

399 RCOM Dealer IVR (RCD)

Last updated on: Nov 9th 2016

Version: 1.3

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.27.2015	-	Karthikeyan G	Initial draft of the call flow
0.02/Feb.09.2015	RCOM	Raajesh Kumar AS	Main Menu Page : Changed the main menu options by adding Prepaid and Postpaid
0.03/Feb.27.2015	RCOM	Raajesh Kumar AS	Included Push SMS Page
0.04/Mar.02.2015	RCOM	Raajesh Kumar AS	Removed in main menu * E-recharge account balance, *E-recharge transaction status and TT validity for mobile number option
0.05/Mar.05.2015	RCOM	Raajesh Kumar AS	<ul style="list-style-type: none"> Added CAF status menu in Prepaid and postpaid menu Added a new page for CAF Status
0.06/Mar.10.2015	RCOM	Raajesh Kumar AS	<ul style="list-style-type: none"> Welcome prompt changed Replaced CAF activation to MDN activation status Removed option 4 & 5 in postpaid menu Removed transfer agent option in main menu
1.1/ Apr.24.2015	Servion	Daranivasan.A	Baselining
1.2/ Apr.23.2016	Avaya	Salini	<ul style="list-style-type: none"> MDN Activation messages Denomination Error handling Removing extra option from postpaid flow
1.3/ November.9.2016	Rajesh Manjalkar	Yahya Rayyan	Included MDN based hotflash, SMS on selecting main menu options.

Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



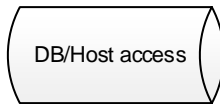
This shape represents speech announcements with out caller input



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).



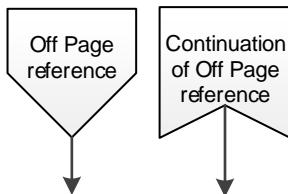
This shape represents the host or database access.



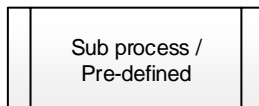
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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.

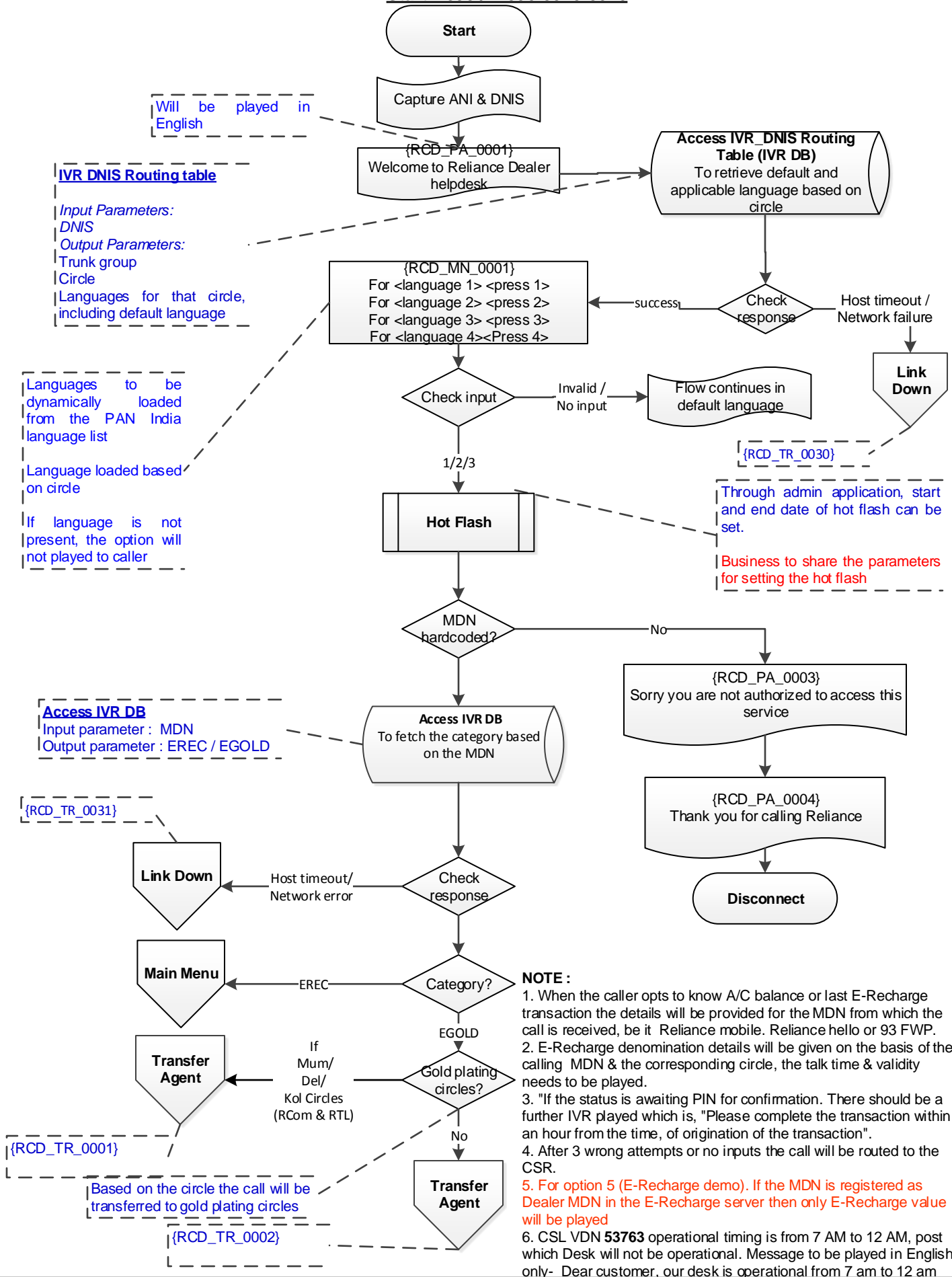


This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart to another flowchart.

Universal Business Rules

S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	7 am – 12 am Monday to Saturday 6 am – 12 am Monday To Sunday	
2	Language of Interaction	English, Hindi, Marathi, Gujarati, Punjabi, Bengali, Kannada, Telugu, Tamil, Malayalam, Oriya	Default and regional language for each circle will be shared by Reliance
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. 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)	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>	
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>	

Start: *399 / 1-800-3070-3070



Hot Flash

IVR_Hotflash Table (IVR DB)

This table applies through out the call flow, wherever hot flash is invoked

Input Parameters:

App name
Node ID
Language
Circle

Output Parameters:

Enabled or disabled
Hot flash phrase ID

Through admin application, start and end date can be set based on Product (GSM/CDMA/RTL), service type, circle.

MDN and circle specific dynamic hot flash will be fetched from DB. Upto 5 unique offers available which will get distributed among the MDN list of that circle.

IVR_Hotflash Table (IVR DB)

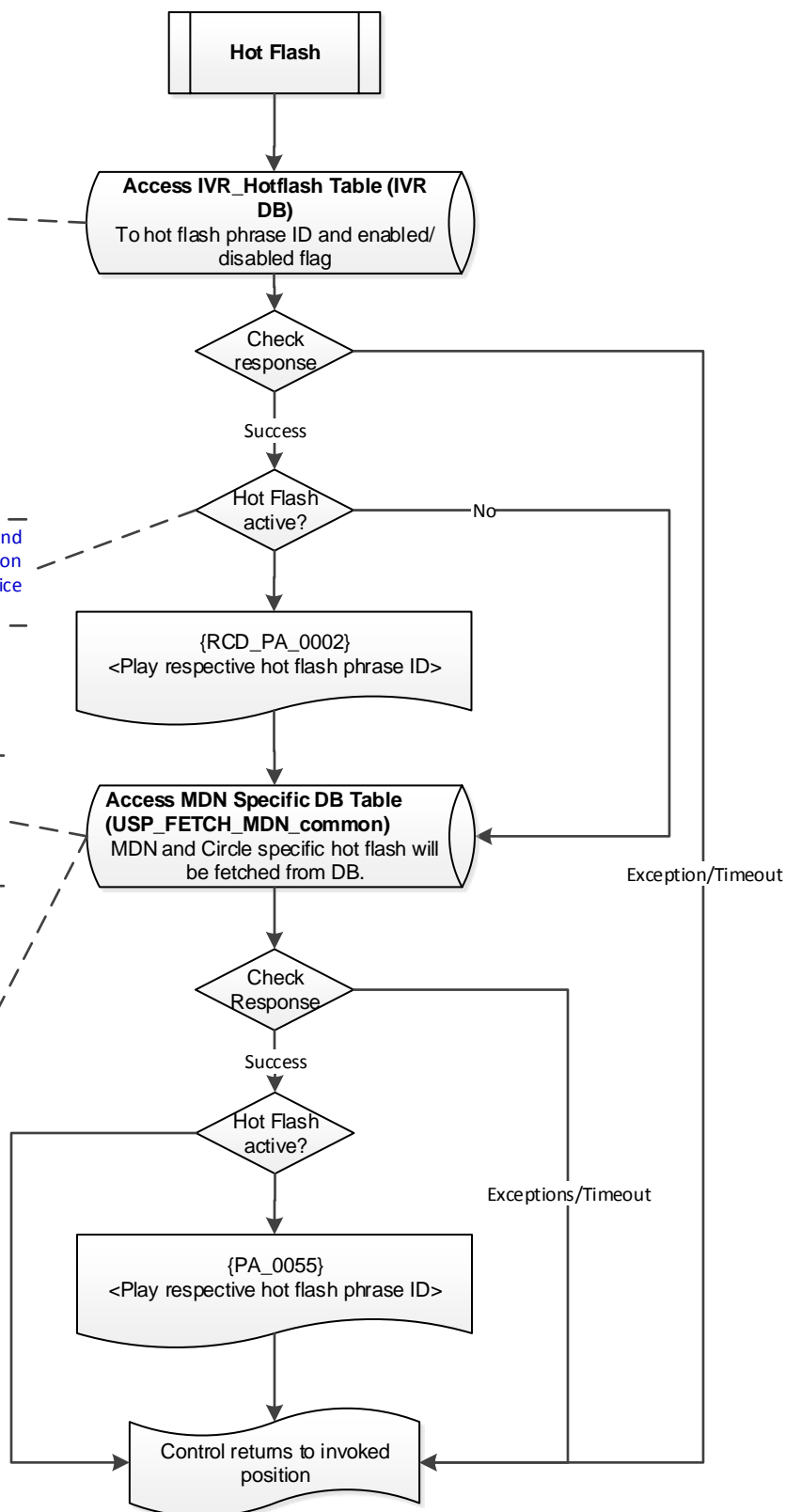
This table applies through out the call flow, wherever hot flash is invoked

Input Parameters:

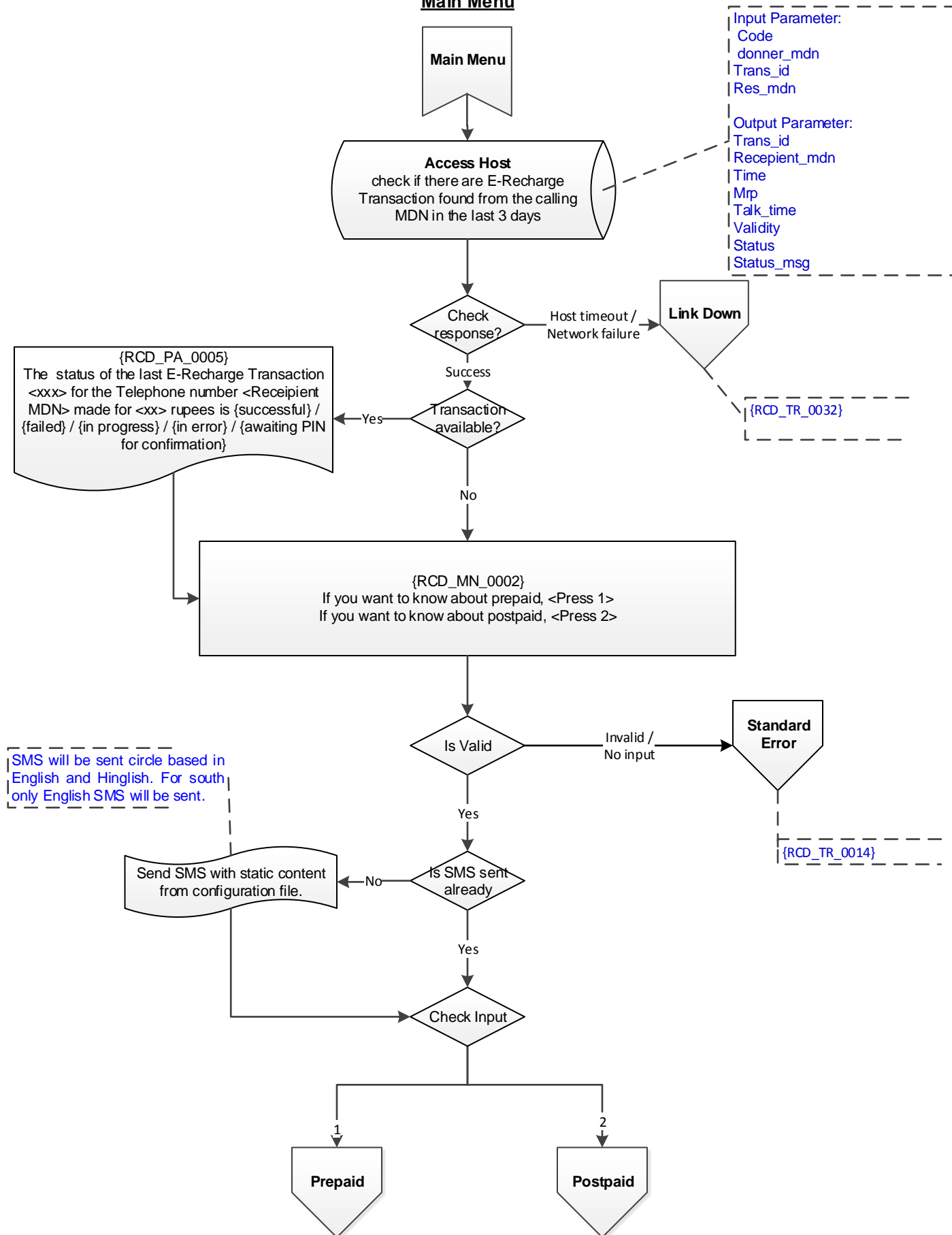
MDN,
App name

Output Parameters:

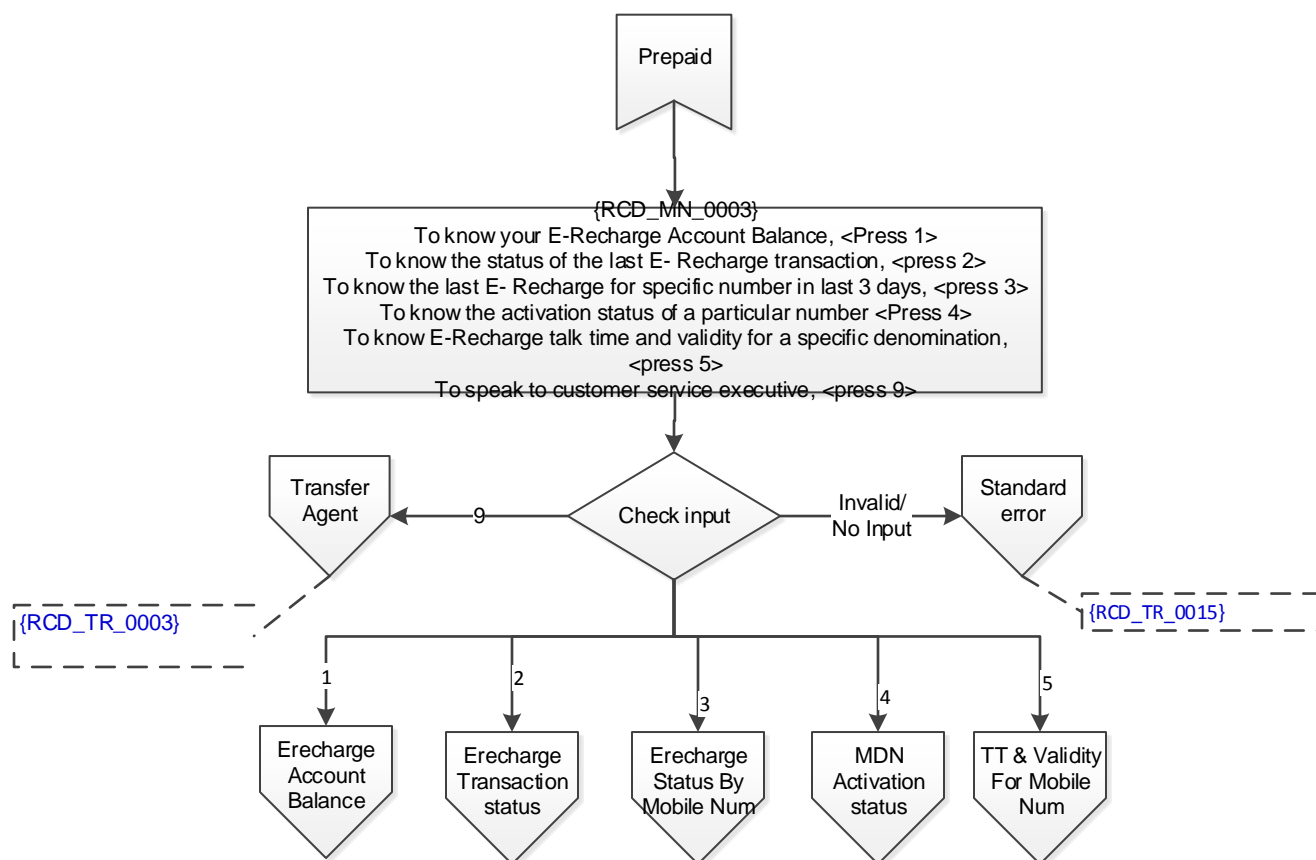
Hotflash Category

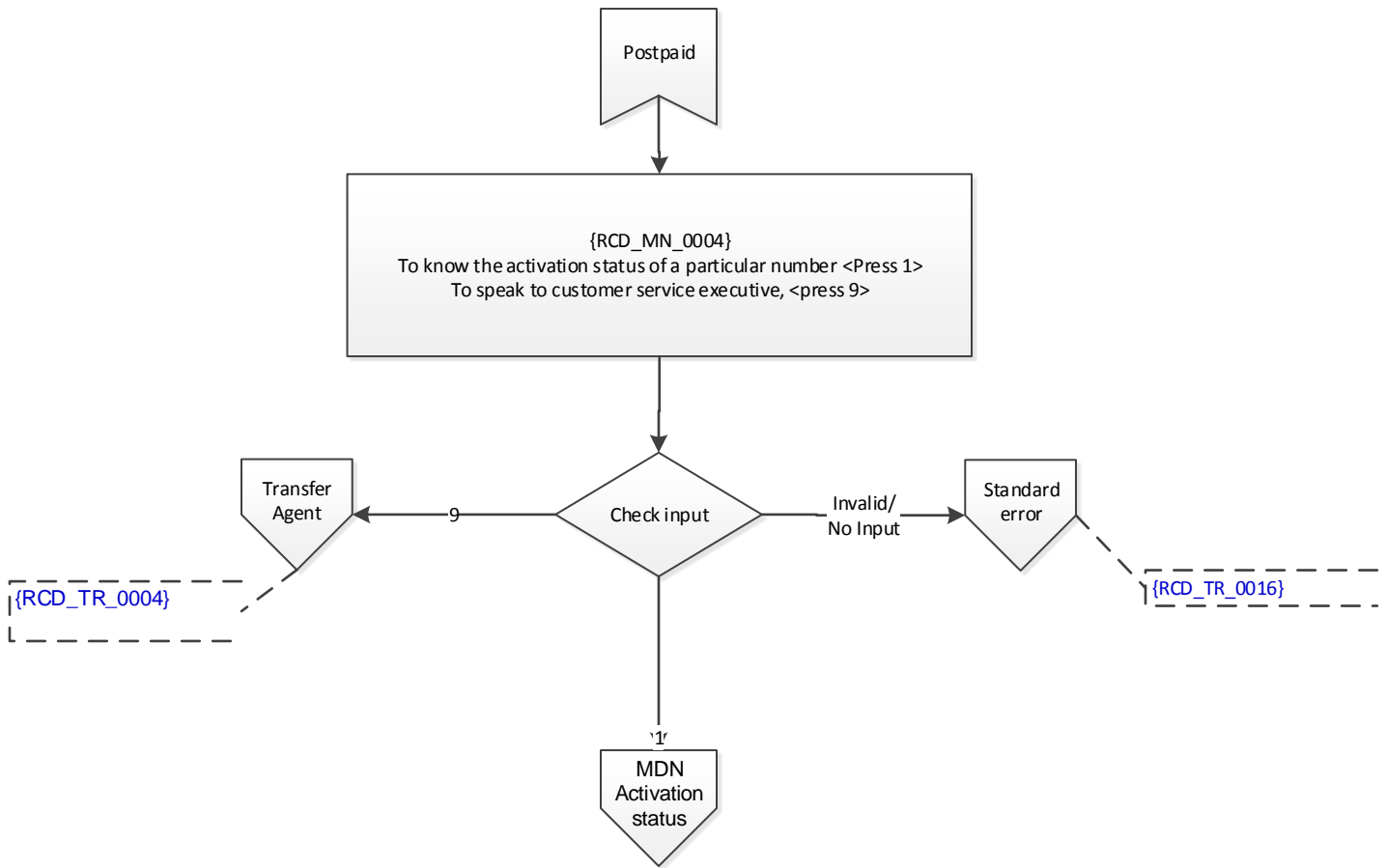


Main Menu

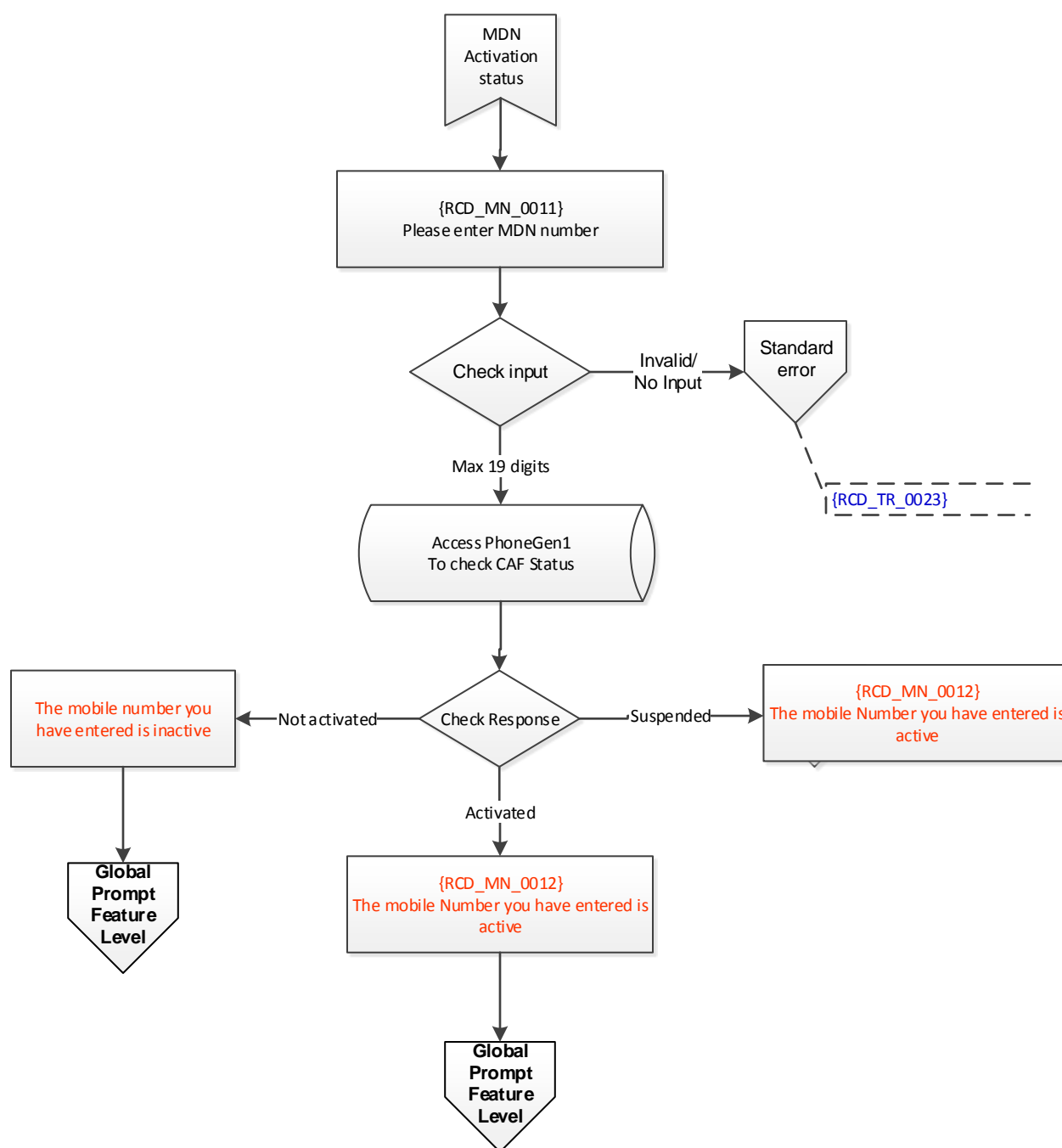


Prepaid

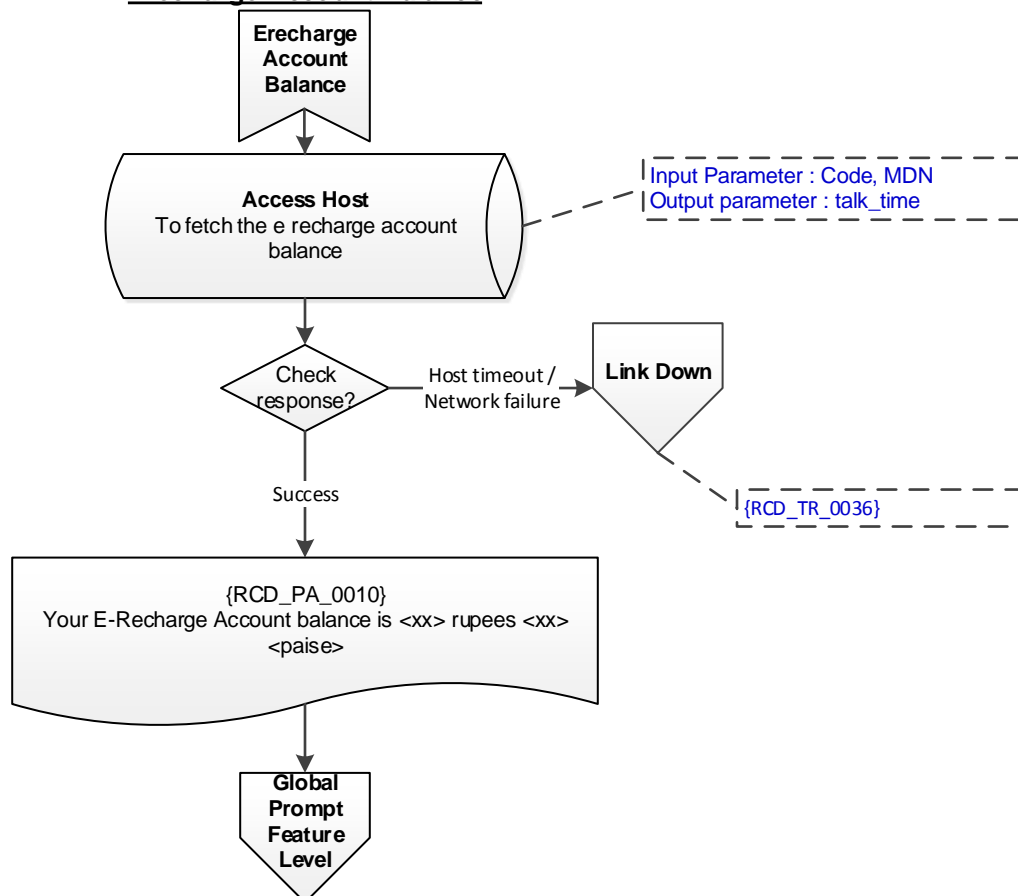


Postpaid

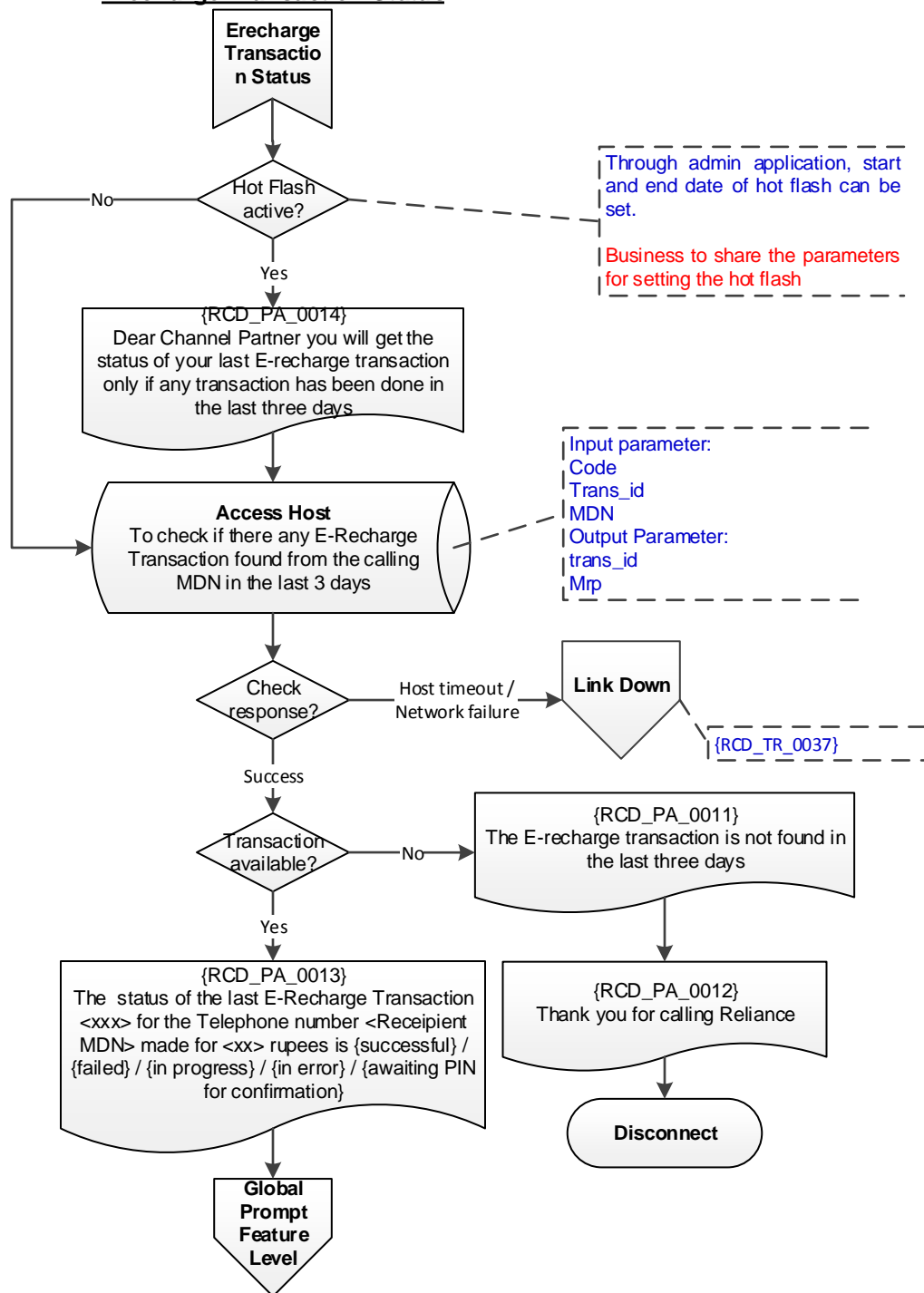
MDN Activation Status



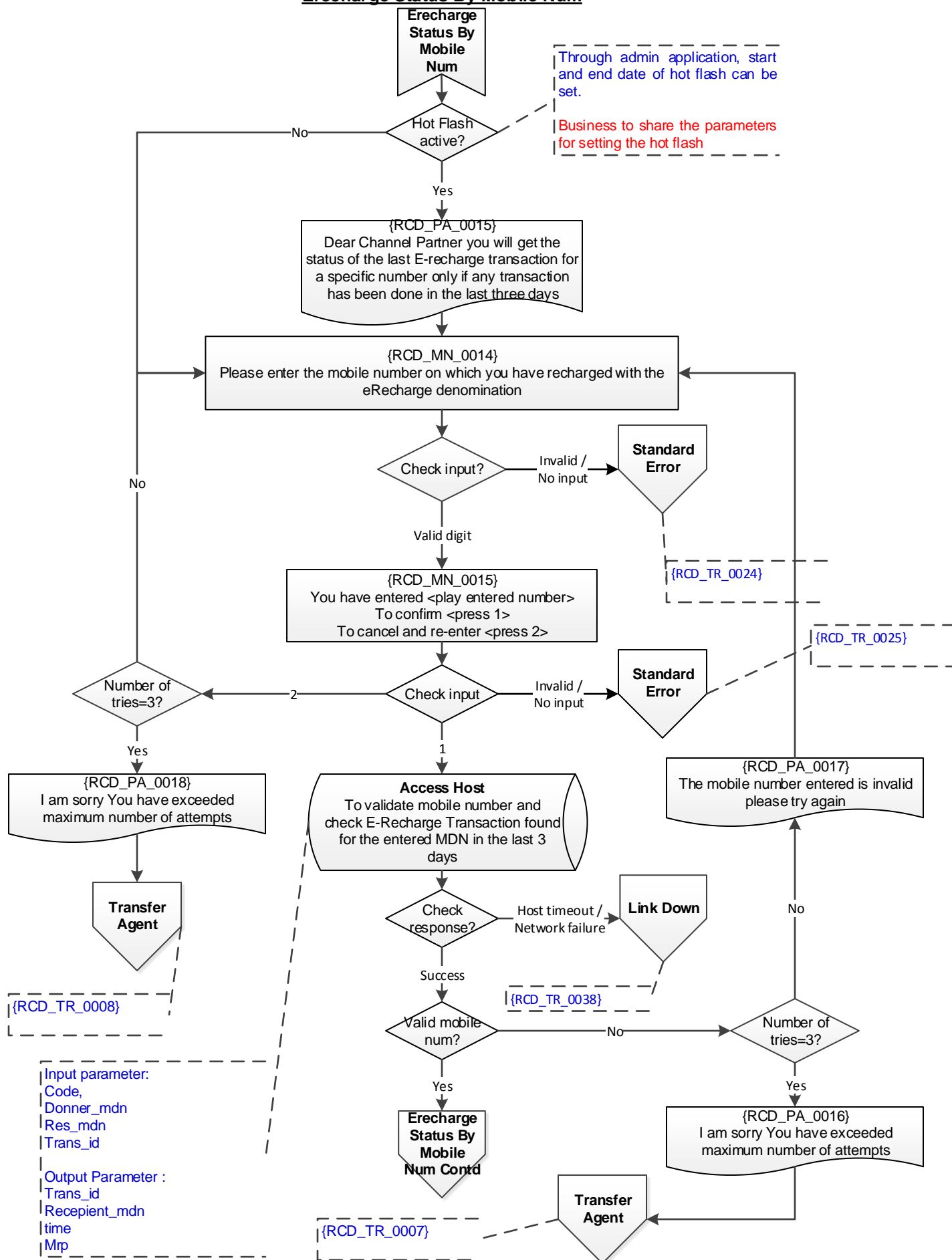
Erecharge Account Balance



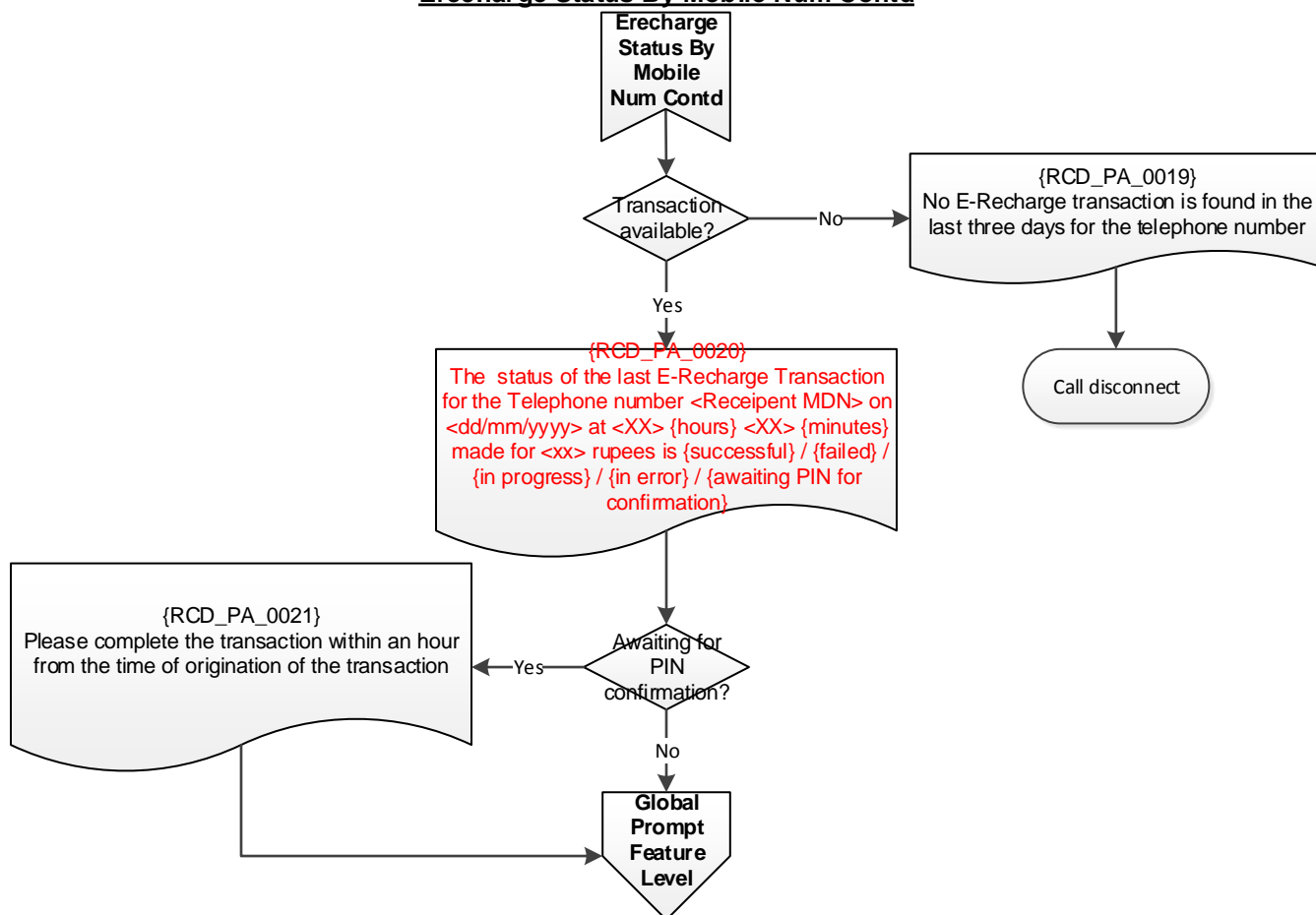
Erecharge Transaction Status



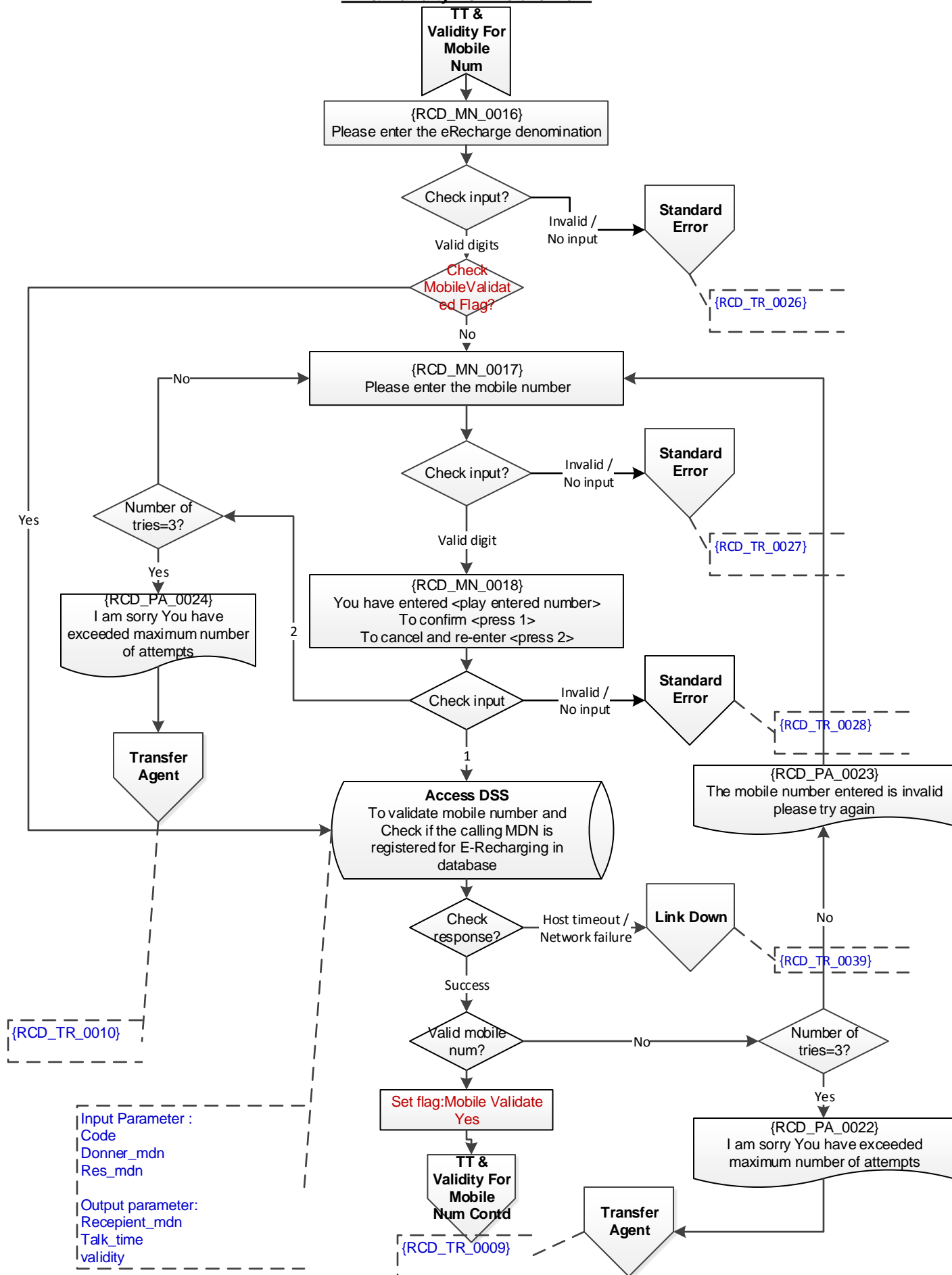
Erecharge Status By Mobile Num



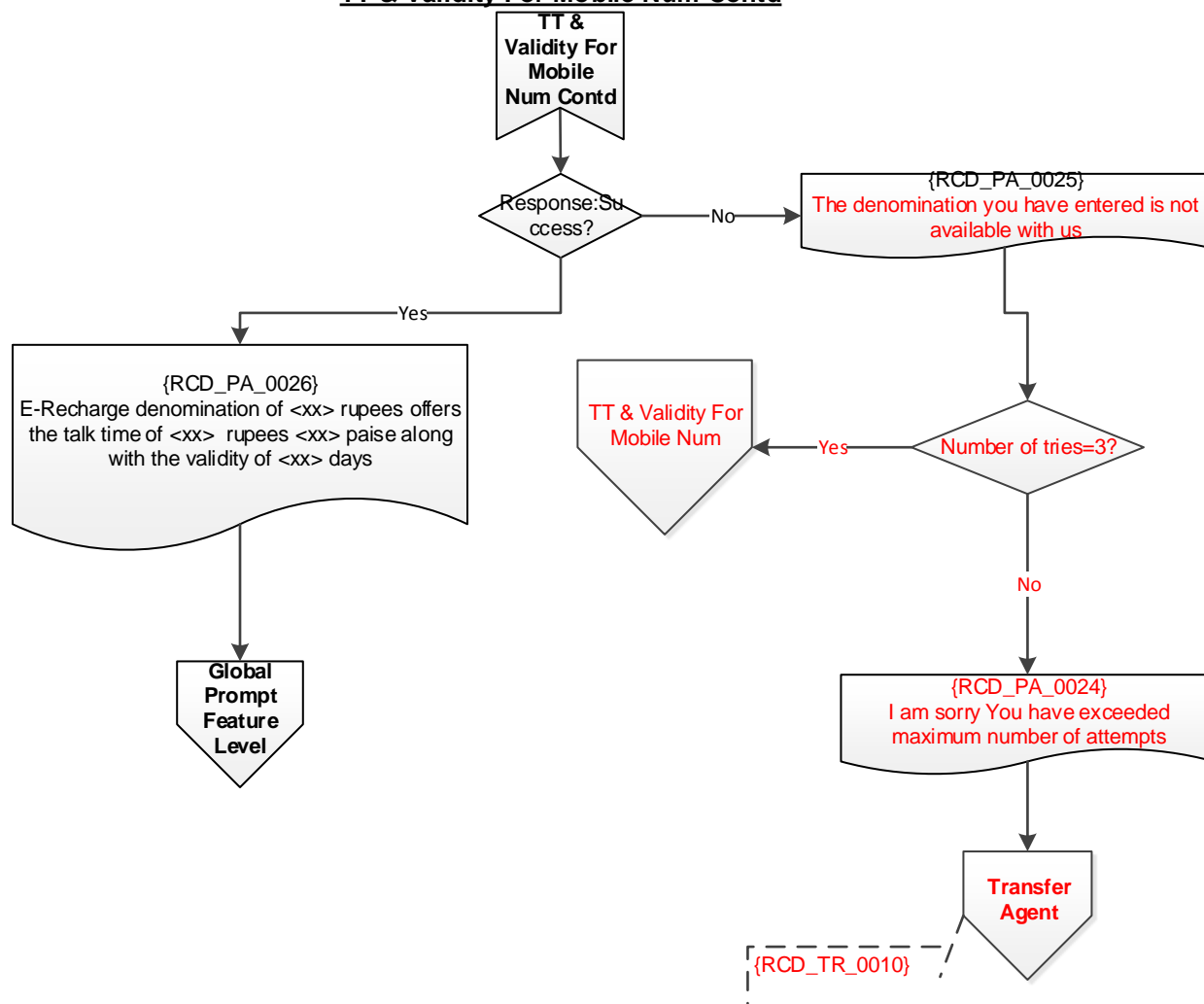
Recharge Status By Mobile Num Contd

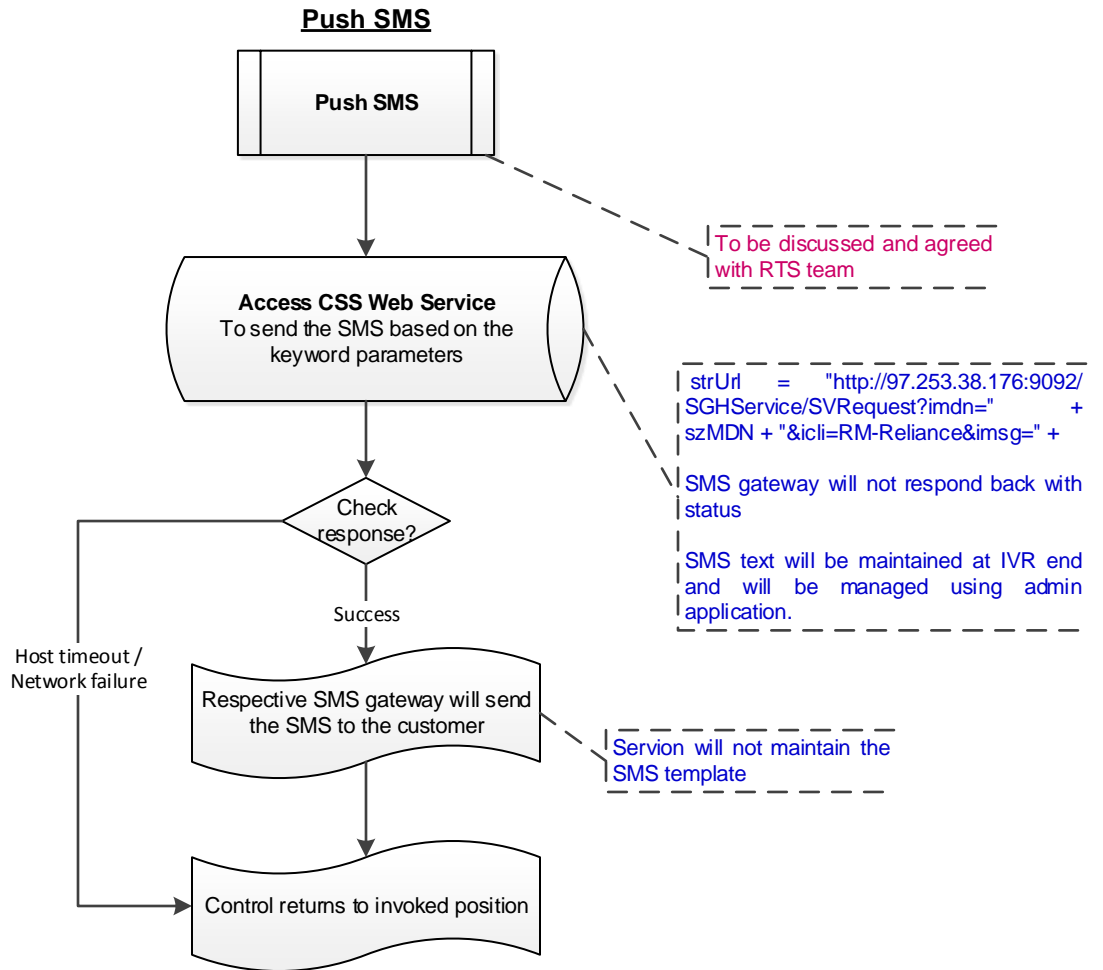


TT & Validity For Mobile Num

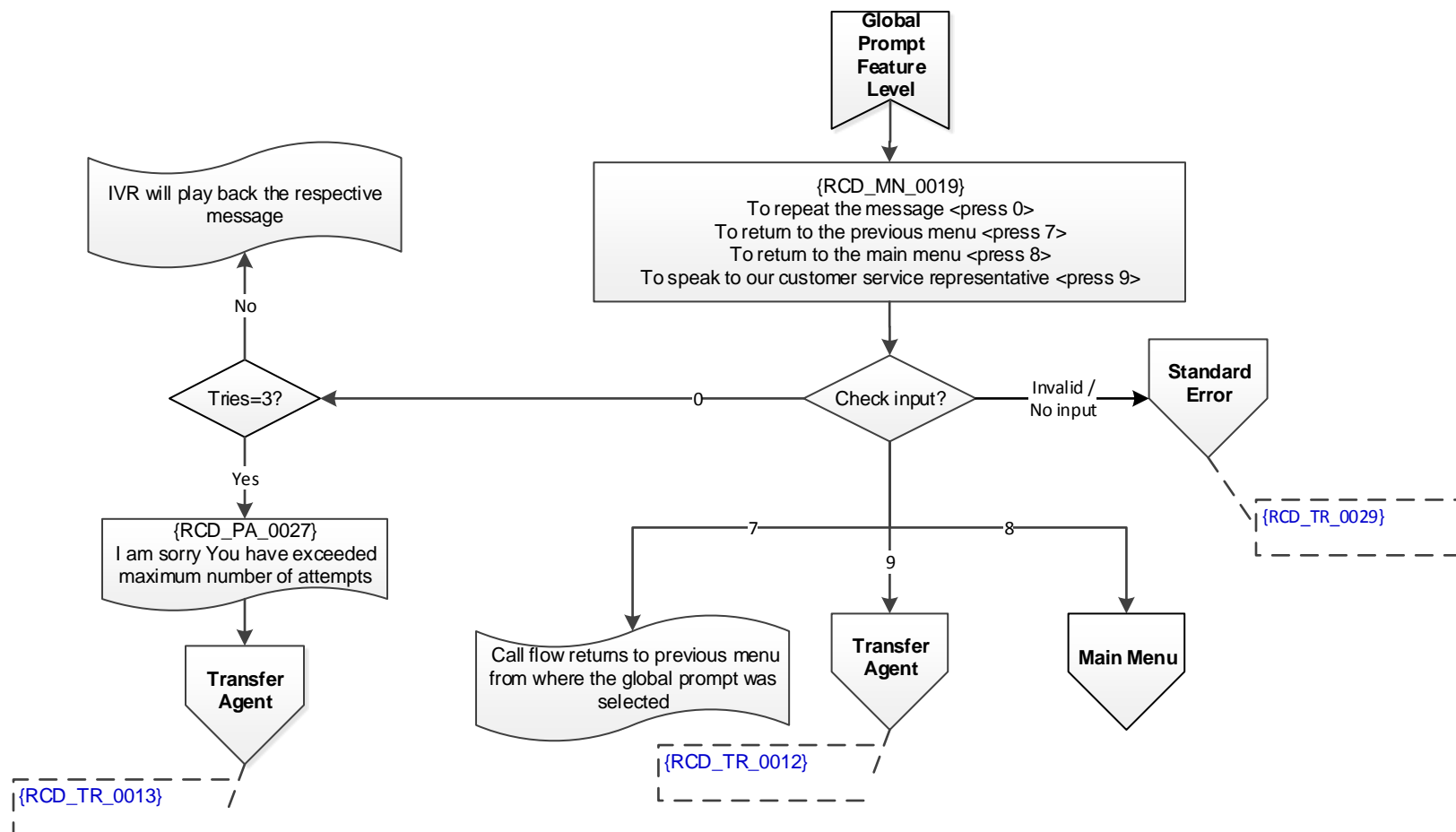


TT & Validity For Mobile Num Contd





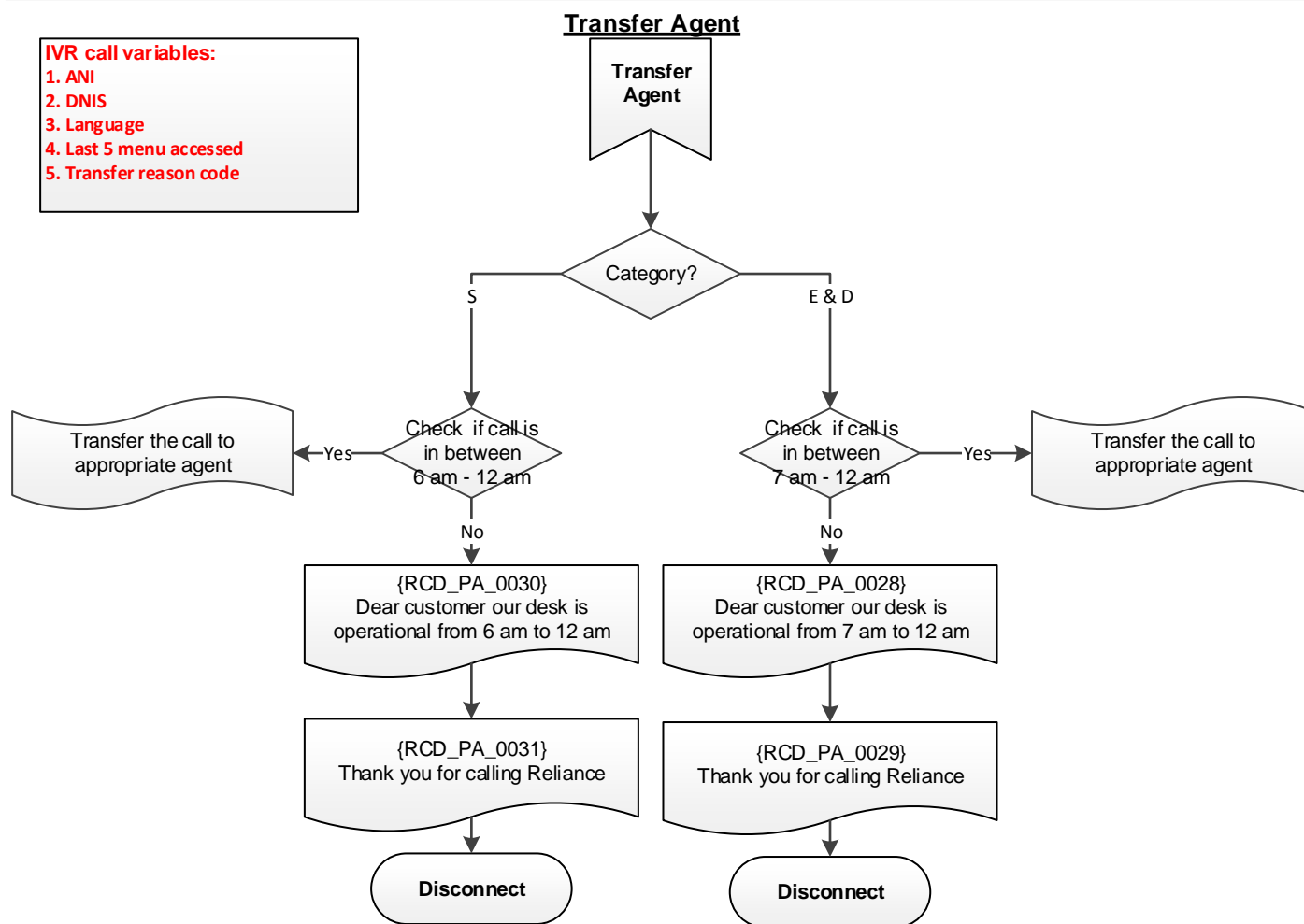
Global Prompt Feature Level

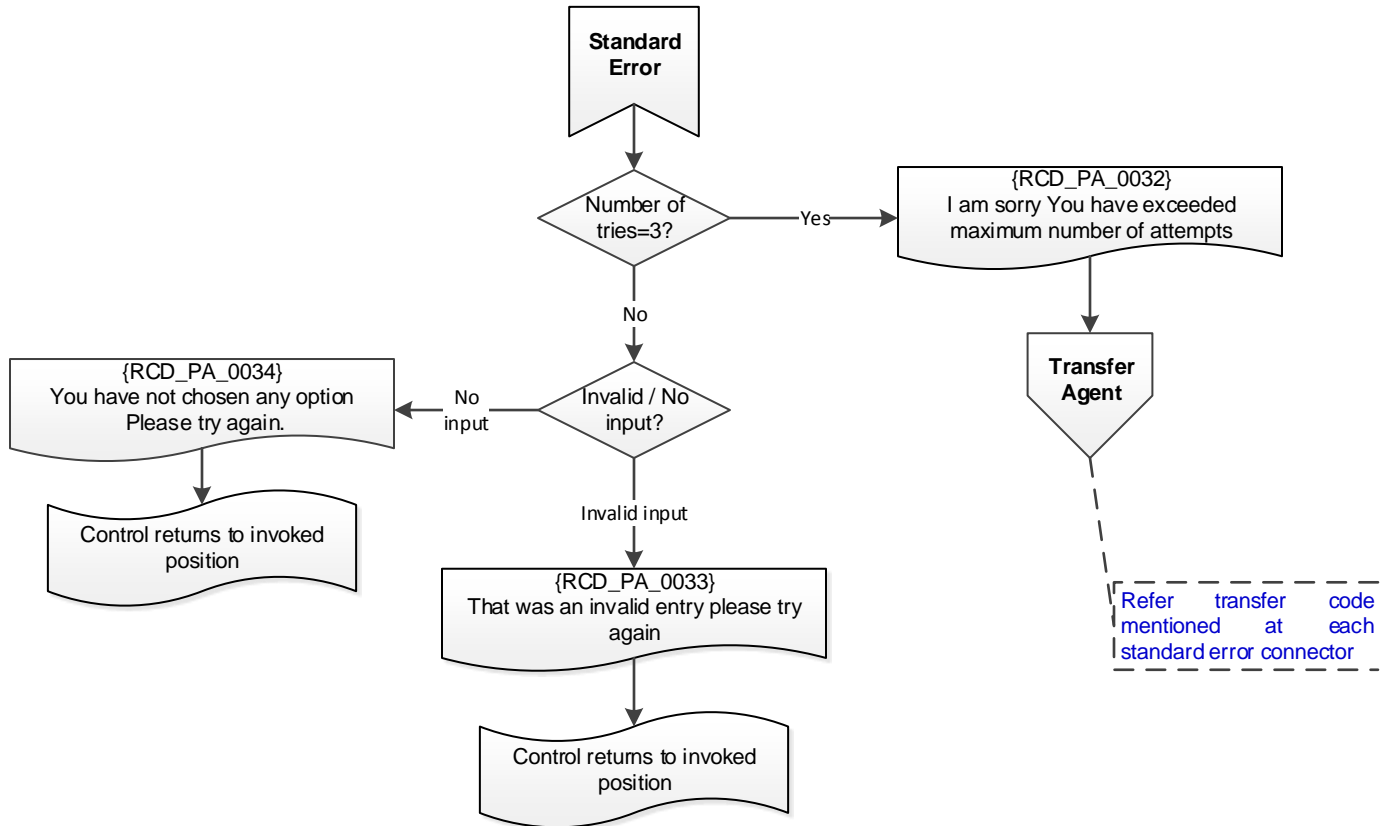


Transfer Agent

IVR call variables:

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



Standard Error

Link Down

