



222 GSM Postpaid IVR Call Flow

Last updated on: Sep 27th 2016

Version: 1.7

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.29.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.10.2015	-	Daranivasan.A	<ul style="list-style-type: none"> - Start(STT) <ul style="list-style-type: none"> * Retention List MDN Check leads to Transfer Agent * Birthday wish message updated - Main Menu(MAM) <ul style="list-style-type: none"> * Updated Main Menu - Account Information(ACI) <ul style="list-style-type: none"> * Updated Menu * Inserted 2 Push SMS as per clients request * Keyword for one push SMS was updated - Unbilled n Credit information(UCI) <ul style="list-style-type: none"> * Access CSS host added for point 2 * Inserted 2 Push SMS as per clients request - Bill n Payment Information(BPI) <ul style="list-style-type: none"> * Response provided to the question and suggestion made * Instead of CSS, requested for table to update data - Check Bill(CKB) <ul style="list-style-type: none"> * Instead of Credit Card Entry flow, connected the flow to Payment Information(PYI) - Delivery Status Mode(DSM) <ul style="list-style-type: none"> * Updated Prompts * Inserted a prompt as per the request for duplicate bill request - Payment Information(PYI) <ul style="list-style-type: none"> * Instead of Global Menu (PFL) it will be forwarded to Global Menu (PMR) - Get GPRS Settings(GPRS) <ul style="list-style-type: none"> * Offer configuration removed as per request * Instead of Offer prompt, directly connected to Push SMS as per feedback - Products, Offers & Services (POS) <ul style="list-style-type: none"> * Menu Updated - Data Plans(DAPL) <ul style="list-style-type: none"> * Response Provided - Buy the Pack(BTP) <ul style="list-style-type: none"> * Flow changed as per the provided excel - Pay Using Core Balance(PCB) <ul style="list-style-type: none"> * Removed - Credit Card Entry(CCE) <ul style="list-style-type: none"> * Removed Amex Card * One Time Password Check(OTPC) included as per RBI rules * Response provided for the feedback - Process Payment(PRP) <ul style="list-style-type: none"> * Inserted a failure status to Transfer Agent - Change Language(CHL) <ul style="list-style-type: none"> * Do Not Disturb Flow has been removed * 3rd Language option was removed - Credit Card Entry(CCE) <ul style="list-style-type: none"> * Removed Amex * Changed prompts * Response provided - Process Payment(PRP) <ul style="list-style-type: none"> * Included logic for getting amount for payment * Inserted payment failure status - Standard Error(STE) <ul style="list-style-type: none"> * Prompt change - Link Down(LND) <ul style="list-style-type: none"> * Prompt Change

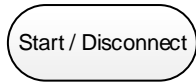
Version History

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0.03 / Feb.13.2015	Reliance	Daranivasan.A	<ul style="list-style-type: none"> - Get GPRS Settings(GPRS) <ul style="list-style-type: none"> * Inserted a check for GPRS or CDMA - Changed Intelligent Layer Flow based on updates provided - New Flow Pages <ul style="list-style-type: none"> * Service Request History * Interaction History * Event Based Information * Unbilled Information * Credit Information * Free Unit Information * Pay to promise (Called from Intelligent Layer alone) - Check from whether the flow was invoked from Intelligent Layer <ul style="list-style-type: none"> * Check Bill * Unbilled Information * Credit Information * Free Unit Information * Delivery Status Mode * Check Payment
0.04 / Feb.18.2015	Servion	Daranivasan.A	<ul style="list-style-type: none"> - One Time Password Check connection bug fixed
0.05 / Feb.19.2015	Reliance	Daranivasan.A	<ul style="list-style-type: none"> - VAS(VAS) <ul style="list-style-type: none"> * Replace “transfer to other IVRs” with message followed by Global Prompt
0.06 / Mar.05.2015	Servion	Daranivasan.A Karthikeyan.G	Incorporated changes after self review and internal review
0.07 / Mar.10.2015	Servion	Daranivasan.A	Incorporated internal review comments
0.08 / Mar.24.2015	Reliance	Daranivasan.A	Changes from Reliance Incorporated (Edits made in all pages) Included Dunning Check, Dunning Check Contd and Activate VAS Contd pages Removed Update VAS page
0.09 / Apr.09.2015	Reliance	Daranivasan.A	<ul style="list-style-type: none"> - Inserted Host details which are closed as per 8th April 2015 (Host tracker) - Process Payment: Error codes updated for payment PACE gateway
1.1 / Apr.09.2015	Servion	Daranivasan.A	Baselining
1.11 / Apr.10.2015	Reliance	Daranivasan.A	Hot Flash – Include unique prompt node IDs for each Hot Flash occurrence locations Host interfaces added for the closed ones
1.2 / May.28.2015	Servion	Daranivasan.A	Re-base lining
1.3 / Feb.18.2016	Reliance	Tarun Jain	Call Disconnect for maximum no input in any menu

Version History

1.4 / June.17.2016	Rajesh Manjalkar	Yahya Rayyan	Intelligent layer change. All four interaction history items will play back to the customer.
1.5 / June.30.2016	Rajesh Manjalkar	Yahya Rayyan	Routing to main menu incase of RTS failure while fetching SR request.
1.6 / August.16.2016	Rajesh Manjalkar	Yahya Rayyan	Added playing back free units information to caller before sending push sms.
1.7 / Sep.26.2016	Rajesh Manjalkar	Tarun Jain	Added missing playing back free units information to caller before sending push sms.

Standard Call Flow Conventions



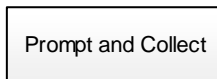
This shape represents the Start or End of the IVR Application



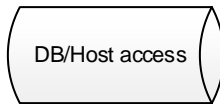
This shape represents speech announcements with out caller input



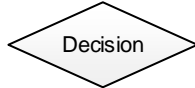
This shape represents any process that happens in the background



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



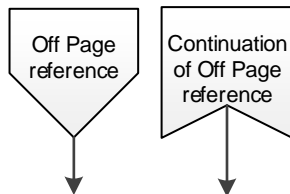
This shape represents the host or database access.



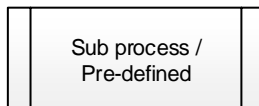
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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.

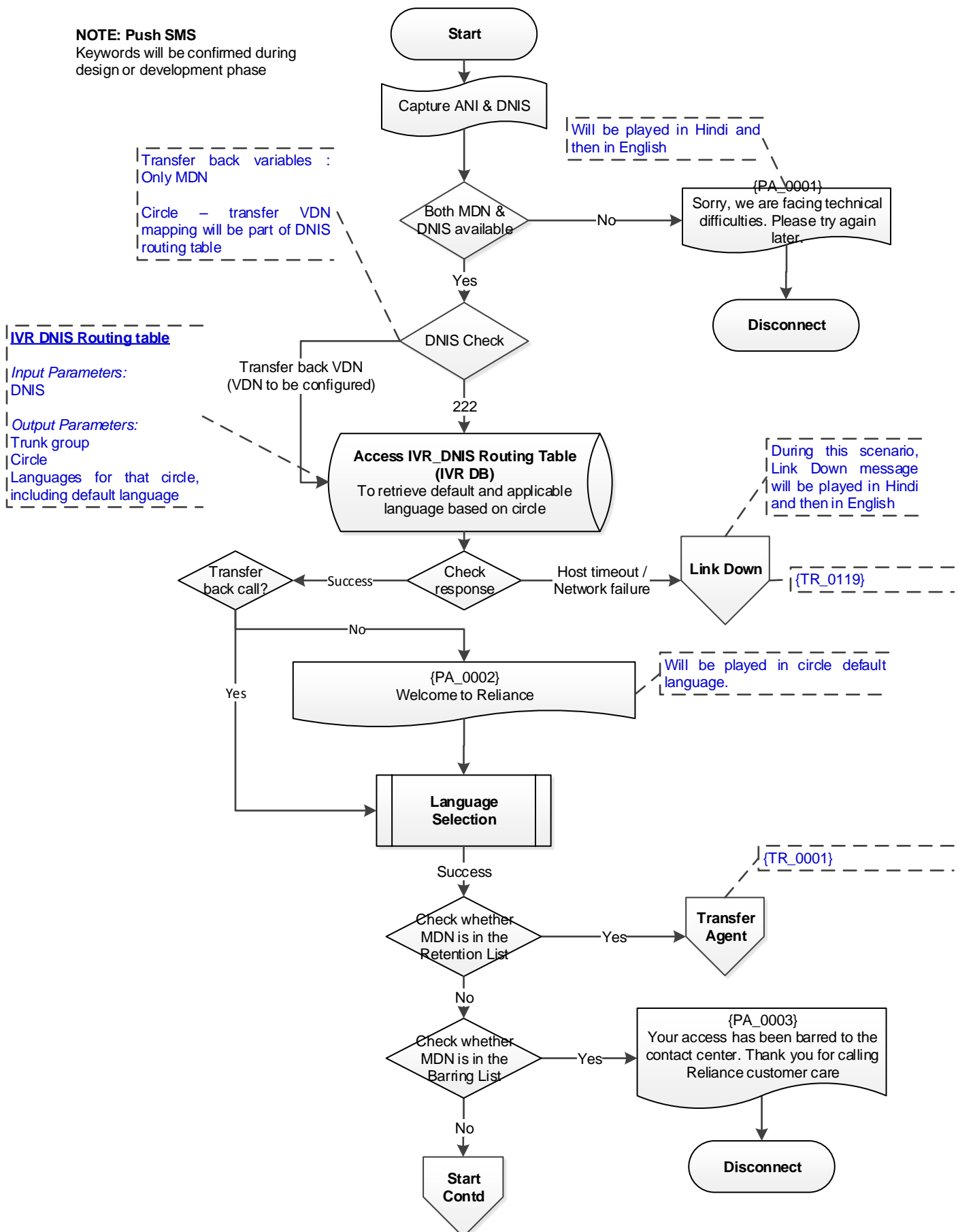
Universal Business Rules

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali	Language selection will be dynamically offered based on the circle Default language will vary for each circle as provided in the "RCOM Circle Mapping 2" sheet
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. (Minor currency will be read only if present) 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) Will be hidden	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 Option 9 will be dynamically offered based on the customer category (HNI or regular).
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. Above exception applies for global prompt feature and menu repeat

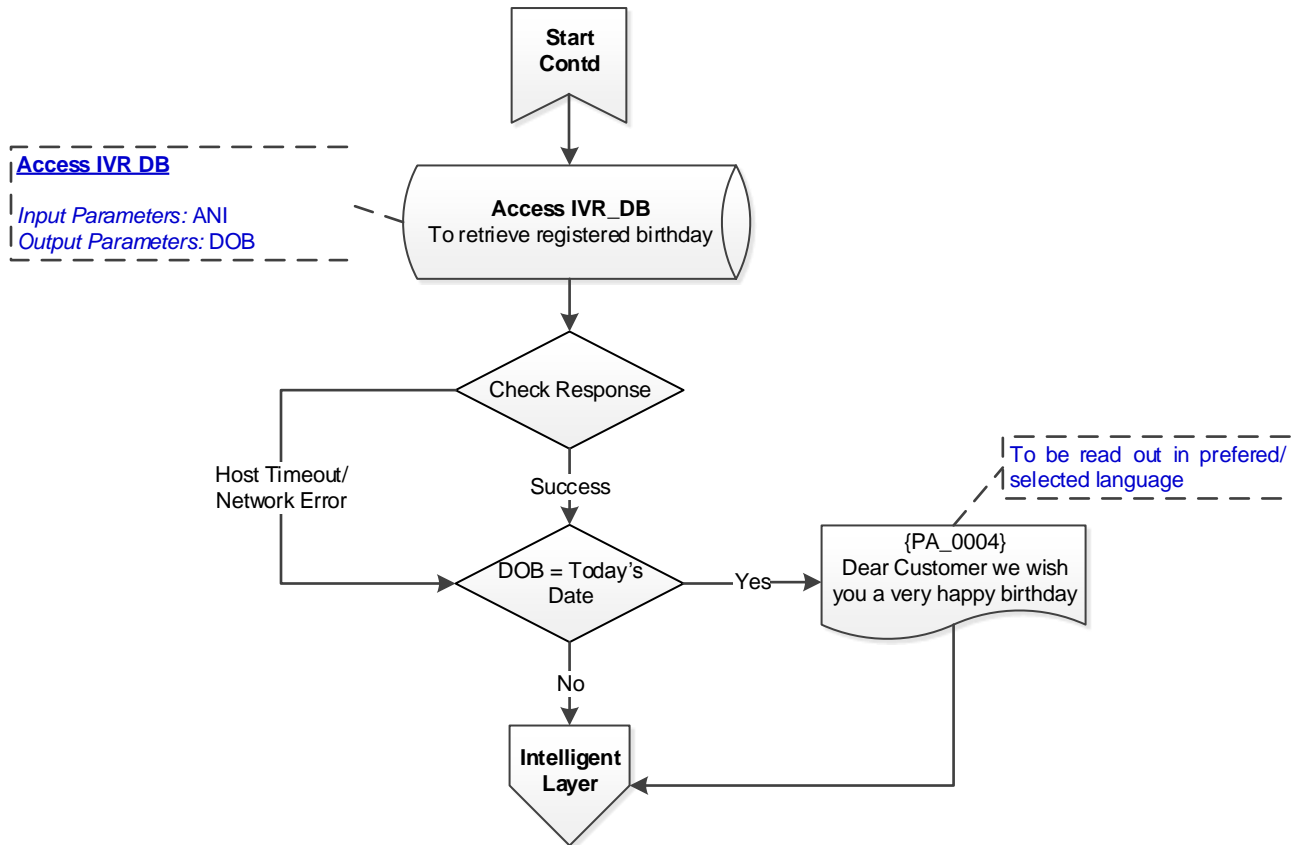
Start

NOTE: Push SMS

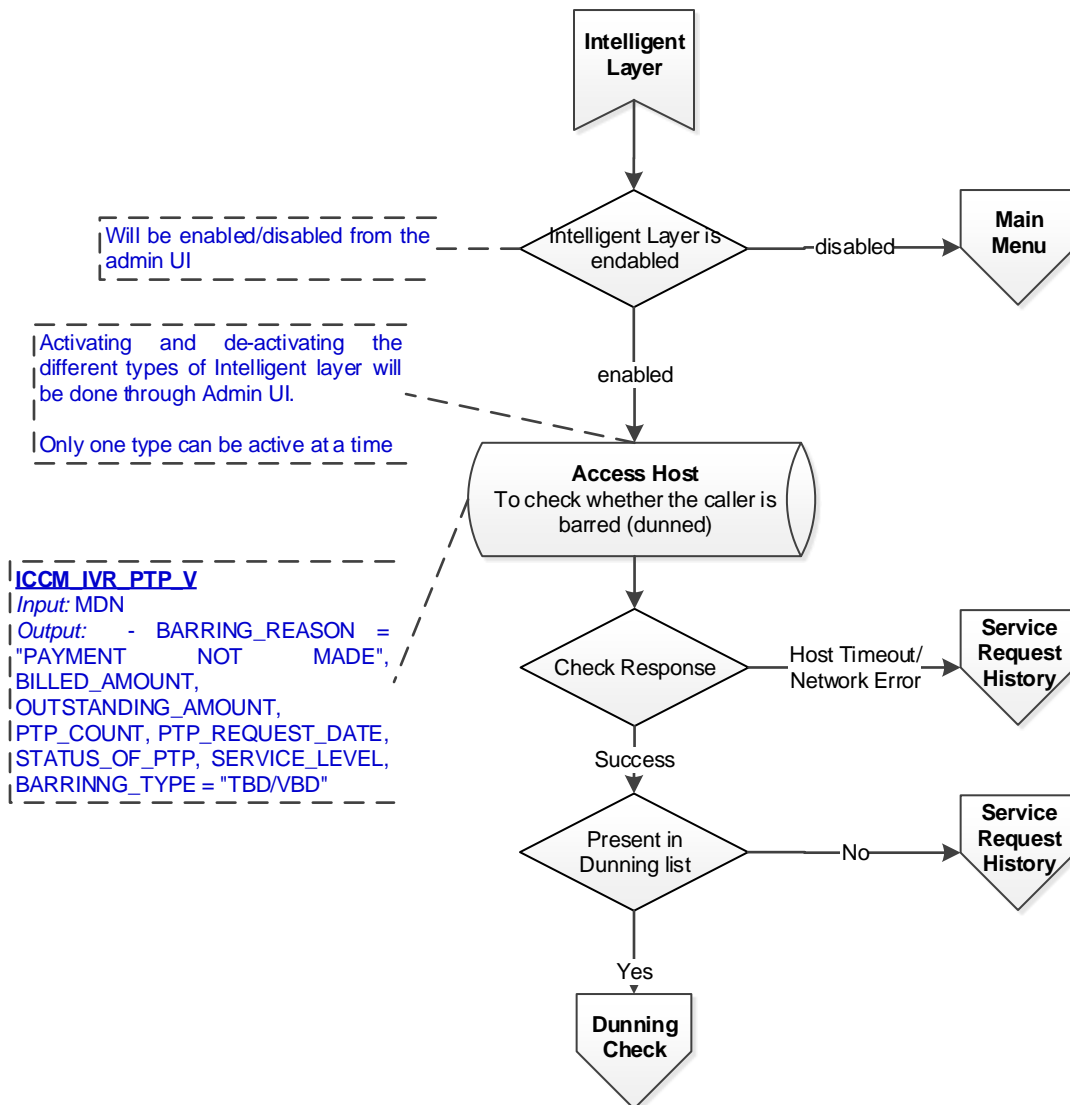
Keywords will be confirmed during design or development phase



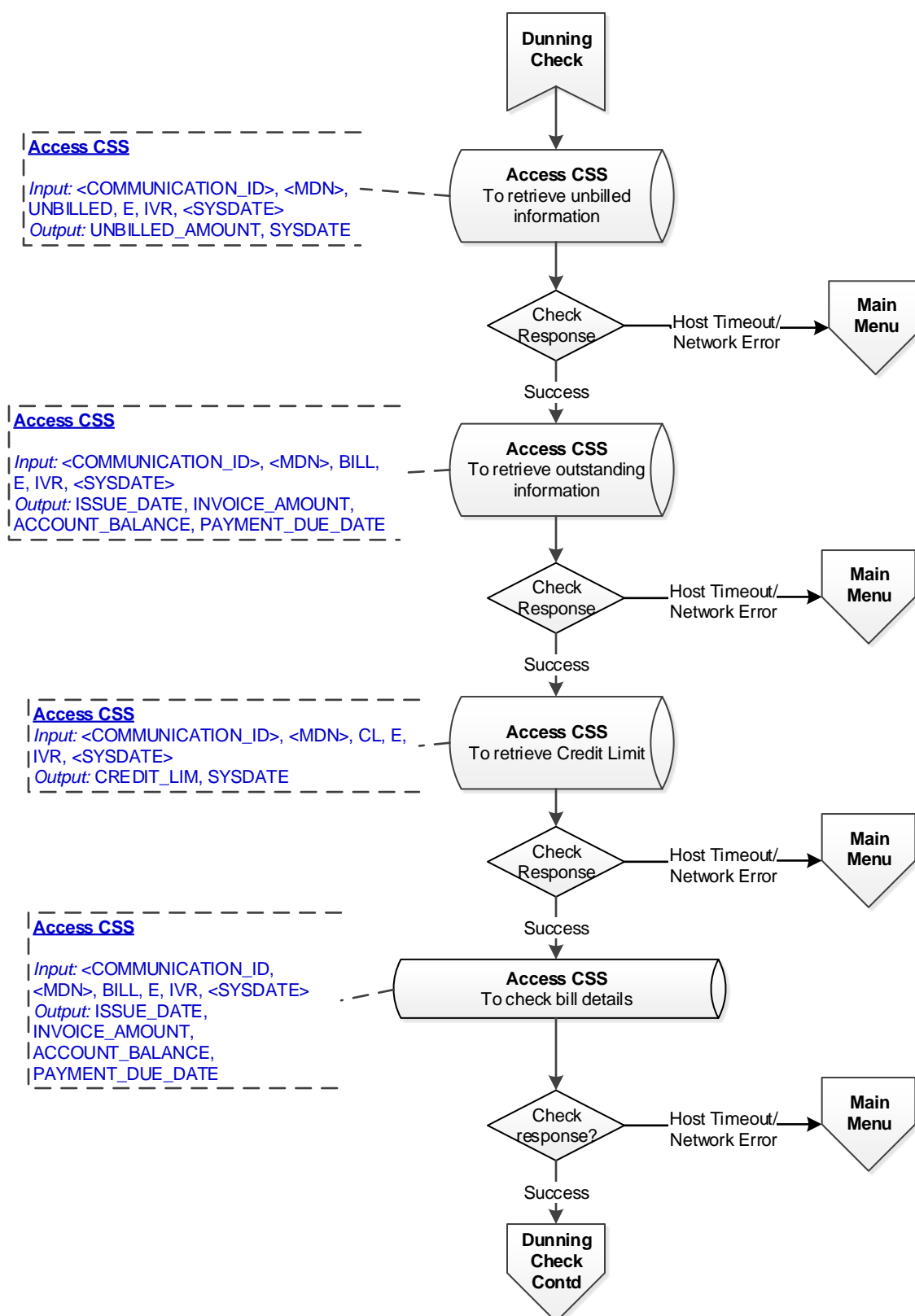
Start Contd



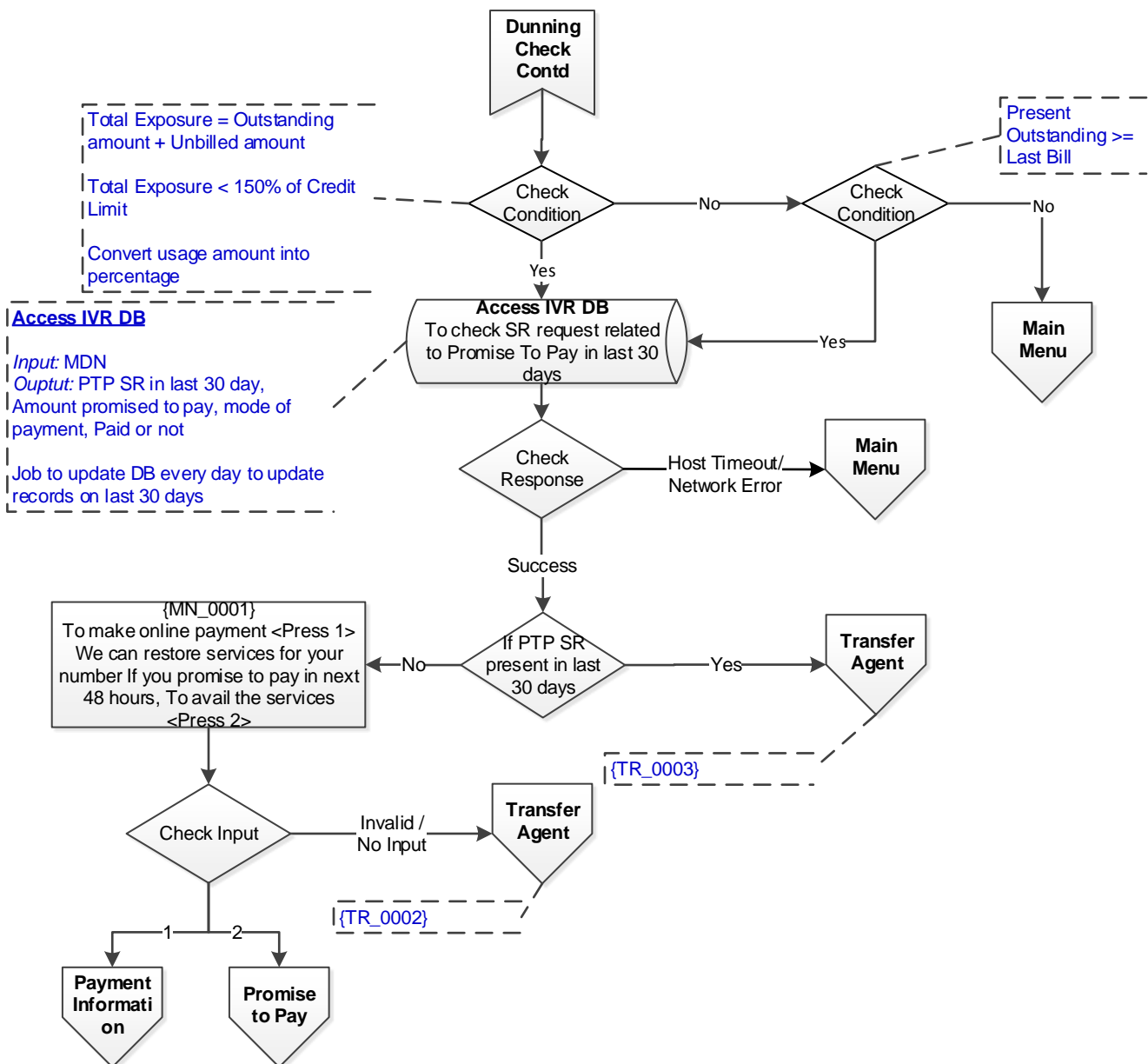
Intelligent Layer



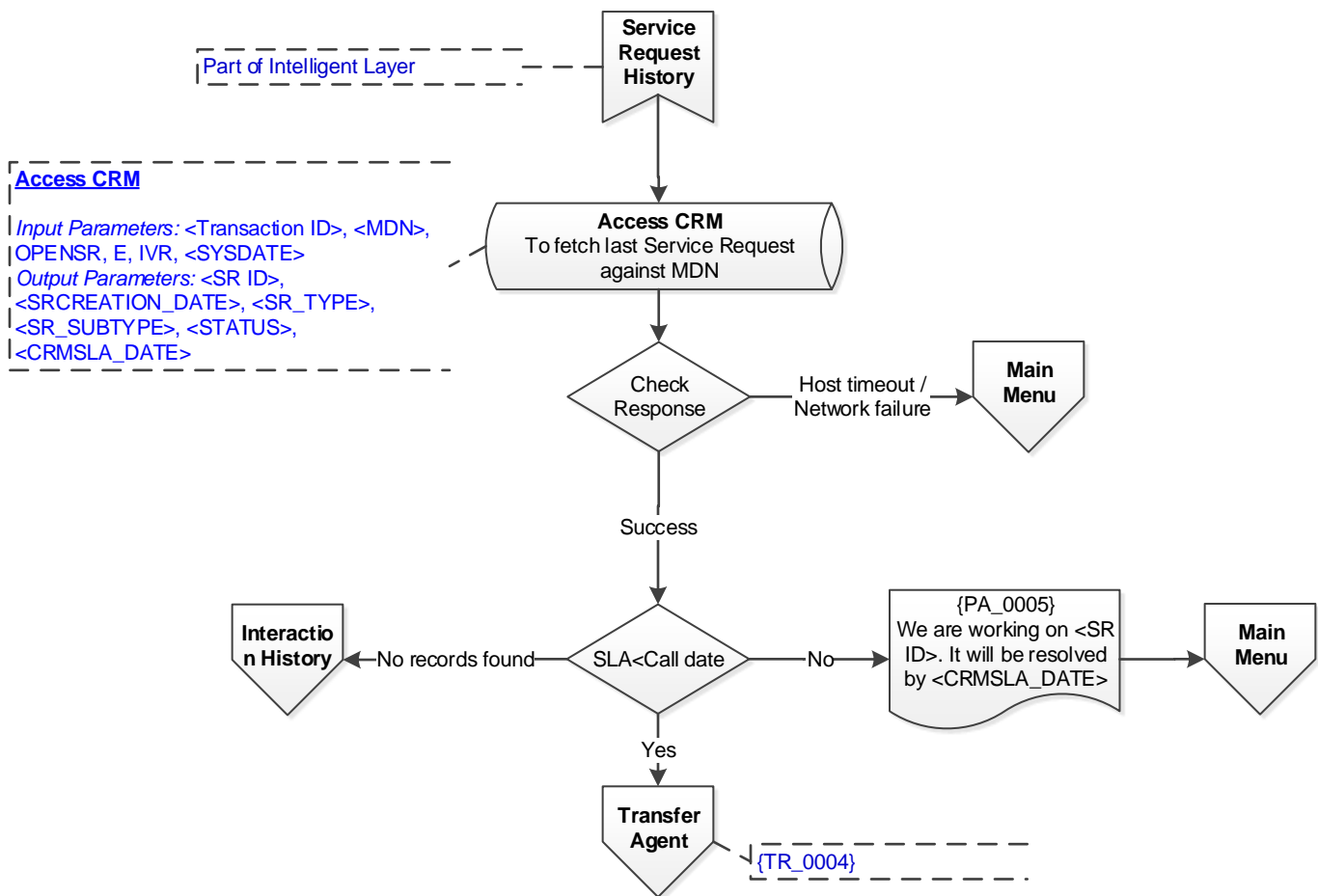
Dunning Check



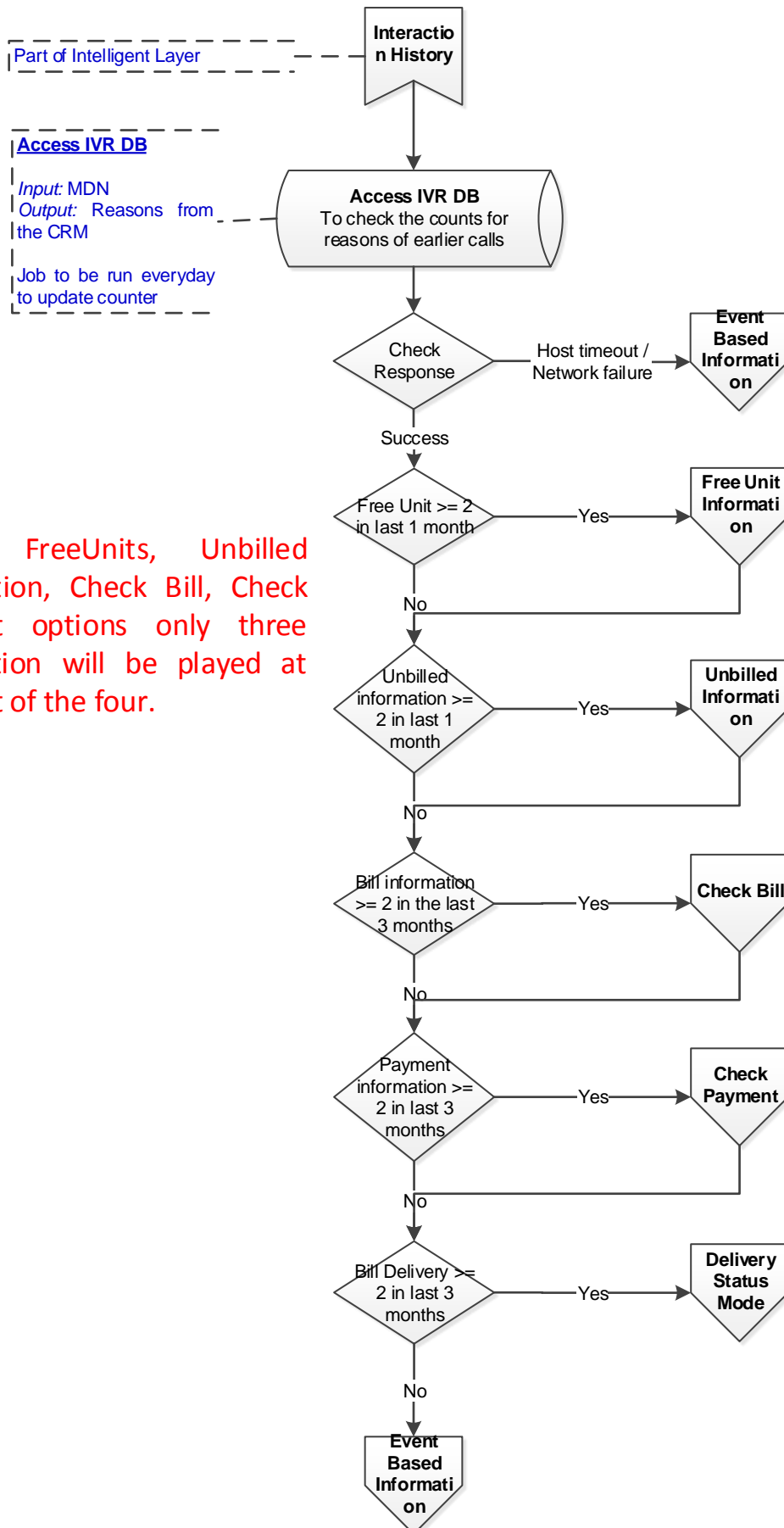
Dunning Check Contd



Service Request History

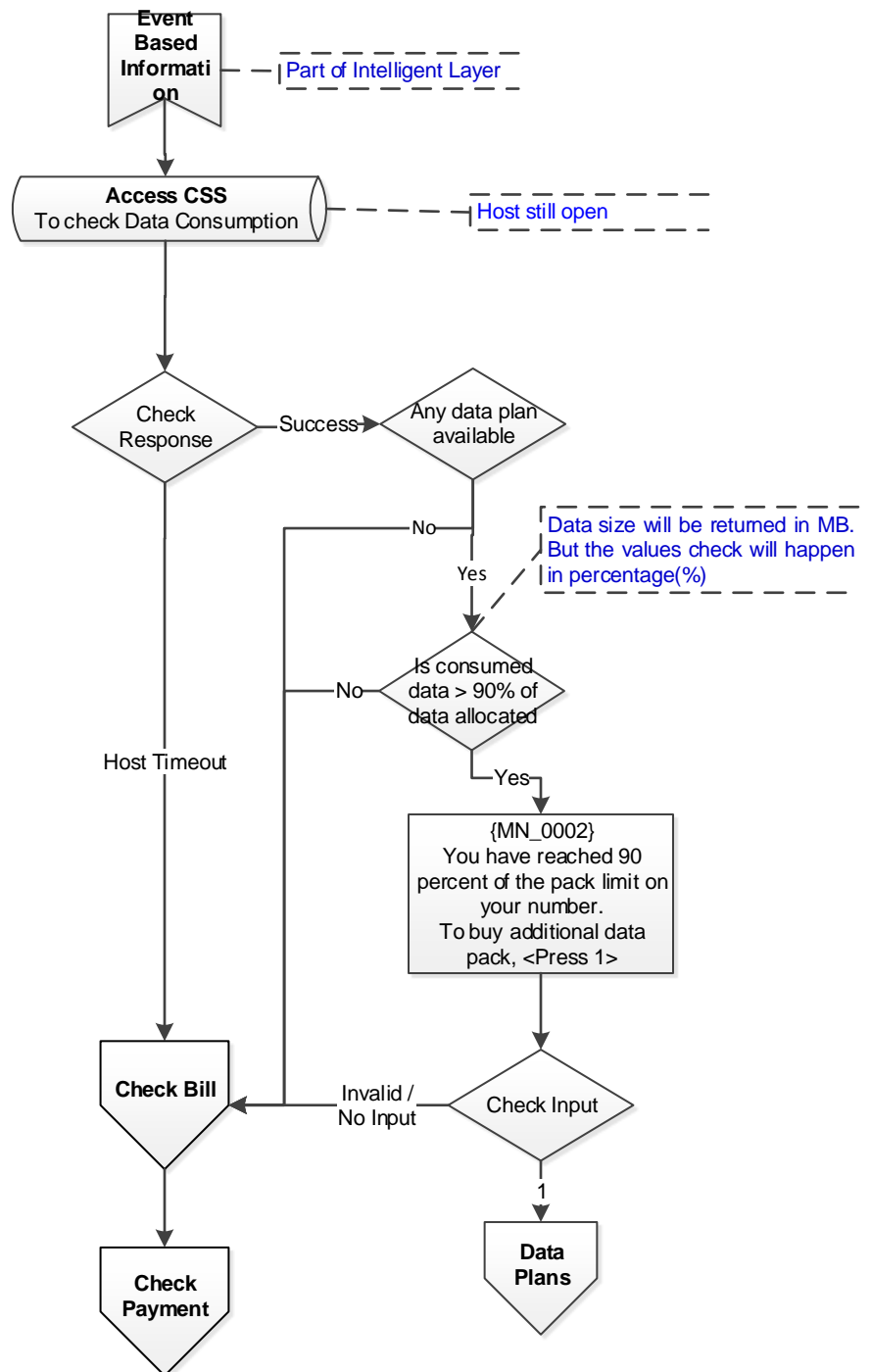


Interaction History

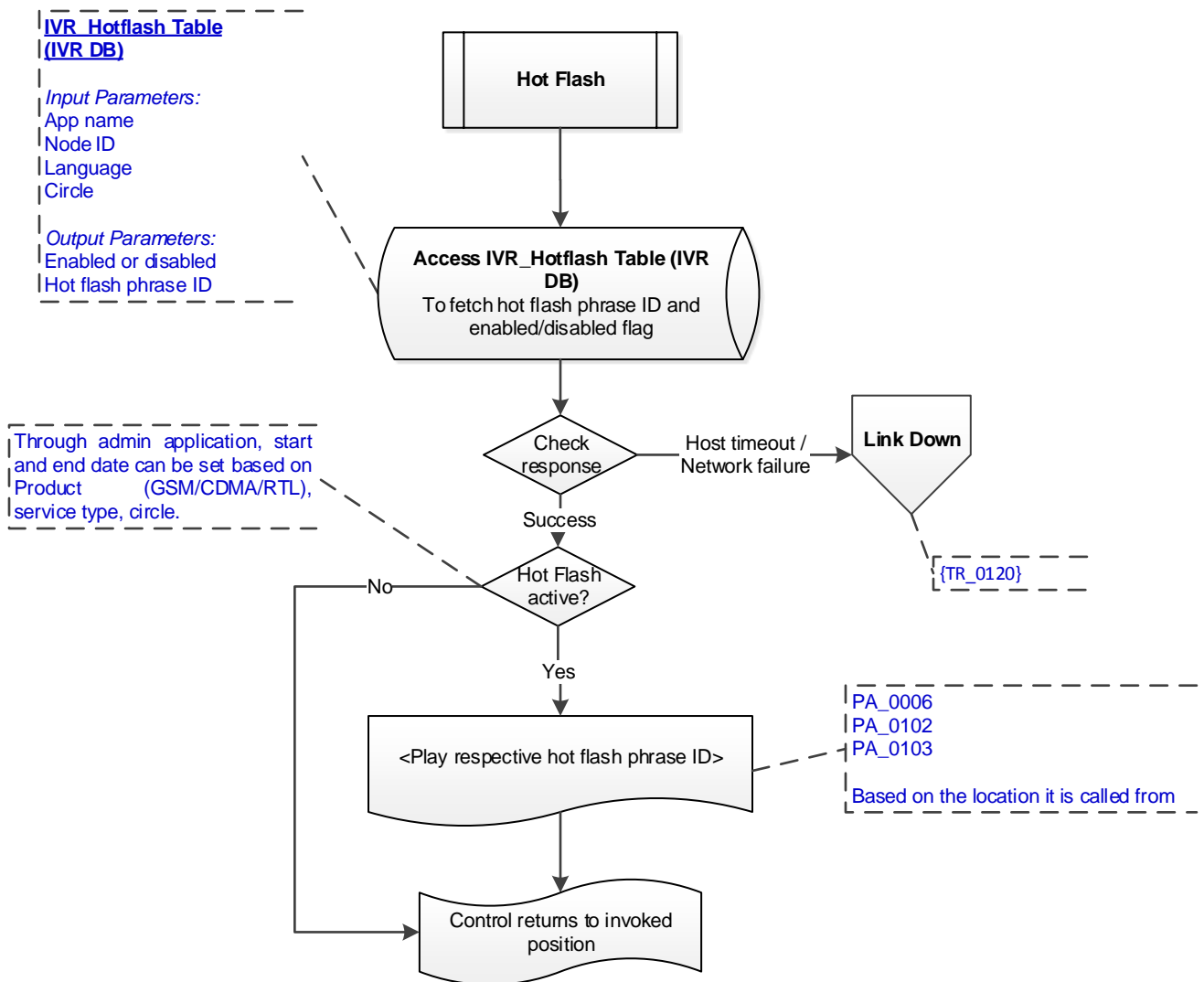


Among FreeUnits, Unbilled Information, Check Bill, Check Payment options only three information will be played at once out of the four.

Event Based Information



Hot Flash



Language Selection

Access IVR_CSP Table (IVR DB)

Input Parameters:
MDN (Mobile Directory Number)

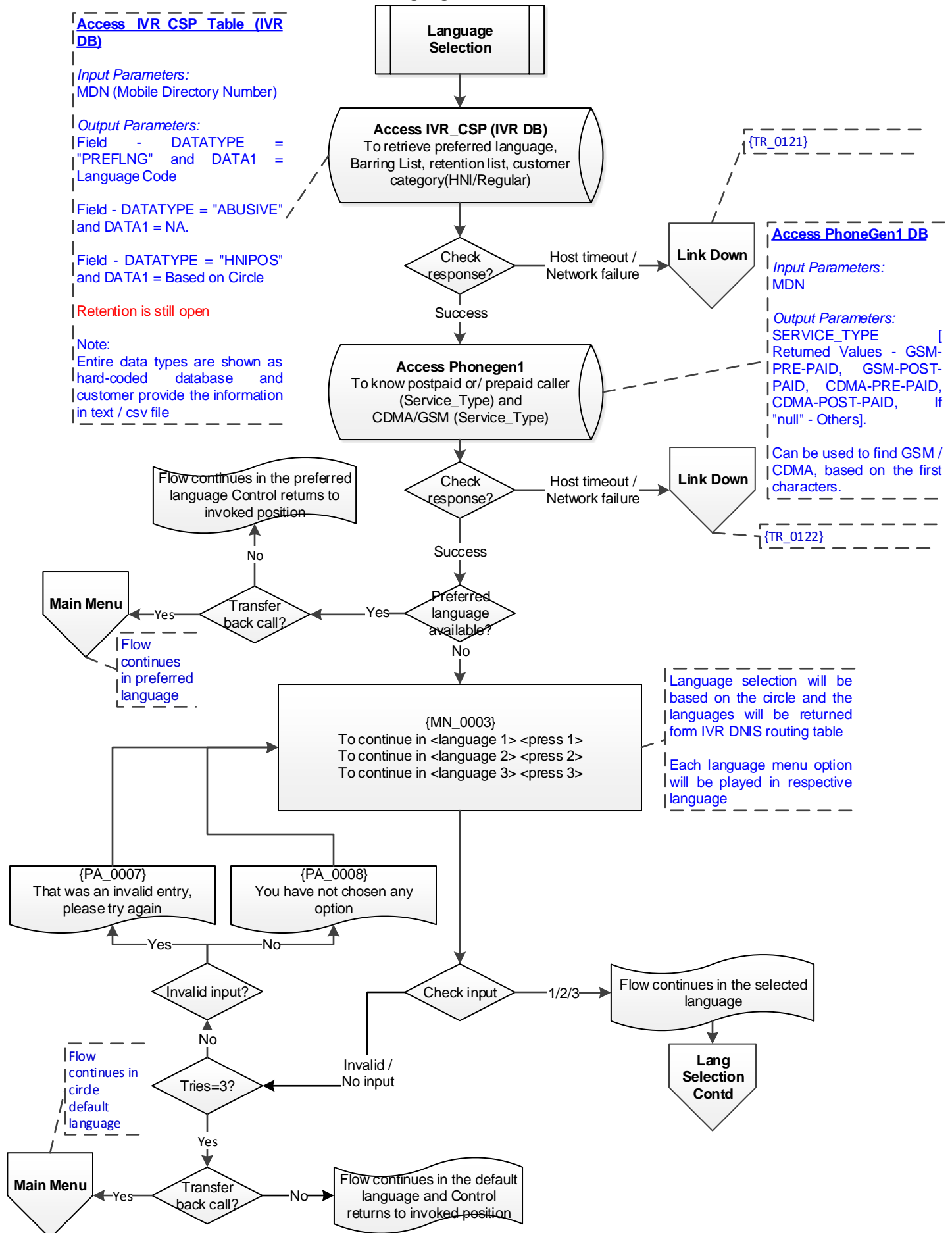
Output Parameters:
Field - DATATYPE =
"PREFLNG" and DATA1 =
Language Code

Field - DATATYPE = "ABUSIVE"
and DATA1 = NA.

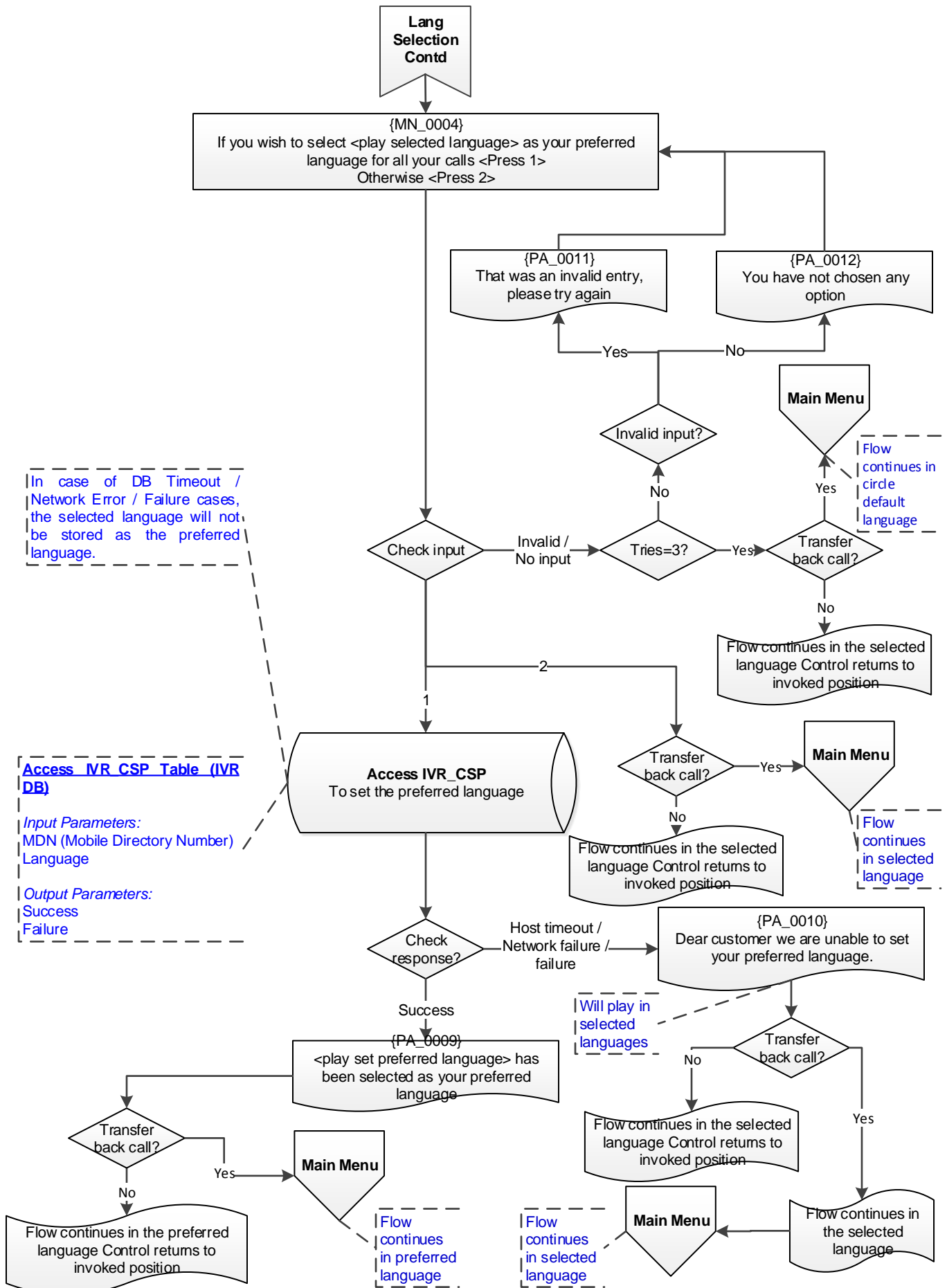
Field - DATATYPE = "HNIPOS"
and DATA1 = Based on Circle

Retention is still open

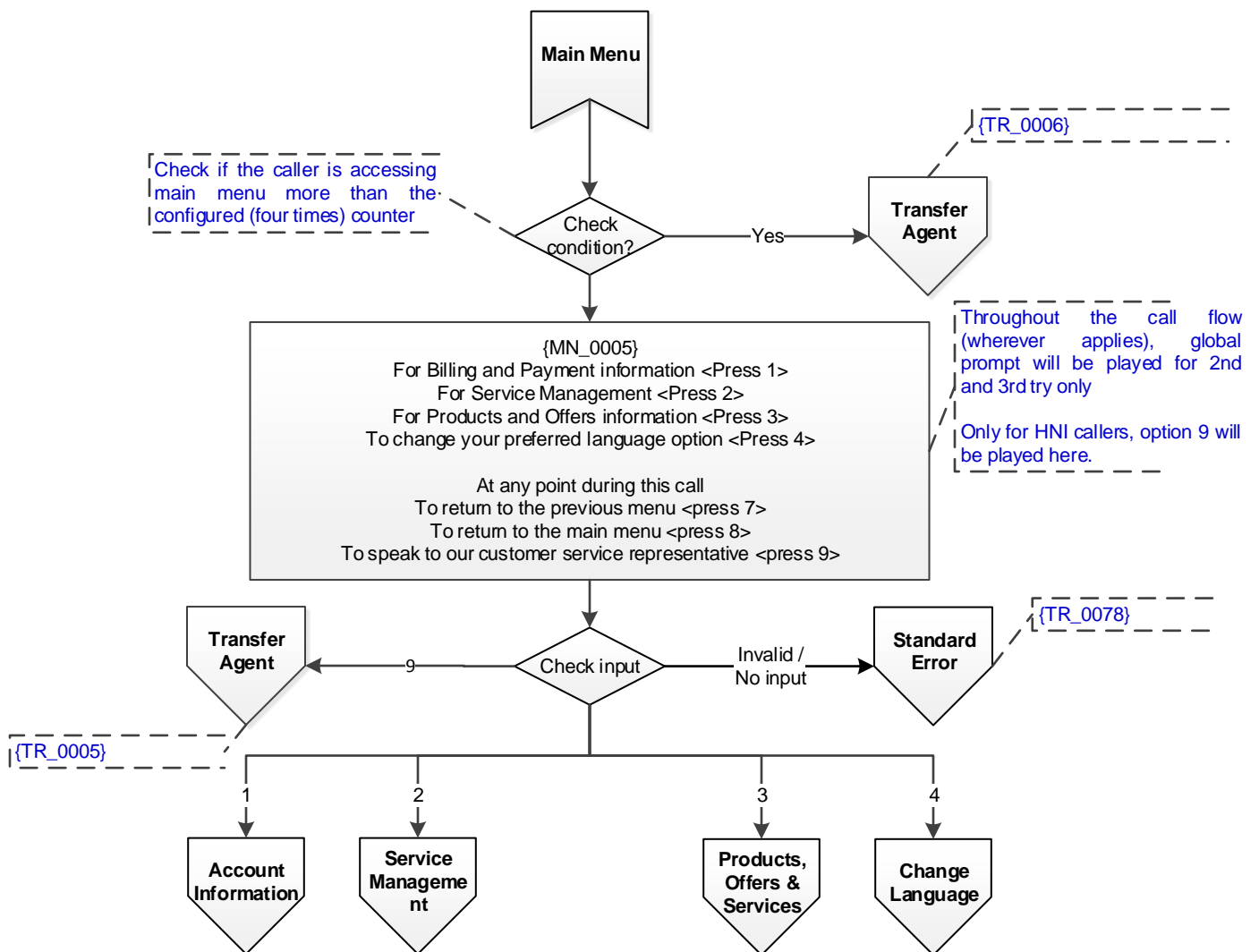
Note:
Entire data types are shown as
hard-coded database and
customer provide the information
in text / csv file



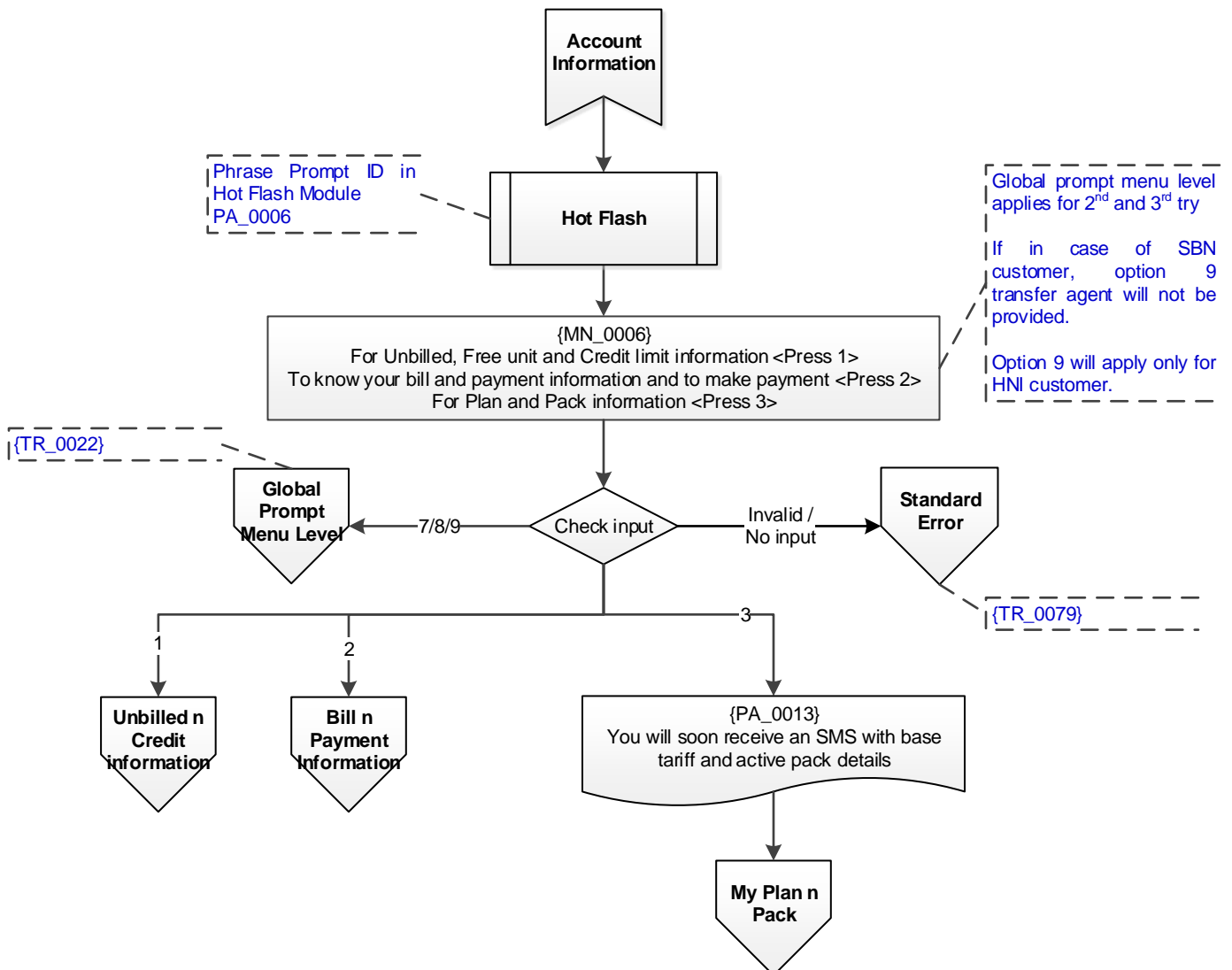
Lang Selection Contd



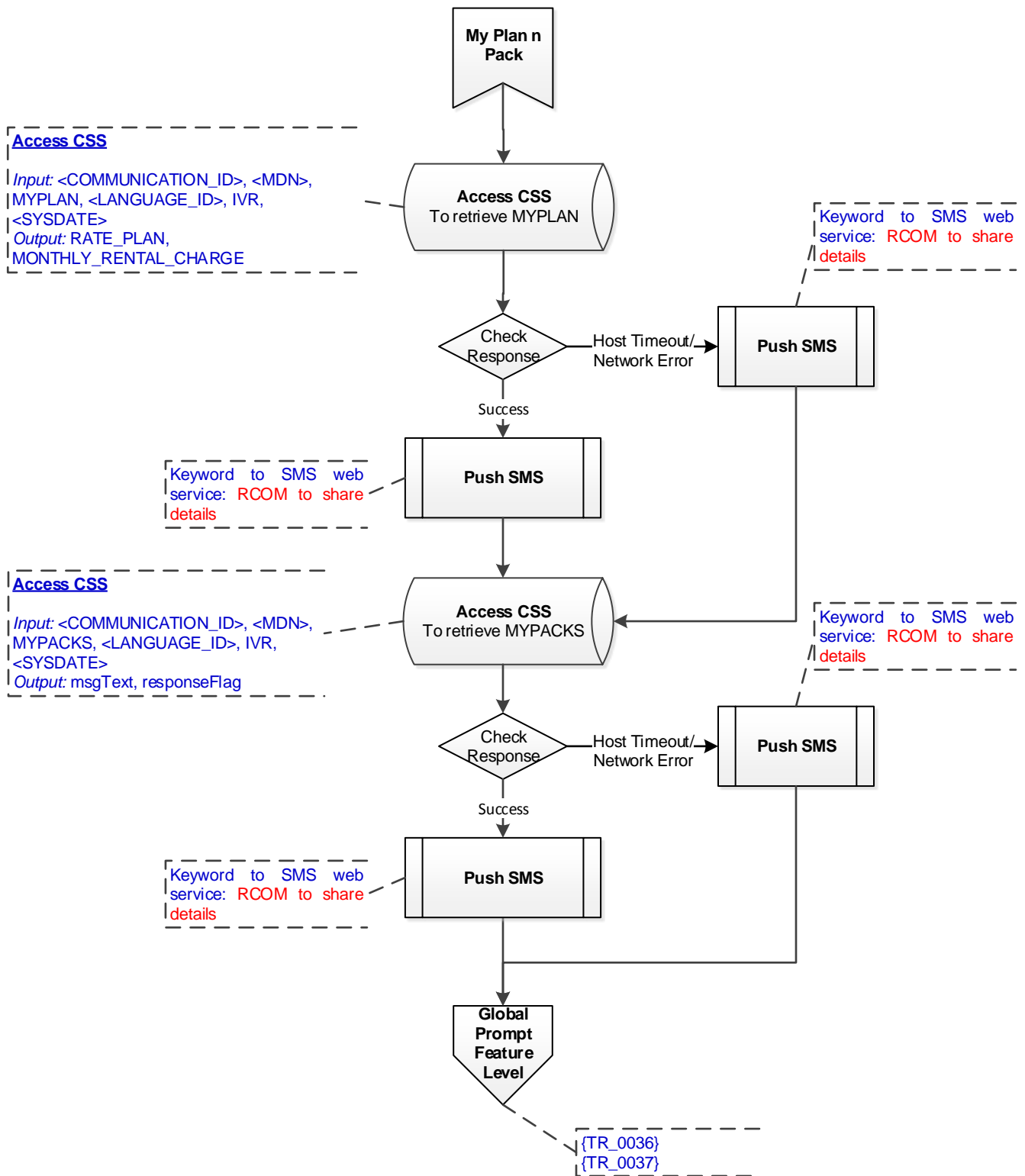
Main Menu



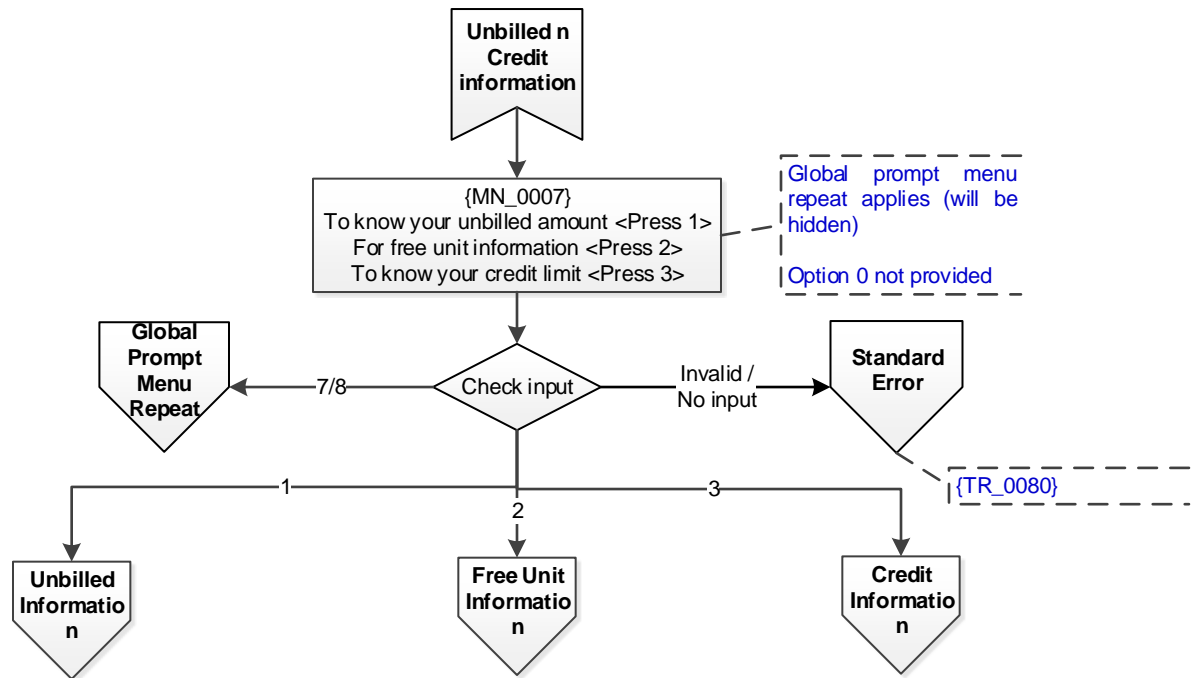
Account Information



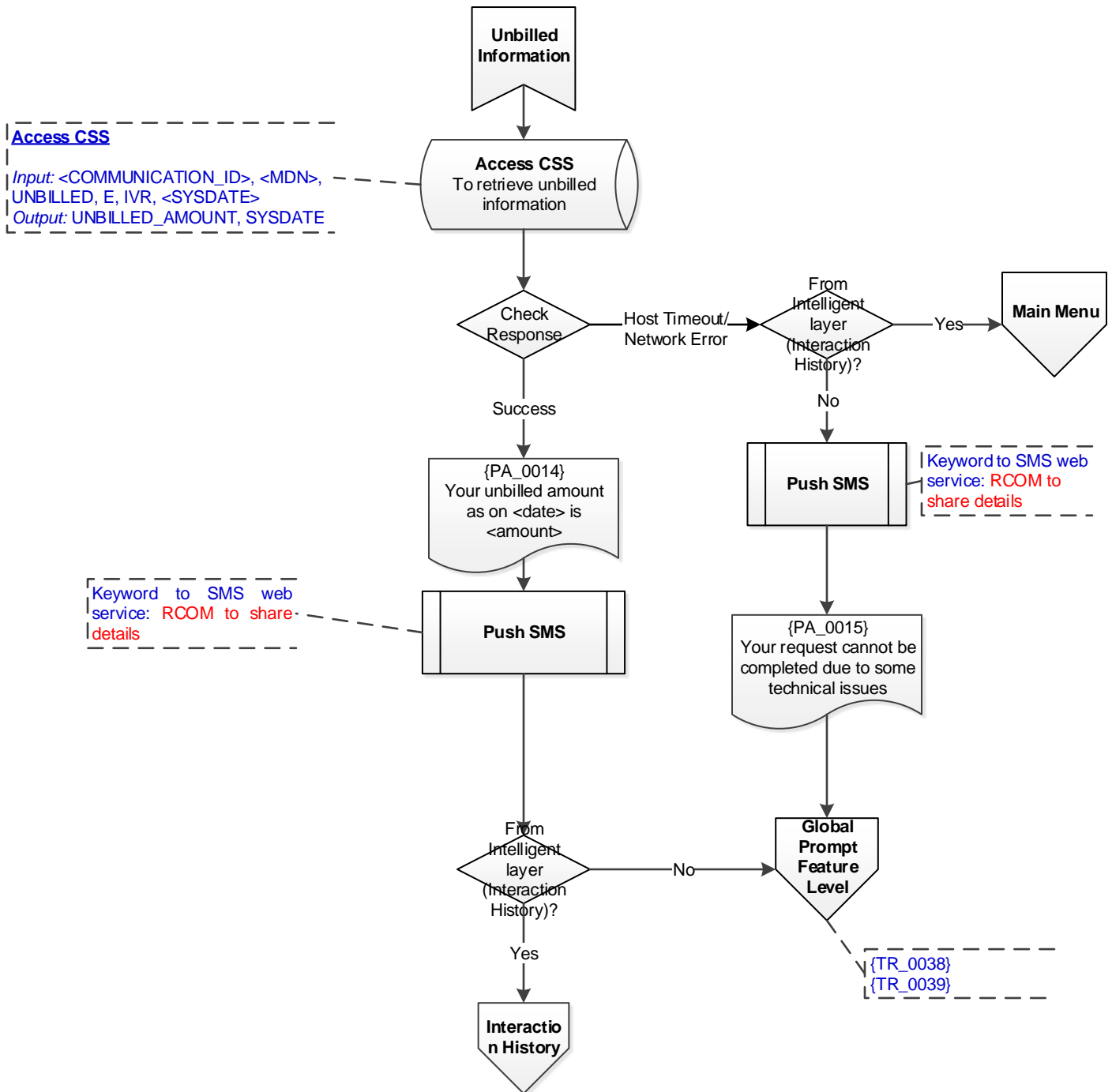
My Plan n Pack



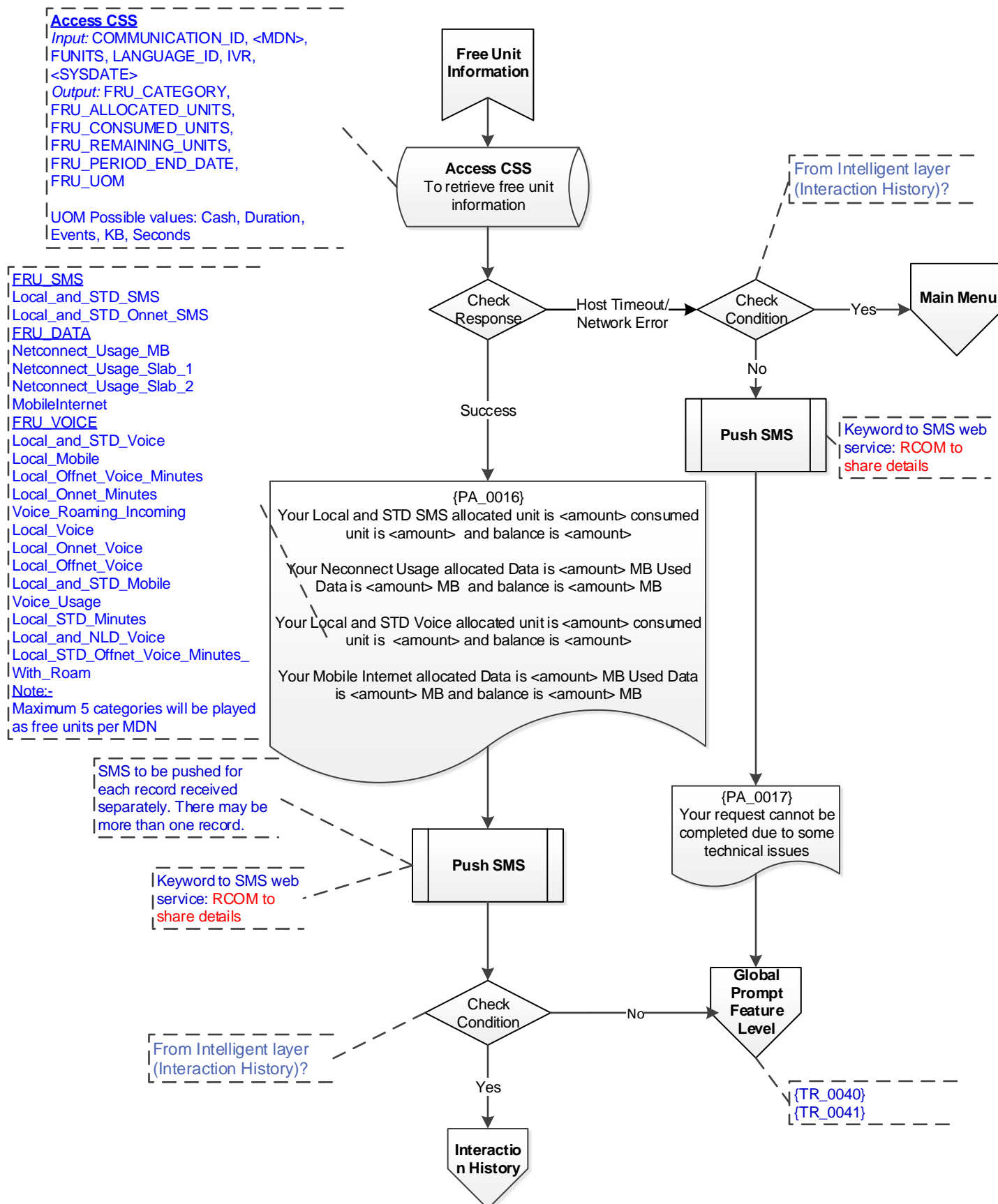
Unbilled n Credit information



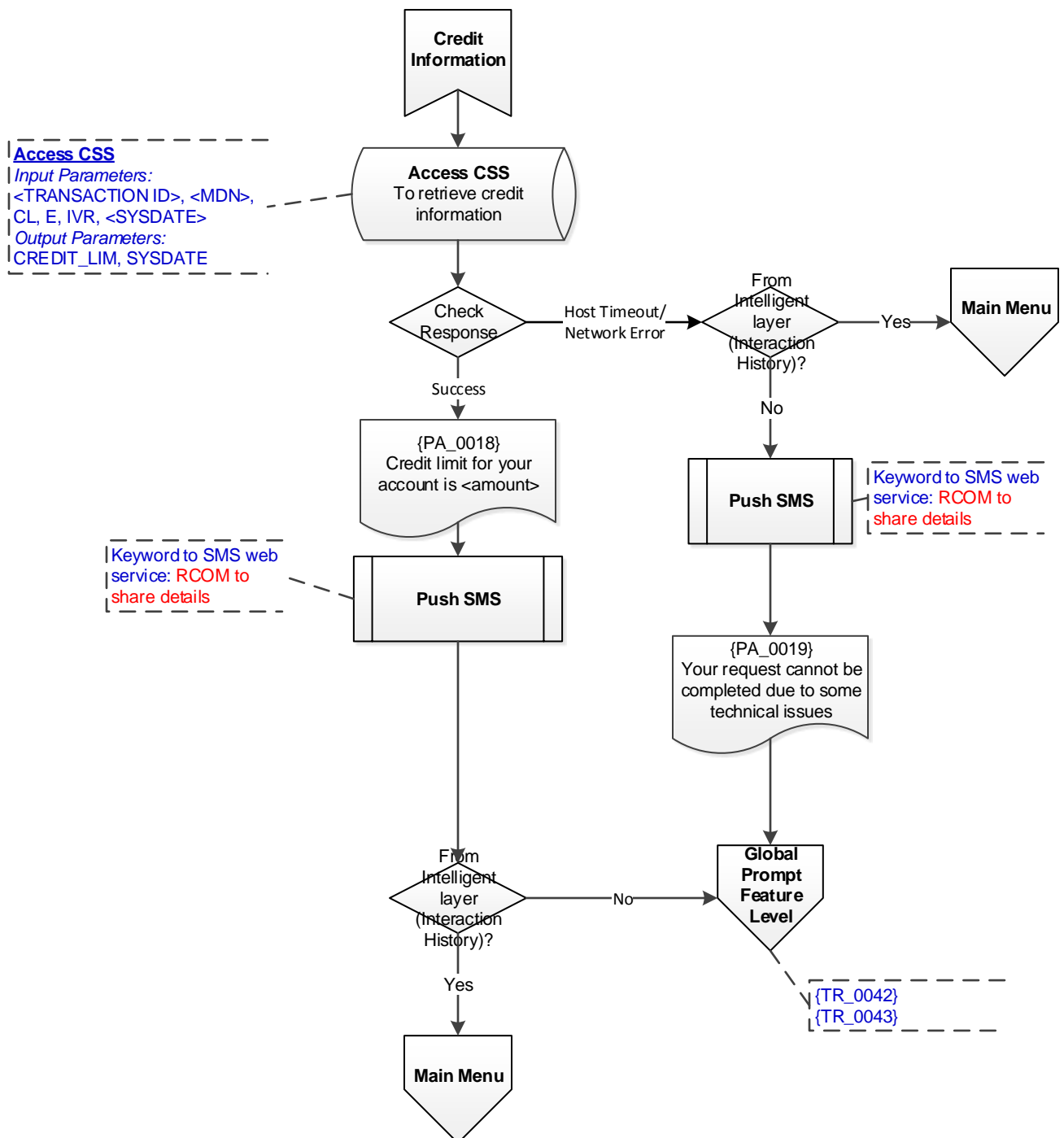
Unbilled Information



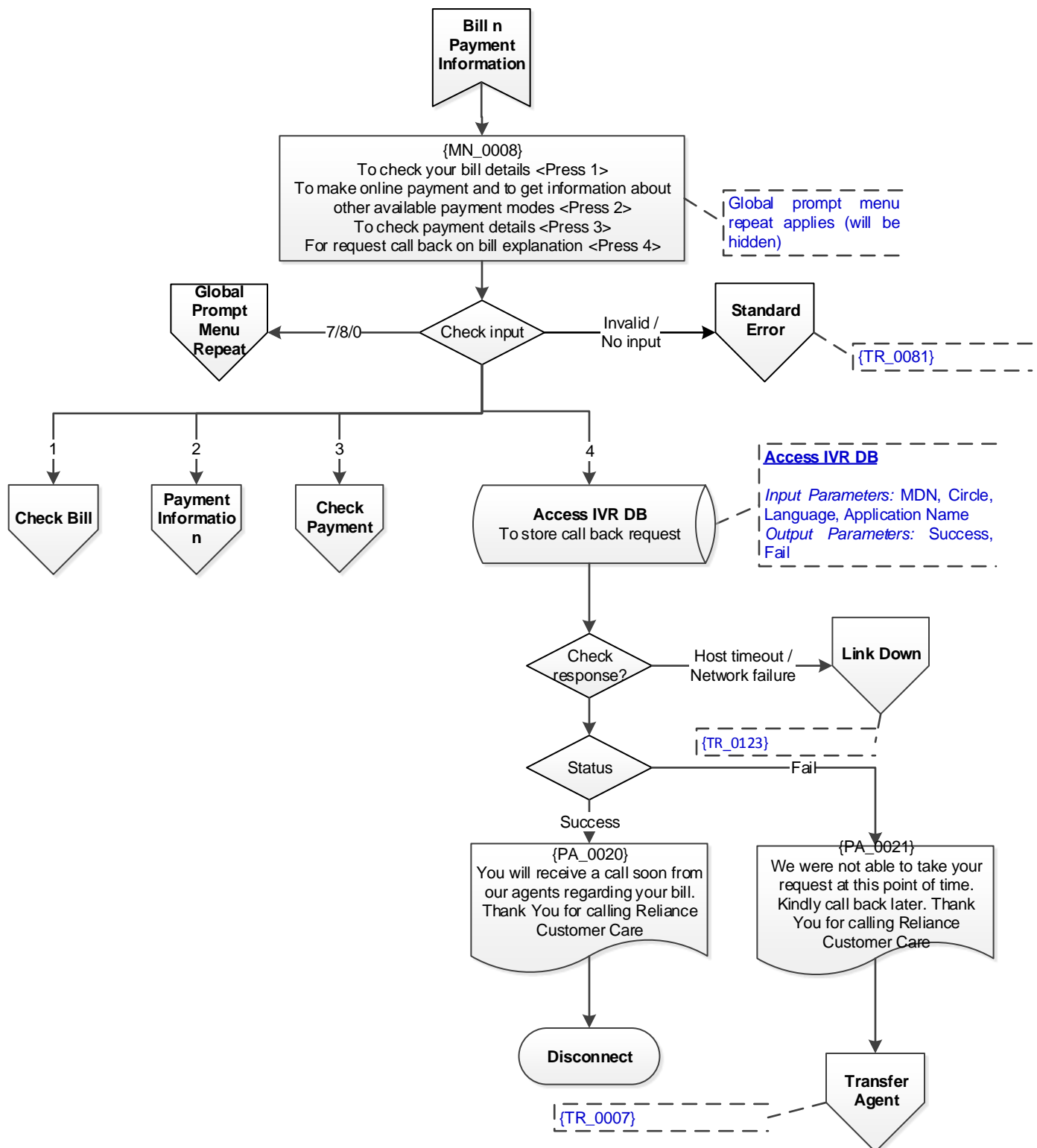
Free Unit Information



Credit Information



Bill n Payment Information

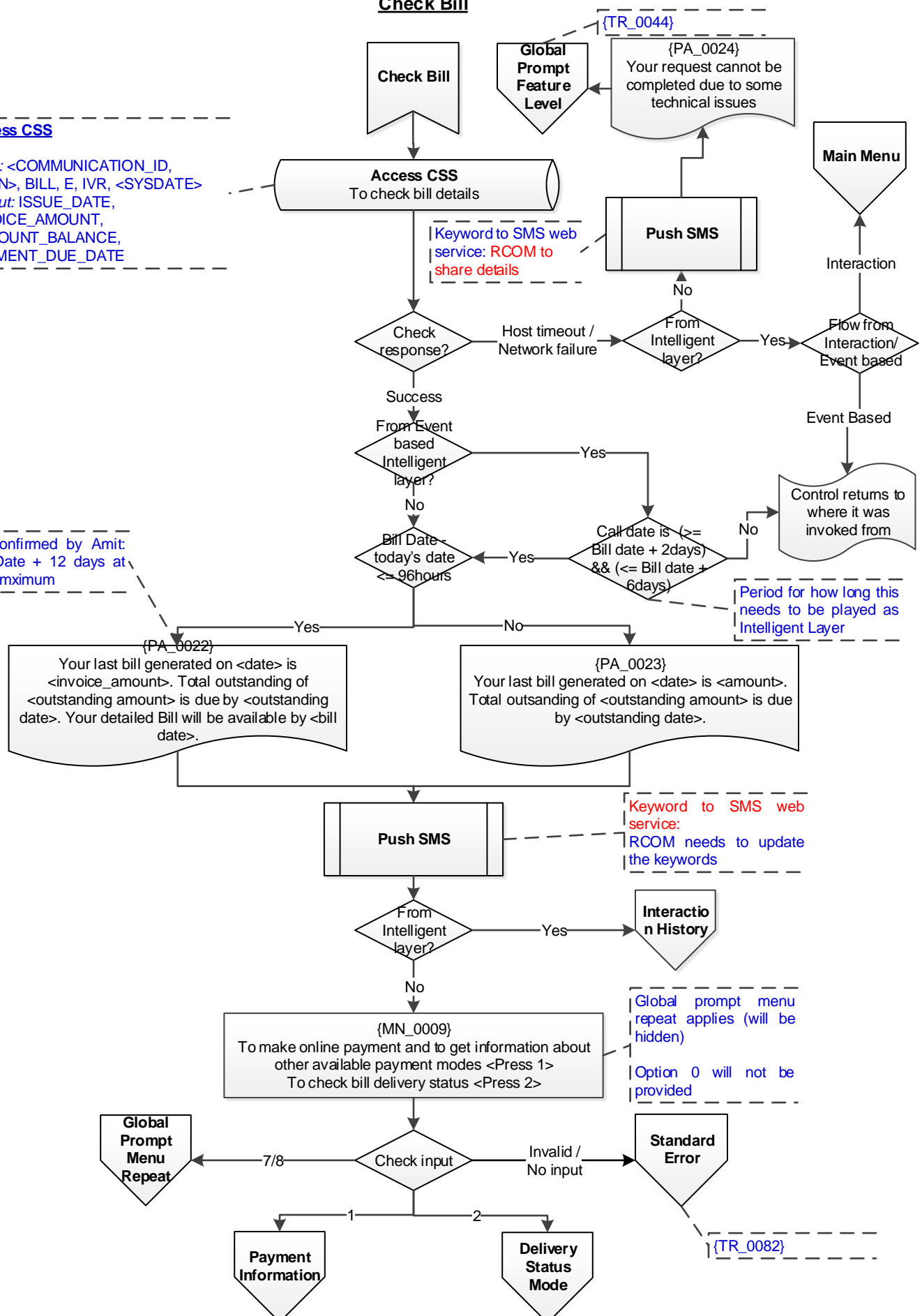


Check Bill

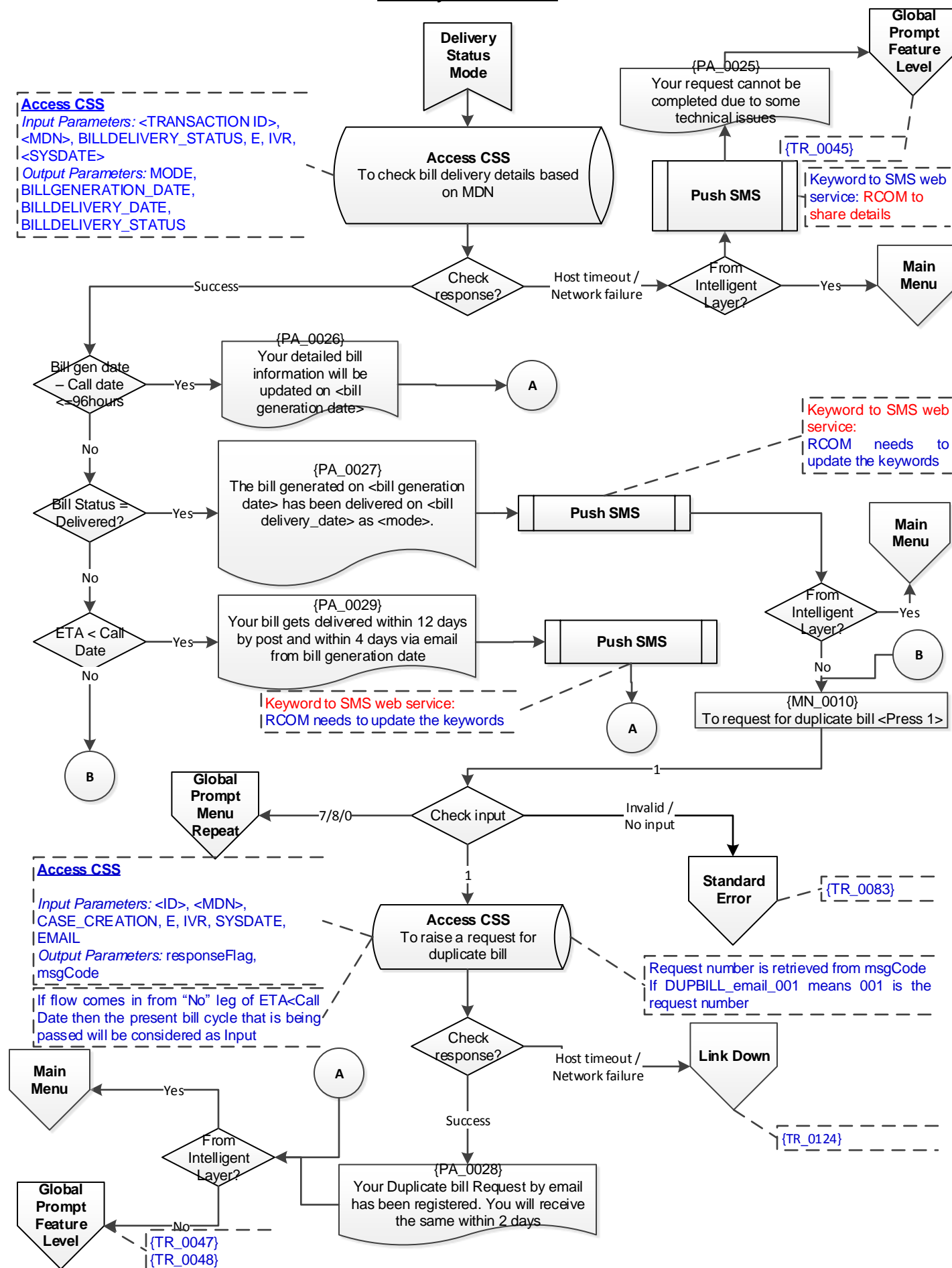
Access CSS

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

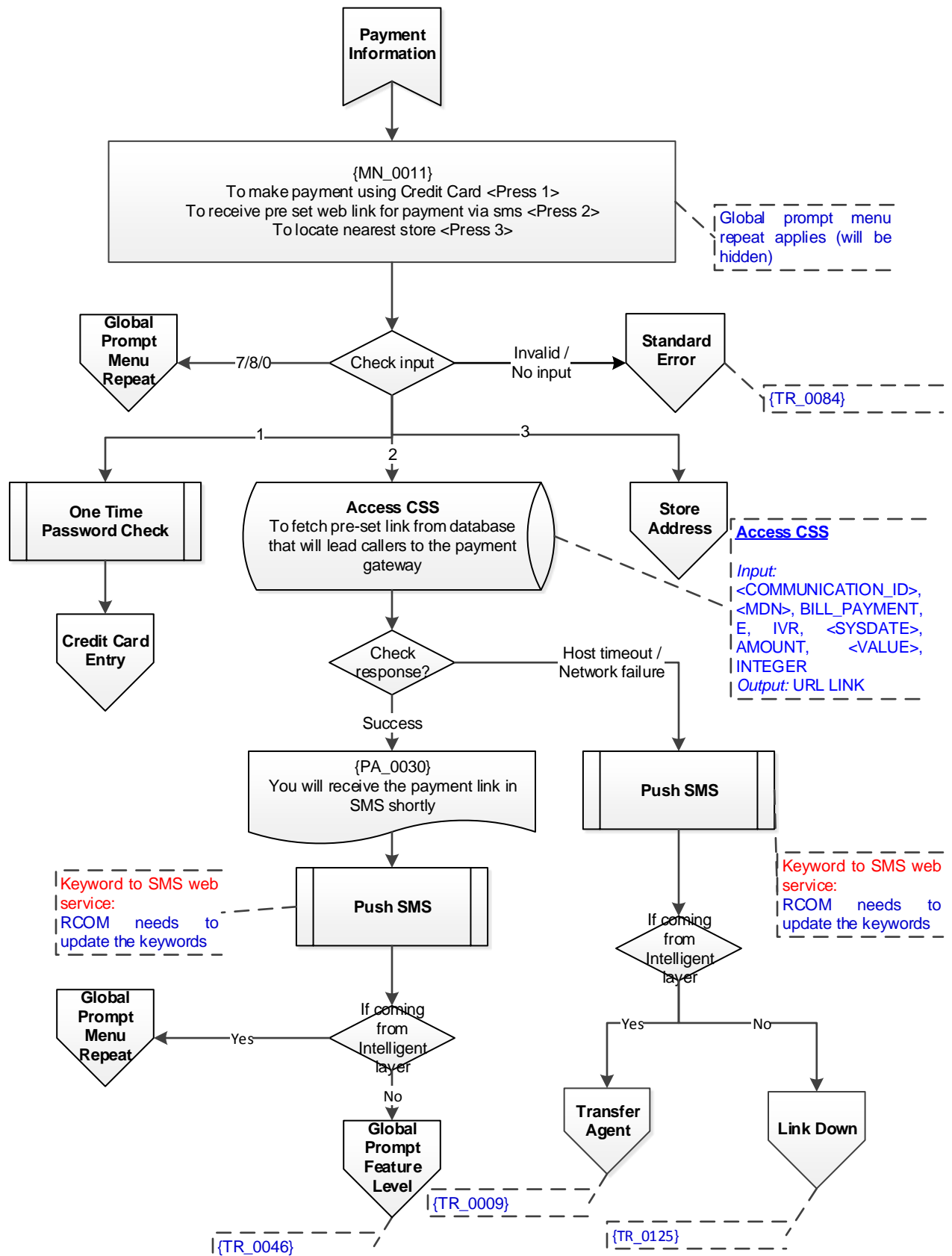
As confirmed by Amit:
Bill Date + 12 days at
the amximum



Delivery Status Mode



Payment Information



Check Payment

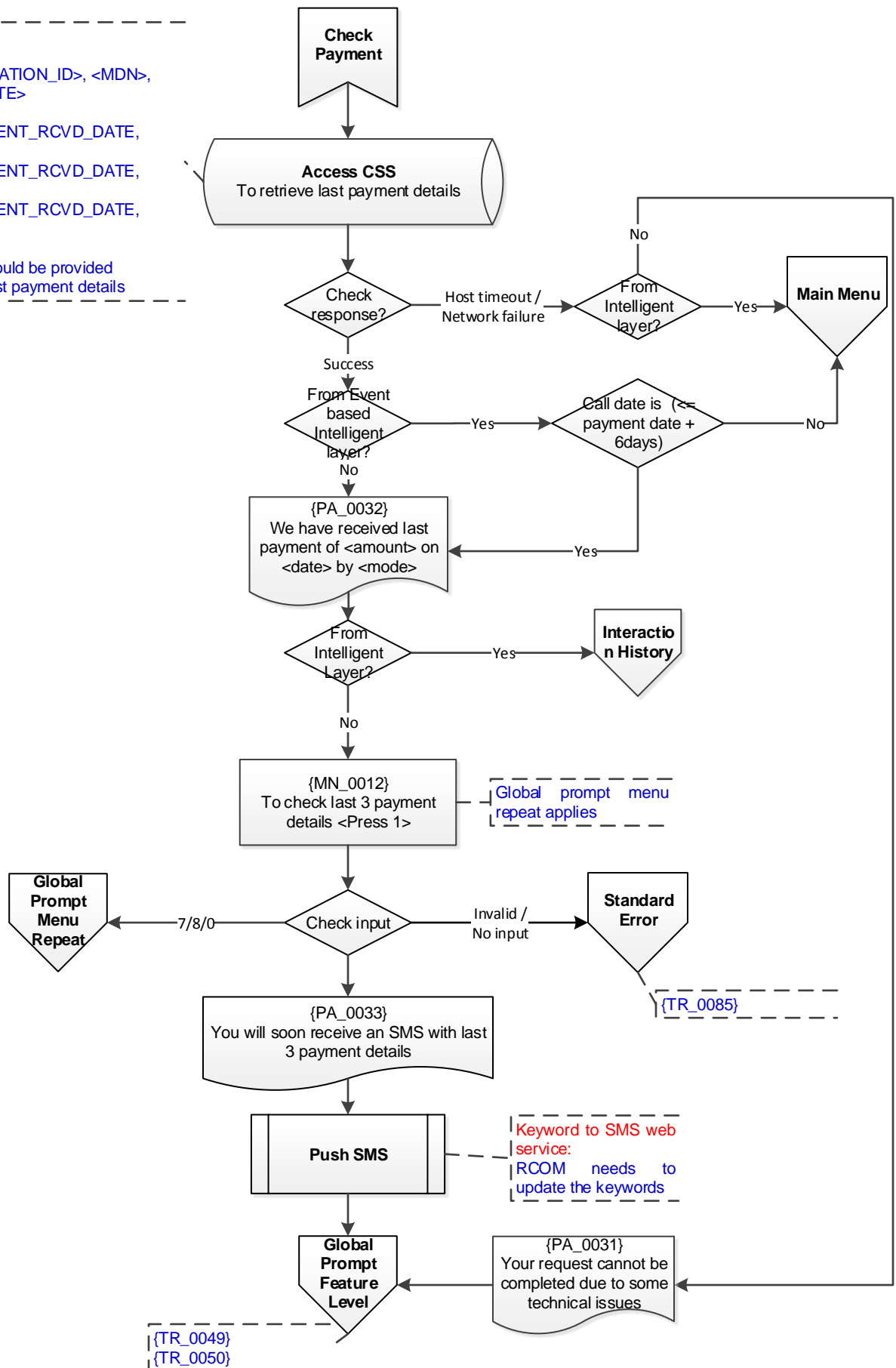
Access CSS

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

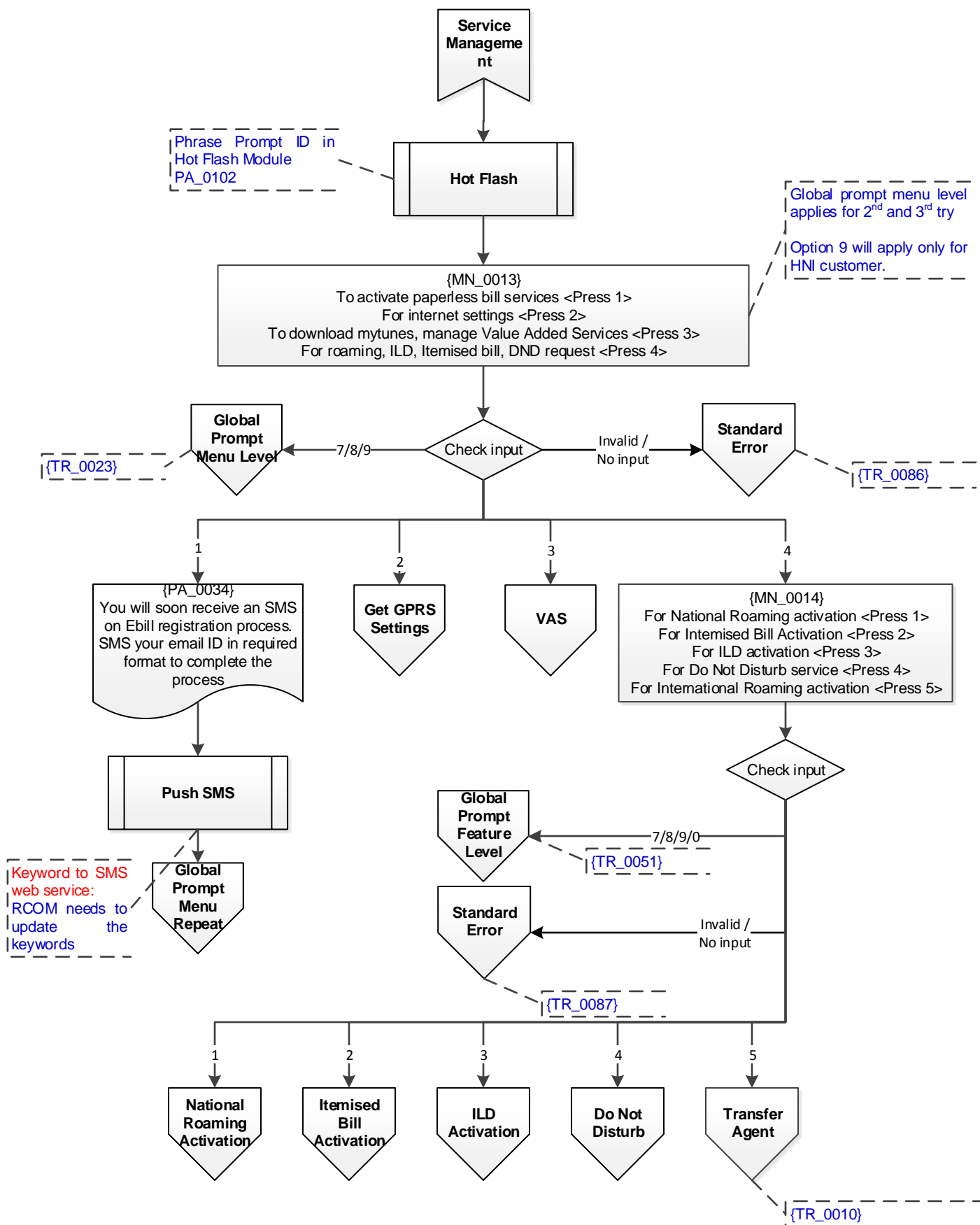
Output:

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

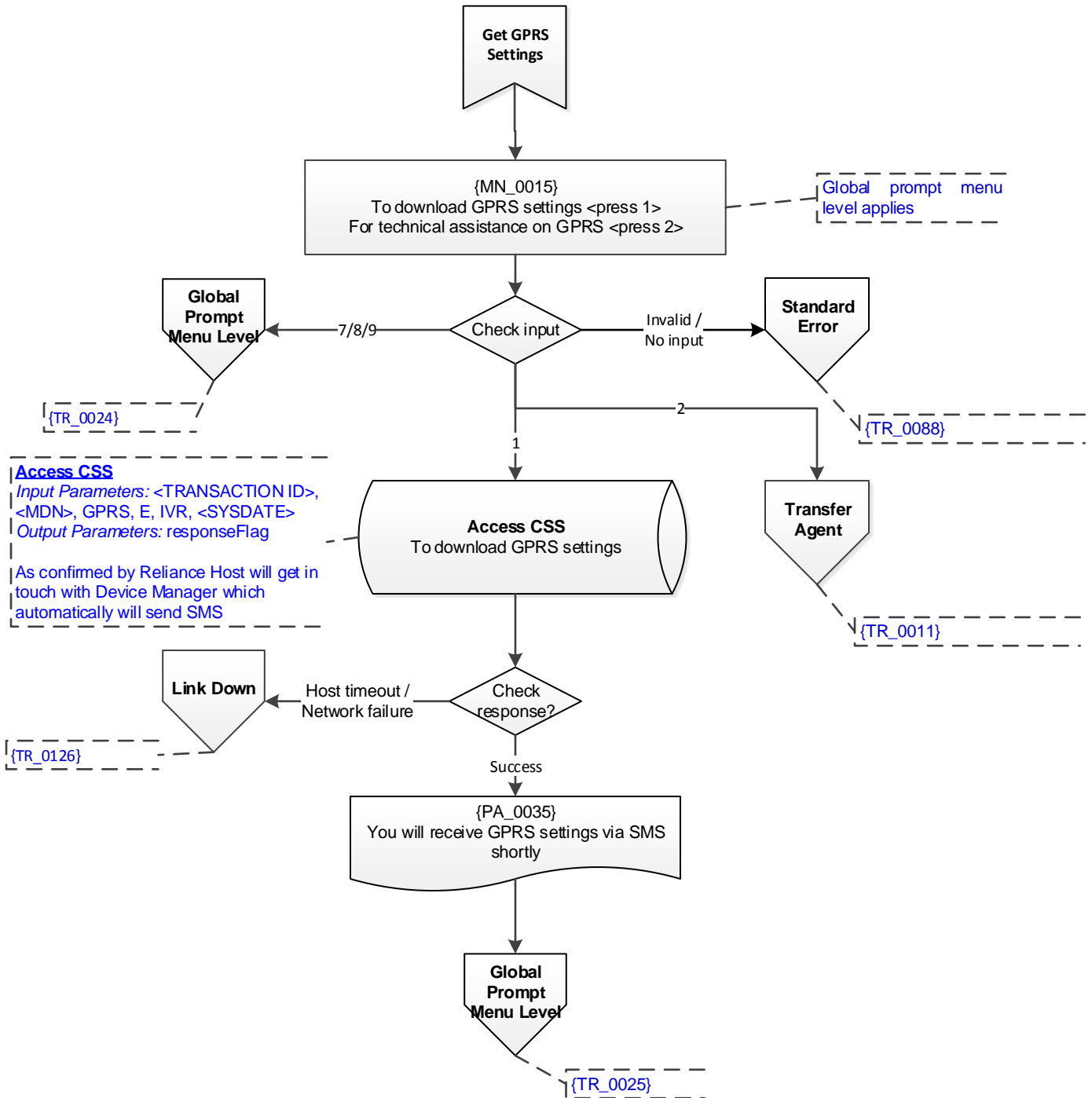
Total 3 payments would be provided
TokenID1 will the last payment details

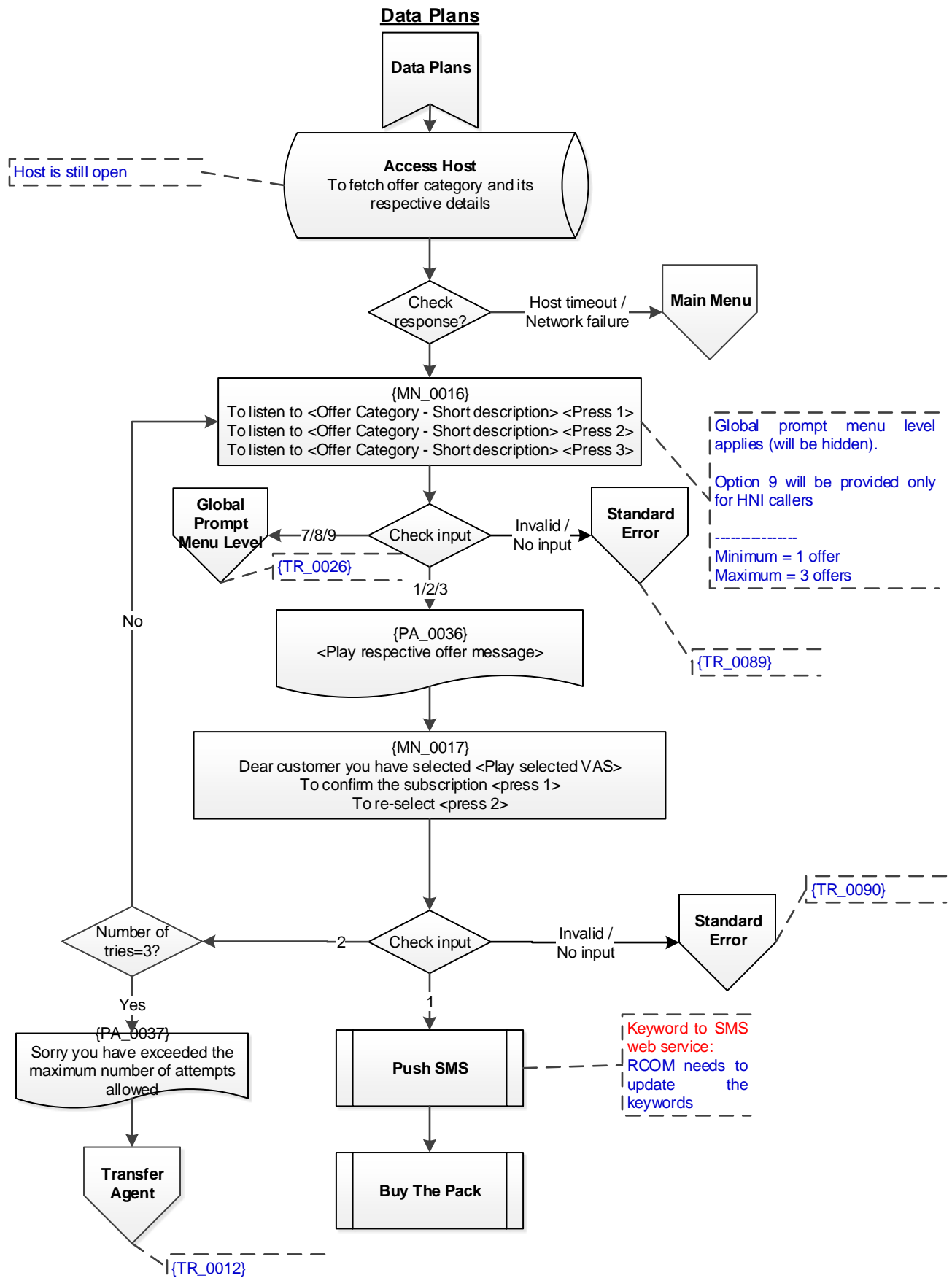


Service Management

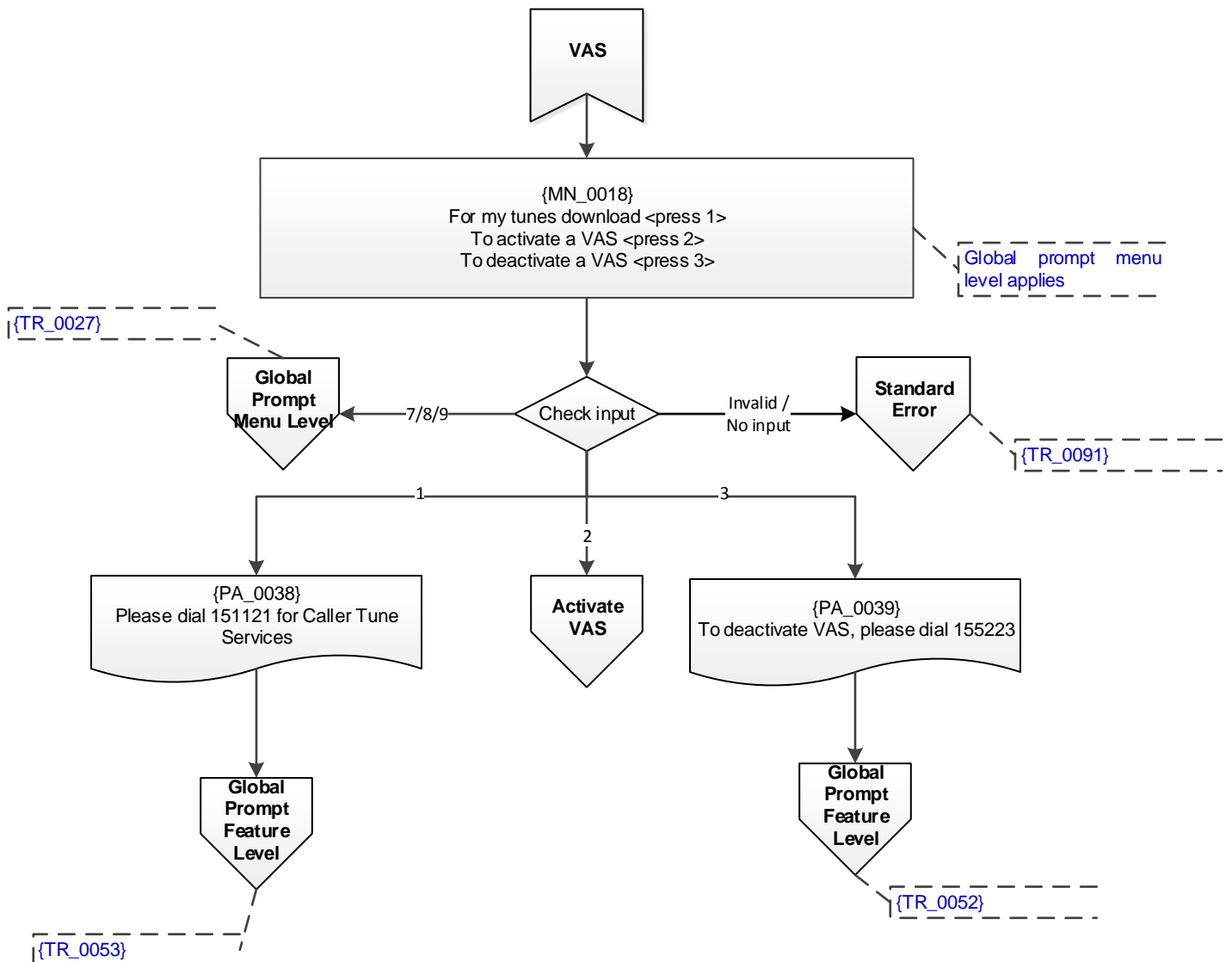


Get GPRS Settings





VAS



Activate VAS

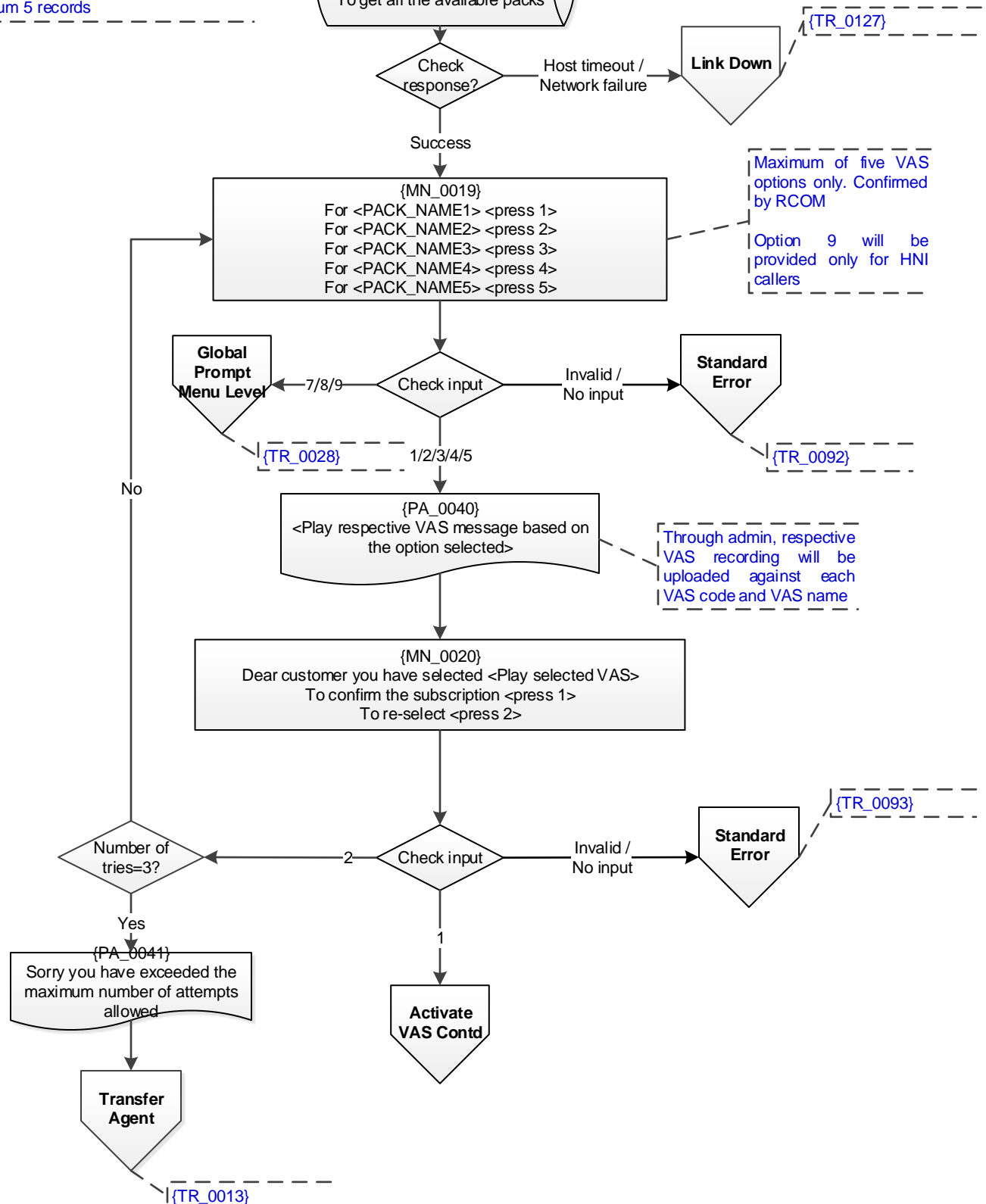
Access CSS

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

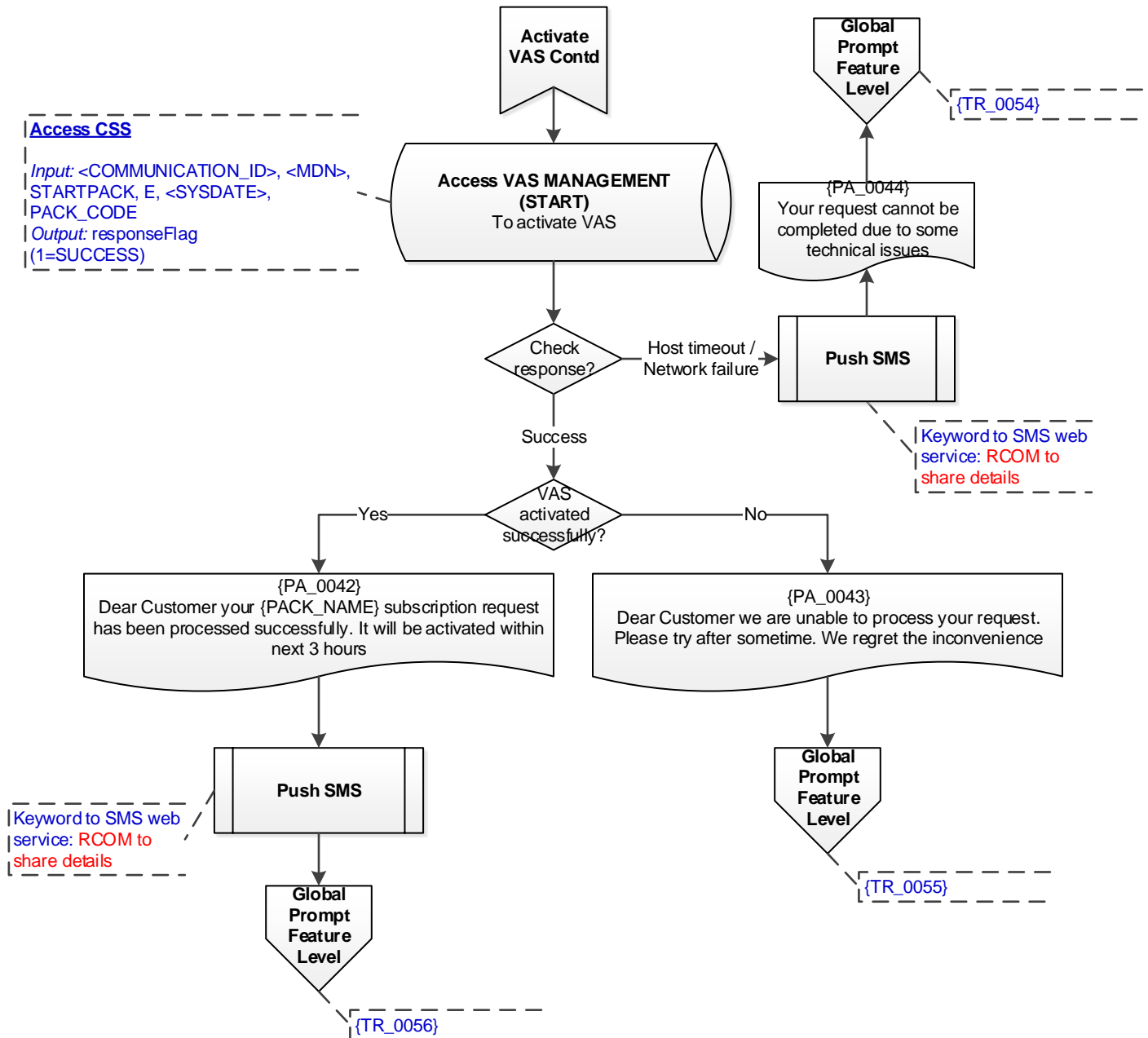
Output:

1. PACK_NAME, PACK_CODE, PACK_VALIDITY, PACK_AMOUNT

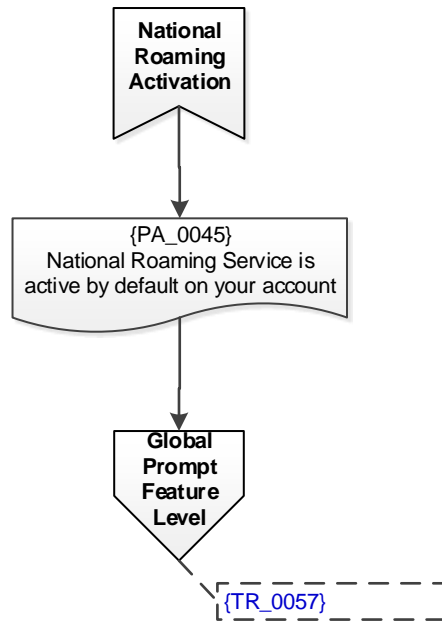
Maximum 5 records



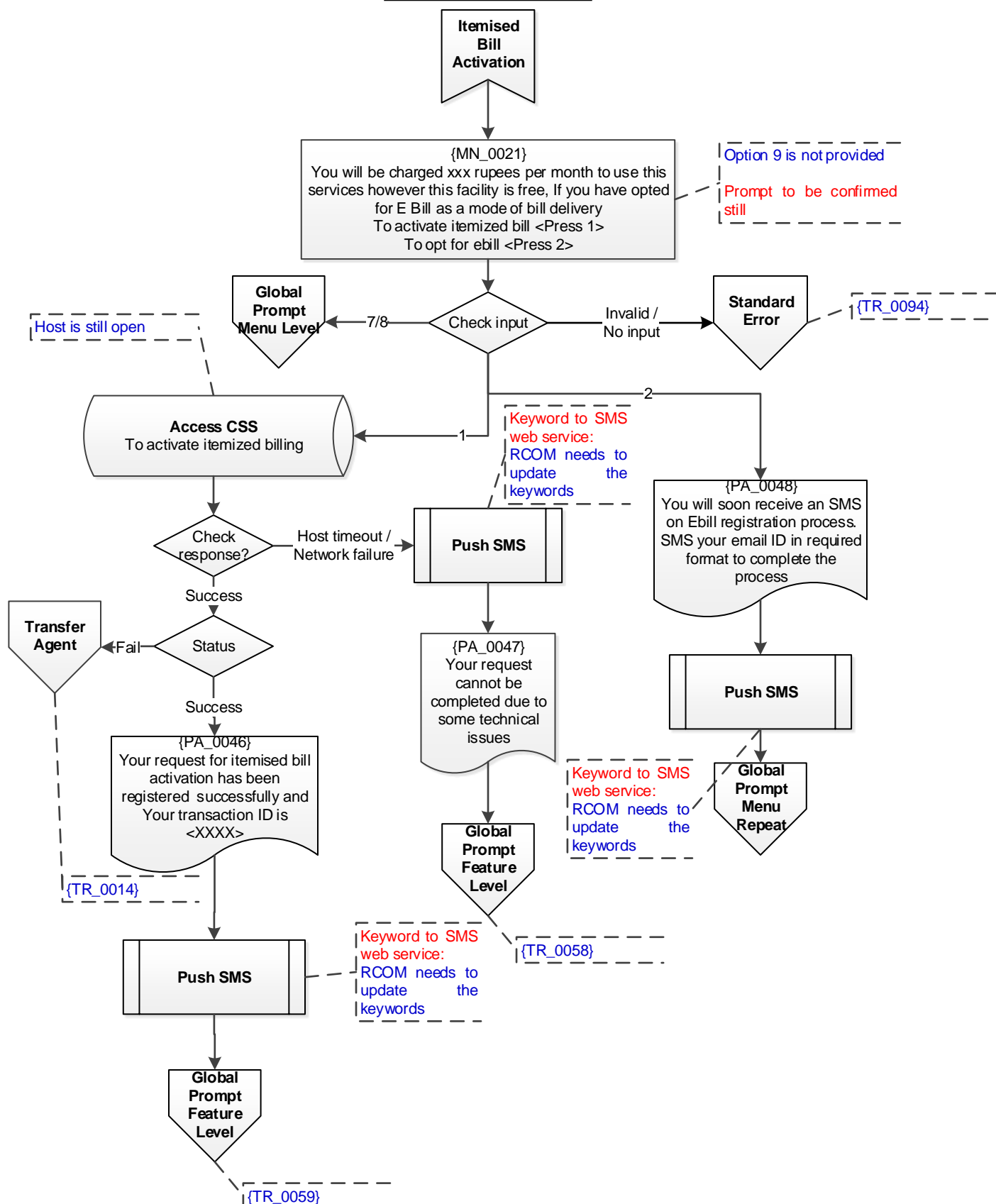
Activate VAS Contd



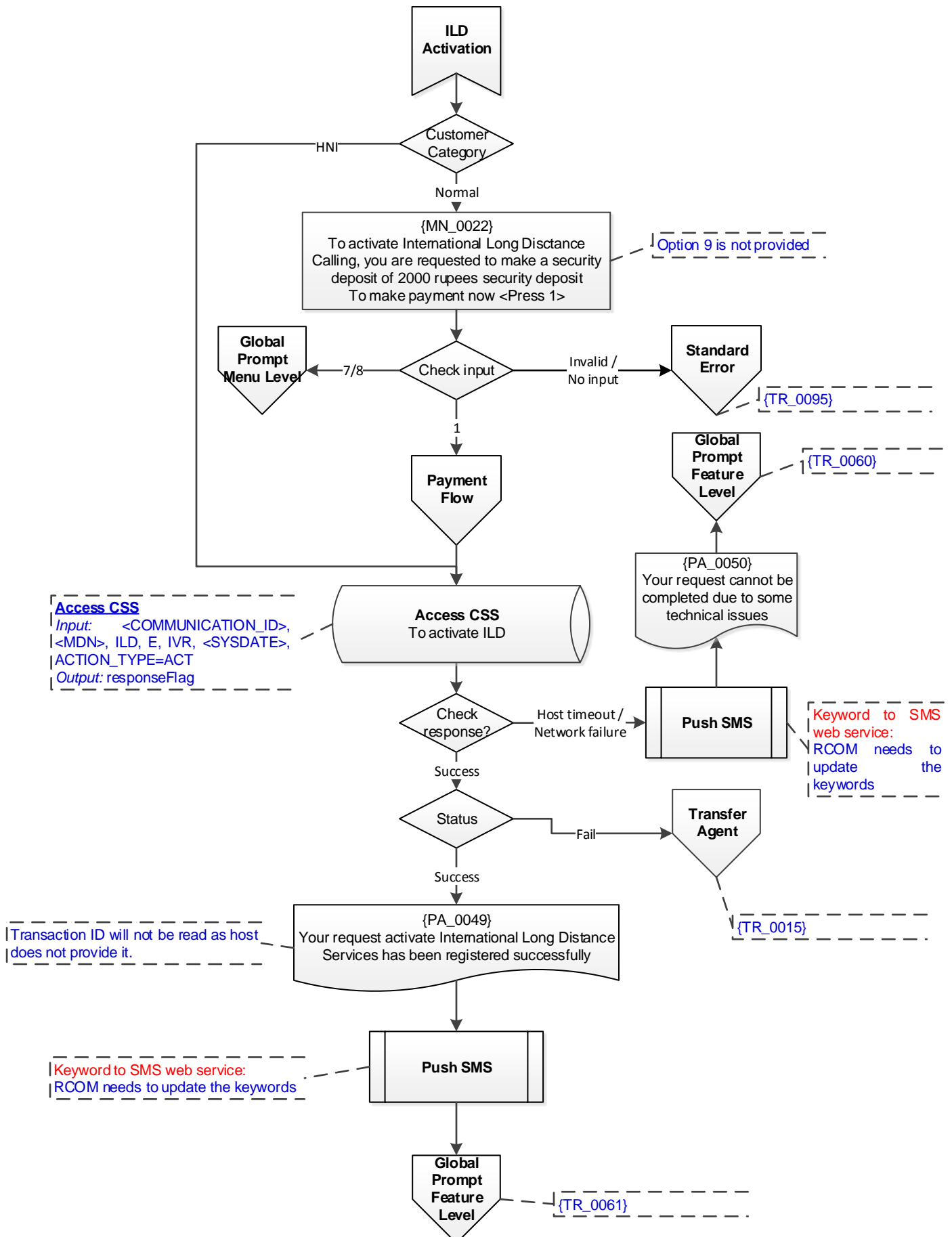
National Roaming Activation



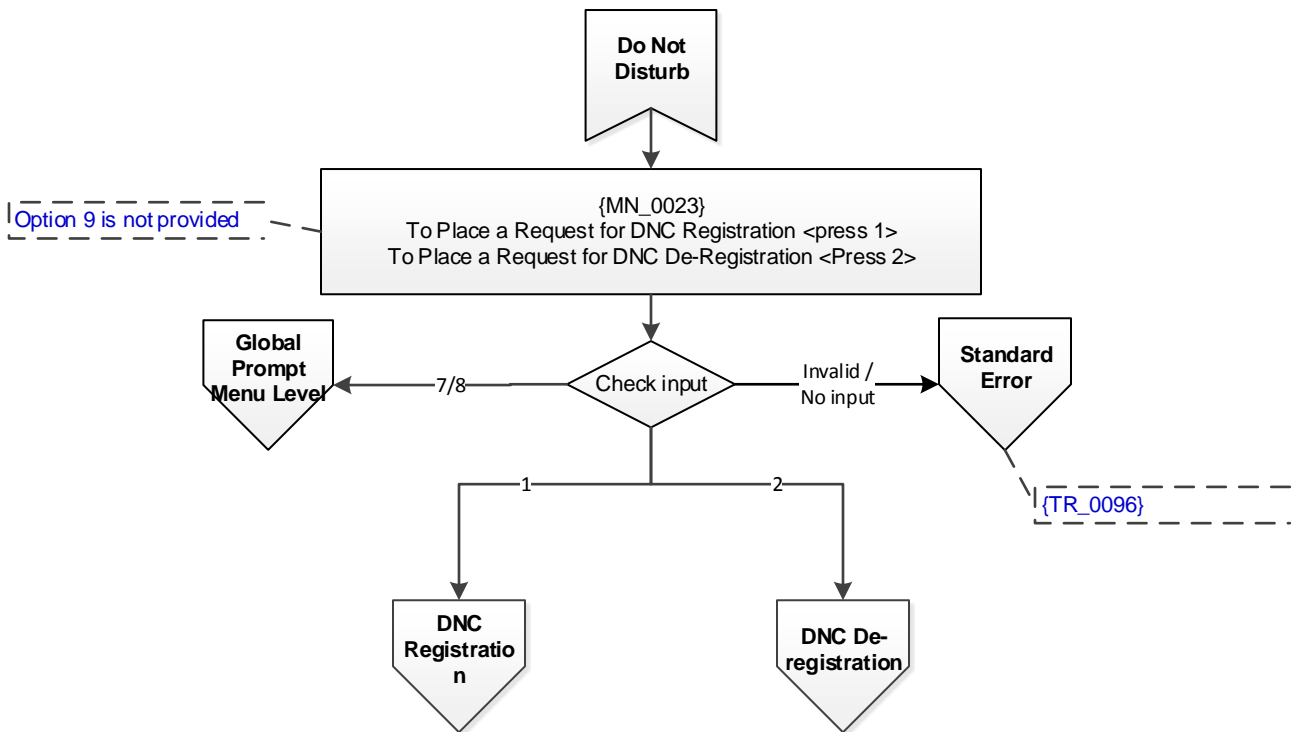
Itemised Bill Activation



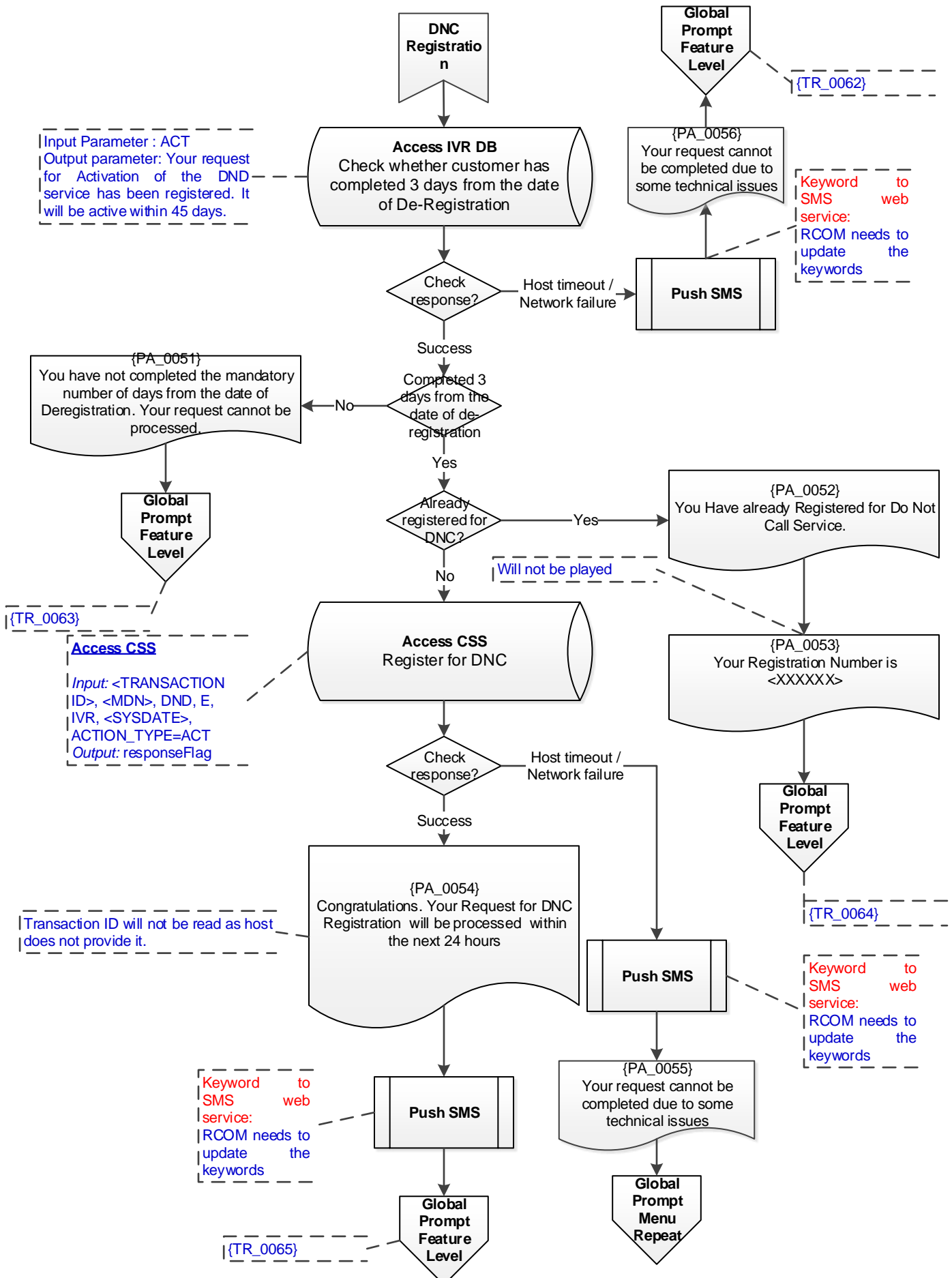
ILD Activation

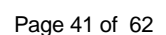


Do Not Disturb

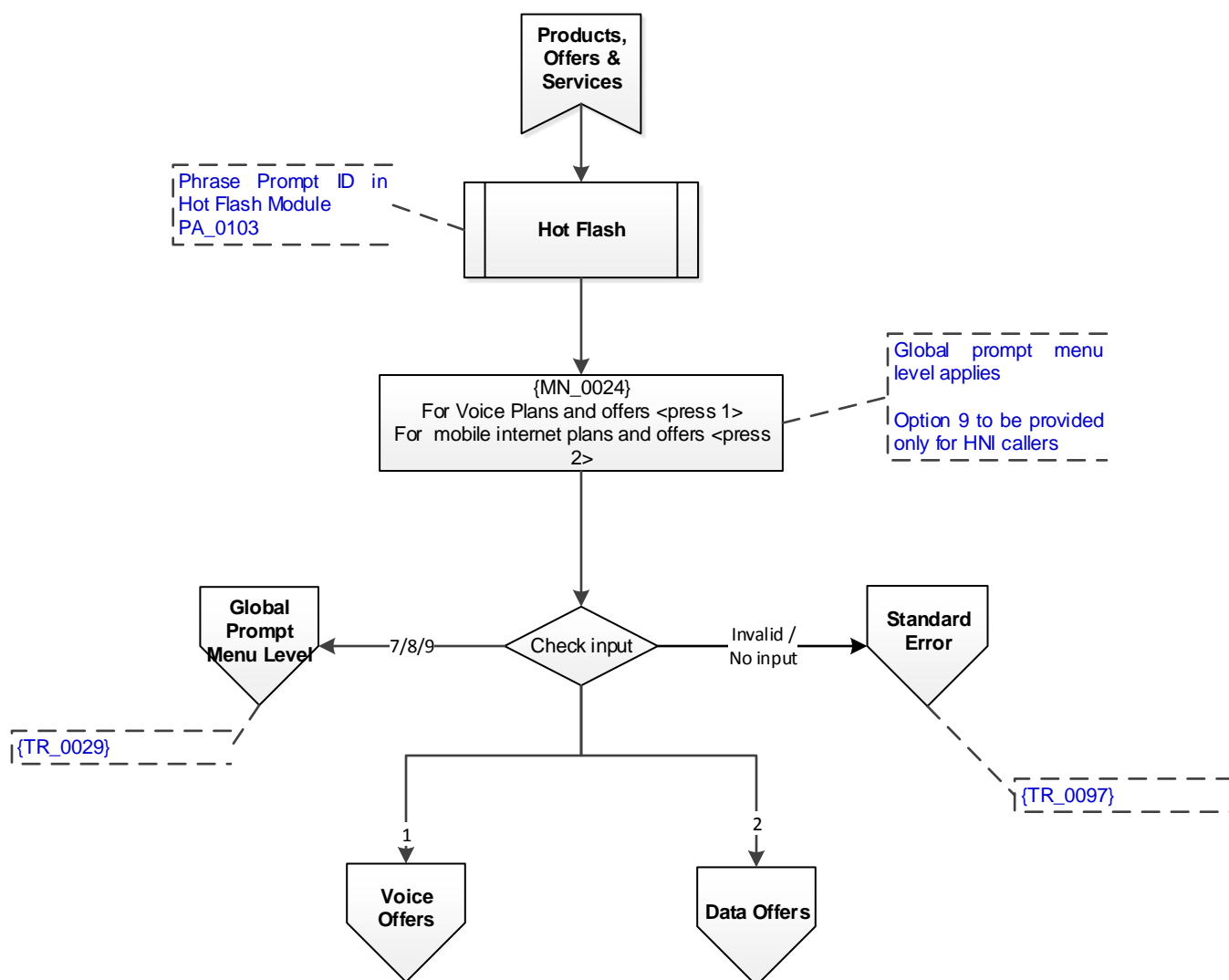


DNC Registration

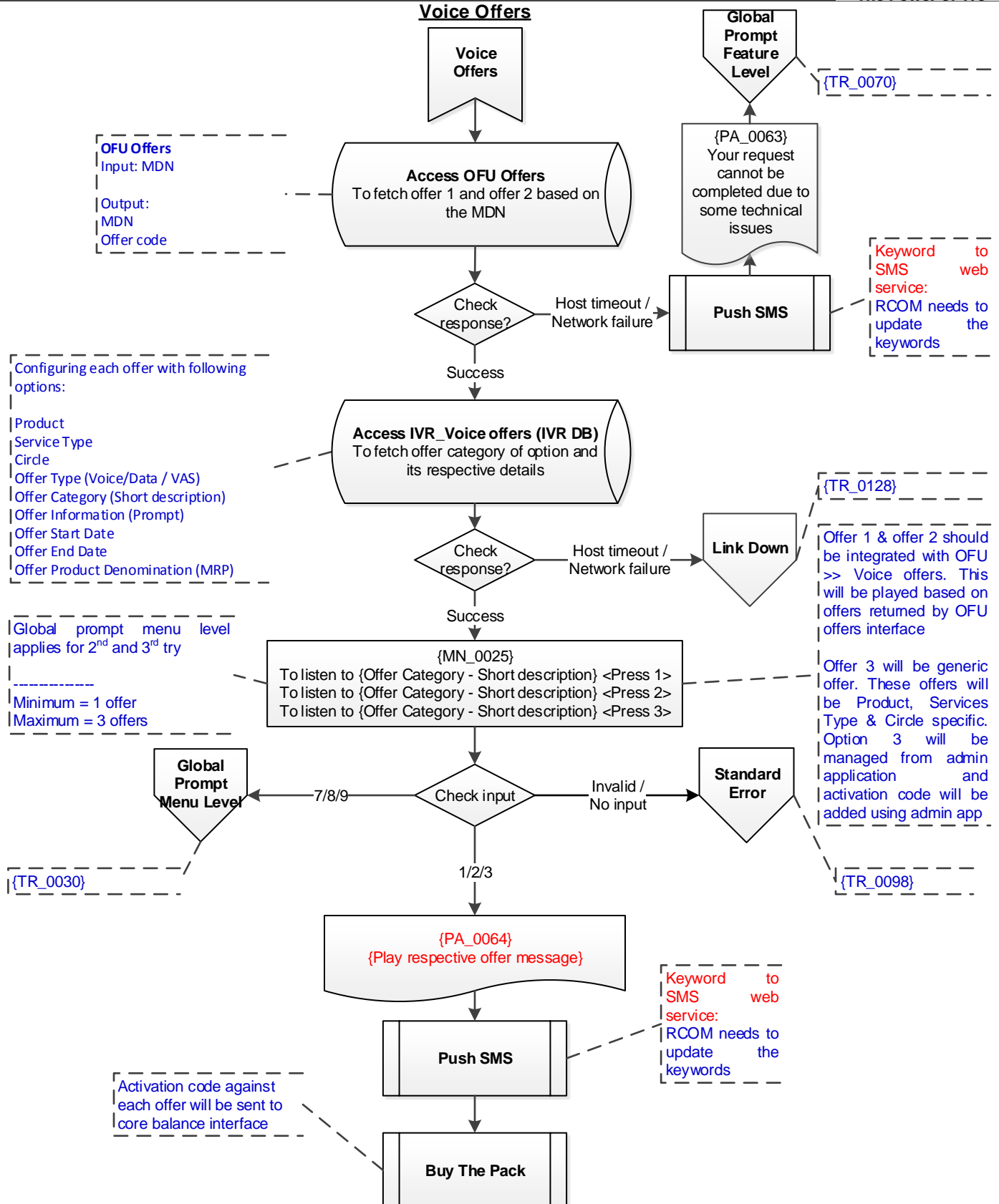




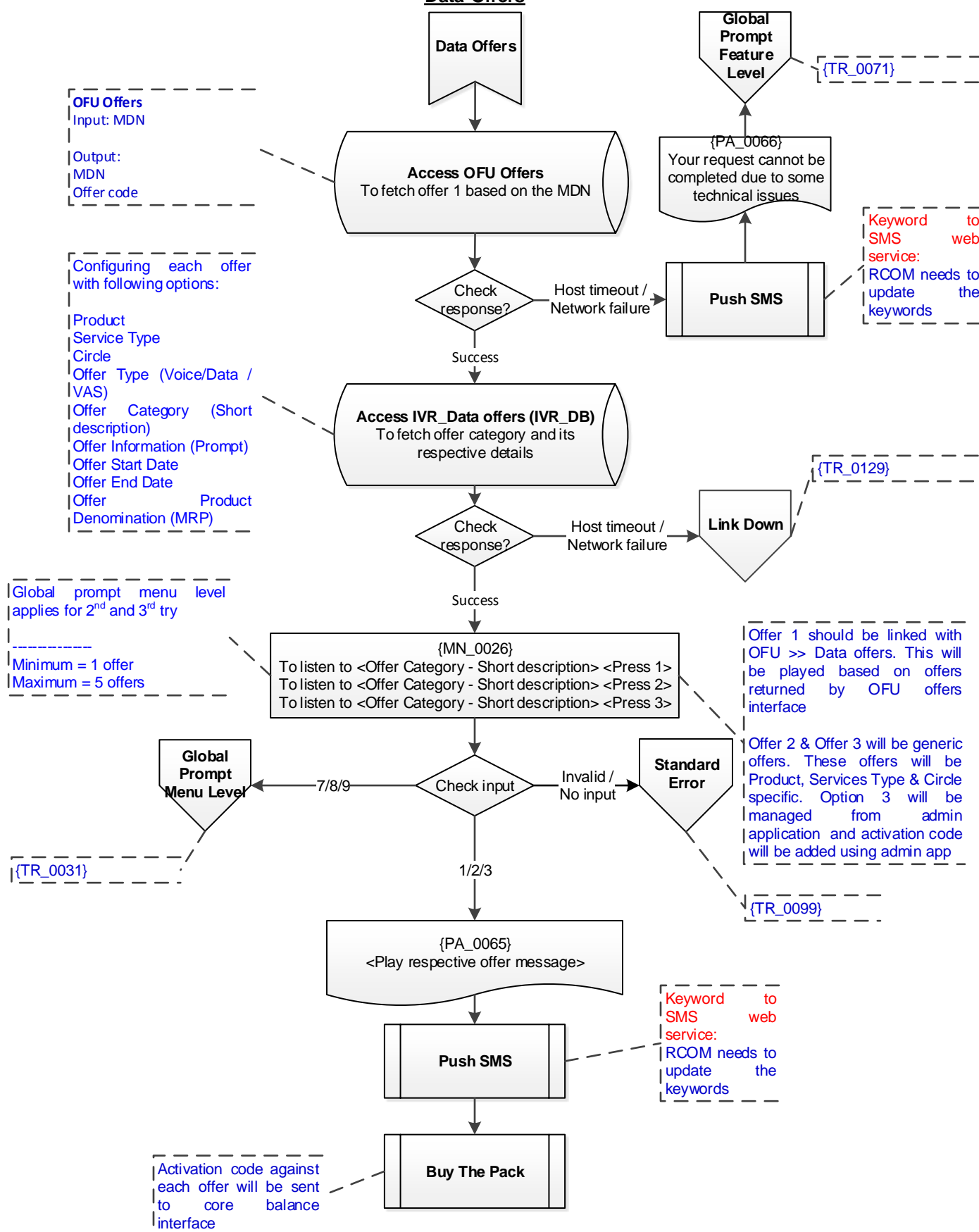
Products, Offers & Services



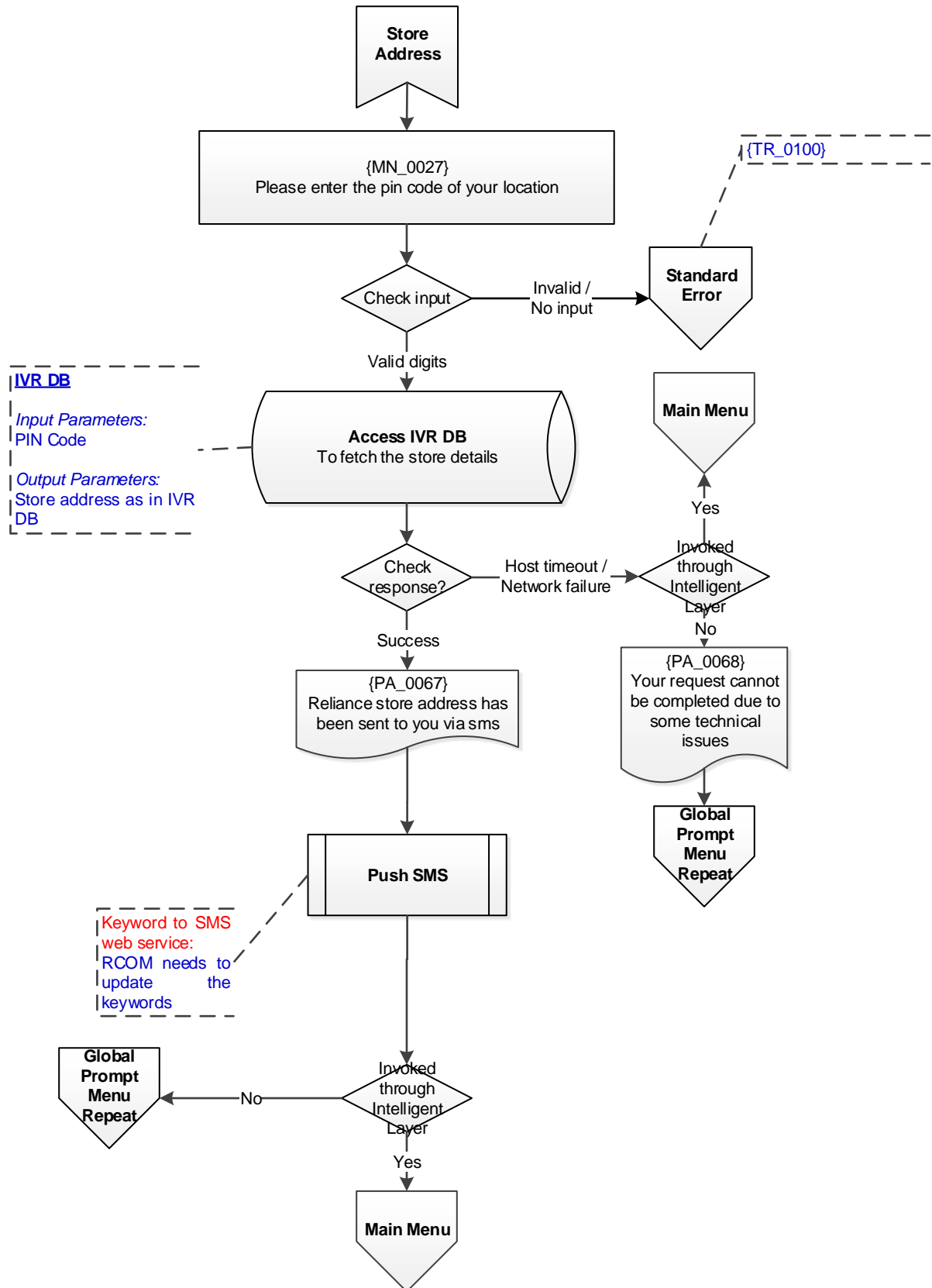
Voice Offers



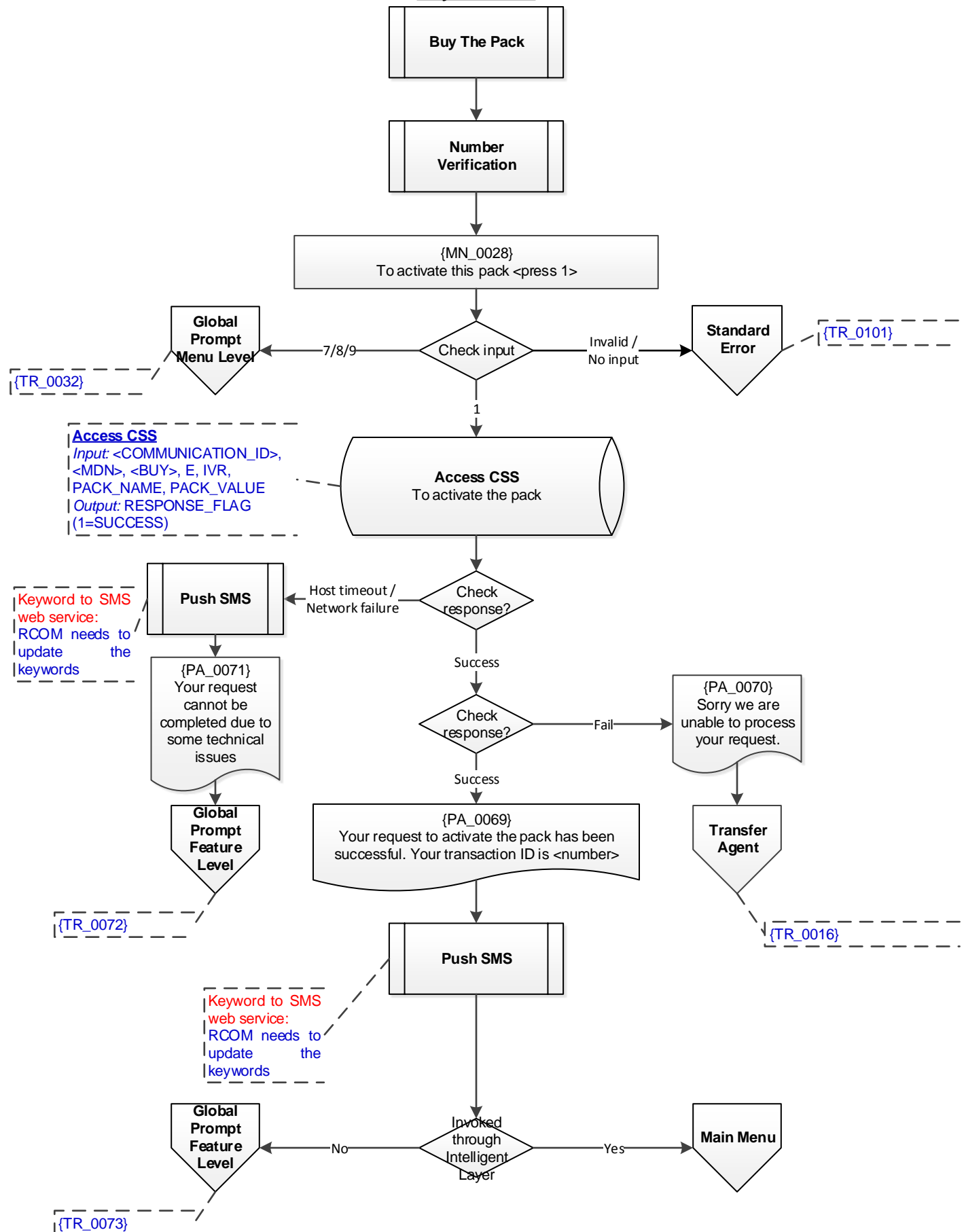
Data Offers



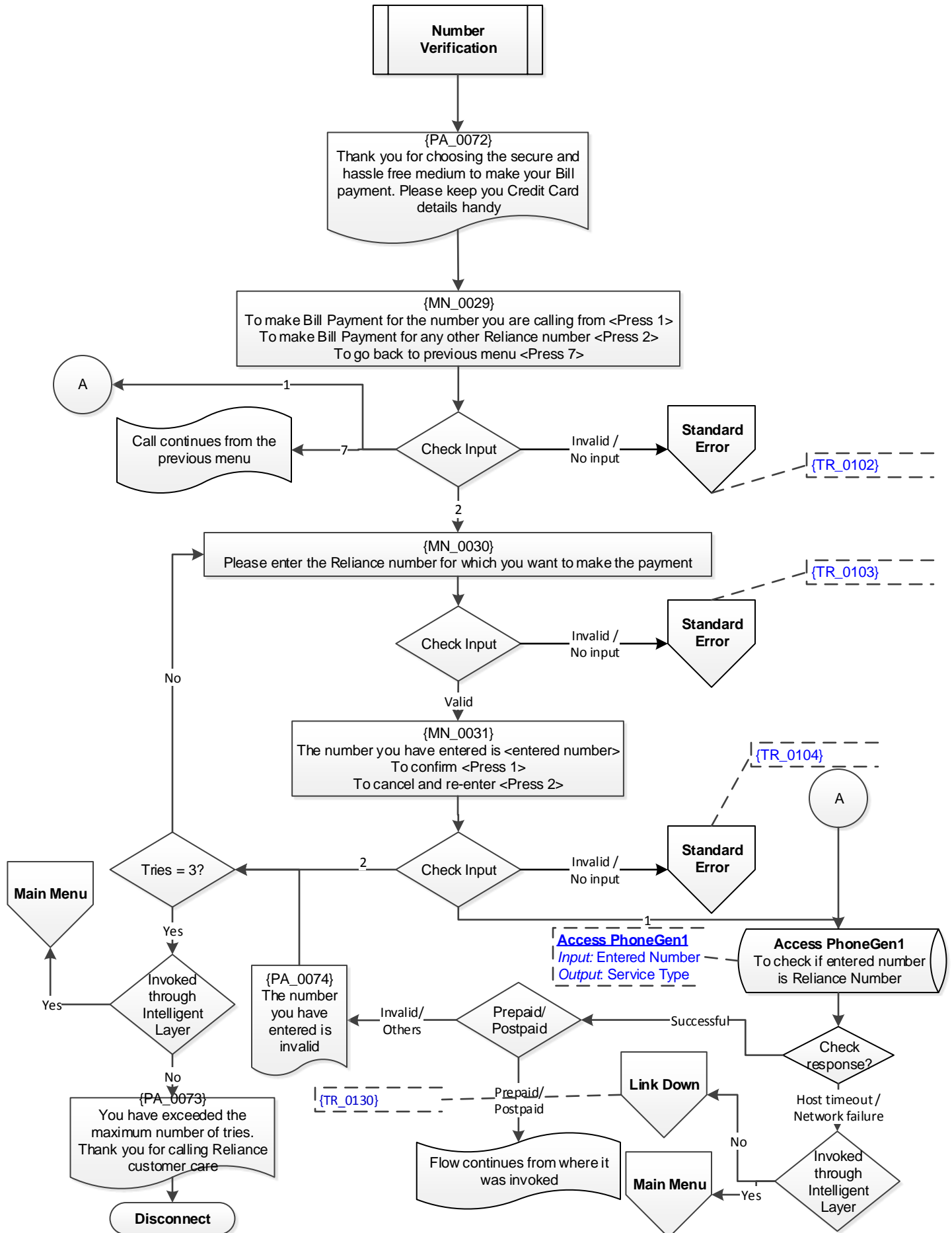
Store Address



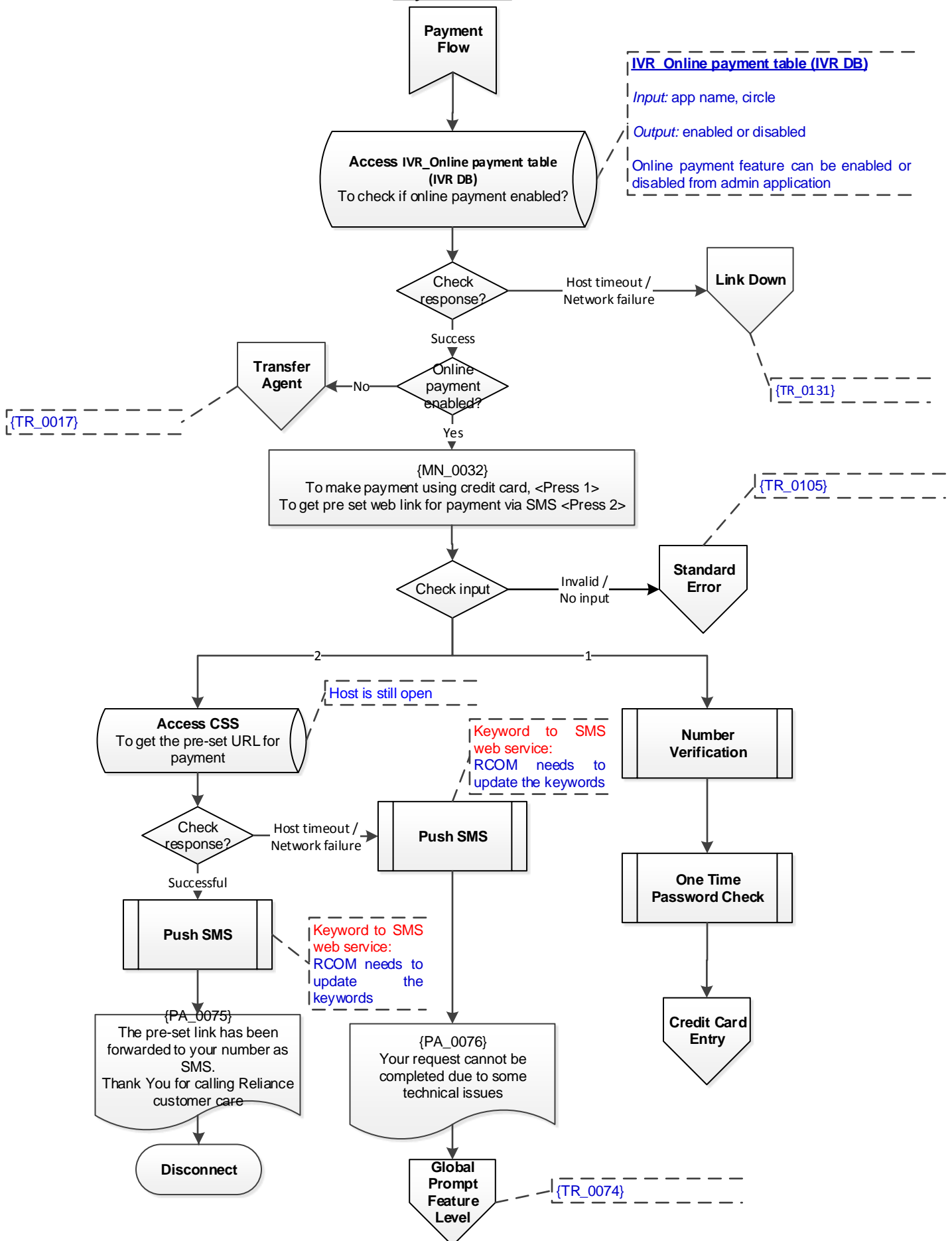
Buy The Pack



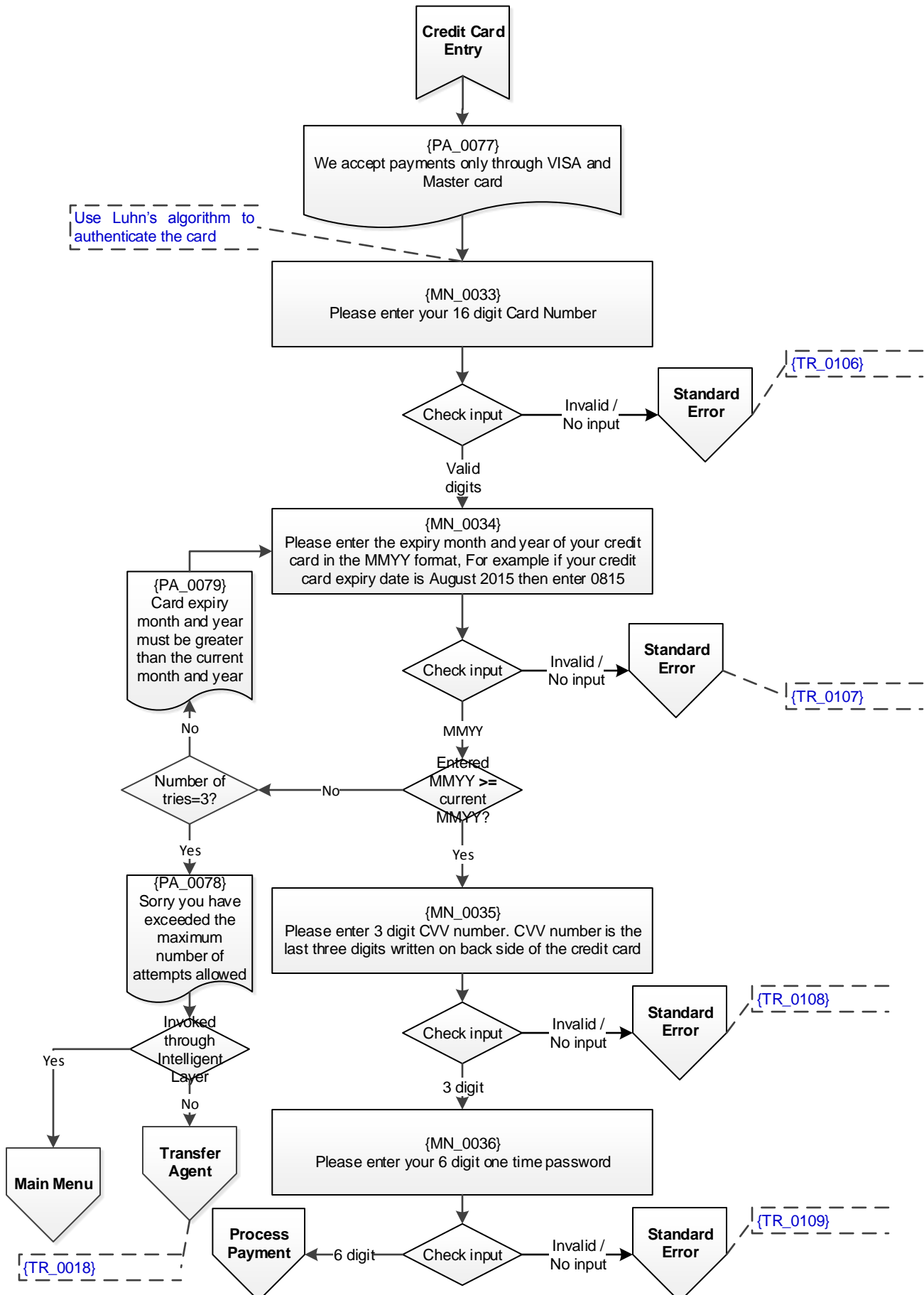
Number Verification



Payment Flow

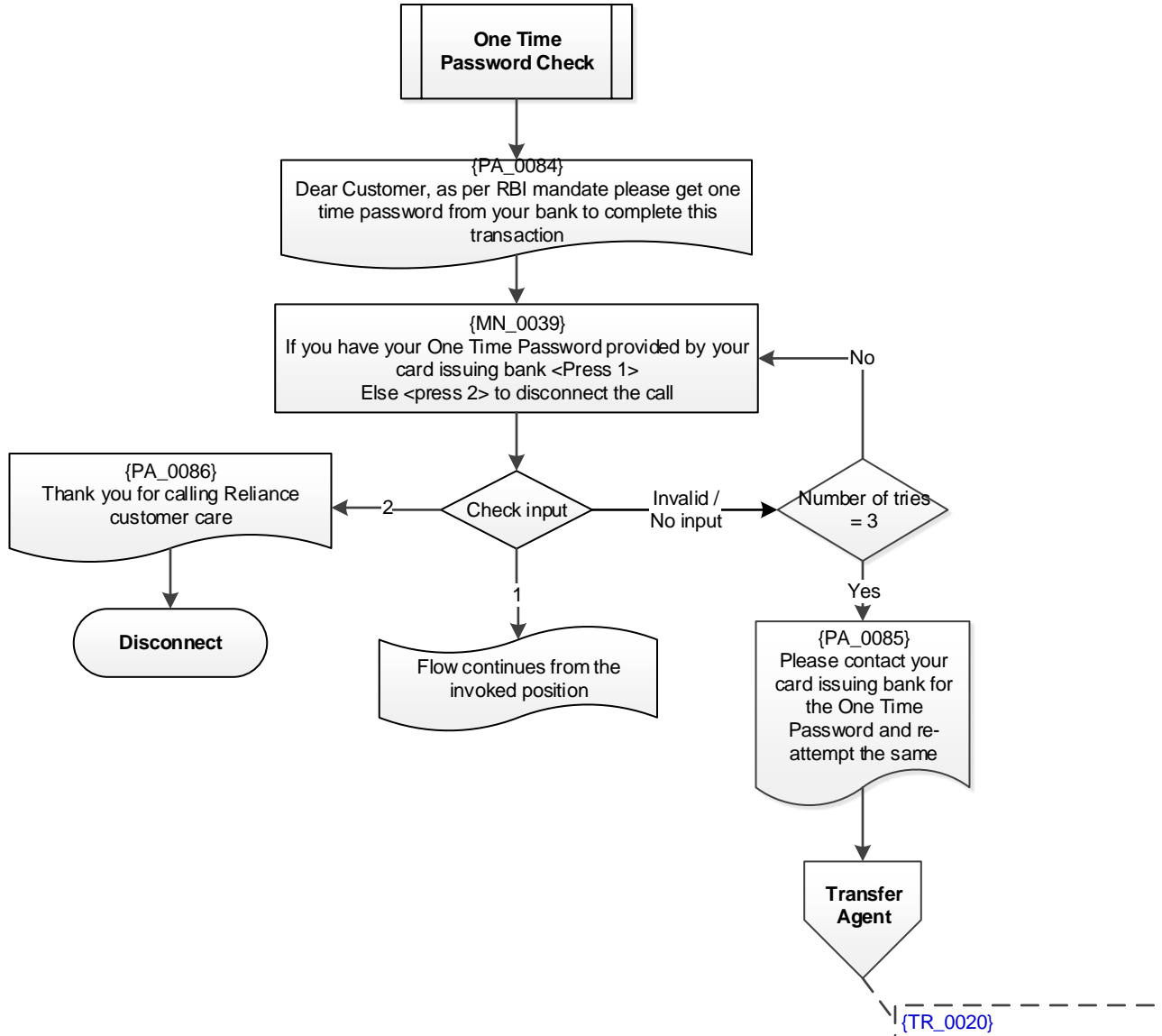


Credit Card Entry

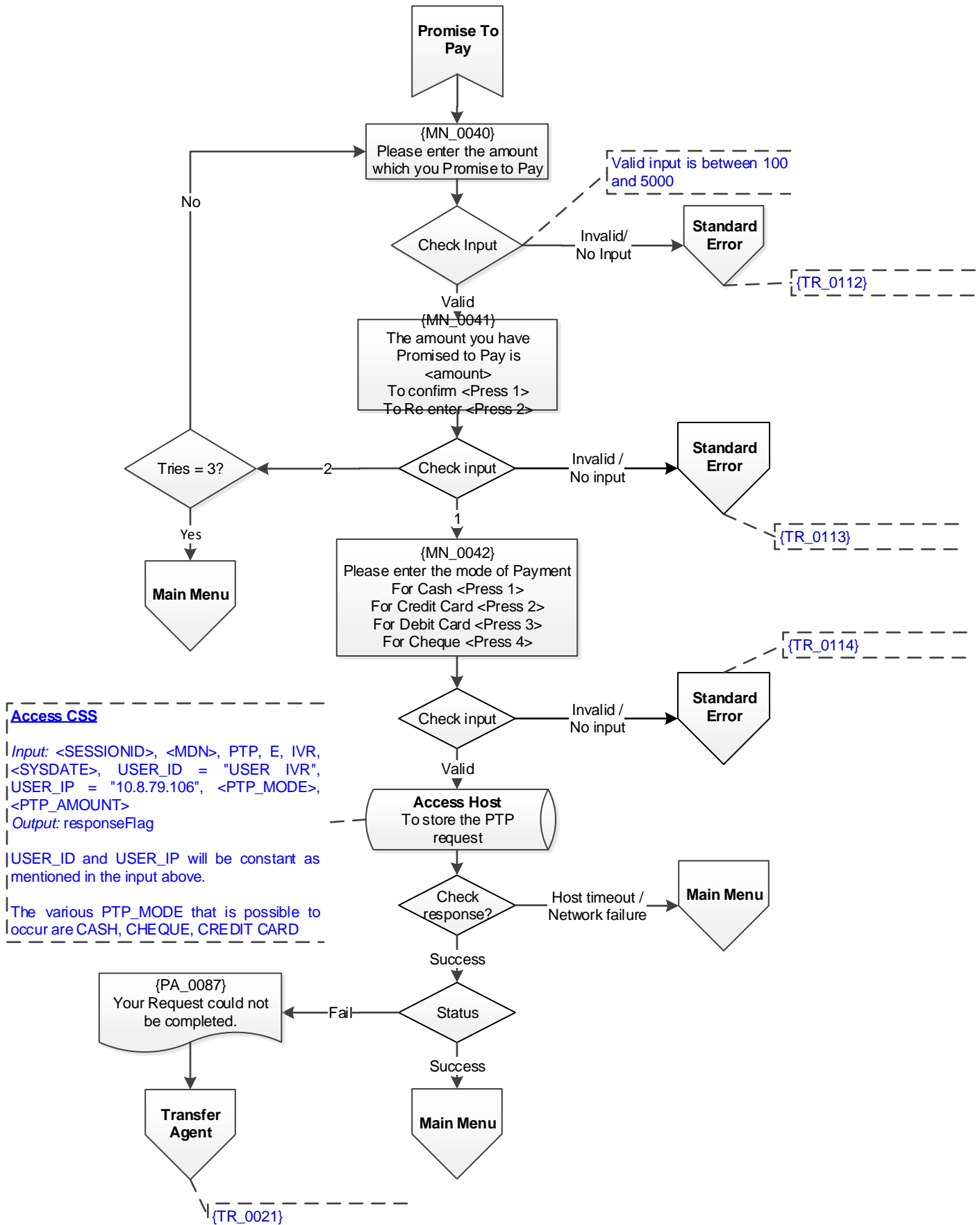




One Time Password Check



Promise To Pay



Change Language

Menu will be played based on Circle

The present preferred language will be omitted from the list

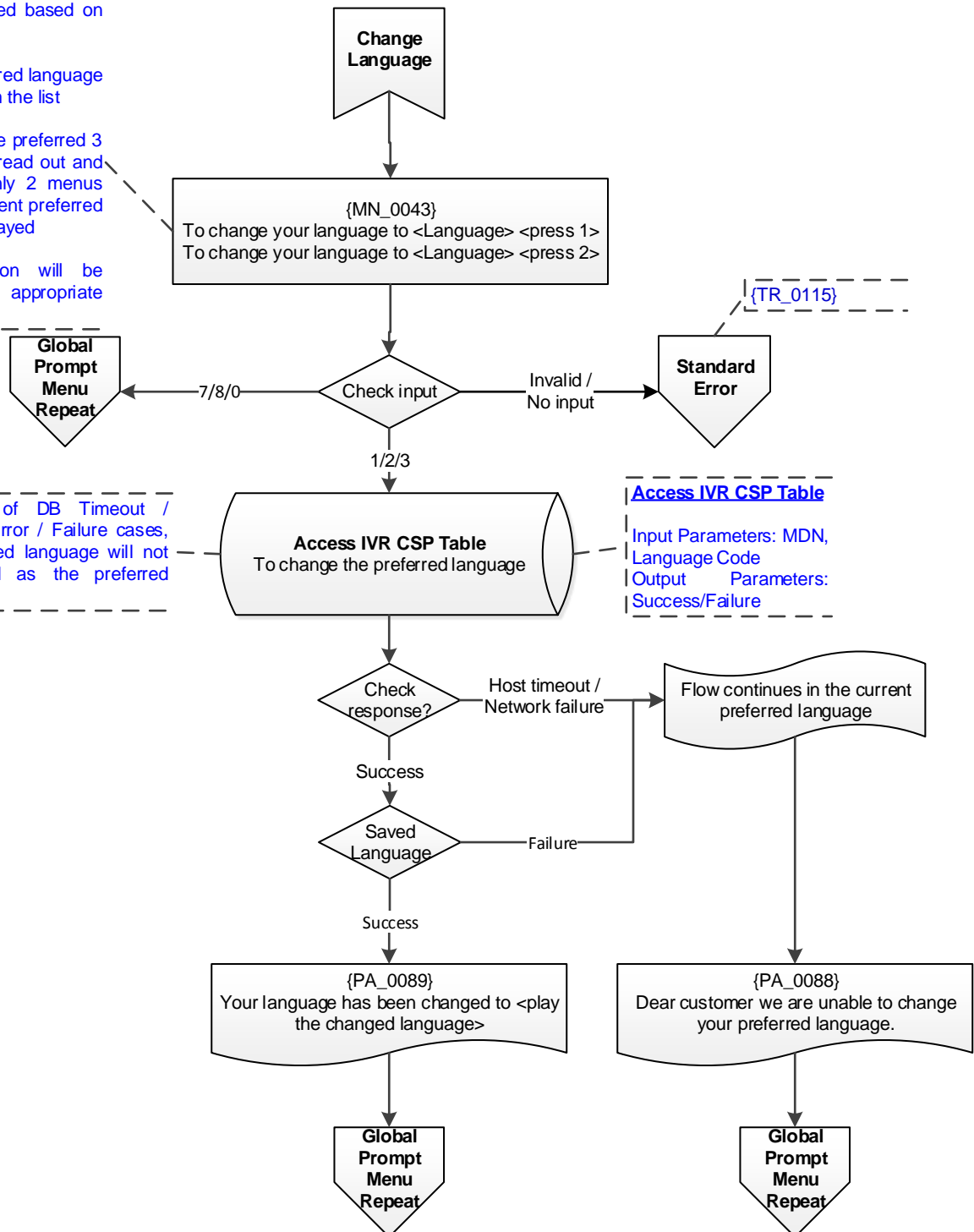
First time alone the preferred 3 languages will be read out and all other times only 2 menus that is not the current preferred language will be played

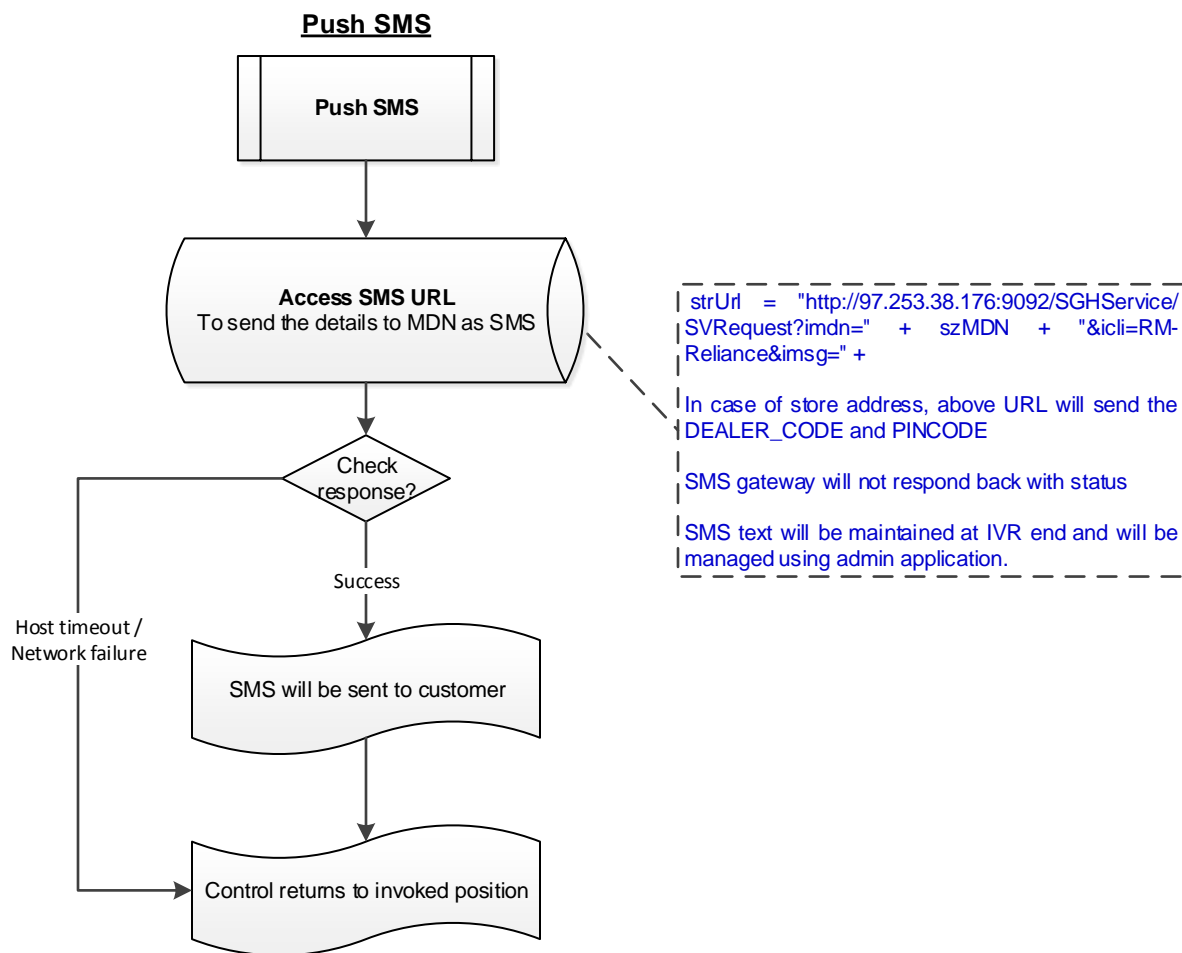
Each menu option will be played in the appropriate language

In case of DB Timeout / Network Error / Failure cases, the selected language will not be stored as the preferred language.

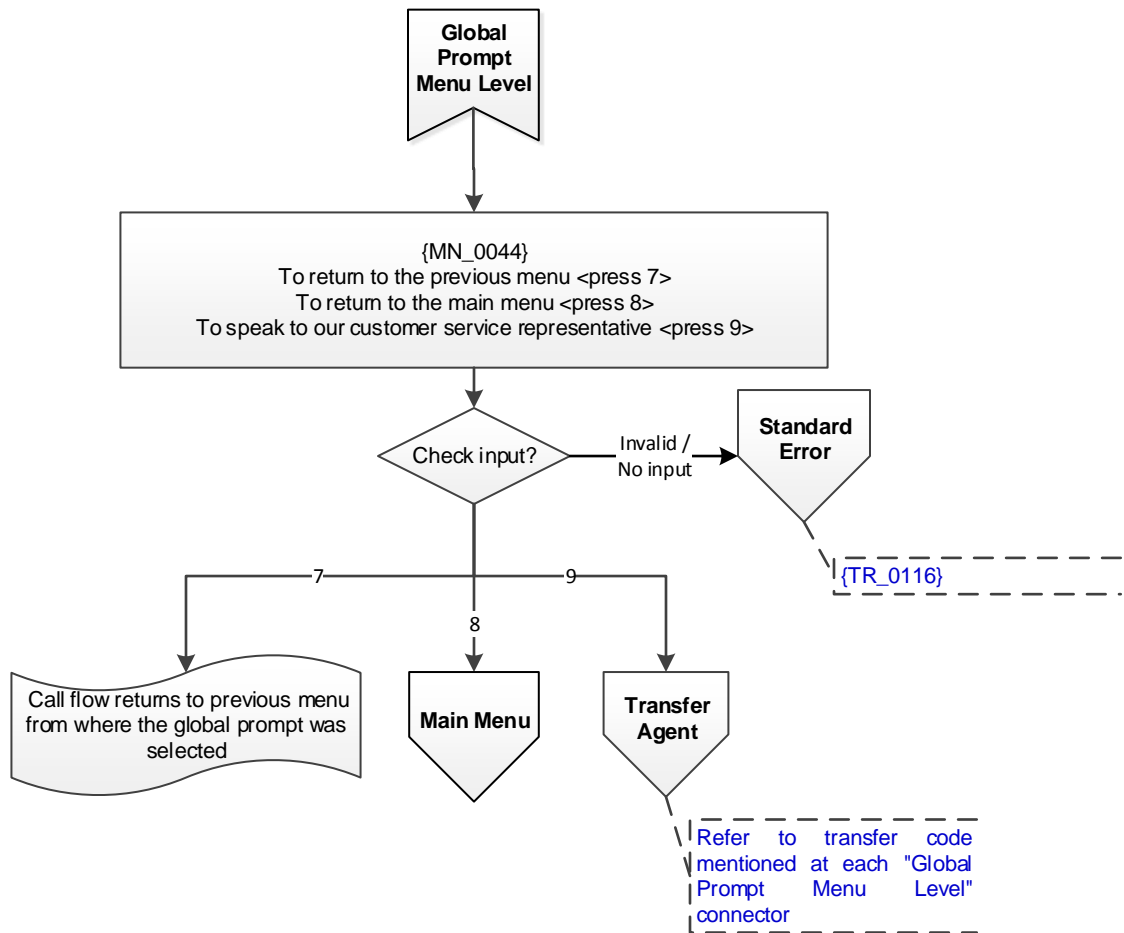
Access IVR CSP Table

Input Parameters: MDN, Language Code
Output Parameters: Success/Failure

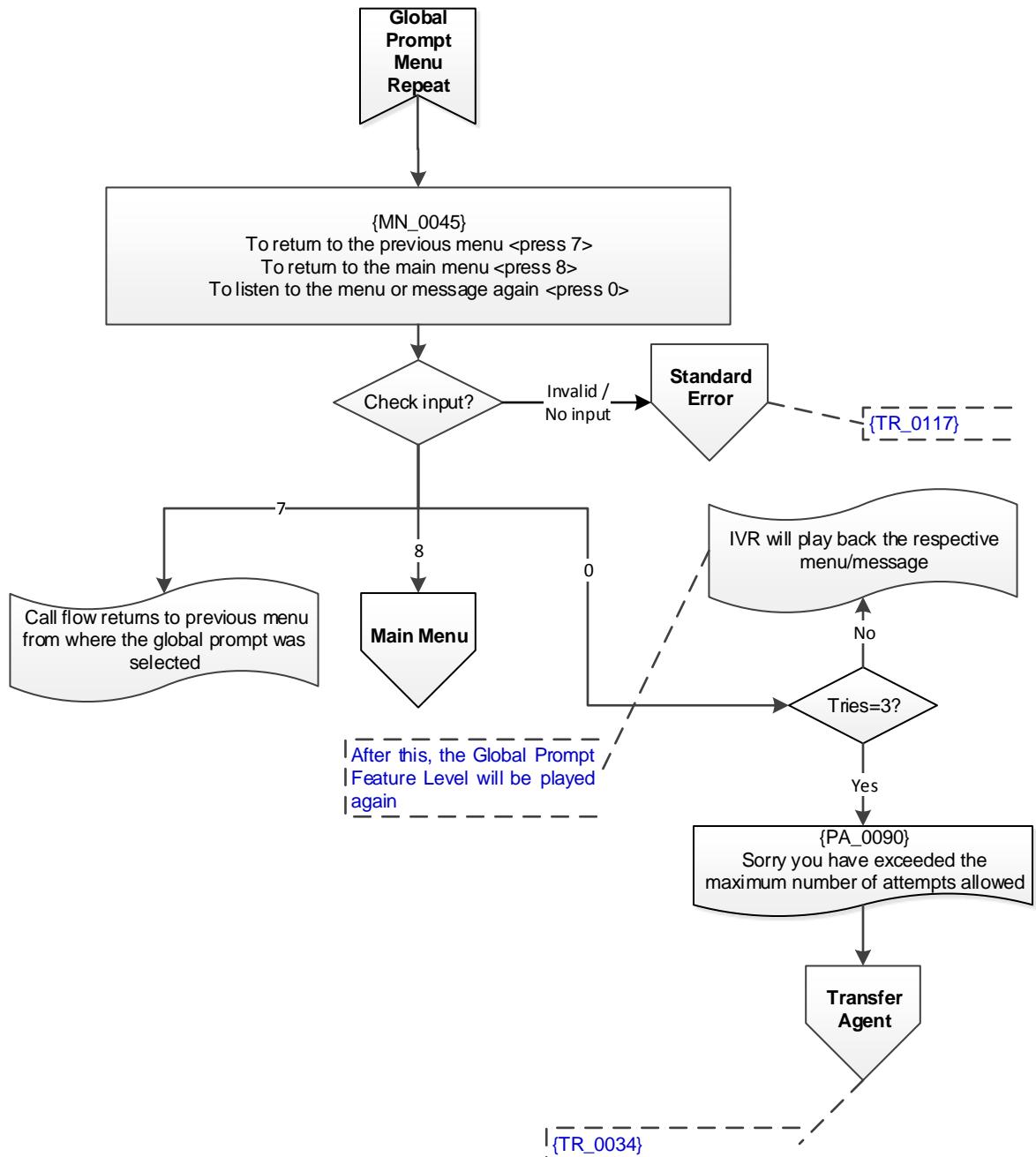




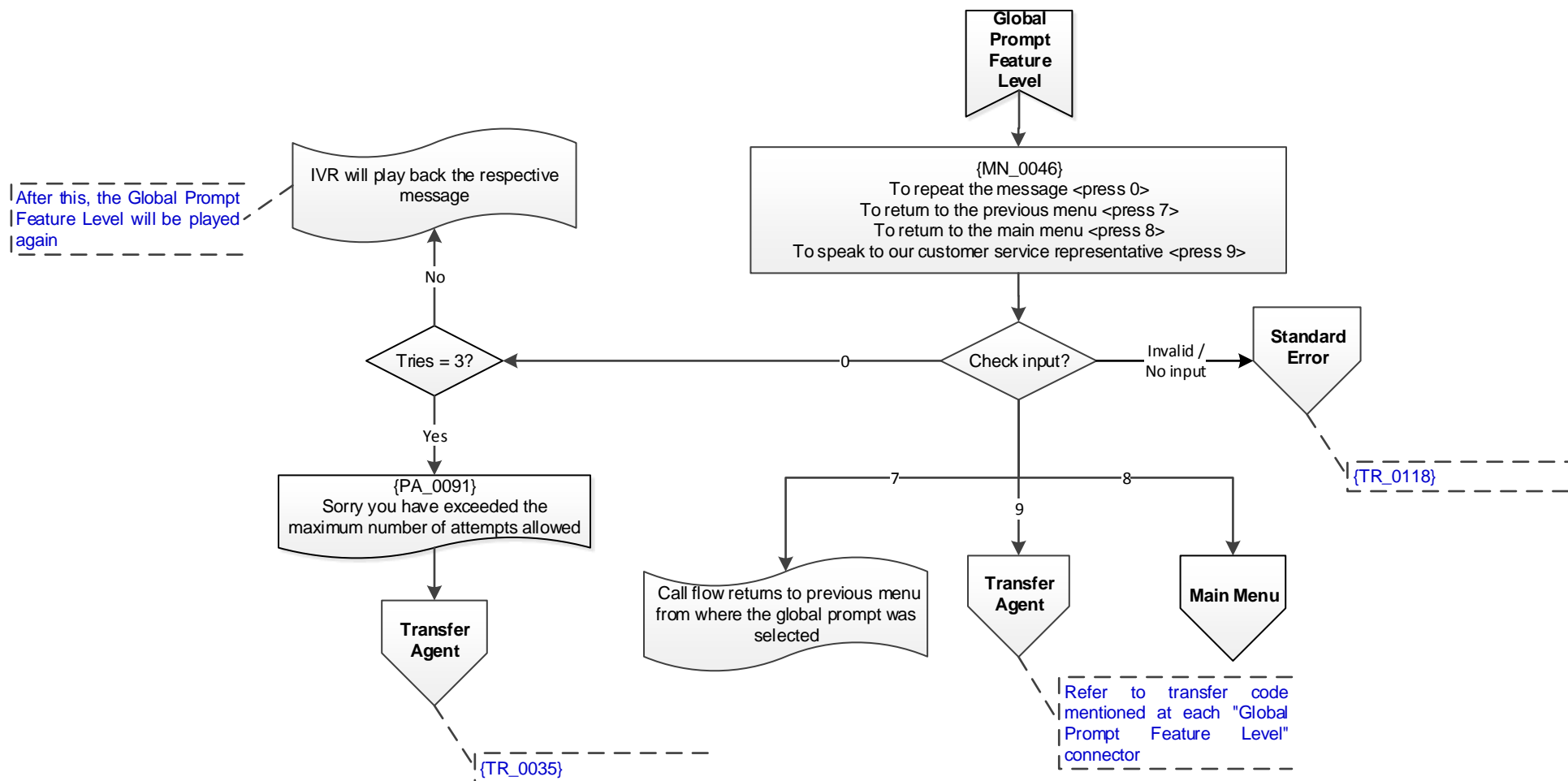
Global Prompt Menu Level



Global Prompt Menu Repeat



Global Prompt Feature Level



Transfer Agent

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

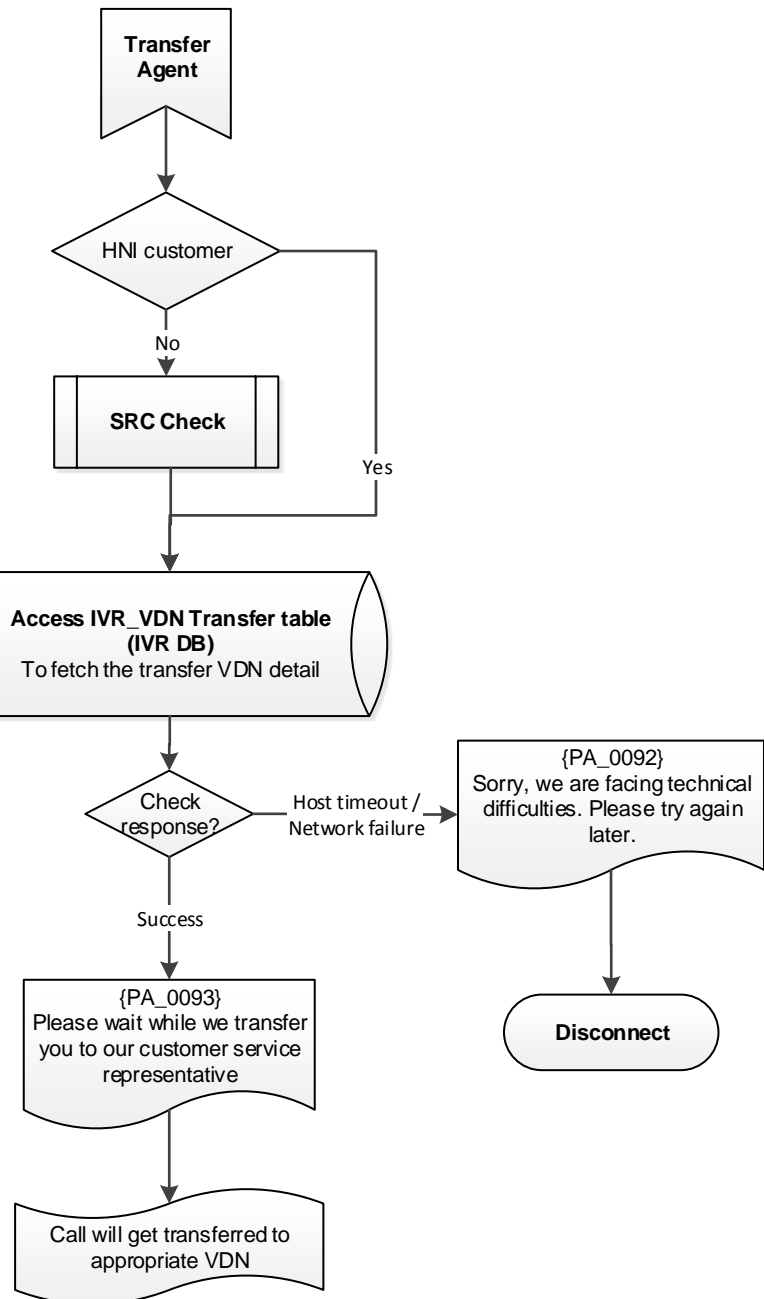
Access IVR_VDN_Transfer Table

Input:

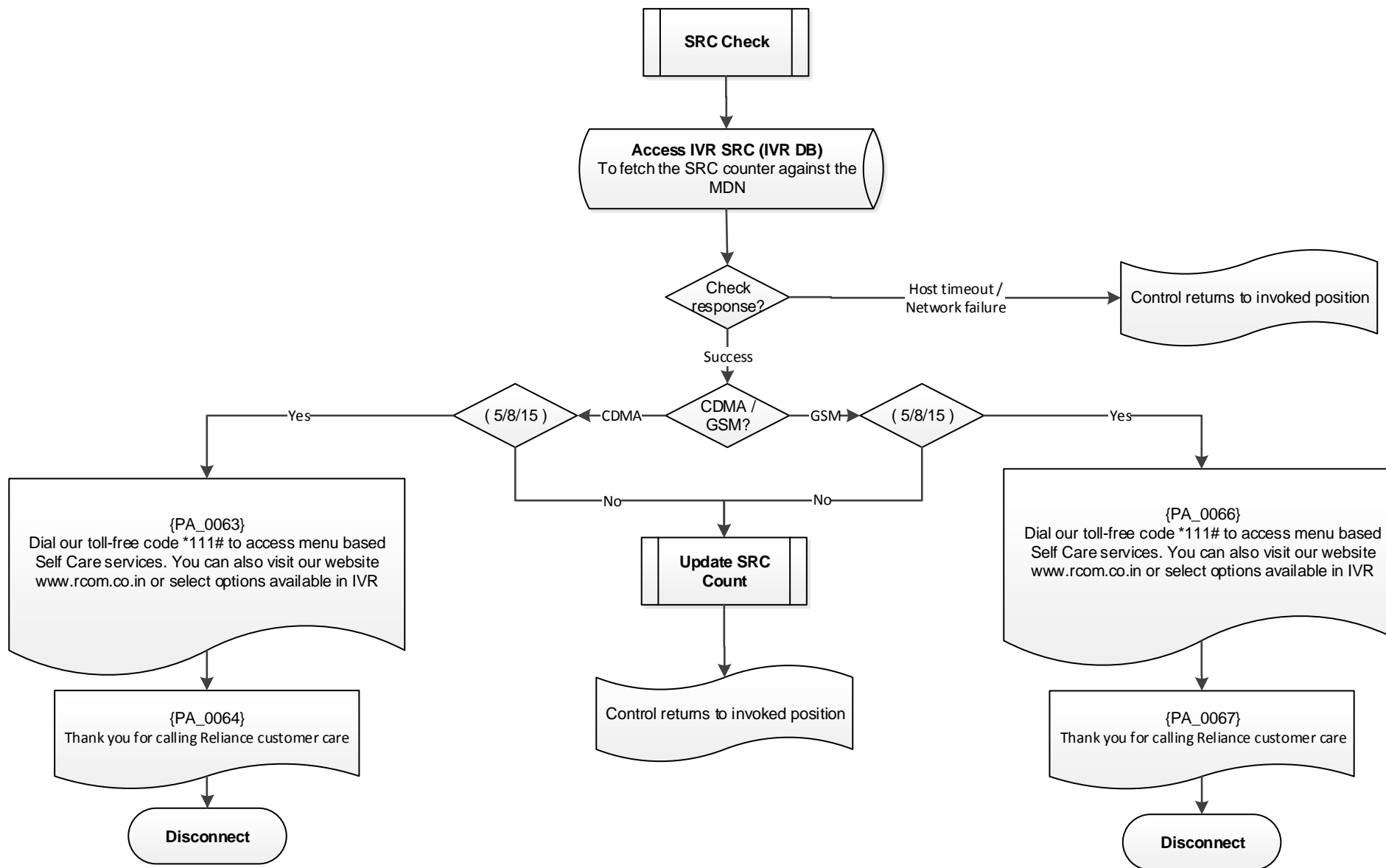
App name
Language
Circle
Customer segment (gold / silver / HNI)
Call type (request / complaints)

Output:

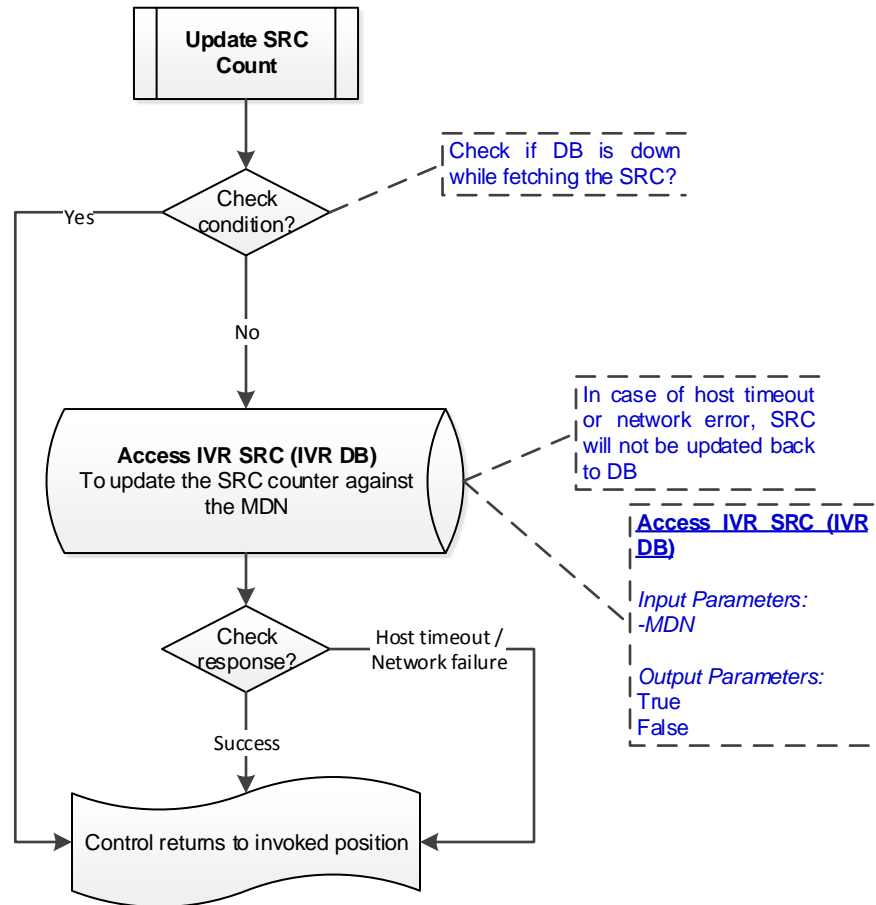
Transfer VDN1
Transfer VDN2
VDN 1 / VDN 2 down flag



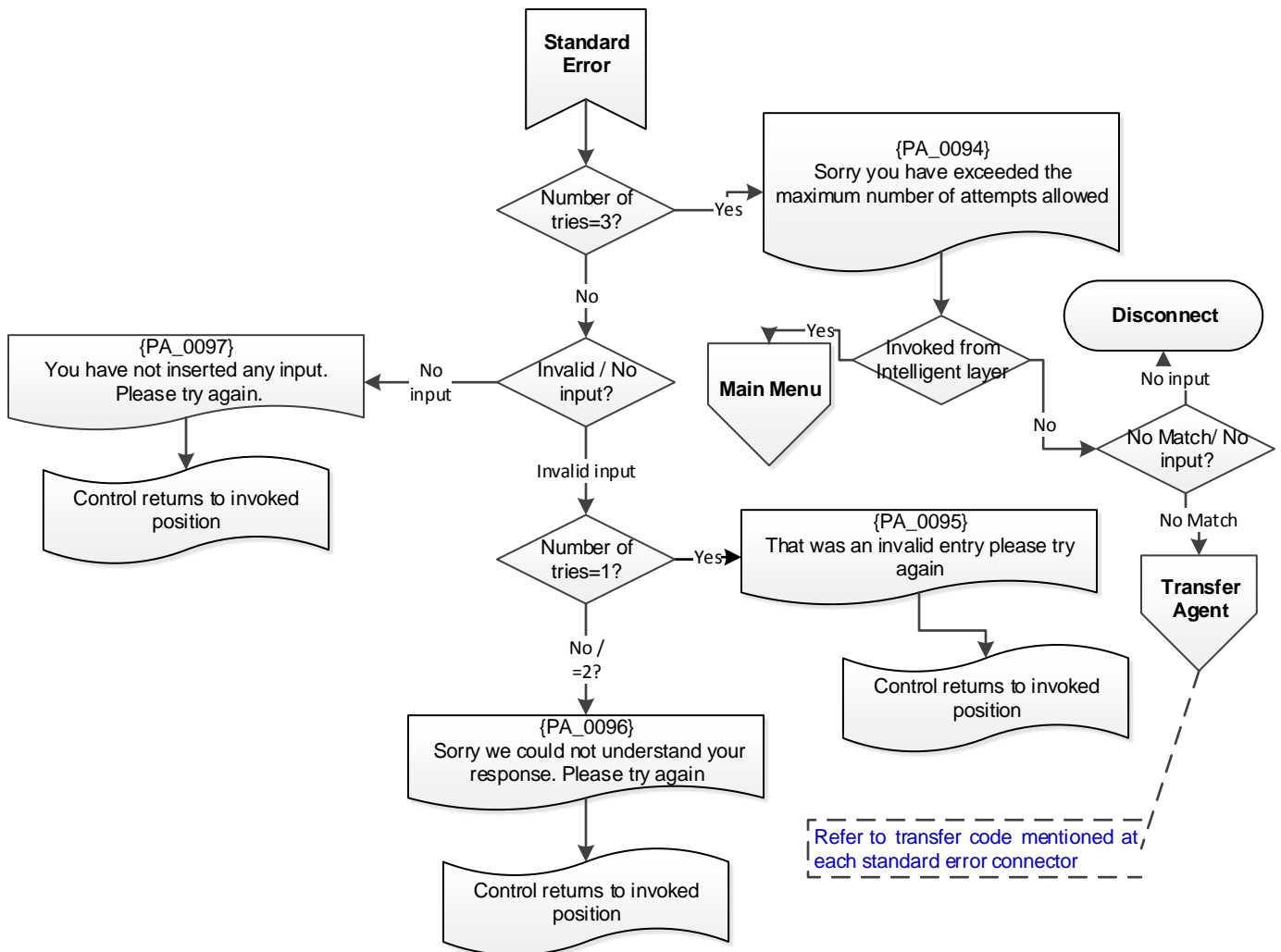
SRC Check



Update SRC Count



Standard Error



Link Down

