

KRA Contact Center IVR Call flow

DEFAULT VALUES

- On the call flow, the media files/Prompts have been marked in yellow colour. The names mentioned on the call flow should be the same as the names of the recorded prompts for proper mapping.
- The parameters TimeOut, Max NoInput Count, Max noMatch count will be the same in all nodes prompting the customer to make a choice i.e. the menus of all Call-flows according to the following values
- Timeout = 3 seconds
- Max NoInput Count = 3 times
- Max NoMatch Count = 3 times
- If these parameters are achieved for such nodes in all Call-flows, the call will be routed to General.CSQ
- If the caller doesn't choose any language between English and Kiswahili after the repetition of the language.wav, the UCCX will proceed to English IVR Tree.
- To repeat menu options, press #
- To speak to an agent, press 0
- To go back to previous menu, press *
- In case of any failure in ITax – Call will be routing to agent

The following Contact Service Queues will be implemented

1. Custom.CSQ
2. Registration.CSQ
3. Return.CSQ
- 4.General.CSQ
- 5.General_customs.CSQ
- 6.AEO.CSQ
- 7.ITax.CSQ
- 8.Payment.CSQ
- 9.Self-Serve.CSQ















