

RCOM 1299 IVR Call Flow CDMA, GSM 4G Post Registration Flow

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Version: 1.3

[IVR Callflow - RCOM 1299 4G Migration Flow]



Version History

Version No / Date	Change Initiated By	Update By	Summary of Change
1.0/Apr.12.2016	Rajesh Manjalkar	Yahya Rayyan	Initial draft of the call flow
1.1/Apr.18.2016	Rajesh Manjalkar	Yahya Rayyan	Merged phase I and Phase II
1.2/Apr.18.2016	Deepinder	Yahya Rayyan	Removed registration menu and SMS
1.3/Jul.27.2016	Rajesh Manjalkar	Yahya Rayyan	Included GSM Prepaid and Postpaid 4G registration services.

[IVR Callflow - RCOM 1299 4G Migration Flow]



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.



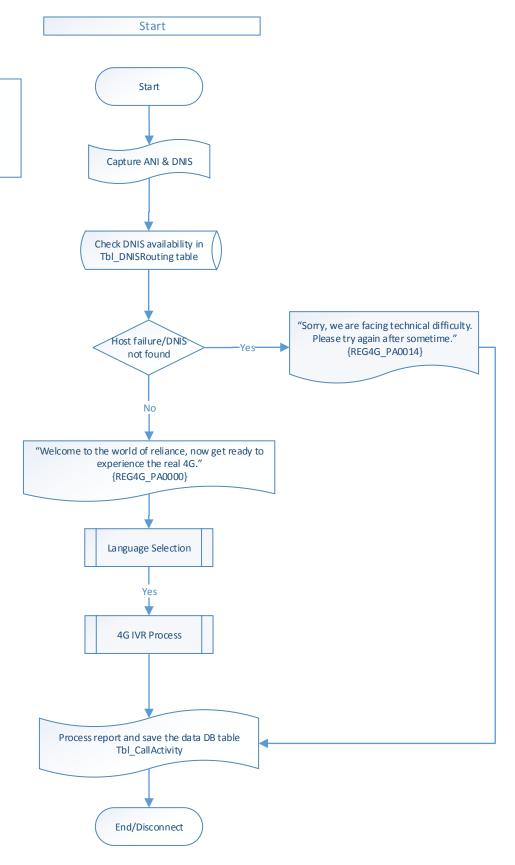
<u>Universal Business Rules</u>

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) CDMA Postpaid customers, dialing 1299
- 2) CDMA Prepaid customers, dialing 1299
- 3) GSM Postpaid Customers
- 4) GSM Prepaid Customers

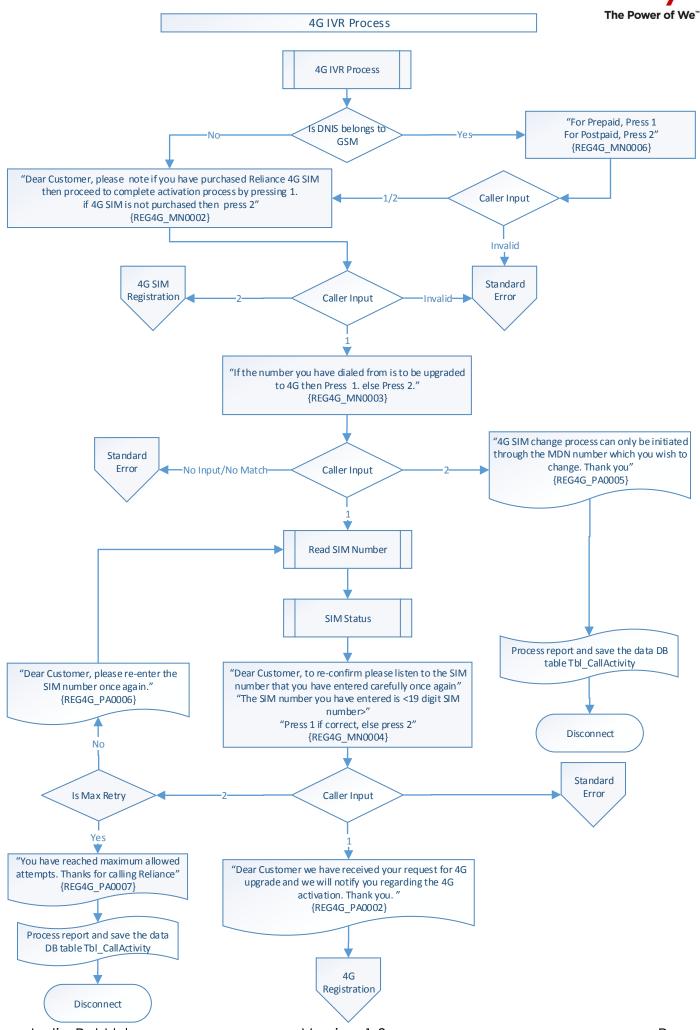




Languages 13 1 English 2 Hindi Language Selection 3 Tamil 4 Marathi 5 Gujarati 6 Punjabi 7 Telugu Language Selection 8 Kannada Input:MDN 9 Malayalam Output:Default language 10 Oriya 11 Bengali 12 Assamese Query Customer Profile table to fetch 13 Kashmiri default language for the MDN **Host Status** Failure Play Language Options Success "To continue in <Language 1>, Press 1" "That was an invalid entry. Please try again" "To continue in<Language 2>, Press 2" {REG4G_PA0003} "To continue in <Language 3>, Press 3" {REG4G_MN0001} No Valid Selection Is Max Retry Yes Set default language Englsih Set the default language Set the language selected

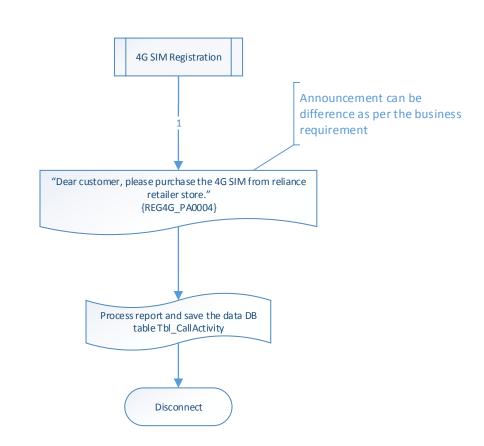
4G Registration







4G SIM Registration

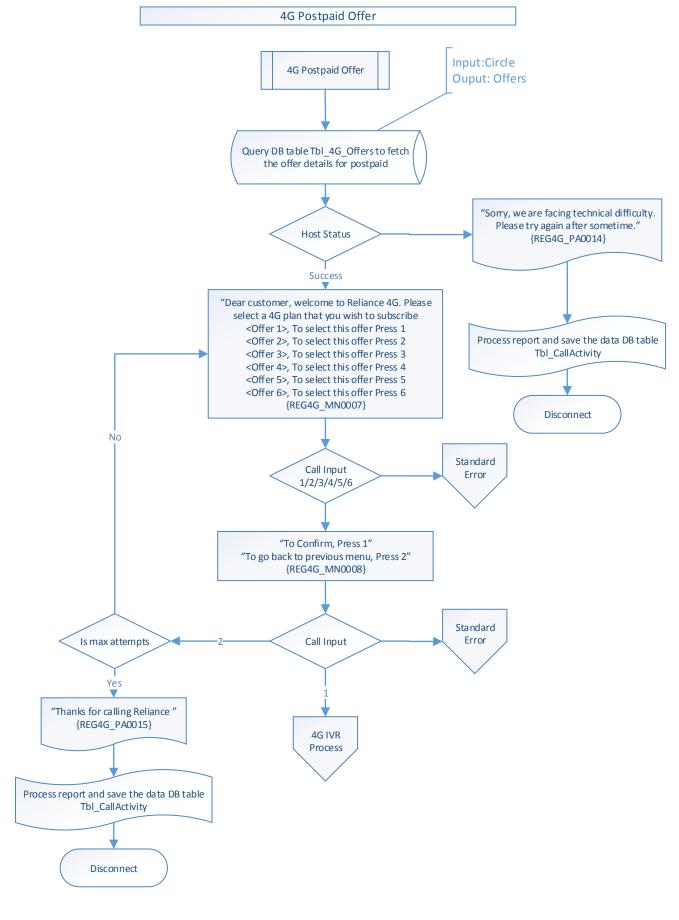




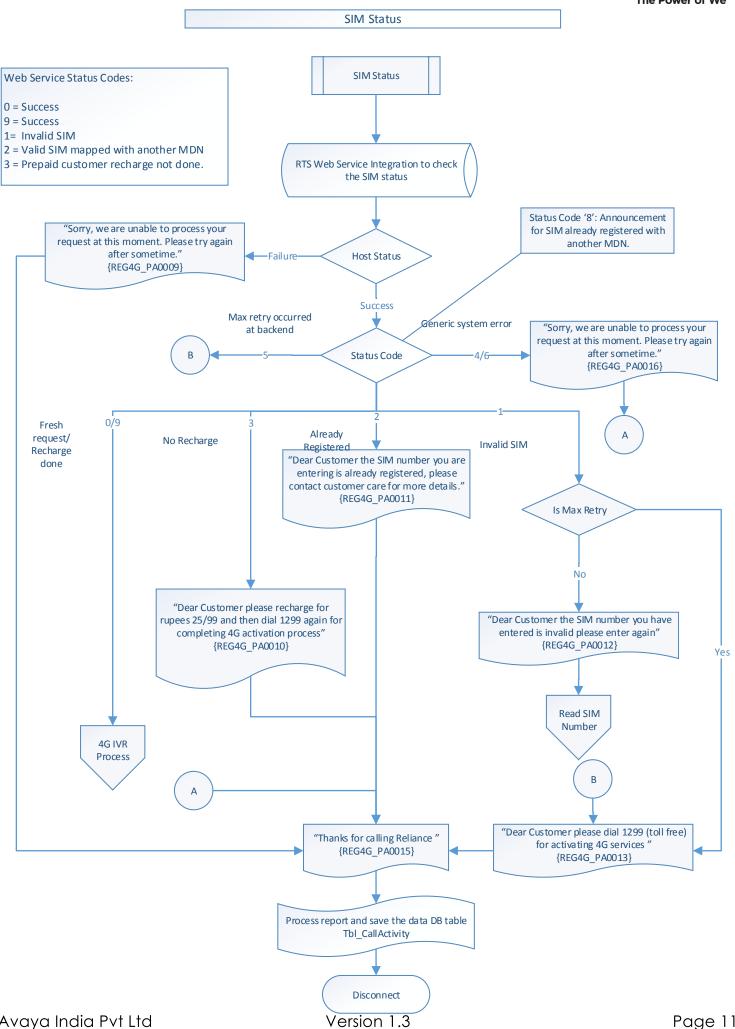
Read SIM Number Read SIM Number "Dear Customer to upgrade to Reliance 4G, please enter the 19 digit SIM number carefully that is at the back of your SIM" {REG4G_MN0005} "The SIM number you have entered is invalid. Please try again" {REG4G_PA0008} No No Is Max Retry SIM Entry Invalid Valid "The SIM number you have entered is <19 digit SIM number>" "To Confirm, Press 1" "To re enter, Press 2" {REG4G_MN0006} Yes Standard Error Customer Input Is Max Retry "You have reached maximum allowed "You have reached maximum allowed attempts. Thanks for calling Reliance" attempts. Thanks for calling Reliance" Caller from GSM {REG4G_PA0007} {REG4G_PA0007} Postpa id Yes Process report and save the data DB table Process report and save the data DB table Tbl_CallActivity Tbl_CallActivity 4G Postpaid Offer Disconnect Disconnect

4G IVR Process











Standard Error

Standard Error

