# 399 RTL Dealer IVR(RTD)

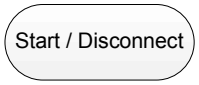
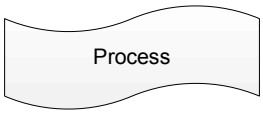
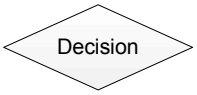
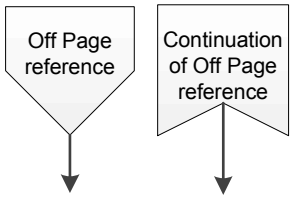
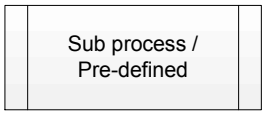
**Last updated on: Apr 24th 2015**

**Version: 1.1**

## Version History

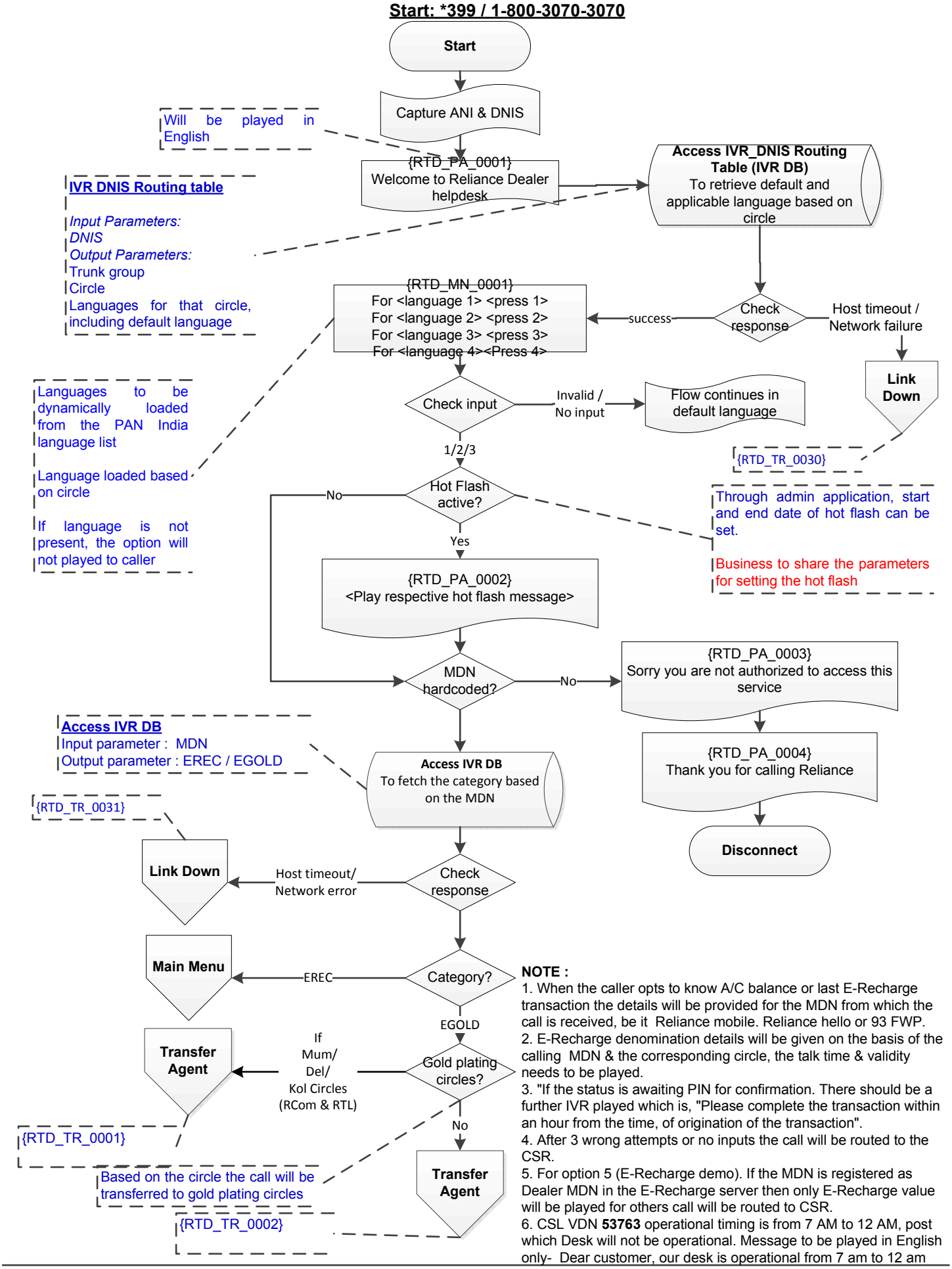
| Version No / Date | Change Initiated By | Updated By | Summary of Changes |
|---|---|---|---|
| 0.01 / Jan.27.2015 | - | Karthikeyan G | Initial draft of the call flow |
| 0.02/Feb.09.2015 | RCOM | Raajesh Kumar AS | Main Menu Page : Changed the main menu options by adding Prepaid and Postpaid |
| 0.03/Feb.27.2015 | RCOM | Raajesh Kumar AS | Included Push SMS Page |
| 0.04/Mar.02.2015 | RCOM | Raajesh Kumar AS | Removed in main menu<br>* E-recharge account balance,<br>*E-recharge transaction status and TT validity for mobile number option |
| 0.05/Mar.05.2015 | RCOM | Raajesh Kumar AS | • Added CAF status menu in Prepaid and postpaid menu<br>• Added a new page for CAF Status |
| 0.06/Mar.10.2015 | RCOM | Raajesh Kumar AS | • Welcome prompt changed<br>• Replaced CAF activation to MDN activation status<br>• Removed option 4 & 5 in postpaid menu<br>• Removed transfer agent option in main menu |
| 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. |

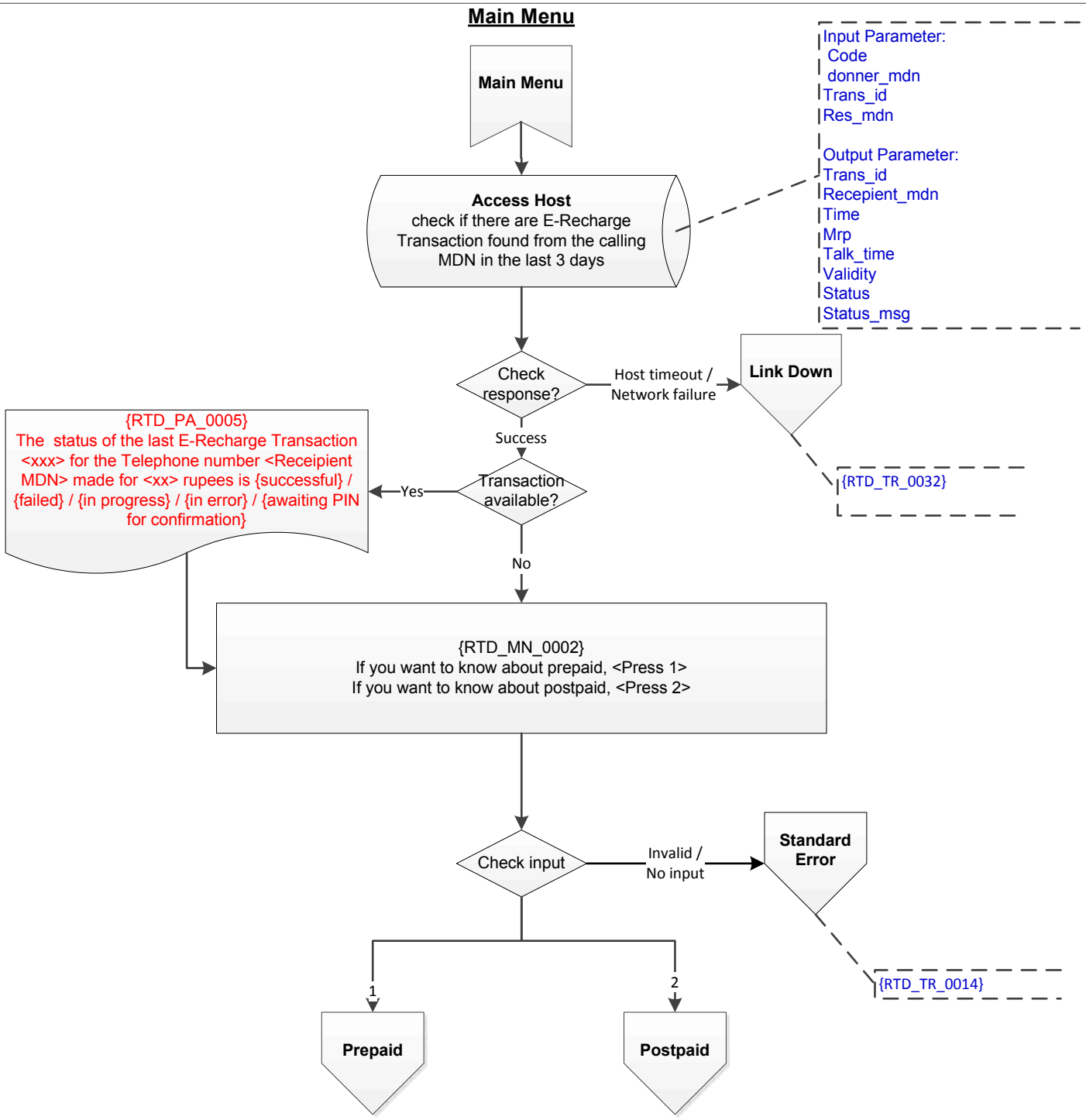
## Universal Business Rules

| S.No. | Functionality | Description | Exceptions |
|---|---|---|---|
| 1 | Call Center Business Hours | 7 am – 12 am Monday to Saturday<br>6 am – 12 am Monday To Sunday | |
| 2 | Language of Interaction | English, Hindi, Marathi, Gujarati, Punjabi, Bengali, Kannada, Telugu, Tamil<br>, Malayalam, Oriya | Default and regional language for each circle will be shared by Reliance |
| 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)<br>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)<br><br>For example, 250.50 will be announced as Two Hundred and fifty rupees and fifty paise.<br><br>If any one of the currency portion is zero, the application will not announce the same.<br><br>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><br>To return to the main menu <press 8><br>To speak to our customer service representative <press 9> | |
| 13 | Global Prompts (Feature level) | To repeat the message <press 0><br>To return to the previous menu <press 7><br>To return to the main menu <press 8><br>To speak to our customer service representative <press 9> | |

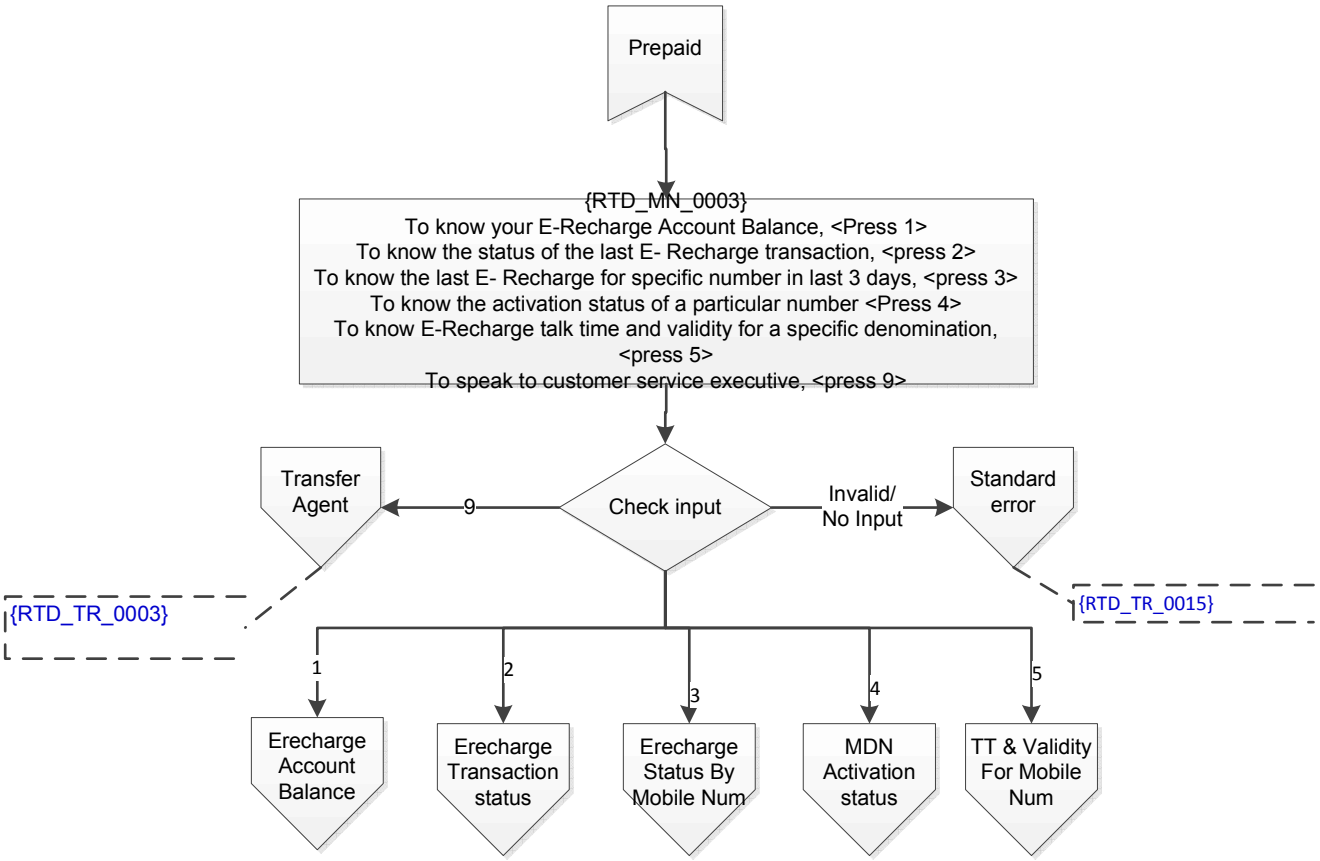



**NOTE :**

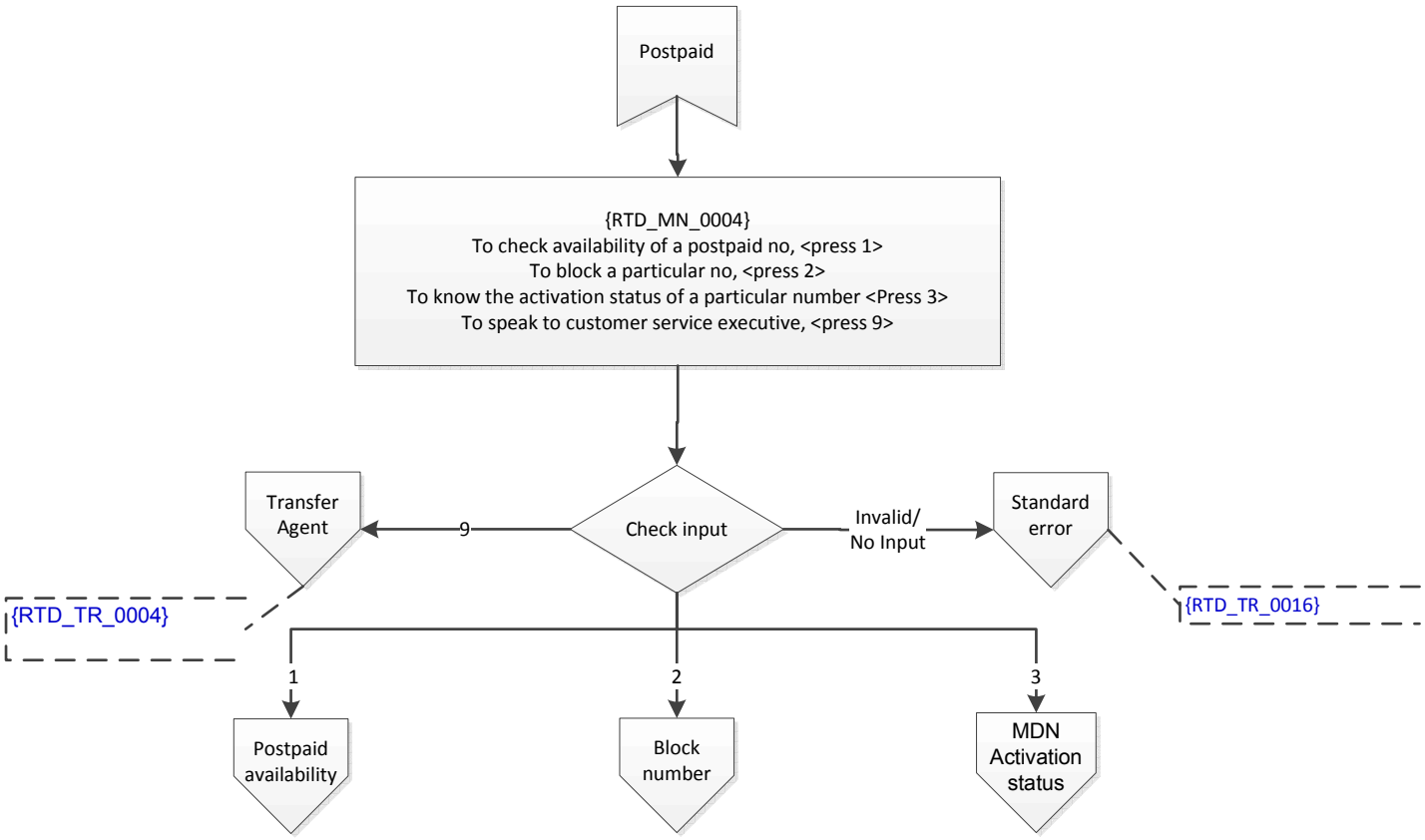
1. When the caller opts to know A/C balance or last E-Recharge transaction the details will be provided for the MDN from which the call is received, be it Reliance mobile. Reliance hello or 93 FWP.
2. E-Recharge denomination details will be given on the basis of the calling MDN & the corresponding circle, the talk time & validity needs to be played.
3. "If the status is awaiting PIN for confirmation. There should be a further IVR played which is, "Please complete the transaction within an hour from the time, of origination of the transaction".
4. After 3 wrong attempts or no inputs the call will be routed to the CSR.
5. For option 5 (E-Recharge demo). If the MDN is registered as Dealer MDN in the E-Recharge server then only E-Recharge value will be played for others call will be routed to CSR.
6. CSL VDN **53763** operational timing is from 7 AM to 12 AM, post which Desk will not be operational. Message to be played in English only- Dear customer, our desk is operational from 7 am to 12 am


Main Menu
Main Menu
Access Host
check if there are E-Recharge Transaction found from the calling MDN in the last 3 days
Input Parameter:
Code
donner_mdn
Trans_id
Res_mdn
Output Parameter:
Trans_id
Recepient_mdn
Time
Mrp
Talk_time
Validity
Status
Status_msg
Check response?
Host timeout / Network failure
Link Down
{RTD_TR_0032}
Success
Transaction available?
Yes
{RTD_PA_0005}
The status of the last E-Recharge Transaction <xxx> for the Telephone number <Receipient MDN> made for <xx> rupees is {successful} / {failed} / {in progress} / {in error} / {awaiting PIN for confirmation}
No
{RTD_MN_0002}
If you want to know about prepaid, <Press 1>
If you want to know about postpaid, <Press 2>
Check input
Invalid / No input
Standard Error
{RTD_TR_0014}
1
2
Prepaid
Postpaid

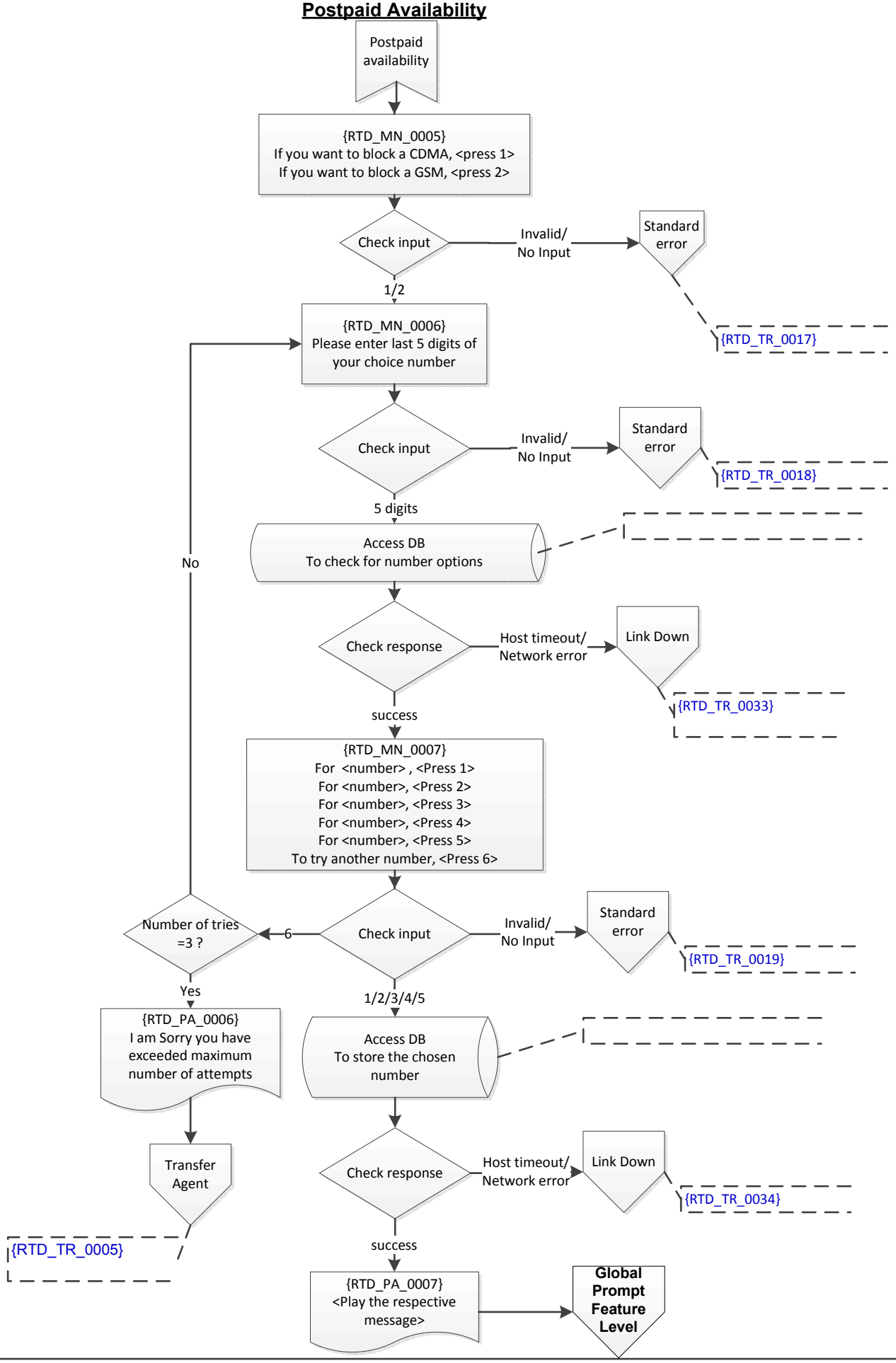
**Prepaid**


Prepaid
{RTD_MN_0003}
To know your E-Recharge Account Balance, <Press 1>
To know the status of the last E- Recharge transaction, <press 2>
To know the last E- Recharge for specific number in last 3 days, <press 3>
To know the activation status of a particular number <Press 4>
To know E-Recharge talk time and validity for a specific denomination, <press 5>
To speak to customer service executive, <press 9>
Check input
9
Transfer Agent
Invalid/ No Input
Standard error
{RTD_TR_0003}
{RTD_TR_0015}
1
2
3
4
5
Erecharge Account Balance
Erecharge Transaction status
Erecharge Status By Mobile Num
MDN Activation status
TT & Validity For Mobile Num

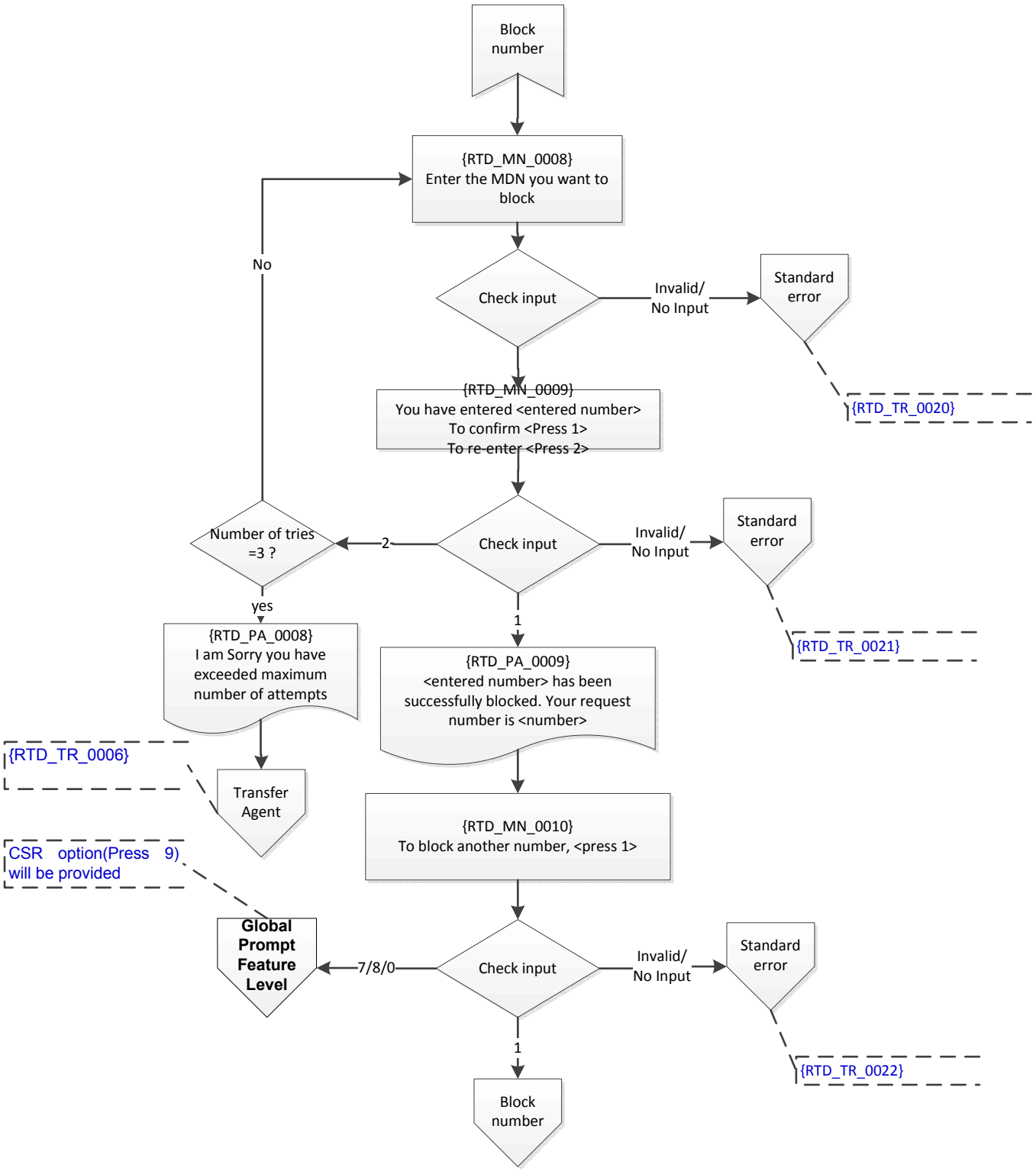
## Postpaid


Postpaid
{RTD_MN_0004}
To check availability of a postpaid no, <press 1>
To block a particular no, <press 2>
To know the activation status of a particular number <Press 3>
To speak to customer service executive, <press 9>
Check input
9
Transfer Agent
Invalid/ No Input
Standard error
{RTD_TR_0004}
{RTD_TR_0016}
1
2
3
Postpaid availability
Block number
MDN Activation status

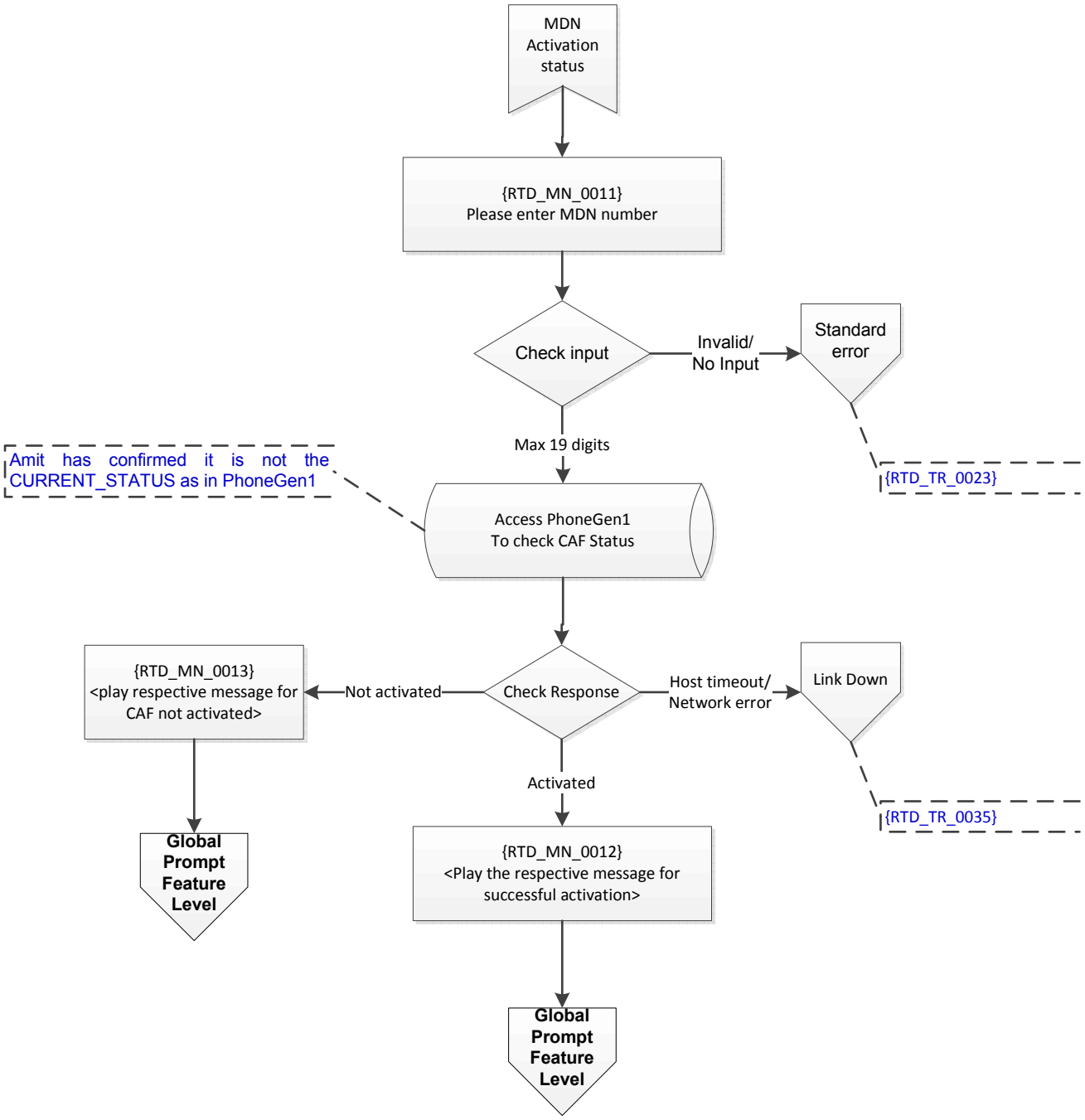
## Postpaid Availability



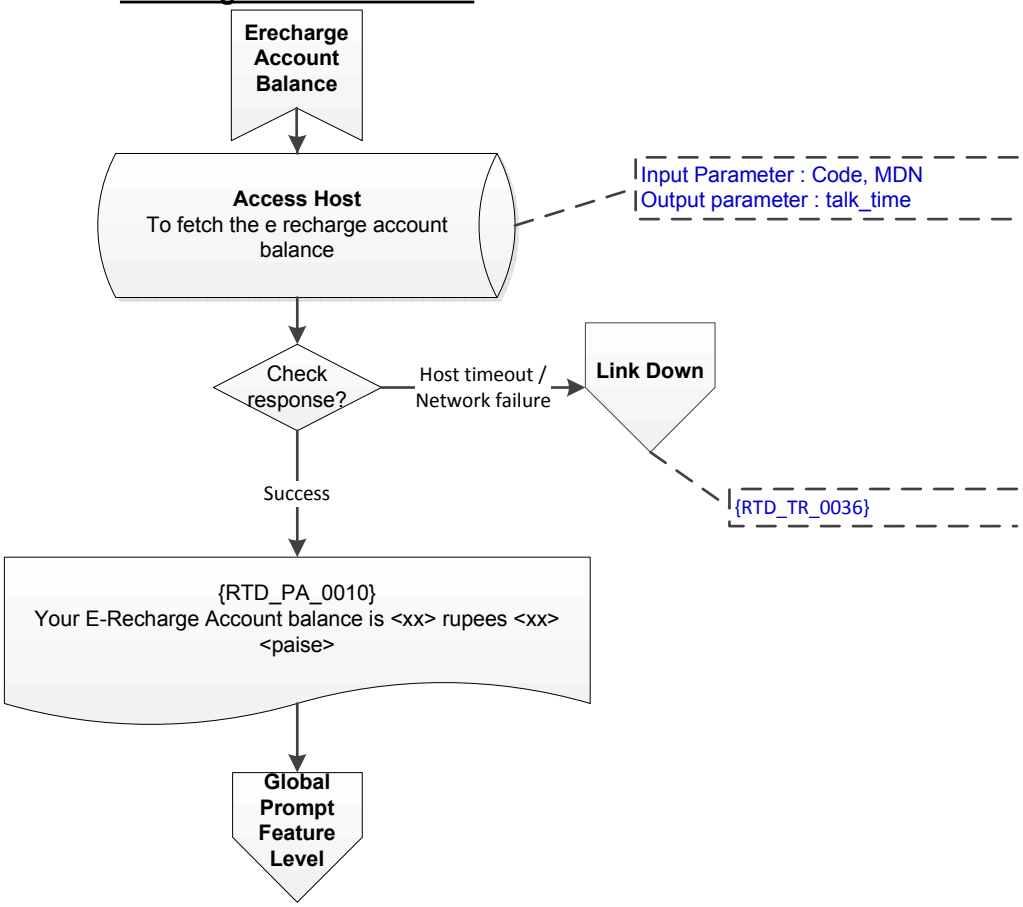
## Block Number



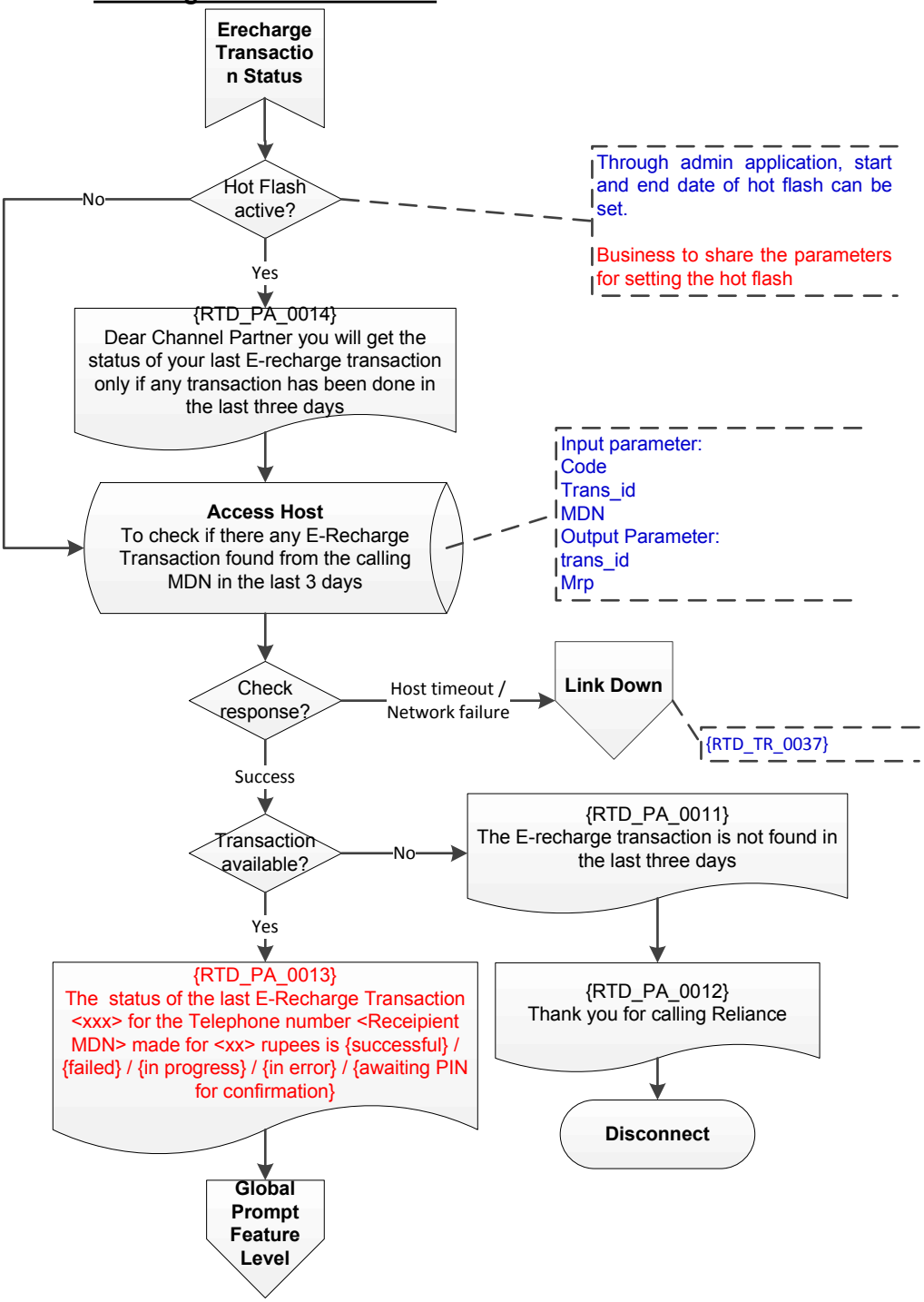
## MDN Activation Status



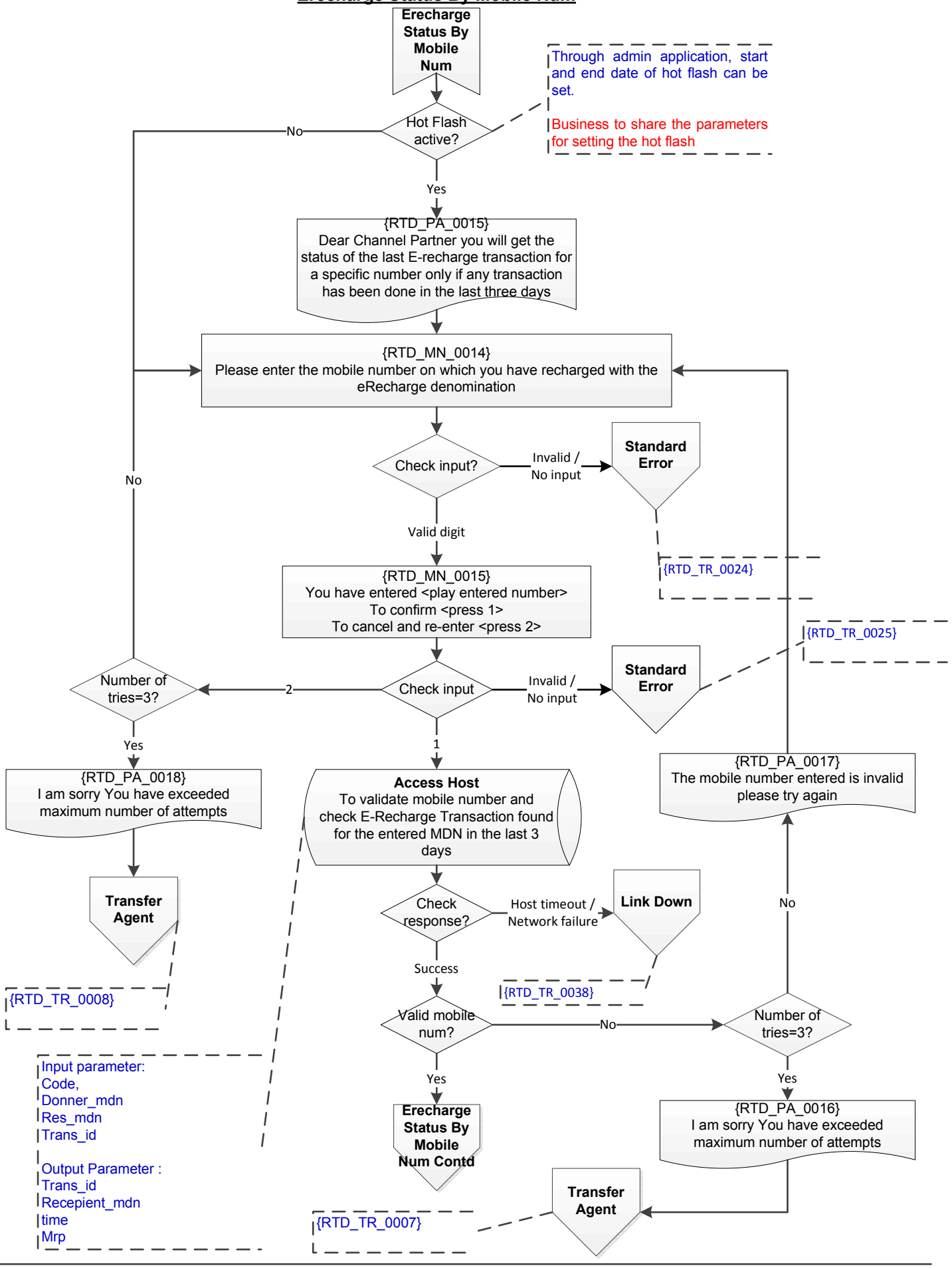
## Erecharge Account Balance



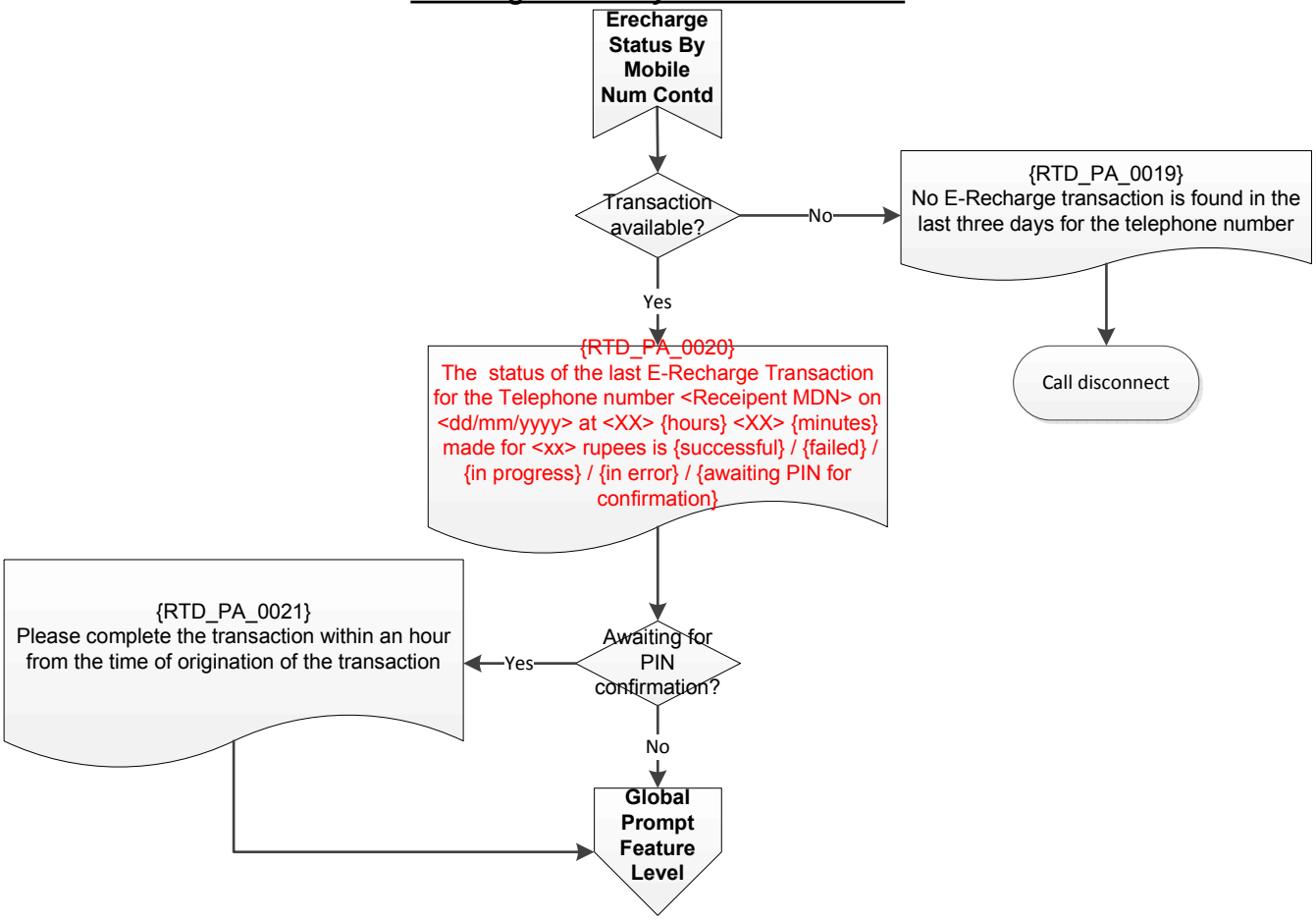
## Erecharge Transaction Status

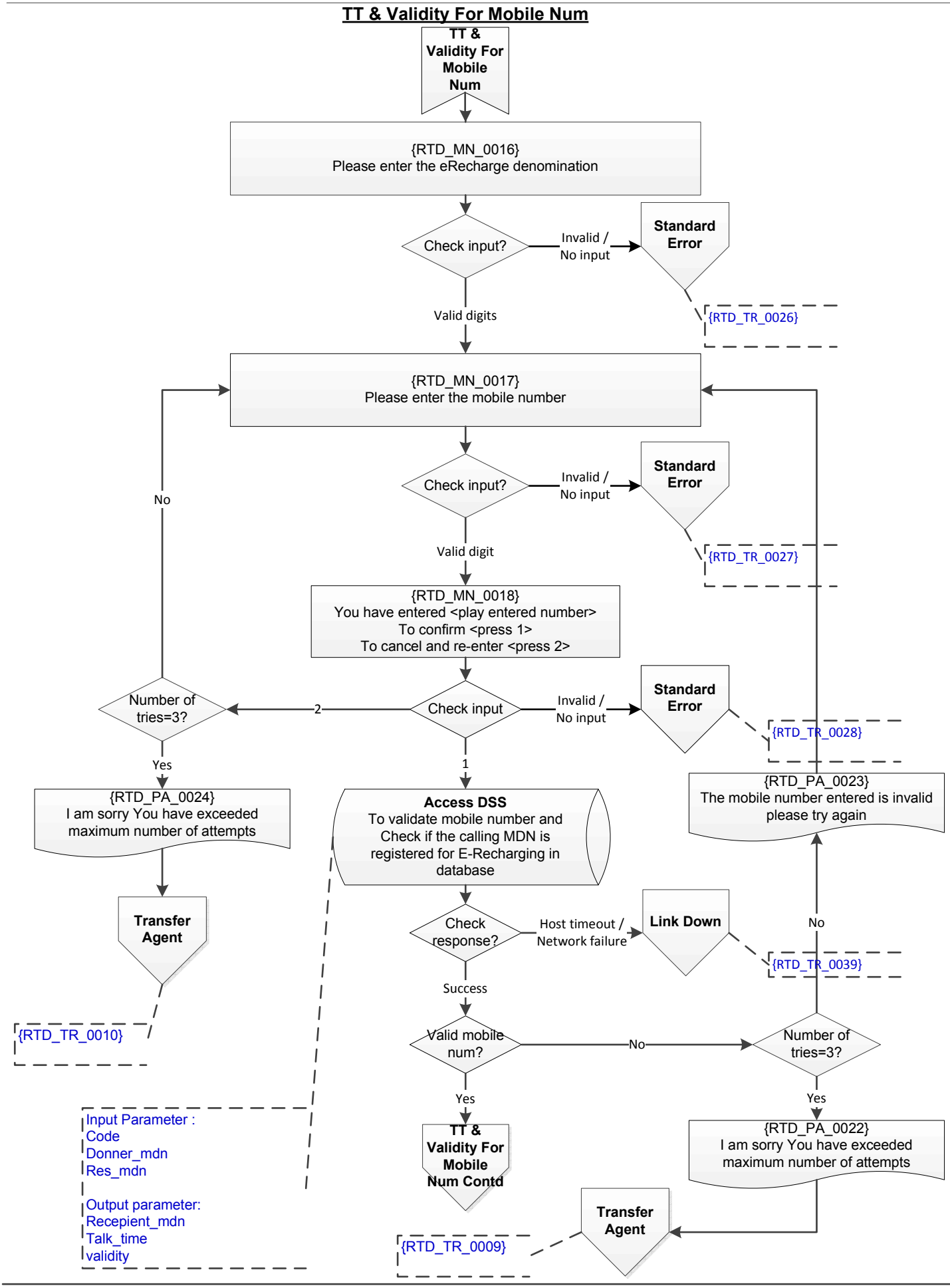


# Erecharge Status By Mobile Num

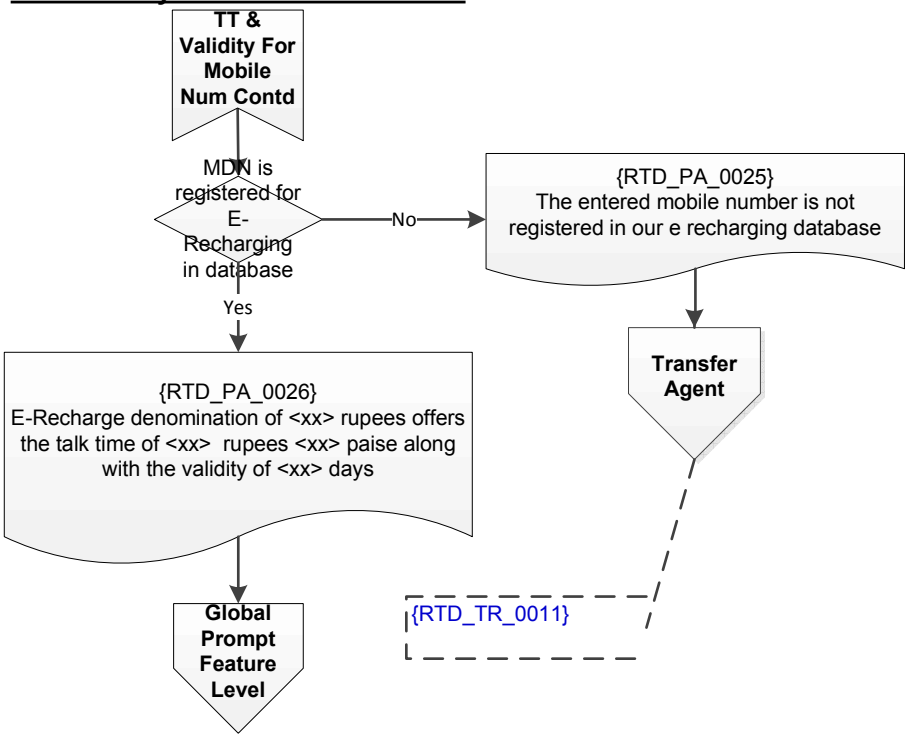


## Erecharge Status By Mobile Num Contd

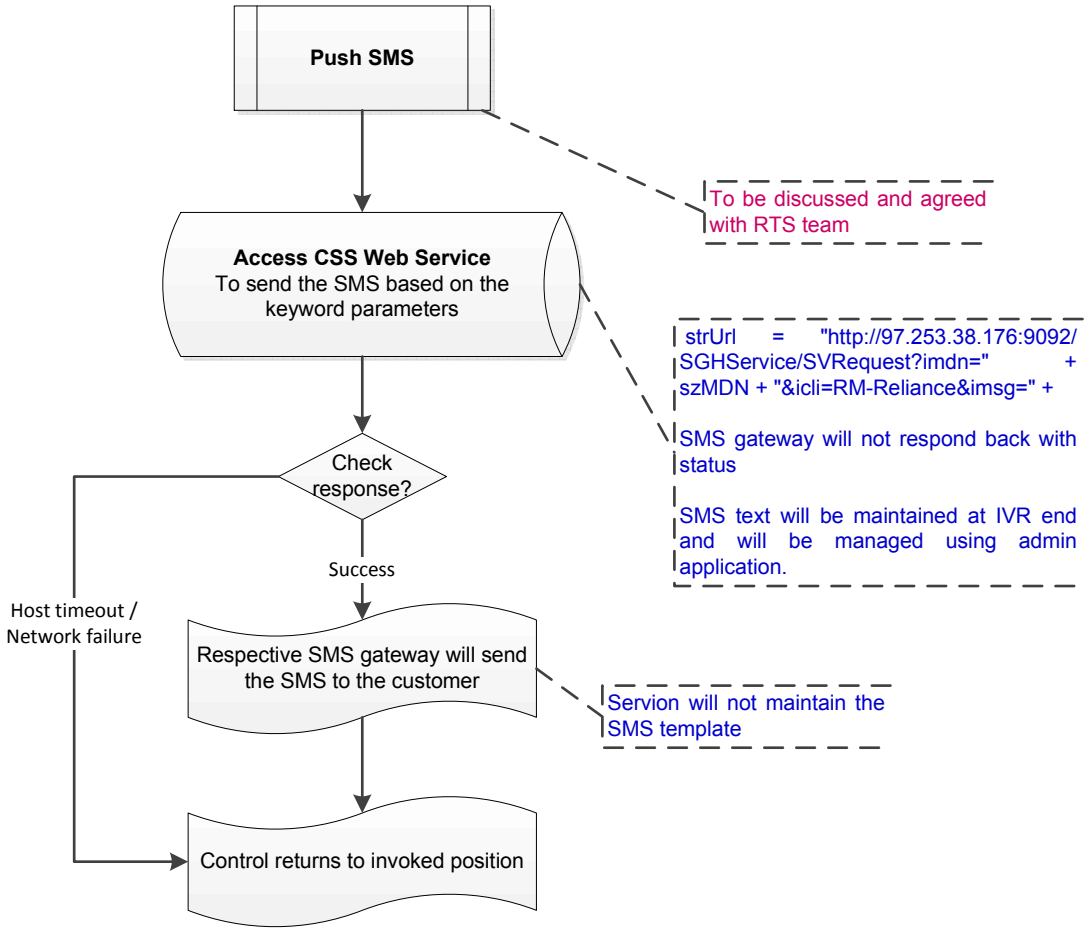



TT & Validity For Mobile Num
TT & Validity For Mobile Num
{RTD_MN_0016}
Please enter the eRecharge denomination
Check input?
Invalid / No input
Standard Error
{RTD_TR_0026}
Valid digits
{RTD_MN_0017}
Please enter the mobile number
Check input?
Invalid / No input
Standard Error
{RTD_TR_0027}
No
Valid digit
{RTD_MN_0018}
You have entered <play entered number>
To confirm <press 1>
To cancel and re-enter <press 2>
Number of tries=3?
2
Check input
Invalid / No input
Standard Error
{RTD_TR_0028}
Yes
1
{RTD_PA_0024}
I am sorry You have exceeded maximum number of attempts
Access DSS
To validate mobile number and Check if the calling MDN is registered for E-Recharging in database
{RTD_PA_0023}
The mobile number entered is invalid please try again
Transfer Agent
Check response?
Host timeout / Network failure
Link Down
No
{RTD_TR_0039}
{RTD_TR_0010}
Success
Valid mobile num?
No
Number of tries=3?
Yes
Yes
Input Parameter :
Code
Donner_mdn
Res_mdn
Output parameter:
Recepient_mdn
Talk_time
validity
TT & Validity For Mobile Num Contd
{RTD_PA_0022}
I am sorry You have exceeded maximum number of attempts
Transfer Agent
{RTD_TR_0009}

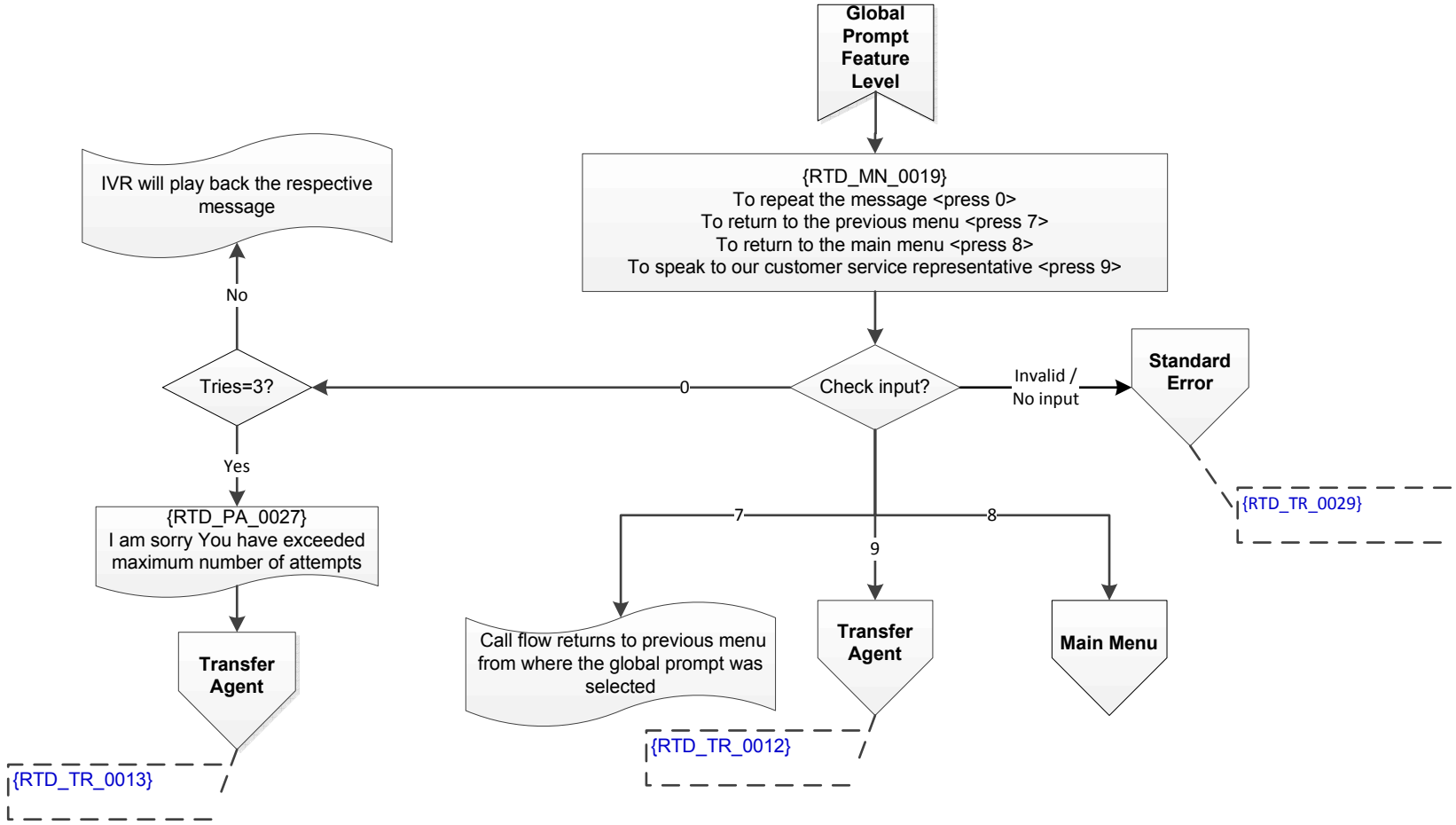
## TT & Validity For Mobile Num Contd



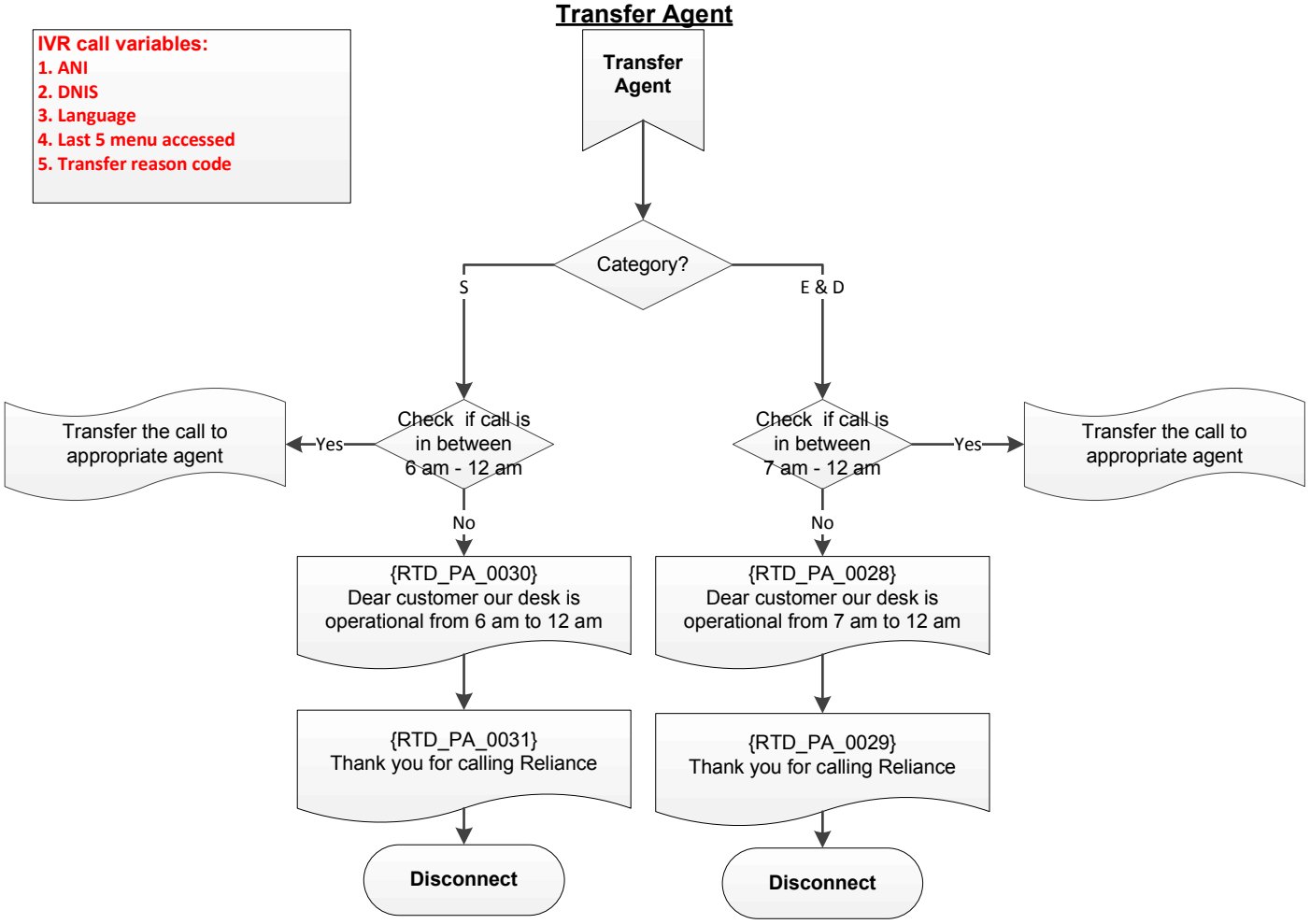
## Push SMS


Push SMS
To be discussed and agreed with RTS team
Access CSS Web Service
To send the SMS based on the keyword parameters
strUrl = "http://97.253.38.176:9092/SGHService/SVRequest?imdn=" + szMDN + "&icli=RM-Reliance&imsg=" +
SMS gateway will not respond back with status
SMS text will be maintained at IVR end and will be managed using admin application.
Check response?
Success
Host timeout / Network failure
Respective SMS gateway will send the SMS to the customer
Servion will not maintain the SMS template
Control returns to invoked position

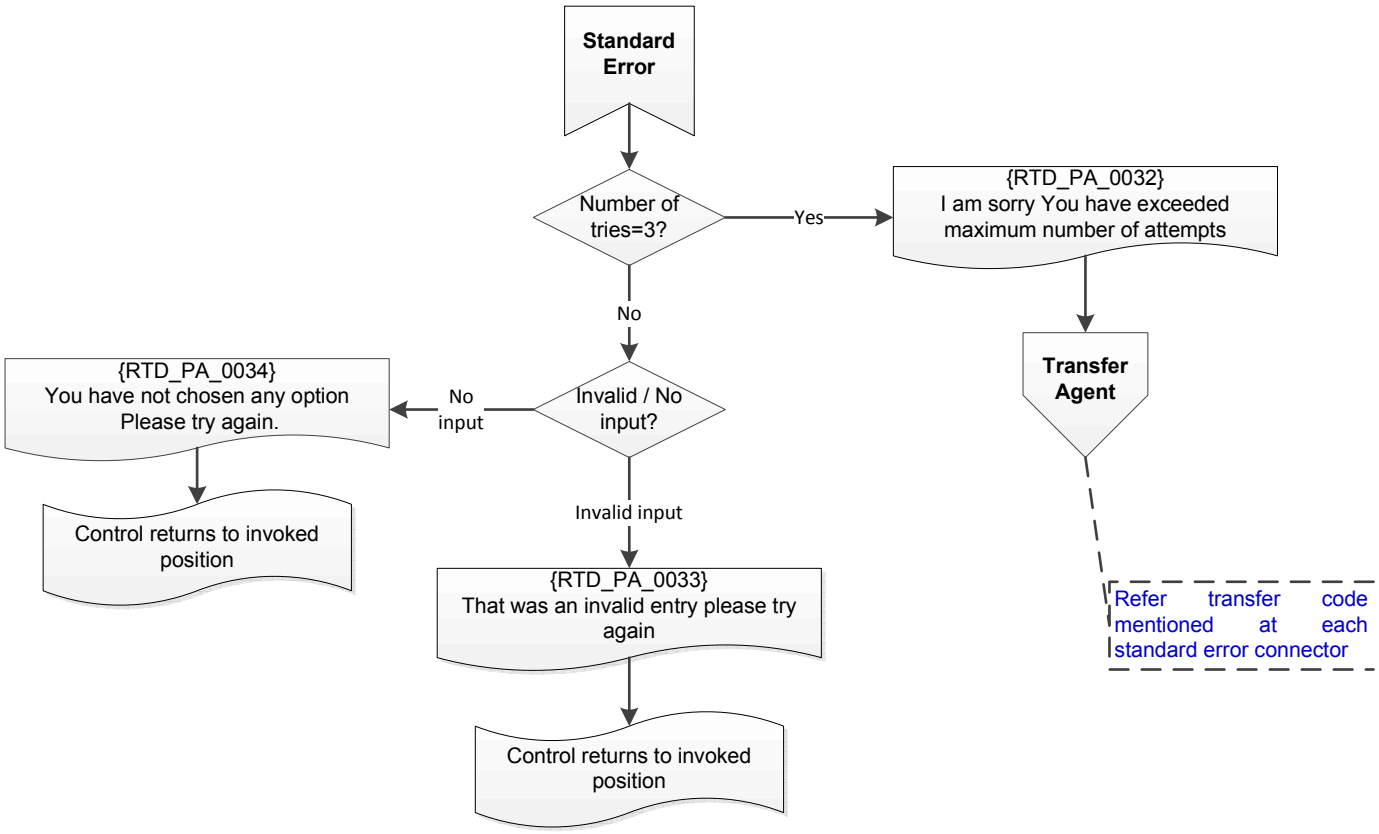
## Global Prompt Feature Level



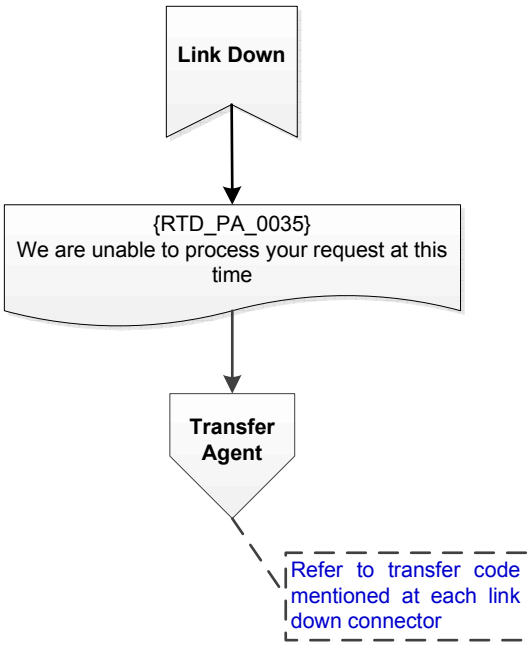
## Transfer Agent



## Standard Error



## Link Down


Link Down
{RTD_PA_0035}
We are unable to process your request at this time
Transfer Agent
Refer to transfer code mentioned at each link down connector