

# **Inbound IVR Call Flow 333 GSM Prepaid**

**Last updated on: January 7<sup>th</sup> 2016**

**Version: 1.3**

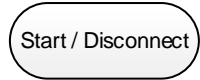
**Version History**

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	<ol style="list-style-type: none"> <li>1. Added Interface to pack renewal</li> <li>2. Voice and data offers: offer code (instead of activation code) will be passed to buy the pack interface</li> <li>3. Data Balance &amp; Validity: removed FRC balance category, since that is not applicable for GSM and added interface details to fetch Data balance.</li> <li>4. My Plan &amp; Pack: Added interface details to retrieve my plan and pack details.</li> <li>5. Pay using core balance: Added interface. Error codes pending.</li> </ol> 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	<ol style="list-style-type: none"> <li>1. Change 1<sup>st</sup> option Internet &amp; VAS</li> <li>2. Add options in Get GPRS Settings</li> <li>3. Call disconnect for maximum no input</li> </ol>

## **Standard Call Flow Conventions**



This shape represents the Start or End of the IVR Application



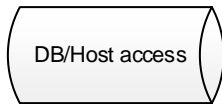
This shape represents speech announcements with out caller input



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).



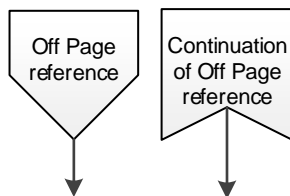
This shape represents the host or database access.



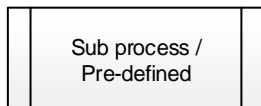
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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



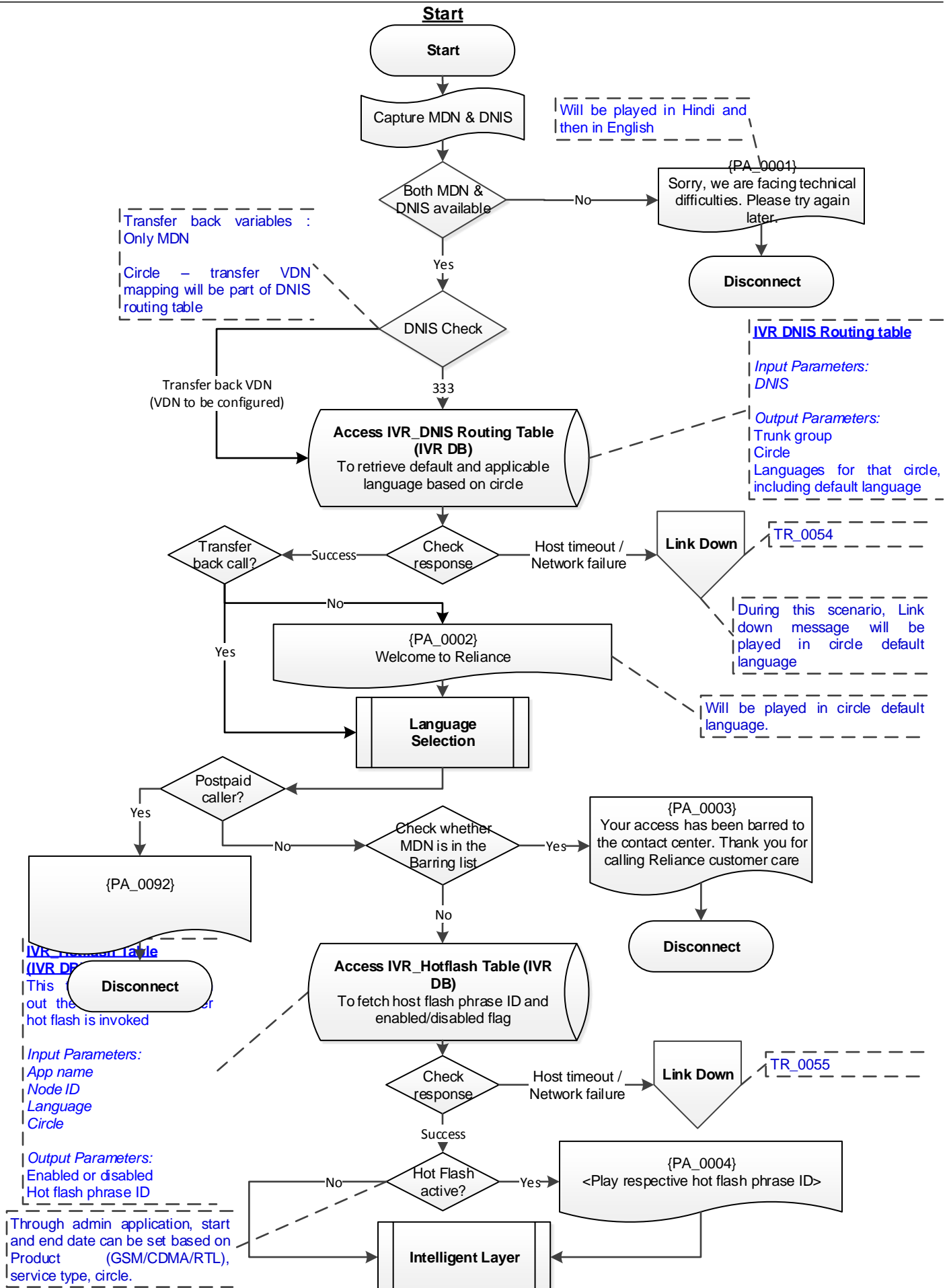
This shape is a page connector which means the continuation of the flow is in another page.



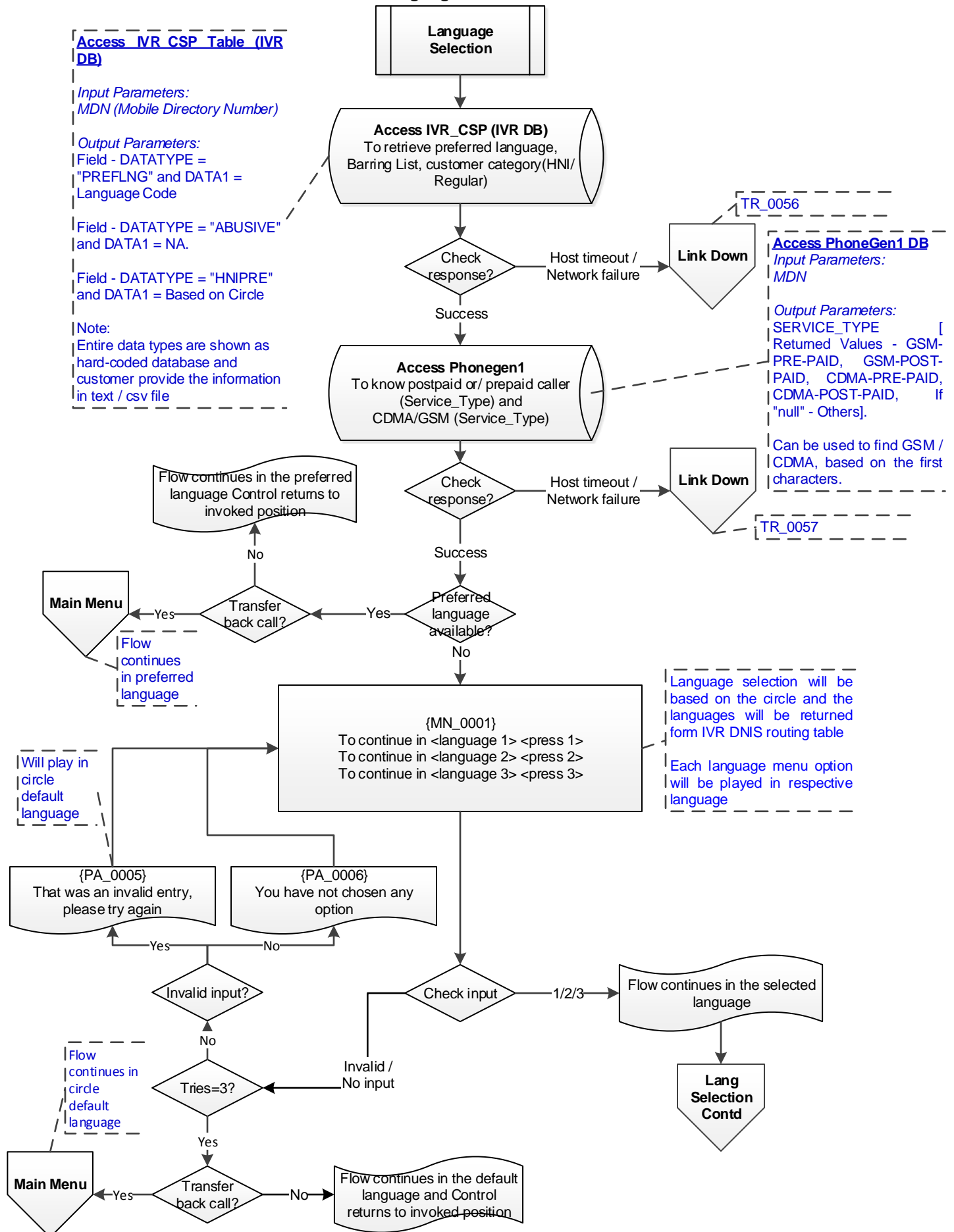
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

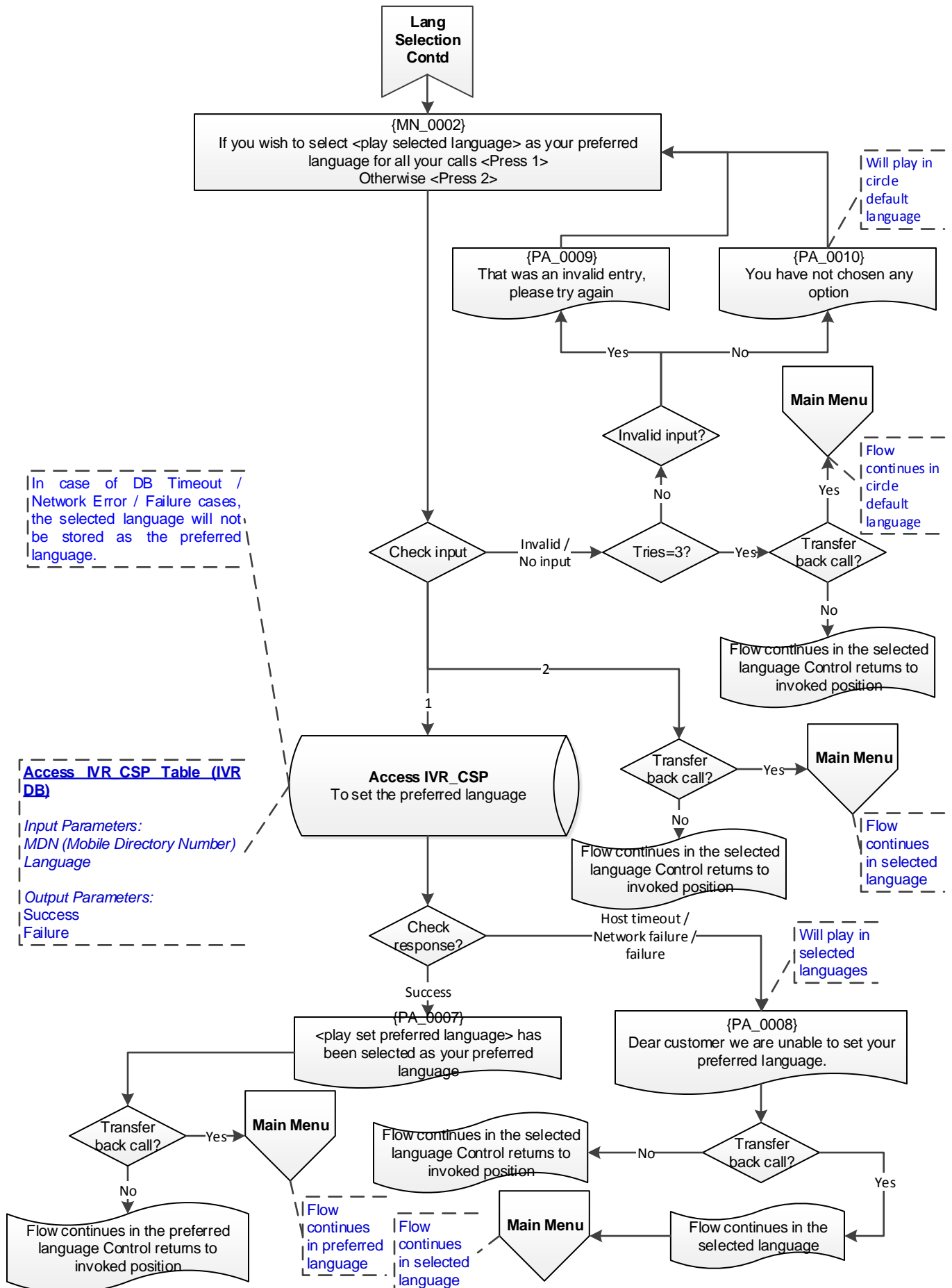
### Universal Business Rules

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

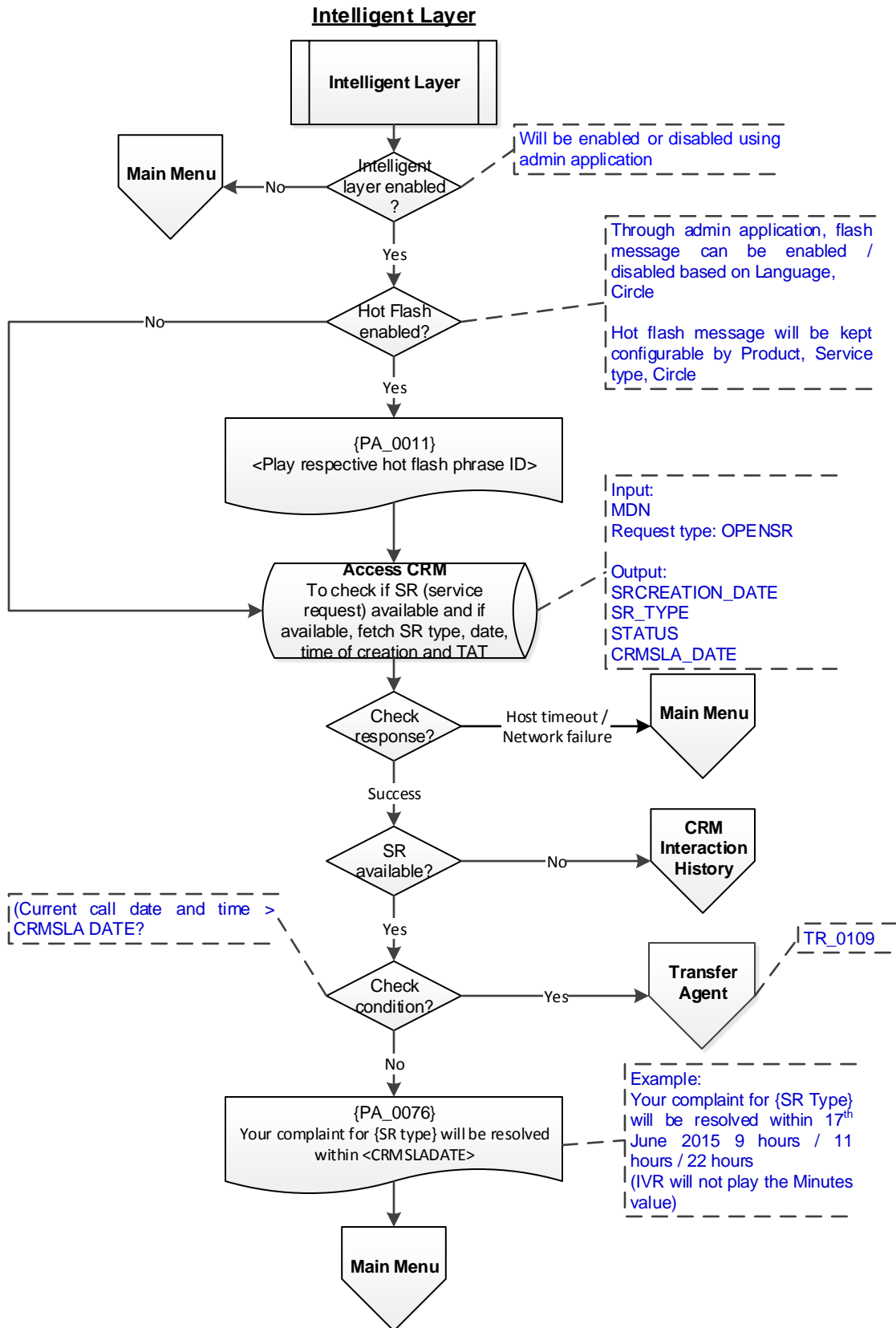


## Language Selection

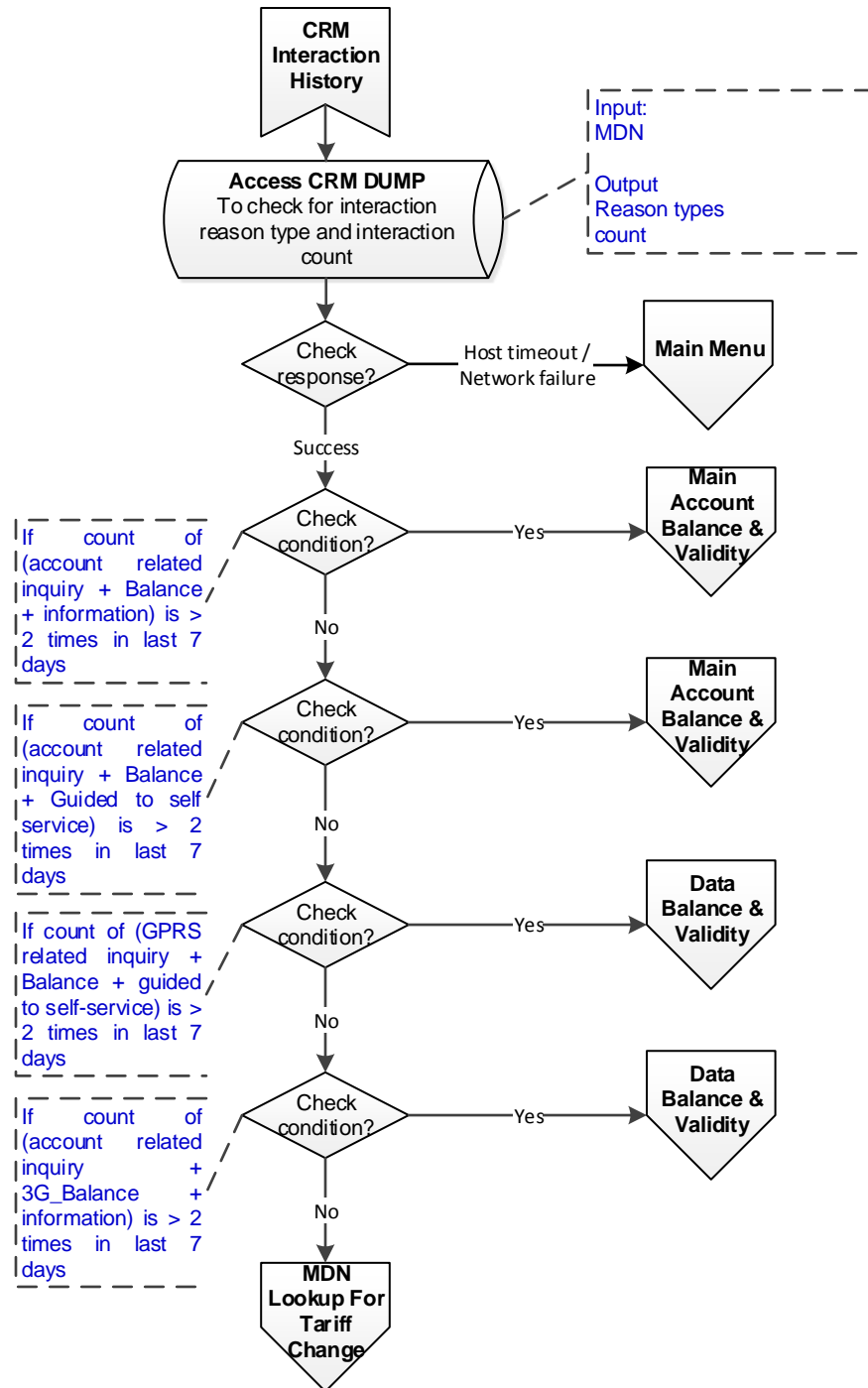




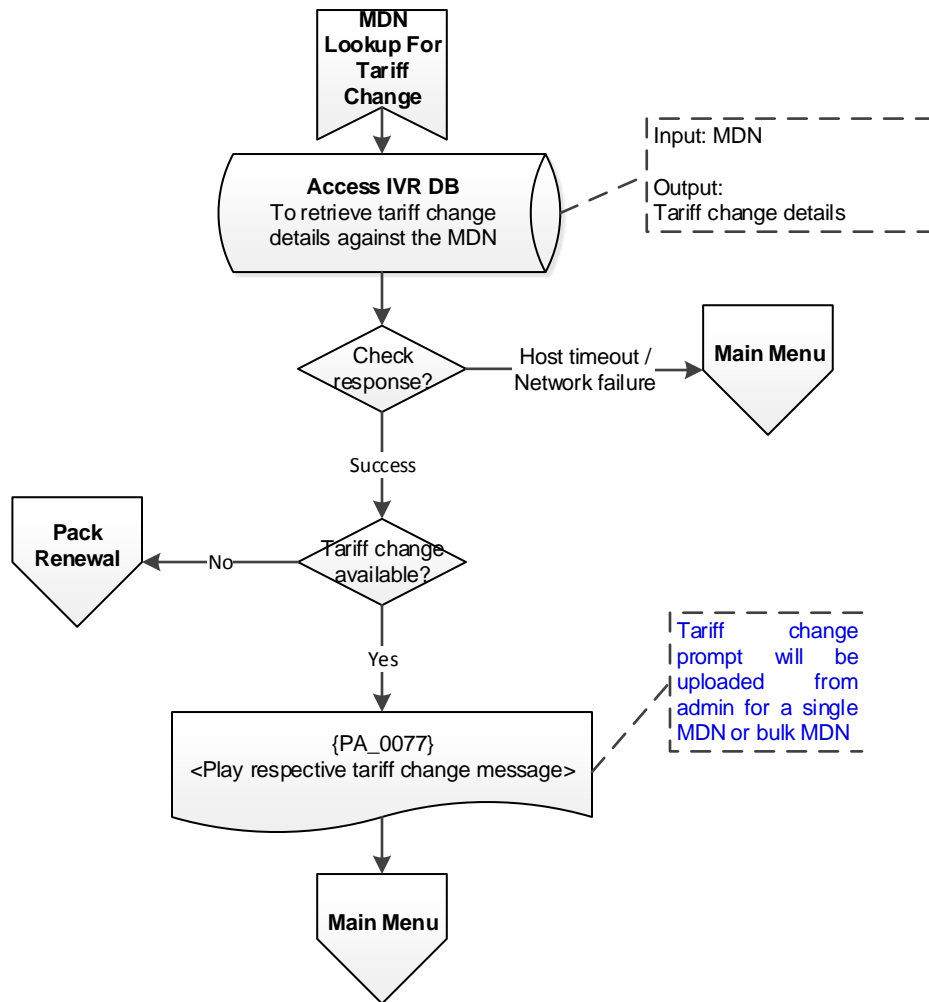




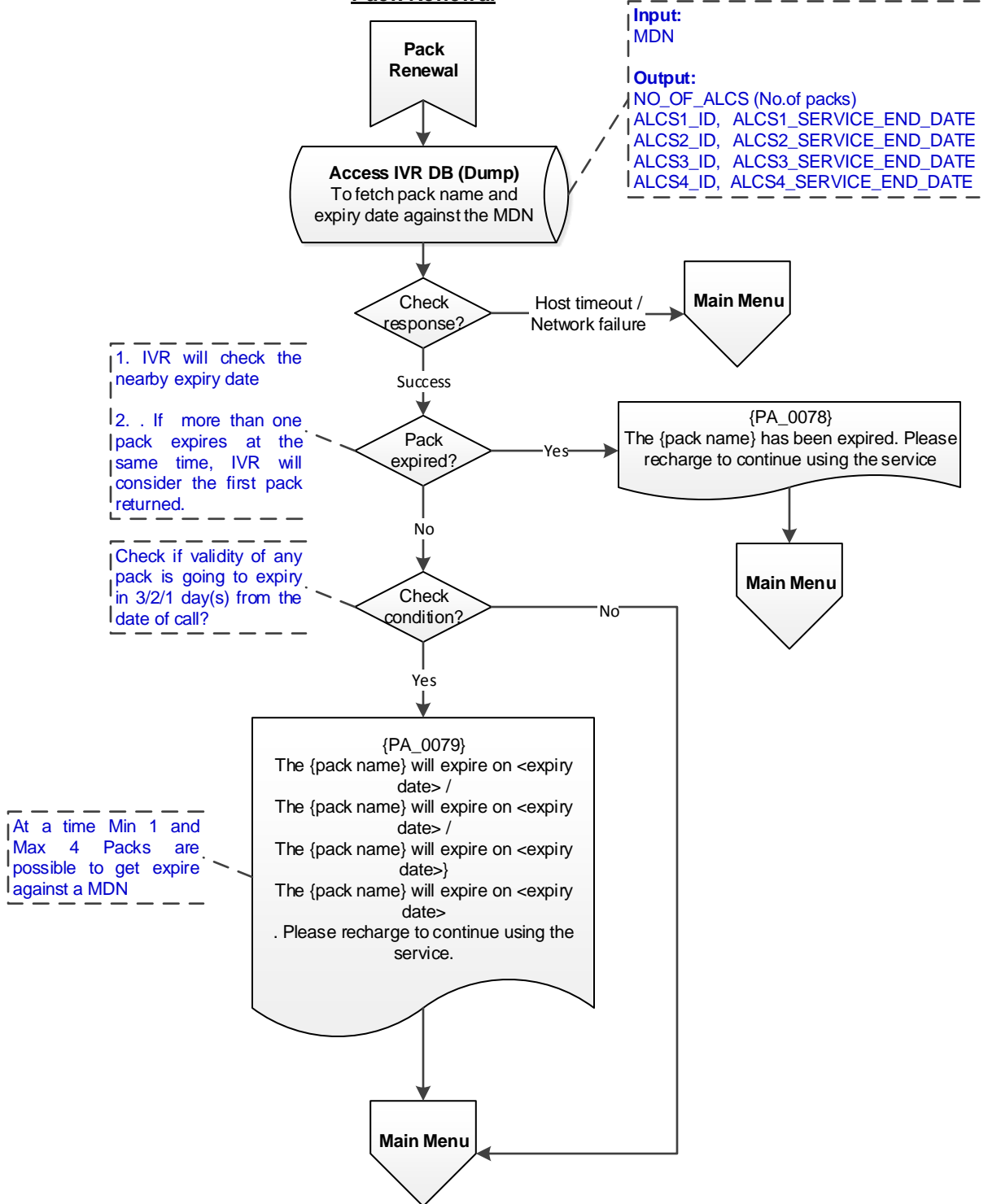
### CRM Interaction History

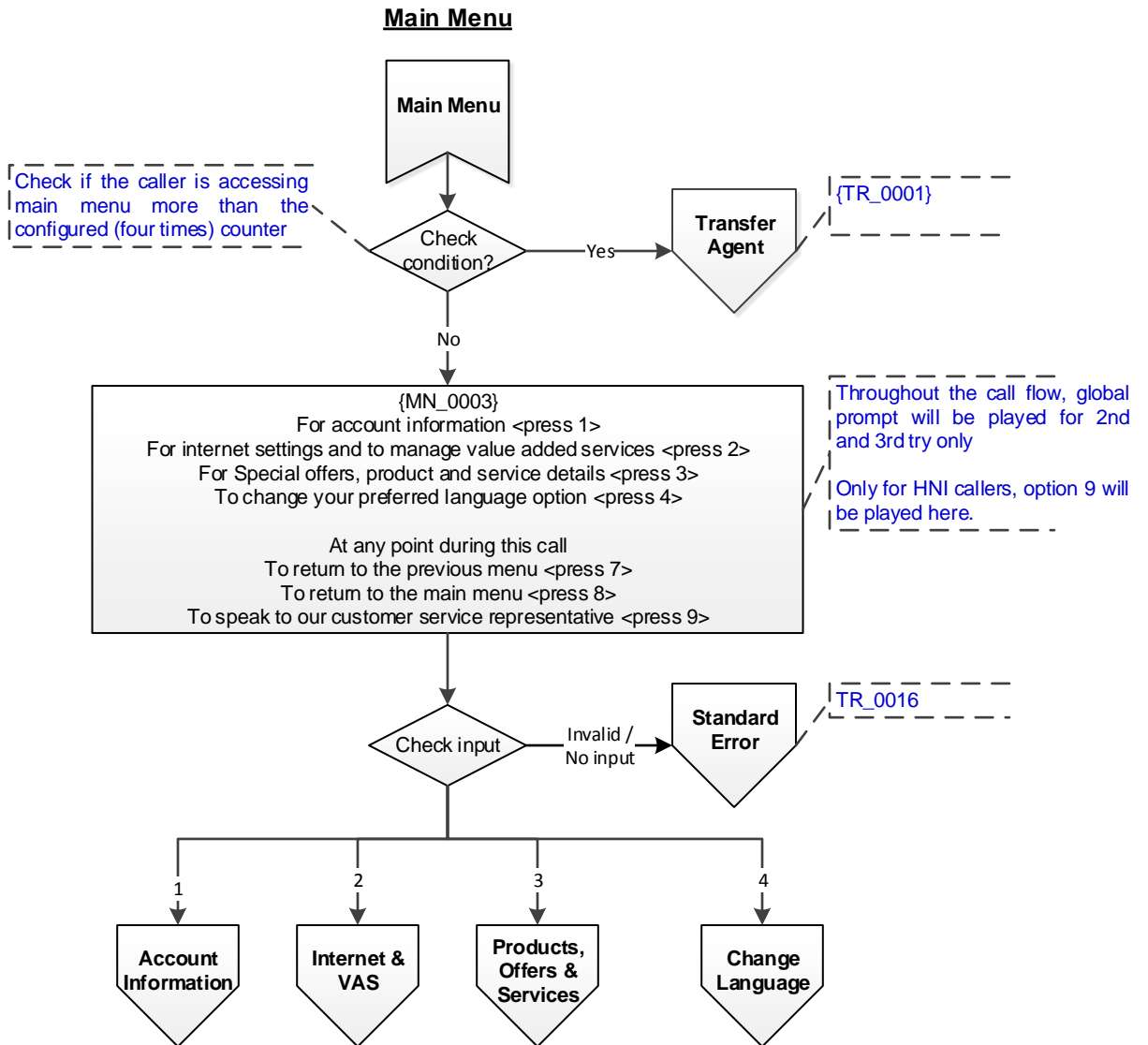


### MDN Lookup For Tariff Change

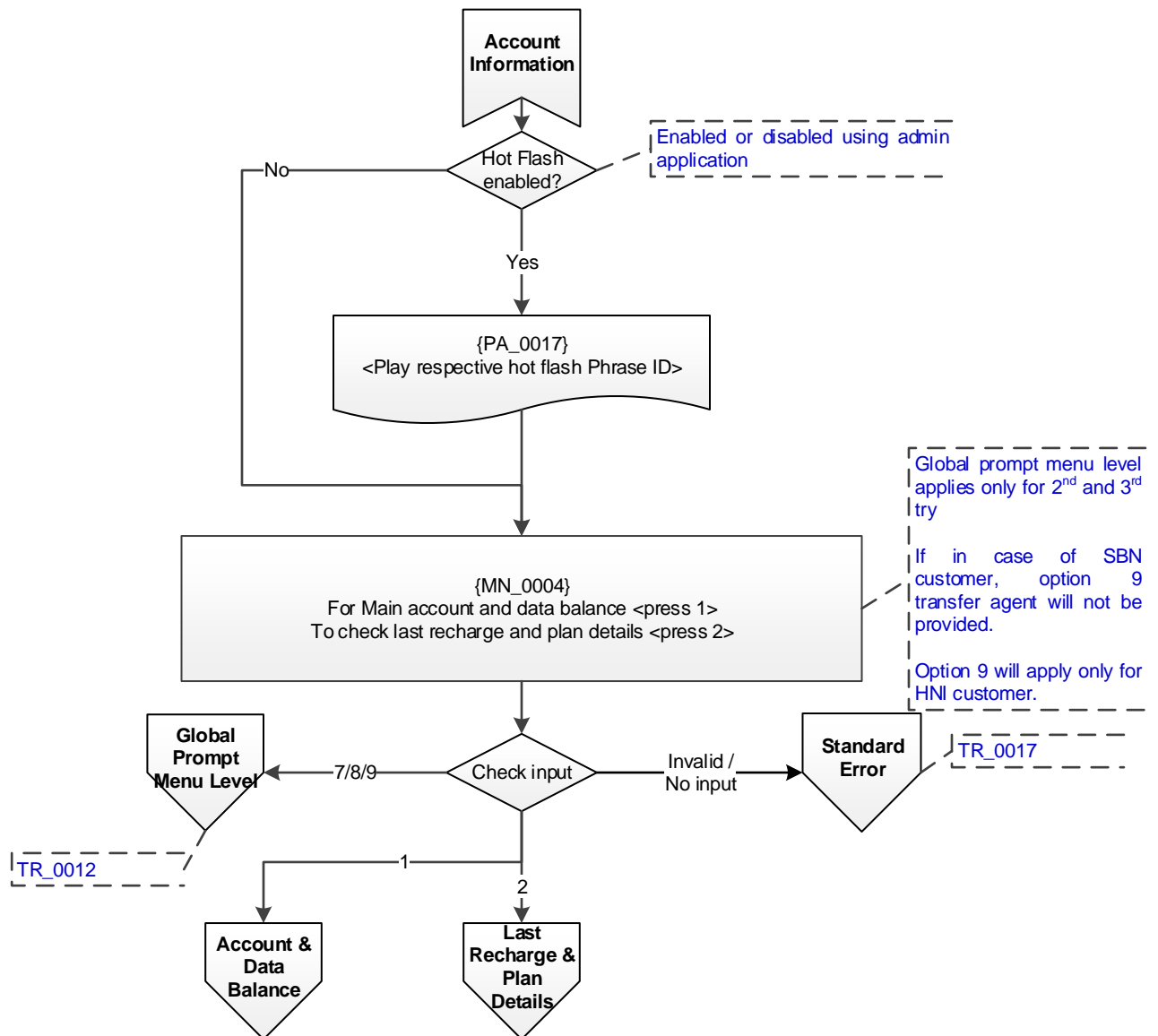


### Pack Renewal

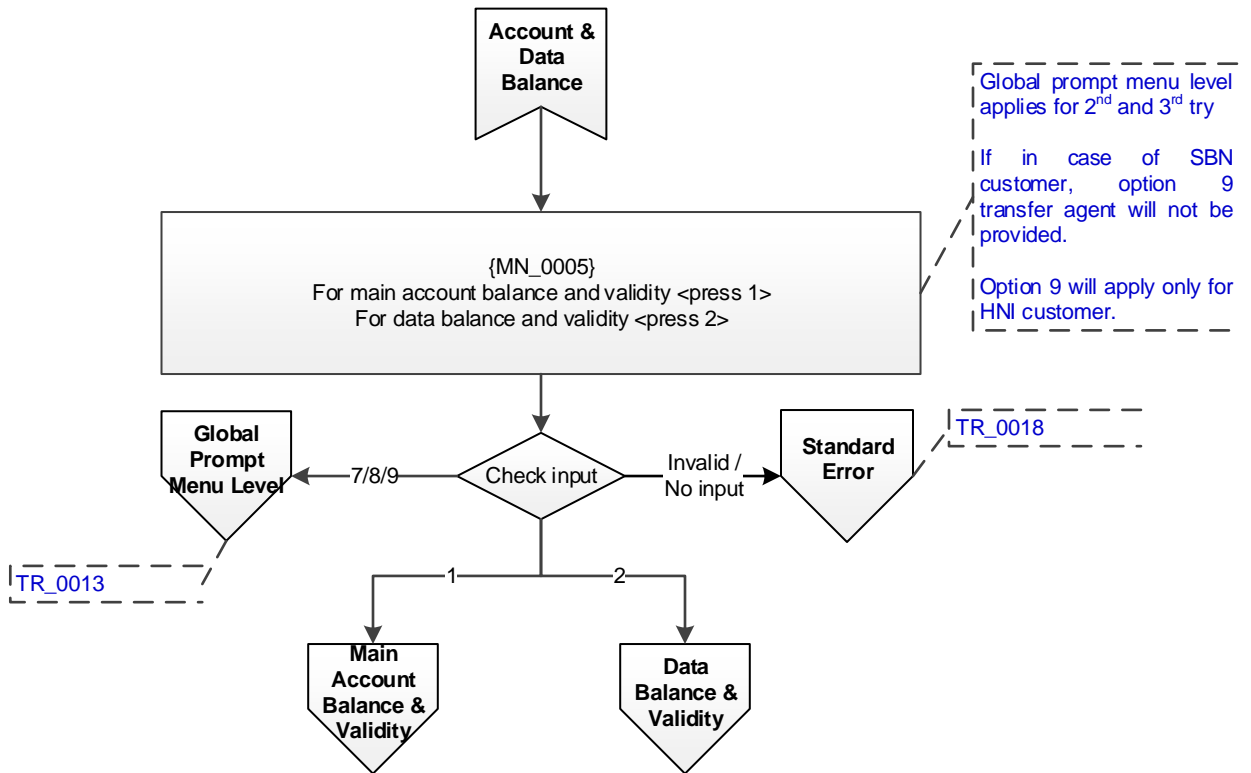




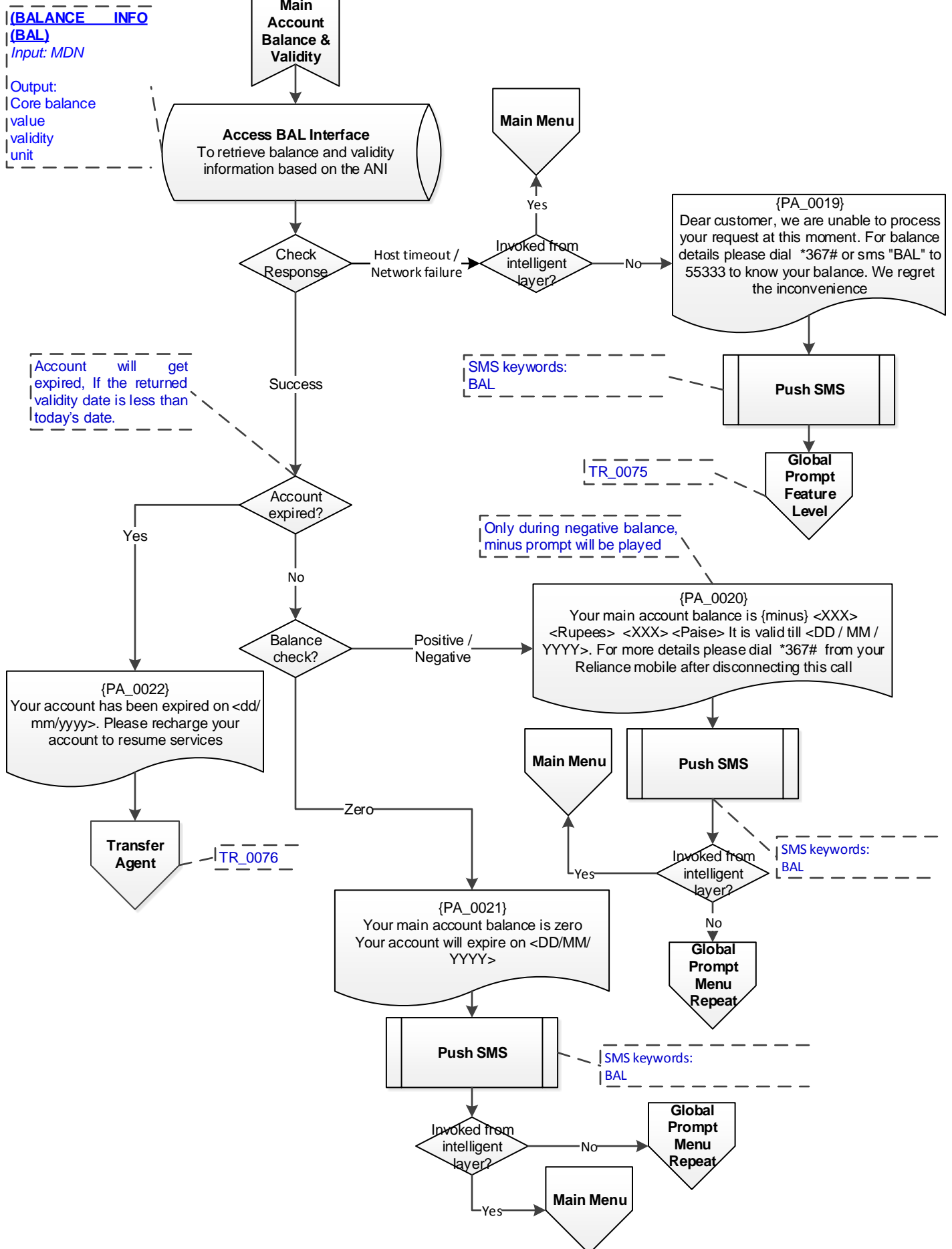
### Account Information



### Account & Data Balance



## Main Account Balance & Validity





## Data Balance & Validity

DATA BALANCE FOR  
MOBILE (MBAL):

Input: MDN

Output:

Balance name

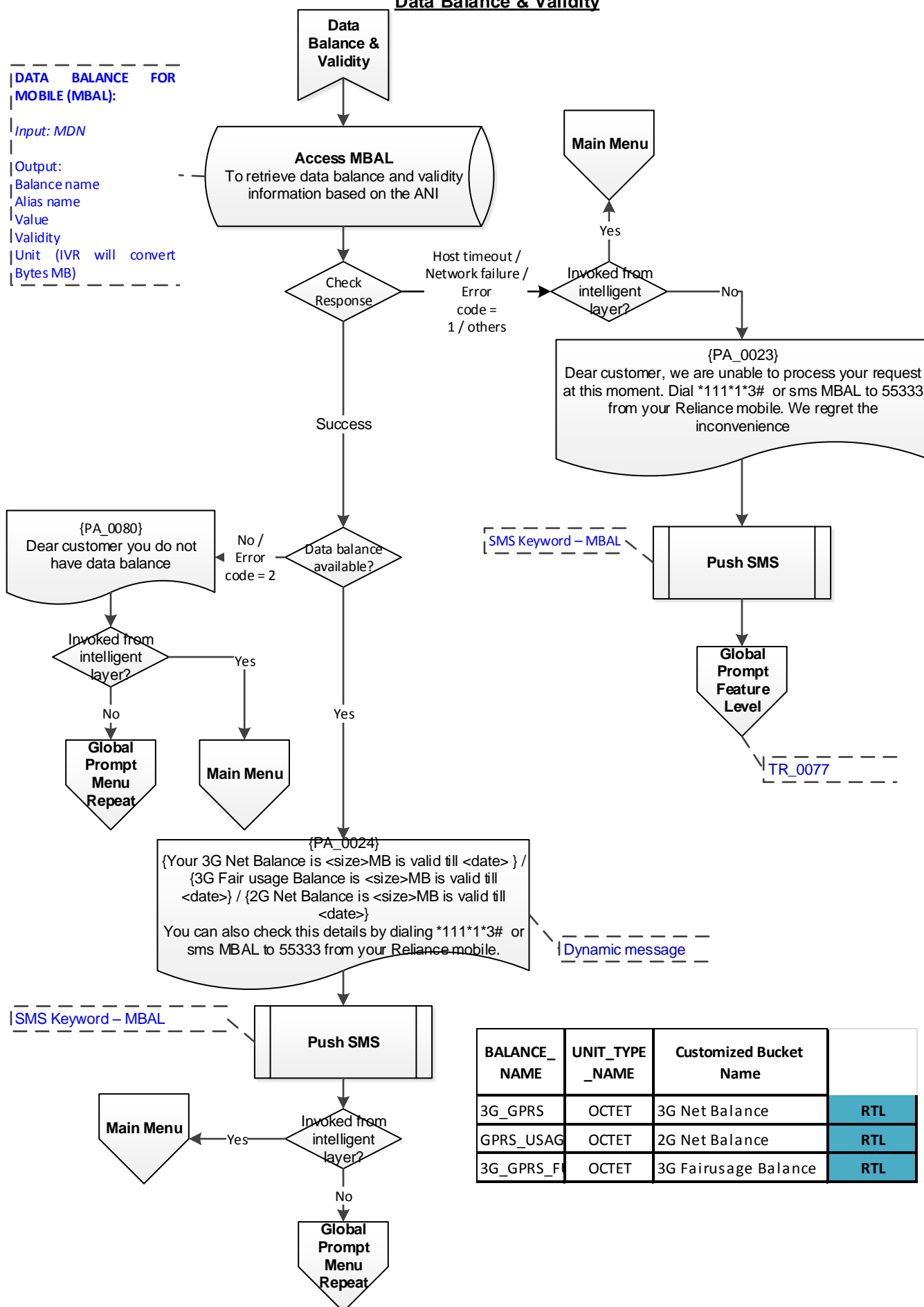
Alias name

Value

Validity

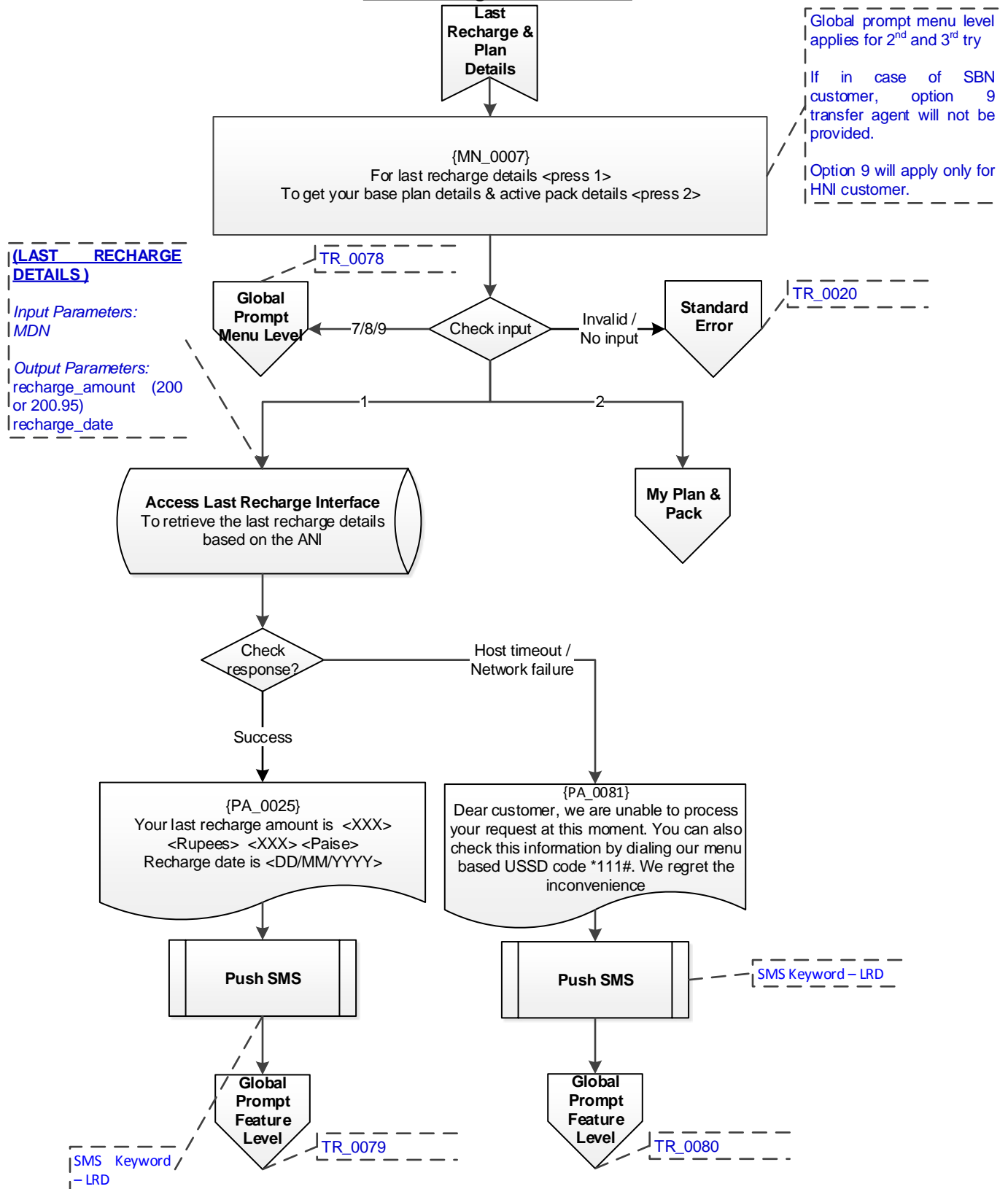
Unit (IVR will convert

Bytes MB)

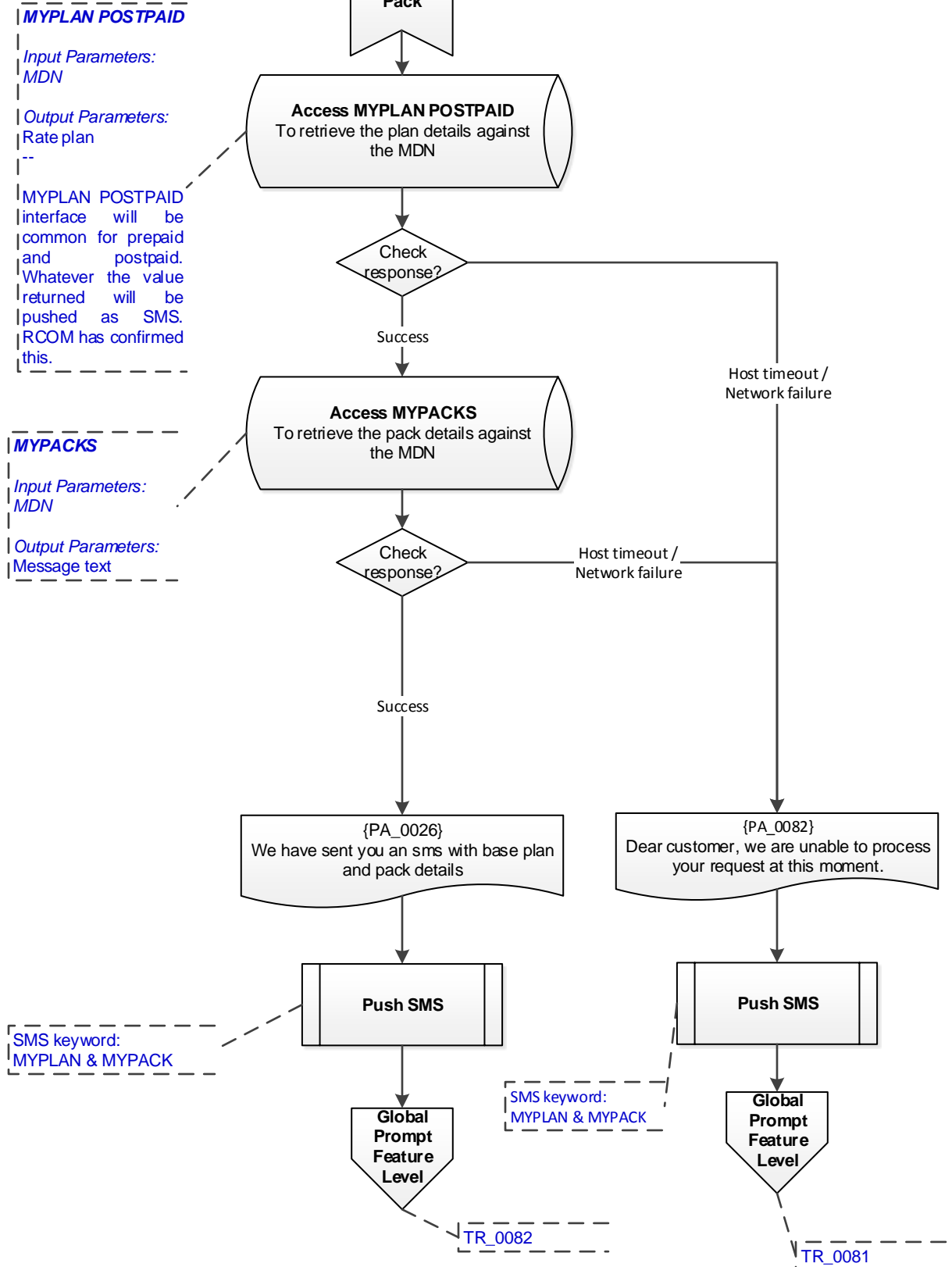


BALANCE_ NAME	UNIT_TYPE _NAME	Customized Bucket Name	
3G_GPRS	OCTET	3G Net Balance	RTL
GPRS_USAG	OCTET	2G Net Balance	RTL
3G_GPRS_F	OCTET	3G Fairusage Balance	RTL

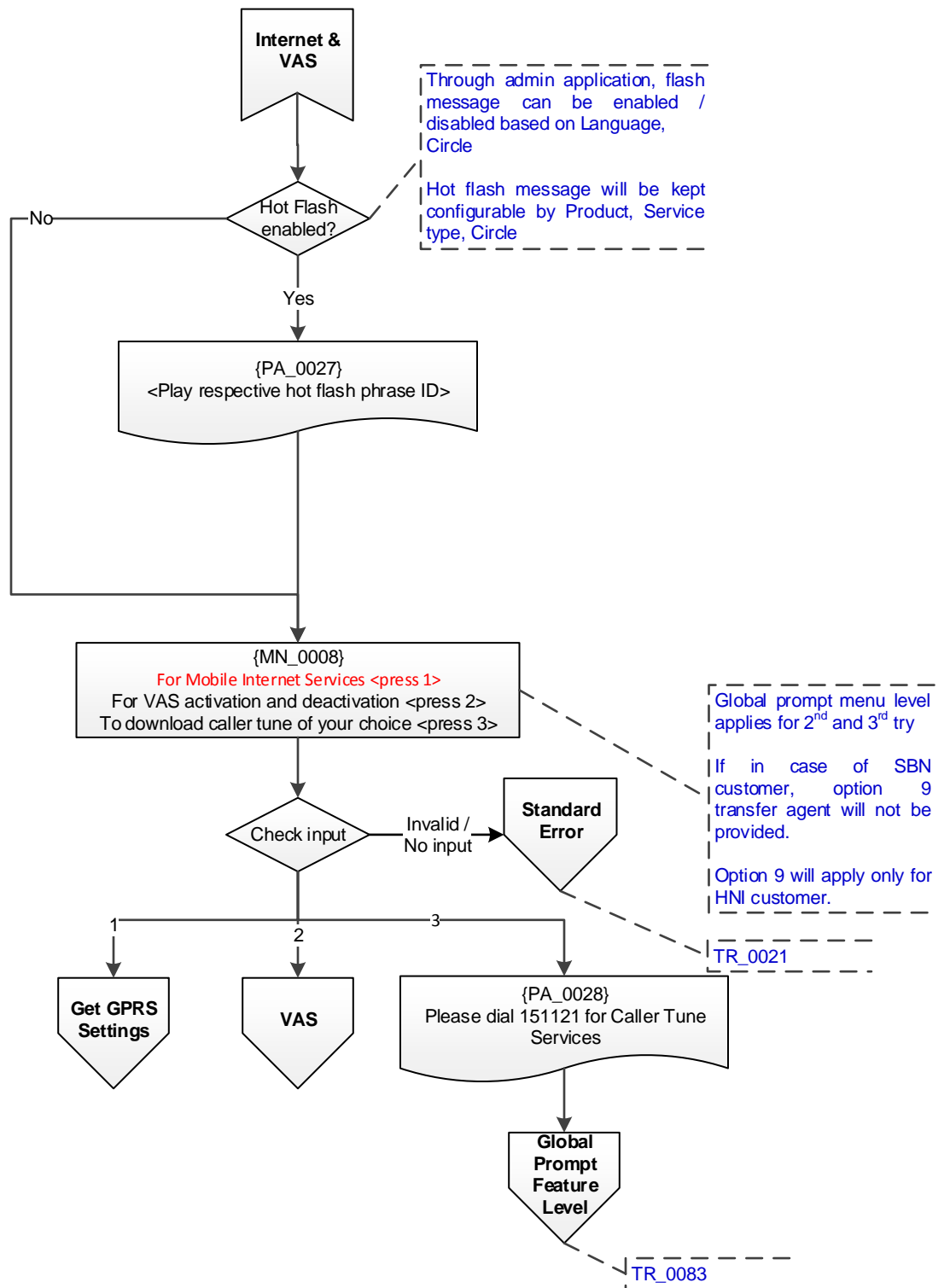
### Last Recharge & Plan Details

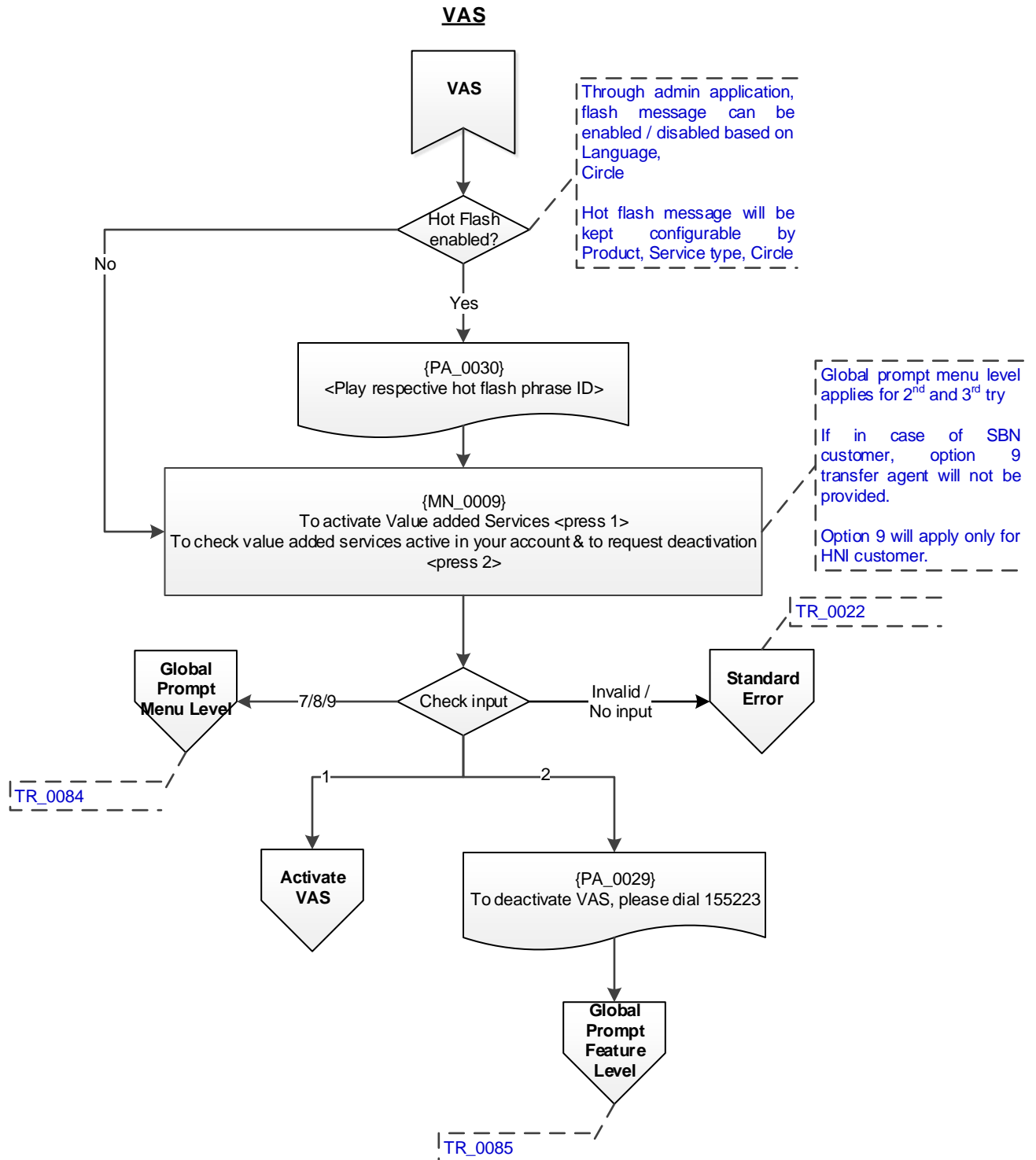


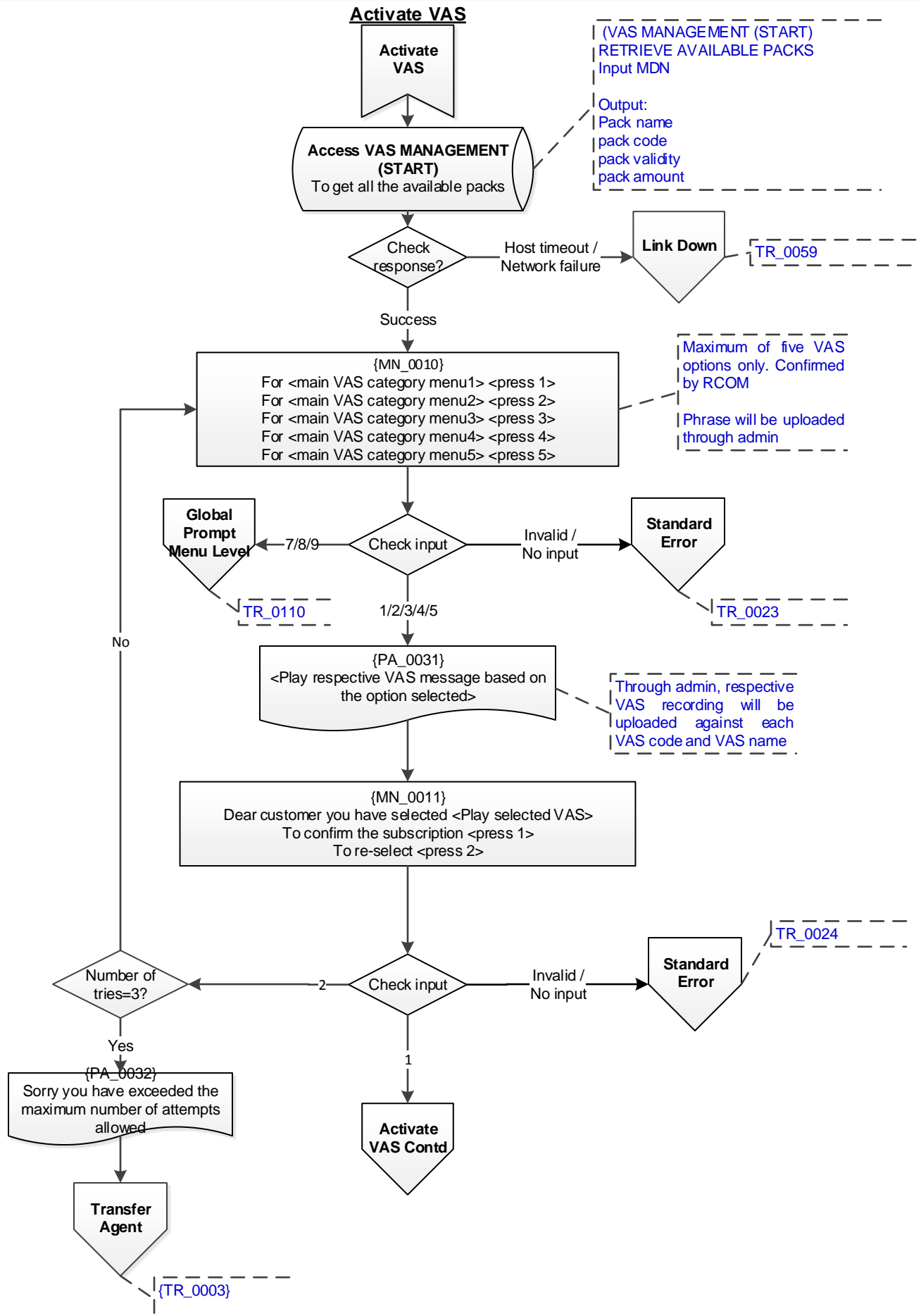
## My Plan & Pack



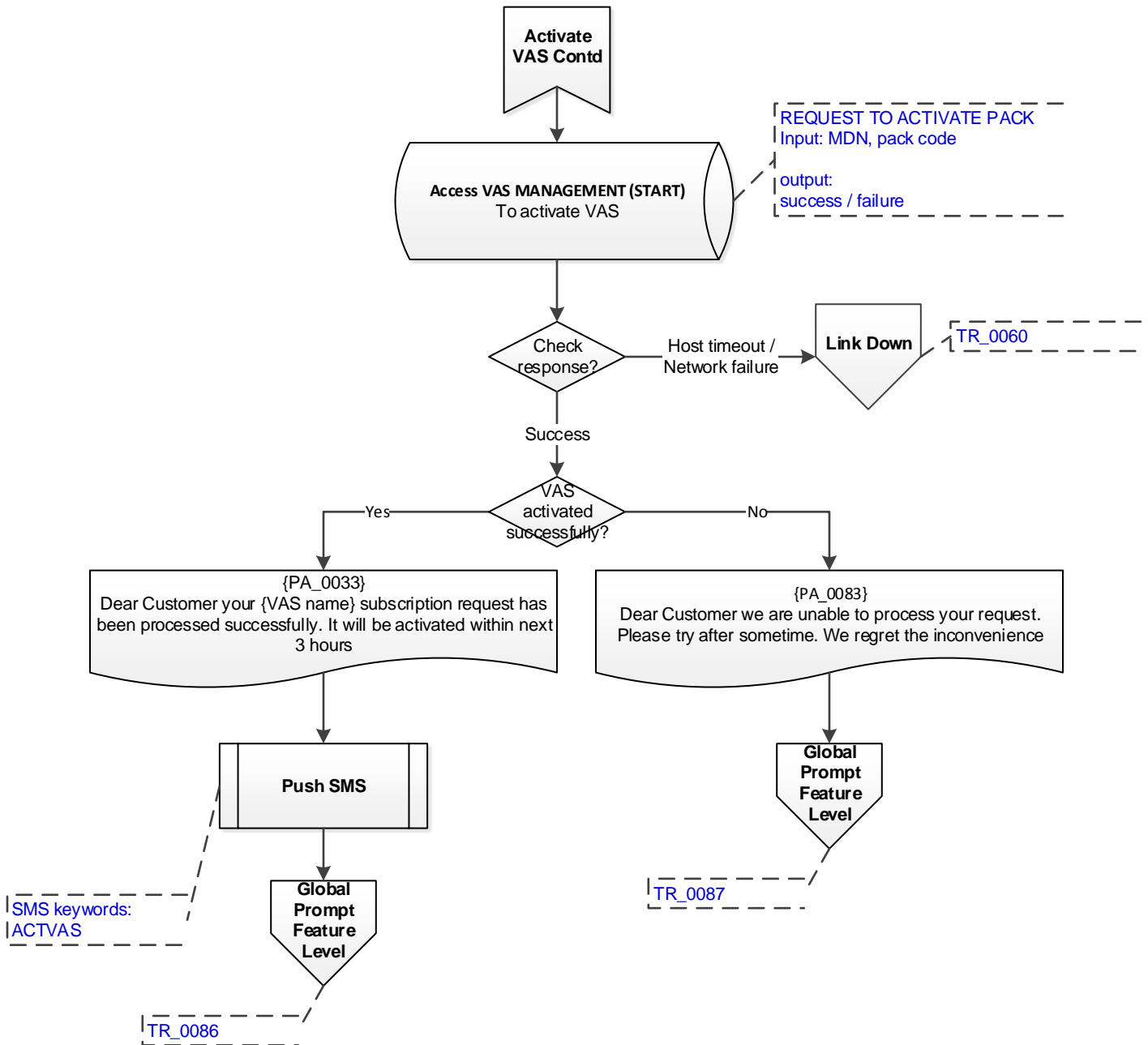
### Internet & VAS

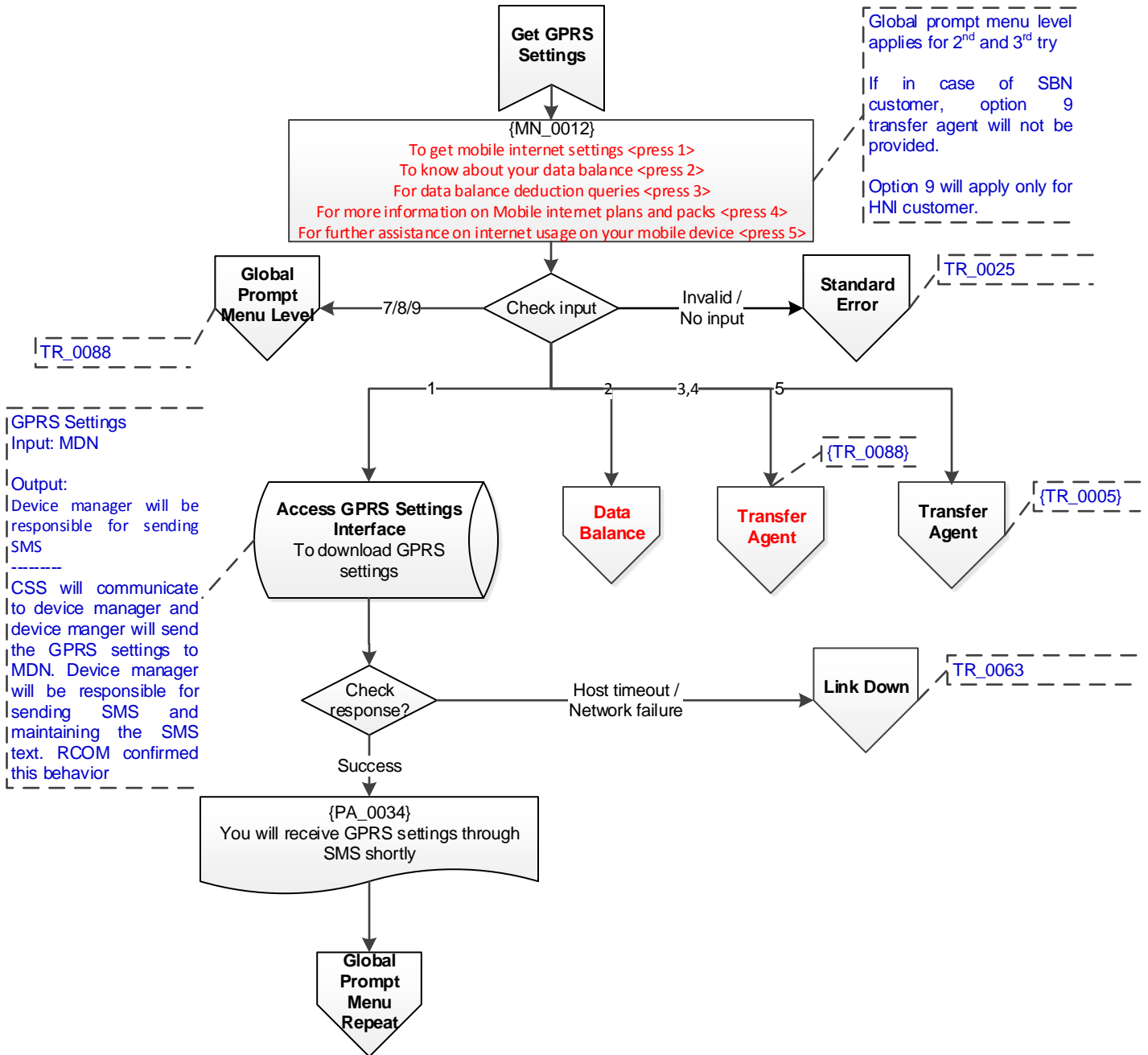






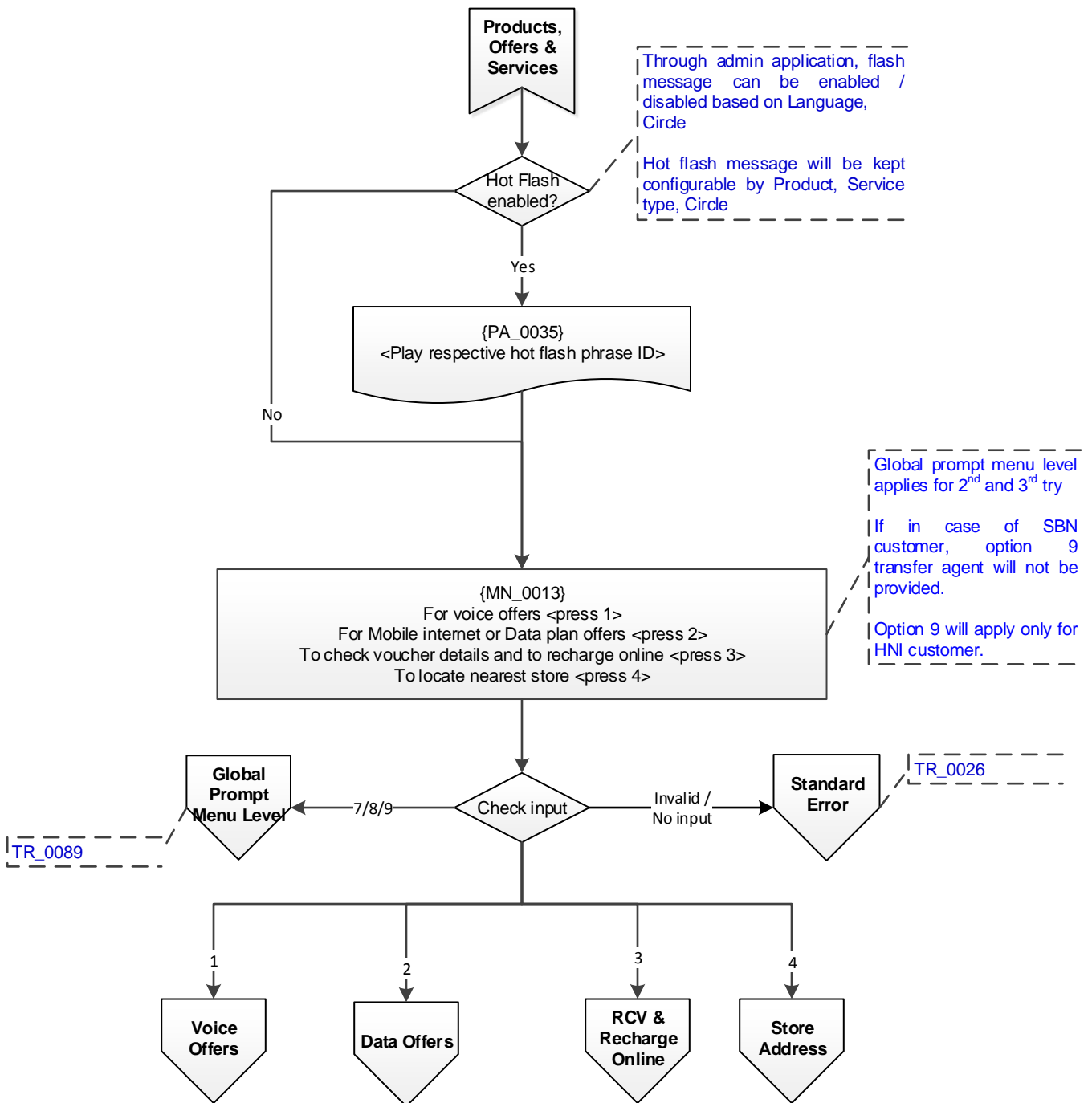
### Activate VAS Contd



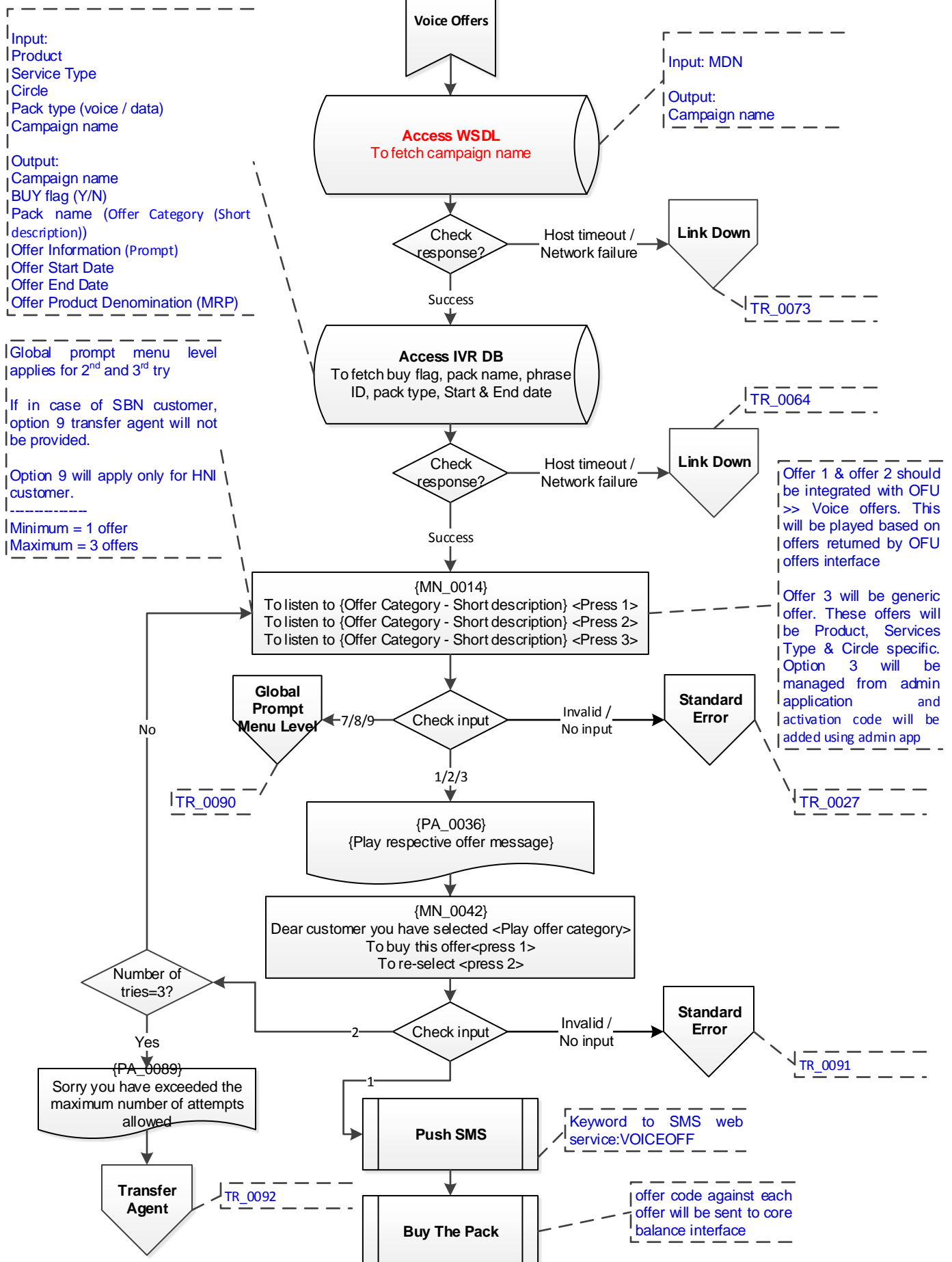
**Get GPRS Settings**



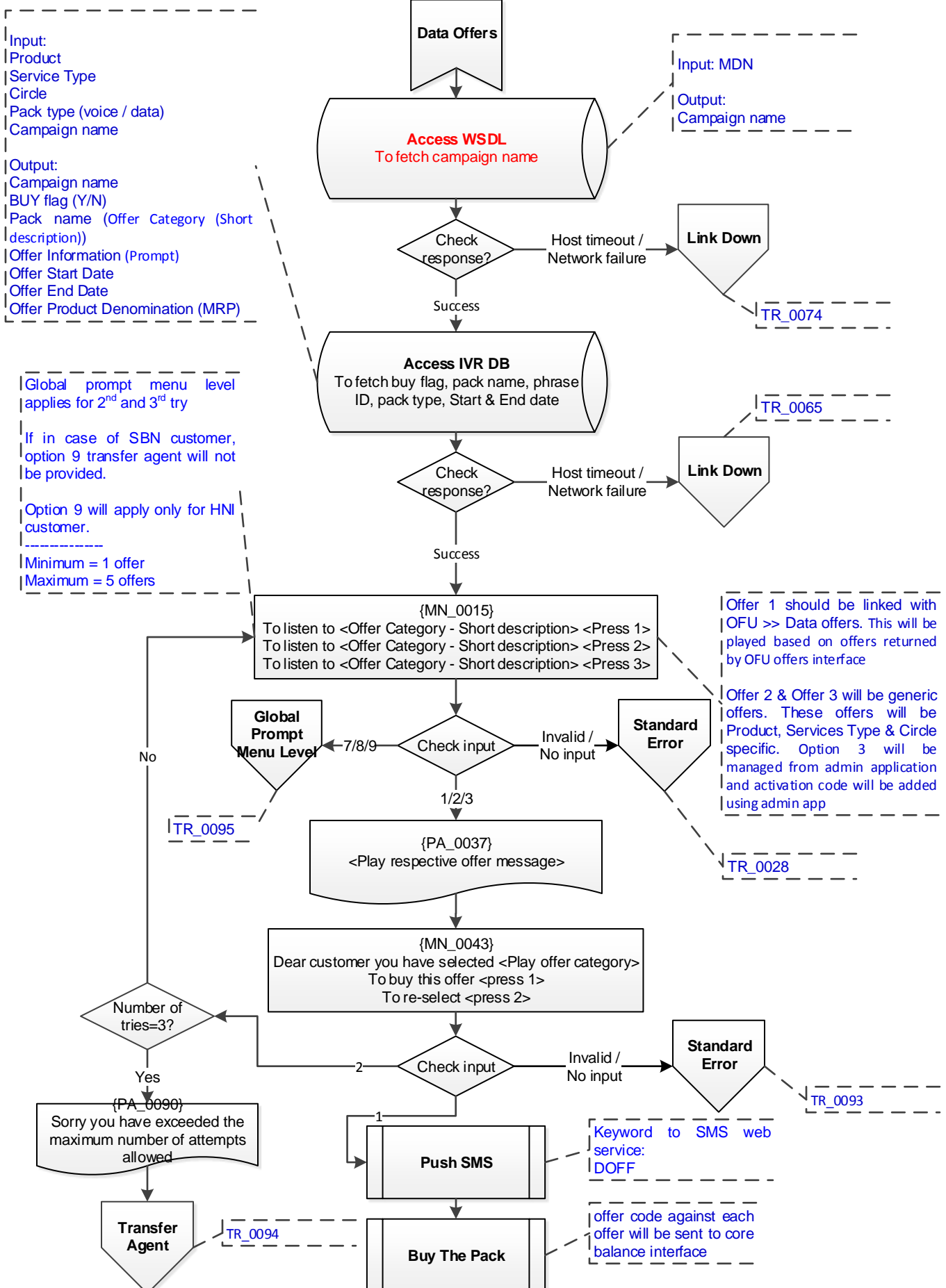
### Products, Offers & Services



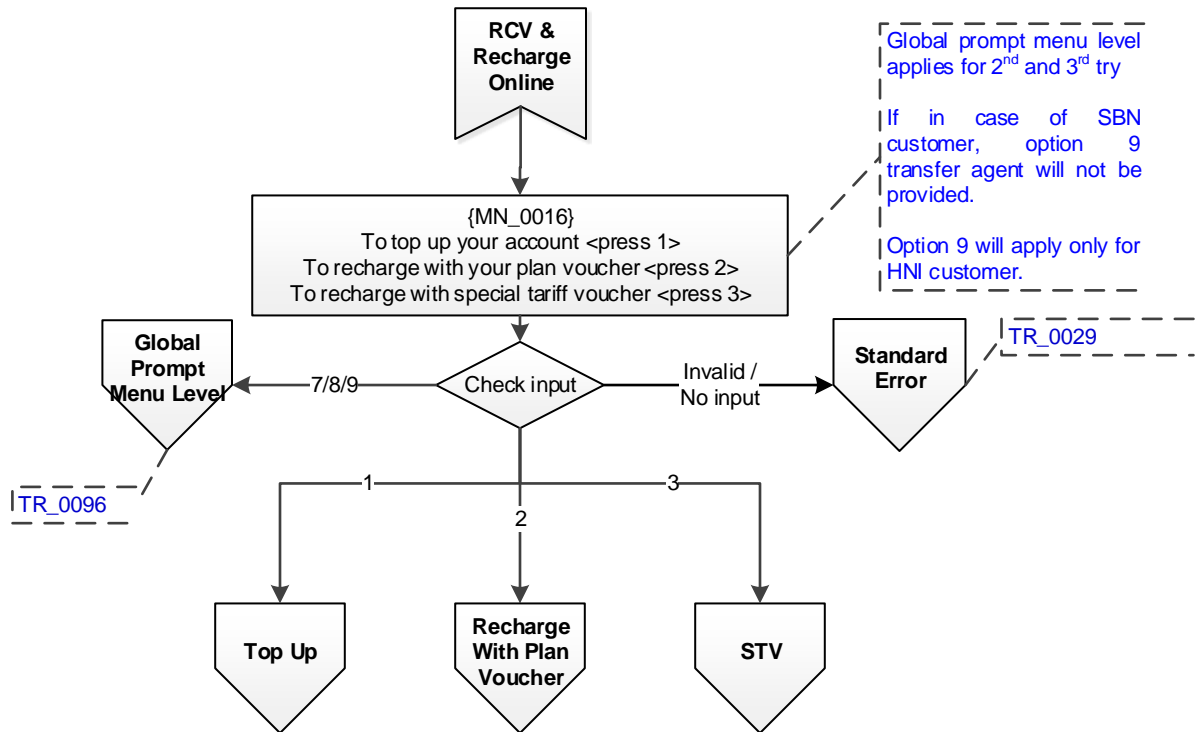
### Voice Offers

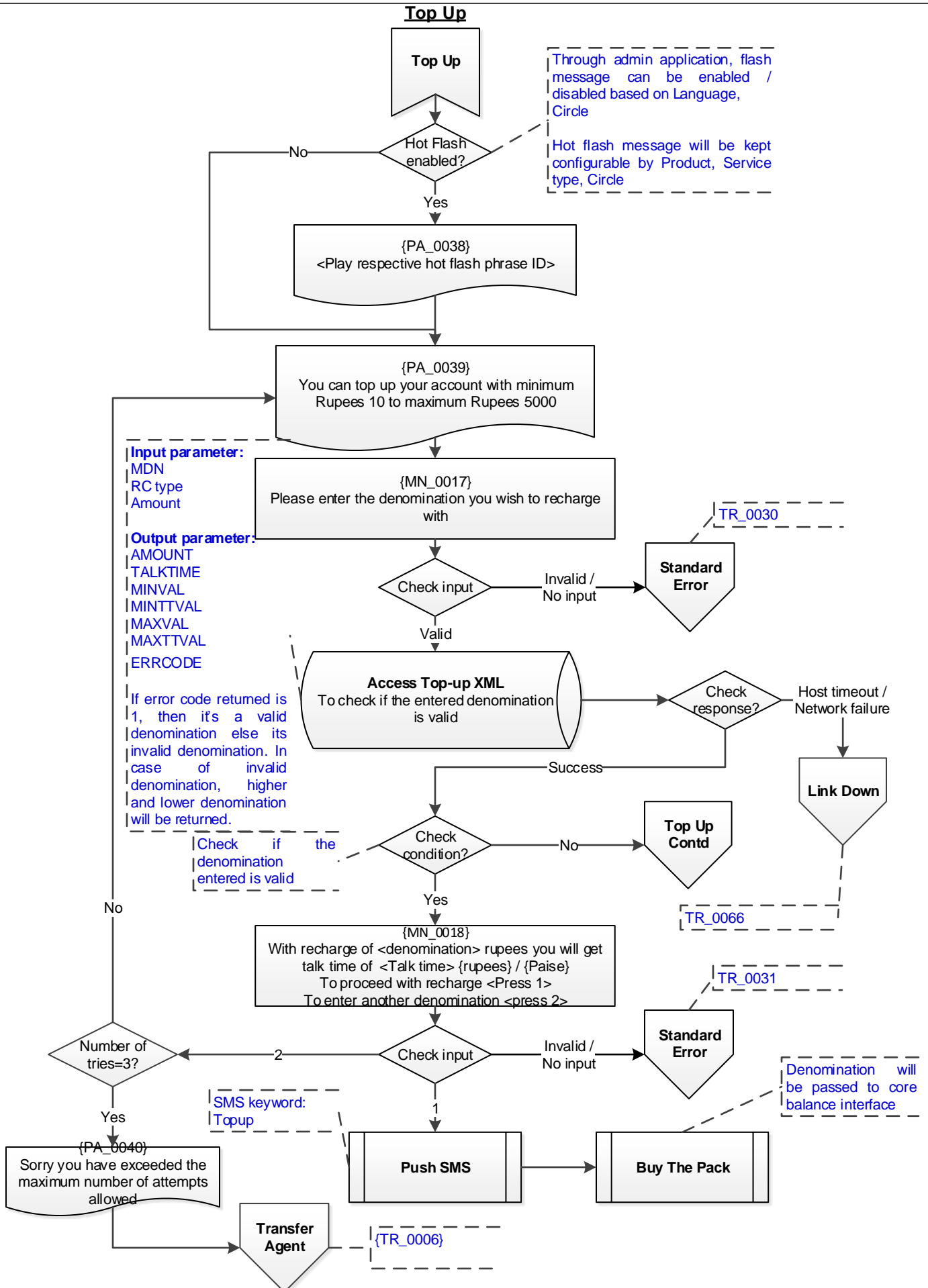


### Data Offers

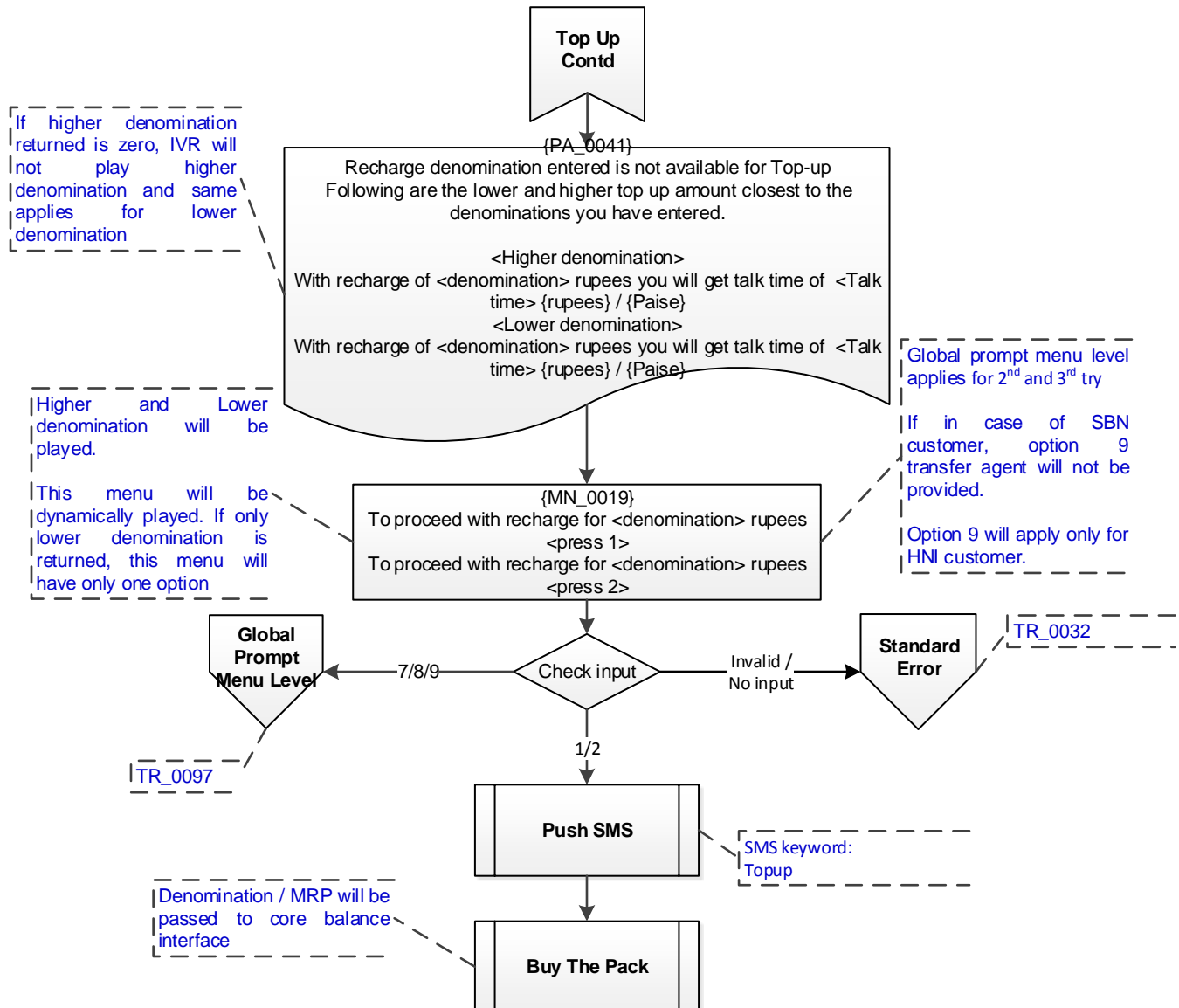


### RCV & Recharge Online

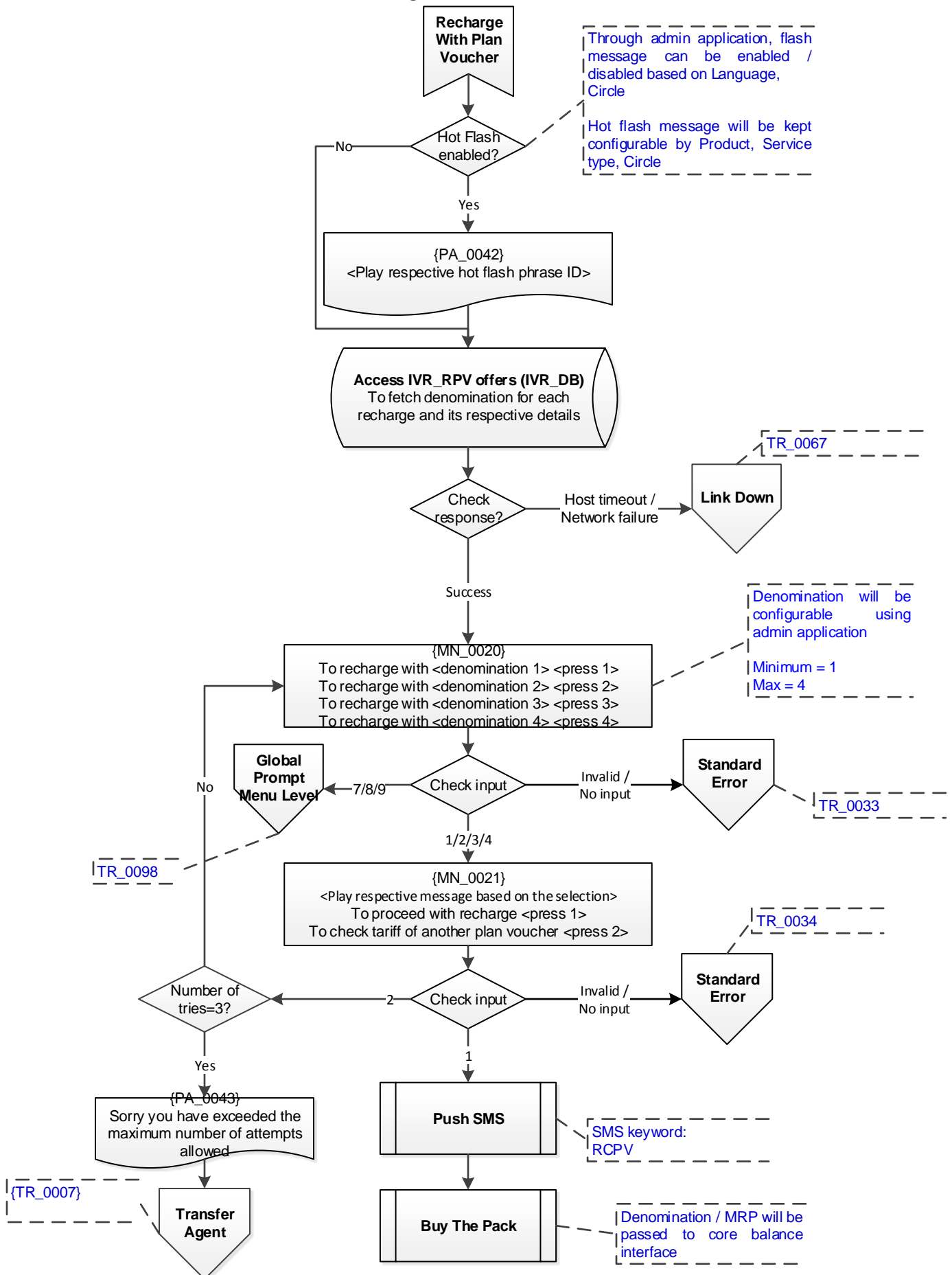




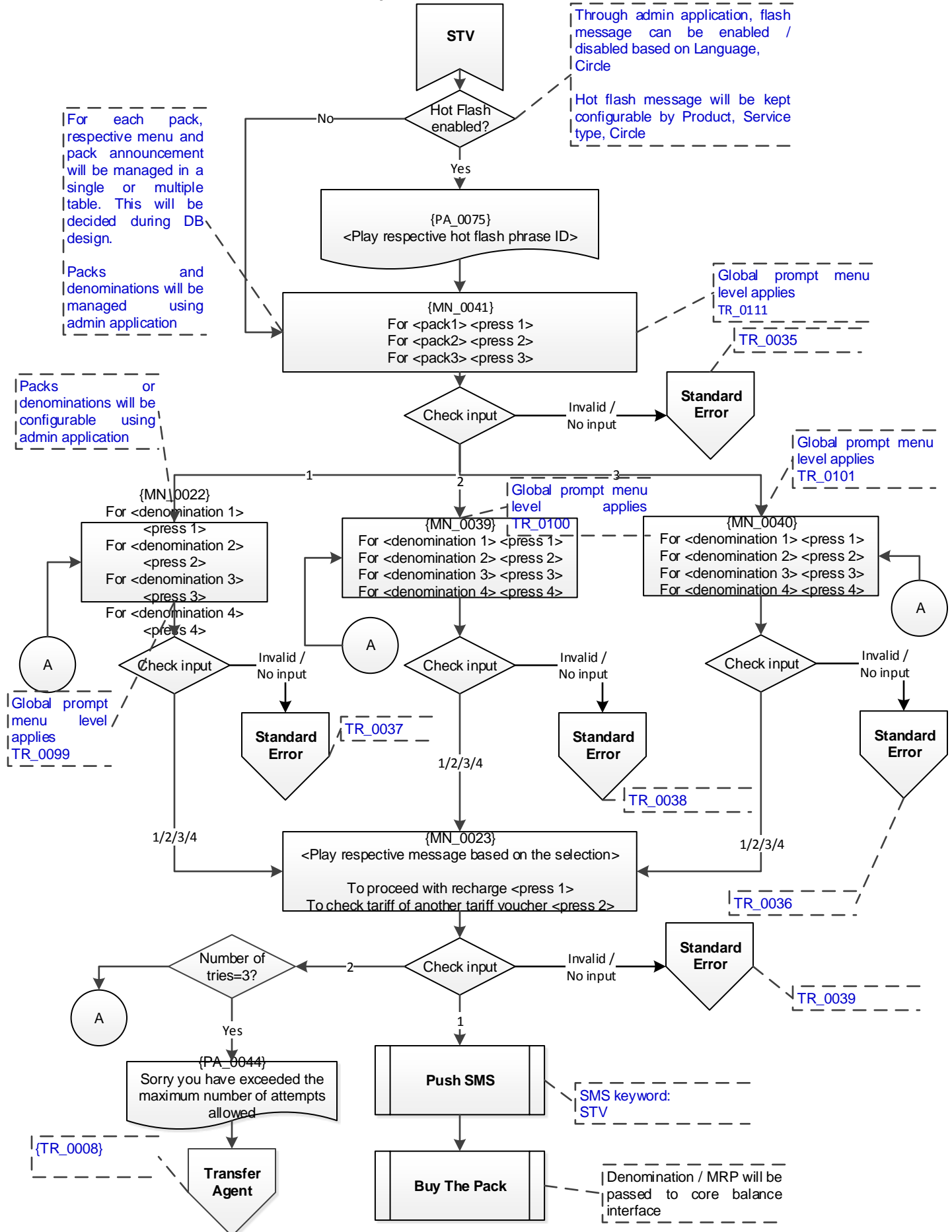
### Top Up Contd



### Recharge With Plan Voucher

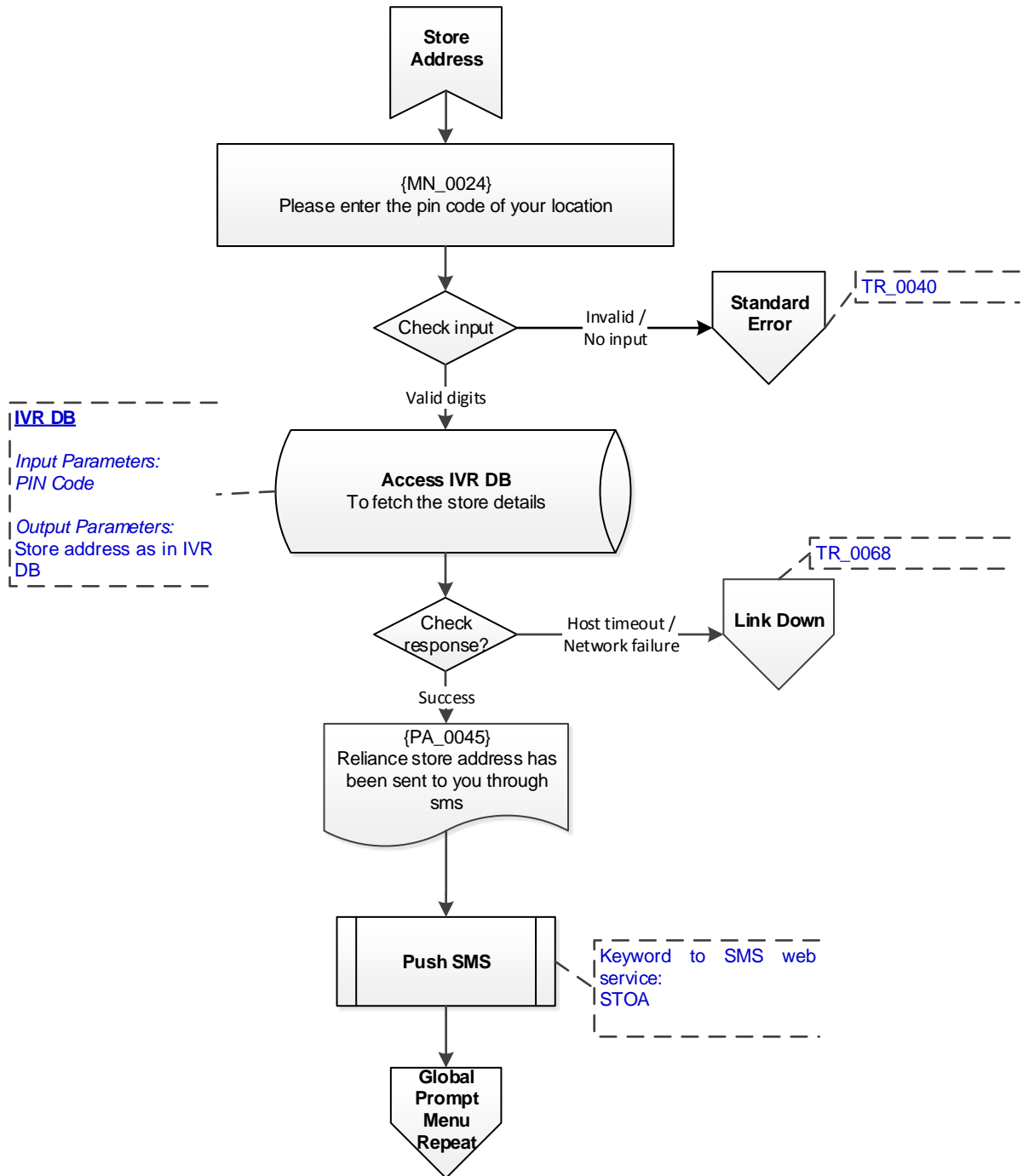


### Special Tariff Voucher





### Store Address



**Buy The Pack****Buy The Pack**

**Access IVR\_Online payment table (IVR DB)**  
To check if online payment enabled?

**IVR\_Online payment table (IVR DB)**  
Input: app name, circle

Output: enabled or disabled

Online payment feature can be enabled or disabled from admin application

Check response?

Host timeout /  
Network failure

**Link Down**

TR\_0069

Success

Online payment enabled?

No

**Transfer Agent**

Yes

Check condition?

No

{MN\_0025}  
To buy the pack using core balance  
<press 1>

{MN\_0026}  
To buy the pack using Credit Card  
<press 1>

Check input

Invalid /  
No input

**Standard Error**

7/8/9

**Global Prompt Menu Level**

TR\_0102

**Standard Error**

Check input

Invalid /  
No input

**Standard Error**

7/8/9

**Global Prompt Menu Level**

TR\_0103

1

**Pay Using Core Balance**

TR\_0042

**Go To OTP Menu**

{PA\_0046}  
Dear Customer as per RBI mandate please get one time password from your bank to complete this transaction. Please use SMS service of your bank to receive one time password or contact your card issuing bank for details.

{MN\_0027}  
If you have your One Time Password provided by your card issuing bank <Press 1>  
Else <press 2> to disconnect the call

1

{PA\_0050}  
You have not chosen any option

{PA\_0049}  
That was an invalid entry. Please try again

No

Yes

Check input

2

{PA\_0047}  
Thank you for calling Reliance customer care

**Disconnect**

1

**Credit Card Entry**

Invalid /  
No input

Number of tries=3?

No

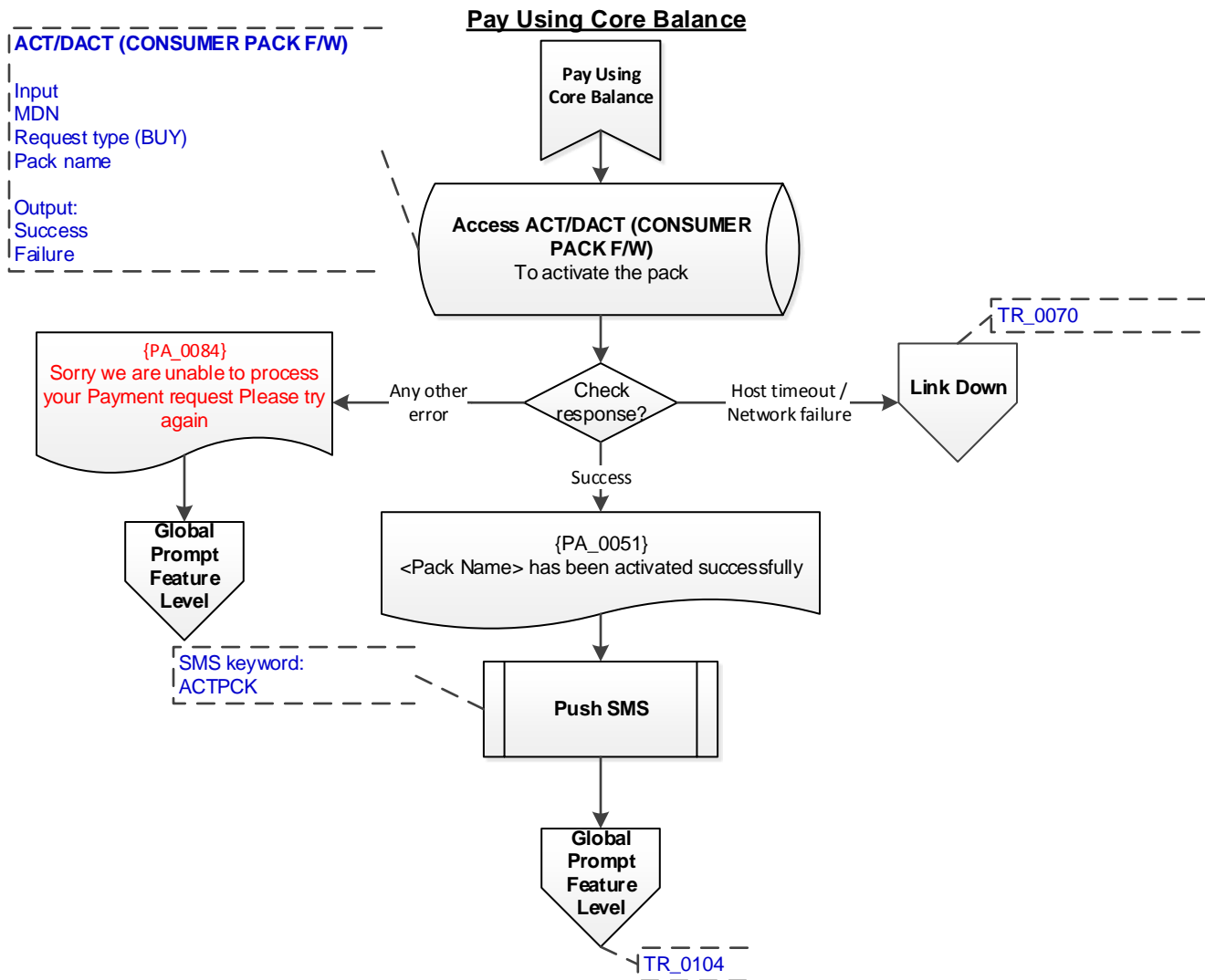
**Invalid Input**

Yes

{PA\_0048}  
Please contact your card issuing bank for the One Time Password and re-attempt the same

**Transfer Agent**

TR\_0009



### 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

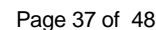
Invalid /  
No input

**Standard Error**

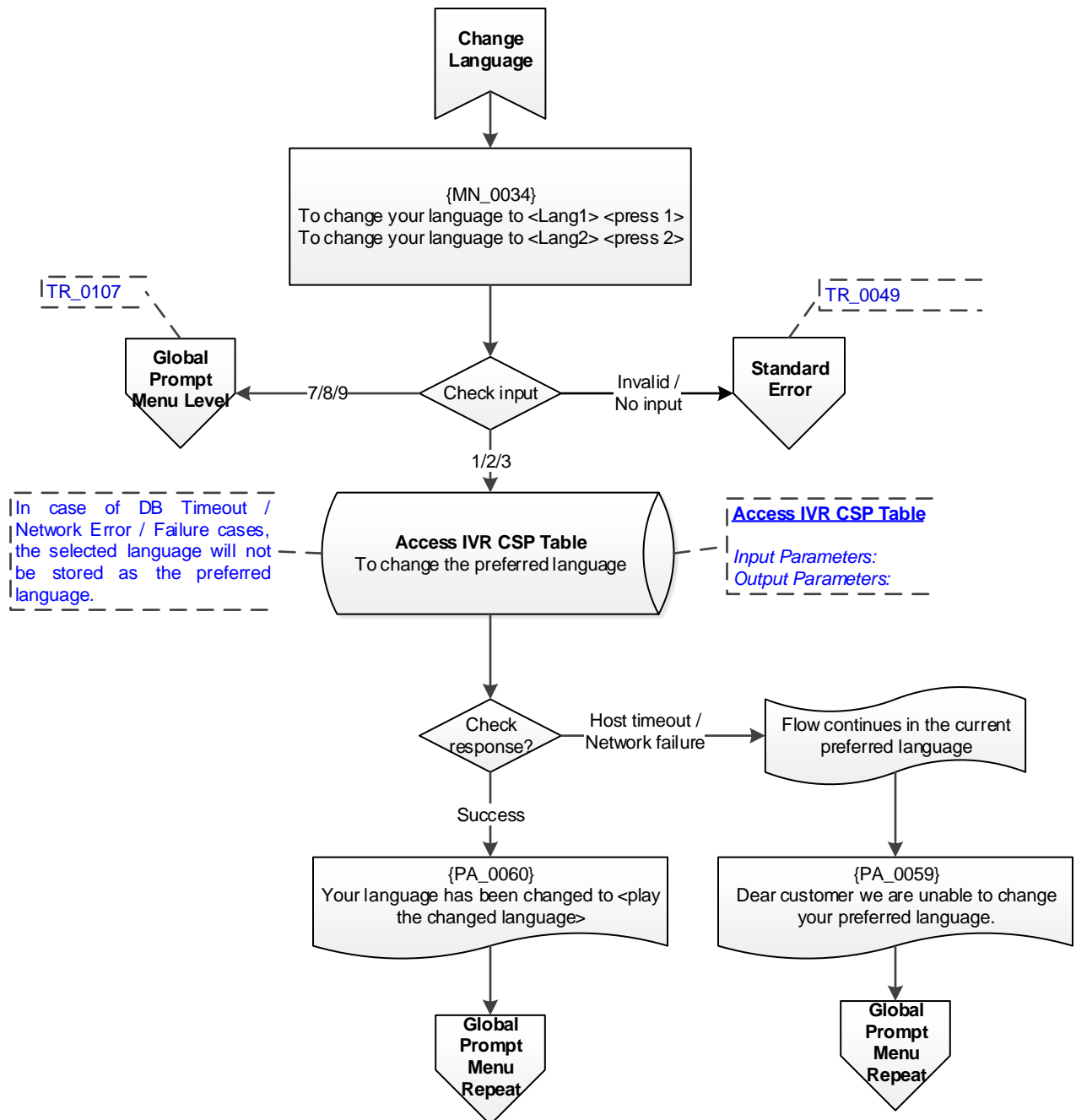
TR\_0048

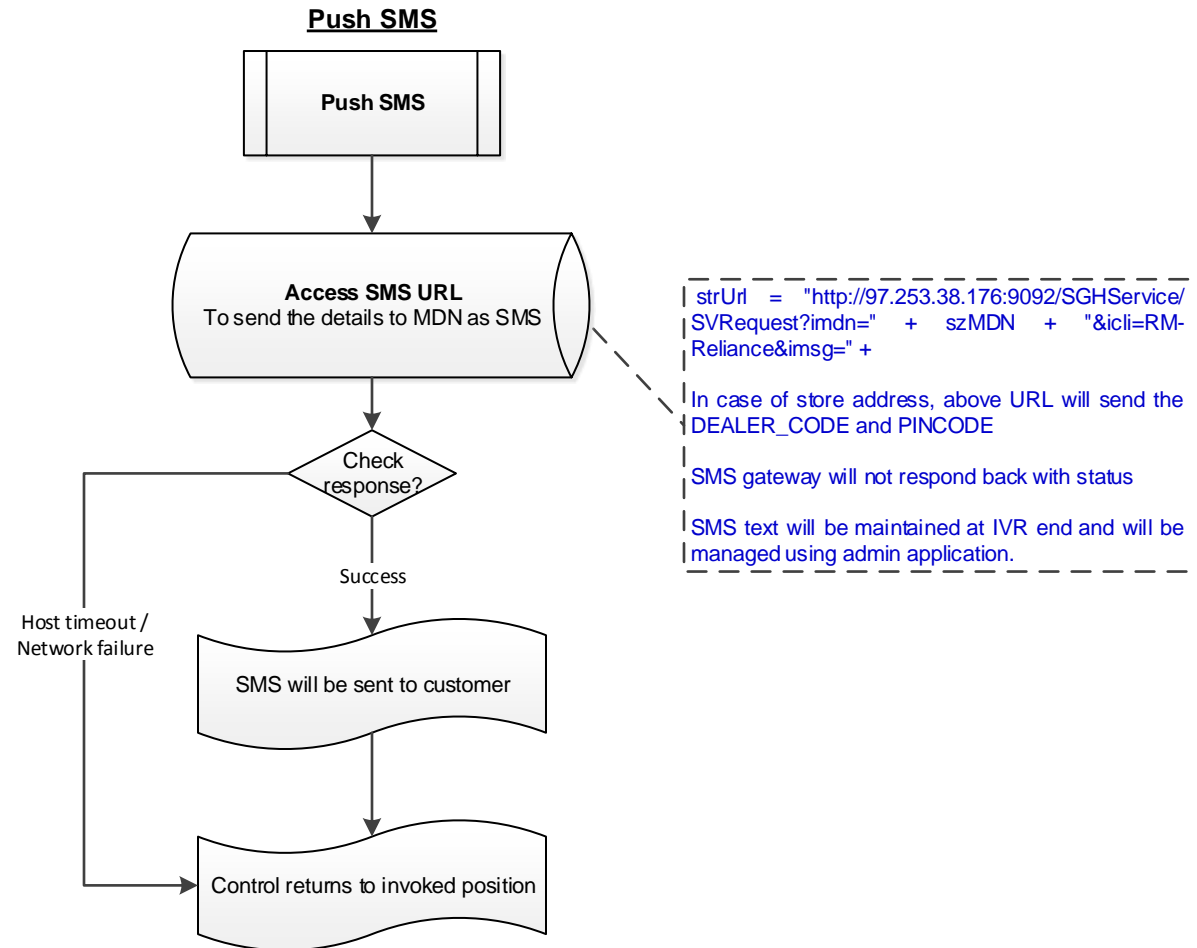
**Process Payment**

6 digit

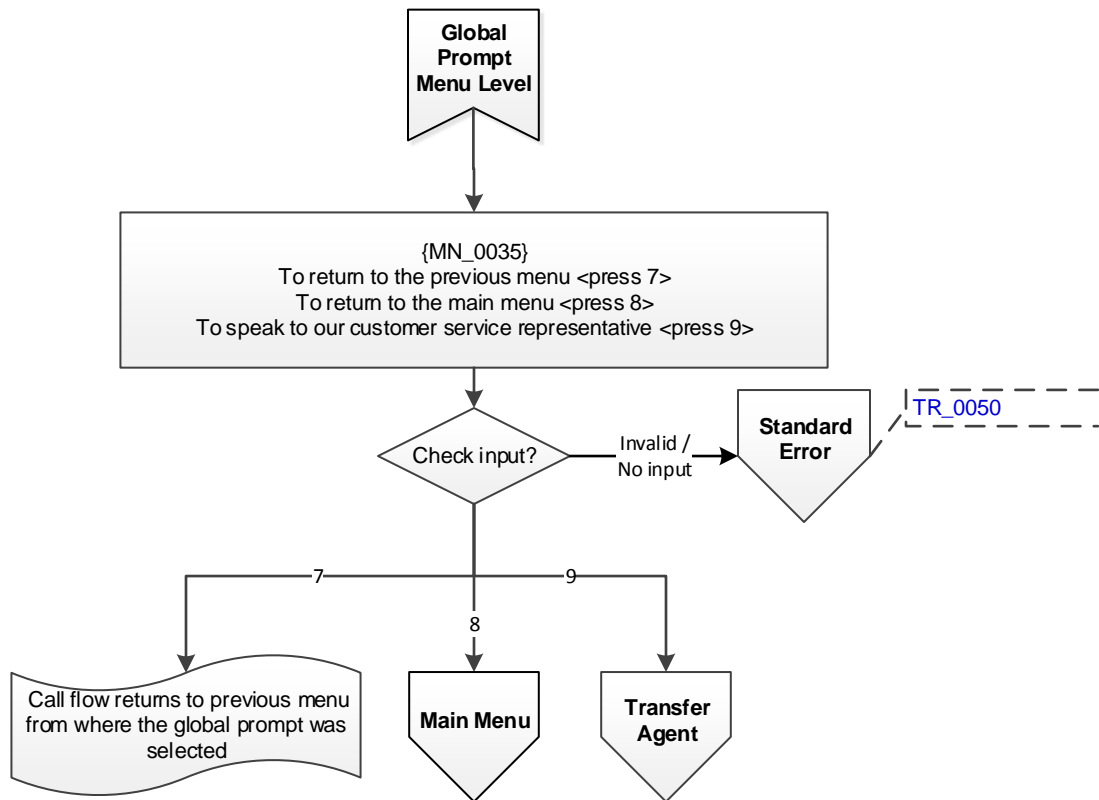


### Change Language



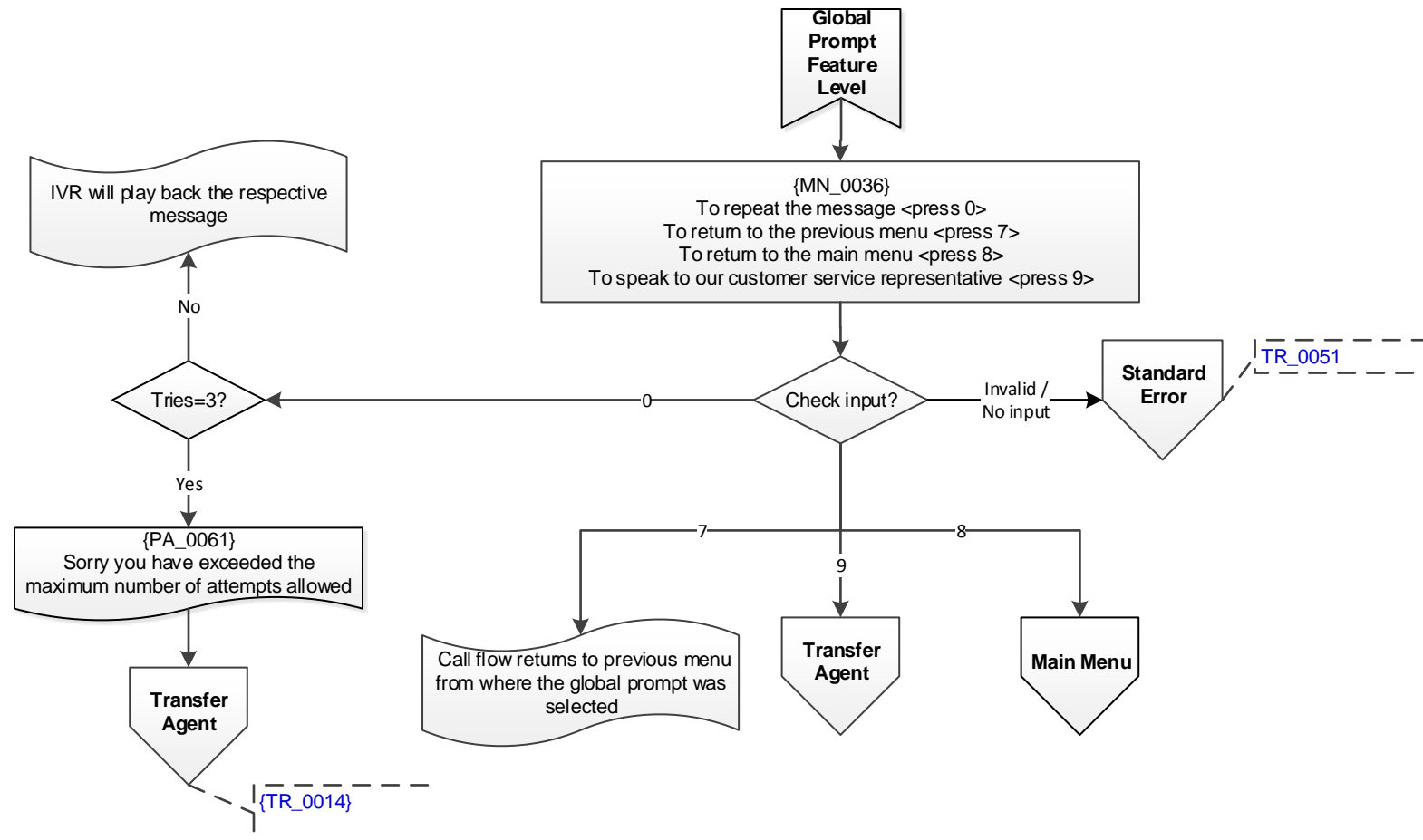


### Global Prompt Menu Level

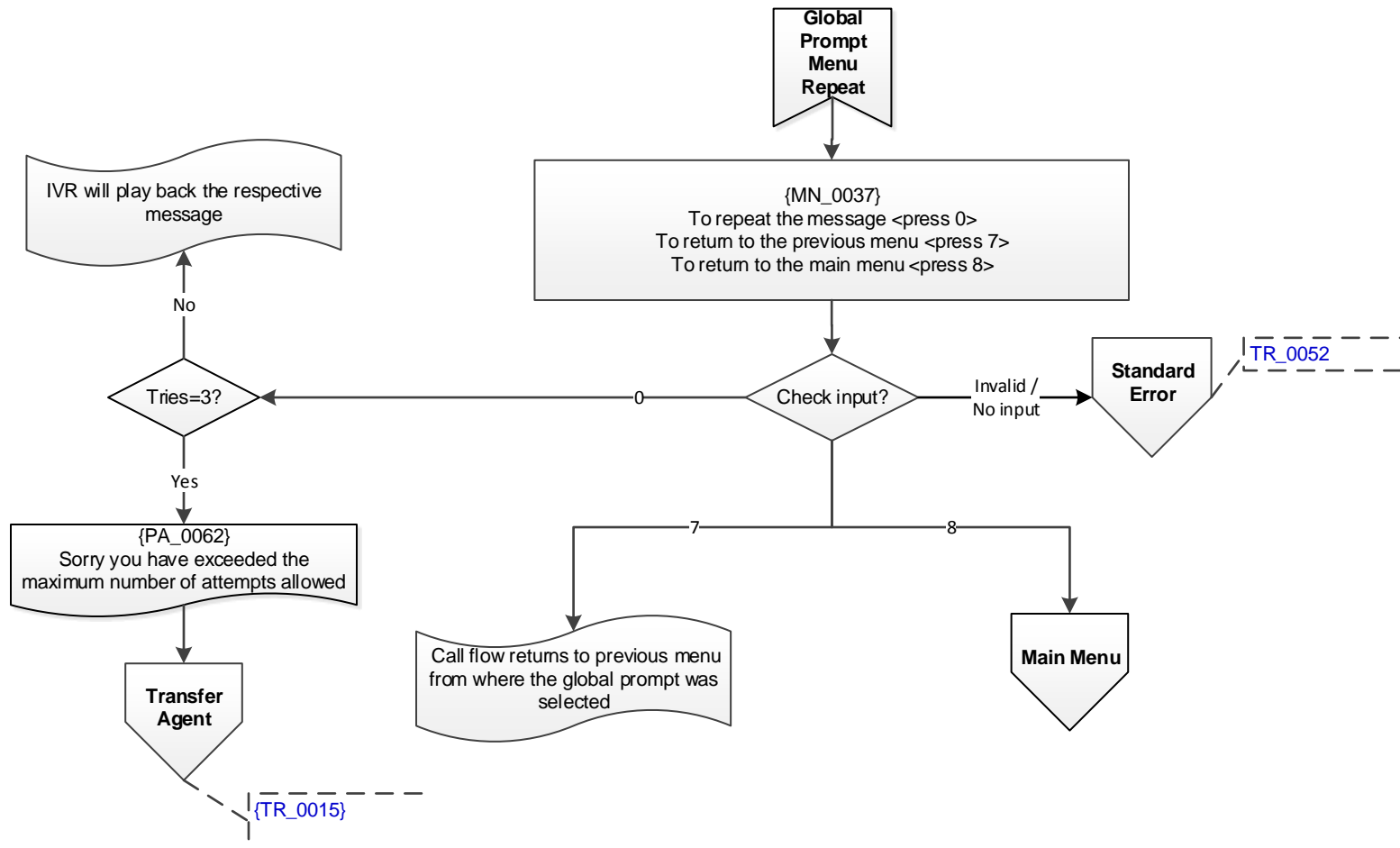


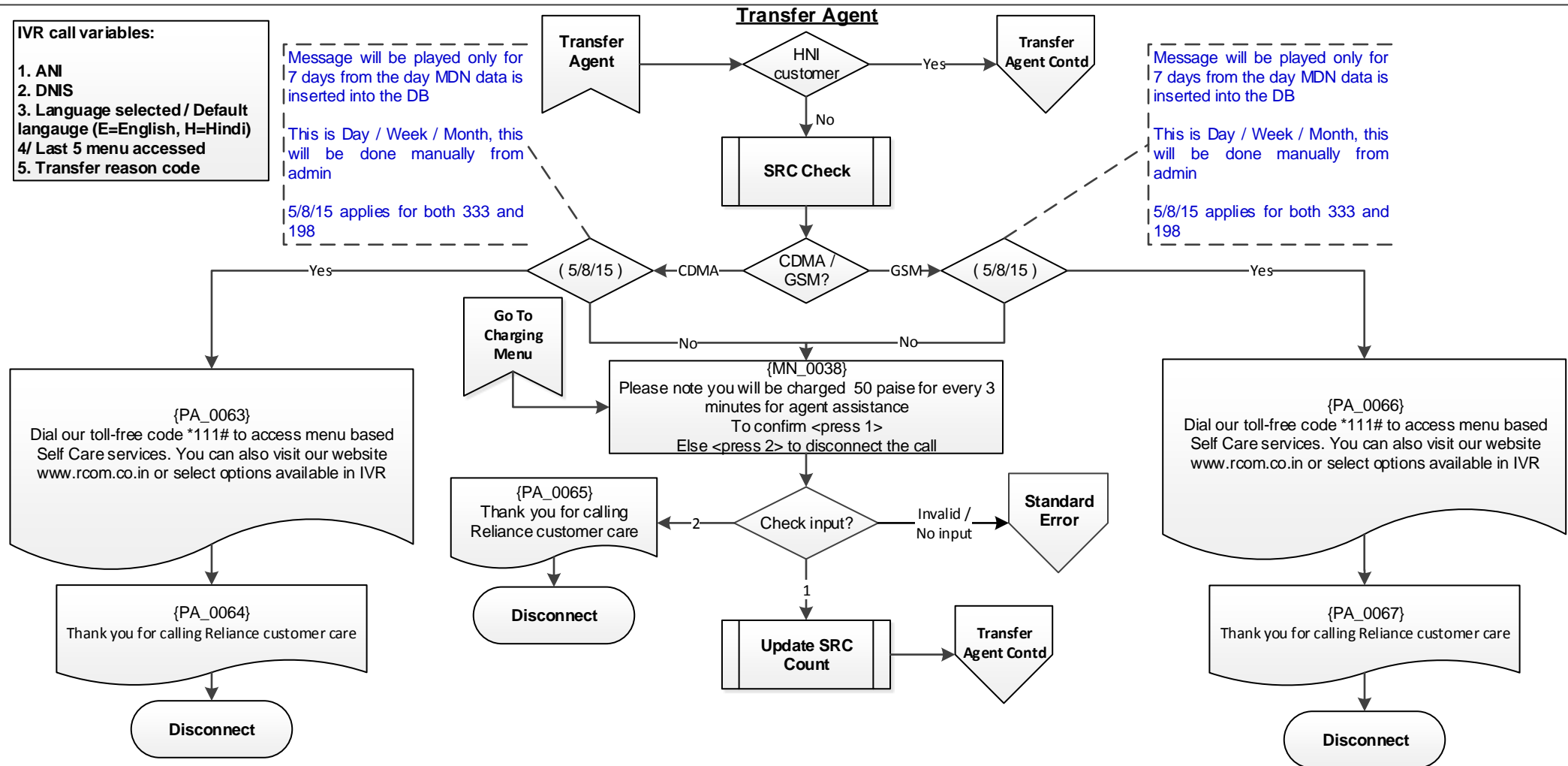


### Global Prompt Feature Level



### Global Prompt Menu Repeat





#### Instructions :

1. SRC logic is not applicable for HNI customers

### Transfer Agent Contd

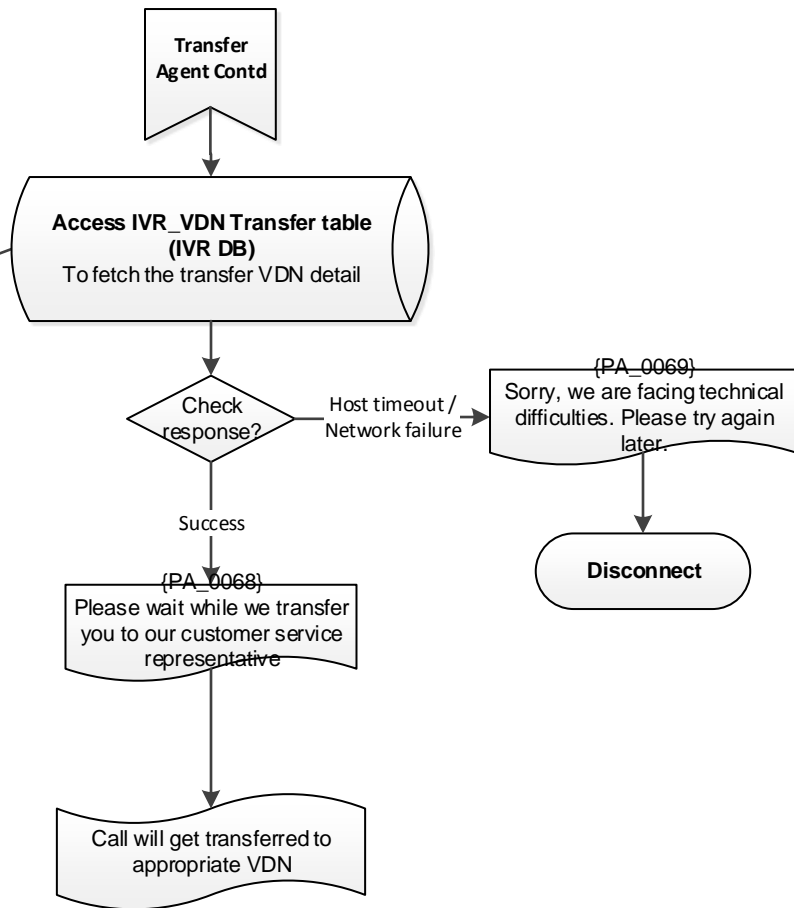
Access IVR\_VDN Transfer Table

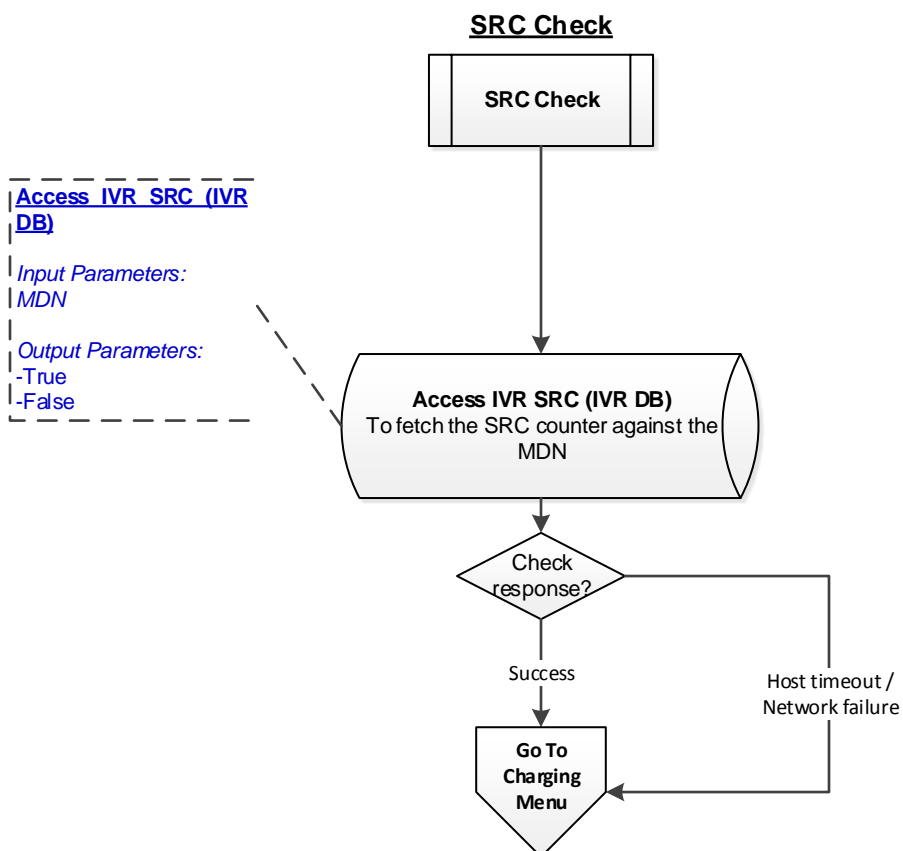
Input:

- App name
- Language
- Circle
- Customer segment (gold / silver / HNI)
- Call type

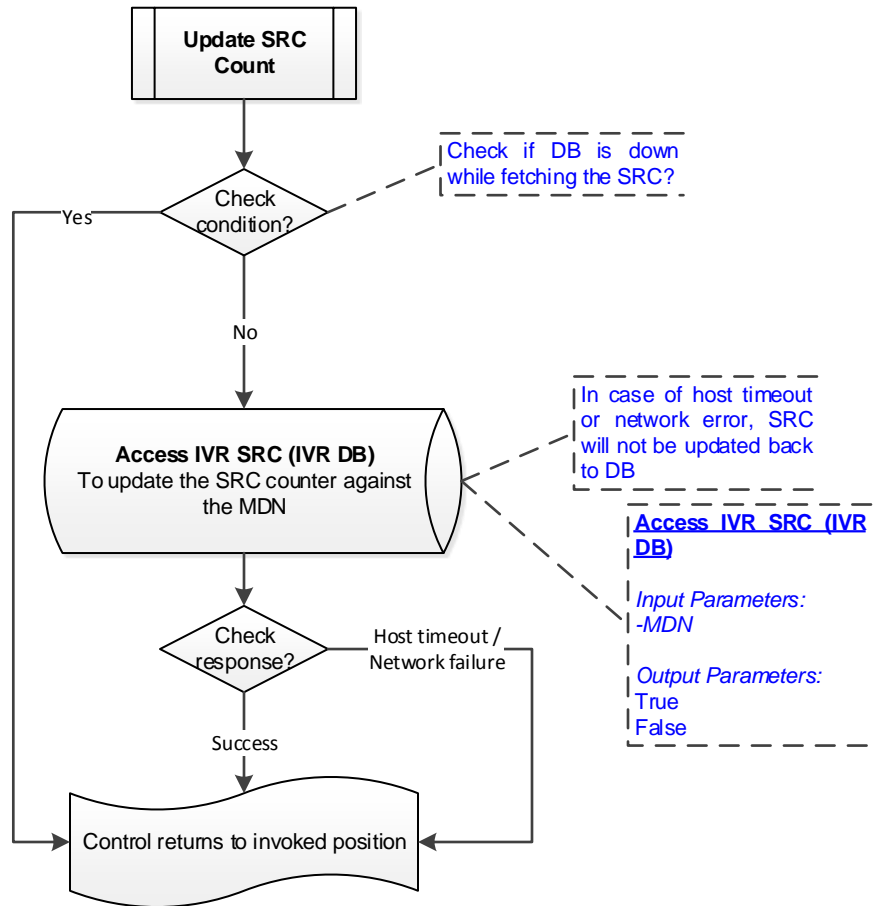
Output:

- Transfer VDN1
- Transfer VDN2
- VDN 1 / VDN 2 down flag

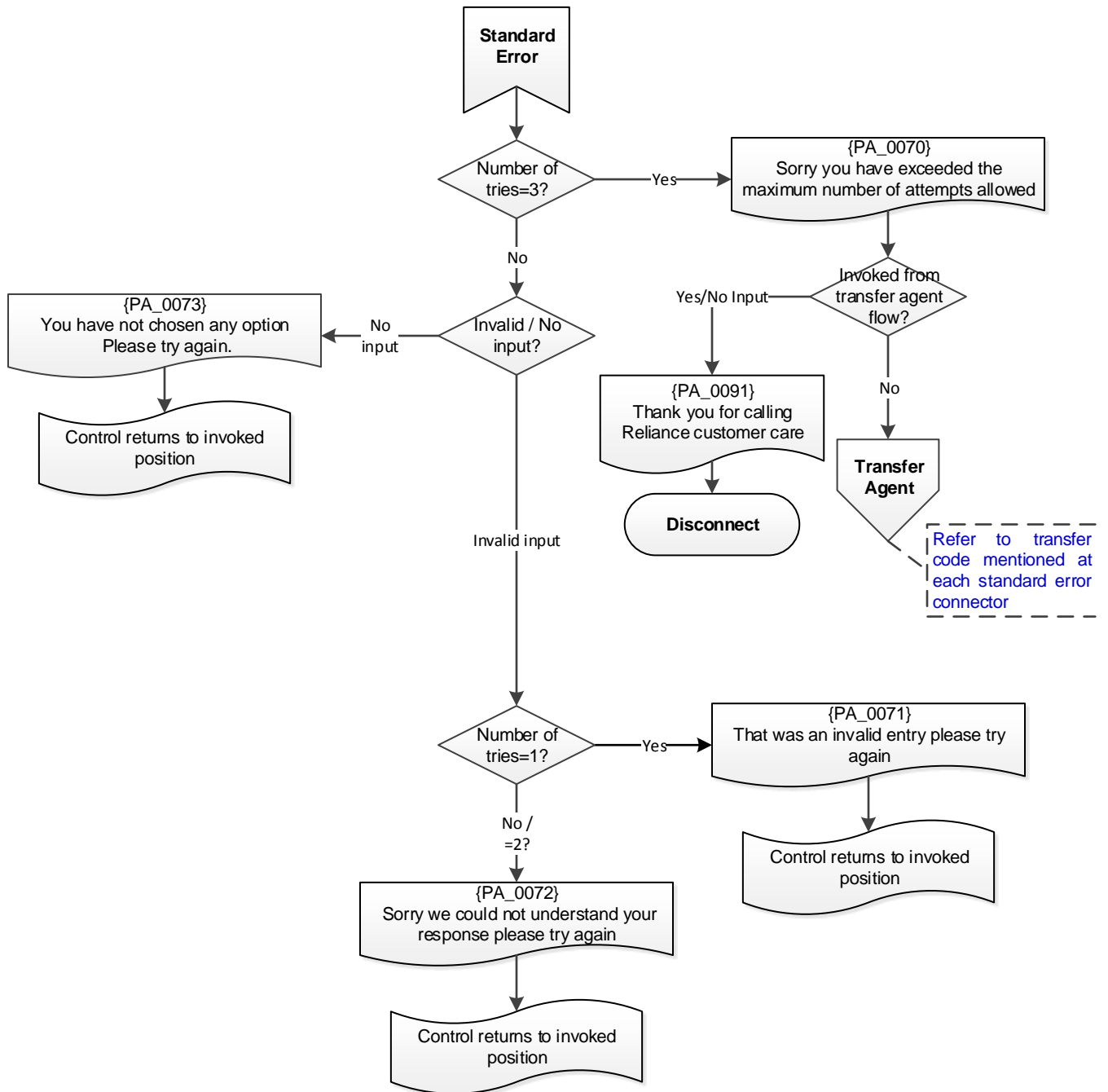




### Update SRC Count



### Standard Error



**Link Down**

