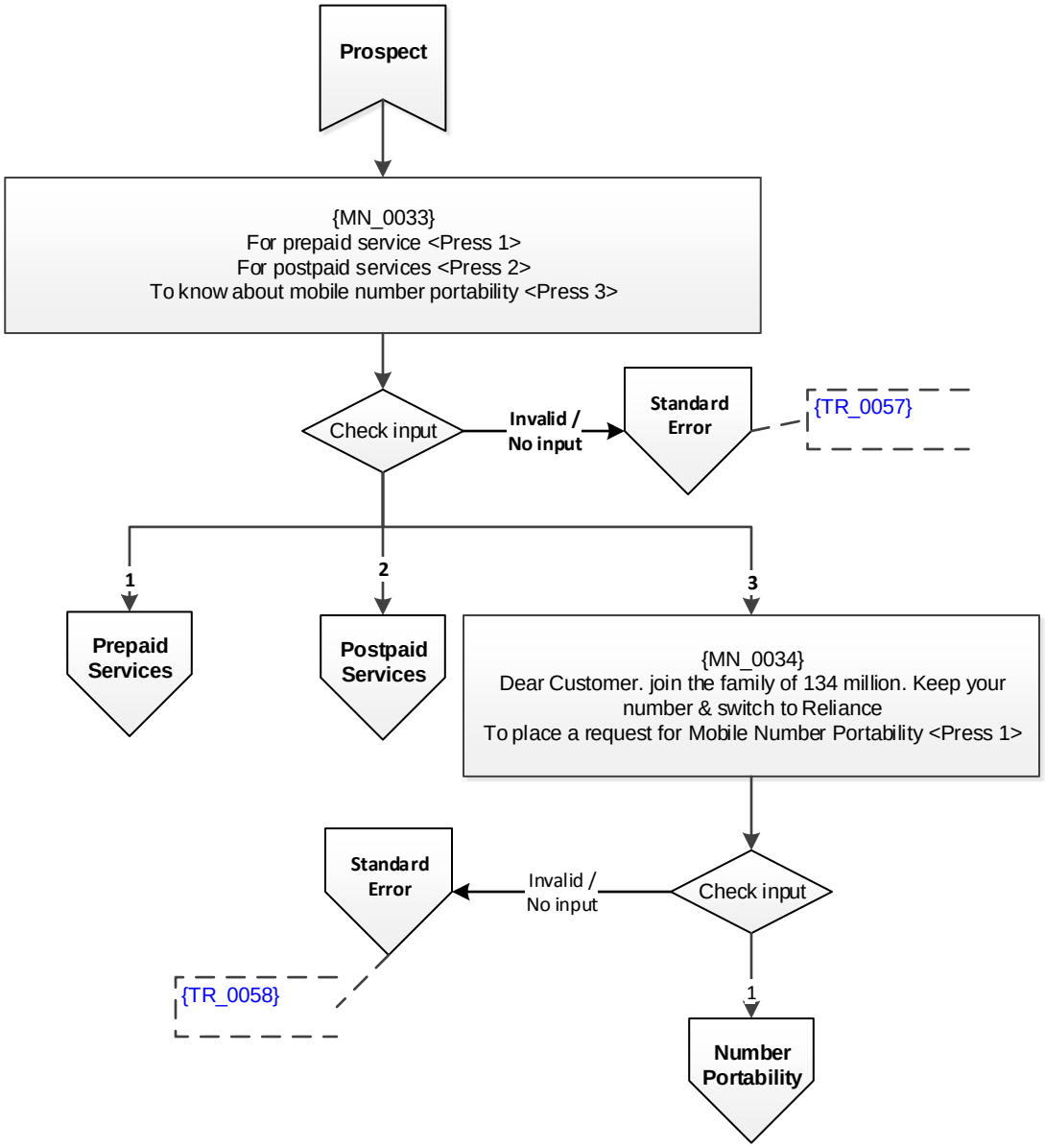

Voice Offers
Voice Offers
Access IVR_Voice offers (IVR DB)
To fetch offer category and its respective details
Configuring each offer with following options:
Product
Service Type
Circle
Offer Type (Voice/Data / VAS)
Offer Category (Short description)
Offer Information (Prompt)
Offer Start Date
Offer End Date
Offer Product Denomination (MRP)
{TR_0051}
Check response?
Host timeout / Network failure
Link Down
Success
{MN_0028}
To listen to <Offer Category - Short description> <Press 1>
To listen to <Offer Category - Short description> <Press 2>
To listen to <Offer Category - Short description> <Press 3>
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
{TR_0049}
1/2/3
{PA_0037}
<Play respective offer message>
Offer 1 & offer 2 should be integrated with OFU >> Voice offers
Offer 3 will be generic offer. These offers will be Product, Services Type & Circle specific
{MN_0029}
Dear customer you have selected <Play selected Offer Category - Short description>
To confirm the subscription <press 1>
To re-select <press 2>
Number of tries=3?
2
Check input
Invalid / No input
Standard Error
{TR_0099}
Yes
{PA_0038}
Sorry you have exceeded the maximum number of attempts allowed thanks for calling reliance customer care
1
Transfer Agent
{TR_0050}
Disconnect


Data Offers
Data Offers
Access IVR_Data offers (IVR DB)
To fetch offer category and its respective details
Configuring each offer with following options:
Product
Service Type
Circle
Offer Type (Voice/Data / VAS)
Offer Category (Short description)
Offer Information (Prompt)
Offer Start Date
Offer End Date
Offer Product Denomination (MRP)
Check response?
Host timeout / Network failure
Link Down
{TR_0054}
Success
{MN_0030}
To listen to <Offer Category - Short description> <Press 1>
To listen to <Offer Category - Short description> <Press 2>
To listen to <Offer Category - Short description> <Press 3>
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
{TR_0052}
1/2/3
{PA_0039}
<Play respective offer message>
Offer 1 should be integrated with OFU >> Voice offers
Offer 2 and 3 will be generic offer. These offers will be Product, Services Type & Circle specific
{MN_0031}
Dear customer you have selected <Play selected Offer Category - Short description>
To confirm the subscription <press 1>
To re-select <press 2>
Number of tries=3?
2
Check input
Invalid / No input
Standard Error
{TR_0100}
Yes
1
{PA_0040}
Sorry you have exceeded the maximum number of attempts allowed thanks for calling reliance customer care
Transfer Agent
{TR_0053}
Disconnect

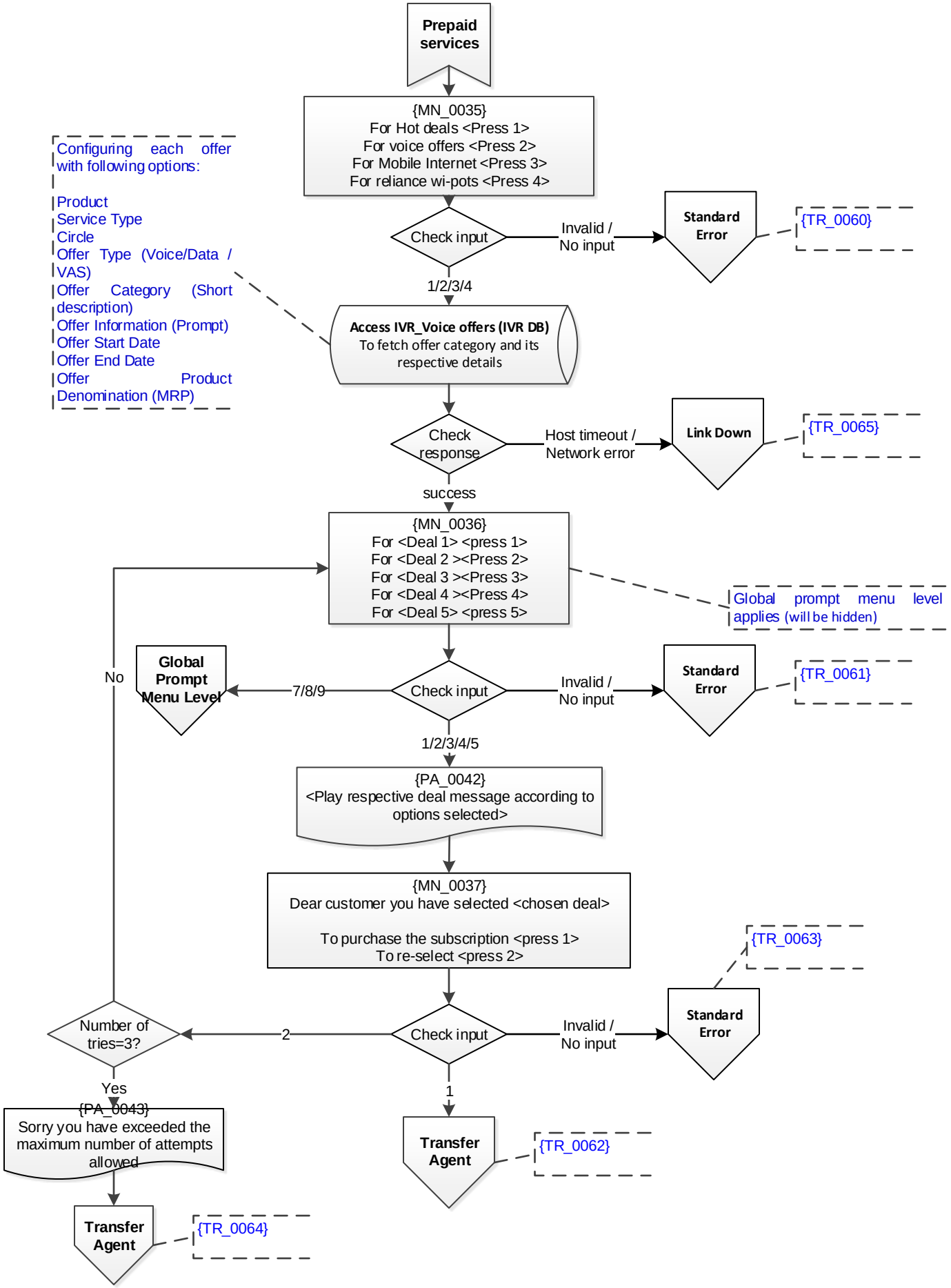
## Store Address



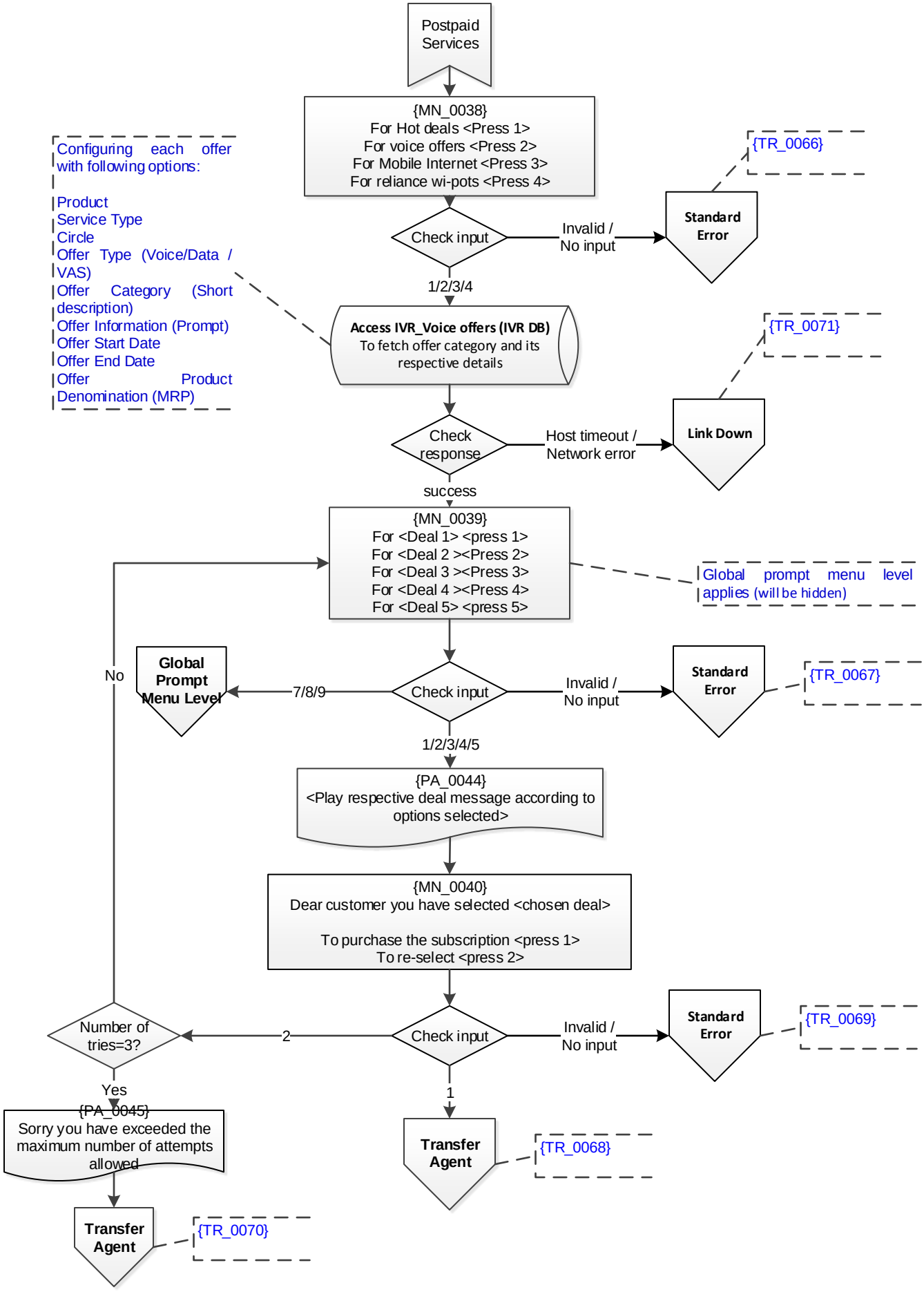
## Prospect


Prospect
{MN_0033}
For prepaid service <Press 1>
For postpaid services <Press 2>
To know about mobile number portability <Press 3>
Check input
Invalid / No input
Standard Error
{TR_0057}
1
2
3
Prepaid Services
Postpaid Services
{MN_0034}
Dear Customer. join the family of 134 million. Keep your number & switch to Reliance
To place a request for Mobile Number Portability <Press 1>
Check input
Invalid / No input
Standard Error
{TR_0058}
1
Number Portability

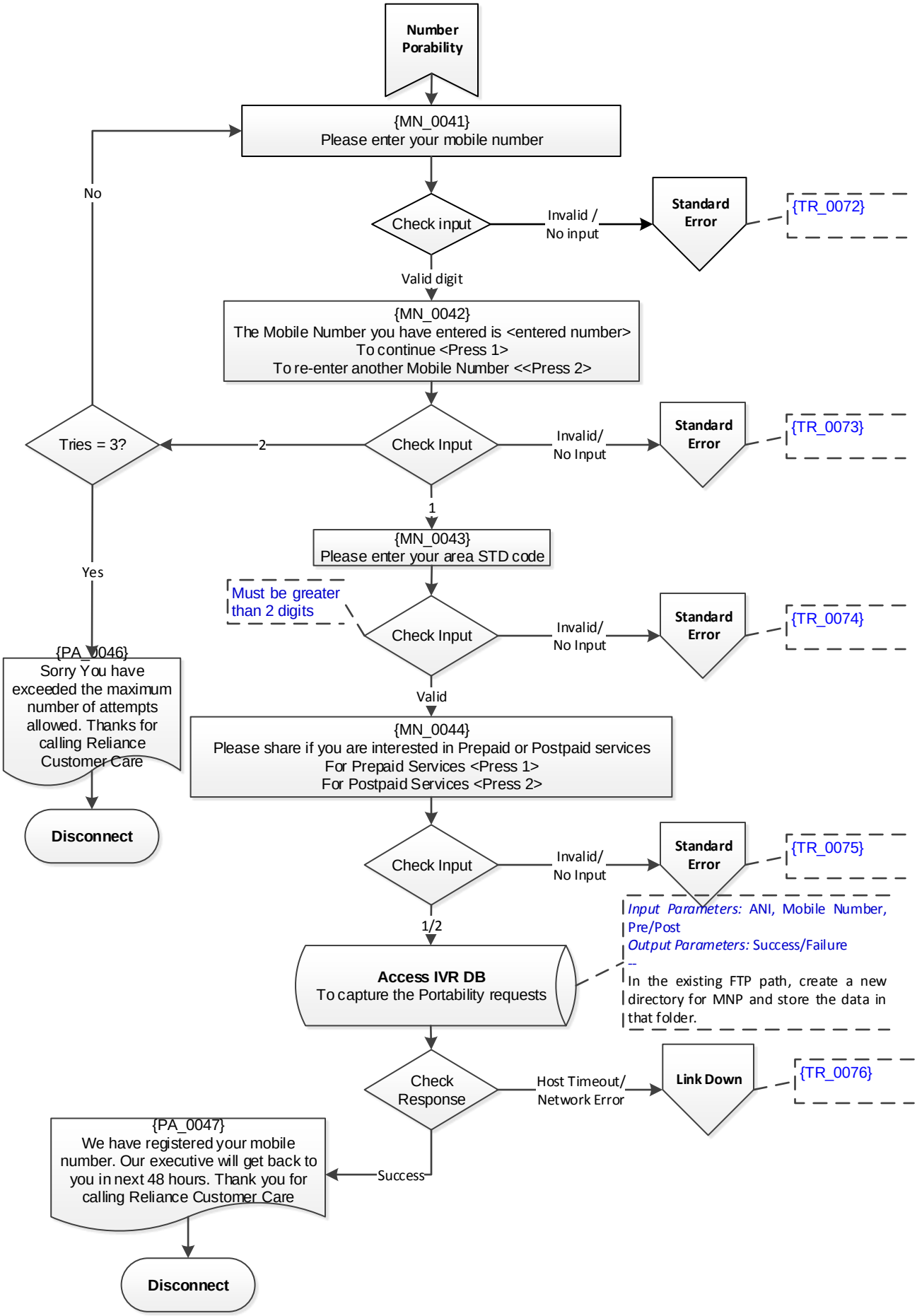
## Prepaid Services



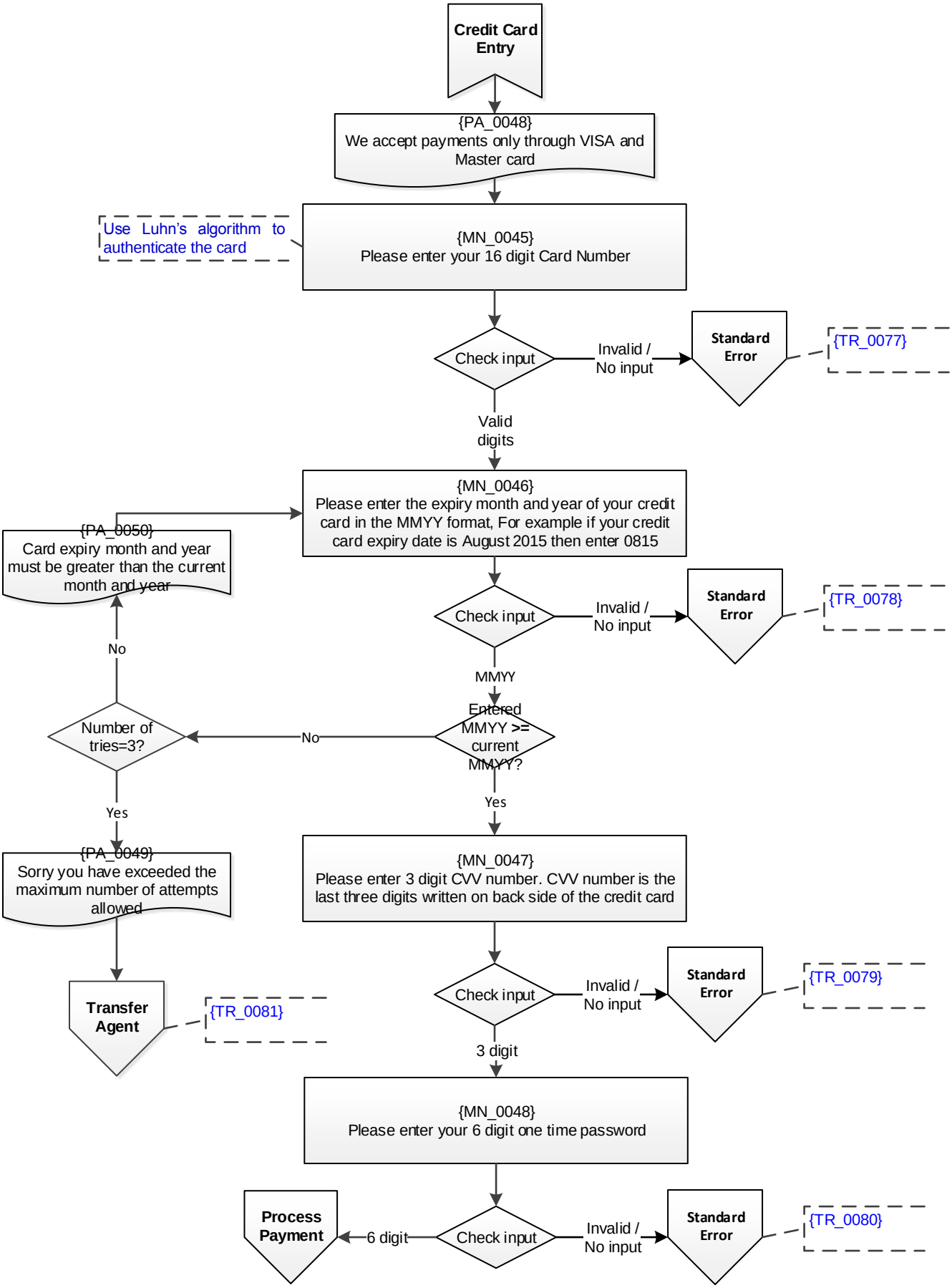
## Postpaid Services

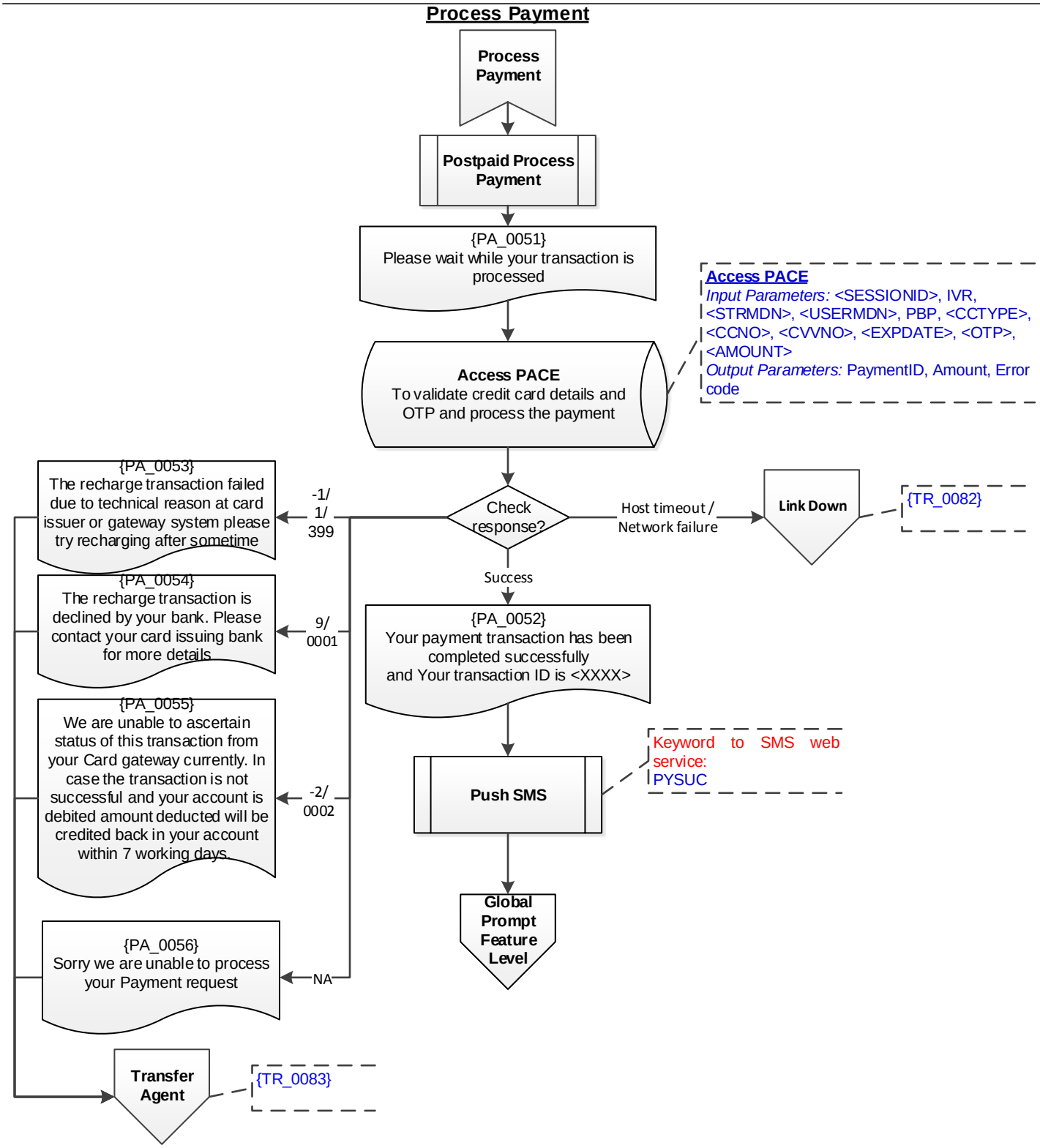


## Number Porability

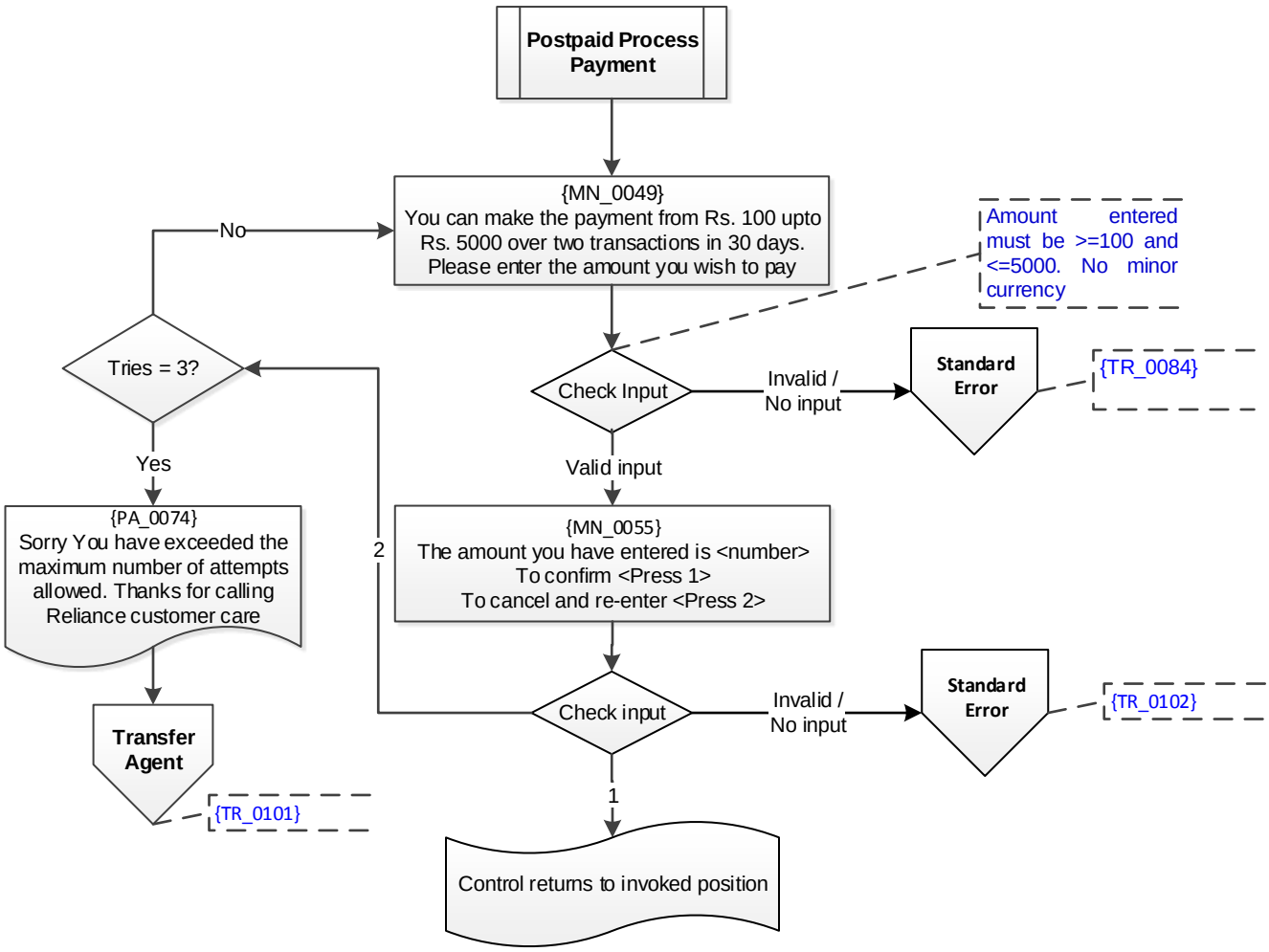


## Credit Card Entry

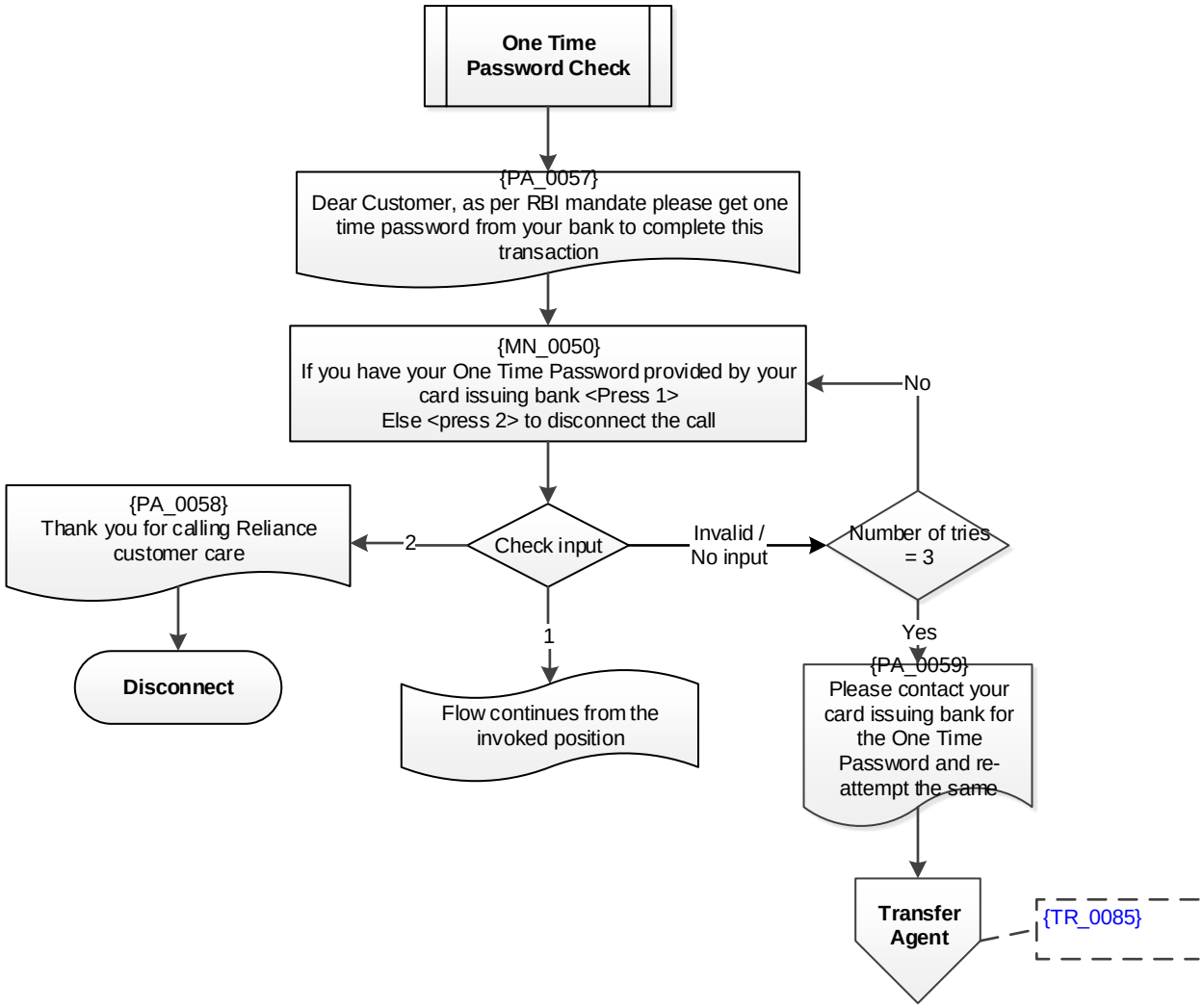



Process Payment
Process Payment
Postpaid Process Payment
{PA_0051}
Please wait while your transaction is processed
Access PACE
Input Parameters: <SESSIONID>, IVR, <STRMDN>, <USERMDN>, PBP, <CCTYPE>, <CCNO>, <CVVNO>, <EXPDATE>, <OTP>, <AMOUNT>
Output Parameters: PaymentID, Amount, Error code
Access PACE
To validate credit card details and OTP and process the payment
Check response?
Host timeout / Network failure
Link Down
{TR_0082}
-1/ 1/ 399
{PA_0053}
The recharge transaction failed due to technical reason at card issuer or gateway system please try recharging after sometime
Success
{PA_0052}
Your payment transaction has been completed successfully and Your transaction ID is <XXXX>
9/ 0001
{PA_0054}
The recharge transaction is declined by your bank. Please contact your card issuing bank for more details
-2/ 0002
{PA_0055}
We are unable to ascertain status of this transaction from your Card gateway currently. In case the transaction is not successful and your account is debited amount deducted will be credited back in your account within 7 working days
Push SMS
Keyword to SMS web service:
PYSUC
Global Prompt Feature Level
NA
{PA_0056}
Sorry we are unable to process your Payment request
Transfer Agent
{TR_0083}

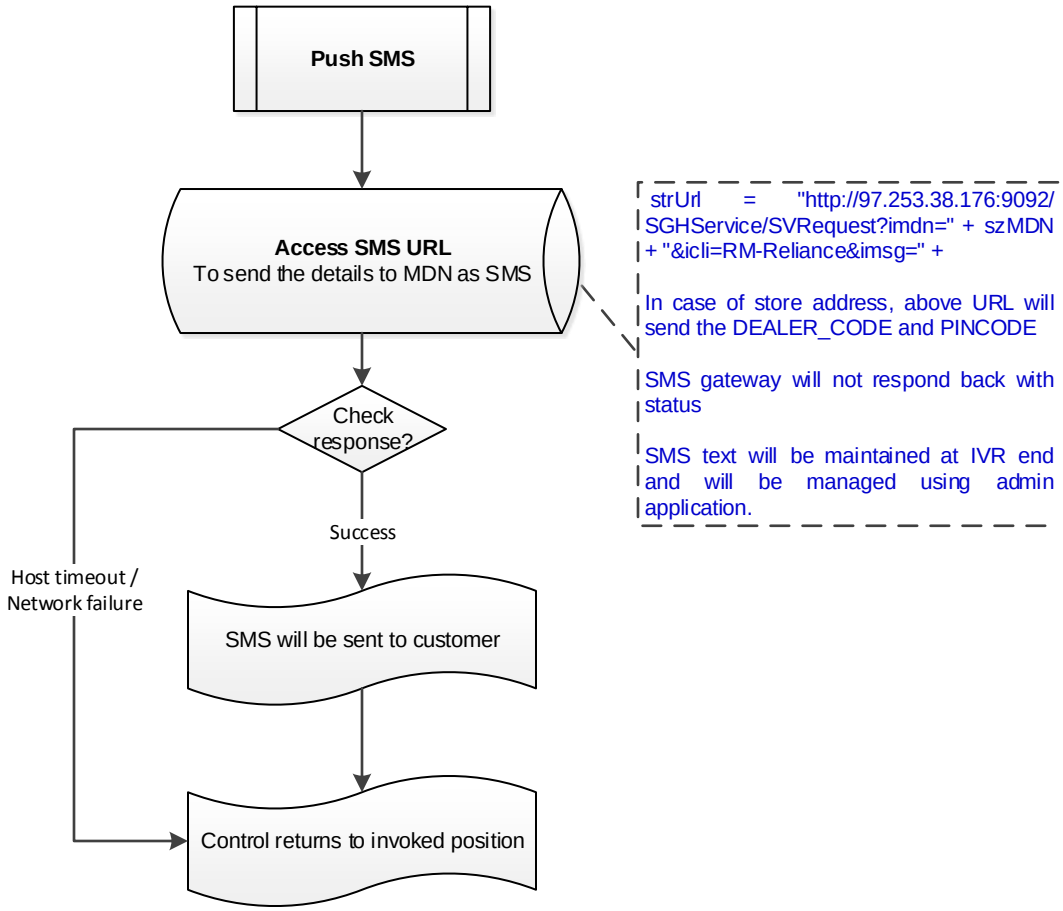
## Postpaid Process Payment



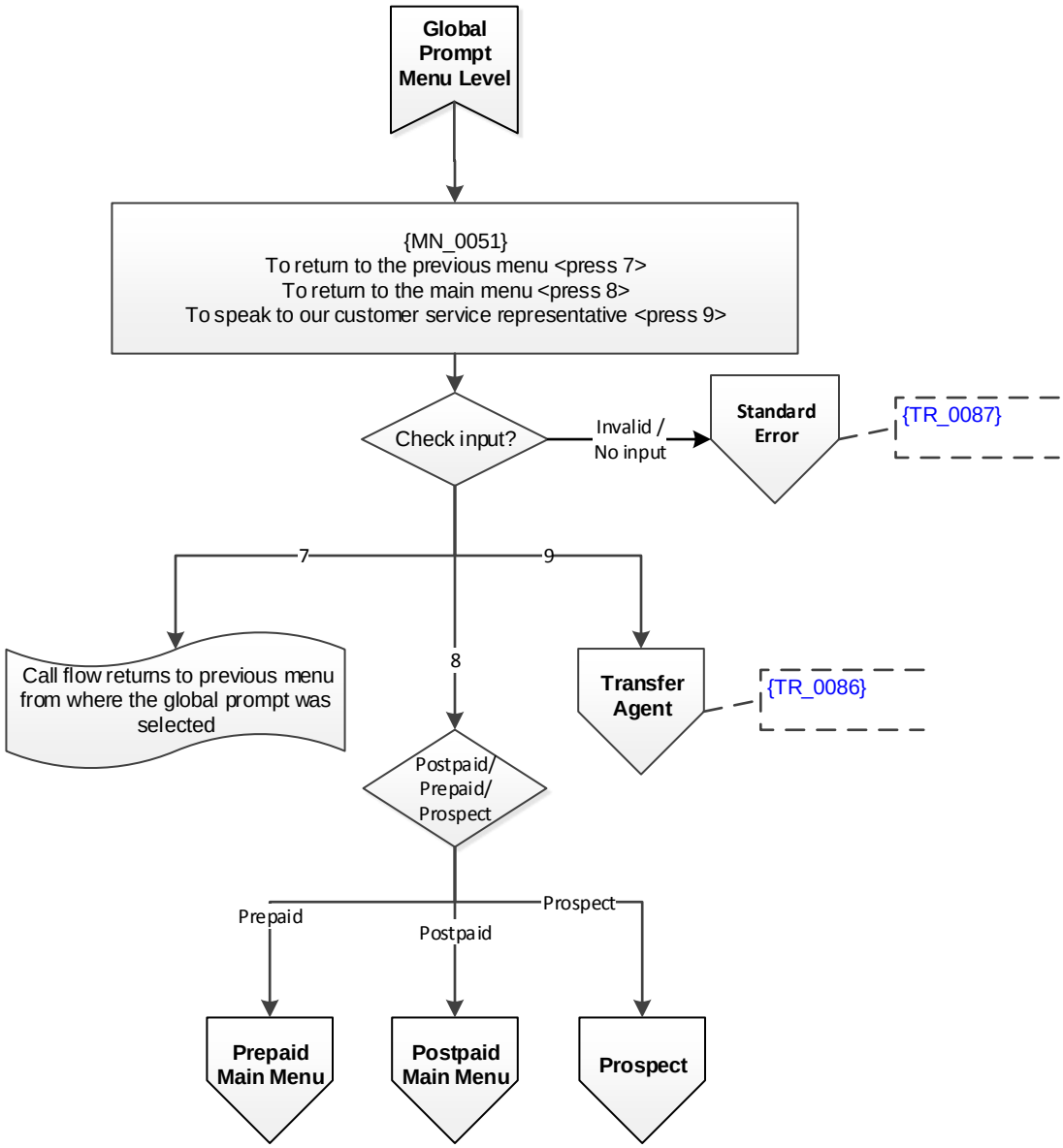
## One Time Password Check



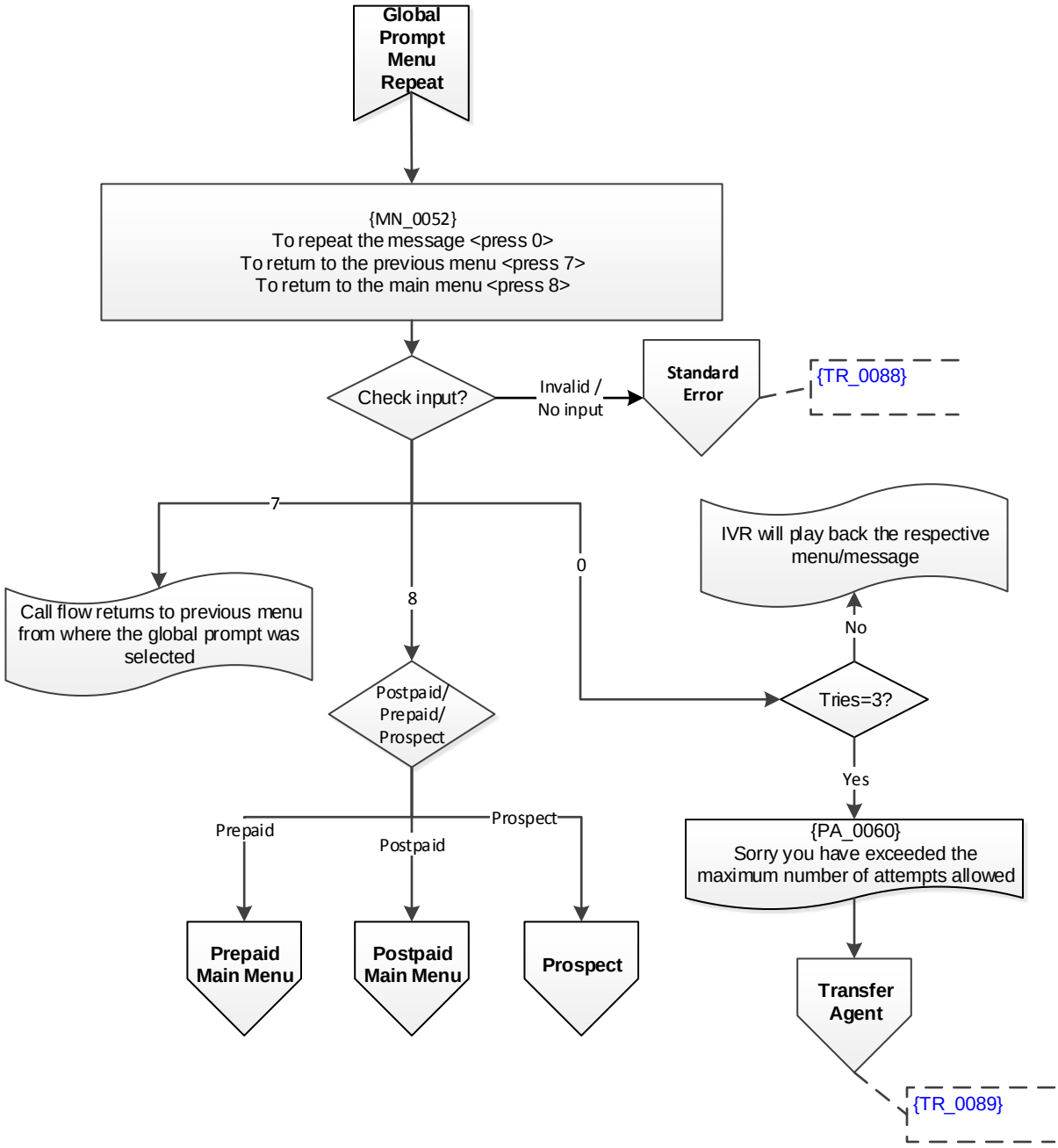
**Push SMS**


Push SMS
Access SMS URL
To send the details to MDN as SMS
Check response?
Success
Host timeout / Network failure
SMS will be sent to customer
Control returns to invoked position
strUrl = "http://97.253.38.176:9092/SGHService/SVRequest?imdn=" + szMDN + "&icli=RM-Reliance&imsg=" +
In case of store address, above URL will send the DEALER_CODE and PINCODE
SMS gateway will not respond back with status
SMS text will be maintained at IVR end and will be managed using admin application.

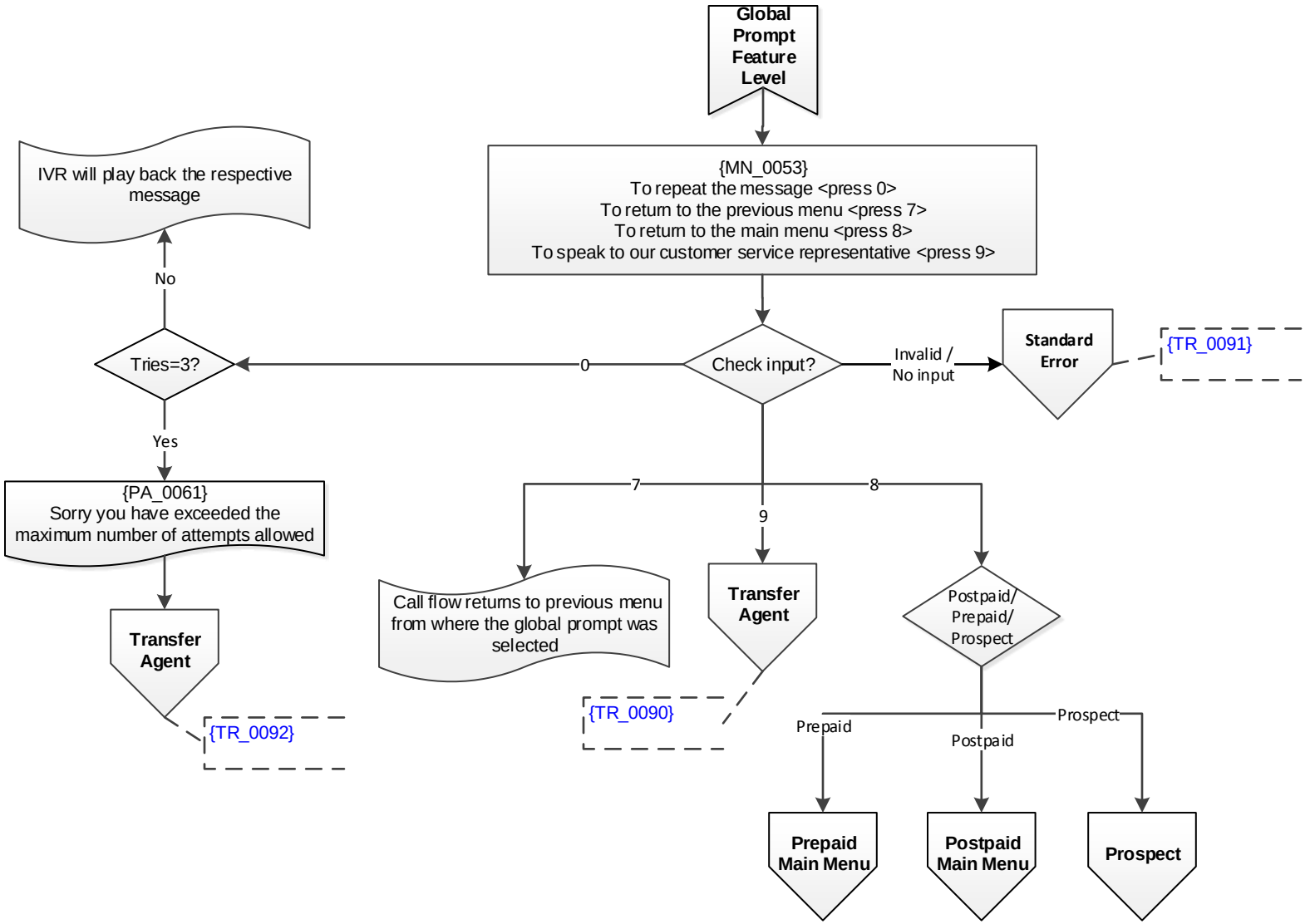
## Global Prompt Menu Level



## Global Prompt Menu Level



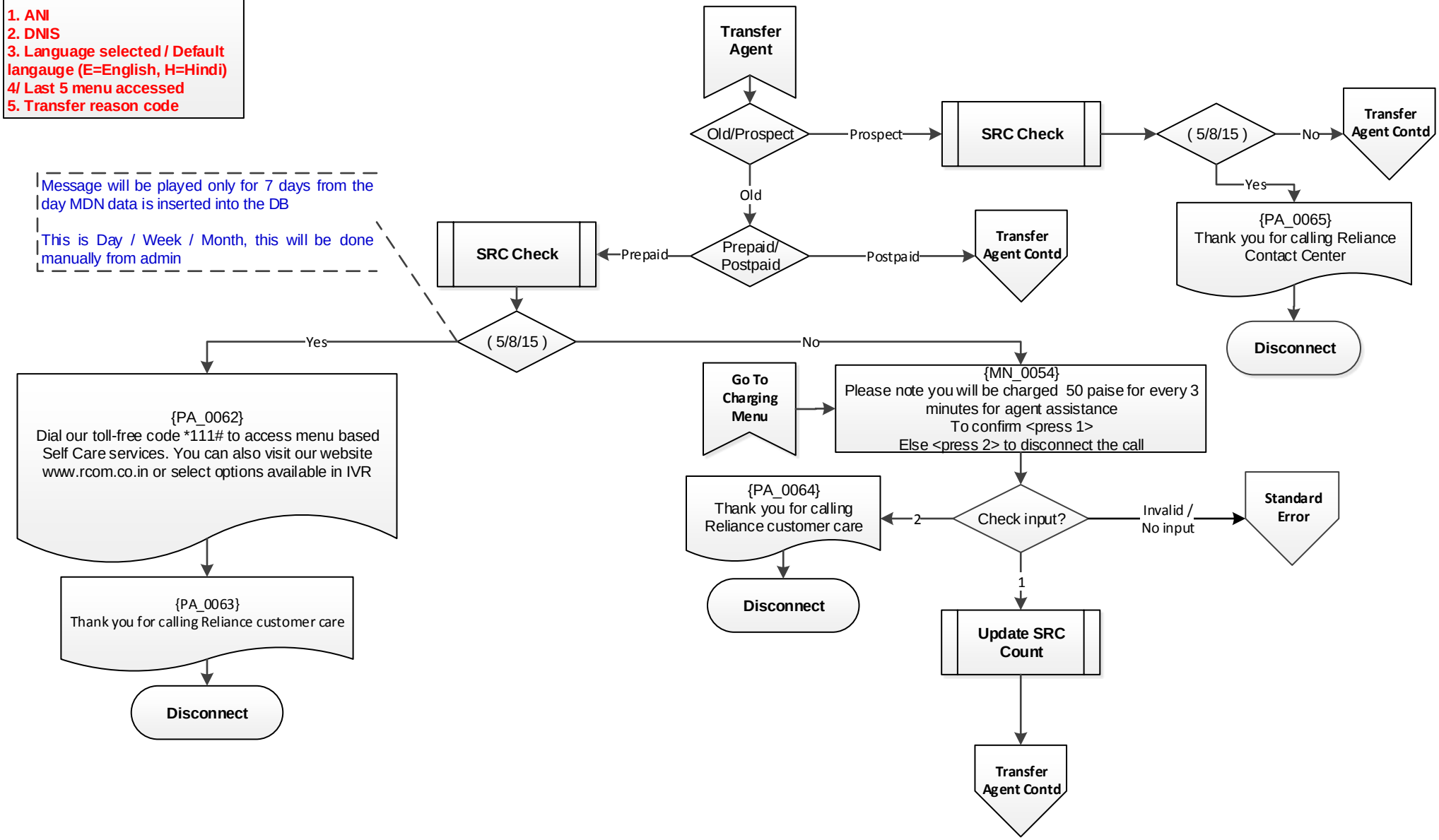
## Global Prompt Feature Level



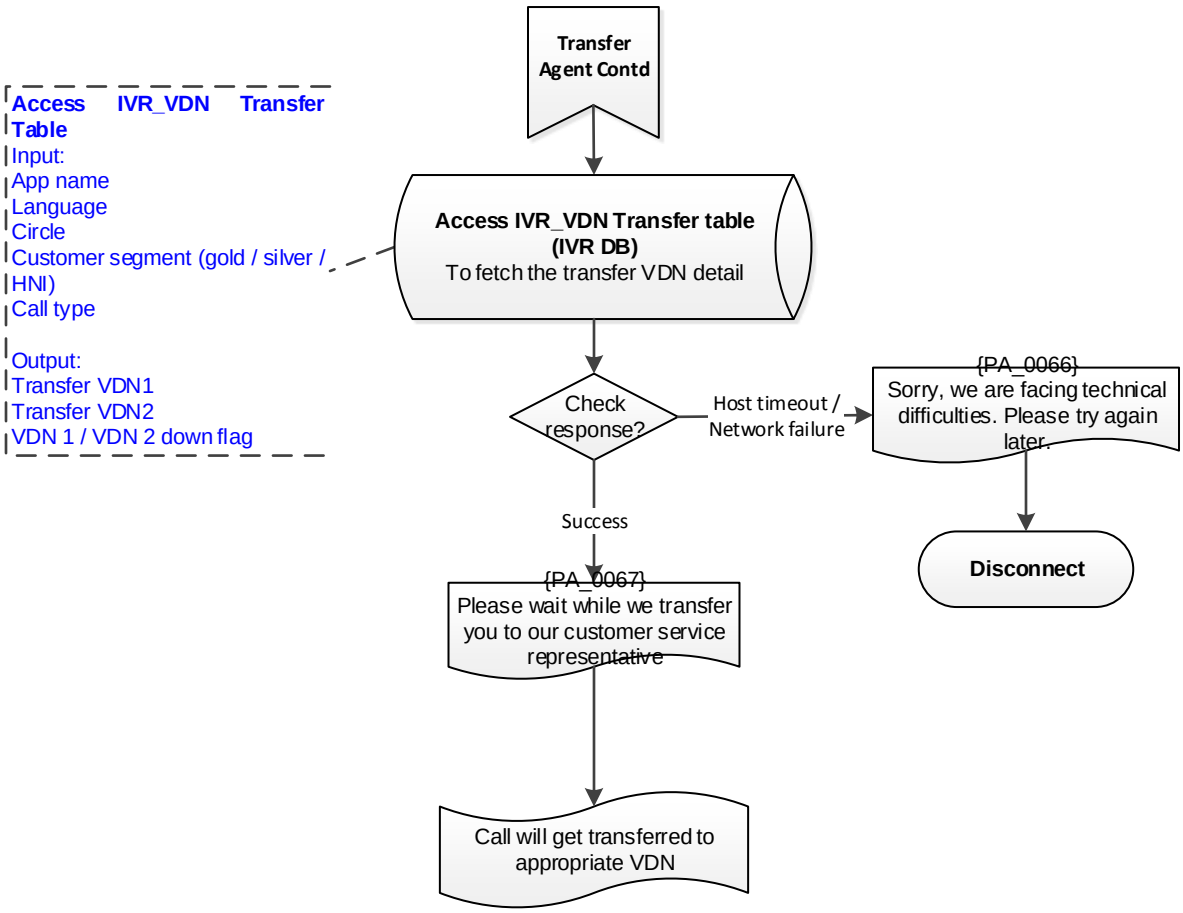
**IVR call variables:**

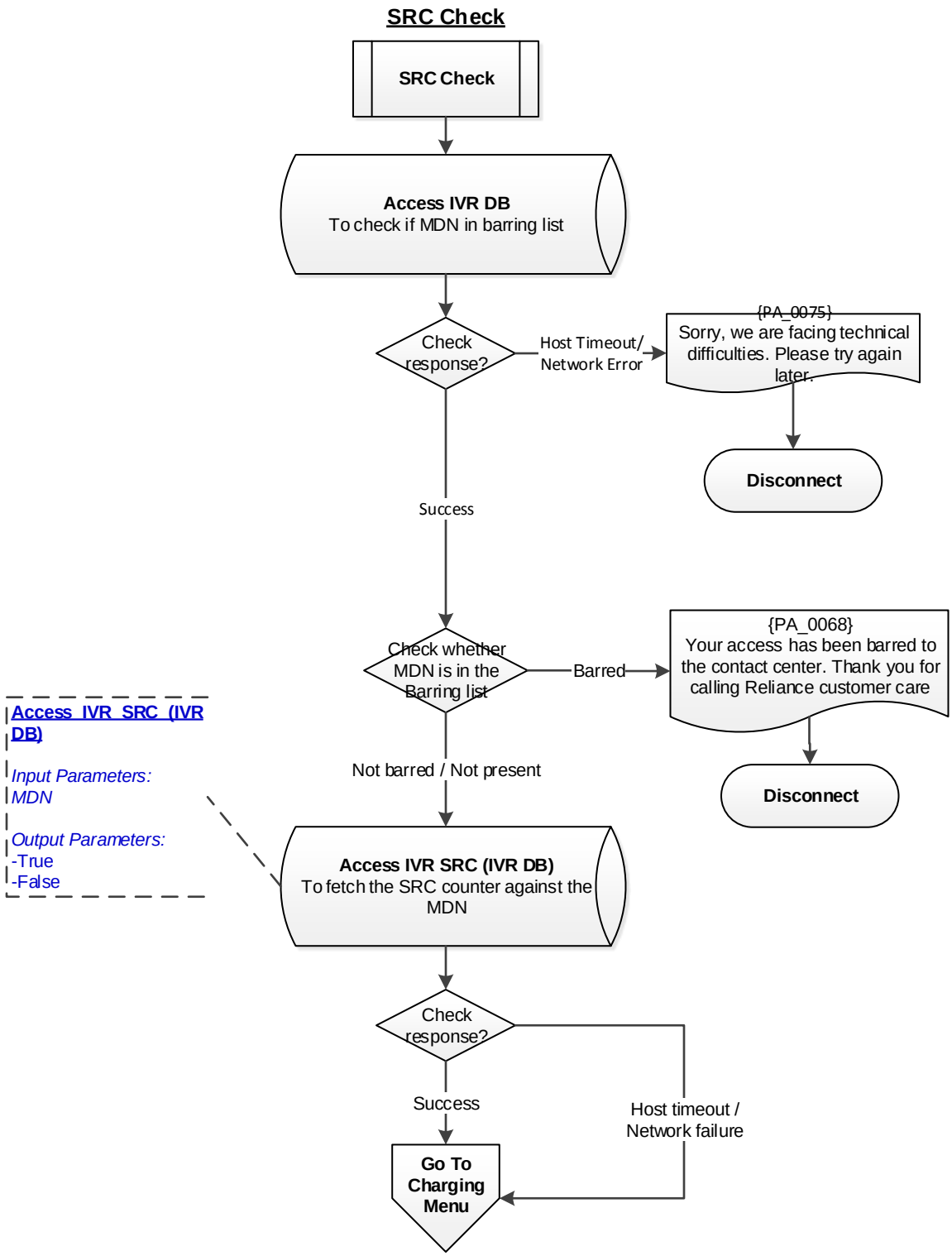
1. ANI
2. DNIS
3. Language selected / Default langauge (E=English, H=Hindi)
4/ Last 5 menu accessed
5. Transfer reason code

## Transfer Agent

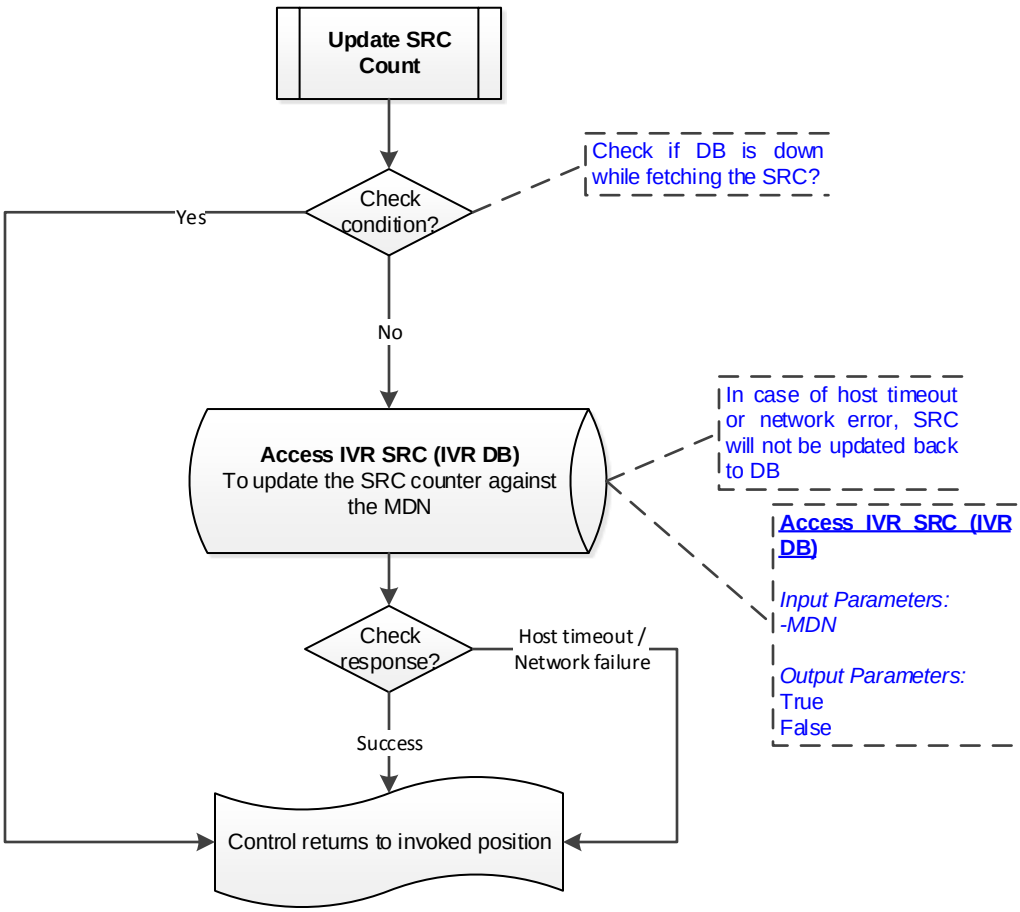


## Transfer Agent Contd

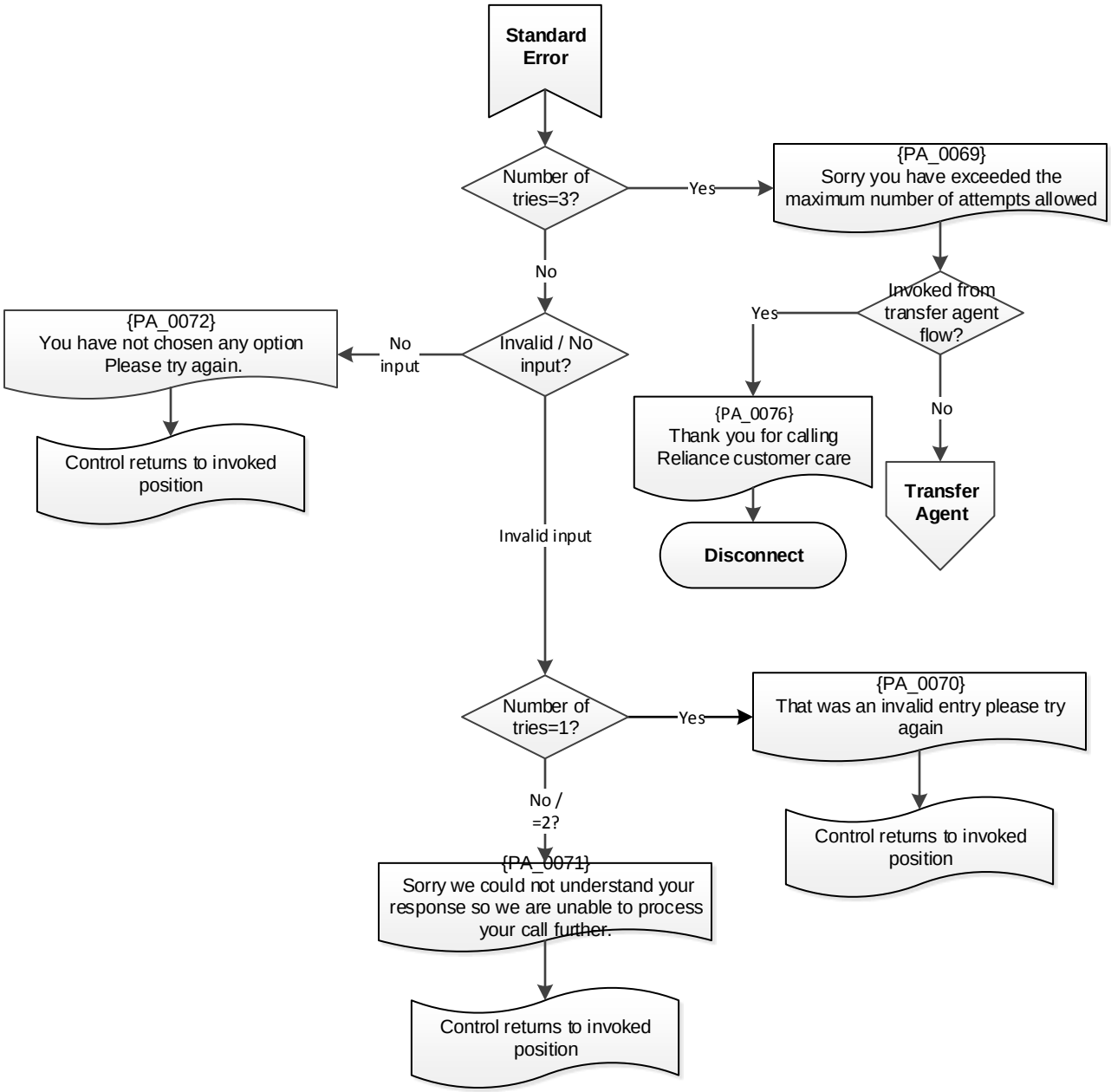



SRC Check
SRC Check
Access IVR DB
To check if MDN in barring list
Check response?
Host Timeout/ Network Error
{PA_0075}
Sorry, we are facing technical difficulties. Please try again later.
Disconnect
Success
Check whether MDN is in the Barring list
Barred
{PA_0068}
Your access has been barred to the contact center. Thank you for calling Reliance customer care
Disconnect
Not barred / Not present
Access IVR SRC (IVR DB)
Input Parameters:
MDN
Output Parameters:
-True
-False
Access IVR SRC (IVR DB)
To fetch the SRC counter against the MDN
Check response?
Success
Host timeout / Network failure
Go To Charging Menu

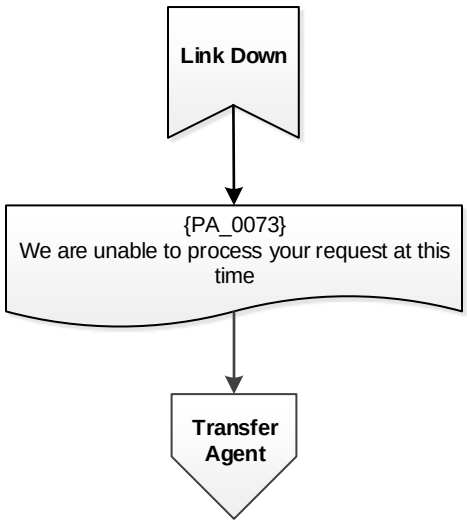
**Update SRC Count**



## Standard Error



**Link Down**


Link Down
{PA_0073}
We are unable to process your request at this time
Transfer Agent