

Reliance Digital TV IVR DAKC & South (RD01)

Last updated on: May 6th 2016

Version: 1.4

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.30.2015	-	Karthikeyan G	Initial draft of the call flow
0.02 / Feb.13.2015	RCOM	Raajesh Kumar AS	Changes made from the response given from Reliance in pages - SCN Account Status – Added a check condition - Recharge Account – Added prompts - Added a new page Purchase using cash card - added menu option in Subscribed packs - Added Global prompt option in Register MN page - Changes made in pack info, top up page and base pack (removed transfer agent and added the recharge/ purchase flow for option 1) -Added new page 1.Retailer & ISP 2. Cancel a pack
0.03 / Feb.18.2015	RCOM	Raajesh Kumar	-Page title changed from Error 102 or 108 to Error 200 -Included “Within locking period check” for cancel a pack flow -Included EWT and call back option in transfer agent flow
0.04 / April.07.2015	RCOM	Karthikeyan G	Included host interface details and done call flow changes based on the host interface clarity Collect Area PIN Code: Added interface details to fetch retailer details. Error 400: Instead of iCare, Caller details will be logged into IVR DB
1.1 / May.27.2015	RCOM	Karthikeyan G	Base lined version
1.2/ Nov.09.2015	RCOM	Tarun Jain	Base lined version
1.3/ Nov.16.2015	RCOM	Yahya Rayyan	Updated with Purchase Seasonal Menu, Purchase Seasonal Pack page.
1.4/ May.6.2016	RCOM	Yahya Rayyan	Transfer the call on selecting purchase digital TV for Non RTN customers.

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



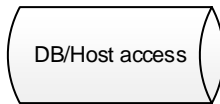
This shape represents speech announcements with out caller input



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).



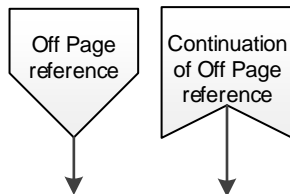
This shape represents the host or database access.



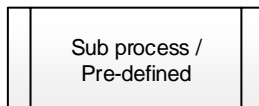
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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.

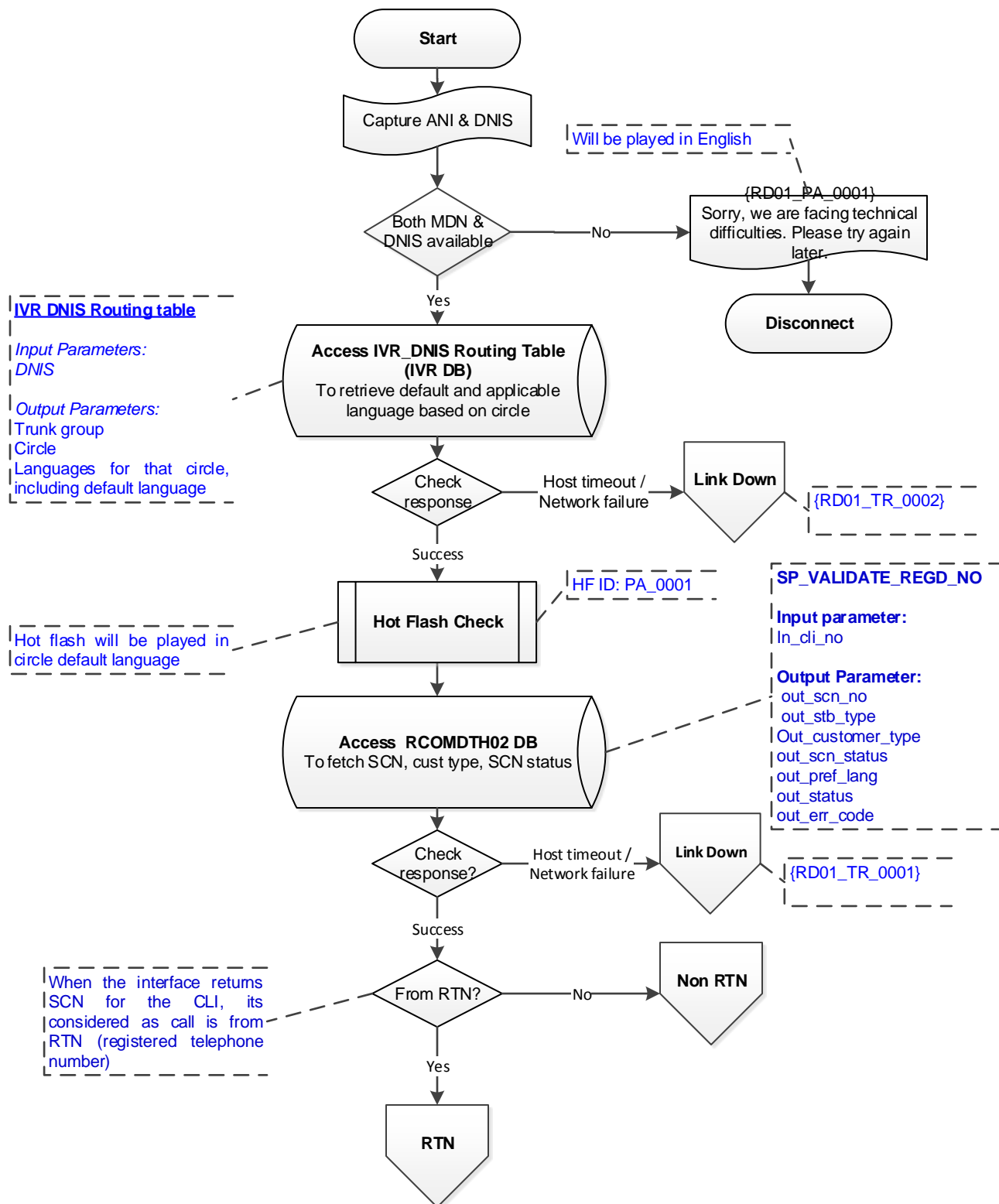


This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

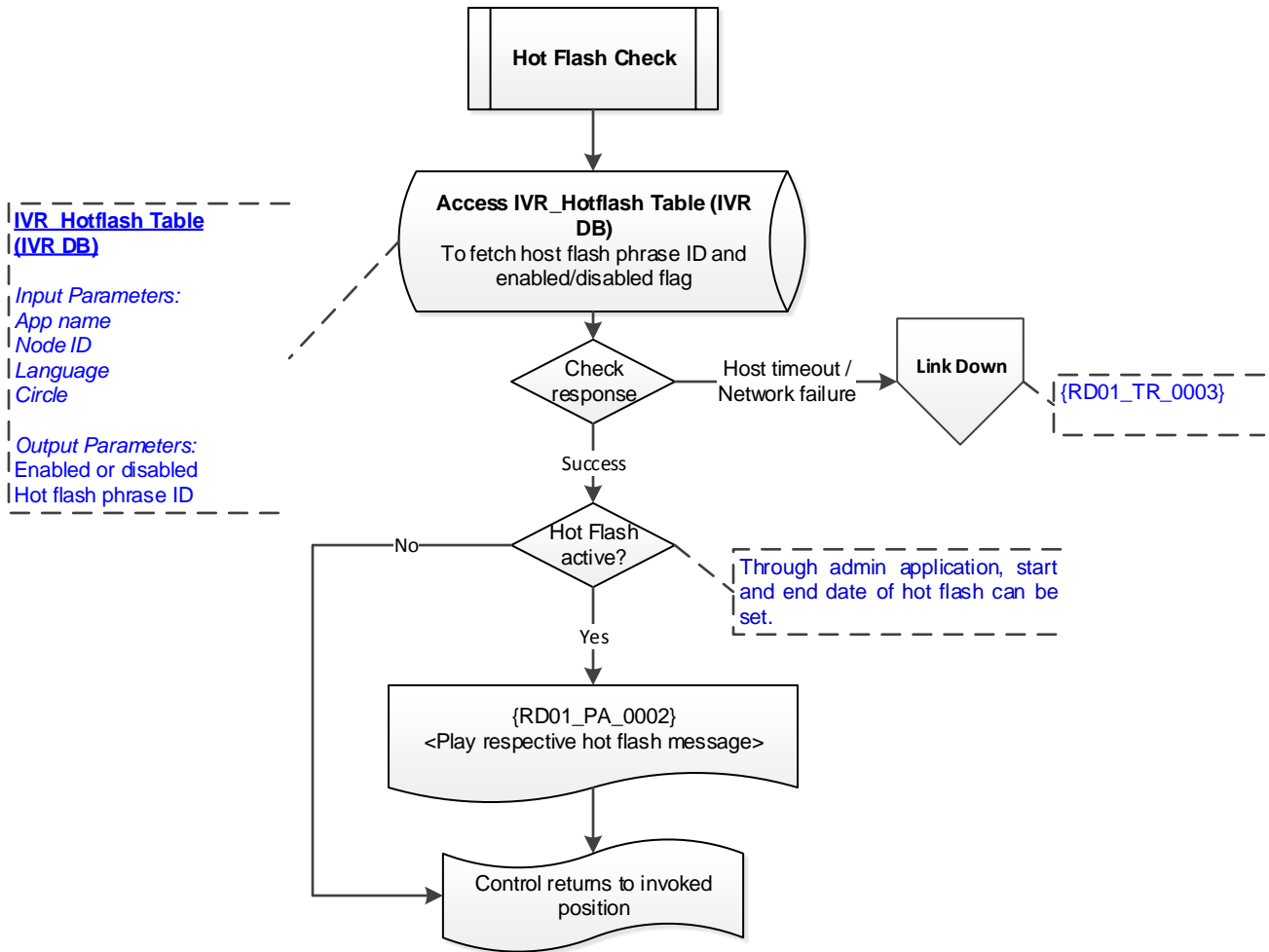
Universal Business Rules

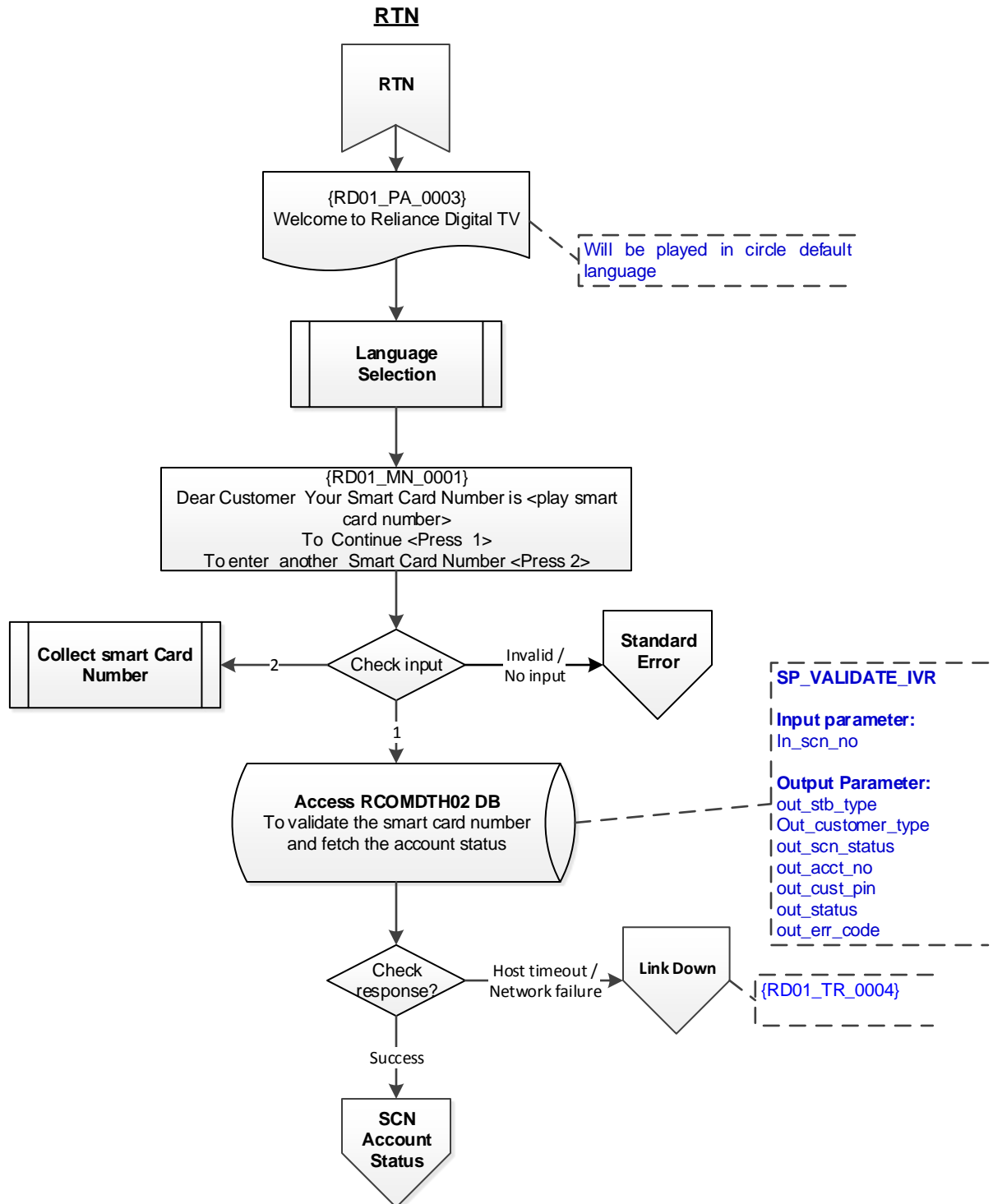
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali	Language selection will be dynamically offered based on the circle Default language will vary for each 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
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.

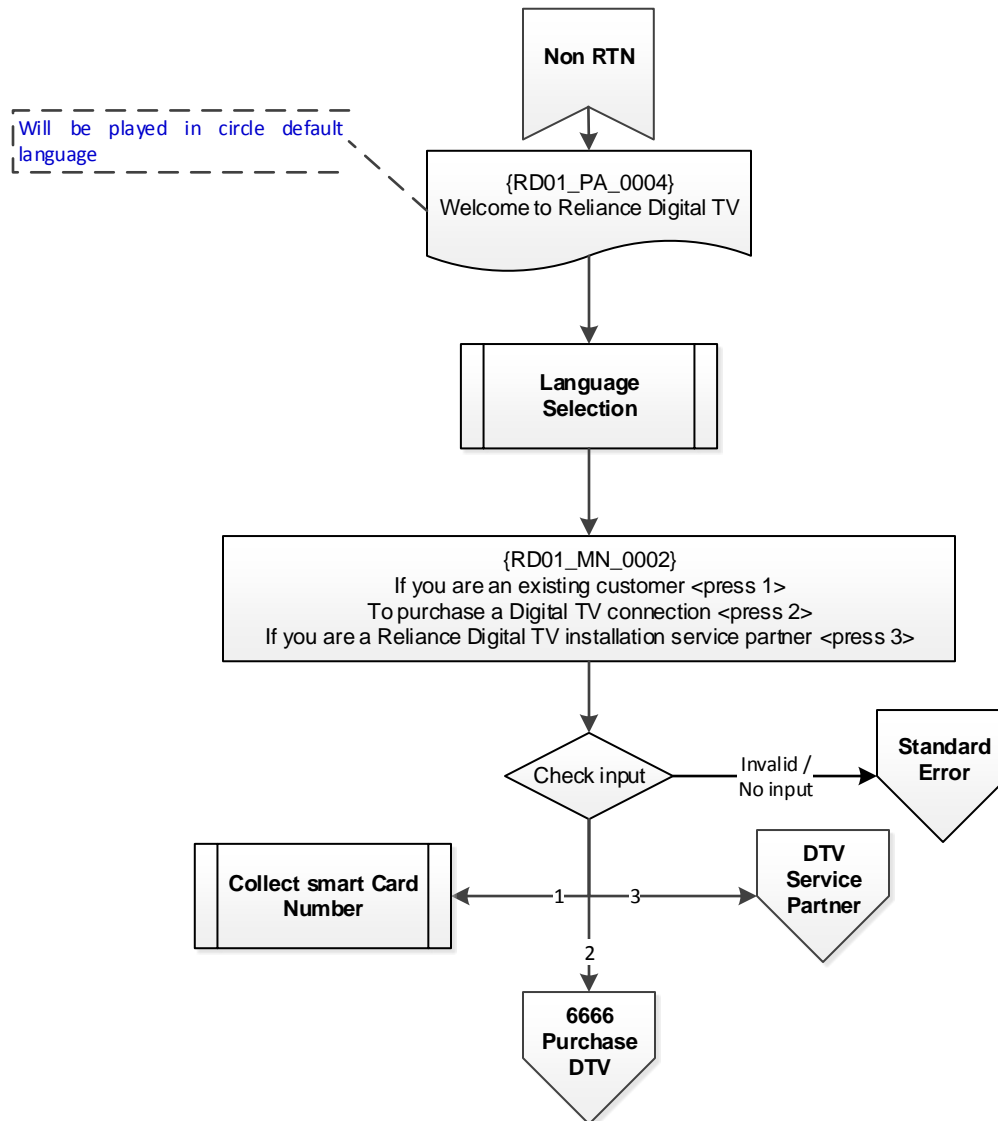
Start: 1-860-200-6666 (Tolled) / 1-800-200-9001 (Toll Free)



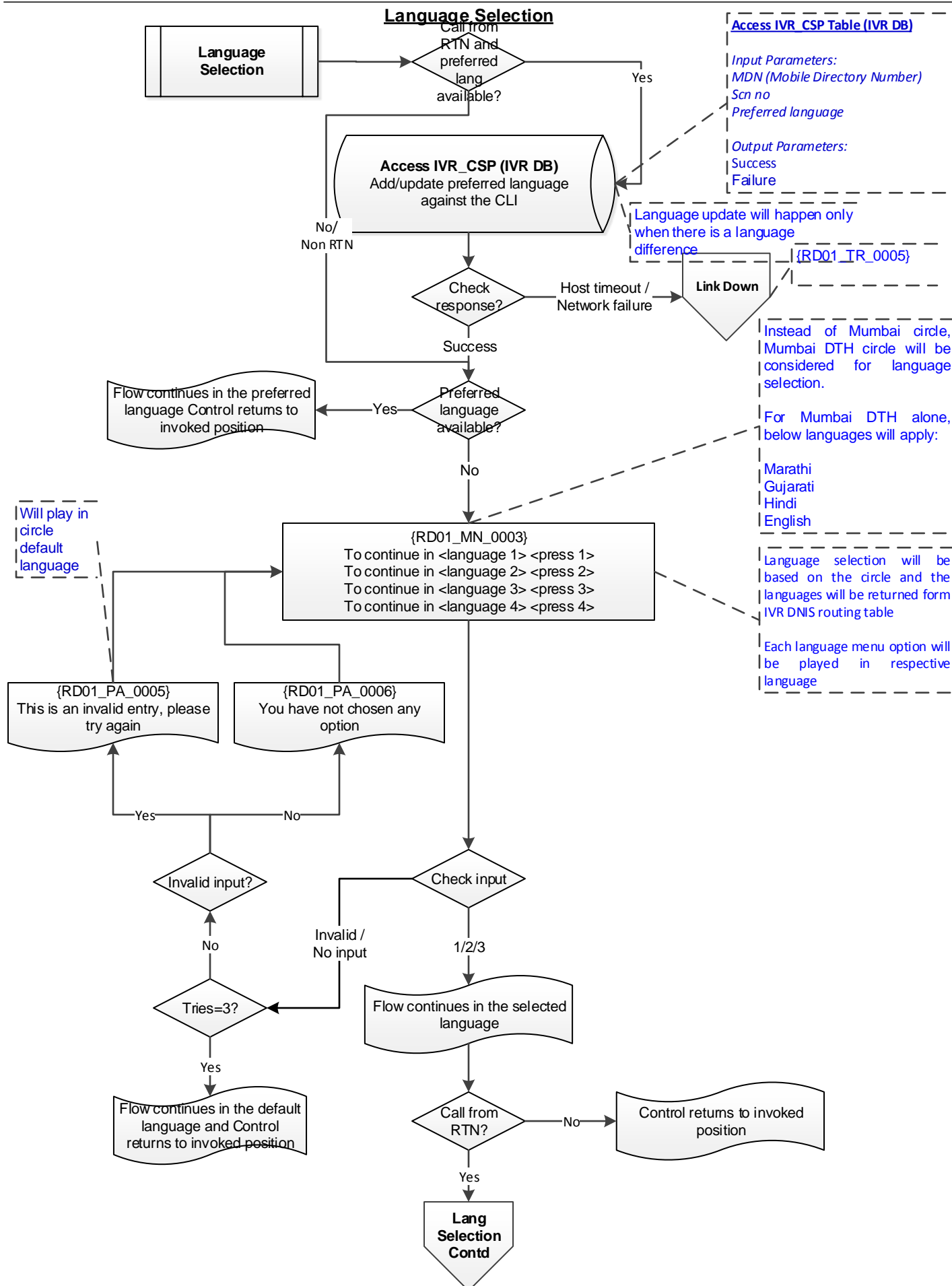
Hot Flash Check



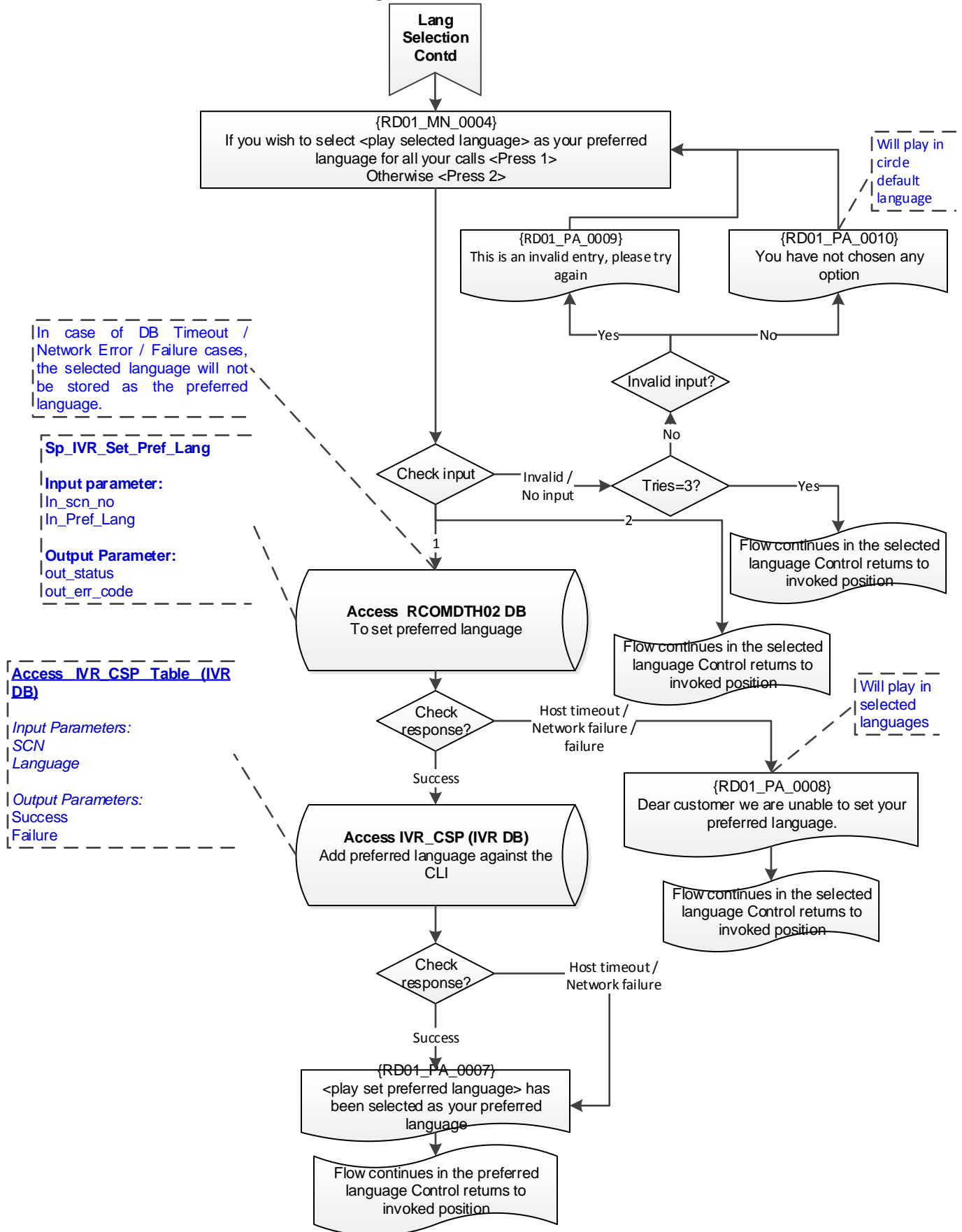


Non RTN

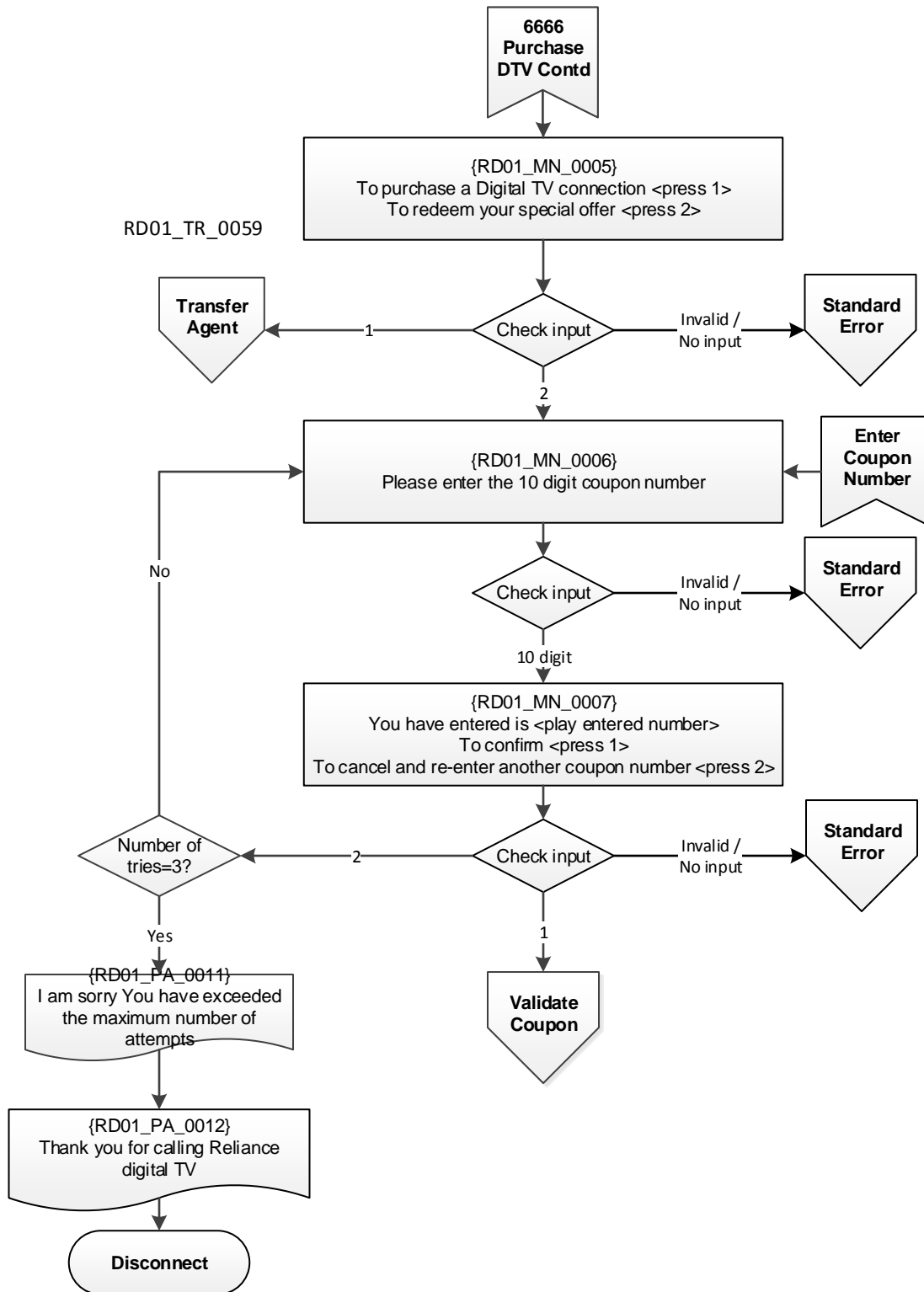
Language Selection



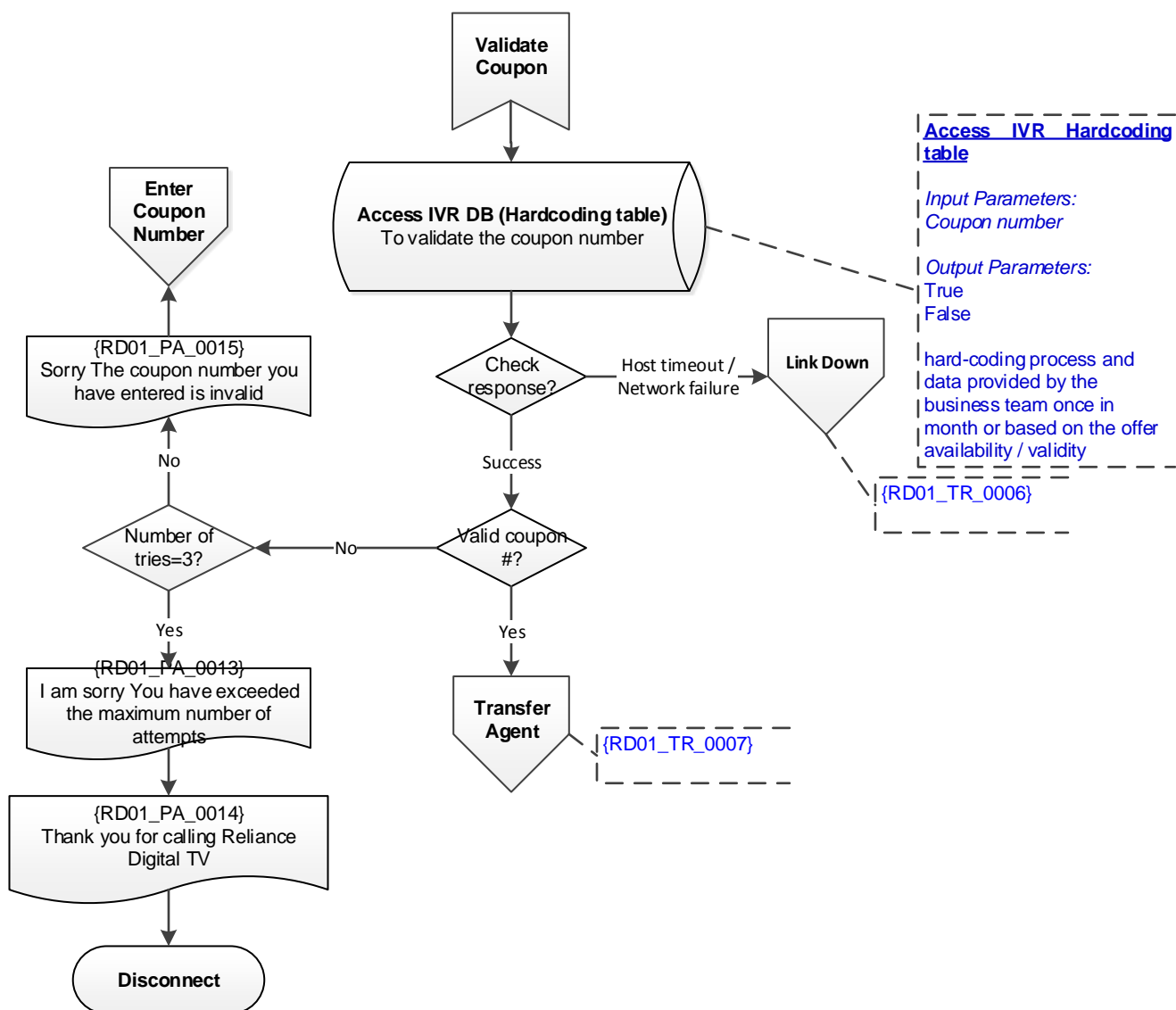
Lang Selection Contd



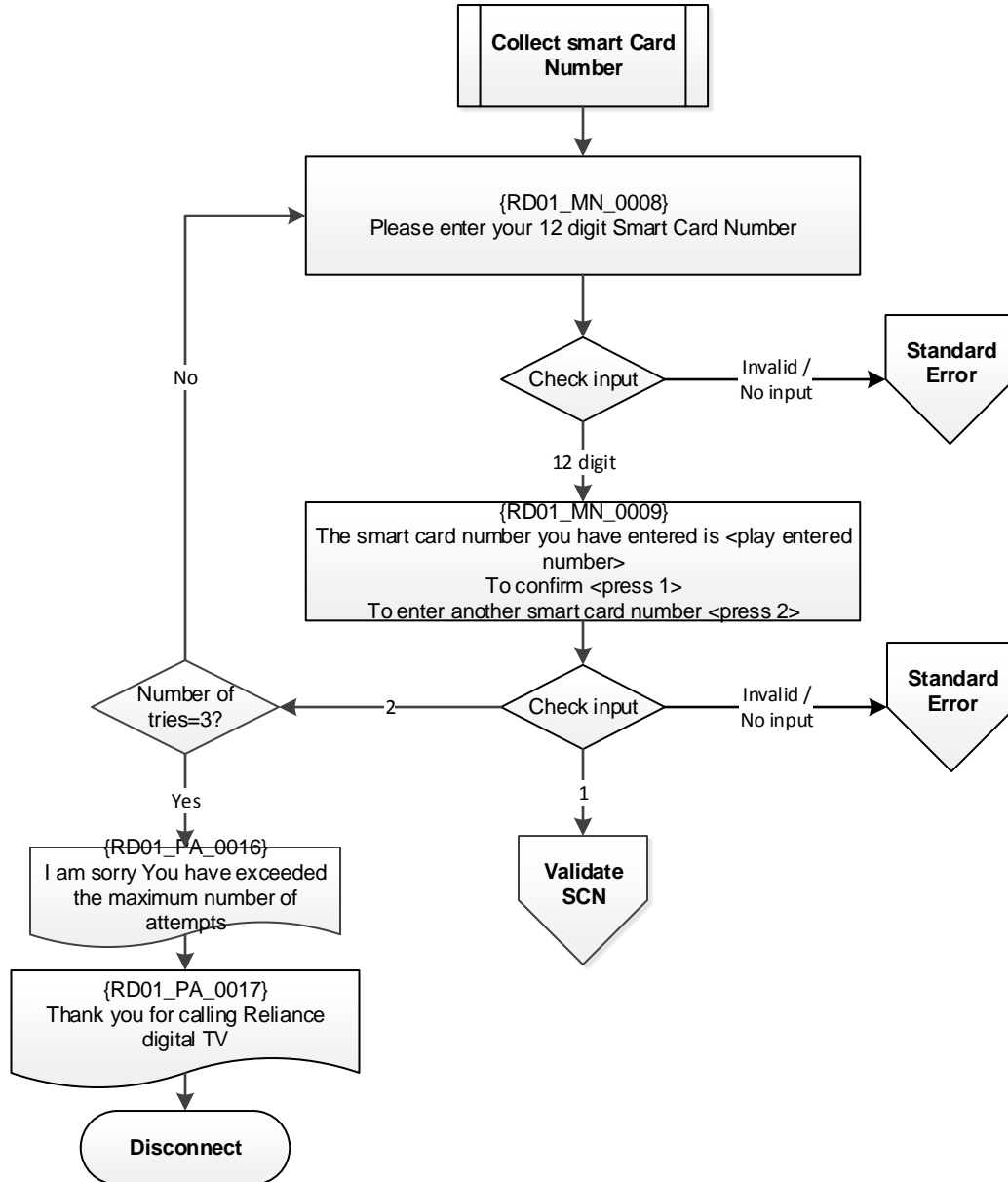
6666 Purchase DTV



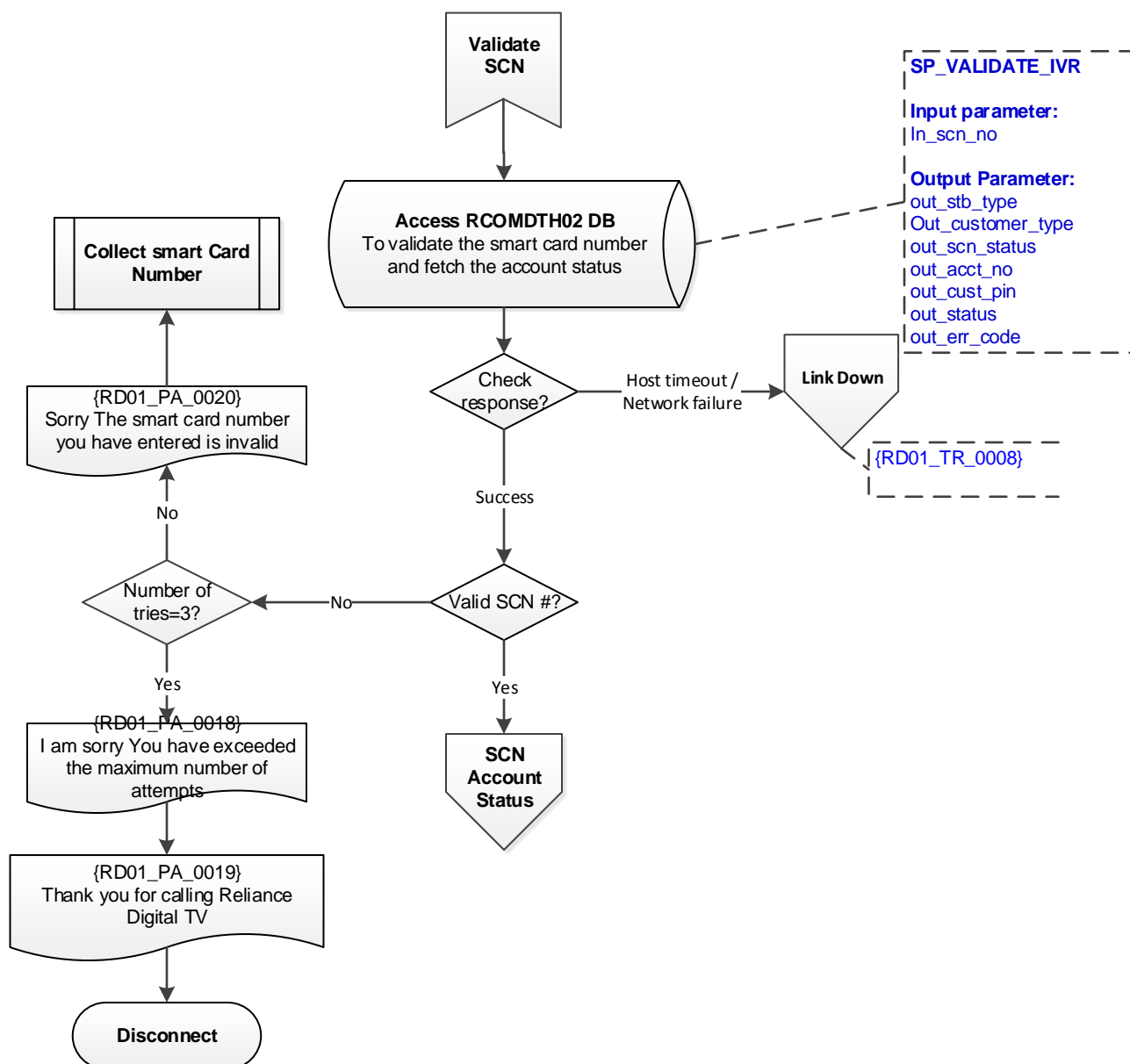
Validate Coupon



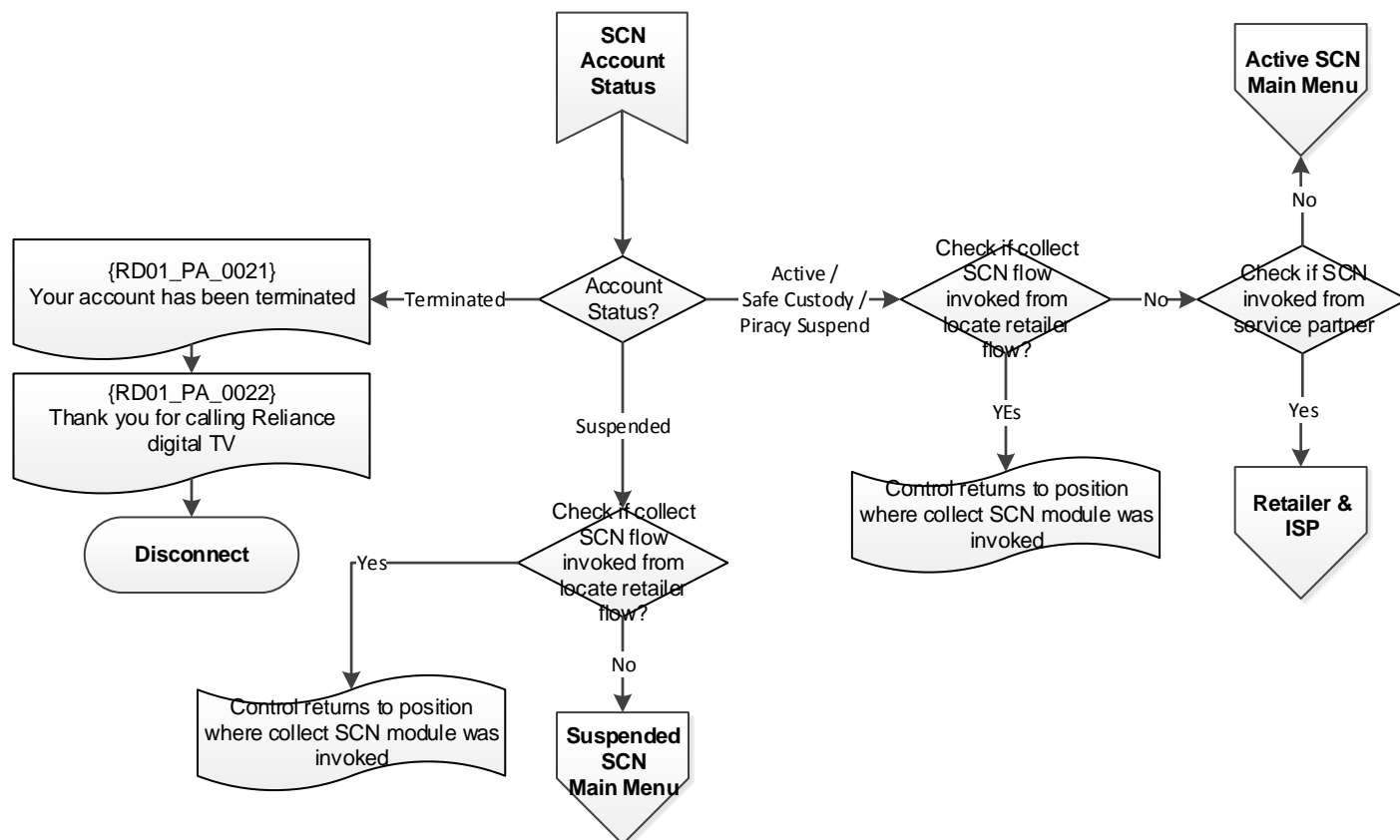
Collect Smart Card Number



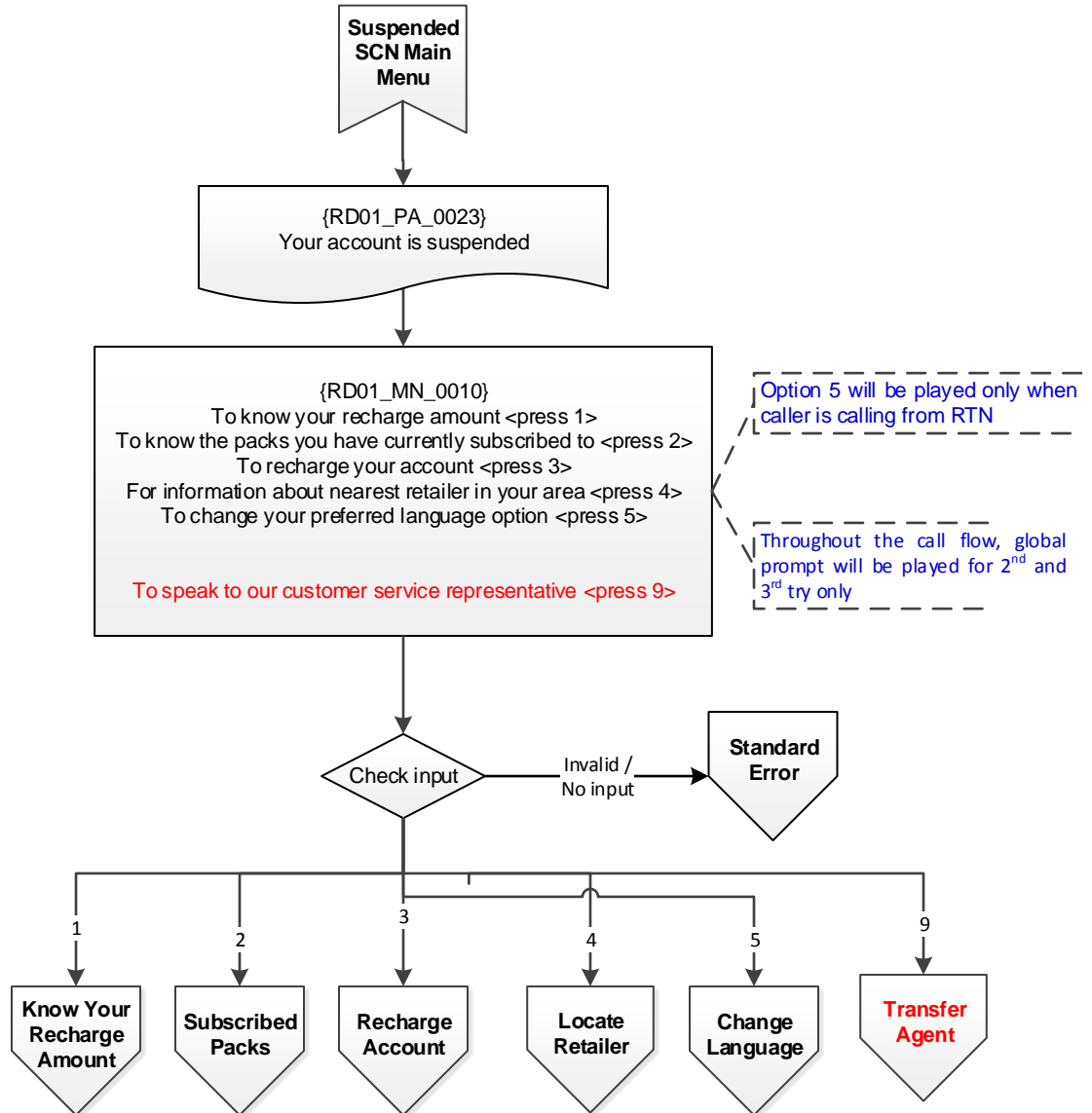
Validate SCN



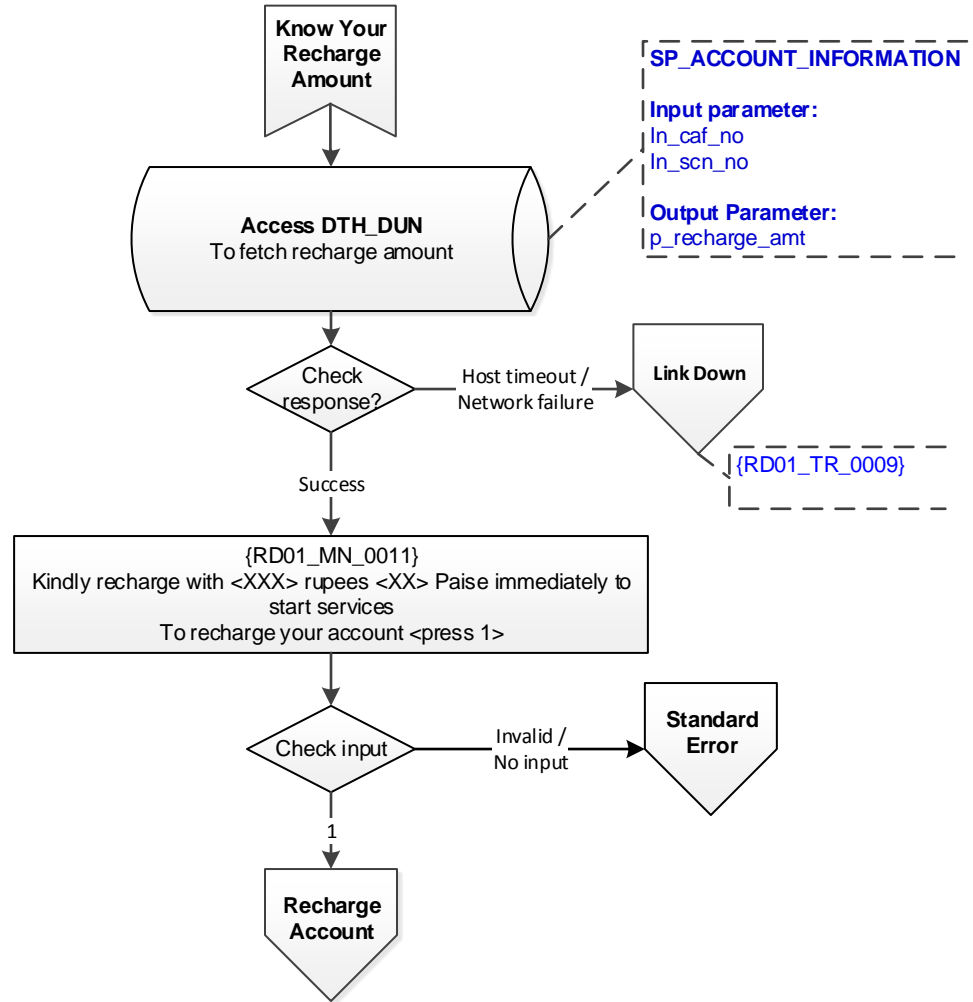
SCN Account Status



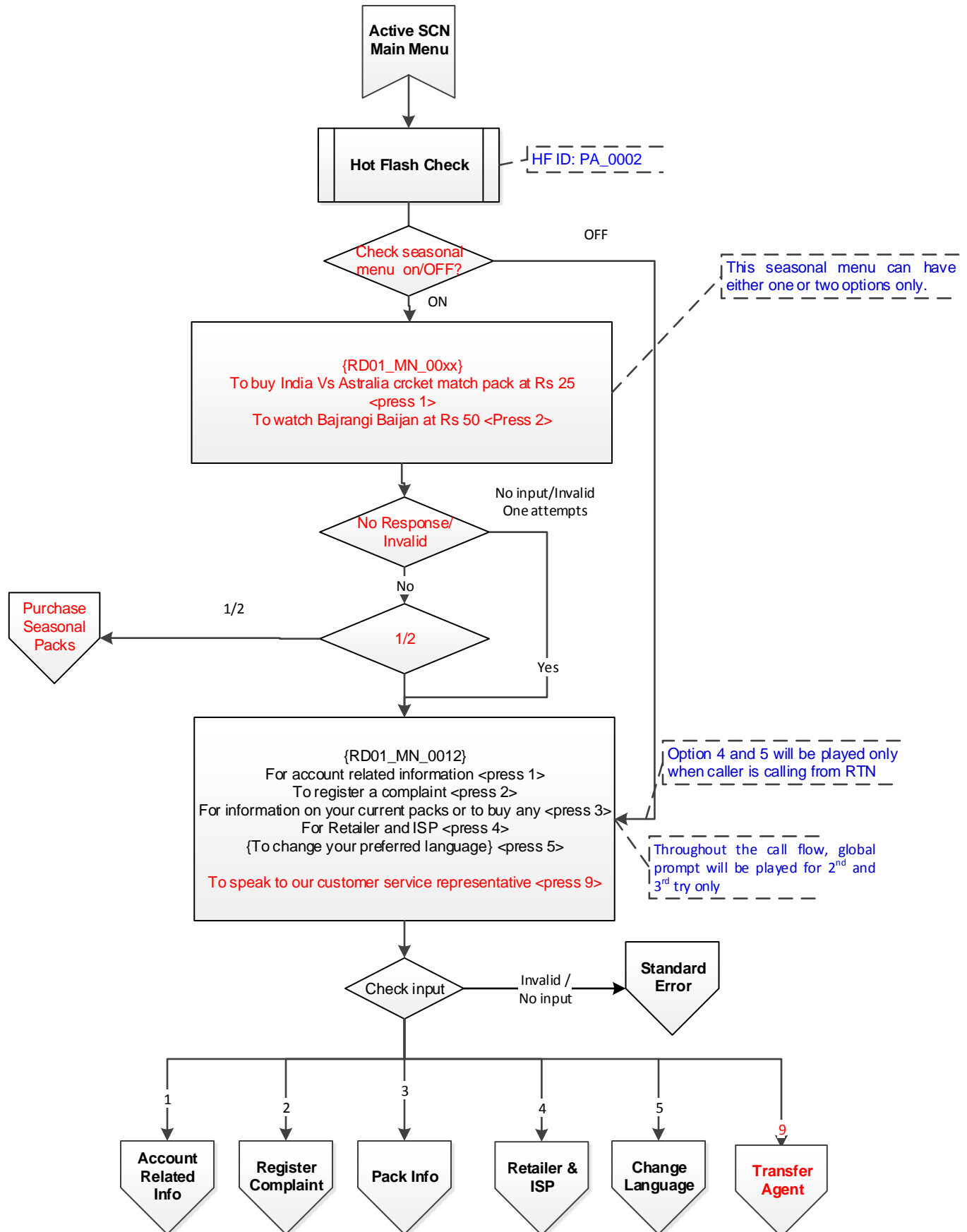
Suspended SCN Main Menu



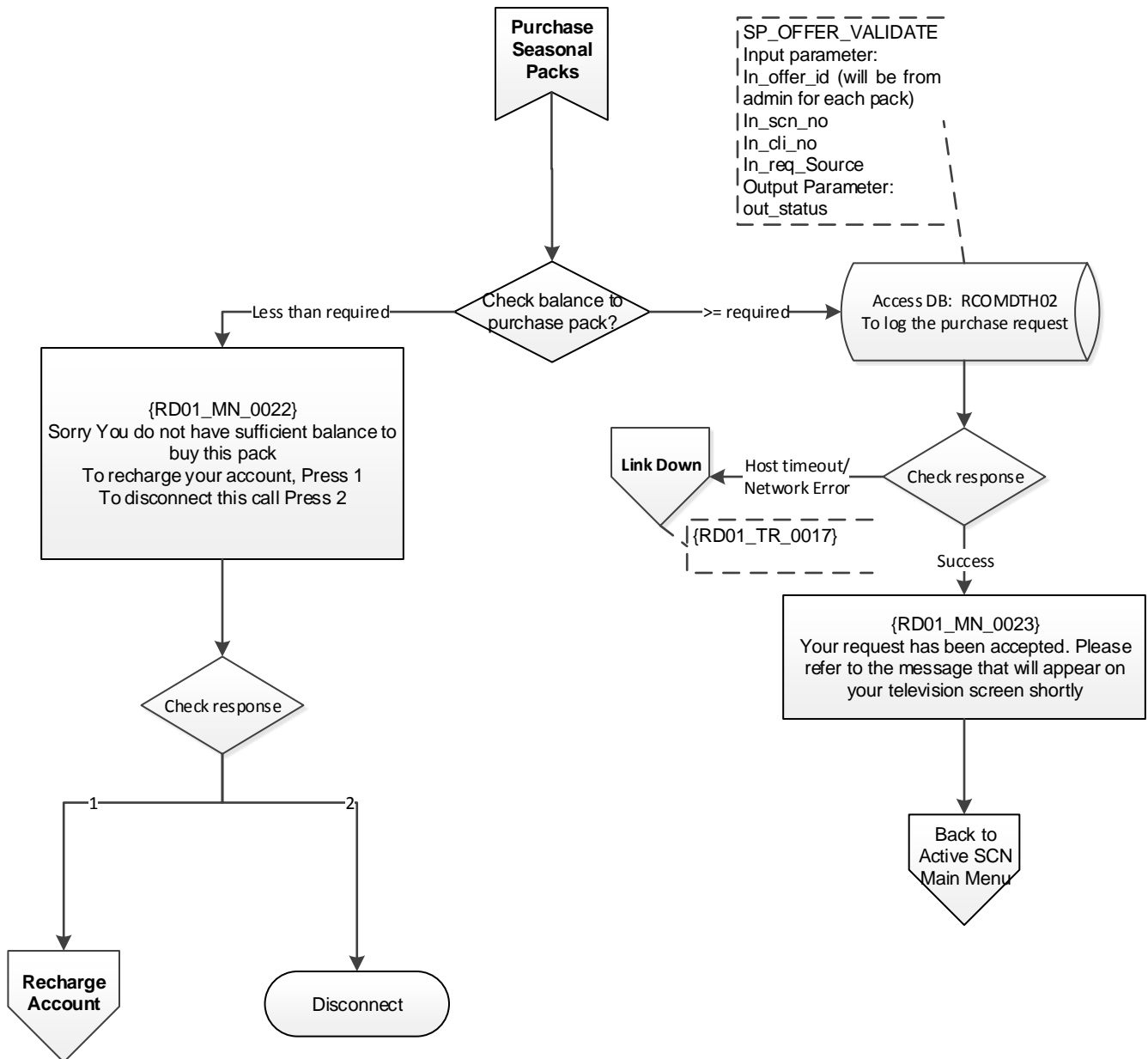
Know Your Recharge Amount



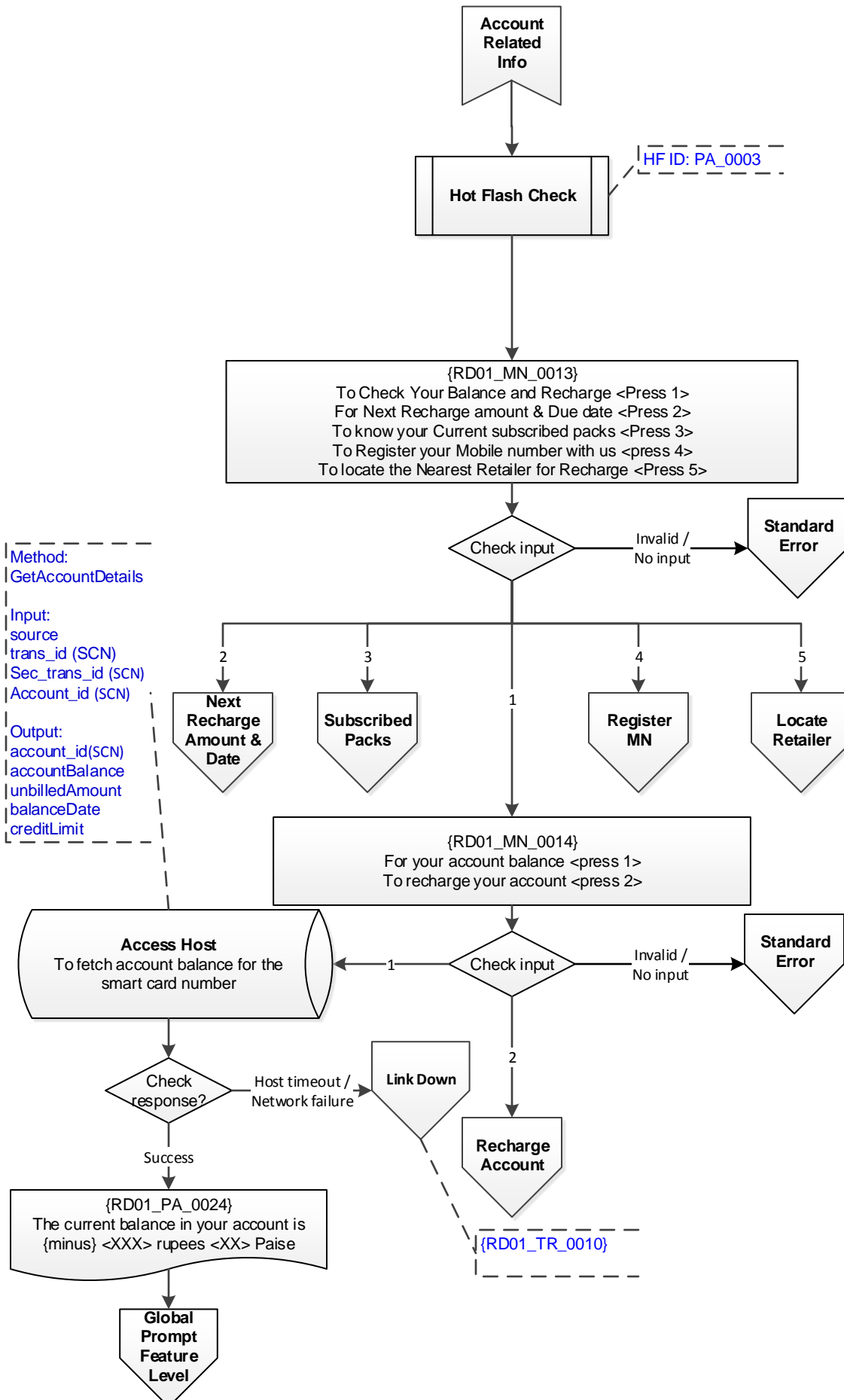
Active SCN Main Menu



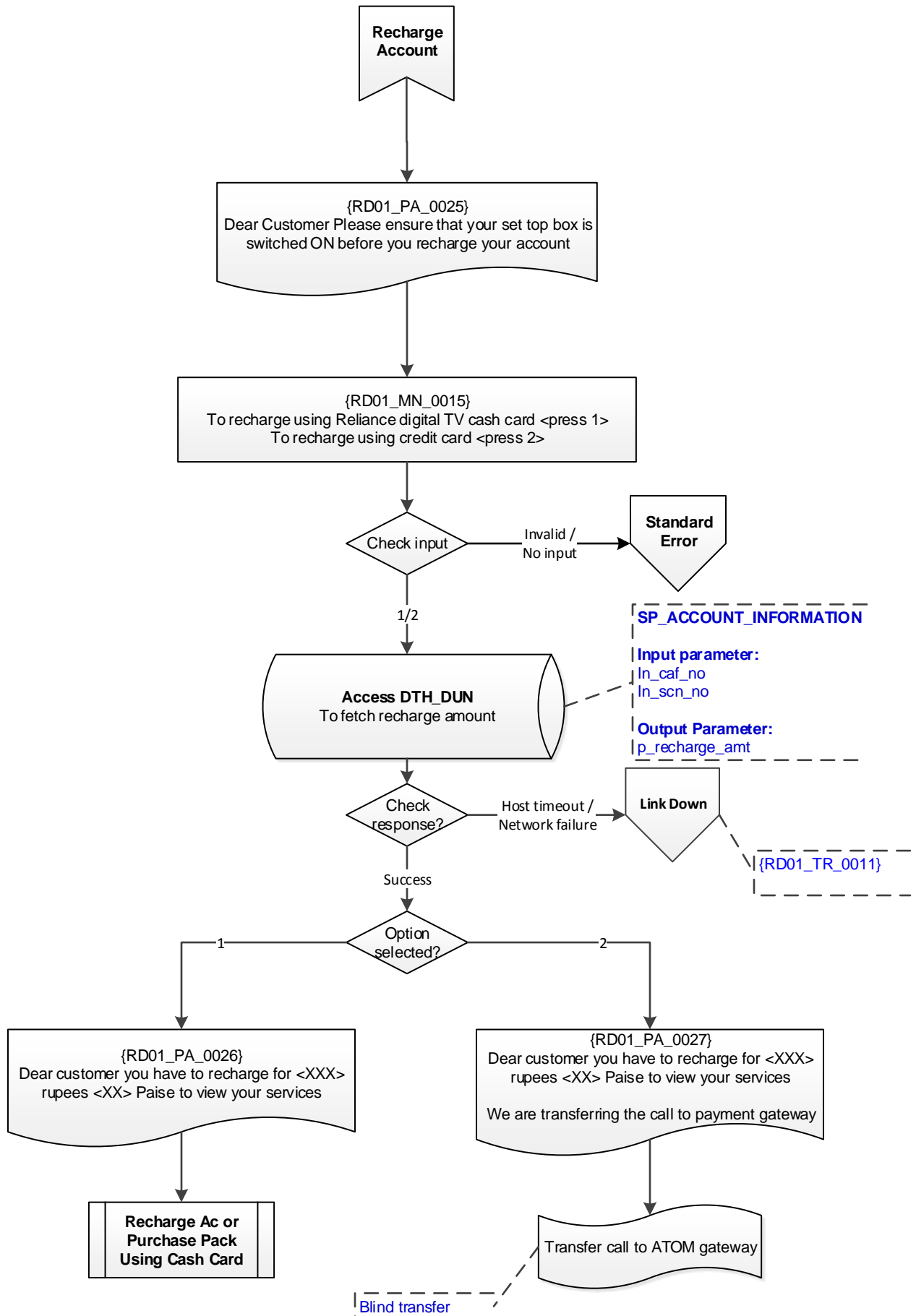
Purchase Seasonal Pack



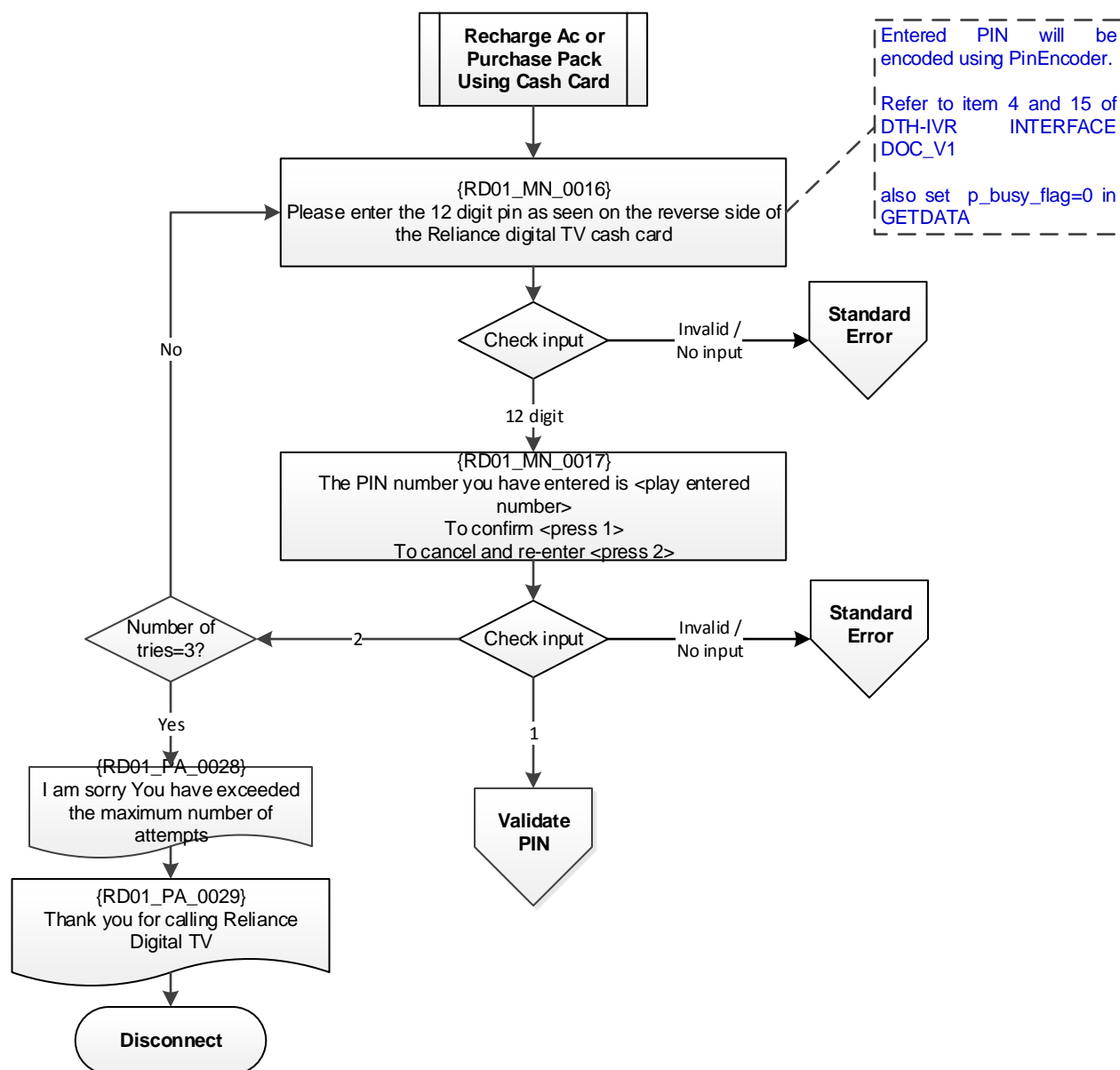
Account Related Info



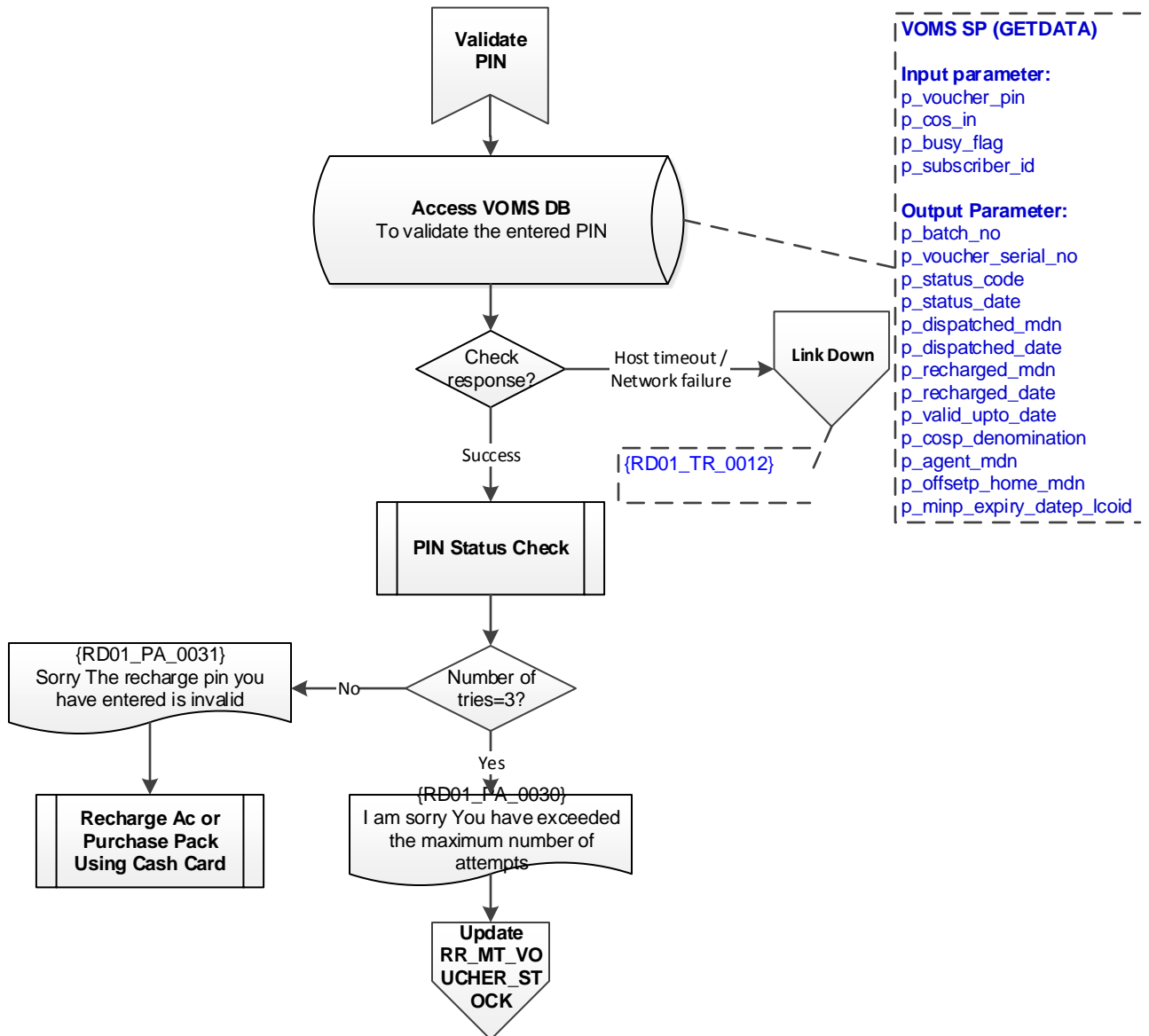
Recharge Account

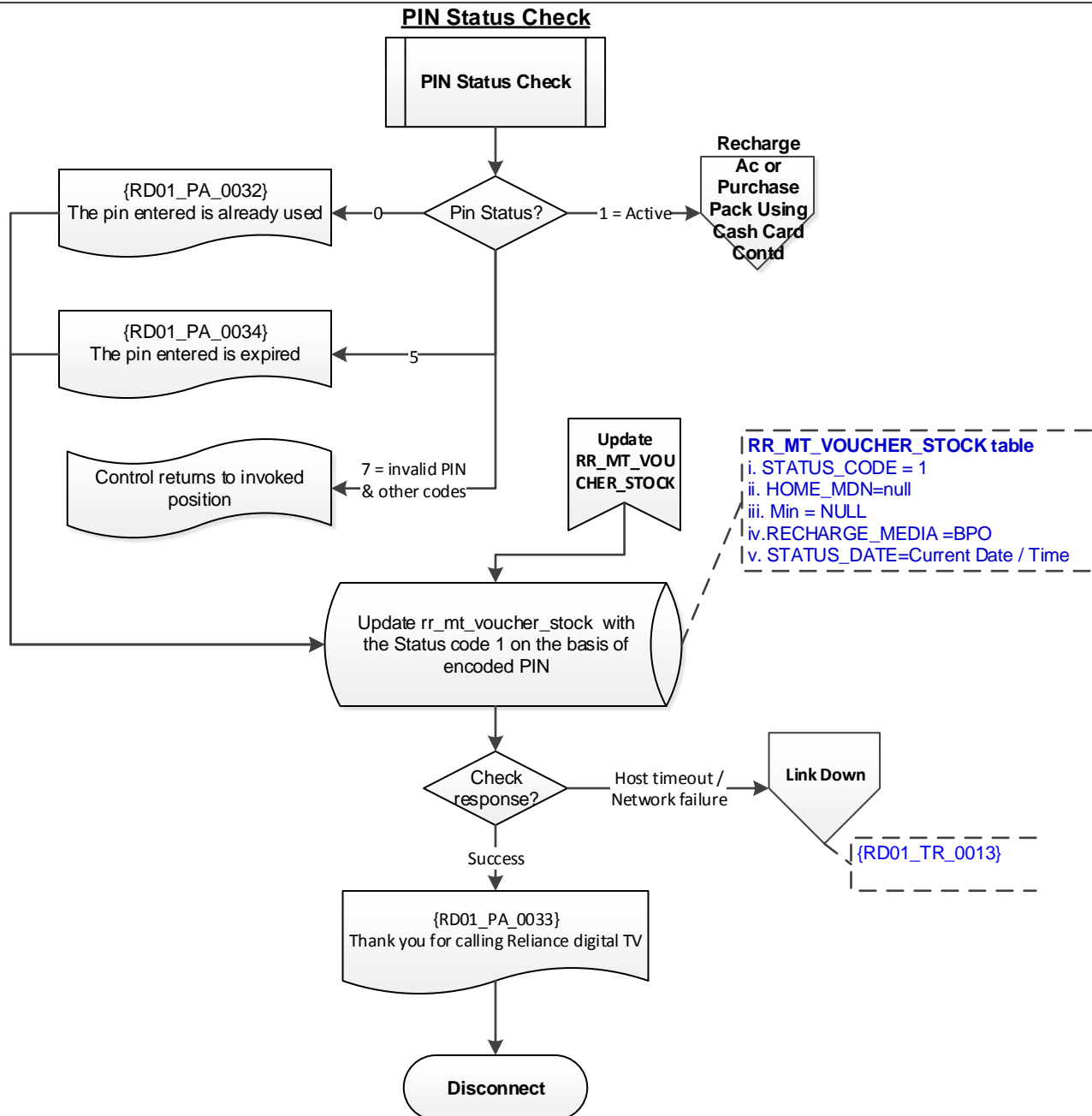


Recharge Ac or Purchase Pack Using Cash Card

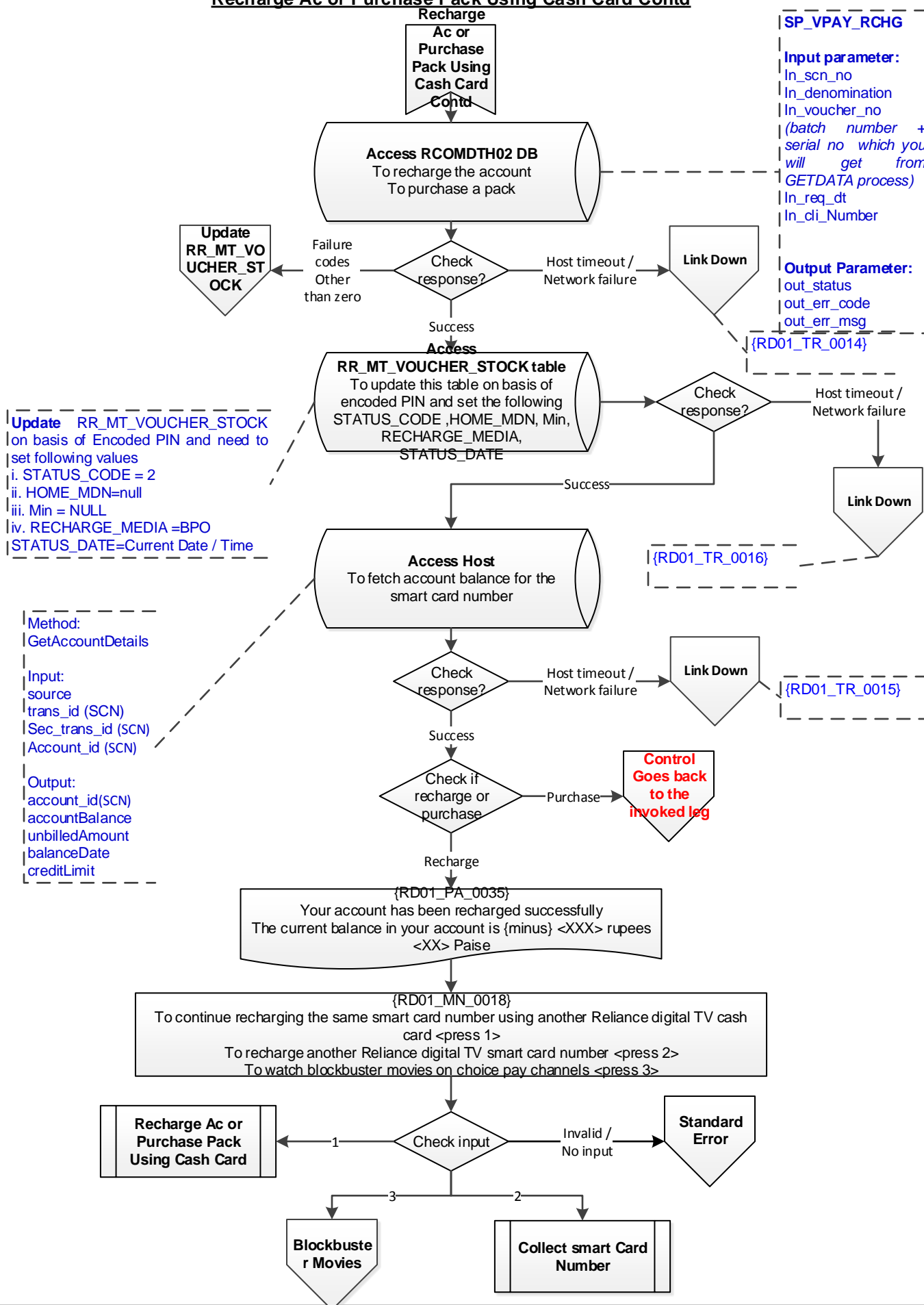


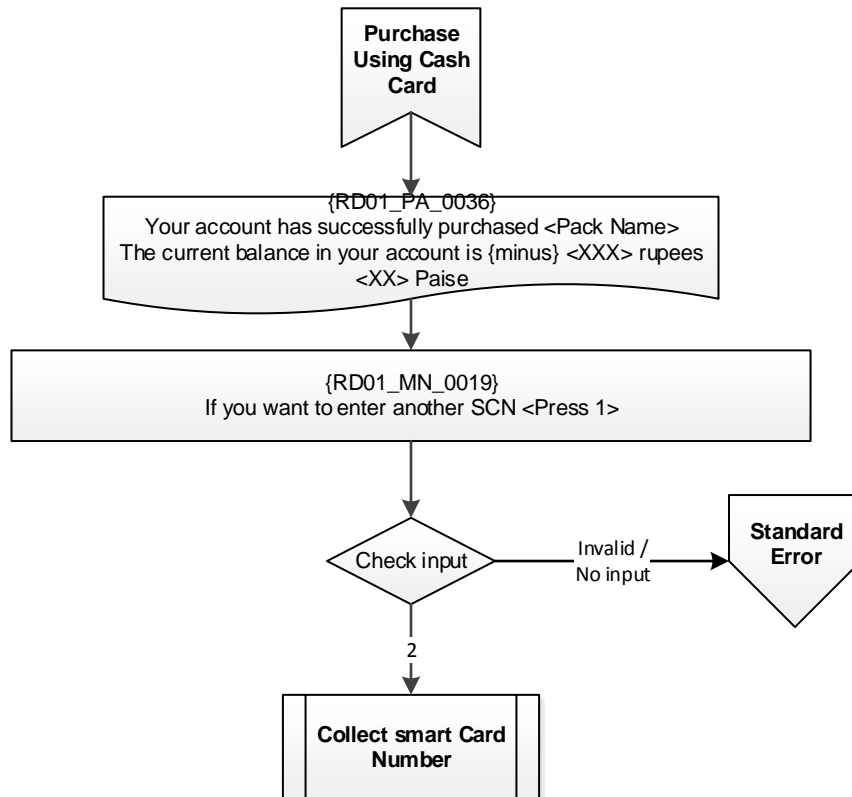
Validate PIN



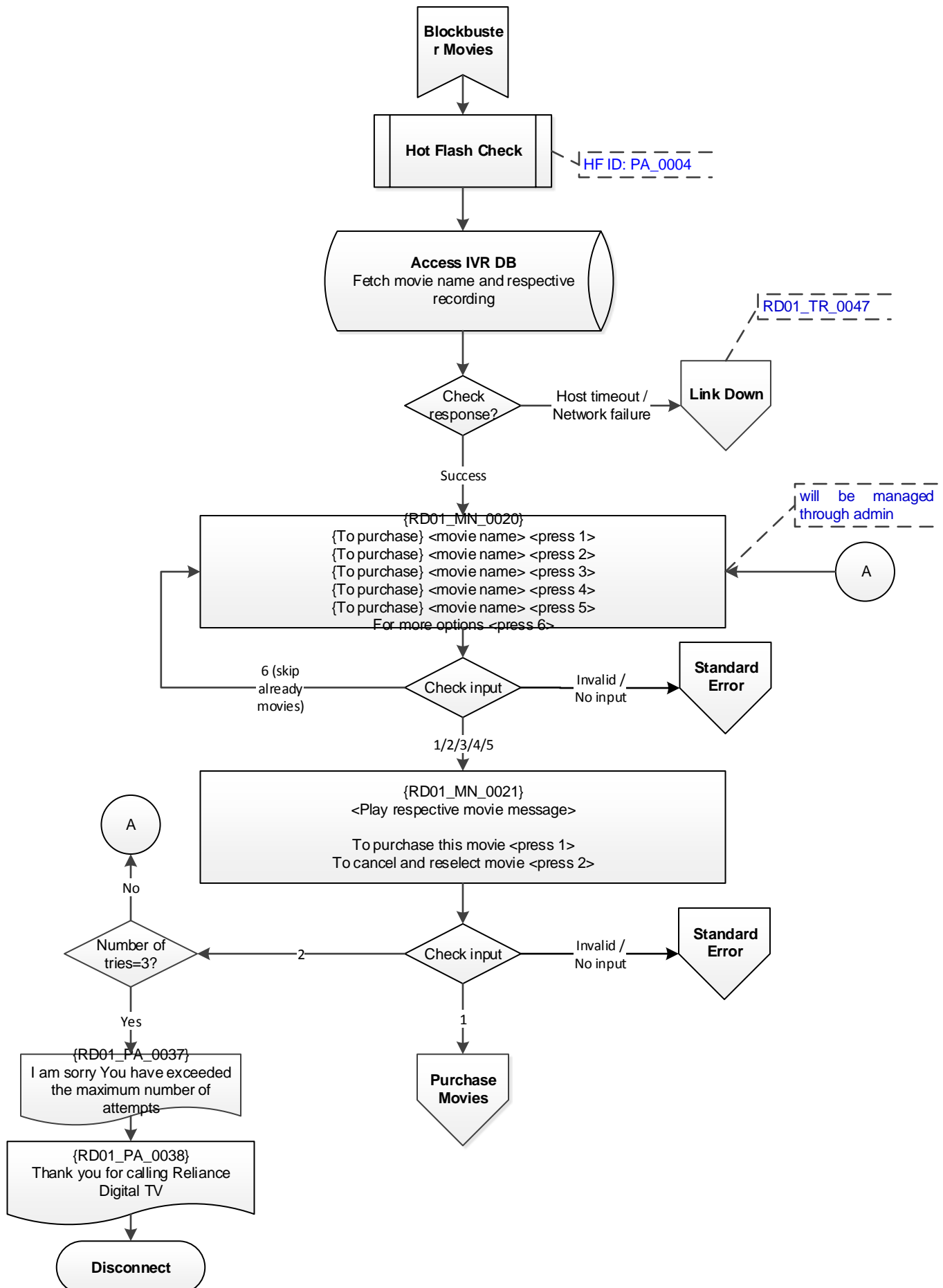


Recharge Ac or Purchase Pack Using Cash Card Contd

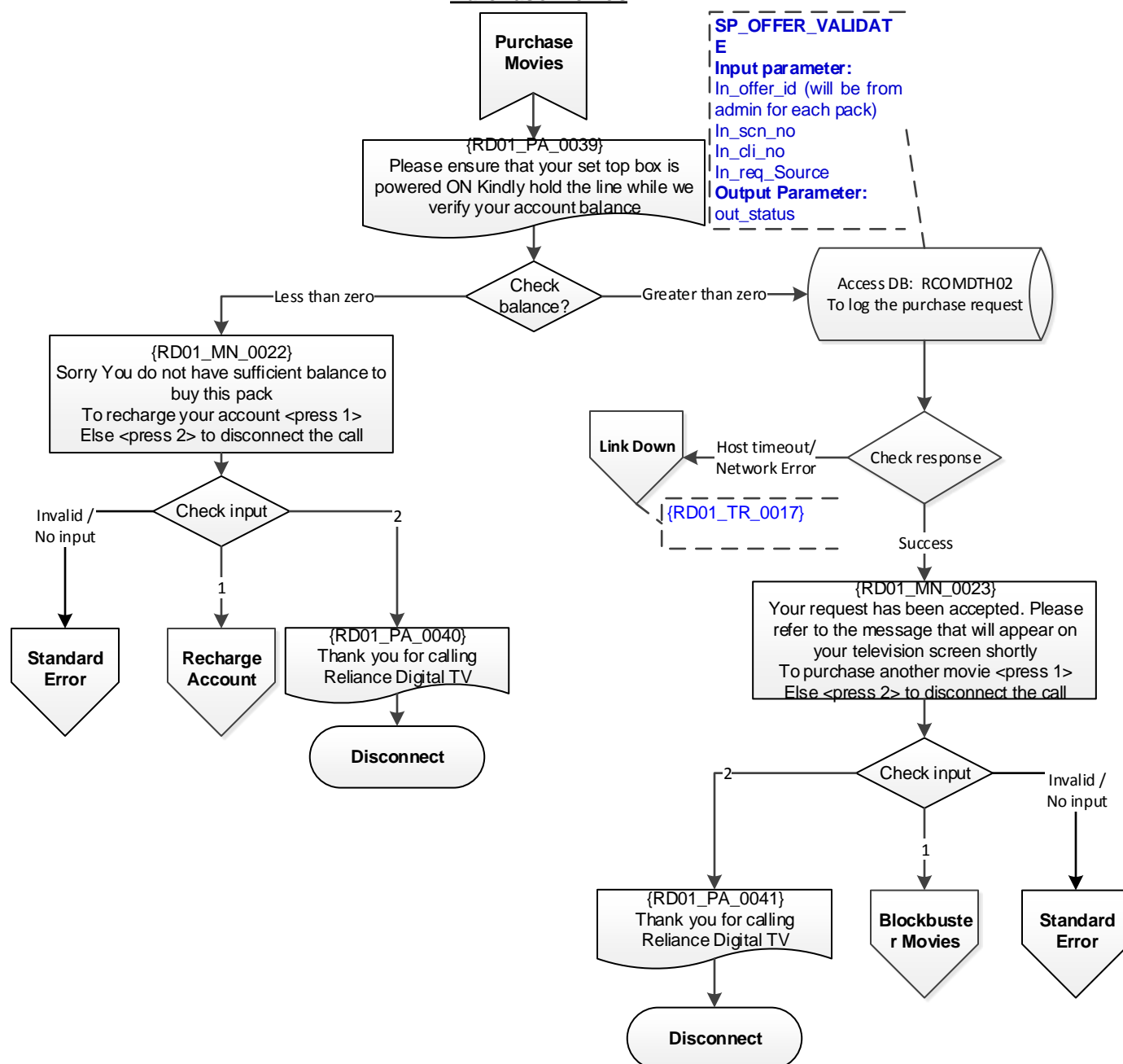


Purchase Using Cash Card

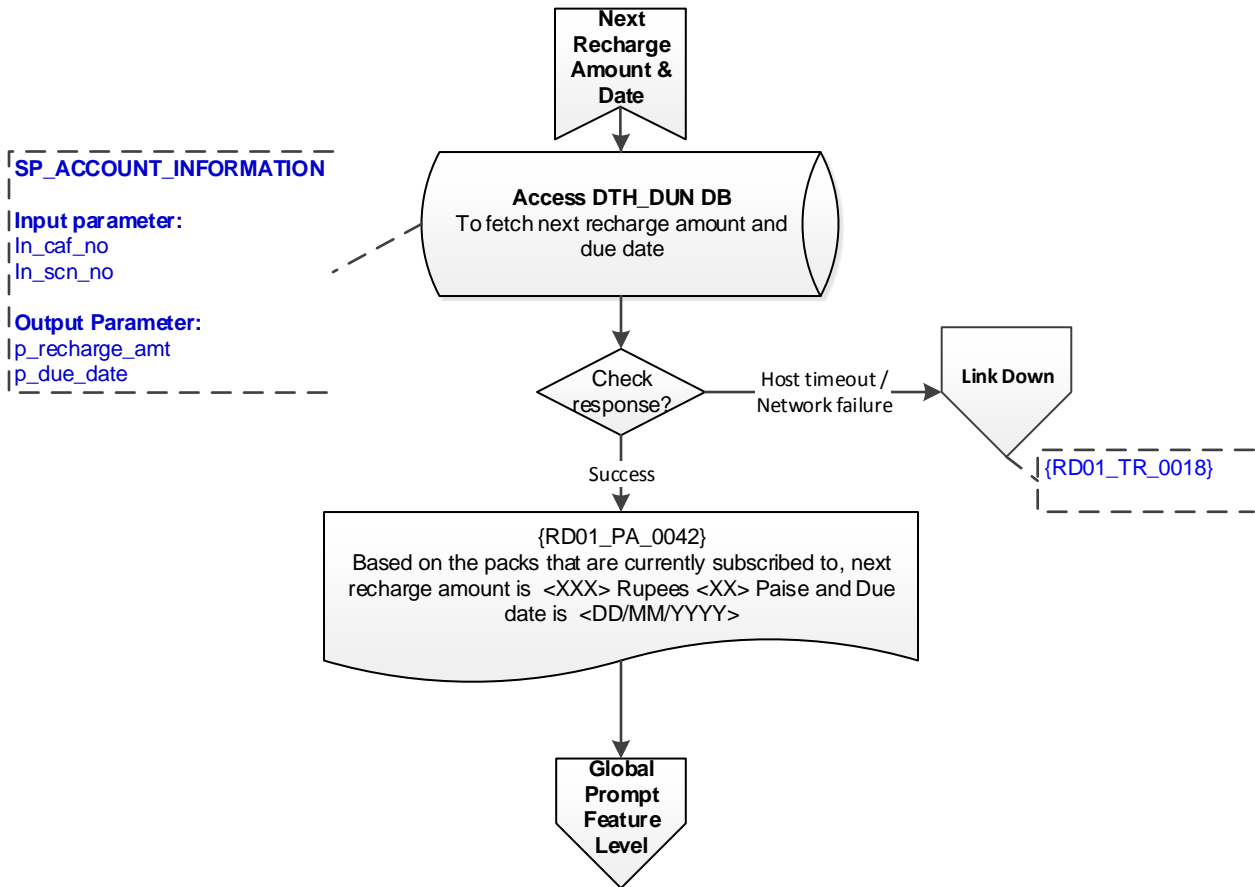
Blockbuster Movies



Purchase Movies



Next Recharge Amount & Date



Subscribed Packs

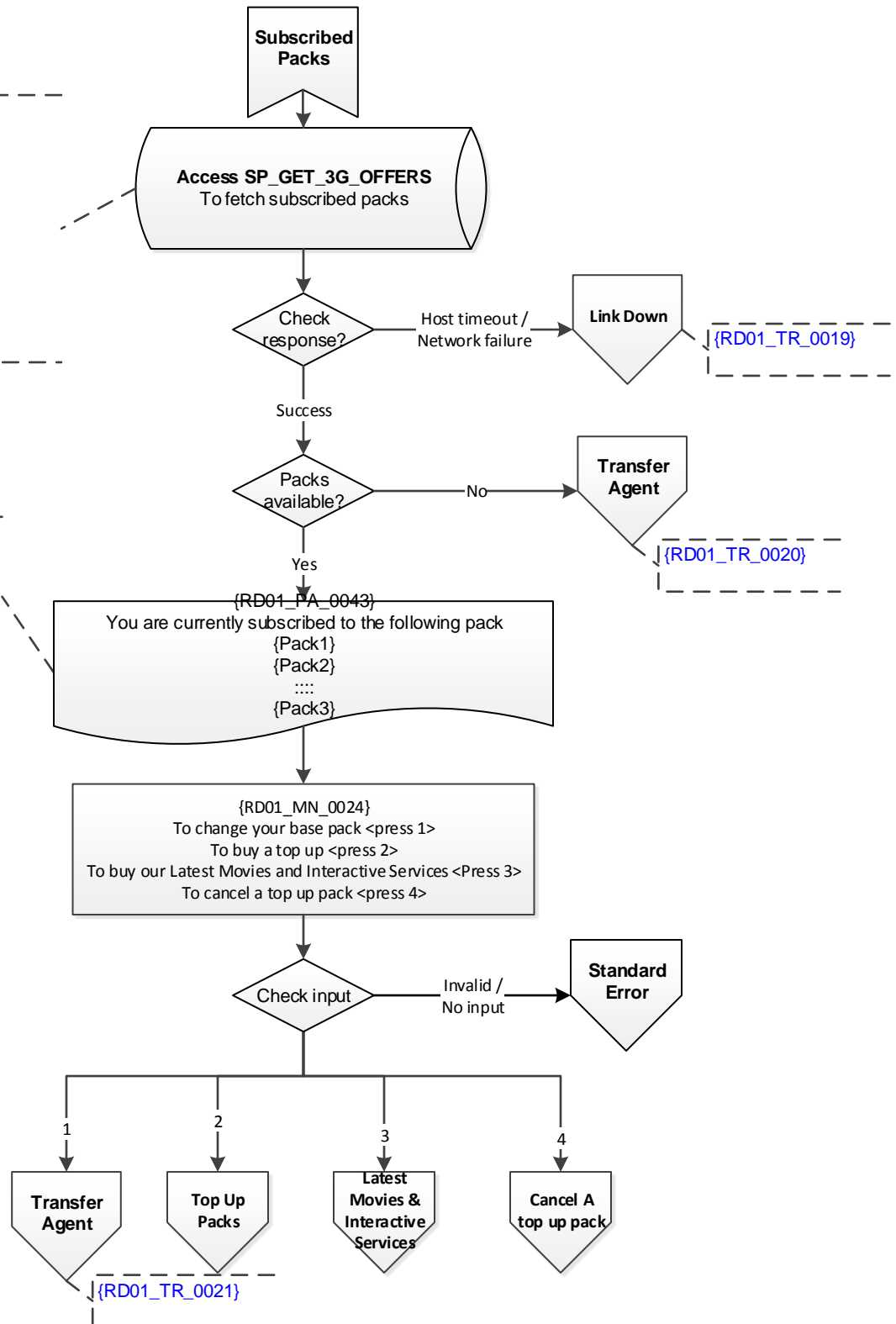
SP_GET_3G_OFFERS

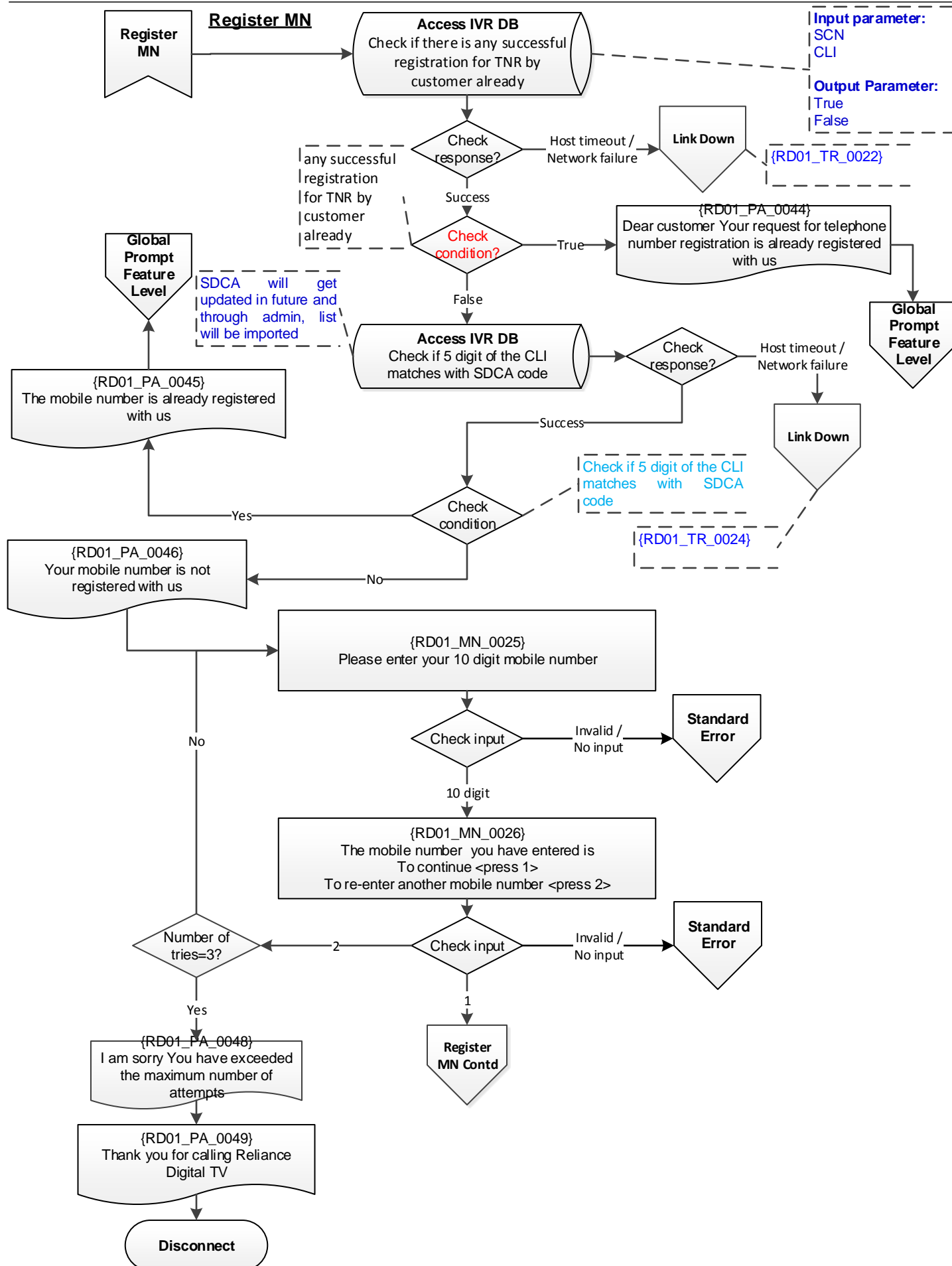
Input parameter:
in_rtn (SCN)
in_req_source (IVR)

Output Parameter:
out_offer_dtl
out_status
out_err_code
out_msg

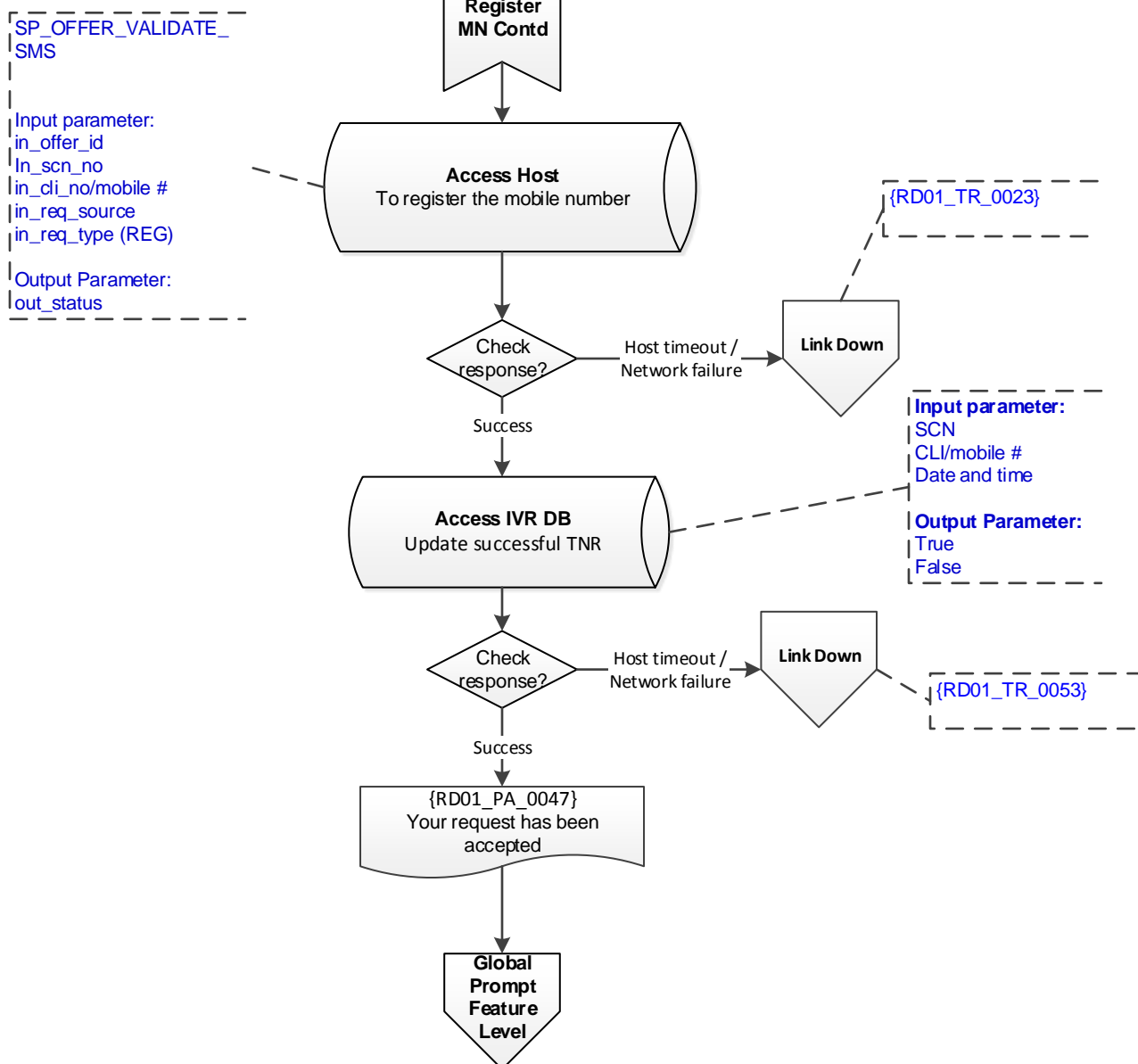
Will be dynamic menu

Based on the pack code, pack name will get played in IVR

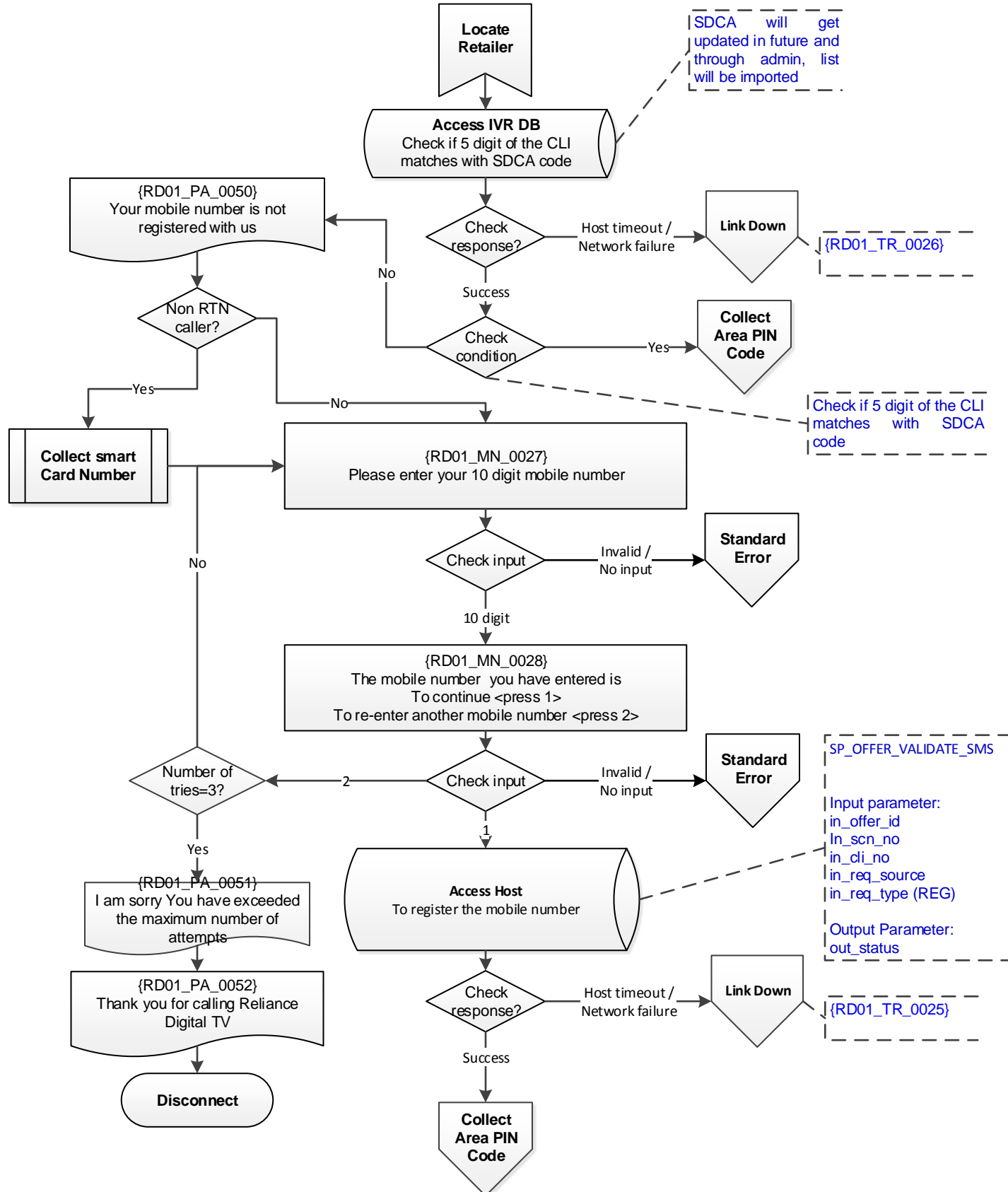


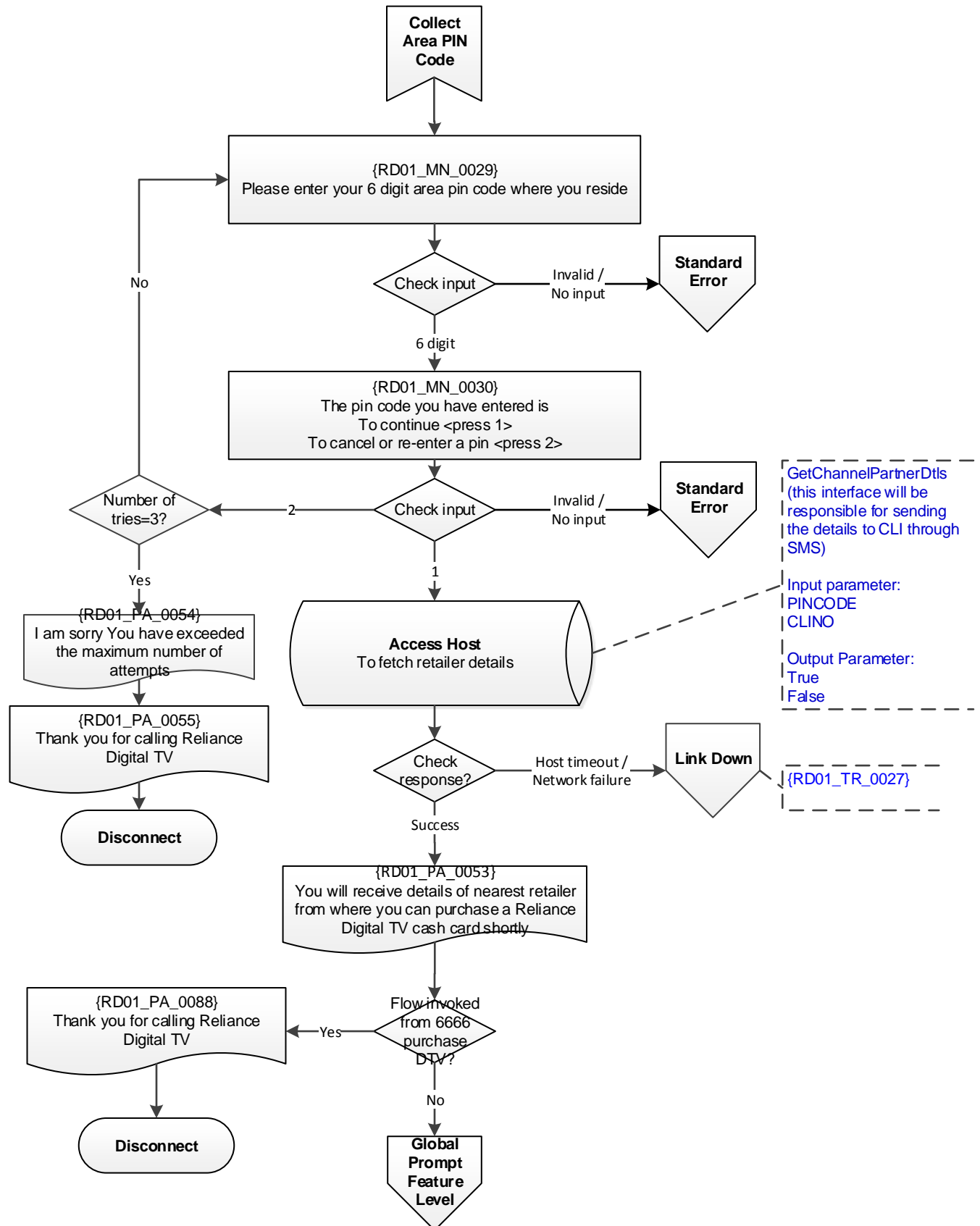


Register MN Contd

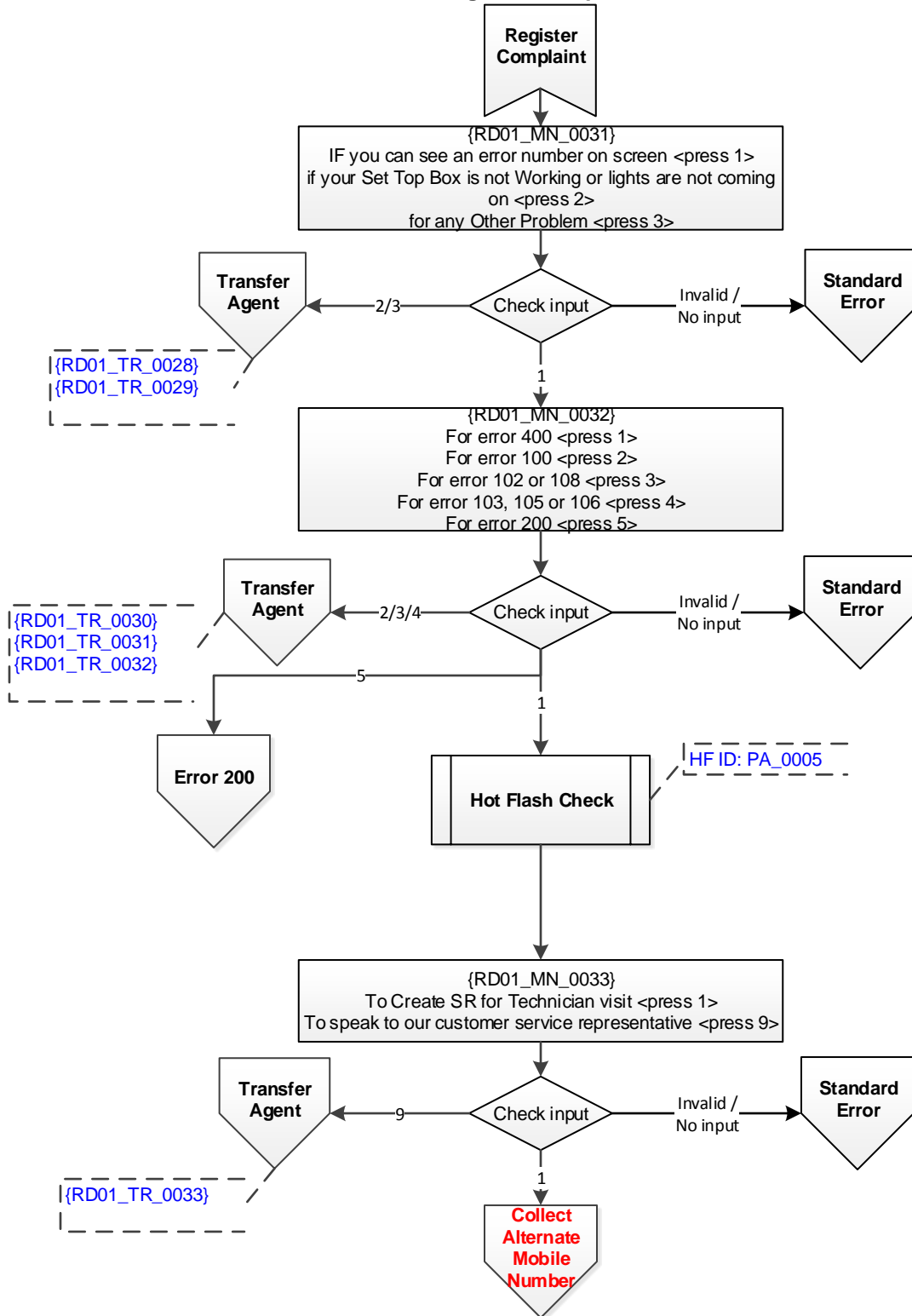


Locate Retailer

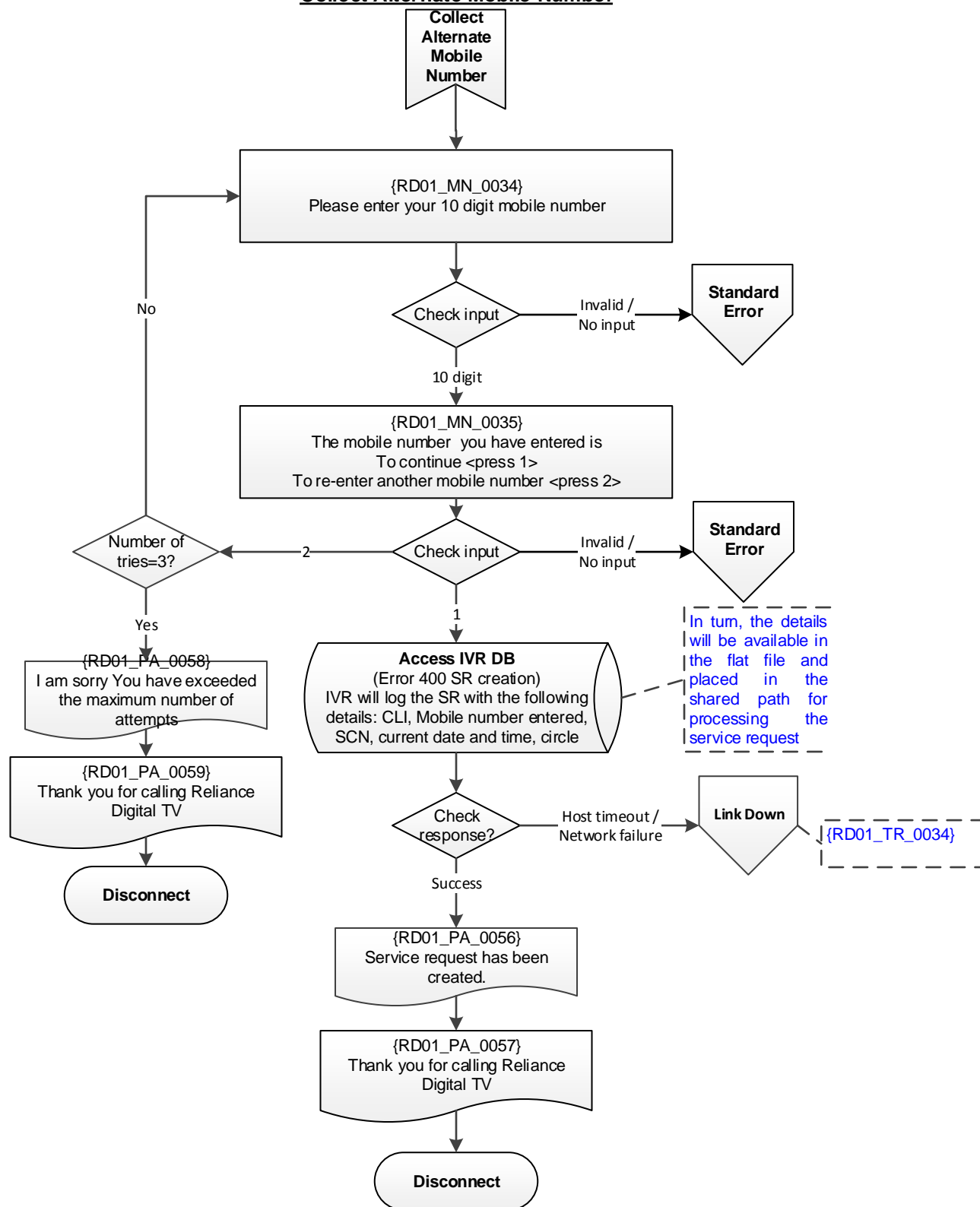


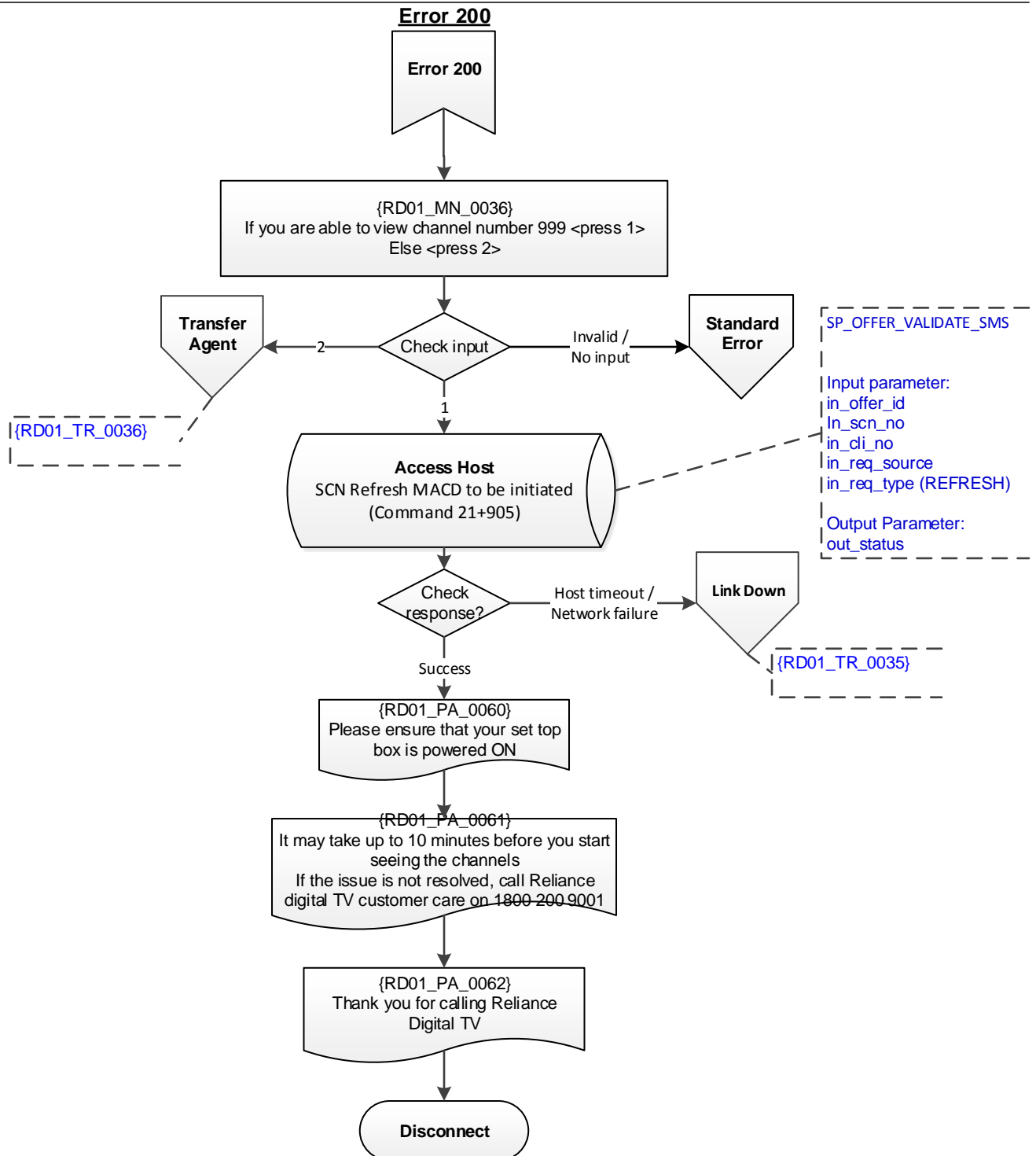
Collect Area PIN Code

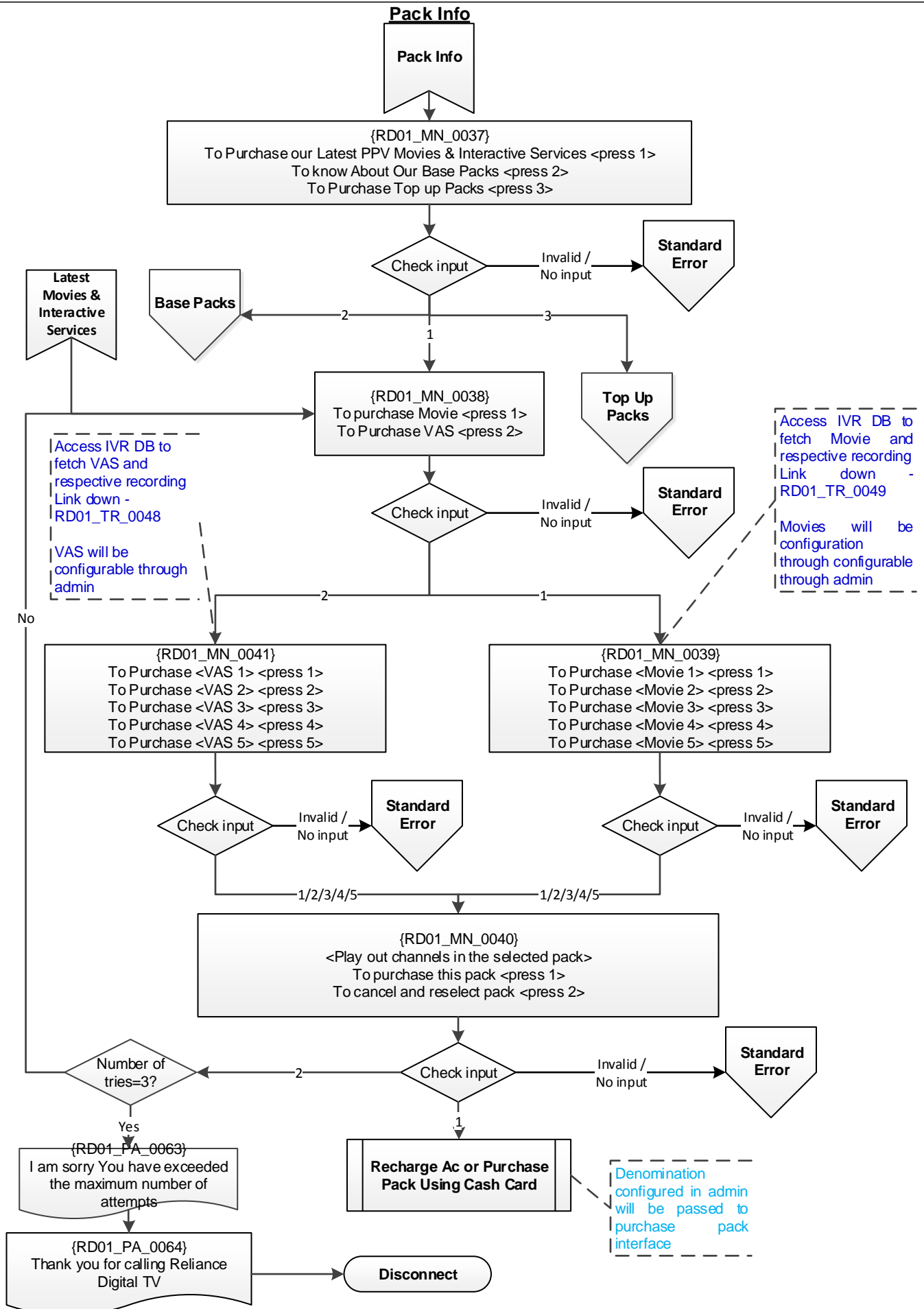
Register Complaint



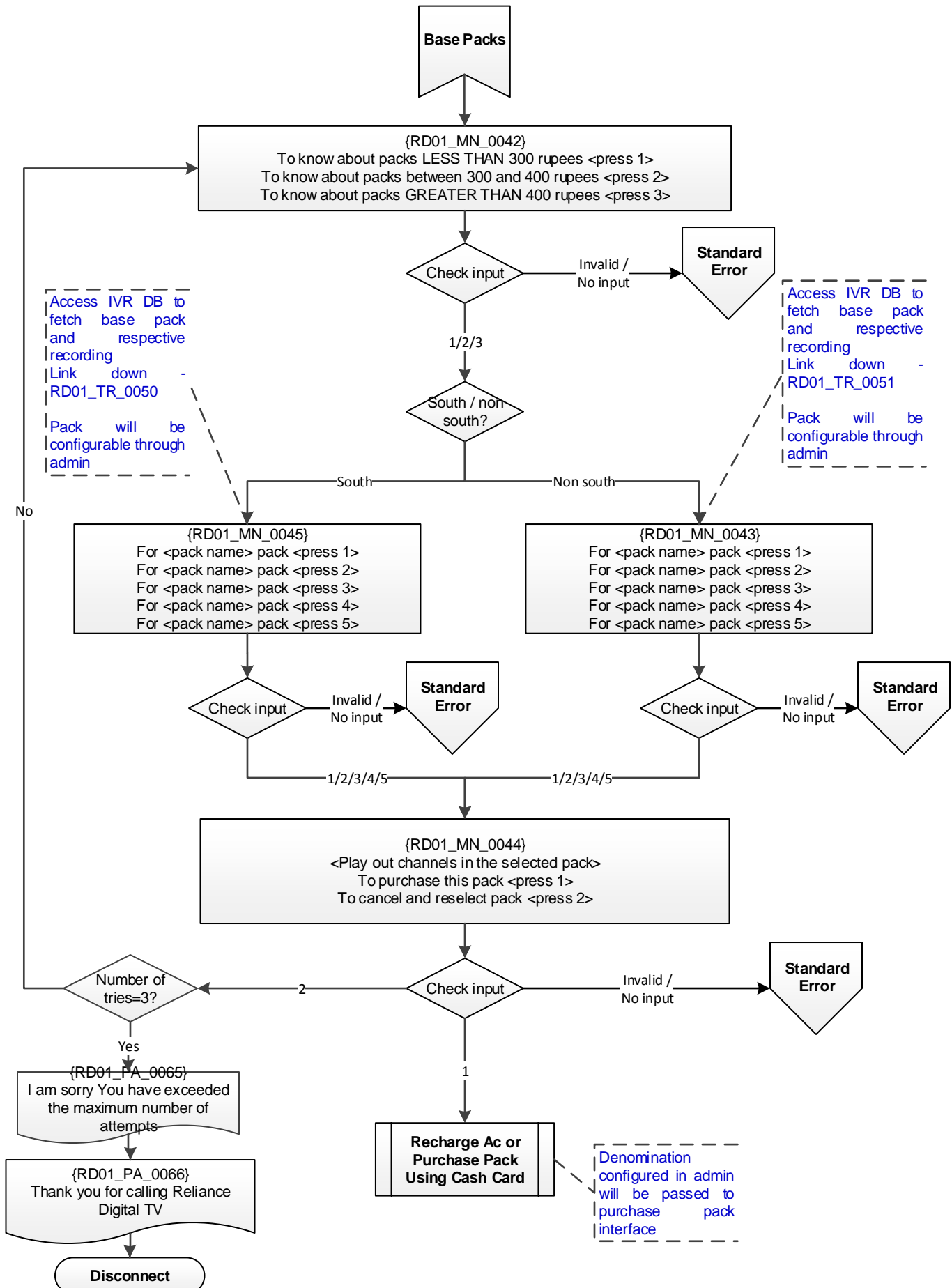
Collect Alternate Mobile Number



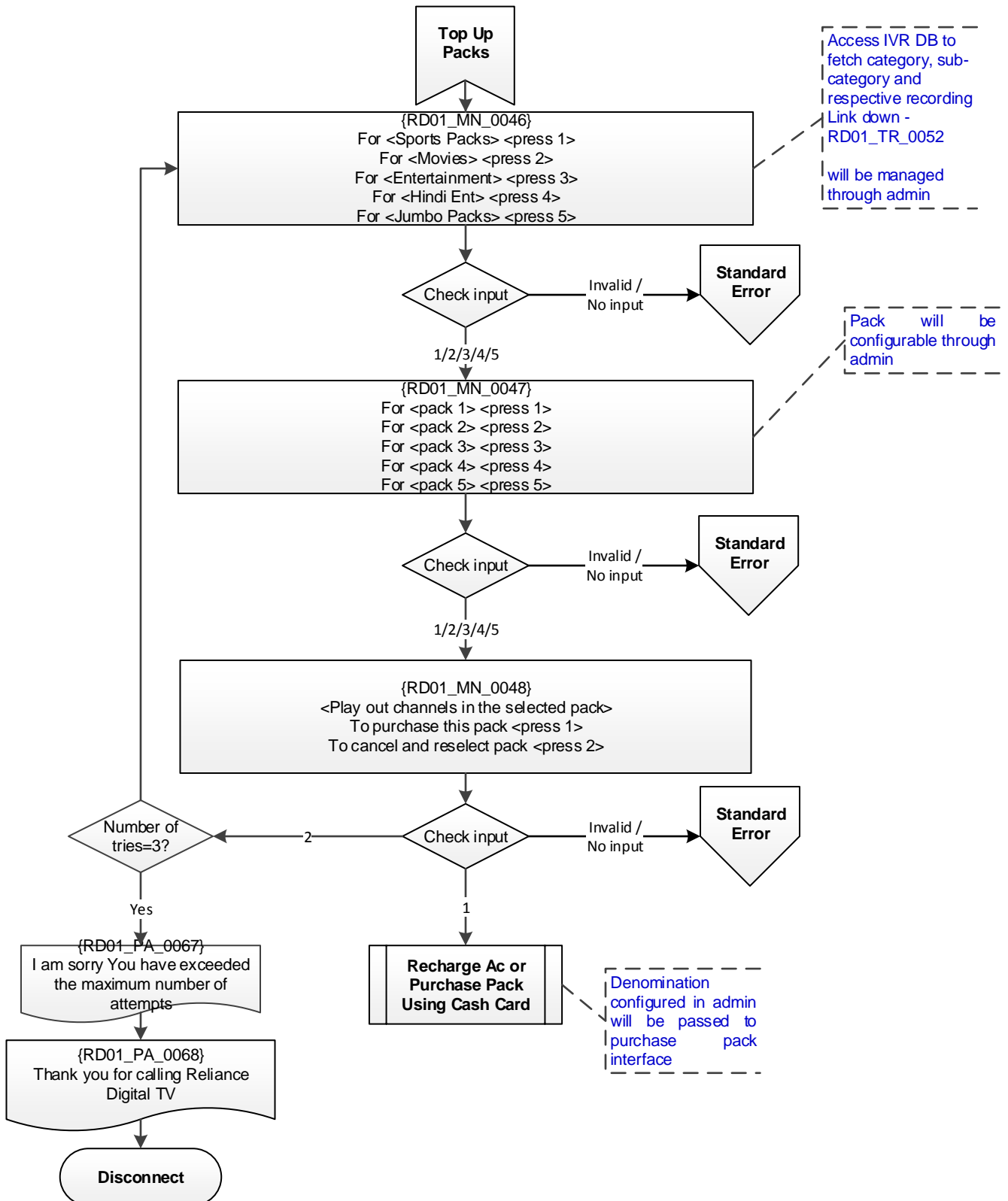




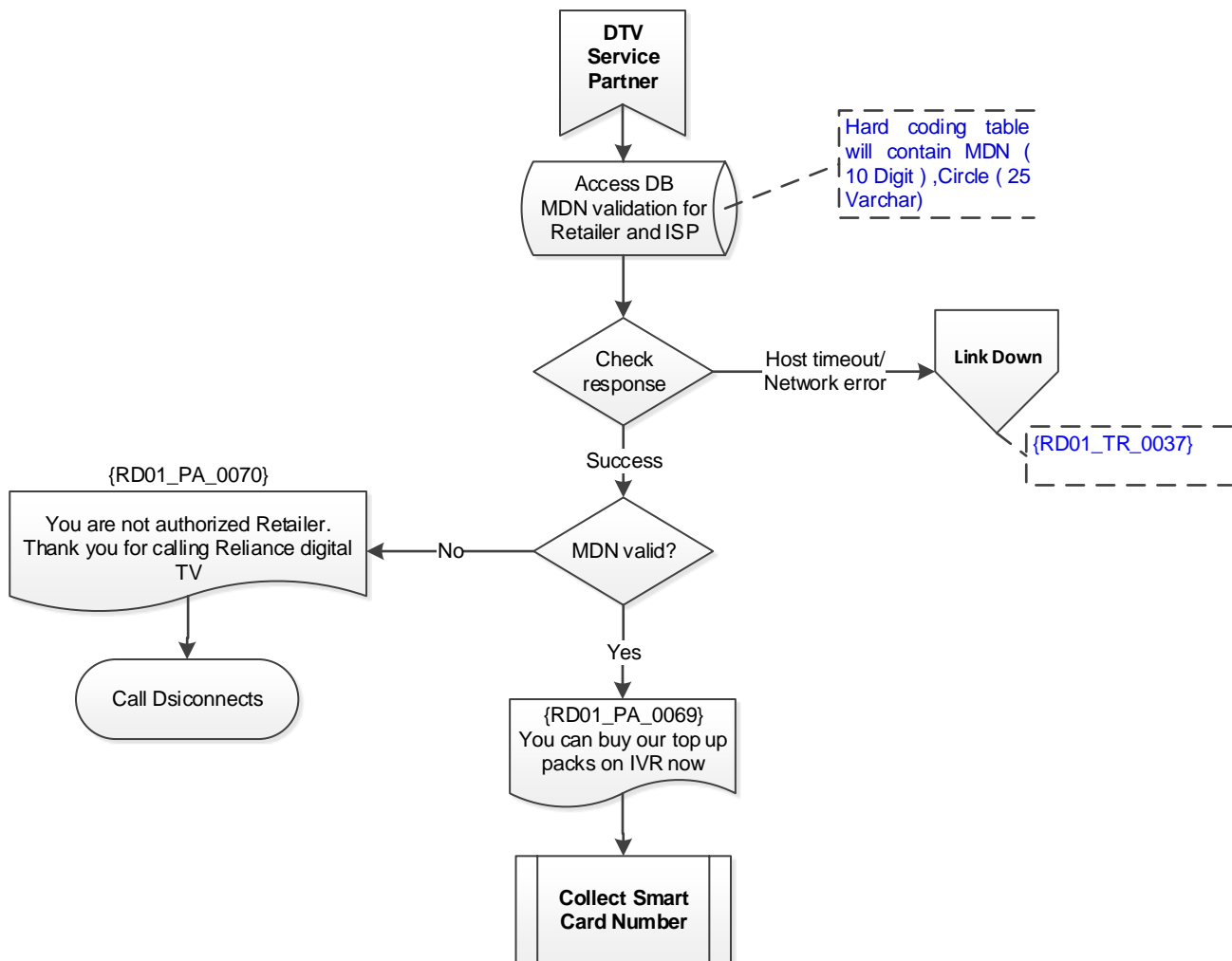
Base Packs

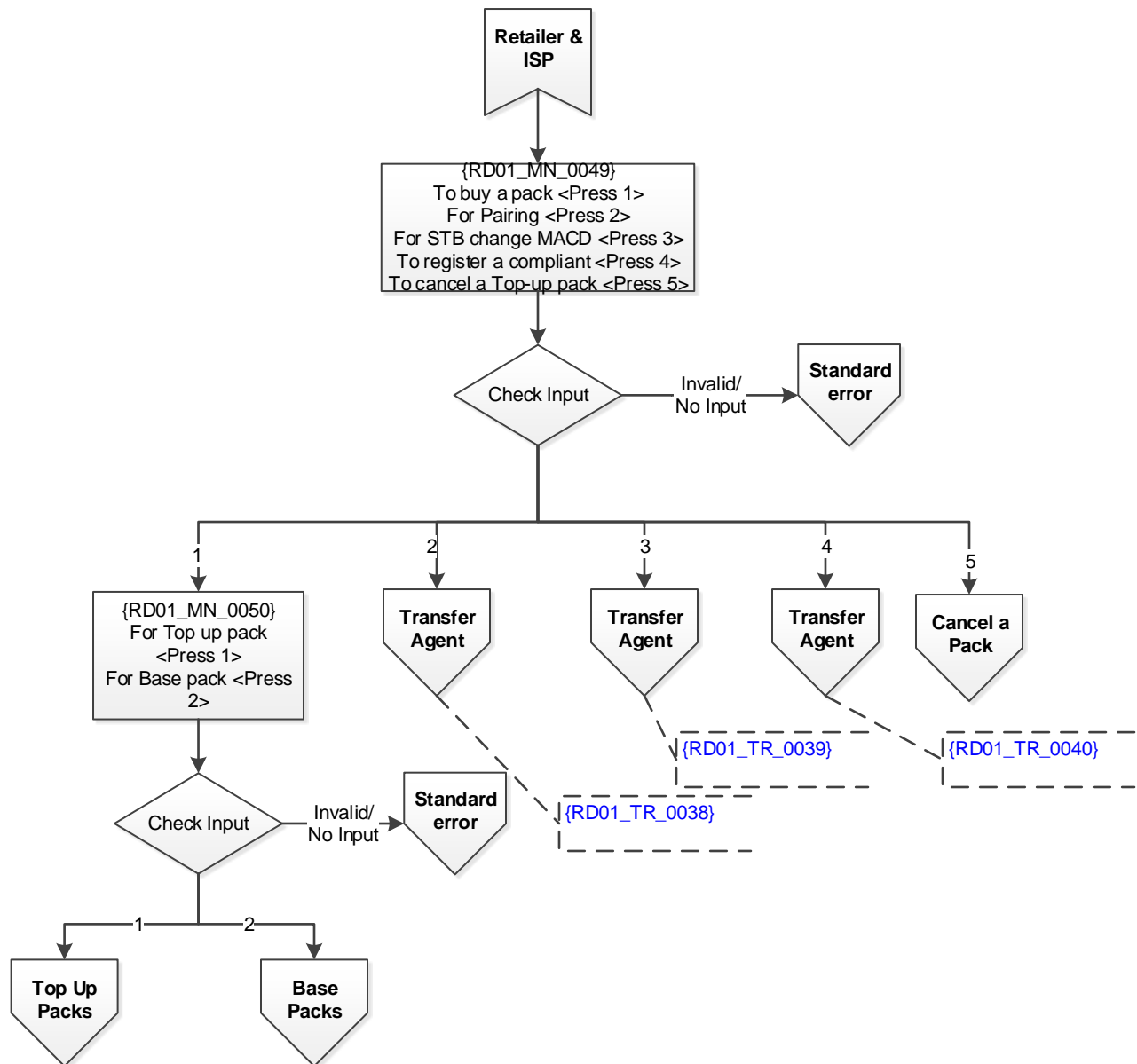


Top Up Packs



DTV Service Partner



Retailer & ISP

Cancel A Pack

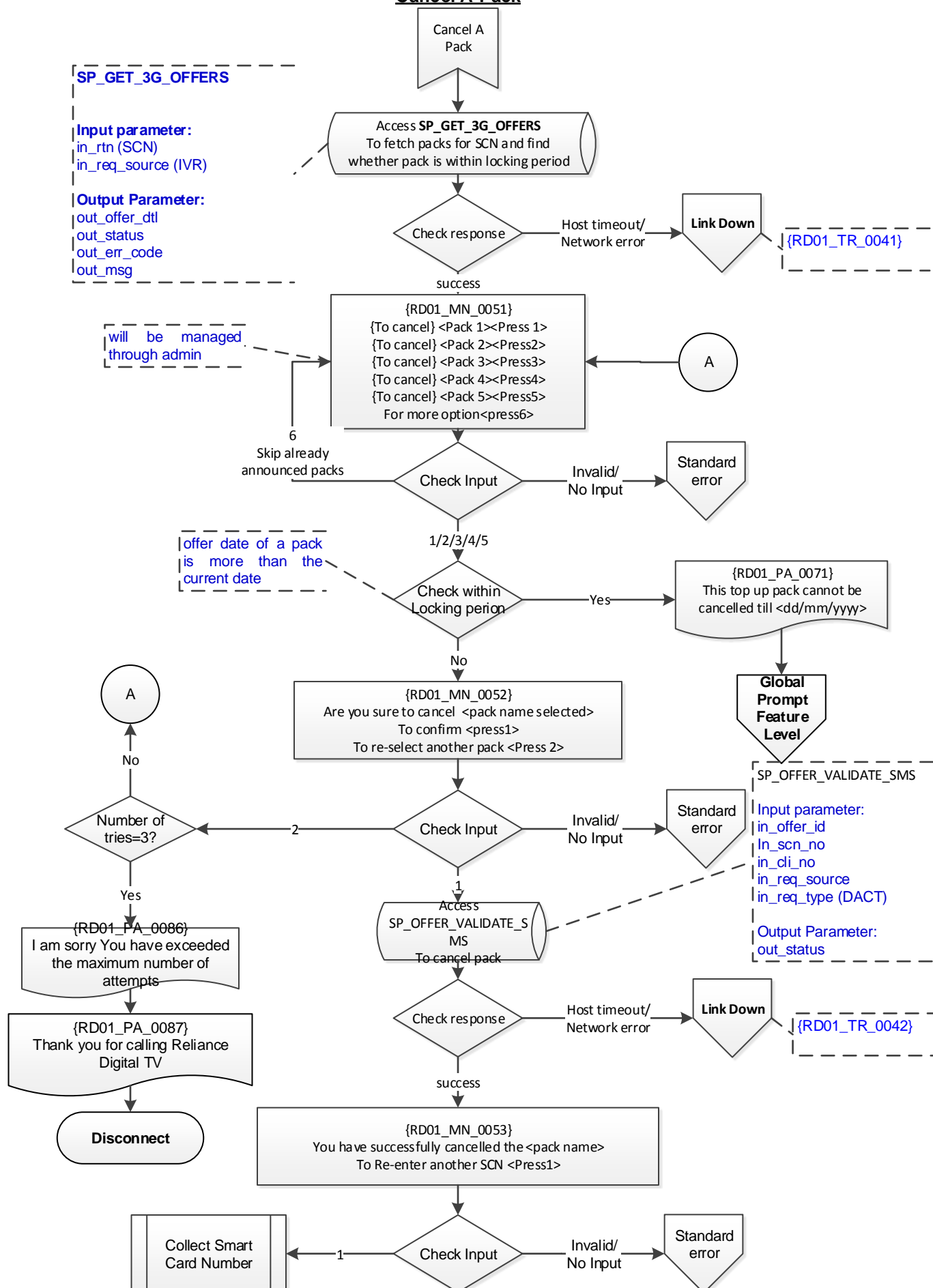
SP_GET_3G_OFFERS

Input parameter:
in_rtn (SCN)
in_req_source (IVR)

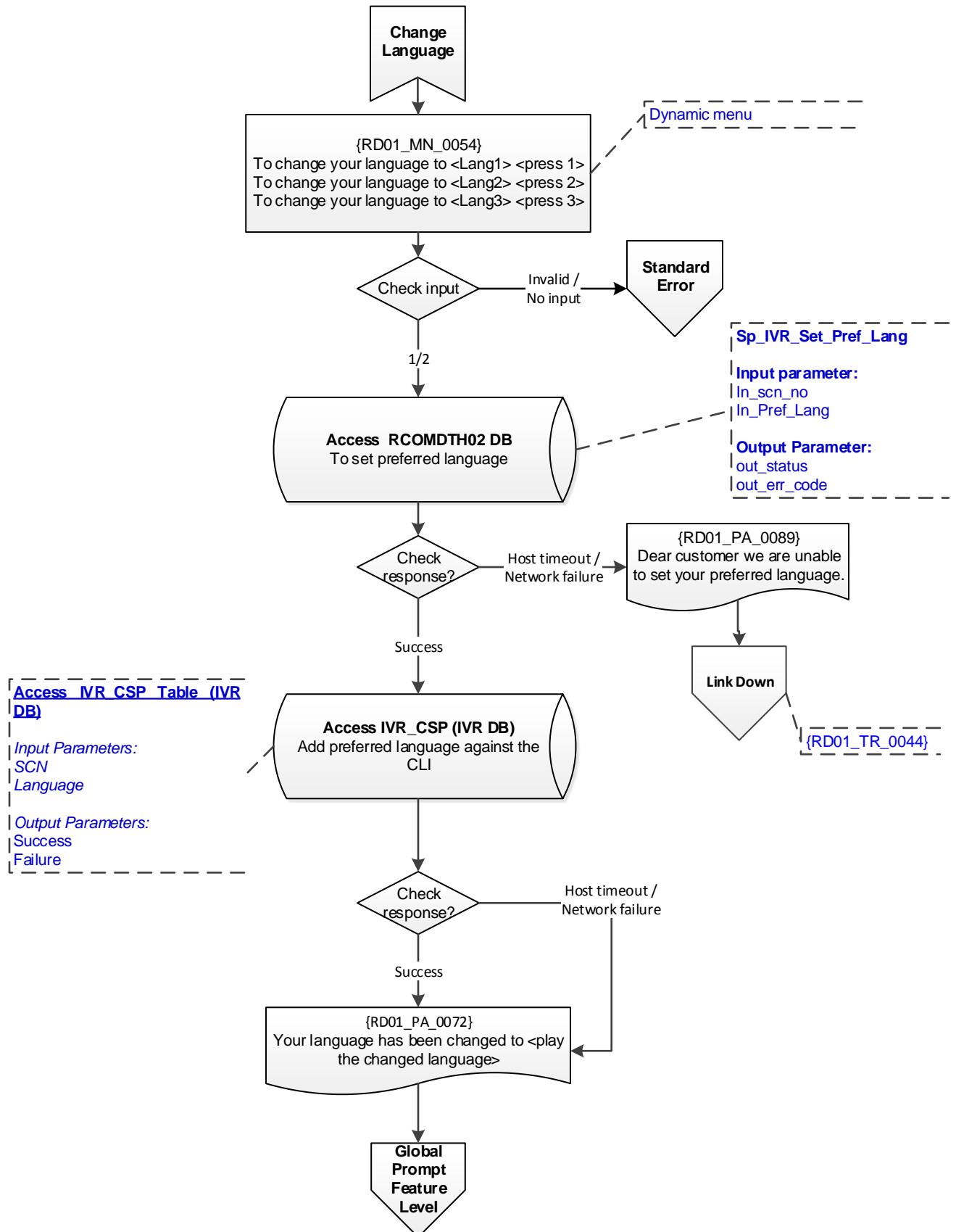
Output Parameter:
out_offer_dtl
out_status
out_err_code
out_msg

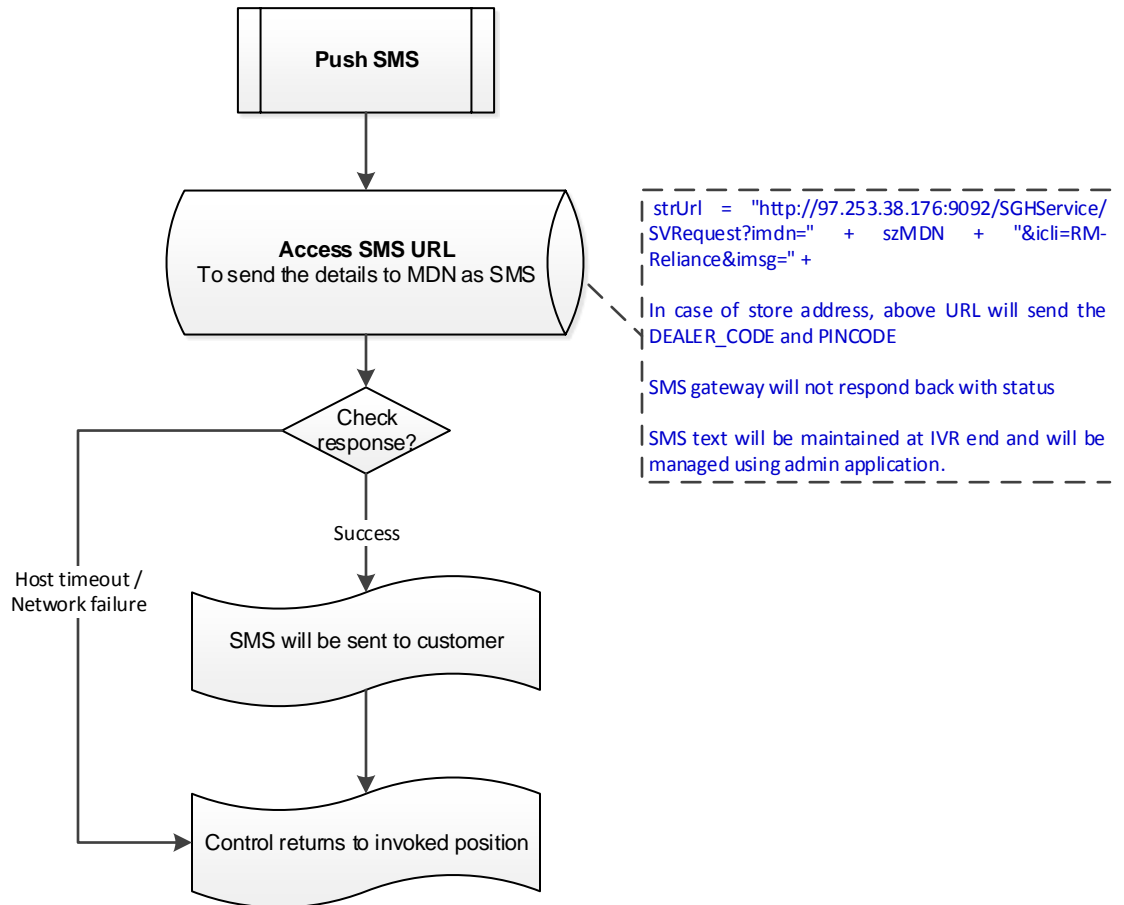
will be managed through admin

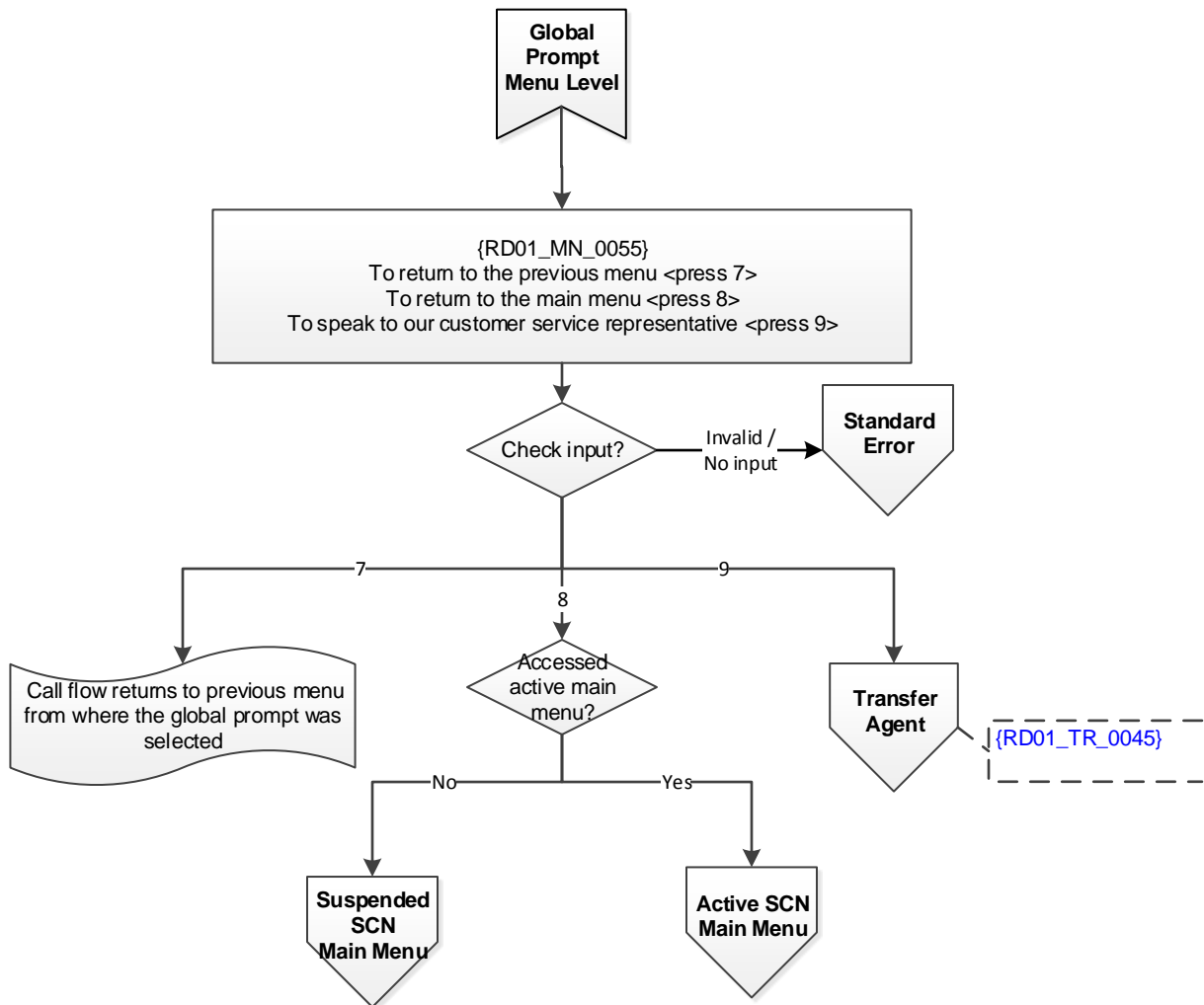
offer date of a pack is more than the current date



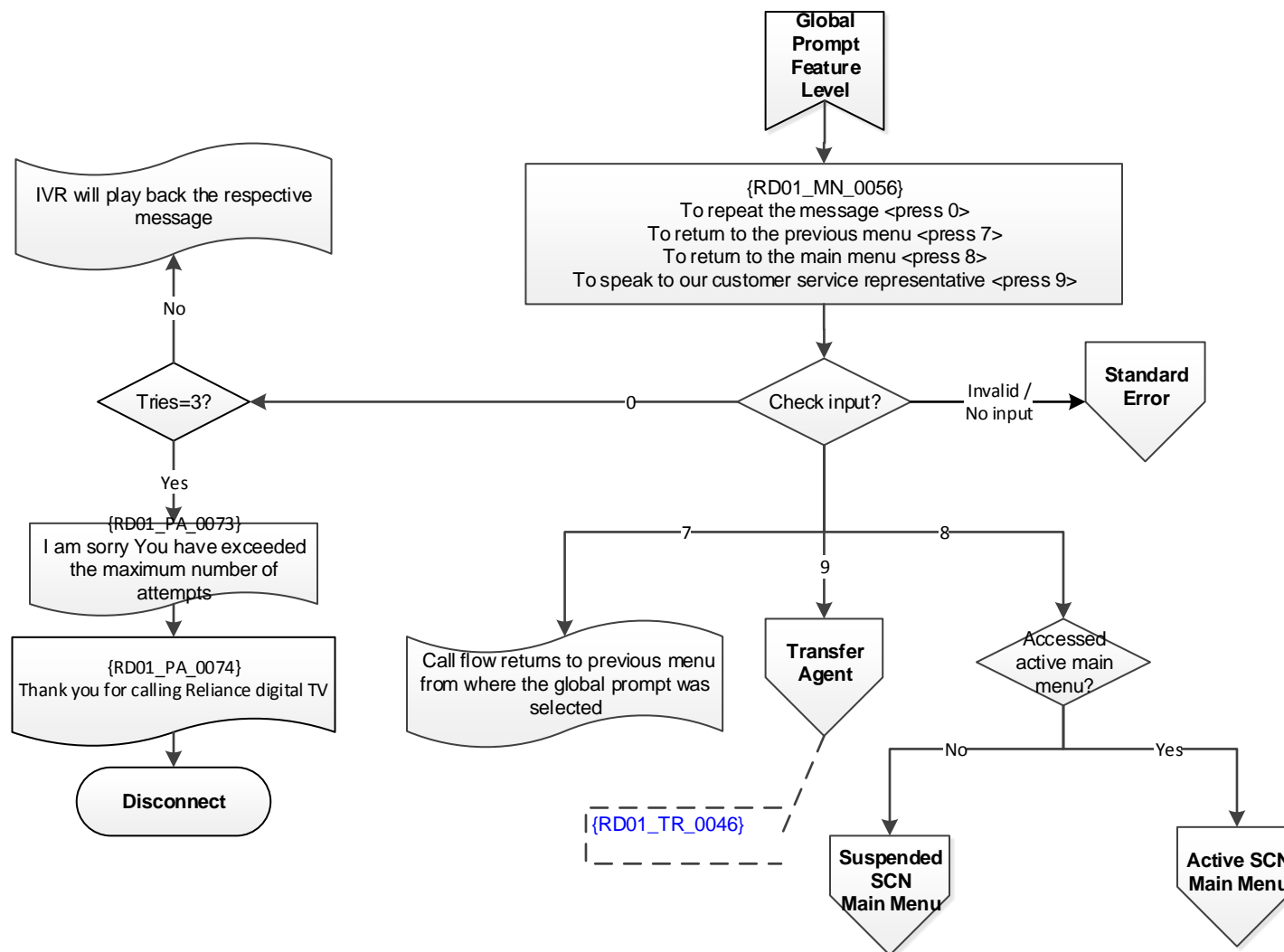
Change Language



Push SMS

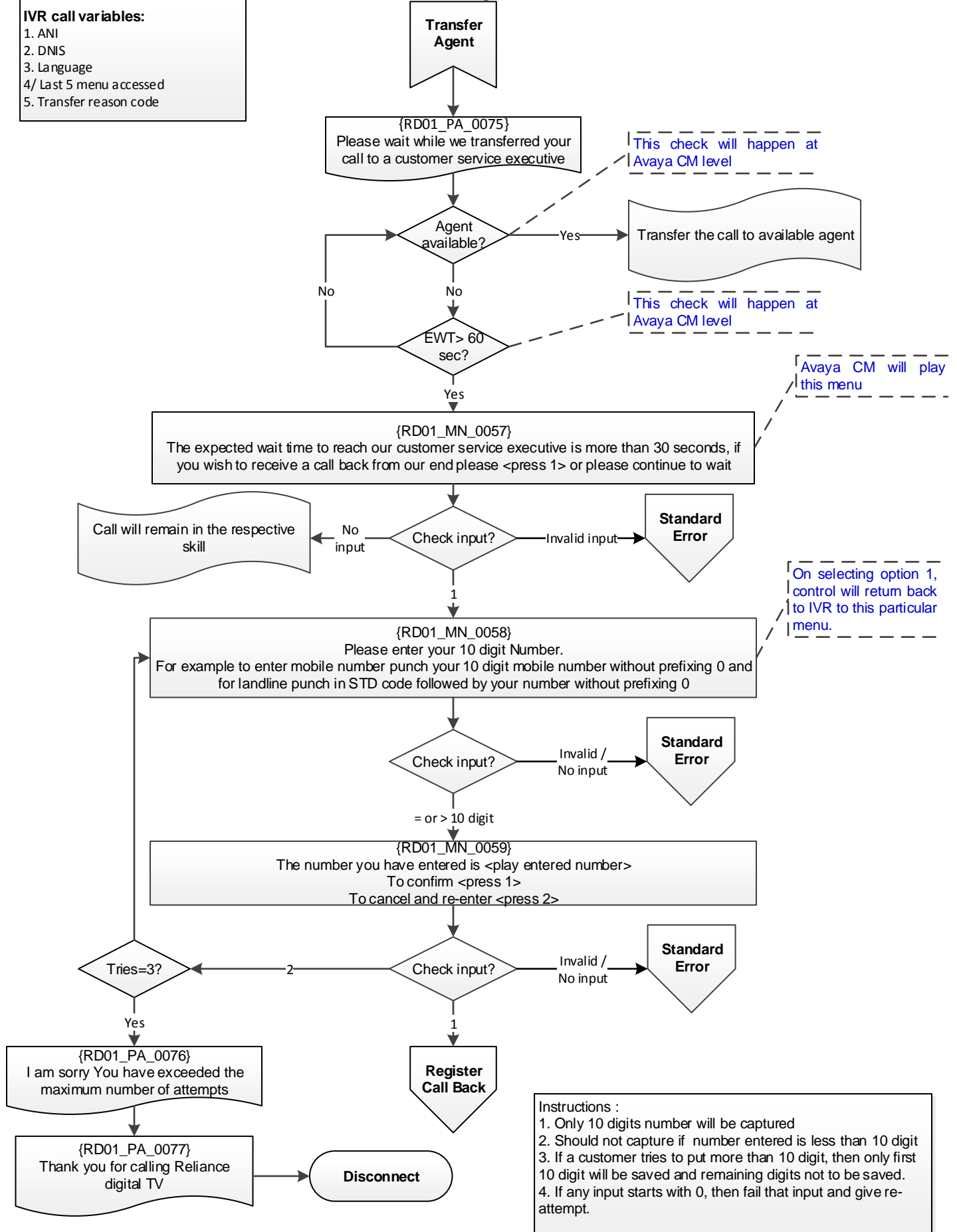
Global Prompt Menu Level

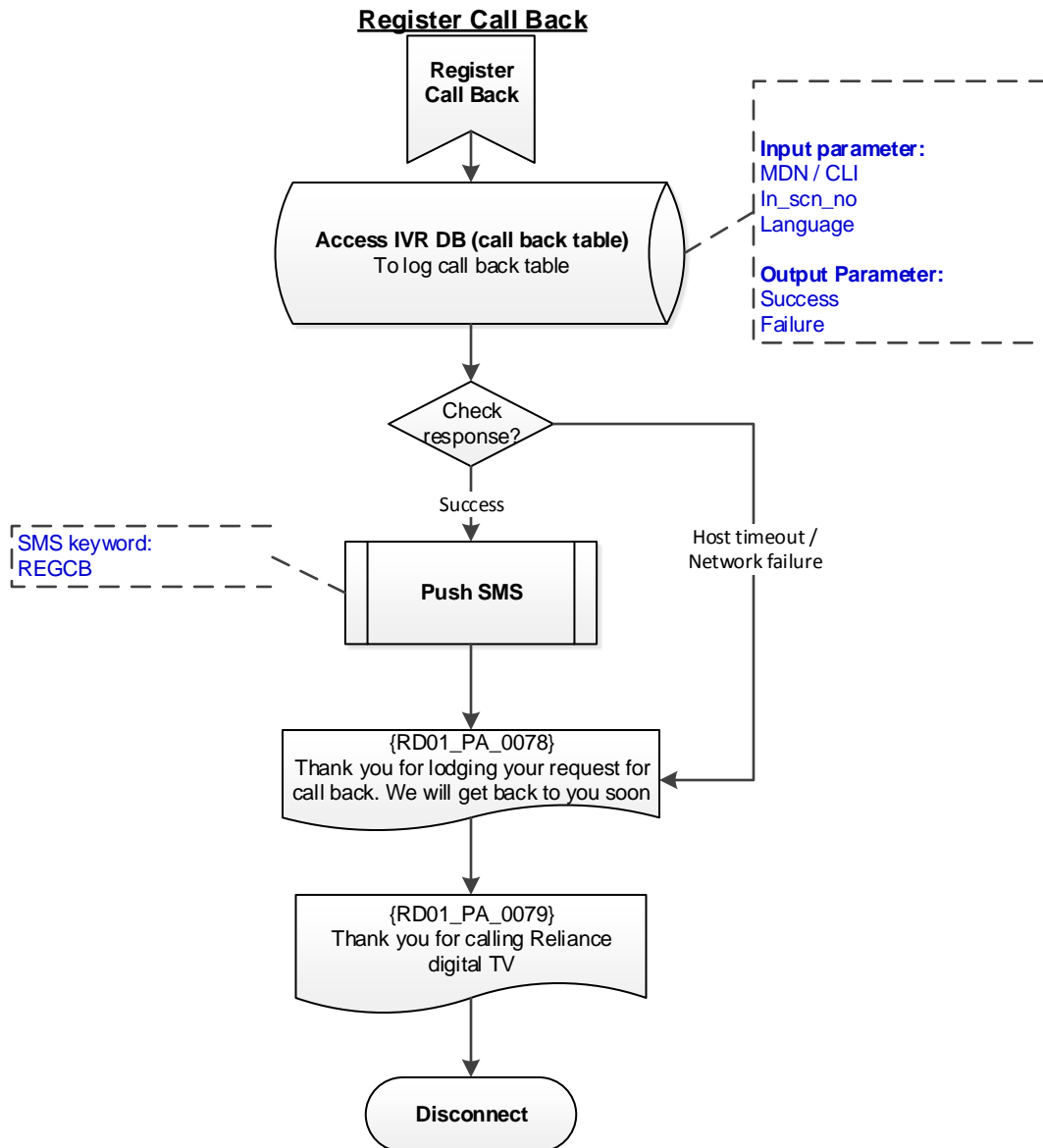
Global Prompt Feature Level

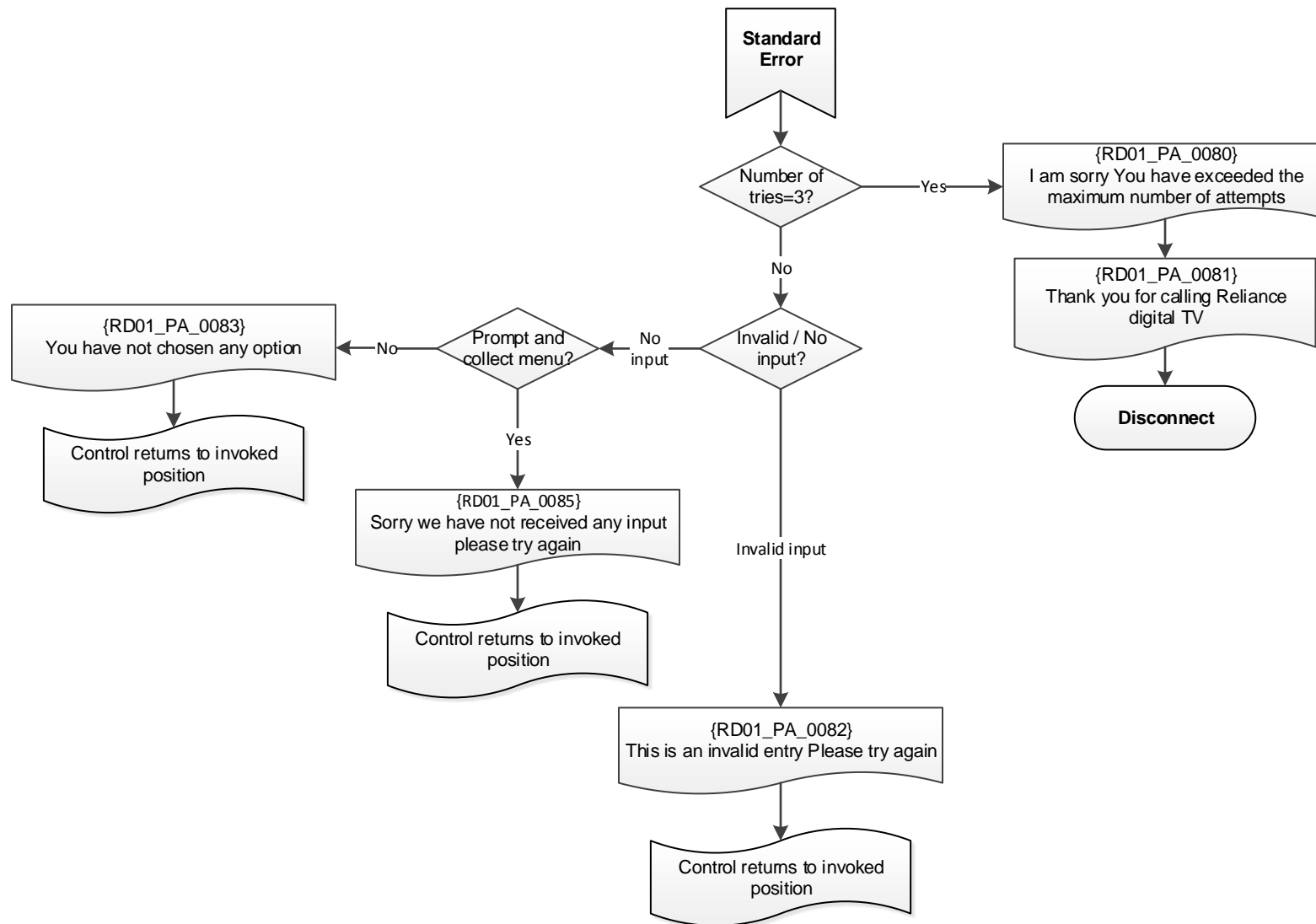


IVR call variables:

1. ANI
2. DNIS
3. Language
- 4/ Last 5 menu accessed
5. Transfer reason code

Transfer Agent



Standard Error

Link Down

