IVR Process Flow

Welcome to Tata Card

↓

Language option

↓

For Credit Card dial 1 for VLC Card dial 2

Normal SBI card tree to follow   1

2 Enter Card no

↓

Enter YOB

↓

Default Reward points

↓

Main Menu

Duplicate statement on email 1	For latest Transactions on your card 2	Reward Points 3	To Apply for Cr. Card, 4	Transfer to CSA 9	To hear options again 7	To end the call, 8

1

2

Fax

Post

Incase customer wants to here his reward points again

Enter Fax number

Current Statement