

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: 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 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) School (NAME OF SCHOOL) 1. 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. 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. 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.			
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3. Thank you very much for The message is played and		that the replayed number of meals i	s correct. This Step-3 three is
		repeated after every correct input to	close the call.
providing the information.		3. Thank you very much for	The message is played and
		providing the information.	

		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	The official re-enters either
	meals served today in your	the number of meals served
	School (Name of School)	or the numeric value 0 (Zero)
		for no meals served.
	4. The meals entered by you is/are	The official enters the value
	"as entered in previous step".	1 if the replayed figure is
	Press 1 if it is correct or enter 0 to re-enter it.	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 v	alue is entered in all cases of
	wrong entry.	
	5. Thank you very much for	The message is played and
	providing the information.	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 cor	rect in Step-2 (or Step-4).
	3. Please enter 1 if "Food grain not	The official enters the reason
	available", 2 if "Cook not	(1 to 6) for not serving the
	available", 3 if "Fuel/ Ingredients	food or 0 to listen to the
	not available", 4 if "Packages not	message again.
	received from NGO/SHG", 5 if	
	"Holiday in school", 6 if "Other	
	Reason", enter 0 to listen to this	
	message again.	
	4. You have given the reason "as	The official enters 1 to

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entered in Step-3", please enter	proceed further to enter
1 to enter the specific reason	sub- reason or enters 0 to re-
under "description of reason" or	enter the main reason value.
0 to re-enter the main reason by	Steps 3 and 4 of Case-II will
listening to the message.	be repeated till correct input
	is entered/replayed.
The official enters 0 value and wi	shes to re-enter the correct
reason.	
5. The message in Case-III (Step-3)	
is replayed repeatedly till a	
correct reason is received.	
The official enters value 1 and the ne	ext message is displayed based
on the values between 1 and 6. In ca	se 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 replayi	ng the message).
 5. Following 4 value based messages are played: 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 	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.
	1 to enter the specific reason under "description of reason" or 0 to re-enter the main reason by listening to the message. The official enters 0 value and wi reason. 5. The message in Case-III (Step-3) is replayed repeatedly till a correct reason is received. The official enters value 1 and the neon the values between 1 and 6. In ca School/ Other Reason). The call respondent and playing the message for values 1 to 4, following messages of wrong inputs or request for replaying the messages of wrong inputs or request for replaying the messages are played: Value-1: Please enter 1 if "food grains not received", 2 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

•	• Value-4:	Please	enter	1	if
	"vendor	not	re	ceiv	ed/
	payments transit"	", 2 if	"damag	ged	in