



HSD IVR (HSDI)

Last updated on: August 10 , 2016

Version: 1.6


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
1.3 / March 01.2016	RCOM	Yahya Rayyan	Updated call flow service based on the UUI data availability for call transfer/conference functionality.
1.4 / June 22.2016	Rajesh Manjalkar	Yahya Rayyan	Added 4G customer handling in HSD
1.5 / August 08.2016	Rajesh Manjalkar	Salini Anish	Changed fail over functionality in Check Customer
1.6 / August 10.2016	Rajesh Manjalkar	Yahya Rayyan	Added hotflash after language selection, hotflash for 4G customer.

Standard Call Flow Conventions


 Start / Disconnect


This shape represents the Start or End of the IVR Application


 Audio prompt

This shape represents speech announcements with out caller input


 Process

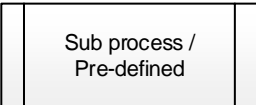
This shape represents any process that happens in the background and transparent to the caller


 Prompt and Collect

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

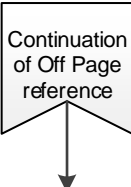

 Decision

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).


 Sub process /
Pre-defined

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.


 Off Page
reference


 Continuation
of Off Page
reference

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


 DB/Host access

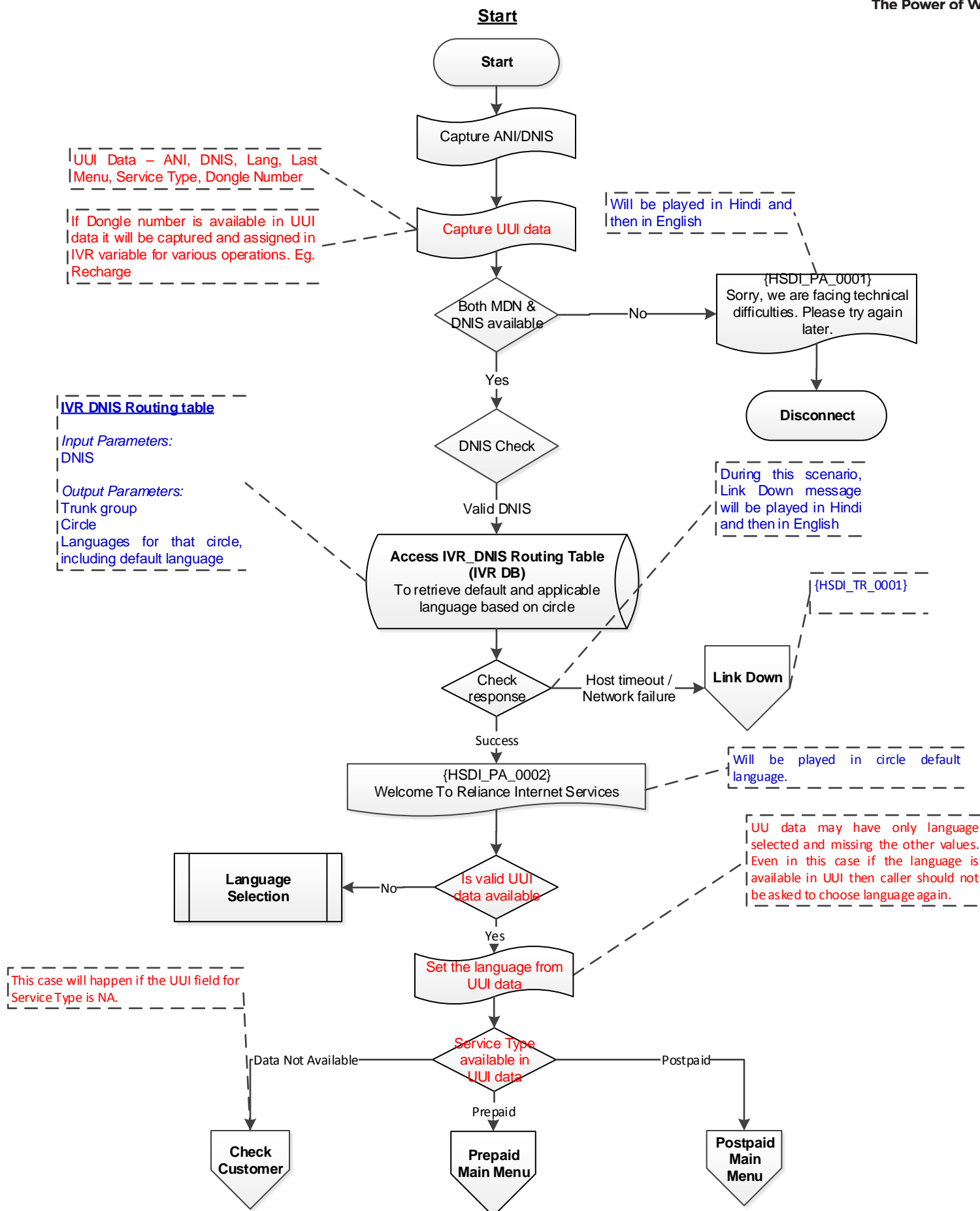
This shape represents the host or database access.


 On Page
Reference

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	<p>The application will announce the currency information as Major Currency (Rupees) and Minor Currency (Paise)</p> <p>For example, 250.50 will be announced as Two Hundred and fifty rupees and fifty paise.</p> <p>If any one of the currency portion is zero, the application will not announce the same.</p> <p>If both the currency portion are zero, the application will announce it as Zero balance.</p>	Not Applicable
12	Global Prompts (Feature level)	<p>To repeat the message <press 0></p> <p>To return to the previous menu <press 7></p> <p>To return to the main menu <press 8></p> <p>To speak to our customer service representative <press 9></p>	-Feature level global prompt will be played followed by an announcement.



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

Language Selection

Access IVR_CSP (IVR DB)

To retrieve data type, customer category(HNI/Regular)

Check response?

Host timeout /
Network failure

Link Down

{HSDI_TR_0003}

Success

Data Available?

Yes

Access PhoneGen1

To know postpaid or/ prepaid caller (Service_Type) and CDMA/GSM (Service_Type)

Check response?

Host timeout /
Network failure

Link Down

Access PhoneGen1 DB**Input Parameters:**

MDN

Output Parameters:

SERVICE_TYPE [Returned Values - GSM-PRE-PAID, GSM-POST-PAID, CDMA-PRE-PAID, CDMA-POST-PAID, If "null" - Others].

Can be used to find GSM / CDMA, based on the first characters.

{HSDI_TR_0002}

Success

No

{HSDI_MN_0001}

To continue in <language 1> <press 1>
To continue in <language 2> <press 2>
To continue in <language 3> <press 3>

Language selection will be based on the circle and the languages will be returned from IVR DNIS routing table

Each language menu option will be played in respective language

{HSDI_PA_0003}
That was an invalid entry,
please try again{HSDI_PA_0004}
You have not chosen any
option

Check input

Invalid input?

No

Tries=3?

Yes

Flow continues in the circle
default languageCheck
CustomerInvalid /
No input

1/2/3

Is Hotflash
enabled

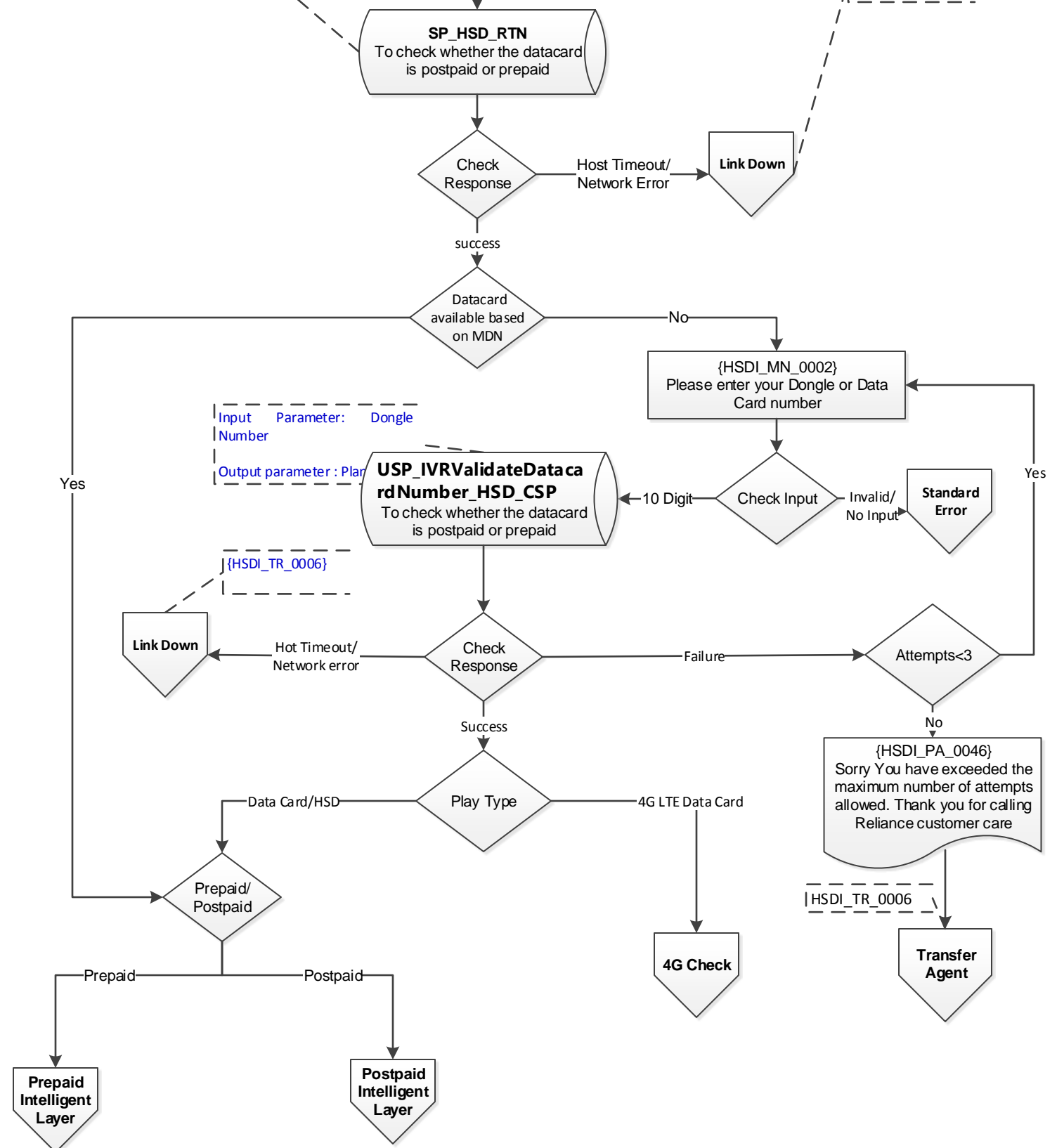
Yes

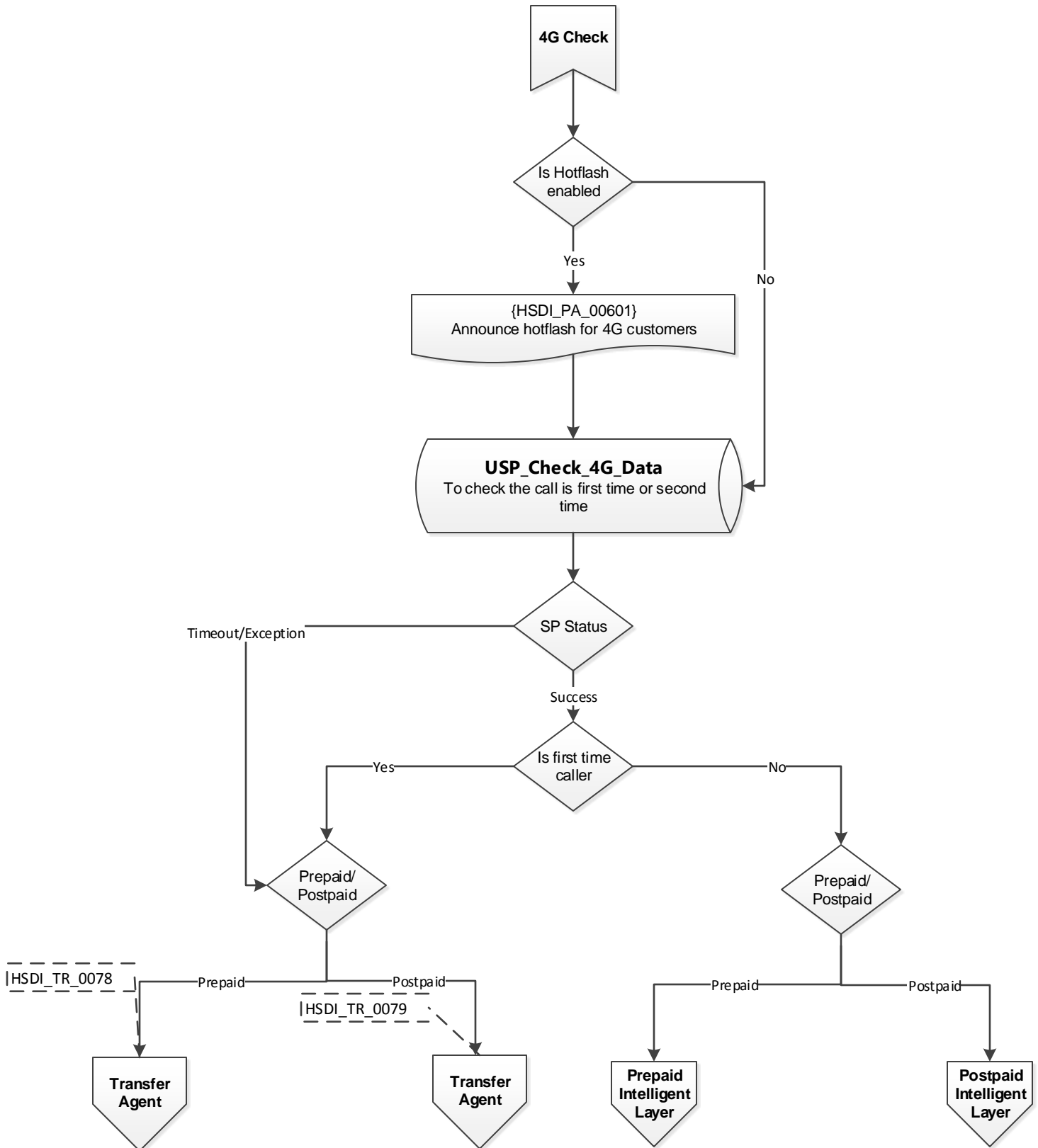
No

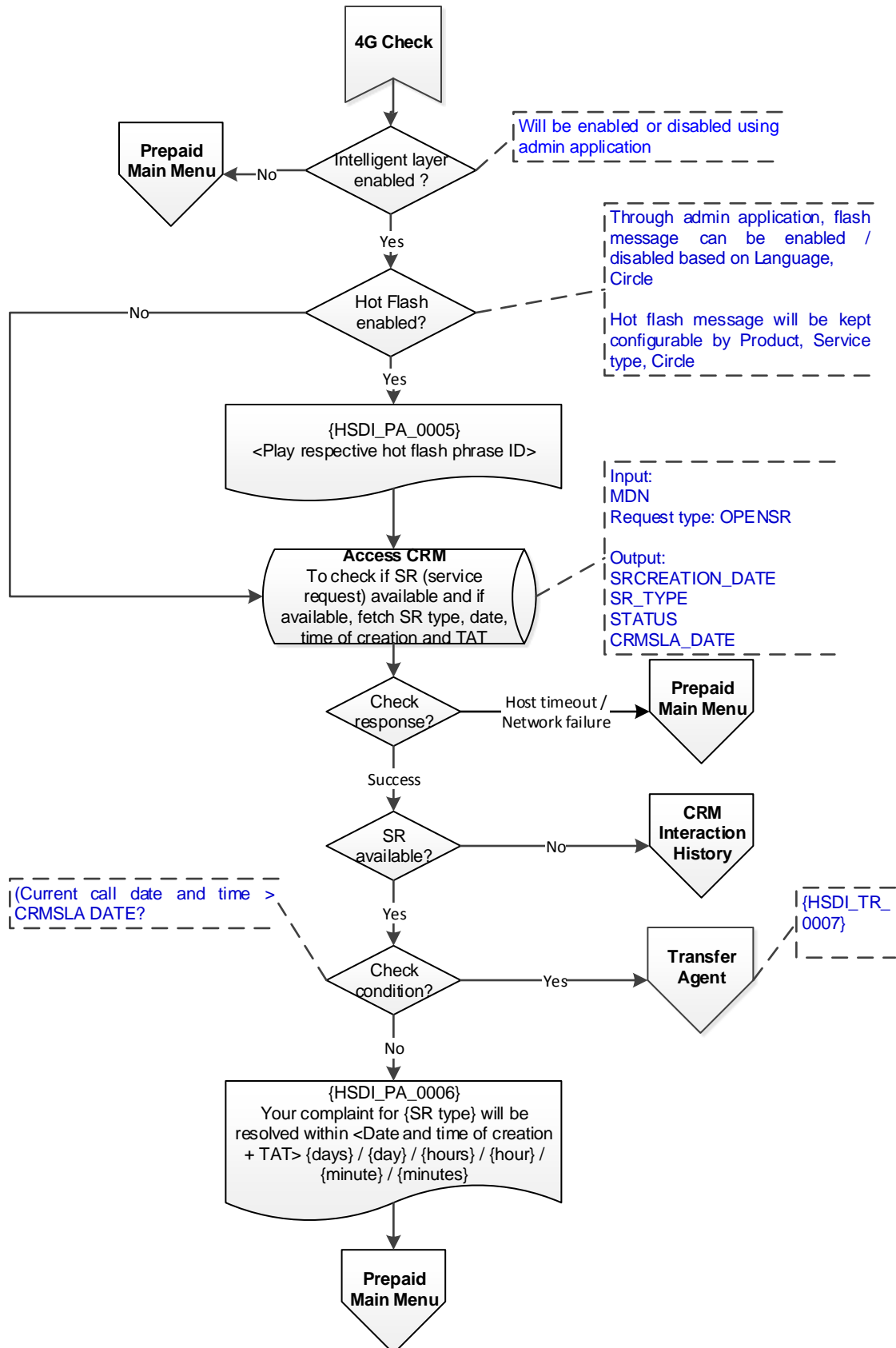
Flow continues in the selected
languageCheck
Customer{HSDI_PA_0060}
Announce hotflash for 4G customers

Input Parameter: CLI (DATATYPE = "RTN")
 Output parameter: Prepaid/Postpaid

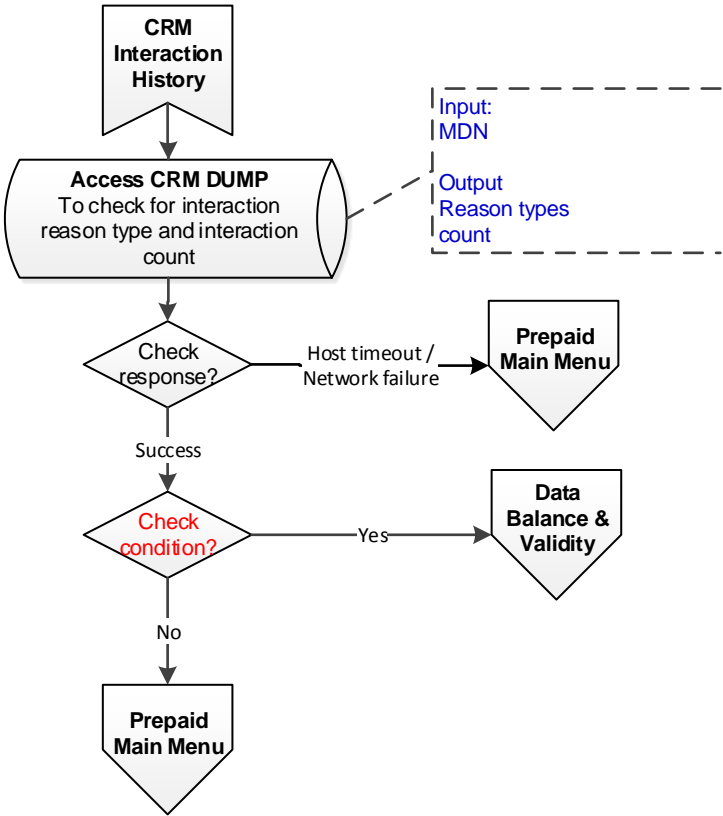
{HSDI_TR_0004}



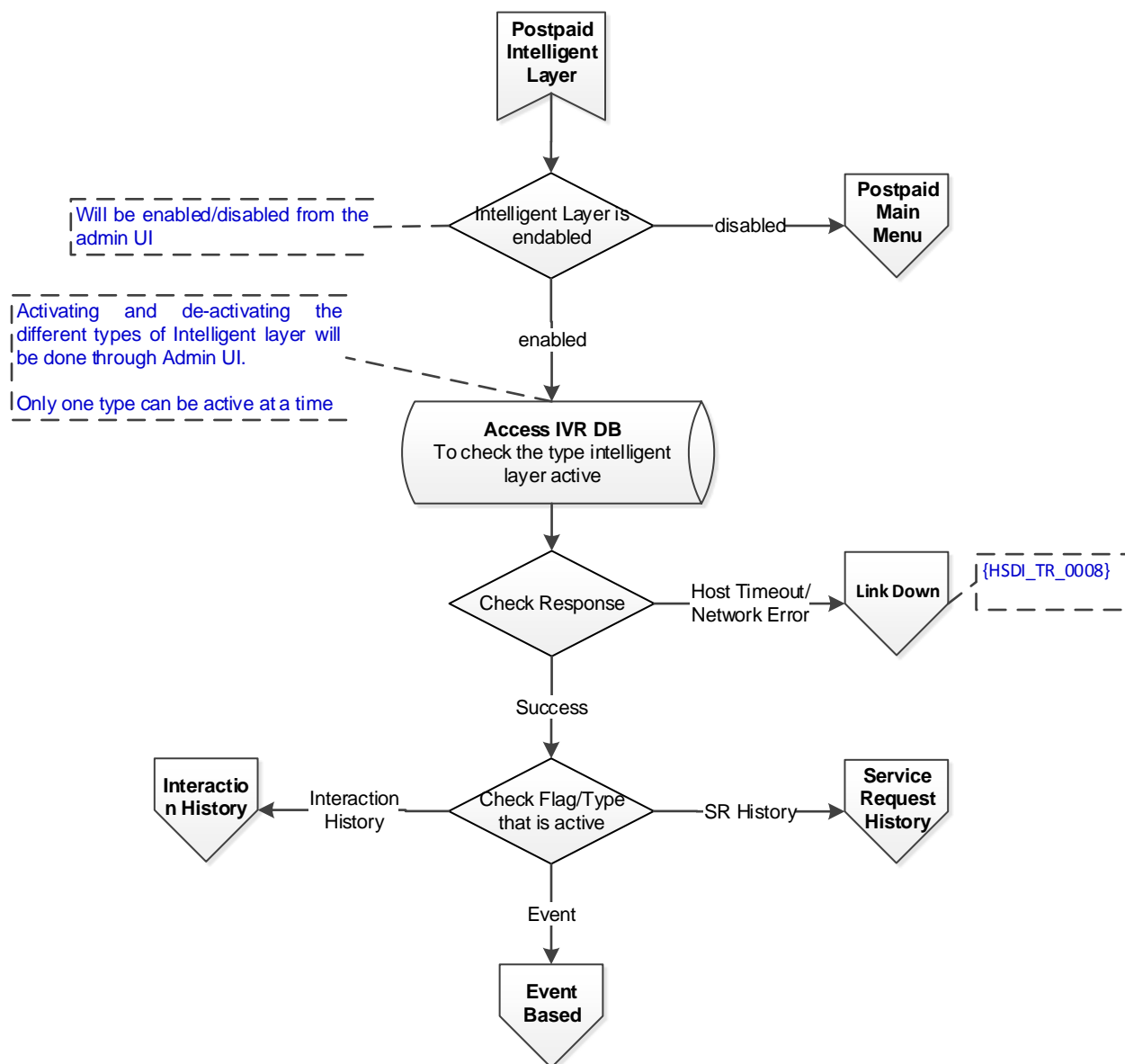
4G Check

Prepaid Intelligent Layer

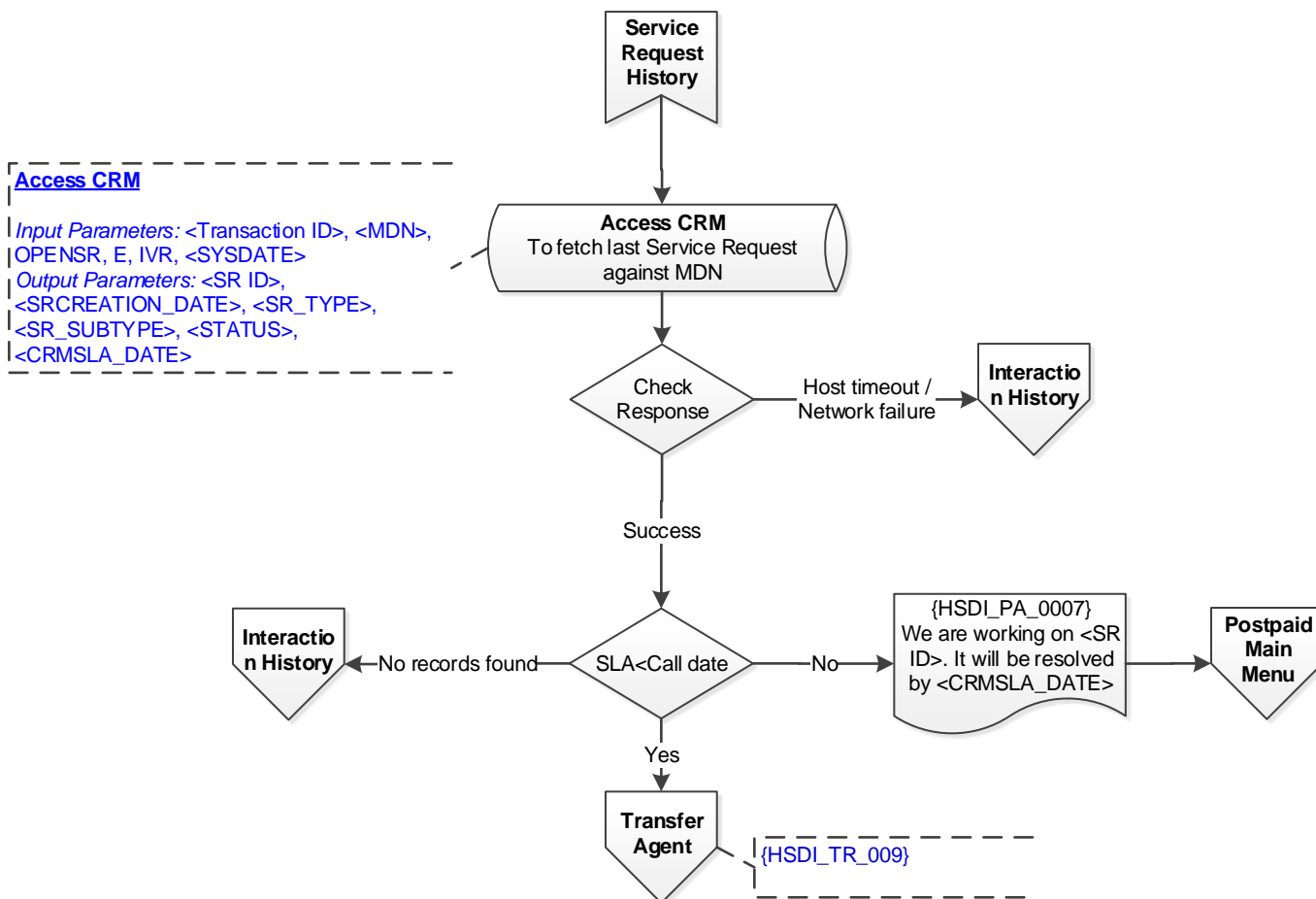
CRM Interaction History



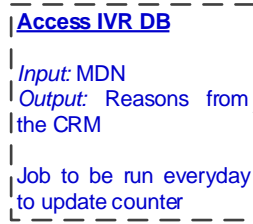
Postpaid Intelligent Layer

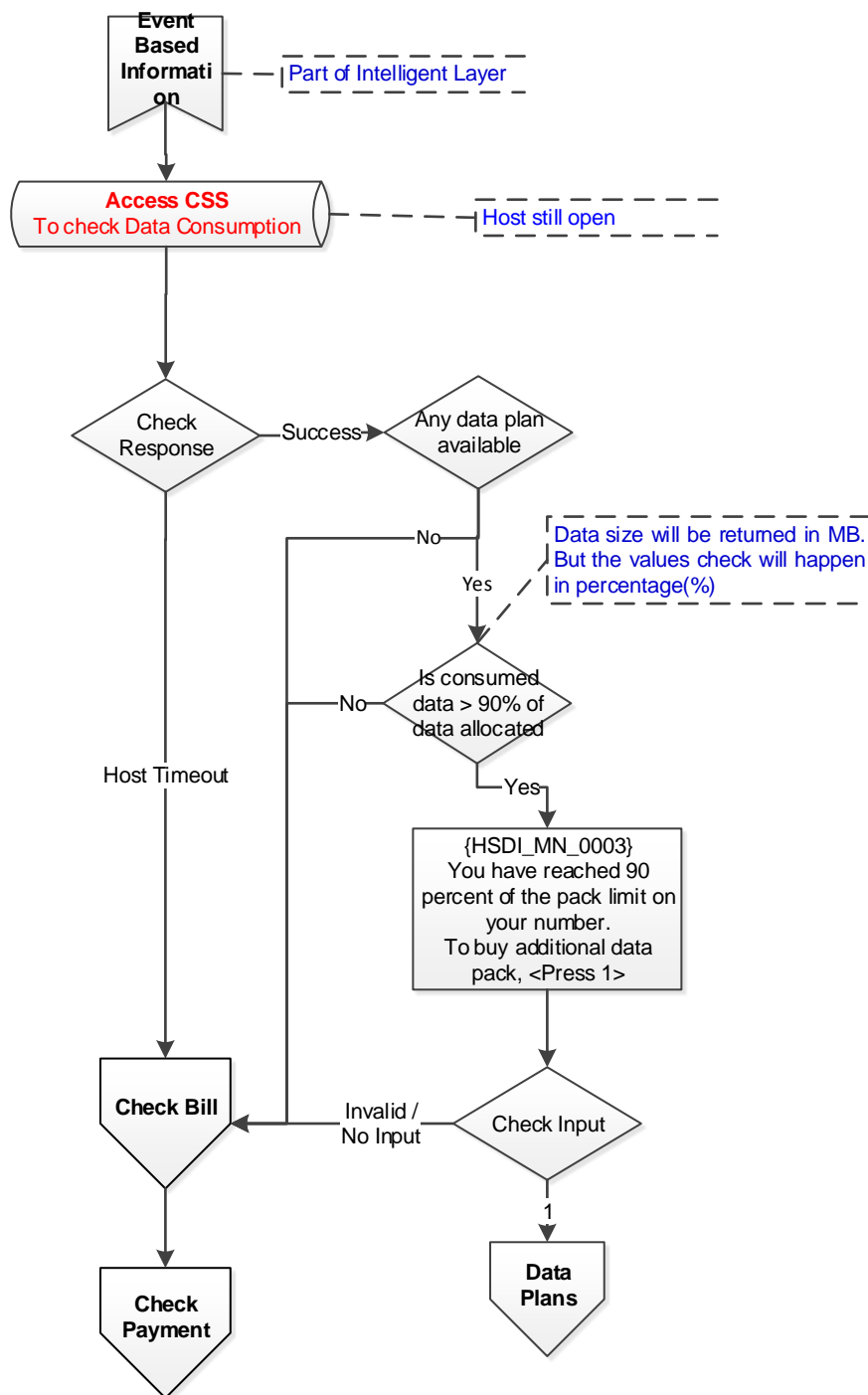


Service Request History

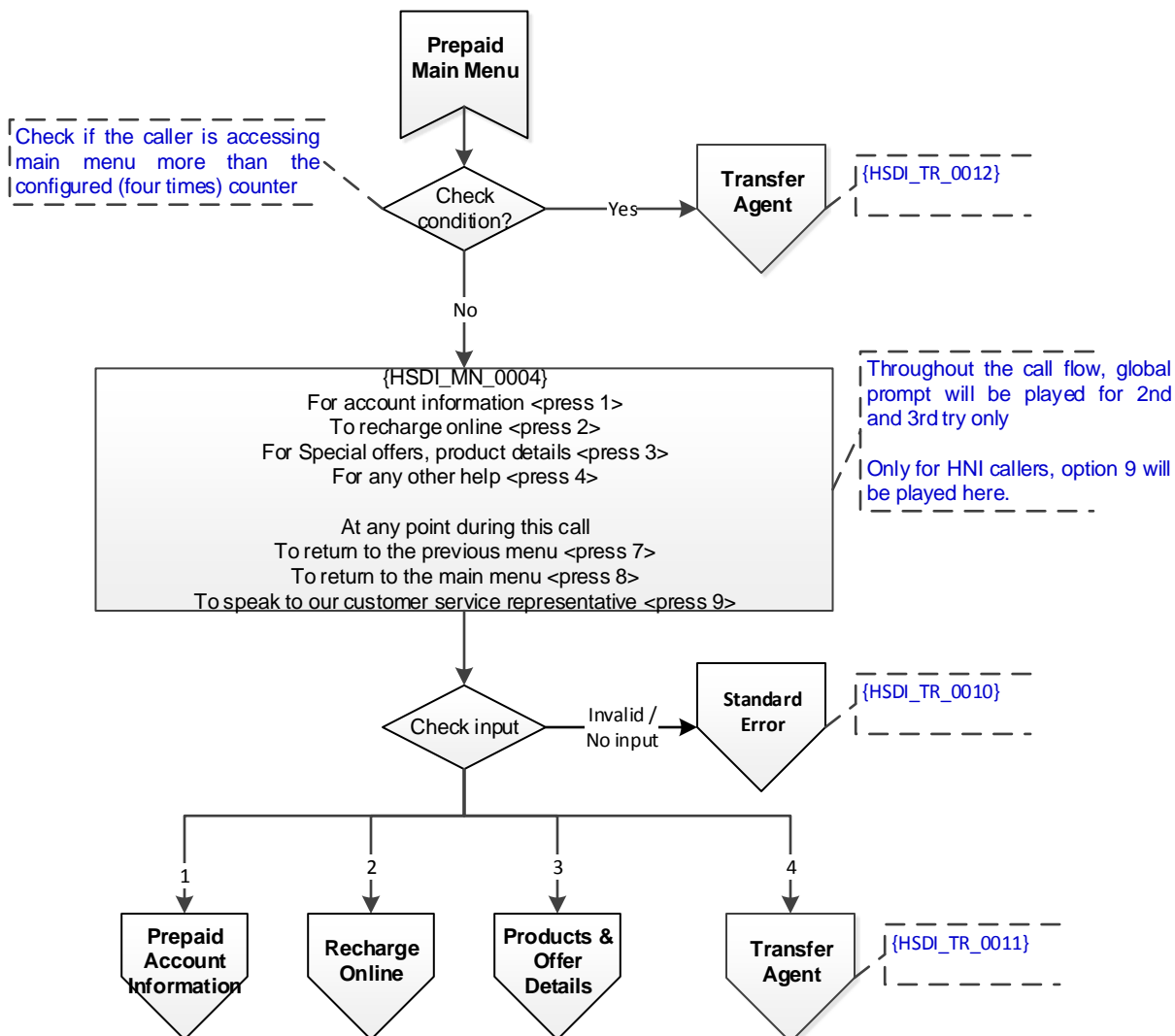


The Power of We™

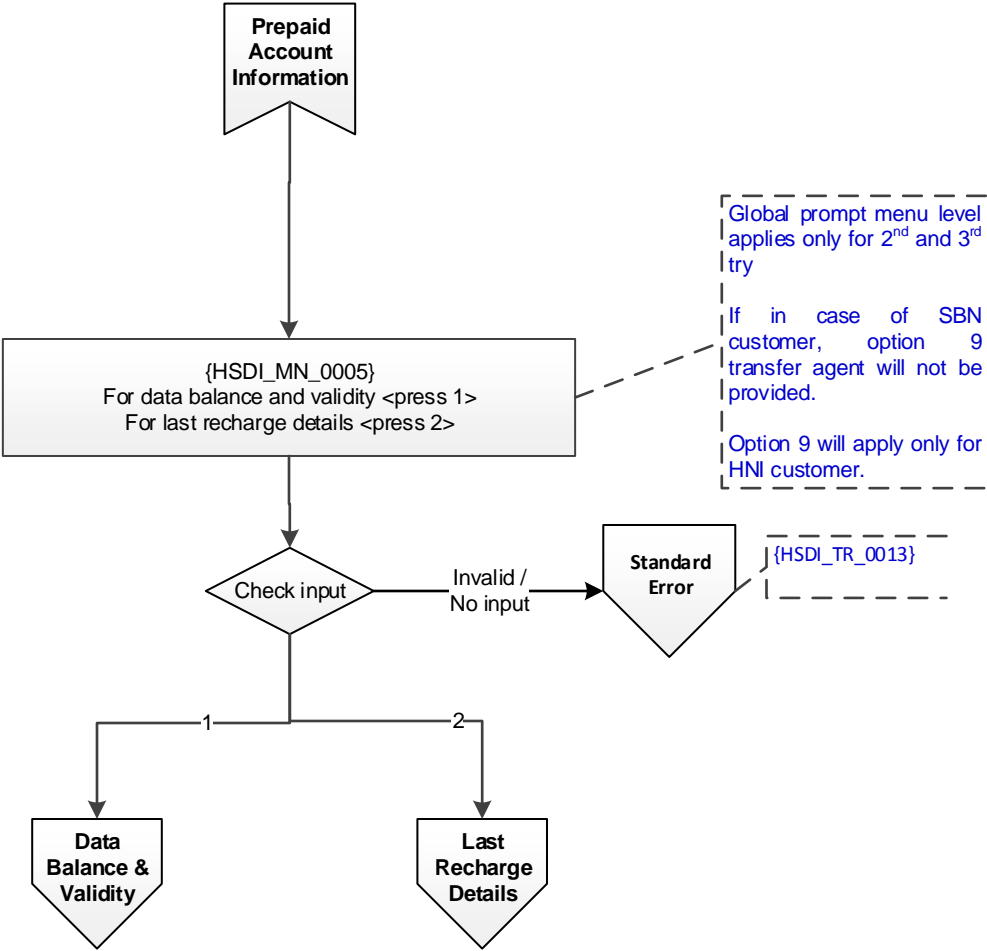


Event Based Information

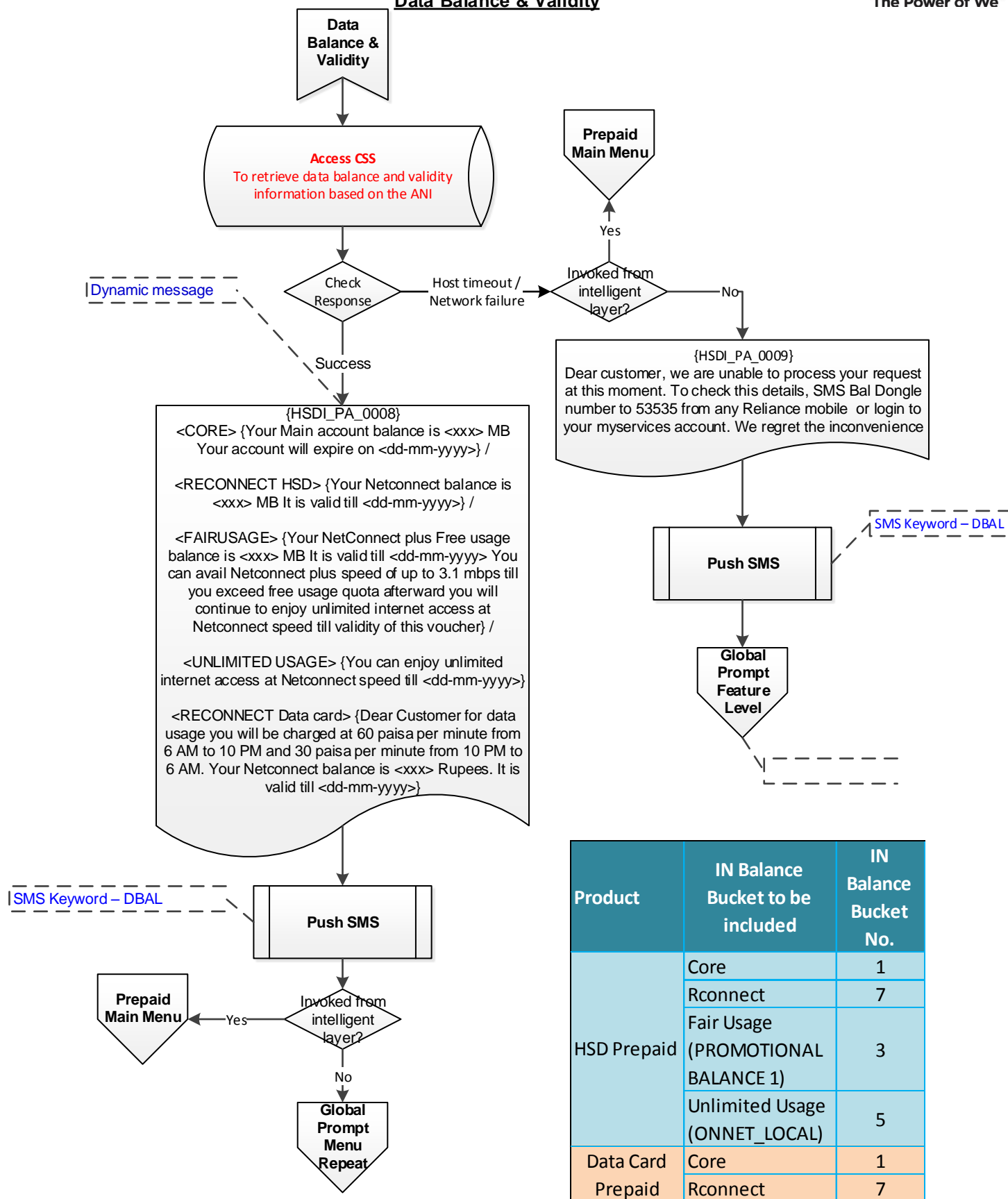
Prepaid Main Menu



Account Information



Data Balance & Validity

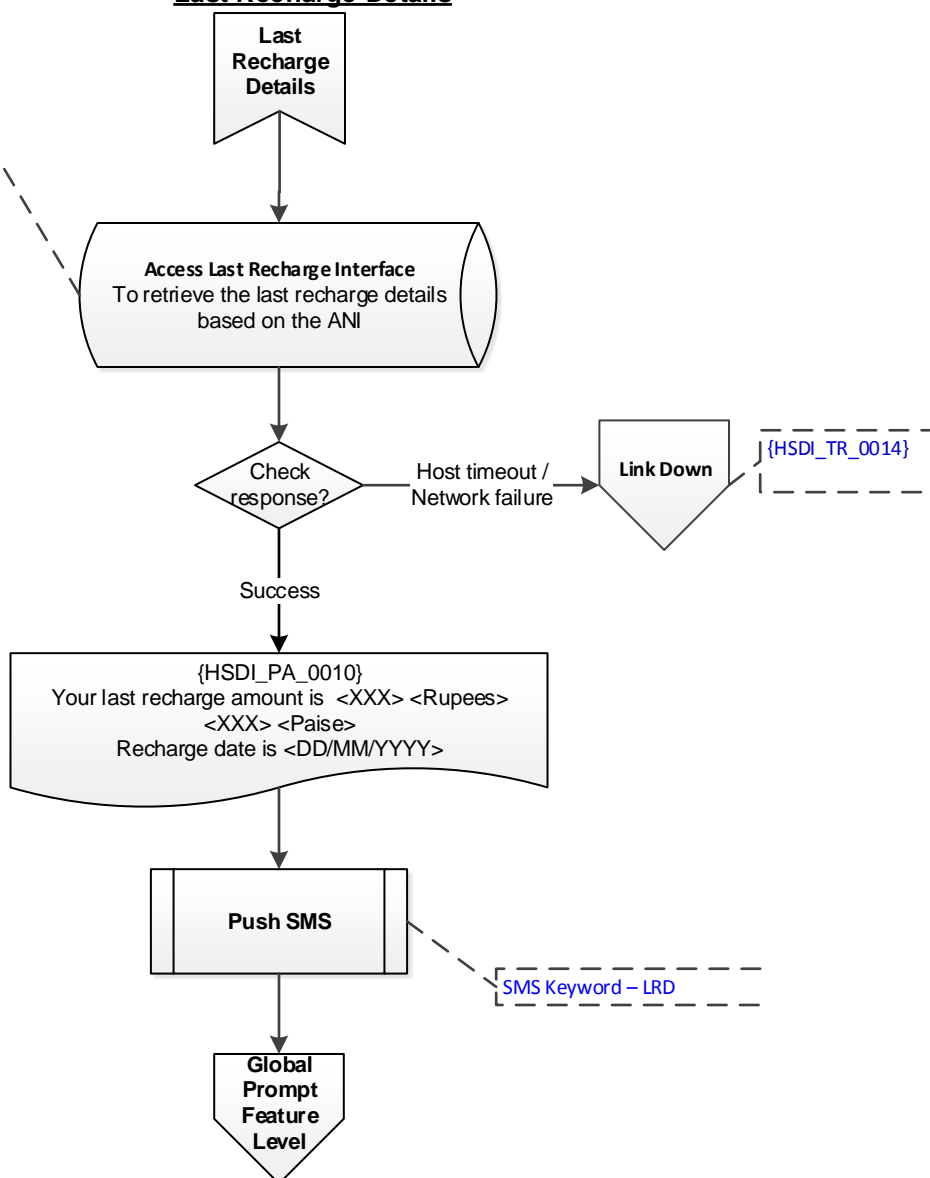


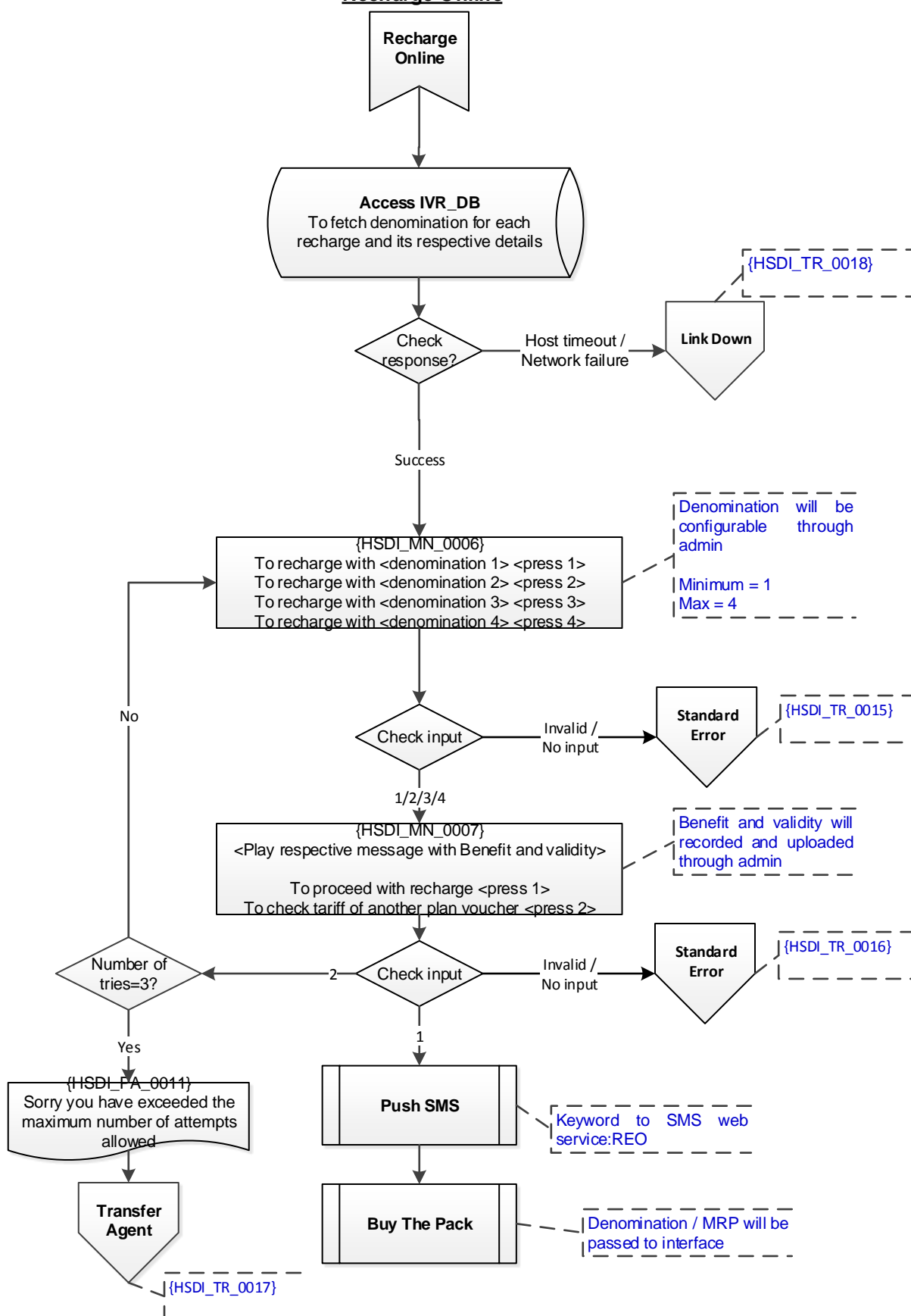
**(LAST RECHARGE
DETAILS)**

Input Parameters:
MDN

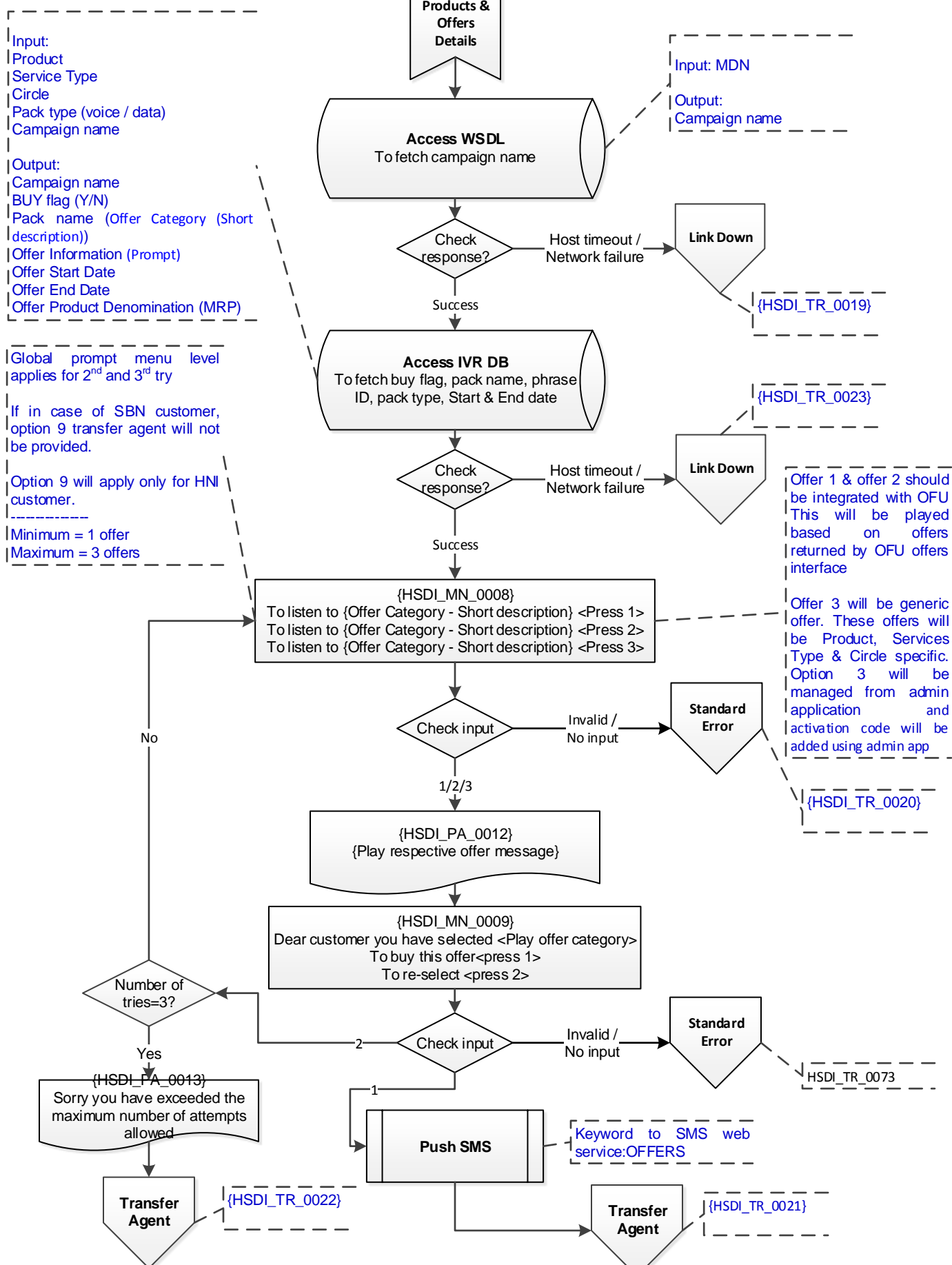
Output Parameters:
recharge_amount (200
or 200.95)
recharge_date

Last Recharge Details

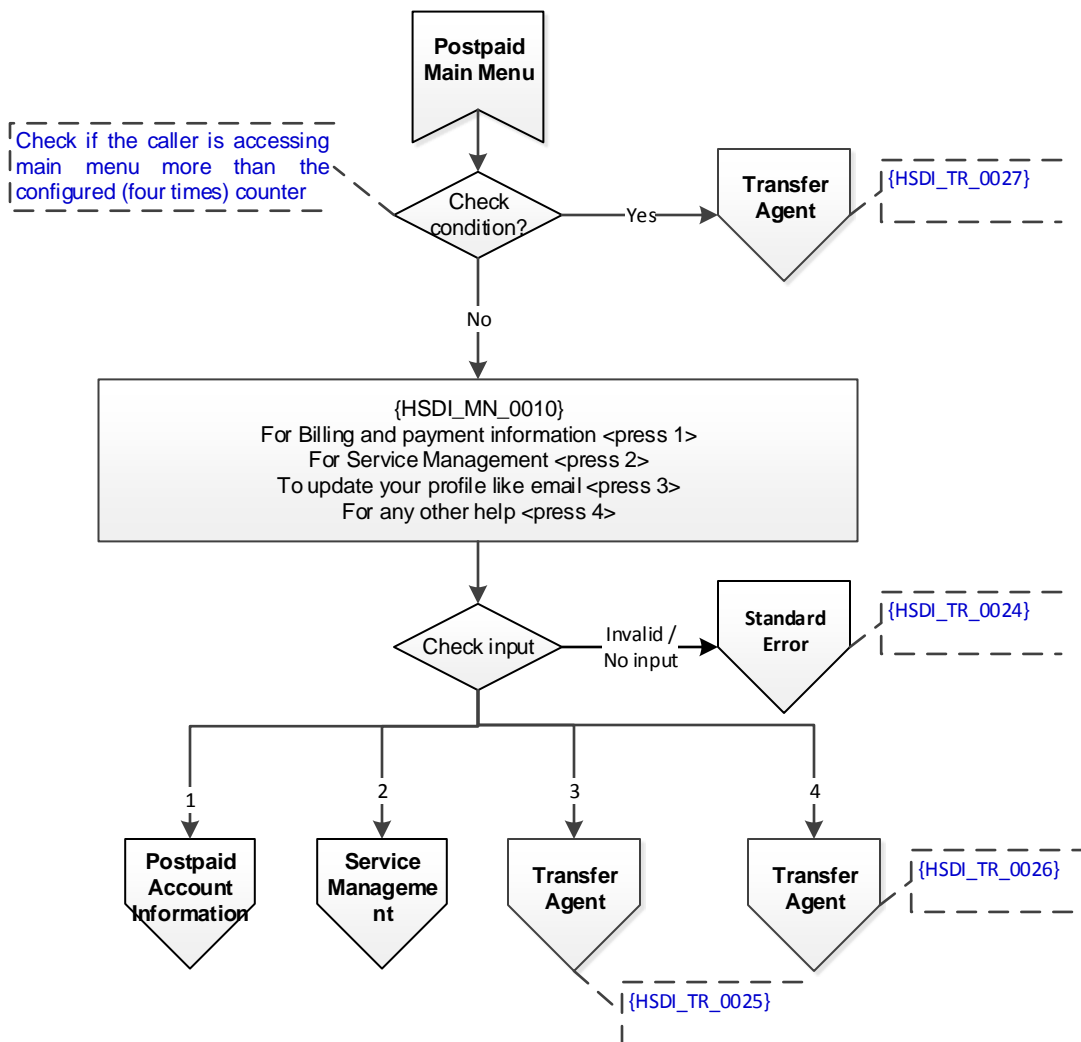


Recharge Online

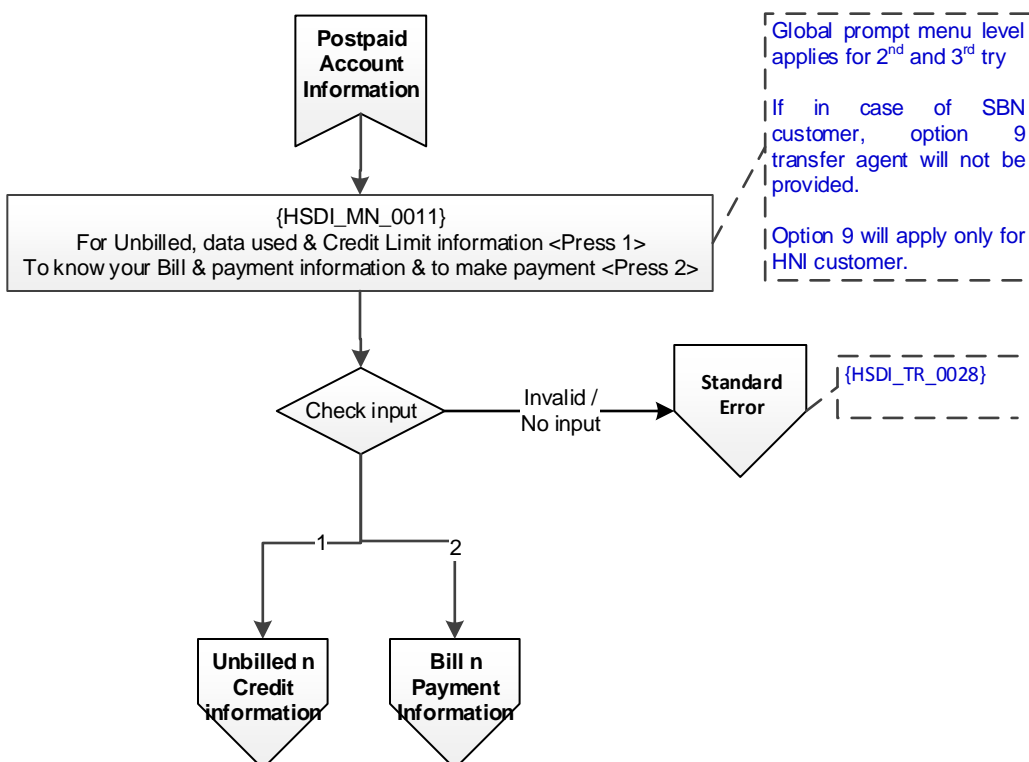
Products & Offers Details

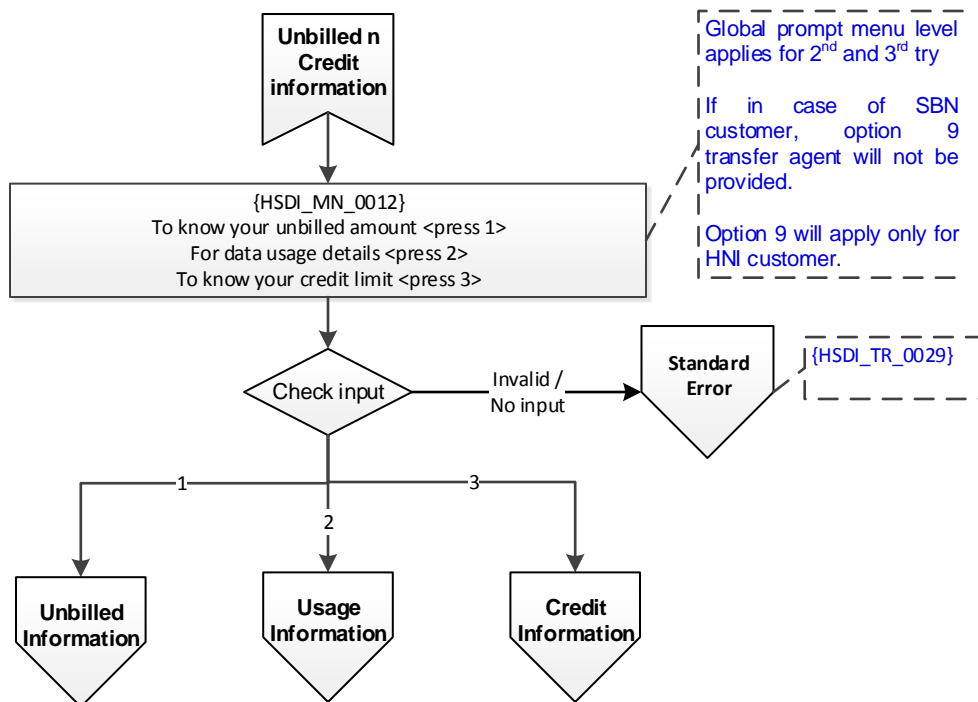


Postpaid Main Menu

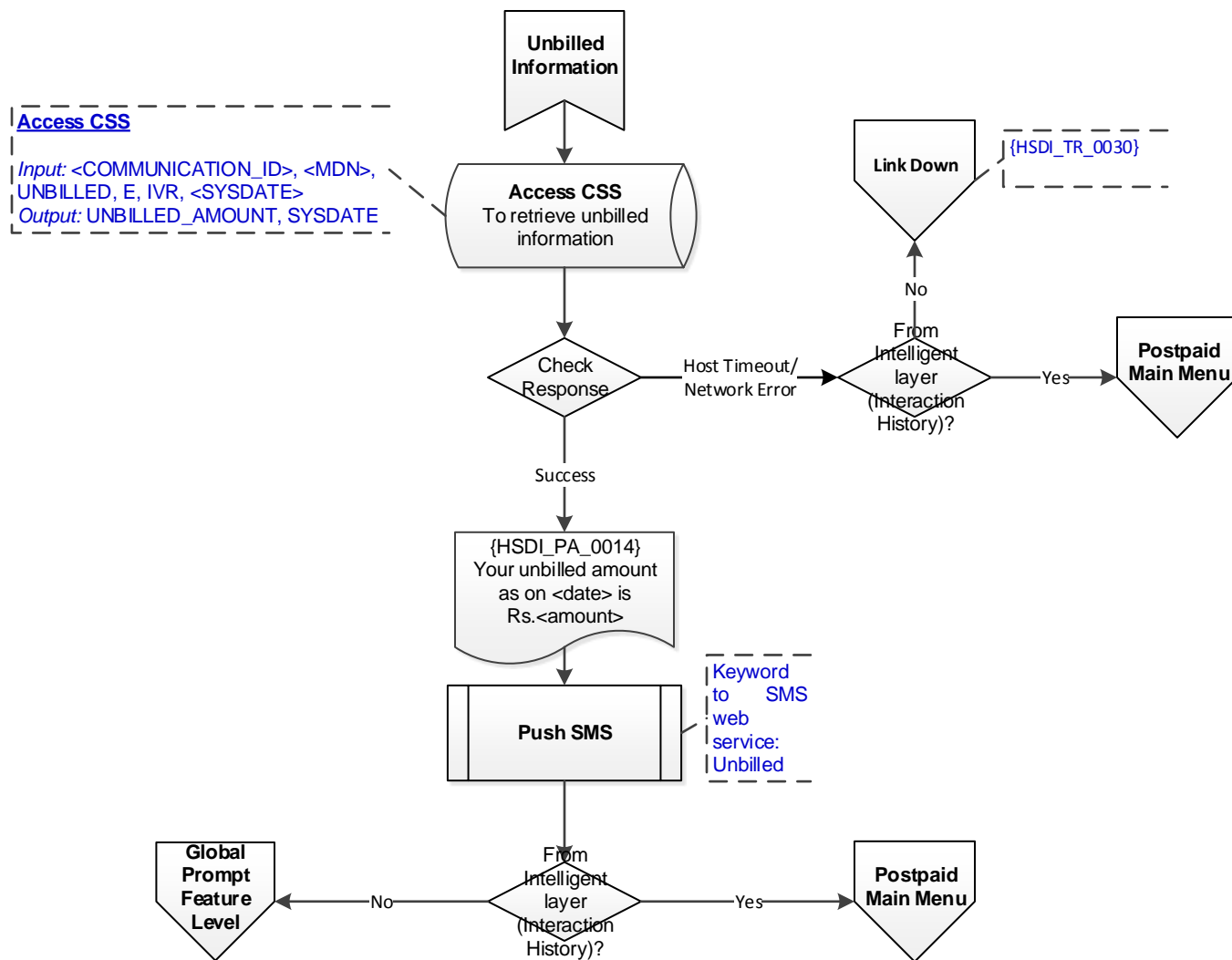


Postpaid Account Information

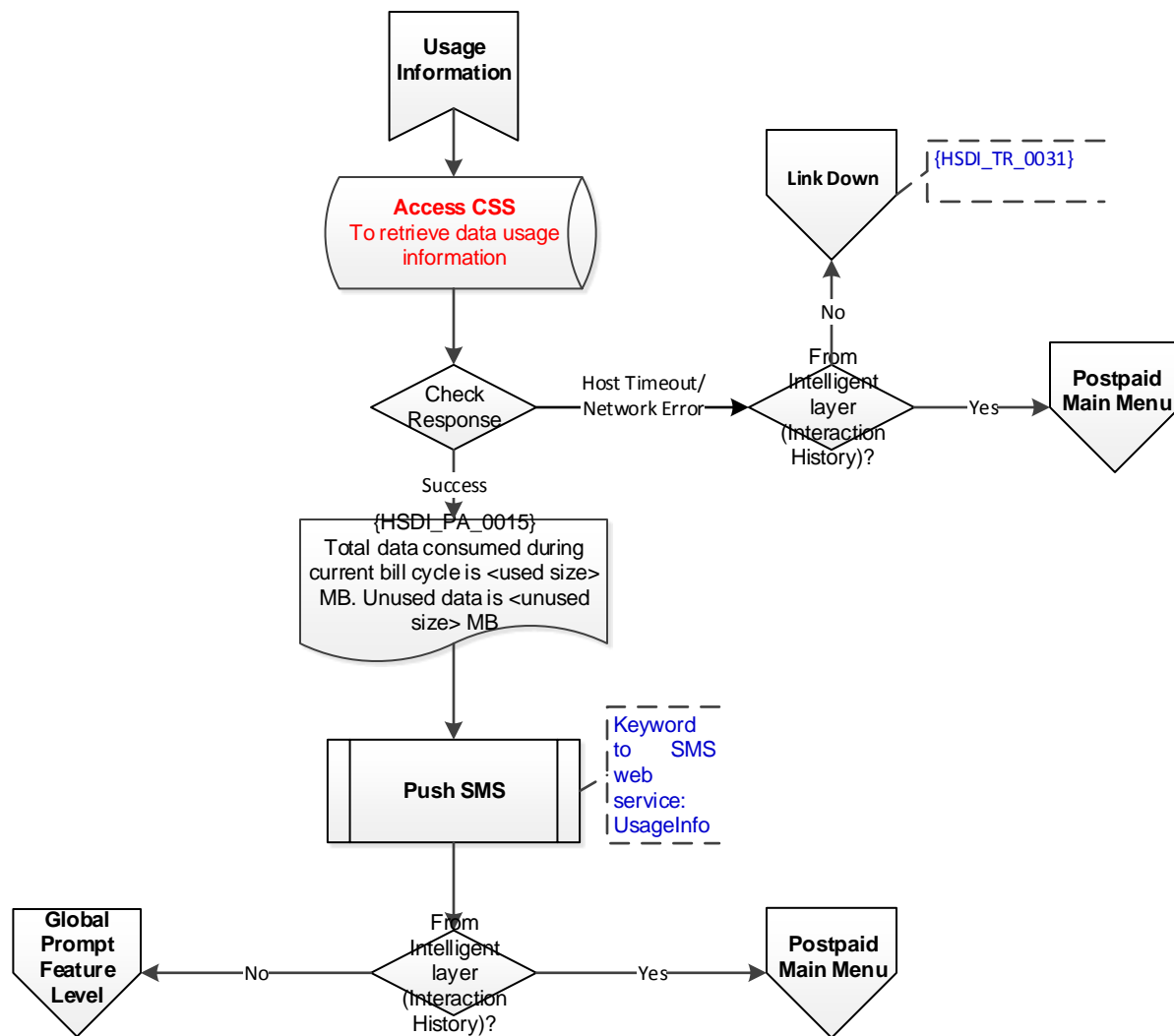


Unbilled n Credit information

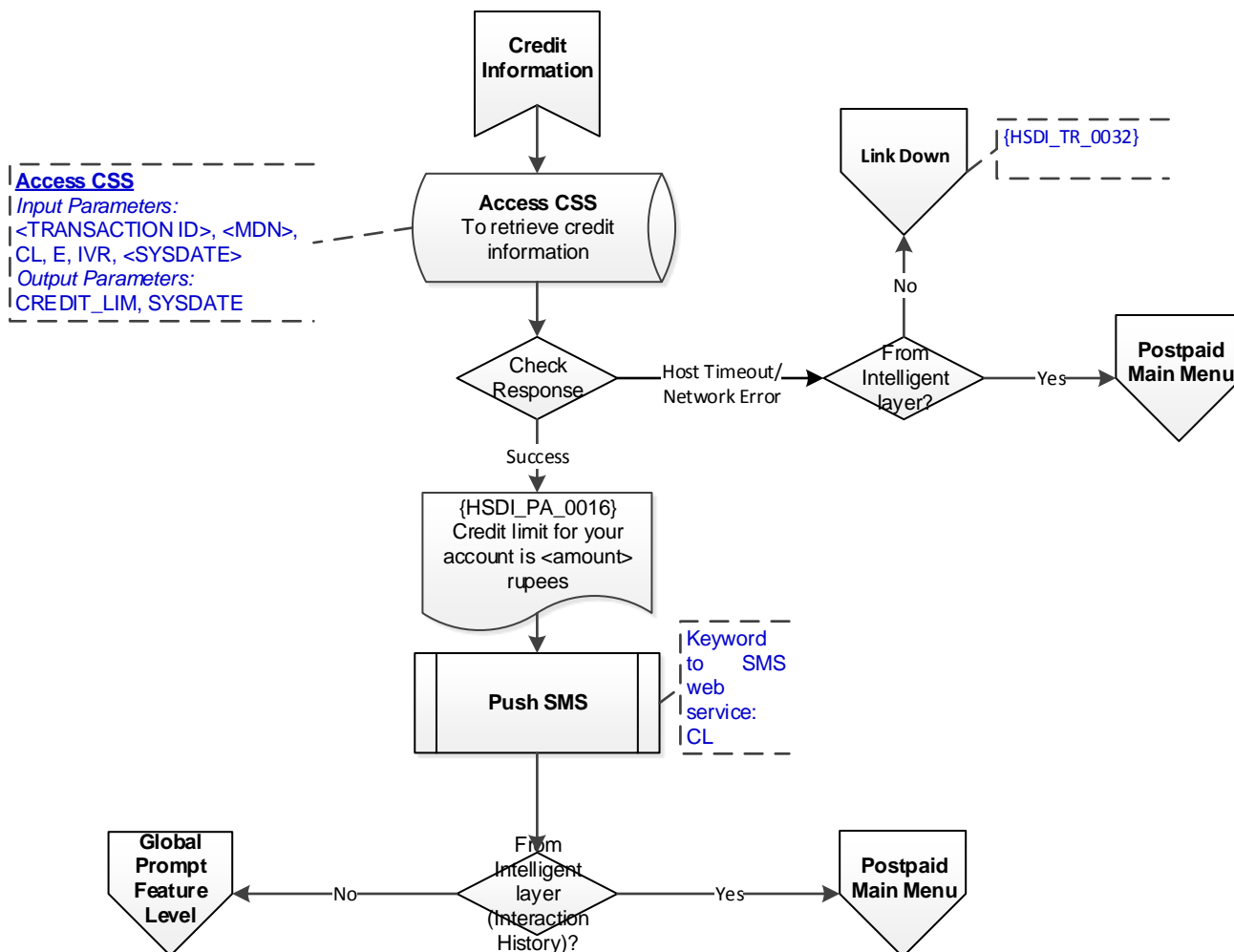
Unbilled Information



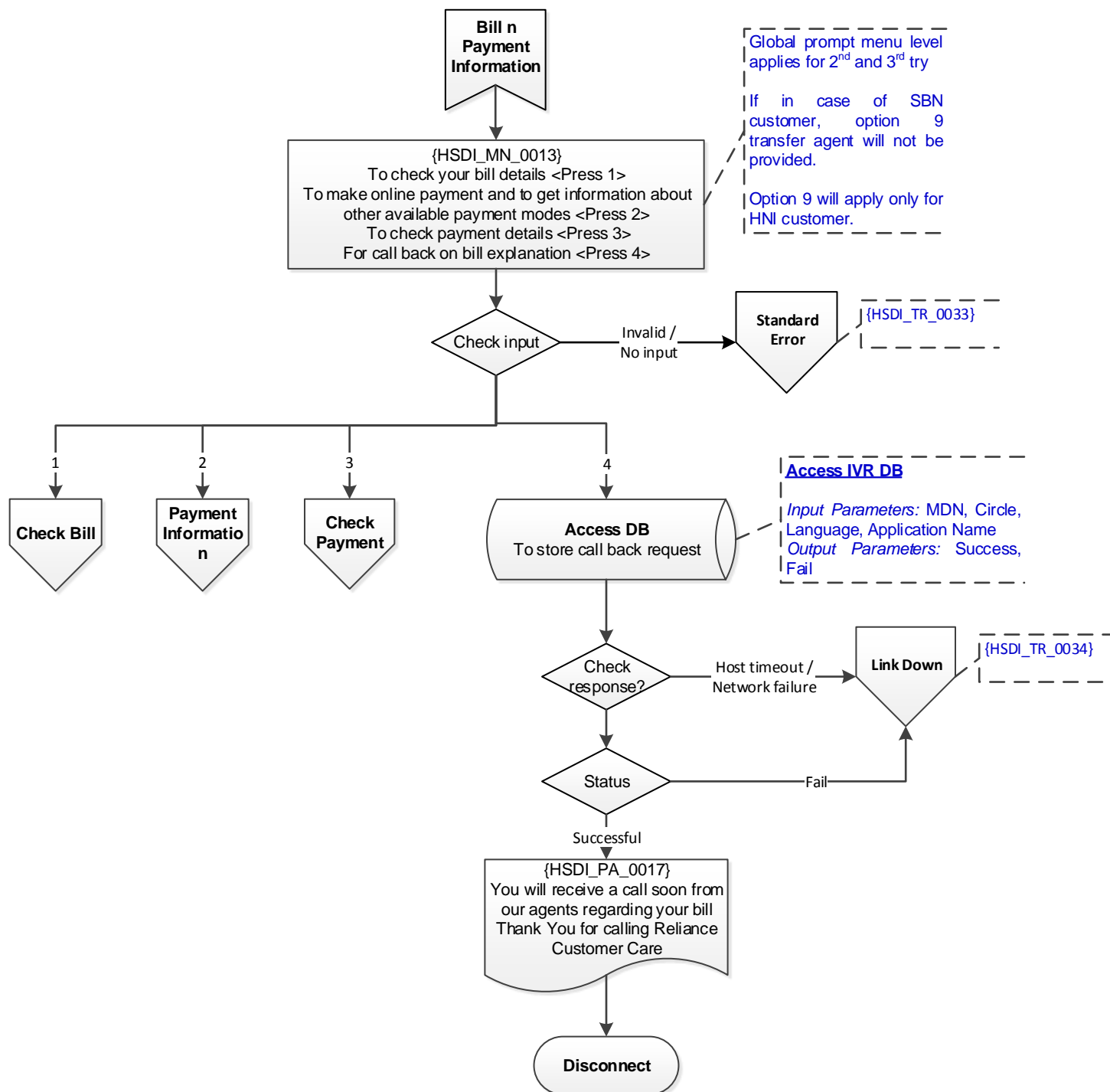
Usage Information



Credit Information



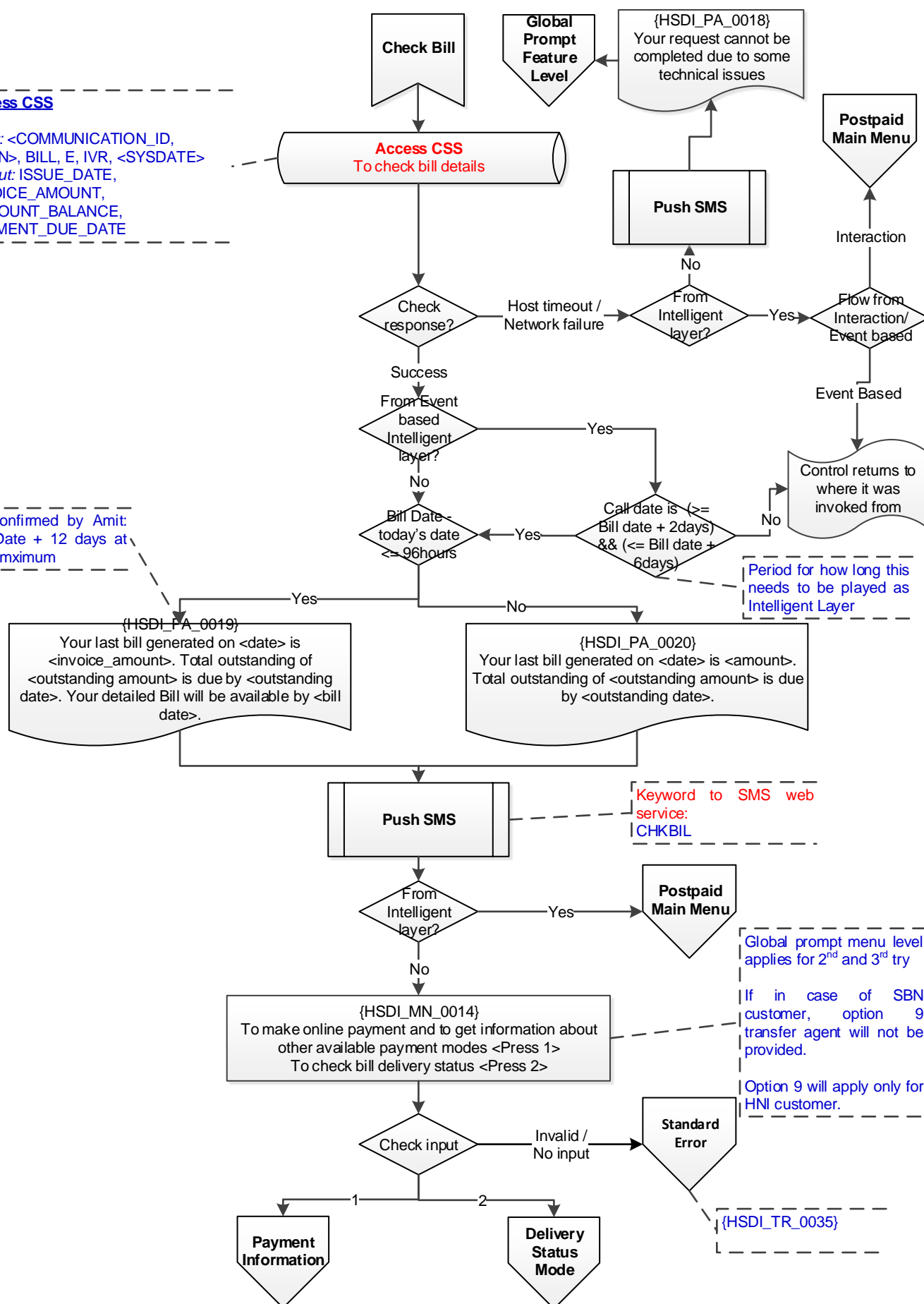
Bill n Payment Information

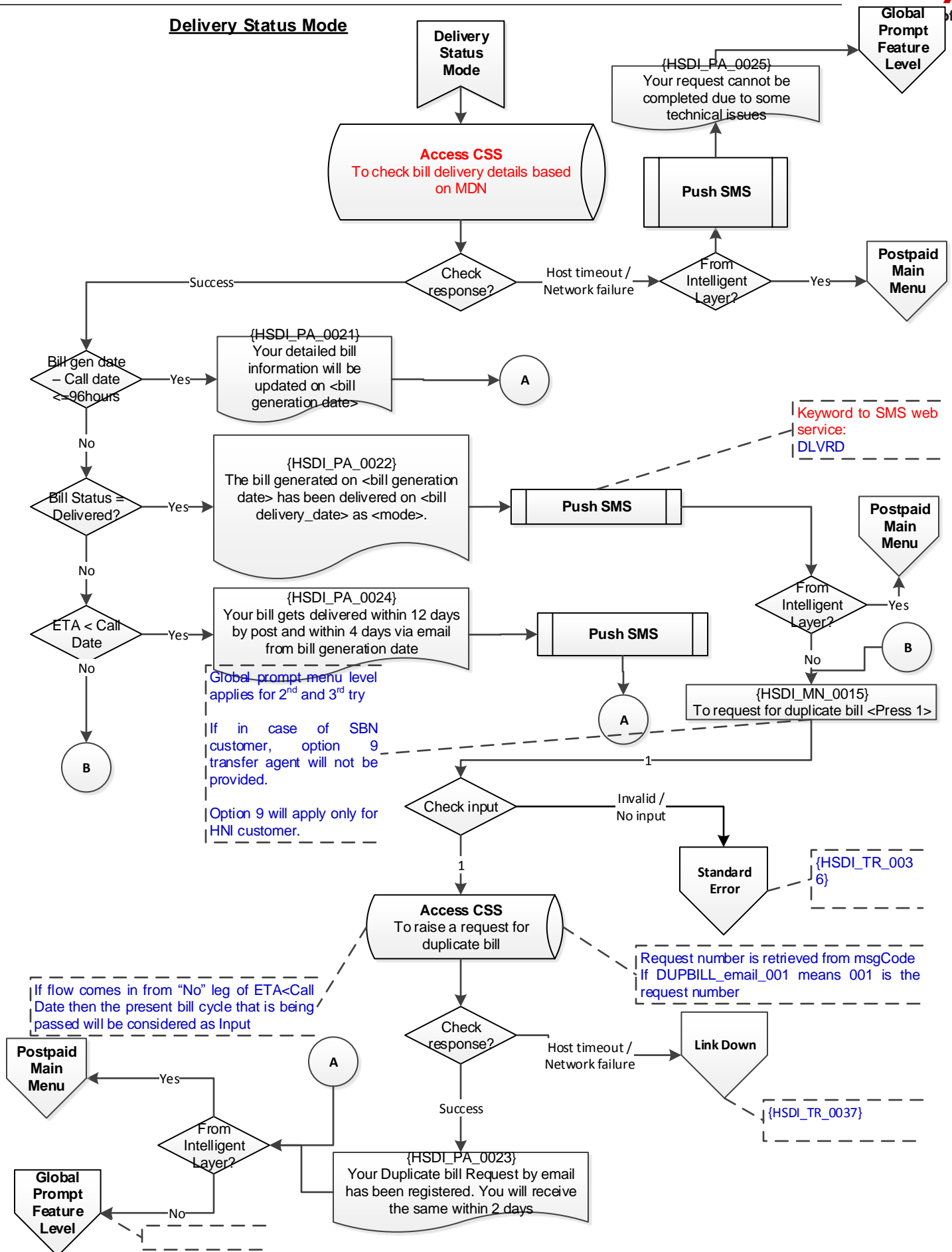


Check Bill**Access CSS**

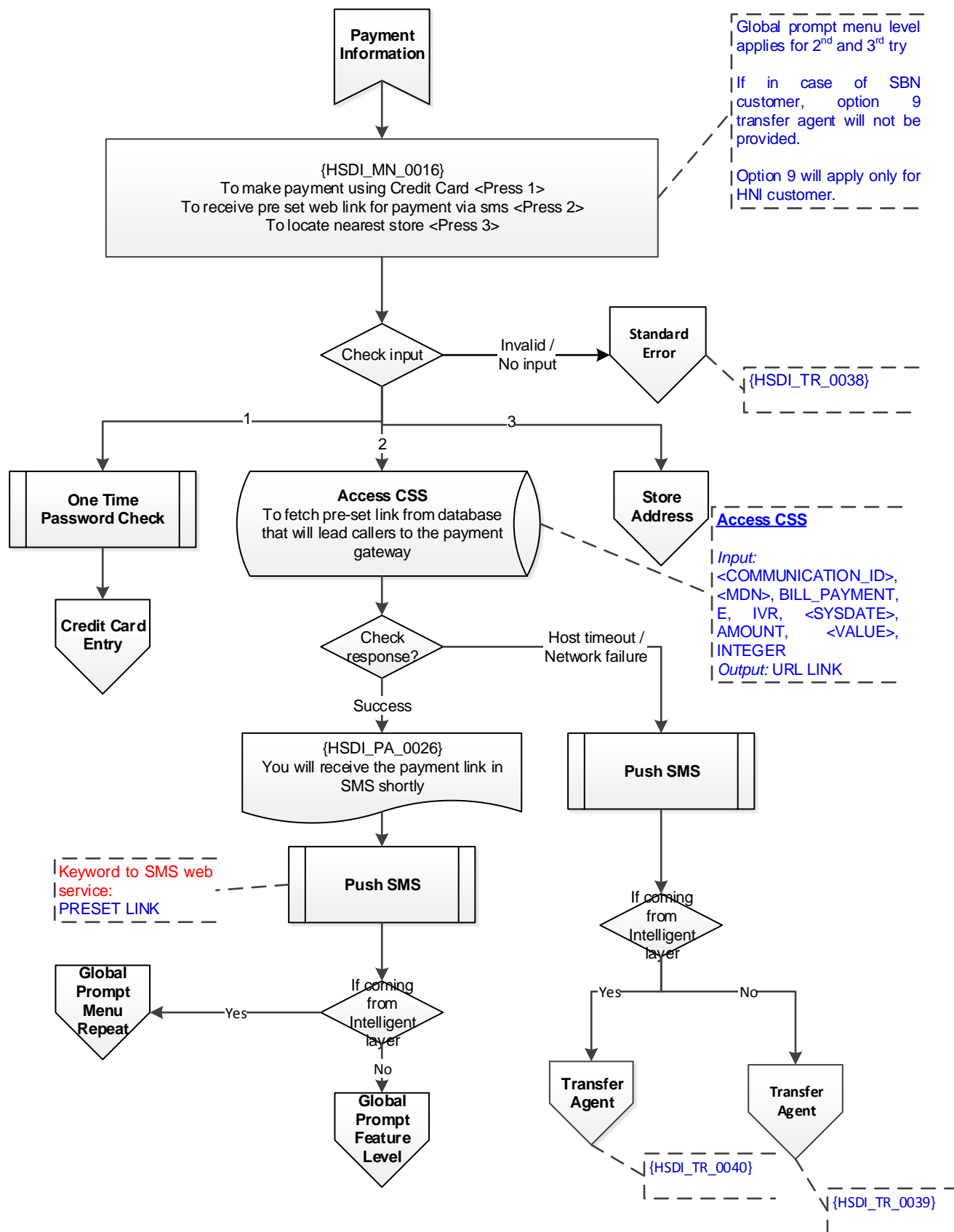
Input: <COMMUNICATION_ID,
<MDN>, BILL, E, IVR, <SYSDATE>
Output: ISSUE_DATE,
INVOICE_AMOUNT,
ACCOUNT_BALANCE,
PAYMENT_DUE_DATE

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





Payment Information



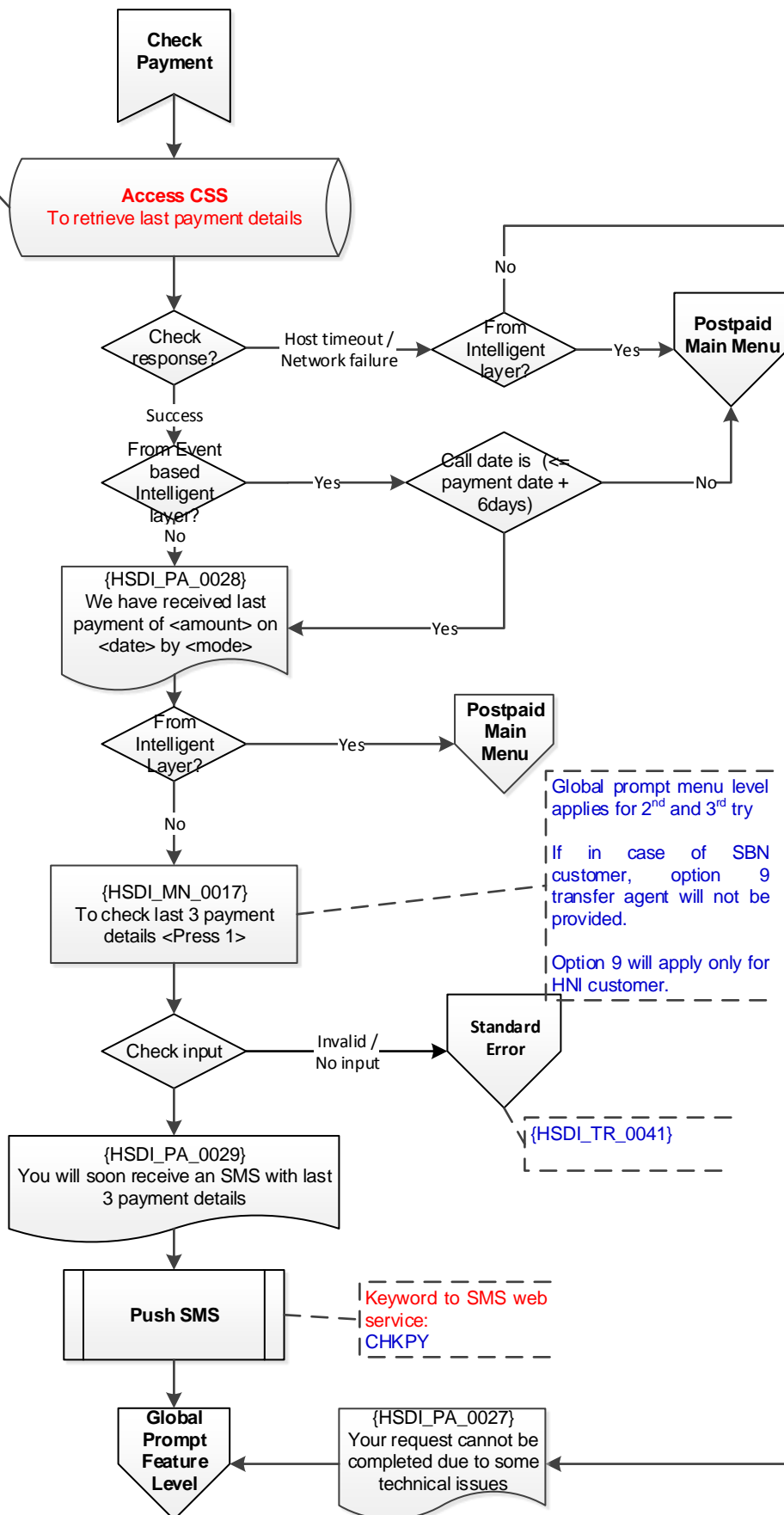
Check Payment**Access CSS**

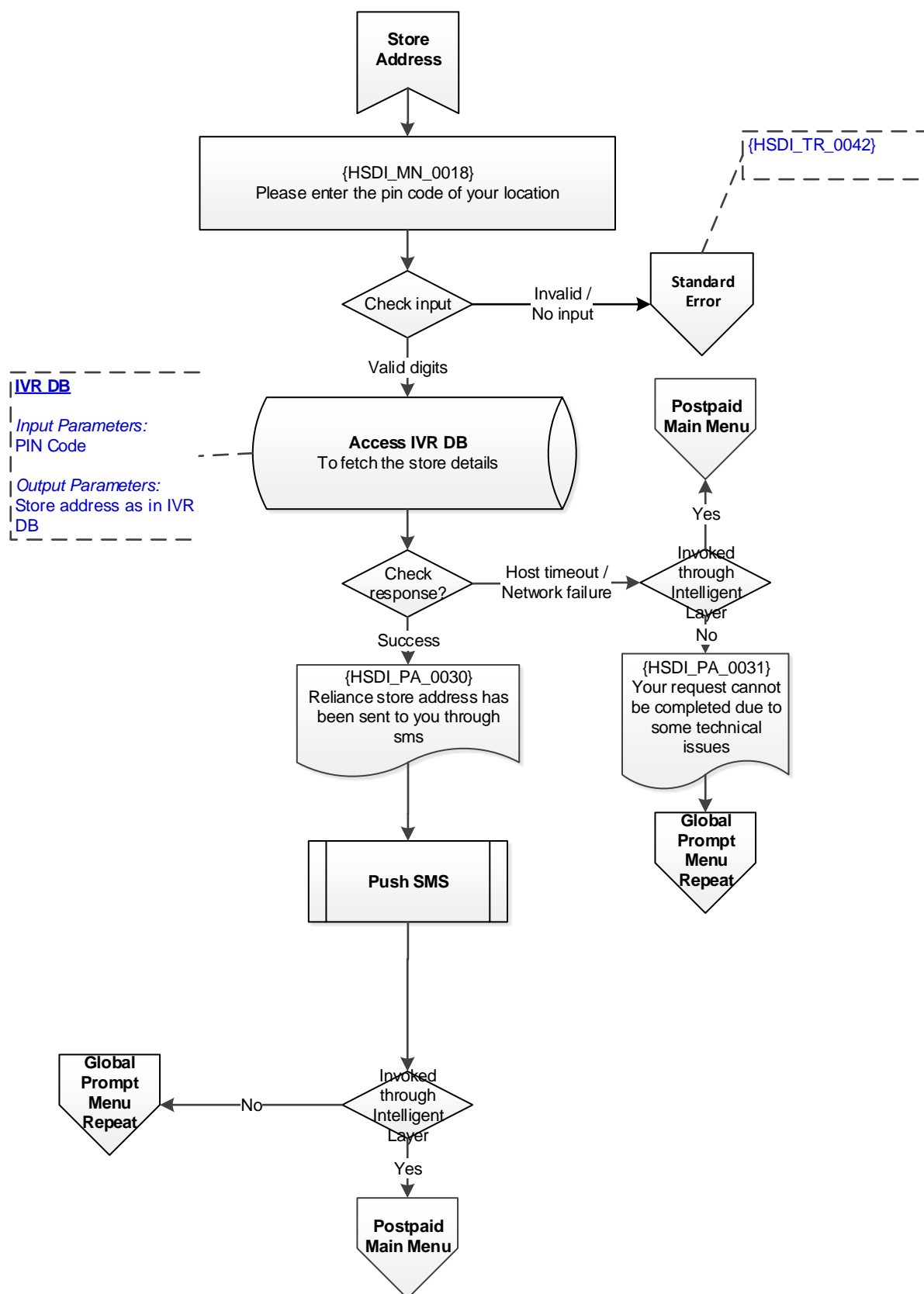
Input: <COMMUNICATION_ID>, <MDN>, LAST3, E, <SYSDATE>

Output:

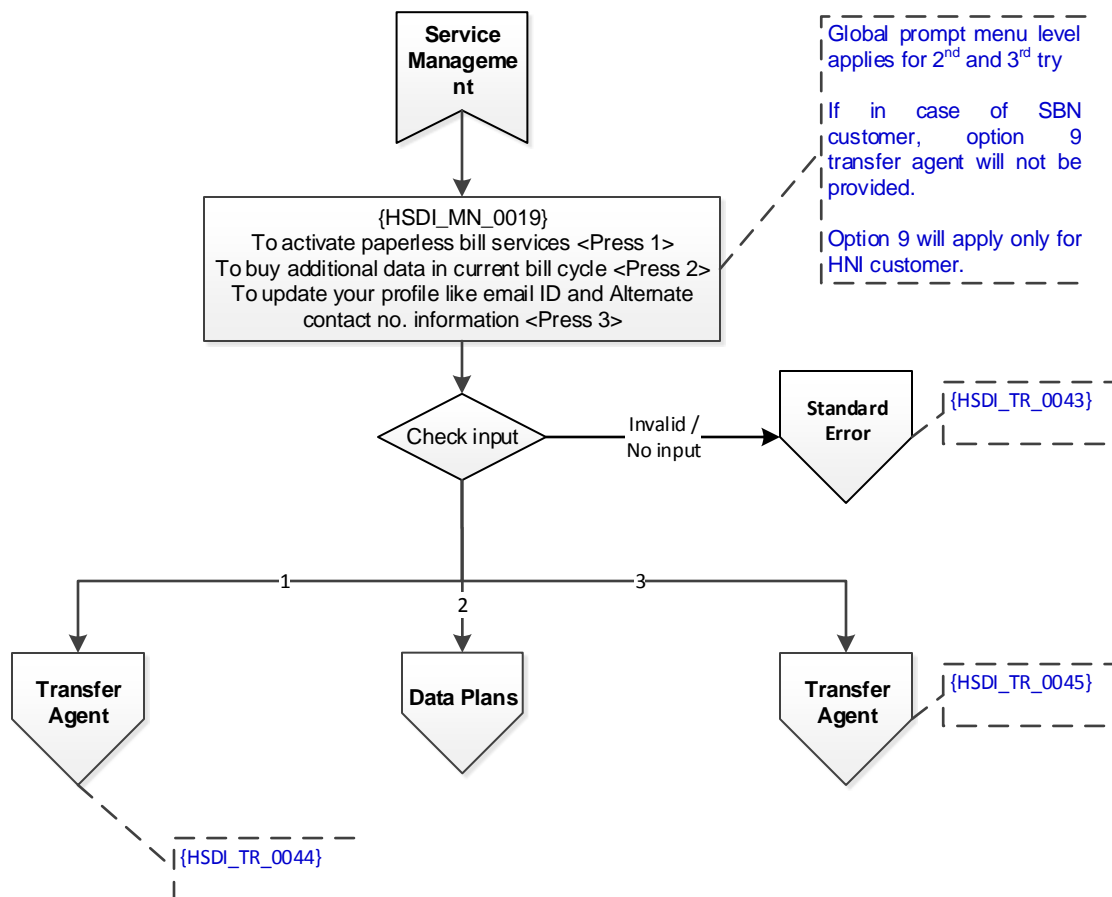
1. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
2. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
3. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE

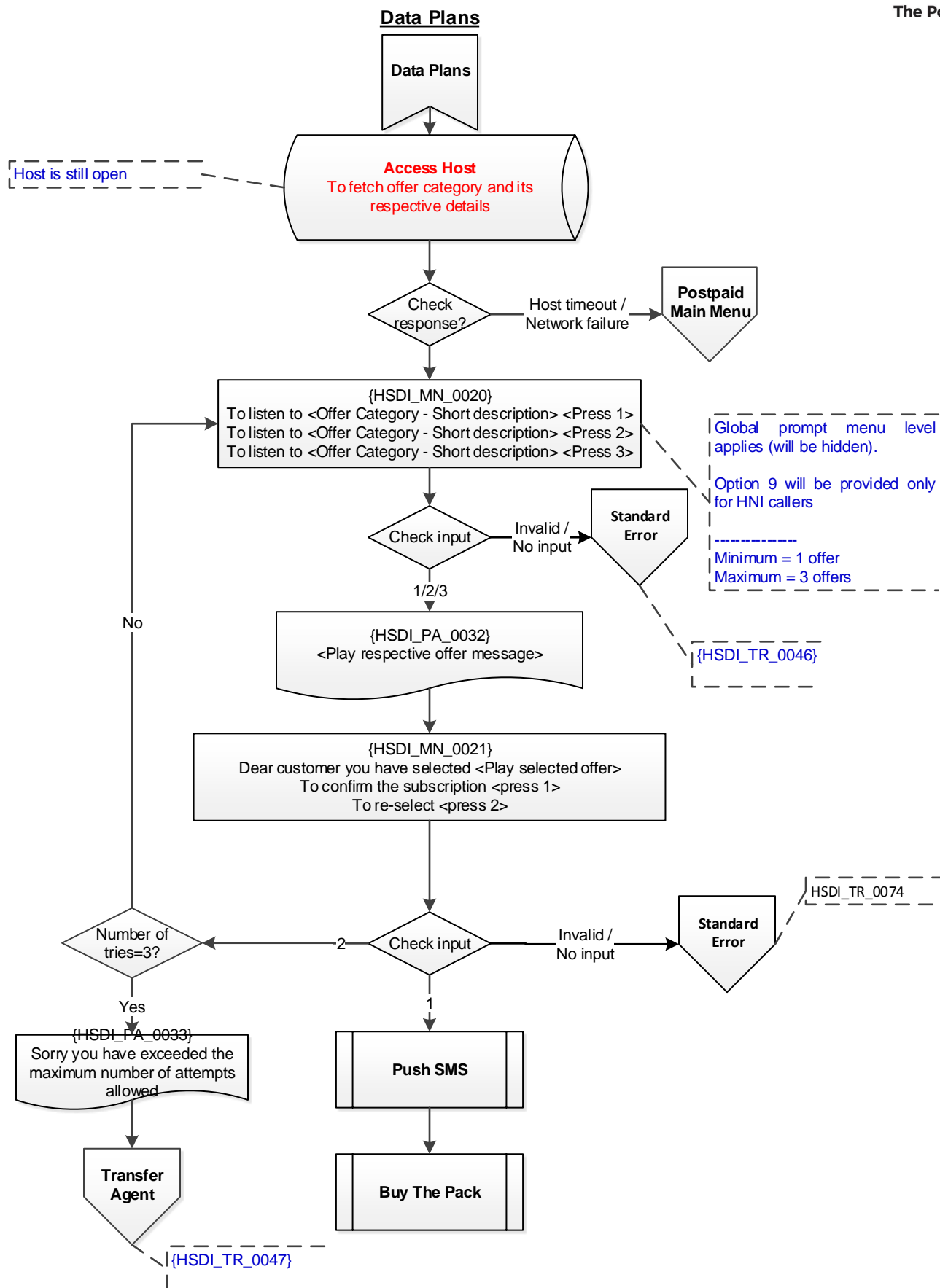
Total 3 payments would be provided
TokenID1 will the last payment details

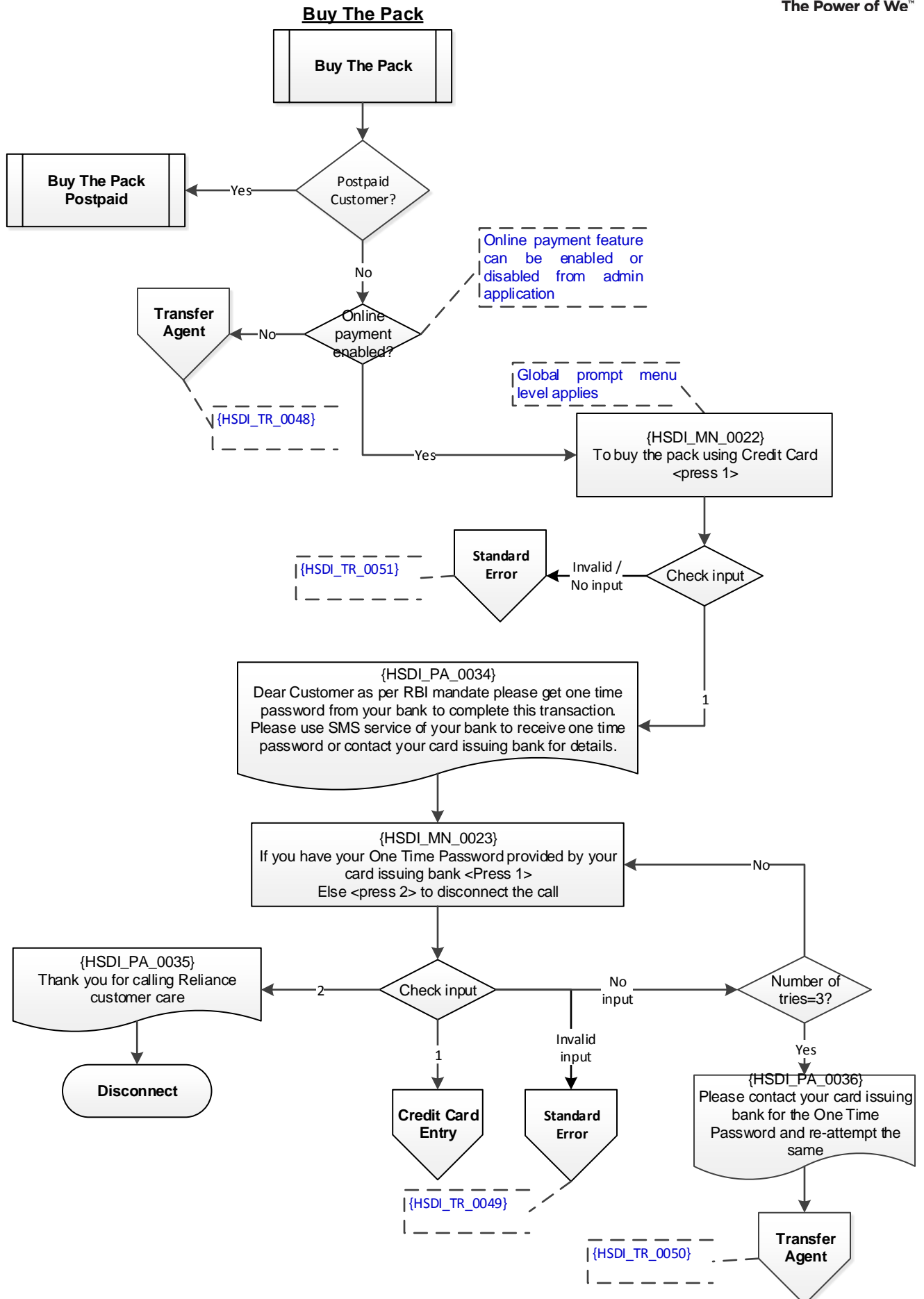


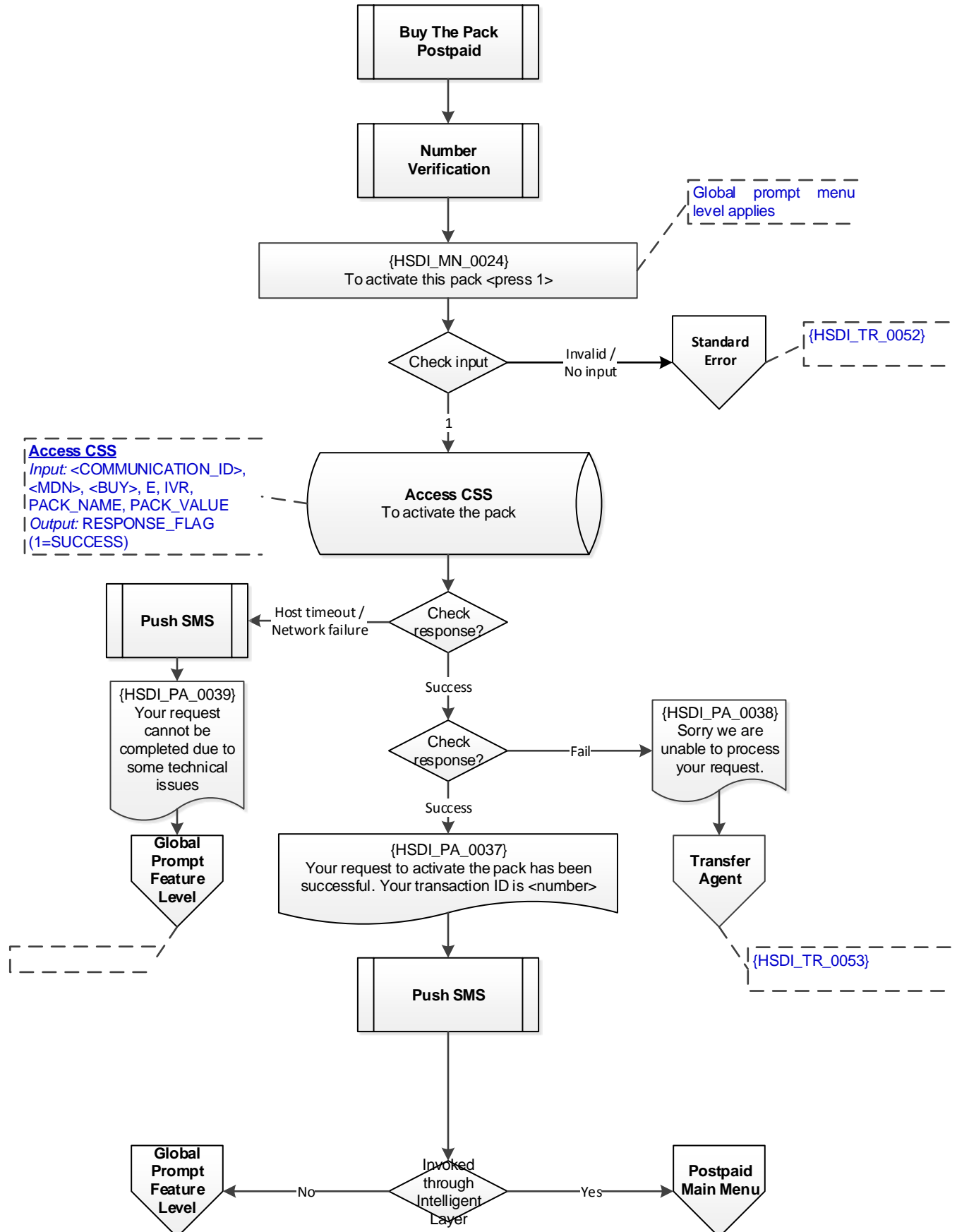
Store Address

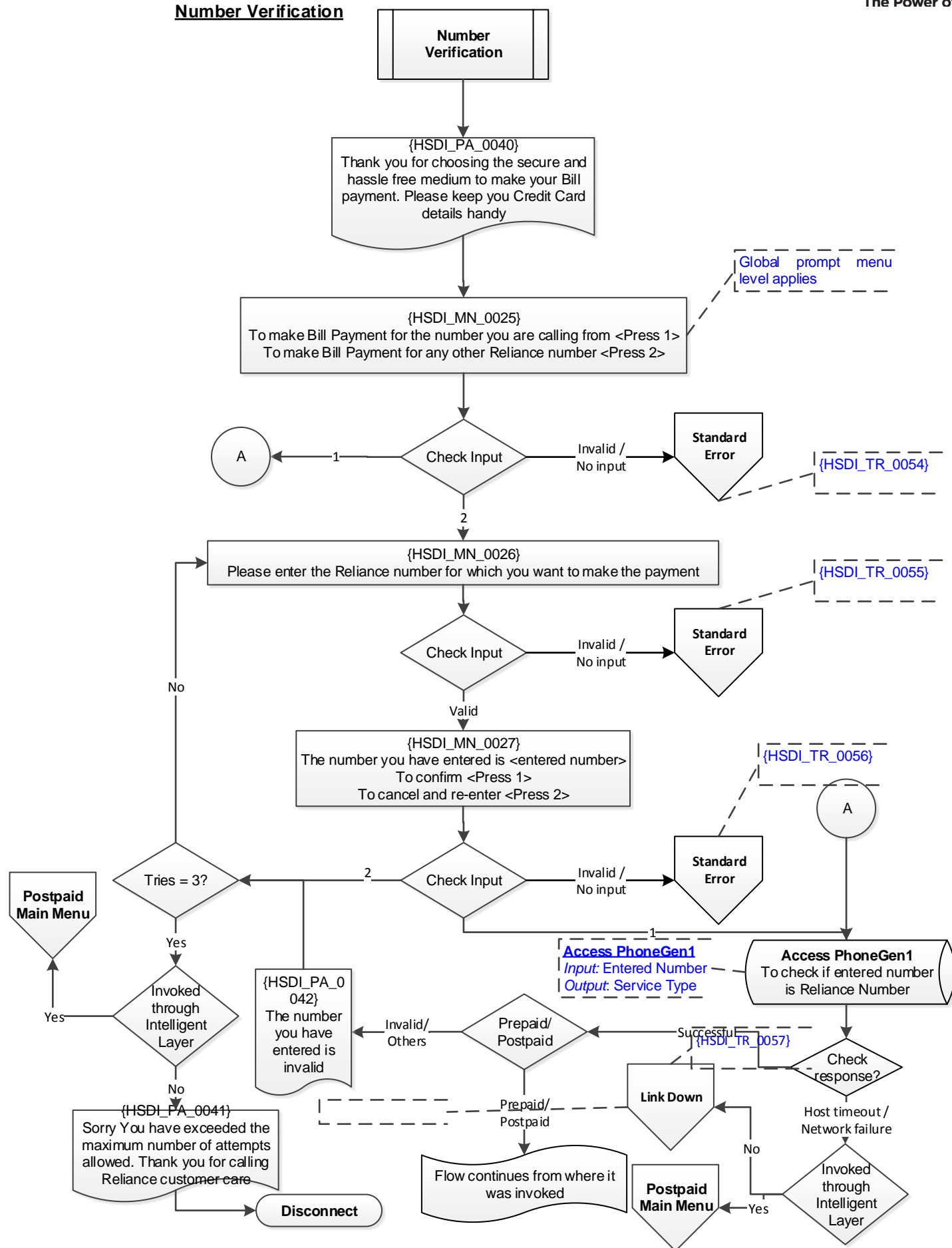
Service Management

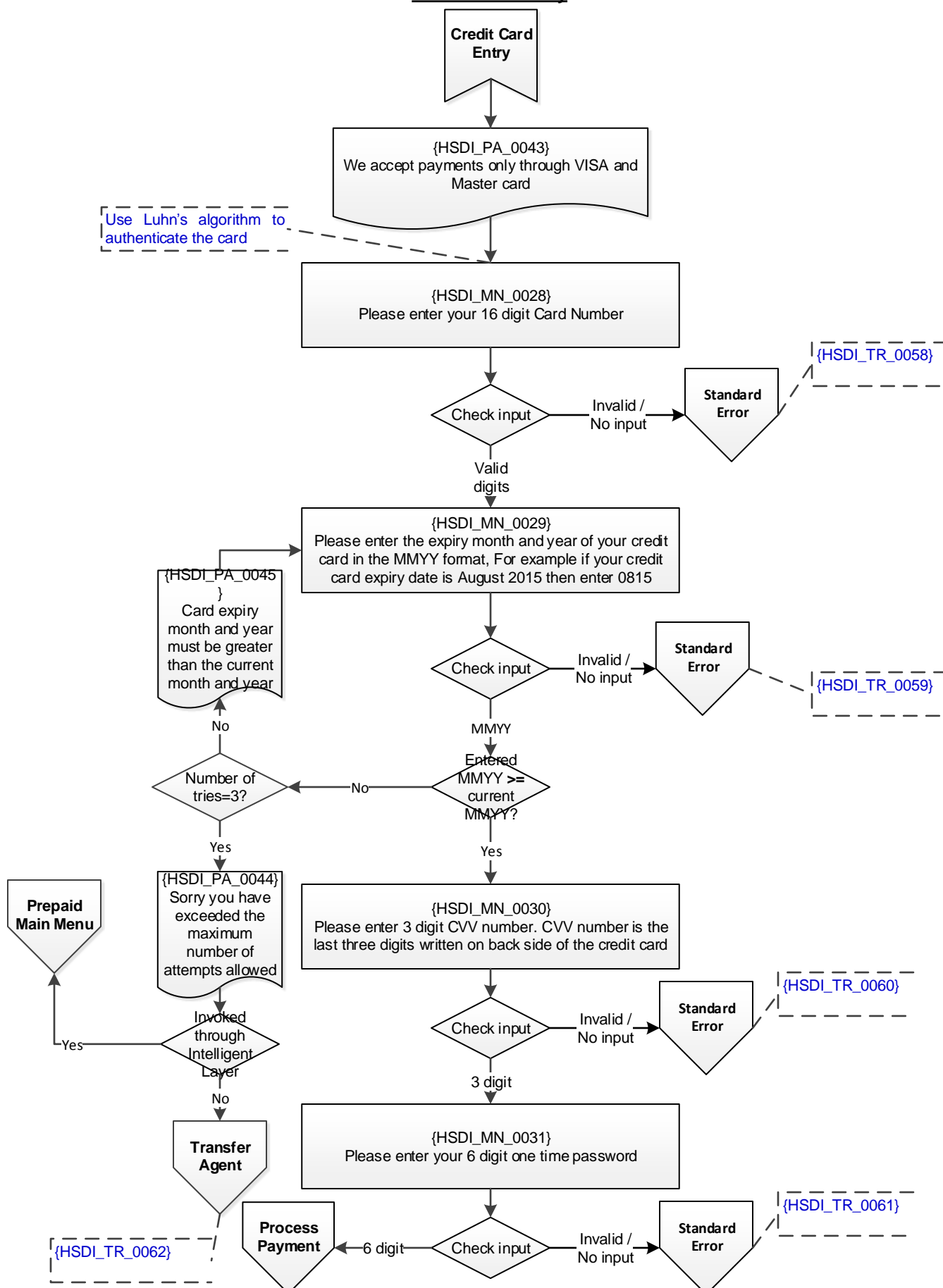




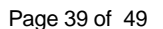


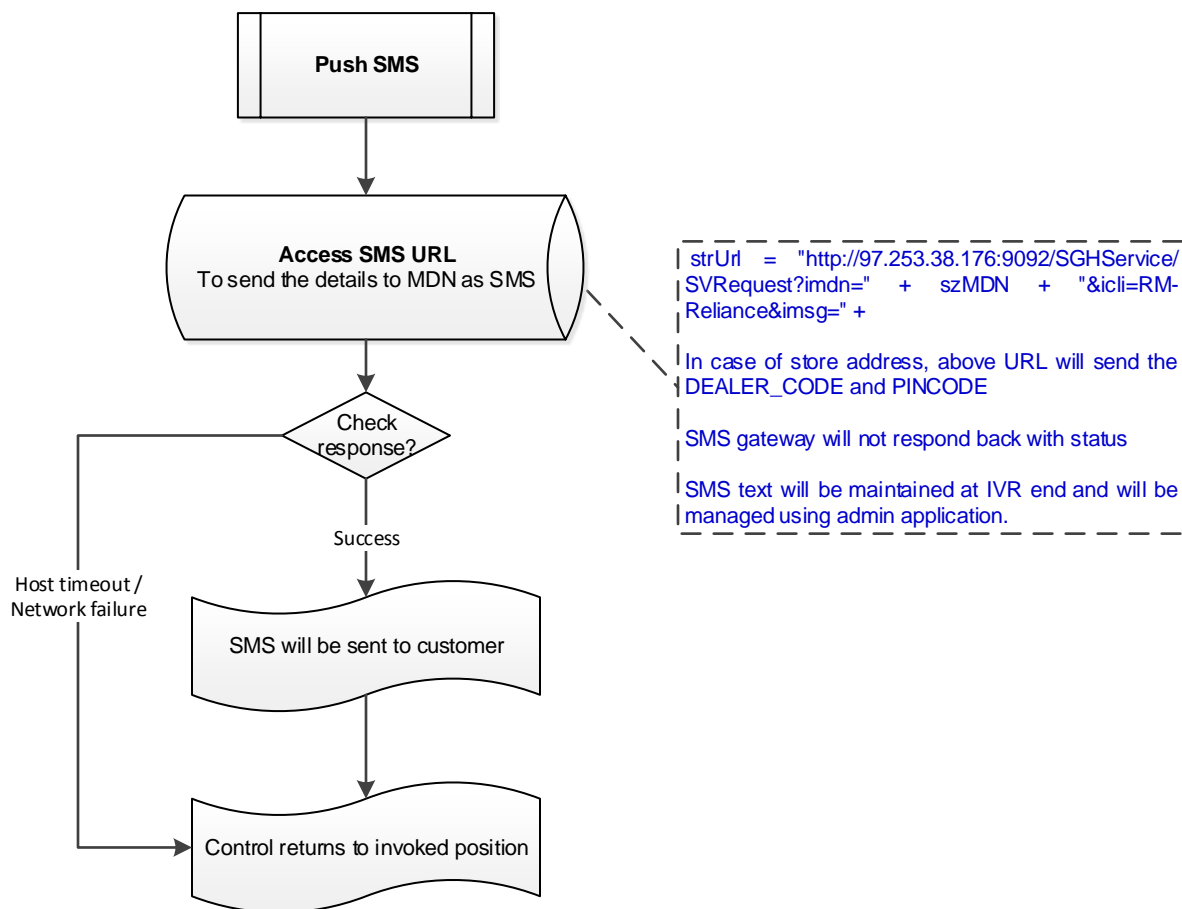
Buy The Pack Postpaid

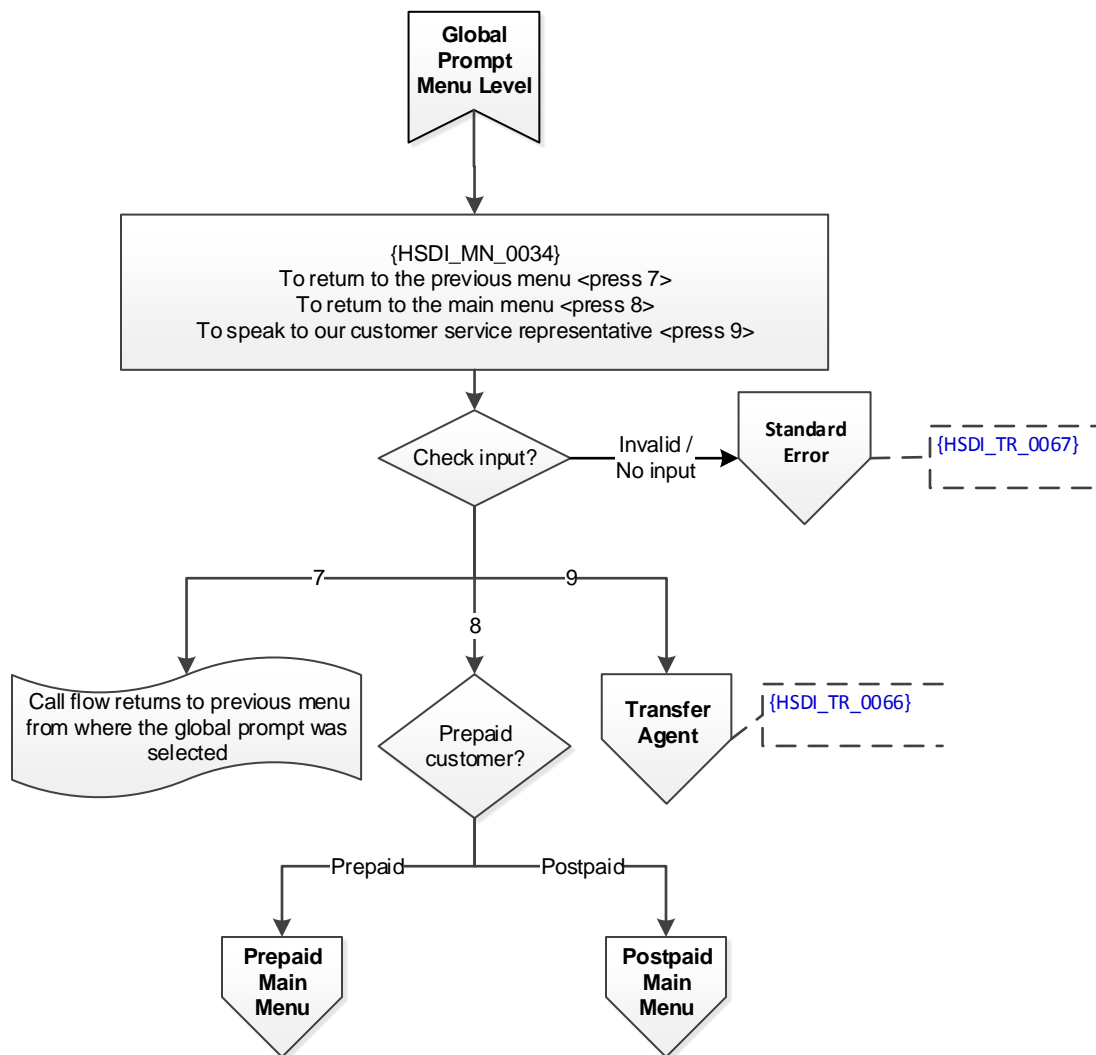
Number Verification

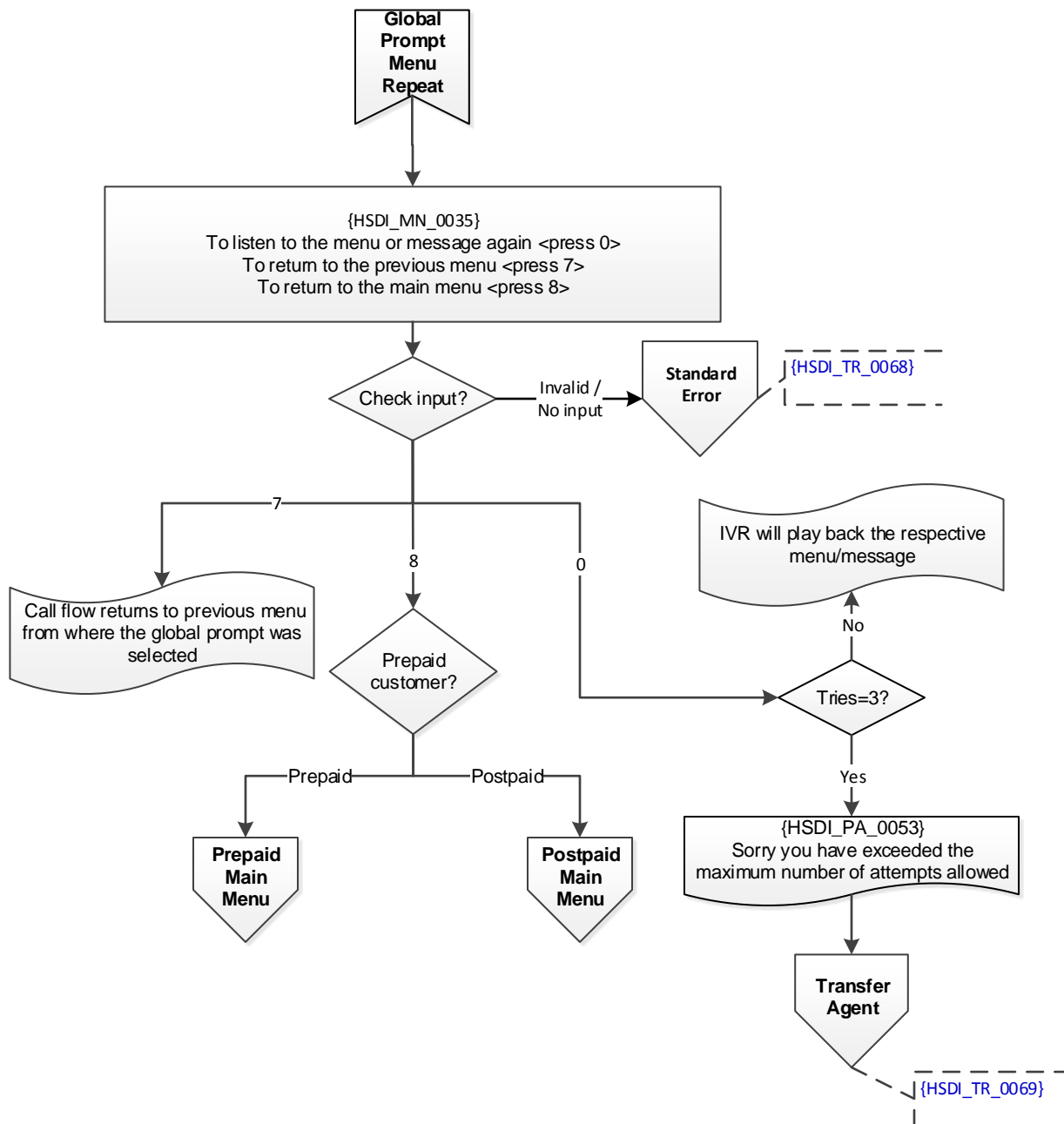
Credit Card Entry

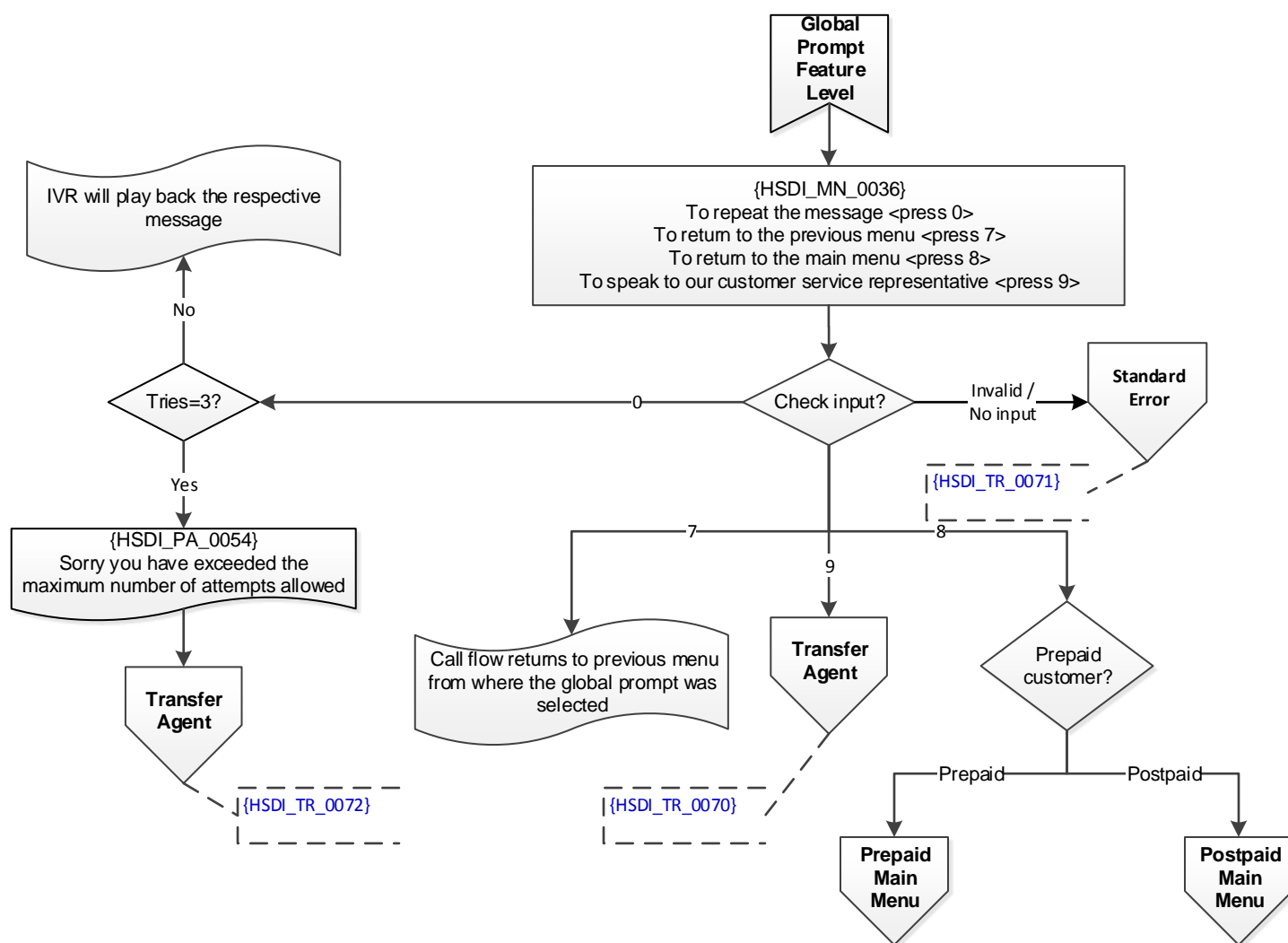
Process Payment



Push SMS

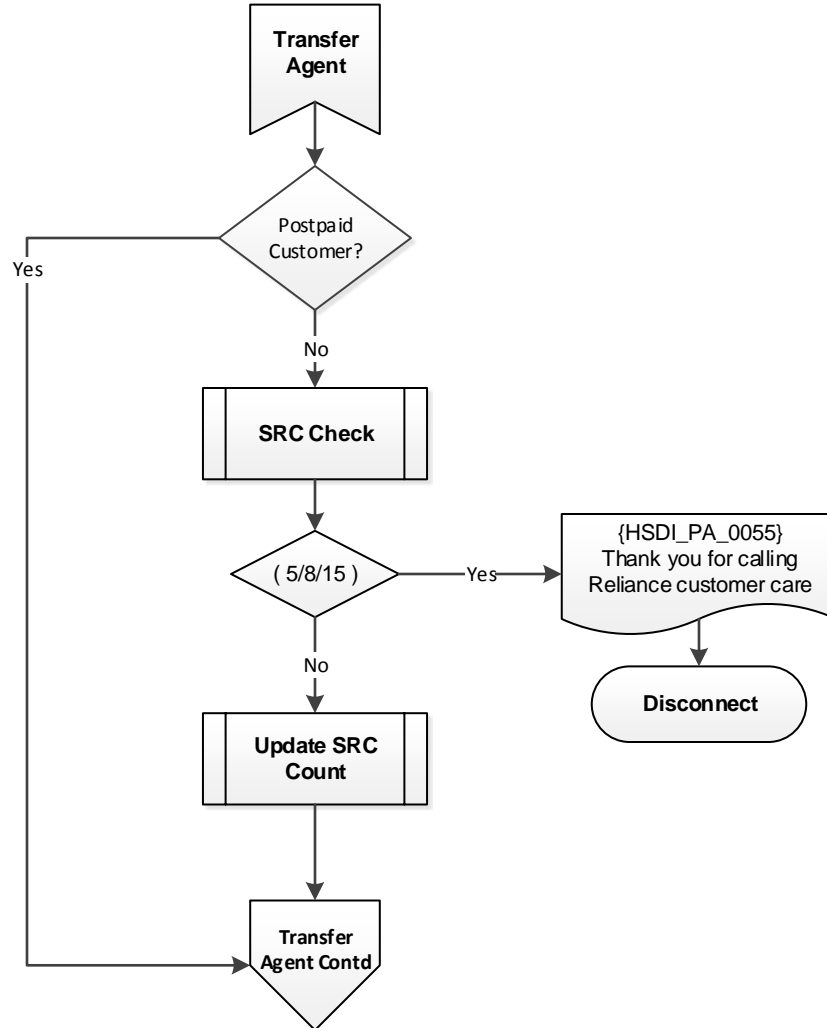
Global Prompt Menu Level

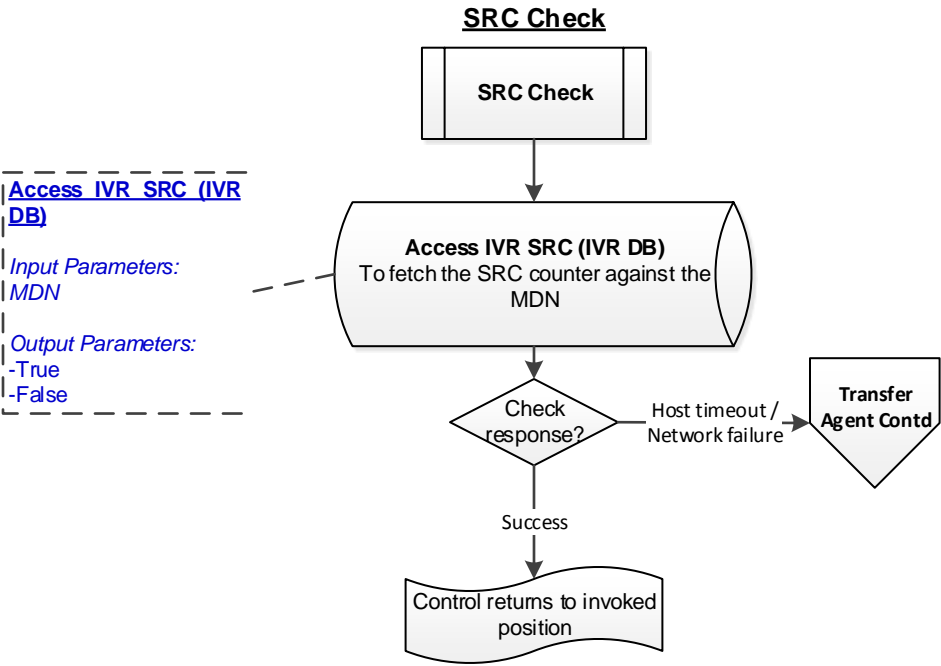
Global Prompt Menu Level

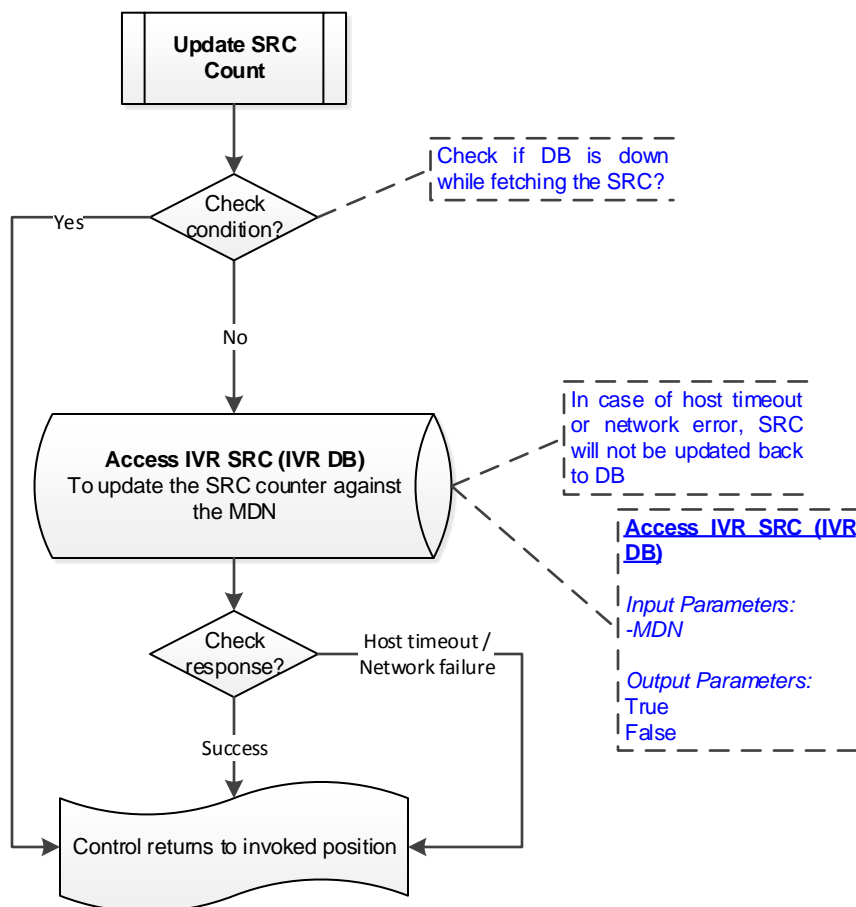
Global Prompt Feature Level

IVR call variables:

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

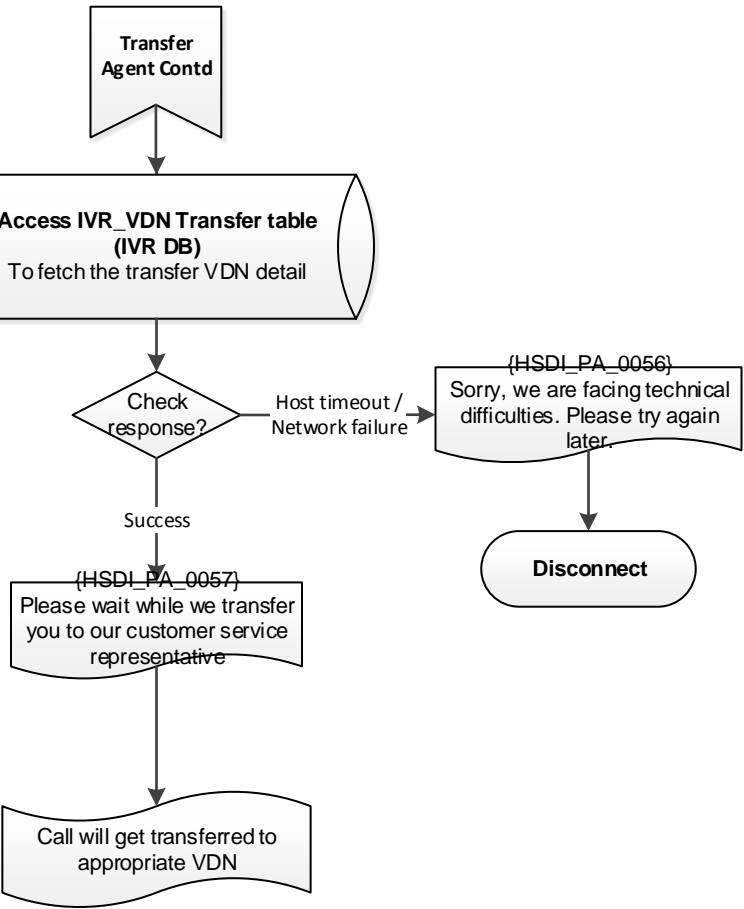
Transfer Agent

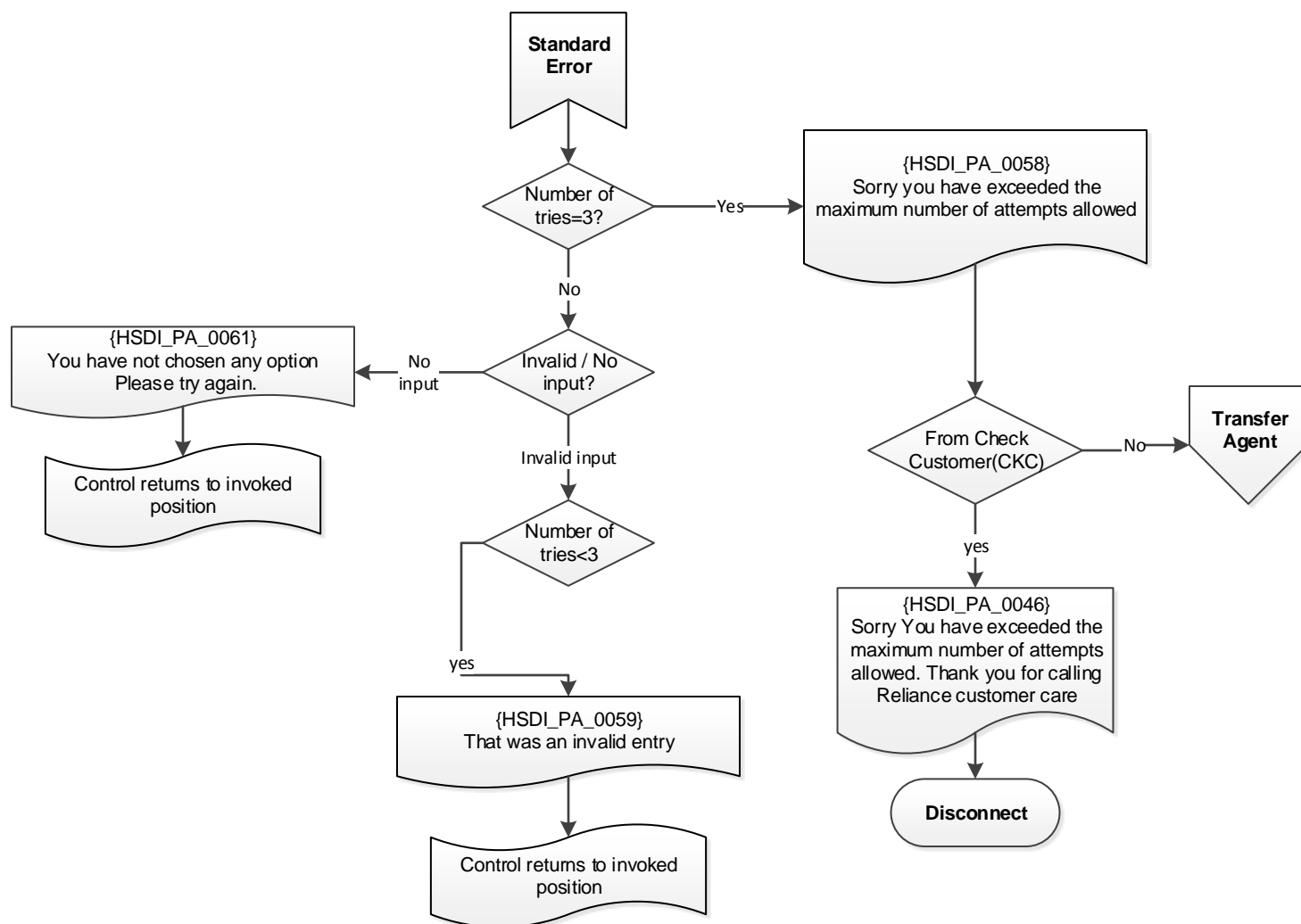


Update SRC Count

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

