

HLR IVR(HLR)

Last updated on: Apr 24th , 2015

Version: 1.2


Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan 29.2015	-	Raajesh Kumar AS	Initial draft of the call flow
0.02 / Mar 16.2015	-	Raajesh Kumar AS	Self Review changes incorporated
1.1 / Apr 24.2015	-	Daranivasan A	Baselining
1.2 / Apr 19.2016	Rajesh Manjalkar	Yahya Rayyan	Removed hardcoding check with backend and menu.

Standard Call Flow Conventions


 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

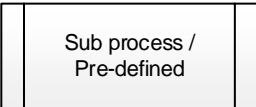
This shape represents any process that happens in the background and transparent to the caller


 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).

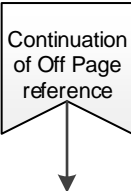

 Decision

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).


 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.


 Off Page
reference


 Continuation
of Off Page
reference

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


 DB/Host access

This shape represents the host or database access.

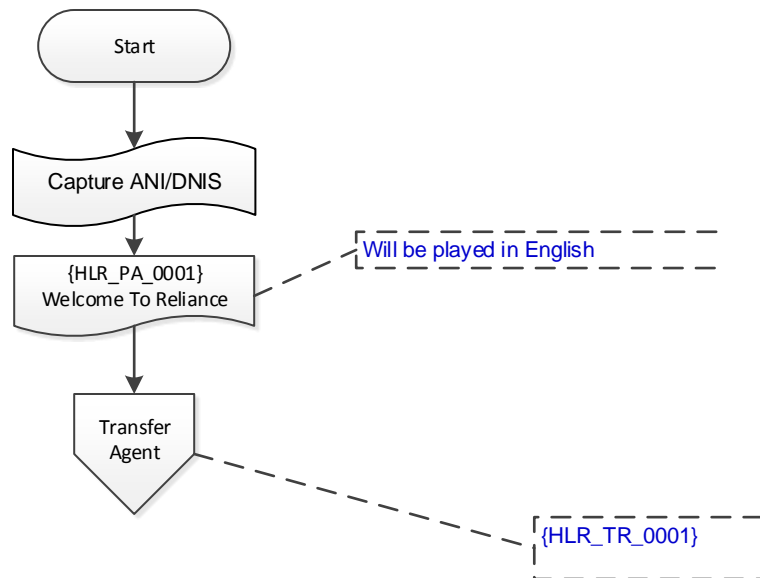

 On Page
Reference

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

Universal Business Rules

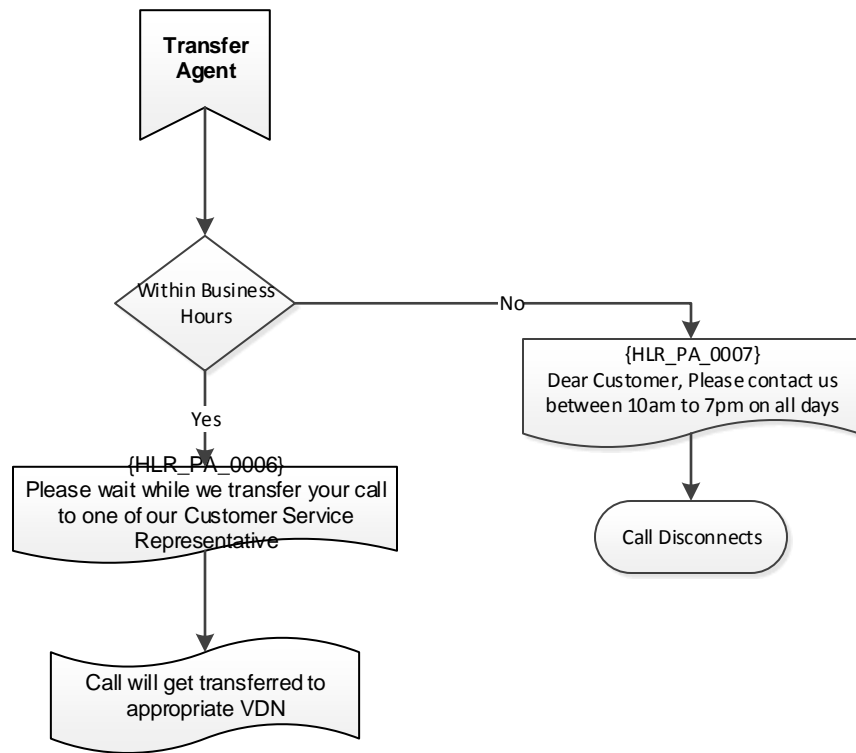
S.N.	Functionality	Description	Exceptions
1	Call Center Business Hours	10 AM to 7 PM on all days	Not Applicable
2	Language of Interaction	Only English	
3	Dial With Interrupt	Applicable when a menu or an announcement is played	
4	No Input timeout	5 Seconds (Configurable)	Not Applicable
5	Inter Digit timeout	3 Seconds (Configurable)	Not Applicable
6	Host timeout	5 Seconds (Configurable)	Not Applicable
7	Announcing Numbers	The Application shall announce the numbers one at a time. For example 250 shall be played as Two Five Zero	Not Applicable

Start



Transfer Agent**IVR call variables:**

1. ANI
2. DNIS
3. Language (E=English)
4. Last 5 menu accessed
5. Transfer reason code



Link Down

