



# IVR Call Flow RCOM CSAT Customer Feedback IVR

Document Created on: April 7th 2016  
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Version: 1.0

## Version History

Version No / Date	Change Initiated By	Update By	Summary of Change
1.0/Apr.07.2016	Rajesh Manjalkar	Yahya Rayyan	Initial draft of the call flow
	▲		


 Start / Disconnect

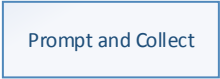
This shape represents the Start or End of the IVR Application


 Audio prompt

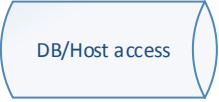
This shape represents speech announcements with out caller input


 Process

This shape represents any process that happens in the background


 Prompt and Collect

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


 DB/Host access

This shape represents the host or database access.


 Decision

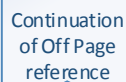
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).


 On Page Reference

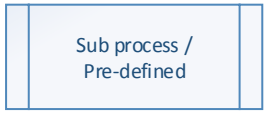
This shape is a page connector which means the continuation of the flow in the same page.


 Off Page reference

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


 Continuation of Off Page reference

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


 Sub process / Pre-defined

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

Serial No	Functionality	Description	Exception
1	Call Center Business	24 x 7	
2	Language Interaction	All 12 Languages	Not Applicable
3	No Input timeout	5 Seconds (Configurable)	Not Applicable
4	Inter Digit Timeout	3 Seconds (Configurable)	
5	Host timeout	5 Seconds (Configurable)	-
6	Maximum number of tries	3 Tries (1 initial try + 2 retries)	-
7	Touch Tone Entry	DTMF numeric, Hash (#), and asterisk (*) inputs only	Not Applicable

Incoming call types:

- 1)Prepaid callers transferred from agent.
- 2)Postpaid callers transferred from agent.

Present VDN: 8170015

Prepaid UII:

ANI | DNIS | Appname | last 5 menu | reason code | language

Postpaid UII:

ANI | DNIS | Appname | Language | lat 5 menu | transfer code

Property file format:

8170115=2907.wav\*5 | 2908.wav\*2 | 2909.wav\*5

5221053=2907.wav\*5 | 2908.wav\*2 | 2909.wav\*5

Start

Start

Capture ANI & UII

Welcome to Reliance customer feedback service.  
{CSAT\_PA0001}

Is Valid UII  
available

Yes

Access TBL\_DNISRouting table to fetch  
Circle.  
Access TBL\_IVRCustomerProfile to fetch  
Customer Type, Preferred Language

Host Failure/  
Exception

Yes

No

Read property file to fetch Questions based on  
the incoming DNIS from agent call.

Get Feedback

"Thanks for sharing your feedback with Reliance"  
{CSAT\_PA0005}

End/Disconnect

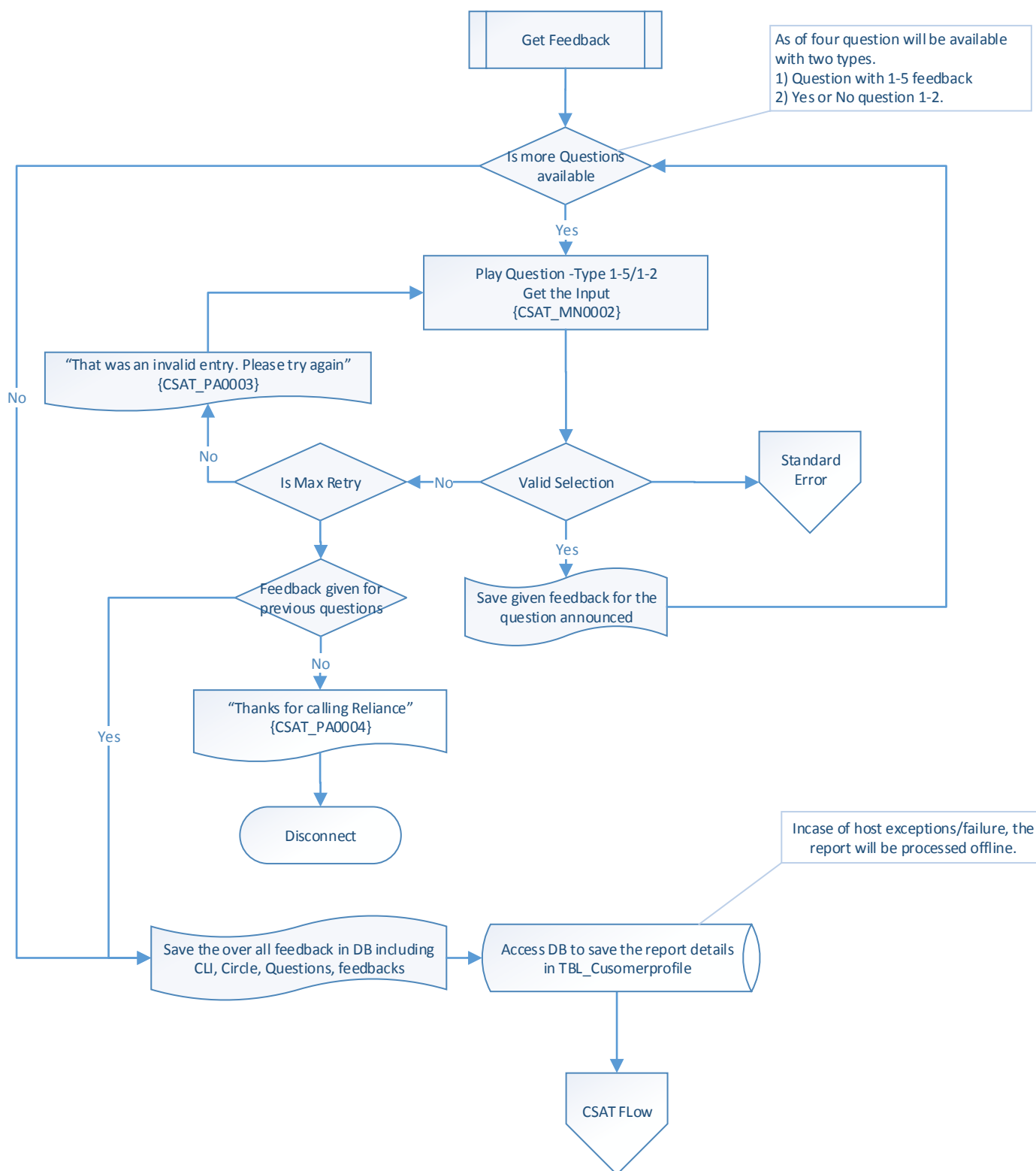
UII will not available if the call is not transferred  
properly by the agent. In this case the circle and  
language will not available in the report and default  
language will be provided to the caller.

Default language will be provide in  
case of host failure and Circle will not  
be available in report.

```

<CLI>1243328500</CLI>
<CIRCLEID>MU</CIRCLEID>
<MENUPATH>|CSAT_MN_3|CSAT_MN_2|CSAT_MN_1</MENUPATH>
<CALLERPATH></CALLERPATH>
<DTMFPATH>|5|1|1</DTMFPATH>
  
```

## Get Feedback



Standard Error

Standard Error

