Smartphone IVR(SPIVR)

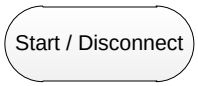
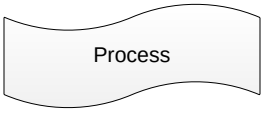
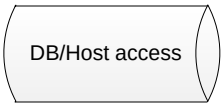
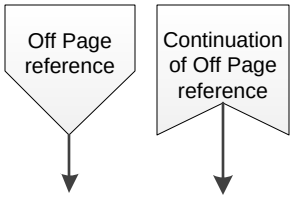
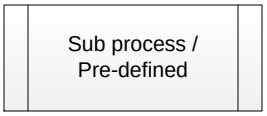
Last updated on: April 24th 2015

Version: 1.1

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.22.2015	-	Karthikeyan G	Initial draft of the call flow
0.02 / Apr.8.2015	Servion	Raajesh Kumar AS	Self review changes incorporated
1.1 / Apr.24.2015	Servion	Daranivasan A	Baselining

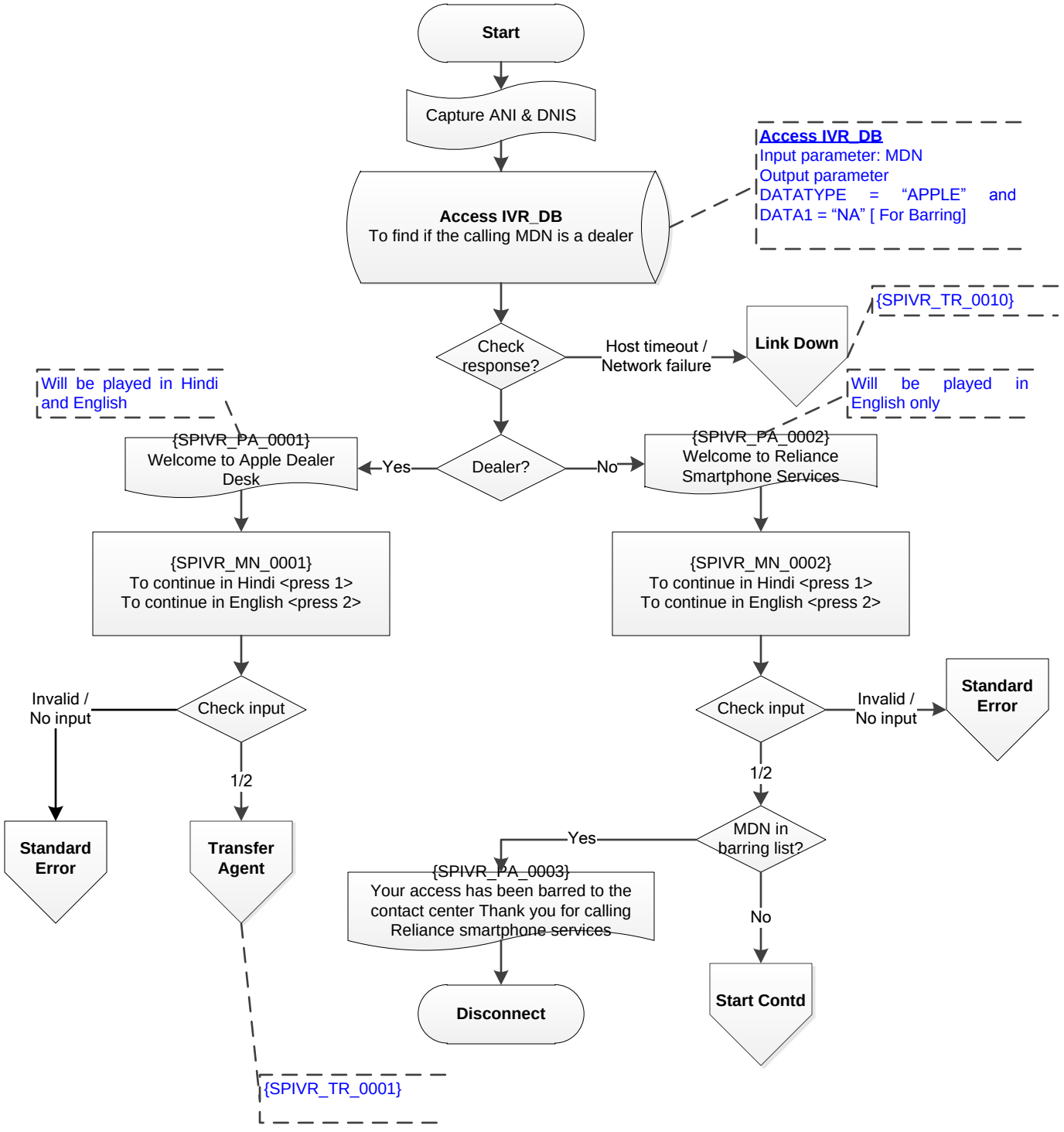
Standard Call Flow Conventions

	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.

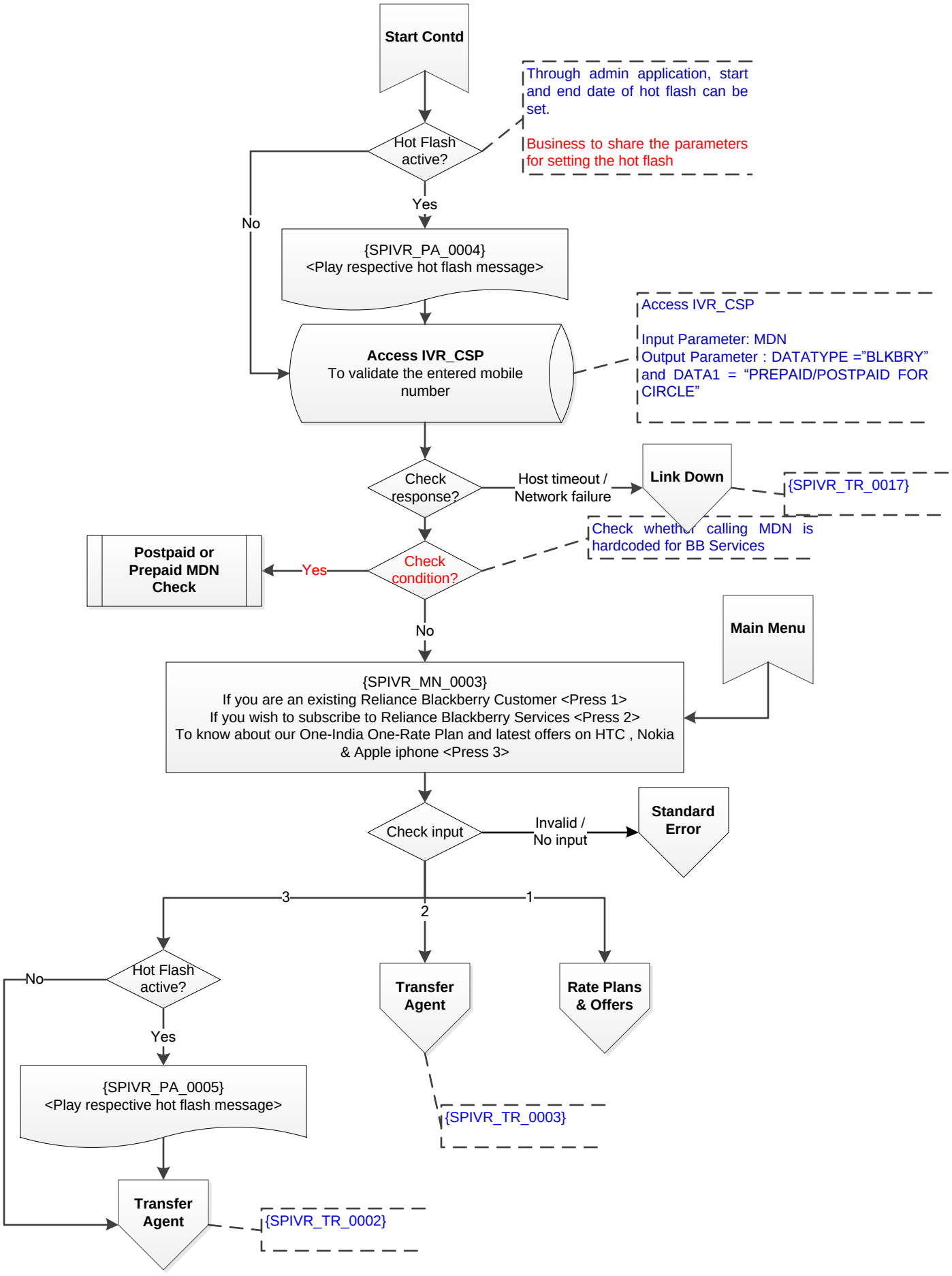
Universal Business Rules

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English and Hindi only	
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>	

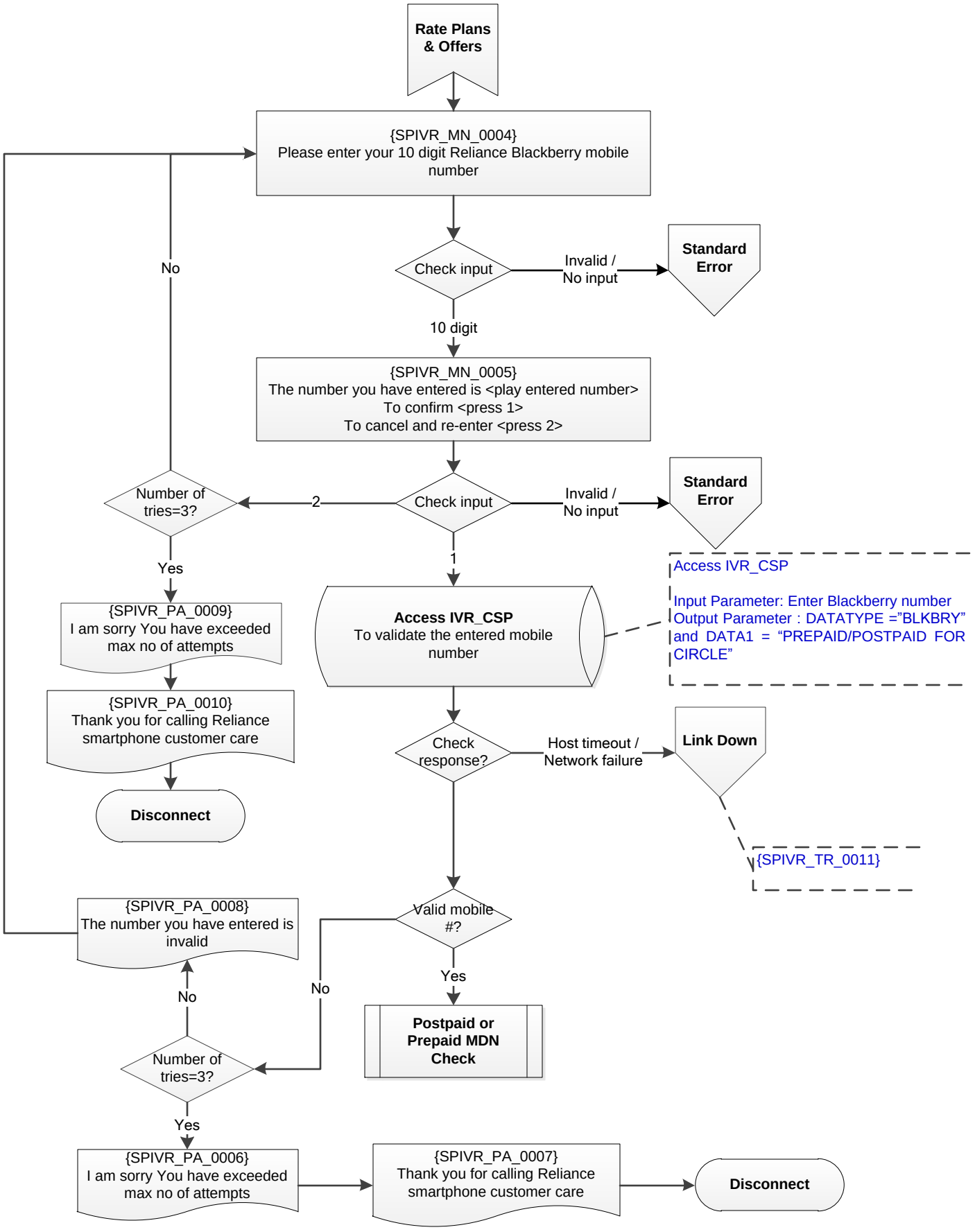
Start: 1-800-3000-8989 / 30338989 / *389



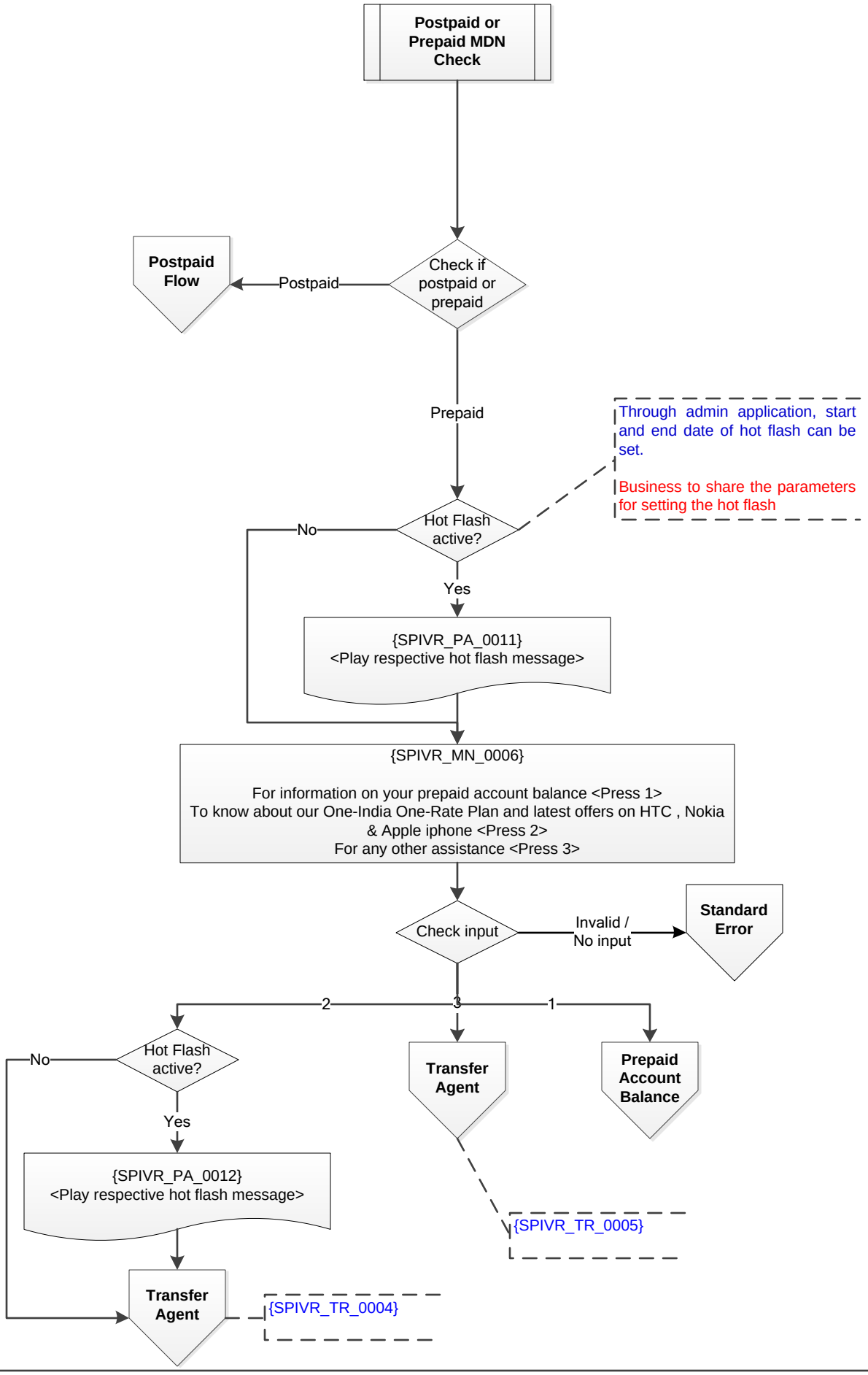
Start Contd


Start Contd
Through admin application, start and end date of hot flash can be set.
Business to share the parameters for setting the hot flash
Hot Flash active?
Yes
No
{SPIVR_PA_0004}
<Play respective hot flash message>
Access IVR_CSP
Input Parameter: MDN
Output Parameter : DATATYPE ="BLKBRY" and DATA1 = "PREPAID/POSTPAID FOR CIRCLE"
Access IVR_CSP
To validate the entered mobile number
Check response?
Host timeout / Network failure
Link Down
{SPIVR_TR_0017}
Check whether calling MDN is hardcoded for BB Services
Check condition?
Yes
Postpaid or Prepaid MDN Check
No
Main Menu
{SPIVR_MN_0003}
If you are an existing Reliance Blackberry Customer <Press 1>
If you wish to subscribe to Reliance Blackberry Services <Press 2>
To know about our One-India One-Rate Plan and latest offers on HTC , Nokia & Apple iphone <Press 3>
Check input
Invalid / No input
Standard Error
3
2
1
Hot Flash active?
No
Yes
{SPIVR_PA_0005}
<Play respective hot flash message>
Transfer Agent
{SPIVR_TR_0002}
Transfer Agent
Rate Plans & Offers
{SPIVR_TR_0003}

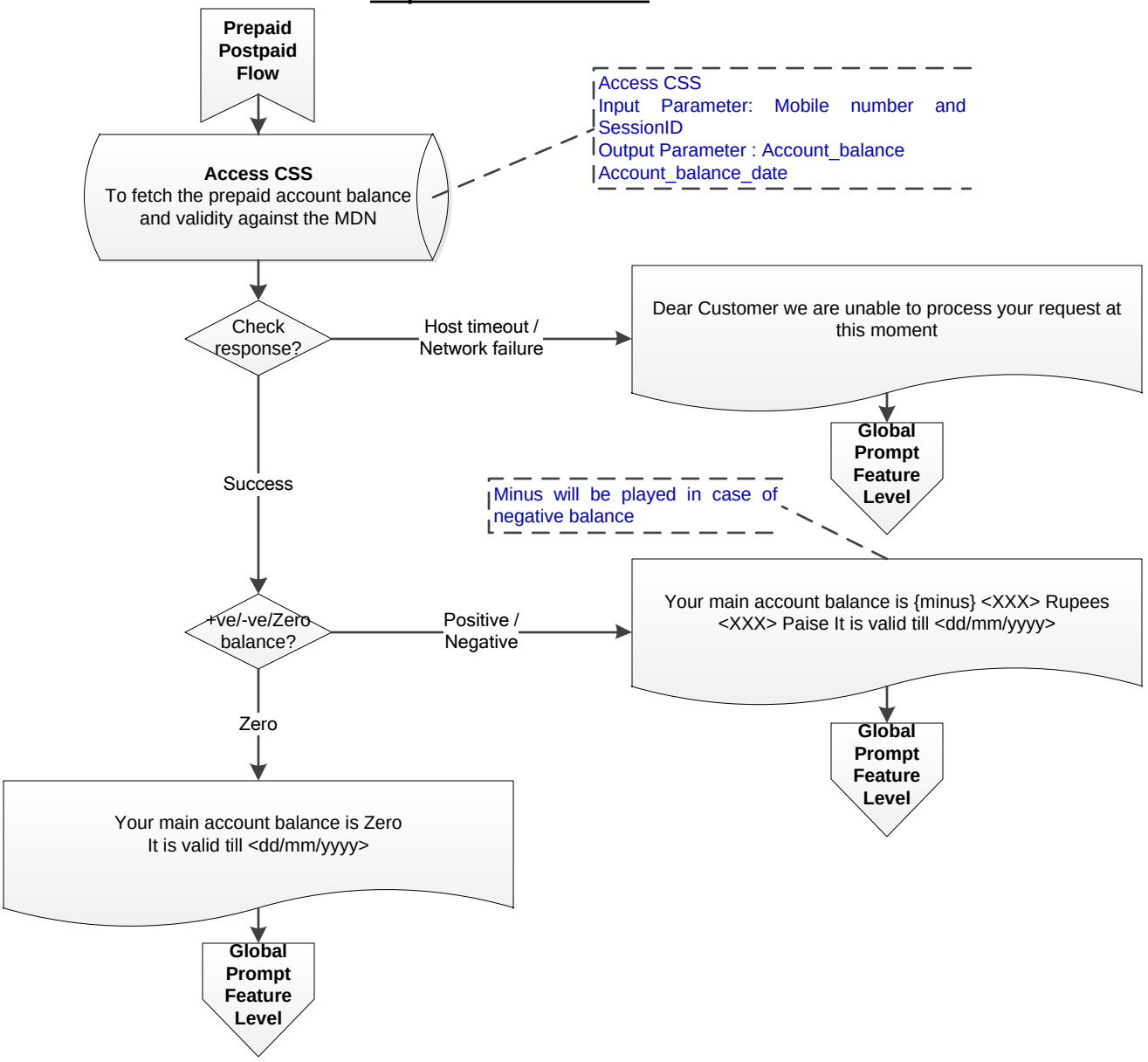
Rate Plans & Offers



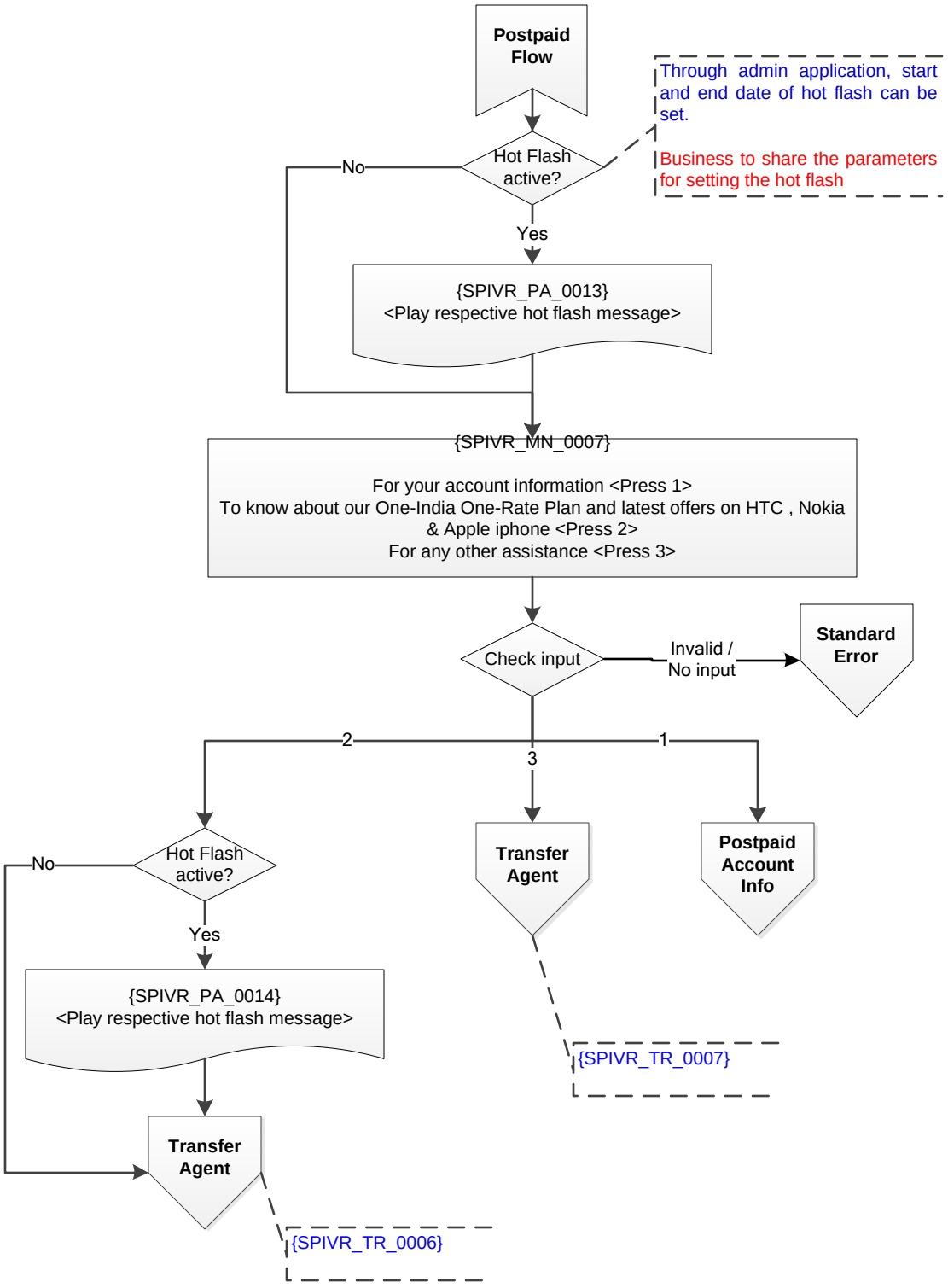
Postpaid or Prepaid MDN Check



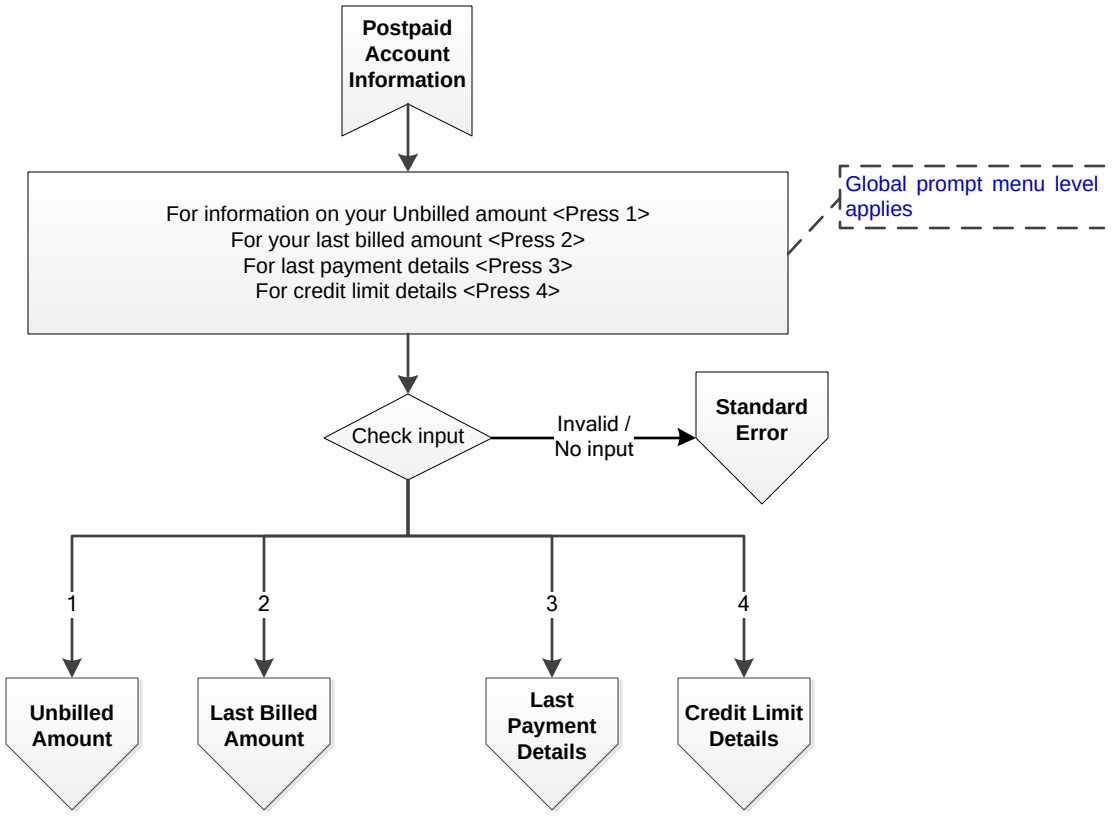
Prepaid Account Balance



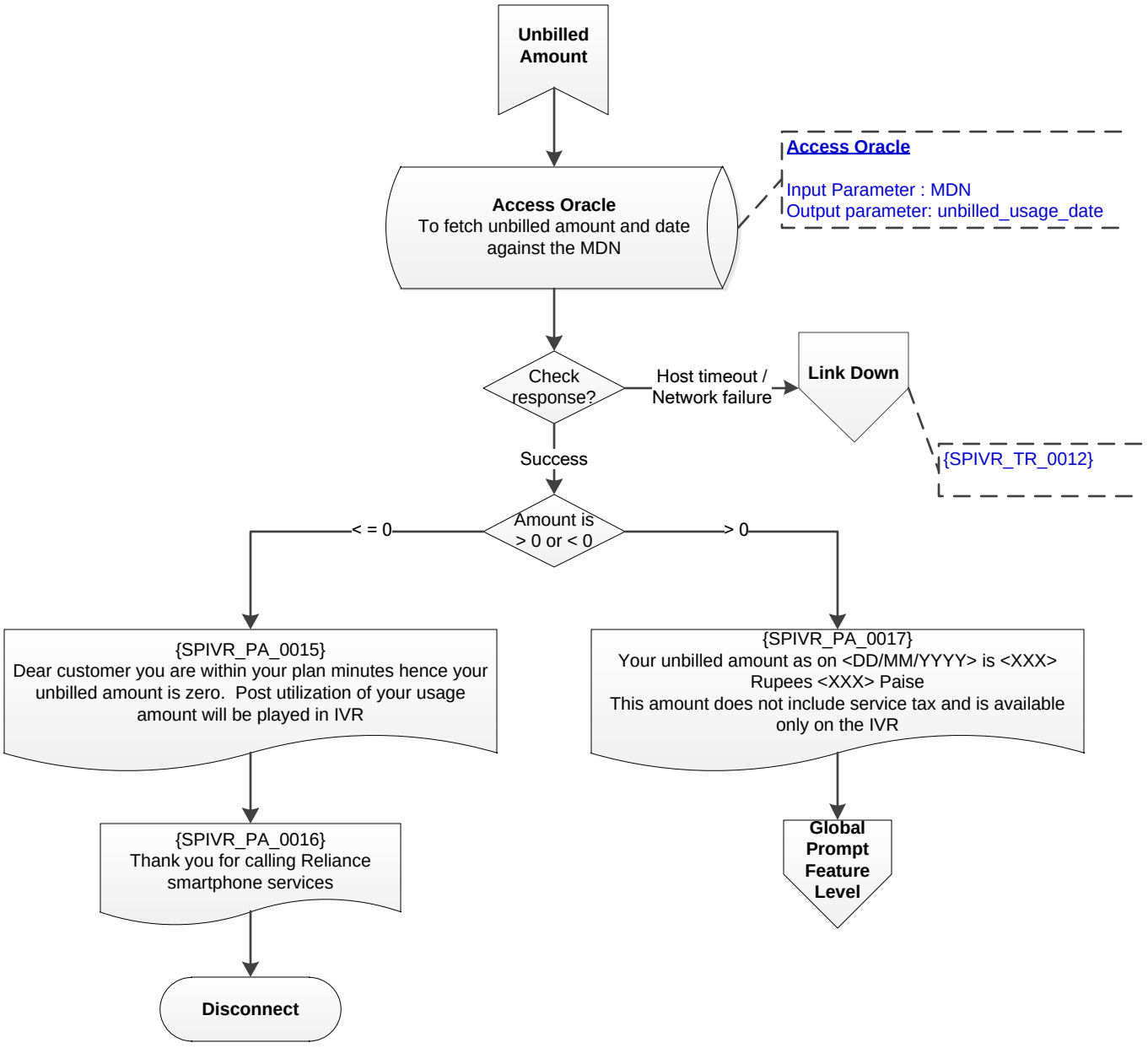
Postpaid Flow



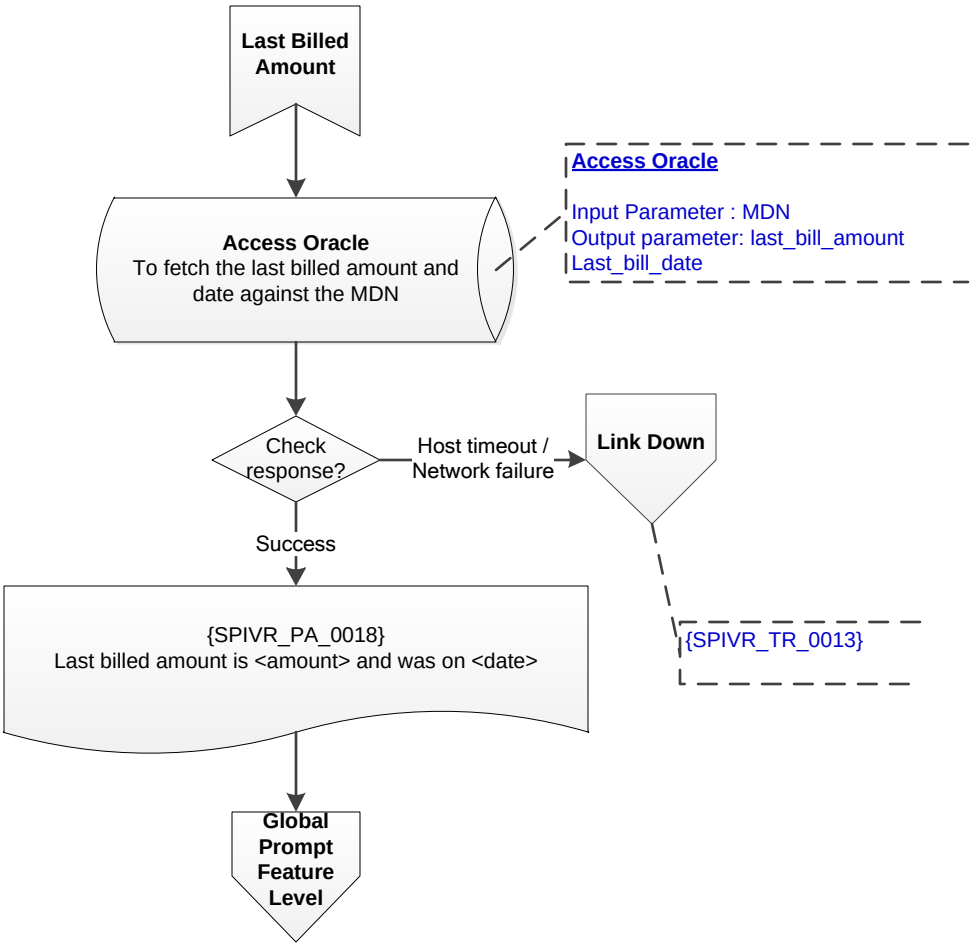
Postpaid Account Information



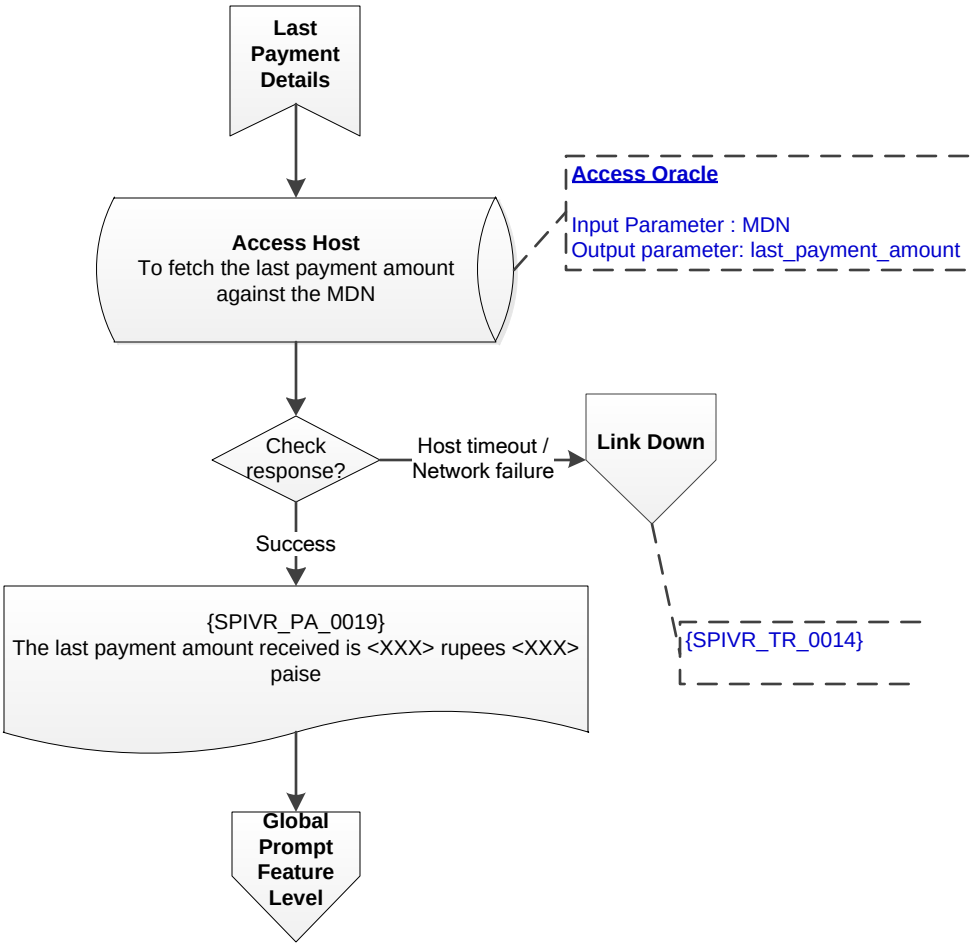
Unbilled Amount



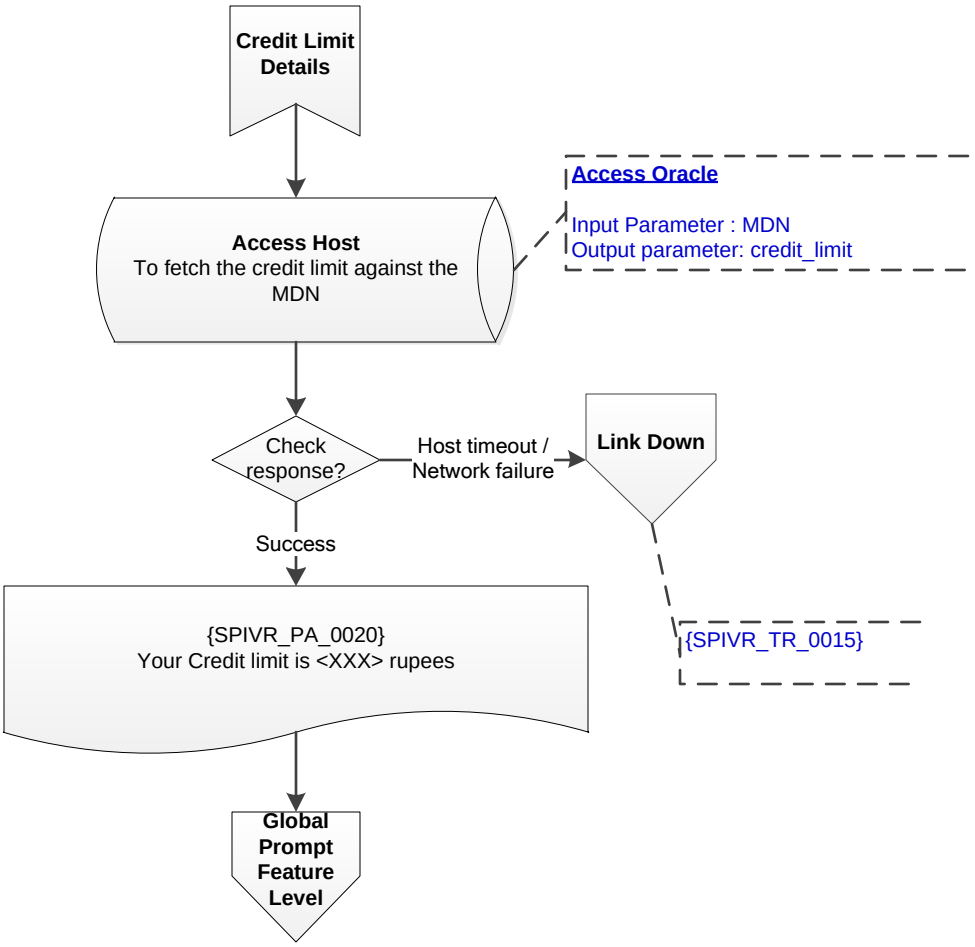
Last Billed Amount



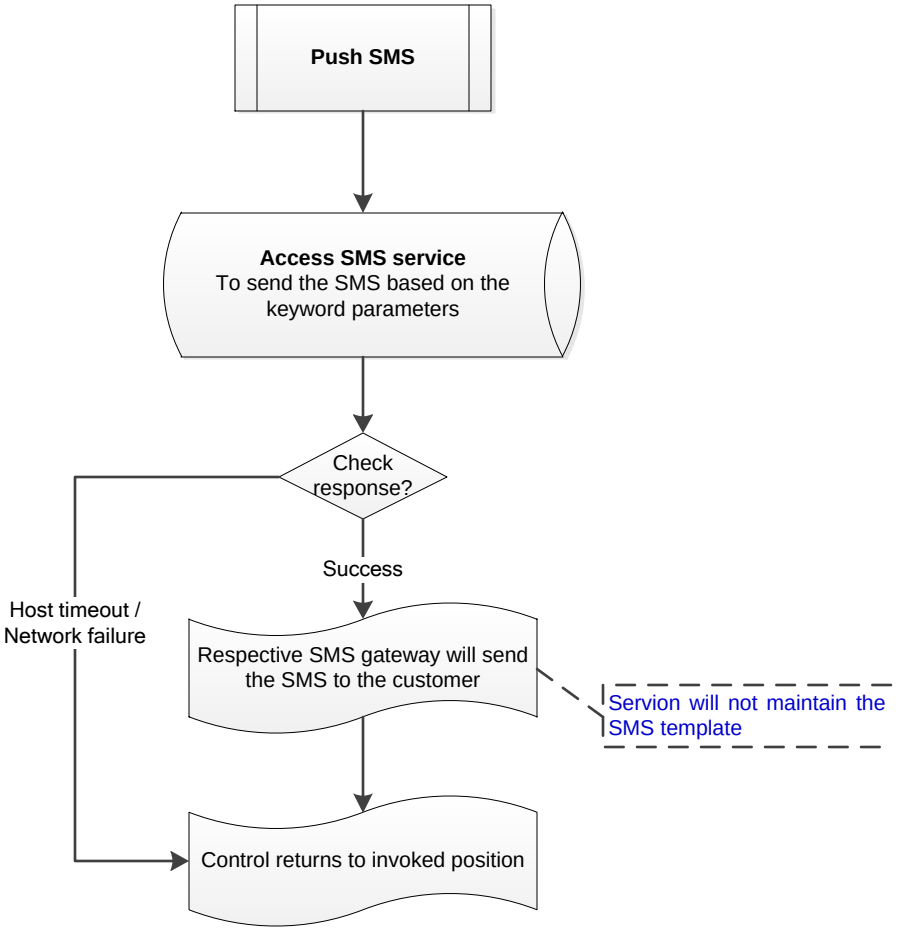
Last Payment Details



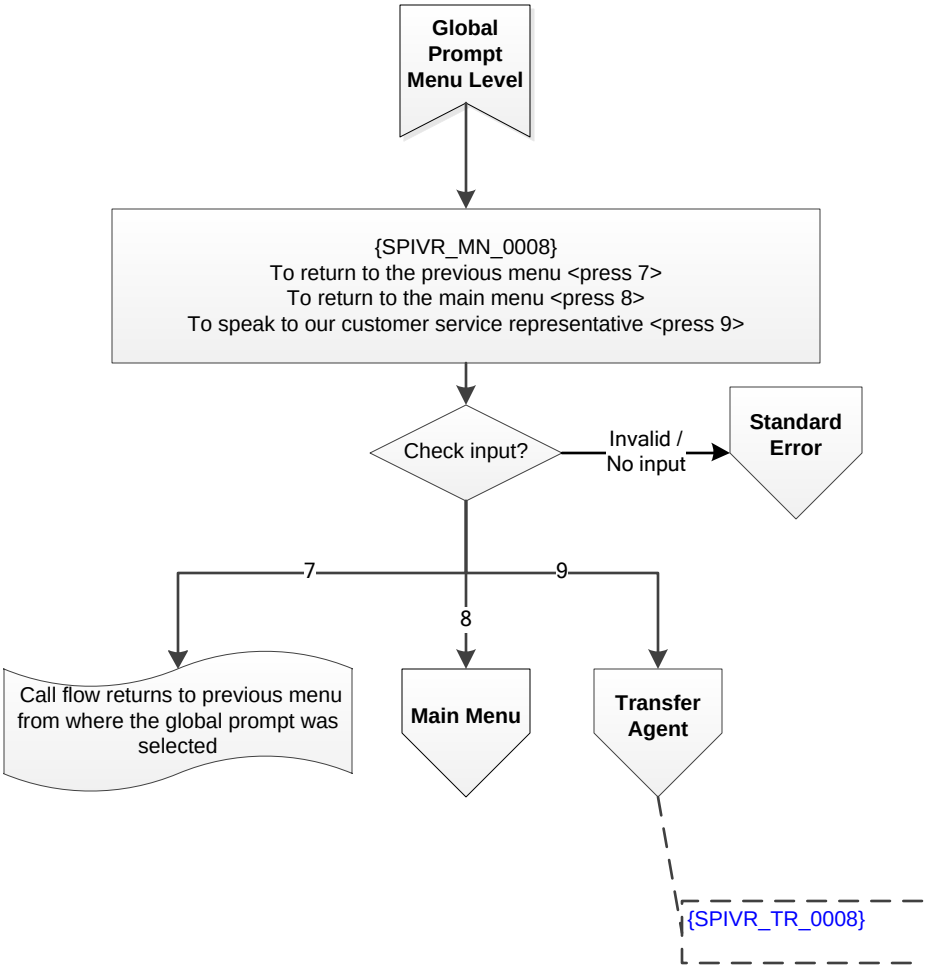
Credit Limit Details



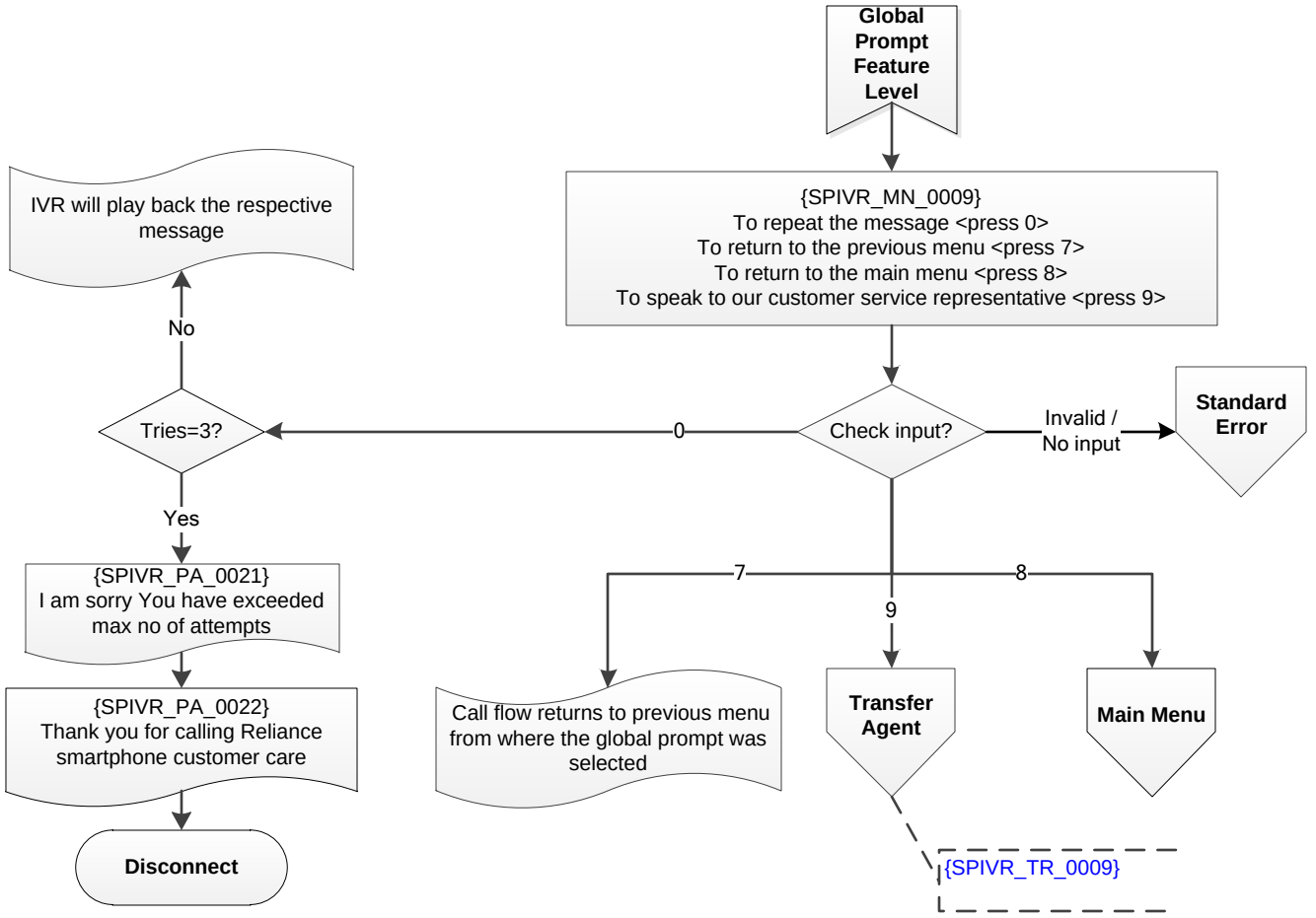
Push SMS


Push SMS
Access SMS service
To send the SMS based on the keyword parameters
Check response?
Success
Host timeout / Network failure
Respective SMS gateway will send the SMS to the customer
Servion will not maintain the SMS template
Control returns to invoked position

Global Prompt Menu Level



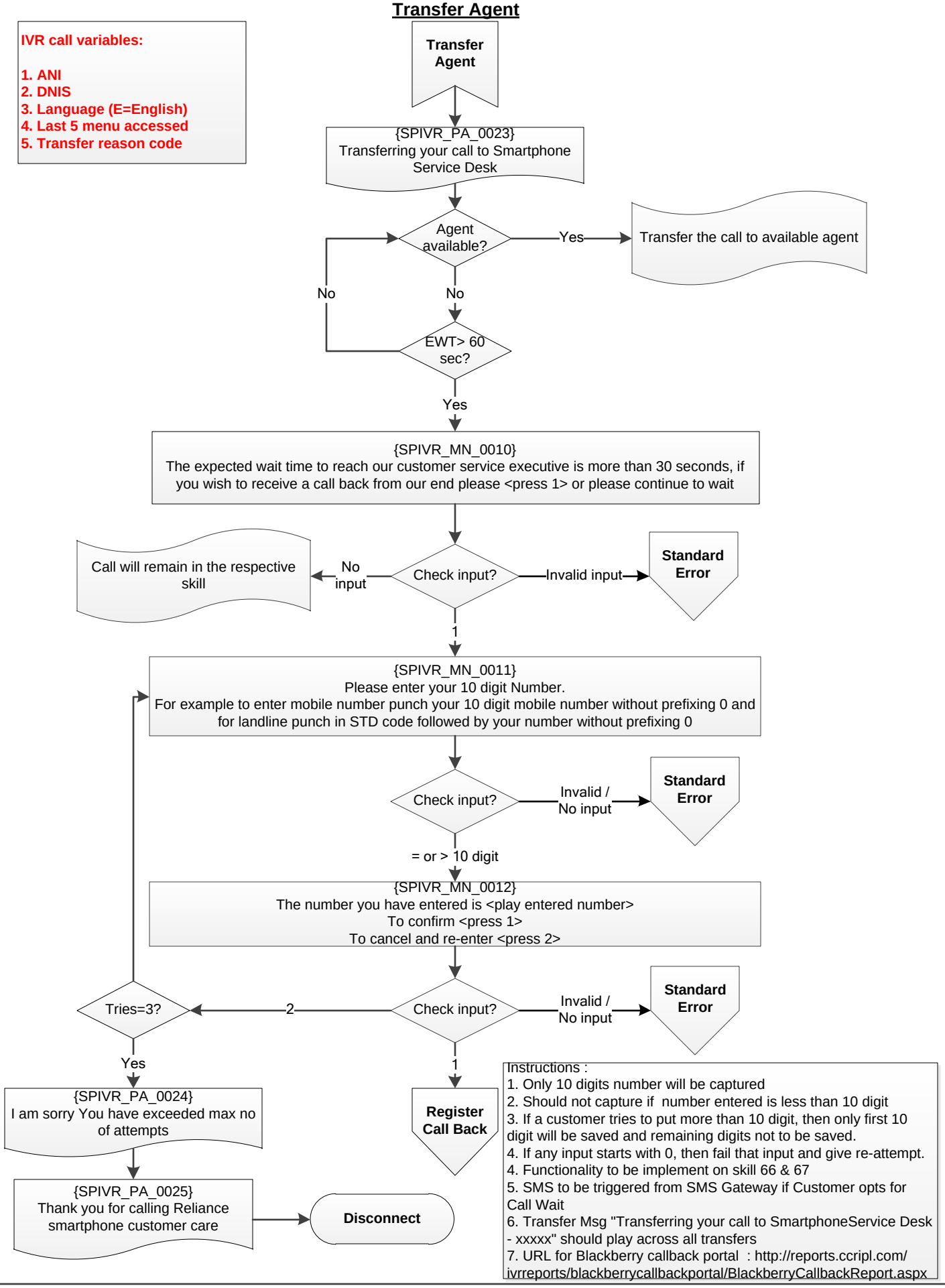
Global Prompt Feature Level



Transfer Agent

IVR call variables:

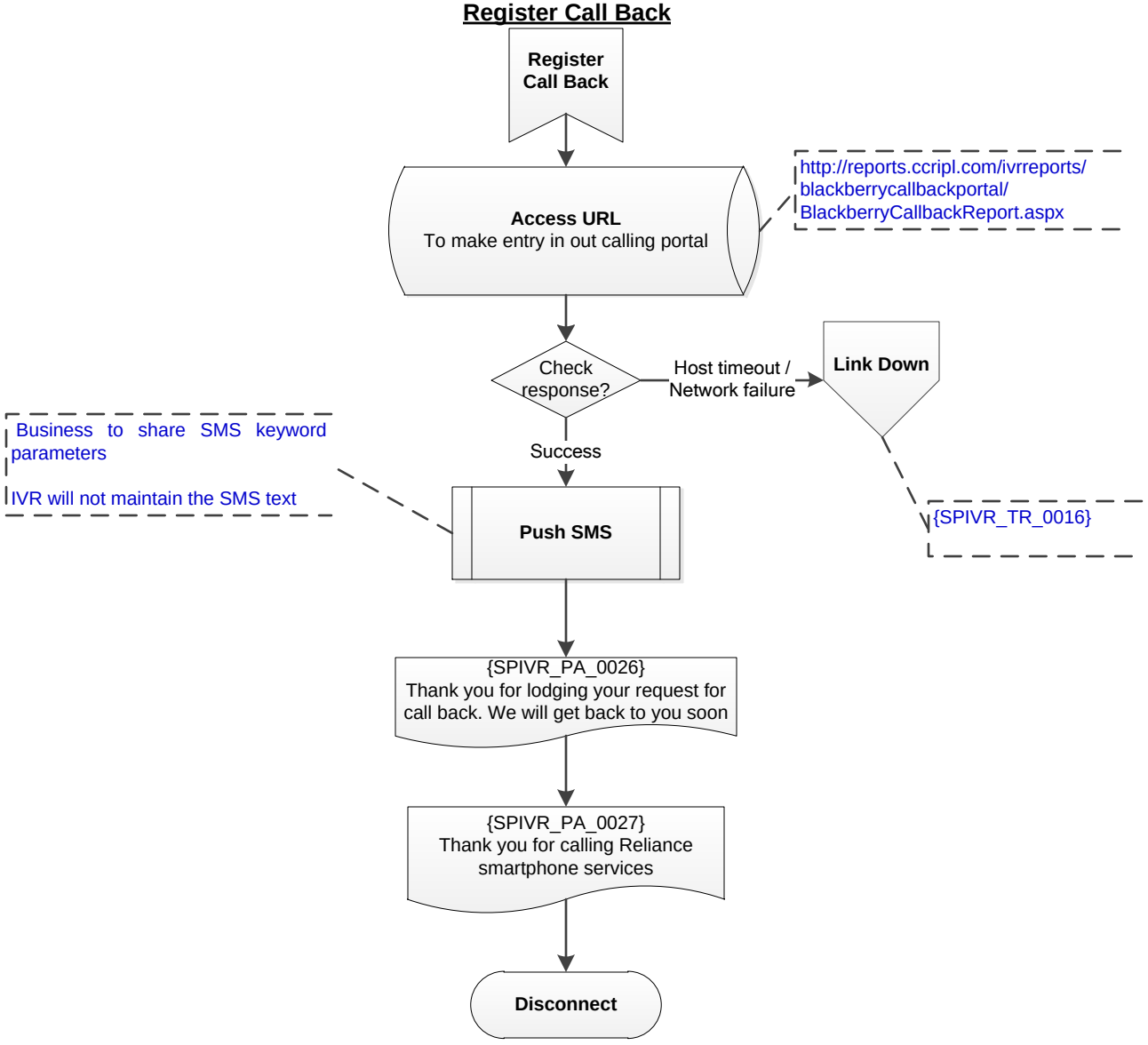
1. ANI
2. DNIS
3. Language (E=English)
4. Last 5 menu accessed
5. Transfer reason code



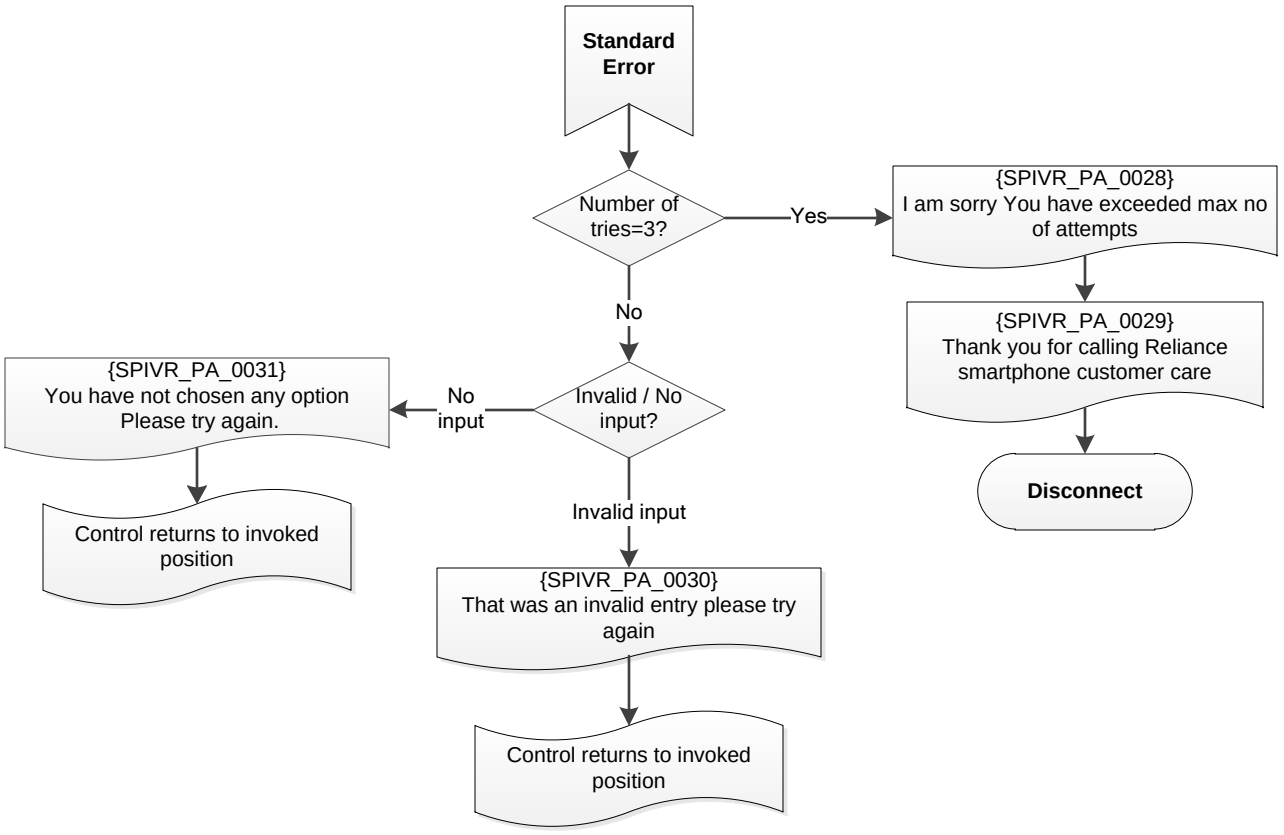
Instructions :

1. Only 10 digits number will be captured
2. Should not capture if number entered is less than 10 digit
3. If a customer tries to put more than 10 digit, then only first 10 digit will be saved and remaining digits not to be saved.
4. If any input starts with 0, then fail that input and give re-attempt.
4. Functionality to be implement on skill 66 & 67
5. SMS to be triggered from SMS Gateway if Customer opts for Call Wait
6. Transfer Msg "Transferring your call to SmartphoneService Desk - xxxxx" should play across all transfers
7. URL for Blackberry callback portal : http://reports.ccripl.com/ivrreports/blackberrycallbackportal/BlackberryCallbackReport.aspx

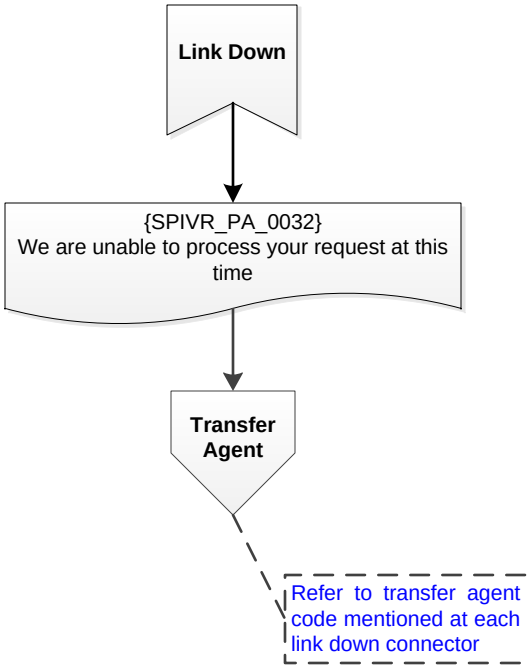
Register Call Back



Standard Error



Link Down


Link Down
{SPIVR_PA_0032}
We are unable to process your request at this time
Transfer Agent
Refer to transfer agent code mentioned at each link down connector