RCOM 1299 IVR Call Flow

CDMA, GSM 4G Post Registration Flow

Document Created On: April 12th 2016
Last Updated On: August 29th 2016
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Version: 1.4

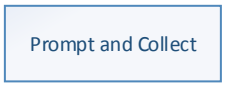
Version History

Version No / Date	Change Initiated By	Update By	Summary of Change
1.0/Apr.12.2016	Rajesh Manjalkar	Yahya Rayyan	Initial draft of the call flow
1.1/Apr.18.2016	Rajesh Manjalkar	Yahya Rayyan	Merged phase I and Phase II
1.2/Apr.18.2016	Deepinder	Yahya Rayyan	Removed registration menu and SMS
1.3/Jul.27.2016	Rajesh Manjalkar	Yahya Rayyan	Included GSM Prepaid and Postpaid 4G registration services.
1.4/Aug.29.2016	Rajesh Manjalkar	Yahya Rayyan	Special plan/pack offer for specified GSP Postpaid callers.
1.5/Sep.09.2016	Rajesh Manjalkar	Tarun Jain	Plan selection option not required for specified GSP Postpaid callers.

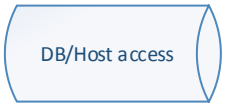
This shape represents the Start or End of the IVR Application

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.

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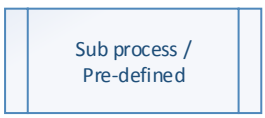
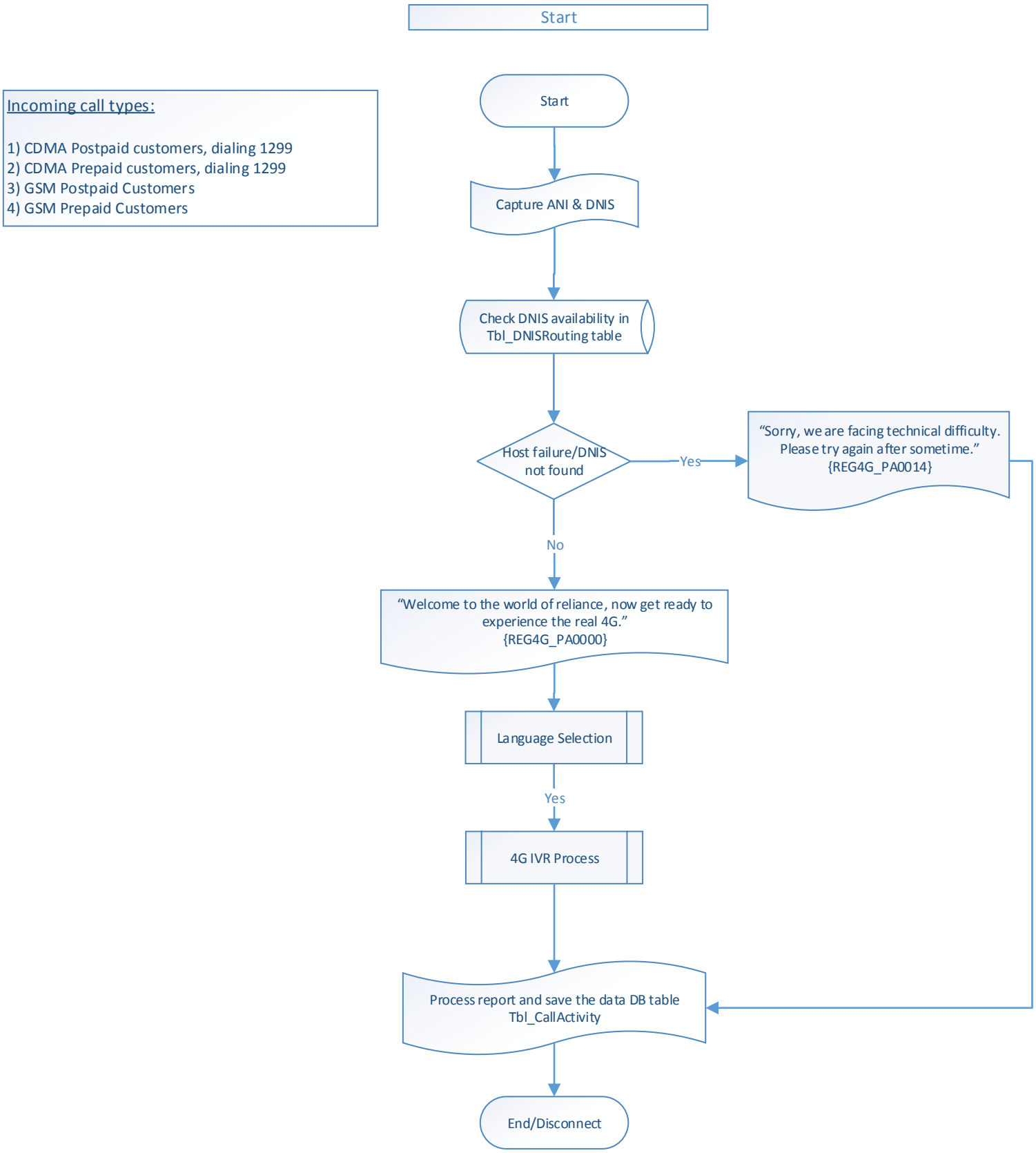


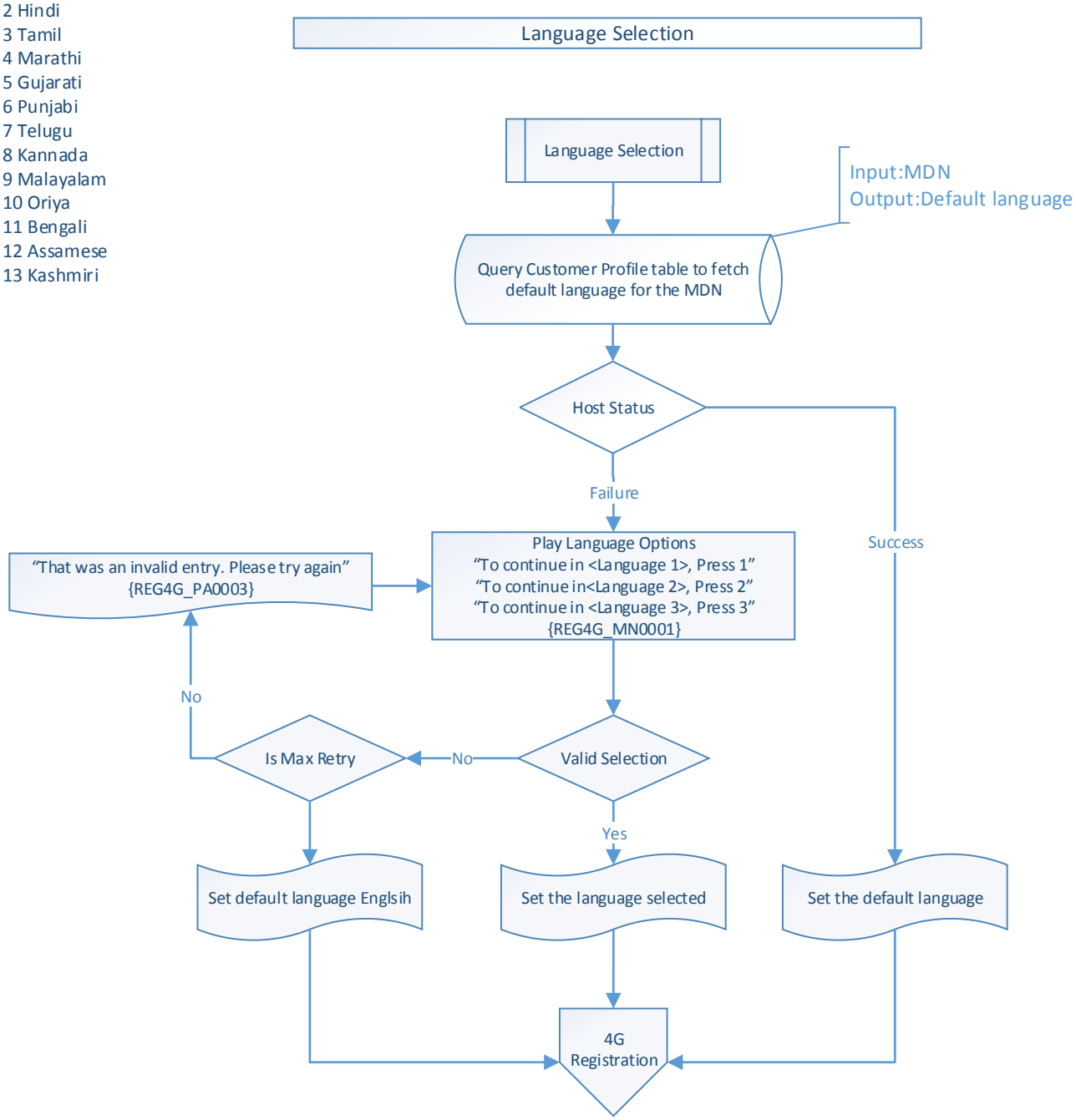
This shape is used for a process that has already been defined elsewhere. This indicates that there is another flowchart available for this predefined process, and should reference that source for more information. Typically is used to simplify complex flowcharts by moving a large part of the flowchart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

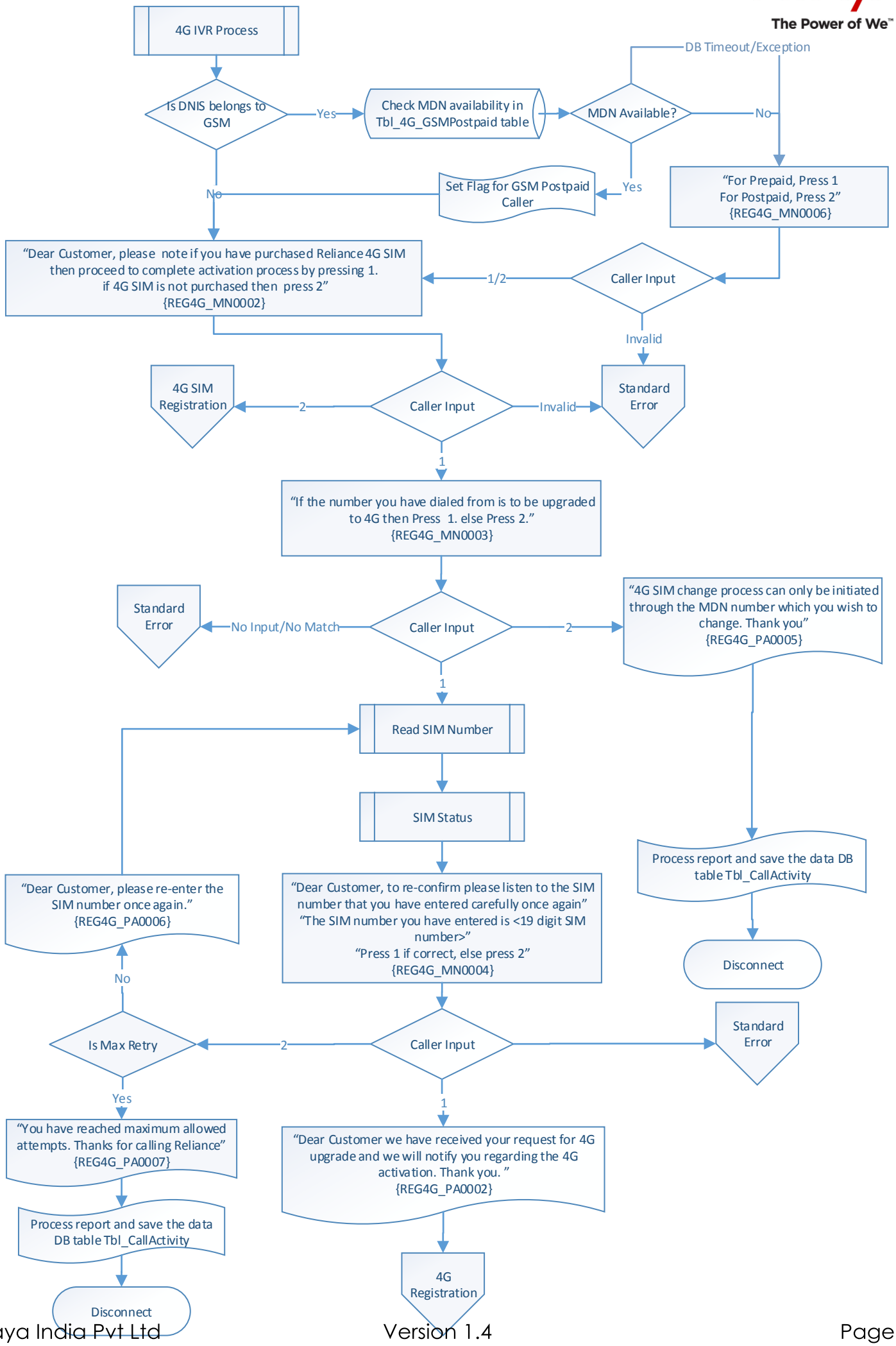
Universal Business Rules

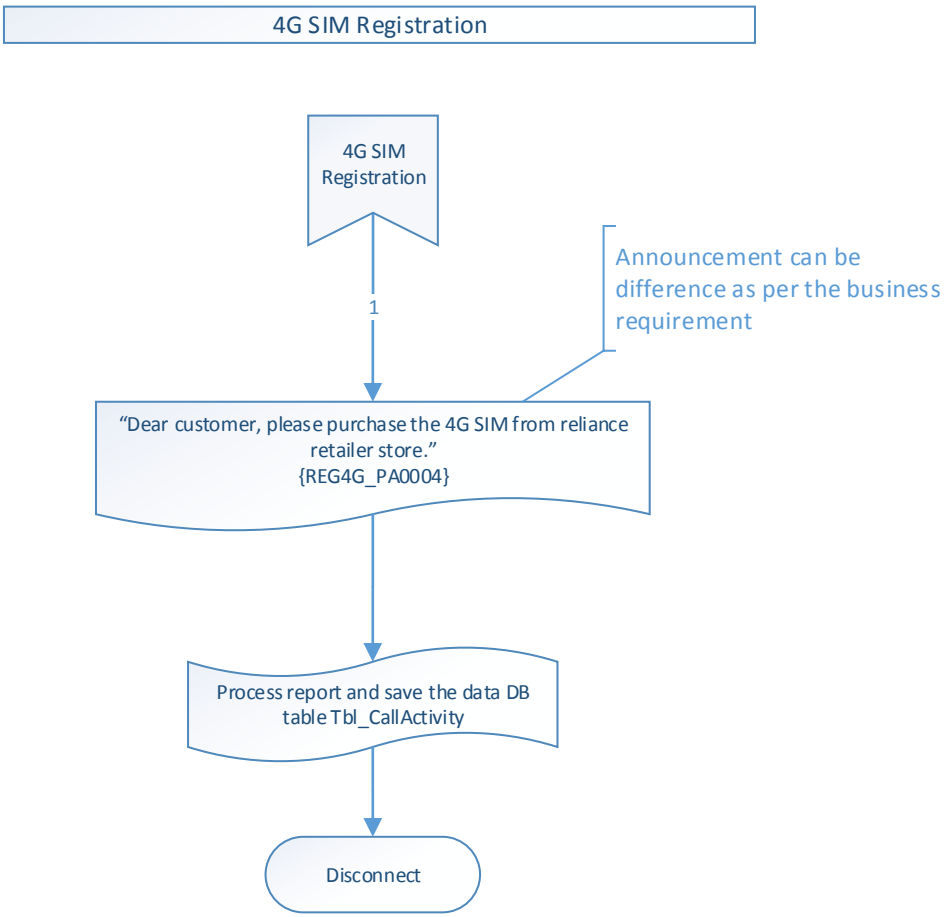
Serial No	Functionality	Description	Exception
1	Call Center Business	24 x 7	
2	Language Interaction	All 12 Languages	Not Applicable
3	No Input timeout	5 Seconds (Configurable)	Not Applicable
4	Inter Digit Timeout	3 Seconds (Configurable)	
5	Host timeout	5 Seconds (Configurable)	-
6	Maximum number of tries	3 Tries (1 initial try + 2 retries)	-
7	Touch Tone Entry	DTMF numeric, Hash (#), and asterisk (*) inputs only	Not Applicable

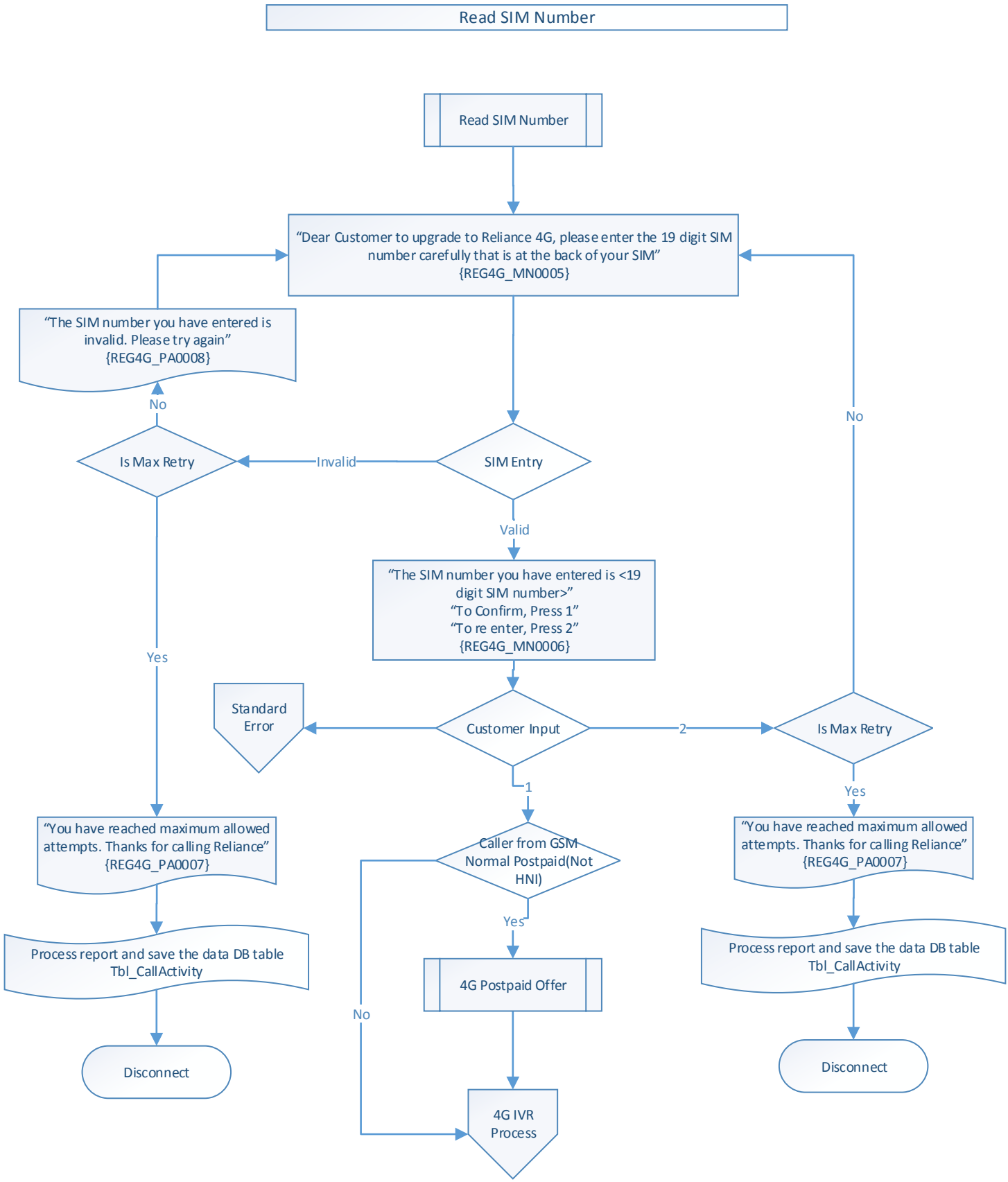

Start
Incoming call types:
1) CDMA Postpaid customers, dialing 1299
2) CDMA Prepaid customers, dialing 1299
3) GSM Postpaid Customers
4) GSM Prepaid Customers
Start
Capture ANI & DNIS
Check DNIS availability in Tbl_DNISRouting table
Host failure/DNIS not found
Yes
"Sorry, we are facing technical difficulty. Please try again after sometime." {REG4G_PA0014}
No
"Welcome to the world of reliance, now get ready to experience the real 4G." {REG4G_PA0000}
Language Selection
Yes
4G IVR Process
Process report and save the data DB table Tbl_CallActivity
End/Disconnect

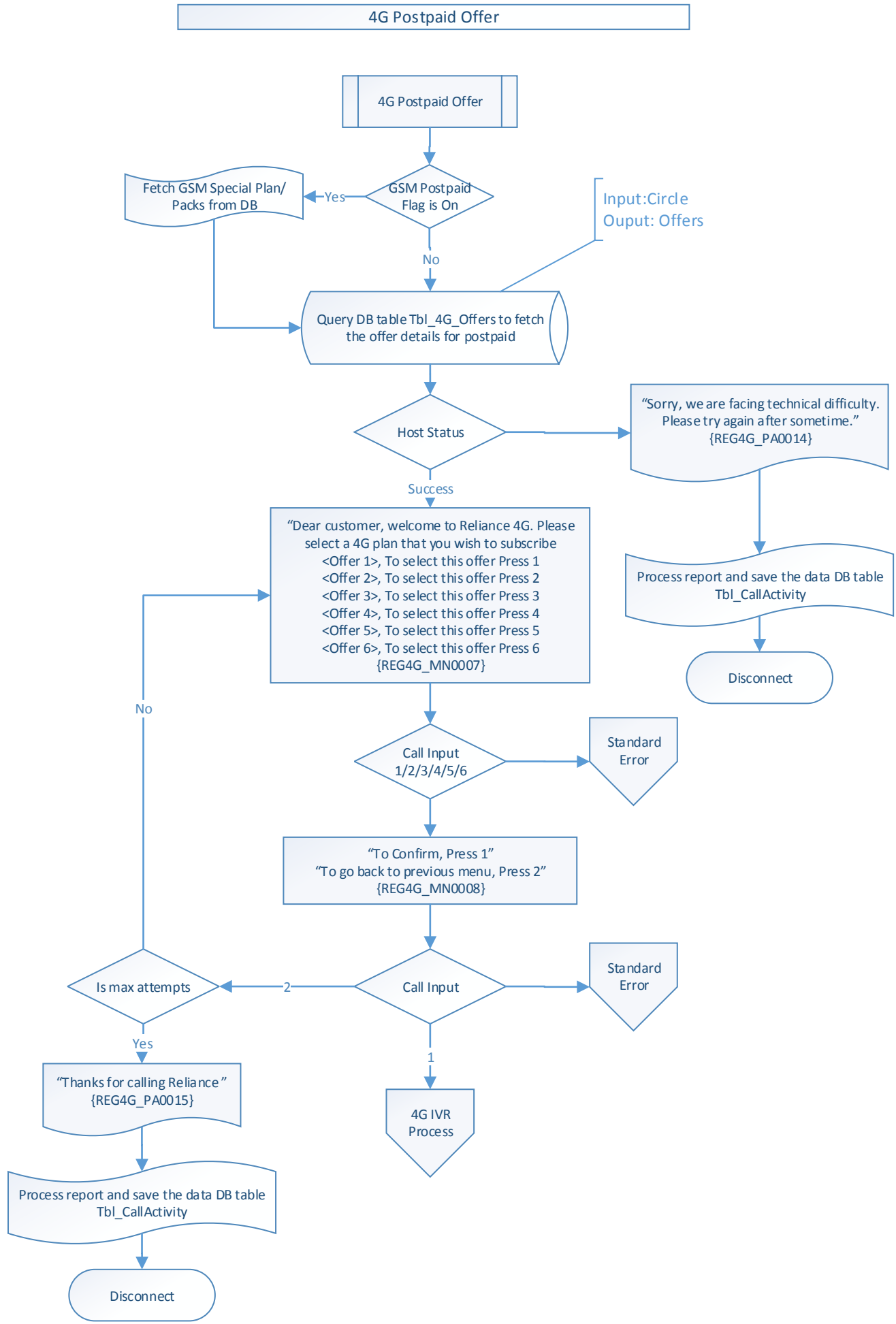
Languages 13
1 English
2 Hindi
3 Tamil
4 Marathi
5 Gujarati
6 Punjabi
7 Telugu
8 Kannada
9 Malayalam
10 Oriya
11 Bengali
12 Assamese
13 Kashmiri

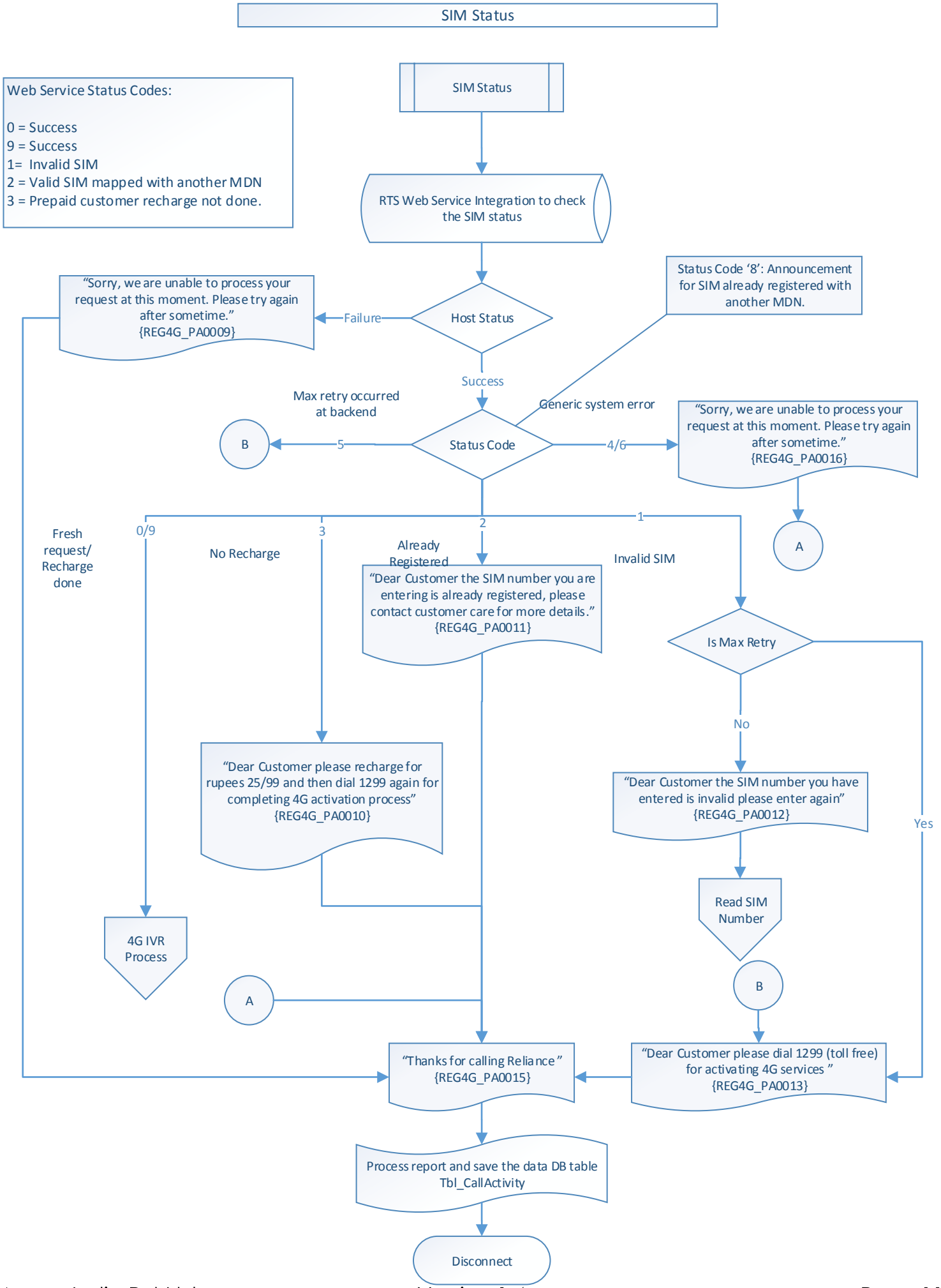


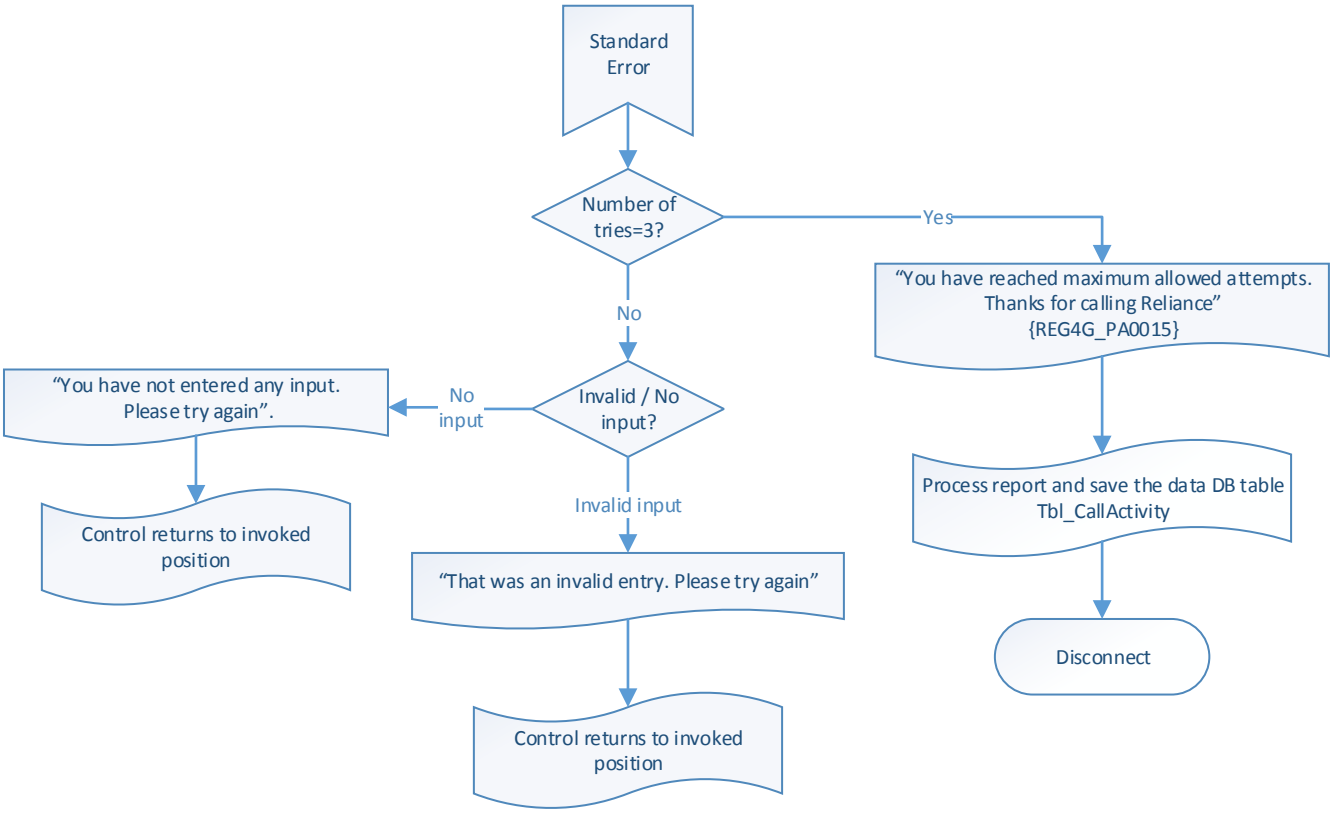

4G IVR Process
Is DNIS belongs to GSM
Yes
Check MDN availability in Tbl_4G_GSMPostpaid table
MDN Available?
DB Timeout/Exception
No
Yes
No
Set Flag for GSM Postpaid Caller
"For Prepaid, Press 1
For Postpaid, Press 2"
{REG4G_MN0006}
"Dear Customer, please note if you have purchased Reliance 4G SIM then proceed to complete activation process by pressing 1.
if 4G SIM is not purchased then press 2"
{REG4G_MN0002}
1/2
Caller Input
Invalid
4G SIM Registration
2
Caller Input
Invalid
Standard Error
1
"If the number you have dialed from is to be upgraded to 4G then Press 1. else Press 2."
{REG4G_MN0003}
Standard Error
No Input/No Match
Caller Input
2
"4G SIM change process can only be initiated through the MDN number which you wish to change. Thank you"
{REG4G_PA0005}
1
Read SIM Number
SIM Status
Process report and save the data DB table Tbl_CallActivity
Disconnect
"Dear Customer, please re-enter the SIM number once again."
{REG4G_PA0006}
"Dear Customer, to re-confirm please listen to the SIM number that you have entered carefully once again"
"The SIM number you have entered is <19 digit SIM number>"
"Press 1 if correct, else press 2"
{REG4G_MN0004}
No
Is Max Retry
2
Caller Input
Standard Error
Yes
1
"You have reached maximum allowed attempts. Thanks for calling Reliance"
{REG4G_PA0007}
"Dear Customer we have received your request for 4G upgrade and we will notify you regarding the 4G activation. Thank you. "
{REG4G_PA0002}
Process report and save the data DB table Tbl_CallActivity
4G Registration
Disconnect


4G SIM Registration
4G SIM Registration
1
Announcement can be difference as per the business requirement
“Dear customer, please purchase the 4G SIM from reliance retailer store.”
{REG4G_PA0004}
Process report and save the data DB table Tbl_CallActivity
Disconnect


Read SIM Number
Read SIM Number
"Dear Customer to upgrade to Reliance 4G, please enter the 19 digit SIM number carefully that is at the back of your SIM"
{REG4G_MN0005}
"The SIM number you have entered is invalid. Please try again"
{REG4G_PA0008}
No
Is Max Retry
Invalid
SIM Entry
No
Valid
"The SIM number you have entered is <19 digit SIM number>"
"To Confirm, Press 1"
"To re enter, Press 2"
{REG4G_MN0006}
Yes
Standard Error
Customer Input
2
Is Max Retry
1
Yes
"You have reached maximum allowed attempts. Thanks for calling Reliance"
{REG4G_PA0007}
Caller from GSM Normal Postpaid(Not HNI)
"You have reached maximum allowed attempts. Thanks for calling Reliance"
{REG4G_PA0007}
Process report and save the data DB table Tbl_CallActivity
Yes
Process report and save the data DB table Tbl_CallActivity
4G Postpaid Offer
No
Disconnect
Disconnect
4G IVR Process


4G Postpaid Offer
4G Postpaid Offer
GSM Postpaid Flag is On
Yes
Fetch GSM Special Plan/ Packs from DB
No
Input:Circle
Ouput: Offers
Query DB table Tbl_4G_Offers to fetch the offer details for postpaid
Host Status
"Sorry, we are facing technical difficulty. Please try again after sometime." {REG4G_PA0014}
Success
"Dear customer, welcome to Reliance 4G. Please select a 4G plan that you wish to subscribe
<Offer 1>, To select this offer Press 1
<Offer 2>, To select this offer Press 2
<Offer 3>, To select this offer Press 3
<Offer 4>, To select this offer Press 4
<Offer 5>, To select this offer Press 5
<Offer 6>, To select this offer Press 6
{REG4G_MN0007}
Process report and save the data DB table Tbl_CallActivity
Disconnect
No
Call Input 1/2/3/4/5/6
Standard Error
"To Confirm, Press 1"
"To go back to previous menu, Press 2"
{REG4G_MN0008}
Is max attempts
2
Call Input
Standard Error
Yes
1
"Thanks for calling Reliance"
{REG4G_PA0015}
4G IVR Process
Process report and save the data DB table Tbl_CallActivity
Disconnect


SIM Status
SIM Status
Web Service Status Codes:
0 = Success
9 = Success
1= Invalid SIM
2 = Valid SIM mapped with another MDN
3 = Prepaid customer recharge not done.
RTS Web Service Integration to check the SIM status
Host Status
Failure
"Sorry, we are unable to process your request at this moment. Please try again after sometime." {REG4G_PA0009}
Status Code '8': Announcement for SIM already registered with another MDN.
Success
Status Code
Max retry occurred at backend
5
B
Generic system error
4/6
"Sorry, we are unable to process your request at this moment. Please try again after sometime." {REG4G_PA0016}
A
0/9
Fresh request/ Recharge done
3
No Recharge
2
Already Registered
"Dear Customer the SIM number you are entering is already registered, please contact customer care for more details." {REG4G_PA0011}
1
Invalid SIM
Is Max Retry
Yes
No
"Dear Customer please recharge for rupees 25/99 and then dial 1299 again for completing 4G activation process" {REG4G_PA0010}
"Dear Customer the SIM number you have entered is invalid please enter again" {REG4G_PA0012}
Read SIM Number
B
4G IVR Process
A
"Thanks for calling Reliance" {REG4G_PA0015}
"Dear Customer please dial 1299 (toll free) for activating 4G services " {REG4G_PA0013}
Process report and save the data DB table Tbl_CallActivity
Disconnect

Standard Error

Standard Error