



The Power of We™

Broadband IVR Call Flow DAKC(DAKC)

Last updated on: Sep 27th 2016

Version: 1.5

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.31.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.12.2015	Servion	Daranivasan.A	- Language selection wrt mapping table provided
0.03 / Apr.15.2015	RCOM	RaajeshKumar	Changes made based on interfaces
1.1 / Apr.16.2015	Servion	Daranivasan.A	Baselining
1.11 / May.27.2015	Servion	Daranivasan.A	<ul style="list-style-type: none"> - Start(STT) - Language Selection(LSE) - Complaint Register(CPR) - Complaint Register Contd(CPRC) - Change Language(CHL) - Menu ID changed - Transfer codes regenerated - Defects identified by technical teams fixed
1.11 / May.27.2015	Servion	Daranivasan.A	- Suggestions mentioned by Kesav included Main Menu(MAM)
1.2 / June.20.2015	Servion	Daranivasan.A	Re-base lined version
1.3 / Jan.18.2015	Avaya	Tarun jain	Add Technical and Non technical desk flow
1.4 / Jul.13.2016	Rajesh Manjalkar	Yahya Rayyan	Removed HUB based treatment and rearranged menu items in Account information.
1.5 / Sep.27.2016	Rajesh Manjalkar	Tarun Jain	<ul style="list-style-type: none"> 1. SRC Logic to be implemented 2. Contact Center Access Barring during Outage.

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



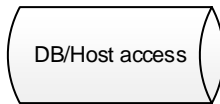
This shape represents speech announcements with out caller input



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).



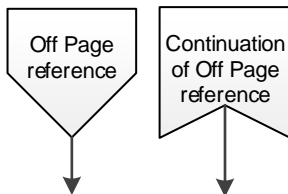
This shape represents the host or database access.



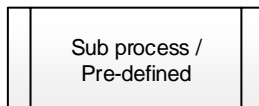
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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



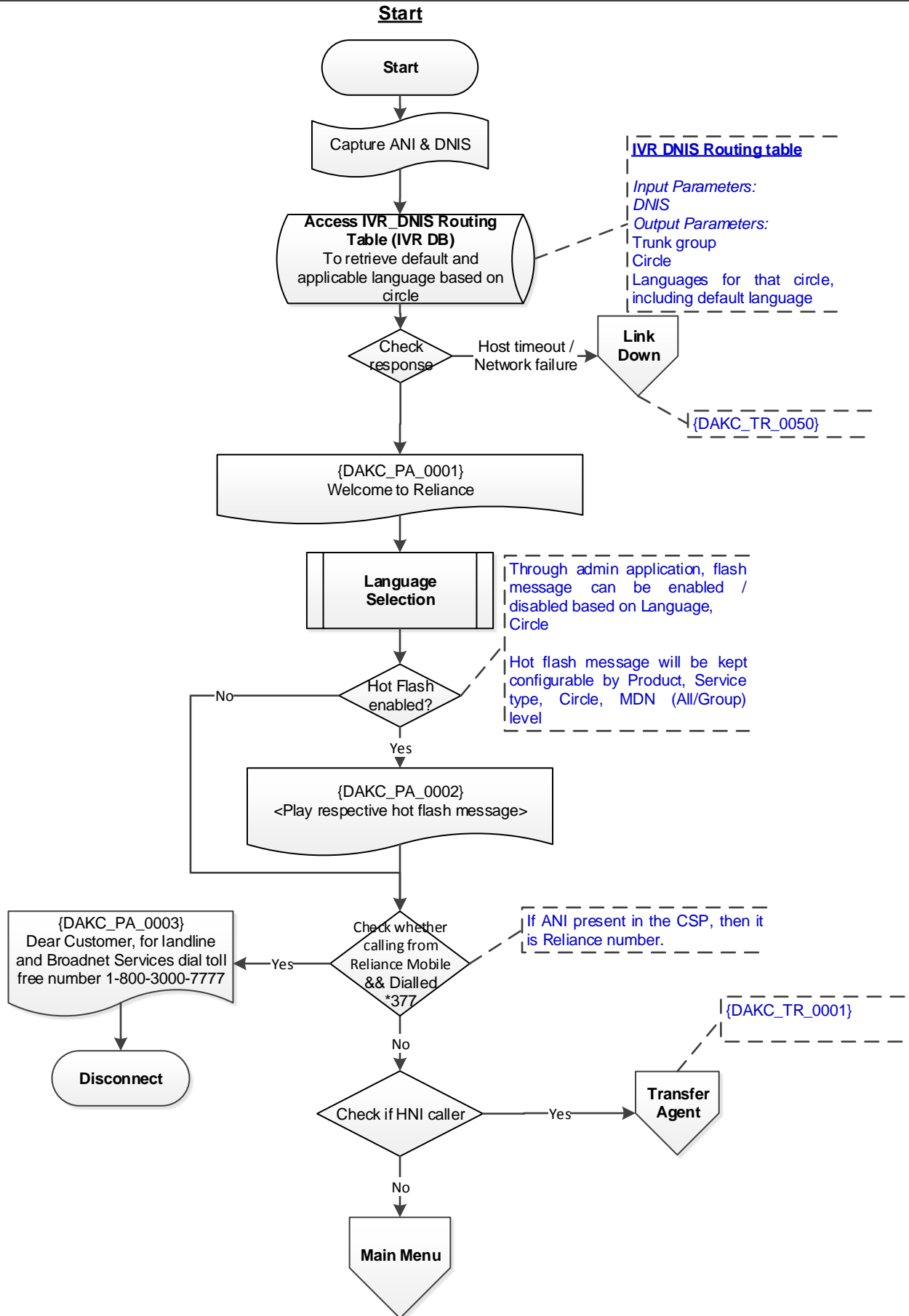
This shape is a page connector which means the continuation of the flow is in another page.



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	24 * 7	
2	Language of Interaction	South circle: Tamil Nadu (Tamil, English, Hindi) Karnataka (Kannada, English, Hindi) Kerala (Malayalam, English, Hindi) Andrapradesh (Telugu, English, Hindi) other circles (Hindi and English) Default will be 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>	
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.



Access IVR CSP Table (IVR DB)

Input Parameters:
MDN (Mobile Directory Number)

Output Parameters:
HNI Customer, FLP, CBB, POTS, BIA

Note:
Entire data types are shown as hard-coded database and customer provide the information in text / csv file

Language Selection

Language Selection

Access IVR_CSP (IVR DB)
To retrieve customer category (HNI/Regular)

Check response?

Host timeout / Network failure

Link Down

{DAKC_TR_0051}

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

Access IVR DB (will be pulled from Oracle)
(WLN_DSS_IVR_ATTRIBUTES)
To fetch BAN and service status

Check response?

Host timeout / Network failure

Link Down

{DAKC_TR_0067}

WLN_DSS_IVR_ATTRIBUTES

Input Parameters:
MDN (Mobile Directory Number)

Output Parameters:
BAN (Billing Account Number)
Service status

BAN = customer ID.

{DAKC_MN_0001}
To continue in <language 1> <press 1>
To continue in <language 2> <press 2>
To continue in <language 3> <press 3>

South circle:

Tamil Nadu (Tamil, English, Hindi)
Karnataka (Kannada, English, Hindi)
Kerala (Malayalam, English, Hindi)
Andrapradesh (Telugu, English, Hindi)
other circles [Hindi (default) and English]

{DAKC_PA_0043}
That was an invalid entry, please try again

{DAKC_PA_0044}
You have not chosen any option

Invalid input?

Tries=3?

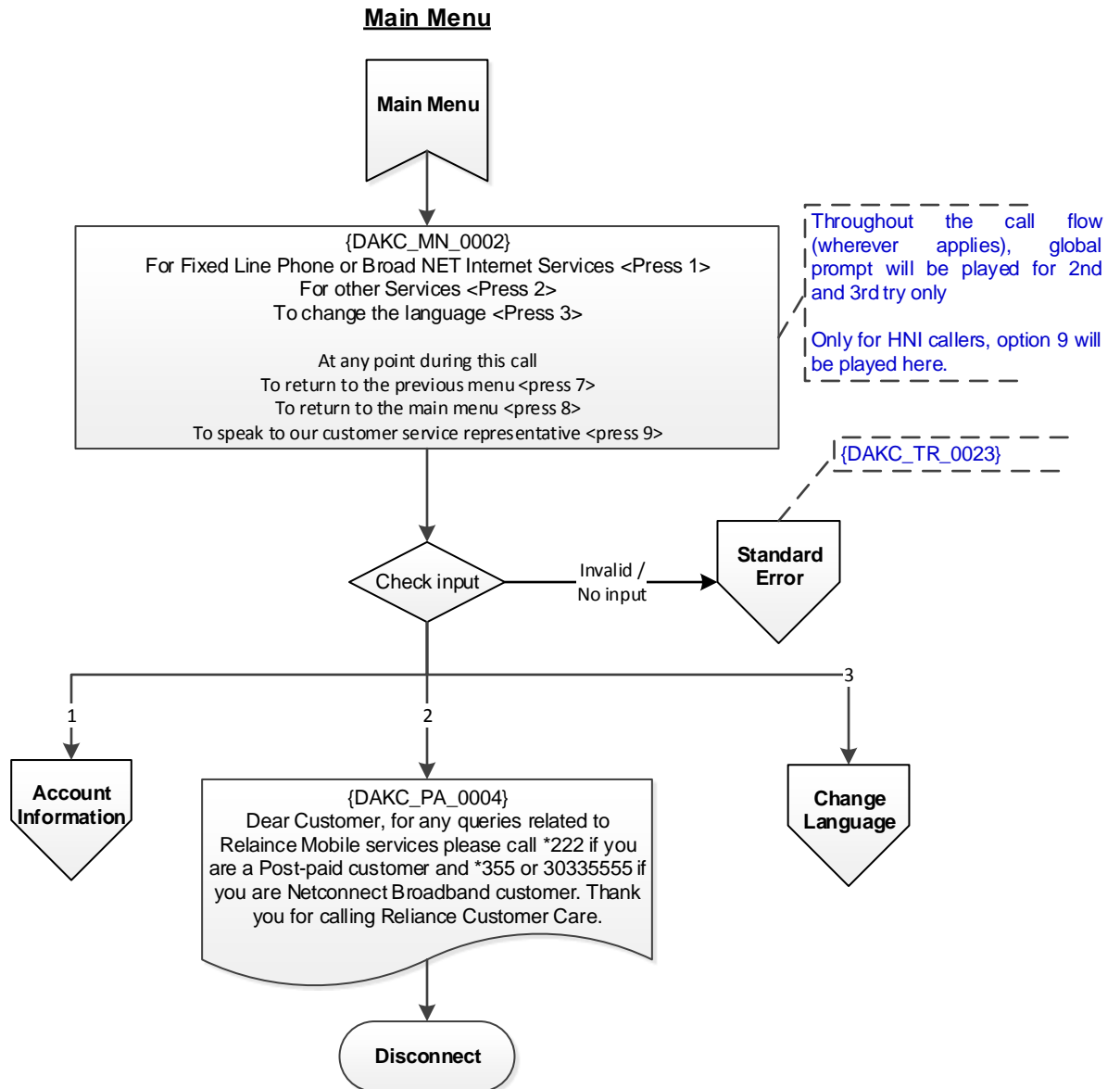
Invalid / No input

Check input

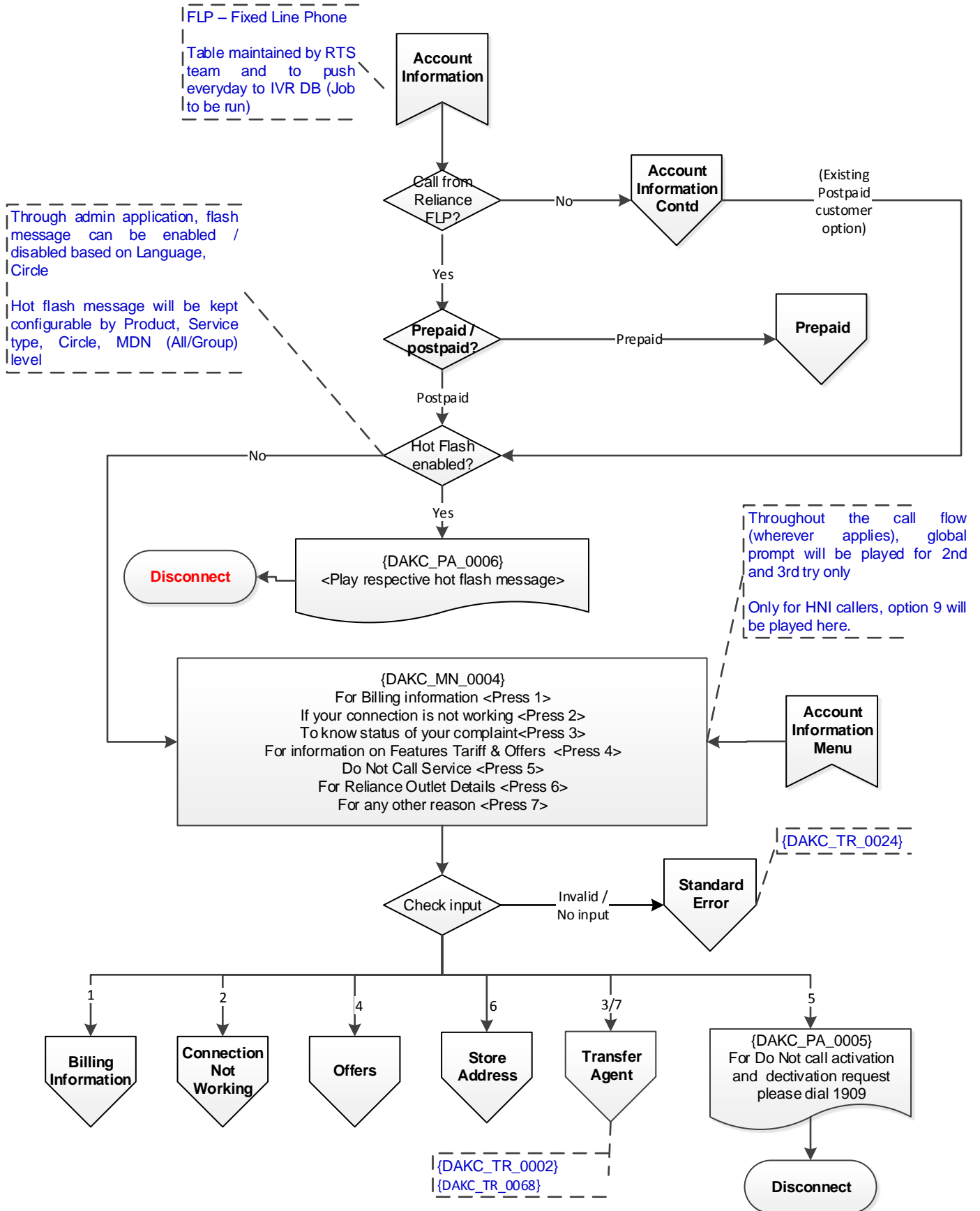
1/2/3

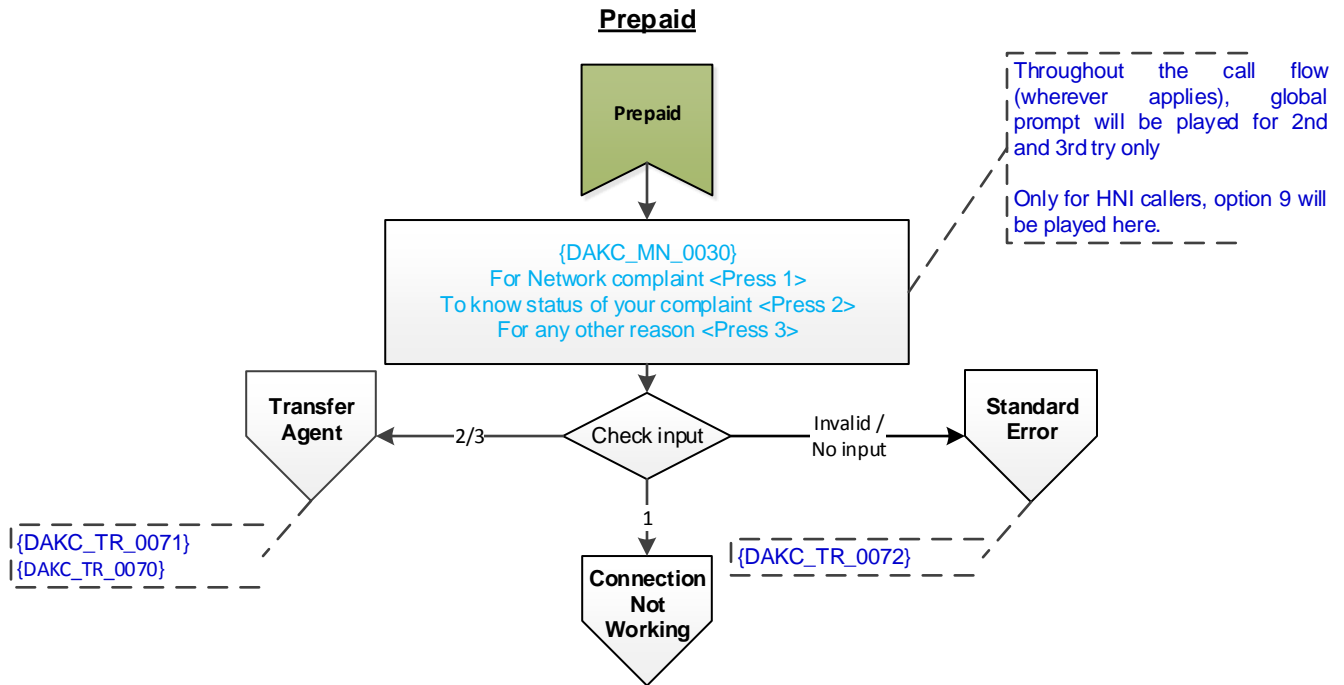
Flow continues in the Default Language
Control returns to invoked position

Flow continues in the selected language
Control returns to invoked position

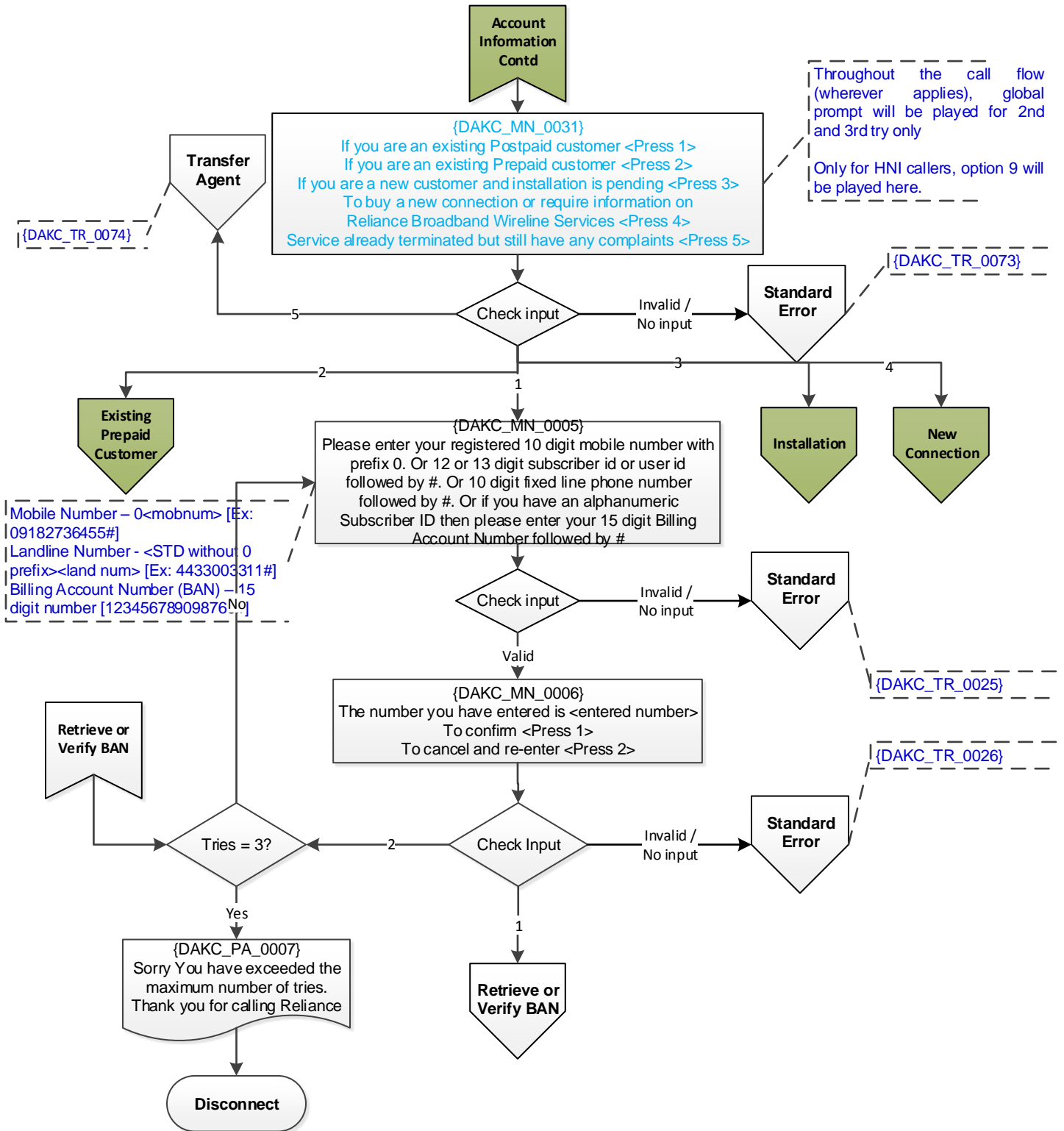


Account Information

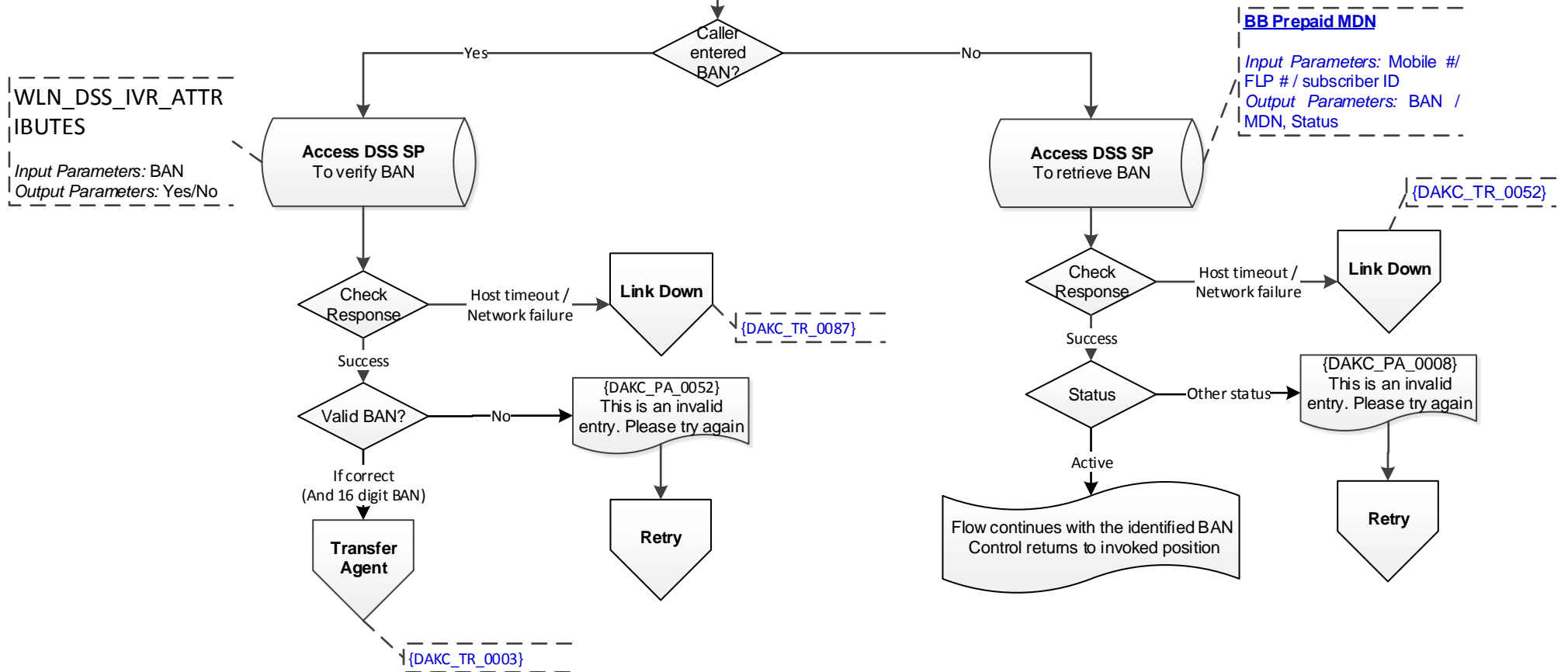




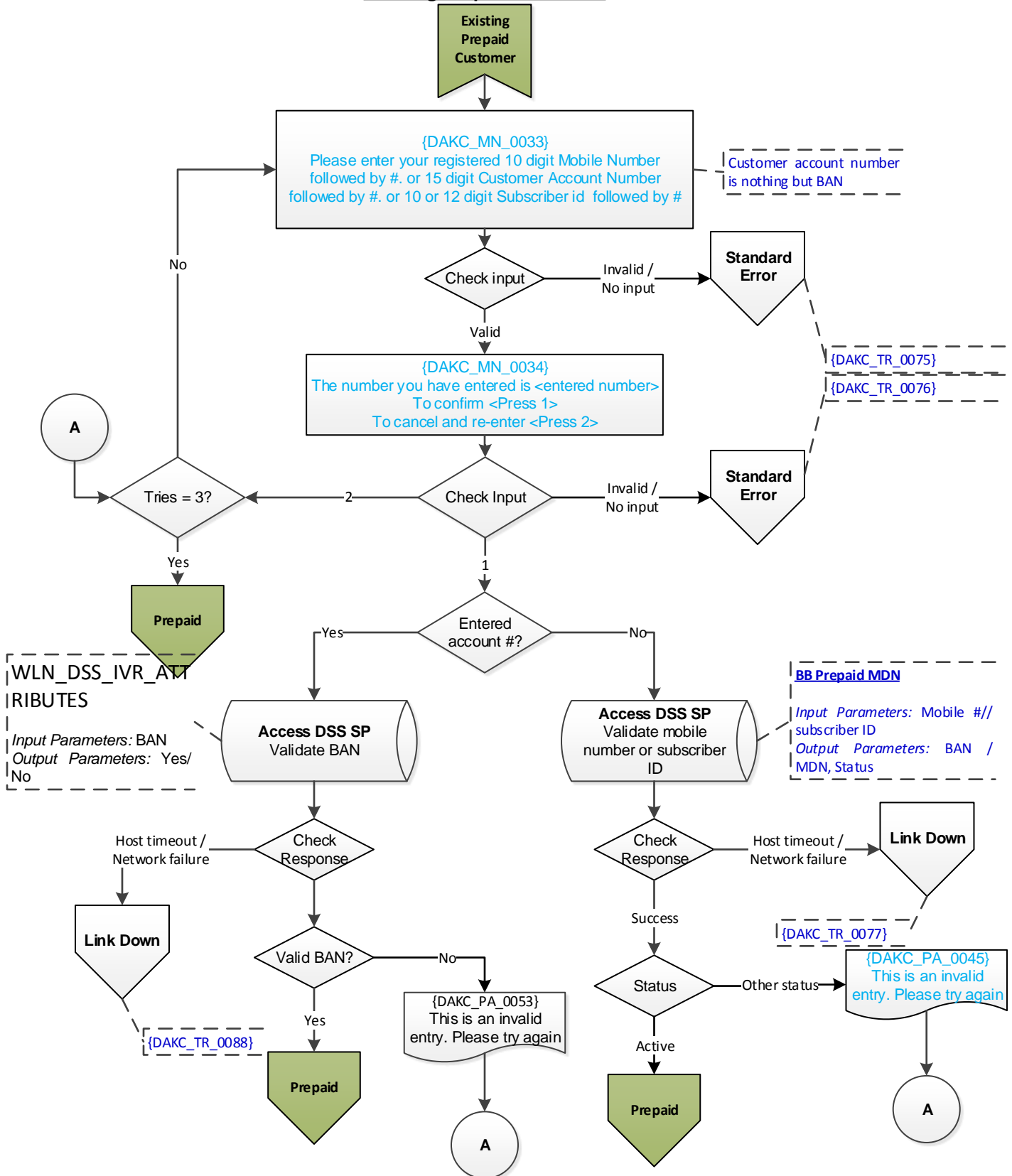
Account Information Contd



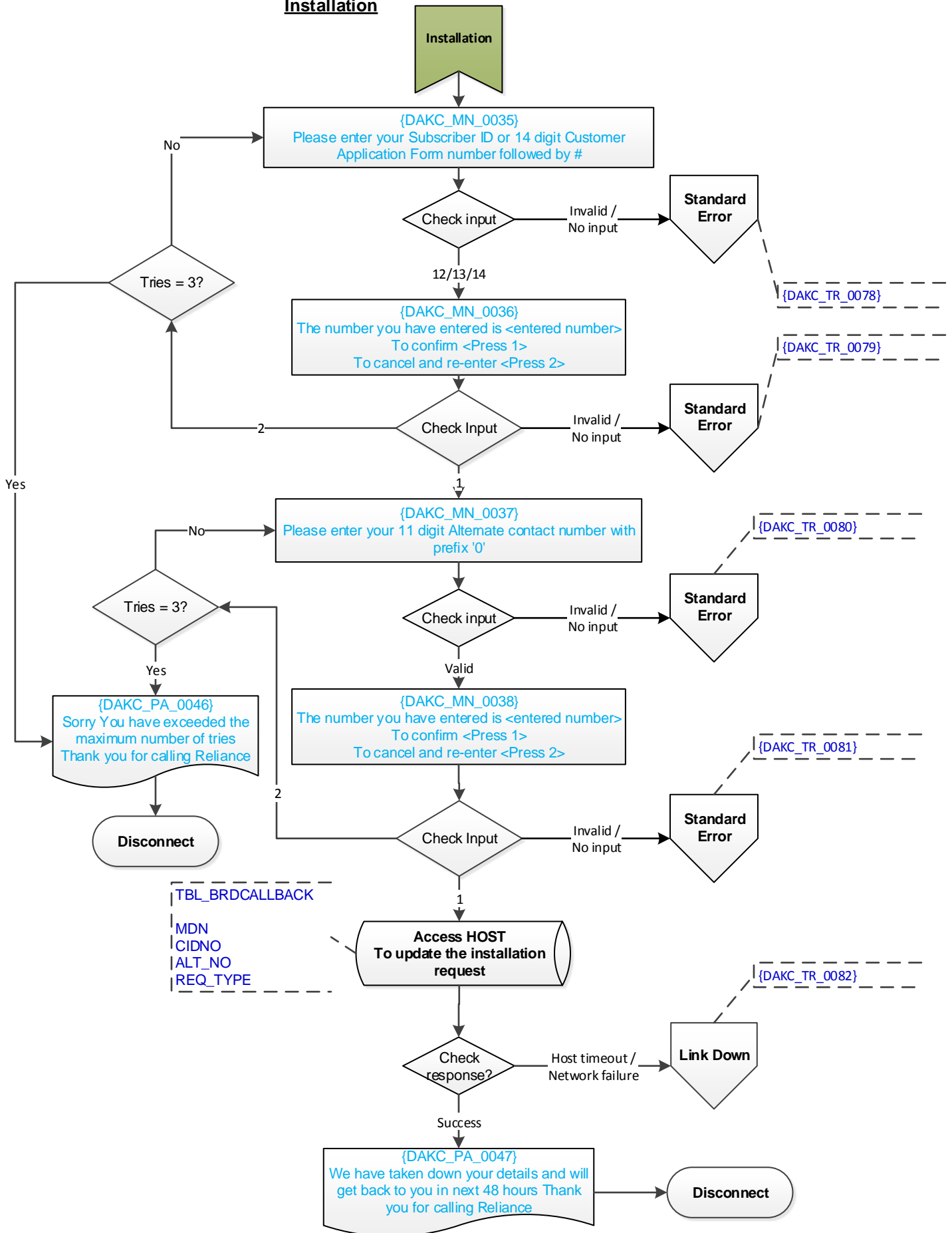
Retrieve or Verify BAN



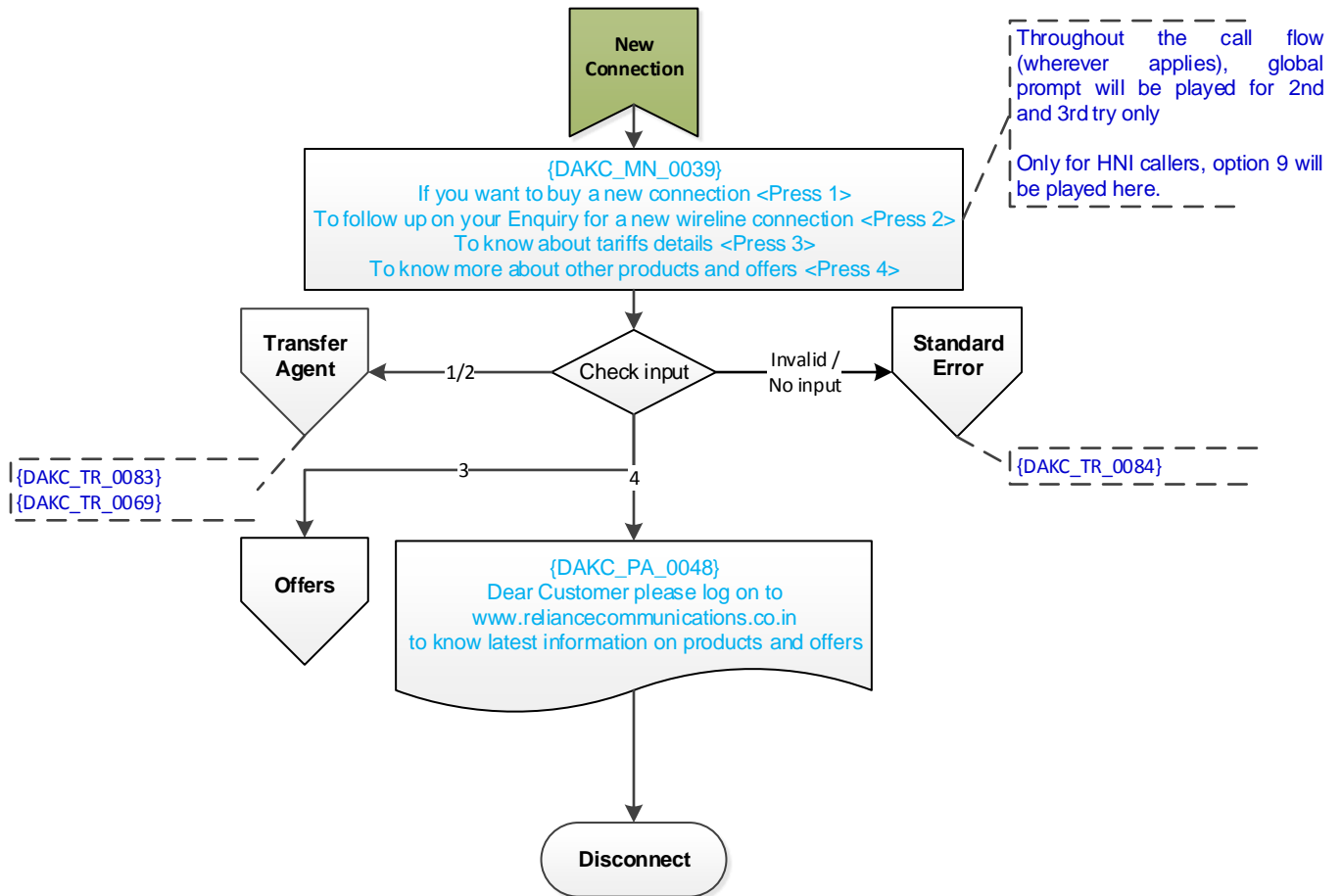
Existing Prepaid Customer

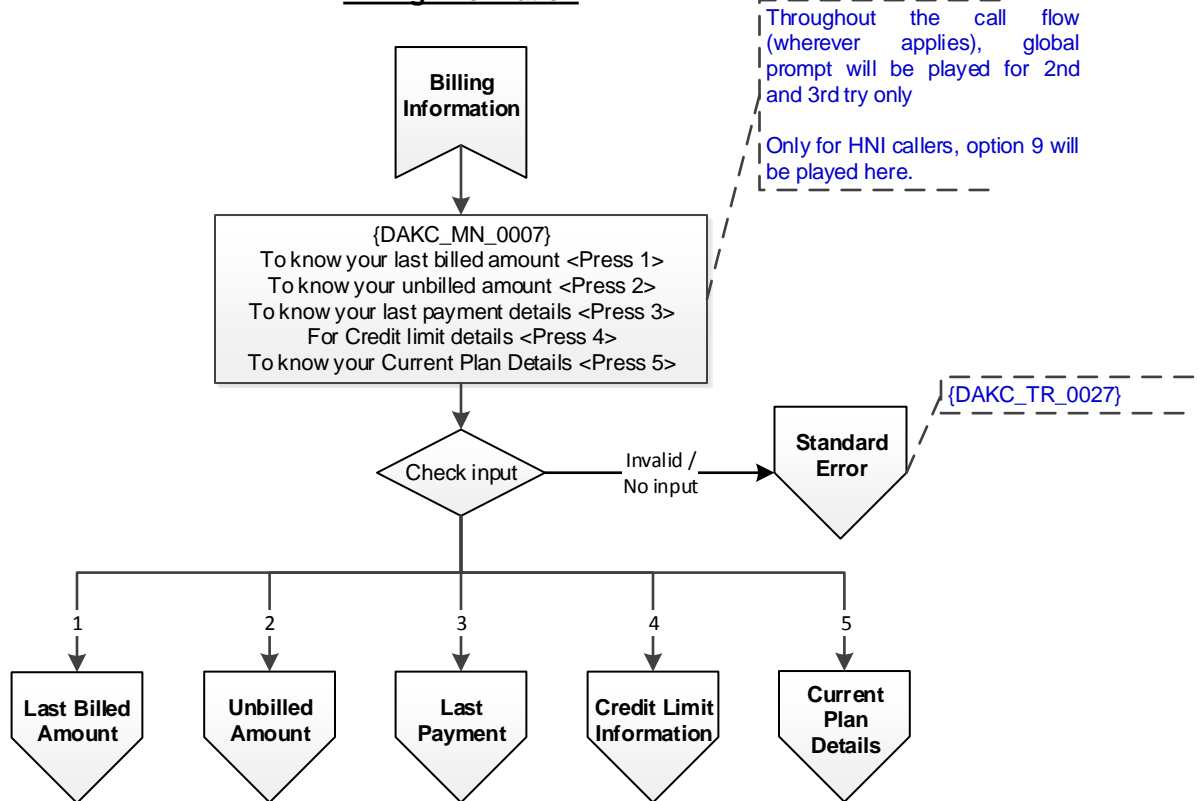


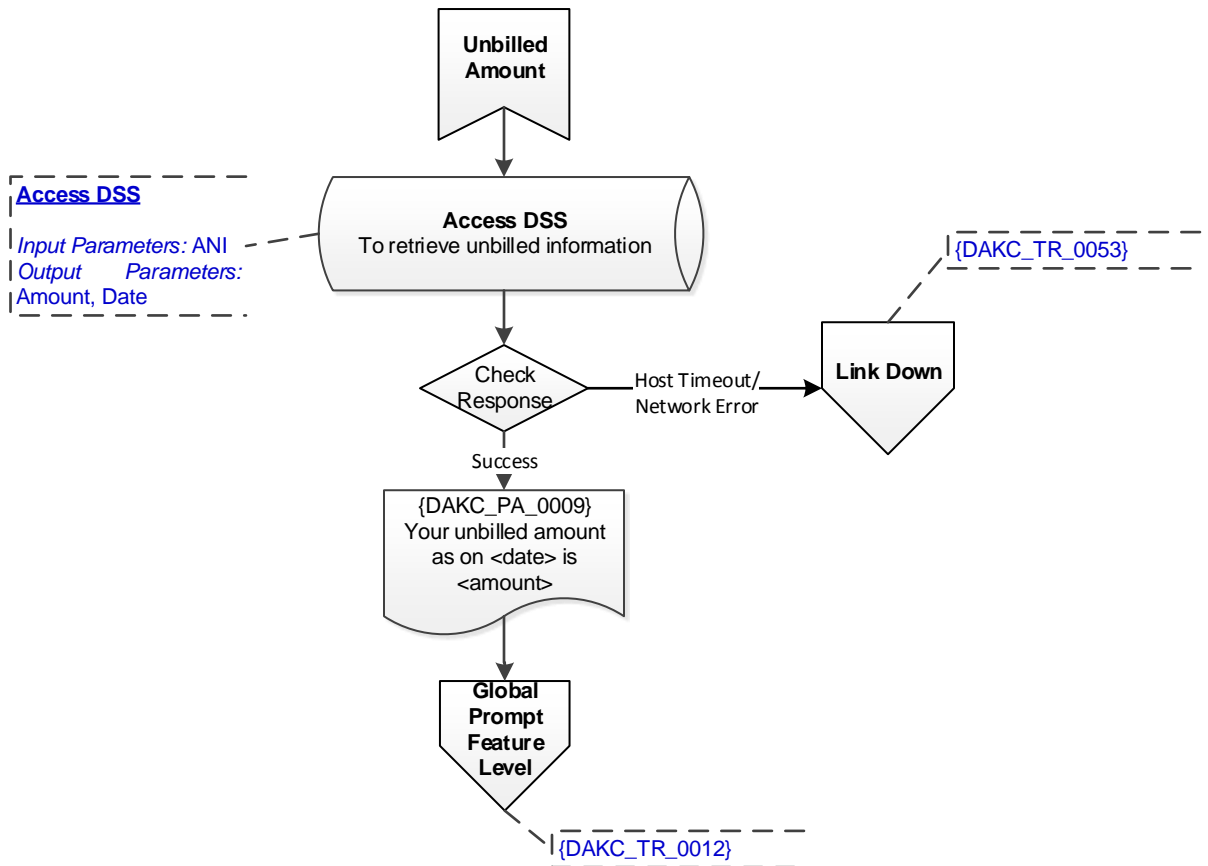
Installation



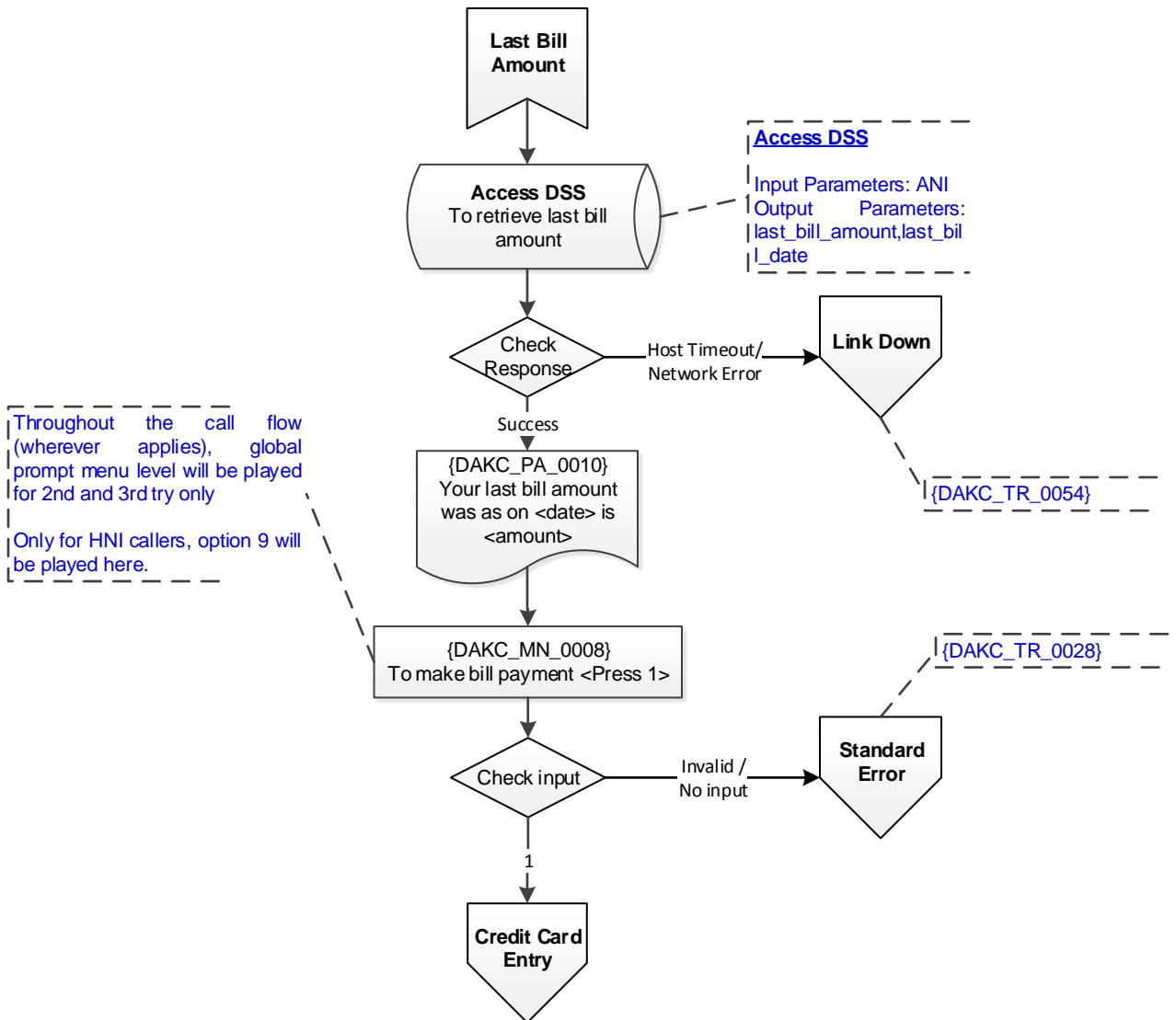
New Connection



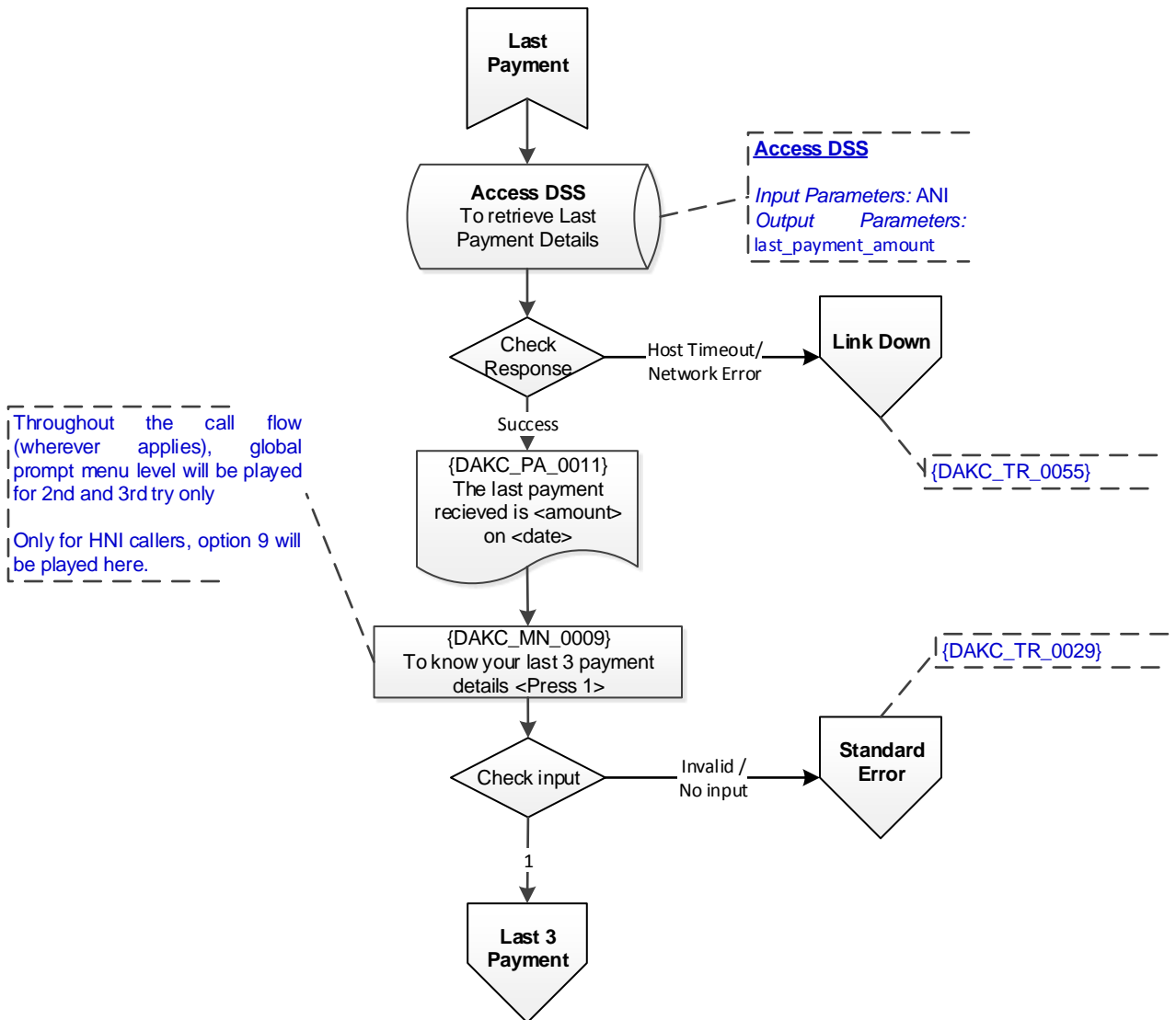
Billing Information

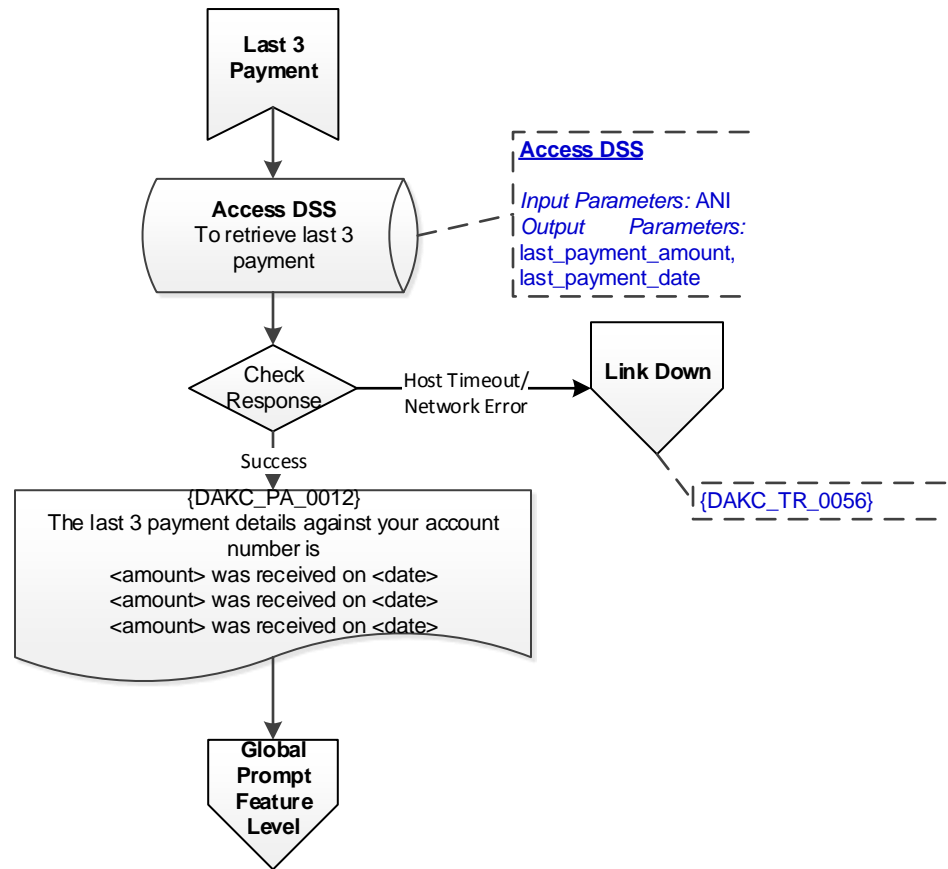
Unbilled Amount

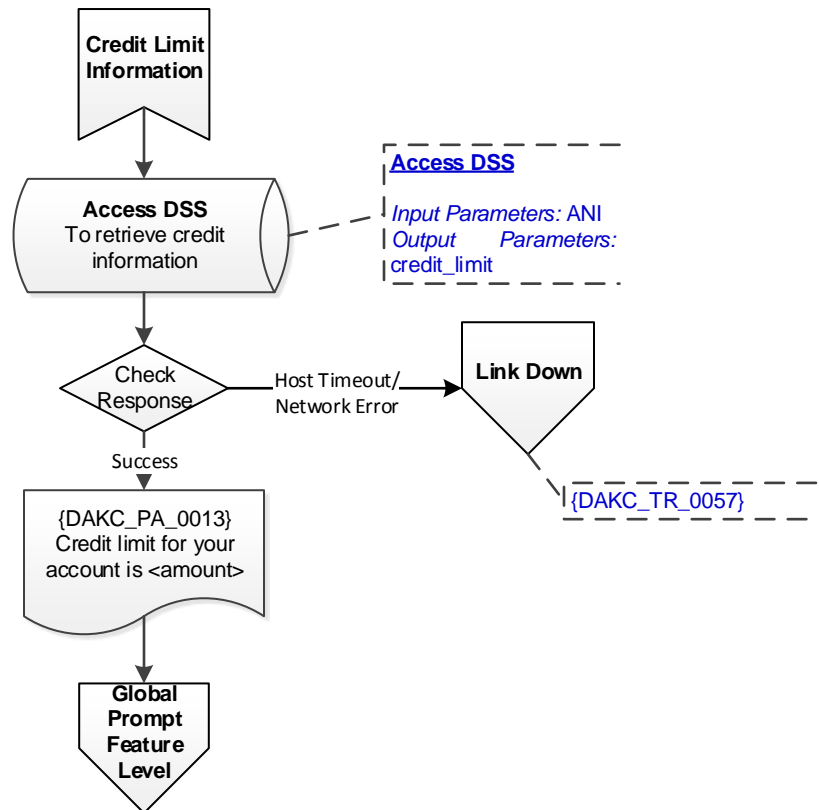
Last Bill Amount

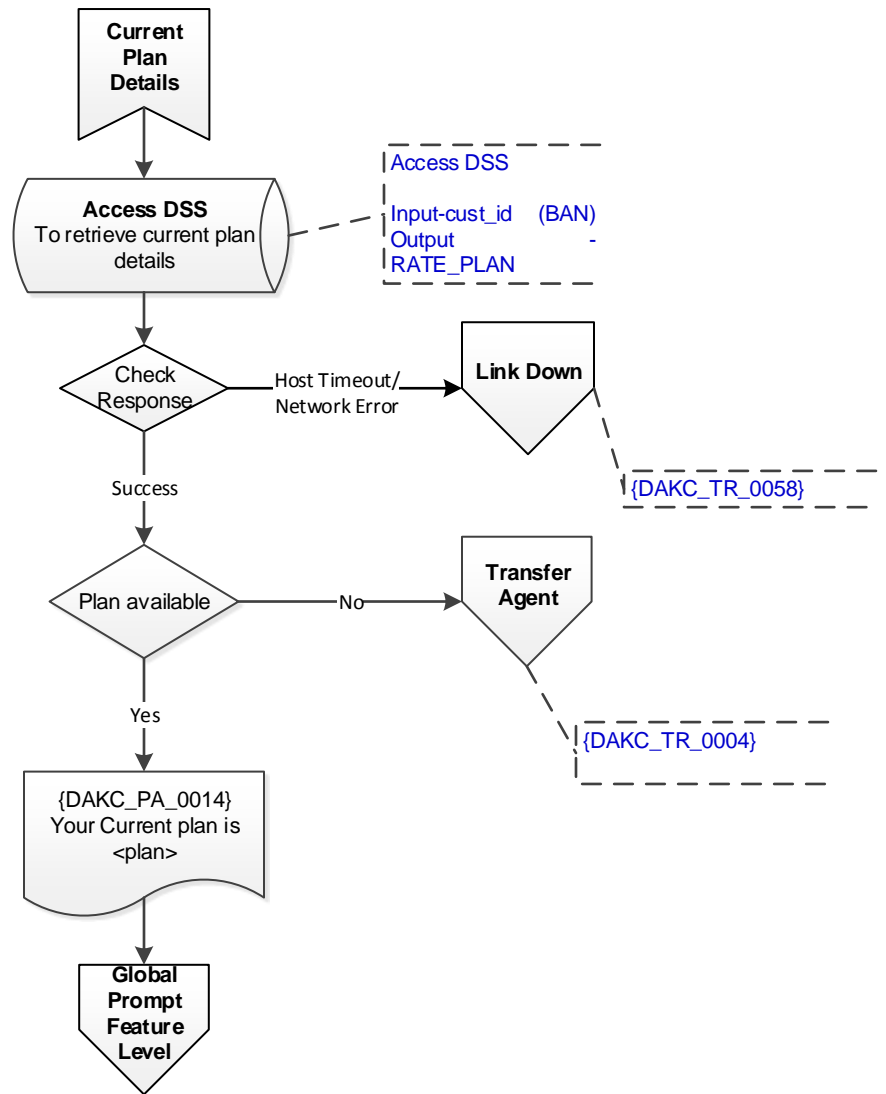


Last Payment

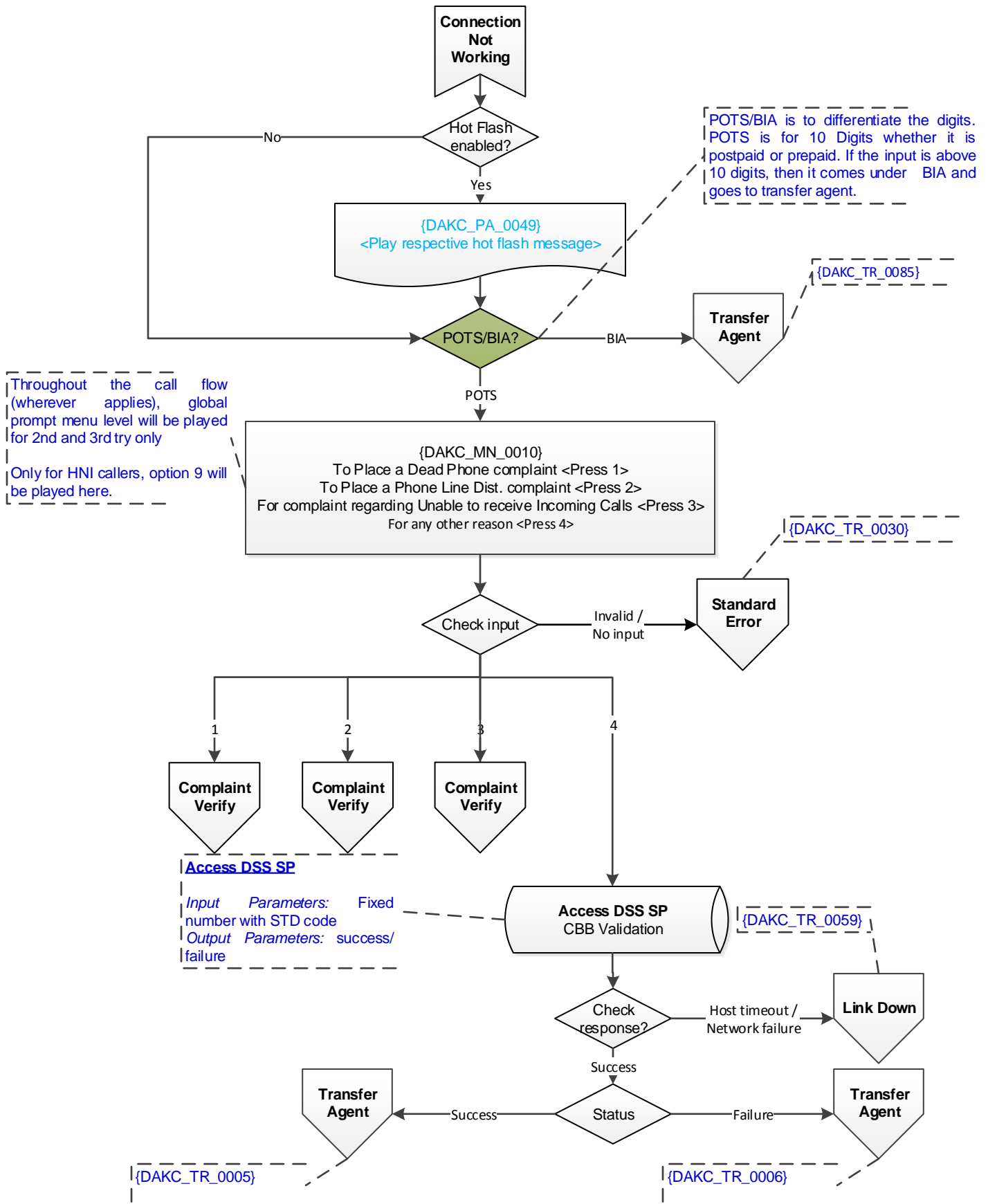


Last 3 Payment

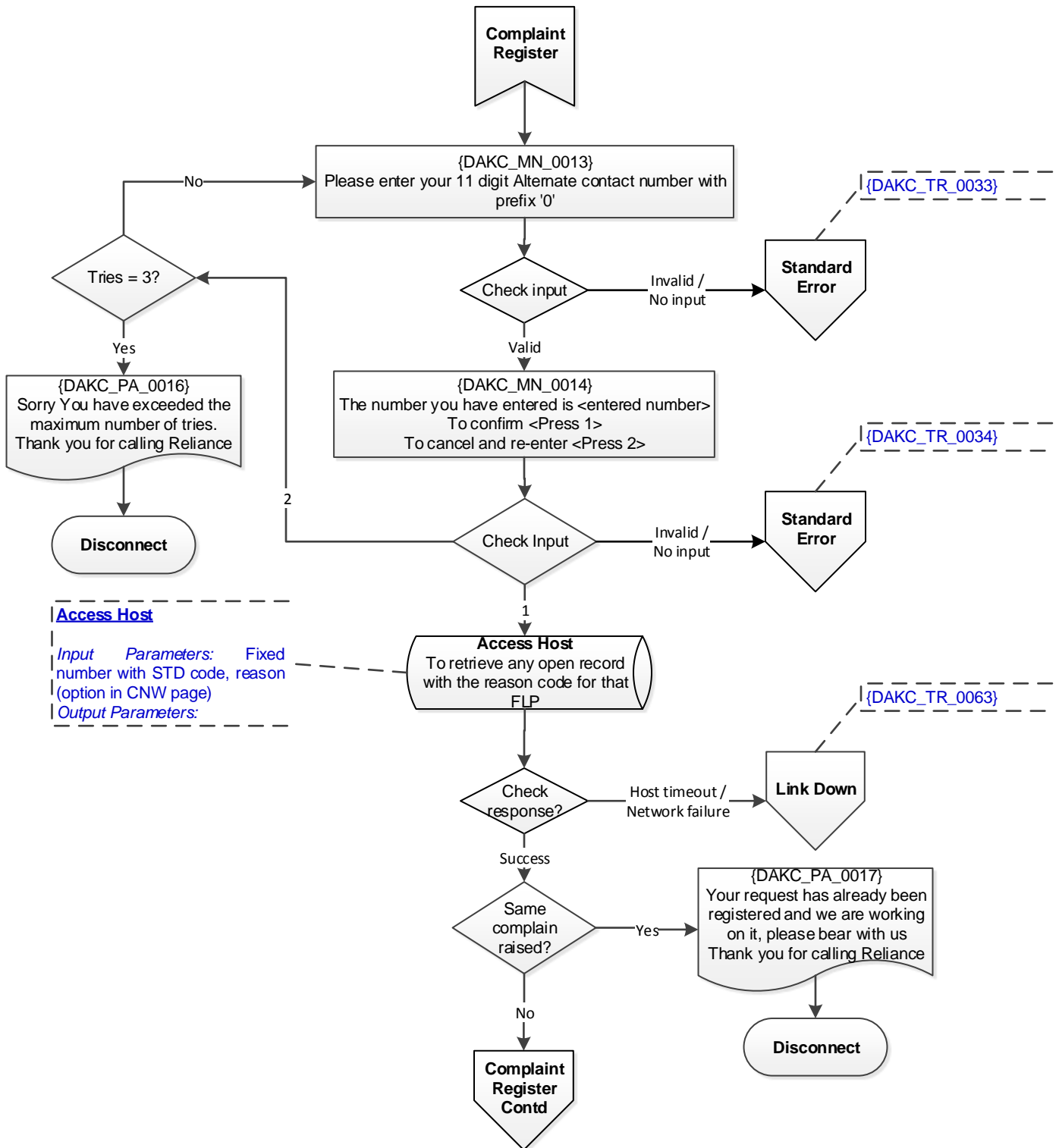
Credit Limit Information

Current Plan Details

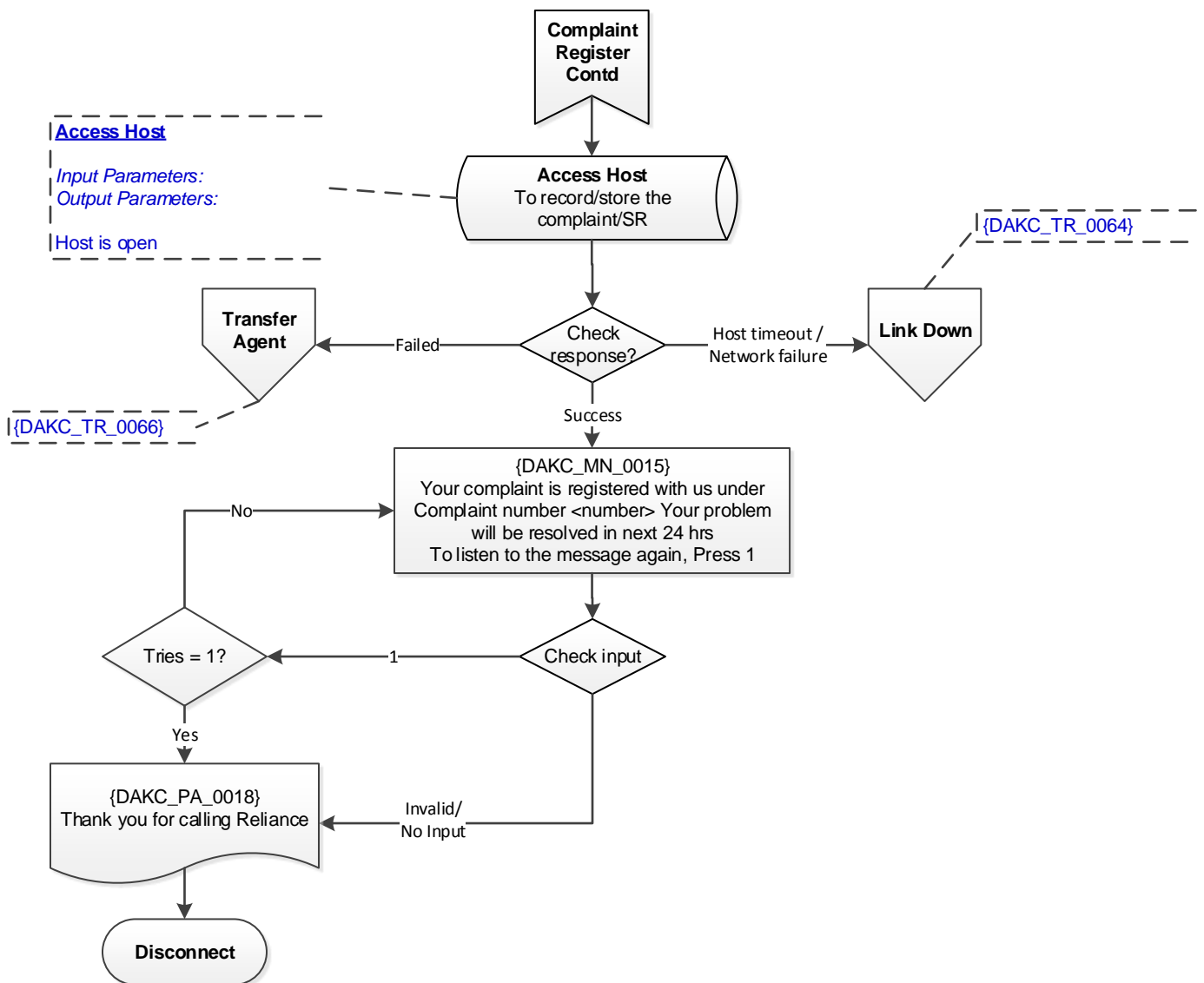
Connection Not Working



Complaint Register



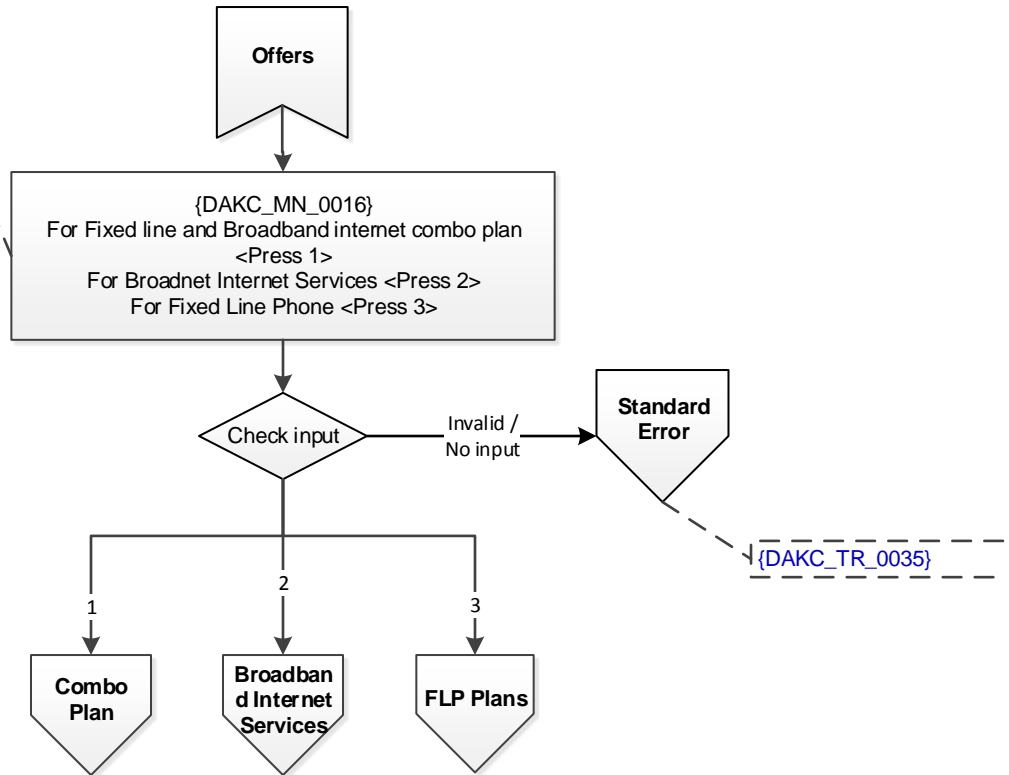
Complaint Register Contd



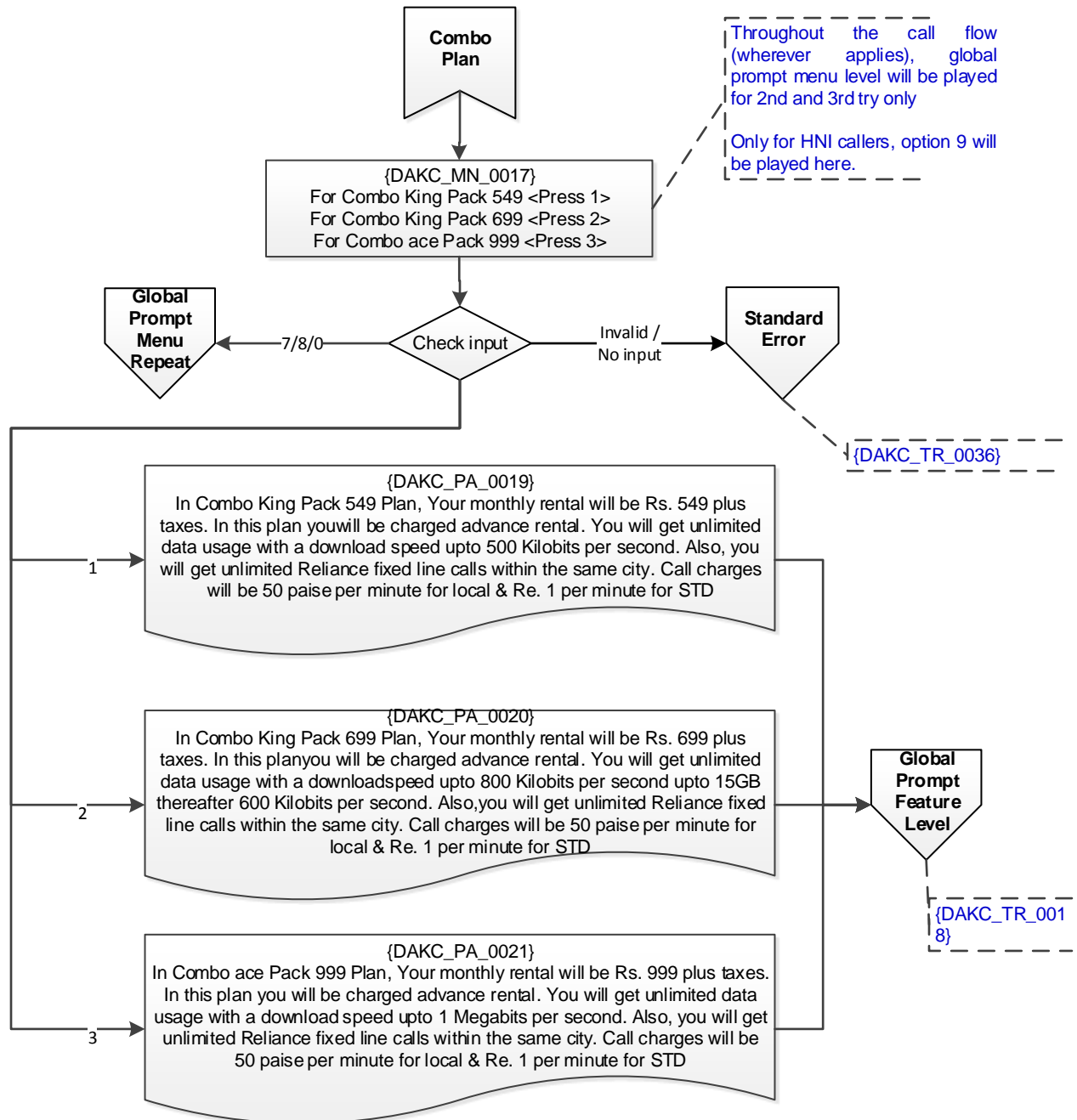
Offers

Throughout the call flow (wherever applies), global prompt menu level will be played for 2nd and 3rd try only

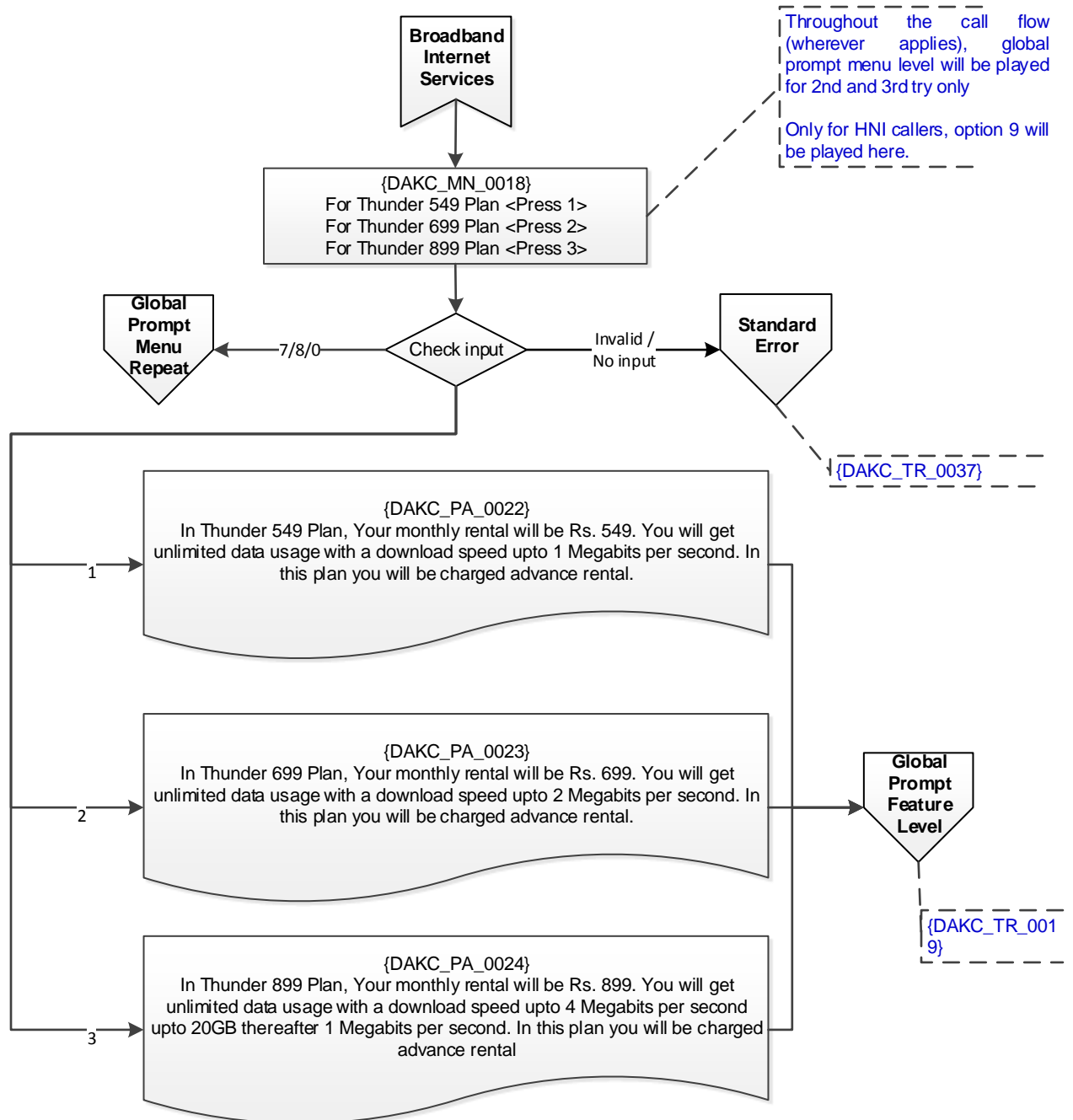
Only for HNI callers, option 9 will be played here.

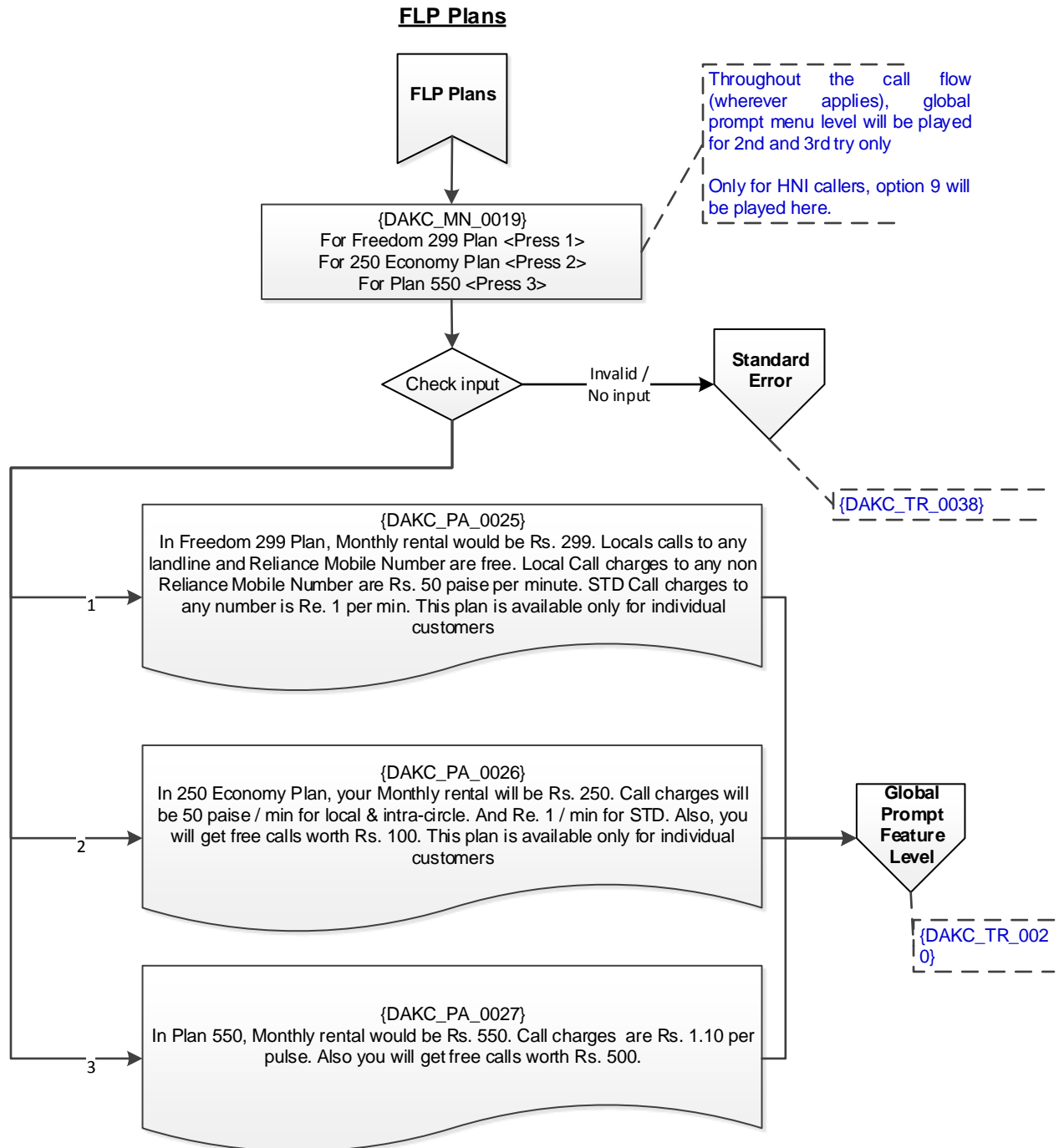


Combo Plan

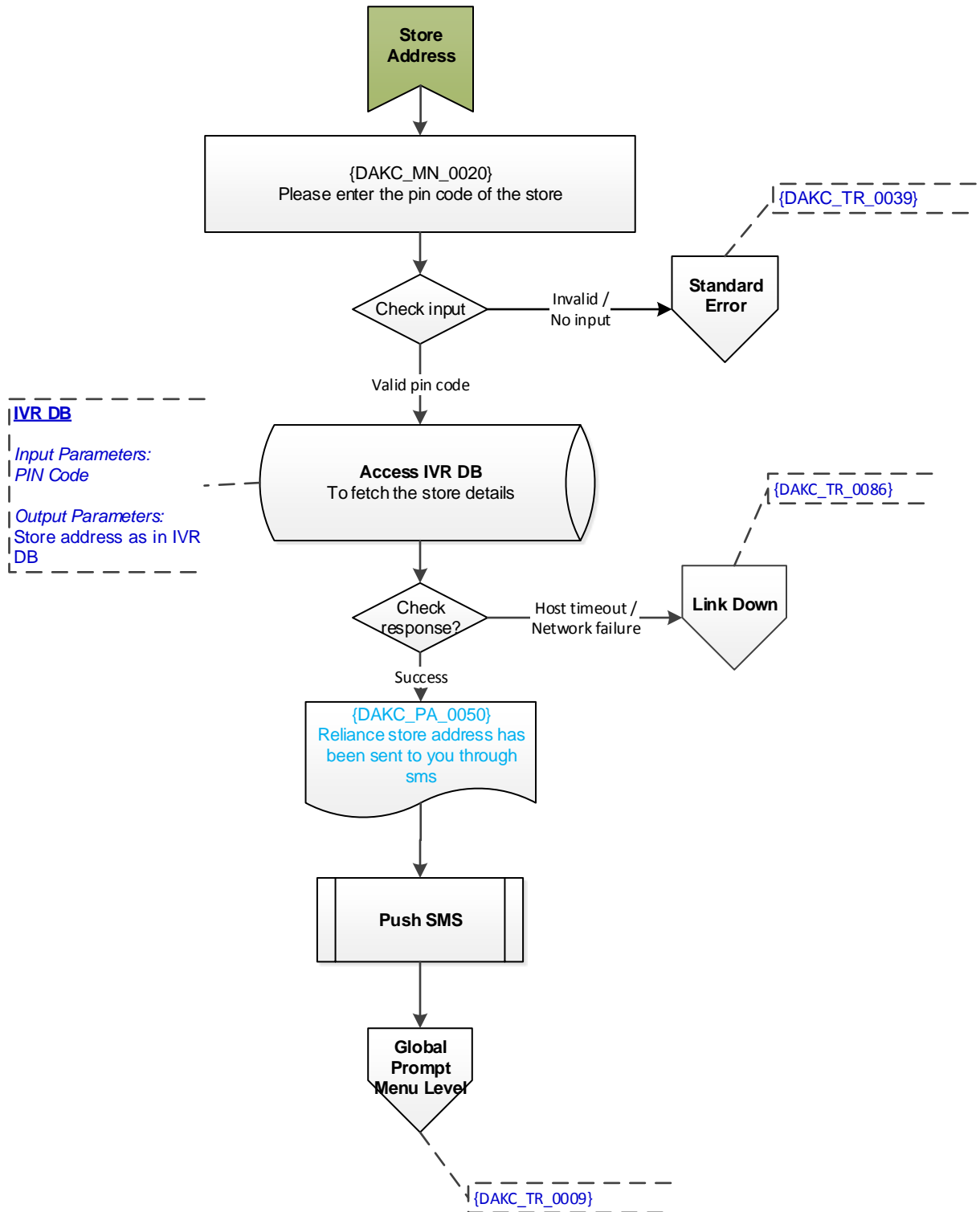


Broadband Internet Services





Store Address



Credit Card Entry

Removed card selection menu and one card number entry collection menu

Credit Card Entry

{DAKC_PA_0054}
We accept payments only through VISA and Master card

Use Luhn's algorithm to authenticate the card

{DAKC_MN_0022}
Please enter your 16 digit Card Number

Check input

Invalid /
No input

Standard Error

{DAKC_TR_0041}

Valid
digits

{DAKC_MN_0023}
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

{DAKC_TR_0043}

Entered
MMYY >=
current
MMYY?

Yes

No

No

Number of
tries=3?

Yes

{DAKC_PA_0055}
Card expiry month and year must be greater than the current month and year

{DAKC_PA_0056}
Sorry you have exceeded the maximum number of attempts allowed

Transfer Agent

{DAKC_TR_0042}

{DAKC_MN_0024}
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

{DAKC_TR_0044}

3 digit

{DAKC_MN_0025}
Please enter your 6 digit one time password

Check input

Invalid /
No input

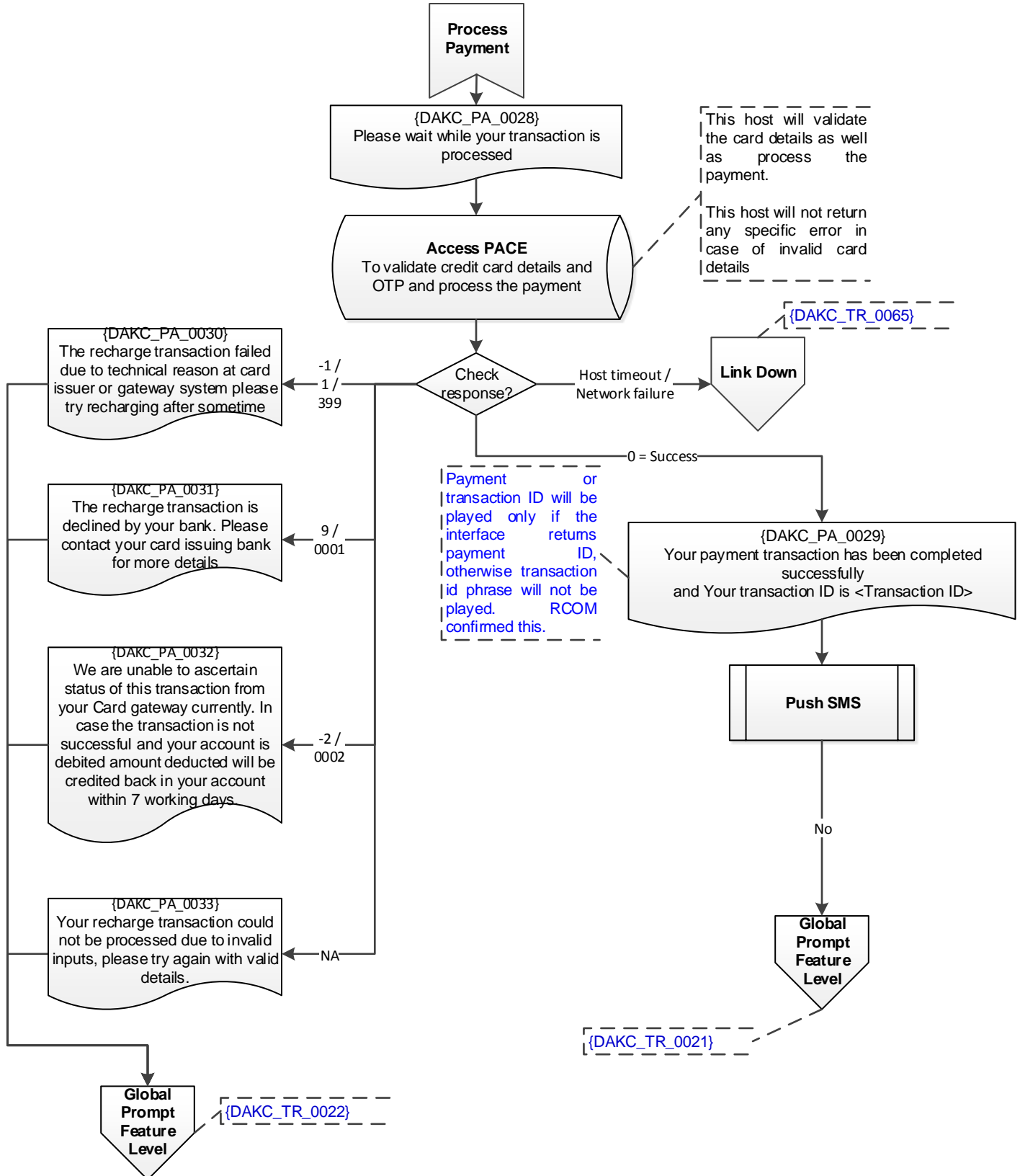
Standard Error

{DAKC_TR_0045}

Process Payment

6 digit

Process Payment



Change Language

Menu will be played based on Circle

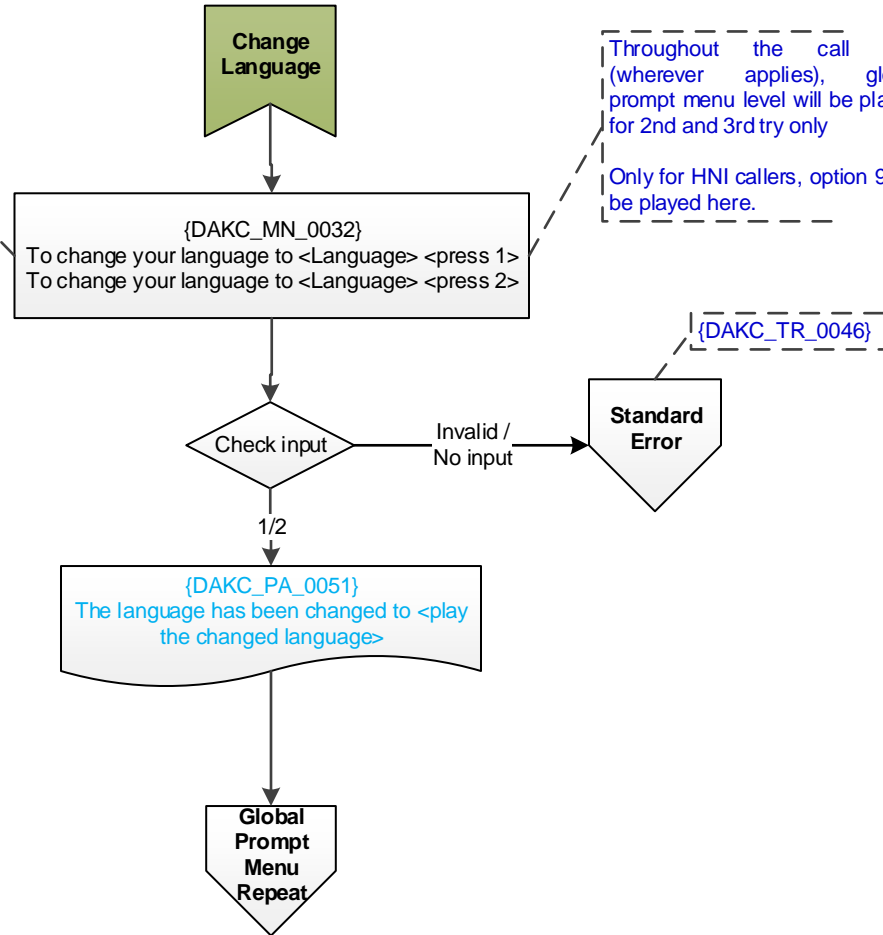
The currently chosen language will be omitted from the list

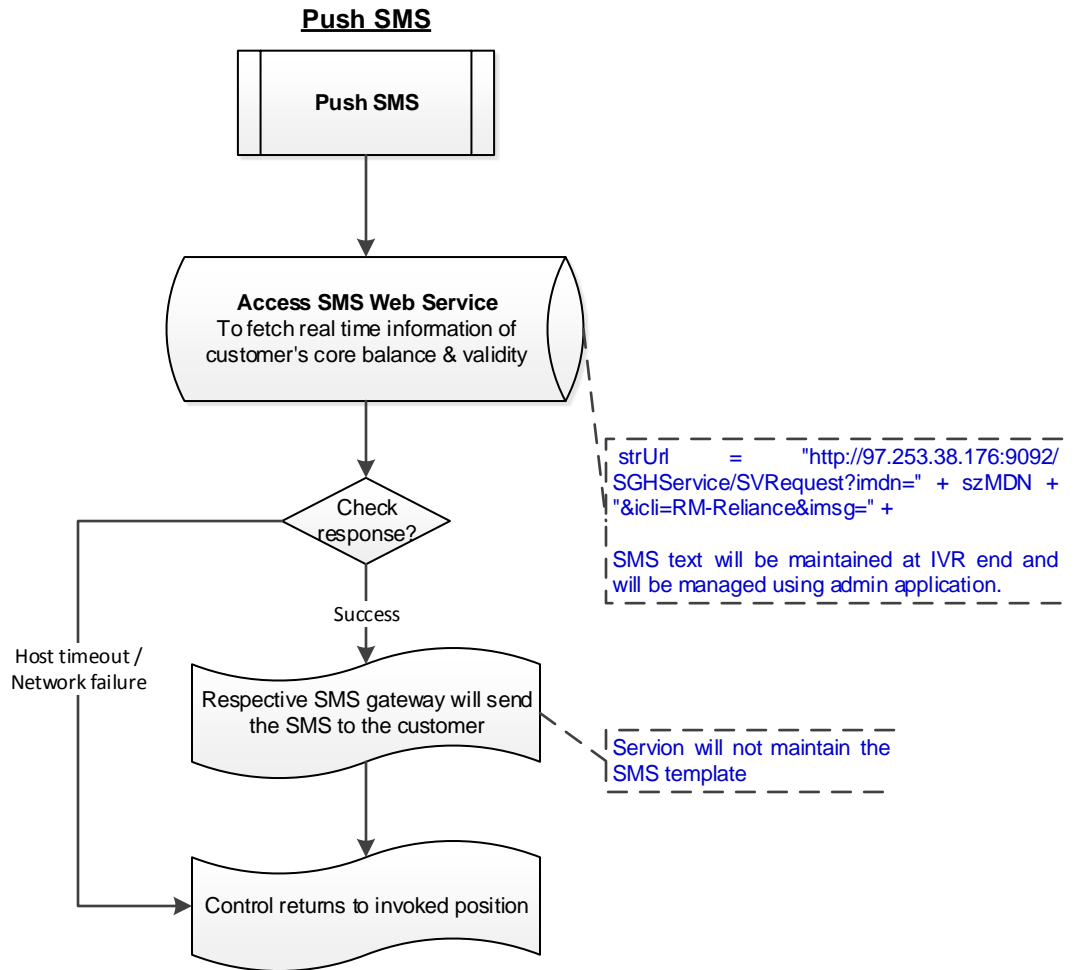
Only 2 menus that is not the current language will be played

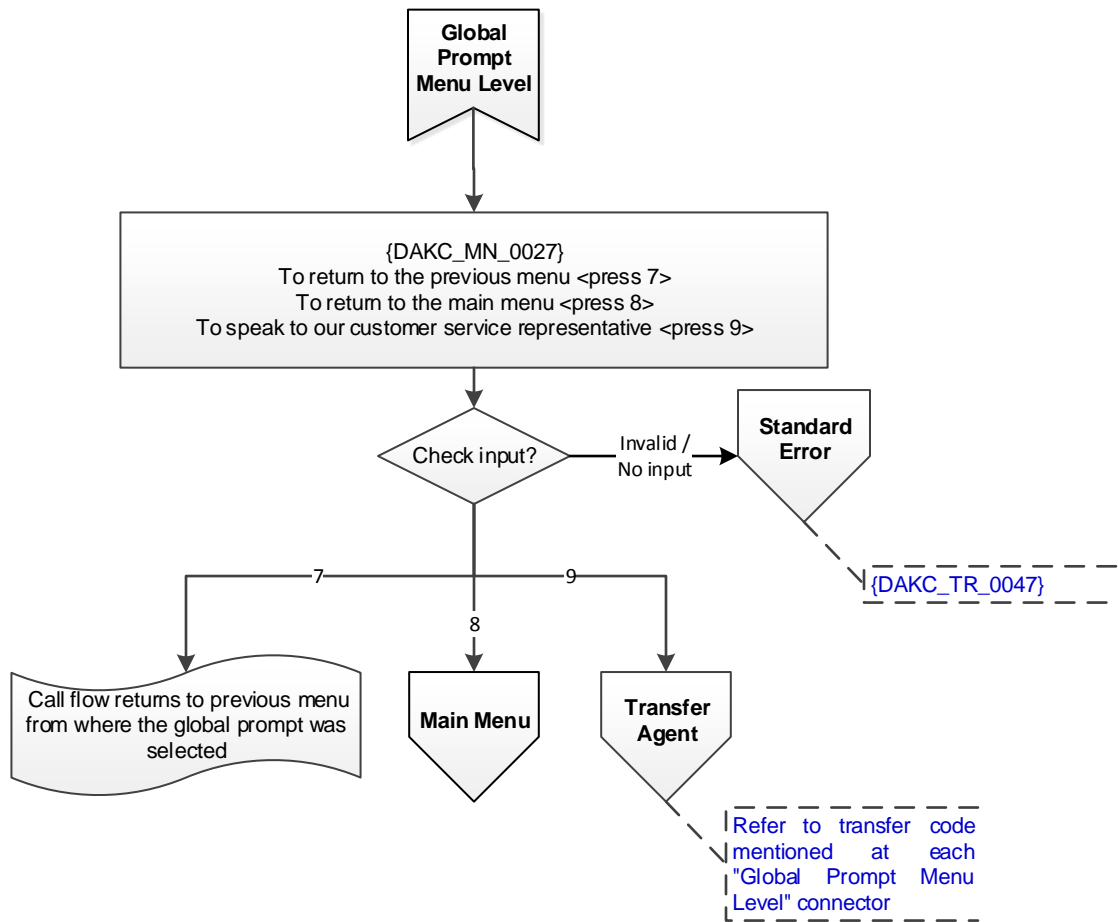
Each menu option will be played in the appropriate language

Throughout the call flow (wherever applies), global prompt menu level will be played for 2nd and 3rd try only

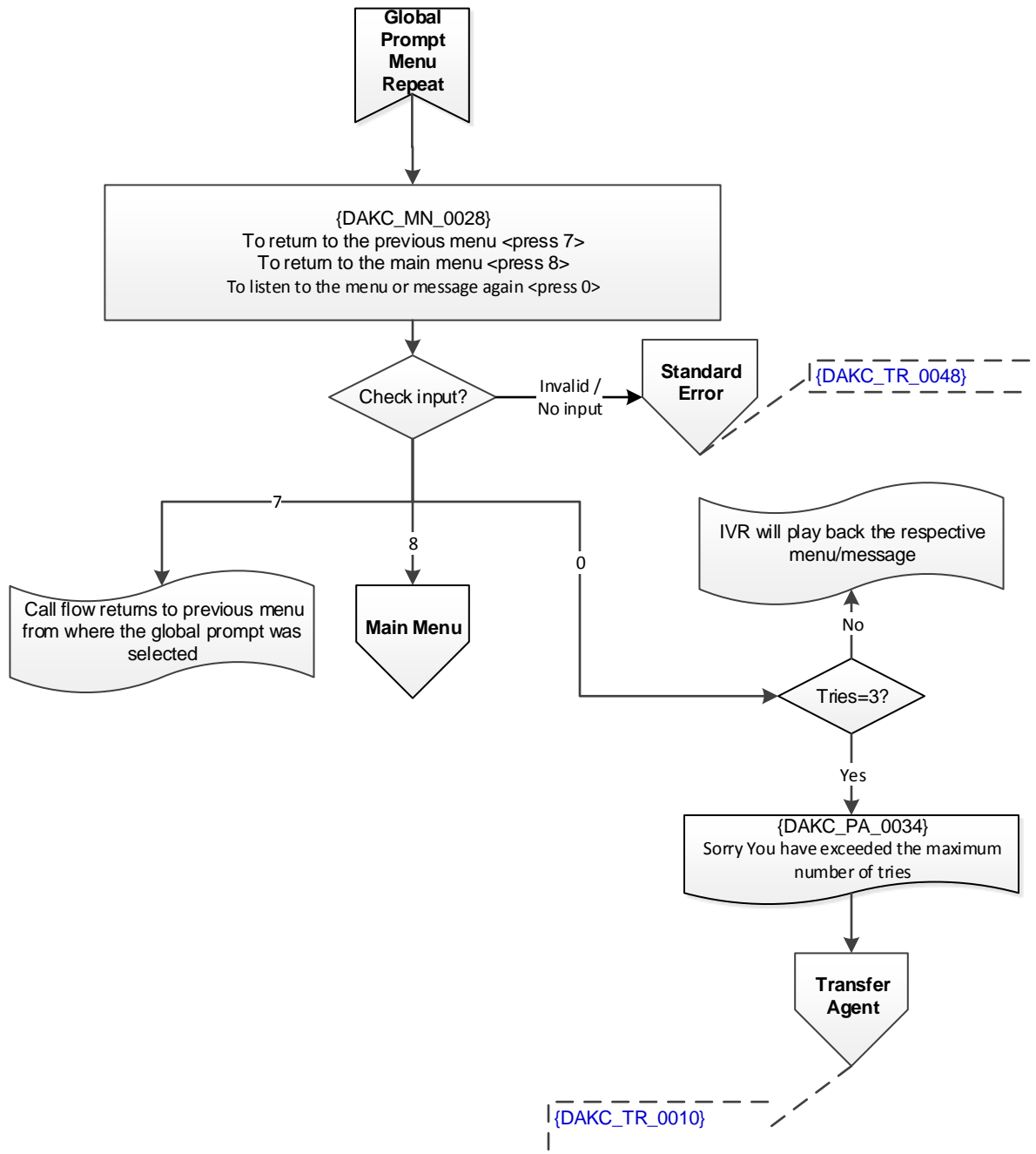
Only for HNI callers, option 9 will be played here.



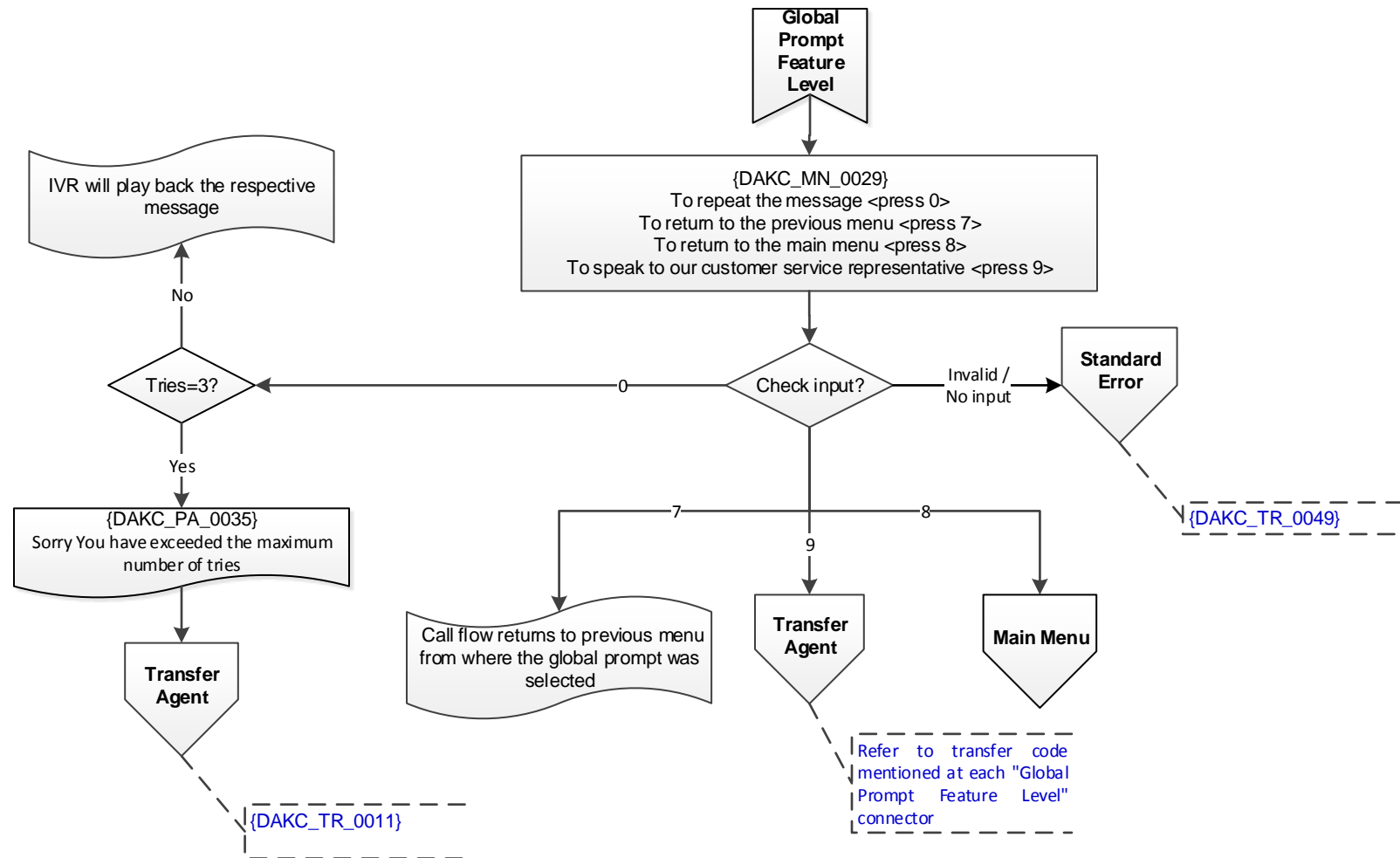


Global Prompt Menu Level

Global Prompt Menu Repeat



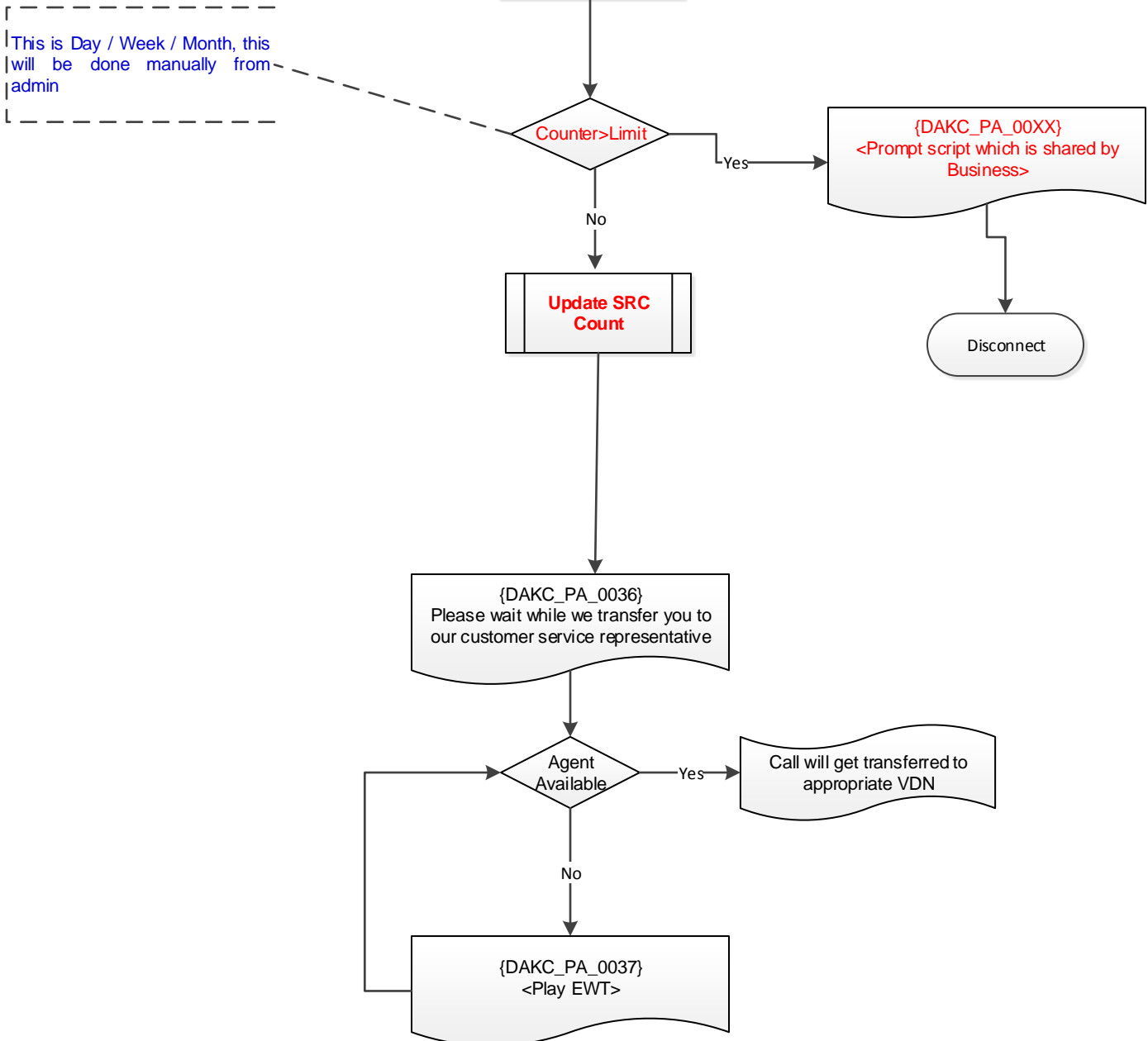
Global Prompt Feature Level



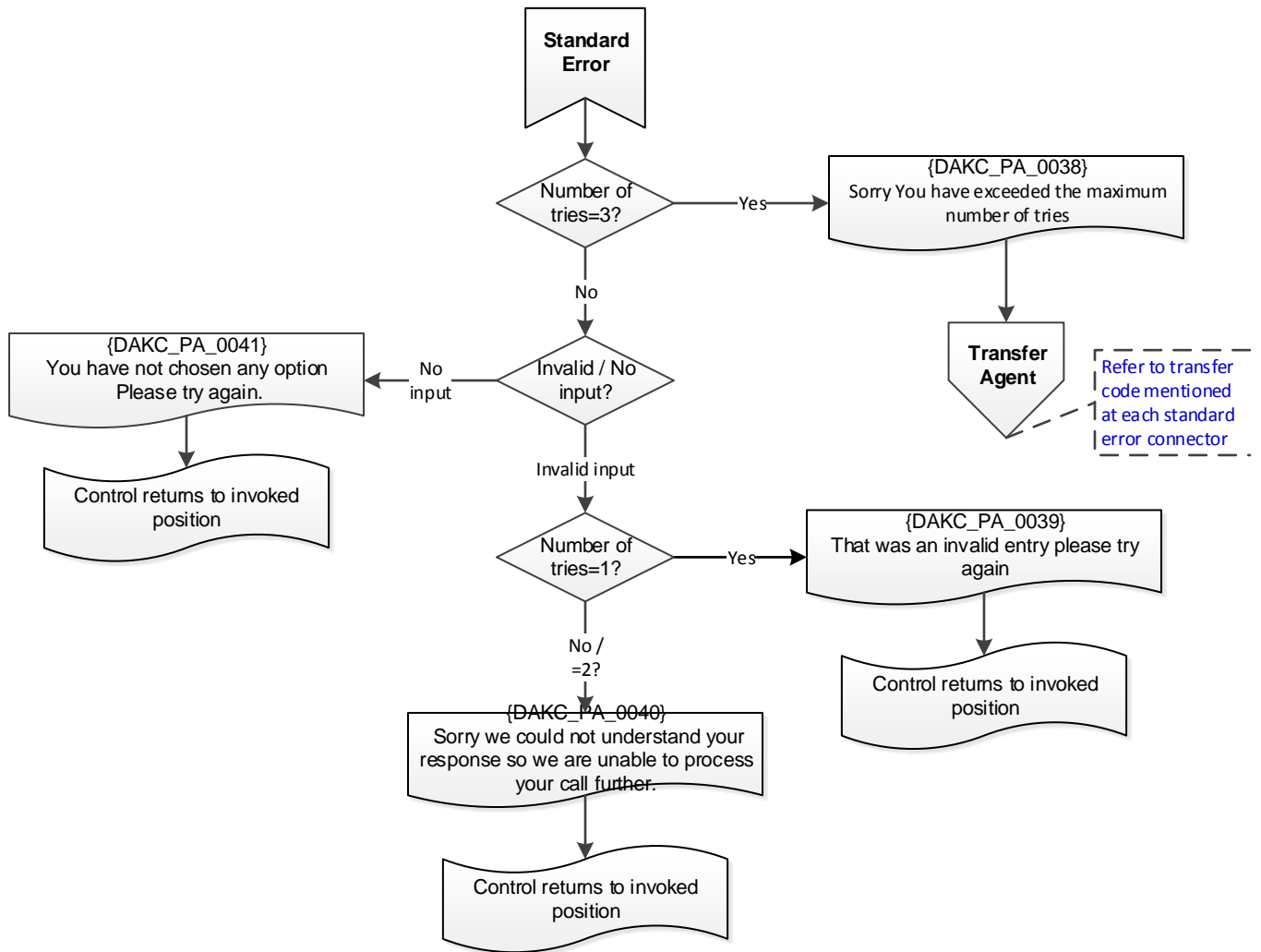
Transfer Agent

IVR call variables:

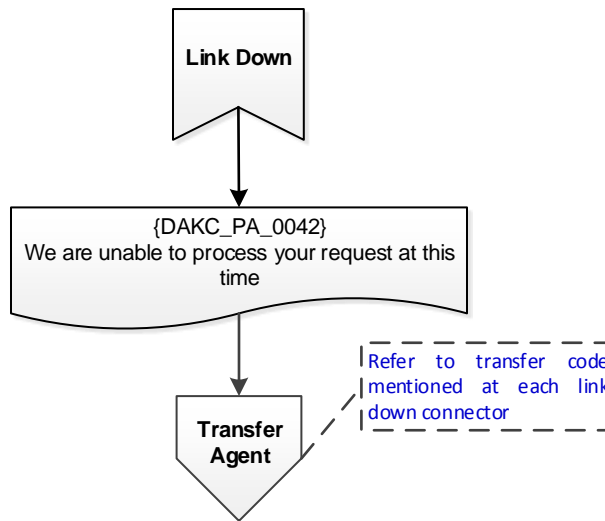
1. ANI
2. DNIS
3. Language selected / Default language (E=English, H=Hindi)
- 4/ Last 5 menu accessed
5. Transfer reason code



Standard Error



Link Down



Technical and Non Technical desk