



Tele Portal for Loans

Loans and Advances are the activities of a financial institution which bring in significant revenue. It is imperative that the person approaching a financial institution is made aware about the various aspects like the types of loans, eligibility, maximum loan available, EMI, period of repayment, documents required etc.

Under normal circumstances, the prospective loan seeker would come to or call up the Institution or call the call center. Both these processes are time consuming and the number of prospects that can be serviced in a day limited. The access timing is also restricted to a period when there are personnel to man the centre.

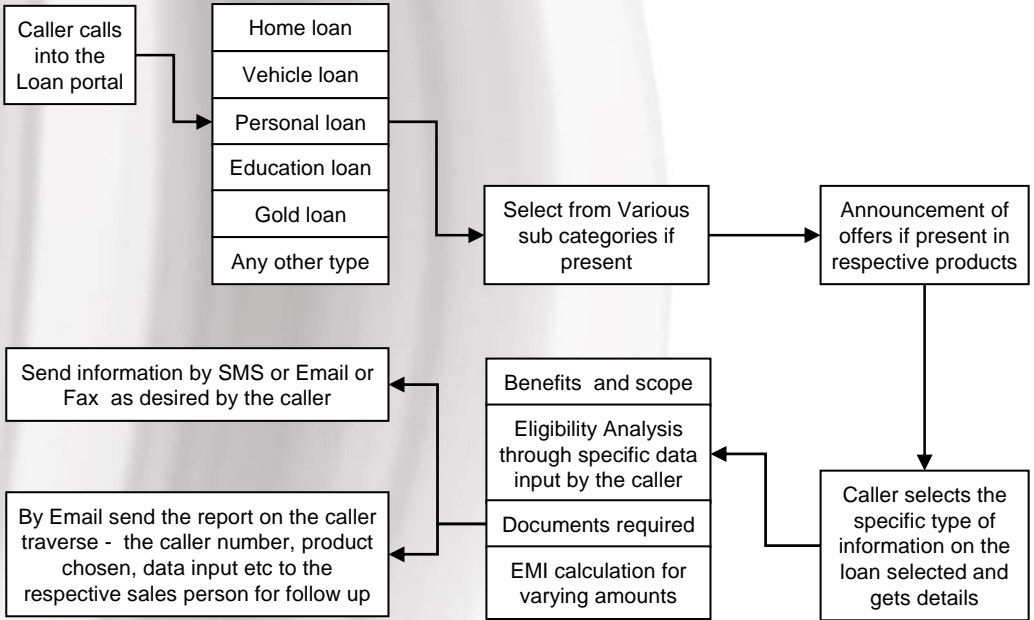
Webyfy has designed an IVR system to cater to such processes effectively. It will increase the satisfaction of the prospects and reduce the traffic to the Institution. This will bring in tangible benefits with immediate effect.

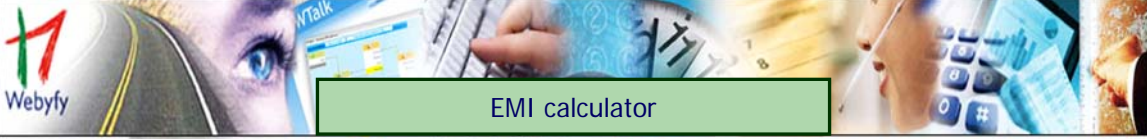
The system is designed to cater to the following functionalities:

1. Accessible over the telephone 24 X 7 with out any interruption in the language selected by the caller. (No restriction in the number of languages that can be used.)
2. Get information on the various types of loans, the eligibility criteria, documents required etc
3. Check an individual's eligibility for the specific type of loan and the maximum limit that can be availed.
4. Calculate the EMI on the eligible loan and on various loan amounts
5. Send the required / requested forms, and other details for a loan by email to the caller automatically as per the traverse and the data input by the caller during the call.
6. Send the caller traverse information to identify executives in the geographical area.

The process flow (on the reverse page) gives the details of the process to calculate EMIs for various types of loans.

Schematic of a Tele-Portal for Loan





EMI calculator



Prompt: Welcome message

Welcome to the Bank's teleportal to calculate EMIs for a variety of loans. You can choose a loan and calculate its EMIs for various loans types, amounts and repayment periods. To continue in Malayalam press 1 for English press 2 and Hindi press 3

Response: Language selector

1. Malayalam
2. English
3. Hindi

Prompt: Loan Amount

Input the loan amount

Response: Type of loans

1. Home loans
2. Vehicle loans
3. Personal loan

Prompt: Type of loans

For Home loans press 1, vehicle loans press 2, personal loans press 3

Check with caller for correctness. Reenter if needed 1+1 cycles and exit

Prompt: Loan Period

Input the loan period in months

Process: EMI

Process according to amount, tenure and interest rate obtained through EV

Prompt: Computed eligible Loan amount

For the loan amount of Rupees XXXX at an interest rate of YYY% and a loan repayment of AAA months, the EMI is Rs BBB. To repeat this message press #

Note: The items in quotes are custom items which change according to the loan

Check with caller for correctness. Reenter if needed. 1+1 cycles and exit

Response: Repeat Message

Repeat
Total Key time out

Process: Repeat Message

Check for more than 3 repeats

Prompt: Recalculate

If you wish to recalculate with different values press 1. To exit please hang up. Thank you

Process Response: Repeat Message

Not more than three
More than three

Response: Type of loans

1. Recalculate
Time out or wrong value

GO TO action

Prompt: Type of loans

Exit Call