Avaya OD - https://www.youtube.com/rajivcoomar Call Start Hi, Welcome to Avaya tutorial. How may I assist you? You can say Account unlock or press 1 and Password Reset or press 2 User Selection = < User input> Account Unlock / 1-Valid Input? -Password Reset / 2 Sure I can assist Sure I can assist with Account with Password Unlock Reset To assist you with it, I will required few details Please provide your date of birth as DD MM YYYY format DOB = <User Input> Sorry, the date Valid Format? entered is not in the correct format Count < 2 Please enter your 6 digit employee number. EmpNo = <User Input> Sorry, the date entered is not in Valid Format? the correct format Count < 2 User Selection? Webservice Webservice Call to Call to perform Password perform Account Unlock Reset Sorry, we are facing technical Success? difficulties. Let me Success? transfer the call to an agent Your password has been reset. Your Account has Xfer Your new been unlocked. password is Please try after X <password> min. Thank you for calling. Have a nice day.

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