IVR Call Flow
RCOM Tele Verification Process
18002000024 & 59059

Document Created on: August 21st 2015
Prepared By: Yahya Rayyan

Version: 1.14

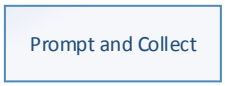
Version History

Version No / Date	Change Initiated By	Update By	Summary of Change
1.00/Aug.21.2015	-	Yahya Rayyan	Initial draft of the call flow
1.01/Sep.04.2015	Mona Anand	Yahya Rayyan	Updated Dongle customer, Included initial TIBCO integration
1.02/Sep.15.2015	Mona Anand	Yahya Rayyan	Updated data consent for handset customer, Handled DNIS unavailable case.
1.03/Oct.05.2015	Mona Anand	Yahya Rayyan	Added TVP positive treament, removed DOB reading, removed POA announcement while POA entry, added push messages, Data consent N if customer disconnects.
1.04/Oct.17.2015	Mona Anand	Yahya Rayyan	Added TVP Status Check, Call End Process pages. Removed TVP Positive, Data Consent page. Include TVP Flag Update page
1.05/Oct.26.2015	Mona Anand	Yahya Rayyan	Added Data Card, TIBCO Integration, Process Report pages. Removed Get SIM Number, Validate SIM Number pages.
1.06/Oct.26.2015	-	Yahya Rayyan	Added Confirm POA ID, TV Positive Check pages. Removed Technology Check page
1.07/Dec.21.2015	-	Yahya Rayyan	
1.08/Jan.12.2016	-	Salini Anish	Added menu codes
1.09/Jan.21.2016	-	Yahya Rayyan	Bypass Dongle MDN check in harcoded values in DB and direct TIBCO hit. Deleted Data Card Process page.
1.10/Feb.1.2016	-	Yahya Rayyan	Added No Data Handle page for filtering existing customer reaching to TVP
1.11/Feb.18.2016	-	Yahya Rayyan	Stopping mobile customer getting verified by dialing dongle tollfree and entering mobile number to verify.
1.12/ March.2.2016	-	Yahya Rayyan	Added 'hotflash through admin portal' at the beginning and at the time of call transfer, separately for dongle and voice customers.
1.13/April.21.2016	-	Yahya Rayyan	Disconnecting dongle and voice customer if no record found in CRM as well as Phongen or service type is not available.
1.14/July.5.2016		Salini Anish	Changed Standard error treatment,ConfirmPOAID,TVP_Process

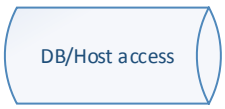
This shape represents the Start or End of the IVR Application

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.

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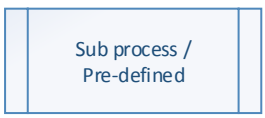
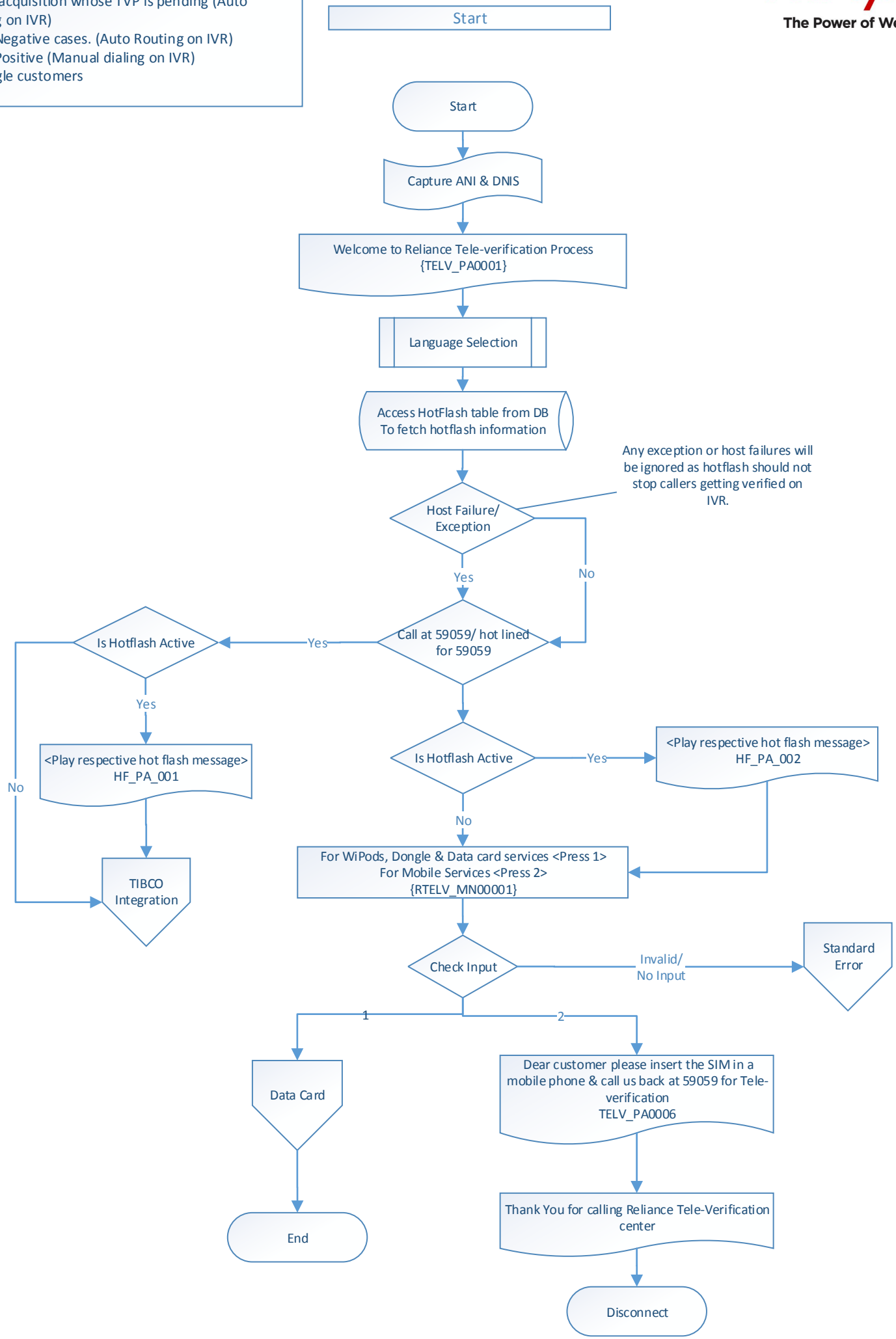


This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

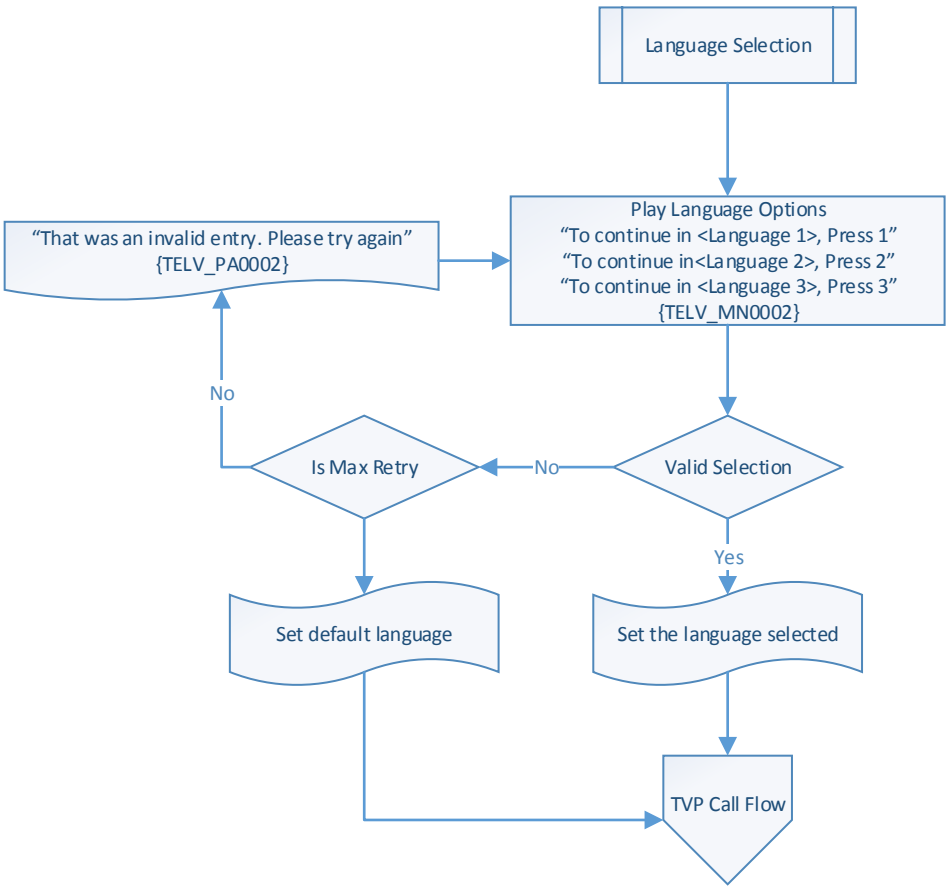
Universal Business Rules

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

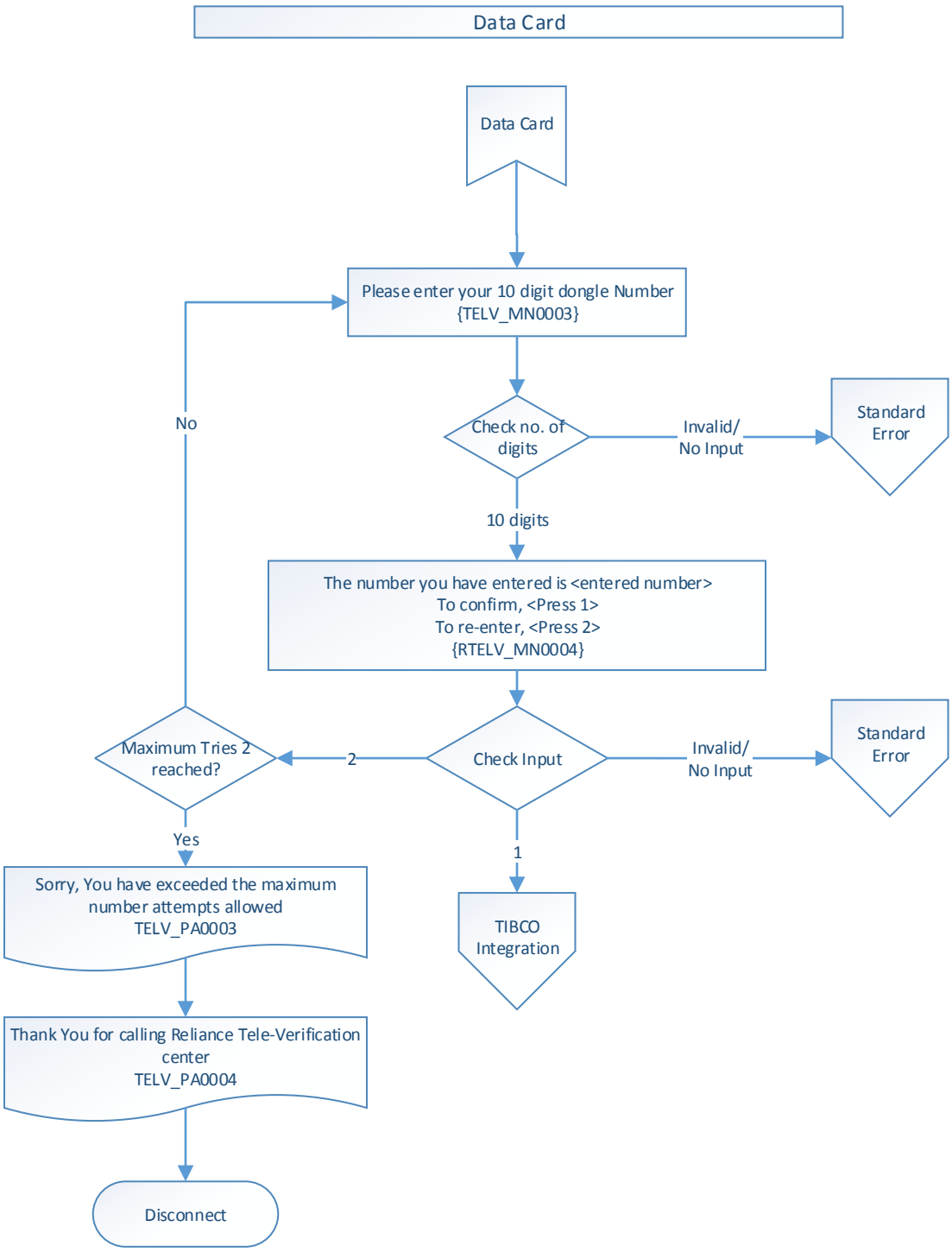
Incoming call types:
1)New acquisition whose TVP is pending (Auto Routing on IVR)
2)TVP Negative cases. (Auto Routing on IVR)
3)TVP Positive (Manual dialing on IVR)
4) Dongle customers



Language Selection

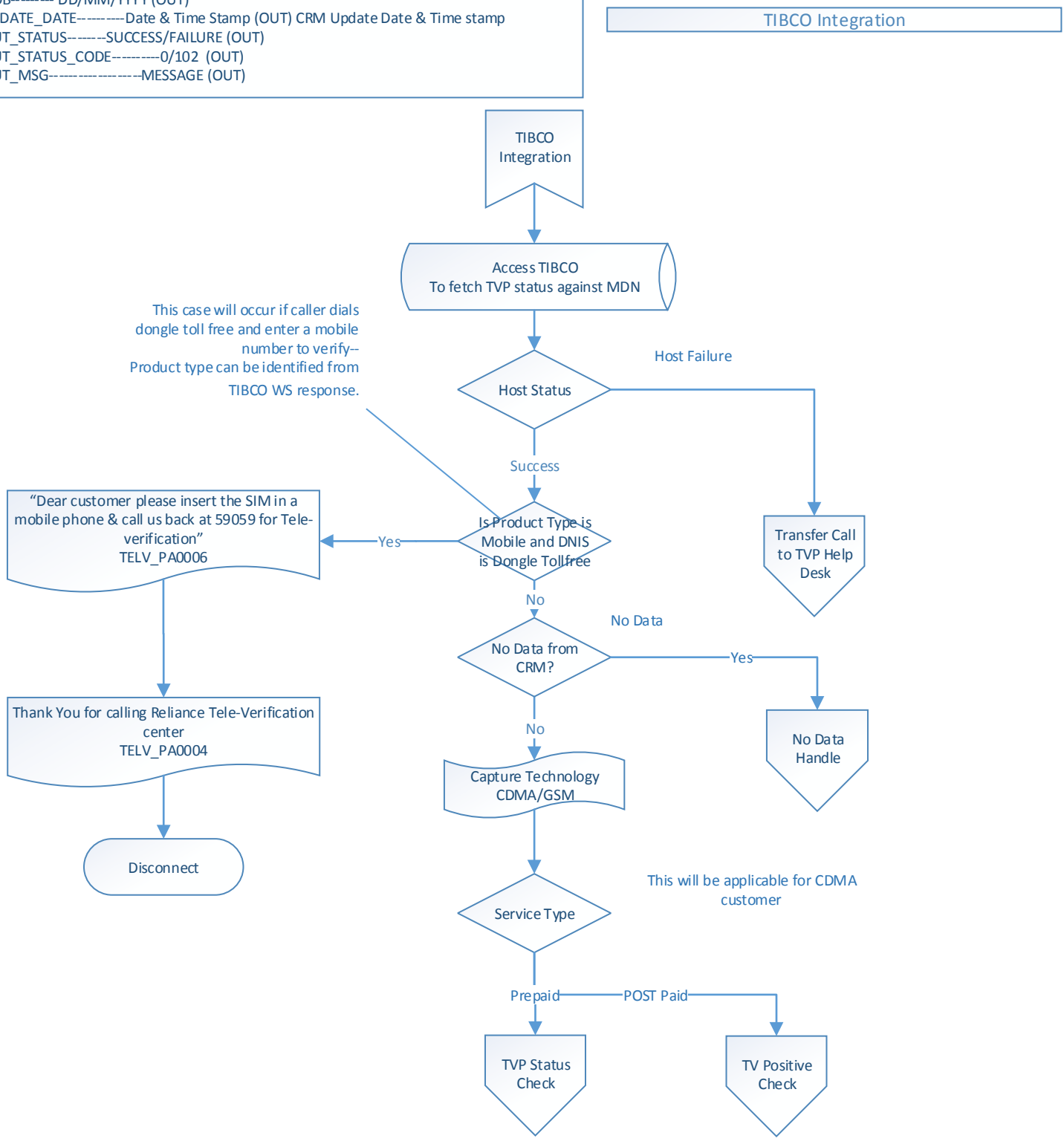


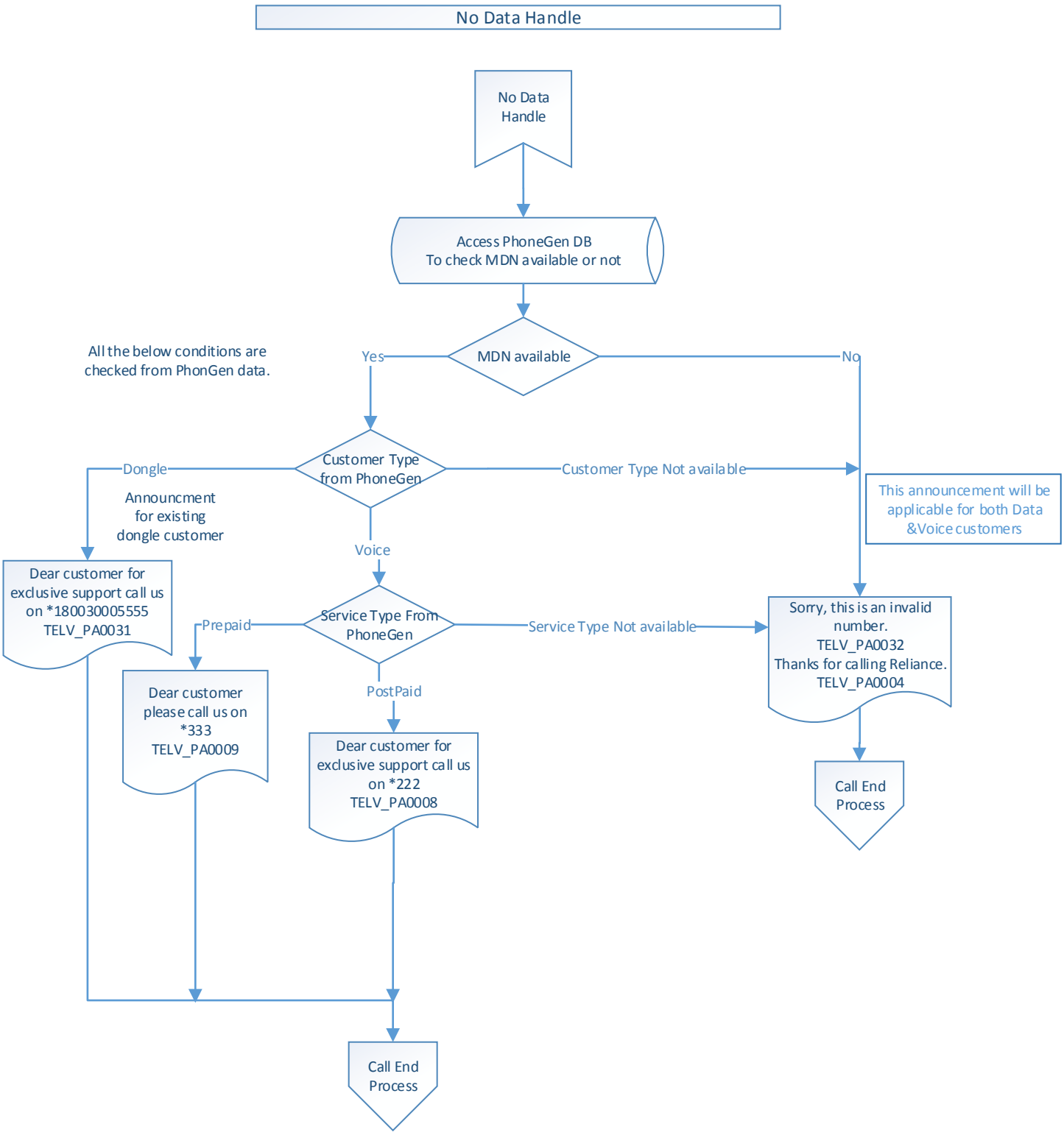
Languages 13
1 English
2 Hindi
3 Tamil
4 Marathi
5 Gujarati
6 Punjabi
7 Telugu
8 Kannada
9 Malayalam
10 Oriya
11 Bengali
12 Assamese
13 Kashmiri

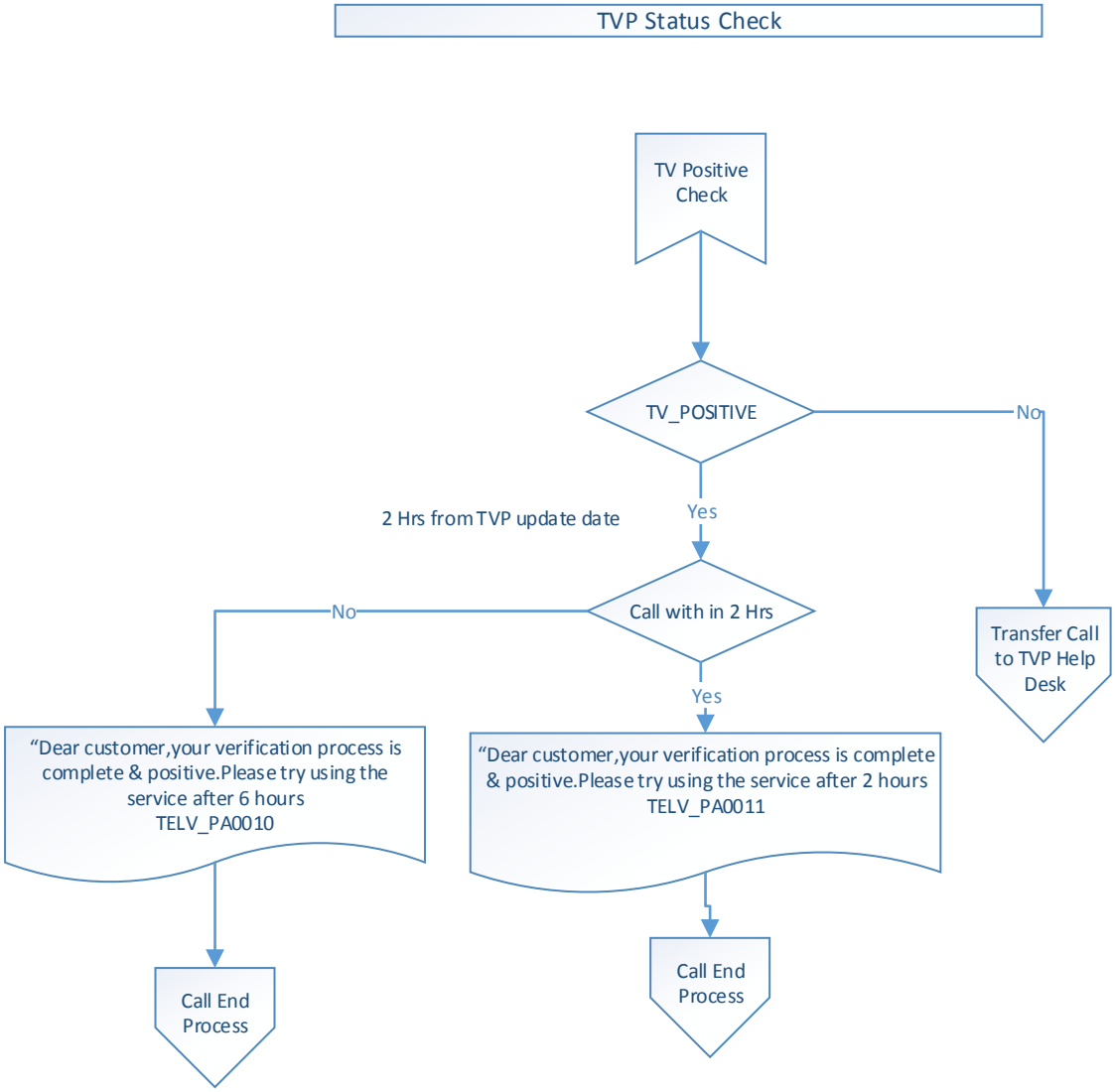

Data Card
Data Card
Please enter your 10 digit dongle Number
{TELV_MN0003}
Check no. of digits
Invalid/
No Input
Standard Error
No
10 digits
The number you have entered is <entered number>
To confirm, <Press 1>
To re-enter, <Press 2>
{RTELV_MN0004}
Maximum Tries 2 reached?
2
Check Input
Invalid/
No Input
Standard Error
Yes
1
Sorry, You have exceeded the maximum number attempts allowed
TELV_PA0003
TIBCO Integration
Thank You for calling Reliance Tele-Verification center
TELV_PA0004
Disconnect

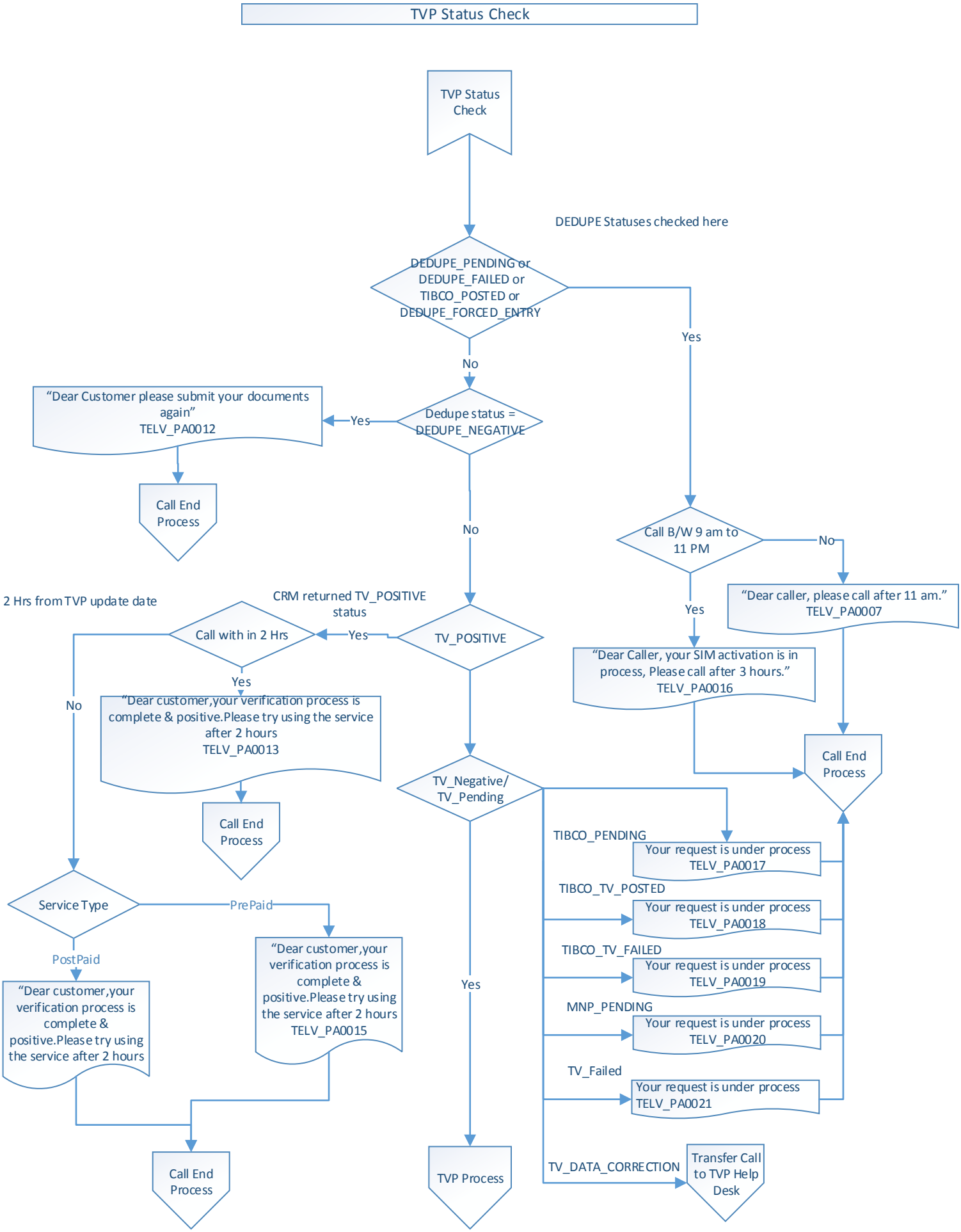
IVR-> TIBCO
1. MDN
2. Source
3. Date & Time Stamp
4. Request Type----TVP_STATUS
5. IVR Transaction ID

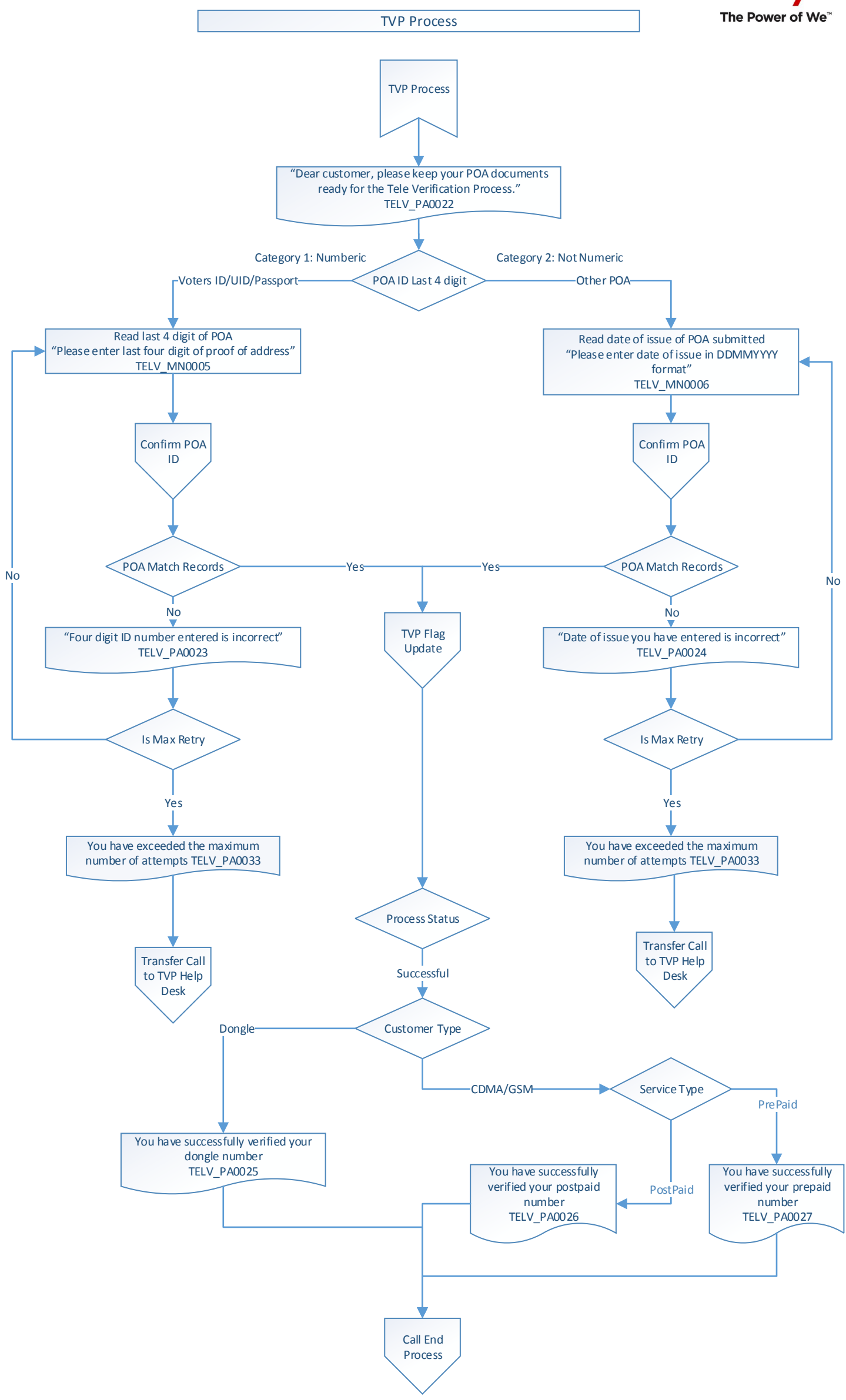
TIBCO -> IVR
1. MDN----------9324524693 (IN)
2. REQUEST TYPE-----TVP_STATUS (IN)
3. SOURCE-------IVR (IN)
4. REQUEST_DATE-------DD/MM/YYYY (IN)
5. CUSTOMER_TYPE--------INDIVIDUAL/SME/CORPORATE (OUT)
6. CUSTOMER_CATEGORY-------A/B/C/AE/BE/CE (OUT)
7. SERVICE_TYPE----------PREPAID/POSTPAID (OUT)
8. TECHNOLOGY_TYPE-----CDMA/GSM/RTL (OUT)
9. PRODUCT_TYPE-------------MOBILE/DONGLE (OUT)
10 .POA TYPE-------------DRIVING LICENCE (OUT
11. POA_ID_DETAILS--------MH1205 (OUT) (This is alpha numeric)
12. POA_ISSUE_DATE-------- DD/MM/YYYY (OUT)
13. TVP_STATUS----------PENDING/NEGATIVE/POSITIVE (OUT)
14. DOB--------- DD/MM/YYYY (OUT)
15. UPDATE_DATE----------Date & Time Stamp (OUT) CRM Update Date & Time stamp
16. OUT_STATUS--------SUCCESS/FAILURE (OUT)
17. OUT_STATUS_CODE----------0/102 (OUT)
18. OUT_MSG----------MESSAGE (OUT)

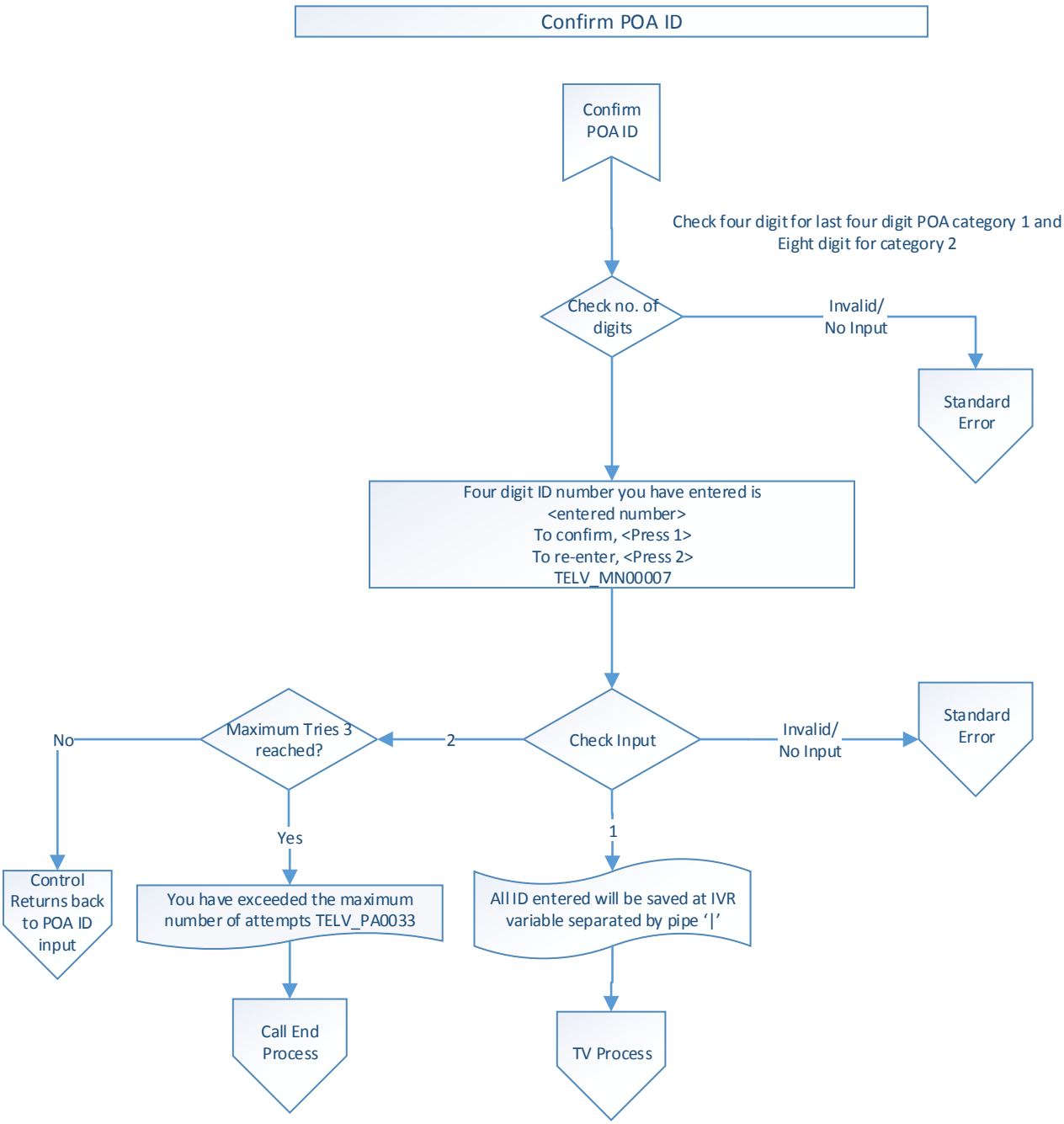


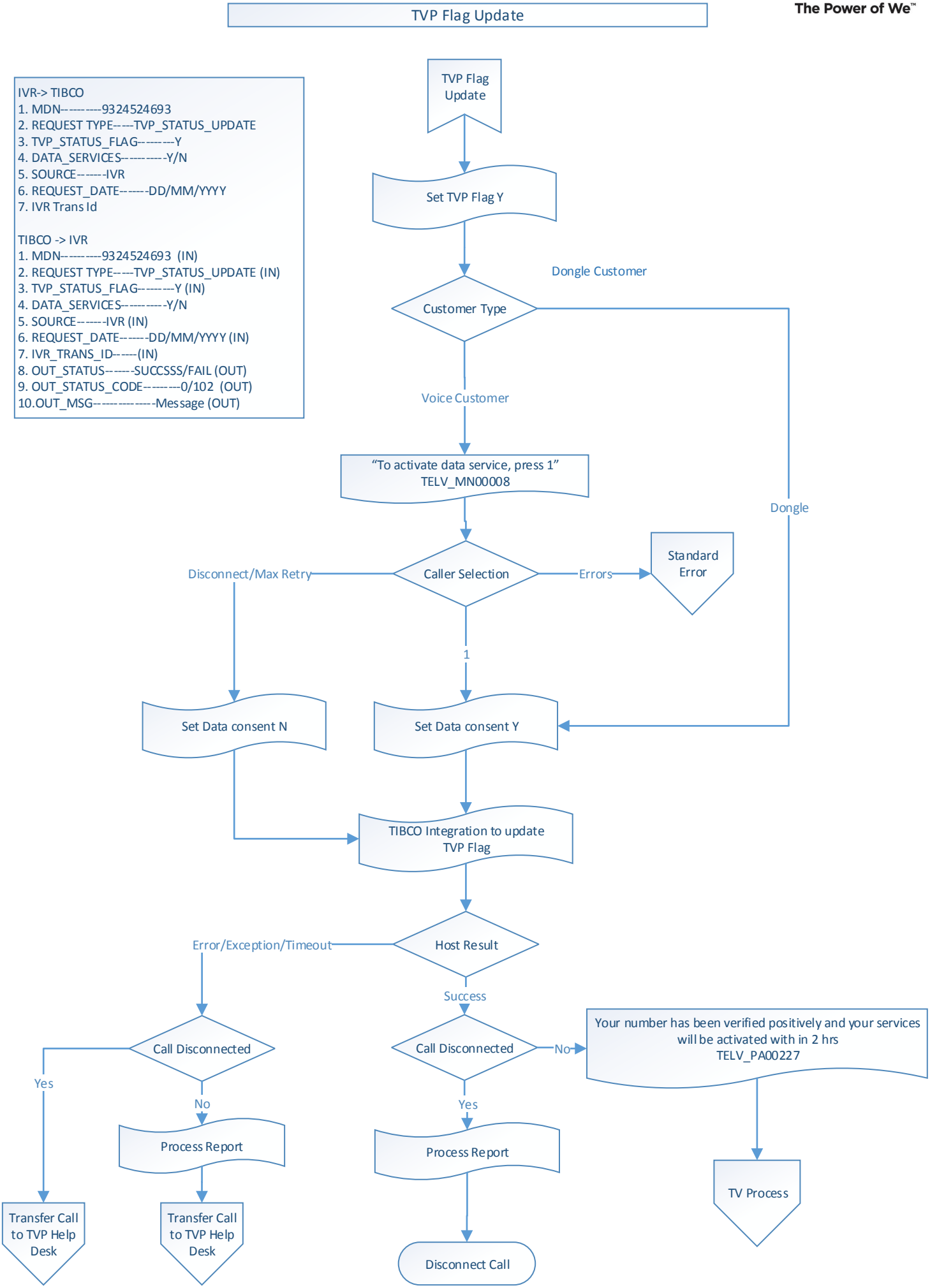

No Data Handle
No Data Handle
Access PhoneGen DB
To check MDN available or not
MDN available
Yes
No
All the below conditions are checked from PhonGen data.
Customer Type from PhoneGen
Dongle
Customer Type Not available
Announcment for existing dongle customer
Voice
This announcement will be applicable for both Data &Voice customers
Dear customer for exclusive support call us on *180030005555 TELV_PA0031
Service Type From PhoneGen
Prepaid
Service Type Not available
Sorry, this is an invalid number. TELV_PA0032 Thanks for calling Reliance. TELV_PA0004
Dear customer please call us on *333 TELV_PA0009
PostPaid
Dear customer for exclusive support call us on *222 TELV_PA0008
Call End Process
Call End Process

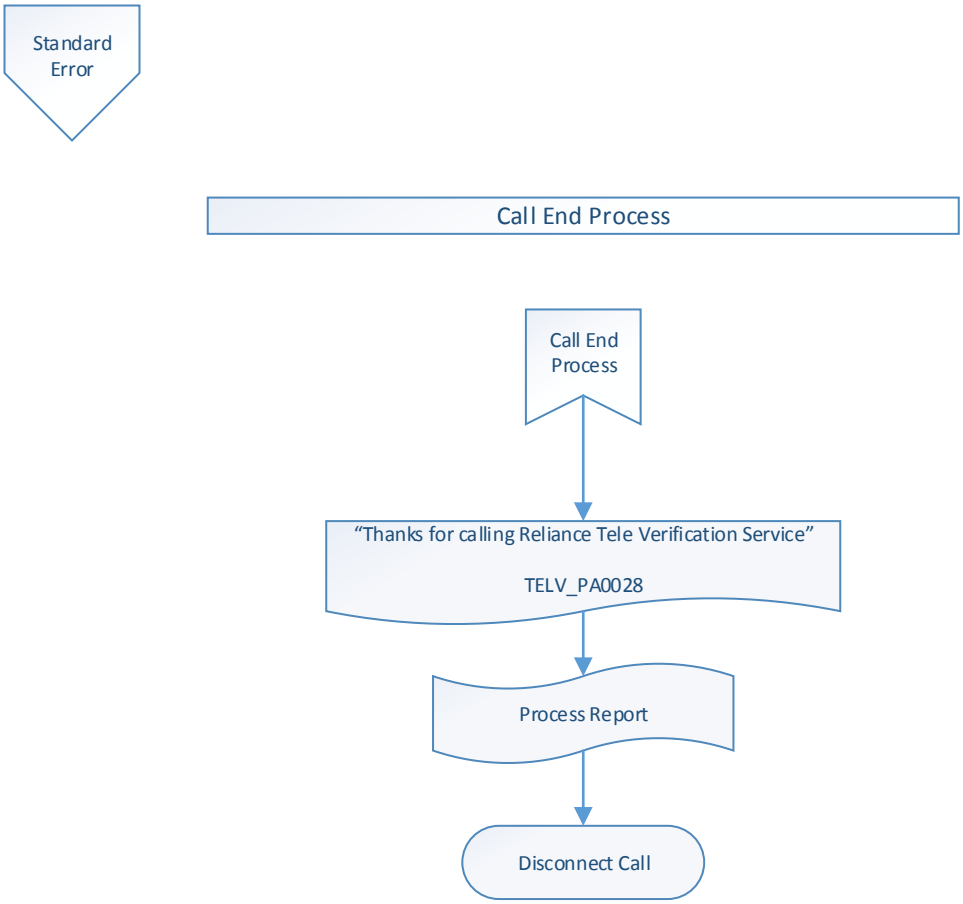

TVP Status Check
TV Positive Check
TV_POSITIVE
No
Yes
2 Hrs from TVP update date
Call with in 2 Hrs
No
Yes
Transfer Call to TVP Help Desk
"Dear customer,your verification process is complete & positive.Please try using the service after 6 hours TELV_PA0010
"Dear customer,your verification process is complete & positive.Please try using the service after 2 hours TELV_PA0011
Call End Process
Call End Process

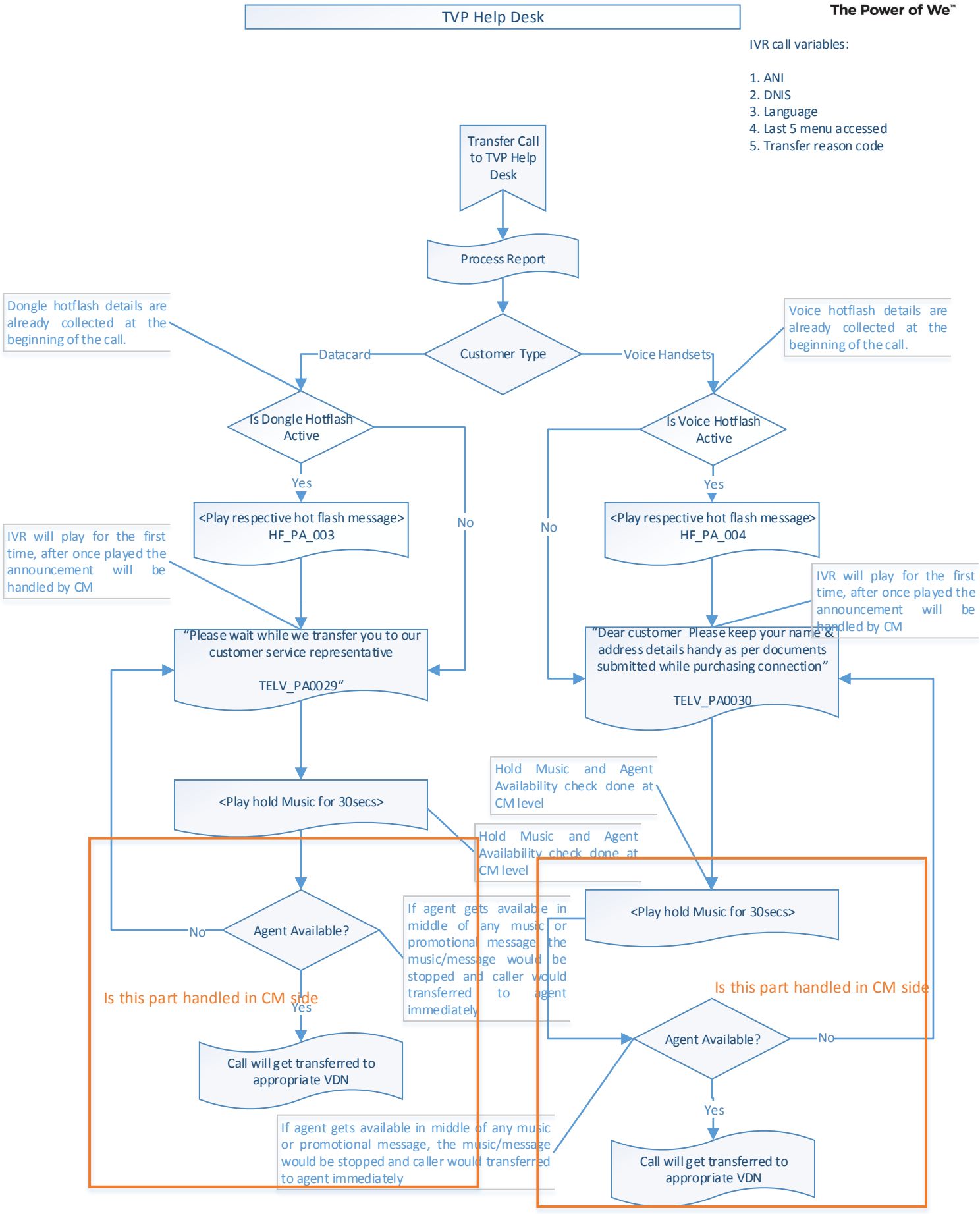

TVP Status Check
TVP Status Check
DEDUPE Statuses checked here
DEDUPE_PENDING or DEDUPE_FAILED or TIBCO_POSTED or DEDUPE_FORCED_ENTRY
Yes
No
Dedupe status = DEDUPE_NEGATIVE
Yes
"Dear Customer please submit your documents again" TELV_PA0012
Call End Process
No
Call B/W 9 am to 11 PM
No
"Dear caller, please call after 11 am." TELV_PA0007
Yes
"Dear Caller, your SIM activation is in process, Please call after 3 hours." TELV_PA0016
Call End Process
2 Hrs from TVP update date
CRM returned TV_POSITIVE status
Call with in 2 Hrs
Yes
TV_POSITIVE
No
Yes
"Dear customer,your verification process is complete & positive.Please try using the service after 2 hours TELV_PA0013
Call End Process
TV_Negative/ TV_Pending
TIBCO_PENDING
Your request is under process TELV_PA0017
TIBCO_TV_POSTED
Your request is under process TELV_PA0018
TIBCO_TV_FAILED
Your request is under process TELV_PA0019
MNP_PENDING
Your request is under process TELV_PA0020
TV_Failed
Your request is under process TELV_PA0021
Service Type
PrePaid
PostPaid
"Dear customer,your verification process is complete & positive.Please try using the service after 2 hours
"Dear customer,your verification process is complete & positive.Please try using the service after 2 hours TELV_PA0015
Call End Process
Yes
TVP Process
TV_DATA_CORRECTION
Transfer Call to TVP Help Desk


TVP Process
TVP Process
"Dear customer, please keep your POA documents ready for the Tele Verification Process."
TELV_PA0022
Category 1: Numberic
Category 2: Not Numeric
POA ID Last 4 digit
Voters ID/UID/Passport
Other POA
Read last 4 digit of POA
"Please enter last four digit of proof of address"
TELV_MN0005
Read date of issue of POA submitted
"Please enter date of issue in DDMMYYYY format"
TELV_MN0006
Confirm POA ID
Confirm POA ID
POA Match Records
POA Match Records
Yes
Yes
No
No
No
"Four digit ID number entered is incorrect"
TELV_PA0023
TVP Flag Update
"Date of issue you have entered is incorrect"
TELV_PA0024
Is Max Retry
Is Max Retry
Yes
Yes
You have exceeded the maximum number of attempts TELV_PA0033
You have exceeded the maximum number of attempts TELV_PA0033
Transfer Call to TVP Help Desk
Transfer Call to TVP Help Desk
Process Status
Successful
Customer Type
Dongle
CDMA/GSM
Service Type
PrePaid
PostPaid
You have successfully verified your dongle number
TELV_PA0025
You have successfully verified your postpaid number
TELV_PA0026
You have successfully verified your prepaid number
TELV_PA0027
Call End Process


Confirm POA ID
Confirm POA ID
Check four digit for last four digit POA category 1 and Eight digit for category 2
Check no. of digits
Invalid/ No Input
Standard Error
Four digit ID number you have entered is <entered number>
To confirm, <Press 1>
To re-enter, <Press 2>
TELV_MN00007
Check Input
Invalid/ No Input
Standard Error
2
Maximum Tries 3 reached?
No
Yes
Control Returns back to POA ID input
You have exceeded the maximum number of attempts TELV_PA0033
Call End Process
1
All ID entered will be saved at IVR variable separated by pipe '|'
TV Process


TVP Flag Update
IVR-> TIBCO
1. MDN----------9324524693
2. REQUEST TYPE-----TVP_STATUS_UPDATE
3. TVP_STATUS_FLAG---------Y
4. DATA_SERVICES----------Y/N
5. SOURCE-------IVR
6. REQUEST_DATE-------DD/MM/YYYY
7. IVR Trans Id
TIBCO -> IVR
1. MDN----------9324524693 (IN)
2. REQUEST TYPE-----TVP_STATUS_UPDATE (IN)
3. TVP_STATUS_FLAG---------Y (IN)
4. DATA_SERVICES----------Y/N
5. SOURCE-------IVR (IN)
6. REQUEST_DATE-------DD/MM/YYYY (IN)
7. IVR_TRANS_ID------(IN)
8. OUT_STATUS-------SUCCSSS/FAIL (OUT)
9. OUT_STATUS_CODE---------0/102 (OUT)
10.OUT_MSG--------------Message (OUT)
TVP Flag Update
Set TVP Flag Y
Customer Type
Dongle Customer
Voice Customer
Dongle
"To activate data service, press 1"
TELV_MN00008
Caller Selection
Disconnect/Max Retry
Errors
Standard Error
1
Set Data consent N
Set Data consent Y
TIBCO Integration to update TVP Flag
Host Result
Error/Exception/Timeout
Success
Call Disconnected
Yes
No
Process Report
Transfer Call to TVP Help Desk
Transfer Call to TVP Help Desk
Call Disconnected
No
Yes
Process Report
Disconnect Call
Your number has been verified positively and your services will be activated with in 2 hrs
TELV_PA00227
TV Process

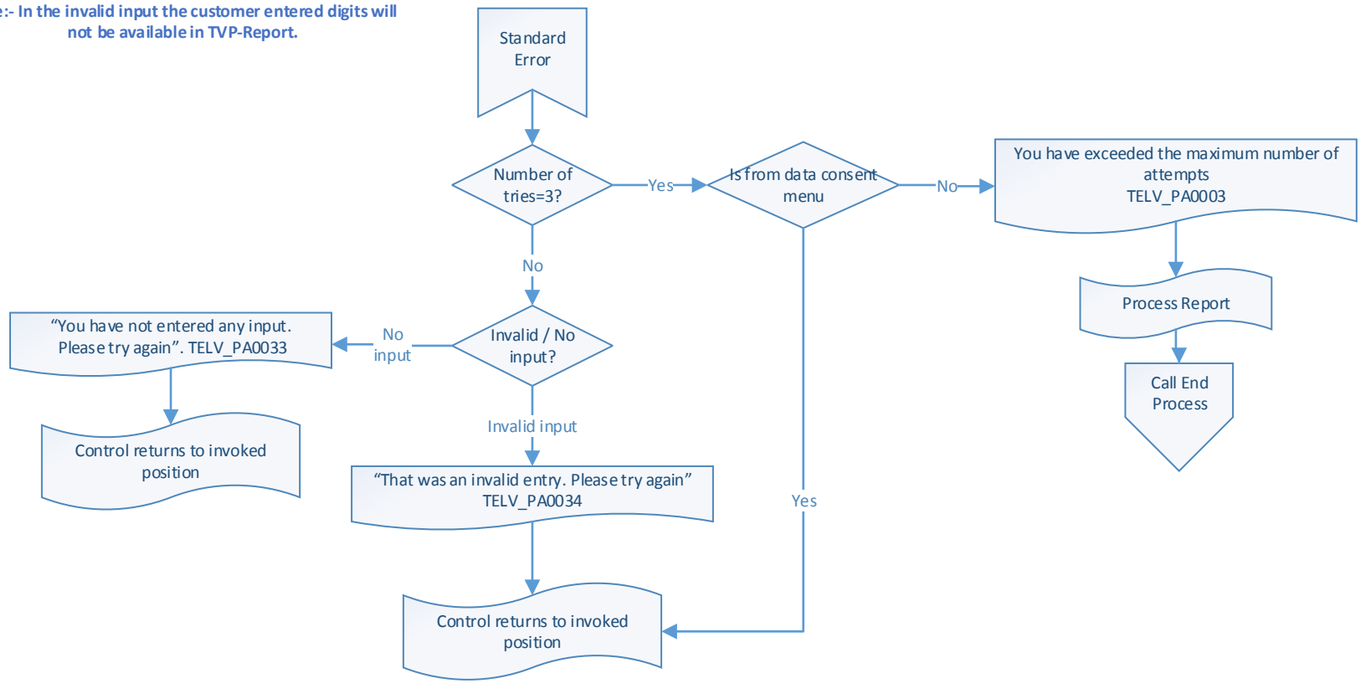

Standard Error
Call End Process
Call End Process
"Thanks for calling Reliance Tele Verification Service"
TELV_PA0028
Process Report
Disconnect Call

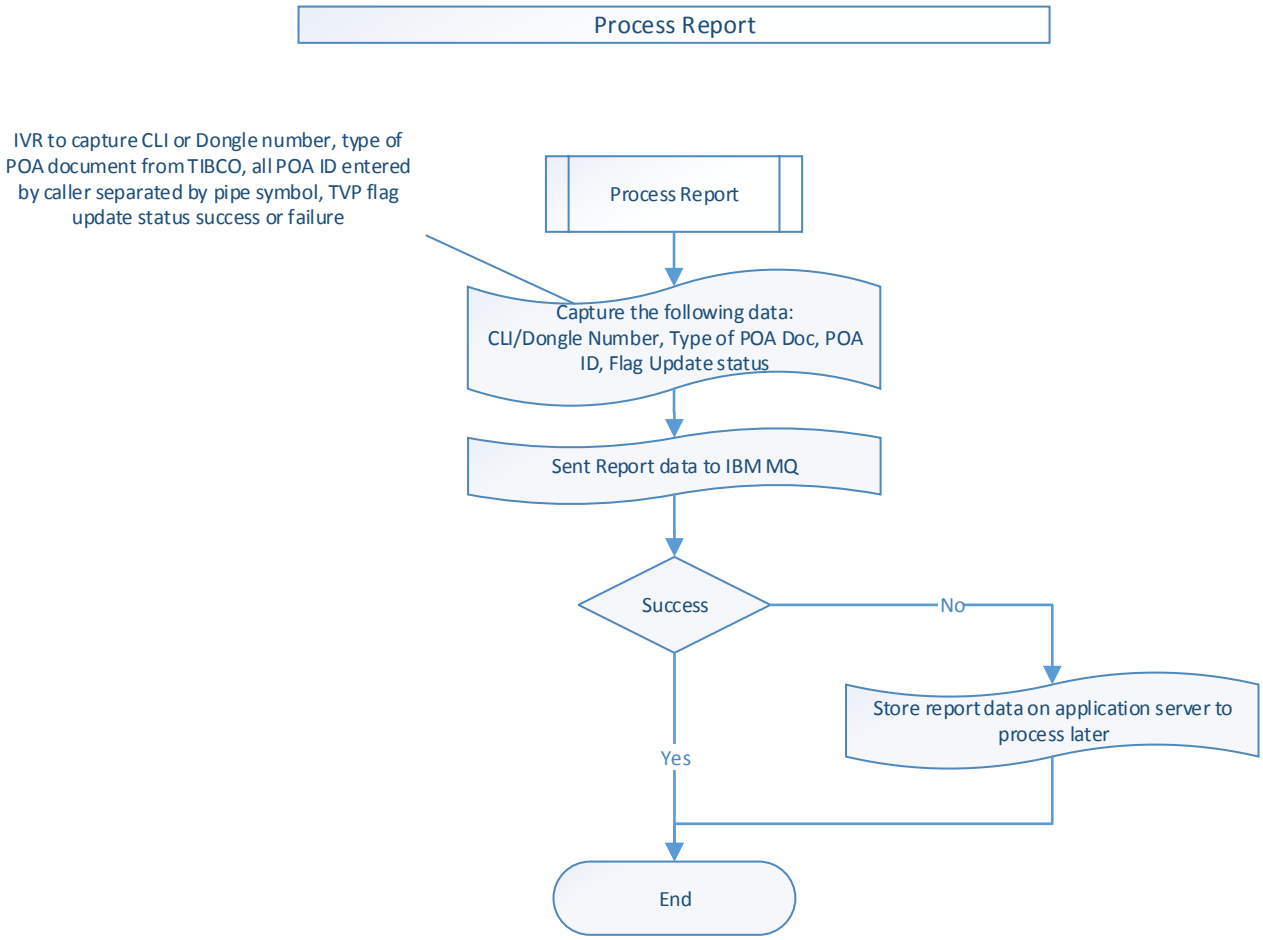

TVP Help Desk
IVR call variables:
1. ANI
2. DNIS
3. Language
4. Last 5 menu accessed
5. Transfer reason code
Transfer Call to TVP Help Desk
Process Report
Customer Type
Datacard
Voice Handsets
Dongle hotflash details are already collected at the beginning of the call.
Voice hotflash details are already collected at the beginning of the call.
Is Dongle Hotflash Active
Is Voice Hotflash Active
Yes
No
<Play respective hot flash message> HF_PA_003
<Play respective hot flash message> HF_PA_004
IVR will play for the first time, after once played the announcement will be handled by CM
"Please wait while we transfer you to our customer service representative TELV_PA0029"
"Dear customer Please keep your name & address details handy as per documents submitted while purchasing connection" TELV_PA0030
<Play hold Music for 30secs>
Hold Music and Agent Availability check done at CM level
Agent Available?
If agent gets available in middle of any music or promotional message, the music/message would be stopped and caller would transferred to agent immediately
Is this part handled in CM side
Call will get transferred to appropriate VDN

Standard Error

Standard Error

Note:- In the invalid input the customer entered digits will not be available in TVP-Report.




Process Report
IVR to capture CLI or Dongle number, type of POA document from TIBCO, all POA ID entered by caller separated by pipe symbol, TVP flag update status success or failure
Process Report
Capture the following data: CLI/Dongle Number, Type of POA Doc, POA ID, Flag Update status
Sent Report data to IBM MQ
Success
No
Store report data on application server to process later
Yes
End