

## *IVR Inbound Solution document*

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## 1. Pon Pure Logistics

Pon Pure Expres is a division of Pon Pure Logistics Private Limited which specializes in Inter-City movement of Parcels. We offer personalized, professional service with advanced technology which gives you a clear picture of the consignment's status.

## 2. IVR in Expres Division

Pon Pure Logistics has decided to implement the IVR system in Expres Division to make it self-service for Customers. It will help the customer with live waybill status and other additional support. The IVR will allow customers to save time whereby enhancing mobile customer experiences and prioritize calls based on value

## 3.Anchor Application

Anchor Application manages all Expres activities like operation, Accounting and Agents

## 4.IVR Vendor

Knowlarity Communications will be the IVR Solution Partner for Pon Pure Logistics. There will be a seamless integration between Knowlarity IVR and Anchor Application using API (Application Program Interface) Calls

## 5. IVR Functionality Flow

### **Caller**

The caller will be classified as two type

- Existing Customer
- New Customer

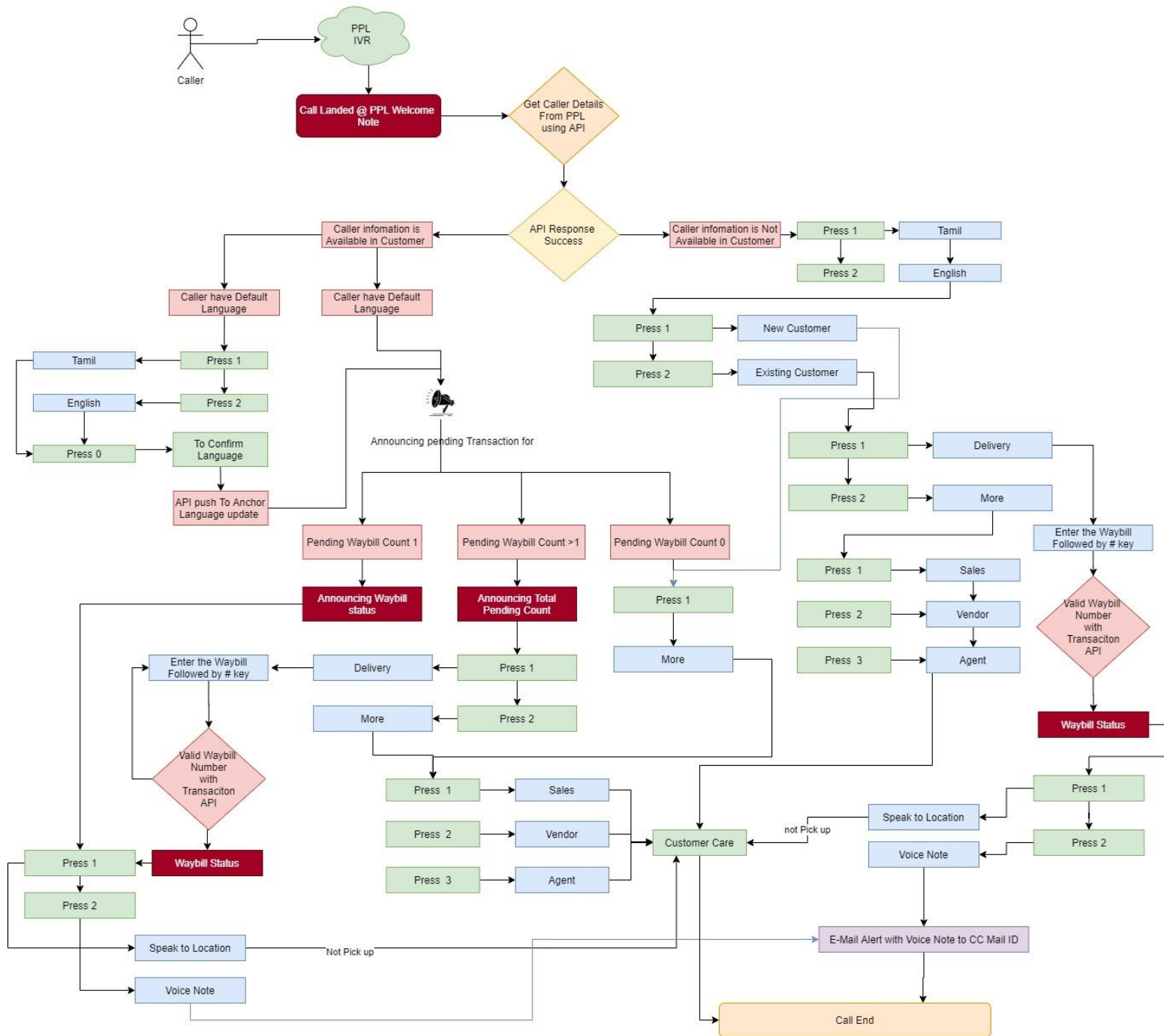
### **Customer Care Team**

Pon Pure Logistics Employees who are sitting in Head office

### **Hubs/Branches**

Pon Pure Logistics Employees who are working in Hubs and Agents who manage the Branches

5.1 IVR Functional Flow



## 5.1 Process flow of IVR Inbound process

### 5.1.1 IVR Inbound Number

Pon Pure Logistics will maintain & circulate a common Mobile Number to all Customer

### 5.1.2 Caller Call Landing

- All Calls will be connected initially with the Welcome address followed by language option
- The caller has to select & set the default language. The default language will be maintained against caller number for future reference
- For caller having default language maintained in our system, the Welcome address will be in the same language and the call will then be connected to pending transaction announcement
- If caller details are available in Anchor Application API response, then the caller is considered as Existing Customer
- If The Caller detail is not available in Anchor Application API response, the call will be connected asking to choose the option
  - **New Customer**
  - **Existing Customer**

### 5.2.3 Set Default Language

- The Caller doesn't have the default language, IVR will give an option to choose the language
  - **Tamil**
  - **English**
- When the caller has confirmed the default language, the Confirmed language details will push to Anchor Application using Language set API Request. The call will continue to the main menu
- If Same Caller calls in next time IVR will use the default language from Anchor Application through the API Calls.
- Based on the language the Welcome note is received by Caller. If there is any failure with API call the IVR session will default in English Language

### 5.2.4 New Customer / Existing Customer

- If the Caller information is not available in Anchor, the IVR will provide the below options to choose from
  - **New Customer**
  - **Existing Customer**

- If the Caller chooses the option “New Customer” he will be provided again the below options
  - **Sale**
  - **Vendor**
  - **Agent**

Choosing any of these options will route the call to the Customer Care Team

- If the Caller chooses the option “Existing Customer” the call will move to main option
  - Waybill Status
  - More Options
- If Waybill Status option is chosen
  - Enter Waybill Number
- IVR will ask for confirmation of the Waybill number
  - If confirmed the status will be retrieved from Anchor
- Caller will be provided with more options
  - Another Waybill Status
  - Booking Details
  - Delivery Details
- Choosing Another Waybill status will go through the same cycle of Way Number entry
- Choosing Booking details will route the call to Booking Agent
- Choosing Delivery details will route the call to Delivery Agent

If the Caller information is available in Anchor, the IVR will provide the below options to choose from

- If there are no open Waybill pending it will provide more options
  - Complaints
  - Sales
  - Vendor
  - Agent

Choosing any of the above options will Route the call to Customer Care Team

- If there are open Waybills it is ask for the options
  - If open Waybill count is equal to 1 then IVR will provide the Waybill details and status directly
  - If open Waybill count > 1
    - Caller to enter Waybill Number
    - Based on confirmation, provide the Waybill status
    - It will then provide more options to caller
      - Booking Details – Route to Booking agent
      - Delivery Details – Route to Delivery Agent
      - Customer Care – Route to Customer Care

In all cases when call is not picked by Booking or Deliver Branches it needs to be routed to Customer Care Team. If Customer Care Team does not answer the call option to be provided to leave a voice message with call back option

## 6.Voice Message & E-Mail

If The customer support team doesn't pick the call will move the Voice Message. When the caller leaves the voice message that message will be email to Customer support email id

## 7.Office working Hours

The caller will call outside of office hours the IVR will announce office working hours timing and then move the Voice message

## 8.IVR Menus limitation

To provide the option to select the pervious menu on every sub menu. The system will allow caller to reach all menu only 2 times. On 3<sup>rd</sup> time the call will disconnect

## 9.Call Ending

On Call End Thank your address note will be Announce by IVR then call has been disconnected

## 10.Anchor API

All API Responses JSON Format. Anchor will provide three API

1. Anchor Caller Details API
2. Caller Language update
3. Anchor Transaction API

## 10.1 Anchor Caller Details API

The Knowlarity will request / call the API on call landing phrase with caller number. The API Responses will have the following details.

- Caller default Language
- Caller Pending transaction count if the count is one the waybill details also available
  - Waybill Details (Waybill No, Waybill status, Waybill Current location number, customer Support contact details)
- Caller Name
- Caller Customer Type
- Sale option information
- Vendor option information
- Agent option information

## 10.2 Caller Language update

When caller has update the Language, the update language will push to Anchor application with Caller number & default Language code

## 10.3 Anchor Transaction API

When caller will select the delivery option the Knowlarity will request API with Waybill number. The API Responses will have the following details.

- Waybill Status
- Waybill Number
- Waybill current location contact details
- Customer care details

## 11. Pon Pure Logistics Advertisement

The Advertisement should be played on caller waiting timing