

# **Inbound IVR Call Flow 18001003333 Call Flow**

**Last updated on: Oct 12<sup>th</sup> 2016**

**Version: 1.3**

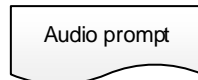
### Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.22.2015	-	Daranivasan A	Initial draft of the call flow
0.02/ Feb.24.2015	RCOM	Raajesh Kumar AS	Full Revamp as per business requirement shared by RCOM
0.03/ Mar.16.2015	Servion	Daranivasan.A	Inserted Host details
1.1/ June.04.2015	Servion	Karthikeyan.G	Base lined version
1.2/ June.01.2016	Rajesh Manjalkar	Yahya Rayyan	Added 4G registration menu for CDMA – Postpaid and Prepaid. Added 4G registration menu under Prepaid and Postpaid service menu.
1.3/ Oct.12.2016	Rajesh Manjalkar	Tarun Jain	Remove 4G registration menu for CDMA – Postpaid and Prepaid. Added 4G registration menu under Prepaid and Postpaid service menu.

### Standard Call Flow Conventions



This shape represents the Start or End of the IVR Application



This shape represents speech announcements with out caller input



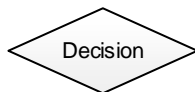
This shape represents any process that happens in the background



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



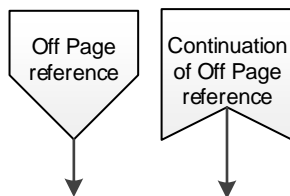
This shape represents the host or database access.



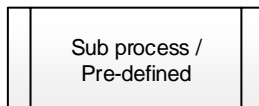
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



This shape is a page connector which means the continuation of the flow in the same page.



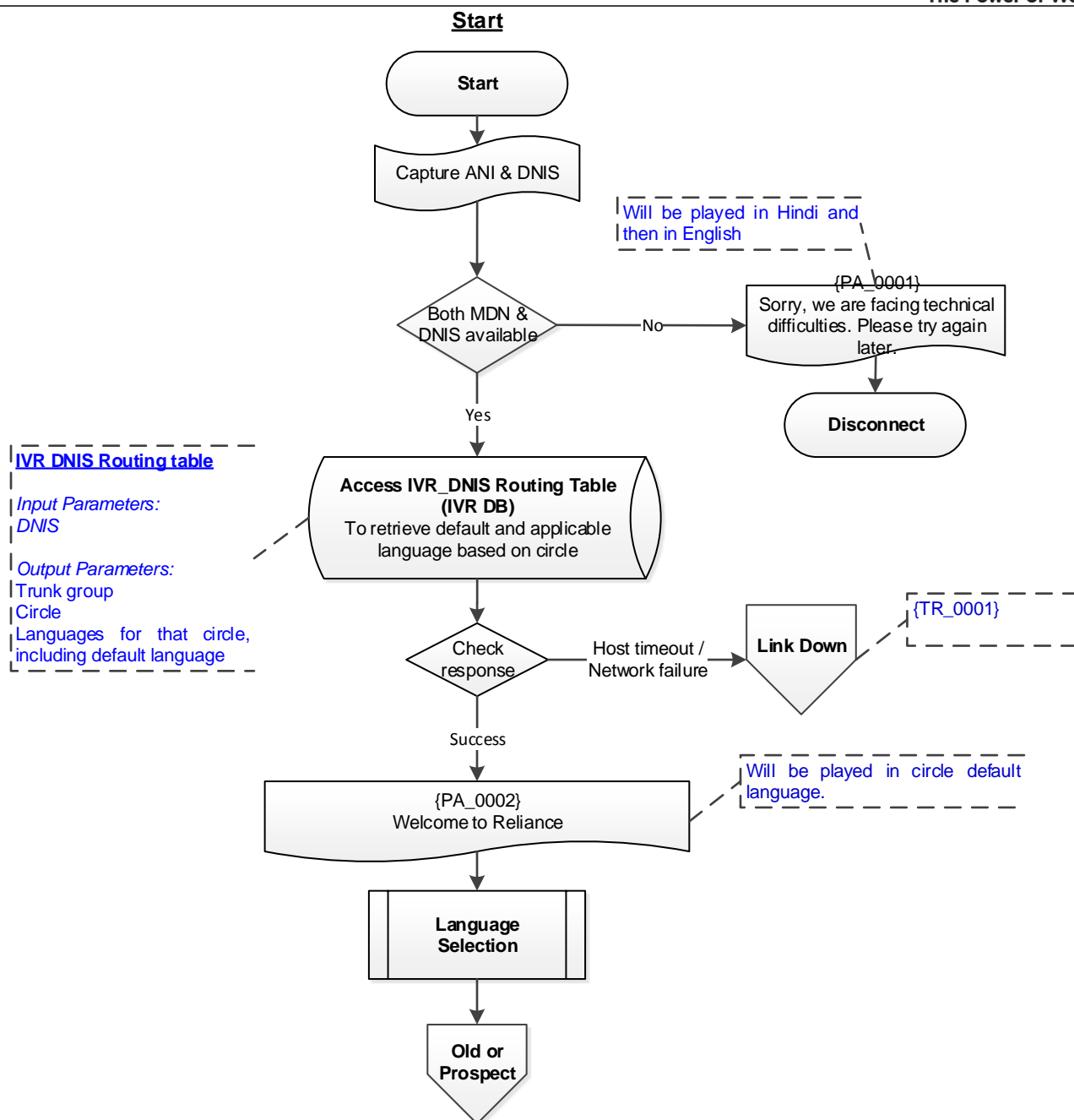
This shape is a page connector which means the continuation of the flow is in another page.



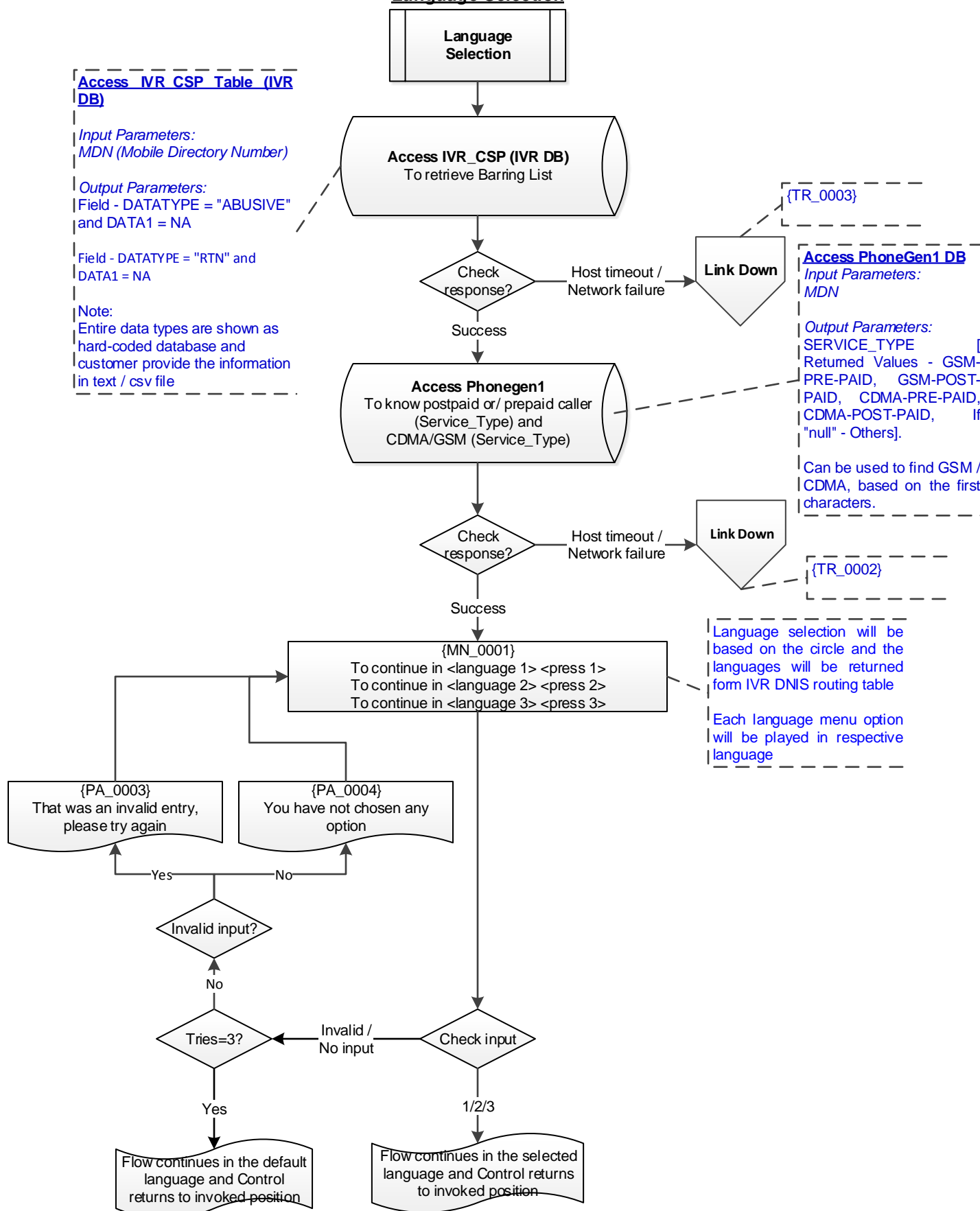
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

### Universal Business Rules

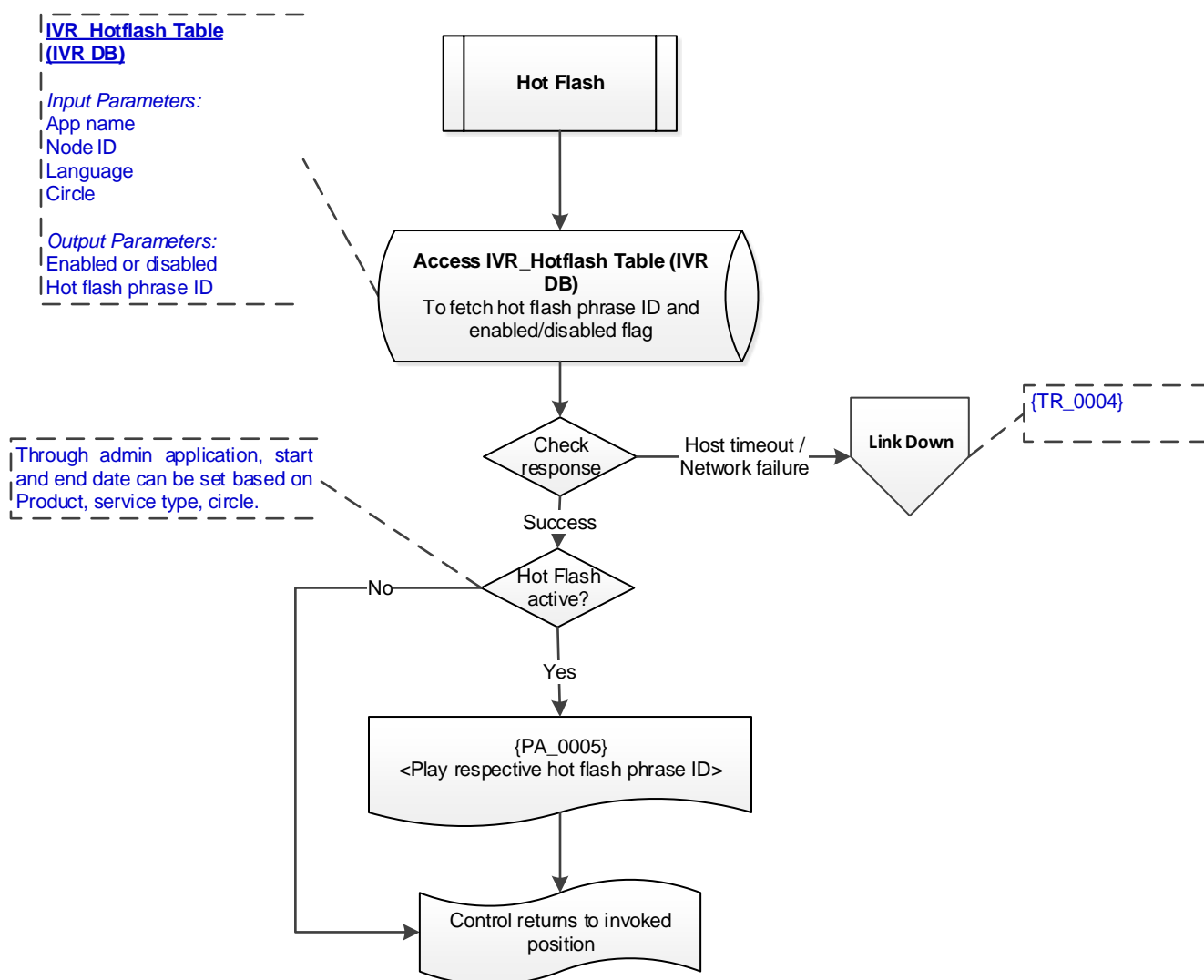
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	Not Applicable
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali, Assamese	Language selection will be dynamically offered based on the circle  Default language will be regional language for all circles
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>	-Feature level global prompt will be played followed by an announcement.  Example: After credit card last 5 transaction announcement.



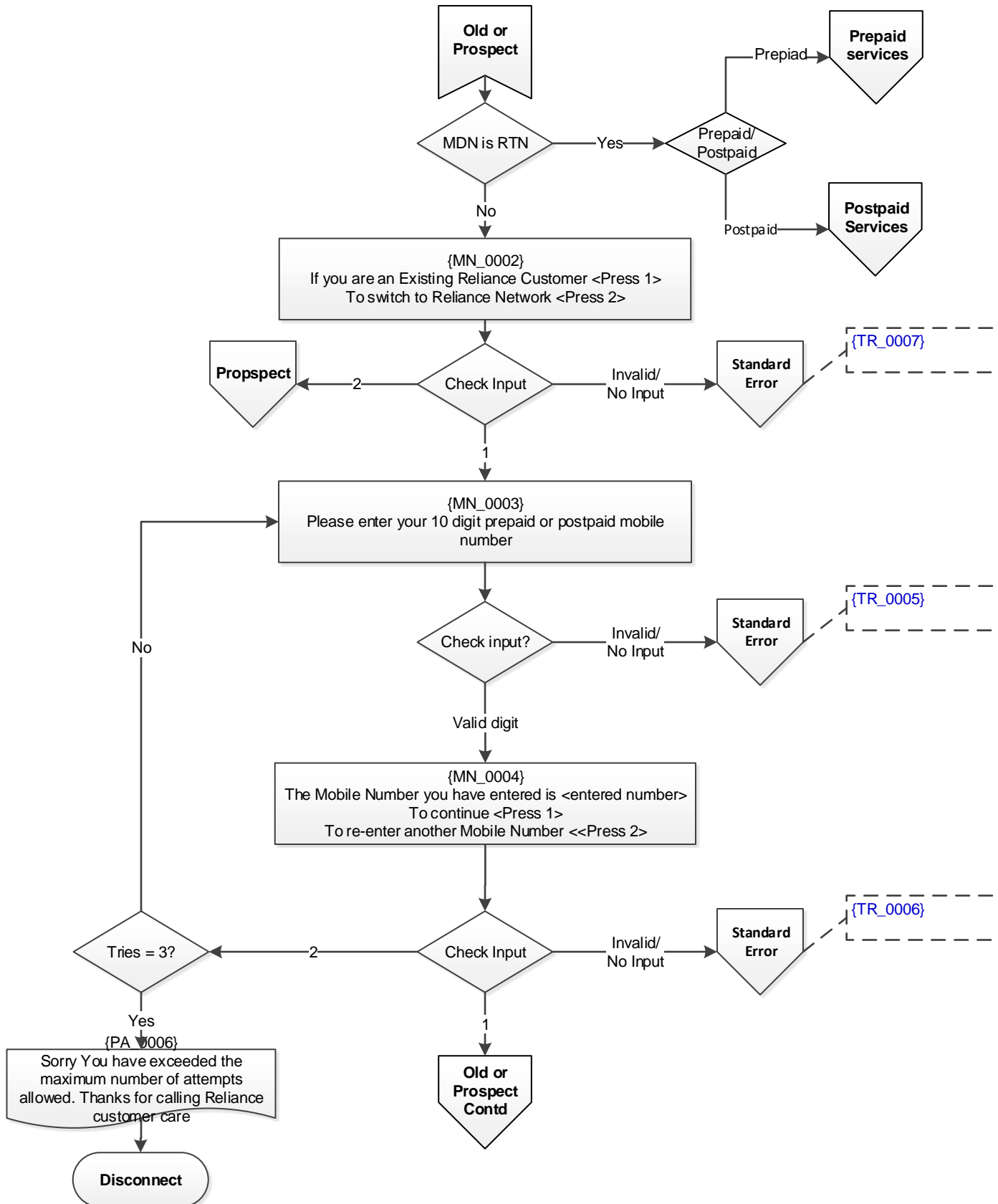
## Language Selection



### Hot Flash

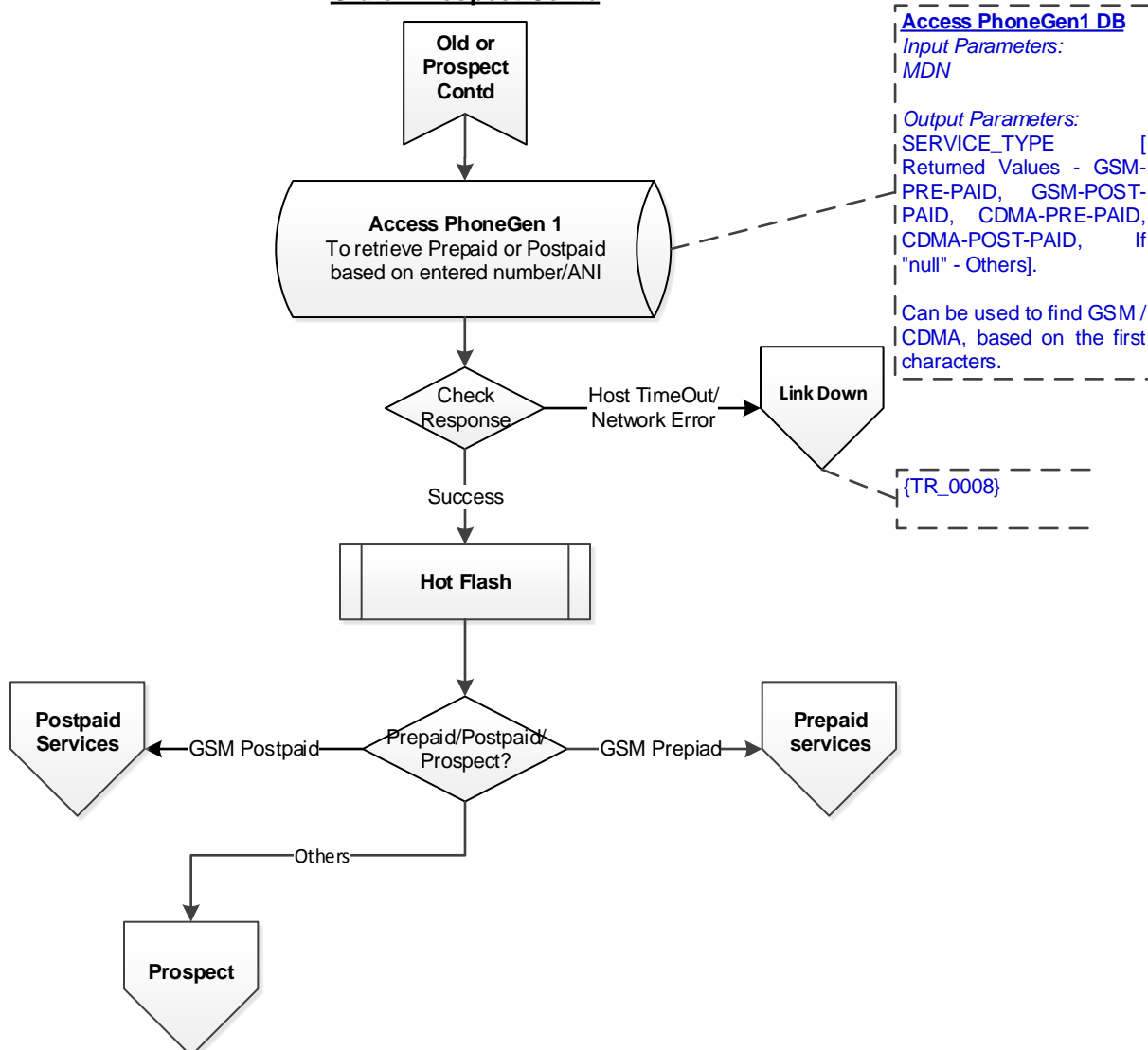


### Old or Prospect





## Old or Prospect Contd



### Prepaid Services

Prepaid services

{MN\_0005}  
 For Hot deals <Press 1>  
 For voice offers <Press 2>  
 For Mobile Internet <Press 3>  
 For reliance wi-pots <Press 4>

Check input

Invalid /  
No input

Standard  
Error

{TR\_0009}

Transfer  
Agent

Access IVR\_Prepaid Services (IVR  
DB)  
To fetch services and its respective  
details for circle

Check  
response

Host timeout /  
Network error

Link Down

{TR\_0014}

success

{MN\_0006}  
 For <option 1> <press 1>  
 For <option 2> <Press 2>  
 For <option 3> <Press 3>

Check input

Invalid /  
No input

Standard  
Error

{TR\_0010}

Global  
Prompt  
Menu Level

1/2/3

{PA\_0007}  
 <Play respective deal message according to  
options selected>

{MN\_0007}  
 Dear customer you have selected <play option  
selected>  
 To purchase the subscription <press 1>  
 To re-select <press 2>

Check input

Invalid /  
No input

Standard  
Error

{TR\_0012}

Number of  
tries=3?

Yes

{PA\_0008}  
 Sorry you have exceeded the maximum  
number of attempts allowed Thanks for  
calling reliance customer care

Transfer  
Agent

{TR\_0013}

Transfer  
Agent

{TR\_0011}

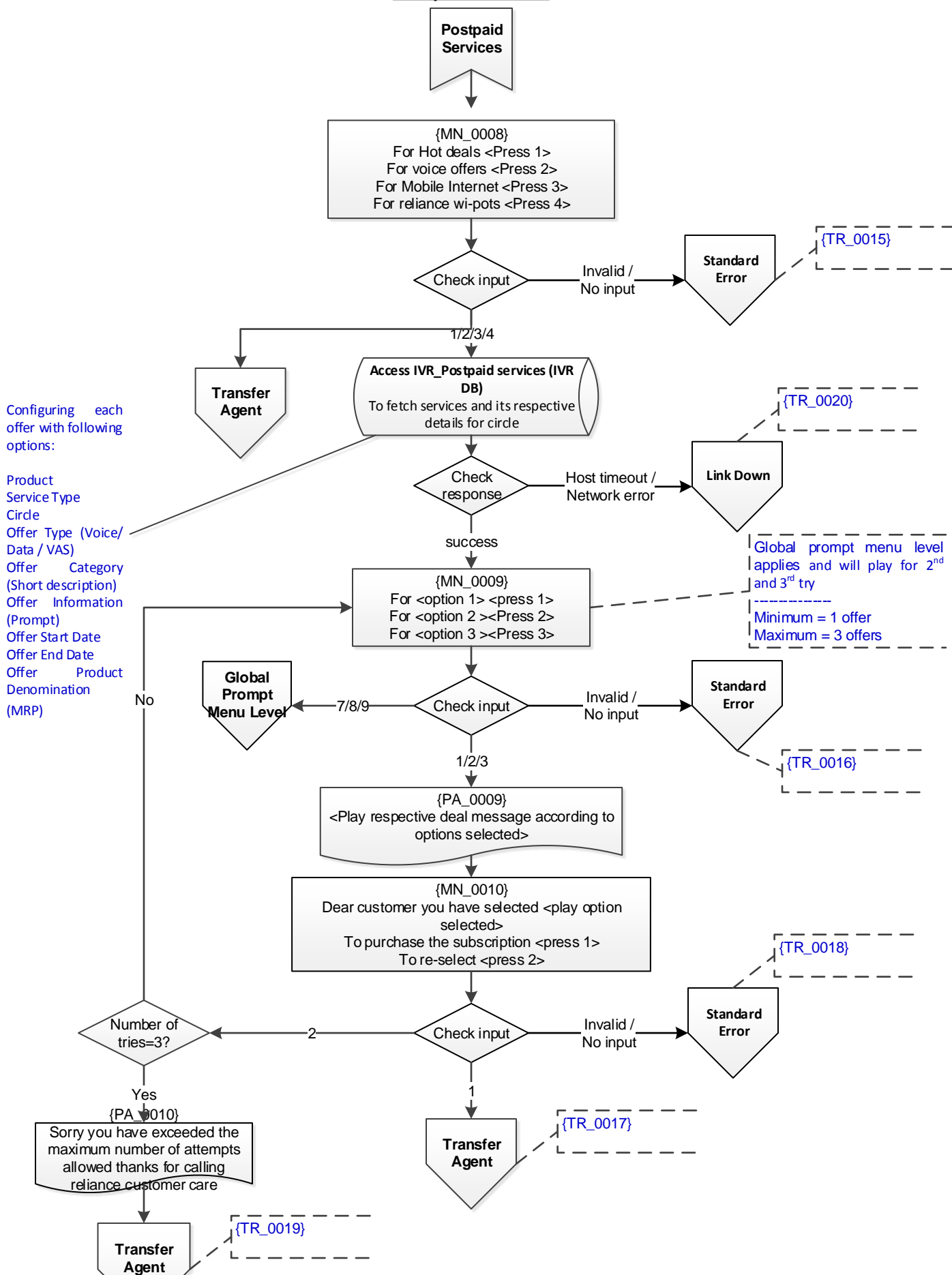
Configuring each offer with following options:

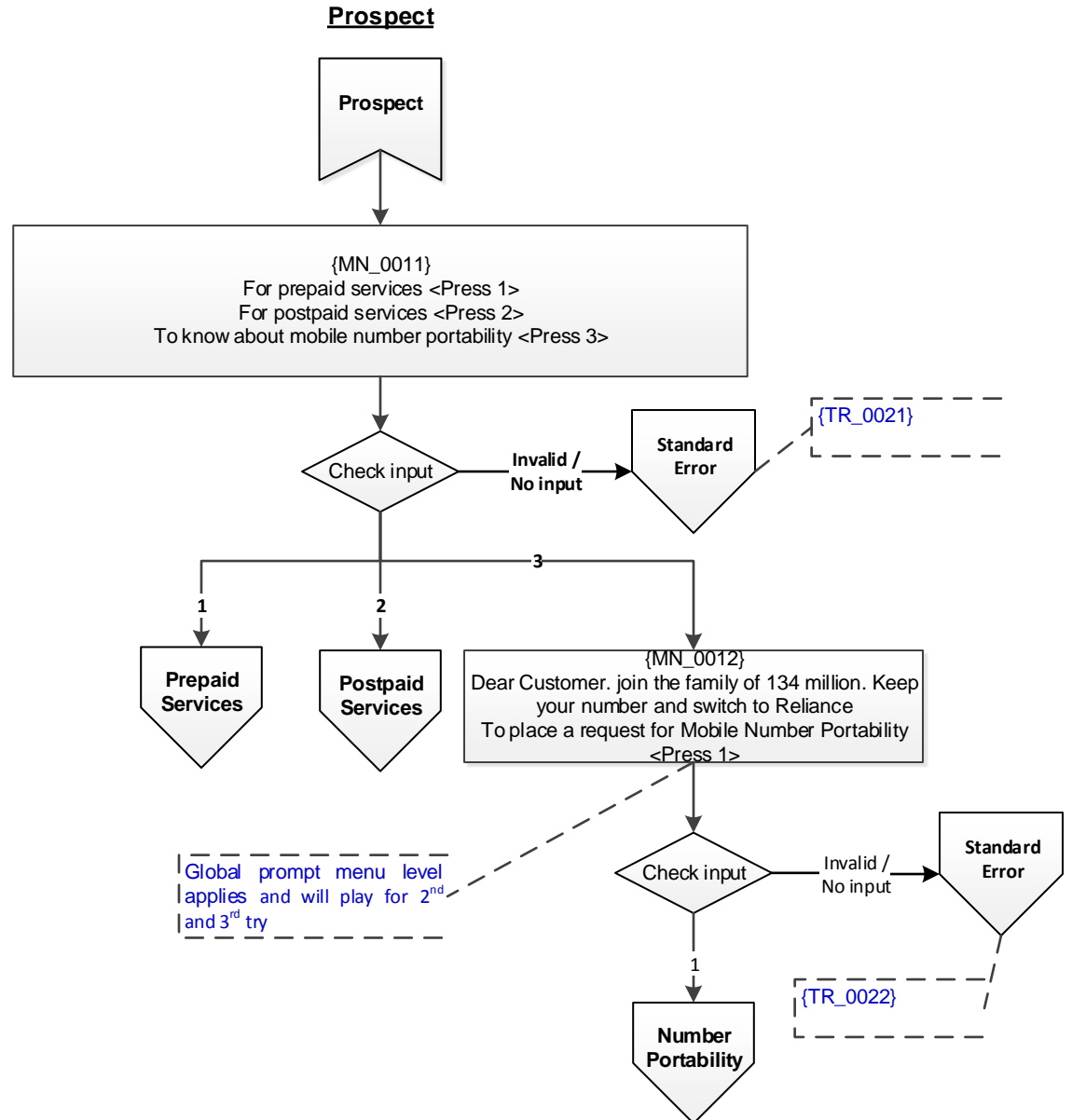
Product  
 Service Type  
 Circle  
 Offer Type (Voice/Data / VAS)  
 Offer Category (Short description)  
 Offer Information (Prompt)  
 Offer Start Date  
 Offer End Date  
 Offer Product Denomination (MRP)

Global prompt menu level  
applies and will play for 2<sup>nd</sup>  
and 3<sup>rd</sup> try

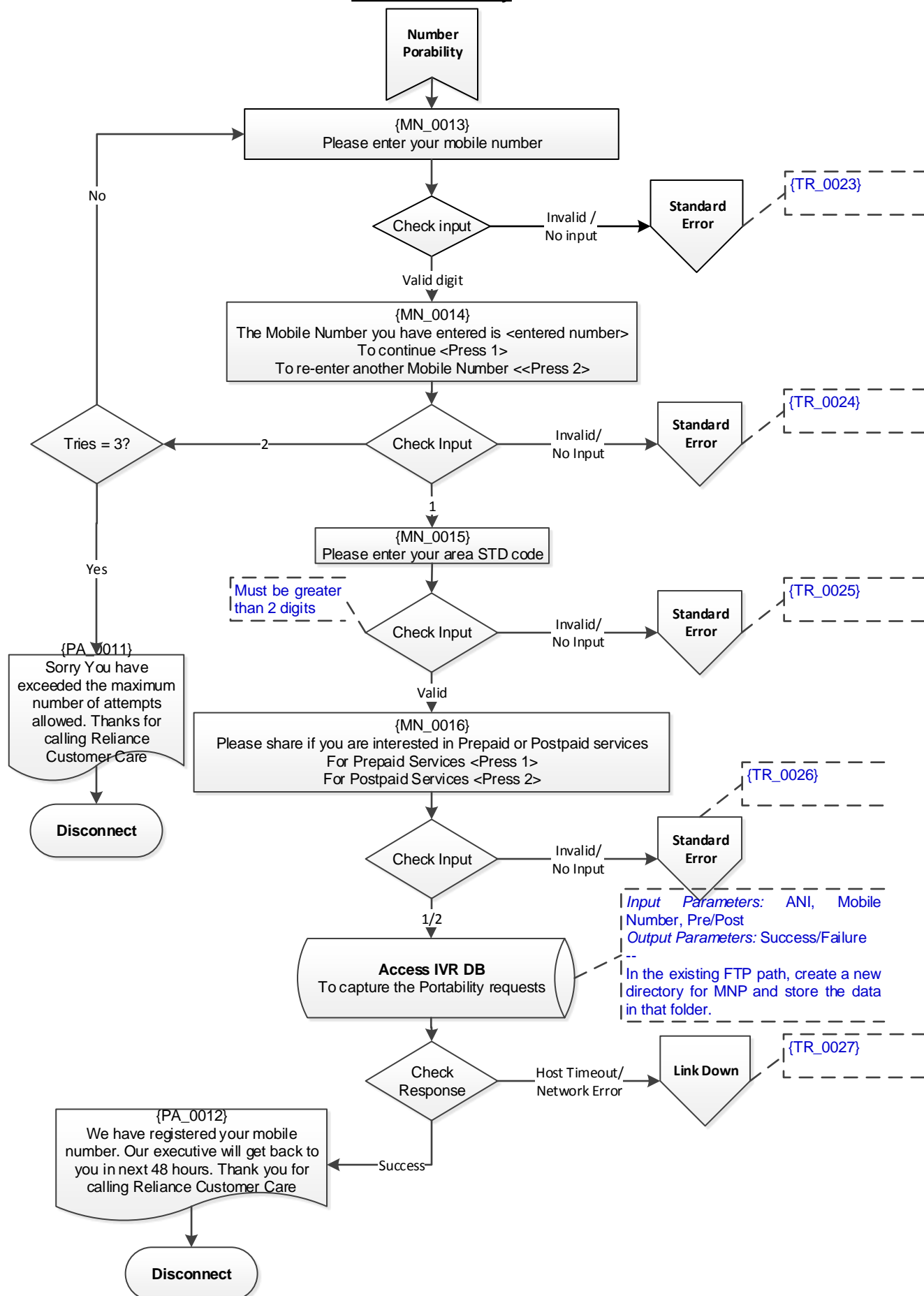
Minimum = 1 offer  
Maximum = 3 offers

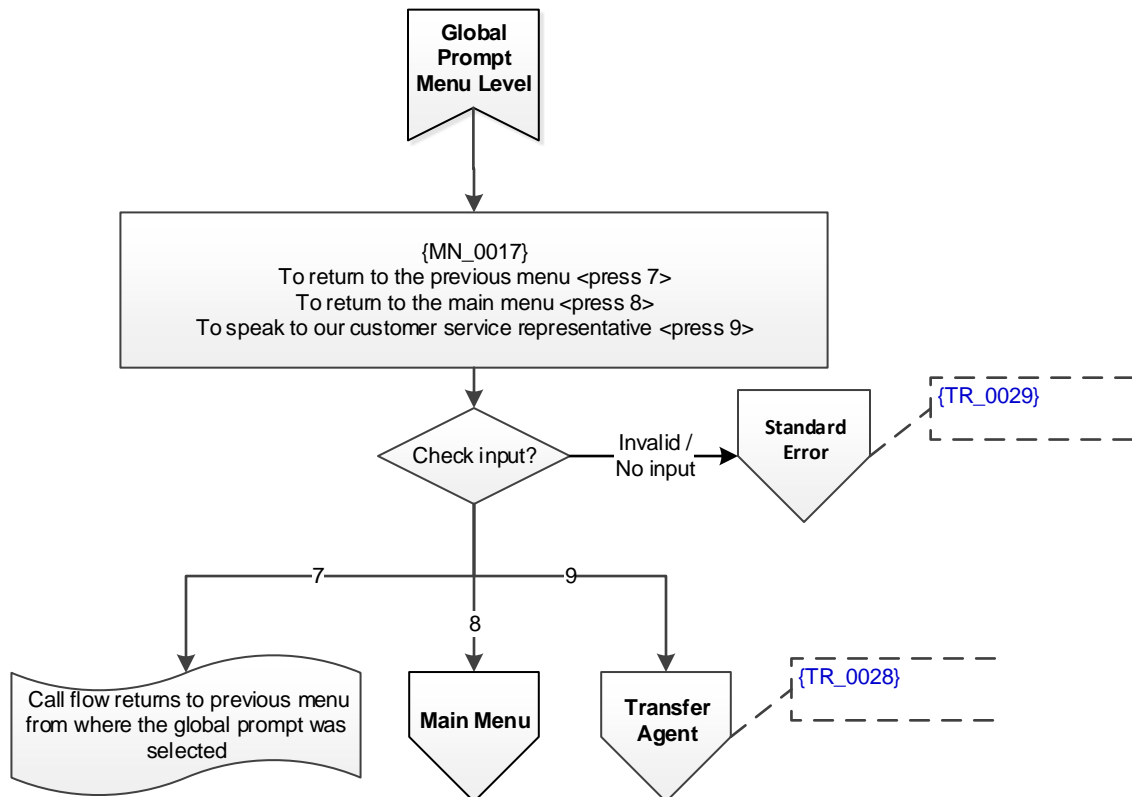
### Postpaid Services

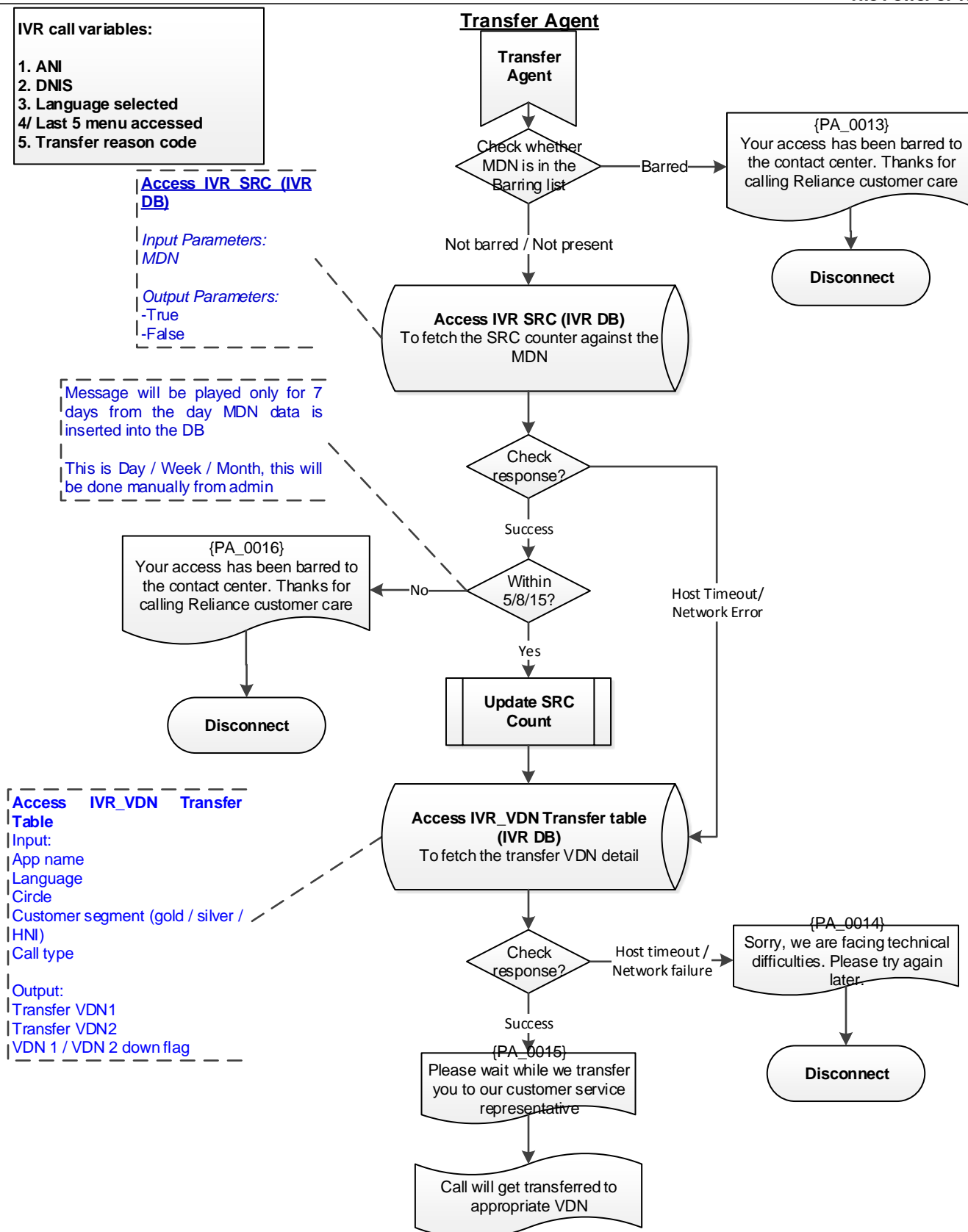




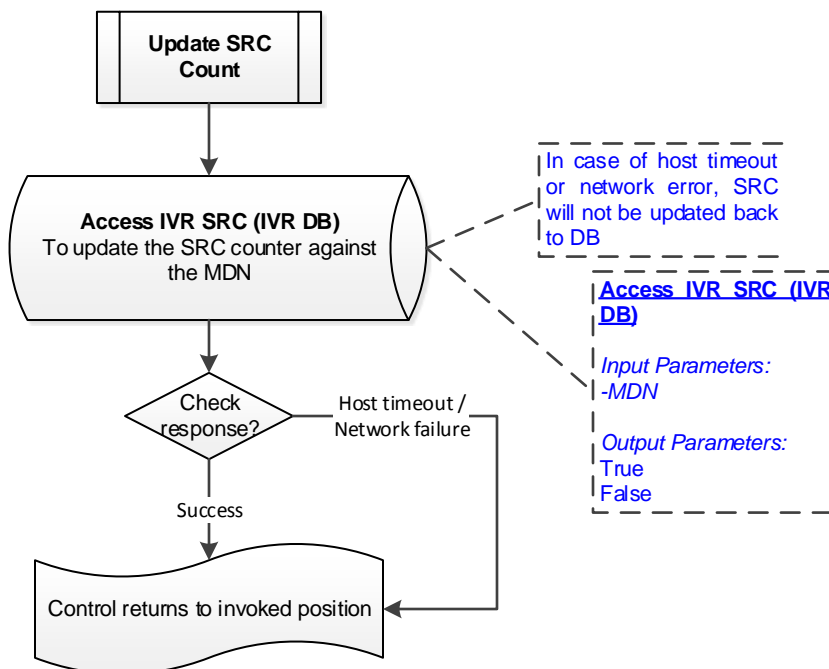
### Number Portability



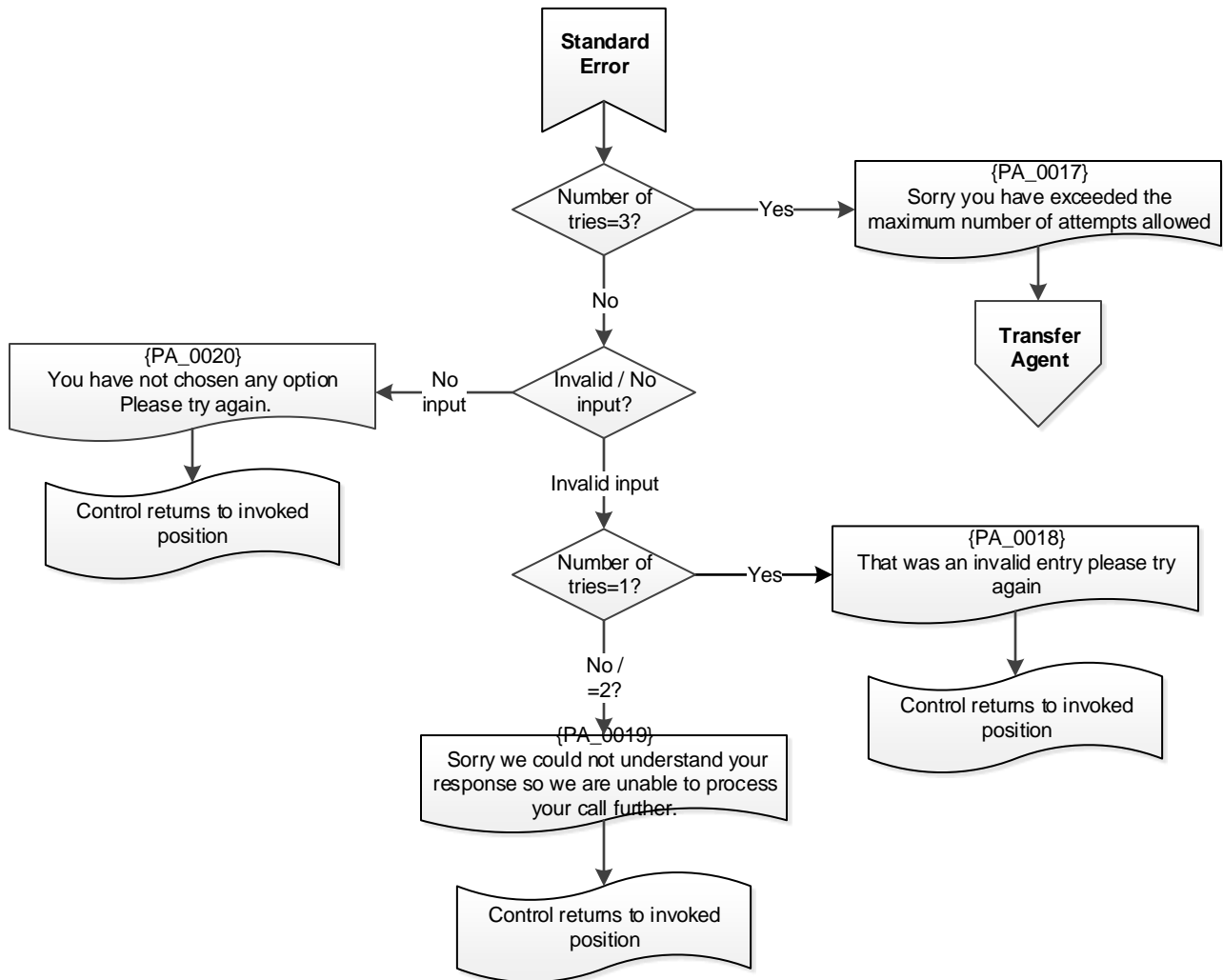
**Global Prompt Menu Level**



### Update SRC Count





**Standard Error**

**Link Down**

