

HSD IVR (HSDI)


Last updated on: July 20 , 2015

Version: 1.2

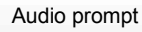
Version History

Version No / Date	Change Initiated By	IC Engineer	Summary of Changes
0.01 / Jan 31.2015	-	Raajesh Kumar AS	Initial draft of the call flow
0.02 / Feb 06.2015	Servion	Raajesh Kumar AS	Internal Reviews Incorporated
0.03 / Feb 26.2015	RCOM	Daranivasan.A	Complete revamp as requested by customer
1.1 / June 11.2015	RCOM	Daranivasan.A	Base lined version
1.11 / July 14.2015	RCOM	Raajesh Kumar AS	In Language Selection Page: -Added a check condition for data available In Check Customer page: -Full page revamp from customer feedback
1.12 / July 20.2015	-	Karthikeyan G	Check customer page: In case of prepaid caller, call will proceed to prepaid intelligent layer module. Prepaid account information page: Removed prepaid intelligent layer check, reflecting the change made in check customer flow.
1.2 / July 20.2015	RCOM	Karthikeyan G	Re-base lined version

Standard Call Flow Conventions



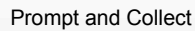
This shape represents the Start or End of the IVR Application



This shape represents speech announcements with out caller input



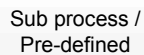
This shape represents any process that happens in the background and transparent to the caller



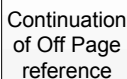
This shape represents the Menu option, the same shape also represents the collection of a string of digits (prompt and collect option).



This shape represents 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 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.

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



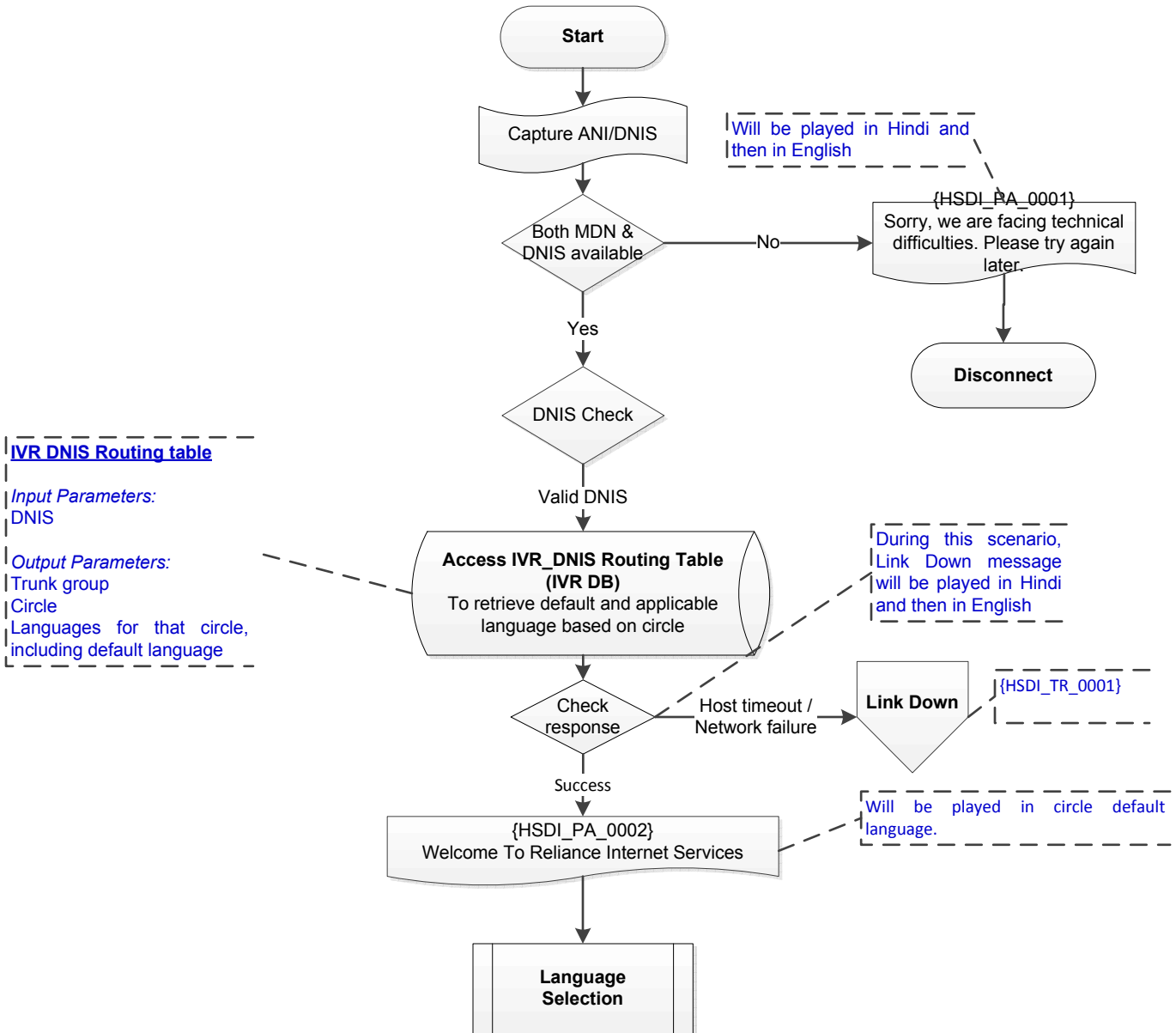
This shape represents the host or database access.



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

Universal Business Rules

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	Circle based language	Language selection will be dynamically offered based on the circle
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 (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.

Start

Access IVR_CSP Table (IVR DB)**Input Parameters:**

MDN (Mobile Directory Number)

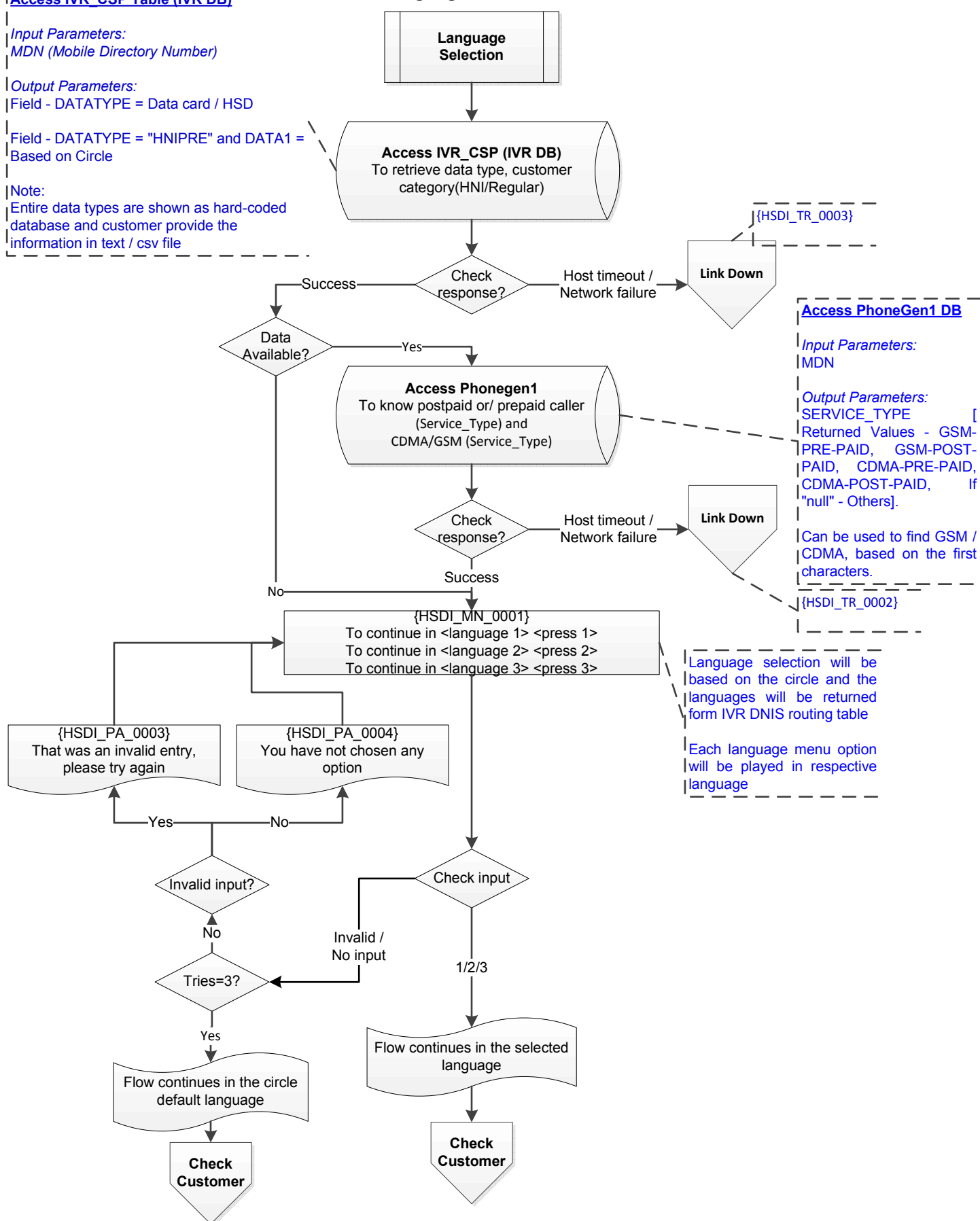
Output Parameters:

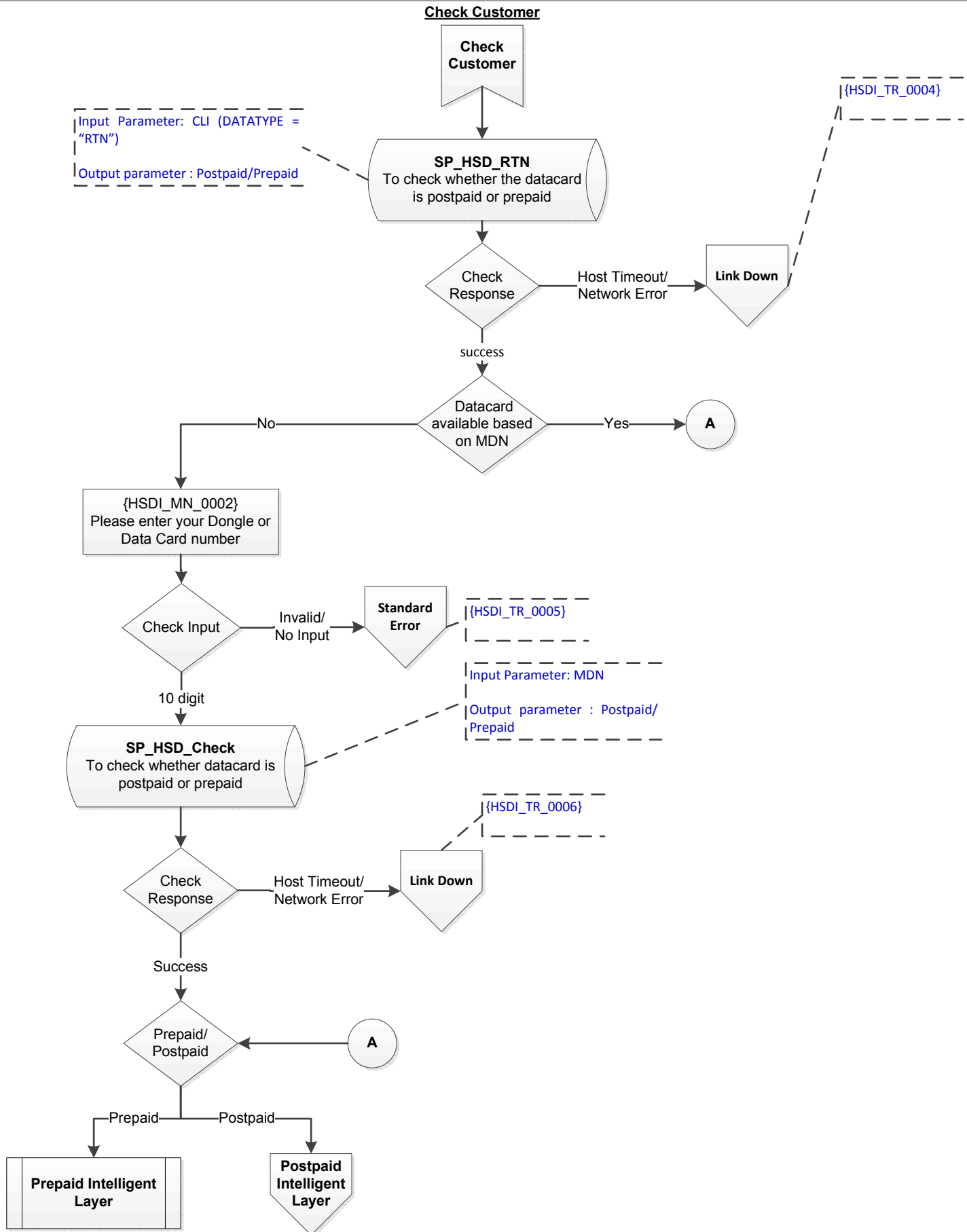
Field - DATATYPE = Data card / HSD

Field - DATATYPE = "HNIPRE" and DATA1 = Based on Circle

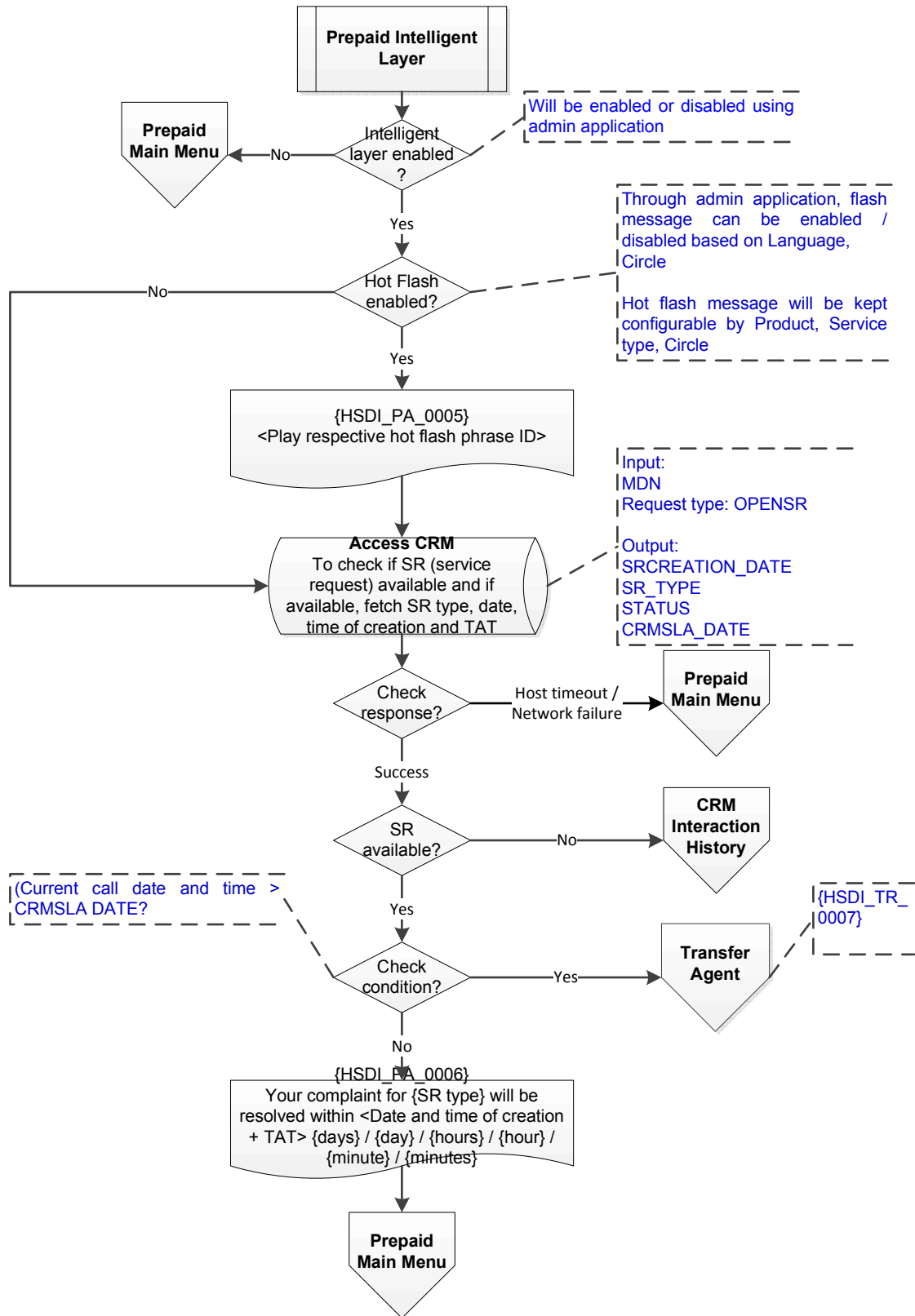
Note:

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

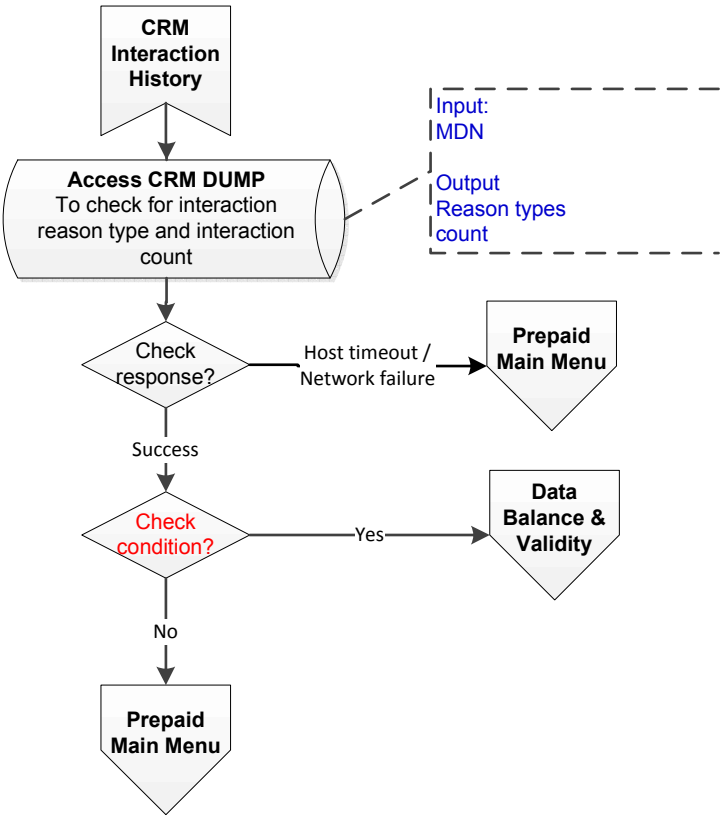
Language Selection



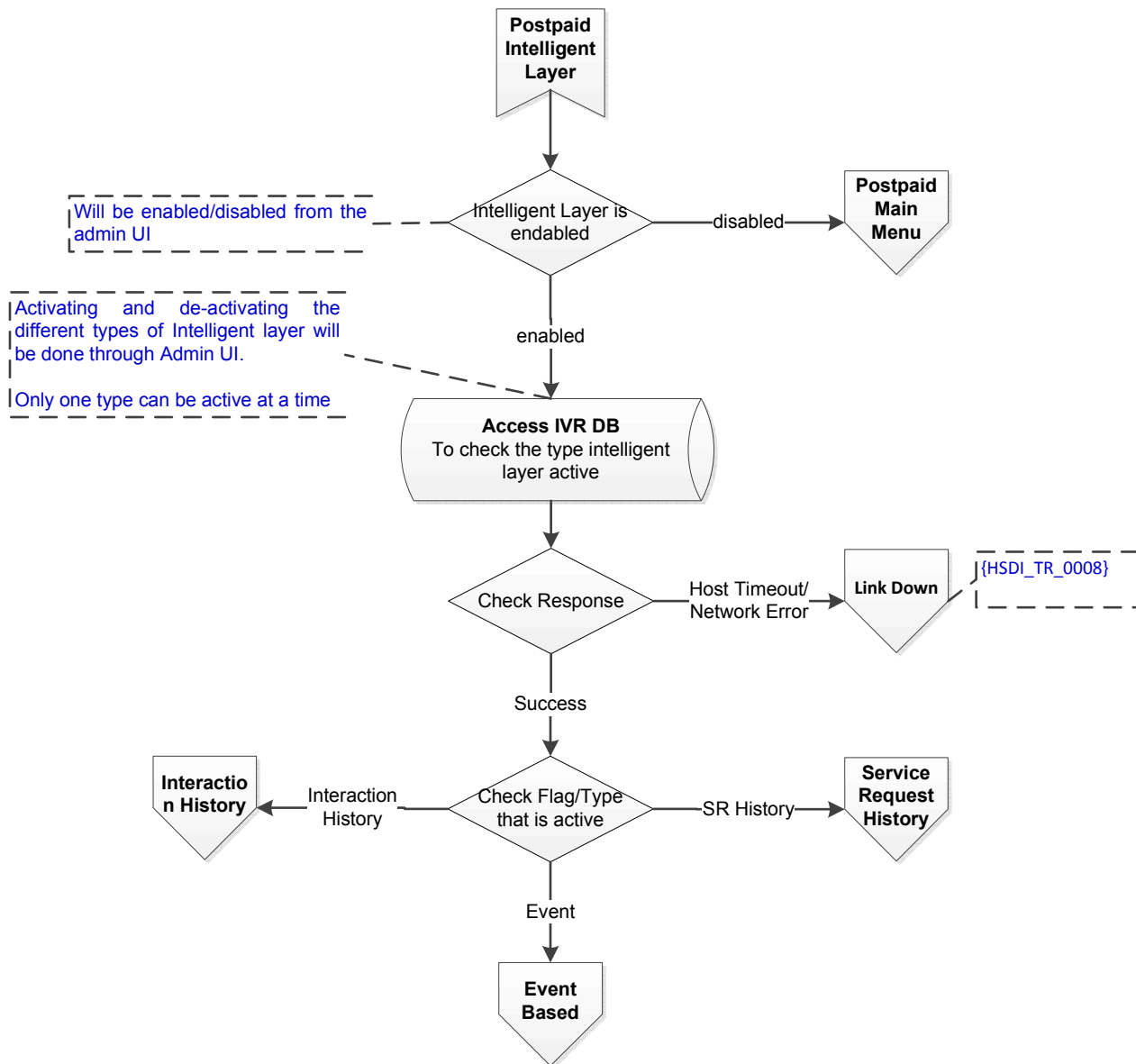
Prepaid Intelligent Layer



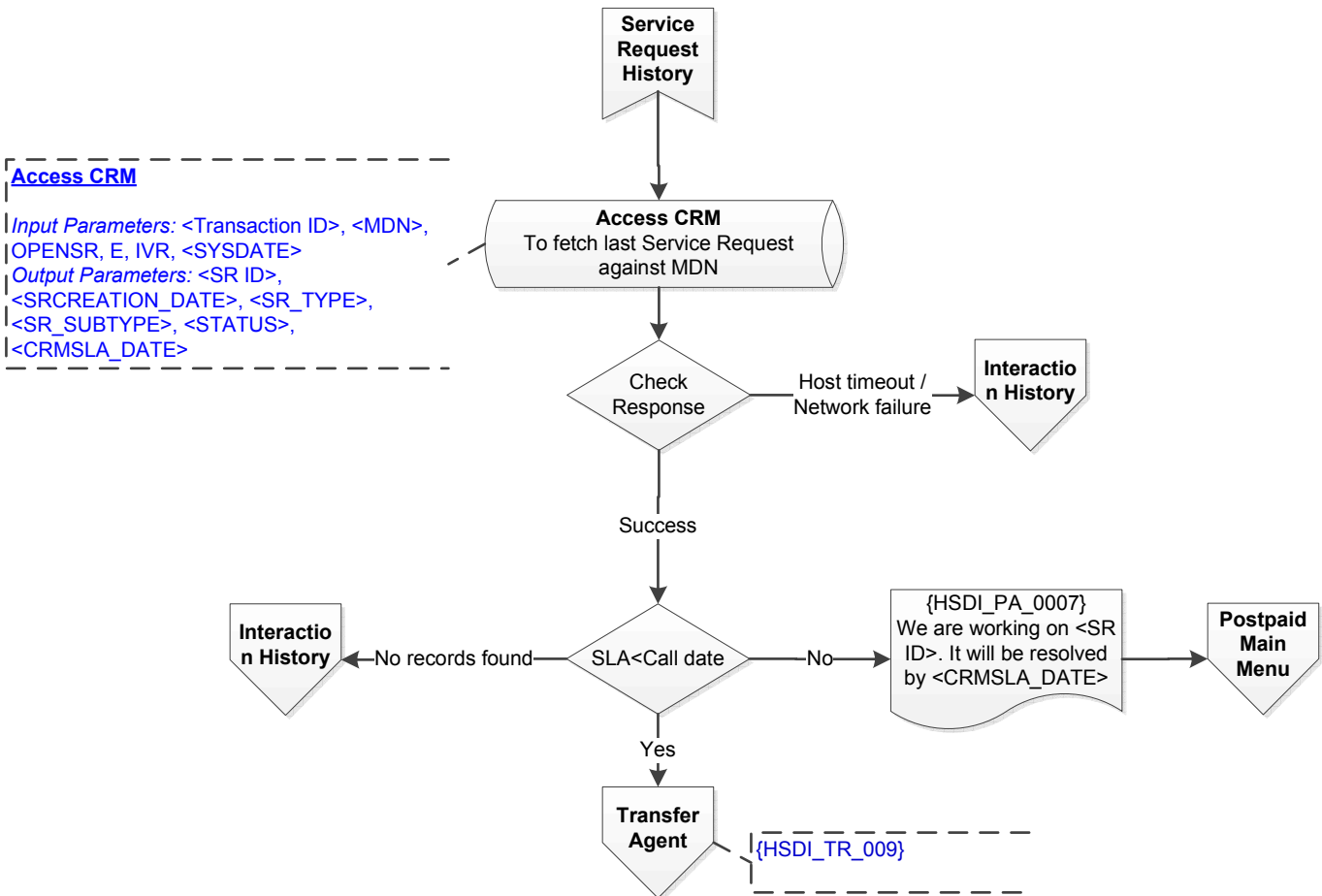
CRM Interaction History



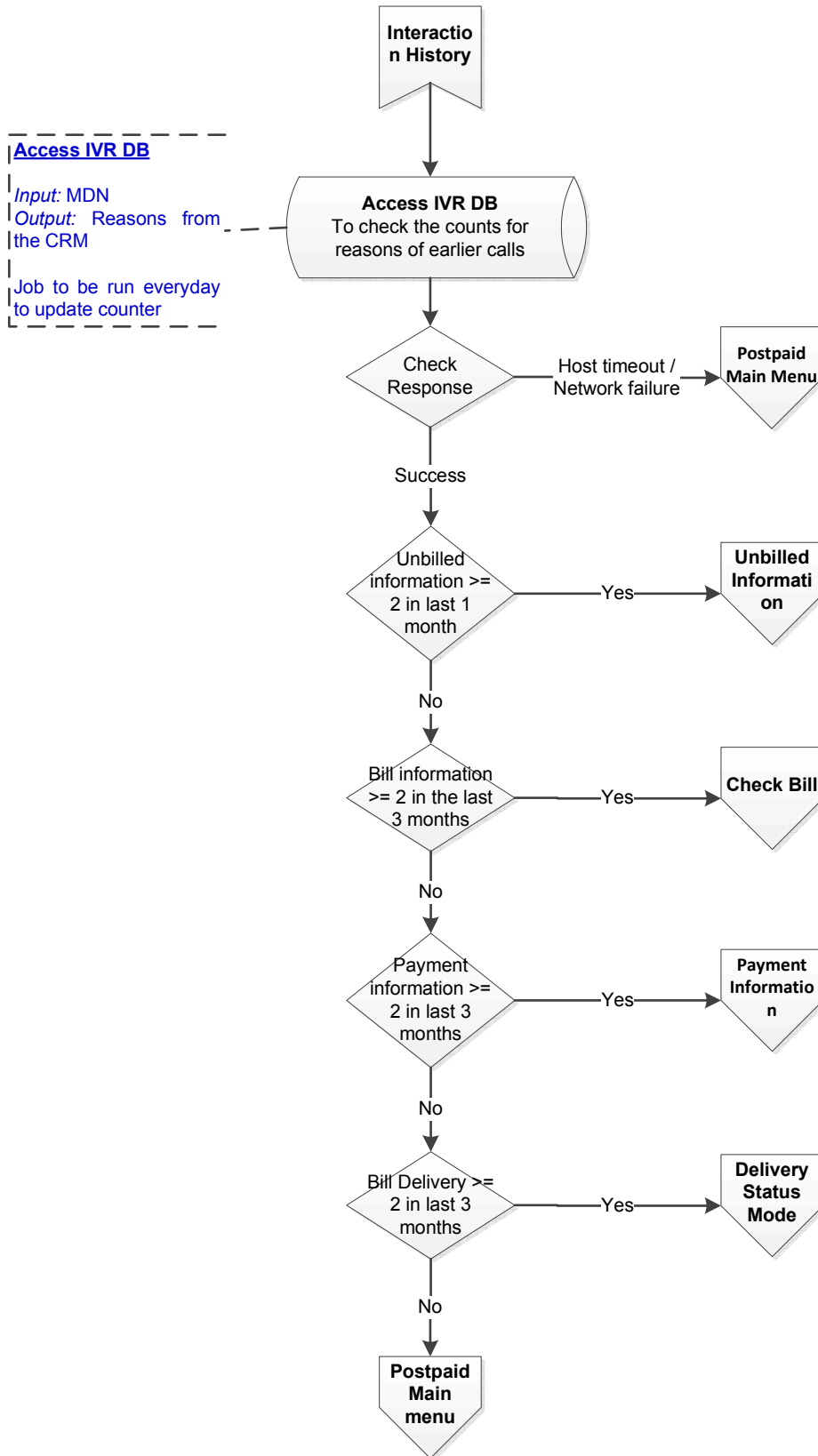
Postpaid Intelligent Layer



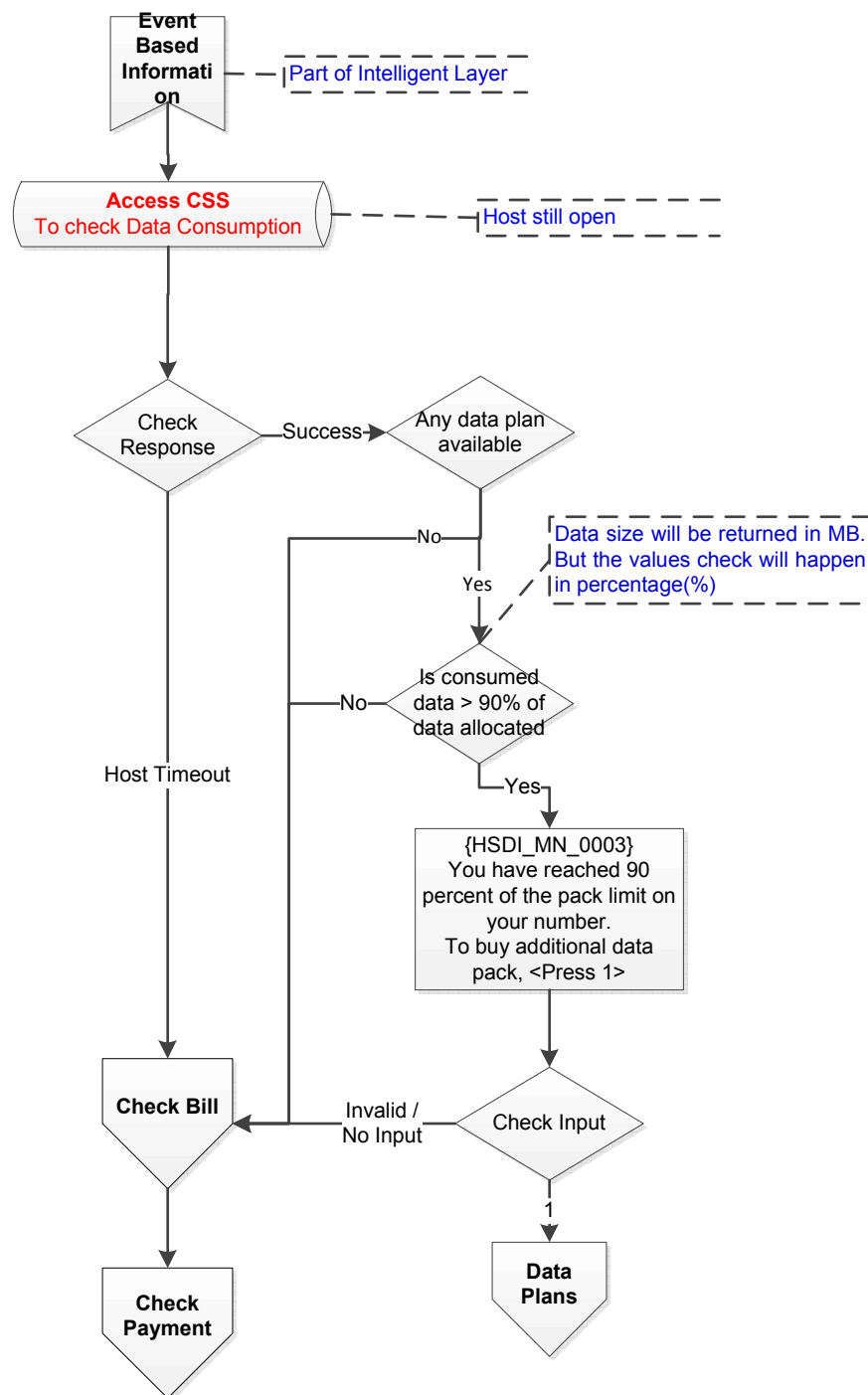
Service Request History



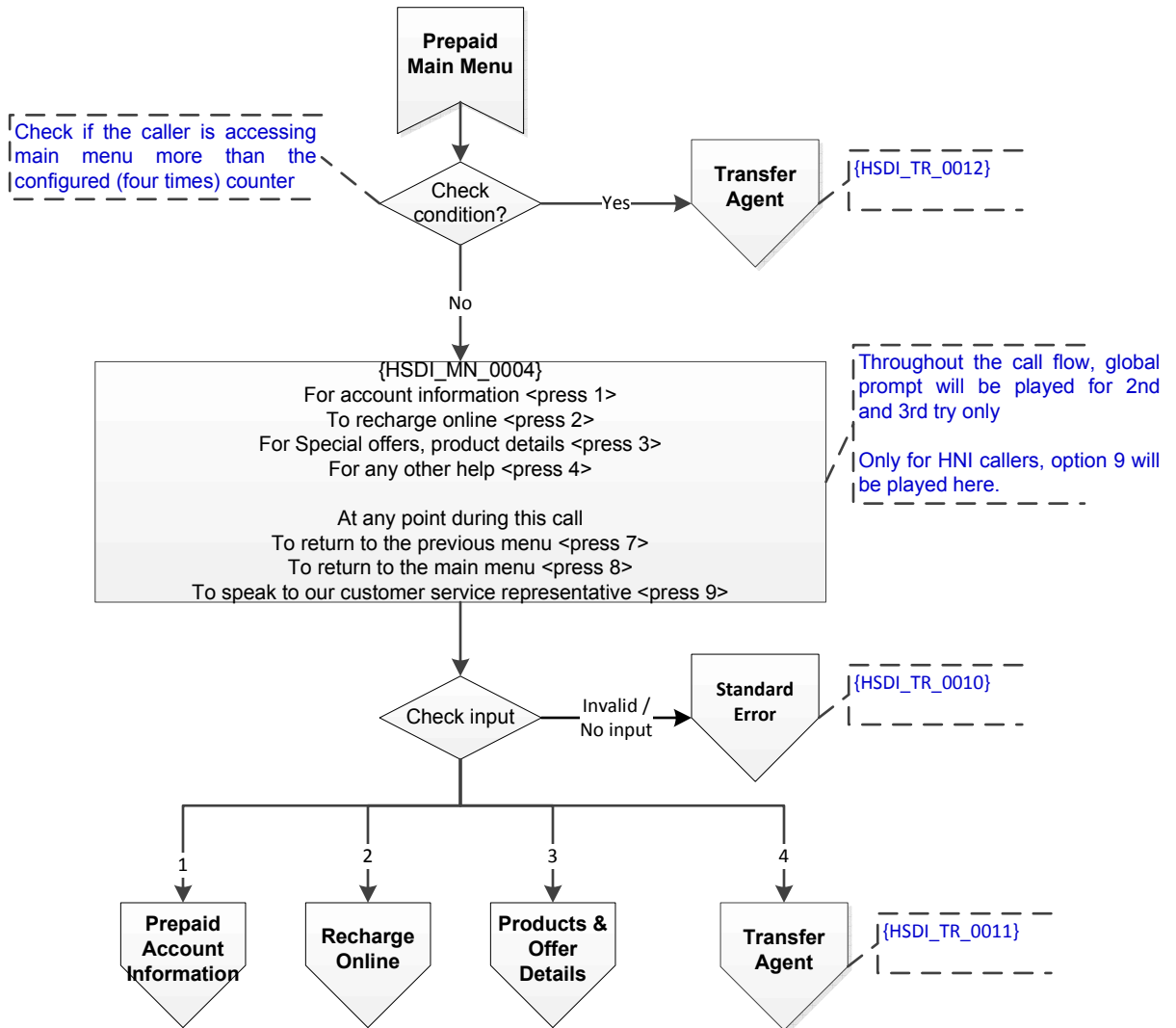
Interaction History

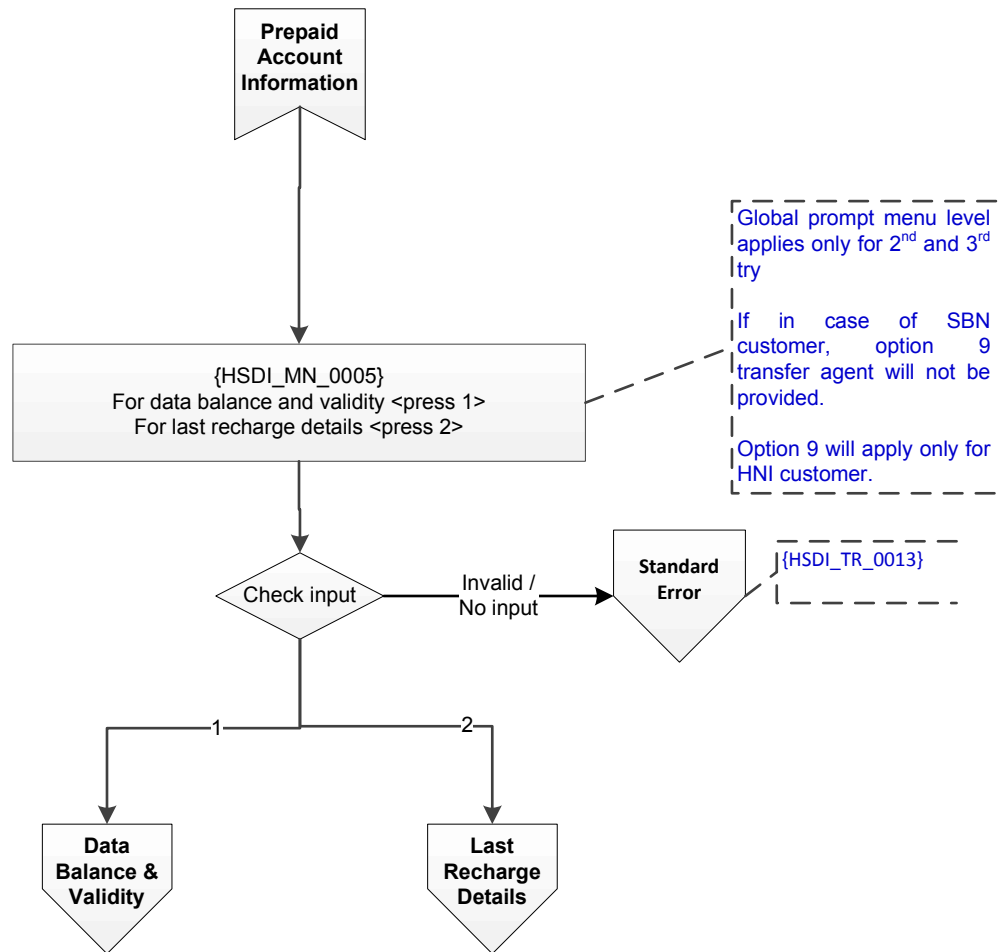


Event Based Information

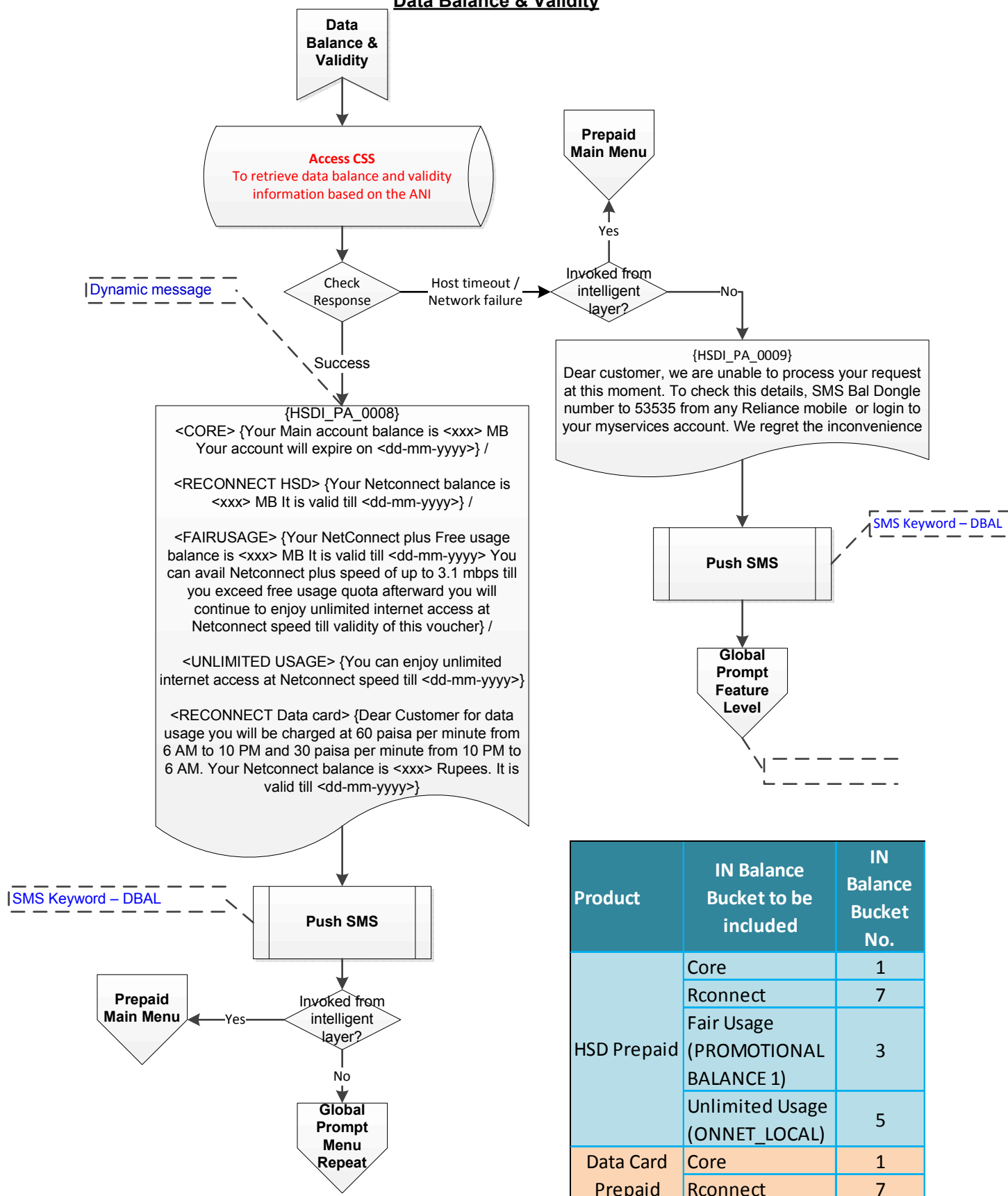


Prepaid Main Menu



Account Information

Data Balance & Validity

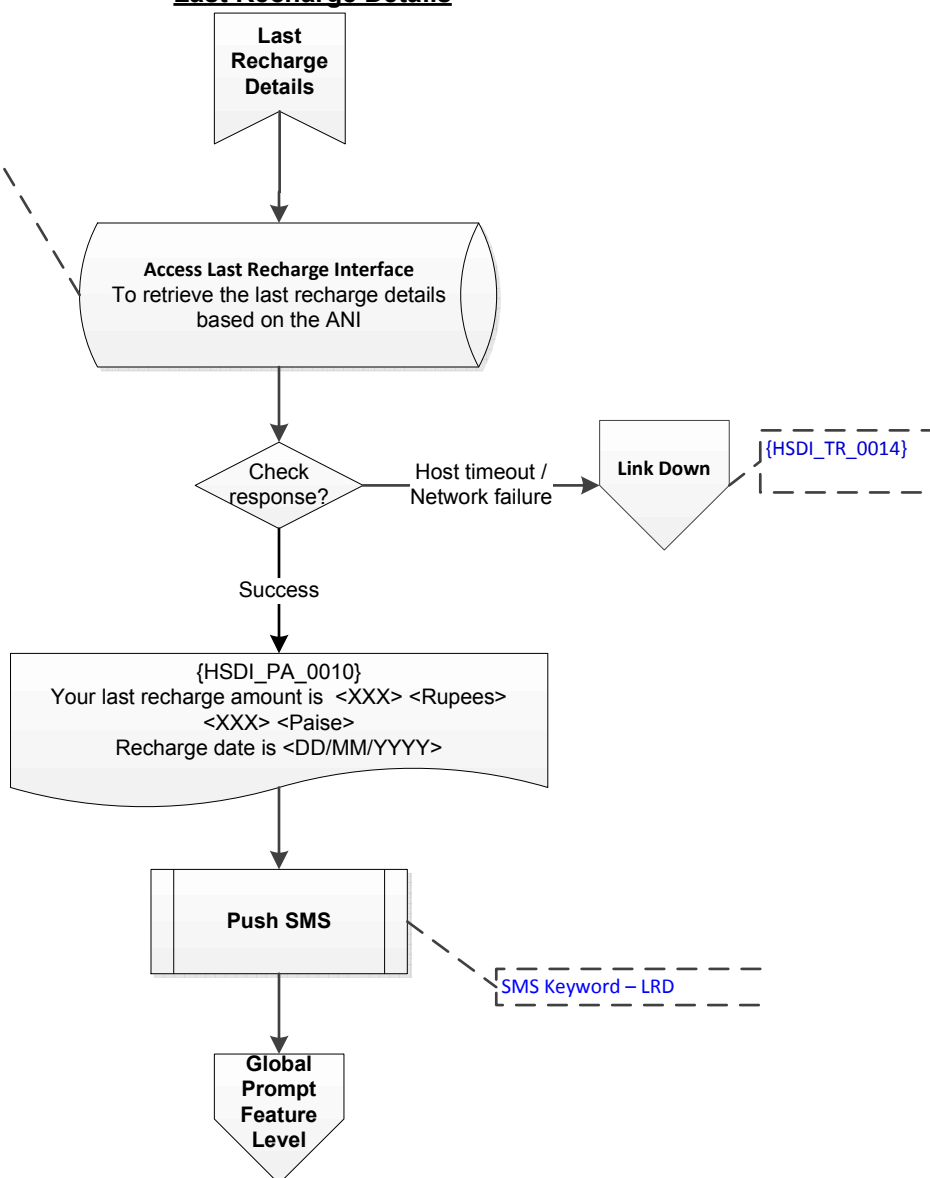


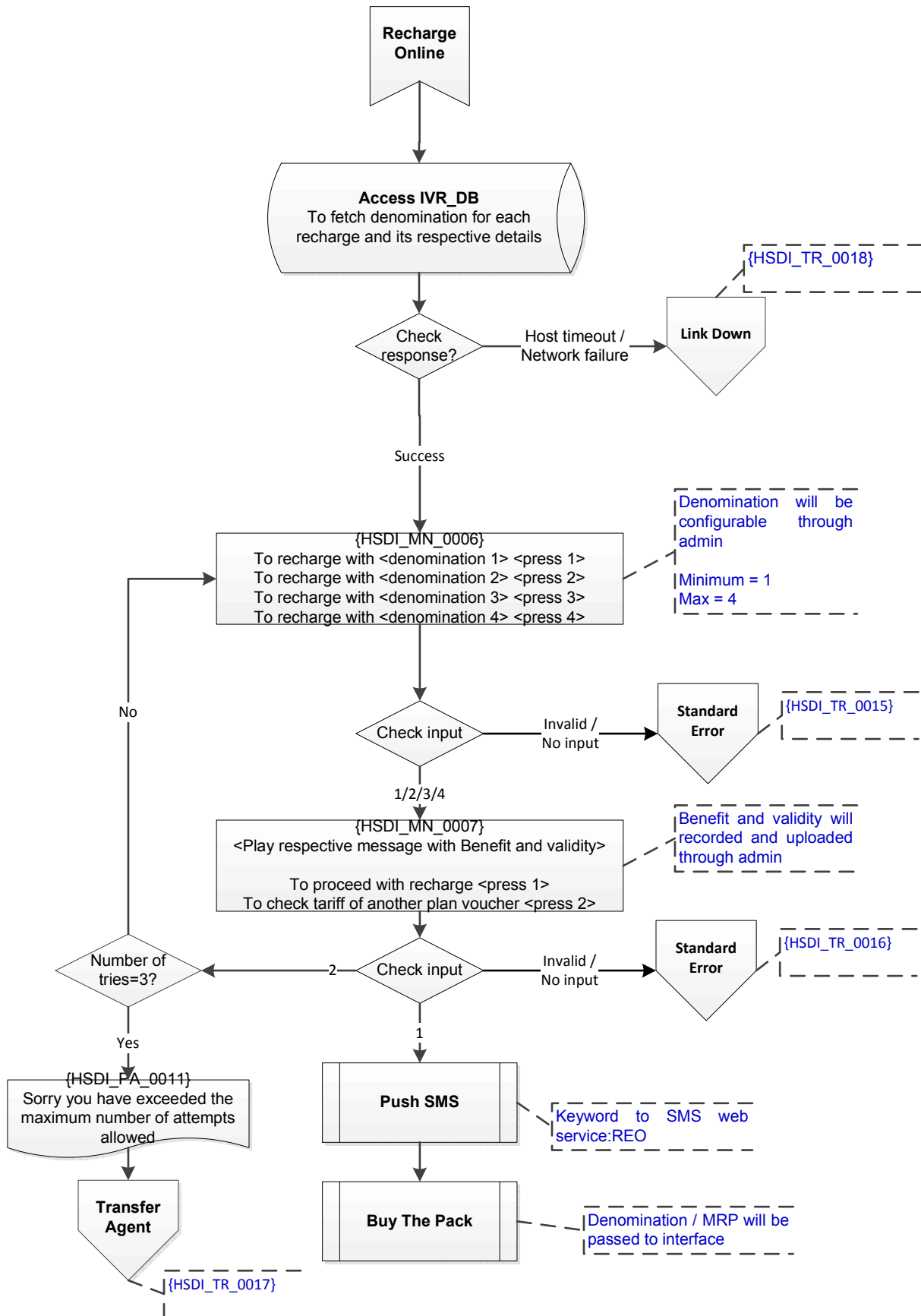
**(LAST RECHARGE
DETAILS)**

Input Parameters:
MDN

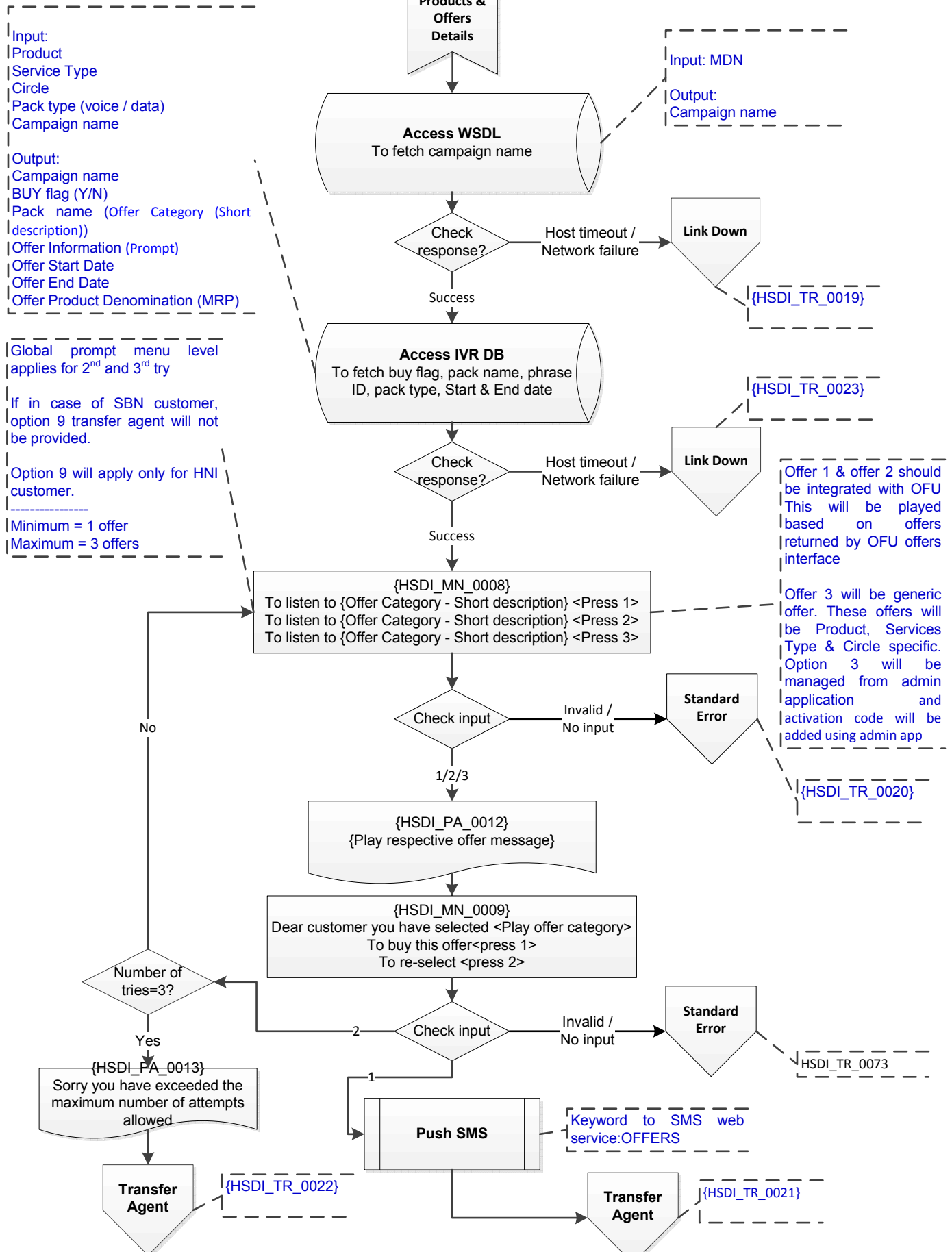
Output Parameters:
recharge_amount (200
or 200.95)
recharge_date

Last Recharge Details

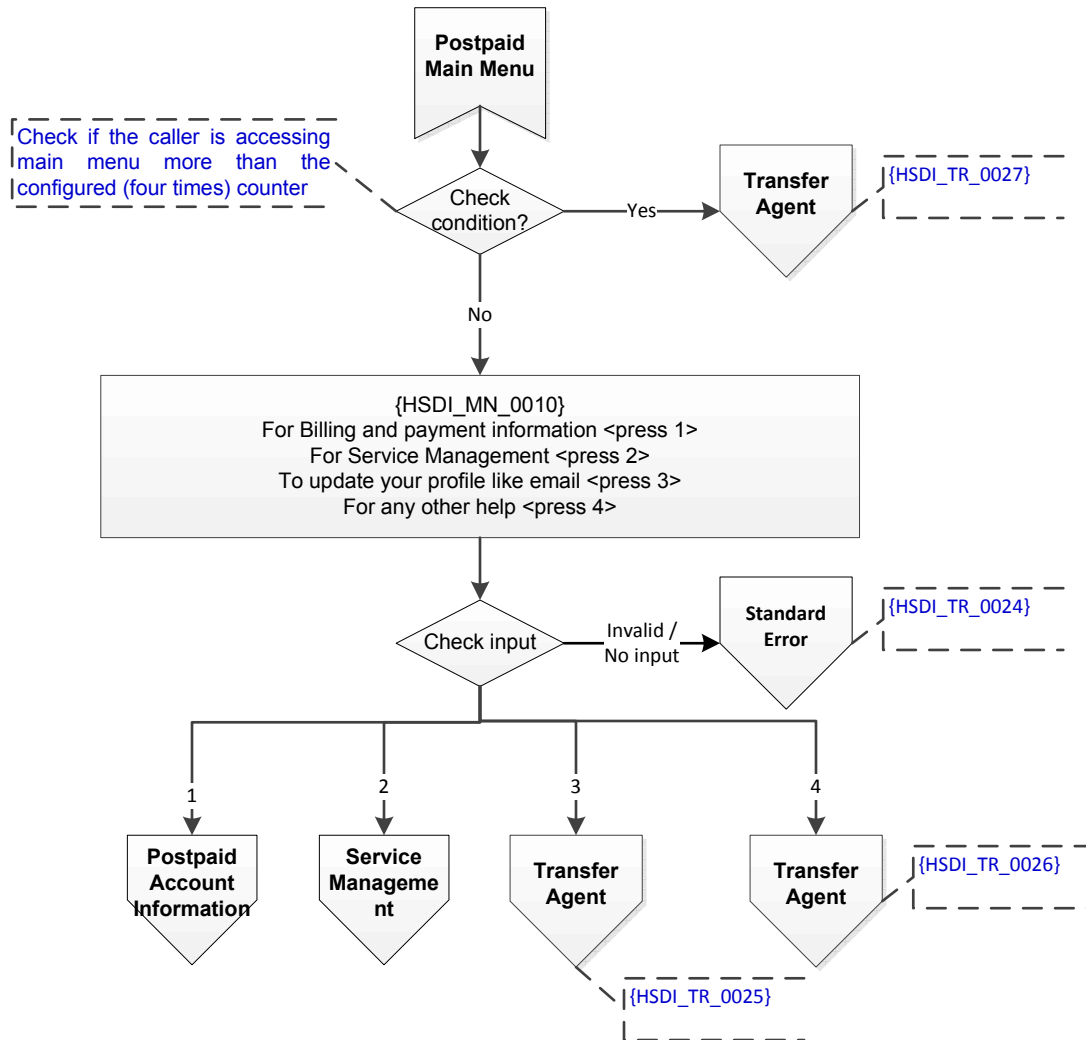


Recharge Online

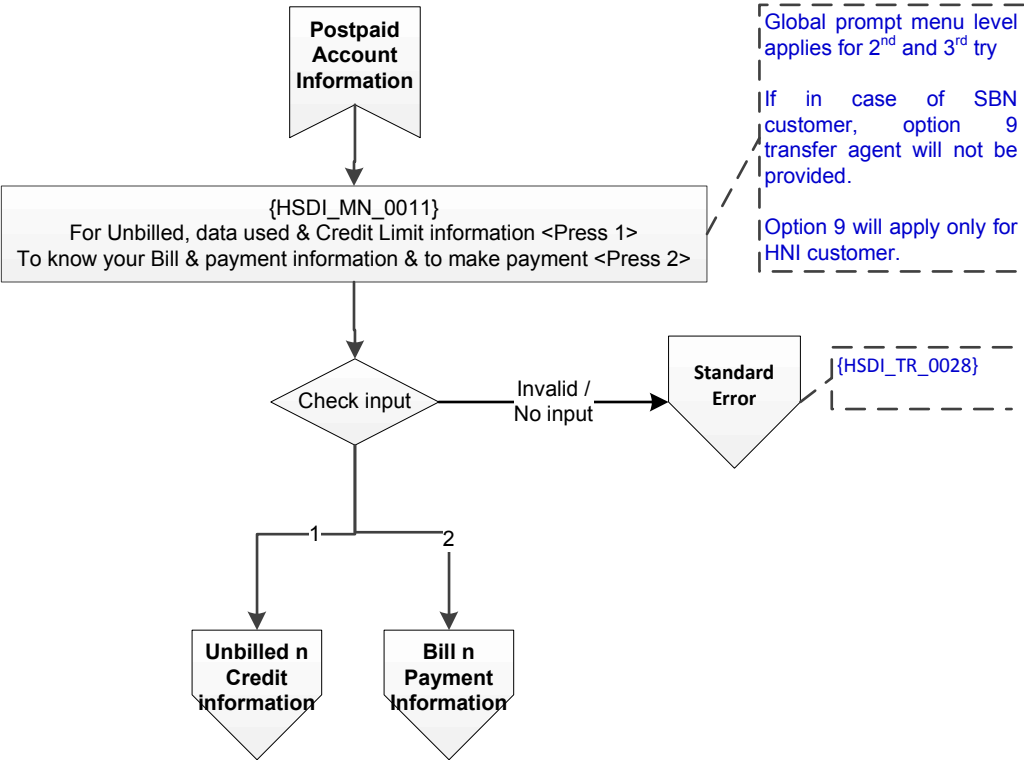
Products & Offers Details



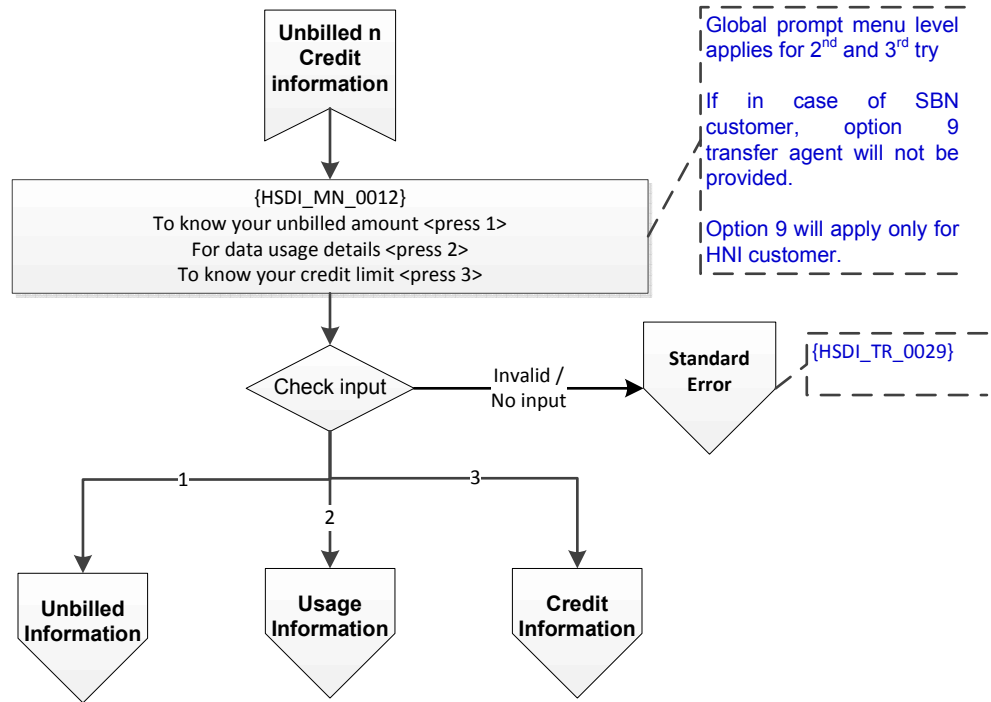
Postpaid Main Menu



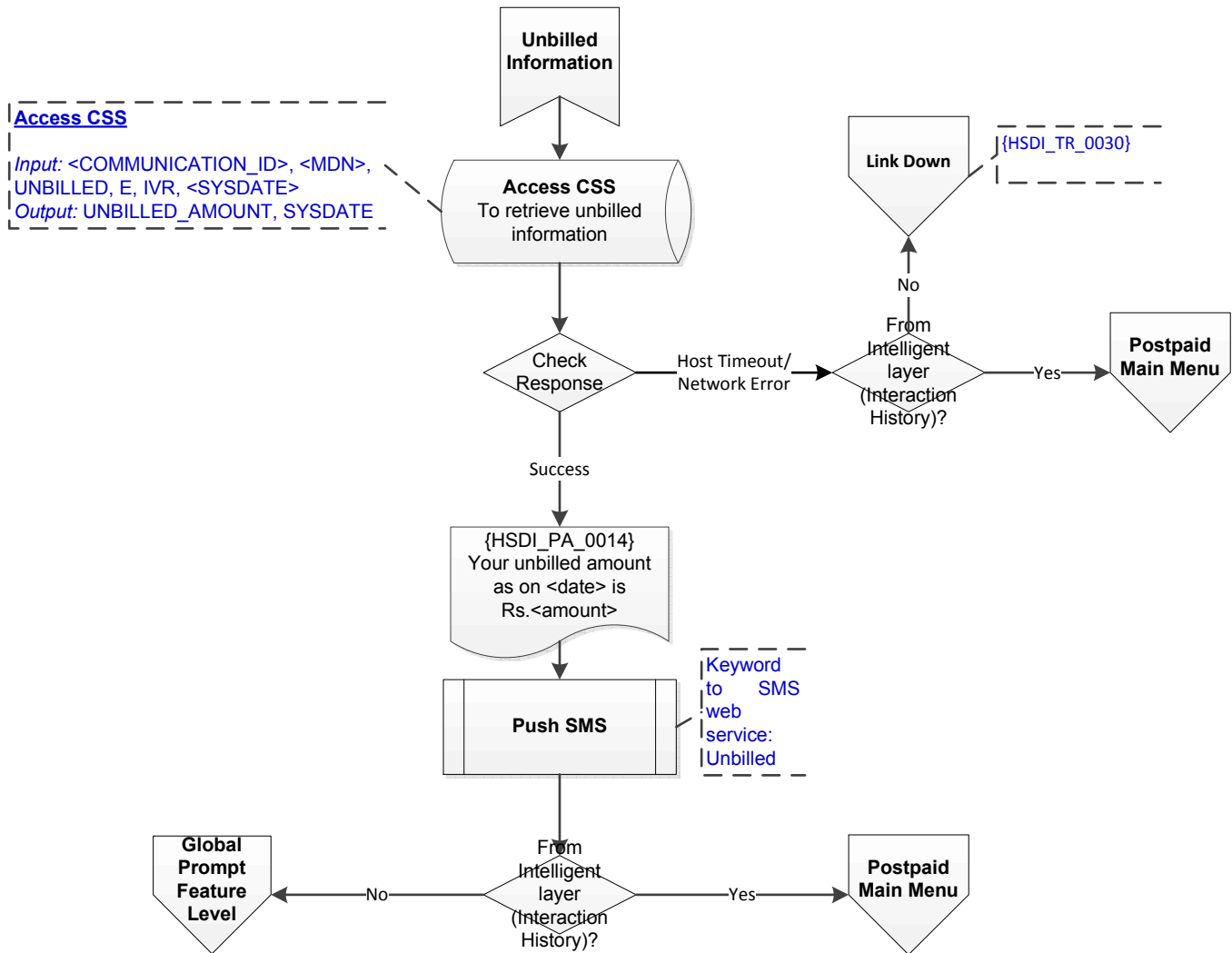
Postpaid Account Information



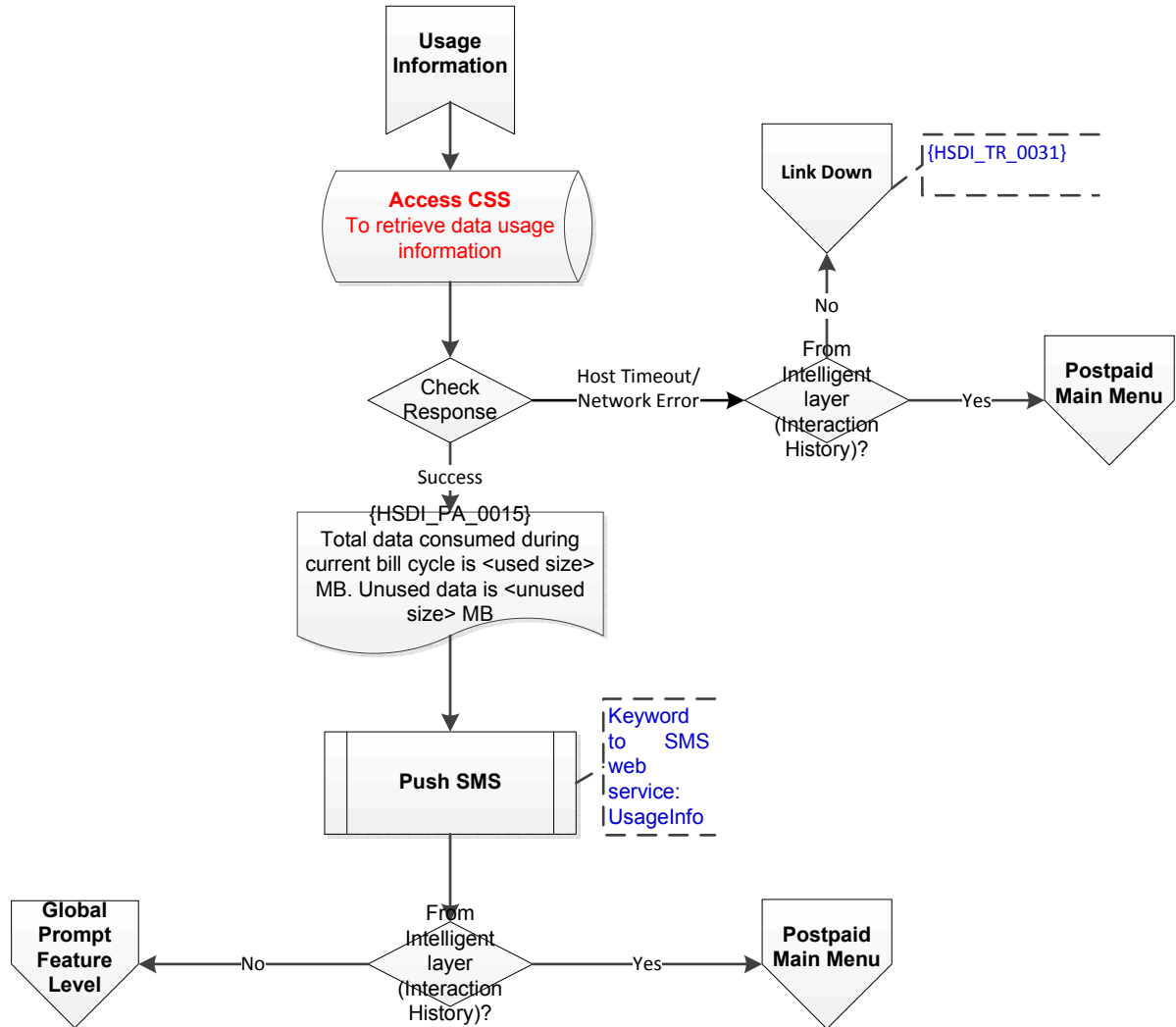
Unbilled n Credit information



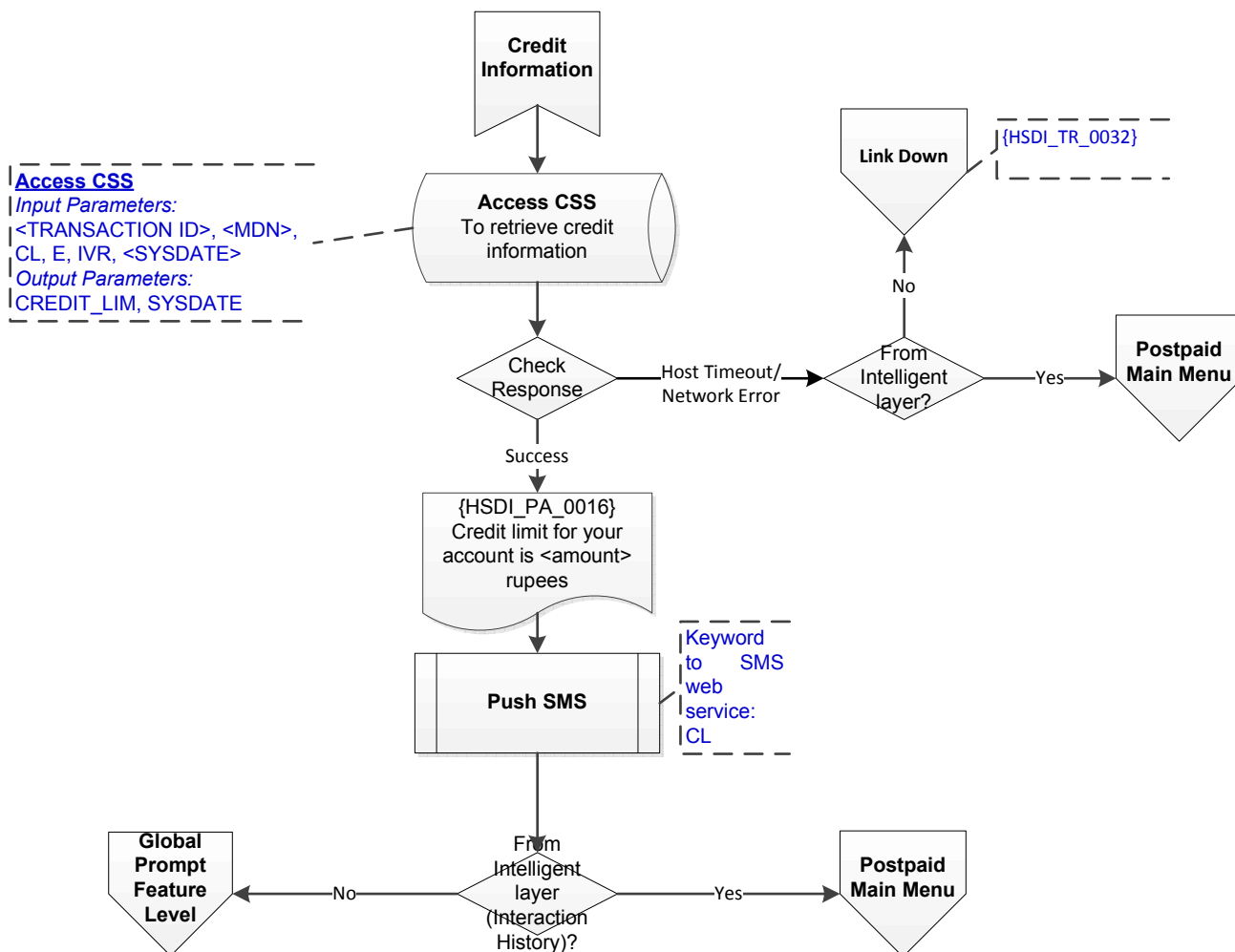
Unbilled Information



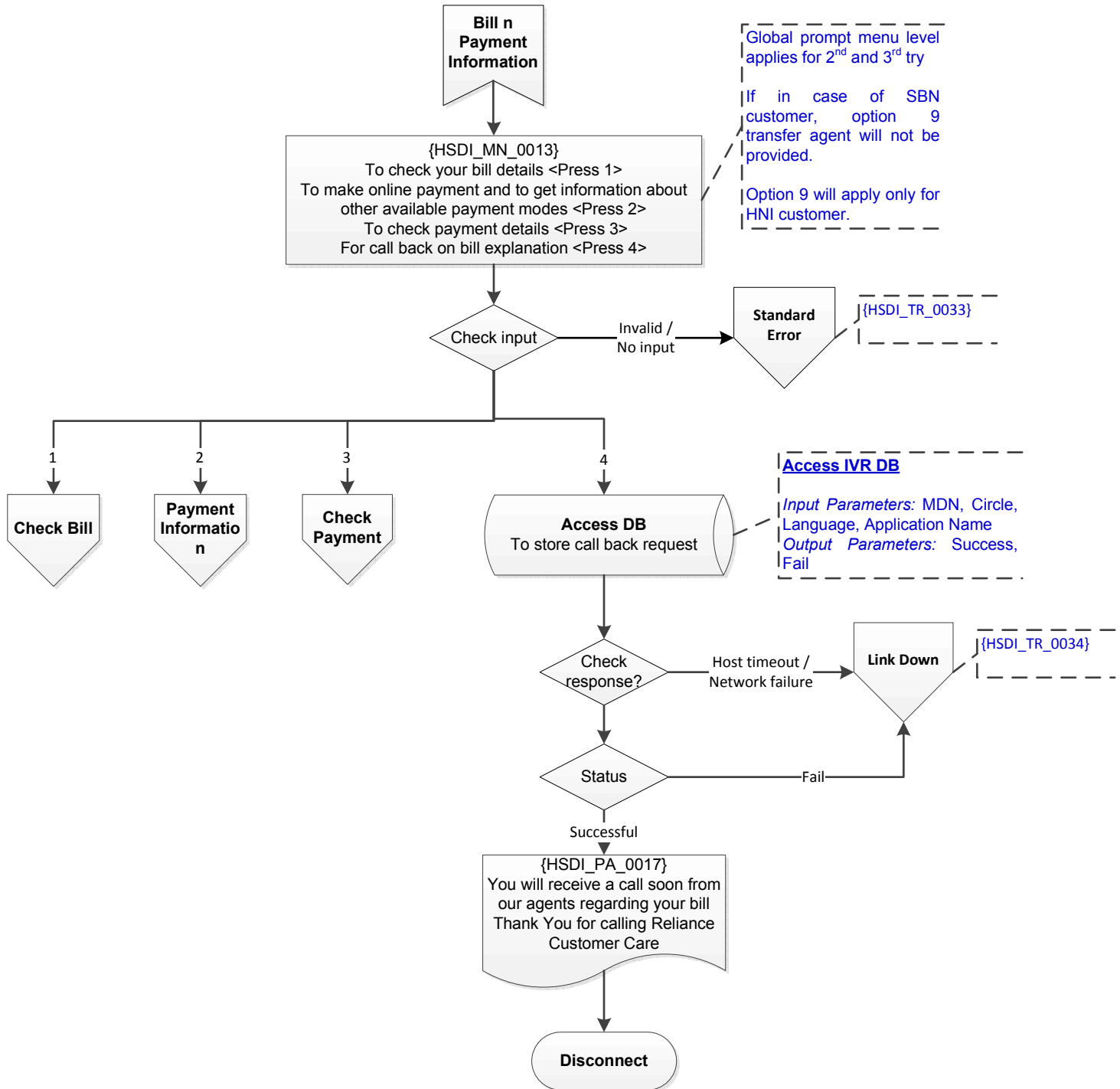
Usage Information



Credit Information



Bill n Payment Information

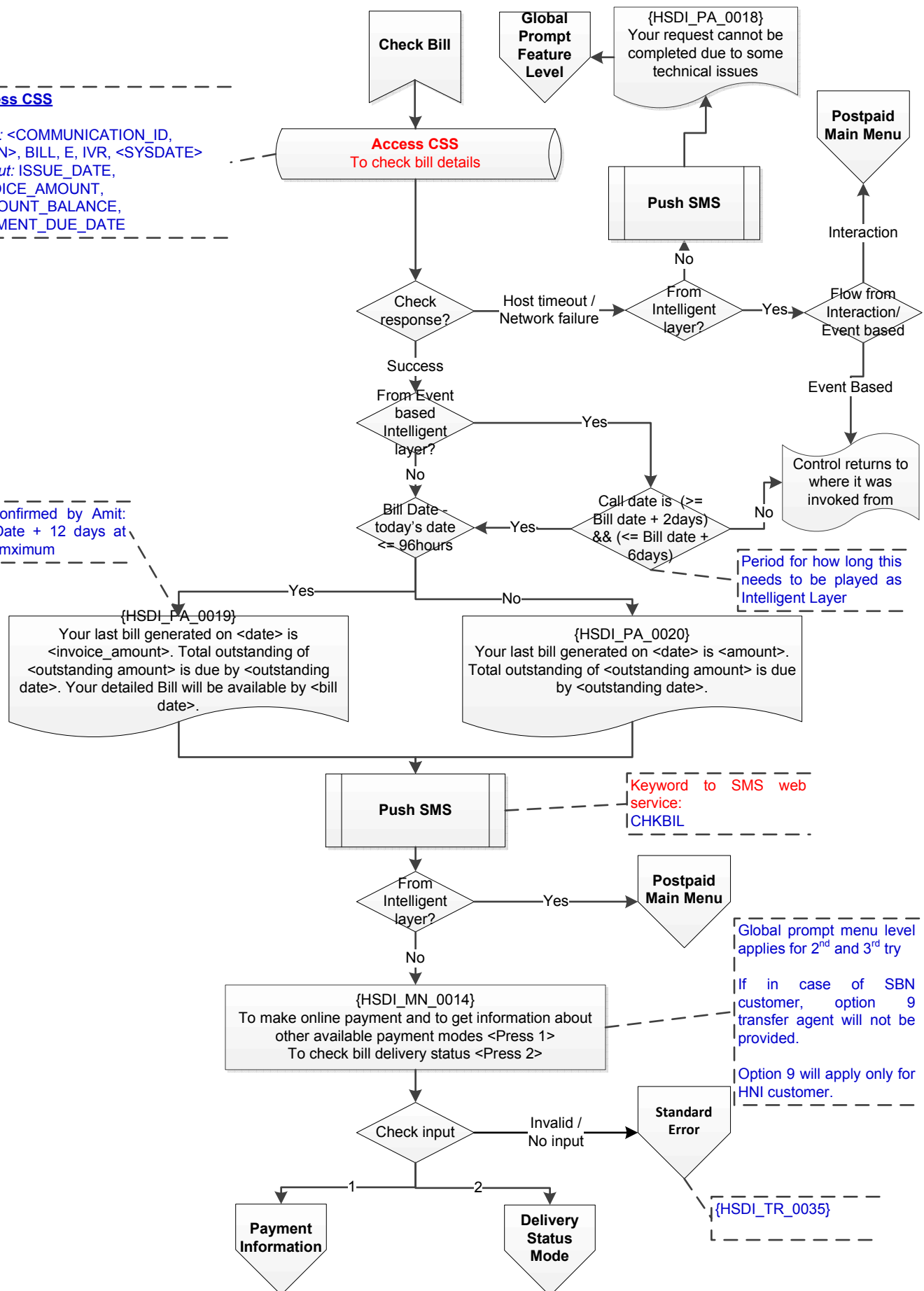


Check Bill**Access CSS**

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

As confirmed by Amit:
Bill Date + 12 days at
the amximum

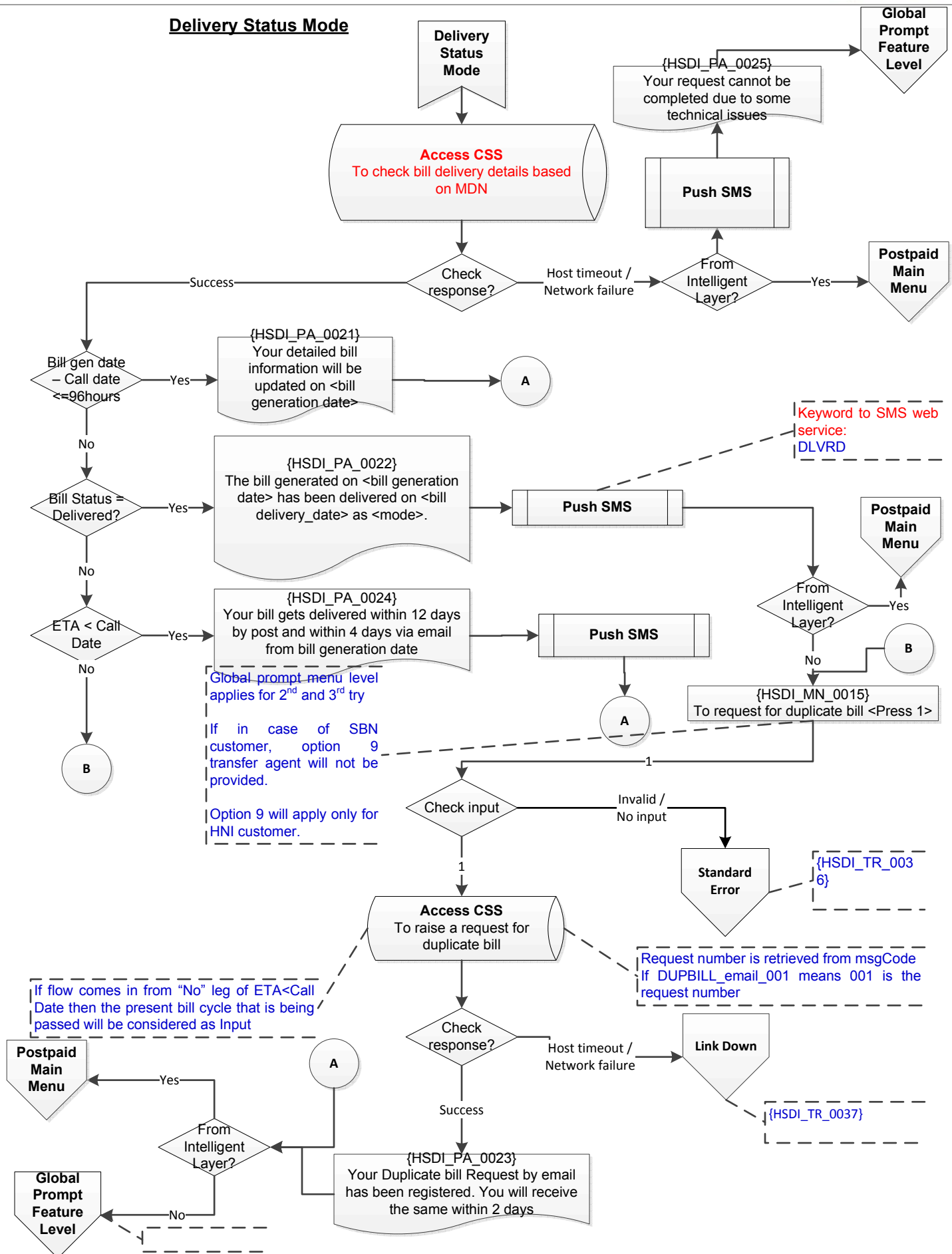
Period for how long this
needs to be played as
Intelligent Layer



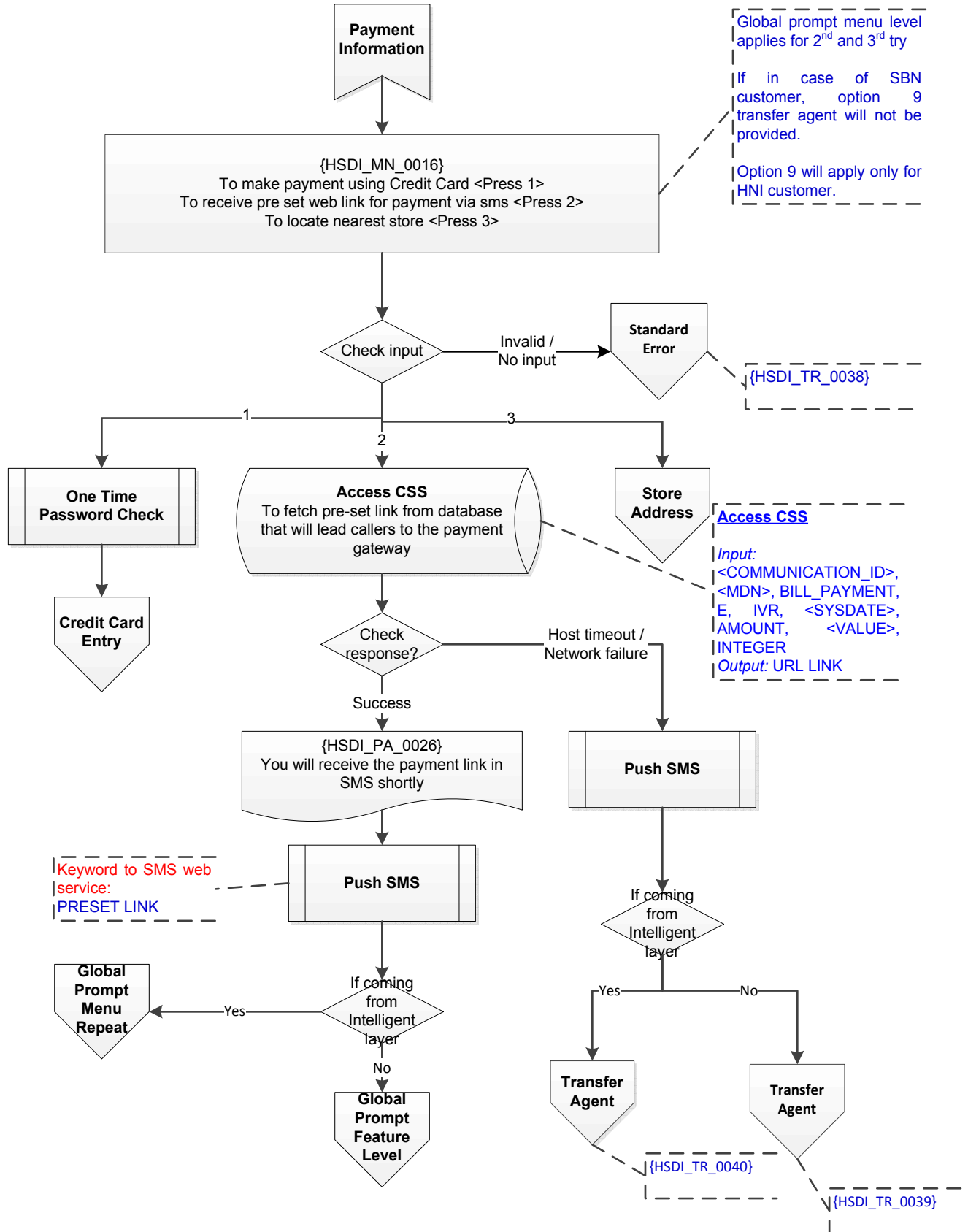
Global prompt menu level
applies for 2nd and 3rd try

If in case of SBN
customer, option 9
transfer agent will not be
provided.

Option 9 will apply only for
HNI customer.

Delivery Status Mode

Payment Information



Check Payment

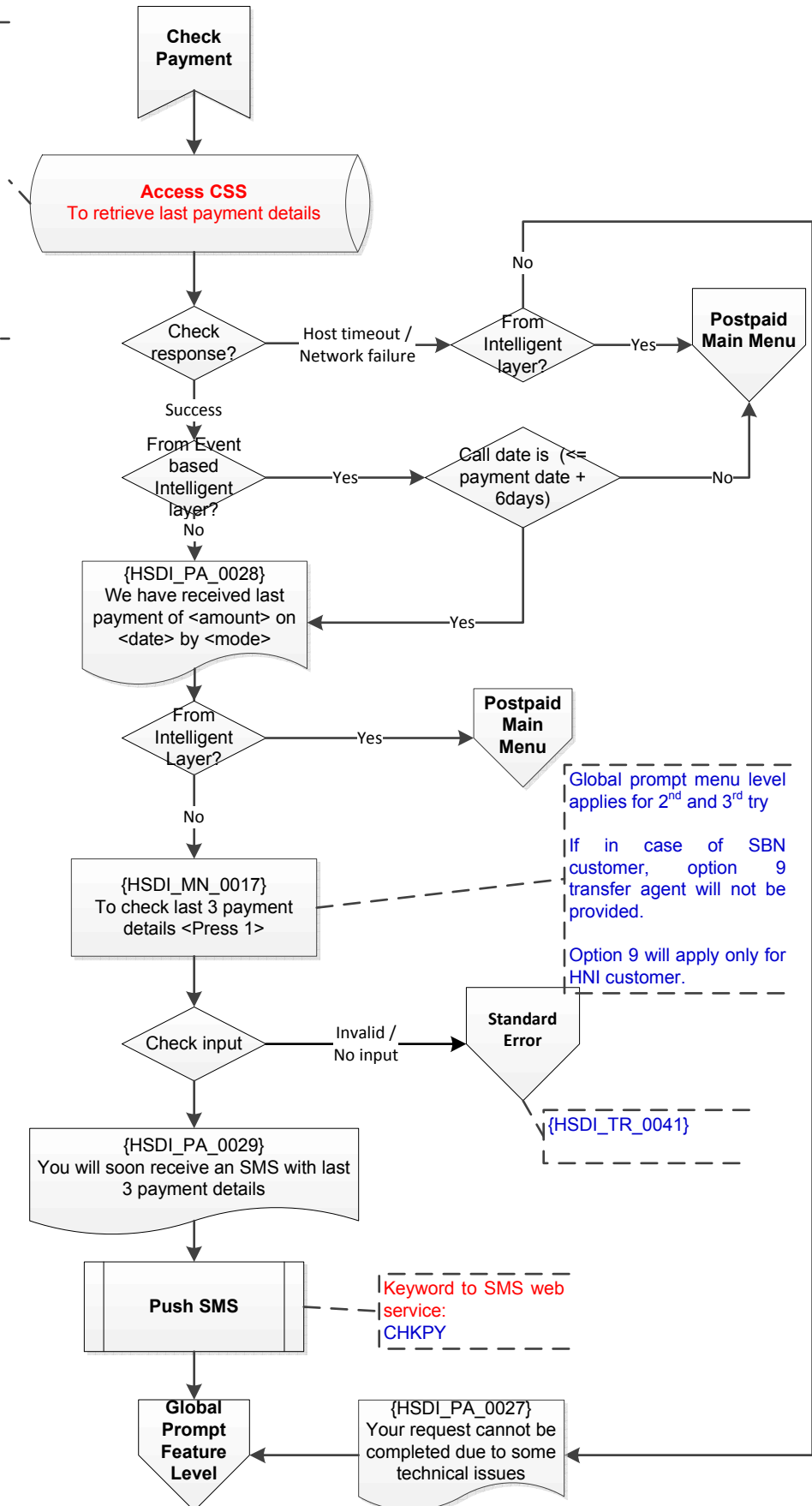
Access CSS

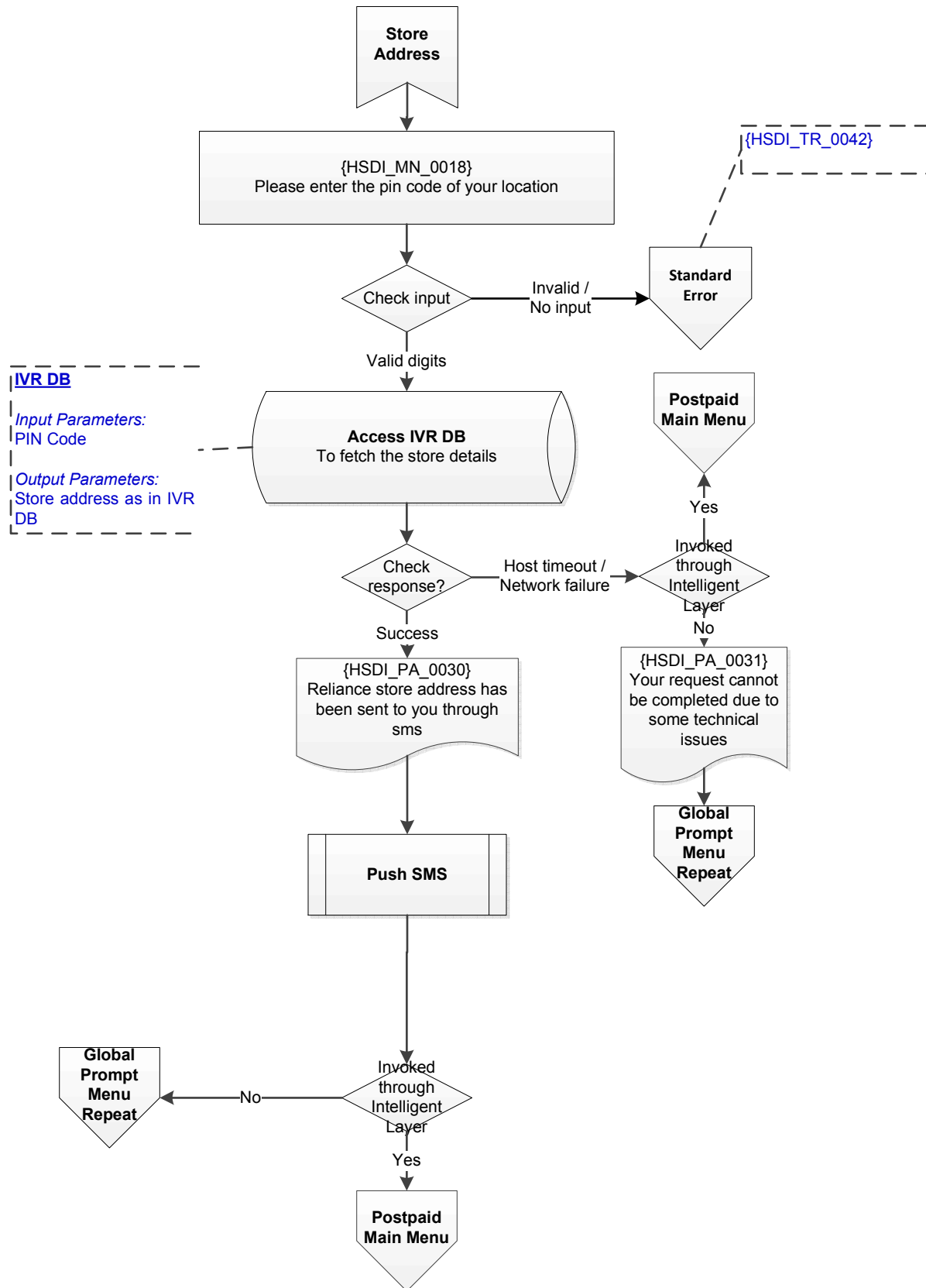
Input: <COMMUNICATION_ID>, <MDN>, LAST3, E, <SYSDATE>

Output:

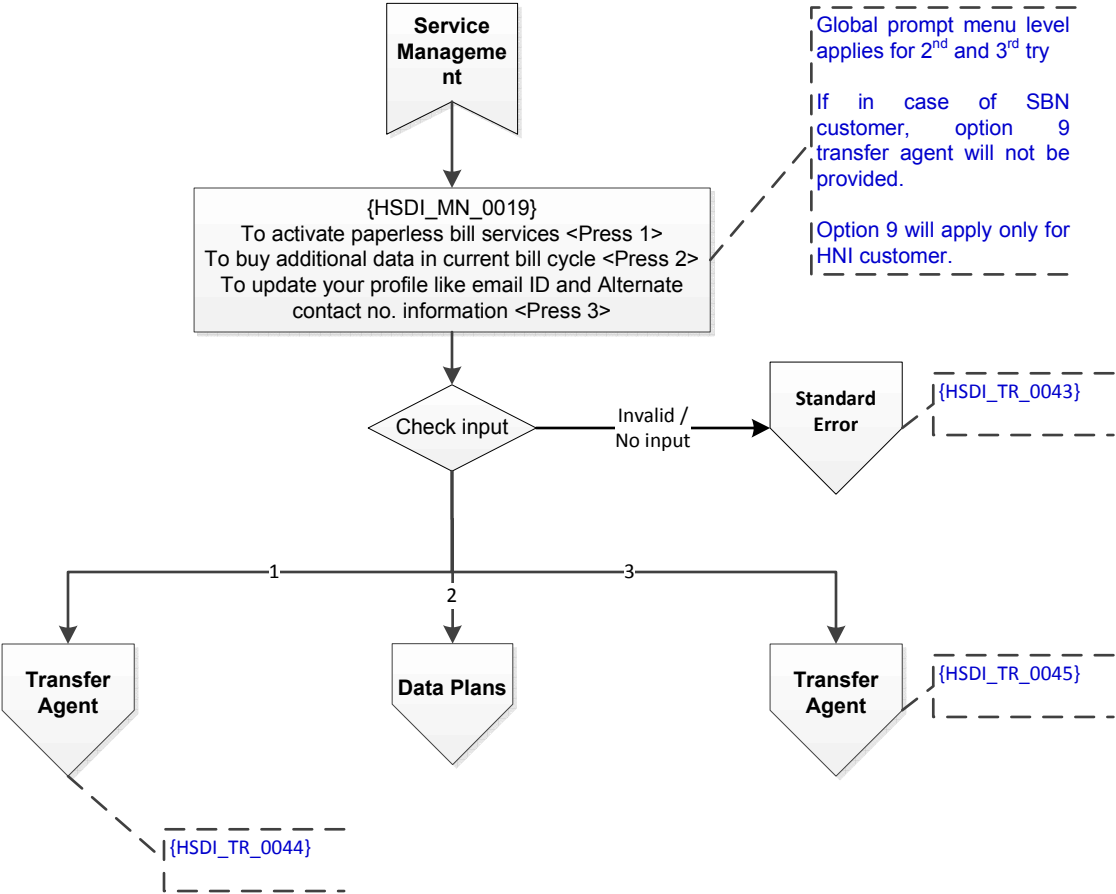
1. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
2. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
3. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE

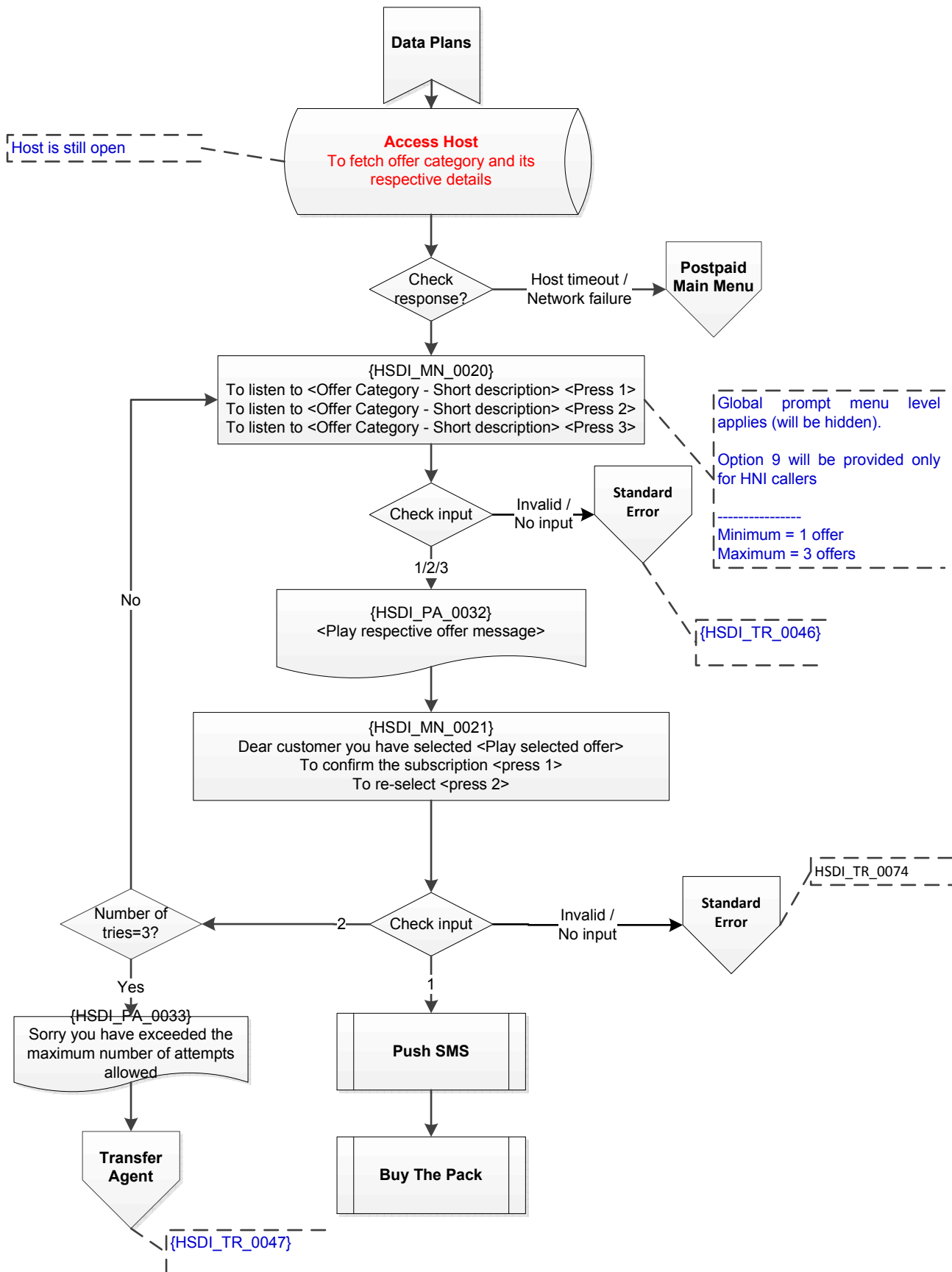
Total 3 payments would be provided
TokenID1 will the last payment details

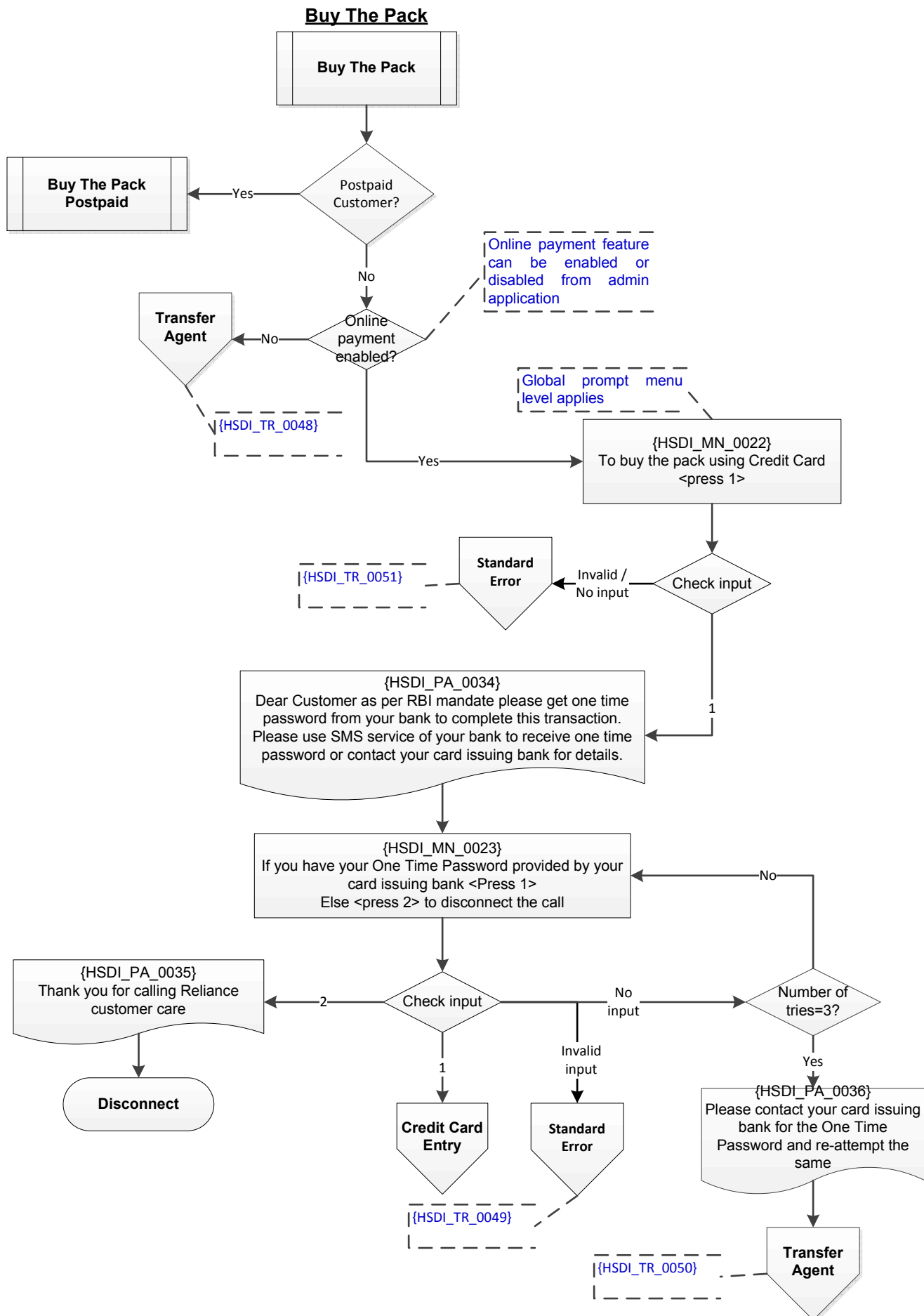


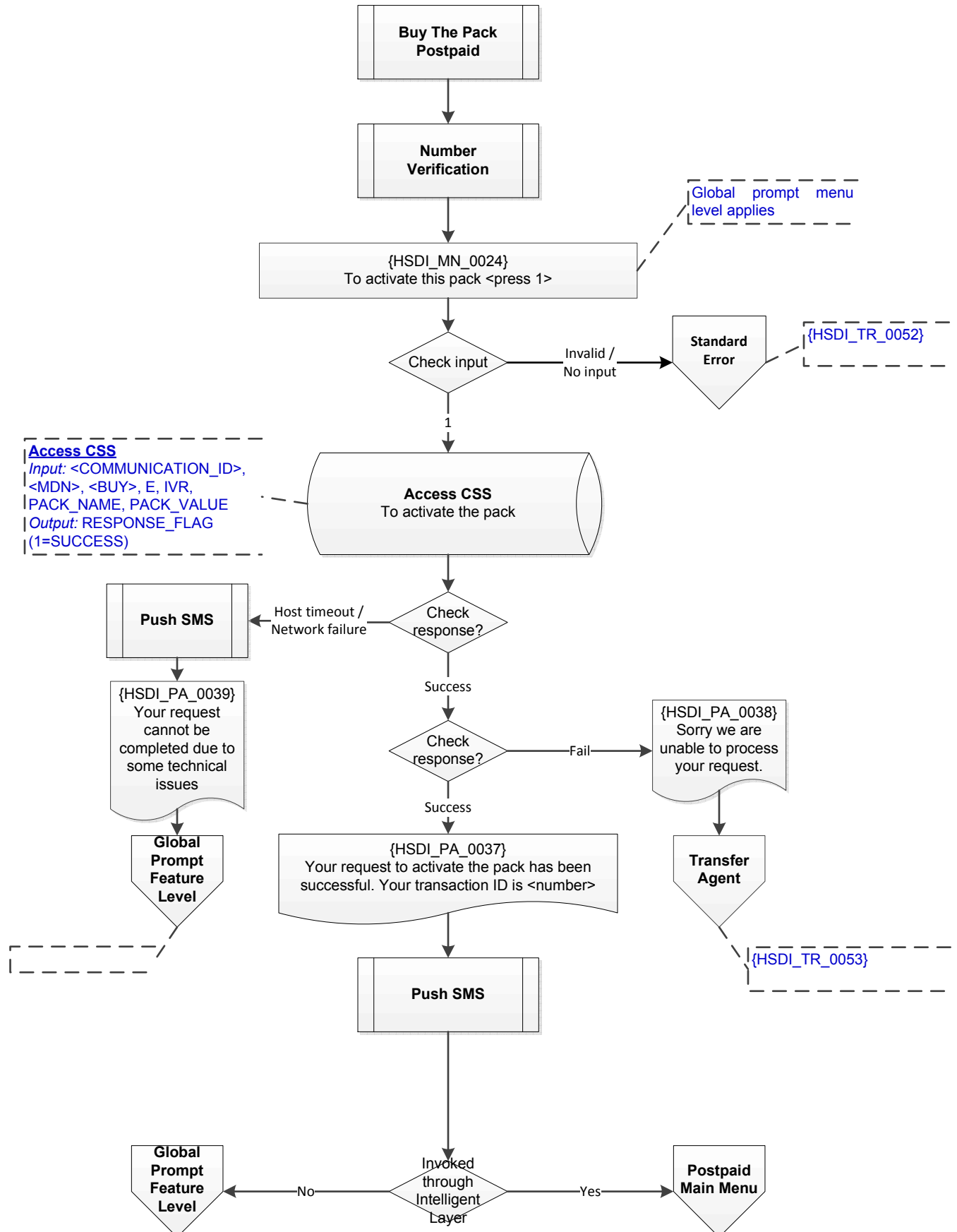
Store Address

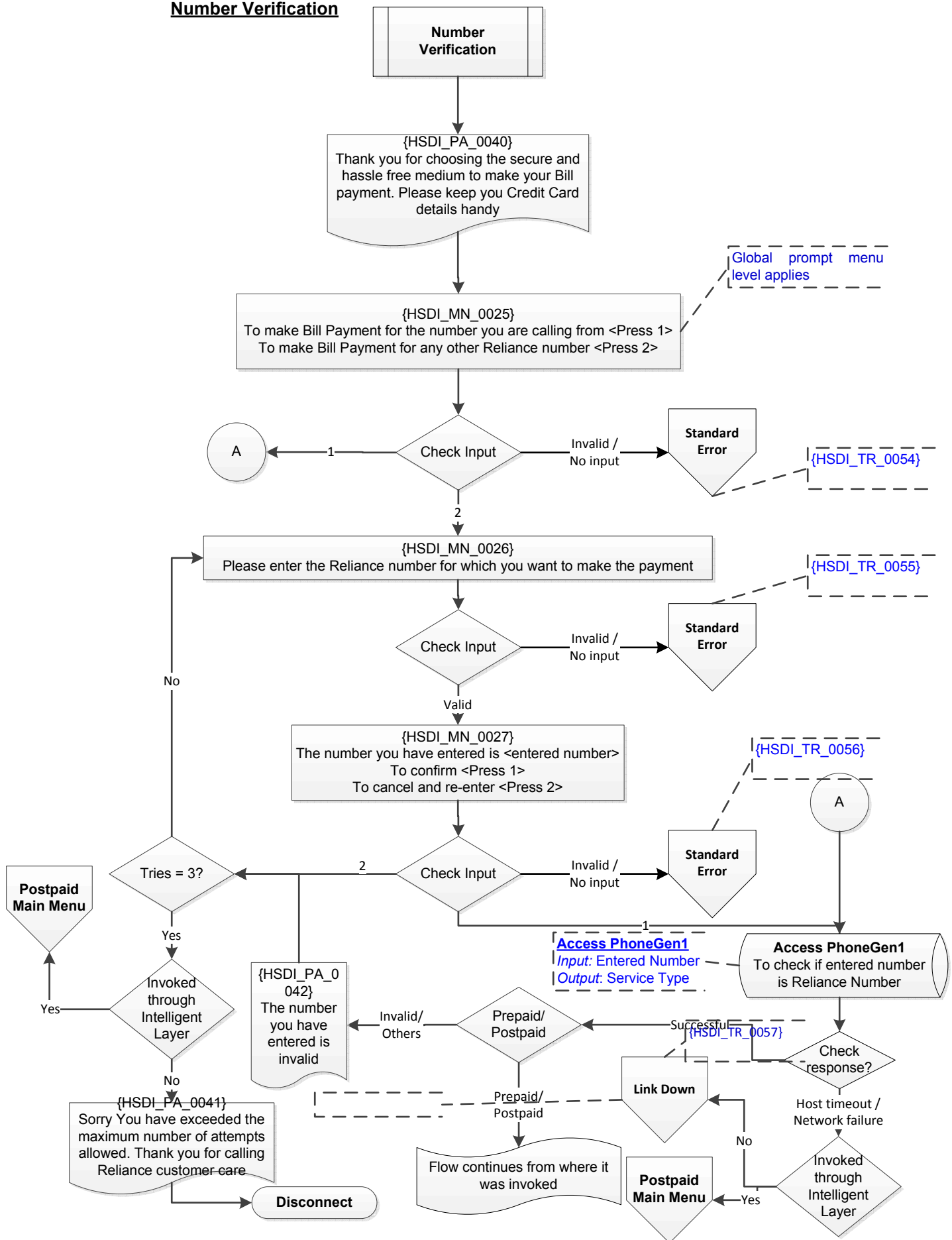
Service Management

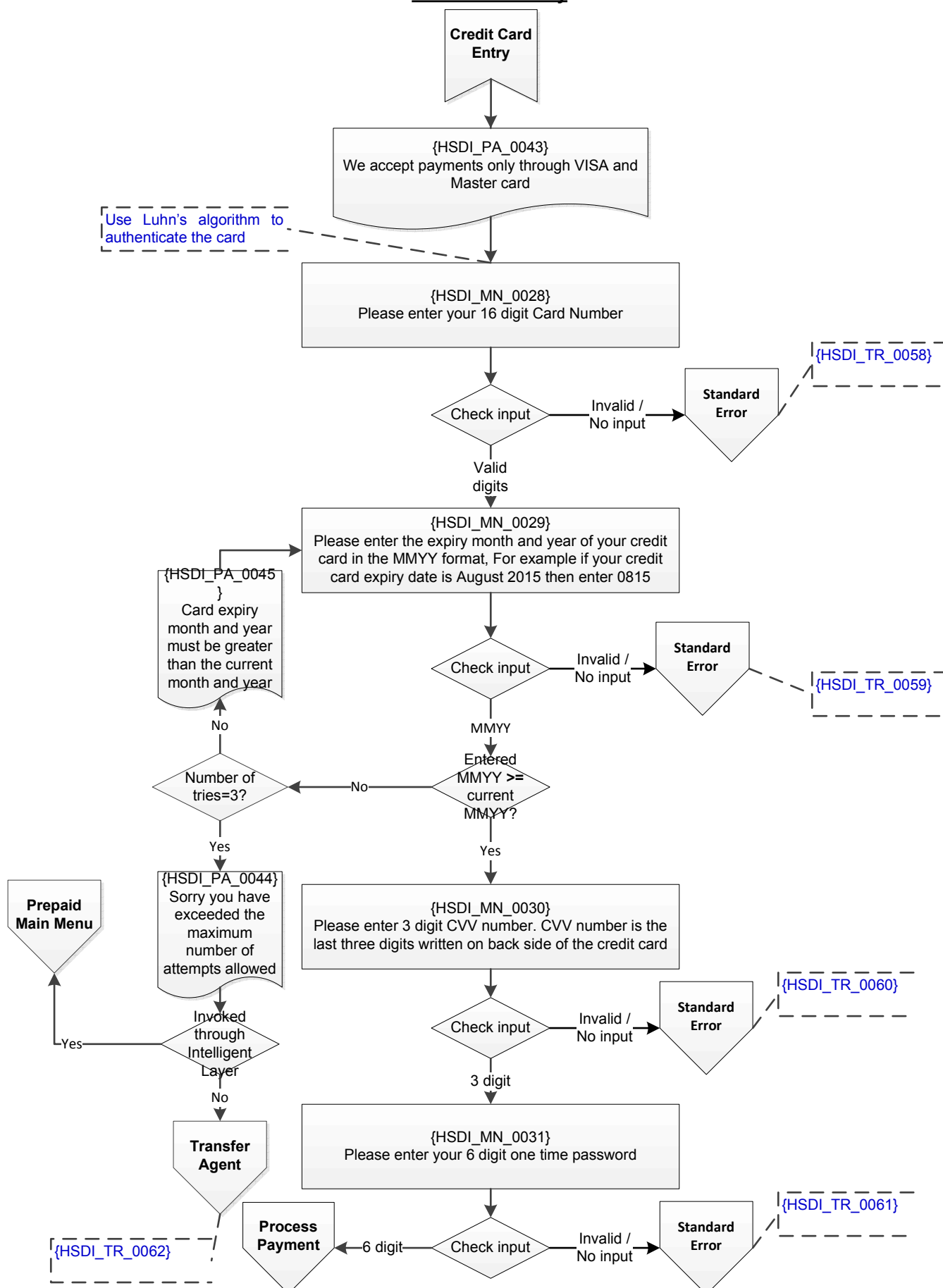


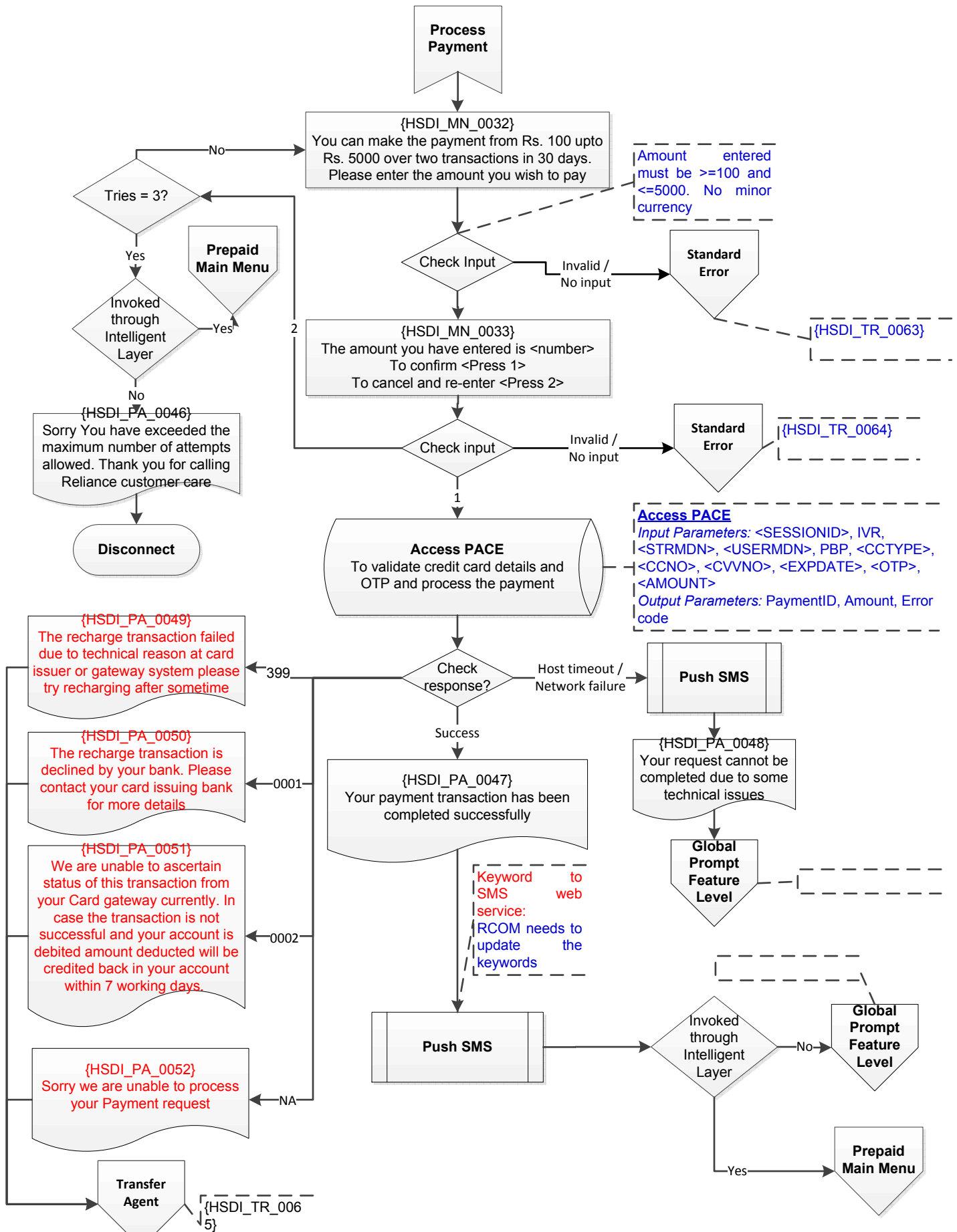
Data Plans

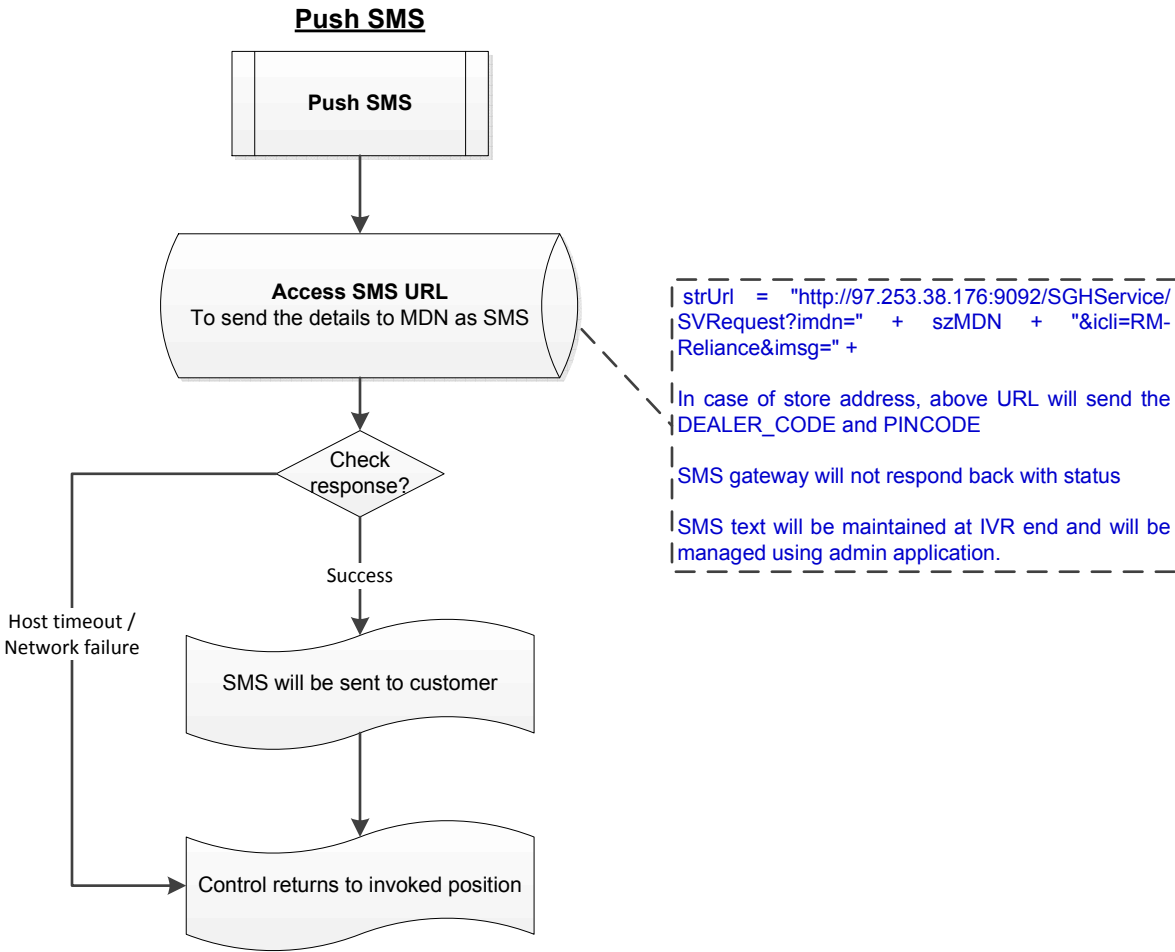


Buy The Pack Postpaid

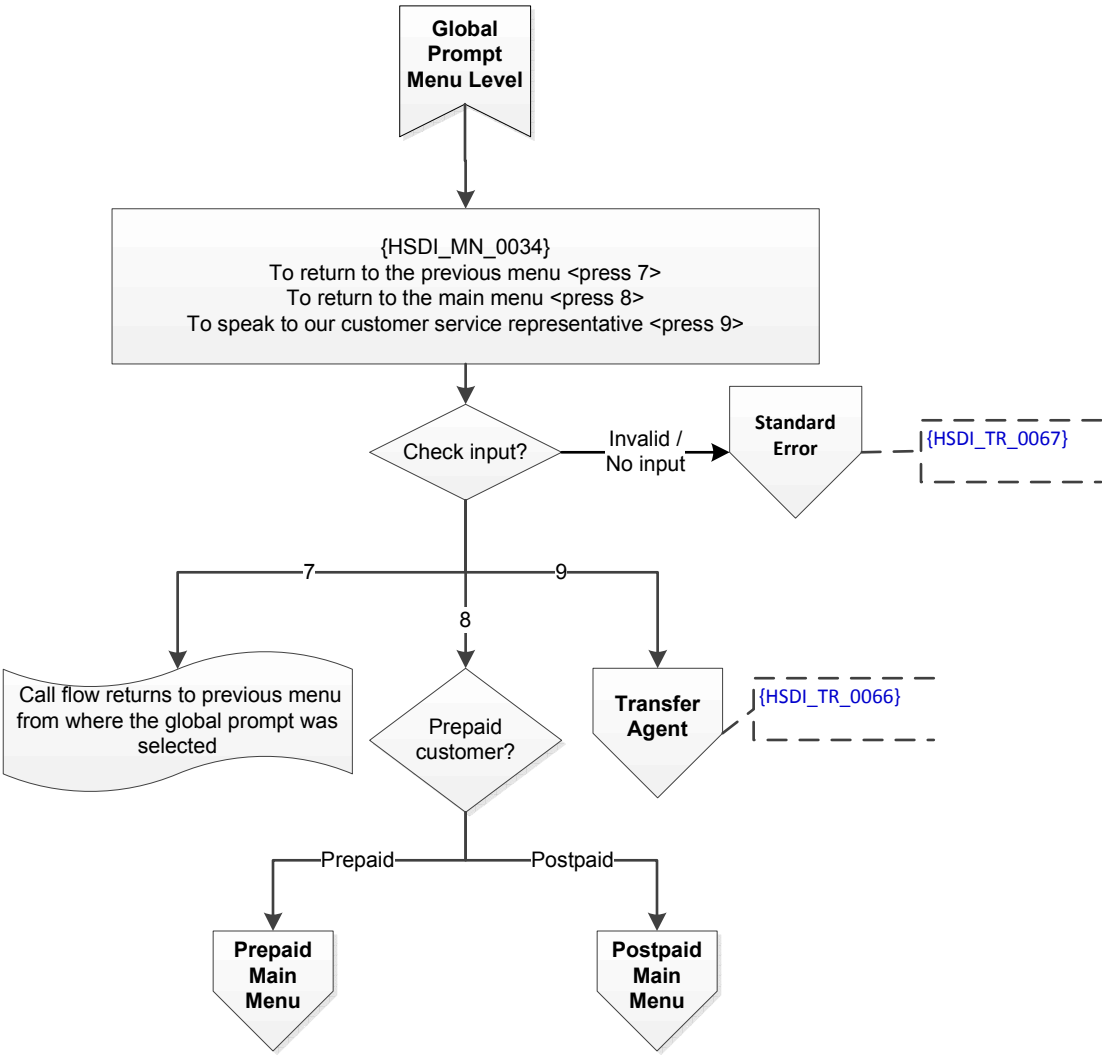
Number Verification

Credit Card Entry

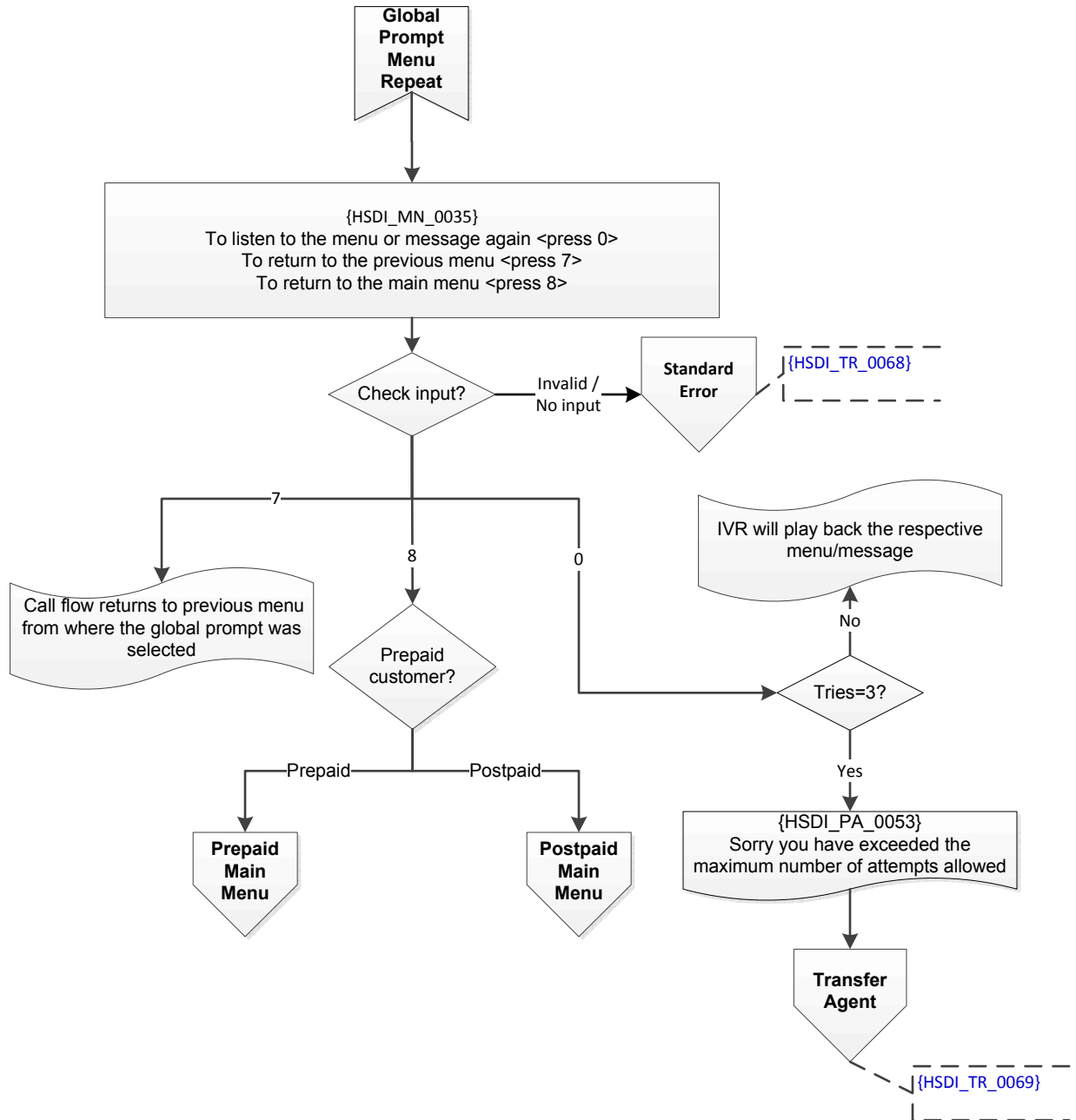
Process Payment



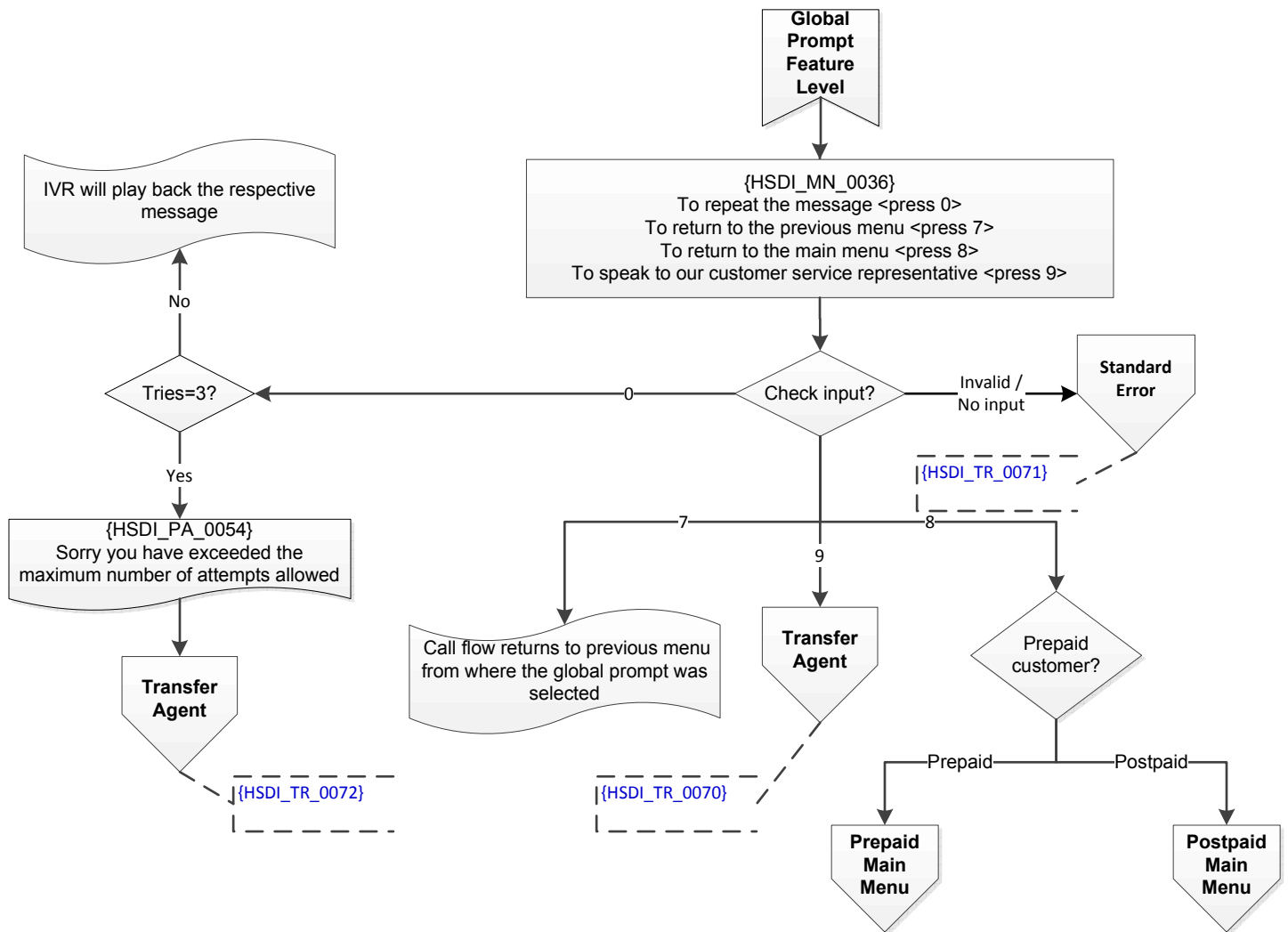
Global Prompt Menu Level



Global Prompt Menu Level

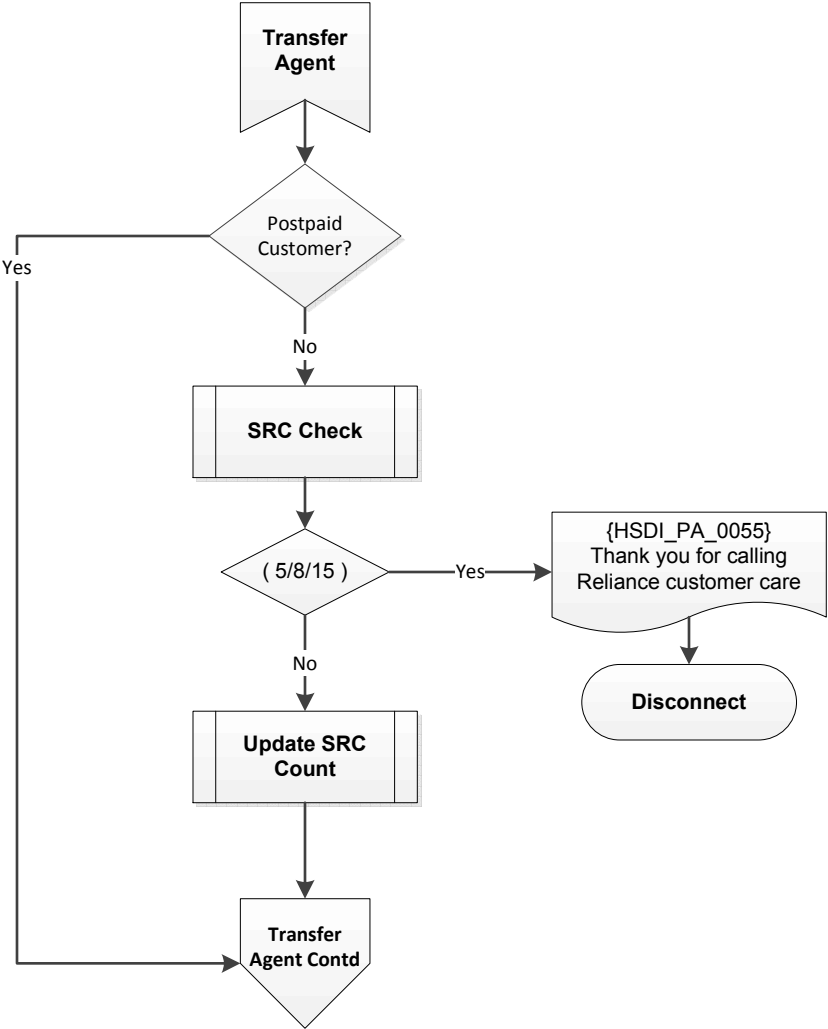


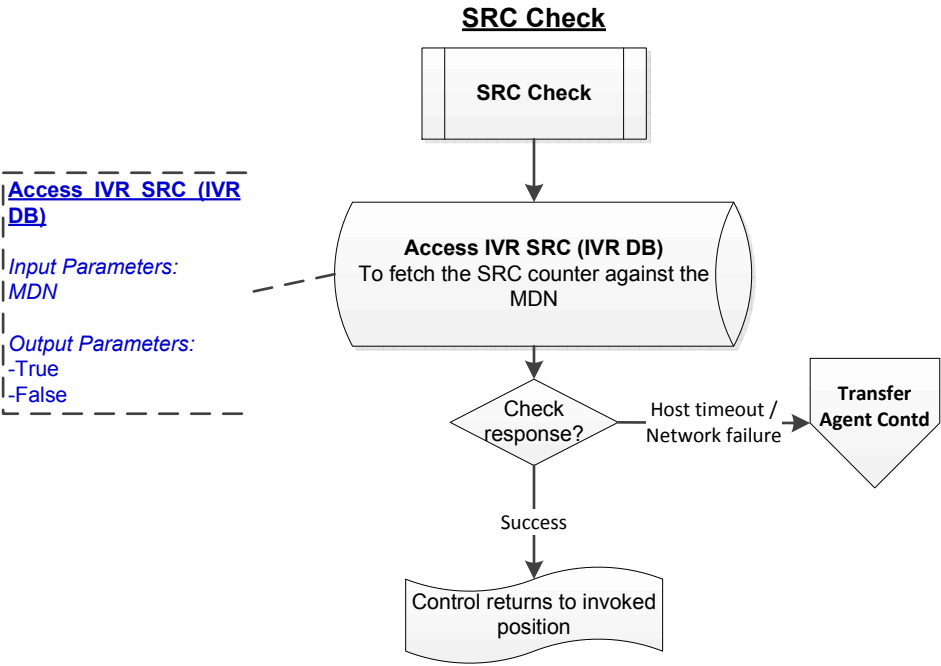
Global Prompt Feature Level



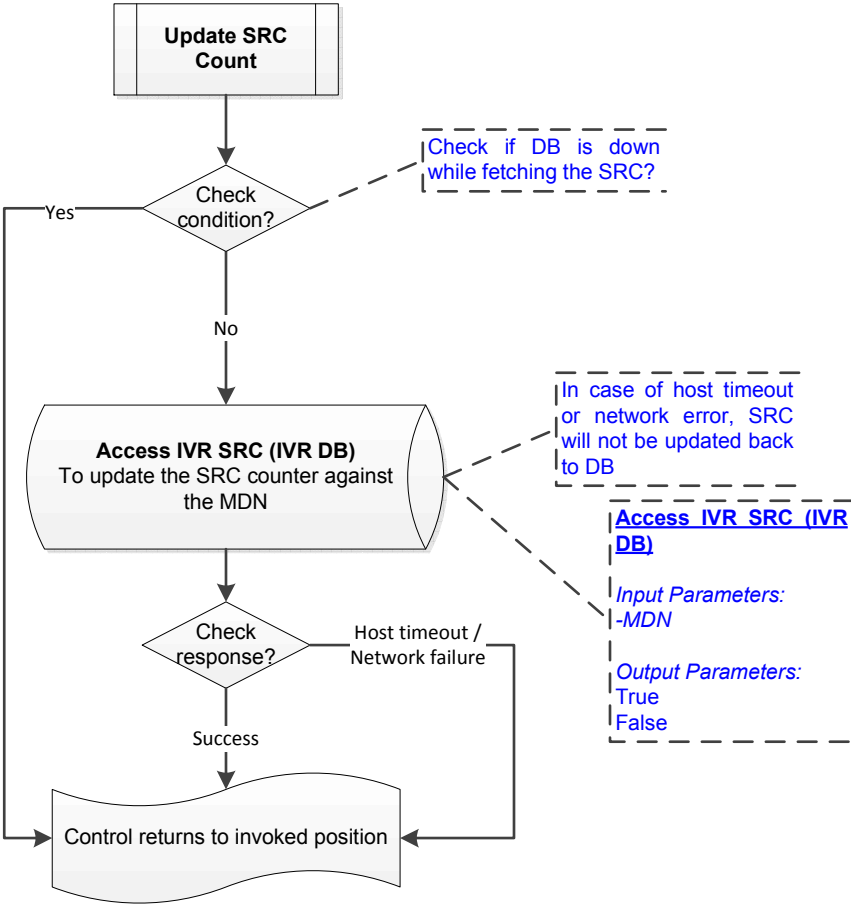
IVR call variables:
1. ANI
2. DNIS
3. Language selected
4. Last 5 menu accessed
5. Transfer reason code

Transfer Agent





Update SRC Count



Transfer Agent Contd

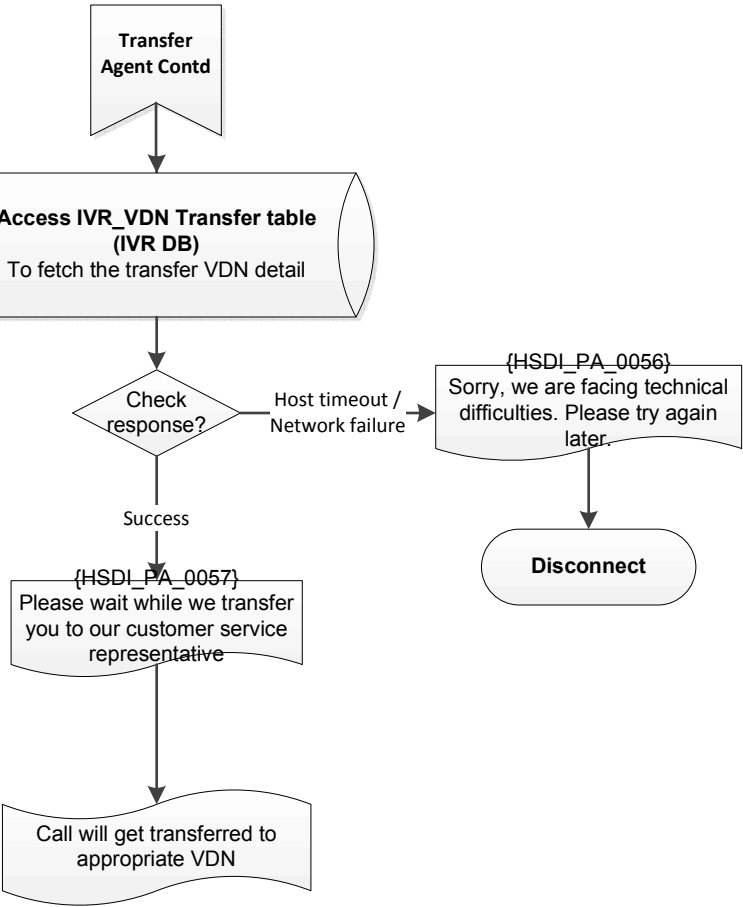
Access IVR_VDN Transfer Table

Input:

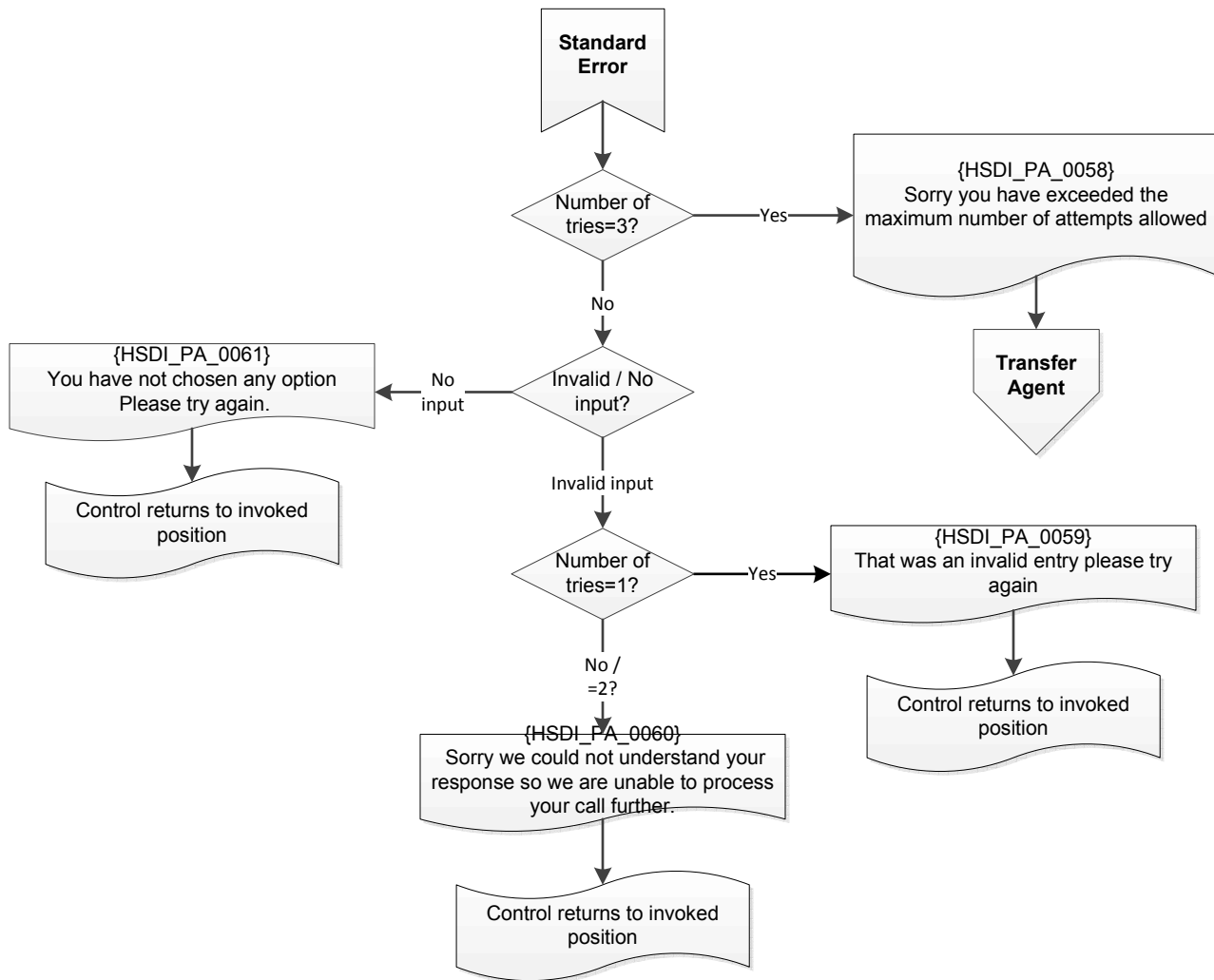
- App name
- Language
- Circle
- Customer segment (gold / silver / HNI)
- Call type

Output:

- Transfer VDN1
- Transfer VDN2
- VDN 1 / VDN 2 down flag



Standard Error



Link Down

