



# Inbound IVR Call Flow

## 30333333 Call Flow

Last updated on: November 16 2016

Version: 1.4

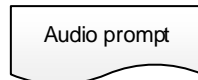
### Version History

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.12.2015	Servion	Daranivasan.A	- Language selection wrt mapping table provided
0.03 / Feb.24.2015	RCOM	Daranivasan.A	Complete revamp of the flow on RCOM's request
0.04 / Mar.16.2015	Servion	Daranivasan.A	Included Host details in the flow
1.1 / June.5.2015	Servion	Daranivasan.A	Base lined version
1.2 / June.3.2015	Rajesh Manjalkar	Yahya Rayyan	Added 4G Registration Service.
1.3 / June.3.2015	Rajesh Manjalkar	Tarun Jain	Removed 4G Registration Service
1.4 / June.3.2015	Rajesh Manjalkar	Yahya Rayyan	Added IOT Service under Prospect, Prepaid, Postpaid services.

### Standard Call Flow Conventions



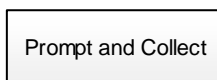
This shape represents the Start or End of the IVR Application



This shape represents speech announcements with out caller input



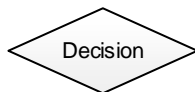
This shape represents any process that happens in the background



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



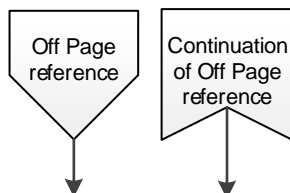
This shape represents the host or database access.



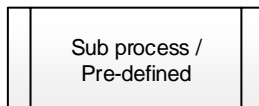
This shape represents a condition on which a decision is made to chose a branch in the call flow. It can be based on the input provided by the caller or the result from some external processor (a database operation).



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



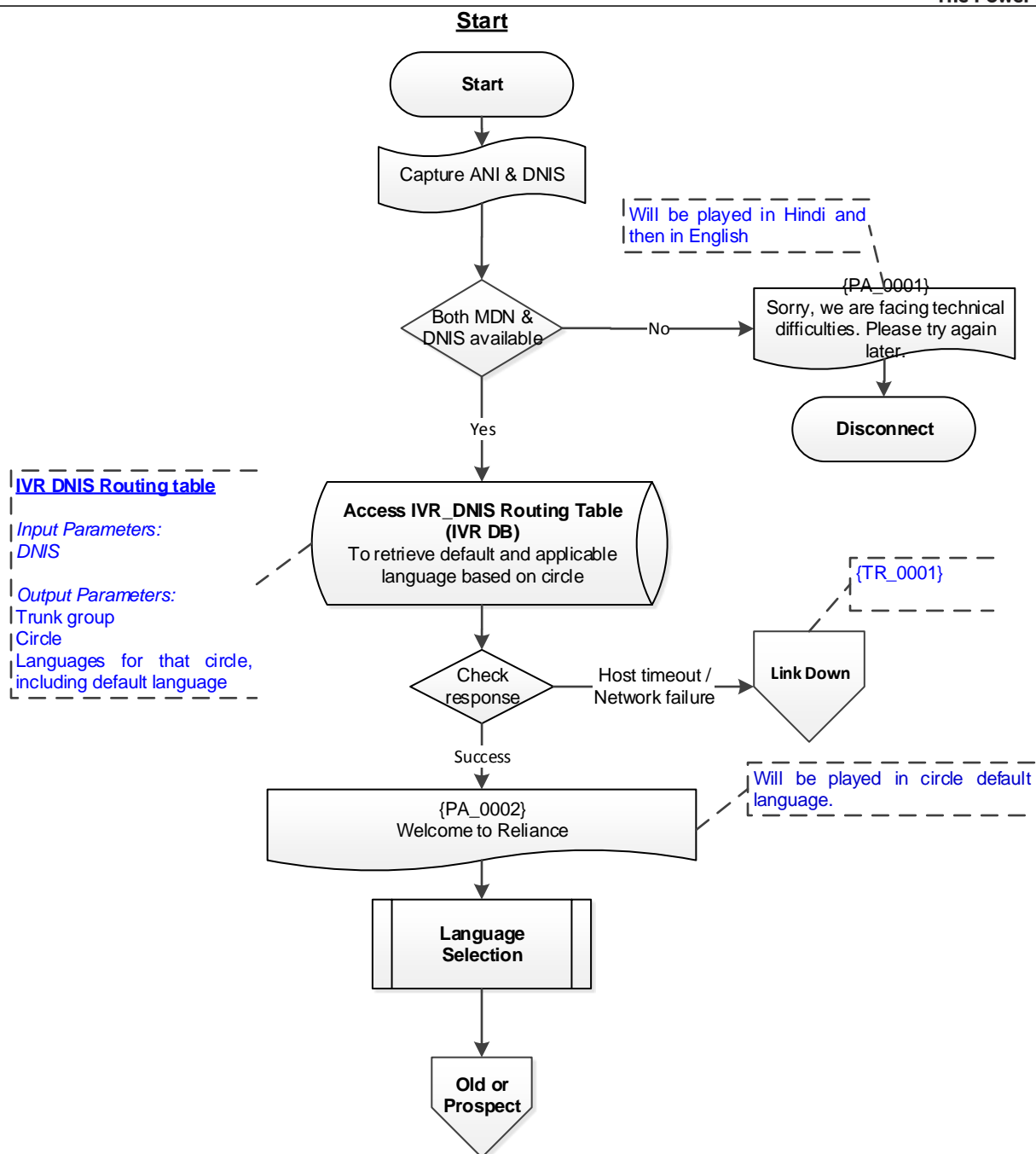
This shape is a page connector which means the continuation of the flow is in another page.



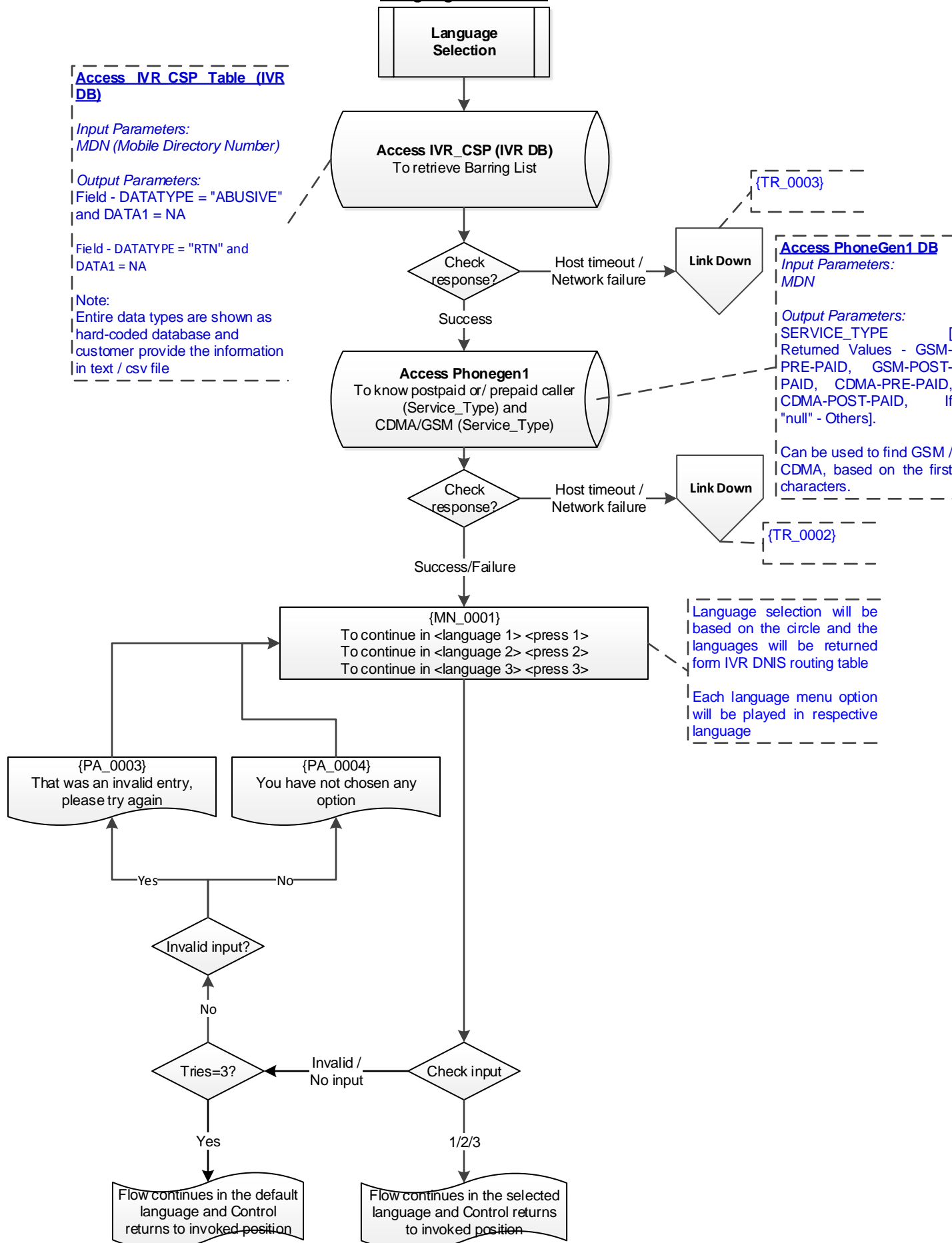
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

### Universal Business Rules

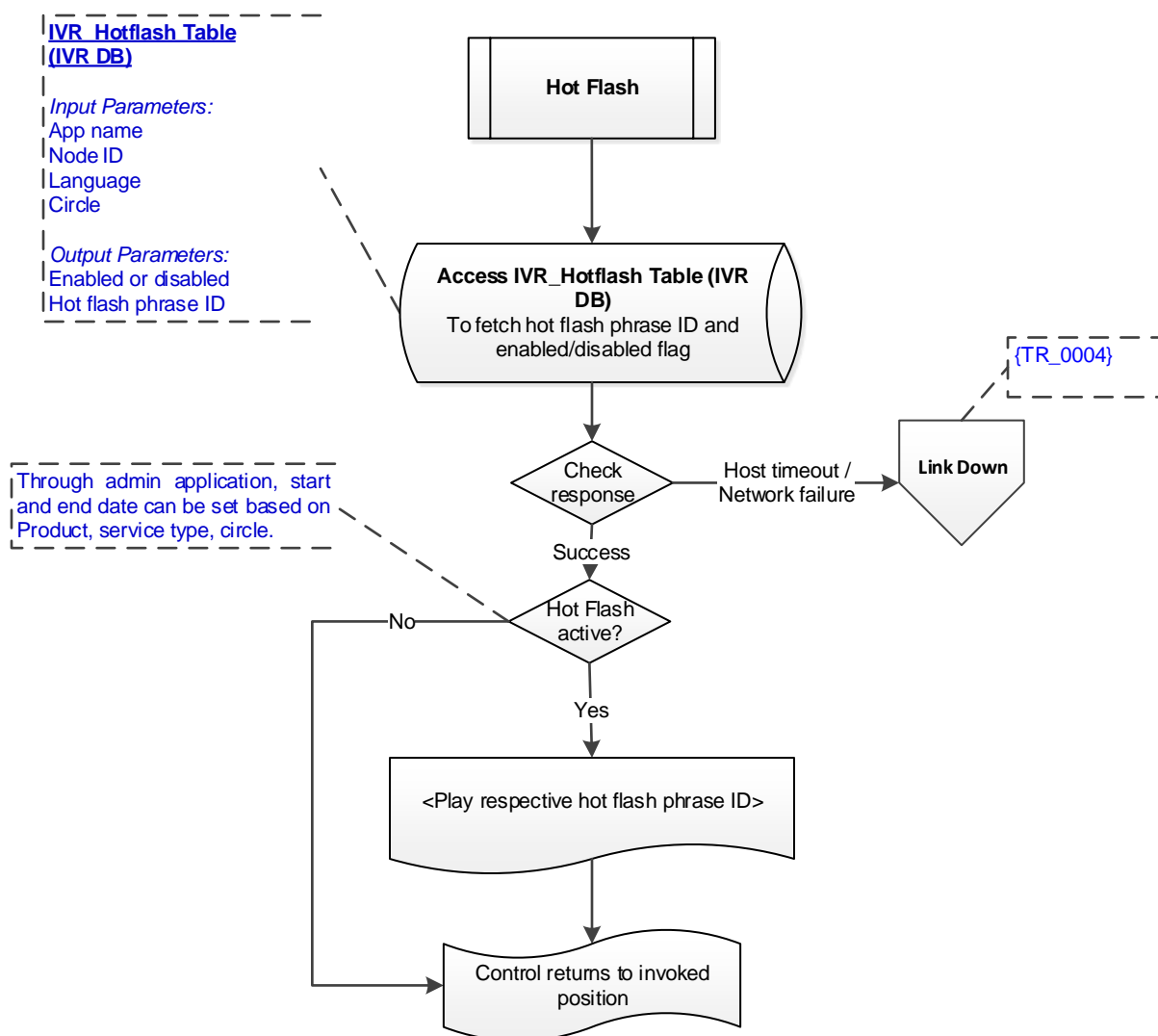
S.No.	Functionality	Description	Exceptions
1	Call Center Business Hours	24x7	
2	Language of Interaction	English, Hindi, Marathi, Punjabi, Telugu, Kannada, Malayalam, Tamil, Gujarati, Oriya, Bengali, Assamese	Language selection will be dynamically offered based on the circle  Default language will be 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.



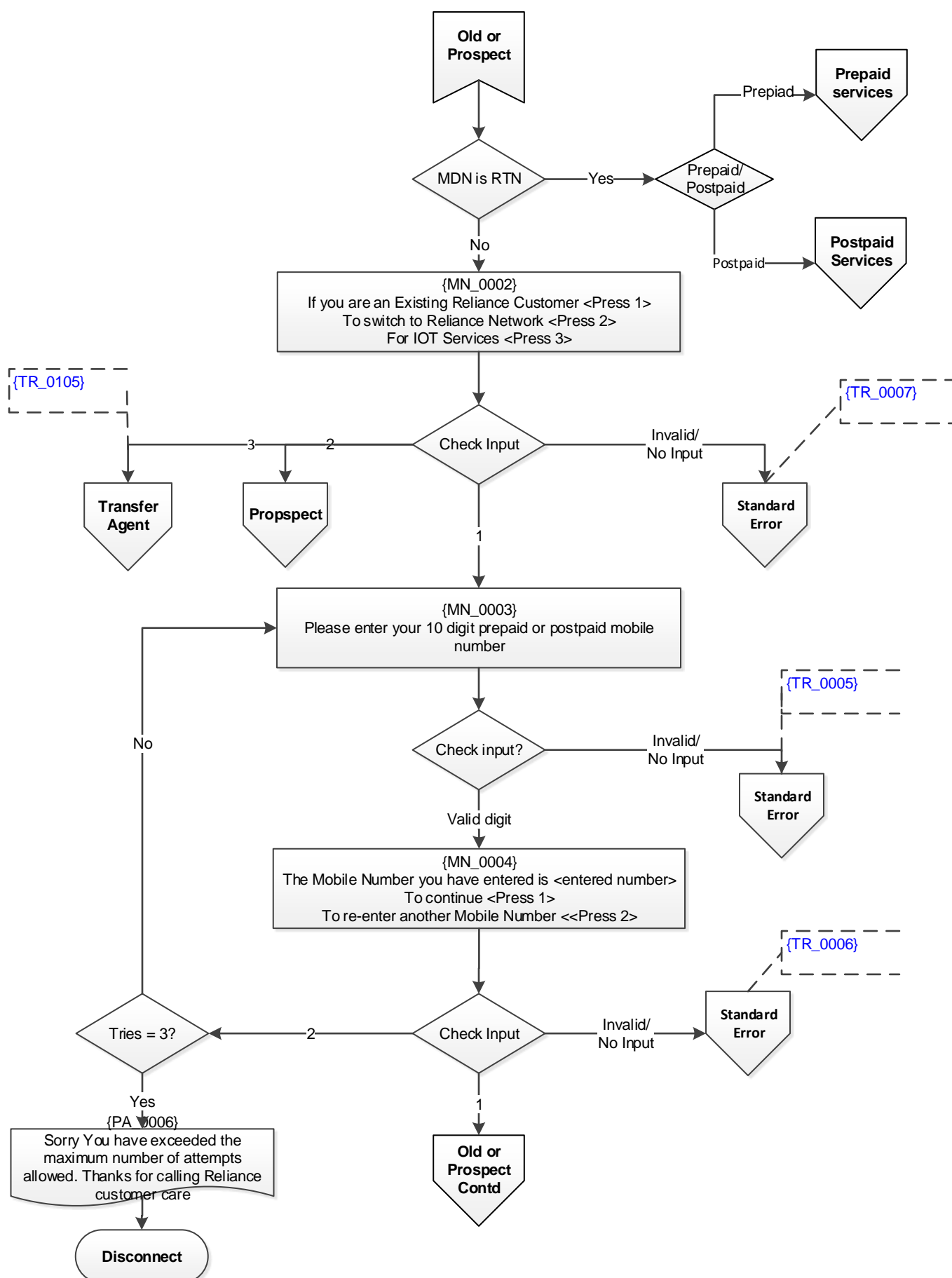
## Language Selection



### Hot Flash

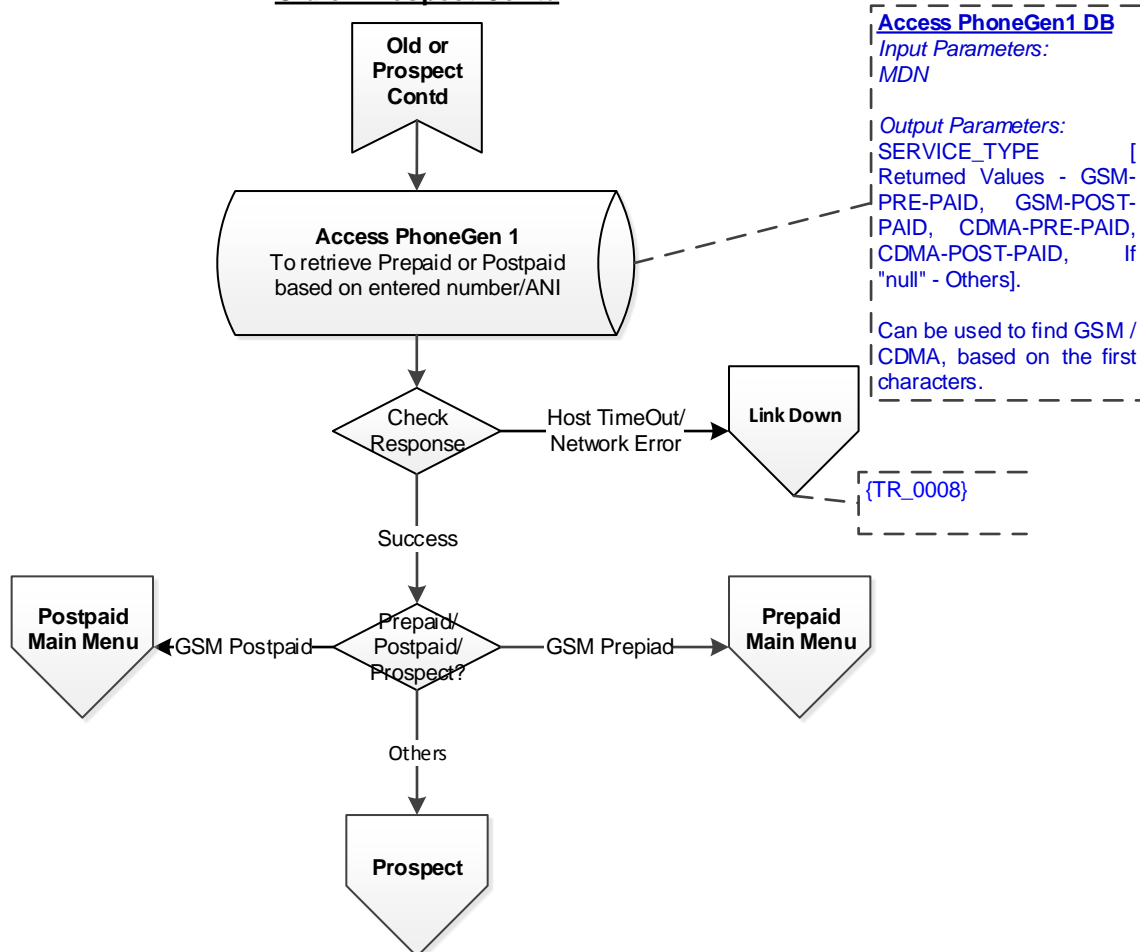


## Old or Prospect

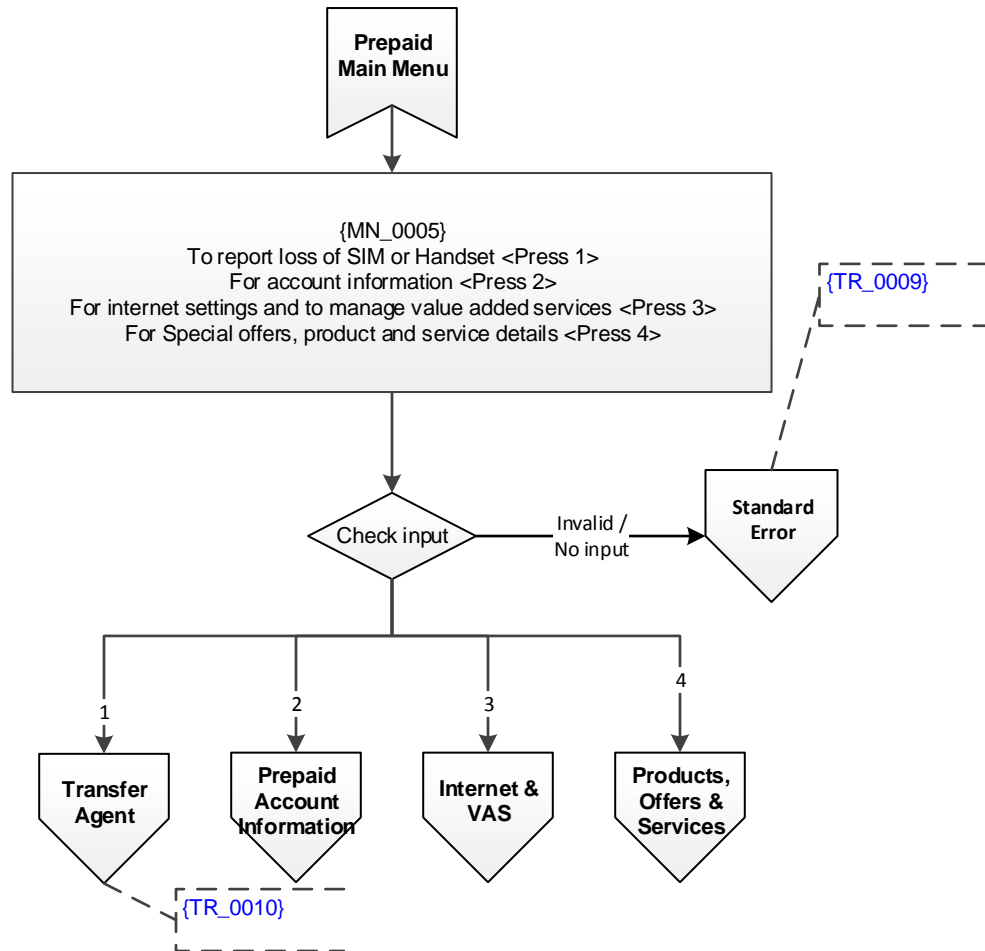




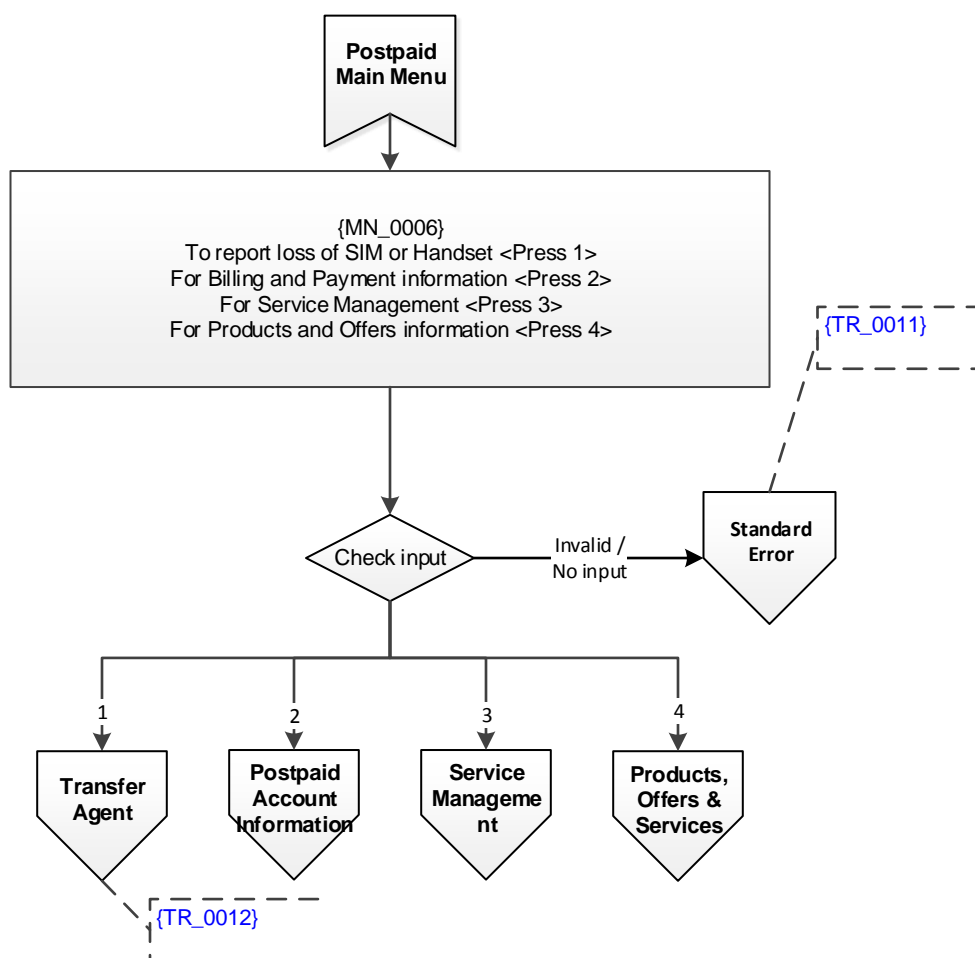
## Old or Prospect Contd

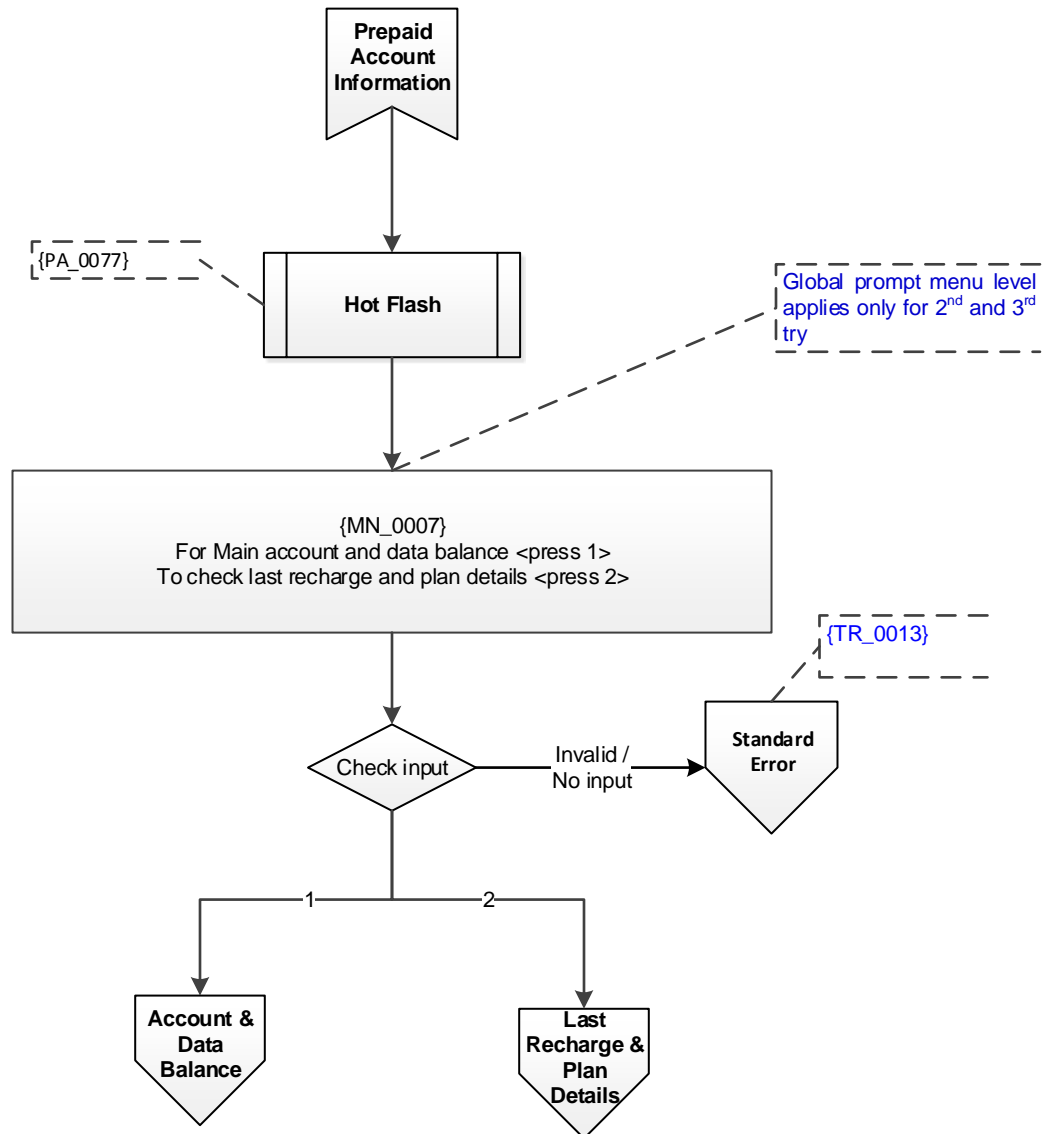


**Prepaid Main Menu**

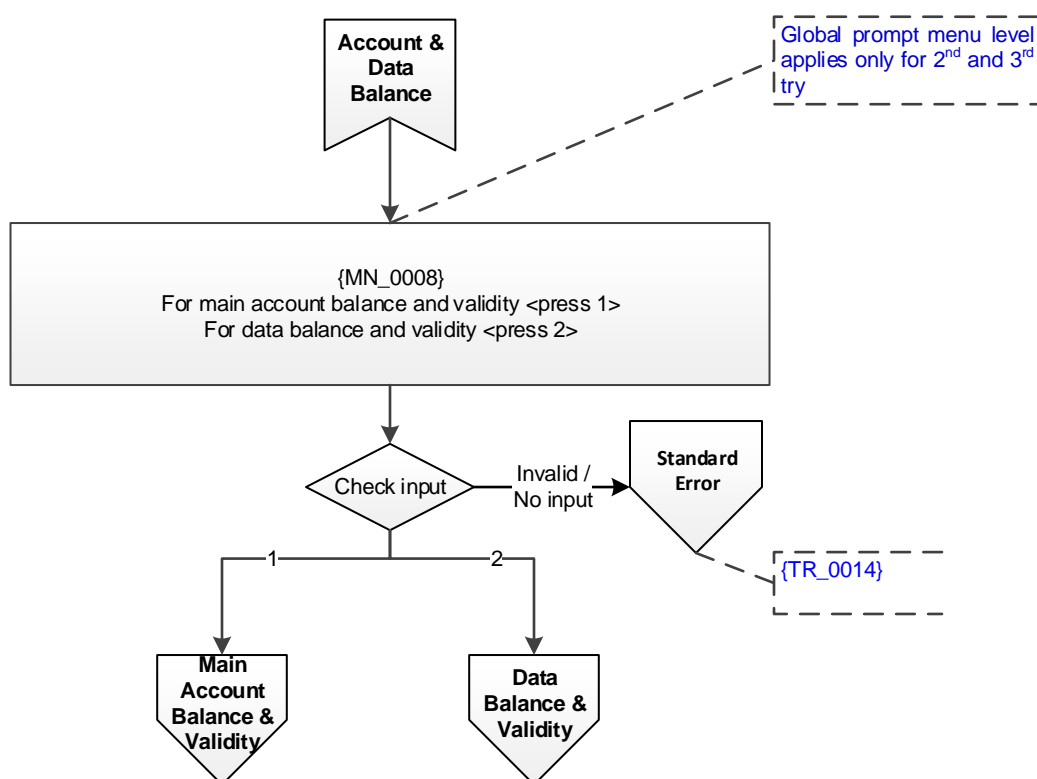


### Postpaid Main Menu

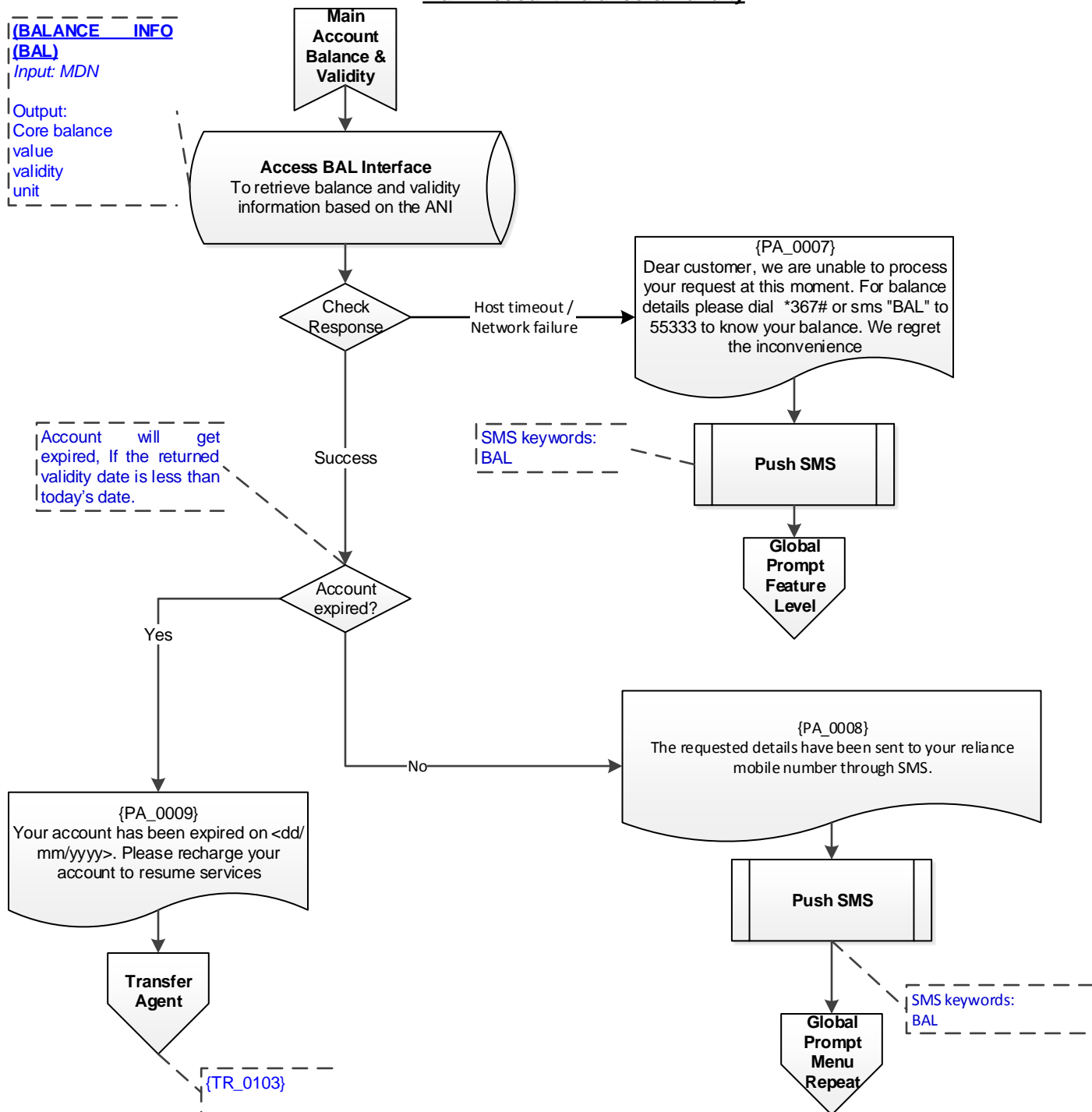


**Prepaid Account Information**

### Account & Data Balance



### Main Account Balance & Validity

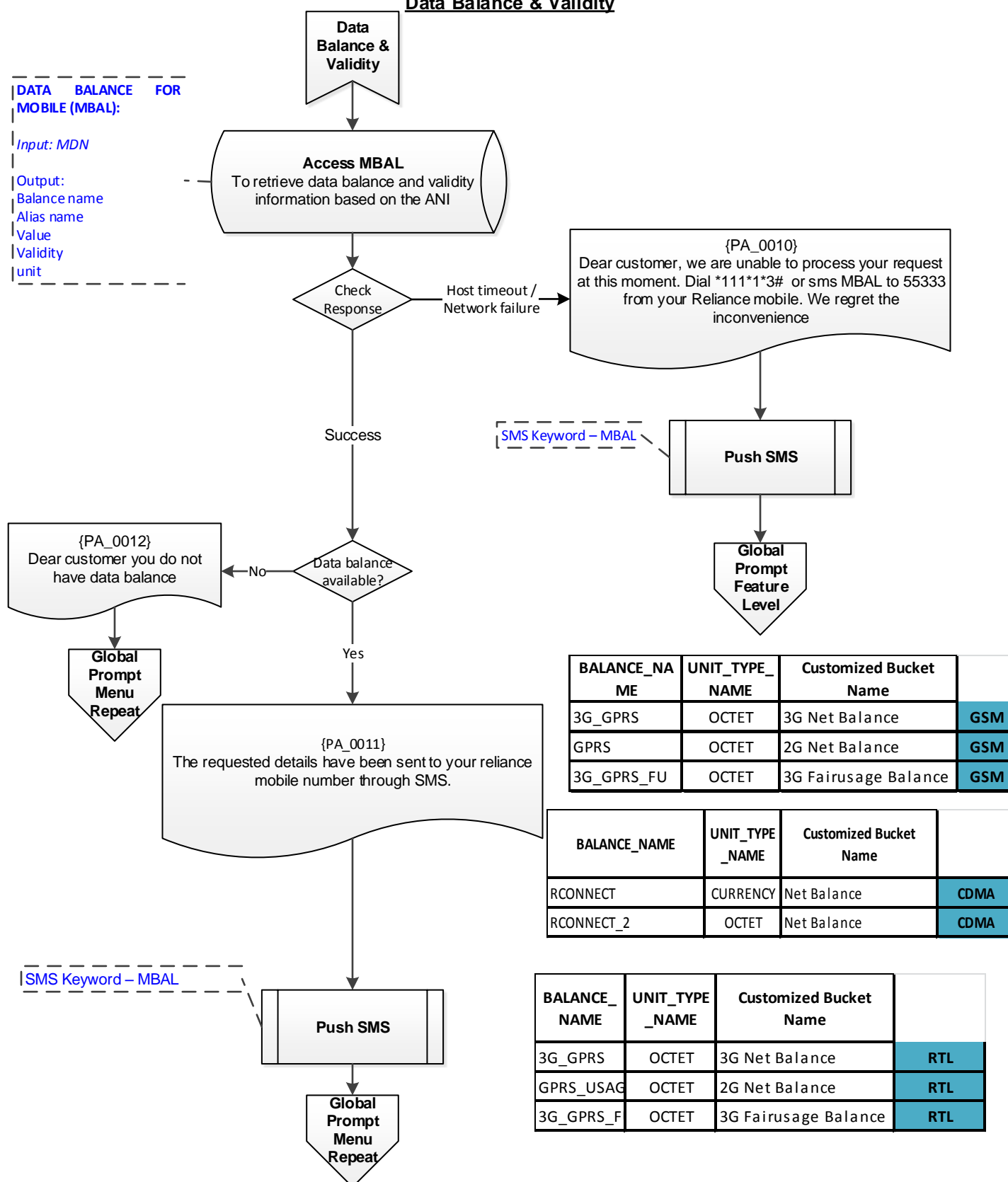


## Data Balance & Validity

DATA BALANCE FOR  
MOBILE (MBAL):

Input: MDN

Output:  
Balance name  
Alias name  
Value  
Validity  
unit

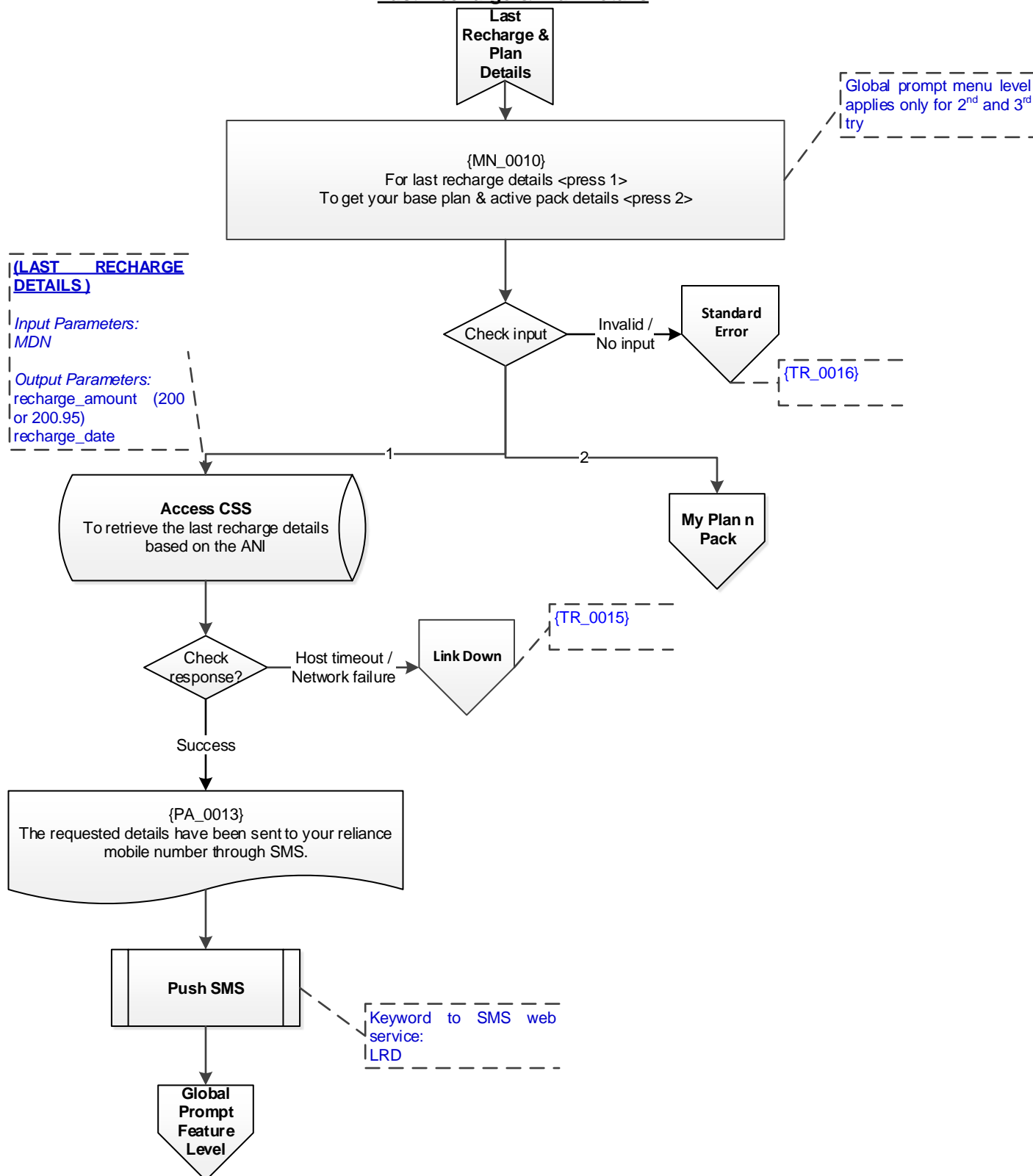


BALANCE_NAME	UNIT_TYPE_NAME	Customized Bucket Name	
3G_GPRS	OCTET	3G Net Balance	GSM
GPRS	OCTET	2G Net Balance	GSM
3G_GPRS_FU	OCTET	3G Fairusage Balance	GSM

BALANCE_NAME	UNIT_TYPE_NAME	Customized Bucket Name	
RCONNECT	CURRENCY	Net Balance	CDMA
RCONNECT_2	OCTET	Net Balance	CDMA

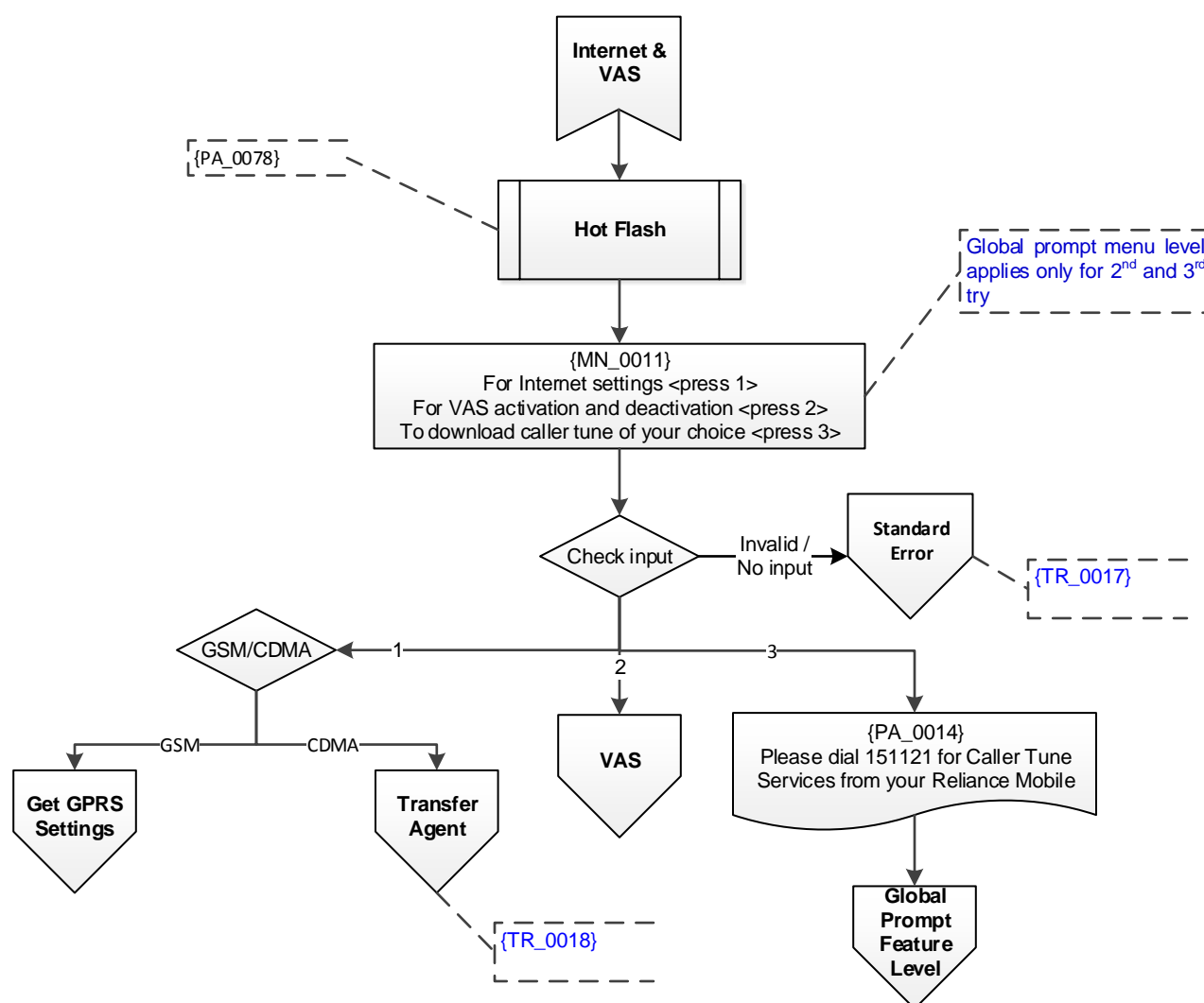
BALANCE_NAME	UNIT_TYPE_NAME	Customized Bucket Name	
3G_GPRS	OCTET	3G Net Balance	RTL
GPRS_USAG	OCTET	2G Net Balance	RTL
3G_GPRS_F	OCTET	3G Fairusage Balance	RTL

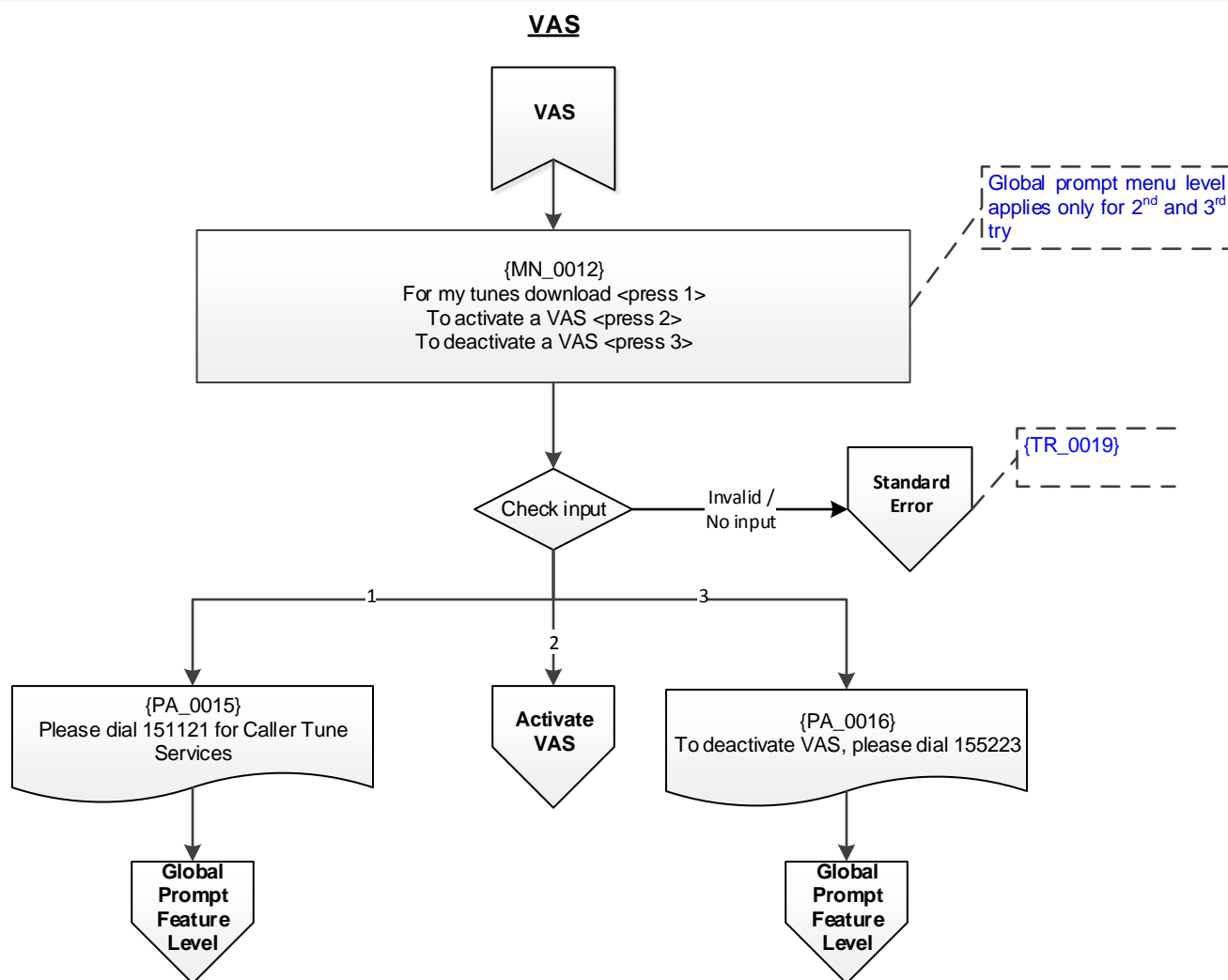
## Last Recharge & Plan Details

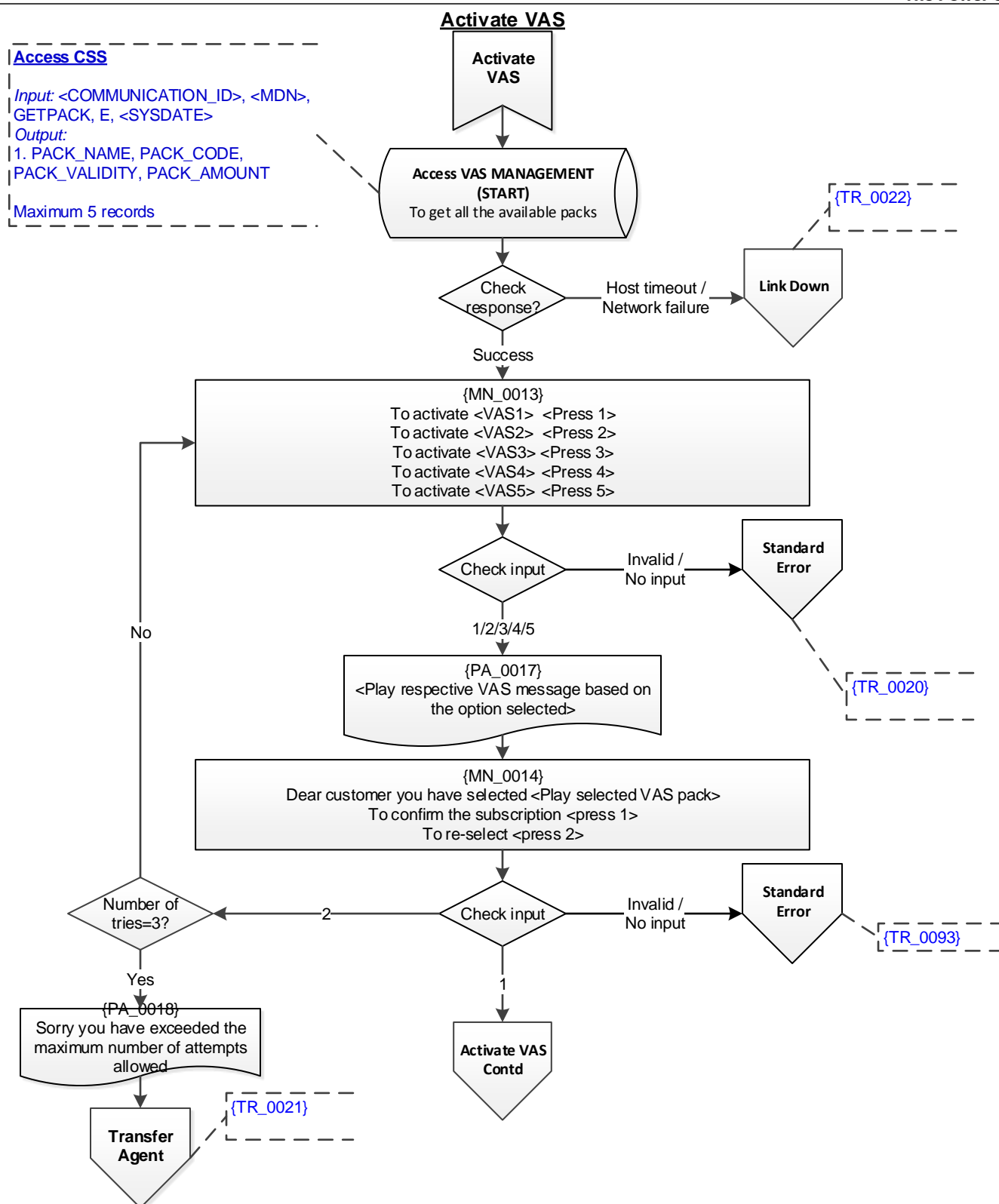




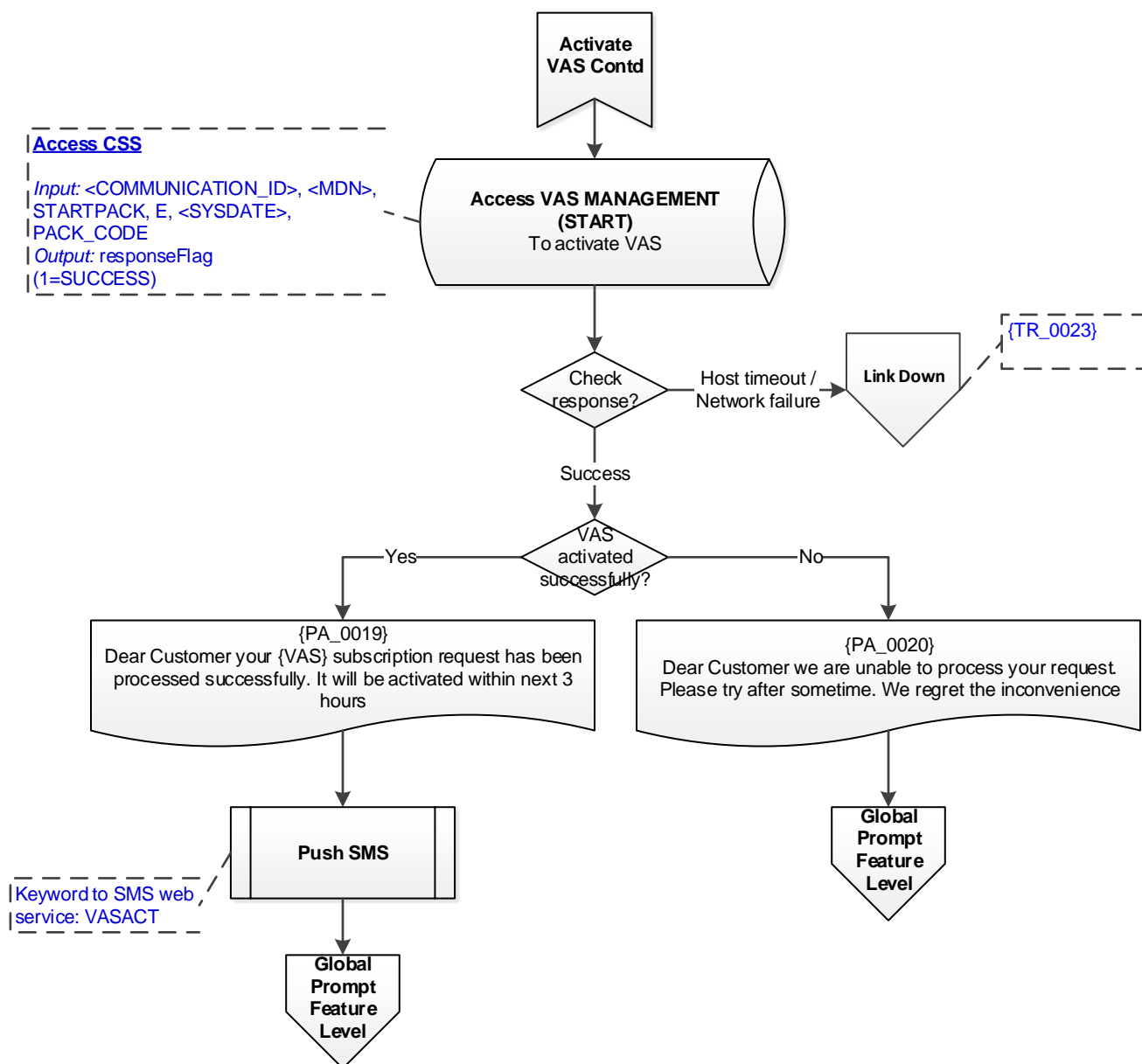
### Internet & VAS



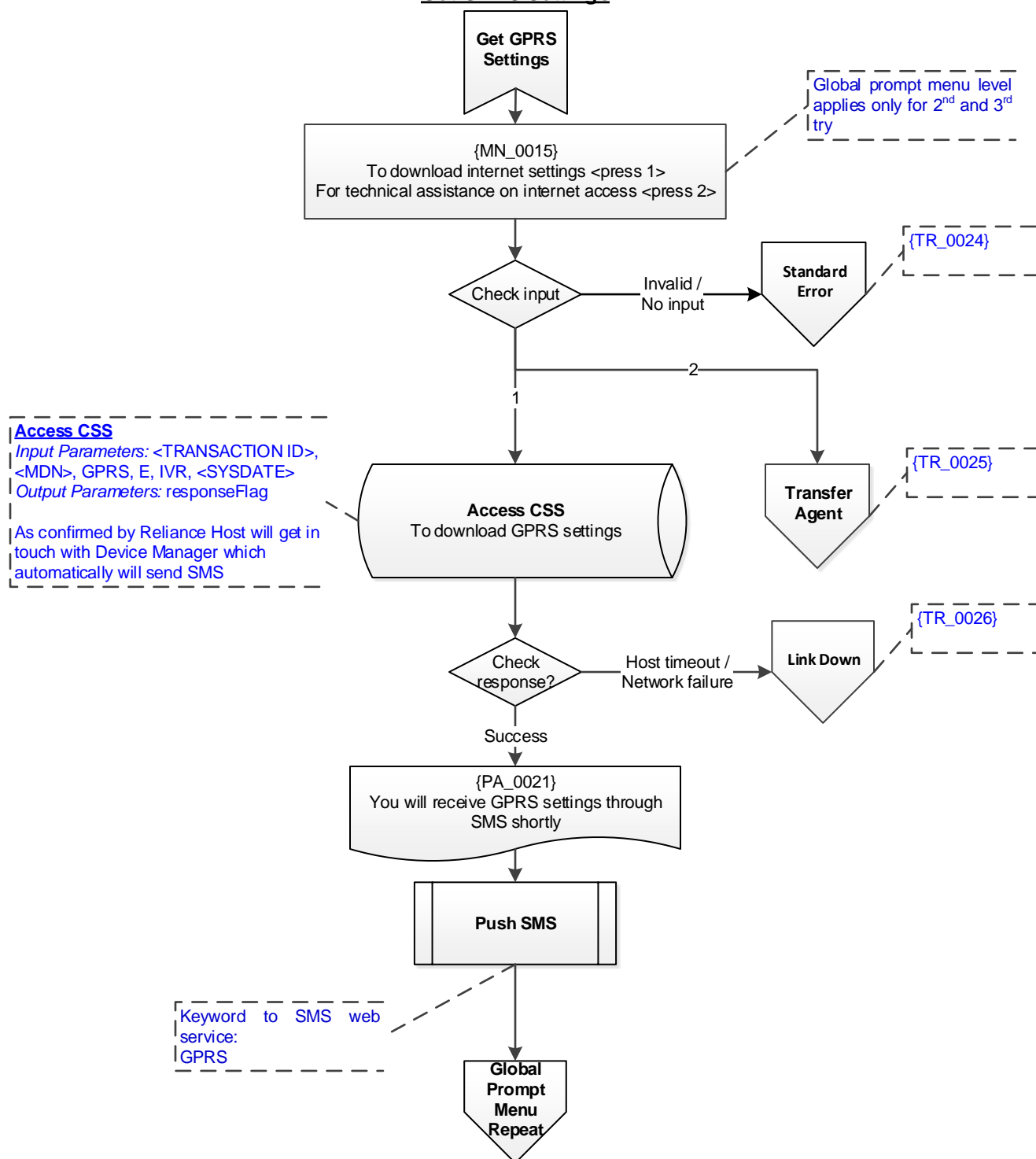




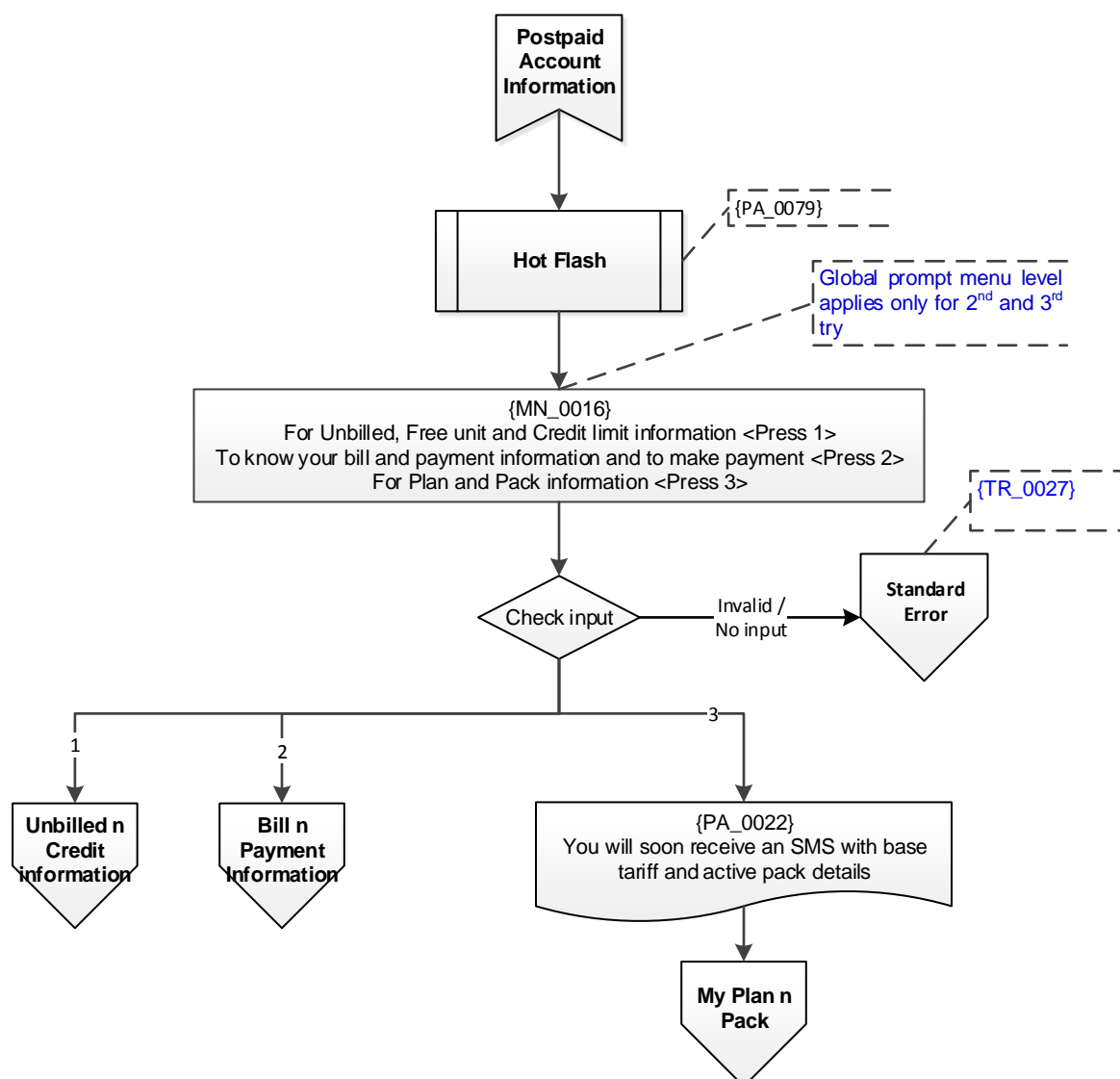
### Activate VAS Contd



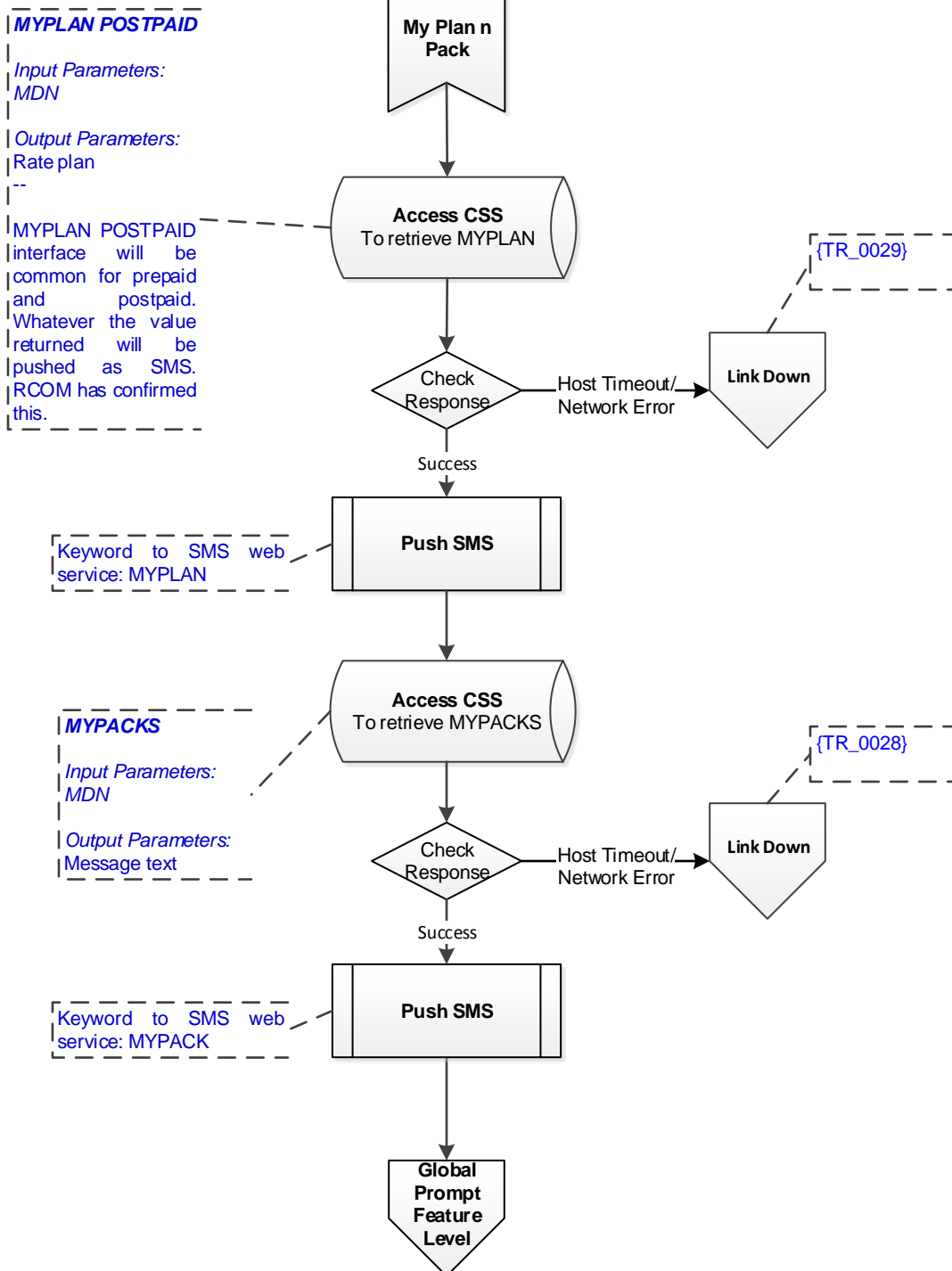
### Get GPRS Settings

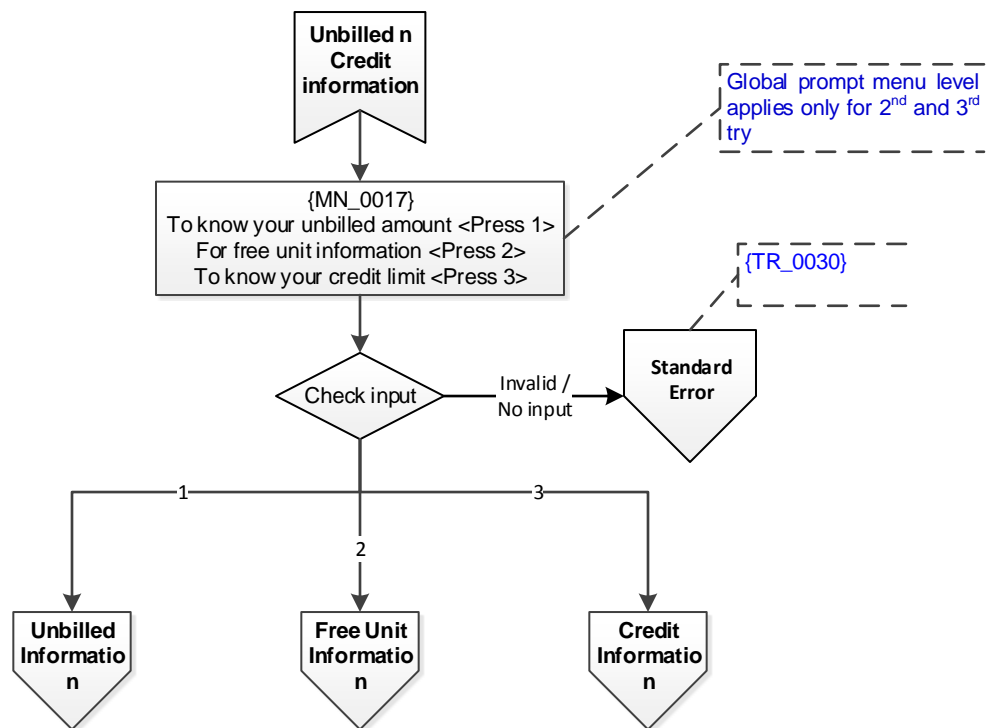


### Postpaid Account Information



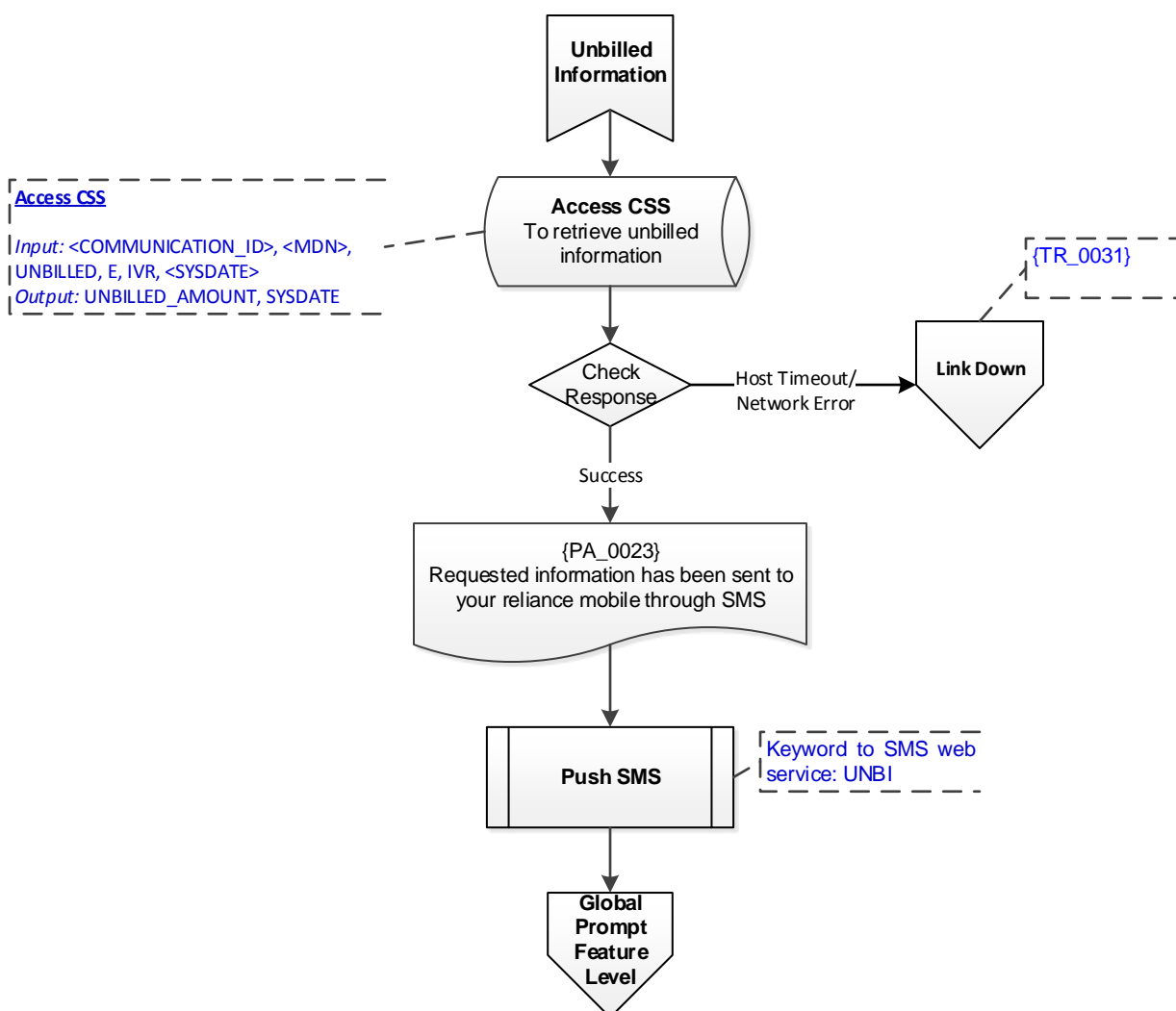
### My Plan n Pack



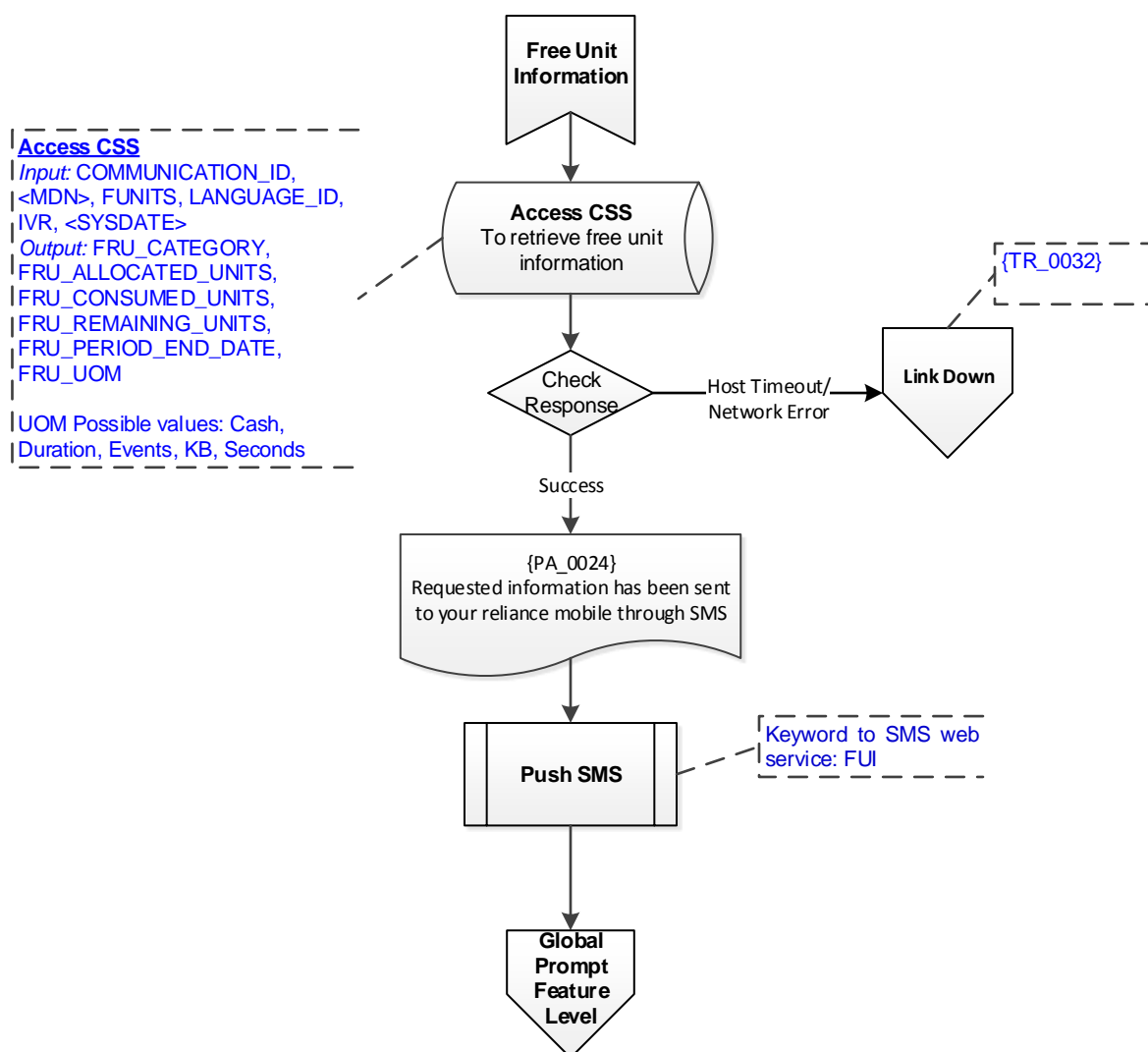
**Unbilled n Credit information**



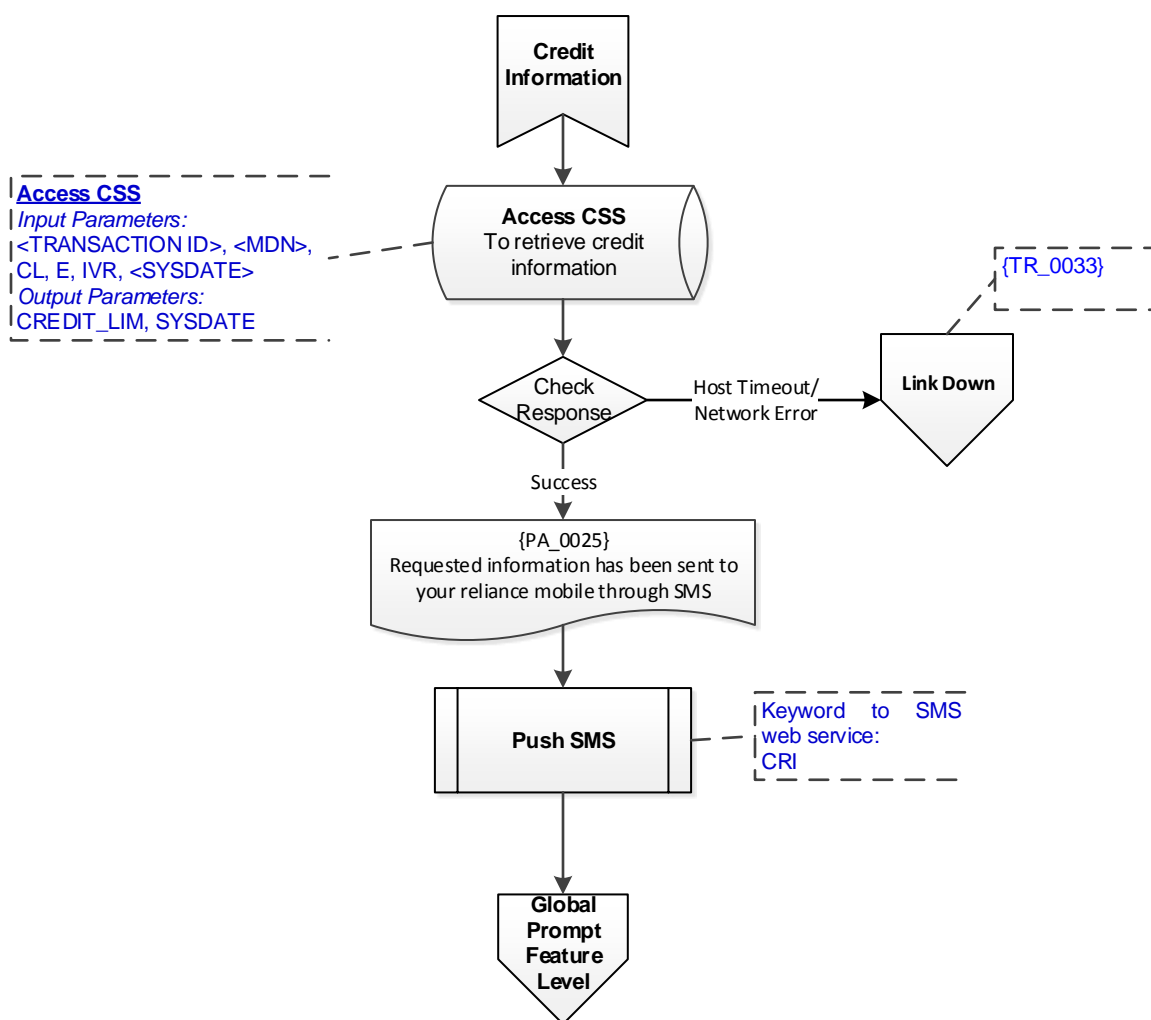
### Unbilled Information



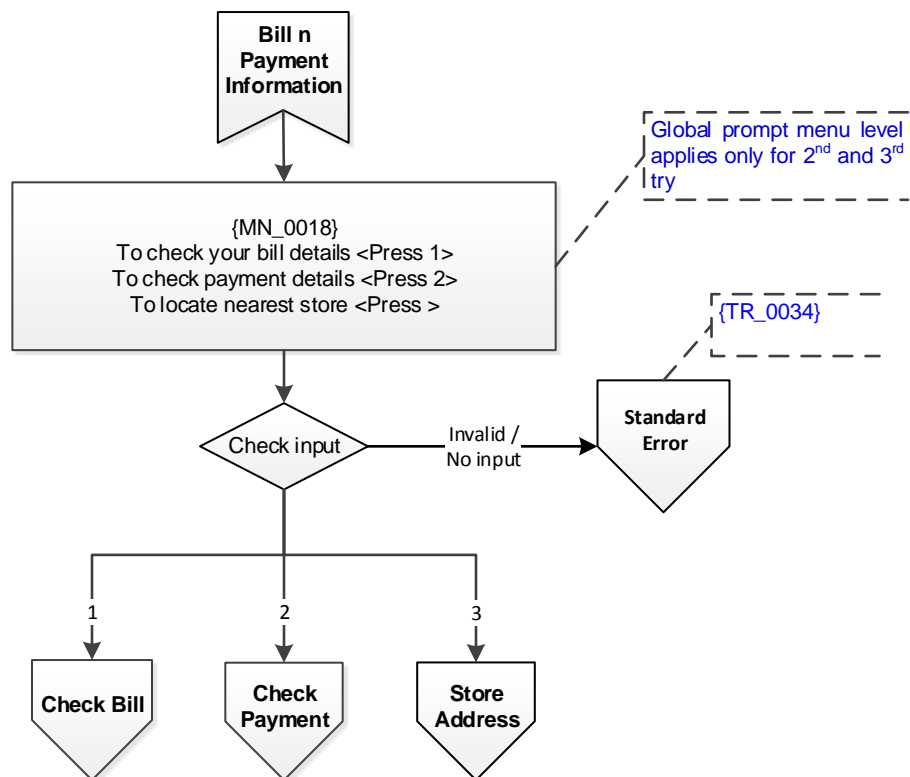
### Free Unit Information



### Credit Information



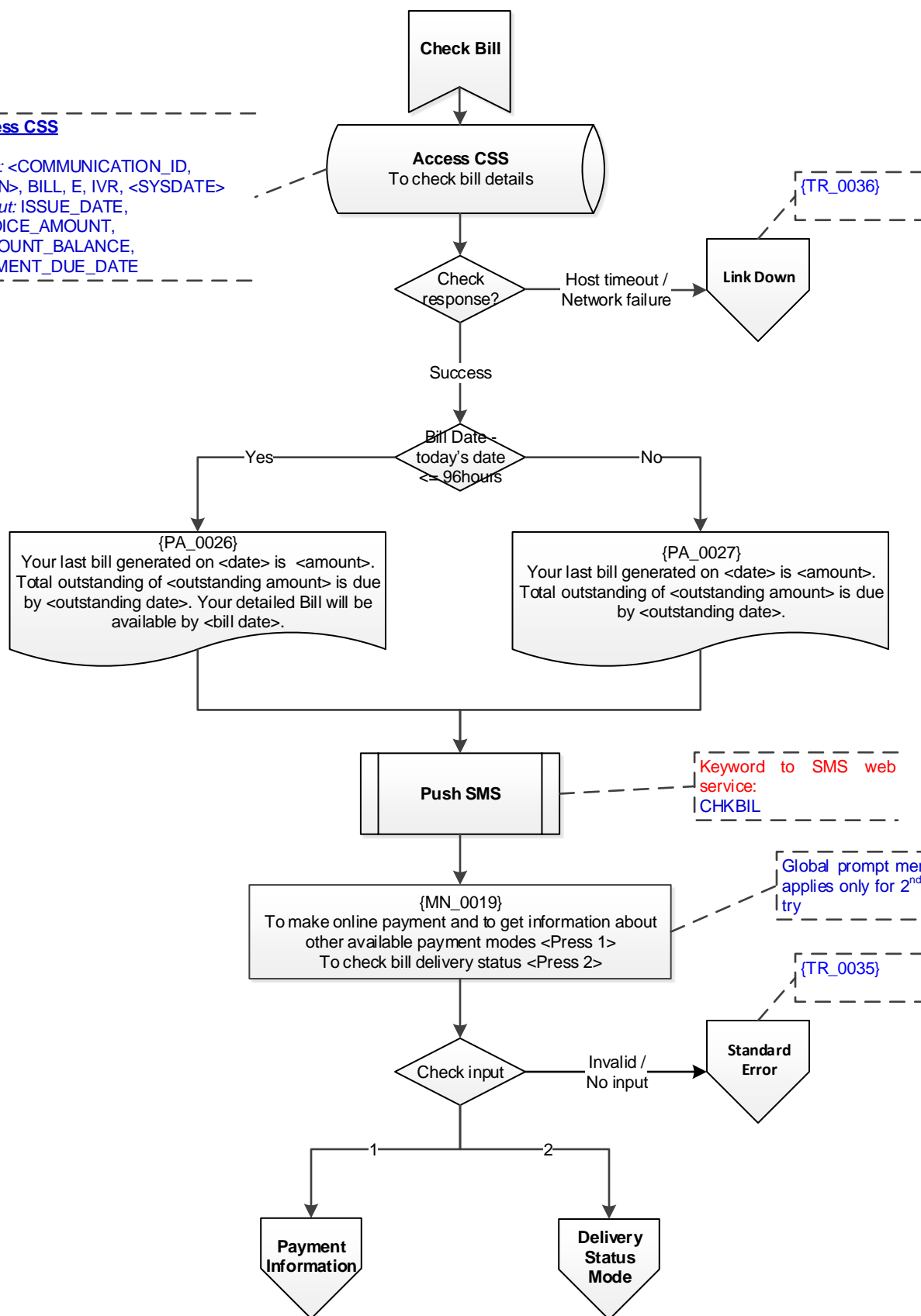
**Bill n Payment Information**



### Check Bill

#### Access CSS

Input: <COMMUNICATION\_ID,  
<MDN>, BILL, E, IVR, <SYSDATE>  
Output: ISSUE\_DATE,  
INVOICE\_AMOUNT,  
ACCOUNT\_BALANCE,  
PAYMENT\_DUE\_DATE

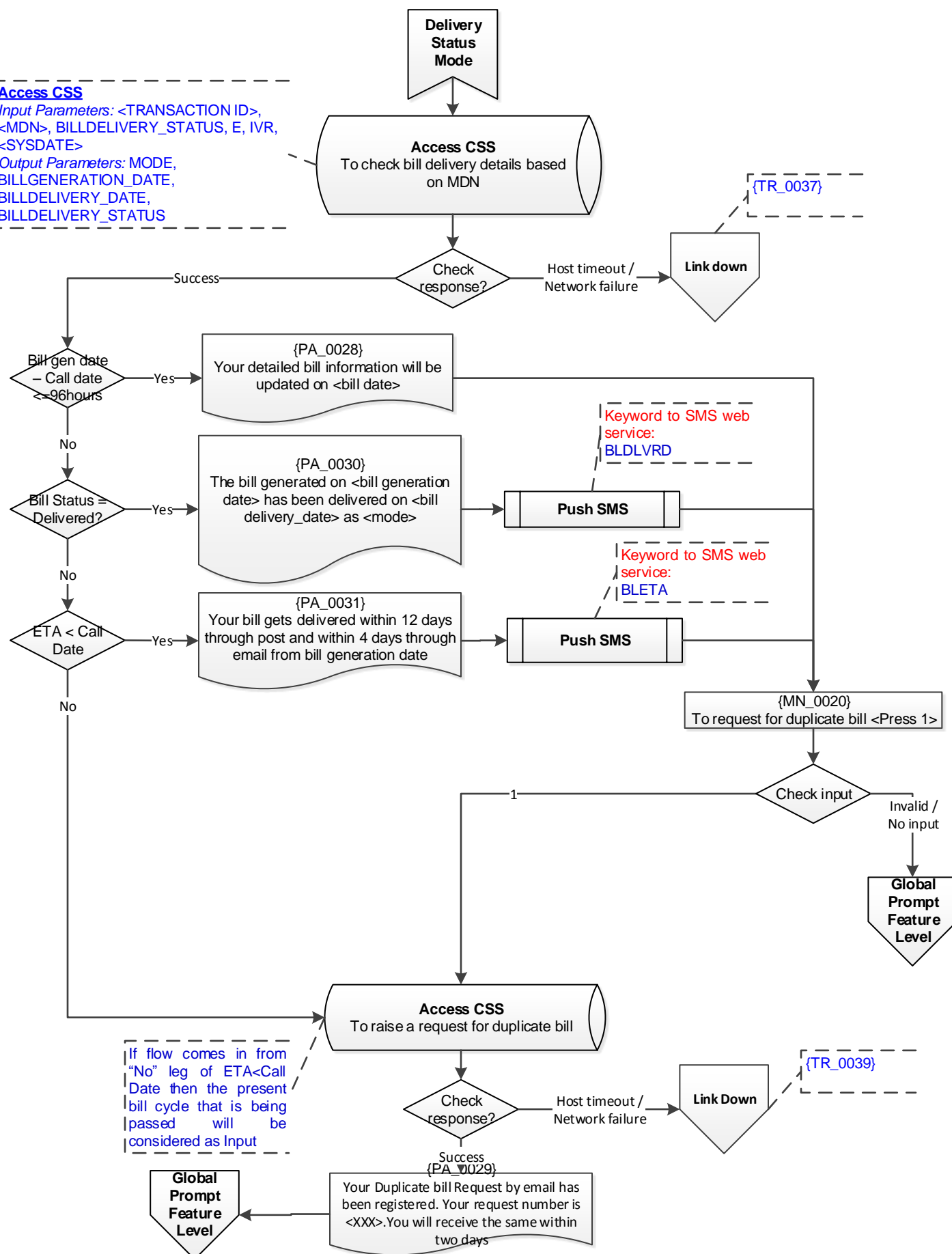


## Delivery Status Mode

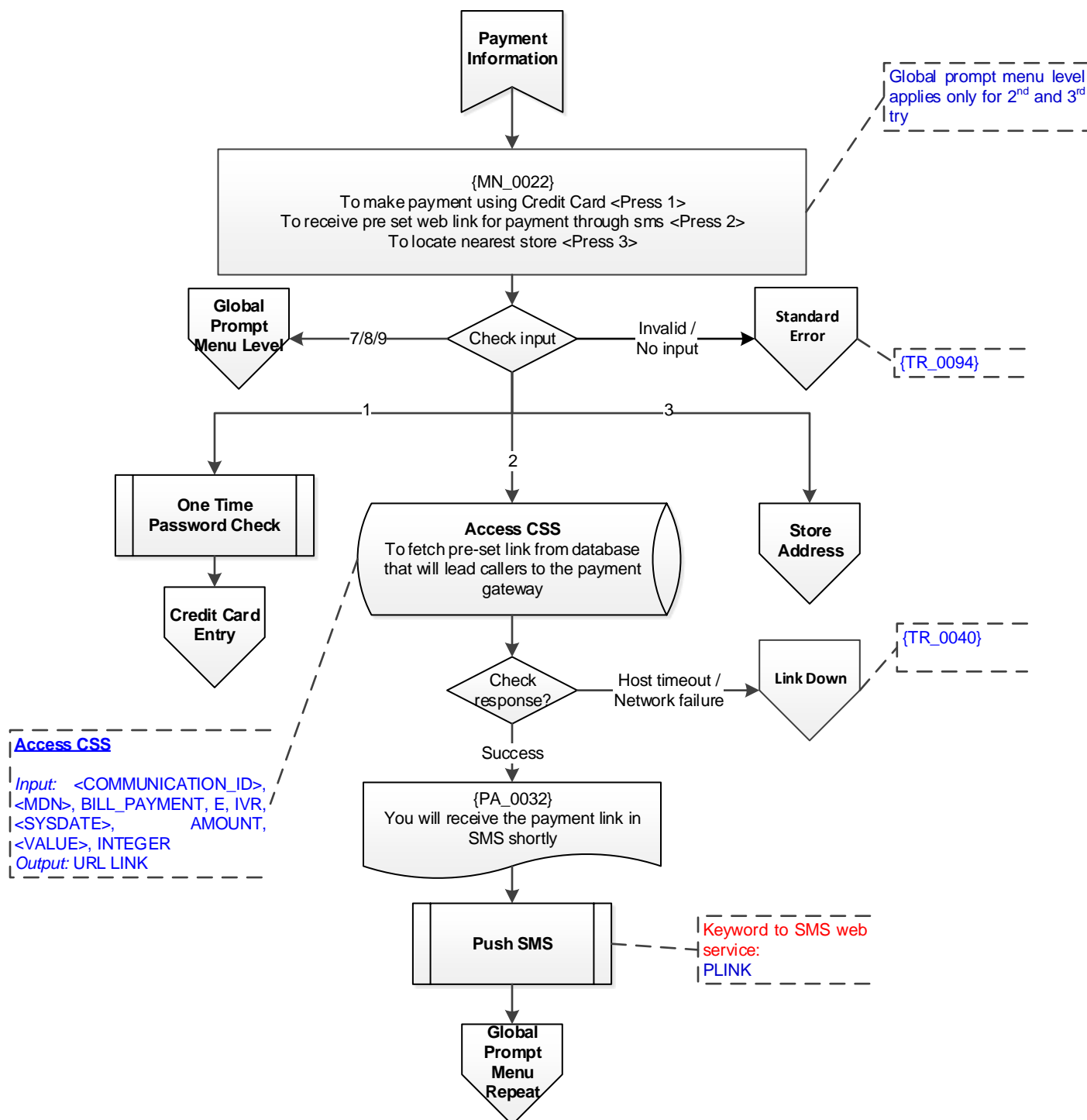
### Access CSS

Input Parameters: <TRANSACTION ID>,  
<MDN>, BILLDELIVERY\_STATUS, E, IVR,  
<SYSDATE>

Output Parameters: MODE,  
BILLGENERATION\_DATE,  
BILLDELIVERY\_DATE,  
BILLDELIVERY\_STATUS



## Payment Information



### Check Payment

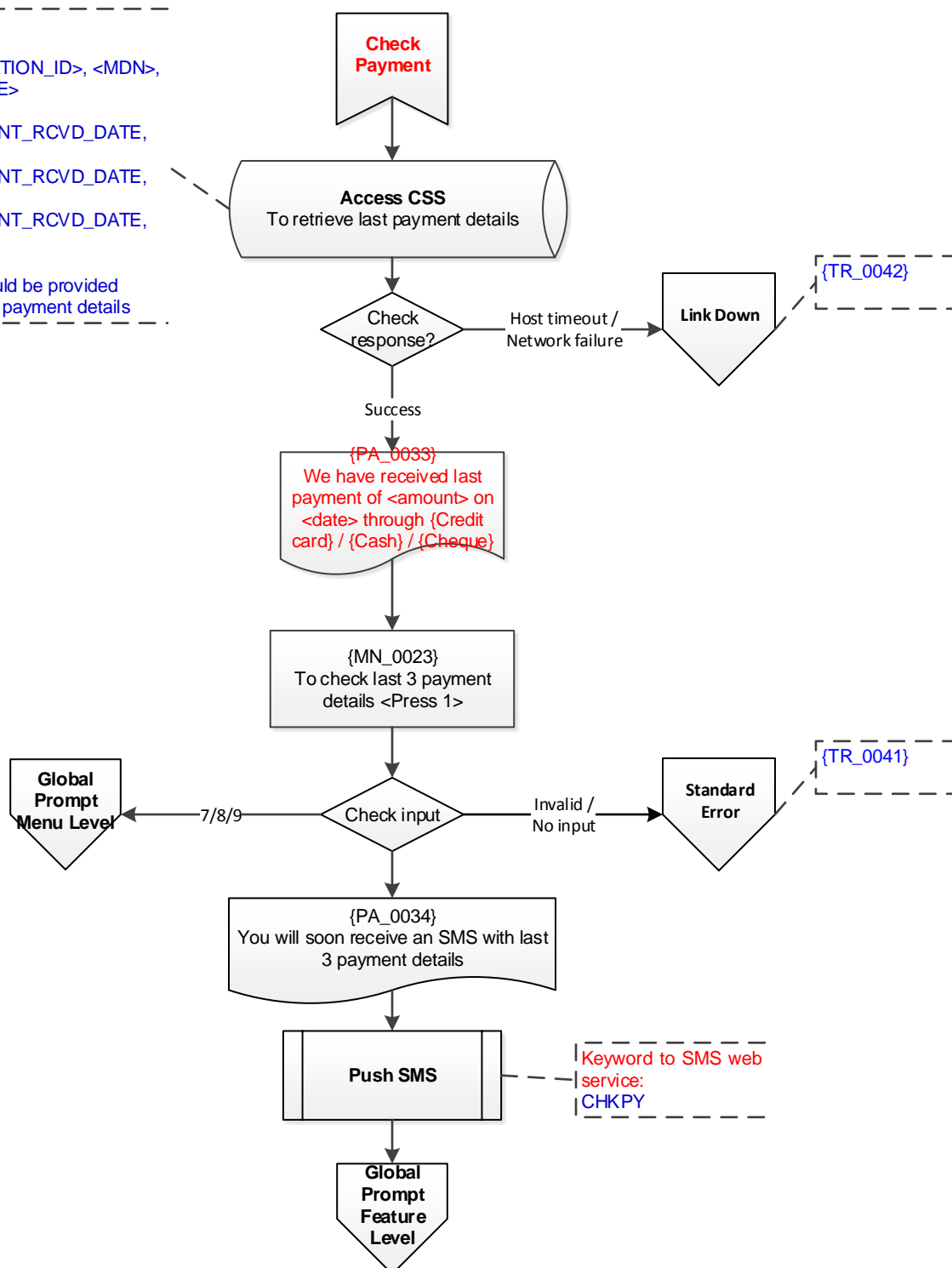
#### Access CSS

Input: <COMMUNICATION\_ID>, <MDN>, LAST3, E, <SYSDATE>

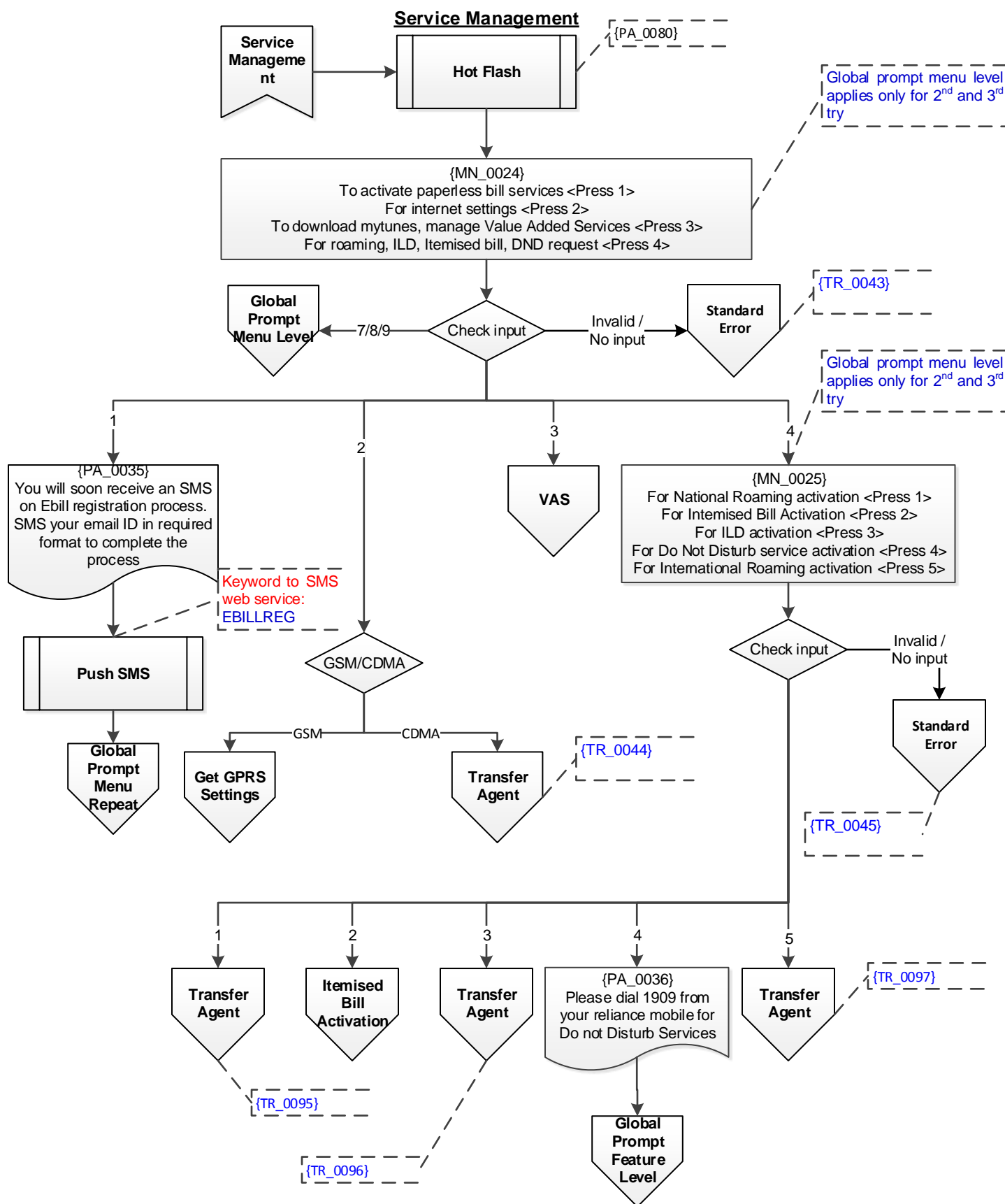
Output:

1. AMOUNT, PAYMENT\_RCVD\_DATE, PAYMENT\_TYPE
2. AMOUNT, PAYMENT\_RCVD\_DATE, PAYMENT\_TYPE
3. AMOUNT, PAYMENT\_RCVD\_DATE, PAYMENT\_TYPE

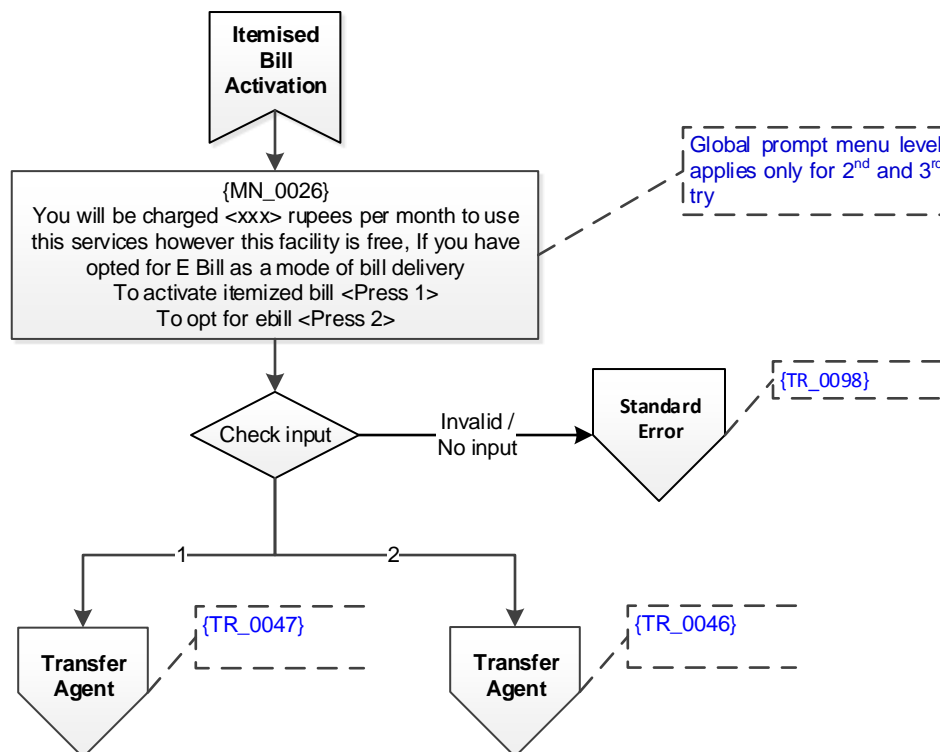
Total 3 payments would be provided  
TokenID1 will the last payment details



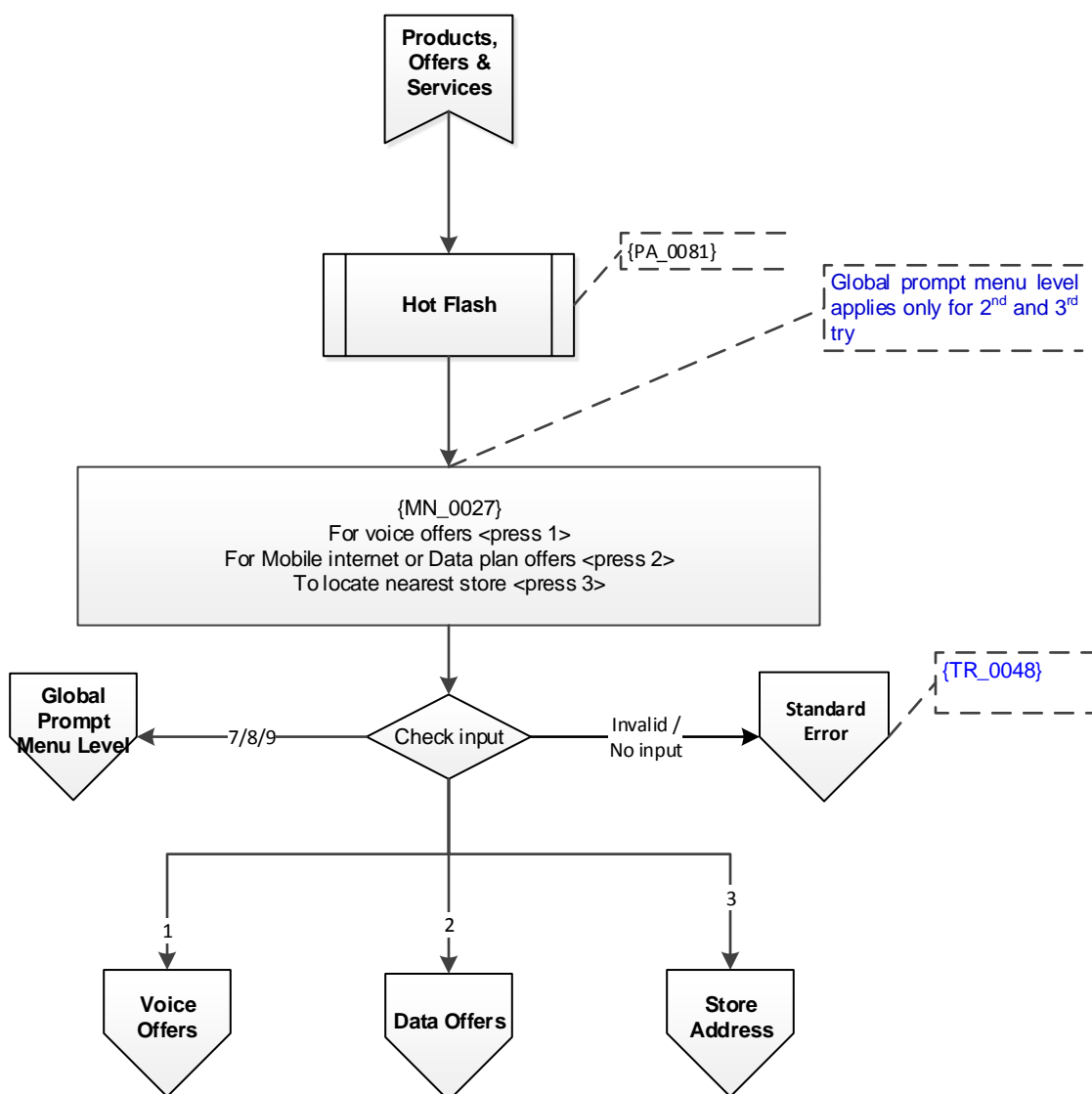




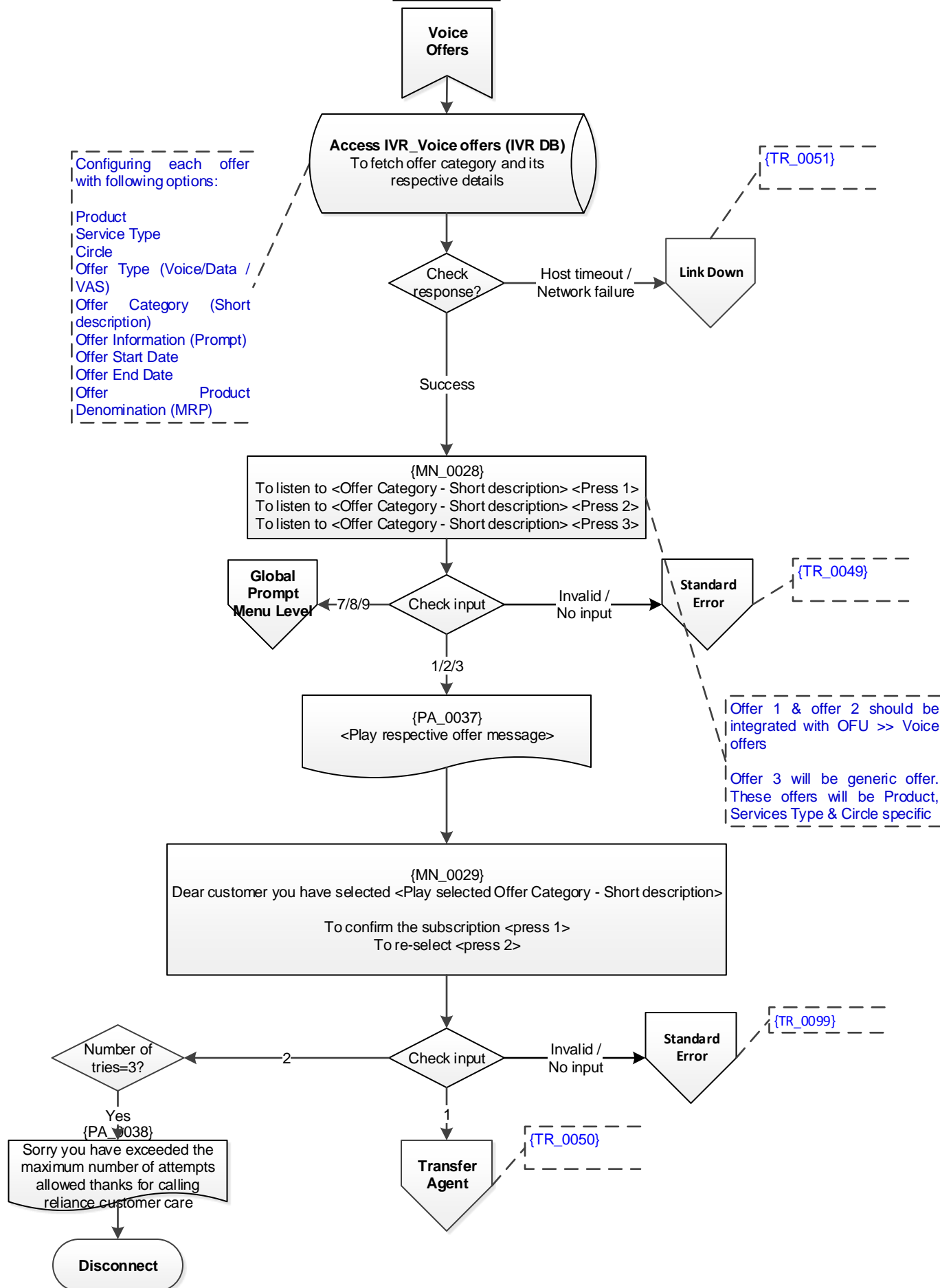
### Itemised Bill Activation



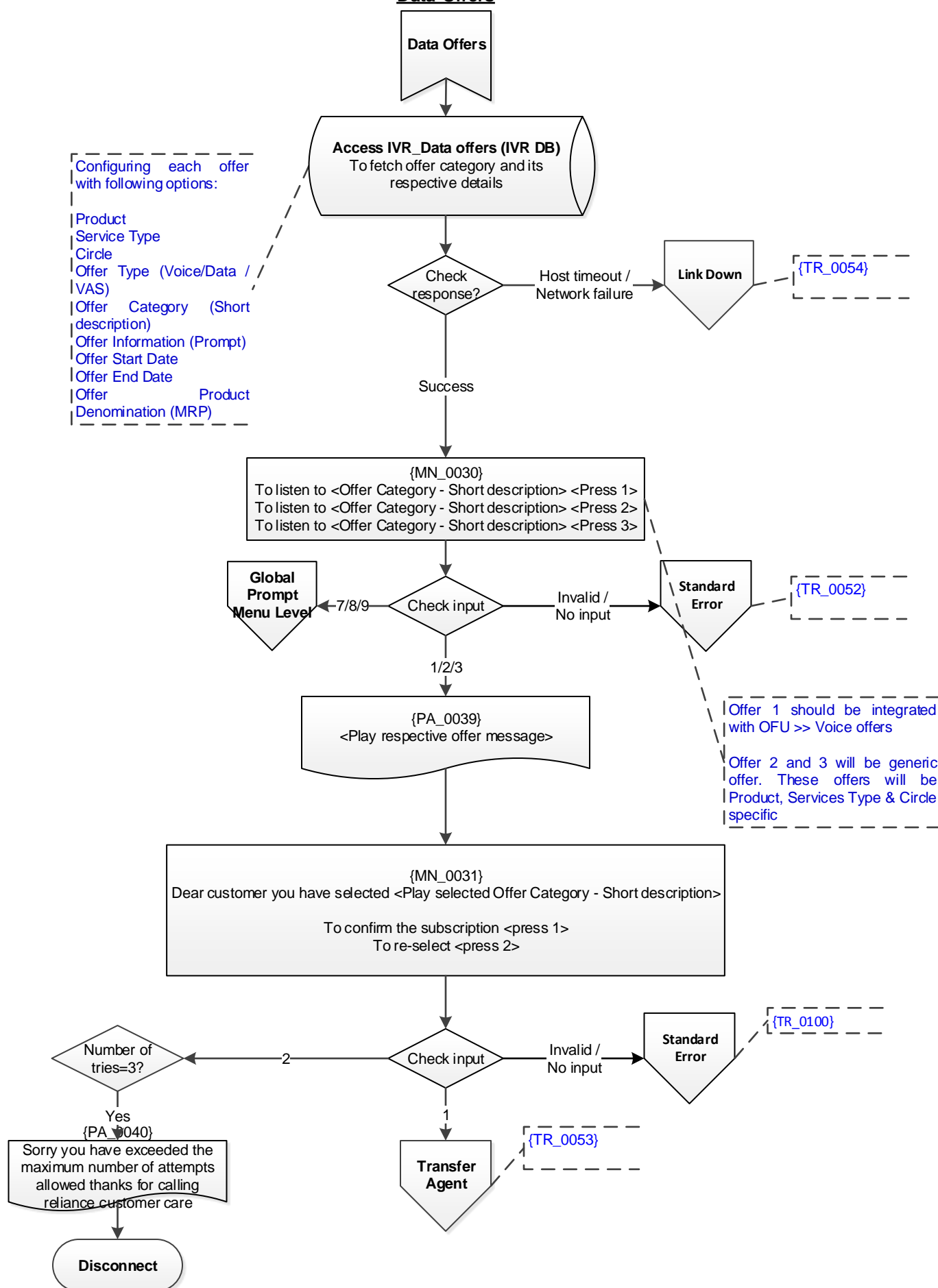
**Products, Offers & Services**



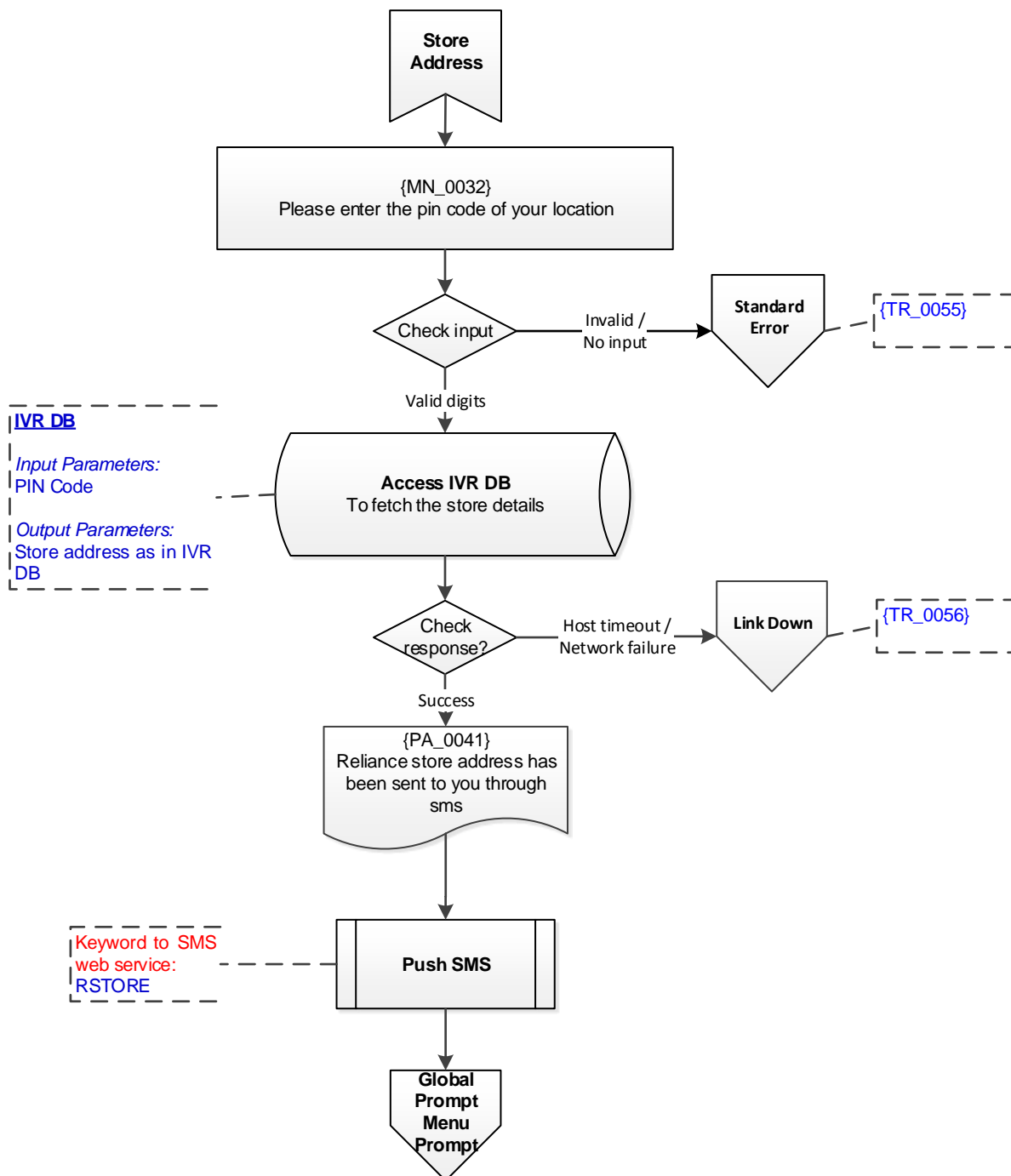
## Voice Offers

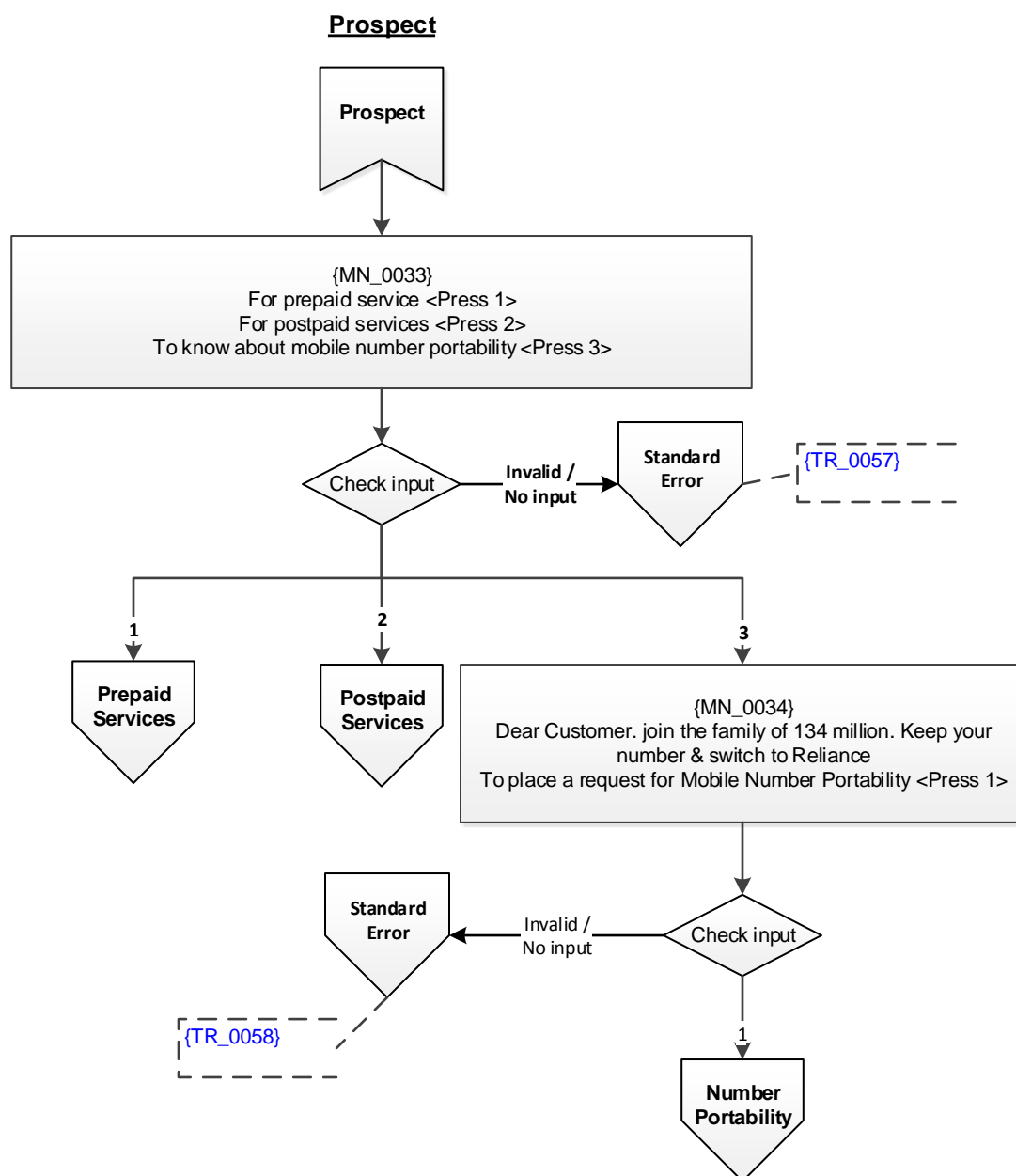


## Data Offers

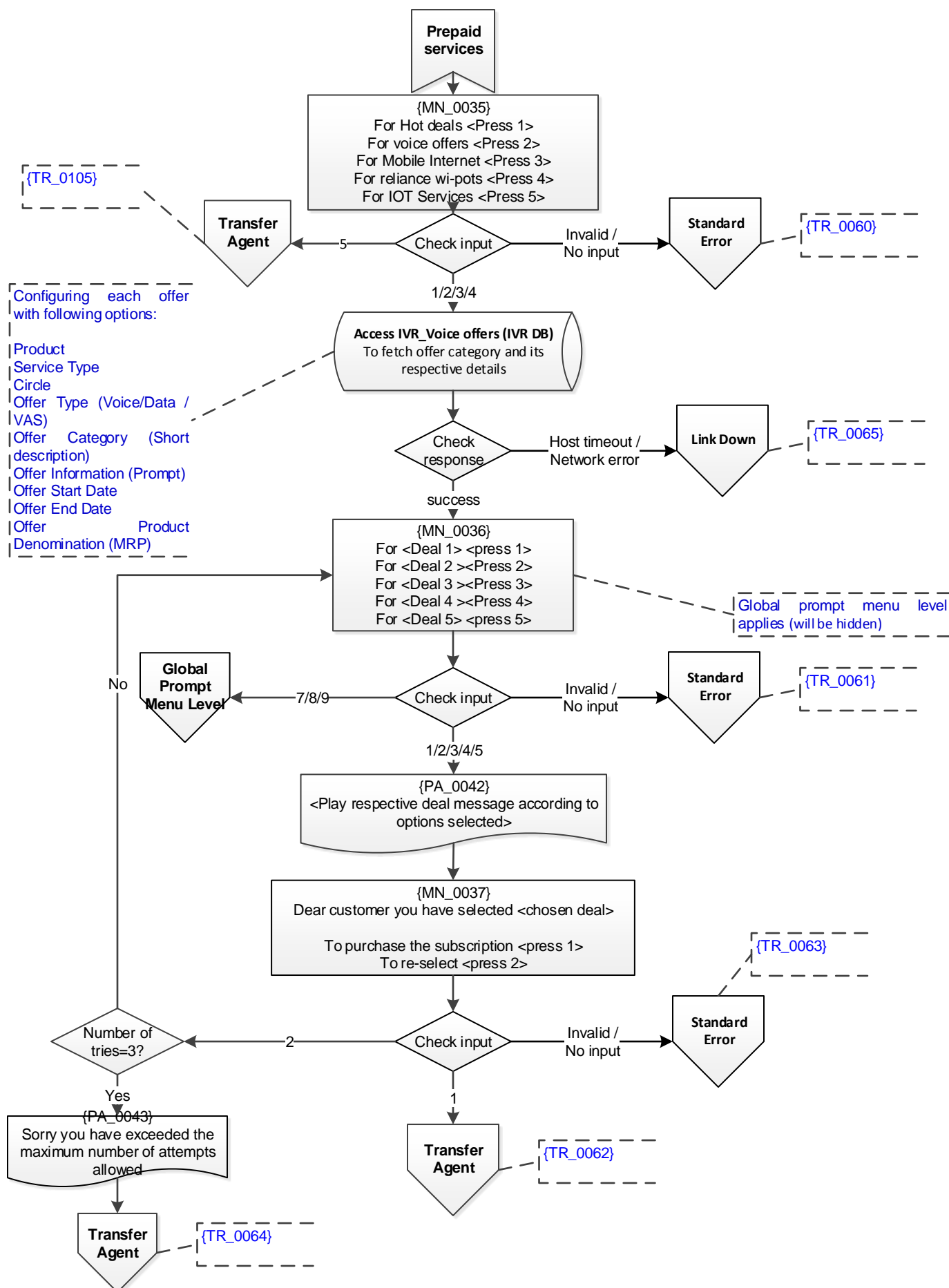


### Store Address



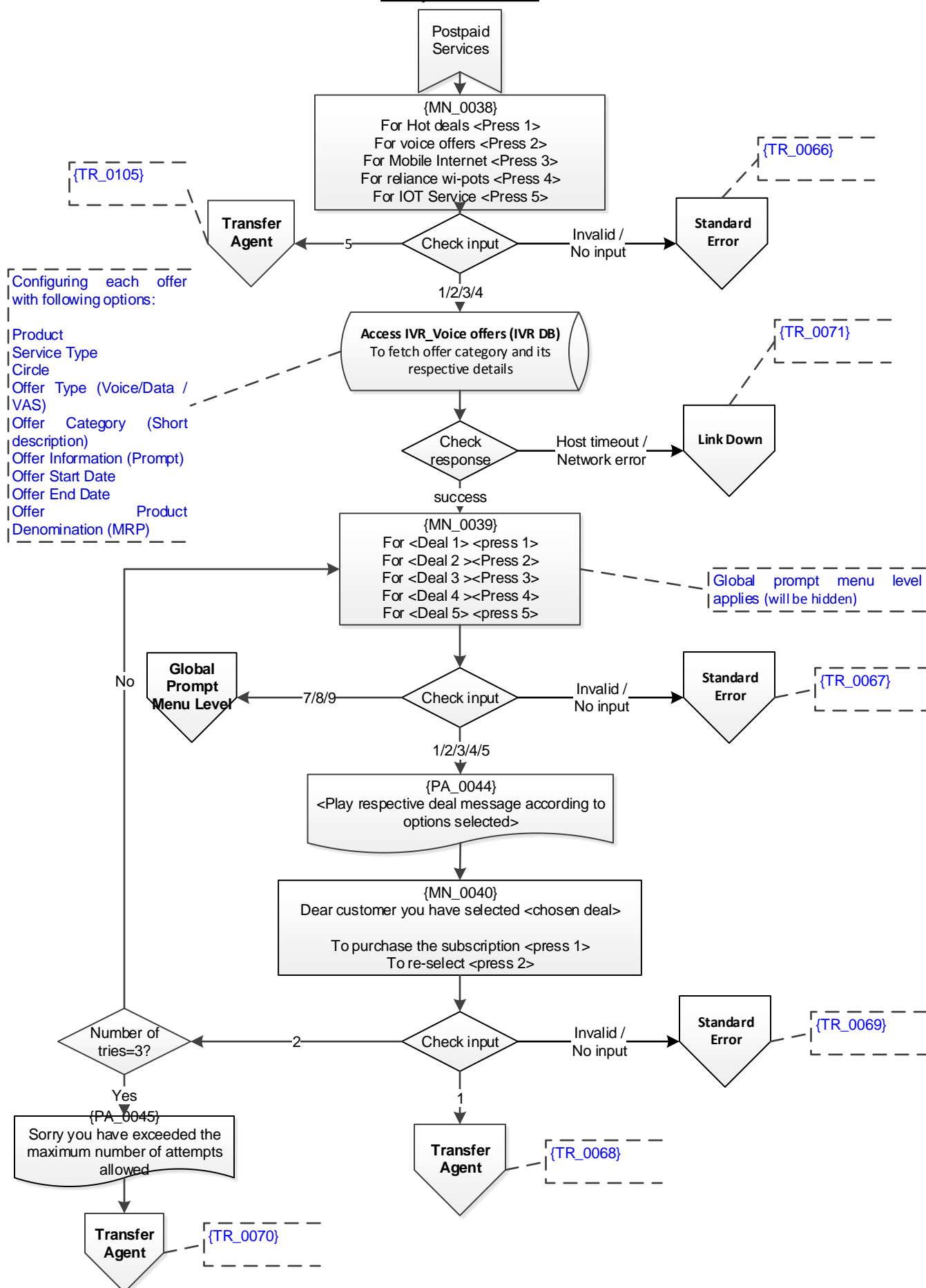


## Prepaid Services

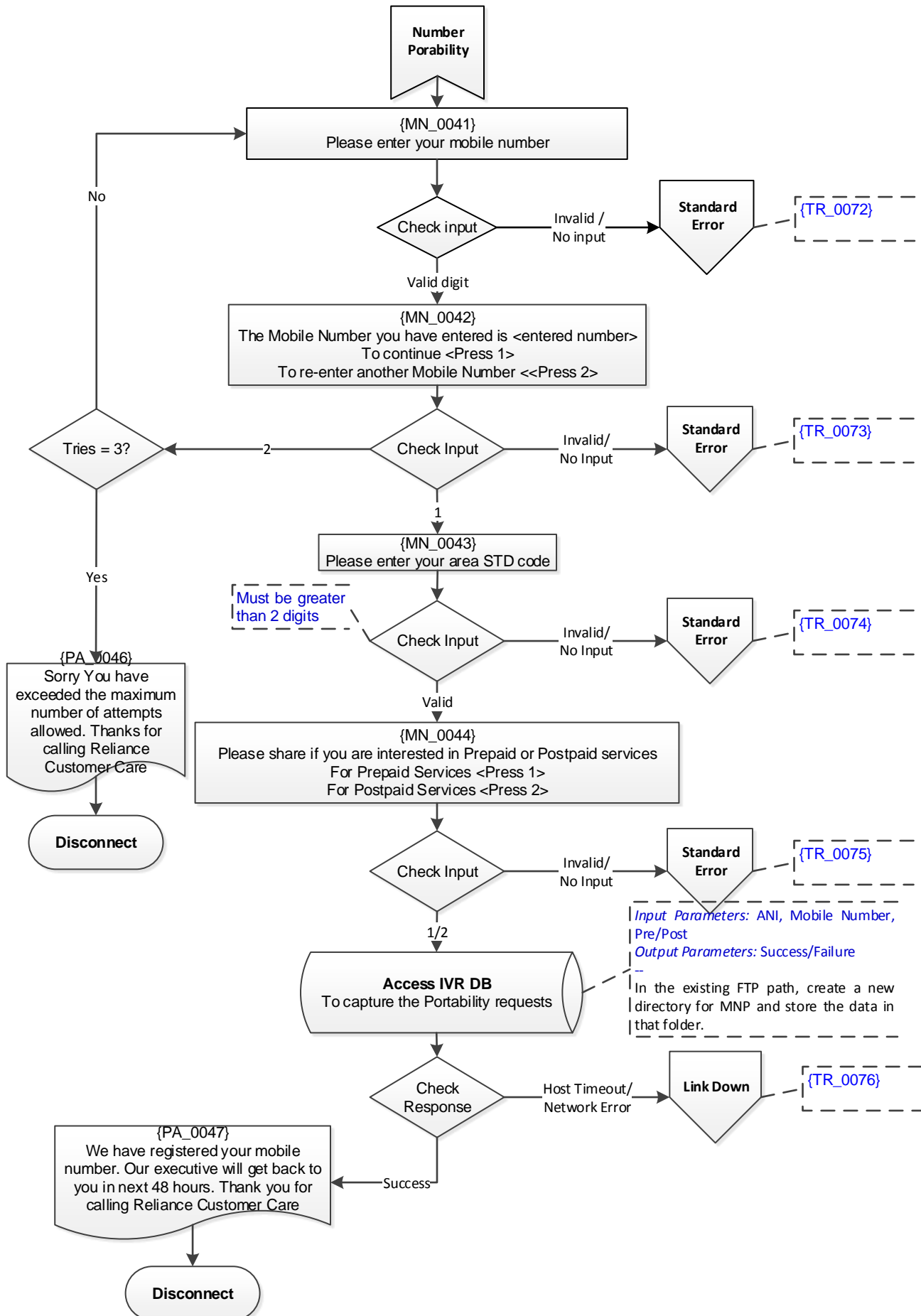




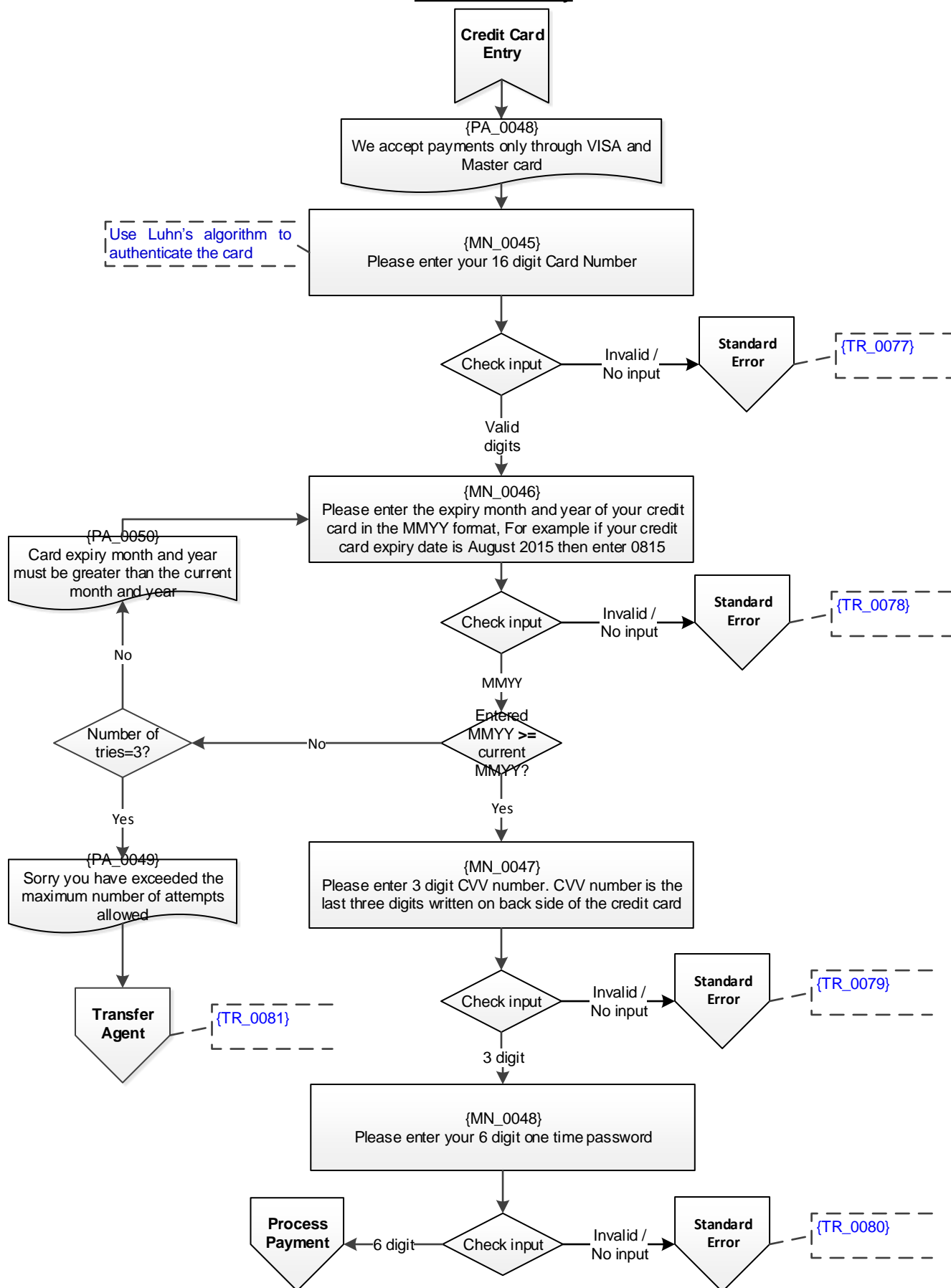
## Postpaid Services



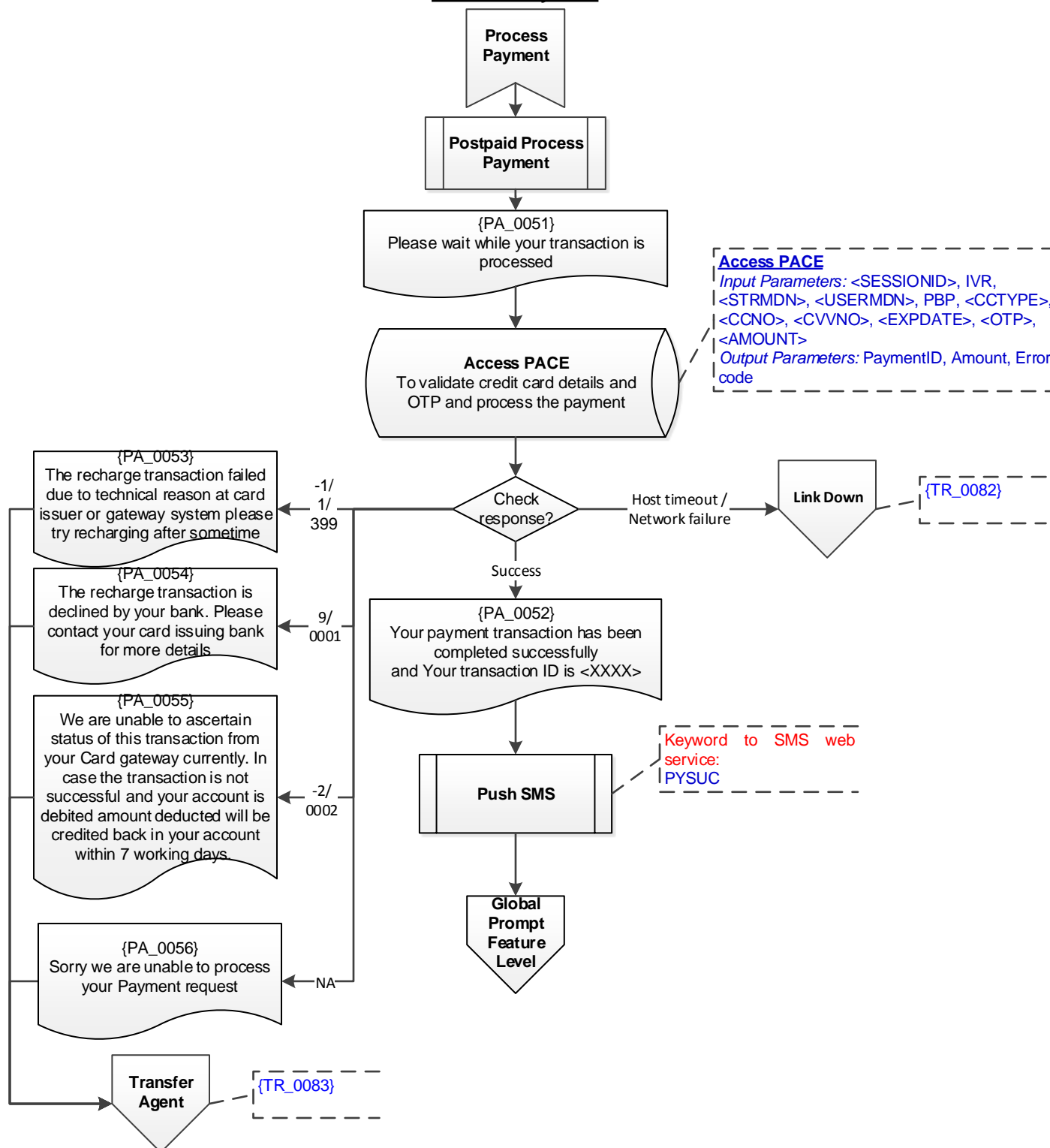
### Number Portability



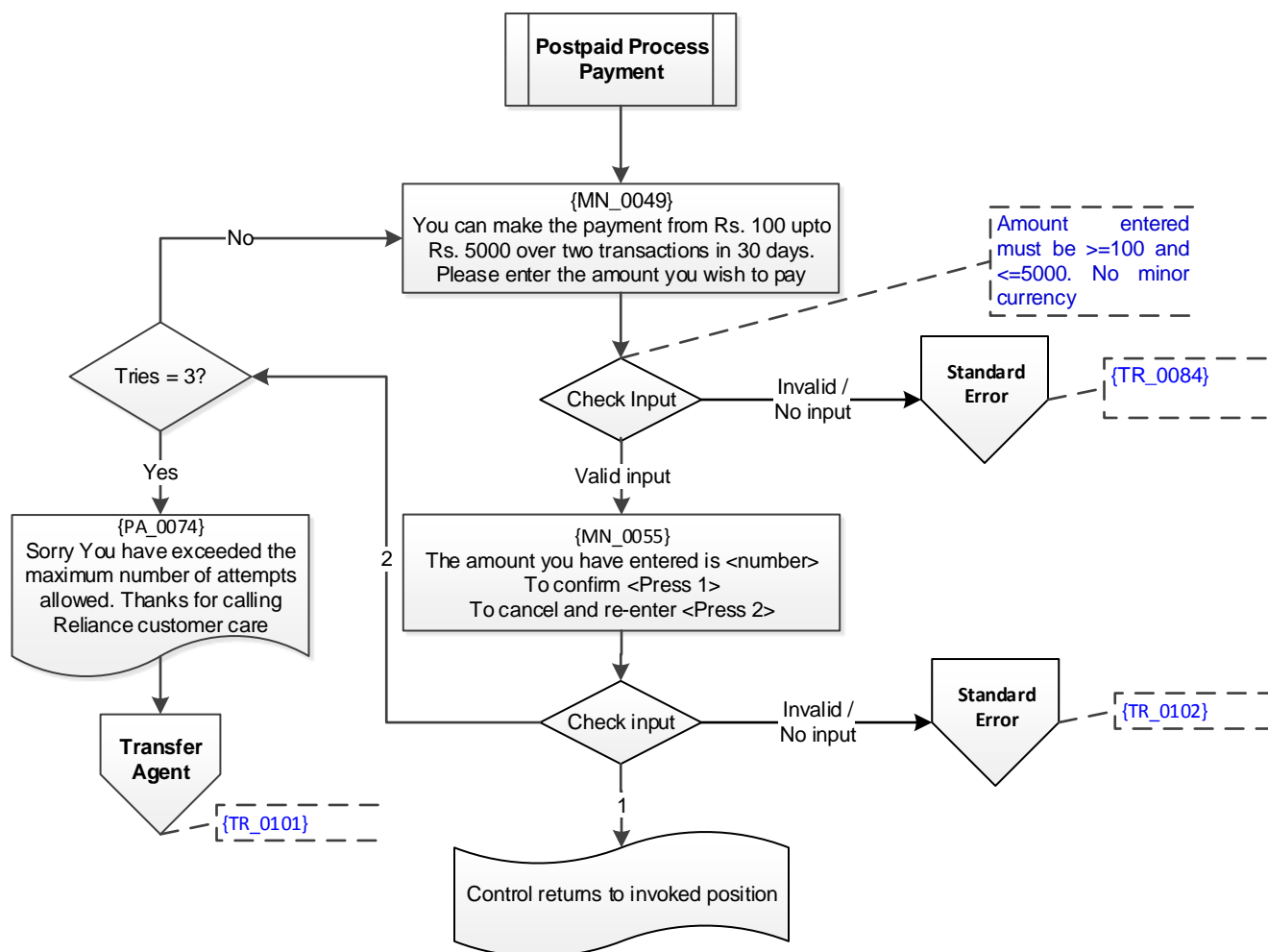
### Credit Card Entry



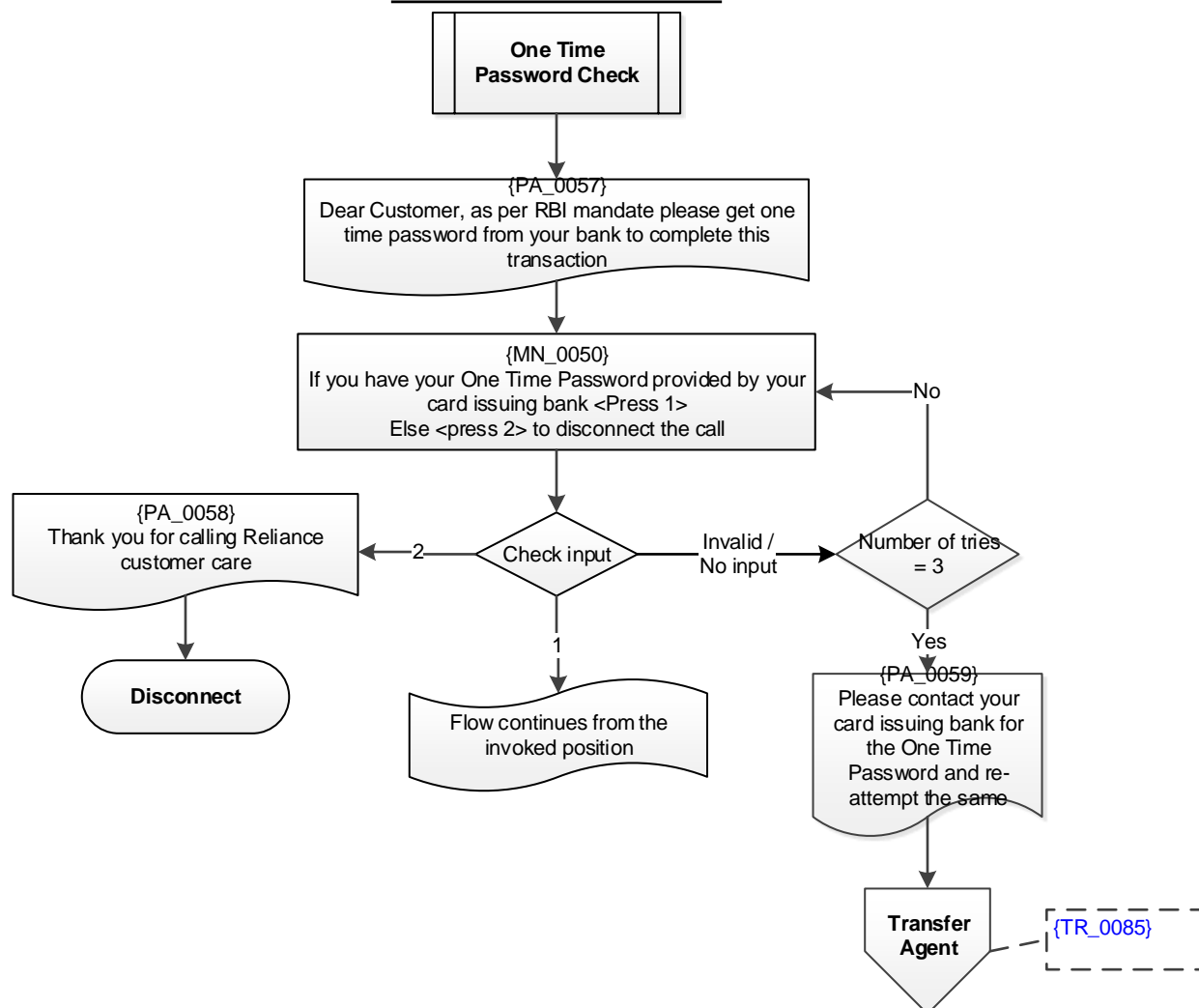
## Process Payment

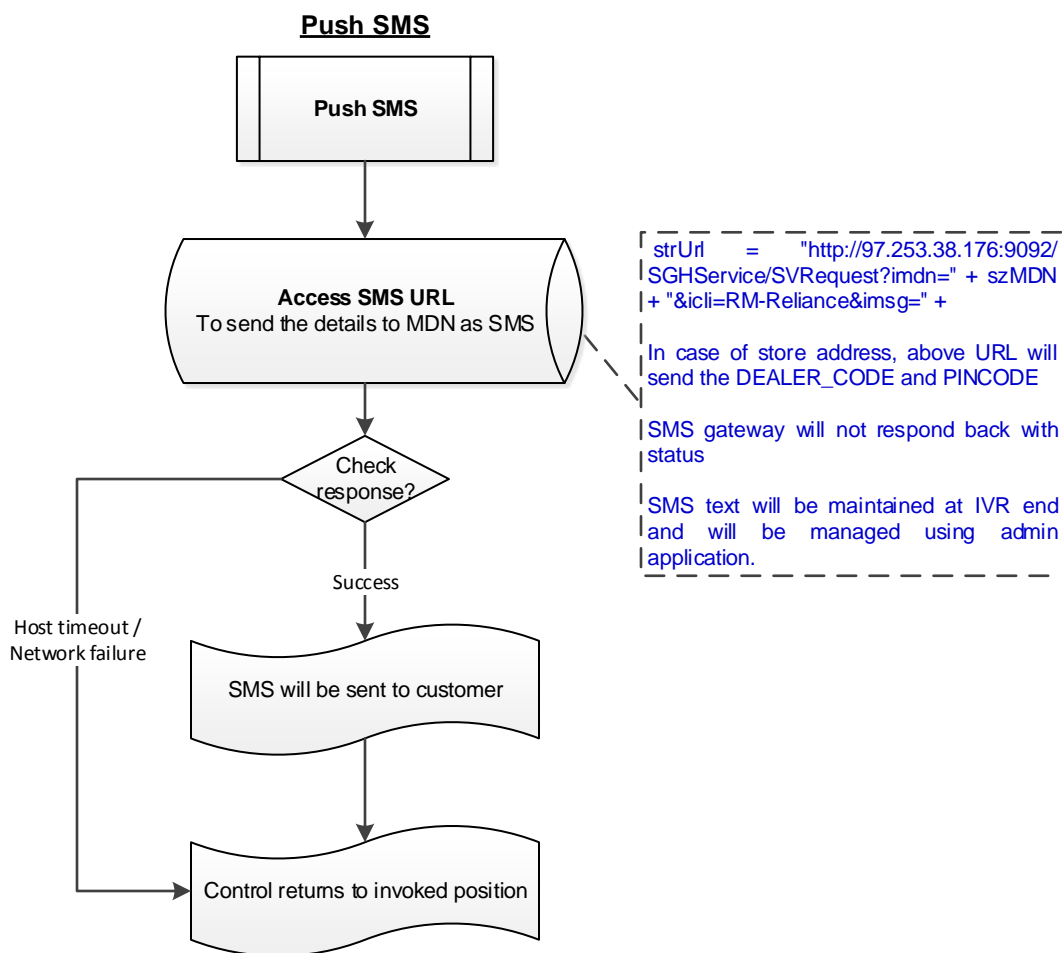


### Postpaid Process Payment

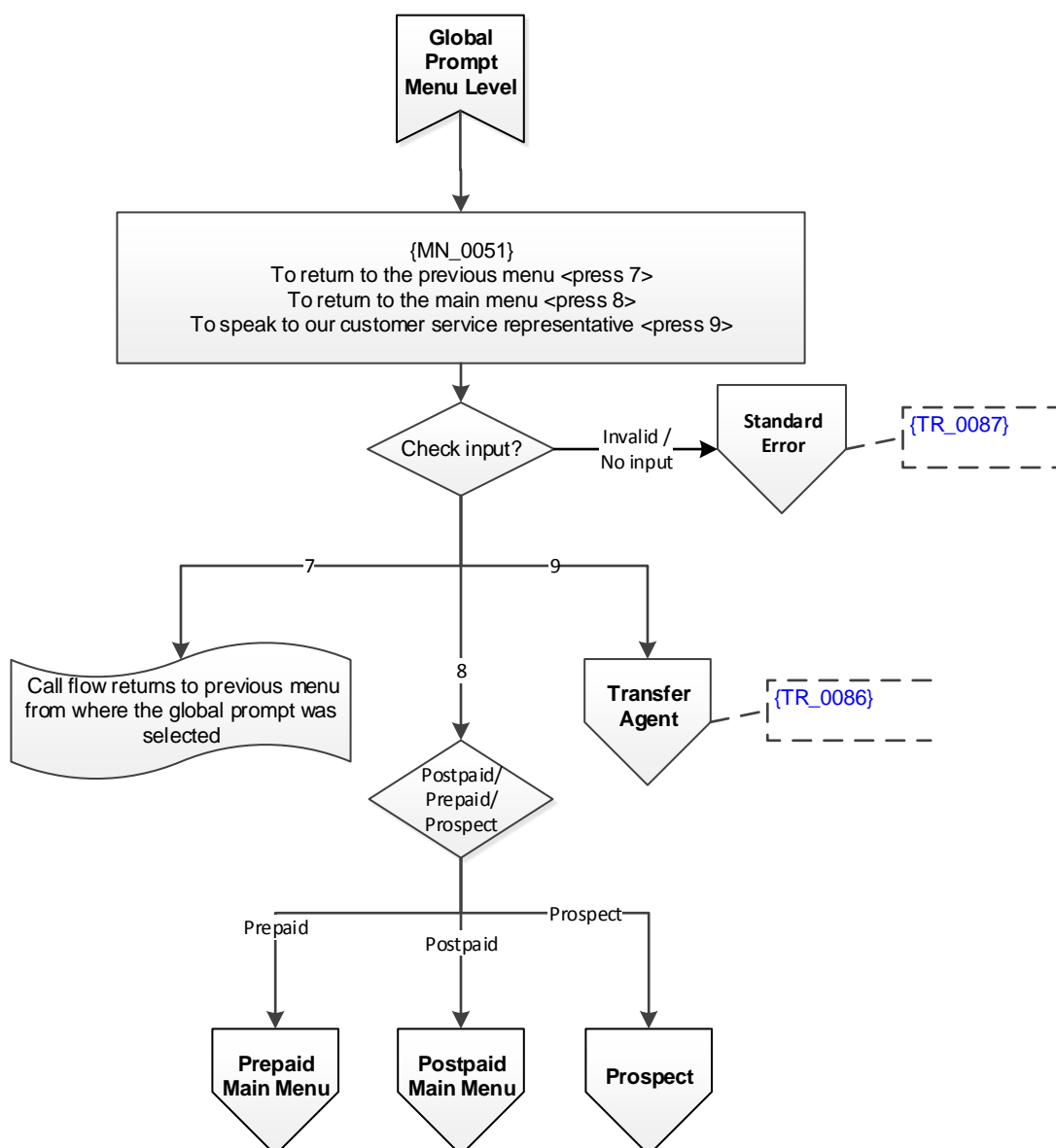


### One Time Password Check



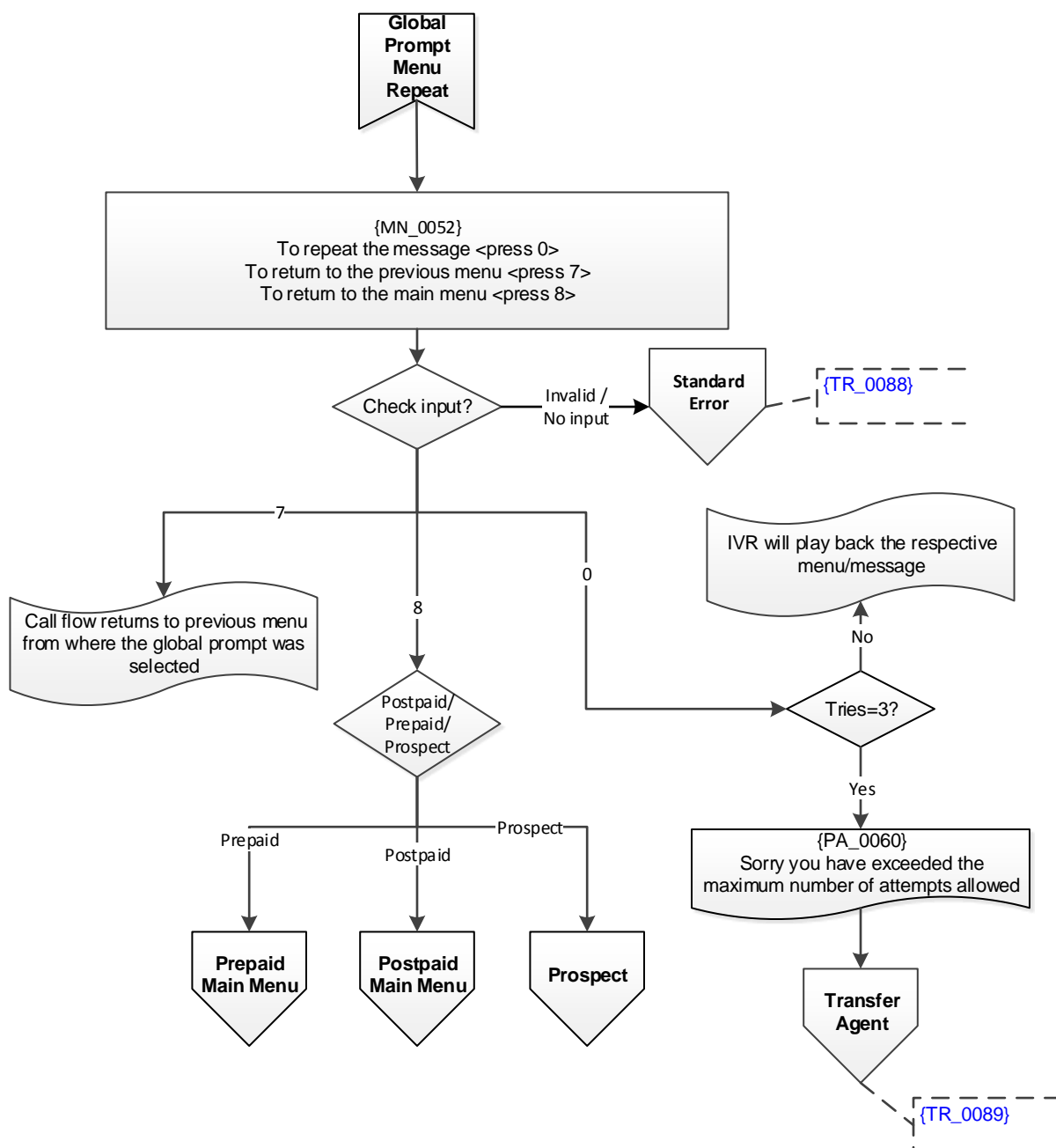


### Global Prompt Menu Level

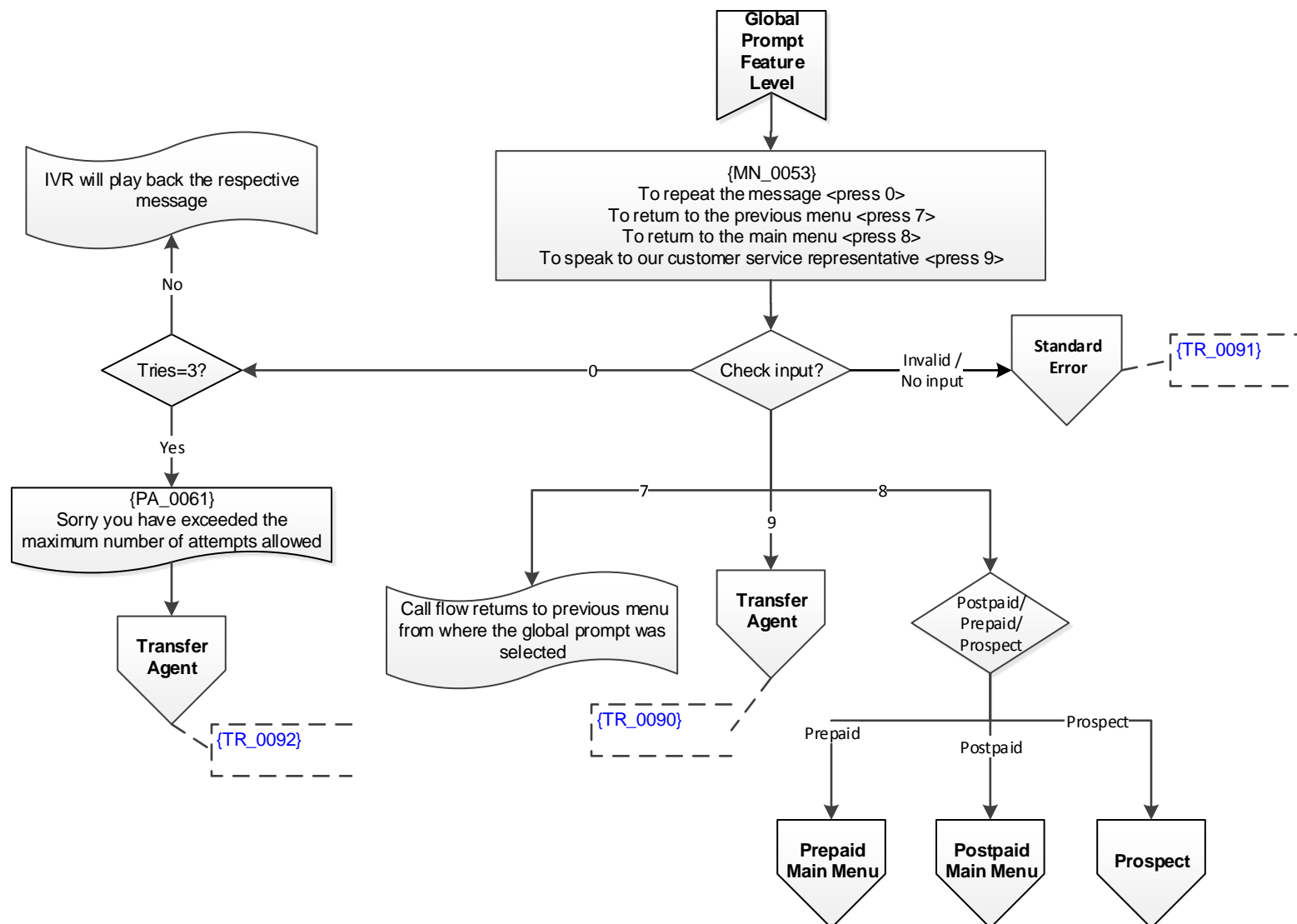




### Global Prompt Menu Level



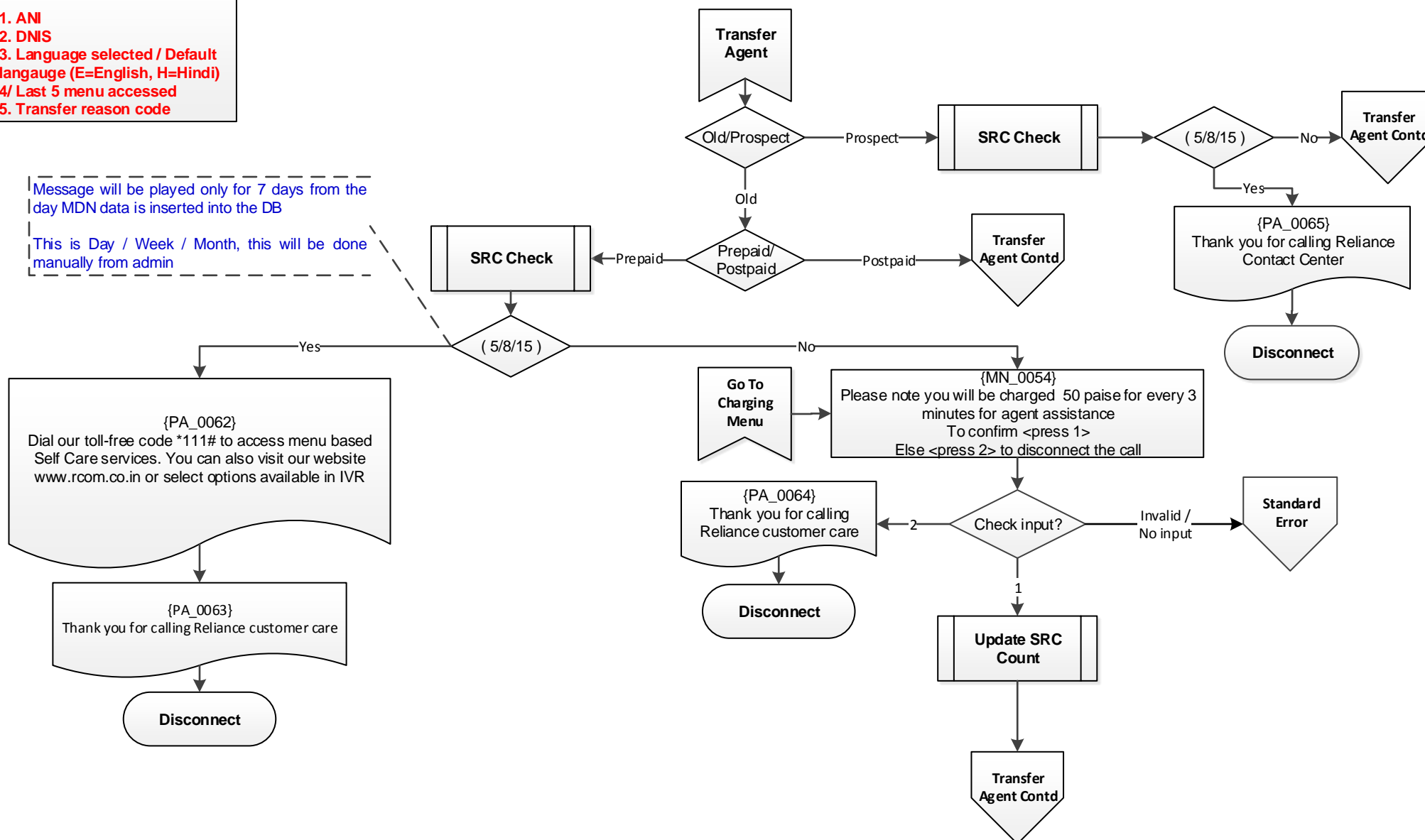
**Global Prompt Feature Level**



**IVR call variables:**

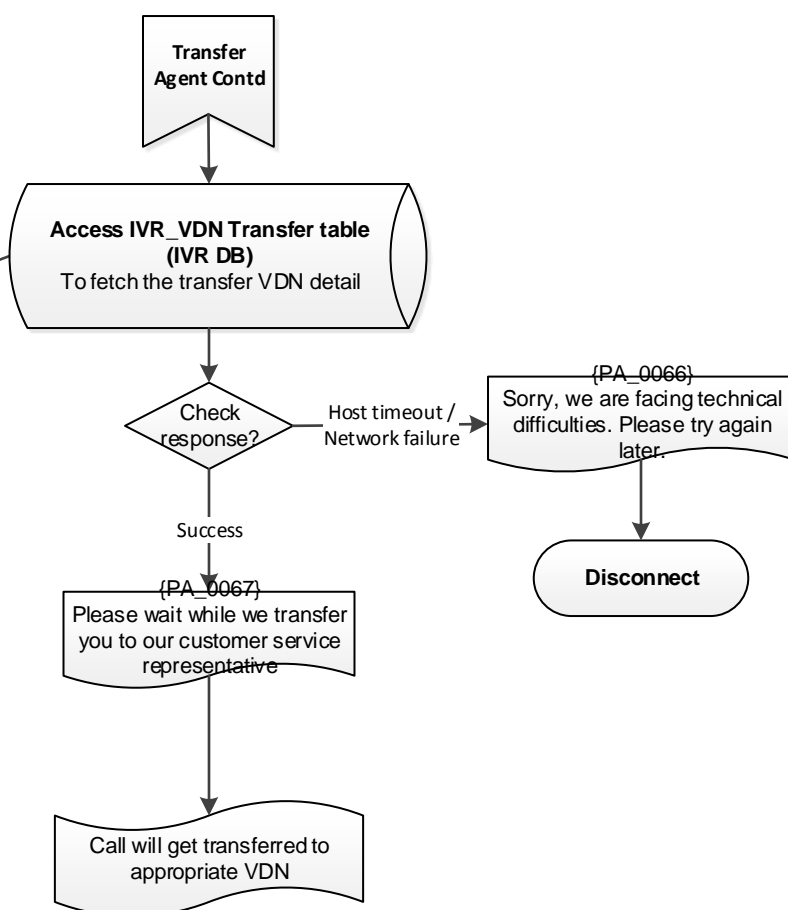
1. ANI
2. DNIS
3. Language selected / Default language (E=English, H=Hindi)
- 4/ Last 5 menu accessed
5. Transfer reason code

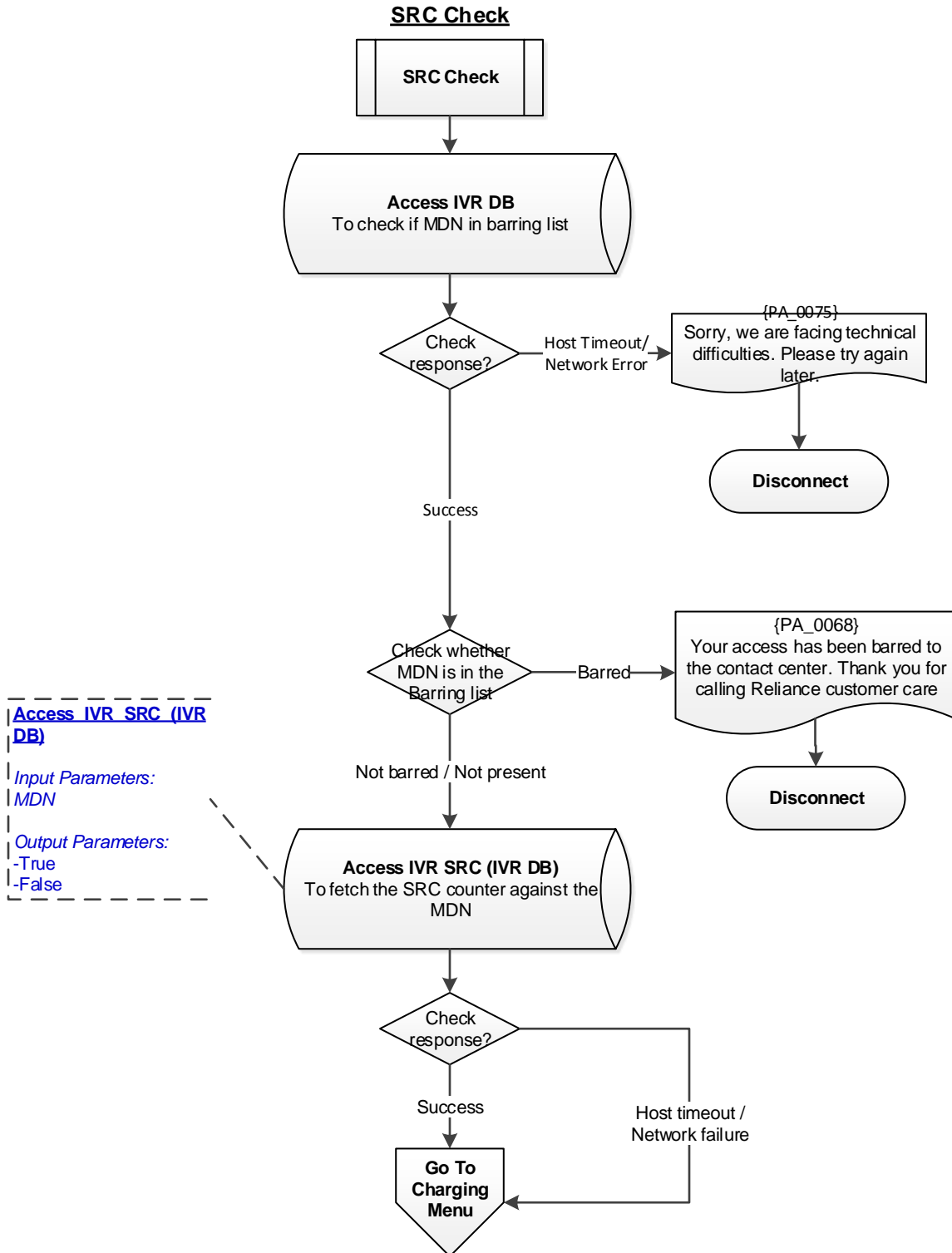
**Transfer Agent**



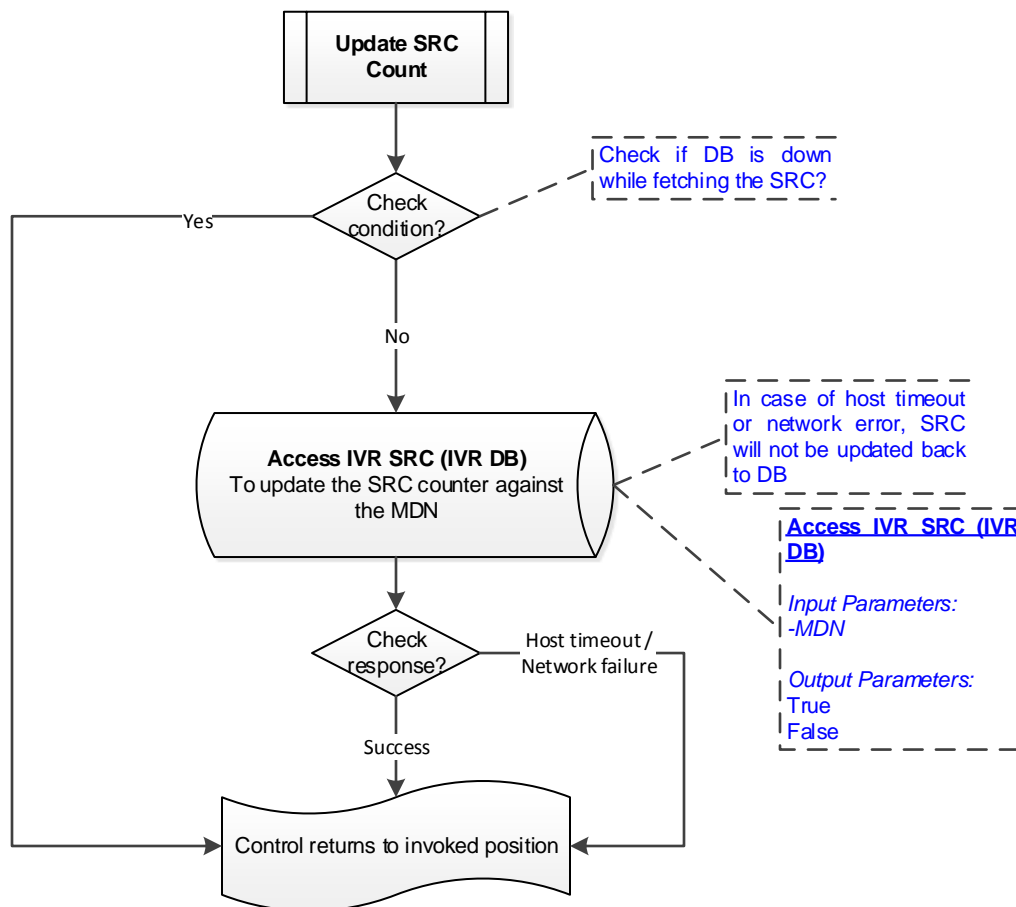
### Transfer Agent Contd

Access IVR\_VDN Transfer  
Table  
Input:  
App name  
Language  
Circle  
Customer segment (gold / silver /  
HNI)  
Call type  
Output:  
Transfer VDN1  
Transfer VDN2  
VDN 1 / VDN 2 down flag

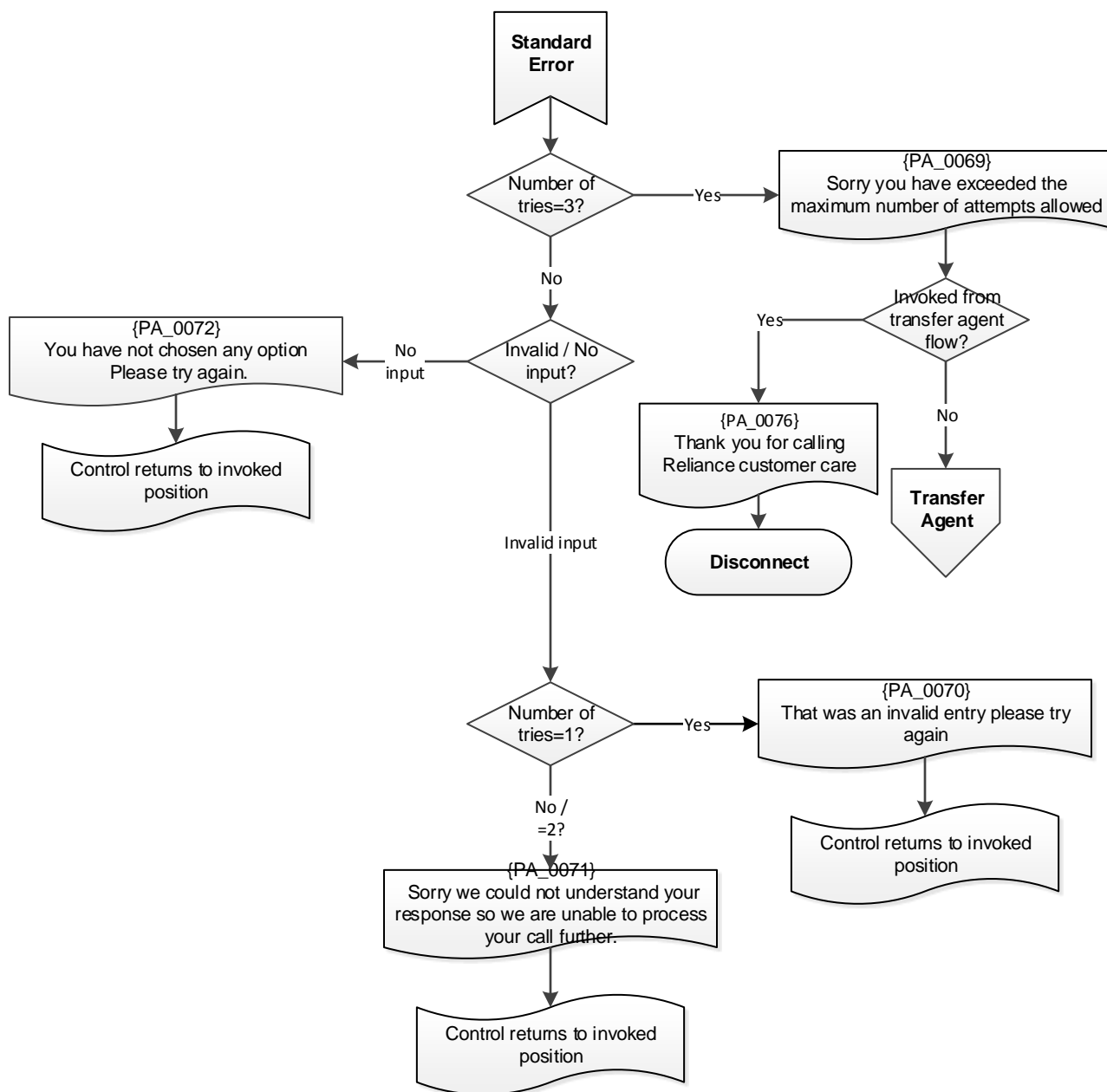




### Update SRC Count



### Standard Error



**Link Down**

