

222 Postpaid IVR Call Flow HNI Non 3G GSM

Last updated on:Sep 27th 2016

Version: 1.7



Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.29.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.10.2015	-	Daranivasan.A	- Start(STT) * Retention List MDN Check leads to Transfer Agent * Birthday wish message updated * Main Menu(MAM) * Updated Main Menu - Account Information(ACI) * Updated Menu * Inserted 2 Push SMS as per clients request * Keyword for one push SMS was updated - Unbilled n Credit information(UCI) * Access CSS host added for point 2 * Inserted 2 Push SMS as per clients request - Bill n Payment Information(BPI) * Response provided to the question and suggestion made * Instead of CSS, requested for table to update data - Check Bill(CKB) * Instead of Credit Card Entry flow, connected the flow to Payment Information(PYI) - Delivery Status Mode(DSM) * Updated Prompts * Inserted a prompt as per the request for duplicate bill request - Payment Information(PYI) * Instead of Global Menu (PFL) it will be forwarded to Global Menu (PMR) - Get GPRS Settings(GPRS) * Offer configuration removed as per request * Instead of Offer prompt, directly connected to Push SMS as per feedback - Products, Offers & Services (POS) * Menu Updated - Data Plans(DAPL) * Response Provided - Buy the Pack(BTP) * Flow changed as per the provided excel - Pay Using Core Balance(PCB) * Removed - Credit Card Entry(CCE) * Removed Amex Card * One Time Password Check (OTPC) included as per RBI rules * Response provided for the feedback - Process Payment(PRP) * Inserted a failure status to Transfer Agent - Change Language option was removed * 3rd Language option was removed - Credit Card Entry(CCE) * Removed Amex * Changed prompts * Response provided - Process Payment(PRP) * Included logic for getting amount for payment * Inserted payment failure status - Standard Error(STE) * Prompt change - Link Down(LND) * Prompt Change



Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes	
0.03 / Feb.13.2015	Reliance	Daranivasan.A	- Get GPRS Settings(GPRS) * Inserted a check for GPRS or CDMA - Changed Intelligent Layer Flow based on updates provided - New Flow Pages * Service Request History * Interaction History * Event Based Information * Unbilled Information * Credit Information * Free Unit Information * Pay to promise (Called from Intelligent Layer alone) - Check from whether the flow was invoked from Intelligent Layer * Check Bill * Unbilled Information * Credit Information * Credit Information * Free Unit Information * Delivery Status Mode * Check Payment	
0.04 / Feb.18.2015	Servion	Daranivasan.A	- One Time Password Check connection bug fixed	
0.05 / Feb.19.2015	Reliance	Daranivasan.A	- VAS(VAS) * Replace "transfer to other IVRs" with message followed by Global Prompt	
0.06 / Mar.05.2015	Servion	Daranivasan.A Karthikeyan.G	Incorporated changes after self review and internal review	
0.07 / Mar.10.2015	Servion	Daranivasan.A	Incorporated internal review comments	
0.08 / Mar.24.2015	Reliance	Daranivasan.A	Changes from Reliance Incorporated (Edits made in all pages) Included Dunning Check, Dunning Check Contd and Activate VAS Contd pages Removed Update VAS page	
0.09 / Apr.09.2015	Reliance	Daranivasan.A	- Inserted Host details which are closed as per 8 th April 2015 (Host tracker) - Process Payment: Error codes updated for payment PACE gateway	
1.1 / Apr.10.2015	Reliance	Daranivasan.A	Baselining	
1.11 / Apr.10.2015	Reliance	Daranivasan.A	Hot Flash – Include unique prompt node IDs for each Hot Flash occurrence locations Host interfaces added for the closed ones	
1.2 / May.29.2015	Servion	Daranivasan.A	Re-base lining	
1.3 / Feb.18.2016	Reliance	Tarun Jain	Call Disconnect for maximum no input in any menu	

Avaya India Private Limited Client confidential Version 1.6 Page 3 of 62



<u>Version History</u>

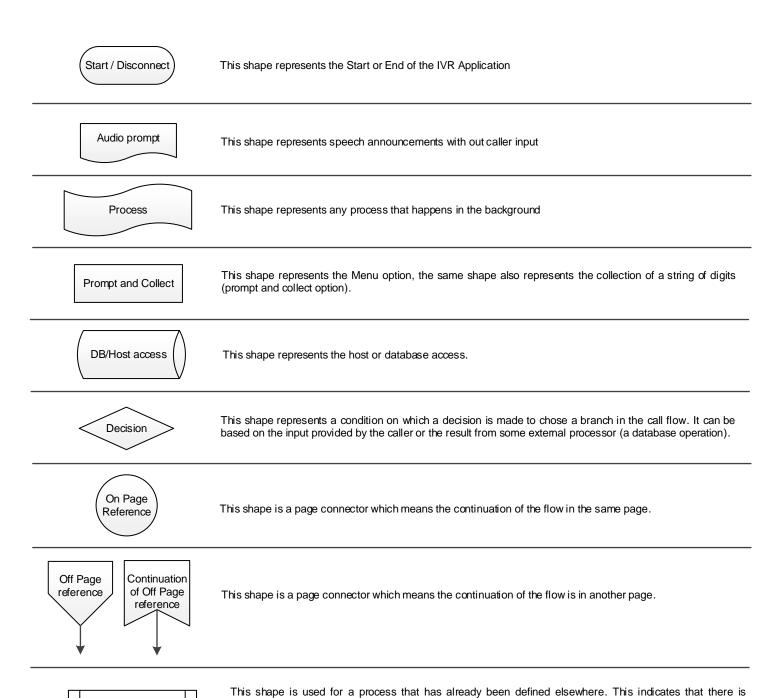
1.4 / June.17.2016	Rajesh Manjalkar	Yahya Rayyan	Intelligent layer change. All four interaction history items will play back to the customer.	
1.5/ June.30.2016	Rajesh Manjalkar	Yahya Rayyan	Routing to main menu incase of RTS failure while fetching SR request.	
1.6/ August.16.2016	Rajesh Manjalkar	Yahya Rayyan	Added playing back free units information to caller before sending push sms.	
1.7 / Sep.26.2016	Rajesh Manjalkar	Tarun Jain	Added missing playing back free units information to caller before sending push sms.	

Avaya India Private Limited Client confidential Version 1.6 Page 4 of 62



Page 5 of 62

Standard Call Flow Conventions



Sub process /

Pre-defined

Avaya India Private Limited

another flowchart.

Client confidential

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

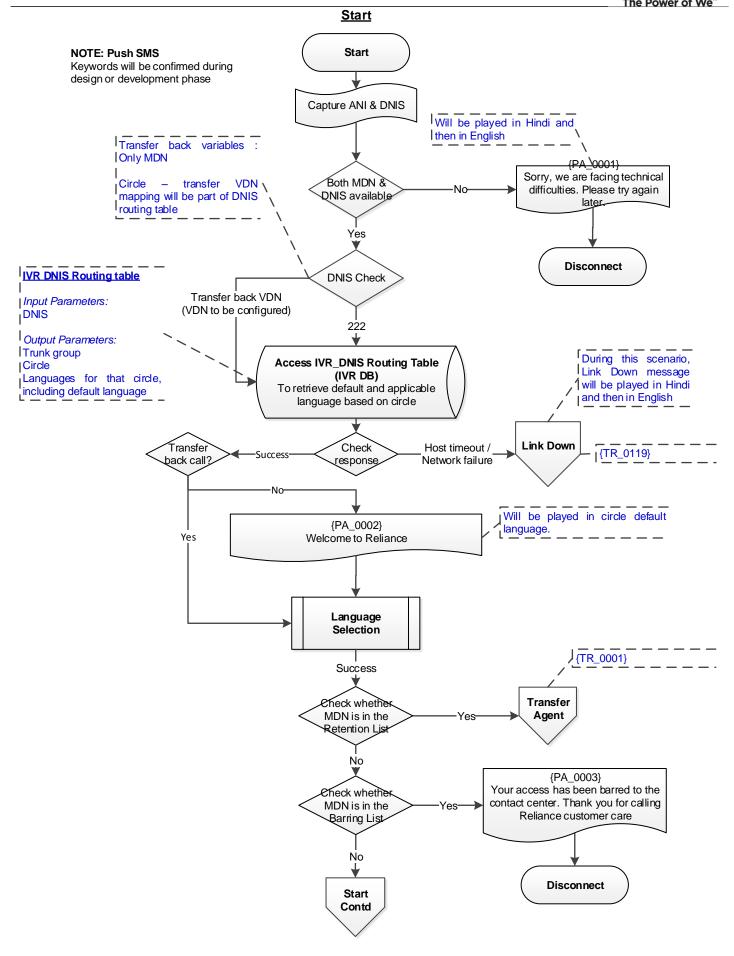
Version 1.6



Universal Business Rules

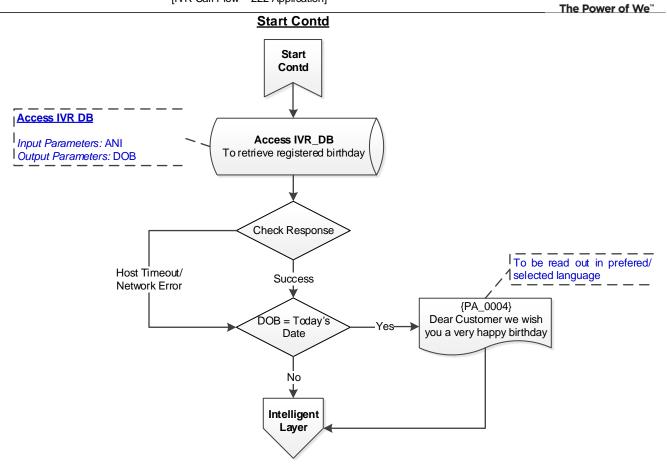
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali	Language selection will be dynamically offered based on the circle Default language will vary for each circle as provided in the "RCOM Circle Mapping 2" sheet
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) 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) For example, 250.50 will be announced as Two Hundred and fifty rupees and fifty paisa. (Minor currency will be read only if present) If any one of the currency portion is zero, the application will not announce the same. If both the currency portion are zero, the application will announce it as Zero balance.	Not Applicable
12	Global Prompts (Menu level) Will be hidden	To return to the previous menu <press 7=""> To return to the main menu <press 8=""> To speak to our customer service representative <press 9=""></press></press></press>	Global Prompts (Menu Level) will not apply for the following: Main Menu, Prompt & Collect, Confirmation Menu Option 9 will be dynamically offered based on the customer category (HNI or regular).
13	Global Prompts (Feature level)	To repeat the message <pre></pre>	-Feature level global prompt will be played followed by an announcement. Example: After credit card last 5 transaction announcement. Above exception applies for global prompt feature and menu repeat





Avaya India Private Limited Client confidential Version 1.6 Page 7 of 62

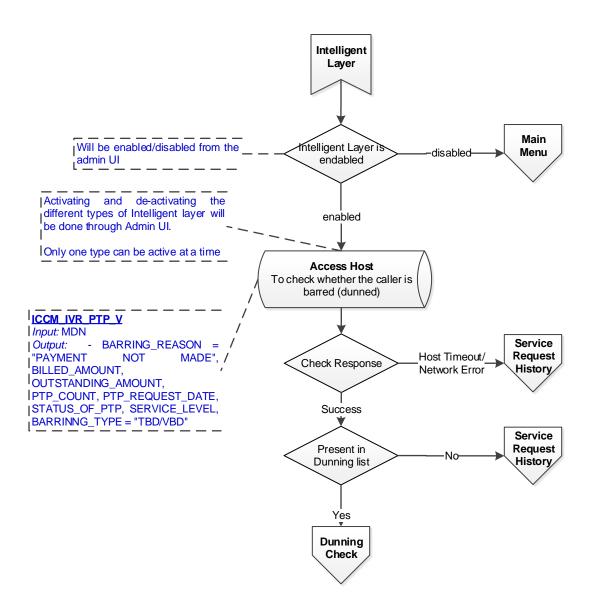




Avaya India Private Limited Client confidential Version 1.6 Page 8 of 62



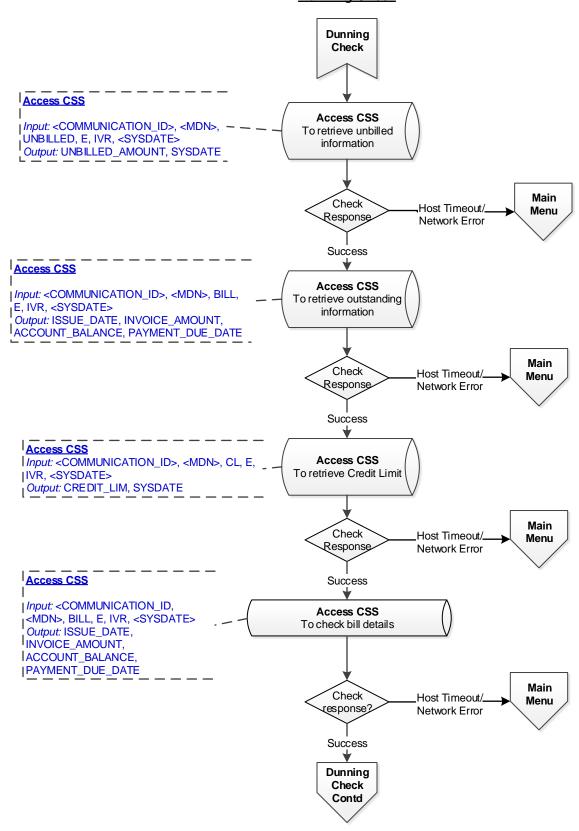
Intelligent Layer



Avaya India Private Limited Client confidential Version 1.6 Page 9 of 62



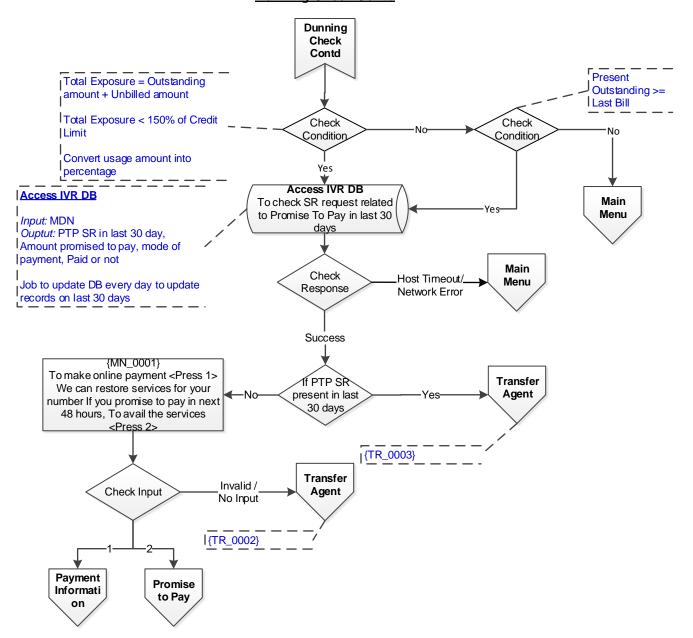
Dunning Check



Avaya India Private Limited Client confidential Version 1.6 Page 10 of 62



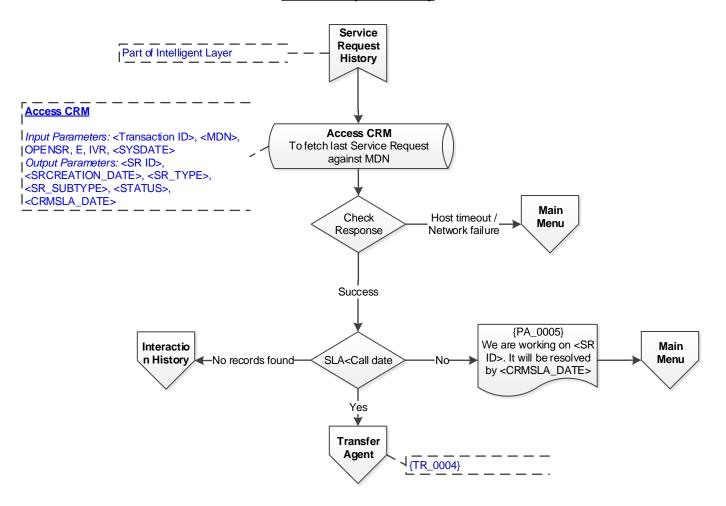
Dunning Check Contd



Avaya India Private Limited Client confidential Version 1.6 Page 11 of 62



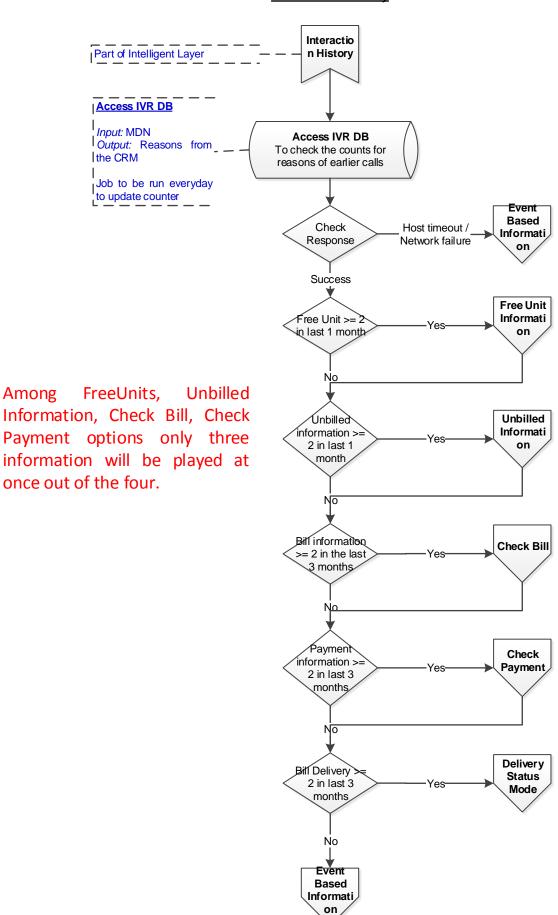
Service Request History



Avaya India Private Limited Client confidential Version 1.6 Page 12 of 62



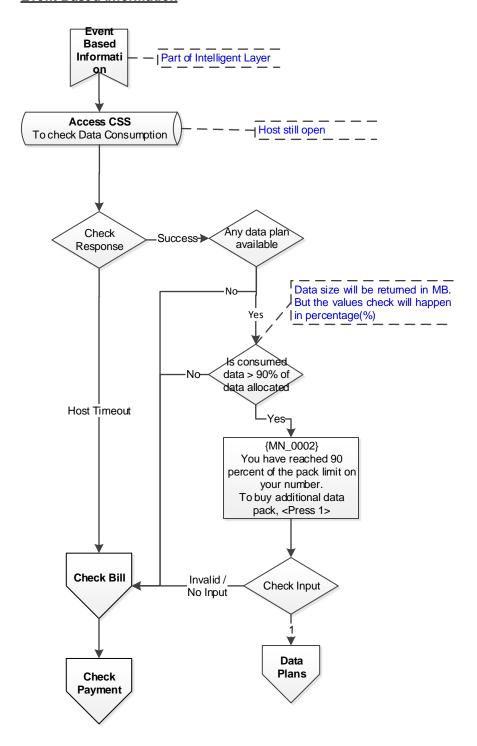
Interaction History



Avaya India Private Limited Client confidential Version 1.6 Page 13 of 62

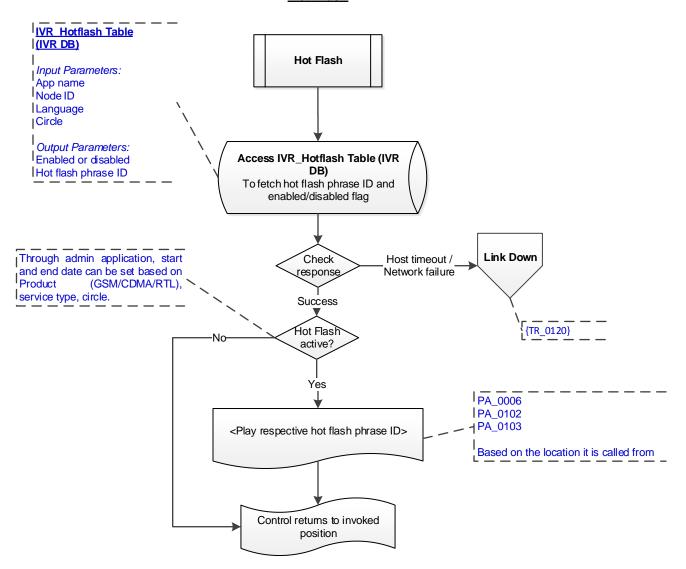


Event Based Information



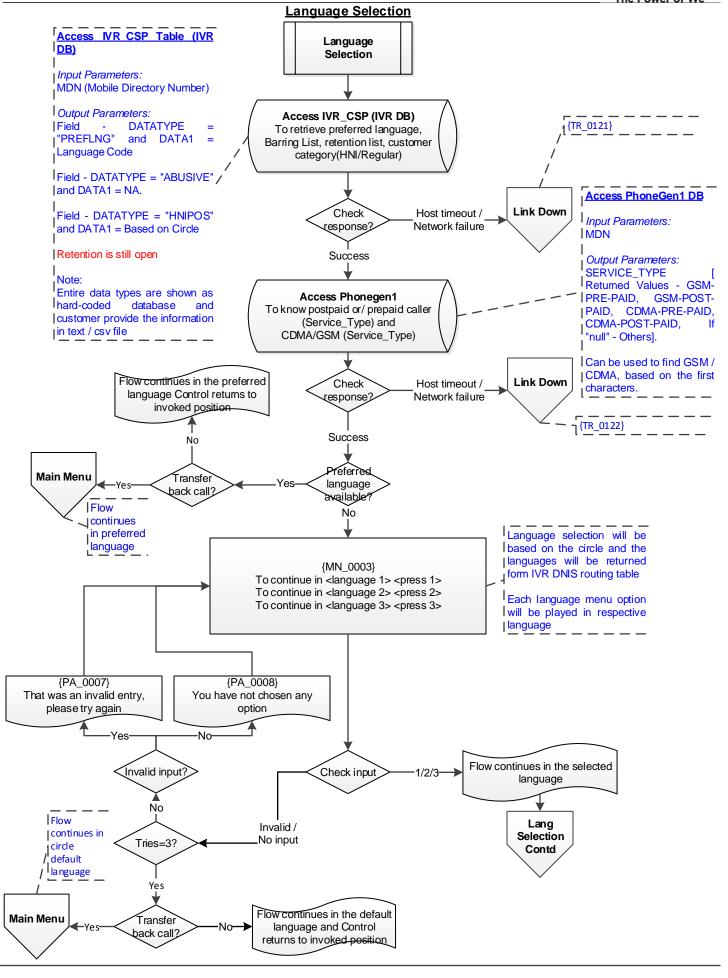


Hot Flash

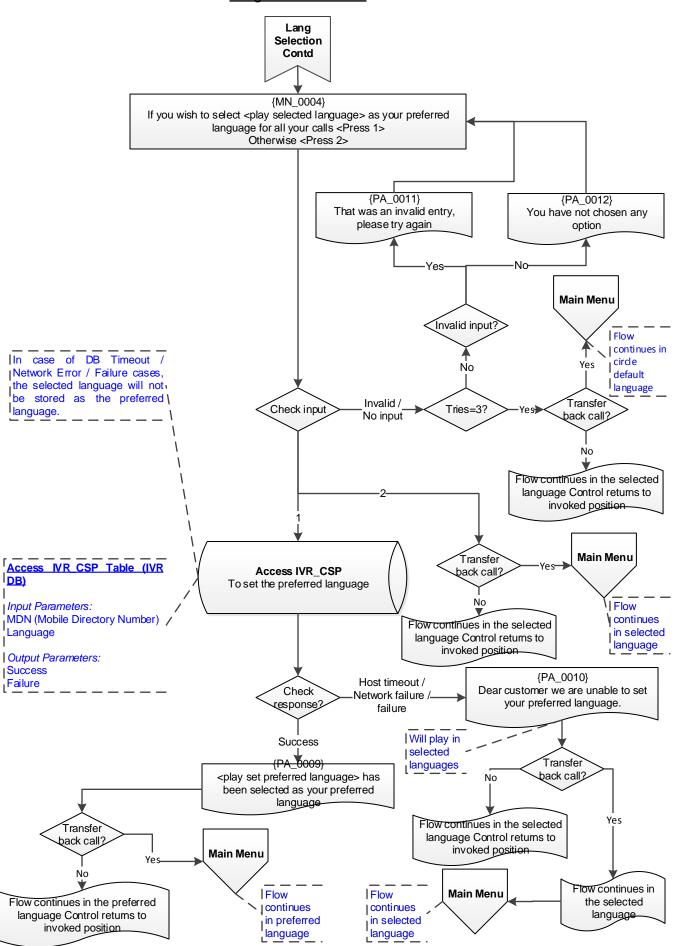


Avaya India Private Limited Client confidential Version 1.6 Page 15 of 62

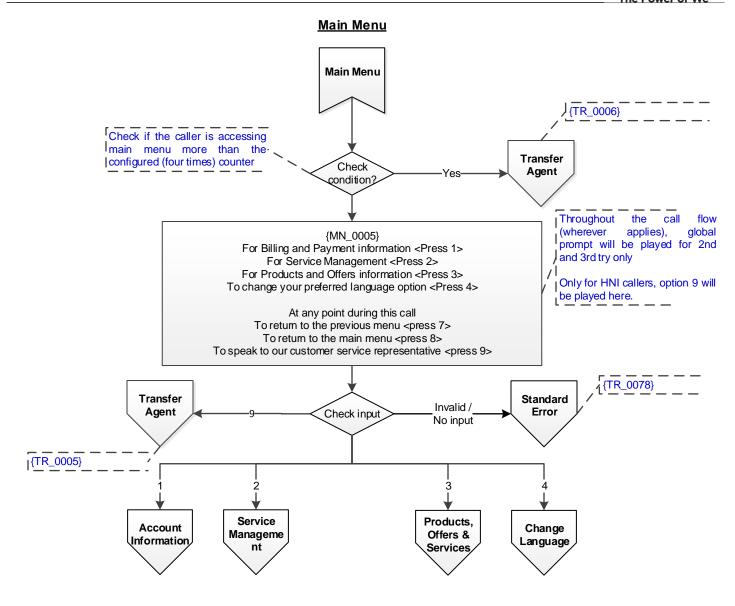




Lang Selection Contd



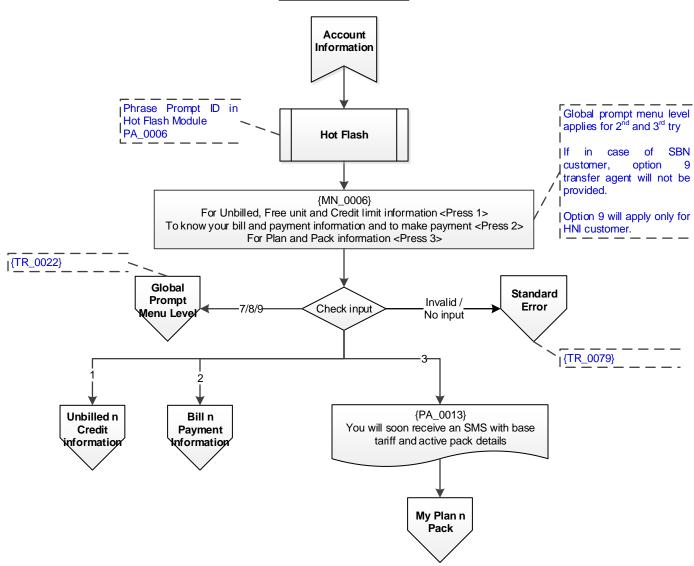




Avaya India Private Limited Client confidential Version 1.6 Page 18 of 62

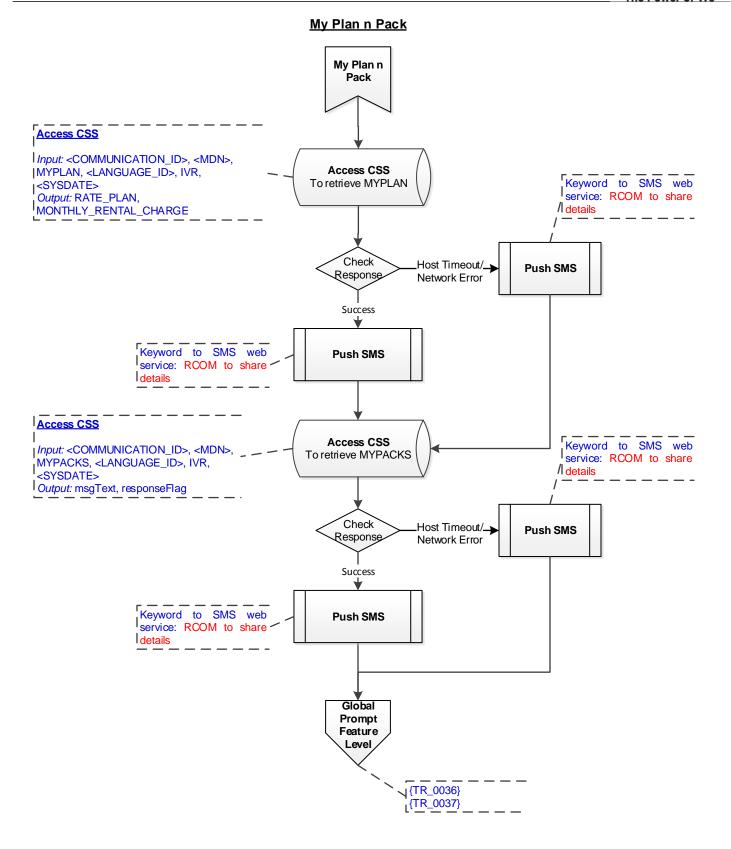


Account Information



Avaya India Private Limited Client confidential Version 1.6 Page 19 of 62

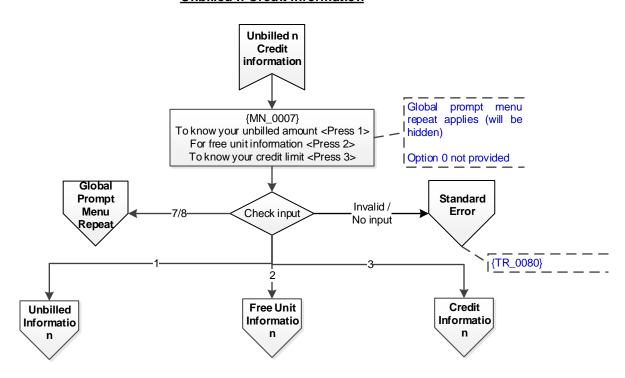




Avaya India Private Limited Client confidential Version 1.6 Page 20 of 62



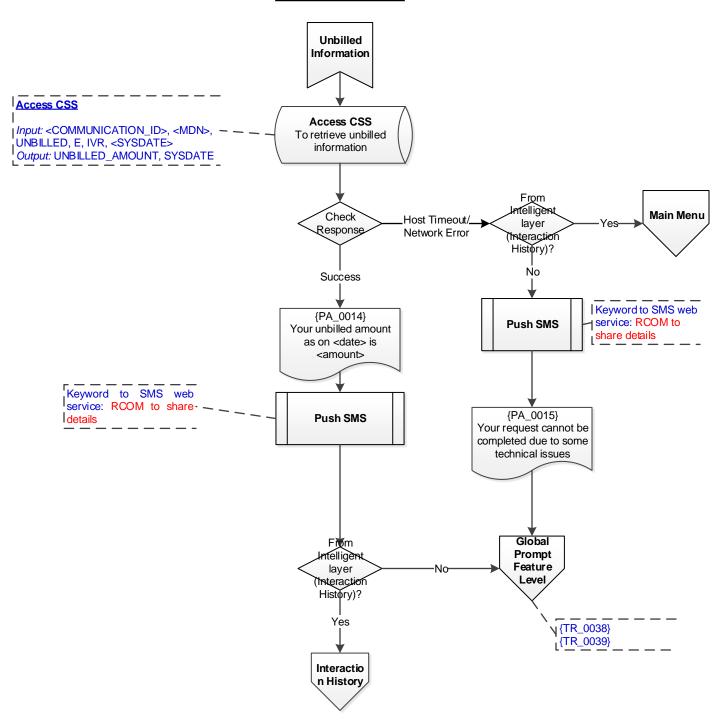
Unbilled n Credit information



Avaya India Private Limited Client confidential Version 1.6 Page 21 of 62

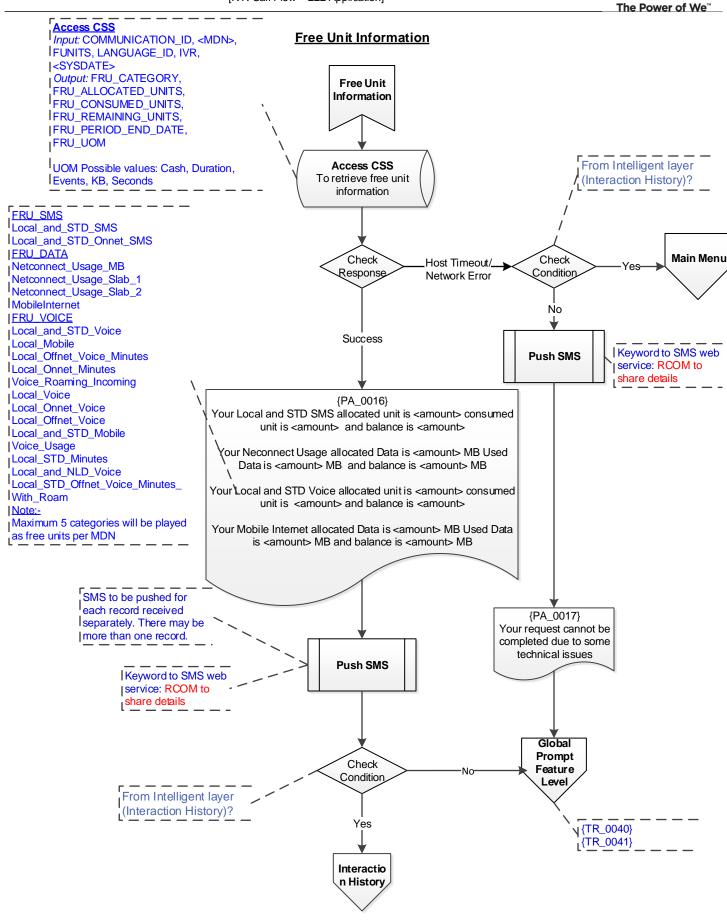


Unbilled Information



Avaya India Private Limited Client confidential Version 1.6 Page 22 of 62

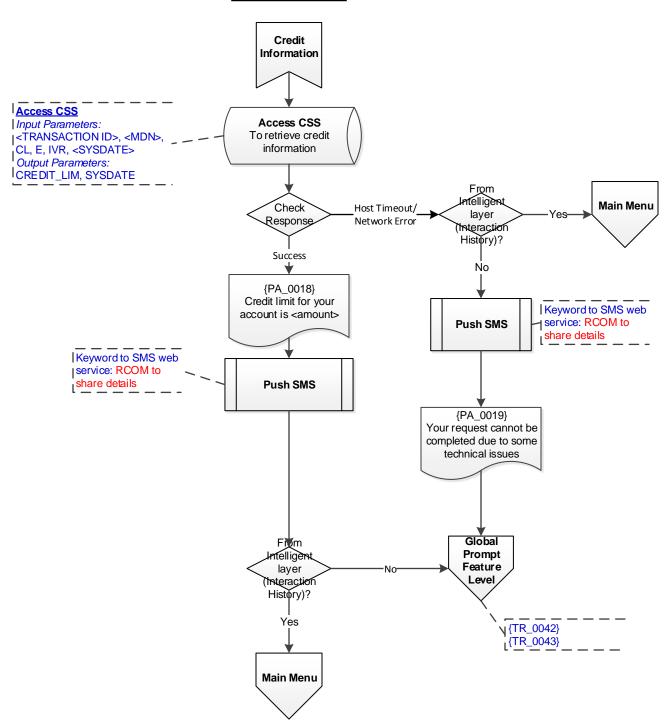




Avaya India Private Limited Client confidential Version 1.6 Page 23 of 62



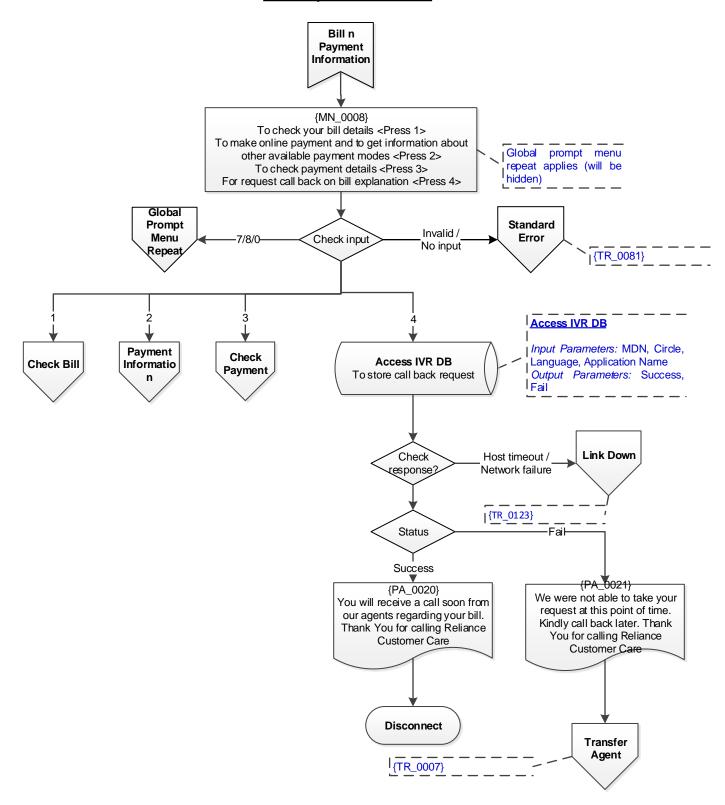
Credit Information



Avaya India Private Limited Client confidential Version 1.6 Page 24 of 62

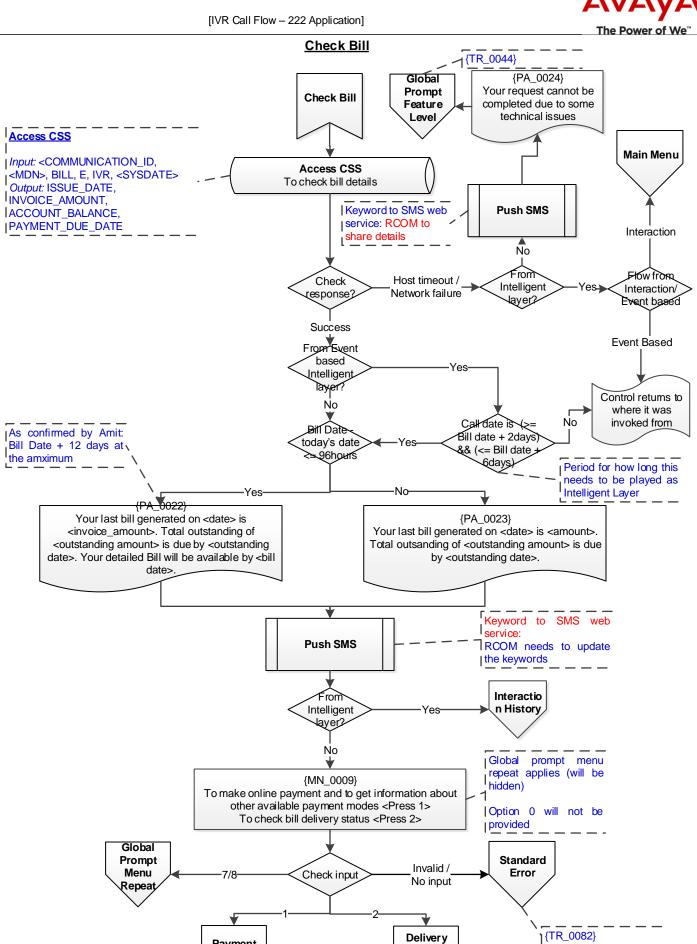


Bill n Payment Information



Avaya India Private Limited Client confidential Version 1.6 Page 25 of 62





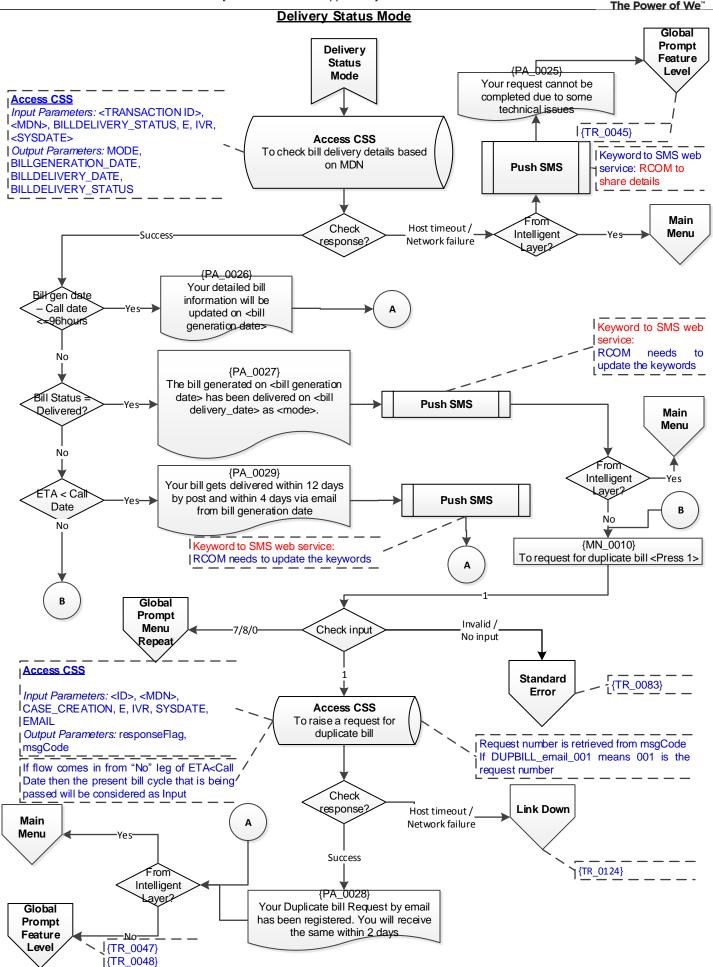
Page 26 of 62 Avaya India Private Limited Client confidential Version 1.6

Status

Mode

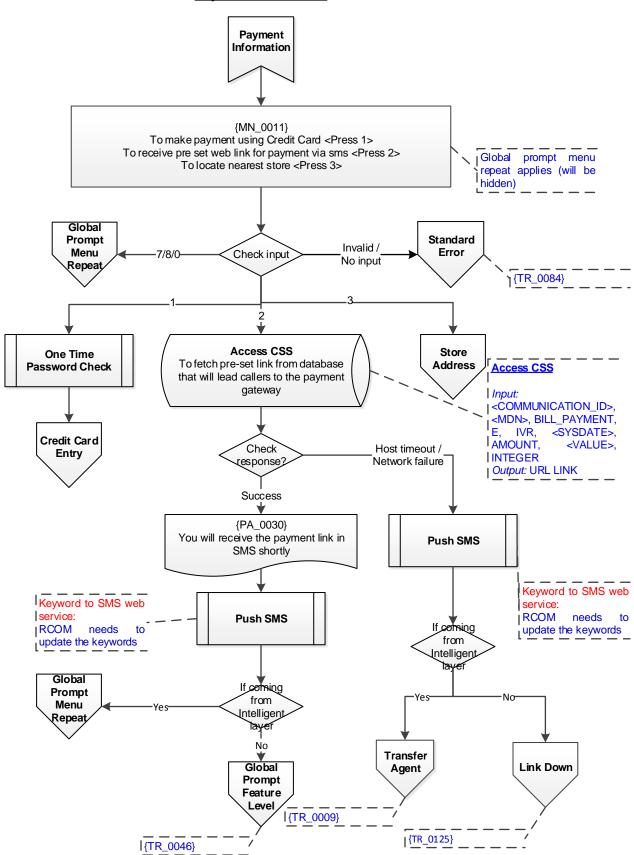
Payment

nformation





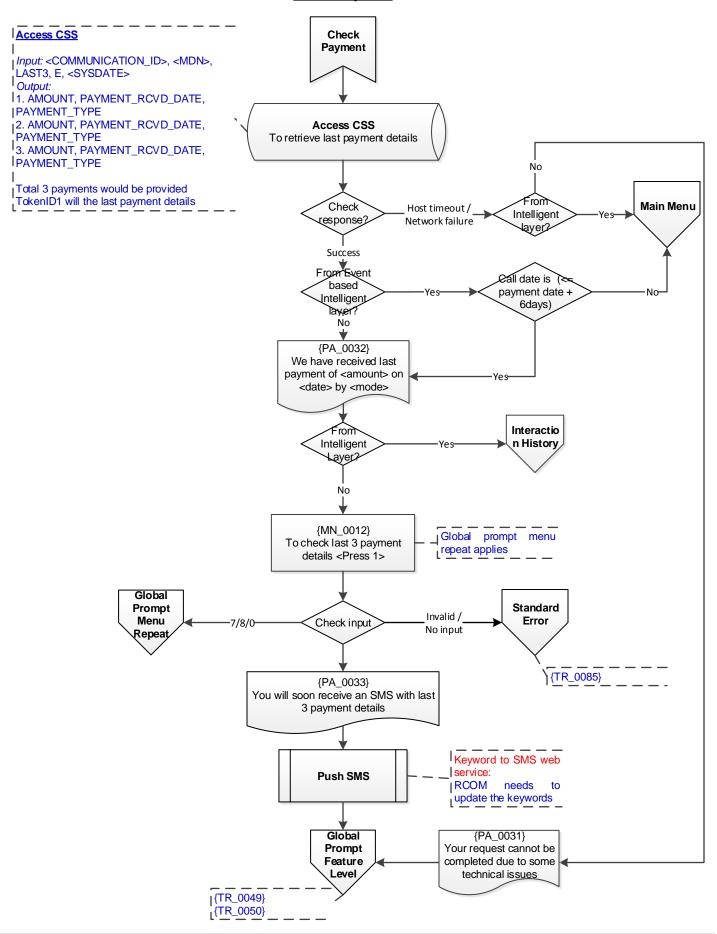
Payment Information



Avaya India Private Limited Client confidential Version 1.6 Page 28 of 62

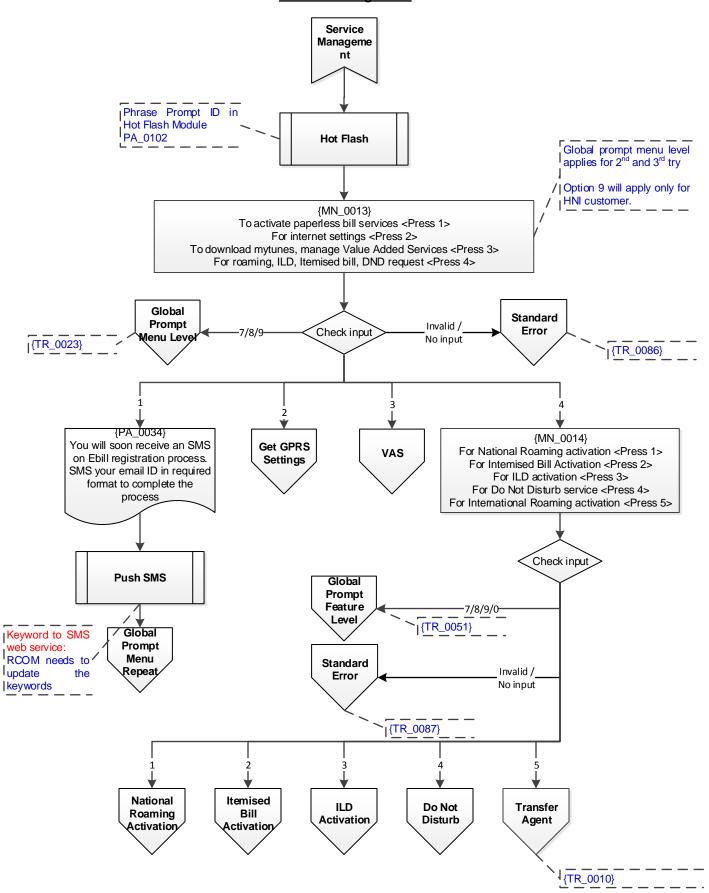


Check Payment



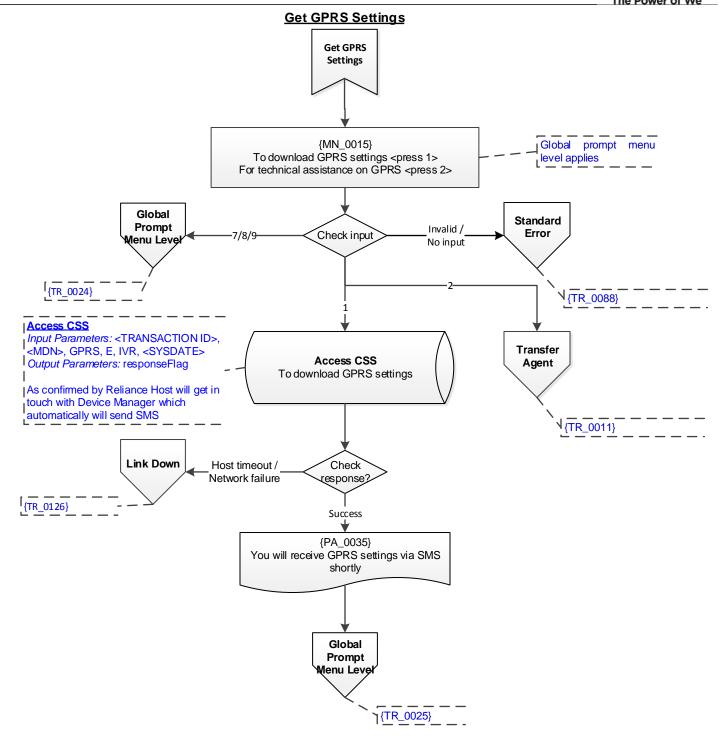


Service Management



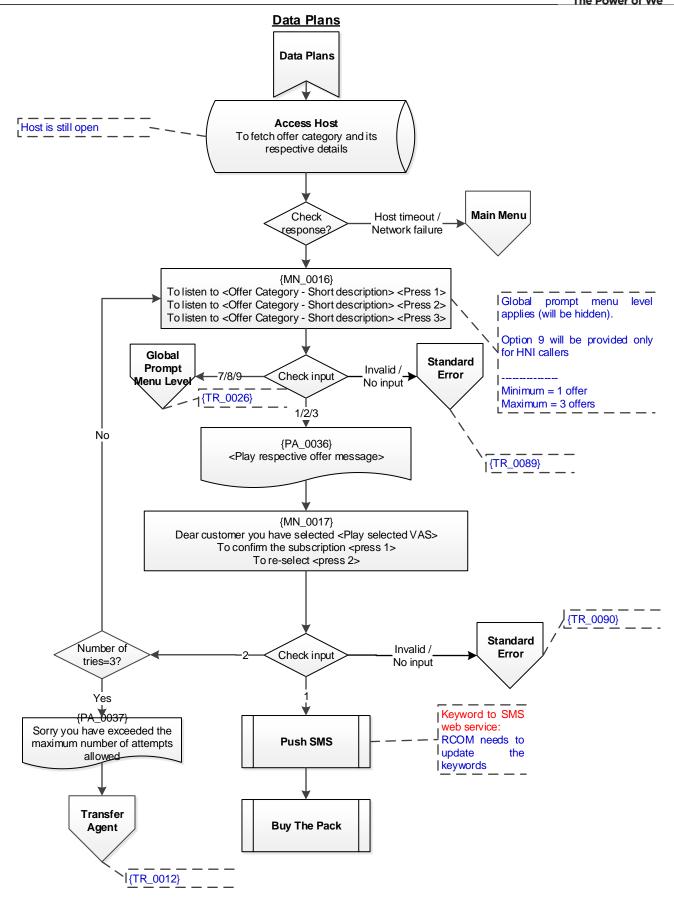
Avaya India Private Limited Client confidential Version 1.6 Page 30 of 62





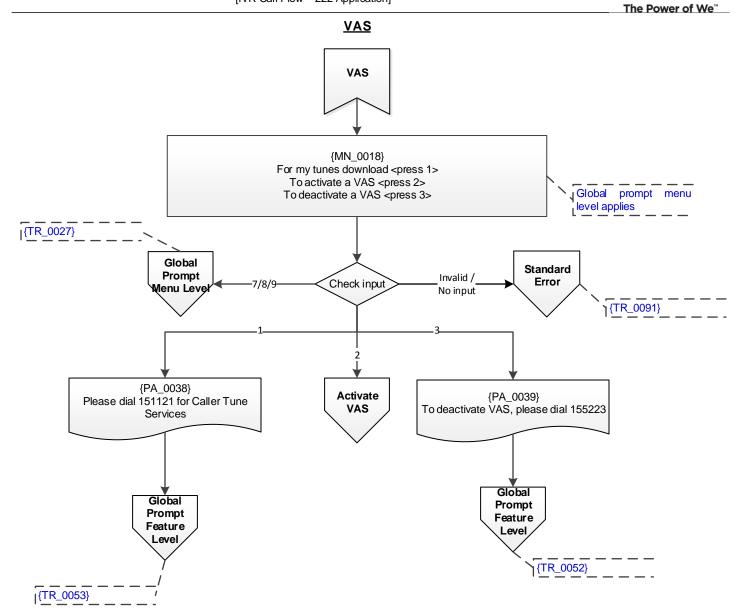
Avaya India Private Limited Client confidential Version 1.6 Page 31 of 62





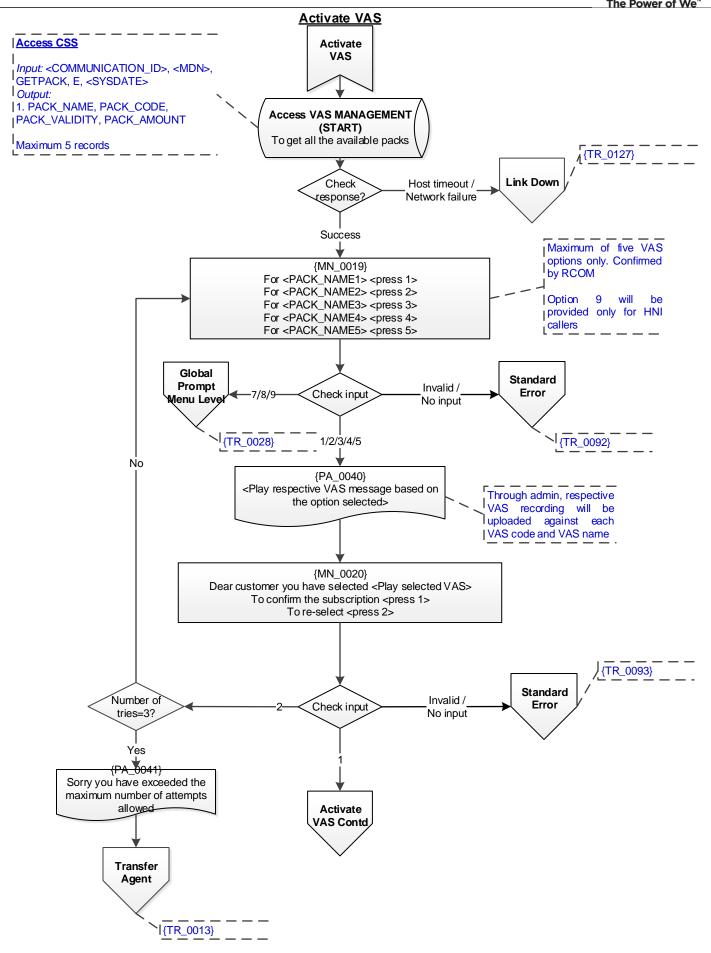
Avaya India Private Limited Client confidential Version 1.6 Page 32 of 62





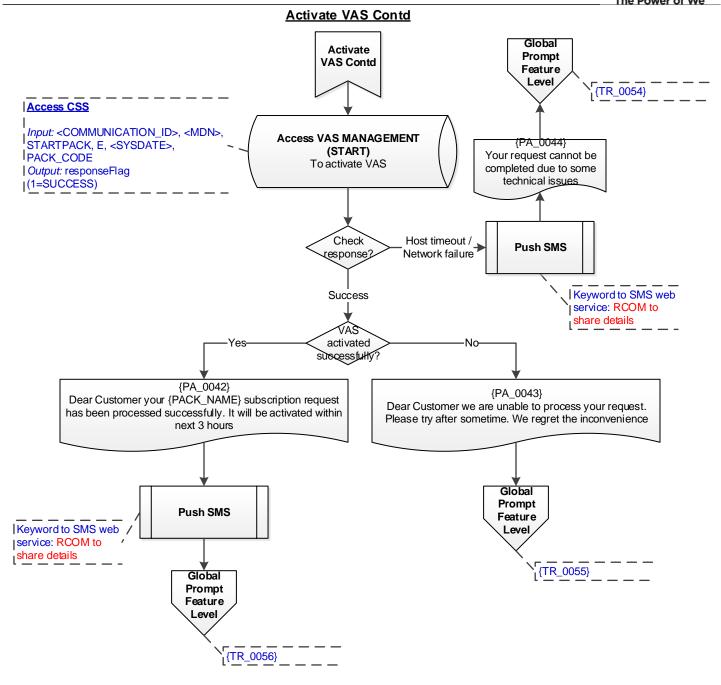
Avaya India Private Limited Client confidential Version 1.6 Page 33 of 62





Avaya India Private Limited Client confidential Version 1.6 Page 34 of 62

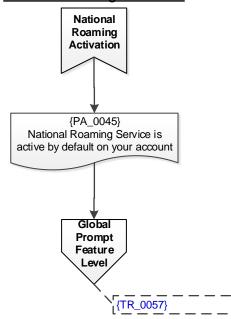




Avaya India Private Limited Client confidential Version 1.6 Page 35 of 62

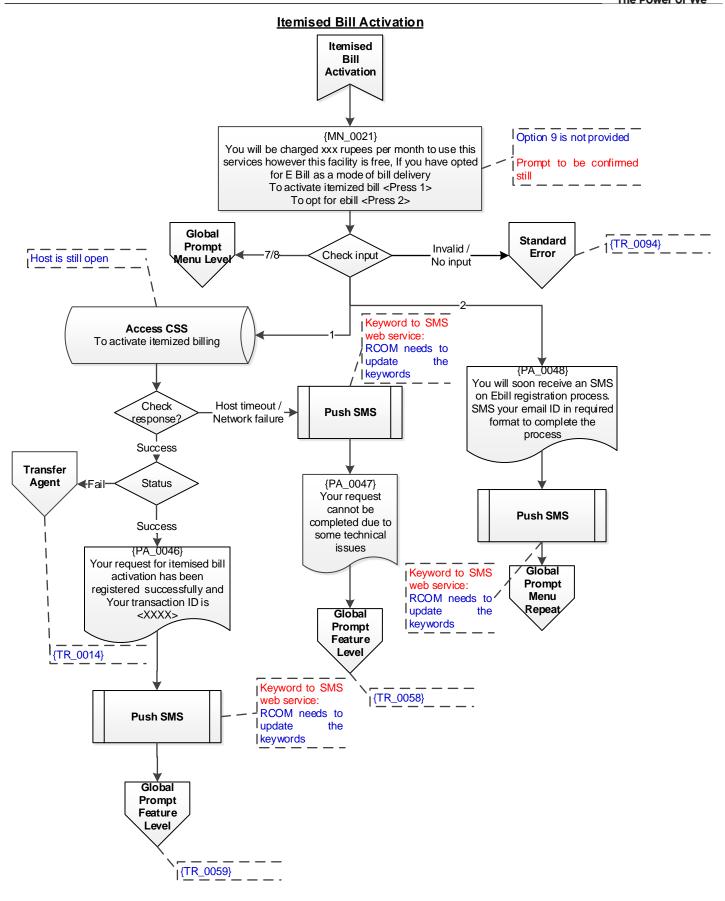


National Roaming Activation



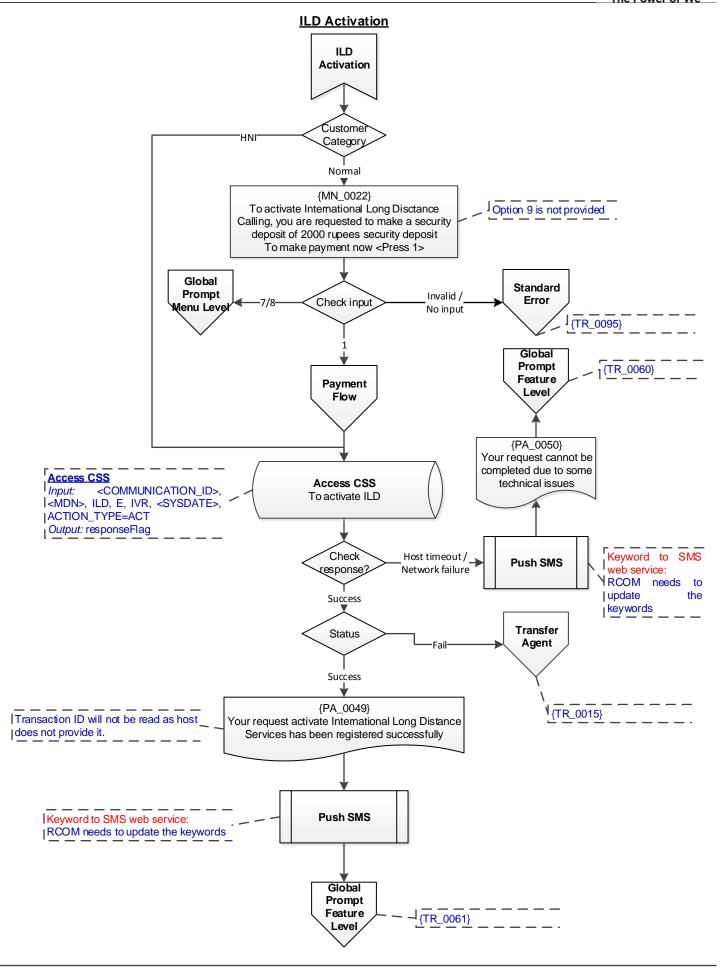
Avaya India Private Limited Client confidential Version 1.6 Page 36 of 62





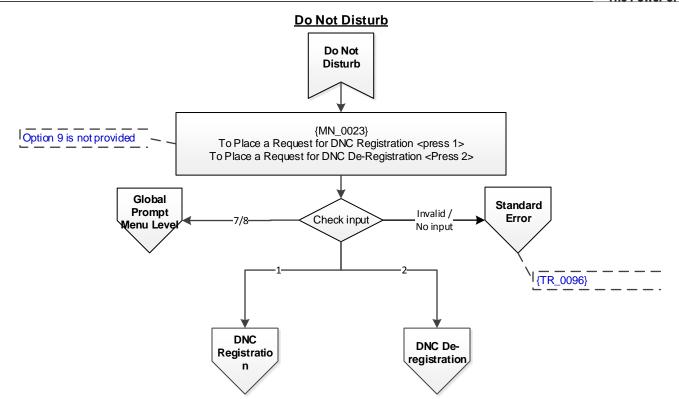
Avaya India Private Limited Client confidential Version 1.6 Page 37 of 62





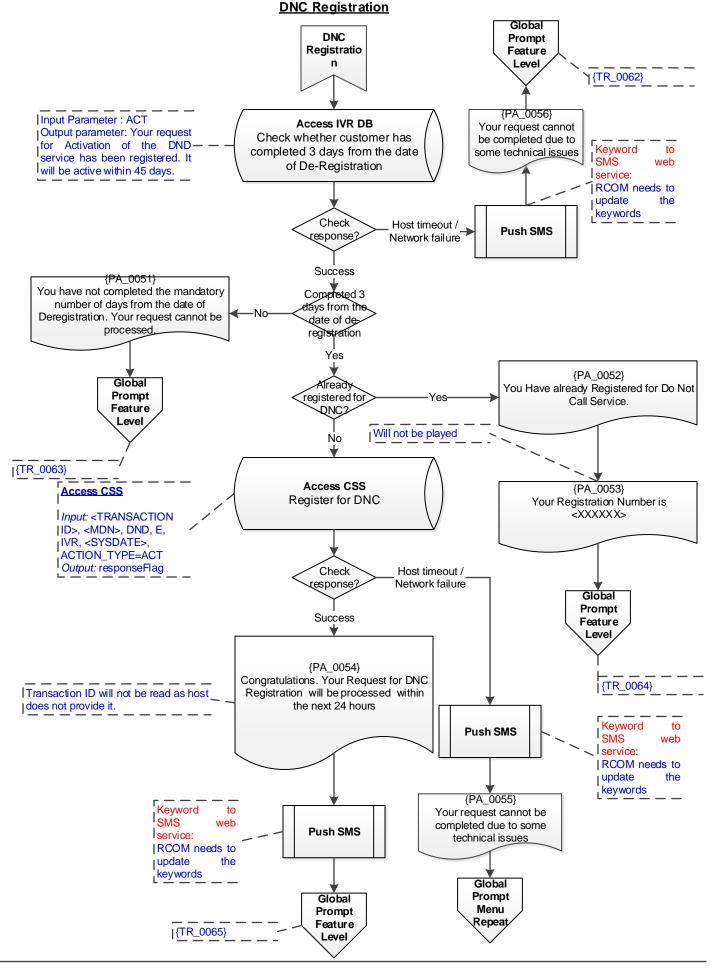
Avaya India Private Limited Client confidential Version 1.6 Page 38 of 62





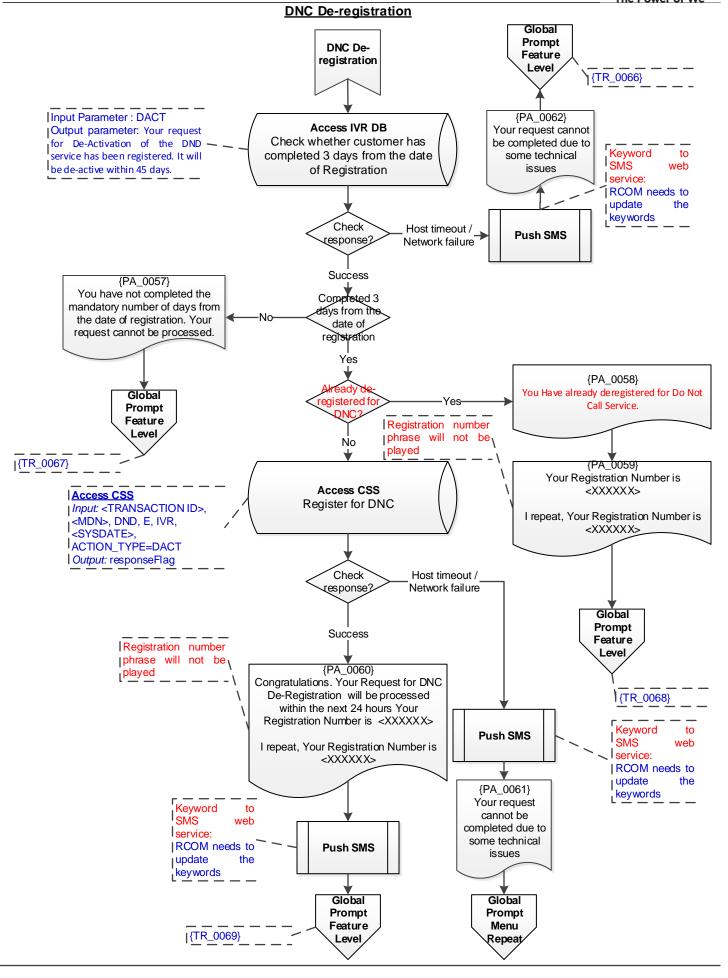
Avaya India Private Limited Client confidential Version 1.6 Page 39 of 62





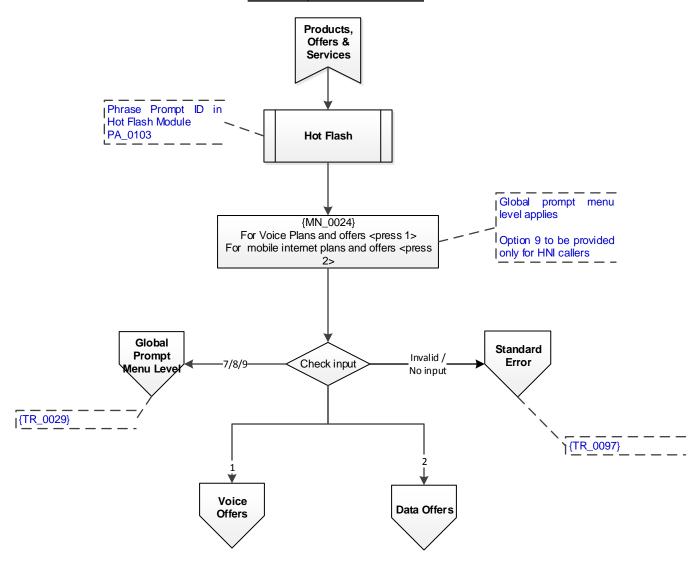
Avaya India Private Limited Client confidential Version 1.6 Page 40 of 62





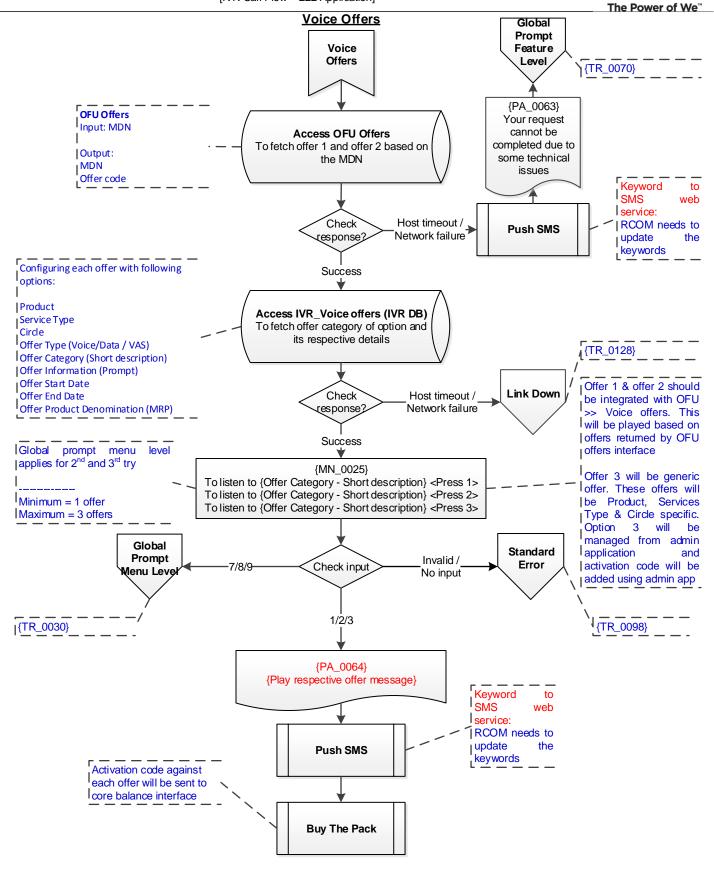


Products, Offers & Services



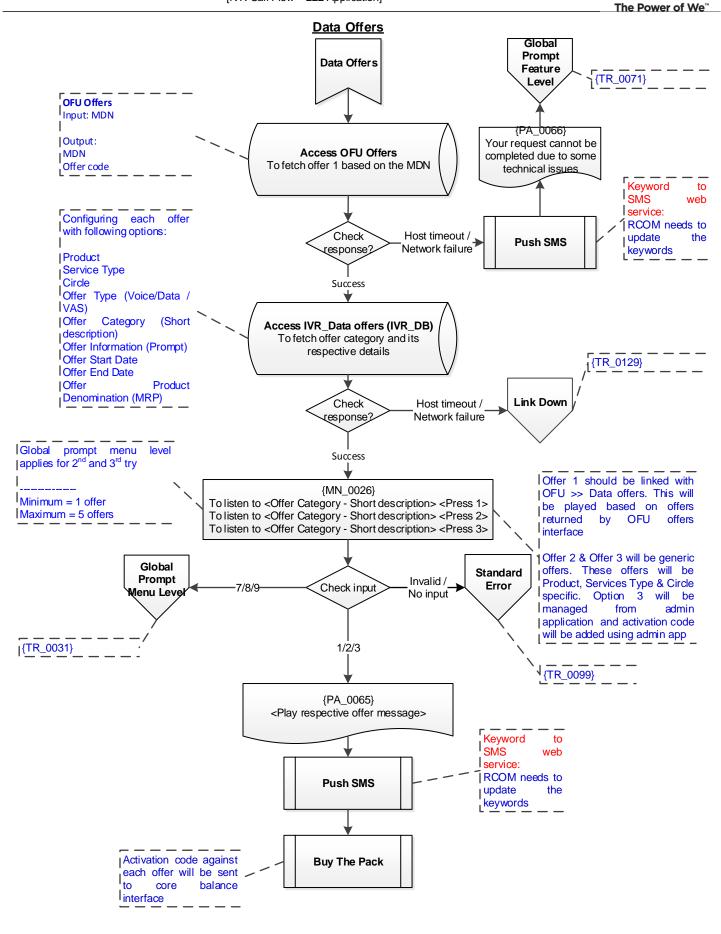
Avaya India Private Limited Client confidential Version 1.6 Page 42 of 62





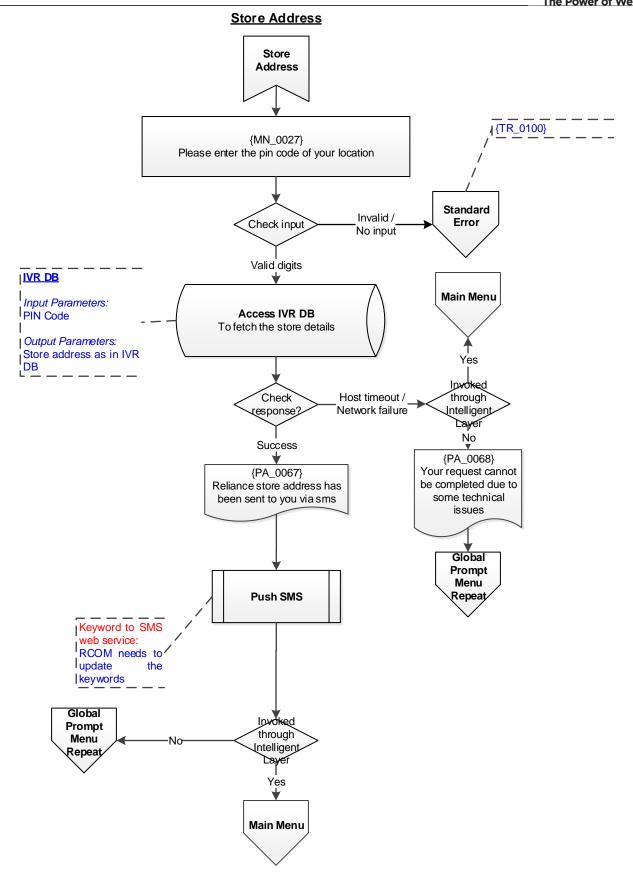
Avaya India Private Limited Client confidential Version 1.6 Page 43 of 62





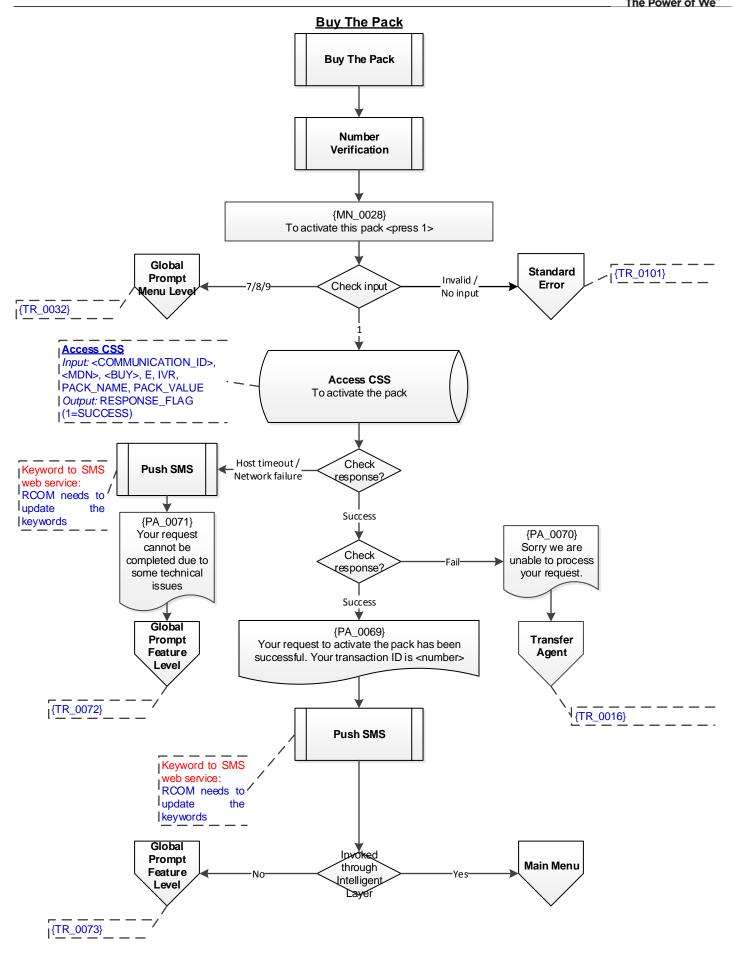
Avaya India Private Limited Client confidential Version 1.6 Page 44 of 62



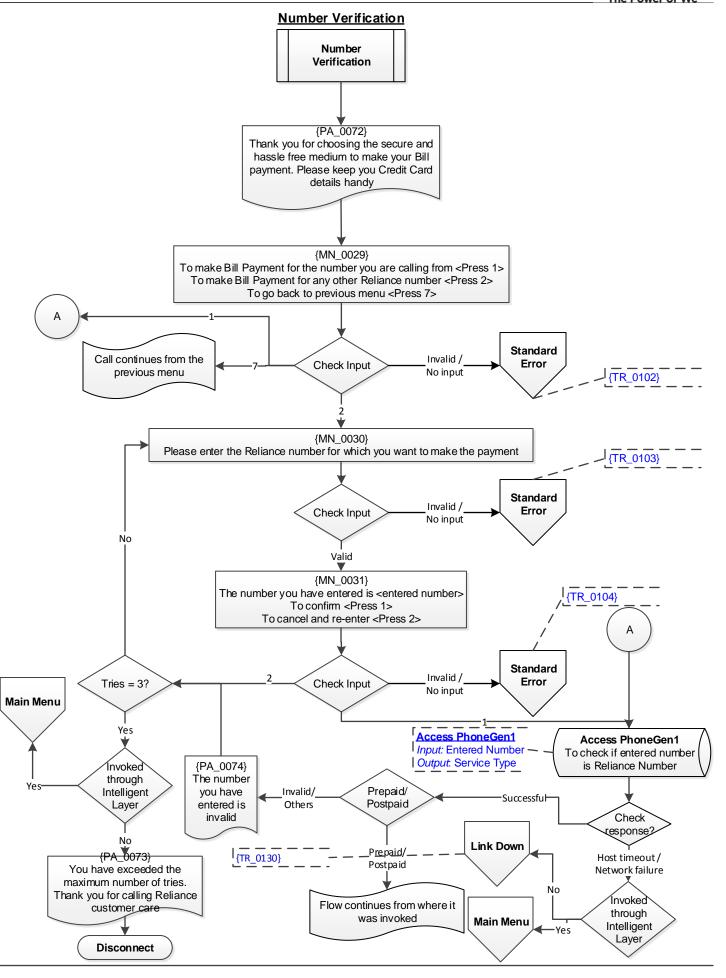


Avaya India Private Limited Client confidential Version 1.6 Page 45 of 62

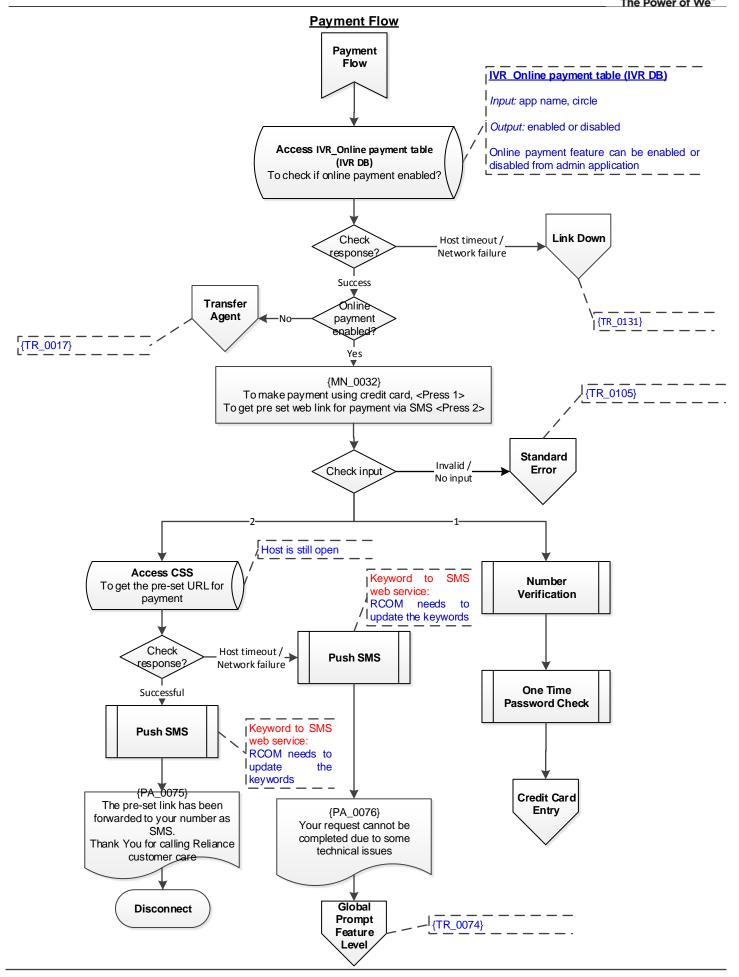






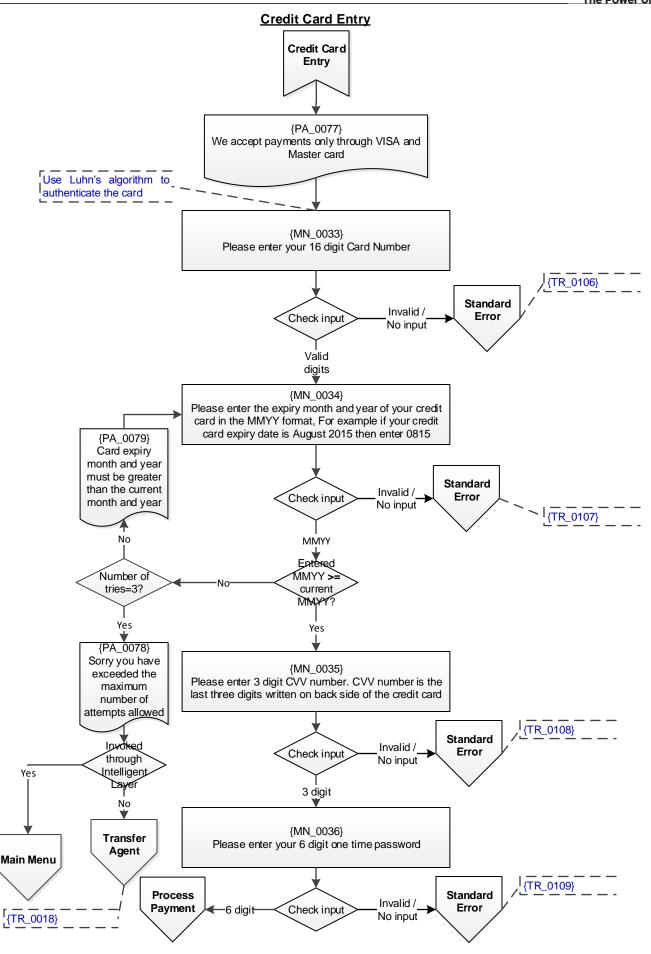






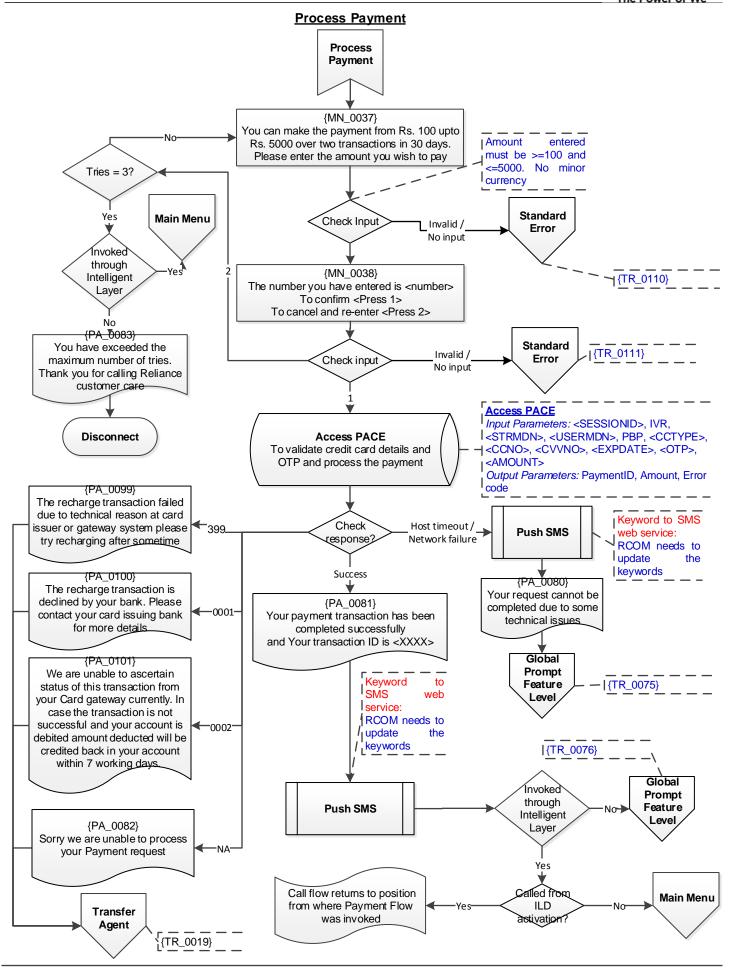
Avaya India Private Limited Client confidential Version 1.6 Page 48 of 62



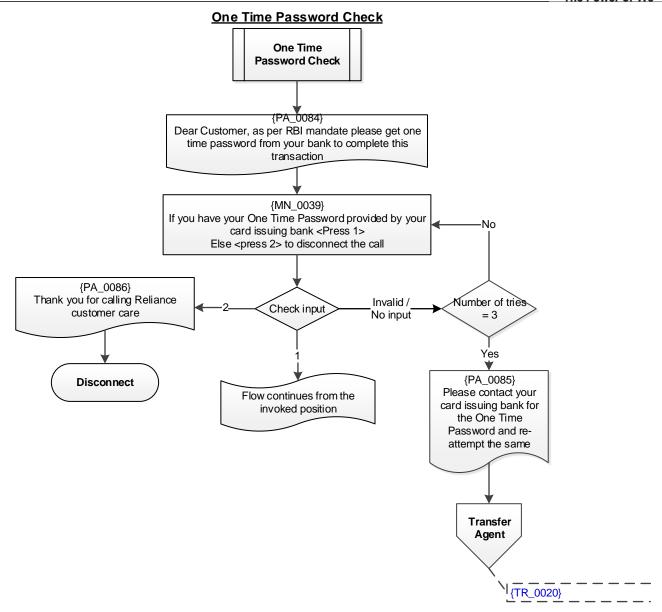


Avaya India Private Limited Client confidential Version 1.6 Page 49 of 62



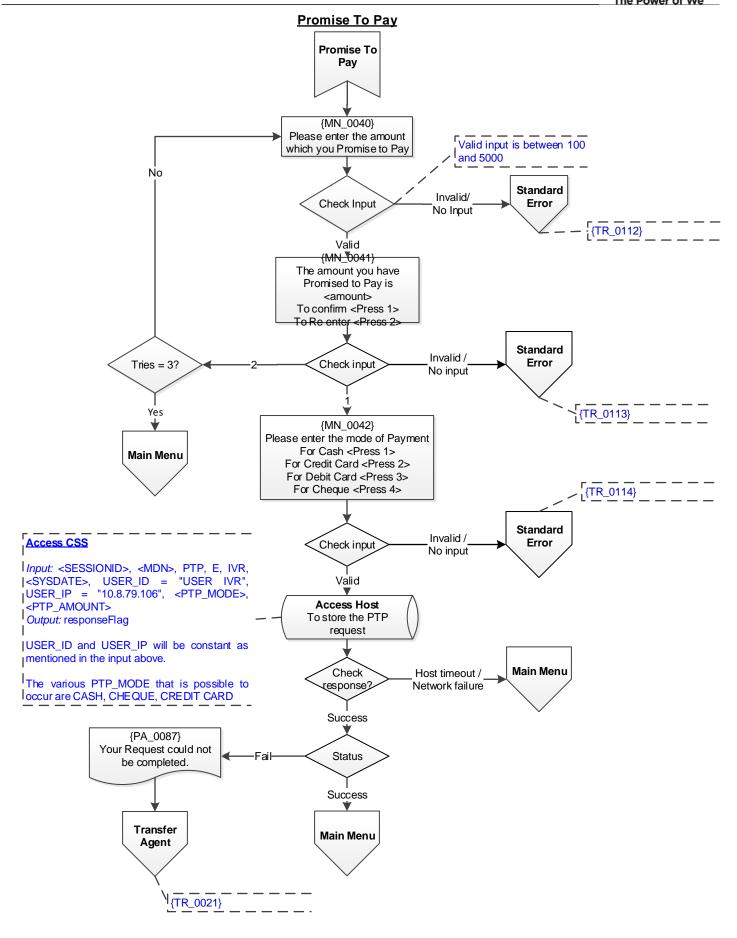






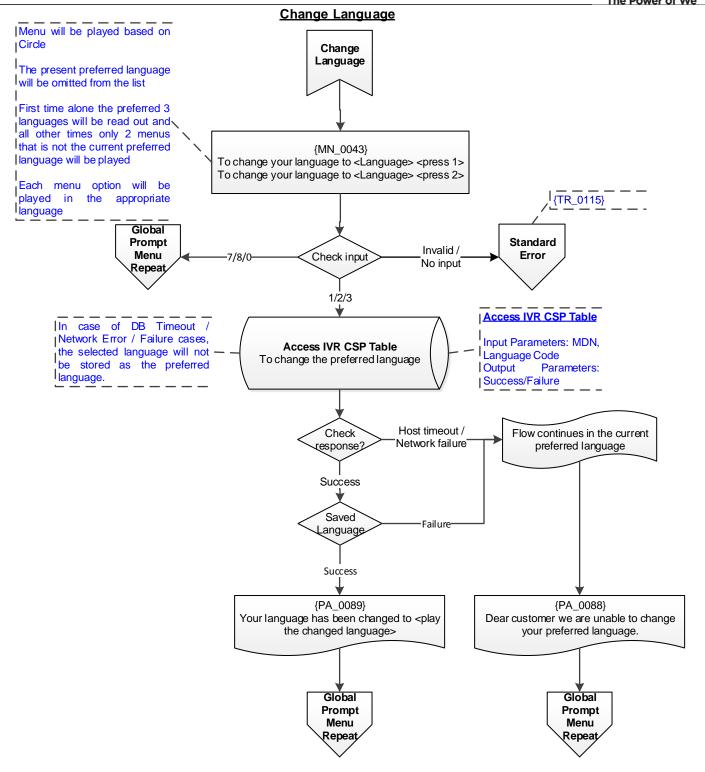
Avaya India Private Limited Client confidential Version 1.6 Page 51 of 62





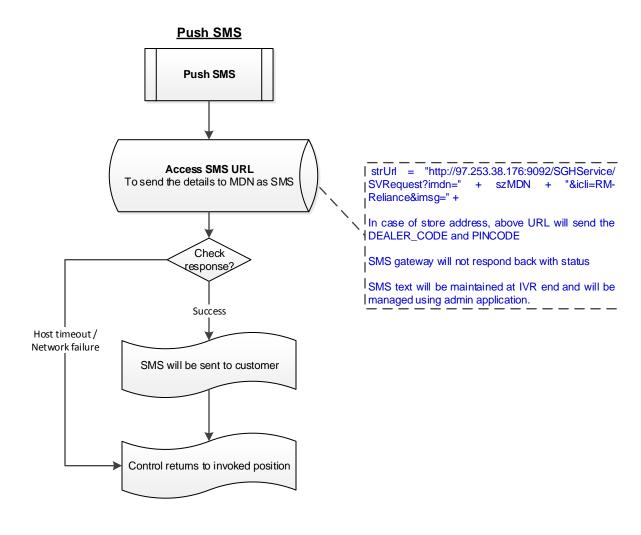
Avaya India Private Limited Client confidential Version 1.6 Page 52 of 62





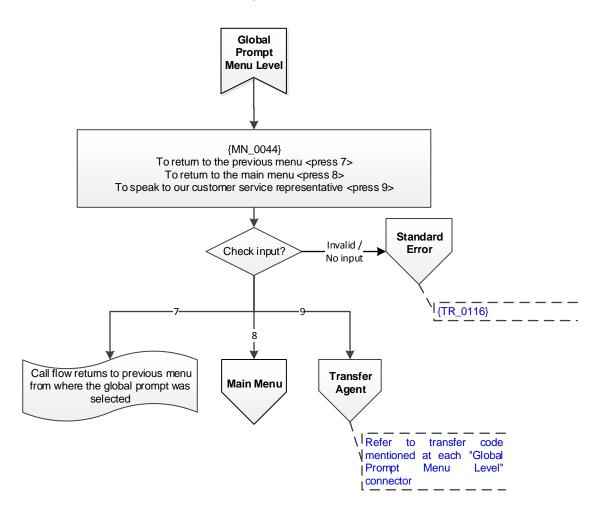
Avaya India Private Limited Client confidential Version 1.6 Page 53 of 62







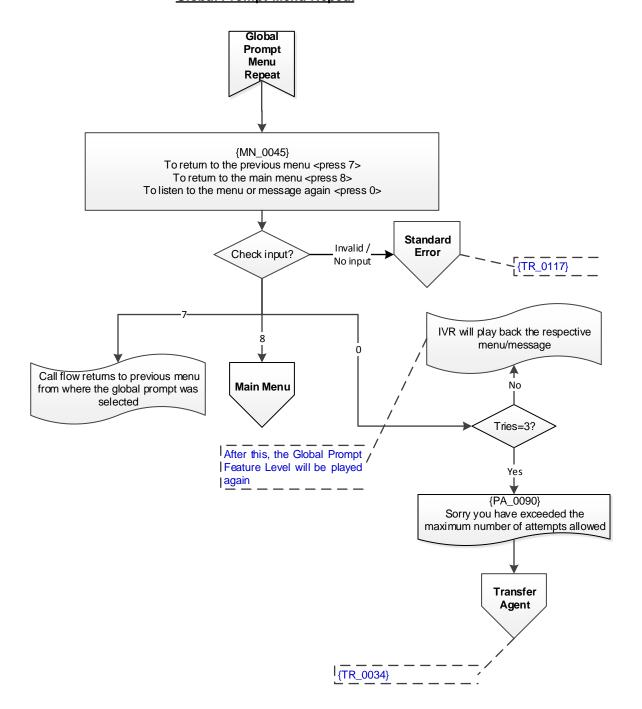
Global Prompt Menu Level



Avaya India Private Limited Client confidential Version 1.6 Page 55 of 62



Global Prompt Menu Repeat

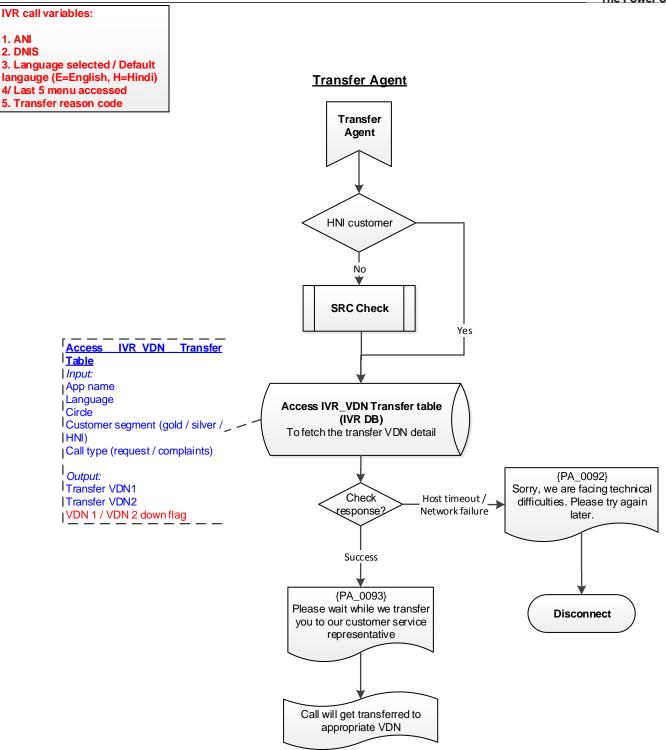


Avaya India Private Limited Client confidential Version 1.6 Page 56 of 62



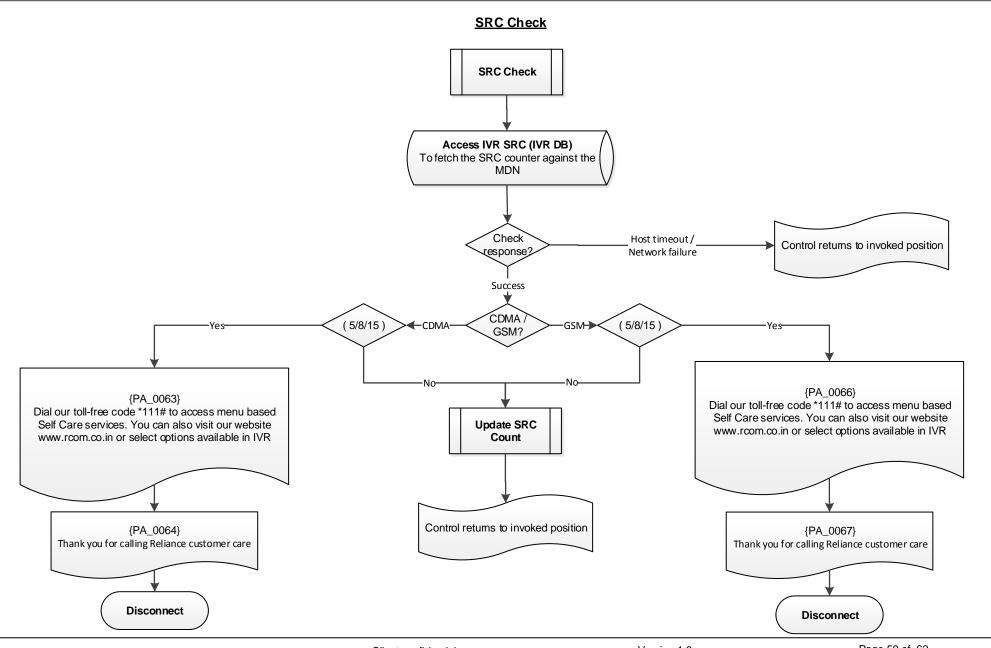
Global Prompt Feature Level Global **Prompt Feature** Level {MN_0046} IVR will play back the respective To repeat the message color of the message After this, the Global Prompt message To return to the previous menu 7> Feature Level will be played To speak to our customer service representative 9> No Standard Invalid / Tries = 3? Check input? Error No input Yes \|\(\bar{TR_0118}\) {PA_0091} Sorry you have exceeded the maximum number of attempts allowed Transfer Call flow returns to previous menu Main Menu Agent from where the global prompt was Transfer selected Agent Refer to transfer code Imentioned at each "Global Prompt Feature Level" connector {TR_0035}





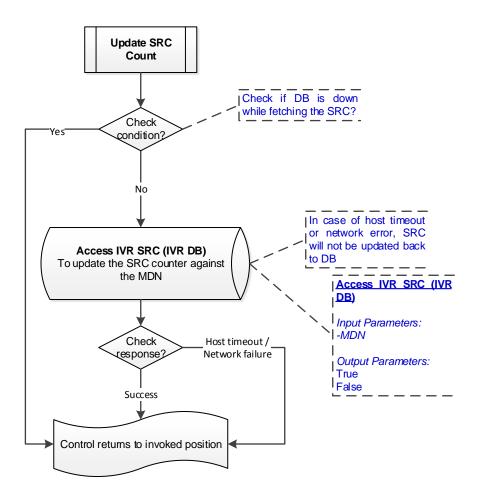
Avaya India Private Limited Client confidential Version 1.6 Page 58 of 62







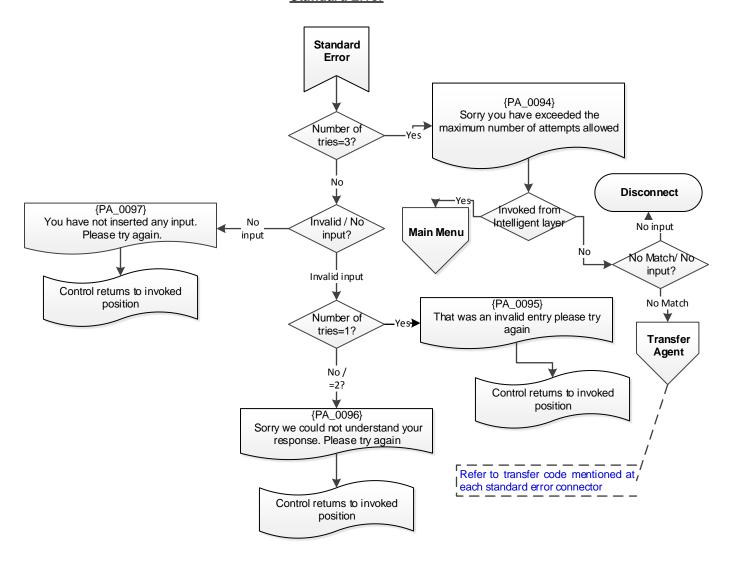
Update SRC Count



Avaya India Private Limited Client confidential Version 1.6 Page 60 of 62



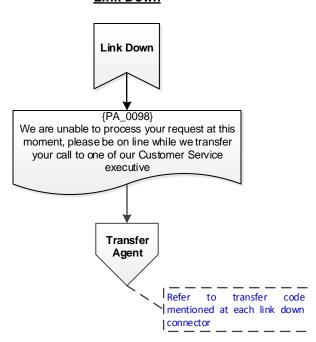
Standard Error



Avaya India Private Limited Client confidential Version 1.6 Page 61 of 62



Link Down



Avaya India Private Limited Client confidential Version 1.6 Page 62 of 62