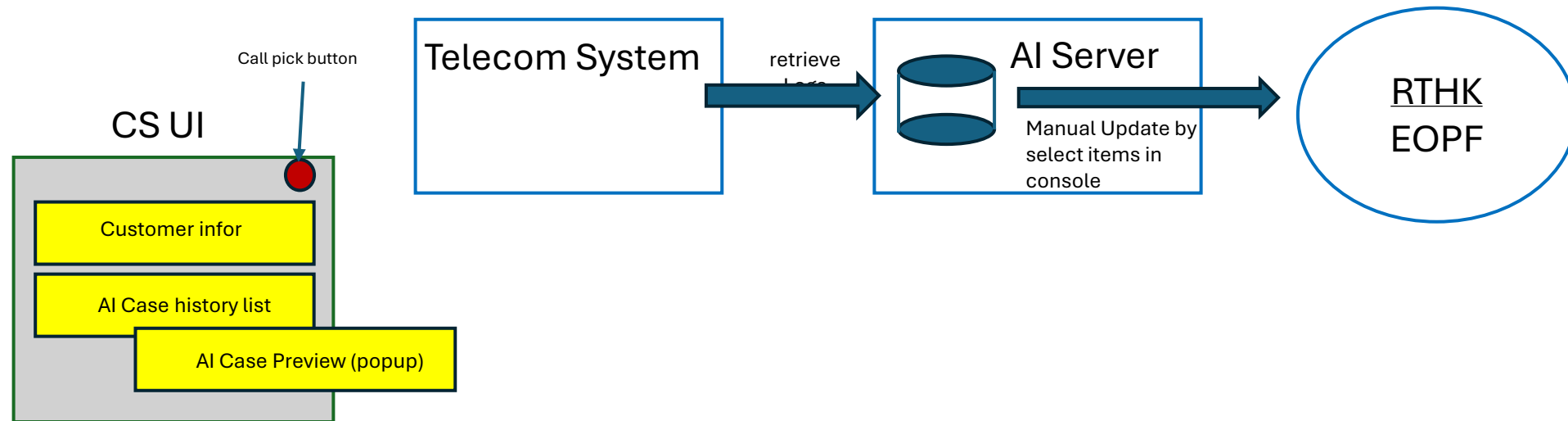


# Call Flow of Telecom Systems



05 Feb – Client #1234567 -> ask for Radio Program -> AI response – Close case (Create case #001)

06 Feb – Client #1234567 -> ask for TV Program -> AI response – NEED CS SUPPORT - Close case (Create AI LOG #001 on TV request) ->> Transfer call to CS -> CS pick call ----->

---> handle customer complain (able to see case #001 and AI LOG #001 in CS UI) -> Response complain from client -> drop call -> call record will be sent to ASR and open a case #002 with ASR TXT then close case. CASE #002 will include the TV program enquire and CS ping-pong with end-user)

07 Feb – Client #1234567 -> ask for Internet Program -> AI response – NEED CS SUPPORT - Close case (Create AI LOG #002 on TV request) ->> Transfer call to CS -> Client in AI queue -> after 3mins, client would like to leave an voice message -> drop call -> call record will be sent to ASR and open a case #003 with ASR TXT then close case. CASE #002 will include the TV program enquire and end-user voice message)

08 Feb – CS Call back to response client, Select EOPF case if have. BUT ?

Quesiton 1 Asiabots can NOT update EOPF with the same case, because EOPF only support single audio file in EOPF log and Asiabot cannot update

Question 2. What about if the case without the EOPF case number? Since the case number has to create after manual update to EOPF.

Question 3. How to handle the case if multiple calls need to be ping-pong with client? Should have multiple cases open?