verizonbusiness

SSA HostConnect
User Interface Specification

```
SIS ID          : SS017158
App ID          : 17158
NetCap ID       : 0017158
Platform/Option : NGSN/Option 3

Corp ID         : 92140818
```

1.0

Document History

Date	Spec	App	Summary of Changes	Revised by
	1.0		Initial version	Christopher Walton

This document is a User-Interface specification

The purpose of this document is to lay out the user-interface in all its detail.

Table of Contents

Chapter 1:   Background and Motivation

1.1   Motivation

SSA is using a new authentication process for their Password Services. This document is not intended to be a stand alone callflow. We are only attempting to capture the first name, middle initial, last name, and other last name of the caller.

1.2   Aesthetics

We are using this information to authenticate the caller so the tone should be businesslike.

1.3   Open Issues

1.4   Call Examples

1.4.1   Typical Call

System:	Now we are going to collect your full name using voice recognition. First, say your FIRST name.
Caller:	John
System:	I think you said John. Is that correct?
Caller:	Yes
System:	Please say your last name. For example, if your last name was Kusack, you'd say Kusack. Go ahead.
Caller:	Smith
System:	Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No.
Caller:	Yes
System:	Please say your OTHER LAST name. [Short Pause] For example if it was Jones, you'd say "Jones". Go ahead.
Caller:	Jones
System:	Thank you. We have received your request for a password…

Chapter 2:   Call-Flow Diagrams

Legend for the high level call-flow diagrams presented in this section:
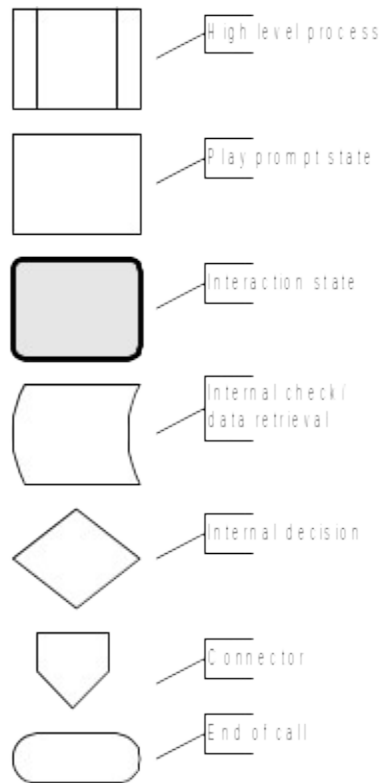
A high level process indicates a *series* of play-prompt or interaction states or data retrieval steps, etc.

A play-prompt state plays a waveform, or a series of waveforms, to the caller.

An interaction state prompts the caller for input. It also handles all default timeout and retry behavior. It typically exits (continues to the next state) upon a successful recognition.

The 'data retrieval' icon represents back-end transactions, to a database, for example.

The 'internal decision' icon represents a logical check in the program code to branch on decision.

Connectors link different call-flow diagrams.

An end-of-call is a transfer, to another service or customer representative, or a system hang-up.

Call-flow diagrams built up of high-level process icons represent the global dialog structure of the application. These high-level diagrams parallel with the more detailed call-flow diagrams that outline every play-prompt, interaction state, data retrieval step, internal decision and possible ends of the call. These low-level charts give a precise graphical representation of the flow of the state tables in the section "Chapter 5: Detailed Dialog Specification", using the same (or matching) naming convention for easy reference.

2.1   High-Level Call Flow Diagram
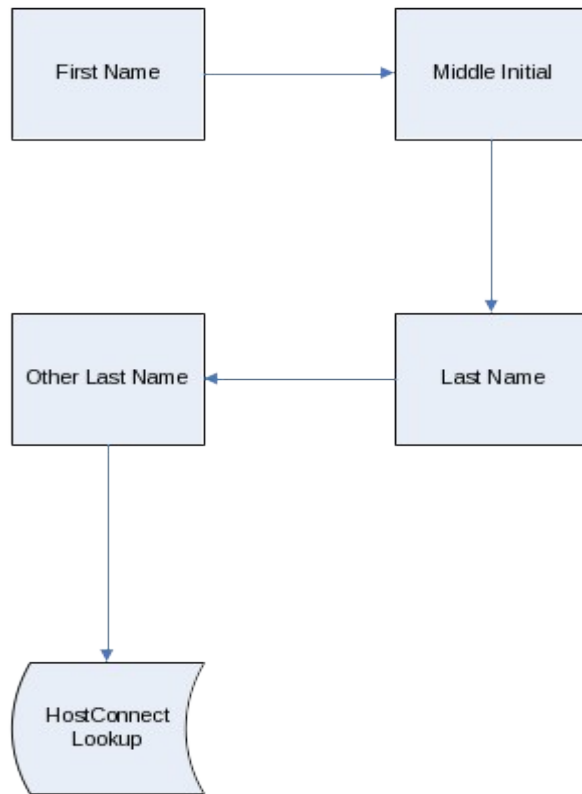
Chapter 3:   How to Read the Call-Flow Tables

Speech Input	Play Prompt	Database Query	Branch on Condition

2100_Finance_Forex_Menu

(Title of this table)

Speech Input			Item List
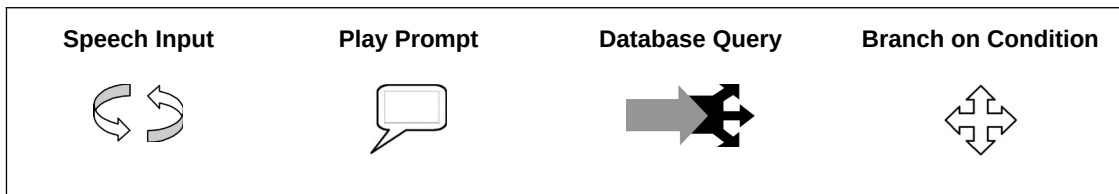
(Dialog-Module type)

Entering from

2000_Finance_Menu

(Previous step of the dialog)

Prompts

(Prompts section)

Type	Name	Wording
Initial	21001	For which currency would you like to hear the exchange rate
Timeout 1	21002	I'm sorry, I didn't hear you. Please say the currency you want an exchange rate fo example "Sterling Pound".
Timeout 2	21003	I'm sorry, I still didn't hear you. Please say the currency you want to hear the exchange rate for, such as the "Japanese yen", or, to hear a full list to choose from, say "List all currencies".
Retry 1	21004	Please say the currency you want an exchange rate for, for example "Australian dollar"
Retry 2	21005	rency you want to hear the exchange rate for, such as the "Japan full list to choose from, say "Dutch guilder".
Help	21006	are in the foreign exchange menu. If you specify a currency, such the "Danish e", I'll give you the exchange rate for it against the US Dollar.

(Initial prompt: first prompt played when entering the module.)
(Timeout 1 prompt: played when no response to initial.)
(Timeout 2 prompt: played when no response to first timeout.)
(Retry 1 prompt: played when no recognition result from first input.)

Voicing	DTMF	Action
<currency>		Go to: "2110_Finance_Forex_ExchangeRateInfo sg"
"List all currencies", "List currencies", "List all", "List them all", "List them"	2	Go to: "2190_Finance_Forex_CurrenciesListIntro"

(User input section)
(Touch-tone equivalents for user input)
(Retry 2 prompt: played when no recognition result from input after first retry.)

Commands	DTMF	Action
"Back up"	#	Go to: "2000_Finance_Menu"
"Main menu"	##	Go to: "1000_MainMenu"
"Goodbye"	*	Go to: "9000_Goodbye_Msg"
"Instructions"	9	Play prompt help prompt and then re-enter module, playing prompt, aw ing new user input.
"Operator"	0	Go to: "8000_ ansfer_Msg"

(Global commands section)
(Help prompt: typically played when caller asks for help or instructions.)

Module Settings

(Section to specify the different settings of the module)

Default

(Touch-tone equivalents for global commands)
(System actions following on global commands)
(System actions following on user input)

Chapter 4:   Internal DialogModule Functionality

***PLEASE NOTE: This is a generic example of Internal DialogModule Funcionality and may not directly reflect the actions of the SSA HostConnect application.**

Initial Prompt

High Confidence → Success

Confidence Level?

Medium Confidence → "I think you said..." / <rec_result> / "Is that correct?"

"Yes" → Success

User Input Detected

"No"

Another of n-best? — Yes → "Maybe it was..." / <rec_result> / "Is that right?"

No

"No"

Recognition

Low Confidence

[Retries counter increments by one]

Number of retries? — 1 → "My mistake." / Retry Prompt # 1

2 → "My mistake again." / Retry Prompt # 2

Above max retries → Failure

[Retries counter increments by one]

Number of retries? — 1 → "I'm sorry, I didn't understand." / Retry Prompt # 1

2 → "I'm sorry, I still didn't understand." / Retry Prompt # 2

Above max retries → Failure

No User Input Detected

[Timeout counter increments by one]

Number of timeouts? — 1 → Timeout Prompt # 1

2 → Timeout Prompt # 2

Above max timeouts → Failure

Chapter 5: Detailed Dialog Specification

5.1   General Behavior

5.1.1   Ending the call

At no time should the call simply end. All calls from this application should exit via one of the following SIBBs: Max Timeout, Max Retry, Max Invalid Menu Item

5.1.2   Global Defaults (Non-ASR Logic)

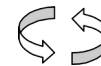The following commands should be available to any SIVR SIBB in the call plan:

COMMAND Vocabulary

Speech Input				Command Vocabulary	
Option	*Synonym(s)*	*DTMF*	*Action*		*Confirm.*
help	help	*	Go to Help Menu for the particular menu		*Never*

5.2   Dialog Tables

First Name

DialogModule™			Custom Context Grammar
Entering from			
DOB or Password Registration DOB			
Prompts			
Type	*MSG #*	*Wording*	
Initial	8001	Now we are going to collect your full name using voice recognition. First, say your FIRST name.	
Timeout 1	8100	Sorry I didn't hear you.	
	8110	Please give me your first name.	
Timeout 2	8101	I didn't hear you that time either.	
	8110	Please give me your first name.	
Max timeouts	Play DTMF *5 1 (MRS Outdial) & End Call If Speech Flag = 1 Set Code Pair 70022 If Speech Flag = 2 Set Code Pair 70031		
Retry 1	8102	Sorry I didn't understand.	
	8110	Please give me your first name.	

Retry 2	8103	I didn't understand that time either.
	8110	Please give me your first name.
Max Retries	Play DTMF *5 1 (MRS Outdial) & End Call If Speech Flag = 1 Set Code Pair 60022 If Speech Flag = 2 Set Code Pair 60031	
Help	8116	I need you to say your first name for me. For example if your first name was Nick, you'd say "Nick".

Option	Synonym(s)	DTMF	Action		Confirm.
First Name	<first_name>	<...>	Go to: Last Name		*If necessary*

Confirmation Prompts

Option	MSG #	Wording	Result
First Name	NA	FIRST NAME	*"I think you said < First Name >, is that correct?"*

Commands
See default settings

Module Settings

Use Spelling Fallback
If Speech Flag = 1 Set Abandon Flag = 0022
If Speech Flag = 2 Set Abandon Flag = 0031

Last Name

DialogModule™	Custom Context Grammar

Entering from

Middle Initial

Prompts

Type	MSG #	Wording
Initial	8003	Please say your last name. For example, if your last name was Kusack, you'd say Kusack. Go ahead.
Timeout 1	8100	Sorry I didn't hear you.
	8113	Please give me your last name.
Timeout 2	8101	I didn't hear you that time either.
	8113	Please give me your last name.
Max timeouts	Play DTMF *5 1 (MRS Outdial) & End Call If Speech Flag = 1 Set Code Pair 70023 If Speech Flag = 2 Set Code Pair 70032	
Retry 1	8102	Sorry I didn't understand.
	8113	Please give me your last name.
Retry 2	8103	I didn't understand that time either.
	8113	Please give me your last name.
Max Retries	Play DTMF *5 1 (MRS Outdial) & End Call If Speech Flag = 1 Set Code Pair 60023 If Speech Flag = 2 Set Code Pair 60032	

Help	8120	I need you to say your last name for me. For example, if the last name was O'Neal, you'd say "O'Neal".		
Option	*Synonym(s)*	*DTMF*	*Action*	*Confirm.*
First Name	<first_name>	<...>	Go to: Other Last Name Necessary	*If necessary*

Confirmation Prompts			
Option	*MSG #*	*Wording*	*Result*
Last Name	NA	LAST NAME	*"I think you said < Last Name > , is that correct?"*

Commands
See default settings

Module Settings
Use returned Last Name from ANI Lookup (if present) to assist in recognition.
Use Spelling Fallback
If Speech Flag = 1 Set Abandon Flag = 0023
If Speech Flag = 2 Set Abandon Flag = 0032

Other Last Name Necessary
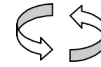
DialogModule™		Yes/No
Entering from		
Last Name		
Prompts		
Type	*MSG #*	*Wording*
Initial	8005	Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No.
Timeout 1	8100	Sorry I didn't hear you.
	8121	Would you like me to also check under another last name? Please say YES or NO.
Timeout 2	8101	I didn't hear you that time either.
	8122	Please say YES or press 1 if you think you might be listed under another last name. Otherwise, say NO or press 2.
Max timeouts	Play Message 8119 Go To: Speech Flag Check	
Retry 1	8102	Sorry I didn't understand.
	8121	Would you like me to also check under another last name? Please say YES or NO.
Retry 2	8103	I didn't understand that time either.
	8122	Please say YES or press 1 if you think you might be listed under another last name. Otherwise, say NO or press 2.
Max Retries	Play Message 8119 Go To: Speech Flag Check	
Help	8123	I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request? YES or NO.

Option	Synonym(s)	DTMF	Action	Confirm.
Yes	"Yes [please]" "[Yes] I do" "[Yes] I would" "Yeah"	1	Go To: Other Last Name	*If necessary*
No	"No [thanks]" "[No] I don't" "[No] I do not" "[No] I wouldn't" "[No] I would not"	2	Go To: Speech Flag Check	*If necessary*

Confirmation Prompts

Option	MSG #	Wording	Result
Yes	8124	yes	*"I think you said < yes > , is that correct?"*
No	8125	no	*I think you said < no > , is that correct?*

Commands

See default settings

Module Settings

If Speech Flag = 1 Set Abandon Flag = 0024

If Speech Flag = 2 Set Abandon Flag = 0033

Other Last Name

DialogModule™				**Custom Context Grammar**

Entering from

Other Last Name Necessary

Prompts

Type	MSG #	Wording
Initial	8004	Please say your OTHER LAST name. [Short Pause] For example if it was Jones, you'd say "Jones". Go ahead.
Timeout 1	8100	Sorry I didn't hear you.
	8114	Please say your OTHER last name.
Timeout 2	8101	I didn't hear you that time either.
	8114	Please say your OTHER last name.
Max timeouts	Go To: Speech Flag Check	
Retry 1	8102	Sorry I didn't understand.
	8114	Please say your OTHER last name.
Retry 2	8103	I didn't understand that time either.
	8114	Please say your OTHER last name.
Max Retries	Go To: Speech Flag Check	
Help	8115	I need you to say your other last name for me. For example, if the last name was O'Neal, you'd say "O'Neal".

Option	Synonym(s)	DTMF	Action	Confirm.
First Name	<first_name>	<...>	Go To: Speech Flag Check	*If necessary*

Confirmation Prompts				
Option	**MSG #**	**Wording**	**Result**	
Other Last Name	NA	OTHER LAST NAME	*"I think you said < Other Last Name > , is that correct?"*	

Commands	
See default settings	

Module Settings
Use Spelling Fallback
If Speech Flag = 1 Set Abandon Flag = 0025
If Speech Flag = 2 Set Abandon Flag = 0034

Speech Flag Check

Branch on Condition
Entering from
Other Last Name or Confirm Other Last Name

Condition	Action
If Speech Flag = 1	Go to: PRC REQUEST VERIFY
If Speech Flag = 2	Go to: PASSWORD REGISTRATION VERIFY

Chapter 6:   Recording Lists

6.1   Application Recording List

Message 8001
"Now we are going to collect your full name using voice recognition. First, say your FIRST name."

Message 8003
"Please say your last name. For example, if your last name was Kusack, you'd say Kusack. Go ahead."

Message 8004
"Please say your OTHER LAST name. [Short Pause] For example if it was Jones, you'd say "Jones". Go ahead."

Message 8005
"Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No."

Message 8100
"Sorry I didn't hear you."

Message 8101
"I didn't hear you that time either."

Message 8102
"Sorry I didn't understand."

Message 8103
"I didn't understand that time either."

Message 8104
"…you said none…"

Message 8110
"Please give me your first name."

Message 8113
"Please give me your last name."

Message 8114

"Please say your OTHER last name."

Message 8115
"I need you to say your other last name for me. For example, if the last name was O'Neal, you'd say "O'Neal"."

Message 8116
"I need you to say your first name for me. For example if your first name was Nick, you'd say "Nick"."

Message 8117
"I think you said…"

Message 8118
"…is that correct?"

Message 8119
"We'll try with just your first and last name."

Message 8120
"I need you to say your last name for me. For example, if the last name was O'Neal, you'd say "O'Neal"."

Message 8121
"Would you like me to also check under another last name? Please say YES or NO."

Message 8122
"Please say YES or press 1 if you think you might be listed under another last name. Otherwise, say NO or press 2."

Message 8123
"I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request? YES or NO."

Message 8124
"…yes…"

Message 8125
"…no…"