

# IVR Call Flow

## 18002009000

Document Created on: January 19 2016  
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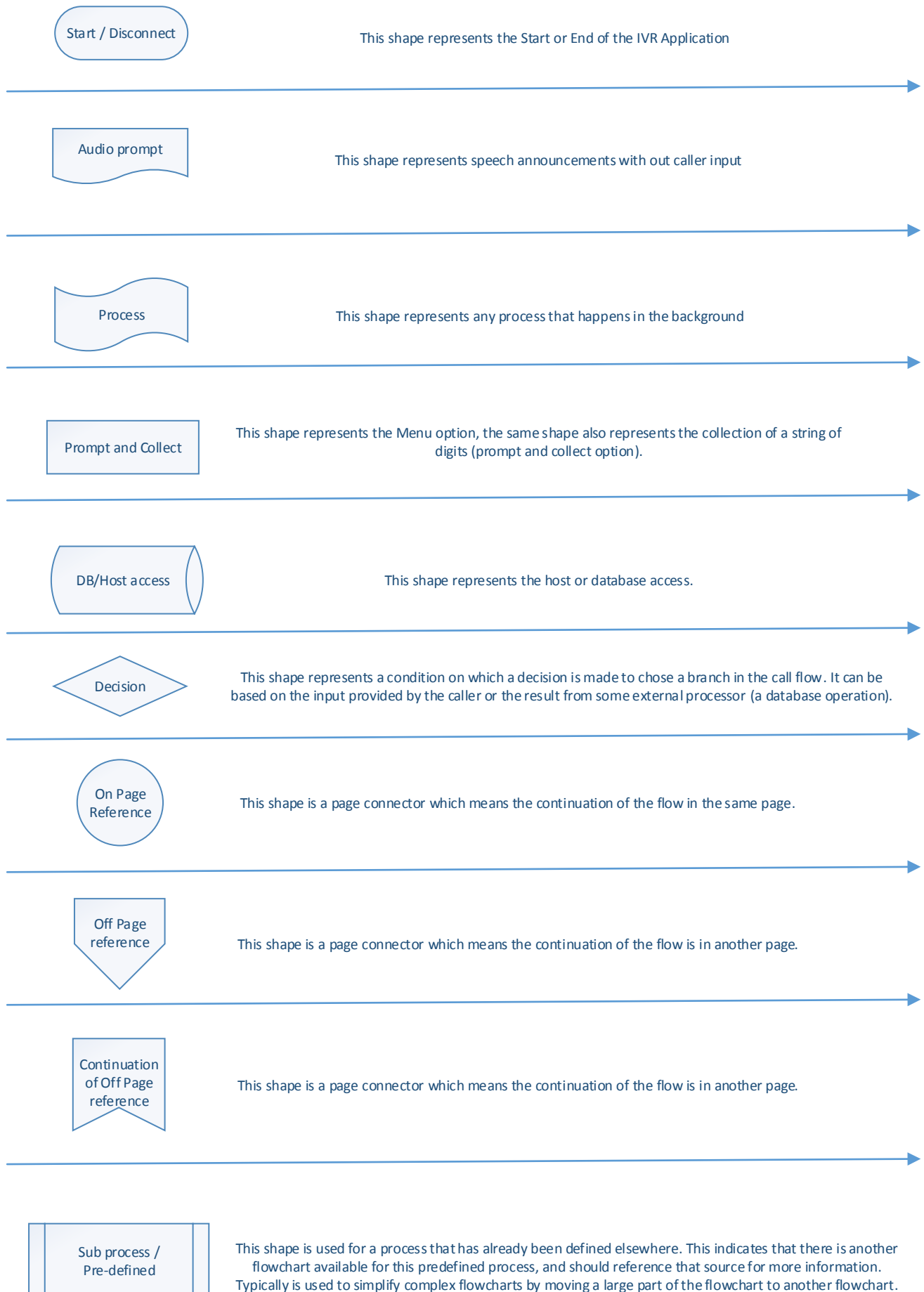
Version: 1.0

## [IVR Callflow - RCOM Tele Verification Process]

### Version History

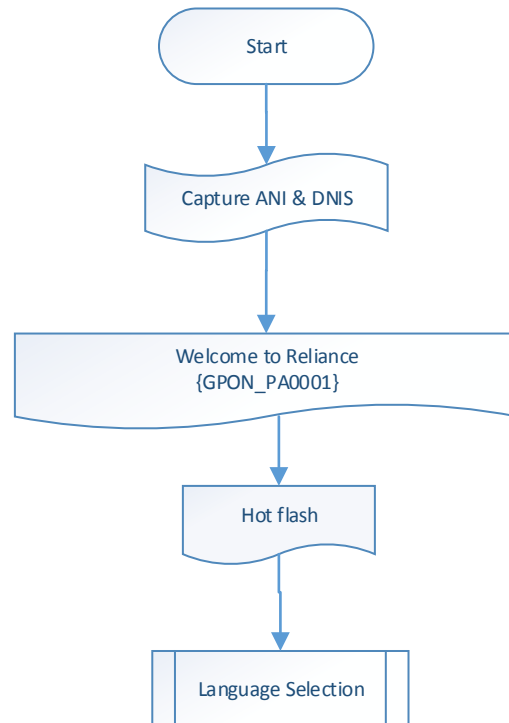
Version No / Date	Change Initiated By	Update By	Summary of Change
1.00/Jan.19.2015	-	Salini Anish	Initial draft of the call flow

## [IVR Callflow - RCOM Tele Verification Process]



Universal Business Rules

Serial No	Functionality	Description	Exception
1	Call Center Business	24 x 7	
2	Language Interaction	All 12 Languages	Not Applicable
3	No Input timeout	5 Seconds (Configurable)	Not Applicable
4	Inter Digit Timeout	3 Seconds (Configurable)	
5	Host timeout	5 Seconds (Configurable)	-
6	Maximum number of tries	3 Tries (1 initial try + 2 retries)	-
7	Touch Tone Entry	DTMF numeric, Hash (#), and asterisk (*) inputs only	Not Applicable



## [IVR Callflow - RCOM Tele Verification Process]

