IVR Call Flow 18002009000

Document Created on: January 19 2016 Prepared By: Salini Anish

Version: 1.0

[IVR Callflow - RCOM Tele Verification Process]

Version History

Version No / Date	Change Initiated By	Update By	Summary of Change
1.00/Jan.19.2015	-	Salini Anish	Initial draft of the call flow

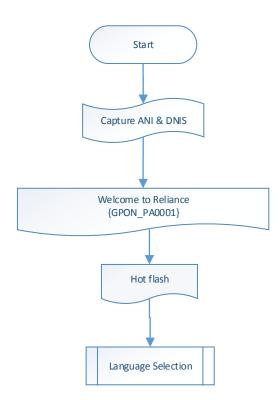
[IVR Callflow - RCOM Tele Verification Process]

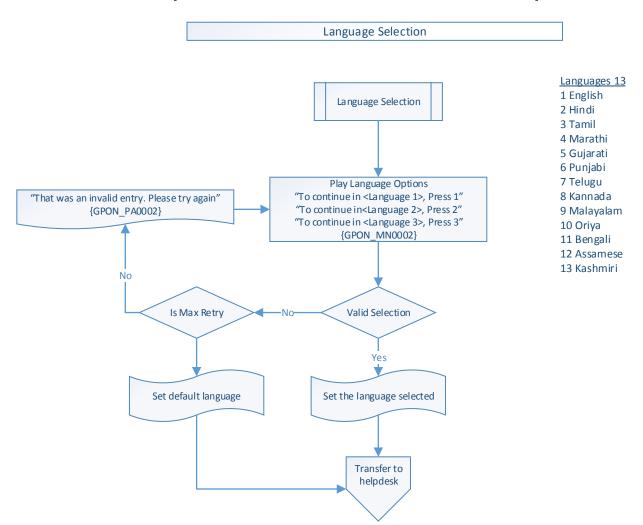
Start / Disconnect	This shape represents the Start or End of the IVR Application
Audio prompt	This shape represents speech announcements with out caller input
Process	This shape represents any process that happens in the background
Prompt and Collect	This shape represents the Menu option, the same shape 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>

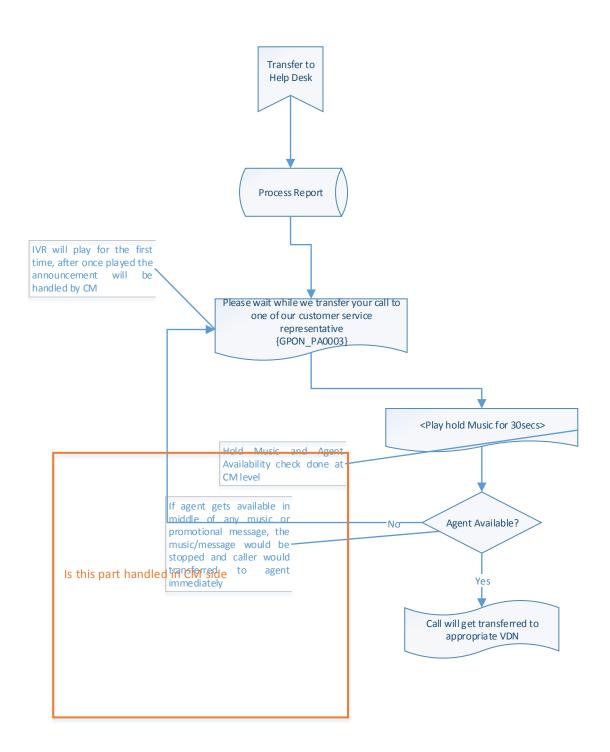
Serial No	Functionality	Description	Exception
1	Call Center Business	24 x 7	
2	Language Interaction	All 12 Languages	Not Applicable
3	No Input timeout	5 Seconds (Configurable)	Not Applicable
4	Inter Digit Timeout	3 Seconds (Configurable)	
5	Host timeout	5 Seconds (Configurable)	-
6	Maximum number of tries	3 Tries (1 initial try + 2 retries)	-
7	Touch Tone Entry	DTMF numeric, Hash (#), and asterisk (*) inputs only	Not Applicable

Start





Transfer to Help Desk



Process Report

