



IVR Call Flow

RCOM 155223

VAS Deactivation

Document Created on: November 23rd 2016
Last Updated On: November 23rd 2016
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Version: 1.0

Version History

Version No / Date	Change Initiated By	Update By	Summary of Change
1.0/Nov.23.2016	Rajesh Manjalkar	Yahya Rayyan	Initial draft of the call 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.

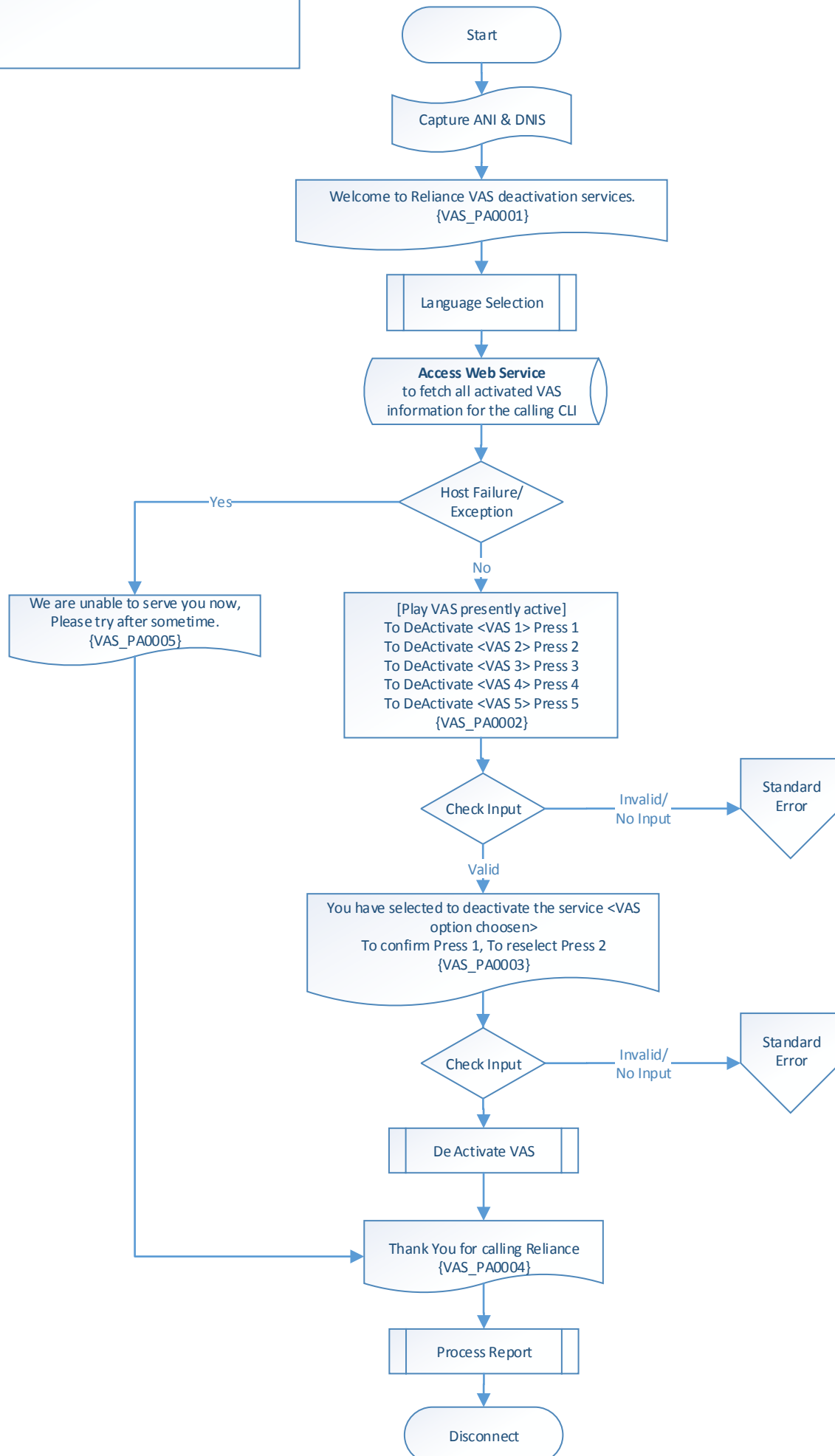
Sub process /
Pre-defined

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.

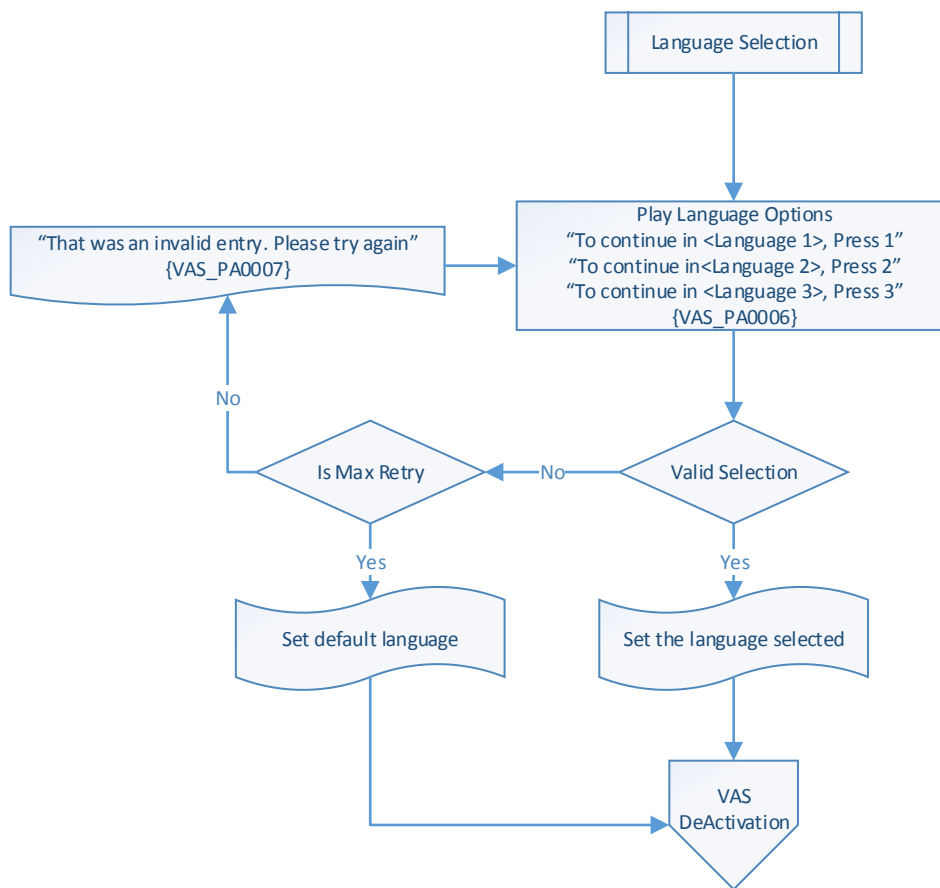
Universal Business Rules

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:
VAS Deactivation callers



Language Selection

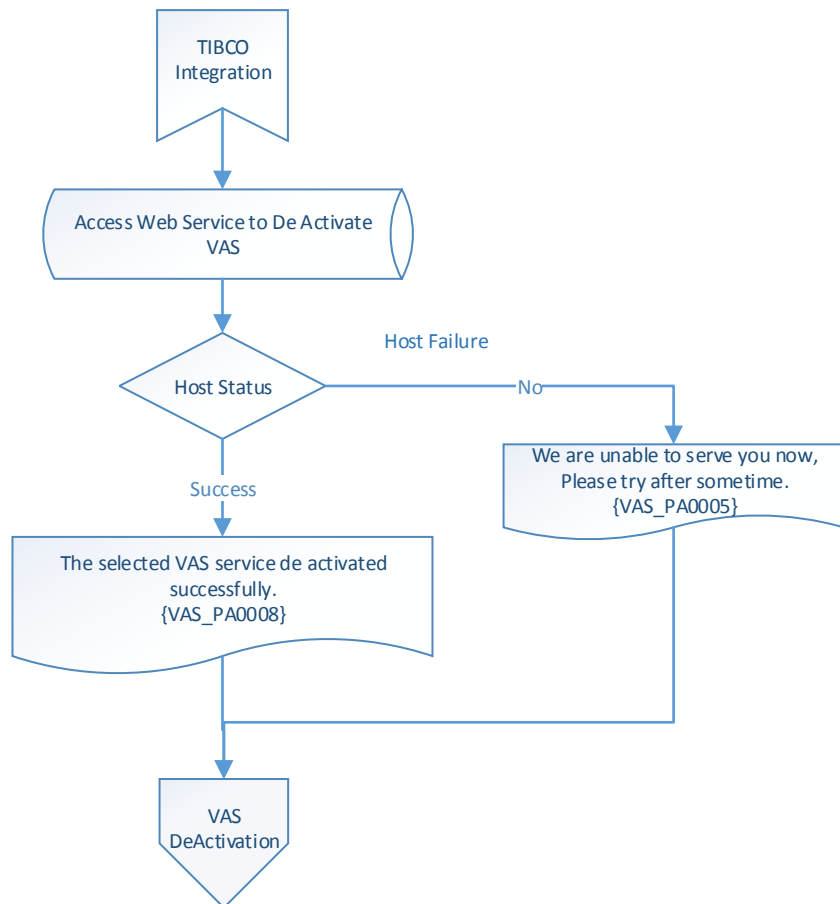


Languages 13

- 1 English
- 2 Hindi
- 3 Tamil
- 4 Marathi
- 5 Gujarati
- 6 Punjabi
- 7 Telugu
- 8 Kannada
- 9 Malayalam
- 10 Oriya
- 11 Bengali
- 12 Assamese
- 13 Kashmiri

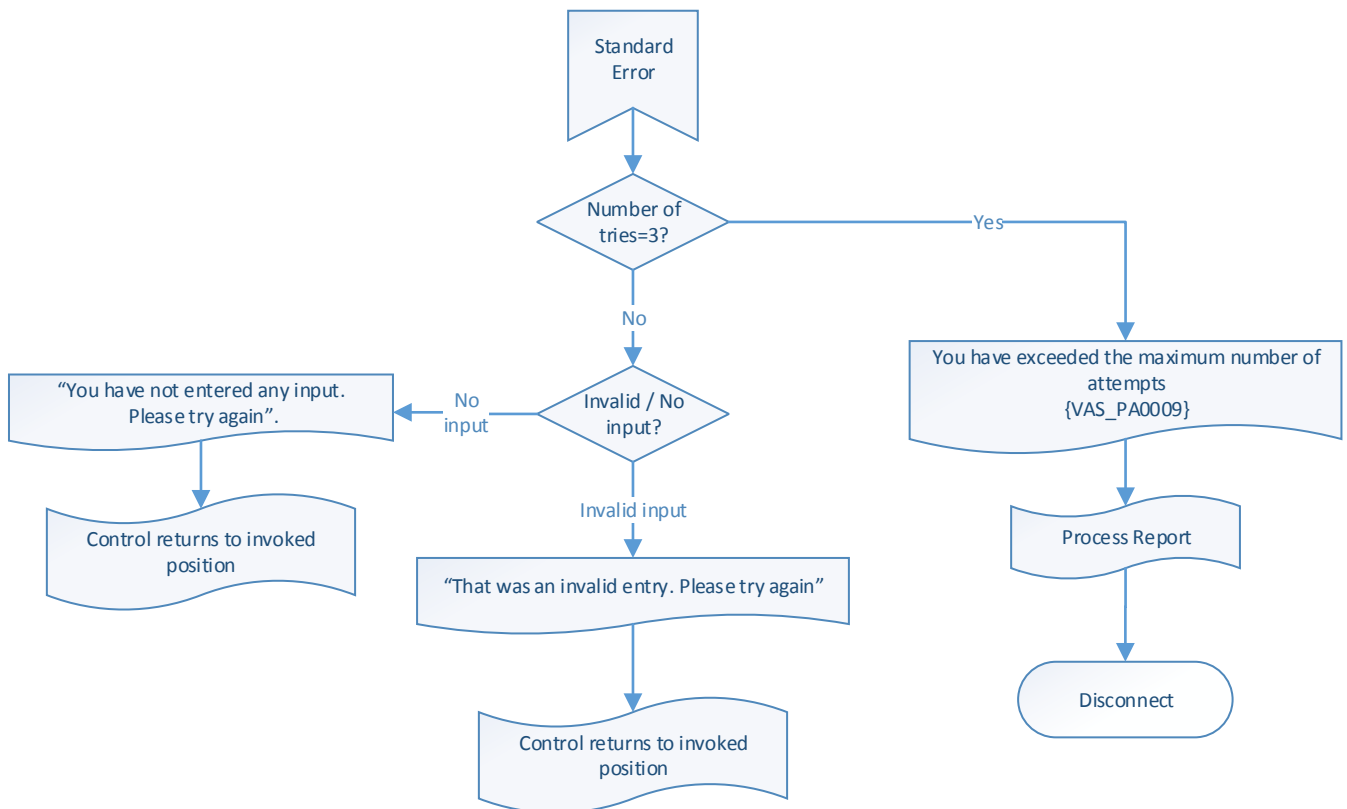
IVR-> TIBCO
 URL: http://97.253.29.228/ssm/SSMServlet?xml=?xml version="1.0" encoding="UTF-8" standalone="no"?><request><mdn>7498018326</mdn><channelid>IVR</channelid><keyword>STOP</keyword><unsubid></unsubid><system>TIBCO</system></request>

TIBCO -> IVR
 <VAS_PACK>
 <PACK>
 <PACK_SOURCE>CP</PACK_SOURCE>
 <PACK_TYPE>DATA</PACK_TYPE>
 <PACK_CONSENT/><PACK_TRANS_ID/>
 <PACK_RNWL_DATE/>
 <PACK_NAME>Caller tunes</PACK_NAME>
 <PACK_CODE>1003</PACK_CODE>
 <PACK_VALIDITY>30</PACK_VALIDITY>
 <PACK_AMOUNT>30</PACK_AMOUNT>
 </PACK>
 <CODE>0</CODE>
 <MESSAGE>SUCCESS</MESSAGE>
 </VAS_PACK>



Standard Error

Standard Error



Process Report

