

Reliance Energy

(Regular / Switchover / Unmanned IVR)

Last updated on: June 2 2016

Version: 1.3

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.29.2015	-	Karthikeyan G	Initial draft of the call flow
0.02 / Feb.06.2015	RCOM	Daranivasan.A	Page: Register Complaint(REGC) - Check for type of IVR that is active has been included in 2 places with 2 legs Unmanned/Switch Over IVR leading to a thank you message and EOC and Regular leading to GLObal Prompt(PFL)
0.03 / Feb.09.2015	RCOM	Daranivasan.A	<ul style="list-style-type: none"> - Start(STT) <ul style="list-style-type: none"> * Note added - Unmanned Main Menu(UMM) <ul style="list-style-type: none"> * Option 2 prompt changed - PS Related Complaints(PSRC) <ul style="list-style-type: none"> * Changed first menu and following logic - Collect Account Number(CAN) <ul style="list-style-type: none"> * Option Chosen By customer check * Report jotting Call out at required points - Collect Account Number Contd(CANC) <ul style="list-style-type: none"> * Unmanned IVR flow logic changed - Register Complaint(REGC) <ul style="list-style-type: none"> * Host callout inserted * Note included * Playing prompt logic included - Collect Reg.Contact Num(CRCN) <ul style="list-style-type: none"> * Change made based on from which flow page the flow was called
0.04 / Feb.16.2015	RCOM	Raajesh Kumar	<ul style="list-style-type: none"> - PS Related Complaints <ul style="list-style-type: none"> * added menu option for unmanned IVR after check condition - Collect Account Number contd <ul style="list-style-type: none"> * Added input parameter to register complaint * Added check condition for compliant registered and added another prompt for unsuccessful registration - Added a new page (Input CMS) - Collect Register contact number <ul style="list-style-type: none"> * Removed a check condition after valid #
0.05 / Feb.17.2015	RCOM	Raajesh Kumar	<ul style="list-style-type: none"> - In Collect Account Number <ul style="list-style-type: none"> * Added a check condition to check for the flow is invoked from transfer agent after validating the entered account number - Added Transfer agent contd page if entered contact number is not validated successfully. - Register compliant page <ul style="list-style-type: none"> * Added a DB host to fetch known volatge, station down and complaint status.
0.06 / Feb.18.2015	RCOM	Raajesh Kumar	Input CMS page * Compliant registration success message will be played after register compliant host access
0.07 / April.16.2015	-	Karthikeyan G	Added IVR DB to fetch the hot flash flag. Added CMS input and output parameters Added menu ID, transfer codes
1.1 / April.24.2015	-	Karthikeyan G	Base lined version

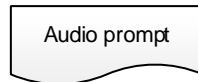
Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
1.11 / June.04.2015	RCOM / REL	Karthikeyan G	Main menu: Removed global prompt announcement Identify Account Number: Removed account number prompt and confirm menu. Transfer Agent: Removed caller already validated check from the flow Fire and shock: Ignored playing ANI after complaint registration.
1.2 / July.2.2015	-	Karthikeyan G	Re-Base lined version
1.3 / May.26.2016	-	Yahya Rayyan, Ritu Raj Sinha	Updated for call transfer back functionality, UUI information, Fine tuning IVR call flow.

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



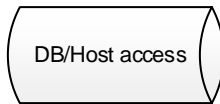
This shape represents speech announcements with out caller input



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).



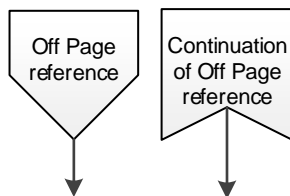
This shape represents the host or database access.



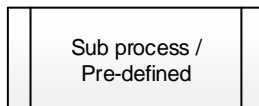
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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

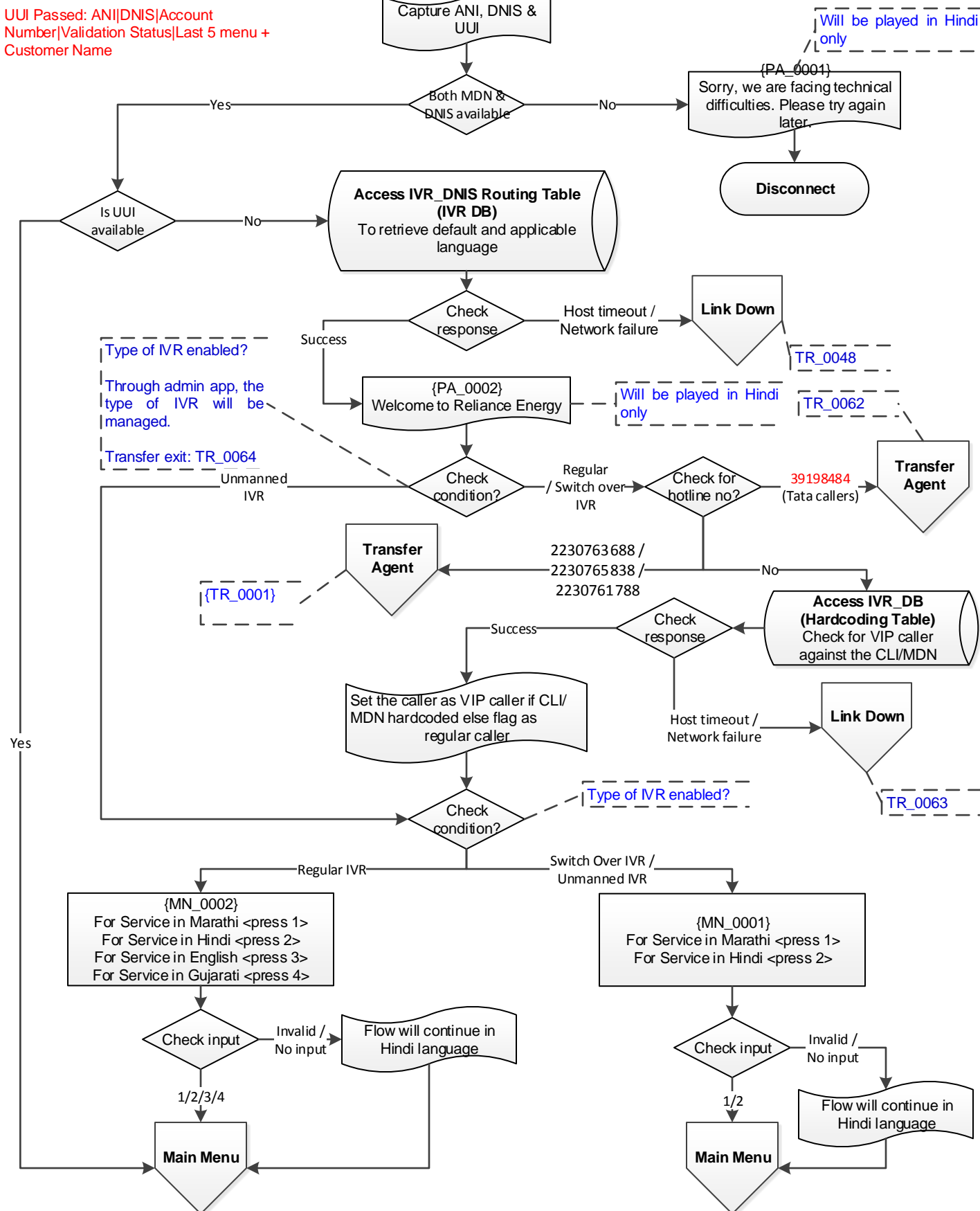
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	Business to confirm the business hours, if any	
2	Language of Interaction	REL flow applies only for Mumbai circle Marathi Hindi English Gujarati	Default language - Hindi
3	Dial with interrupt	Applicable when a menu or an announcement is played	Not Applicable if there is a database access
4	No Input timeout	5 Seconds (Configurable)	Not Applicable
5	Inter Digit Timeout	5 Seconds (Configurable)	Not Applicable
6	Host timeout	10 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>	Global Prompts (Menu Level) will not apply for the following: Main Menu, Prompt & Collect, Confirmation Menu
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>	

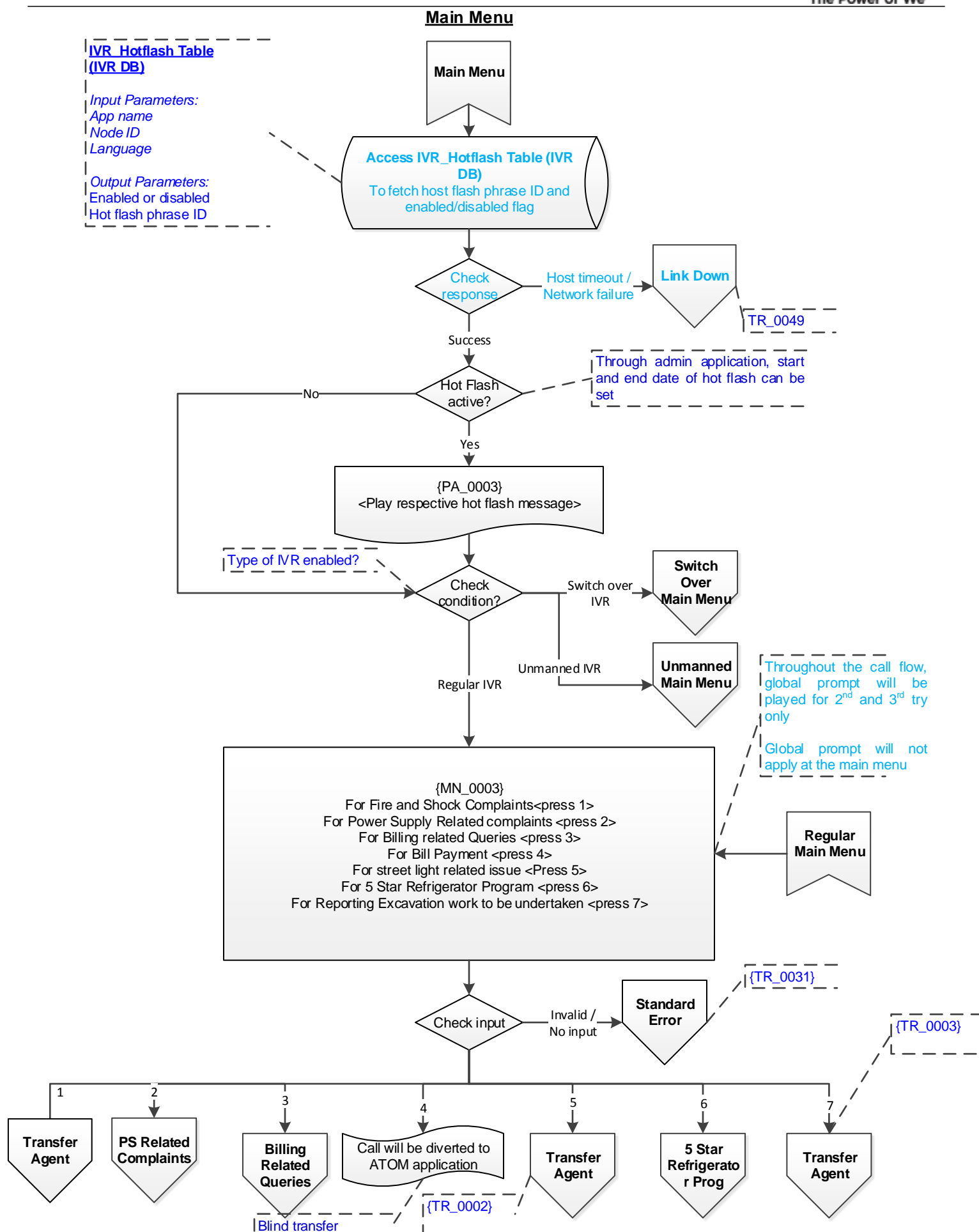
Start:: 3030 3030 / 1-800-200-3030

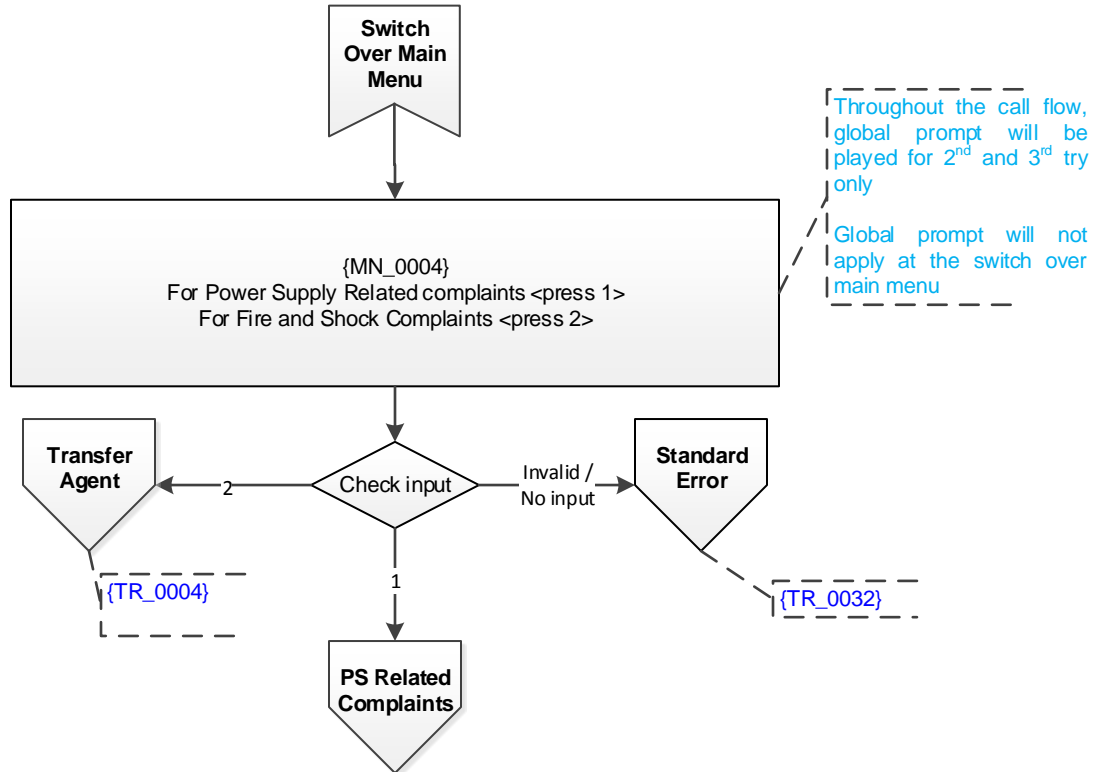
Note: (Tata Callers)

1. If caller had called 39198484, then direct callers to a separate VDN/Agents

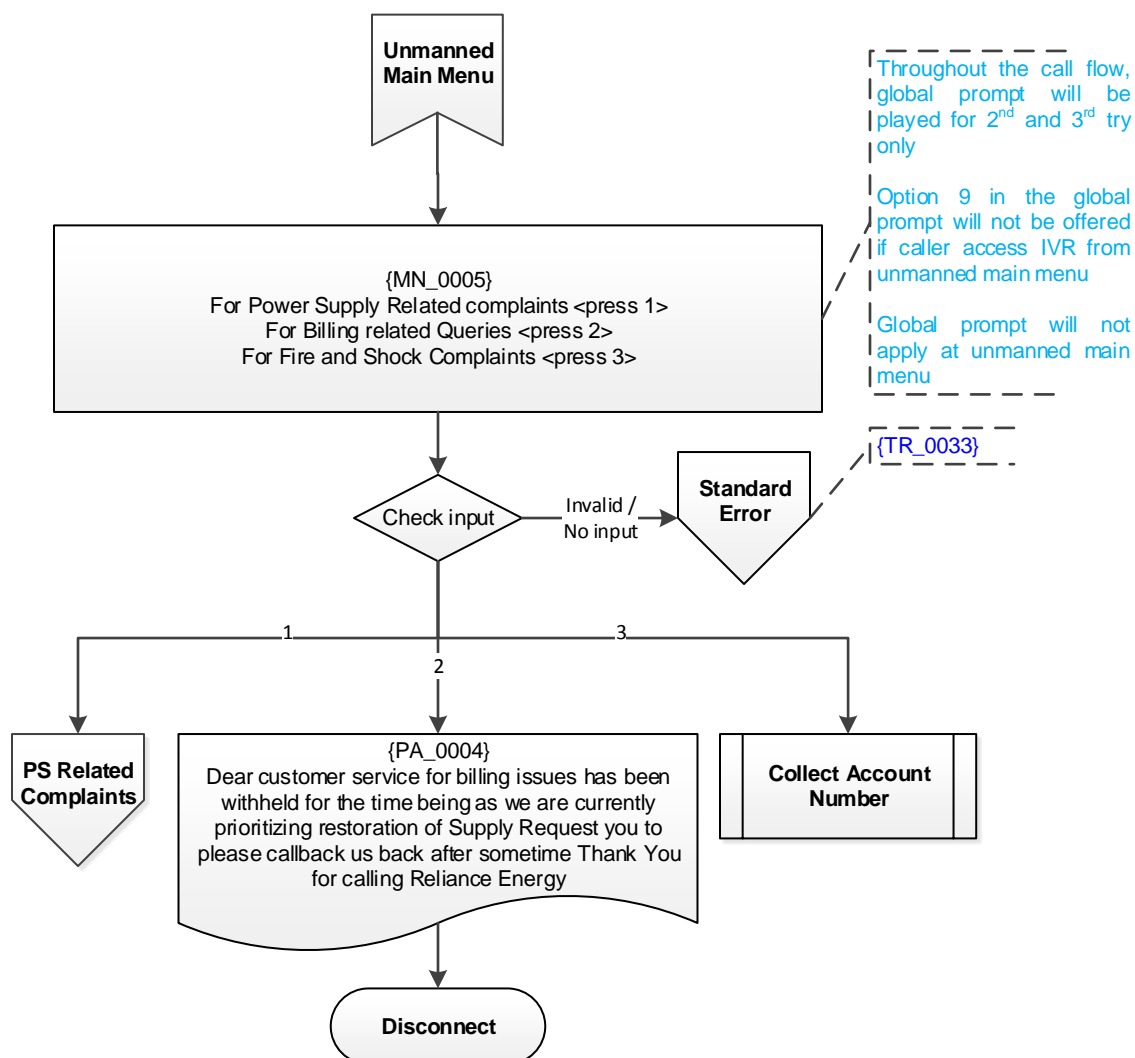
UUI Passed: ANI|DNIS|Account Number|Validation Status|Last 5 menu + Customer Name



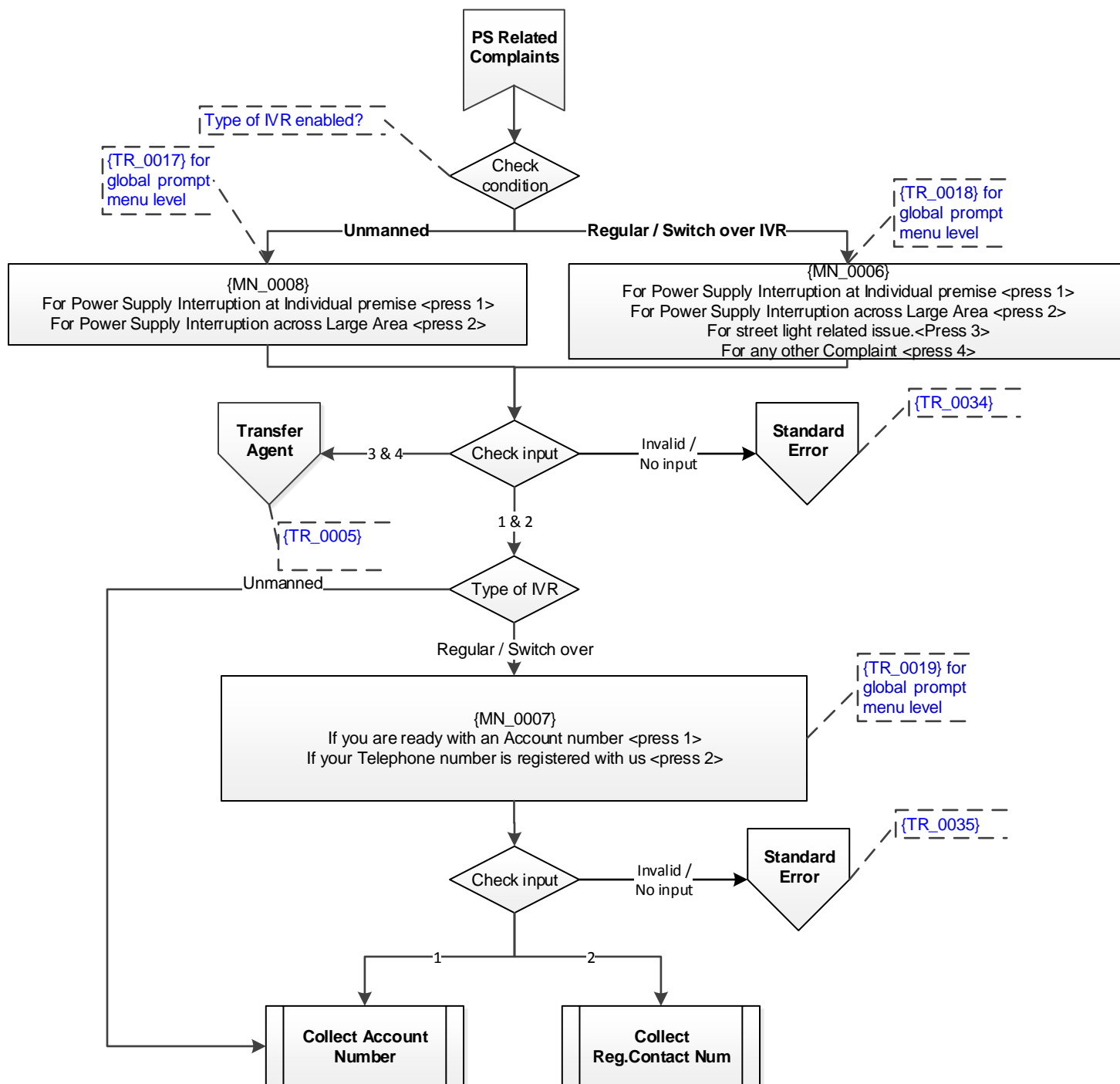


Switch Over Main Menu

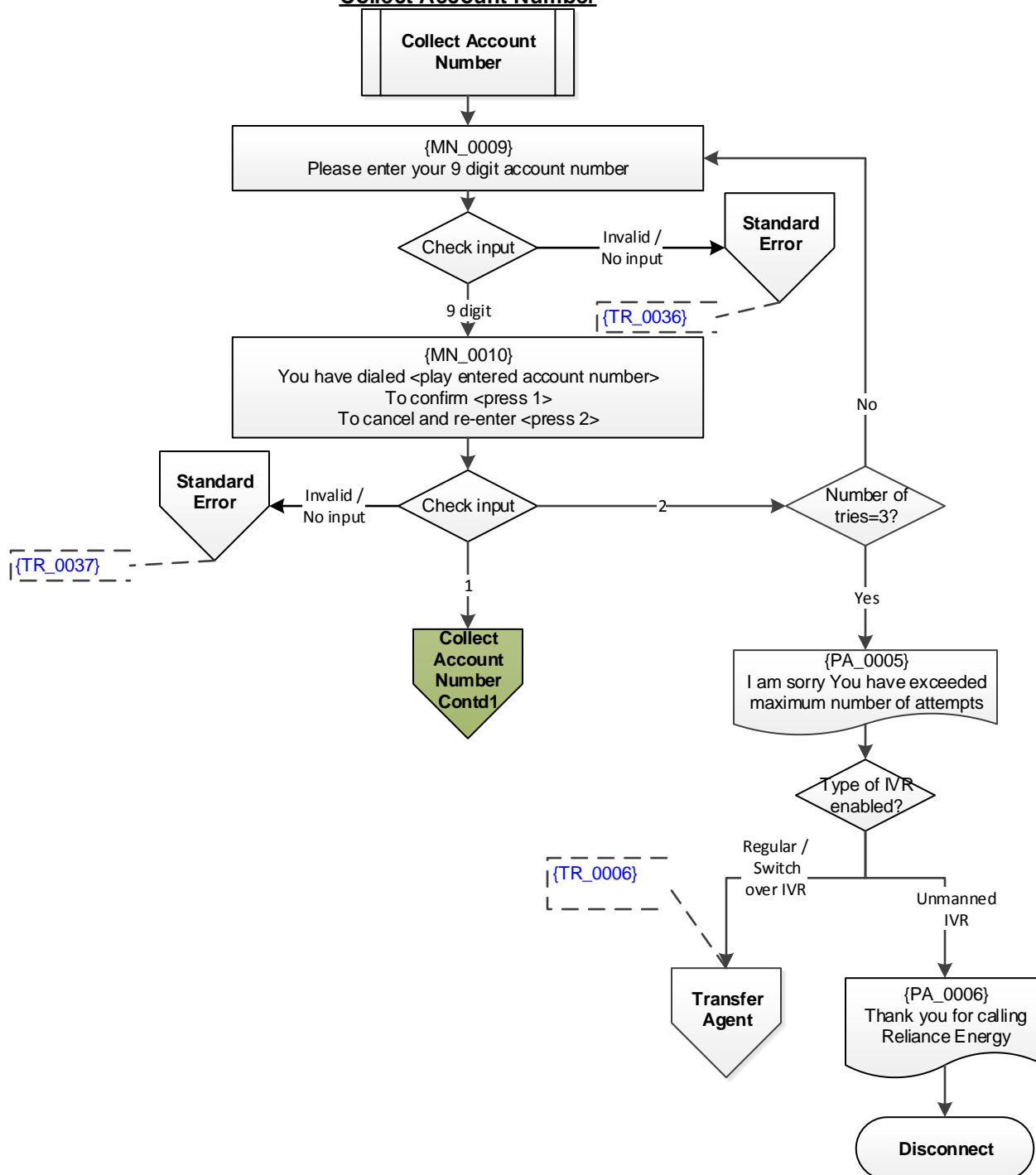
Unmanned Main Menu



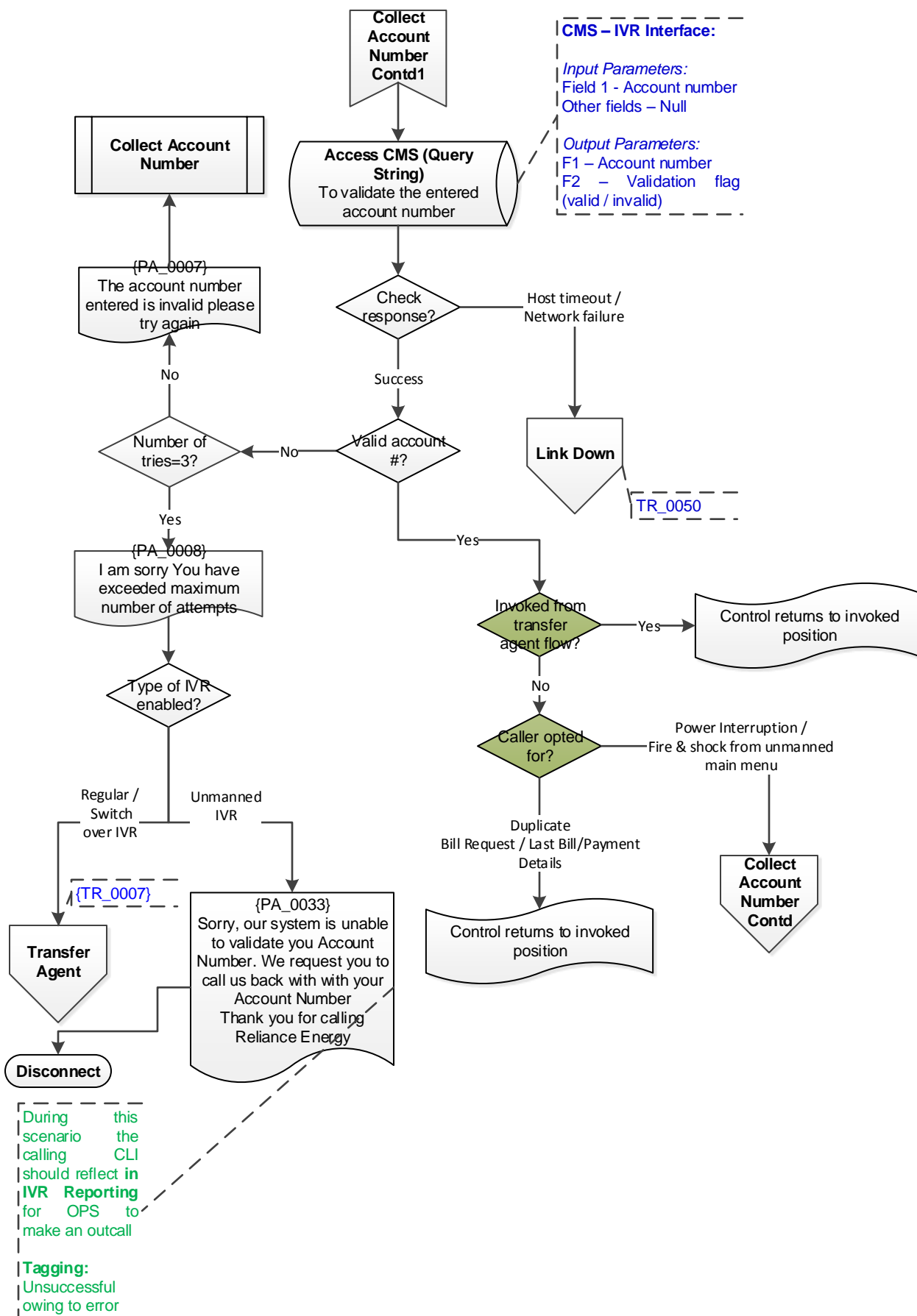
PS Related Complaints



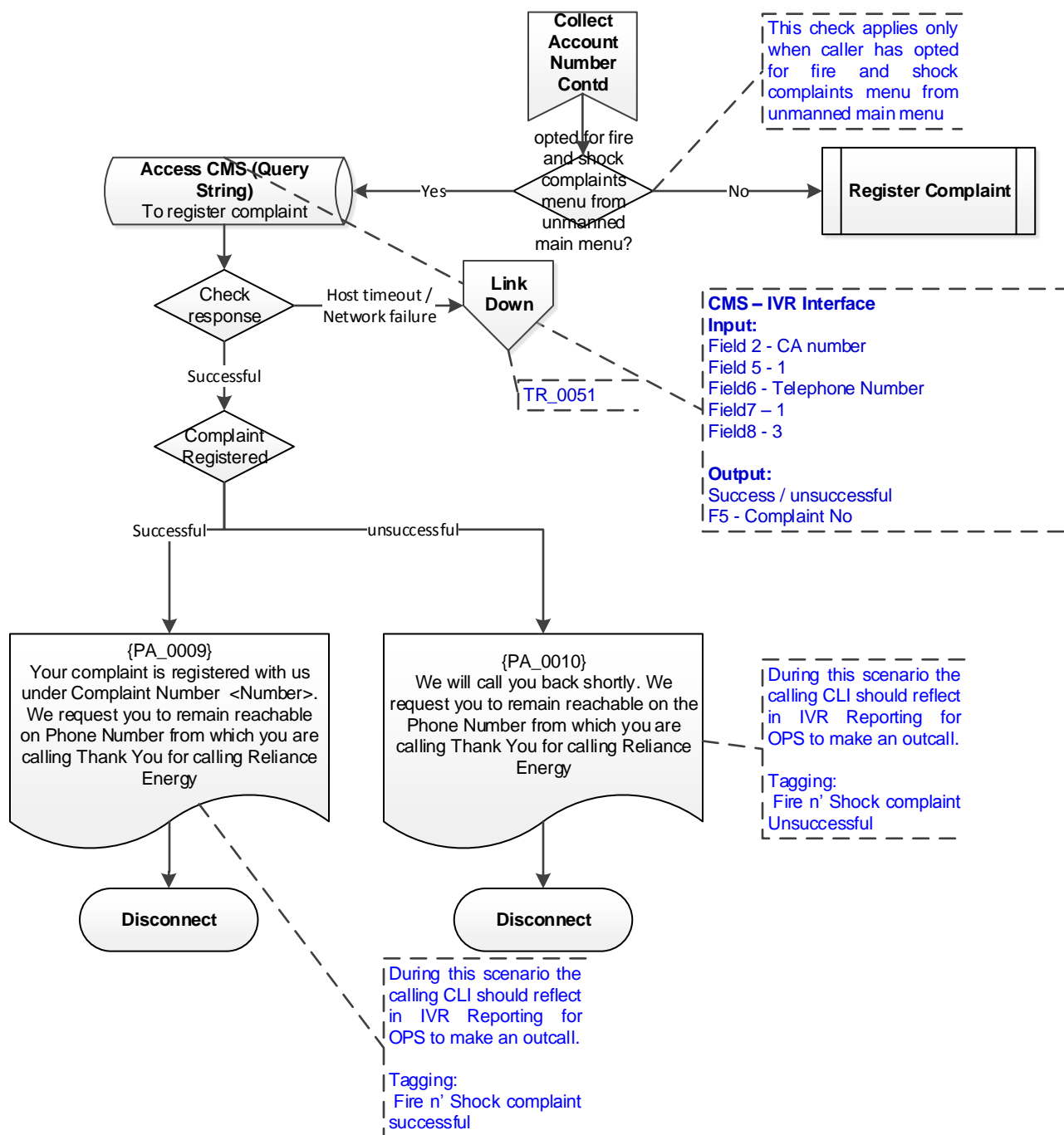
Collect Account Number



Collect Account Number Contd1



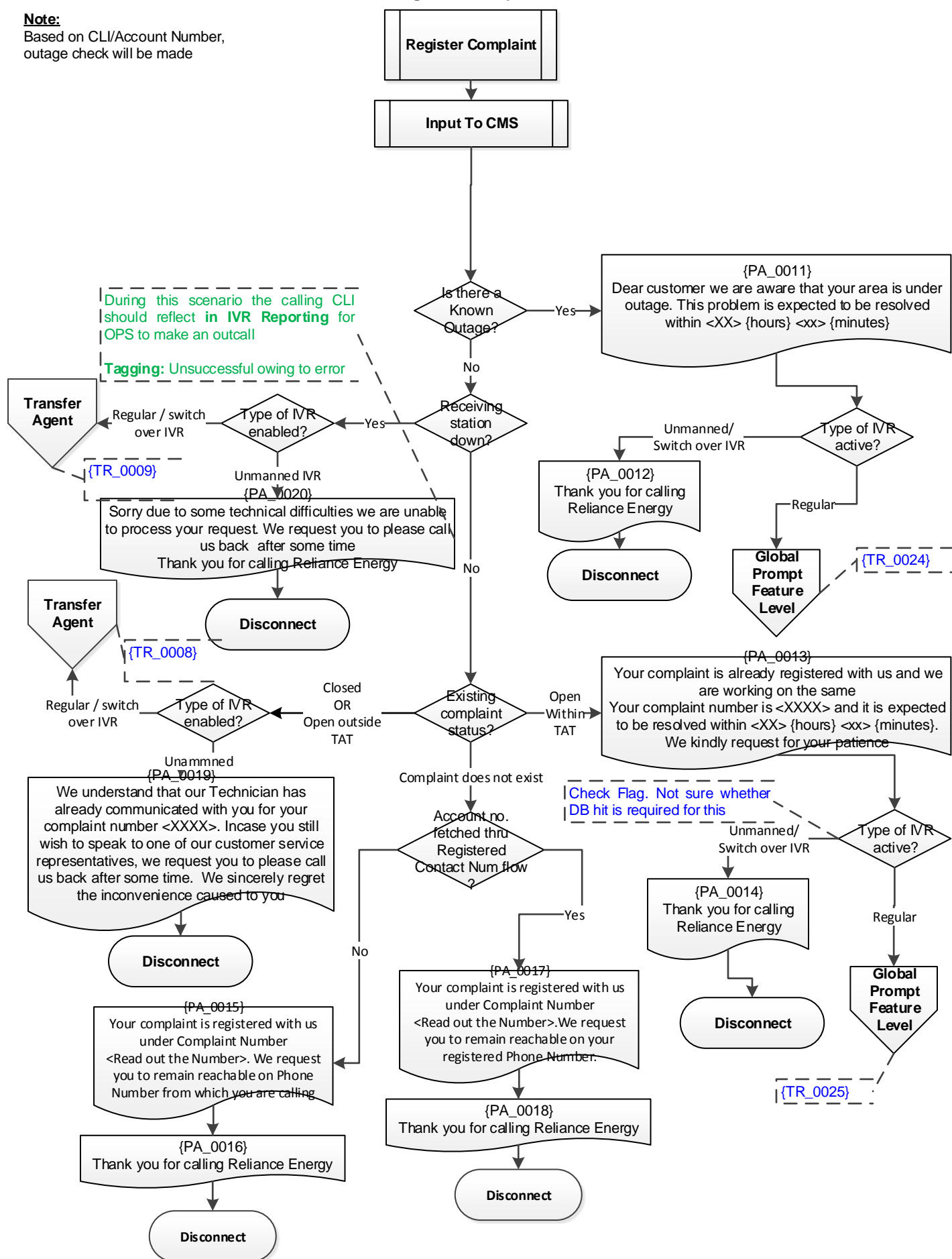
Collect Account Number Contd



Register Complaint

Note:

Based on CLI/Account Number, outage check will be made



CMS – IVR Interface

Input:

Field 2 - CA number
Field 5 – 1 (Register New Complaint)
Field 6 – CLI / Reg contact number
Field 7 - Functionality Group (1 – No Supply)
Field 8 – 1 or 2 (based on the menu selected in PS complaints flow)

Output:

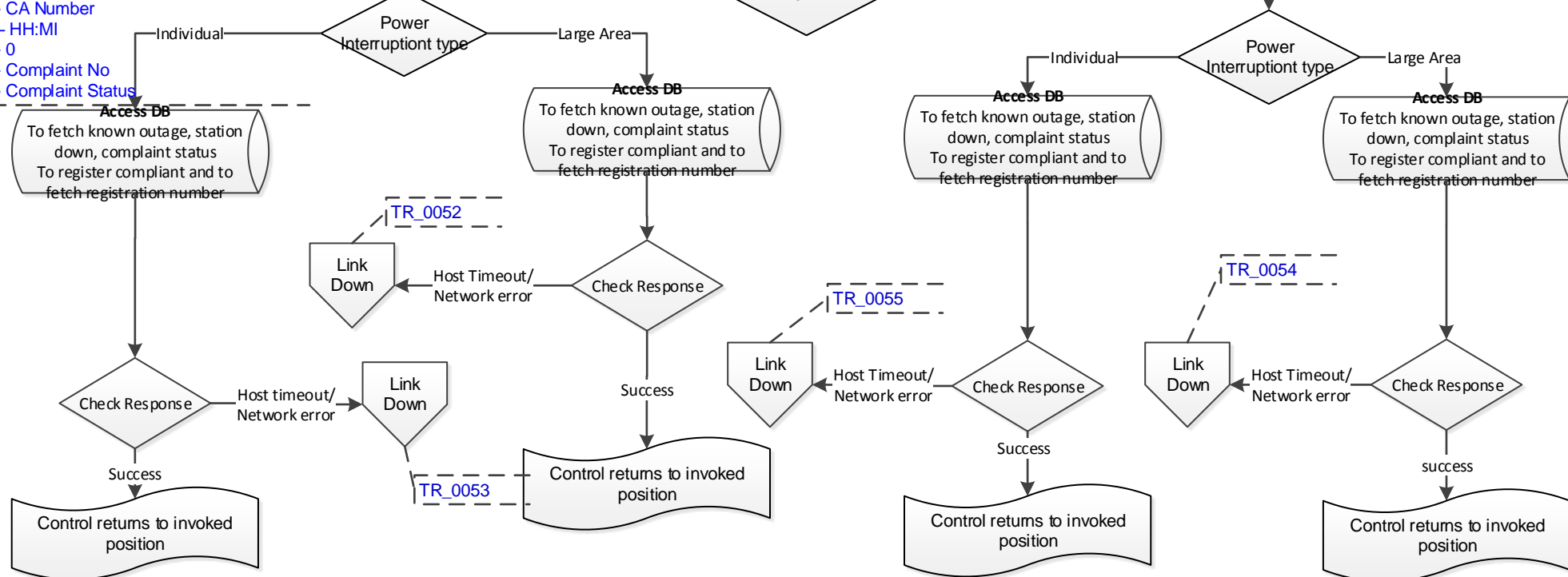
F2 - CA Number
F3 – HH:MM
F4 - 0
F5 - Complaint No
F6 - Complaint Status

Input To CMS

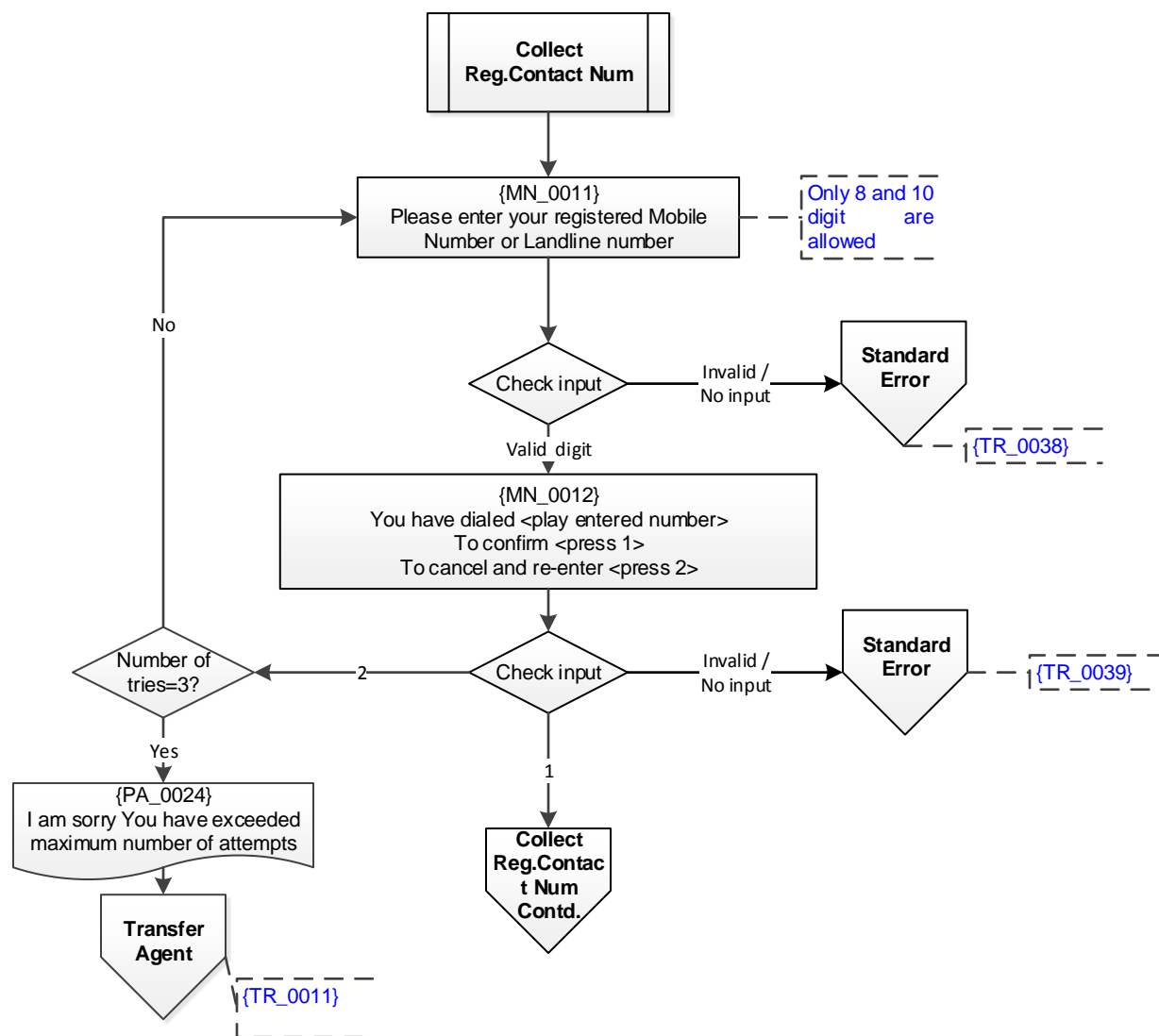
Input To CMS

F6=51, indicates known voltage and HH:MM will be read out from F3.
F6=52, indicates breakdown
F6=90, closed
F6=91, Open outside TAT
F6=99, Fresh complaint / Complaint does not exist

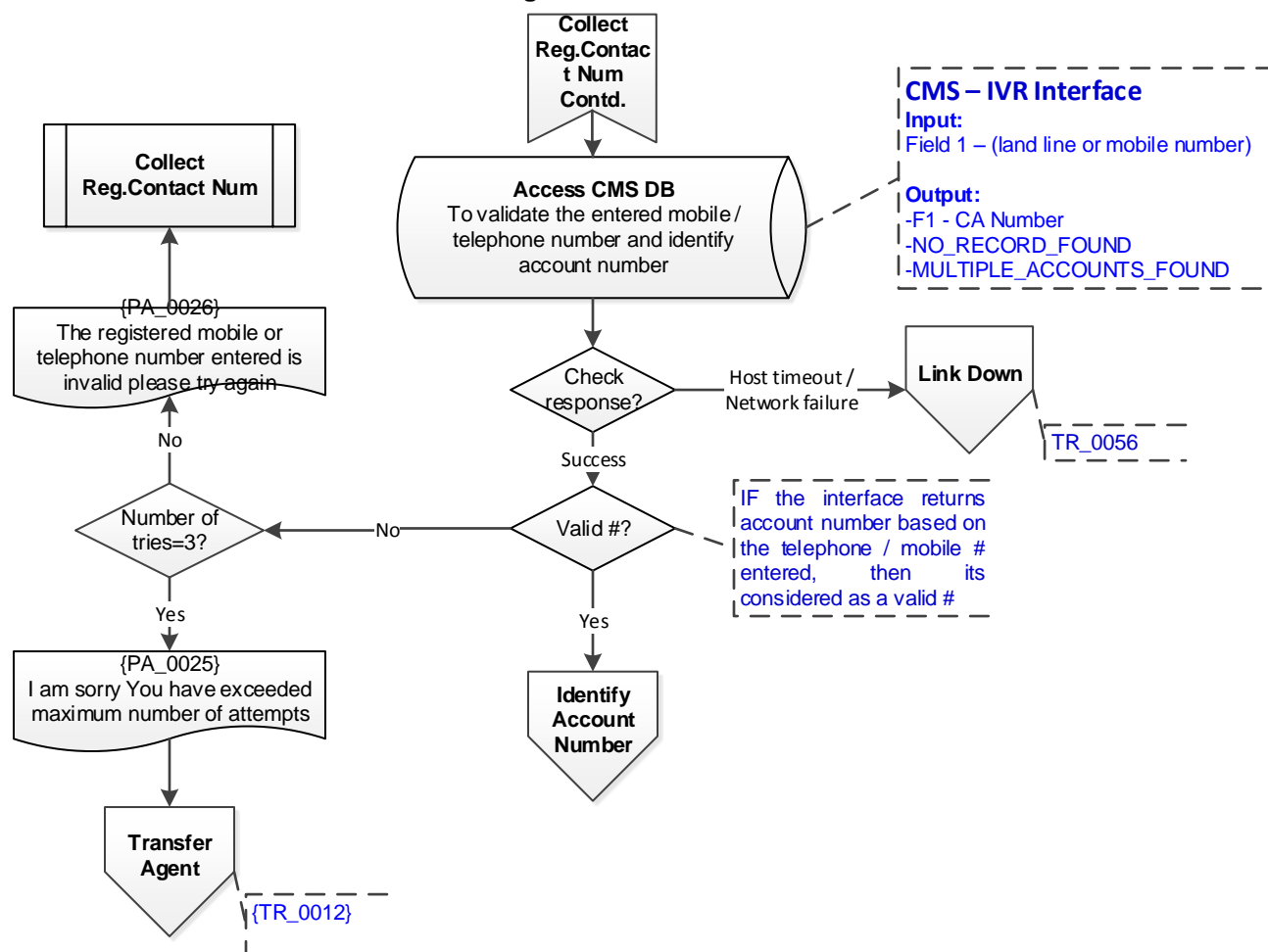
Account no. fetched thru Registered Contact Num flow ?



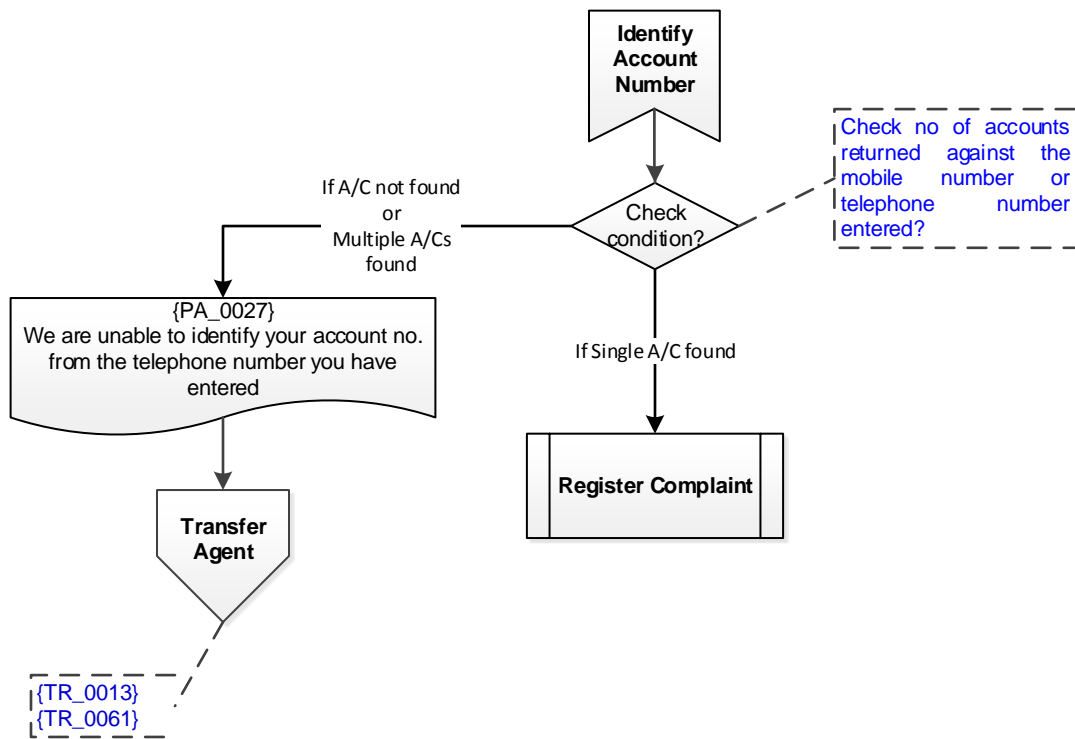
Collect Reg.Contact Num



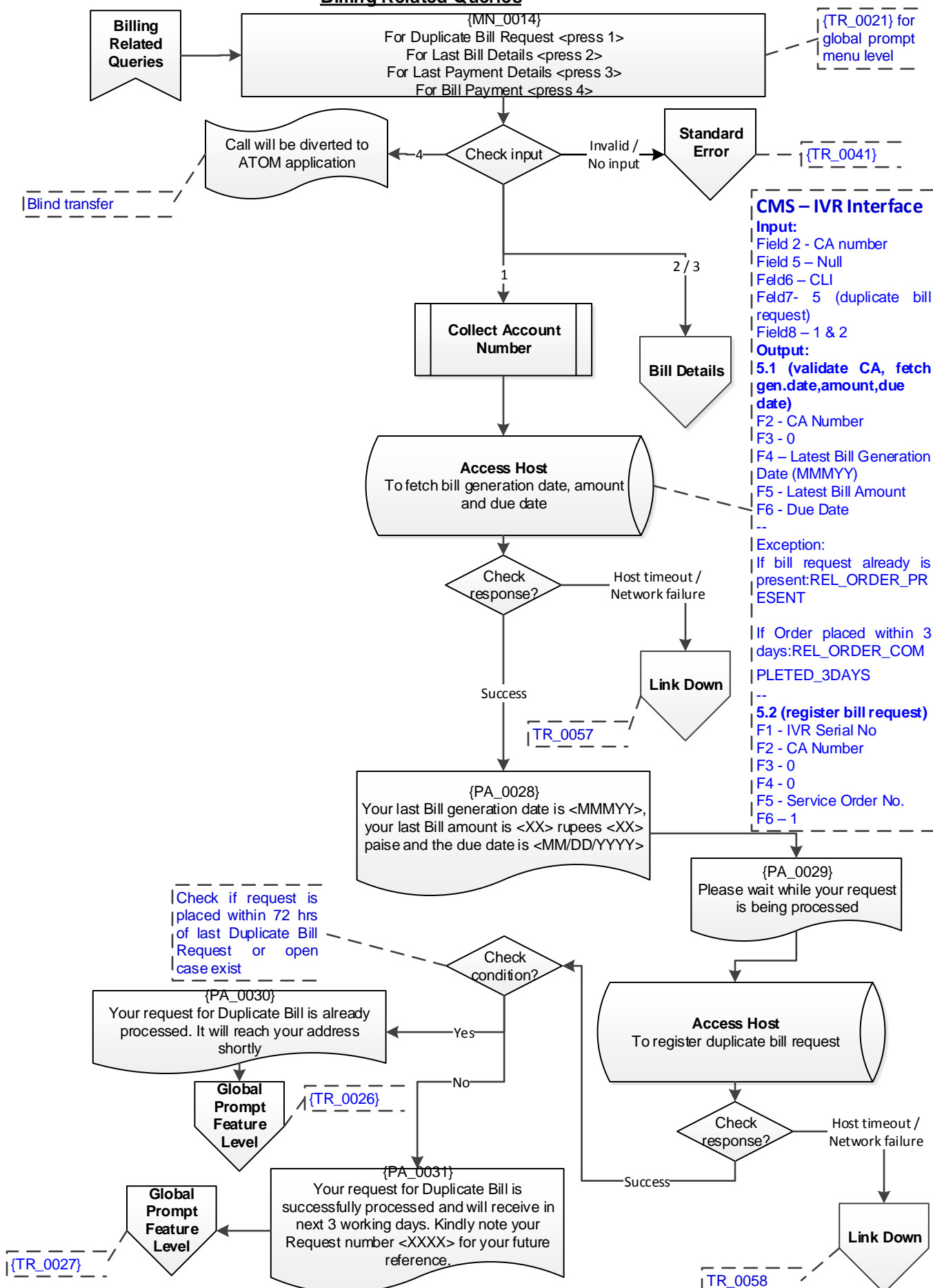
Collect Reg.Contact Num Contd



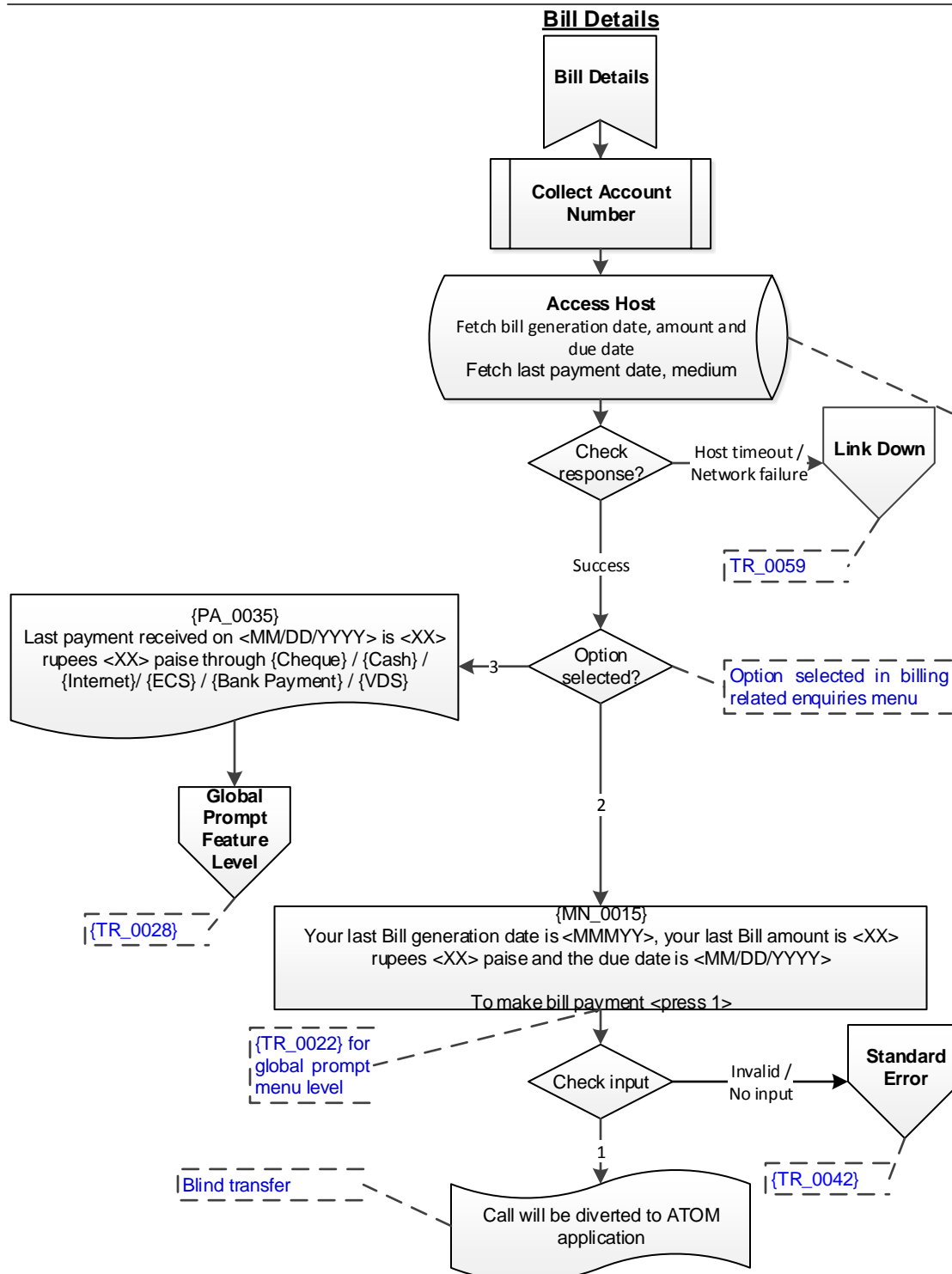
Identify Account Number



Billing Related Queries



Bill Details



CMS – IVR Interface

Input:

Field 2 - CA number
Field 5 – Null
Field 6 – CLI
Field 7- 5 (duplicate bill request) / 4 (last payment details)
Field 8 – 1

Output:

5.1 (validate CA, fetch gen.date, amount, due date)

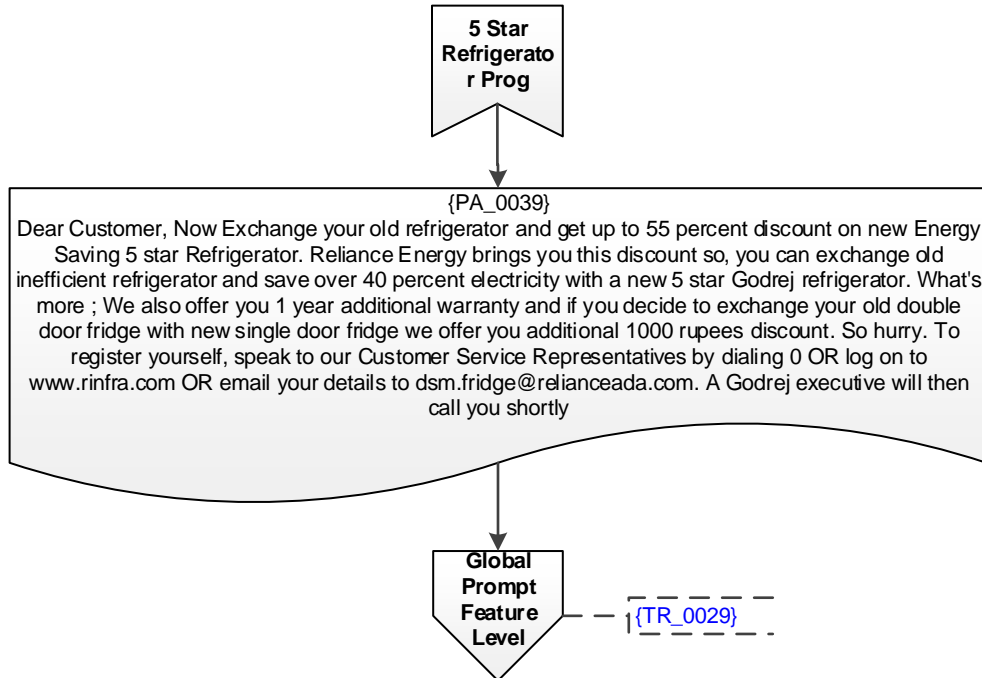
F2 - CA Number
F3 - 0
F4 – Latest Bill Generation Date (MMYY)
F5 - Latest Bill Amount
F6 - Due Date

4.1 (last payment details)

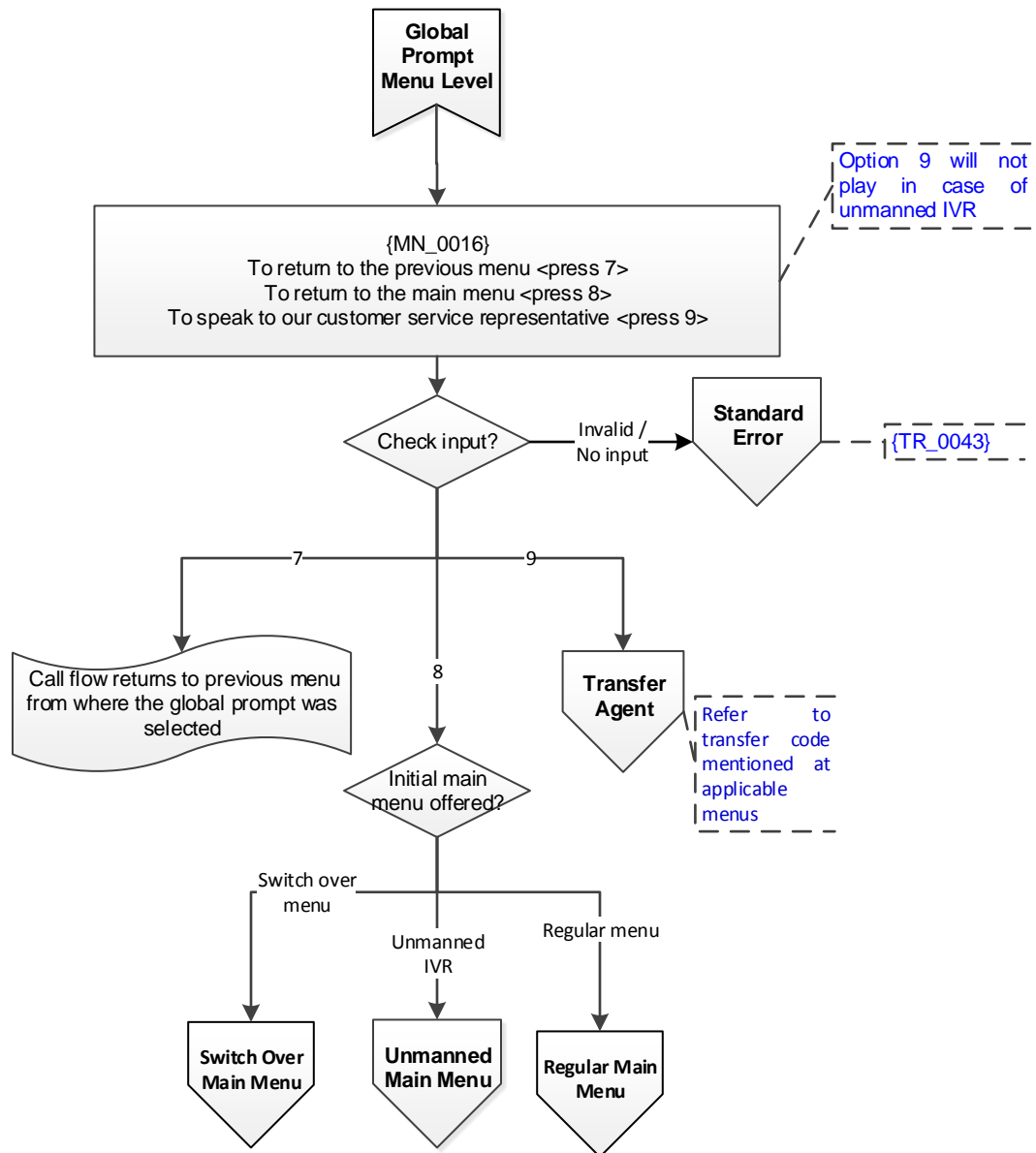
F2 - CA Number
F3 - 0
F4 - Total Amount Received
F5 – Last Payment Received Date
F6 – Mode Of Payment

Mode Of Payment

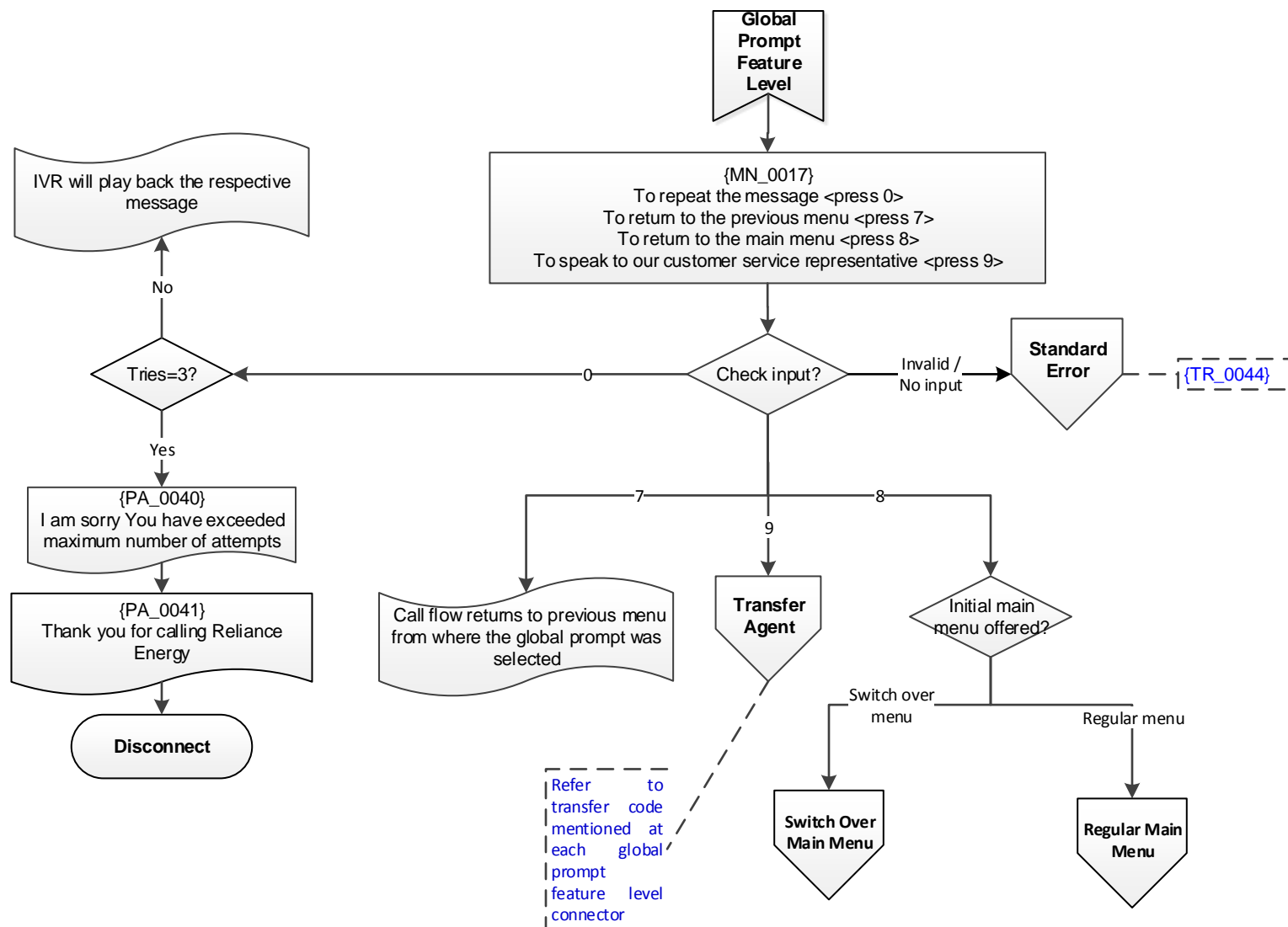
1 – ECS
2 – Cheque
3 – Cash
4 – Internet
5 – Bank Payment
6 – VDS

5 Star Refrigerator Prog

Global Prompt Menu Level



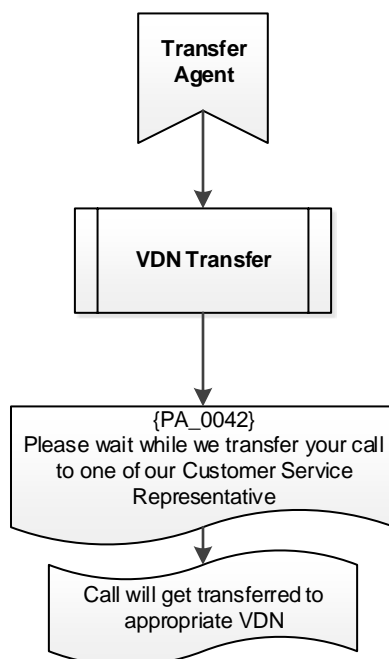
Global Prompt Feature Level



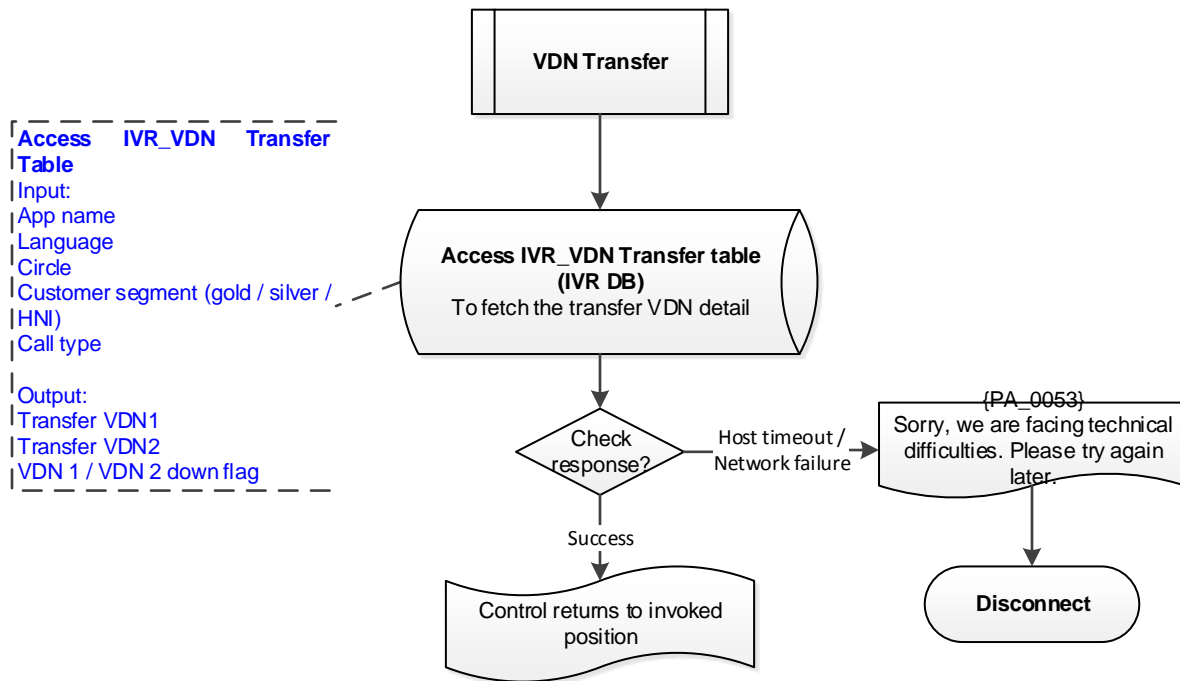
IVR call variables:

- 1.Customer Account (CA) Number,
- 2.Calling Mobile number,
- 3.Validated (Y/N),
- 4.Last 5 menu accessed ,
- 5.Name of the customer

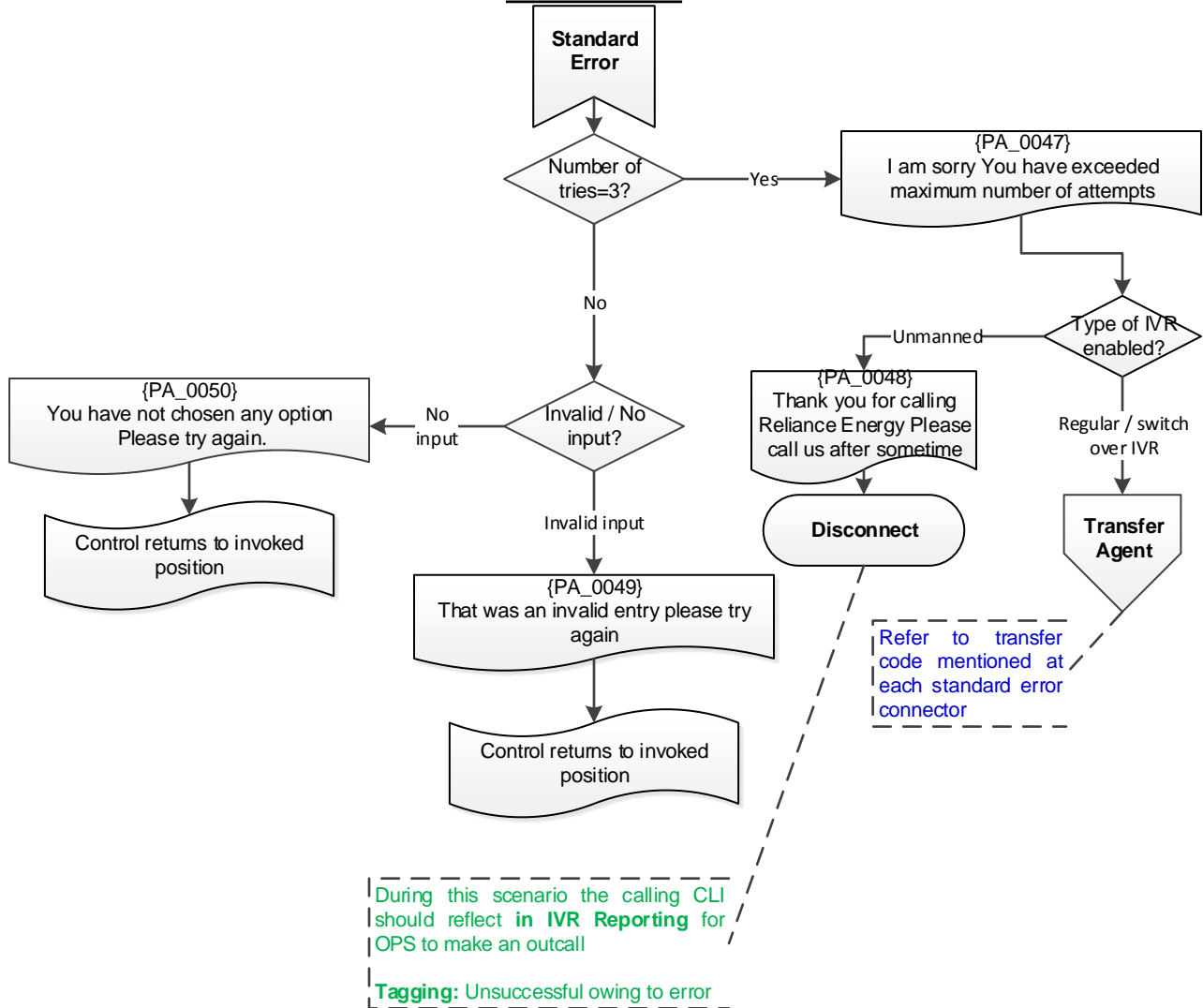
Transfer Agent



VDN Transfer



Standard Error



Link Down