



IVR Call Flow

RCOM Tele Verification Process

18002000024 & 59059

Document Created on: August 21st 2015

Last Updated On: 14/October 2016

Prepared By: Yahya Rayyan

Version: 1.16

Version History

| Version No / Date | Change Initiated By | Update By | Summary of Change |
|-----------------------|---------------------|--------------|---|
| 1.00/Aug.21.2015 | - | Yahya Rayyan | Initial draft of the call flow |
| 1.01/Sep.04.2015 | Mona Anand | Yahya Rayyan | Updated Dongle customer, Included initial TIBCO integration |
| 1.02/Sep.15.2015 | Mona Anand | Yahya Rayyan | Updated data consent for handset customer, Handled DNIS unavailable case. |
| 1.03/Oct.05.2015 | Mona Anand | Yahya Rayyan | Added TVP positive treatment, removed DOB reading, removed POA announcement while POA entry, added push messages, Data consent N if customer disconnects. |
| 1.04/Oct.17.2015 | Mona Anand | Yahya Rayyan | Added TVP Status Check, Call End Process pages. Removed TVP Positive, Data Consent page. Include TVP Flag Update page |
| 1.05/Oct.26.2015 | Mona Anand | Yahya Rayyan | Added Data Card, TIBCO Integration, Process Report pages. Removed Get SIM Number, Validate SIM Number pages. |
| 1.06/Oct.26.2015 | - | Yahya Rayyan | Added Confirm POA ID, TV Positive Check pages. Removed Technology Check page |
| 1.07/Dec.21.2015 | - | Yahya Rayyan | |
| 1.08/Jan.12.2016 | - | Salini Anish | Added menu codes |
| 1.09/Jan.21.2016 | - | Yahya Rayyan | Bypass Dongle MDN check in hardcoded values in DB and direct TIBCO hit. Deleted Data Card Process page. |
| 1.10/Feb.1.2016 | - | Yahya Rayyan | Added No Data Handle page for filtering existing customer reaching to TVP |
| 1.11/Feb.18.2016 | - | Yahya Rayyan | Stopping mobile customer getting verified by dialing dongle tollfree and entering mobile number to verify. |
| 1.12/ March.2.2016 | - | Yahya Rayyan | Added 'hotflash through admin portal' at the beginning and at the time of call transfer, separately for dongle and voice customers. |
| 1.13/April.21.2016 | - | Yahya Rayyan | Disconnecting dongle and voice customer if no record found in CRM as well as Phonogen or service type is not available. |
| 1.14/July.5.2016 | | Salini Anish | Changed Standard error treatment, Confirm POA ID, TVP_Process |
| 1.15/Sept.21.2016 | - | Yahya Rayyan | Added POA Type menu, Year of birth entry menu. |

[IVR Callflow - RCOM Tele Verification Process]

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|-------------------|---------------------|--------------|---|
| 1.16/Oct.14.2016 | Rajesh Manjalkar | Yahya Rayyan | Data consent menu update- Added option to give consent later. |


 Start / Disconnect

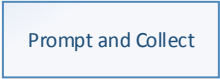
This shape represents the Start or End of the IVR Application


 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

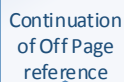
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).


 On Page Reference

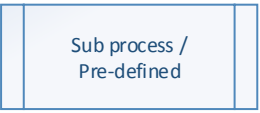
This shape is a page connector which means the continuation of the flow in the same page.


 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.

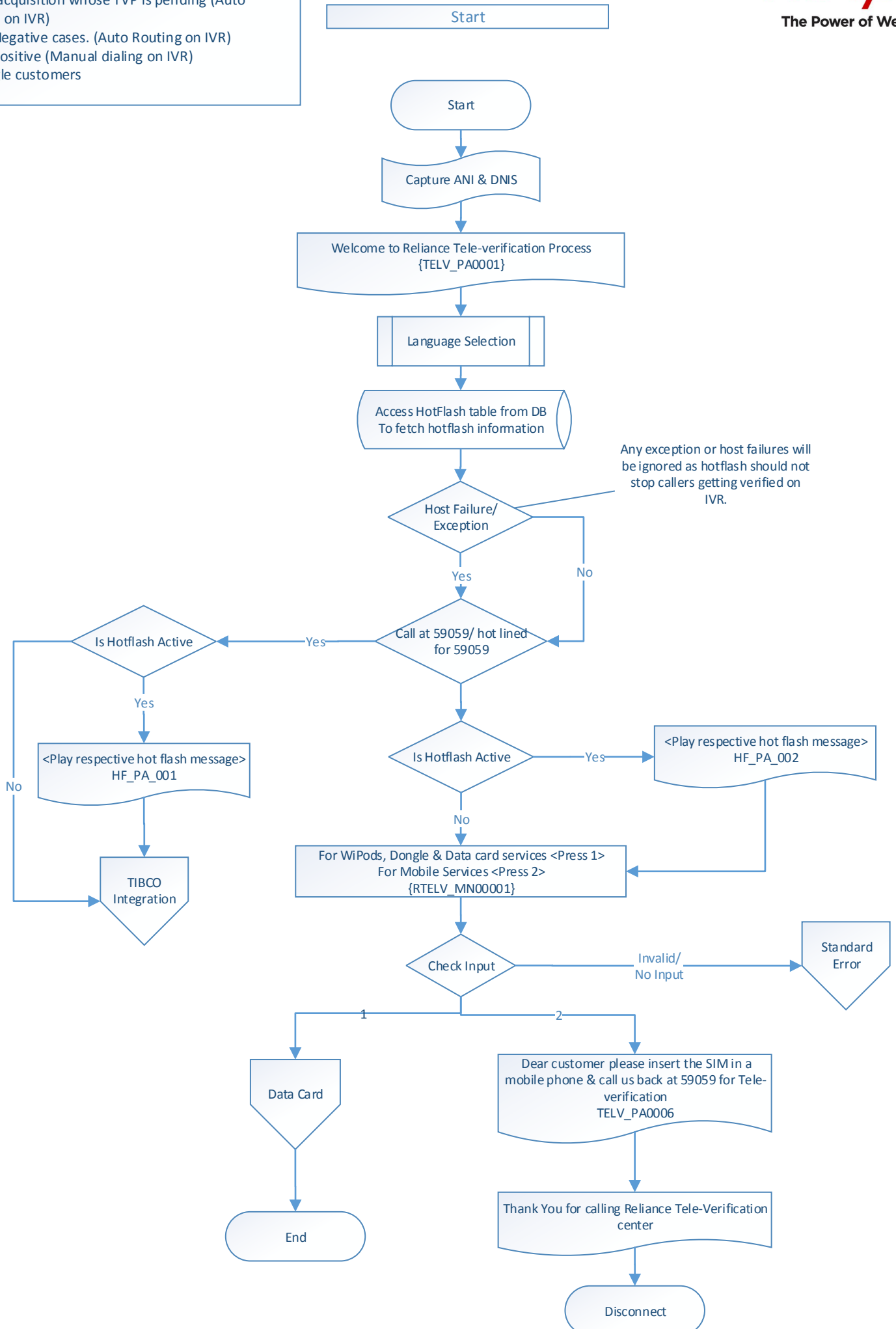
Universal Business Rules

| 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 |

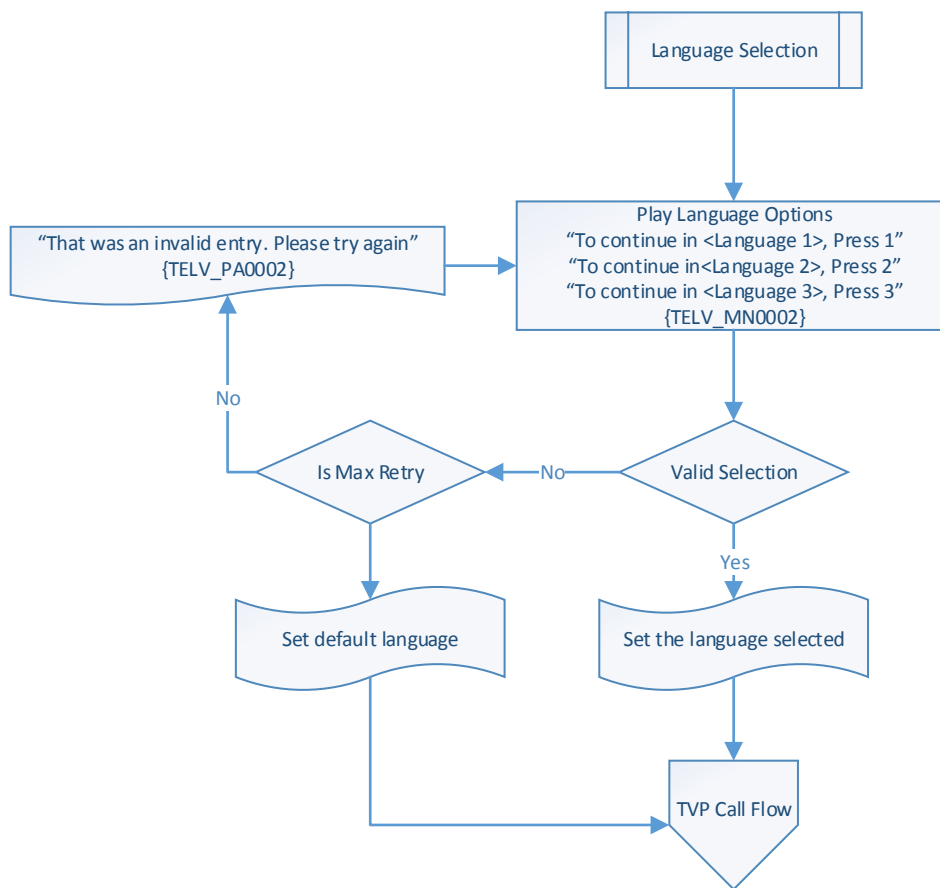
Incoming call types:

- 1) New acquisition whose TVP is pending (Auto Routing on IVR)
- 2) TVP Negative cases. (Auto Routing on IVR)
- 3) TVP Positive (Manual dialing on IVR)
- 4) Dongle customers

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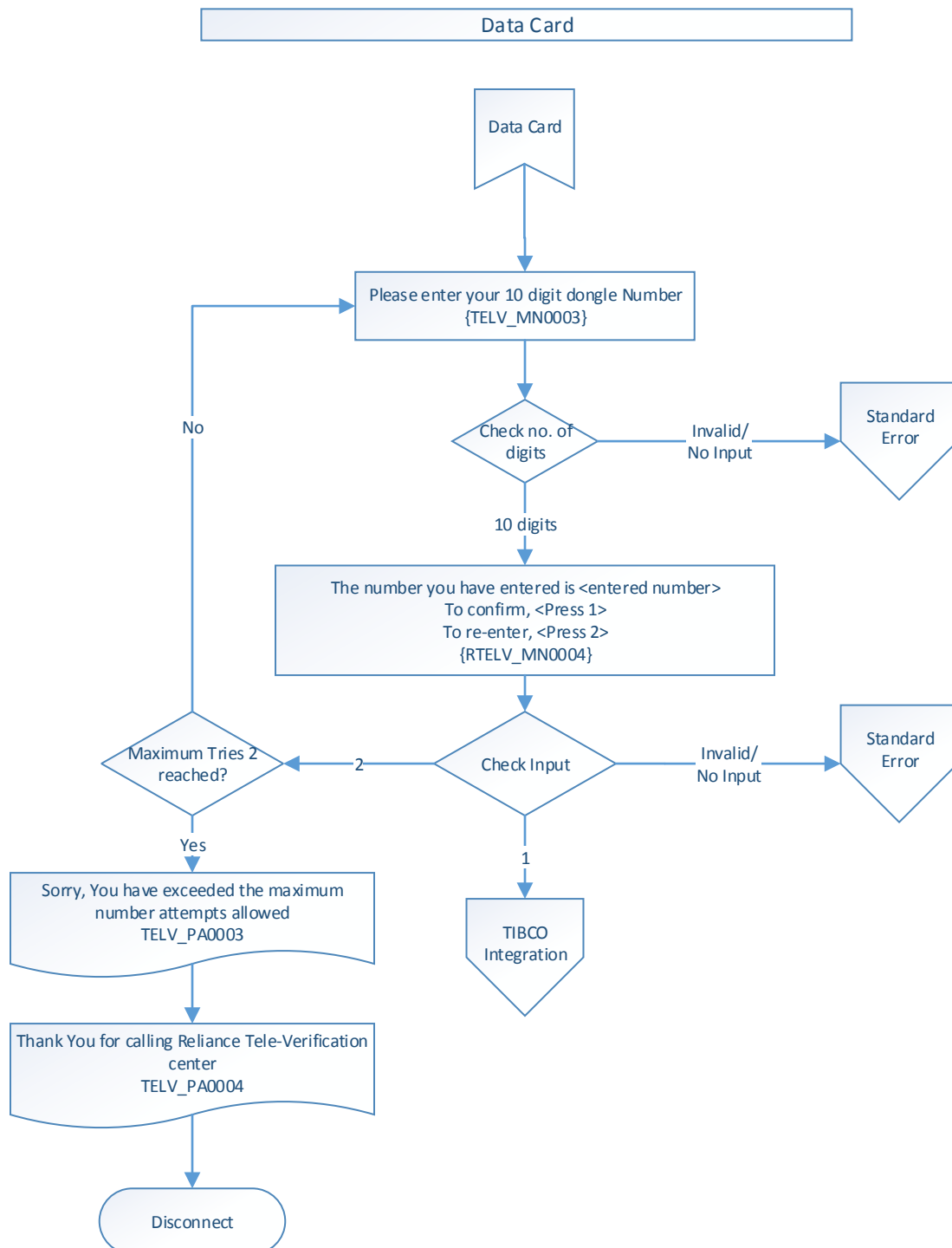


Language Selection



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



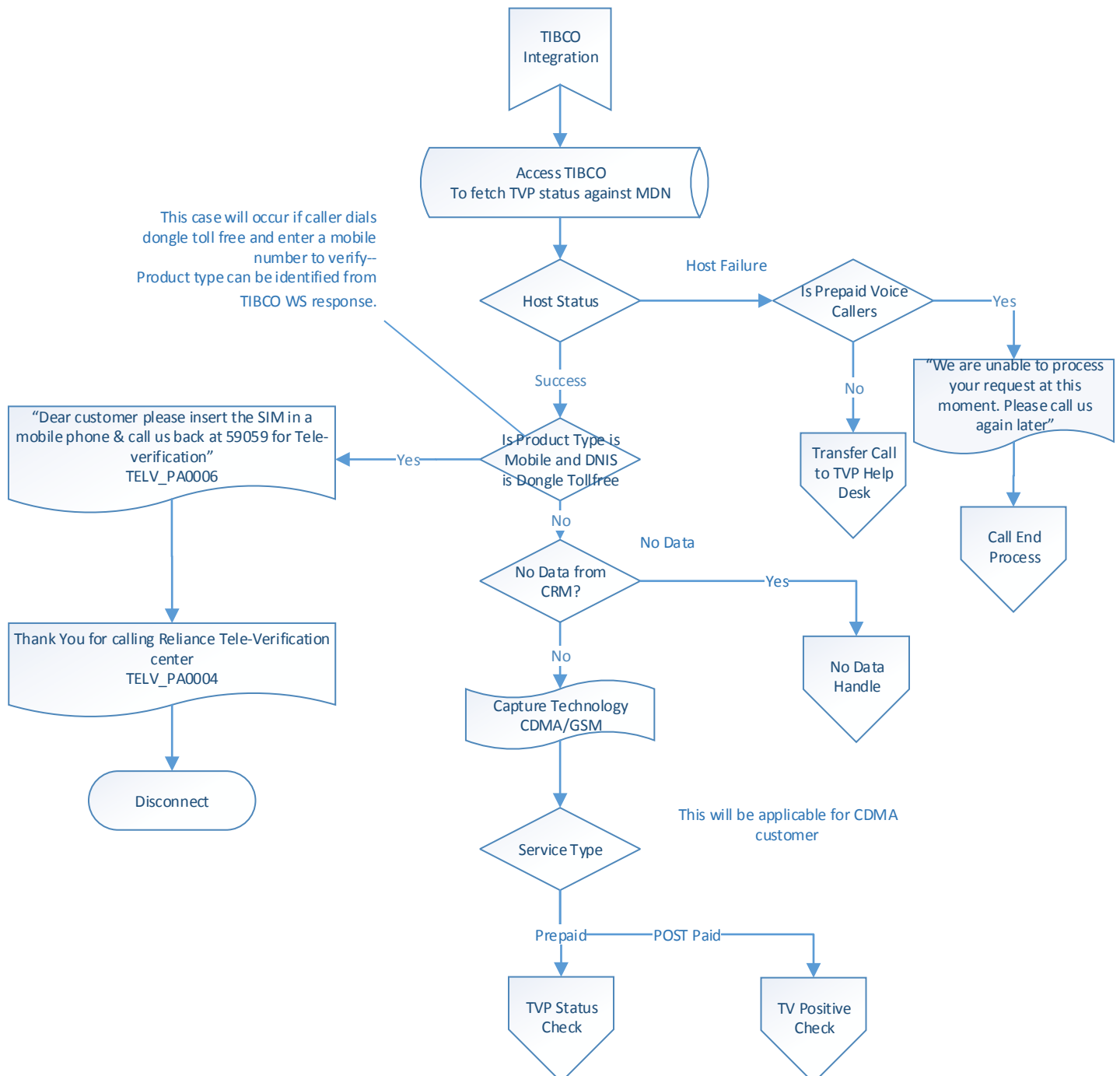
IVR-> TIBCO

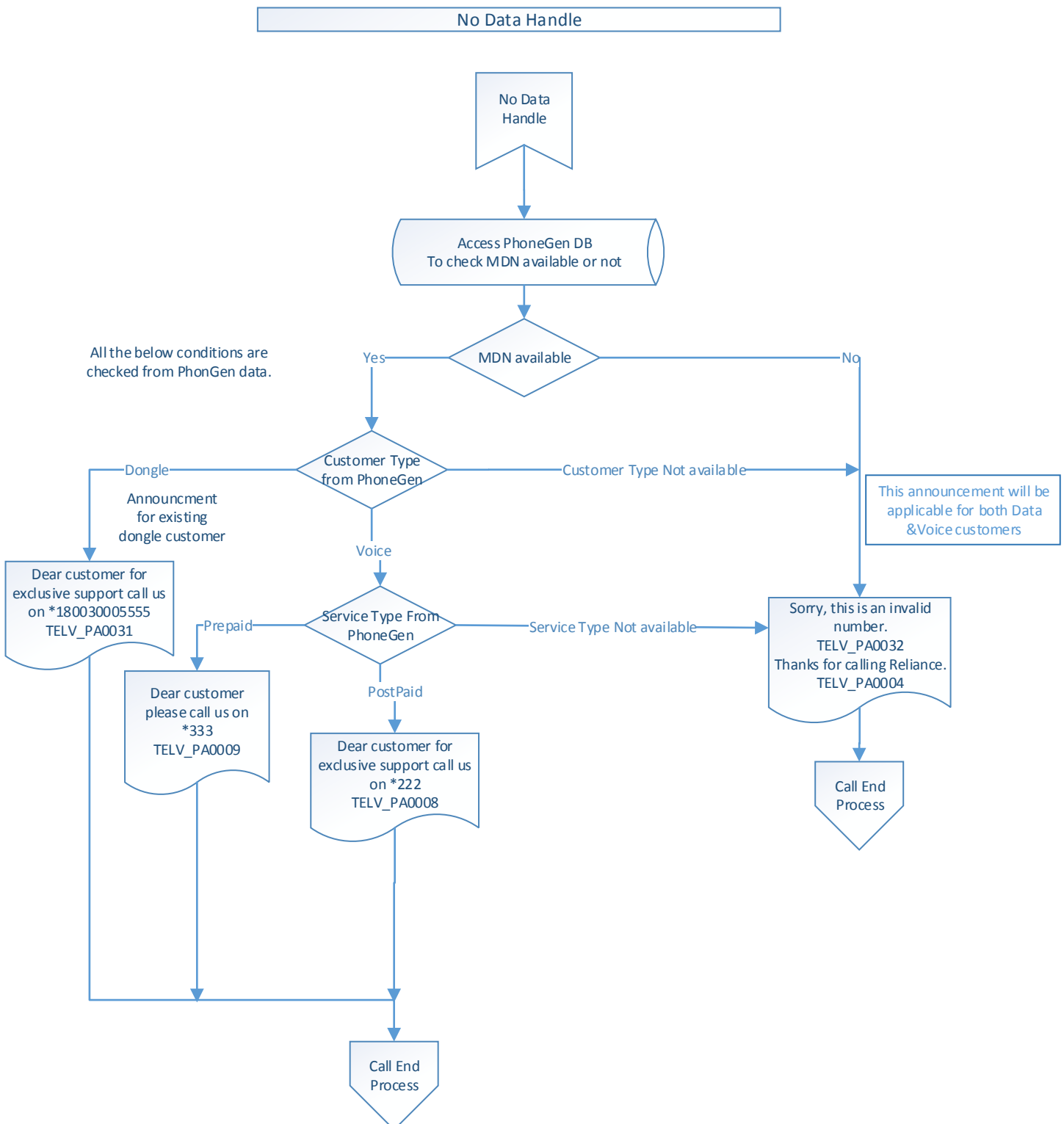
1. MDN
2. Source
3. Date & Time Stamp
4. Request Type---TVP_STATUS
5. IVR Transaction ID

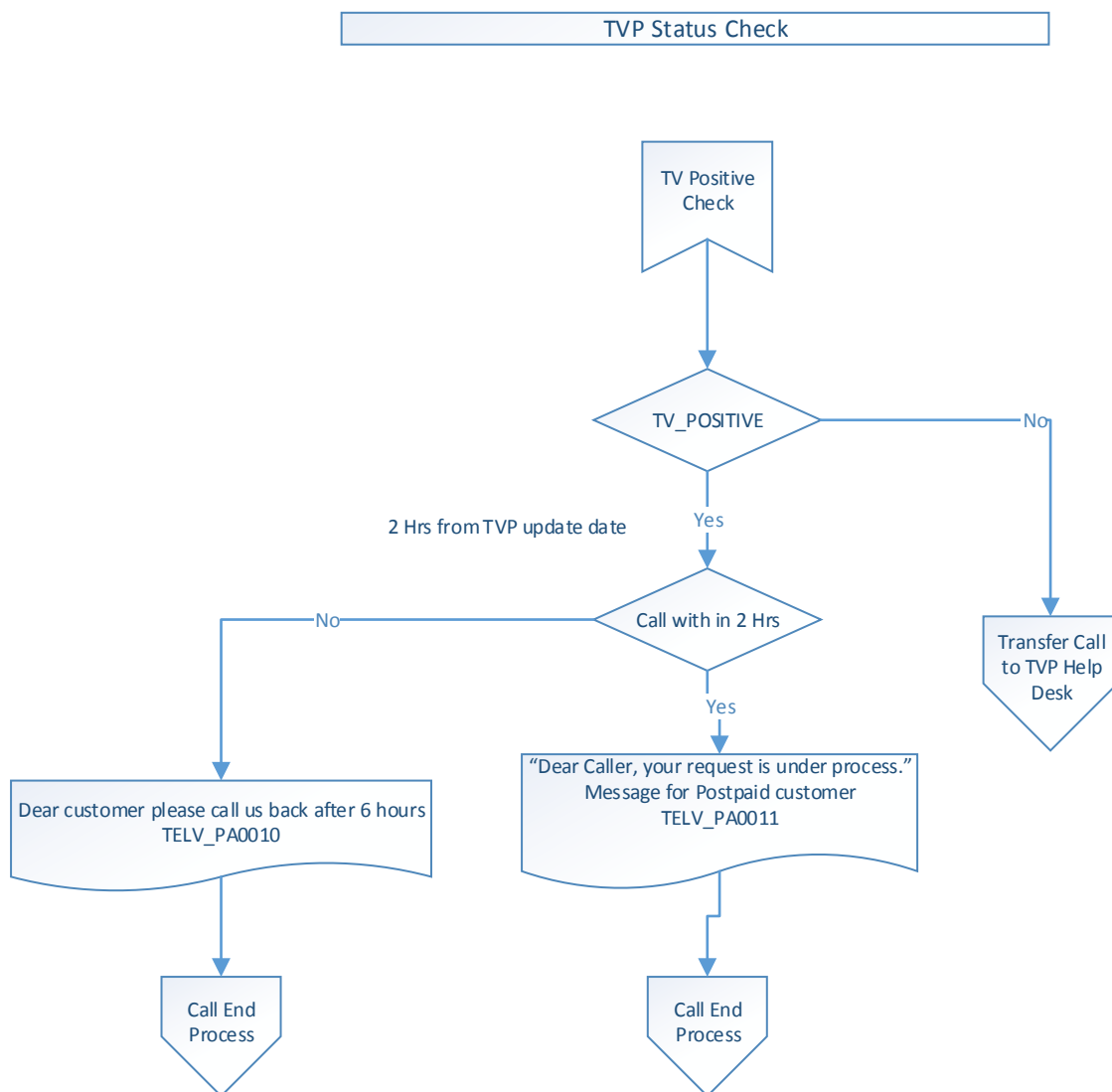
TIBCO -> IVR

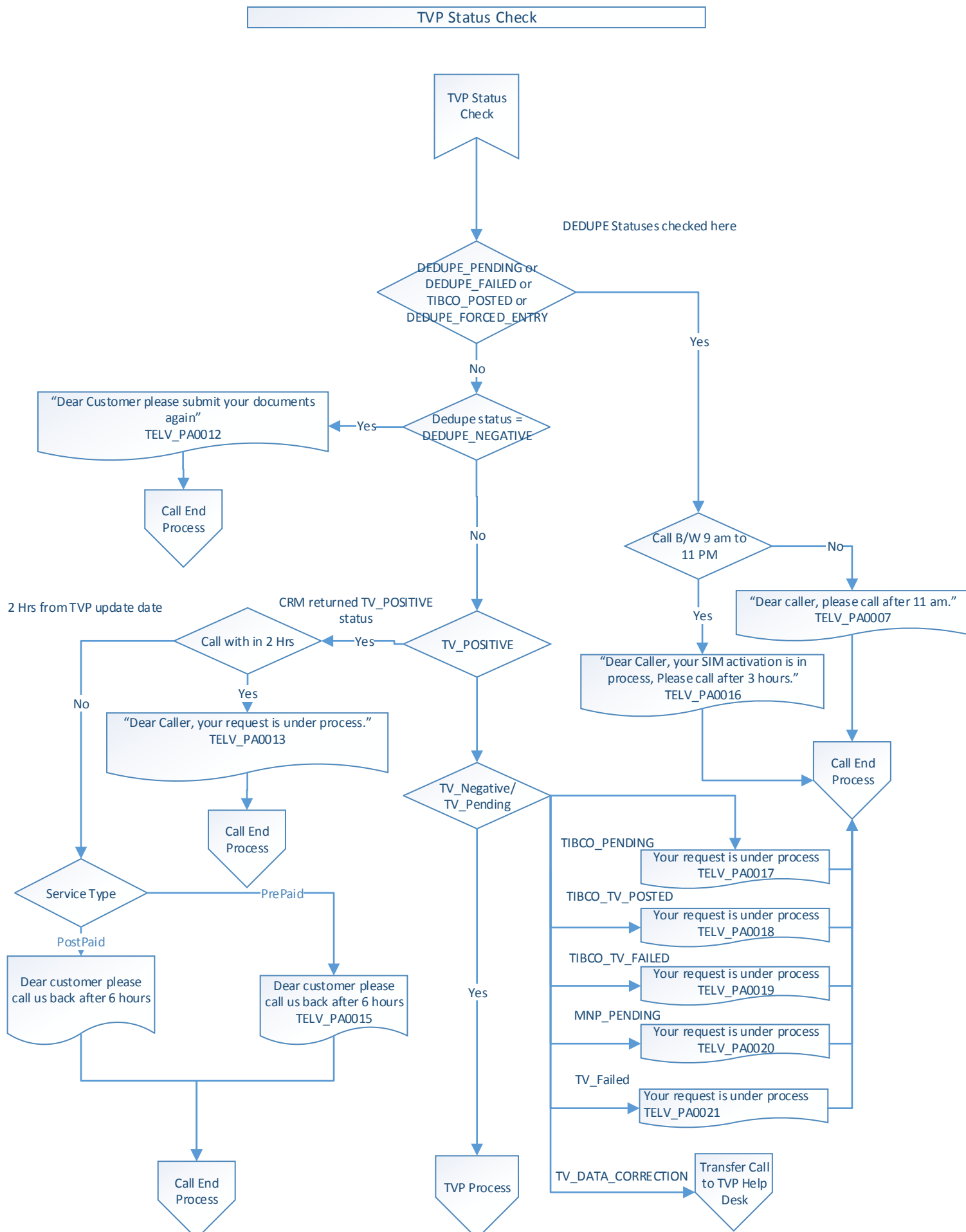
1. MDN-----9324524693 (IN)
2. REQUEST TYPE---TVP_STATUS (IN)
3. SOURCE-----IVR (IN)
4. REQUEST_DATE-----DD/MM/YYYY (IN)
5. CUSTOMER_TYPE-----INDIVIDUAL/SME/CORPORATE (OUT)
6. CUSTOMER_CATEGORY-----A/B/C/AE/BE/CE (OUT)
7. SERVICE_TYPE-----PREPAID/POSTPAID (OUT)
8. TECHNOLOGY_TYPE---CDMA/GSM/RTL (OUT)
9. PRODUCT_TYPE-----MOBILE/DONGLE (OUT)
10. POA TYPE-----DRIVING LICENCE (OUT)
11. POA_ID_DETAILS-----MH1205 (OUT) (This is alpha numeric)
12. POA_ISSUE_DATE----- DD/MM/YYYY (OUT)
13. TVP_STATUS-----PENDING/NEGATIVE/POSITIVE (OUT)
14. DOB----- DD/MM/YYYY (OUT)
15. UPDATE_DATE-----Date & Time Stamp (OUT) CRM Update Date & Time stamp
16. OUT_STATUS-----SUCCESS/FAILURE (OUT)
17. OUT_STATUS_CODE-----0/102 (OUT)
18. OUT_MSG-----MESSAGE (OUT)

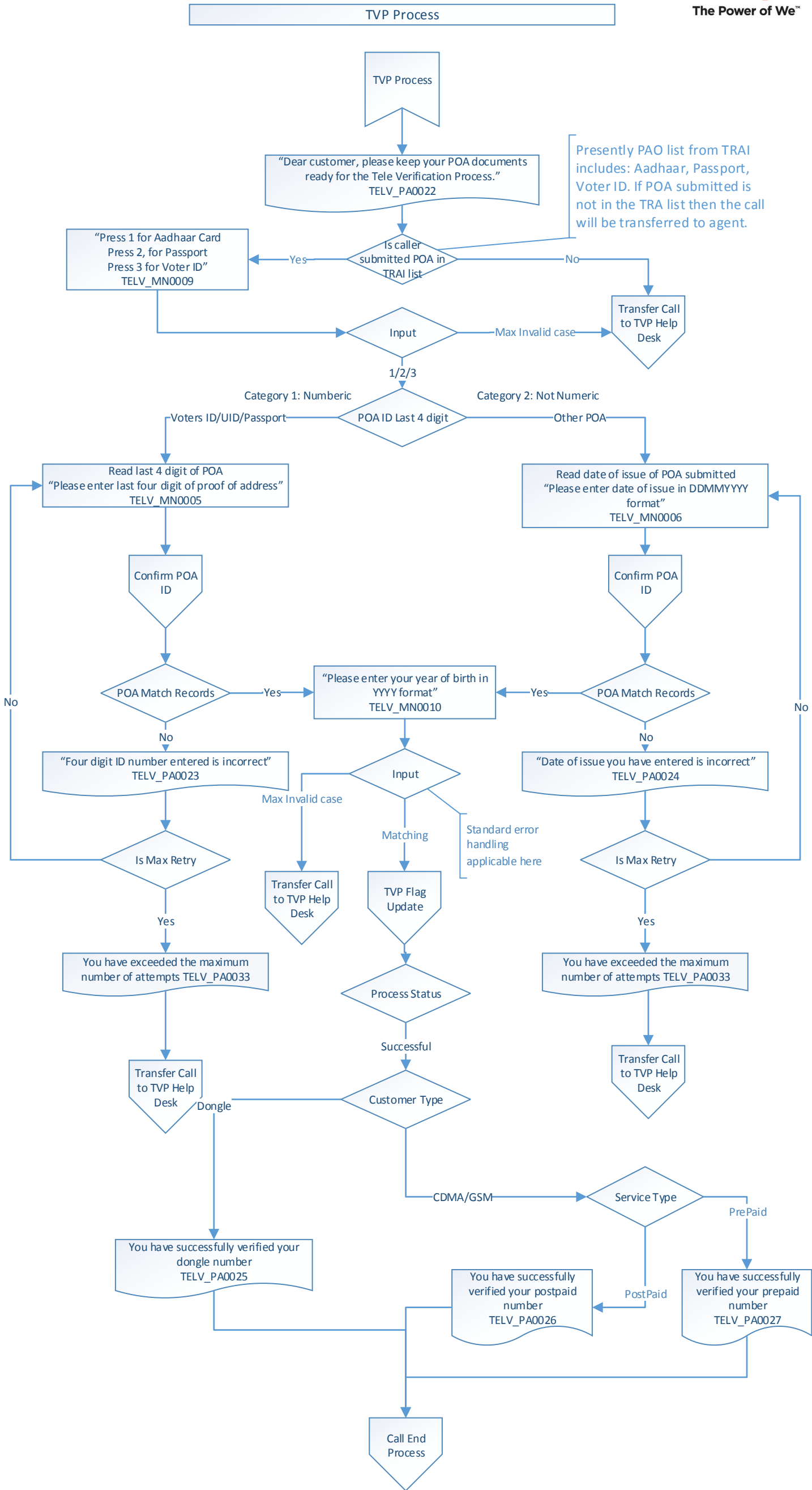
TIBCO Integration

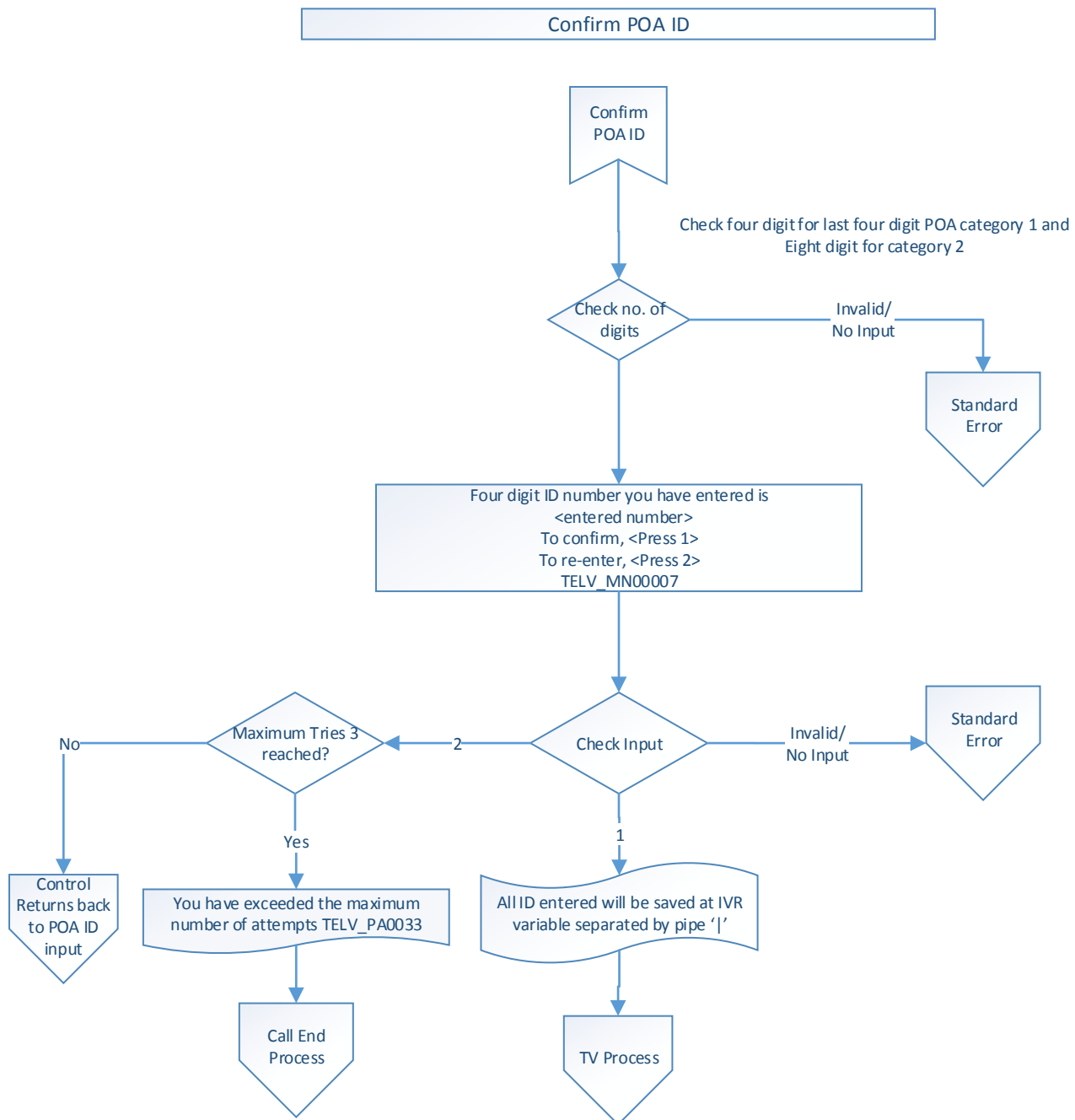












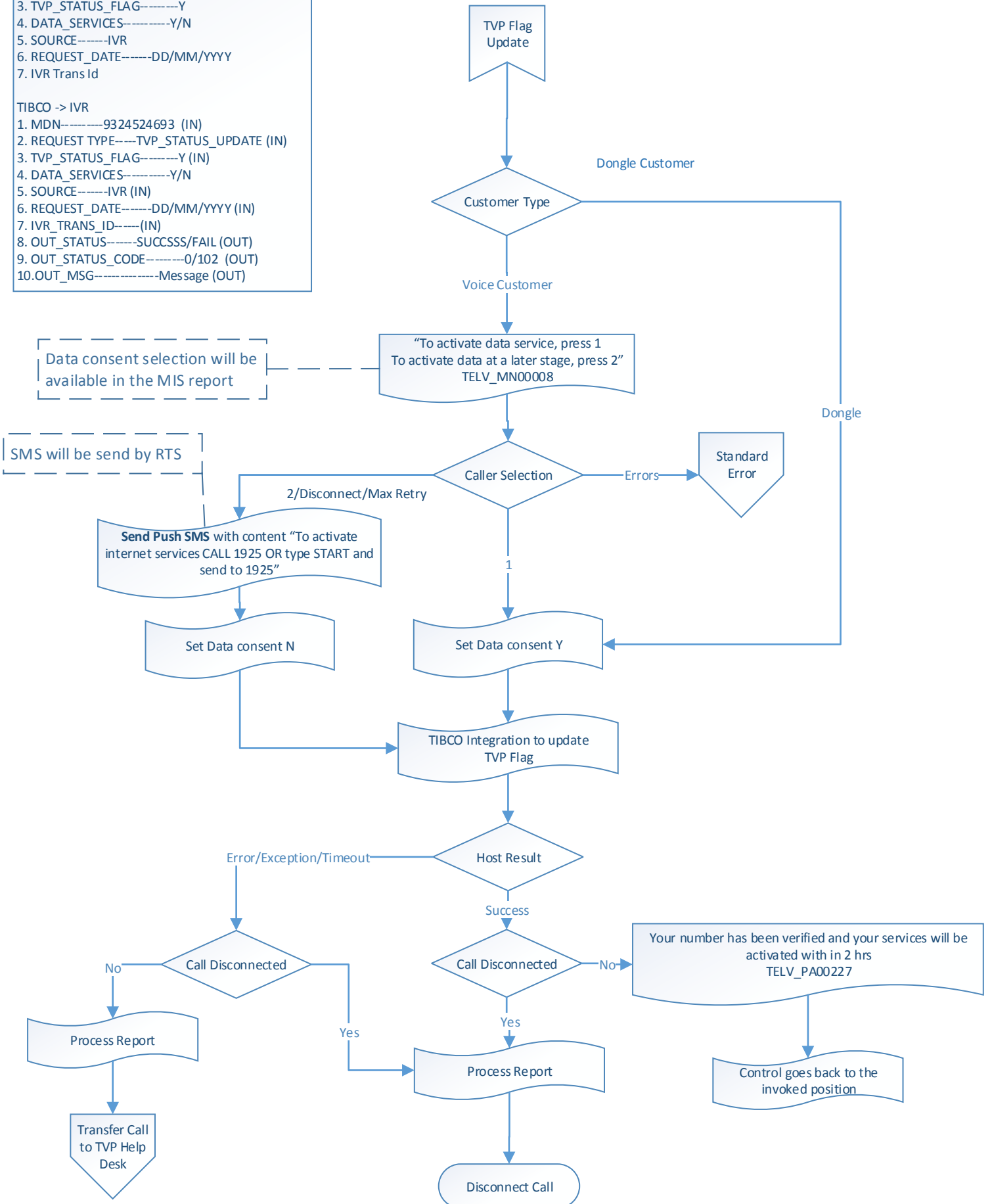
TVP Flag Update

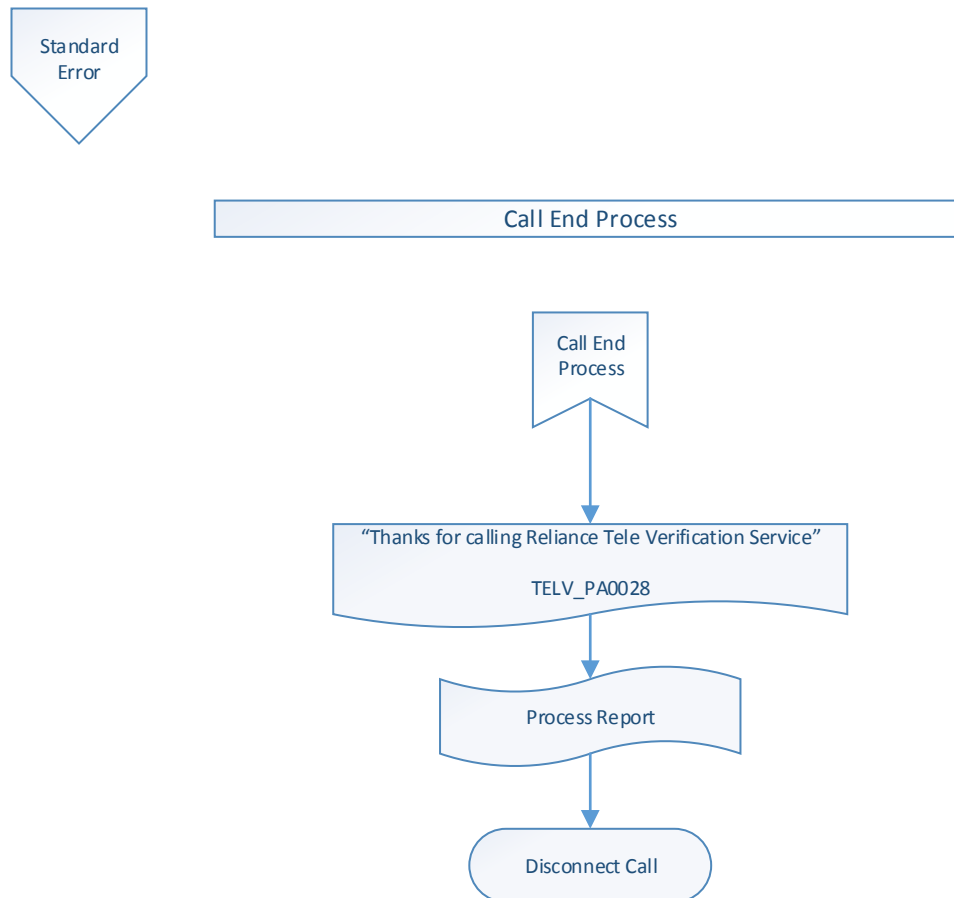
IVR-> TIBCO
1. MDN-----9324524693
2. REQUEST TYPE----TVP_STATUS_UPDATE
3. TVP_STATUS_FLAG-----Y
4. DATA_SERVICES-----Y/N
5. SOURCE-----IVR
6. REQUEST_DATE-----DD/MM/YYYY
7. IVR Trans Id

TIBCO -> IVR
1. MDN-----9324524693 (IN)
2. REQUEST TYPE----TVP_STATUS_UPDATE (IN)
3. TVP_STATUS_FLAG-----Y (IN)
4. DATA_SERVICES-----Y/N
5. SOURCE-----IVR (IN)
6. REQUEST_DATE-----DD/MM/YYYY (IN)
7. IVR_TRANS_ID----(IN)
8. OUT_STATUS-----SUCCSSS/FAIL (OUT)
9. OUT_STATUS_CODE-----0/102 (OUT)
10. OUT_MSG-----Message (OUT)

Data consent selection will be available in the MIS report

SMS will be send by RTS

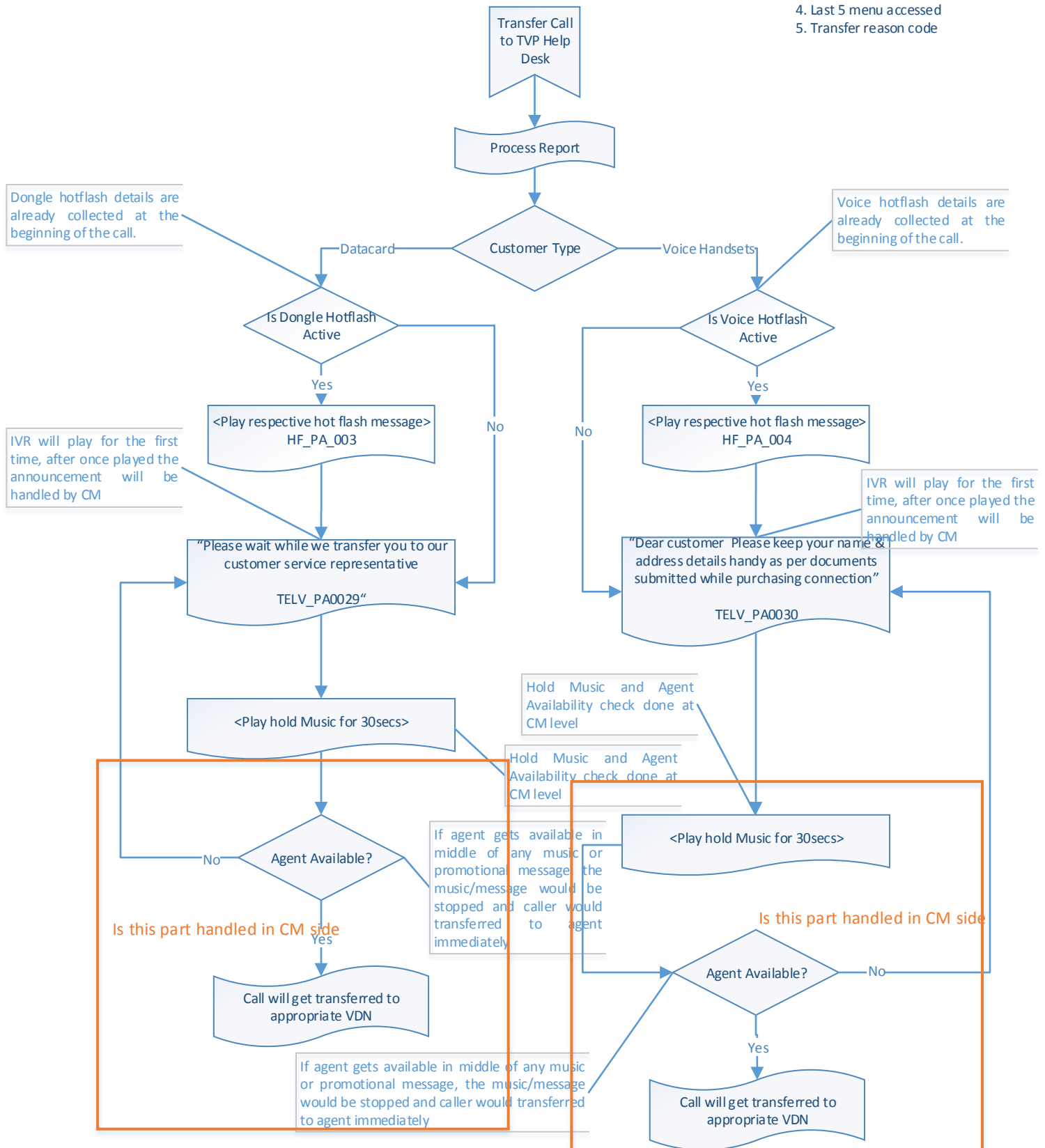




TVP Help Desk

IVR call variables:

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



Standard Error

Standard Error

Note:- In the invalid input the customer entered digits will not be available in TVP-Report.

