



Flexi Toll – Do's & Don'ts

Document Description:

This document describes the rules to be followed for successful routing definition for your toll free number in web application.

Do's

1. Enter correct user Id and corresponding Password in Flexi Toll portal to avoid login related issues.
2. Refer Help document available in Flexi Toll portal to understand the process clearly.
3. Define only active TATA Docomo postpaid telephone numbers as Termination numbers before defining any routing/flow.
4. Ensure that the routing definition is available handy before defining the complex routing.
5. If you are defining a custom announcement, make sure that the .WAV file being uploaded is in **A-Law Mono** format and maximum size 2 MB to avoid configuration issues and for better voice quality.
6. Submit Conditional routing only if “Fixed Attendant” or Routing Tree is currently active on your Flexi Toll number.
7. Ensure that the first column in the excel sheet used to upload White or Black list is of type Number and have no empty rows in between 50 numbers.
8. Once a routing is defined successfully, select the routing you wish to Activate and click on Activate button to submit request for **activating the routing** /Deactivate button to submit request for **deactivating the routing**.
9. Once the request for Activation/Deactivation is submit, please wait for 12 Hrs to get the routing changes reflected on your Flexi Toll number.
10. If you wish to modify the routing definition, navigate to View Flow Details screen and select the routing you wish to modify and click on edit button.
11. Proceed to the screen which you want to edit using Prev and Next buttons provided at the bottom of the screen.
12. Ensure that your request has been submitted successfully by verifying the request details in **View Request Details** screen.
13. If you are unable to view the request, report the issue by raising a CCM against Flexi Toll application.



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14. If your Activation/Deactivation request fails, make sure to verify the Failure Remarks in View Flow Details against the flow and correct the routing accordingly before resubmitting the same.
15. In cases where you are unable to interpret failure remarks, please contact Customer Care for clarity on the issue and necessary action.

Don'ts

1. Do not submit Conditional Routing if Fixed Announcement is active on your Flexi Toll number else system will not be able to identify the termination number in active routing on which conditional routing to be configured.
2. Do not activate routing by clicking on Submit button multiple times immediately as it will raise multiple requests resulting in conflict. Multiple submits might result in interrupting the existing request processing or raise multiple requests.
3. Do not refresh the page immediately after submitting the request for Activation/Deactivation. Please wait to receive the response for the submitted request. Refreshing the page will result in resubmitting the request and might interrupt the exiting request processing.
4. Do not click on Submit button in Conditional Routing screen for every termination number routing modification/addition/deletion. Conditional routing is configured at once for all termination numbers not one by one so submitting multiple requests will end up in partial configuration and failure of requests.
5. Do not delete/modify any routing for which Activation/Deactivation request has been submitted and is under processing as system will not be able to identify the routing. Due to this request will remain open and you will not be able to raise a new request again.
6. Do not raise multiple requests for the same flow/routing if there are no modifications.
7. Do not raise Change of Tariff service request on I Serve number.
8. Do not raise Barring/Unbarring service request on OGB (Out Going Barred) I serve number.
9. Do not raise Change orders from Metasolv.