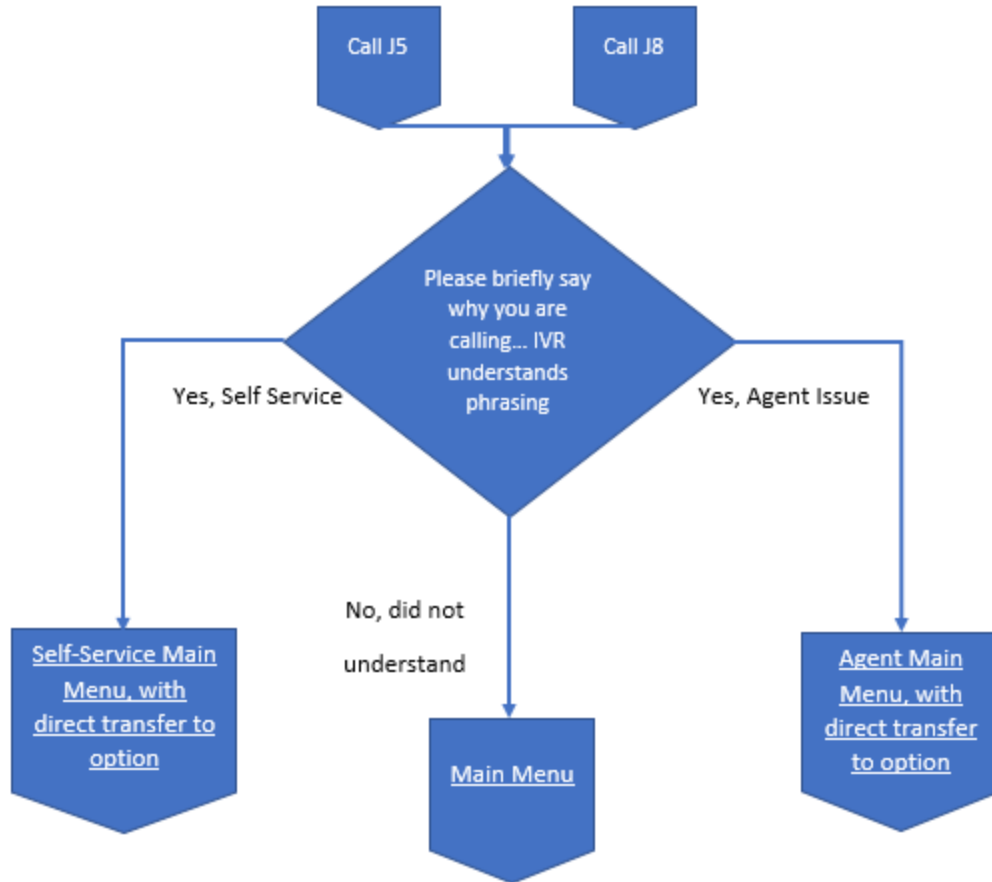


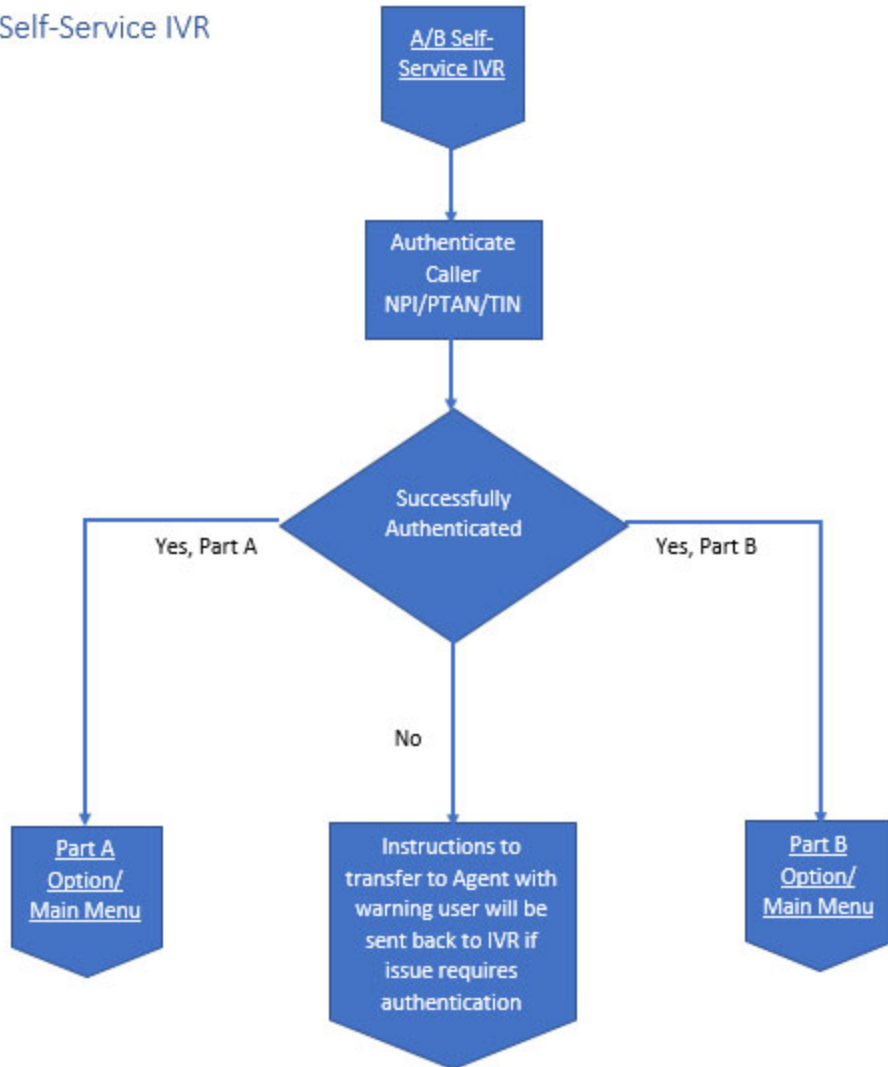
IVR Flow Chart

Start IVR

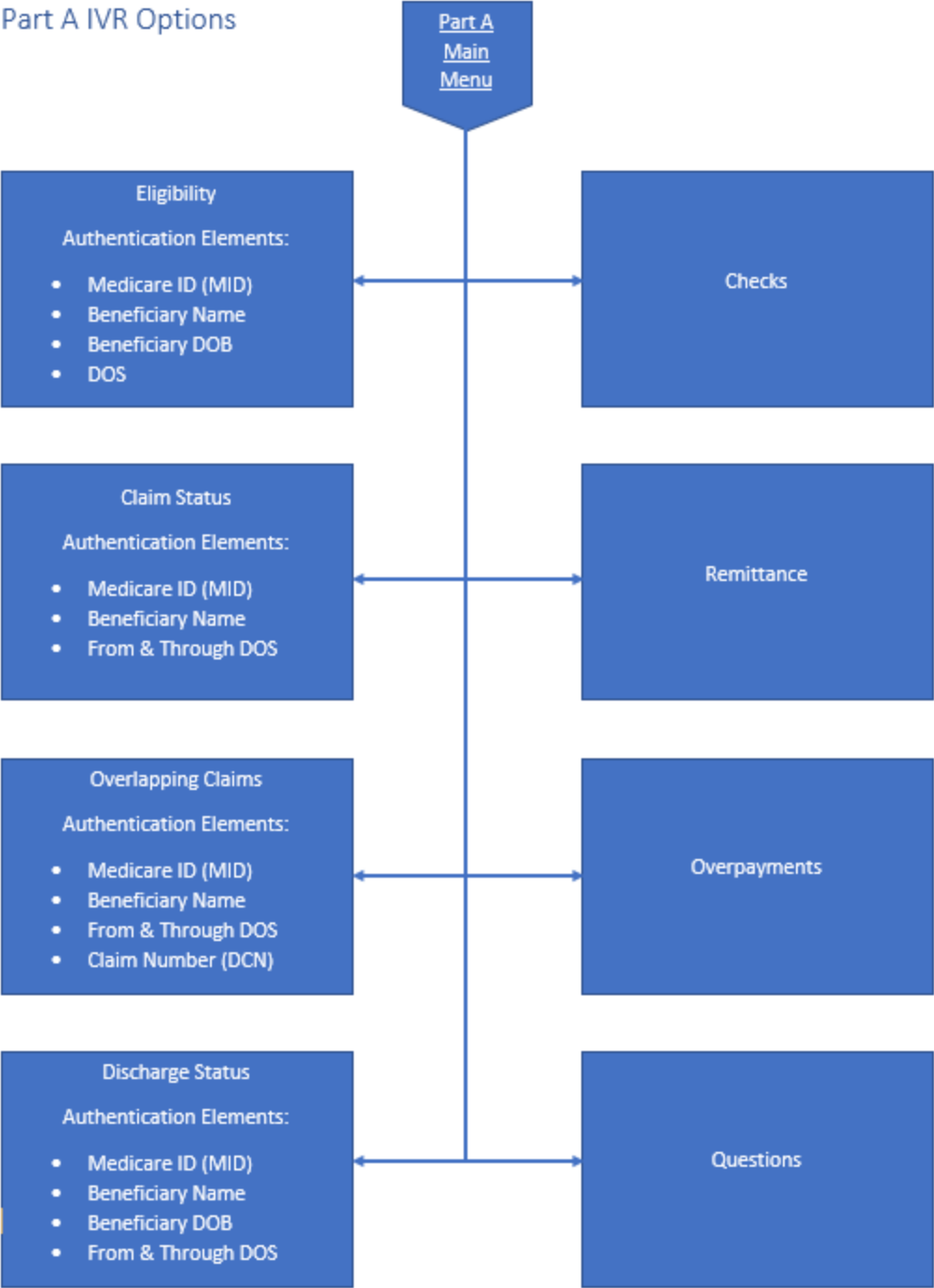


Global Commands:
Goodbye – Ends Call
Main Menu – Main Menu
Operator/Agent – Transfers Caller to CSR
(Authenticates with NPI/PTAN/TIN if not already authenticated)

AB Self-Service IVR



Part A IVR Options



Part B IVR Options



Main Menu

