

Broadband IVR Call Flow DAKC(DAKC)

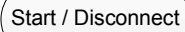
Last updated on: June 20th 2015

Version: 1.2

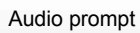
Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.31.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.12.2015	Servion	Daranivasan.A	- Language selection wrt mapping table provided
0.03 / Apr.15.2015	RCOM	RaajeshKumar	Changes made based on interfaces
1.1 / Apr.16.2015	Servion	Daranivasan.A	Baselining
1.11 / May.27.2015	Servion	Daranivasan.A	<ul style="list-style-type: none"> - Start(STT) - Language Selection(LSE) - Complaint Register(CPR) - Complaint Register Contd(CPRC) - Change Language(CHL) - Menu ID changed - Transfer codes regenerated - Defects identified by technical teams fixed
1.11 / May.27.2015	Servion	Daranivasan.A	- Suggestions mentioned by Kesav included Main Menu(MAM)
1.2 / June.20.2015	Servion	Daranivasan.A	Re-base lined version

Standard Call Flow Conventions



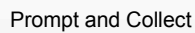
This shape represents the Start or End of the IVR Application



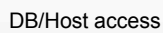
This shape represents speech announcements with out caller input



This shape represents any process that happens in the background



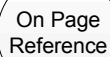
This shape represents the Menu option, the same shape also represents the collection of a string of digits (prompt and collect option).



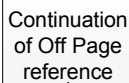
This shape represents the host or database access.



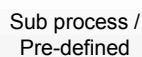
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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

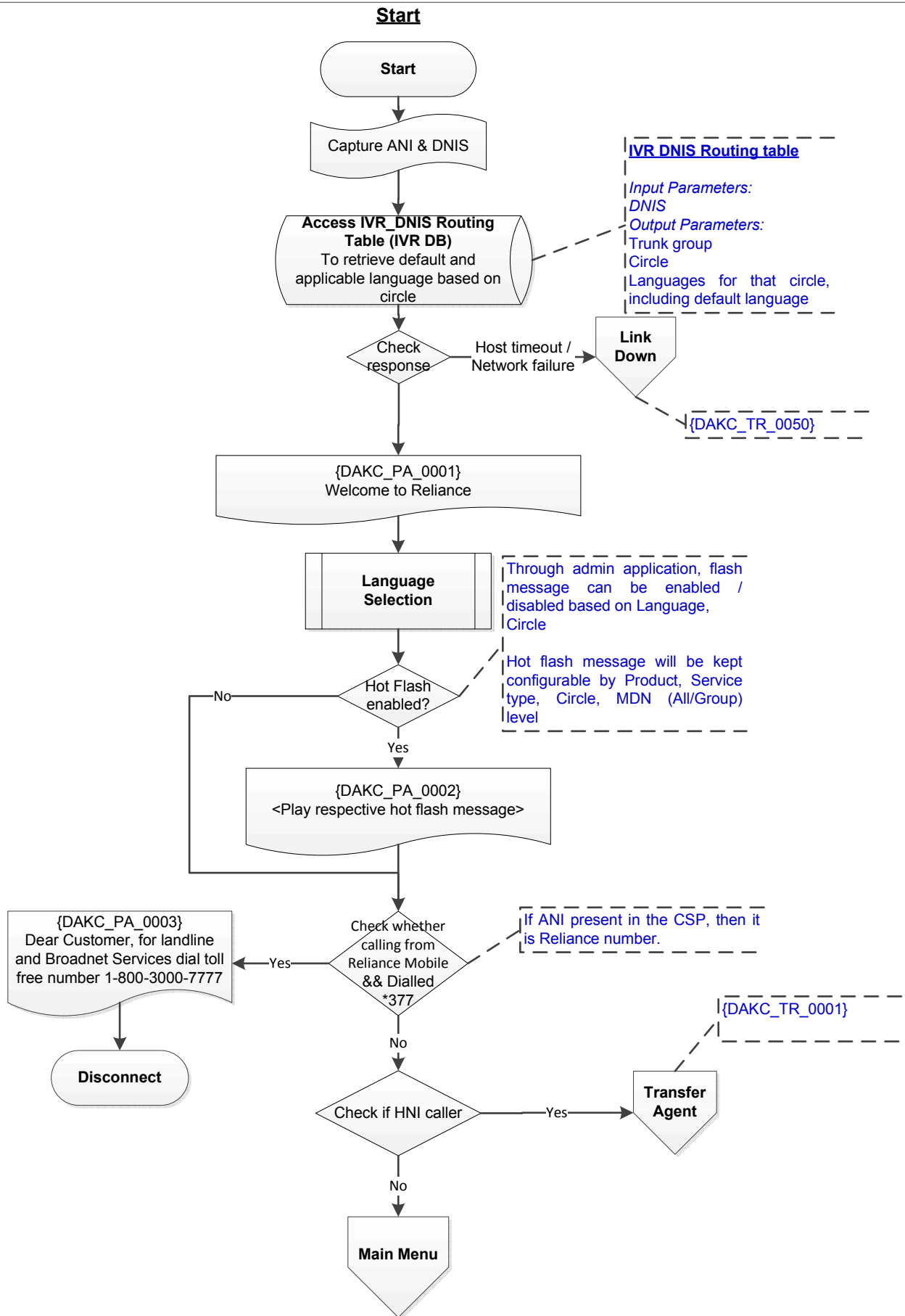
This shape is a page connector which means the continuation of the flow is in another page.

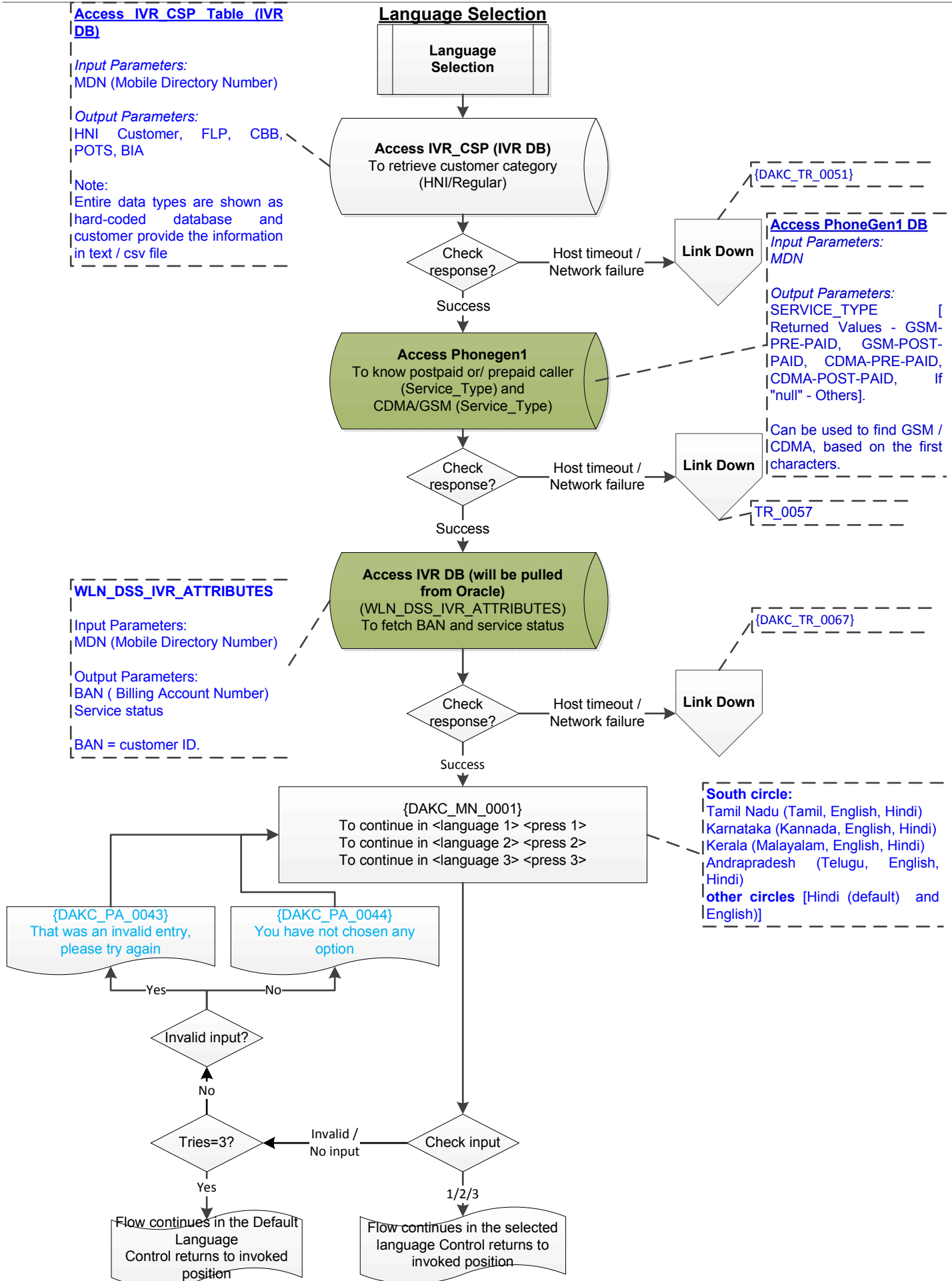


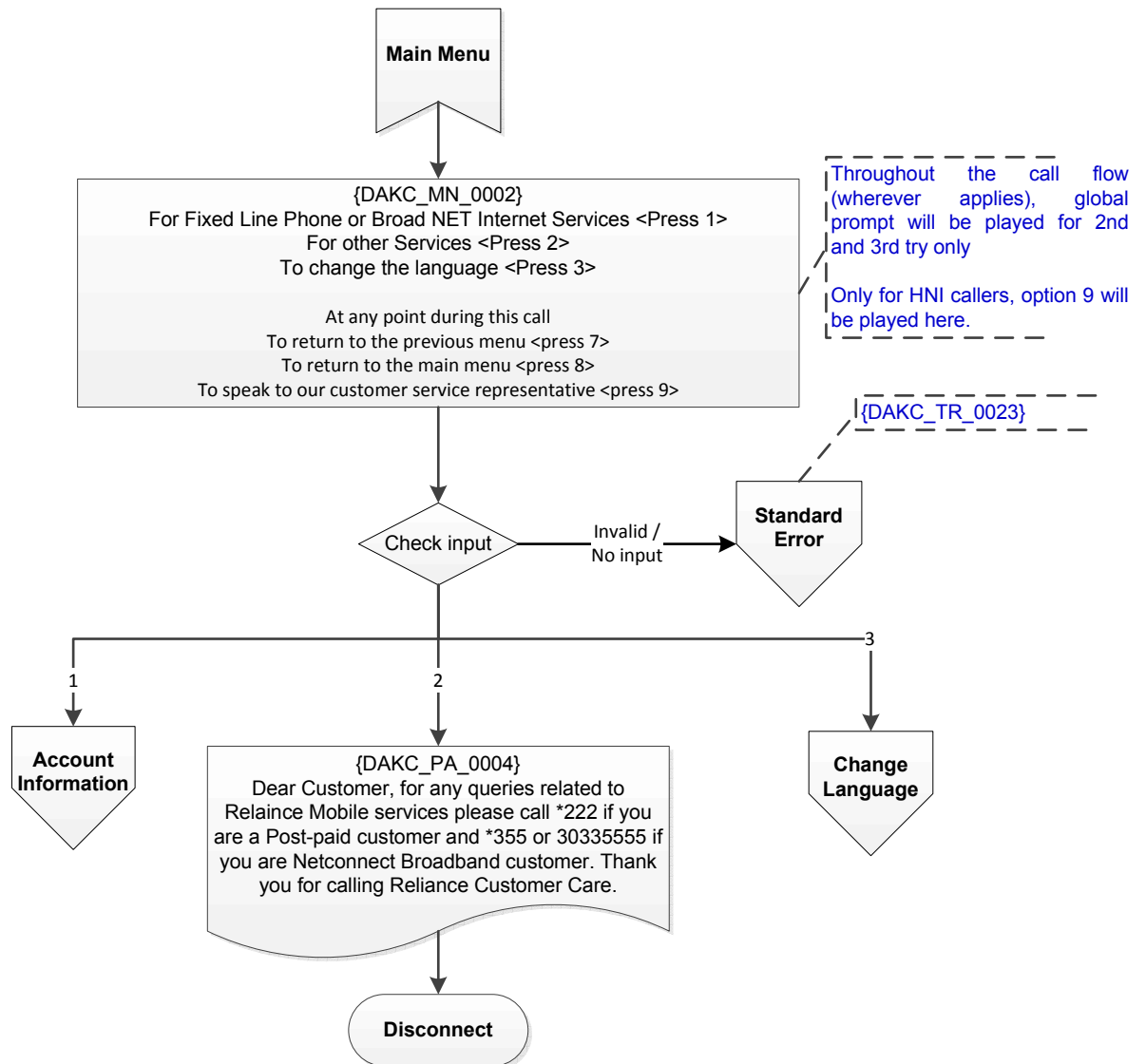
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

Universal Business Rules

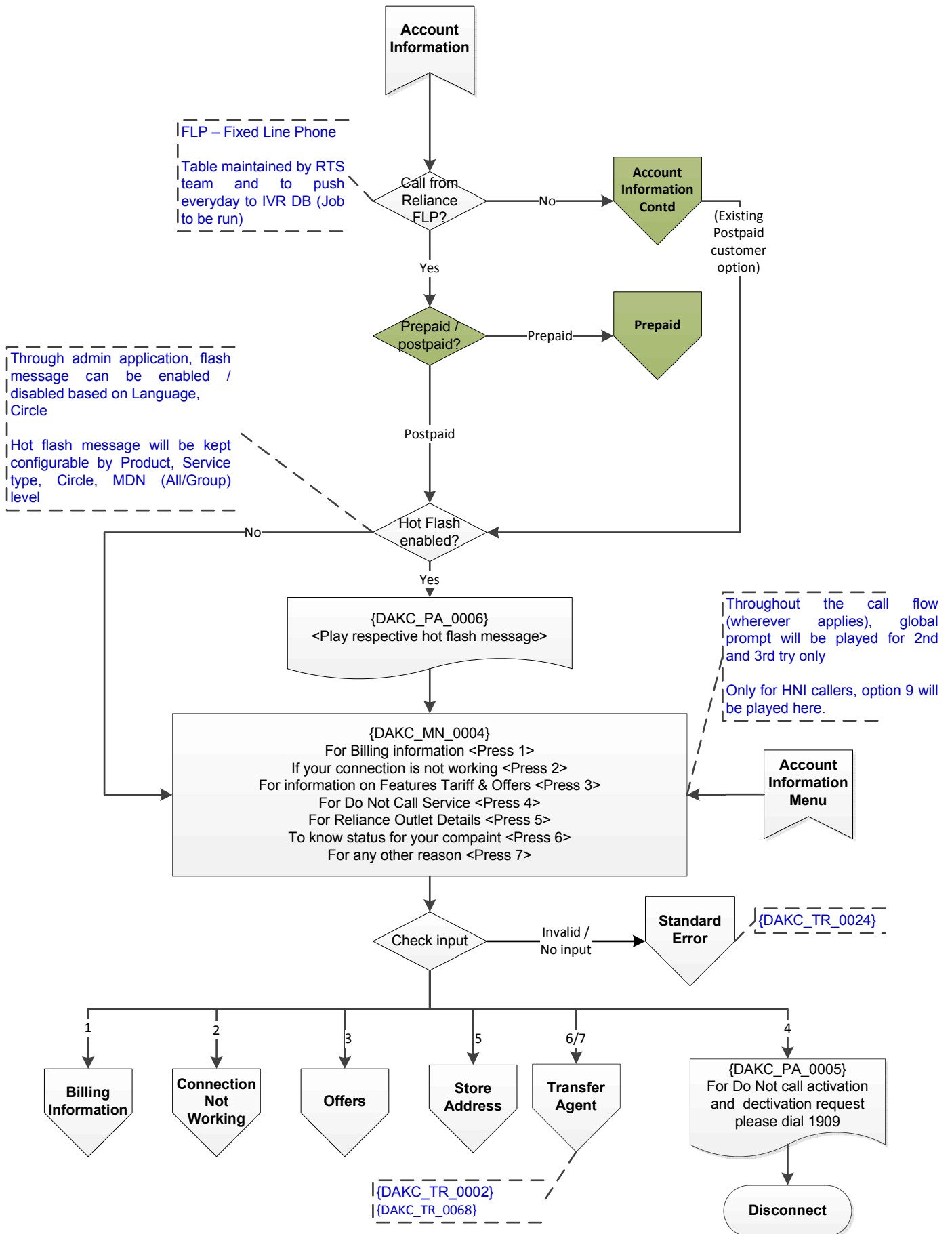
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24 * 7	
2	Language of Interaction	South circle: Tamil Nadu (Tamil, English, Hindi) Karnataka (Kannada, English, Hindi) Kerala (Malayalam, English, Hindi) Andrapradesh (Telugu, English, Hindi) other circles (Hindi and English) Default will be 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.

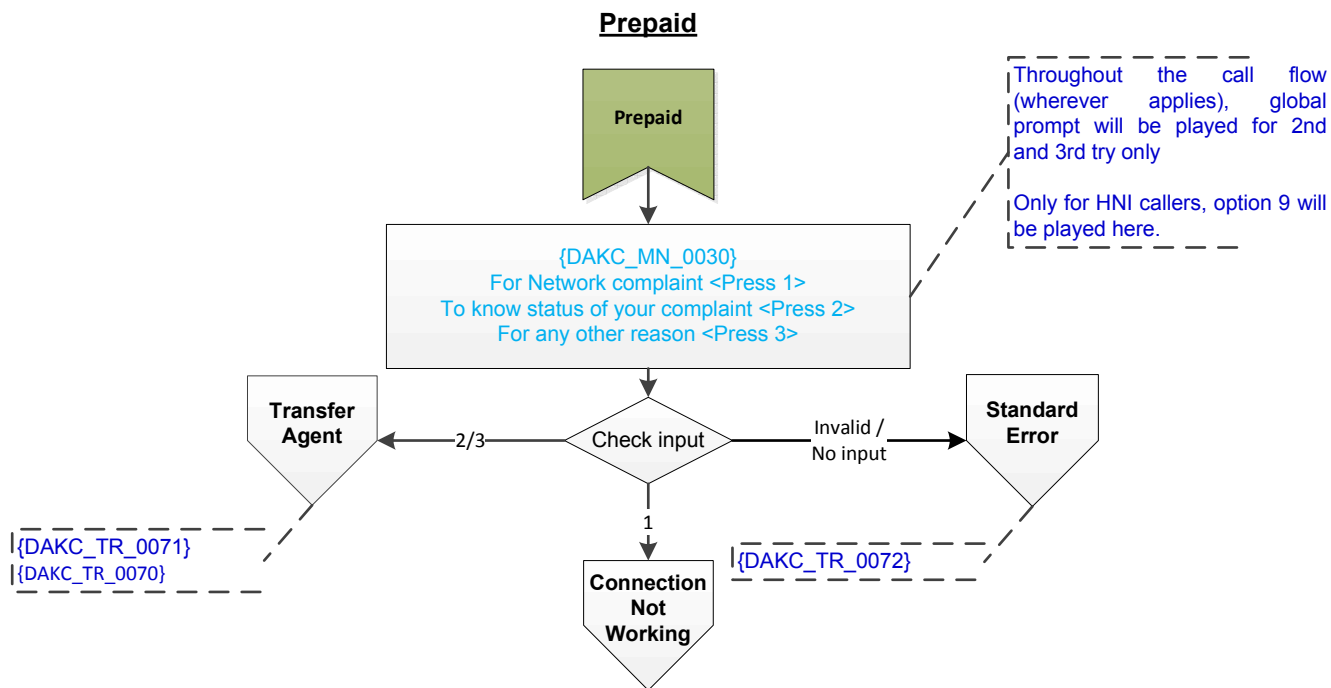




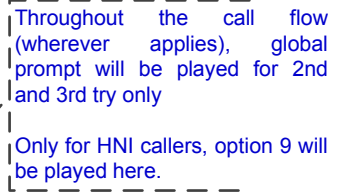
Main Menu

Account Information

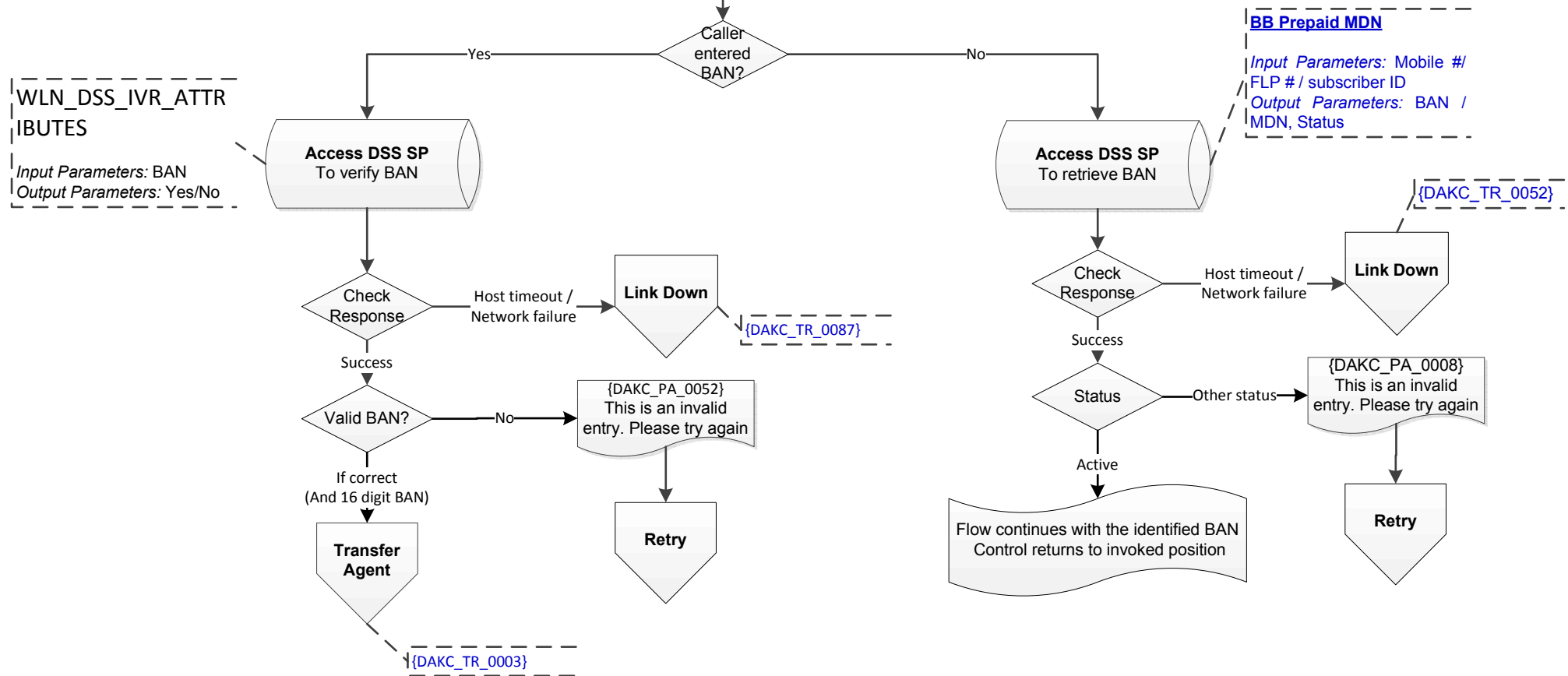




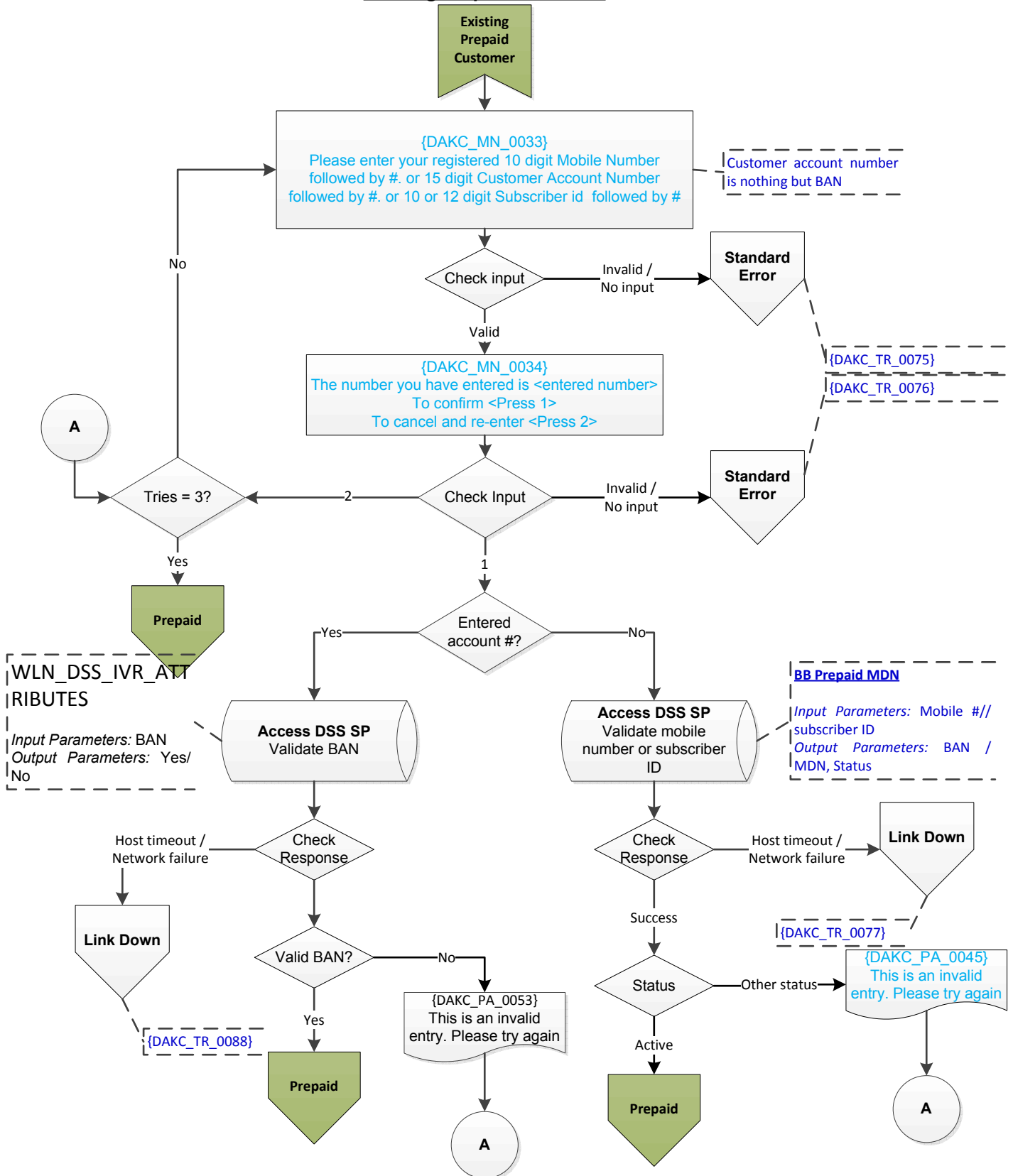
Account Information Contd

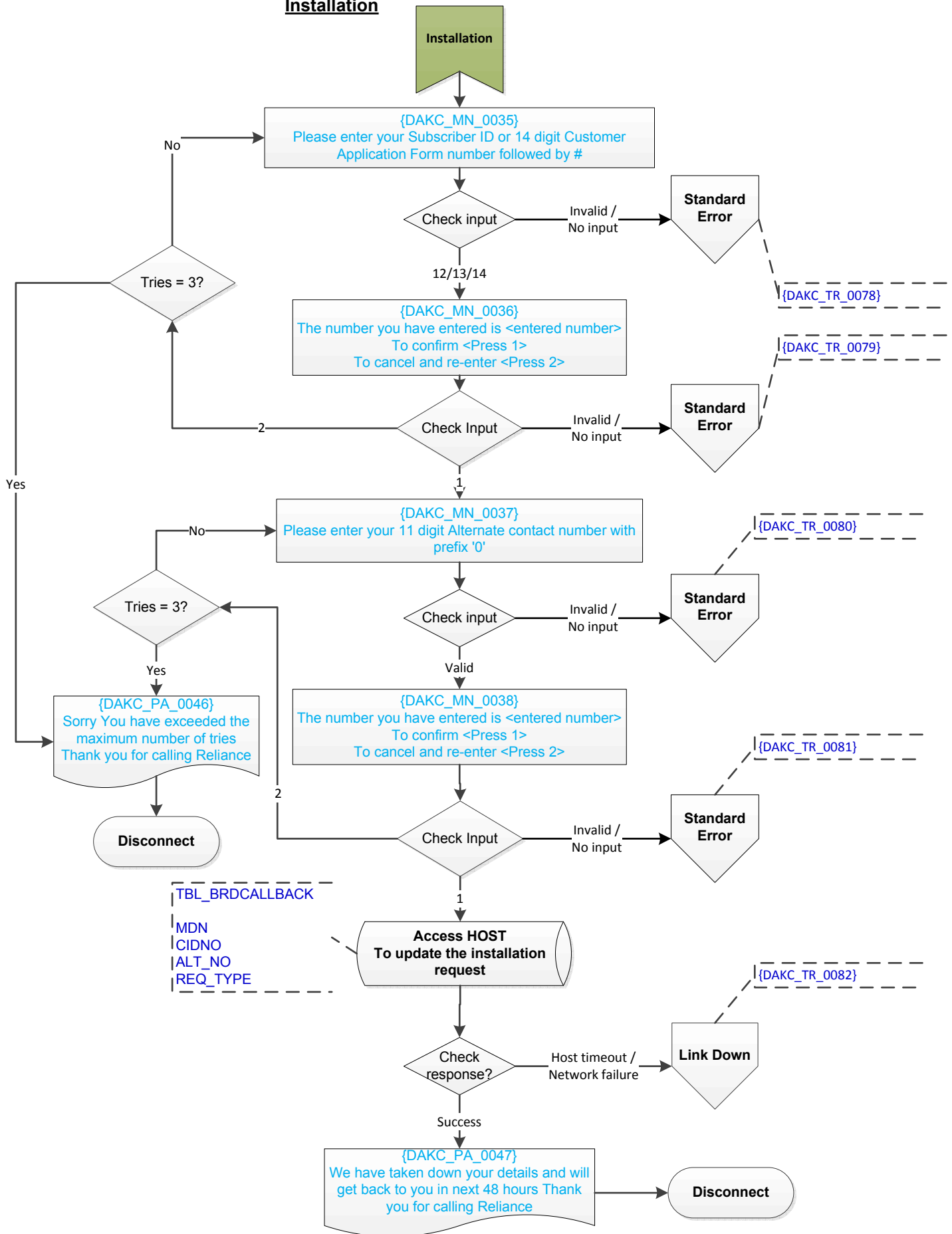


Retrieve or Verify BAN

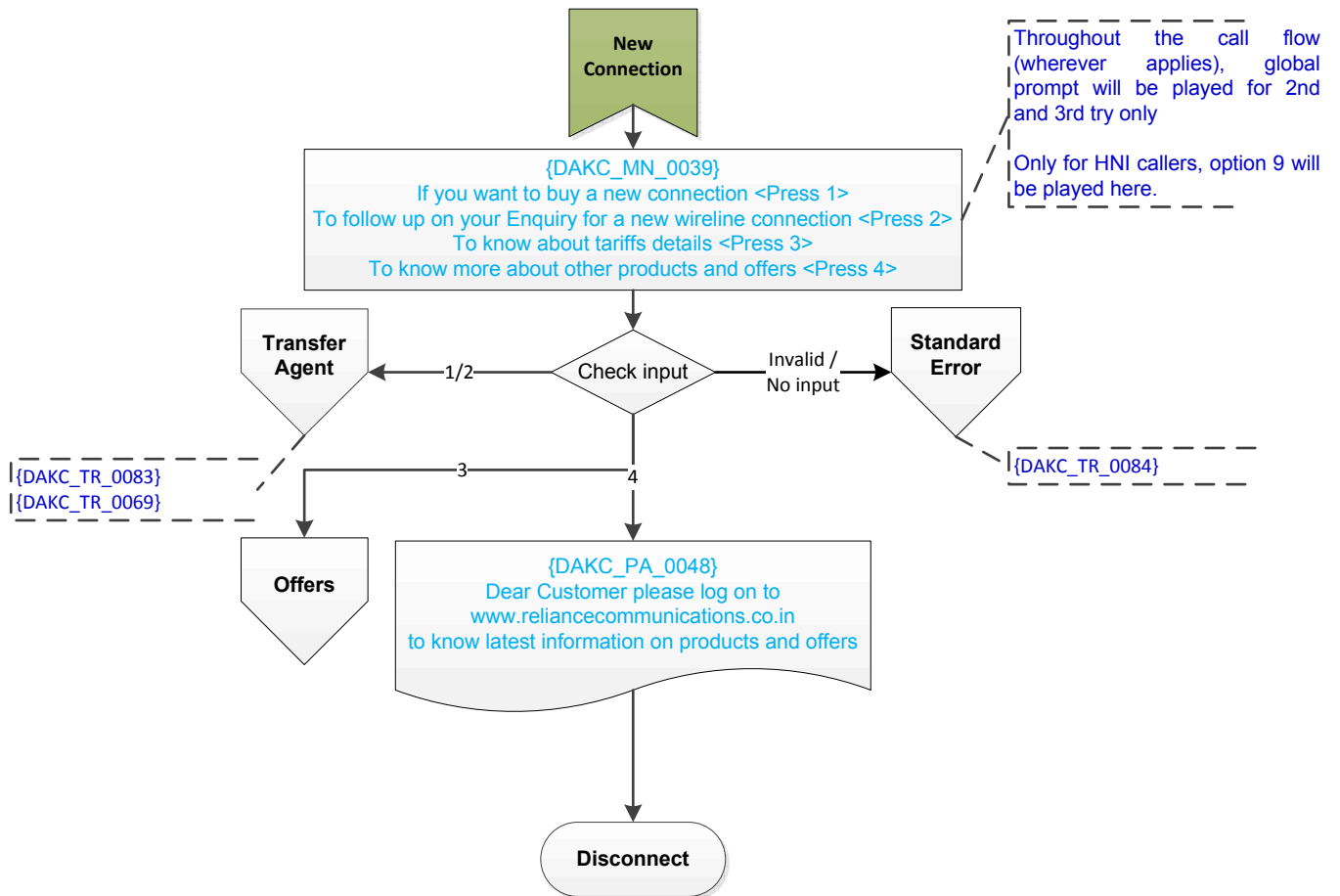


Existing Prepaid Customer

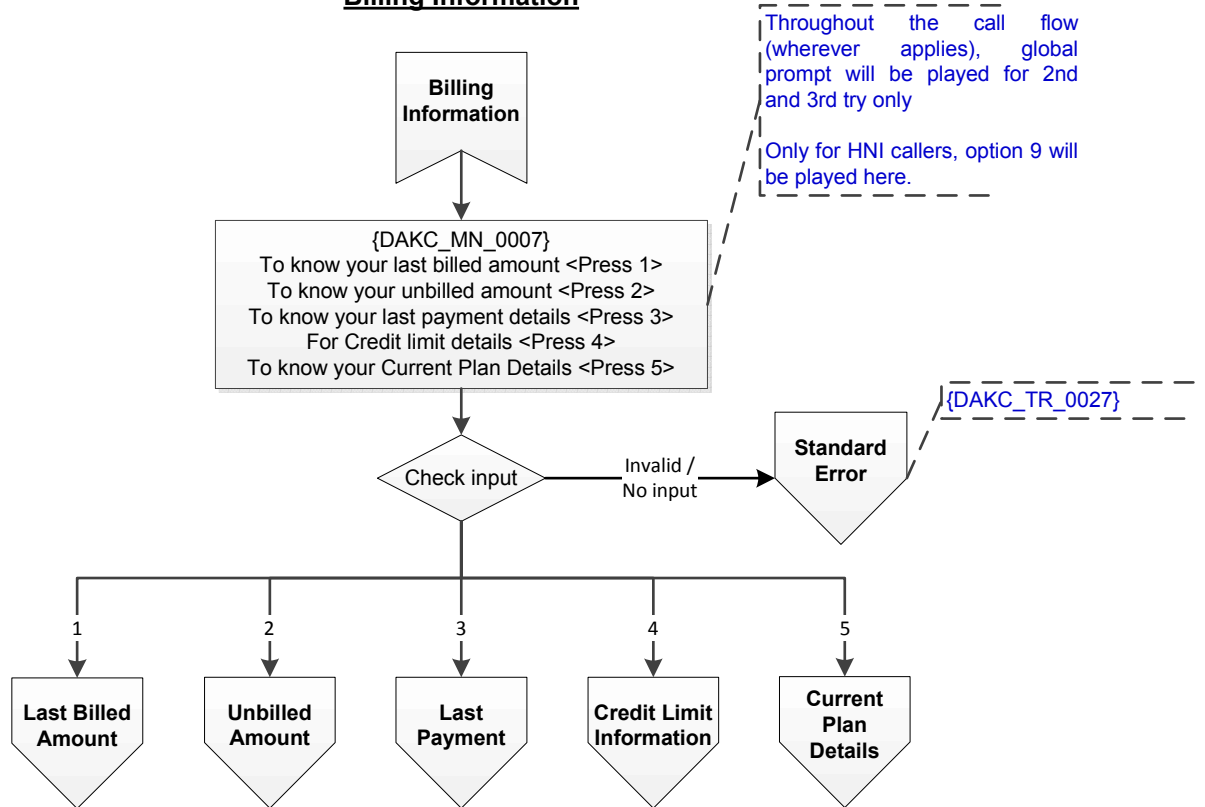


Installation

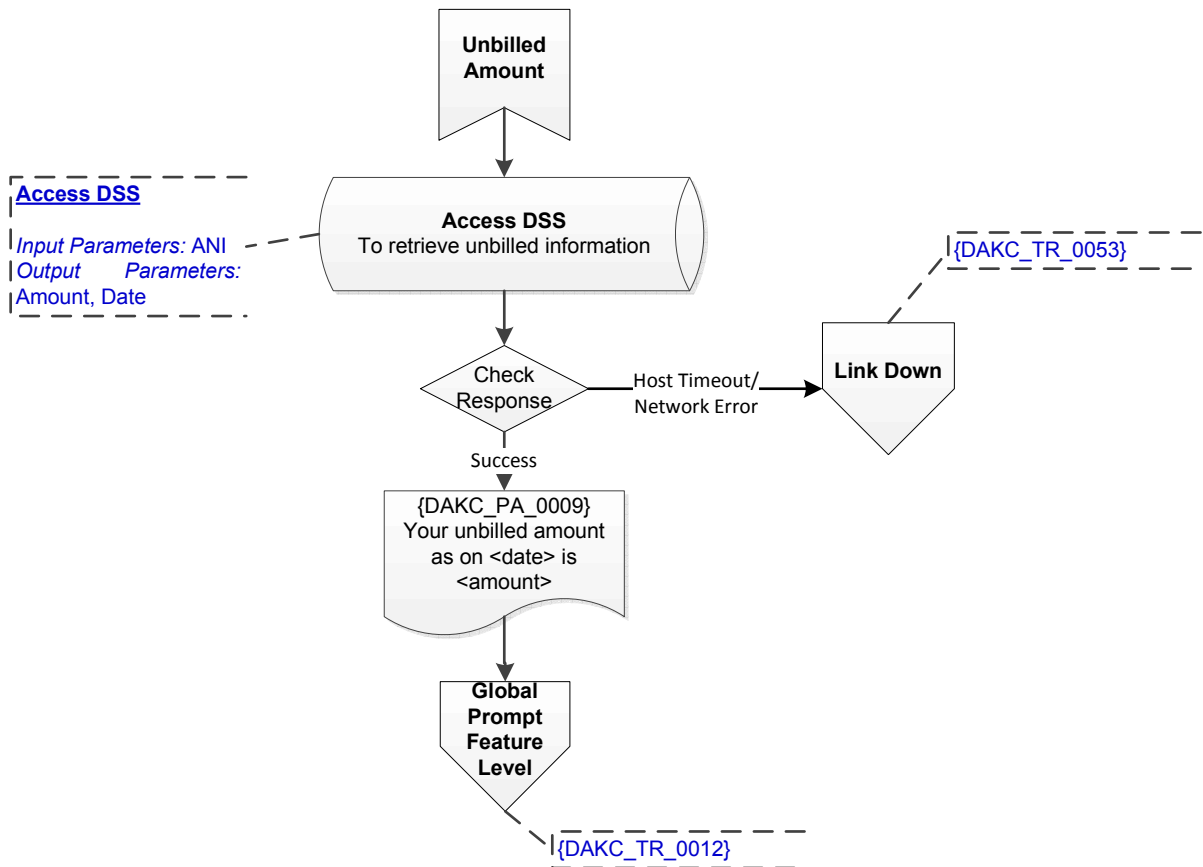
New Connection



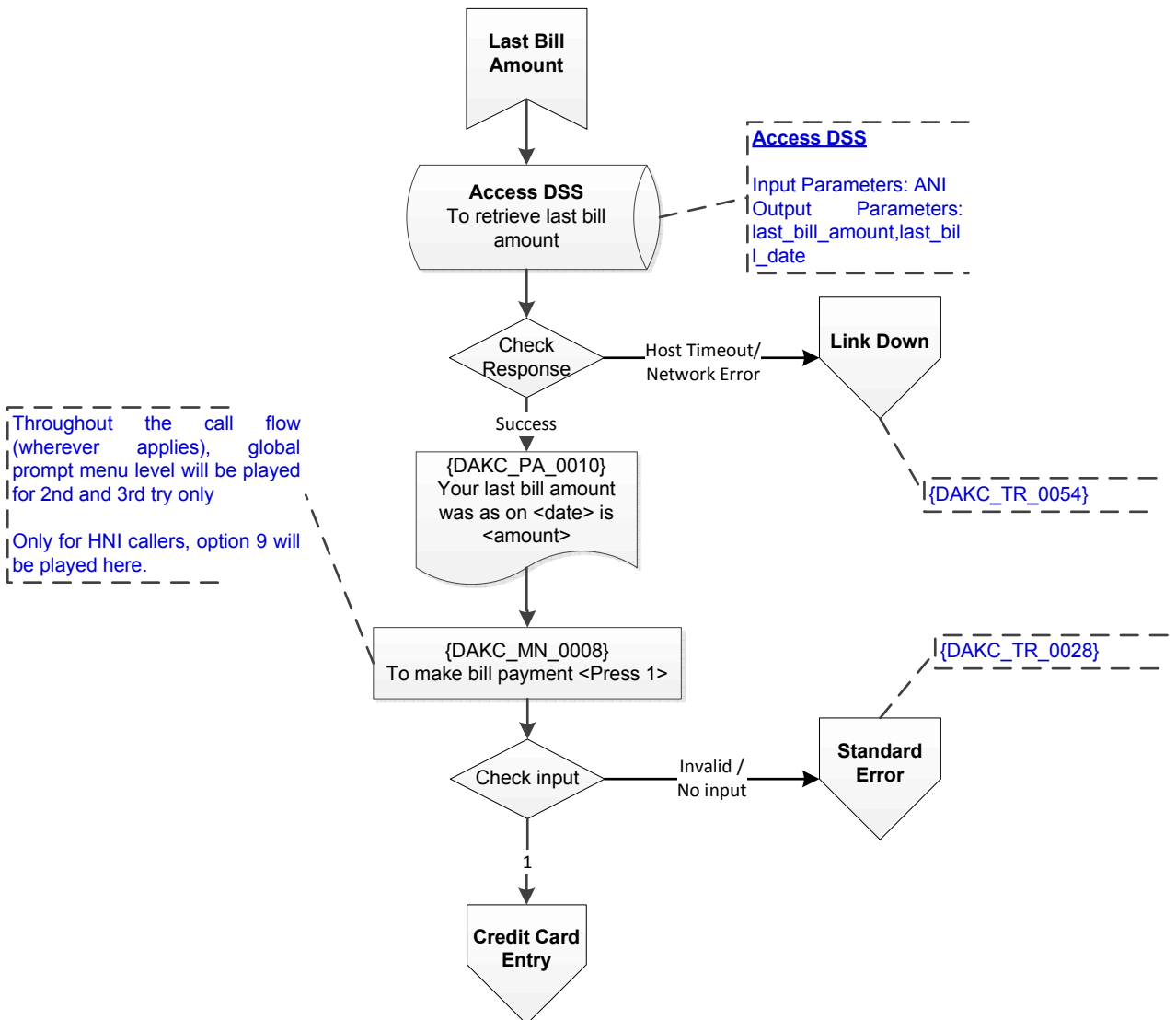
Billing Information



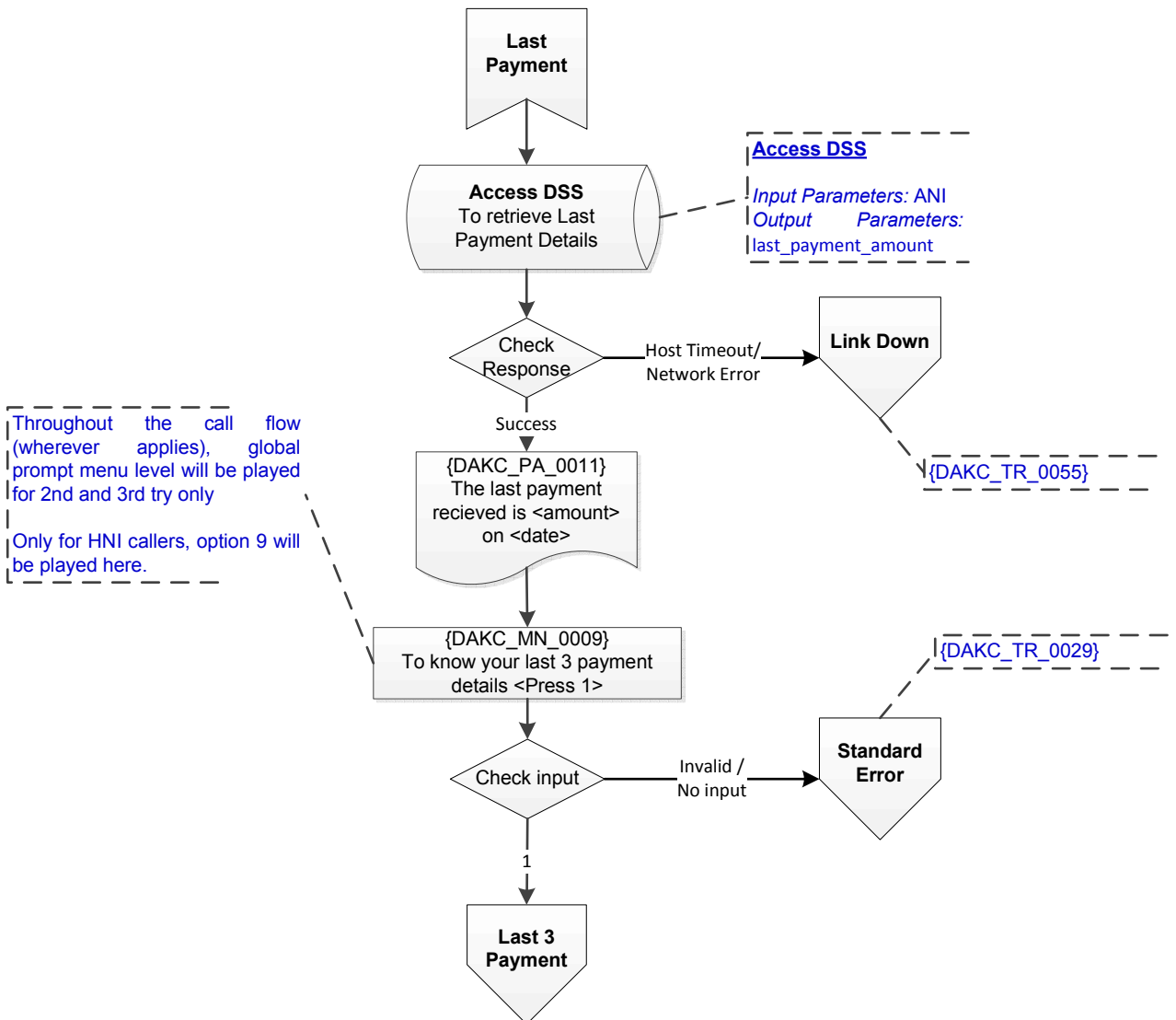
Unbilled Amount



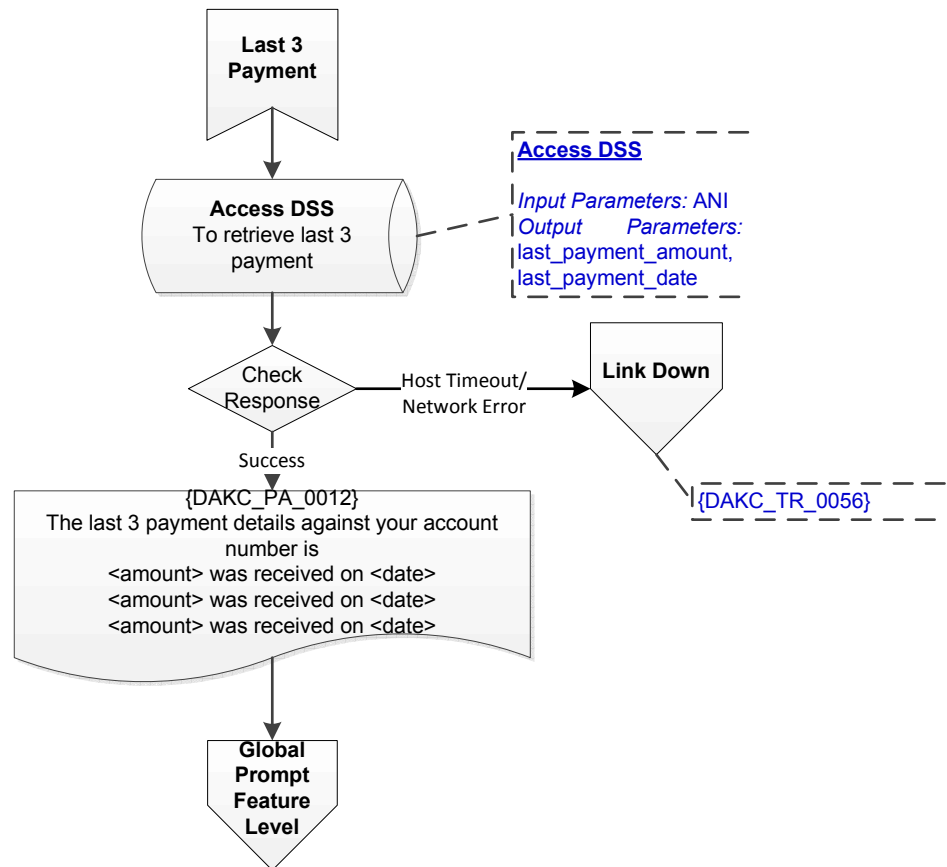
Last Bill Amount



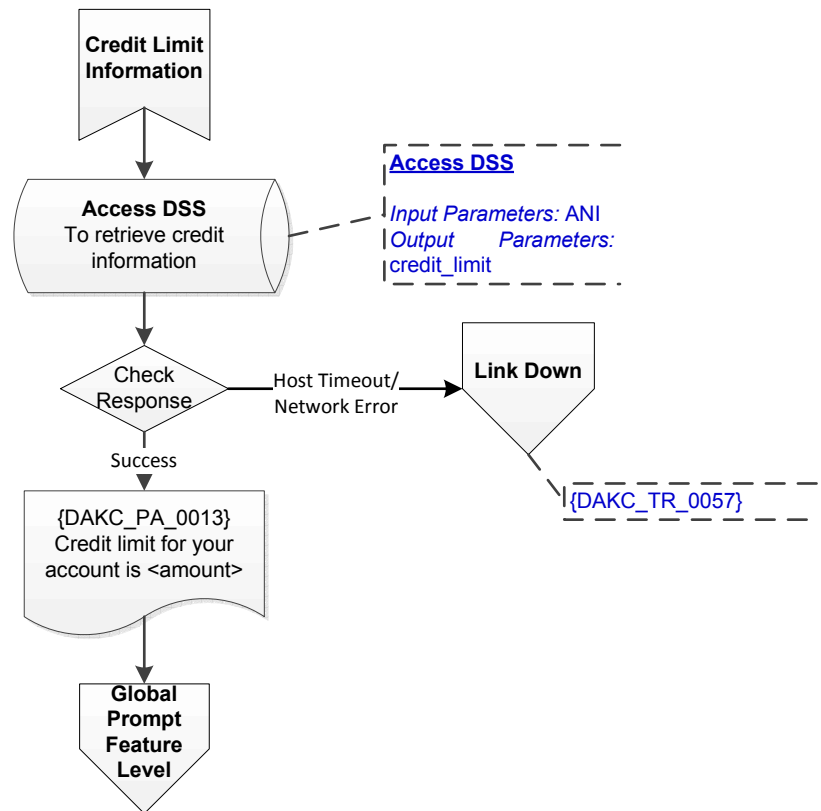
Last Payment

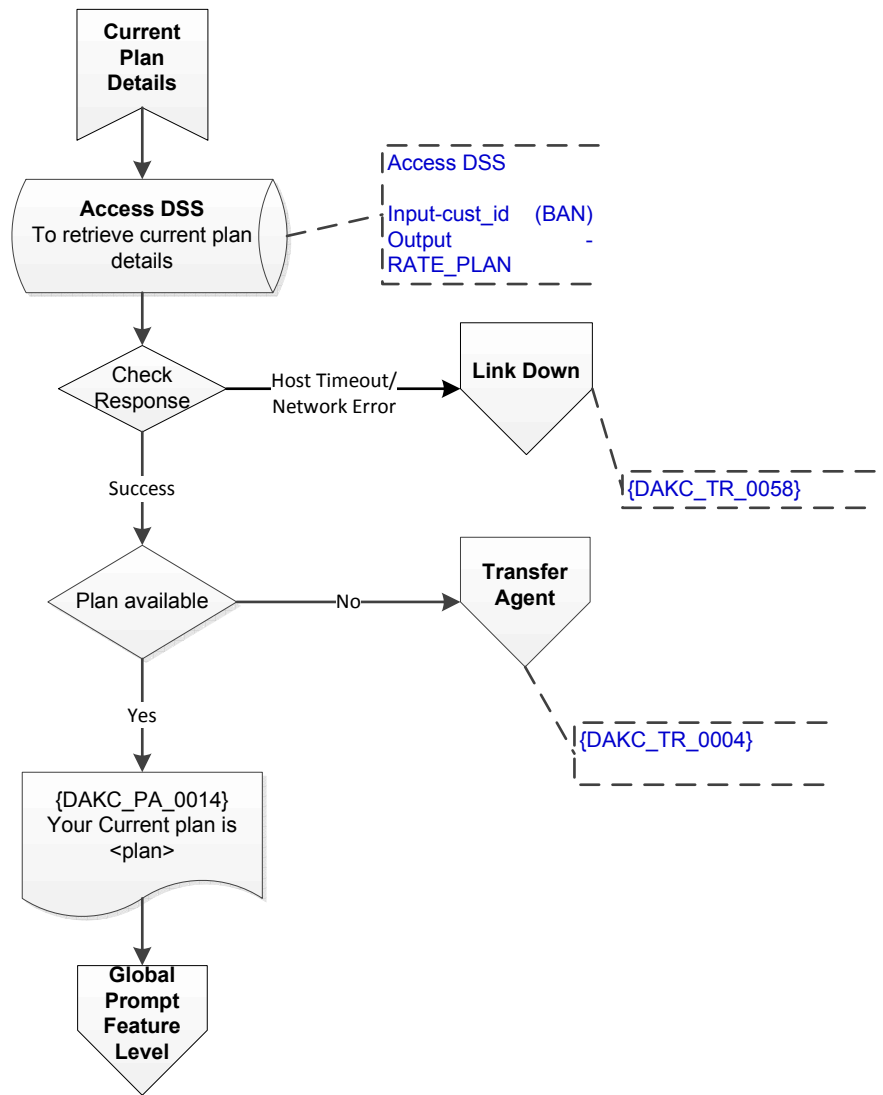


Last 3 Payment

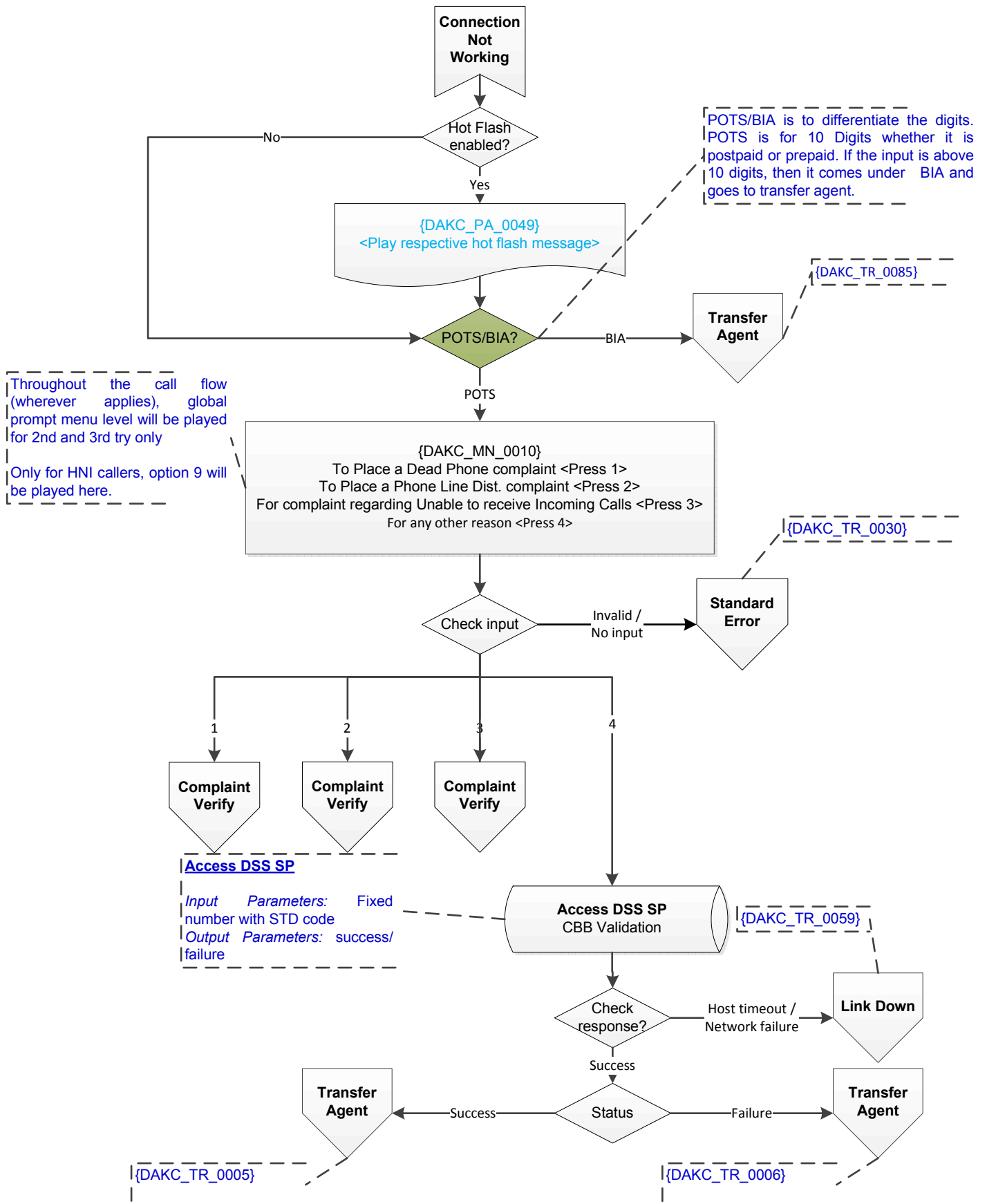


Credit Limit Information

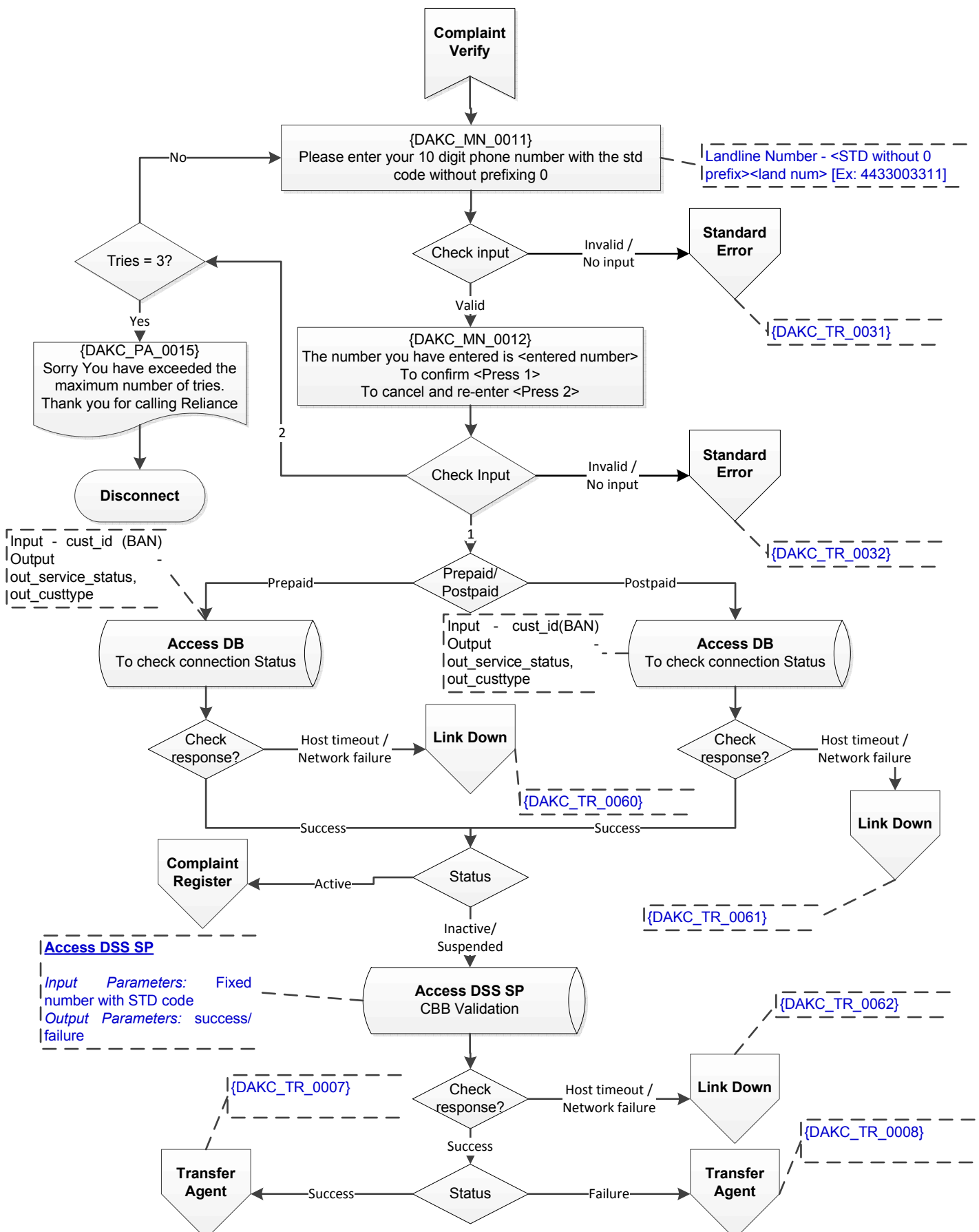


Current Plan Details

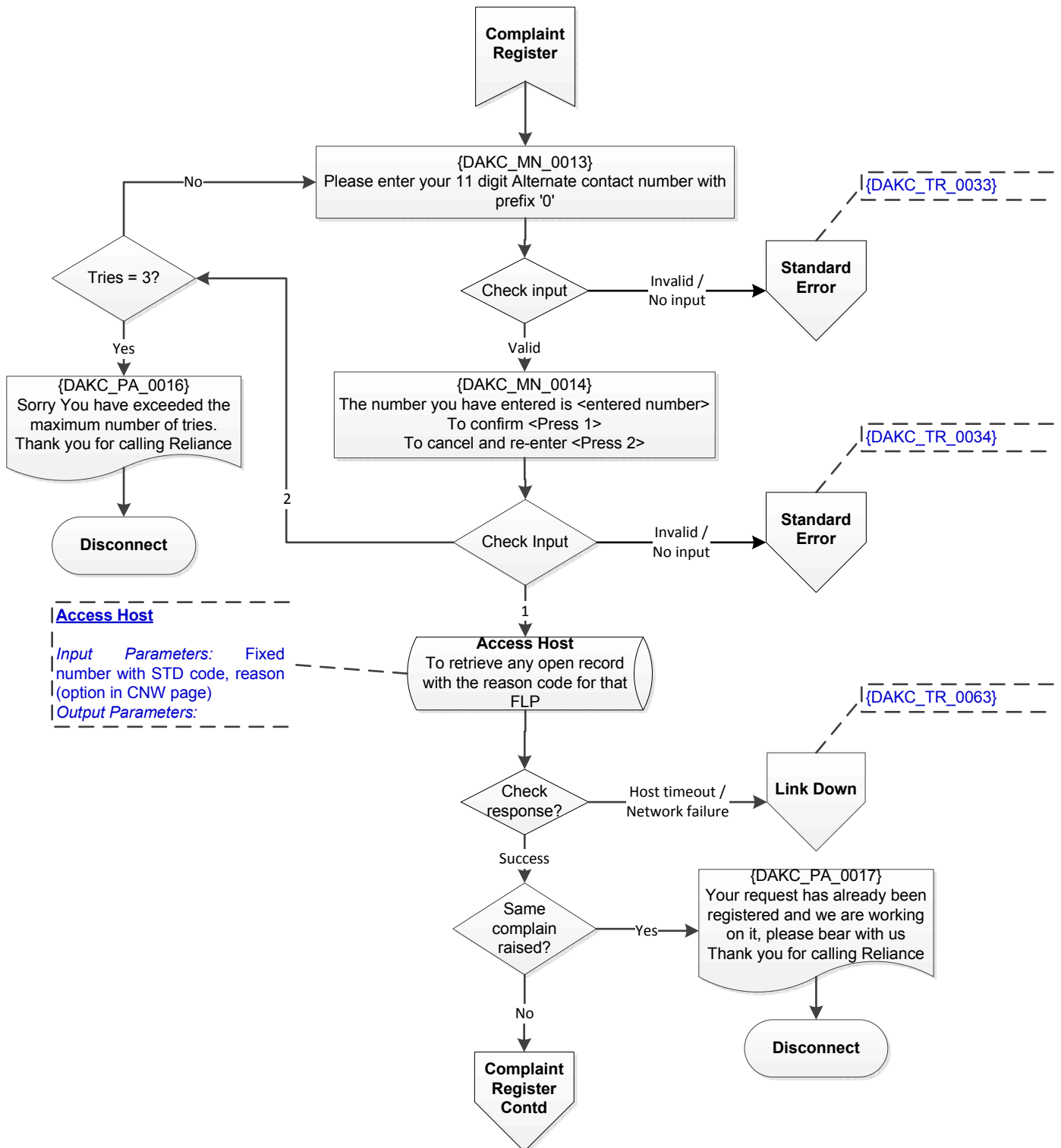
Connection Not Working



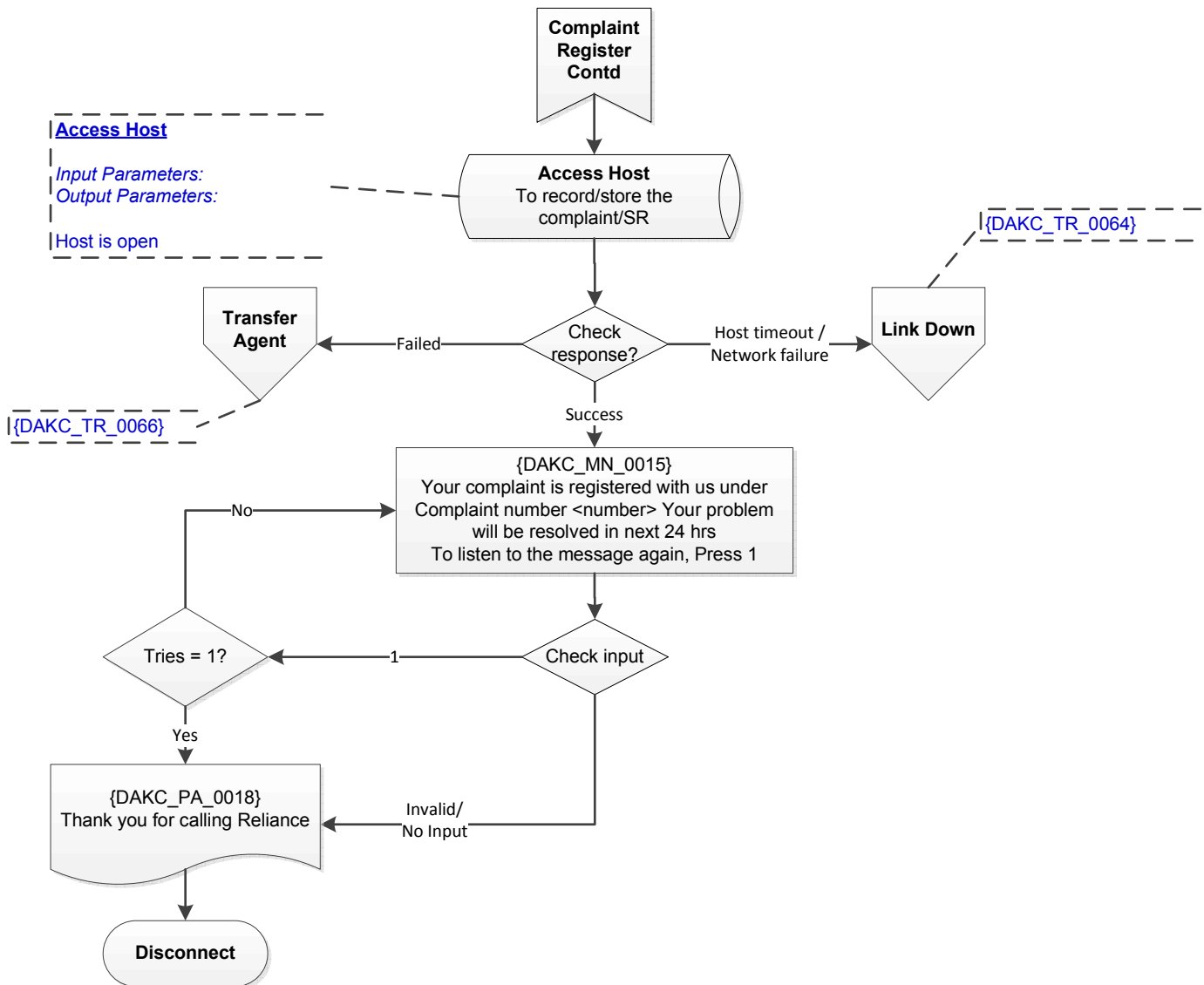
Complaint Verify



Complaint Register



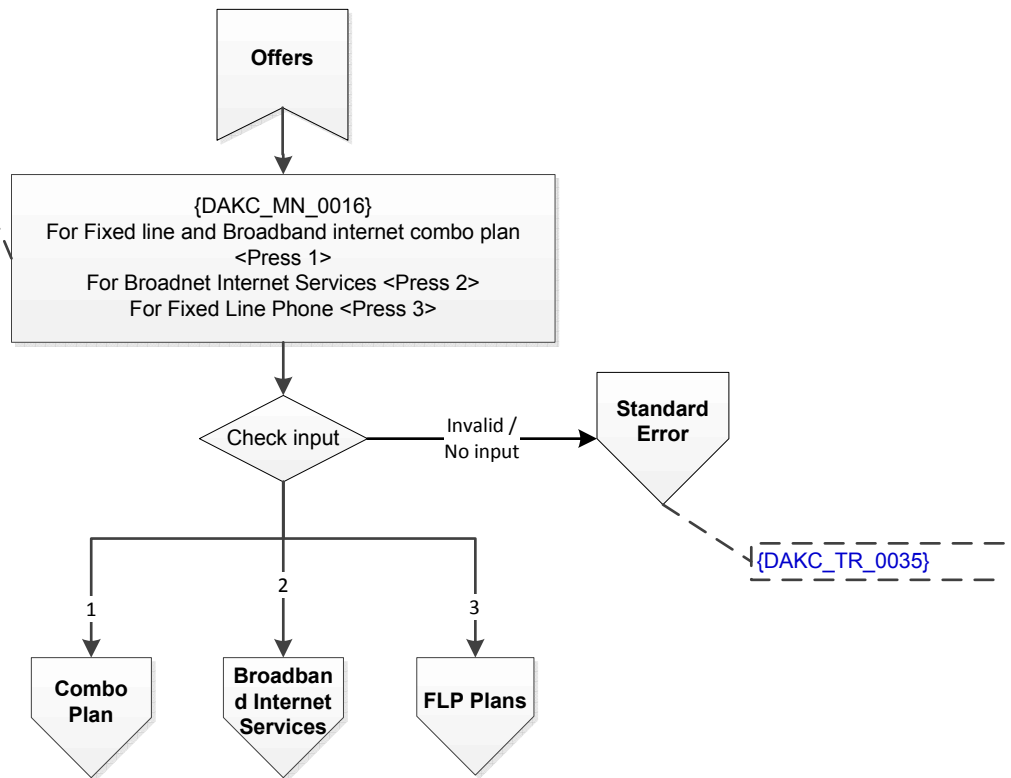
Complaint Register Contd



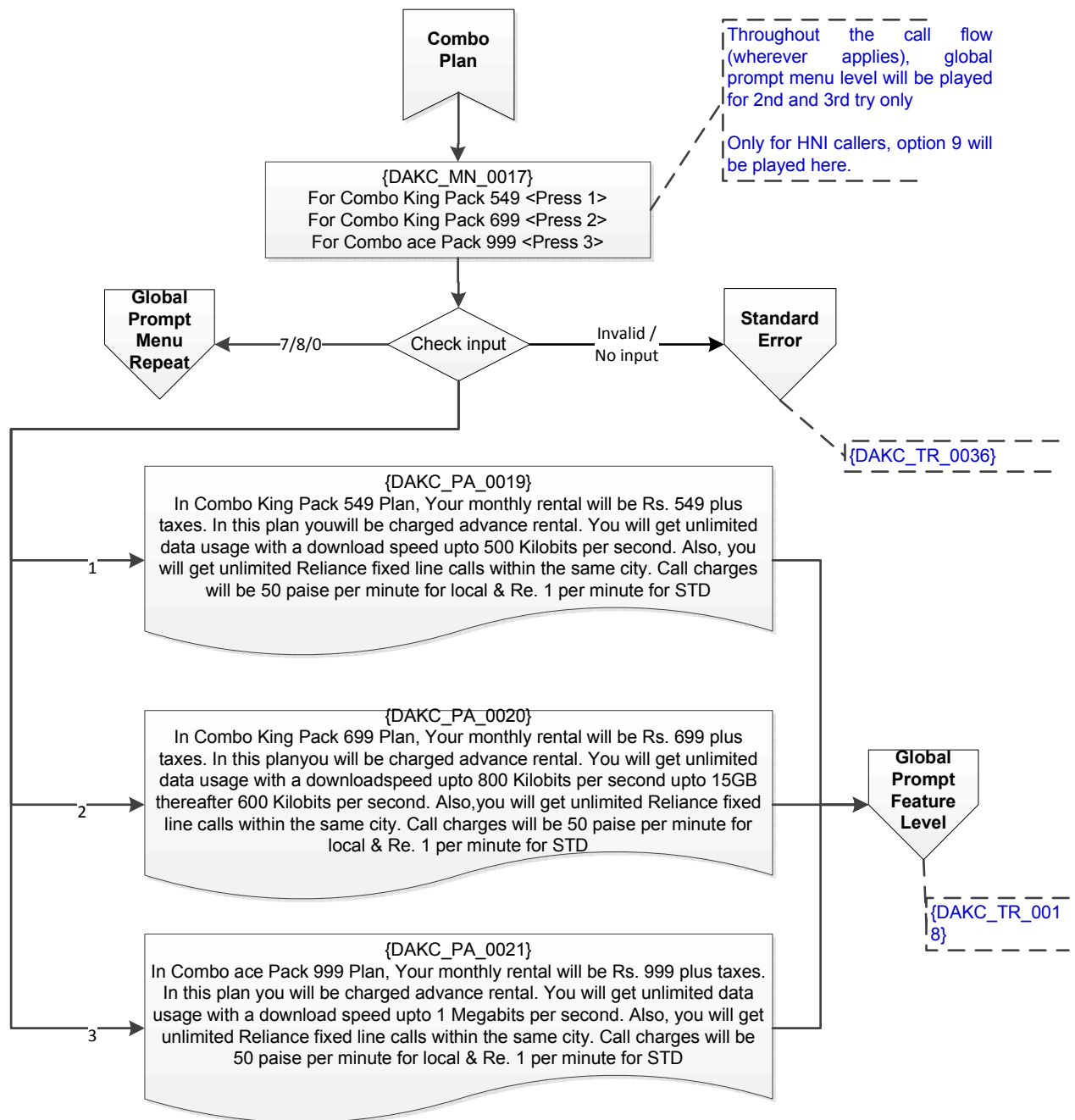
Offers

Throughout the call flow (wherever applies), global prompt menu level will be played for 2nd and 3rd try only

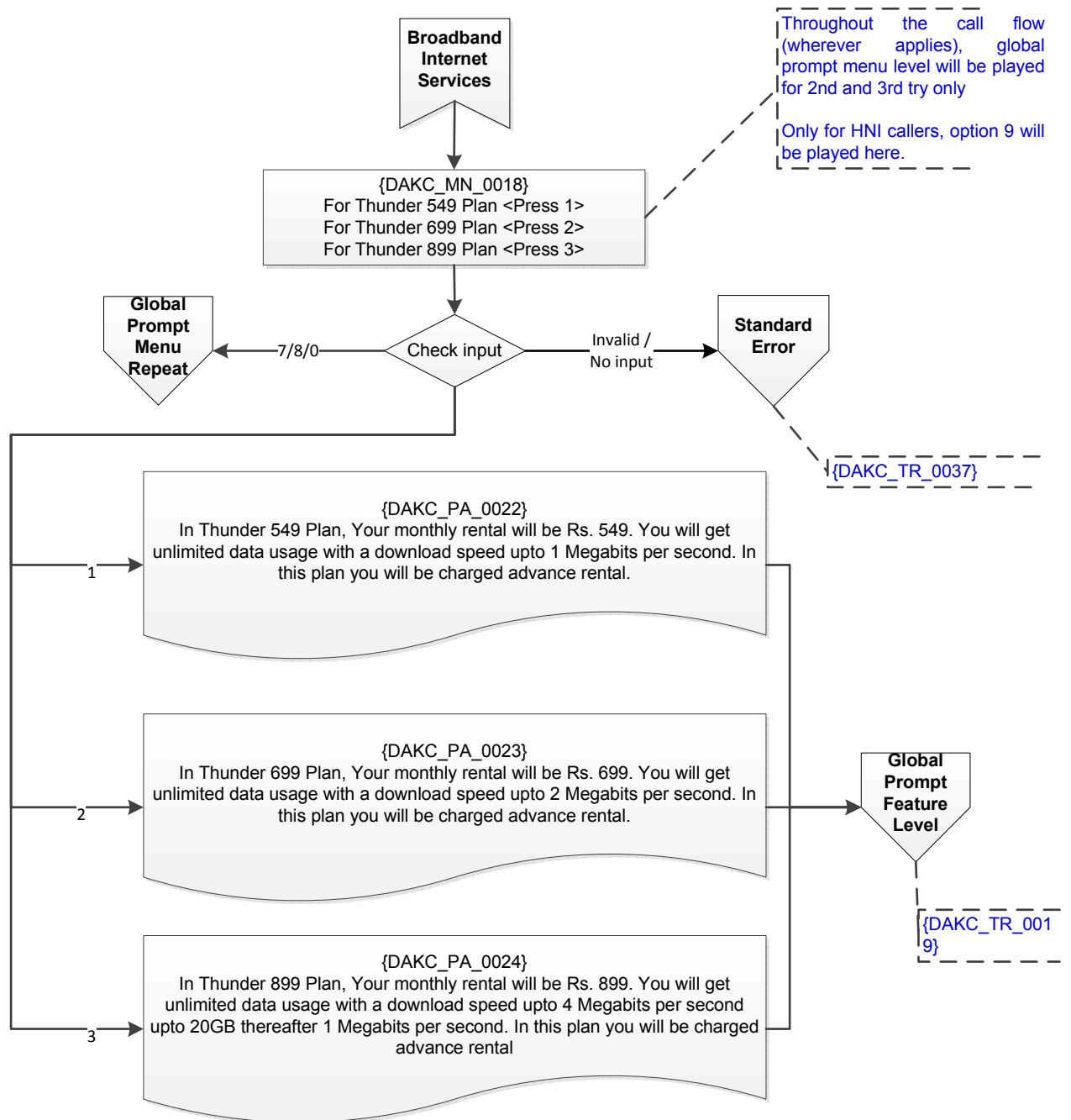
Only for HNI callers, option 9 will be played here.



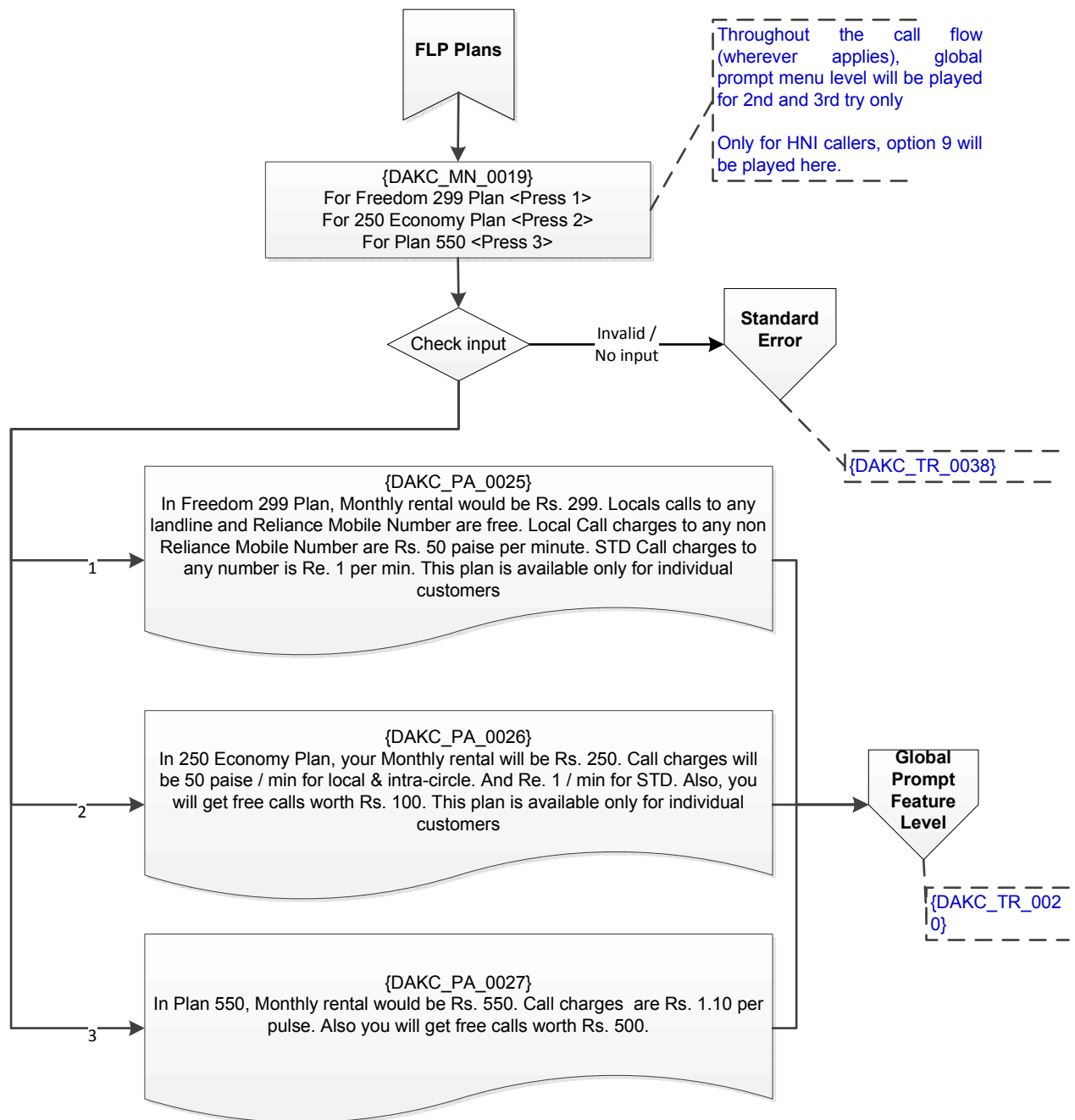
Combo Plan



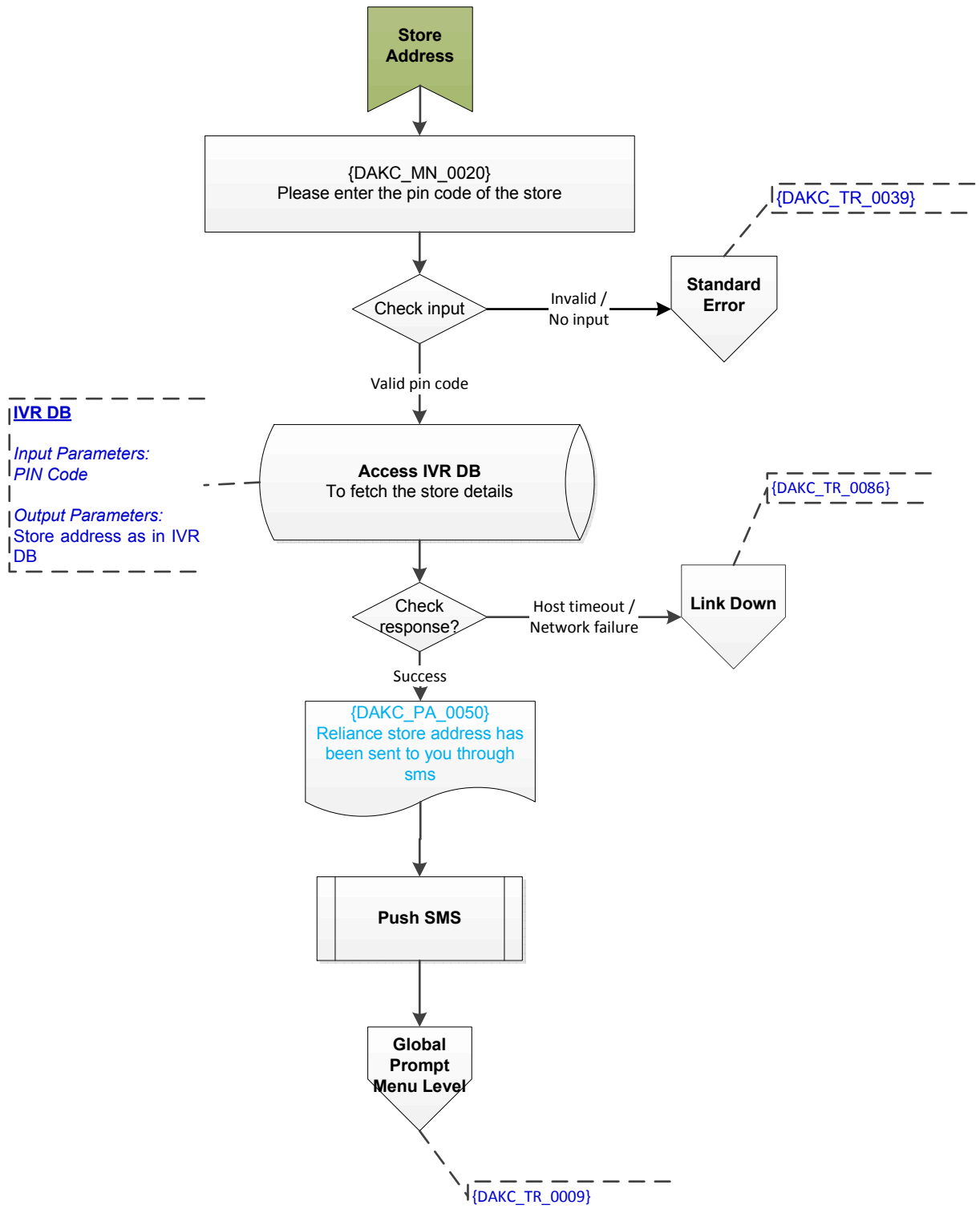
Broadband Internet Services



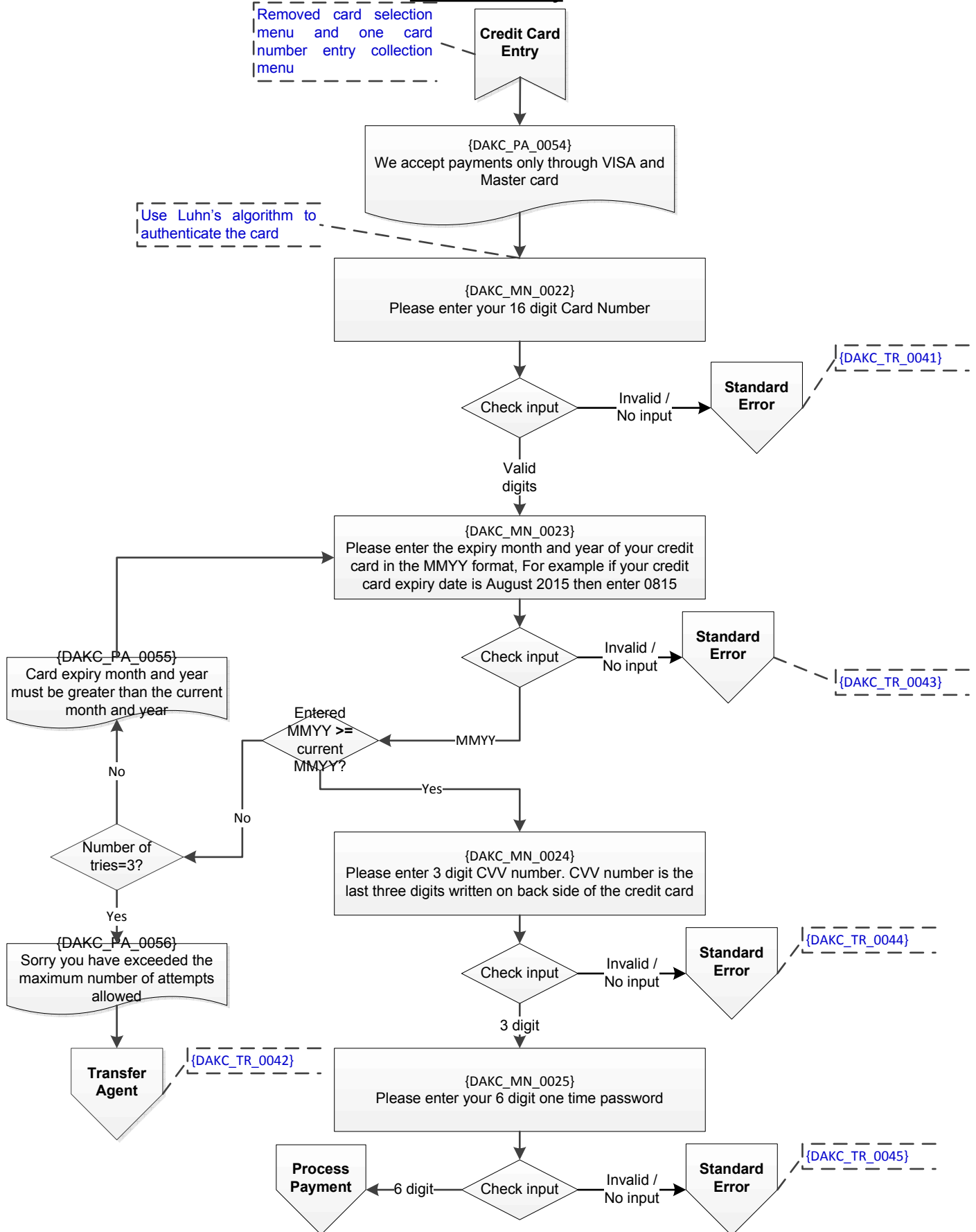
FLP Plans



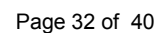
Store Address



Credit Card Entry



	Process Payment
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Change Language

Menu will be played based on Circle

The currently chosen language will be omitted from the list

Only 2 menus that is not the current language will be played

Each menu option will be played in the appropriate language

Throughout the call flow (wherever applies), global prompt menu level will be played for 2nd and 3rd try only

Only for HNI callers, option 9 will be played here.

{DAKC_MN_0032}
To change your language to <Language> <press 1>
To change your language to <Language> <press 2>

Check input

Invalid /
No input

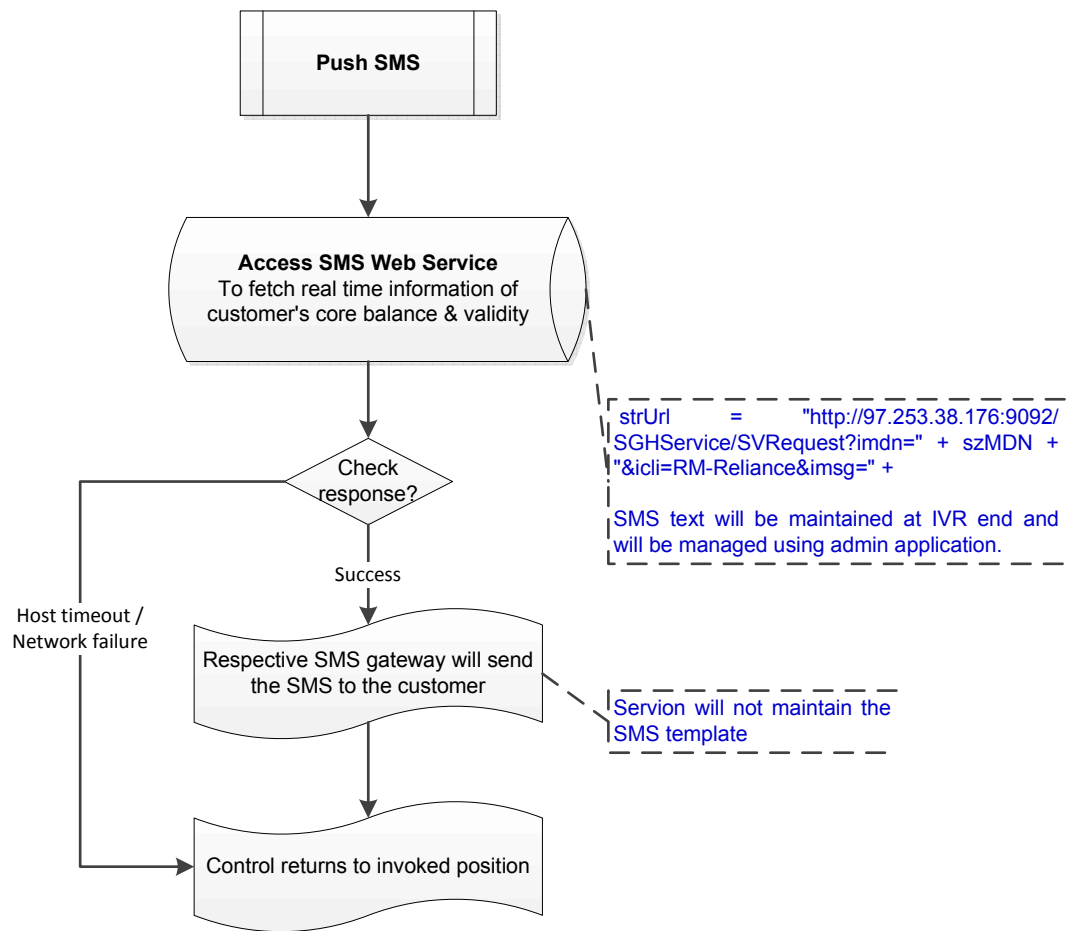
Standard
Error

{DAKC_TR_0046}

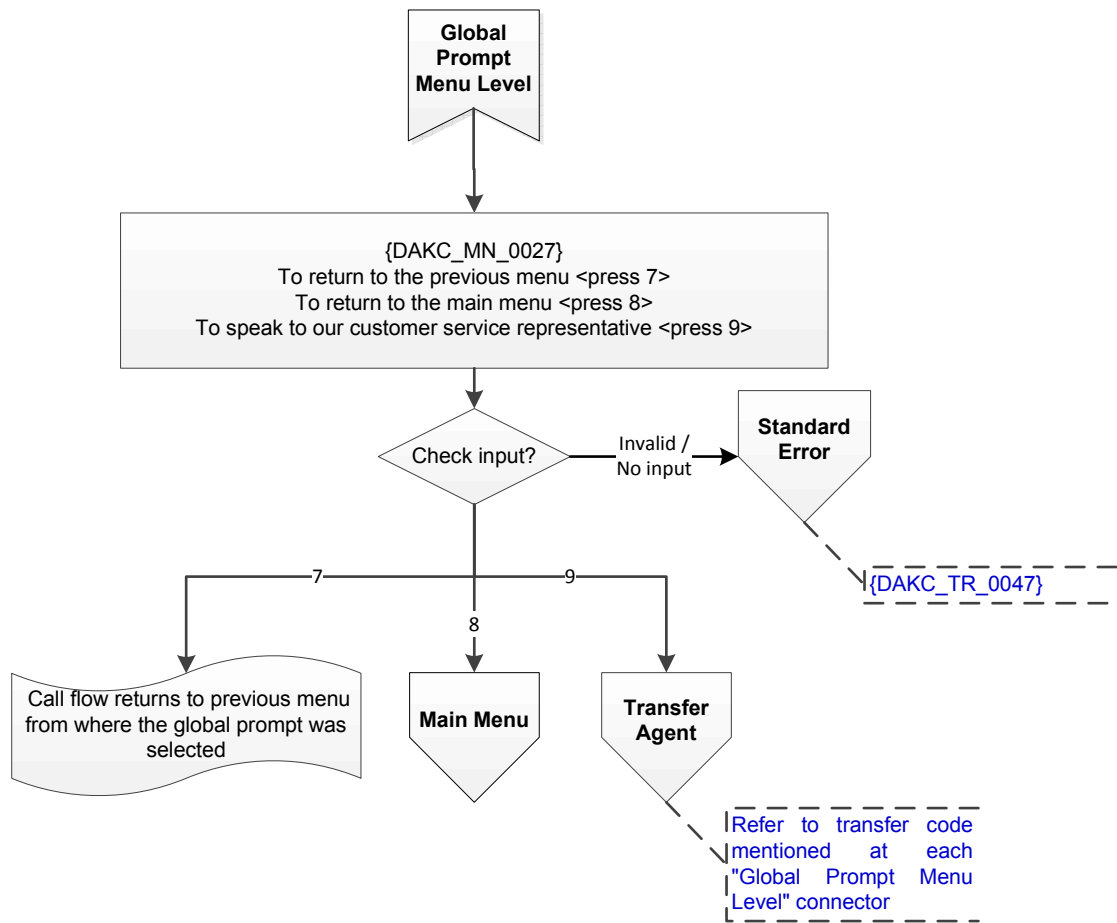
1/2

{DAKC_PA_0051}
The language has been changed to <play
the changed language>

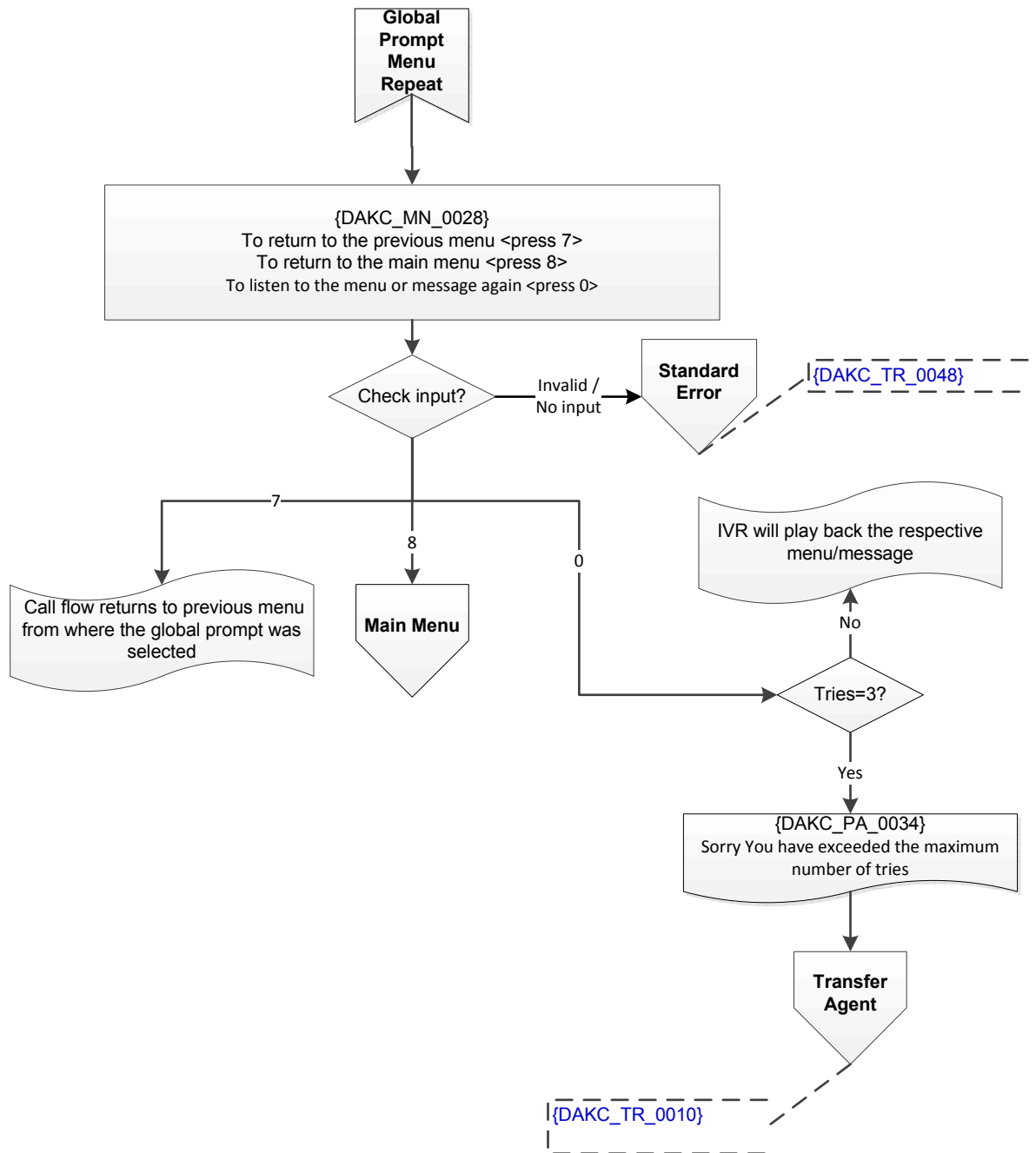
Global
Prompt
Menu
Repeat

Push SMS

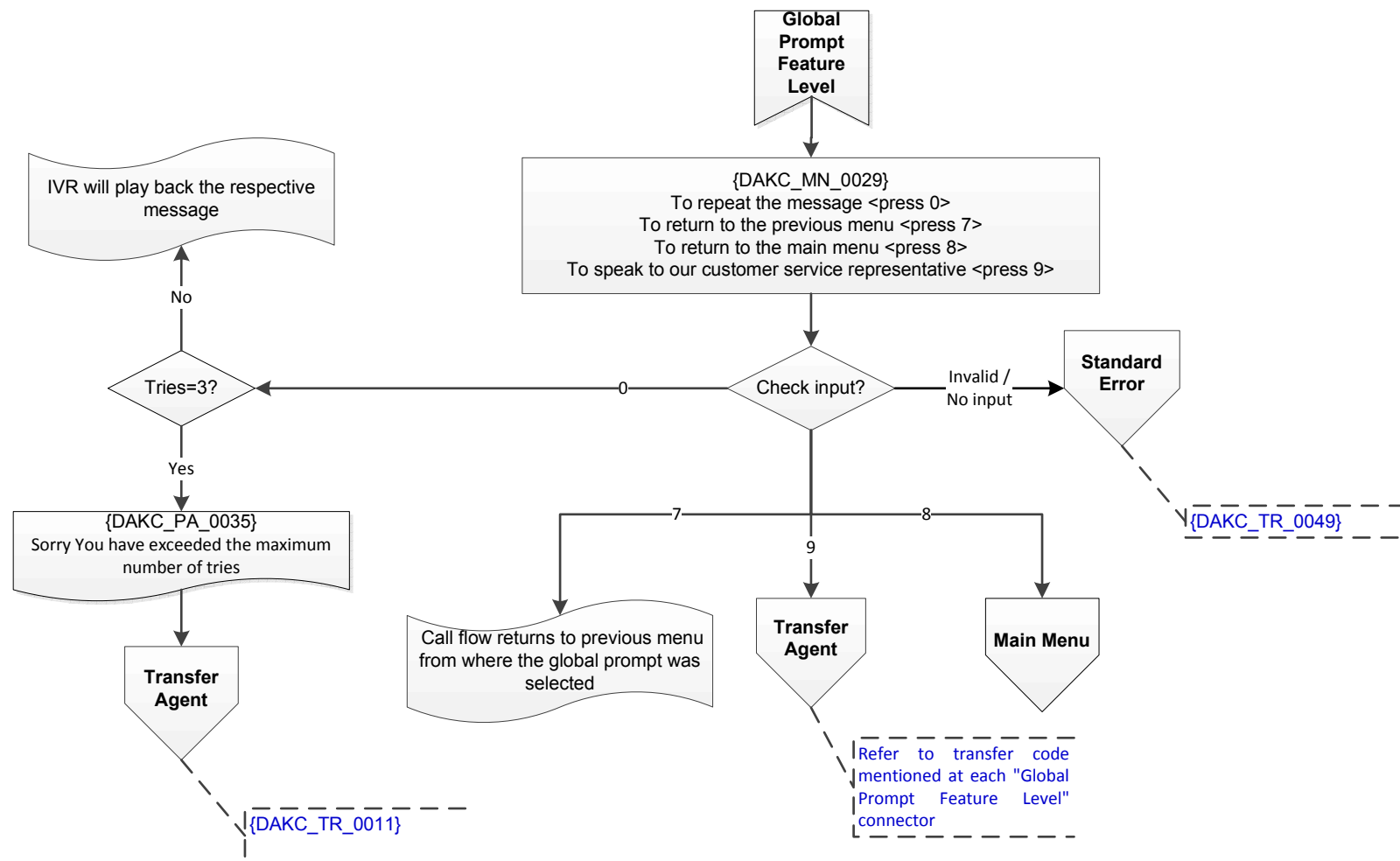
Global Prompt Menu Level



Global Prompt Menu Repeat

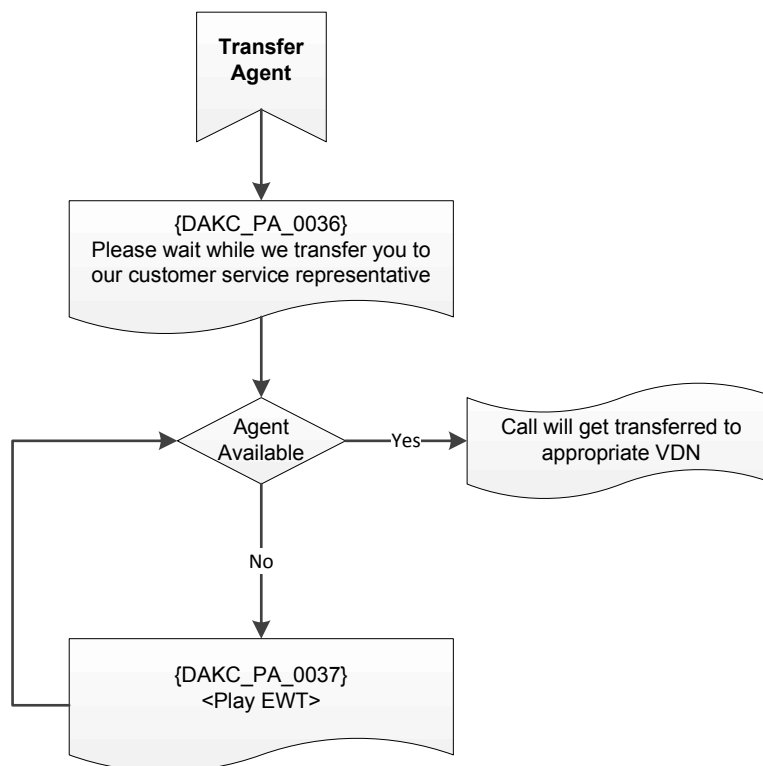


Global Prompt Feature Level

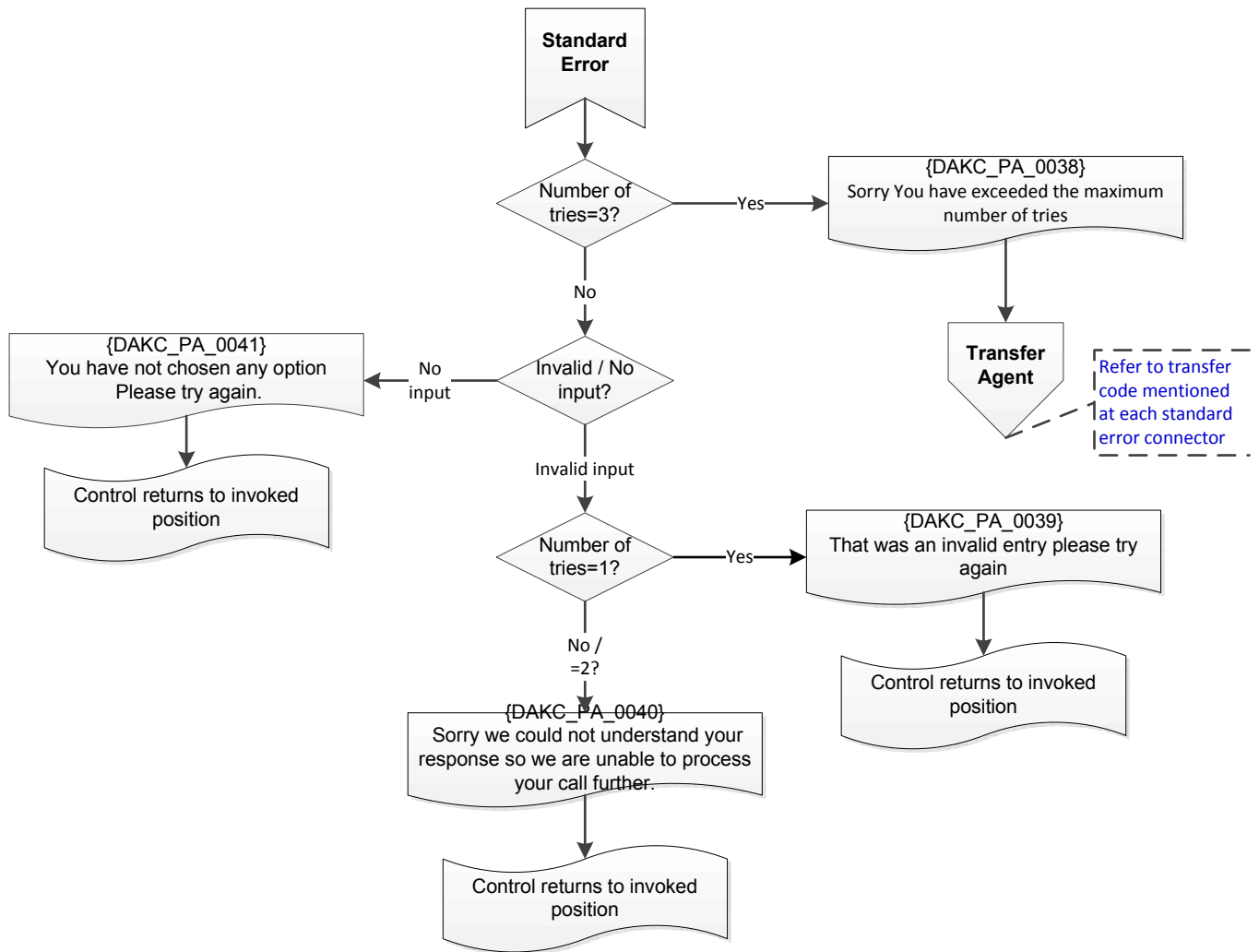


IVR call variables:

1. ANI
2. DNIS
3. Language selected / Default language (E=English, H=Hindi)
- 4/ Last 5 menu accessed
5. Transfer reason code

Transfer Agent

Standard Error



Link Down

