Webworld Helpdesk 359 IVR Call Flow(WHIVR)

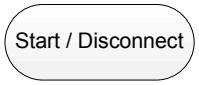
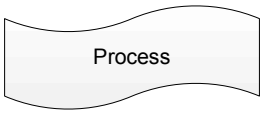
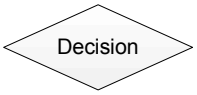
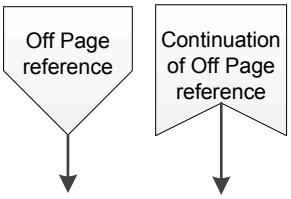
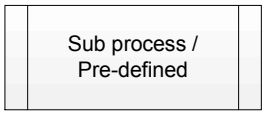
Last updated on: May 13th 2015

Version: 1.31

Version History

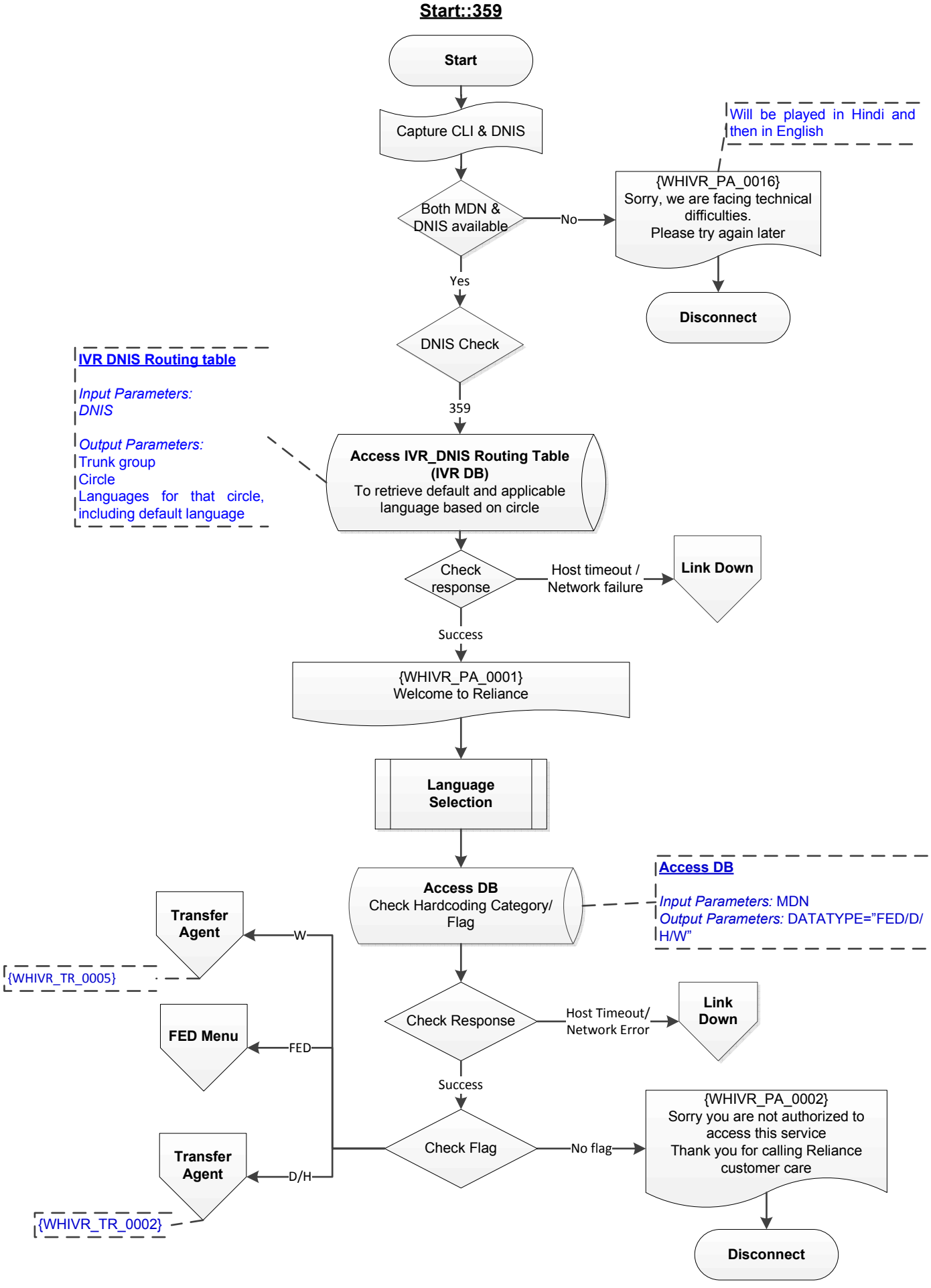
Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.27.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.12.2015	Servion	Daranivasan.A	- Removed Intelligent Layer as the requirement does not apply - Language selection wrt mapping table provided
0.03 / Mar.31.2015	Servion	Raajesh Kumar A	- Updated flow based on host responses received from clients - Included phrase labels, transfer codes
0.04 / Apr.20.2015	Servion	Daranivasan.A	Review changes implemented before pushing to development
1.1 / Apr.20.2015	Servion	Daranivasan.A	Baselining
1.11 / Apr.21.2015	RCOM	Daranivasan.A	Updating flow based on sample records provided by RCOM
1.12 / Apr.22.2015	RCOM	Daranivasan.A	Start(STT) - Included FED and W flags alone
1.2 / Apr.23.2015	RCOM	Daranivasan.A	Re-Baseline
1.21 / May.05.2015	RCOM	Karthikeyan.G	Start page: If data type = W, call will be transferred to agent If data type = FED, application will offer FED menu. On selecting any one of the options, call will be transferred to agent.
1.3 / May.05.2015	RCOM	Karthikeyan.G	Re-Base lined version
1.31 / May.13.2015	RCOM	Karthikeyan.G	Added hot flash before FED menu

Standard Call Flow Conventions

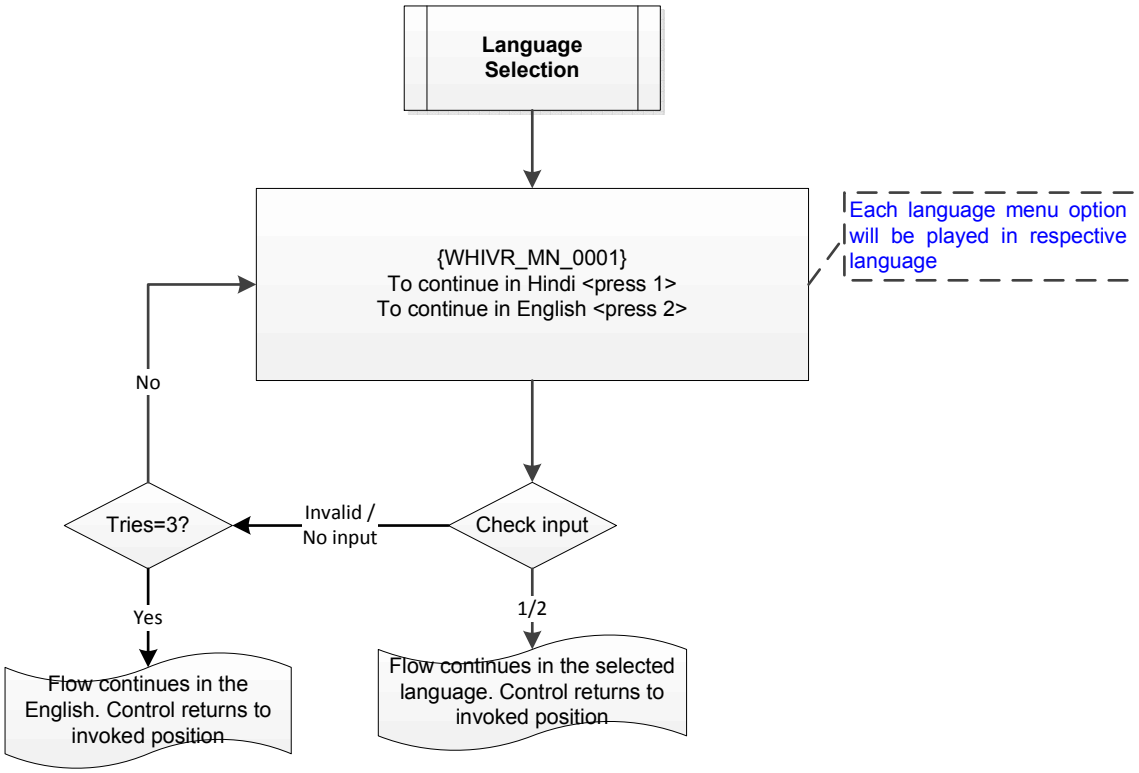
	This shape represents the Start or End of the IVR Application
	This shape represents speech announcements with out caller input
	This shape represents any process that happens in the background
	This shape represents the Menu option, the same shape also represents the collection of a string of digits (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

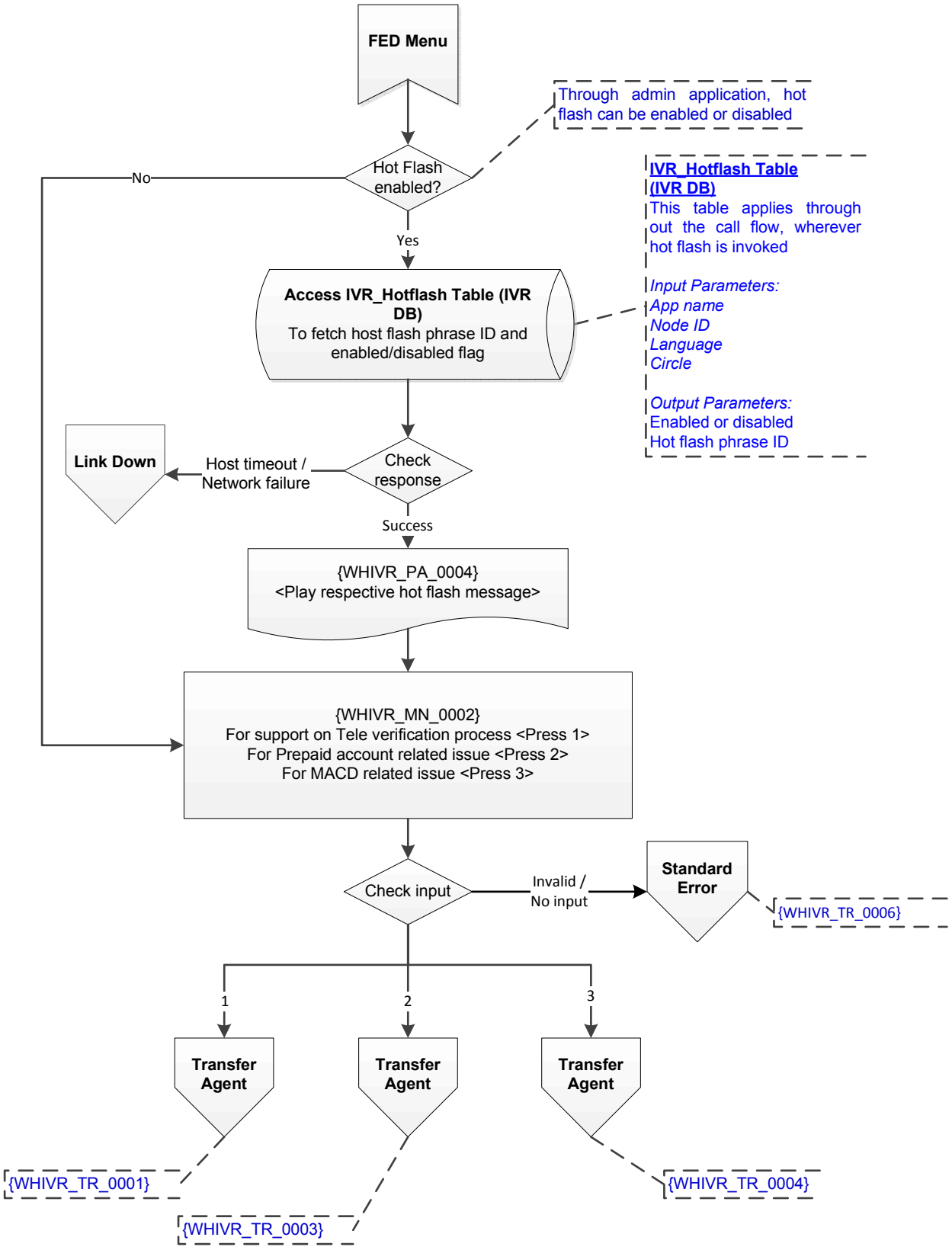
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24 * 7	
2	Language of Interaction	English and Hindi	No other language is considered
3	Dial with interrupt	Applicable when a menu or an announcement is played	Not Applicable if there is a database access
4	No Input timeout	5 Seconds (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


Start::359
Start
Capture CLI & DNIS
Will be played in Hindi and then in English
{WHIVR_PA_0016}
Sorry, we are facing technical difficulties.
Please try again later
Both MDN & DNIS available
No
Yes
Disconnect
DNIS Check
IVR DNIS Routing table
Input Parameters:
DNIS
Output Parameters:
Trunk group
Circle
Languages for that circle, including default language
359
Access IVR_DNIS Routing Table (IVR DB)
To retrieve default and applicable language based on circle
Check response
Host timeout / Network failure
Link Down
Success
{WHIVR_PA_0001}
Welcome to Reliance
Language Selection
Access DB
Check Hardcoding Category/ Flag
Access DB
Input Parameters: MDN
Output Parameters: DATATYPE="FED/D/H/W"
Transfer Agent
W
{WHIVR_TR_0005}
FED Menu
FED
Check Response
Host Timeout/ Network Error
Link Down
Success
Transfer Agent
D/H
Check Flag
No flag
{WHIVR_PA_0002}
Sorry you are not authorized to access this service
Thank you for calling Reliance customer care
{WHIVR_TR_0002}
Disconnect

Language Selection

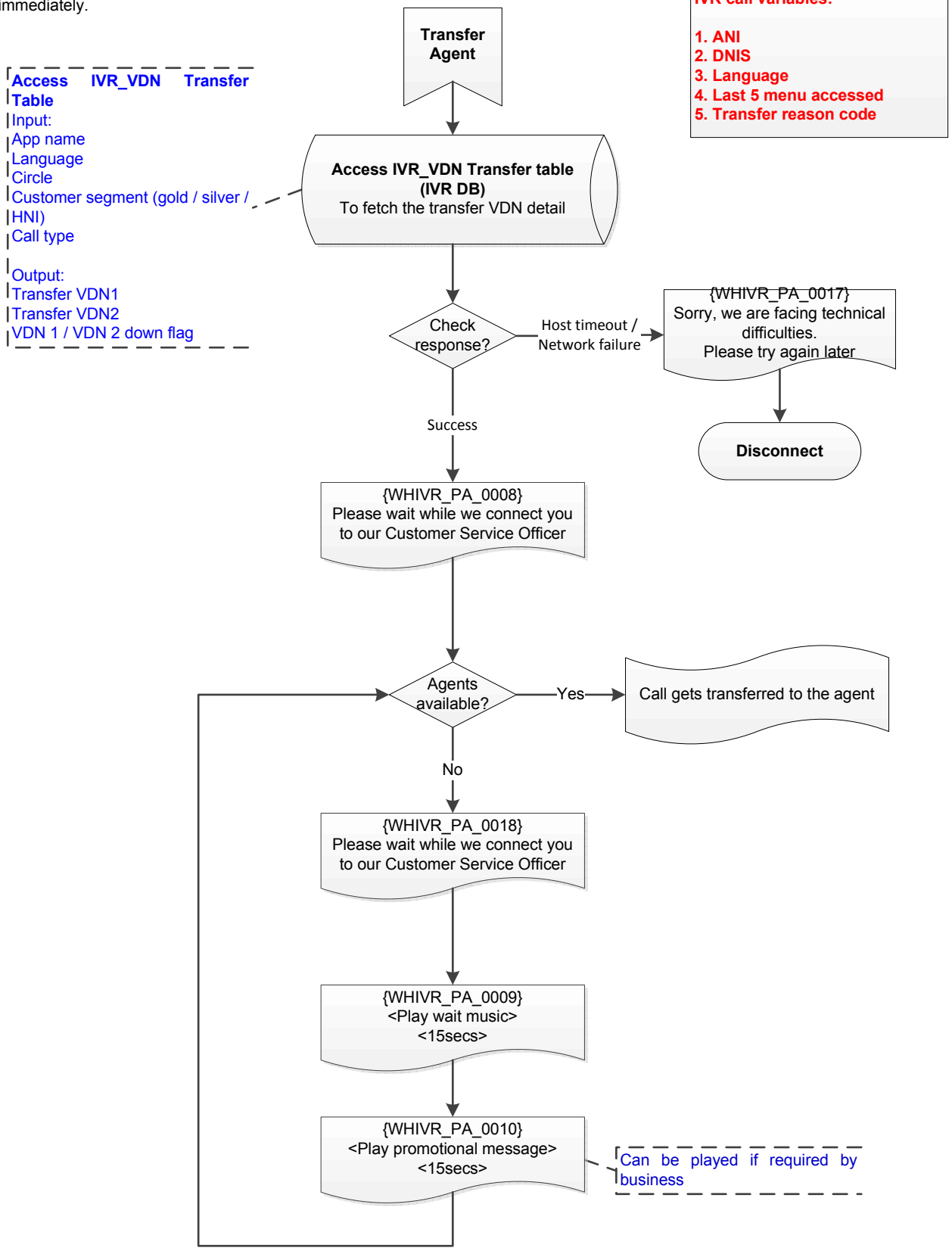


FED Menu

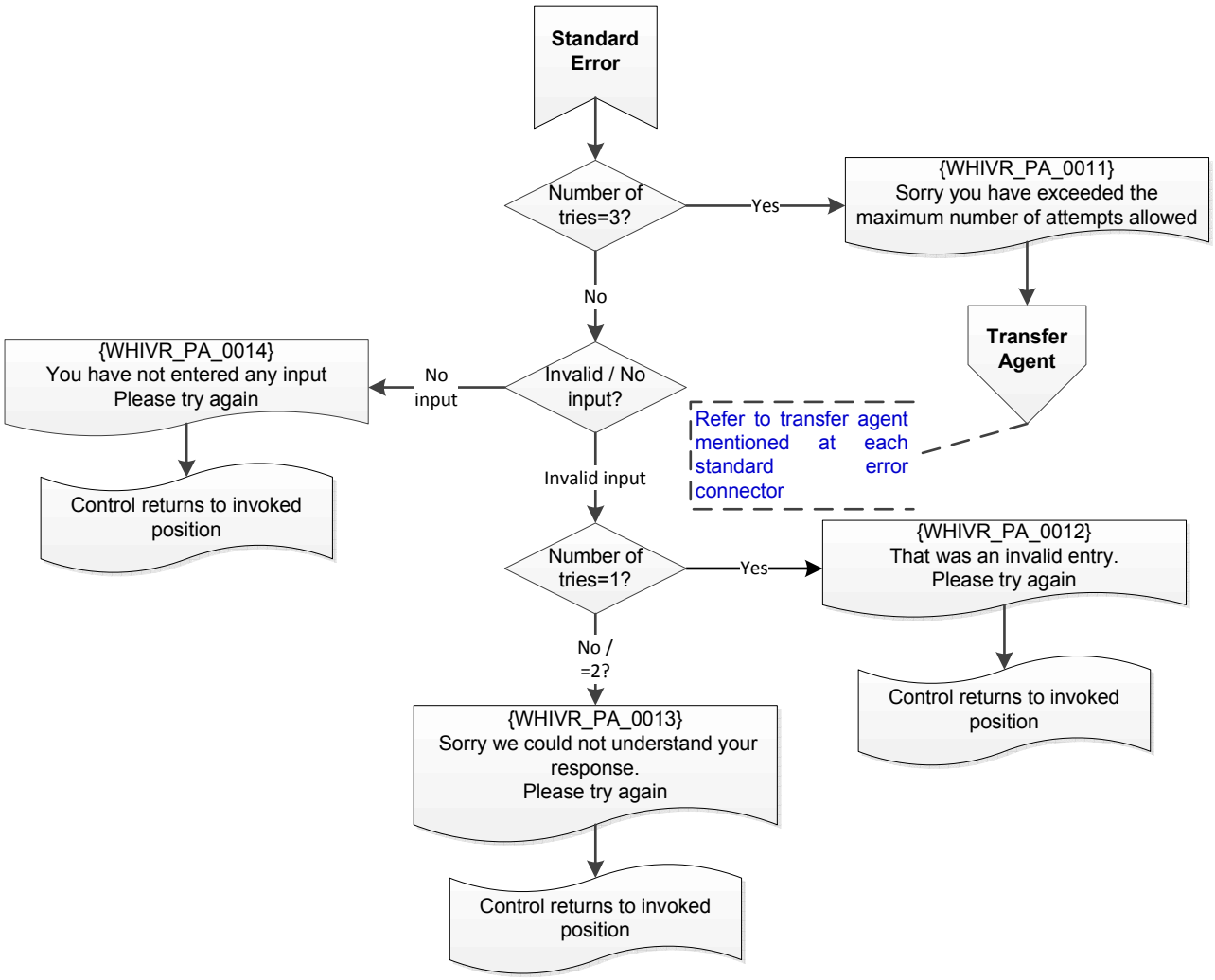

FED Menu
Through admin application, hot flash can be enabled or disabled
Hot Flash enabled?
No
Yes
IVR_Hotflash Table (IVR DB)
This table applies through out the call flow, wherever hot flash is invoked
Input Parameters:
App name
Node ID
Language
Circle
Output Parameters:
Enabled or disabled
Hot flash phrase ID
Access IVR_Hotflash Table (IVR DB)
To fetch host flash phrase ID and enabled/disabled flag
Link Down
Host timeout / Network failure
Check response
Success
{WHIVR_PA_0004}
<Play respective hot flash message>
{WHIVR_MN_0002}
For support on Tele verification process <Press 1>
For Prepaid account related issue <Press 2>
For MACD related issue <Press 3>
Check input
Invalid / No input
Standard Error
{WHIVR_TR_0006}
1
2
3
Transfer Agent
Transfer Agent
Transfer Agent
{WHIVR_TR_0001}
{WHIVR_TR_0003}
{WHIVR_TR_0004}

Note: At any point of time in queue, when an agents gets available, the caller would be transferred to the agent immediately.

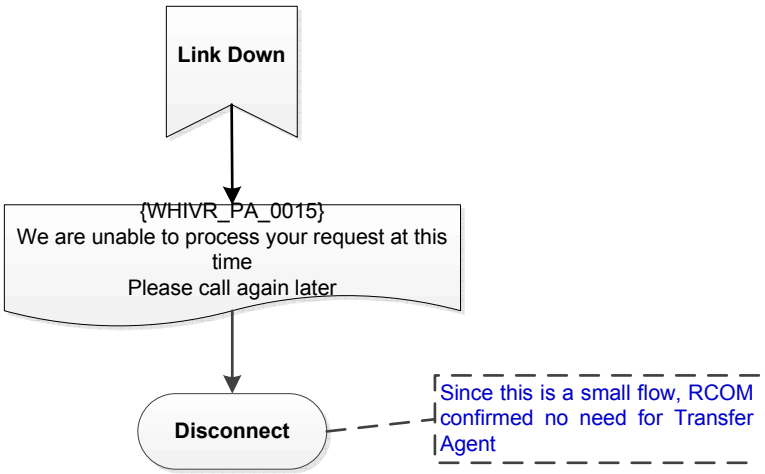
Transfer Agent



Standard Error



Link Down


Link Down
{WHIVR_PA_0015}
We are unable to process your request at this time
Please call again later
Disconnect
Since this is a small flow, RCOM confirmed no need for Transfer Agent