

# PCO IVR Call Flow (PCVR)

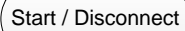
Last updated on: April 24<sup>th</sup> 2015

Version: 1.1

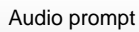
### Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.27.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.11.2015	Servion	Daranivasan.A	- Removed Intelligent Layer as the requirement does not apply
0.03 / Feb.17.2015	RCOM	Raajesh Kumar	Added Intelligent layer logic for Service Request status as discussed with Mona - In PCO service page removed hot flash and removed option 5 in the menu
0.04 / Feb.18.2015	RCOM	Daranivasan.A	- Removed Intelligent Layer as discussed with Amit
0.05 / Apr.10.2015	Servion	Raajesh Kumar AS	Self review changes implmented
1.1 / Apr.24.2015	Servion	Daranivasan A	Baselining

## **Standard Call Flow Conventions**



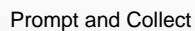
This shape represents the Start or End of the IVR Application



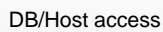
This shape represents speech announcements with out caller input



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).



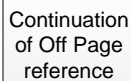
This shape represents the host or database access.



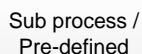
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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

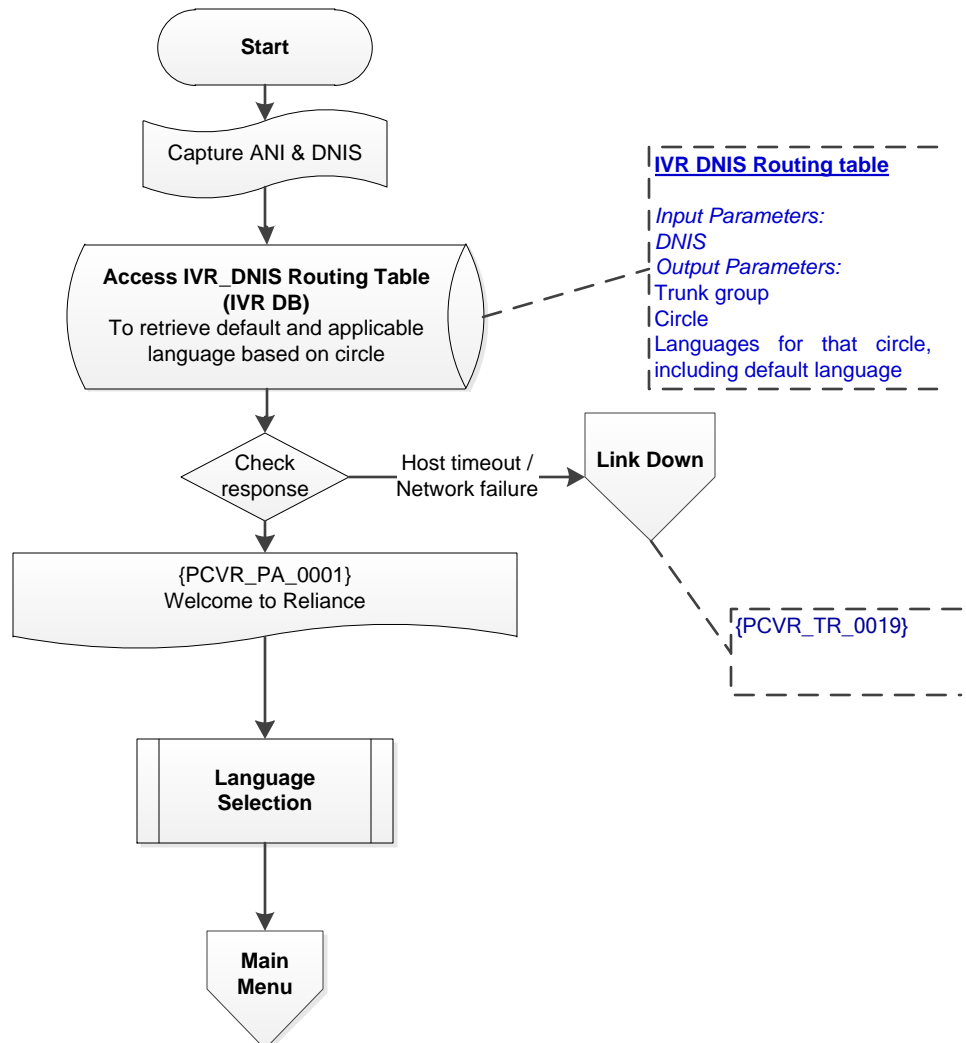
This shape is a page connector which means the continuation of the flow is in another page.

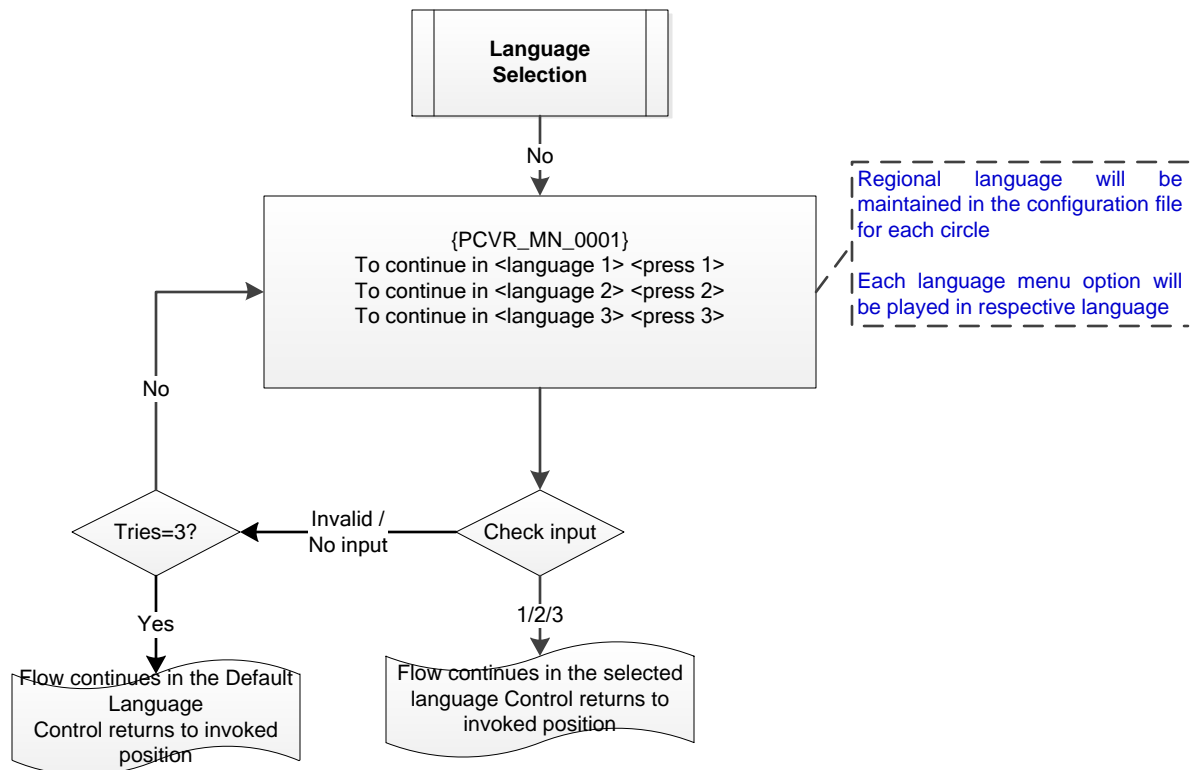


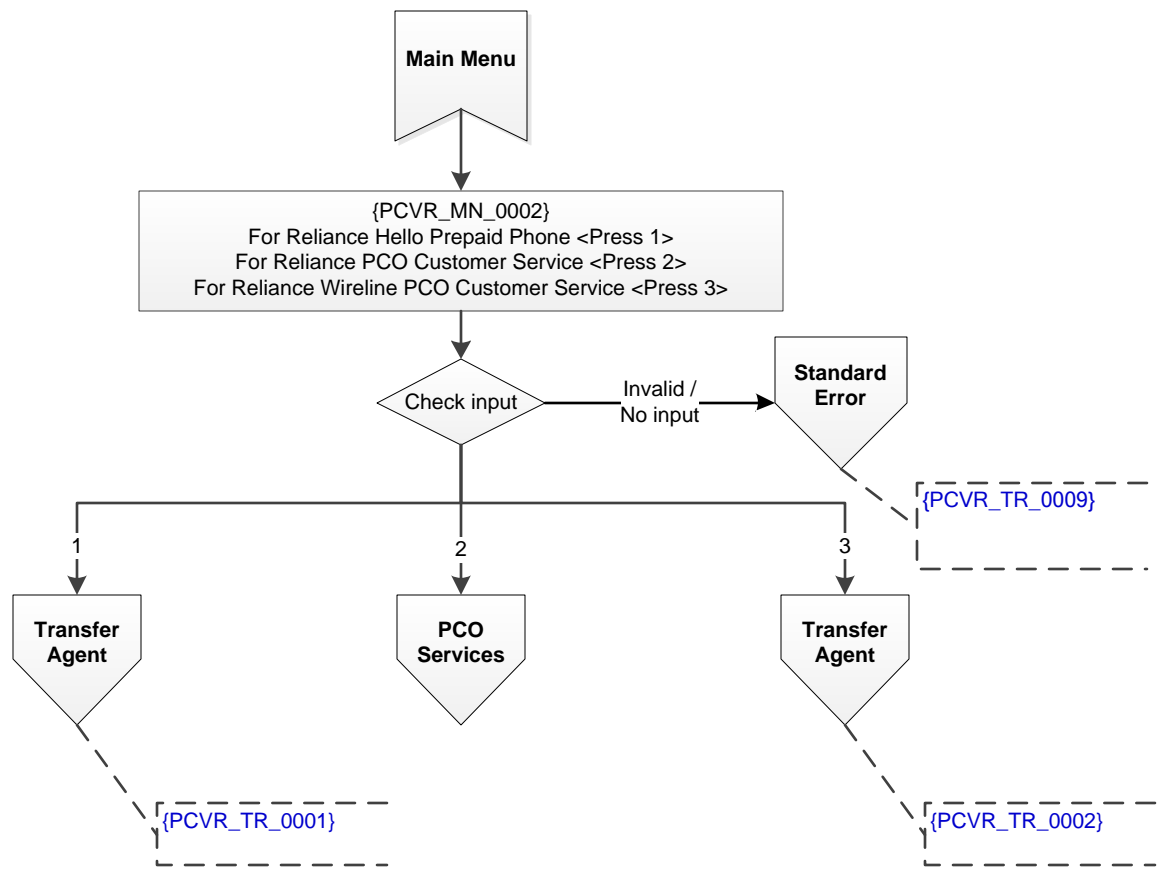
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

### Universal Business Rules

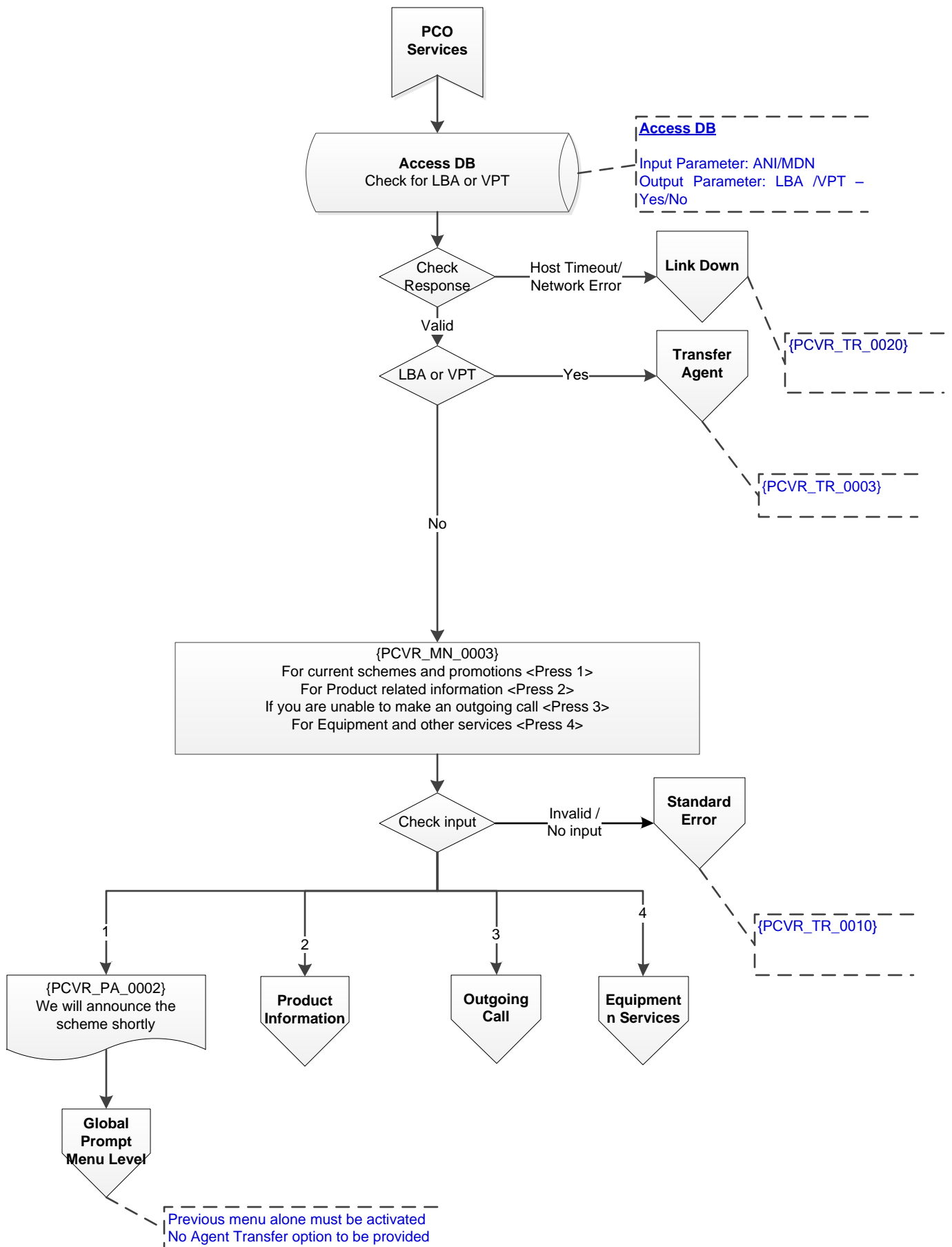
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24 * 7	
2	Language of Interaction	Regional language, English and Hindi	Language selection will be dynamically offered based on the circle  Default language will be regional language for all circles
3	Dial with interrupt	Applicable 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.

**Start**

**Language Selection**

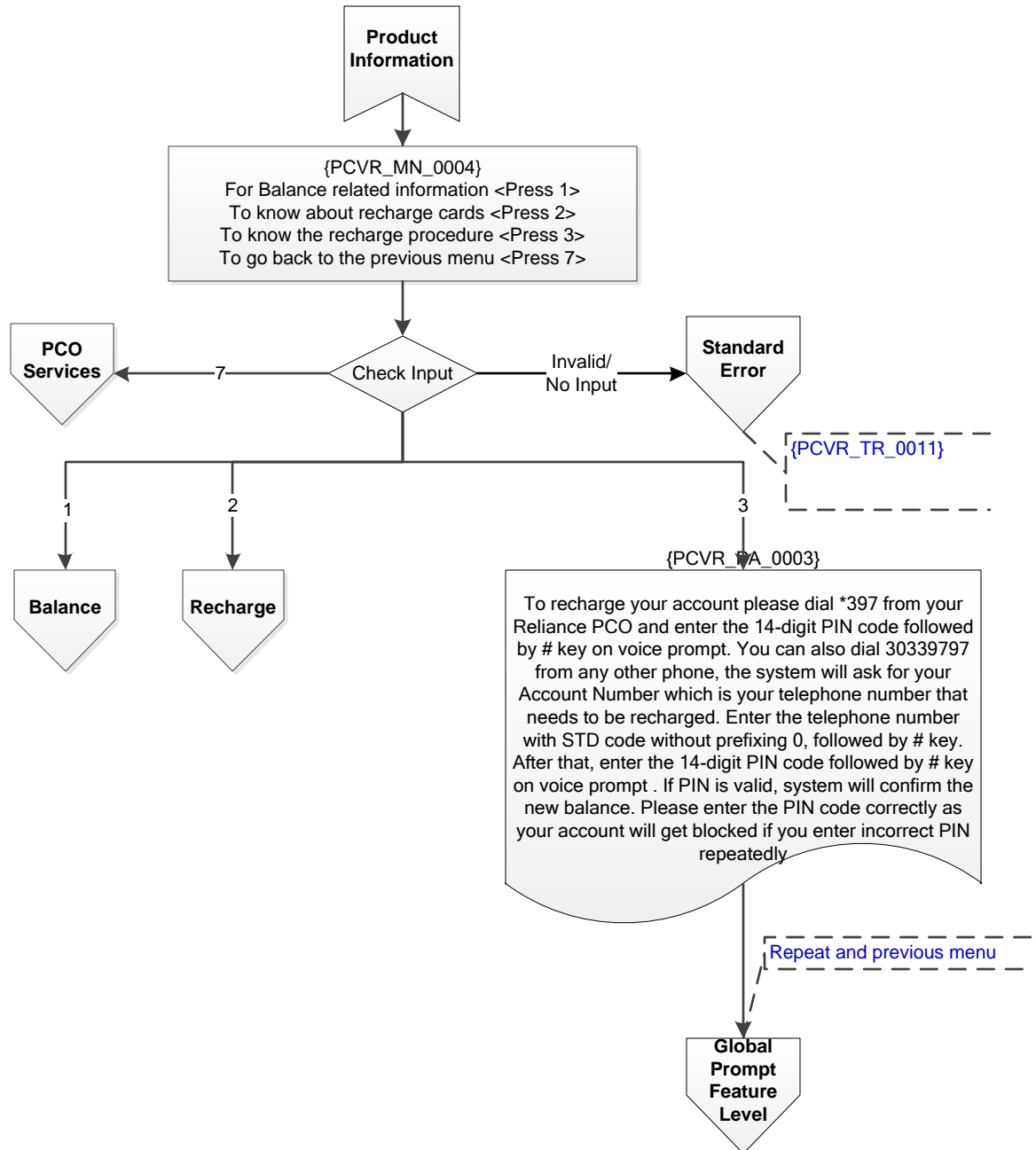
**Main Menu**

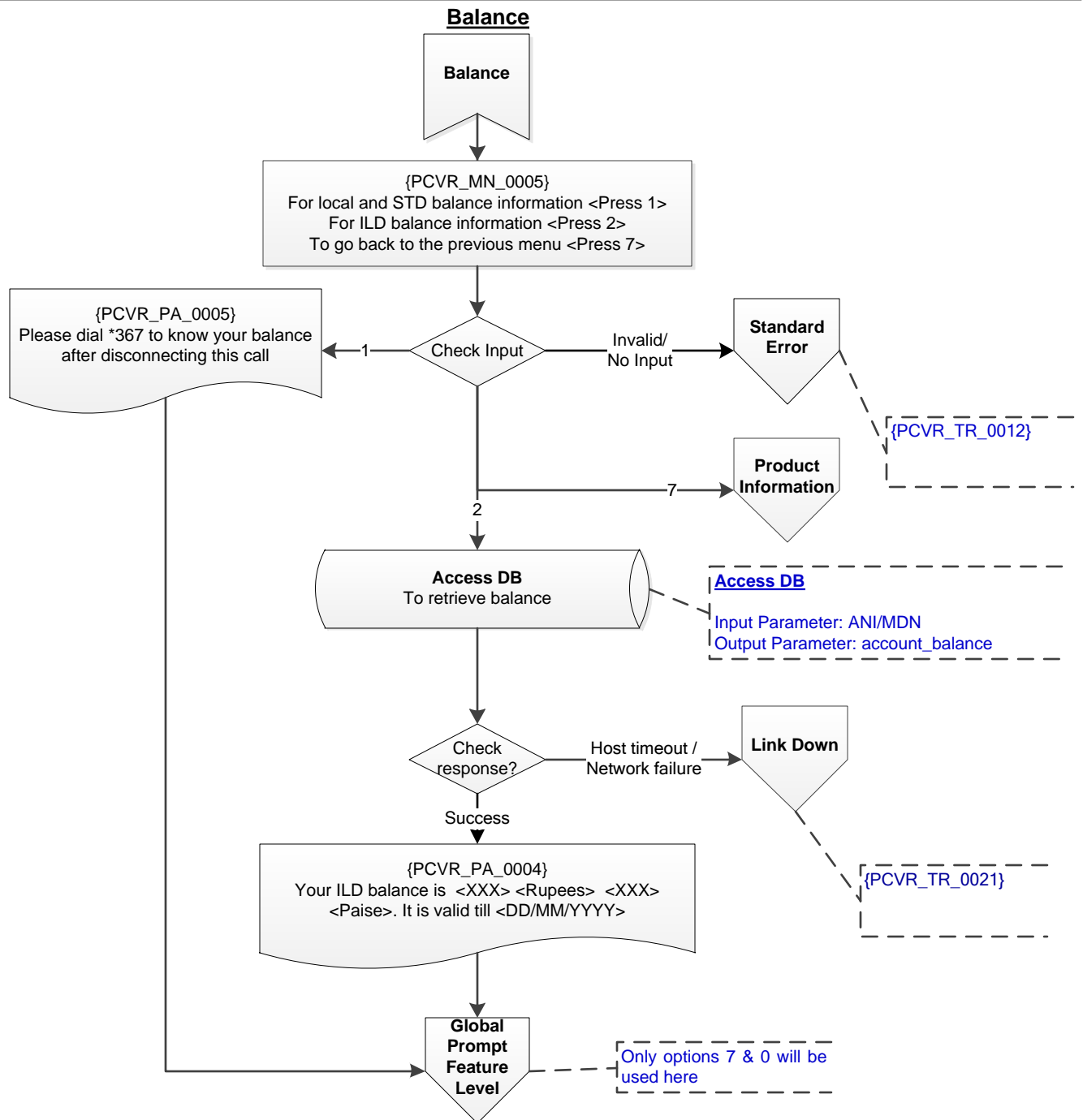
### PCO Services



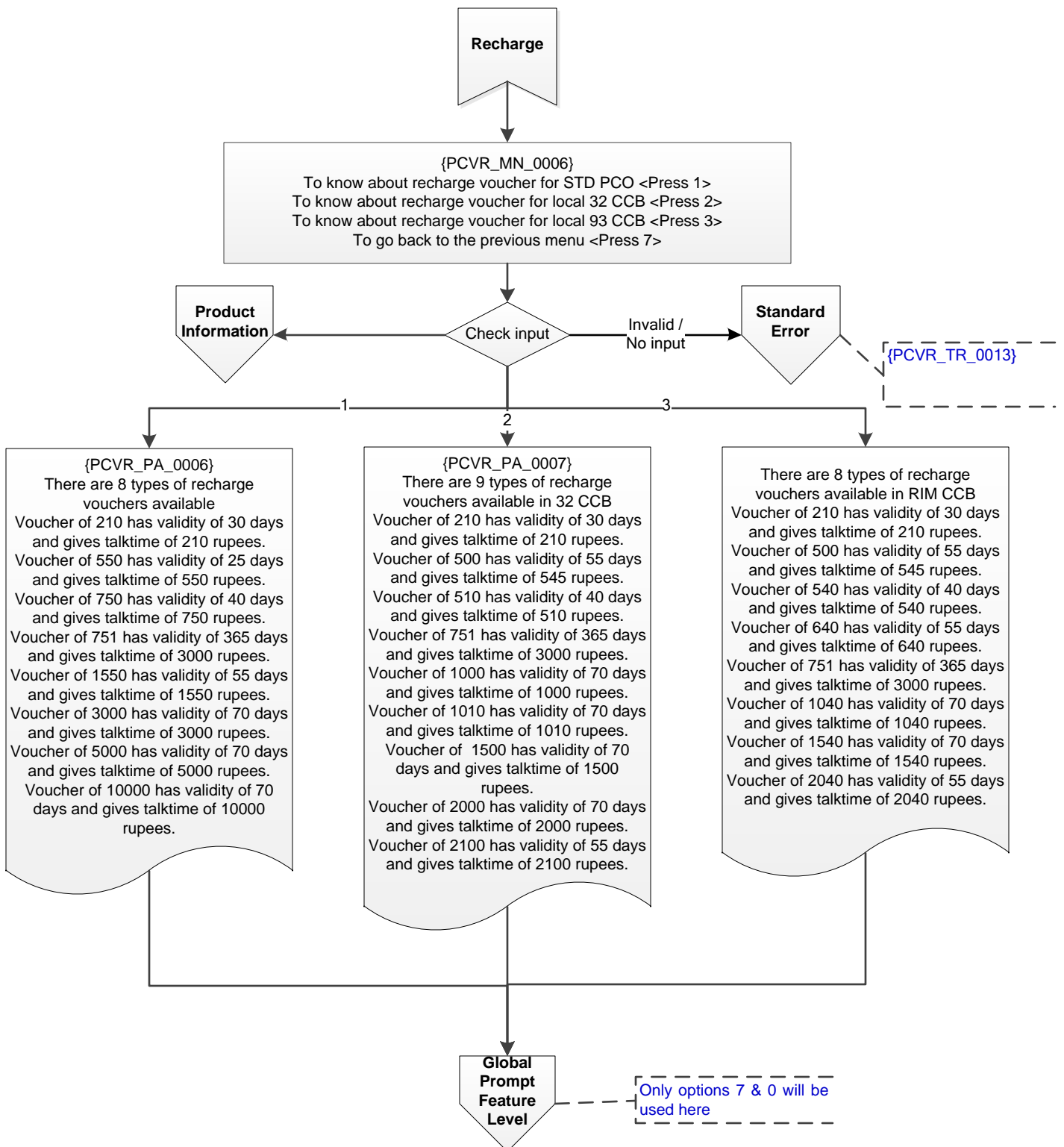


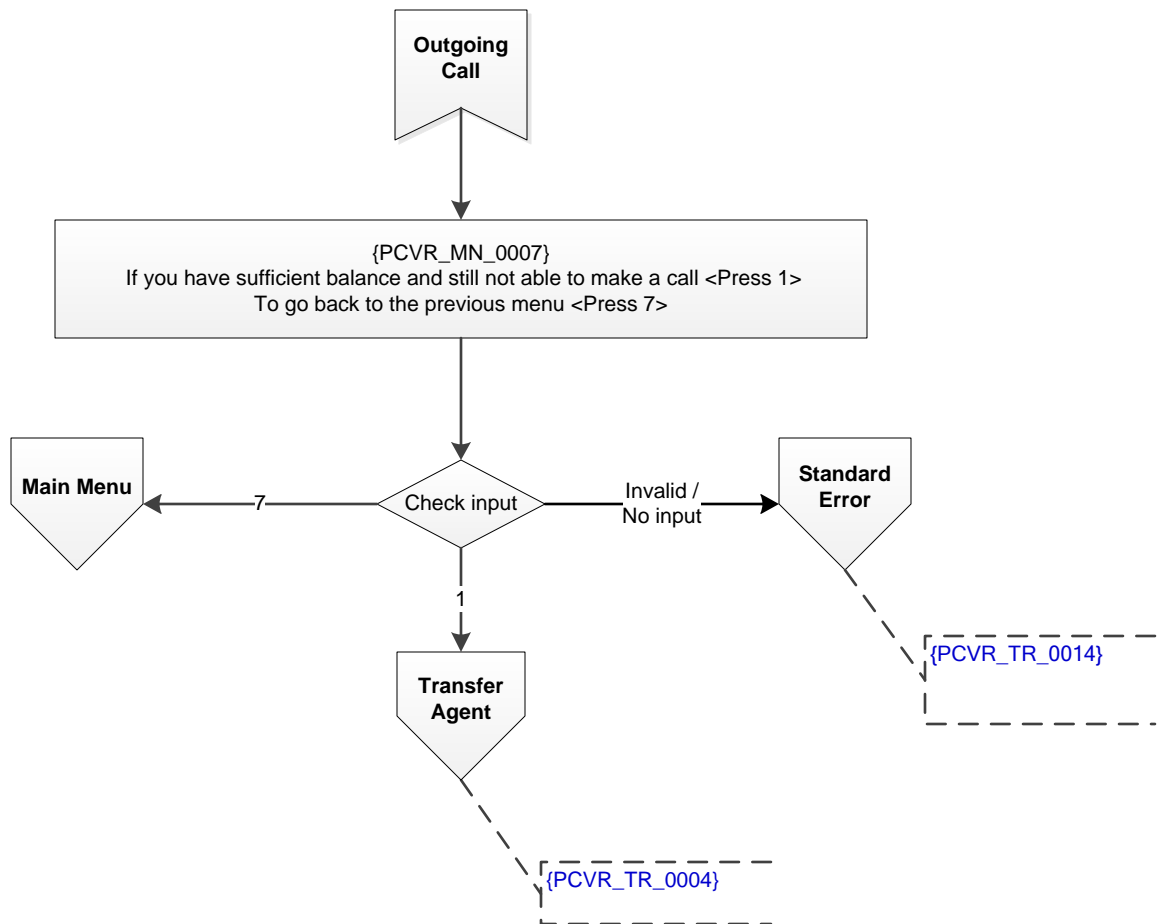
## Product Information

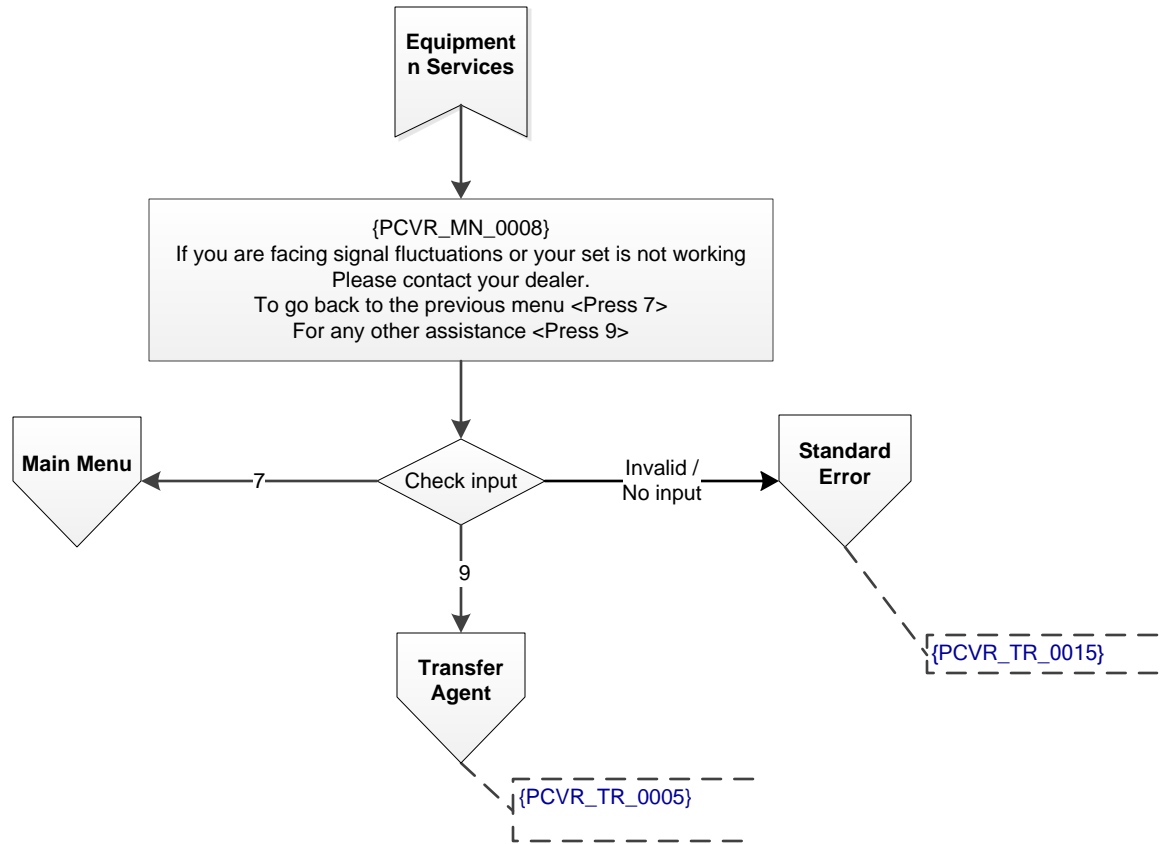




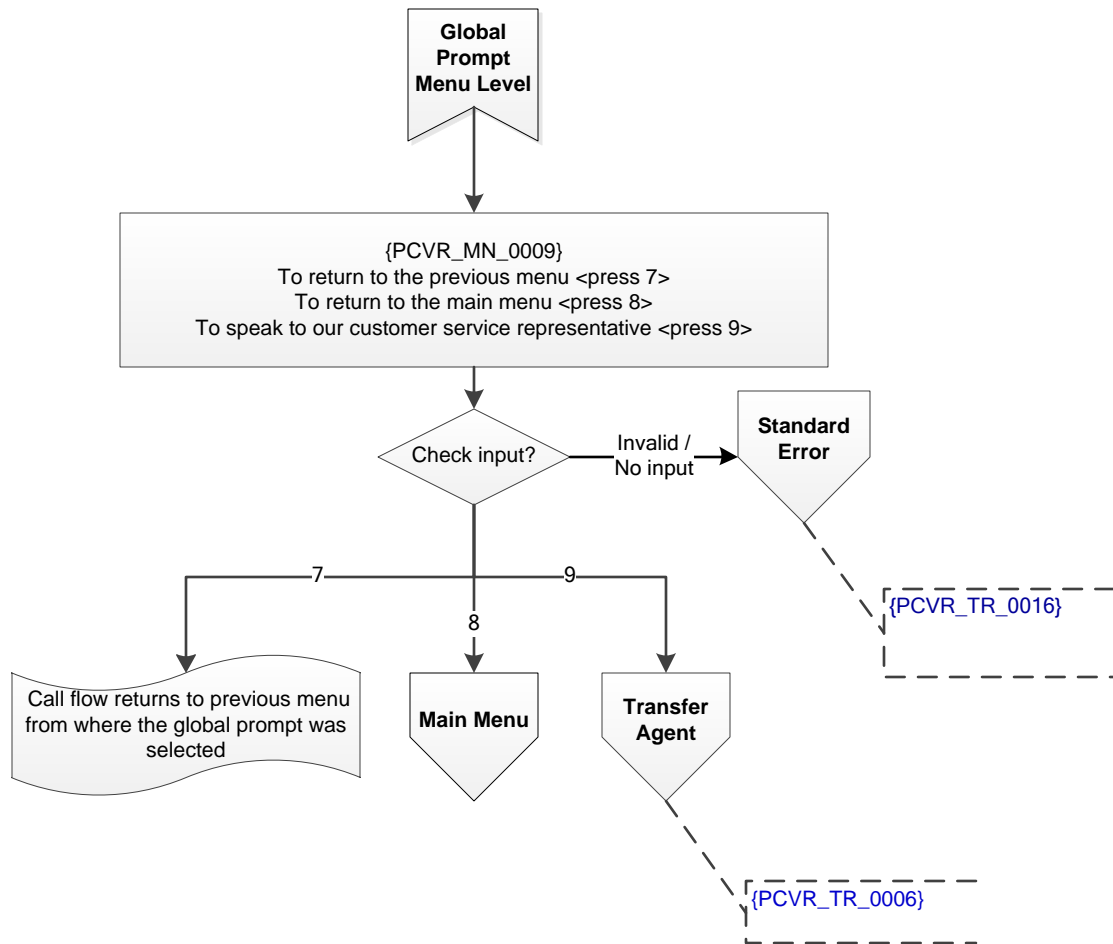
## Recharge



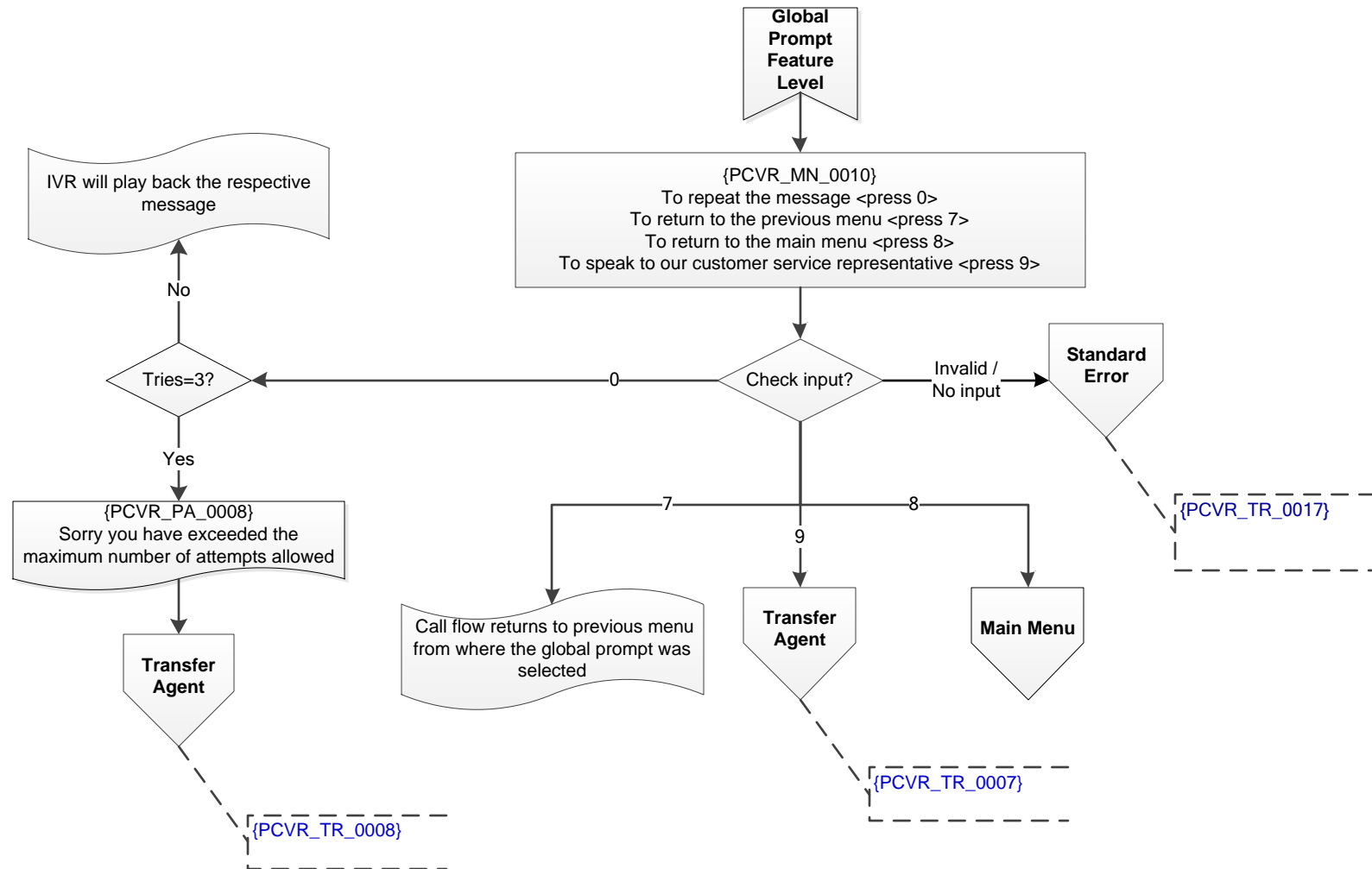
**Outgoing Call**

**Equipment n Services**

### Global Prompt Menu Level



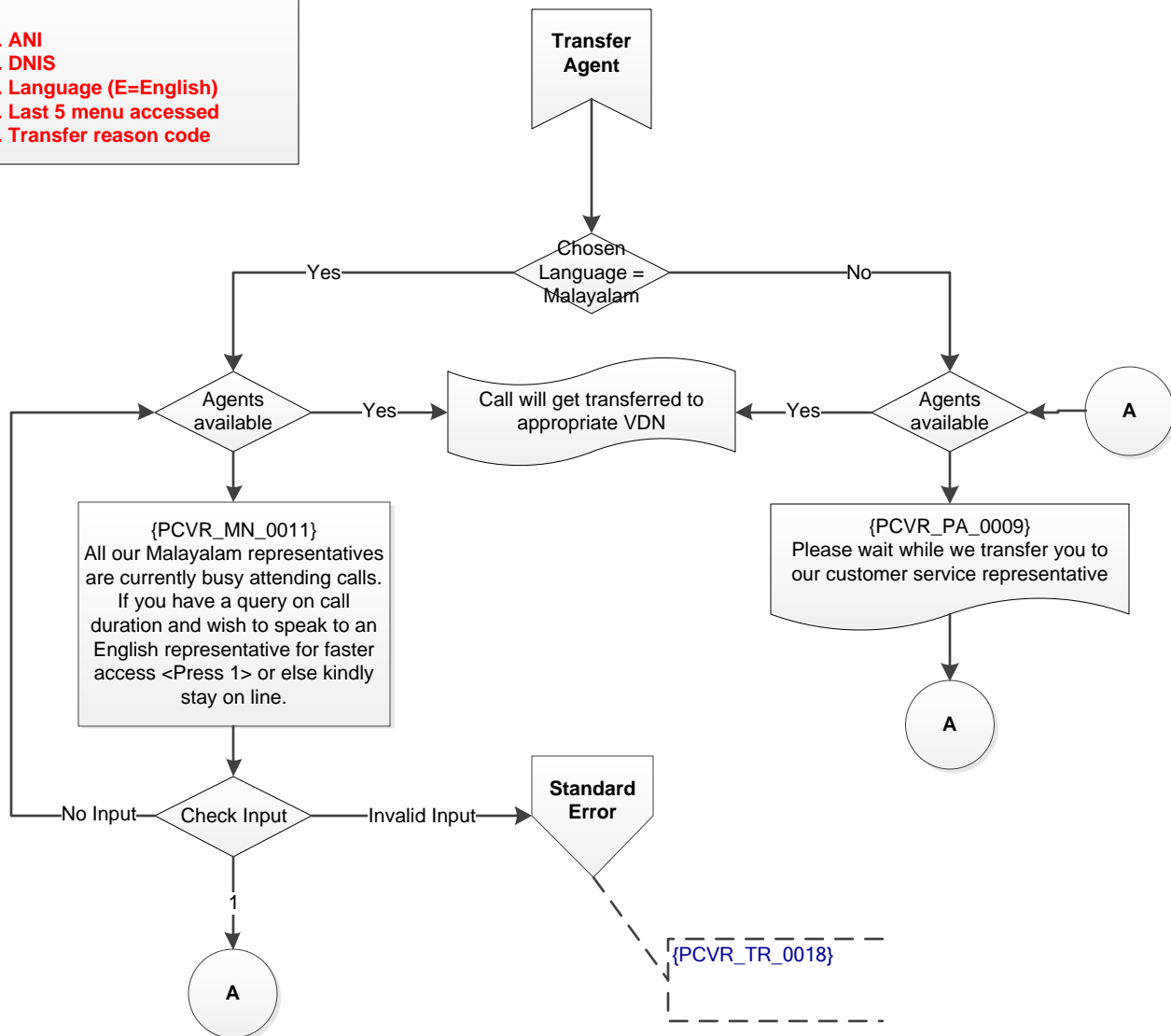
### Global Prompt Feature Level



### Transfer Agent

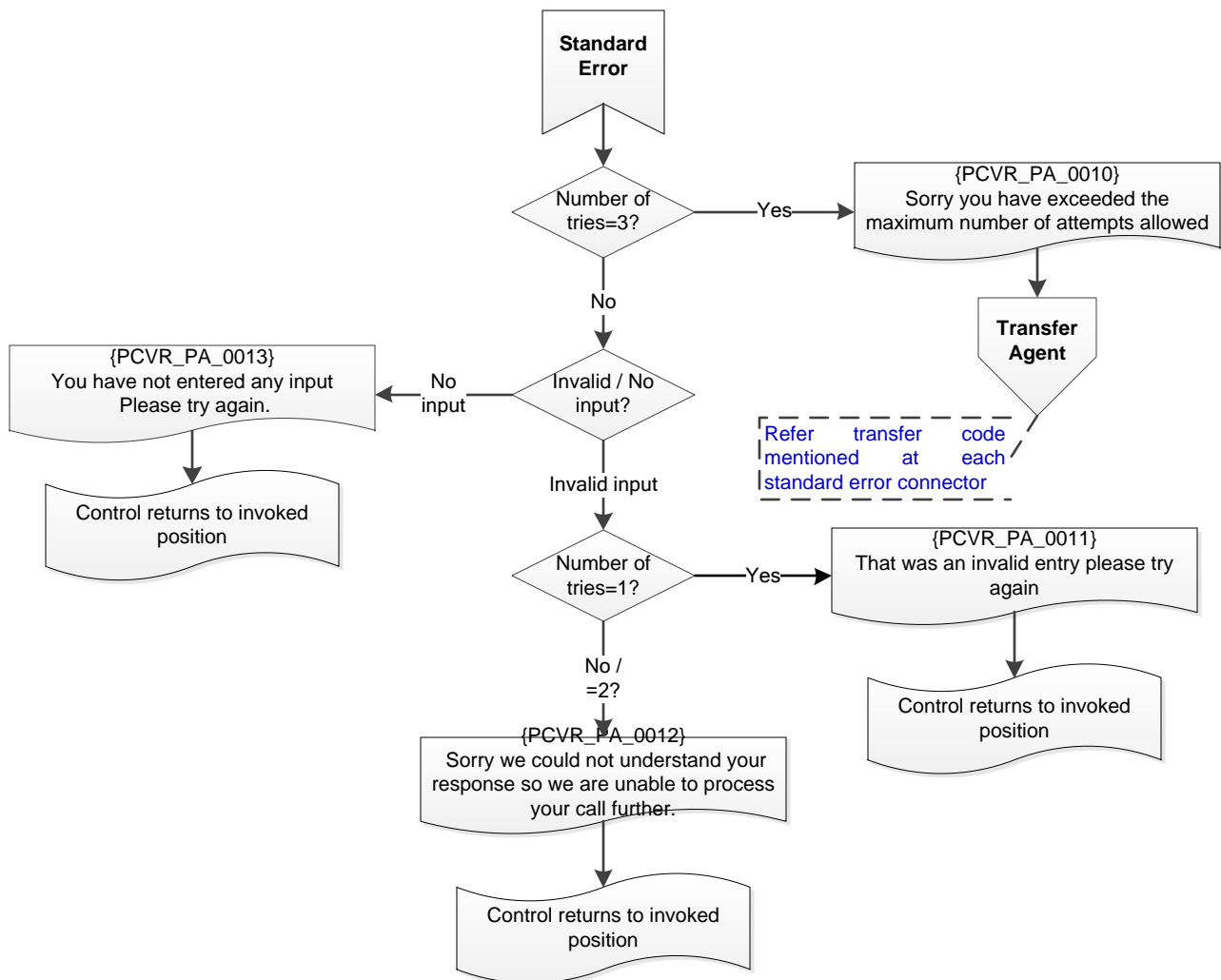
#### IVR call variables:

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





### Standard Error



**Link Down**

