GlobalCom IT Helpdesk
IVR Call Flow(GCIT)
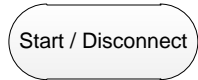
Last updated on: April 24th 2015

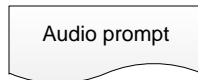Version: 1.1

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.27.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Mar.18.2015	Servion	Raajesh Kumar AS	Self Review changes incorporated
1.1 / Apr.24.2015	Servion	Daranivasan.A	Baselining

servion

<u>Standard Call Flow Conventions</u>

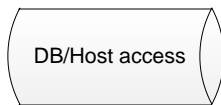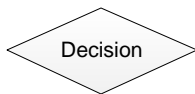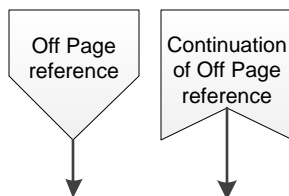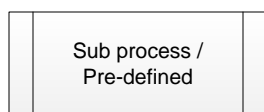|	
Start / Disconnect	This shape represents the Start or End of the IVR Application
Audio prompt	This shape represents speech announcements with out caller input
Process	This shape represents any process that happens in the background
Prompt and Collect	This shape represents the Menu option, the same 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.
Decision	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).
On Page Reference	This shape is a page connector which means the continuation of the flow in the same page.
Off Page reference / Continuation of Off Page reference	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.

Universal Business Rules

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24 X 7	
2	Language of Interaction	Only English	

Start

```
            ┌──────────────┐
            │    Start     │
            └──────┬───────┘
                   │
                   ▼
            ┌──────────────┐
            │ Capture ANI  │
            │   & DNIS     │
            └──────┬───────┘
                   │
                   ▼
┌─────────────────┐   ┌──────────────────────────┐
│ Will be played  │╌╌│    {GCIT_PA_0001}        │
│ in English      │   │ Welcome to Reliance      │
└─────────────────┘   │    Globalcom IT          │
                      └──────────┬───────────────┘
                                 │
                                 ▼
┌─────────────────┐       ┌──────────────┐
│ {GCIT_TR_0001}  │╌╌╌╌╌╌│   Transfer   │
│                 │       │    Agent     │
└─────────────────┘       └──────────────┘
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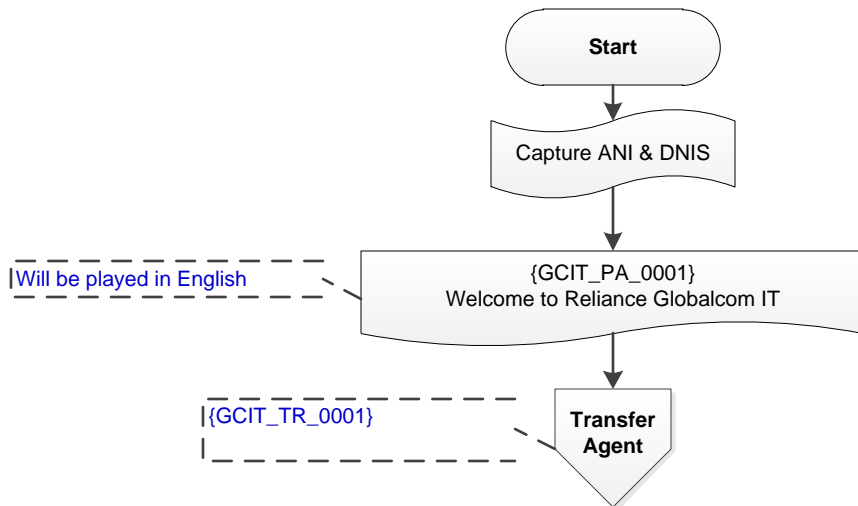
Transfer Agent

IVR call variables:

1. ANI
2. DNIS
3. Language (E=English)

Transfer Agent

{GCIT_PA_0002}
Transferring your call to our Customer Care Executive

EWT will be played

Process taken care by CM

Call will get transferred to appropriate VDN