

# Flexi Toll – Help Document

## What is “User Profile”?

User profile is information of your account details. The information that would be displayed under the User Profile is

- User Id
- Account number
- Registered E- mail Id
- Language of the IVR that you have selected
- Registered Address
- State

## What is “Termination Number” tab?

The Termination Number tab allows you to add numbers where the calls would be routed, once you define the routing.

## What is “Termination Number”?

The Termination Number is the destination number on which the calls would be routed, once you define the routing.

## What numbers can be added as “Termination Number”?

Only active mobile, Walky, Wireline numbers can be added as Termination numbers.

## Can numbers of operators other than Tata Docomo be added as “Termination Number”?

Yes, All active mobile, Walky, Wireline numbers can be added as Termination numbers.

## How many numbers can be added as “Termination Number”?

Currently there is no upper limit to the numbers that can be added as termination numbers. Please note at least 1 termination number is mandatory for defining any routing.

## Can the same number be added as “Termination Number” twice?

Same number cannot be added a termination number twice.

## How to add additional Termination Numbers?

The Termination Number can be added by clicking on the “Add row” button.

## How to delete Termination Numbers?

The Termination Number can be added by clicking on the “Delete row” button.

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## What needs to be done once the Termination Numbers are added?

The Termination Number are added, the same can be saved by clicking on the “Submit” button.

## How to configure “Conditional Routing”?

- Click on the “Conditional Routing” tab
- Select the “Termination Number”
- Select the “Action Type”
- Select the “Processing Type”
- Select the “Forwarding number”
- Select the “Simultaneous call limit”

## What are the various “Action types”?

The action types that are available are:

- Busy
- No Answer

## What are the various “Processing types”?

The processing types that are available are:

- Disconnect
- In Queue
- Forward to

## What is the “Forwarding Number”?

The forwarding number is the destination number, to which the calls would be routed once the action type and the processing type is selected.

## How to add additional Conditional Routing combinations?

The additional Conditional Routing combinations can be added by clicking on the “Add” button.

## How to delete existing Conditional Routing combinations?

The existing Conditional Routing combinations can be deleted by clicking on the “Delete” button.

## How to delete existing Conditional Routing combinations?

The existing Conditional Routing combinations can be deleted by clicking on the “Delete” button.

## How to Save Conditional Routing combinations?

The Conditional Routing combinations can be saved by clicking on the “Submit” button.

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### What will happen after clicking the “Submit” button?

A pop up would be shown, to confirm the changes, the options available would be

- OK
- Cancel

### What will happen after clicking the “OK” button?

All the changes that have been made would be saved.

### What will happen after clicking the “Cancel” button?

Changes that have been made would be not saved.

### How to activate the saved Conditional Routing?

Click on Conditional routing and select the required routing and click on Submit. SR will get generate and the routing will get update in IN.

### What is “Routing Id”?

Routing Id is the unique identification for a particular customized routing.

### What is “Processing Type”?

Processing Type are the routing options that can be given to any Routing Id.

### What are options under “Processing Type”?

- Routing type
- Custom Announcement
- Termination Number

### What are options under “Routing Type”?

- City based routing
- Date based routing
- Day based routing
- Load based routing
- State based routing Time based routing
- Menu based routing
- Black list based routing
- White list based routing

### How to configure “City Based” routing?

- Click on “Custom Routing”
- Enter “Routing Id”
- Select “Routing type” as the processing type
- Select “City based routing” as the routing type
- Click on “Submit”

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- Select "Default"
- Select Processing Type
- Select "Voice id/Attendant/Routing type" as applicable
- Select "City"
- Select Processing Type
- Select "Voice id/Attendant/Routing type" as applicable
- Click on "Save", (Status Flag would be changed from "Incomplete" to "Complete")
- Select the flow
- Click on "Activate"

### How to configure "Date Based" routing?

- Click on "Custom Routing"
- Enter "Routing Id"
- Select "Routing type" as the processing type
- Select "Date based routing" as the routing type
- Click on "Submit"
- Select "Default"
- Select Processing Type
- Select "Voice id/Attendant/Routing type" as applicable
- Select "Date"
- Select Processing Type
- Select "Voice id/Attendant/Routing type" as applicable
- Click on "Save", (Status Flag would be changed from "Incomplete" to "Complete")
- Select the flow
- Click on "Activate"

### How to configure "Day Based" routing?

- Click on "Custom Routing"
- Enter "Routing Id"
- Select "Routing type" as the processing type
- Select "Day based routing" as the routing type
- Click on "Submit"
- Select "Default"
- Select Processing Type
- Select "Voice id/Attendant/Routing type" as applicable Select "Day"
- Select Processing Type
- Select "Voice id/Attendant/Routing type" as applicable
- Click on "Save", (Status Flag would be changed from "Incomplete" to "Complete")
- Select the flow
- Click on "Activate"

### How to configure "Load Based" routing?

- Click on "Custom Routing"
- Enter "Routing Id"
- Select "Routing type" as the processing type
- Select "Load based routing" as the routing type

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- Click on “Submit”
- Select ”Load % (percentage = 100)”
- Select Processing Type
- Click on “Save”, (Status Flag would be changed from “Incomplete” to “Complete”)
- Select the flow
- Click on “Activate”

### How to configure “State Based” routing?

- Click on “Custom Routing”
- Enter “Routing Id”
- Select “Routing type” as the processing type
- Select “State based routing” as the routing type
- Click on “Submit”
- Select “Default”
- Select Processing Type
- Select “Voice id/Attendant/Routing type” as applicable
- Select “State”
- Select Processing Type
- Select “Voice id/Attendant/Routing type” as applicable
- Click on “Save”, (Status Flag would be changed from “Incomplete” to “Complete”) Select the flow Click on “Activate”.

### How to configure “Time Based” routing?

- Click on “Custom Routing”
- Enter “Routing Id”
- Select “Routing type” as the processing type
- Select “Time based routing” as the routing type
- Click on “Submit”
- Select ”Default”
- Select Processing Type
- Select “Voice id/Attendant/Routing type” as applicable
- Select “Start Time” & “End time”
- Select Processing Type
- Select “Voice id/Attendant/Routing type” as applicable
- Click on “Save”, (Status Flag would be changed from “Incomplete” to “Complete”) Select the flow Click on “Activate”.

### How to configure “Black list Based” routing?

- Click on “Custom Routing”
- Enter “Routing Id”
- Select “Routing type” as the processing type
- Select “Black list based routing” as the routing type
- Select default processing
- Select Attend number / Voice Id as applicable
- Click on “Submit”
- Select upload mechanism (Excel file / form)

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- Enter / upload details
- Click on “Submit” Select the flow Click on “Activate”.

### How to configure “White list Based” routing?

- Click on “Custom Routing”
- Enter “Routing Id”
- Select “Routing type” as the processing type
- Select “White list based routing” as the routing type
- Select default processing
- Select Attend number / Voice Id as applicable
- Click on “Submit”
- Select upload mechanism (Excel file / form)
- Enter / upload details
- Click on “Submit” Select the flow Click on “Activate”.

### How to configure “PIN based” routing?

- Click on “Custom Routing”
- Enter “Routing Id”
- Select “Routing type” as the processing type
- Select “PIN based routing” as the routing type
- Select default processing
- Select Attendant number / Voice Id as applicable
- Click on “Submit”
- Enter number of PINS to be generate and click on generate
- Select PIN number and termination number
- Click on “Submit” Select the flow Click on “Activate”.

### How to activate the saved Pin Based Routing?

- Click on flow details
- All the configured routing will reflect in flow details screen
- Select PIN based routing
- Click on Activate

### How to configure “Menu based” routing?

- Click on “Custom Routing”
- Enter “Routing Id”
- Select “Routing type” as the processing type
- Select “Menu based routing” as the routing type
- Select default processing
- Select Attendant number / Voice Id as applicable
- Click on “Submit”
- Upload .Wav file
- Select number of Menu options and termination numbers
- Click on “Submit” Select the flow Click on “Activate”.



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## Types of reports and Summary

- **Allowed & Disallowed Calls:** Gives summary details of calls containing destination number, count of total calls, allowed & disallowed calls with duration of total calls & average call duration.
- **Allowed / Disallowed call report –Destination Number:** Gives detail report for Termination number wise count of total calls, allowed & disallowed calls along average duration of each call.
- **Circle/Region based routing:** Gives Circle wise report containing TFN, termination number, time & duration of each call along with originating number.
- **Date and Time of Day report:** Gives TFN, Start time & end time of each call with date, duration, terminating number, caller id of caller etc.,
- **Missed call report:** Reason of each disallowed calls with date, time, termination number, circle & TFN.
- **Recent call history:** Gives summary call report for desired duration containing total calls, count of allowed & disallowed calls.
- **Utilization report (Toll Free No):** Time Interval wise number of calls for TFN.
- **Utilization report (Terminating number):** Time Interval wise number of calls landed on each terminating number.