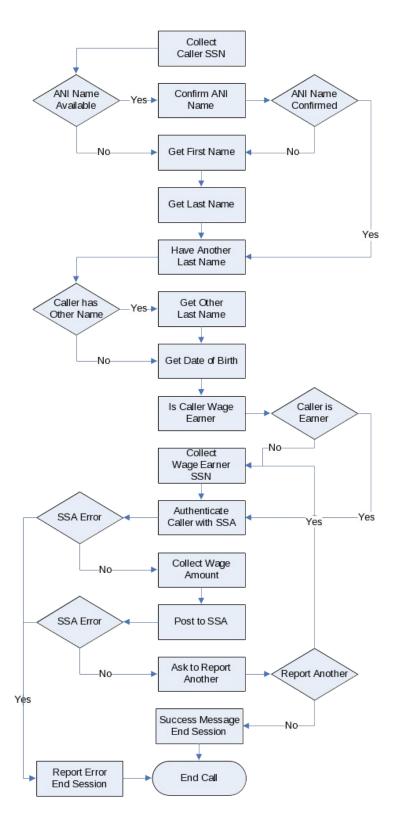
## Monthly Wage Reporting Call Flow



# **Monthly Wage Reporting Transaction**

- 1. The application shall support the ability to capture the following from the caller:
  - a. First name
  - a. Last name
  - b. Other last name
  - c. Social security number
  - d. Date of birth
  - e. Wage earner's social security number
  - f. Monthly wage

2.

# 1. Greeting

<Welcome to the Social Security Wage Reporting Service. To start, I'll be getting your social security number, name, and date of birth. >

## Social Security Number Capture

- The application shall prompt the caller for their nine (9) digit social security number.
   <First, say or key in your social security number.>
- 2. Confirmation of the social security number shall follow the standard confidence path functionality described in the Confidence Path section.
  <| heard < ... > Is that right?>
- 3. If the application fails to recognize the social security number within the maximum number of retries, the application shall fail and prompt the caller to try again later.
- 4. The application shall prompt the caller if they are the wage earner.
- 5. If the caller is not the wage earner, the application shall prompt the caller for the wage earner's social security number.
- 6. Confirmation of the social security number shall follow the standard confidence path functionality described in the Confidence Path section.
- 7. If the application fails to recognize the social security number within the maximum number of retries, the application shall fail and prompt the caller to try again later.
- 3. Name Capture
- 1. The application shall attempt to identify the caller's name using Reverse Automatic Number Identification (ANI) lookup.

<Based on your phone number, I have your name as <name>

- If ANI lookup is successful, the application shall prompt the caller to confirm the identified name.
   <ls that your name as it appears on your Social Security card?>
- 3. If the caller confirms the name portion of the ANI lookup data, the confirmed name shall be used.
- 4. If the caller does not confirm the name portion of the ANI lookup data, the application shall prompt for a new name.

<Thanks. Now, I need to get your name as it appears on your Social Security card.>

- The application shall prompt the caller to say and spell the first name.
   <To start, say and spell your first name.>
- Confirmation of the first name shall follow the standard confidence path functionality described in the Confidence Path section.
   The name I heard was...
   Is that right?>
- 7. If the first name is not recognized on or before the third attempt, the application shall fail and prompt the caller to try again later.
- The application shall prompt the caller to say and spell last name.
   <Next, say and spell your last name as it appears on your Social Security card.>
- 9. Confirmation of the last name shall follow the standard confidence path functionality described in the Confidence Path section.
   <The name I heard was...< ... >. Is that right?>
- 10. If the last name is not recognized on or before the third attempt, the application shall fail and prompt the caller to try again later.
- 11. During confirmation, Voice Portal shall use text-to-speech (TTS) to playback the captured name.
- 12. The application shall prompt the caller if they have another last name (i.e. professional or maiden name).

<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.>

13. If the caller has a secondary last name, the application shall prompt the caller to say and spell the other last name.

<Say and spell your other last name.>

- 14. Confirmation of the last name shall follow the standard confidence path functionality described in the Confidence Path section.The name I heard was...Is that right?>
- 15. If the last name is not recognized on or before the third attempt, the application shall fail and prompt the caller to try again later.
- 16. During confirmation, Voice Portal shall use text-to-speech (TTS) to playback the captured name.

#### 4. Date of Birth Capture

- The application shall prompt the caller to say their date of birth.
   <Now tell me your date of birth. <4 sec pause> For example, you could say... December 19<sup>th</sup>, 1963.>
- Confirmation of birth date shall follow the standard confidence path functionality described in the Confidence Path section.
   <| heard < ... >. Is that right?>
- 3. During confirmation, Voice Portal shall use TTS to playback the birth date.
- 4. If the birth date is not recognized on or before the third attempt, the application shall fail and prompt the caller to try again later.

# 5. Social Security Number Capture

- The application shall prompt the caller if they are the wage earner.
   <Are you reporting wages for yourself? Please say 'yes' or 'no'.>
- If the caller is not the wage earner, the application shall prompt the caller for the wage earner's social security number.
   <Alright, now I need the social security number of the person whose wages you're reporting. Please tell me that person's social security number.>
- 3. Confirmation of the social security number shall follow the standard confidence path functionality described in the Confidence Path section.

<I heard < ... >. Is that right?>

4. The information collected is submitted to SSA to be authenticated against the Numident file.

<Hold on while I check our database. It may take a few seconds.>

5. If the application fails to recognize the social security number within the maximum number of retries, the application shall fail and prompt the caller to try again later.

## Monthly Wage Amount

- The application shall prompt the caller for the previous month's wages.
   <Next, I need the wages earned in <past month><year of past month>Please tell me the total wages in dollars and cents.>
- 2. Confirmation of the previous month's wages shall follow the standard confidence path functionality described in the Confidence Path section.
  <| heard < ... >. Is that right?>
- 3. If the application fails to recognize the wage amount within the maximum number of retries, the application shall fail and prompt the caller to try again later.

## 7. Submit to SSA

6.

- The system will submit the data to SSA.
   <Hold on while I send the information to the Social Security Administration.>
- If accepted, confirmation message is played.
   <OK, those wages were reported.>
- If the application fails to recognize the wage amount within the maximum number of retries, the application shall fail and prompt the caller to try again later.
   <!'m sorry, we were unable to process your request. Please check your information and try again later.>

# 8. Report Another Wage Earner?

- The reporter will be asked if they want to report wages for another individual.
   <Do you want to report wages for another individual? Please say 'yes' or 'no'.>
- 2. A <yes> response will begin the process again at Step 5.
- A <no> response will end the call.
   <Thanks for calling the SSA monthly wage reporting line. Goodbye.>