



# HSD IVR (HSDI)

Last updated on: Aug 02 , 2016

Version: 1.5

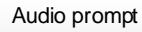
### Version History

Version No / Date	Change Initiated By	IC Engineer	Summary of Changes
0.01 / Jan 31.2015	-	Raajesh Kumar AS	Initial draft of the call flow
0.02 / Feb 06.2015	Servion	Raajesh Kumar AS	Internal Reviews Incorporated
0.03 / Feb 26.2015	RCOM	Daranivasan.A	Complete revamp as requested by customer
1.1 / June 11.2015	RCOM	Daranivasan.A	Base lined version
1.11 / July 14.2015	RCOM	Raajesh Kumar AS	In Language Selection Page: -Added a check condition for data available In Check Customer page: -Full page revamp from customer feedback
1.12 / July 20.2015	-	Karthikeyan G	Check customer page: In case of prepaid caller, call will proceed to prepaid intelligent layer module.  Prepaid account information page: Removed prepaid intelligent layer check, reflecting the change made in check customer flow.
1.2 / July 20.2015	RCOM	Karthikeyan G	Re-base lined version
1.3 / March 01.2016	RCOM	Yahya Rayyan	Updated call flow service based on the UUI data availability for call transfer/conference functionality.
1.4 / June 22.2016	Rajesh Manjalkar	Yahya Rayyan	Added 4G customer handling in HSD
1.5 / August 08.2016	Rajesh Manjalkar	Salini Anish	Changed fail over functionality in Check Customer

### **Standard Call Flow Conventions**



This shape represents the Start or End of the IVR Application



This shape represents speech announcements with out caller input



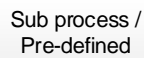
This shape represents any process that happens in the background and transparent to the caller



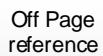
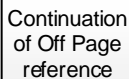
This shape represents the Menu option, the same shape also represents the collection of a string of digits (prompt and collect option).



This shape represents 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 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.

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



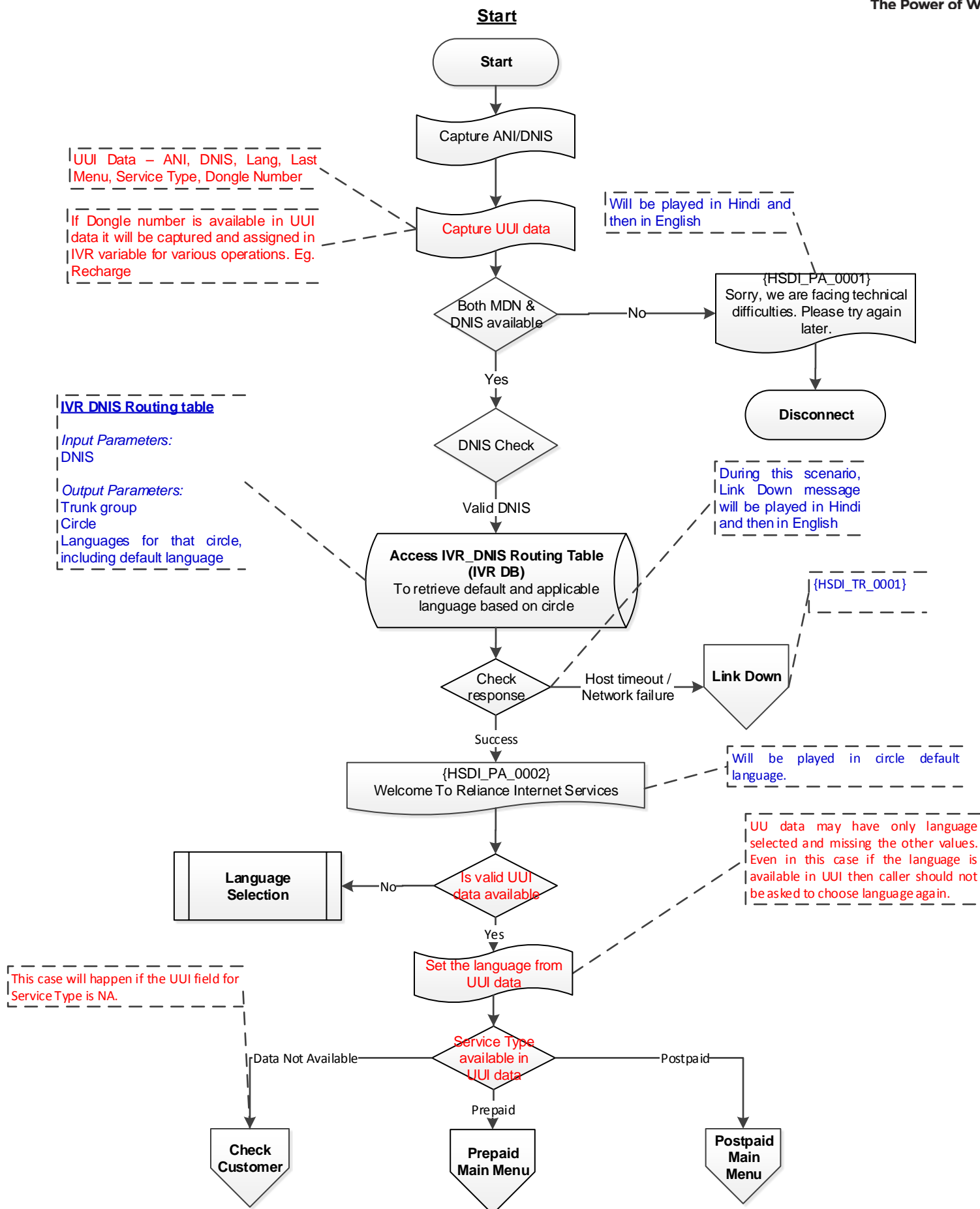
This shape represents the host or database access.



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

**Universal Business Rules**

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	Circle based language	Language selection will be dynamically offered based on the circle
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	<p>The application will announce the currency information as Major Currency (Rupees) and Minor Currency (Paise)</p> <p>For example, 250.50 will be announced as Two Hundred and fifty rupees and fifty paise.</p> <p>If any one of the currency portion is zero, the application will not announce the same.</p> <p>If both the currency portion are zero, the application will announce it as Zero balance.</p>	Not Applicable
12	Global Prompts (Feature level)	<p>To repeat the message &lt;press 0&gt;</p> <p>To return to the previous menu &lt;press 7&gt;</p> <p>To return to the main menu &lt;press 8&gt;</p> <p>To speak to our customer service representative &lt;press 9&gt;</p>	-Feature level global prompt will be played followed by an announcement.



**Access IVR\_CSP Table (IVR DB)****Input Parameters:**

MDN (Mobile Directory Number)

**Output Parameters:**

Field - DATATYPE = Data card / HSD

Field - DATATYPE = "HNIPRE" and DATA1 = Based on Circle

**Note:**

Entire data types are shown as hard-coded database and customer provide the information in text / csv file

**Language Selection**

Language Selection

**Access IVR\_CSP (IVR DB)**

To retrieve data type, customer category(HNI/Regular)

Check response?

Host timeout /  
Network failure

Link Down

{HSDI\_TR\_0003}

Success

Data Available?

Yes

**Access Phonegen1**

To know postpaid or/ prepaid caller (Service\_Type) and CDMA/GSM (Service\_Type)

Check response?

Host timeout /  
Network failure

Link Down

Success

**Access PhoneGen1 DB****Input Parameters:**

MDN

**Output Parameters:**

SERVICE\_TYPE [Returned Values - GSM-PRE-PAID, GSM-POST-PAID, CDMA-PRE-PAID, CDMA-POST-PAID, If "null" - Others].

Can be used to find GSM / CDMA, based on the first characters.

{HSDI\_TR\_0002}

No

{HSDI\_MN\_0001}

To continue in <language 1> <press 1>  
To continue in <language 2> <press 2>  
To continue in <language 3> <press 3>

Language selection will be based on the circle and the languages will be returned from IVR DNIS routing table

Each language menu option will be played in respective language

{HSDI\_PA\_0003}  
That was an invalid entry,  
please try again{HSDI\_PA\_0004}  
You have not chosen any  
option

Invalid input?

No

Tries=3?

Yes

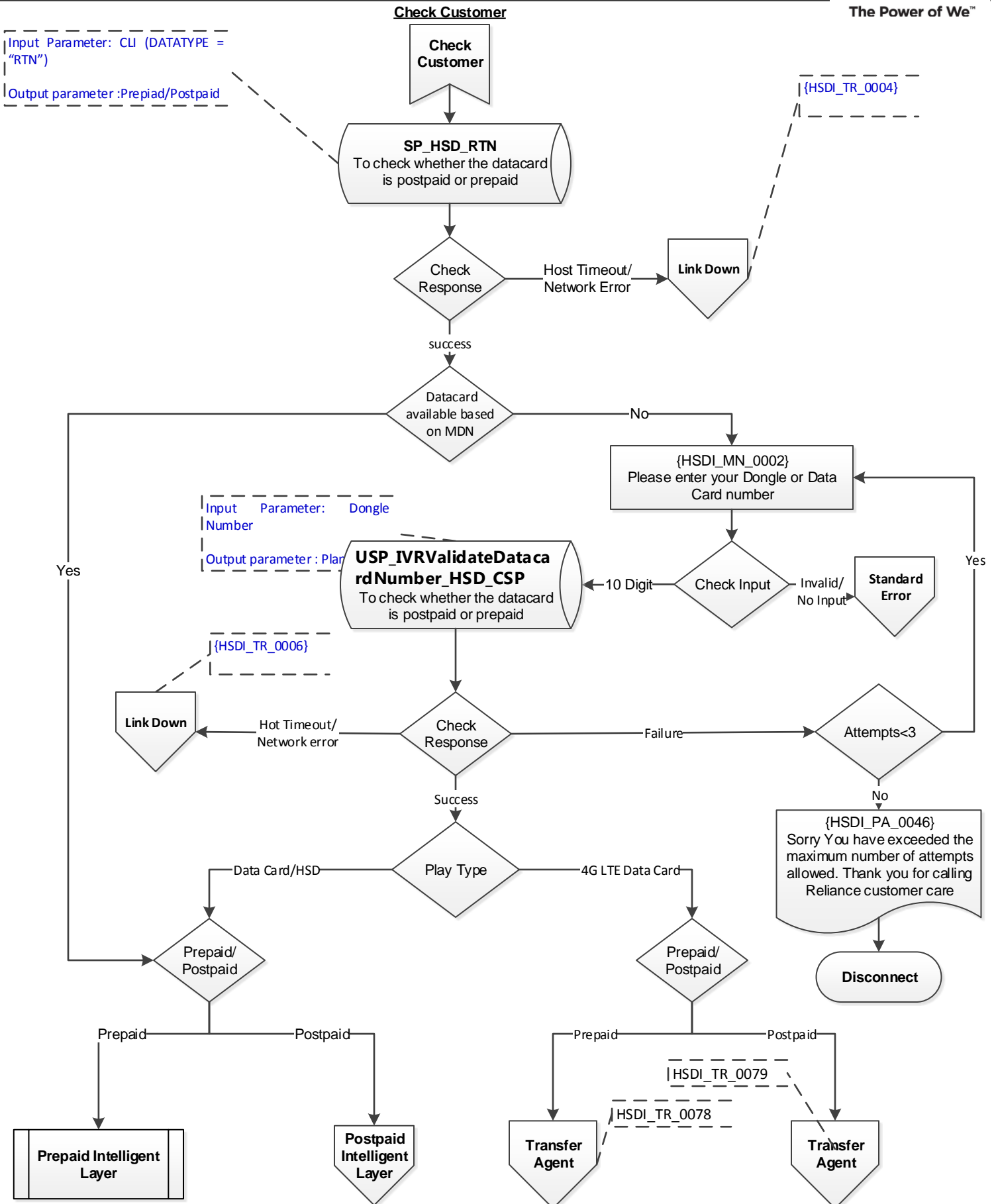
Flow continues in the circle  
default languageCheck  
Customer

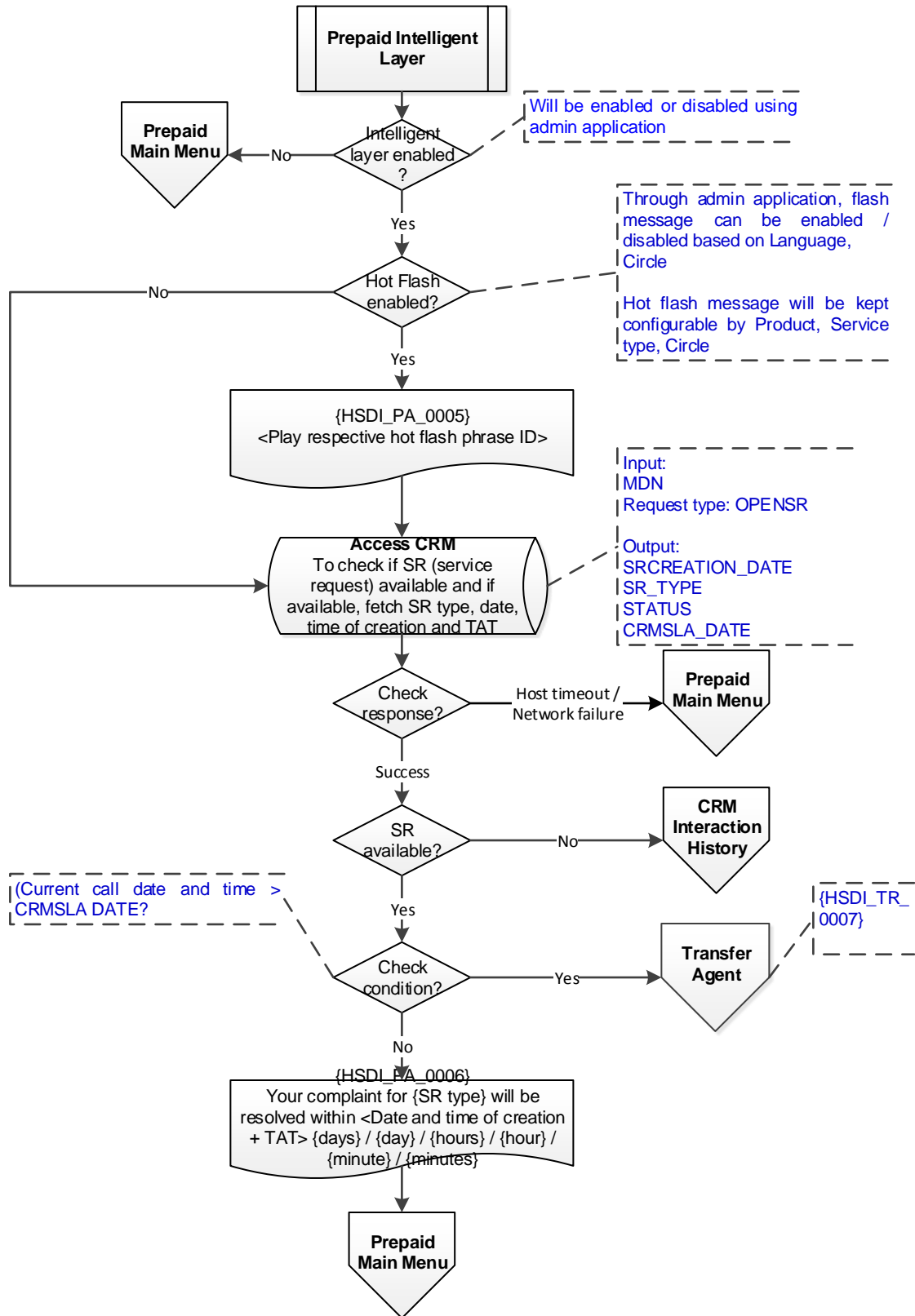
Check input

Invalid /  
No input

1/2/3

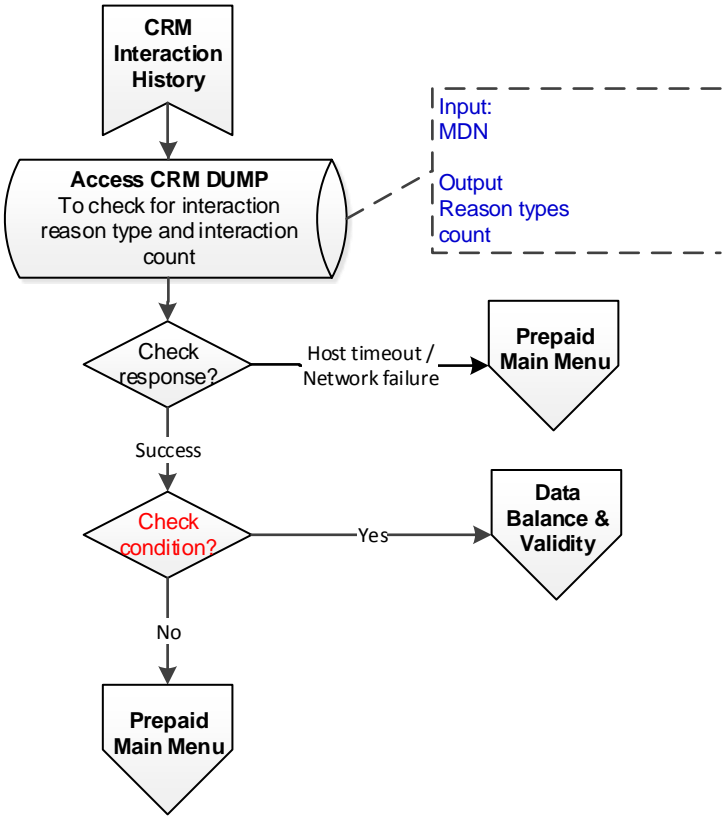
Flow continues in the selected  
languageCheck  
Customer



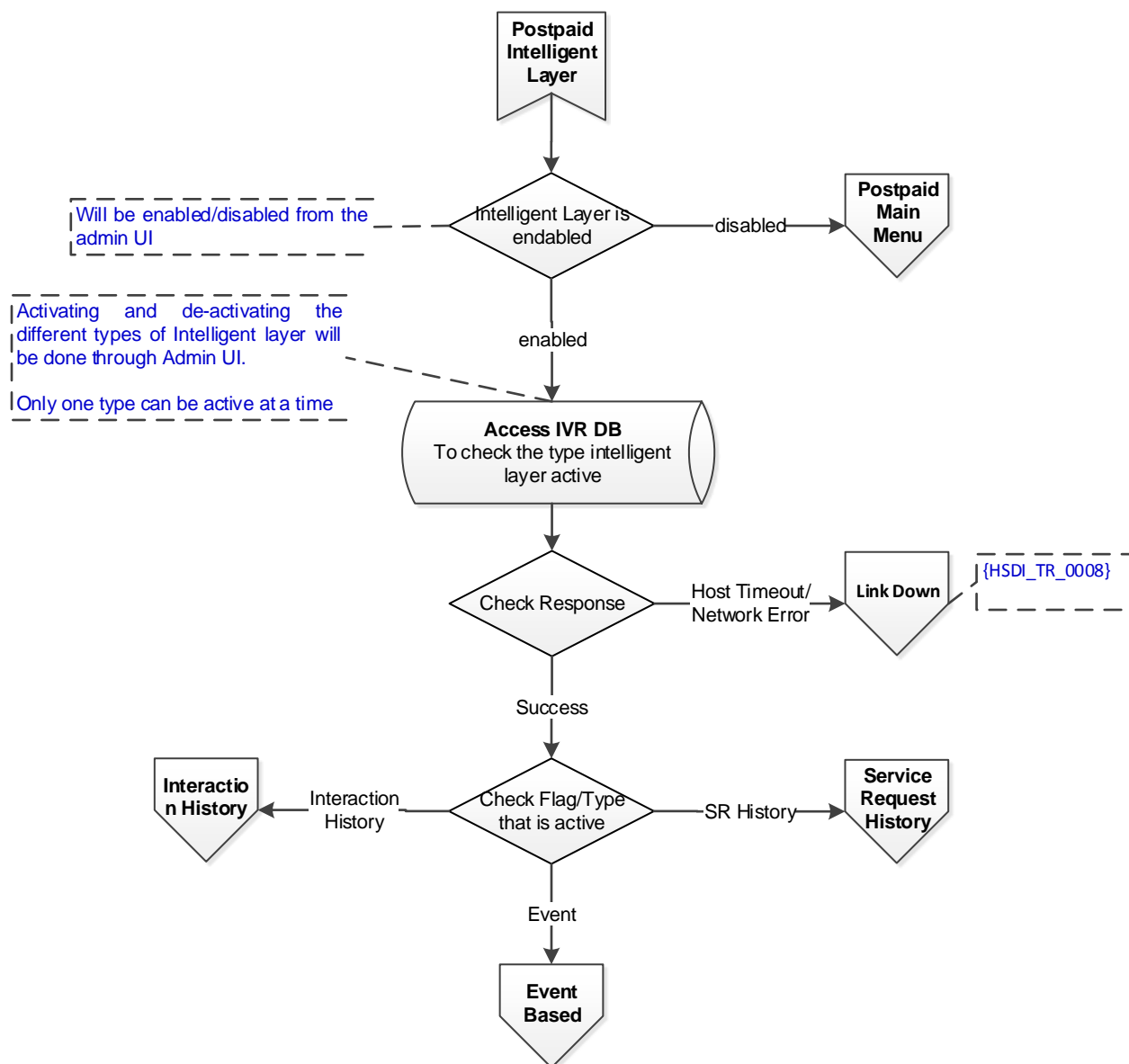
**Prepaid Intelligent Layer**



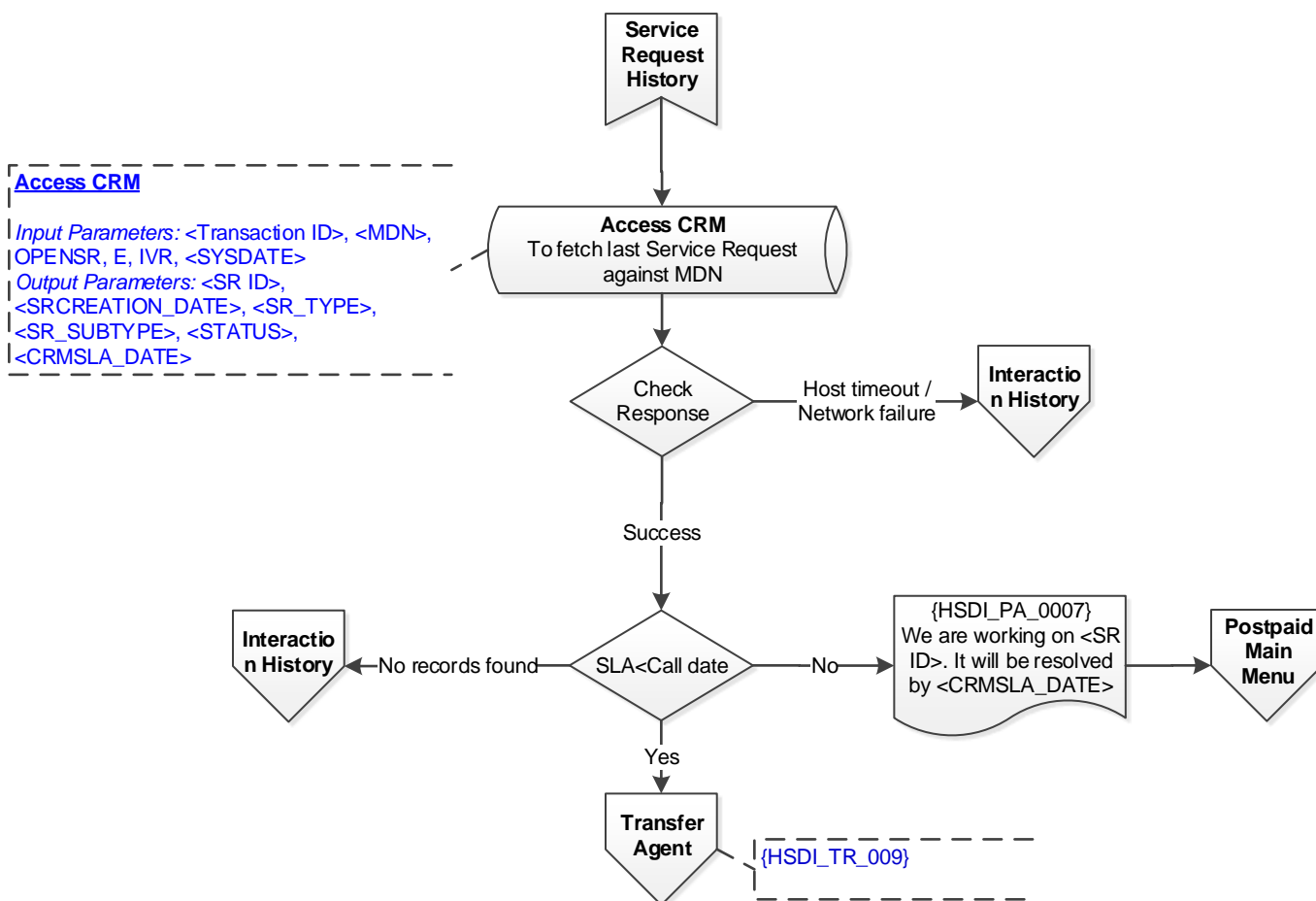
**CRM Interaction History**



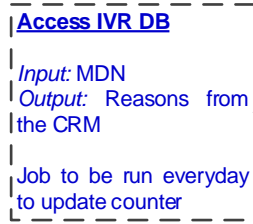
## Postpaid Intelligent Layer

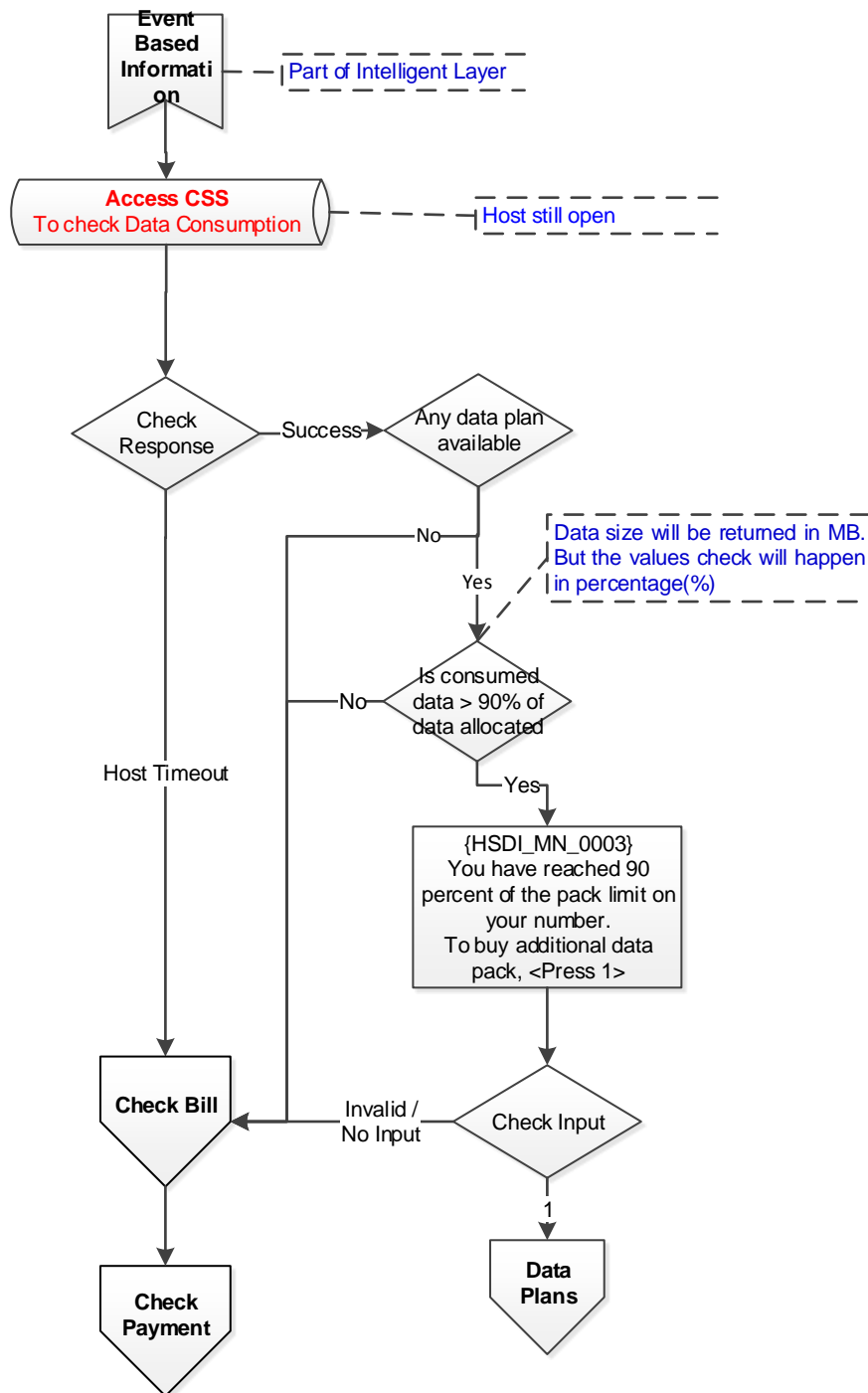


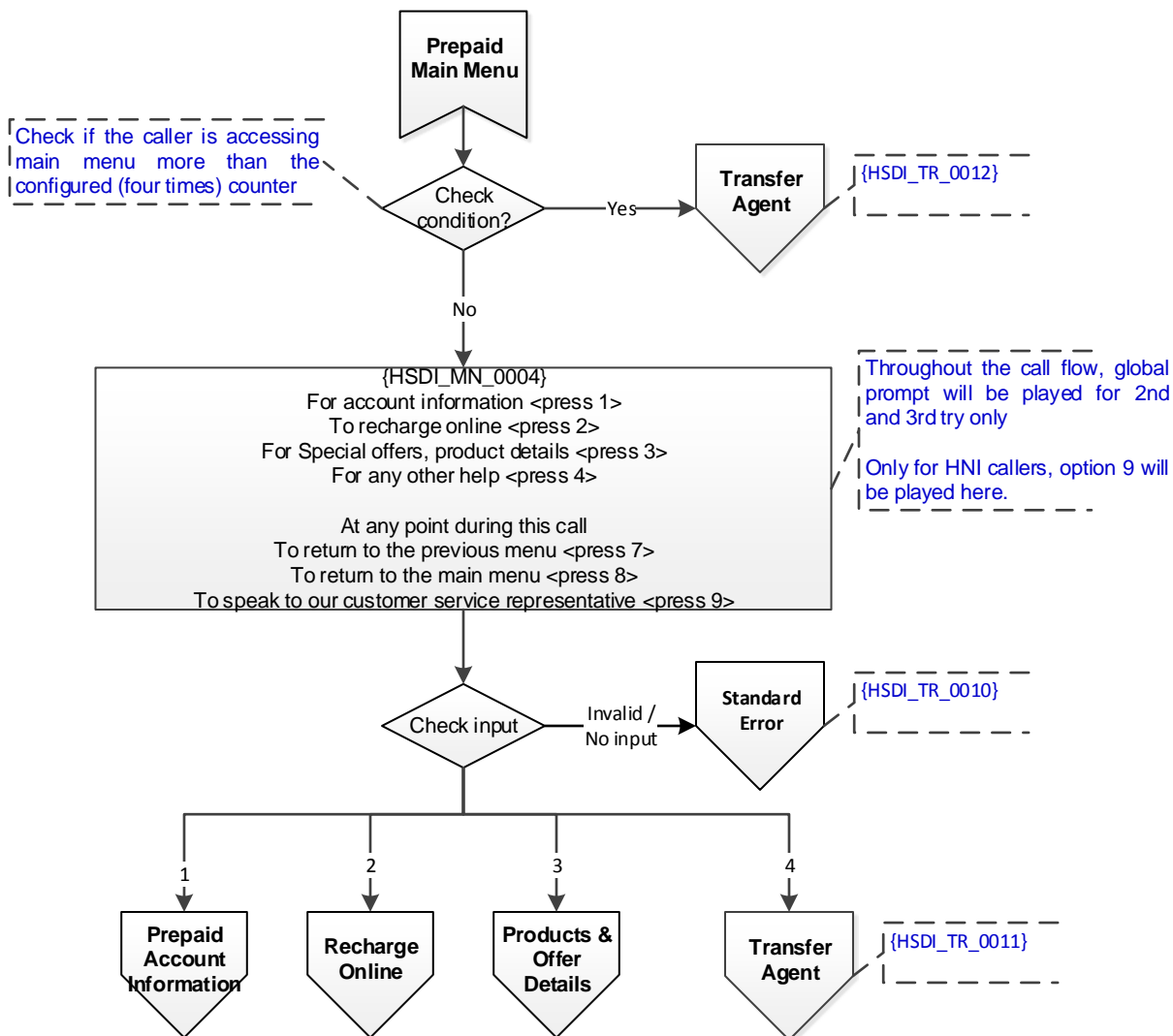
### Service Request History

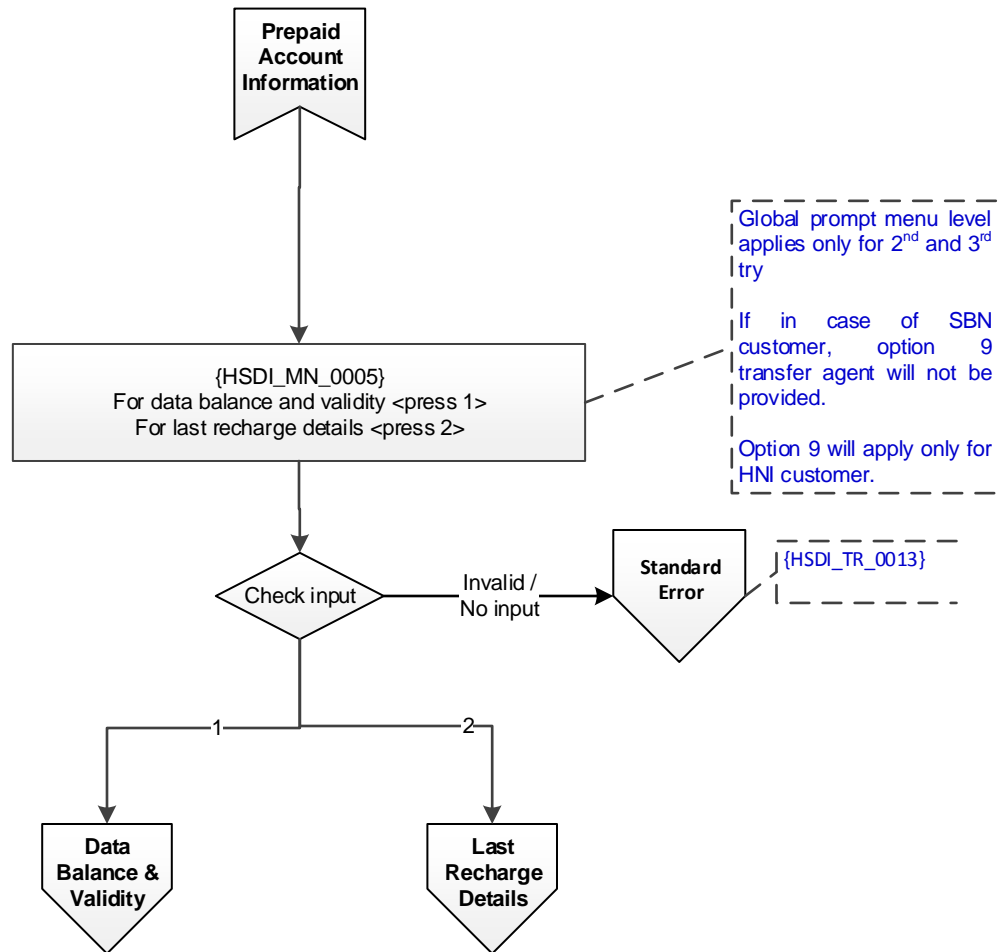


**The Power of We™**

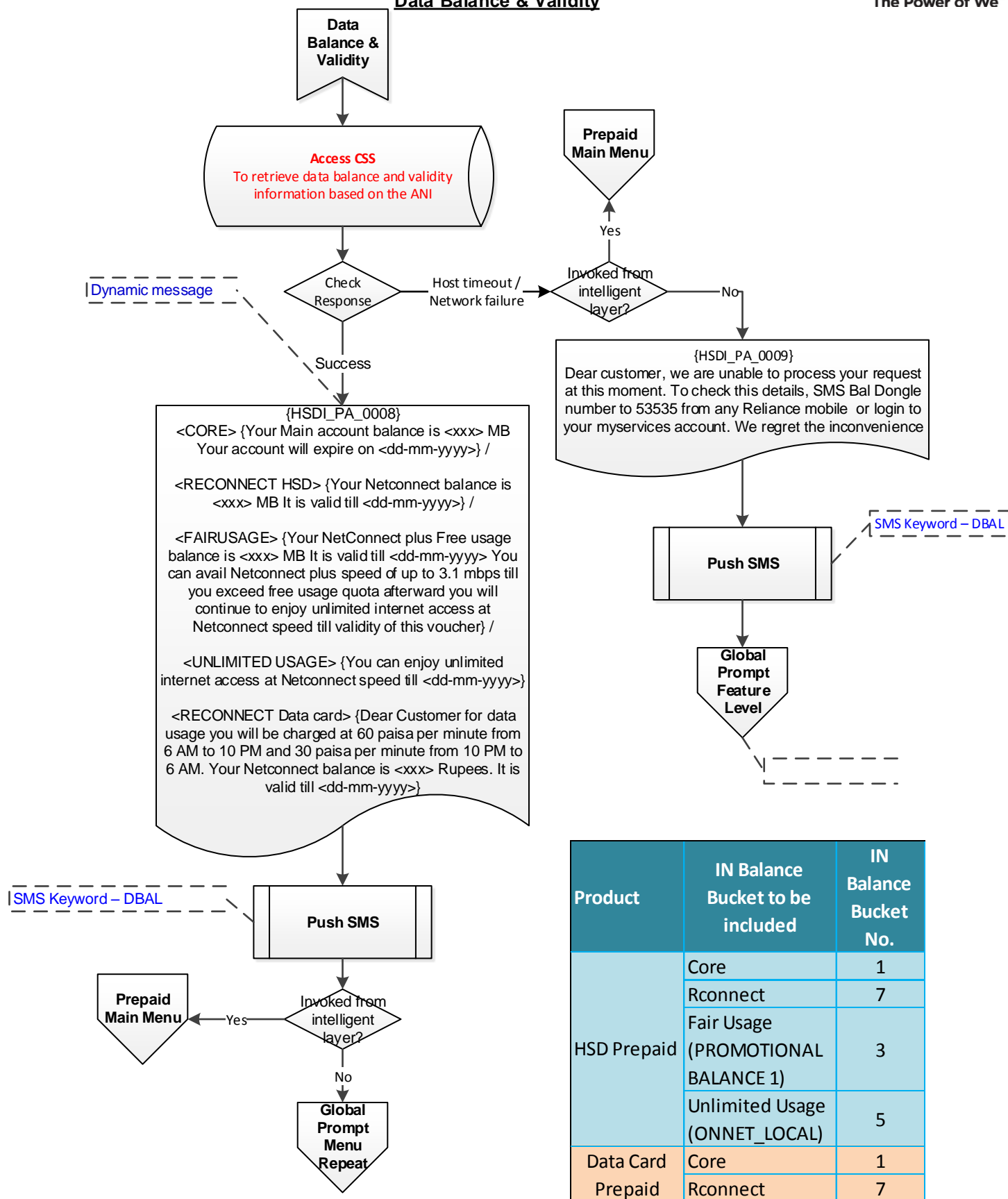


**Event Based Information**

**Prepaid Main Menu**

**Account Information**

## Data Balance & Validity



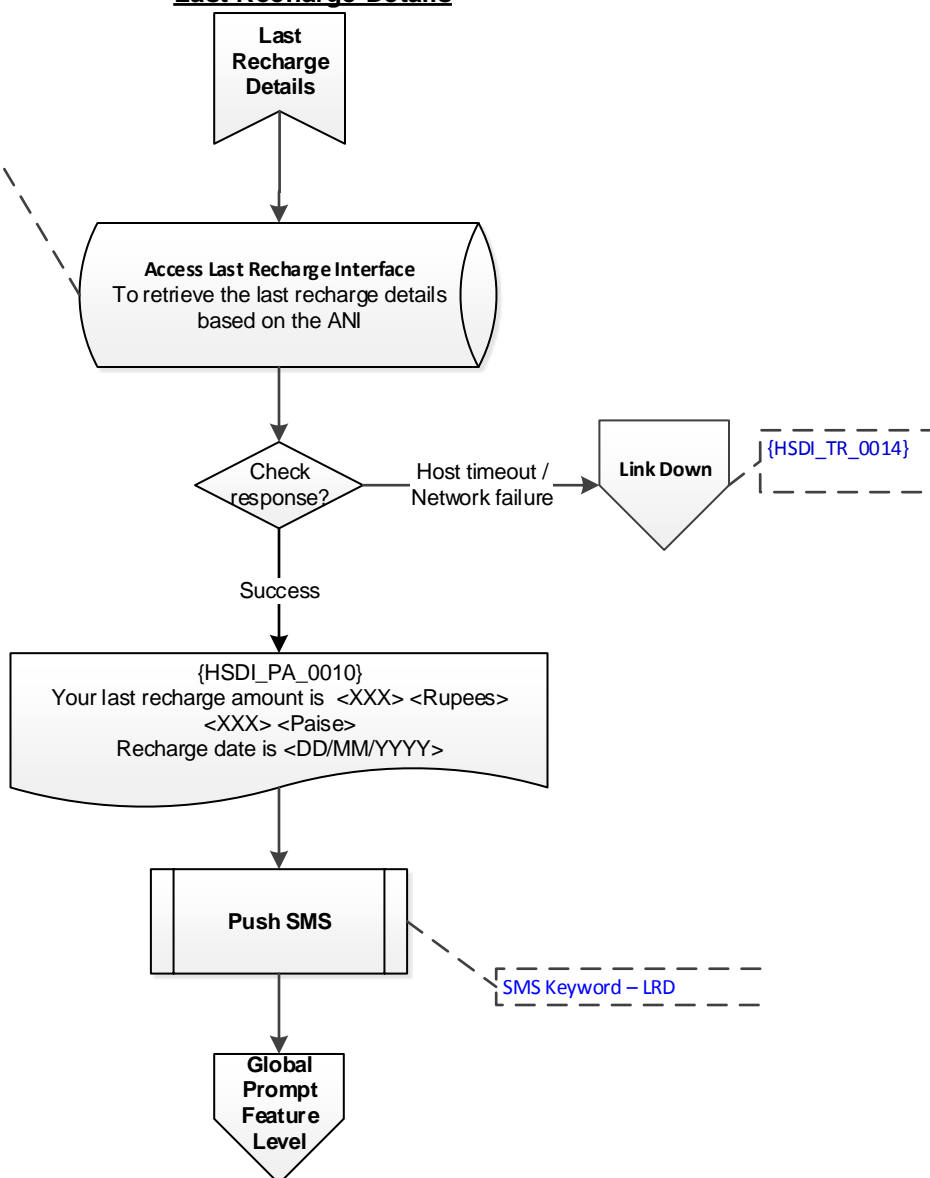


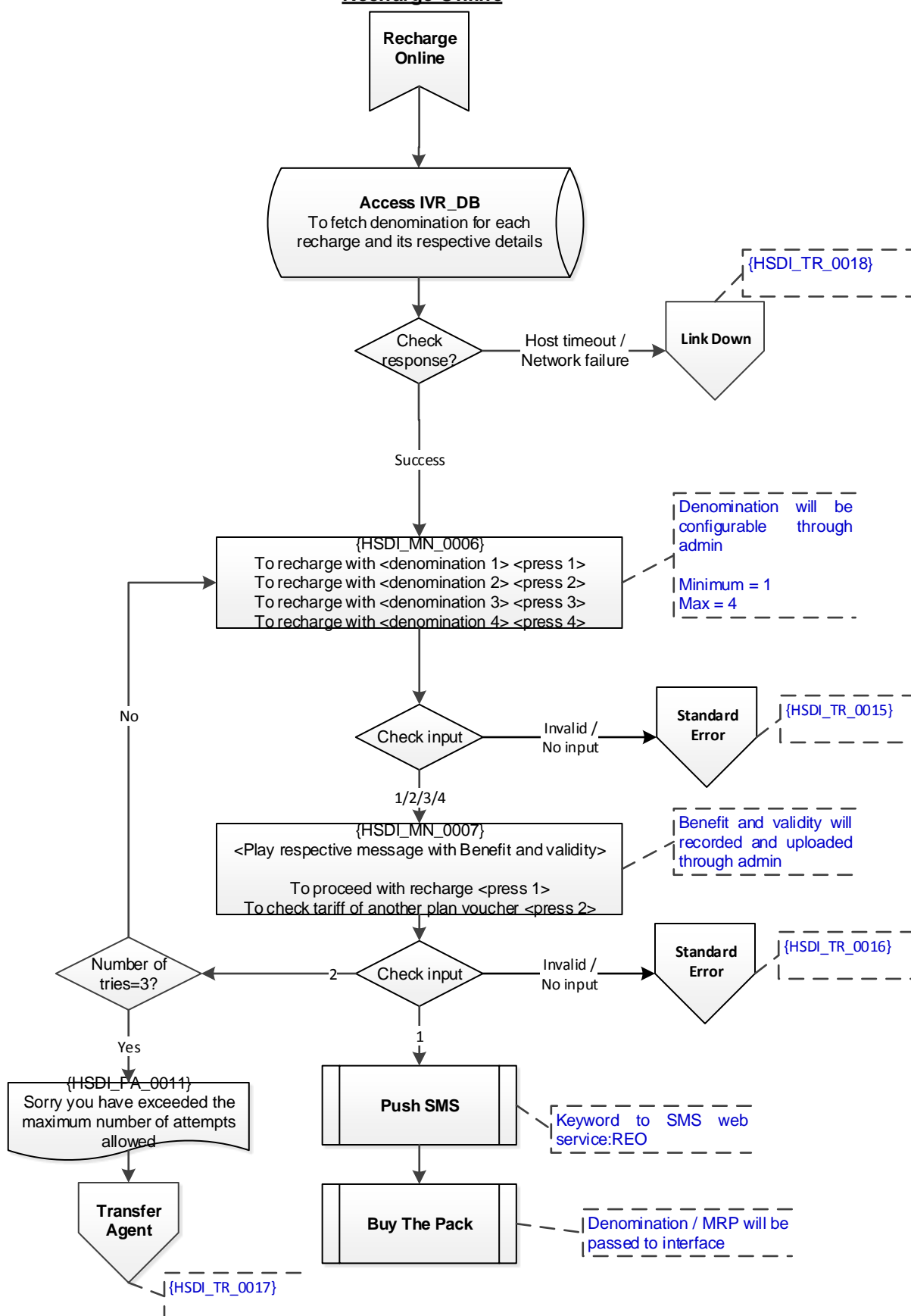
**(LAST RECHARGE  
DETAILS)**

Input Parameters:  
MDN

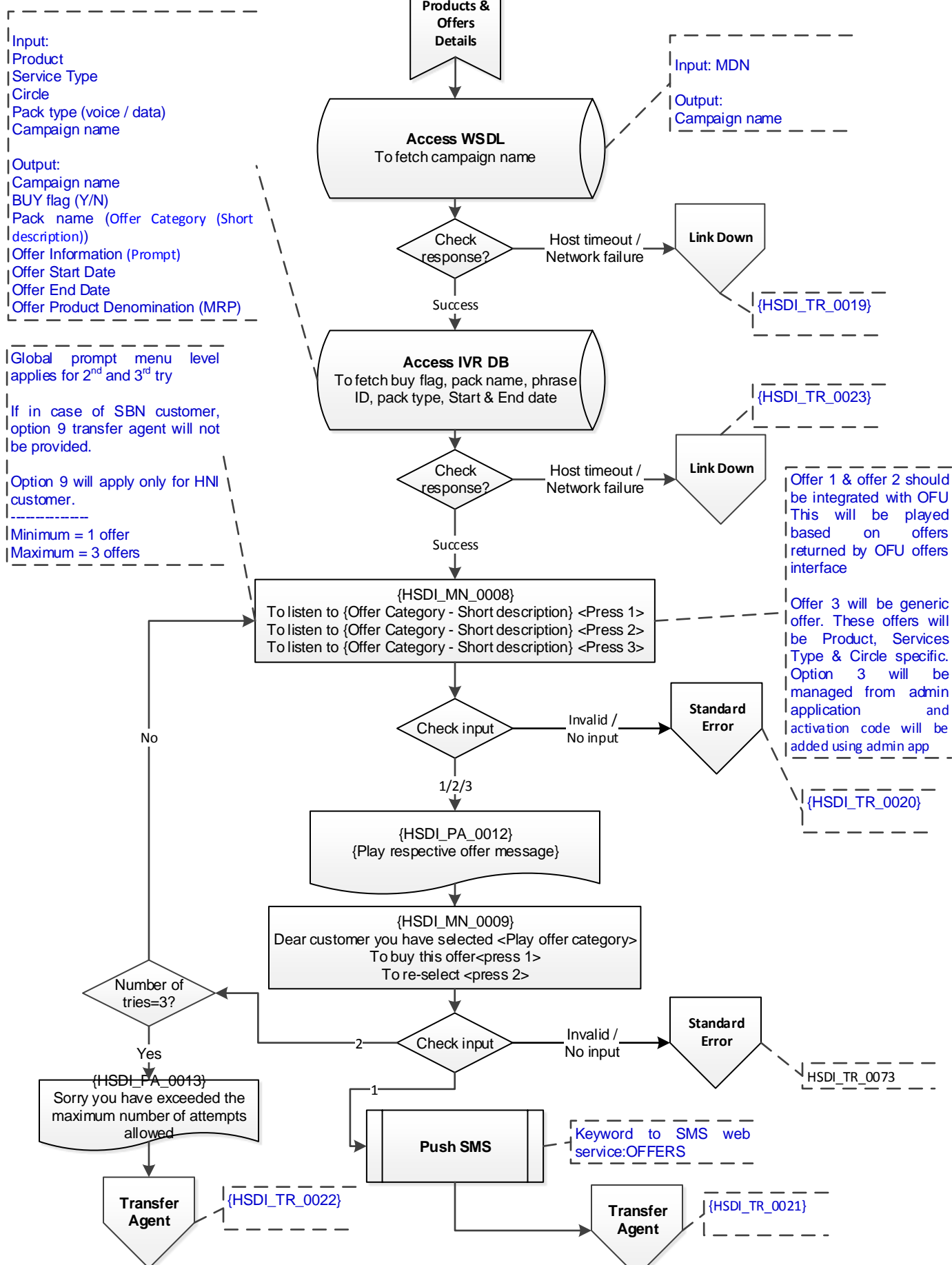
Output Parameters:  
recharge\_amount (200  
or 200.95)  
recharge\_date

**Last Recharge Details**

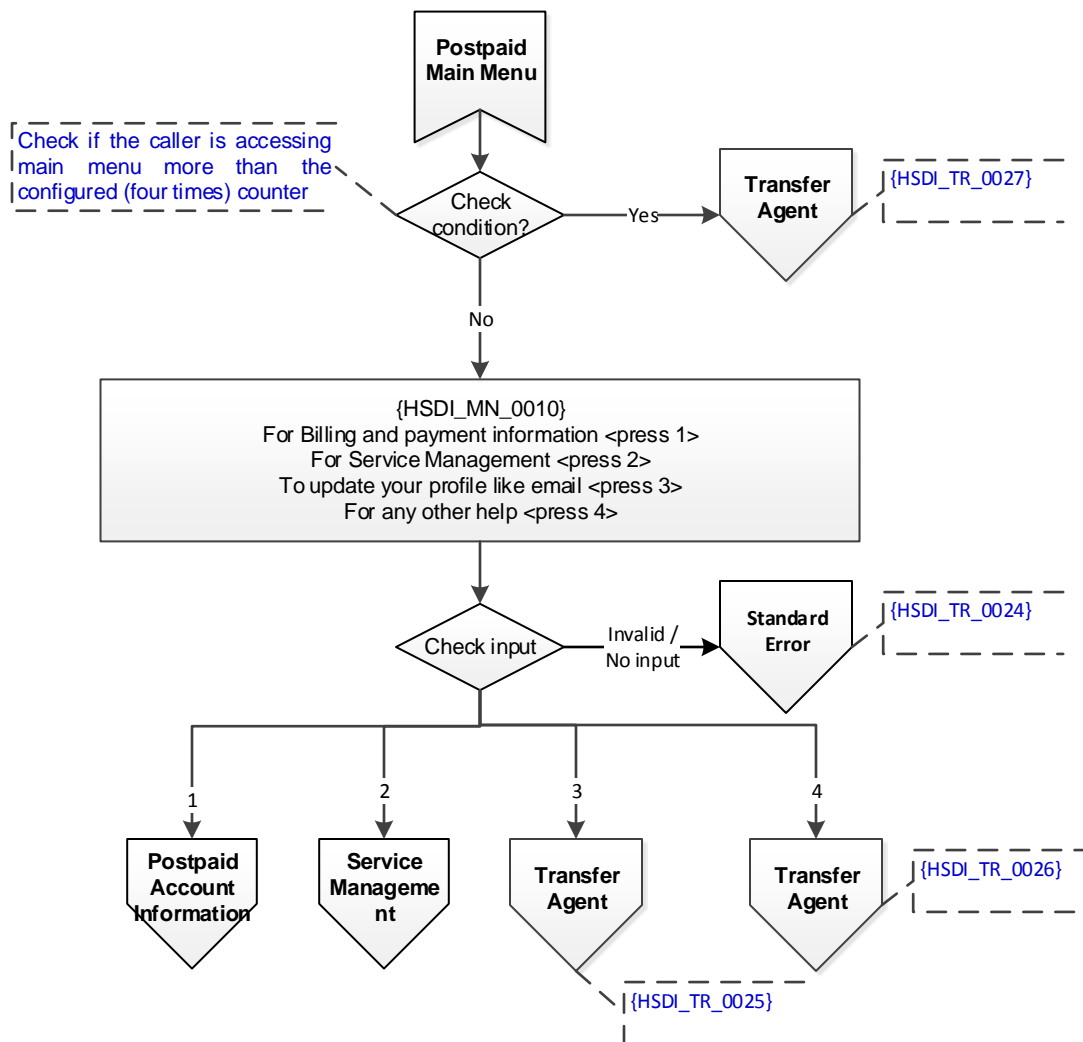


**Recharge Online**

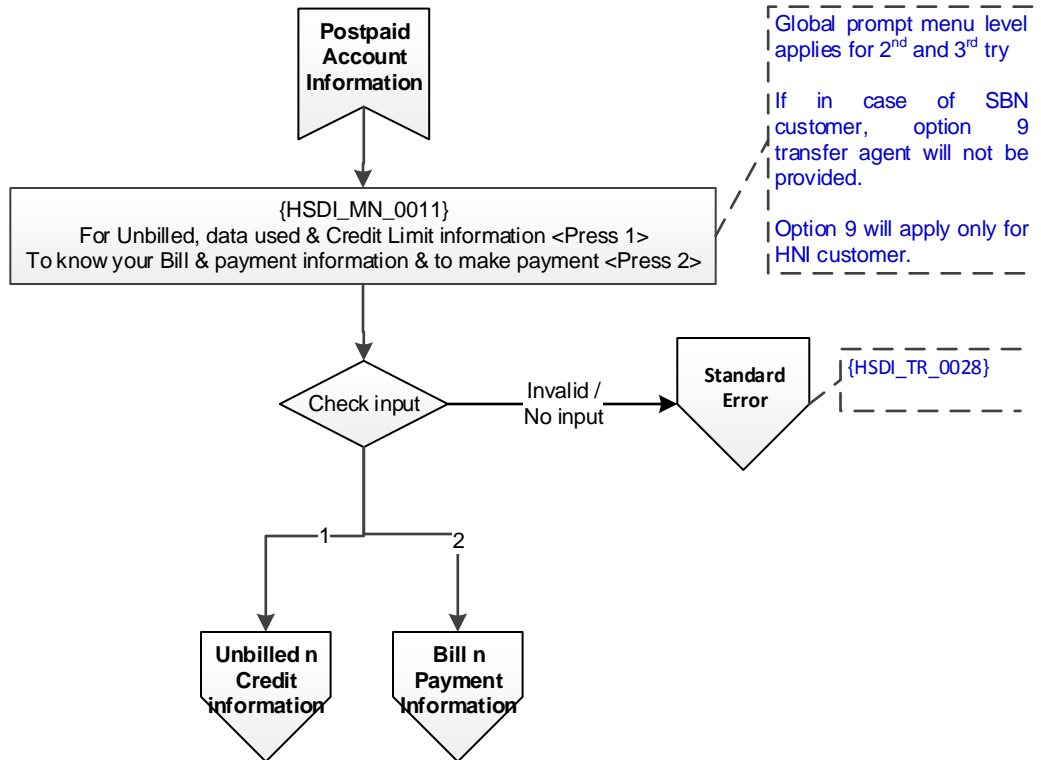
### Products & Offers Details

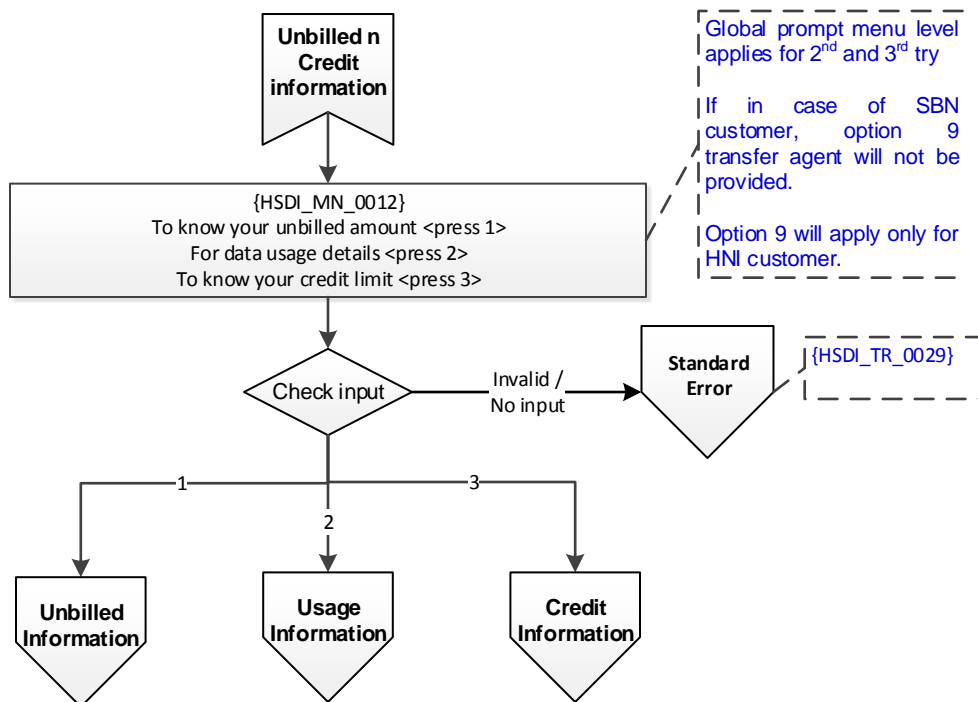


### Postpaid Main Menu

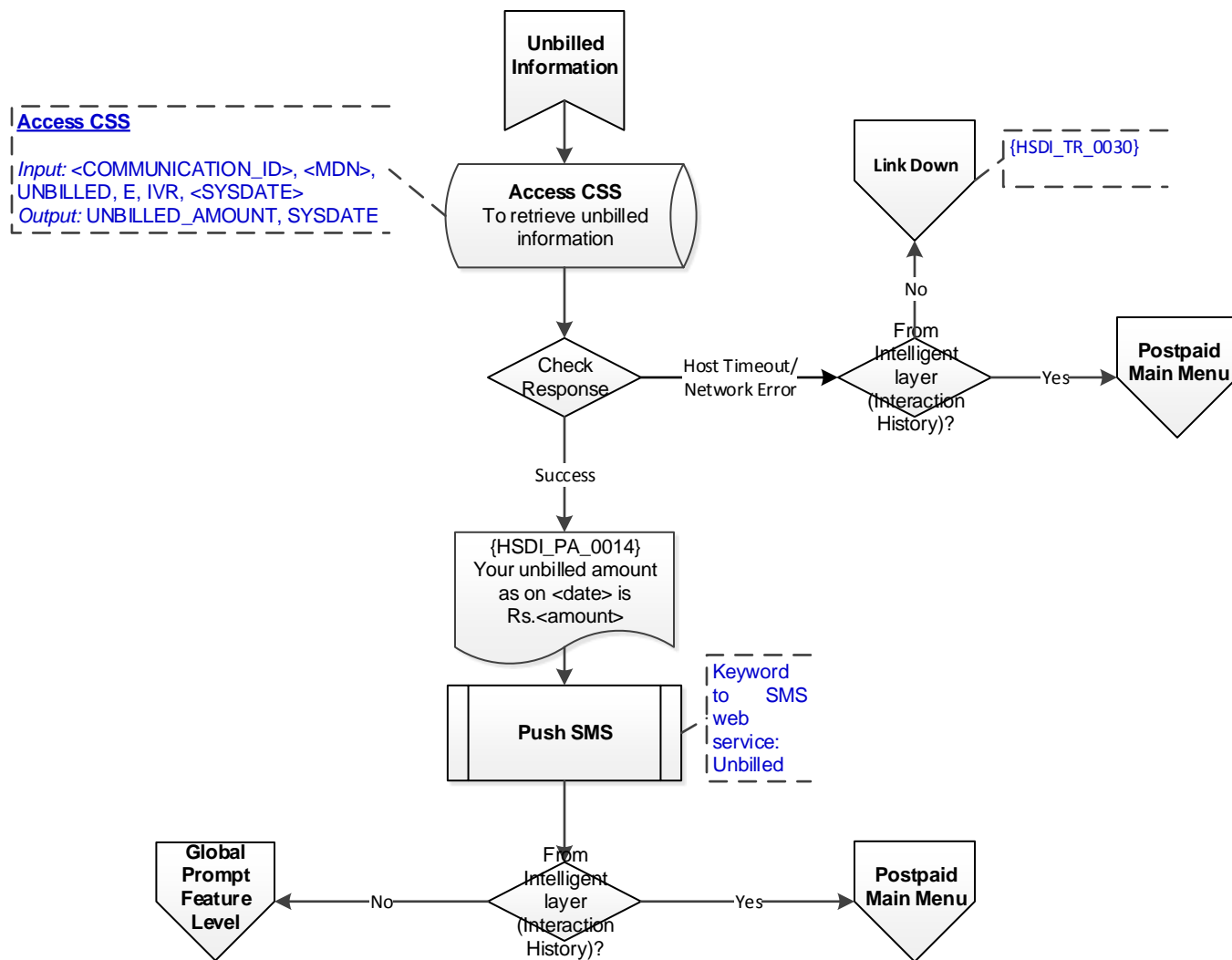


## Postpaid Account Information

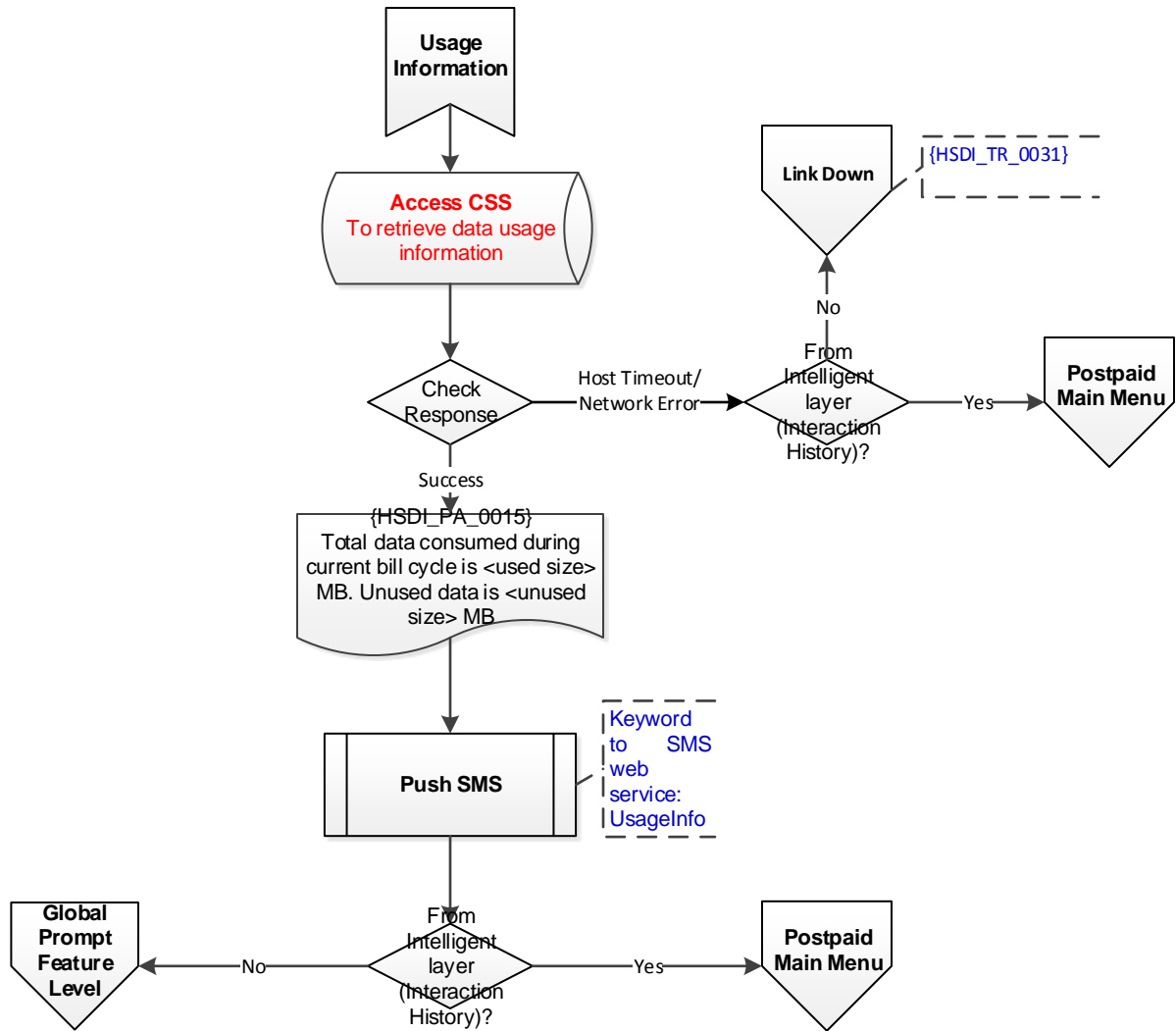


**Unbilled n Credit information**

### Unbilled Information

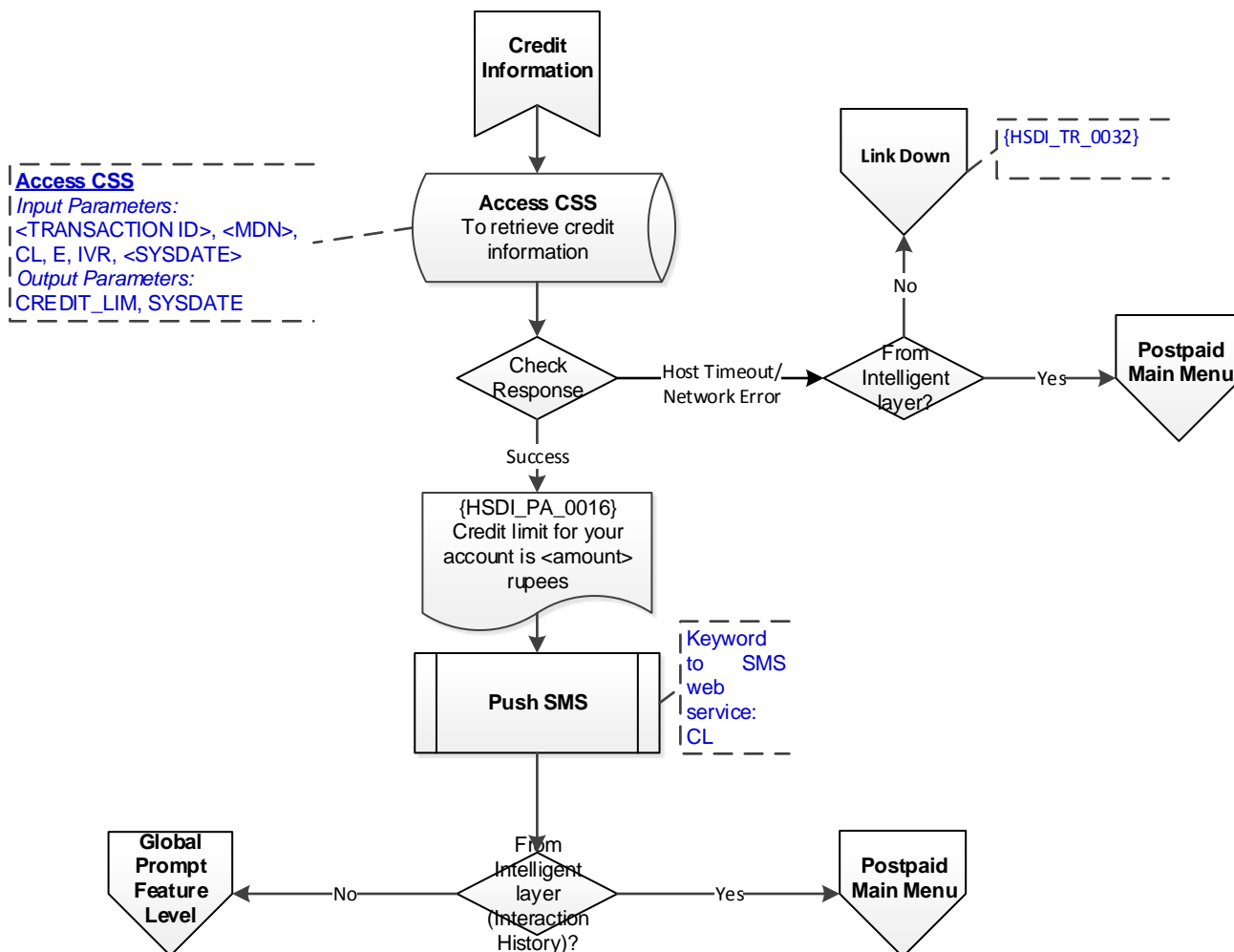


### Usage Information

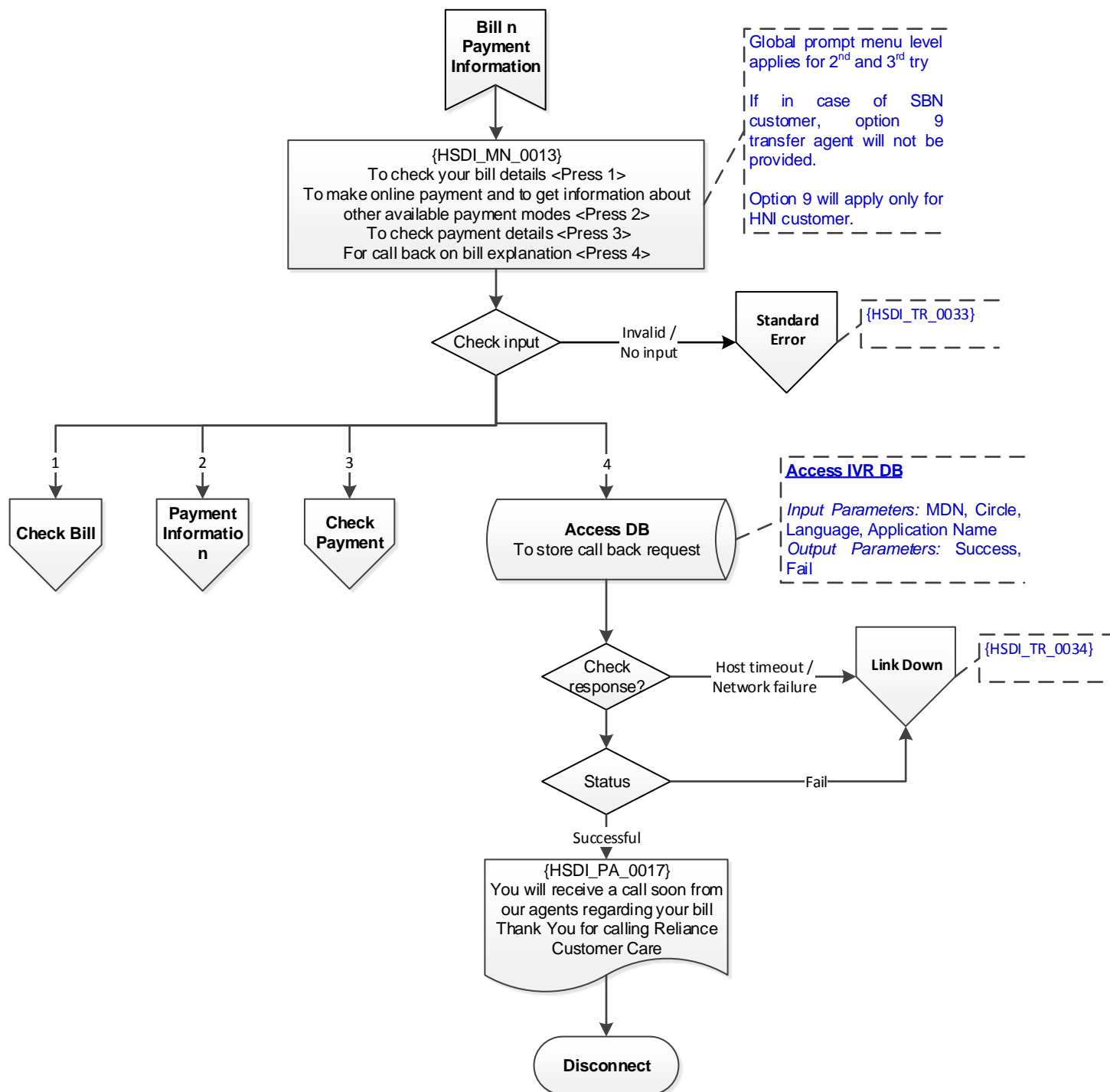


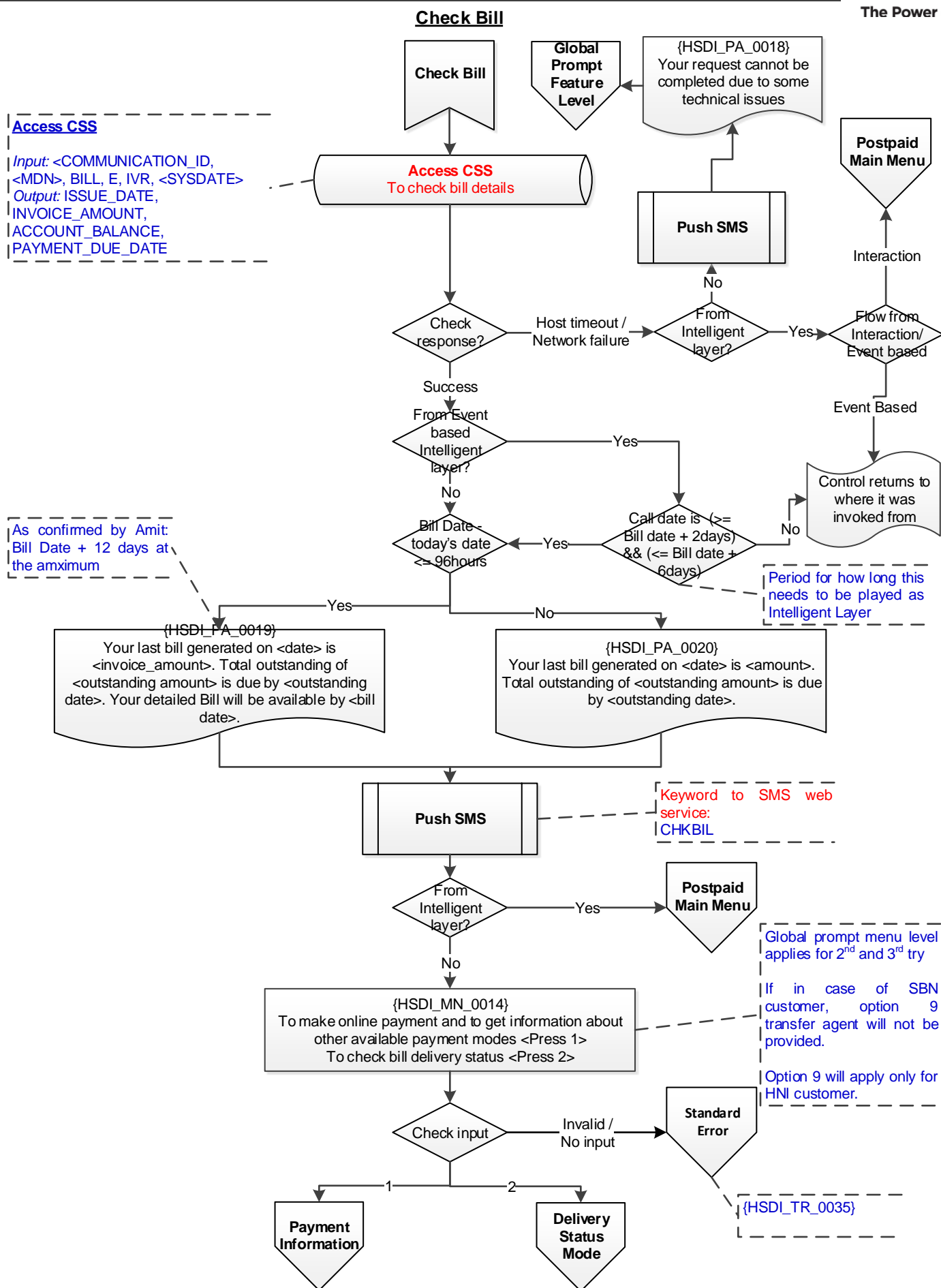


### Credit Information

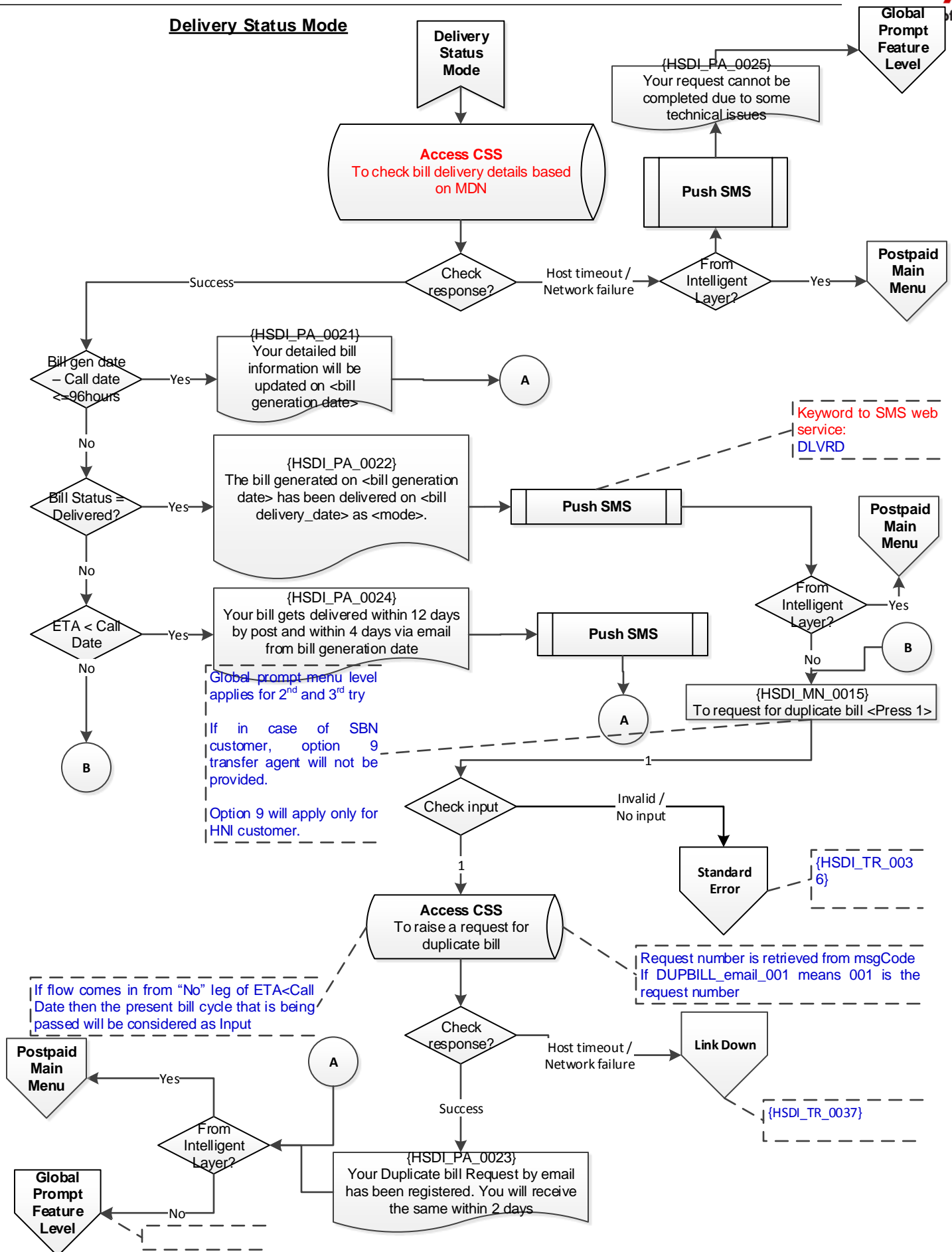


## Bill n Payment Information

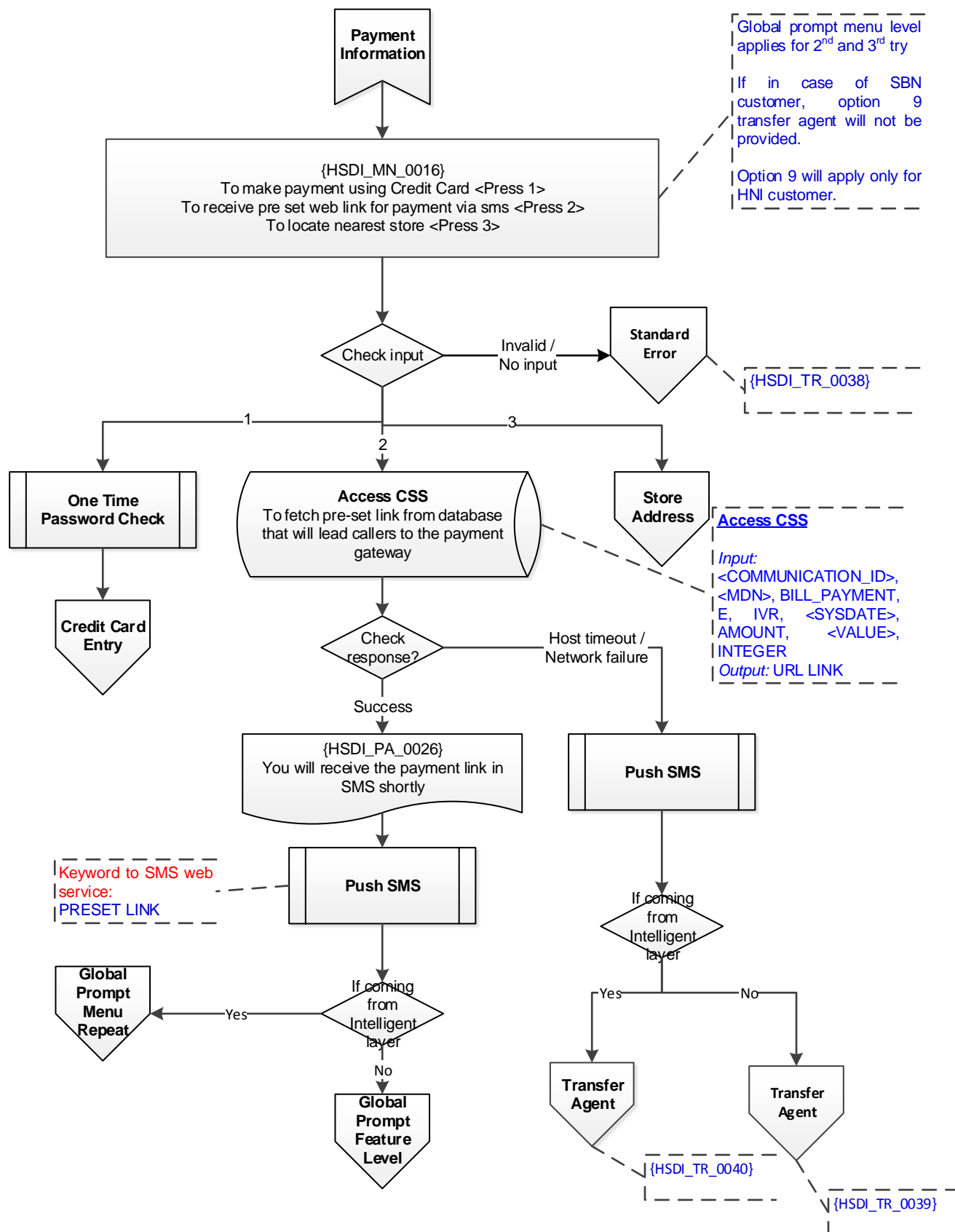




## Delivery Status Mode



### Payment Information



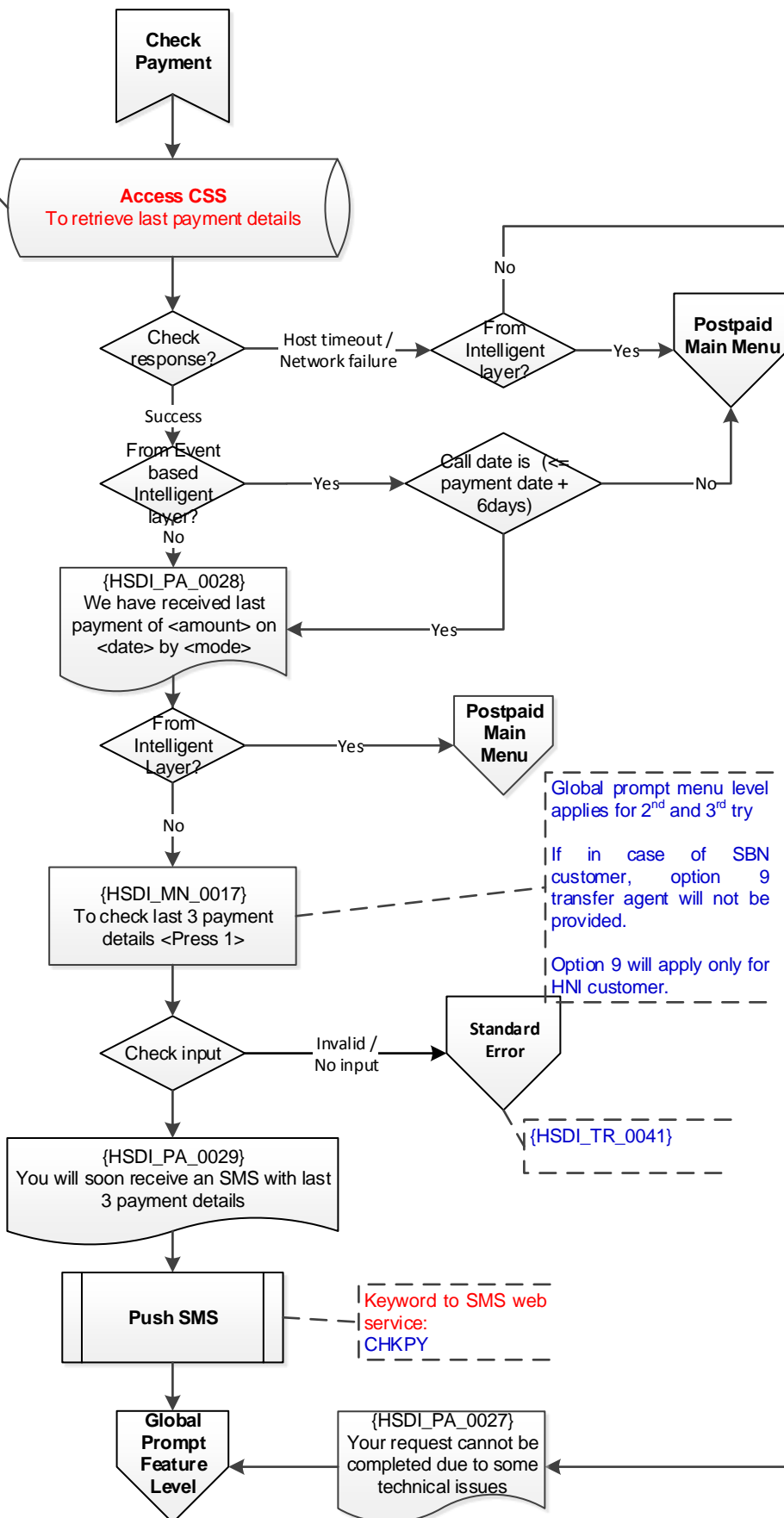
**Check Payment****Access CSS**

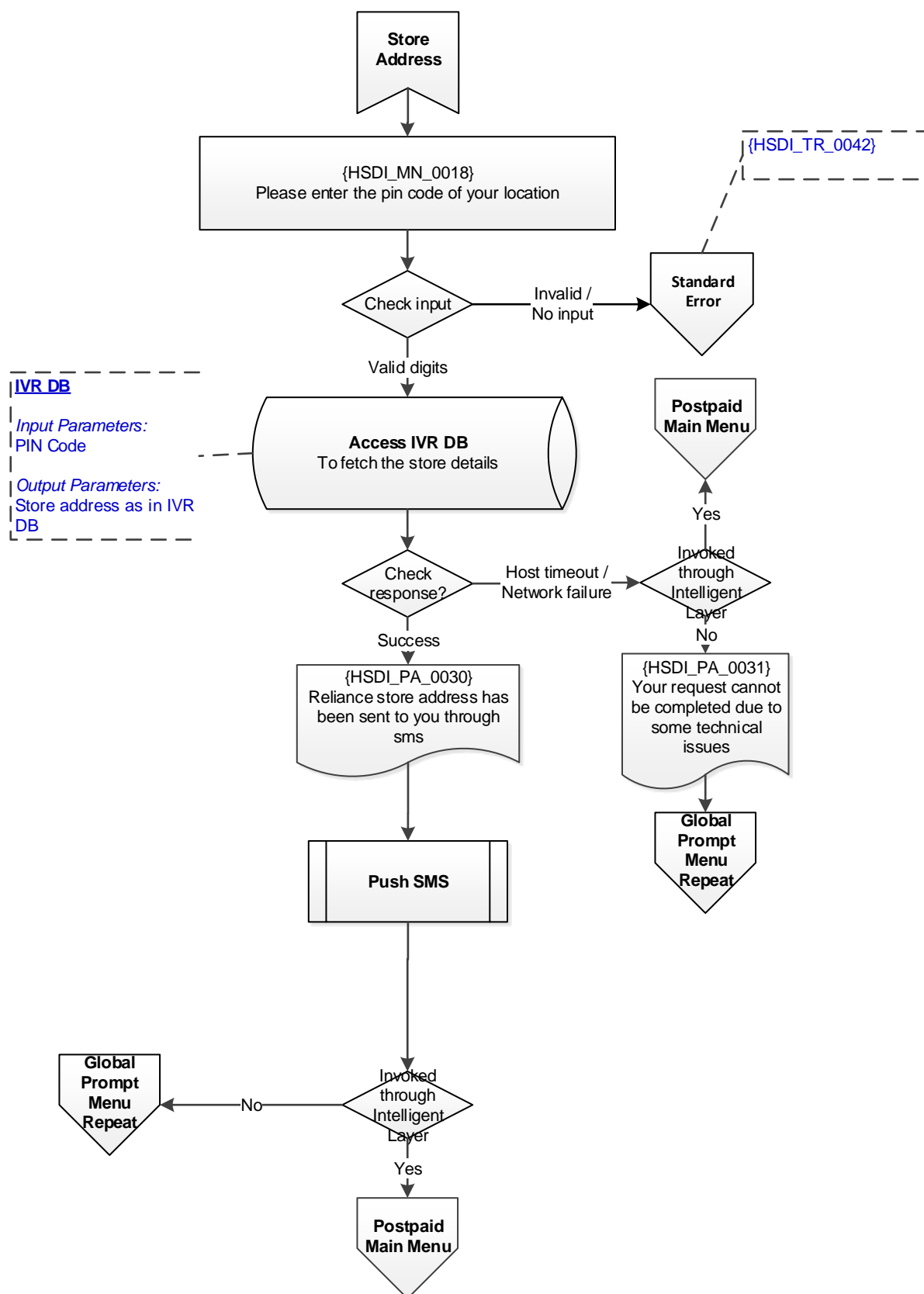
Input: <COMMUNICATION\_ID>, <MDN>, LAST3, E, <SYSDATE>

Output:

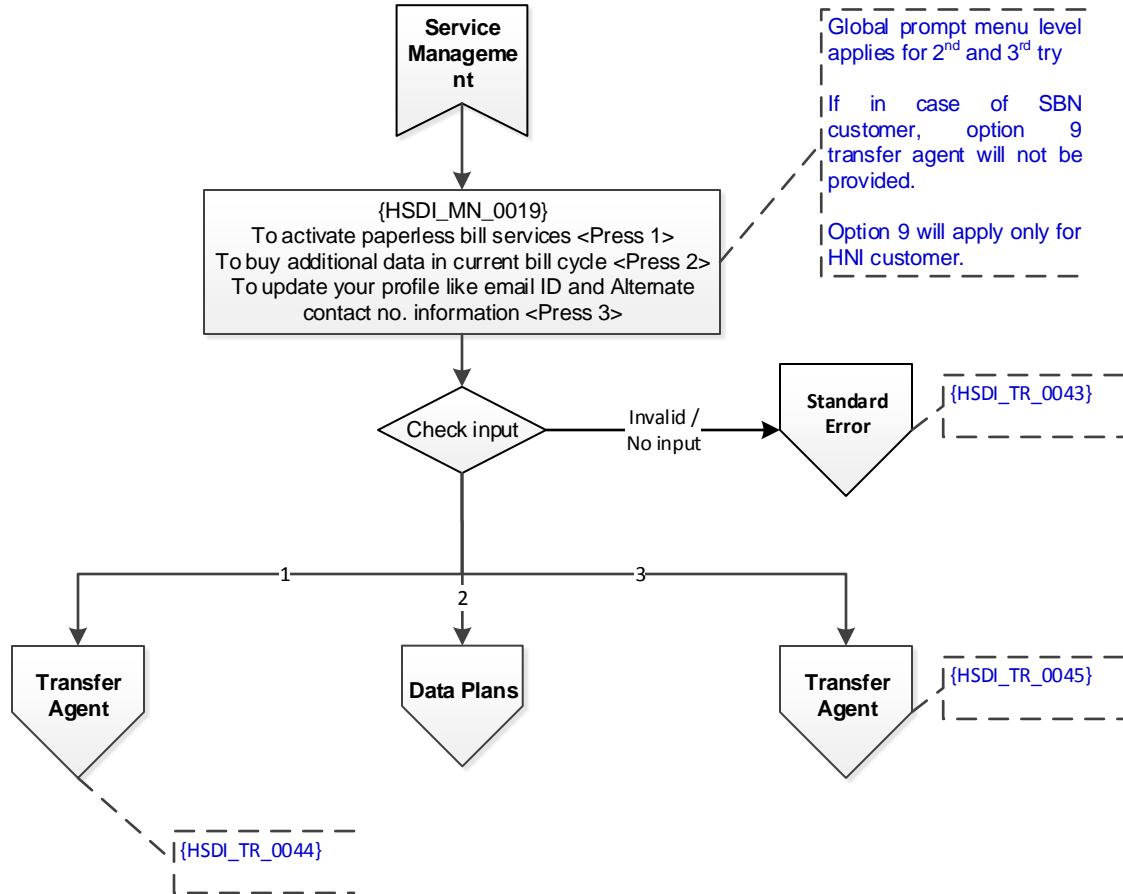
1. AMOUNT, PAYMENT\_RCVD\_DATE, PAYMENT\_TYPE
2. AMOUNT, PAYMENT\_RCVD\_DATE, PAYMENT\_TYPE
3. AMOUNT, PAYMENT\_RCVD\_DATE, PAYMENT\_TYPE

Total 3 payments would be provided  
TokenID1 will the last payment details

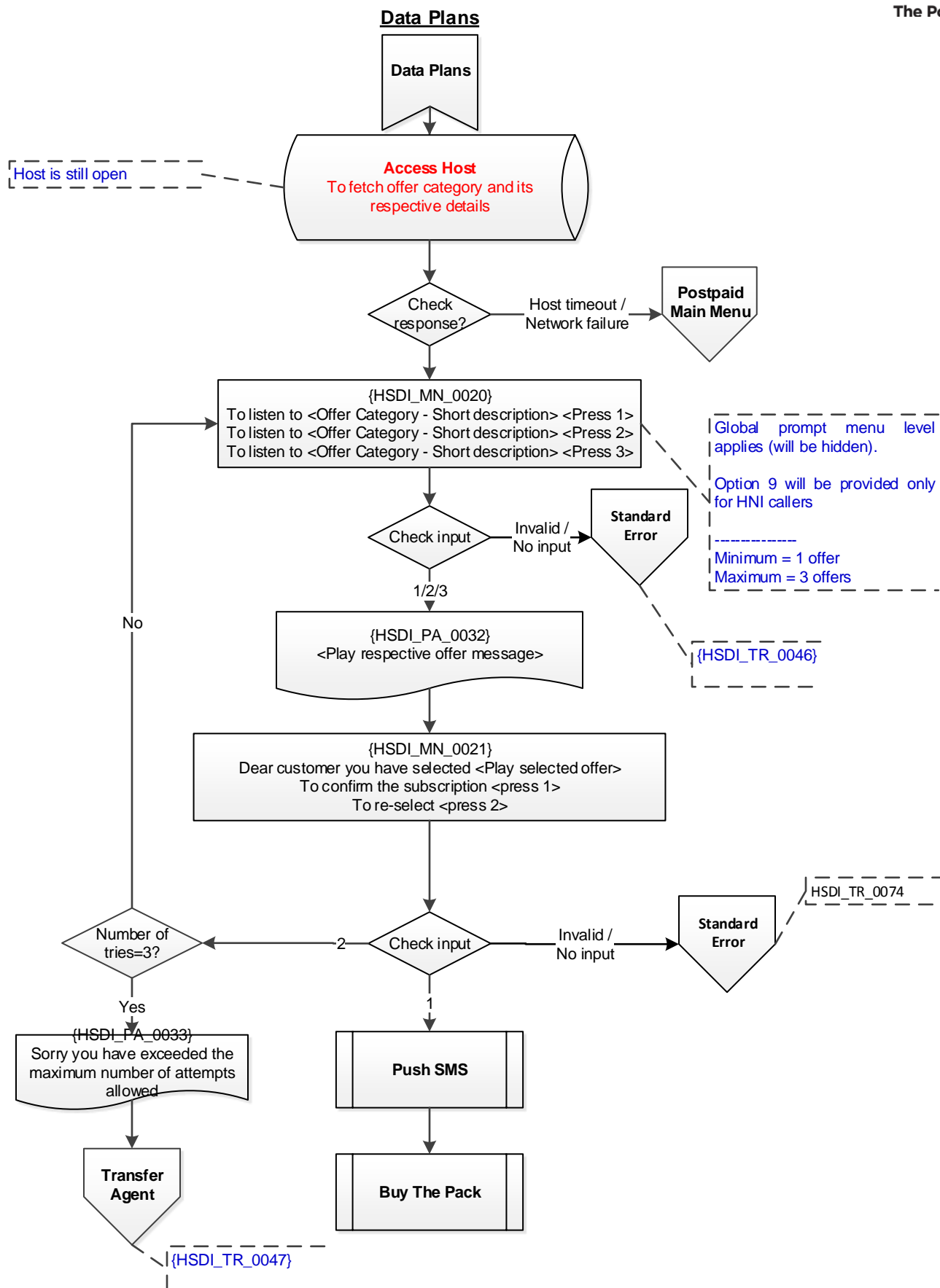


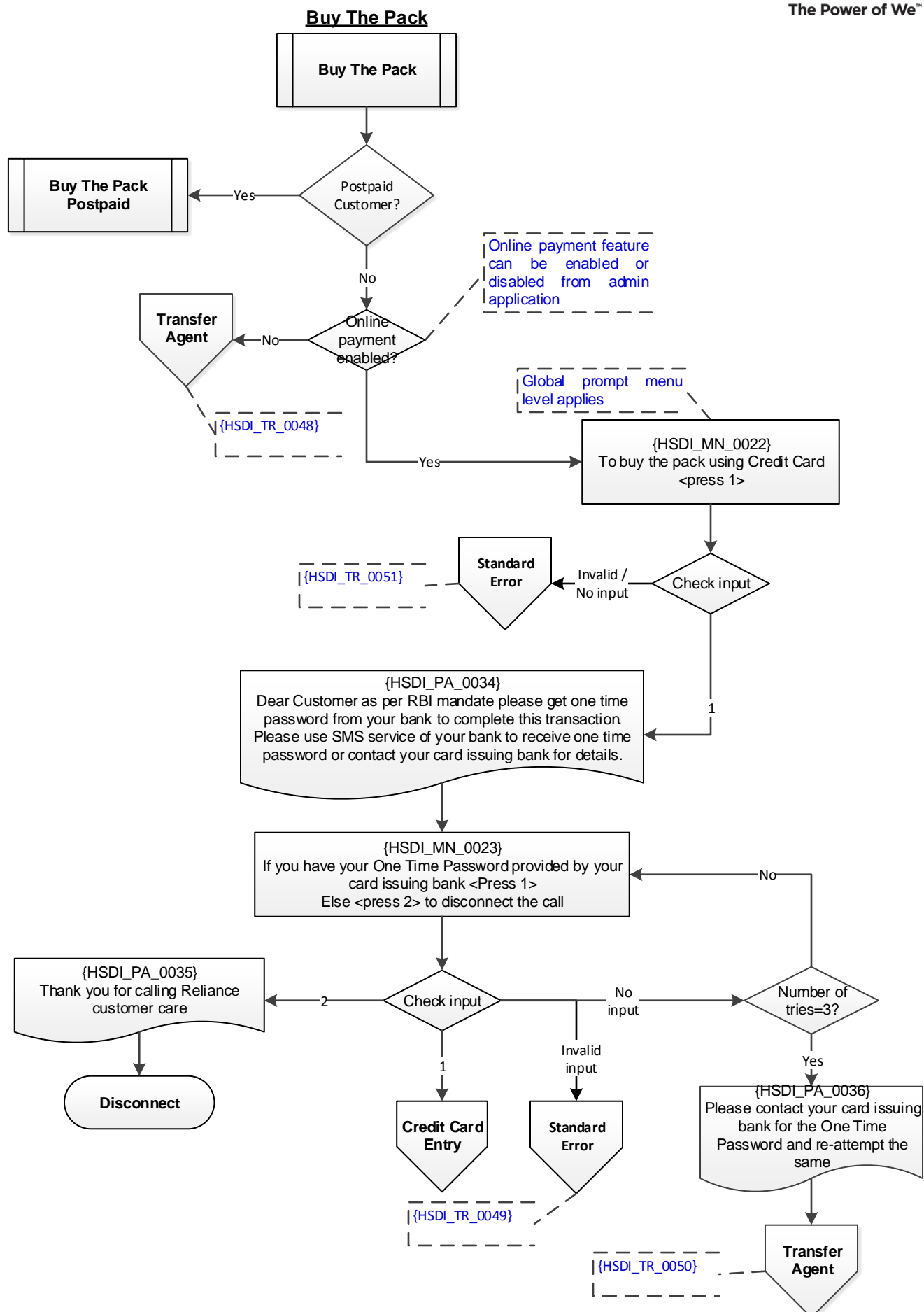
**Store Address**

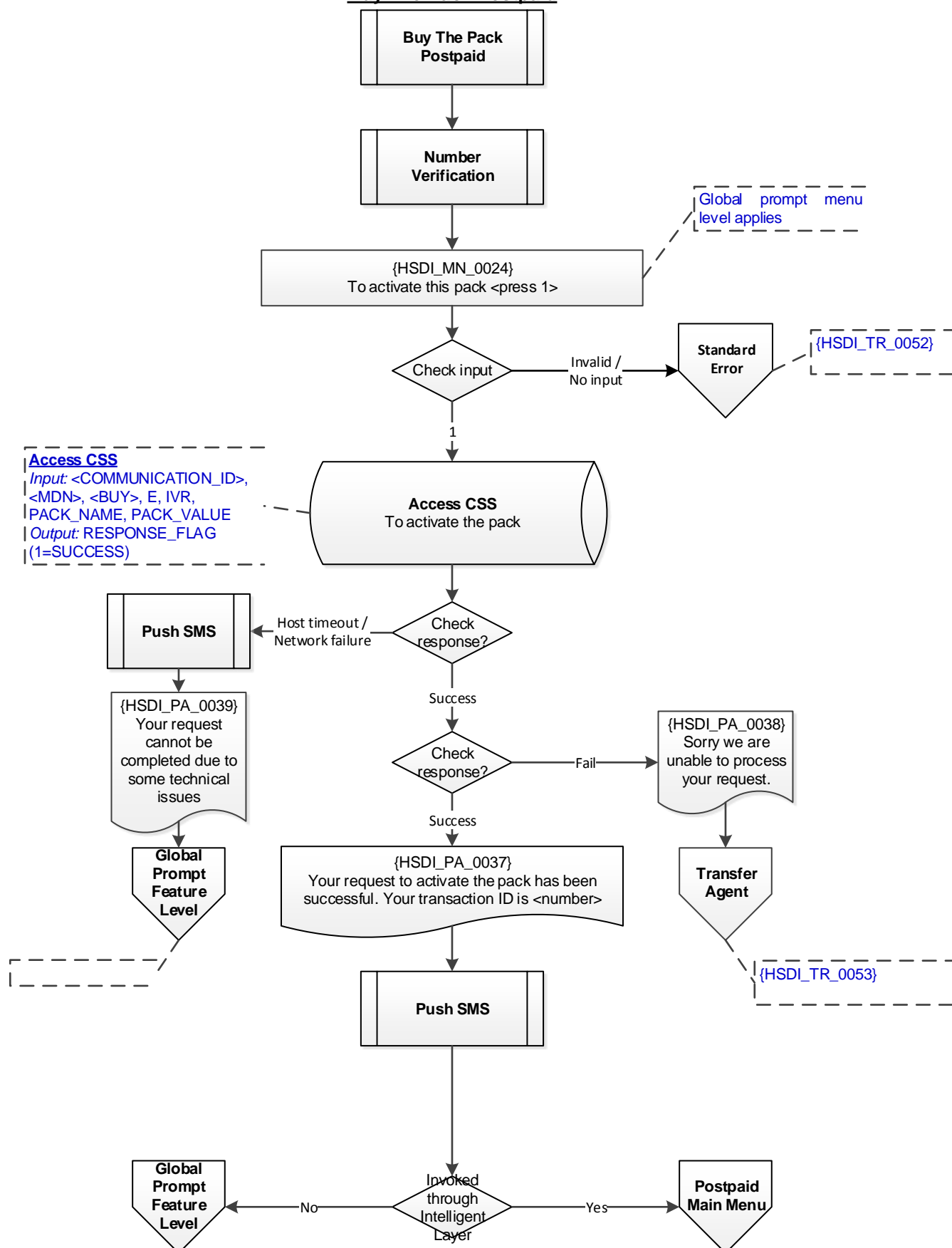
### Service Management

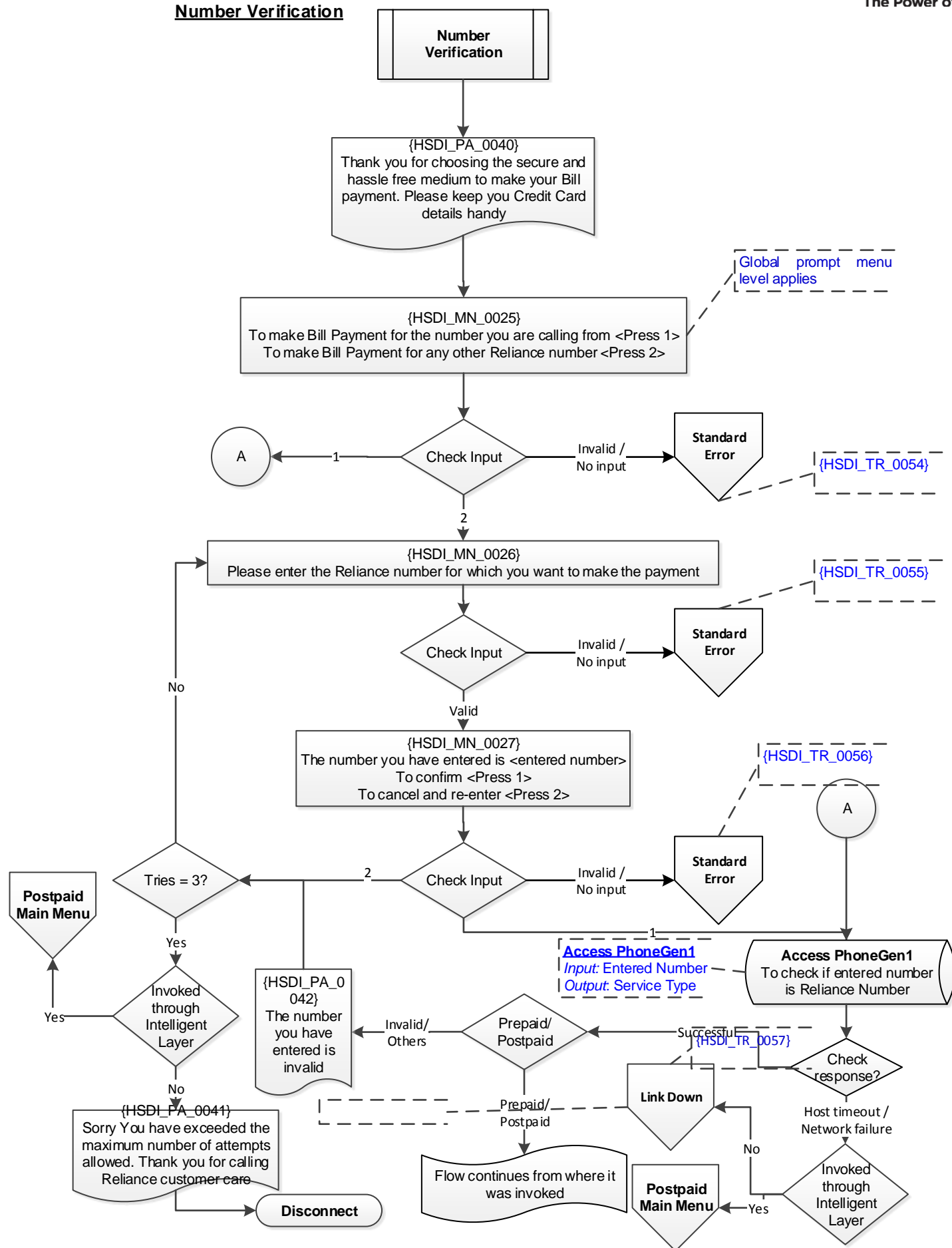


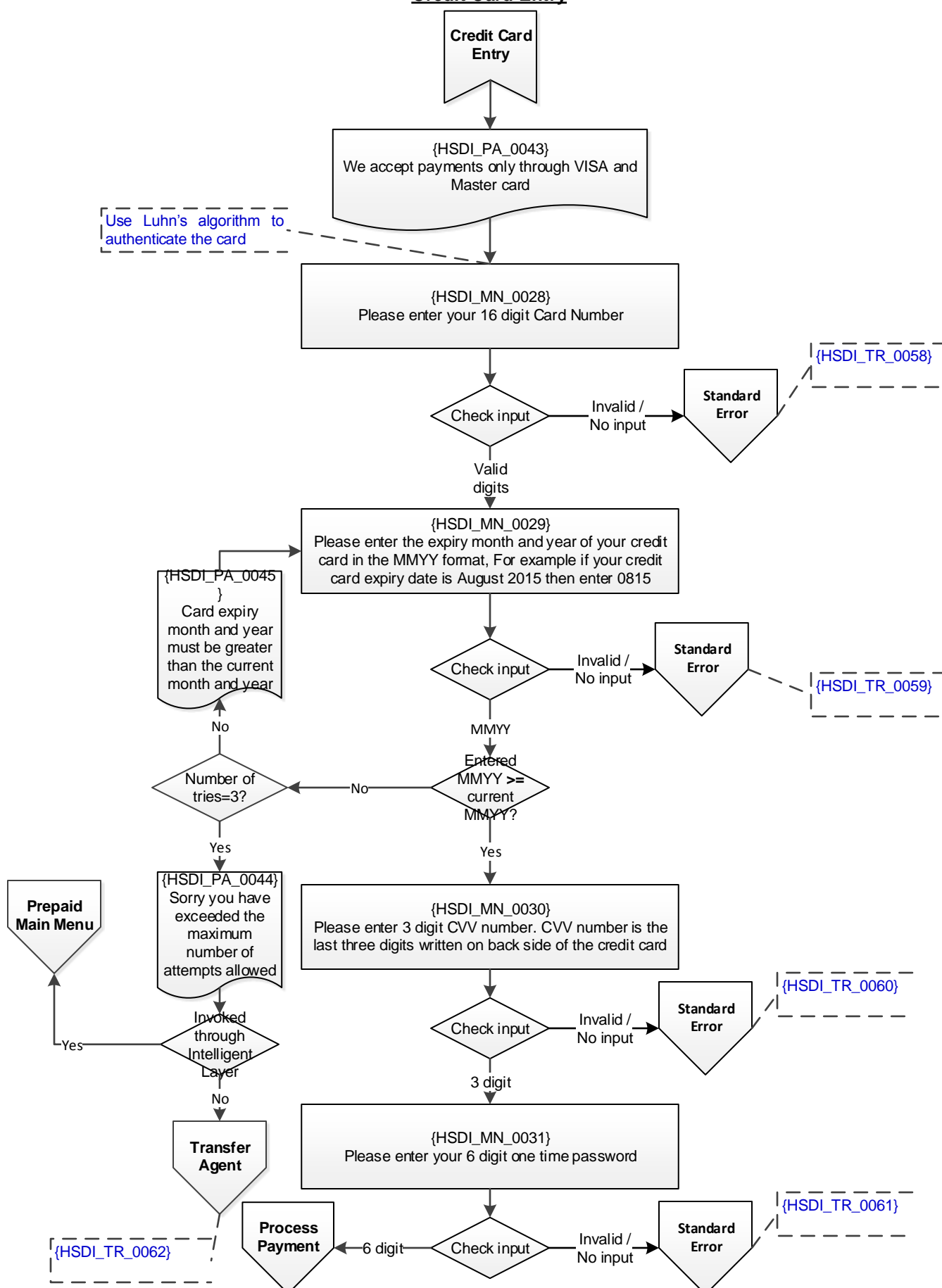






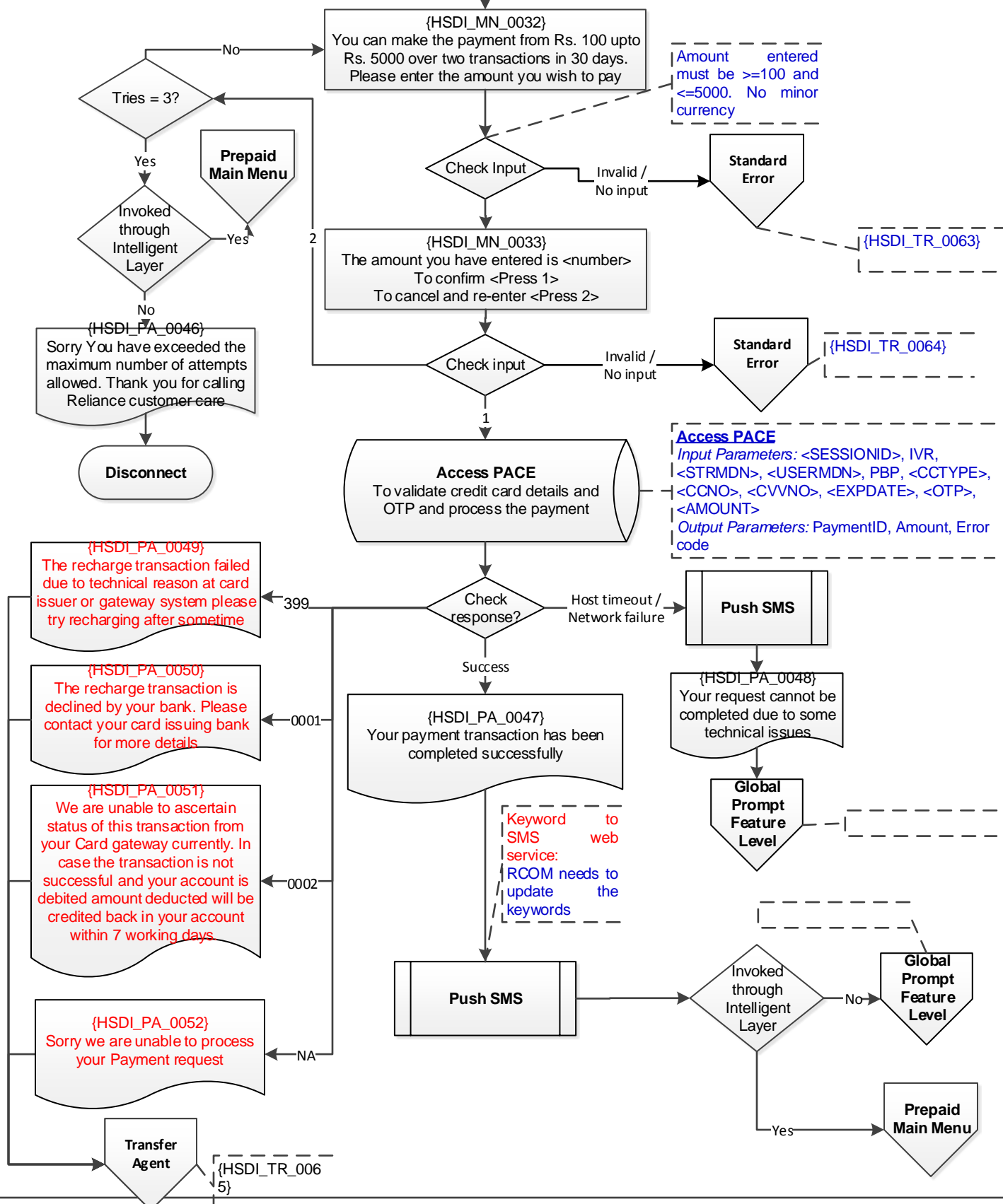
**Buy The Pack Postpaid**

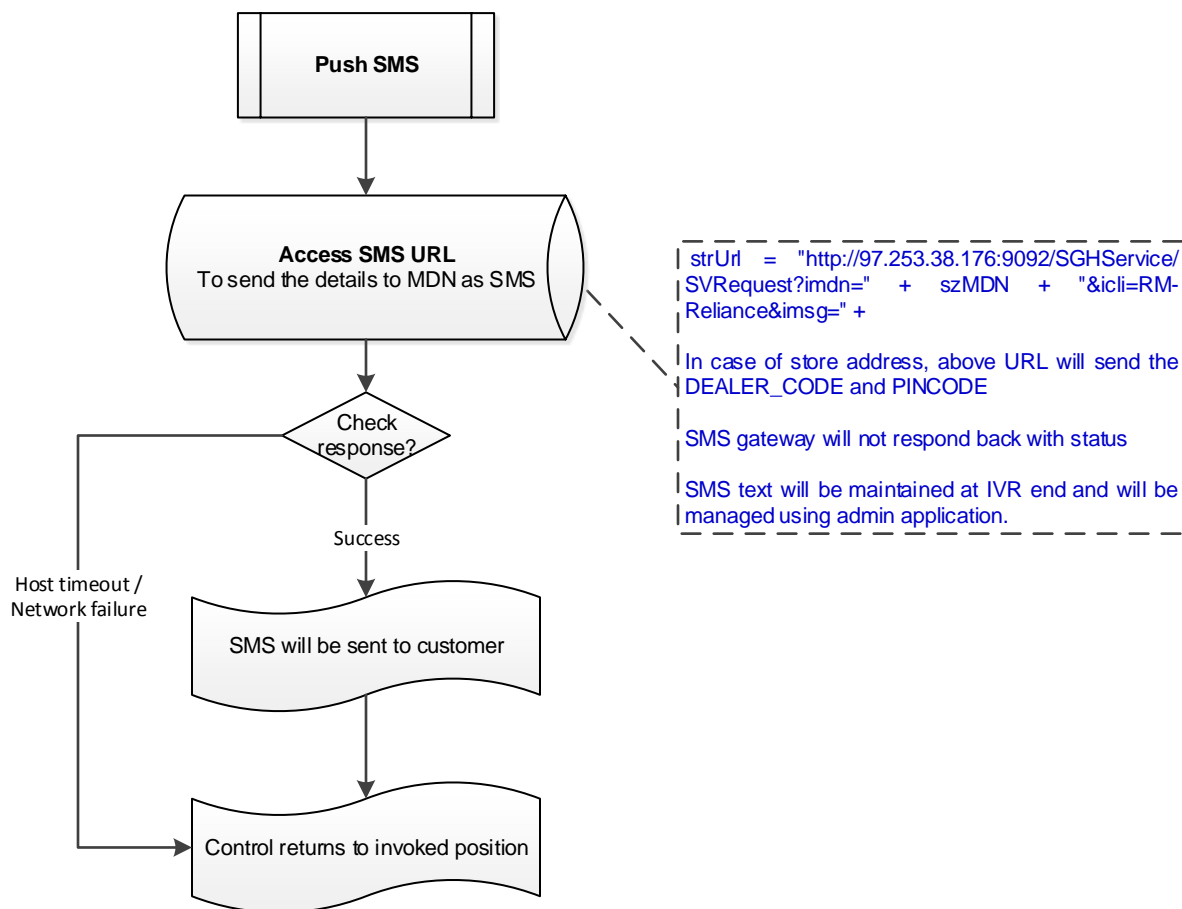
**Number Verification**

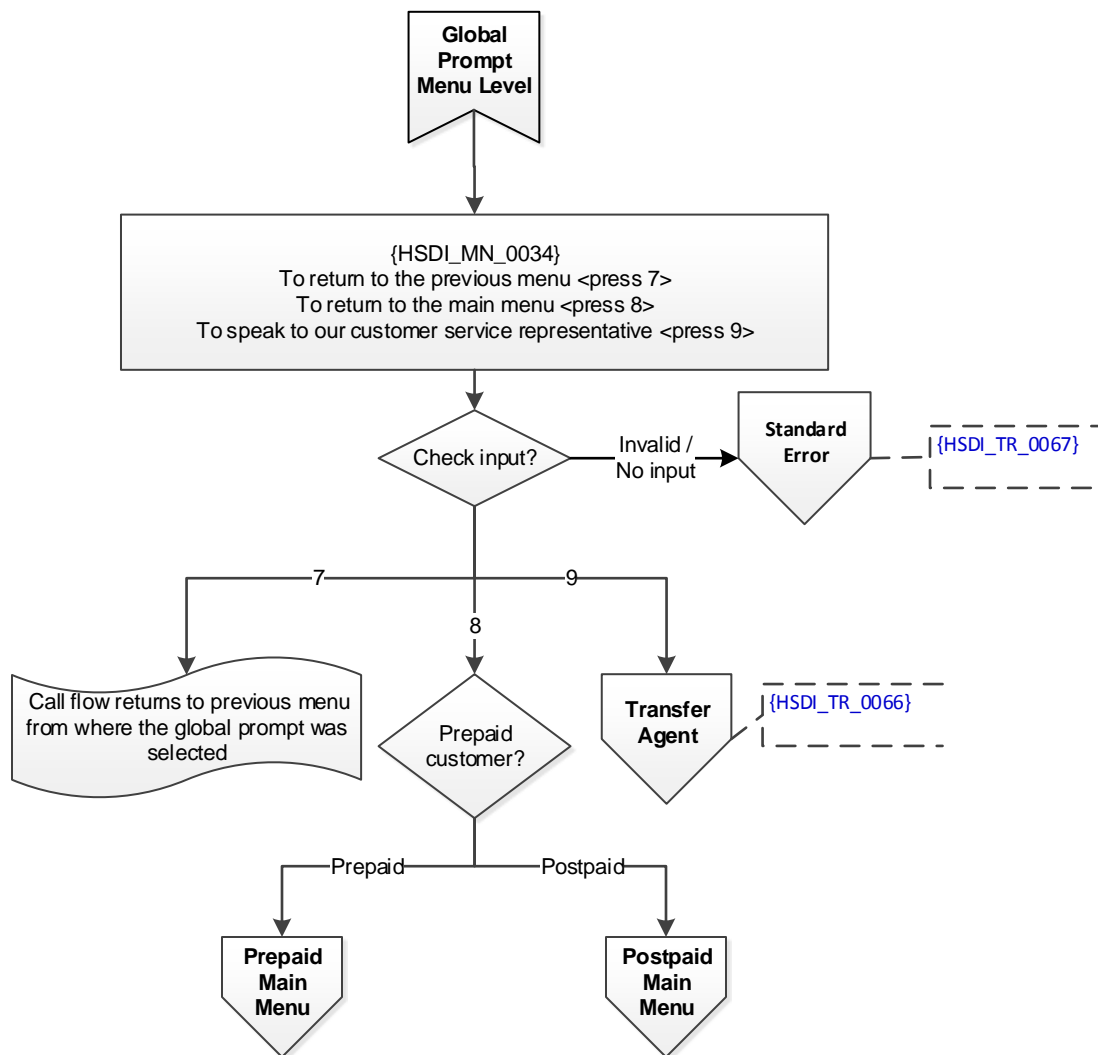
**Credit Card Entry**

# Process Payment

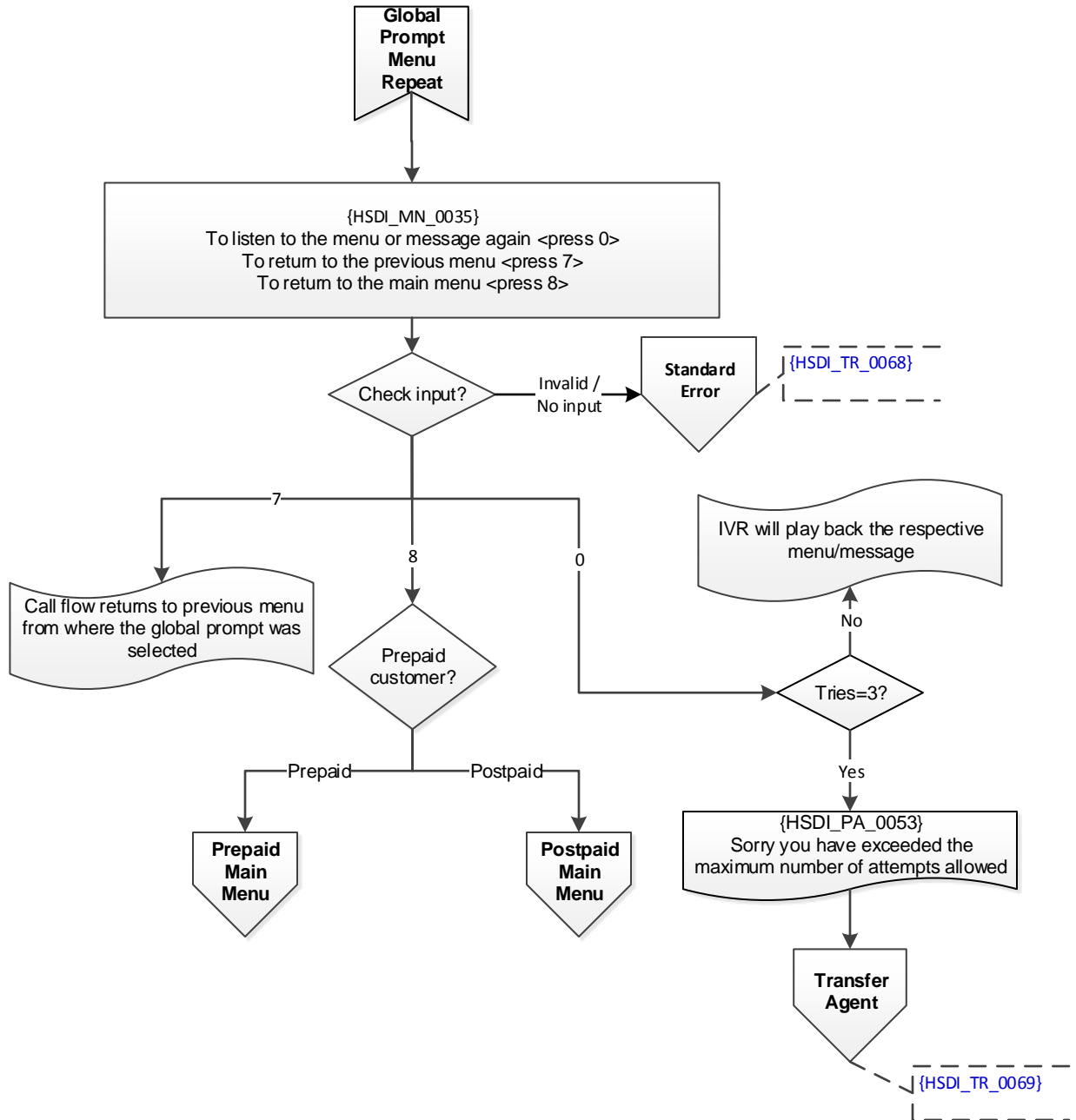
## Process Payment

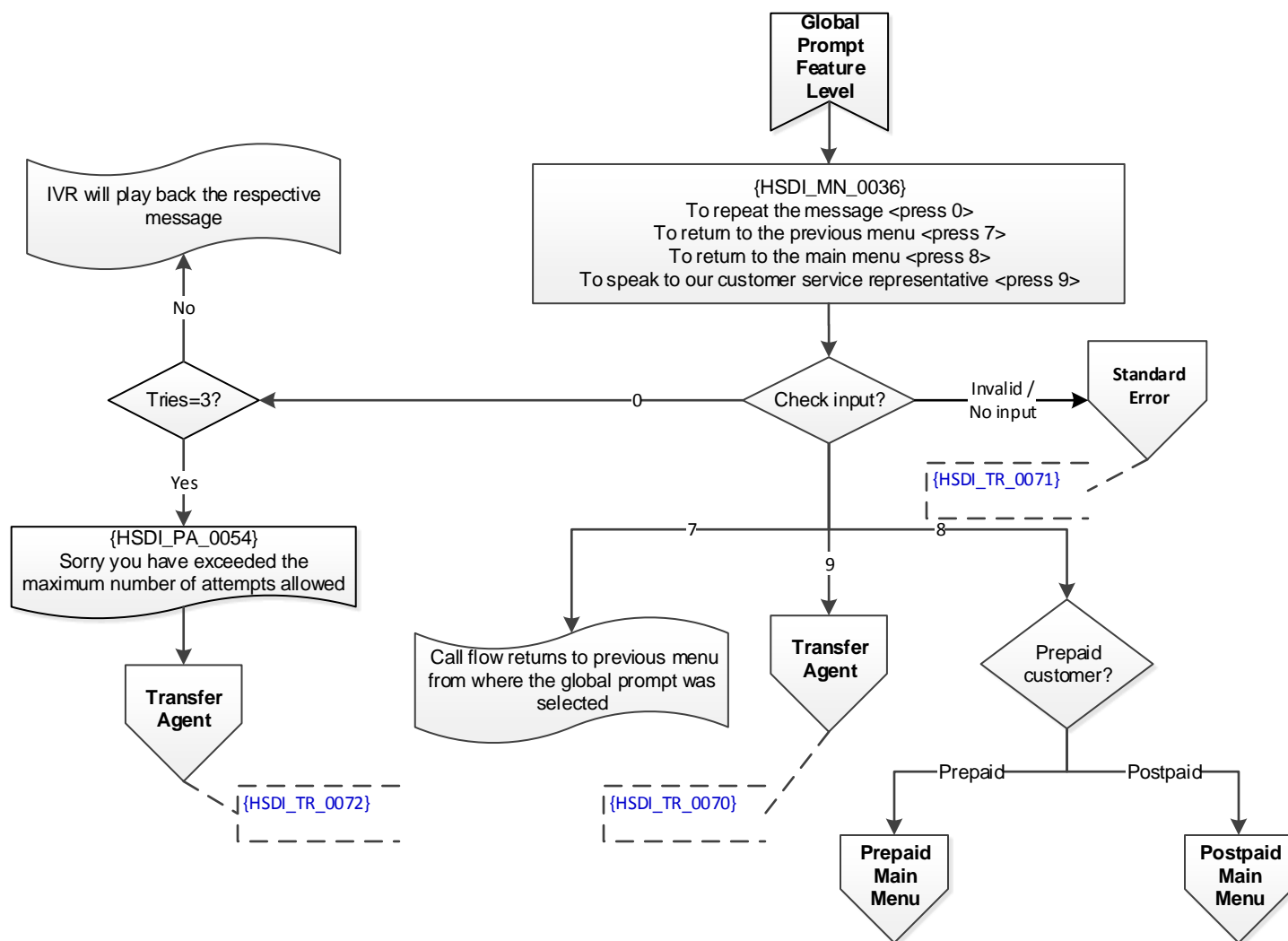


**Push SMS**

**Global Prompt Menu Level**

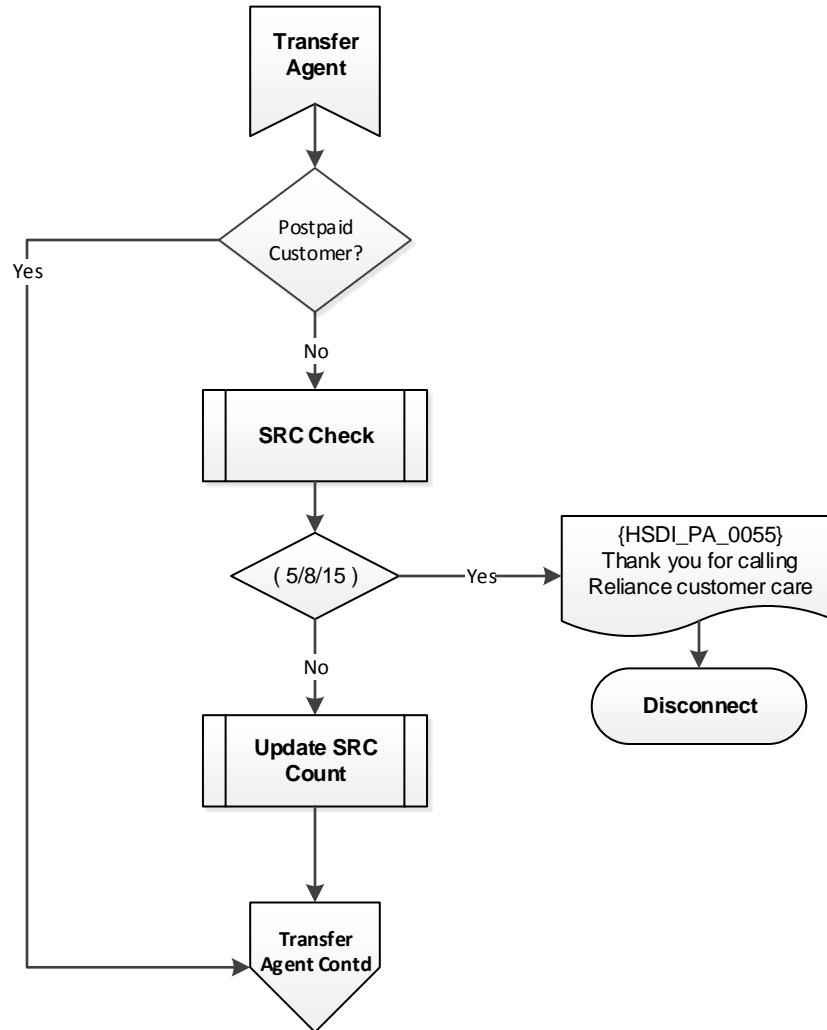


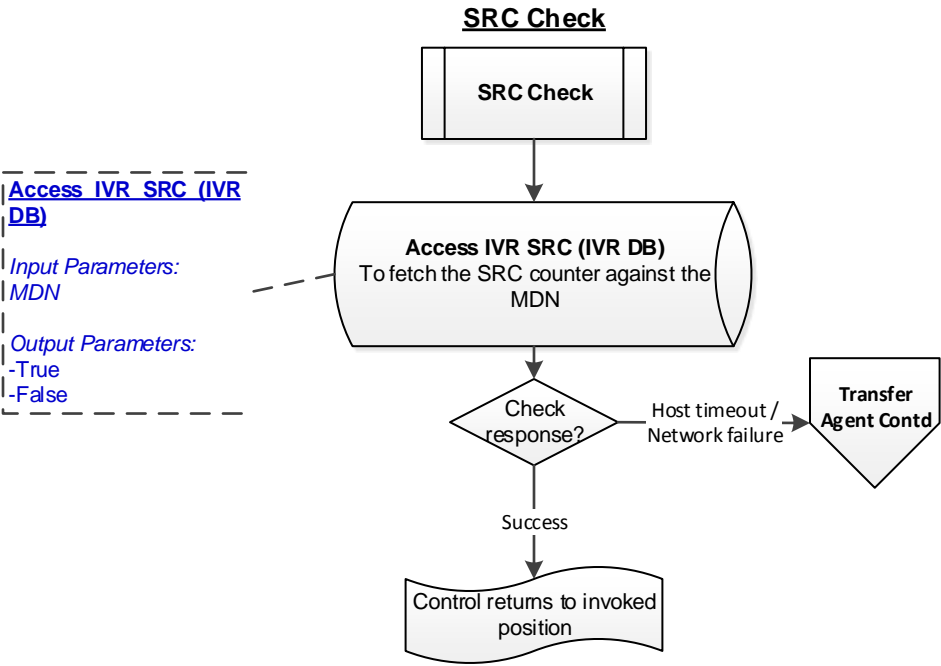
**Global Prompt Menu Level**


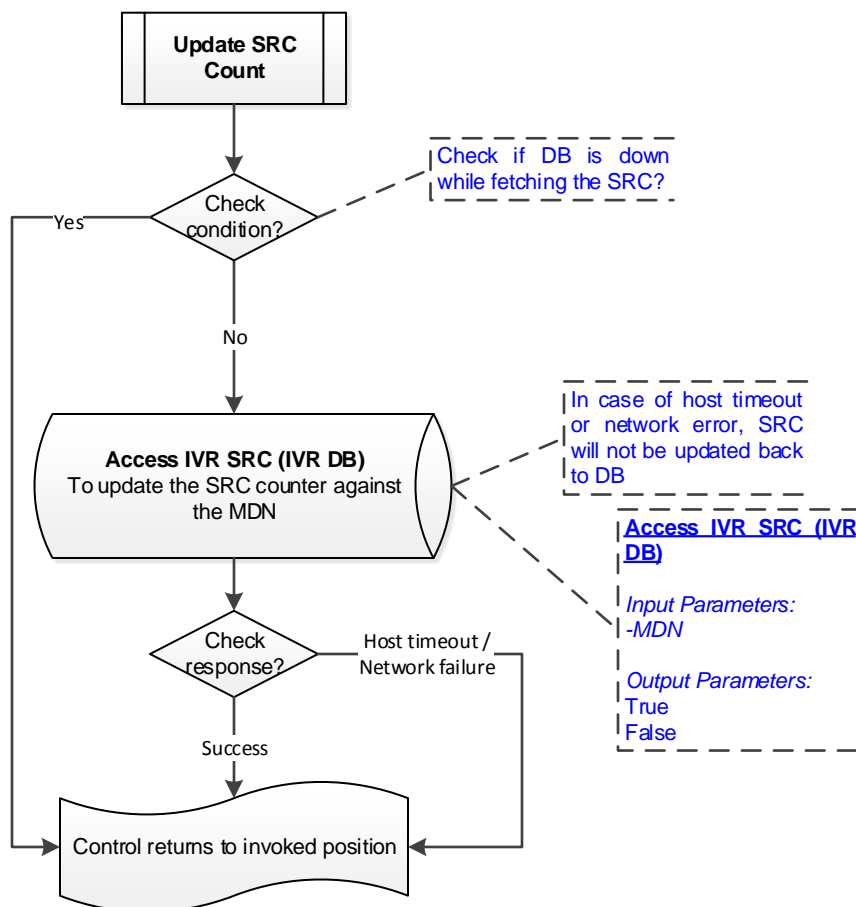
**Global Prompt Feature Level**

**IVR call variables:**

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

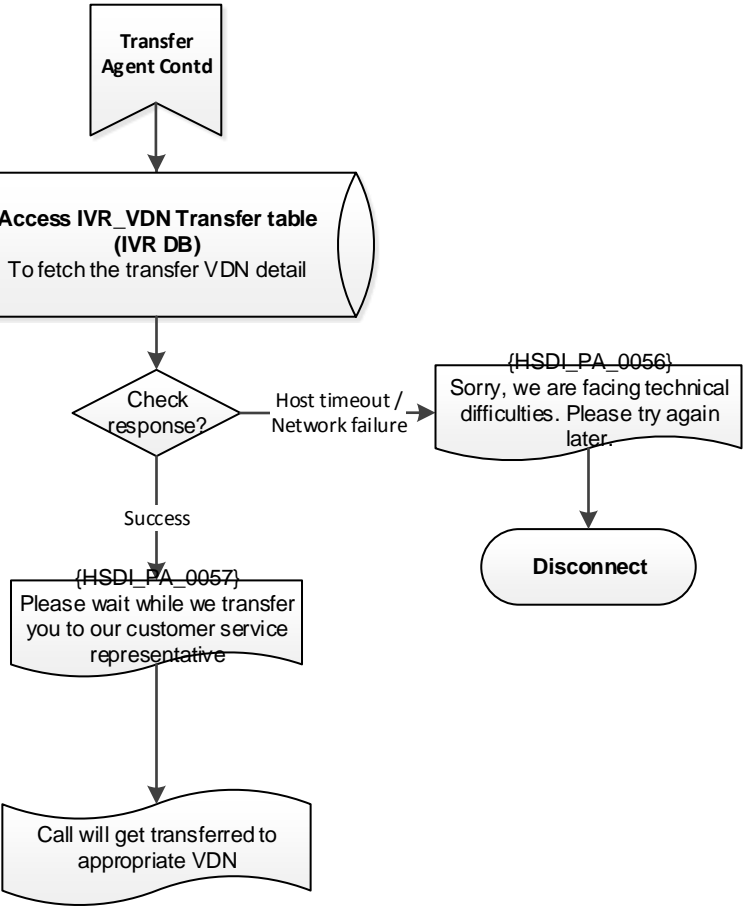
**Transfer Agent**

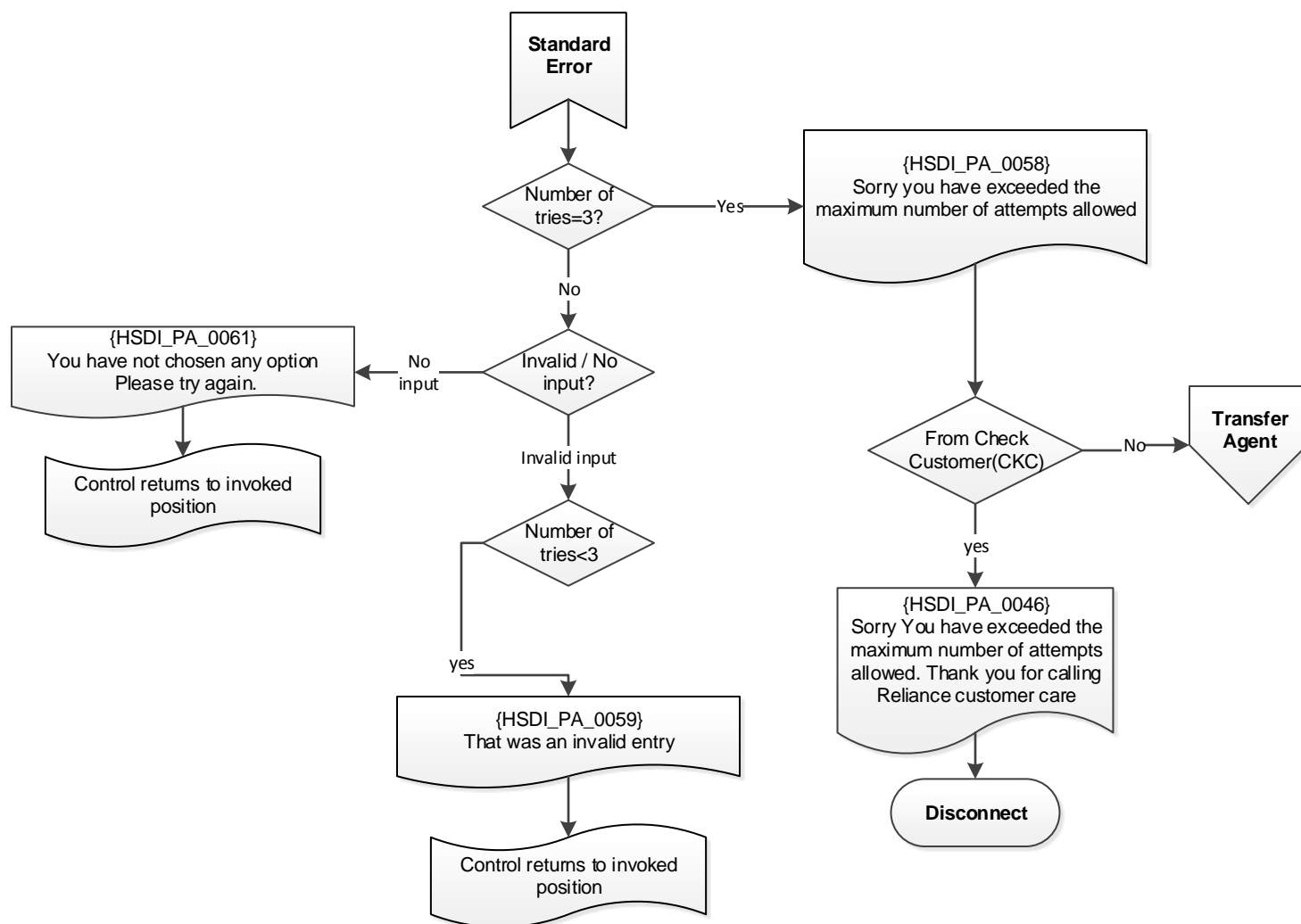


**Update SRC Count**

**Transfer Agent Contd**

Access IVR\_VDN Transfer Table  
Input:  
App name  
Language  
Circle  
Customer segment (gold / silver / HNI)  
Call type  
Output:  
Transfer VDN1  
Transfer VDN2  
VDN 1 / VDN 2 down flag



**Standard Error**

**Link Down**

