Broadband IVR Call Flow
DAKC(DAKC)

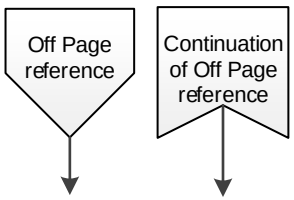
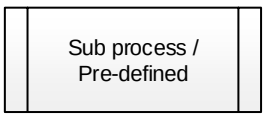
Last updated on: Jan 18th 2016

Version: 1.3

Version History

Version No / Date	Change Initiated By	Updated By	Summary of Changes
0.01 / Jan.31.2015	-	Daranivasan.A	Initial draft of the call flow
0.02 / Feb.12.2015	Servion	Daranivasan.A	- Language selection wrt mapping table provided
0.03 / Apr.15.2015	RCOM	RaajeshKumar	Changes made based on interfaces
1.1 / Apr.16.2015	Servion	Daranivasan.A	Baselining
1.11 / May.27.2015	Servion	Daranivasan.A	- Start(STT) - Language Selection(LSE) - Complaint Register(CPR) - Complaint Register Contd(CPRC) - Change Language(CHL) - Menu ID changed - Transfer codes regenerated - Defects identified by technical teams fixed
1.11 / May.27.2015	Servion	Daranivasan.A	- Suggestions mentioned by Kesav included Main Menu(MAM)
1.2 / June.20.2015	Servion	Daranivasan.A	Re-base lined version
1.3 / Jan.18.2015	Avaya	Tarun jain	Add Technical and Non technical desk flow

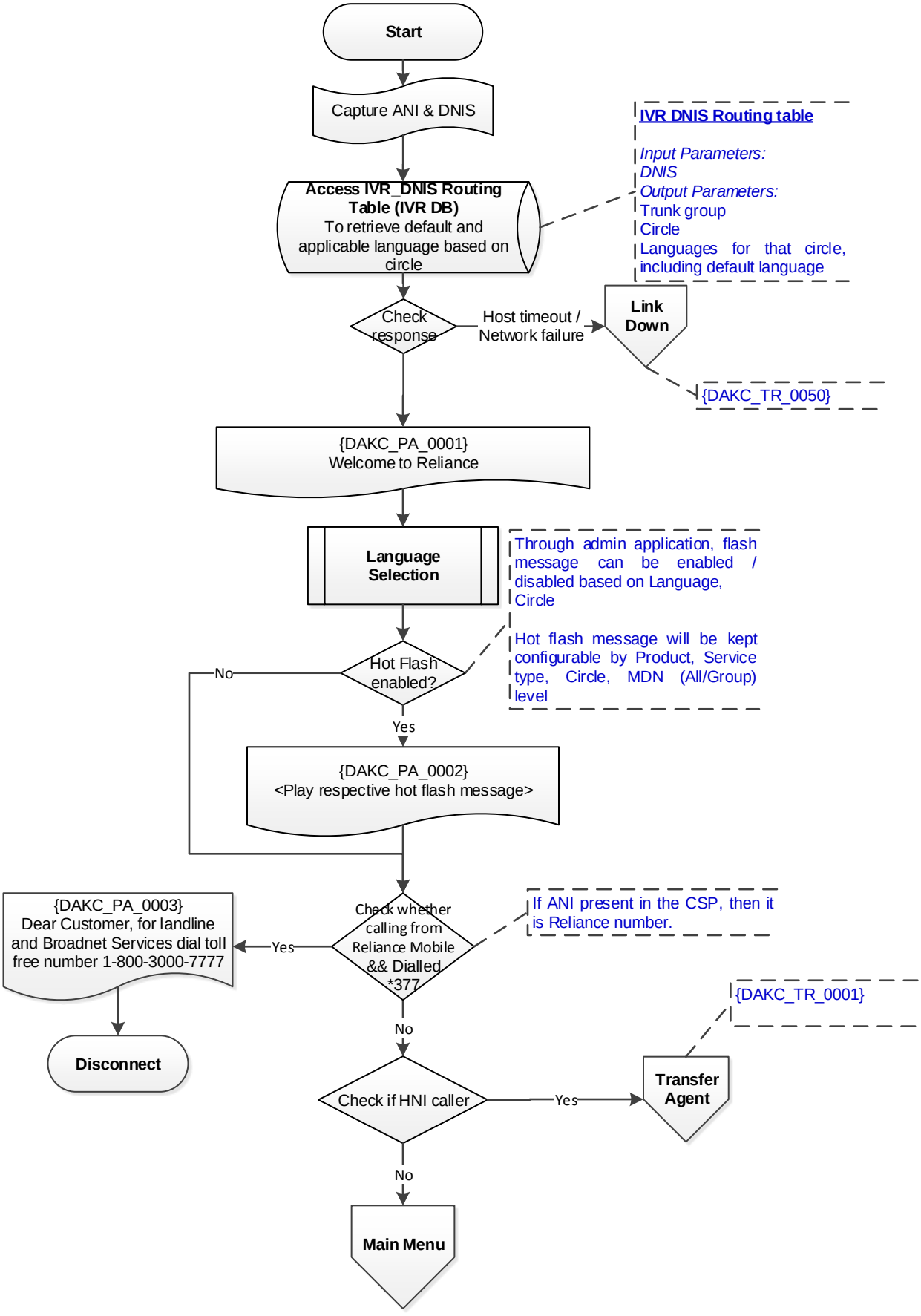
Standard Call Flow Conventions

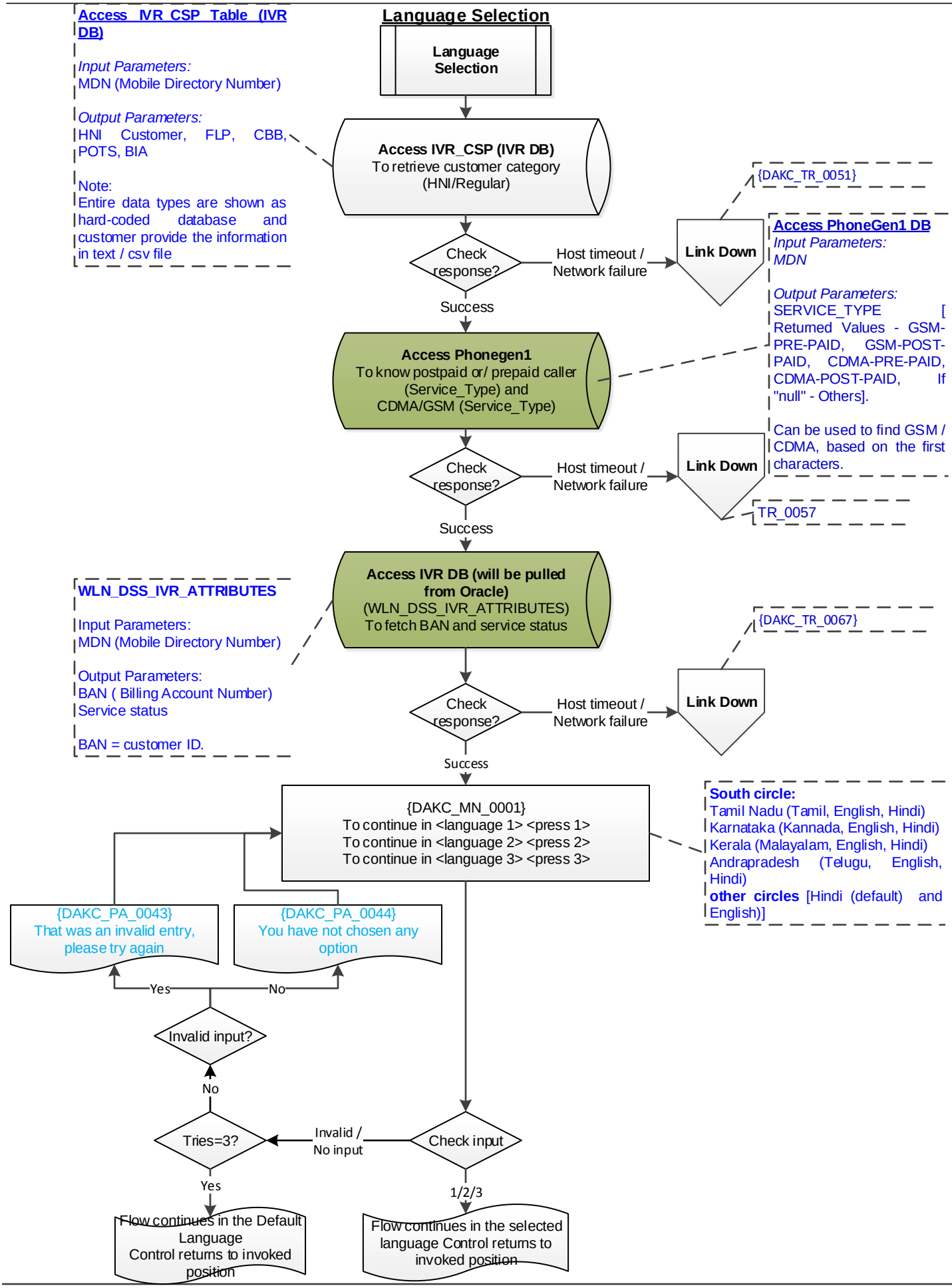
	This shape represents the Start or End of the IVR Application
	This shape represents speech announcements with out caller input
	This shape represents any process that happens in the background
	This shape represents the Menu option, the same shape also represents the collection of a string of digits (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

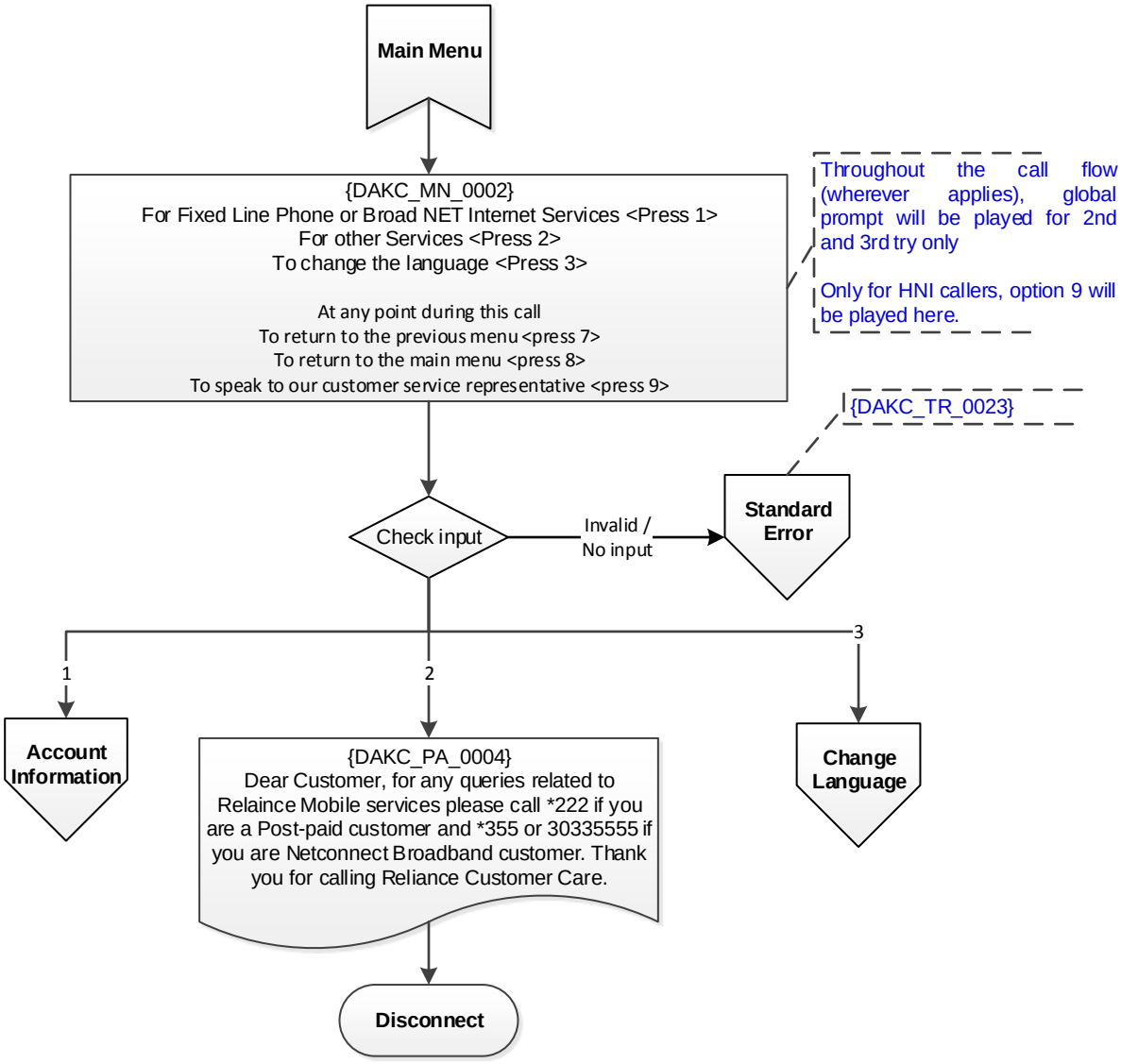
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24 * 7	
2	Language of Interaction	**South circle:** Tamil Nadu (Tamil, English, Hindi) Karnataka (Kannada, English, Hindi) Kerala (Malayalam, English, Hindi) Andrapradesh (Telugu, English, Hindi) **other circles** (Hindi and English) Default will be Hindi	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.

Start

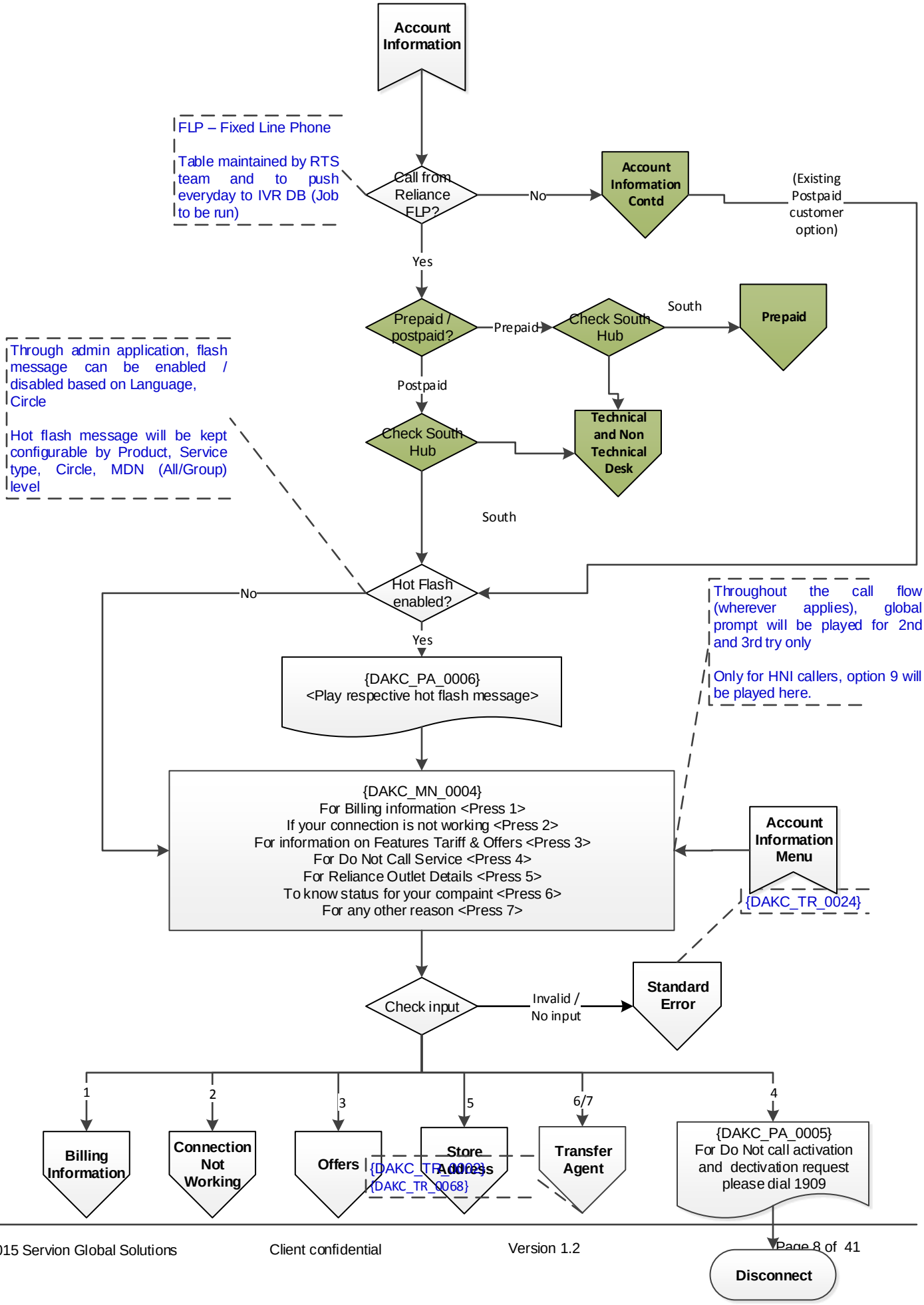

Start
Capture ANI & DNIS
Access IVR_DNIS Routing Table (IVR DB)
To retrieve default and applicable language based on circle
IVR DNIS Routing table
Input Parameters:
DNIS
Output Parameters:
Trunk group
Circle
Languages for that circle, including default language
Check response
Host timeout / Network failure
Link Down
{DAKC_TR_0050}
{DAKC_PA_0001}
Welcome to Reliance
Language Selection
Through admin application, flash message can be enabled / disabled based on Language, Circle
Hot Flash enabled?
Hot flash message will be kept configurable by Product, Service type, Circle, MDN (All/Group) level
No
Yes
{DAKC_PA_0002}
<Play respective hot flash message>
Check whether calling from Reliance Mobile && Dialled *377
If ANI present in the CSP, then it is Reliance number.
{DAKC_PA_0003}
Dear Customer, for landline and Broadnet Services dial toll free number 1-800-3000-7777
Yes
Disconnect
No
{DAKC_TR_0001}
Check if HNI caller
Yes
Transfer Agent
No
Main Menu


Language Selection
Language Selection
Access IVR_CSP (IVR DB)
To retrieve customer category (HNI/Regular)
Check response?
Host timeout / Network failure
Link Down
{DAKC_TR_0051}
Success
Access Phonegen1
To know postpaid or/ prepaid caller (Service_Type) and CDMA/GSM (Service_Type)
Check response?
Host timeout / Network failure
Link Down
TR_0057
Success
Access IVR DB (will be pulled from Oracle)
(WLN_DSS_IVR_ATTRIBUTES)
To fetch BAN and service status
Check response?
Host timeout / Network failure
Link Down
{DAKC_TR_0067}
Success
{DAKC_MN_0001}
To continue in <language 1> <press 1>
To continue in <language 2> <press 2>
To continue in <language 3> <press 3>
{DAKC_PA_0043}
That was an invalid entry, please try again
{DAKC_PA_0044}
You have not chosen any option
Yes
No
Invalid input?
No
Tries=3?
Invalid / No input
Check input
Yes
1/2/3
Flow continues in the Default Language
Control returns to invoked position
Flow continues in the selected language Control returns to invoked position
Access IVR CSP Table (IVR DB)
Input Parameters:
MDN (Mobile Directory Number)
Output Parameters:
HNI Customer, FLP, CBB, POTS, BIA
Note:
Entire data types are shown as hard-coded database and customer provide the information in text / csv file
Access PhoneGen1 DB
Input Parameters:
MDN
Output Parameters:
SERVICE_TYPE [Returned Values - GSM-PRE-PAID, GSM-POST-PAID, CDMA-PRE-PAID, CDMA-POST-PAID, If "null" - Others].
Can be used to find GSM / CDMA, based on the first characters.
WLN_DSS_IVR_ATTRIBUTES
Input Parameters:
MDN (Mobile Directory Number)
Output Parameters:
BAN (Billing Account Number)
Service status
BAN = customer ID.
South circle:
Tamil Nadu (Tamil, English, Hindi)
Karnataka (Kannada, English, Hindi)
Kerala (Malayalam, English, Hindi)
Andrapradesh (Telugu, English, Hindi)
other circles [Hindi (default) and English)]

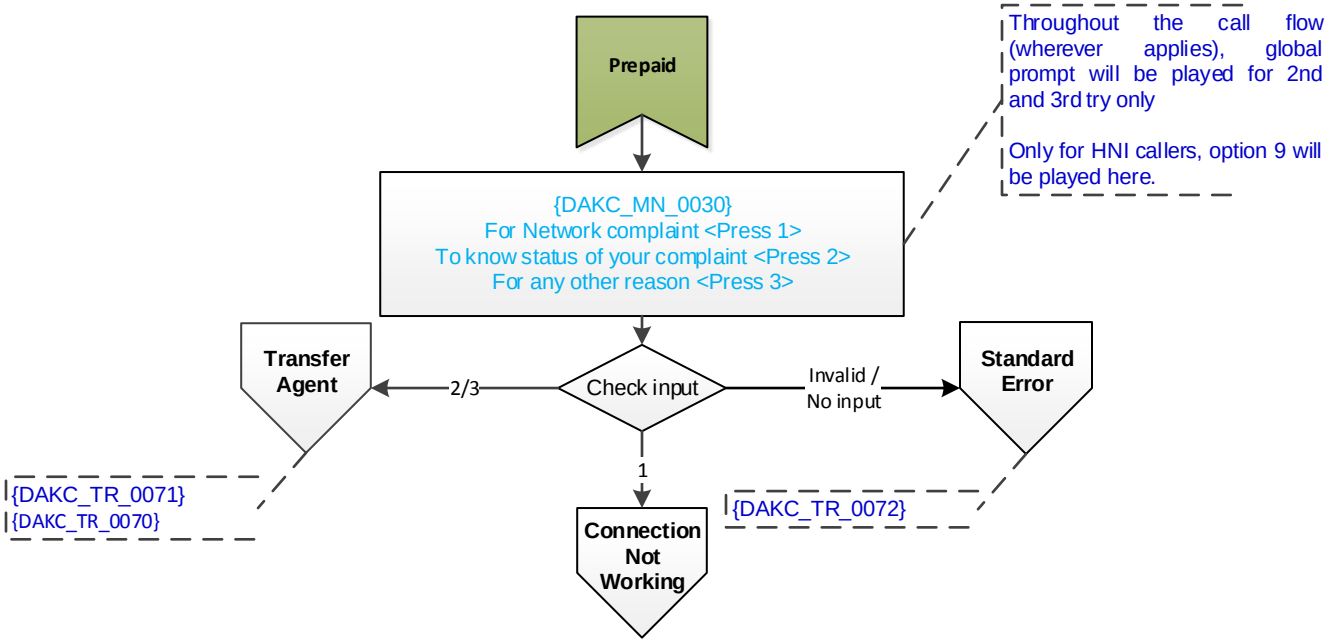
Main Menu


Main Menu
{DAKC_MN_0002}
For Fixed Line Phone or Broad NET Internet Services <Press 1>
For other Services <Press 2>
To change the language <Press 3>
At any point during this call
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>
Throughout the call flow (wherever applies), global prompt will be played for 2nd and 3rd try only
Only for HNI callers, option 9 will be played here.
{DAKC_TR_0023}
Check input
Invalid / No input
Standard Error
1
2
3
Account Information
{DAKC_PA_0004}
Dear Customer, for any queries related to Relaince Mobile services please call *222 if you are a Post-paid customer and *355 or 30335555 if you are Netconnect Broadband customer. Thank you for calling Reliance Customer Care.
Change Language
Disconnect

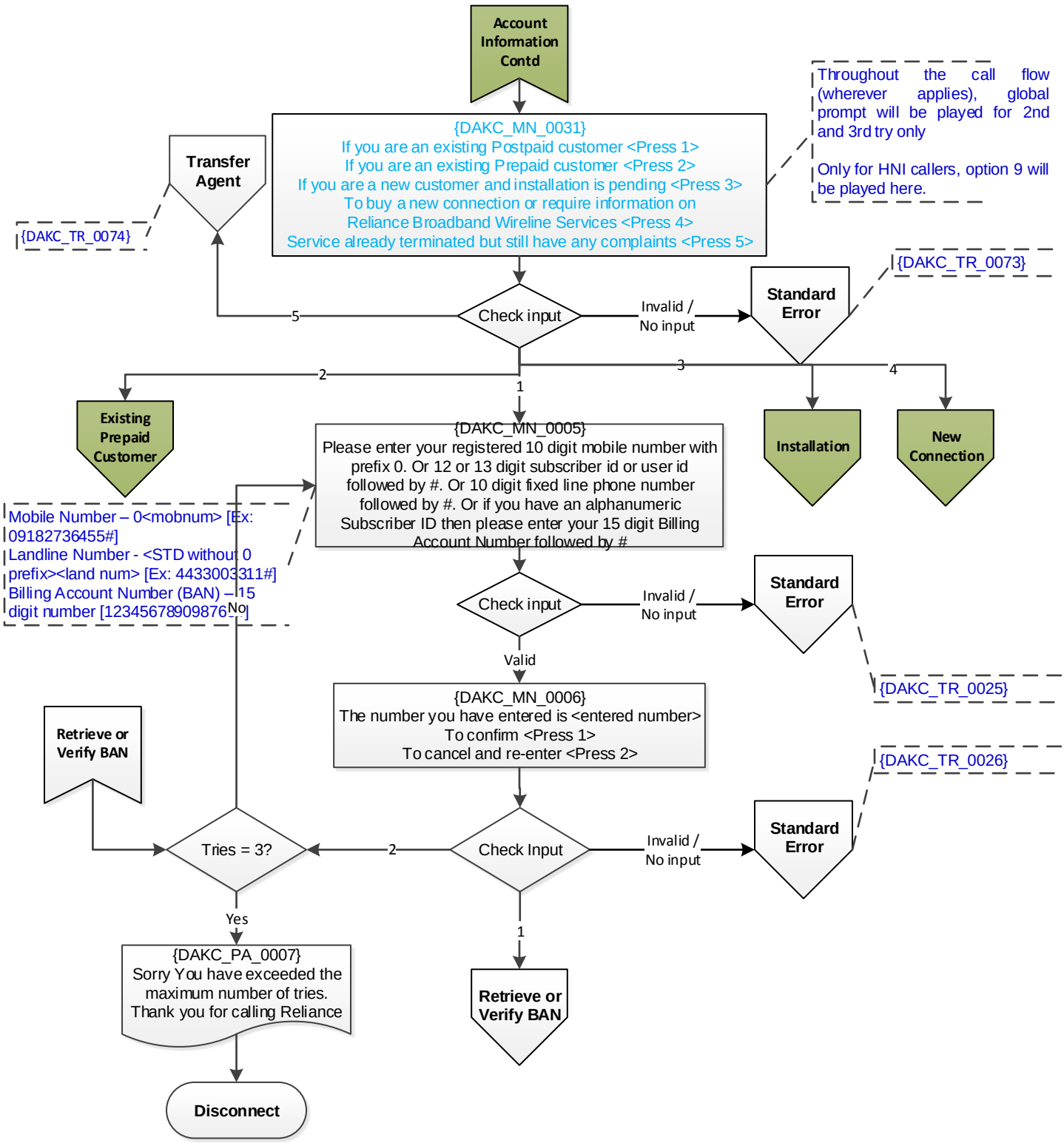
Account Information



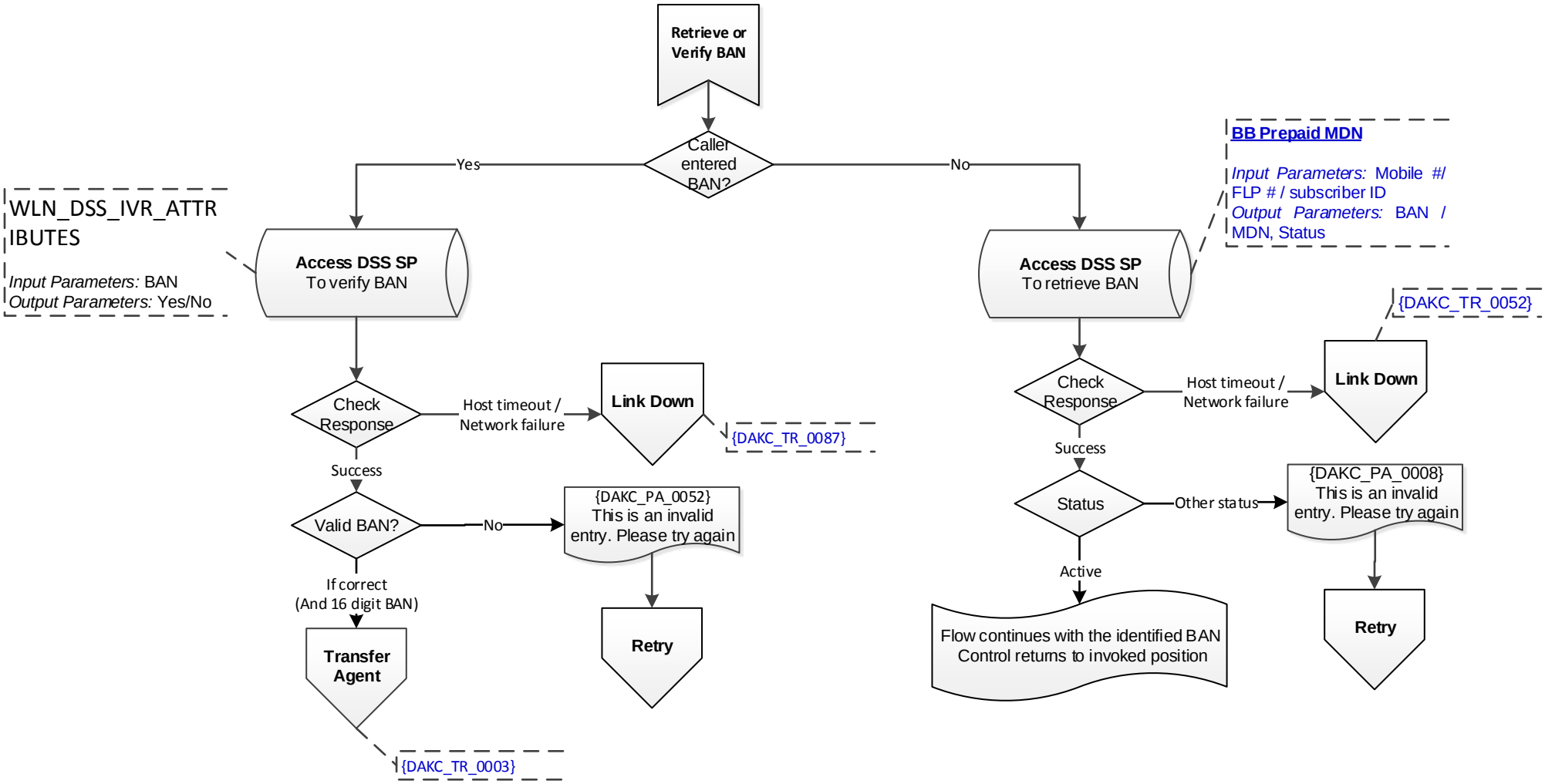
Prepaid


Prepaid
Throughout the call flow (wherever applies), global prompt will be played for 2nd and 3rd try only
Only for HNI callers, option 9 will be played here.
{DAKC_MN_0030}
For Network complaint <Press 1>
To know status of your complaint <Press 2>
For any other reason <Press 3>
Transfer Agent
2/3
Check input
Invalid / No input
Standard Error
1
{DAKC_TR_0071}
{DAKC_TR_0070}
{DAKC_TR_0072}
Connection Not Working

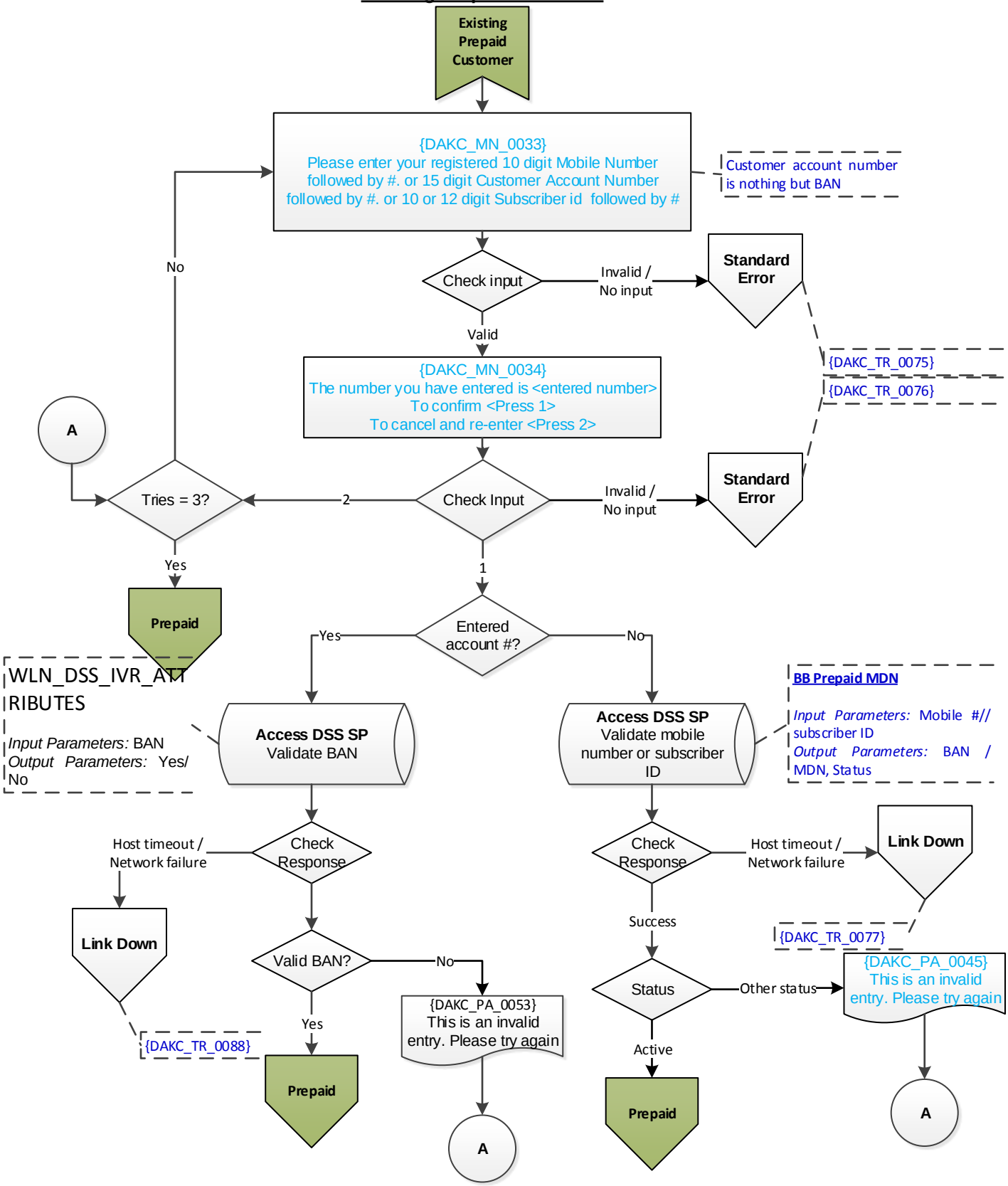
Account Information Contd



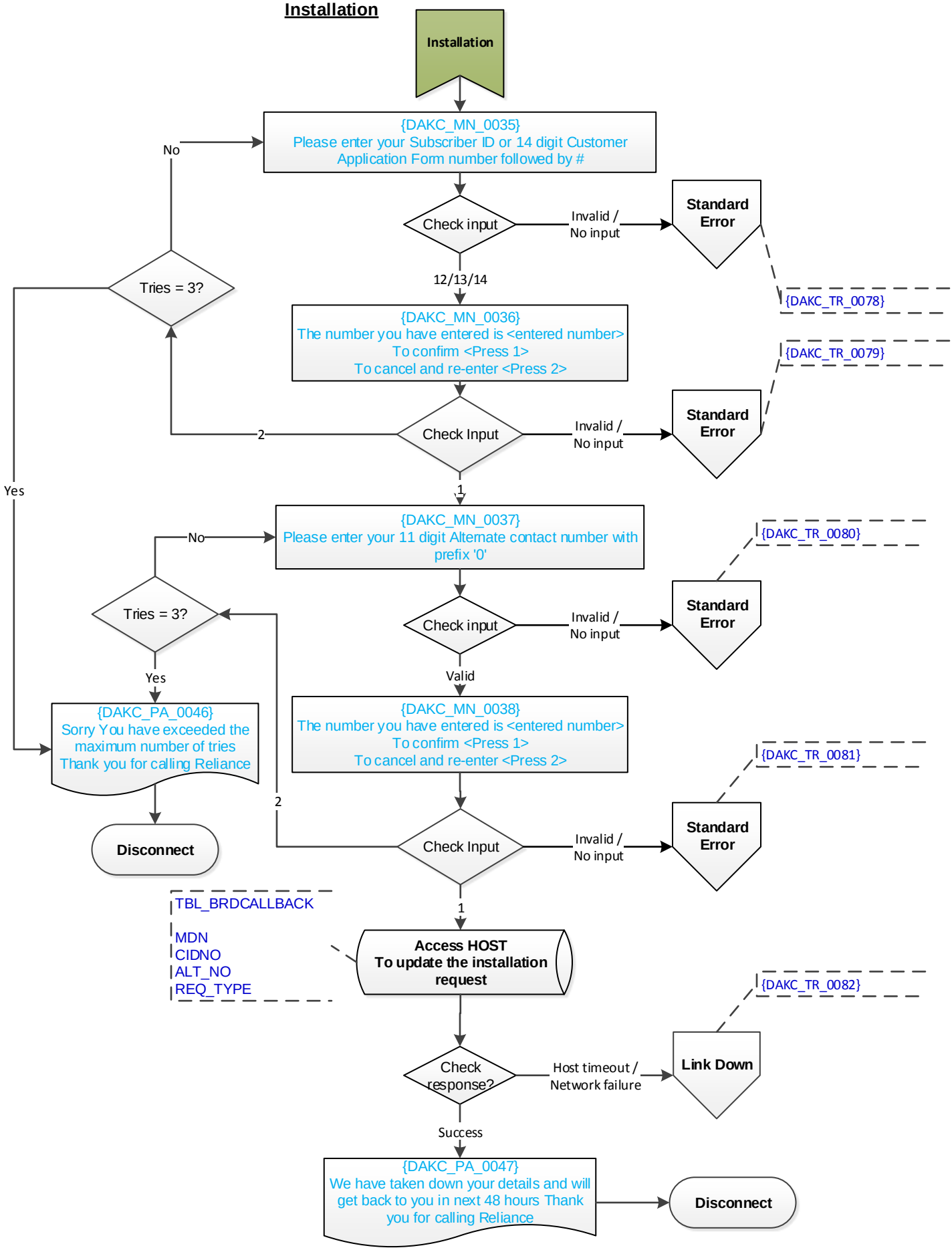
Retrieve or Verify BAN



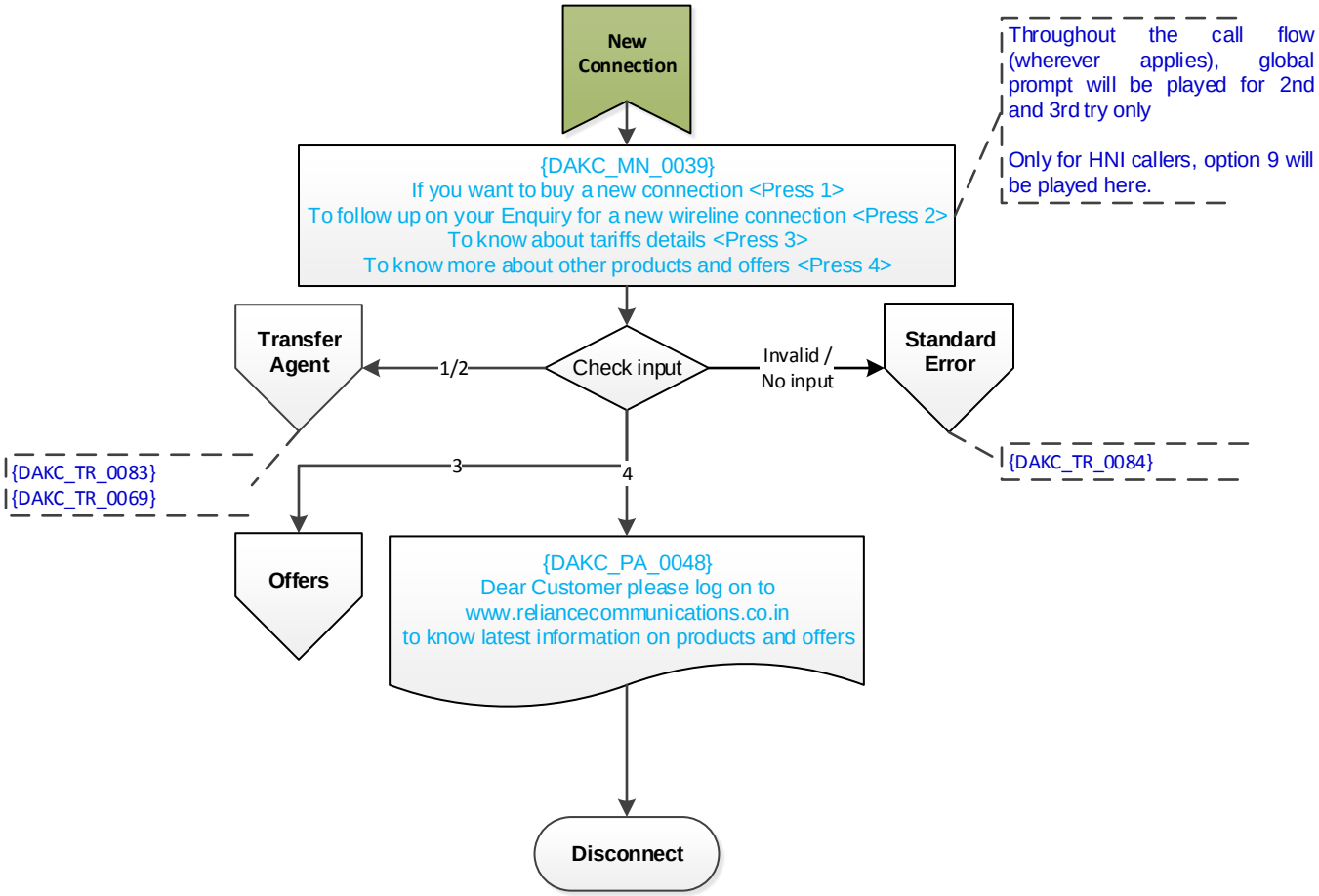
Existing Prepaid Customer



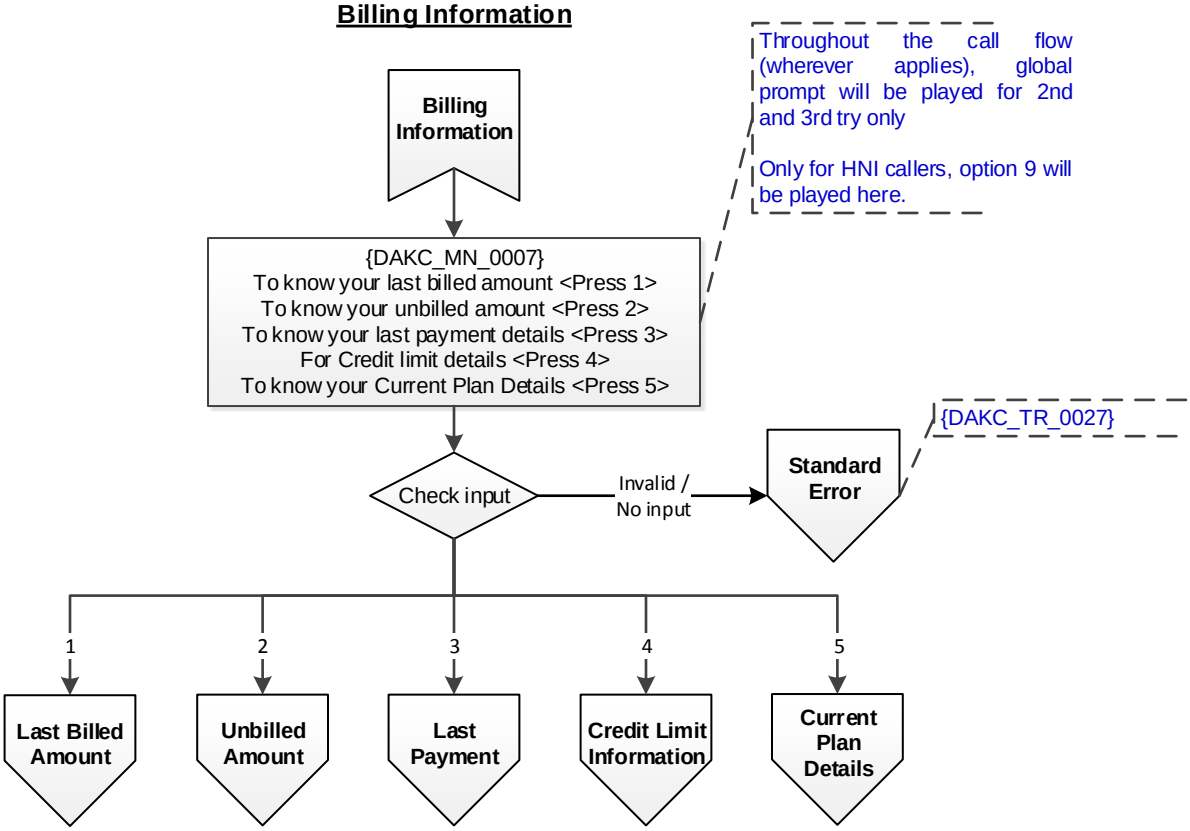
Installation



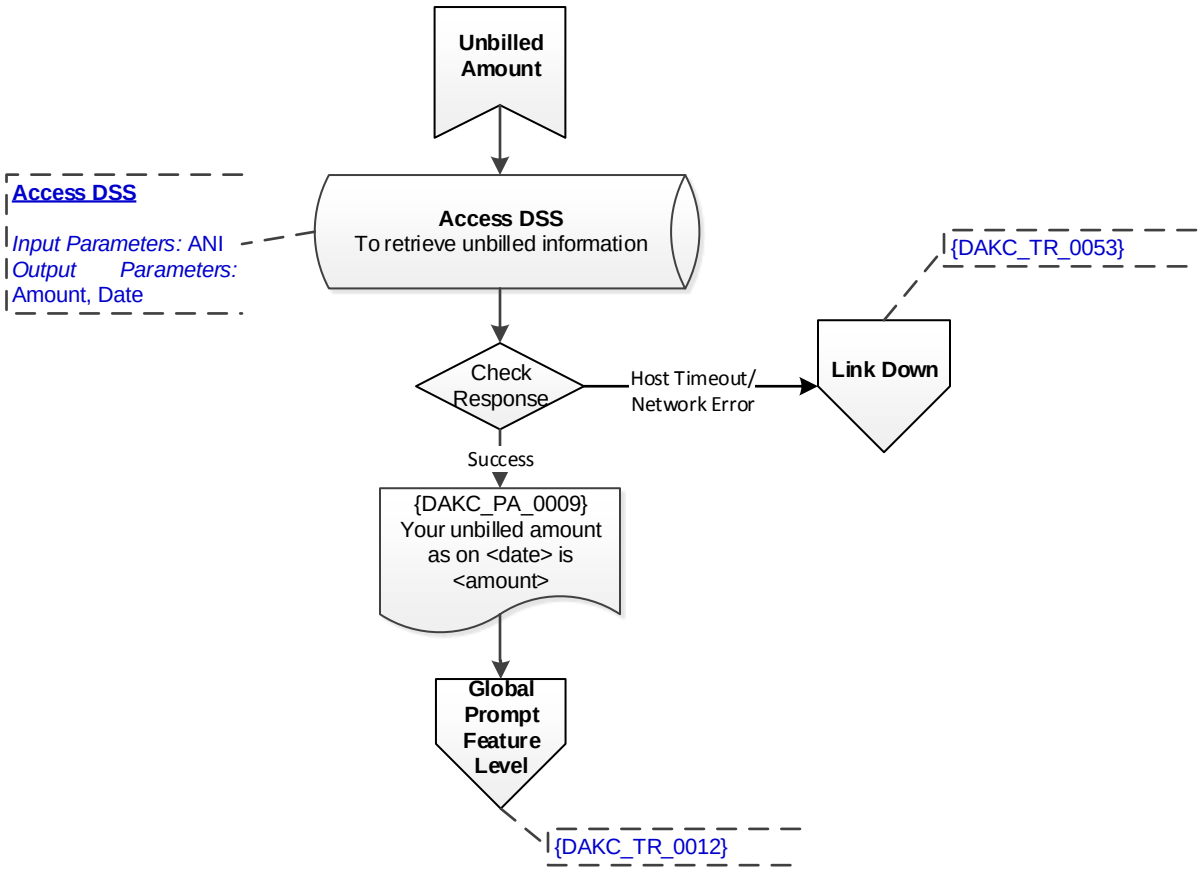
New Connection



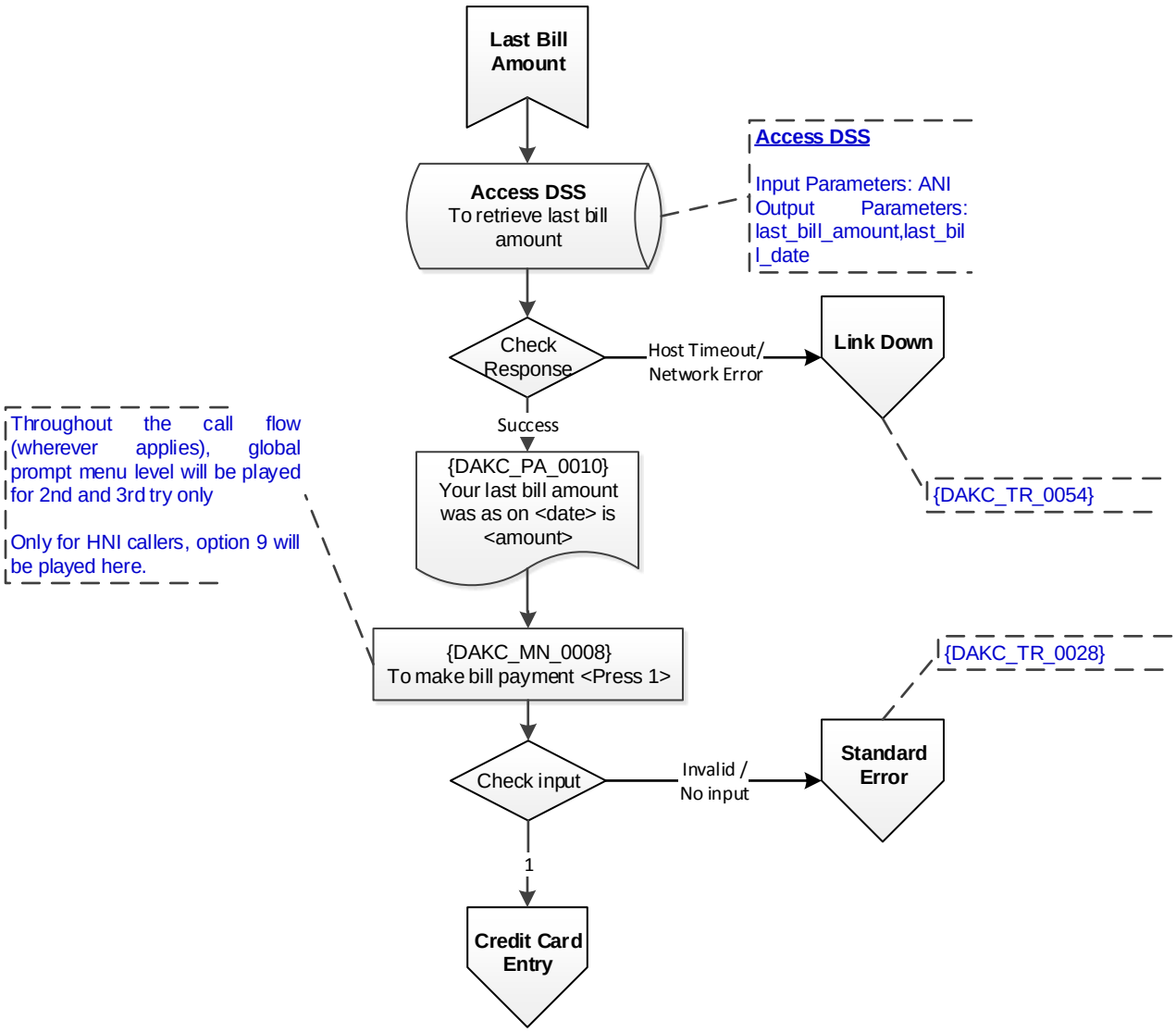
Billing Information



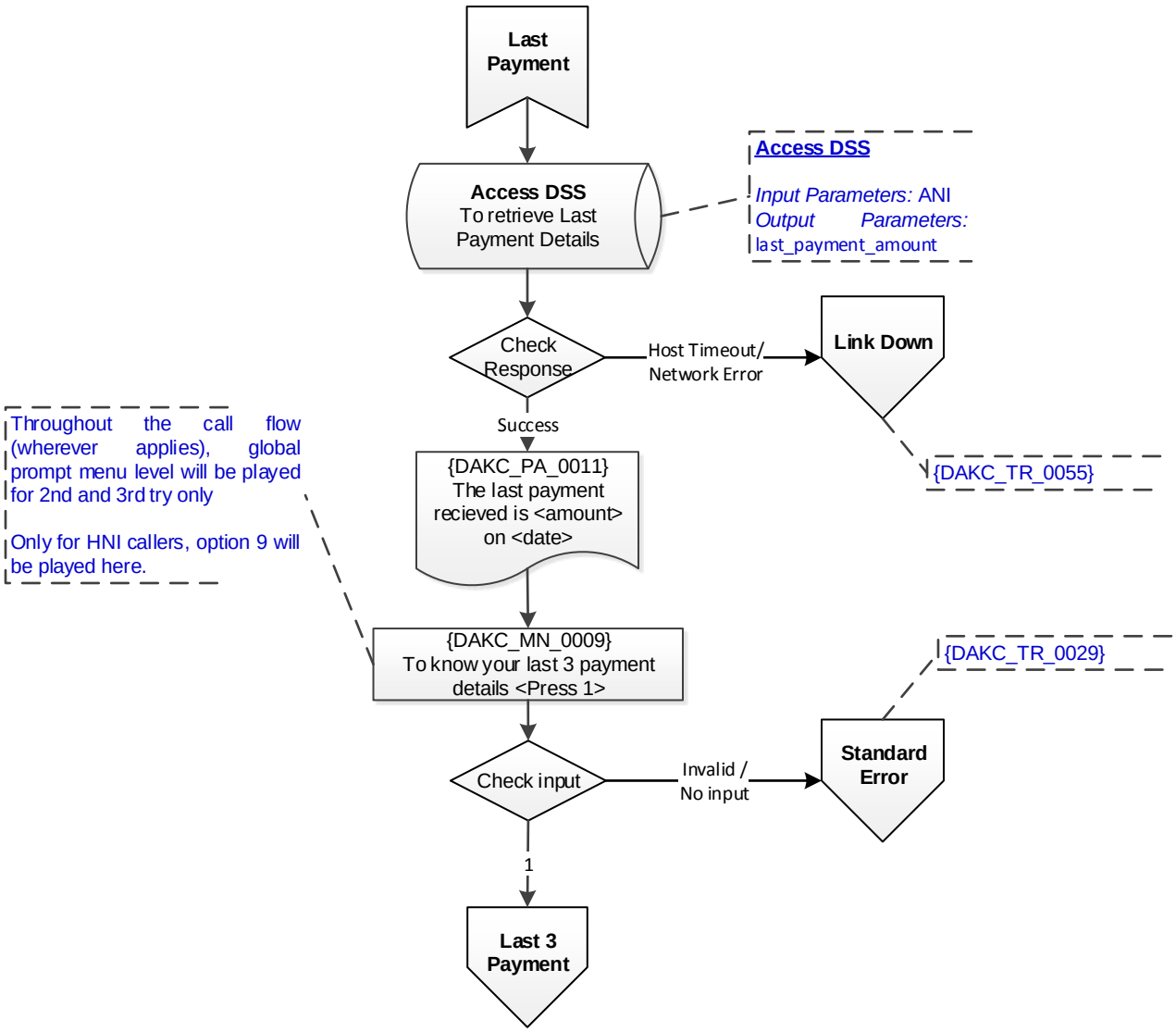
Unbilled Amount



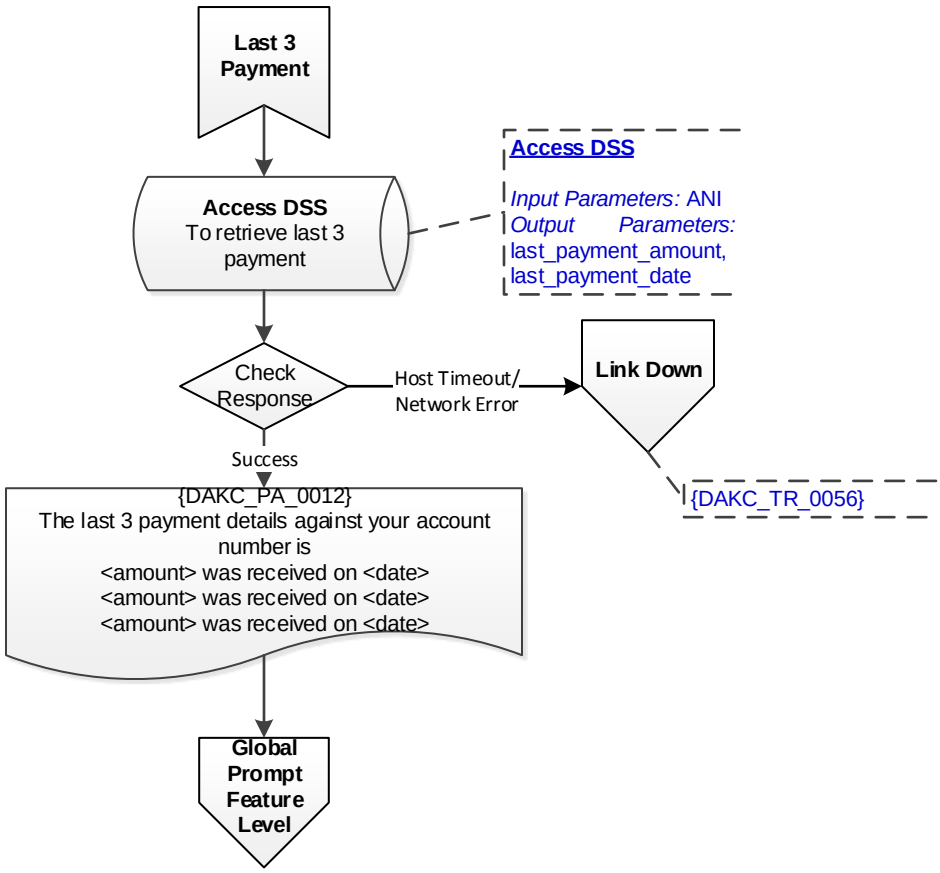
Last Bill Amount



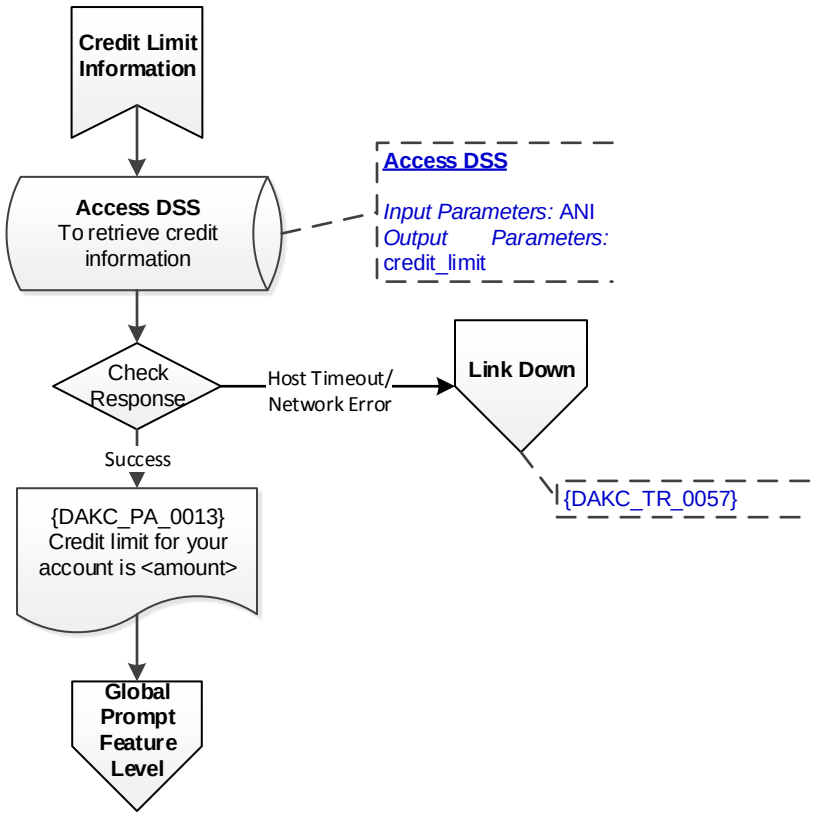
Last Payment



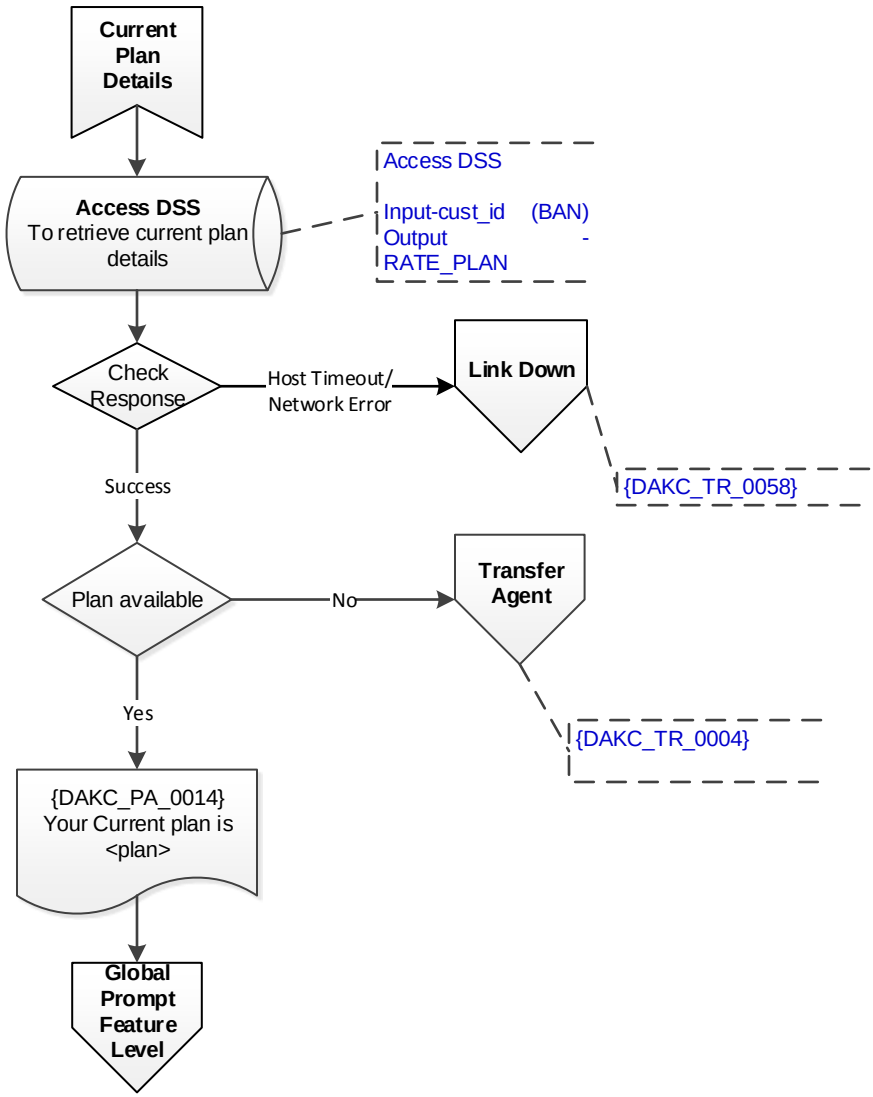
Last 3 Payment



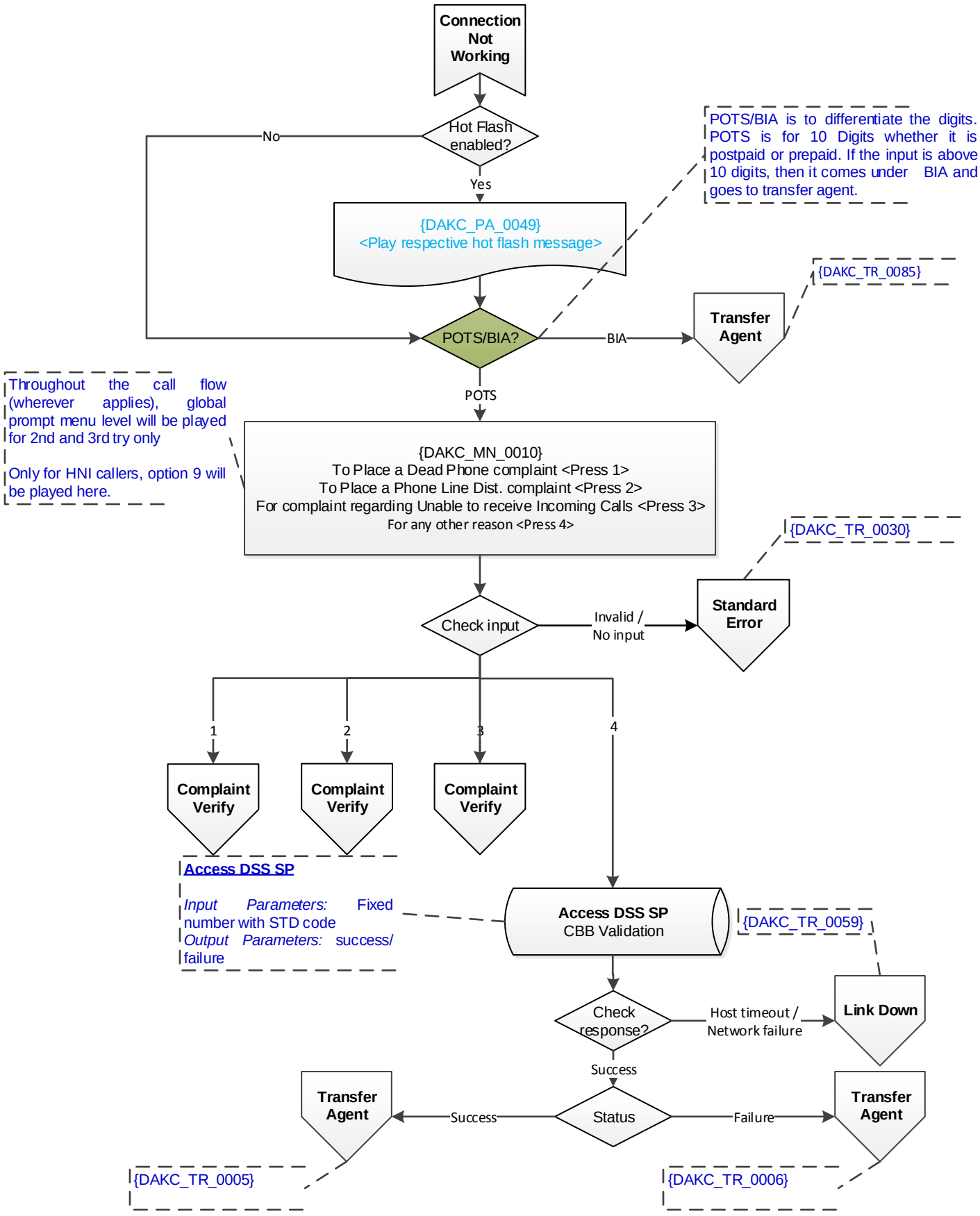
Credit Limit Information



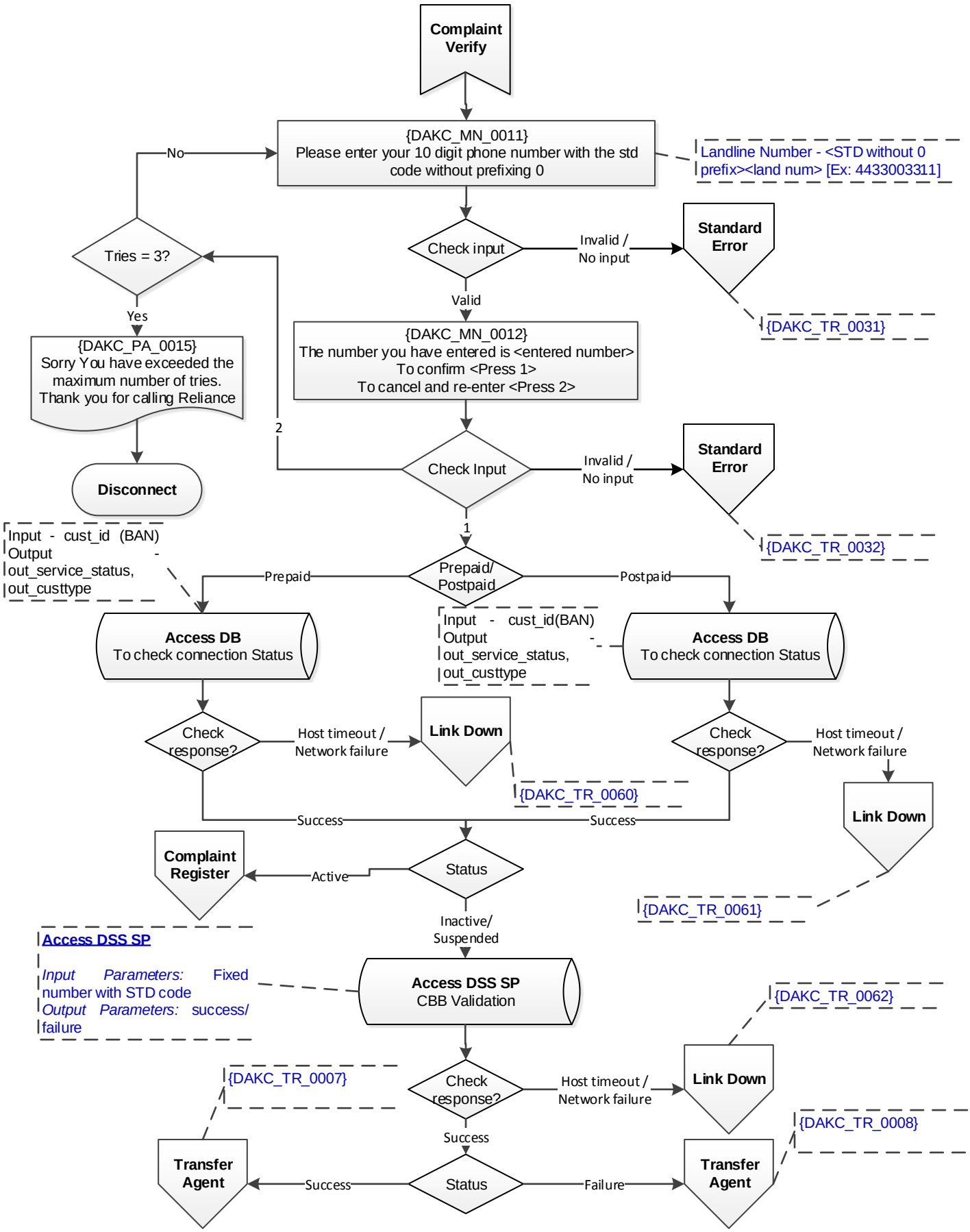
Current Plan Details



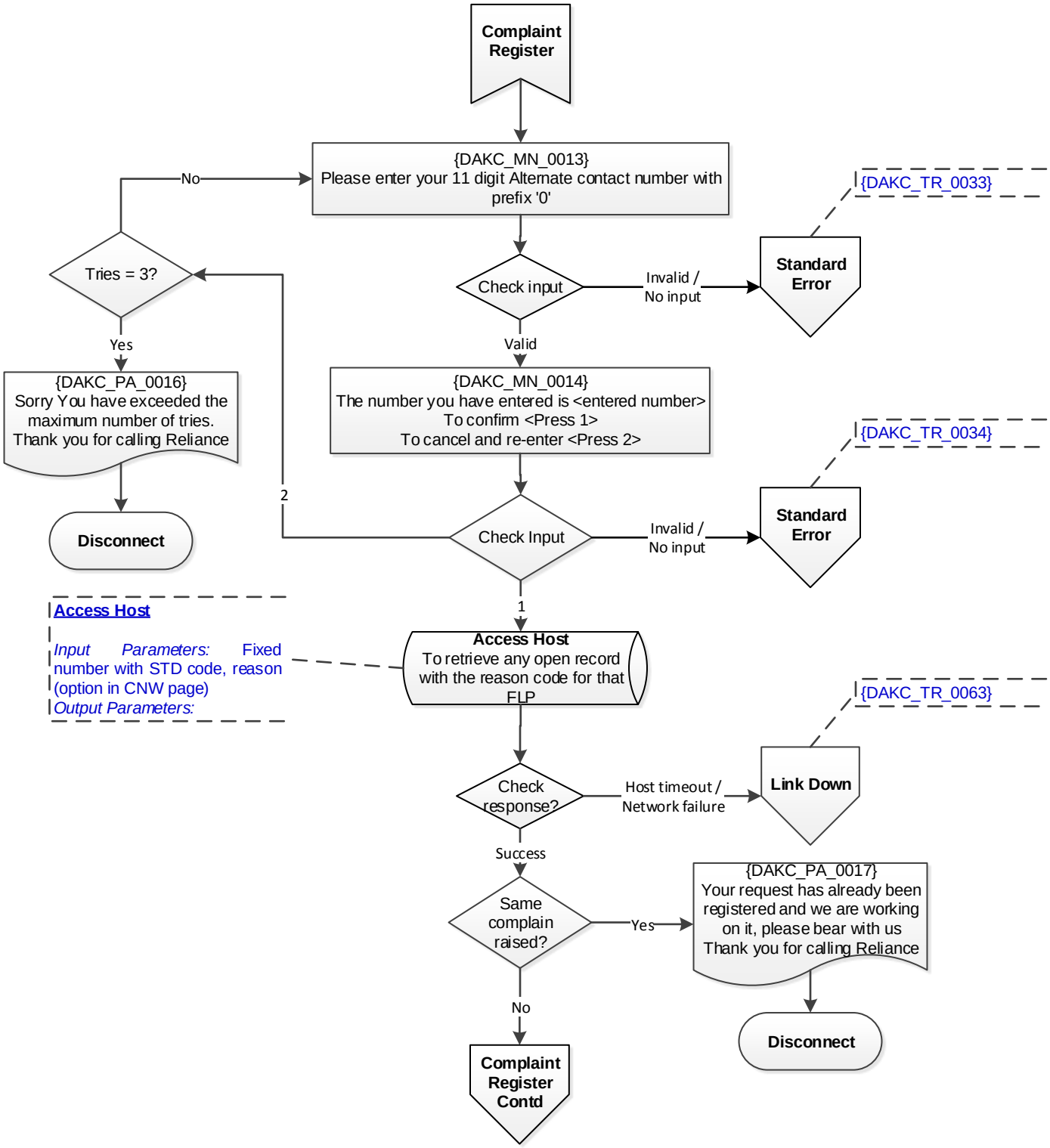
Connection Not Working



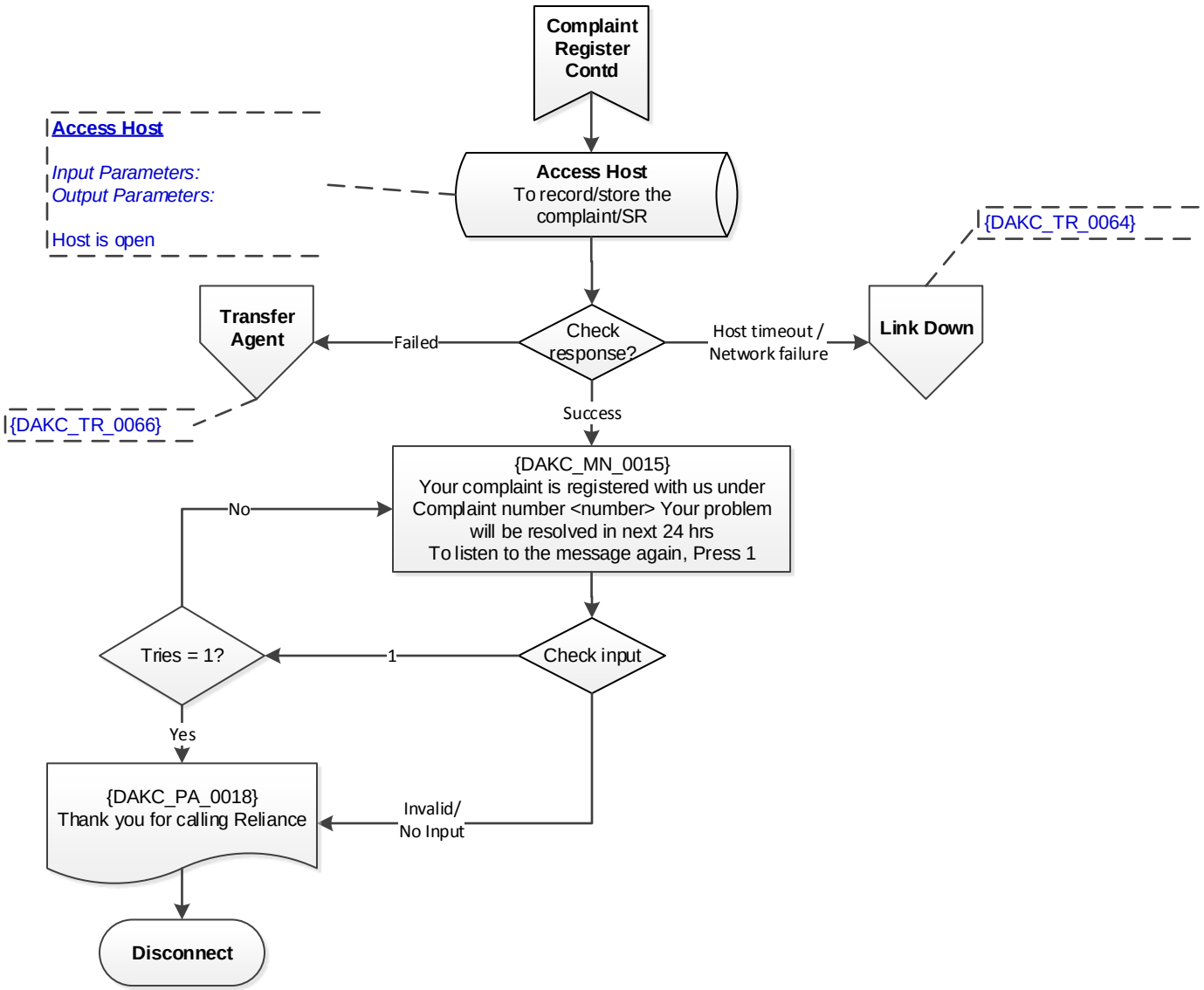
Complaint Verify



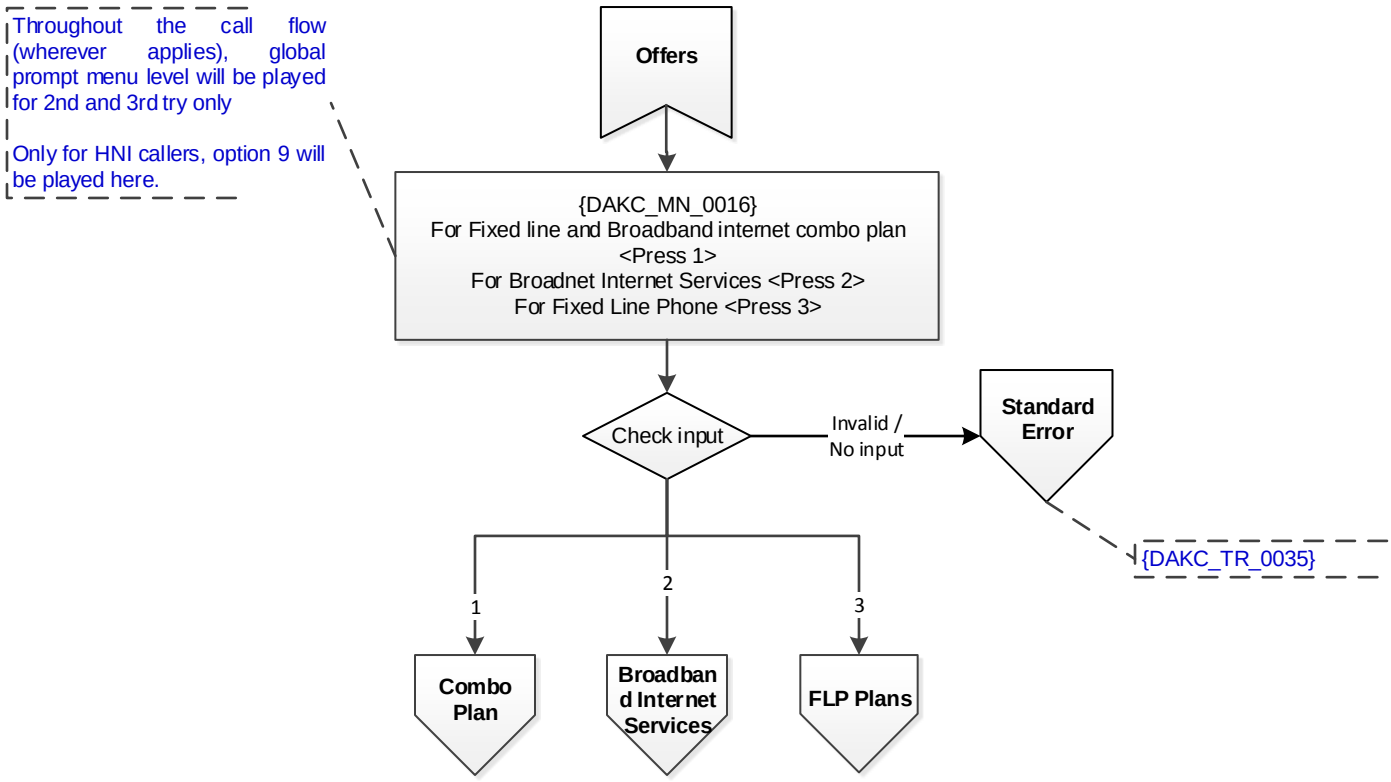
Complaint Register



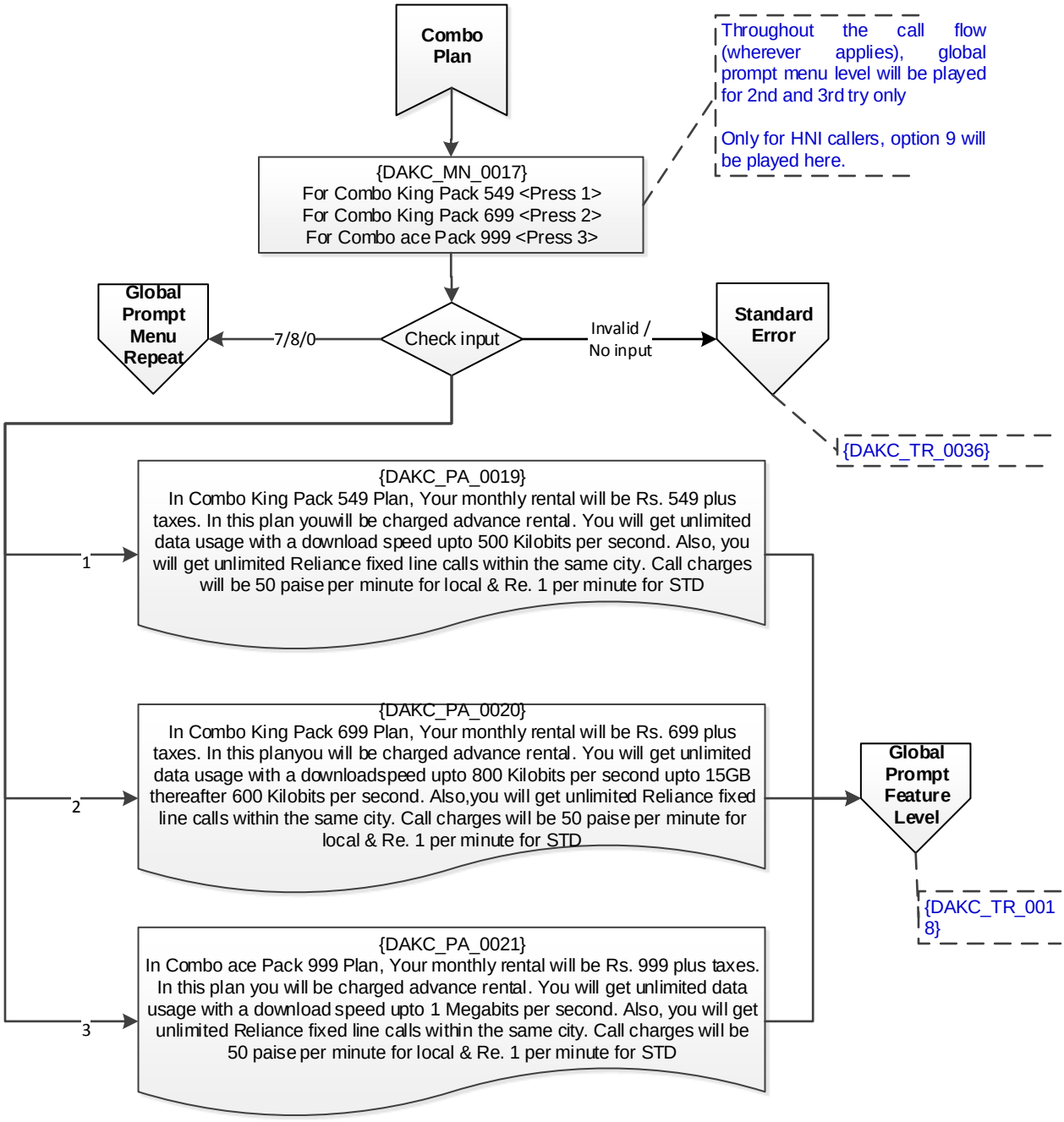
Complaint Register Contd



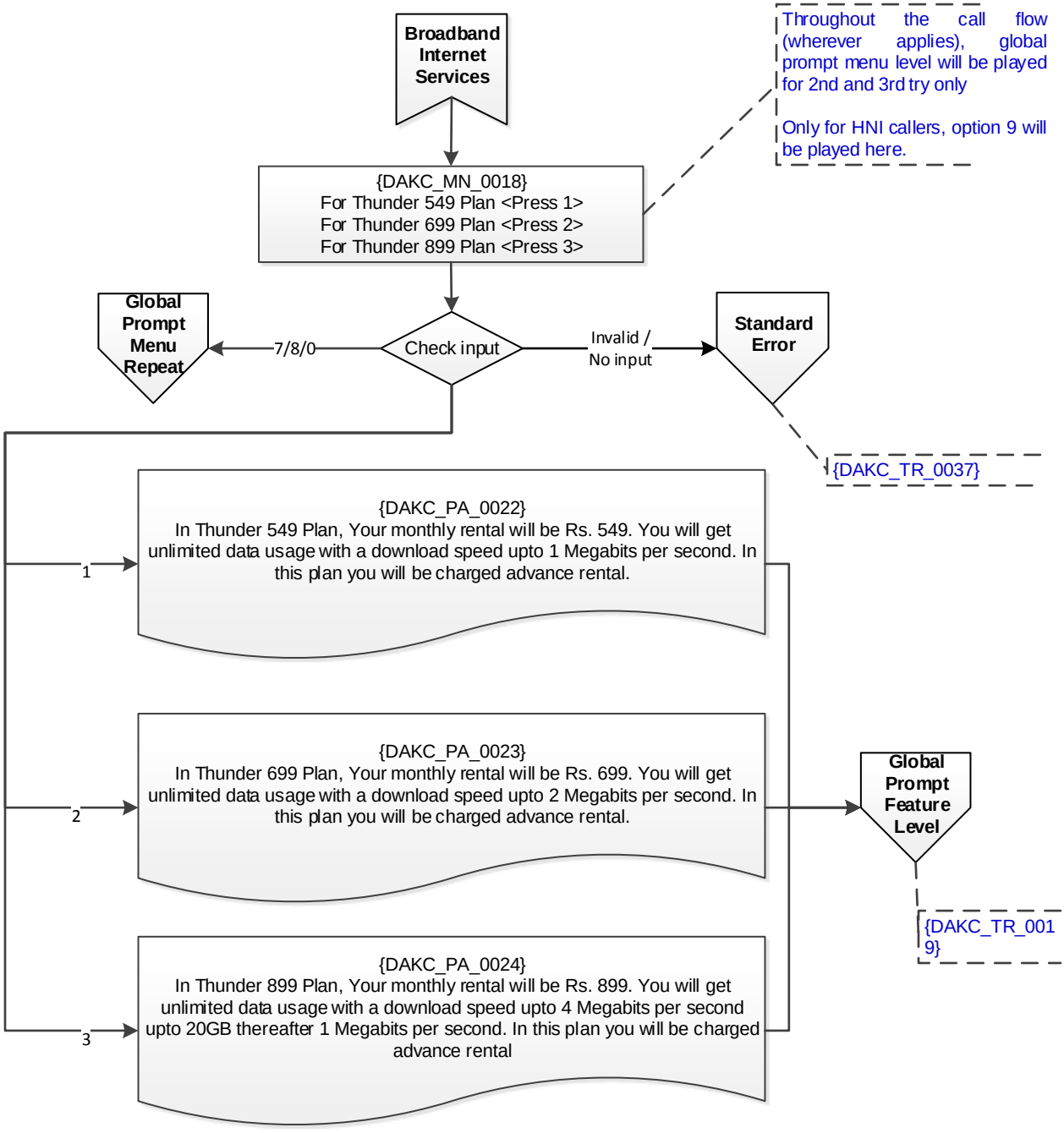
Offers


Throughout the call flow (wherever applies), global prompt menu level will be played for 2nd and 3rd try only
Only for HNI callers, option 9 will be played here.
Offers
{DAKC_MN_0016}
For Fixed line and Broadband internet combo plan <Press 1>
For Broadnet Internet Services <Press 2>
For Fixed Line Phone <Press 3>
Check input
Invalid / No input
Standard Error
{DAKC_TR_0035}
1
2
3
Combo Plan
Broadband Internet Services
FLP Plans

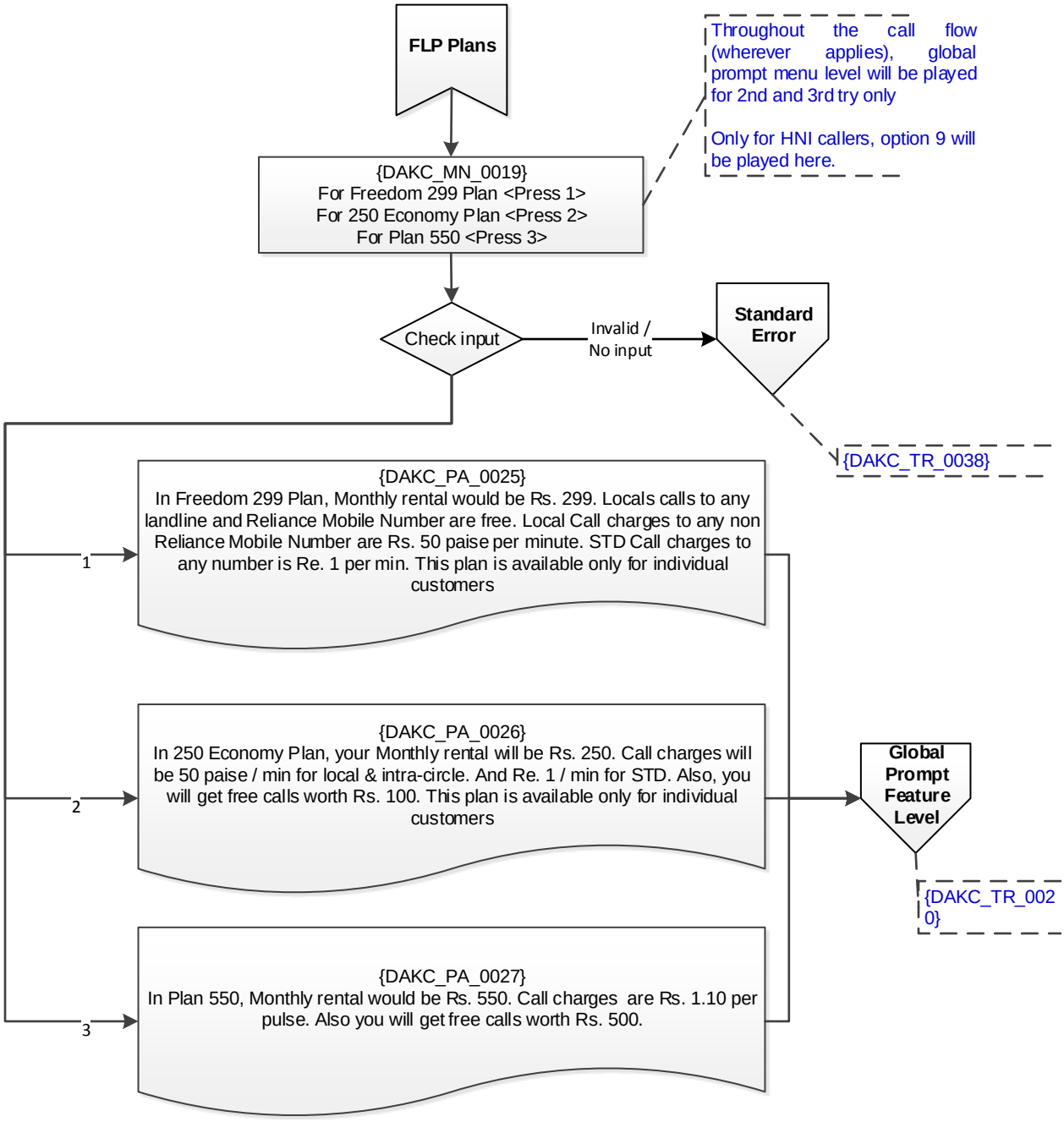
Combo Plan


Combo Plan
Throughout the call flow (wherever applies), global prompt menu level will be played for 2nd and 3rd try only
Only for HNI callers, option 9 will be played here.
{DAKC_MN_0017}
For Combo King Pack 549 <Press 1>
For Combo King Pack 699 <Press 2>
For Combo ace Pack 999 <Press 3>
Global Prompt Menu Repeat
7/8/0
Check input
Invalid / No input
Standard Error
{DAKC_TR_0036}
1
{DAKC_PA_0019}
In Combo King Pack 549 Plan, Your monthly rental will be Rs. 549 plus taxes. In this plan youwill be charged advance rental. You will get unlimited data usage with a download speed upto 500 Kilobits per second. Also, you will get unlimited Reliance fixed line calls within the same city. Call charges will be 50 paise per minute for local & Re. 1 per minute for STD
2
{DAKC_PA_0020}
In Combo King Pack 699 Plan, Your monthly rental will be Rs. 699 plus taxes. In this planyou will be charged advance rental. You will get unlimited data usage with a downloadspeed upto 800 Kilobits per second upto 15GB thereafter 600 Kilobits per second. Also,you will get unlimited Reliance fixed line calls within the same city. Call charges will be 50 paise per minute for local & Re. 1 per minute for STD
Global Prompt Feature Level
{DAKC_TR_0018}
3
{DAKC_PA_0021}
In Combo ace Pack 999 Plan, Your monthly rental will be Rs. 999 plus taxes. In this plan you will be charged advance rental. You will get unlimited data usage with a download speed upto 1 Megabits per second. Also, you will get unlimited Reliance fixed line calls within the same city. Call charges will be 50 paise per minute for local & Re. 1 per minute for STD

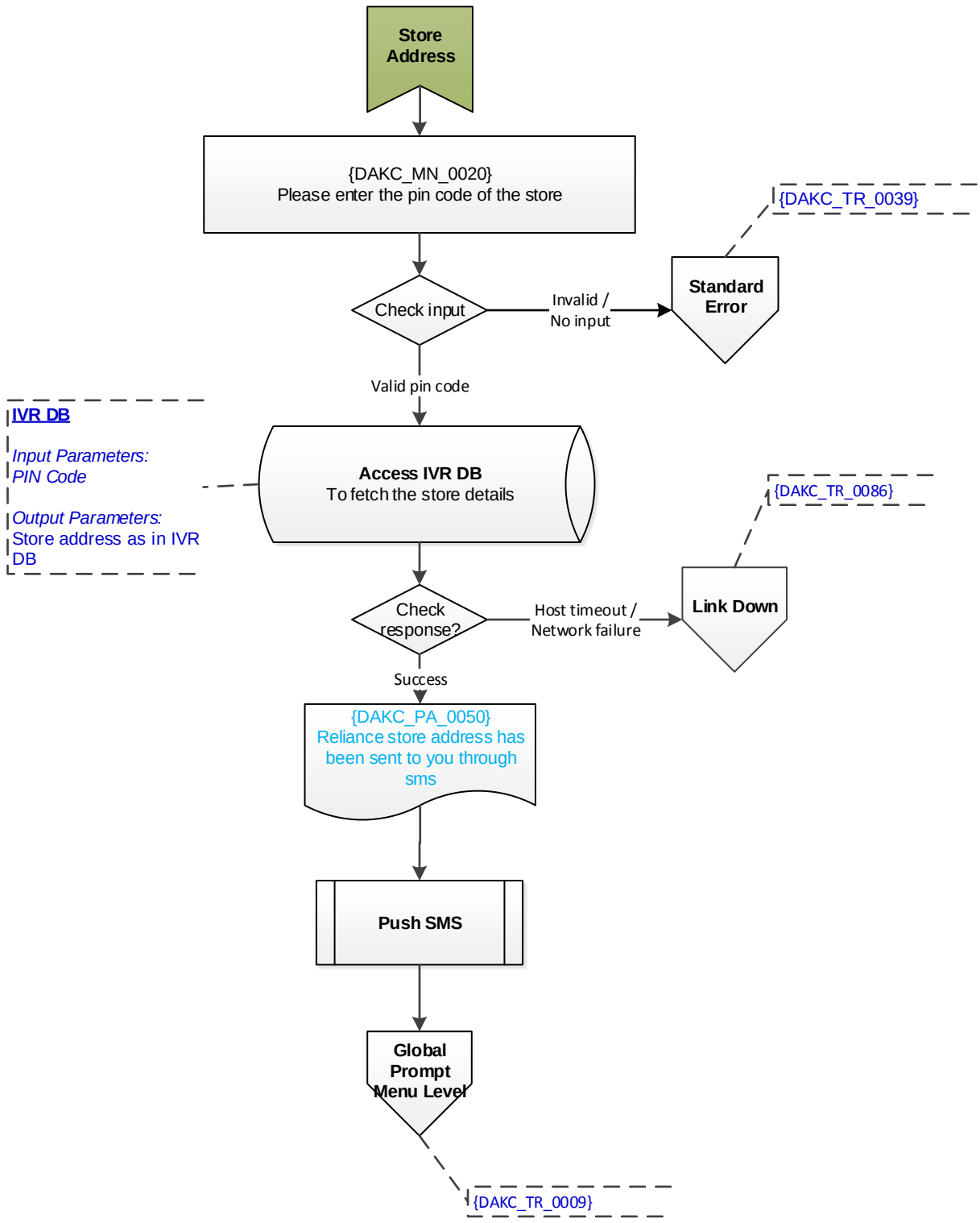
Broadband Internet Services

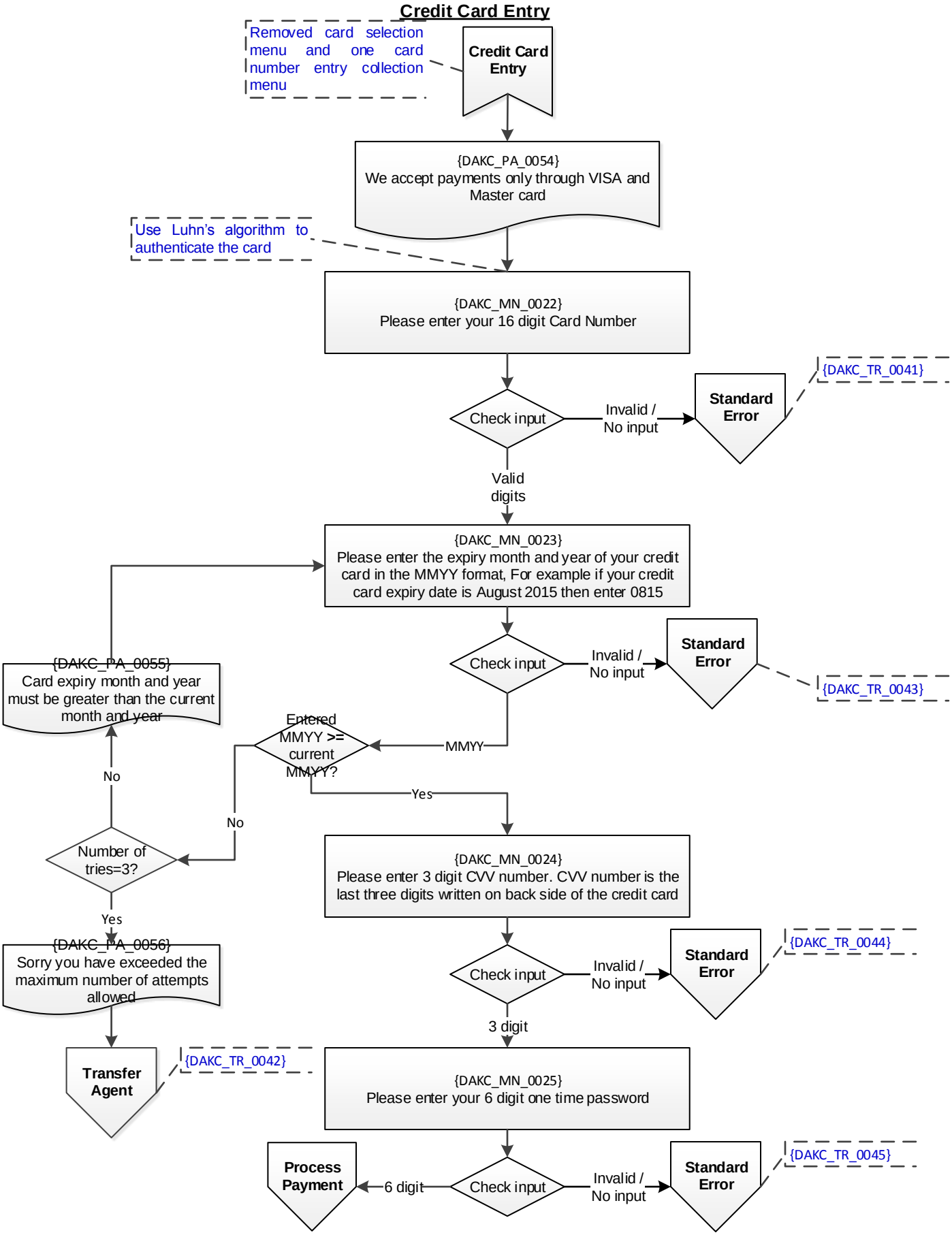


FLP Plans

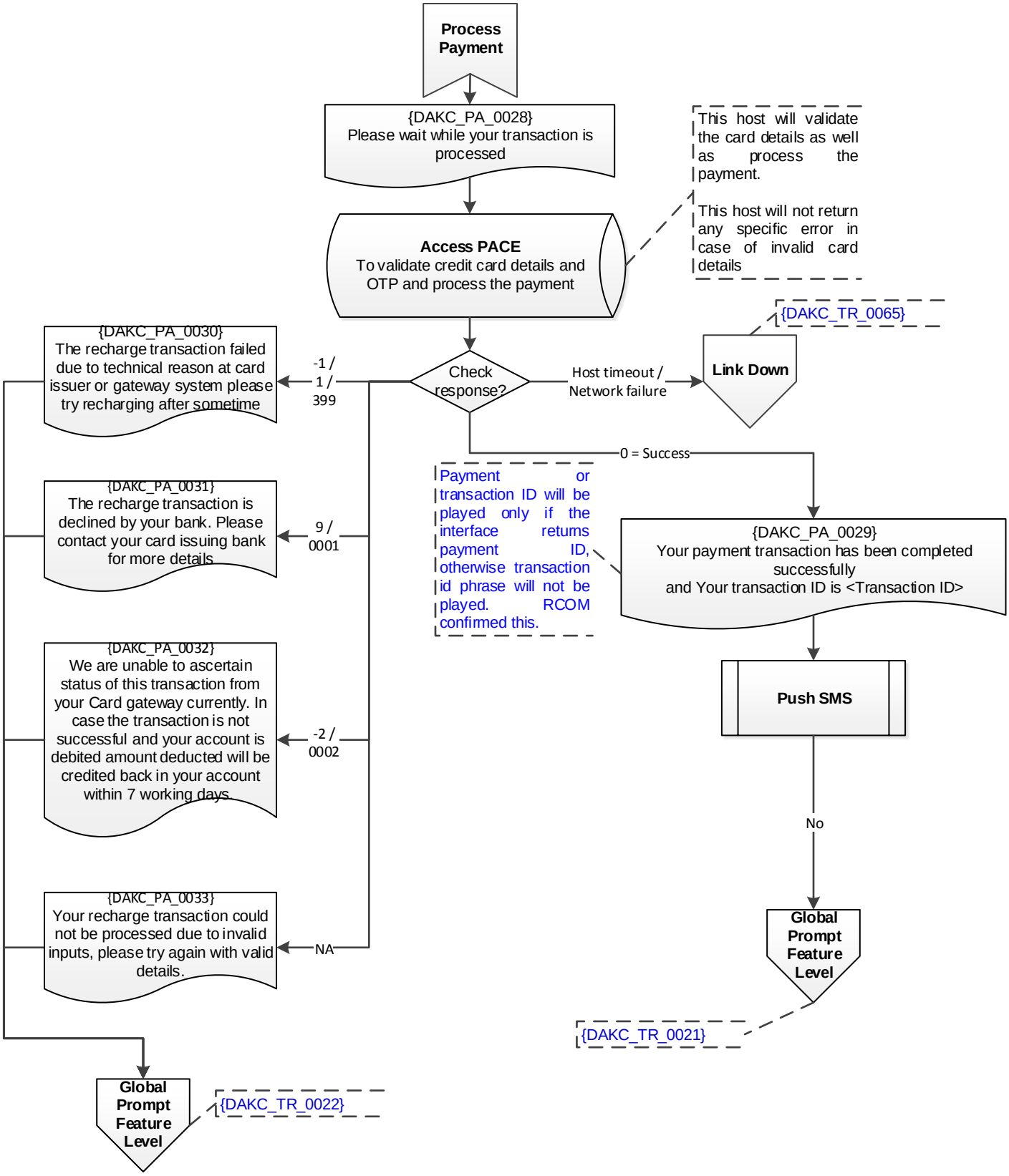

FLP Plans
Throughout the call flow (wherever applies), global prompt menu level will be played for 2nd and 3rd try only
Only for HNI callers, option 9 will be played here.
{DAKC_MN_0019}
For Freedom 299 Plan <Press 1>
For 250 Economy Plan <Press 2>
For Plan 550 <Press 3>
Check input
Invalid / No input
Standard Error
{DAKC_TR_0038}
1
{DAKC_PA_0025}
In Freedom 299 Plan, Monthly rental would be Rs. 299. Locals calls to any landline and Reliance Mobile Number are free. Local Call charges to any non Reliance Mobile Number are Rs. 50 paise per minute. STD Call charges to any number is Re. 1 per min. This plan is available only for individual customers
2
{DAKC_PA_0026}
In 250 Economy Plan, your Monthly rental will be Rs. 250. Call charges will be 50 paise / min for local & intra-circle. And Re. 1 / min for STD. Also, you will get free calls worth Rs. 100. This plan is available only for individual customers
Global Prompt Feature Level
{DAKC_TR_0020}
3
{DAKC_PA_0027}
In Plan 550, Monthly rental would be Rs. 550. Call charges are Rs. 1.10 per pulse. Also you will get free calls worth Rs. 500.

Store Address

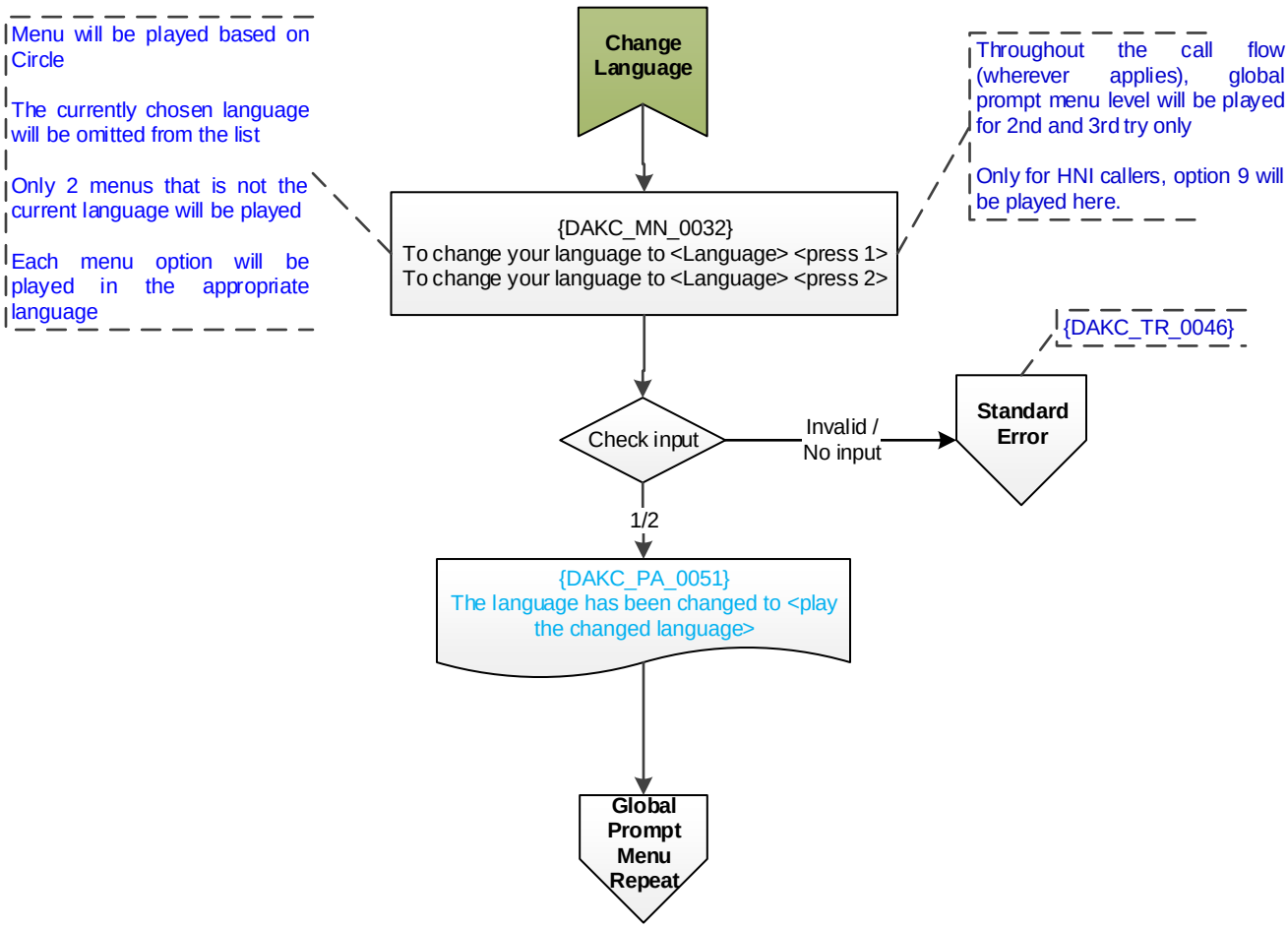



Credit Card Entry
Removed card selection menu and one card number entry collection menu
Credit Card Entry
{DAKC_PA_0054}
We accept payments only through VISA and Master card
Use Luhn's algorithm to authenticate the card
{DAKC_MN_0022}
Please enter your 16 digit Card Number
Check input
Invalid / No input
Standard Error
{DAKC_TR_0041}
Valid digits
{DAKC_MN_0023}
Please enter the expiry month and year of your credit card in the MMYY format, For example if your credit card expiry date is August 2015 then enter 0815
Check input
Invalid / No input
Standard Error
{DAKC_TR_0043}
MMYY
Entered MMYY >= current MMYY?
No
{DAKC_PA_0055}
Card expiry month and year must be greater than the current month and year
Yes
No
Number of tries=3?
Yes
{DAKC_PA_0056}
Sorry you have exceeded the maximum number of attempts allowed
{DAKC_MN_0024}
Please enter 3 digit CVV number. CVV number is the last three digits written on back side of the credit card
Check input
Invalid / No input
Standard Error
{DAKC_TR_0044}
3 digit
Transfer Agent
{DAKC_TR_0042}
{DAKC_MN_0025}
Please enter your 6 digit one time password
Process Payment
6 digit
Check input
Invalid / No input
Standard Error
{DAKC_TR_0045}

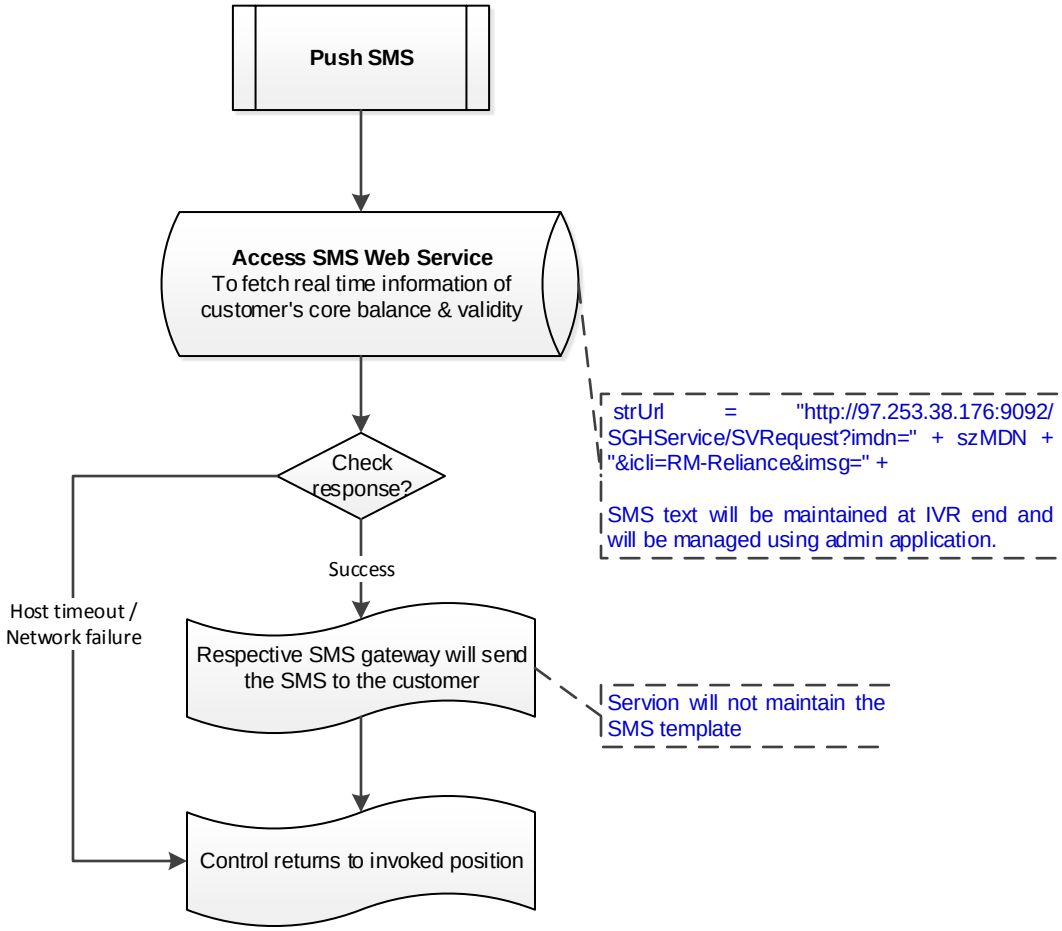
Process Payment



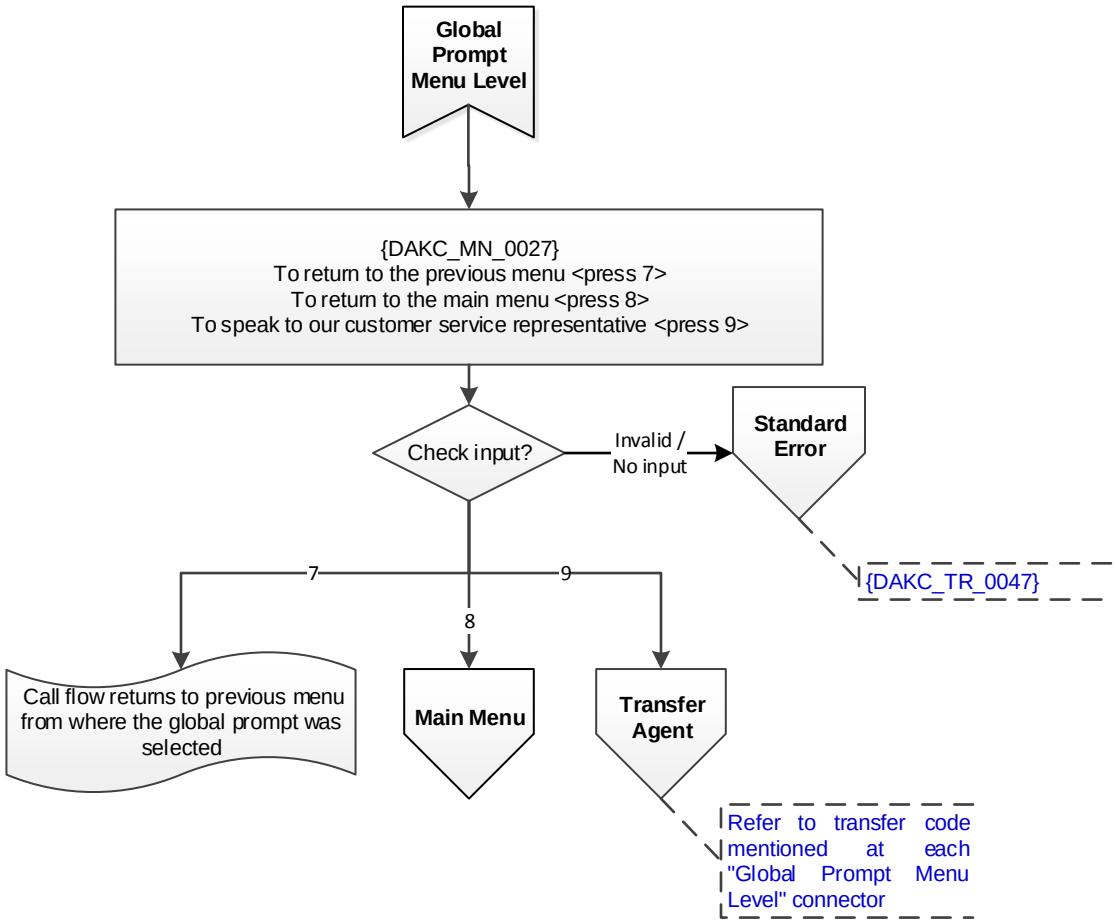
Change Language



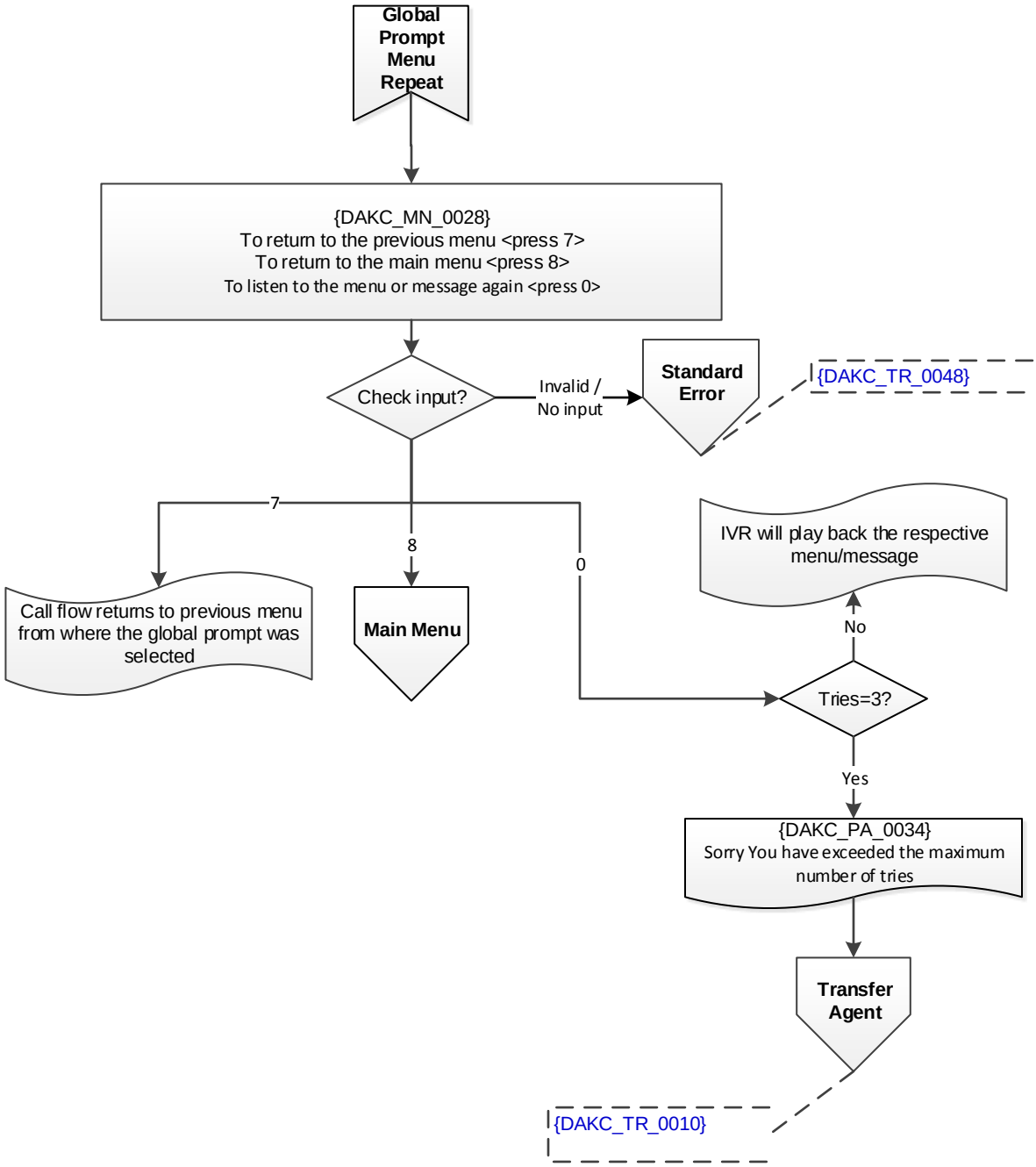
Push SMS


Push SMS
Access SMS Web Service
To fetch real time information of customer's core balance & validity
strUrl = "http://97.253.38.176:9092/SGHService/SVRequest?imdn=" + szMDN + "&icli=RM-Reliance&imsg=" +
SMS text will be maintained at IVR end and will be managed using admin application.
Check response?
Success
Host timeout / Network failure
Respective SMS gateway will send the SMS to the customer
Servion will not maintain the SMS template
Control returns to invoked position

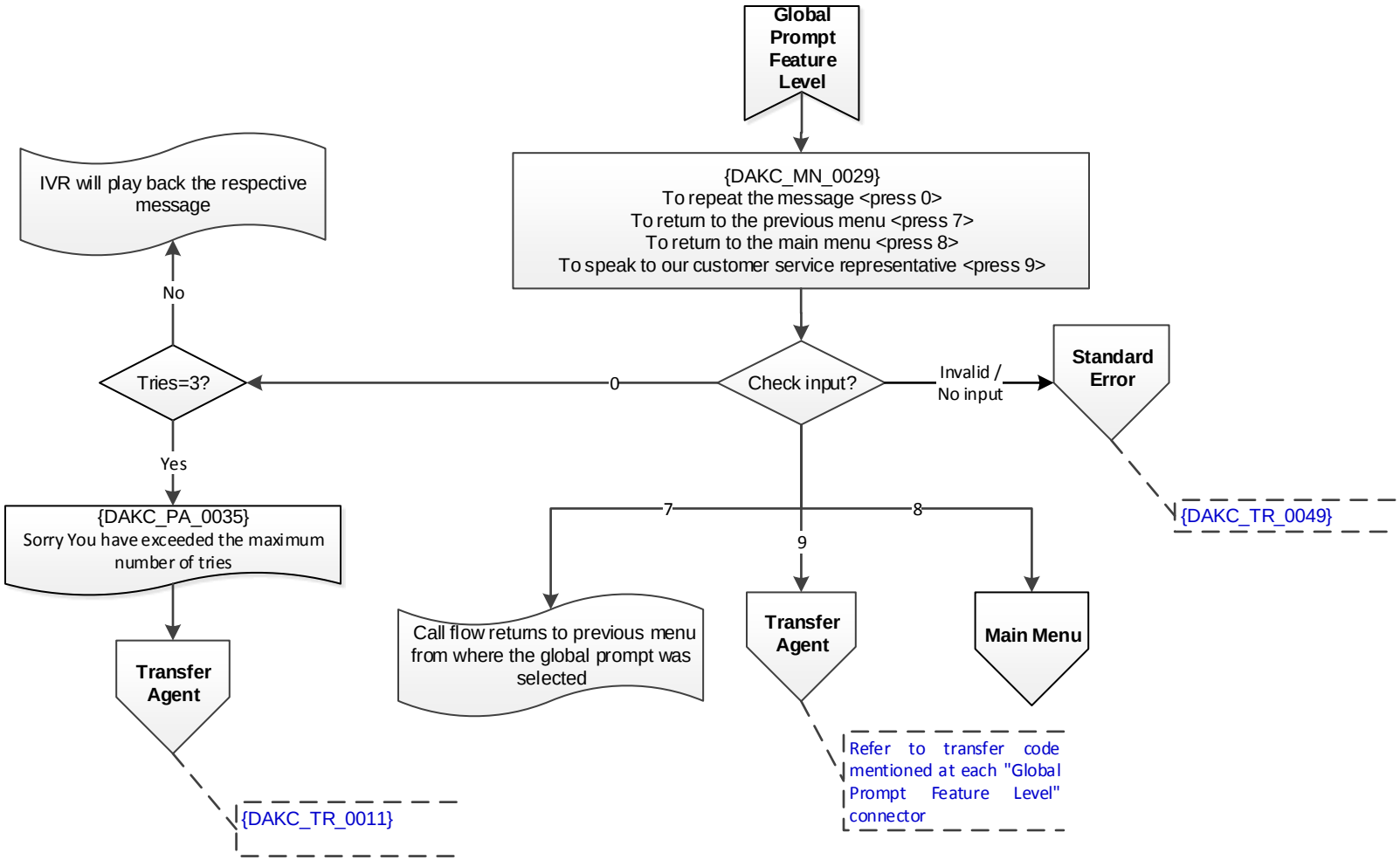
Global Prompt Menu Level



Global Prompt Menu Repeat



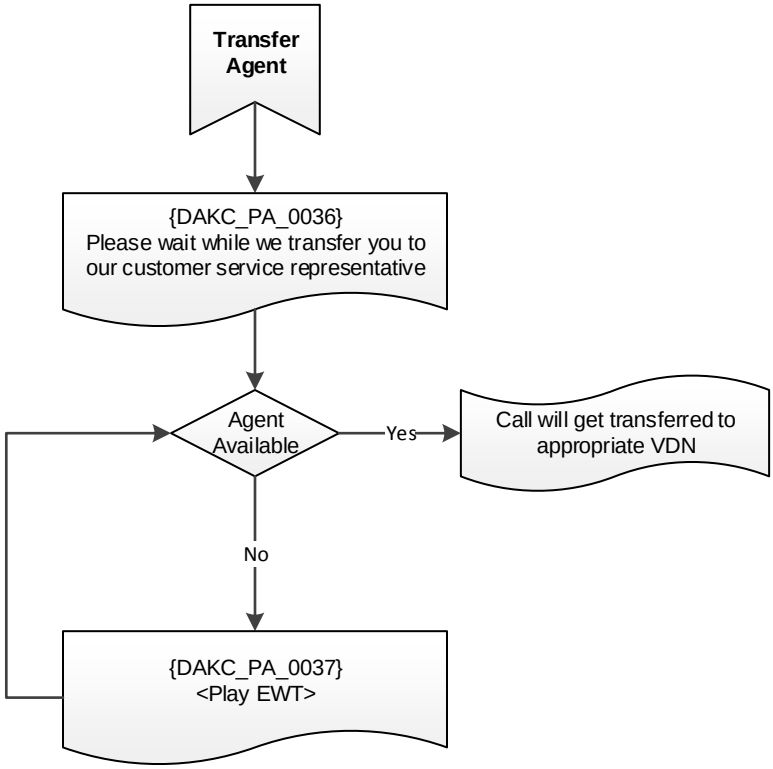
Global Prompt Feature Level



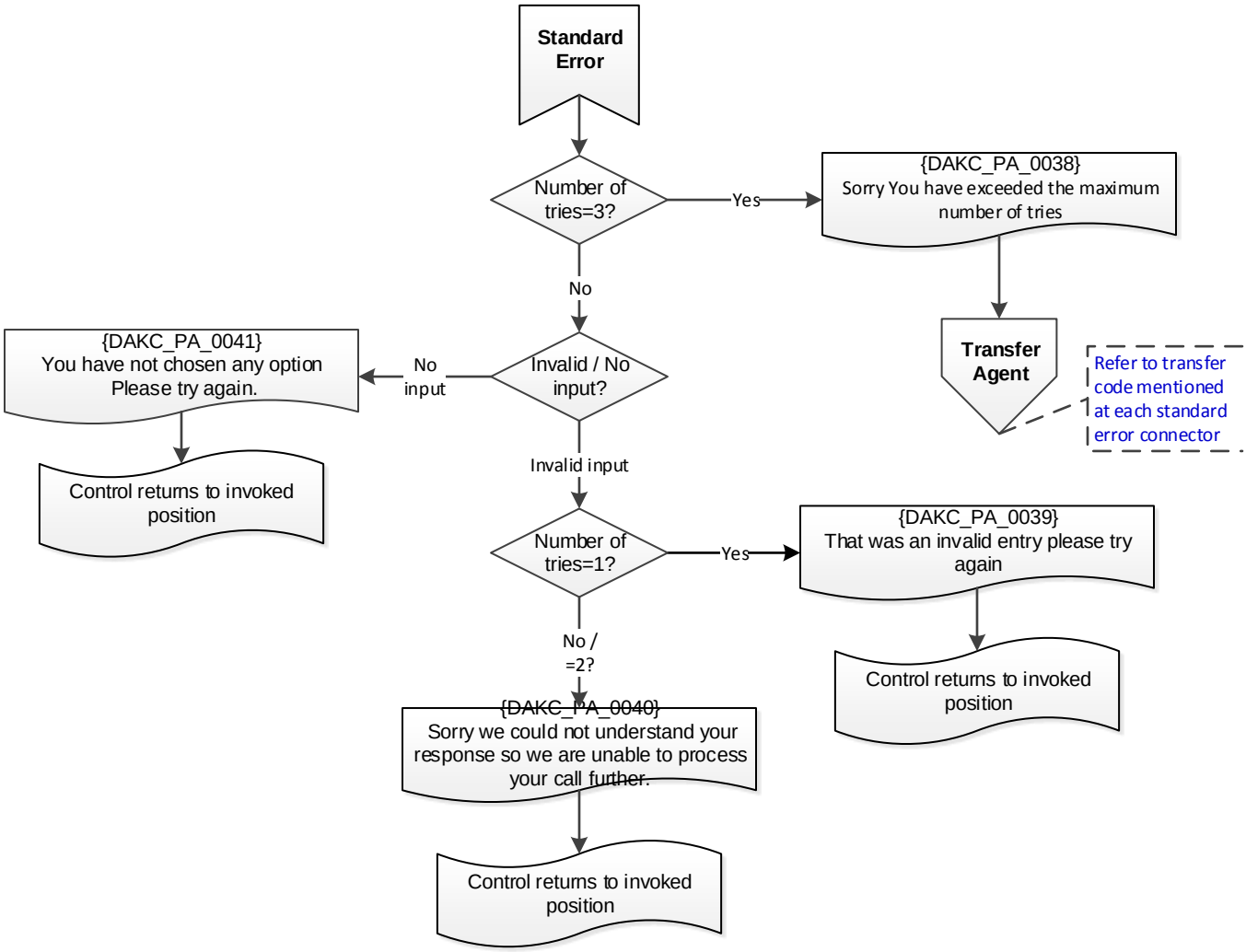
IVR call variables:

1. ANI
2. DNIS
3. Language selected / Default langauge (E=English, H=Hindi)
4/ Last 5 menu accessed
5. Transfer reason code

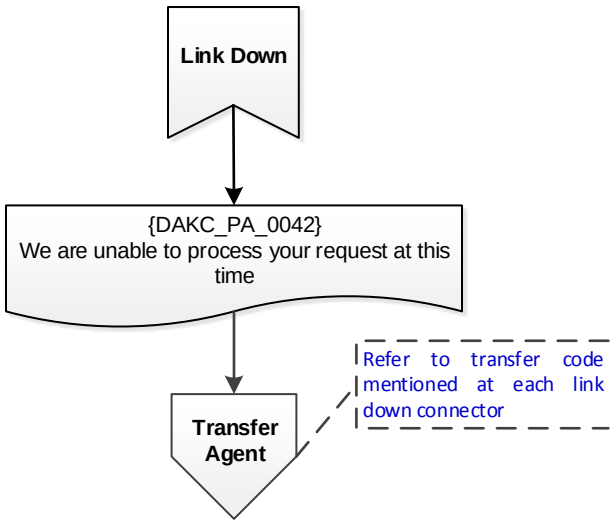
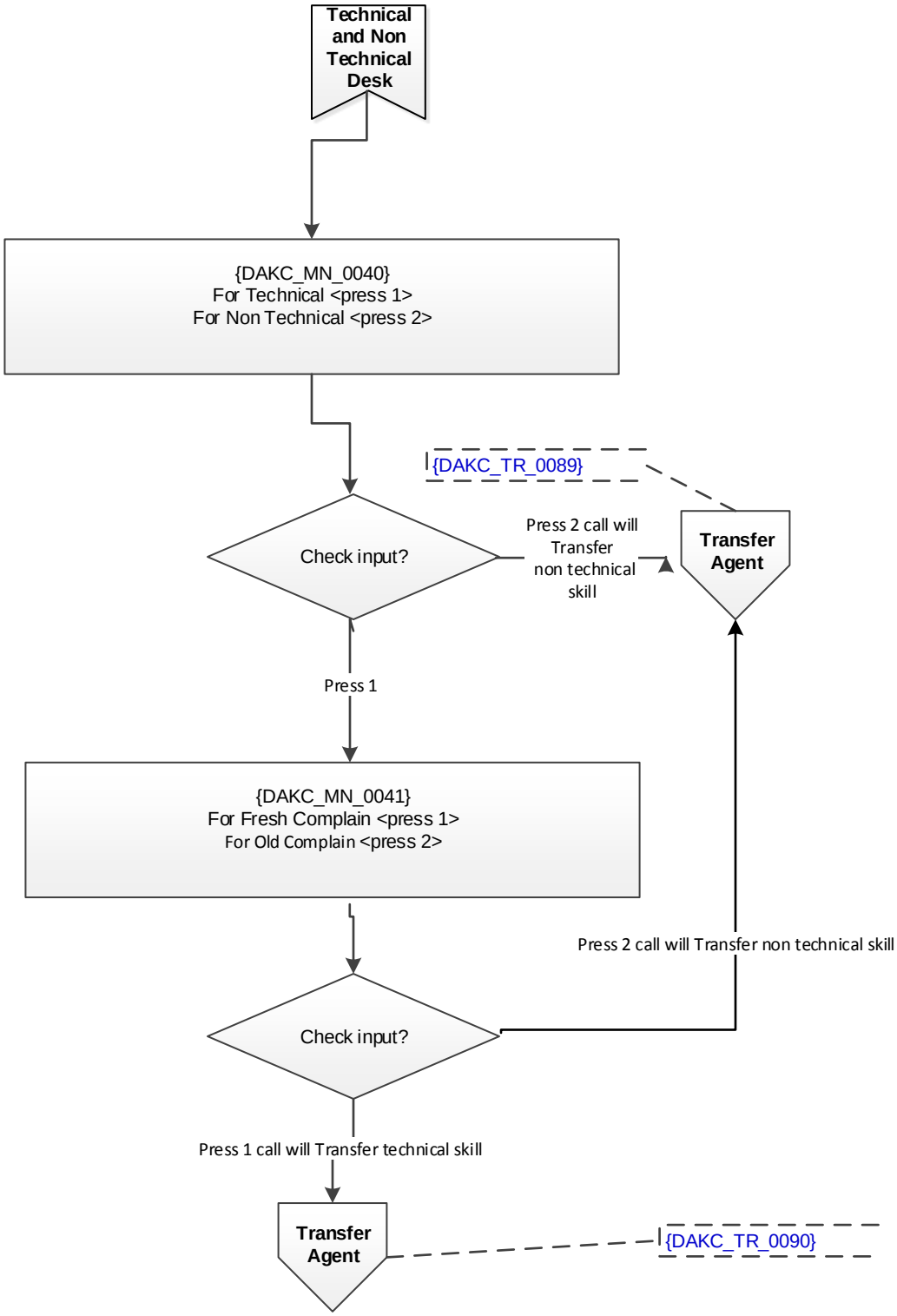
Transfer Agent



Standard Error



Link Down


Link Down
{DAKC_PA_0042}
We are unable to process your request at this time
Transfer Agent
Refer to transfer code mentioned at each link down connector

Technical and Non Technical desk