Inbound IVR Call Flow
198 CDMA Prepaid

Last updated on: April 17th 2015

Version: 1.2

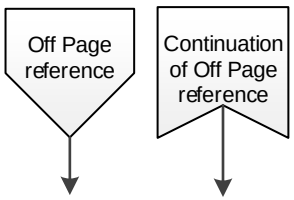
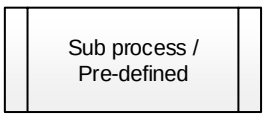
Version History

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.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) * Internet & Handset Settings(IHS)
0.05 / Feb.17.2015	RCOM	Raajesh Kumar	Transfer Agent * SRC Counter 5/8/15 will be common for both 333 and 198
0.06 / Feb.19.2015	Reliance	Daranivasan.A	- VAS(VAS) & Internet & VAS(INV) * Replace “transfer to other IVRs“ with message followed by Global Prompt
0.07 / Mar.07.2015	Servion	Raajesh Kumar	Added IVR DB interface details
0.08 / Mar.21 & 24.2015	Servion	Karthikeyan G	**Internet & VAS:** On selecting internet settings, call will be transferred to agent 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

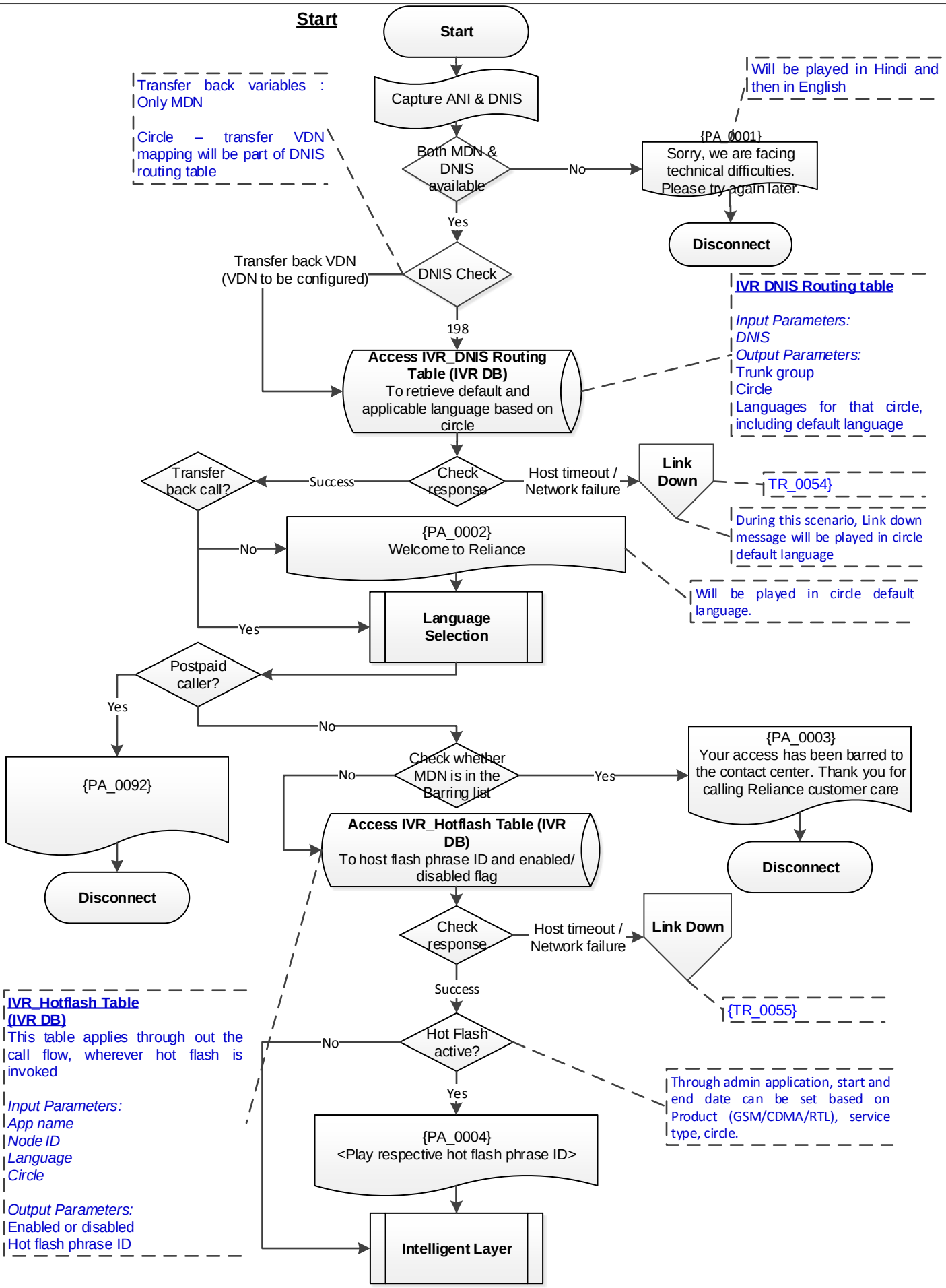
Version No / Date	Change Initiated By	Updated By	Summary of Changes
1.1 / April.08.2015	-	Karthikeyan G	Base lined version
1.11 / April.17.2015	-	Karthikeyan G	1. Added Interface to pack renewal 2. Voice and data offers: offer code (instead of activation code) will be passed to buy the pack interface 3. Data Balance & Validity: removed FRC balance category, since that is not applicable for GSM and added interface details to fetch Data balance. 4. My Plan & Pack: Added interface details to retrieve my plan and pack details. 5. Pay using core balance: Added interface. Error codes pending. 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 / Feb.18.2016	-	Tarun Jain	Call disconnect for maximum No Input

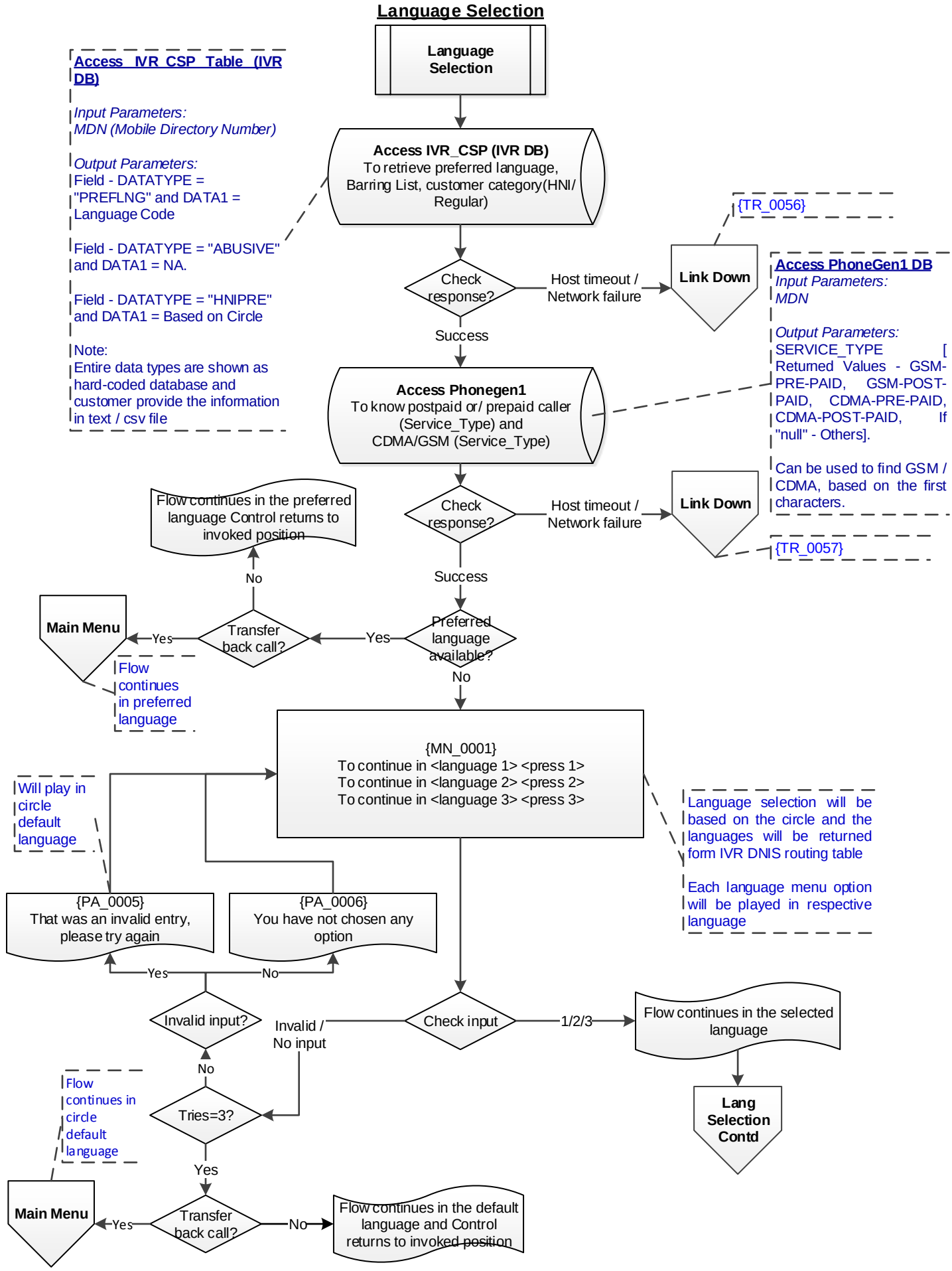
Standard Call Flow Conventions

	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.

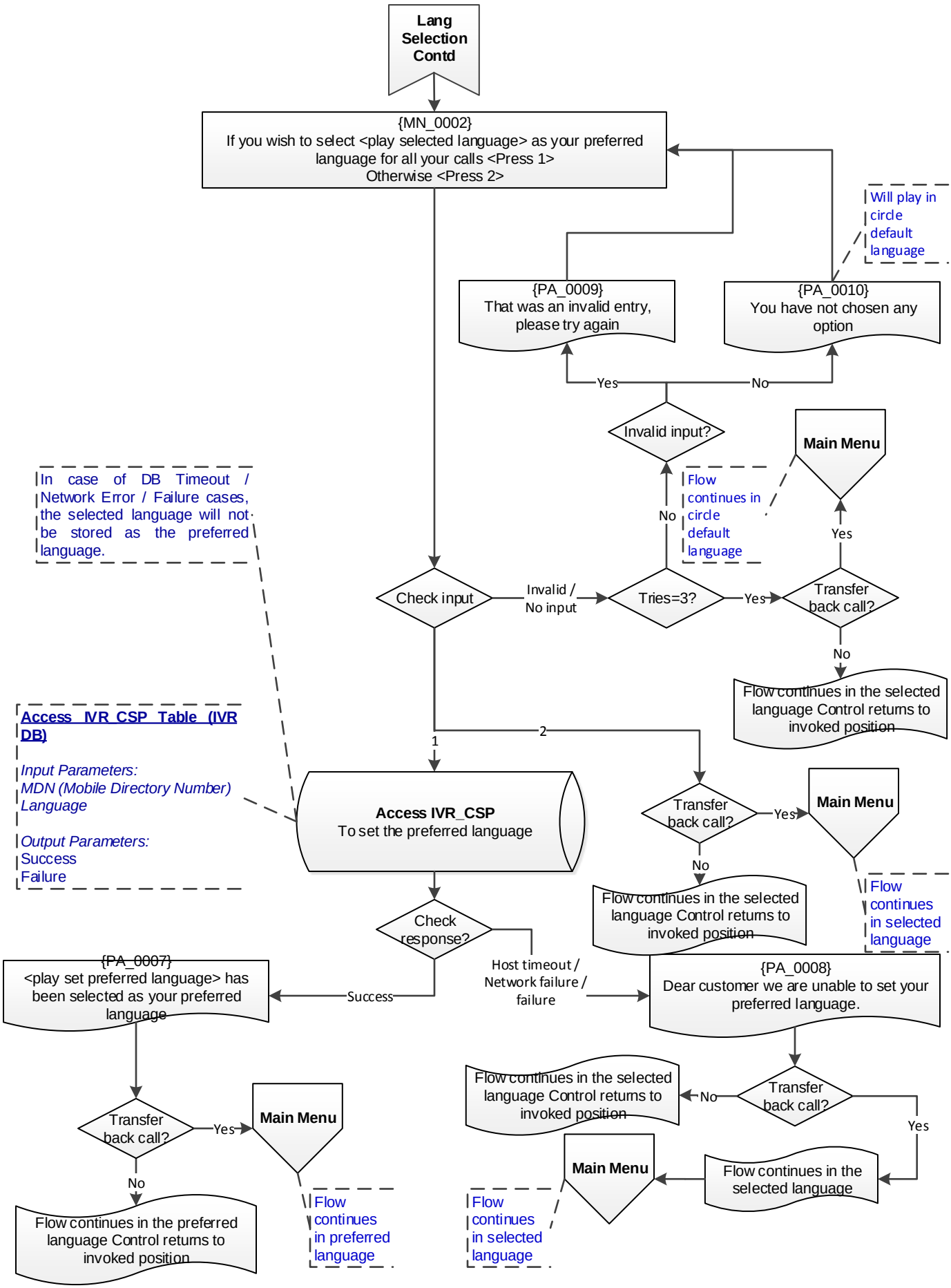
Universal Business Rules

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	Regional language, English and Hindi	Language selection will be dynamically offered based on the circle 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) 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

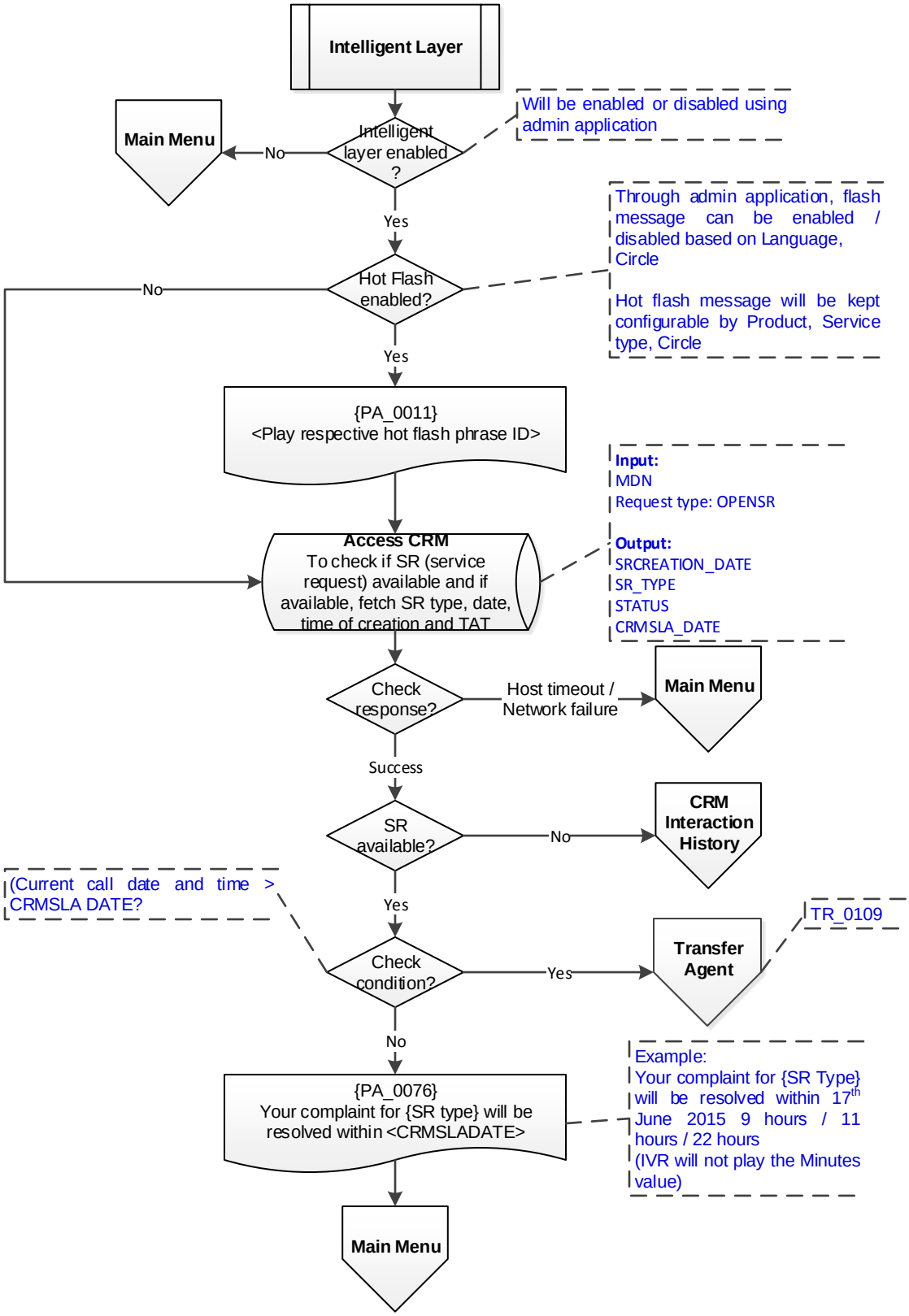

Start
Start
Capture ANI & DNIS
Transfer back variables : Only MDN
Circle – transfer VDN mapping will be part of DNIS routing table
Both MDN & DNIS available
No
Yes
{PA_0001}
Sorry, we are facing technical difficulties. Please try again later.
Will be played in Hindi and then in English
Disconnect
DNIS Check
Transfer back VDN (VDN to be configured)
198
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
Transfer back call?
Success
Check response
Host timeout / Network failure
Link Down
TR_0054}
During this scenario, Link down message will be played in circle default language
No
{PA_0002}
Welcome to Reliance
Will be played in circle default language.
Yes
Language Selection
Postpaid caller?
Yes
No
{PA_0092}
Disconnect
Check whether MDN is in the Barring list
No
Yes
{PA_0003}
Your access has been barred to the contact center. Thank you for calling Reliance customer care
Disconnect
Access IVR_Hotflash Table (IVR DB)
To host flash phrase ID and enabled/ disabled flag
Check response
Host timeout / Network failure
Link Down
{TR_0055}
Success
IVR_Hotflash Table (IVR DB)
This table applies through out the call flow, wherever hot flash is invoked
Input Parameters:
App name
Node ID
Language
Circle
Output Parameters:
Enabled or disabled
Hot flash phrase ID
Hot Flash active?
No
Yes
Through admin application, start and end date can be set based on Product (GSM/CDMA/RTL), service type, circle.
{PA_0004}
<Play respective hot flash phrase ID>
Intelligent Layer


Language Selection
Language Selection
Access IVR_CSP Table (IVR DB)
Input Parameters:
MDN (Mobile Directory Number)
Output Parameters:
Field - DATATYPE = "PREFLNG" and DATA1 = Language Code
Field - DATATYPE = "ABUSIVE" and DATA1 = NA.
Field - DATATYPE = "HNIPRE" and DATA1 = Based on Circle
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 preferred language, Barring List, customer category(HNI/ Regular)
Check response?
Host timeout / Network failure
Link Down
{TR_0056}
Success
Access Phonegen1
To know postpaid or/ prepaid caller (Service_Type) and CDMA/GSM (Service_Type)
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.
Check response?
Host timeout / Network failure
Link Down
{TR_0057}
Success
Flow continues in the preferred language Control returns to invoked position
No
Preferred language available?
Yes
Transfer back call?
Yes
Main Menu
Yes
Flow continues in preferred language
No
{MN_0001}
To continue in <language 1> <press 1>
To continue in <language 2> <press 2>
To continue in <language 3> <press 3>
Will play in circle default language
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_0005}
That was an invalid entry, please try again
{PA_0006}
You have not chosen any option
Yes
No
Invalid input?
Invalid / No input
Check input
1/2/3
Flow continues in the selected language
Lang Selection Contd
No
Tries=3?
Flow continues in circle default language
Yes
Main Menu
Yes
Transfer back call?
No
Flow continues in the default language and Control returns to invoked position

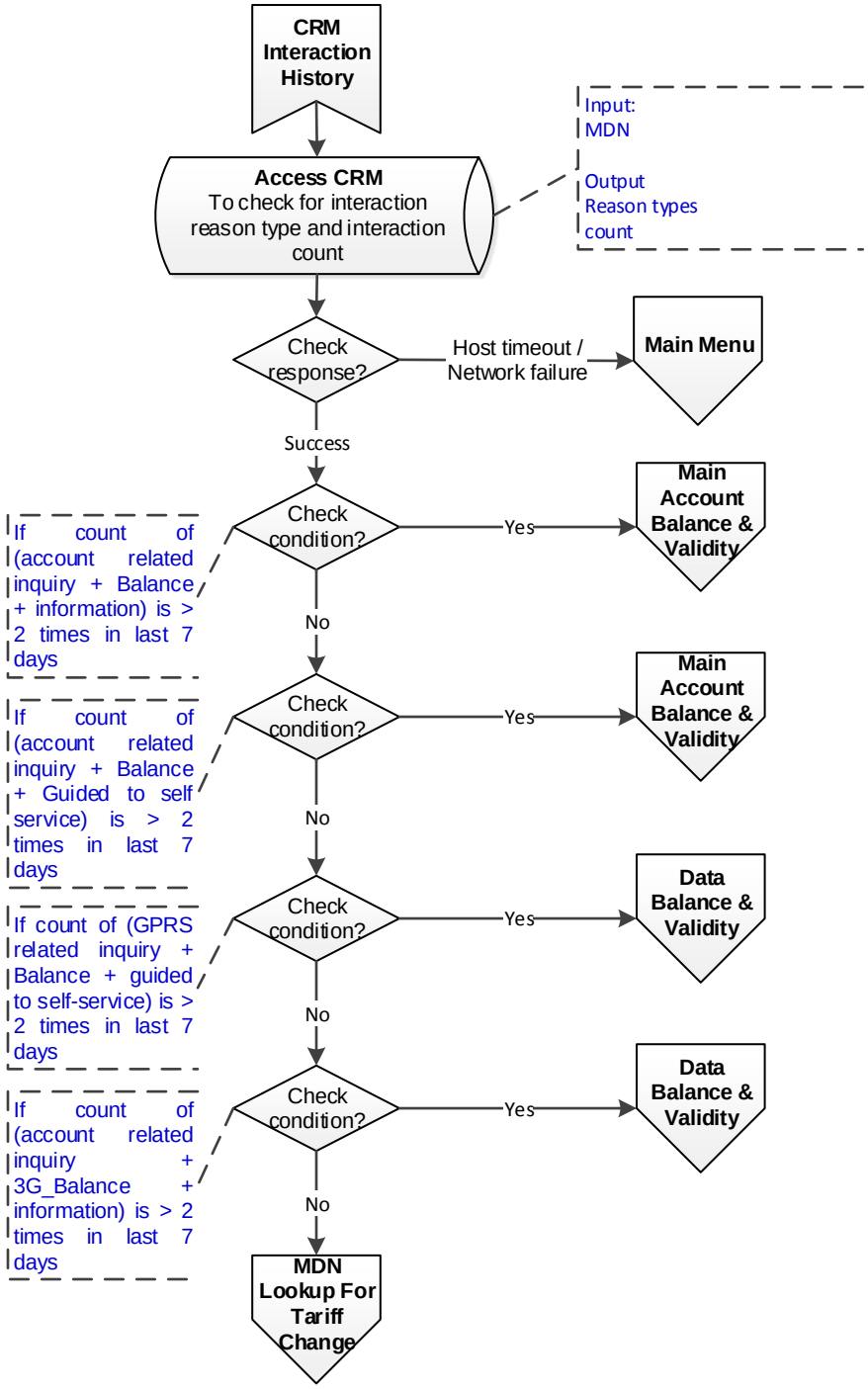
Lang Selection Contd



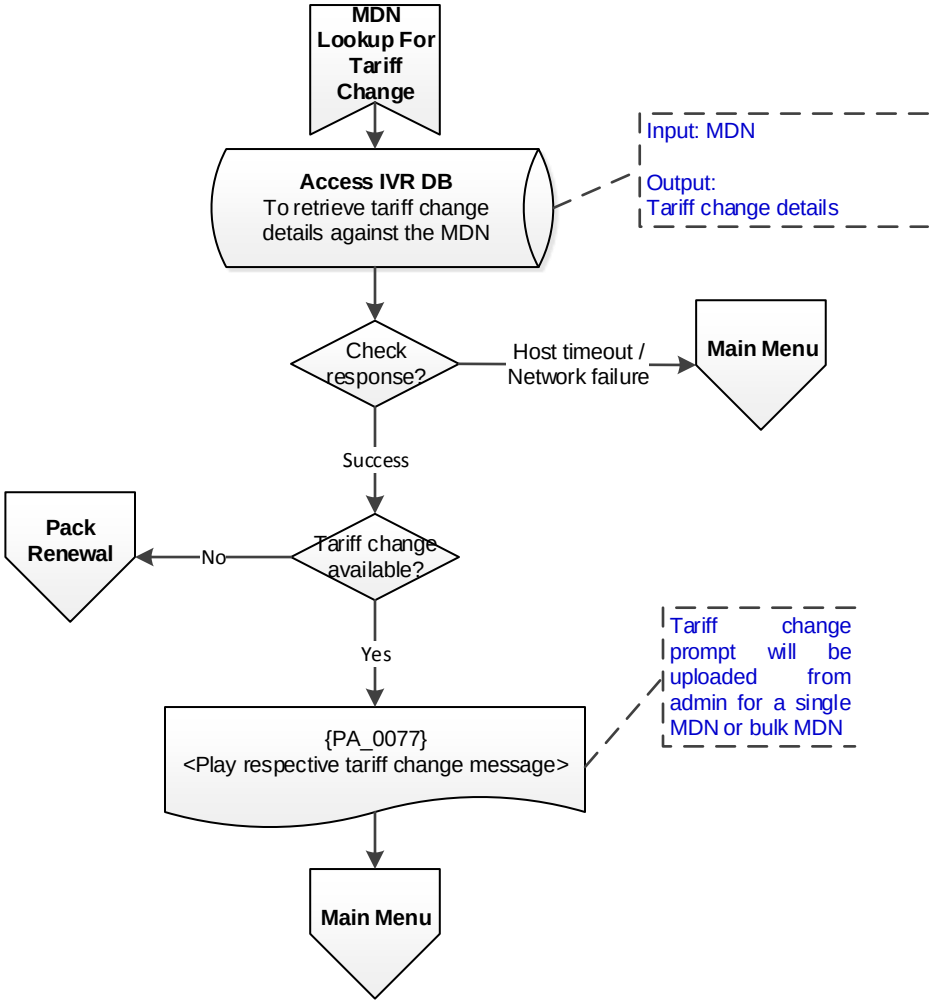
Intelligent Layer



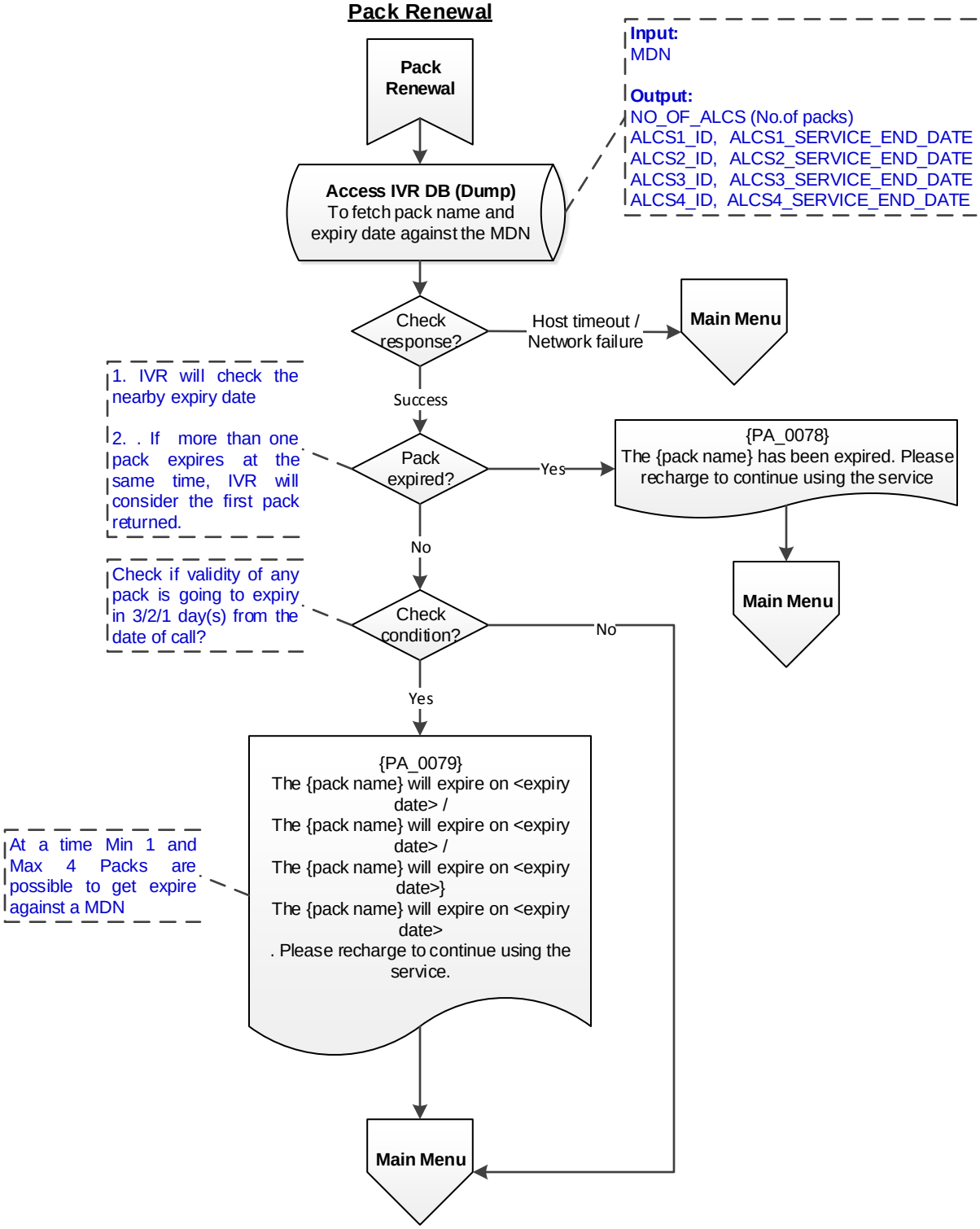
CRM Interaction History



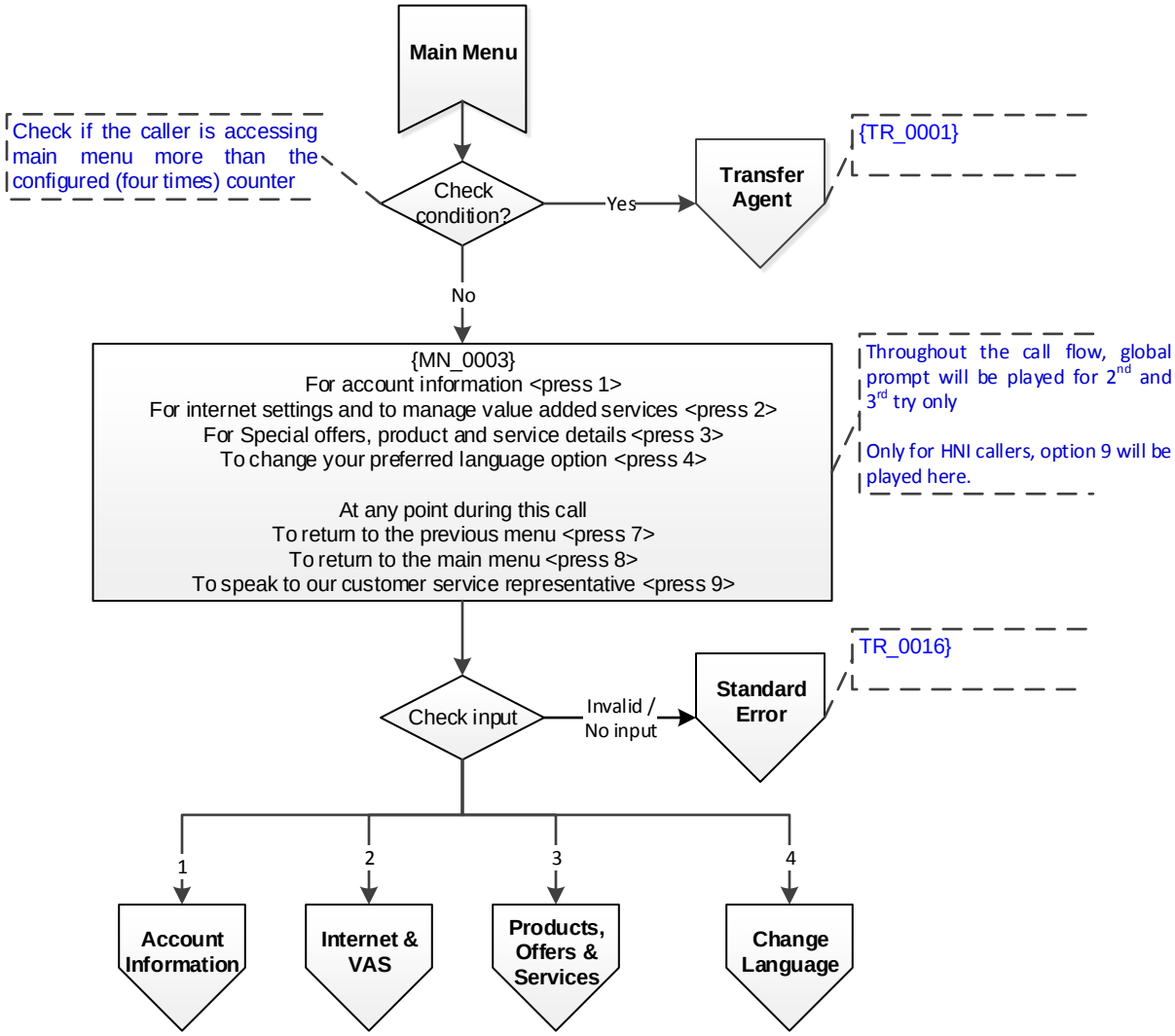
MDN Lookup For Tariff Change



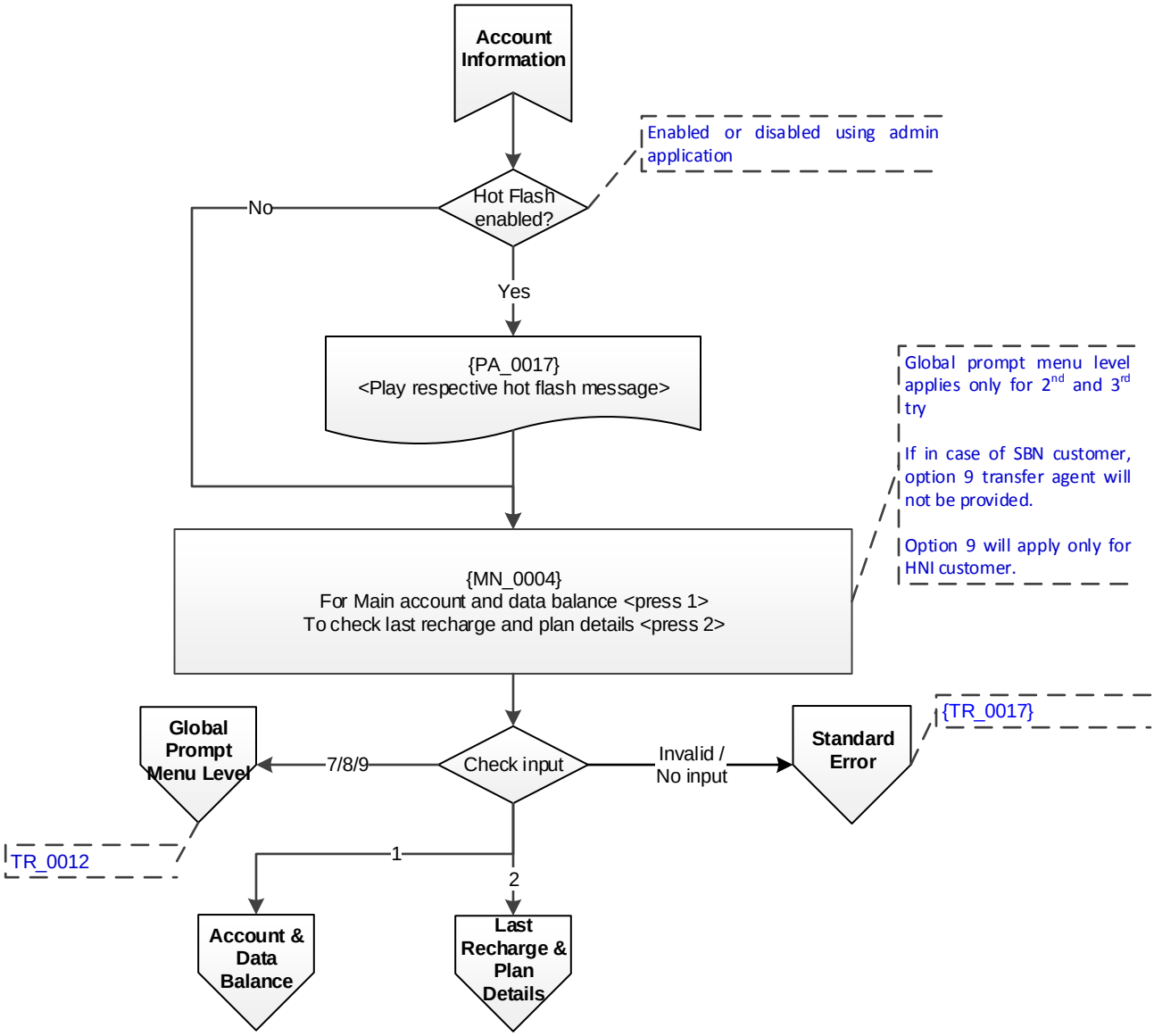
Pack Renewal



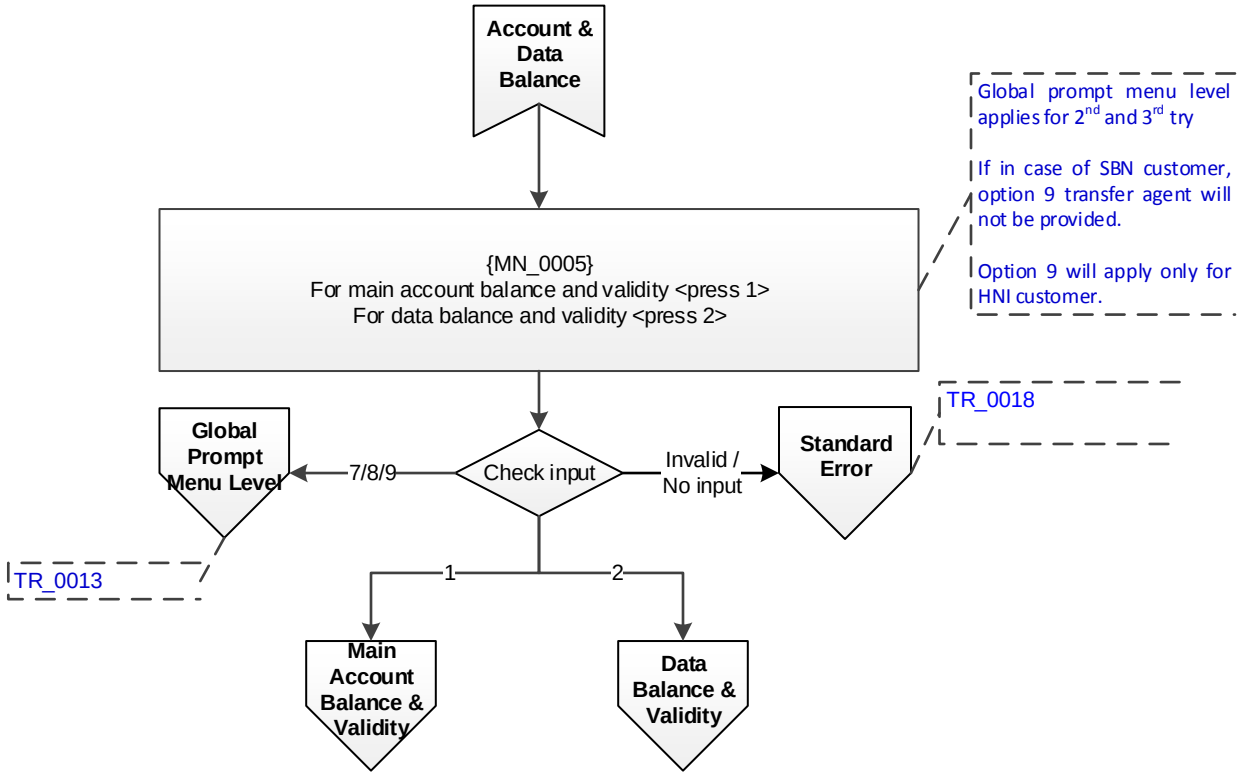
Main Menu


Main Menu
Check if the caller is accessing main menu more than the configured (four times) counter
Check condition?
Yes
Transfer Agent
{TR_0001}
No
{MN_0003}
For account information <press 1>
For internet settings and to manage value added services <press 2>
For Special offers, product and service details <press 3>
To change your preferred language option <press 4>
At any point during this call
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>
Throughout the call flow, global prompt will be played for 2nd and 3rd try only
Only for HNI callers, option 9 will be played here.
Check input
Invalid / No input
Standard Error
TR_0016}
1
2
3
4
Account Information
Internet & VAS
Products, Offers & Services
Change Language

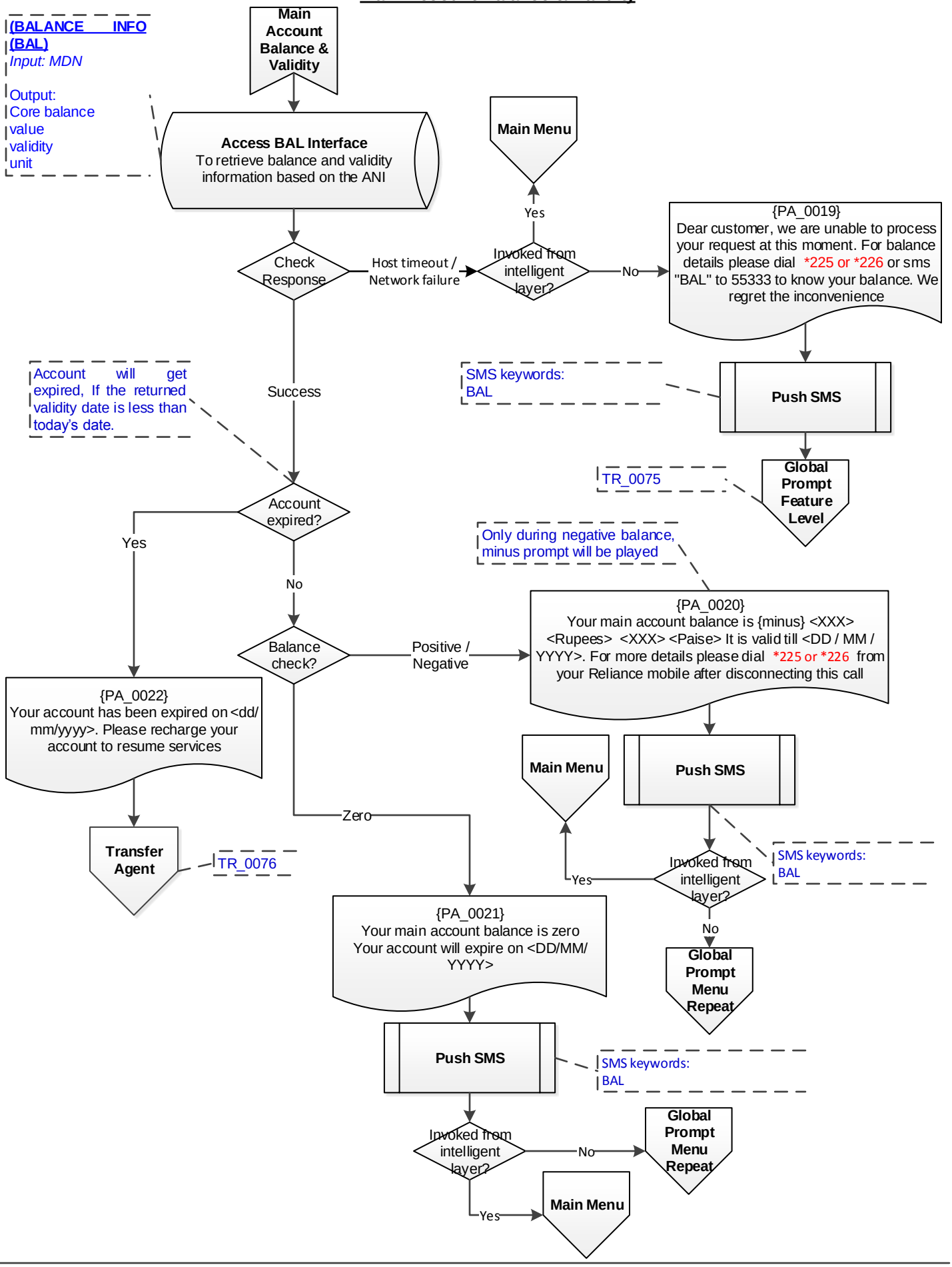
Account Information



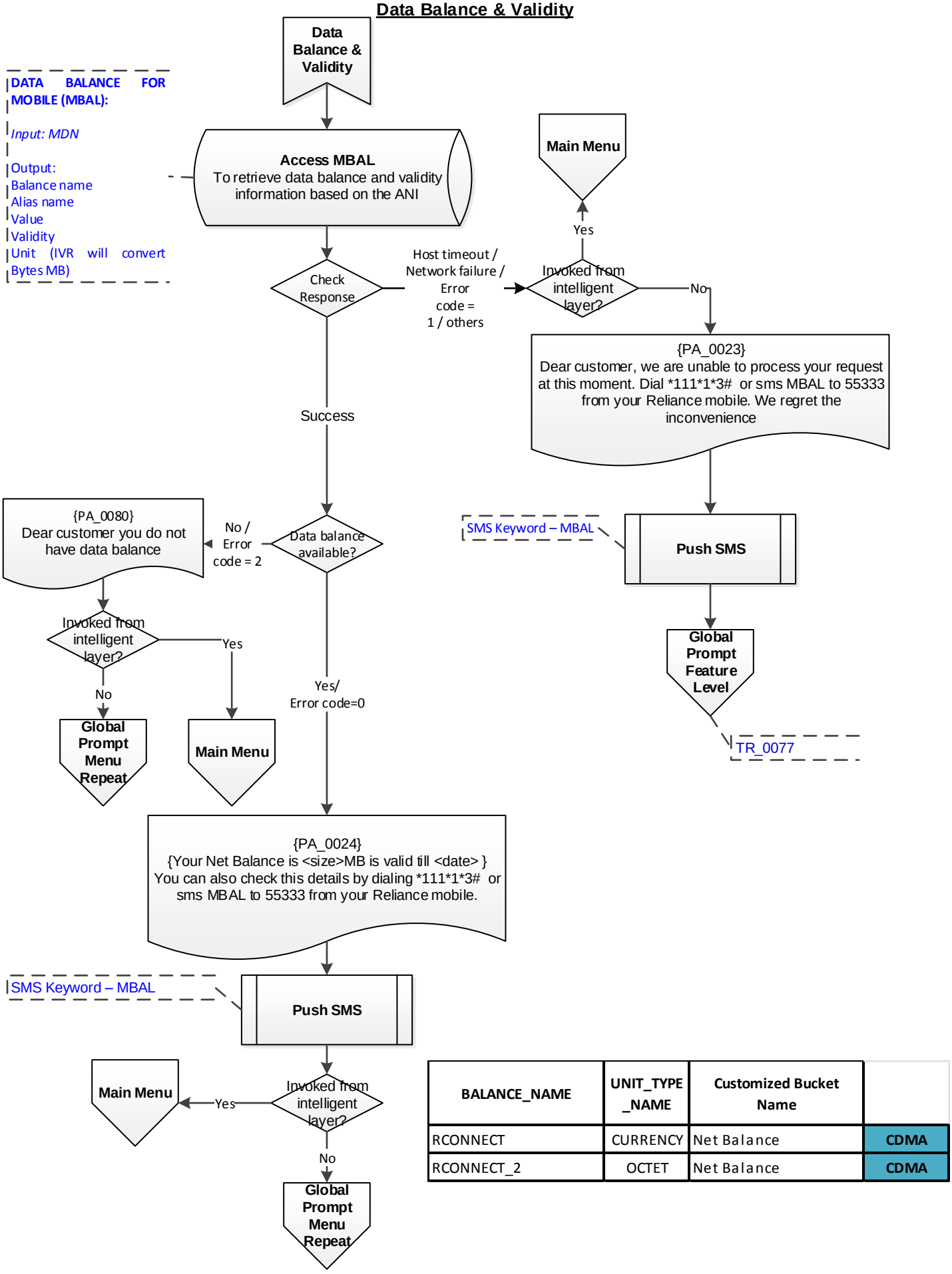
Account & Data Balance



Main Account Balance & Validity

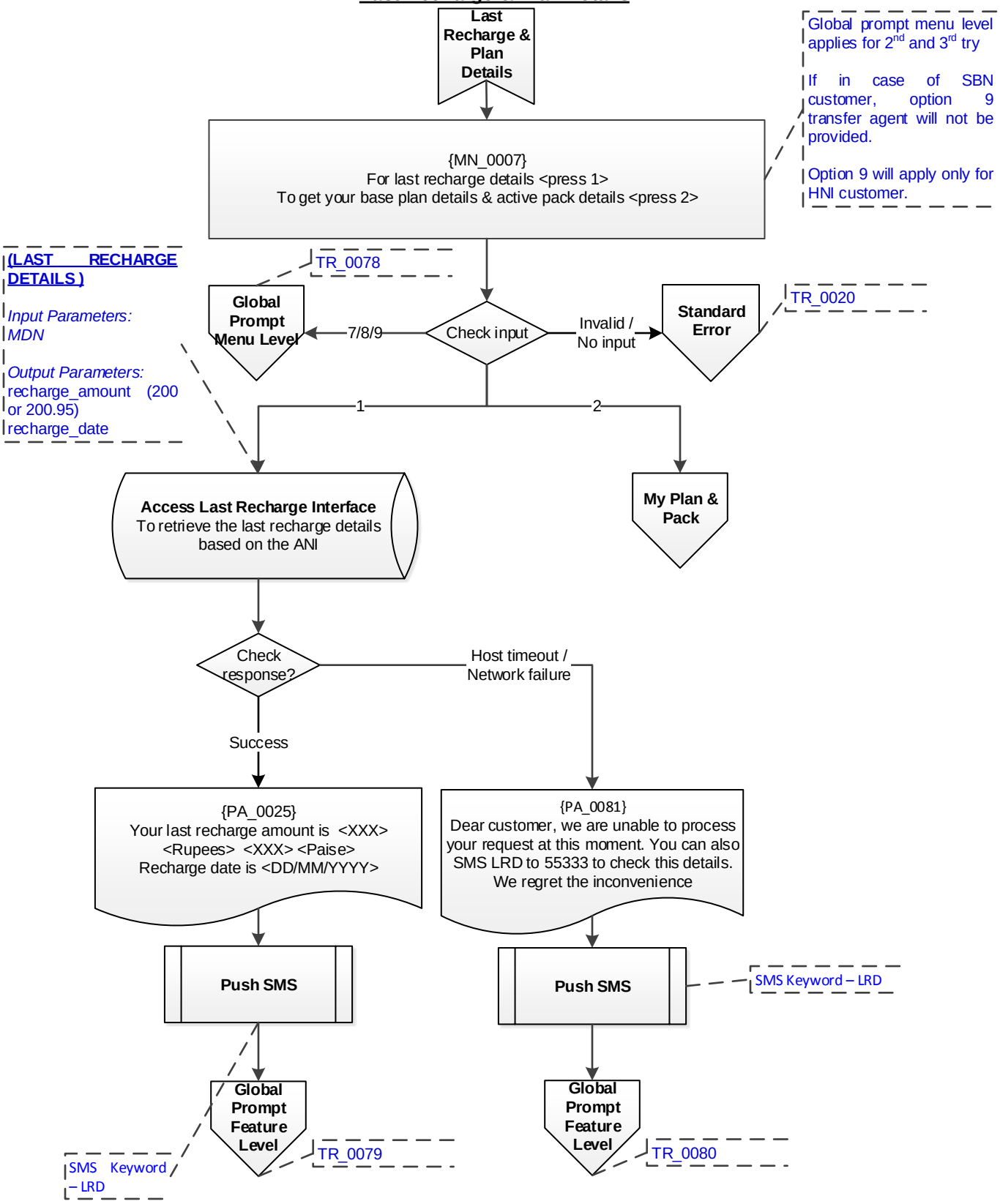


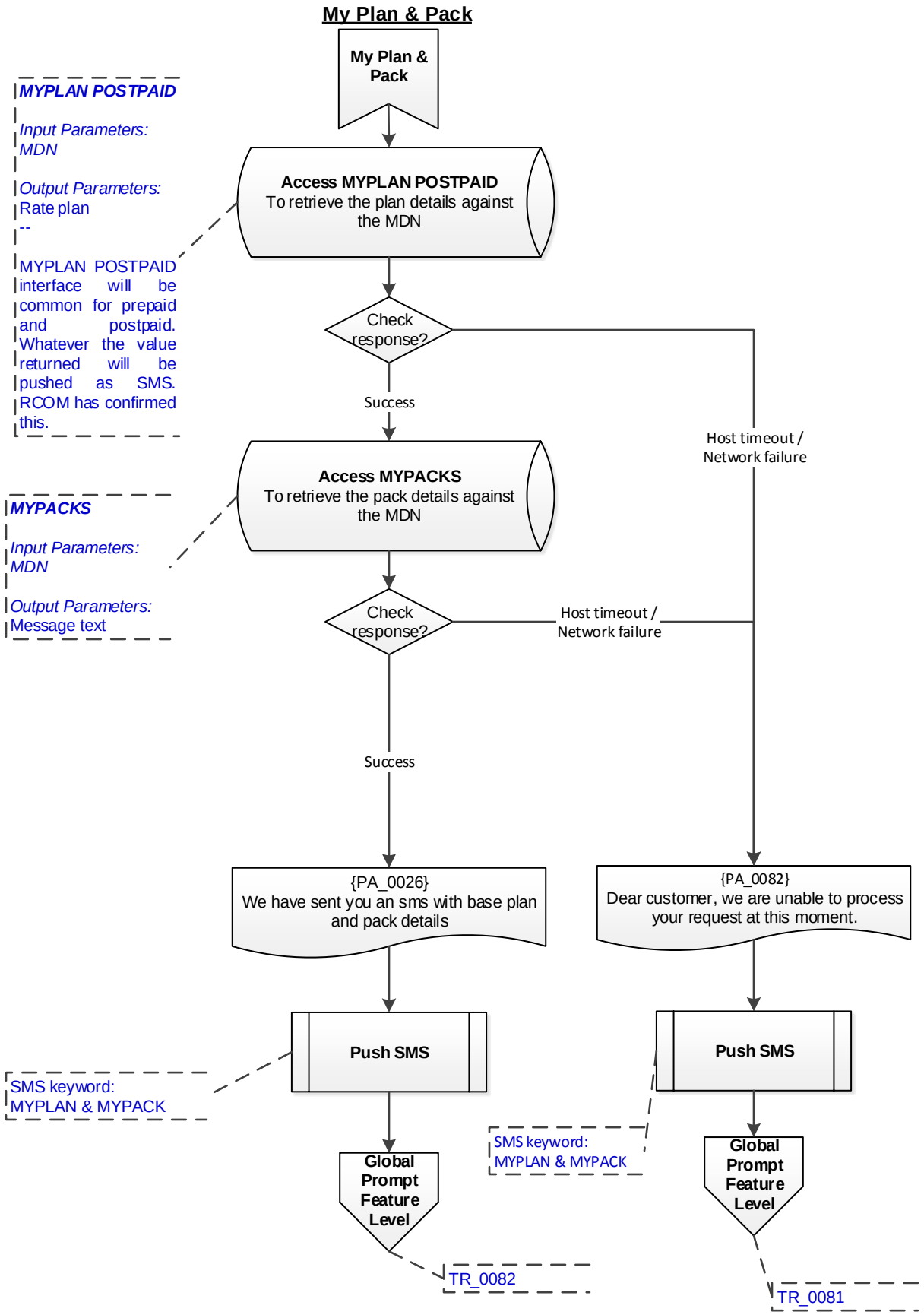
Data Balance & Validity



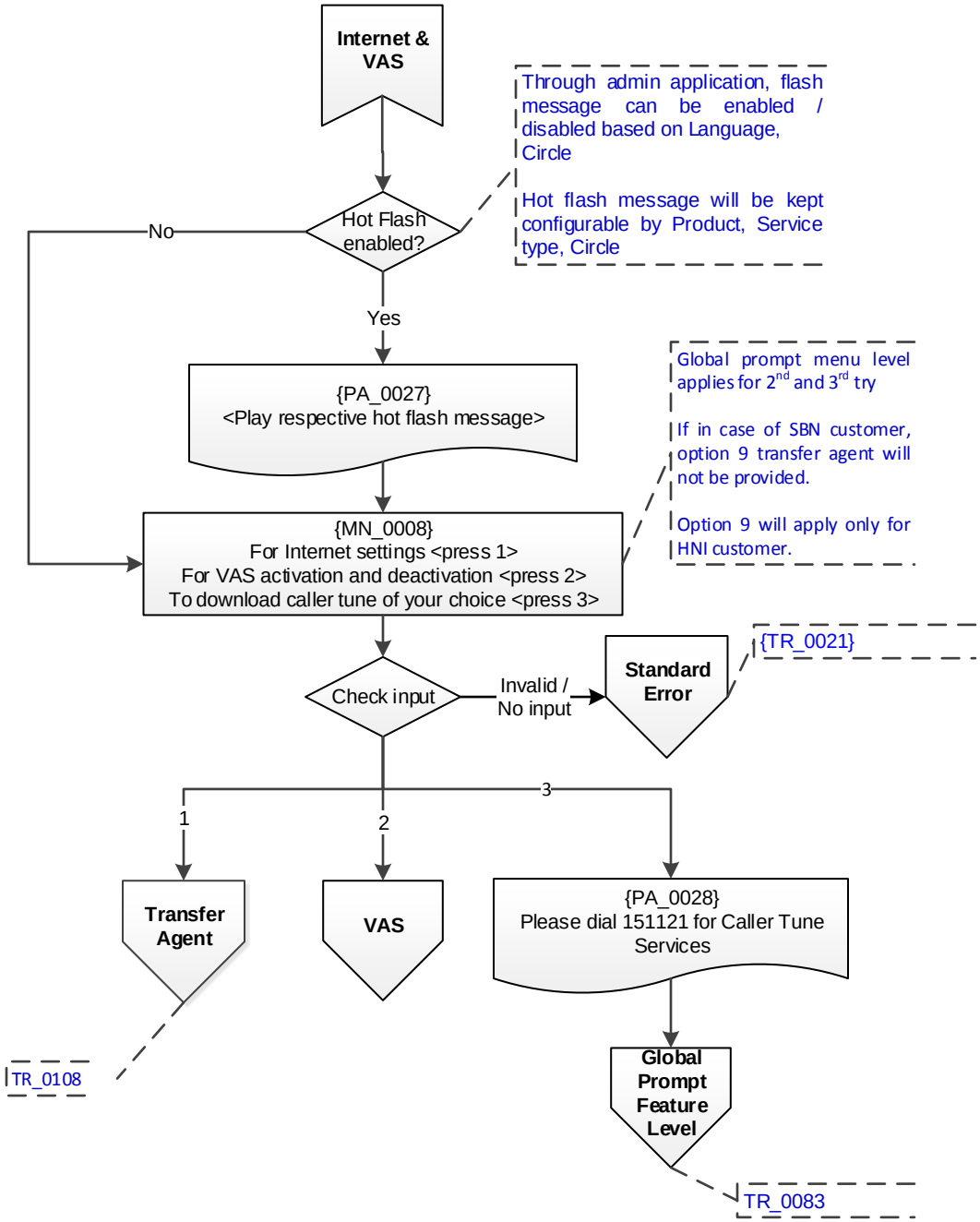
BALANCE_NAME	UNIT_TYPE _NAME	Customized Bucket Name	
RCONNECT	CURRENCY	Net Balance	CDMA
RCONNECT_2	OCTET	Net Balance	CDMA

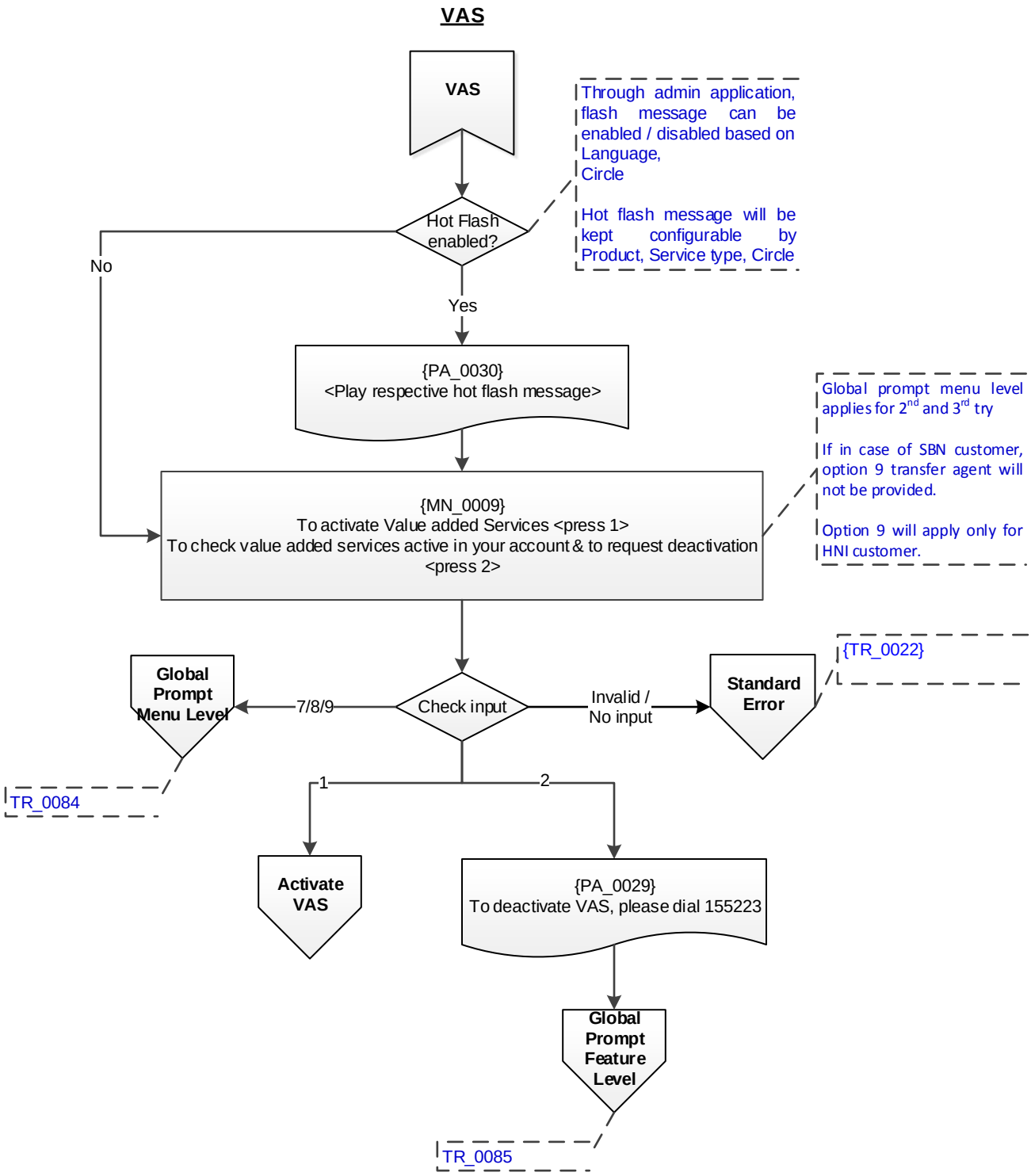
Last Recharge & Plan Details

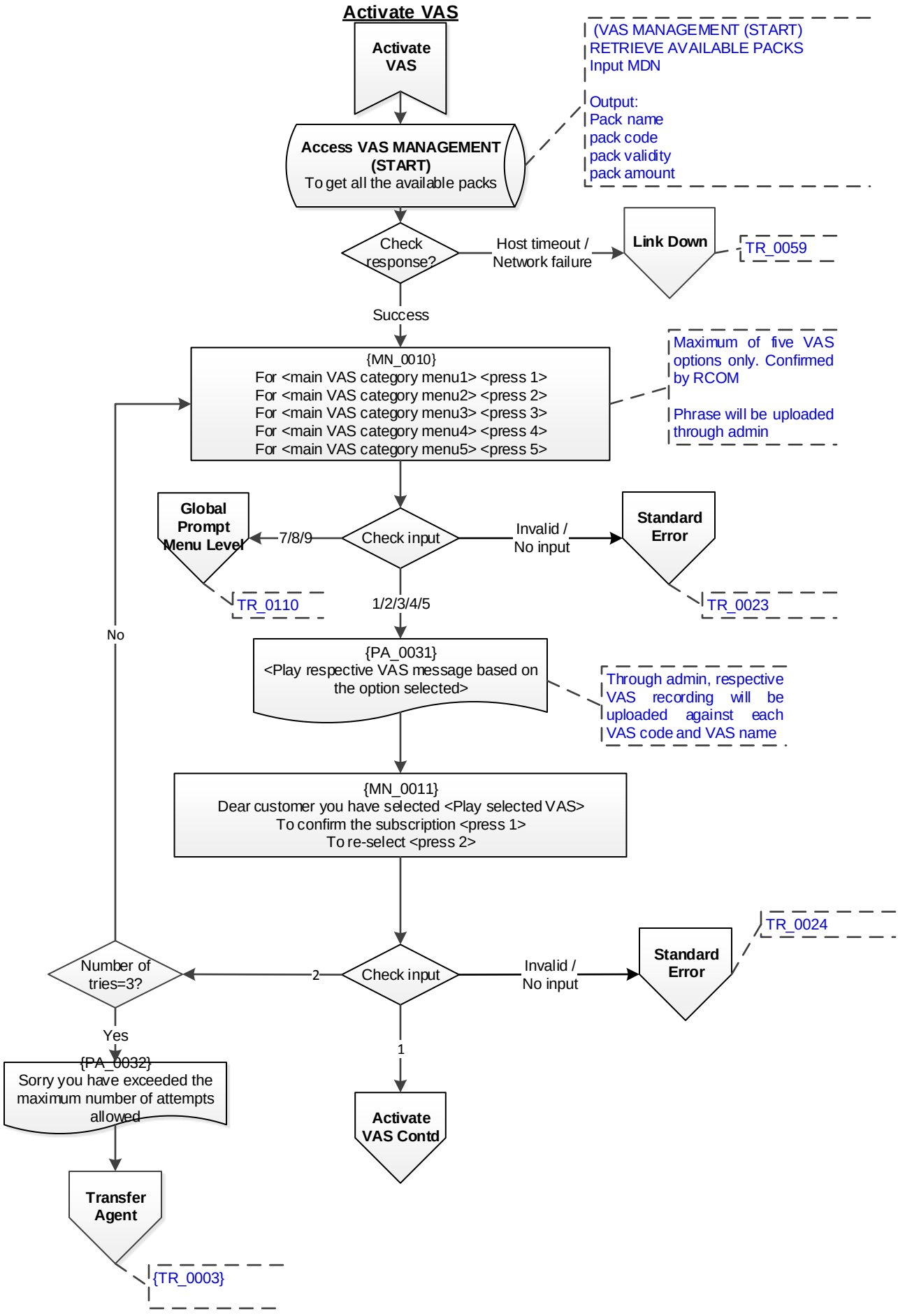



My Plan & Pack
My Plan & Pack
MYPLAN POSTPAID
Input Parameters:
MDN
Output Parameters:
Rate plan
--
MYPLAN POSTPAID interface will be common for prepaid and postpaid. Whatever the value returned will be pushed as SMS. RCOM has confirmed this.
Access MYPLAN POSTPAID
To retrieve the plan details against the MDN
Check response?
Success
Host timeout / Network failure
Access MYPACKS
To retrieve the pack details against the MDN
MYPACKS
Input Parameters:
MDN
Output Parameters:
Message text
Check response?
Host timeout / Network failure
Success
{PA_0026}
We have sent you an sms with base plan and pack details
{PA_0082}
Dear customer, we are unable to process your request at this moment.
Push SMS
Push SMS
SMS keyword:
MYPLAN & MYPACK
SMS keyword:
MYPLAN & MYPACK
Global Prompt Feature Level
Global Prompt Feature Level
TR_0082
TR_0081

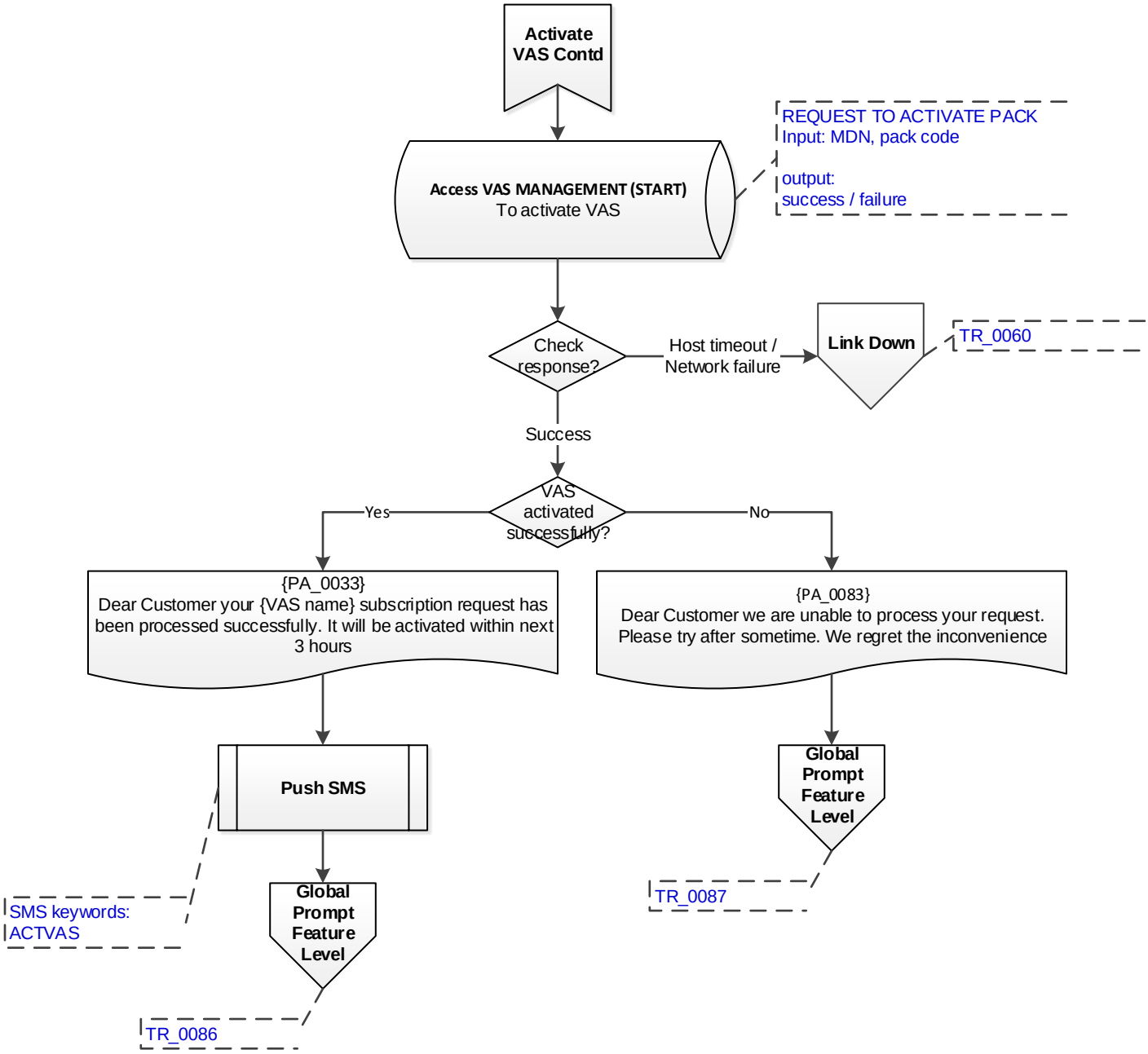
Internet & VAS



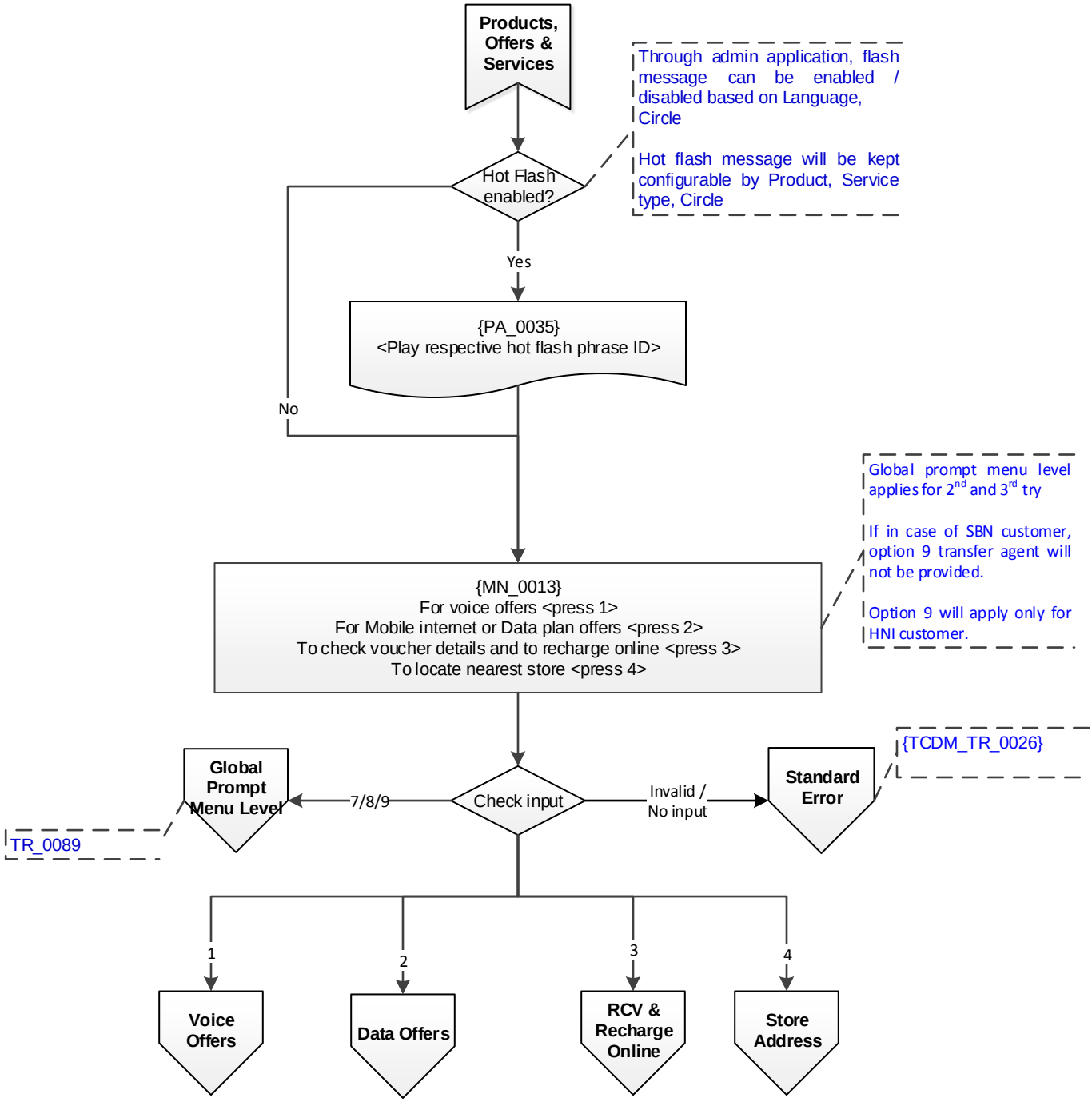

VAS
VAS
Through admin application, flash message can be enabled / disabled based on Language, Circle
Hot flash message will be kept configurable by Product, Service type, Circle
Hot Flash enabled?
No
Yes
{PA_0030}
<Play respective hot flash message>
Global prompt menu level applies for 2nd and 3rd try
If in case of SBN customer, option 9 transfer agent will not be provided.
Option 9 will apply only for HNI customer.
{MN_0009}
To activate Value added Services <press 1>
To check value added services active in your account & to request deactivation <press 2>
{TR_0022}
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
TR_0084
1
2
Activate VAS
{PA_0029}
To deactivate VAS, please dial 155223
Global Prompt Feature Level
TR_0085

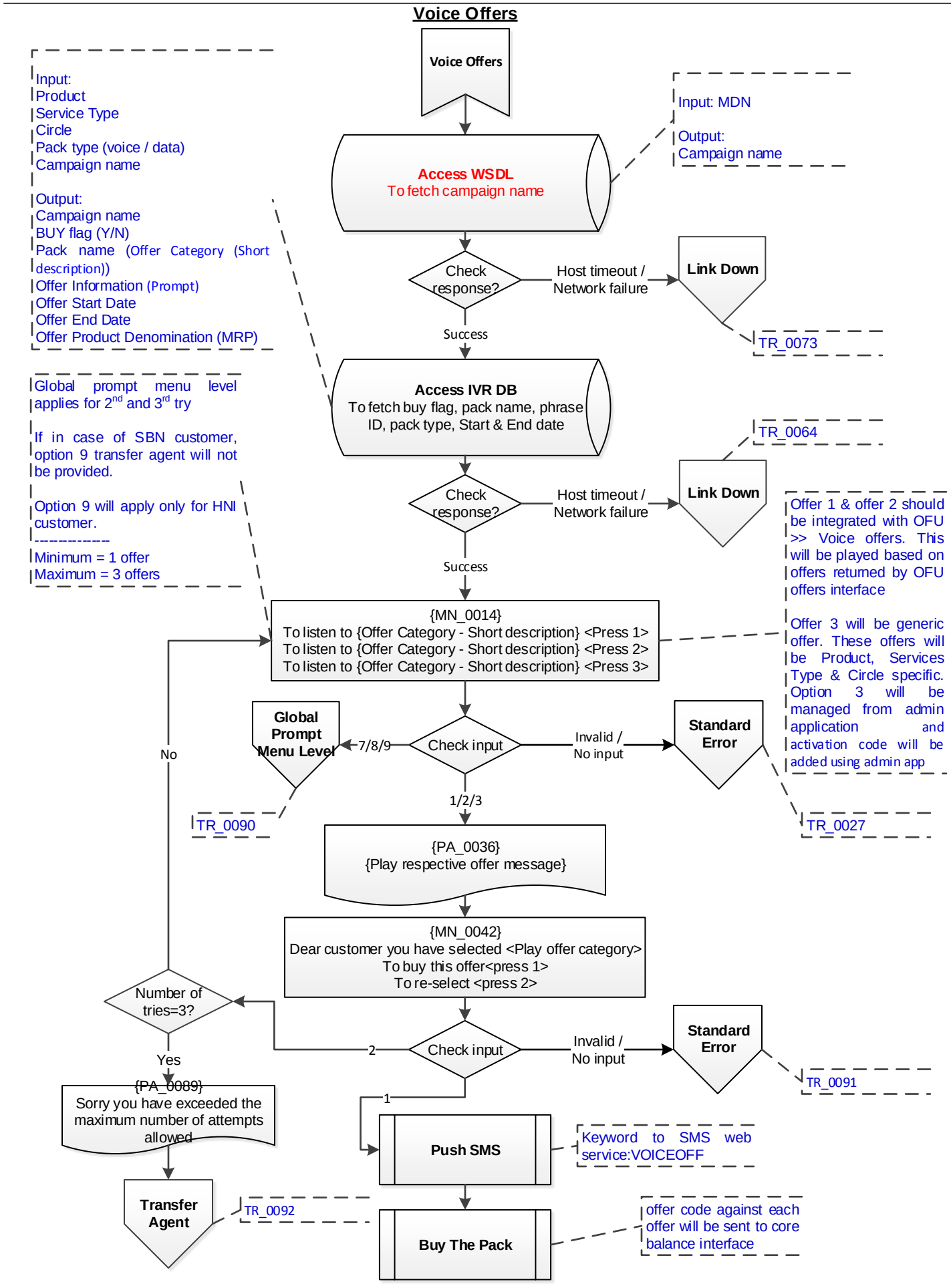

Activate VAS
Activate VAS
(VAS MANAGEMENT (START)
RETRIEVE AVAILABLE PACKS
Input MDN
Output:
Pack name
pack code
pack validity
pack amount
Access VAS MANAGEMENT (START)
To get all the available packs
Check response?
Host timeout / Network failure
Link Down
TR_0059
Success
{MN_0010}
For <main VAS category menu1> <press 1>
For <main VAS category menu2> <press 2>
For <main VAS category menu3> <press 3>
For <main VAS category menu4> <press 4>
For <main VAS category menu5> <press 5>
Maximum of five VAS options only. Confirmed by RCOM
Phrase will be uploaded through admin
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
TR_0110
1/2/3/4/5
TR_0023
No
{PA_0031}
<Play respective VAS message based on the option selected>
Through admin, respective VAS recording will be uploaded against each VAS code and VAS name
{MN_0011}
Dear customer you have selected <Play selected VAS>
To confirm the subscription <press 1>
To re-select <press 2>
TR_0024
Number of tries=3?
2
Check input
Invalid / No input
Standard Error
Yes
1
{PA_0032}
Sorry you have exceeded the maximum number of attempts allowed
Activate VAS Contd
Transfer Agent
{TR_0003}

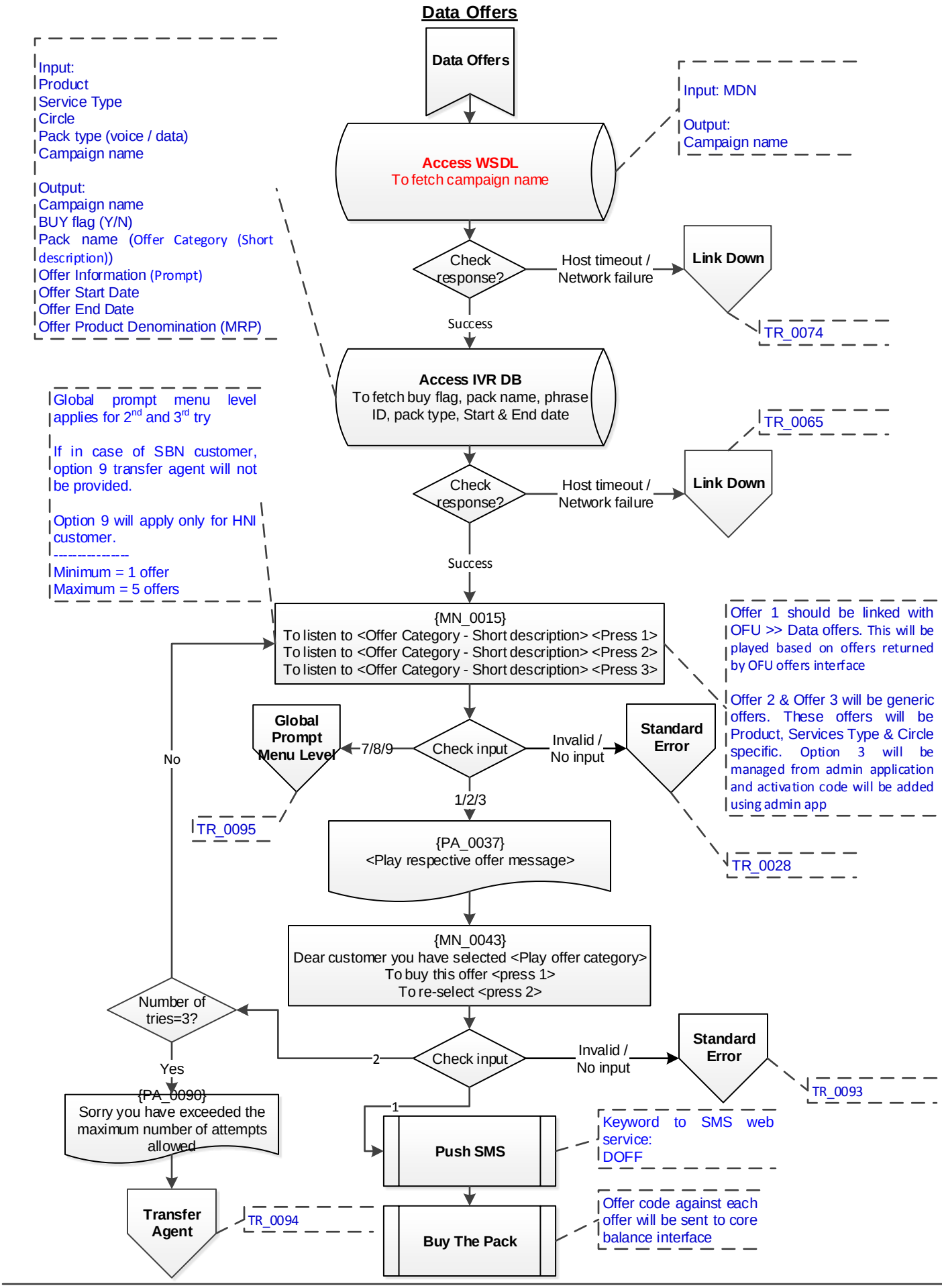
Activate VAS Contd



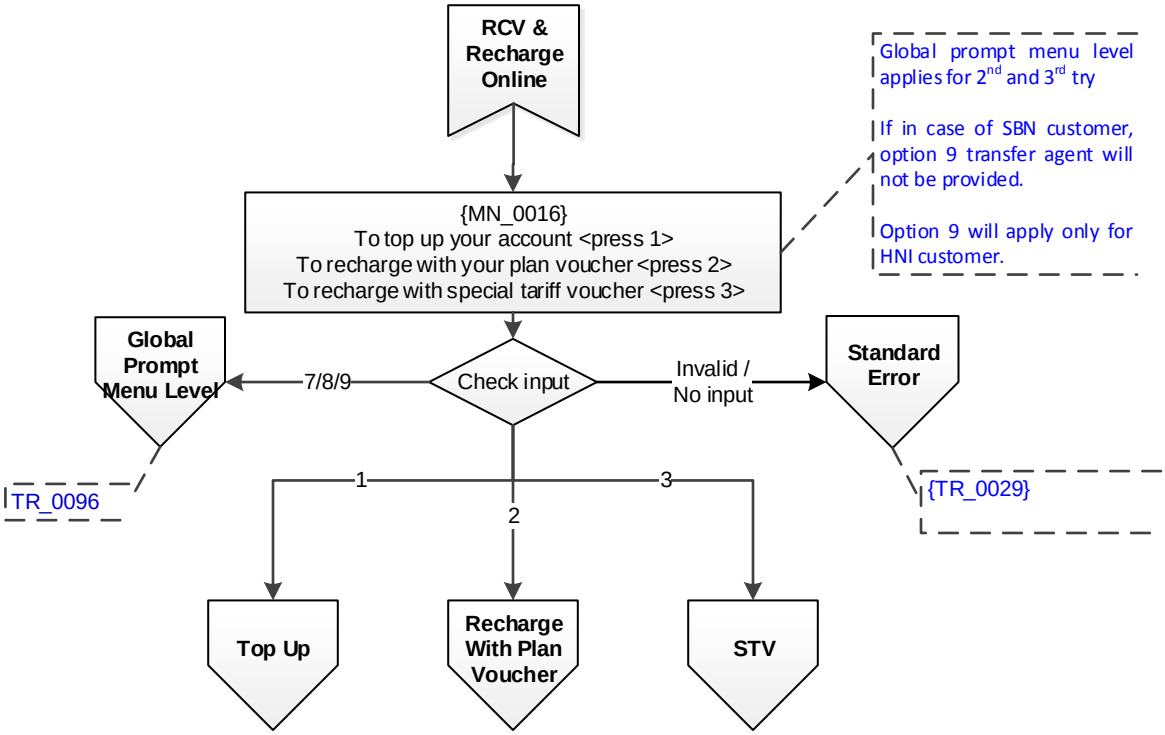
Products, Offers & Services

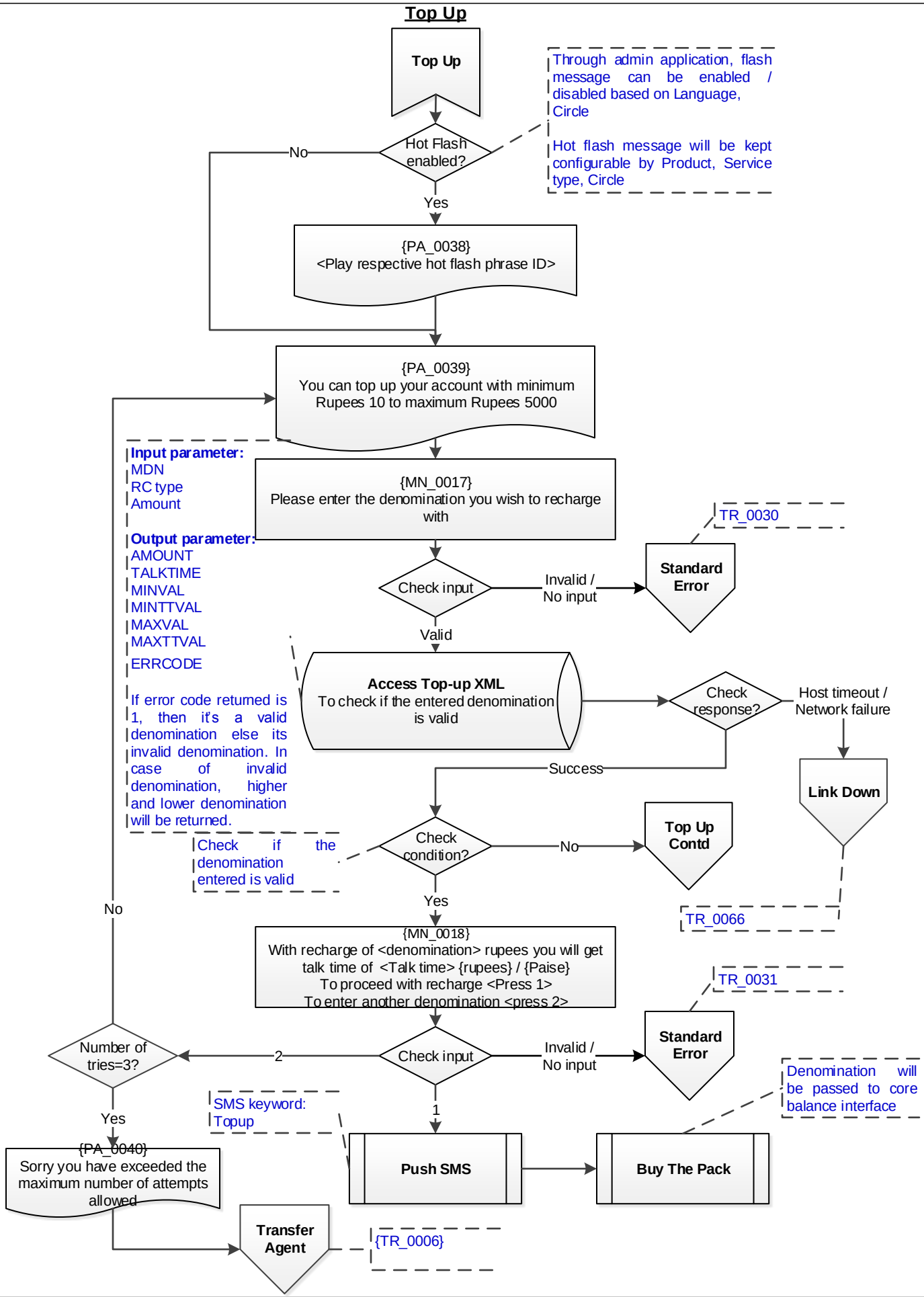


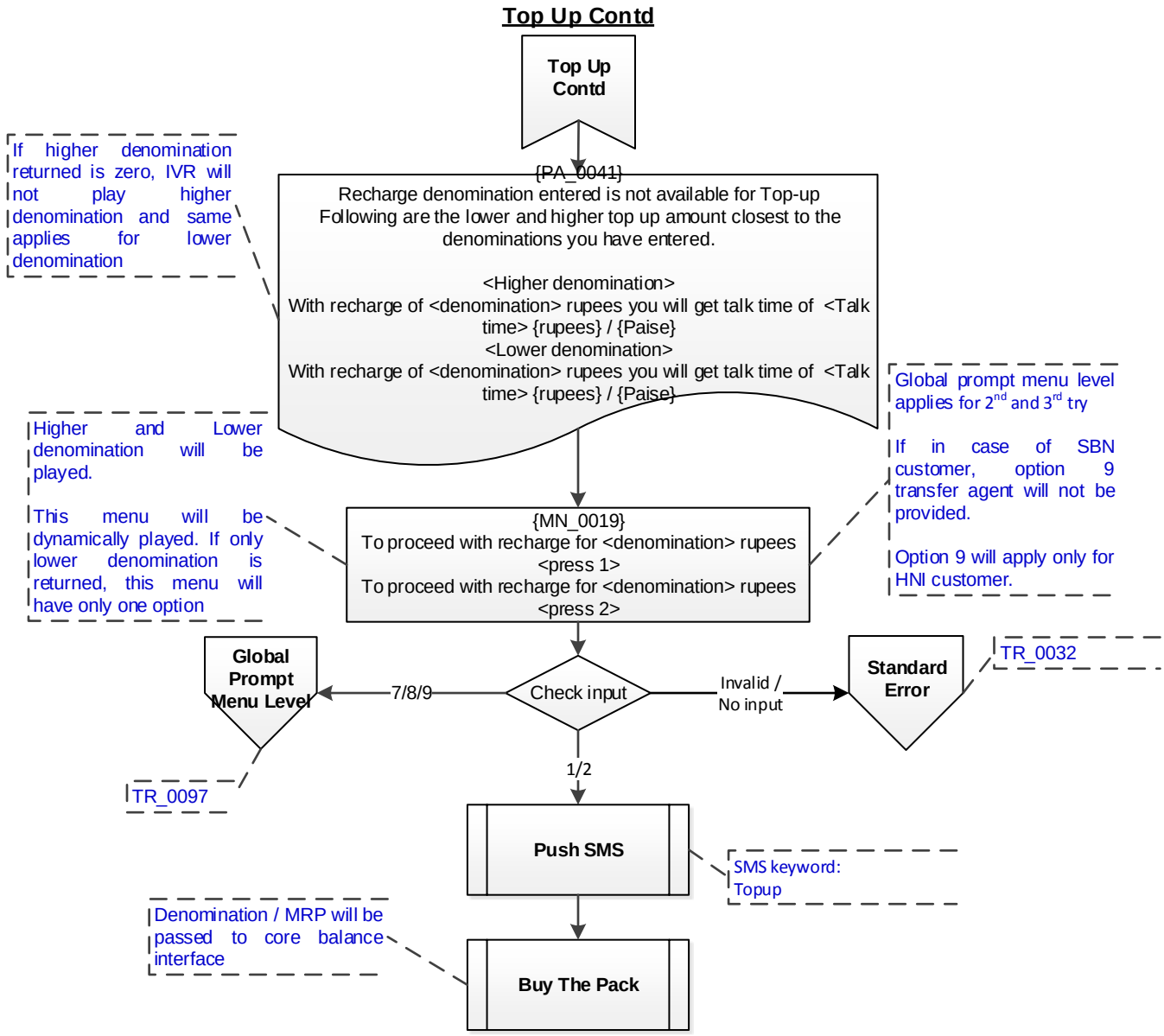

Voice Offers
Voice Offers
Input:
Product
Service Type
Circle
Pack type (voice / data)
Campaign name
Output:
Campaign name
BUY flag (Y/N)
Pack name (Offer Category (Short description))
Offer Information (Prompt)
Offer Start Date
Offer End Date
Offer Product Denomination (MRP)
Access WSDL
To fetch campaign name
Input: MDN
Output:
Campaign name
Check response?
Host timeout / Network failure
Link Down
TR_0073
Success
Access IVR DB
To fetch buy flag, pack name, phrase ID, pack type, Start & End date
Global prompt menu level applies for 2nd and 3rd try
If in case of SBN customer, option 9 transfer agent will not be provided.
Option 9 will apply only for HNI customer.
Minimum = 1 offer
Maximum = 3 offers
TR_0064
Check response?
Host timeout / Network failure
Link Down
Success
Offer 1 & offer 2 should be integrated with OFU >> Voice offers. This will be played based on offers returned by OFU offers interface
{MN_0014}
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>
Offer 3 will be generic offer. These offers will be Product, Services Type & Circle specific. Option 3 will be managed from admin application and activation code will be added using admin app
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
No
TR_0090
1/2/3
TR_0027
{PA_0036}
{Play respective offer message}
{MN_0042}
Dear customer you have selected <Play offer category>
To buy this offer<press 1>
To re-select <press 2>
Number of tries=3?
Check input
Invalid / No input
Standard Error
2
Yes
TR_0091
1
{PA_0089}
Sorry you have exceeded the maximum number of attempts allowed
Push SMS
Keyword to SMS web service:VOICEOFF
Transfer Agent
TR_0092
Buy The Pack
offer code against each offer will be sent to core balance interface


Data Offers
Data Offers
Input:
Product
Service Type
Circle
Pack type (voice / data)
Campaign name
Output:
Campaign name
BUY flag (Y/N)
Pack name (Offer Category (Short description))
Offer Information (Prompt)
Offer Start Date
Offer End Date
Offer Product Denomination (MRP)
Access WSDL
To fetch campaign name
Input: MDN
Output:
Campaign name
Check response?
Host timeout / Network failure
Link Down
TR_0074
Success
Access IVR DB
To fetch buy flag, pack name, phrase ID, pack type, Start & End date
Global prompt menu level applies for 2nd and 3rd try
If in case of SBN customer, option 9 transfer agent will not be provided.
Option 9 will apply only for HNI customer.
Minimum = 1 offer
Maximum = 5 offers
TR_0065
Check response?
Host timeout / Network failure
Link Down
Success
{MN_0015}
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>
Offer 1 should be linked with OFU >> Data offers. This will be played based on offers returned by OFU offers interface
Offer 2 & Offer 3 will be generic offers. These offers will be Product, Services Type & Circle specific. Option 3 will be managed from admin application and activation code will be added using admin app
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
No
1/2/3
TR_0095
TR_0028
{PA_0037}
<Play respective offer message>
{MN_0043}
Dear customer you have selected <Play offer category>
To buy this offer <press 1>
To re-select <press 2>
Number of tries=3?
2
Check input
Invalid / No input
Standard Error
TR_0093
Yes
{PA_0090}
Sorry you have exceeded the maximum number of attempts allowed
1
Push SMS
Keyword to SMS web service:
DOFF
Transfer Agent
TR_0094
Buy The Pack
Offer code against each offer will be sent to core balance interface

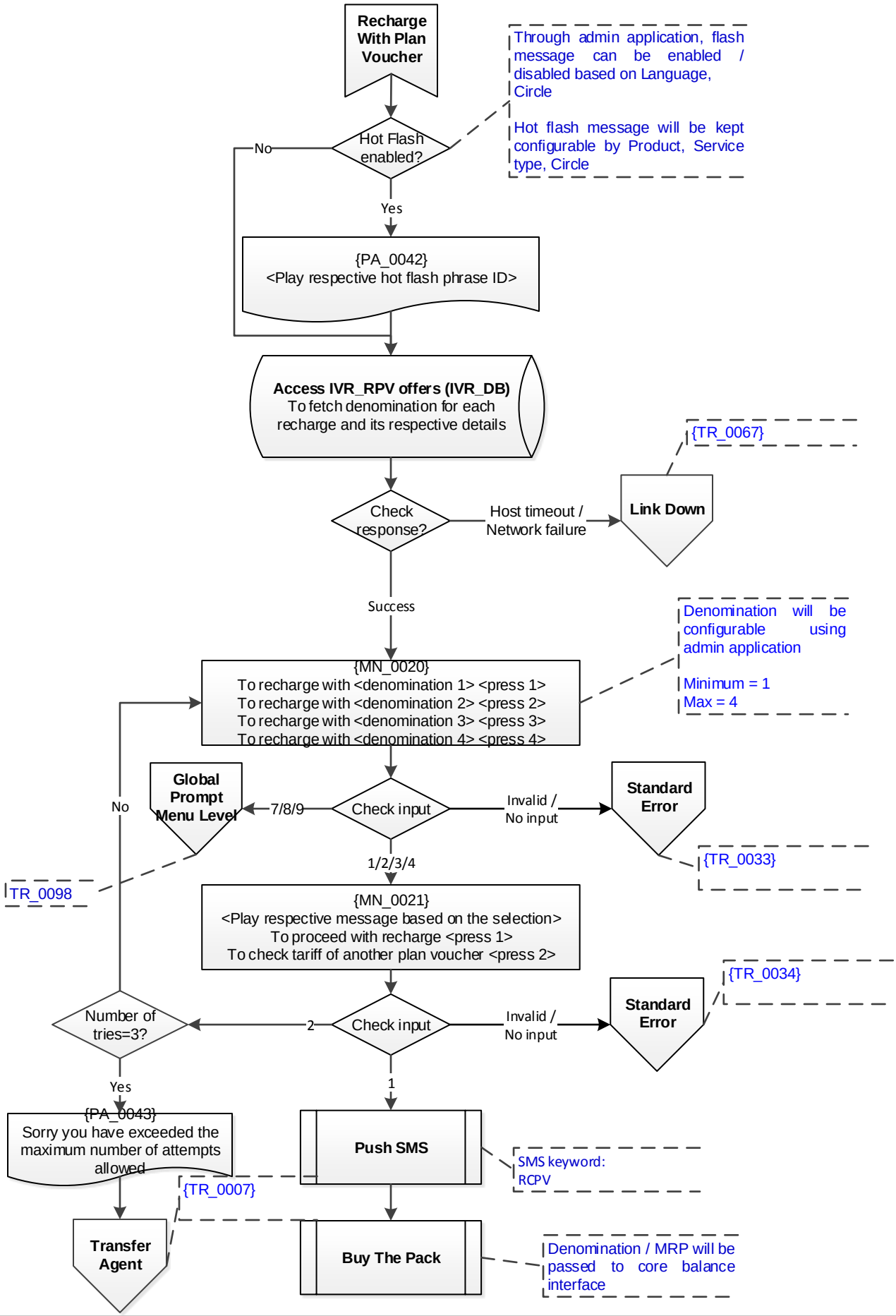
RCV & Recharge Online

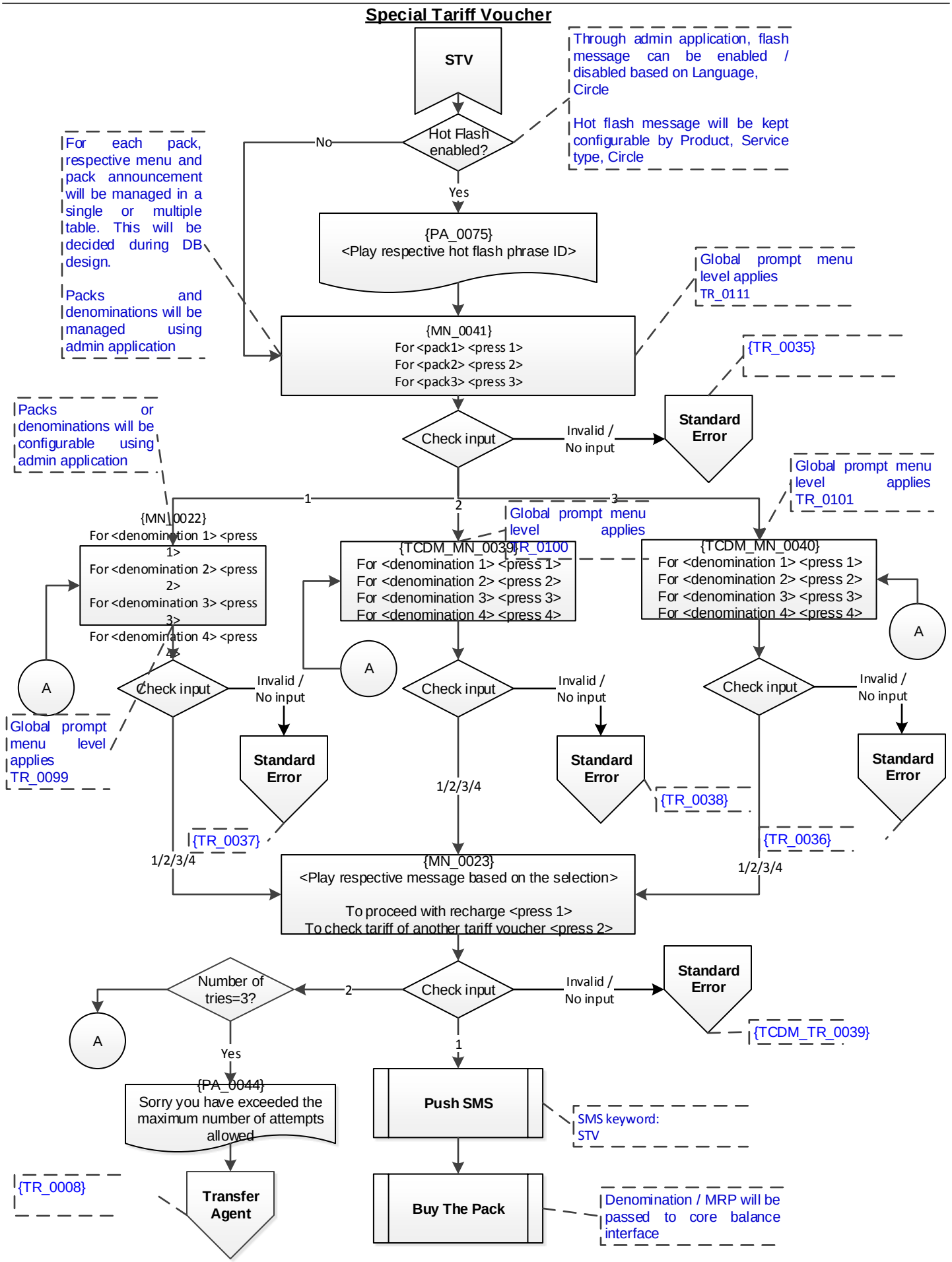



Top Up
Top Up
Through admin application, flash message can be enabled / disabled based on Language, Circle
Hot flash message will be kept configurable by Product, Service type, Circle
Hot Flash enabled?
No
Yes
{PA_0038}
<Play respective hot flash phrase ID>
{PA_0039}
You can top up your account with minimum Rupees 10 to maximum Rupees 5000
Input parameter:
MDN
RC type
Amount
Output parameter:
AMOUNT
TALKTIME
MINVAL
MINTTVAL
MAXVAL
MAXTTVAL
ERRCODE
If error code returned is 1, then it's a valid denomination else its invalid denomination. In case of invalid denomination, higher and lower denomination will be returned.
{MN_0017}
Please enter the denomination you wish to recharge with
TR_0030
Check input
Invalid / No input
Standard Error
Valid
Access Top-up XML
To check if the entered denomination is valid
Check response?
Host timeout / Network failure
Link Down
Success
Check if the denomination entered is valid
Check condition?
No
Top Up Contd
Yes
TR_0066
No
{MN_0018}
With recharge of <denomination> rupees you will get talk time of <Talk time> {rupees} / {Paise}
To proceed with recharge <Press 1>
To enter another denomination <press 2>
TR_0031
Number of tries=3?
2
Check input
Invalid / No input
Standard Error
Denomination will be passed to core balance interface
Yes
1
SMS keyword: Topup
{PA_0040}
Sorry you have exceeded the maximum number of attempts allowed
Push SMS
Buy The Pack
Transfer Agent
{TR_0006}

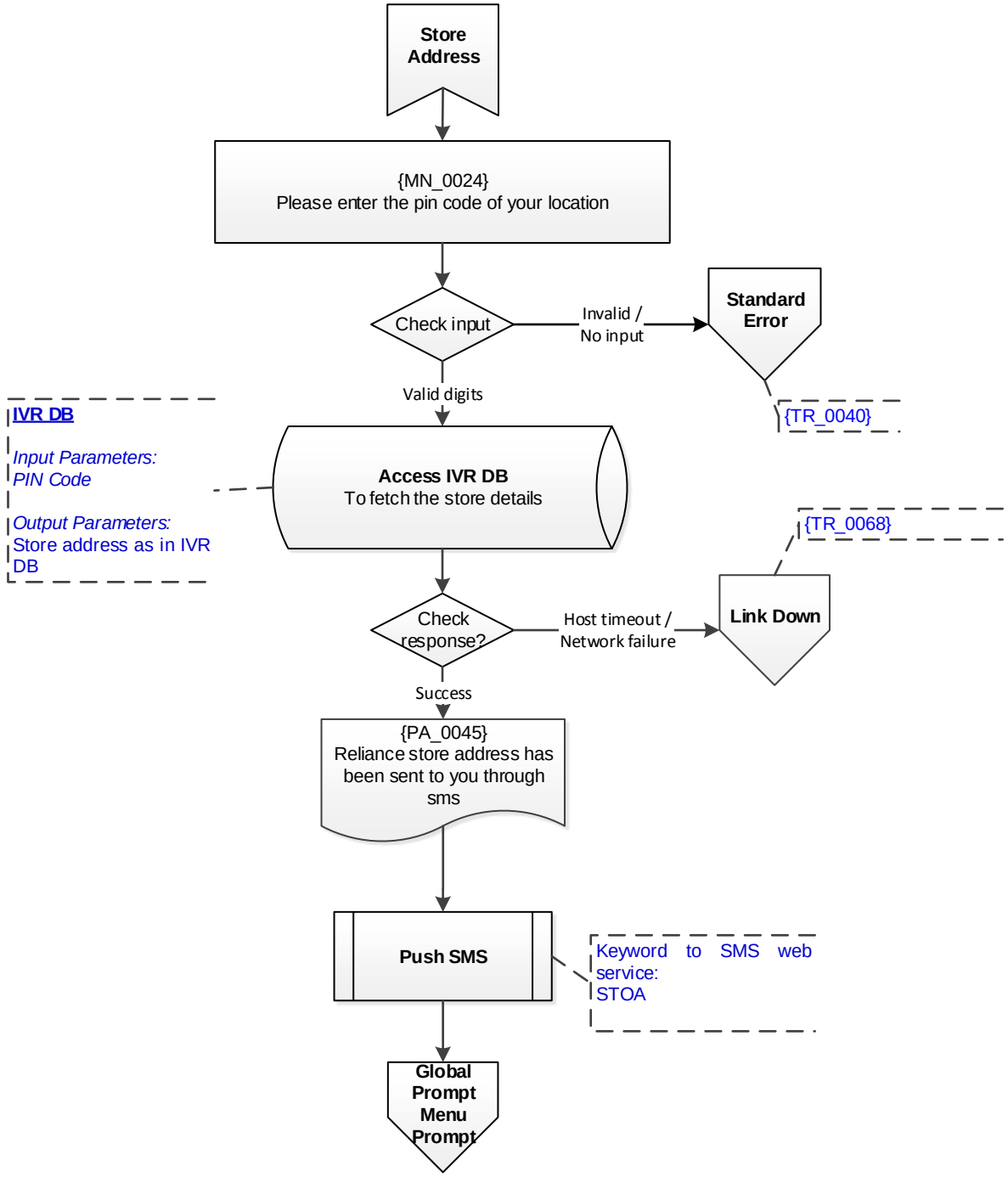

Top Up Contd
Top Up Contd
{PA_0041}
Recharge denomination entered is not available for Top-up
Following are the lower and higher top up amount closest to the denominations you have entered.
<Higher denomination>
With recharge of <denomination> rupees you will get talk time of <Talk time> {rupees} / {Paise}
<Lower denomination>
With recharge of <denomination> rupees you will get talk time of <Talk time> {rupees} / {Paise}
If higher denomination returned is zero, IVR will not play higher denomination and same applies for lower denomination
Higher and Lower denomination will be played.
This menu will be dynamically played. If only lower denomination is returned, this menu will have only one option
{MN_0019}
To proceed with recharge for <denomination> rupees <press 1>
To proceed with recharge for <denomination> rupees <press 2>
Global prompt menu level applies for 2nd and 3rd try
If in case of SBN customer, option 9 transfer agent will not be provided.
Option 9 will apply only for HNI customer.
Global Prompt Menu Level
7/8/9
Check input
Invalid / No input
Standard Error
TR_0032
TR_0097
1/2
Push SMS
SMS keyword: Topup
Denomination / MRP will be passed to core balance interface
Buy The Pack

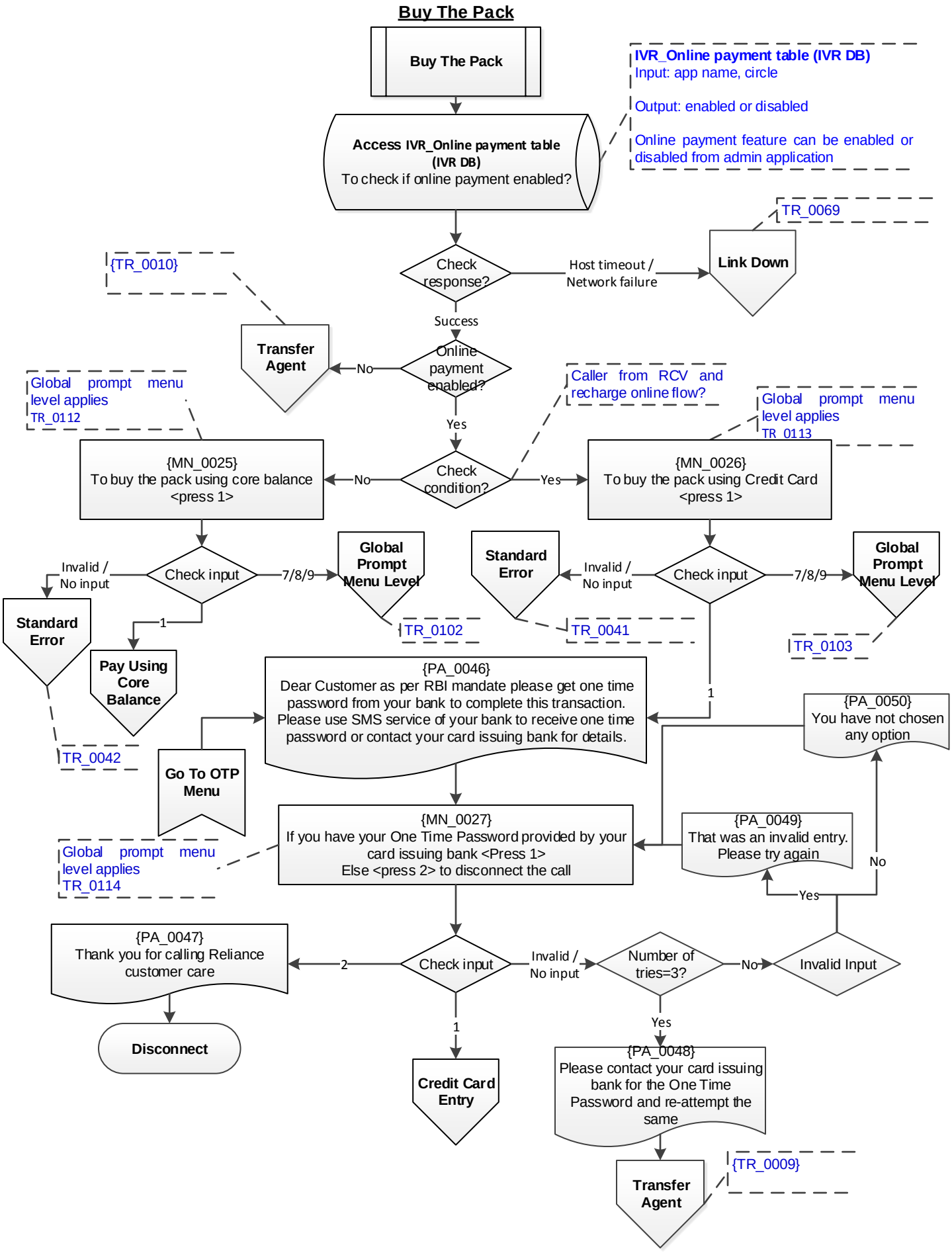
Recharge With Plan Voucher

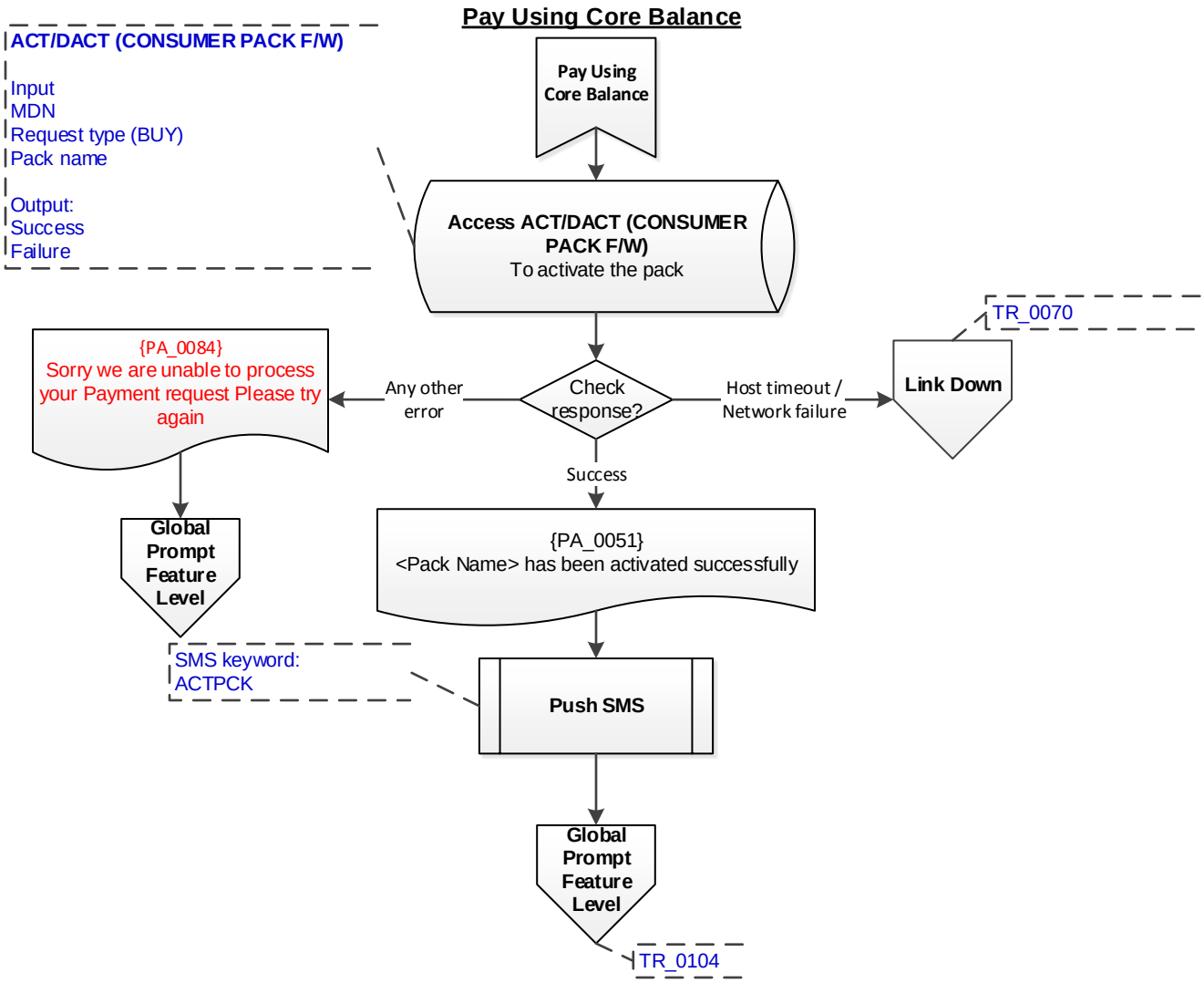


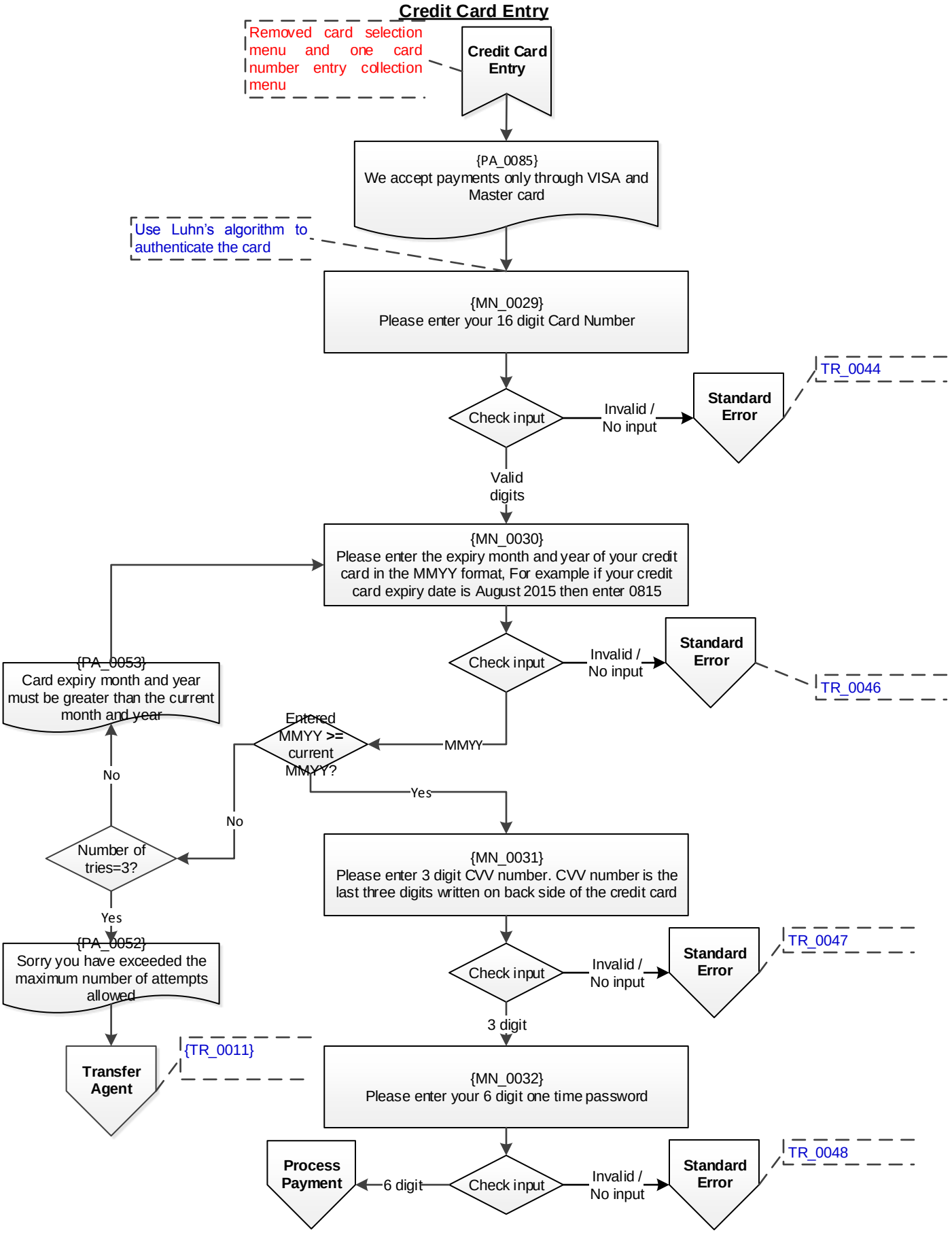

Special Tariff Voucher
STV
Through admin application, flash message can be enabled / disabled based on Language, Circle
Hot flash message will be kept configurable by Product, Service type, Circle
Hot Flash enabled?
No
Yes
For each pack, respective menu and pack announcement will be managed in a single or multiple table. This will be decided during DB design.
Packs and denominations will be managed using admin application
{PA_0075}
<Play respective hot flash phrase ID>
Global prompt menu level applies TR_0111
{MN_0041}
For <pack1> <press 1>
For <pack2> <press 2>
For <pack3> <press 3>
{TR_0035}
Packs or denominations will be configurable using admin application
Check input
Invalid / No input
Standard Error
Global prompt menu level applies TR_0101
1
2
3
{MN_0022}
For <denomination 1> <press 1>
For <denomination 2> <press 2>
For <denomination 3> <press 3>
For <denomination 4> <press 4>
Global prompt menu level applies TR_0100
{TCDM_MN_0039}
For <denomination 1> <press 1>
For <denomination 2> <press 2>
For <denomination 3> <press 3>
For <denomination 4> <press 4>
{TCDM_MN_0040}
For <denomination 1> <press 1>
For <denomination 2> <press 2>
For <denomination 3> <press 3>
For <denomination 4> <press 4>
A
Check input
Invalid / No input
Standard Error
Global prompt menu level applies TR_0099
{TR_0037}
1/2/3/4
{TR_0038}
{TR_0036}
{MN_0023}
<Play respective message based on the selection>
To proceed with recharge <press 1>
To check tariff of another tariff voucher <press 2>
Number of tries=3?
Yes
{PA_0044}
Sorry you have exceeded the maximum number of attempts allowed
{TR_0008}
Transfer Agent
Push SMS
SMS keyword: STV
Buy The Pack
Denomination / MRP will be passed to core balance interface
{TCDM_TR_0039}

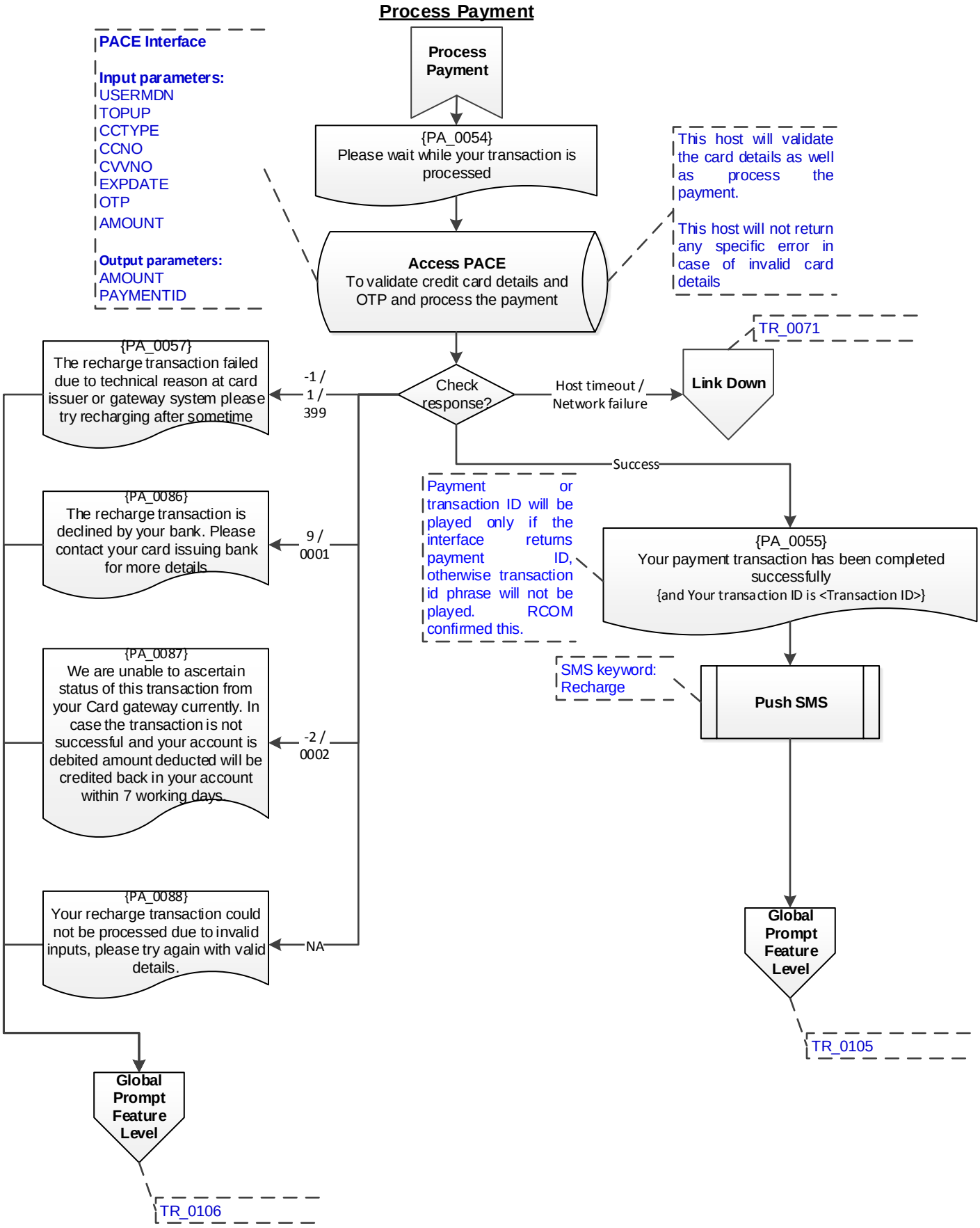
Store Address



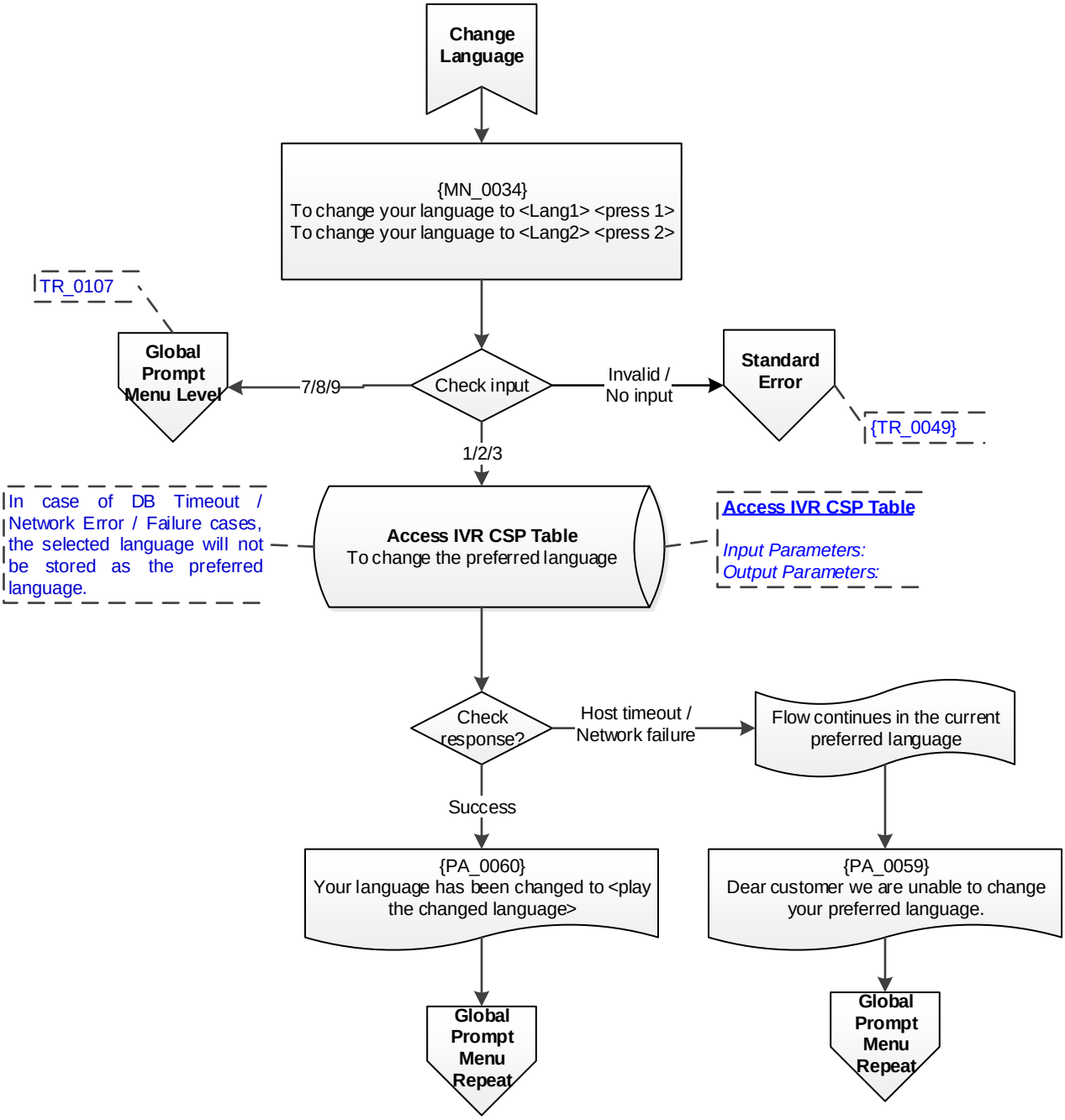

Buy The Pack
Buy The Pack
IVR_Online payment table (IVR DB)
Input: app name, circle
Output: enabled or disabled
Online payment feature can be enabled or disabled from admin application
Access IVR_Online payment table (IVR DB)
To check if online payment enabled?
TR_0069
Check response?
Host timeout / Network failure
Link Down
{TR_0010}
Success
Transfer Agent
No
Online payment enabled?
Global prompt menu level applies
TR_0112
Caller from RCV and recharge online flow?
Global prompt menu level applies
TR_0113
Yes
{MN_0025}
To buy the pack using core balance
<press 1>
No
Check condition?
Yes
{MN_0026}
To buy the pack using Credit Card
<press 1>
Invalid / No input
Check input
7/8/9
Global Prompt Menu Level
Standard Error
1
Pay Using Core Balance
TR_0102
TR_0041
TR_0103
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.
{PA_0050}
You have not chosen any option
{MN_0027}
If you have your One Time Password provided by your card issuing bank <Press 1>
Else <press 2> to disconnect the call
{PA_0049}
That was an invalid entry. Please try again
Global prompt menu level applies
TR_0114
No
Yes
{PA_0047}
Thank you for calling Reliance customer care
2
Check input
Invalid / No input
Number of tries=3?
No
Invalid Input
Disconnect
1
Yes
Credit Card Entry
{PA_0048}
Please contact your card issuing bank for the One Time Password and re-attempt the same
Transfer Agent
{TR_0009}

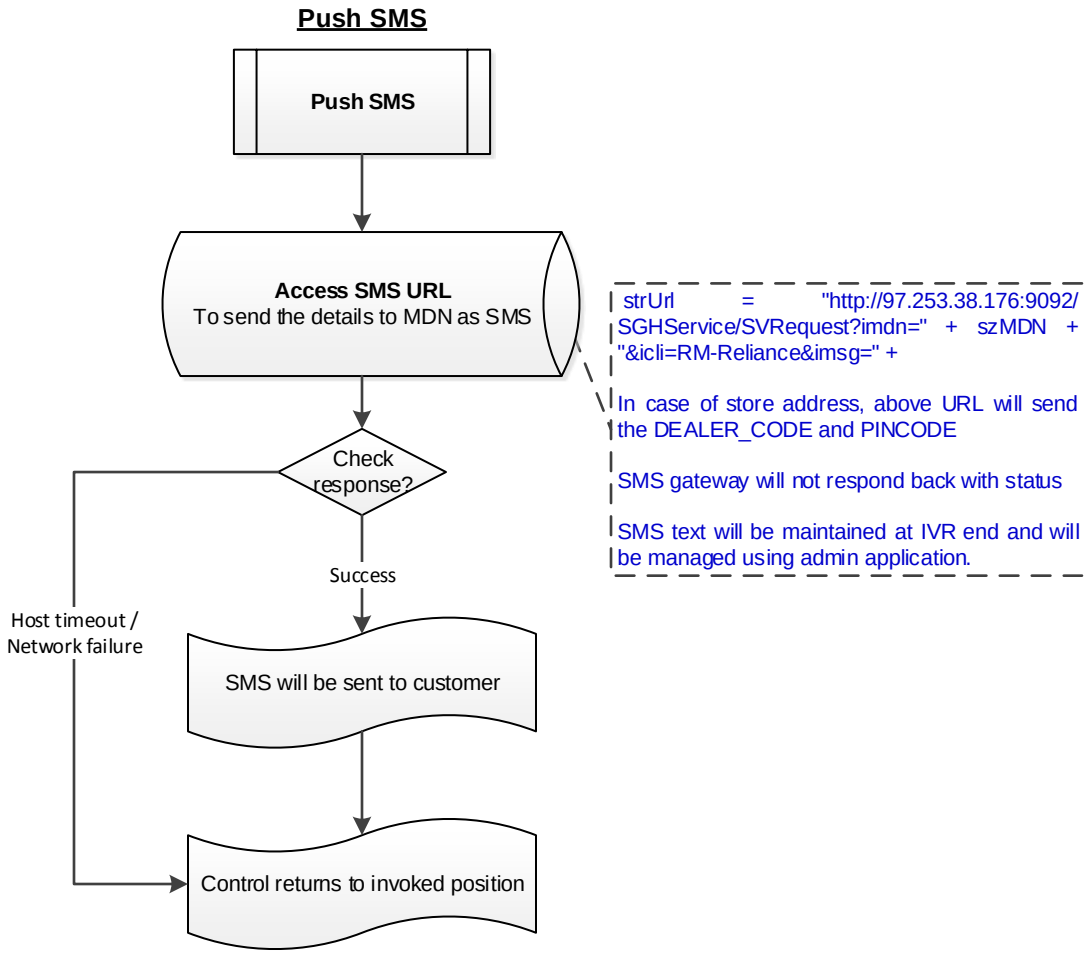

Pay Using Core Balance
ACT/DACT (CONSUMER PACK F/W)
Input
MDN
Request type (BUY)
Pack name
Output:
Success
Failure
Pay Using Core Balance
Access ACT/DACT (CONSUMER PACK F/W)
To activate the pack
Check response?
Any other error
{PA_0084}
Sorry we are unable to process your Payment request Please try again
Global Prompt Feature Level
Host timeout / Network failure
Link Down
TR_0070
Success
{PA_0051}
<Pack Name> has been activated successfully
SMS keyword:
ACTPCK
Push SMS
Global Prompt Feature Level
TR_0104


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 MMYY format, For example if your credit card expiry date is August 2015 then enter 0815
Check input
Invalid / No input
Standard Error
TR_0046
{PA_0053}
Card expiry month and year must be greater than the current month and year
Entered MMYY >= current MMYY?
MMYY
No
Yes
No
Number of tries=3?
Yes
{PA_0052}
Sorry you have exceeded the maximum number of attempts allowed
{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
Transfer Agent
{TR_0011}
{MN_0032}
Please enter your 6 digit one time password
Process Payment
6 digit
Check input
Invalid / No input
Standard Error
TR_0048

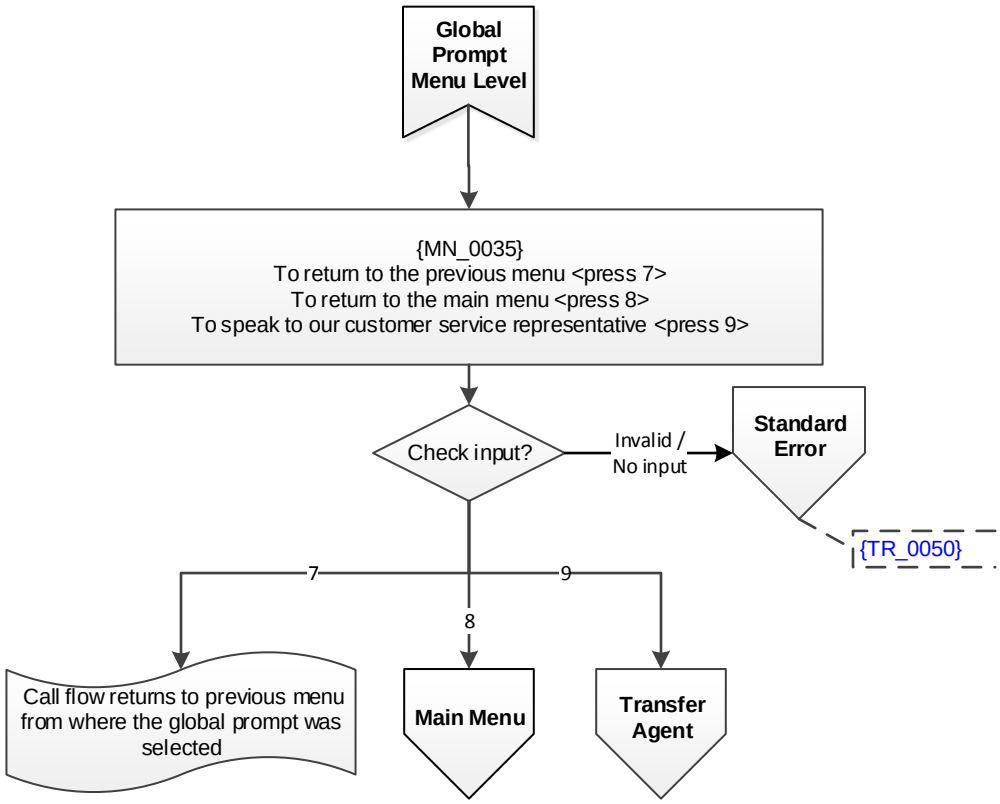

Process Payment
PACE Interface
Input parameters:
USERMDN
TOPUP
CCTYPE
CCNO
CVVNO
EXPDATE
OTP
AMOUNT
Output parameters:
AMOUNT
PAYMENTID
Process Payment
{PA_0054}
Please wait while your transaction is processed
Access PACE
To validate credit card details and OTP and process the payment
This host will validate the card details as well as process the payment.
This host will not return any specific error in case of invalid card details
TR_0071
Link Down
Check response?
Host timeout / Network failure
-1 / 1 / 399
{PA_0057}
The recharge transaction failed due to technical reason at card issuer or gateway system please try recharging after sometime
9 / 0001
{PA_0086}
The recharge transaction is declined by your bank. Please contact your card issuing bank for more details
-2 / 0002
{PA_0087}
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
NA
{PA_0088}
Your recharge transaction could not be processed due to invalid inputs, please try again with valid details.
Success
Payment or transaction ID will be played only if the interface returns payment ID, otherwise transaction id phrase will not be played. RCOM confirmed this.
{PA_0055}
Your payment transaction has been completed successfully
{and Your transaction ID is <Transaction ID>}
SMS keyword: Recharge
Push SMS
Global Prompt Feature Level
TR_0105
Global Prompt Feature Level
TR_0106

Change Language

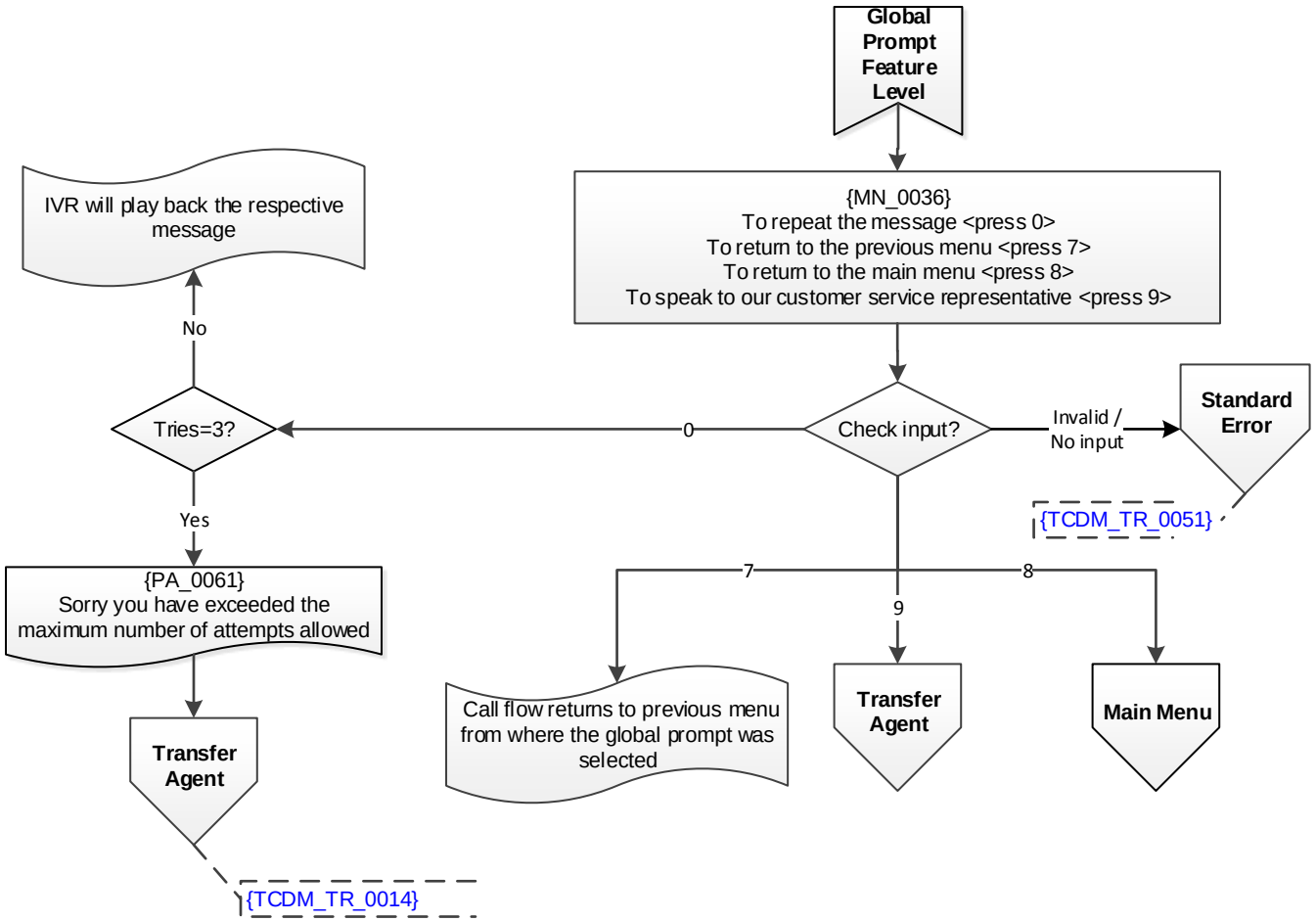



Push SMS
Push SMS
Access SMS URL
To send the details to MDN as SMS
strUrl = "http://97.253.38.176:9092/SGHService/SVRequest?imdn=" + szMDN + "&icli=RM-Reliance&imsg=" +
In case of store address, above URL will send the DEALER_CODE and PINCODE
SMS gateway will not respond back with status
SMS text will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

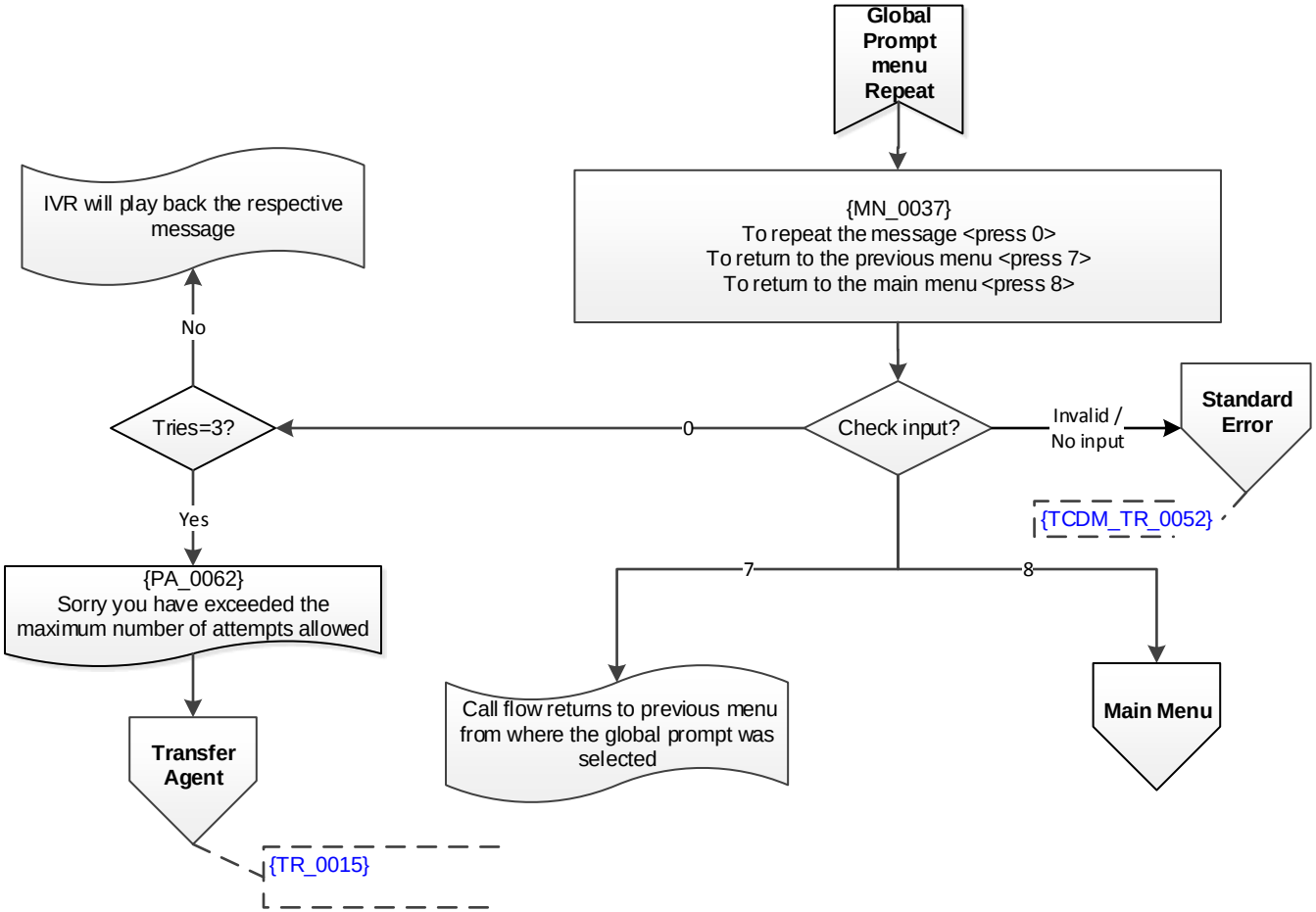
Global Prompt Menu Level

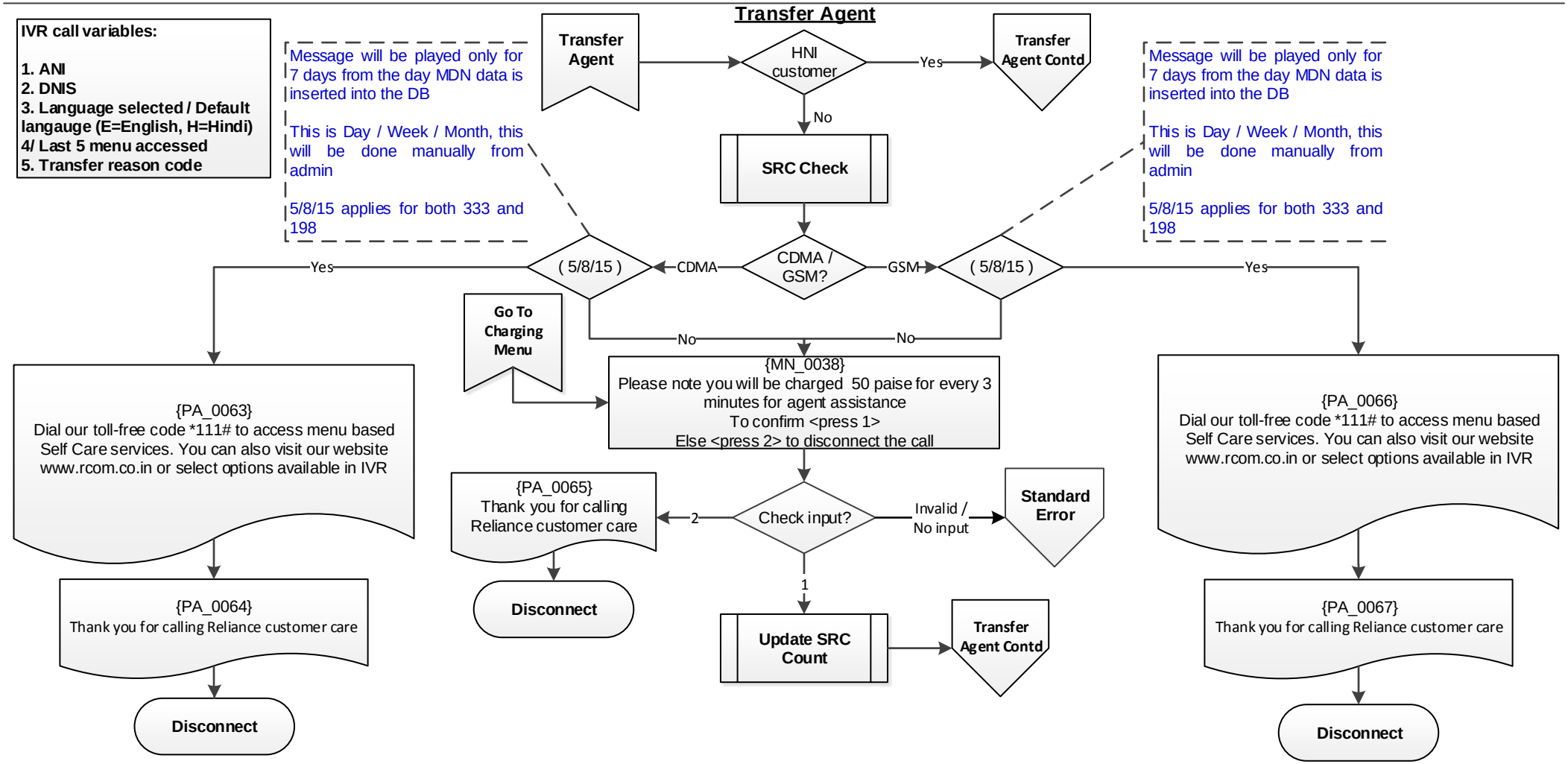


Global Prompt Feature Level



Global Prompt Menu Repeat

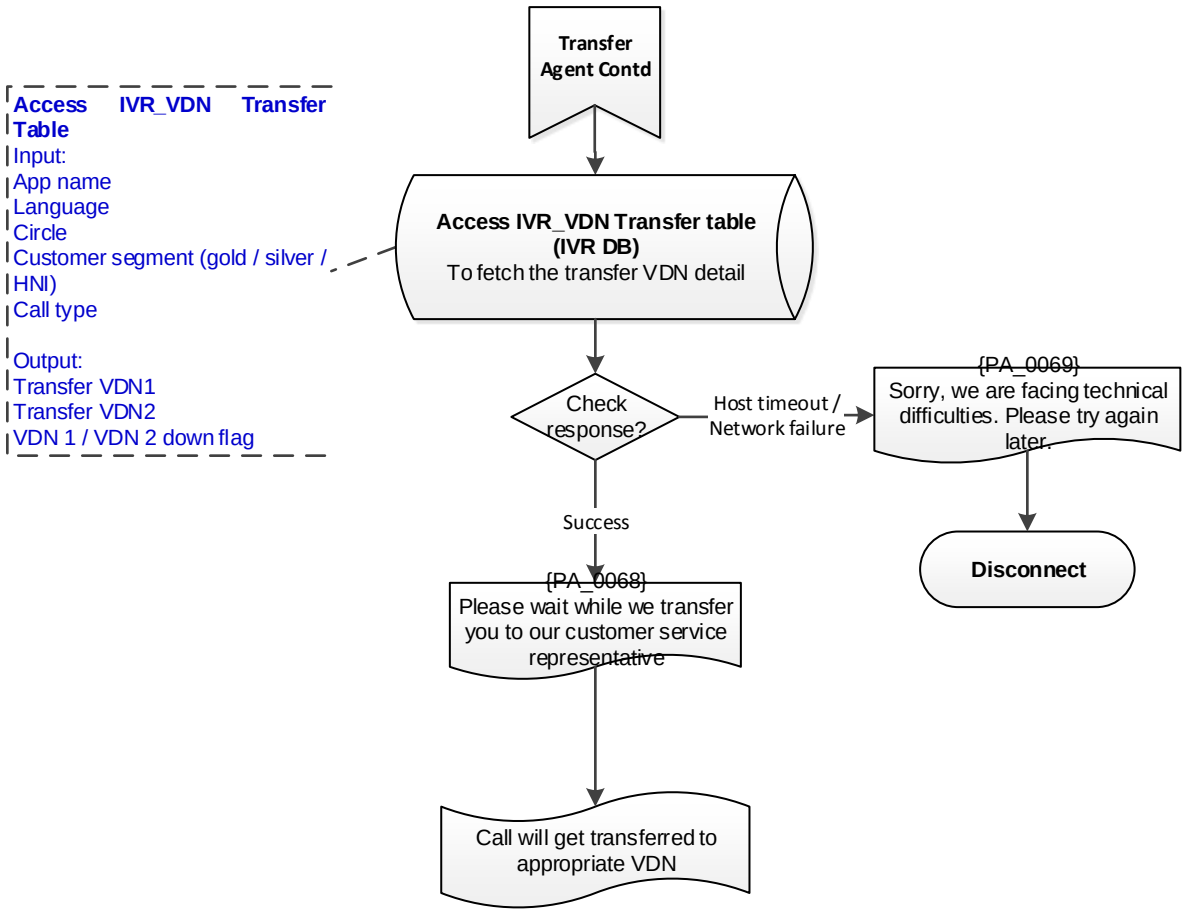


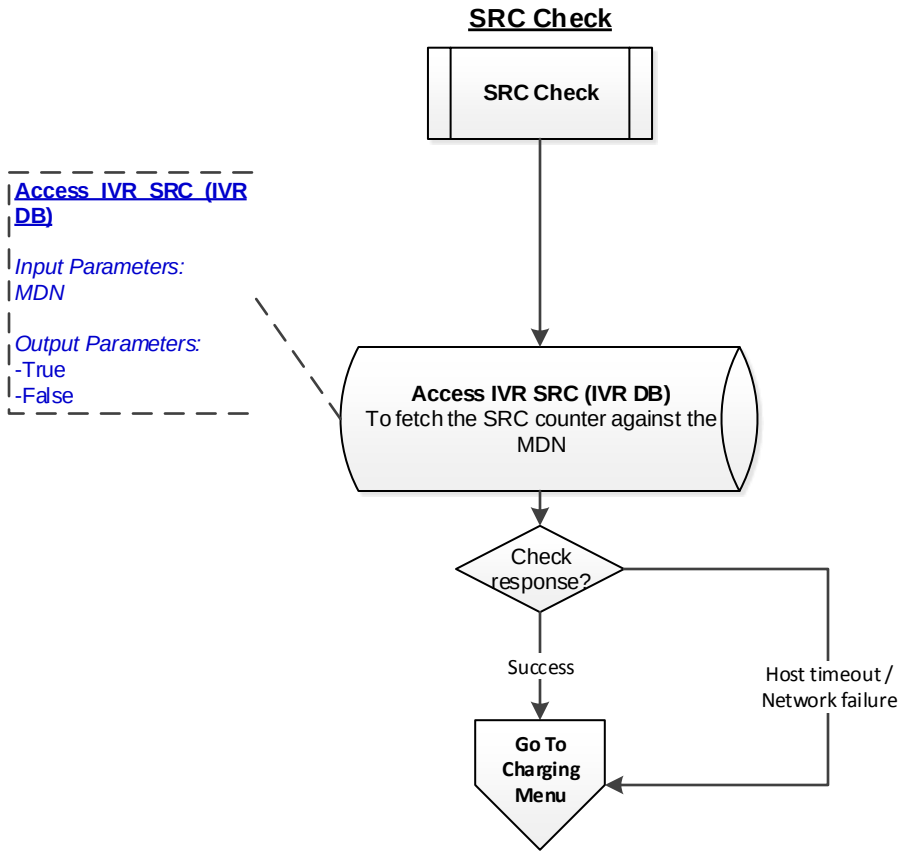


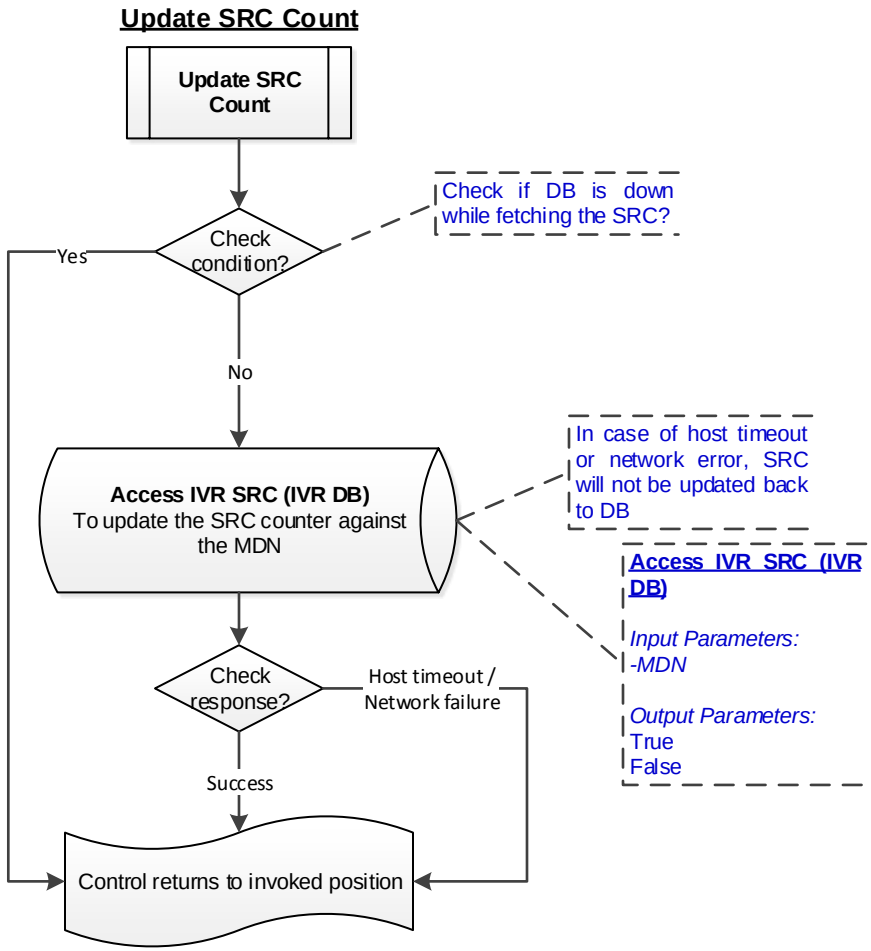
Instructions :

1. SRC logic is not applicable for HNI customers

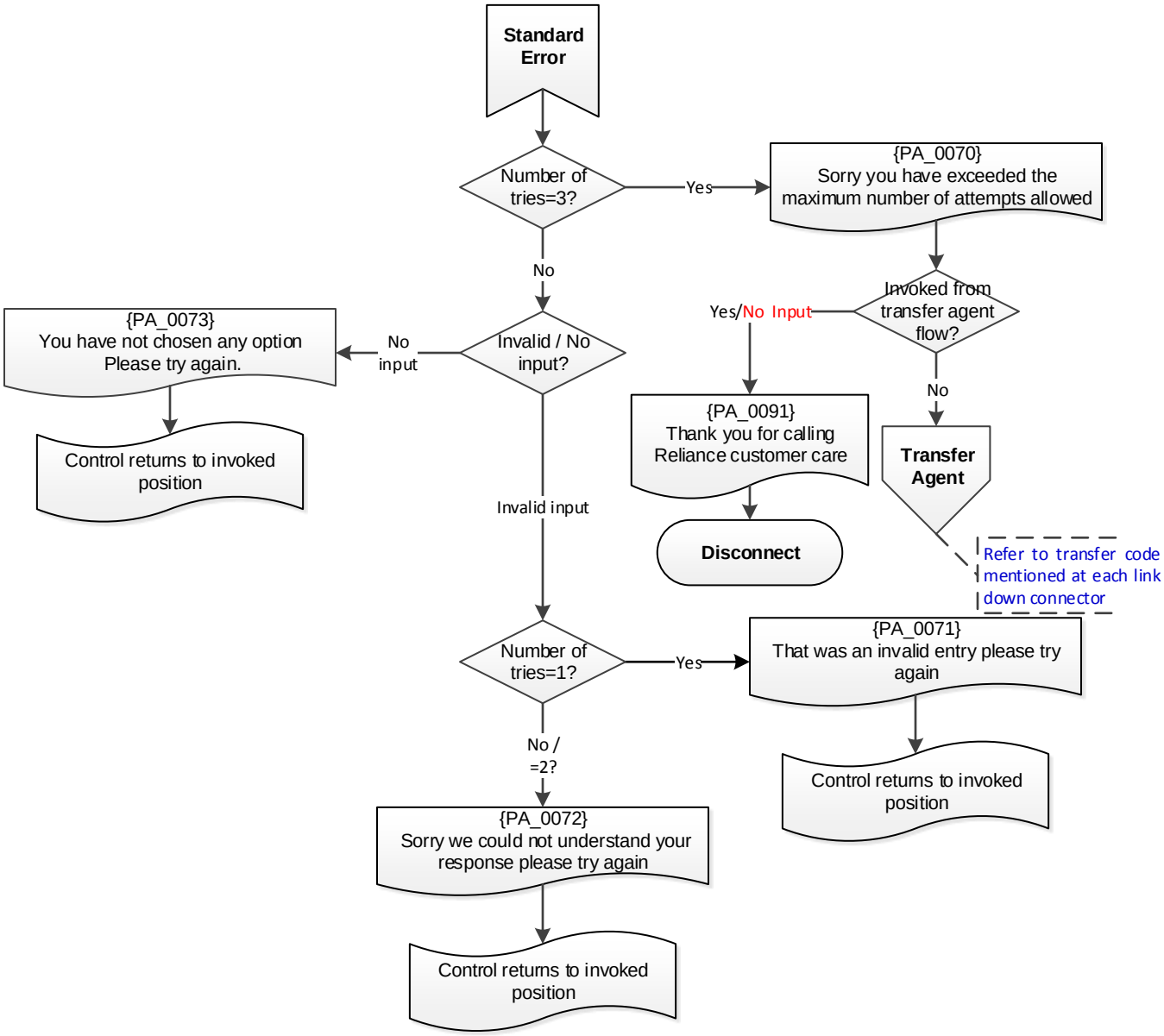
Transfer Agent Contd



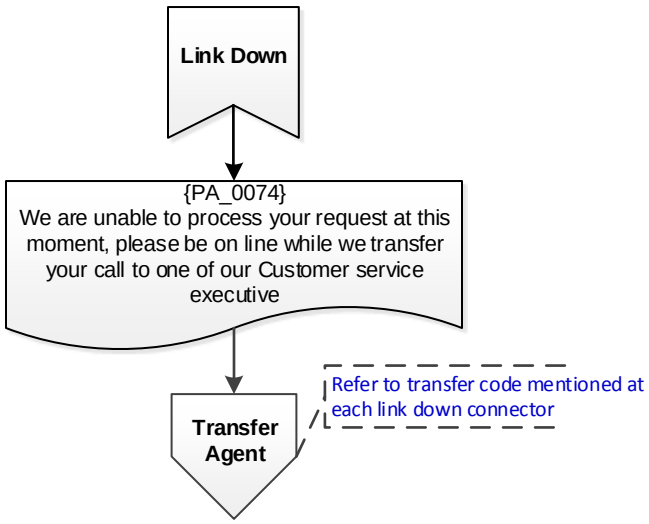

SRC Check
SRC Check
Access_IVR_SRC_(IVR DB)
Input Parameters:
MDN
Output Parameters:
-True
-False
Access IVR SRC (IVR DB)
To fetch the SRC counter against the MDN
Check response?
Success
Host timeout / Network failure
Go To Charging Menu


Update SRC Count
Update SRC Count
Check condition?
Check if DB is down while fetching the SRC?
Yes
No
Access IVR SRC (IVR DB)
To update the SRC counter against the MDN
In case of host timeout or network error, SRC will not be updated back to DB
Access IVR SRC (IVR DB)
Input Parameters:
-MDN
Output Parameters:
True
False
Check response?
Host timeout / Network failure
Success
Control returns to invoked position

Standard Error



Link Down


Link Down
{PA_0074}
We are unable to process your request at this moment, please be on line while we transfer your call to one of our Customer service executive
Transfer Agent
Refer to transfer code mentioned at each link down connector