

Inbound IVR Call Flow 333 CDMA Prepaid

Last updated on: April 17th 2015

Version: 1.2

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.15.2015	-	Karthikeyan G	Initial draft of the call flow
0.02 / Jan.20.2015	RCOM	Karthikeyan G	Updated call flow based on the discussion with Mona and Amit.
0.03 / Jan.21.2015	RCOM	Karthikeyan G	Maintaining separate call flow for 333 GSM. Incorporated changes as discussed with Mona.
0.04 / Feb.15.2015	RCOM	Daranivasan.A	<ul style="list-style-type: none"> - Start(STT) <ul style="list-style-type: none"> * Removed LTV Phase 1 and Phase 2 checks as per feedback * Included Hotflash - Language Selection(LSE) <ul style="list-style-type: none"> * Instead of flow continuing to invoked position, diverted it to Intelligent Layer - Preferred Service Check(PSC) <ul style="list-style-type: none"> * Removed - Intelligent Layer(INL) <ul style="list-style-type: none"> * Preferred Service Check included - Account Information(ACI) <ul style="list-style-type: none"> * Calling Intelligent Layer altered - Main Account Balance & Validity(MABV) <ul style="list-style-type: none"> * Zero or expiry check condition - Responses Provided <ul style="list-style-type: none"> * Voice Offers(VCO) & Data Offers(DTO) * Pay Using Core Balance(PCB) * Process Payment(PRP) * Internet & Handset Settings(IHS)
0.05 / Feb.17.2015	RCOM	Raajesh Kumar	Transfer Agent * SRC Counter 5/8/15 will be common for both 333 and 198
0.06 / Feb.19.2015	Reliance	Daranivasan.A	<ul style="list-style-type: none"> - VAS(VAS) & Internet & VAS(INV) <ul style="list-style-type: none"> * Replace "transfer to other IVRs" with message followed by Global Prompt
0.07 / Mar.07.2015	Servion	Raajesh Kumar	Added IVR DB interface details
0.08 / Mar.21 & 24.2015	Servion	Karthikeyan G	<p>Internet & VAS: On selecting internet settings, call will be transferred to agent</p> <ol style="list-style-type: none"> 1. Activate VAS – added interface to fetch the available vas and activate vas. 2. Transfer back to main menu 3. Process payment changes .. PACE interface to validate card details and process payment 4. Top-up interface added to validate the entered denomination 5. Global prompt to be played for second and third try for all menus but only for HNI callers 6. Intelligent layer moved upfront of the call instead under each main menu and logics updated for SR, CRM interaction history, tariff change, pack renewal 7. PUSH SMS: SMS will only be triggered from URL but not by CSS. 8. GPRS settings: CSS will communicate to device manager and device manager will send the GPRS settings to MDN. Device manager will be responsible for sending SMS and maintaining the SMS text 9. Buy offer or pack: No need to collect MRP through admin, instead ACT <offer code> will be passed to consumer BUY PACK interface. Option to enter the activation code against each offer in admin to be included; which will be sent to MACD / pay using core balance interface 10. Voice offer / data offers: added OFU interface to get OFU offers 11. Added interface for my pack and plan <p>Credit card entry call flow: Removed card selection menu and one card number entry collection menu</p>

Version History Contd

Version No / Date	Change Initiated By	Updated By	Summary of Changes
1.1 / April.08.2015	-	Karthikeyan G	Base lined version
1.11 / April.17.2015	-	Karthikeyan G	<ol style="list-style-type: none"> 1. Added Interface to pack renewal 2. Voice and data offers: offer code (instead of activation code) will be passed to buy the pack interface 3. Data Balance & Validity: removed FRC balance category, since that is not applicable for GSM and added interface details to fetch Data balance. 4. My Plan & Pack: Added interface details to retrieve my plan and pack details. 5. Pay using core balance: Added interface. Error codes pending. Process payment: Payment or transaction ID will be played only if the interface returns payment ID, otherwise transaction id phrase will not be played.
1.2 / April.17.2015	-	Karthikeyan G	Re-base lined version
1.3 / Feb.17.2015	-	Tarun Jain	Call disconnect for maximum no input

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



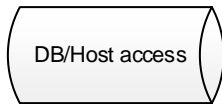
This shape represents speech announcements with out caller input



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).



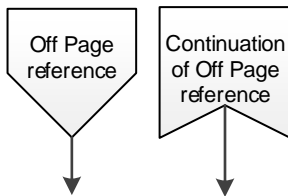
This shape represents the host or database access.



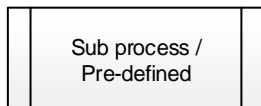
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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



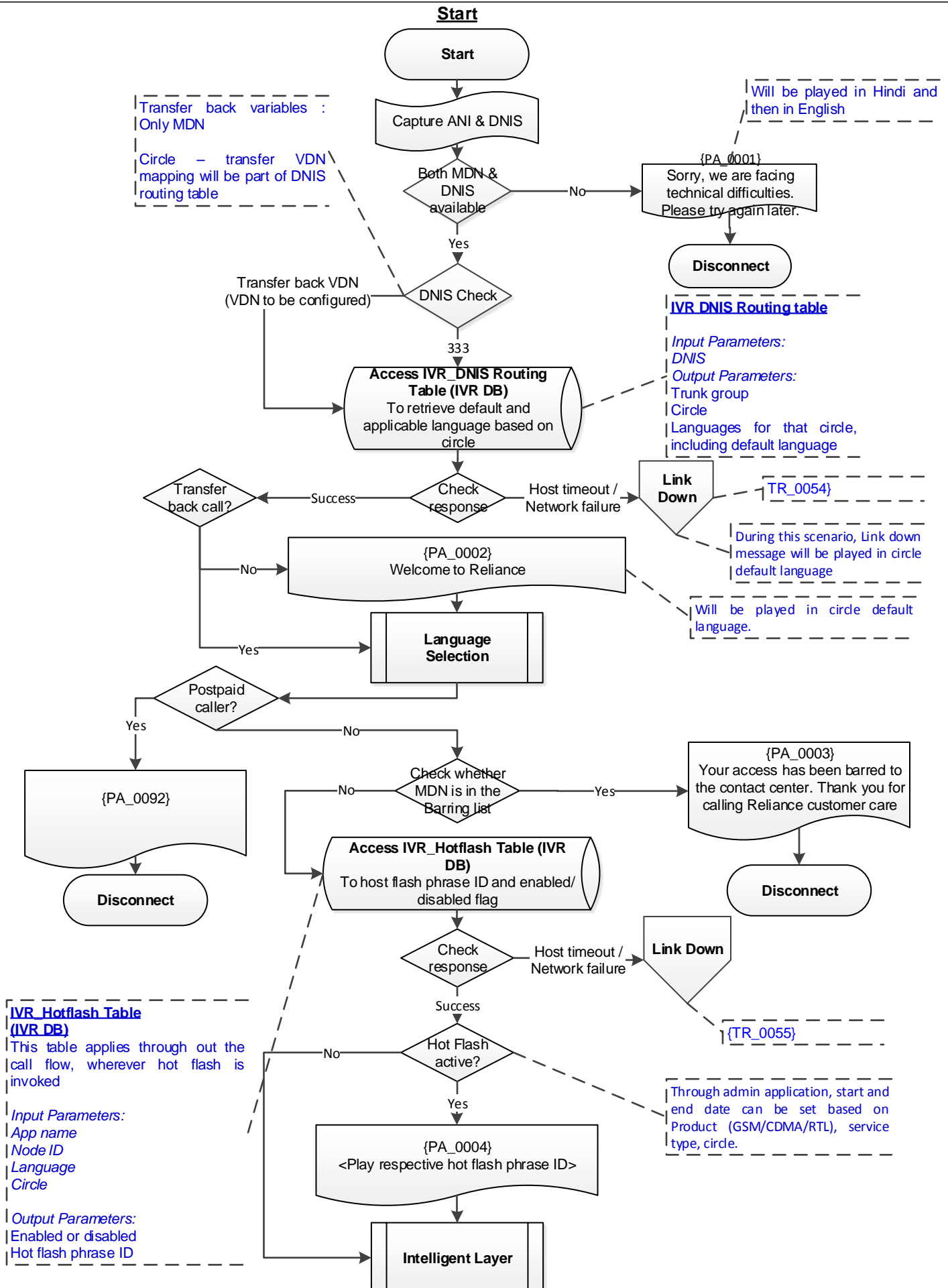
This shape is a page connector which means the continuation of the flow is in another page.



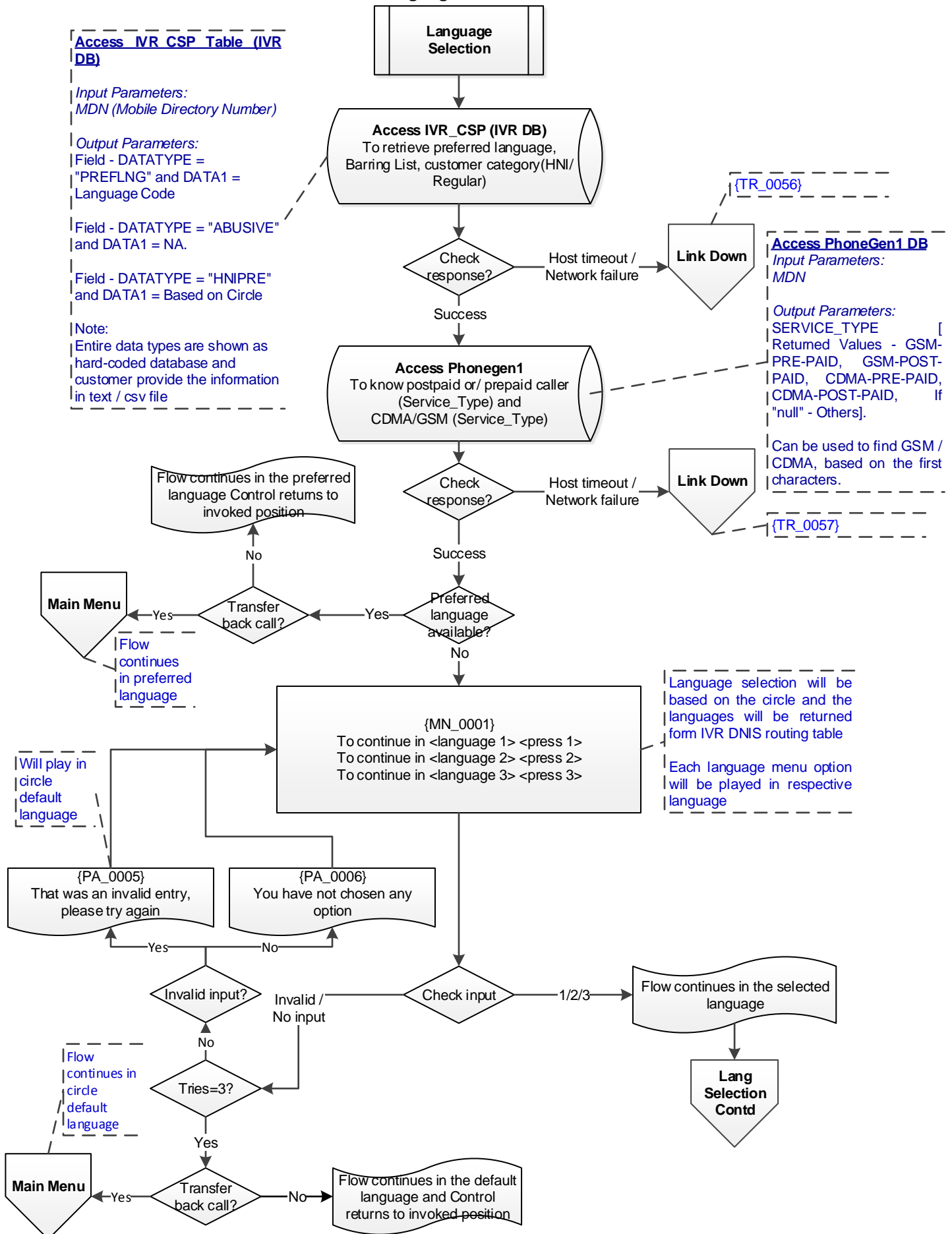
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

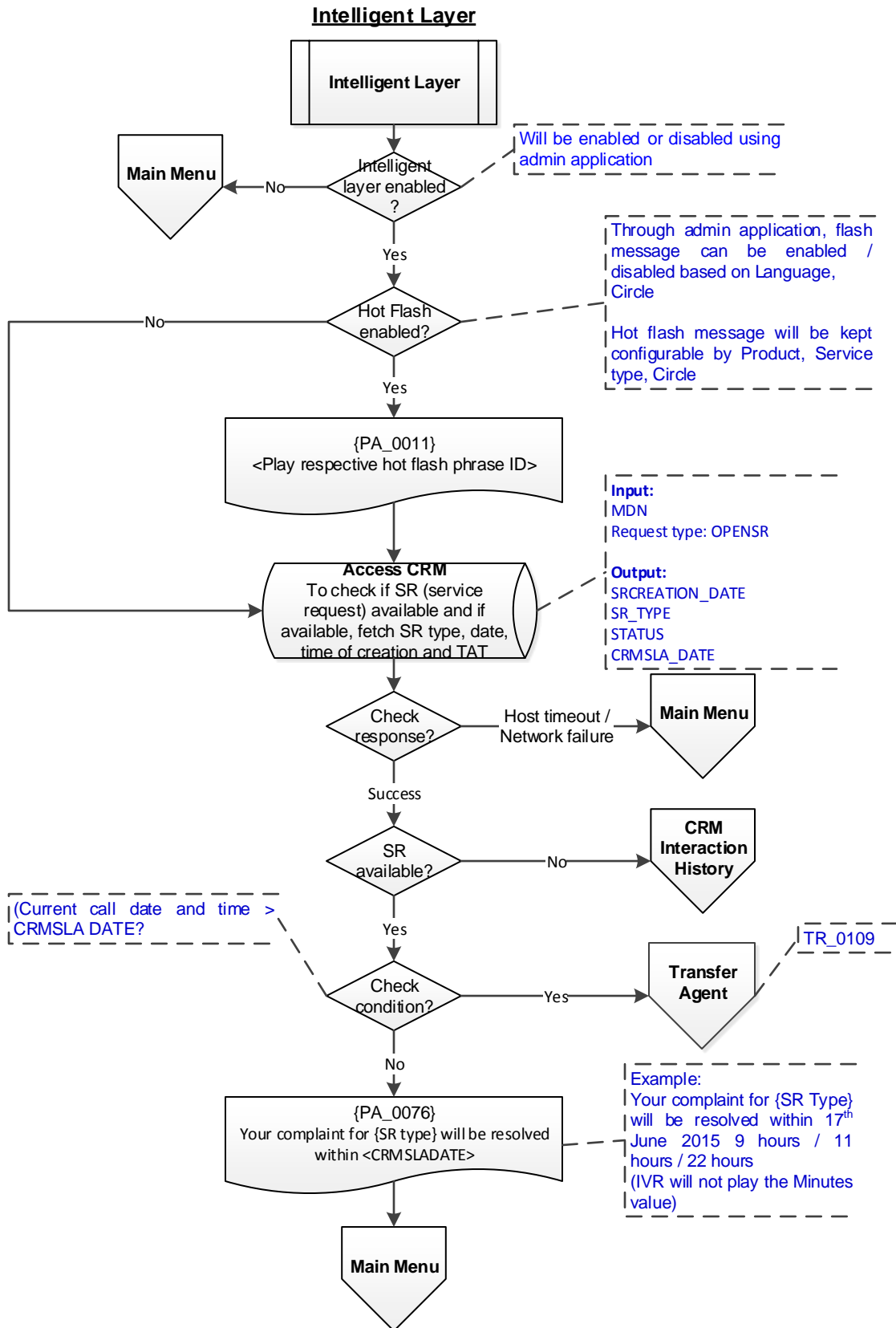
Universal Business Rules

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	Regional language, English and 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>	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). A note has been explicitly placed in each menu wherever applicable
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

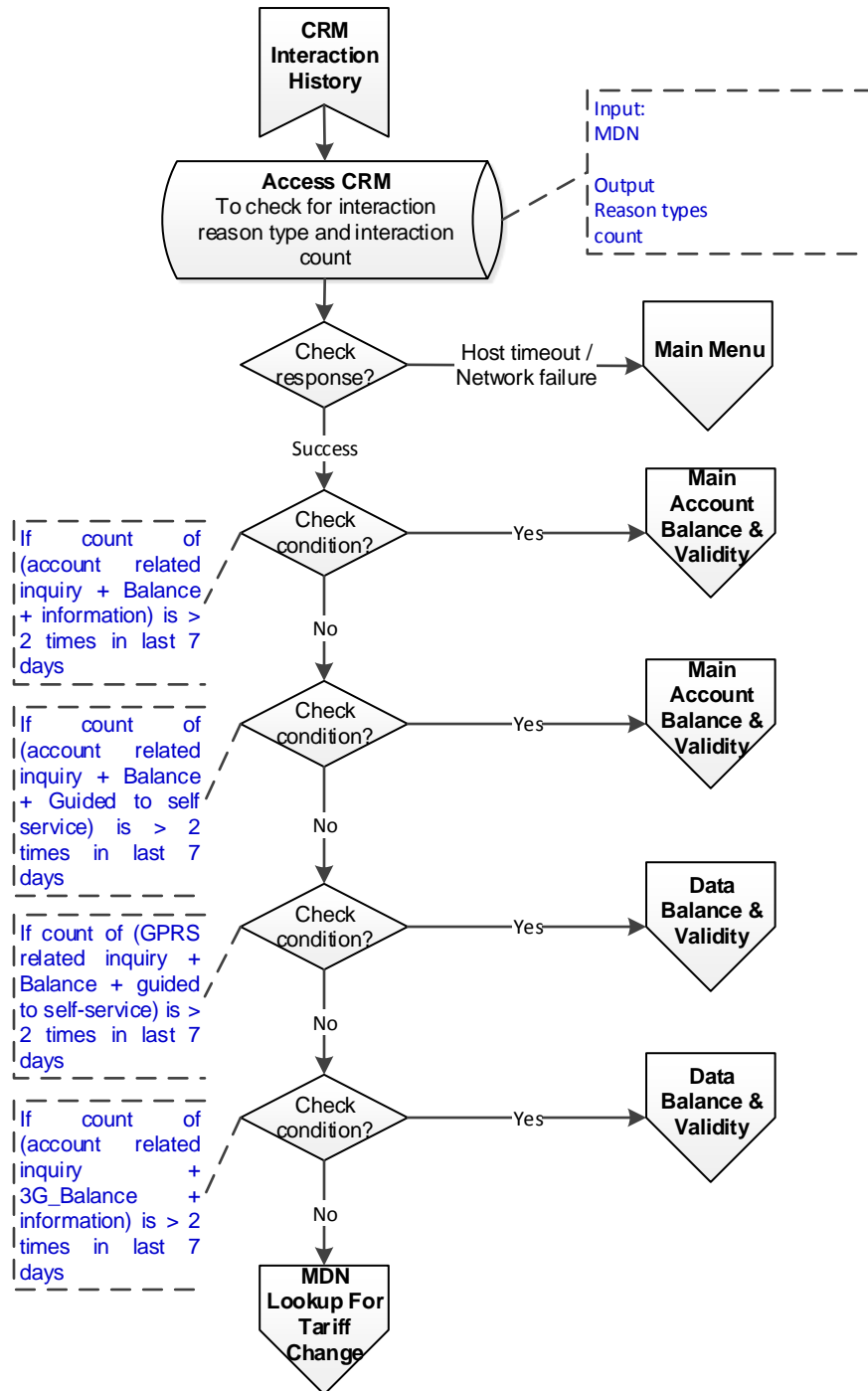


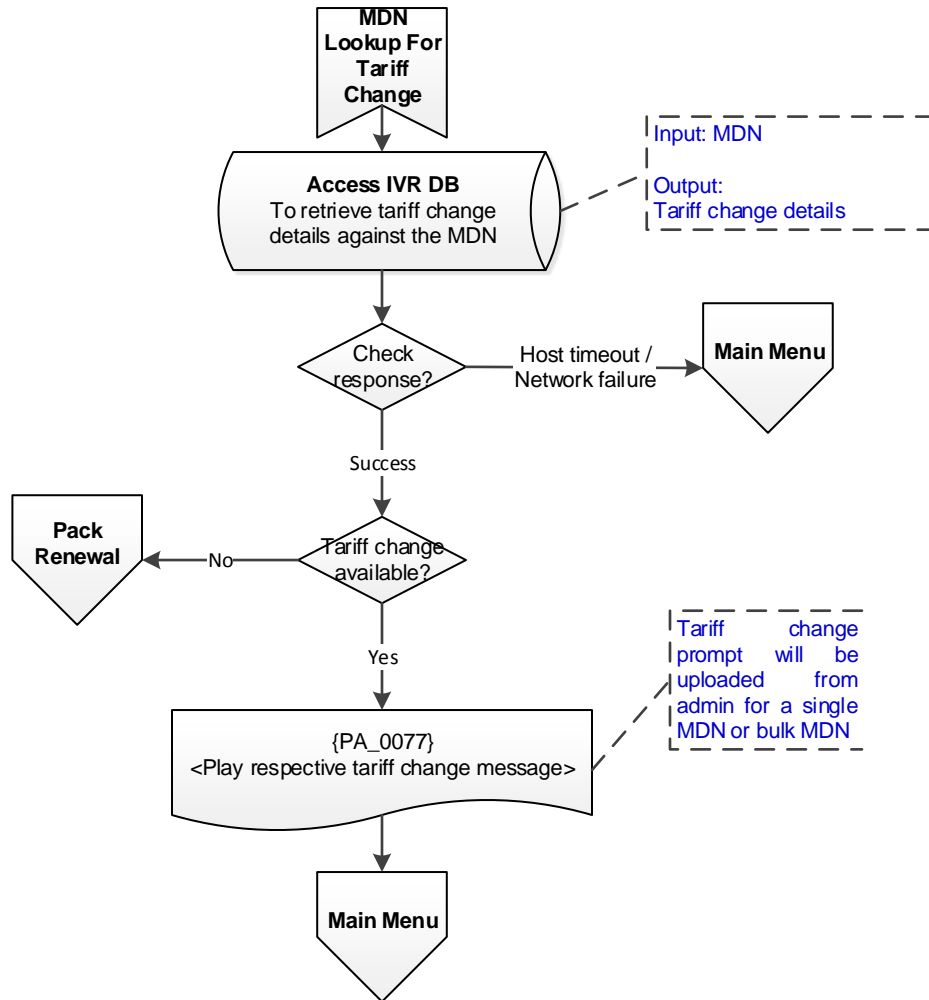
Language Selection

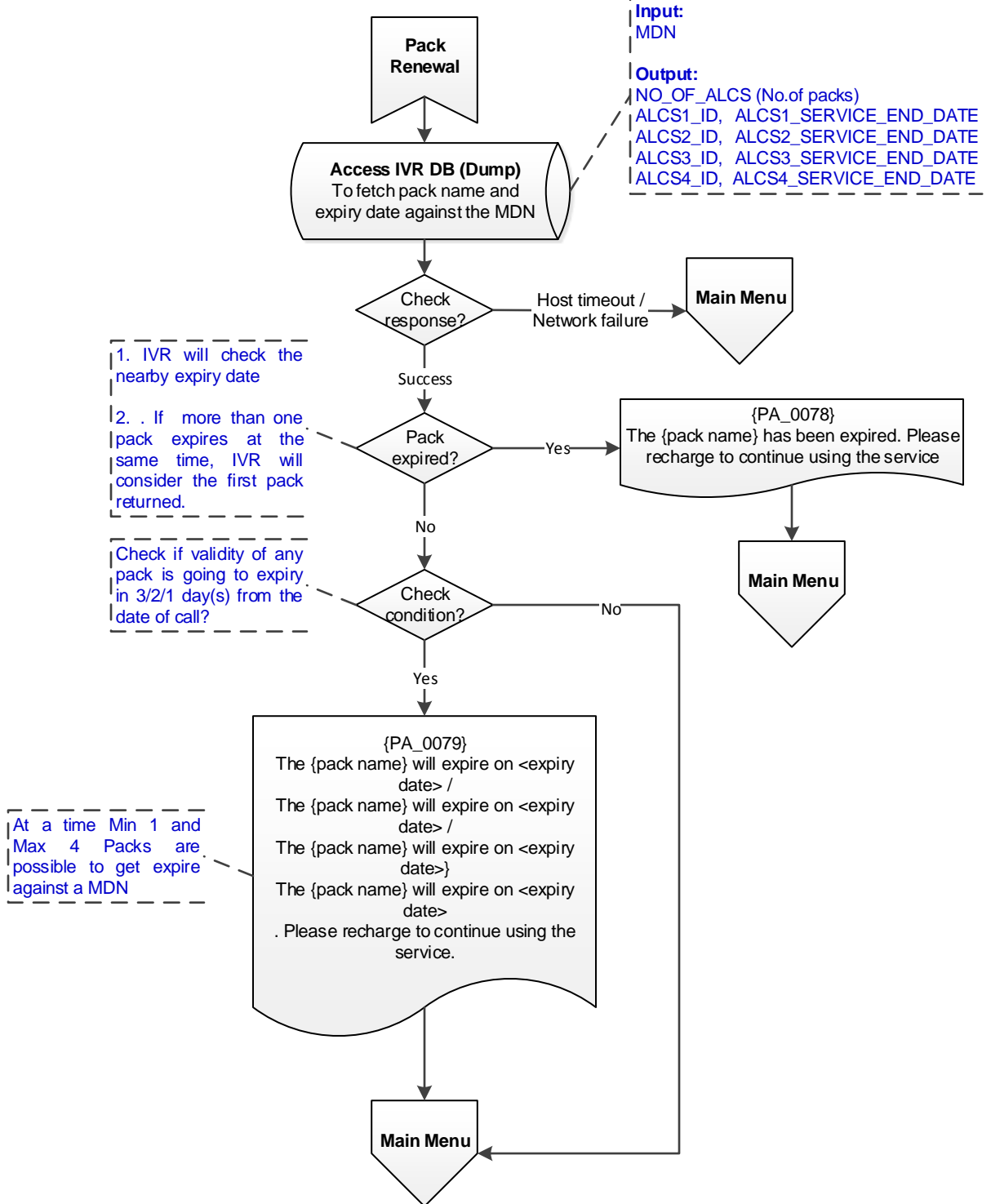




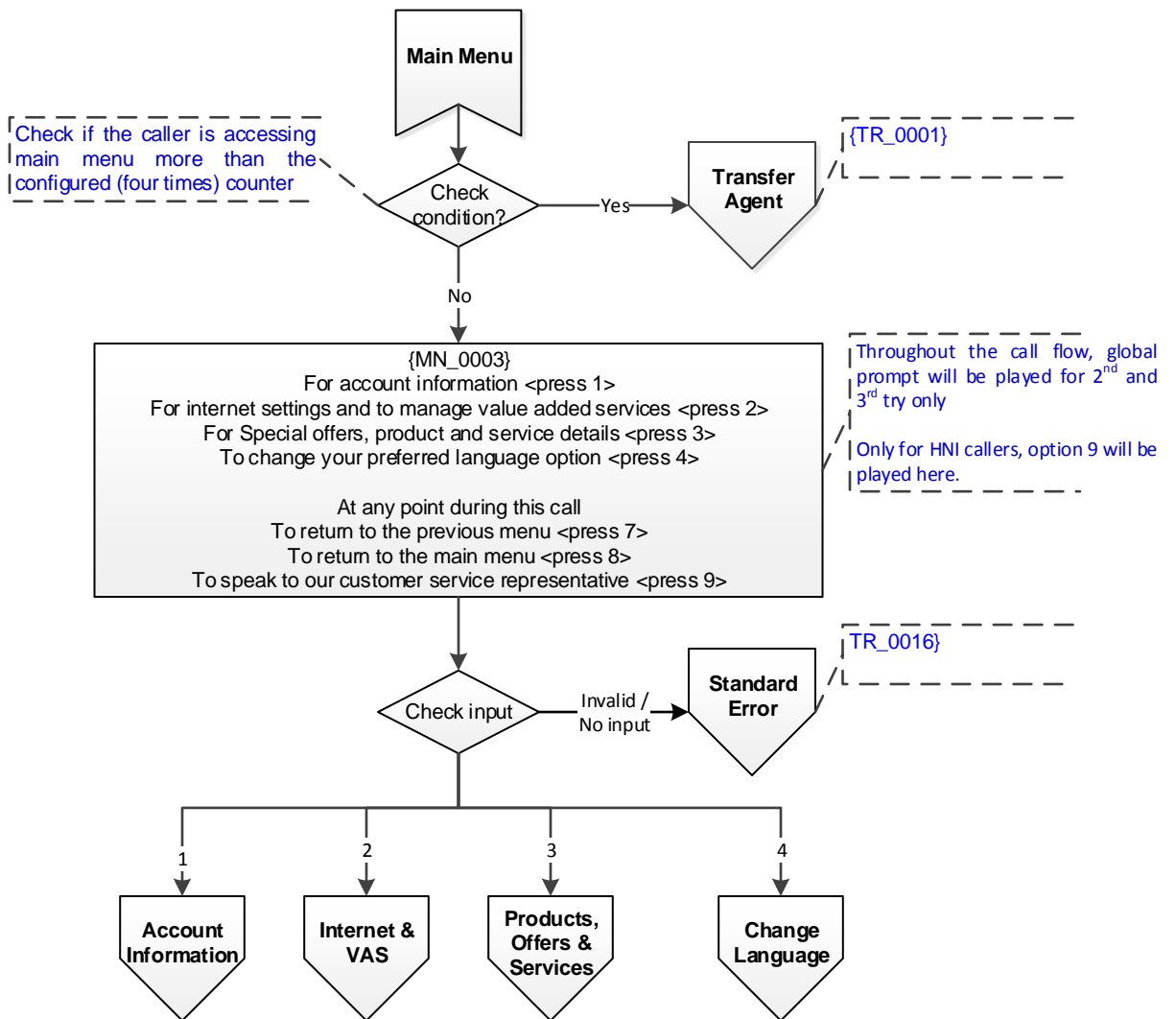
CRM Interaction History



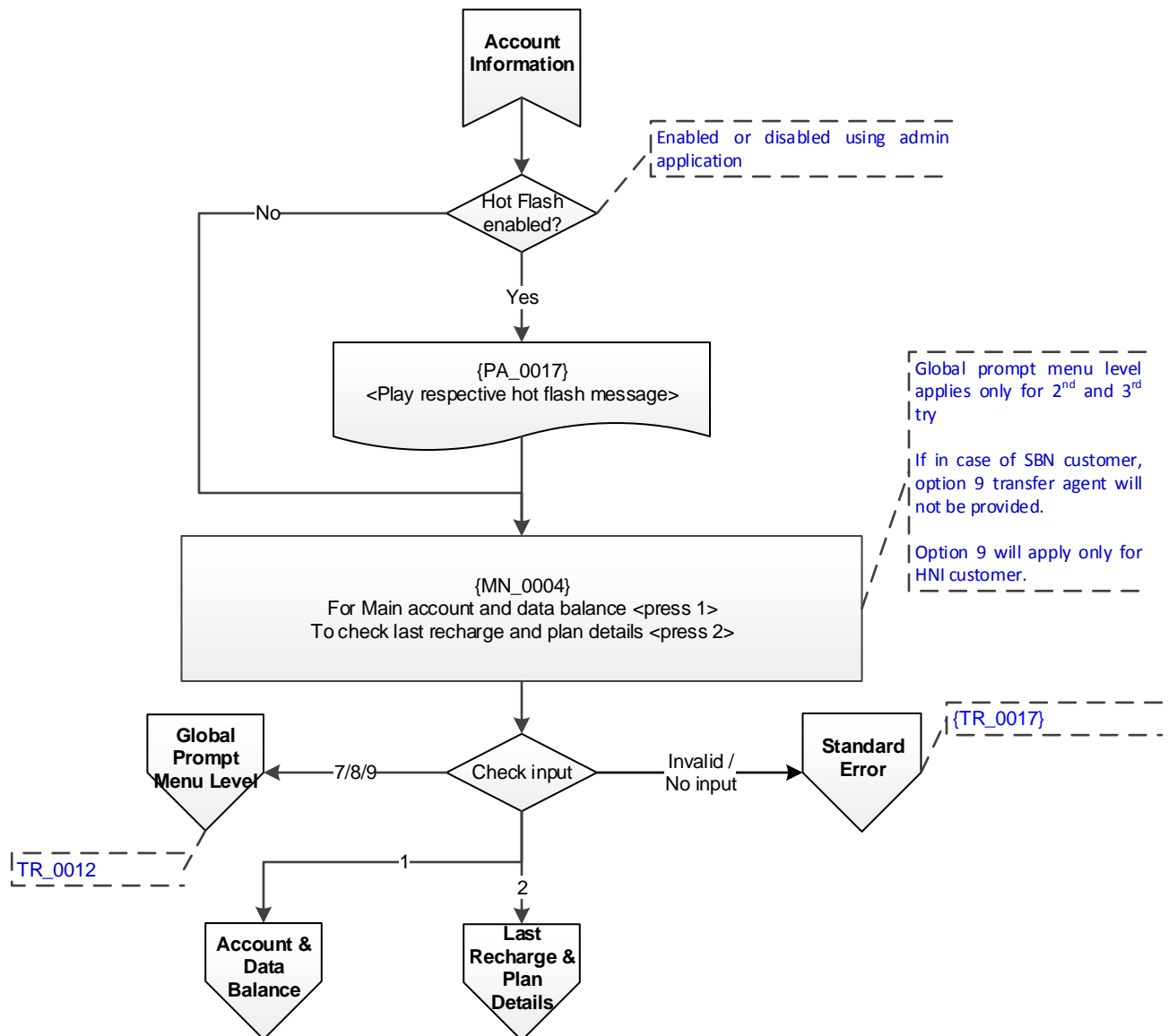
MDN Lookup For Tariff Change

Pack Renewal

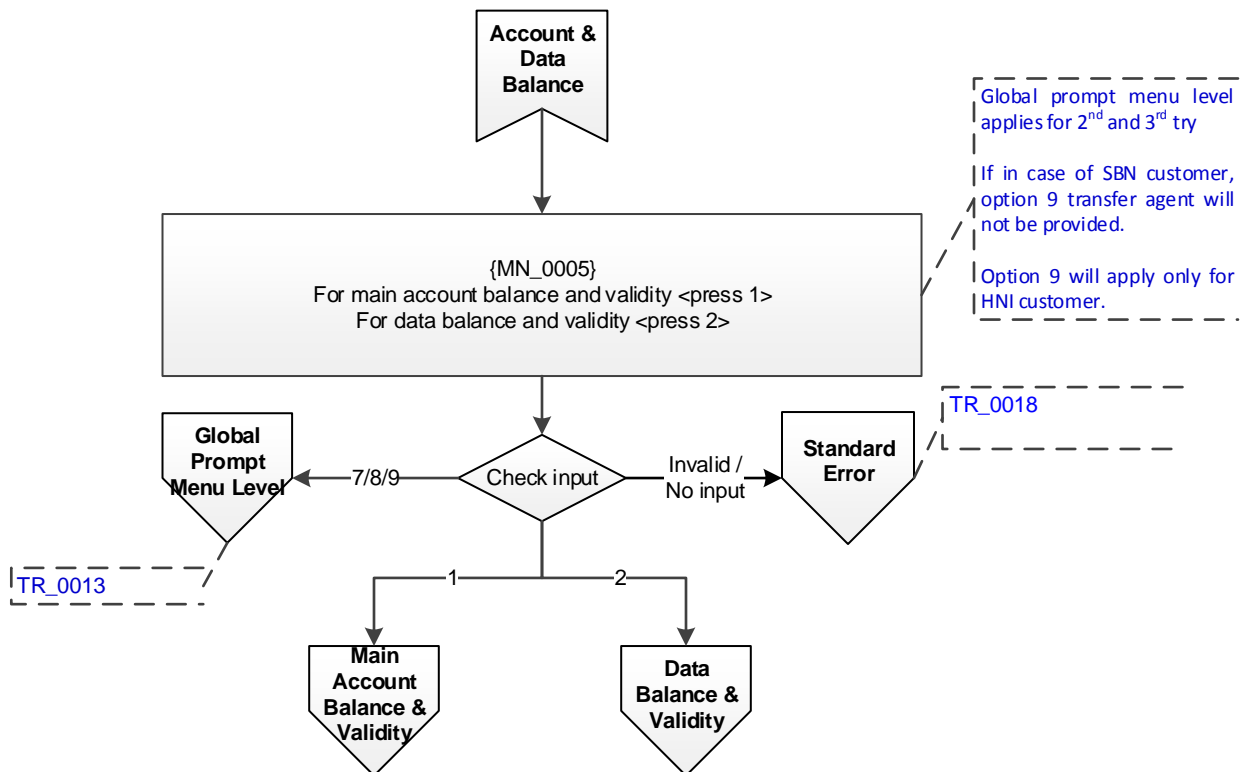
Main Menu

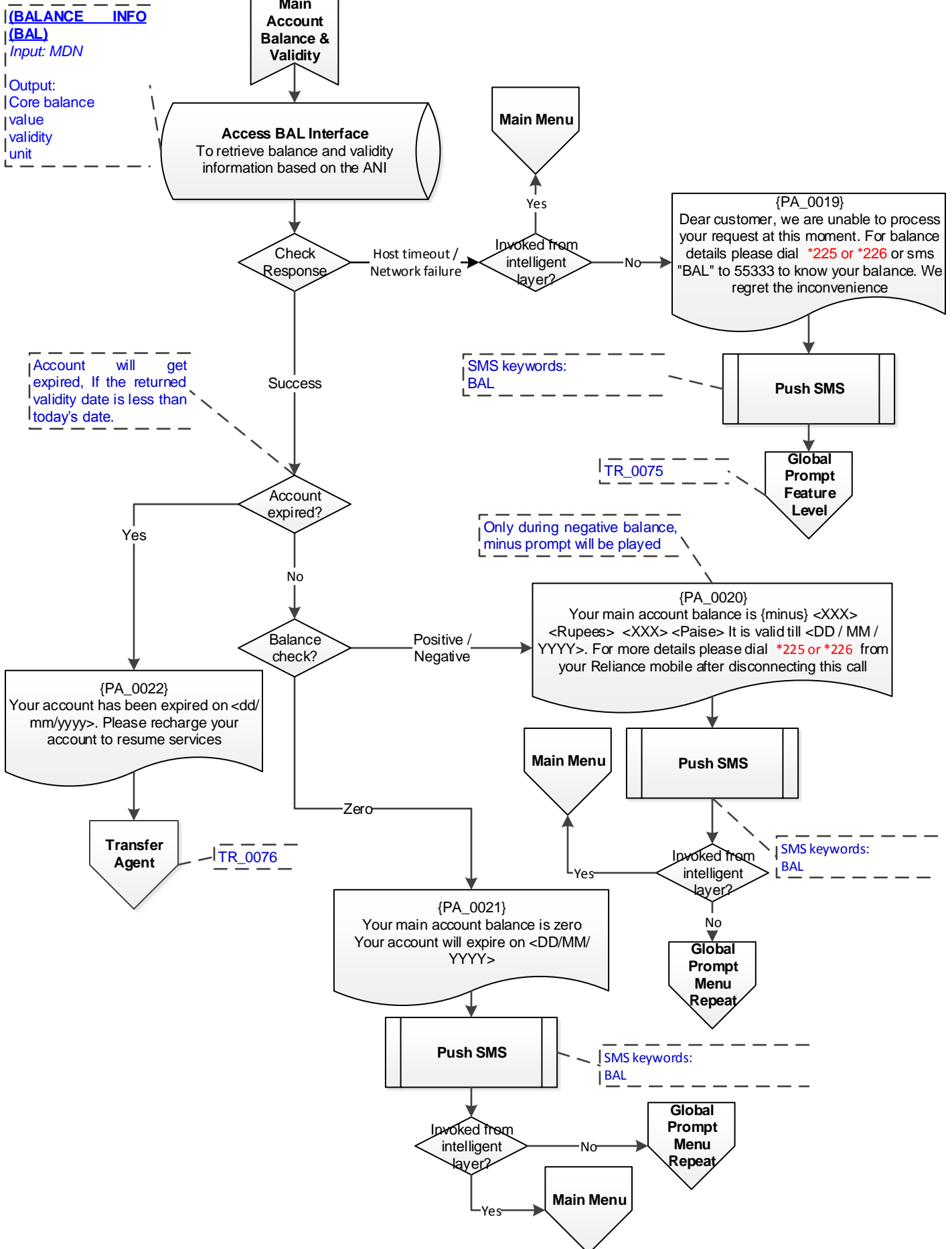


Account Information



Account & Data Balance



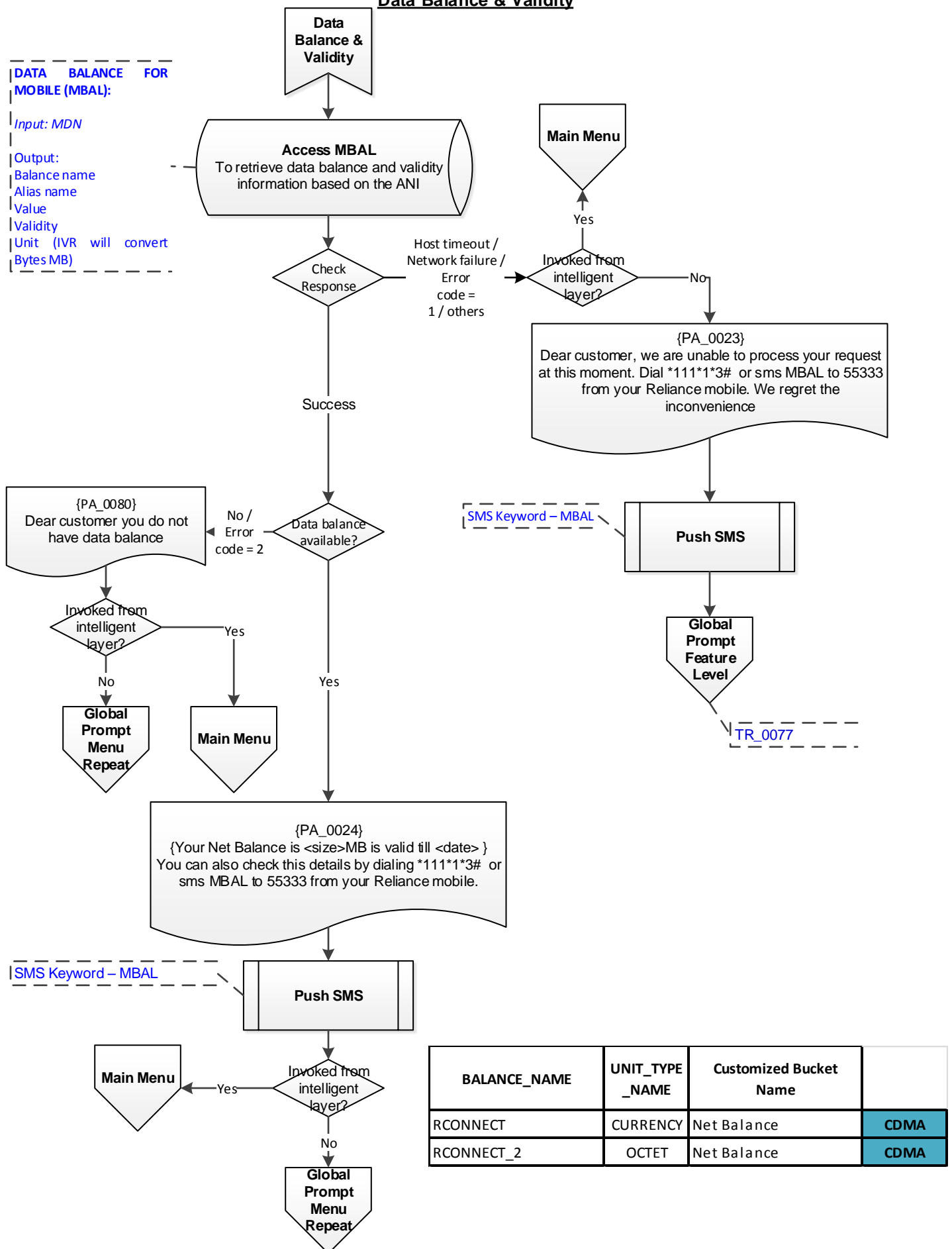
Main Account Balance & Validity

Data Balance & Validity

DATA BALANCE FOR
MOBILE (MBAL):

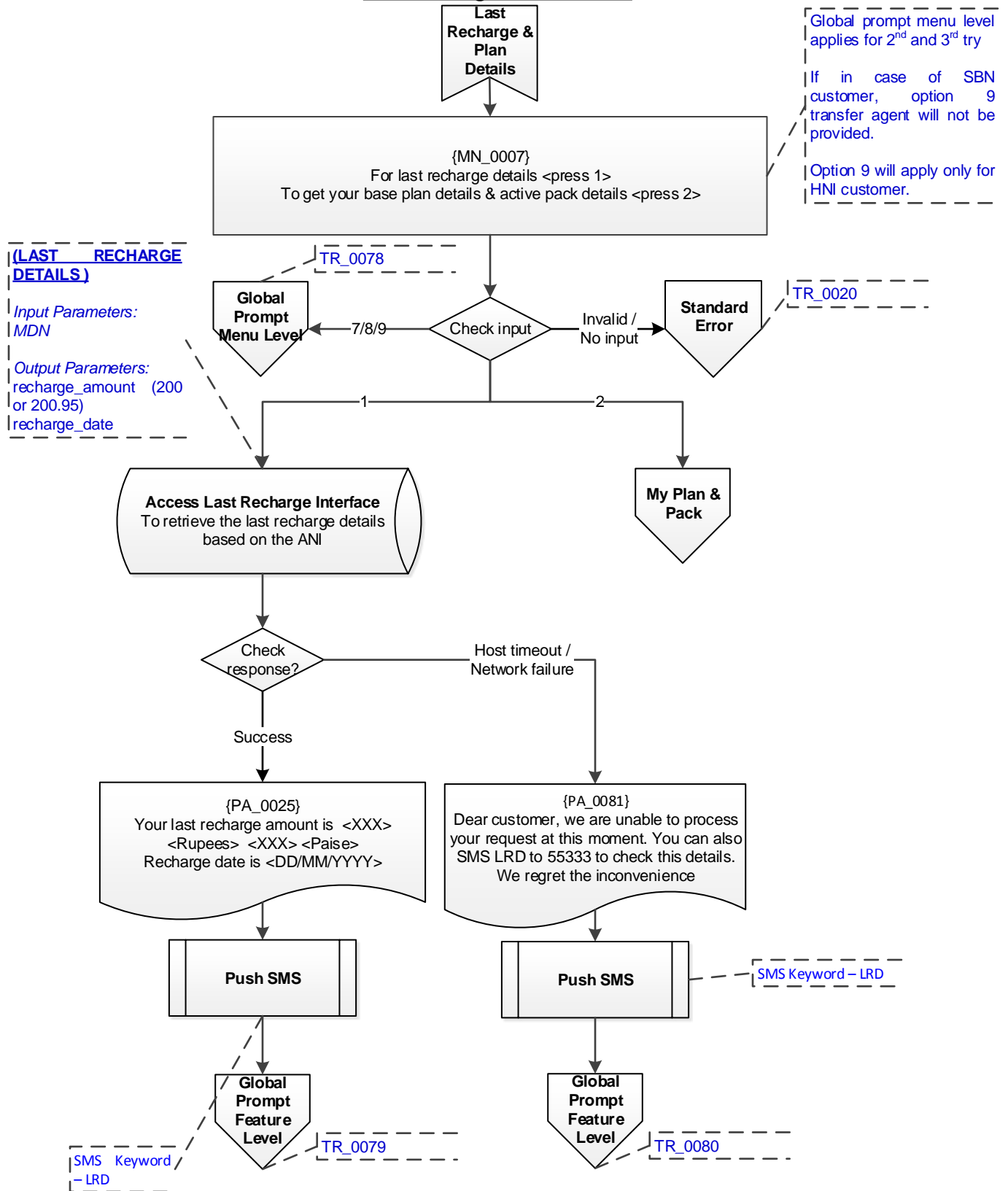
Input: MDN

Output:
Balance name
Alias name
Value
Validity
Unit (IVR will convert
Bytes MB)

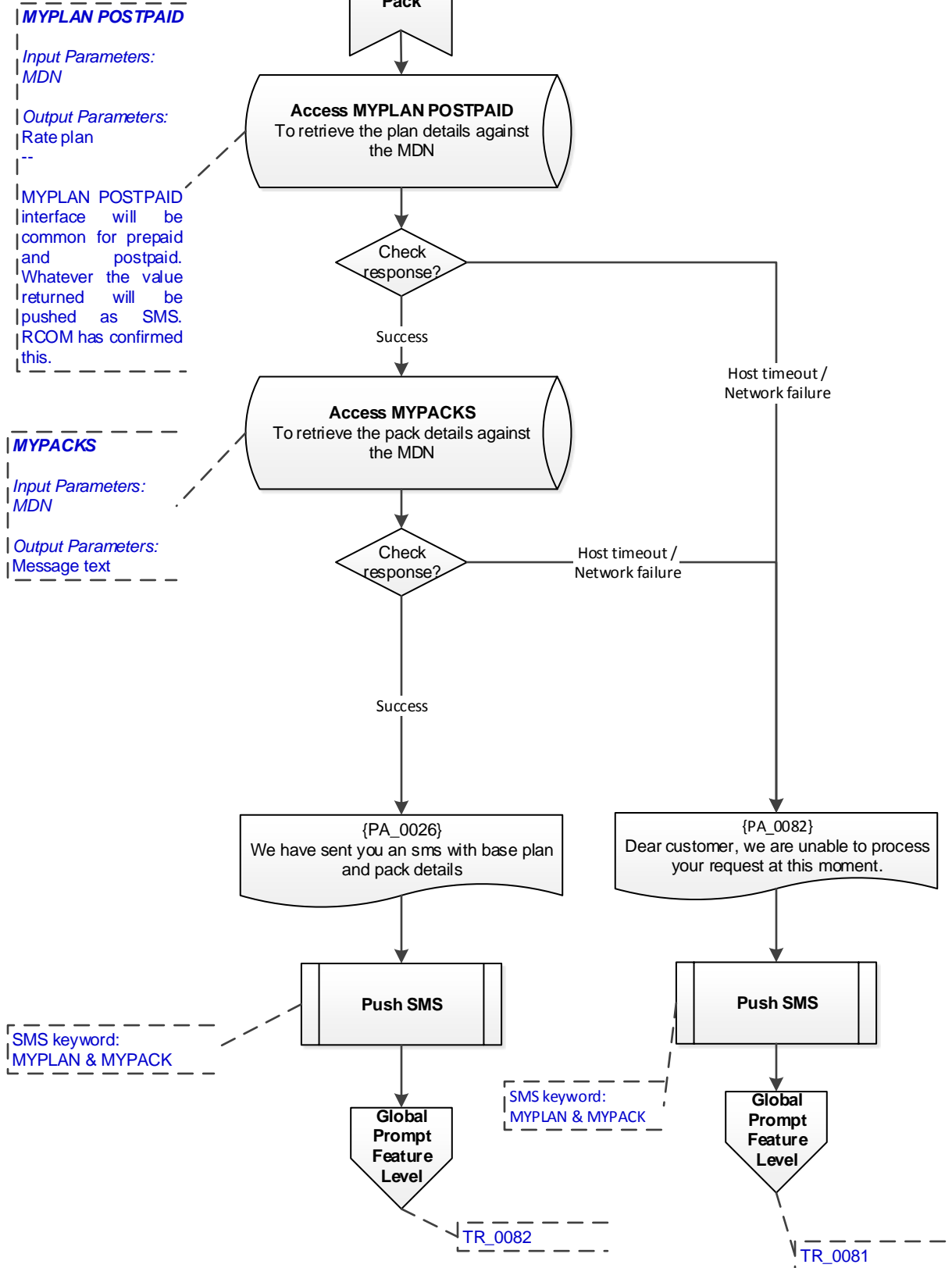


BALANCE_NAME	UNIT_TYPE_NAME	Customized Bucket Name	
RCONNECT	CURRENCY	Net Balance	CDMA
RCONNECT_2	OCTET	Net Balance	CDMA

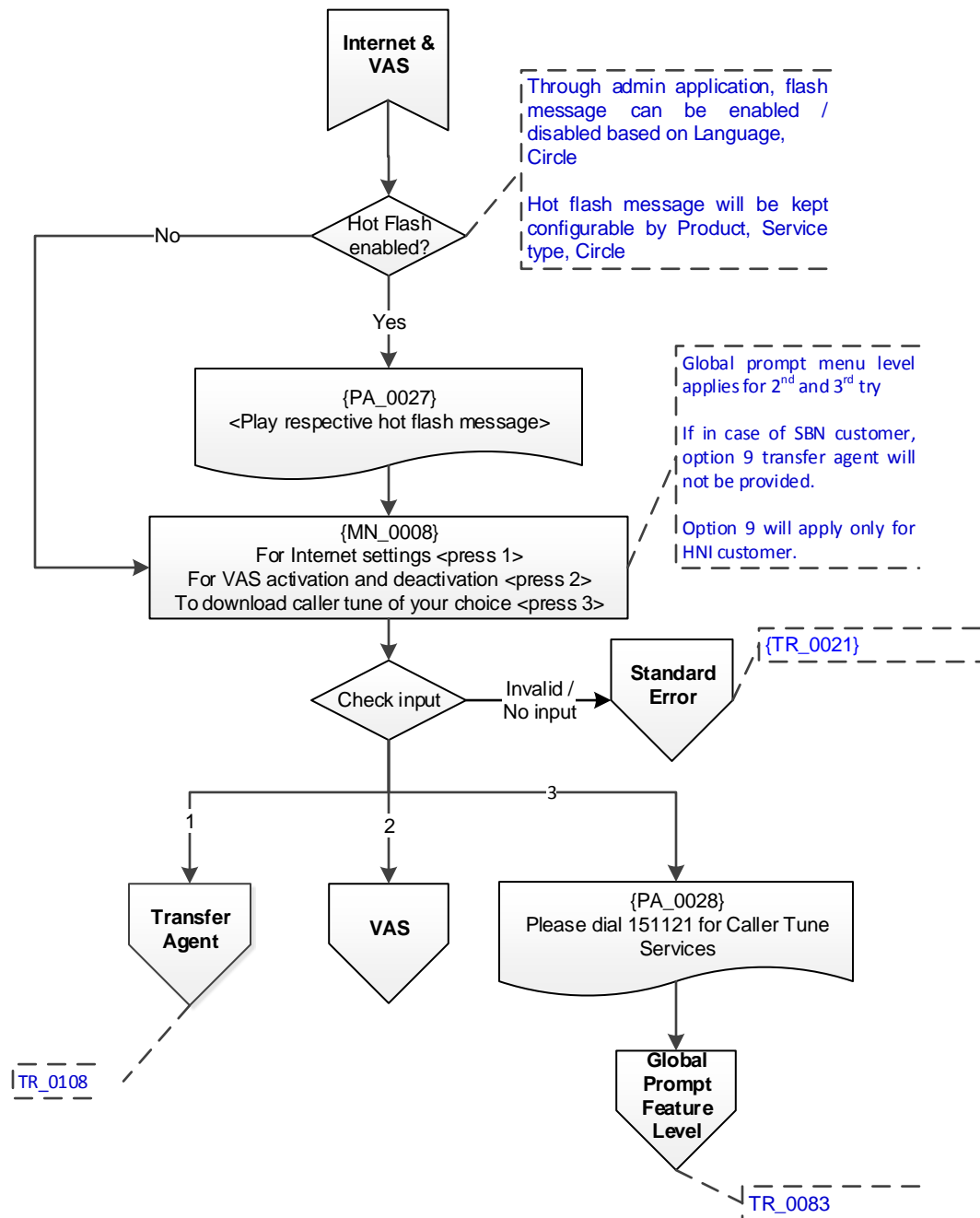
Last Recharge & Plan Details

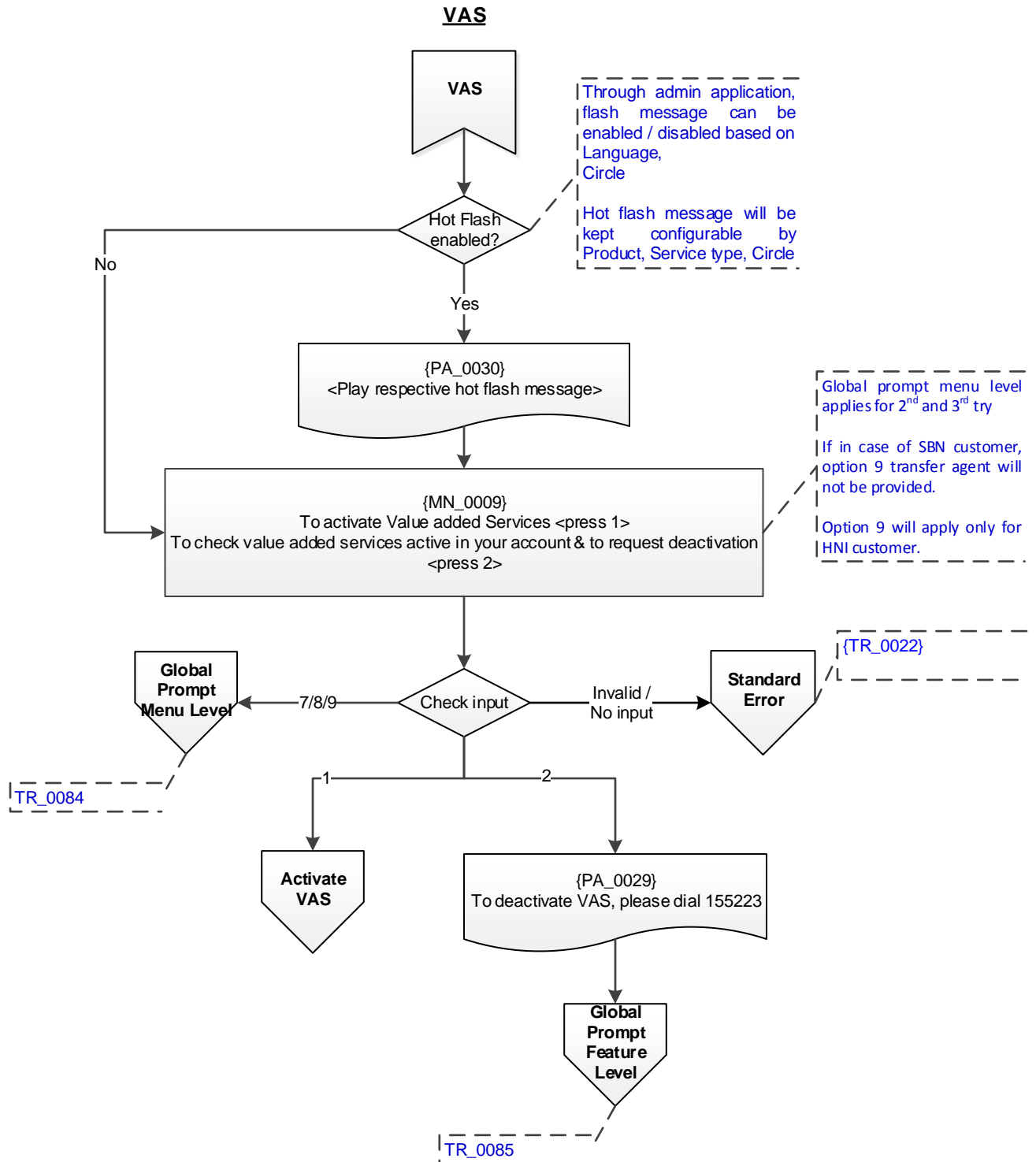


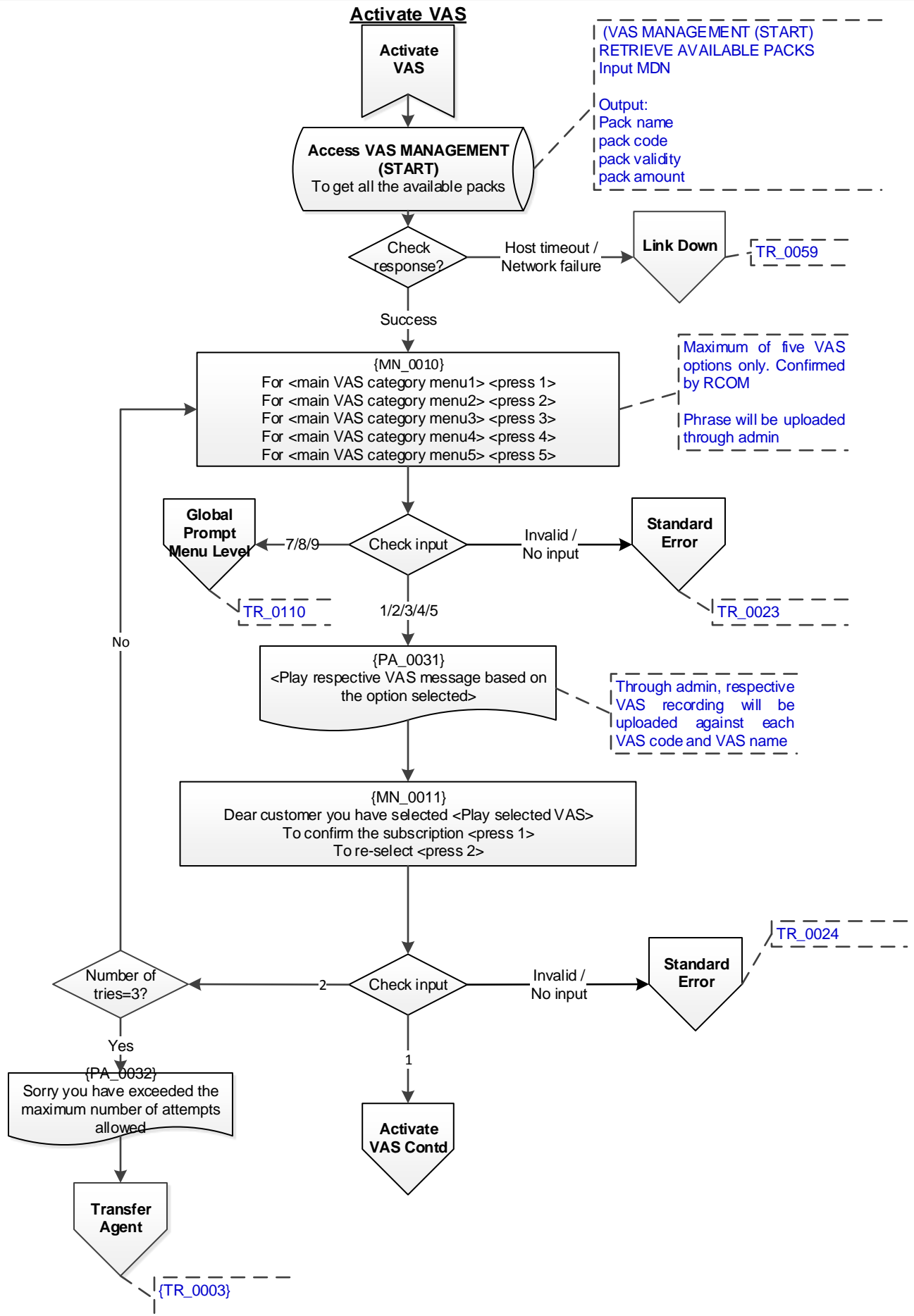
My Plan & Pack

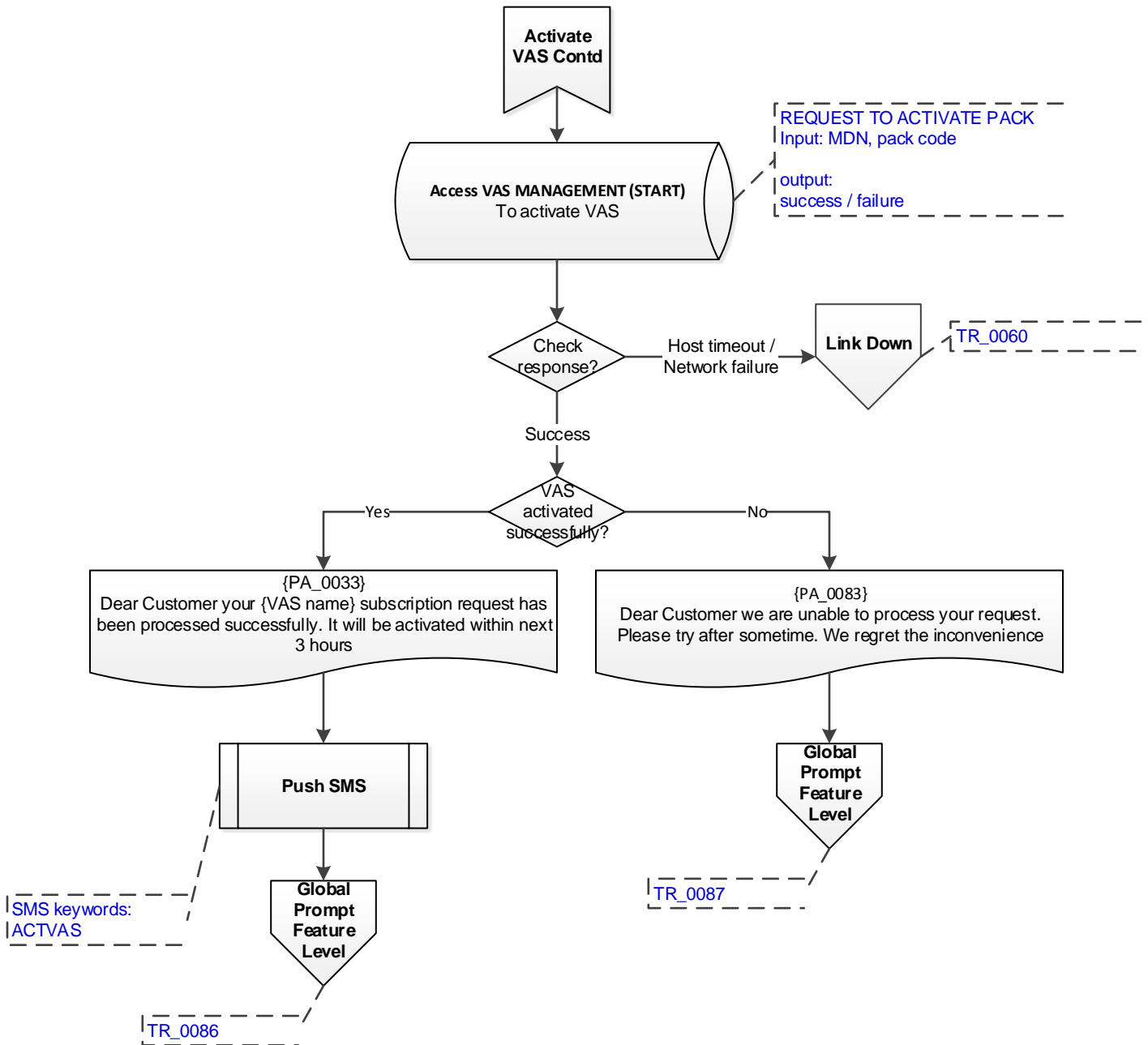


Internet & VAS

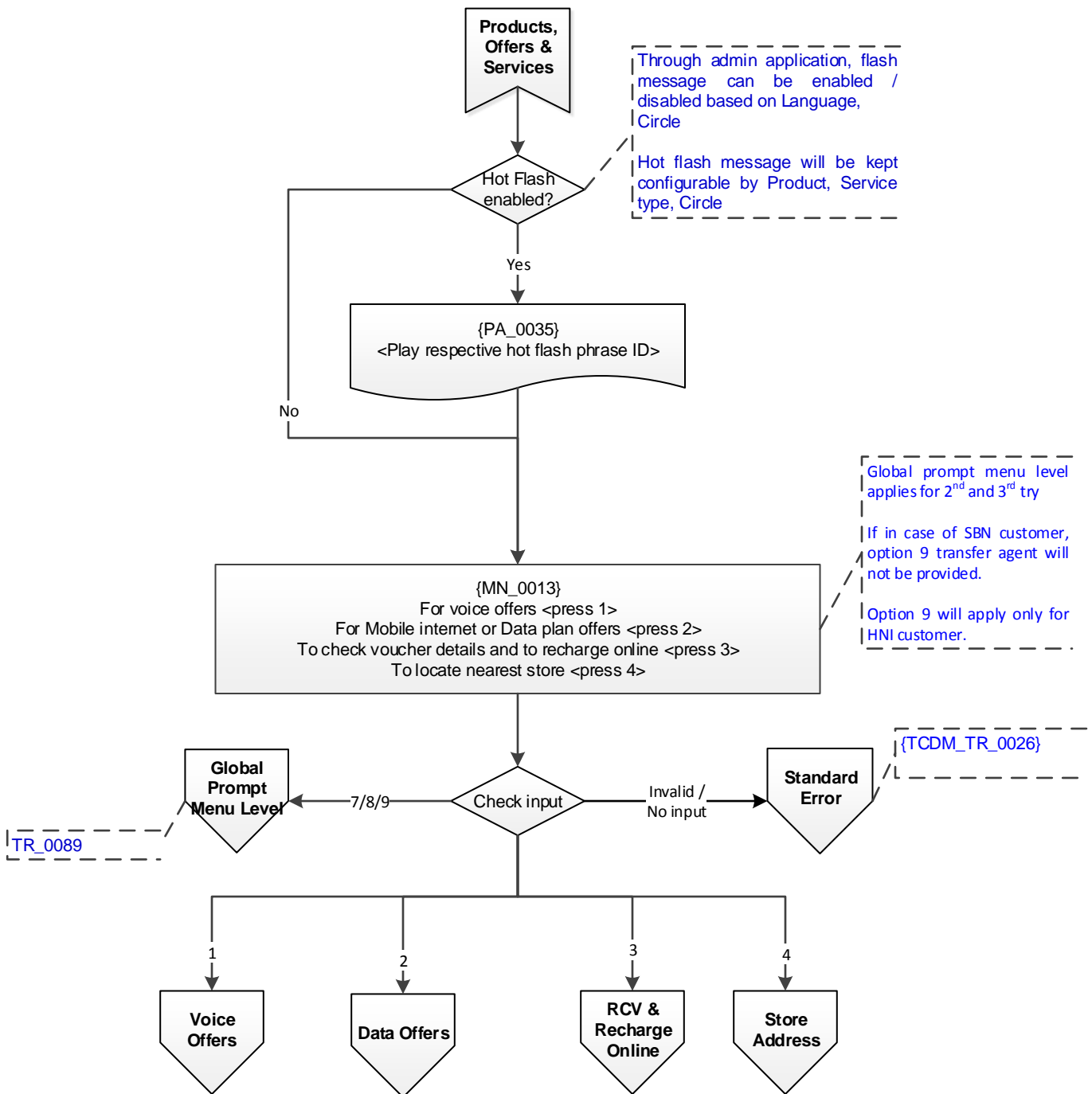


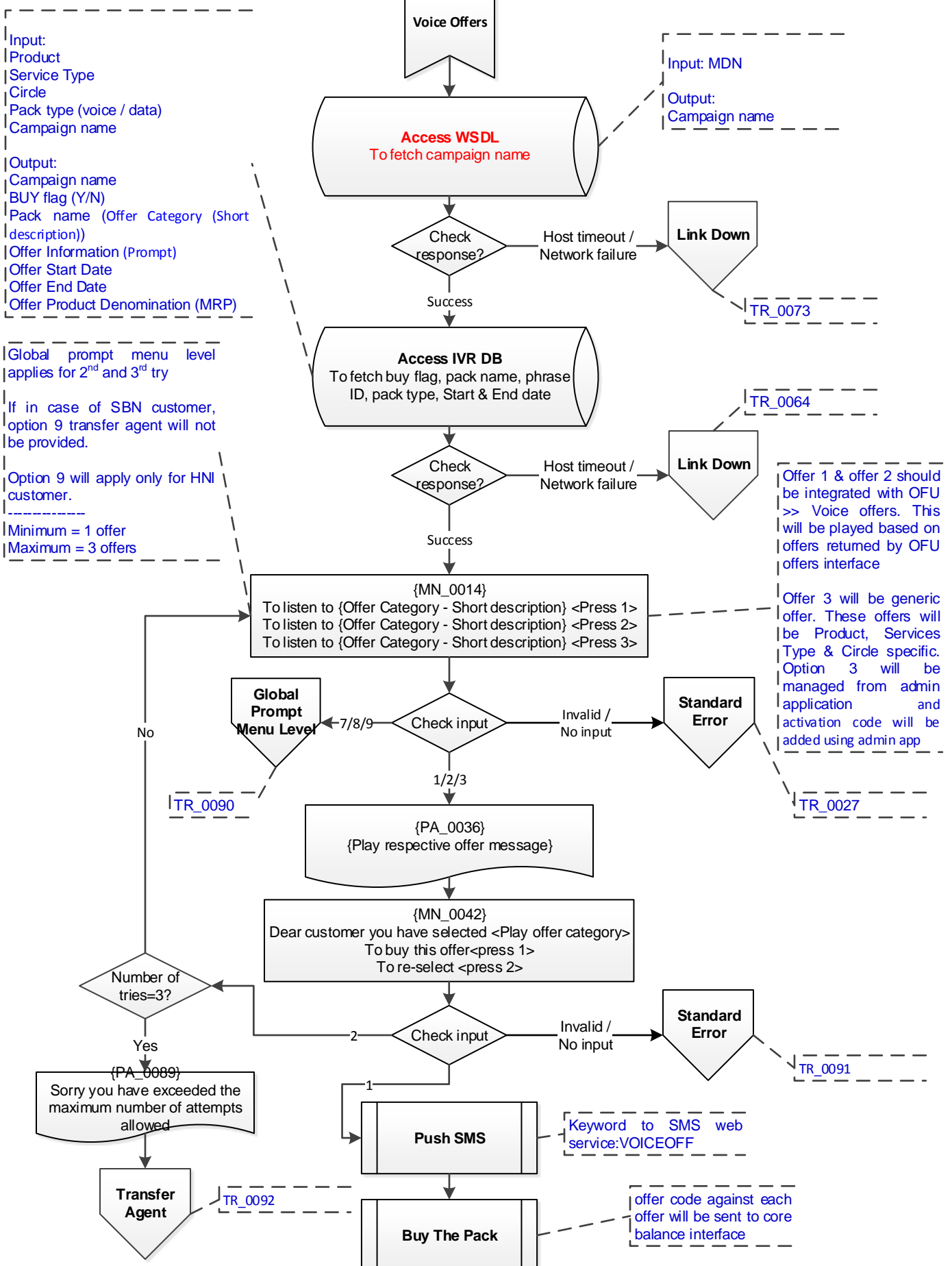


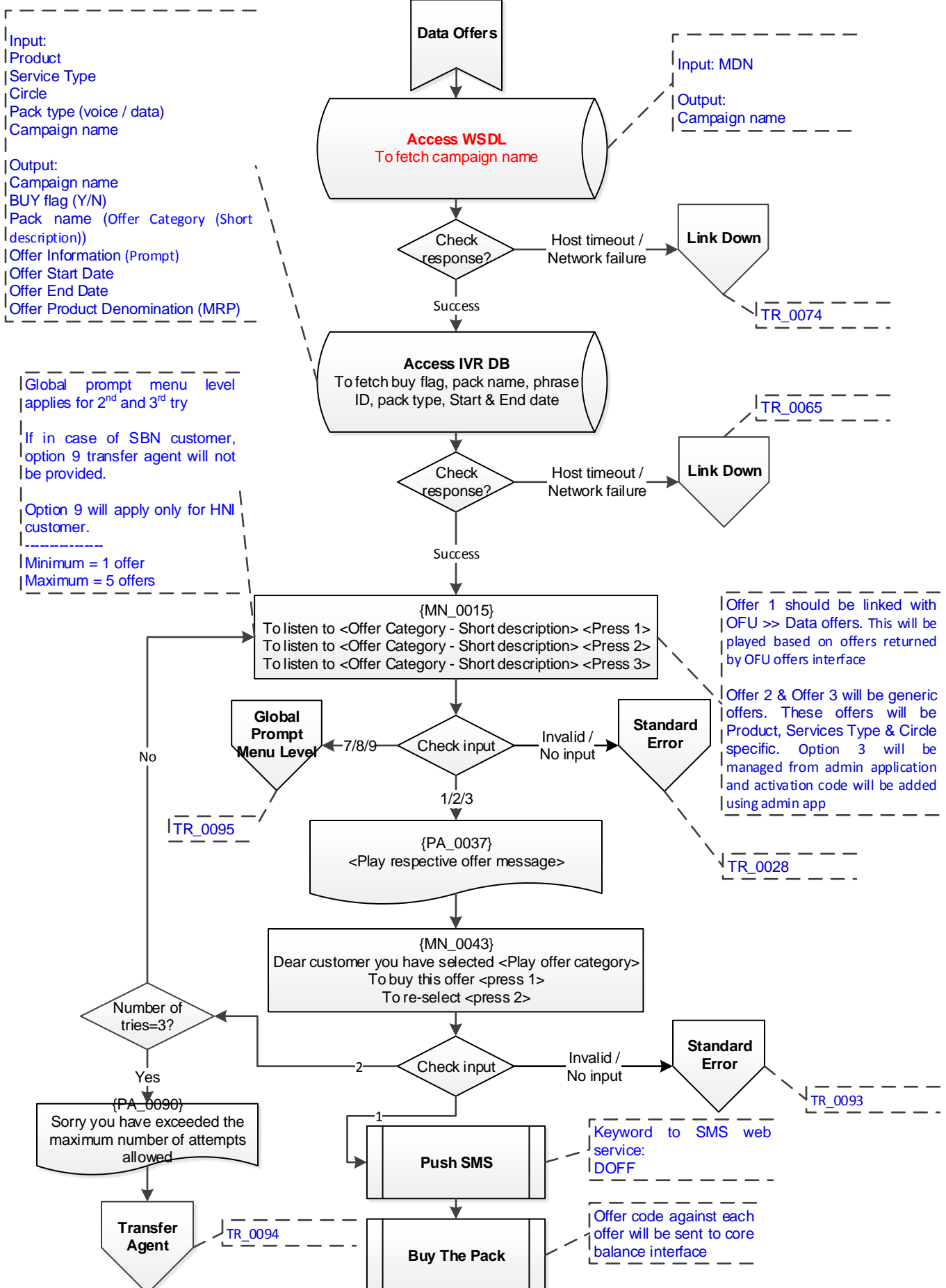


Activate VAS Contd

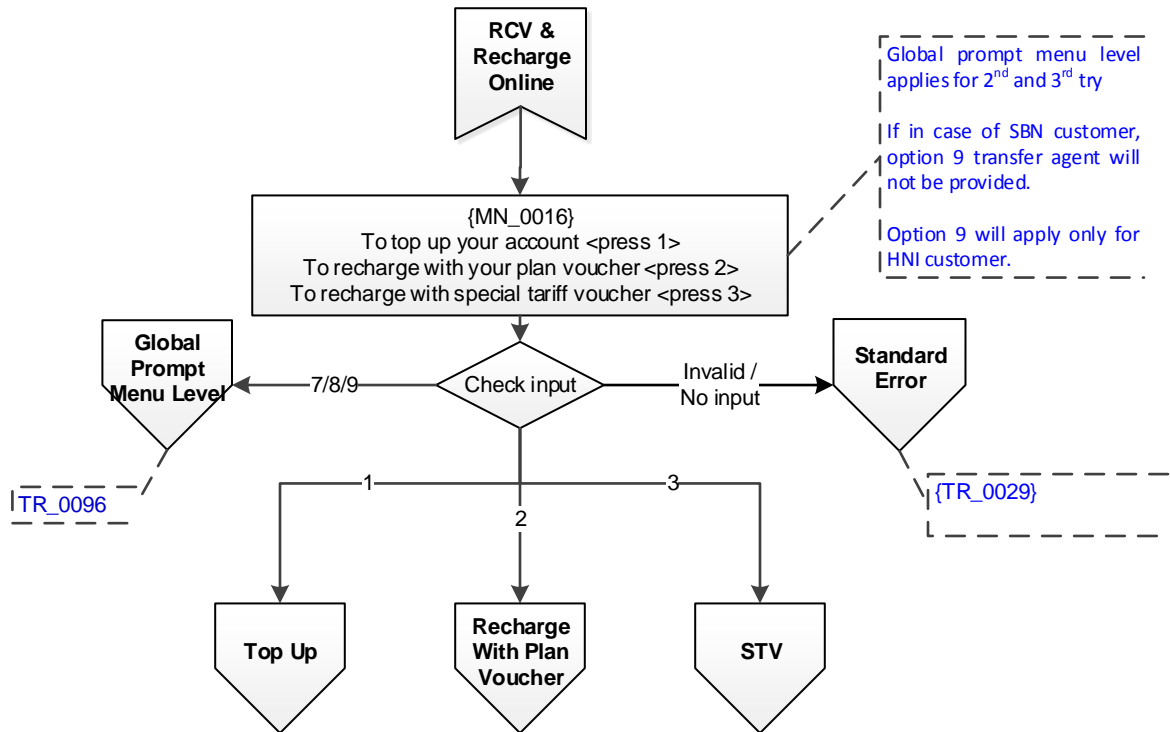
Products, Offers & Services

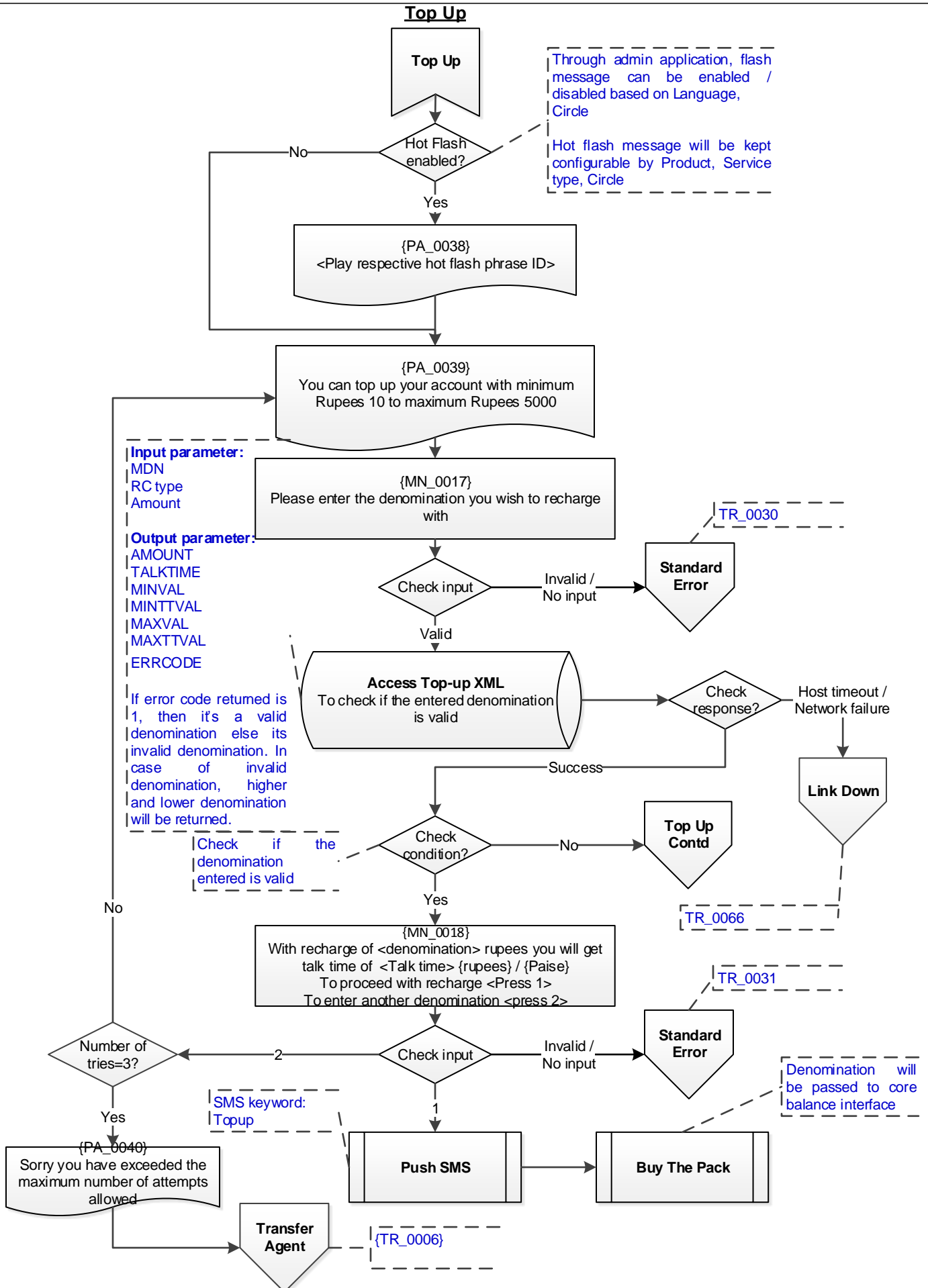


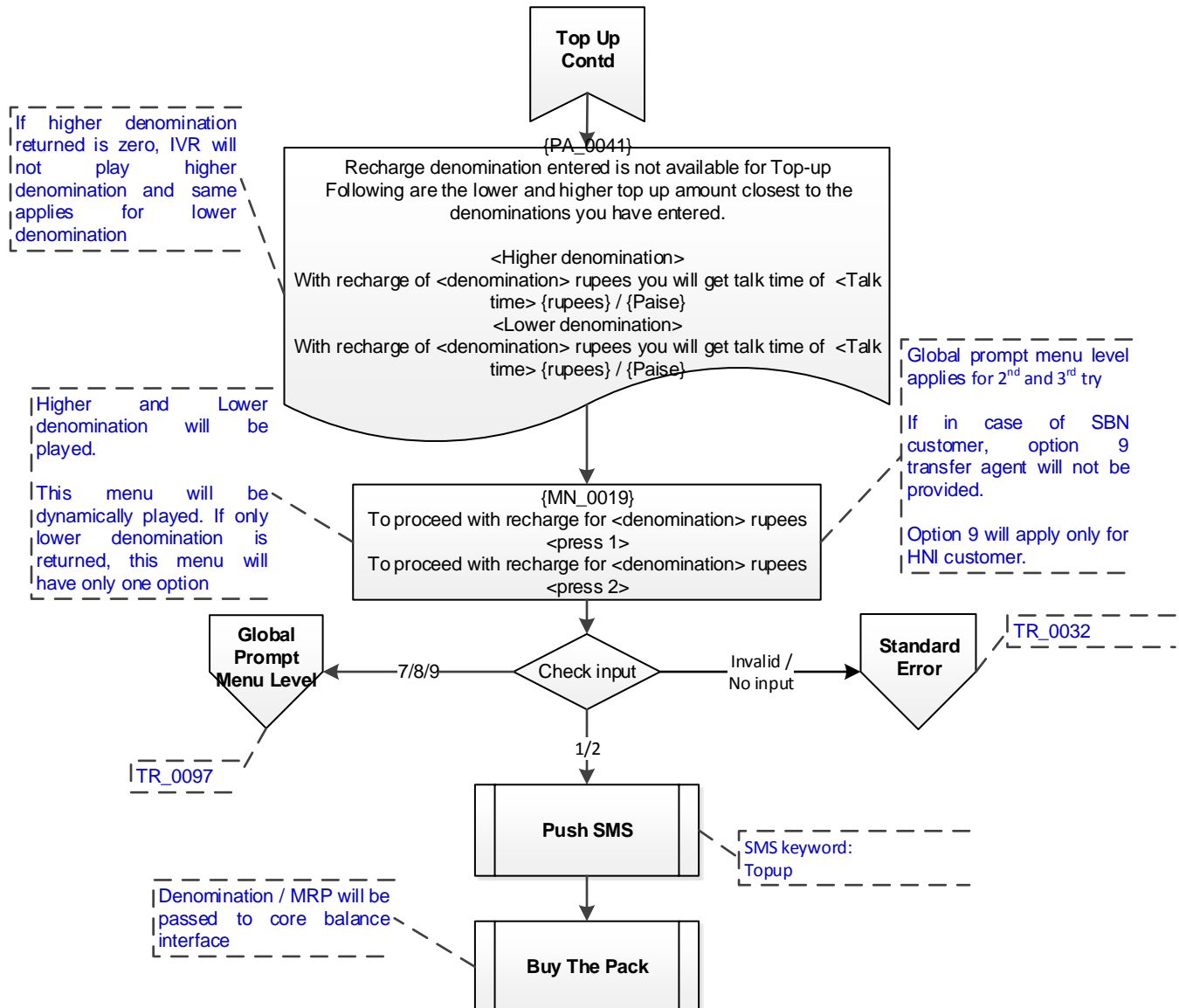
Voice Offers

Data Offers

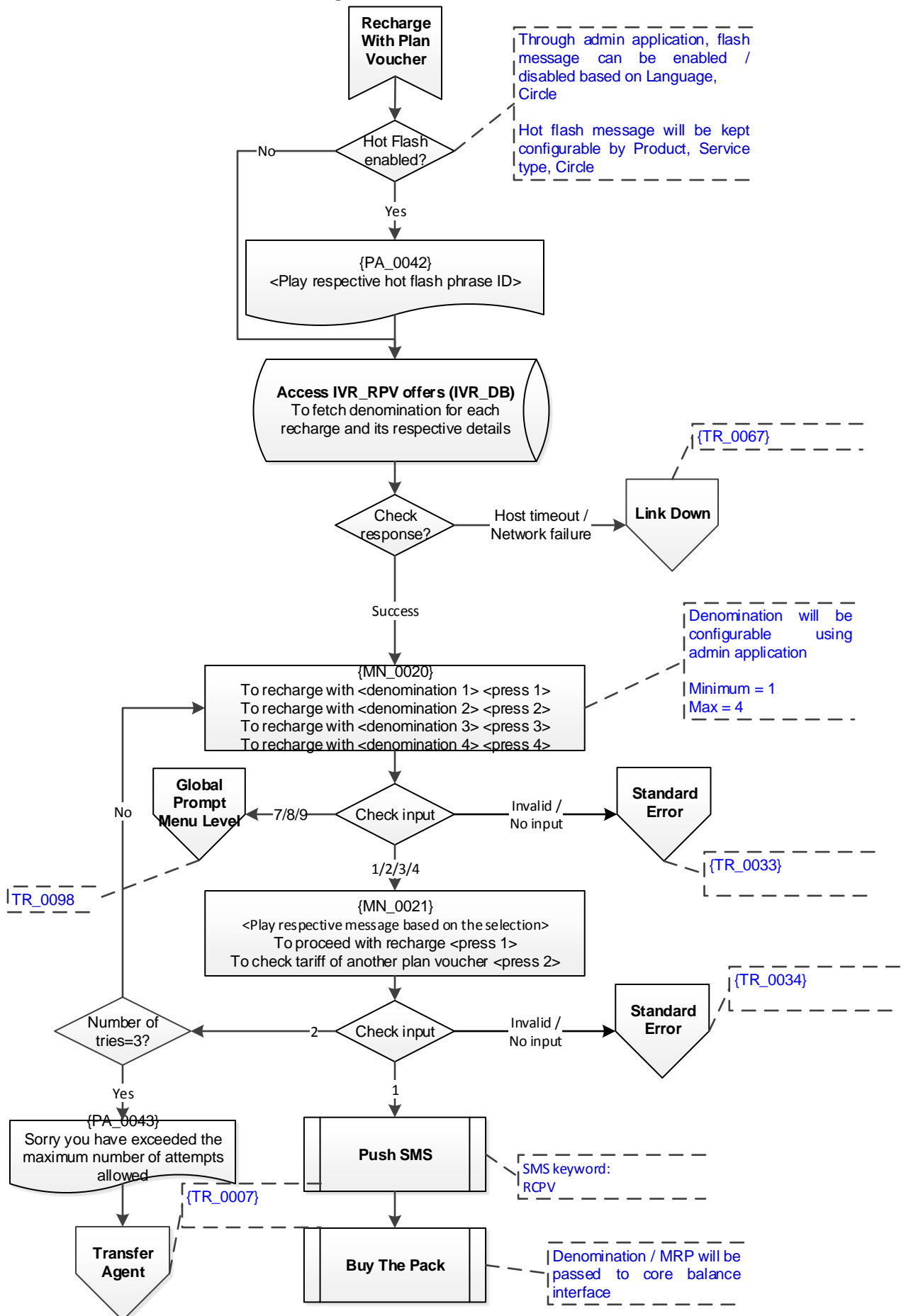
RCV & Recharge Online

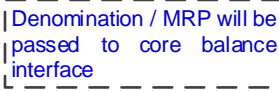


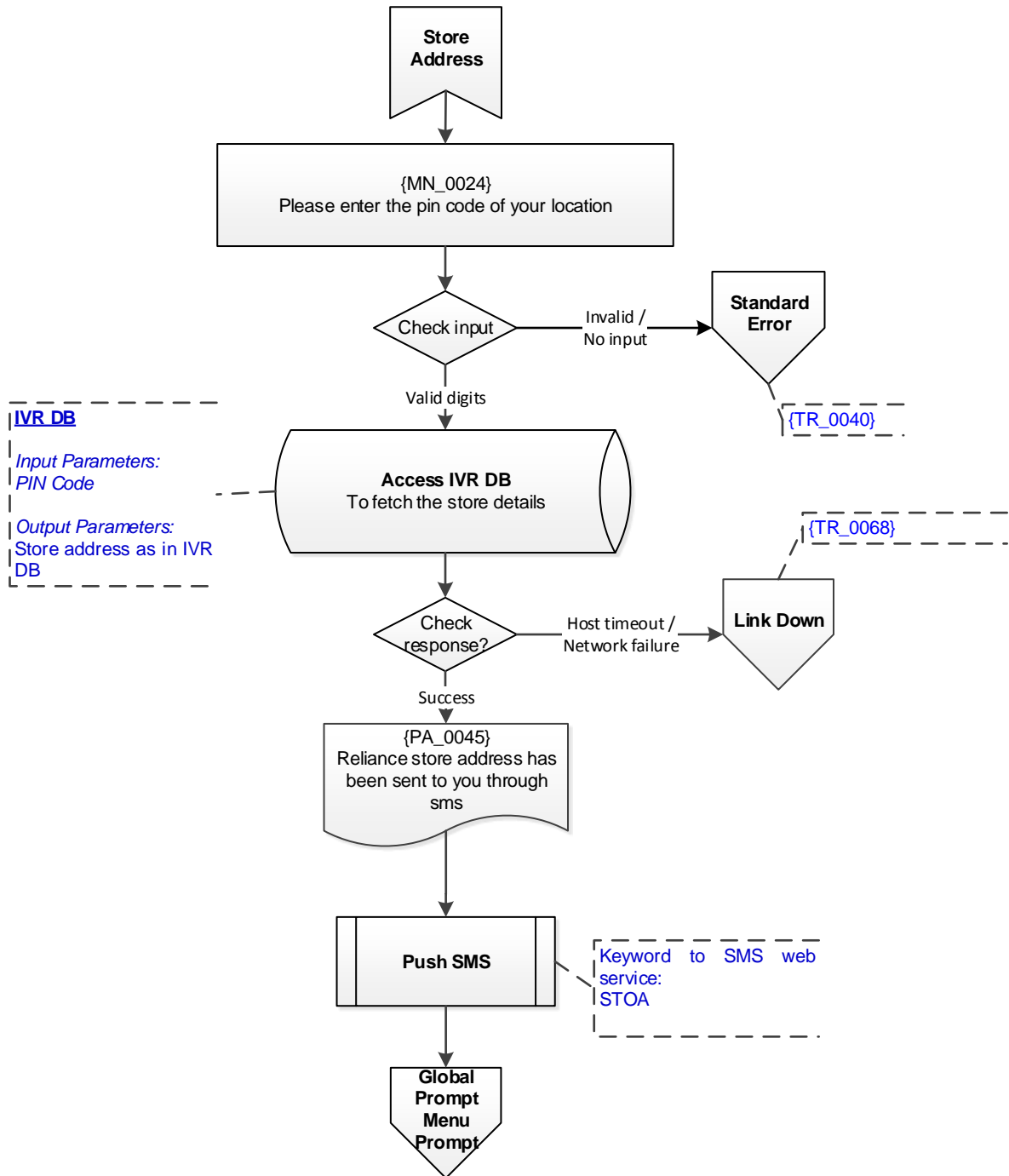


Top Up Contd

Recharge With Plan Voucher





Store Address

Buy The Pack**Buy The Pack**

Access IVR_Online payment table (IVR DB)
To check if online payment enabled?

IVR_Online payment table (IVR DB)
Input: app name, circle

Output: enabled or disabled

Online payment feature can be enabled or disabled from admin application

Check response?

Host timeout /
Network failure

Link Down

TR_0069

Success

Online payment enabled?

No

Transfer Agent

Yes

Check condition?

No

{MN_0025}
To buy the pack using core balance
<press 1>

{MN_0026}
To buy the pack using Credit Card
<press 1>

Invalid /
No input

Check input

7/8/9

Global Prompt Menu Level**Standard Error**

1

Pay Using Core Balance

TR_0042

Go To OTP Menu

{PA_0046}
Dear Customer as per RBI mandate please get one time password from your bank to complete this transaction. Please use SMS service of your bank to receive one time password or contact your card issuing bank for details.

{MN_0027}
If you have your One Time Password provided by your card issuing bank <Press 1>
Else <press 2> to disconnect the call

Invalid /
No input

Check input

7/8/9

Standard Error

1

Global Prompt Menu Level

TR_0103

{PA_0050}
You have not chosen any option

1

{PA_0049}
That was an invalid entry. Please try again

No

Yes

Check input

Invalid /
No input

Number of tries=3?

No

Invalid Input

{PA_0047}
Thank you for calling Reliance customer care

2

Disconnect

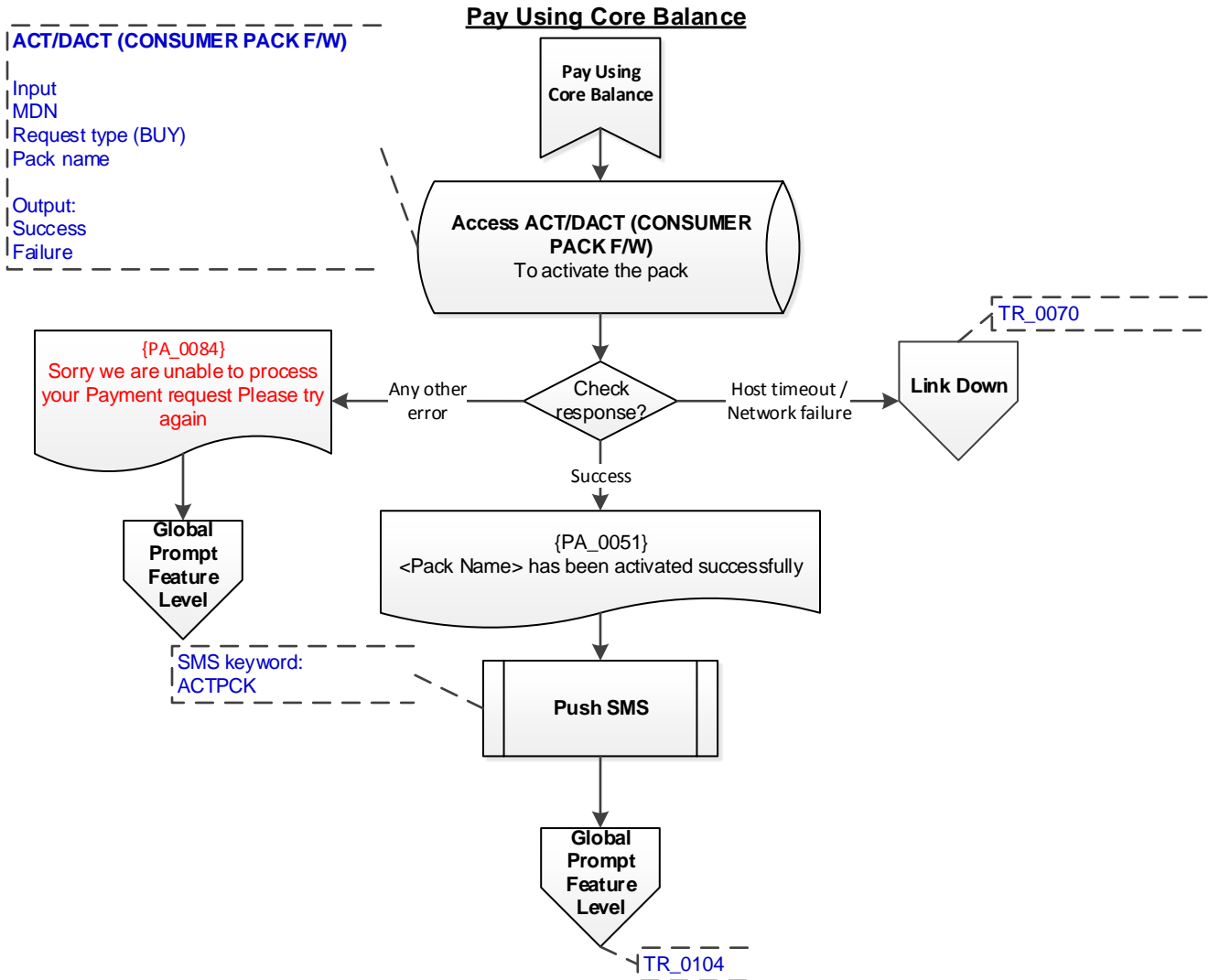
1

Credit Card Entry

{PA_0048}
Please contact your card issuing bank for the One Time Password and re-attempt the same

Transfer Agent

TR_0009



Credit Card Entry

Removed card selection menu and one card number entry collection menu

Credit Card Entry

{PA_0085}
We accept payments only through VISA and Master card

Use Luhn's algorithm to authenticate the card

{MN_0029}
Please enter your 16 digit Card Number

Check input

Invalid /
No input

Standard Error

TR_0044

Valid
digits

{MN_0030}
Please enter the expiry month and year of your credit card in the MMY format, For example if your credit card expiry date is August 2015 then enter 0815

Check input

Invalid /
No input

Standard Error

TR_0046

Entered
MMYY >=
current
MMYY?

Yes

No

No

Number of
tries=3?

Yes

{PA_0052}
Sorry you have exceeded the maximum number of attempts allowed

Transfer Agent

TR_0011

{MN_0031}
Please enter 3 digit CVV number. CVV number is the last three digits written on back side of the credit card

Check input

Invalid /
No input

Standard Error

TR_0047

3 digit

{MN_0032}
Please enter your 6 digit one time password

Check input

Invalid /
No input

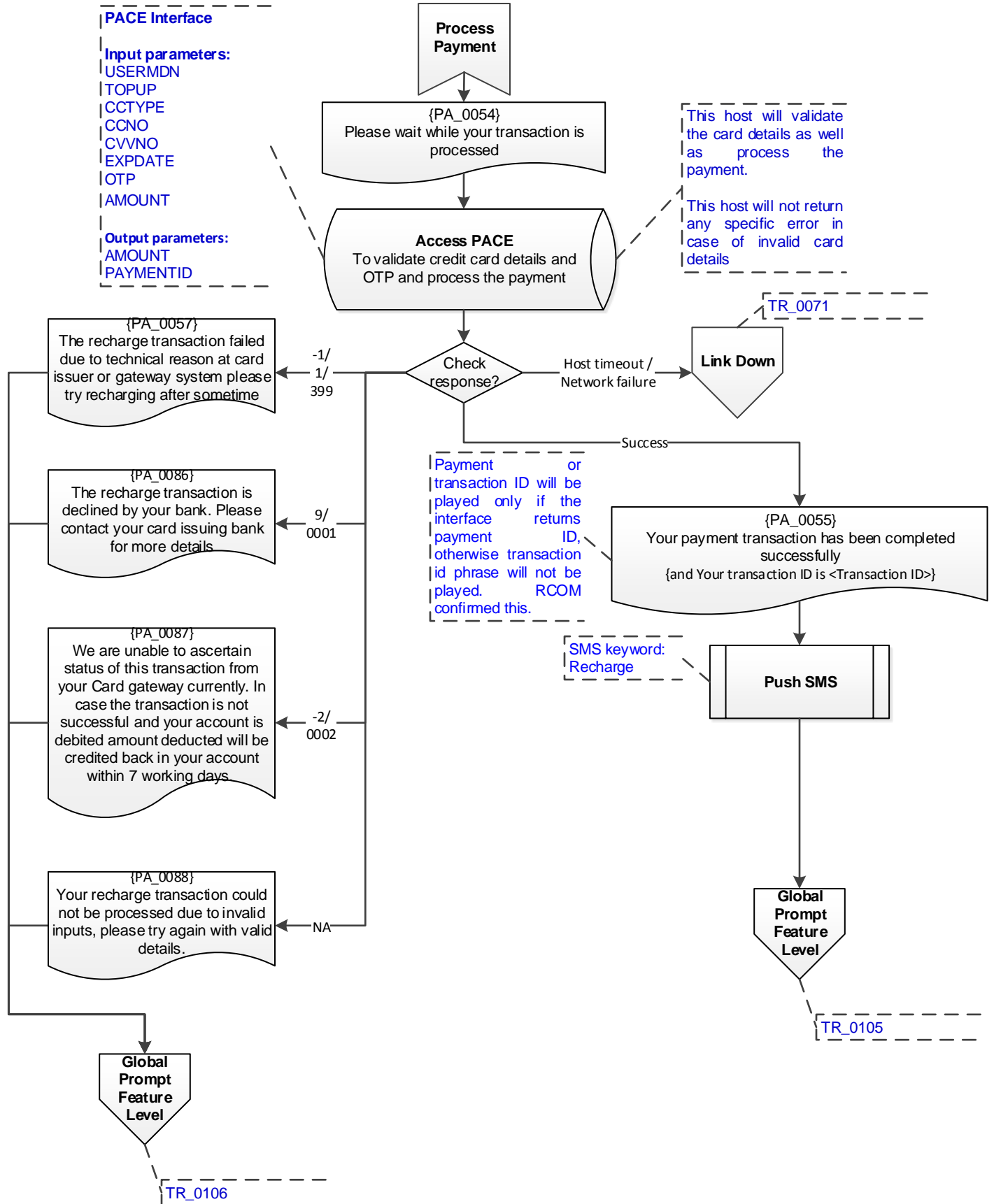
Standard Error

TR_0048

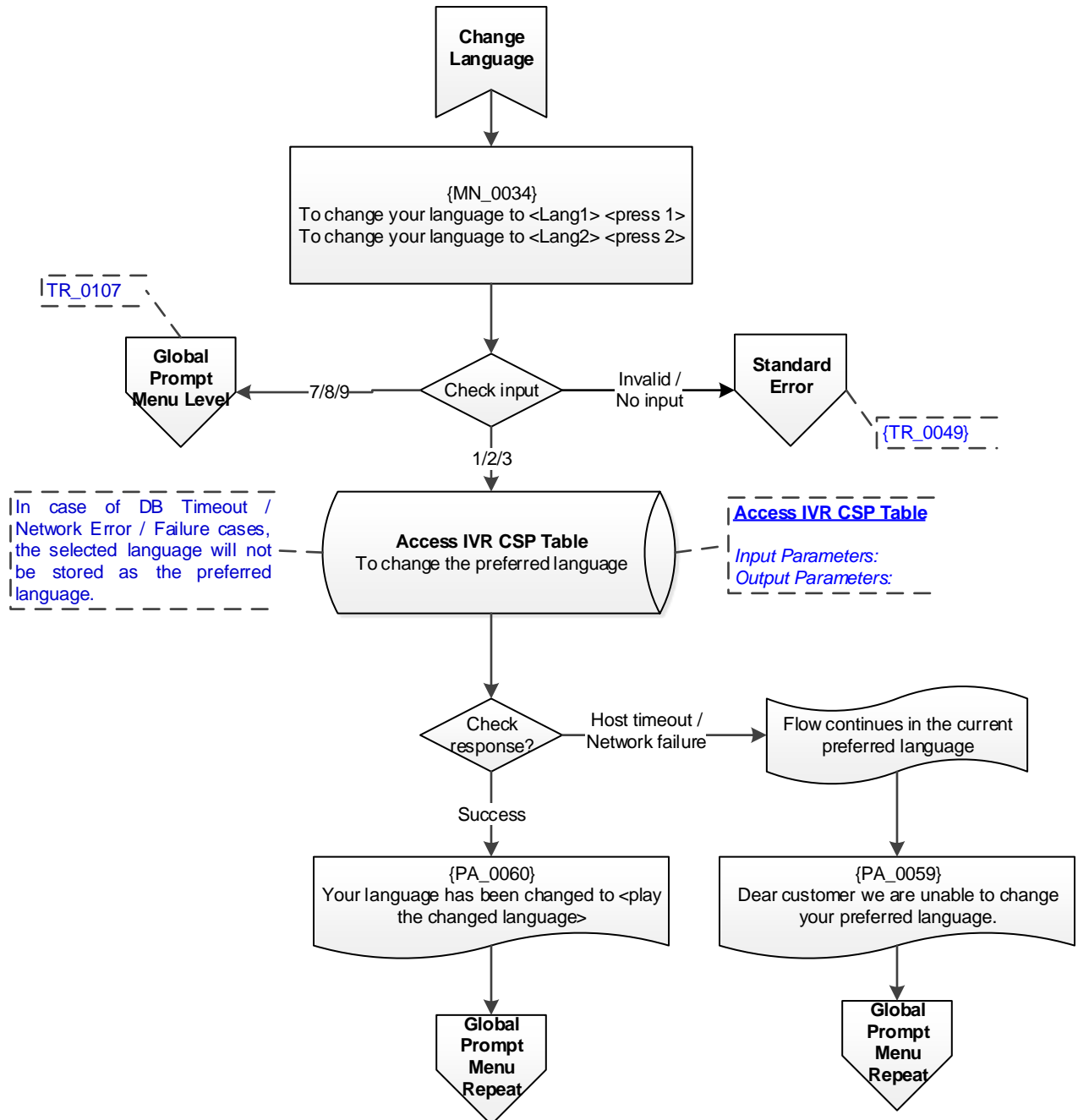
6 digit

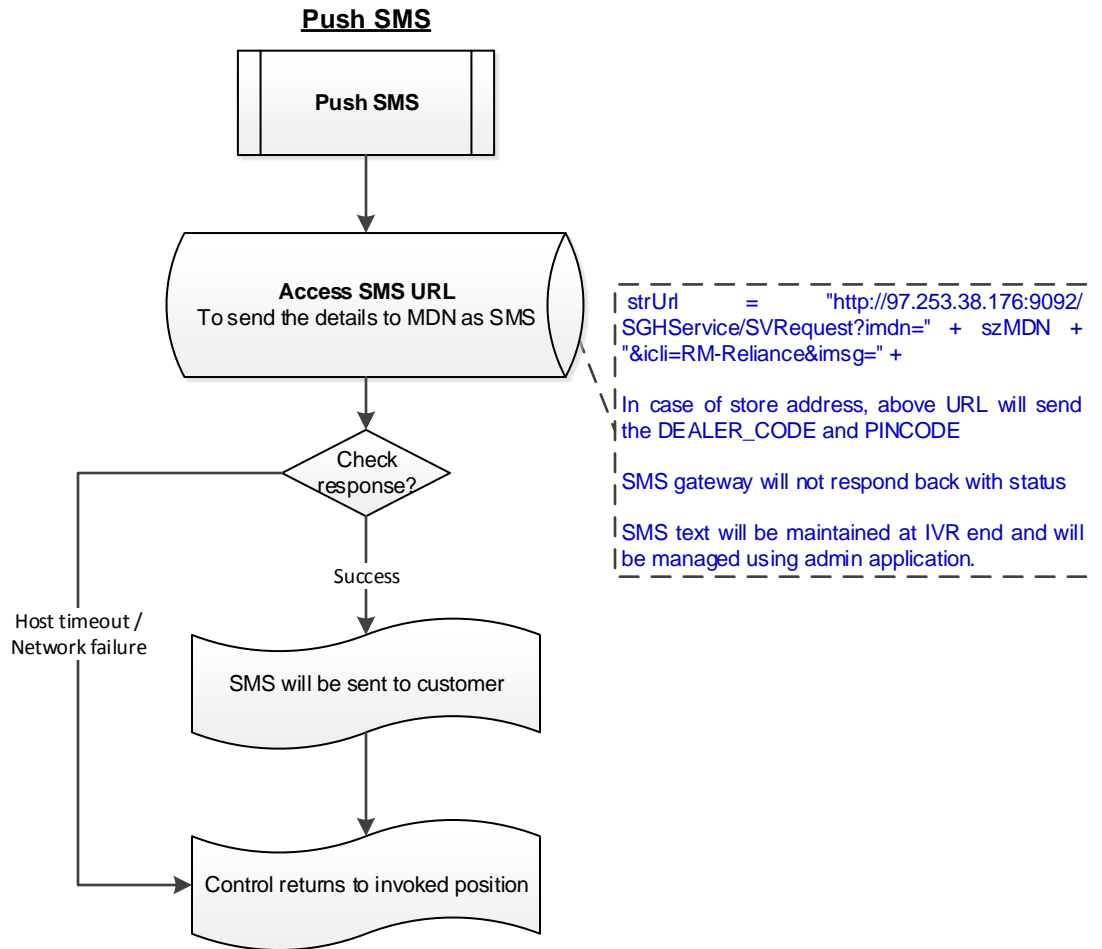
Process Payment

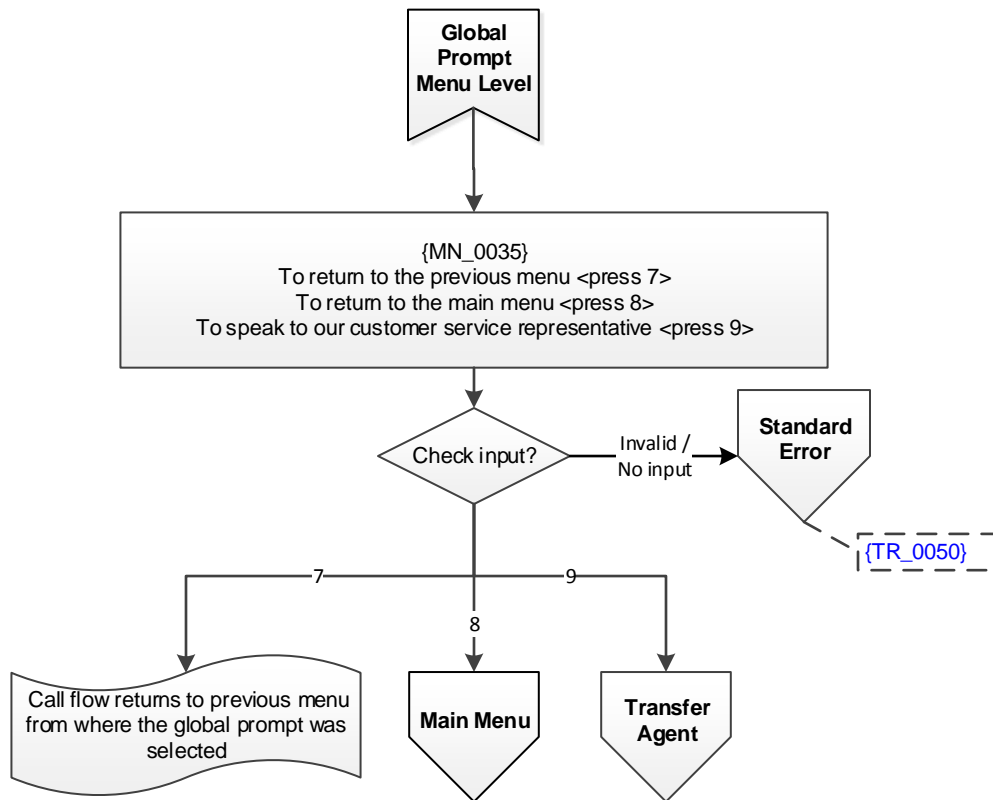
Process Payment



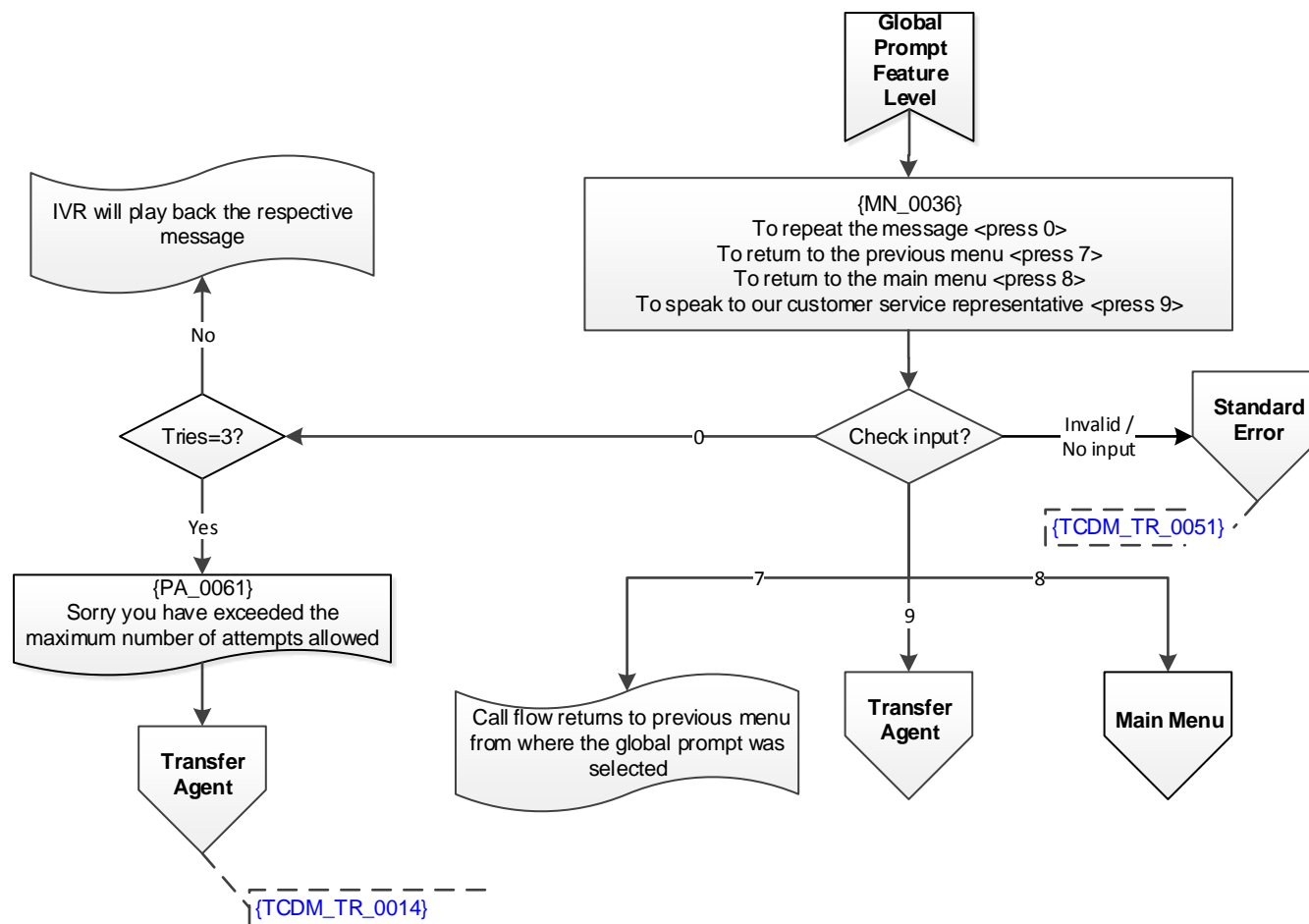
Change Language



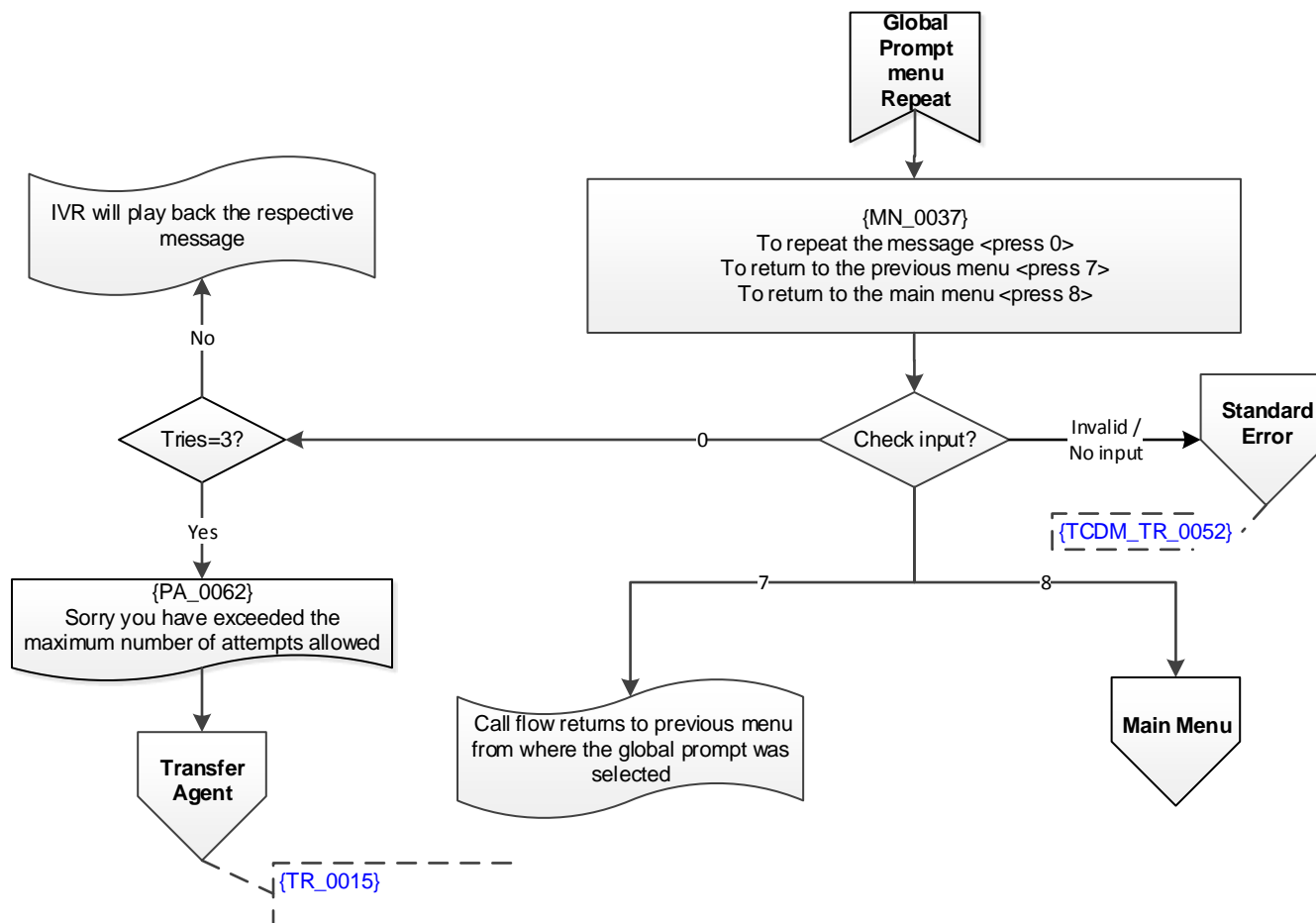


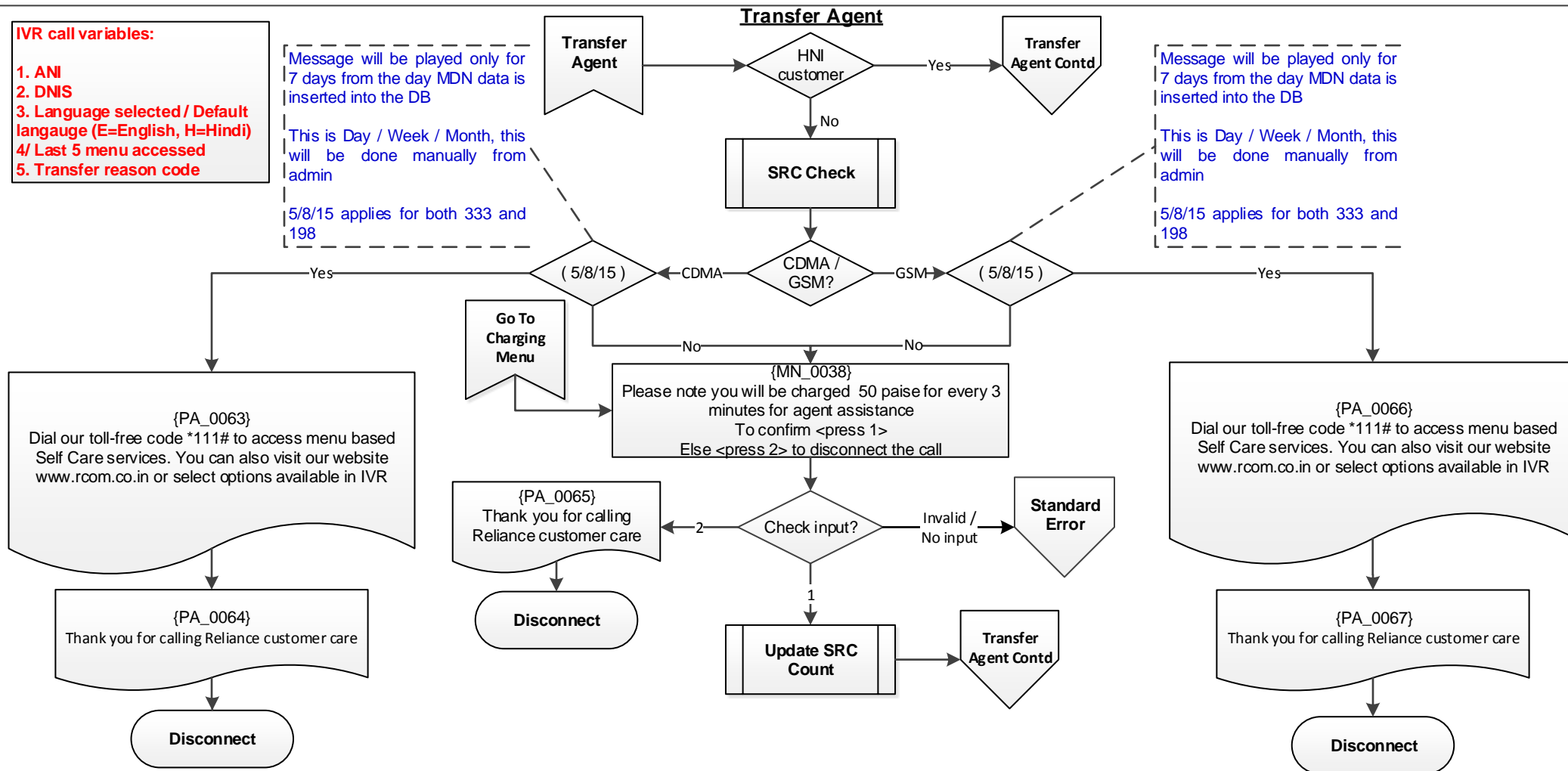
Global Prompt Menu Level

Global Prompt Feature Level



Global Prompt Menu Repeat

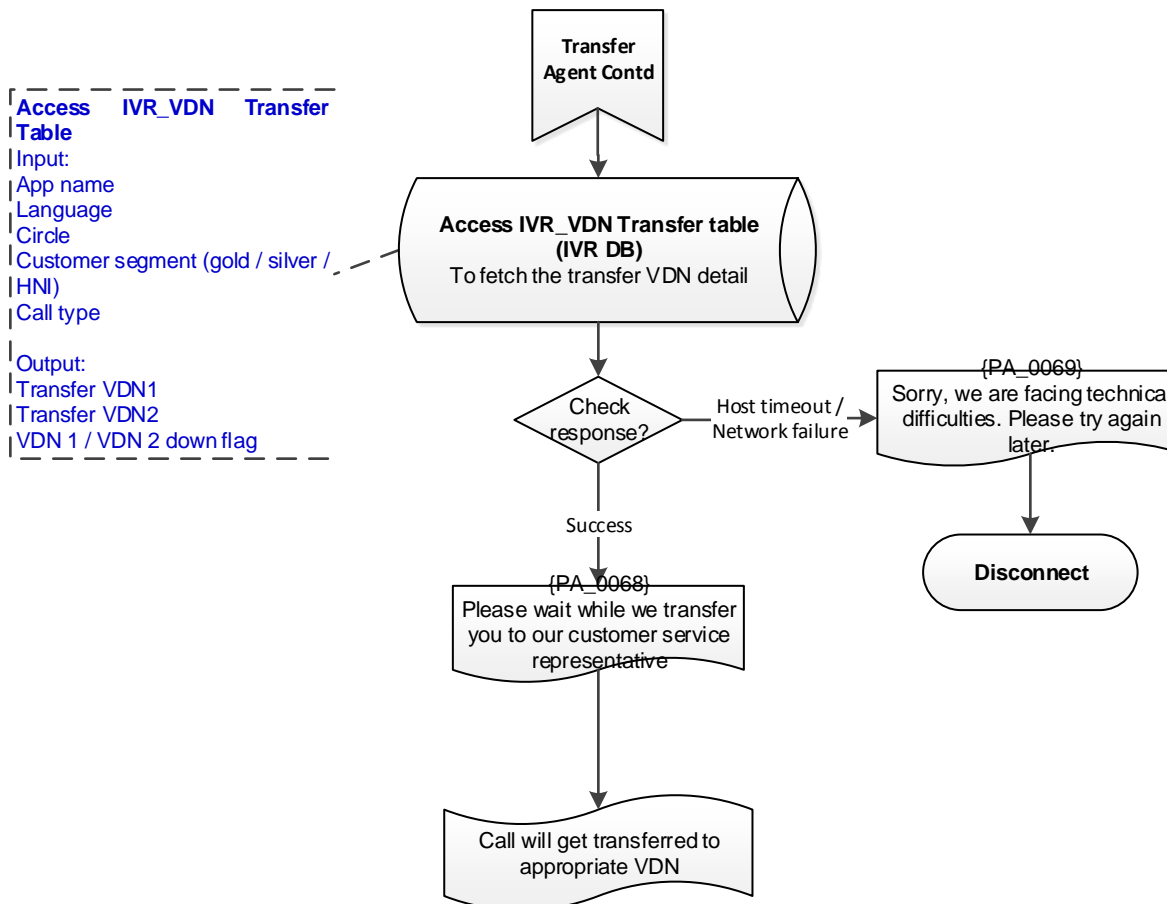


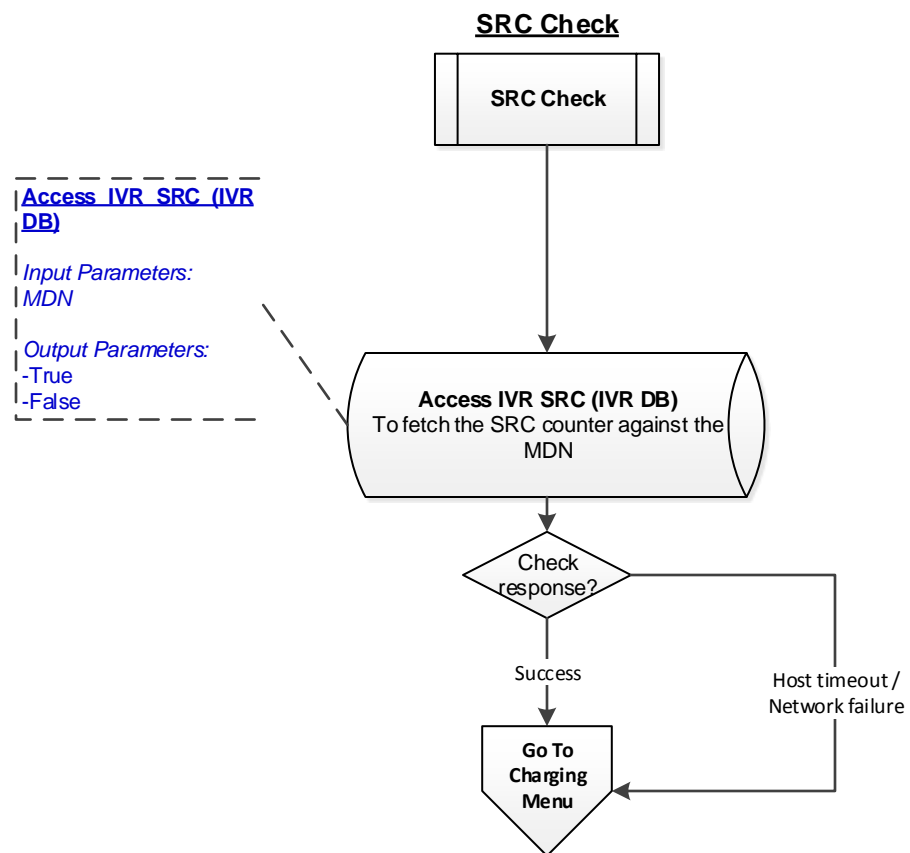


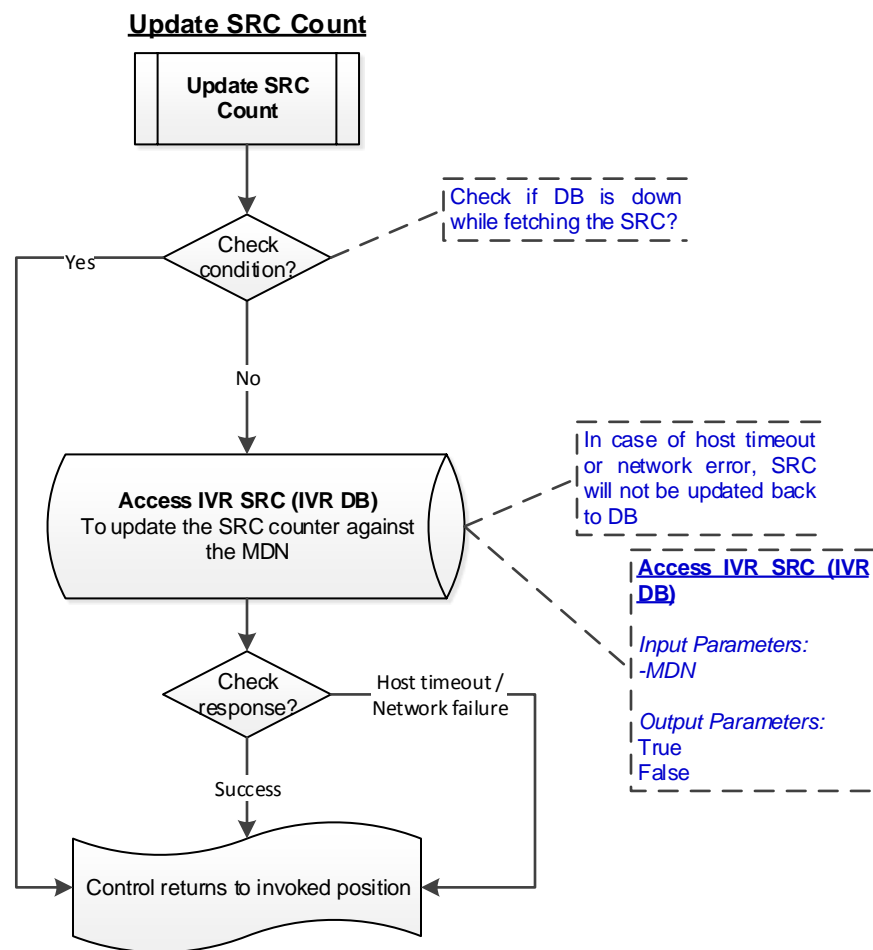
Instructions :

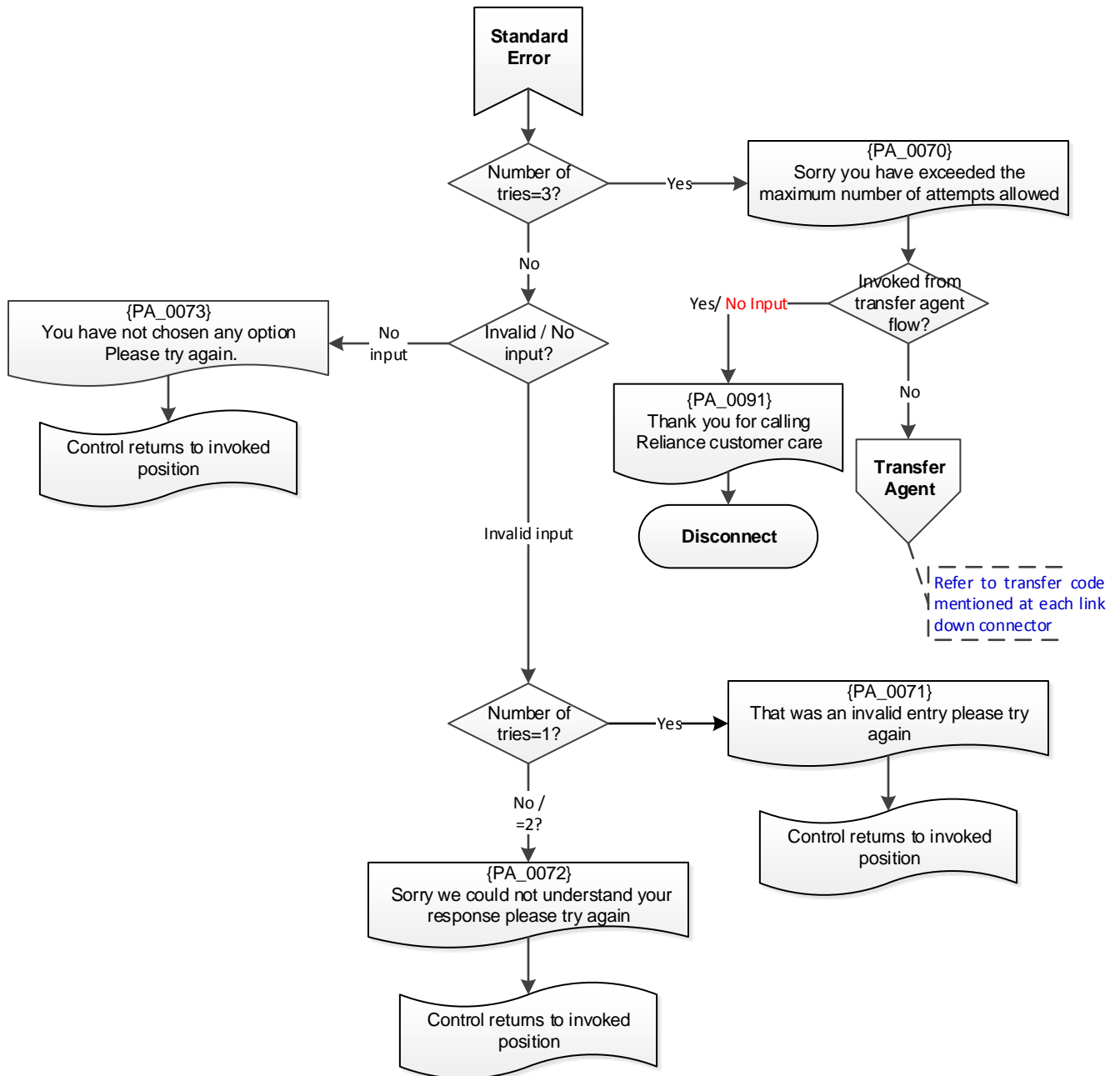
1. SRC logic is not applicable for HNI customers

Transfer Agent Contd







Standard Error

Link Down

