



MDM IVRS/OBD Process

IVRS Business Logic and Call Flow

IVRS Rules	IVRS calls to be made on working days only.	
Integrated Voice Response System	IVRS (Outbound Dial-Back-OBD) call to be made on working days only when no SMS is received by the end of day's designated time frame and after 3 Reminder SMS have been sent (1 each to Principal-MDM Coordinator, Senior and Alternative Teachers.	
	Three IVRS calls to be made in 30 minutes time to the designated teachers on their registered/verified mobile numbers.	
	Configurable parameters: <ul style="list-style-type: none"> • Holidays: As applicable for all modes • Number of calls to be made to every designated numbers • Time interval between each call • Time Gap to start calls after the data collection by SMS mode is over. • Whether respondent's mobile number will be confirmed by making an OBD-IVRS call in case the number has not been confirmed by SMS by the respondent within the time frame given for the same. 	
Respondent's Mobile Number verification	You are "name of respondent" for	Based on the input, the call

	school “name of school” and you are receiving this call on your correct registered mobile number. Please enter 1 if this is correct for enter 0 to re-enter/ listen this message again.	will be either closed as Verified Mobile number or repeated/aborted in case the number was not correct. The same will be reflected in the database as correct or error.
Call Recording Flow	1. Please enter the number of meals served today in your School (NAME OF SCHOOL)	The official enters either the number of meals served or the numeric value 0 (Zero). In case, no value is input, the message is replayed after every 10 seconds of no-input for 3 times before closing the call.
	2. The meals entered by you is/are “as entered in previous step”. Press 1 if it is correct or enter 0 to re-enter it.	The official enters the value 1 if the replayed figure is correct or enters 0. Note: A decision needs to be taken if the verification is to take place after every input or after receiving the final value-once only. The call flow will change accordingly.
Case-I	Entered value is greater than 0 and in Step-2, the official confirms that the replayed number of meals is correct. This Step-3 three is repeated after every correct input to close the call.	
	3. Thank you very much for providing the information.	The message is played and

		the call is closed.
Case-II	In Step 2, the official enters 0 value to indicate that the replayed number is wrong.	
	3. Please re-enter the number of meals served today in your School (Name of School)	The official re-enters either the number of meals served or the numeric value 0 (Zero) for no meals served.
	4. The meals entered by you is/are “as entered in previous step”. Press 1 if it is correct or enter 0 to re-enter it.	The official enters the value 1 if the replayed figure is correct or enters 0.
	Entered value is greater than 0 and in Step-4, the official confirms that the replayed number of meals is correct. Otherwise, Steps 3 and 4 will be repeated till correct value is entered in all cases of wrong entry.	
	5. Thank you very much for providing the information.	The message is played and the call is closed.
Case-III	Entered value is 0 (Zero) in Step-1 (or Step-3) and the official confirms that the value entered is correct in Step-2 (or Step-4).	
	3. Please enter 1 if “Food grain not available”, 2 if “Cook not available”, 3 if “Fuel/ Ingredients not available”, 4 if “Packages not received from NGO/SHG”, 5 if “Holiday in school”, 6 if “Other Reason”, enter 0 to listen to this message again.	The official enters the reason (1 to 6) for not serving the food or 0 to listen to the message again.
	4. You have given the reason “as	The official enters 1 to

	entered in Step-3”, please enter 1 to enter the specific reason under “description of reason” or 0 to re-enter the main reason by listening to the message.	proceed further to enter sub- reason or enters 0 to re-enter the main reason value. Steps 3 and 4 of Case-II will be repeated till correct input is entered/replayed.
Case-III-A	The official enters 0 value and wishes to re-enter the correct reason.	
	5. The message in Case-III (Step-3) is replayed repeatedly till a correct reason is received.	
Case-III-B	The official enters value 1 and the next message is displayed based on the values between 1 and 6. In case of value 5 and 6 (Holiday in School/ Other Reason). The call is closed by thanking the respondent and playing the message as in Case-I (Step-3). However, for values 1 to 4, following messages are played (repeatedly in case of wrong inputs or request for replaying the message).	
	<p>5. Following 4 value based messages are played:</p> <ul style="list-style-type: none"> • Value-1: Please enter 1 if “food grains not received”, 2 if “food grains damaged”, 3 if “insufficient food grains”. • Value-2: Please enter 1 if “insufficient fuel”, 2 if “cook salary not paid”, 3 if “cook quitted”. • Value-3: Please enter 1 if “food grains not received”, 2 if “insufficient funds for cooking”, 3 if “insufficient ingredients”. 	Based on the input, the value will be replayed to confirm the main and sub-reason and if the input is correct, the call will be closed by thanking the user. Other message will be replayed till a correct input is received.

	<ul style="list-style-type: none">• Value-4: Please enter 1 if “vendor not received payments”, 2 if “damaged in transit”	
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