Claude_cars32 — Inbound Call Flow

Flow ID: 5796d427-8c0b-455f-8471-38db03907764 | Published: v17.0 | Division: Claude_Exploration_Vijay | Region: US West 2 (usw2.pure.cloud) | Updated: 2026-02-25

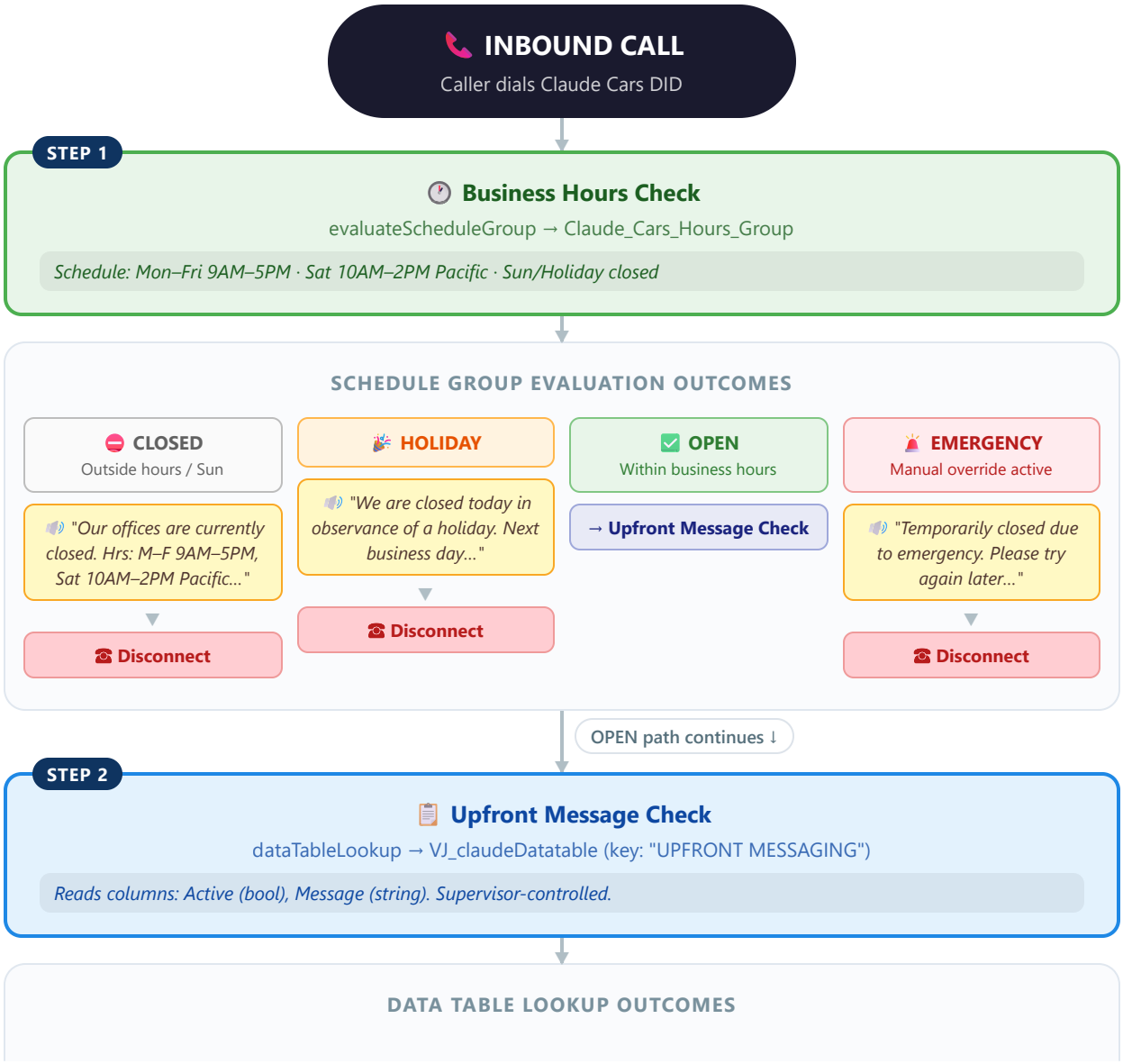
Bilingual EN / ES

Geographic Queue Routing

Business Hours Scheduling

Post-Call Voice Survey

VISUAL CALL FLOW DIAGRAM



🟢 Found + Active=TRUE	🔴 Found + Active=FALSE	⚠️ Not Found / Error
🔊 *Play upfront message (from Flow.UpfrontMessage)*	Skip message → Language Menu	Fallback → Language Menu
→ Language Menu		

All paths → Language Menu ↓

STEP 3

🌐 Language Selection Menu

IVR Menu · Timeout: 10 sec · Repeat: 3×

🔊 *"Welcome to Claude Cars. For English press 1. Para Español oprima 2."*

DTMF SELECTION

1️⃣ Press 1 (or default *) — ENGLISH	2️⃣ Press 2 — ESPAÑOL
setLanguage → en-us TTS Voice: Jill	setLanguage → es-us TTS Voice: Isabel
→ English Dept Menu	**→ Spanish Dept Menu**

STEP 4 — DEPARTMENT SELECTION MENU (EN & ES)

US English Dept Menu	MX Spanish Dept Menu
🔊 *"For Sales press 1, For Services press 2, For New Models press 3."*	🔊 *"Para ventas oprima 1, Para servicios oprima 2, Para nuevos modelos oprima 3."*

1️⃣ Sales / Ventas	2️⃣ Services / Servicios	3️⃣ New Models / Nuevos Modelos
→ Geographic Routing	→ Geographic Routing	→ Geographic Routing

All dept choices → Geographic Routing ↓

STEP 5

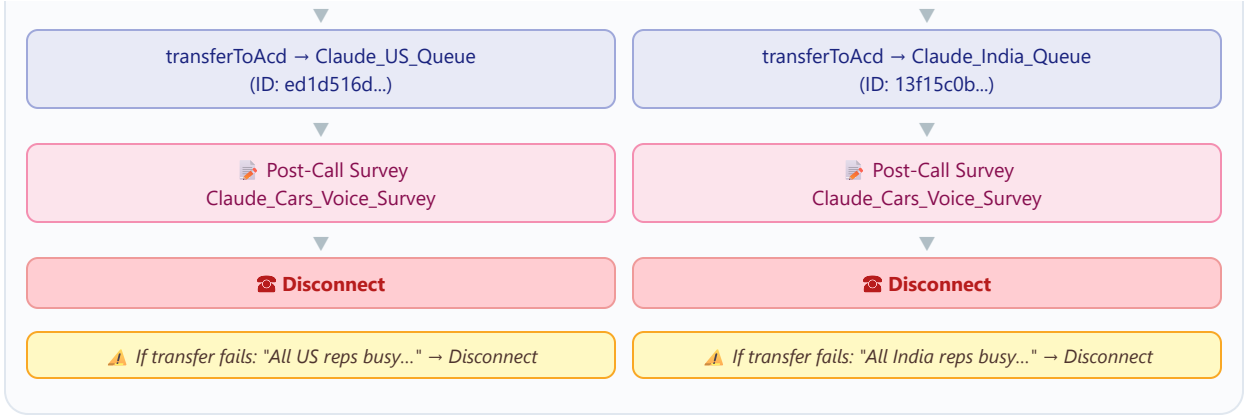
🗺️ Geographic Routing

decision: Check Call.Ani prefix

+1 (US) → Claude_US_Queue +91 (India) → Claude_India_Queue Other → US (default)

ANI PREFIX DECISION

US ANI starts with "+1" (US) | Default	IN ANI starts with "+91" (India)
setParticipantData: QueueName=Claude_US_Queue, CallerLocation=United States	setParticipantData: QueueName=Claude_India_Queue, CallerLocation=India
🔊 *"Connecting you to our US team. Please hold."*	🔊 *"Connecting you to our India team. Please hold."*



Entry Point · Schedule Evaluation · Data Table Lookup · IVR Menu · Decision / Routing · Queue Transfer · Post-Call Survey · Disconnect

STEP-BY-STEP PROCEDURE

1 Business Hours Check

First action on every call. Evaluates *Claude_Cars_Hours_Group* schedule against current time (Pacific).

OPEN	Proceed to Upfront Message Check
CLOSED	Play closed-hours message → Disconnect
HOLIDAY	Play holiday message → Disconnect
EMERGENCY	Play emergency message → Disconnect

2 Upfront Message Check

Looks up key "*UPFRONT MESSAGING*" in *VJ_claudeDatatable*. Reads Active (bool) & Message (string) columns.

Active=YES	Play dynamic TTS message → Language Menu
Active=NO	Skip message → Language Menu
Error	Fallback → Language Menu

3 Language Selection

IVR menu. Plays bilingual prompt. Timeout 10 s, repeats up to 3×.

Press 1	Set en-us (Voice: Jill) → English Dept Menu
Press 2	Set es-us (Voice: Isabel) → Spanish Dept Menu
Default *	Set en-us → English Dept Menu

4 Department Selection

Separate EN and ES menus with matching TTS. Timeout 10 s, repeats up to 3×.

Press 1	Sales (Ventas) → Geographic Routing
Press 2	Services (Servicios) → Geographic Routing
Press 3	New Models (Nuevos Modelos) → Geographic Routing
Default *	Route to Geographic (default)

5 Geographic Routing

Checks *Call.Ani* prefix to determine caller region.

+1 (US)	→ US Queue Transfer
+91 (India)	→ India Queue Transfer
Other	Default → US Queue Transfer

6a US Queue Transfer

Sets participant attributes, plays hold music prompt, then transfers to *Claude_US_Queue*.

Success	Agent answers → Post-call survey → Disconnect
Failure	Play busy message → Disconnect

6b India Queue Transfer

Sets participant attributes, plays hold music prompt, then transfers to *Claude_India_Queue*.

Success	Agent answers → Post-call survey → Disconnect
Failure	Play busy message → Disconnect

7 Post-Call Voice Survey

Triggered automatically after call ends on both queues. Flow: *Claude_Cars_Voice_Survey* (v3.0).

Q1	Agent Rating 1–5 (TTS prompt)
Q2	Overall Satisfaction 1–5 (TTS prompt)
End	Disconnect after Q2

KEY OBJECTS (IDS)

Object	Short ID
Claude_cars32 (flow)	`5796d427`
Claude_Cars_Hours_Group (SG)	`8ee4ca5d`
Claude_Cars_WeekDay_Hours	`4487a794`
Claude_Cars_Saturday_Hours	`7b382f3d`
Claude_Cars_Emergency (EG)	`2ad23901`
VJ_claudeDatatable	`a698670c`
Claude_US_Queue	`ed1d516d`
Claude_India_Queue	`13f15c0b`
Claude_Cars_Voice_Survey	`a0c88d4e`

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