



IVR Call Flow

RCOM Tele Verification Process

18002000024 & 59059

Document Created on: August 21st 2015

Last Updated On: 27/September 2016

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Version: 1.15

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 treatment, 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 hardcoded 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 Phonogen or service type is not available.
1.14/July.5.2016		Salini Anish	Changed Standard error treatment, Confirm POA ID, TVP_Process
1.15/Sept.21.2016	-	Yahya Rayyan	Added POA Type menu, Year of birth entry menu.

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.

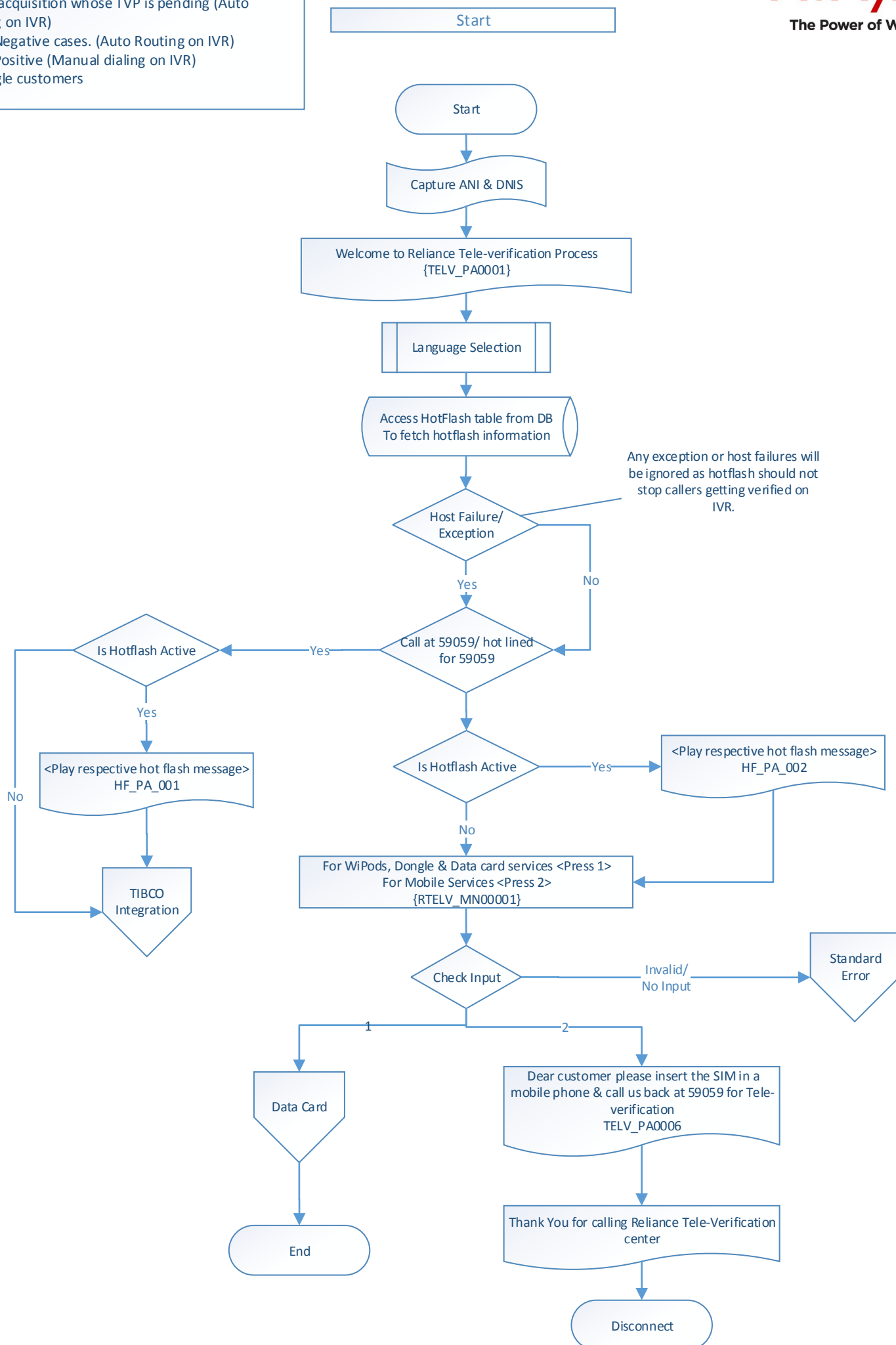
Universal Business Rules

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

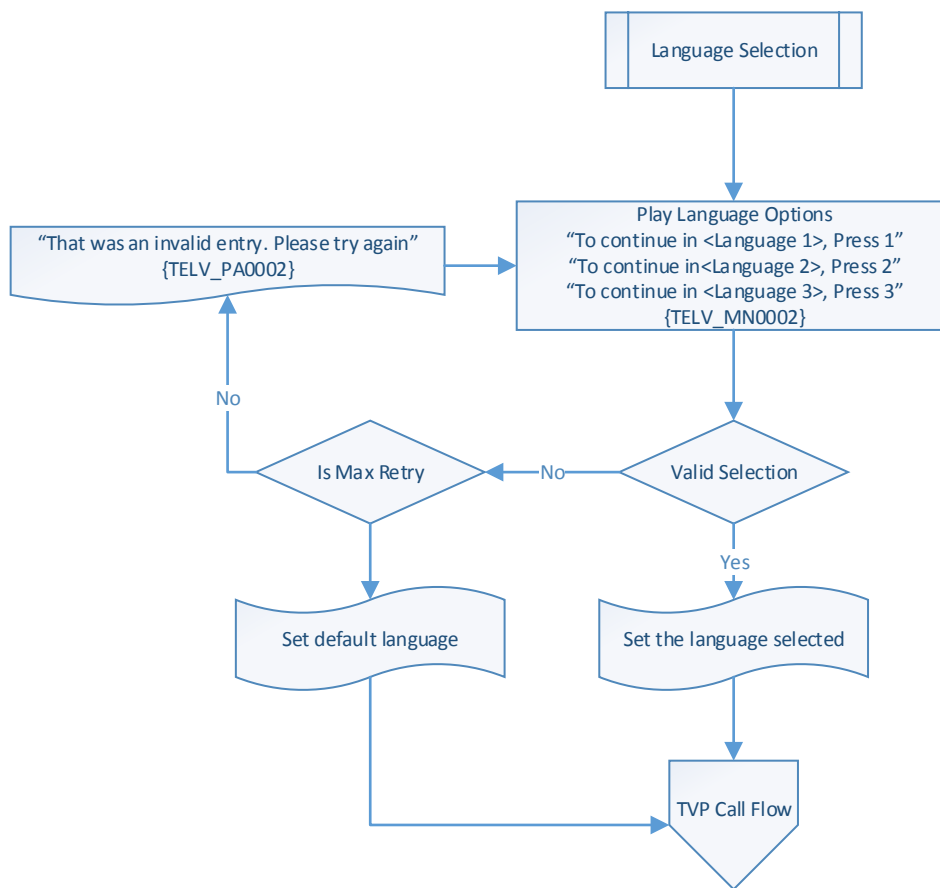
Incoming call types:

- 1) 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

[IVR Callflow - RCOM Tele Verification Process]

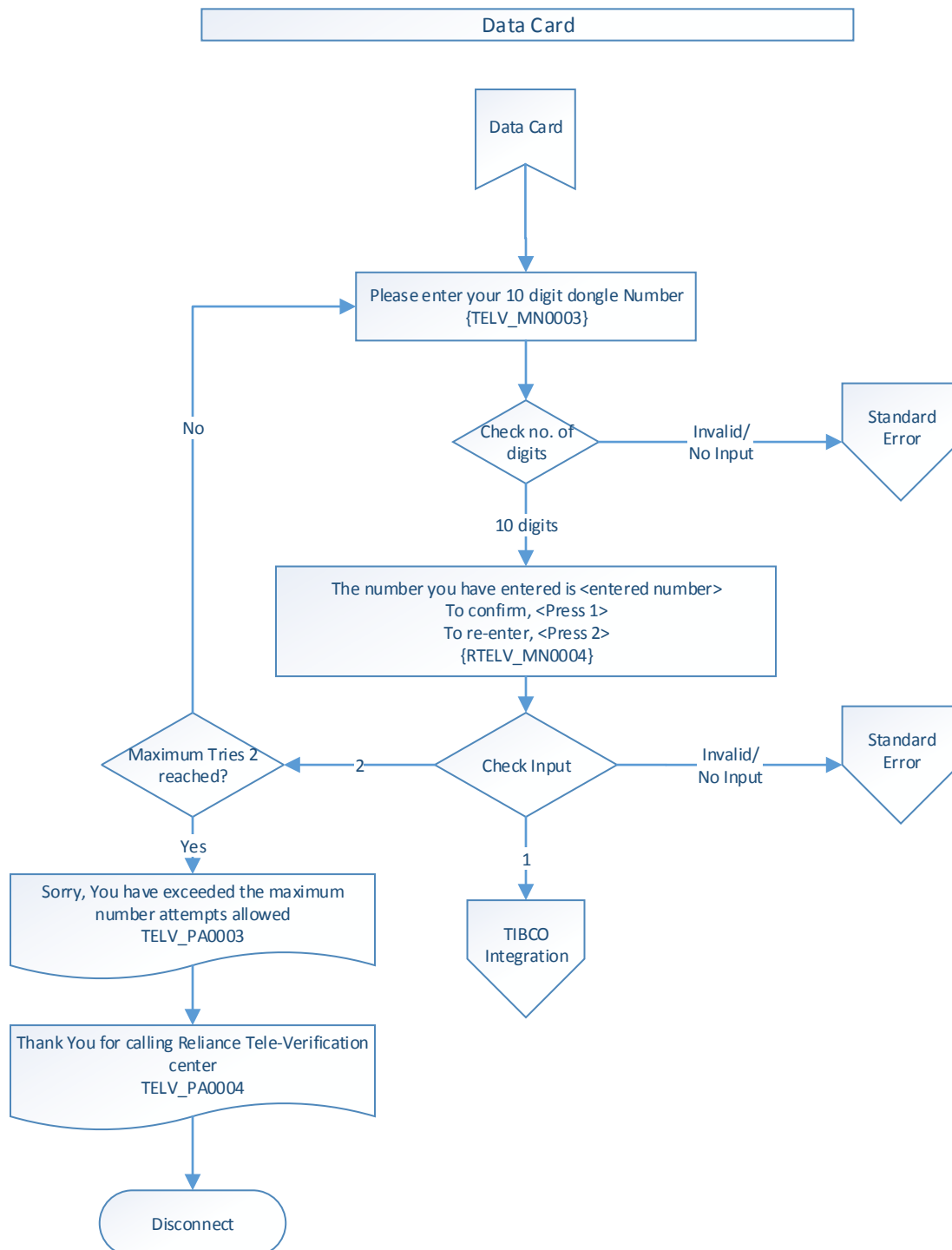


Language Selection



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



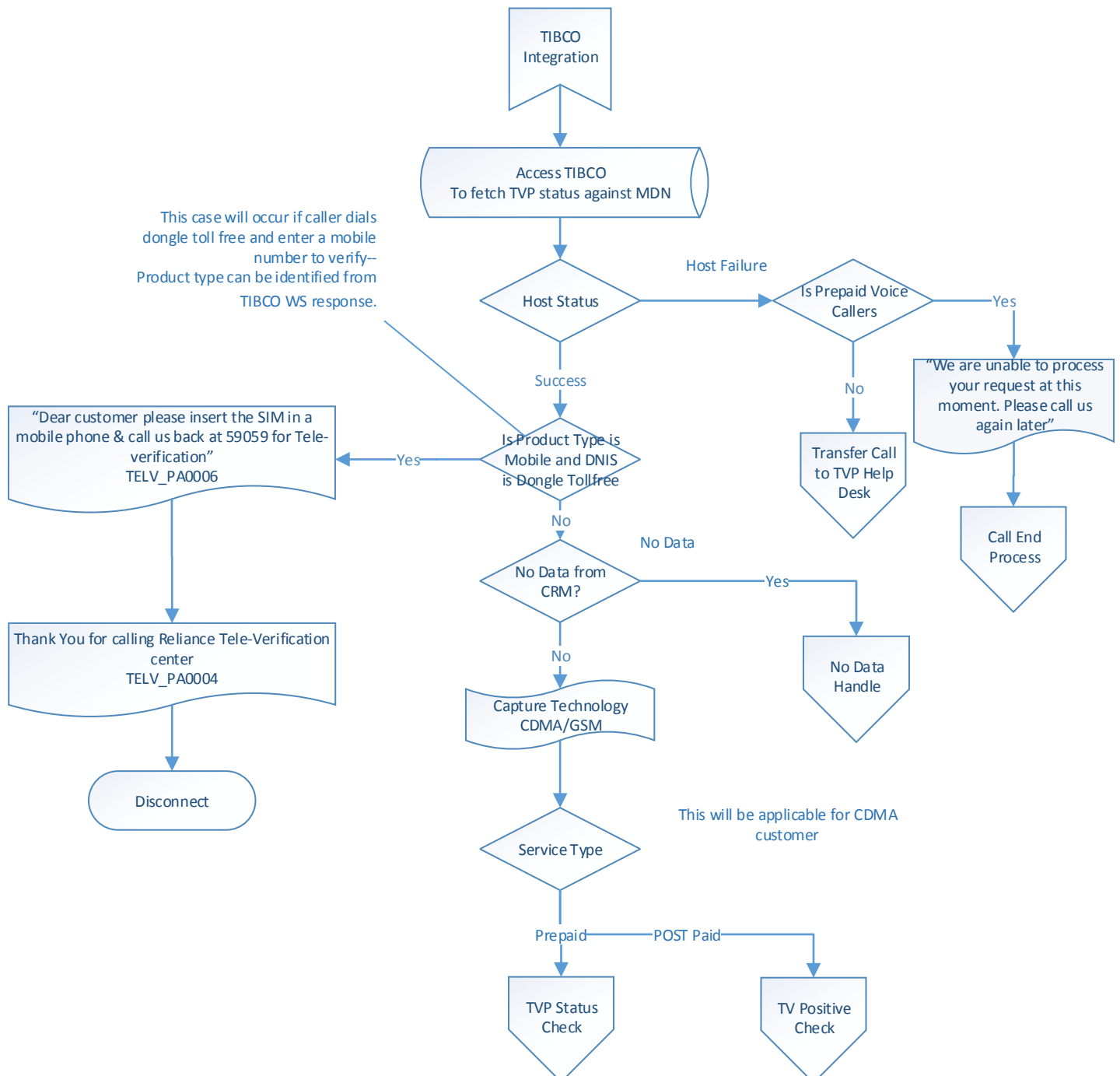
IVR-> TIBCO

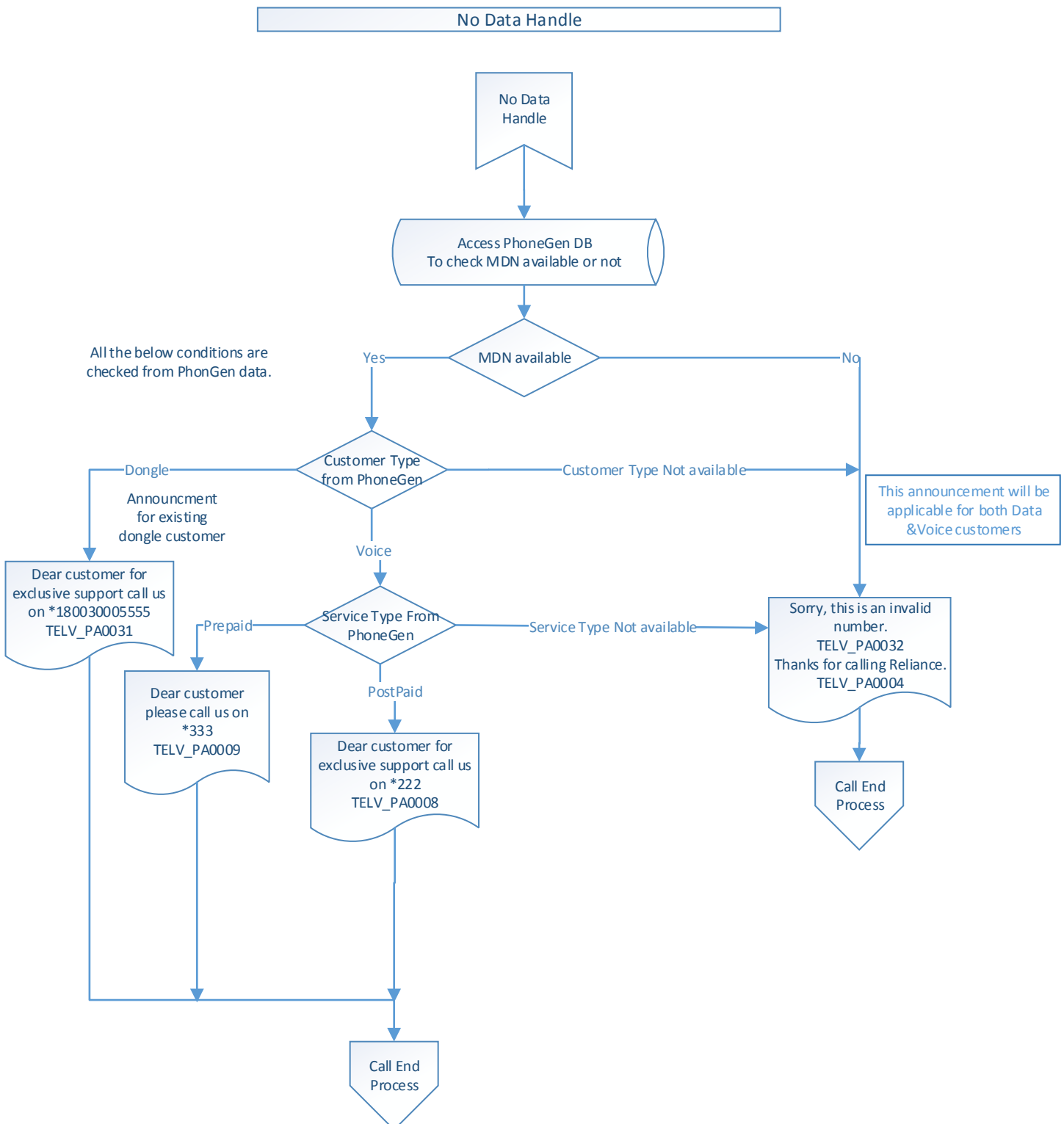
1. MDN
2. Source
3. Date & Time Stamp
4. Request Type---TVP_STATUS
5. IVR Transaction ID

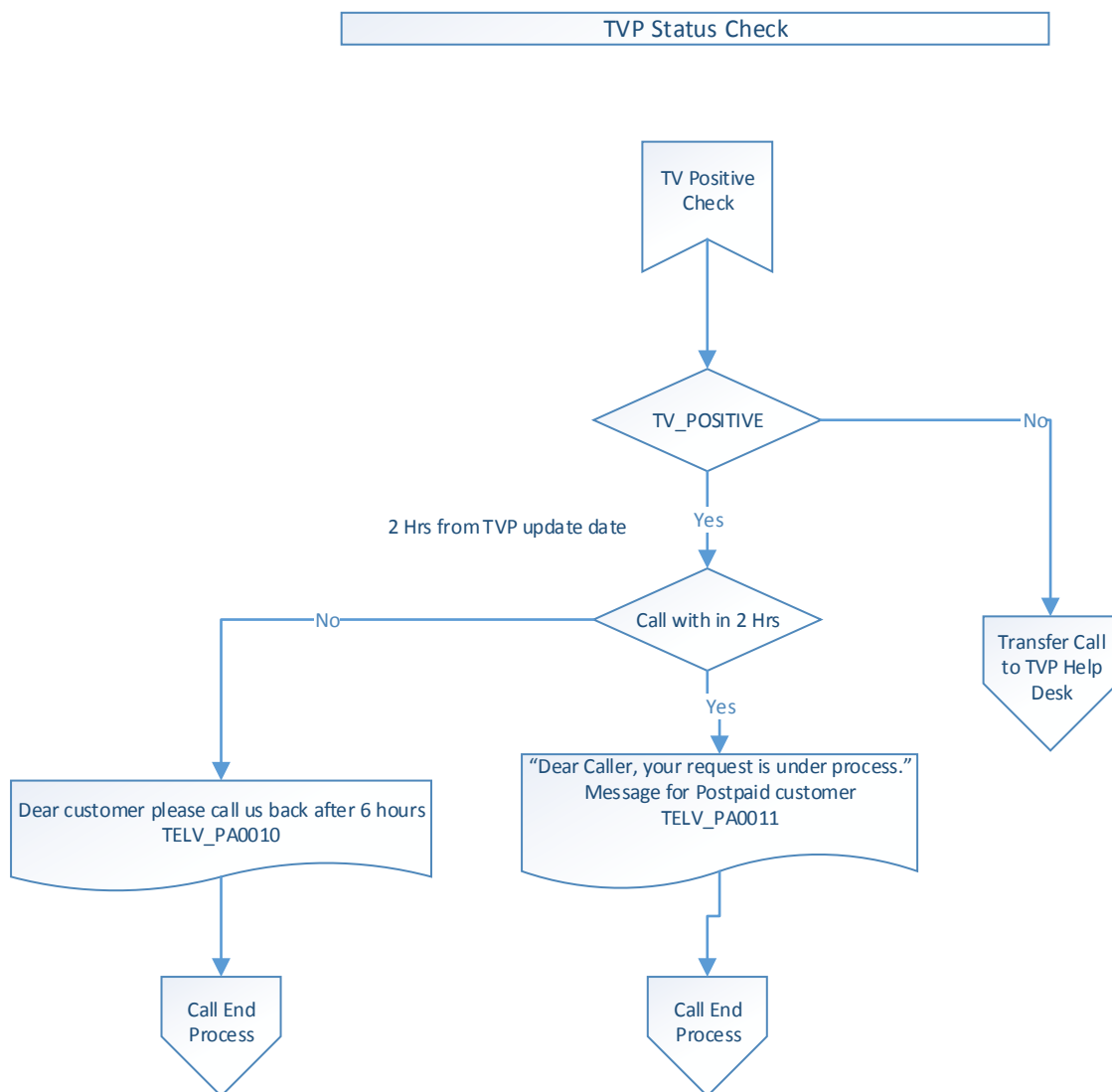
TIBCO -> IVR

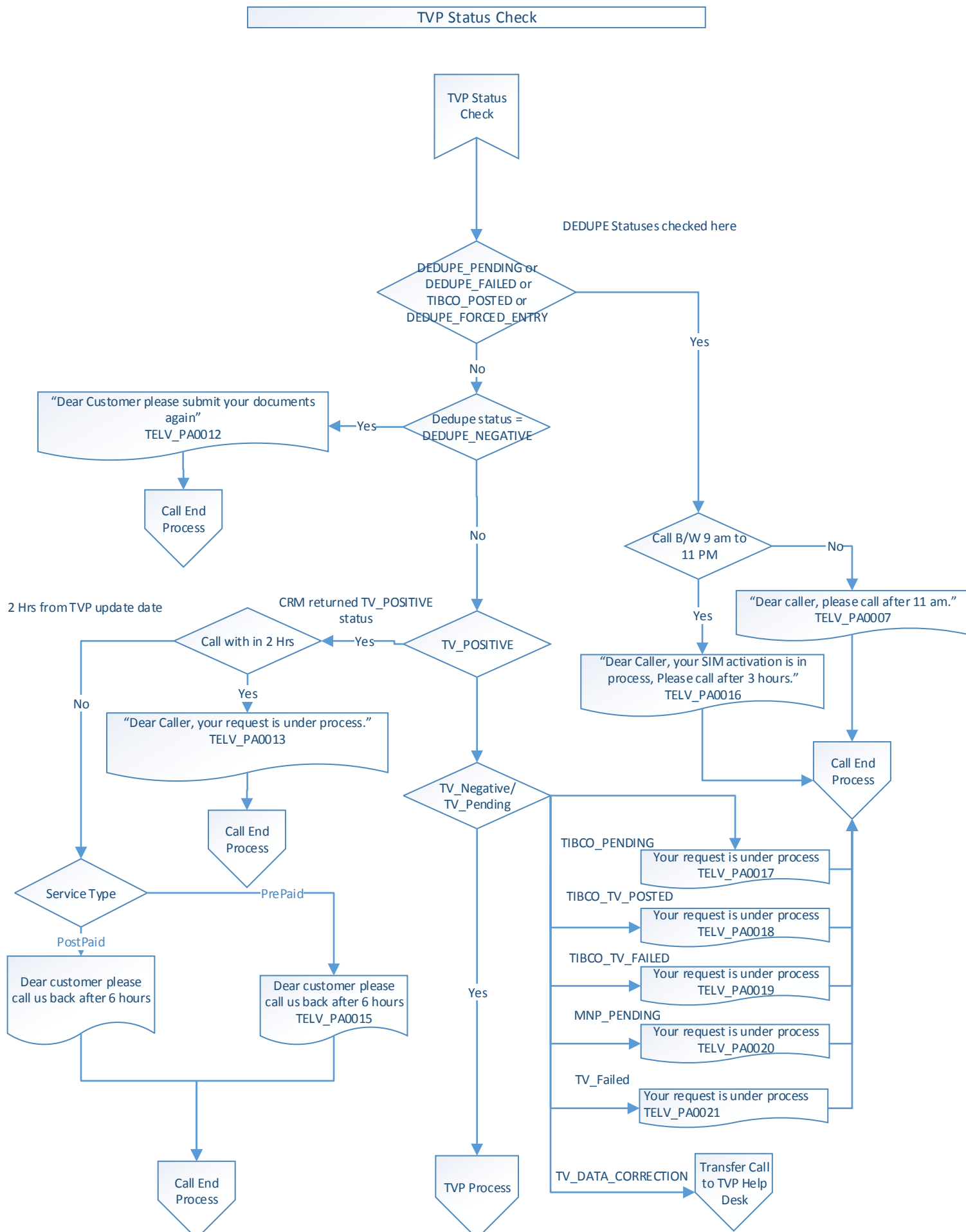
1. MDN-----9324524693 (IN)
2. REQUEST TYPE---TVP_STATUS (IN)
3. SOURCE-----IVR (IN)
4. REQUEST_DATE-----DD/MM/YYYY (IN)
5. CUSTOMER_TYPE-----INDIVIDUAL/SME/CORPORATE (OUT)
6. CUSTOMER_CATEGORY-----A/B/C/AE/BE/CE (OUT)
7. SERVICE_TYPE-----PREPAID/POSTPAID (OUT)
8. TECHNOLOGY_TYPE---CDMA/GSM/RTL (OUT)
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)

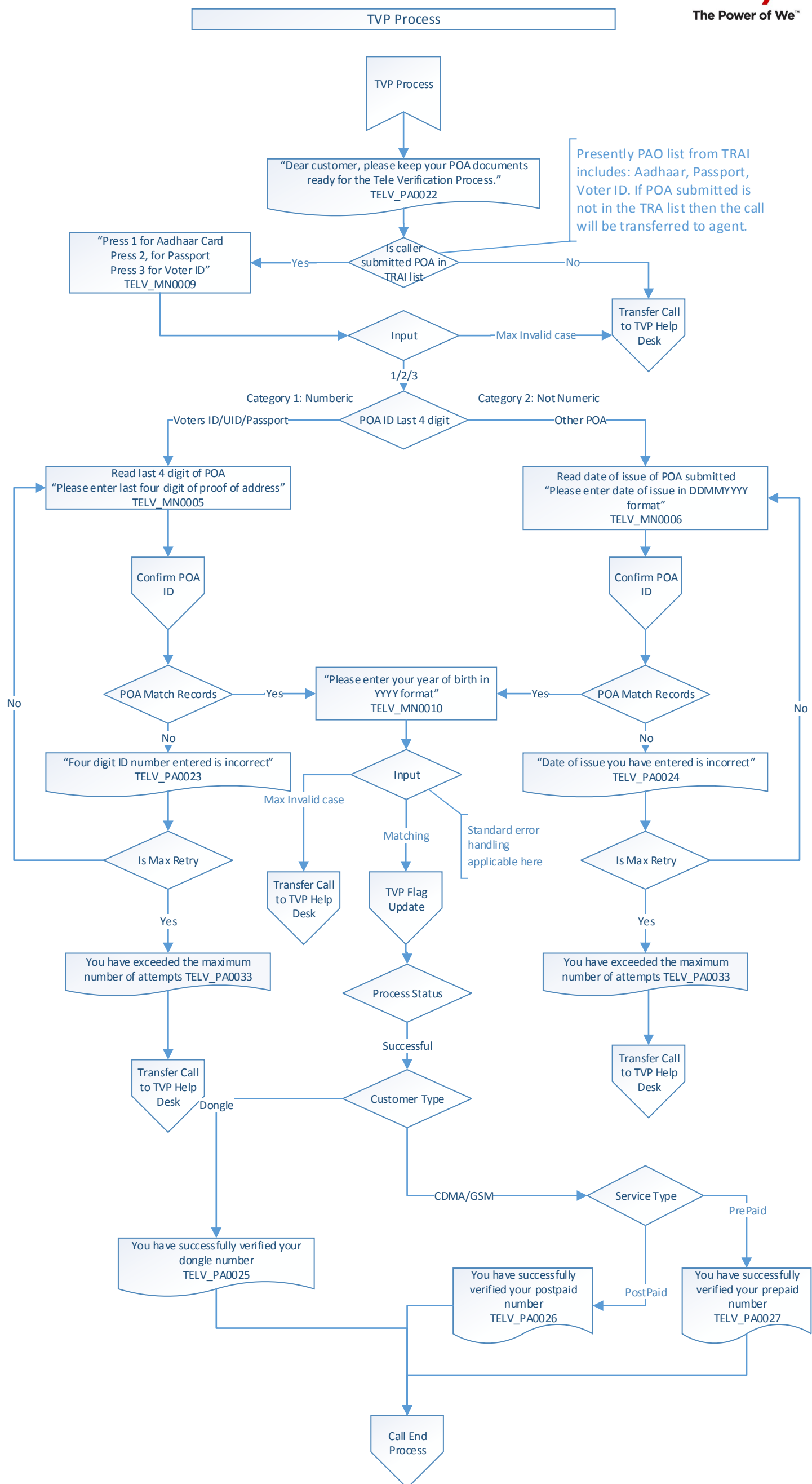
TIBCO Integration

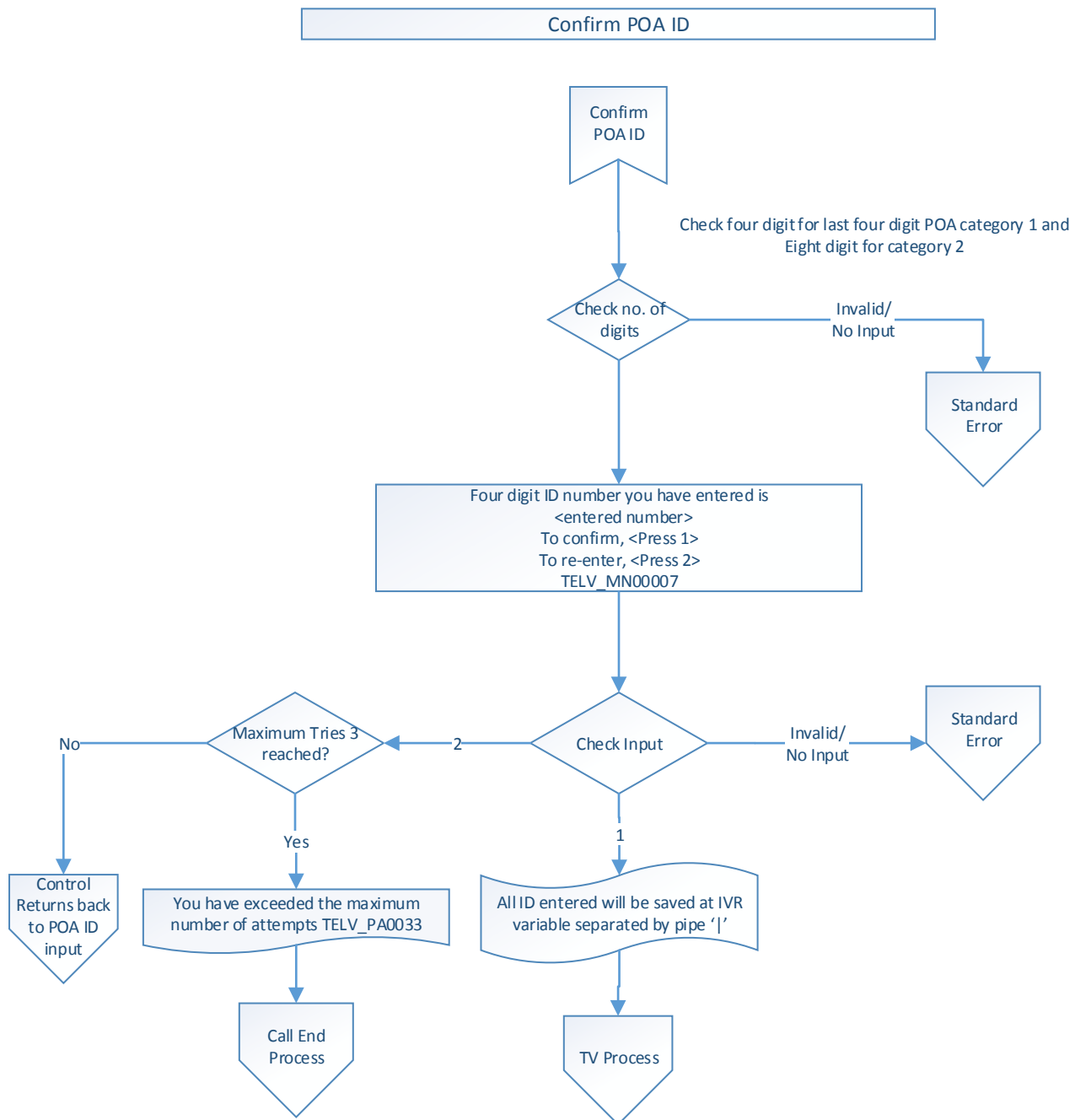


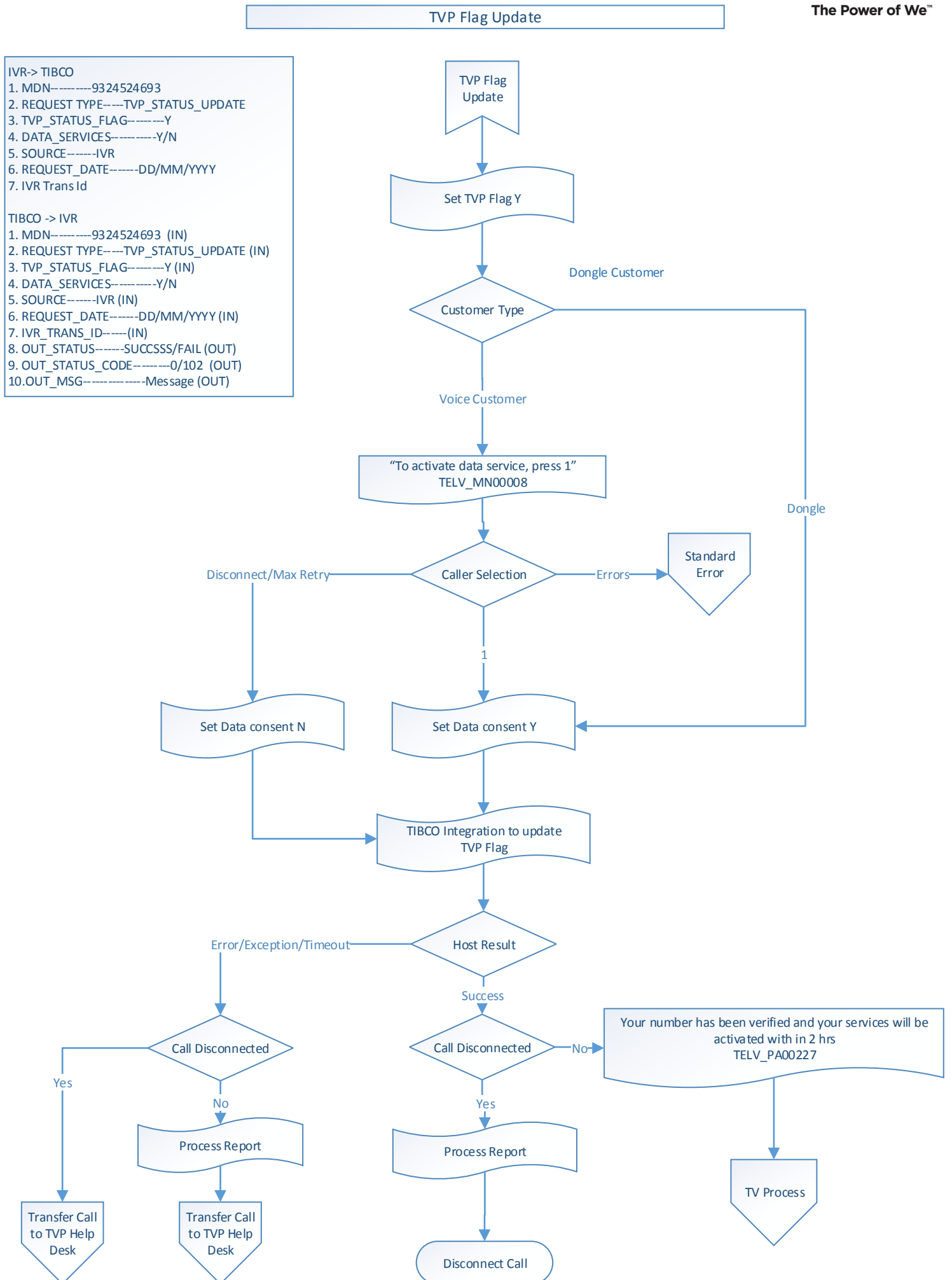


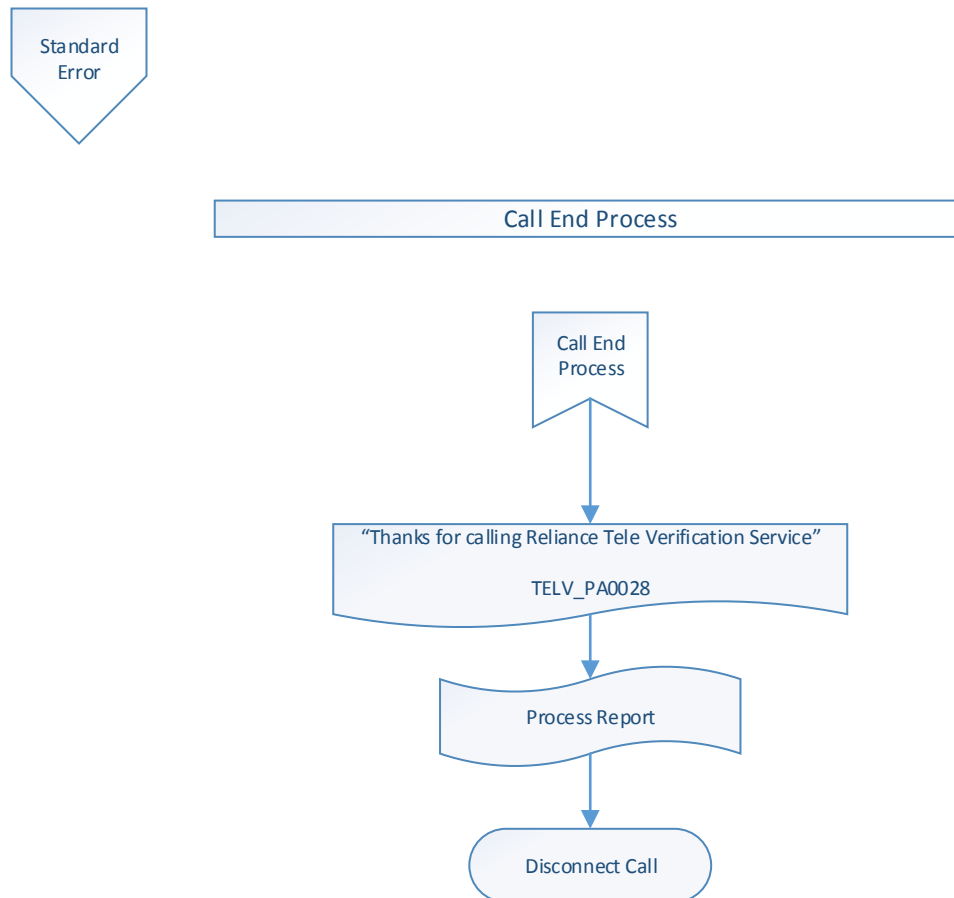








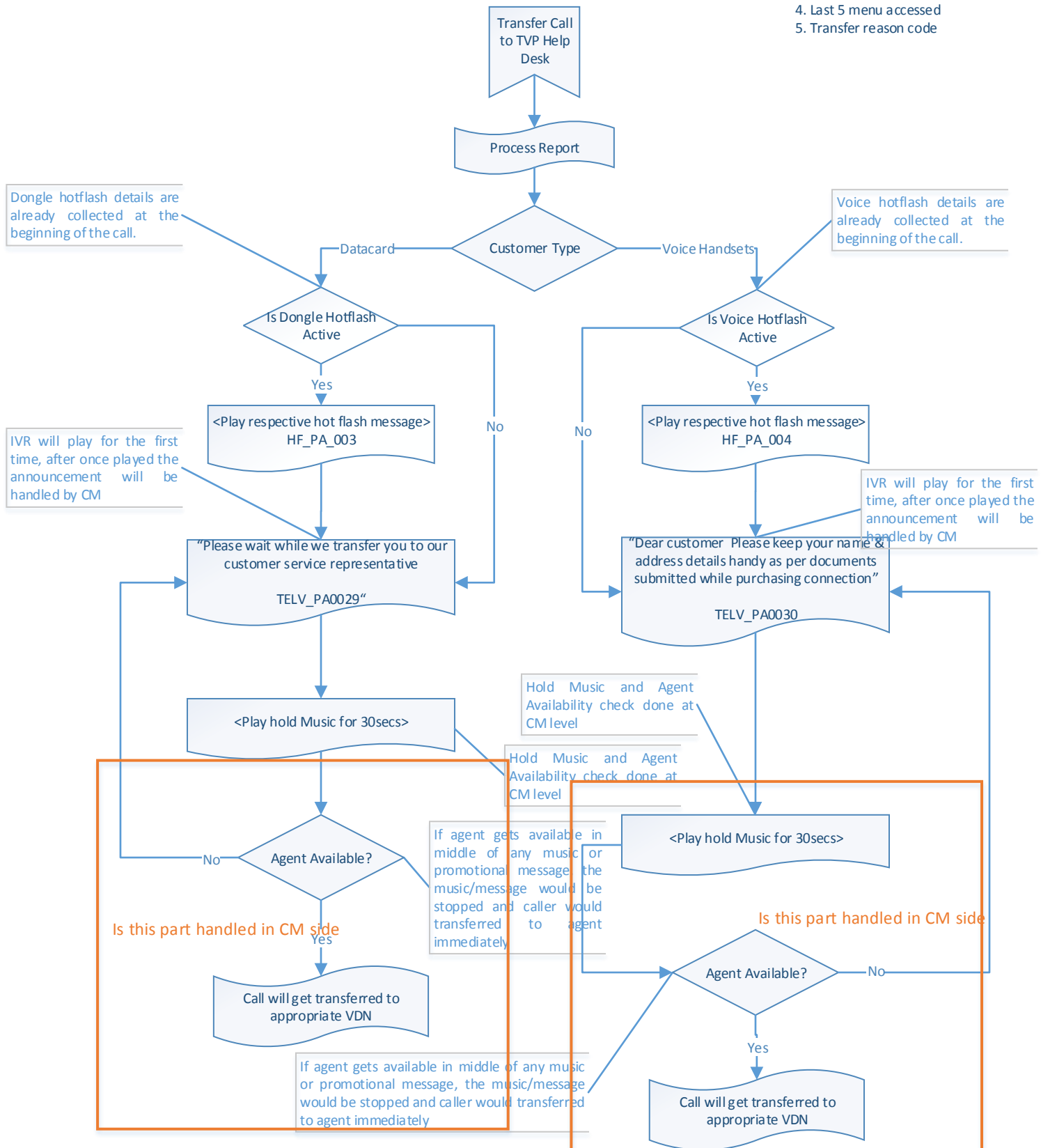




TVP Help Desk

IVR call variables:

1. ANI
2. DNIS
3. Language
4. Last 5 menu accessed
5. Transfer reason code



Standard Error

Standard Error

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

