CONTACT FLOW FOR INTERVISION

Incoming call → DTMF_CENTRAL_FLOW

DTMF_CENTRAL_FLOW → **EMPLOYEE** → OTHER SERVICES

DTMF_CENTRAL_FLOW → **AGENT SERVICES** → Hours of operation

OTHER SERVICES → MANAGERS

OTHER SERVICES → CALLBACK

Hours of operation → In Hours

Hours of operation → Out of hours

In Hours → Is Staff Available?

Is Staff Available? → YES

Is Staff Available? → NO

YES → DTMF_customer_Queue flow

DTMF_customer_Queue flow → CALLBACK OPTIONS

NO → DTMF_callback flow

Out of hours → DTMF_callback flow