Epiq Systems
NTIA Digital-to-Analog Coupon Program

Dialog Design Specification
Version 1.01
October 29, 2007

Table of Contents

PRE-MODULE PROCESSING

	Condition	Action
		Go to

WELCOME

		Passive	NB	Thank you for calling the Digital-to-Analog Converter Box Coupon Program Consumer Hotline. Learn more and request your coupons on our website at dtv2009.gov. *Added web address to Welcome message to drive callers to hang up and use internet*

	Condition	Action
		Go to Language Prompt

LANGUAGE PROMPT

		Initial	B	For English, press 1. Espanol, oprima 2. Russian, press 3. French, press 4. Chinese, press 5. Tagalog, press 6. Vietnamese, press 7. If you have a rotary phone, please stay on the line.

Option	DTMF	Action
English	1	Go to Don't Need Converter Box Message
Spanish	2	Go to
Russian	3	Go to
French	4	Go to
Chinese	5	Go to
Tagalog	6	Go to
Vietnamese	7	Go to
Error		Action
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Don't Need Converter Box Message and continue with Voice Rec App
system down		Go to

DON'T NEED CONVERTER BOX MESSAGE

		Passive	NB	If all your television sets are hooked up to cable, satellite, or any other pay TV service, you do **not** need a converter box, and you may hang up now. Moved to earlier in the call to peel off these callers as soon as possible and also revised verbiage for clarity

	Condition	Action
		Go to Need Converter Box Message

NEED CONVERTER BOX MESSAGE

		Passive	NB	If you receive *any* television over-the-air by use of an antenna or 'rabbit ears', then this program is for you. Visit us on the web at dtv2009.gov, or, stay on the line if you prefer to use

				our automated phone system.
				Revised for clarity and repeated web address to accomplish same goal as listed above
	Condition			**Action**
				Go to Introduction

INTRODUCTION

	Passive	**NB**		On February 17th, 2009, all United States TV stations will begin broadcasting solely in digital format. For as long as TV has been around, these stations have broadcast in a format known as "analog". Your old television can't, without the proper converter, translate digital signals. To ease the transition and impact on those who own analog-only TVs, Congress created the coupon program. Each coupon is valued at $40 towards a single eligible set-top converter box. Each household is eligible to receive a maximum of two coupons.
	Condition			**Action**
				Go to Main Menu

MAIN MENU

	Initial - TT	**B**		To request a coupon, press 1. Check status, press 2. For answers to frequently asked questions, press 3. Everything else, press 4. *Collapsed options into a more concise menu*
	Initial - VR	**NB**		To request a coupon, say 1. Check status, say 2. For answers to frequently asked questions, say 3. Everything else, say 4. *<tone>*
Option	**DTMF/VR**			**Action**
Request Coupon	1			Go to Application Menu
Check Status	2			Go to Check Status Menu
FAQs	3			Go to FAQ Menu
Everything Else	4			Go to Everything Else Message
Error				**Action**
1st attempt & Error				Go to Invalid
1st attempt & Timeout				Go to Timeout
2nd attempt & Error/Timeout				Go to Final Invalid/Timeout
system down				Go to

APPLICATION MENU

	Initial – TT	**B**		To apply for a coupon now, press 1. Request a paper application through the mail, press 2. To apply online, you may hang up and go to dtv2009.org, at your earliest convenience. To return to the Main Menu, press star. *Added submenu for requesting coupons and applications to provide the 3 options available as well as option to return to MM in case they got to this menu accidentally*

		Initial - VR	NB	To apply for a coupon now, say 1. Request a paper application through the mail, say 2. To apply online, you may hang up and go to dtv2009.org, at your earliest convenience. To return to the Main Menu, say 3. *<tone>*
	Option	**DTMF/VR**		**Action**
	Now	1		Go to Express ID Plus Module v1.05b
	Through Mail	2		Go to Transfer Module **(We could use the Express ID Plus Module here – save on live op transfers, but would require transcription)**
	Main Menu	*/3		Go to Main Menu
	Error			**Action**
	1st attempt & Error			Go to Invalid
	1st attempt & Timeout			Go to Timeout
	2nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to

ELIGIBILITY LOOKUP MODULE

		Passive	NB	Please hold while I verify your coupon eligibility.
	Condition			**Action**
	If eligible			Go to Eligible Message
	If not eligible			Go to Not Eligible Message

NOT ELIGIBLE MESSAGE

		Passive	B	Our records indicate that you have, or someone in your household has, already received the maximum number of allowable coupons from this program. If you haven't received any coupons, please press 0 to speak to a representative. *Revised verbiage slightly for clarity and to make less verbose*
	Option	**DTMF**		**Action**
	Representative	(Accept any DTMF)		Go to Transfer Message
	Error			**Action**
	1st attempt & Timeout			Go to Close

ELIGIBLE MESSAGE

		Passive	NB	Our records indicate that you are eligible for the coupon program. You may request a maximum of 2 coupons. *Reiterated max allowable and removed unnecessary verbiage that will be handled in the Express ID Plus Module (name capture)*
	Condition			**Action**
	All			Go to Get Number of Coupons

GET NUMBER OF COUPONS

		Initial -TT	B	For one coupon, press 1. For 2 coupons, press 2. To return to the Main Menu, press star. *Inserted option for Main Menu in case caller did not want to request coupons yet, ie. if they were only check eligibility status and not ready to continue with call*

		Initial - VR	**NB**	For one coupon, say 1. For 2 coupons, say 2. To return to the Main Menu, say 3. *<tone>*
	Option	**DTMF/VR**		**Action**
	1 Coupon	1		Go to Verify Number Requested – Passive 1
	2 Coupons	2		Go to Verify Number Requested – Passive 2
	Main Menu	*/3		Go to Main Menu
	Error			**Action**
	1st attempt & Error			Go to Invalid
	1st attempt & Timeout			Go to Timeout
	2nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to

GET OVER AIR STATUS

		Initial -TT	**B**	If you have in your home, both; televisions that are hooked up to a pay TV service, as well as those that are received over the air, press 1. If you receive your TV over the air only, press 2.
		Initial - VR	**NB**	If you have in your home, both; televisions that are hooked up to a pay TV service, as well as those that are received over the air, say 1. If you receive your TV over the air only, say 2.
	Option	**DTMF/VR**		**Action**
	Pay Service	1		Go to Verify Number Requested – Passive 1
	Over The Air	2		Go to Verify Number Requested – Passive 2
	Error			**Action**
	1st attempt & Error			Go to Invalid
	1st attempt & Timeout			Go to Timeout
	2nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to

CERTIFICATION

		Passive 1	**NB**	You have requested 1 coupon and receive your television both through a pay TV service and over-the air.
		Passive 2	**NB**	You have requested 2 coupons and receive your television both through a pay TV service and over-the-air.
		Passive 3	**NB**	You have requested 1 coupon and receive your television over-the air only.
		Passive 4	**NB**	You have requested 2 coupons and receive your television over-the-air only.
		Initial - TT	**B**	If this is correct, press 1. Otherwise, press 2.
		Initial - VR	**NB**	If this is correct, say 1. Otherwise, say 2.
	Option	**DTMF**		**Action**
	Correct	1		Go to Receive Message
	Not Correct	2		If 1 or 2xs, Go to Get Number Of Coupons 3xs, go to Transfer Message
	Error			**Action**
	1st attempt & Error			Go to Invalid
	1st attempt & Timeout			Go to Timeout
	2nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to

RECEIVE MESSAGE

		Passive	**NB**	Thank you. You should receive your coupon in 10-14 business days.
		Passive	**NB**	Thank you. You should receive your coupons in 10-14 business days. *Removed unnecessary verbiage to shorten call time*

Condition	Action
All	Go to Please Wait

PLEASE WAIT

		Passive	**NB**	Please wait at least 21 days before checking the status of your coupon application.

Condition	Action
All	Go to Confirmation Number

CONFIRMATION NUMBER

		Passive	**NB**	Your confirmation number is…
		Confirm #	**NB**	…<playback confirmation number>.
		Passive	**NB**	That's…
		Confirm #	**NB**	…<playback confirmation number>. *Automatically play this twice*

Condition	Action
All	Go to Close

CHECK STATUS MENU

		Initial - TT	**B**	To check the status of your coupon, press 1. Your coupon application, press 2. To return to the Main Menu, press star. *This menu is a result of collapsing 2 main menu options into one (check status, press 2)*
		Initial - VR	**NB**	To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. *<tone>*

Option	DTMF/VR	Action
Coupon	1	Go to Coupon Number
Coupon Application	2	Go to Confirmation Number
Main Menu	*/3	Go to Main Menu
Error		**Action**
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Timeout
2nd attempt & Error/Timeout		Go to Final Invalid/Timeout
system down		Go to

COUPON NUMBER

| | | Initial – TT | B | If you've received your coupon, there should be a 16-digit number on the front of the card.
If you have that number, press 1.
Otherwise, press 2. |
| | | Initial – VR | NB | If you've received your coupon, there should be a 16-digit number on the front of the card.
If you have that number, say 1.
Otherwise, say 2.
<tone> |

Option	DTMF/VR	Action
Have	1	Go to Get Coupon Number
Don't Have	2	Go to Express ID Plus Module version 1.5b
Error		**Action**
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Timeout
2nd attempt & Error/Timeout		Go to Final Invalid/Timeout
system down		Go to

GET COUPON NUMBER

| | | Initial | B | Please enter your coupon number now, followed by the pound sign. |

Option	DTMF	Action
Valid 16 digit coupon number	0-9	Go to Status Lookup Module
Error		**Action**
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Timeout
2nd attempt & Error/Timeout		Go to Final Invalid/Timeout
system down		Go to

CONFIRMATION NUMBER

| | | Initial – TT | B | If you've already applied for a coupon, you should have a confirmation number.
If you have that number, press 1.
Otherwise, press 2.

Slightly adjusted verbiage to make less verbose |
| | | Initial - VR | NB | If you've already applied for a coupon, you should have a confirmation number.
If you have that number, say 1.
Otherwise, say 2.
<tone> |

Option	DTMF	Action
Have	1	Go to Get Confirmation Number
Don't Have	2	Go to Express ID Plus Module version 1.5b
Error		**Action**

GET CONFIRMATION NUMBER

| | | Initial | B | Please enter your confirmation number now, followed by the pound sign. |

Option	DTMF	Action
Valid confirmation number	0-9	Go to Status Lookup Module
Error		**Action**

STATUS LOOKUP MODULE

		Passive	**NB**	Please hold while I look up your information. *Added verbiage to cover possible latency while look up*

Condition	**Action**
If coupon number entered	Go to Coupon Status and play appropriate message
If confirmation number entered	Go to Confirmation Status and play appropriate message

COUPON STATUS

		Passive	**NB**	Your coupon has been mailed. If you haven't received it yet, you should expect to within 2 to 3 weeks.
		Passive	**NB**	Your coupon has been authorized at a certified retailer.
		Passive	**NB**	Your coupon has been used for a purchase.
		Passive	**NB**	Your coupon has expired.
		Passive	**NB**	I'm sorry. I'm unable to find your coupon status.

Condition	**Action**
If unable to find	Go to Transfer Message
All else	Go to Close

APPLICATION STATUS

		Passive	**NB**	Your application is being processed.
		Passive	**NB**	Your application has been approved. You should be receiving your coupons within 14-21 days.
		Passive	**NB**	Your application is being reviewed.
		Passive	**NB**	Your application is deficient.
		Passive	**NB**	Your application has been denied.
		Passive	**NB**	I'm sorry. I'm unable to find your application status.

Condition	**Action**
If application is being processed, approved or reviewed	Go to Close
If application is deficient or unable to find	Go to Transfer Message
If application has been denied	Go to Transfer Option

FAQ MENU

		Initial – TT	**B**	For information on how to request a coupon, press 1. How long it takes to receive your coupon, press 2. For general information about our coupon program, press 3. To return to the Main Menu, press star. *Added option to return to the Main Menu to then provide option to request coupon.*
		Initial – VR	**NB**	For information on how to request a coupon, say 1. How long it takes to receive your coupon, say 2. For general information about our coupon program, say 3. To return to the Main Menu, say 4. *<tone>*

Option	DTMF/VR	Action
Request Coupon	1	Go to Request Coupon FAQ
Receive Coupon	2	Go to Receive Coupon FAQ
General Info	3	Go to General Information FAQ
Main Menu	*/4	Go to Main Menu
Error		**Action**
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Timeout
2nd attempt & Error/Timeout		Go to Final Invalid/Timeout
system down		Go to

REQUEST COUPON FAQ

		Passive	**NB**	There are three ways you can request a coupon: Online at dtv2009.org; Over the phone using this automated system; or Through the mail. Apply online or over the phone, and receive instant confirmation of your eligibility. If you prefer to apply through the mail, you'll receive your coupons within 14-21 days if eligible. Every household that receives TV over the air is eligible for a maximum of 2 coupons. *Revised verbiage for clarity.*
		Initial – TT	**B**	To hear this message again, press 1. To request a coupon or application, press 2 To return to the main menu, press star. Or simply hang up to disconnect. *Added option to hear again*
		Initial - VR	**NB**	To hear this message again, say 1. To request a coupon or application, say 2 To return to the main menu, say 3. Or simply hang up to disconnect. *<tone>*

Option	DTMF/VR	Action
Repeat	1	Replay Request Coupon FAQ
Request Coupon	2	Go to Request Coupon Menu
Main Menu	*/3	Go to Main Menu
Error		**Action**
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Timeout
2nd attempt & Error/Timeout		Go to Final Invalid/Timeout
system down		Go to

RECEIVE COUPON FAQ

		Passive	**NB**	Once we receive your application, it usually takes 14-21 days before you receive your coupons. If it's been more than 21 days, we encourage you to check the status of your application either through this automated phone system, or on our website at dtv2009.org. *Revised verbiage for clarity.*
		Initial – TT	**B**	To hear this message again, press 1. Request a coupon or application, press 2. Check your application status, press 3.

				To return to the main menu, press star. Or simply hang up to disconnect. *Added option to check application status*
		Initial - VR	**NB**	To hear this message again, say 1. Request a coupon or application, say 2. Check your application status, say 3. To return to the main menu, say 4. Or simply hang up to disconnect. *<tone>*

Option	**DTMF/VR**	**Action**
Repeat	1	Replay Receive Coupon FAQ
Request Coupon	2	Go to Application Menu
Check App Status	3	Go to Confirmation Number
Main Menu	*/4	Go to Main Menu
Error		**Action**
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Timeout
2nd attempt & Error/Timeout		Go to Final Invalid/Timeout
system down		Go to

GENERAL INFORMATION FAQ

		Passive	**NB**	The Digital Television Transition and Public Safety Act of 2005, requires TV stations to stop broadcasting in analog and to broadcast only in digital after February 17, 2009. The digital transition will provide a better viewing experience for consumers and help emergency responders protect your community. The Act created the digital-to-analog converter box coupon program for households wishing to use their analog TVs after the transition. This Program allows US households to obtain up to two coupons, each worth $40 that can be applied towards the cost of certain converter boxes. TVs connected to cable, satellite, or other pay services do not need a converter box and will continue to receive programs after February 17, 2009.
		Initial - TT	**B**	To hear this message again, press 1. To request a coupon or application, press 2 To return to the main menu, press star. Or simply hang up to disconnect.
		Initial - VR	**NB**	To hear this message again, say 1. To request a coupon or application, say 2 To return to the main menu, say 3. Or simply hang up to disconnect. *<tone>*

Option	**DTMF/VR**	**Action**
Repeat	1	Replay General Information FAQ
Request Coupon	2	Go to Request Coupon Menu
Main Menu	*/3	Go to Main Menu
Error		**Action**
1st attempt & Error		Go to Invalid
1st attempt & Timeout		Go to Timeout
2nd attempt & Error/Timeout		Go to Final Invalid/Timeout
system down		Go to

TRANSFER OPTION

		Initial - TT	**NB**	If you feel it should've been approved, press 0 to speak to a

				representative.
				Otherwise, you may hang up.
				Added verbiage to instruct caller to hang up so they know there is nothing else they can do with this automated system.
		Initial - VR	NB	If you feel it should've been approved, say 0 to speak to a representative.
				Otherwise, you may hang up.
				<tone>

Option	DTMF/VR	Action
Representative	(Accept any DTMF or VR)	Go to Transfer Message
Error		Action
1st attempt & Timeout		Go to Close

EVERYTHING ELSE MESSAGE

		Initial – TT	B	If your coupon or coupons have expired or have been lost or stolen, we're unfortunately unable to replace them. We're also unable to provide technical support for hooking up converter boxes and can only answer questions specifically regarding the *coupon program*. If you have such a question, please press 0 to speak to a representative. Otherwise, you may hang up.
				Slight rewording and offer to press 0 to give caller an 'out' in case they have a question we haven't thought of.
		Initial - VR	NB	If your coupon or coupons have expired or have been lost or stolen, we're unfortunately unable to replace them. We're also unable to provide technical support for hooking up converter boxes and can only answer questions specifically regarding the *coupon program*. If you have such a question, at the tone, say 0 to speak to a representative. Otherwise, you may hang up. *<tone>*

Option	DTMF/VR	Action
Representative	(Accept any DTMF or VR)	Go to Transfer Message
Error		Action
1st attempt & Timeout		Go to Close

INVALID

		Passive	NB	I'm sorry, that was not a valid response. Please try again.

Condition	Action
All	Re-prompt

TIMEOUT

		Passive	NB	Again…

Condition	Action
All	Re-prompt

FINAL INVALID/TIMEOUT

		Passive	NB	I'm sorry, I'm still having trouble.
	Condition			**Action**
	All			Go to Transfer Message

TRANSFER MESSAGE

		Passive	NB	Please hold while I transfer you to the first available Consumer Support Representative. Calls may be monitored and recorded for quality assurance purposes.
	Condition			**Action**
	All			Attempt Transfer

CALL CENTER BUSY/NO ANSWER MESSAGE

		Passive	NB	Currently we are experiencing an exceptionally high volume of calls and all representatives are busy assisting other callers. Please stay on the line for the first available Consumer Support Representative. Visit our website 24 hours a day, 7 days a week at: dtv2009.org.
	Condition			**Action**
	All			Attempt Transfer

CLOSE

		Passive	NB	Thank you for calling the Digital-to-Analog Converter Box Consumer Hotline. Good-bye.
	Condition			**Action**
	All			Disconnect

PROGRAM INFORMATION

Program Name	NTIA – Analog-to-Digital Converter Box
Team	Ahl/Programmer/Marasco/Producer/Talent
Specification	
Flowchart	
Telescope	
Bravo Path	
Test Number	
Access Code	
Password	

REVISION HISTORY

Version	Date	Author	PSR	Notes
1.00	Oct. 26, 2007	Marasco		Initial Draft

WIC
Express ID Plus

Dialog Design Specification
Version 1.05b
April 2, 2007

EXPRESS ID PLUS VERSION 1.05B

CALLING FROM HOME (ANI) MODULE

PRE-MODULE PROCESSING

	All		Does variable ?130 contain a 10-digit number?
			    If yes, go to Phone Lookup Module
			    If no, zero ANI?
			        If yes, go to Phone Number Recognition Module
			        If no, does file u991120 exist?
			            If yes, go to Calling From Home u991120
			            If no, go to Phone Number Recognition Module

	Rec_server down		Go to

CALLING FROM HOME

	u991120.vox	**Initial**	**B**	Are you calling from your home telephone?
	u991125.vox	**Error**	**NB**	(Optional but recommended. If not used, will repeat slot u991120) If you are calling from your home telephone, say yes. If not, say no.
	Grammar Name	**.wic_std_YesNo**		
	Value	**<>**		
	Option	**Vocabulary**	**Action**	
	yes	yes	Use ANI as phone number (let ?130 = ANI); go to Phone Lookup Module	
	no	no	Go to Phone Number Recognition Module	
	Error		**Action**	
	1st attempt and Error		Go to Calling from Home Invalid u991129 (opt) or Default Invalid Module	
	1st attempt and Timeout		Go to Calling from Home Invalid u991129 (opt) or Default Invalid Module	
	2nd attempt and Error		Go to Calling from Home VC Transition u991127	
	2nd attempt and Timeout		Go to Calling from Home VC Transition u991127	
	Rec_server down		Go to	

> **Deleted:** (opt) or Full NACSZ Voice Capture Module

> **Deleted:** (opt) or Full NACSZ Voice Capture Module

CALLING FROM HOME INVALID

	u991129.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Calling from Home u991125 (opt) or u991120
	Rec_server down			Go to

CALLING FROM HOME VC TRANSITION

10/26/07	**u991127.vox**	**Passive**	**NB**	(Optional but recommended.) I'm sorry, but I'm not sure I understood your response correctly.
	All			Express ID Plus Done Go to Transfer Message
	Rec_server down			Go to

> **Deleted:** Let's try something else.

> **Deleted:** Go to Full NACSZ Voice Capture Module

PHONE NUMBER RECOGNITION MODULE

PRE-MODULE PROCESSING

	All	Does variable ?130 contain a 10-digit number? If yes, go to Phone Lookup Module

				If no, go to Get Phone Number u991110	
	Rec_server down			Go to	

GET PHONE NUMBER

	u991110.vox	Initial	B	Please tell me your home phone number including the area code.
04/02/07	u991115.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991110) Let's try again. Speaking one digit at a time, please tell me either your home or cell phone number including the area code.
	u991116.vox	Confirm Reject	NB	(Optional but recommended. If not used, will repeat slot u991110) Sorry about that. Let's try again. Speaking one digit at a time, please tell me your home phone number including the area code.

	Grammar Name	.wicrtl_SPcapture_PhoneNumber .wic_std_PhoneNumber	
	Value	<>	
	Option	**Vocabulary**	**Action**
	10-digit phone	0123456789	Go to Confirm Phone Number u991111
	Error		**Action**
	1st attempt and Error		Go to Get Phone Number Invalid u991119 (opt) or Default Invalid Module
	1st attempt and Timeout		Go to Get Phone Number Invalid u991119 (opt) or Default Invalid Module
	2nd attempt and Error		Go to Phone Number VC Transition u991117
	2nd attempt and Timeout		Go to Phone Number VC Transition u991117
	Rec_server down		Go to

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

GET PHONE NUMBER INVALID

	u991119.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I'm not sure I heard your phone number correctly.
	All			Go to Get Phone Number u991115 (opt) or u991110
	Rec_server down			Go to

CONFIRM PHONE NUMBER

	u991111a.vox	Initial Option 1	NB	(Optional) Did you say…
	u991111.vox	Initial Option 2	NB	(Optional but recommended.) I heard…
	n/a		NB	[playback phone number using dynamic concatenation]
	u991112.vox		NB	(IMPORTANT: use only with Option 2 above. Optional but recommended if using Option 2 above. If not used, will speak random "is correct".) Did I get that right?
	u991113.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991111 or u991111a) I thought you said…
	n/a		NB	[playback phone number using dynamic concatenation]
	u991114.vox		NB	(Optional but recommended. If not used, will repeat slot u991112, or will speak random "is correct".) Is that right?

	Grammar Name	.wic_std_YesNo	
	Value	<>	
	Option	**Vocabulary**	**Action**
	yes	yes	Go to Phone Lookup Module
	no	no	1x, go to Get Phone Number u991116 (opt) or u991110 2x, go to Phone Number VC Transition u991117
	Error		**Action**
	1st attempt and Error		Go to Confirm Phone Number Invalid u991118 (opt) or Default Invalid

Deleted: (opt) or Full NACSZ Voice Capture Module

				Module
	1st attempt and Timeout			Go to Confirm Phone Number Invalid u991118 (opt) or Default Invalid Module
	2nd attempt and Error			Go to Phone Number VC Transition u991117
	2nd attempt and Timeout			Go to Phone Number VC Transition u991117
	Rec_server down			Go to

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

CONFIRM PHONE NUMBER INVALID

	u991118.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I couldn't verify your response.
	All			Go to Confirm Phone Number u991113 (opt) or u991111
	Rec_server down			Go to

PHONE NUMBER VC TRANSITION

10/26/07	**u991117.vox**	**Passive**	**NB**	(Optional but recommended.) I'm sorry, but I'm not sure I understood your response correctly.
	All			Express ID Plus Done, return Go to Transfer Message
	Rec_server down			Go to

Deleted: Let's try something else

Deleted: Go to Full NACSZ Voice Capture Module

PHONE LOOKUP MODULE

PRE-MODULE PROCESSING

	All			Get Name & Address from Targus
				(gosub SPcapture_get_name_address)
				    If record found, does variable ?140 contain a 5-digit number (zip code) AND does this variable match the zip code in the Targus record?
				        If yes, go to Confirm Address On File u991211
				        If no, go to Confirm Address On File Zip Code Transition u991230
				    If record not found, go to Confirm Address On File Zip Code Transition u991230

	Rec_server down			Go to

CONFIRM ADDRESS ON FILE

	u991211.vox	**Initial**	**NB**	(If the application is sending a product, client may want to substitute "address" with the phrase "mailing address" in the following prompts. If the application wants the caller's actual home address, client may want to substitute it with "home address".) Now I'm going to ask you to verify some information. First, let's confirm that I have your current address.
	n/a	**21cent call**	**NB**	[spell house number only using A-Z and 0-9]
	n/a	**not21cent call TTS success**	**NB**	[TTS: street address]
	n/a	**TTS failed**	**NB**	[spell address using A-Z and 0-9]
	u991212.vox		**NB**	(Optional but recommended. If not used, will speak random "is correct".) Is that right?
	u991213.vox	**Error**	**NB**	(Optional but recommended. If not used, will repeat slot u991211) Let me repeat that address one more time.
	n/a	**21cent call**	**NB**	[spell house number only using A-Z and 0-9]
	n/a	**not21cent call TTS success**	**NB**	[TTS: street address]
	n/a	**TTS failed**	**NB**	[spell address using A-Z and 0-9]
	u991214.vox		**NB**	(Optional but recommended. If not used, will repeat slot u991212) Is that your current address?
	Grammar Name	**.wic_std_YesNo**		

	Value	<>	
	Option	**Vocabulary**	**Action**
	yes	yes	Go to Last Name Verification Module
	no	no	Go to Confirm Address On File Zip Code Transition u991231
	Error		**Action**
	1st attempt and Error		Go to Confirm Address On File Invalid u991219 (opt) or Default Invalid Module
	1st attempt and Timeout		Go to Confirm Address On File Invalid u991219 (opt) or Default Invalid Module
	2nd attempt and Error		Go to Confirm Address On File VC Transition u991217
	2nd attempt and Timeout		Go to Confirm Address On File VC Transition u991217
	Rec_server down		Go to

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

CONFIRM ADDRESS ON FILE INVALID

	u991219.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) Sorry, but I'm not sure I understood you correctly.
	All			Go to Confirm Address On File u991213 (opt) or u991211
	Rec_server down			Go to

CONFIRM ADDRESS ON FILE VC TRANSITION

10/26/07	u991217.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your addr
	All			Express ID Plus Done, return Go to Transfer Message
	Rec_server down			Go to

Deleted: Let me quickly record you speaking your address information.

Deleted: Go to Full NACSZ Voice Capture Module

CONFIRM ADDRESS ON FILE ZIP CODE TRANSITION

	u991230.vox	Passive	NB	(Optional but recommended.) I'll need to collect your name and address information. Let's start with your address, and then I'll get your name later.
	u991231.vox	Passive	NB	Sorry about that. Let's see if I can get your correct name and address. Let's start with your address, and then I'll get your name later.

	All			CMG call?
				   If yes, go to Zip Code Recognition Module
				   If no, go to Verify Pre-Entered Zip Code Module

	Rec_server down			Go to

LAST NAME VERIFICATION MODULE

PRE-MODULE PROCESSING

	All			Is variable ?143 = "NONAME"?
				   If yes, ExpressID Plus Done; return
				   If requesting coupon, go to Eligibility Lookup Module
				   If checking status, go to Status Lookup Module
				 If no, Targus record contain last name?
				   If yes, go to Confirm Last Name On File u991411
				   If no, go to Last Name Recognition Module

	Rec_server down			Go to

CONFIRM LAST NAME ON FILE

	u991411.vox	Initial	NB	OK. Let's make sure I have your correct last name.
	n/a	TTS success	NB	[TTS: last name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith *spelled* S M I T H – this slot will be recorded in Nuance wav format.)

				spelled…
	n/a	TTS success TTS failed	NB	[spell last name using A-Z]
	u991412.vox		NB	(Optional but recommended. If not used, will speak random "is correct".) Is that right?
	u991413.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991411) Let me repeat that name once more.
	n/a	TTS success	NB	[TTS: last name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith *spelled* S M I T H – this slot will be recorded in Nuance wav format.) spelled…
	n/a	TTS success TTS failed	NB	[spell last name using A-Z]
	u991414.vox		NB	(Optional but recommended. If not used, will repeat slot u991412, or will speak random "is correct".) Is that your correct last name?

	Grammar Name	**.wic_std_YesNo**
	Value	**<>**
	Option	**Vocabulary**	**Action**
	yes	yes	Go to First Name Verification Module
	no	no	Go to Last Name Recognition Module
	Error		**Action**
	1st attempt and Error		Go to Confirm Last Name On File Invalid u991419 (opt) or Default Invalid Module
	1st attempt and Timeout		Go to Confirm Last Name On File Invalid u991419 (opt) or Default Invalid Module
	2nd attempt and Error		Go to Confirm Last Name on File VC Transition u991417
	2nd attempt and Timeout		Go to Confirm Last Name on File VC Transition u991417
	Rec_server down		Go to

CONFIRM LAST NAME ON FILE INVALID

	u991419.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Confirm Last Name On File u991413 (opt) or u991411
	Rec_server down			Go to

CONFIRM LAST NAME ON FILE VC TRANSITION

10/26/07	u991417.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your name

	All			Express ID Plus Done, return
				   If requesting coupon, go to Eligibility Lookup Module
				   If checking status, go to Status Lookup Module

	Rec_server down			Go to

FIRST NAME VERIFICATION MODULE

PRE-MODULE PROCESSING

	All	21¢ call?
		   If yes, ExpressID Plus Done; return
		      If requesting coupon, go to Eligibility Lookup Module
		      If checking status, go to Status Lookup Module
		   If no, Targus record contain first name?
		      If yes, go to Confirm First Name On File u991511
		      If no, go to First Name Recognition Module

	Rec_server down	Go to

CONFIRM FIRST NAME ON FILE

u991511.vox	Initial	NB	And first name…
n/a	TTS success	NB	[TTS: first name]
spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: John *spelled* J O H N – this slot will be recorded in Nuance wav format.) spelled…
n/a	TTS success TTS failed	NB	[spell first name using A-Z]
u991512.vox		NB	(Optional but recommended. If not used, will speak random "is correct".) Do I have that right as well?
u991513.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991511) Let me repeat that name once more.
n/a	TTS success	NB	[TTS: first name]
spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith *spelled* S M I T H – this slot will be recorded in Nuance wav format.) spelled…
n/a	TTS success TTS failed	NB	[spell first name using A-Z]
u991514.vox		NB	(Optional but recommended. If not used, will repeat slot u991512, or will speak random "is correct") Is that your correct first name?

Grammar Name	**.wic_std_YesNo**	
Value	**<>**	
Option	**Vocabulary**	**Action**
yes	yes	ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module
no	no	Go to First Name Recognition Module
Error		**Action**
1st attempt and Error		Go to Confirm First Name On File Invalid u991519 (opt) or Default Invalid Module
1st attempt and Timeout		Go to Confirm First Name On File Invalid u991519 (opt) or Default Invalid Module
2nd attempt and Error		Go to Confirm First Name On File VC Transition u991517
2nd attempt and Timeout		Go to Confirm First Name On File VC Transition u991517
Rec_server down		Go to

Deleted: (opt) or Name Only Voice Capture Module

Deleted: (opt) or Name Only Voice Capture Module

CONFIRM FIRST NAME ON FILE INVALID

u991519.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
All			Go to Confirm First Name On File u991513 (opt) or u991511
Rec_server down			Go to

CONFIRM FIRST NAME ON FILE VC TRANSITION

10/26/07	u991517.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your name
	All			ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module
	Rec_server down			Go to

Deleted: Just to make sure I get it right, let me quickly record you speaking your full name.

Deleted: Go to Name Only Voice Capture Module

VERIFY PRE-ENTERED ZIP CODE MODULE

PRE-MODULE PROCESSING

	All	Does variable ?140 contain a 5-digit number (zip code)?

				If yes, does file u997101 exist? If yes, query phoneplus DB for city-state using zip code Go to Confirm Zip Code On File u997101 If no, go to Street Address Recognition Module If no, go to Zip Code Recognition Module
	Rec_server down			Go to

CONFIRM ZIP CODE ON FILE

	u997101.vox	**Initial**	**NB**	I have your zip code, but I need to confirm that it's the zip code for your current address.
	n/a		**NB**	[playback zip code using 0-9]
	n/a		**NB**	[TTS: city and state]
	u997102.vox		**NB**	(Optional but recommended. If not used, will speak random "is correct".) Is that right?
	u997103.vox	**Error**	**NB**	(Optional but recommended. If not used, will repeat slot u997101) Let me repeat that zip code one more time.
	n/a		**NB**	[playback zip code using 0-9]
	n/a		**NB**	[TTS: city and state]
	u997104.vox		**NB**	(Optional but recommended. If not used, will repeat slot u997102) Is that the zip code for your current address?
	Grammar Name	**.wic_std_YesNo**		
	Value	**<>**		
	Option	**Vocabulary**	**Action**	
	yes	yes	Go to Street Address Recognition Module	
	no	no	Go to Zip Code Recognition Module	
	Error		**Action**	
	1st attempt and Error		Go to Confirm Zip Code On File Invalid u997108 (opt) or Default Invalid Module	
	1st attempt and Timeout		Go to Confirm Zip Code On File Invalid u997108 (opt) or Default Invalid Module	
	2nd attempt and Error		Go to Confirm Zip Code On File VC Transition u997107	
	2nd attempt and Timeout		Go to Confirm Zip Code On File VC Transition u997107	
	Rec_server down		Go to	

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

CONFIRM ZIP CODE ON FILE INVALID

	u997108.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) Sorry, but I'm not sure I understood you correctly.
	All			Go to Confirm Zip Code On File u997103 (opt) or u997101
	Rec_server down			Go to

CONFIRM ZIP CODE ON FILE VC TRANSITION

10/26/07	**u997107.vox**	**Passive**	**NB**	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your zip code.
	All			ExpressID Plus Done: return Go to Transfer Message
	Rec_server down			Go to

Deleted: Let me quickly record you speaking your complete address.

Deleted: Go to Full NACSZ Voice Capture Module

ZIP CODE RECOGNITION MODULE

PRE-MODULE PROCESSING

	All			Go to Get Zip Code u997000
	Rec_server down			Go to

GET ZIP CODE

	u997000.vox	**Initial**	**B**	What's the zip code of your current address so I can look up the city and state?
	u997005.vox	**Error**	**NB**	(Optional but recommended. If not used, will repeat slot u997000) Speaking one digit at a time, please tell me the 5-digit zip code of your address.
	u997006.vox	**Confirm Reject**	**NB**	(Optional but recommended. If not used, will repeat slot u997000) Sorry about that. Let's try once more. Speaking one digit at a time, please tell me the 5-digit zip code of your current address.

Grammar Name	**.(gosub SPcapture_recognize_zip_code)**	
Value	**<>**	
Option	**Vocabulary**	**Action**
5-digit zip code	0123456789	Query phoneplus DB for city-state using zip code Go to Confirm Zip Code u997001
Error		**Action**
1st attempt and Error		Go to Get Zip Code Invalid u997009 (opt) or Default Invalid Module
1st attempt and Timeout		Go to Get Zip Code Invalid u997009 (opt) or Default Invalid Module
2nd attempt and Error		ExpressID Plus Done; return Go to Transfer Message
2nd attempt and Timeout		ExpressID Plus Done; return Go to Transfer Message
Rec_server down		Go to

Deleted: Go to ???? u997007 (opt) or Full NACSZ Voice Capture Module

Deleted: Go to ???? u997007 (opt) or Full NACSZ Voice Capture Module

GET ZIP CODE INVALID

	u997009.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I'm not sure I heard you correctly.

All	Go to Get Zip Code u997005 (opt) or u997000
Rec_server down	Go to

CONFIRM ZIP CODE

	u997001.vox	**Initial Option 1**	**NB**	(This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence]
	u997001a.vox	**Initial Option 2**	**NB**	I have…
	n/a		**NB**	[playback zip code using 0-9]
	n/a		**NB**	[TTS: city and state]
	u997002.vox		**NB**	(Mandatory, but could also use default "is correct" (opt)) Is that right?
	u997003.vox	**Error**	**NB**	(Optional. If not used, will repeat slot u997001 – recommended) Just to be sure, let me repeat the zip code I heard.
	n/a		**NB**	[playback zip code using 0-9]
	n/a		**NB**	[TTS: city and state]
	u997004.vox		**NB**	(Optional but recommended. If not used, will repeat slot u997002, or default "is correct".) Is that the correct zip code, city, and state for your current address?

Grammar Name	**.wic_std_YesNo**	
Value	**<>**	
Option	**Vocabulary**	**Action**
yes	yes	Go to Street Address Recognition Module
no	no	1x, go to Get Zip Code u997006 (opt) or u997000 2x, ExpressID Plus Done; return Go to Transfer Message

			▼	
	Error		**Action**	
	1st attempt and Error		Go to Confirm Zip Code Invalid u997008 (opt) or Default Invalid Module	
	1st attempt and Timeout		Go to Confirm Zip Code Invalid u997008 (opt) or Default Invalid Module	
	2nd attempt and Error		ExpressID Plus Done; return Go to Transfer Message	
	2nd attempt and Timeout		▼ ExpressID Plus Done; return Go to Transfer Message	
	Rec_server down		▼ Go to	

CONFIRM ZIP CODE INVALID

	u997008.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Confirm Zip Code u997003 (opt) or u997001
	Rec_server down			Go to

STREET ADDRESS RECOGNITION MODULE

PRE-MODULE PROCESSING

	All		Zip code in Dynamic Grammar?
			  If yes, go to Get Address u998000
			  If no, go to Address VC Transition u998017 ▼

	Rec_server down		Go to

GET ADDRESS

	u998000.vox	**Initial**	**B**	OK, I have your city information. Now I need your street address or box number. Without spelling any words or street names, what's your address there?
	u998005.vox	**Error**	**NB**	(Optional but recommended. If not used, will repeat slot u998000) Let's try again. For example, you could say 7-1-3 Oak Drive, Apartment 3 or P.O. Box 4-9-6. I also understand rural routes, and I don't need you to spell any street names for me. Please go ahead and say your address.
	u998006.vox	**Confirm Reject**	**NB**	(Optional but recommended. If not used, will repeat slot u998000) Sorry about that. Let's try once more. As an example, you can say Nineteen Forty Chestnut Street, Apartment 2A or P.O. Box twenty-three eleven. I also understand rural routes, and I don't need you to spell any street names for me. Go ahead and say your address when you're ready.
	Grammar Name		.(gosub SPcapture_recognize_whole_street_address)	
	Value		<>	
	Option	**Vocabulary**	**Action**	
	address	1160 Maple Drive	Go to Confirm Address u998011	
	Error		**Action**	
	1st attempt and Error		Go to Get Address Invalid u998009 (opt) or Default Invalid Module	
	1st attempt and Timeout		Go to Get Address Invalid u998009 (opt) or Default Invalid Module	
	2nd attempt and Error		Go to Address VC Transition u998017 ▼	
	2nd attempt and Timeout		Go to Address VC Transition u998017 ▼	
	Rec_server down		Go to	

GET ADDRESS INVALID

	u998009.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.)

				I'm sorry, but I didn't understand the address you spoke.
	All			Go to Get Address u998005 (opt) or u998000
	Rec_server down			Go to

CONFIRM ADDRESS

	u998011.vox	**Initial**	**NB**	OK. Let me read that back to you to make sure I got it right.
	n/a	**TTS success**	**NB**	[TTS: street address]
	n/a	**TTS failed**	**NB**	[spell street address using A-Z and 0-9]
	u998012.vox		**NB**	(Optional but recommended. If not used, will speak random "is correct".) Is that right?
	u998013.vox	**Error**	**NB**	(Optional but recommended. If not used, will repeat slot u998011) Just to be sure, let me repeat the address I heard one more time.
	n/a	**TTS success**	**NB**	[TTS: street address]
	n/a	**TTS failed**	**NB**	[spell street address using A-Z and 0-9]
	u998014.vox		**NB**	(Optional but recommended. If not used, will repeat slot u998012, or default "is correct") Is that the address you spoke earlier?
	Grammar Name	**.wic_std_YesNo**		
	Value	**<>**		
	Option	**Vocabulary**		**Action**
	yes	yes		Go to CASS Certification Module
	no	no		1x, go to Get Address u998006 (opt) or u998000 2x, go to Address VC Transition u998017
	Error			**Action**
	1st attempt and Error			Go to Confirm Address Invalid u998019 (opt) or Default Invalid Module
	1st attempt and Timeout			Go to Confirm Address Invalid u998019 (opt) or Default Invalid Module
	2nd attempt and Error			Go to Address VC Transition u998017
	2nd attempt and Timeout			Go to Address VC Transition u998017
	Rec_server down			Go to

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

CONFIRM ADDRESS INVALID

	u998019.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Confirm Address u998013 (opt) or u998011
	Rec_server down			Go to

ADDRESS VC TRANSITION

10/26/07	**u998017.vox**	**Passive**	**NB**	(Optional but recommended.) I'm very sorry, but I'm having trouble getting your address
	All			ExpressID Plus Done; return Go to Transfer Message
	Rec_server down			Go to

Deleted: Just to make sure I get it right, in a moment, I'm going to have you speak your entire name and address one last time so I can record it.

Deleted: Go to Full NACSZ Voice Capture Module

CASS CERTIFICATION MODULE

PRE-MODULE PROCESSING

	All			Certify collected address with Targus
				(gosub SPcapture_CASS_Certification)
				  If address was certified, go to Last Name Recognition Module
				  If address failed certification, go to CASS Failed VC Transition u998057

	Rec_server down			Go to

Deleted: (opt) or Full NACSZ Voice Capture Module

	u998057.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I couldn't certify that as a valid address
	All			ExpressID Plus Done; return Go to Transfer Message
	Rec_server down			Go to

Deleted: Just to make sure I get it right, in a moment I'm going to have you speak your entire name and address one last time so I can record it.

Deleted: Go to Full NACSZ Voice Capture Module

LAST NAME RECOGNITION MODULE

PRE-MODULE PROCESSING

	All	Is variable ?143 = "NONAME"?
		    If yes, ExpressID Plus Done; return
		    If requesting coupon, go to Eligibility Lookup Module
		    If checking status, go to Status Lookup Module. If no, go to Get Last Name u993010

	Rec_server down	Go to

Deleted: ¶

GET LAST NAME

	u993010.vox	Initial	NB	OK. Let's get your correct last name. First, say your last name, and **then** spell it for me.
	u993015.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u993010) Let's try again. As an example, if your last name were Smith, you would say Smith, S M I T H. Please say and **then** spell just your last name.
	u993016.vox	Confirm Reject	NB	(Optional but recommended. If not used, will repeat slot u993010) Sorry about that. Let's try once more. Just as an example, Smith would be spoken as Smith, S M I T H. Please say and then spell just your last name.
	Grammar Name	.(gosub SPcapture_recognize_last_name)		
	Value	<>		
	Option	Vocabulary	Action	
	last name	Smith, S M I T H	Go to Confirm Last Name u993011	
	Error		Action	
	1st attempt and Error		Go to Get Last Name Invalid u993019 (opt) or Default Invalid Module	
	1st attempt and Timeout		Go to Get Last Name Invalid u993019 (opt) or Default Invalid Module	
	2nd attempt and Error		Go to Last Name VC Transition u993017	
	2nd attempt and Timeout		Go to Last Name VC Transition u993017	
	Rec_server down		Go to	

Deleted: (opt) or Name Only Voice Capture Module

Deleted: (opt) or Name Only Voice Capture Module

GET LAST NAME INVALID

	u993019.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Get Last Name u993015 (opt) or u993010
	Rec_server down			Go to

CONFIRM LAST NAME

	u993011.vox	Initial	NB	Let me make sure I have your last name correct.
	n/a	TTS success	NB	[TTS: last name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith *spelled* S M I T H – this slot will be recorded in Nuance wav format.) spelled…

	n/a	TTS success TTS failed	NB	[spell last name using A-Z]
	u993012.vox		NB	(Optional but recommended. If not used, will speak default "is correct".) Is that right?
	u993013.vox	Error	NB	(Optional but recommended. If not used, will repeat u993011) Just to be sure, let me repeat the name I heard.
	n/a	TTS success	NB	[TTS: last name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith *spelled* S M I T H – this slot will be recorded in Nuance wav format.) spelled…
	n/a	TTS success TTS failed	NB	[spell last name using A-Z]
	u993014.vox		NB	(Optional but recommended. If not used, will repeat slot u993012, or default "is correct") Is that your last name?

	Grammar Name	.wic_std_YesNo
	Value	<>
	Option	Vocabulary	Action

	Option	Vocabulary	Action
	yes	yes	Go to First Name Recognition Module
	no	no	1x, go to Get Last Name u993016 (opt) or u993010 2x, go to Last Name VC Transition u993017
	Error		Action
	1st attempt and Error		Go to Confirm Last Name Invalid u993018 (opt) or Default Invalid Module
	1st attempt and Timeout		Go to Confirm Last Name Invalid u993018 (opt) or Default Invalid Module
	2nd attempt and Error		Go to Last Name VC Transition u993017
	2nd attempt and Timeout		Go to
	Rec_server down		Go to

Deleted: (opt) or Name Only Voice Capture Module

Deleted: (opt) or Name Only Voice Capture Module

CONFIRM LAST NAME INVALID

	u993018.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Confirm Last Name u993013 (opt) or u993011
	Rec_server down			Go to

LAST NAME VC TRANSITION

10/26/07	u993017.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble getting your name.

	All			ExpressID Plus Done; return
				    If requesting coupon, go to Eligibility Lookup Module
				    If checking status, go to Status Lookup Module

	Rec_server down			Go to

Deleted: Just to make sure I get it right, in a moment I'm going to have you speak your first **and** last name so I can record it.

Deleted: Go to Name Only Voice Capture Module

FIRST NAME RECOGNITION MODULE

PRE-MODULE PROCESSING

	All			21¢ call?
				    If yes, ExpressID Plus Done; return
				    If requesting coupon, go to Eligibility Lookup Module
				    If checking status, go to Status Lookup Module, If no, go to Get First Name u994010

	Rec_server down			Go to

Deleted: ¶

GET FIRST NAME

	u994010.vox	Initial	B	Please say your first name, and **then** spell it for me.
	u994015.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u994010) Let's try again. As an example, if your first name were John,

				you would say John, J O H N. Please say and **then** spell your first name.
	u994016.vox	**Confirm Reject**	**NB**	(Optional but recommended. If not used, will repeat slot u994010) Sorry about that. Let's try once more. Just as an example, John would be spoken as John, J O H N. Please say and **then** spell your first name.

	Grammar Name	**.(gosub SPcapture_recognize_first_name)**
	Value	**<>**
	Option	**Vocabulary**	**Action**
	first name	John J O H N	Go to Confirm First Name u994011
	Error		**Action**
	1st attempt and Error		Go to Get First Name Invalid u994019 (opt) or Default Invalid Module
	1st attempt and Timeout		Go to Get First Name Invalid u994019 (opt) or Default Invalid Module
	2nd attempt and Error		Go to First Name VC Transition u994017▾
	2nd attempt and Timeout		Go to First Name VC Transition u994017▾
	Rec_server down		Go to

Note (comment): **Deleted:** (opt) or Name Only Voice Capture Module

Note (comment): **Deleted:** (opt) or Name Only Voice Capture Module

GET FIRST NAME INVALID

	u994019.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Get First Name u994015 (opt) or u994010
	Rec_server down			Go to

CONFIRM FIRST NAME

	u994011.vox	**Initial**	**NB**	Let me see if I understood your first name correctly.
	n/a	**TTS success**	**NB**	[TTS: first name]
	spelled.vox	**TTS success** **TTS failed**	**NB**	(Optional but recommended. Example: John *spelled* J O H N – this slot will be recorded in Nuance wav format.) spelled…
	n/a	**TTS success** **TTS failed**	**NB**	[spell first name using A-Z]
	u994012.vox		**NB**	(Optional but recommended. If not used, will speak default "is correct".) Is that right?
	u994013.vox	**Error**	**NB**	(Optional but recommended. If not used, will repeat slot u994011) Just to be sure, let me repeat the name I heard.
	n/a	**TTS success**	**NB**	[TTS: first name]
	spelled.vox	**TTS success** **TTS failed**	**NB**	(Optional but recommended. Example: John *spelled* J O H N – this slot will be recorded in Nuance wav format.) spelled…
	n/a	**TTS success** **TTS failed**	**NB**	[spell first name using A-Z]
	u994014.vox		**NB**	(Optional but recommended. If not used, will repeat slot u994012, or default "is correct") Is that your first name?

	Grammar Name	**.wic_std_YesNo**
	Value	**<>**
	Option	**Vocabulary**	**Action**

	yes	yes	ExpressID Plus Done; return
			    If requesting coupon, go to Eligibility Lookup Module
			    If checking status, go to Status Lookup Module

	no	no	1x, go to Get First Name u994016 (opt) or u994010 2x, go to First Name VC Transition u994017 (opt) or Name Only Voice Capture Module
	Error		**Action**
	1st attempt and Error		Go to Confirm First Name Invalid u994018 (opt) or Default Invalid Module
	1st attempt and Timeout		Go to Confirm First Name Invalid u994018 (opt) or Default Invalid Module
	2nd attempt and Error		Go to First Name VC Transition u994017▾
	2nd attempt and Timeout		Go to First Name VC Transition u994017▾
	Rec_server down		Go to

Note (comment): **Deleted:** (opt) or Name Only Voice Capture Module

Note (comment): **Deleted:** (opt) or Name Only Voice Capture Module

CONFIRM FIRST NAME INVALID

u994018.vox	**Passive**	**NB**	(Optional. If not used, will speak random slot from Default Invalid Module recommended.) I'm sorry, but I didn't understand your response.
	All		Go to go to Confirm First Name u994013 (opt) or u994011
	Rec_server down		Go to

FIRST NAME VC TRANSITION

u994017.vox	**Passive**	**NB**	(Optional but recommended.) I'm very sorry, but I'm having trouble getting your name.

	All		ExpressID Plus Done; return
			  If requesting coupon, go to Eligibility Lookup Module
			  If checking status, go to Status Lookup Module

	Rec_server down		Go to

DEFAULT INVALID MODULE

PRE-MODULE PROCESSING

All	Randomly pick a number 0, 1, or 2 　If 0, go to Default Invalid Message u999000 　If 1, does file u999001 exist? 　　If yes, go to Default Invalid Message u999001 　　If no, go to Default Invalid Message u999000 　If 2, does file u999002 exist? 　　If yes, go to Default Invalid Message u999002 　　If no, go to Default Invalid Message u999000
Rec_server down	Go to

DEFAULT INVALID MESSAGE

u999000.vox	Passive	NB	I'm sorry, I didn't catch that.
u999001.vox	Passive	NB	Sorry, I missed that.
u999002.vox	Passive	NB	I'm sorry, I didn't quite get that.
All			Go to next prompt
Rec_server down			Go to

CONCATENATION ELEMENTS

ALPHABET CONCATENATION USED WHEN TTS IS UNAVAILABLE & SPELL NAME

A.vox	Passive	NB	A
B.vox	Passive	NB	B
C.vox	Passive	NB	C
D.vox	Passive	NB	D
E.vox	Passive	NB	E
F.vox	Passive	NB	F
G.vox	Passive	NB	G
H.vox	Passive	NB	H
I.vox	Passive	NB	I
J.vox	Passive	NB	J
K.vox	Passive	NB	K
L.vox	Passive	NB	L
M.vox	Passive	NB	M
N.vox	Passive	NB	N
O.vox	Passive	NB	O
P.vox	Passive	NB	P
Q.vox	Passive	NB	Q
R.vox	Passive	NB	R
S.vox	Passive	NB	S
T.vox	Passive	NB	T
U.vox	Passive	NB	U

	V.vox	**Passive**	**NB**	V
	W.vox	**Passive**	**NB**	W
	X.vox	**Passive**	**NB**	X
	Y.vox	**Passive**	**NB**	Y
	Z.vox	**Passive**	**NB**	Z

SINGLE DIGIT CONCATENATION USED WHEN TTS IS UNAVAILABLE

	0.vox	**Passive**	**NB**	0
	1.vox	**Passive**	**NB**	1
	2.vox	**Passive**	**NB**	2
	3.vox	**Passive**	**NB**	3
	4.vox	**Passive**	**NB**	4
	5.vox	**Passive**	**NB**	5
	6.vox	**Passive**	**NB**	6
	7.vox	**Passive**	**NB**	7
	8.vox	**Passive**	**NB**	8
	9.vox	**Passive**	**NB**	9

ADDRESS INDICATOR CONCATENATION USED WHEN TTS IS UNAVAILABLE

	APT.vox	**Passive**	**NB**	Apartment
	BLDG.vox	**Passive**	**NB**	Building
	BOX.vox	**Passive**	**NB**	Box
	BSMT.vox	**Passive**	**NB**	Basement
	DEPT.vox	**Passive**	**NB**	Department
	FL.vox	**Passive**	**NB**	Floor
	FRNT.vox	**Passive**	**NB**	Front
	HNGR.vox	**Passive**	**NB**	Hangar
	LBBY.vox	**Passive**	**NB**	Lobby
	LOT.vox	**Passive**	**NB**	Lot
	LOWR.vox	**Passive**	**NB**	Lower
	OFC.vox	**Passive**	**NB**	Office
	PH.vox	**Passive**	**NB**	Penthouse
	PIER.vox	**Passive**	**NB**	Pier
	POBOX.vox	**Passive**	**NB**	PO Box
	REAR.vox	**Passive**	**NB**	Rear
	RM.vox	**Passive**	**NB**	Room
	RR.vox	**Passive**	**NB**	Rural route
	SIDE.vox	**Passive**	**NB**	Side
	SLIP.vox	**Passive**	**NB**	Slip
	SPC.vox	**Passive**	**NB**	Space
	STE.vox	**Passive**	**NB**	Suite
	STOP.vox	**Passive**	**NB**	Stop
	TRLR.vox	**Passive**	**NB**	Trailer
	UNIT.vox	**Passive**	**NB**	Unit
	UPPR.vox	**Passive**	**NB**	Upper

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All

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Is variable ?142 = "SKIP"?
   If yes, ExpressIDPlus Done; return
    If no, 21¢ call?
       If yes, ExpressIDPlus Done; return
       If no, does variable ?142 contain a 4-digit number?
          If yes…
             Obtain Voice Capture filename using the VC number found in ?133
             Does file u994501 or c994502 exist?
                If yes, go to Capture First & Last Name u994501 or c994501
                If no, go to Capture NACSZ u994500 or c994500
          If no, log an Error which will raise an alarm to fix application
             Obtain Voice Capture filename using VC number 0000
             Does file u994501 or c994502 exist?
                If yes, go to Capture First & Last Name u994501 or c994501
                If no, go to Capture NACSZ u994500 or c994500

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u994500.vox

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VCAP

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NB

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c994500

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VCAP

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NB

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Record name & address (30 seconds)
(gosub SPcapture_VC_address)
ExpressID Plus Done; return

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(Use this module and include these slots only if you want the name and address recorded separately. If this slot exists in your voice directory, this module will be used instead of the "One Slot" module above.)
After the tone, please tell me your first and last name spelling any difficult words.

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u994501.vox

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VCAP

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NB

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After the tone, please tell me your first and last name spelling any difficult words.

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c994501

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VCAP

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NB

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All

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Record VC #1 (20 seconds)
(gosub SPcapture_VC_name)
Go to Capture ACSZ u994502 or c994502

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Now please tell me your address, city, state, and zip code, spelling any difficult words.

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u994502.vox

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VCAP

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NB

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Now please tell me your address, city, state, and zip code, spelling any difficult words.

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c994502

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VCAP

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NB

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Record VC #2 (20 seconds)
(gosub SPcapture_VC_address)
ExpressID Plus Done; return

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NAME ONLY VOICE CAPTURE MODULE

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PRE-MODULE PROCESSING

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All

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Is variable ?143 = "SKIP"? or Is variable ?143 = "NONAME"?
   If yes, ExressIDPlus Done; return
   If no, 21¢ call?
      If yes, ExressIDPlus Done; return
      If no, does variable ?143 contain a 4-digit number?
         If yes…
            Obtain Voice Capture filename using the VC number found in
            ?134
            Go to Capture Name Only u994600 or c994600
         If no, log an Error which will raise an alarm to fix application
            Obtain Voice Capture filename using VC number 0000
            Go to Capture Name Only u994600 or c994600

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