



The Power of We™

Inbound IVR Call Flow

30333333 Call Flow

Last updated on: Oct 12th 2016

Version: 1.3

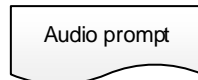
Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.22.2015	-	Daranivasan A	Initial draft of the call flow
0.02 / Feb.12.2015	Servion	Daranivasan.A	- Language selection wrt mapping table provided
0.03 / Feb.24.2015	RCOM	Daranivasan.A	Complete revamp of the flow on RCOM's request
0.04 / Mar.16.2015	Servion	Daranivasan.A	Included Host details in the flow
1.1 / June.5.2015	Servion	Daranivasan.A	Base lined version
1.2 / June.3.2015	Rajesh Manjalkar	Yahya Rayyan	Added 4G Registration Service.
1.3 / Oct.12.2016	Rajesh Manjalkar	Tarun Jain	Remove 4G Registration Service.

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



This shape represents speech announcements with out caller input



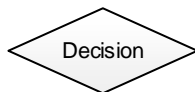
This shape represents any process that happens in the background



This shape represents the Menu option, the same shape also represents the collection of a string of digits (prompt and collect option).



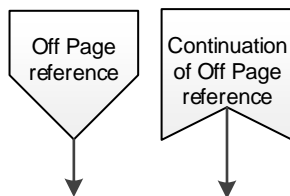
This shape represents the host or database access.



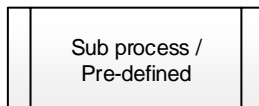
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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



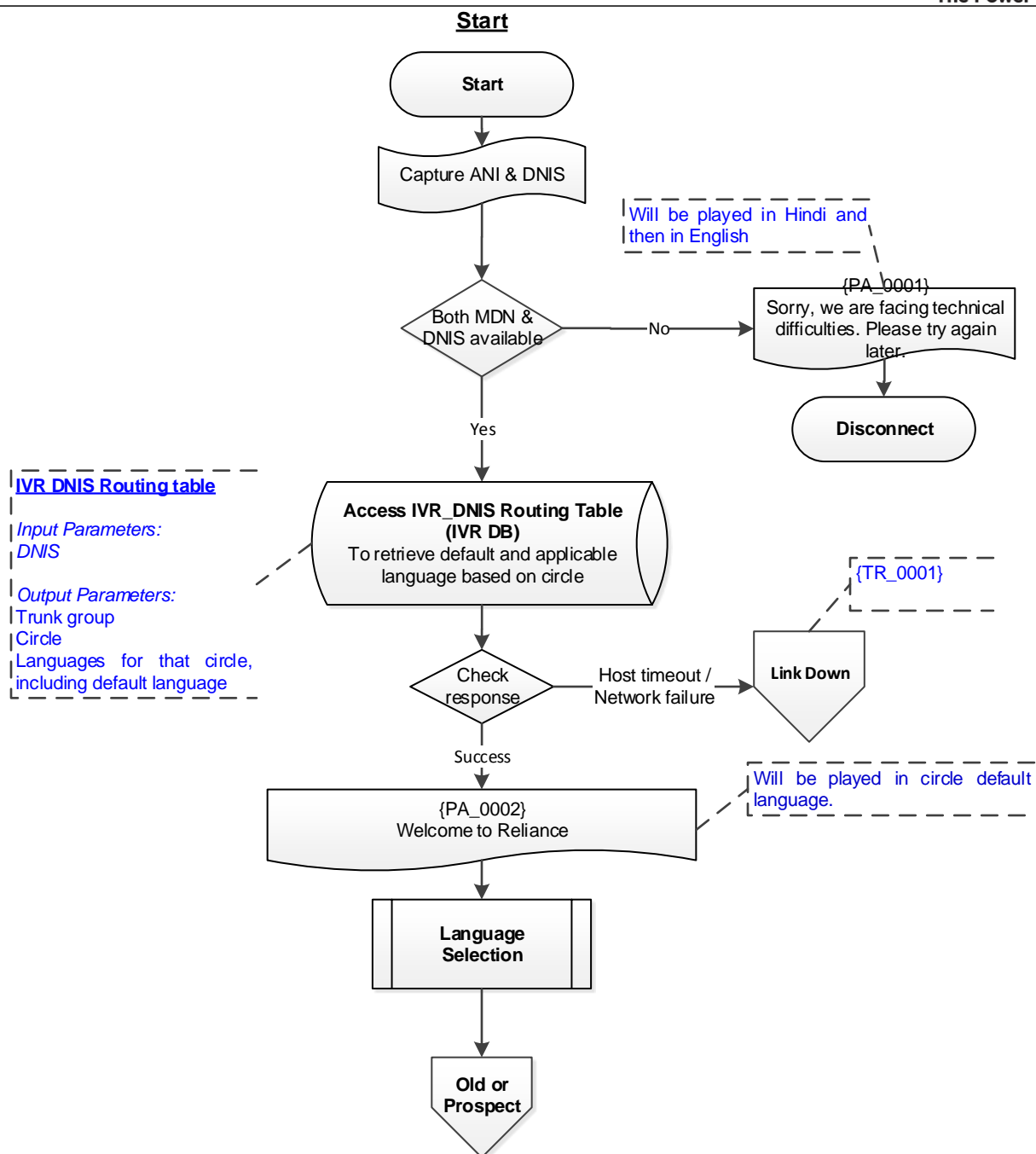
This shape is a page connector which means the continuation of the flow is in another page.



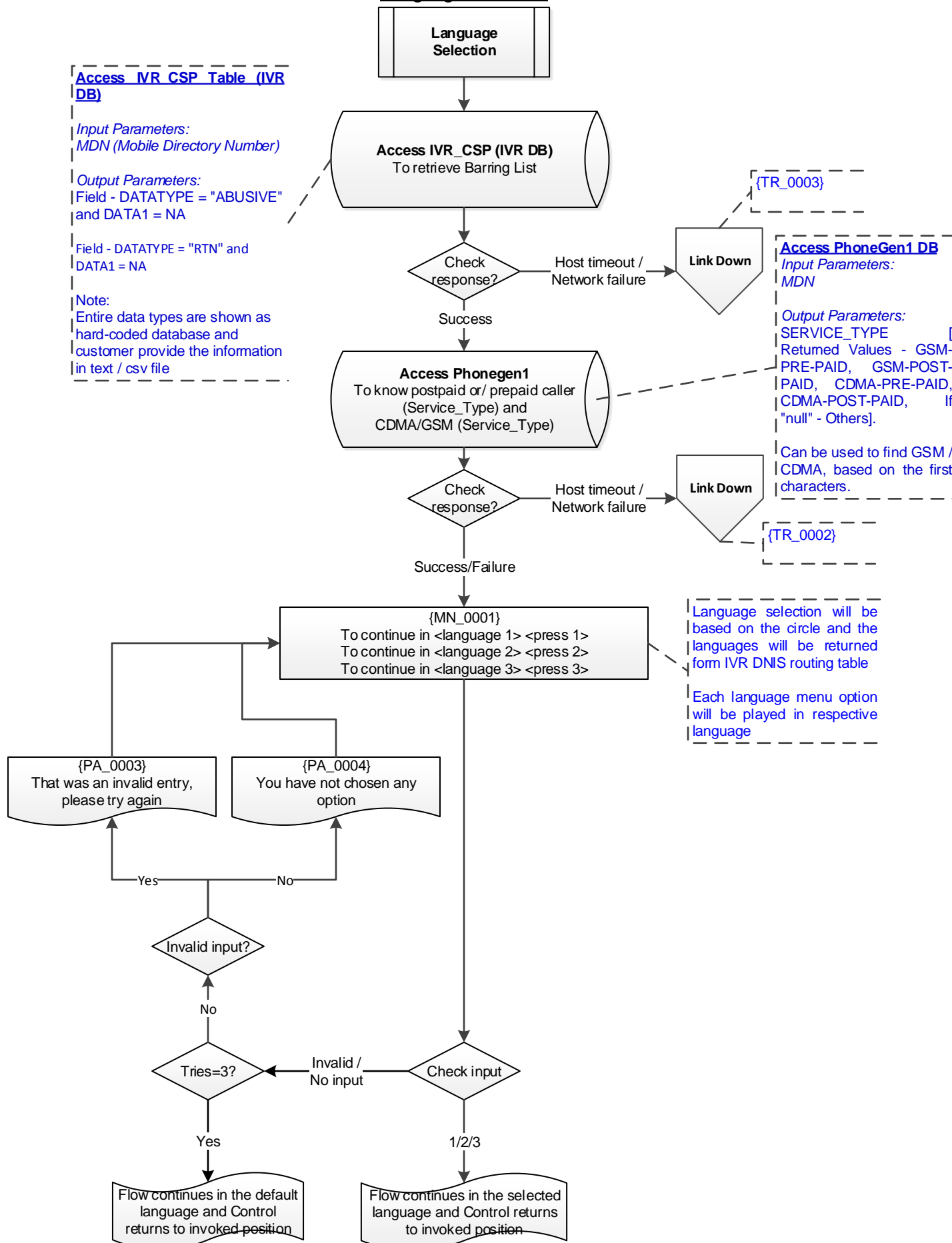
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

Universal Business Rules

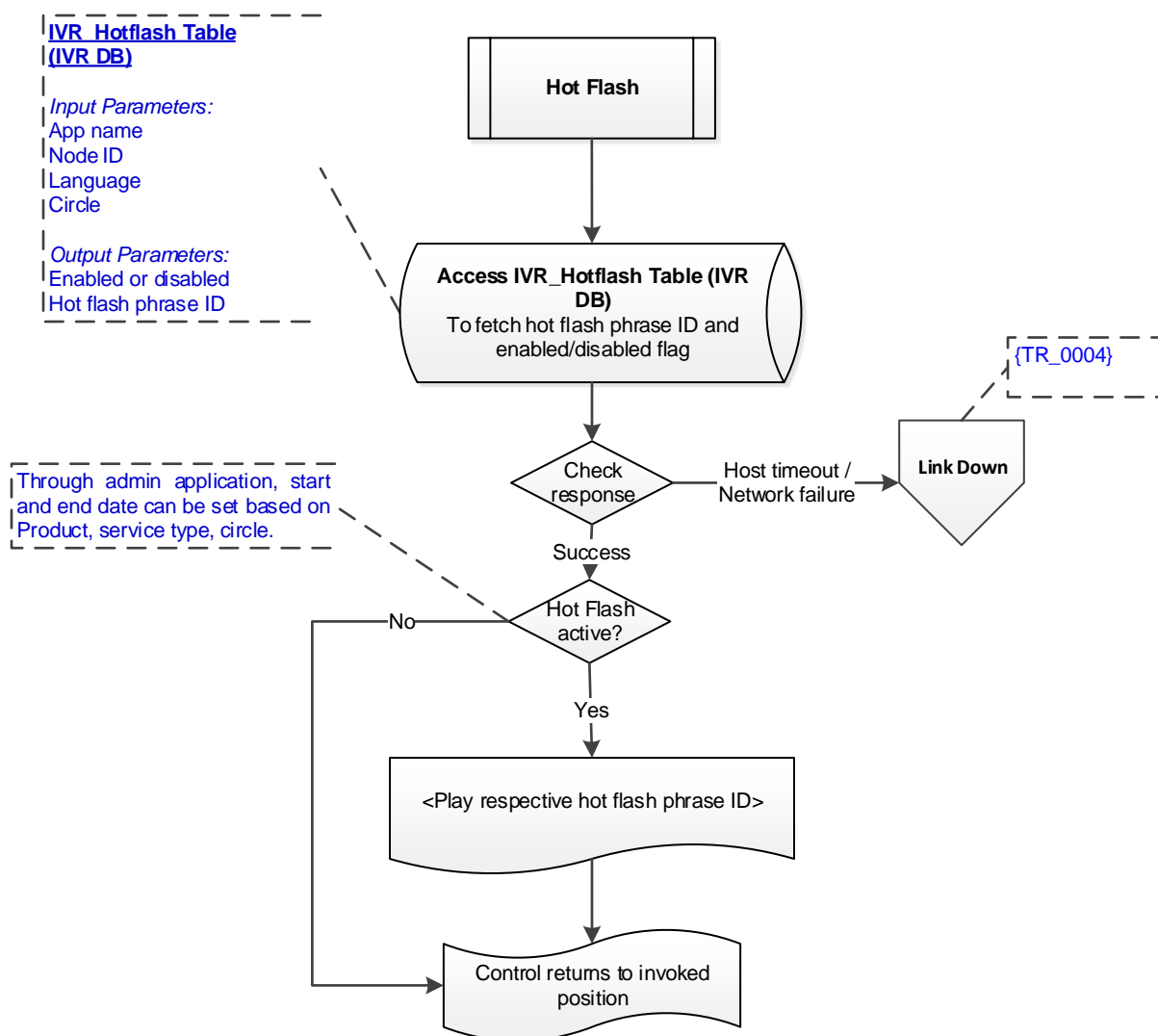
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali, Assamese	Language selection will be dynamically offered based on the circle Default language will be regional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



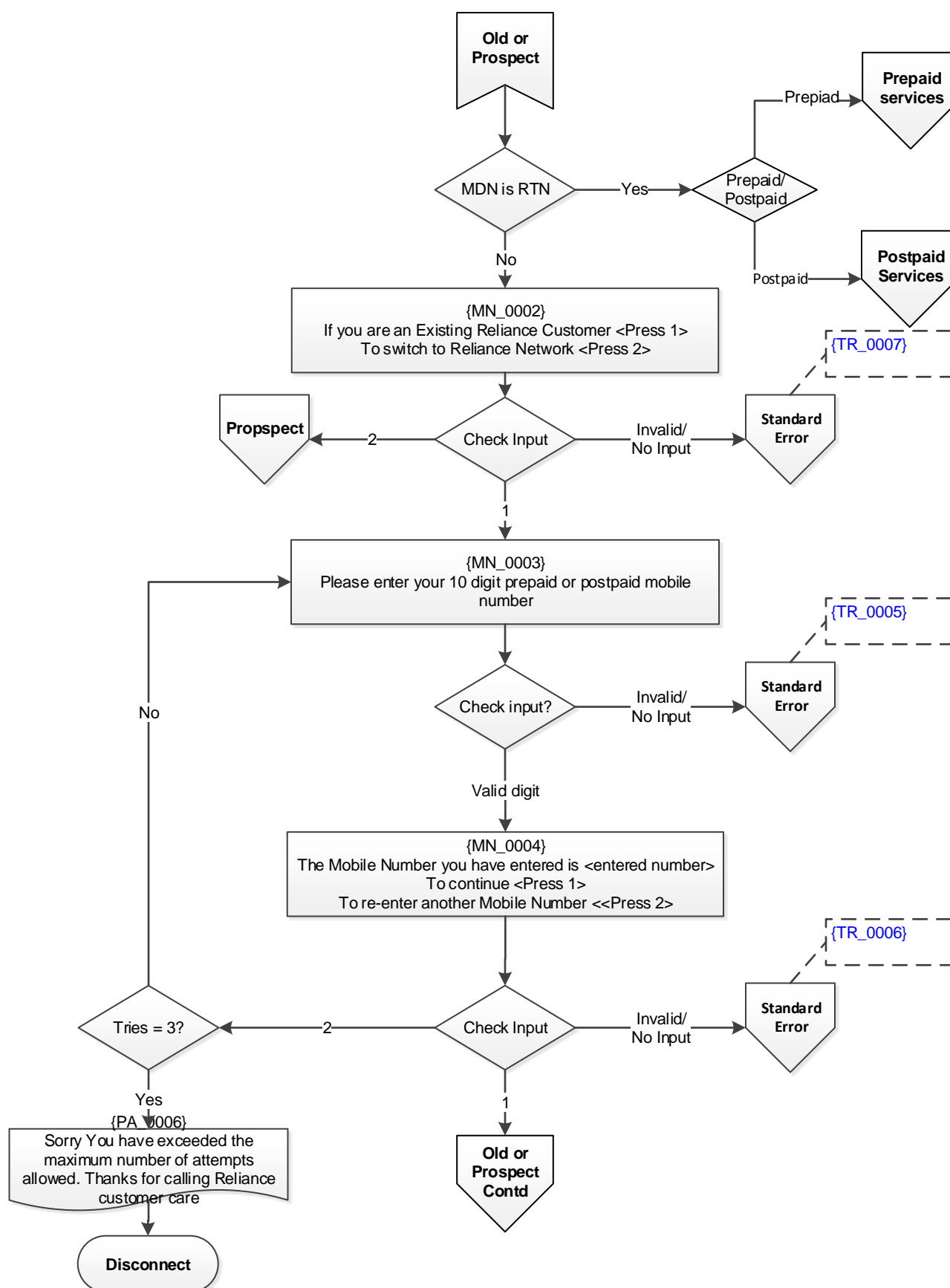
Language Selection



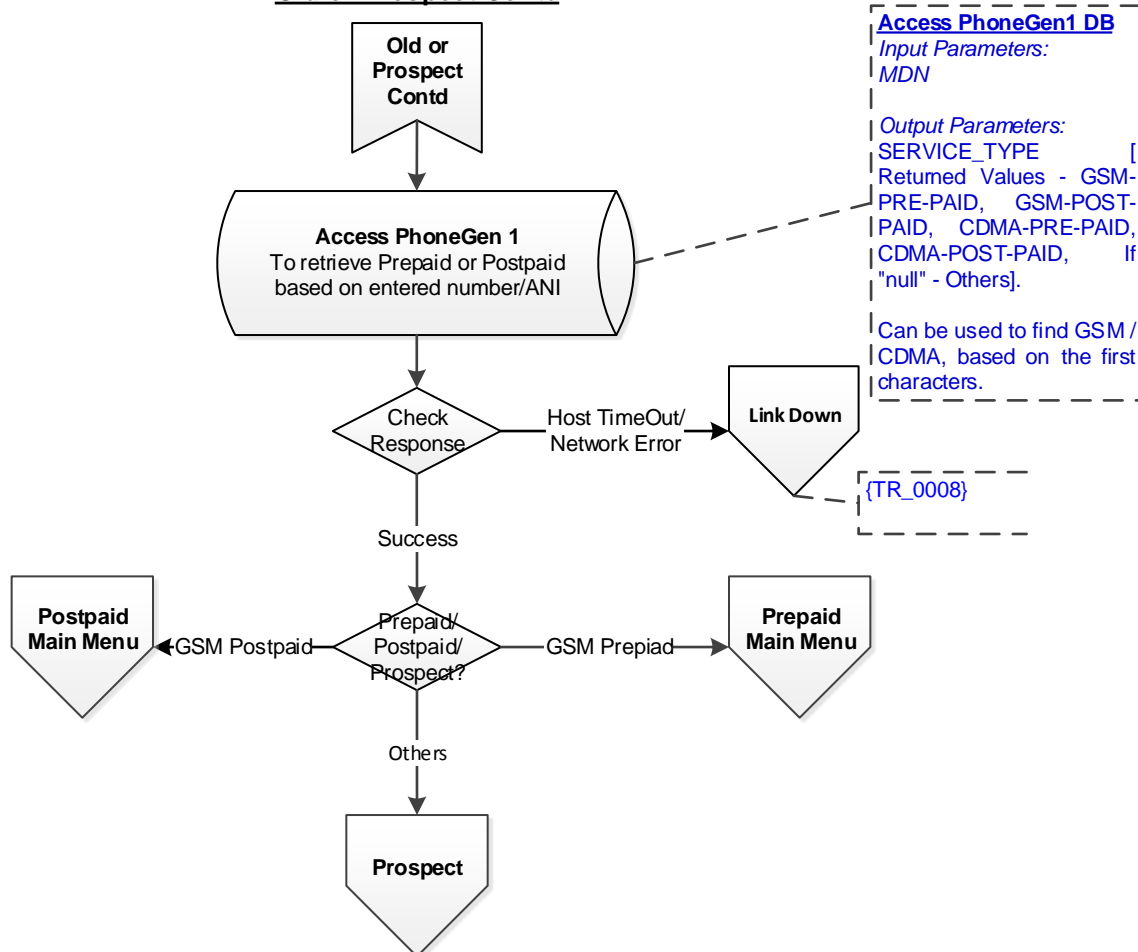
Hot Flash



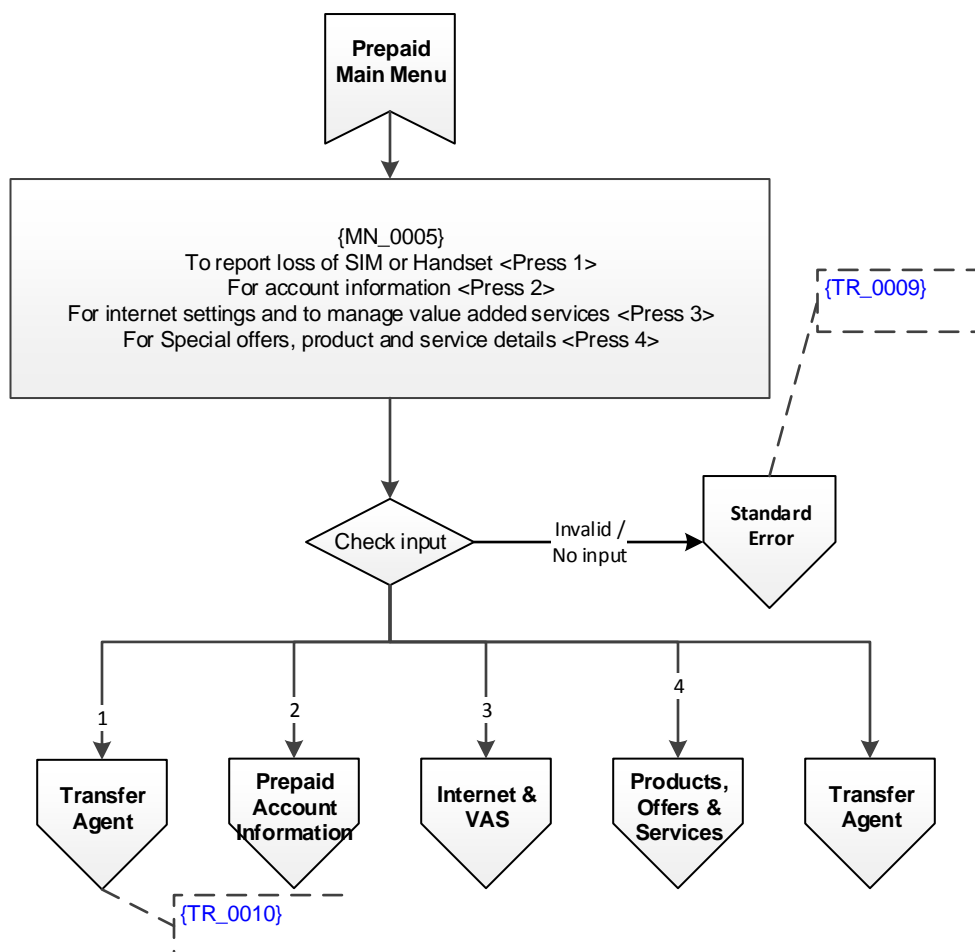
Old or Prospect



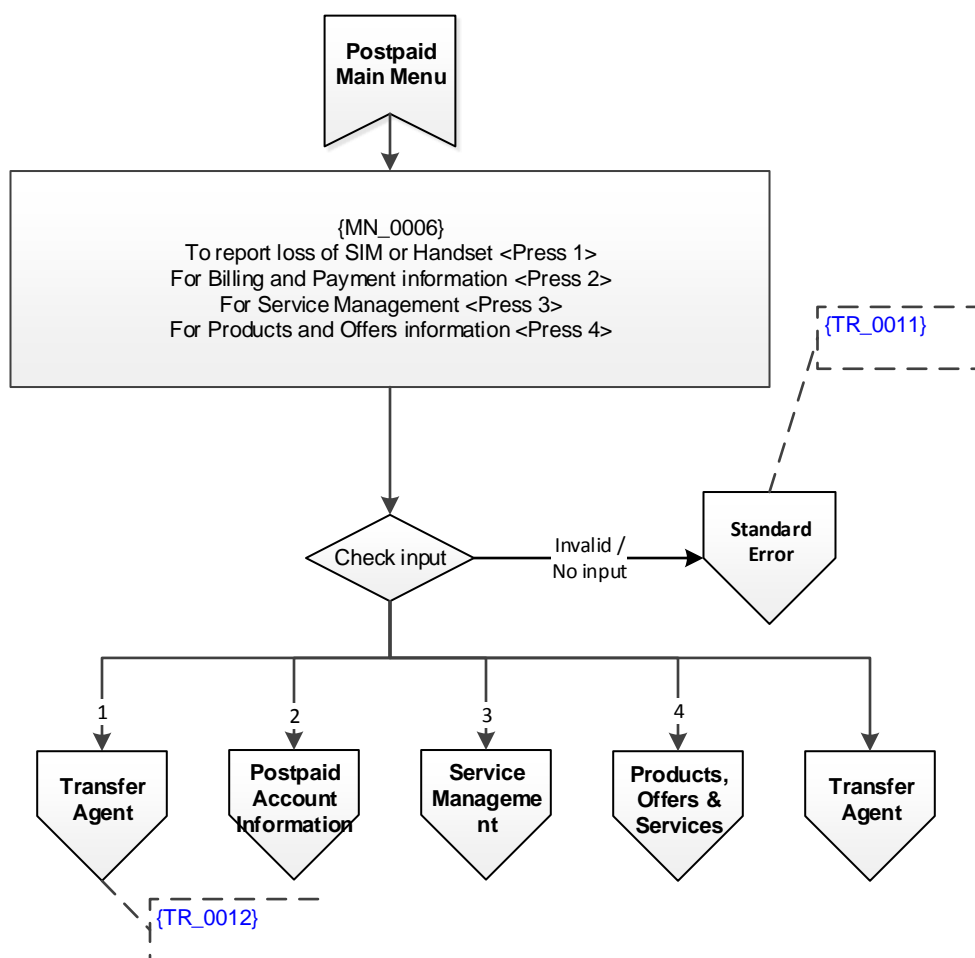
Old or Prospect Contd

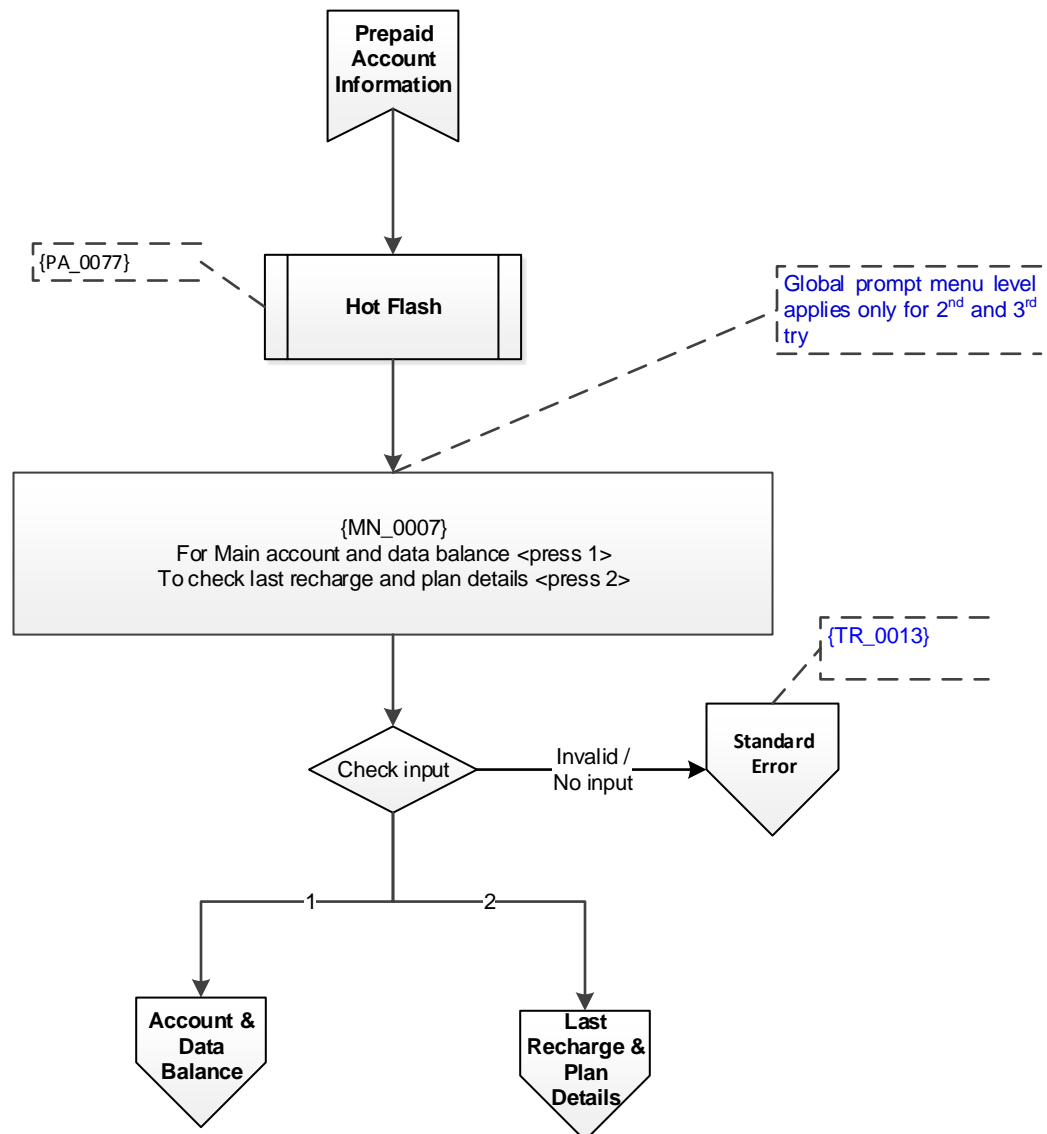


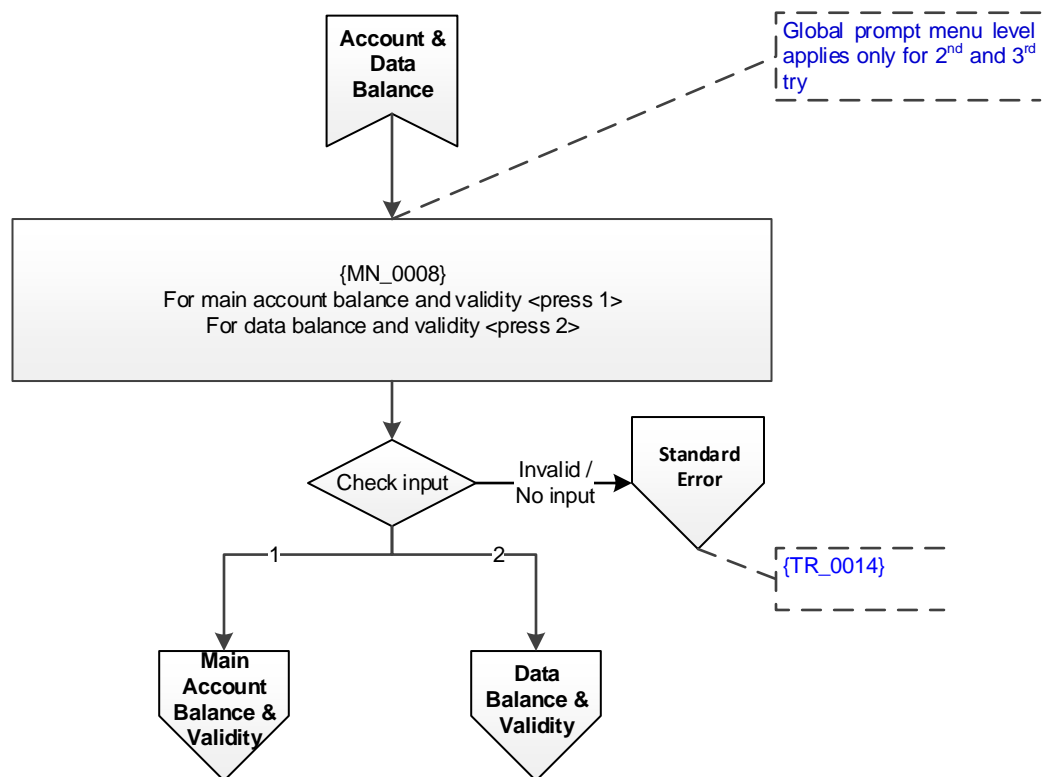
Prepaid Main Menu



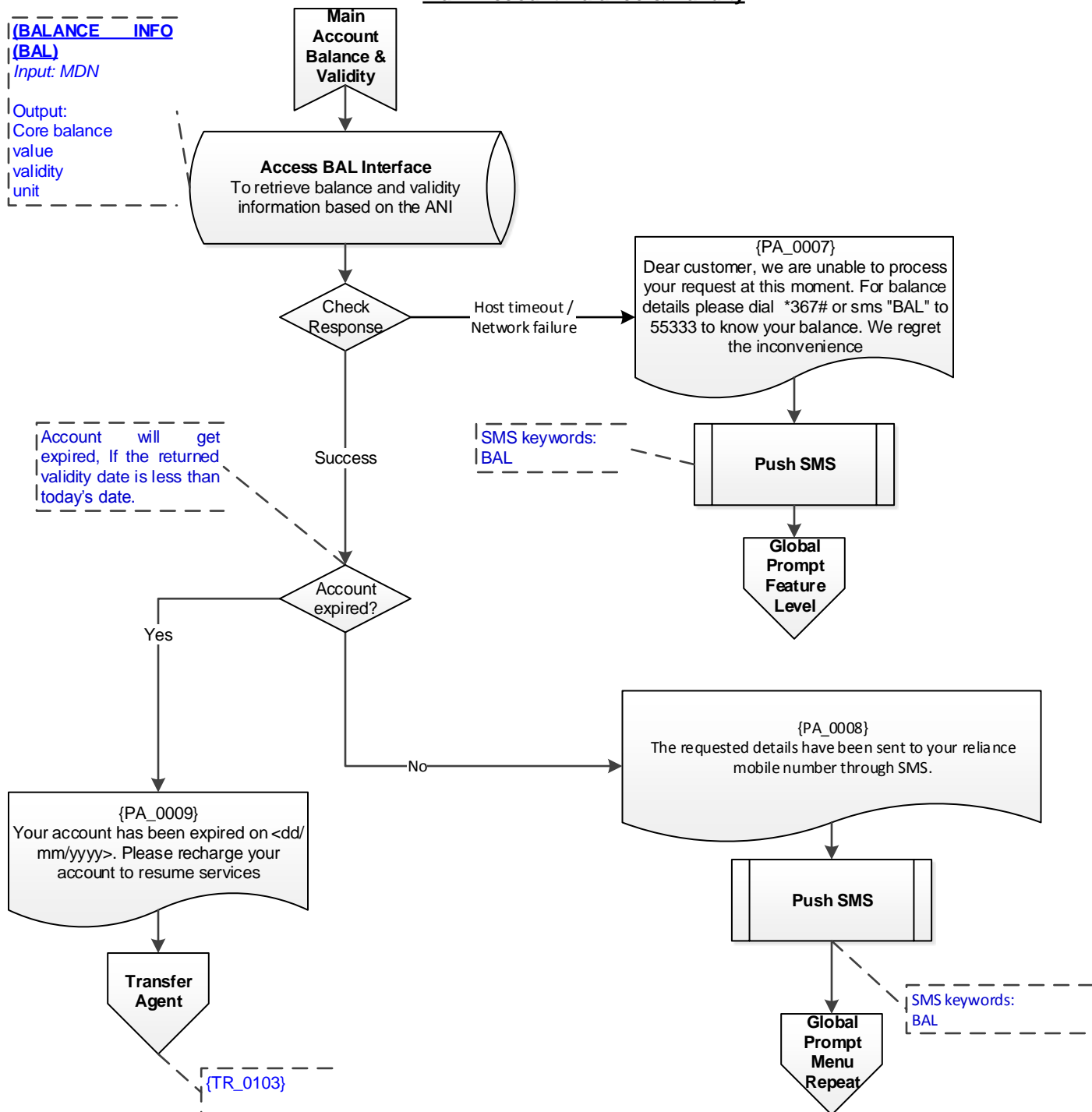
Postpaid Main Menu



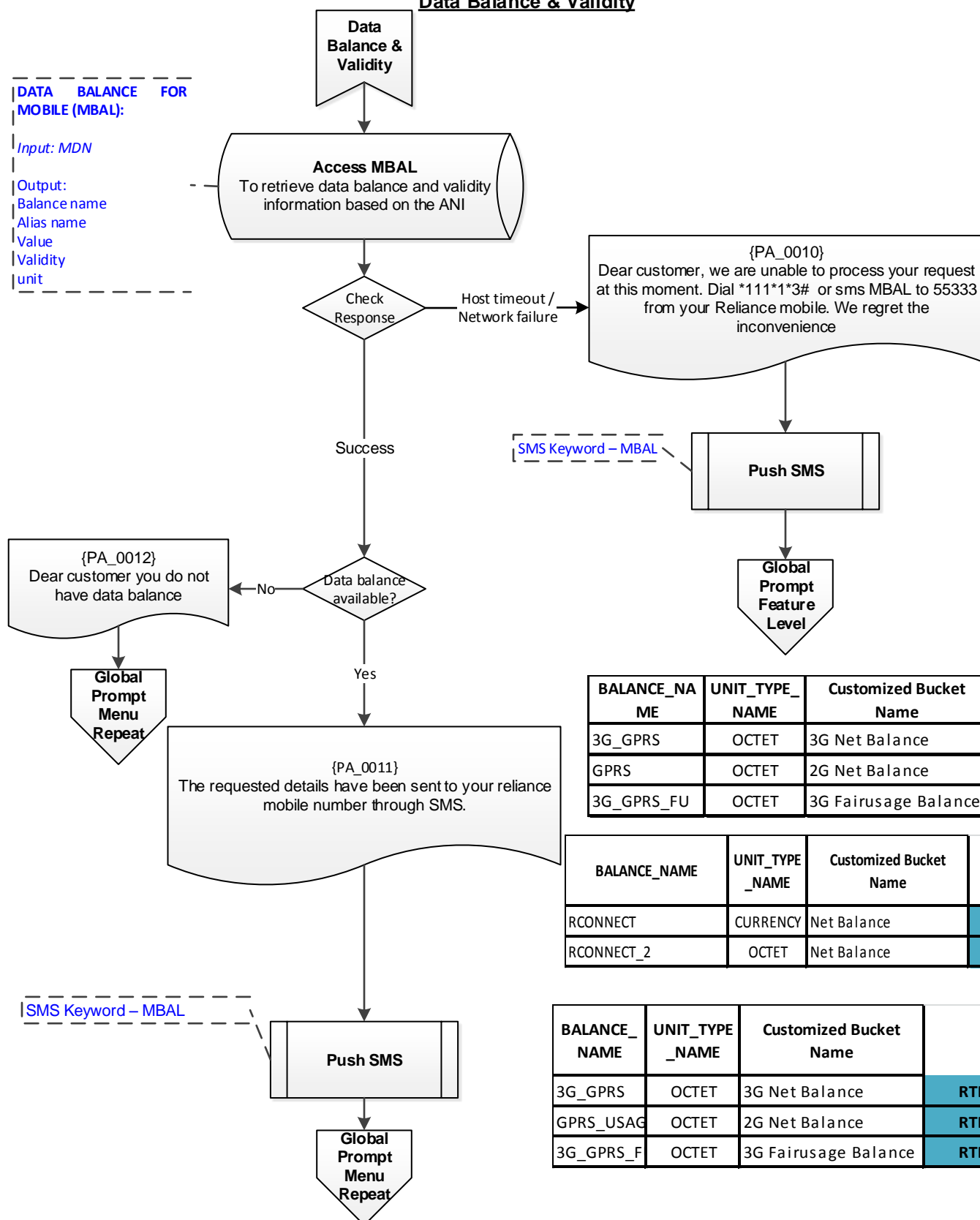
Prepaid Account Information

Account & Data Balance

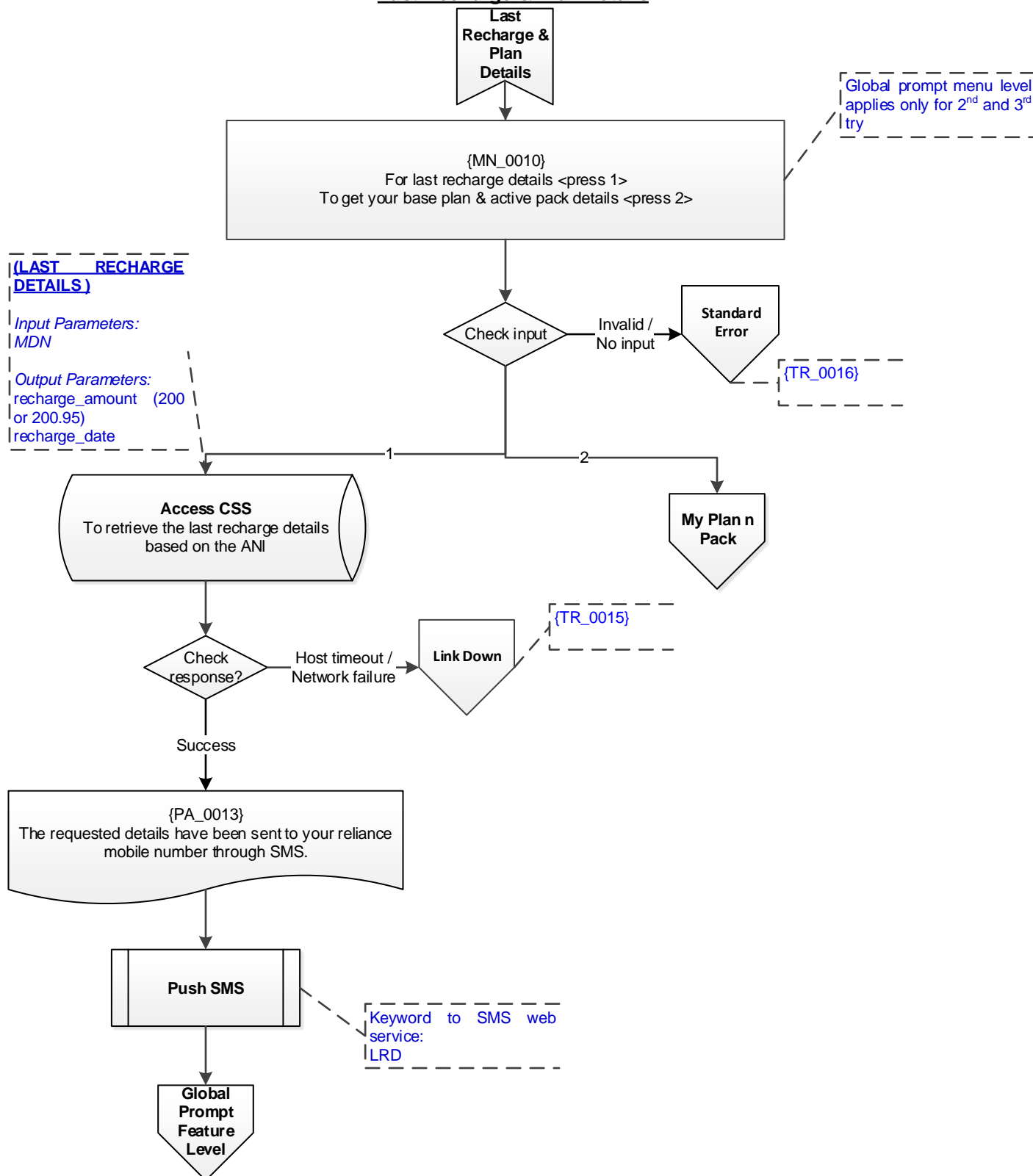
Main Account Balance & Validity



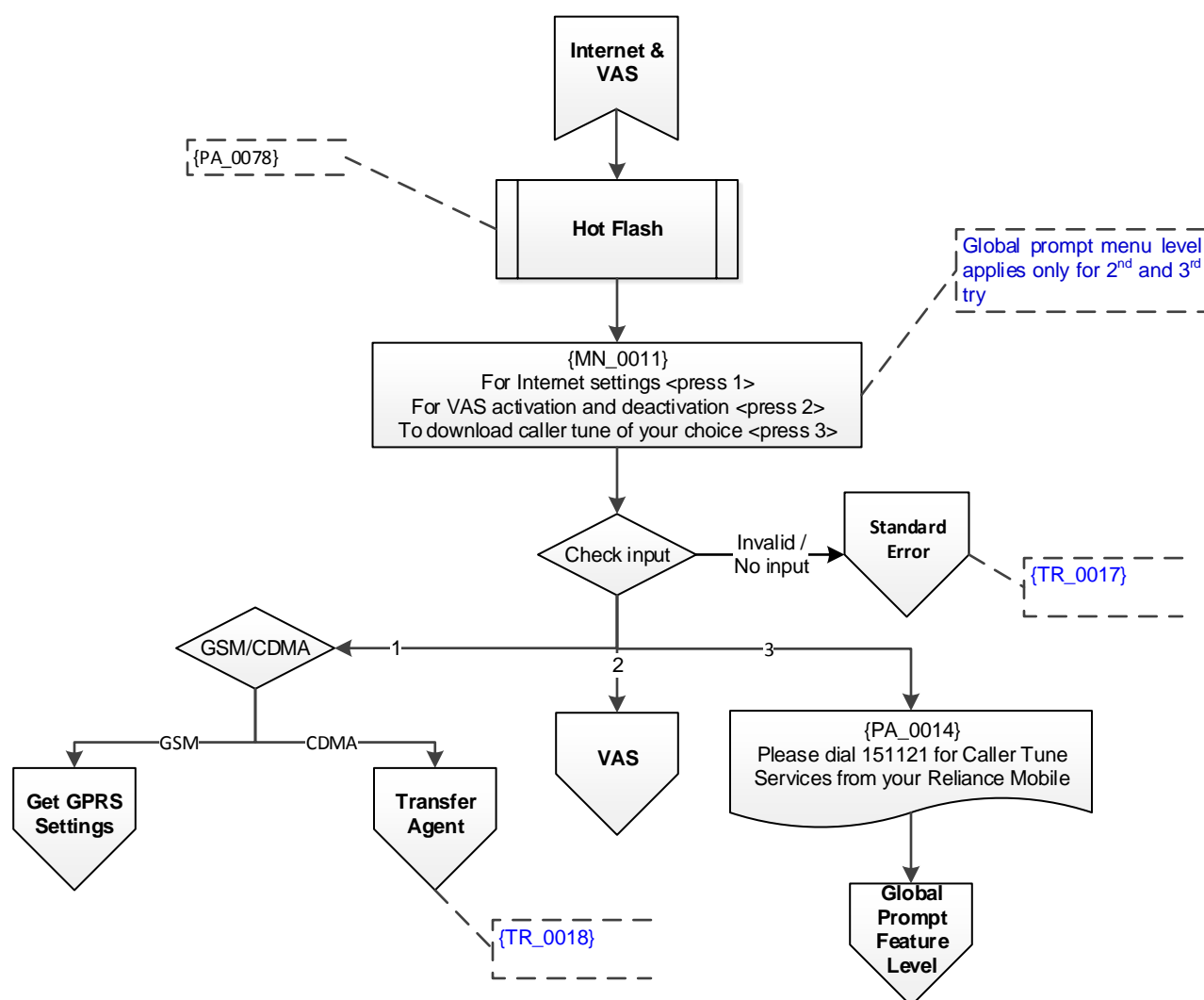
Data Balance & Validity

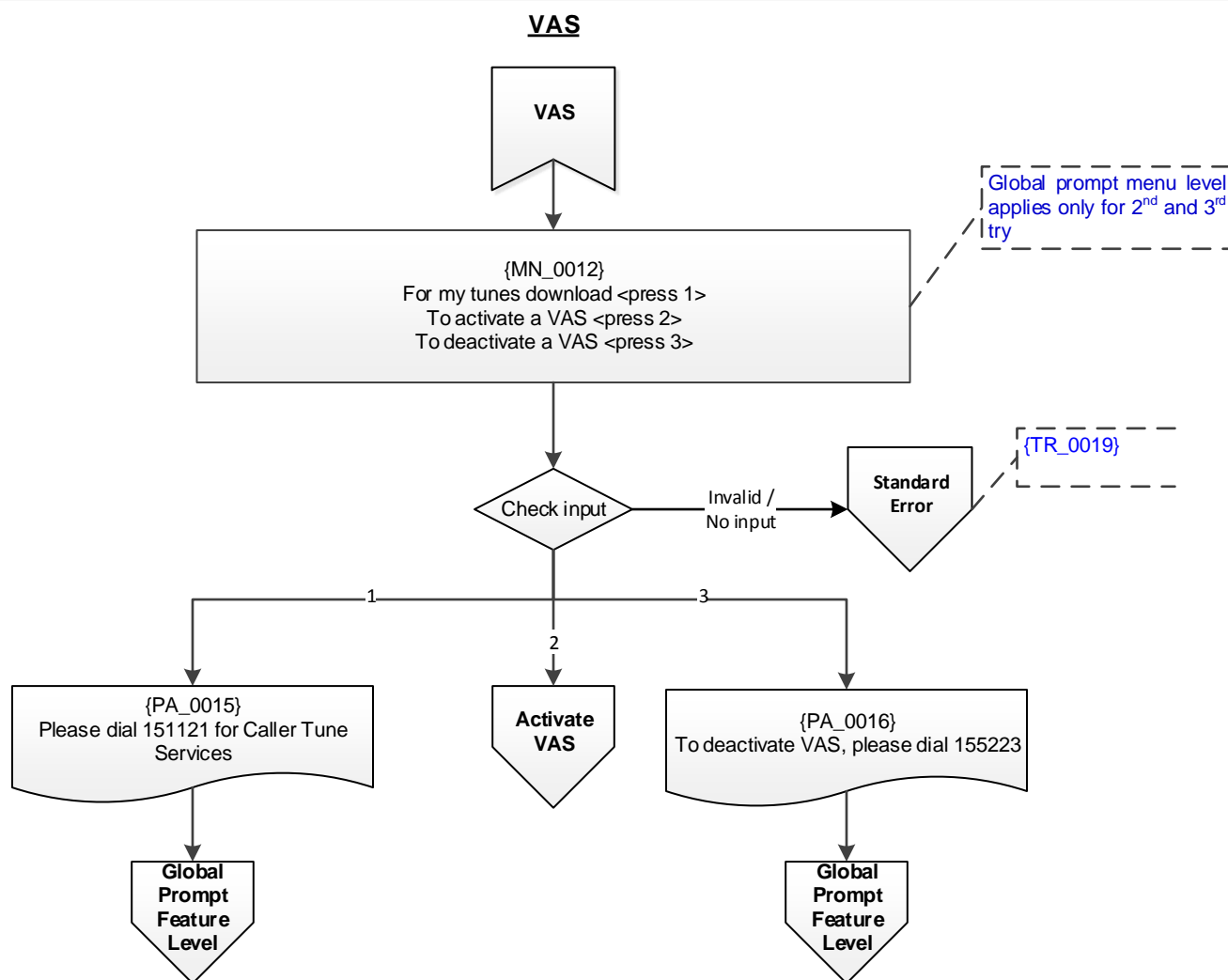


Last Recharge & Plan Details



Internet & VAS





Activate VAS

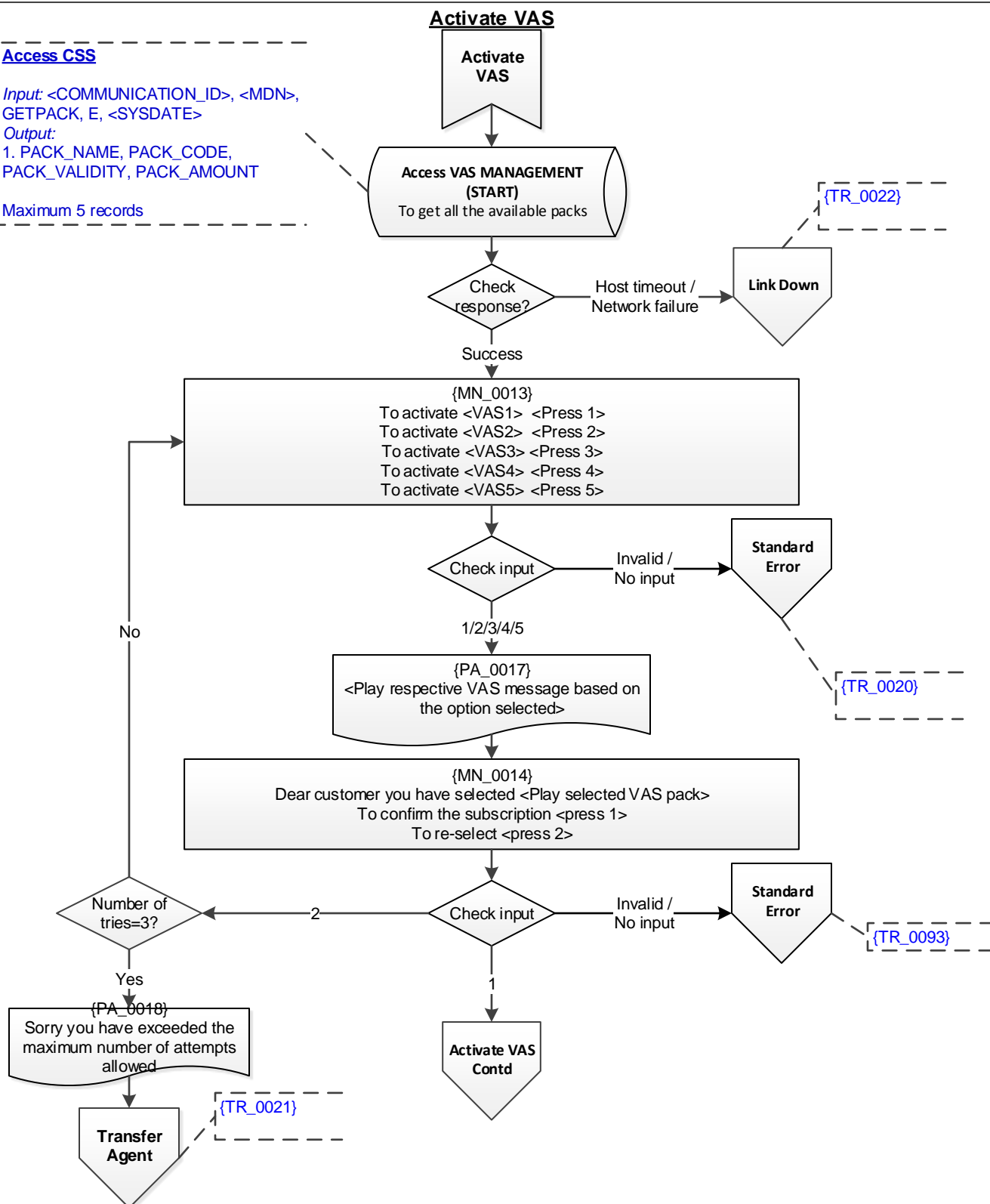
Access CSS

Input: <COMMUNICATION_ID>, <MDN>, GETPACK, E, <SYSDATE>

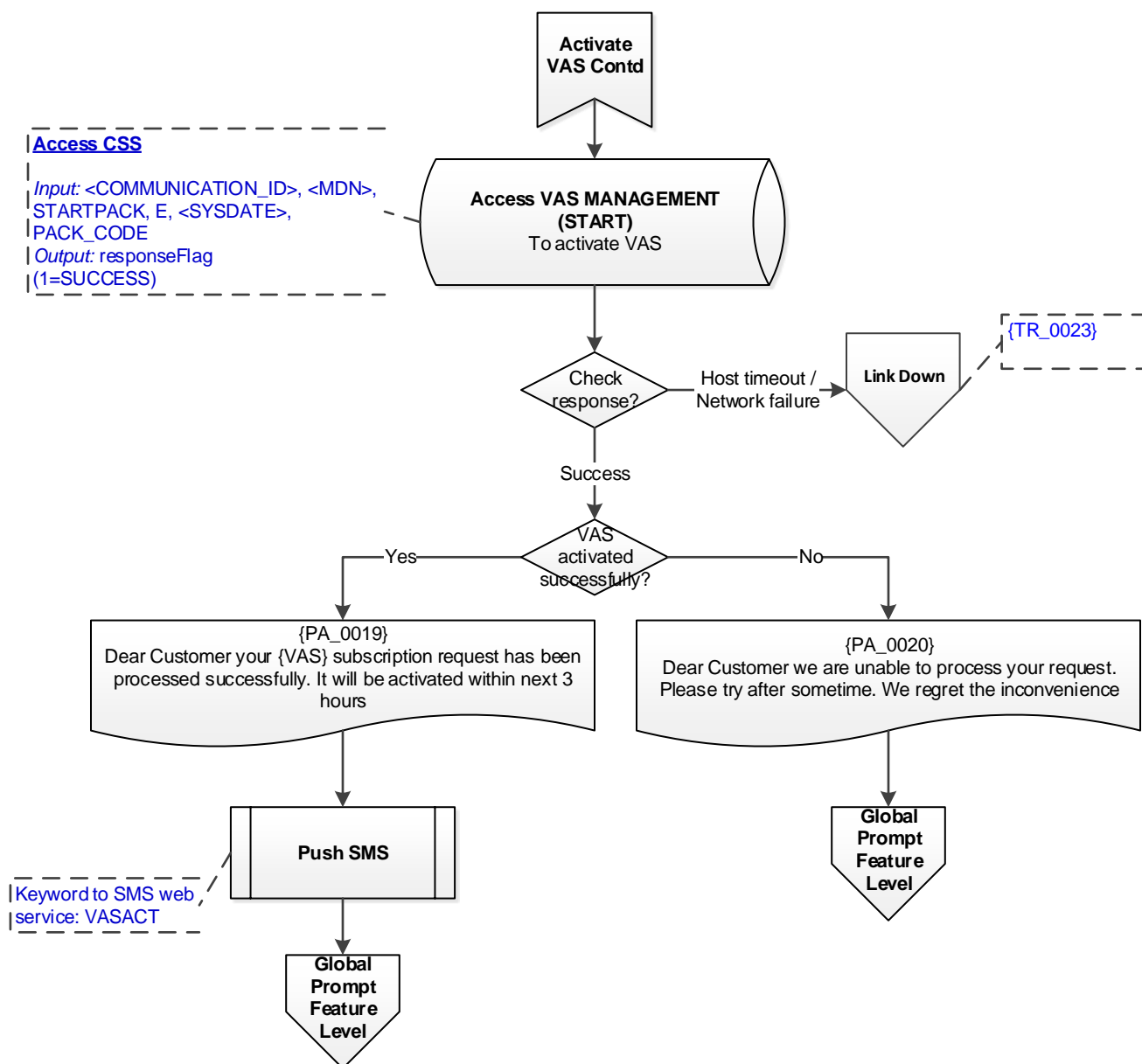
Output:

1. PACK_NAME, PACK_CODE, PACK_VALIDITY, PACK_AMOUNT

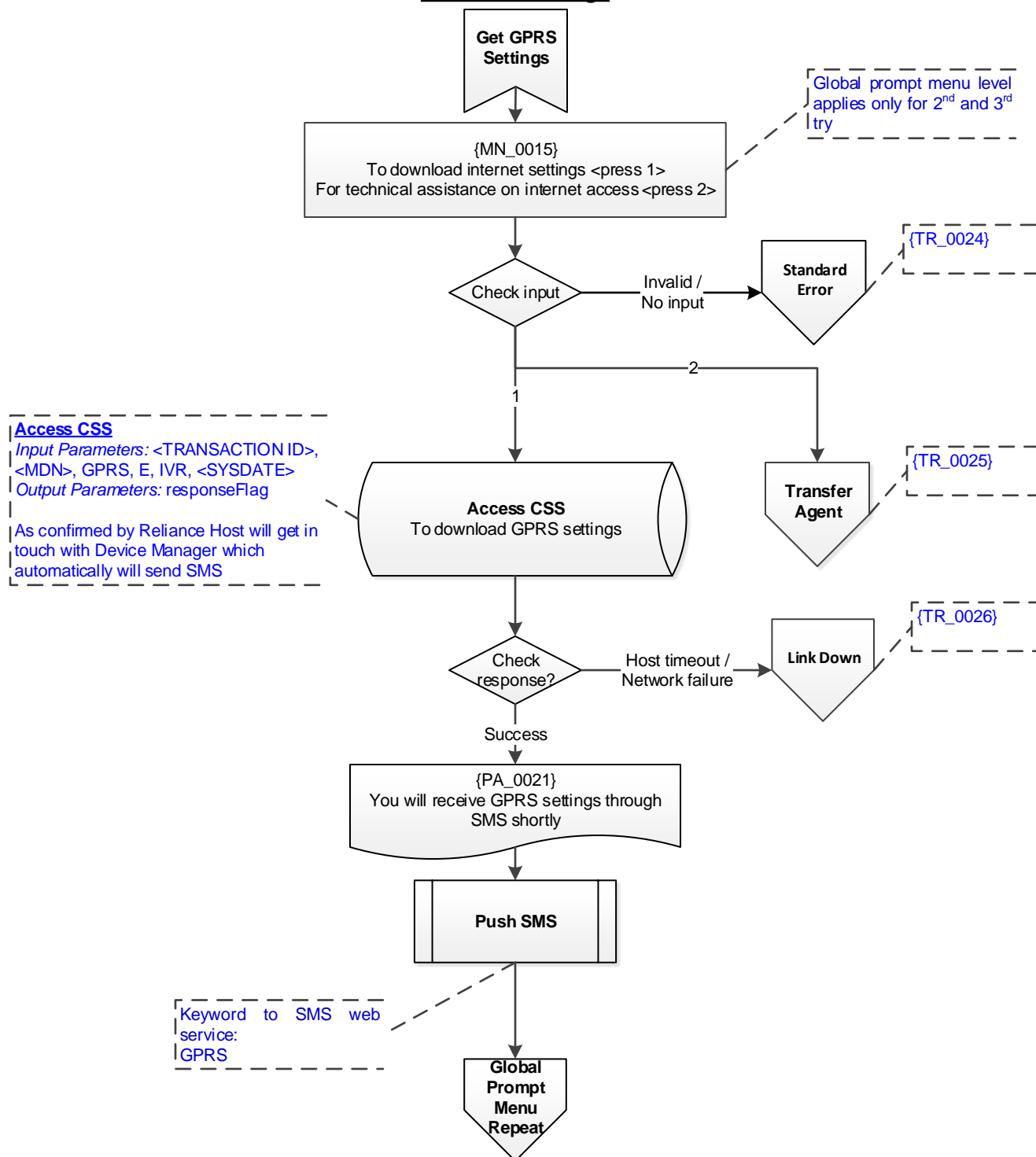
Maximum 5 records



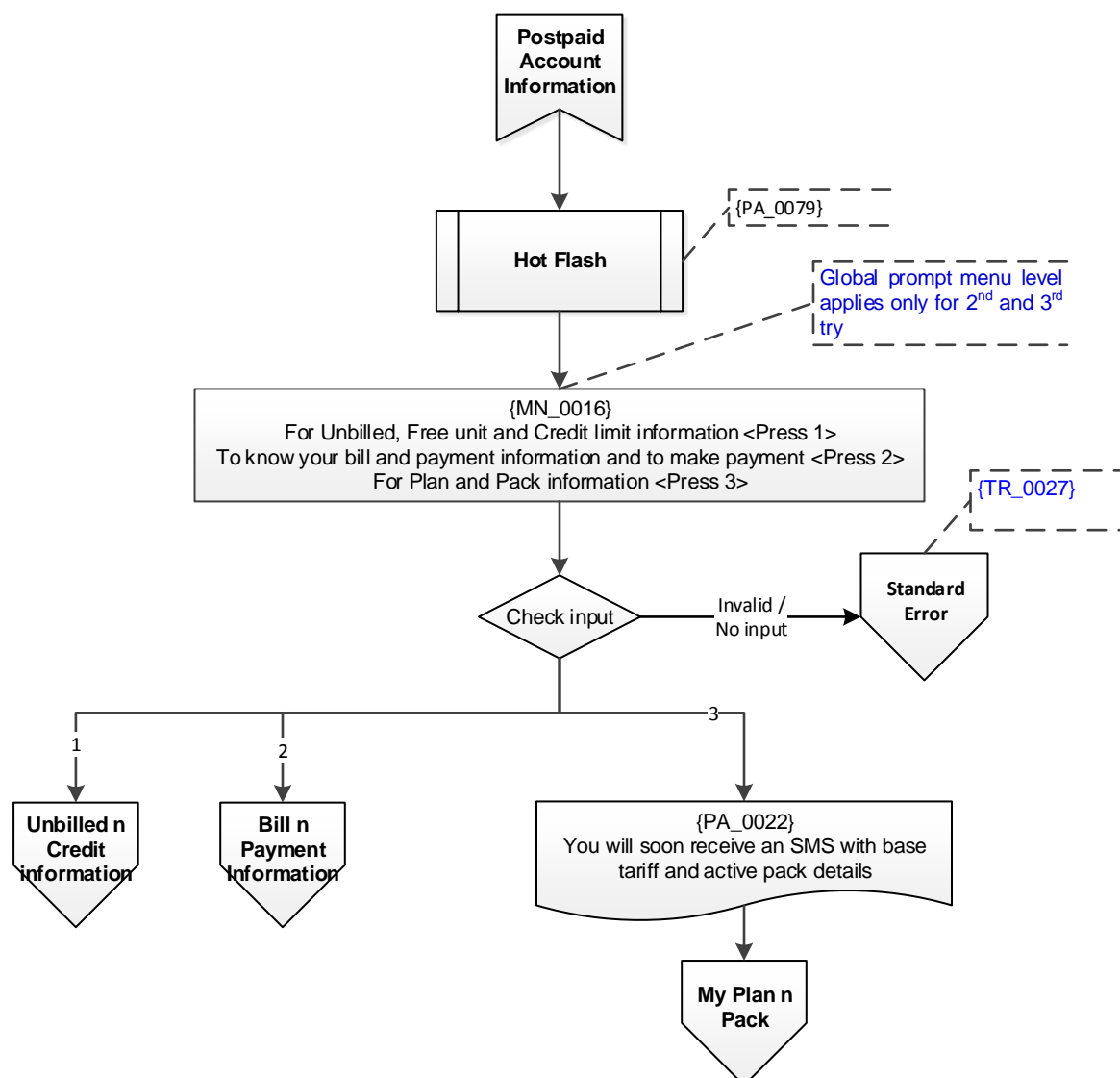
Activate VAS Contd



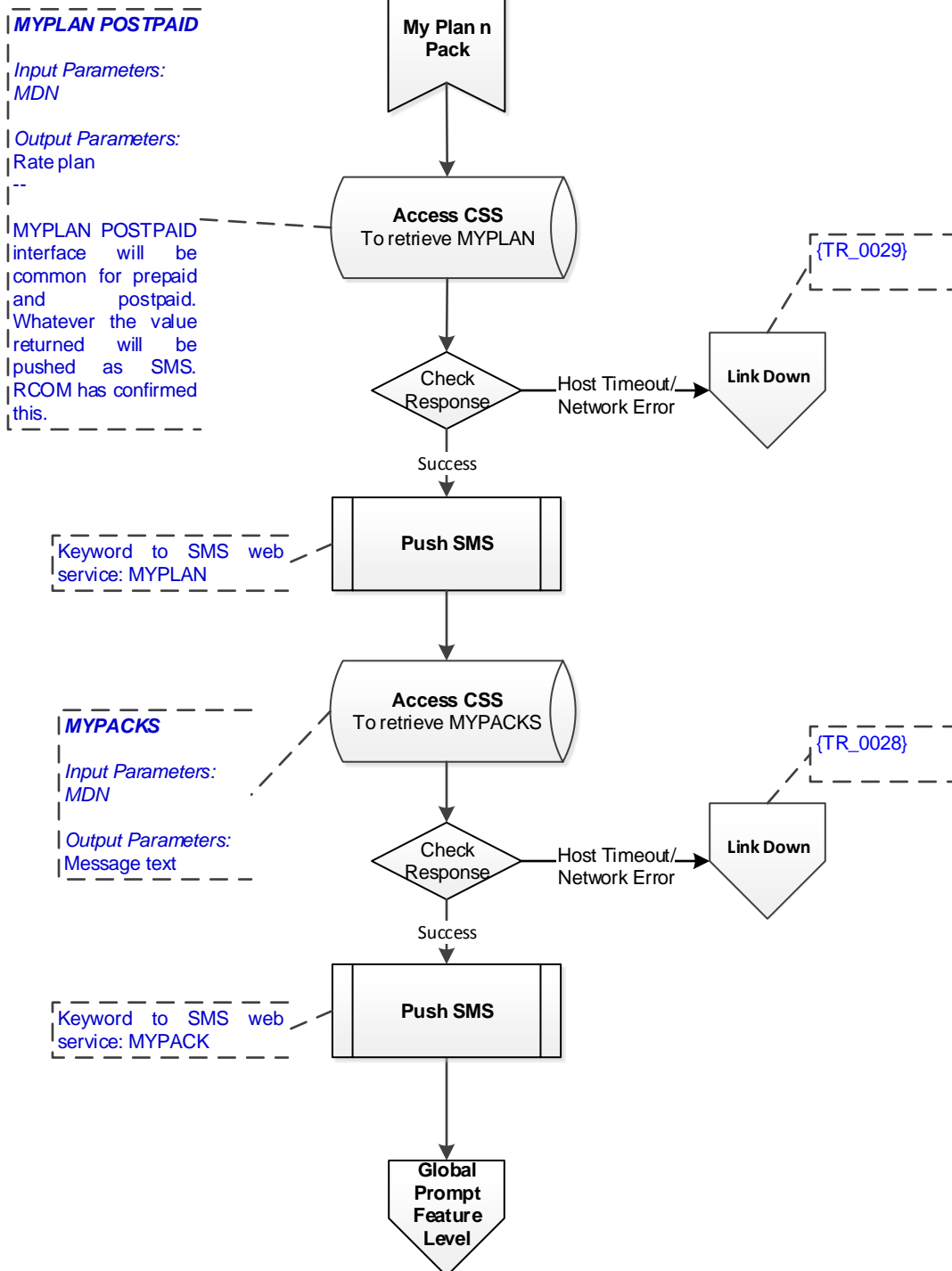
Get GPRS Settings



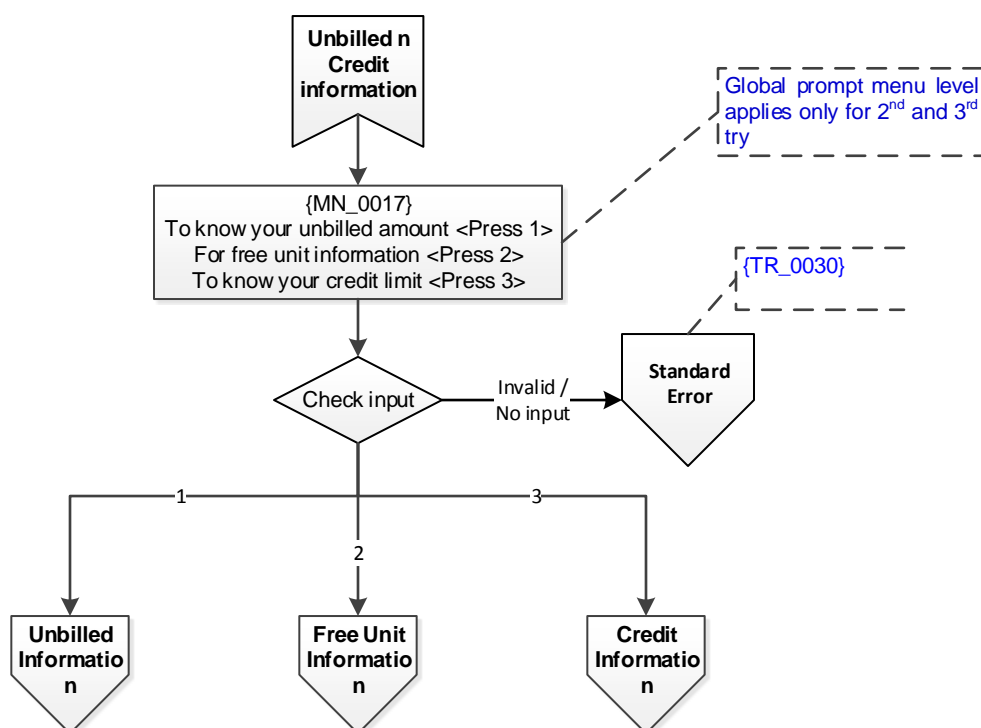
Postpaid Account Information



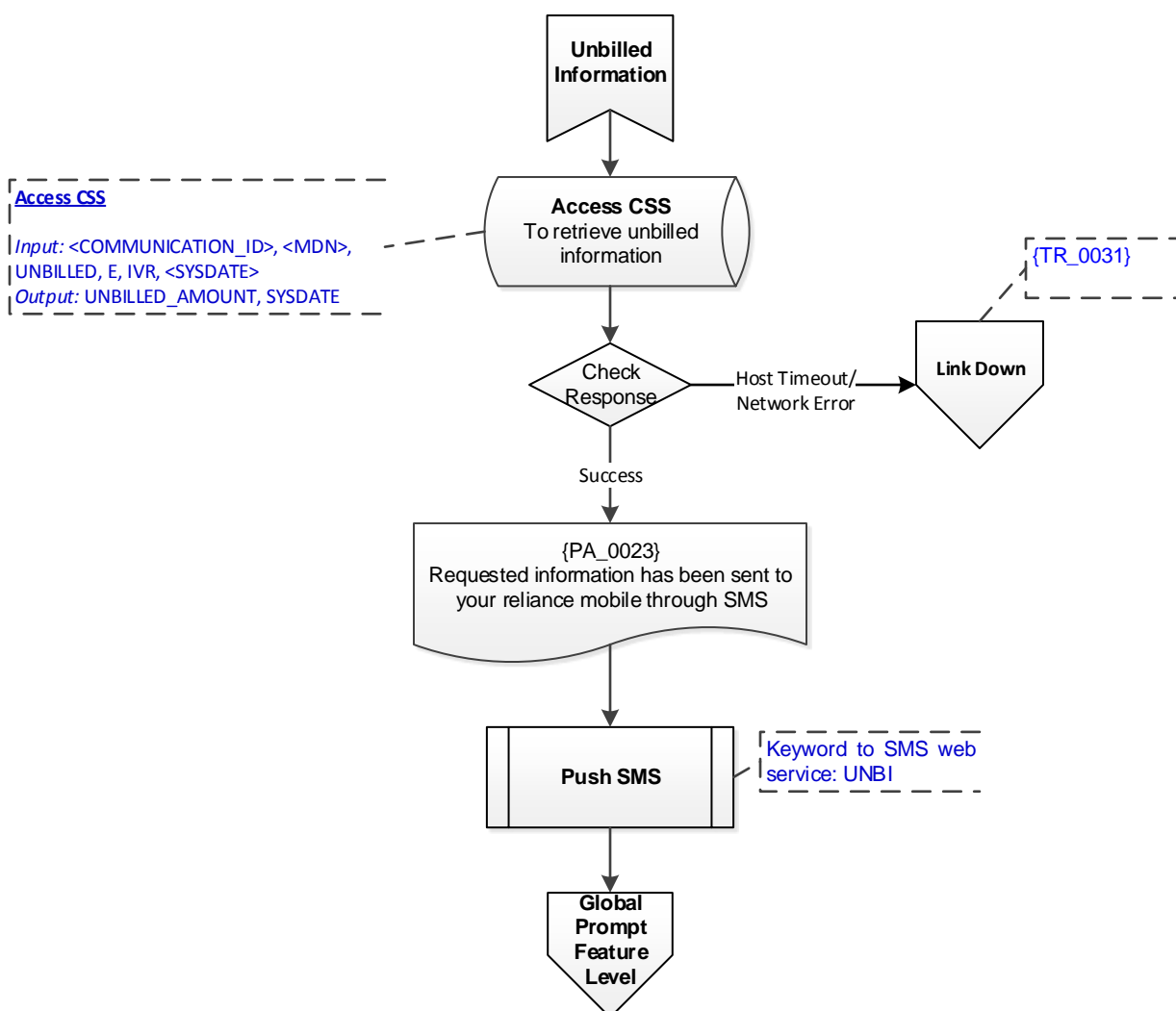
My Plan n Pack



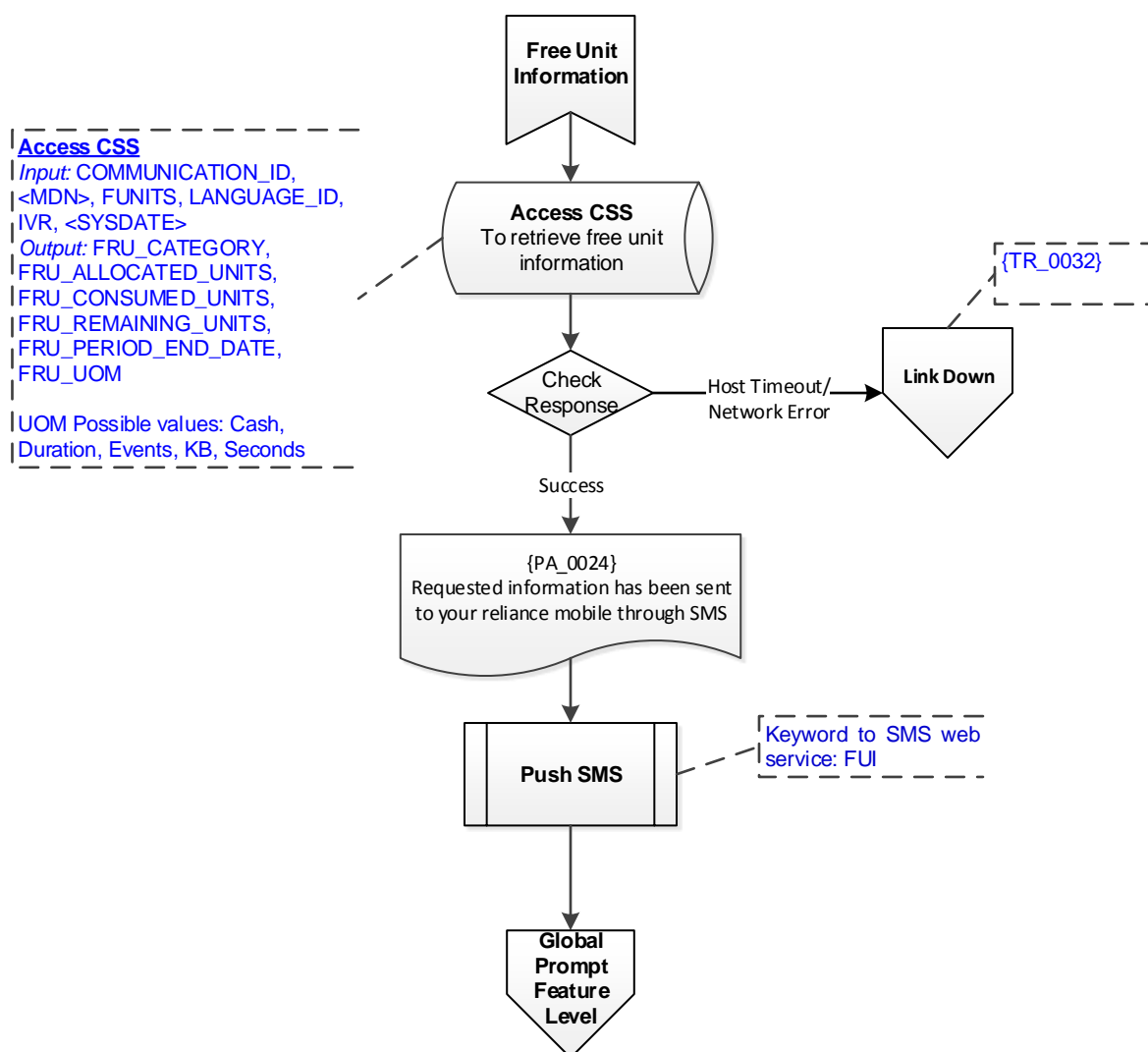
Unbilled n Credit information



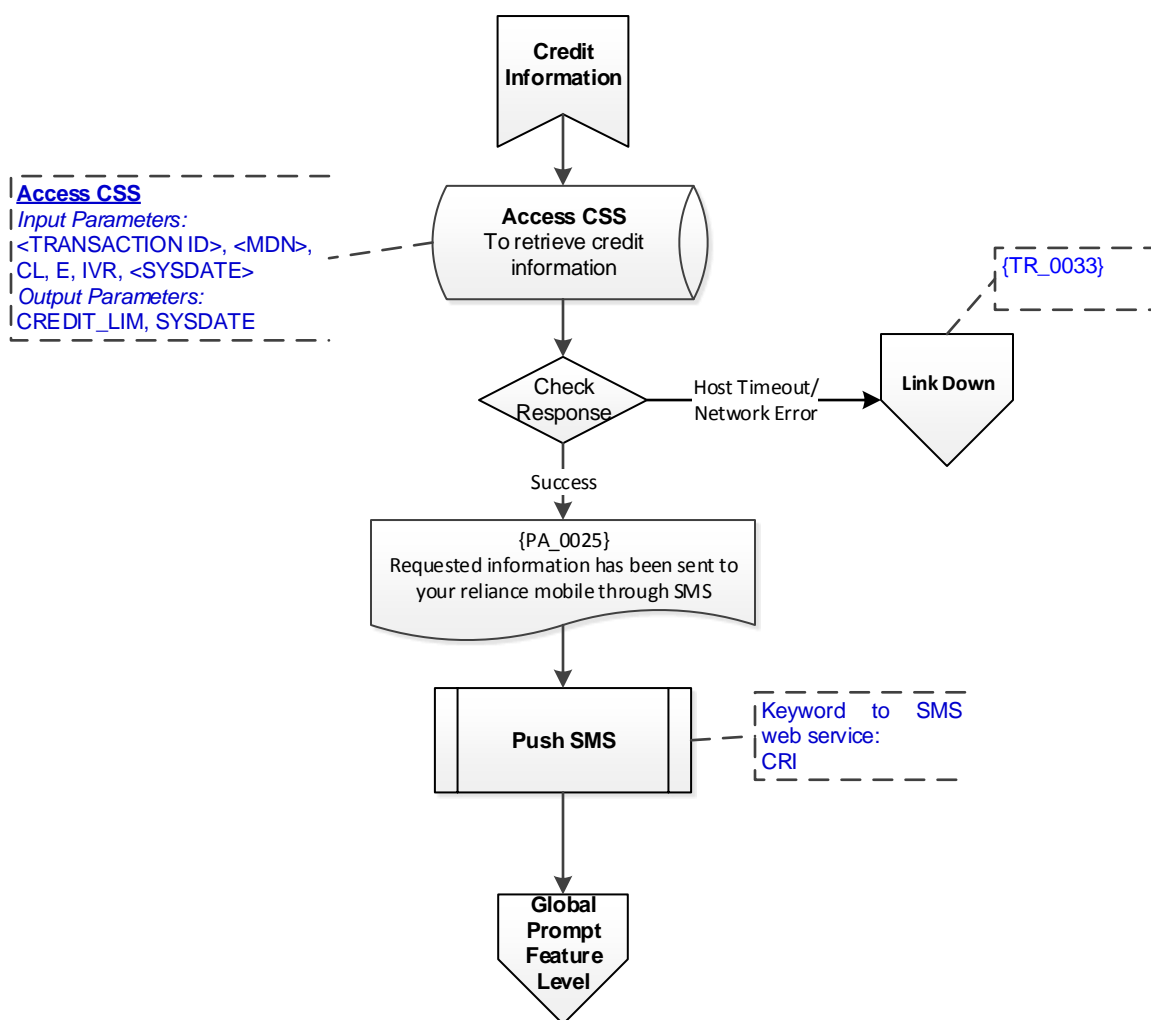
Unbilled Information



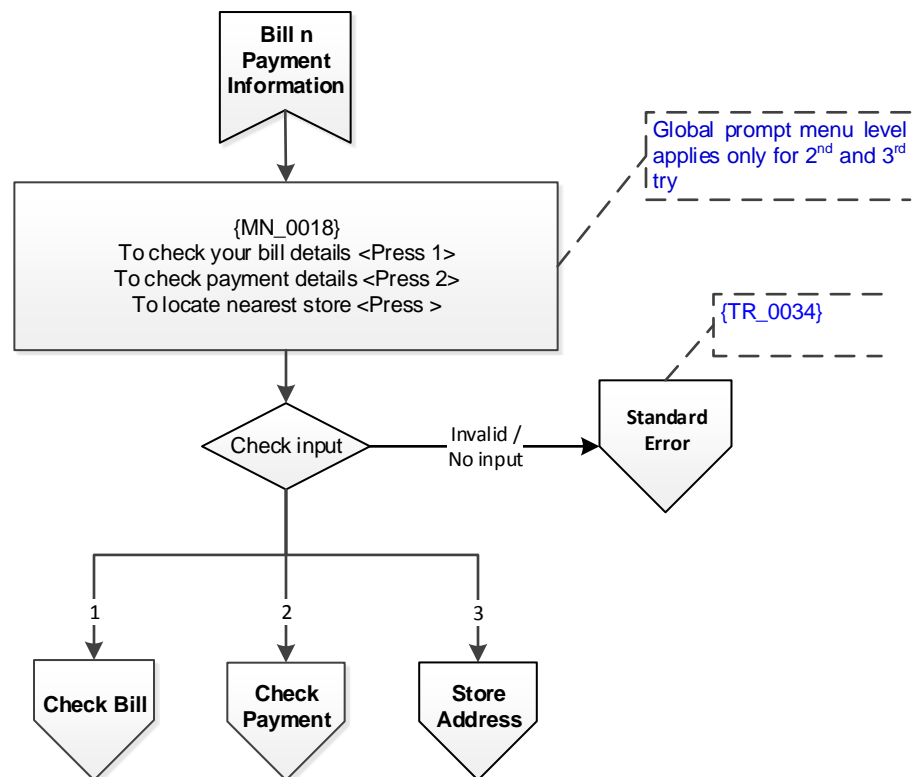
Free Unit Information



Credit Information



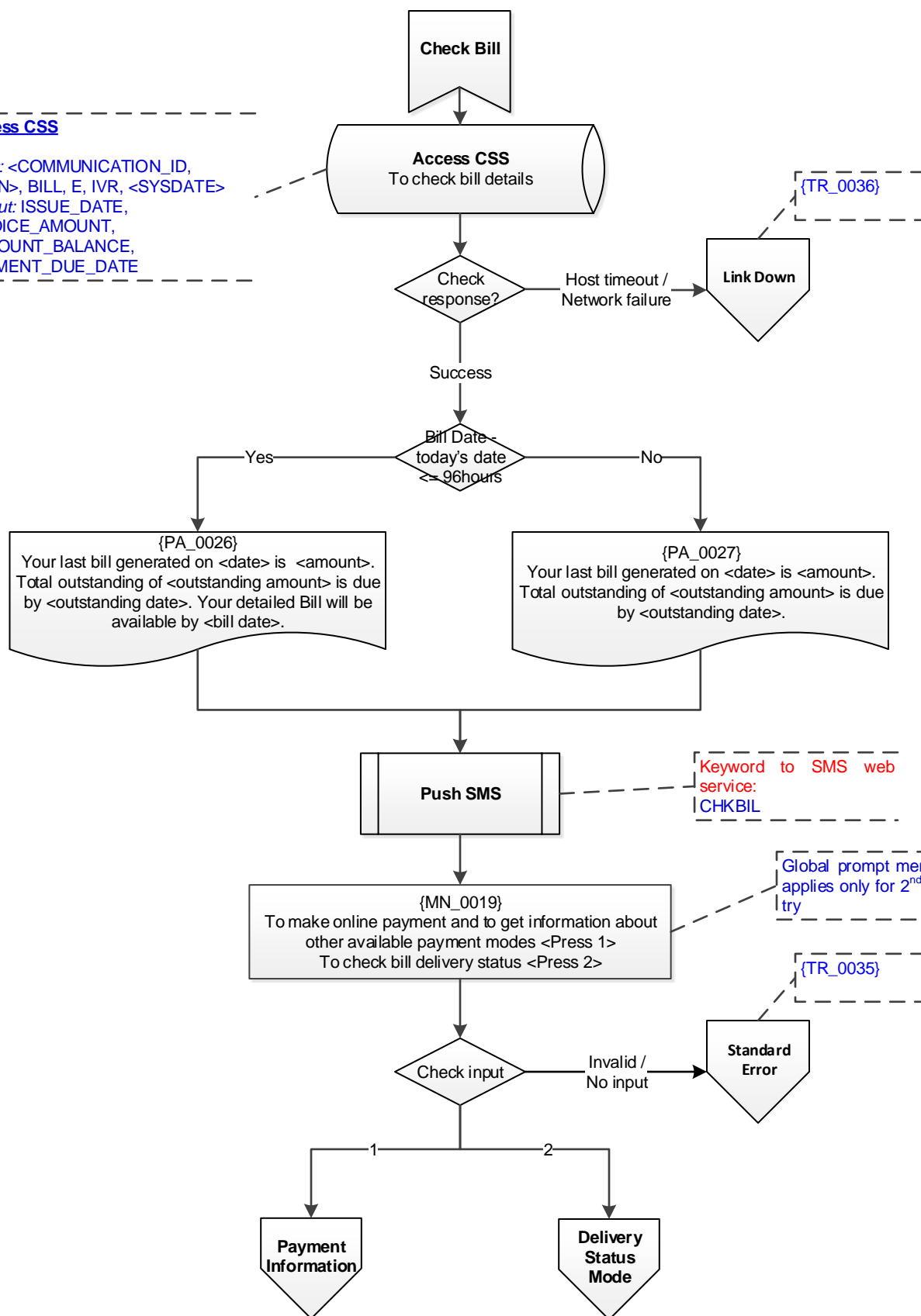
Bill n Payment Information



Check Bill

Access CSS

Input: <COMMUNICATION_ID,
<MDN>, BILL, E, IVR, <SYSDATE>
Output: ISSUE_DATE,
INVOICE_AMOUNT,
ACCOUNT_BALANCE,
PAYMENT_DUE_DATE

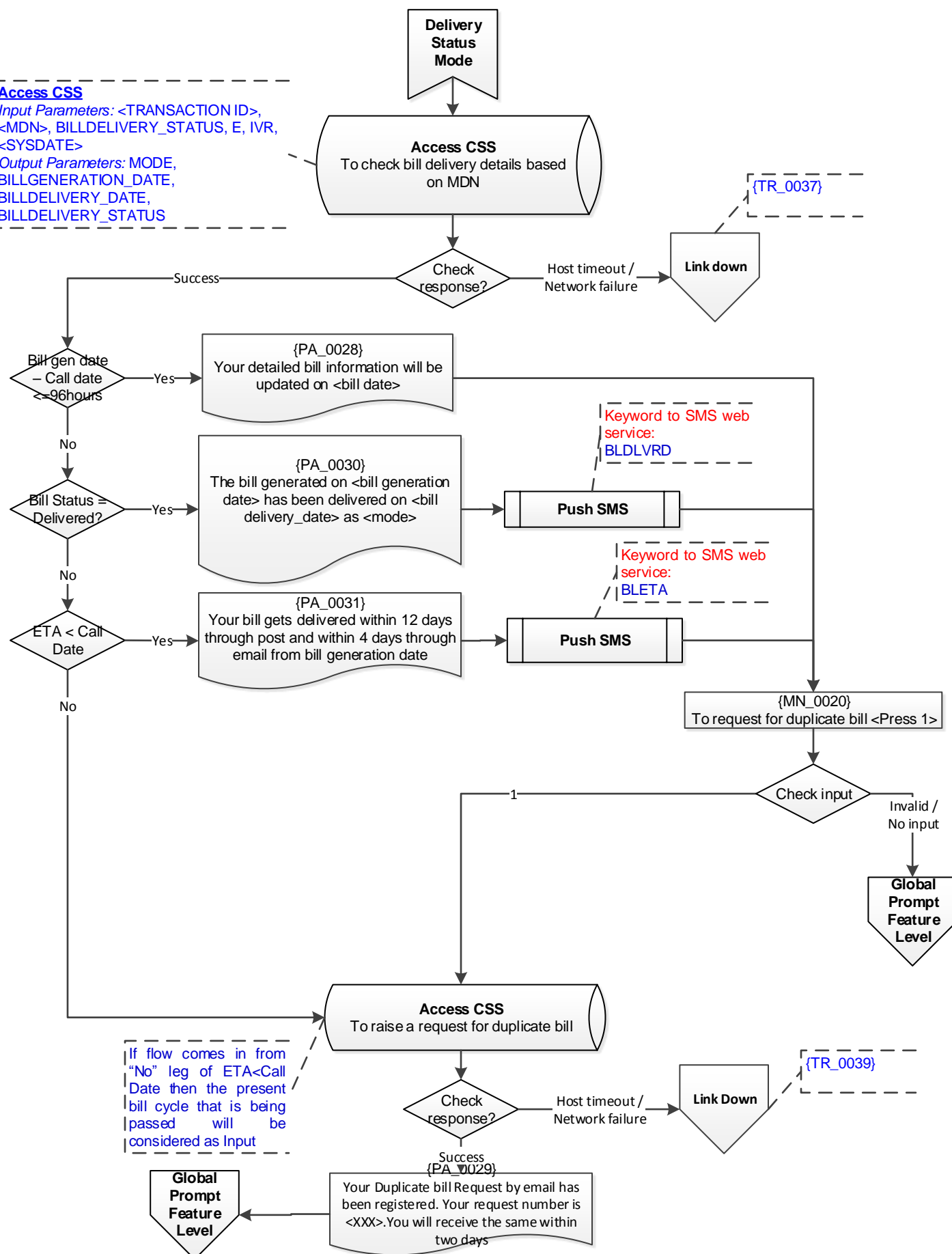


Delivery Status Mode

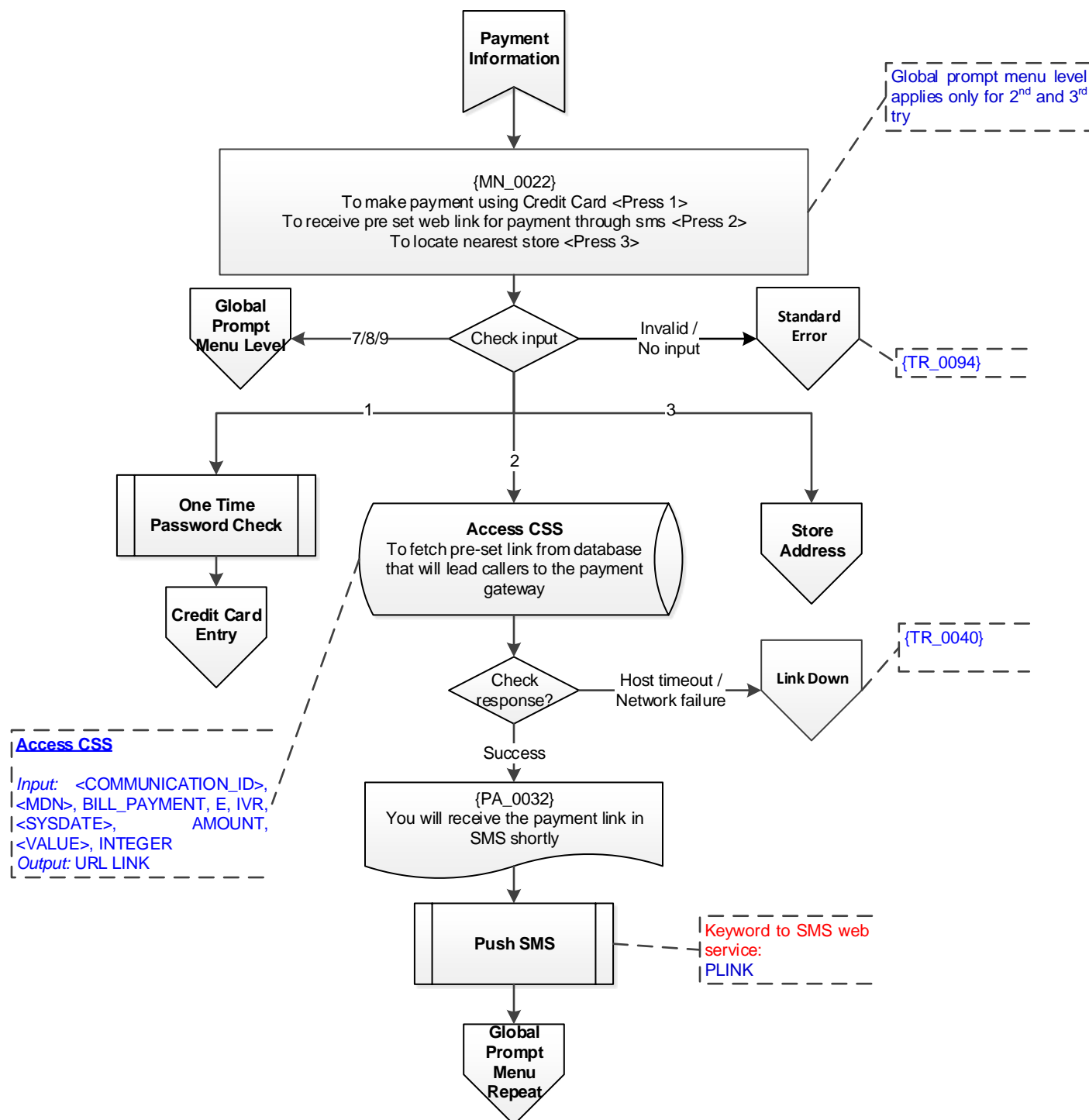
Access CSS

Input Parameters: <TRANSACTION ID>,
<MDN>, BILLDELIVERY_STATUS, E, IVR,
<SYSDATE>

Output Parameters: MODE,
BILLGENERATION_DATE,
BILLDELIVERY_DATE,
BILLDELIVERY_STATUS



Payment Information



Check Payment

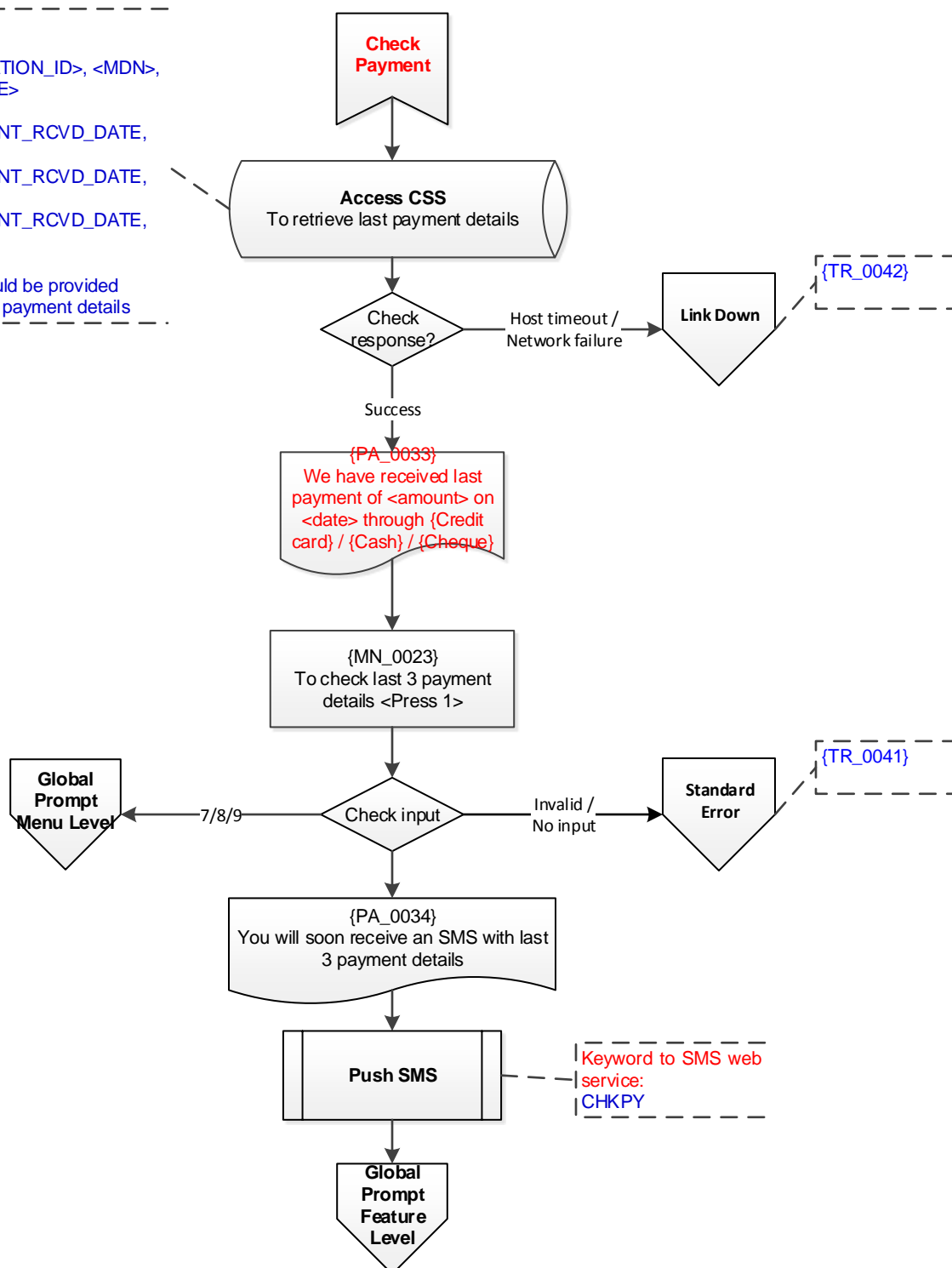
Access CSS

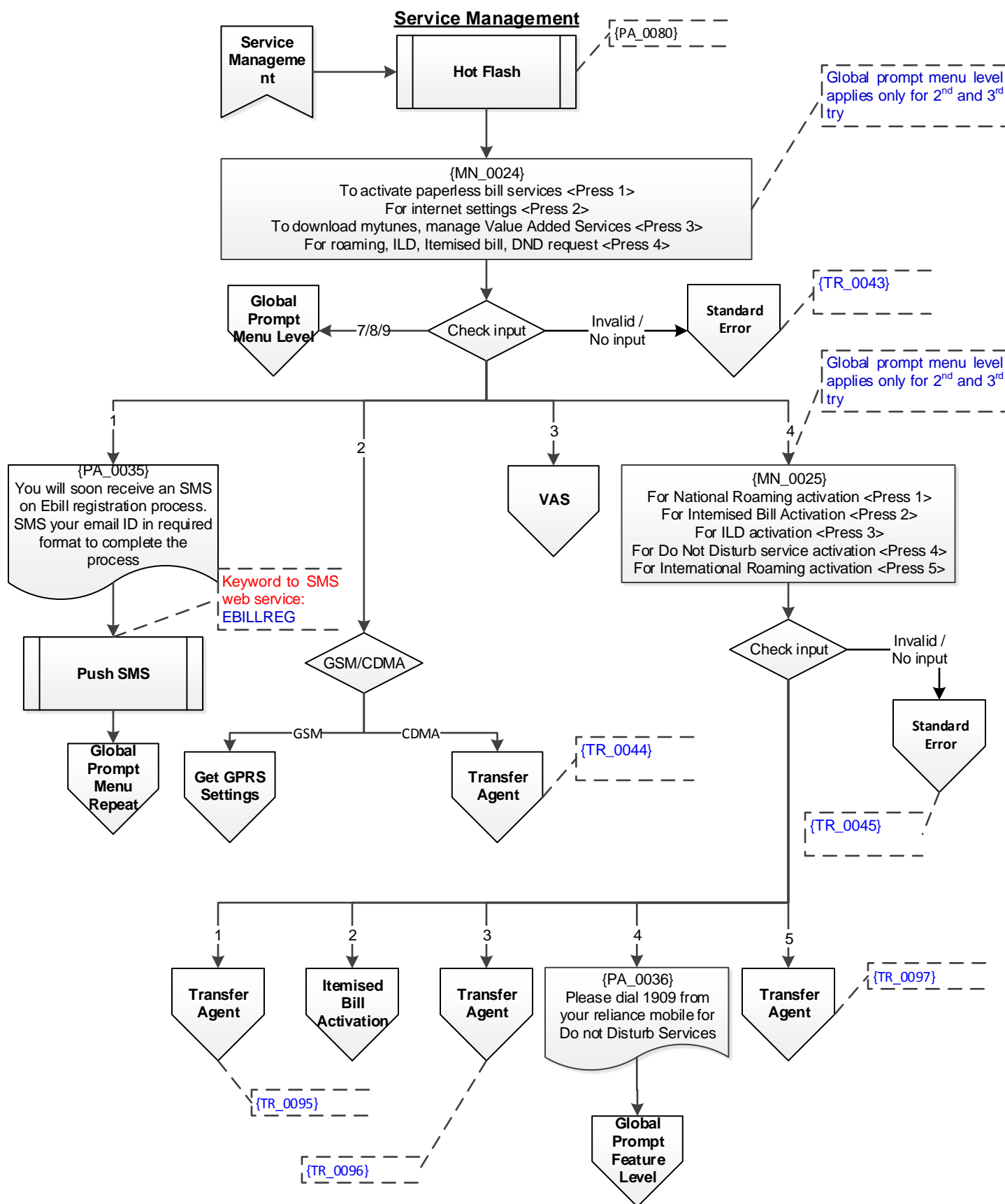
Input: <COMMUNICATION_ID>, <MDN>, LAST3, E, <SYSDATE>

Output:

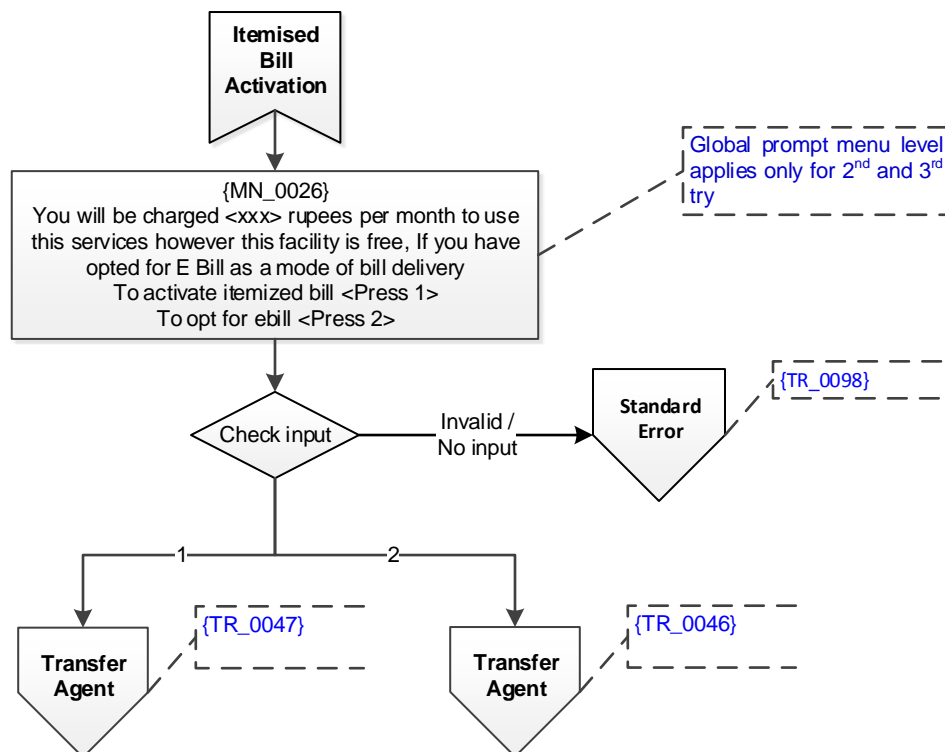
1. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
2. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
3. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE

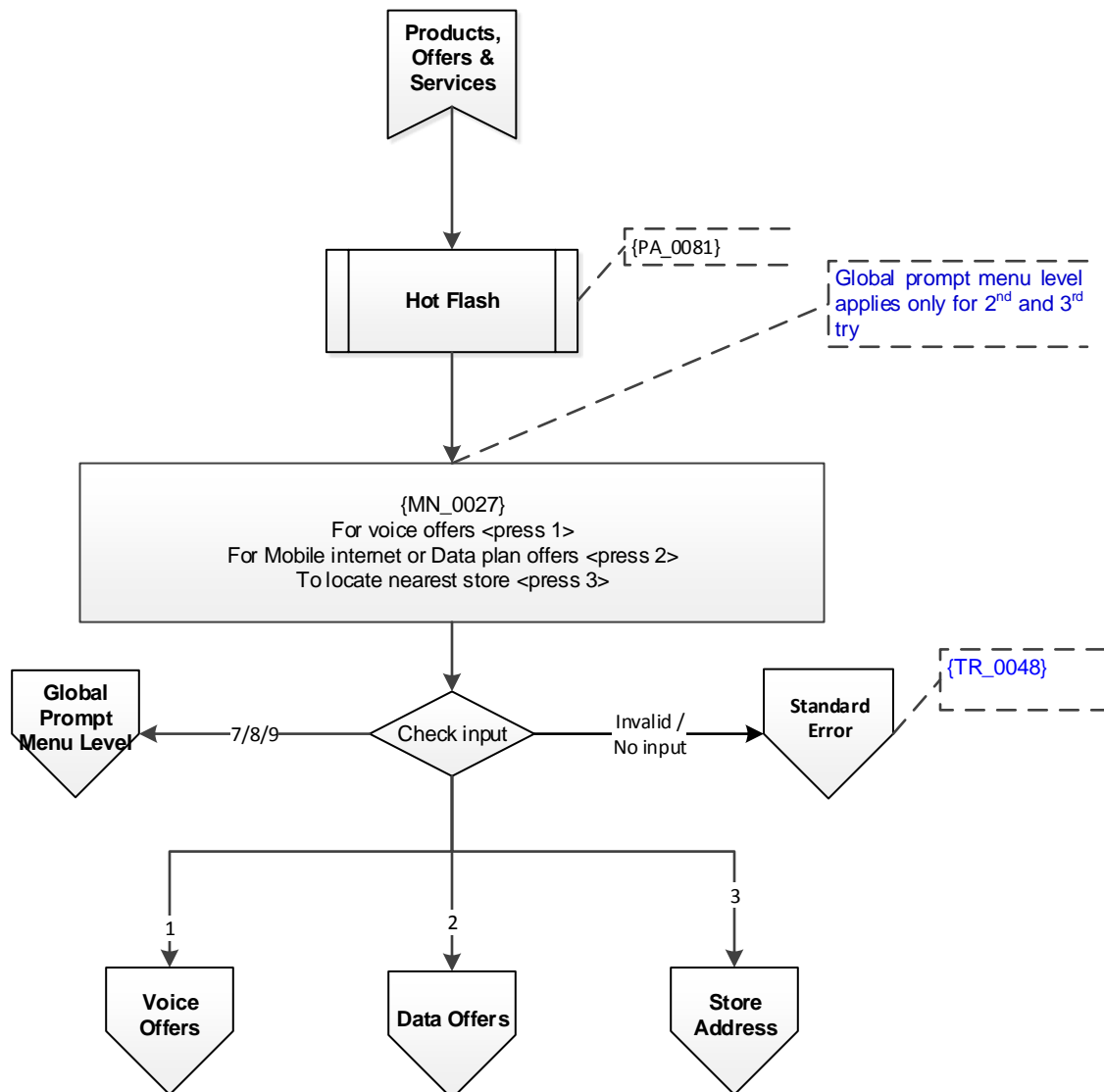
Total 3 payments would be provided
TokenID1 will the last payment details



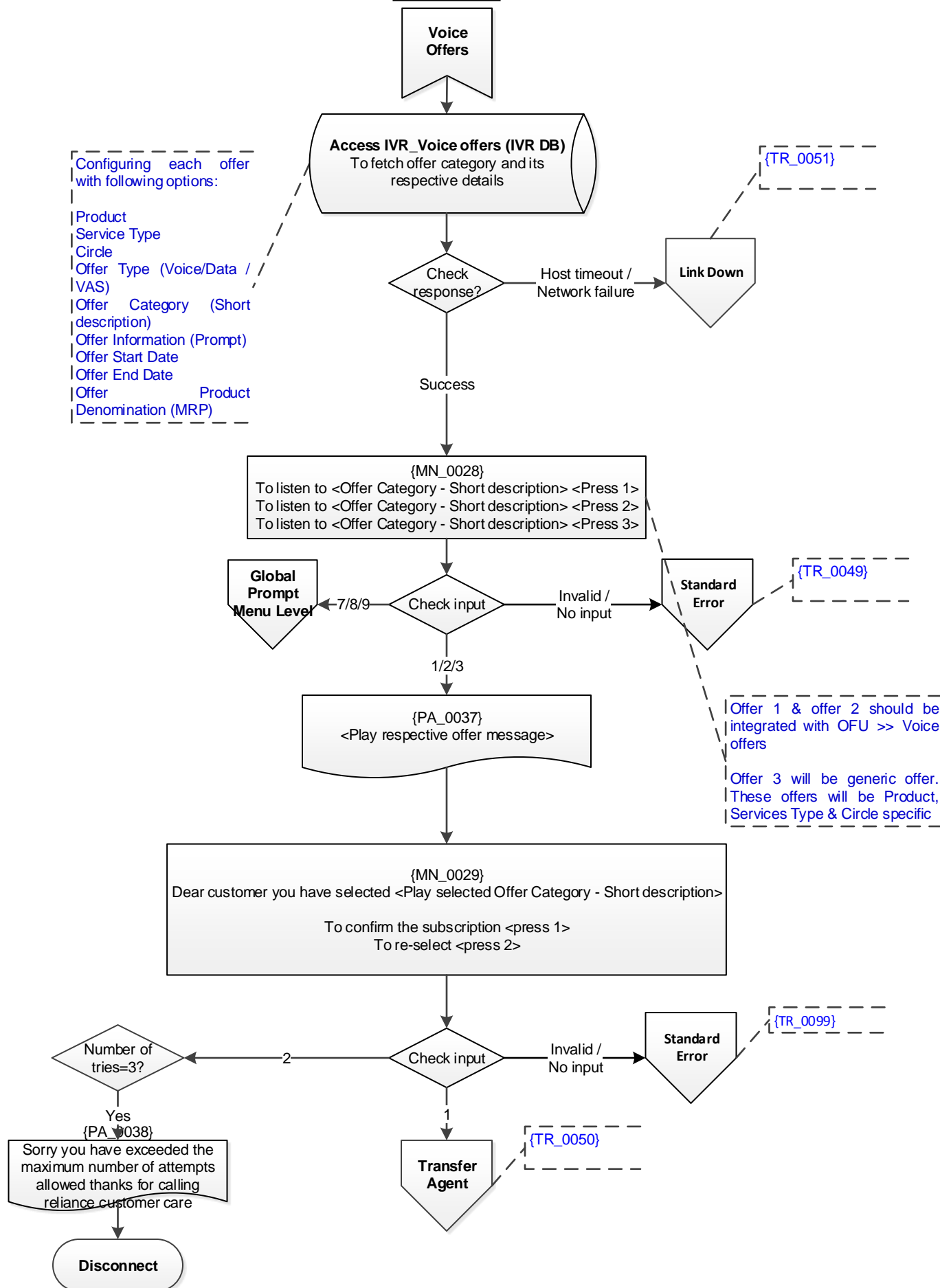


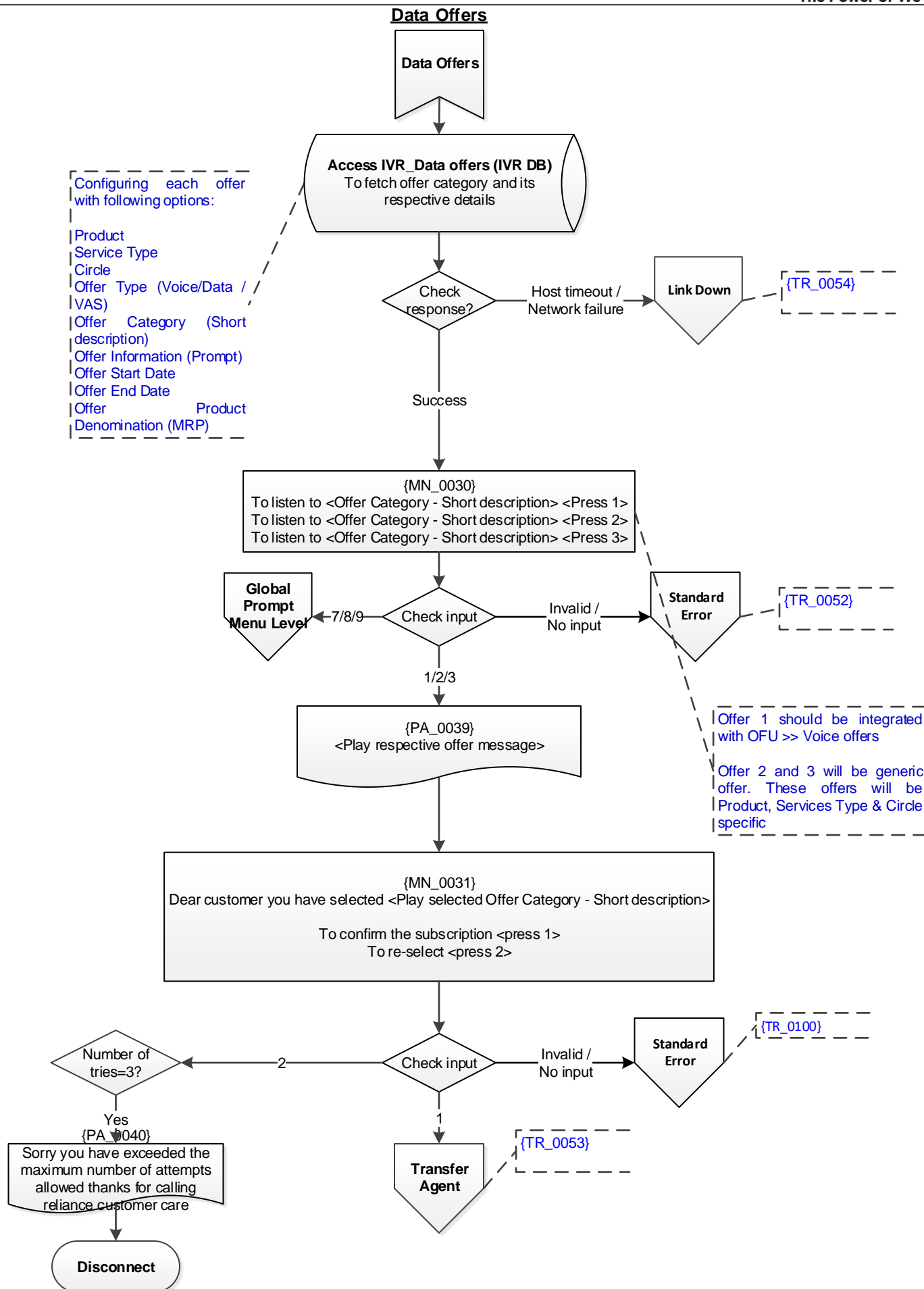
Itemised Bill Activation



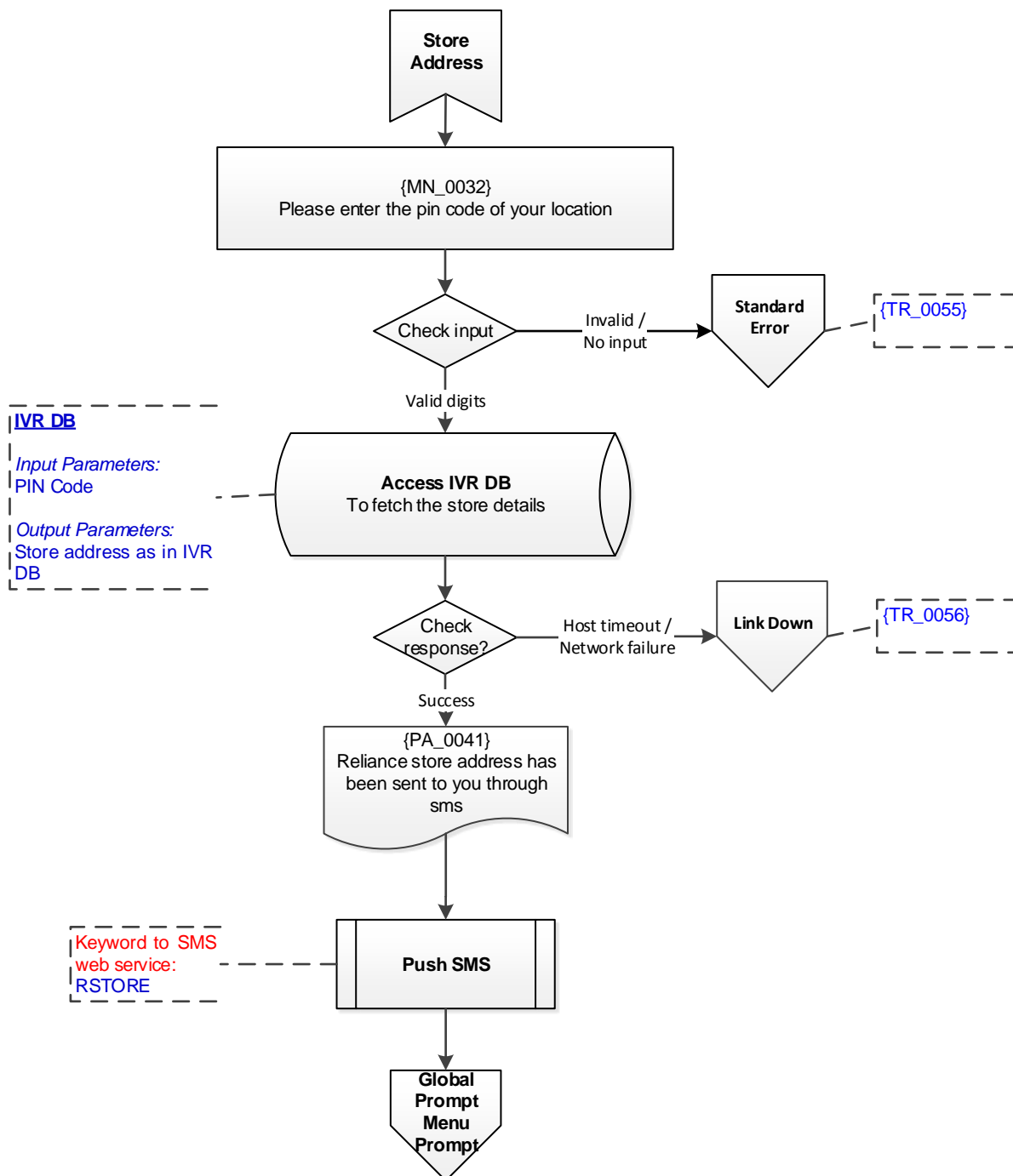
Products, Offers & Services

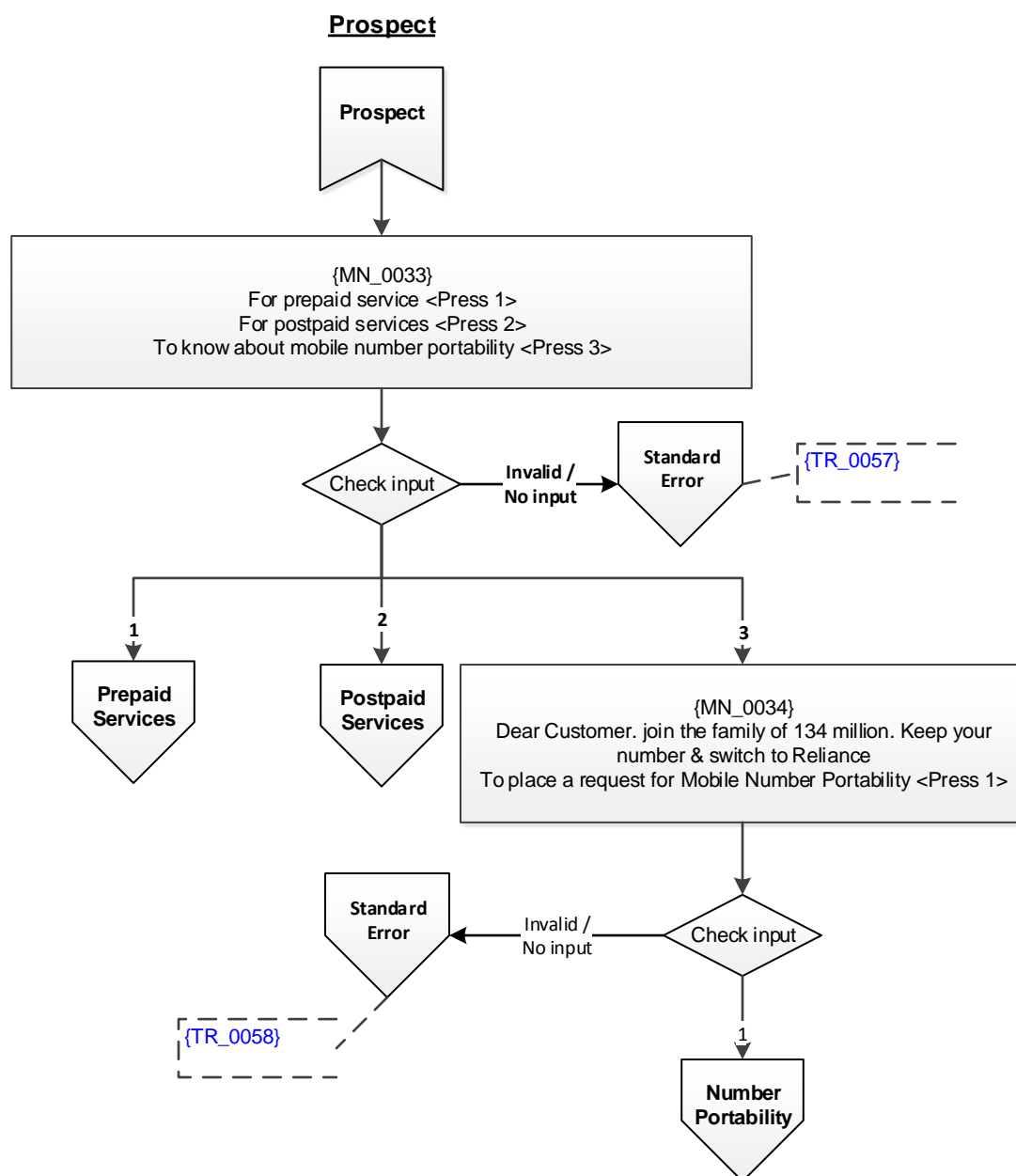
Voice Offers



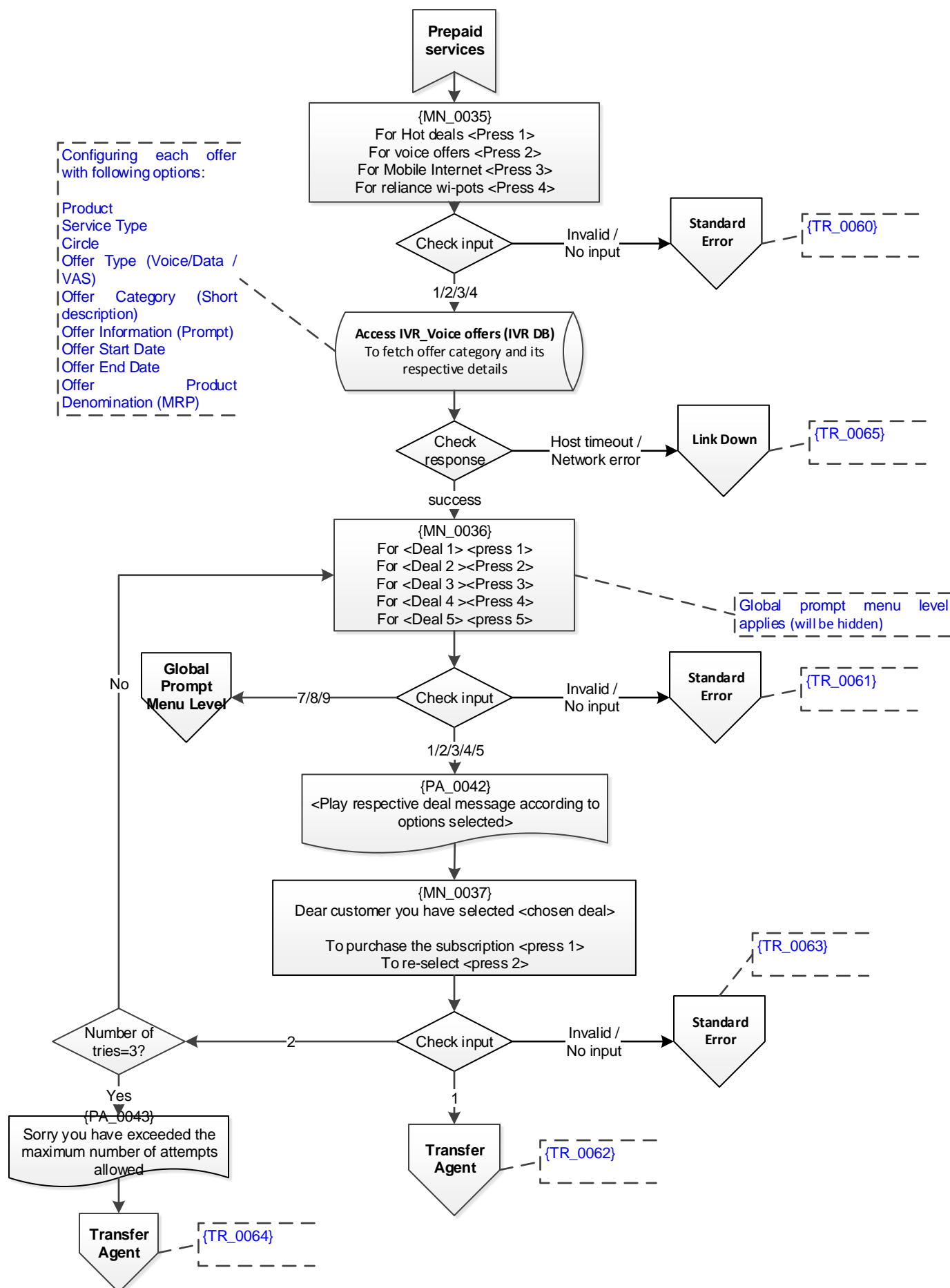


Store Address

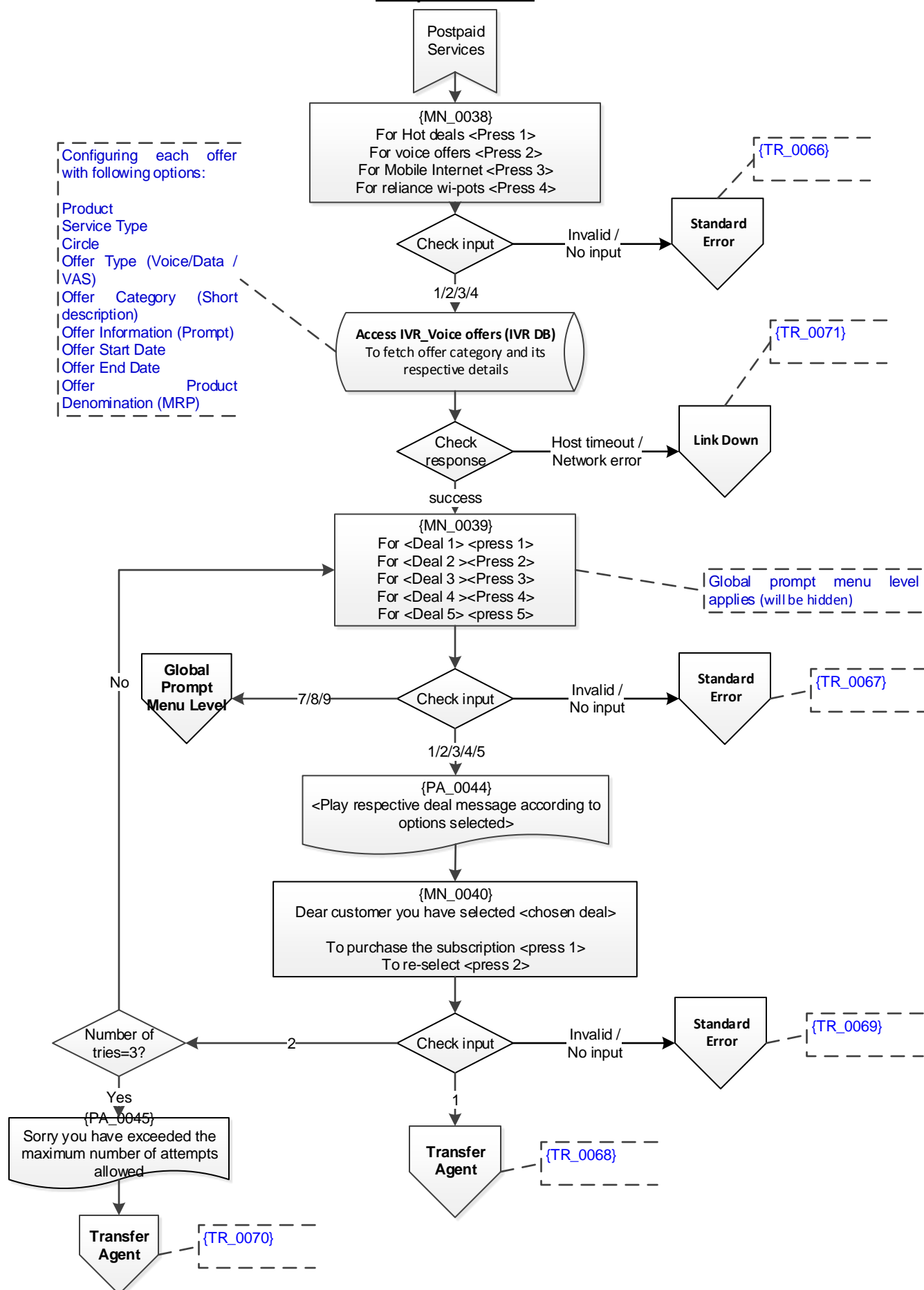




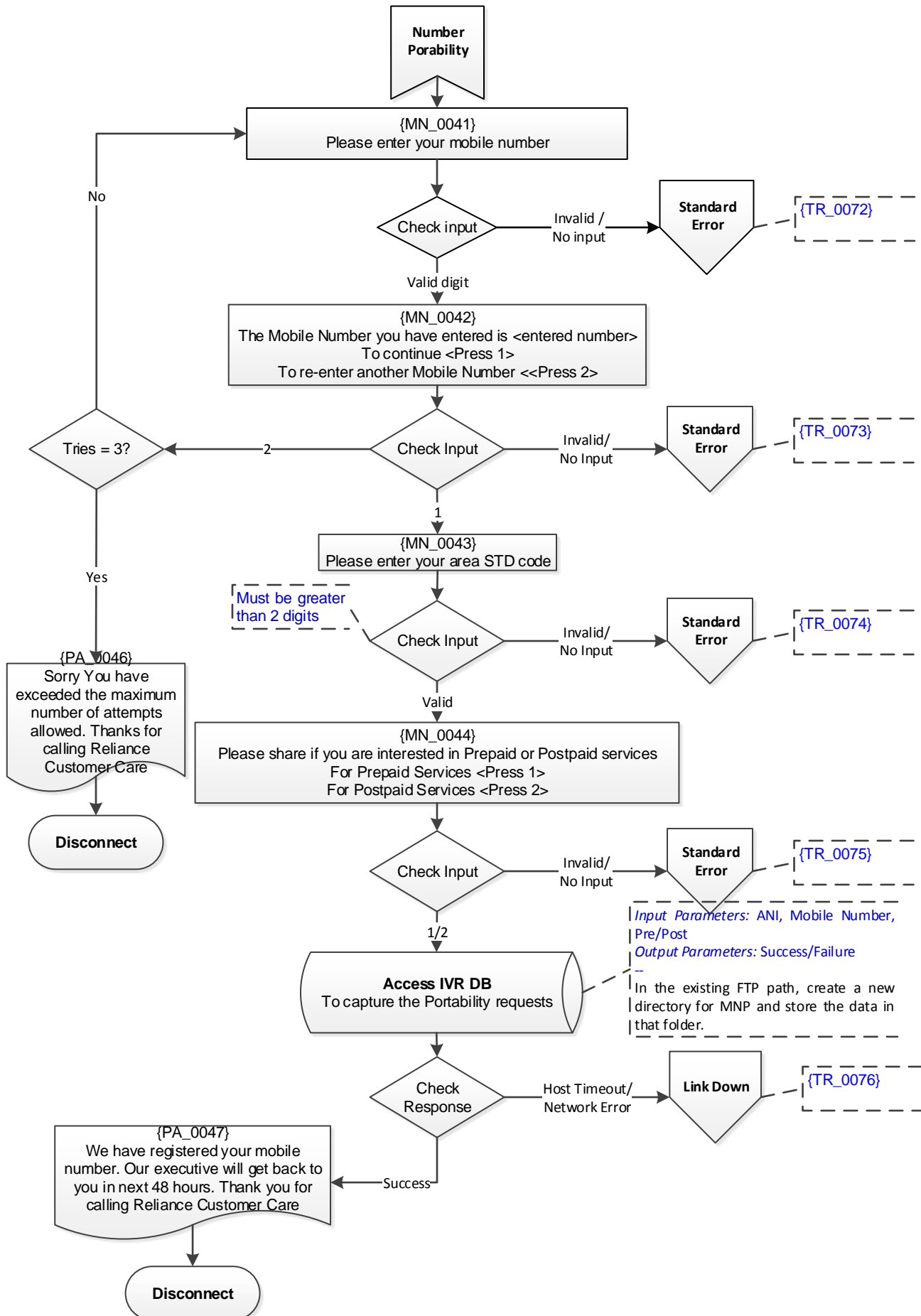
Prepaid Services



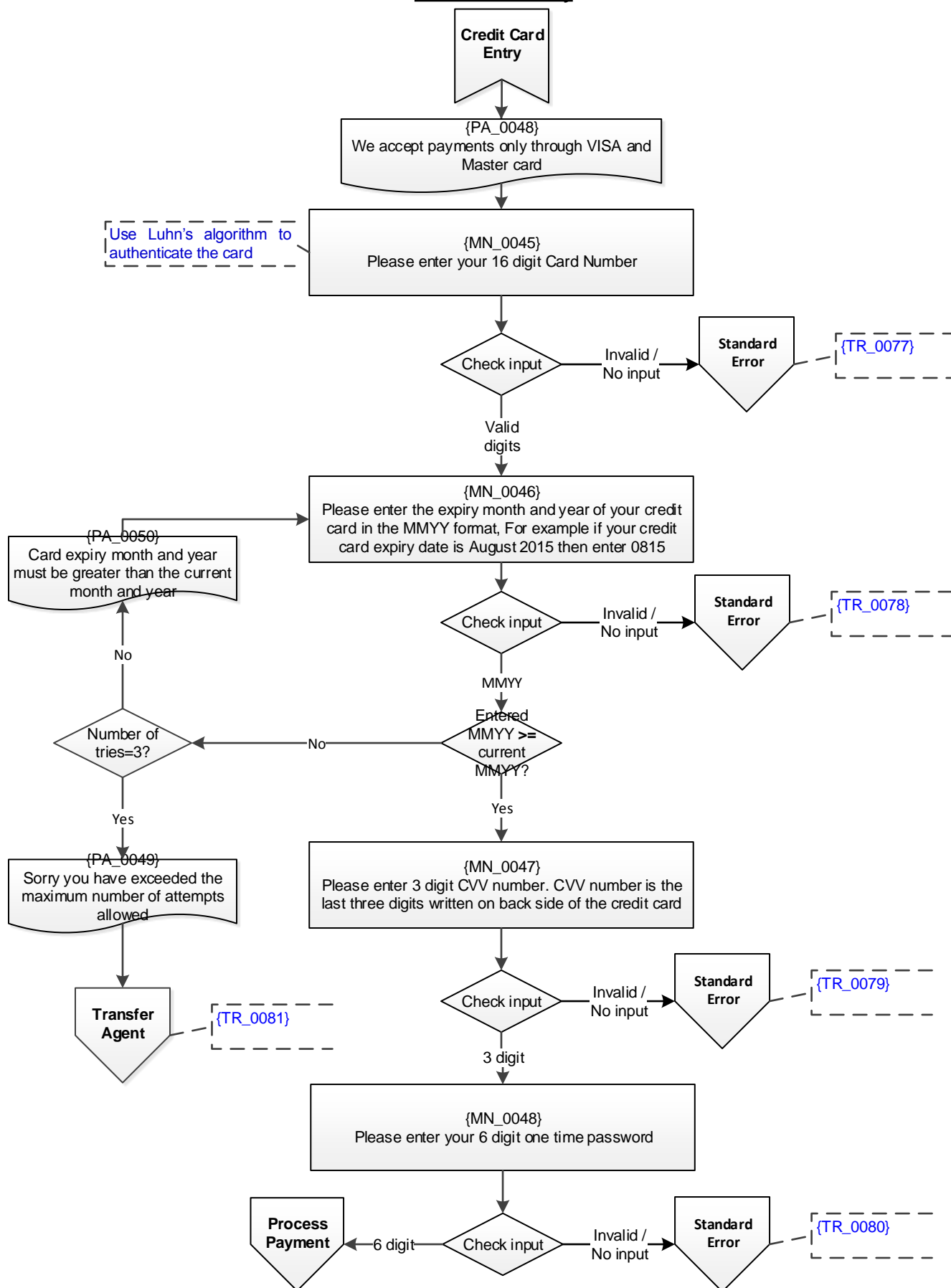
Postpaid Services



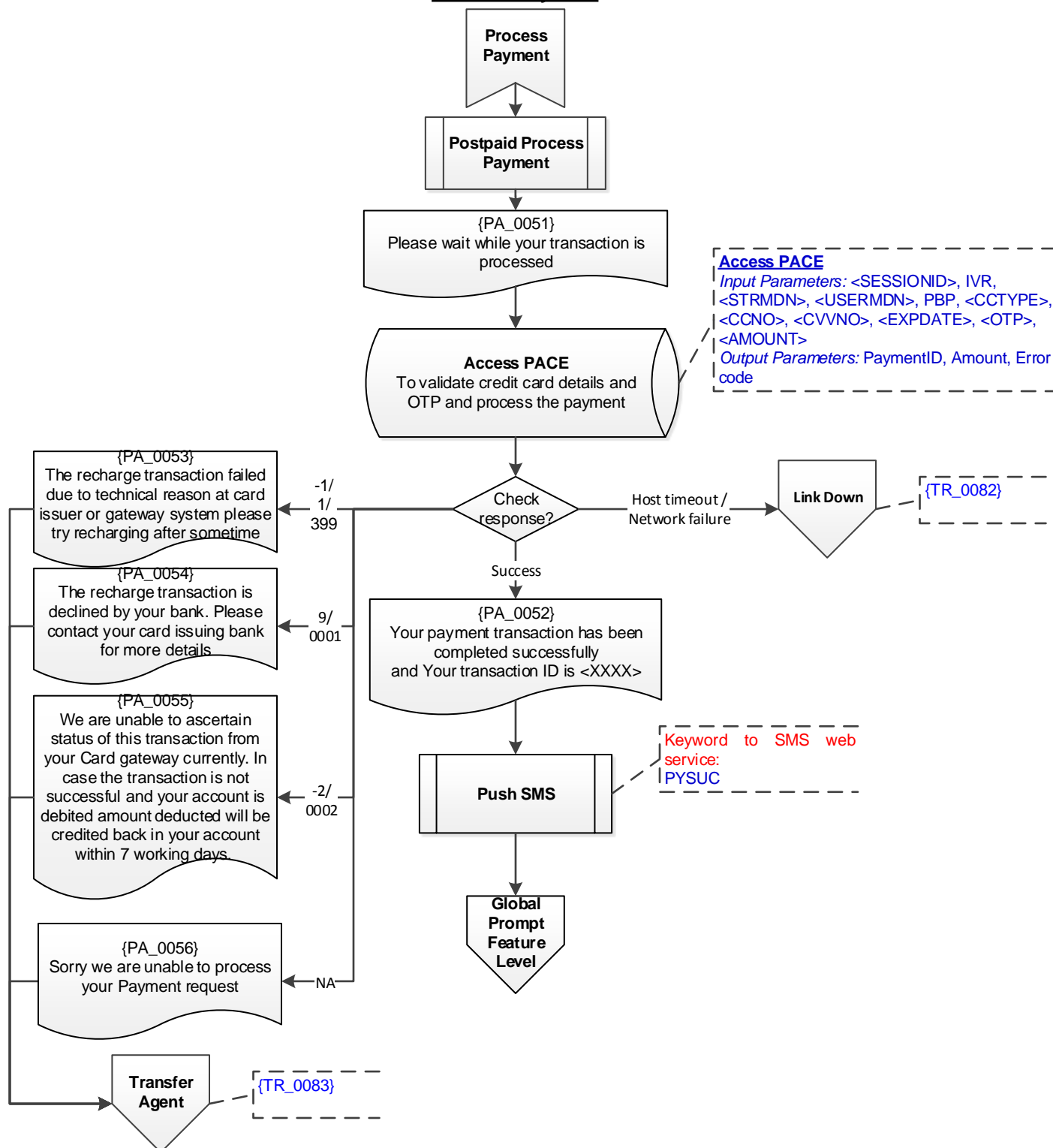
Number Portability



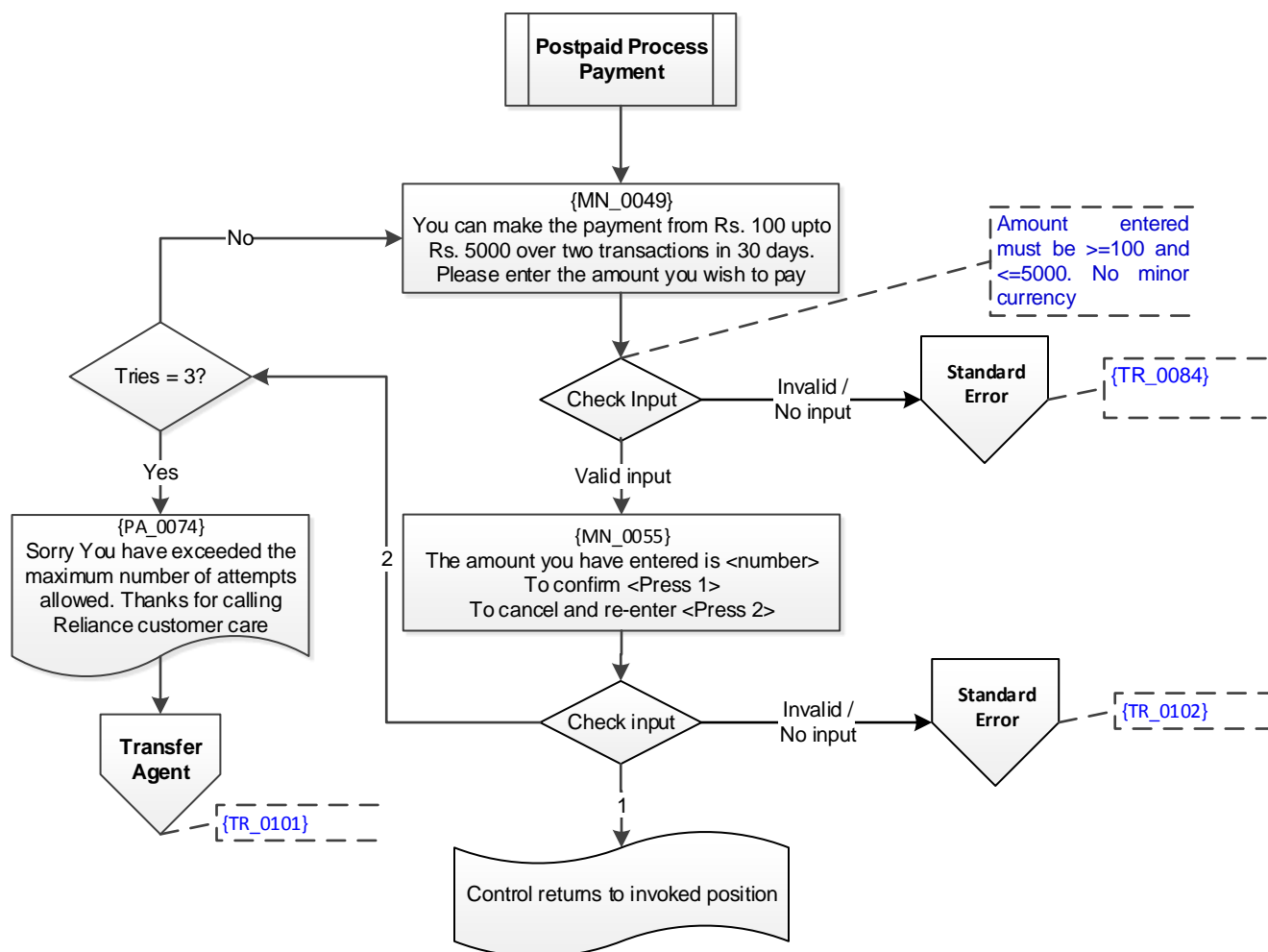
Credit Card Entry



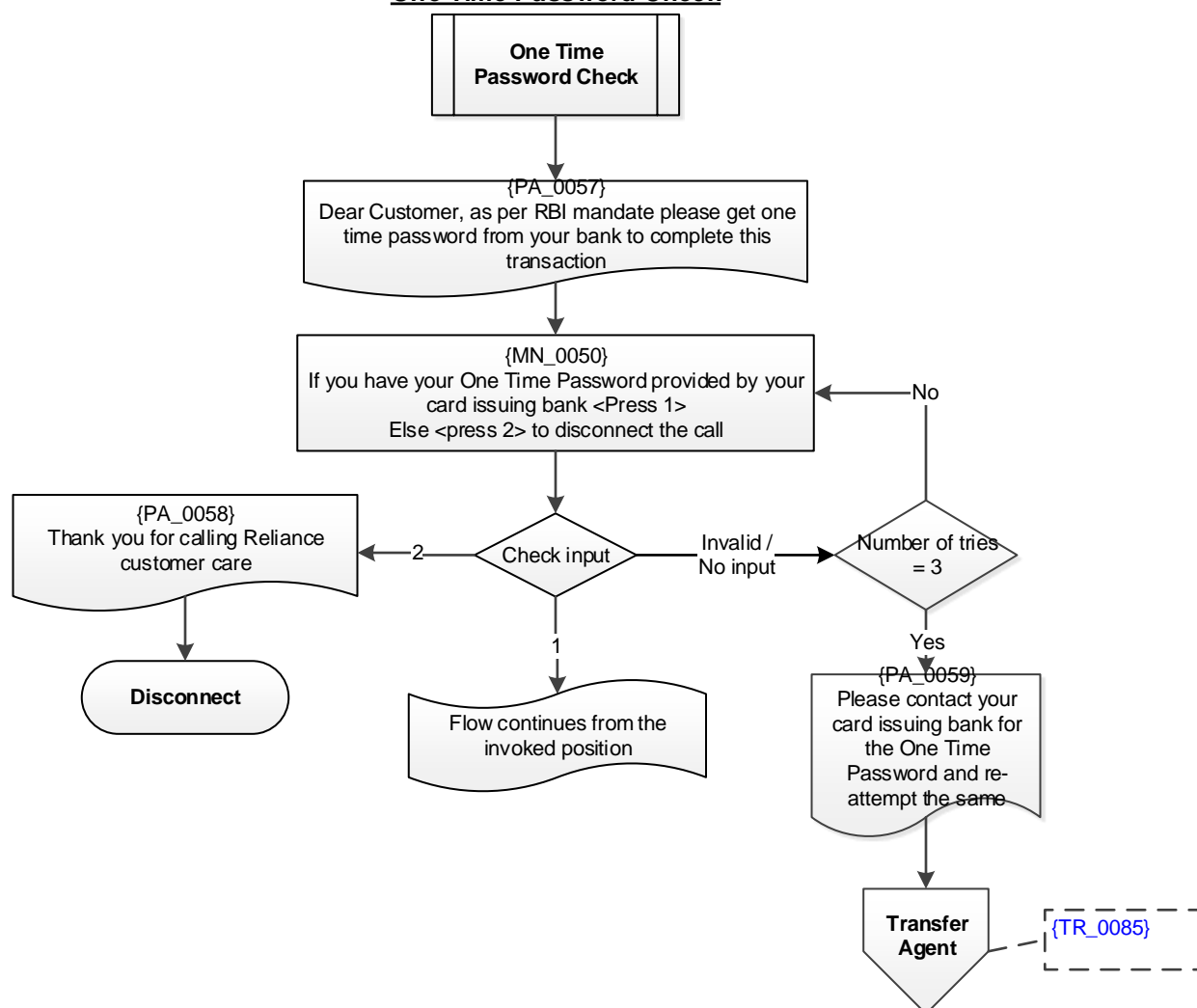
Process Payment

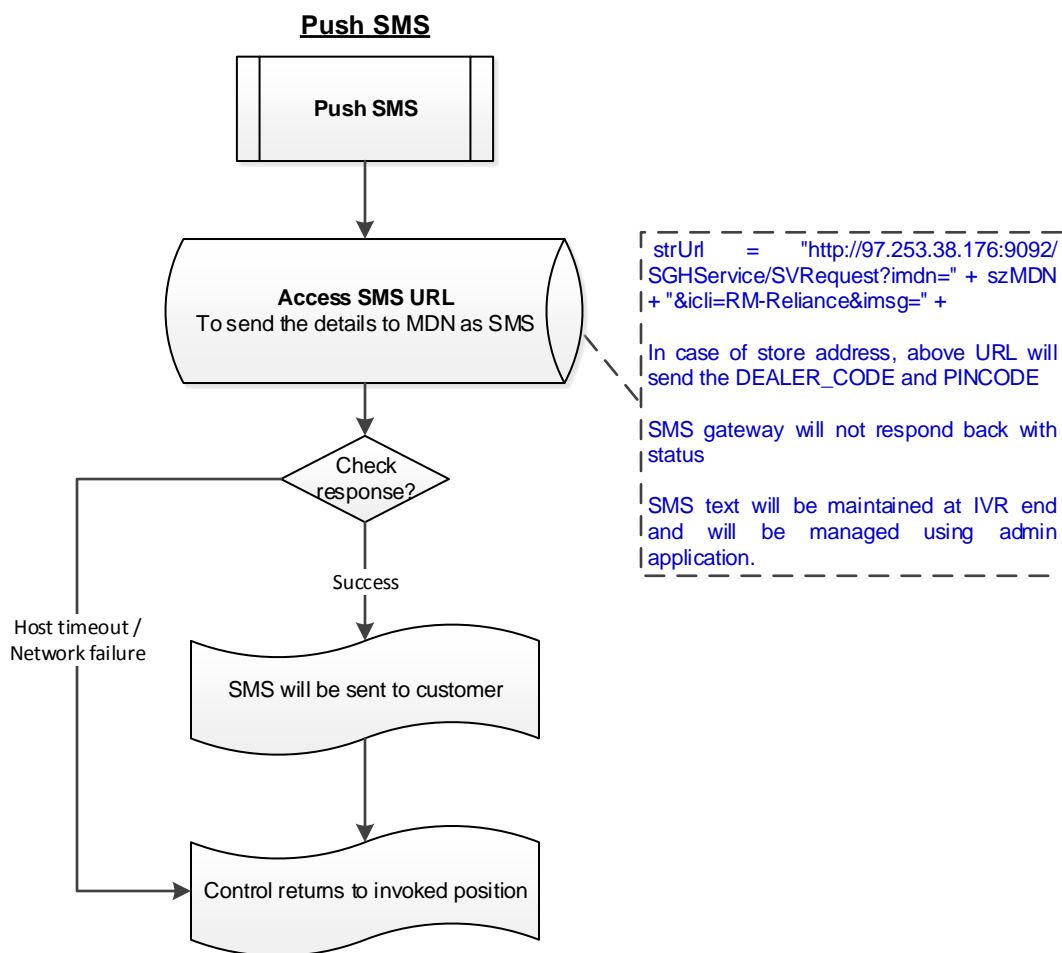


Postpaid Process Payment

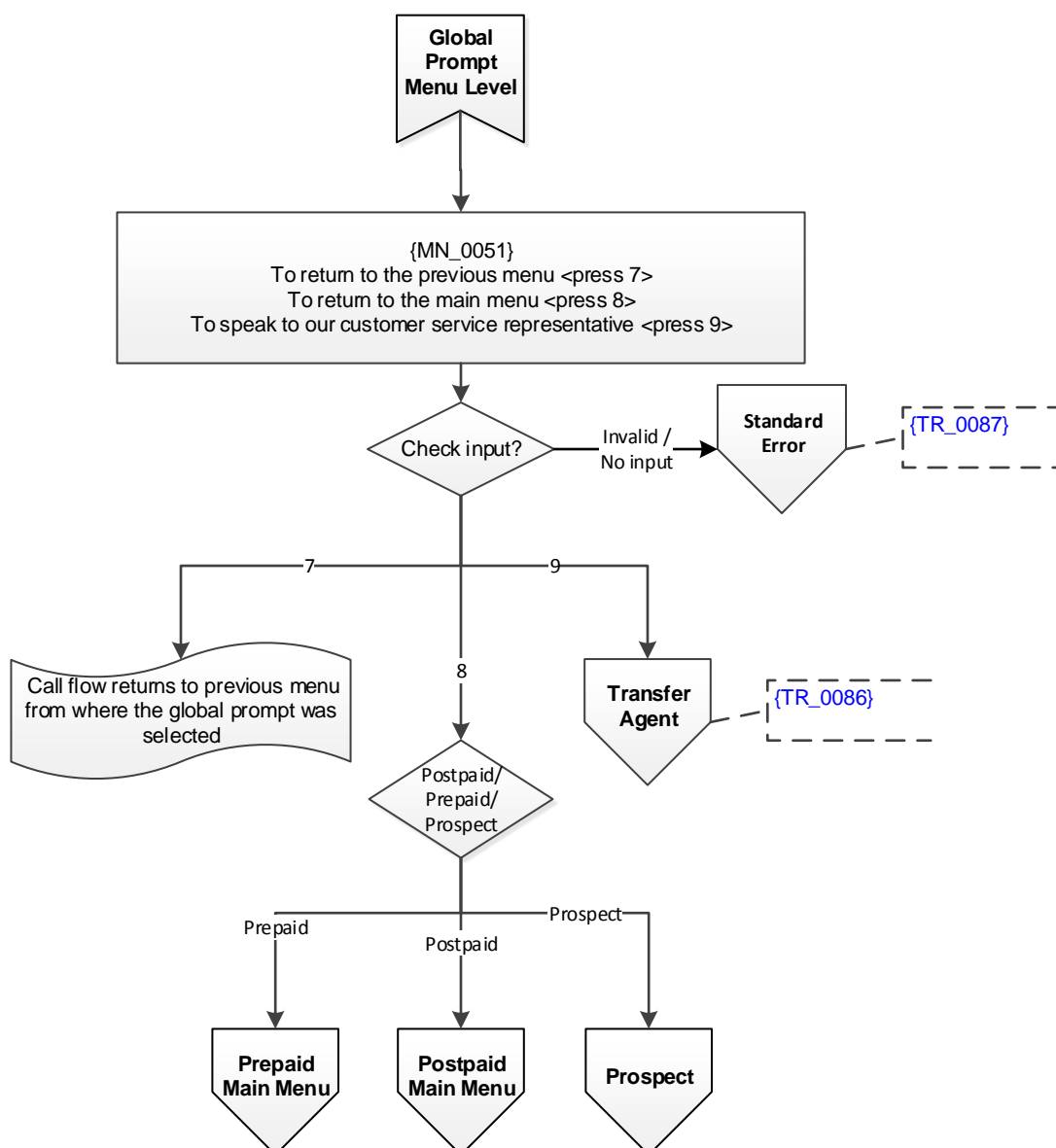


One Time Password Check

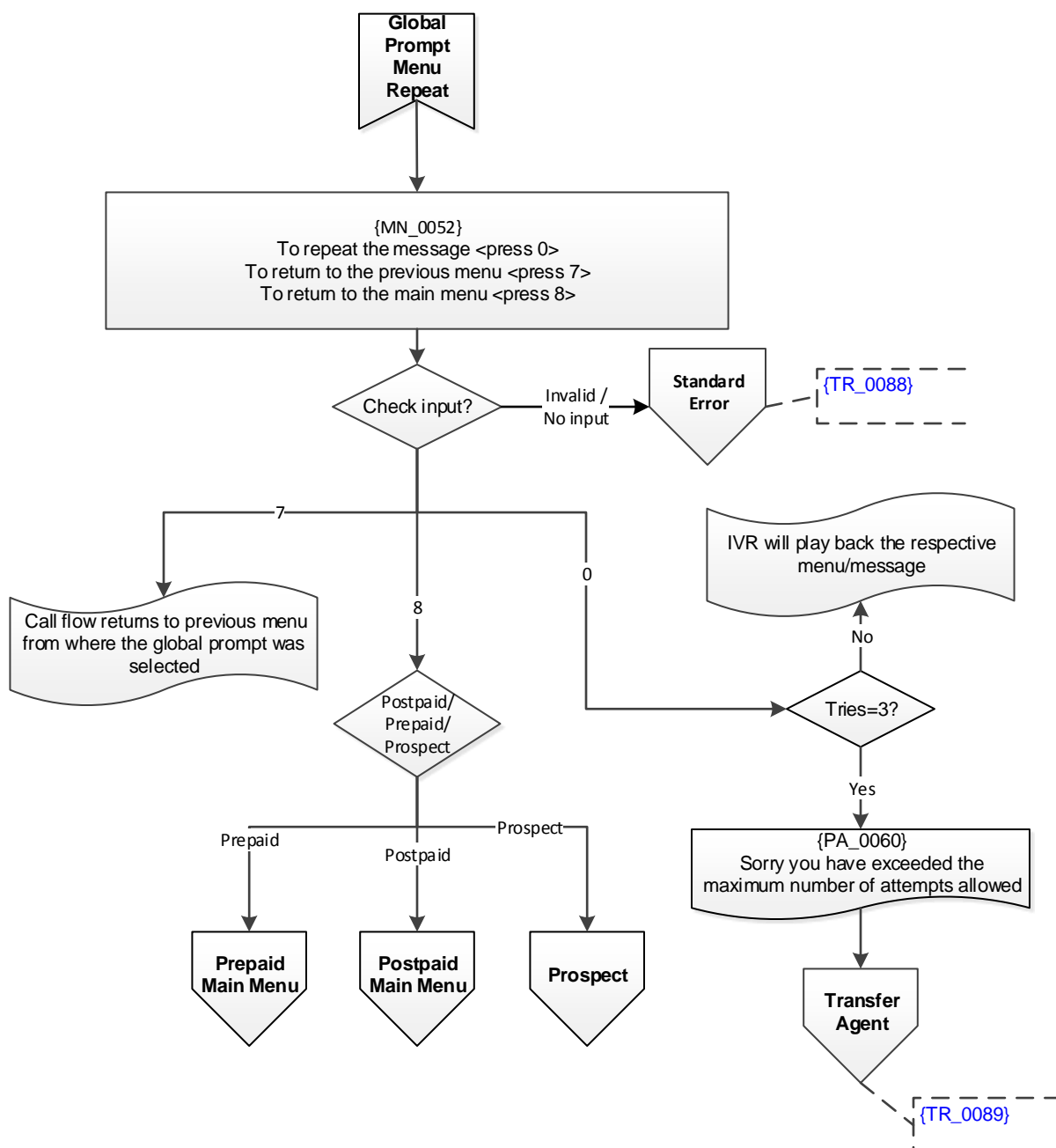




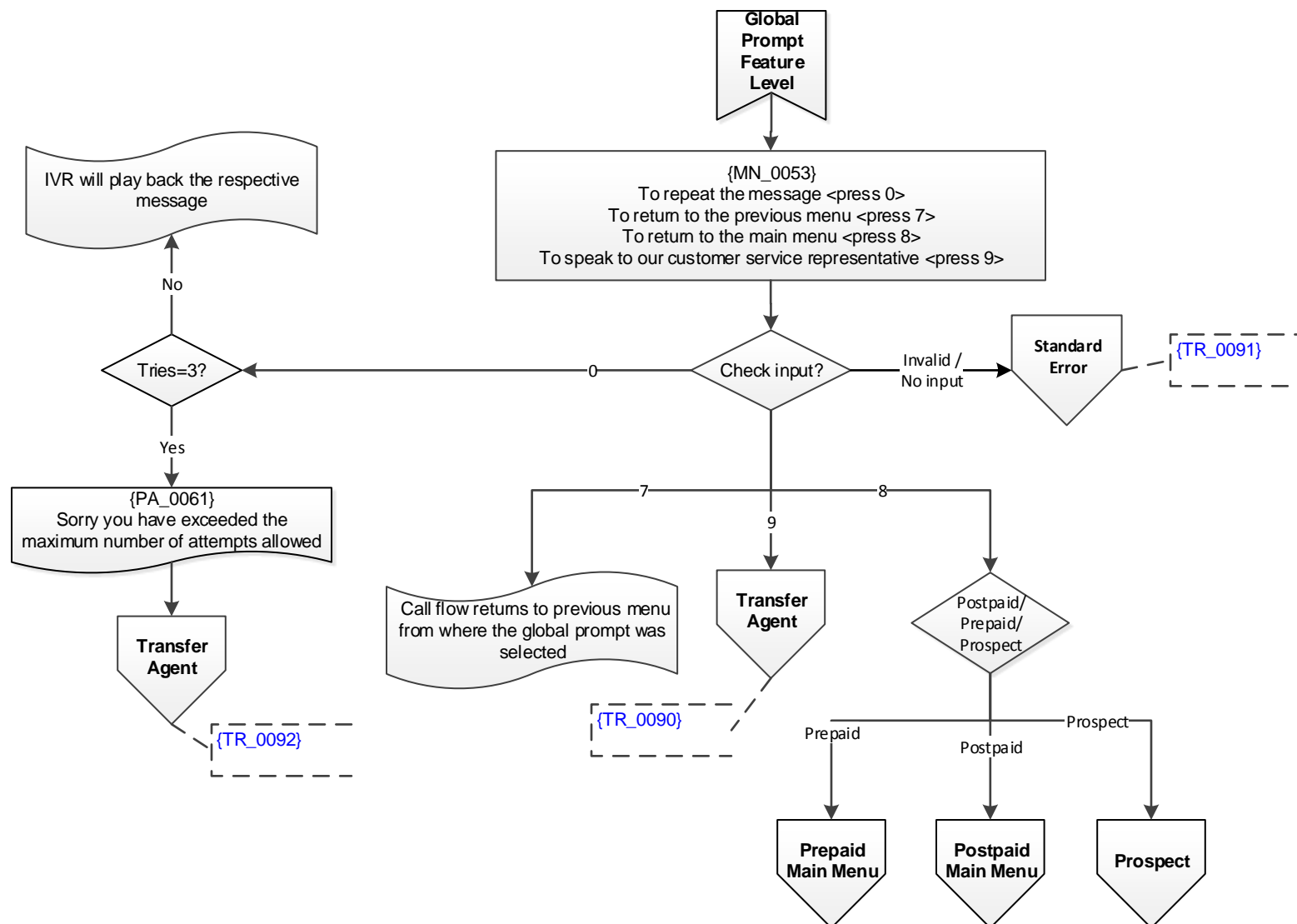
Global Prompt Menu Level



Global Prompt Menu Level



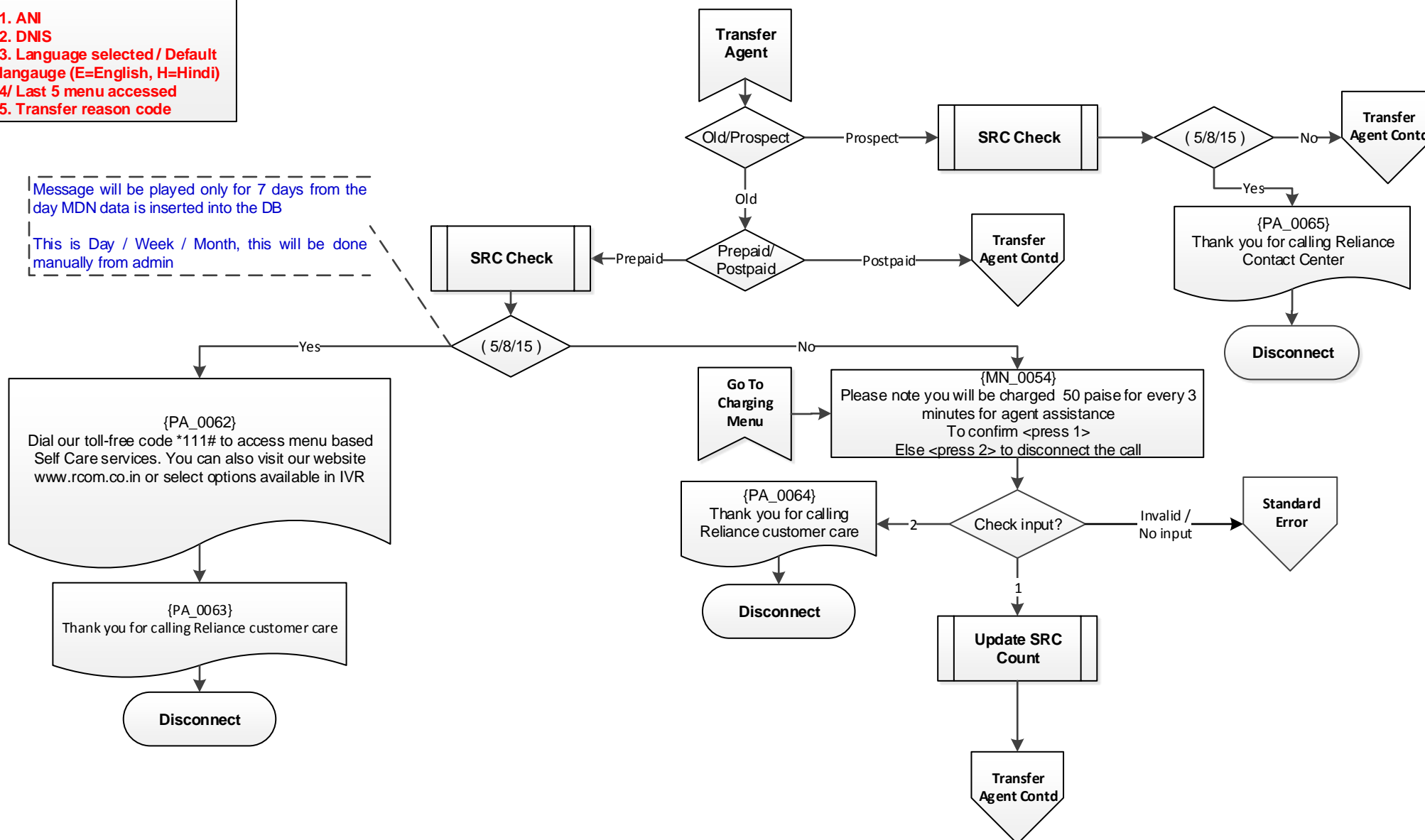
Global Prompt Feature Level



IVR call variables:

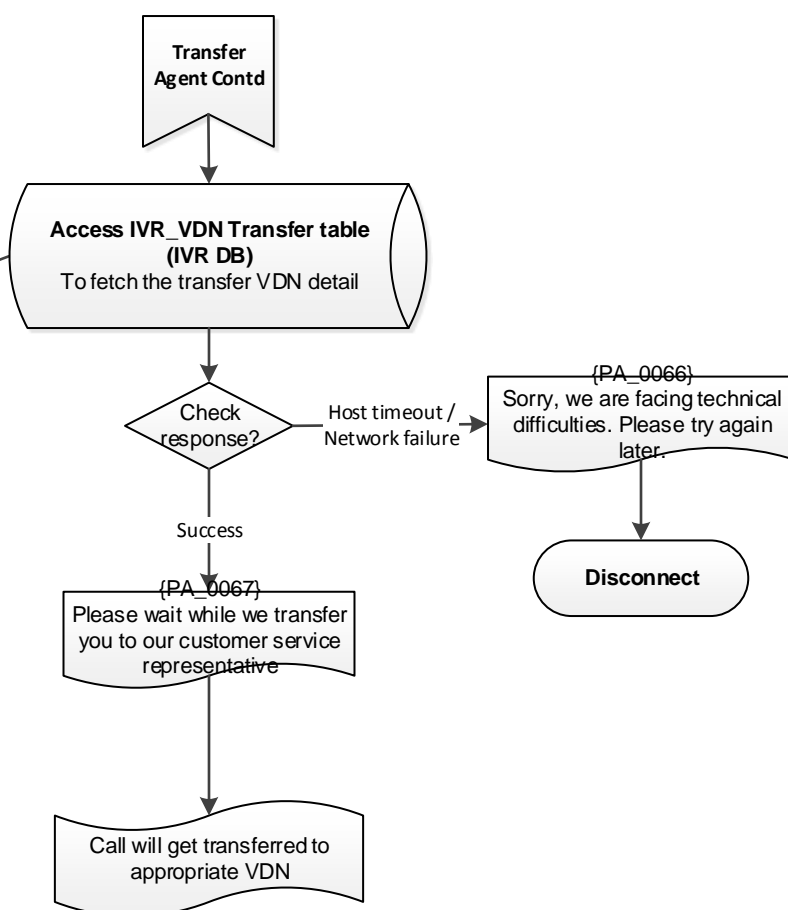
1. ANI
2. DNIS
3. Language selected / Default language (E=English, H=Hindi)
- 4/ Last 5 menu accessed
5. Transfer reason code

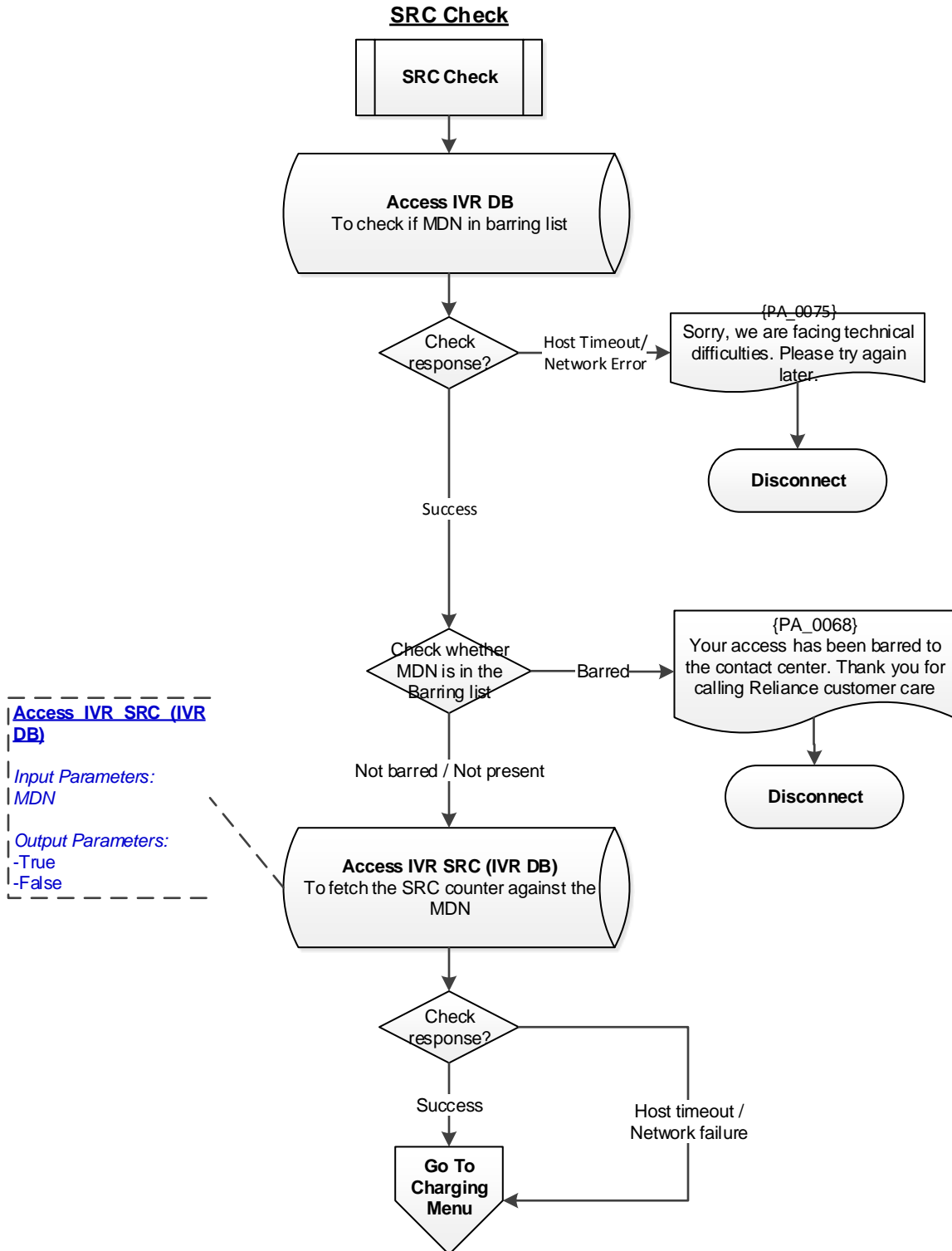
Transfer Agent



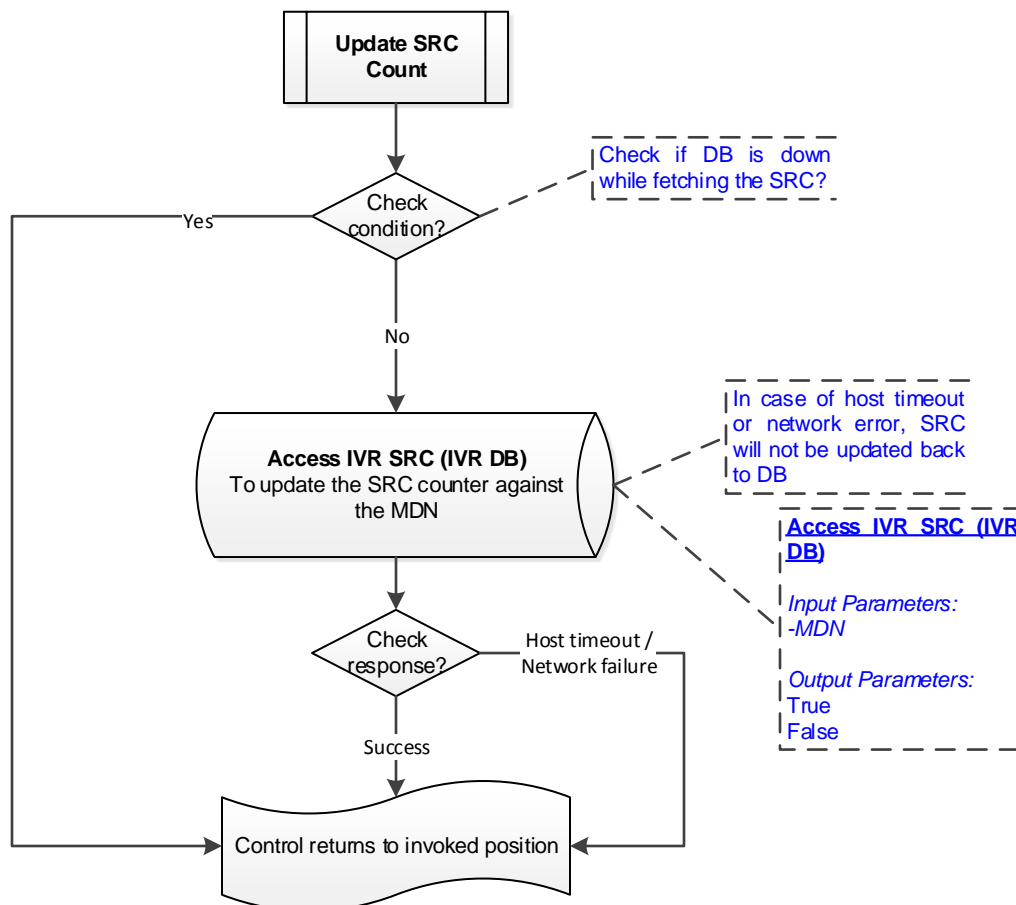
Transfer Agent Contd

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

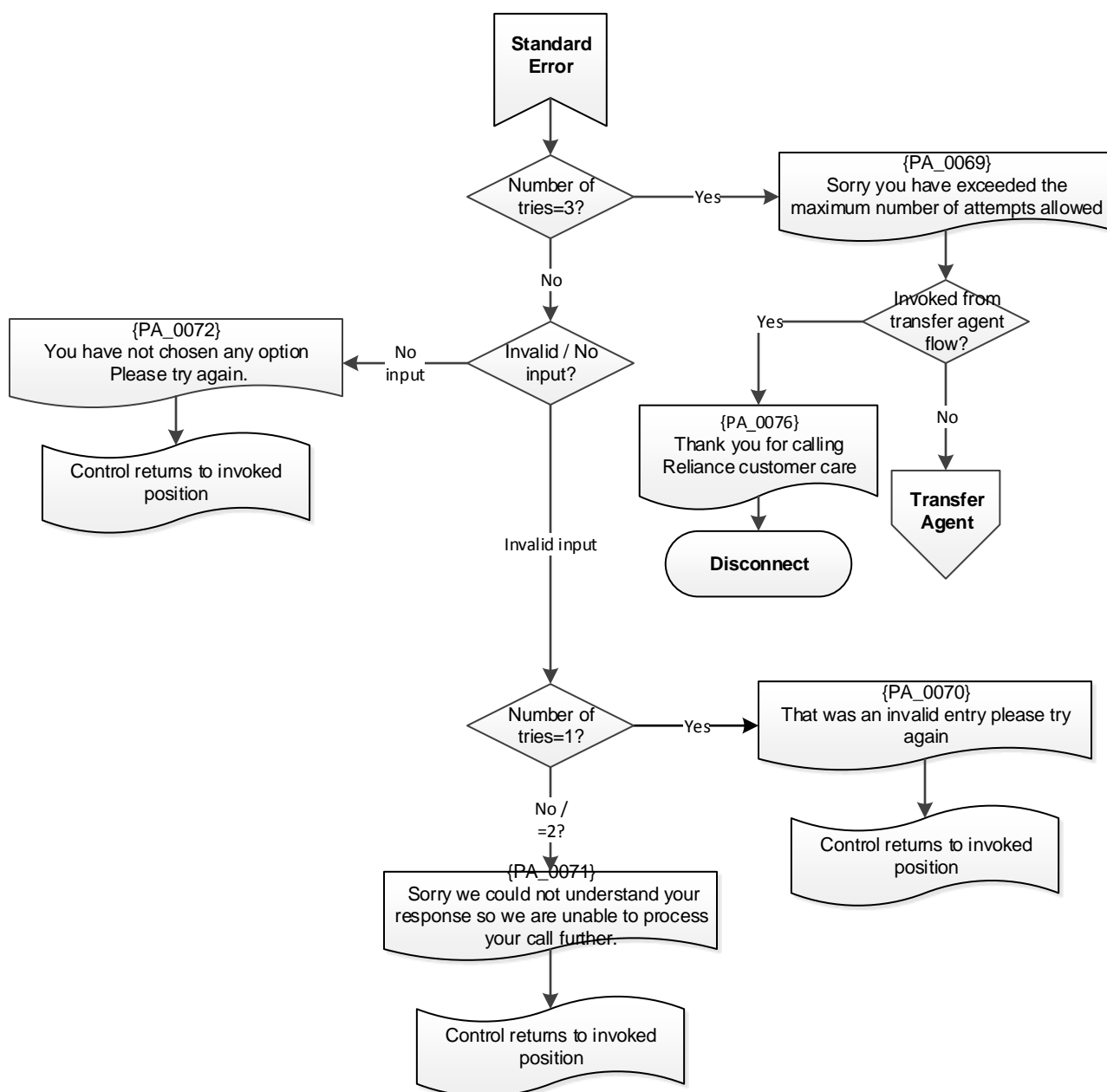




Update SRC Count



Standard Error



Link Down

