

IVR Call Flow

18002009000

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

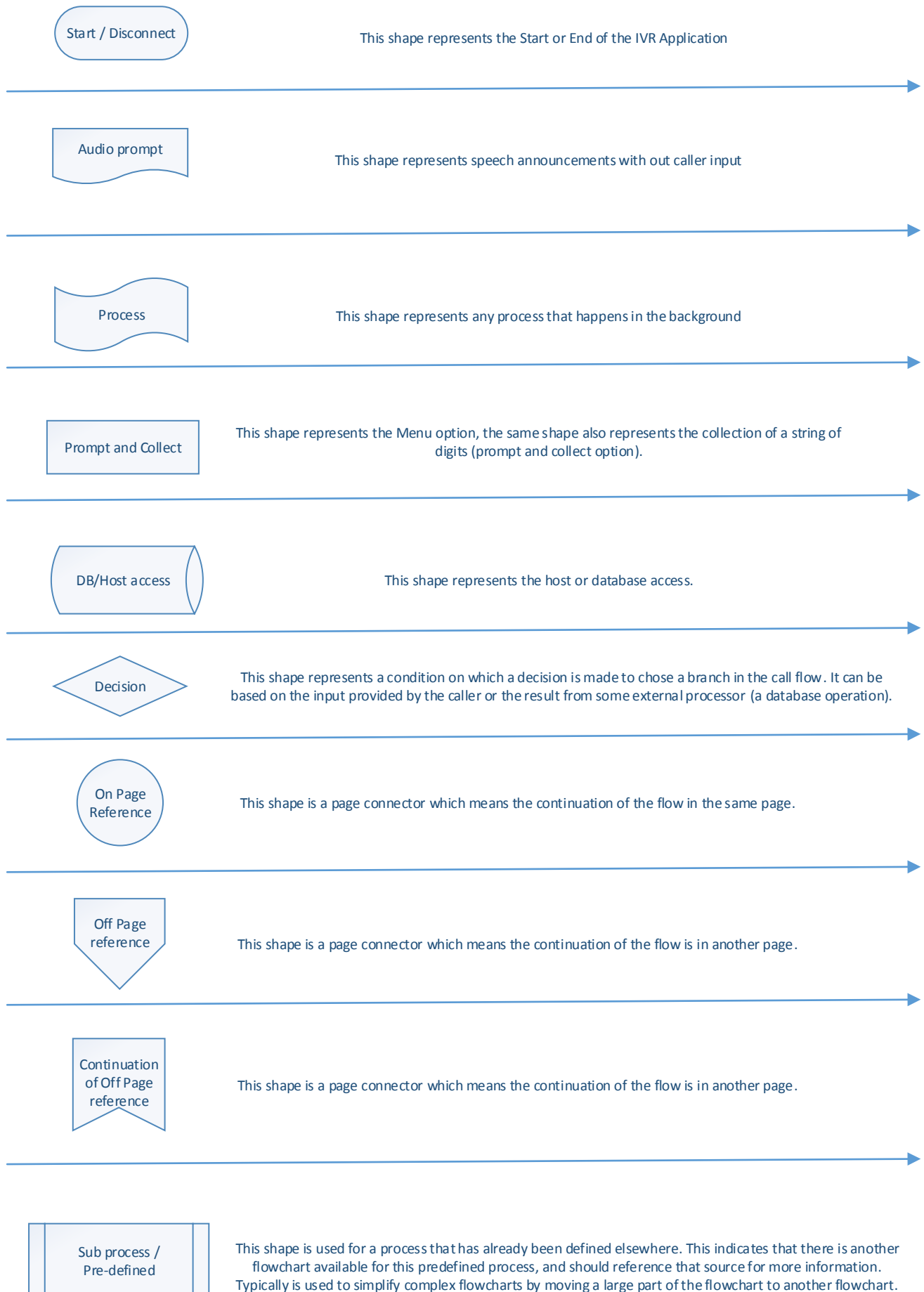
Version: 1.0

[IVR Callflow - RCOM Tele Verification Process]

Version History

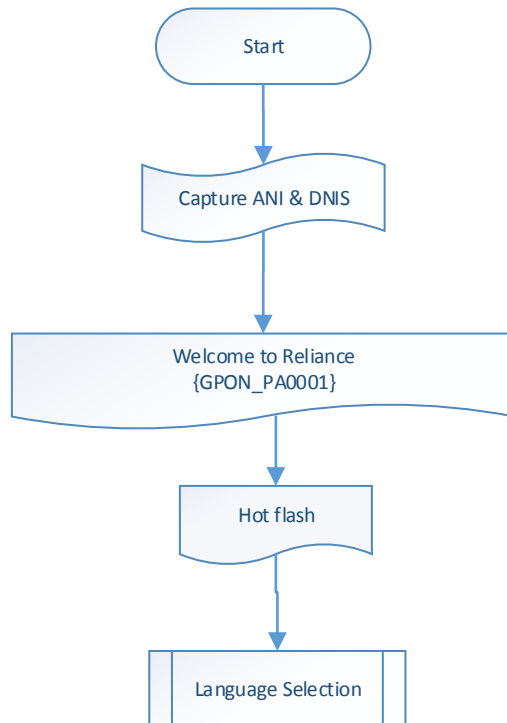
| Version No / Date | Change Initiated By | Update By | Summary of Change |
|-------------------|---------------------|--------------|--------------------------------|
| 1.00/Jan.19.2015 | - | Salini Anish | Initial draft of the call flow |

[IVR Callflow - RCOM Tele Verification Process]



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 |



[IVR Callflow - RCOM Tele Verification Process]

