

Epiq Systems NTIA Digital-to-Analog Coupon Program

Dialog Design Specification Version 1.01 October 29, 2007

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Condition			Action
			Go to
WELCOME			
	Passive	NB	Thank you for calling the Digital-to-Analog Converter Coupon Program Consumer Hotline. Learn more and recyour coupons on our website at dtv2009.gov. Added web address to Welcome message to drive called
			hang up and use internet
Condition	u u	ı	Action
,			Go to Language Prompt
LANGUAGE	PROMPT		
	Initial	В	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	1		Go to
Error 1 st attempt & Erro	or		Action Go to Invalid
1 st attempt & Tim			Go to Don't Need Converter Box Message and continue with Voice Rec
system down	icout		Go to
	CONVERTER	R BOX	MESSAGE
	Passive	NB	If all your television sets are hooked up to cable, satellit any other pay TV service, you do not need a converter and you may hang up now.
			Moved to earlier in the call to peel off these callers as soc possible and also revised verbiage for clarity
Condition	J		Action
			Go to Need Converter Box Message
NEED CONV	ERTER BOX I	MESSA	GE
			If you receive any television over-the-air by use of an anti-

			our automated phone system.
			Revised for clarity and repeated web address to accomplish
			same goal as listed above
Condition	1		Action
			Go to Introduction
INTRODUCTIO	N		
	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		1	Action
			Go to Main Menu
MAIN MENU			
	Initial - TT	В	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></tone>
Option	DTMF/VR	<u> </u>	Action
 Request Coupon	1		Go to Application Menu
 Check Status	2		Go to Check Status Menu
 FAQs	3		Go to FAQ Menu
 Everything Else Error	4		Go to Everything Else Message Action
1 st attempt & Error			Go to Invalid
1 st attempt & Timeo	ut		Go to Timeout
2 nd attempt & Error/	Timeout		Go to Final Invalid/Timeout
system down			Go to
APPLICATION	MENU		
	Initial – TT	В	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></tone>
Option	DTMF/VR	ı	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
1 st attempt & Erro			Go to Invalid
1 st attempt & Time			Go to Timeout
2 nd attempt & Erro	or/Timeout		Go to Final Invalid/Timeout
system down			Go to
ELIGIBILITY	Passive	NB	Please hold while I verify your coupon eligibility.
Condition		1	Action
If eligible			Go to Eligible Message
If not eligible			Go to Not Eligible Message
NOT ELIGIBL	E MESSAGE		Our records indicate that you have, or someone in your
	Passive	В	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 I	OTMF)	Go to Transfer Message
Error 1 st attempt & Time			Action Go to Close
ELIGIBLE ME			Our records indicate that you are eligible for the coupon
	Passive	NB	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 NUMBE	R OF COUPO	NS	
			For one coupon, press 1. For 2 coupons, press 2. To return to the Main Menu, press star.

			For one coupon, say 1.
			For 2 coupons, say 2.
	Initial - VR	NB	To return to the Main Menu, say 3.
			<tone></tone>
Outlan	DTME(VD		11 1
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
1 st attempt & Erro			Go to Invalid
1 st attempt & Tim			Go to Timeout
2 nd attempt & Err	or/Timeout		Go to Final Invalid/Timeout
system down			Go to
GET OVER A	AIR STATUS		
			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
	Initial -TT	В	
			the air, press 1.
			If you receive your TV over the air only, press 2.
			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
	Initial - VR	NB	the air, say 1.
			If you make it a very TV area that air and years O
			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
Error 1st attempt & Erro	or		Action Go to Invalid
1 st attempt & Erro	eout		Go to Invalid
1 st attempt & Erro 1 st attempt & Tim	eout		Go to Invalid Go to Timeout
1 st attempt & Erro 1 st attempt & Tim 2 nd attempt & Erro	eout or/Timeout		Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to
1 st attempt & Erro 1 st attempt & Tim 2 nd attempt & Erro system down	eout or/Timeout	NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout
1 st attempt & Erro 1 st attempt & Tim 2 nd attempt & Erro system down	eout or/Timeout	NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television
1 st attempt & Erro 1 st attempt & Tim 2 nd attempt & Erro system down	ION Passive 1		Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television
1 st attempt & Erro 1 st attempt & Tim 2 nd attempt & Erro system down	Passive 1	NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only.
1st attempt & Erro 1st attempt & Tim 2nd attempt & Erro system down	Passive 1 Passive 2 Passive 3	NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1.
1st attempt & Erro 1st attempt & Tim 2nd attempt & Erro system down	Passive 1 Passive 2 Passive 3 Passive 4	NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only.
1st attempt & Erro 1st attempt & Tim 2nd attempt & Erro system down	Passive 1 Passive 2 Passive 3 Passive 4 Initial - TT	NB NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1. Otherwise, press 2. If this is correct, say 1.
1 st attempt & Errot 1 st attempt & Tim 2 nd attempt & Erro system down CERTIFICAT	Passive 1 Passive 2 Passive 3 Passive 4 Initial - TT Initial - VR	NB NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1. Otherwise, press 2. If this is correct, say 1. Otherwise, say 2.
Option Correct Not Correct	Passive 1 Passive 2 Passive 3 Passive 4 Initial - TT Initial - VR DTMF	NB NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1. Otherwise, press 2. If this is correct, say 1. Otherwise, say 2. Action Go to Receive Message If 1 or 2xs, Go to Get Number Of Coupons 3xs, go to Transfer Message
Option Correct Not Correct Error	Passive 1 Passive 2 Passive 3 Passive 4 Initial - TT Initial - VR DTMF 1 2	NB NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1. Otherwise, press 2. If this is correct, say 1. Otherwise, say 2. Action Go to Receive Message If 1 or 2xs, Go to Get Number Of Coupons 3xs, go to Transfer Message Action
Option Correct Error 1st attempt & Error 1st attempt & Frre 2st attempt & Error System down CERTIFICAT	Passive 1 Passive 2 Passive 3 Passive 4 Initial - TT Initial - VR DTMF 1 2	NB NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1. Otherwise, press 2. If this is correct, say 1. Otherwise, say 2. Action Go to Receive Message If 1 or 2xs, Go to Get Number Of Coupons 3xs, go to Transfer Message Action Go to Invalid
Option Correct Not Correct Error	Passive 1 Passive 2 Passive 3 Passive 4 Initial - TT Initial - VR DTMF 1 2	NB NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1. Otherwise, press 2. If this is correct, say 1. Otherwise, say 2. Action Go to Receive Message If 1 or 2xs, Go to Get Number Of Coupons 3xs, go to Transfer Message Action
Option Correct Not Correct Error 1st attempt & Erro 2nd attempt & Erro system down CERTIFICAT	Passive 1 Passive 2 Passive 3 Passive 4 Initial - TT Initial - VR DTMF 1 2	NB NB NB	Go to Invalid Go to Timeout Go to Final Invalid/Timeout Go to Final Invalid/Timeout Go to You have requested 1 coupon and receive your television both through a pay TV service and over-the air. You have requested 2 coupons and receive your television both through a pay TV service and over-the-air. You have requested 1 coupon and receive your television over-the air only. You have requested 2 coupons and receive your television over-the-air only. If this is correct, press 1. Otherwise, press 2. If this is correct, say 1. Otherwise, say 2. Action Go to Receive Message If 1 or 2xs, Go to Get Number Of Coupons 3xs, go to Transfer Message Action Go to Invalid

			Thank you. You should receive your coupon in
	Passive	NB	business days.
	Passive	NB	Thank you. You should receive your coupons in business days.
	. 400.70		Removed unnecessary verbiage to shorten call time
Condition	1		Action
All			Go to Please Wait
PLEASE WA	AIT		
			Please wait at least 21 days before checking the sta
	Passive	NB	your coupon application.
Condition		1	Action
All			Go to Confirmation Number
CONFIRMA	TION NUMBER		
	Passive	NB	Your confirmation number is
	Confirm #	NB	<playback confirmation="" number="">.</playback>
	Passive	NB	That's
			<playback confirmation="" number="">.</playback>
	Confirm #	NB	Automatically play this twice
Condition		1	Action
ΛII			Go to Close
All			
CHECK STA	ATUS MENU		
	ATUS MENU		To check the status of your coupon, press 1.
	ATUS MENU		Your coupon application, press 2.
	ATUS MENU	В	
		В	Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options
		В	Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2)
		В	Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1.
		B	Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2.
	Initial - TT		Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3.
	Initial - TT		Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2.
Option Coupon	Initial - TT		Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. <tone></tone>
Option Coupon Coupon	Initial - TT		Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. <tone> Action</tone>
Option Coupon	Initial - TT Initial - VR DTMF/VR 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 one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. <tone> Action Go to Coupon Number</tone>
Option Coupon Coupon Application Main Menu Error	Initial - TT Initial - VR DTMF/VR 1 2 */3		Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. <tone> Action Go to Coupon Number Go to Confirmation Number Go to Main Menu Action</tone>
Option Coupon Coupon Application Main Menu Error 1st attempt & Er	Initial - TT Initial - VR DTMF/VR 1 2 */3		Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. <tone> Action Go to Coupon Number Go to Confirmation Number Go to Main Menu Action Go to Invalid</tone>
Option Coupon Coupon Application Main Menu Error	Initial - TT Initial - VR DTMF/VR 1 2 */3		Your coupon application, press 2. To return to the Main Menu, press star. This menu is a result of collapsing 2 main menu options one (check status, press 2) To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. <tone> Action Go to Coupon Number Go to Confirmation Number Go to Main Menu Action</tone>

Option DTMF Action Valid 16 digit coupon number 0-9 Go to Status Lookup Module Error Action 1" attempt & Error Go to Invalid 1" attempt & Timeout Go to Final Invalid/Timeout system down 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. Siightly adjusted verbiage to make less verbose If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1. Otherwise, press 2. Siightly adjusted verbiage to make less verbose If you've already applied for a coupon, you should have a confirmation number. If you have that number, say 1. Otherwise, say 2.				
Initial - TI B If you have that number, press 1. Otherwise, press 2.				If you've received your coupon, there should be a 16-digit
If you have that number, press 1.			l _	number on the front of the card.
Otherwise, press 2.		Initial – TT	В	
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. Option				
Initial – VR NB If you have that number, say 1. Option DTMF/VR Action Have 1 Go to Get Coupon Number Don't Have 2 Go to Get Coupon Number Go to William Steror Action 1" attempt & Error Action 1" attempt & Error Action 1" attempt & Error Go to Invalid 1" attempt & Error Action System down Option DTMF Vaid 16 digit Coupon Number Option DTMF Vaid 16 digit Coupon Number Option DTMF Initial D Please enter your coupon number now, followed by the pour sign. Option DTMF Action I stempt & Invalid/Imeout Sign. Option DTMF Action I stempt & Imeout Con Invalid I stempt & Imeout System down CONFIRMATION NUMBER I f you've already applied for a coupon, you should have a confirmation number. I f you have that number, press 1. Otherwise, press 2. Skightly adjusted verbiage to make loss verbose If you ve already applied for a coupon, you should have a confirmation number. I you have that number, say 1. Otherwise, say 2. Option DTMF Action I f you've already applied for a coupon, you should have a confirmation number. I you have that number, press 1. Otherwise, say 2. Option DTMF Action Action Go to Get Confirmation Number Initial VR NB Initial B Please enter your confirmation number now, followed by the pounts of the pounts of the pound sign. Option DTMF Action Vaid confirmation DTMF Action Vaid confirmation D			<u> </u>	
Initial - VR				If you've received your coupon, there should be a 16-digit
Initial - VR				number on the front of the card.
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 1 attempt & Error Action 2 attempt & Error Action 2 attempt & Error Action Go to Timeout 2 attempt & Error Action Option DTMF Action Option DTMF Action Option DTMF Action CONFIRMATION NUMBER Initial - TT Initial - TT Initial - TT Option DTMF Action Initial - TT Option DTMF Action Initial - TT Initial - TT B Option DTMF Action If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1. Otherwise, press 2. Sightly adjusted verbiage to make less verbose If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1. Otherwise, say 2. Option DTMF Action Option DTMF Action Go to Express ID Plus Module version 1.5b Error Action Option DTMF Action Flave 1 Go to Get Confirmation Number Initial B Please enter your confirmation number now, followed by the pount of the press of the		Initial – VR	NB	
Option DTMF/VR Action		militial VII		
Digition DTMF/VR Action Go to Get Coupon Number Go to Express ID Plus Module version 1.5b				1
Have 1				<tone></tone>
Deptin	Option	DTMF/VR		Action
Action	Have	1		Go to Get Coupon Number
Error	Don't Have	2		Go to Express ID Plus Module version 1.5b
Section Continue		•		Action
Section Continue	1st attempt & Error			Go to Invalid
Coption DTMF Action Go to Final Invalid/Timeout System down Go to		ut		
System down				
Initial B Please enter your coupon number now, followed by the pousign.		Timeout		
Initial B Please enter your coupon number now, followed by the pour sign.	aystern down			00 10
Sign. Sign.	GET COUPON	<u> </u>	T _B	Please enter your coupon number now, followed by the pound
Option DTMF Action		IIIIIai	B	sign.
Valid 16 digit	Option	DTMF		
Coupon number Coupon numbe				
CONFIRMATION NUMBER		0-9		Go to Status Lookup Module
1st attempt & Error		1		Action
1st attempt & Timeout 2st attempt & Error/Timeout Go to Timeout Go to Final Invalid/Timeout System down Go to Final Invalid/Timeout Go to Confirmation number. If you have that number, press 1. Otherwise, press 2. Slightly adjusted verbiage to make less verbose 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</tone>				
CONFIRMATION NUMBER		ut		
Initial - TT				
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 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 Please enter your confirmation number now, followed by the pound sign. Option DTMF Action Option Option DTMF Action Go to Status Lookup Module Go to Status Lookup Module</tone>				
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 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 Please enter your confirmation number now, followed by the pound sign. Option DTMF Action Option Option DTMF Action Ogion Option DTMF Action Ogion Ootherwise, press 2. Slightly adjusted verbiage to make less verbose If you've already applied for a coupon, you should have a confirmation number. Otherwise, press 2. Slightly adjusted verbiage to make less verbose 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 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 If you've already applied for a coupon, you should have a confirmation number. If you have that number, say 1. Otherwise, press 2. Slightly adjusted verbiage to make less verbose If you have that number, say 1. Otherwise, press 2. Slightly adjusted verbiage to make less verbose If you have that number, say 1. Otherwise, press 2. Slightly adjusted verbiage to make less verbose If you have that number, say 1. Otherwise, press 2.</tone>	system down			Go to
Initial – TT B Confirmation number. If you have that number, press 1. Otherwise, press 2. Slightly adjusted verbiage to make less verbose 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 GET CONFIRMATION NUMBER Please enter your confirmation number now, followed by the pound sign. Option Option DTMF Action Option Option DTMF Action Option Op</tone>				Go to
Initial – TT B Confirmation number. If you have that number, press 1. Otherwise, press 2. Slightly adjusted verbiage to make less verbose 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 GET CONFIRMATION NUMBER Please enter your confirmation number now, followed by the pound sign. Option Option DTMF Action Option Option DTMF Action Option Op</tone>				
Initial – TT B If you have that number, press 1. Otherwise, press 2. Slightly adjusted verbiage to make less verbose 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 GET CONFIRMATION NUMBER Initial B Please enter your confirmation number now, followed by the pound sign. Option Valid confirmation number O-9 Go to Status Lookup Module</tone>				
Otherwise, press 2. Slightly adjusted verbiage to make less verbose If you've already applied for a coupon, you should have a confirmation number. Initial - VR NB If you have that number, say 1. Otherwise, say 2.				If you've already applied for a coupon, you should have a
Slightly adjusted verbiage to make less verbose 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 On't Have 2 Go to Express ID Plus Module version 1.5b Error Action Action Get Confirmation Number Option DTMF Action Action Option DTMF Action Option DTMF Action Option Option </tone>				If you've already applied for a coupon, you should have a confirmation number.
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.		N NUMBER	В	If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1.
Initial - VR Initial Ini		N NUMBER	В	If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1.
Initial - VR Initial Ini		N NUMBER	В	If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1.
Initial - VR NB 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 O-9 Go to Status Lookup Module</tone>		N NUMBER	В	If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1. Otherwise, press 2.
Initial - VR NB 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 Valid confirmation number O-9 Go to Status Lookup Module</tone>		N NUMBER	В	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
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 Valid confirmation number O-9 Go to Status Lookup Module</tone>		N NUMBER	В	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 If you've already applied for a coupon, you should have a
Cotion DTMF Action		Initial – TT		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 If you've already applied for a coupon, you should have a confirmation number.
Cotion DTMF Action		Initial – TT		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 If you've already applied for a coupon, you should have a confirmation number.
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		Initial – TT		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 If you've already applied for a coupon, you should have a confirmation number. If you have that number, say 1.
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 0-9 Go to Status Lookup Module		Initial – TT		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 If you've already applied for a coupon, you should have a confirmation number. If you have that number, say 1. Otherwise, say 2.
Don't Have 2 Go to Express ID Plus Module version 1.5b	CONFIRMATIO	Initial – TT		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 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></tone>
Coption DTMF Coption O-9 Coption O-9 Coption O-9 Coption Coption O-9 Coption Coption O-9 Coption Coption O-9 Coption C	CONFIRMATIO	Initial - TT Initial - VR		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 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> Action</tone>
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	CONFIRMATIO Option Have	Initial - TT Initial - VR		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 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> Action Go to Get Confirmation Number</tone>
Initial B Please enter your confirmation number now, followed by the pound sign. Option DTMF Action Valid confirmation number O-9 Go to Status Lookup Module	Option Have Don't Have	Initial - TT Initial - VR		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 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> Action Go to Get Confirmation Number Go to Express ID Plus Module version 1.5b</tone>
Option DTMF Action	Option Have Don't Have	Initial - TT Initial - VR		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 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> Action Go to Get Confirmation Number Go to Express ID Plus Module version 1.5b</tone>
Valid confirmation number 0-9 Go to Status Lookup Module	Option Have Don't Have Error	Initial - TT Initial - VR DTMF 1 2	NB	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 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> Action Go to Get Confirmation Number Go to Express ID Plus Module version 1.5b</tone>
Valid confirmation number 0-9 Go to Status Lookup Module	Option Have Don't Have Error	Initial - TT Initial - VR DTMF 1 2 ATION NUM	NB BER	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 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> Action Go to Get Confirmation Number Go to Express ID Plus Module version 1.5b Action Please enter your confirmation number now, followed by the</tone>
number 0-9 Go to Status Lookup Module	Option Have Don't Have Error GET CONFIRM	Initial - TT Initial - VR DTMF 1 2 ATION NUM	NB BER	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 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> Action Go to Get Confirmation Number Go to Express ID Plus Module version 1.5b Action Please enter your confirmation number now, followed by the pound sign.</tone>
	Option Have Don't Have Error GET CONFIRM	Initial - TT Initial - TT Initial - VR DTMF 1 2 ATION NUM Initial DTMF	NB BER	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 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> Action Go to Get Confirmation Number Go to Express ID Plus Module version 1.5b Action Please enter your confirmation number now, followed by the pound sign. Action</tone>
Error Action	Option Have Don't Have Error GET CONFIRM	Initial - TT Initial - TT Initial - VR DTMF 1 2 ATION NUM Initial DTMF	NB BER	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 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> Action Go to Get Confirmation Number Go to Express ID Plus Module version 1.5b Action Please enter your confirmation number now, followed by the pound sign. Action</tone>

			Please hold while I look up your information.	
	Passive	NB	Added verbiage to cover possible latency while look up	
Condition			Action	
If coupon numb			Go to Coupon Status and play appropriate message	
If confirmation r	number entered		Go to Confirmation Status and play appropriate message	
COUPON S	TATUS			
	Passive	NB	Your coupon has been mailed. If you haven't received 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	1	1	Action	
If unable to find			Go to Transfer Message	
All else			Go to Close	
ALLEGATIO	Passive	NB	Your application is being processed.	
	Passive	NB	Your application has been approved. You should be recognized 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	ı	1	Action	
If application is or reviewed	being processed, ap	proved	Go to Close	
	deficient or unable to	find	Go to Transfer Message	
If application ha			Go to Transfer Option	
FAQ MENU				
	Initial – TT	В	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, pres To return to the Main Menu, press star.	
			Added option to return to the Main Menu to then provide option to request coupon.	
			For information on how to request a coupon, say 1.	

Option Request Coupon Receive Coupon General Info Main Menu Error	DTMF/VR 1 2 3 */4		Action Go to Request Coupon FAQ	
Receive Coupon General Info Main Menu	3			
General Info Main Menu	3		Go to Receive Coupon FAQ	
Main Menu			Go to General Information FAQ	
			Go to Main Menu	
			Action	
1 st attempt & Error			Go to Invalid	
1 st attempt & Time	out		Go to Timeout	
2 nd attempt & Error			Go to Final Invalid/Timeout	
	/ Hilleout			
system down			Go to	
REQUEST CO			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.	
	Passive	NB	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	В	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></tone>	
Option	DTMF/VR	1		
Repeat	1		Action Replay Request Coupon FAQ	
Request Coupon	2		Go to Request Coupon Menu	
Main Menu	*/3			
	13		Go to Main Menu	
Error			Action Co to Invelid	
1 st attempt & Error			Go to Invalid	
1 st attempt & Timed			Go to Timeout	
2 nd attempt & Error	/ I imeout		Go to Final Invalid/Timeout	
RECEIVE COL	JPON FAQ		Go to	
	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.	
	Initial – TT	В	Revised verbiage for clarity. To hear this message again, press 1. Request a coupon or application, press 2. Check your application status, press 3.	

	1		1	1 —
		1		To return to the main menu, press star.
		1		Or simply hang up to disconnect.
				Added ention to check application status
		1	-	Added option to check application status
				To hear this message again, say 1.
				Request a coupon or application, say 2.
				Check your application status, say 3.
		Initial - VR	NB	
				To return to the main menu, say 4.
				Or simply hang up to disconnect.
				<tone></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
		*/4		
	Main Menu	/4		Go to Main Menu
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeo			Go to Timeout
	2 nd attempt & Error/	Timeout		Go to Final Invalid/Timeout
	system down			Go to
	GENERAL INFO	ORMATION I	ΕΔΟ	
	OLIVEIVAL IIVI		A	
	1	т		1
				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
		Passive	NB	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.
ĺ				To hear this message again, press 1.
			1	To request a coupon or application, press 2
		Initial - TT	В	
			1	To return to the main menu, press star.
1			1	Or simply hang up to disconnect.
			1	To hear this message again, say 1.
1			1	
			1	To request a coupon or application, say 2
		Initial - VR	NB	To return to the main menu, say 3.
			1	Or simply hang up to disconnect.
				<tone></tone>
	Outlan	DTMESO	1	
	Option	DTMF/VR		Action
	Repeat	1		Replay General Information FAQ
	Boarroot Correct	2		Go to Request Coupon Menu
	Request Coupon			Go to Main Menu
	Main Menu	*/3		GO to Main Menu
		*/3		Action
	Main Menu	*/3		
	Main Menu Error 1st attempt & Error	•		Action Go to Invalid
	Main Menu Error 1st attempt & Error 1st attempt & Timeo	ut		Action Go to Invalid Go to Timeout
	Main Menu Error 1st attempt & Error 1st attempt & Timeo 2nd attempt & Error/	ut		Action Go to Invalid Go to Timeout Go to Final Invalid/Timeout
	Main Menu Error 1st attempt & Error 1st attempt & Timeo	ut		Action Go to Invalid Go to Timeout
	Main Menu Error 1st attempt & Error 1st attempt & Timeo 2st attempt & Error/ system down	ut Timeout		Action Go to Invalid Go to Timeout Go to Final Invalid/Timeout
	Main Menu Error 1st attempt & Error 1st attempt & Timeo 2nd attempt & Error/	ut Timeout		Action Go to Invalid Go to Timeout Go to Final Invalid/Timeout
	Main Menu Error 1st attempt & Error 1st attempt & Timeo 2st attempt & Error/ system down	ut Timeout		Action Go to Invalid Go to Timeout Go to Final Invalid/Timeout
	Main Menu Error 1st attempt & Error 1st attempt & Timeo 2st attempt & Error/ system down	ut Timeout	NB	Action Go to Invalid Go to Timeout Go to Final Invalid/Timeout

			representative.
			Otherwise, you may hang up.
			Added verbiage to instruct caller to hang up so they kno
			there is nothing else they can do with this automated system
			If you feel it should've been approved, say 0 to speak to representative.
	Initial - VR	NB	Otherwise, you may hang up.
			<tone></tone>
Option	DTMF/VR	1	Action
Representative	(Accept any D or VR)	TMF	Go to Transfer Message
Error	,		Action
1 st attempt & Time	out		Go to Close
EVERYTHING	ELSE MESSA	AGE	If your coupon or coupons have expired or have been lost of stolen, we're unfortunately unable to replace them.
	Initial – TT	В	We're also unable to provide technical support for hooking u converter boxes and can only answer questions specifically regarding the <i>coupon program</i> . 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 u converter boxes and can only answer questions specifically regarding the <i>coupon program</i> . If you have such a question at the tone, say 0 to speak to a representative. Otherwise,
			you may hang up.
Option	DTMF/VR		you may nang up. <tone> Action</tone>
Option Representative	(Accept any D	TMF	<tone></tone>
•		TMF	<tone> Action Go to Transfer Message</tone>
Representative	(Accept any D or VR)	TMF	<tone></tone>
Representative Error	(Accept any D or VR)	TMF	<tone> Action Go to Transfer Message Action</tone>
Representative Error 1st attempt & Times INVALID	(Accept any D or VR)	TMF	<pre><tone> Action Go to Transfer Message Action Go to Close I'm sorry, that was not a valid response. Please try again.</tone></pre>
Representative Error 1st attempt & Times INVALID Condition	(Accept any D or VR)		<pre>Action Go to Transfer Message Action Go to Close I'm sorry, that was not a valid response. Please try again. Action</pre>
Representative Error 1st attempt & Times INVALID	(Accept any D or VR)		<pre><tone> Action Go to Transfer Message Action Go to Close I'm sorry, that was not a valid response. Please try again.</tone></pre>
Representative Error 1st attempt & Times INVALID Condition All	(Accept any D or VR)		<pre>Action Go to Transfer Message Action Go to Close I'm sorry, that was not a valid response. Please try again. Action</pre>
Representative Error 1st attempt & Times INVALID Condition All	(Accept any D or VR) out Passive	NB	Action Action Go to Transfer Message Action Go to Close I'm sorry, that was not a valid response. Please try again. Action Re-prompt

	Р	Passive	NB	I'm sorry, I'm still having trouble.
Con	dition			Action
All				Go to Transfer Message
TR	ANSFER MESS	SAGE		
	P	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.
Con	ndition			Action
All				Attempt Transfer
	P	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.
Con	ndition			Action
All				Attempt Transfer
CL	OSE			
	-	assive	NB	Thank you for calling the Digital-to-Analog Converter Box Consumer Hotline. Good-bye.
	ndition			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	NHISTORY			
Version	Date	Author	PSR	Notes
1.00	Oct. 26, 2007	Marasco		Initial Draft



Dialog Design Specification Version 1.05b April 2, 2007

	EXPRESS ID PL	US VERSIO	N 1.0	5B		
	CALLING FROM	I HOME (AN	II) MO	DULE		
	PRE-MODULE F	PROCESSIN	IG			
	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		1
	CALLING FROM	I HOME				
	u991120.vox	Initial	В	Are you calling from your home telephone?		1
	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	me .wic_std_Y		1 - 7 - 7 - 7		
	Value	<>	_	I Andrew		_
	Option yes	Vocabulary yes	<u> </u>	Action Use ANI as phone number (let ?130 = ANI); go to Phone Lookup Modul	4	
	no	no		Go to Phone Number Recognition Module	†	
	Error	1		Action		
	1 st attempt and Error			Go to Calling from Home Invalid u991129 (opt) or Default Invalid Module		
	1 st attempt and Timed			Go to Calling from Home Invalid u991129 (opt) or Default Invalid Module	e	
	2 nd attempt and Error			Go to Calling from Home VC Transition u991127		eted: (opt) or Full NACSZ Voice
	2 nd attempt and Time	out		Go to Calling from Home VC Transition u991127 Co to	Capt	ture Module
	CALLING FROM	I HOME INV	ALID	Go to		eted: (opt) or Full NACSZ Voice ture Module
	u991129.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Modul recommended.) I'm sorry, but I didn't understand your response.	le –	-
	All	1	1	Go to Calling from Home u991125 (opt) or u991120		†
	Rec_server down			Go to]
	CALLING FROM	I HOME VC	TRAN	SITION		
10/26/07	u991127.vox	Passive	NB	(Optional but recommended.) I'm sorry, but I'm not sure I understood your response correctly.	Dele	eted: Let's try something else.
	All	_		Express ID Plus Done		
	Rec_server down			Go to Transfer Message, Go to		eted: Go to Full NACSZ Voice ture Module
	PHONE NUMBE	R RECOGN	IITION		Сарі	die Module
	PRE-MODULE F	PROCESSIN	IG			_
	All			Does variable ?130 contain a 10-digit number? If yes, go to Phone Lookup Module		_

	Rec_server down				
				Go to	
	GET PHONE NUI	MBER			
	u991110.vox	Initial	В	Please tell me your home phone number including the arcode.	ea
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 n 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 t area code.	
	Grammar Name	.wicrtl_SPca .wic_std_Ph		PhoneNumber mber	
	Value	<>			
	Option	Vocabulary		Action	
	10-digit phone	0123456789		Go to Confirm Phone Number u991111	
	Error			Action	
	1 st attempt and Error			Go to Get Phone Number Invalid u991119 (opt) or Default Invalid Modu	
	1 st attempt and Timeo	ut		Go to Get Phone Number Invalid u991119 (opt) or Default Invalid Modu	(
	2 nd attempt and Error			Go to Phone Number VC Transition u991117	Deleted: (opt) or Full NACSZ Voice
	2 nd attempt and Timeo	out		Go to Phone Number VC Transition u991117	Capture Module
	Rec_server down			Go to	Deleted: (opt) or Full NACSZ Voice
<u> </u>	GET PHONE NUI	MBER INVA	LID		Capture Module
	u991119.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Modul recommended.) I'm sorry, but I'm not sure I heard your phone number correctly.	e –
	All			Go to Get Phone Number u991115 (opt) or u991110	
	CONFIRM PHON	E NUMBER		Go to	
	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 recommend using Option 2 above. If not used, will speak random "is correct".) Did I get that right?	ed if
	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?	1
	Grammar Name	.wic_std_Ye	sNo		
	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	Deleted: (opt) or Full NACSZ Voice
	Error			Action	Capture Module
	1 st attempt and Error			Go to Confirm Phone Number Invalid u991118 (opt) or Default Invalid	

				Module]
	1 st attempt and Time	eout		Go to Confirm Phone Number Invalid u991118 (opt) or Default Invalid		
	•					
	Rec_server down			Go to		
	CONFIRM PHO	NE NUMBER	INVA	LLID		
	u991118.vox	Passive	NB	recommended.) I'm sorry, but I couldn't verify your response.	9 –	
	All					
		ER VC TRAN	SITIO	N		
40/00/07		Di	ND			
10/26/07	u991117.vox	Passive	NB		Dolo	tad. Lat's try compthing also
	2rd attempt and Timeout Go to Phone Number VC Transition u991117,		Dele	l		
-				Go to Transfer Message	Dele	ted: Go to Full NACSZ Voice
	Rec_server down			Go to	Captı	ure Module
	PHONE LOOKU					
	PRE-MODULE	PROCESSIN	G			
	All			(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	· 	
	Rec_server down			Go to		
	CONFIRM ADD	RESS ON FIL	_E			
	u991211.vox	Initial	NB	"address" with the phrase "mailing address" in the following prompts. If ti 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. Firs		
	n/a	21cent call	NB			
	n/a		NB			
	n/a	TTS failed	NB			
	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	and Error Go to Phone Number VC Transition u991117, and Error Go to Phone Number VC Transition u991117, and Trimeout Go to Phone Number VC Transition u991117, and Trimeout Go to Phone Number VC Transition u991117, and Trimeout Go to Transition u991117, and Trimeout Go to Confirm Phone Number UP Transition u991117, and Trimeout Residue Resid				
	n/a		NB	[TTS: street address]		
	n/a		NB			
	u991214.vox					
	Grammar Name	.wic_std_Ye	sNo			

	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 Go to Confirm Address On File Invalid u991219 (opt) or Default Invalid		
	1 st attempt and Error			Module Go to Confirm Address On File Invalid u991219 (opt) or Default Invalid Go to Confirm Address On File Invalid u991219 (opt) or Default Invalid		
	1 st attempt and Timeo	ut		Module		
	2 nd attempt and Error 2 nd attempt and Timed	N. I.		Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217 Go to Confirm Address On File VC Transition u991217		ed: (opt) or Full NACSZ Voice
	Rec server down	out		Go to Commit Address on File VC Transmon day 1217	Captur	e Module
	CONFIRM ADDR	ESS ON FI	LE IN			ed: (opt) or Full NACSZ Voice e Module
	u991219.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module recommended.)	9 –	
	All			Sorry, but I'm not sure I understood you correctly. Go to Confirm Address On File u991213 (opt) or u991211		
	All Go to Con Rec_server down Go to					
	TCC_SCIVCI GOWII			00.00		
	CONFIRM ADDR	ESS ON FI	LE VC	TRANSITION		
40/00/07	004047	Bi	ND	(Optional but recommended.)		
10/26/07	u991217.vox	Passive	NB		Delete	ed: Let me quickly record you
	All			Express ID Plus Done, return		
					Delete	d: Go to Full NACSZ Voice
	Rec_server down			G0 t0		
	CONFIRM ADDR	ESS ON FI	LE ZIF			
	u991230.vox	Passive	NB	I'll need to collect your name and address information. Le	t's	
	u991231.vox	Passive	NB	Sorry about that. Let's see if I can get your correct name address. Let's start with your address, and then I'll get yo		
	All	217.vox Passive NB (Optional but recommended.) I'm very sorry, but I'm having trouble confirming your address peaking your address peaking your address information. Let's start with your address, and then I'll get your name and address. Let's start with your address, and then I'll get your name later. 230.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. 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. CMG call? If yes, go to Zip Code Recognition Module If no, go to Verify Pre-Entered Zip Code Module Server down Go to ST NAME VERIFICATION MODULE Is variable ?143 = "NONAME"? If yes, ExpressID Plus Done; return				
u991230.vox Passive NB (Opt I'll r star star star star star star star st						
	LAST NAME VE	RIFICATION	N MOD	ULE		
	PRE-MODULE P	ROCESSIN	G			
	All					
	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	NB	(Optional but recommended. Example: Smith spelled S M I T H - this sl	lot	
All Rec CO u99 All Rec LA PR All Rec LA PR All Rec LA PR		TTS failed		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 s will be recorded in Nuance way format.) spelled	lot	
	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 wi speak random "is correct".) Is that your correct last name?	II	
	Grammar Name	.wic_std_Ye	sNo	To that your contest hamo.		
	Value	<>				
	Option	Vocabulary		Action		
_	yes	yes		Go to First Name Verification Module		
	no	no		Go to Last Name Recognition Module		
	Error			Action Go to Confirm Last Name On File Invalid u991419 (opt) or Default Invalid	id	
	1 st attempt and Error			Module Go to Confirm Last Name On File Invalid u991419 (opt) or Default Invalid		
	1 st attempt and Timeo	ut		Module		
	2 nd attempt and Error			Go to Confirm Last Name on File VC Transition u991417,	Delet	ed: (opt) or Name Only Voice
	2 nd attempt and Timed	out		Go to Confirm Last Name on File VC Transition u991417 (Captu	re Module
	Rec_server down			Go to	Delete	ed: opt) or Name Only Voice
	CONFIRM LAST	NAME ON	FILE II			re Module
	u991419.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module recommended.)	e –	
	All			I'm sorry, but I didn't understand your response. Go to Confirm Last Name On File u991413 (opt) or u991411		
	Rec server down			Go to		
	CONFIRM LAST		1	/C TRANSITION (Optional but recommended.)		
10/26/07	u991417.vox	Passive	NB	I'm very sorry, but I'm having trouble confirming your nam	Delet	ed: Just to make sure I get it
	All	•		Express ID Plus Done, return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module	right, l	et me quickly record you ing your full name.
				<u> </u>		ed: Go to Name Only Voice
	Rec_server down			Go to	Captu	re Module
	FIRST NAME VE	RIFICATIO	N MOI	DULE		
	PRE-MODULE P	ROCESSIN	G			
				0.4		
	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		
	All Rec_server down			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?		

	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 sbe recorded in Nuance way format.) spelled	slot will		
	n/a	TTS success TTS failed	NB	[spell first name using A-Z]			
	u991512.vox	Trotalica	NB	(Optional but recommended. If not used, will speak random "is corre Do I have that right as well?	ct".)		
	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 – thi will be recorded in Nuance wav format.) spelled	s slot		
	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 speak random "is correct") Is that your correct first name?	will		
	Grammar Name	.wic_std_Y	esNo				
	Value	• • • • • • • • • • • • • • • • • • •					
	Option	Vocabulary	<u> </u>	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 Go to Confirm First Name On File Invalid u991519 (opt) or Default In	امنامي		
	1 st attempt and Error	r		Module	valid		
	1 st attempt and Time			Go to Confirm First Name On File Invalid u991519 (opt) or Default In Module	valid		
	2 nd attempt and Erro 2 nd attempt and Time			Go to Confirm First Name On File VC Transition u991517 Go to Confirm First Name On File VC Transition u991517 Go to Confirm First Name On File VC Transition u991517		Deleted: (opt) or Name Only Vo	
	Rec server down	eout		Go to Confirm First Name On File VC Transition use 1517	Captu	ure Module	
	CONFIRM FIRS	T NAME ON	FILE	INVALID		ted: (opt) or Name Only ure Module	
	u991519.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Morrecommended.) I'm sorry, but I didn't understand your response.	dule –		
	All			Go to Confirm First Name On File u991513 (opt) or u991511			
	Rec_server down			Go to			
	CONFIRM FIRS	T NAME ON	FILE	VC TRANSITION			
<u>/07</u>	u991517.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your_na	am Dele	ted: Just to make sure I	
	All			ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module	speal	let me quickly record you king your full name.	
	Rec server down			Go to		ted: Go to Name Only V ure Module	
	VERIFY PRE-EI	NTERED ZIF	CODI		Сари	ire Module	

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 C	ODE ON FIL	.E		
				I have your zip code, but I need to confirm that it's the zip	1
	u997101.vox	Initial	NB	code for your current address.	
	n/a		NB	[playback zip code using 0-9]	
	†		+		
	n/a	1	NB	[TTS: city and state] [Optional but recommended. If not used, will speak random "is correct"	<u> </u>
	u997102.vox		NB		.)
				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)	7
	u997 104.VOX		ND	Is that the zip code for your current address?	
	Grammar Name	.wic_std_Ye	esNo		
	Value	♦			
	Option	Vocabulary		Action	
	yes	yes		Go to Street Address Recognition Module	
	no	no		Go to Zip Code Recognition Module	
	Error			Action	
	1 st attempt and Error			Go to Confirm Zip Code On File Invalid u997108 (opt) or Default Invalid Module	
	1 st attempt and Timed	out		Go to Confirm Zip Code On File Invalid u997108 (opt) or Default Invalid Module	
	2 nd attempt and Error			Go to Confirm Zip Code On File VC Transition u997107	Deleted: (opt) or Full NACSZ Voice
	2 nd attempt and Time	out		Go to Confirm Zip Code On File VC Transition u997107 ▼	Capture Module
	Rec_server down			Go to	Deleted: (opt) or Full NACSZ Voice
	CONFIRM ZIP C	ODE ON FIL	E INV	ALID	Capture Module
	u997108.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Modul recommended.)	e –
1	u997 100.VOX	Fassive	ND	Sorry, but I'm not sure I understood you correctly.	
	All		1	Go to Confirm Zip Code On File u997103 (opt) or u997101	
	Rec_server down			Go to	
	TROC_GOLVET GOWN			000	
	CONFIRM ZIP C	ODE ON FIL	E VC	TRANSITION	
				(Optional but recommended.)	
10/26/07	u997107.∨ox	Passive	NB	I'm very sorry, but I'm having trouble confirming your zip	
10/20/01	u337 107.VOX	1 433140	140	code.	Deleted: Let me guickly record you
			1	ExpressID Plus Done; return	speaking your complete address.
	All			Go to Transfer Message ✓	<u> </u>
	Rec_server down			Go to	Deleted: Go to Full NACSZ Voice Capture Module
	ZIP CODE RECO	OGNITION N	IODUI	.E	Capture Module
	PRE-MODULE P	ROCESSIN	G		
	All			Go to Get Zip Code u997000	
	Rec server down			Go to	

			What's the zip code of your current address so I can look	un
u997000.vox	Initial	В	the city and state?	чρ
			(Optional but recommended. If not used, will repeat slot u997000)	
u997005.vox	Error	NB	Speaking one digit at a time, please tell me the 5-digit zip	
			code of your address.	
			(Optional but recommended. If not used, will repeat slot u997000)	
u997006.vox	Confirm	NB	Sorry about that. Let's try once more. Speaking one digi	t at
	Reject		a time, please tell me the 5-digit zip code of your current	
Grammar Name	(gosub SD	capturo	addressrecognize_zip_code)	
Value	.(gosub 31 ·	capture	_recognize_zip_code)	
Option	Vocabulary		Action	
5-digit zip code	0123456789)	Query phoneplus DB for city-state using zip code	
g .	0120400100	,	Go to Confirm Zip Code u997001	
Error 1st attempt and Erro	r		Action Go to Get Zip Code Invalid u997009 (opt) or Default Invalid Module	
1 st attempt and Time			Go to Get Zip Code Invalid u997009 (opt) or Default Invalid Module	
			ExpressID Plus Done; return	
2 nd attempt and Erro	or		Go to Transfer Message	
-			ExpressID Plus Done; return	Deleted: Go to ???? u997007 (op
2 nd attempt and Tim	eout		Go to Transfer Message	or Full NACSZ Voice Capture Mod
2 attompt and 1111	2 attempt and Timeout		▼ Transisi Weddage	Deleted: Go to ???? u997007 (op
Rec_server down			Go to	or Full NACSZ Voice Capture Mod
u997009.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Modul recommended.)	e –
u997009.vox	Passive	NB	recommended.) I'm sorry, but I'm not sure I heard you correctly.	e –
u997009.vox All Rec_server down	Passive	NB	recommended.)	e –
All		NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000	e –
All Rec_server down		NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000	e –
All Rec_server down CONFIRM ZIP (CODE		recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.)	e -
All Rec_server down CONFIRM ZIP (CODE Initial Option 1 Initial	NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence]	e -
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox	CODE Initial Option 1 Initial	NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have	e -
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox	CODE Initial Option 1 Initial	NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt))	e -
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox	Initial Option 1 Initial Option 2	NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state]	e –
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a	CODE Initial Option 1 Initial	NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 – recommended) Just to be sure, let me repeat the zip code I heard.	e –
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox	Initial Option 1 Initial Option 2	NB NB NB NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 – recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9]	e –
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox	Initial Option 1 Initial Option 2	NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 – recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state]	
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a	Initial Option 1 Initial Option 2	NB NB NB NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 – recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or defended.)	
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a	Initial Option 1 Initial Option 2	NB NB NB NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot — record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 — recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or de "is correct".)	efault
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a n/a	Initial Option 1 Initial Option 2	NB NB NB NB NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot — record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 — recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or de "is correct".) Is that the correct zip code, city, and state for your curren	efault
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a n/a u997004.vox	Initial Option 1 Initial Option 2	NB NB NB NB NB NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot — record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 — recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or de "is correct".)	efault
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a n/a	Initial Option 1 Initial Option 2	NB NB NB NB NB NB NB NB	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot — record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 — recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or de "is correct".) Is that the correct zip code, city, and state for your curren	efault
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a n/a u997004.vox Grammar Name	Initial Option 1 Initial Option 2 Error	NB N	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot — record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 — recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or de "is correct".) Is that the correct zip code, city, and state for your curren	efault
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a n/a u997004.vox Grammar Name Value	Initial Option 1 Initial Option 2 Error .wic_std_Yo	NB N	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot — record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 — recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or de "is correct".) Is that the correct zip code, city, and state for your curren address? Action Go to Street Address Recognition Module	efault
All Rec_server down CONFIRM ZIP (u997001.vox u997001a.vox n/a n/a u997002.vox u997003.vox n/a n/a u997004.vox Grammar Name Value Option	Initial Option 1 Initial Option 2 Error .wic_std_Y(NB N	recommended.) I'm sorry, but I'm not sure I heard you correctly. Go to Get Zip Code u997005 (opt) or u997000 Go to (This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence] I have [playback zip code using 0-9] [TTS: city and state] (Mandatory, but could also use default "is correct" (opt)) Is that right? (Optional. If not used, will repeat slot u997001 – recommended) Just to be sure, let me repeat the zip code I heard. [playback zip code using 0-9] [TTS: city and state] (Optional but recommended. If not used, will repeat slot u997002, or de "is correct".) Is that the correct zip code, city, and state for your curren address?	efault

Error			Action	Deleted: go to ???? u997007 (opt)
1 st attempt and Error			Go to Confirm Zip Code Invalid u997008 (opt) or Default Invalid Module	or Full NACSZ Voice Capture Module
1 st attempt and Timed			Go to Confirm Zip Code Invalid u997008 (opt) or Default Invalid Module	
T attompt and Timot	out		ExpressID Plus Done; return	
2 nd attempt and Error	r		Go to Transfer Message	
·			V	Deleted: Go to ???? u997007 (opt)
nd			ExpressID Plus Done; return	or Full NACSZ Voice Capture Modul
2 nd attempt and Time	eout		Go to Transfer Message	
D			0.00	Deleted: Go to ???? u997007 (opt)
Rec_server down			Go to	or Full NACSZ Voice Capture Modu
CONFIRM ZIP C	ODE INVAL	.ID		
u997008.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module recommended.)	e –
u997000.vox	Fassive	ND	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	
100_001101 001111				
STREET ADDRE	ESS RECOG	OITIN	N MODULE	
PRE-MODULE P	PROCESSIN	G		
			To code in Directic Communes	
All			Zip code in Dynamic Grammar? If yes, go to Get Address u998000	
All			If no, go to Address VC Transition u998017.	Deleted: (ant) at Full NACCZ Vais
Rec_server down			Go to	Deleted: (opt) or Full NACSZ Voic Capture Module
GET ADDRESS			OK, I have your city information. Now I need your street	
u998000.vox	Initial	В	address or box number. Without spelling any words or stranges, what's your address there?	reet
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 Dr 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 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, yo can say Nineteen Forty Chestnut Street, Apartment 2A or P.O. Box twenty-three eleven. I also understand rural rou and I don't need you to spell any street names for me. Go ahead and say your address when you're ready.	utes,
Grammar Name	- 1	capture	_recognize_whole_street_address)	
Value	<> Vessbulen	,	Action	
Option	Vocabulary		Action Go to Confirm Address u998011	
address	1160 Maple Drive			
address Frror	1 Too Wapie		Action	
Error	•		Action Go to Get Address Invalid u998009 (opt) or Default Invalid Module	
Error 1 st attempt and Error	,		Go to Get Address Invalid u998009 (opt) or Default Invalid Module	
Error	eout			Polated: (opt) or Full NACS7 Voice
1st attempt and Error 1st attempt and Timeo	eout r		Go to Get Address Invalid u998009 (opt) or Default Invalid Module Go to Get Address Invalid u998009 (opt) or Default Invalid Module	
Error 1st attempt and Error 1st attempt and Timed 2nd attempt and Error 2nd attempt and Error 2nd attempt and Timed	eout r		Go to Get Address Invalid u998009 (opt) or Default Invalid Module Go to Get Address Invalid u998009 (opt) or Default Invalid Module Go to Address VC Transition u998017▼	Deleted: (opt) or Full NACSZ Voic Capture Module
Error 1st attempt and Error 1st attempt and Timeo 2nd attempt and Error	eout r eout		Go to Get Address Invalid u998009 (opt) or Default Invalid Module Go to Get Address Invalid u998009 (opt) or Default Invalid Module Go to Address VC Transition u998017 Go to Address VC Transition u998017 ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	

				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 ADDR	ESS			
	u998011.vox	Initial	NB	OK. Let me read that back to you to make sure I got it rigl	nt.
	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 motime.	re
	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 def "is correct") Is that the address you spoke earlier?	fault
	Grammar Name	.wic_std_Ye	sNo		
	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	
l —	Error	1		Action	Deleted: (opt) or Full NACSZ Voice
	1 st attempt and Error			Go to Confirm Address Invalid u998019 (opt) or Default Invalid Module	Capture Module
	1 st attempt and Timed	out		Go to Confirm Address Invalid u998019 (opt) or Default Invalid Module	
	2 nd attempt and Error			Go to Address VC Transition u998017	Deleted: (opt) or Full NACSZ Voice
	2 nd attempt and Timed	out		Go to Address VC Transition u998017	Capture Module
	Rec_server down			Go to	<u> </u>
	CONFIRM ADDR	RESS INVAL	ID		Deleted: (opt) or Full NACSZ Voice Capture Module
	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.	3 —
	All	•		Go to Confirm Address u998013 (opt) or u998011	
	Rec_server down			Go to	
	ADDRESS VC T	RANSITION			
10/26/07	u998017.vox	Passive	NB	(Optional but recommended.)	
		1		I'm very sorry, but I'm having trouble getting your address	
	All			ExpressID Plus Done; return Go to Transfer Message	right, in a moment, I'm going to have you speak your entire name and address one last time so I can record
	Rec_server down			Go to	it.
	CASS CERTIFIC	ATION MOI	DULE		Deleted: Go to Full NACSZ Voice Capture Module
	PRE-MODULE P	ROCESSIN	G		
	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 u9980	57
					B. I. I. (.) F
	Rec_server down			Go to	Deleted: (opt) or Full NACSZ Voice Capture Module

	CASS FAILED V	C TRANSI	ΓΙΟΝ		
u	1998057.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I couldn't certify that as a valid address	Political: hypita maka ayun l aatit
A	All	1	1	ExpressID Plus Done; return Go to Transfer Message	right, in a moment I'm going to have you speak your entire name and
				V	address one last time so I can reco
R	Rec_server down			Go to	it.
L	AST NAME RE	COGNITIO	N MOD	ULE	Deleted: Go to Full NACSZ Voice Capture Module
P	PRE-MODULE P	ROCESSIN	IG		
А	NI			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 La	Deleted: ¶
				Name u993010	
R	Rec_server down			Go to	
G	GET LAST NAM	E			
u	993010.vox	Initial	NB	OK. Let's get your correct last name. First, say your last name, and then spell it for me.	
u	1993015.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 Sn you would say Smith, S M I T H. Please say and then sp just your last name.	
u	1993016.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 exampl Smith would be spoken as Smith, S M I T H. Please say then spell just your last name.	
G	Frammar Name	.(gosub SF	capture	_recognize_last_name)	
٧	/alue	<>			
	Option	Vocabular		Action	
	ast name	Smith, S M	<u>ITH</u>	Go to Confirm Last Name u993011	
	rror st attempt and Error			Action Go to Get Last Name Invalid u993019 (opt) or Default Invalid Module	
	st attempt and Timed	nut .		Go to Get Last Name Invalid u993019 (opt) of Default Invalid Module	
	attempt and Error			Go to Last Name VC Transition u993017▼	Deleted: (opt) or Name Only Voice
	nd attempt and Time			Go to Last Name VC Transition u993017 ▼	Capture Module
R	Rec_server down			Go to	
G	GET LAST NAM	E INVALID			Deleted: (opt) or Name Only Voice Capture Module
u	1993019.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.	9 –
Δ				Go to Get Last Name u993015 (opt) or u993010	
	Rec_server down			Go to	
•	CONFIRM LAST	NAME			
	1993011.vox	Initial	NB	Let me make sure I have your last name correct.	
Π.,				_ =	i
	/a	TTS success	NB	[TTS: last name]	

	n/a	TTS success	NB	[spell last name using A-Z]	
		TTS failed		(Optional but recommended. If not used, will speak default "is correct".)	
	u993012.vox		NB	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 sl will be recorded in Nuance way format.) spelled	ot
	n/a	TTS success	NB	[spell last name using A-Z]	
	u993014.vox	TTS failed	NB	(Optional but recommended. If not used, will repeat slot u993012, or del "is correct") Is that your last name?	fault
	Grammar Name	.wic std Ye	sNo	is that your last hame:	
	Value	<>			
	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 _▼	Deleted: (opt) or Name Only Voice
	Error			Action	Capture Module
	1 st attempt and Error 1 st attempt and Timeo	u t		Go to Confirm Last Name Invalid u993018 (opt) or Default Invalid Modul Go to Confirm Last Name Invalid u993018 (opt) or Default Invalid Modul	
	2 nd attempt and Error	ut		Go to Last Name VC Transition u993017	
	2 nd attempt and Timed	ut		Go to	Deleted: (opt) or Name Only Voice Capture Module
	Rec_server down			Go to	Captare Woodie
	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	TRANSITIO	N		
10/26/07	u993017.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble getting your name.	Deleted: Just to make sure I get it
	All			ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module	right, in a moment I'm going to have you speak your first and last name so I can record it.
	Rec_server down			Go to	Deleted: Go to Name Only Voice
	FIRST NAME RE	COGNITION	N MOI		Capture Module
	PRE-MODULE P				Capture Module
	PRE-MODULE P			DULE 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.Fi	
	PRE-MODULE P	ROCESSIN		DULE 21¢ call? If yes, ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module Name u994010	
	PRE-MODULE P	ROCESSIN		21¢ call? If yes, ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module Name u994010 Go to Please say your first name, and then spell it for me.	
	PRE-MODULE P	ROCESSIN	G	DULE 21¢ call? If yes, ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module Name u994010 Go to	Deleted: ¶

				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 SP	capture	_recognize_first_name)		
	Value	♦				
	Option	Vocabulary	/	Action		
	first name John J O H N Error			Go to Confirm First Name u994011		
				Action		
	1 st attempt and Erro	r		Go to Get First Name Invalid u994019 (opt) or Default Invalid Module		
	1st attempt and Time	eout		Go to Get First Name Invalid u994019 (opt) or Default Invalid Module		
	2 nd attempt and Erro	or		Go to First Name VC Transition u994017	Dele	eted: (opt) or Name Only Voice
	2 nd attempt and Tim	eout		Go to First Name VC Transition u994017 _▼		ure Module
	Rec_server down			Go to	\vdash	•
	GET FIRST NAME INVALID					eted: (opt) or Name Only Voice ure Module
			,	T		
				(Optional. If not used, will speak random slot from Default Invalid Module	e –	
	u994019.vox	Passive	NB	recommended.)		
				I'm sorry, but I didn't understand your response.		_
	All			Go to Get First Name u994015 (opt) or u994010		_

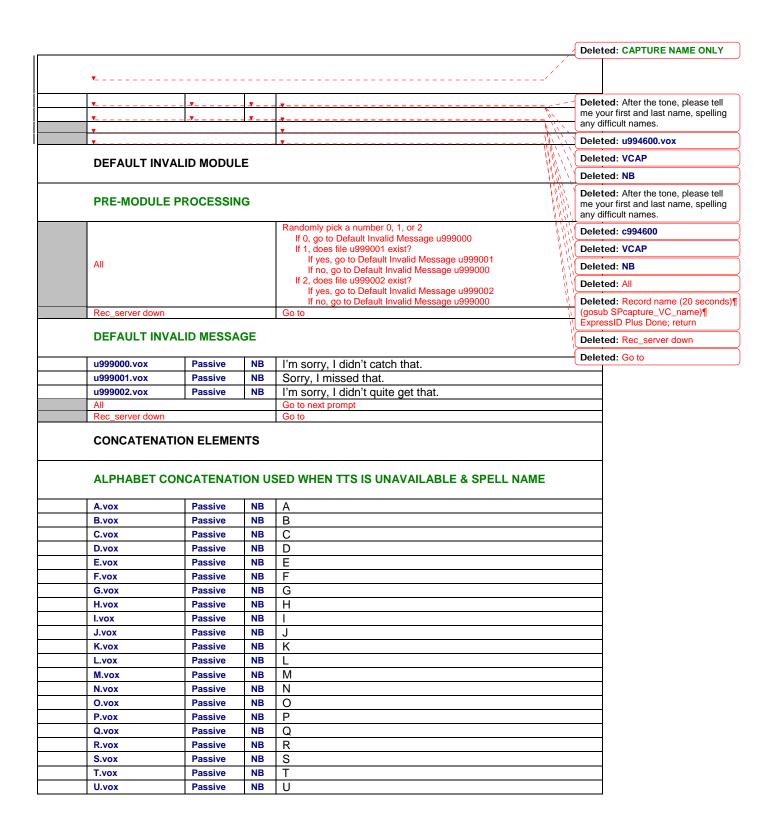
CONFIRM FIRST NAME

u994011.vox	Initial	NB	Let me see if I understood your first name correctly.			
n/a	TTS success	NB	[TTS: first name]			
spelled.vox	spelled.vox TTS success TTS failed		(Optional but recommended. Example: John spelled J O H N – this slot be recorded in Nuance wav format.) spelled	will		
n/a	TTS success TTS failed	NB	[spell first name using A-Z]			
 u994012.vox	u994012.vox u994013.vox Error		(Optional but recommended. If not used, will speak default "is correct".) Is that right?			
u994013.vox			(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 be recorded in Nuance way format.) spelled	will		
n/a	n/a TTS success TTS failed u994014.vox Grammar Name .wic std Yes		[spell first name using A-Z]			
u994014.vox			NB (Optional but recommended. If not used, will repeat slot u994012, or "is correct") Is that your first name?			
Grammar Name						
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			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			
1 st attempt and Error			Go to Confirm First Name Invalid u994018 (opt) or Default Invalid Modu			
1 st attempt and Time			Go to Confirm First Name Invalid u994018 (opt) or Default Invalid Modu	$\overline{}$		
2 nd attempt and Error			Go to First Name VC Transition u994017	Delet		
2 nd attempt and Time	out		Go to First Name VC Transition u994017 Go to	Captu		
Rec_server down			Go to	Delet		

Deleted: (opt) or Name Only Voice Capture Module

Deleted: (opt) or Name Only Voice Capture Module

CONFIRM FIRS	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.			
u994018.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Moduli recommended.) I'm sorry, but I didn't understand your response.	Deleted: Go to Name Only Voice Capture Module
All			Go to go to Confirm First Name u994013 (opt) or u994011	Deleted: FULL NACSZ VOICE
Rec_server down			Go to	CAPTURE MODULE (ONE SLOT)
FIRST NAME V	C TRANSITI	ON		Deleted: PRE-MODULE PROCESSING
u994017.vox	Passive	NB	(Optional but recommended.)	Deleted: All [1]
			I'm very sorry, but I'm having trouble getting your name	Deleted: CAPTURE NACSZ
All			If requesting coupon, go to Eligibility Lookup Module	Deleted: Rec_server down [2]
1			If checking status, go to Status Lookup Module	Deleted: (Use this module and
Rec_server down			Go to	include this slot only if you want the name and address recorded together
				After the tone, please tell me your
V				name, address, city, state, and zip code, spelling any difficult words.
V			<i>illi:</i> /	Deleted: u994500.vox [3 Deleted: After the tone, please tell
				me your name, address, city, state,
<u>_</u>				and zip code, spelling any difficult
				words.
V				Deleted: c994500 [4
1	1	1	1://	Deleted: All [5
V	<u> </u>	V	1//,	Deleted: FULL NACSZ VOICE CAPTURE MODULE (TWO SLOTS)
<u>.</u>	_	▼		
v			,	Deleted: Rec_server down [6
V			/ /	Deleted: CAPTURE FIRST & LAST NAME
			, , , , , , , , , , , , , , , , , , ,	Deleted: (Use this module and include these slots only if you want
			/ /	the name and address recorde [7
V			' /'	Deleted: u994501.vox [8
V		v	<u> </u>	Deleted: After the tone, pleas [9
▼	▼	▼		D. I. I. 201501
▼			·	[10
				([11
v			·/	Deleted: CAPTURE ACSZ
1			T	Deleted: Rec_server down [12
V	· · · · · · · · · · · · · · · · · · ·	▼		Deleted: Now please tell me [13
		▼		Deleted: u994502.vox [14
V			•	Deleted: Now please tell me [15
				Deleted: c994502 [16
▼			,// /	Deleted: All [17
			1.	Deleted: NAME ONLY VOIC [18
*			·\	Deleted: Rec_server down [19
				([17
· · · · · · · · · · · · · · · · · · ·			V	([20
_				Deleted: All [21



V.vox	Passive	NB	V
W.vox	Passive	NB	W
X.vox	Passive	NB	X
Y.vox	Passive	NB	Υ
Z.vox	Passive	NB	Z
SINGLE DIGI	T CONCATEN	ATION	I 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
APT.vox	Passive	NB	Apartment
		_	
BLDG.vox	Passive	NB	Building
BLDG.vox BOX.vox	Passive Passive	NB NB	Building Box
BLDG.vox BOX.vox BSMT.vox	Passive Passive Passive	NB NB NB	Building Box Basement
BLDG.vox BOX.vox BSMT.vox DEPT.vox	Passive Passive Passive Passive	NB NB NB NB	Building Box Basement Department
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox	Passive Passive Passive Passive Passive	NB NB NB NB	Building Box Basement Department Floor
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox	Passive Passive Passive Passive Passive Passive	NB NB NB NB NB NB	Building Box Basement Department Floor Front
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox	Passive Passive Passive Passive Passive Passive Passive Passive	NB NB NB NB NB NB	Building Box Basement Department Floor Front Hangar
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox	Passive Passive Passive Passive Passive Passive Passive Passive Passive	NB NB NB NB NB NB NB NB NB	Building Box Basement Department Floor Front Hangar Lobby
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox LOT.vox	Passive	NB	Building Box Basement Department Floor Front Hangar Lobby Lot
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox LOT.vox LOWR.vox	Passive	NB	Building Box Basement Department Floor Front Hangar Lobby Lot Lower
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox LOT.vox LOWR.vox OFC.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox LOT.vox LOWR.vox OFC.vox PH.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox LOT.vox CFC.vox PH.vox PH.vox PIER.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LOT.vox LOWR.vox OFC.vox PH.vox PIER.vox POBOX.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LOT.vox LOWR.vox PH.vox PH.vox PER.vox POBOX.vox REAR.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LOT.vox LOWR.vox PH.vox PHER.vox POBOX.vox REAR.vox RM.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear Room
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LOT.vox LOWR.vox PH.vox PH.vox PIER.vox POBOX.vox REAR.vox RR.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear Room Rural route
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox LOT.vox PH.vox PH.vox PIER.vox POBOX.vox REAR.vox RR.vox SIDE.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear Room Rural route Side
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LBBY.vox LOT.vox PH.vox PH.vox PIER.vox POBOX.vox REAR.vox RM.vox SIDE.vox SLIP.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear Room Rural route Side Slip
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LOT.vox LOT.vox PH.vox PIER.vox POBOX.vox REAR.vox RM.vox SIDE.vox SPC.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear Room Rural route Side Slip Space
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LOT.vox LOWR.vox PH.vox PIER.vox POBOX.vox REAR.vox RR.vox SIDE.vox SPC.vox STE.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear Room Rural route Side Slip Space Suite
BLDG.vox BOX.vox BSMT.vox DEPT.vox FL.vox FRNT.vox HNGR.vox LOT.vox LOT.vox PH.vox PIER.vox POBOX.vox REAR.vox RM.vox SIDE.vox SPC.vox	Passive	NB N	Building Box Basement Department Floor Front Hangar Lobby Lot Lower Office Penthouse Pier PO Box Rear Room Rural route Side Slip Space

UPPR.vox

Passive

NB Upper

Page 28: [1] Deleted	icrmjm	10/25/2007 12:16:00 PM
Page 28: [1] Deleted Is variable ?142 = "SKIP"? If yes, ExpressIDPlus Done; return If no, 21¢ call? If yes, ExpressIDPlus Done; return		10/25/2007 12:16:00 PM
?133 Does file u994501 or c9945 If yes, go to Capture Firs If no, go to Capture NAC If no, log an Error which will rai Obtain Voice Capture filena Does file u994501 or c9945 If yes, go to Capture Firs	me using the VC number found in 02 exist? 25 & Last Name u994501 or c994501 25 Z u994500 or c994500 25 se an alarm to fix application 26 me using VC number 0000	
Page 28: [2] Deleted Rec_server down	icrmjm	10/25/2007 12:16:00 PM
Page 28: [2] Deleted Go to	icrmjm	10/25/2007 12:16:00 PM
Page 28: [3] Deleted u994500.vox	icrmjm	10/25/2007 12:16:00 PM
Page 28: [3] Deleted VCAP	icrmjm	10/25/2007 12:16:00 PM
Page 28: [3] Deleted NB	icrmjm	10/25/2007 12:16:00 PM
Page 28: [4] Deleted c994500	icrmjm	10/25/2007 12:16:00 PM
Page 28: [4] Deleted VCAP	icrmjm	10/25/2007 12:16:00 PM
Page 28: [4] Deleted NB	icrmjm	10/25/2007 12:16:00 PM
Page 28: [5] Deleted All	icrmjm	10/25/2007 12:16:00 PM
Page 28: [5] Deleted Record name & address (30 seconds) (gosub SPcapture_VC_address) ExpressID Plus Done; return	icrmjm	10/25/2007 12:16:00 PM
Page 28: [6] Deleted Rec_server down	icrmjm	10/25/2007 12:16:00 PM
Page 28: [6] Deleted Go to	icrmjm	10/25/2007 12:16:00 PM
your voice directory, this module will be	icrmjm s only if you want the name and address r used instead of the "One Slot" module ab ur first and last name spelling any	ove.)
Page 28: [8] Deleted u994501.vox	icrmjm	10/25/2007 12:16:00 PM
Page 28: [8] Deleted VCAP	icrmjm	10/25/2007 12:16:00 PM
Page 28: [8] Deleted NB	icrmjm	10/25/2007 12:16:00 PM

Page 28: [9] Deleted After the tone, please tell me your f	icrmjm irst and last name spelling a	10/25/2007 12:16:00 PM any difficult words.
Page 28: [10] Deleted c994501	icrmjm	10/25/2007 12:16:00 PM
Page 28: [10] Deleted VCAP	icrmjm	10/25/2007 12:16:00 PM
Page 28: [10] Deleted NB	icrmjm	10/25/2007 12:16:00 PM
Page 28: [11] Deleted All	icrmjm	10/25/2007 12:16:00 PM
Page 28: [11] Deleted Record VC #1 (20 seconds) (gosub SPcapture_VC_name) Go to Capture ACSZ u994502 or c994502	icrmjm	10/25/2007 12:16:00 PM
Page 28: [12] Deleted Rec_server down	icrmjm	10/25/2007 12:16:00 PM
Page 28: [12] Deleted Go to	icrmjm	10/25/2007 12:16:00 PM
Page 28: [13] Deleted Now please tell me your address, c	icrmjm ity, state, and zip code, spel	10/25/2007 12:16:00 PM lling any difficult words.
Page 28: [14] Deleted u994502.vox	icrmjm	10/25/2007 12:16:00 PM
Page 28: [14] Deleted VCAP	icrmjm	10/25/2007 12:16:00 PM
Page 28: [14] Deleted NB	icrmjm	10/25/2007 12:16:00 PM
Page 28: [15] Deleted Now please tell me your address, c	icrmjm ity, state, and zip code, spel	10/25/2007 12:16:00 PM lling any difficult words.
Page 28: [16] Deleted c994502	icrmjm	10/25/2007 12:16:00 PM
Page 28: [16] Deleted VCAP	icrmjm	10/25/2007 12:16:00 PM
Page 28: [16] Deleted NB	icrmjm	10/25/2007 12:16:00 PM
Page 28: [17] Deleted	icrmjm	10/25/2007 12:16:00 PM
Page 28: [17] Deleted Record VC #2 (20 seconds) (gosub SPcapture_VC_address) ExpressID Plus Done; return	icrmjm	10/25/2007 12:16:00 PM
Page 28: [18] Deleted NAME ONLY VOICE CAPTURE M	icrmjm ODULE	10/25/2007 12:16:00 PM
Page 28: [19] Deleted Rec_server down	icrmjm	10/25/2007 12:16:00 PM

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PRE-MODULE PROCESSING

Page 28: [21] Deleted	icrmjm	10/25/2007 12:16:00 PM
Page 28: [21] Deleted	icrmjm	10/25/2007 12:16:00 PM
Is variable ?143 = "SKIP"? or Is variable ?14		
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 u994		
If no, log an Error which will raise a	• •	
Obtain Voice Capture filename		
Go to Capture Name Only u994	1600 or c994600	
Page 28: [22] Deleted	icrmjm	10/25/2007 12:16:00 PM
Rec_server down		
Page 28: [22] Deleted	icrmjm	10/25/2007 12:16:00 PM
Go to		