



Epiq Systems
NTIA Digital-to-Analog Coupon Program

Dialog Design Specification
Version 1.01
October 29, 2007

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PRE-MODULE PROCESSING			
	Condition		Action
			Go to
WELCOME			
		Passive	NB
			Thank you for calling the Digital-to-Analog Converter Box Coupon Program Consumer Hotline. Learn more and request your coupons on our website at dtv2009.gov. Added web address to Welcome message to drive callers to hang up and use internet
	Condition		Action
			Go to Language Prompt
LANGUAGE PROMPT			
		Initial	B
			For English, press 1. Español, oprima 2. Russian, press 3. French, press 4. Chinese, press 5. Tagalog, press 6. Vietnamese, press 7. If you have a rotary phone, please stay on the line.
	Option	DTMF	Action
	English	1	Go to Don't Need Converter Box Message
	Spanish	2	Go to
	Russian	3	Go to
	French	4	Go to
	Chinese	5	Go to
	Tagalog	6	Go to
	Vietnamese	7	Go to
	Error		Action
	1 st attempt & Error		Go to Invalid
	1 st attempt & Timeout		Go to Don't Need Converter Box Message and continue with Voice Rec App
	system down		Go to
DON'T NEED CONVERTER BOX MESSAGE			
		Passive	NB
			If all your television sets are hooked up to cable, satellite, or any other pay TV service, you do not need a converter box, and you may hang up now. Moved to earlier in the call to peel off these callers as soon as possible and also revised verbiage for clarity
	Condition		Action
			Go to Need Converter Box Message
NEED CONVERTER BOX MESSAGE			
		Passive	NB
			If you receive <i>any</i> television over-the-air by use of an antenna or 'rabbit ears', then this program is for you. Visit us on the web at dtv2009.gov, or, stay on the line if you prefer to use

				our automated phone system. Revised for clarity and repeated web address to accomplish same goal as listed above
	Condition			Action Go to Introduction
INTRODUCTION				
		Passive	NB	On February 17 th , 2009, all United States TV stations will begin broadcasting solely in digital format. For as long as TV has been around, these stations have broadcast in a format known as "analog". Your old television can't, without the proper converter, translate digital signals. To ease the transition and impact on those who own analog-only TVs, Congress created the coupon program. Each coupon is valued at \$40 towards a single eligible set-top converter box. Each household is eligible to receive a maximum of two coupons.
	Condition			Action Go to Main Menu
MAIN MENU				
		Initial - TT	B	To request a coupon, press 1. Check status, press 2. For answers to frequently asked questions, press 3. Everything else, press 4. Collapsed options into a more concise menu
		Initial - VR	NB	To request a coupon, say 1. Check status, say 2. For answers to frequently asked questions, say 3. Everything else, say 4. <tone>
	Option	DTMF/VR		Action
	Request Coupon	1		Go to Application Menu
	Check Status	2		Go to Check Status Menu
	FAQs	3		Go to FAQ Menu
	Everything Else	4		Go to Everything Else Message
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
APPLICATION MENU				
		Initial - TT	B	To apply for a coupon now, press 1. Request a paper application through the mail, press 2. To apply online, you may hang up and go to dtv2009.org, at your earliest convenience. To return to the Main Menu, press star. Added submenu for requesting coupons and applications to provide the 3 options available as well as option to return to MM in case they got to this menu accidentally

		Initial - VR	NB	To apply for a coupon now, say 1. Request a paper application through the mail, say 2. To apply online, you may hang up and go to dtv2009.org, at your earliest convenience. To return to the Main Menu, say 3. <tone>
	Option	DTMF/VR		Action
	Now	1		Go to Express ID Plus Module v1.05b
	Through Mail	2		Go to Transfer Module (We could use the Express ID Plus Module here – save on live op transfers, but would require transcription)
	Main Menu	*/3		Go to Main Menu
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
ELIGIBILITY LOOKUP MODULE				
		Passive	NB	Please hold while I verify your coupon eligibility.
	Condition			Action
	If eligible			Go to Eligible Message
	If not eligible			Go to Not Eligible Message
NOT ELIGIBLE MESSAGE				
		Passive	B	Our records indicate that you have, or someone in your household has, already received the maximum number of allowable coupons from this program. If you haven't received any coupons, please press 0 to speak to a representative. <i>Revised verbiage slightly for clarity and to make less verbose</i>
	Option	DTMF		Action
	Representative	(Accept any DTMF)		Go to Transfer Message
	Error			Action
	1 st attempt & Timeout			Go to Close
ELIGIBLE MESSAGE				
		Passive	NB	Our records indicate that you are eligible for the coupon program. You may request a maximum of 2 coupons. <i>Reiterated max allowable and removed unnecessary verbiage that will be handled in the Express ID Plus Module (name capture)</i>
	Condition			Action
	All			Go to Get Number of Coupons
GET NUMBER OF COUPONS				
		Initial -TT	B	For one coupon, press 1. For 2 coupons, press 2. To return to the Main Menu, press star. <i>Inserted option for Main Menu in case caller did not want to request coupons yet, ie. if they were only check eligibility status and not ready to continue with call</i>

		Initial - VR	NB	For one coupon, say 1. For 2 coupons, say 2. To return to the Main Menu, say 3. <tone>
	Option	DTMF/VR		Action
	1 Coupon	1		Go to Verify Number Requested – Passive 1
	2 Coupons	2		Go to Verify Number Requested – Passive 2
	Main Menu	*/3		Go to Main Menu
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
GET OVER AIR STATUS				
		Initial - TT	B	If you have in your home, both; televisions that are hooked up to a pay TV service, as well as those that are received over the air, press 1. If you receive your TV over the air only, press 2.
		Initial - VR	NB	If you have in your home, both; televisions that are hooked up to a pay TV service, as well as those that are received over the air, say 1. If you receive your TV over the air only, say 2.
	Option	DTMF/VR		Action
	Pay Service	1		Go to Verify Number Requested – Passive 1
	Over The Air	2		Go to Verify Number Requested – Passive 2
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
CERTIFICATION				
		Passive 1	NB	You have requested 1 coupon and receive your television both through a pay TV service and over-the air.
		Passive 2	NB	You have requested 2 coupons and receive your television both through a pay TV service and over-the-air.
		Passive 3	NB	You have requested 1 coupon and receive your television over-the air only.
		Passive 4	NB	You have requested 2 coupons and receive your television over-the-air only.
		Initial - TT	B	If this is correct, press 1. Otherwise, press 2.
		Initial - VR	NB	If this is correct, say 1. Otherwise, say 2.
	Option	DTMF		Action
	Correct	1		Go to Receive Message
	Not Correct	2		If 1 or 2xs, Go to Get Number Of Coupons 3xs, go to Transfer Message
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to

RECEIVE MESSAGE				
		Passive	NB	Thank you. You should receive your coupon in 10-14 business days.
		Passive	NB	Thank you. You should receive your coupons in 10-14 business days. <i>Removed unnecessary verbiage to shorten call time</i>
	Condition		Action	
	All		Go to Please Wait	
PLEASE WAIT				
		Passive	NB	Please wait at least 21 days before checking the status of your coupon application.
	Condition		Action	
	All		Go to Confirmation Number	
CONFIRMATION NUMBER				
		Passive	NB	Your confirmation number is...
		Confirm #	NB	...<playback confirmation number>.
		Passive	NB	That's...
		Confirm #	NB	...<playback confirmation number>. <i>Automatically play this twice</i>
	Condition		Action	
	All		Go to Close	
CHECK STATUS MENU				
		Initial - TT	B	To check the status of your coupon, press 1. Your coupon application, press 2. To return to the Main Menu, press star. <i>This menu is a result of collapsing 2 main menu options into one (check status, press 2)</i>
		Initial - VR	NB	To check the status of your coupon, say 1. Your coupon application, say 2. To return to the Main Menu, say 3. <tone>
	Option	DTMF/VR		Action
	Coupon	1		Go to Coupon Number
	Coupon Application	2		Go to Confirmation Number
	Main Menu	*/3		Go to Main Menu
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
COUPON NUMBER				

		Initial – TT	B	If you've received your coupon, there should be a 16-digit number on the front of the card. If you have that number, press 1. Otherwise, press 2.
		Initial – VR	NB	If you've received your coupon, there should be a 16-digit number on the front of the card. If you have that number, say 1. Otherwise, say 2. <tone>
	Option	DTMF/VR		Action
	Have	1		Go to Get Coupon Number
	Don't Have	2		Go to Express ID Plus Module version 1.5b
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
GET COUPON NUMBER				
		Initial	B	Please enter your coupon number now, followed by the pound sign.
	Option	DTMF		Action
	Valid 16 digit coupon number	0-9		Go to Status Lookup Module
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
CONFIRMATION NUMBER				
		Initial – TT	B	If you've already applied for a coupon, you should have a confirmation number. If you have that number, press 1. Otherwise, press 2. <i>Slightly adjusted verbiage to make less verbose</i>
		Initial - VR	NB	If you've already applied for a coupon, you should have a confirmation number. If you have that number, say 1. Otherwise, say 2. <tone>
	Option	DTMF		Action
	Have	1		Go to Get Confirmation Number
	Don't Have	2		Go to Express ID Plus Module version 1.5b
	Error			Action
GET CONFIRMATION NUMBER				
		Initial	B	Please enter your confirmation number now, followed by the pound sign.
	Option	DTMF		Action
	Valid confirmation number	0-9		Go to Status Lookup Module
	Error			Action

STATUS LOOKUP MODULE				
		Passive	NB	Please hold while I look up your information. <i>Added verbiage to cover possible latency while look up</i>
	Condition		Action	
	If coupon number entered		Go to Coupon Status and play appropriate message	
	If confirmation number entered		Go to Confirmation Status and play appropriate message	
COUPON STATUS				
		Passive	NB	Your coupon has been mailed. If you haven't received it yet, you should expect to within 2 to 3 weeks.
		Passive	NB	Your coupon has been authorized at a certified retailer.
		Passive	NB	Your coupon has been used for a purchase.
		Passive	NB	Your coupon has expired.
		Passive	NB	I'm sorry. I'm unable to find your coupon status.
	Condition		Action	
	If unable to find		Go to Transfer Message	
	All else		Go to Close	
APPLICATION STATUS				
		Passive	NB	Your application is being processed.
		Passive	NB	Your application has been approved. You should be receiving your coupons within 14-21 days.
		Passive	NB	Your application is being reviewed.
		Passive	NB	Your application is deficient.
		Passive	NB	Your application has been denied.
		Passive	NB	I'm sorry. I'm unable to find your application status.
	Condition		Action	
	If application is being processed, approved or reviewed		Go to Close	
	If application is deficient or unable to find		Go to Transfer Message	
	If application has been denied		Go to Transfer Option	
FAQ MENU				
		Initial – TT	B	For information on how to request a coupon, press 1. How long it takes to receive your coupon, press 2. For general information about our coupon program, press 3. To return to the Main Menu, press star. <i>Added option to return to the Main Menu to then provide option to request coupon.</i>
		Initial – VR	NB	For information on how to request a coupon, say 1. How long it takes to receive your coupon, say 2. For general information about our coupon program, say 3. To return to the Main Menu, say 4. <tone>

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

REQUEST COUPON FAQ

		Passive	NB	<p>There are three ways you can request a coupon: Online at dtv2009.org; Over the phone using this automated system; or Through the mail. Apply online or over the phone, and receive instant confirmation of your eligibility. If you prefer to apply through the mail, you'll receive your coupons within 14-21 days if eligible. Every household that receives TV over the air is eligible for a maximum of 2 coupons.</p> <p><i>Revised verbiage for clarity.</i></p>
		Initial – TT	B	<p>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.</p> <p><i>Added option to hear again</i></p>
		Initial - VR	NB	<p>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></p>

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

RECEIVE COUPON FAQ

		Passive	NB	<p>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.</p> <p><i>Revised verbiage for clarity.</i></p>
		Initial – TT	B	<p>To hear this message again, press 1. Request a coupon or application, press 2. Check your application status, press 3.</p>

				To return to the main menu, press star. Or simply hang up to disconnect. Added option to check application status
		Initial - VR	NB	To hear this message again, say 1. Request a coupon or application, say 2. Check your application status, say 3. To return to the main menu, say 4. Or simply hang up to disconnect. <tone>
	Option	DTMF/VR		Action
	Repeat	1		Replay Receive Coupon FAQ
	Request Coupon	2		Go to Application Menu
	Check App Status	3		Go to Confirmation Number
	Main Menu	*4		Go to Main Menu
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
GENERAL INFORMATION FAQ				
		Passive	NB	The Digital Television Transition and Public Safety Act of 2005, requires TV stations to stop broadcasting in analog and to broadcast only in digital after February 17, 2009. The digital transition will provide a better viewing experience for consumers and help emergency responders protect your community. The Act created the digital-to-analog converter box coupon program for households wishing to use their analog TVs after the transition. This Program allows US households to obtain up to two coupons, each worth \$40 that can be applied towards the cost of certain converter boxes. TVs connected to cable, satellite, or other pay services do not need a converter box and will continue to receive programs after February 17, 2009.
		Initial - TT	B	To hear this message again, press 1. To request a coupon or application, press 2 To return to the main menu, press star. Or simply hang up to disconnect.
		Initial - VR	NB	To hear this message again, say 1. To request a coupon or application, say 2 To return to the main menu, say 3. Or simply hang up to disconnect. <tone>
	Option	DTMF/VR		Action
	Repeat	1		Replay General Information FAQ
	Request Coupon	2		Go to Request Coupon Menu
	Main Menu	*3		Go to Main Menu
	Error			Action
	1 st attempt & Error			Go to Invalid
	1 st attempt & Timeout			Go to Timeout
	2 nd attempt & Error/Timeout			Go to Final Invalid/Timeout
	system down			Go to
TRANSFER OPTION				
		Initial - TT	NB	If you feel it should've been approved, press 0 to speak to a

				<p>representative.</p> <p>Otherwise, you may hang up.</p> <p><i>Added verbiage to instruct caller to hang up so they know there is nothing else they can do with this automated system.</i></p>
		Initial - VR	NB	<p>If you feel it should've been approved, say 0 to speak to a representative.</p> <p>Otherwise, you may hang up.</p> <p><tone></p>
	Option	DTMF/VR		Action
	Representative	(Accept any DTMF or VR)		Go to Transfer Message
	Error			Action
	1 st attempt & Timeout			Go to Close
EVERYTHING ELSE MESSAGE				
		Initial - TT	B	<p>If your coupon or coupons have expired or have been lost or stolen, we're unfortunately unable to replace them.</p> <p>We're also unable to provide technical support for hooking up 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.</p> <p><i>Slight rewording and offer to press 0 to give caller an 'out' in case they have a question we haven't thought of.</i></p>
		Initial - VR	NB	<p>If your coupon or coupons have expired or have been lost or stolen, we're unfortunately unable to replace them.</p> <p>We're also unable to provide technical support for hooking up 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.</p> <p><tone></p>
	Option	DTMF/VR		Action
	Representative	(Accept any DTMF or VR)		Go to Transfer Message
	Error			Action
	1 st attempt & Timeout			Go to Close
INVALID				
		Passive	NB	I'm sorry, that was not a valid response. Please try again.
	Condition			Action
	All			Re-prompt
TIMEOUT				
		Passive	NB	Again...
	Condition			Action
	All			Re-prompt
FINAL INVALID/TIMEOUT				

		Passive	NB	I'm sorry, I'm still having trouble.
	Condition			Action
	All			Go to Transfer Message
TRANSFER MESSAGE				
		Passive	NB	Please hold while I transfer you to the first available Consumer Support Representative. Calls may be monitored and recorded for quality assurance purposes.
	Condition			Action
	All			Attempt Transfer
CALL CENTER BUSY/NO ANSWER MESSAGE				
		Passive	NB	Currently we are experiencing an exceptionally high volume of calls and all representatives are busy assisting other callers. Please stay on the line for the first available Consumer Support Representative. Visit our website 24 hours a day, 7 days a week at: dtv2009.org.
	Condition			Action
	All			Attempt Transfer
CLOSE				
		Passive	NB	Thank you for calling the Digital-to-Analog Converter Box Consumer Hotline. Good-bye.
	Condition			Action
	All			Disconnect

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

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



WIC
Express ID Plus

Dialog Design Specification
Version 1.05b
April 2, 2007

EXPRESS ID PLUS VERSION 1.05B			
CALLING FROM HOME (ANI) MODULE			
PRE-MODULE PROCESSING			
	All	Does variable ?130 contain a 10-digit number? If yes, go to Phone Lookup Module If no, zero ANI? If yes, go to Phone Number Recognition Module If no, does file u991120 exist? If yes, go to Calling From Home u991120 If no, go to Phone Number Recognition Module	
	Rec_server down	Go to	
CALLING FROM HOME			
	u991120.vox	Initial	B
	u991125.vox	Error	NB
Are you calling from your home telephone? (Optional but recommended. If not used, will repeat slot u991120) If you are calling from your home telephone, say yes. If not, say no.			
	Grammar Name	.wic_std_YesNo	
	Value	<>	
	Option	Vocabulary	Action
	yes	yes	Use ANI as phone number (let ?130 = ANI); go to Phone Lookup Module
	no	no	Go to Phone Number Recognition Module
	Error	Action	
	1 st attempt and Error	Go to Calling from Home Invalid u991129 (opt) or Default Invalid Module	
	1 st attempt and Timeout	Go to Calling from Home Invalid u991129 (opt) or Default Invalid Module	
	2 nd attempt and Error	Go to Calling from Home VC Transition u991127 ▼	
	2 nd attempt and Timeout	Go to Calling from Home VC Transition u991127 ▼	
	Rec_server down	Go to	
CALLING FROM HOME INVALID			
	u991129.vox	Passive	NB
(Optional. If not used, will speak random slot from Default Invalid Module -- recommended.) I'm sorry, but I didn't understand your response.			
	All	Go to Calling from Home u991125 (opt) or u991120	
	Rec_server down	Go to	
CALLING FROM HOME VC TRANSITION			
10/26/07	u991127.vox	Passive	NB
(Optional but recommended.) I'm sorry, but I'm not sure I understood your response correctly. ▼			
	All	Express ID Plus Done Go to Transfer Message	
	Rec_server down	Go to	
PHONE NUMBER RECOGNITION MODULE			
PRE-MODULE PROCESSING			
	All	Does variable ?130 contain a 10-digit number? If yes, go to Phone Lookup Module	

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: Let's try something else.

Deleted: Go to Full NACSZ Voice Capture Module

				If no, go to Get Phone Number u991110
	Rec_server down			Go to
GET PHONE NUMBER				
	u991110.vox	Initial	B	Please tell me your home phone number including the area code.
04/02/07	u991115.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991110) Let's try again. Speaking one digit at a time, please tell me either your home or cell phone number including the area code.
	u991116.vox	Confirm Reject	NB	(Optional but recommended. If not used, will repeat slot u991110) Sorry about that. Let's try again. Speaking one digit at a time, please tell me your home phone number including the area code.
	Grammar Name	.wictl_SPcapture_PhoneNumber .wic_std_PhoneNumber		
	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 Module		
	1 st attempt and Timeout	Go to Get Phone Number Invalid u991119 (opt) or Default Invalid Module		
	2 nd attempt and Error	Go to Phone Number VC Transition u991117		
	2 nd attempt and Timeout	Go to Phone Number VC Transition u991117		
	Rec_server down	Go to		
GET PHONE NUMBER INVALID				
	u991119.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I'm not sure I heard your phone number correctly.
	All	Go to Get Phone Number u991115 (opt) or u991110		
	Rec_server down	Go to		
CONFIRM PHONE NUMBER				
	u991111a.vox	Initial Option 1	NB	(Optional) Did you say...
	u991111.vox	Initial Option 2	NB	(Optional but recommended.) I heard...
	n/a		NB	[playback phone number using dynamic concatenation]
	u991112.vox		NB	(IMPORTANT: use only with Option 2 above. Optional but recommended if using Option 2 above. If not used, will speak random "is correct".) Did I get that right?
	u991113.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991111 or u991111a) I thought you said...
	n/a		NB	[playback phone number using dynamic concatenation]
	u991114.vox		NB	(Optional but recommended. If not used, will repeat slot u991112, or will speak random "is correct".) Is that right?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	Go to Phone Lookup Module	
	no	no	1x, go to Get Phone Number u991116 (opt) or u991110 2x, go to Phone Number VC Transition u991117	
	Error	Action		
	1 st attempt and Error	Go to Confirm Phone Number Invalid u991118 (opt) or Default Invalid		

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

				Module
	1 st attempt and Timeout			Go to Confirm Phone Number Invalid u991118 (opt) or Default Invalid Module
	2 nd attempt and Error			Go to Phone Number VC Transition u991117
	2 nd attempt and Timeout			Go to Phone Number VC Transition u991117
	Rec_server down			Go to
CONFIRM PHONE NUMBER INVALID				
	u991118.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I couldn't verify your response.
	All			Go to Confirm Phone Number u991113 (opt) or u991111
	Rec_server down			Go to
PHONE NUMBER VC TRANSITION				
10/26/07	u991117.vox	Passive	NB	(Optional but recommended.) I'm sorry, but I'm not sure I understood your response correctly.
	All			Express ID Plus Done. return Go to Transfer Message
	Rec_server down			Go to
PHONE LOOKUP MODULE				
PRE-MODULE PROCESSING				
	All			Get Name & Address from Targus (gosub SPcapture_get_name_address) If record found, does variable ?140 contain a 5-digit number (zip code) AND does this variable match the zip code in the Targus record? If yes, go to Confirm Address On File u991211 If no, go to Confirm Address On File Zip Code Transition u991230 If record not found, go to Confirm Address On File Zip Code Transition u991230
	Rec_server down			Go to
CONFIRM ADDRESS ON FILE				
	u991211.vox	Initial	NB	(If the application is sending a product, client may want to substitute "address" with the phrase "mailing address" in the following prompts. If the application wants the caller's actual home address, client may want to substitute it with "home address".) Now I'm going to ask you to verify some information. First, let's confirm that I have your current address.
	n/a	21cent call	NB	[spell house number only using A-Z and 0-9]
	n/a	not21cent call TTS success	NB	[TTS: street address]
	n/a	TTS failed	NB	[spell address using A-Z and 0-9]
	u991212.vox		NB	(Optional but recommended. If not used, will speak random "is correct".) Is that right?
	u991213.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991211) Let me repeat that address one more time.
	n/a	21cent call	NB	[spell house number only using A-Z and 0-9]
	n/a	not21cent call TTS success	NB	[TTS: street address]
	n/a	TTS failed	NB	[spell address using A-Z and 0-9]
	u991214.vox		NB	(Optional but recommended. If not used, will repeat slot u991212) Is that your current address?
	Grammar Name	.wic_std_YesNo		

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: Let's try something else

Deleted: Go to Full NACSZ Voice Capture Module

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		
1 st attempt and Error	Go to Confirm Address On File Invalid u991219 (opt) or Default Invalid Module		
1 st attempt and Timeout	Go to Confirm Address On File Invalid u991219 (opt) or Default Invalid Module		
2 nd attempt and Error	Go to Confirm Address On File VC Transition u991217		
2 nd attempt and Timeout	Go to Confirm Address On File VC Transition u991217		
Rec_server down	Go to		
CONFIRM ADDRESS ON FILE INVALID			
u991219.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) Sorry, but I'm not sure I understood you correctly.
All	Go to Confirm Address On File u991213 (opt) or u991211		
Rec_server down	Go to		
CONFIRM ADDRESS ON FILE VC TRANSITION			
10/26/07	u991217.vox	Passive	NB (Optional but recommended.) I'm very sorry, but I'm having trouble confirming your address.
All	Express ID Plus Done. return Go to Transfer Message		
Rec_server down	Go to		
CONFIRM ADDRESS ON FILE ZIP CODE TRANSITION			
u991230.vox	Passive	NB	(Optional but recommended.) I'll need to collect your name and address information. Let's start with your address, and then I'll get your name later.
u991231.vox	Passive	NB	Sorry about that. Let's see if I can get your correct name and address. Let's start with your address, and then I'll get your name later.
All	CMG call? If yes, go to Zip Code Recognition Module If no, go to Verify Pre-Entered Zip Code Module		
Rec_server down	Go to		
LAST NAME VERIFICATION MODULE			
PRE-MODULE PROCESSING			
All	Is variable ?143 = "NONAME"? If yes, ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module If no, Targus record contain last name? If yes, go to Confirm Last Name On File u991411 If no, go to Last Name Recognition Module		
Rec_server down	Go to		
CONFIRM LAST NAME ON FILE			
u991411.vox	Initial	NB	OK. Let's make sure I have your correct last name.
n/a	TTS success	NB	[TTS: last name]
spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith <i>spelled</i> S M I T H – this slot will be recorded in Nuance wav format.)

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

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

Deleted: Go to Full NACSZ Voice Capture Module

				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 <i>spelled</i> S M I T H – this slot will be recorded in Nuance wav format.) spelled...
	n/a	TTS success TTS failed	NB	[spell last name using A-Z]
	u991414.vox		NB	(Optional but recommended. If not used, will repeat slot u991412, or will speak random "is correct".) Is that your correct last name?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	Go to First Name Verification Module	
	no	no	Go to Last Name Recognition Module	
	Error	Action		
	1 st attempt and Error	Go to Confirm Last Name On File Invalid u991419 (opt) or Default Invalid Module		
	1 st attempt and Timeout	Go to Confirm Last Name On File Invalid u991419 (opt) or Default Invalid Module		
	2 nd attempt and Error	Go to Confirm Last Name on File VC Transition u991417		
	2 nd attempt and Timeout	Go to Confirm Last Name on File VC Transition u991417		
	Rec_server down	Go to		
CONFIRM LAST NAME ON FILE INVALID				
	u991419.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All	Go to Confirm Last Name On File u991413 (opt) or u991411		
	Rec_server down	Go to		
CONFIRM LAST NAME ON FILE VC TRANSITION				
10/26/07	u991417.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your name.
	All	<u>Express ID Plus Done. return</u> <u>If requesting coupon, go to Eligibility Lookup Module</u> <u>If checking status, go to Status Lookup Module</u>		
	Rec_server down	Go to		
FIRST NAME VERIFICATION MODULE				
PRE-MODULE PROCESSING				
	All	21¢ call? If yes, ExpressID Plus Done; return <u>If requesting coupon, go to Eligibility Lookup Module</u> <u>If checking status, go to Status Lookup Module</u> If no, Targus record contain first name? If yes, go to Confirm First Name On File u991511 If no, go to First Name Recognition Module		
	Rec_server down	Go to		

Deleted: (opt) or Name Only Voice Capture Module

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

Deleted: Go to Name Only Voice Capture Module

CONFIRM FIRST NAME ON FILE				
	u991511.vox	Initial	NB	And first name...
	n/a	TTS success	NB	[TTS: first name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: John <i>spelled</i> J O H N – this slot will be recorded in Nuance wav format.) spelled...
	n/a	TTS success TTS failed	NB	[spell first name using A-Z]
	u991512.vox		NB	(Optional but recommended. If not used, will speak random "is correct".) Do I have that right as well?
	u991513.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u991511) Let me repeat that name once more.
	n/a	TTS success	NB	[TTS: first name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith <i>spelled</i> S M I T H – this slot will be recorded in Nuance wav format.) spelled...
	n/a	TTS success TTS failed	NB	[spell first name using A-Z]
	u991514.vox		NB	(Optional but recommended. If not used, will repeat slot u991512, or will speak random "is correct") Is that your correct first name?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module	
	no	no	Go to First Name Recognition Module	
	Error	Action		
	1 st attempt and Error	Go to Confirm First Name On File Invalid u991519 (opt) or Default Invalid Module		
	1 st attempt and Timeout	Go to Confirm First Name On File Invalid u991519 (opt) or Default Invalid Module		
	2 nd attempt and Error	Go to Confirm First Name On File VC Transition u991517		
	2 nd attempt and Timeout	Go to Confirm First Name On File VC Transition u991517		
	Rec_server down	Go to		
CONFIRM FIRST NAME ON FILE INVALID				
	u991519.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All	Go to Confirm First Name On File u991513 (opt) or u991511		
	Rec_server down	Go to		
CONFIRM FIRST NAME ON FILE VC TRANSITION				
10/26/07	u991517.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your name
	All	ExpressID Plus Done: return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module		
	Rec_server down	Go to		
VERIFY PRE-ENTERED ZIP CODE MODULE				
PRE-MODULE PROCESSING				
	All	Does variable ?140 contain a 5-digit number (zip code)?		

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Deleted: Go to Name Only Voice Capture Module

				<p>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</p>
	Rec_server down			Go to
CONFIRM ZIP CODE ON FILE				
	u997101.vox	Initial	NB	I have your zip code, but I need to confirm that it's the zip code for your current address.
	n/a		NB	[playback zip code using 0-9]
	n/a		NB	[TTS: city and state]
	u997102.vox		NB	(Optional but recommended. If not used, will speak random "is correct".) Is that right?
	u997103.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u997101) Let me repeat that zip code one more time.
	n/a		NB	[playback zip code using 0-9]
	n/a		NB	[TTS: city and state]
	u997104.vox		NB	(Optional but recommended. If not used, will repeat slot u997102) Is that the zip code for your current address?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	Go to Street Address Recognition Module	
	no	no	Go to Zip Code Recognition Module	
	Error	Action		
	1 st attempt and Error		Go to Confirm Zip Code On File Invalid u997108 (opt) or Default Invalid Module	
	1 st attempt and Timeout		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	
	2 nd attempt and Timeout		Go to Confirm Zip Code On File VC Transition u997107	
	Rec_server down		Go to	
CONFIRM ZIP CODE ON FILE INVALID				
	u997108.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) Sorry, but I'm not sure I understood you correctly.
	All	Go to Confirm Zip Code On File u997103 (opt) or u997101		
	Rec_server down		Go to	
CONFIRM ZIP CODE ON FILE VC TRANSITION				
10/26/07	u997107.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble confirming your zip code.
	All	ExpressID Plus Done: return Go to Transfer Message		
	Rec_server down		Go to	
ZIP CODE RECOGNITION MODULE				
PRE-MODULE PROCESSING				
	All	Go to Get Zip Code u997000		
	Rec_server down		Go to	

Deleted: (opt) or Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

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

Deleted: Go to Full NACSZ Voice Capture Module

GET ZIP CODE				
	u997000.vox	Initial	B	What's the zip code of your current address so I can look up the city and state?
	u997005.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u997000) Speaking one digit at a time, please tell me the 5-digit zip code of your address.
	u997006.vox	Confirm Reject	NB	(Optional but recommended. If not used, will repeat slot u997000) Sorry about that. Let's try once more. Speaking one digit at a time, please tell me the 5-digit zip code of your current address.
	Grammar Name	.gosub SPcapture_recognize_zip_code)		
	Value	<>		
	Option	Vocabulary	Action	
	5-digit zip code	0123456789	Query phoneplus DB for city-state using zip code Go to Confirm Zip Code u997001	
	Error	Action		
	1 st attempt and Error	Go to Get Zip Code Invalid u997009 (opt) or Default Invalid Module		
	1 st attempt and Timeout	Go to Get Zip Code Invalid u997009 (opt) or Default Invalid Module		
	2 nd attempt and Error	ExpressID Plus Done: return Go to Transfer Message		
	2 nd attempt and Timeout	ExpressID Plus Done: return Go to Transfer Message		
	Rec_server down	Go to		
GET ZIP CODE INVALID				
	u997009.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I'm not sure I heard you correctly.
	All	Go to Get Zip Code u997005 (opt) or u997000		
	Rec_server down	Go to		
CONFIRM ZIP CODE				
	u997001.vox	Initial Option 1	NB	(This slot is mandatory, however an "empty" slot is recommended.) [empty slot – record 0.0 seconds of silence]
	u997001a.vox	Initial Option 2	NB	I have...
	n/a		NB	[playback zip code using 0-9]
	n/a		NB	[TTS: city and state]
	u997002.vox		NB	(Mandatory, but could also use default "is correct" (opt)) Is that right?
	u997003.vox	Error	NB	(Optional. If not used, will repeat slot u997001 – recommended) Just to be sure, let me repeat the zip code I heard.
	n/a		NB	[playback zip code using 0-9]
	n/a		NB	[TTS: city and state]
	u997004.vox		NB	(Optional but recommended. If not used, will repeat slot u997002, or default "is correct".) Is that the correct zip code, city, and state for your current address?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	Go to Street Address Recognition Module	
	no	no	1x, go to Get Zip Code u997006 (opt) or u997000 2x, ExpressID Plus Done: return Go to Transfer Message	

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				▼	Deleted: go to ??? u997007 (opt) or Full NACSZ Voice Capture Module
	Error			Action	
	1 st attempt and Error			Go to Confirm Zip Code Invalid u997008 (opt) or Default Invalid Module	
	1 st attempt and Timeout			Go to Confirm Zip Code Invalid u997008 (opt) or Default Invalid Module	
	2 nd attempt and Error			ExpressID Plus Done; return Go to Transfer Message	
	2 nd attempt and Timeout			ExpressID Plus Done; return Go to Transfer Message	Deleted: Go to ??? u997007 (opt) or Full NACSZ Voice Capture Module
	Rec_server down			Go to	Deleted: Go to ??? u997007 (opt) or Full NACSZ Voice Capture Module
CONFIRM ZIP CODE INVALID					
	u997008.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.	
	All			Go to Confirm Zip Code u997003 (opt) or u997001	
	Rec_server down			Go to	
STREET ADDRESS RECOGNITION MODULE					
PRE-MODULE PROCESSING					
	All			Zip code in Dynamic Grammar? If yes, go to Get Address u998000 If no, go to Address VC Transition u998017 ▼	
	Rec_server down			Go to	Deleted: (opt) or Full NACSZ Voice Capture Module
GET ADDRESS					
	u998000.vox	Initial	B	OK, I have your city information. Now I need your street address or box number. Without spelling any words or street names, what's your address there?	
	u998005.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u998000) Let's try again. For example, you could say 7-1-3 Oak Drive, Apartment 3 or P.O. Box 4-9-6. I also understand rural routes, and I don't need you to spell any street names for me. Please go ahead and say your address.	
	u998006.vox	Confirm Reject	NB	(Optional but recommended. If not used, will repeat slot u998000) Sorry about that. Let's try once more. As an example, you can say Nineteen Forty Chestnut Street, Apartment 2A or P.O. Box twenty-three eleven. I also understand rural routes, and I don't need you to spell any street names for me. Go ahead and say your address when you're ready.	
	Grammar Name	.gosub SPcapture recognize_whole_street_address)			
	Value	<>			
	Option	Vocabulary	Action		
	address	1160 Maple Drive	Go to Confirm Address u998011		
	Error	Action			
	1 st attempt and Error	Go to Get Address Invalid u998009 (opt) or Default Invalid Module			
	1 st attempt and Timeout	Go to Get Address Invalid u998009 (opt) or Default Invalid Module			
	2 nd attempt and Error	Go to Address VC Transition u998017 ▼			
	2 nd attempt and Timeout	Go to Address VC Transition u998017 ▼			
	Rec_server down	Go to			
GET ADDRESS INVALID					
	u998009.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.)	Deleted: (opt) or Full NACSZ Voice Capture Module

				I'm sorry, but I didn't understand the address you spoke.
	All			Go to Get Address u998005 (opt) or u998000
	Rec_server down			Go to
CONFIRM ADDRESS				
	u998011.vox	Initial	NB	OK. Let me read that back to you to make sure I got it right.
	n/a	TTS success	NB	[TTS: street address]
	n/a	TTS failed	NB	[spell street address using A-Z and 0-9]
	u998012.vox		NB	(Optional but recommended. If not used, will speak random "is correct".) Is that right?
	u998013.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u998011) Just to be sure, let me repeat the address I heard one more time.
	n/a	TTS success	NB	[TTS: street address]
	n/a	TTS failed	NB	[spell street address using A-Z and 0-9]
	u998014.vox		NB	(Optional but recommended. If not used, will repeat slot u998012, or default "is correct") Is that the address you spoke earlier?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	Go to CASS Certification Module	
	no	no	1x, go to Get Address u998006 (opt) or u998000 2x, go to Address VC Transition u998017 ▼	
	Error		Action	
	1 st attempt and Error		Go to Confirm Address Invalid u998019 (opt) or Default Invalid Module	
	1 st attempt and Timeout		Go to Confirm Address Invalid u998019 (opt) or Default Invalid Module	
	2 nd attempt and Error		Go to Address VC Transition u998017 ▼	
	2 nd attempt and Timeout		Go to Address VC Transition u998017 ▼	
	Rec_server down		Go to	
CONFIRM ADDRESS INVALID				
	u998019.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Confirm Address u998013 (opt) or u998011
	Rec_server down			Go to
ADDRESS VC TRANSITION				
10/26/07	u998017.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble getting your address
	All			ExpressID Plus Done: return Go to Transfer Message
	Rec_server down			Go to
CASS CERTIFICATION MODULE				
PRE-MODULE PROCESSING				
	All			Certify collected address with Targus (gosub SPcapture_CASS_Certification) If address was certified, go to Last Name Recognition Module If address failed certification, go to CASS Failed VC Transition u998057
	Rec_server down			Go to

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

Deleted: Go to Full NACSZ Voice Capture Module

Deleted: (opt) or Full NACSZ Voice Capture Module

CASS FAILED VC TRANSITION				
	u998057.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I couldn't certify that as a valid address.
	All			ExpressID Plus Done; return Go to Transfer Message
	Rec_server down			Go to
LAST NAME RECOGNITION MODULE				
PRE-MODULE PROCESSING				
	All			Is variable ?143 = "NONAME"? If yes, ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module. If no, go to Get Last Name u993010
	Rec_server down			Go to
GET LAST NAME				
	u993010.vox	Initial	NB	OK. Let's get your correct last name. First, say your last name, and then spell it for me.
	u993015.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u993010) Let's try again. As an example, if your last name were Smith, you would say Smith, S M I T H. Please say and then spell just your last name.
	u993016.vox	Confirm Reject	NB	(Optional but recommended. If not used, will repeat slot u993010) Sorry about that. Let's try once more. Just as an example, Smith would be spoken as Smith, S M I T H. Please say and then spell just your last name.
	Grammar Name			.(gosub SPcapture_recognize_last_name)
	Value			<>
	Option	Vocabulary	Action	
	last name	Smith, S M I T H	Go to Confirm Last Name u993011	
	Error			Action
	1 st attempt and Error			Go to Get Last Name Invalid u993019 (opt) or Default Invalid Module
	1 st attempt and Timeout			Go to Get Last Name Invalid u993019 (opt) or Default Invalid Module
	2 nd attempt and Error			Go to Last Name VC Transition u993017
	2 nd attempt and Timeout			Go to Last Name VC Transition u993017
	Rec_server down			Go to
GET LAST NAME INVALID				
	u993019.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All			Go to Get Last Name u993015 (opt) or u993010
	Rec_server down			Go to
CONFIRM LAST NAME				
	u993011.vox	Initial	NB	Let me make sure I have your last name correct.
	n/a	TTS success	NB	[TTS: last name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith <i>spelled</i> S M I T H – this slot will be recorded in Nuance wav format.) spelled...

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

Deleted: Go to Full NACSZ Voice Capture Module

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Deleted: (opt) or Name Only Voice Capture Module

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	n/a	TTS success TTS failed	NB	[spell last name using A-Z]
	u993012.vox		NB	(Optional but recommended. If not used, will speak default "is correct".) Is that right?
	u993013.vox	Error	NB	(Optional but recommended. If not used, will repeat u993011) Just to be sure, let me repeat the name I heard.
	n/a	TTS success	NB	[TTS: last name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: Smith <i>spelled</i> S M I T H – this slot will be recorded in Nuance wav format.) spelled...
	n/a	TTS success TTS failed	NB	[spell last name using A-Z]
	u993014.vox		NB	(Optional but recommended. If not used, will repeat slot u993012, or default "is correct") Is that your last name?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	Go to First Name Recognition Module	
	no	no	1x, go to Get Last Name u993016 (opt) or u993010 2x, go to Last Name VC Transition u993017	
	Error	Action		
	1 st attempt and Error	Go to Confirm Last Name Invalid u993018 (opt) or Default Invalid Module		
	1 st attempt and Timeout	Go to Confirm Last Name Invalid u993018 (opt) or Default Invalid Module		
	2 nd attempt and Error	Go to Last Name VC Transition u993017		
	2 nd attempt and Timeout	Go to		
	Rec_server down	Go to		
CONFIRM LAST NAME INVALID				
	u993018.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All	Go to Confirm Last Name u993013 (opt) or u993011		
	Rec_server down	Go to		
LAST NAME VC TRANSITION				
10/26/07	u993017.vox	Passive	NB	(Optional but recommended.) I'm very sorry, but I'm having trouble getting your name.
	All	ExpressID Plus Done: return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module		
	Rec_server down	Go to		
FIRST NAME RECOGNITION MODULE				
PRE-MODULE PROCESSING				
	All	21¢ call? If yes, ExpressID Plus Done; return If requesting coupon, go to Eligibility Lookup Module If checking status, go to Status Lookup Module. If no, go to Get First Name u994010		
	Rec_server down	Go to		
GET FIRST NAME				
	u994010.vox	Initial	B	Please say your first name, and then spell it for me.
	u994015.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u994010) Let's try again. As an example, if your first name were John,

Deleted: (opt) or Name Only Voice Capture Module

Deleted: (opt) or Name Only Voice Capture Module

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

Deleted: Go to Name Only Voice Capture Module

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				you would say John, J O H N. Please say and then spell your first name.
	u994016.vox	Confirm Reject	NB	(Optional but recommended. If not used, will repeat slot u994010) Sorry about that. Let's try once more. Just as an example, John would be spoken as John, J O H N. Please say and then spell your first name.
	Grammar Name	.(gosub SPcapture_recognize_first_name)		
	Value	<>		
	Option	Vocabulary	Action	
	first name	John J O H N	Go to Confirm First Name u994011	
	Error	Action		
	1 st attempt and Error	Go to Get First Name Invalid u994019 (opt) or Default Invalid Module		
	1 st attempt and Timeout	Go to Get First Name Invalid u994019 (opt) or Default Invalid Module		
	2 nd attempt and Error	Go to First Name VC Transition u994017		
	2 nd attempt and Timeout	Go to First Name VC Transition u994017		
	Rec_server down	Go to		
GET FIRST NAME INVALID				
	u994019.vox	Passive	NB	(Optional. If not used, will speak random slot from Default Invalid Module – recommended.) I'm sorry, but I didn't understand your response.
	All	Go to Get First Name u994015 (opt) or u994010		
	Rec_server down	Go to		
CONFIRM FIRST NAME				
	u994011.vox	Initial	NB	Let me see if I understood your first name correctly.
	n/a	TTS success	NB	[TTS: first name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: John <i>spelled</i> J O H N – this slot will be recorded in Nuance wav format.) spelled...
	n/a	TTS success TTS failed	NB	[spell first name using A-Z]
	u994012.vox		NB	(Optional but recommended. If not used, will speak default "is correct".) Is that right?
	u994013.vox	Error	NB	(Optional but recommended. If not used, will repeat slot u994011) Just to be sure, let me repeat the name I heard.
	n/a	TTS success	NB	[TTS: first name]
	spelled.vox	TTS success TTS failed	NB	(Optional but recommended. Example: John <i>spelled</i> J O H N – this slot will be recorded in Nuance wav format.) spelled...
	n/a	TTS success TTS failed	NB	[spell first name using A-Z]
	u994014.vox		NB	(Optional but recommended. If not used, will repeat slot u994012, or default "is correct") Is that your first name?
	Grammar Name	.wic_std_YesNo		
	Value	<>		
	Option	Vocabulary	Action	
	yes	yes	ExpressID Plus Done; return ____ If requesting coupon, go to Eligibility Lookup Module ____ If checking status, go to Status Lookup Module	
	no	no	1x, go to Get First Name u994016 (opt) or u994010 2x, go to First Name VC Transition u994017 (opt) or Name Only Voice Capture Module	
	Error	Action		
	1 st attempt and Error	Go to Confirm First Name Invalid u994018 (opt) or Default Invalid Module		
	1 st attempt and Timeout	Go to Confirm First Name Invalid u994018 (opt) or Default Invalid Module		
	2 nd attempt and Error	Go to First Name VC Transition u994017		
	2 nd attempt and Timeout	Go to First Name VC Transition u994017		
	Rec_server down	Go to		

Deleted: (opt) or Name Only Voice Capture Module

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				Deleted: CAPTURE NAME ONLY
				Deleted: After the tone, please tell me your first and last name, spelling any difficult names.
				Deleted: u994600.vox
DEFAULT INVALID MODULE				Deleted: VCAP
				Deleted: NB
PRE-MODULE PROCESSING				Deleted: After the tone, please tell me your first and last name, spelling any difficult names.
	All	Randomly pick a number 0, 1, or 2 If 0, go to Default Invalid Message u999000 If 1, does file u999001 exist? If yes, go to Default Invalid Message u999001 If no, go to Default Invalid Message u999000 If 2, does file u999002 exist? If yes, go to Default Invalid Message u999002 If no, go to Default Invalid Message u999000		Deleted: c994600
	Rec_server down	Go to		Deleted: VCAP
				Deleted: NB
				Deleted: All
DEFAULT INVALID MESSAGE				Deleted: Record name (20 seconds)¶ (gosub SPcapture_VC_name)¶ ExpressID Plus Done; return
	u999000.vox	Passive	NB	Deleted: Rec_server down
	u999001.vox	Passive	NB	Deleted: Go to
	u999002.vox	Passive	NB	
	All	Go to next prompt		
	Rec_server down	Go to		
CONCATENATION ELEMENTS				
ALPHABET CONCATENATION USED WHEN TTS IS UNAVAILABLE & SPELL NAME				
	A.vox	Passive	NB	A
	B.vox	Passive	NB	B
	C.vox	Passive	NB	C
	D.vox	Passive	NB	D
	E.vox	Passive	NB	E
	F.vox	Passive	NB	F
	G.vox	Passive	NB	G
	H.vox	Passive	NB	H
	I.vox	Passive	NB	I
	J.vox	Passive	NB	J
	K.vox	Passive	NB	K
	L.vox	Passive	NB	L
	M.vox	Passive	NB	M
	N.vox	Passive	NB	N
	O.vox	Passive	NB	O
	P.vox	Passive	NB	P
	Q.vox	Passive	NB	Q
	R.vox	Passive	NB	R
	S.vox	Passive	NB	S
	T.vox	Passive	NB	T
	U.vox	Passive	NB	U

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

SINGLE DIGIT CONCATENATION USED WHEN TTS IS UNAVAILABLE

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

ADDRESS INDICATOR CONCATENATION USED WHEN TTS IS UNAVAILABLE

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

Page 28: [1] Deleted All	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 If no, does variable ?142 contain a 4-digit number? If yes... Obtain Voice Capture filename using the VC number found in ?133 Does file u994501 or c994502 exist? If yes, go to Capture First & Last Name u994501 or c994501 If no, go to Capture NACSZ u994500 or c994500 If no, log an Error which will raise an alarm to fix application Obtain Voice Capture filename using VC number 0000 Does file u994501 or c994502 exist? If yes, go to Capture First & Last Name u994501 or c994501 If no, go to Capture NACSZ u994500 or c994500	icrmjm	10/25/2007 12:16:00 PM
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
Page 28: [7] Deleted (Use this module and include these slots only if you want the name and address recorded separately. If this slot exists in your voice directory, this module will be used instead of the "One Slot" module above.) After the tone, please tell me your first and last name spelling any difficult words.	icrmjm	10/25/2007 12:16:00 PM
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	icrmjm	10/25/2007 12:16:00 PM
After the tone, please tell me your first and last name spelling any difficult words.		
Page 28: [10] Deleted	icrmjm	10/25/2007 12:16:00 PM
c994501		
Page 28: [10] Deleted	icrmjm	10/25/2007 12:16:00 PM
VCAP		
Page 28: [10] Deleted	icrmjm	10/25/2007 12:16:00 PM
NB		
Page 28: [11] Deleted	icrmjm	10/25/2007 12:16:00 PM
All		
Page 28: [11] Deleted	icrmjm	10/25/2007 12:16:00 PM
Record VC #1 (20 seconds) (gosub SPcapture_VC_name) Go to Capture ACSZ u994502 or c994502		
Page 28: [12] Deleted	icrmjm	10/25/2007 12:16:00 PM
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Page 28: [12] Deleted	icrmjm	10/25/2007 12:16:00 PM
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Page 28: [13] Deleted	icrmjm	10/25/2007 12:16:00 PM
Now please tell me your address, city, state, and zip code, spelling any difficult words.		
Page 28: [14] Deleted	icrmjm	10/25/2007 12:16:00 PM
u994502.vox		
Page 28: [14] Deleted	icrmjm	10/25/2007 12:16:00 PM
VCAP		
Page 28: [14] Deleted	icrmjm	10/25/2007 12:16:00 PM
NB		
Page 28: [15] Deleted	icrmjm	10/25/2007 12:16:00 PM
Now please tell me your address, city, state, and zip code, spelling any difficult words.		
Page 28: [16] Deleted	icrmjm	10/25/2007 12:16:00 PM
c994502		
Page 28: [16] Deleted	icrmjm	10/25/2007 12:16:00 PM
VCAP		
Page 28: [16] Deleted	icrmjm	10/25/2007 12:16:00 PM
NB		
Page 28: [17] Deleted	icrmjm	10/25/2007 12:16:00 PM
All		
Page 28: [17] Deleted	icrmjm	10/25/2007 12:16:00 PM
Record VC #2 (20 seconds) (gosub SPcapture_VC_address) ExpressID Plus Done; return		
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NAME ONLY VOICE CAPTURE MODULE

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PRE-MODULE PROCESSING

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All

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Is variable ?143 = "SKIP"? or Is variable ?143 = "NONAME"?

If yes, ExressIDPlus Done; return

If no, 21¢ call?

If yes, ExressIDPlus Done; return

If no, does variable ?143 contain a 4-digit number?

If yes...

Obtain Voice Capture filename using the VC number found in
?134

Go to Capture Name Only u994600 or c994600

If no, log an Error which will raise an alarm to fix application

Obtain Voice Capture filename using VC number 0000

Go to Capture Name Only u994600 or c994600

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Rec_server down

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Go to