

198 GSM Postpaid IVR Call Flow

Last updated on: June 30th 2016

Version: 1.5



Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.29.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.10.2015	-	Daranivasan.A	- Start(STT) * Retention List MDN Check leads to Transfer Agent * Birthday wish message updated * Main Menu(MAM) * Updated Main Menu - Account Information(ACI) * Updated Menu * Inserted 2 Push SMS as per clients request * Keyword for one push SMS was updated - Unbilled n Credit information(UCI) * Access CSS host added for point 2 * Inserted 2 Push SMS as per clients request - Bill n Payment Information(BPI) * Response provided to the question and suggestion made * Instead of CSS, requested for table to update data - Check Bill(CKB) * Instead of Credit Card Entry flow, connected the flow to Payment Information(PYI) - Delivery Status Mode(DSM) * Updated Prompts * Inserted a prompt as per the request for duplicate bill request - Payment Information(PYI) * Instead of Global Menu (PFL) it will be forwarded to Global Menu (PMR) - Get GPRS Settings(GPRS) * Offer configuration removed as per request * Instead of Offer prompt, directly connected to Push SMS as per feedback - Products, Offers & Services (POS) * Menu Updated - Data Plans(DAPL) * Response Provided - Buy the Pack(BTP) * Flow changed as per the provided excel - Pay Using Core Balance(PCB) * Removed - Credit Card Entry(CCE) * Removed Amex Card * One Time Password Check (OTPC) included as per RBI rules * Response provided for the feedback - Process Payment(PRP) * Inserted a failure status to Transfer Agent - Change Language option was removed * 3rd Language option was removed - Credit Card Entry(CCE) * Removed Amex * Changed prompts * Response provided - Process Payment(PRP) * Included logic for getting amount for payment * Inserted payment failure status - Standard Error(STE) * Prompt change - Link Down(LND) * Prompt Change



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0.03 / Feb.13.2015	Reliance	Daranivasan.A	- Get GPRS Settings(GPRS) * Inserted a check for GPRS or CDMA - Changed Intelligent Layer Flow based on updates provided - New Flow Pages * Service Request History * Interaction History * Event Based Information * Unbilled Information * Credit Information * Free Unit Information * Pay to promise (Called from Intelligent Layer alone) - Check from whether the flow was invoked from Intelligent Layer * Check Bill * Unbilled Information * Credit Information * Credit Information * Free Unit Information * Delivery Status Mode * Check Payment	
0.04 / Feb.18.2015	Servion	Daranivasan.A	- One Time Password Check connection bug fixed	
0.05 / Feb.19.2015	Reliance	Daranivasan.A	- VAS(VAS) * Replace "transfer to other IVRs" with message followed by Global Prompt	
0.06 / Mar.05.2015	Servion	Daranivasan.A Karthikeyan.G	Incorporated changes after self review and internal review	
0.07 / Mar.10.2015	Servion	Daranivasan.A	Incorporated internal review comments	
0.08 / Mar.24.2015	Reliance	Daranivasan.A	Changes from Reliance Incorporated (Edits made in all pages) Included Dunning Check, Dunning Check Contd and Activate VAS Contd pages Removed Update VAS page	
0.09 / Apr.09.2015	Reliance	Daranivasan.A	- Inserted Host details which are closed as per 8 th April 2015 (Host tracker) - Process Payment: Error codes updated for payment PACE gateway	
1.1 / Apr.10.2015	Reliance	Daranivasan.A	Baselining	
1.11 / Apr.10.2015	Reliance	Daranivasan.A	Hot Flash – Include unique prompt node IDs for each Hot Flash occurrence locations Host interfaces added for the closed ones	
1.2 / May.28.2015	Servion	Daranivasan.A	Re-base lining	
1.21 / July.22.2015	Reliance	Karthikeyan	Main menu: Introduced option 4 for any other help and option 4.1 and 4.2 will be agent transfer Change language will be option 5	
1.3 / Feb.17.2015	-	Tarun Jain	Call disconnect for maximum No Input	

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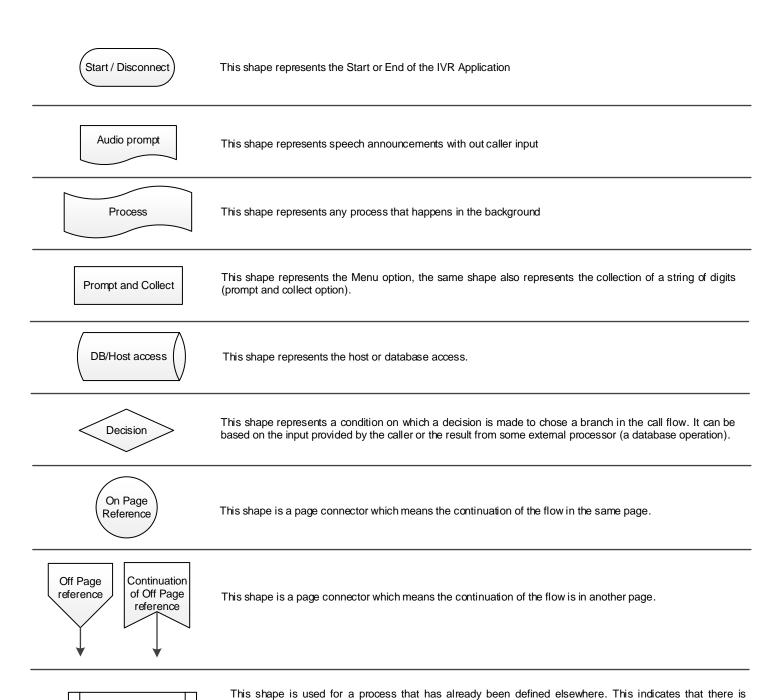
Version History

1.4 / June.17.2016	Rajesh Manjalkar	Yahya Rayyan	Intelligent layer change. All four interaction history items will play back to the customer.	
1.5 / June.30.2016	Rajesh Manjalkar	Yahya Rayyan	Routing to main menu incase of RTS failure while fetching SR request.	
1.7 / Sep.26.2016	Rajesh Manjalkar	Tarun Jain	Added missing playing back free units information to caller before sending push sms.	
1.8 / Jan.3 .2017	Rajesh Manjalkar	Tarun Jain	Any call coming to *222 call flow with post paid DINS and as per DB dip the MDN found to be prepaid, the call needs to be disconnected. Send sms if caller pass Main menu in end of the call and hot flash play category wise Max 5 category	
1.9 / July.13 .2017	Rajesh Manjalkar	Tarun Jain	Low ARPU treatment For Postpaid Mobile	

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Standard Call Flow Conventions



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Sub process /

Pre-defined

another flowchart.

another flowchart available for this predefined process, and should reference that source for more

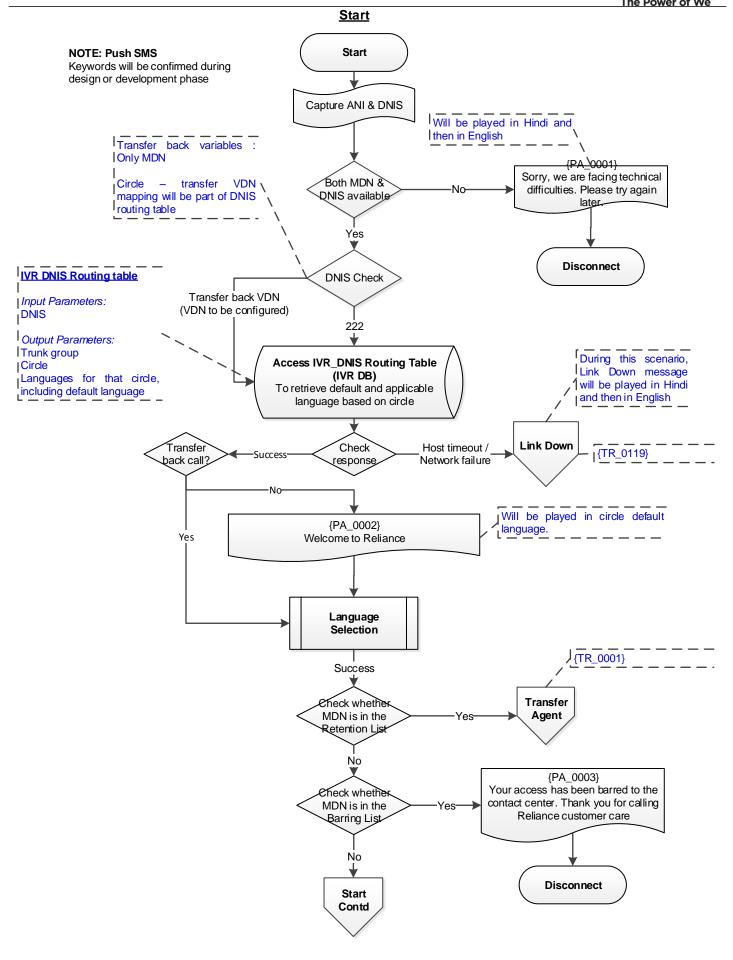
information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart to



Universal Business Rules

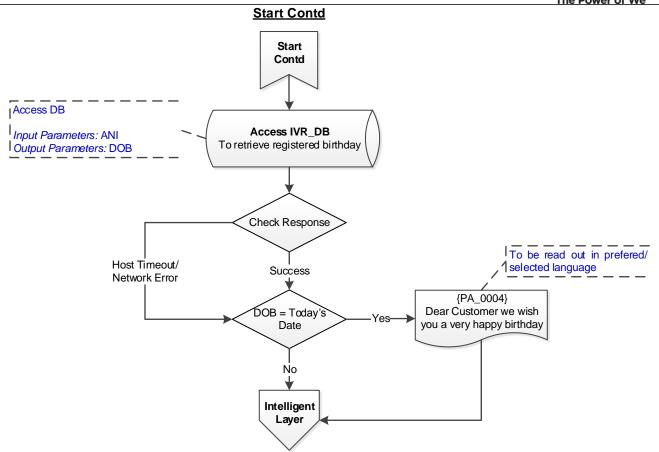
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali	Language selection will be dynamically offered based on the circle Default language will vary for each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





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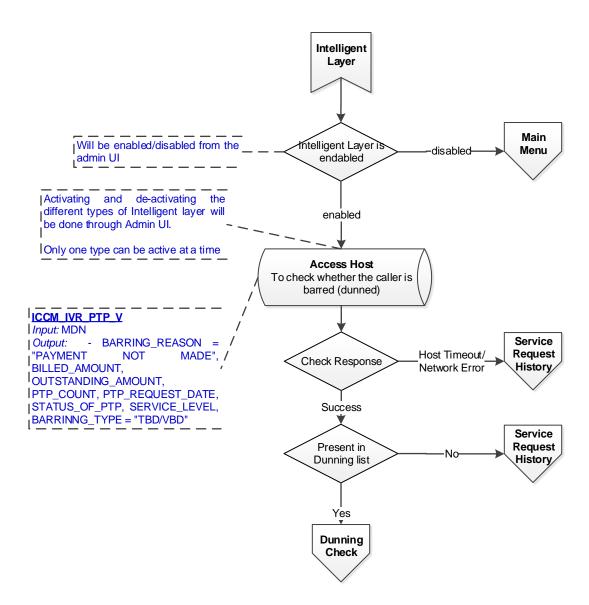




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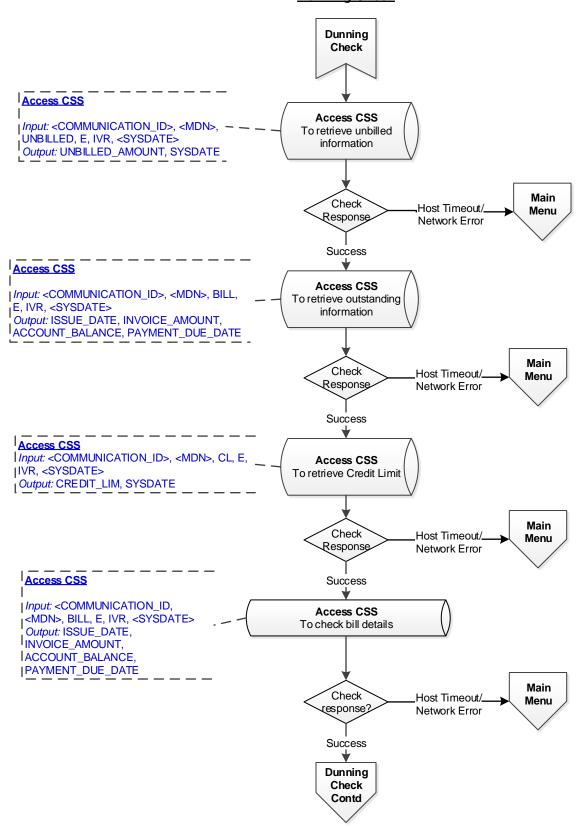
Intelligent Layer



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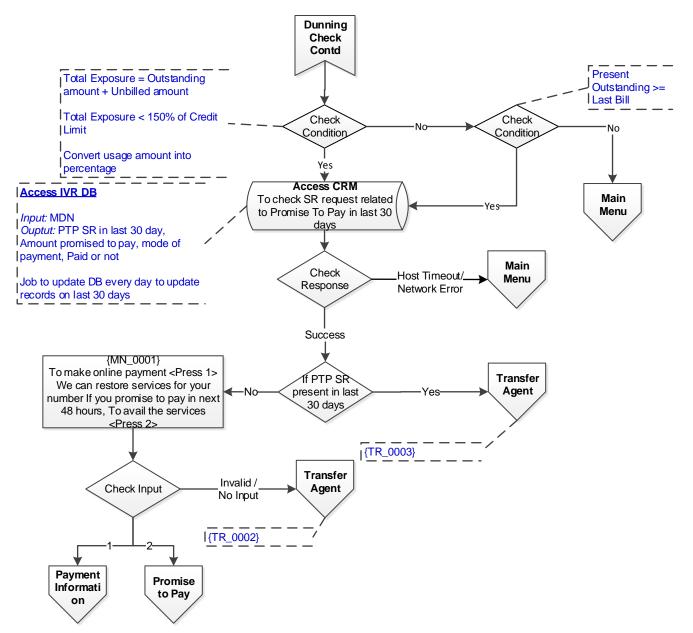
Dunning Check



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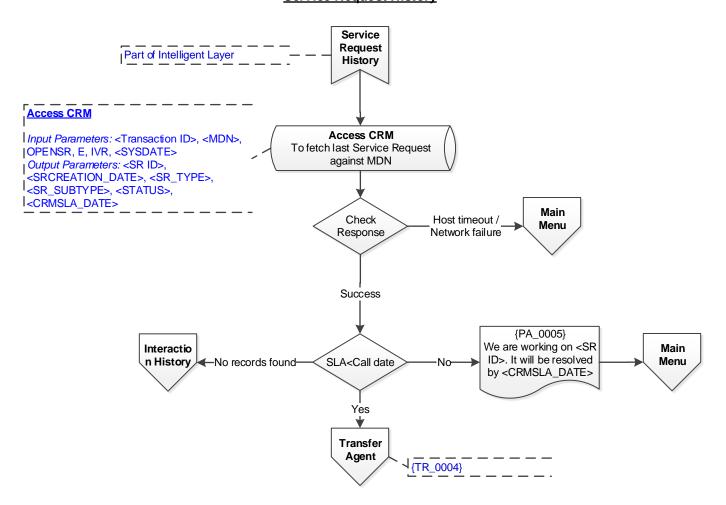
Dunning Check Contd



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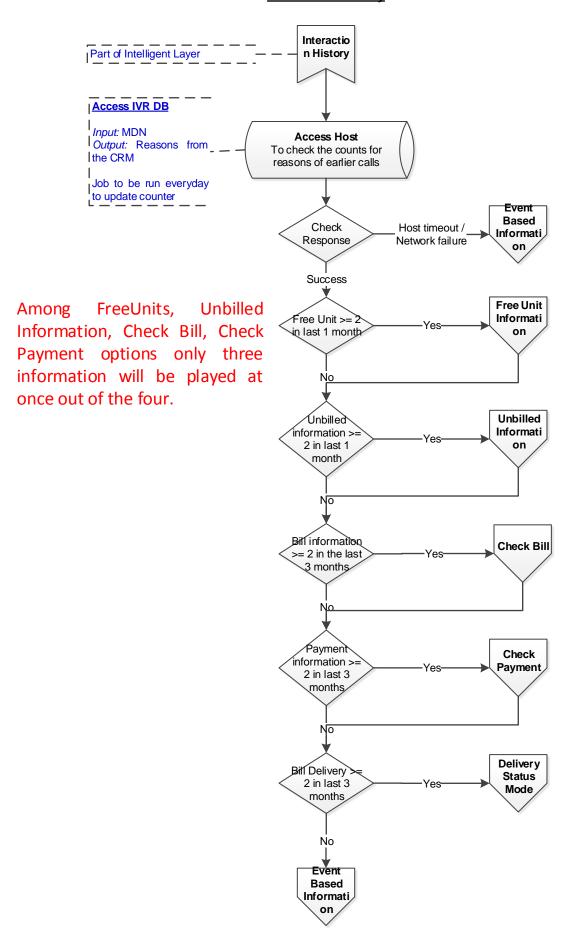
Service Request History



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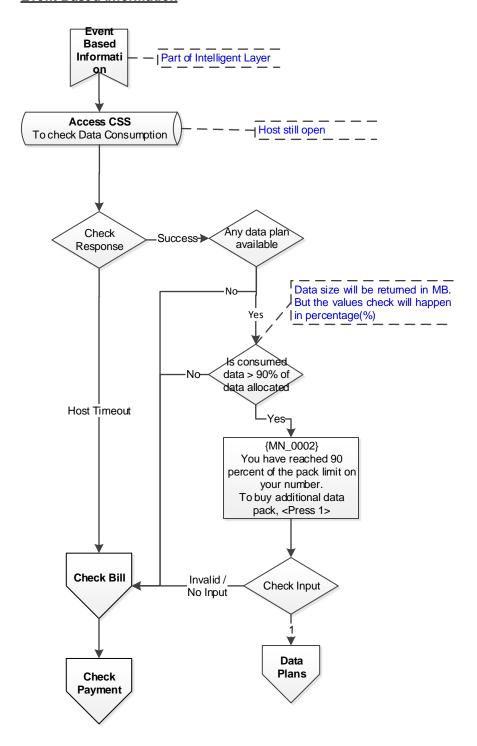
Interaction History



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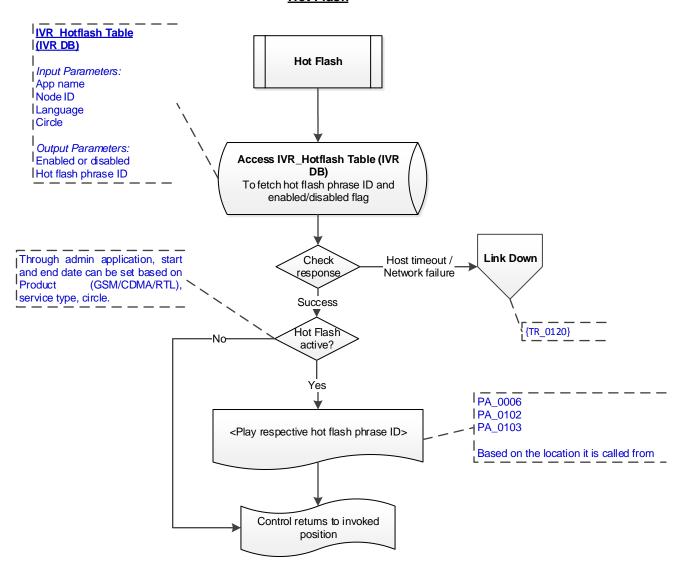
Event Based Information



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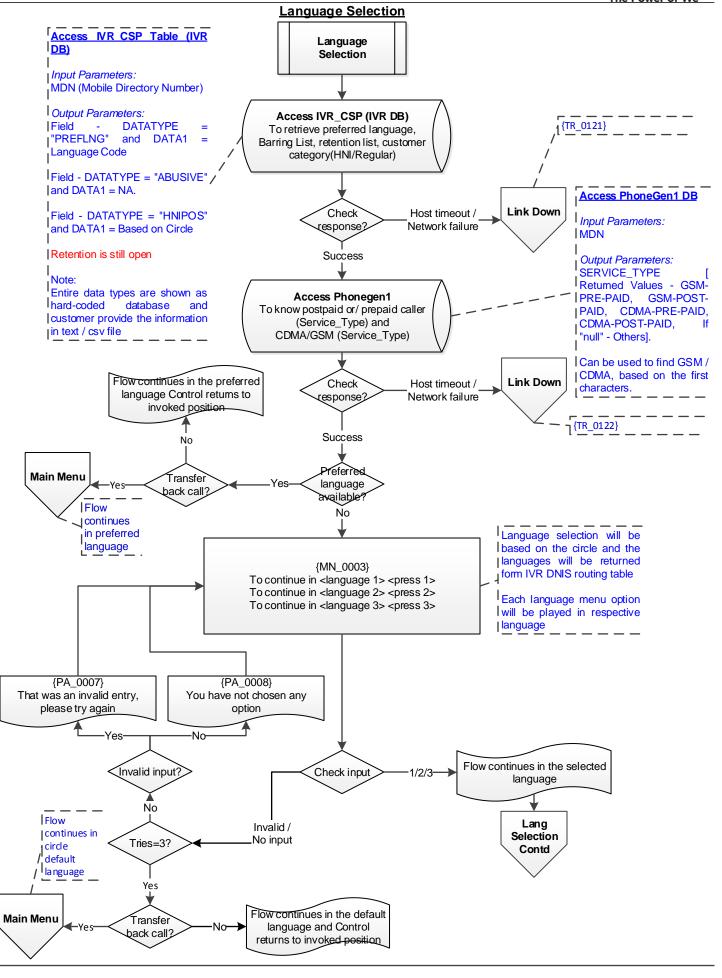


Hot Flash



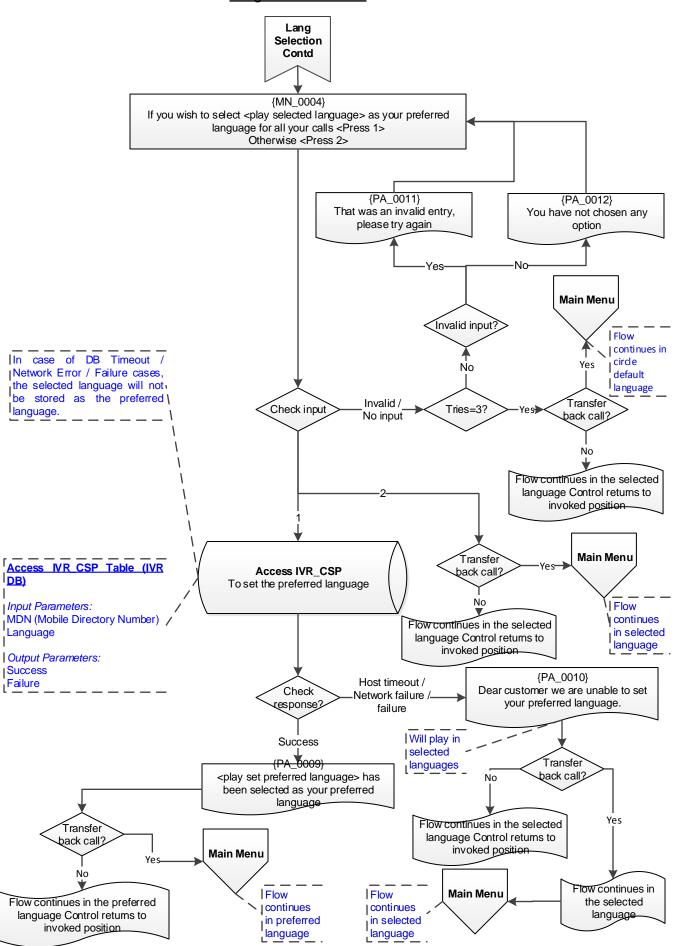
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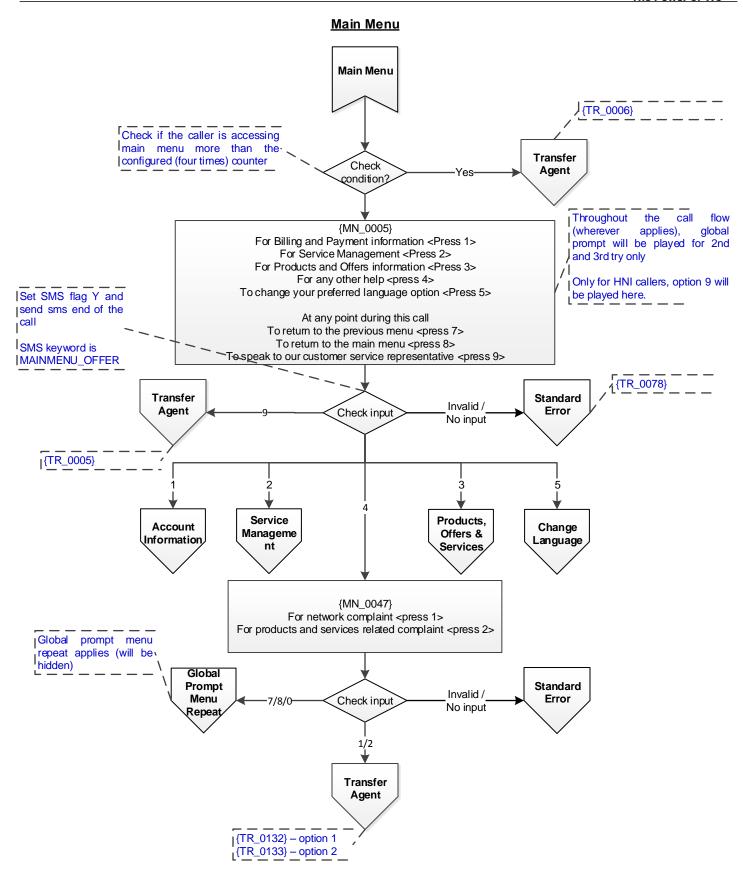




Lang Selection Contd



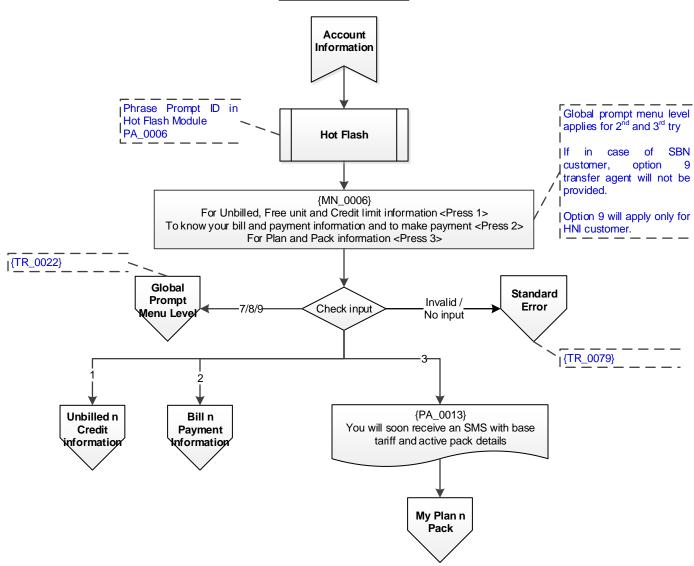




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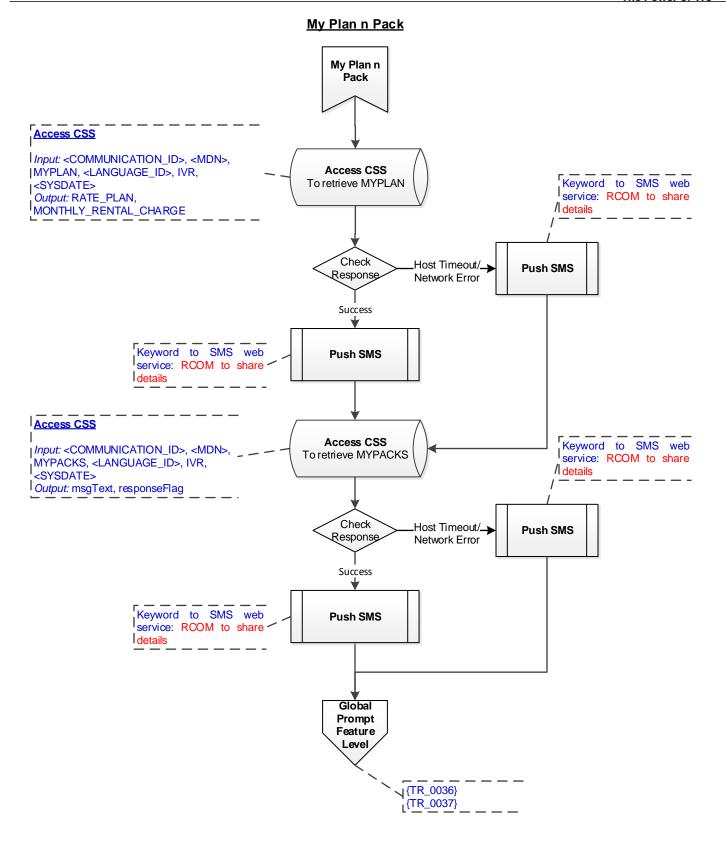


Account Information



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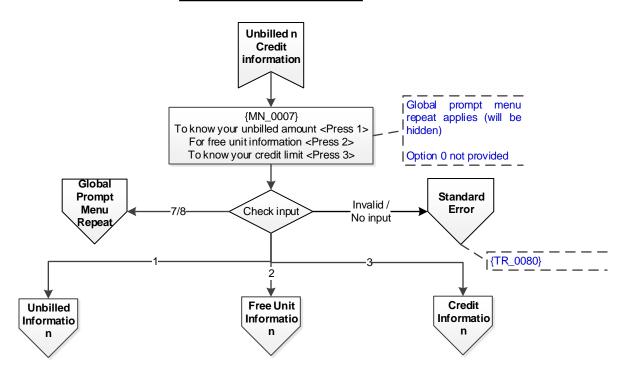




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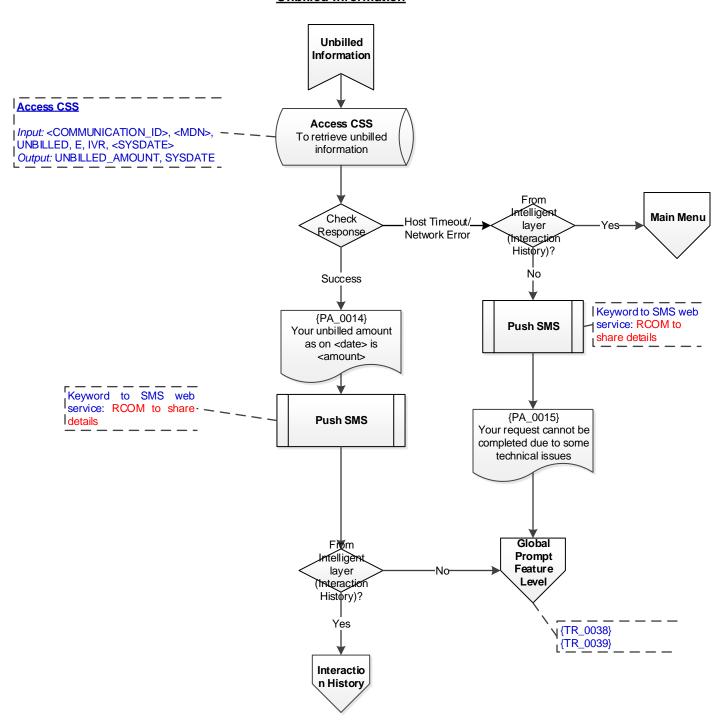
Unbilled n Credit information



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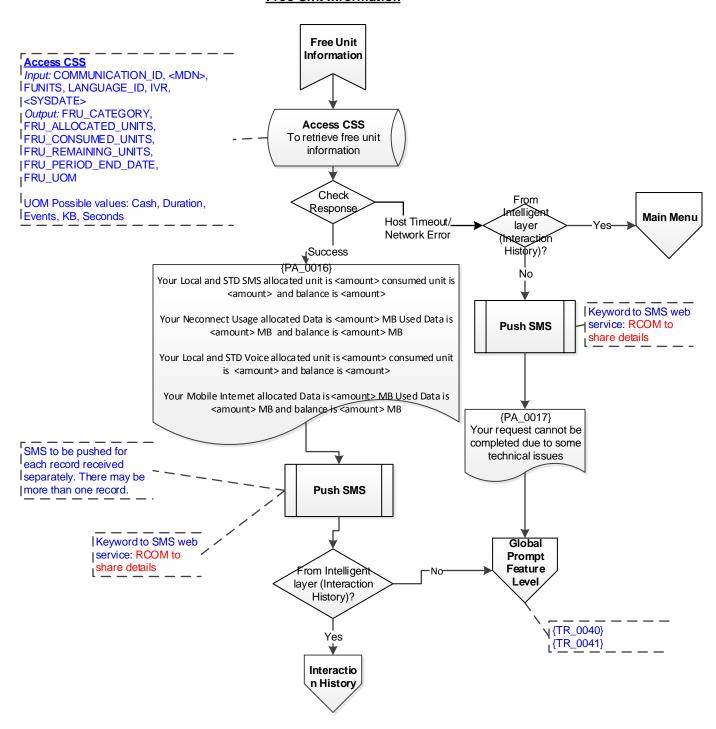
Unbilled Information



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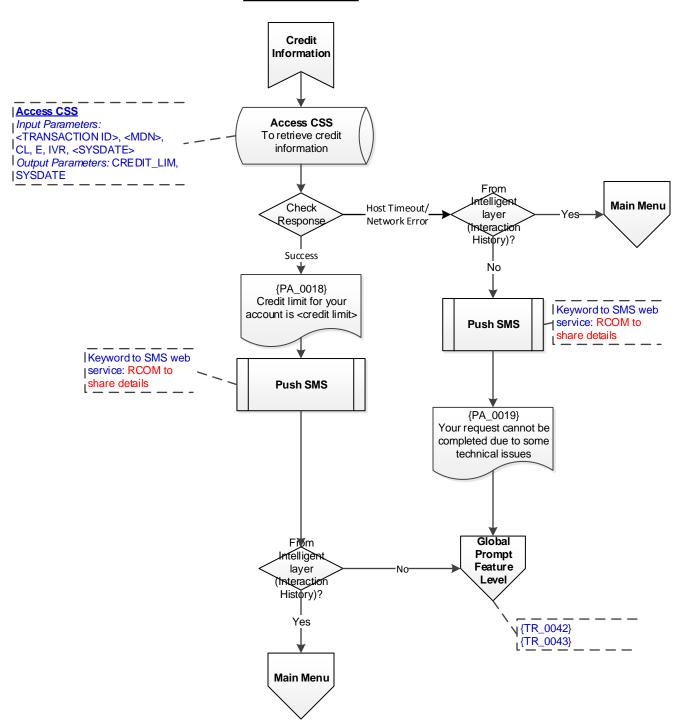
Free Unit Information



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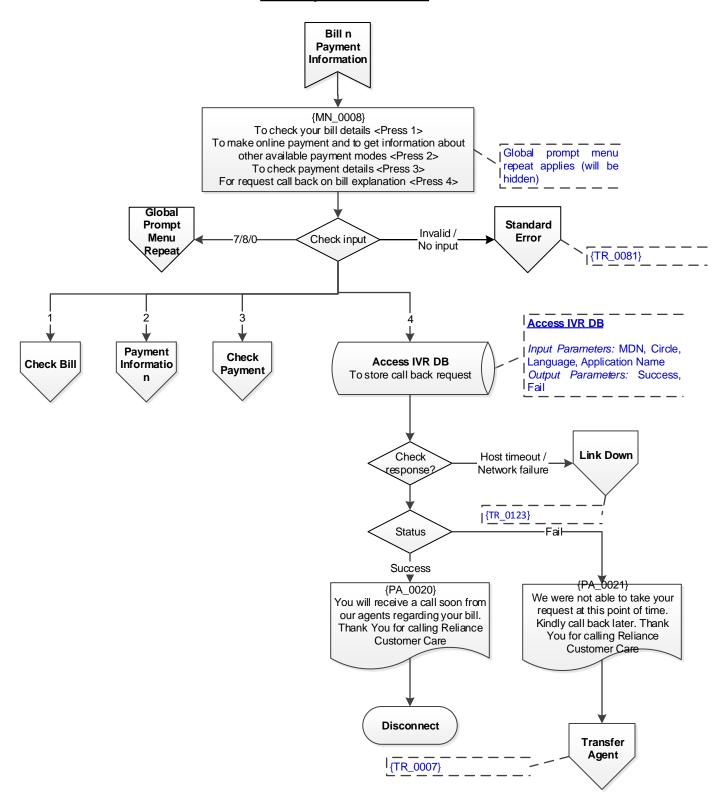
Credit Information



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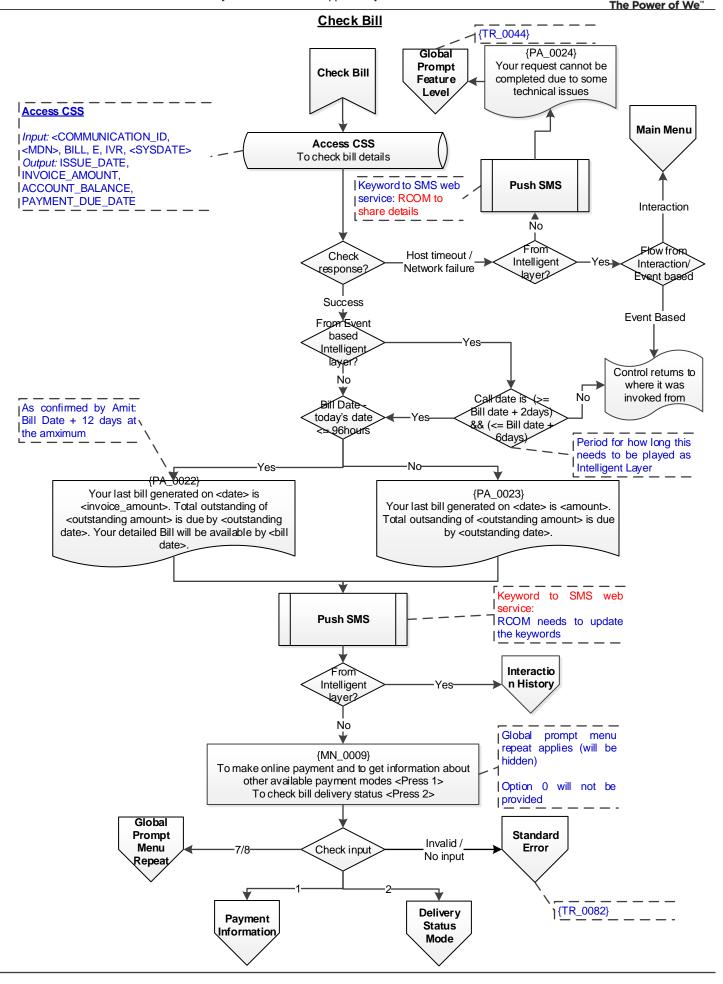


Bill n Payment Information

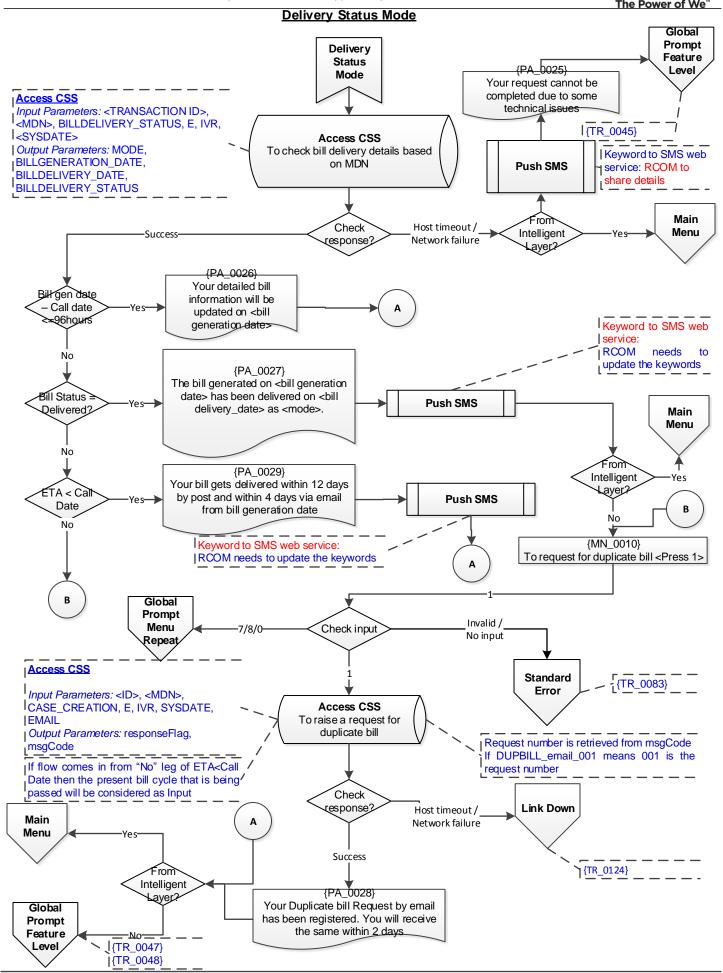


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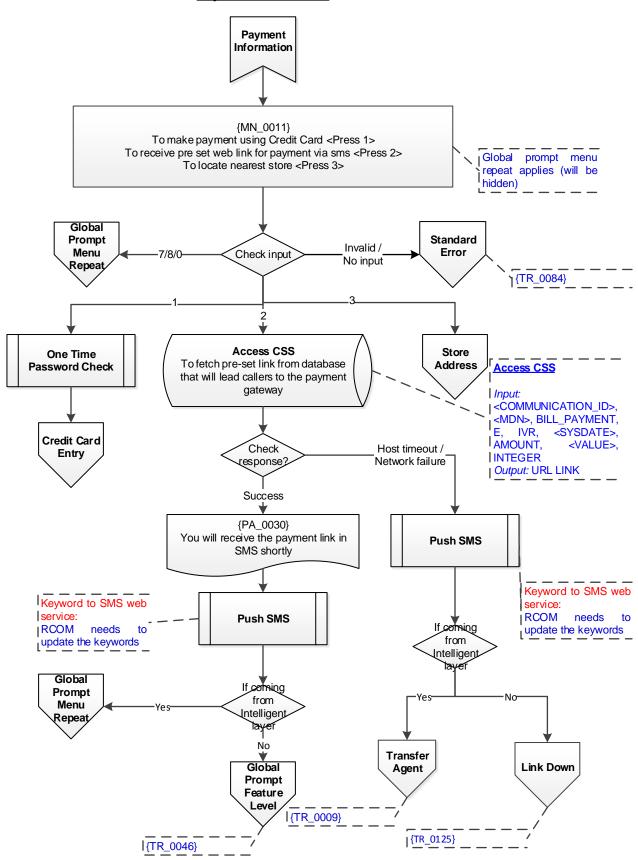








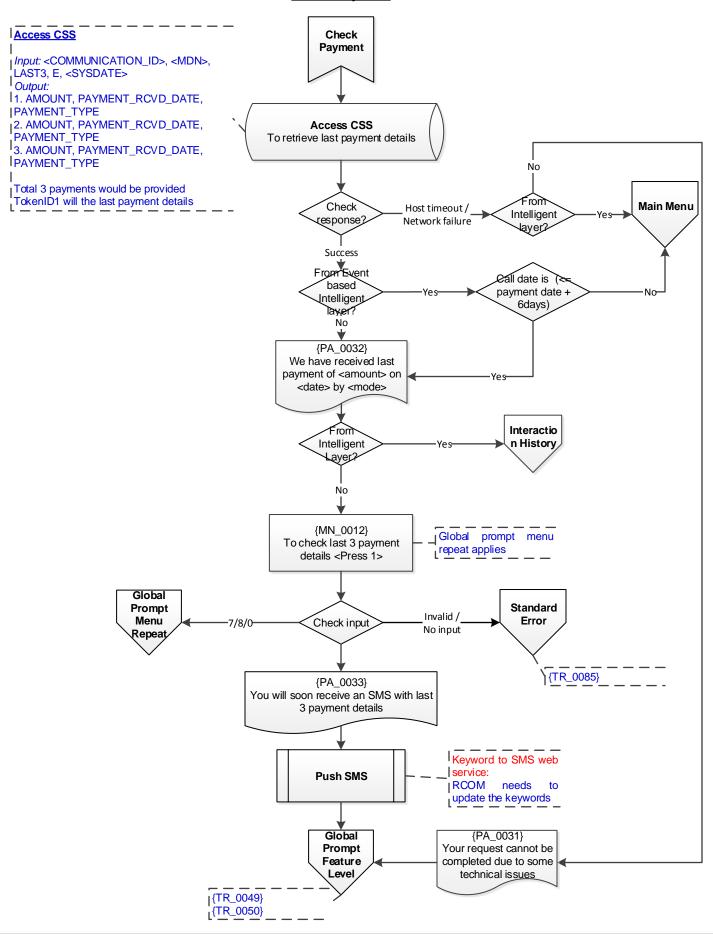
Payment Information



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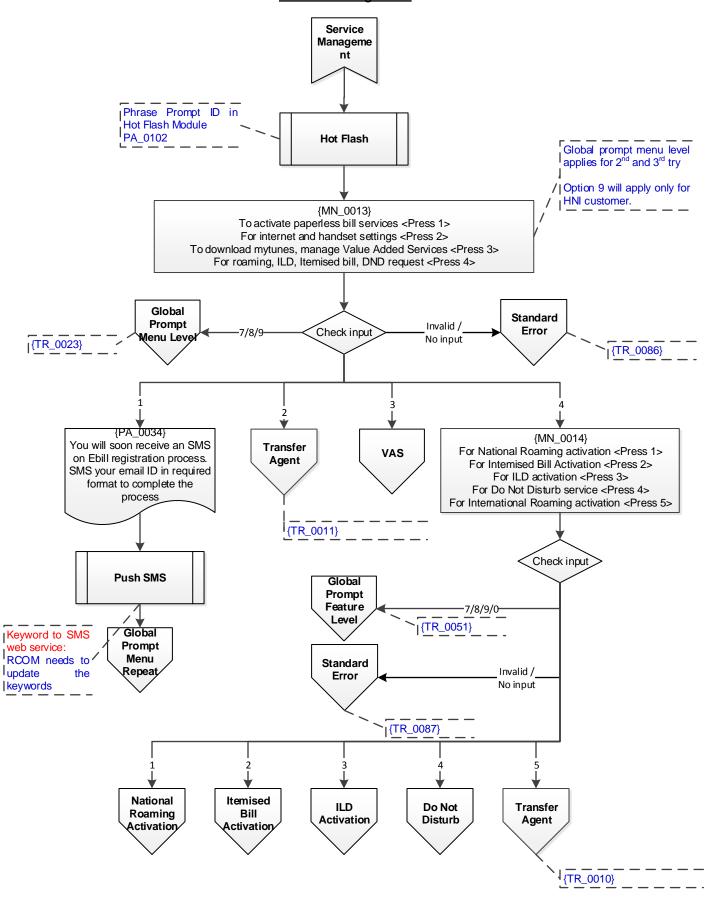


Check Payment



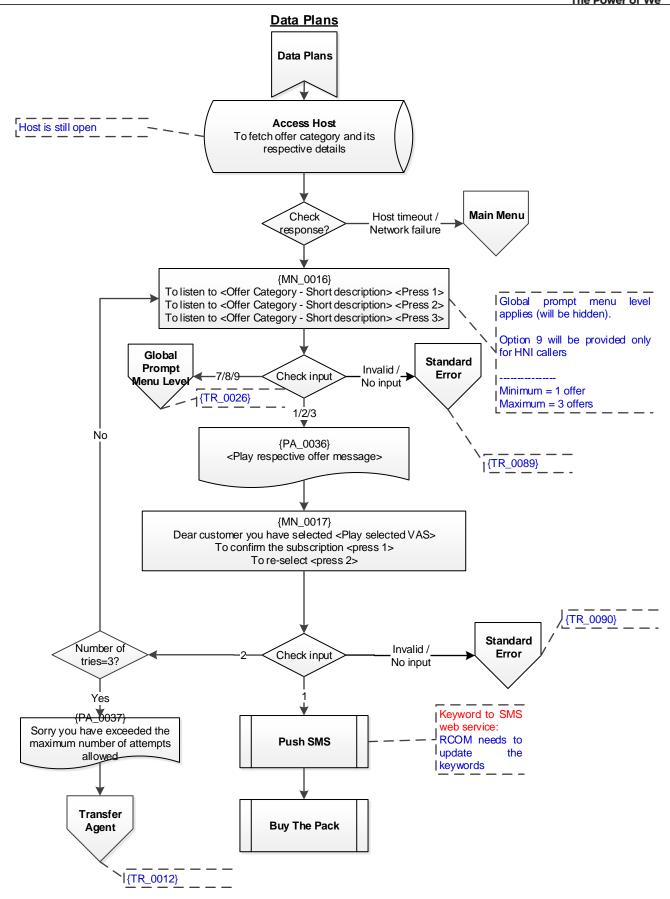


Service Management



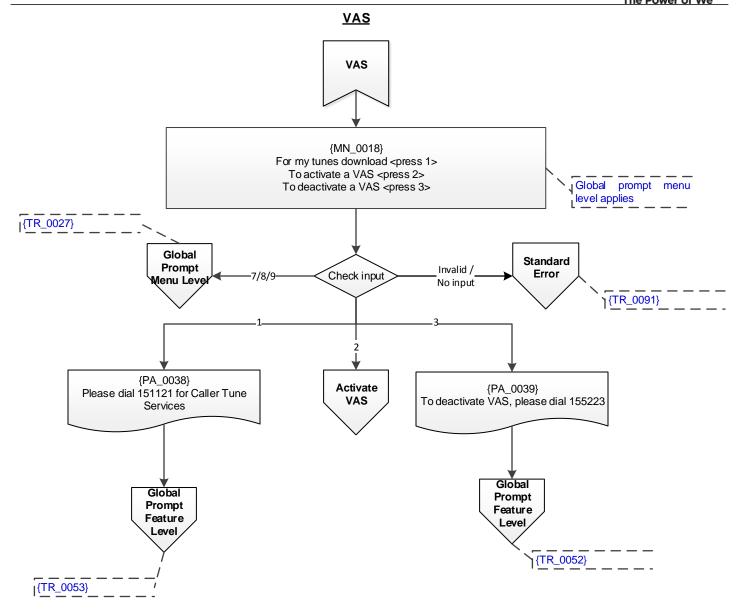
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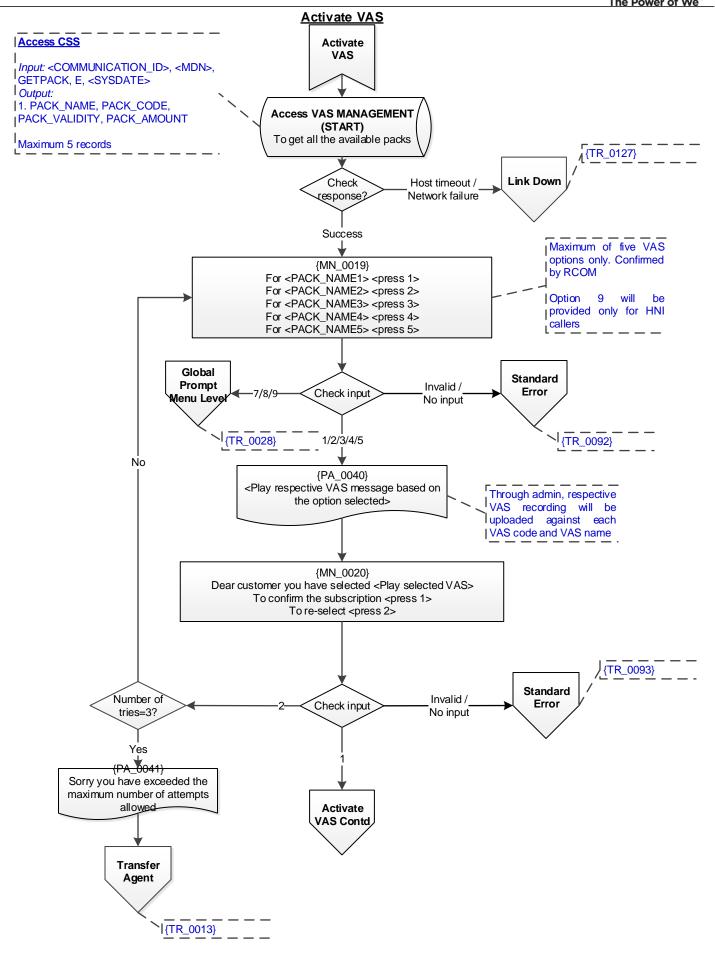
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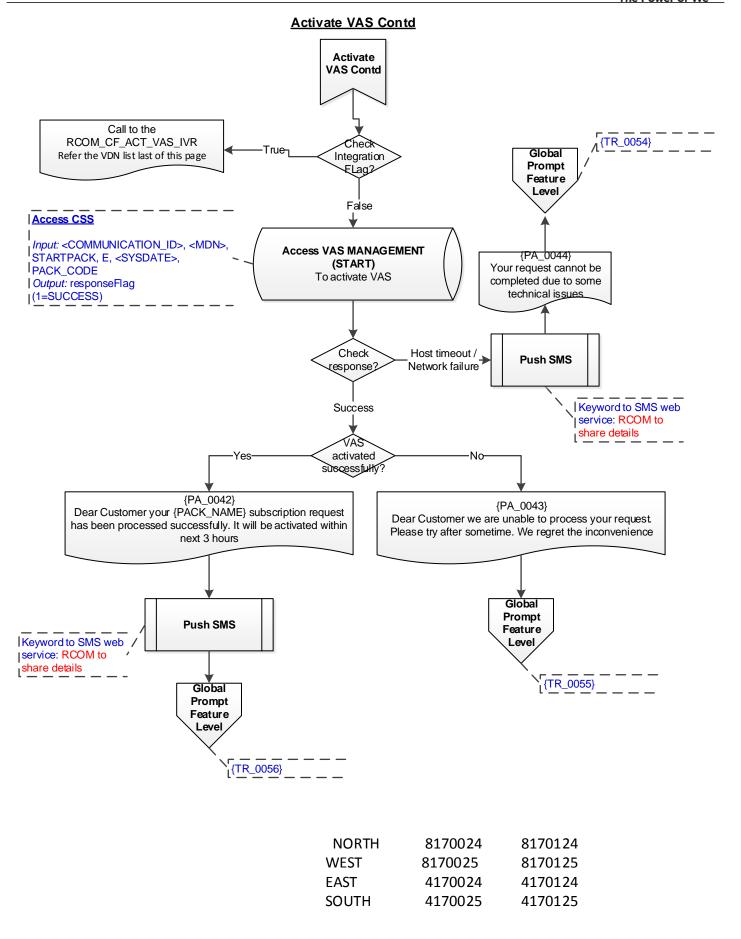
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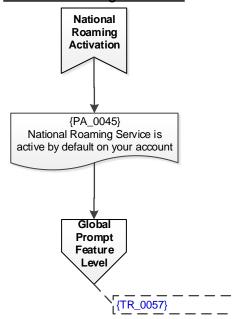




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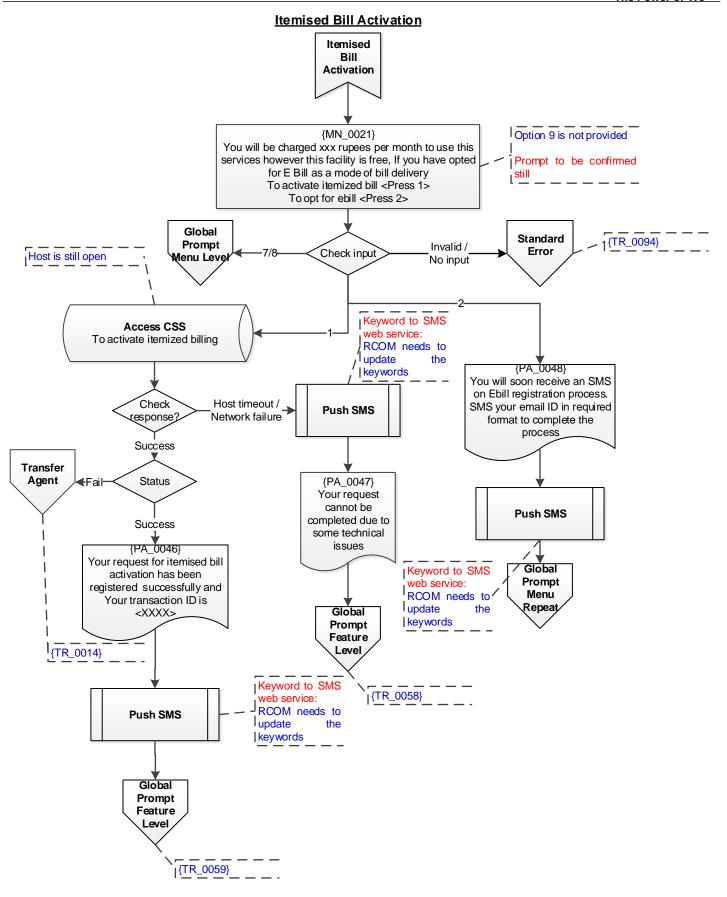


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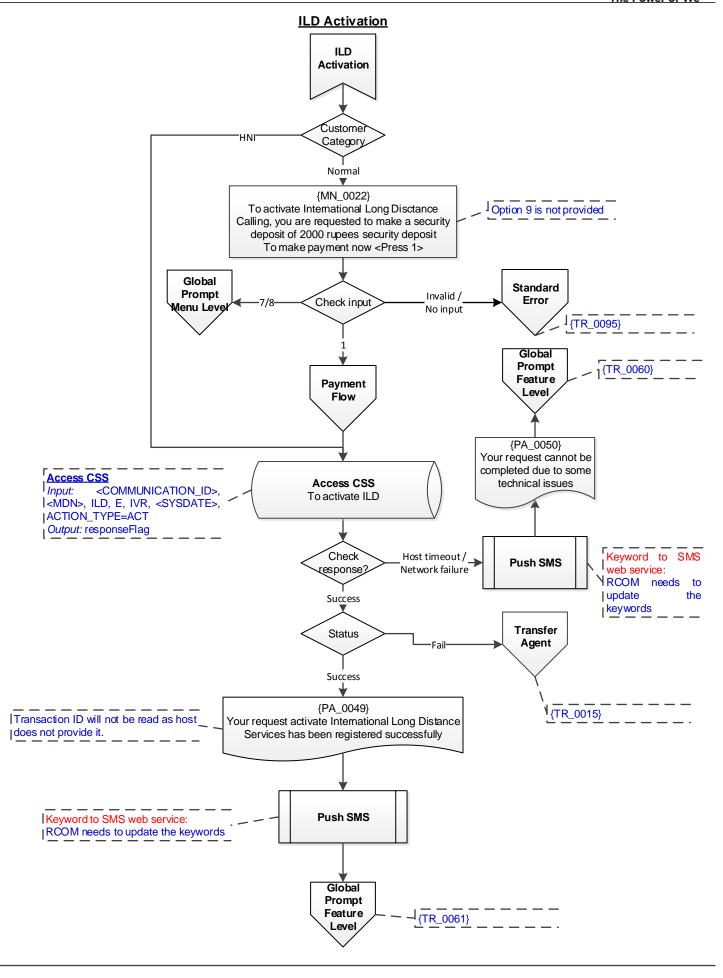
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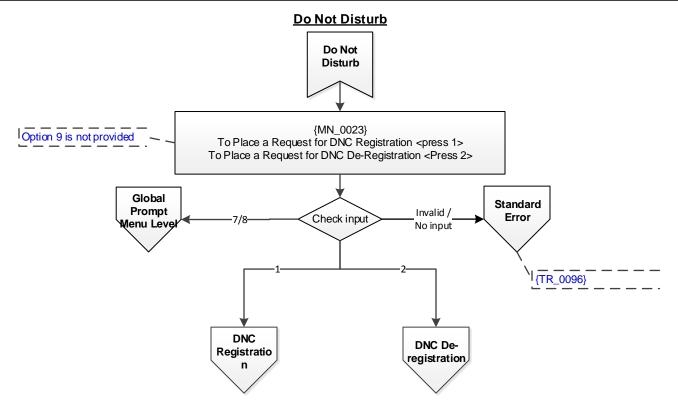
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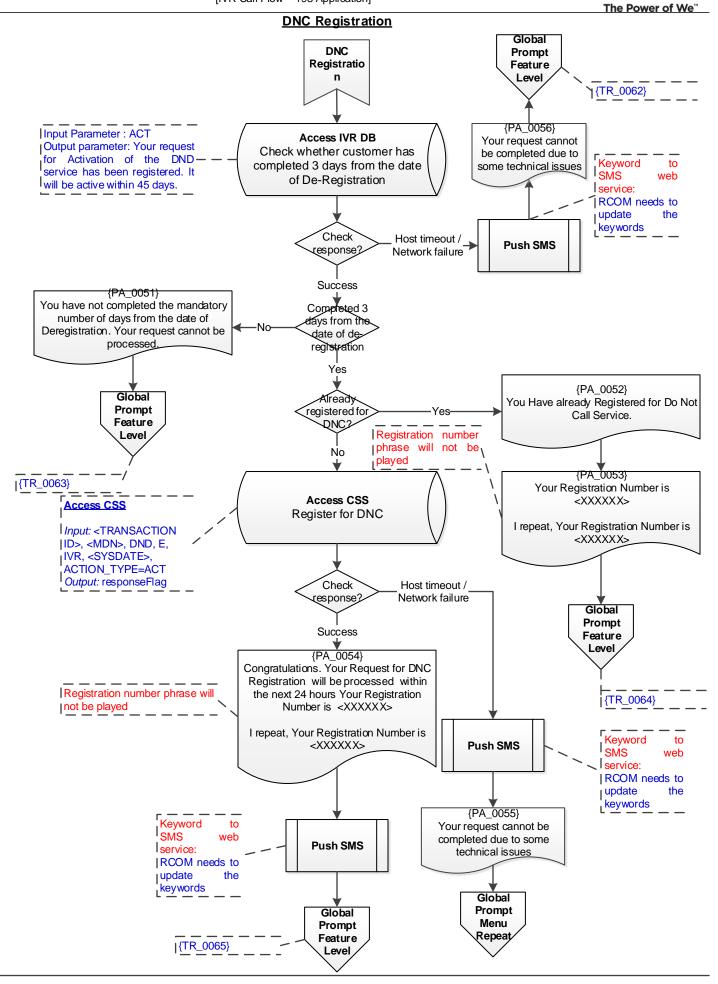
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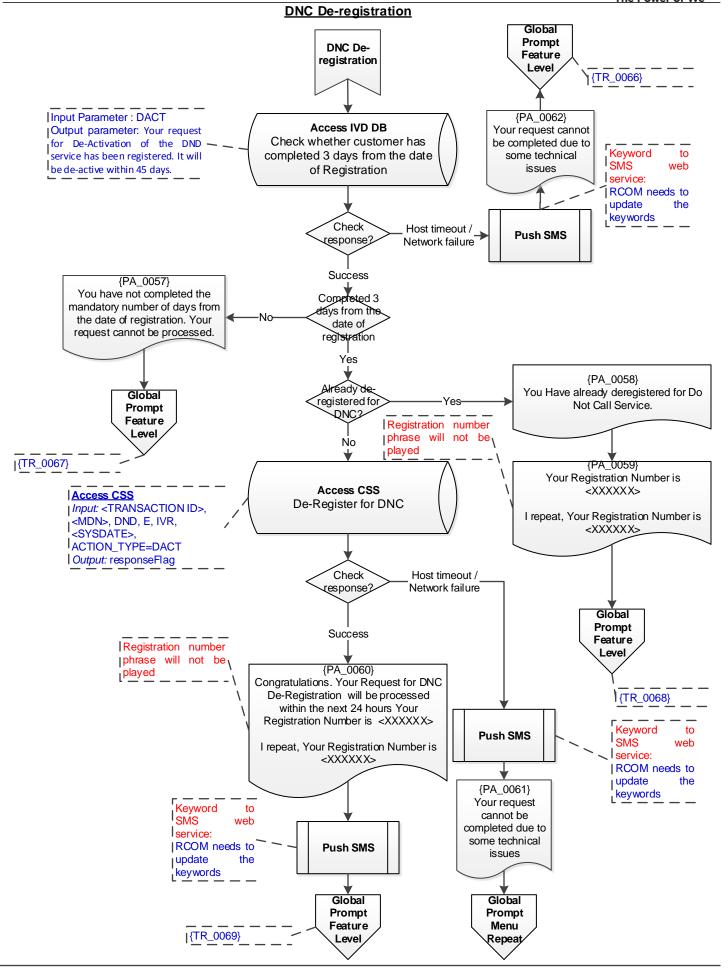


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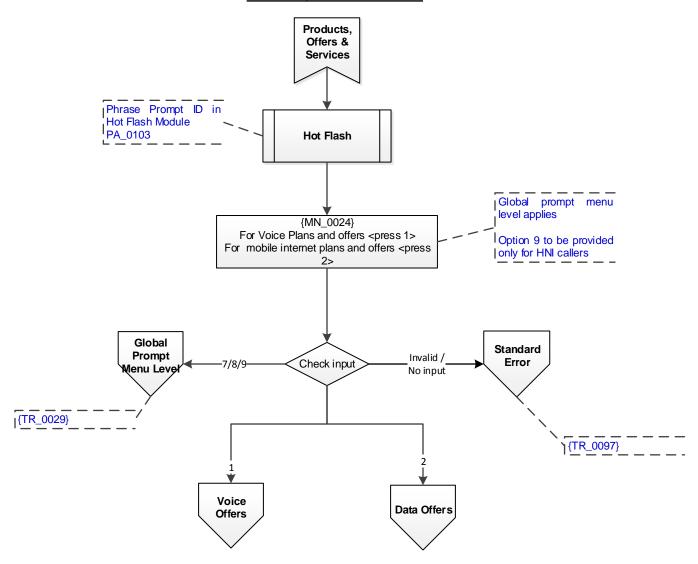






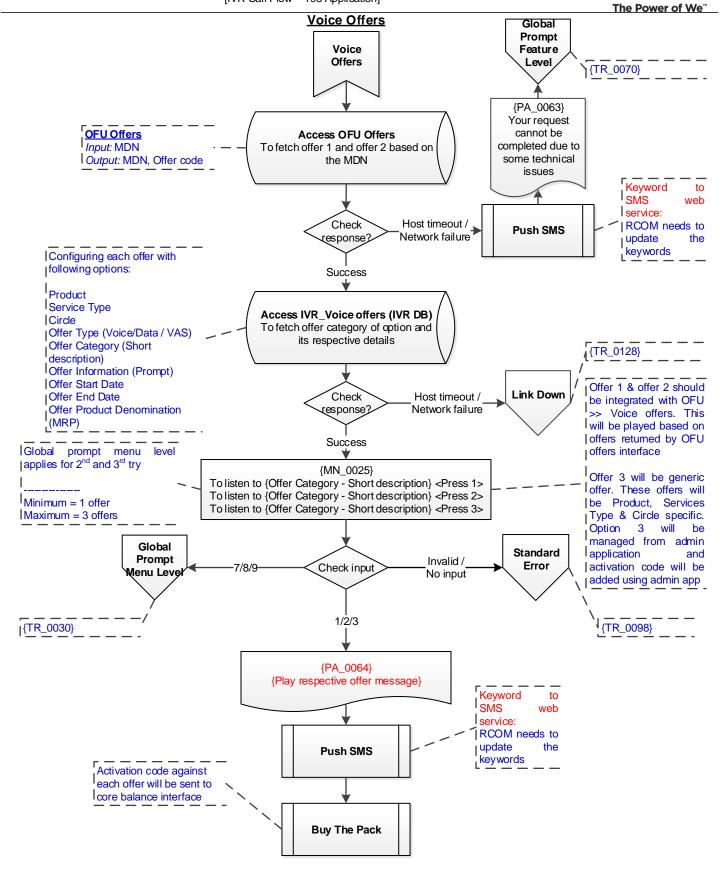


Products, Offers & Services



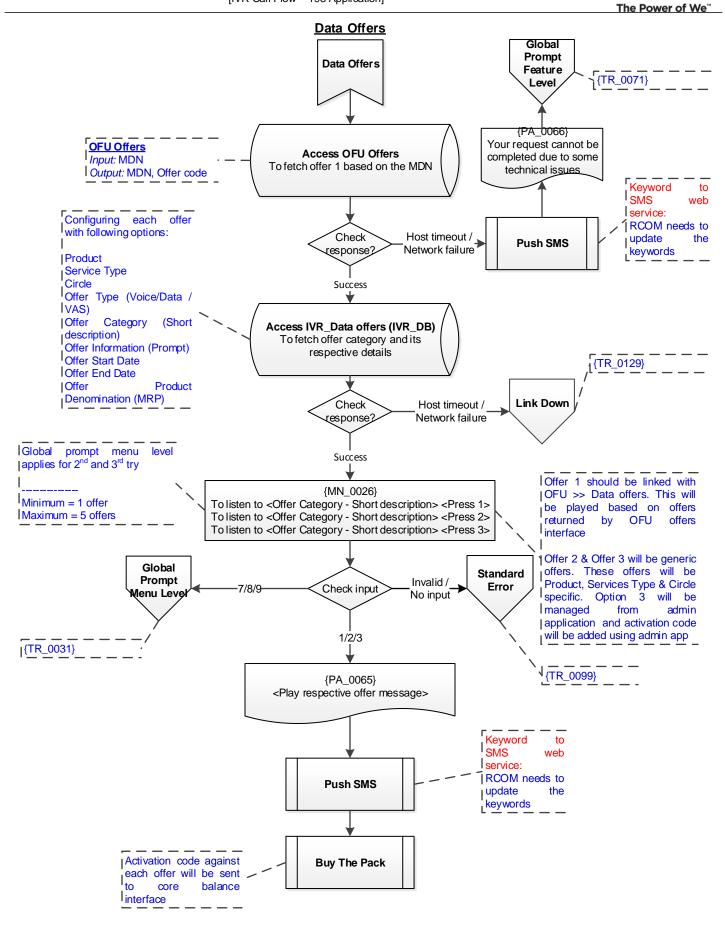
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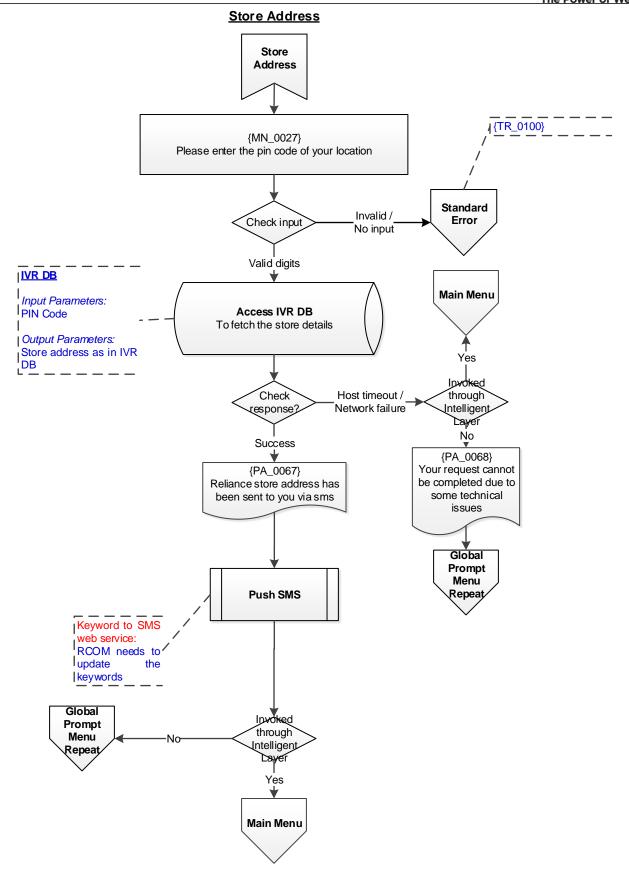
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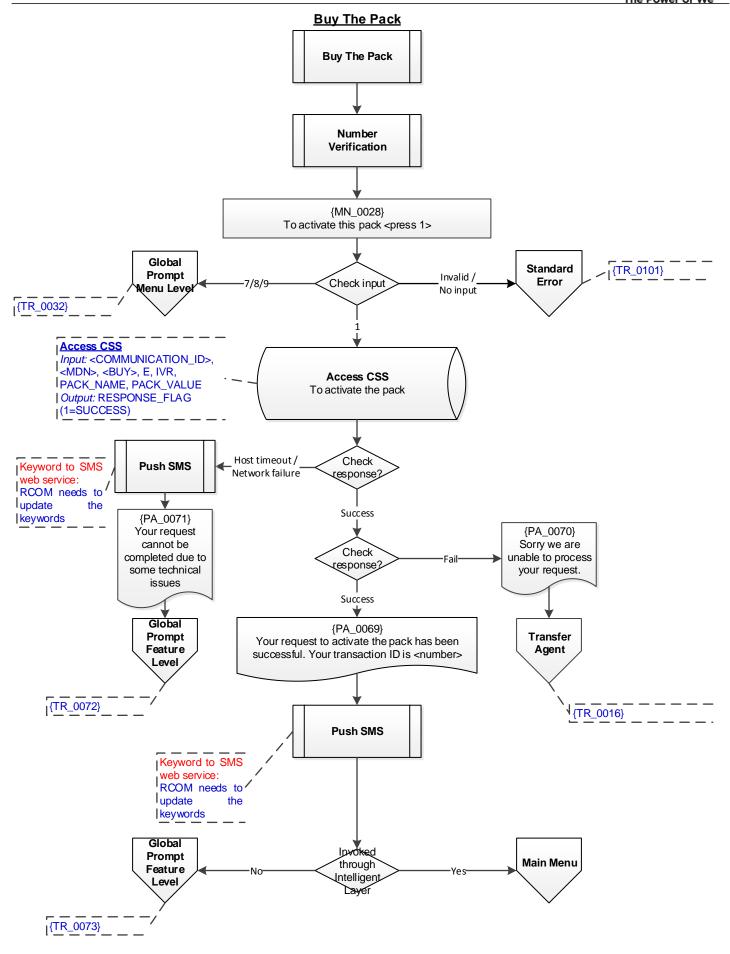
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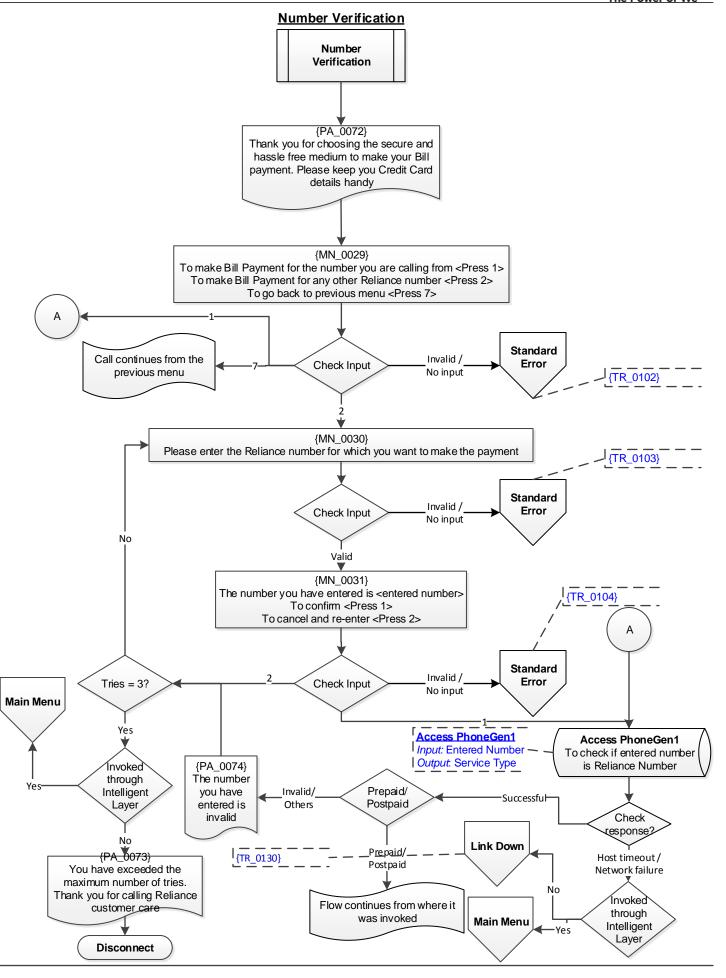
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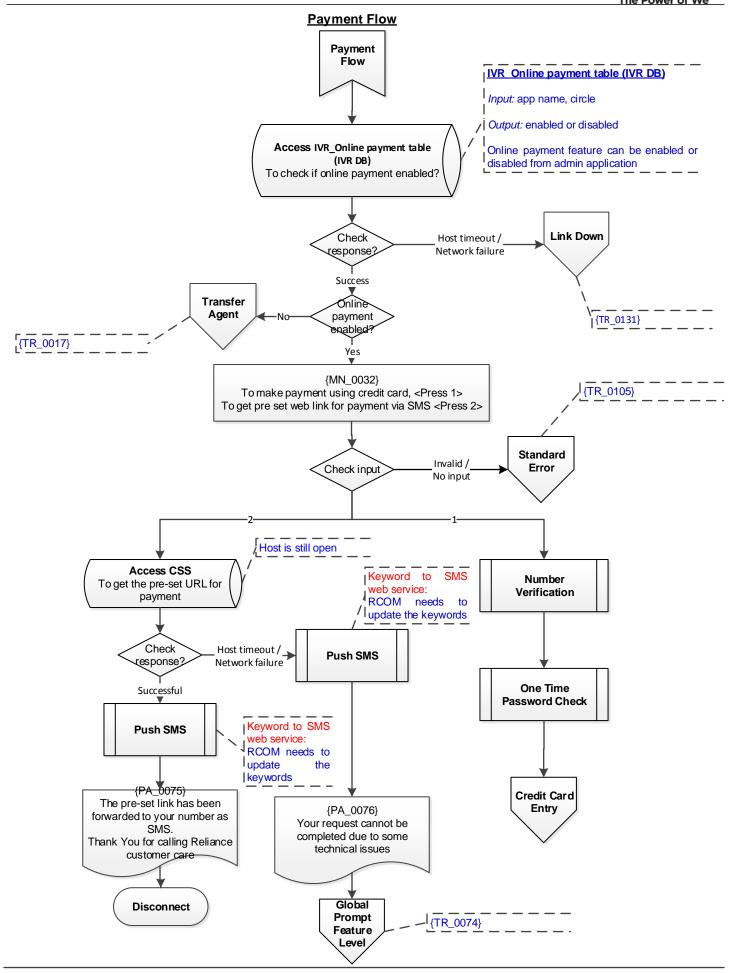


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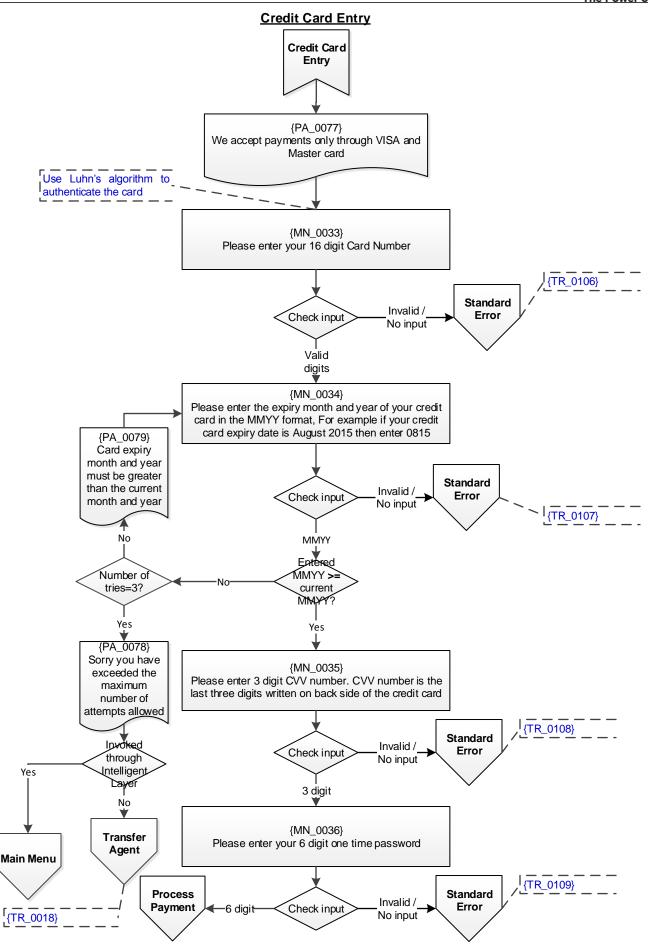






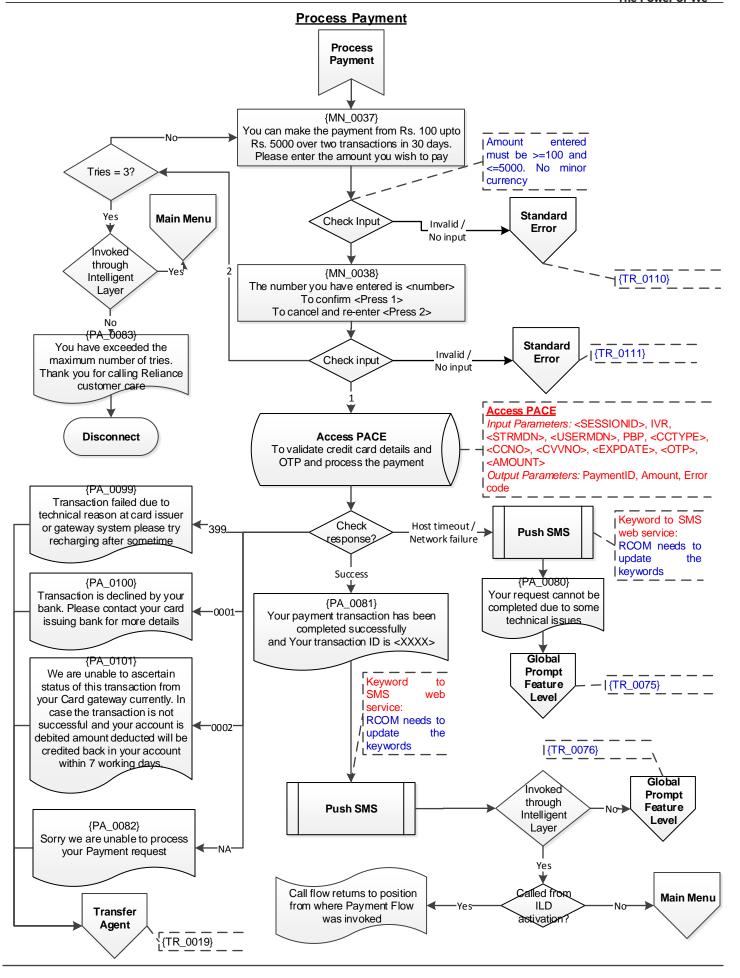
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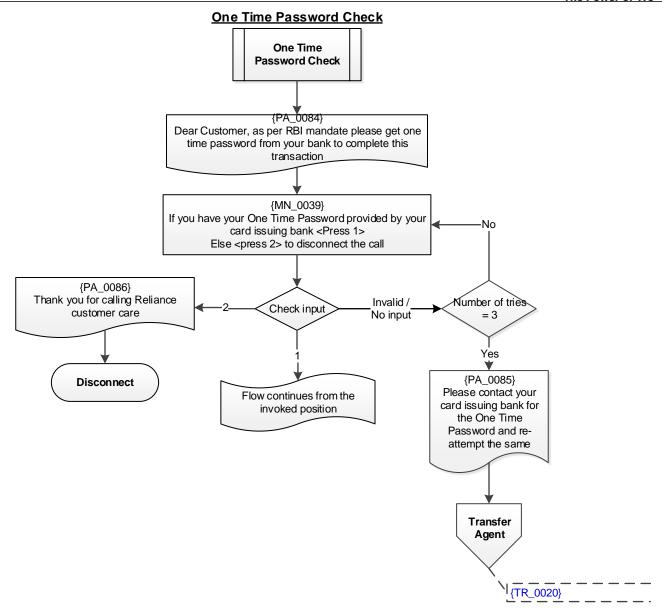
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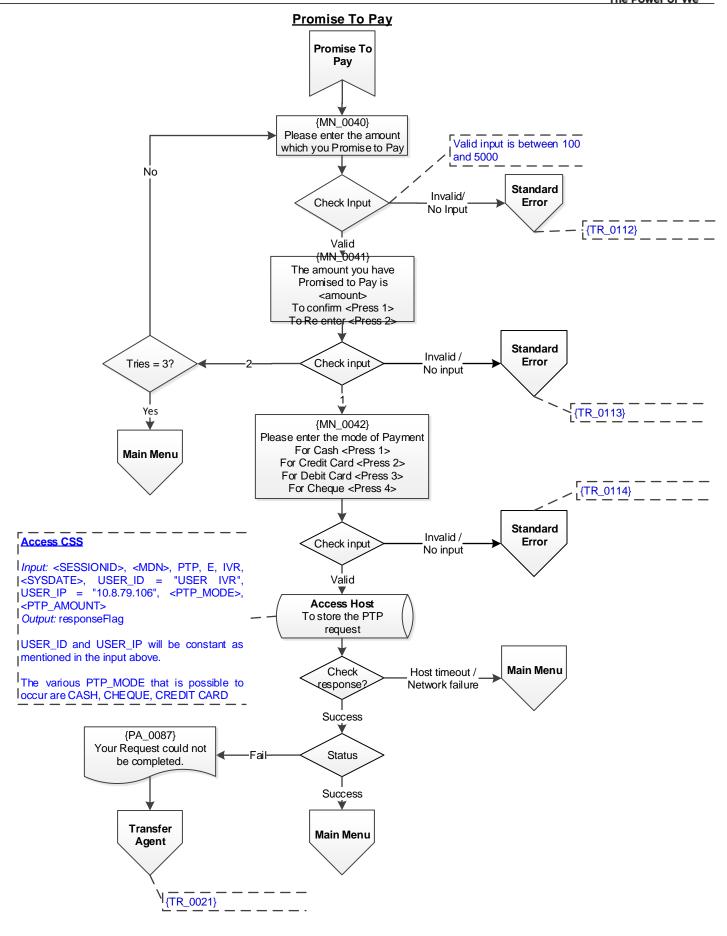
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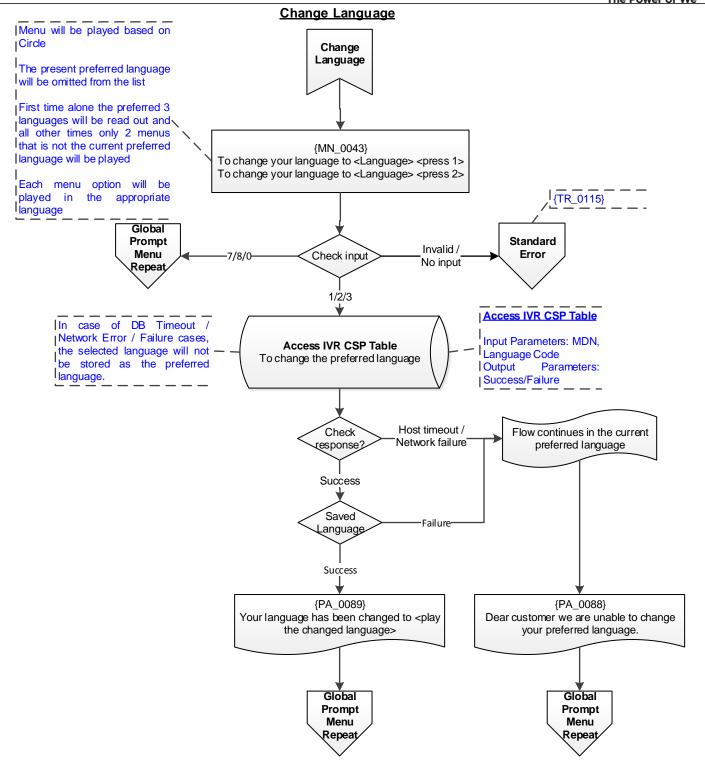
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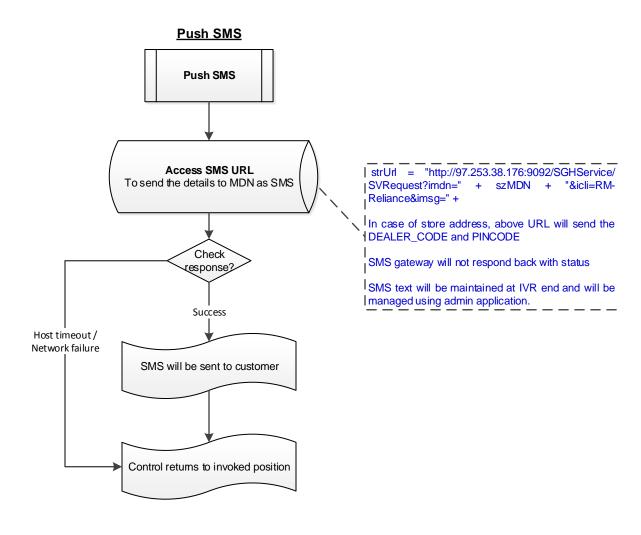
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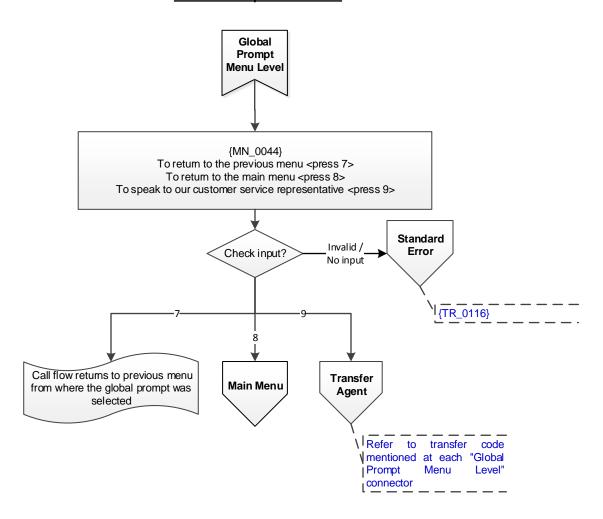
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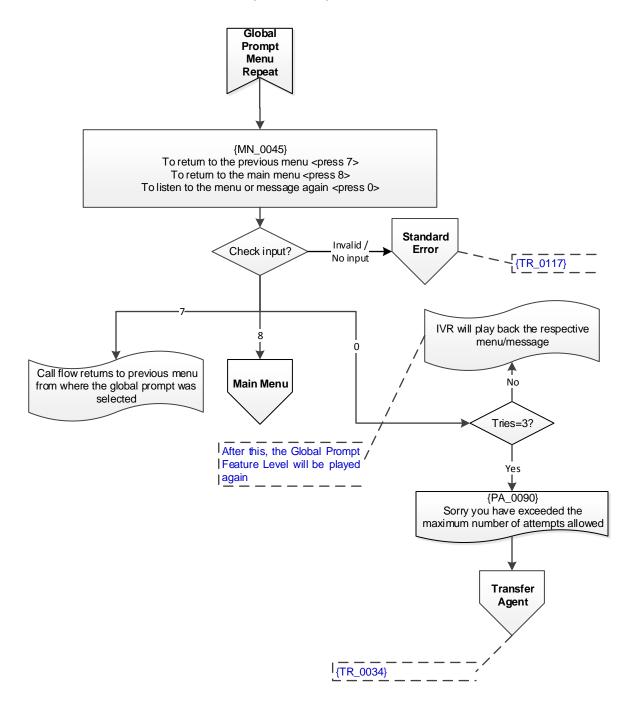
Global Prompt Menu Level



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Global Prompt Menu Repeat

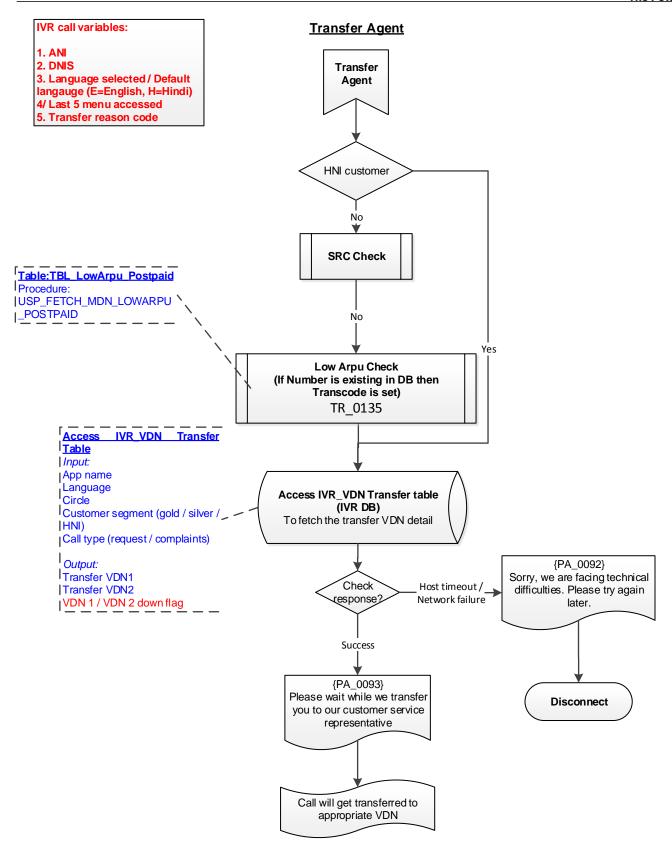


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Global Prompt Feature Level Global **Prompt Feature** Level {MN_0046} IVR will play back the respective To repeat the message color of the message After this, the Global Prompt message To return to the previous menu 7> Feature Level will be played To speak to our customer service representative 9> No Standard Invalid / Tries = 3? Check input? Error No input Yes \|\(\bar{TR_0118}\) {PA_0091} Sorry you have exceeded the maximum number of attempts allowed Transfer Call flow returns to previous menu Main Menu Agent from where the global prompt was Transfer selected Agent Refer to transfer code Imentioned at each "Global Prompt Feature Level" connector {TR_0035}

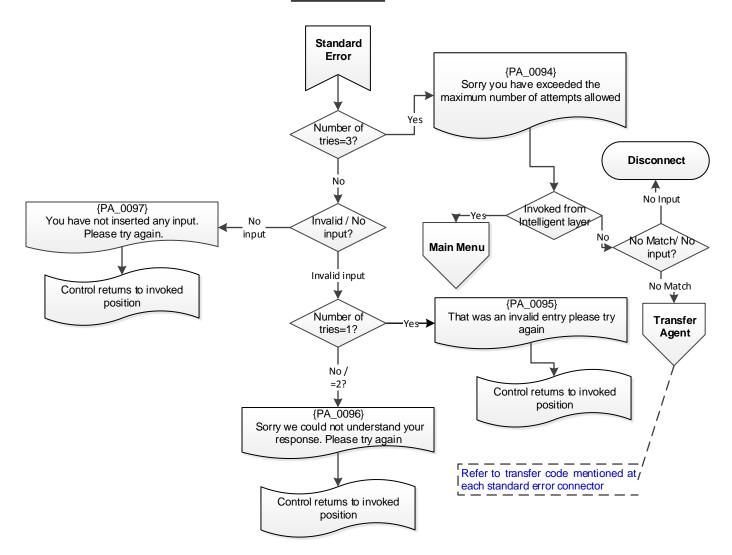




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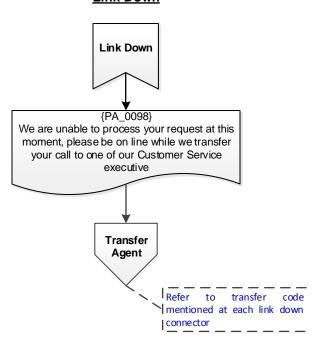
Standard Error



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Link Down



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