

RCOM CWG IVR

Last updated on: Feb 22nd 2016

Version: 1.2

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.23.2015	-	Karthikeyan G	Initial draft of the call flow
0.02 / Feb.17.2015	RCOM	Raajesh Kumar	<ul style="list-style-type: none"> - Added interface for KDM and CWG - Language updated - Removed CWG South flow - Added intelligent layer (SR and Interaction History) - Added separate flow for customer category AE, BE, C, CE
0.03 / Feb.18.2015	RCOM	Daranivasan.A	<ul style="list-style-type: none"> - Intelligent Layer removed as per discussion with Amit
0.04 / Mar.13.2015	Servion	Daranivasan.A	Added IVR DB interface details
0.05 / Jun.02.2015	Servion	Daranivasan.A	Updated Transfer code, Prompt & Menu IDs and Host details
1.1 / Jun.02.2015	Servion	Daranivasan.A	Baselining
1.2 / Feb.22.2016	HP	Sachin Khurana	Taking MDN from caller after welcome prompt

Standard Call Flow Conventions



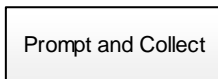
This shape represents the Start or End of the IVR Application



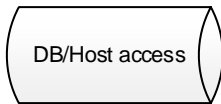
This shape represents speech announcements with out caller input



This shape represents any process that happens in the background



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



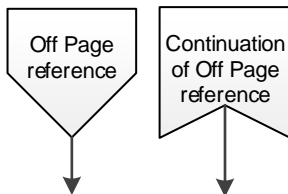
This shape represents the host or database access.



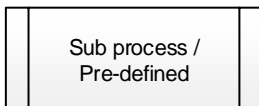
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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.



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

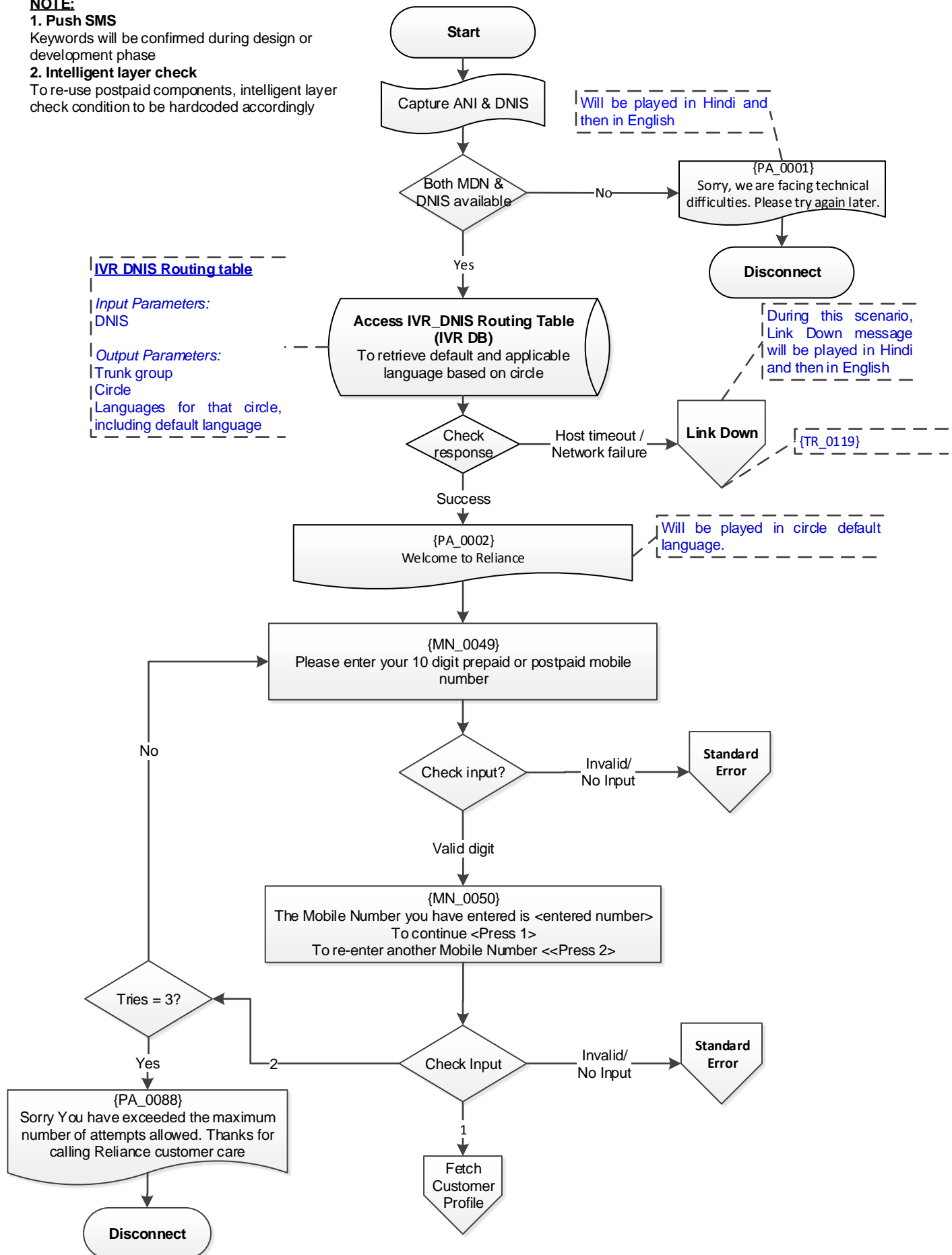
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali	Language selection will be dynamically offered based on the circle Default language will vary for each 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 paise. (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>	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 <press 0> 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>	-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

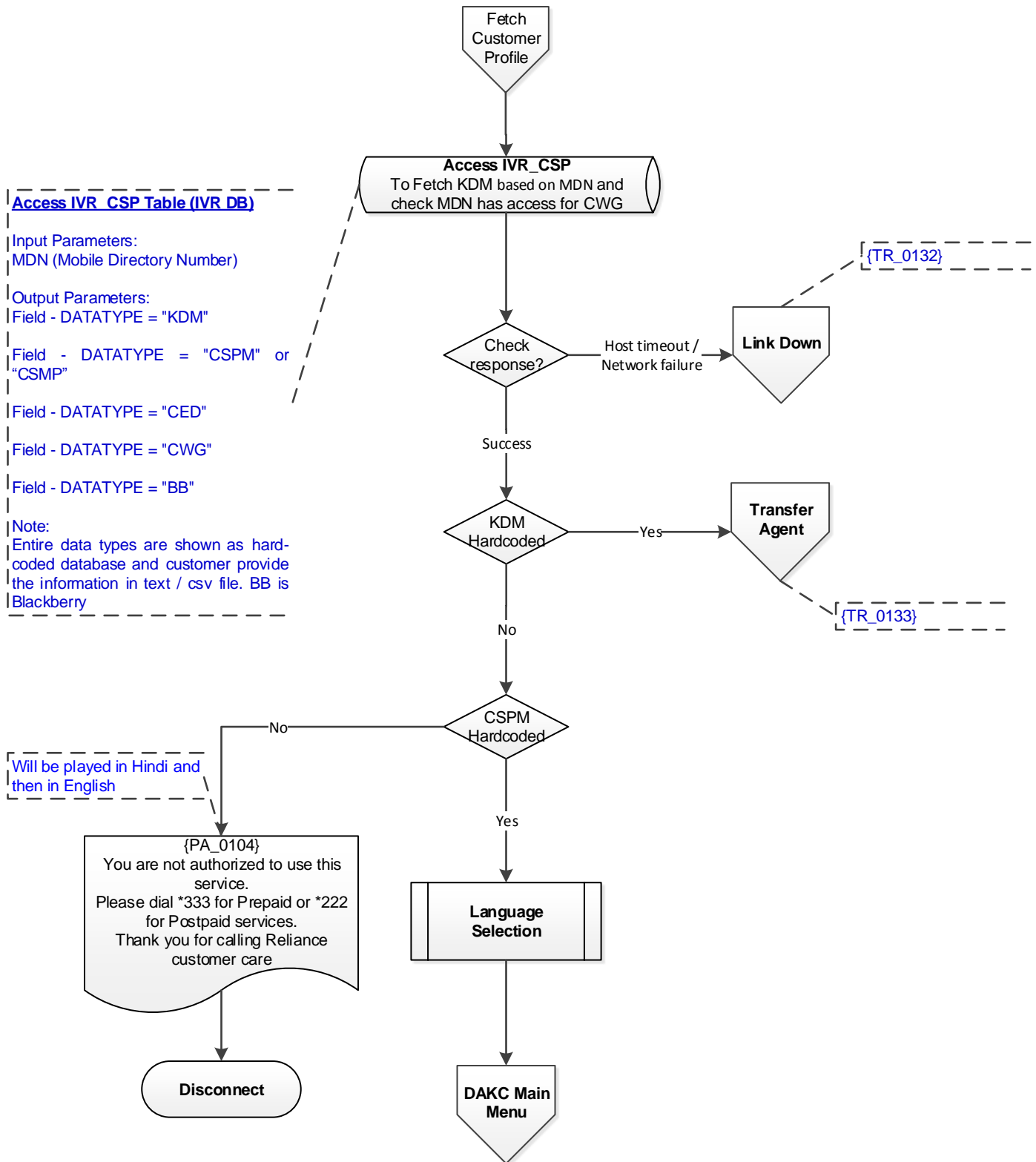
Start: 363**NOTE:****1. Push SMS**

Keywords will be confirmed during design or development phase

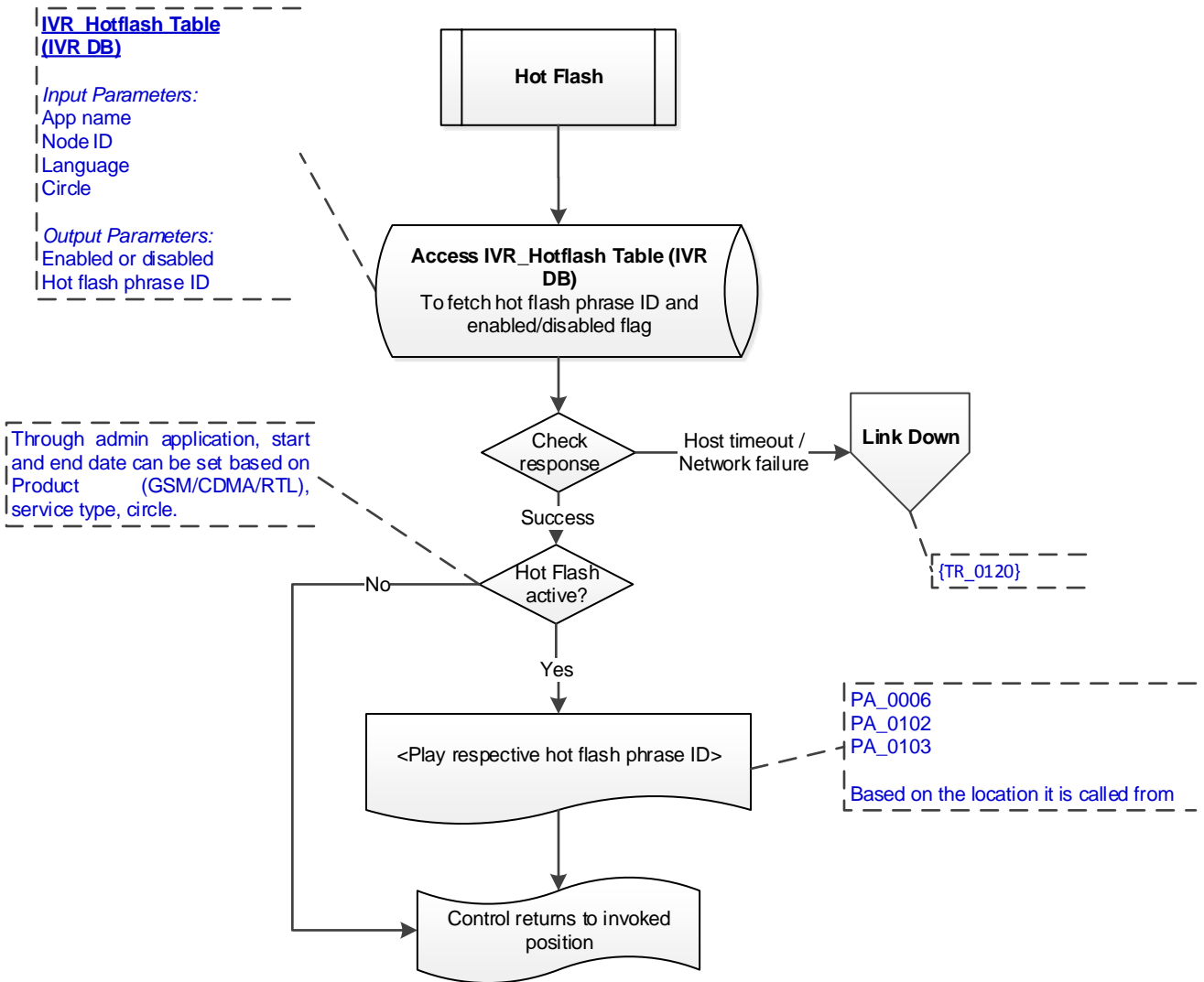
2. Intelligent layer check

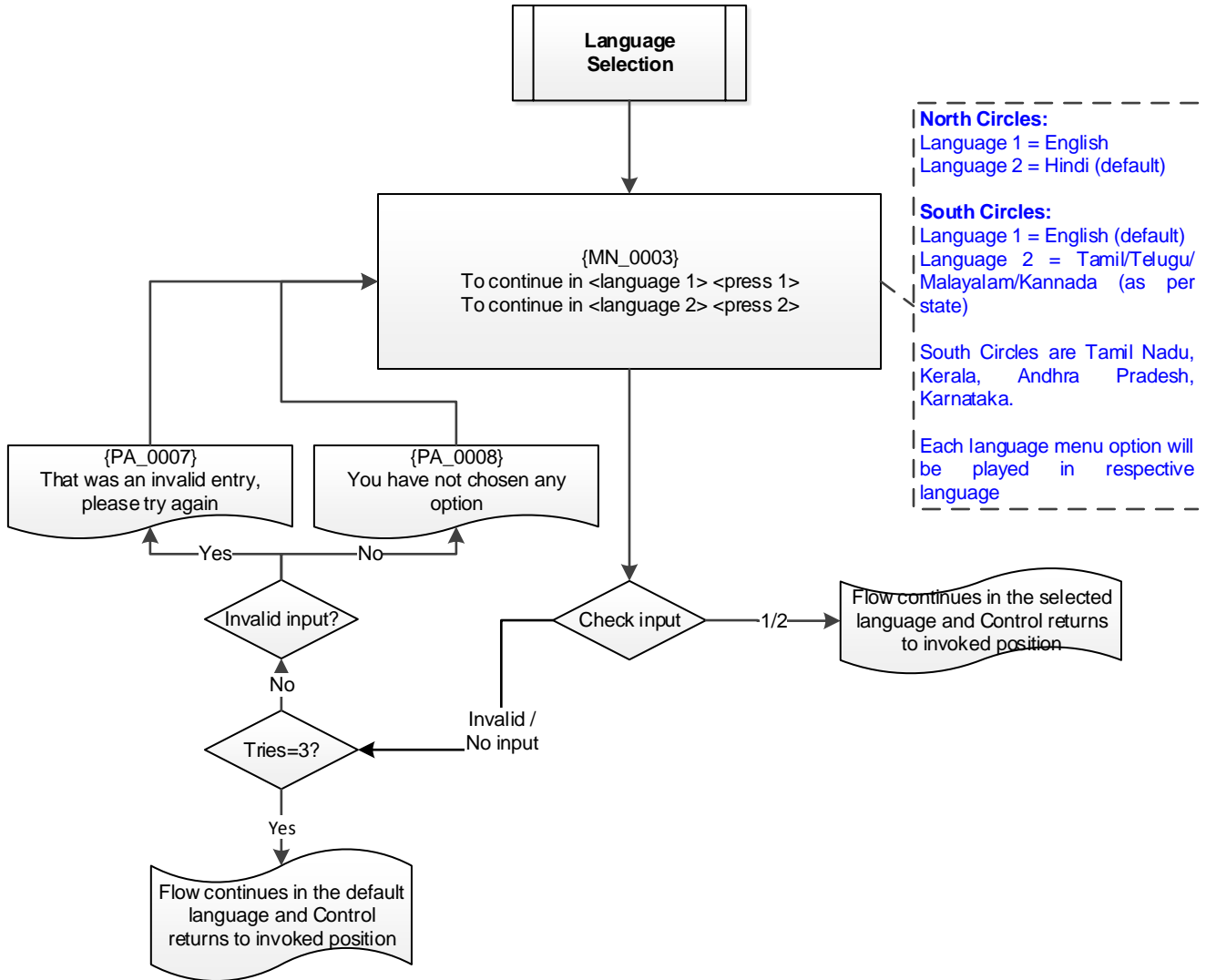
To re-use postpaid components, intelligent layer check condition to be hardcoded accordingly

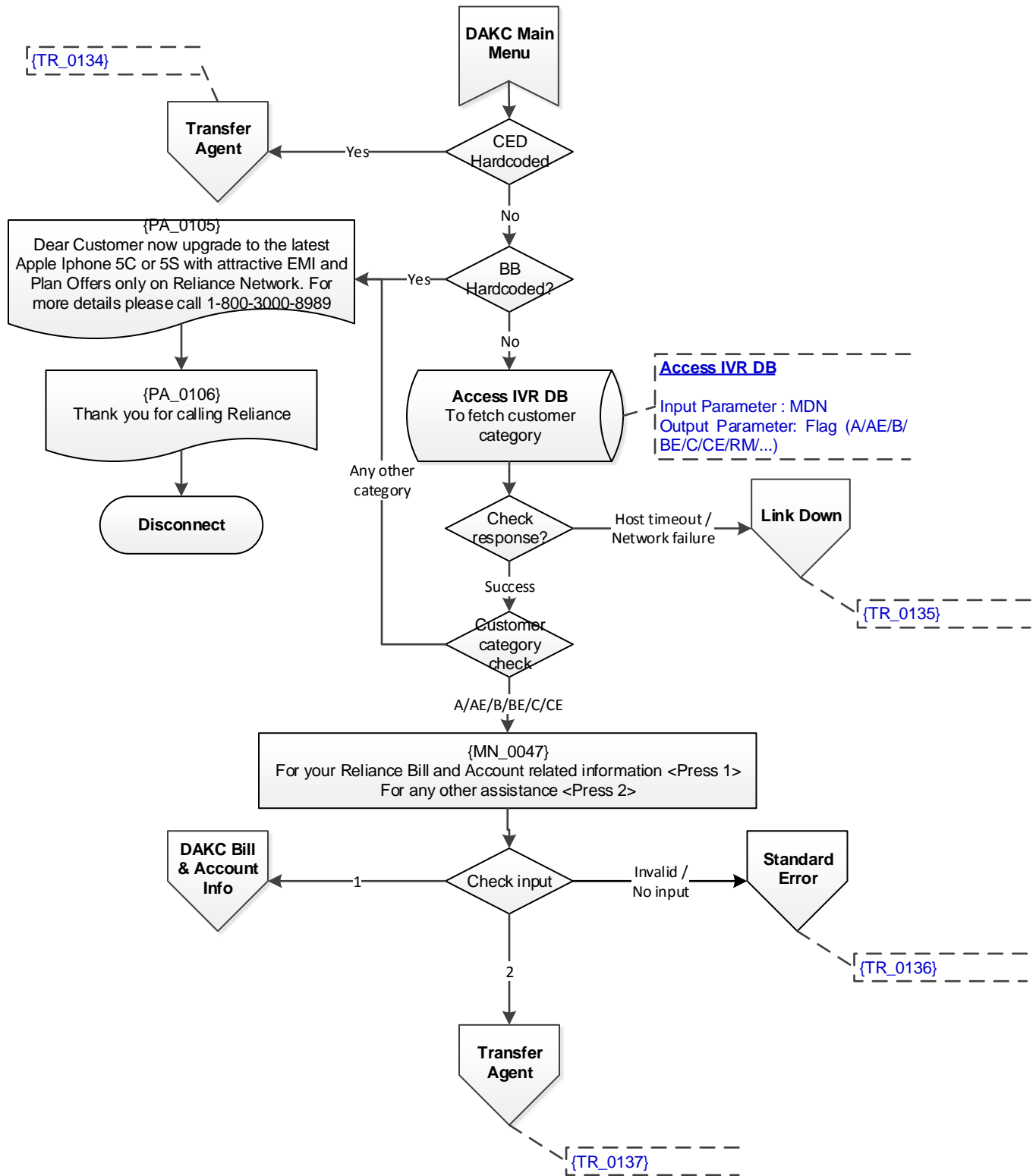


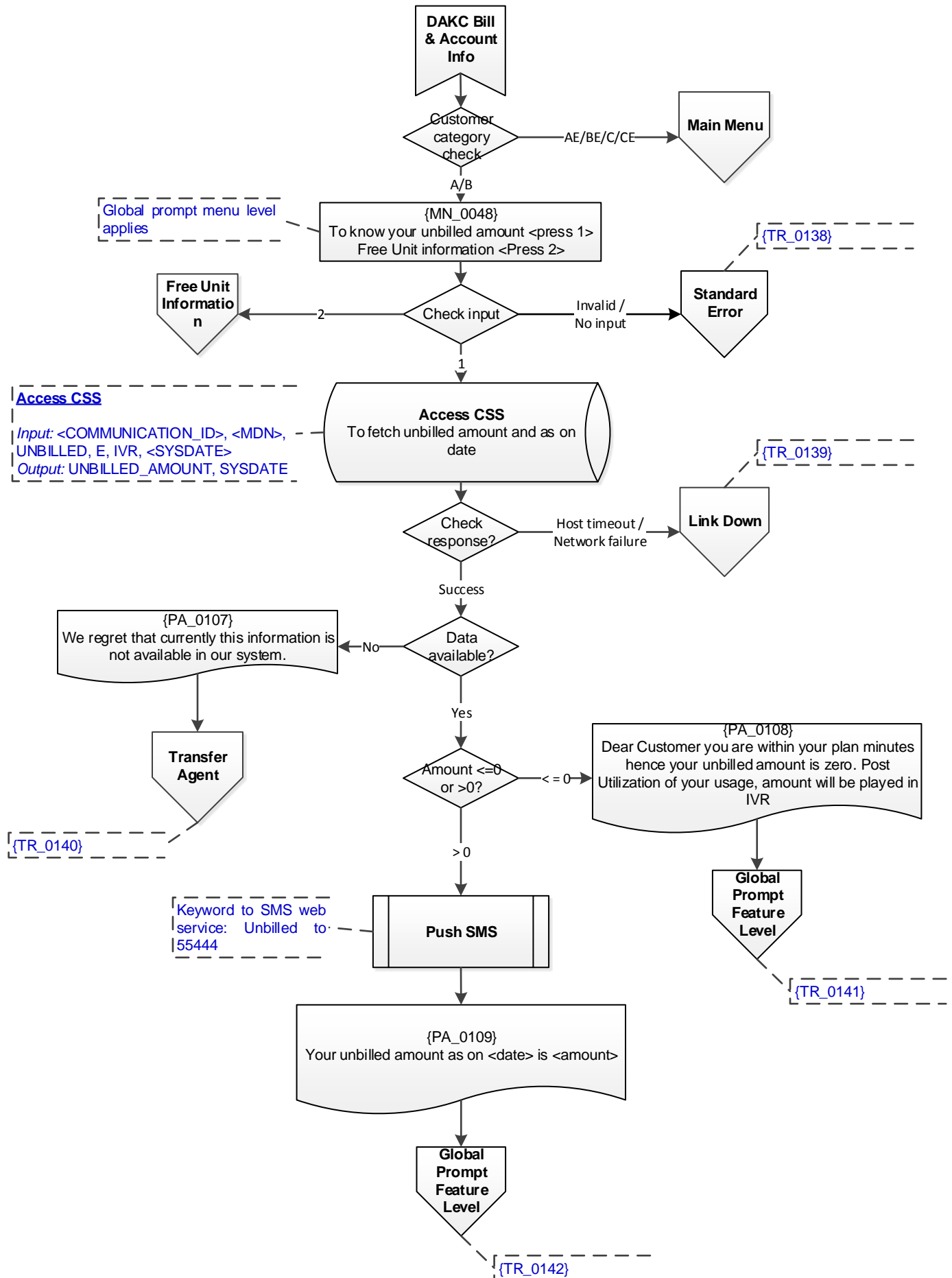


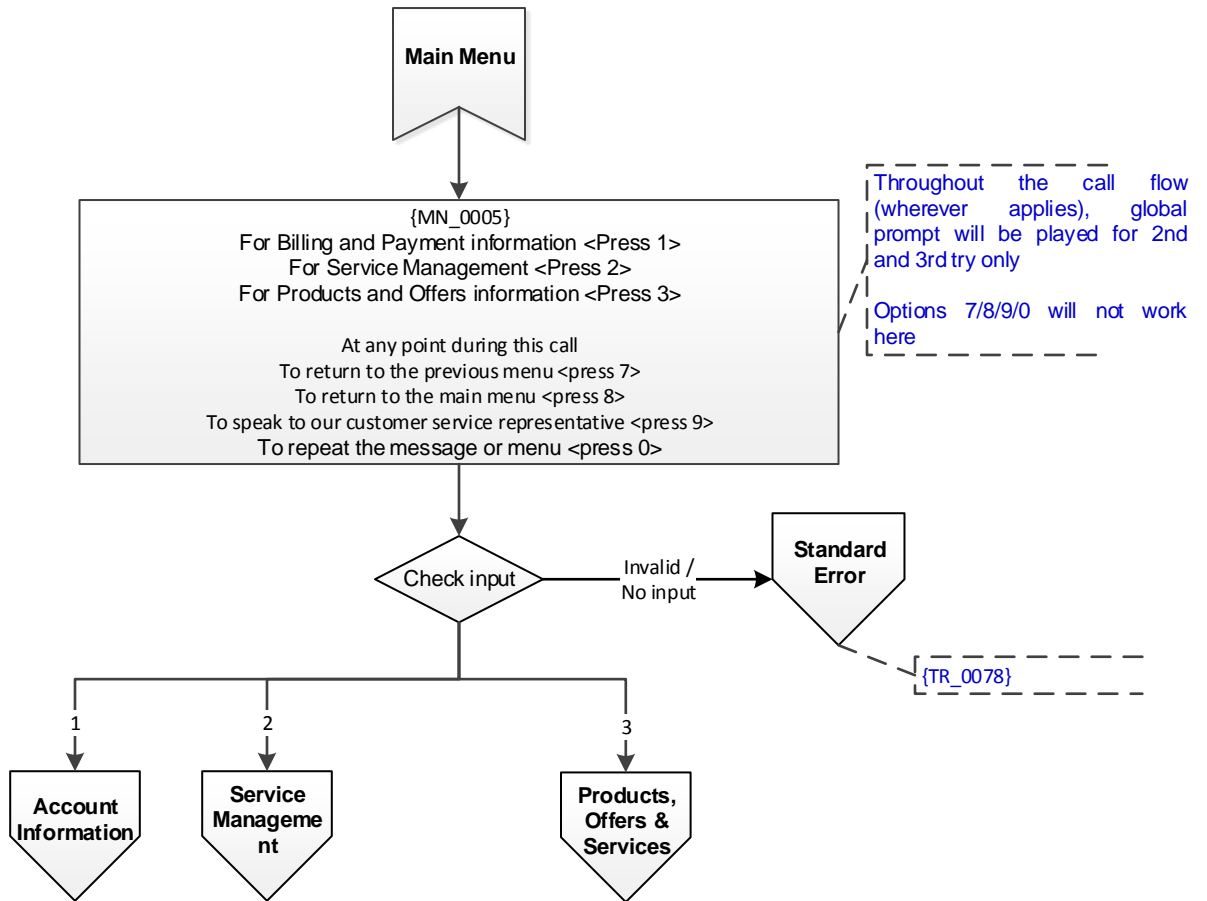
Hot Flash



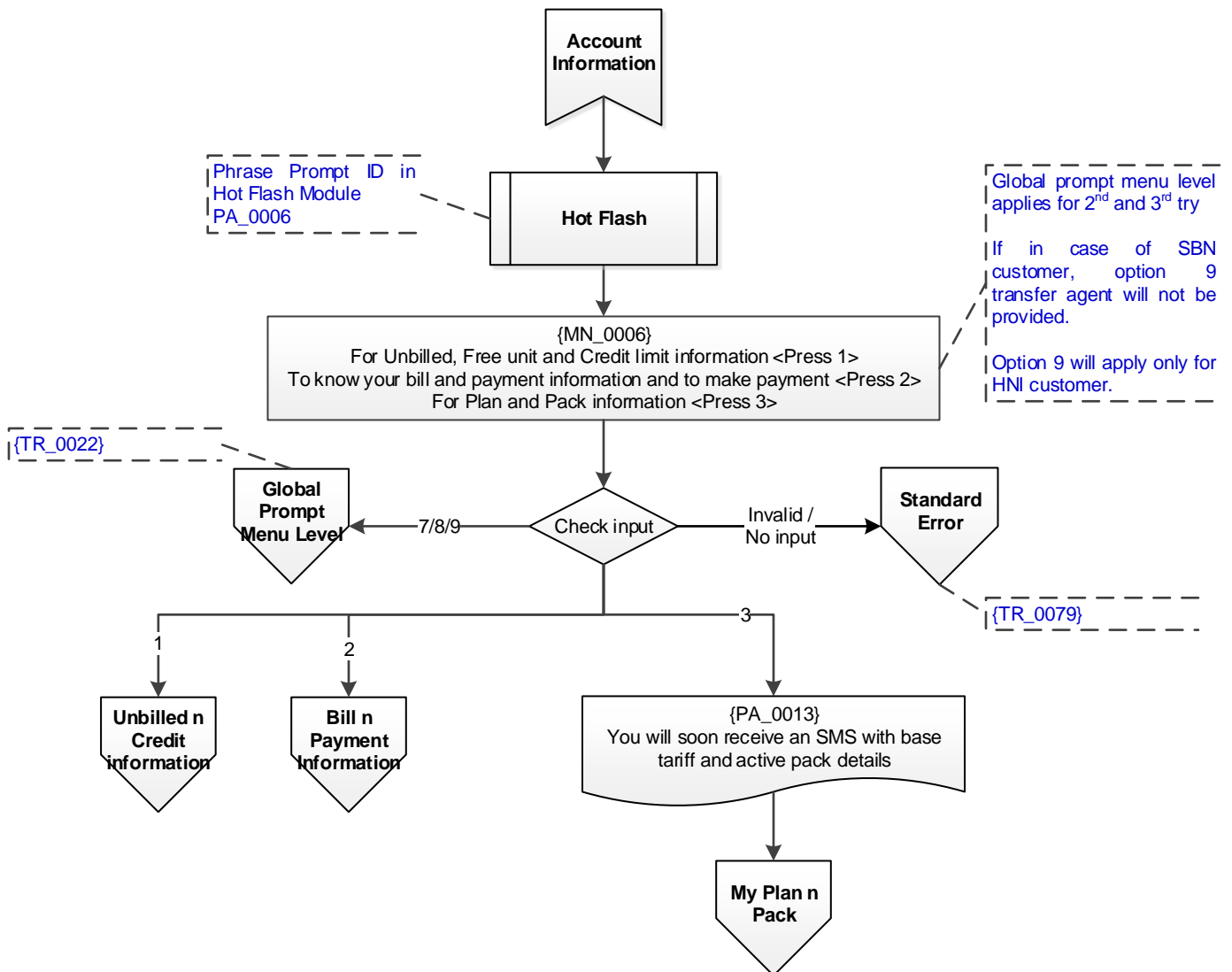
Language Selection

DAKC Main Menu

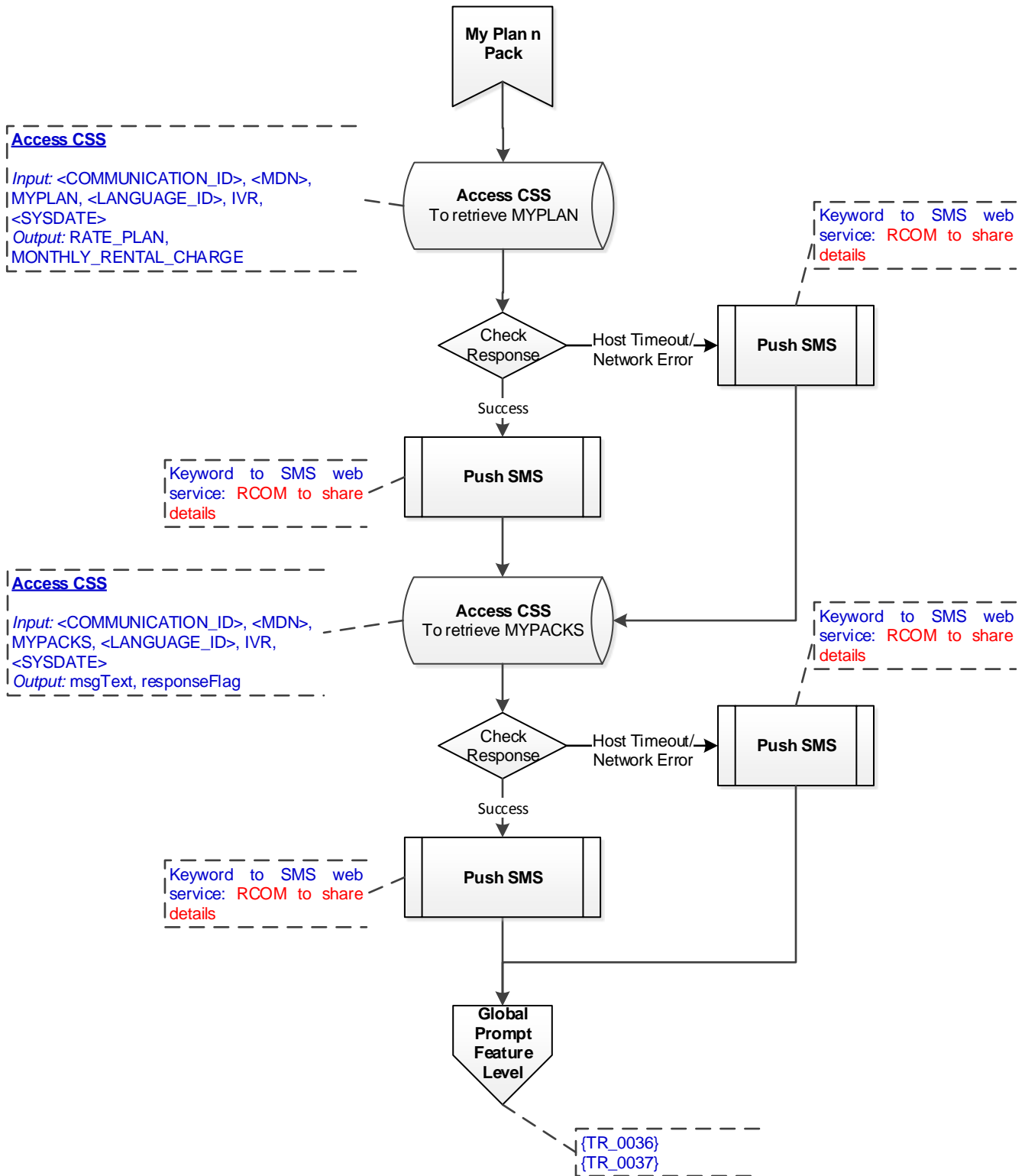
DAKC Bill & Account Info

Main Menu

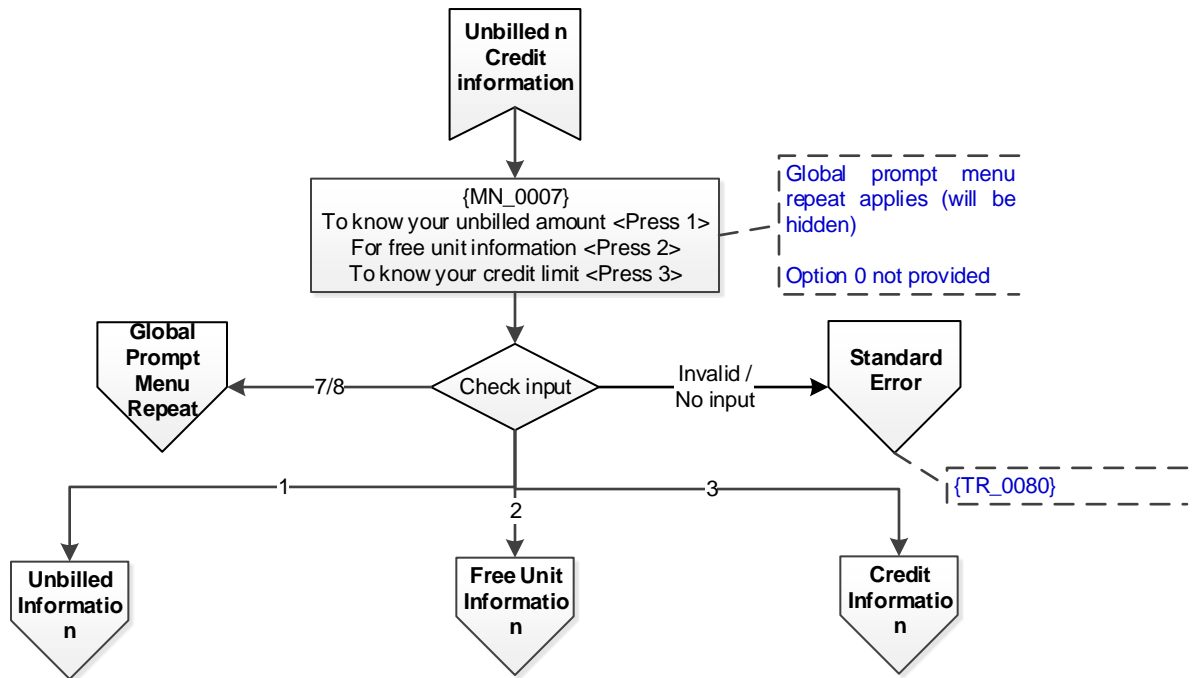
Account Information



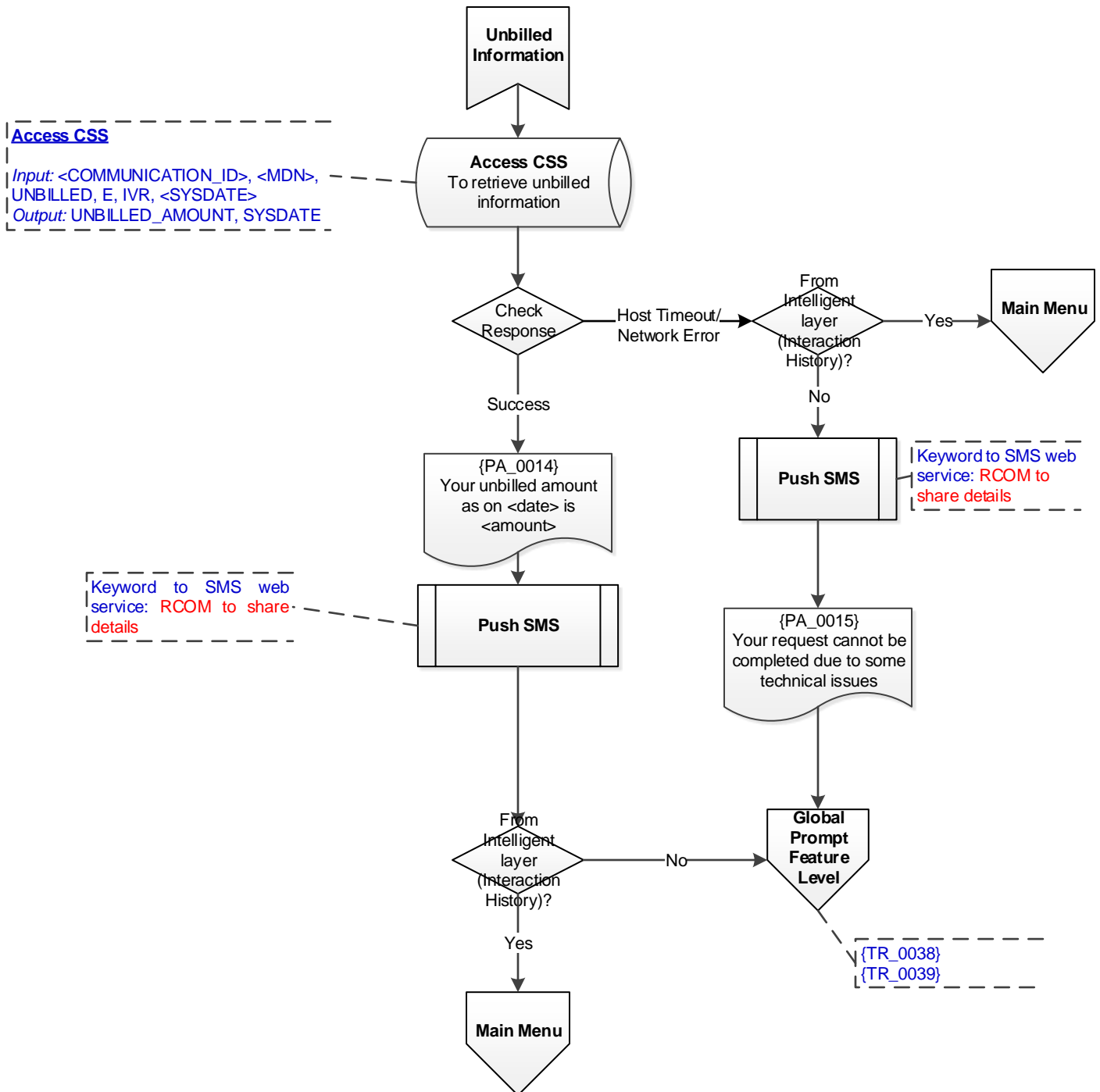
My Plan n Pack



Unbilled n Credit information



Unbilled Information



Free Unit Information

Access CSS

Input: COMMUNICATION_ID, <MDN>, FUNITS, LANGUAGE_ID, IVR, <SYSDATE>

Output: FRU_CATEGORY, FRU_ALLOCATED_UNITS, FRU_CONSUMED_UNITS, FRU_REMAINING_UNITS, FRU_PERIOD_END_DATE, FRU_UOM

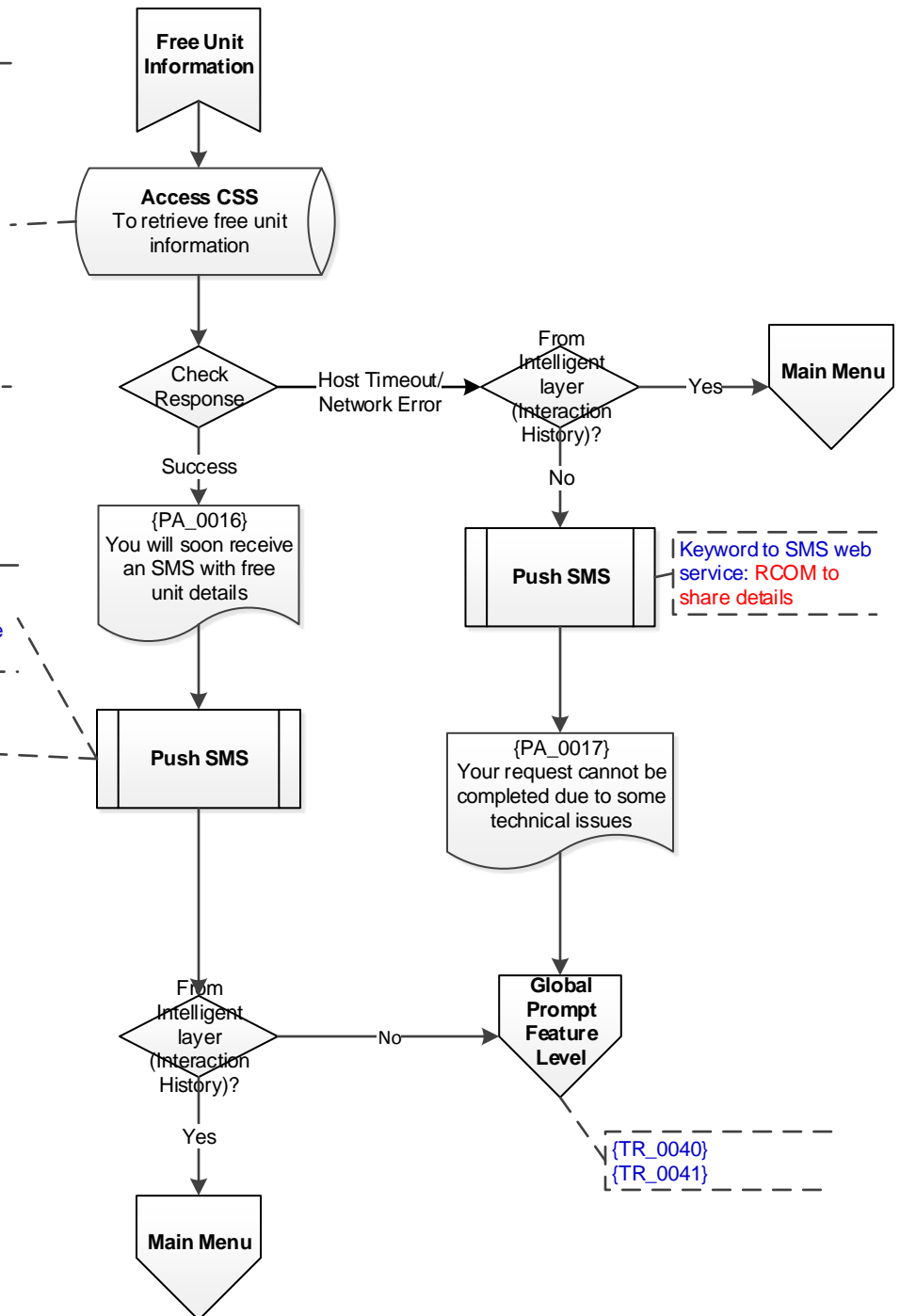
UOM Possible values: Cash, Duration, Events, KB, Seconds

SMS to be pushed for each record received separately. There may be more than one record.

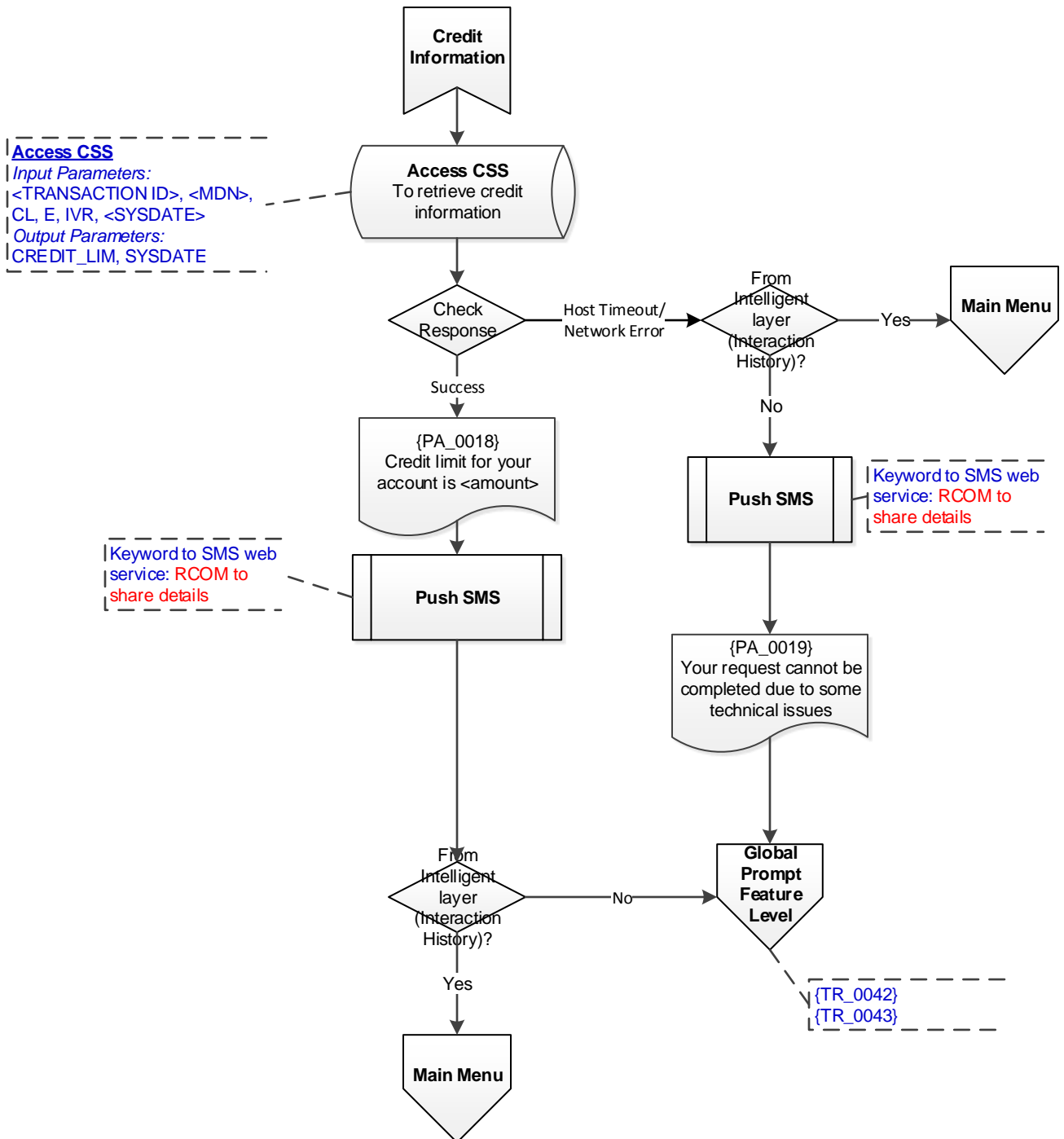
Keyword to SMS web service: RCOM to share details

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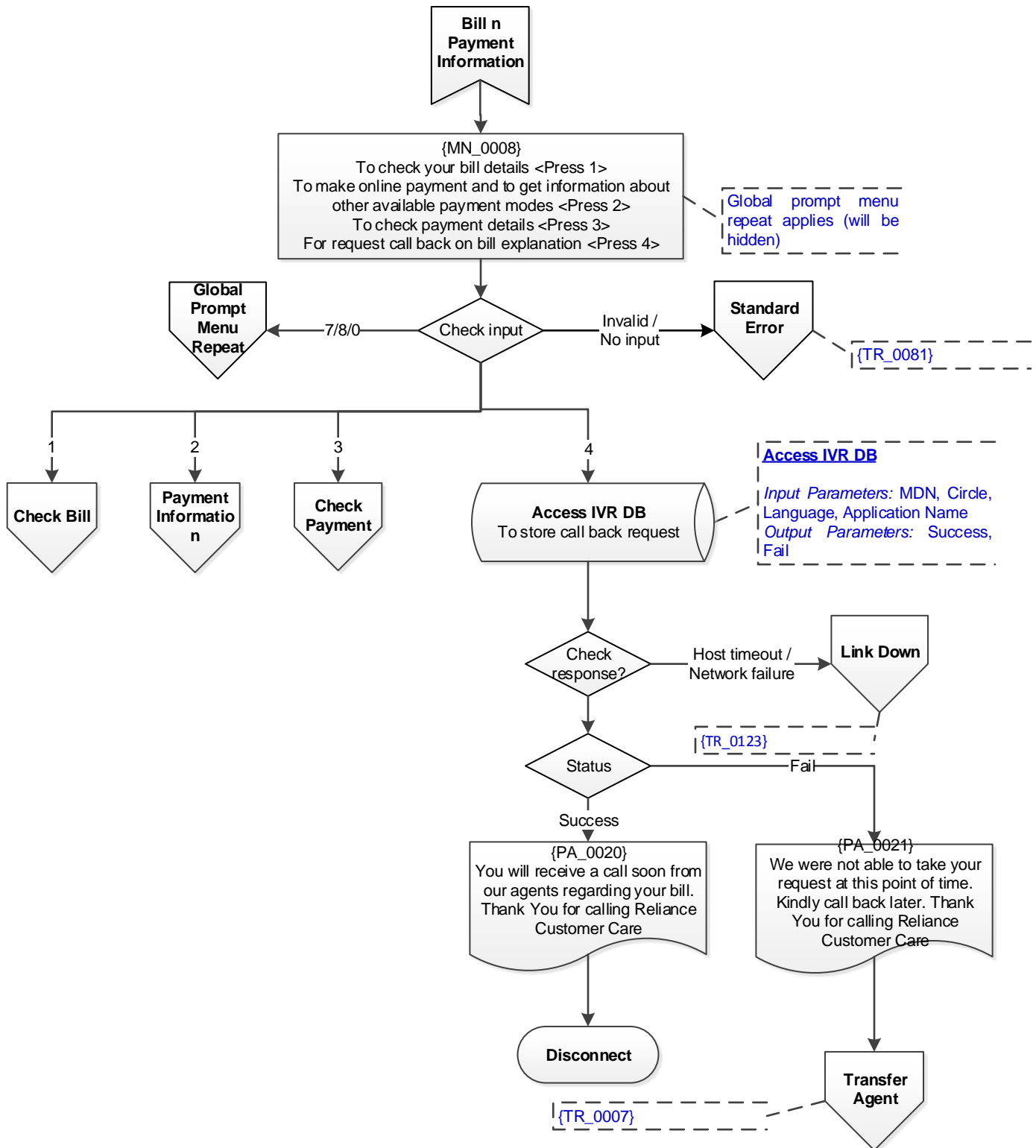
{TR_0040}
{TR_0041}



Credit Information



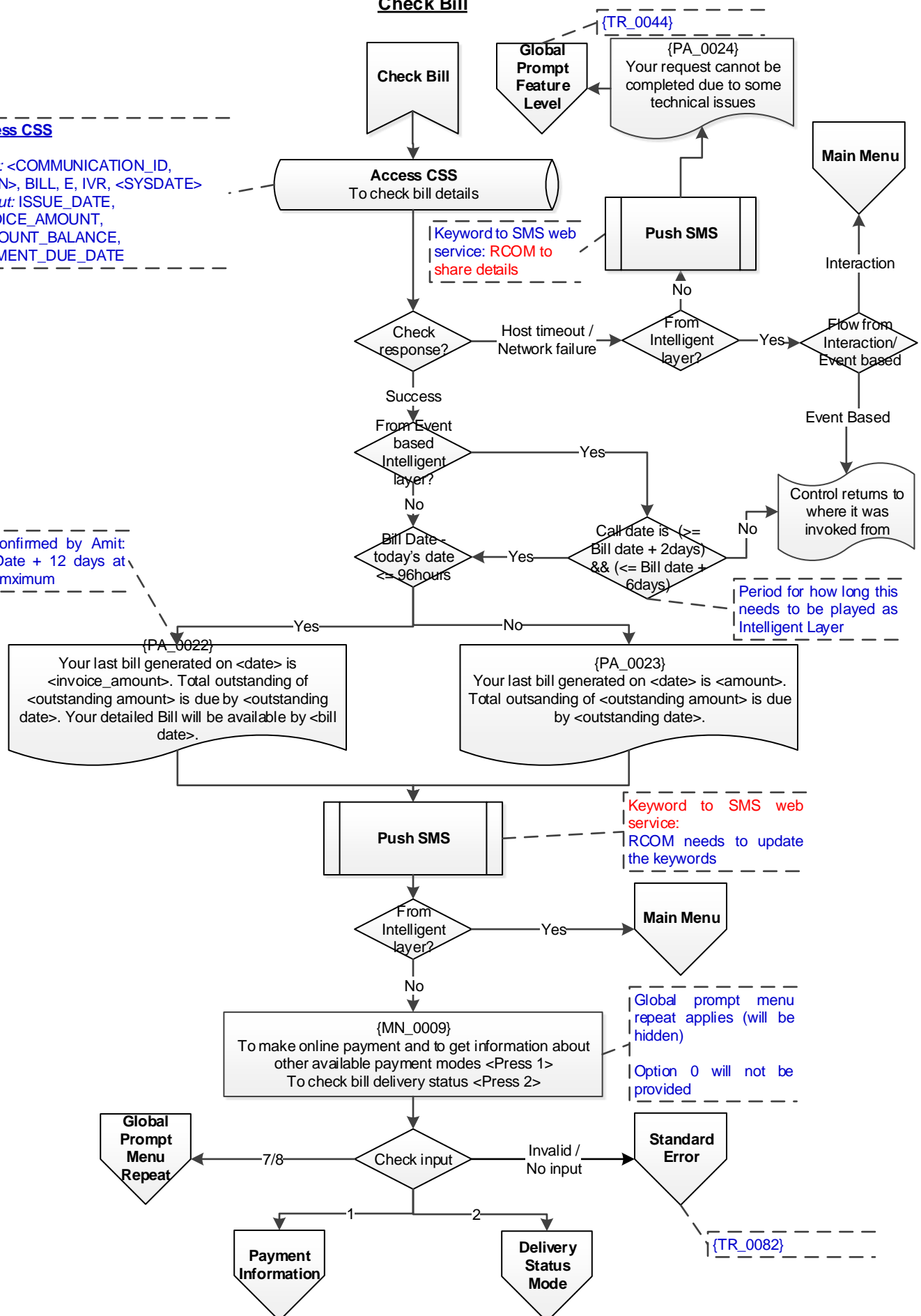
Bill n Payment Information

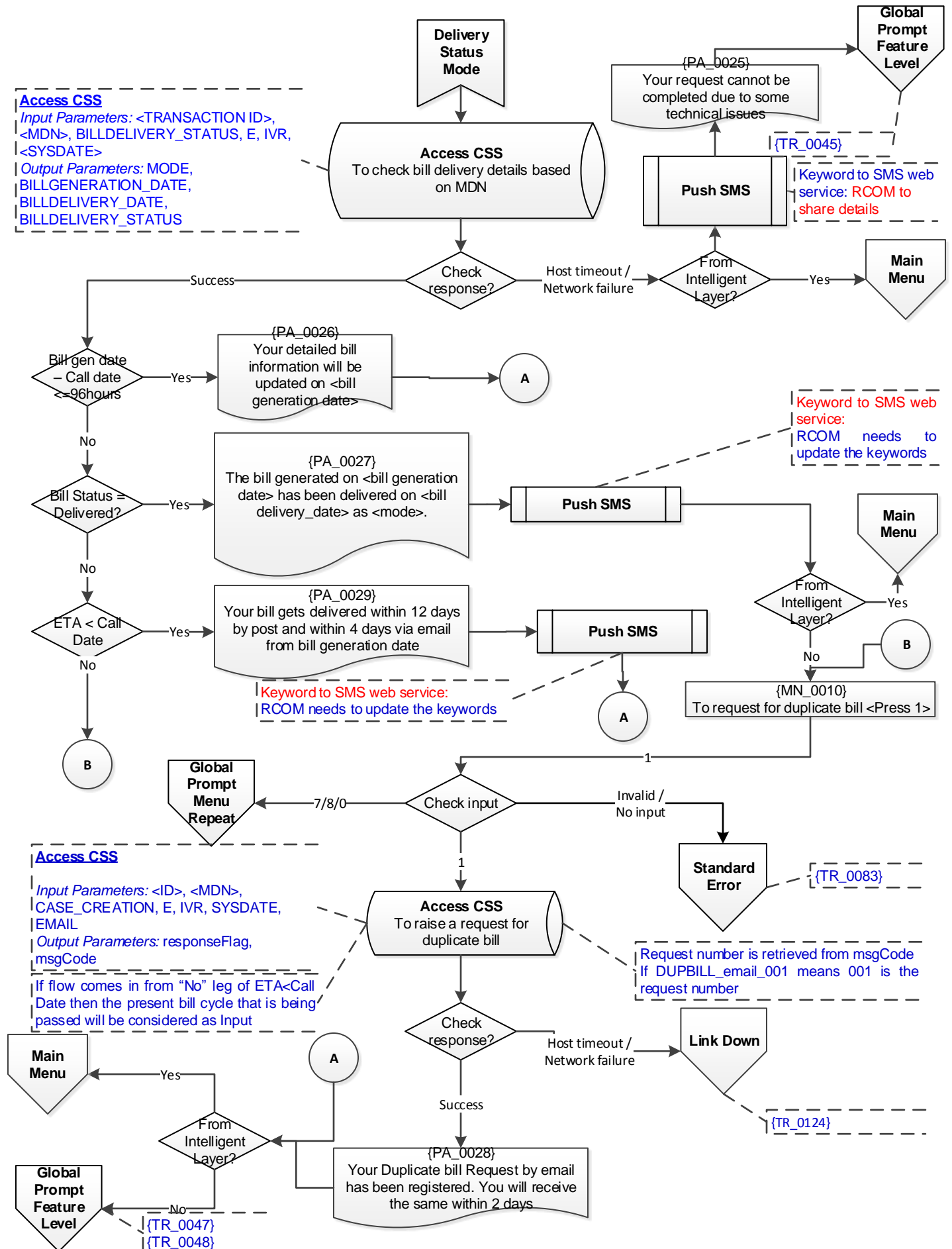


Check Bill**Access CSS**

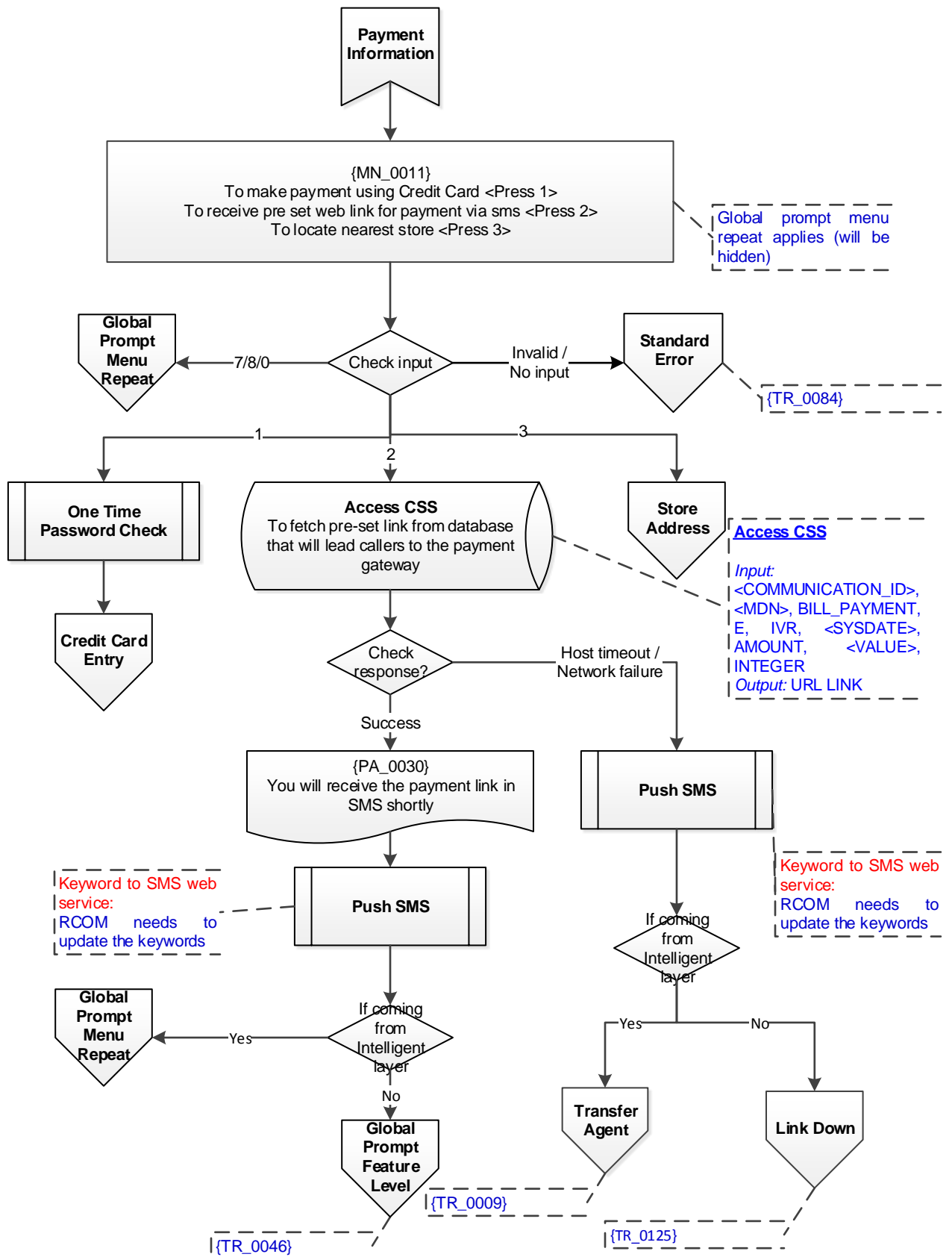
Input: <COMMUNICATION_ID,
<MDN>, BILL, E, IVR, <SYSDATE>
Output: ISSUE_DATE,
INVOICE_AMOUNT,
ACCOUNT_BALANCE,
PAYMENT_DUE_DATE

As confirmed by Amit:
Bill Date + 12 days at
the amximum



Delivery Status Mode

Payment Information



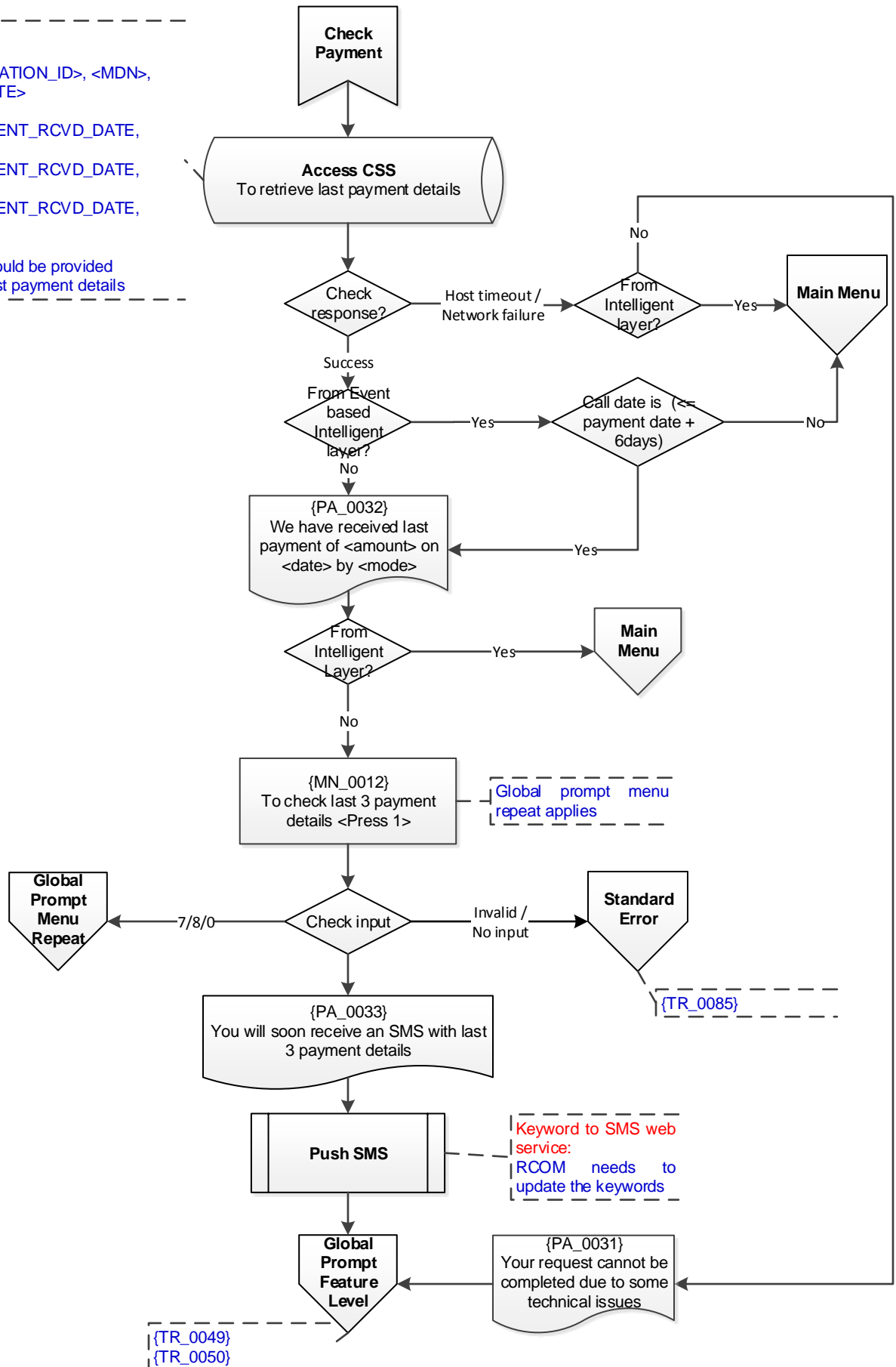
Check Payment**Access CSS**

Input: <COMMUNICATION_ID>, <MDN>, LAST3, E, <SYSDATE>

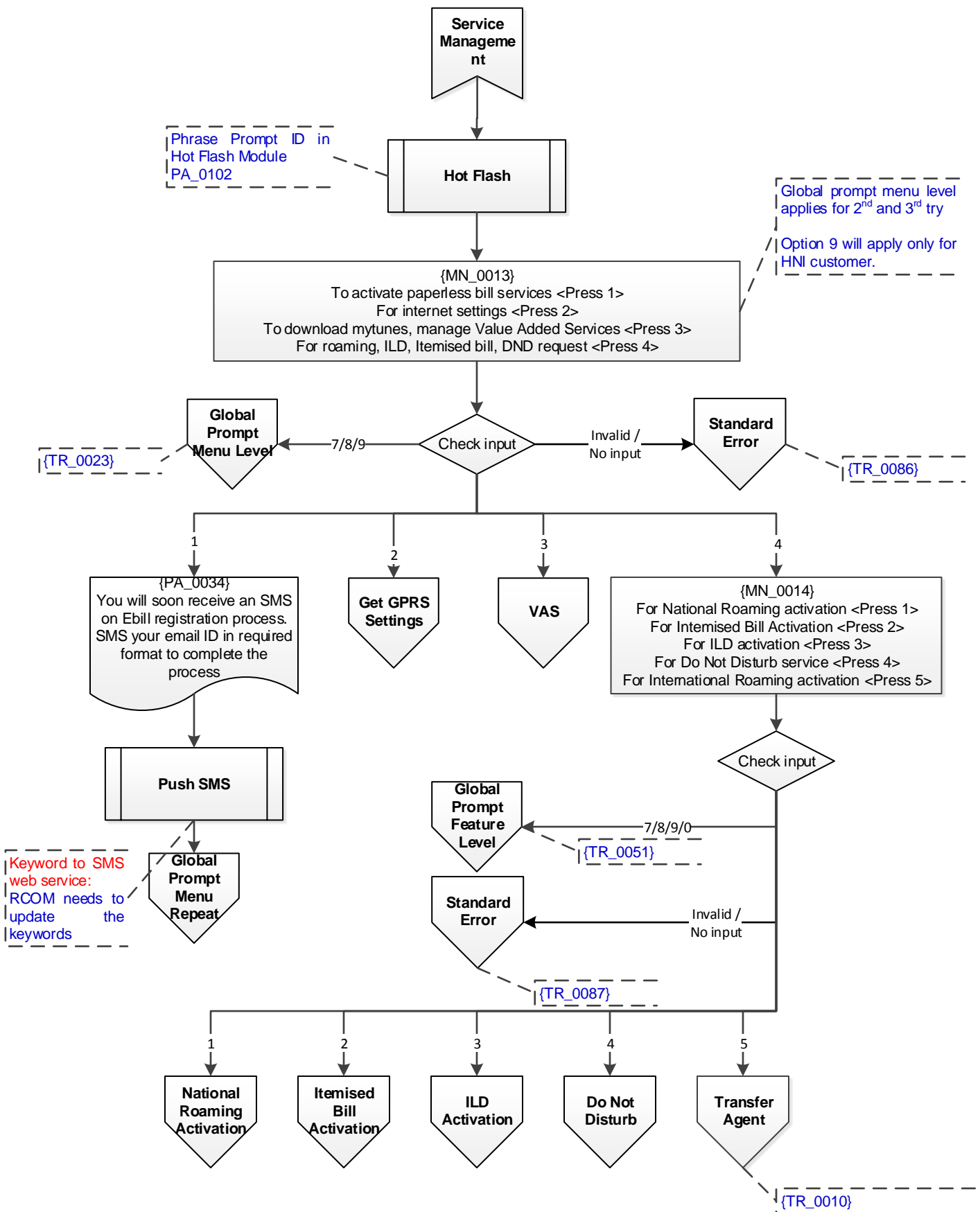
Output:

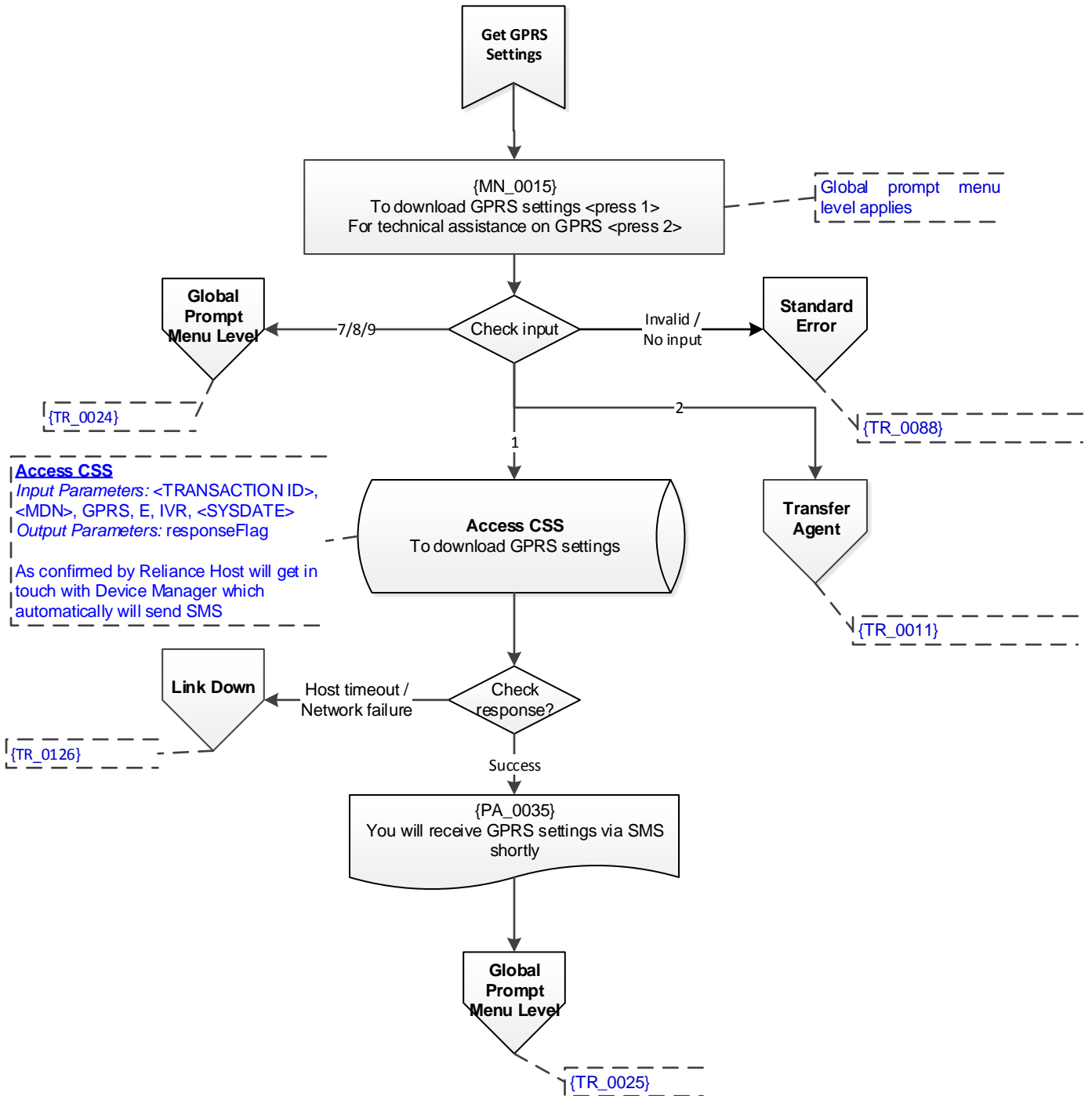
1. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
2. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE
3. AMOUNT, PAYMENT_RCVD_DATE, PAYMENT_TYPE

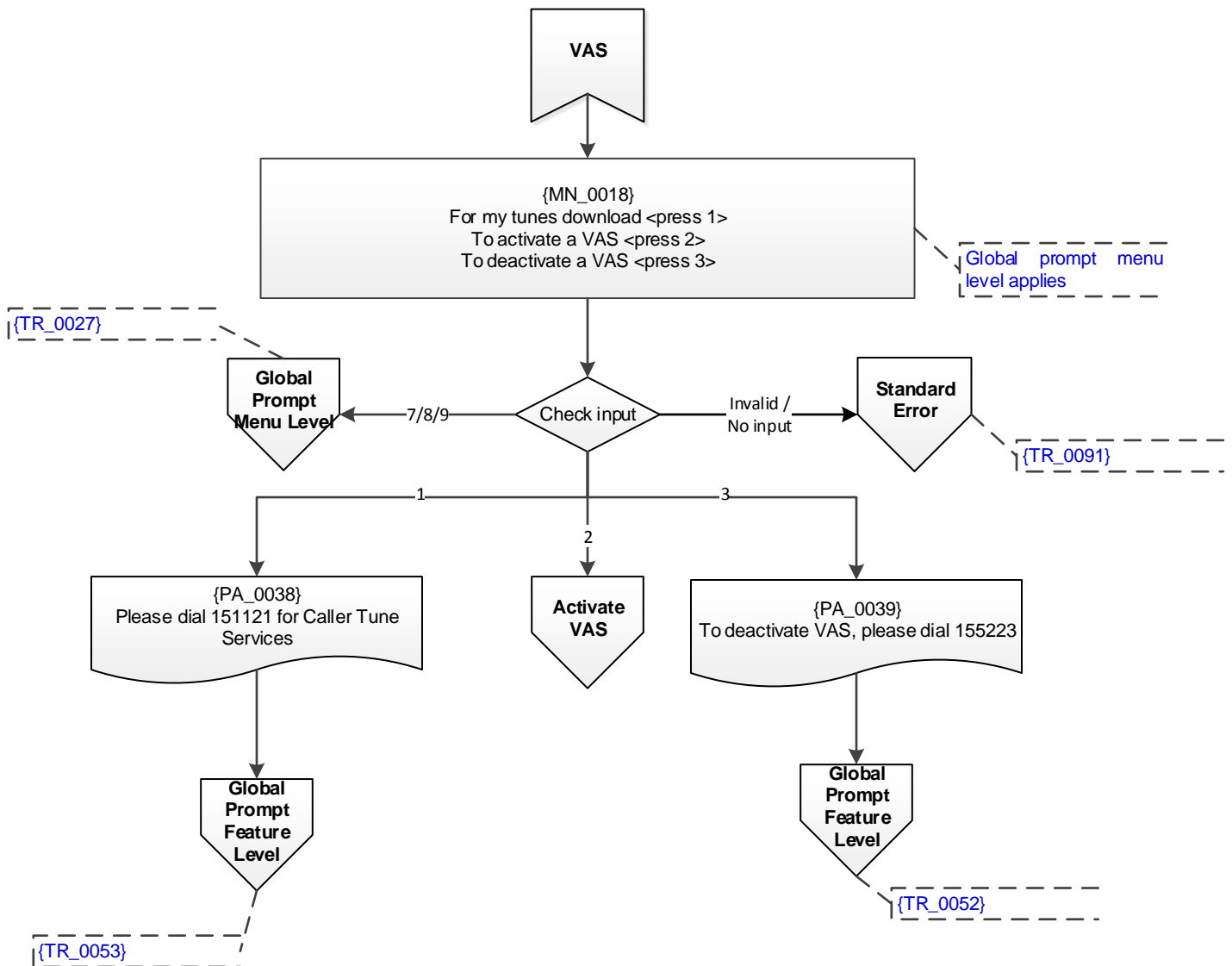
Total 3 payments would be provided
TokenID1 will the last payment details



Service Management



Get GPRS Settings

VAS

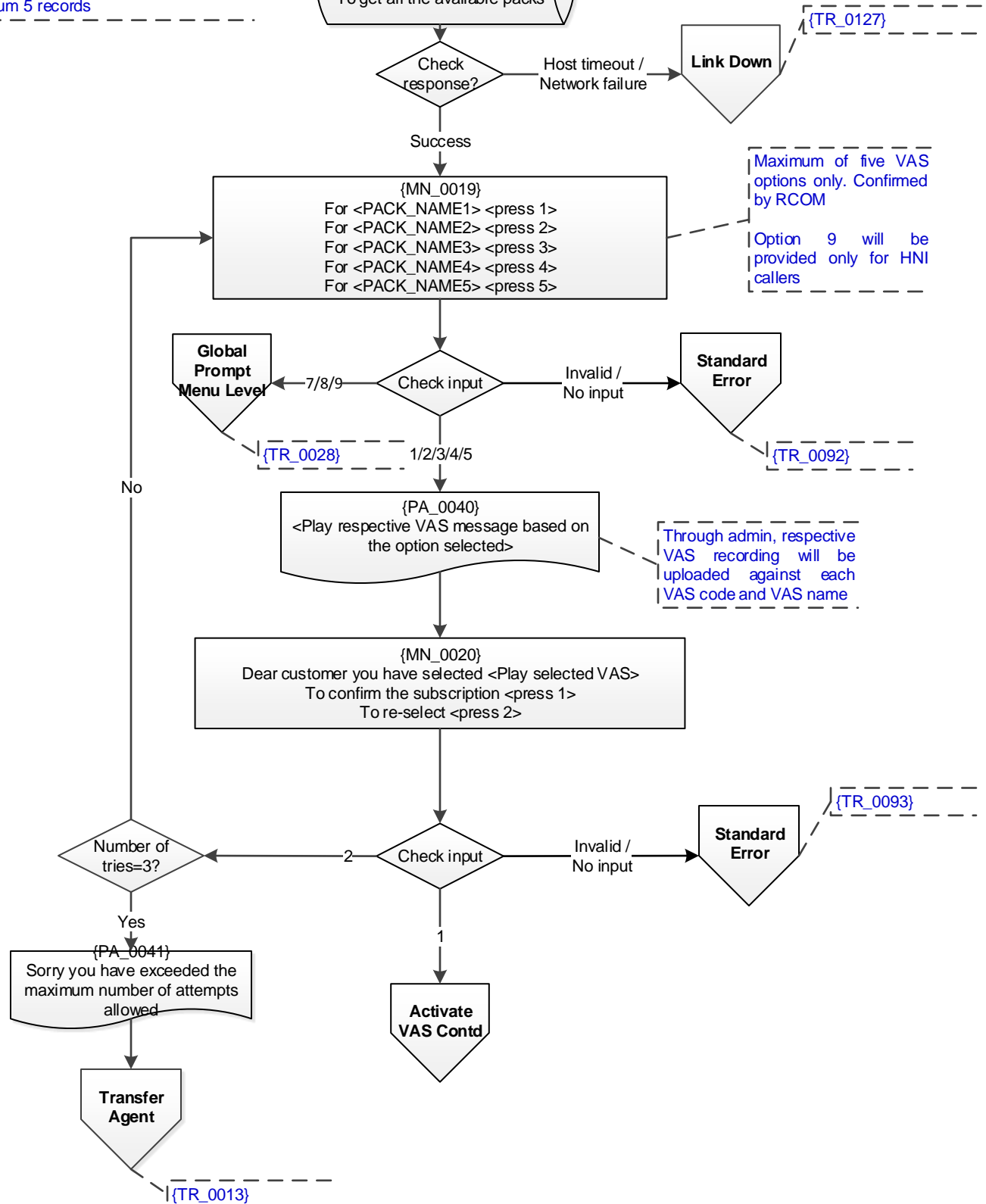
Activate VAS**Access CSS**

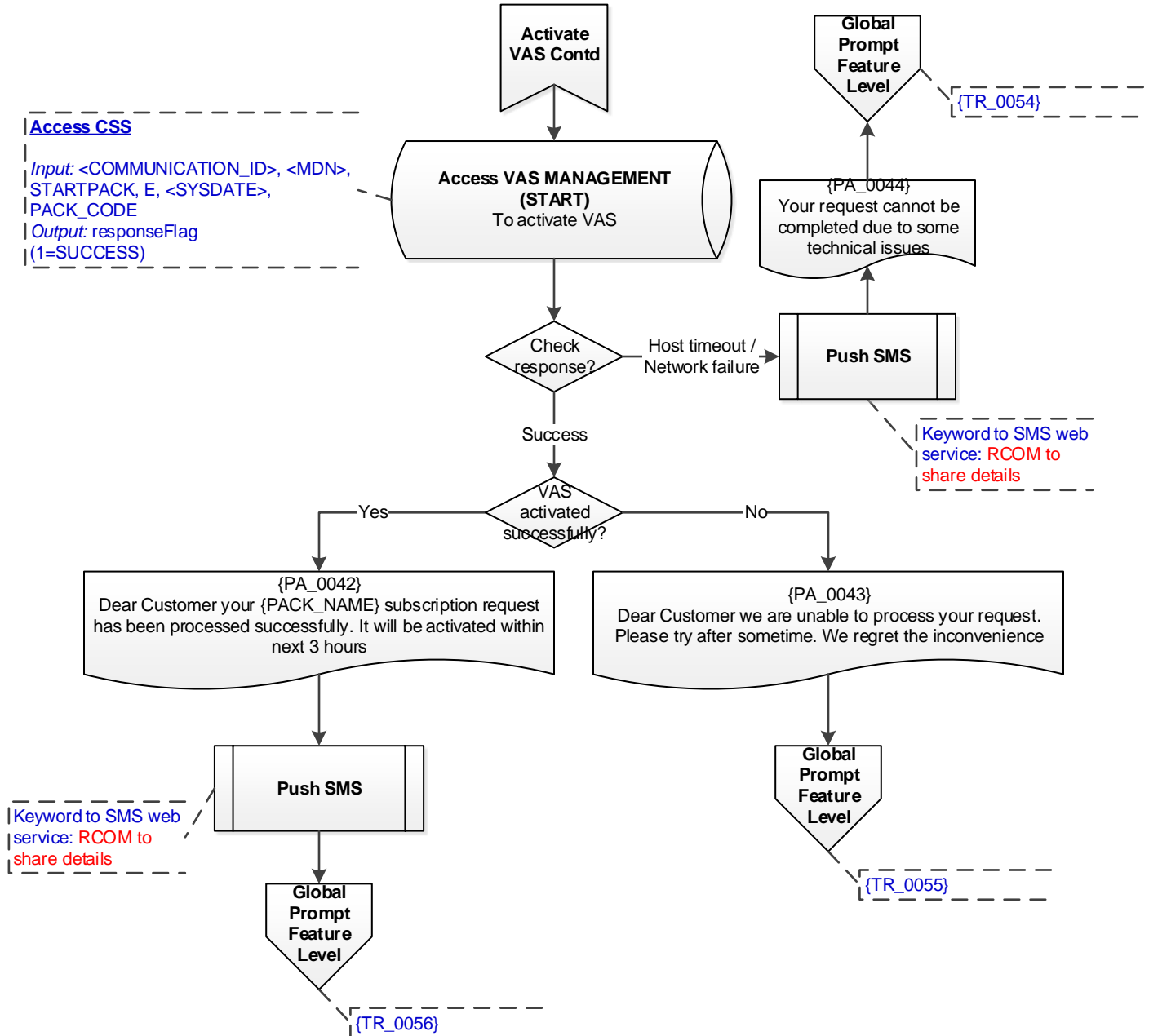
Input: <COMMUNICATION_ID>, <MDN>, GETPACK, E, <SYSDATE>

Output:

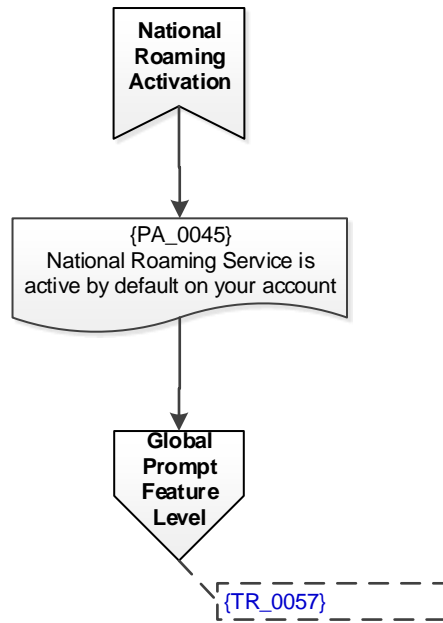
1. PACK_NAME, PACK_CODE, PACK_VALIDITY, PACK_AMOUNT

Maximum 5 records

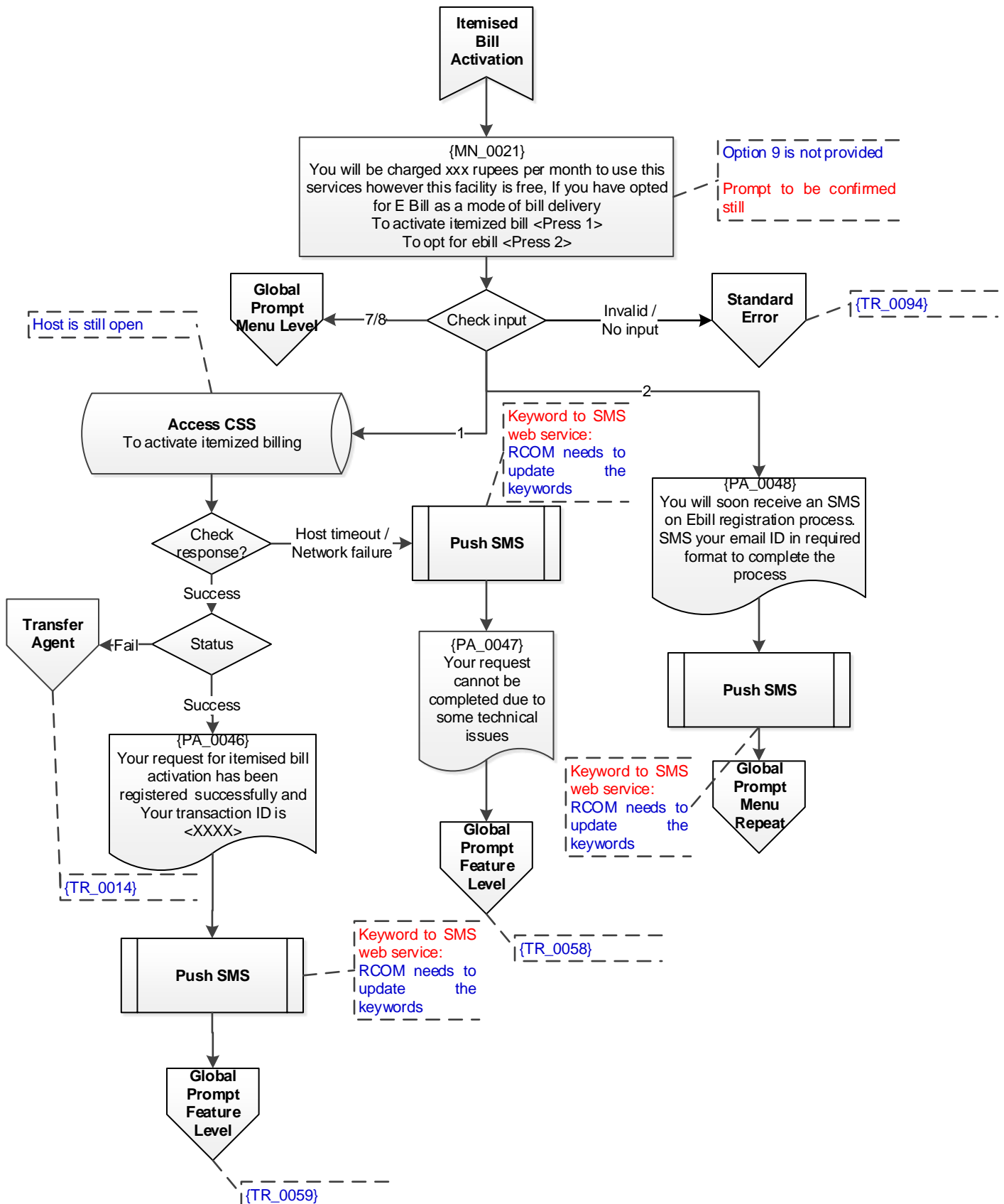


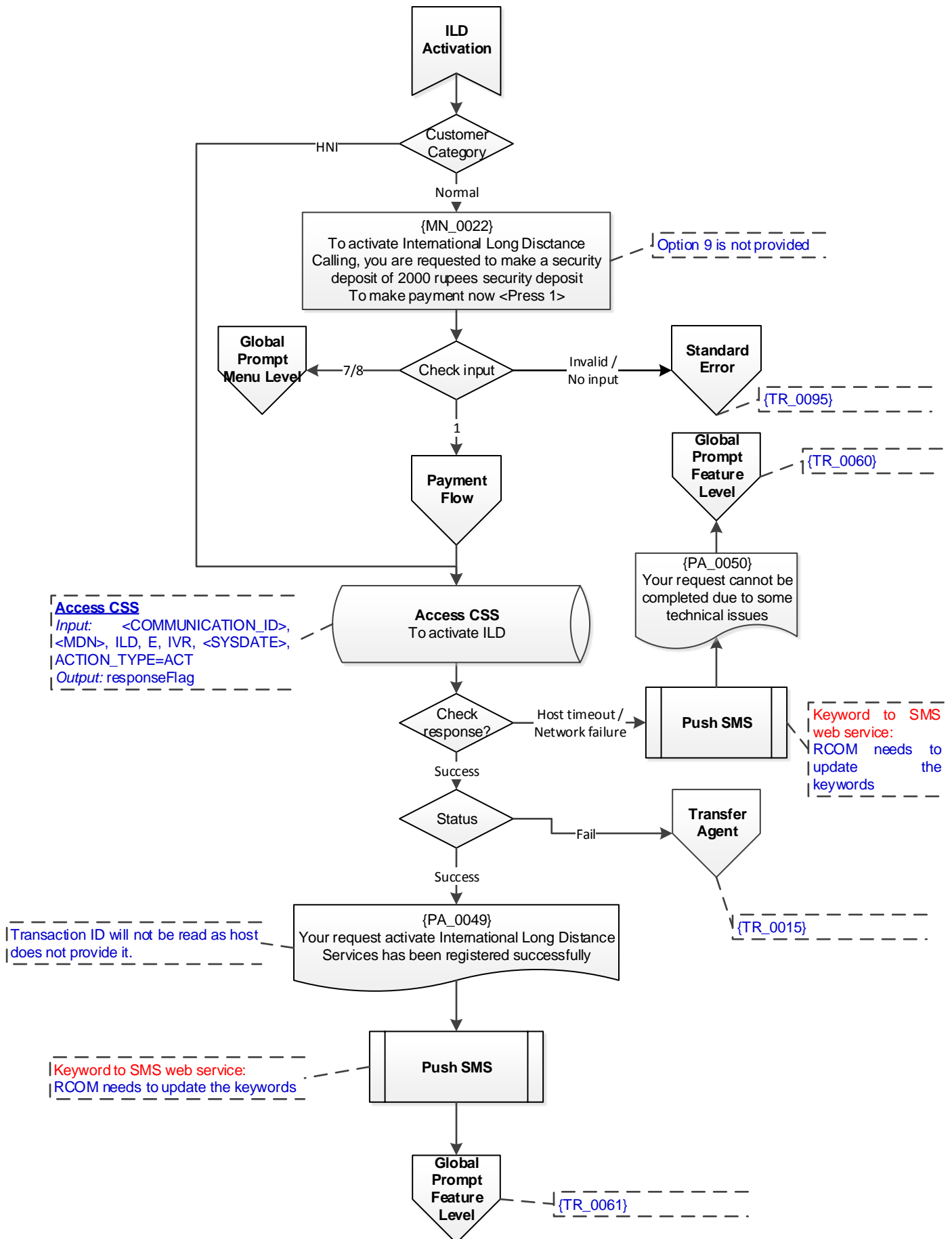
Activate VAS Contd

National Roaming Activation

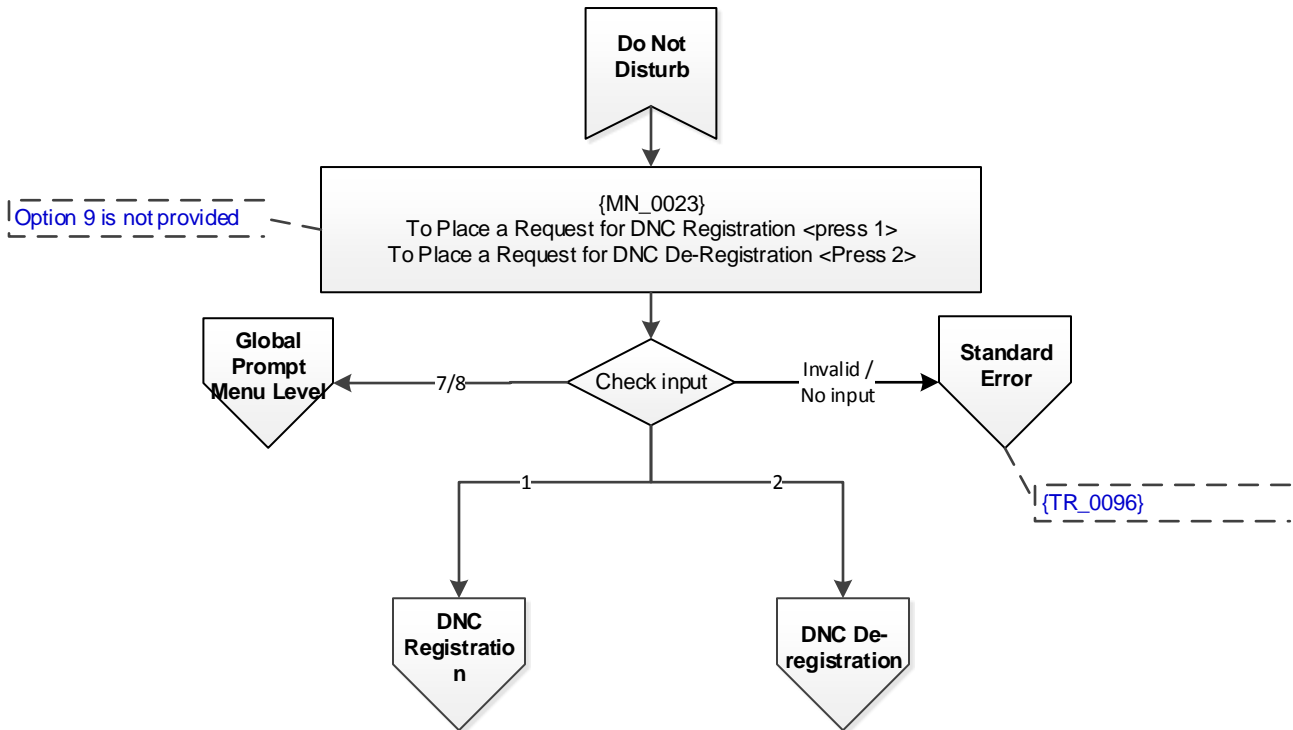


Itemised Bill Activation

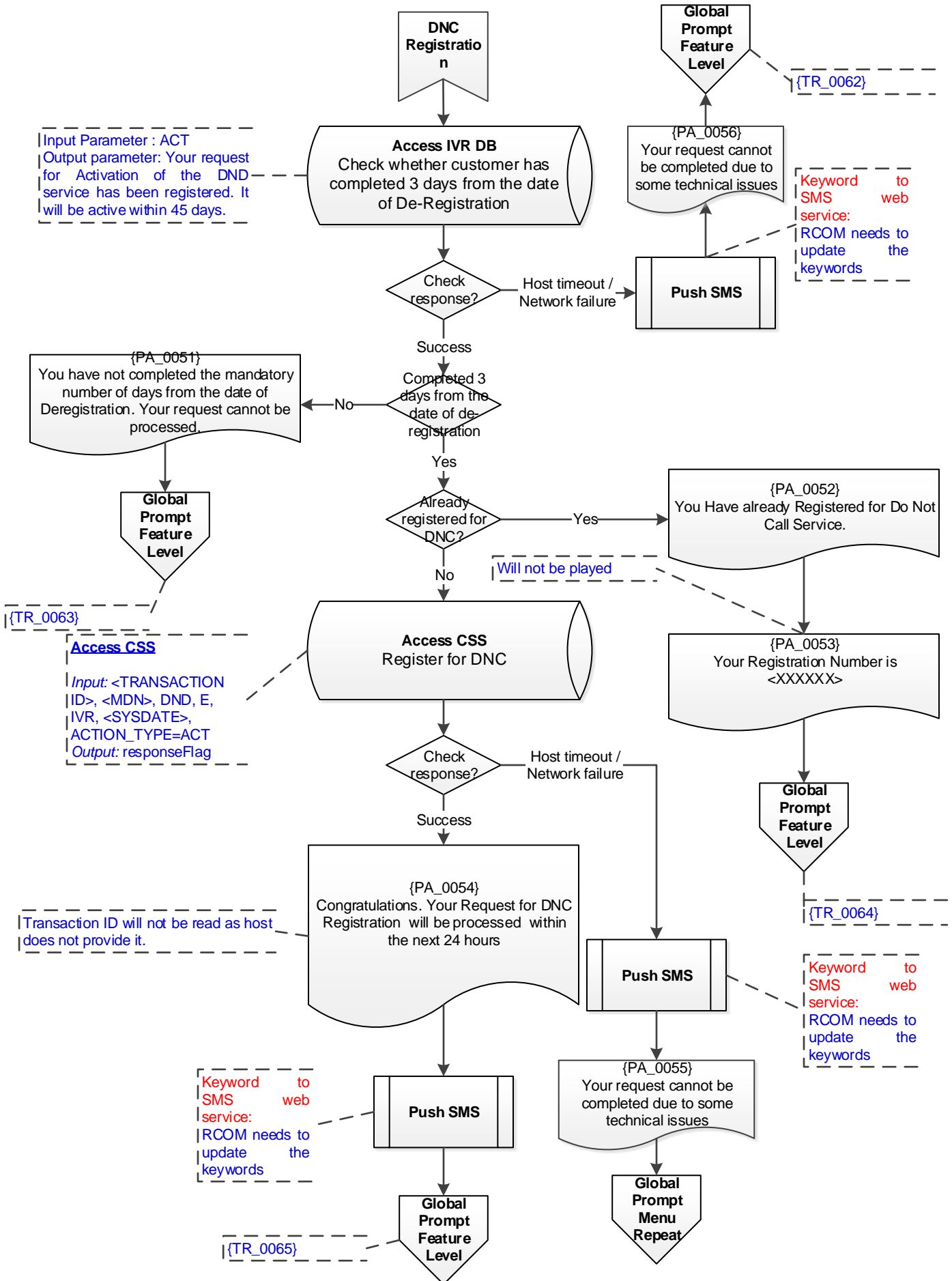


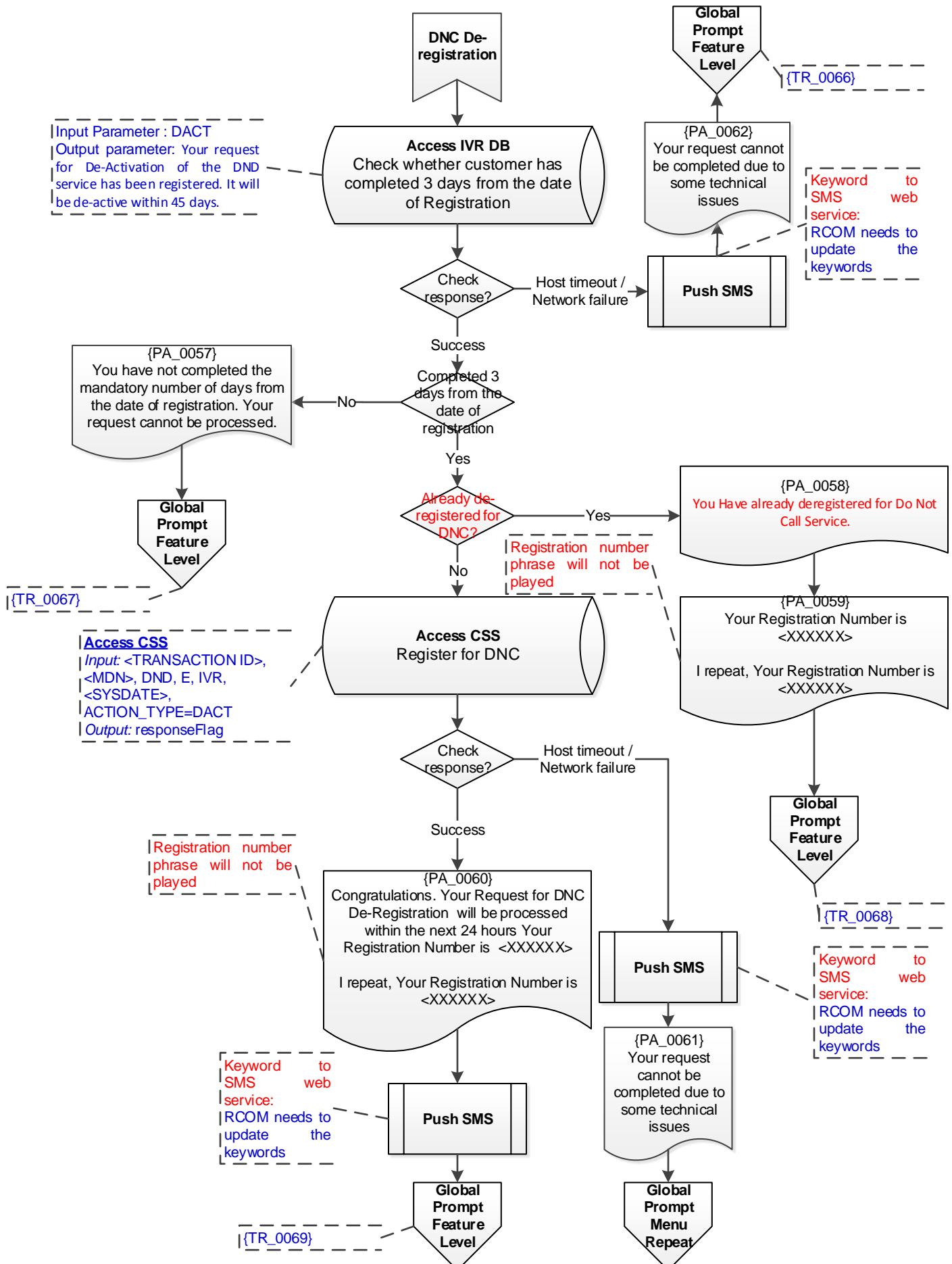
ILD Activation

Do Not Disturb

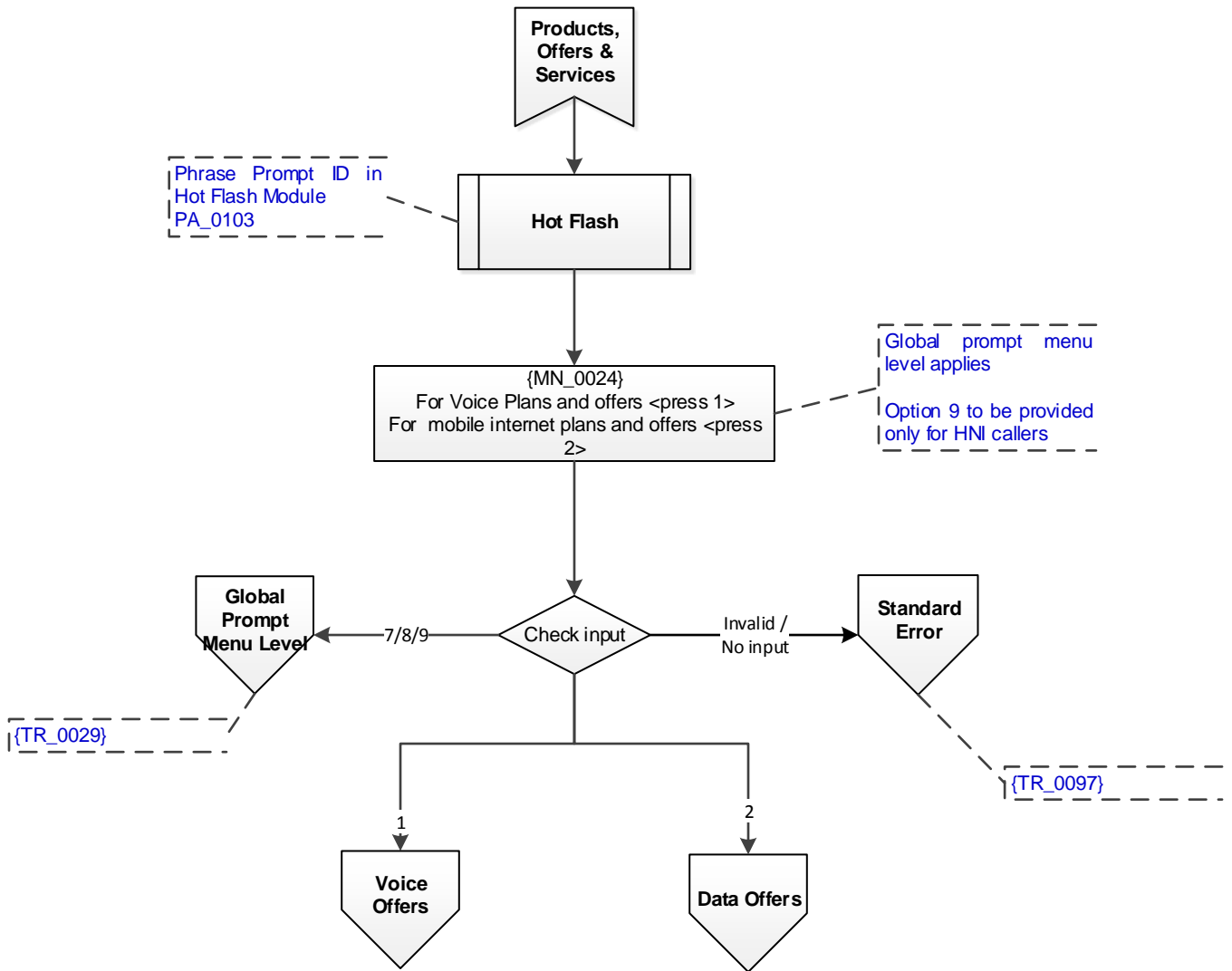


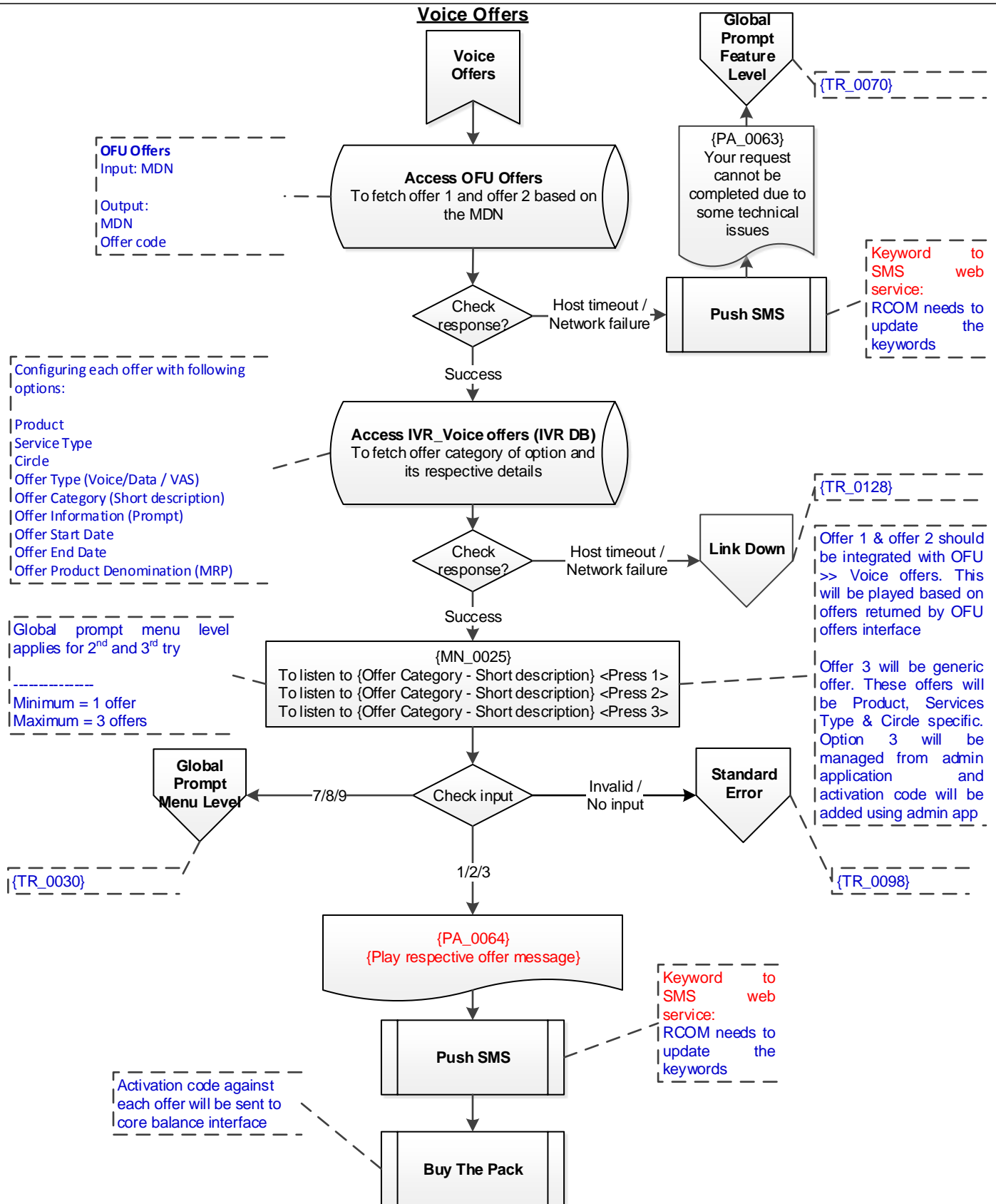
DNC Registration

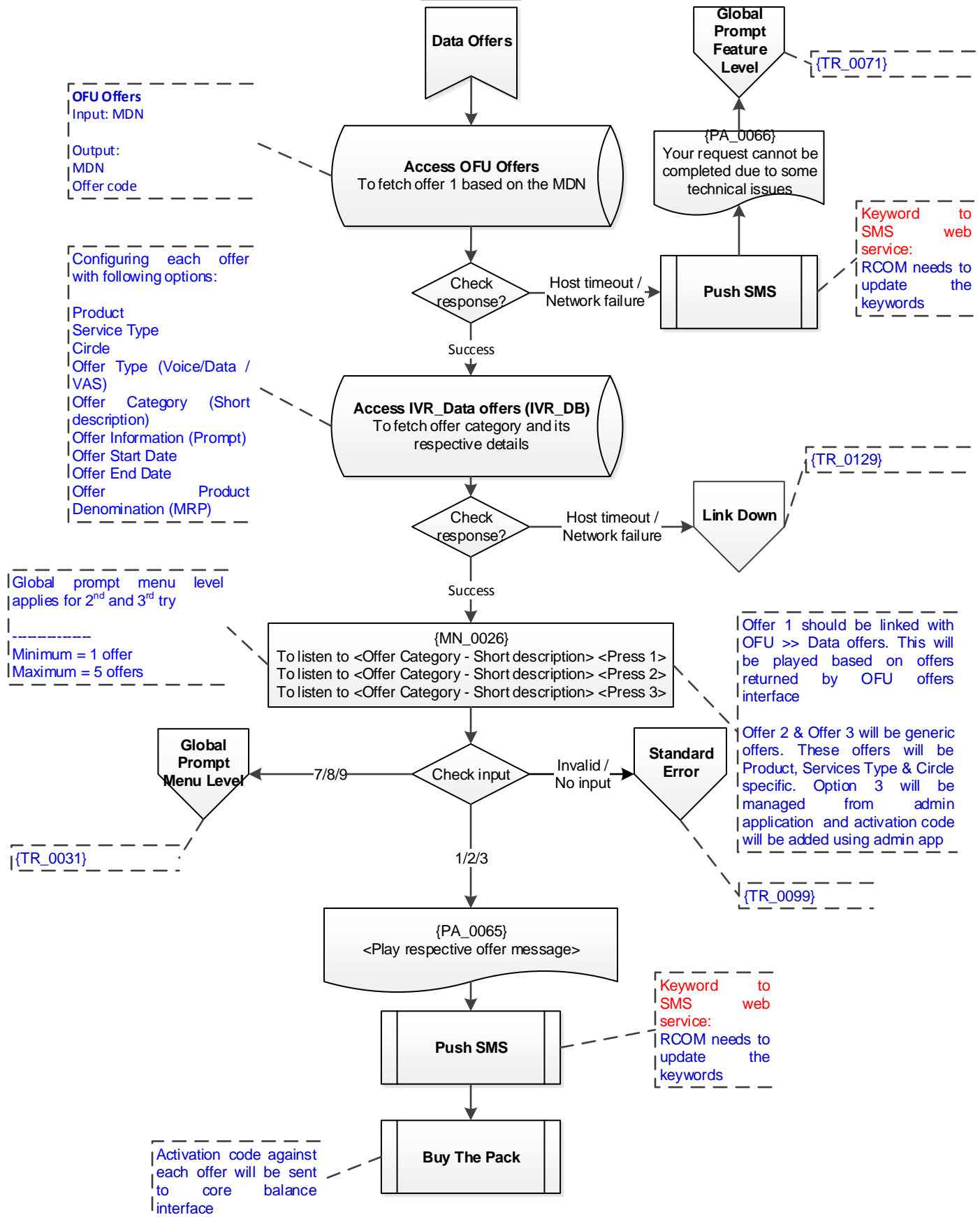


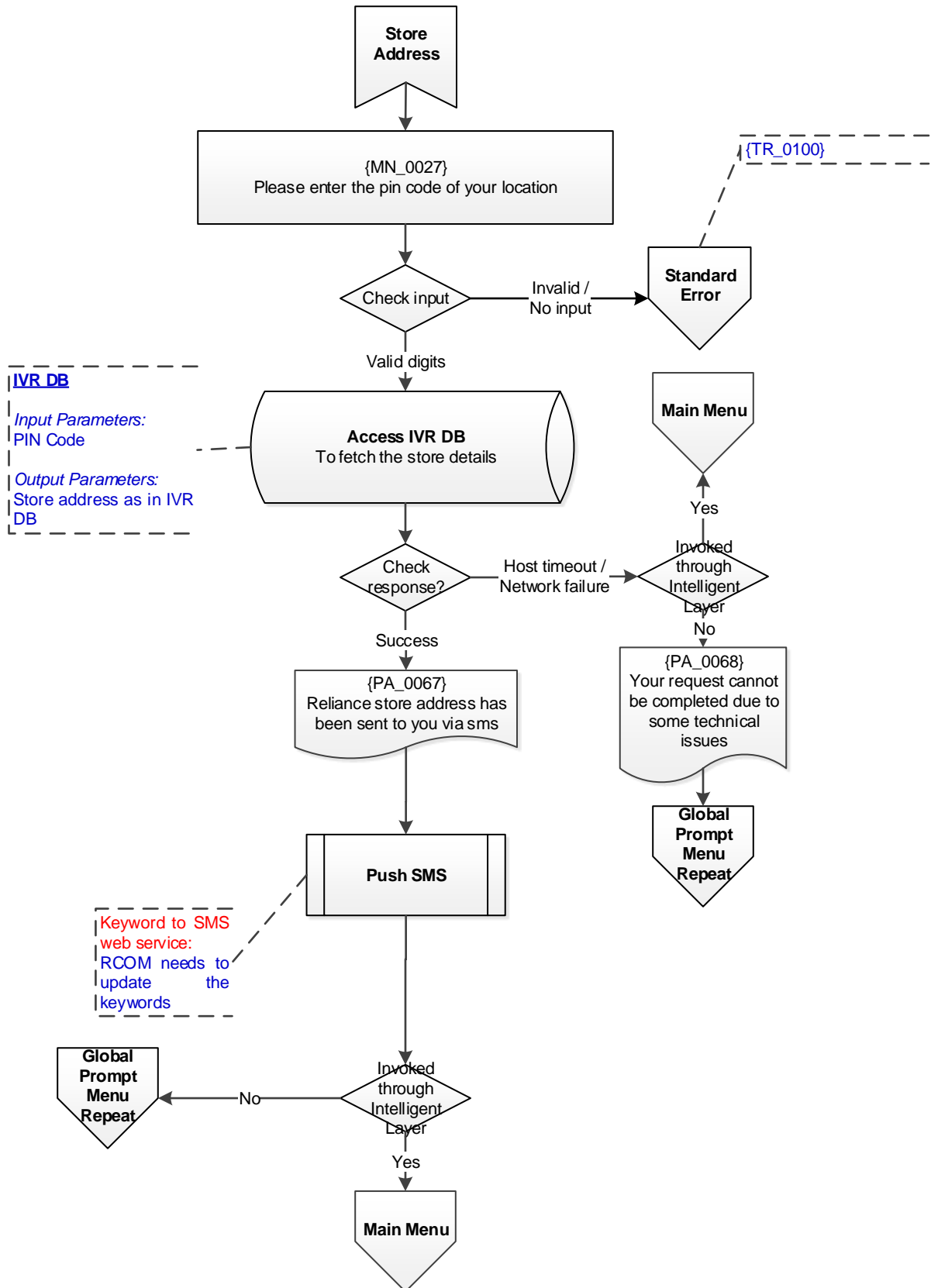
DNC De-registration

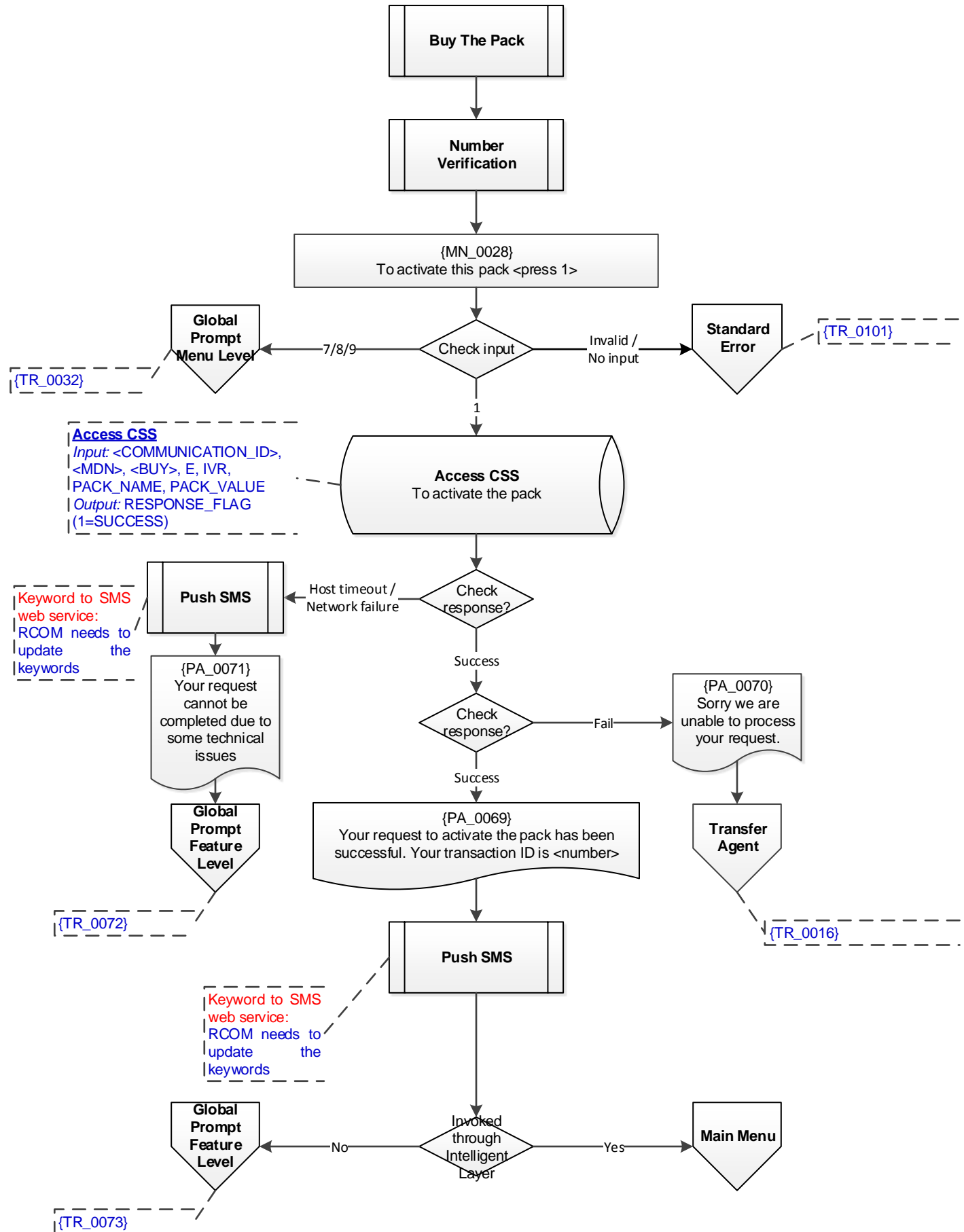
Products, Offers & Services

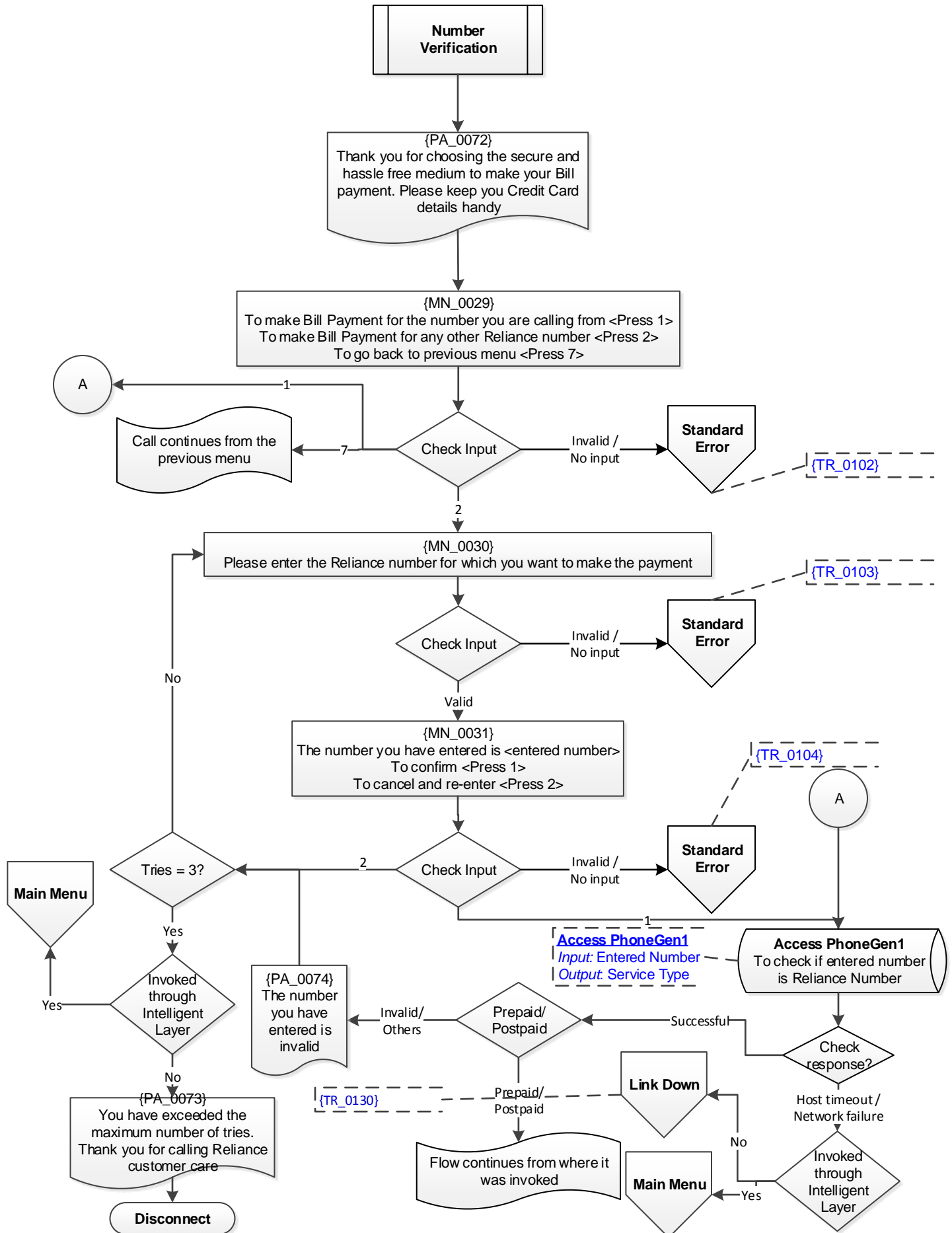


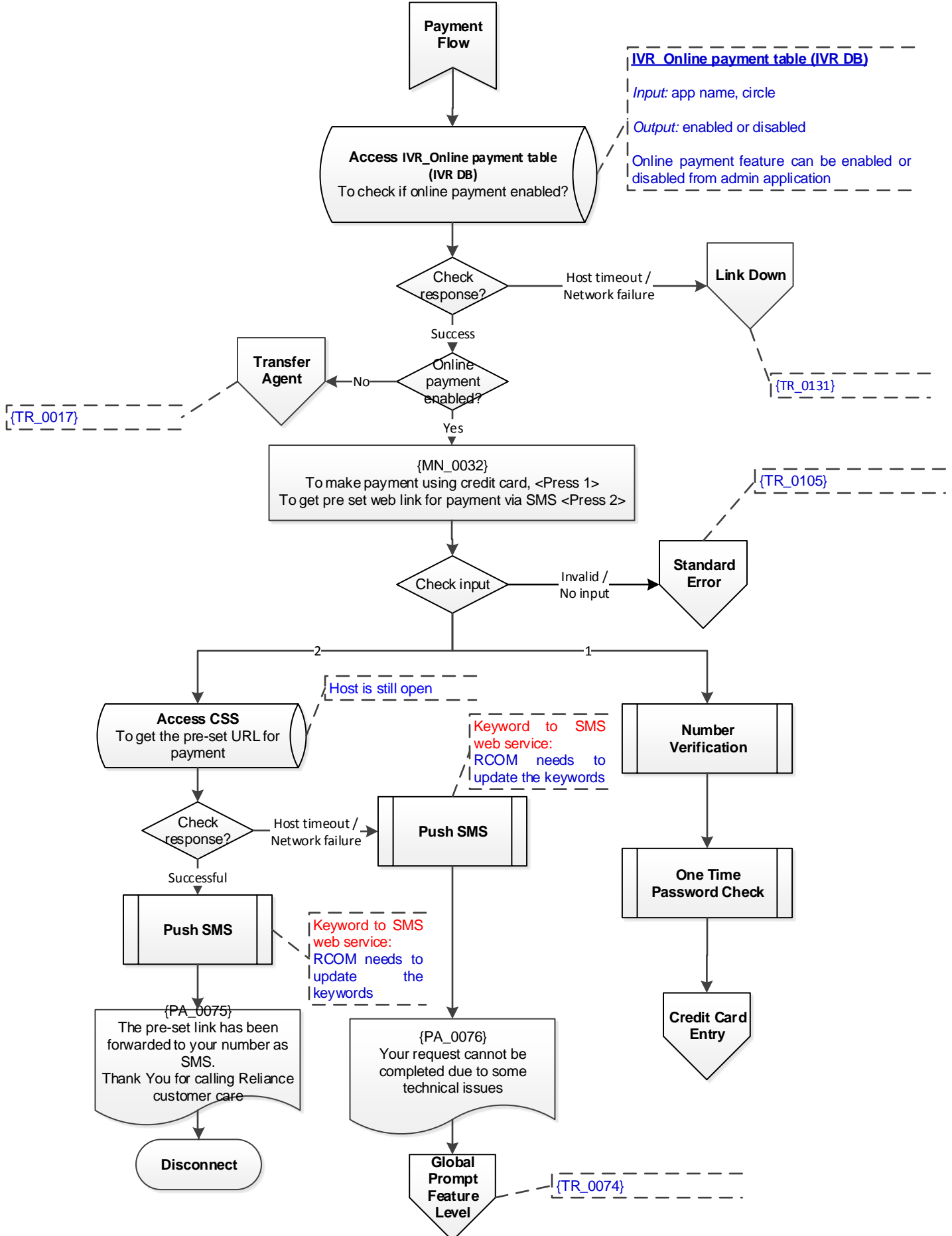


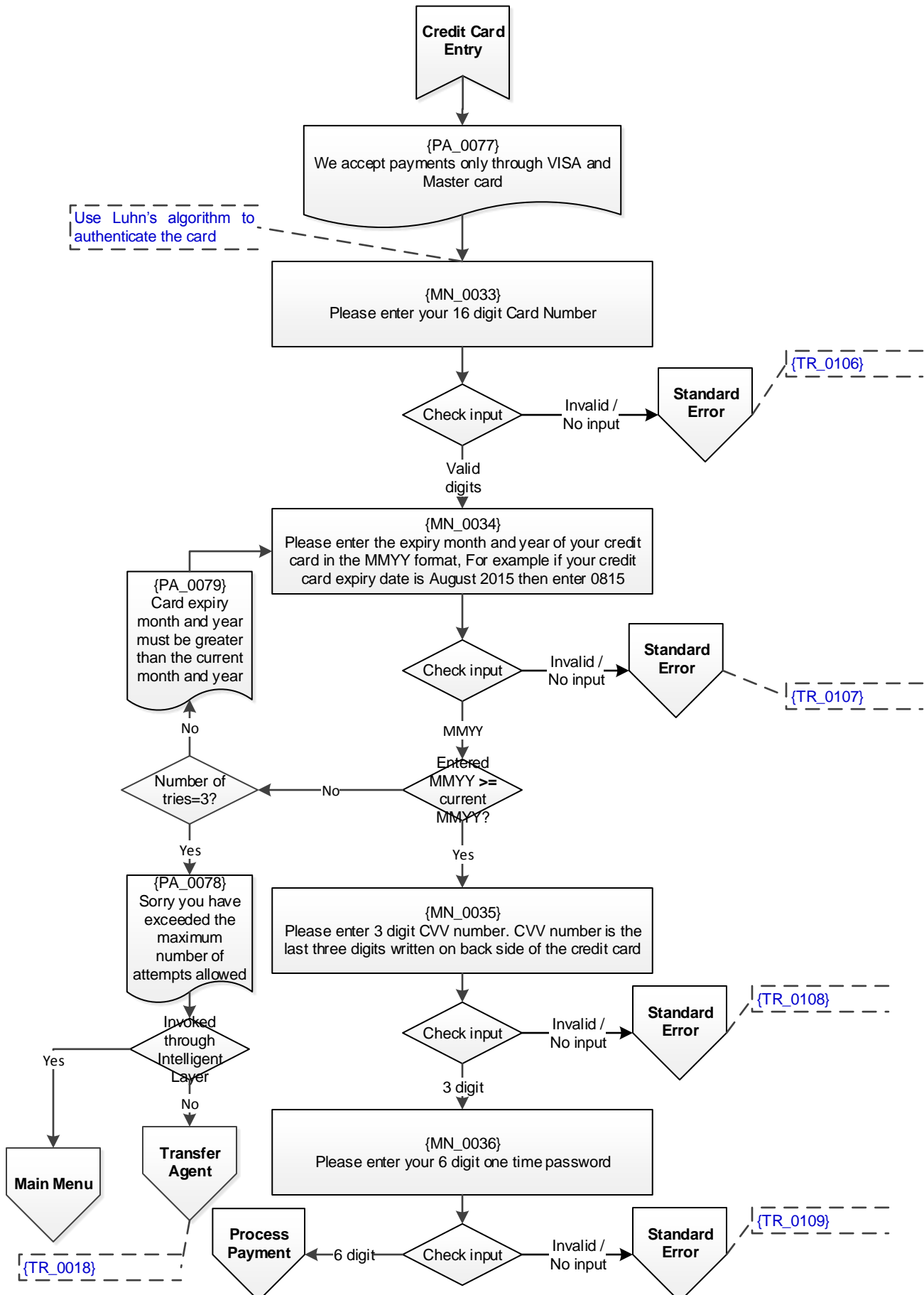
Data Offers

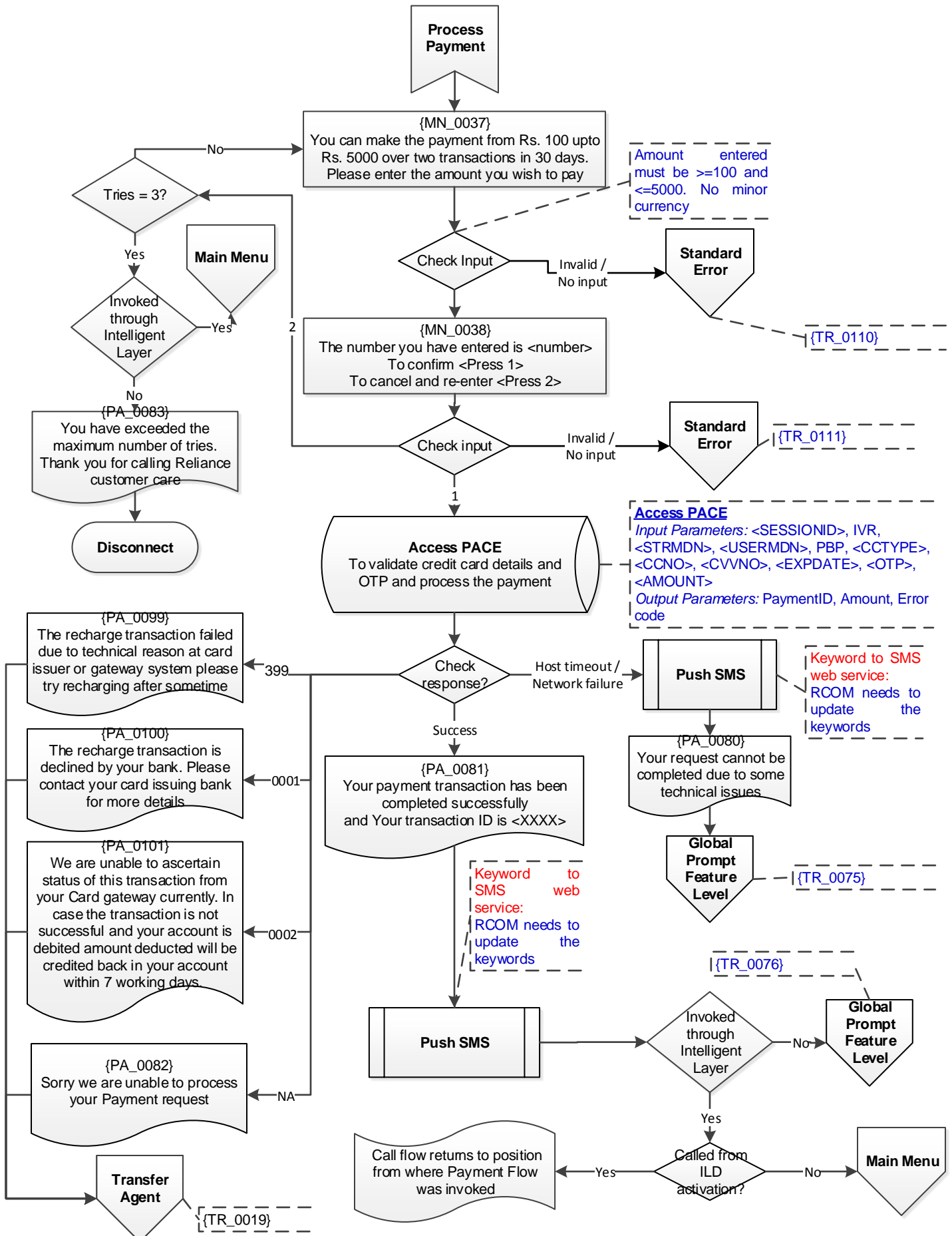
Store Address

Buy The Pack

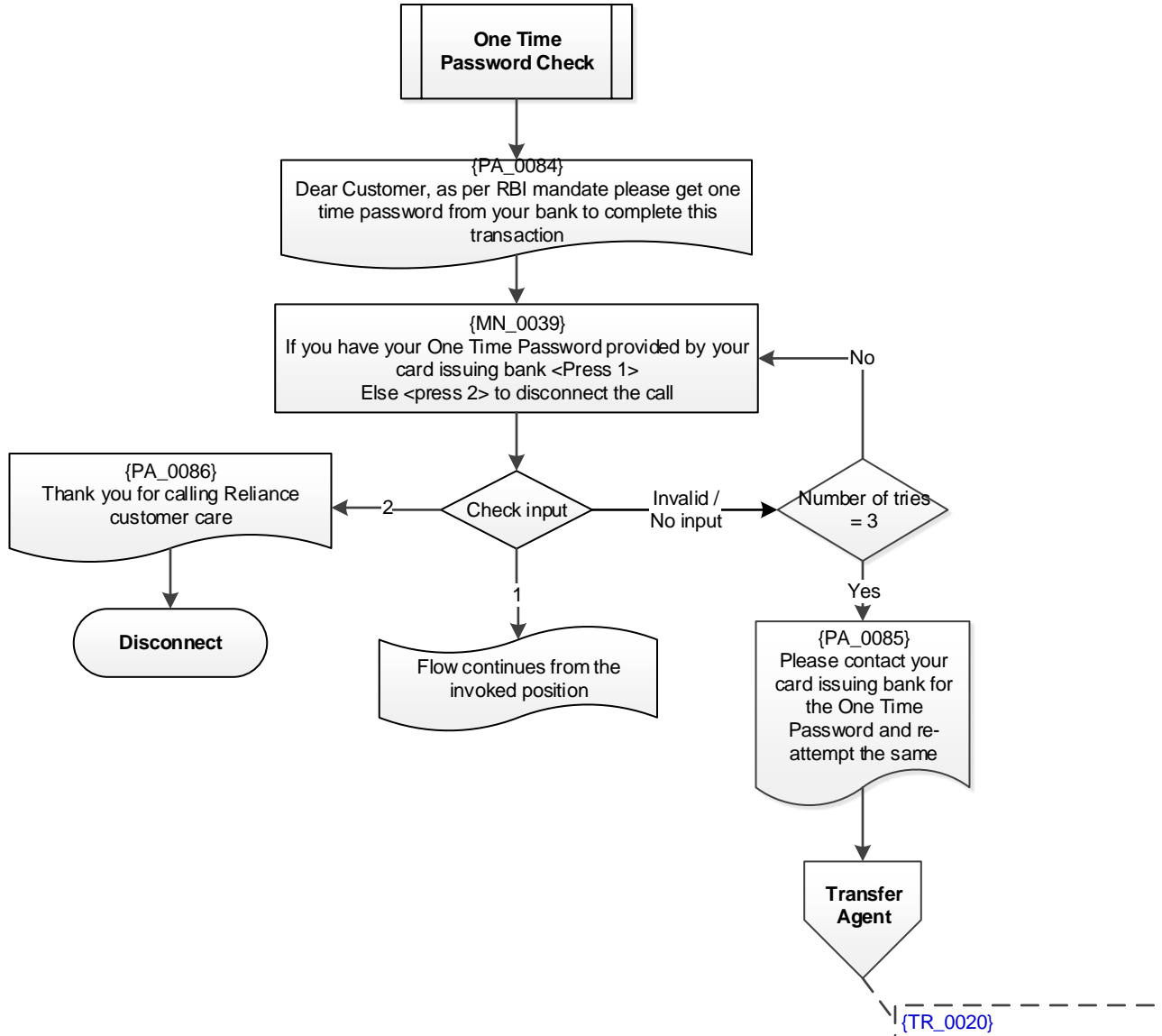
Number Verification

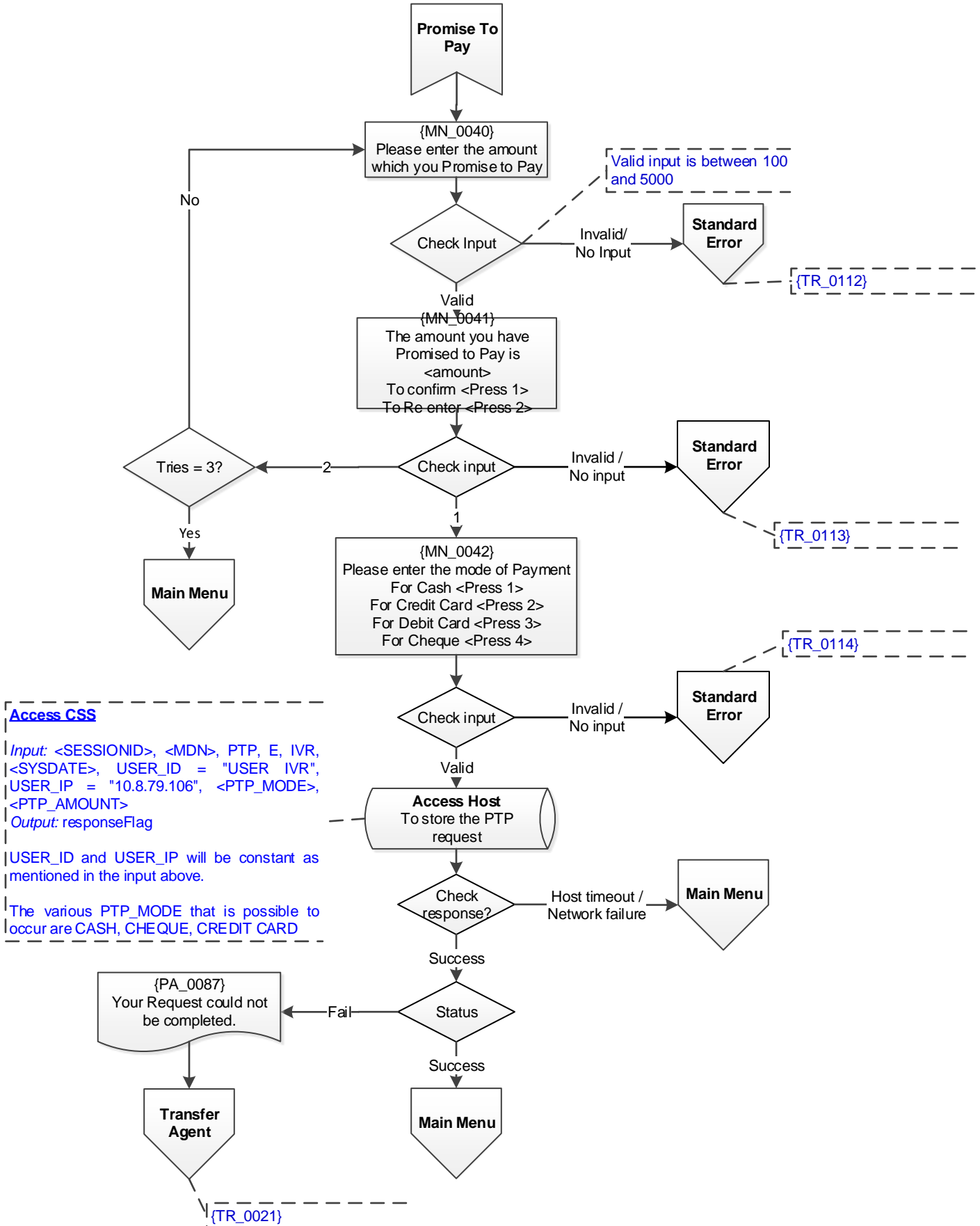
Payment Flow

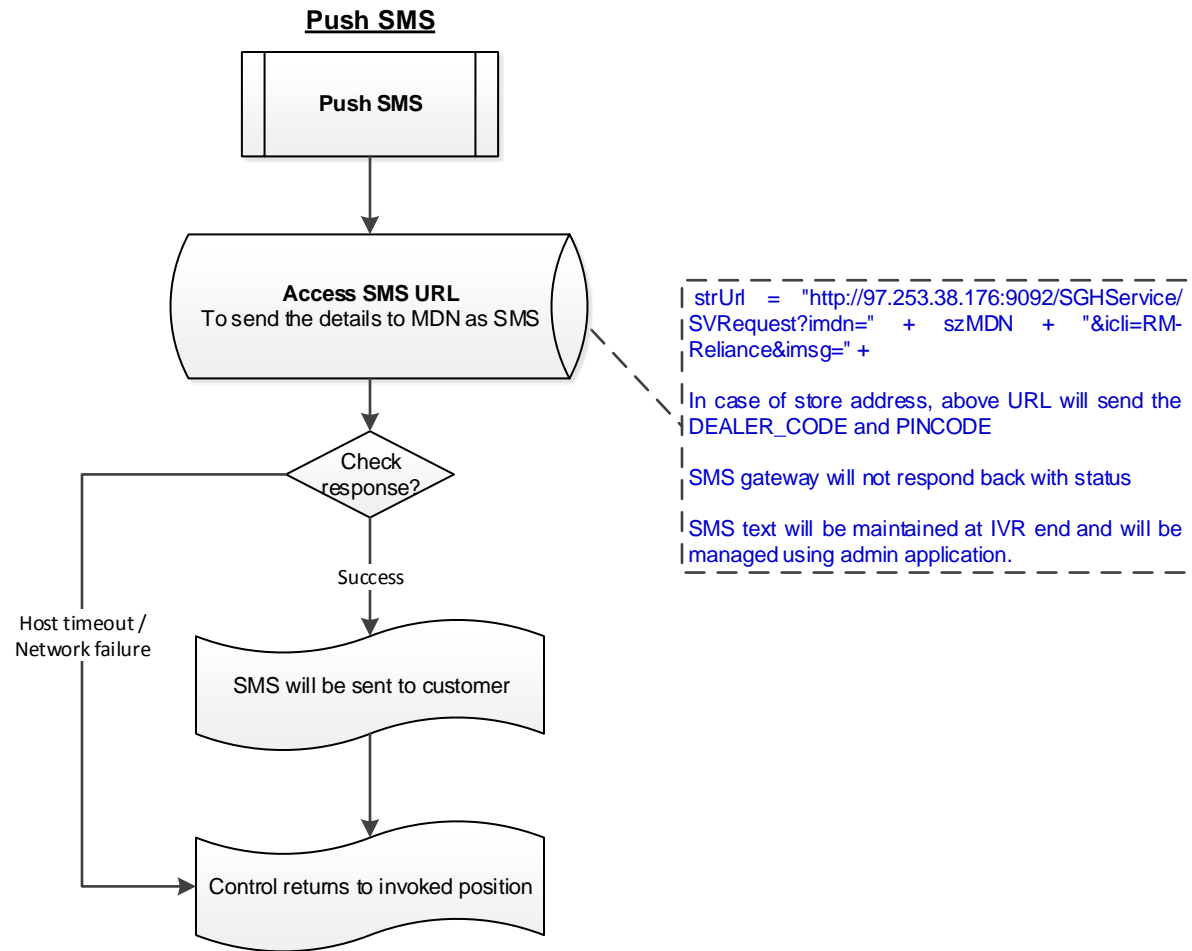
Credit Card Entry

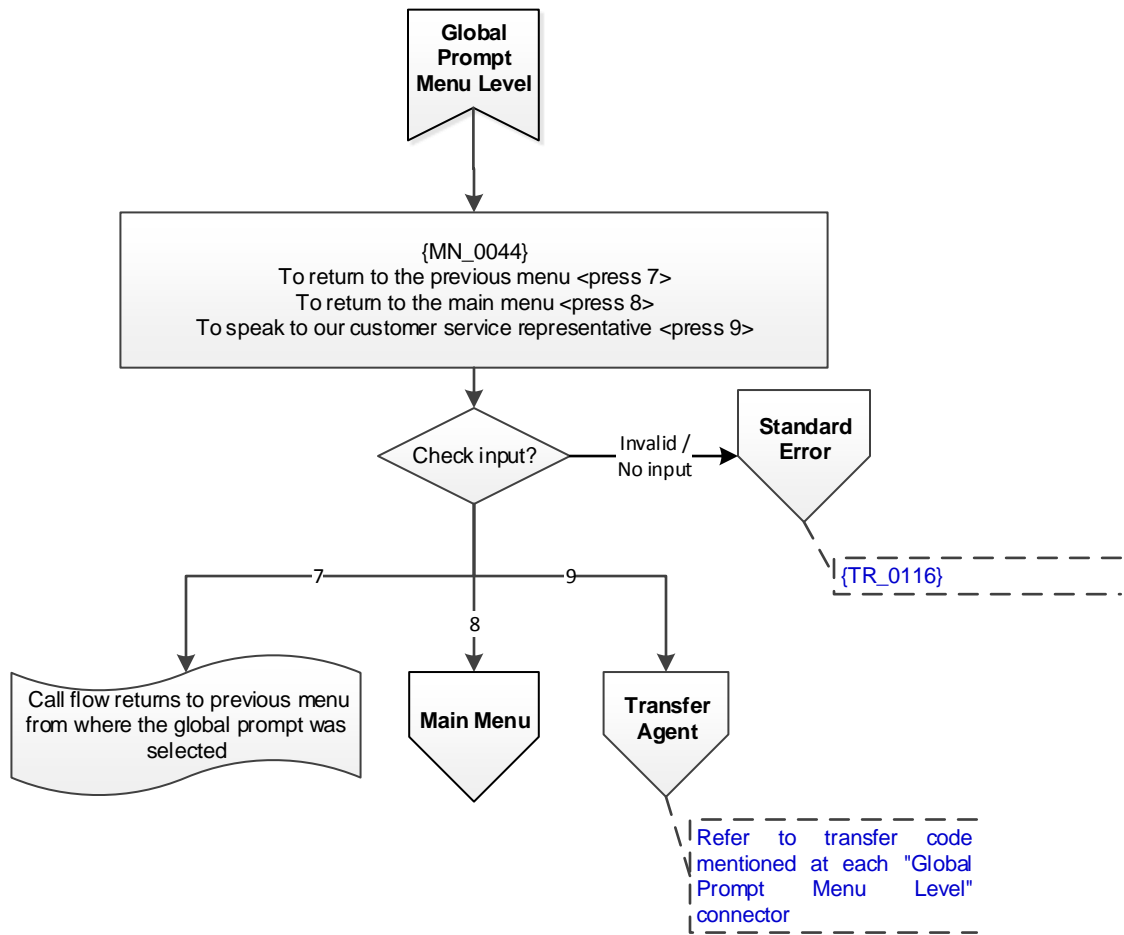
Process Payment

One Time Password Check

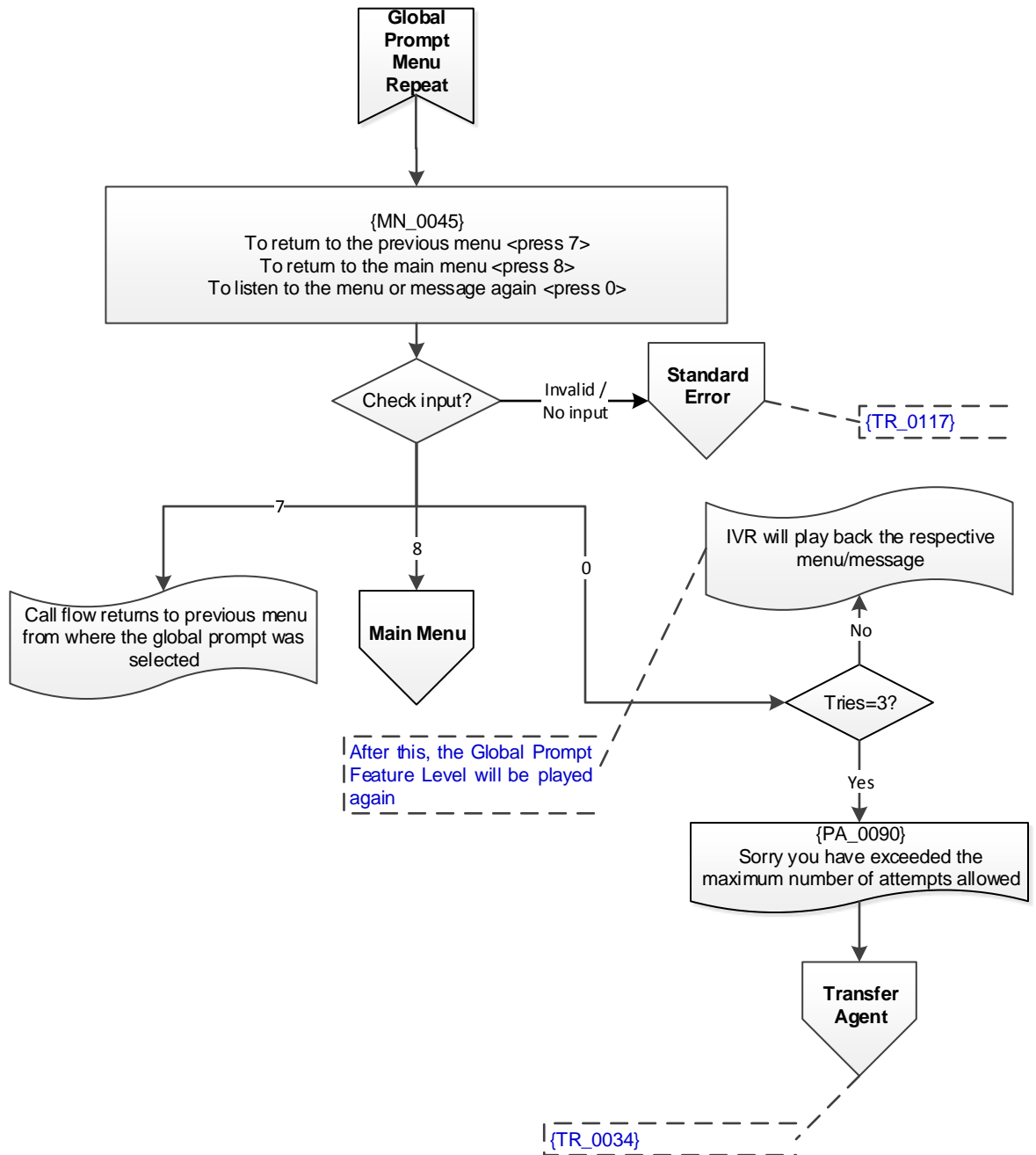


Promise To Pay

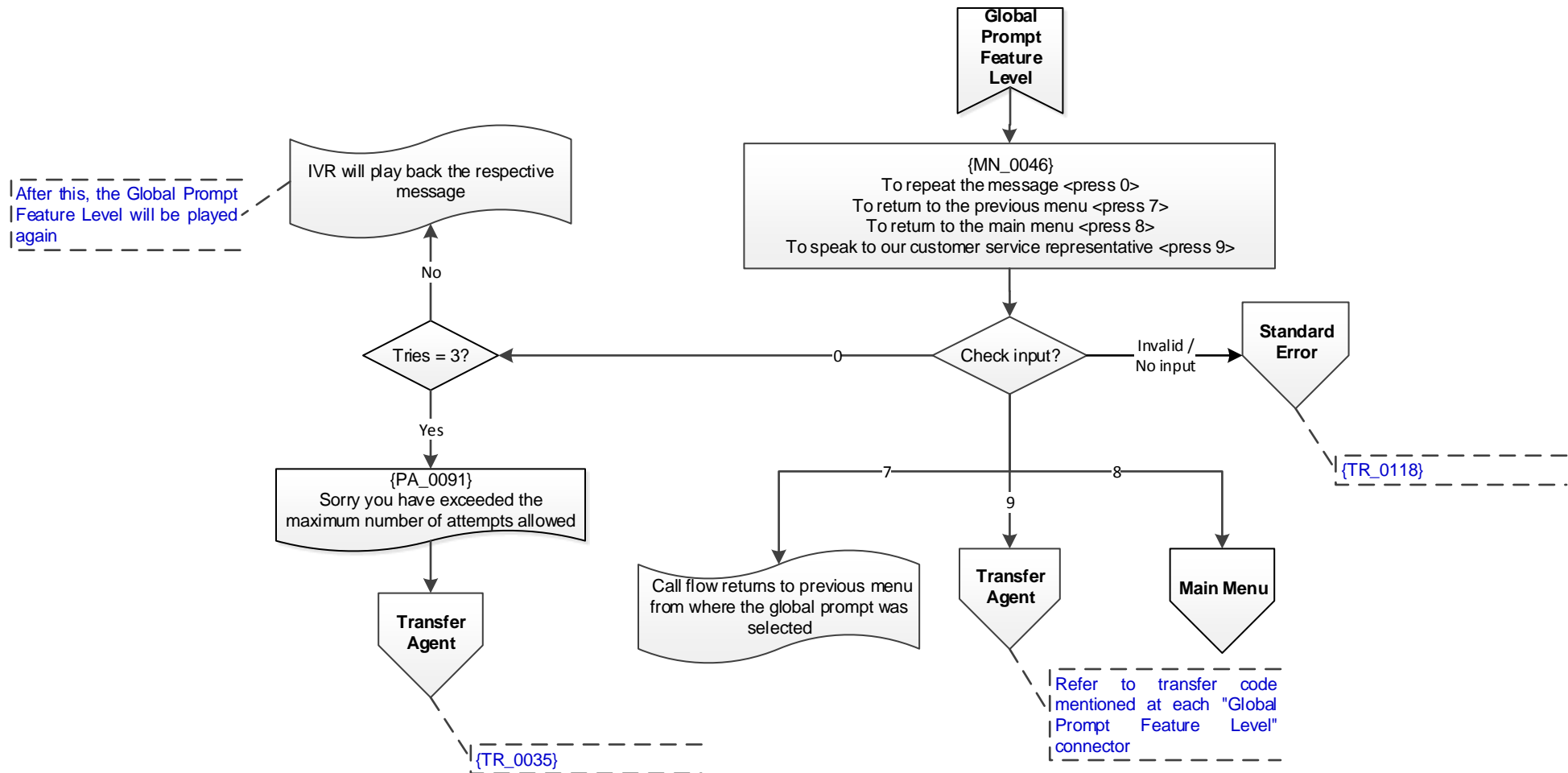


Global Prompt Menu Level

Global Prompt Menu Repeat



Global Prompt Feature Level



IVR call variables:

1. ANI
2. DNIS
3. Language selected / Default language (E=English, H=Hindi)
- 4/ Last 5 menu accessed
5. Transfer reason code

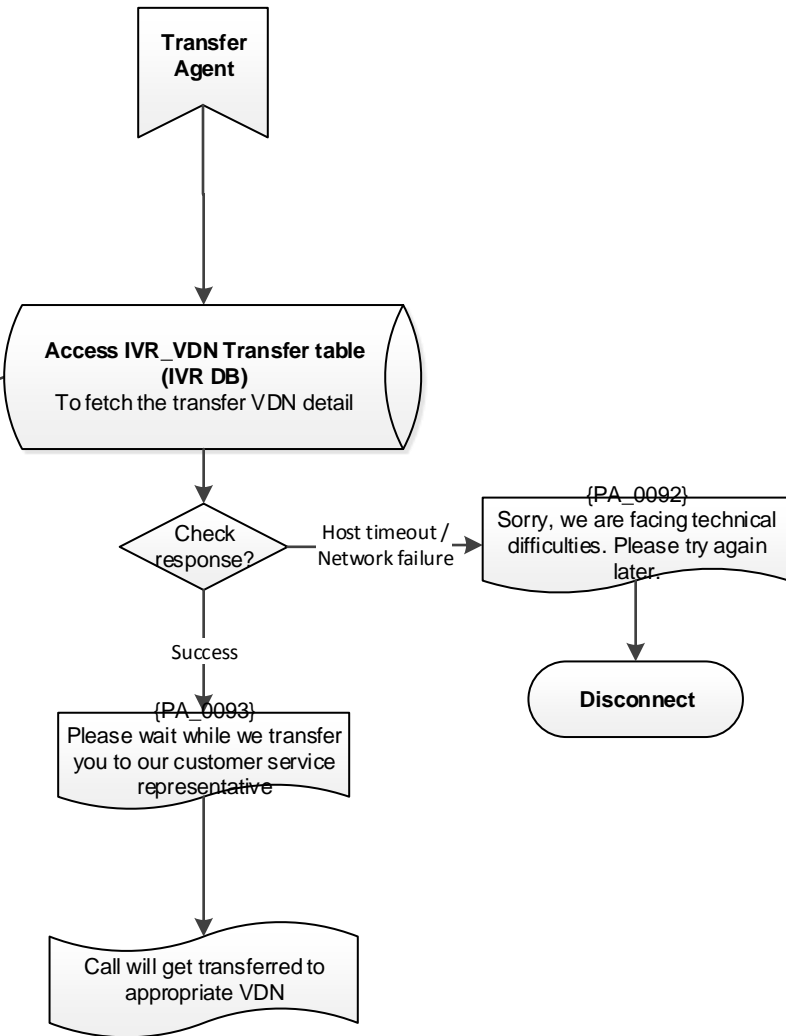
Access IVR_VDN_Transfer Table

Input:

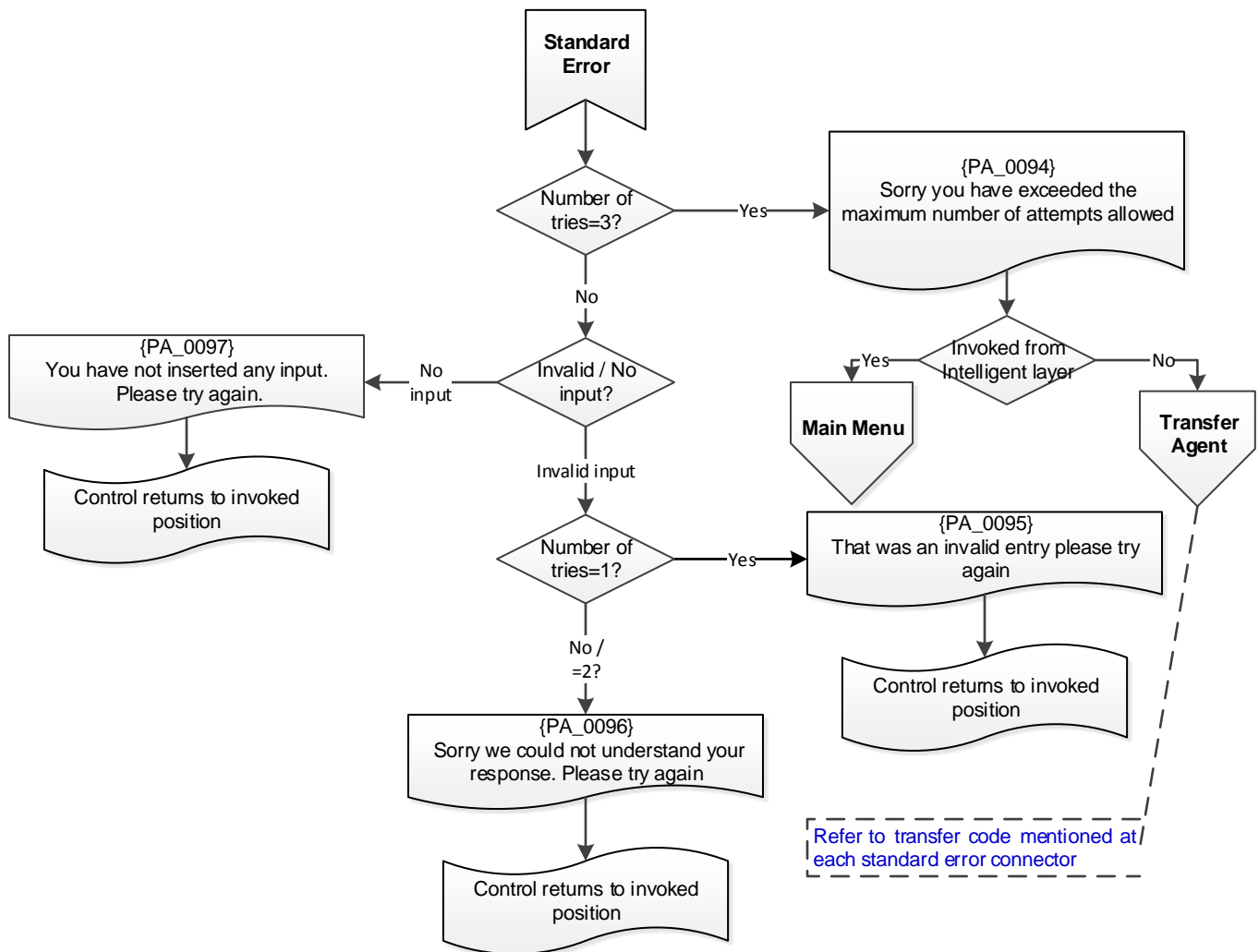
App name
Language
Circle
Customer segment (gold / silver / HNI)
Call type (request / complaints)

Output:

Transfer VDN1
Transfer VDN2
VDN 1 / VDN 2 down flag

Transfer Agent

Standard Error



Link Down

