IVR Call Flow
RCOM 1925 Data Service

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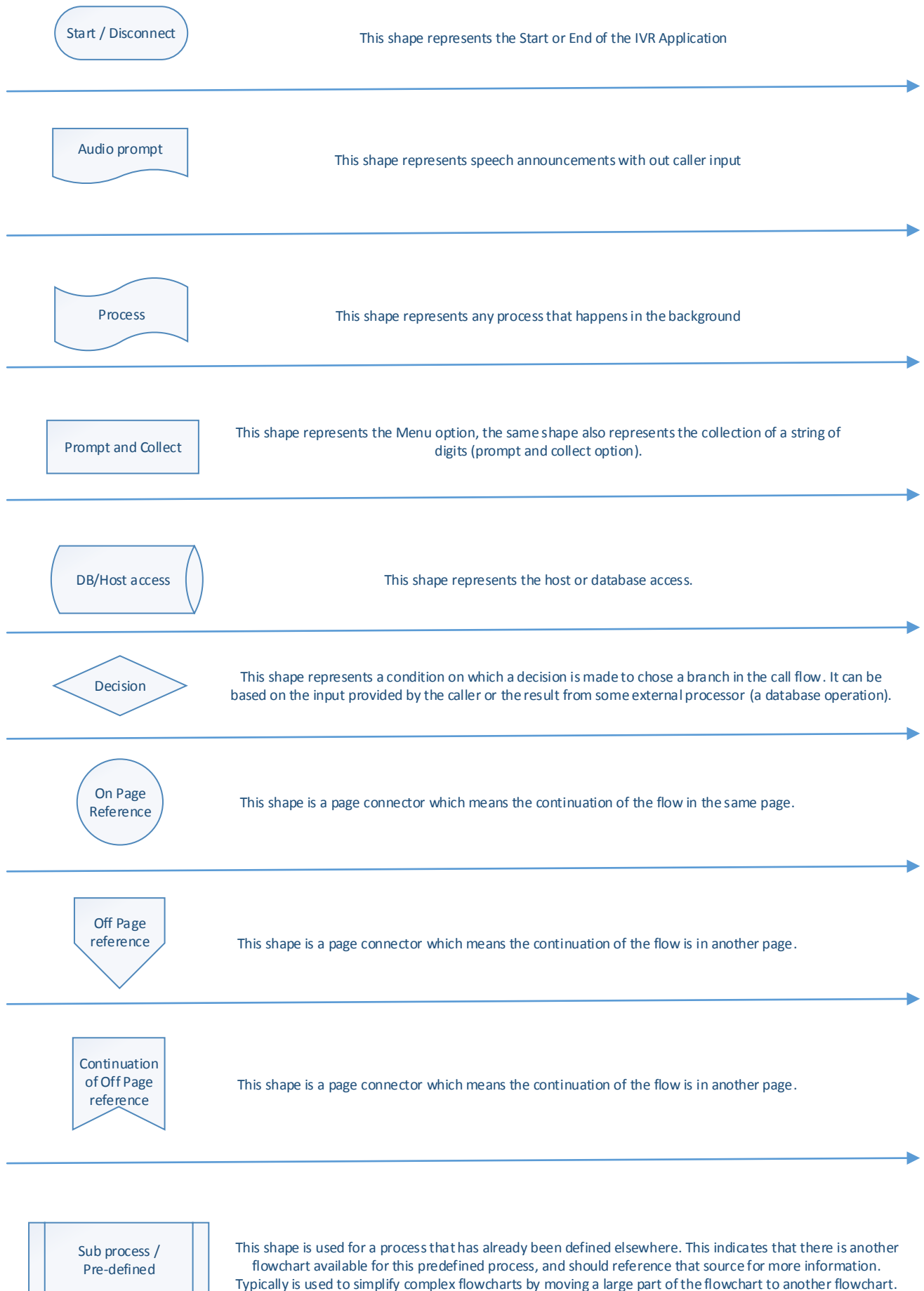
Version: 1.01

Version History

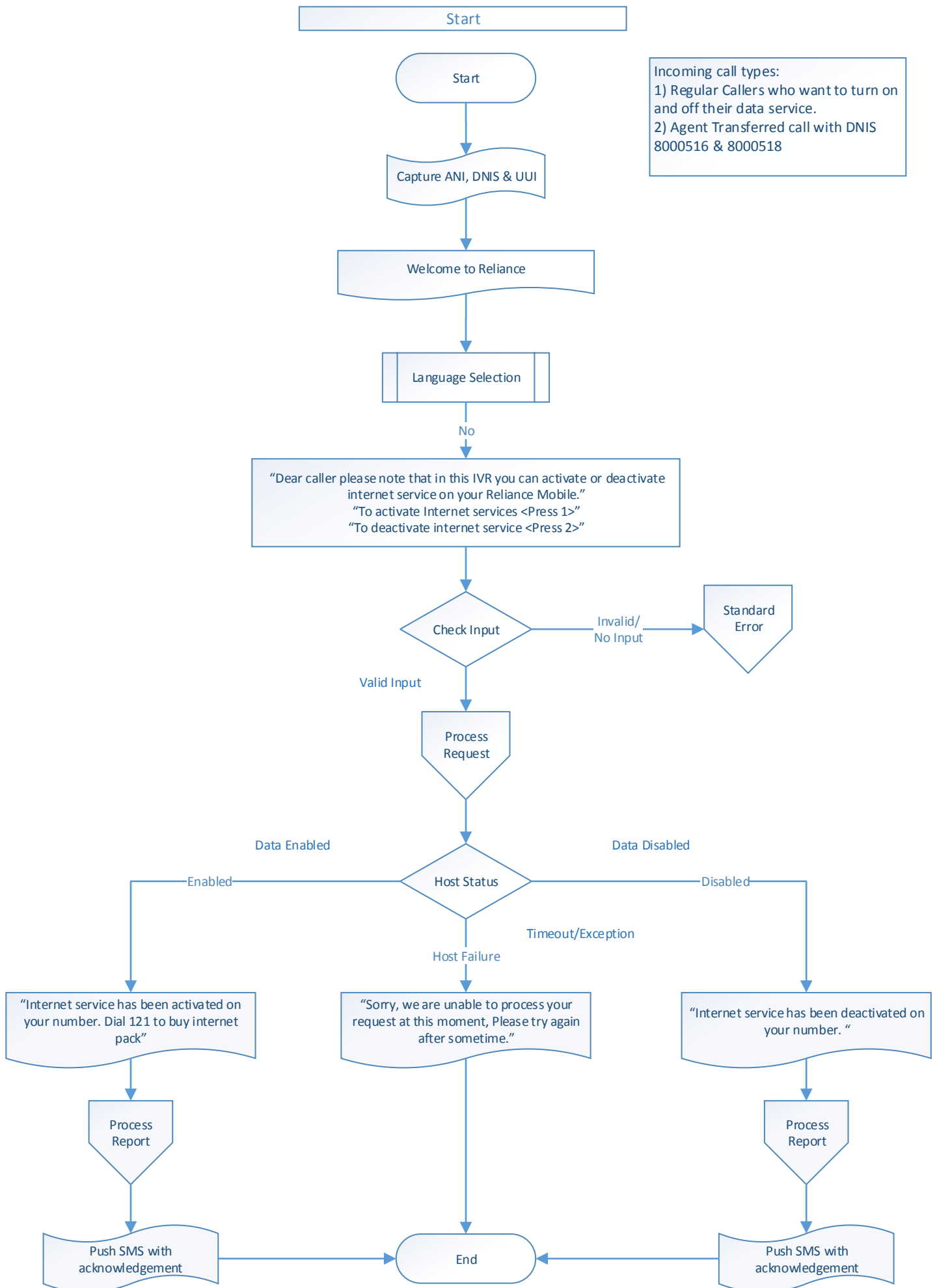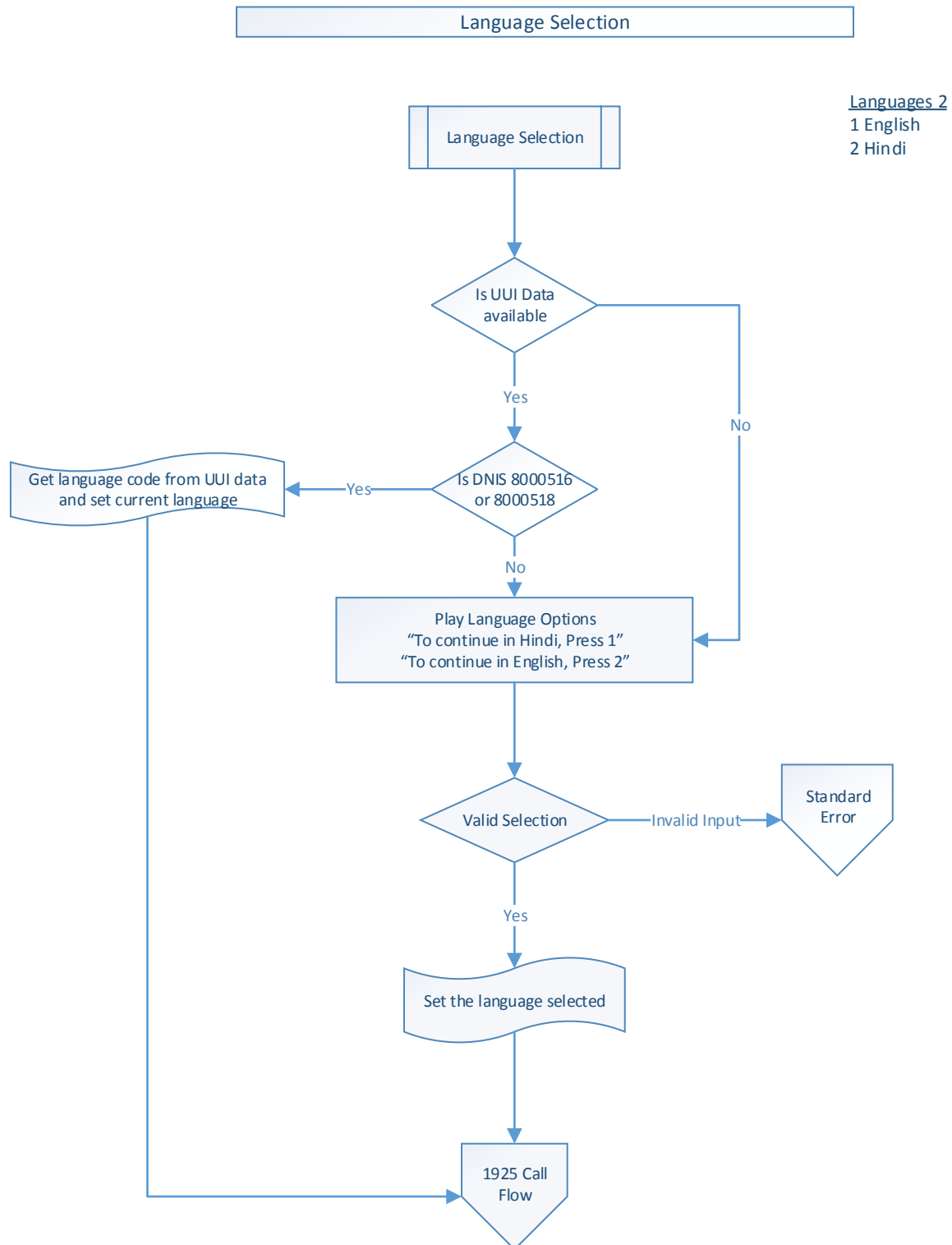| Version No / Date	Change Initiated By	Update By	Summary of Change
1.00/Nov.19.2015	-	Yahya Rayyan	Initial draft of the call flow
1.01/Nov.30.2015	-	Yahya Rayyan	Added Process Request, Offline Data Process pages.

[IVR Callflow - RCOM Tele Verification Process]

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

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).

DB/Host access

This shape represents the host or database access.

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).

On Page Reference

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

Off Page reference

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

Continuation of Off Page reference

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

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.

Universal Business Rules

Serial No	Functionality	Description	Exception
1	Call Center Business	24 x 7	
2	Language Interaction	All 12 Languages	Not Applicable
3	No Input timeout	5 Seconds (Configurable)	Not Applicable
4	Inter Digit Timeout	3 Seconds (Configurable)	
5	Host timeout	5 Seconds (Configurable)	-
6	Maximum number of tries	3 Tries (1 initial try + 2 retries)	-
7	Touch Tone Entry	DTMF numeric, Hash (#), and asterisk (*) inputs only	Not Applicable

[IVR Callflow - RCOM Tele Verification Process]

Start

Start

Capture ANI, DNIS & UUI

Incoming call types:
1) Regular Callers who want to turn on and off their data service.
2) Agent Transferred call with DNIS 8000516 & 8000518

Welcome to Reliance

Language Selection

No

"Dear caller please note that in this IVR you can activate or deactivate internet service on your Reliance Mobile."
"To activate Internet services <Press 1>"
"To deactivate internet service <Press 2>"

Check Input

Invalid/ No Input

Standard Error

Valid Input

Process Request

Data Enabled

Host Status

Data Disabled

Enabled

Disabled

Host Failure

Timeout/Exception

"Internet service has been activated on your number. Dial 121 to buy internet pack"

"Sorry, we are unable to process your request at this moment, Please try again after sometime."

"Internet service has been deactivated on your number. "

Process Report

Process Report

Push SMS with acknowledgement

End

Push SMS with acknowledgement

Language Selection

Language Selection

Languages 2
1 English
2 Hindi

Is UUI Data available

Yes

No

Is DNIS 8000516 or 8000518

Yes → Get language code from UUI data and set current language

No

Play Language Options
"To continue in Hindi, Press 1"
"To continue in English, Press 2"

Valid Selection

Invalid Input → Standard Error

Yes

Set the language selected

1925 Call Flow

[IVR Callflow - RCOM Tele Verification Process]
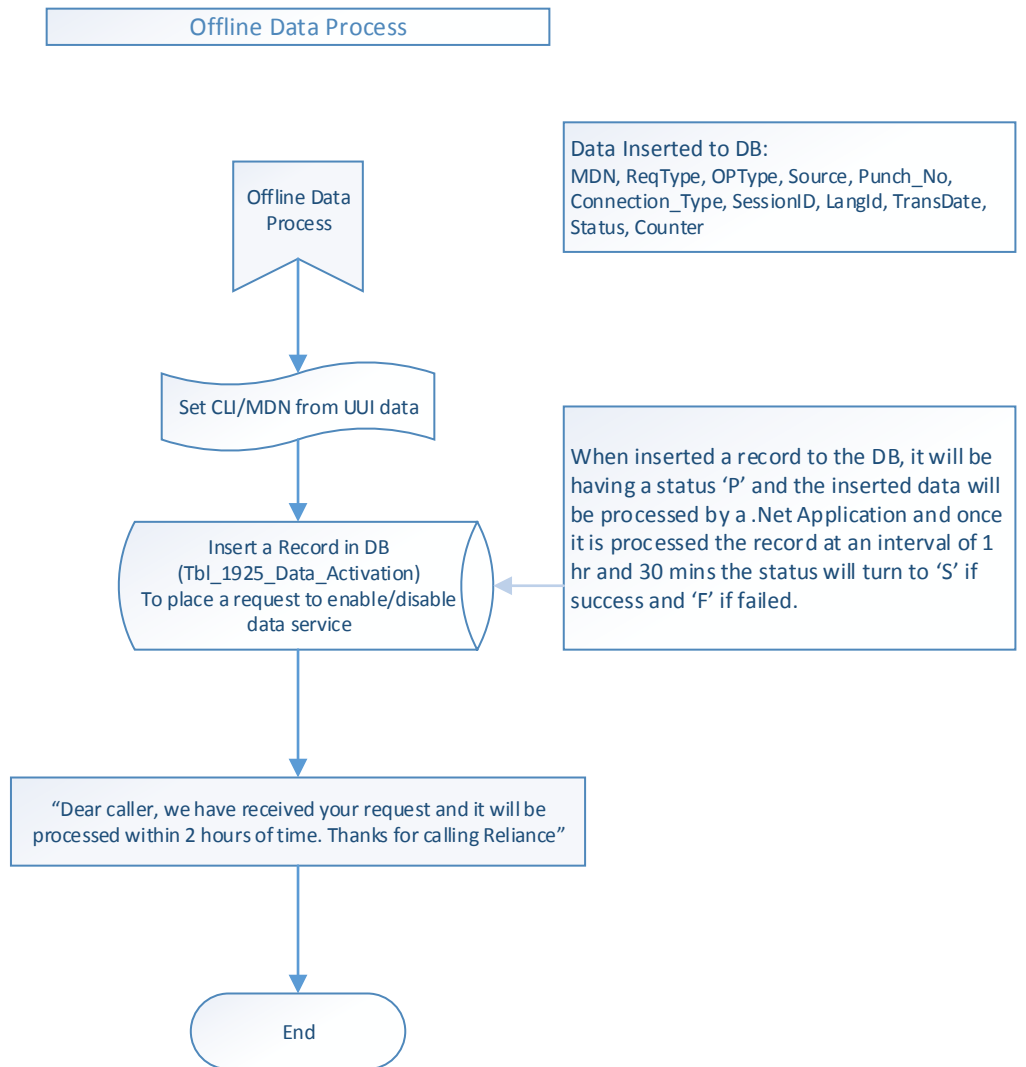
Input XML:
```
<soap:Envelope xmlns:soap="http://www.w3.org/
2003/05/soap-envelope" xmlns:css="http://
www.tibco.com/schemas/CSS_GW/
SharedResources/Schema/Private/
CSS_Schema.xsd">
<soap:Header/>
<soap:Body>
<css:Request>
<css:requestId>12345678</css:requestId>
<css:service_ID>9311113099</css:service_ID>
<css:requestType>DATA</css:requestType>
<css:langID>0</css:langID>
<css:requestSource>IVR</css:requestSource>
<css:timeStamp></css:timeStamp>
<css:param>
<css:id>opType/ACTION</css:id>
<css:value>START</css:value>
<css:type>STRING</css:type>
</css:param>
</css:Request>
</soap:Body>
</soap:Envelope>
```

Output XML:
```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://
www.w3.org/2003/05/soap-envelope">
<SOAP-ENV:Body>
<ns0:Response xmlns:ns0="http://
www.tibco.com/schemas/CSS_GW/
SharedResources/Schema/Private/
CSS_Schema.xsd">
<ns0:requestId>12345678</ns0:requestId>
<ns0:langID>0</ns0:langID>
<ns0:responseFlag>1</ns0:responseFlag>
<ns0:errorCode>0/1</ns0:errorCode>
<ns0:errorMsg/>
<ns0:msgCode/>
<ns0:MsgTokens>
<ns0:Token>
<ns0:TokenId>0</ns0:TokenId>
<ns0:MsgParam>
<ns0:param>
<ns0:id>URL</ns0:id>
<ns0:value>NULL</ns0:value>
<ns0:type>STRING</ns0:type>
</ns0:param>
</ns0:MsgParam>
</ns0:Token>
</ns0:MsgTokens>
</ns0:Response>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Process Request

Process Request

DNIS List for HUBs.

MUM PRE- 8000516
MUM POS- 8000518
MOH PRE- 8000622
MOH POS- 8000623
KR PRE- 4000612
KR POS- 4000613
CHN PRE- 4000516
CHNPOS- 4000518

New Postpaid callers from agent

Is DNIS 8000518 — Yes → Offline Data Process

No

New Prepaid callers from agent

Is DNIS 8000516 — Yes → Set CLI/MDN from UUI data

No

Access TIBCO
To place a request to enable/disable data service

Return Host Resposne

1925 Call Flow

Offline Data Process

Offline Data Process

Data Inserted to DB:
MDN, ReqType, OPType, Source, Punch_No, Connection_Type, SessionID, LangId, TransDate, Status, Counter

Set CLI/MDN from UUI data

Insert a Record in DB
(Tbl_1925_Data_Activation)
To place a request to enable/disable data service

When inserted a record to the DB, it will be having a status 'P' and the inserted data will be processed by a .Net Application and once it is processed the record at an interval of 1 hr and 30 mins the status will turn to 'S' if success and 'F' if failed.

"Dear caller, we have received your request and it will be processed within 2 hours of time. Thanks for calling Reliance"

End

[IVR Callflow - RCOM Tele Verification Process]

Standard Error

Standard Error

Standard Error

Number of tries=3?

Yes

No

"Sorry, you have reached maximum attempts allowed"
"Thanks for Calling Reliance"

"You have not entered any input. Please try again".

No input

Invalid / No input?

Invalid input

Control returns to invoked position

"That was an invalid entry. Please try again"

Disconnect Call

Control returns to invoked position

Process Report

Process Report

Sent Report data to IBM MQ Server for Reporting

Success — No → Log the event

Yes

End