

WDVPN IVR Call Flow(WDVPN)

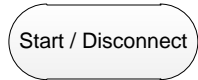
Last updated on: April 24th 2015

Version: 1.1

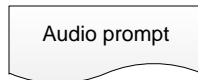
Version History

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
0.03 / Mar.30.2015	Servion	Raajesh Kumar AS	Self review comments incorporated
1.1 / Apr.24.2015	Servion	Daranivasan A	Baselining

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



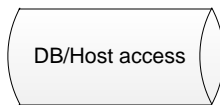
This shape represents speech announcements with out caller input



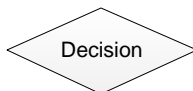
This shape represents any process that happens in the background



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



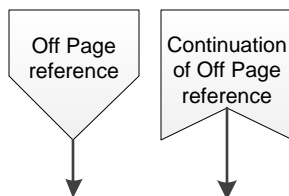
This shape represents the host or database access.



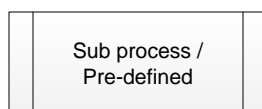
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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



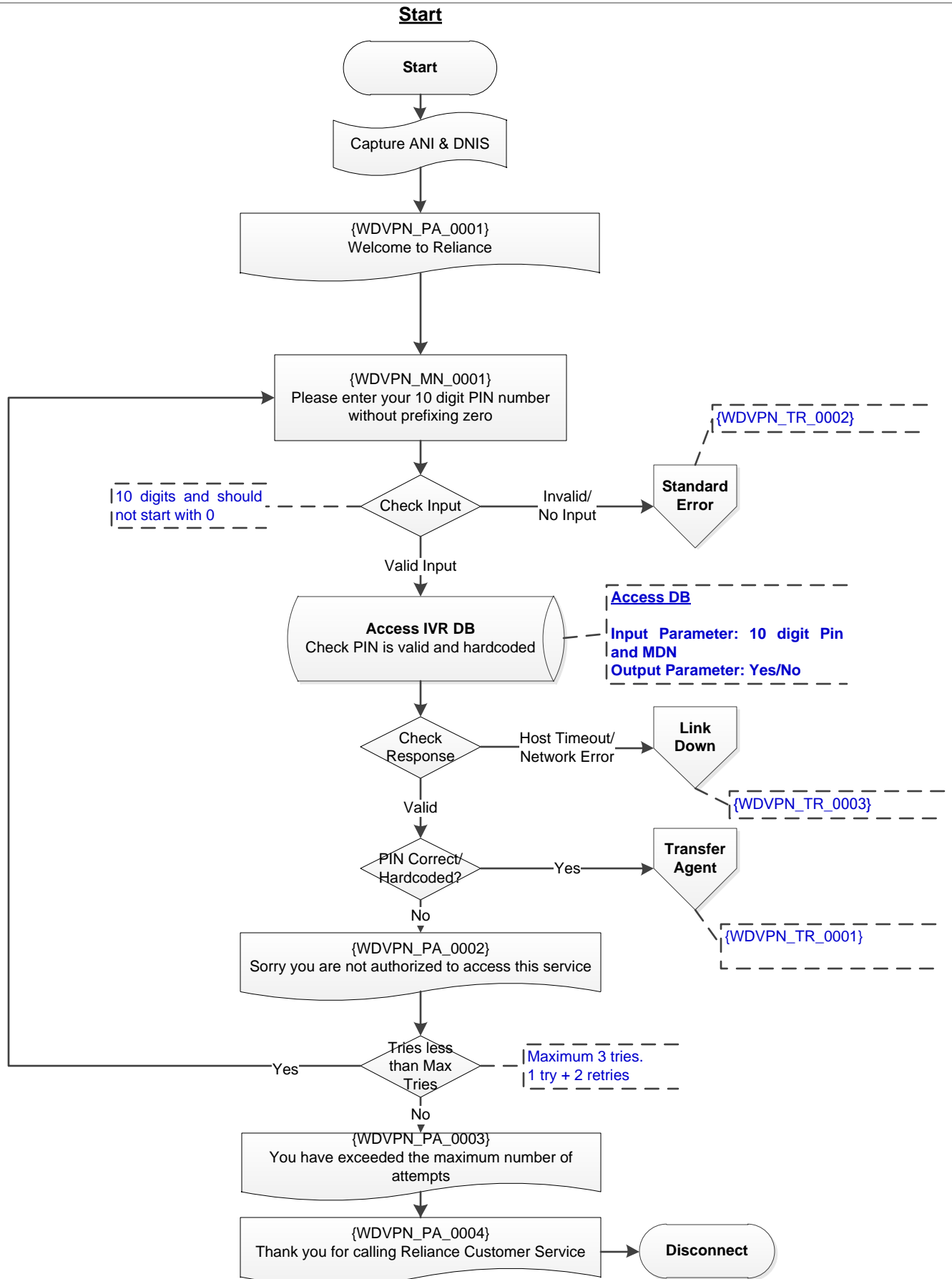
This shape is a page connector which means the continuation of the flow is in another page.

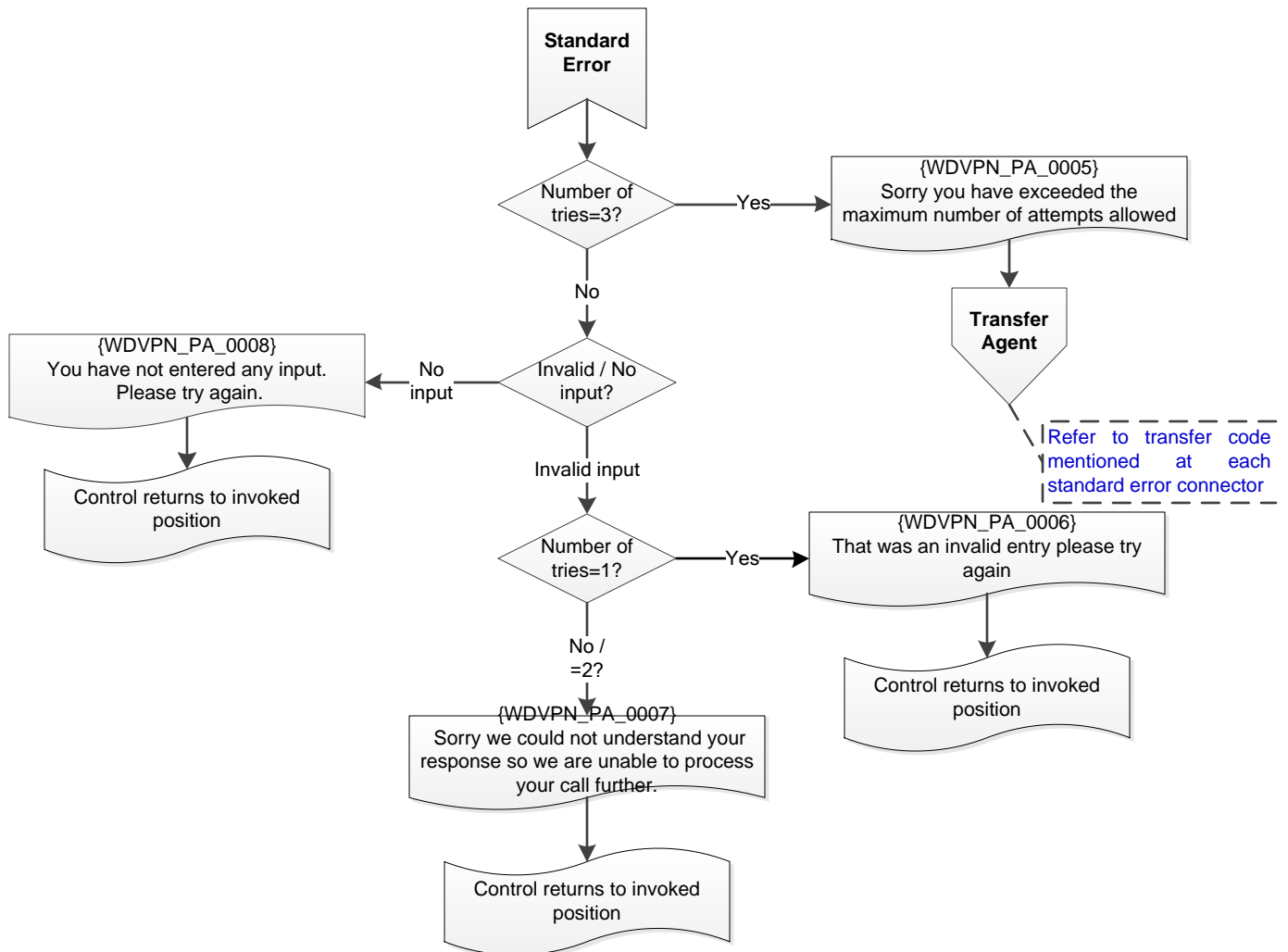


This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

Universal Business Rules

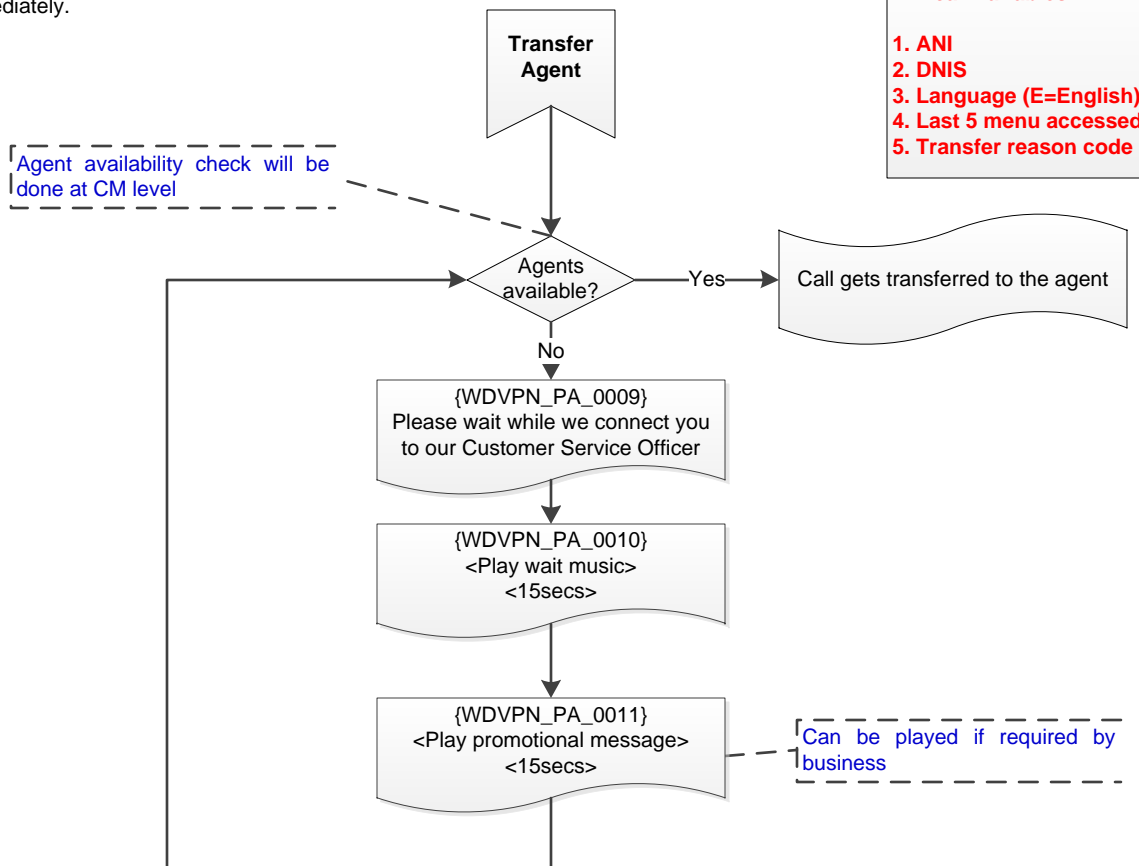
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24*7	
2	Language of Interaction	English	
3	Dial with interrupt	Applicable when a menu or an announcement is played	
4	Input timeout	5 Seconds	
5	Inter Digit Timeout	3 Seconds	
6	Host timeout	5 Seconds	
7	Maximum number of tries	3 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 Time	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



Standard Error

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

Transfer Agent



Link Down

