

# IVR Call Flow

## RCOM 1925 Data Service

Document Created on: November 19<sup>th</sup> 2015  
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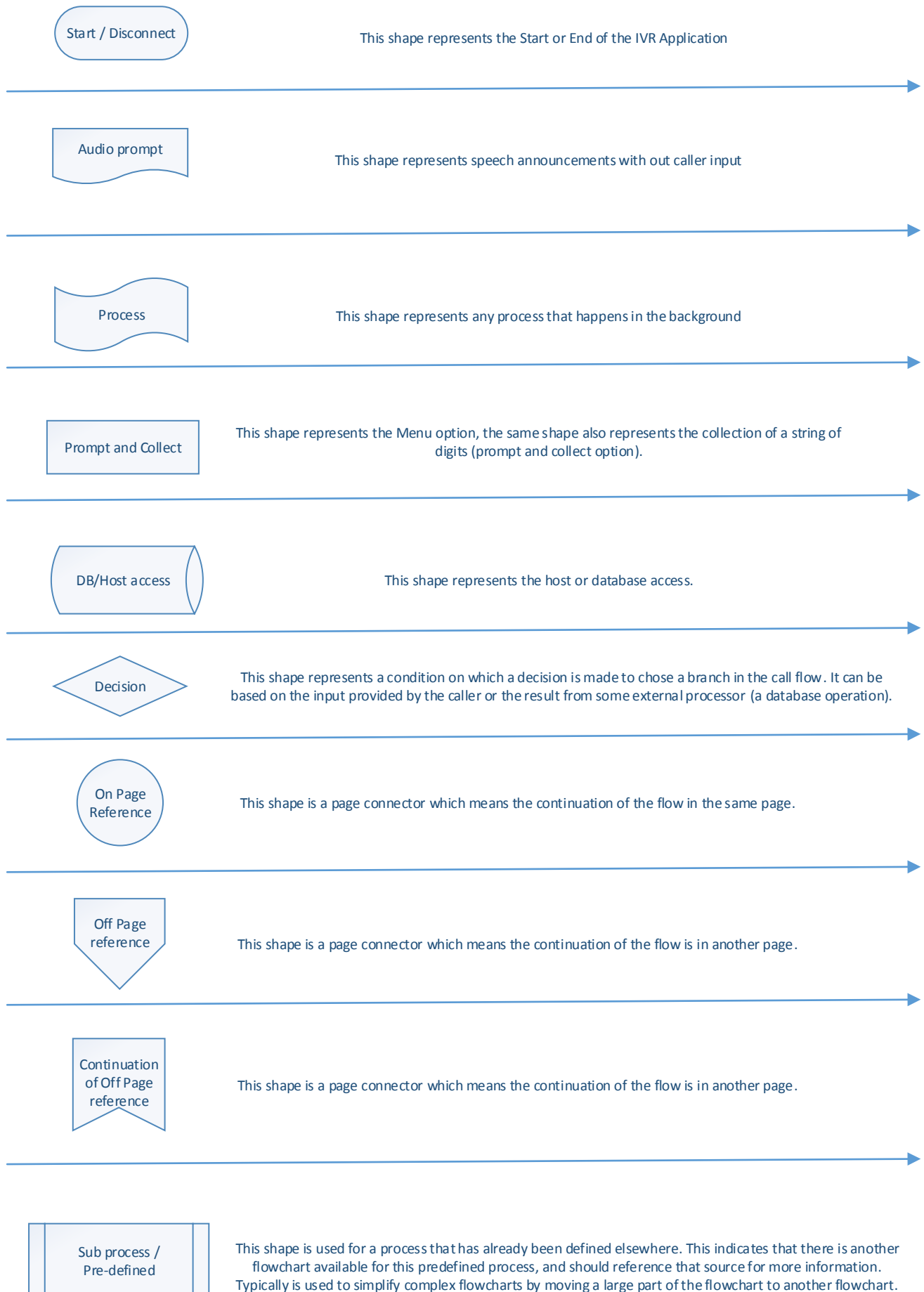
Version: 1.00

## [IVR Callflow - RCOM Tele Verification Process]

### Version History

Version No / Date	Change Initiated By	Update By	Summary of Change
1.00/Nov.19.2015	-	Yahya Rayyan	Initial draft of the call flow

## [IVR Callflow - RCOM Tele Verification Process]



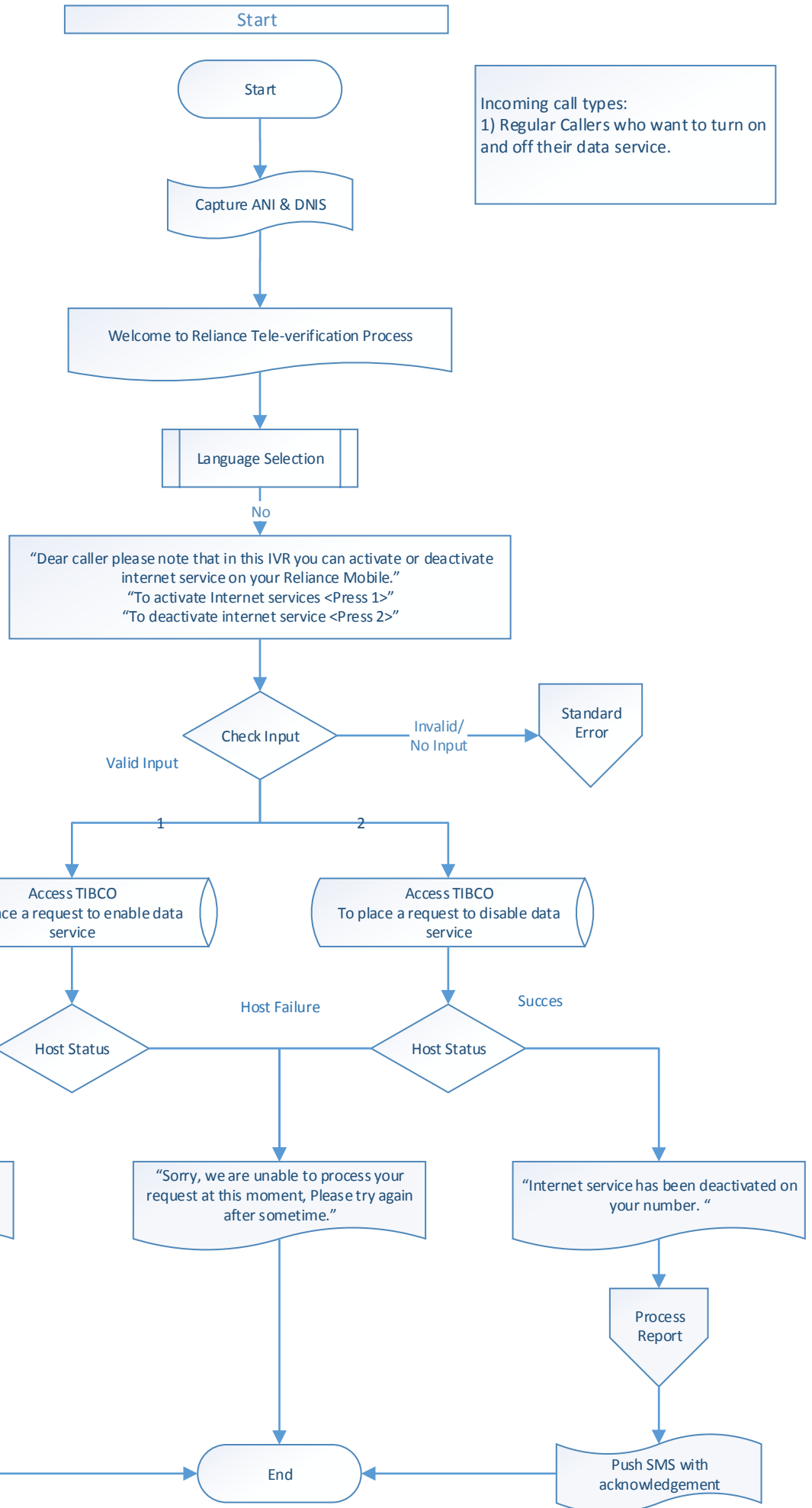
Universal Business Rules

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]

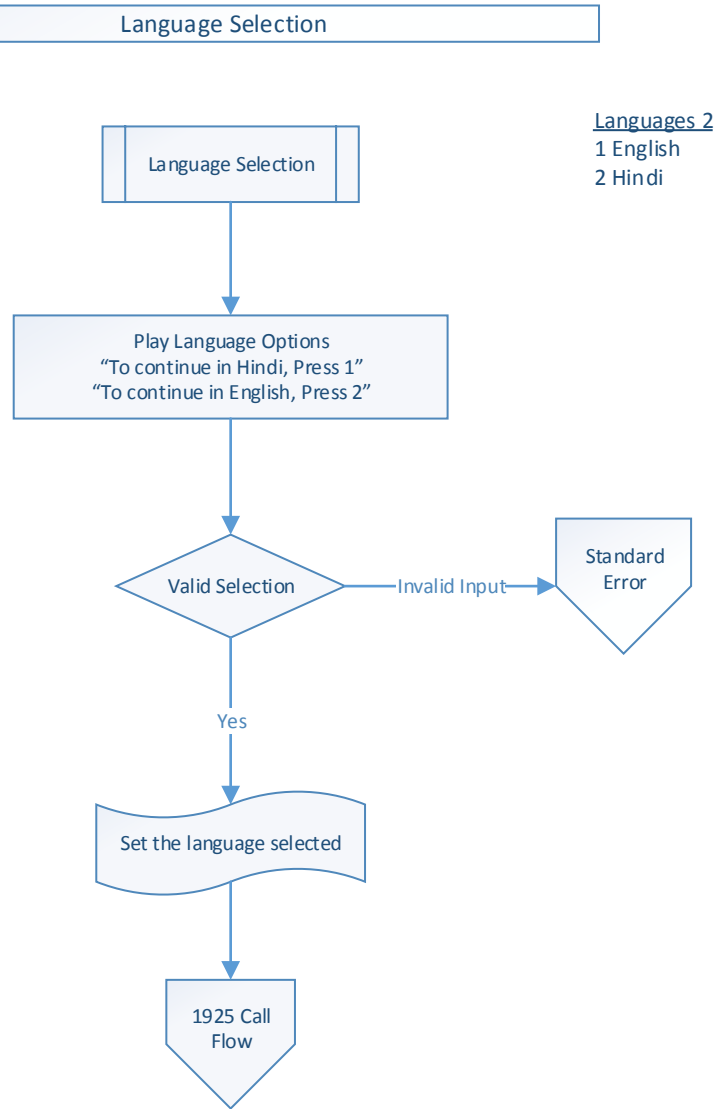
**Input XML:**

```
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
xmlns:css="http://www.tibco.com/schemas/CSS_GW/SharedResources/Schema/Private/CSS_Schema.xsd">
<soap:Header/>
<soap:Body>
<css:Request>
<css:requestId>12345678</css:requestId>
<css:service_ID>9311113099</css:service_ID>
<css:requestType>DATA</css:requestType>
<css:langID>0</css:langID>
<css:requestSource>IVR</css:requestSource>
<css:timeStamp></css:timeStamp>
<css:param>
<css:id>opType/ACTION</css:id>
<css:value>START</css:value>
<css:type>STRING</css:type>
</css:param>
</css:Request>
</soap:Body>
</soap:Envelope>
```



Incoming call types:  
1) Regular Callers who want to turn on and off their data service.

## [IVR Callflow - RCOM Tele Verification Process]



Standard Error

Standard Error

