

Social Security Administration
Change of Address / Direct Deposit
User Interface Specification
Last Saved: 16 September, 2008

3.8

Change of Address

Transfer of Voice Data Collection



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Document History

Date	Spec	App	Summary of Changes	Revised by
12/10/04	1.0	1.0	Initial version. The tables are complete, but there is not yet text for retry, timeout, and help prompts.	Paul Sawyer
12/15/04	1.1	1.0	Fix errors found during review: 4010: specify success and failure branching 4020 else condition: should go to 4035. 4030: should go to 4035. 4070: prompt wording change. 4400: moved to the Global spec.	Paul Sawyer
12/17/04	1.2	1.0	Add prompt text for retry, timeout, help, and confirmation prompts. These changes are NOT flagged with Word revision marking. Clarify date range for effective date in 4035. This and other minor corrections ARE flagged with revision marking.	Paul Sawyer
12/21/04	1.3	1.0	Minor changes based on review: * Clarify calculation of effective date. * Clarify TTS playback of date in 4070.	Paul Sawyer
1/6/05	1.4	1.0	Fix prompt names in 4040, 4070, 4080, 4300 to remove spurious blanks. Add Requirement IDs where needed. Add query of telephone number TYPE (4025).	Paul Sawyer
3/1/05	1.5	1.0	Fix prompt text that was changed during recording.	Paul Sawyer
3/4/05	1.6	1.0	Revised Requirement IDs in 4040, 4070, 4080, 4300	Steven Ligi
3/9/05	2.0	1.0	1. Add silence spacer in 4035.	Paul Sawyer
05/02/05	2.1	1.0	Change following review. 1. Always confirm the effective date of the address change, and include the year in the confirmation.	Paul Sawyer
06/03/05	2.2	1.0	Clarify prompt wording for Timeout 2 prompts in 4000 and 4030. These prompts lack the word "still" but this will have no effect on usability. Spec change only – no code change required.	Paul Sawyer
06/06/05	2.3	1.0	Clarify that a return to the "caller" is a return to Global, in 4070, 4080, and 4300.	Paul Sawyer
08/15/2005	2.4	1.0	Single change following the tuning report recommendations. - DM 4035 – grammar-related change. This is highlighted in yellow.	Nadine Ozkan

This document is a User-Interface specification

The purpose of this document is to lay out the user-interface in all its detail. Readers of this document are assumed to also have read the requirements specification and to have an understanding of the purpose of the application.

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10/22/05	2.5	1.0	Changes following second tuning. 1. In 4035, change grammar and prompts to use "as soon as possible" instead of "immediately". Many people have great difficulty pronouncing "immediately". 2. In 4030, alter Retry1 prompt to encourage speaking quickly. Also increase incompletetimeout to 2 secs.	Paul Sawyer
2 Feb 06	2.6	1.0	Changes following Tuning 3: 1. Emphasize that double parsing should be removed in 4035.	Paul Sawyer
4 May 06	2.7	1.0	Added condition to 4030 to ensure extensions are not captured – as the SSA data exchange protocol contains no such provision.	Phil Profili
22 Aug 06	2.8	1.0	Changes resulting from Tuning 4. 1. 4010: Tweak speech parameters. Add synonym to yes/no grammar. 2. 4025: Add "cellular" as synonym for "other", and adjust confirmation prompt text. 3. 4030: Tweak speech parameters. 4. 4035: Remove "today" from parallel grammar – it will be picked up by the regular Date OSDM grammar. Tweak speech parameters	Paul Sawyer
29 Jan 07	2.9	1.0	Added message numbers to all prompts	Sean Stallings VZB
21 May 07	2.91	1.0	Removed 4300 Updated 4070	Sean Stallings VZB
28 June 07	2.92	1.0	Updated Message Number 40305	Sean Stallings VZB
29 June 07	2.93	1.0	Corrected typo/formatting errors in 4050	Sean Stallings VZB
06 Sept 07	2.94	1.0	Removed Global Defaults from retry 1 and retry 2 prompts	Sean Stallings VZB
08 Sept 07	2.95	1.0	Added Wording to 4010 directing the reader to see the Address DialogModule Technical Supplement for the actual wording of the Nuance Address OSDM .	Sean Stallings VZB
17 Oct 07	2.96	1.0	Added global default tag to all retry 1 and 2 prompts	Sean Stallings VZB
24 Oct 07	2.97	1.0	Added Global Behavior Chapter. This was done to clarify the purpose of DM 4300 COADMfailure-MSG. Re-Inserted DM 4300 COADMfailure-MSG. This DM is used to route callers who reach maximum timeouts/ retries.	Sean Stallings VZB
29 Oct 07	2.98	1.0	Added "still" to message 40005 in DM 4000 Changed confirmation from "always" to "never" for 4035-COA-GetEffDate-Option-Immediately in 4035	Sean Stallings VZB
28 Feb 08	2.99	1.0	Added DM 3999 Added DM 4005	Sean Stallings VZB
04 Mar 08	3.0	1.0	Added in new logic for Check Condition modules	Sean Stallings VZB
10 Mar 08	3.1	1.0	Updated 4005; Corrected reporting information for "if else" conditions.	Sean Stallings VZB
4 Apr 08	3.2	1.0	Updated 3999 Check Null Condition, clarified wording for routing conditions.	Sean Stallings

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				VZB
11 Apr 08	3.3	1.0	In order to assure that re-use items are properly reported, in Check Null Condition, if TVDC items to collect = 0, the call must then route to the next Check Condition Module.	Sean Stallings VZB
14 Apr 08	3.4	1.0	Since addresses captured in other parts of the application may or may not be the callers actual place of residence, it ahs been decided NOT to re-use address. Removed Module 3999, removed Module 4005.	Sean Stallings VZB
28 Apr 08	3.5	1.0	Added privacy statement to Section 2.1	Sean Stallings VZB
01 May 08	3.6	1.0	Added reporting strings modules 4000, 4010, 4025, 4030, 4035.	Sean Stallings VZB
02 May 08	3.7	1.0	Corrected reporting stings, replaced KBPW with COAD	Sean Stallings VZB
16 September 08	3.8	1.0	Added Verizon proprietary statement to title page and all page headers.	Sean Stallings VZB

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Chapter 1: Introduction

This document is one part of a set of documents that describe the user interface for the Social Security Administration (SSA) Change of Address (COA) and Direct Deposit (DD) application. This document describes only the interaction for change of address and phone number. The call flow has passed through initial introduction and caller qualification, and also through one of the two forms of caller authentication (password or knowledge base) before getting to this section

Note that this entire section is CALLED by the global part of the application and returns to it. The only entry point to this section is the beginning DM, 4000. Exit from this section is by RETURN to the caller.

Chapter 2: Global Behavior

2.1 Privacy

No information collected in this application is considered sensitive.

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2.2 Time-outs and Retries


If callers reach maximum timeouts or retries they will be sent to [4300-COADMfailure-Msg](#) and then routed back to Global. For all other global behavior see chapter 4 in the Change of Address/Direct Deposit Global user interface document.

Chapter 3: Detailed Dialog Specification

3.1 Call-Flow Tables

4000-ChgWhat-VM


Deleted: [4005- Get Address Check Condition](#)
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VoiceMenu DialogModule™				
Caller has said they want to change address or phone number, and they've been qualified and authenticated. Ask which things they want to change. This DM is the entry point for the COA section of the application.				
Entering from				
Global (1350-Cal COA-Code)				
Prompts				
Message Numbers	Type / Name	Wording		
40001	4000-COA-ChgWhat-Prompt-Initial	Let's see what we need to update. Please say Change My Address, Change My Phone Number, or Change Both.		
40002	4000-COA-ChgWhat-Prompt-Retry1	[global default] Please say Change My Address, Change My Phone Number, or Change Both.		
40003	4000-COA-ChgWhat-Prompt-Retry2	[global default] Please say Change My Address, Change My Phone Number, or Change Both.		
40004	4000-COA-ChgWhat-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please say Change My Address, Change My Phone Number, or Change Both.		
40005	4000-COA-ChgWhat-Prompt-Timeout2	I'm sorry, I still didn't hear anything. Please say Change My Address, Change My Phone Number, or Change Both.		
40006	4000-COA-ChgWhat-Prompt-Help	I need to know what you want to update. Please say Change My Address, Change My Phone Number, or Change Both.		
Option	Vocabulary	DTMF	Action	Confirm.
4000-COA-ChgWhat-Option-Addr	change [my] address	1	NeedPhone := false Go to: 4010-GetAdrs-VM	<i>If necessary</i>
4000-COA-ChgWhat-Option-Phone	change [my] phone [number]	2	NeedPhone := true Go to: 4025-PhoneType-VM	<i>If necessary</i>
4000-COA-ChgWhat-Option-Both	[change] both [address and phone [number]]	3	NeedPhone := true Go to: 4010-GetAdrs-VM	<i>If necessary</i>

Deleted: 1350 in the Global section

Confirmation prompts		
Message Numbers	Option / Name	Wording
40007	4000-COA-ChgWhat-ConfPrompt-Addr	[I think you said] you want to change your address. [Is that correct?]
40008	4000-COA-ChgWhat-ConfPrompt-Phone	[I think you said] you want to change your phone number. [Is that correct?]
40009	4000-COA-ChgWhat-ConfPrompt-Both	[I think you said] you want to change both your address and your phone number. [Is that correct?]
DialogModule parameters		
Parameter	Value	
4000-COA-ChgWhat-Parameter		
after_end_of_speech_timeout	1,000 ms	
before_begin_of_speech_timeout	7,000 ms	
allowing_barge_in	True	
Event logging		
<u>Record = U-COAD-DM 4000-(Call Duration at start), T-COAD-</u>	<u>0000 = Success</u> <u>0001 = Error</u> <u>0002 = Max No Input</u> <u>0003 = Max No Match</u> <u>0200 = Caller Hang Up</u> <u>0303 = Max No Confirm</u> <u>0304 = Max Help</u> <u>0310 = Caller Requested Main Menu</u> <u>0311 = Caller Requested Agent</u>	<u>-Call duration at process end</u>
Developer notes		
There are no hints at keypad alternatives to speech here and throughout. The caller will need for speech to work in order to make an address change. If they can't be recognized for the simple utterances of this DM, they will fail later in the Address DM, so may as well fail them now and save them time.		

4010-GetAdrs-VM


Address DialogModule™	
Get an address from the caller.	
This table represents the use of the Address OSDM, a complex dialog module that begins by asking the caller for a zip code then loading grammar tables for street lookup based on that zip code. For details, refer to "Address DialogModule Technical Supplement". That document lists default prompt wording and default parameter values.	
Entering from	
<u>4000-ChgWhat-VM</u>	

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
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Prompts				
Type / Name		Wording		
any changes to the default prompts for the Address OSDM will be specified here				
Option	Vocabulary	<small>DTMF</small>	Action	Confirm.
4010-COA-GetAdrs-Option-done	—	—	if successful in collection an address Go to: 4020-NeedPhone-Check else Go to: 4080-SayFailure-Msg	—
Confirmation prompts				
Option / Name		Wording		
any changes to the default confirmation prompts for the Address OSDM will be specified here		For Address OSDM prompting see Address DialogModule Technical Supplement		
DialogModule parameters				
Parameter		Value		
4010-COA-GetAdrs-Parameter				
any changes to the default parameters for the Address OSDM will be specified here				
collectfortranscription		FALSE		
overallconfirmation		ALWAYS		
incomplete timeout		2250 msec		
max speech duration		20,000 msec		
augment yes/no grammar		accept "that's correct" as synonym for "yes"		
Event logging				
Record = U-COAD-DM 4010-(Call Duration at start),T-COAD-		0000 = Success		-Call duration at process end
		0001 = Error		
		0002 = Max No Input		
		0003 = Max No Match		
		0200 = Caller Hang Up		
		0303 = Max No Confirm		
		0304 = Max Help		
		0310 = Caller Requested Main Menu		
		0311 = Caller Requested Agent		
Developer notes				
In street address: set SWI_scoreDelta to +200 to increase bias towards utterance, -200 to decrease (downweight) bias towards utterance in grammar e.g. <item><tag>AGENT='agent'; SWI_scoreDelta=-200</tag>agent</item>				

4020-NeedPhone-Check

Branch on Condition		
If caller earlier said to "change both", go collect the phone number.		
Entering from		
4010-GetAdrs-VM		
Req ID	Condition	Action
4020-COA-NeedPhone-Condition-Need	IF NeedPhone	Go to: 4025-PhoneType-VM
4020-COA-NeedPhone-Condition-DontNeed	Else	Go to: 4035-GetEffDate-VM
Event logging		

4025-PhoneType-VM

VoiceMenu DialogModule™		
Ask caller what type of phone, or if they have no phone.		
Entering from		
4000-ChgWhat-VM , 4020-NeedPhone-Check		
Prompts	Type / Name	Wording
Message Numbers		
40251	4025-COA-PhoneType-Prompt-Initial	For your telephone change, I need to know the type of telephone number it is, or if you don't have a telephone. Please say Home, Work, Attorney, Other, or No Phone.
40252	4025-COA-PhoneType-Prompt-Retry1	[global default] Please say Home, Work, Attorney, Other, or No Phone.
40253	4025-COA-PhoneType-Prompt-Retry2	[global default] Please say Home or press one, say Work or press two, Attorney or press three, or Other or press four. If you don't have a phone, say No Phone or press five.
40254	4025-COA-PhoneType-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please say Home or press one, say Work or press two, Attorney or press three, or say Other or press four. If you don't have a phone, say No Phone or press five.
40255	4025-COA-PhoneType-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you're unsure, say Question or press the star key. If you need assistance, say Agent or press zero. Otherwise, please say Home or press one, say Work or press two, Attorney or press three, or Other or press four. If you don't have a phone, say No Phone or press five.
40256	4025-COA-PhoneType-Prompt-Help	I'll try to help. You said you'd like to change your telephone number in our records, and to do that I need to also know what type of number you're giving me. Most people will choose Home or Work, but you can also say Attorney if your affairs are legally handled by someone else. If you HAVE a phone but none of these types is right, you can say Other. And if you don't have a phone at all right now, you can say No Phone. So let's try it again. Please say Home, Work, Attorney, Other, or No Phone.

Option	Vocabulary	DTMF	Action	Confirm.
4025-COA-PhoneType-Option-Home	home [phone telephone]	1	PhoneType := home Go to: 4030-GetPhone-VM	<i>If necessary</i>
4025-COA-PhoneType-Option-Work	work [phone telephone]	2	PhoneType := work Go to: 4030-GetPhone-VM	<i>If necessary</i>
4025-COA-PhoneType-Option-Attorney	attorney [phone telephone]	3	PhoneType := attorney Go to: 4030-GetPhone-VM	<i>If necessary</i>
4025-COA-PhoneType-Option-Other	other [phone telephone] (cell cellular) (phone telephone)	4	PhoneType := other Go to: 4030-GetPhone-VM	<i>If necessary</i>
4025-COA-PhoneType-Option-NoPhone	no [phone telephone] I don't have a [phone telephone]	5	PhoneType := nophone Go to: 4035-GetEffDate-VM	<i>If necessary</i>


Confirmation prompts		
Message Numbers	Option / Name	Wording
40257	4025-COA-PhoneType-ConfPrompt-Home	[I think you said] home phone. [Is that correct?]
40258	4025-COA-PhoneType-ConfPrompt-Work	[I think you said] work phone. [Is that correct?]
40259	4025-COA-PhoneType-ConfPrompt-Attorney	[I think you said] attorney. [Is that correct?]
40260	4025-COA-PhoneType-ConfPrompt-Other	[I think you said] it's some OTHER type of number. [Is that correct?]
40261	4025-COA-PhoneType-ConfPrompt-NoPhone	[I think you said] that you don't have a phone. [Is that correct?]

DialogModule parameters	
Parameter	Value
4025-COA-PhoneType-Parameter	
after_end_of_speech_timeout	1,000 ms
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True

Event logging			
Record = U-COAD-DM 4025-(Call Duration at start),T-COAD-		0000 = Success	-Call duration at process end
		0001 = Error	
		0002 = Max No Input	
		0003 = Max No Match	
		0200 = Caller Hang Up	
		0303 = Max No Confirm	
		0304 = Max Help	
		0310 = Caller Requested Main Menu	
0311 = Caller Requested Agent			


Developer notes

4030-GetPhone-VM

Collect phone number.		Phone DialogModule™			
Entering from					
4000-ChgWhat-VM , 4020-NeedPhone-Check					
Prompts					
Message Number	Type / Name	Wording			
40301	4030-COA-GetPhone-Prompt-Initial	What's your new phone number with area code?			
40302	4030-COA-GetPhone-Prompt-Retry1	[global default] Starting with the area code, please enter or say your new phone number quickly like this: 617-555-1234. Go ahead.			
40303	4030-COA-GetPhone-Prompt-Retry2	[global default] Starting with the area code, please enter or say your new phone number.			
40304	4030-COA-GetPhone-Prompt-Timeout1	I'm sorry, I didn't hear anything. Starting with the area code, please enter or say your new phone number.			
40305	4030-COA-GetPhone-Prompt-Timeout2	I'm sorry, I still didn't hear anything. Starting with the area code, please enter or say your new phone number.			
40306	4030-COA-GetPhone-Prompt-Help	I need to know your new phone number with area code. If you don't know your new phone number, you can just hang up now and call again later when you do have it. If you have your new phone number, please speak it now, or enter it on your telephone keypad, beginning with the area code.			
Option	Vocabulary	<small>DTMF</small>	Action	Confirm.	
4030-COA-GetPhone-Option-Phone	<phone #>	<#>	Go to: 4035-GetEffDate-VM	always	
Confirmation prompts					
Message Numbers	Option / Name	Wording			
	4030-COA-GetPhone-ConfPrompt-Phone	Default confirmation, as handled by DialogModule™, using CPR for the digit string, with the digits grouped like a phone number.			
DialogModule parameters					
Parameter	Value				
4030-COA-GetPhone-Parameter					
Listen for long distance (10-digit phone numbers)	Yes				
Listen for local (7-digit phone numbers)	No				
Listen for X11 (411, 511, 611, and 911)	No				
Listen for extensions	No				
after_end_of_speech_timeout (incompletetimeout)	2500 ms ← note non-default value				
before_begin_of_speech_timeout	7,000 ms				
allowing_barge_in	True				

max speech duration		12,000 msec	
Event logging			
Record = U-COAD-DM_4030-(Call Duration at start),T-COAD-	0000 = Success		-Call duration at process end
	0001 = Error		
	0002 = Max No Input		
	0003 = Max No Match		
	0200 = Caller Hang Up		
	0303 = Max No Confirm		
	0304 = Max Help		
	0310 = Caller Requested Main Menu		
0311 = Caller Requested Agent			
Developer notes			
Note we always confirm.			


4035-GetEffDate-VM

		Date DialogModule™	
Ask caller when change should be effective			
Entering from			
4020-NeedPhone-Check, 4030-GetPhone-VM			
Prompts			
Message Numbers	Type / Name	Wording	
40351	4035-COA-GetEffDate-Prompt-Initial	I need to know the effective date for this change. You can say As Soon As Possible, or say a specific date in the next three months.	
40352	4035-COA-GetEffDate-Prompt-Retry1	[global default] Please say As Soon As Possible, or say a specific date in the next three months, such as April fifteenth.	
40353	4035-COA-GetEffDate-Prompt-Retry2	[global default] If your change is effective now, please say As Soon As Possible. If your change will be effective later, please say a calendar date, such as April fifteenth.	
40354	4035-COA-GetEffDate-Prompt-Timeout1	I'm sorry, I didn't hear anything. If your change is effective now, please say As Soon As Possible. If your change will be effective later, please say a calendar date, such as April fifteenth.	
40355	4035-COA-GetEffDate-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If your change is effective now, please say As Soon As Possible. If your change will be effective later, please say a calendar date, such as April fifteenth. [4 sec pause] If you need assistance, say Agent or press zero.	


40356	4035-COA-GetEffDate-Prompt-Help1	For the change you've told me about, I need to know when it will be effective. If the change is already effective, just say As Soon As Possible. [2 sec pause] If the change will be effective more than three months from now, you can't make that change yet and you'll need to hang up and call back closer to the time the change will be effective.			
00500	silence_500	[500 ms silence]			
40357	4035-COA-GetEffDate-Prompt-Help2	If the change will be effective within the next three months, just say a calendar date, such as April fifteenth. Please say As Soon As Possible, or say a calendar date.			
Option		Vocabulary	DTMF	Action	Confirm.
4035-COA-GetEffDate-Option-Date		<date>	<...>	if date is before current date, set date to current date Go to: 4040-Sending-Msg	Always
4035-COA-GetEffDate-Option-Immediately		as soon as possible right away	—	set to current date Go to: 4040-Sending-Msg	Never
Confirmation prompts					
Message Numbers	Req ID	Option	Name / Wording	Result	
	4035-COA-GetEffDate-ConfPrompt-Date	Date	Confirm full date including year.		
DialogModule parameters					
Parameter		Value			
4035-COA-GetEffDate-Parameter					
date_reference_date		System date			
date_range_allowed_earliest		(current date) – 1 year ← see note			
date_range_allowed_latest		last day of (current_month + 3 months)			
date_range_expected_earliest		current date			
date_range_expected_latest		last day of (current_month + 3 months)			
date_disambiguation_mode		ASSUME_CLOSEST			
after_end_of_speech_timeout (incomplete timeout)		1500 ms			
before_begin_of_speech_timeout		7,000 ms			
allowing_barge_in		True			
Event logging					
<u>Record = U-COARD-DM 4035-(Call Duration at start),T-COARD-</u>		<u>0000 = Success</u>		<u>-Call duration at process end</u>	
		<u>0001 = Error</u>			
		<u>0002 = Max No Input</u>			
		<u>0003 = Max No Match</u>			
		<u>0200 = Caller Hang Up</u>			
		<u>0303 = Max No Confirm</u>			
		<u>0304 = Max Help</u>			
		<u>0310 = Caller Requested Main Menu</u>			
		<u>0311 = Caller Requested Agent</u>			

Developer notes
Note that date_range_allowed_earliest allows dates before current date. This allows callers to say an earlier date when the change was effective in their minds. Such earlier dates should be set to the current date without comment to the caller. Note: Remove the prefix "ummm" from the date grammar (which attracts "immediately" utterances) Avoid double parsing – remove duplicate grammars or duplicate vocabulary.


4040-Sending-Msg

Play Prompt		
Tell caller we're sending info and it might take a bit.		
Entering from		
4020-NeedPhone-Check, 4030-GetPhone-VM		
Prompts		
Message Number	Name	Wording
40401	4040-COA-Sending-Prompt1	Great! Hold on while I send your information. This may take a few seconds.
Req ID	Condition	Action
4040-COA-Sending-Condition-Always	Always	Go to: 4050-DatabaseSend-DB
Event logging		
Developer notes		
No barge-in		

4050-DatabaseSend-DB


Database Query		
Send the new address and / or phone number to the back end.		
Entering from		
4040-Sending-Msg		
Input Field	Description	
new address		
new phone number		
Output Field	Description	
success / failure status		
Req ID	Condition	Action
4050-COA-DatabaseSend-Condition-Always	always	Go to: 4060-CheckDBstatus-Check
Event logging		

4060-CheckDBstatus-Check


Branch on Condition		
See what the backend returned.		

Entering from		
4050-DatabaseSend-DB		
Req ID	Condition	Action
4060-COA-CheckDBstatus-Condition-Succ	IF Success	Go to: 4070-SaySuccess-Msg
4060-COA-CheckDBstatus-Condition-Fail	Else Failure	Go to: 4080-SayFailure-Msg
Event logging		


4070-SaySuccess-Msg

		Play Prompt	
Send to backend succeeded. Tell caller.			
Entering from			
4060-CheckDBstatus-Check			
Prompts			
Message Number	Name	Wording	
40701	4070-COA-SaySuccess-Prompt1	OK, the update was accepted. Your information change has been sent for processing which may take up to three business days. As you requested, this change will be effective on ...	
	4070-COA-SaySuccess-Prompt2	[TTS playback of date collected in 4035-GetEffDate-VM]	
Req ID	Condition	Action	
4070-COA-SaySuccess-Condition-Always	Always	set return code to Success return to Global (1350-CallCOA-Code)	
Event logging			
Developer notes			
No barge-in			

4080-SayFailure-Msg

		Play Prompt	
The Send to the backend failed. Tell the caller.			
Entering from			
4060-CheckDBstatus-Check			
Prompts			
Message Number	Name	Wording	
40801	4080-COA-SayFailure-Prompt1	I'm sorry, something isn't working so I couldn't send your update for processing.	
Req ID	Condition	Action	
4080-COA-SayFailure-Condition-Always	Always	set return code to Failure return to Global (1350-CallCOA-Code)	
Event logging			
Developer notes			
No barge-in			

4300-COADMfailure-Msg

Play Prompt		
Some DM in this section got too many retries or too many timeouts.		
Entering from		
any DM in this section		
Prompts		
Name	Wording	
4300-COA-COADMfailure-Prompt1	I'm so sorry I'm not able to understand you.	
Req ID	Condition	Action
4300-COA-COADMfailure-Condition-Always	Always	set return code to Failure return to Global (1350-CallCOA-Code)
Event logging		
Developer notes		
No barge-in		

—End of Specification —

Social Security Administration
Change of Address / Direct Deposit
User Interface Specification
Last Saved: February 2, 2009

2.23

Direct Deposit



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Document History

<i>Date</i>	<i>Spec</i>	<i>App</i>	<i>Summary of Changes</i>	<i>Revised by</i>
01/10/05	1.0	1.0	Initial version.	Paul Sawyer
01/18/05	1.1	1.0	<p>Changes based on review and submitted comments:</p> <p>Advise callers up front about the types of accounts that are acceptable (6000 and 6010) and get them to confirm that they have such an account.</p> <p>Remove the "second chance" for account ownership (6020) since the new wording in 6000 and 6010 is more explicit.</p> <p>Remove "other" as an option for account type.</p> <p>Add keypad hints in more places. The general rule is to offer keypad hints in retry 2 and timeout 1 and 2.</p> <p>Add "as soon as possible" as an option for effective month, with a keypad alternative of 1.</p> <p>Remind callers that the bank routing number is usually the left-most number at the bottom of a check.</p> <p>Change final wording for both success (6210) and failure (6220). This wording may change — SSA is pondering it.</p>	Paul Sawyer
03/01/05	1.2	1.0	<p>Change 6130 to a Custom Context DM and use a list of valid routing numbers for the grammar. Delete 6140 and 6150 which are now obsolete.</p> <p>Revise prompt text that was changed during recording.</p>	Paul Sawyer
03/04/05	1.3	1.0	Revised Requirement IDs in 6000, 6030, 6110, 6170, 6200, 6210, 6220, 6300	Steven Ligi
03/11/05	2.0	1.0	<ol style="list-style-type: none"> 1. Inserted missing word "be" in 6000 prompt1. 2. Add spacer silence prompts to 6100, 6160. 	Paul Sawyer
04/11/05	2.1	1.0	<p>Changes following usability testing.</p> <ol style="list-style-type: none"> 1. Change prompts in 6130 to encourage callers to speak quickly. Also lengthen timeout values. 2. Remove the questions about whether caller has bank numbers, since we do it in Global. 6100, 6110, 6120. 3. Combine 6010 and 6040, ask only one question. 4. Change 6050 calculation of possible effective months, and warn about the ambiguity of ASAP. 	Paul Sawyer
04/22/05	2.2	1.0	<p>Changes following review.</p> <ol style="list-style-type: none"> 1. Mark 6100 as obsolete. (See item 2 in previous changes.) 2. Change text of 6210 Prompt1 to say it may not happen before next payment. 	Paul Sawyer

This document is a User-Interface specification

The purpose of this document is to lay out the user-interface in all its detail. Readers of this document are assumed to also have read the requirements specification and to have an understanding of the purpose of the application.

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04/25/05	2.3	1.0	"Administrative" fixes to bugs found by Q/A.	Paul Sawyer
06/03/05	2.4	1.0	1. Clarify wording of confirmation prompt in 6160. Spec change only – no code change required. 2. Change 6130 (collection of bank routing number) to ALWAYS confirm, at request of SSA. This IS a code change.	Paul Sawyer
08/15/2005	2.5	1.0	In 6040, remove condition on playing success prompts, so that success prompts are always played. Code was already implemented this way. (Paul Sawyer) Change following tuning report recommendations (Nadine Ozkan): <ul style="list-style-type: none"> - Prompt changes are in red (style : Table: RevisedRecordings) - Other changes (grammar or confirmation play-back) are highlighted in yellow. 	Paul Sawyer & Nadine Ozkan
10/20/2005	2.6	1.0	Changes following second tuning, and other changes requested by SSA. (All previous revision marking and highlighting removed.) 1. Reword 6210-DD-Success-Prompt1 to discourage callers from calling back or calling a field office to verify that the change happened. 2. In 6050, specify that recognition grammar should include the current month and treat it the same as "as soon as possible".	Paul Sawyer
10/25/05	2.7	1.0	1. Change of policy from SSA: Change prompt 6210-DD-Success-Prompt1 to omit suggestion for following up by using Password Services. Just say it will "take about three business days." 2. Correct the explanation in 6050 regarding which month names are recognized and how they are mapped.	Paul Sawyer
2 Feb 06	2.8	1.0	Changes following Tuning 3: 1. Emphasize that double parsing should be avoided in 6040, 6160.	Paul Sawyer
21 Mar 06	2.9	1.0	Corrected wording of prompt 6050-DD-EffectiveMonth-Prompt-Help	Phil Profili
22 Aug 06	2.10	1.0	Changes resulting from Tuning 4. 1. 6040: Remove Agent from global grammar for this DM. Tweak prompt accordingly. 2. 6050: Remove Agent from global grammar for this DM. Tweak prompt accordingly. 3. 6130: Tweak prompts to clarify we need info for the NEW bank. Remove Agent synonyms from global grammar for this DM. Change confirmation to "if necessary". Tweak speech parameters. 4. 6160: Note concern that max speech duration may not be what is shown in this spec.	Paul Sawyer
29 Jan 07	2.11	1.0	Added message numbers to all prompts	Sean Stallings VZB
01 May 07	2.12	1.0	Updated 6210 per Nuances direction	Sean Stallings VZB
21 May 07	2.13	1.0	6050 updated, corrected minor typographical errors.	Sean Stallings VZB
22 Aug 07	2.14	1.0	Updated title and header	Sean Stallings VZB
06 Sep 07	2.15	1.0	Corrected number for message number 60536	Sean Stallings

			Removed default globals from retry 1 and retry 2 prompts	VZB
24 Oct 07	2.16	1.0	Added Global Behavior chapter. This was done to clarify the purpose of DM 6300-DDDMfailure-Msg	Sean Stallings VZB
29 Feb 08	2.17	1.0	Added privacy statement to Global Behavior chapter. Updated DM 6160, added note telling developer to set privacy flag to true.	Sean Stallings VZB
17 Apr 08	2.18	1.0	Updated Module 6160, reduced silence from 1 second to 2. Updated Module 6210, reduced silence from 1 second to 2.	Sean Stallings VZB
01 May 08	2.19	1.0	Added reporting strings to dialogue modules 6040, 6050, 6130, 6160.	Sean Stallings VZB
02 May 08	2.20	1.0	Corrected reporting strings in all dialogue modules, replaced KBPW with COAD. Updated module 6130; added confidentiality note to module notes.	Sean Stallings VZB
21 August 08	2.21	1.0	Highlighted Barge-in changes in pink	Sean Stallings VZB
16 September 08	2.22	1.0	Added Verizon proprietary statement to title page and all page headers.	Sean Stallings VZB
02 February 09	2.23	1.0	Updated Header	Sean Stallings VZB

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Chapter 1: Introduction

This document is one part of a set of documents that describe the user interface for the Social Security Administration (SSA) Change of Address (COA) and Direct Deposit (DD) application. This document describes only the interaction for **Direct Deposit (DD)**. The call flow has passed through initial introduction, caller qualification, and authentication (password or knowledge-based) before getting to this section.

Note that this entire section is jumped into from the global part of the application and returns to it. The only entry point to this section is the beginning DM, 6000. Exit from this section is by RETURN to Global.

Chapter 2: Global Behavior

2.1 Privacy

Bank Account Number is considered confidential. The confidential flag should be set to true for all dialog modules collecting this information from the caller.


2.2 Time-outs and Retries

If callers reach maximum timeouts or retries they will be sent to [6300-DDDMfailure-Msg](#) and then routed back to Global. For all other global behavior see chapter 4 in the Change of Address/Direct Deposit Global user interface document.


Chapter 3: Detailed Dialog Specification

3.1 Call-Flow Tables


6000-IntroDD-Msg

Play Prompt		
Introduce caller on entry to the DD service.		
		
Entering from		
Global (1450CallDD-Code)		
Prompts		
Message Numbers	Name	Wording
60001	6000-DD-IntroDD-Prompt1	Let's move on to your direct deposit information. For direct deposit, you'll need a CHECKING, SAVINGS, or INVESTMENT account that YOU own. It must be a type of account that has a BANK ROUTING number and an ACCOUNT number, and from which you can withdraw funds.
Req ID	Condition	Action
6000-DD-IntroDD-Condition-Always	Always	Go to: 6040-WhatType-VM
Event logging		
Developer notes		
No barge-in		

6030-CantHelp-Msg


Play Prompt		
Caller says doesn't have an account s/he owns. Say sorry we can't help them.		
		
Entering from		
6040-WhatType-VM		
Prompts		
Message numbers	Name	Wording
60301	6030-DD-CantHelp-Prompt1	I'm afraid we can't set up direct deposit for you until you have a checking, savings, or investment account that you own.
Req ID	Condition	Action
6030-DD-CantHelp-Condition-Always	Always	Return to Global (1450CallDD-Code)
Event logging		
Developer notes		
No barge-in		

6040-WhatType-VM

VoiceMenu DialogModule™ 				
Caller has a personally-owned bank account. Ask 'em what type it is.				
Entering from				
6000-IntroDD-Msg				
Prompts				
Message Numbers	Type / Name	Wording		
60401	6040-DD-WhatType-Prompt-Initial	So, tell me the type of account: Checking, Savings, or Investment. Or say Question, or I Don't Have One.		
60402	6040-DD-WhatType-Prompt-Retry1	Please say Checking, Savings, or Investment.		
60403	6040-DD-WhatType-Prompt-Retry2	Please say Checking or press one, Savings or press two, or Investment or press three. You can also say Question or press the star key.		
60404	6040-DD-WhatType-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please say Checking or press one, Savings or press two, Investment or press three, or Question or press star.		
60405	6040-DD-WhatType-Prompt-Timeout2	I'm sorry, I still didn't hear anything. You can say Question or press star if you need more information.		
60407	6040-DD-WhatType-Prompt-Help	Here are a few details that may help. In order to set up direct deposit of your benefits to a bank or investment account, you must have a checking, savings, or investment account that you own. We can't deposit into other types of accounts, nor can we deposit into an account owned by someone else. I need to know the TYPE of account it is so that we and the bank are sure that we use the correct account. So please say Checking, or Savings, or Investment, or I Don't Have One.		
50394	6040-DD-WhatType-Prompt-Success	Got it.		
Option	Vocabulary	DTMF	Action	Confirm.
6040-DD-WhatType-Option-checking	[it's a] checking [account]	1	remember the value play Success prompt Go to: 6050-EffectiveMonth-VM	<i>If necessary</i>
6040-DD-WhatType-Option-savings	[it's a] savings [account]	2	remember the value play Success prompt Go to: 6050-EffectiveMonth-VM	<i>If necessary</i>
6040-DD-WhatType-Option-investment	[it's an] investment [account]	3	remember the value play Success prompt Go to: 6050-EffectiveMonth-VM	<i>If necessary</i>
6040-DD-WhatType-Option-DontHave	I don't have one	4	Go to: 6030-CantHelp-Msg	<i>if necessary</i>
	remove Agent synonyms from global grammar for this DM.			
Confirmation prompts				
Message Numbers	Option / Name	Wording		
60408	6040-DD-WhatType-ConfPrompt-checking	[I think you said] checking. [Is that correct?]		
60409	6040-DD-WhatType-ConfPrompt-savings	[I think you said] savings. [Is that correct?]		

60410	6040-DD-WhatType-ConfPrompt-investment	[I think you said] investment. [Is that correct?]
60411	6040-DD-WhatType-ConfPrompt-DontHave	[I think you said] you don't have such an account. [Is that correct?]
DialogModule parameters		
Parameter	Value	
6040-DD-WhatType-Parameter		
after_end_of_speech_timeout	1,000 ms	
before_begin_of_speech_timeout	7,000 ms	
allowing_barge_in	True	
Event logging		
Record = U-COAD-DM_6040-(Call Duration at start),T-COAD-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	
Developer notes		
<p>Bias the grammar toward "checking". Set the confidence threshold a little higher so we don't get false acceptances.</p> <p>"One Step Correction" strategy should be available to the Caller (e.g., "No, checking") – This means both the collection grammar and the confirmation grammar are active during the confirmation phase. (This can be done as a parallel grammar.)</p> <p>Set SWL_scoreDelta to +200 to increase bias towards utterance, -200 to decrease (downweight) bias towards utterance in grammar e.g. <item><tag>AGENT='agent'; SWL_scoreDelta=-200</tag>agent</item></p> <p>Avoid double parsing – remove duplicate grammars or duplicate vocabulary</p>		

6050-EffectiveMonth-VM

VoiceMenu DialogModule™		
Ask caller for effective month. Give them a choice of three specific months based on the current date.		
Entering from		
6040-WhatType-VM		
Prompts		
	Type / Name	Wording
60501	6050-DD-EffectiveMonth-Prompt-Initial	I need to know when this direct deposit change should be effective. You can say As Soon As Possible, or you can say ...
	6050-DD-EffectiveMonth-Prompt-MonthChoices	<month 1 medial> <month 2 final>

60502	6050-DD-EffectiveMonth-Prompt-Retry1	Please say "As Soon As Possible", or say *** just a month ***, among the following ...
	6050-DD-EffectiveMonth-Prompt-MonthChoices	as above
60503	6050-DD-EffectiveMonth-Prompt-Retry2	The effective month for your direct deposit change must be one of these choices. Please say "As Soon As Possible" or press one, or say *** just a month ***, among these: ...
	6050-DD-EffectiveMonth-Prompt-MonthChoices	as above
60504	6050-DD-EffectiveMonth-Prompt-Timeout1	I'm sorry, I didn't hear anything. The effective month for your direct deposit change must be one of these choices. Please say "As Soon As Possible" or press one, or say *** just one of the following months *** ...
	6050-DD-EffectiveMonth-Prompt-MonthChoices	as above
60505	6050-DD-EffectiveMonth-Prompt-Timeout2	I'm sorry, I still didn't hear anything. You can say Question or press star if you need more information. Otherwise say "As Soon As Possible" or press one, or say *** just a month, among these ***.
	6050-DD-EffectiveMonth-Prompt-MonthChoices	as above
60506	6050-DD-EffectiveMonth-Prompt-Help	The effective month for your direct deposit change must be one of the months I've listed, which is as soon as possible but no more than three months from now. If this is not what you wanted, you can start over by saying Main Menu. Otherwise, please say **just** one of these:
	6050-DD-EffectiveMonth-Prompt-MonthChoices	as above
60507	6050-DD-EffectiveMonth-Prompt-Success1	Sure, ...
	—	<month medial>
	6050-DD-EffectiveMonth-Prompt-Success2	... is fine.
60508	6050-DD-EffectiveMonth-Prompt-Success3	OK, it will be as soon as possible, but that might or might not be for your NEXT benefit payment, depending on several factors.
		Concatenated prompts for months
60509	6050-DD-EffectiveMonth-Prompt-ASAP	... as soon as possible ...
60510	6050-DD-EffectiveMonth-Prompt-JanMed	... January, ...
60511	6050-DD-EffectiveMonth-Prompt-JanFin	... or January.
60512	6050-DD-EffectiveMonth-Prompt-FebMed	... February, ...


60513	6050-DD-EffectiveMonth-Prompt-FebFin	... or February.
60514	6050-DD-EffectiveMonth-Prompt-MarMed	... March, ...
60516	6050-DD-EffectiveMonth-Prompt-MarFin	... or March.
60517	6050-DD-EffectiveMonth-Prompt-AprMed	... April, ...
60518	6050-DD-EffectiveMonth-Prompt-AprFin	... or April.
60519	6050-DD-EffectiveMonth-Prompt-MayMed	... May, ...
60520	6050-DD-EffectiveMonth-Prompt-MayFin	... or May.
60521	6050-DD-EffectiveMonth-Prompt-JunMed	... June, ...
60522	6050-DD-EffectiveMonth-Prompt-JunFin	... or June.
60523	6050-DD-EffectiveMonth-Prompt-JulMed	... July, ...
60524	6050-DD-EffectiveMonth-Prompt-JulFin	... or July.
60525	6050-DD-EffectiveMonth-Prompt-AugMed	... August, ...
60526	6050-DD-EffectiveMonth-Prompt-AugFin	... or August.
60527	6050-DD-EffectiveMonth-Prompt-SepMed	... September, ...
60528	6050-DD-EffectiveMonth-Prompt-SepFin	... or September.
60529	6050-DD-EffectiveMonth-Prompt-OctMed	... October, ...
60530	6050-DD-EffectiveMonth-Prompt-OctFin	... or October.
60531	6050-DD-EffectiveMonth-Prompt-NovMed	... November, ...

60532	6050-DD-EffectiveMonth-Prompt-NovFin	... or November.		
60533	6050-DD-EffectiveMonth-Prompt-DecMed	... December, ...		
60534	6050-DD-EffectiveMonth-Prompt-DecFin	... or December.		
Option	Vocabulary	DTMF	Action	Confirm.
Note: Constrain the grammar to the valid months plus ASAP and synonyms! See Note.	—	—	<i>The caller will be reminded of the valid choices in the retry prompts.</i>	—
6050-DD-EffectiveMonth-Option-ASAP	as soon as possible right now immediately today	1	use current month plus 1 play Success3 prompt Go to: 6130-GetRouting-VM	<i>if necessary</i>
6050-DD-EffectiveMonth-Option-Jan	January	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Feb	February	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Mar	March	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Apr	April	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-May	May	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Jun	June	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Jul	July	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Aug	August	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Sep	September	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Oct	October	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Nov	November	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
6050-DD-EffectiveMonth-Option-Dec	December	—	remember choice Go to: 6130-GetRouting-VM	<i>If necessary</i>
	remove Agent synonyms from global grammar for this DM			

Confirmation prompts		
Message Numbers	Option / Name	Wording
60535	6050-DD-EffectiveMonth-ConfPrompt-ASAP	[I think you said] as soon as possible. [Is that correct?]
60536	6050-DD-EffectiveMonth-ConfPrompt-Jan	[I think you said] January. [Is that correct?]
60537	6050-DD-EffectiveMonth-ConfPrompt-Feb	[I think you said] February. [Is that correct?]
60538	6050-DD-EffectiveMonth-ConfPrompt-Mar	[I think you said] March. [Is that correct?]
60539	6050-DD-EffectiveMonth-ConfPrompt-Apr	[I think you said] April. [Is that correct?]
60540	6050-DD-EffectiveMonth-ConfPrompt-May	[I think you said] May. [Is that correct?]
60541	6050-DD-EffectiveMonth-ConfPrompt-Jun	[I think you said] June. [Is that correct?]
60542	6050-DD-EffectiveMonth-ConfPrompt-Jul	[I think you said] July. [Is that correct?]
60543	6050-DD-EffectiveMonth-ConfPrompt-Aug	[I think you said] August. [Is that correct?]
60544	6050-DD-EffectiveMonth-ConfPrompt-Sep	[I think you said] September. [Is that correct?]
60545	6050-DD-EffectiveMonth-ConfPrompt-Oct	[I think you said] October. [Is that correct?]
60546	6050-DD-EffectiveMonth-ConfPrompt-Nov	[I think you said] November. [Is that correct?]
60547	6050-DD-EffectiveMonth-ConfPrompt-Dec	[I think you said] December. [Is that correct?]
DialogModule parameters		
Parameter	Value	
6050-DD-EffectiveMonth-Parameter		
after_end_of_speech_timeout	1,000 ms	
before_begin_of_speech_timeout	7,000 ms	
allowing_barge_in	True	
Event logging		
Record = U-COAD-DM_6050-(Call Duration at start),T-COAD-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
0311 = Caller Requested Agent		


Developer notes
Code must calculate the two specific months based on current date and SSA business practices.
The prompt MonthChoices is then the concatenation of the first month in medial inflection, and the second month in final inflection.
If caller picks a valid month <i>without</i> confirmation, play the success 1 and 2 sequence at the end. Always play the Success 3 prompt if caller says ASAP.
“One Step Correction” strategy should be available to the Caller (e.g., “No, February”) – This means both the collection grammar and the confirmation grammar are active during the confirmation phase. (This can be done as a parallel grammar.)
The grammar that should be accepted includes "as soon as possible" (ASAP) and its synonyms, the two specific months calculated above, the current month, and any additional months between the current month and the first of the calculated months. For example, if a call is received toward the end of September, the valid months are November and December, but the grammar should include September, October, November, December, and the ASAP synonyms, and September and October should be mapped the same as ASAP. The current month is not prompted, but it should be recognized and handled the same as ASAP.
Also, if possible, add to the above grammar optional prefixes: "it should be effective in" and "ahh".

6130-GetRouting-VM

Custom Context DialogModule™ 				
Ask the caller for the bank routing number.				
Entering from				
6050-EffectiveMonth-VM				
Prompts				
Message Number	Type / Name	Wording		
61301	6130-DD-GetRouting-Prompt-Initial	Please say the nine digit routing number for your NEW bank quickly like this: 1 2 3 – 4 5 6 – 7 8 9. Go ahead.		
61302	6130-DD-GetRouting-Prompt-Retry1	... or the number you gave me isn't a valid routing number. Please be sure you're giving me the ROUTING number for your NEW bank and not your ACCOUNT number. Please say the routing number quickly.		
61303	6130-DD-GetRouting-Prompt-Retry2	... or that's still not a valid routing number. If you aren't sure, say Question and I'll help you out. Otherwise, please say the nine-digit routing number or enter it on your keypad.		
61304	6130-DD-GetRouting-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please say the nine-digit bank routing number or enter it on your keypad.		
61305	6130-DD-GetRouting-Prompt-Timeout2	I'm sorry, I still didn't hear anything. Please say the nine-digit bank routing number or enter it on your keypad.		
61306	6130-DD-GetRouting-Prompt-Help	OK, here's a detail that may help. The bank routing number is exactly nine digits and is printed on the bottom of each check in between two marks that look like a vertical bar followed by a colon. It's usually the left-most number at the bottom of the check. So ... what's your bank routing number?		
Option	Vocabulary	DTMF	Action	Confirm.
6130-DD-GetRouting-Option-Digits	<list of valid routing numbers>	—	Go to: 6160-GetAccount-VM	If necessary
	remove Agent synonyms from global grammar for this DM.			


Confirmation prompts		
Message Number	Option / Name	Wording
61307	6130-DD-GetRouting-ConfPrompt-Digits	[I think you said] <routing number> [Is that correct?] Note: Add 100 ms silence between each digits file (i.e. triplets) – This value may need to be revised at the next tuning phase.
DialogModule parameters		
Parameter	Value	
6130-DD-GetRouting-Parameter		
termchar	#	
entry_list	<<not used>>	
minimum_length	9	
maximum_length	9	
restrict_to_entries	FALSE	
before_begin_of_speech_timeout	7,000 ms	
allowing_barge_in	True	
incompletetimeout	2500 ← Note increased value. Check this!	
Interdigittimeout	default + 500 ms	
low confidence rejection threshold	.300	
high confidence threshold	.900	
max speech duration	20,000 msec	
Event logging		
Record = U-COAD-DM_6130-(Call Duration at start),T-COAD-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	
Developer notes		
<p>Note that because recognition is against a list of valid routing numbers, it is not possible for the caller to say and confirm a number that is not in the list. If the list continues to be unreliable, we may have to switch to pure digit recognition of 9-digit strings.</p> <p>Set Confidential Flag to TRUE</p>		

6160-GetAccount-VM


Digits DialogModule™					
Ask the caller for the bank account number.					
Entering from					
6130-GetRouting-VM					
Prompts					
Message Number	Type / Name	Wording			
61601	6160-DD-GetAccount-Prompt-Initial	Now please enter your bank account number on the keypad followed by the pound key, or speak the account number clearly, one digit at a time.			
61602	6160-DD-GetAccount-Prompt-Retry1	Please enter your account number on your keypad followed by the pound key, or say the number one digit at a time.			
61603	6160-DD-GetAccount-Prompt-Retry2	Please enter your account number on your keypad followed by the pound key, or say the number one digit at a time.			
61604	6160-DD-GetAccount-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please enter your account number on your keypad followed by the pound key, or say the number one digit at a time.			
61605	6160-DD-GetAccount-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you're uncertain, say Question or press star. If you need assistance, say Agent or press zero. [2 sec pause] Otherwise, please enter your account number on your keypad followed by the pound key, or say the number one digit at a time.			
61606	6160-DD-GetAccount-Prompt-Help1	OK, here's a detail that may help. On the bottom of your check, your account number is some number of digits ending with a symbol that looks like two vertical bars followed by a square dot. Don't confuse your ACCOUNT number with your CHECK number that is both at the bottom and at the top right of your check.			
1000	silence_1000	[1 sec silence]			
	6160-DD-GetAccount-Prompt-Help2	< same as 6160-DD-GetAccount-Prompt-Initial>			
Option	Vocabulary	DTMF	Action	Confirm.	
6160-DD-GetAccount-Option-Digits	<digits>	<...>	Go to: 6170-SendingNow-Msg	Always	
Confirmation prompts					
Message Number	Option / Name	Wording			
	6160-DD-GetAccount-ConfPrompt-Digits	Default confirmation, as handled by DialogModule™, using CPR for the digit string. The result is "I think you said N N ... N. Is that correct?" Note: Add 100 ms silence between each digits file (i.e. single, pair and triplets) – This value may need to be revised at the next tuning phase.			
DialogModule parameters					
Parameter	Value				
6160-DD-GetAccount-Parameter					
termchar	#				
entry_list	<<not used>>				
minimum_length	1				
maximum_length	17				
restrict_to_entries	FALSE				
before_begin_of_speech_timeout	7,000 ms				

allowing_barge_in	True	
incompletetimeout	3000 ms ← Note increased incompletetimeout.	
Swirec_max_speech_duration	45000ms (default is 40000ms) CHECK THIS!	
Event logging		
Record = U-COAD-DM_6160-(Call Duration at start),T-COAD-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
0311 = Caller Requested Agent		
Developer notes		
Set Confidential Flag to TRUE		
Note that confirmation is ALWAYS.		
Avoid double parsing – remove duplicate grammars or duplicate vocabulary.		

6170-SendingNow-Msg


Play Prompt		
Tell caller to hold on while we send the numbers to the database.		
Entering from		
6160-GetAccount-VM		
Prompts		
Message Number	Name	Wording
61701	6170-DD-SendingNow-Prompt1	Hold on while I send your information for processing. This may take a few seconds.
Req ID	Condition	Action
6170-DD-SendingNow-Condition-Always	Always	Go to: 6200-SendDDinfo-DB
Event logging		
Developer notes		
No barge-in		

6200-SendDDinfo-DB


Database Query		
Send the numbers collected to the database, and check the result.		

Entering from		
6170-SendingNow-Msg		
Input Field	Description	
bank routing number		
bank account number		
Output Field	Description	
success / failure status		
Req ID	Condition	Action
6200-DD-SendDDinfo-Condition-Success	<i>IF send succeeded</i>	Go to: 6210-Success-Msg
6200-DD-SendDDinfo-Condition-Failure	<i>Else</i>	Go to: 6220-Failure-Msg
Event logging		
Developer notes		

6210-Success-Msg


		Play Prompt	
Tell caller the send succeeded.			
Entering from			
6200-SendDDinfo-DB			
Prompts			
Message Number	Name	Wording	
62101	6210-DD-Success-Prompt1	OK, your information has been sent for processing, which will take about three business days.	
1000	silence_1000	[1 seconds silence]	
Req ID	Condition	Action	
6210-DD-Success-Condition-Always	<i>Always</i>	set return code to SUCCESS Return to Global (1450CallDD-Code)	
Event logging			
Developer notes			
No barge-in.			

6220-Failure-Msg

		Play Prompt	
Tell caller that the send failed.			
Entering from			
6200-SendDDinfo-DB			

Prompts		
Message Number	Name	Wording
62201	6220-DD-Failure-Prompt1	I'm sorry, for some reason I'm not able to send your request right now. You might want to try again later.
Req ID		Action
6220-DD-Failure-Condition-ALways		set return code to FAILURE Return to Global (1450CallDD-Code)
Event logging		
Developer notes		
No barge-in		

6300-DDDMfailure-Msg

		Play Prompt	
All DM failures due to max retries or max timeouts within the DD service should transfer here.			
Entering from			
Any DM in the DD service.			
Prompts			
Message Number	Name	Wording	
59001	6300-DD-DDDMfailure-Prompt1	I'm so sorry I'm not able to understand you.	
Req ID		Condition	Action
6300-DD-DDDMfailure-Condition-Always		Always	set return code to FAILURE Return to Global (1450CallDD-Code)
Event logging			
Developer notes			
No barge-in			

—End of Specification —

Social Security Administration
Change of Address / Direct Deposit
User Interface Specification
Last Saved: December 1, 2008

4.10

Knowledge-Based Authorization

TNRS



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Document History

Date	Spec	App	Summary of Changes	Revised by
12/20/04	1.0	1.0	Initial version.	Paul Sawyer
01/06/05	1.1	1.0	<p>Minor corrections to prompt styles and formatting. Filled in missing prompt text at 5150. Fixed prompt names in 5040, 5900 (KBA instead of GLB). Filled in list of U.S. territories.</p> <p>Changes based on review of 1/12/05: Clarify the transfer of control between the Global section and this section – removed use of the word "caller" to mean transfer of control and reserve that word for humans dialing the telephone. Add separate prompts within 1090 to handle different values of parameter which_name. Correct GO TO error in 1000: if names_to_collect is LAST and spelling_only is true, then go to 1010. Correct GO TO error in 1060: If BOTH and names_to_collect is FIRST_LAST, then go to 1070. Clarify different kinds of confirmation prompts in 1070. Add Requirement IDs where needed, mostly. Requirement IDs are mostly not included in the GetName procedure because it reflects code that is being reused from BEVE. The nested conditionals in these DMs prevent the simple addition of Requirement IDs, and restructuring the DM specifications would put the DM specs out of sync with the existing code.</p>	Paul Sawyer
02/18/05	1.2	1.0	<p>Change prompt name suffixes in 1090 to be more consistent with other DMs for the Full, Alt, and Maiden variations. Fix prompt wording as adjusted during the recording session. Change 5010 confirmations to "never" as is usual for yes/no dialogs.</p>	Paul Sawyer
03/04/05	1.3	1.0	<p>Revised Requirement IDs in 5020, 5100, 5130, 5220, 5260, 5900, 1005, 1010, 1020, 1030, 1040, 1050, 1060, 1070, 1090, 1300, 1400</p>	Steven Ligi
03/09/05	2.0	1.0	<ol style="list-style-type: none"> 1. Removed MaxNoMatch row from 1060. Normal max retries behavior applies to this DM – goes to 1300. 2. Added clarification comment in 5210 for default confirmation prompt. 3. Add success prompt for Yes in 5010. 4. Add success prompt for Yes in 5130. 5. Add success prompt for Yes in 5210. 6. Disable DTMF input for yes/no confirmation in 5020 (SSN input). 7. Add silence spacer prompts in 5200. 	Paul Sawyer
04/11/05	2.1	1.0	<p>Changes following user testing.</p> <ol style="list-style-type: none"> 1. Change prompts in 5020 to encourage callers to speak numbers quickly. Test participants came with the belief that they needed to speak s-l-o-w-l-y in order for the system to understand them, when in fact they were hitting timeouts due to speaking or punching keys too slowly. Also change timeout values. 2. Similar changes in 1010 and 1030 to encourage callers to spell faster. 	Paul Sawyer

04/22/05	2.2	1.0	Changes following review. 1. Show increased timeout value in 1030 (as in 1010) 2. Remove extra space between letters in 1040 spelling.	Paul Sawyer
05/02/05	2.3	1.0	Fixes to "administrative" bugs. 1. Fix prompt file names in 1040 – two prompts with same name. 2. Clarified timeout values in 5020 (getting SSN) and restore DTMF input for confirmation.	Paul Sawyer
05/06/05	2.4	1.0	1. Fix prompt text that changed during recording. 2. Remove superfluous "Got it" from beginning of 5200. Calls to GetName always end with an acknowledgement, so no need to further acknowledge the user input of a name.	Paul Sawyer
06/16/05	2.5	1.0	1. Clarify in 5900 that it handles DM failures only in the main part of KBA, not within GetName which has it's own failure handler (1300). 2. Clarify the values of maxnomatches and maxnoinputs within GetName. 3. 5150 prompt is set to short silence. The failure message to the caller has already been played within GetName.	Paul Sawyer
08/12/2005	2.6	1.0	Changes (Paul Sawyer): 1. In 1090, fix Nomatch1 & 2 prompts to have generic wording ("the" instead of "your") so that they prompts work for caller's last name, caller's alternate name, and mother's maiden last name. Changes following the tuning report recommendations (Nadine Ozkan): - Prompt changes are in red (style : Table: RevisedRecordings) - Structural changes are highlighted in yellow: o Replaced all GetName DMS (i.e. DMS 1000, 1005, 1010, 1020, 1030, 1040, 1050, 1060, 1070, 1090, 1300 and 1400) by new DMS corresponding to the Name OSDM version 2.0.1. o The inclusion of the Name OSDM also affects parameters passing in DMS 5030, 5110 and 5140.	Paul Sawyer & Nadine Ozkan
08/18/2005	2.7	1.0	Changes highlighted in yellow (highlights from previous version have been removed) - Changes to the Name OSDM specs: o Changes to DMS : 1070 and 1080 – conditions and actions descriptions are clarified. o DMS 1005 and 1020: removed the "NoMatch" condition - DMS 5030, 5110 and 5140: Changes to parameters passed to Name OSDM (exitfailureprompt and exitsuccessprompts parameter). Correspondingly added a note about the exit success prompt in 1400. - Prompt 1005-KBA-SayLastName-Prompt-initialprompt3-maiden: Minor prompt change.	Nadine Ozkan

10/22/05	2.8	1.0	<p>Changes following tuning 2.</p> <ol style="list-style-type: none"> 1. Speech parameter changes in Name DMs: 1005_SayLastName, 1020_SayFirstName, 1010_SpellLastName, 1030_SpellFirstName. 2. Add synonyms in 1060_GetMistake. 3. In 1070_RespellFirst and 1080_RespellLast, suggest adding silence between letters in playback of spelling. 4. In 5130, suggest adding silence between parts of the date readback, and suggest supporting one-step correction in confirmation.. 5. Remove the word "spelled" from the prompts for say-and-spell in 1005 and 1020. The grammar for the Name OSDM does not include "spelled". 	Paul Sawyer
11 Dec 05	2.9	1.0	<ol style="list-style-type: none"> 1. Restore name collection in Error! Reference source not found. To use old code and tables instead of Name OSDM. These are NOT marked as revisions. 2. Simplified 5020 Confirmation Retry and Confirmation Timeout prompts to use what can be implemented: "I think you said <SSN>. Is that correct?" 3. Edit prompt text of 5900-KBA-Dmfailure-Prompt1 to match what was recorded. 	Paul Sawyer
2 Feb 06	2.10	1.0	<p>Changes following Tuning 3:</p> <ol style="list-style-type: none"> 1. Specify one-step correction in 5130, 5200, 1070, 1090. 2. Clarify that global grammars should not be active during name collection (1005, 1010, 1020, 1030, 1070, 1090). 3. In 5020, add synonyms to catch OOVs. Add "Yes or No" to end of Initial prompt. 4. Tweak prompts in 1005, 1010, 1020 to emphasize what caller should do. 5. Change (or re-emphasize) barge-in sensitivity in several Name collections. 	Paul Sawyer
5 Feb 06	2.11	1.0	<p>Add support for blocked accounts. Affects 5230, and adds 5270.</p> <p>Remove restriction in 5130 on date of birth.</p>	Paul Sawyer
15 Feb 06	2.12	1.0	<p>Changes following discussions and reviews: (previous revision marking left in place for SSA and CPT review):</p> <ol style="list-style-type: none"> 1. Back out recommendation for one-step correction in 5130, 1070, 1090. These were recommended back in Tuning 2 but are difficult to implement and not essential, so will be removed for now. 2. Revised prompt in 5000 to encourage callers to stick with automation. 	Paul Sawyer

21 Aug 06	2.13	1.0	Changes as a result of Tuning 4. 1. 5010: Remove agent synonyms from grammar. Tweak prompt to emphasize that exact dollar amount is needed (saves problems in 5210). 2. 5020: Increase incomplete timeout and max speech duration values. 3. 5020: Specify some optional prefixes to a SSN. Change low confidence threshold. 4. 1005: Tweak prompt to emphasize both saying and spelling. Tweak speech parameters. 5. 1005, 1010, 1020, 1030: Tweak speech parameters. 6. 1060: Add synonyms. Disable global commands. 7. 1070: Tweak speech parameters. 8. 5130: Tweak prompts to encourage correct statement of the date. Remove unneeded grammar options in dates. Remove global grammars. 9. 5200: Tweak prompt to encourage saying just STATE. Disable global Agent and Main Menu. Disable Agent from confirmation grammar. 10. 5210: Tweak speech parameters. Add "I don't know" option.	Paul Sawyer
19 Jan 07	2.14	1.0	Added Message Numbers to all prompts	Sean Stallings VZB
04 May 07	2.15	1.0	Made minor corrections to 1010, 1060, 1070,1090	Sean Stallings VZB
24 May 07	2.16	1.0	Made correction 5200	Sean Stallings VZB
19 July 07	2.16	1.0	Made correction 5000	Carol Cummings VZB

3 Aug 07	2.17	1.0	Removed "Quickly" from 50332 – 1030-SpellFirstName-VM Removed "Please" from 50333 - 1030-SpellFirstName-VM Added "Please say Yes or No" - 1040 ConfirmName Help Prompt Moved "Now" - 50208 (5020-KBA-GetSSNumber-ConfPrompt-SSN2)	Carol Cummings VZB
15 Aug 07	2.18	1.0	Updated 50346	Sean Stallings VZB
22 Aug 07	2.19	1.0	Updated Title and Headers	Sean Stallings VZB
06 Sept 07	2.20	1.0	Removed global defaults from retry 1 and retry 2 prompts	Sean Stallings VZB
08 Oct 07	2.21	1.0	Updated 1090 to resolve prompting issue for callers who have not spelled their first or last name yet.	Sean Stallings VZB
15 Oct 07	2.22	1.0	Added [Global Default] note to all retry 1 and 2 prompts (except for name capture)	Sean Stallings VZB

17 Oct 07	2.23	1.0	Corrected No Input/No match change to Timeout/ Retry	Sean Stallings VZB
19 Oct 07	2.24	1.0	Updated message 50367	Sean Stallings VZB
20 Feb 08	2.25	1.0	Added Check Condition modules, 5015, 5090, 5120, 5140,, 5190, 5205, 900 Added Privacy note to module notes for DM 5020, 5130, 5200, 5210, 1005, 1010, 1020, 1030, 1070, 1090 Added counter increment reporting to module notes for DM 5020, 5130, 5200, 5210, 1005, 1010, 1020, 1030, 1070, 1090	Sean Stallings VZB
26 Feb 08	2.26	1.0	Added DM 4999 Corrected Pathing for Name Collection Process Added DM 900	Sean Stallings VZB
27 Feb 08	2.27	1.0	Removed Name Collection DM's (900-1400) Added Name capture prompting/format from 1099	Sean Stallings VZB
28 Feb 08	2.28	1.0	Updated DM's 5035, 5045, 5090, 5140, changed confirmation from "if necessary" to ALWAYS.	Sean Stallings VZB
04 March 08	2.29	1.0	Added Privacy section the Global Behavior chapter	Sean Stallings VZB
10 March 08	2.3	1.0	Updated 5000 with new wording informer callers that they need to know the exact dollar amount of their last benefits payment. Removed 5010 Updated 5005, 5030, 5040, 5090, 5120, 5135, 5190, 5205; Corrected reporting information for "if else" conditions.	Sean Stallings VZB
19 March 08	2.31	1.0	Added new module, 5215 CantProceed-Msg.	Sean Stallings VZB
25 Mar 08	2.32	1.0	Corrected reporting string in module 5120	Sean Stallings VZB
04 Apr 08	2.33	1.0	Clarified wording for 4999 Check Null Condition Removed module 5025	Sean Stallings VZB
11 Apr 08	2.34	1.0	In order to assure that re-use items are properly reported, in Check Null Condition, if TVDC items to collect = 0, the call must then route to the next Check Condition Module. Prompt 50306 has been corrected. Module 5190 has been updated, added module note stating that DTMF 9 is disabled for this module.	Sean Stallings VZB
1 May 08	2.35	1.0	Added reporting string to modules 5020, 5035, 5045, 5100, 5110, 5130, 5140, 5200. 5210.	Sean Stallings VZB
12 May, 2008	2.36	1.0	Added reference to Reverse ANI lookup, per SARA, part 3. <ul style="list-style-type: none"> ➤ Added module 5003 to perform lookup ➤ Added text to Developer notes in module 5035 to reference use of parallel verification grammar for first name built from results of reverse ANI look-up ➤ Added text to Developer notes in module 5045 to reference use of parallel verification grammar for family name built from results of reverse ANI look-up 	Peter Modesto Nuance

12 May, 2008	2.37	1.0	Corrections from internal review: broken links, etc.	PM
14 May 2008	2.38	1.0	Added "avoidsamemistake" to Global descriptions, 2.3 Adjusted reporting tag in DM 5003 Reverse ANI Lookup	Kim Rothlis VZB
15 May 2008	2.38	1.0	Made minor grammatical error updates and adjusted the reporting triggers to have 4 digits (i.e. 0000 = success)	Becky Stallings, VzB
29 May 2008	2.39	1.0	Note how we will handle multiple first names and initials in first name collection using reverse ANI lookup (DM 5003).	Peter Modesto, Nuance
30 May 2008	2.40	1.0	Added additional rules in handling of name collection using Reverse ANI Lookup (DM 5003)	Kim Rothlis VzB
2 June 2008	2.41	1.0	Clarification provided to handling of last name collection using Reverse ANI Look up (DM 5003)	Kim Rothlis VzB
24 June 08	2.42	1.0	Moved Module 5003 Reverse-ANI Look up. Is now 5032 Reverse-ANI Look up. ANI Look up should not occur until after 5030-GetFirstName Check Condition.	Sean Stallings VZB
11 July 2008	2.43	1.0	Updated module 4999, added in correct routing for 'If TVDC Items to collect= 0' condition, now routes to module 5003. Moved Reverse ANI Look up module, it is now located just before the Social Security Check Condition module.	Sean Stallings VZB
23 July 2008	2.44	1.0	Updated Module 5003, added new field 'reporting'. Re-inserted module notes erroneously removed in 2.42	Sean Stallings VZB
04 September 2008	4.0	1.0	BBN Findings Effort <ul style="list-style-type: none"> a. Updated module 5100, updated retry 2, message 51003 b. Updated modules 5035, 5045, 5110, 5140, updated confirmation retry message 82055 c. Highlighted all BBN Findings changes in Green 	Sean Stallings VZB

<p>19 September 2008</p>	<p>4.01</p>	<p>1.0</p>	<p>Merged KBA_v3.04_TNRS and KBA_4 UI's.</p> <p>Updated module 4999, added in correct routing for 'If TVDC Items to collect= 0' condition, now routes to module 5003.</p> <p>Moved Reverse ANI Look up module, it is now located just before the Social Security Check Condition module.</p> <p>Broke Module 5035 GetFirstName into A and B sections, Say and Spell and Spell Only – for TNRS effort</p> <p>Broke Module 5045 GetLastName into A and B sections, Say and Spell and Spell Only – for TNRS effort</p> <p>Broke Module 5110 GetAltName into A and B sections, Say and Spell and Spell Only – for TNRS effort</p> <p>Added Module 5115 PostSSN-DB – for TNRS effort</p> <p>Updated Module 5003, added new field 'reporting'. Re-inserted module notes erroneously removed in 2.42</p> <p>Added REQ ID's to modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B – for TNRS effort.</p> <p>Added explanatory note to top of modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B – for TNRS effort.</p> <p>Updated Modules 5110 A and 5110 B, corrected message name for confirmation apology, corrected 'condition' field for confirmation apology and success messages – this resolves tickets 22308 and 22307.</p> <p>Updated Modules 5045 A and 5045 B, corrected 'condition' field for confirmation apology and success messages – for TNRS effort – this resolves tickets 22306 and 22305.</p> <p>Updated Module 5120, added module 5100 to 'entering from' field – this resolves ticket 22309.</p> <p>Updated module 5135, updated 'entering from' field to show that callers will be entering in from module 5130-DOB Check Condition – this resolves ticket 22311.</p> <p>TNRS changes highlighted in Yellow</p> <p>Verizon Business proprietary statement added to title page and page footers.</p> <p>Updated Module 5110B, removed [global default] tag from retry 1/timeout 1. Because wording for this is contained in the message itself, the apology was playing twice – this resolves ticket 22347.</p> <p>Updated Module 5035A and 5035B, corrected typo in confirmation apology condition field – this resolves ticket 22349</p>	<p>Sean Stallings VZB</p>
<p>22 September 2008</p>	<p>4.02</p>	<p>1.0</p>	<p>Updated Module 5045B, corrected typo in ReqID field for the confirmation apology prompt.</p>	<p>Sean Stallings VZB</p>
<p>30 September 2008</p>	<p>4.03</p>	<p>1.0</p>	<p>Updated module 5140, updated wording for Retry 1 prompt. Since the name OSDM works best with spell only on the retry, new prompting will no longer ask callers to say and spell their name.</p>	<p>Sean Stallings VZB</p>

1 October 2008	4.04	1.0	<p>Updated module 5045A, added more explanation in module description, corrected typo's in timeout 1 and 2 message names.</p> <p>Updated module 5045B, corrected typo in Confirmation Apology message name.</p> <p>Updated module 5110A, added more explanation in module description.</p> <p>Updated module 5140, added correct text to confirmation retry 2, message 82055. Highlighted this change in Green.</p>	Sean Stallings VZB
7 October 2008	4.05	1.0	<p>Updated module 5110A, 'Confirmation' section 'Action' field now shows to play confirmation apology prompt on 'no' – this resolves ticket 22422.</p>	Sean Stallings VZB
21 October 2008	4.06	1.0	<p>Updated module 5035A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 5035B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 5045A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 5045B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 5110A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 5110B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 5115; consolidated all 'max retry' and 'no on confirmation' conditionals, since conditions are no longer in use. Conditions now only reference first, last and alt name.</p>	Sean Stallings VZB
29 October 2008	4.07	1.0	<p>Added REQID's to modules 4999, 5000, 5003, 5005, 5155, 5030, 5040, 5050, 5090, 5120, 5135, 5190, 5200, 5205. Renamed 'name' column as 'REQID' in all modules that did not already have a REQID column. Removed 'name' column from modules that had both.</p> <p>Renamed 'option' column as 'REQID' in all modules that did not already have a REQID column. Removed 'option' column from modules that had both.</p>	Sean Stallings VZB
4 November 2008	4.08	1.0	<p>Updated module 5115, added parameters for reporting associated app ID.</p>	Sean Stallings VZB
7 November 2008	4.09	1.0	<p>Updated modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B. Corrected REQID columns to show the current requirement ID's being used by SSA.</p>	Sean Stallings VZB

1 December 2008	4.10	1.0	COADD/BEVE-MRC Tuning 2 Effort-Recommendations From Nuance <ol style="list-style-type: none">1) Updated module 5035B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400.2) Updated module 5045B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400.3) Updated module 5110B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400.	Sean Stallings VZB
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Chapter 1: Introduction

This document is one part of a set of documents that describe the user interface for the Social Security Administration (SSA) Change of Address (COA) and Direct Deposit (DD) application. This document describes only the interaction for **knowledge-based authentication** (KBA). The call flow has passed through initial introduction and caller qualification before getting to this section. A caller will pass through either this module, or through the password authentication (PWA) module, but not both.

Note that this entire section is jumped into from the Global part of the application and returns to it. The only entry point to this section is from COA-DD 1330-CallKBAAuth-Code. Exit from this section is by return to the same module (COA-DD 1330-CallKBAAuth-Code)

Chapter 2: Global Behavior

2.1 Privacy

The following information is considered confidential; SSN, First Name, Last Name, Mother's Maiden Name, Other Last Name (as it appears on their Social Security card), Date of Birth, Place of Birth, and Payment Amount. The confidential flag should be set to true for all dialog modules collecting this information from the caller.

2.2 Timeouts and Retries

If callers reach maximum timeouts or retries they will be sent to [5900-DMfailure-Msg](#) and then routed back to Global. For all other global behavior see chapter 4 in the Change of Address/Direct Deposit Global user interface document.

2.3 Avoid Same Mistake

(This section documents the already-existing system behavior. It is not a change.)

In accordance with OSDM default settings, "AvoidSameMistake" is allowed in all collection DMs unless specified otherwise. This is a global parameter and has no specific context.

"AvoidSameMistake" disallows an utterance that is recognized if the utterance was previously rejected by a negative response (i.e. No) during confirmation. The application advances to a retry because the No response given in the initial collection caused the DM to remove the spoken utterance from the list of possible interpretations.

"AvoidSameMistake" is set to TRUE by default and if it needs to be disabled in any individual DM, the Dialog Module Notes section or Developer Notes section will specify "avoidsamemistake = False".

Chapter 3: Detailed Dialog Specification


3.1 Call-Flow Tables

4999-Check Null Condition




Entering from		
COA-DD 1330-CallKBAAuth-Code		
REQID	Condition	Action
4999-KBA-Check Null Condition-Condition-0	If TVDC Items to collect= 0	Go to: 5003-Reverse ANI Look up
4999-KBA-Check Null Condition-Condition-Else	If TVDC items else	Go to: 5000-Need2Ask-Msg
Developer Note: Increment speak item counter for each item that is null.		

5000-Need2Ask-Msg

Prepare caller for sequence of questions.		Play Prompt	
			
Entering from			
4999- Check Null Condition			
Prompts REQID	Message Number	Condition	Wording
5000-KBA-Need2Ask-Prompt-LC-1	50001	If pieces to collect = 1	Before I can make any changes, I'll need to ask a question to verify who you are. You will need to have the EXACT dollar amount of your last benefit payment ready. If you'll work with me, you won't have long to wait for an agent.
5000-KBA-Need2Ask-Prompt-LC-2	50002	else	Before I can make any changes, I'll need to ask you some questions to verify who you are. There are
			speaking item counter[2-8]
5000-KBA-Need2Ask-Prompt-LC-3	50003		questions to verify who you are. You will need to have the EXACT dollar amount of your last benefit payment ready. If you'll work with me, you won't have long to wait for an agent.
Req ID	Condition	Action	
5000-KBA-Need2Ask-Condition-Always	Always	Go to: 5003-Reverse ANI Look up	
Event logging			

Developer notes
No barge-in

5003-Reverse ANI Look up

Reverse ANI Lookup		
Database Query		
Upon Capturing ANI, acquire first and last name for this caller.		
Entering from		
5000-Need2Ask-Msg, 4999-Check Null Condition		
Input Field	Description	
ANI Telephone number	Caller telephone number	
Output Field	Description	
Account Name	Account Name per this telephone number. To be returned as: First_Name, Last_Name OR First_Initial, Last_Name as indicated by the telephone listing	
DB Return Value	Action	
Status Code = 00	Write 0000 to reporting trigger. Go to: Condition Check	
Status Code = 08	Write 0503 to reporting trigger. Go to: Condition DB failure	
Status Code = 09	Write 0408 to reporting trigger. Go to: Condition DB failure	
REQID	Condition	Action
5003-KBA-Reverse ANI Look Up-Condition-No Match	If no match for telephone	Set Caller-First-name to NULL Set Caller-Last-Name to NULL Go to: 5005-Social Security Check Condition
5003-KBA-Reverse ANI Look Up-Condition-Match and Confidential	If match and Name confidential	Set Caller-First-name to NULL Set Caller-Last-Name to NULL Go to: 5005-Social Security Check Condition
5003-KBA-Reverse ANI Look Up-Condition-Other	Else	Set Caller-First-name to first name found in White Pages, even if it is only an initial Set Caller-Last-Name to last name found in White Pages Go to: 5005-Social Security Check Condition
5003-KBA-Reverse ANI Look Up-Condition-Data Base Failure	DB failure	Set Caller-First-name to NULL Set Caller-Last-Name to NULL Go to: 5005-Social Security Check Condition
Reporting		
Save call duration at module start time		
[0000 = Success]		
[0001 = System Error]		
Record = D-KBPW-HDB_5003-(Call Duration at start),T-KBPW-[0408 = Resource Not Available]-Call duration at process end		
[0503 = Not Valid Data]		
[0004 = Caller Hang Up]		
Developer Notes		

Reverse ANI lookup returns name data in many formats. The following rules apply to the handling of first and last names received from the Reverse ANI Lookup string.

For all names:

- All punctuation shall be removed
- Numbers shall be removed
- Single and double letters shall be ignored
- Any titles or common suffixes shall be removed (Dr Jr II etc.)
- Any contiguous collection of non-whitespace characters beside the above are taken as a name.
- Very short names like 'Al' will be ignored on the assumption that these would fail to match SSA records.


First Names

Multiple names shall be broken down to individual names (i.e. John & Joan would be added to the verification grammar as 2 entries 1 for John and a second for Joan). These names will be sent to the parallel grammar referenced in DM 5035.


Last Name

Multiple last names will not be added individually to the verification grammar, but as a single entry (i.e. Smith-Jones would be added to the grammar as one entry Smith Jones.). This name will be sent to the parallel grammar referenced in DM 5045.

5005-Social Security Check Condition

		
Entering from		
5003-Reverse ANI Look up		
REQID	Condition	Action
5005-KBA-Social Security Check Condition-Condition-0	If SSN = null	Go to: 5020-GetSSNumber-SSN
5005-KBA-Social Security Check Condition-Condition-else	If SSN else	Report V Transaction per module note, Go to: 5030-GetFirstName Check Condition
Module Notes		
V-KBPW-SSN_1-(duration),T-KBPW-0000-(duration)		

5020-GetSSNumber-SSN

		Social Security DialogModule™ 
Get the caller's Social Security Number		
Entering from		
5005 Social Security Check Condition		
Prompts	REQID	Wording
50201	5020-KBA-GetSSNumber-Prompt-Initial	Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
50202	5020-KBA-GetSSNumber-Prompt-Retry1	[Global Default] Please say your nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.

50203	5020-KBA-GetSSNumber-Prompt-Retry2	[Global Default] Try entering it on the telephone keypad.
50204	5020-KBA-GetSSNumber-Prompt-Timeout1	Sorry, I didn't hear anything. Please enter or say your nine digit social security number now.
50205	5020-KBA-GetSSNumber-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. Try saying your social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 - 4 5 - 6 7 8 9.
50206	5020-KBA-GetSSNumber-Prompt-Help	You can tell me your nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 - 4 5 - 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. Please try it again now.

Option	Vocabulary	DTMF	Action	Confirm.
5020-KBA-GetSSNumber-Option-SSN	<SSN> Allow prefix phrases: [ok alright] [it is [my] social security number is]	<SSN>	<no action here - confirm it>	Always

Confirmation prompts			
Message Number	REQID	Wording	Result
50207	5020-KBA-GetSSNumber-ConfPrompt-SSN1	This is important, so I want to make sure I have it right. Your social security number is:	
50208	5020-KBA-GetSSNumber-ConfPrompt-SSN2	Okay, now I think I've got it right. Your social security number is:	
	<SS_Num>	CPR	1 2 3 - 4 5 - 6 7 8 9
50209	5020-KBA-GetSSNumber-ConfPrompt-SSN3	Is that right?	<i>This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 - 4 5 - 6 7 8 9. Is that right?</i>
00118 <SSN>	5020-KBA-GetSSNumber-ConfPrompt-SSNretry	I think you said <SSN>.	
00119	<SSN> 5020-KBA-GetSSNumber-ConfPrompt-SSNtimeout	Is that correct?	

REQID	Vocabulary	Action	Confirm.
5020-KBA-GetSSNumber-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	Go to: 5030-GetFirstName Check Condition	Never
5020-KBA-GetSSNumber-ConfOption-No	"No [it isn't]" "[No] that's not right"	Re-enter Dialog Module per default behavior	Never

DialogModule parameters	
Parameter	Value
5020-KBA-GetSSNumber-Parameter	
after_end_of_speech_timeout (incompletetimeout)	2500 msec
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True

max speech duration	20,000 msec											
Interdigittimeout	5500 msec											
low confidence threshold	.100											
Event logging												
Record = U-KBPW-DM_5020-(Call Duration at start),T-KBPW-	<table border="1"> <tr> <td>0000 = Success</td> <td rowspan="8">-Call duration at process end</td> </tr> <tr> <td>0001 = Error</td> </tr> <tr> <td>0002 = Max No Input</td> </tr> <tr> <td>0003 = Max No Match</td> </tr> <tr> <td>0200 = Caller Hang Up</td> </tr> <tr> <td>0303 = Max No Confirm</td> </tr> <tr> <td>0304 = Max Help</td> </tr> <tr> <td>0310 = Caller Requested Main Menu</td> </tr> <tr> <td>0311 = Caller Requested Agent</td> <td></td> </tr> </table>	0000 = Success	-Call duration at process end	0001 = Error	0002 = Max No Input	0003 = Max No Match	0200 = Caller Hang Up	0303 = Max No Confirm	0304 = Max Help	0310 = Caller Requested Main Menu	0311 = Caller Requested Agent	
0000 = Success	-Call duration at process end											
0001 = Error												
0002 = Max No Input												
0003 = Max No Match												
0200 = Caller Hang Up												
0303 = Max No Confirm												
0304 = Max Help												
0310 = Caller Requested Main Menu												
0311 = Caller Requested Agent												
Developer notes												
DialogModule Notes												
<ul style="list-style-type: none"> Area, group or serial number containing only zeros are invalid "Dashes" and "hyphens" should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized (Note: Point to non-standard grammar that includes Natural Numbers) <p>Fill semantic item <SS_Num></p> <p>Set Confidential Flag to TRUE</p>												

5030-GetFirstName Check Condition



Entering from		
5005-Social Security Check Condition , 5020-GetSSNumber-SSN		
REQID	Condition	Action
5030-KBA-GetFirstName Check Condition-Condition-null	If First Name = null	Go to: 5035A-GetFirstName Say and Spell
5030-KBA-GetFirstName Check Condition-Condition-else	If First Name else	Report V Transaction per module note, Go to: 5040-Last Name Check Condition
Module Notes		

V-KBPW-FN_1-(duration),T-KBPW-0000-(duration)

5035A-GetFirstName Say and Spell



Name DialogModule™					
Caller enters this module for standard name collection. No TNRS database check has occurred yet.					
Entering from					
5030-GetFirstName Check Condition					
Prompts					
Msg. Number	REQ ID	Condition	Wording		
82045	5035-A-KBA-GetFirstName Prompt-Initial-1	Initial	Now, please say and then spell just your FIRST name. [Short Pause] For example if your first name was Robin, you'd say "Robin, R O B I N". Go ahead.		
82046	5035-A-KBA-GetFirstName Prompt-Timeout1	Time out 1	Sorry, I didn't hear you. Go ahead and say, then spell, just your first name.		
82047	5035-A-KBA-GetFirstName Prompt-Timeout2	Time out 2	I'm afraid I still can't hear you. Please say your first name and then spell it, like this: "Susan, S U S A N".		
50328	5035-A-KBA-GetFirstName Prompt-SayHelp	Help	I need you to say your first name and then spell it for me, for example if your first name was Nick, you'd say "Nick N I C K."		
REQ ID	Vocabulary	DTMF	Action	Confirm.	
5035-A-KBA-GetFirstName Option-FirstName	<first_name>	--	Play 5035-A-KBA-GetFirstName Prompt-Success-1 Go to: 5040-Last Name Check Condition	ALWAYS	
5035-A-KBA-GetFirstName Option-MaxTimeout	--	--	Go to: 5050-Name-ExitFailure-Msg	--	
5035-A-KBA-GetFirstName Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 5115-PostSSN-DB .	--	
Confirmation Prompts					
Msg. Number	REQ ID	Wording	Result	Action	
82053	5035-A-KBA-GetFirstName ConfPrompt-FirstName-1	Let me read that back. First name:	"Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?"	If Yes: Play 5035-A-KBA-GetFirstName Prompt-Success-1	
		< First Name >		Then Go to: 5040-Last Name Check Condition	
50337	5035-A-KBA-GetFirstName ConfPrompt-FirstName-2	...spelled:		If No: Play 5035-A-KBA-ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB	
	CPR	< First Name Spelling >			
50342	5035-A-KBA-GetFirstName ConfPrompt-FirstName-3	Did I get that right?			

82054	5035-A-KBA-GetFirstName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	<p>If Yes: Play 5035-A-KBA-GetFirstName Prompt-Success-1 Then Go to: 5040-Last Name Check Condition</p> <p>If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB</p>									
82055	5035-A-KBA-GetFirstName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	Retry2 on Confirmation	<p>If Yes: Play 5035-A-KBA-GetFirstName Prompt-Success-1 Then Go to: 5040-Last Name Check Condition</p> <p>If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB</p>									
82056	5035-A-KBA-GetFirstName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	<p>If Yes: Play 5035-A-KBA-GetFirstName Prompt-Success-1 Then Go to: 5040-Last Name Check Condition</p> <p>If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB</p>									
82057	5035-A-KBA-GetFirstName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	<p>If Yes: Play 5035-A-KBA-GetFirstName Prompt-Success-1 Then Go to: 5040-Last Name Check Condition</p> <p>If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB</p>									
50348	5035-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology										
00122	5035-A-KBA-GetFirstName Prompt-Success-1	Thanks	Success										
00250	5035-A-KBA-GetFirstName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go to: 5050-Name-ExitFailure-Msg									
Event logging													
Record = U-KBPW-DM_5035-(Call Duration at start),T-KBPW-		<table border="1"> <tr><td>0000 = Success</td></tr> <tr><td>0001 = Error</td></tr> <tr><td>0002 = Max No Input</td></tr> <tr><td>0003 = Max No Match</td></tr> <tr><td>0200 = Caller Hang Up</td></tr> <tr><td>0303 = Max No Confirm</td></tr> <tr><td>0304 = Max Help</td></tr> <tr><td>0310 = Caller Requested Main Menu</td></tr> <tr><td>0311 = Caller Requested Agent</td></tr> </table>		0000 = Success	0001 = Error	0002 = Max No Input	0003 = Max No Match	0200 = Caller Hang Up	0303 = Max No Confirm	0304 = Max Help	0310 = Caller Requested Main Menu	0311 = Caller Requested Agent	-Call duration at process end
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0200 = Caller Hang Up													
0303 = Max No Confirm													
0304 = Max Help													
0310 = Caller Requested Main Menu													
0311 = Caller Requested Agent													

<p>Developer notes</p> <p>Collection Max Retry is set to 0.</p> <p>Collection Max Timeout is set to 2</p> <p>. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Set Confidential Flag to TRUE</p>
--

5035B-GetFirstName Spell Only



Name DialogModule™					
Caller enters this module AFTER TNRS database transaction.					
Entering from					
5115-PostSSN-DB					
Prerequisite					
If SSN Post Flag = 1		Load all <First Name> returned from SSN Post into custom spell-only grammar			
Prompts					
Msg. Number	Req ID	Condition	Wording		
82049	5035-B-KBA-GetFirstName Prompt-Respell1	Initial	Please just SPELL your first name, like this: "J O H N".		
82051	5035-B-KBA-GetFirstName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn't catch that. Saying just the letters of the alphabet, please spell your first name quickly. For example, if your name were Robin, instead of saying R as in Radar, O as in Oscar, you could just say R O B I N. Go ahead. Spell your first name now.		
50333	5035-B-KBA-GetFirstName Prompt-Respell3	Timeout2/Retry2	[Global Default] Please spell your first name one more time. And remember, please use ONLY the letters of the alphabet and speak quickly. Go ahead.		
82052	5035-B-KBA-GetFirstName Prompt-SpellHelp	Help	I need to get the spelling of your first name. For example, if your first name was Nick, you'd say "N I C K." Go ahead.		
Req ID	Vocabulary	DTMF	Action	Confirm.	
5035-B-KBA-GetFirstName Option-FirstName	<first_name>	--	Play 5035-B-KBA-GetFirstName Prompt-Success-1 Go to: 5040-Last Name Check Condition	ALWAYS	
5035-B-KBA-GetFirstName Option-MaxTimeout	--	--	Go to: 5050-Name-ExitFailure-Msg	--	
5035-B-KBA-GetFirstName Option-MaxRetry	--	--	Go to: 5050-Name-ExitFailure-Msg	--	
Confirmation					
Msg. Number	REQ ID	Wording	Result	Action	
82053	5035-B-KBA-GetFirstName ConfPrompt-FirstName-1	Let me read that back. First name: < First Name >	"Let me read that back. First Name < First Name > spelled < First Name Spelling	If Yes: Play 5035-B-KBA-GetFirstName Prompt-Success-1 Then Goto 5040-Last Name	

50337	5035-B-KBA-GetFirstName ConfPrompt-FirstName-2	...spelled:	>, did I get that right?"	Check Condition If No: Play 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.
	CPR	< First Name Spelling >		
50342	5035-B-KBA-GetFirstName ConfPrompt-FirstName-3	Did I get that right?		
82054	5035-B-KBA-GetFirstName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 5035-B-KBA-GetFirstName Prompt-Success-1 Then Goto 5040- Last Name Check Condition If No: 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.
82055	5035-B-KBA-GetFirstName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	Retry2 on Confirmation	If Yes: Play 5035-B-KBA-GetFirstName Prompt-Success-1 Then Goto 5040- Last Name Check Condition If No: Play 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.
82056	5035-B-KBA-GetFirstName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	If Yes: Play 5035-B-KBA-GetFirstName Prompt-Success-1 Then Goto 5040- Last Name Check Condition If No: Play 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.
82057	5035-B-KBA-GetFirstName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 5035-B-KBA-GetFirstName Prompt-Success-1 Then Goto 5040- Last Name Check Condition If No: Play 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.
50348	5035-B-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
00122	5035-B-KBA-GetFirstName Prompt-Success-1	Thanks	Success	
00250	5035-B-KBA-GetFirstName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go to: 5050-Name-ExitFailure-Msg
Event logging				
Record = U-KBPW-DM_5035-(Call Duration at start),T-KBPW-		0000 = Success		-Call duration at process end
		0001 = Error		
		0002 = Max No Input		
		0003 = Max No Match		
		0200 = Caller Hang Up		
		0303 = Max No Confirm		
		0304 = Max Help		

	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	
Developer notes		
<p>If condition = Success, load all returned names into custom spell-only grammar</p> <p>If condition = Failure, use existing spell-only grammar</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.</p> <p>Max Timeout/ Retry set to 2</p> <p>Set Confidential Flag to TRUE</p> <p>When invoking recognition and the Caller-First-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-First-name variable.</p> <p><u>Set confidence levels to .400</u></p>		

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5040-Last Name Check Condition



Entering from		
5030-GetFirstName Check Condition , 5035A-GetFirstName Say and Spell , 5035B-GetFirstName Spell Only		
REQID	Condition	Action
5040-KBA Last Name Check Condition-Condition-null	If Last Name = null	Go to: 5045A-GetLastName Say and Spell
5040-KBA-Last Name Check Condition-Condition-else	If Last Name else	Report V Transaction per module note, Go to: 5090-AltName Check Condition
Module Notes		
V-KBPW-LN_1-(duration),T-KBPW-0000-(duration)		

5045A-GetLastName Say and Spell



Name DialogModule™	
Caller enters this module for standard name collection, TNRS data has not been collected or is not yet in use.	
Entering from	
5040- Last Name Check Condition	

Prompts					
Msg. Number	Req ID	Condition	Wording		
82058	5045-A-KBA-GetLastName Prompt-Initial-1	Initial	Now I just need your last name. Please SAY and then SPELL JUST your last name. For example, if your last name was Kusack, you'd say Kusack, K U S A C K. Go ahead.		
82059	5045-A-GetLastName-Prompt-Timeout1	Time out 1	Sorry, I didn't hear you. Go ahead and say, then spell, your last name, for example, "Smith, S M I T H."		
82060	5045-A-GetLastName-Prompt-Timeout2	Time out 2	I'm afraid I still can't hear you. Please say your last name and then spell it, for example, "Smith, S M I T H."		
82066	5045-A-KBA-GetLastName Prompt-SayHelp	Help	I need you to say your last name and then spell it for me. For example, if your last name was O'Neal, you'd say, "O'Neal, O N E A L."		
Req ID		Vocabulary	DTMF	Action	Confirm.
5045-A-KBA-GetLastName Option-LastName		<last_name>	--	Play 5045-A-KBA-GetLastName Prompt-Success-1 Go to: 5090-AltName Check Condition	ALWAYS
5045-A-KBA-GetLastName Option-MaxTimeouts		--	--	Go to: 5050-Name-ExitFailure-Msg	--
5045-A-KBA-GetLastName Option-MaxRetry		--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 5115-PostSSN-DB	--
Confirmation Prompts					
Msg. Number	Req ID	Wording	Result	Action	
82175	5045-A-KBA-GetLastName ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"	If Yes: Play 5045-A-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition If No: Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB	
		< Last Name >			
50337	5045-A-KBA-GetLastName ConfPrompt-LastName-2	...spelled:			
	CPR	< Last Name Spelling >			
50342	5045-A-KBA-GetLastName ConfPrompt-LastName-3	Did I get that right?			
82054	5045-A-KBA-GetLastName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 5045-A-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition If No: Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB	
82055	5045-A-KBA-GetLastName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	Retry2 on Confirmation	If Yes: Play 5045-A-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition If No: Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB	

82056	5045-A-KBA-GetLastName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	<p>If Yes: Play 5045-A-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition</p> <p>If No: Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB</p>
82057	5045-A-KBA-GetLastName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	<p>If Yes: Play 5045-A-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition</p> <p>If No: Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB</p>
50394	5045-A-KBA-GetLastName Prompt-Success-1	Got it.	Success	
50348	5045-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
00250	5045-A-KBA-GetLastName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go to: 5050-Name-ExitFailure-Msg

Event logging

Record = U-KBPW-DM_5045-(Call Duration at start), T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
0311 = Caller Requested Agent		

Developer notes

Collection Max Retry is set to 0.
 Collection Max Timeout is set to 2

. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.

Set Confidential Flag to TRUE

5045B-GetLastName Spell Only



Name DialogModule™				
Caller enters this module AFTER TNRS database transaction.				
Entering from				
5115-PostSSN-DB				
Prerequisite				
If SSN Post Flag = 1		Load all <Last Name> returned from SSN Post into custom spell-only grammar		
Prompts				
Msg. Number	REQ ID	Condition	Wording	
82062	5045-B-KBA-GetLastName Prompt-Respell1	Initial	Please SPELL your last name for me, like this: "S M I T H".	
82064	5045-B-KBA-GetLastName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn't catch that. Go ahead and spell your last name again. For example, if your name was O'Neal, you would say "O N E A L".	
50322	5045-B-KBA-GetLastName Prompt-Respell3	Timeout2/Retry2	[Global Default]. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two-part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.	
82065	5045-B-KBA-GetLastName Prompt-SpellHelp	Help	I need you to spell your last name. For example, if your last name was O'Neal, you'd say "O N E A L."	
REQ ID	Vocabulary	DTMF	Action	Confirm.
5045-B-KBA-GetLastName Option-LastName	<last_name>	--	Play 5045-B-KBA-GetLastName Prompt-Success-1 Go to: 5090-AltName Check Condition	ALWAYS
5045-B-KBA-GetLastName Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5045-B-KBA-GetLastName Option-MaxRetry	--	--	Go to: 5050-Name-ExitFailure-Msg	--
Confirmation Prompts				
Msg. Number	REQ ID	Wording	Result	Action
82175	5045-B-KBA-GetLastName ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"	If Yes: Play 5045-B-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition If No: Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.
		< Last Name >		
50337	5045-B-KBA-GetLastName ConfPrompt-LastName-2	...spelled:		
	CPR	< Last Name Spelling >		
50342	5045-B-KBA-GetLastName ConfPrompt-LastName-3	Did I get that right?		

82054	5045-B-KBA-GetLastName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	<p>If Yes: Play 5045-B-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition</p> <p>If No: Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.</p>
82055	5045-B-KBA-GetLastName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	Retry2 on Confirmation	<p>If Yes: Play 5045-B-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition</p> <p>If No: Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.</p>
82056	5045-B-KBA-GetLastName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	<p>If Yes: Play 5045-B-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition</p> <p>If No: Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.</p>
82057	5045-B-KBA-GetLastName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	<p>If Yes: Play 5045-B-KBA-GetLastName Prompt-Success-1 Then Go to: 5090-AltName Check Condition</p> <p>If No: Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.</p>
50394	5045-B-KBA-GetLastName Prompt-Success-1	Got it.	Success	
50348	5045-B-KBA-GetLastName ConfirmationApology-A Prompt	Sorry about that. Let's try again.	Apology	
00250	5045-B-KBA-GetLastName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go to: 5050-Name-ExitFailure-Msg
Event logging				
Record = U-KBPW-DM_5045-(Call Duration at start), T-KBPW-		<ul style="list-style-type: none"> 0000 = Success 0001 = Error 0002 = Max No Input 0003 = Max No Match 0200 = Caller Hang Up 0303 = Max No Confirm 0304 = Max Help 0310 = Caller Requested Main Menu 		-Call duration at process end

	0311 = Caller Requested Agent	
Developer notes		
<p>If condition = Success, load all returned names into custom spell-only grammar</p> <p>If condition = Failure, use existing spell-only grammar</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.</p> <p>Set Confidential Flag to TRUE</p> <p>When invoking recognition and the Caller-Last-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-Last-name variable.</p> <p>▲ <u>Set confidence levels to .400.</u></p>		


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
5050-Name-ExitFailure-Msg

		Play Prompt	
Apologize on exit			
Entering from			
5035A-GetFirstName Say and Spell , 5035B-GetFirstName Spell Only , 5045A-GetLastName Say and Spell , 5045B-GetLastName Spell Only , 5110A-GetAltName Say and Spell , 5110B-GetAltName Spell Only , 5140- GetMother'sMaiden			
Prompts			
Message Number	REQID	Wording	
51008	5050-Name-ExitFailure-Prompt-1	I'm sorry I'm having so much trouble.	
REQID	Condition	Action	
5050-KBA-Name-ExitFailure-Condition-Always	Always	Go to: 5150-NoName-Msg	
Module Settings			
No barge-in			
Note: This is the parameter exitfailureprompt and can be configured by setting this parameter.			

5090-AltName Check Condition

		
Entering from		
5040-Last Name Check Condition , 5045A-GetLastName Say and Spell , 5045B-GetLastName Spell Only		
REQID	Condition	Action
5090-KBA-AltName Check Condition-Condition-null	If Alt Name = Null	Go to: 5100-CheckForAltName-YN
5090-KBA-AltName Check Condition-Condition-else	If Alt Name else	Report V Transaction per module note, Go to: 5120-DOB Check Condition
Module Notes		
V-KBPW-OtherLastName_1-(duration),T-KBPW-0000-(duration)		

5100-CheckForAltName-YN

		YesNo		
Check to see if Caller might be listed under an alternate name				
Entering from				
5090-AltName Check Condition				
Prompts				
Message Number	REQID	Wording		
51001	5100-KBA-CheckForAltName-Prompt-Initial	Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No.		
51002	5100-KBA-CheckForAltName-Prompt-Retry1	[Global Default] Would you like me to also check under another last name? Please say YES or NO.		
51003	5100-KBA-CheckForAltName-Prompt-Retry2	[Global Default] If you think you might be listed under another last name, press one. Otherwise, press two.		
51004	5100-KBA-CheckForAltName-Prompt-Timeout1	I'm sorry, but I didn't hear anything. Would you like me to also check under another last name? Please say YES or NO.		
51005	5100-KBA-CheckForAltName-Prompt-Timeout2	My apologies, but I still didn't hear if you said anything. Please say YES if you think you might be listed under another last name, otherwise, say NO.		
51006	5100-KBA-CheckForAltName-Prompt-Help	I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request? YES or NO.		
REQID	Vocabulary	D T M F	Action	Confirm.
5100-KBA-CheckForAltName-Option-Yes	"Yes [please]" "[Yes] I do" "[Yes] I would" "Yeah"	1	Go to: 5110A-GetAltName Say and Spell	Never
5100-KBA-CheckForAltName-Option-No	"No [thanks]" "[No] I don't" "[No] I do not" "[No] I wouldn't" "[No] I would not"	2	AltNameCollected := True Go to: 5120-DOB Check Condition	Never
DialogModule parameters				
Parameter		Value		
5100-KBA-CheckForAltName-Parameter				
after_end_of_speech_timeout		500 ms		
before_begin_of_speech_timeout		7,000 ms		
allowing_barge_in		True		
Event logging				
Record = U-KBPW-DM_5100-(Call Duration at start),T-KBPW-		0000 = Success	-Call duration at process end	
		0001 = Error		

	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	
Developer notes		

5110A-GetAltName Say and Spell



Name DialogModule™					
Caller enters this module for standard name collection. TNRS data has not been collected or is not yet in use.					
Entering from					
5100-CheckForAltName-YN					
Prompts					
Msg. Number	REQ ID	Condition	Wording		
50305	5110-A-KBA-GetAltName Prompt-Initial-1	Initial	Please say your OTHER LAST name including the spelling. [Short Pause] For example if it was Jones, you'd say "Jones, J O N E S". Go ahead.		
82072	5110-A-KBA-GetAltName Prompt-Timeout1	Time out 1	Sorry, please say AND SPELL your other last name, for example, "Smith, S M I T H."		
82073	5110-A-KBA-GetAltName Prompt-Timeout2	Time out 2	I still didn't hear you. Please say your other last name, and then spell it, like this: "Smith, S M I T H".		
82080	5110-A-KBA-GetAltName Prompt-SayHelp	Help	I need you to say your other last name and then spell it for me. For example, if your other last name was Jones, you'd say, "Jones, J O N E S."		
REQ ID	Vocabulary	DTMF	Action	Confirm.	
5110-A-KBA-GetAltName Option-Altname	<other_last_name>	--	Play 5110-A-KBA-GetAltName Prompt-Success-1 Go To: 5120-DOB Check Condition	ALWAYS	
5110-A-KBA-GetAltName Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--	
5110-A-KBA-GetAltName Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 5115-PostSSN-DB	--	

Confirmation Prompts				
Msg. Number	REQID	Wording	Result	Action
82175	5110-A-KBA-GetAltName ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?"	If Yes: Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB .
		< Other Last Name >		
50337	5110-A-KBA-GetAltName ConfPrompt-LastName-2	...spelled:		
	CPR	< Other Last Name Spelling > ,		
50342	5110-A-KBA-GetAltName ConfPrompt-LastName-3	Did I get that right?		
82054	5110-A-KBA-GetAltName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB .
82055	5110-A-KBA-GetAltName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	Retry2 on Confirmation	If Yes: Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB .
82056	5110-A-KBA-GetAltName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	If Yes: Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB .
82057	5110-A-KBA-GetAltName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB .

00120	5110-A-KBA-GetAltName Prompt-Success-1	Alright.	Success	
50348	5110-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
00250	5110-A-KBA-GetAltName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go To: 5050-Name-ExitFailure-Msg
Event logging				
Record = U-KBPW-DM_5110-(Call Duration at start),T-KBPW-		0000 = Success	-Call duration at process end	
		0001 = Error		
		0002 = Max No Input		
		0003 = Max No Match		
		0200 = Caller Hang Up		
		0303 = Max No Confirm		
		0304 = Max Help		
		0310 = Caller Requested Main Menu		
		0311 = Caller Requested Agent		
Developer notes				
Collection Max Retry is set to 0.				
Collection Max Timeout is set to 2				
. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.				
Set Confidential Flag to TRUE				

5110B-GetAltName Spell Only



Name DialogModule™	
Caller enters this module AFTER TNRS database transaction.	
Entering from	
5115-PostSSN-DB	
Prerequisite	
If SSN Post Flag = 1	Load all <Alt Name> returned from SSN Post into custom spell-only grammar

Prompts				
Msg. Number	REQ ID	Condition	Wording	
82075	5110-B-KBA-GetAltName Prompt-Respell1	Initial	Please SPELL your other last name for me, like this: "S M I T H".	
82077	5110-B-KBA-GetAltName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn't catch that. Go ahead and spell your other last name again. For example, if the name was O'Neal, you would say "O N E A L".	
82149	5110-B-KBA-GetAltName Prompt-Spell3	Timeout2/Retry2	[Global Default]. If the name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the name one more time.	
82079	5110-B-KBA-GetAltName Prompt-SpellHelp	Help	I need you to spell your other last name. For example, if your other last name was Jones, you'd say "J O N E S."	
REQ ID	Vocabulary	DTMF	Action	Confirm.
5110-B-KBA-GetAltName Option-Altname	<other_last_name>	--	Play 5110-B-KBA-GetAltName Prompt-Success-1 Go To: 5120-DOB Check Condition	ALWAYS
5110-B-KBA-GetAltName Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5110-B-KBA-GetAltName Option-MaxRetry	--	--	Go to: 5050-Name-ExitFailure-Msg	--
Confirmation Prompts				
Msg. Number	REQ ID	Wording	Result	Action
82175	5110-B-KBA-GetAltName ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?"	If Yes: Play 5110-B-KBA-GetAltName-B-KBA-Prompt-Success-1 Then Goto 5120-DOB Check Condition If No: Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module
		< Other Last Name >		
50337	5110-B-KBA-GetAltName ConfPrompt-LastName-2	...spelled:		
	CPR	< Other Last Name Spelling > ,		
50342	5110-B-KBA-GetAltName ConfPrompt-LastName-3	Did I get that right?		
82054	5110-B-KBA-GetAltName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 5110-B-KBA-GetAltName Prompt-Success-1 Then Goto 5120-DOB Check Condition If No: Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module

82055	5110-B-KBA-GetAltName ConfPrompt- Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	Retry2 on Confirmation	<p>If Yes: Play 5110-B-KBA-GetAltName Prompt-Success-1 Then Goto 5120-DOB Check Condition</p> <p>If No: Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module</p>
82056	5110-B-KBA-GetAltName ConfPrompt- Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	<p>If Yes: Play 5110-B-KBA-GetAltName Prompt-Success-1 Then Goto 5120-DOB Check Condition</p> <p>If No: Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module</p>
82057	5110-B-KBA-GetAltName ConfPrompt- Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	<p>If Yes: Play 5110-B-KBA-GetAltName Prompt-Success-1 Then Goto 5120-DOB Check Condition</p> <p>If No: Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module</p>
00120	5110-B-KBA-GetAltName Prompt-Success-1	Alright.	Success	
50348	5110-B-KBA- ConfirmationApology-B Prompt	Sorry about that. Let's try again.	Apology	
00250	5110-B-KBA-GetAltName ConfPrompt- InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go To: 5050-Name-ExitFailure-Msg
Event logging				
Record = U-KBPW-DM_5110-(Call Duration at start),T-KBPW-		0000 = Success	-Call duration at process end	
		0001 = Error		
		0002 = Max No Input		
		0003 = Max No Match		
		0200 = Caller Hang Up		
		0303 = Max No Confirm		
		0304 = Max Help		
		0310 = Caller Requested Main Menu		
		0311 = Caller Requested Agent		

Developer notes

If condition = Success, load all returned names into custom spell-only grammar

If condition = Failure, use existing spell-only grammar

If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.

Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.

Set Confidential Flag to TRUE,
Set confidence levels to .400


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5115-PostSSN-DB


Database Query		
In this DM, the collected SSN is "posted" using the TNRS request.		
Entering from		
5035A-GetFirstName Say and Spell , 5045A-GetLastName Say and Spell , 5110A-GetAltName Say and Spell		
Prerequisite		
REQID	Condition	Action
--NA--	SSN Post Flag = 0	Continue in this form
KBPW-PSSN-5115-Option-NC-7	SSN Post Flag = 1, Entering from First Name	Go to: 5035B-GetFirstName Spell Only , Condition Failure
KBPW-PSSN-5115-Option-NC-8	SSN Post Flag = 1, Entering from Last Name	Go to: 5045B-GetLastName Spell Only , Condition Failure
KBPW-PSSN-5115-Option-NC-9	SSN Post Flag = 1, Entering from Alt Name	Go to: 5110B-GetAltName Spell Only Condition Failure
Input Field	Description	Value
SSN	The SSN collected in 5020-GetSSNNumber-SSN	SSN: 9-digit SSN
associatedAppID	Varchar (8 max)	TKCA, TKDD
ANI	System provided ANI	ANI: 10-digit calling number, if no ANI available, or ANI is less than 10 digits send all zeros.
Output Field	Description	
<FirstName> <LastName> <OtherLastName>	First Name, Last Name, Alt Name associated with the ANI/SSN.	
Req ID	Condition	Action
KBPW-PSSN-5115-Option-NC-1	If Success and First Name	Set SSN Post Flag to 1, Go to: 5035B-GetFirstName Spell Only , Condition Success
KBPW-PSSN-5115-Option-NC-2	If Success and Last Name	Set SSN Post Flag to 1, Go to: 5045B-GetLastName Spell Only , Condition Success
KBPW-PSSN-5115-Option-NC-3	If Success and Alt Name	Set SSN Post Flag to 1, Go to: 5110B-GetAltName Spell Only Condition Success

KBPW-PSSN-5115-Option-NC-4	Else and First Name	Set SSN Post Flag to 1, Go to: 5035B-GetFirstName Spell Only , Condition Failure
KBPW-PSSN-5115-Option-NC-5	Else and Last Name	Set SSN Post Flag to 1, Go to: 5045B-GetLastName Spell Only , Condition Failure
KBPW-PSSN-5115-Option-NC-6	Else and Alt Name	Set SSN Post Flag to 1, Go to: 5110B-GetAltName Spell Only Condition Failure
Reporting		
Developer Notes		
For associatedAppID; TKCA = Change of Address, TKDD = Direct Deposit.		

5120-DOB Check Condition

		
Entering from		
5090-AltName Check Condition , 5100-CheckForAltName-YN , 5110A-GetAltName Say and Spell , 5110B-GetAltName Spell Only ,		
REQID	Condition	Action
5120 KBA- DOB Check Condition-Condition-null	If DoB = null	Go to: 5130-GetDOB-Date
5120-KBA-DOB Check Condition-Condition-else	If DoB else	Report V Transaction per module note, Go to: 5135-Mother'sMaiden Check Condition
Module Notes		
V-KBPW-DOB_1 (duration),T-KBPW-0000-(duration)		

5130-GetDOB-Date

		Date DialogModule™ 
Get the caller's Date Of Birth		
Entering from		
5120-DOB Check Condition		
Prompts	REQID	Wording
51301	5130-KBA-GetDOB-Prompt-Initial	Now please tell me your date of birth. For example, you could say...May fifth, 1937. [Note: no pause between the 2 sentences]
51302	5130-KBA-GetDOB-Prompt-Retry1	[Global Default] Try saying the month followed by the date and then the year you were born, for example May fifth, 1937.
51303	5130-KBA-GetDOB-Prompt-Retry2	[Global Default] Just say the month followed by the date and then the year you were born. For example July fourth, 1976.
51304	5130-KBA-GetDOB-Prompt-Timeout1	Sorry, I didn't hear you. Please tell me your birth date.. For example, you could say May fifth, 1937.
51305	5130-KBA-GetDOB-Prompt-Timeout2	I'm sorry, but I'm still having trouble hearing you. I need the month, day and year for your birthday, for example July fourth, 1976.

51307	5130-KBA-GetDOB-Prompt-Help	I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say "July fourth, 1976", or "the fourth of July, 1976". Go ahead. What's YOUR date of birth?
00122	5130-KBA-GetDOB-Prompt-SuccessYes	Thanks.

REQID	Vocabulary	DTMF	Action	Confirm.
5130-KBA-GetDOB-Option-Date	<date> Remove unneeded options from the DATE grammar – days of the week, and partially specified dates. Require a fully specified date.	<...>		Always
	Remove all global grammars for this DM.			


Confirmation prompts			
Message Number	REQID	Wording	Result
51308	5130-KBA-GetDOB-ConfPrompt-Date1	Okay, so that's:	
	<Date>	CPR	January 12 th 1931
51309	5130-KBA-GetDOB-ConfPrompt-Date2	Is THAT right?	Okay, so that's: <January 12 th , 1931>. Is that right?
51310	5130-KBA-GetDOB-ConfPrompt-DateRetry	Sorry. I didn't catch that. Please say "YES" if I have the right date.	Sorry. I didn't catch that. Please say "YES" if I have the right date.
51311	5130-KBA-GetDOB-ConfPrompt-DateTimeout	I wasn't sure if you said anything. Please say "YES" if I have the right date.	I wasn't sure if you said anything. Please say "YES" if I have the right date.

Confirmation Option	Vocabulary	DTMF	Action	Confirm.
5130-KBA-GetDOB-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	play SuccessYes prompt Go to: 5135-Mother'sMaiden Check Condition	Never
5130-KBA-GetDOB-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	Never

DialogModule parameters	
Parameter	Value
5130-KBA-GetDOB-Parameter	
date_reference_date	System date
date_range_allowed_earliest	1 January 1900
date_range_allowed_latest	Today
date_range_expected_earliest	Today – 75 years
date_range_expected_latest	Today – 25 years
date_disambiguation_mode	ASSUME_NOTHING
after_end_of_speech_timeout (incomplete timeout)	1500 msec
max speech duration	16,000 msec
before_begin_of_speech_timeout	7,000 msec
allowing_barge_in	True

Event logging		
Record = U-KBPW-DM_5130-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
0311 = Caller Requested Agent		
DialogModule Notes		
<ul style="list-style-type: none"> Although the application does not explicitly guide callers to use DTMF for the Date of Birth entry, it is enabled. Date entry should be in the form of MM/DD/YY to be accepted. Trim the grammar so that the day of the week is not allowed For CPR of date playback, insert 250 msec silence between month and day, and 500 msec silence between day and year. Fill semantic item <Date_Of_Birth> Set Confidential Flag to TRUE 		

5135-Mother'sMaiden Check Condition

		
Entering from		
5090-AltName Check Condition 5100-CheckForAltName-YN 5130-GetDOB-Date		
REQID	Condition	Action
5135-KBA-Mother'sMaiden Check Condition-Condition-null	If Mother's Maiden Name = null	Go to: 5140-GetMother'sMaiden
5135-KBA-Mother'sMaiden Check Condition-Condition-else	If Mother's Maiden Name else	Report V Transaction per module note, Go to: 5190-WhereBorn Check Condition
Module Notes		
V-KBPW-MMName_1-(duration),T-KBPW-0000-(duration)		

5140- GetMother'sMaiden



Name DialogModule™			
Entering from			
5135-Mother'sMaiden Check Condition			
Prompts Msg. Number	REQID	Condition	Wording
50306	5140-GetMother'sMaiden-Prompt-Initial-1		What was your mother's MAIDEN LAST name including the spelling? For example if the name was Smith, you'd say "Smith, S M I T H". Go ahead.
50307	5140-GetMother'sMaiden-Prompt-Timeout1		Sorry, I didn't hear you. Please give me the last name with the spelling.
50308	5140-GetMother'sMaiden-Prompt-Timeout2		I'm afraid I still can't hear you. Please give me the last name and spell it.
50311	5140-GetMother'sMaiden-Prompt-Retry1		[Global Default] Just spell your mother's maiden last name for me.
50348	5140-FT-ConfirmationApology-Prompt	If "no" on confirmation	Sorry about that. Let's try again.
50321	5140-GetMother'sMaiden-Prompt-Respell1		Using only the letters of the alphabet, please spell your mother's maiden last name quickly. For example, if her name was O'Connor, you would say O C O N N O R. Please spell her maiden last name now
50317	5140-GetMother'sMaiden-Prompt-Respell2	If caller has Timeout1 OR Retry1	Sorry I didn't hear you. Using only the letters of the alphabet, please spell your mother's maiden last name quickly, one letter at a time.
50322	5140-GetMother'sMaiden-Prompt-Respell3	If caller has Timeout OR Retry in response to the Respell2 prompt This prompt may not always play depending on the number of retries/confirmations played.	[Global Default] If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.
50323	5140-GetMother'sMaiden-Prompt-SpellHelp	If last prompt was spell only	I need you to spell just the last name. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. It works best if you use ONLY letters and speak at a quick pace. For example, to spell Smith, you don't need to say S as in Sam, M as in Michael, just say S M I T H ... try it again. Please spell the last name for me now.
50312	5140-GetMother'sMaiden-Prompt-SayHelp	If last prompt was say and spell	I need you to say the last name and then spell it for me. For example, if the last name was O'Neal, you'd say "O'Neal, O N E A L".

00120	5140-GetMother'sMaiden-Prompt-Success-1		Alright.	
REQID	Vocabulary	DTMF	Action	Confirm.
5140-GetMother'sMaiden-Option-Altname	<other_last_name>	<...>	Play 5140-GetMother'sMaiden-Prompt-Success-1 Go To: 5190-WhereBorn Check Condition	ALWAYS
5140-GetMother'sMaiden-Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5140-GetMother'sMaiden-Option-MaxRetries	--	--	Go to: 5050-Name-ExitFailure-Msg	--
Confirmation Prompts- The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, then the caller will proceed forward.				
Msg. Number	REQID	Wording	Result	Action
82175	5140-GetMother'sMaiden-ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Mother's Maiden Name > spelled < Mother's Maiden Name Spelling >, did I get that right?"	If Yes: Play 5140-GetMother'sMaiden-Prompt-Success-1 Then Go to: 5190-WhereBorn Check Condition If No: Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1
		< Mother's Maiden Name Spelling >		
50337	5140-GetMother'sMaiden-ConfPrompt-LastName-2	...spelled:		
	CPR	< Mother's Maiden Name Spelling >		
50342	5140-GetMother'sMaiden-ConfPrompt-LastName-3	Did I get that right?		
82054	5140-GetMother'sMaiden-ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no,".	Retry1 on Confirmation	If Yes: Play 5140-GetMother'sMaiden-Prompt-Success-1 Then Go to: 5190-WhereBorn Check Condition If No: Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1
82055	5140-GetMother'sMaiden-ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	Retry2 on Confirmation	If Yes: Play 5140-GetMother'sMaiden-Prompt-Success-1 Then Go to: 5190-WhereBorn Check Condition If No: Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1

82056	5140-GetMother'sMaiden-ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	<p>If Yes: Play 5140-GetMother'sMaiden-Prompt-Success-1 Then Go to: 5190-WhereBorn Check Condition</p> <p>If No: Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1</p>
82057	5140-GetMother'sMaiden-ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	<p>If Yes: Play 5140-GetMother'sMaiden-Prompt-Success-1 Then Go to: 5190-WhereBorn Check Condition</p> <p>If No: Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1</p>
00250	5140-GetMother'sMaiden-ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go To: 5050-Name-ExitFailure-Msg

Event logging

Record = U-KBPW-DM_5140-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
0311 = Caller Requested Agent		

Developer notes

The following prompts use SAY AND SPELL grammars: Initial-1, Timeout1, Timeout2, and SayHelp.


If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system switches to the SPELL-ONLY fallback, which is announced in prompts Retry1, Retry2, Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.

In spell-only fallback collections, use spell-only grammar.


Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.

Set Confidential Flag to TRUE


5150-NoName-Msg

Play Prompt		
Apologize to caller for not being able to collect a name.		
Entering from		
5050-Name-ExitFailure-Msg		
Prompts		
Message Number	REQID	Wording
00250	5150-KBA-NoName-Prompt-1	[250 ms silence]
Req ID	Condition	Action
5150-KBA-NoName-Condition-Always	Always	return status := failure return to Global (COA-DD 1330-CallKBAAuth-Code)
Event logging		
Developer notes		
No barge-in The prompt has been set to short silence. The failure message to the caller has already been said within GetName so no additional message is needed here.		

5190-WhereBorn Check Condition

		
Entering from		
5135-Mother'sMaiden Check Condition 5140-GetMother'sMaiden		
REQID	Condition	Action
5190-KBA-WhereBorn Check Condition-Condition-null	If PoB = null	Go to: 5200-WhereBorn-VM
5190-KBA-WhereBorn Check Condition-Condition-else	If PoB else	Report V Transaction per module note, Go to: 5205-LastPmt Check Condition
Module Notes		
V-KBPW-POB_1-(duration),T-KBPW-0000-(duration)		

5200-WhereBorn-VM

Custom Context DialogModule™		
Ask caller for state or territory where they were born.		
Entering from		
5190-WhereBorn Check Condition		


Prompts		
Message Number	REQID	Wording
52001	5200-KBA-WhereBorn-Prompt-Initial1	Only two more questions.
00500	silence_500	[500 ms silence]
52002	5200-KBA-WhereBorn-Prompt-Initial2	Please say the name of the American STATE or TERRITORY where you were born, such as Texas, or say OTHER if you were born somewhere else.
52003	5200-KBA-WhereBorn-Prompt-Retry1	[Global Default] I don't need the city. Please say just the STATE or territory where you were born, Texas for example. If you were born somewhere else, just say "Other". If you aren't sure about the territories, say "Question".
52004	5200-KBA-WhereBorn-Prompt-Retry2	[Global Default] If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory.
52005	5200-KBA-WhereBorn-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory or say OTHER.
52006	5200-KBA-WhereBorn-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory or say OTHER.
52007	5200-KBA-WhereBorn-Prompt-Help1	As part of the verification process, I need to know the name of the state or U S territory where you were born. If you aren't sure and would like to hear a list of the TERRITORIES, just hang on and I'll list them for you, otherwise please say the name of the state or territory now. [4 sec pause] The current and former territories of the United States are:
00500	silence_500	[500 ms silence]
52008	5200-KBA-WhereBorn-Prompt-Help2	American Samoa, Federated States Of Micronesia, Guam , Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, and Virgin Islands.
01000	silence_1000	[1 sec silence]
52009	5200-KBA-WhereBorn-Prompt-Help3	So let me ask again: In which state or territory were you born?

REQID	Vocabulary	DTMF	Action	Confirm.
5200-KBA-WhereBorn-Option-state	<50 states plus territories plus OTHER – see list below>	—	Go to: 5205-LastPmt Check Condition	<i>If necessary</i>
	Remove global Agent and Main Menu from this DM.			


Confirmation prompts		
Message Number	REQID	Wording
00118	5200-KBA-WhereBorn-ConfPrompt-you_said	[I think you said] <state>
00119	5200-KBA-WhereBorn-ConfPrompt-is_that_correct	[Is that correct?]
52011	5200-KBA-WhereBorn-ConfPrompt-AS	American Samoa
52012	5200-KBA-WhereBorn-ConfPrompt-FM	Federated States of Micronesia
52013	5200-KBA-WhereBorn-ConfPrompt-GU	Guam
52014	5200-KBA-WhereBorn-ConfPrompt-MH	Marshall Islands
52015	5200-KBA-WhereBorn-ConfPrompt-MP	Northern Mariana Islands
52016	5200-KBA-WhereBorn-ConfPrompt-PW	Palau

52017	5200-KBA-WhereBorn-ConfPrompt-PR	Puerto Rico
52018	5200-KBA-WhereBorn-ConfPrompt-VI	Virgin Islands
52019	5200-KBA-WhereBorn-ConfPrompt-FF	Other
Remove global Agent from confirmation grammars for this DM.		
DialogModule parameters		
Parameter	Value	
5200-KBA-WhereBorn-Parameter		
after_end_of_speech_timeout	1,000 ms	
before_begin_of_speech_timeout	7,000 ms	
allowing_barge_in	True	
Event logging		
Record = U-KBPW-DM_5200-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	
Developer notes		
DTMF 9 is disabled in this Module.		
State grammar: [note some synonyms for DC and Washington]		
Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming, District of Columbia, D C, Washington D C, Washington State		
Territory grammar:		
American Samoa, Guam, Puerto Rico, Virgin Islands, Federated States Of Micronesia, Marshall Islands, Northern Mariana Islands, Palau.		
Additional grammar:		
Other		
Implement one-step correction in confirmation: accept [no] [it's] (state name), confirm again if necessary, and route to 5210.		
Set Confidential Flag to TRUE		

5205-LastPmt Check Condition

		
Entering from		
5190-WhereBorn Check Condition 5200-WhereBorn-VM		
REQID	Condition	Action
5205-KBA-LastPmt Check Condition-Condition-null	If Last Payment = null	Go to: 5210-LastPmt-VM
5205-KBA-LastPmt Check Condition-Condition-else	If Last Payment else	Report V Transaction per module note, Go to: 5220-CheckingNow-Msg
Module Notes		
V-KBPW-LBP_1-(duration),T-KBPW-0000-(duration)		

5210-LastPmt-VM

		Currency DialogModule™	
Ask caller the amount of the last benefit payment they received.			
Entering from			
5205-LastPmt Check Condition			
Message Number	REQID	Wording	
52101	5210-KBA-LastPmt-Prompt-Initial1	One last question.	
52102	5210-KBA-LastPmt-Prompt-Initial2	What was the amount of the last benefit check you received in dollars and cents.	
52103	5210-KBA-LastPmt-Prompt-Retry1	[Global Default] I need the amount in dollars and cents, such as one hundred twenty nine DOLLARS and thirty seven CENTS. How much was your last payment?	
52104	5210-KBA-LastPmt-Prompt-Retry2	[Global Default] Please speak slowly and clearly and tell me the amount again.	
52105	5210-KBA-LastPmt-Prompt-Timeout1	I'm sorry, I didn't hear anything. I need the amount in dollars and cents, such as one hundred twenty nine DOLLARS and thirty seven CENTS. How much was your last payment?	
52106	5210-KBA-LastPmt-Prompt-Timeout2	I'm sorry, I still didn't hear anything. You'll need to know the exact amount of your last benefit check in dollars, but you can skip the cents. If you don't know the amount, we can't proceed and you'll need to call back later when you do know. So if you know the payment amount, please say it now.	
52107	5210-KBA-LastPmt-Prompt-Help	You'll need to know the exact amount of your last benefit check in dollars, but you can skip the cents. If you don't know the amount, we can't proceed and you'll need to call back later when you do know. So if you know the payment amount, please say it now.	
50394	5210-KBA-LastPmt-Prompt-SuccessYes	Got it.	
REQID	Vocabulary	DTMF	Action
5210-KBA-LastPmt-Option-Currency	<currency>	<...>	play SuccessYes prompt Go to: 5220-CheckingNow-Msg
			Confirm. If necessary Check This

5210-KBA-LastPmt-Option-DontKnow	I don't know I'm not sure	—	Go to: 5215-CantProceed- Msg	Never
	remove Agent from global grammar for this DM			


Confirmation prompts		
Message Number	Option / Name	Wording
	Currency	Default confirmation, as handled by DialogModule™ "I think you said xxx dollars and xxx cents. Is that correct?" after Yes, play SuccessYes prompt

DialogModule parameters	
Parameter	Value
5210-KBA-LastPmt-Parameter	
Currency type	US Dollars
Allowed currency range	\$10.00 - \$9,999.00
Expected currency range	\$10.00 - \$999.00
Allowed currency granularity	1 cent
Expected currency granularity	1 cent
after_end_of_speech_timeout (incomplete timeout)	1500 msec
before_begin_of_speech_timeout	7,000 msec
allowing_barge_in	True
high confidence threshold	.995
max speech duration	16,000 msec


Event logging		
Record = U-KBPW-DM_5210-(Call Duration at start),T-KBPW-	0000 = Success 0001 = Error 0002 = Max No Input 0003 = Max No Match 0200 = Caller Hang Up 0303 = Max No Confirm 0304 = Max Help 0310 = Caller Requested Main Menu 0311 = Caller Requested Agent	-Call duration at process end

Developer notes
Usability note: The back end will ignore the cents, but it's best to ask for it anyway to make explaining what to say easier. Also, the caller is likely to be looking at a written amount, so if they know the dollars they'll know the cents too. Set Confidential Flag to TRUE


5215-CantProceed-Msg

Play Prompt		
Tell caller we can't proceed without those numbers.		
Entering from		
5210-LastPmt-VM		
Prompts		
Message Number	REQID	Wording
50401	5215-KBA-CantProceed-Prompt-1	I'm sorry but we can't proceed without those numbers. You may want to call back when you have those numbers with you.
Req ID	Condition	Action
5215-KBA-CantProceed-Condition-Always	Always	return code := failure return to Global (COA-DD 1330-CallKBAAuth-Code)
Event logging		
Developer notes		
No barge-in ← Be sure of this setting!		

5220-CheckingNow-Msg


Play Prompt		
Tell the caller there may be a short delay while we check the information they gave us.		
Entering from		
5210-LastPmt-VM		
Prompts		
Message Number	REQID	Wording
52201	5220-KBA-CheckingNow-Prompt1	Hold on while I check our database. It may take a few seconds.
Req ID	Condition	Action
5220-KBA-CheckingNow-Condition-Always	Always	Go to: 5230-QueryKB-DB
Event logging		
Developer notes		
No barge-in		

5230-QueryKB-DB

Database Query		
Check the Knowledge Base database.		
Entering from		
5220-CheckingNow-Msg		

Input Field	Description	
SSN		
first name		
last name		
alternate last name	may be null	
date of birth		
mother's maiden last name		
state or territory of birth		
dollar amount of last payment	set the cents to zero before the query	
Output Field	Description	
verification status	success or failure	
Req ID	Condition	Action
5230-KBA-QueryKB-Condition-Succ	<i>IF success</i>	Go to: 5250-SaySuccess-Msg
5230-KBA-QueryKB-Condition-Fail	<i>Else if failure because data doesn't match</i>	Go to: 5260-SayFailure-Msg
5230-KBA-QueryKB-Condition-AcctBlocked	<i>Else if failure because account is blocked</i>	Go to: 5270-AccountBlocked-Msg
Event logging		

5250-SaySuccess-Msg


Play Prompt		
Tell caller they've been verified.		
		
Entering from		
5230-QueryKB-DB		
Prompts		
Message Number	REQID	Wording
52501	5250-KBA-SaySuccess-Prompt1	OK, everything checks out.
Req ID	Condition	Action
5250-KBA-SaySuccess-Condition-Always	<i>Always</i>	return code := success return to Global COA-DD 1330-CallKBAAuth-Code)
Event logging		
Developer notes		
No barge-in		

5260-SayFailure-Msg


Play Prompt	
Tell caller they could not be verified.	
	
Entering from	
5230-QueryKB-DB	

Prompts		
Message Number	REQID	Wording
52601	5260-KBA-SayFailure-Prompt1	I'm afraid that some of the information you gave me doesn't match what we have in our records.
Condition		
5260-KBA-SayFailure-Condition-Always	Always	return code := failure return to Global (COA-DD 1330-CallKBAAuth-Code)
Event logging		
Developer notes		
No barge-in		

5270-AccountBlocked-Msg

Play Prompt		
Tell caller they blocked their own account from telephone access.		
Entering from		
5230-QueryKB-DB		
Prompts		
Message Number	REQID	Wording
52701	5270-KBA-AccountBlocked-Prompt1	Our records show that you requested that your account be blocked from access by this automated system, as well as by the Internet, even with a password, so I'll need to send you to an agent to complete this transaction. If you want to unblock your account, the agent must handle that as well.
Condition		
5270-KBA-AccountBlocked-Condition-Always	Always	return code := account_blocked return to Global (COA-DD 1330-CallKBAAuth-Code)
Event logging		
Developer notes		
No barge-in		

5900-DMfailure-Msg

Play Prompt		
Apologize that we can't understand the caller.		
Entering from		
any DM in the KBA (but not GetName module) that hits max retries or max timeouts		
Prompts		
Message Number	REQID	Wording
59001	5900-KBA-DMfailure-Prompt1	I'm so sorry I'm not able to understand you.

	Condition	Action
5900-KBA-DMfailure-Condition-Always	Always	return status := failure return to Global (COA-DD 1330-CallKBAAuth-Code)
Event logging		
Developer notes		
No barge-in		

—End of Specification —

Social Security Administration
Change of Address / Direct Deposit
User Interface Specification
Last Saved: 23 Feb 2009

2.31

Global

BBN Findings Effort
Transfer of Voice Data Collection



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Document History

Date	Spec	App	Summary of Changes	Revised by
12/06/04	1.0	1.0	Initial version for review of sample calls and basic global specifications. The top-level routing application is not here yet.	Paul Sawyer
12/10/04	1.1	1.0	Added top-level application tables. The tables are complete, but there is not yet text for retry, timeout, and help prompts.	Paul Sawyer
12/15/04	1.2	1.0	After first review. System timeout changed to 15 minutes. Prompt wording: 1040-Initial: retirement, survivor, disability. 1100-Help1: add that routing number is usually on left. 1200-Initial: "say xxx or press nnn" 1310-Initial and 1410-Initial: change "issued" to "set up" Other changes: 1370 COAdone renamed to just "done" 1450: several fixes relating to changing it to DD rather COA 1460 renamed to DDcheckstatus 1310 changes to Voice Menu rather than Yes/No to allow other responses. Several DMs added to check and handle system and operator availability, and details of max retries and timeouts, and global commands: 0010, 0020, 2010, 2100, 2110, 2211, 2212, 2213. 1200 goes away, replaced in function by 2010.	Paul Sawyer
12/17/04	1.3	1.0	Add prompt text for retry, timeout, and help prompts. These prompts are NOT flagged with Word revision marking. A few other minor corrections ARE flagged.	Paul Sawyer
12/21/04	1.4	1.0	Minor changes based on review: * Change "insurance" to "income" in 1050. * Clarify that saying Question repeatedly gets the same Help text each time (intro to section 5.2). * Fill in the list of U.S. territories in 1060. * Fill in password process in new 1032. One major change: Move the question about password to the beginning of the interaction, so that the correct service can be pinged as early as possible. Remove 1310, 1410. Replace them with internal branch tests. Add new 1032 to ask the password question, and 1038 to introduce the remaining questions. The ping and check now happens in 1034, 1035, and 1036.	Paul Sawyer

This document is a User-Interface specification

The purpose of this document is to lay out the user-interface in all its detail. Readers of this document are assumed to also have read the requirements specification and to have an understanding of the purpose of the application.

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01/06/05	1.5	1.0	Correct the flow out of 1030 – don't ask if caller has password if we already know they do. Minor fixes to prompt styles and text. Filled in list of current and former U.S. territories. Eliminate redundant DMs: 1400, 1410, 1420, 1430, 1440, 1460. Added Requirement IDs to all conditionals and to conditions within PlayPrompts and DB accesses.	Paul Sawyer
01/28/05	1.6	1.0	Minor tweaks Correct the table and text in section 4.1 regarding timeouts and retries.	Paul Sawyer
03/01/05	1.7	1.0	Fix prompt text changed during recording.	Paul Sawyer
03/04/05	1.8	1.0	Revised Requirement IDs in 1010, 1020, 1030, 1038, 1300, 1310, 1340, 1360, 1500, 2010, 2100, 2110	Steven Ligi
03/09/05	2.0	1.0	1. Remove references to audio icons. They will not be used. 2. Add spacer silence prompts wherever multiple prompts are to be played. (1030, 1100, 1090, 1110) 3. Add success prompts to 1032. 4. Remove "yes or no" from 1050 Initial. 5. Add success prompt for "yes" in 1060.	Paul Sawyer
04/12/05	2.1	1.0	Changes following user testing. 1. Change 1120 to a play prompt that always transfers to 2100 for an agent if one is available. 2. Improve prompt wording in 2110, 2211. 3. Remove "Goodbye" as a global command. Recognize it only in ???? 4. Refer to "agent" everywhere instead of "representative". 5. Add 'retirement' etc. to grammar for 1040 in case a caller says one of those instead of simply 'yes'.	Paul Sawyer
04/21/05	2.2	1.0	Change following review of previous version. 1. Add a "wait a minute" feature for bank account info, as had been in the DD module. Changes to 1100, and new DM 1105.	Paul Sawyer
05/02/05	2.3	1.0	"Administrative" fixes for bugs found by Q/A and others. 1. Fix prompt text to match what was recorded in the studio. 2. Change file names of "I think you said" and "Is that correct?" to match current OSDM specifications. 3. Fix Requirement IDs for confirmation options in 2211. 4. Add list of common synonyms for "yes" and "no" grammars	Paul Sawyer
05/06/05	2.4	1.0	1. Fix prompt text changed during recording. 2. Fix DTMF assignments in 2211: Main menu is 9, no DTMF equivalent for goodbye (just hand up).	Paul Sawyer
06/03/05	2.5	1.0	1. Clarify reuse of prompts ("same as ...") in 1110, 1370, 1510. Some timeout 2 prompts lack the word "still", but it will have no effect on usability. Spec changes only – no code changes required.	Paul Sawyer
6/30/05	2.6	1.0	1. Make the conditions in 1000 more generic, since menu item numbers change for various reasons unrelated to COA-DD. Requirement IDs were NOT changed, so we don't mess up existing test cases. 2. Clarify cases where there are multiple prompt files associated with a single condition. Affects 1040, 1050, 1060, 1070, 1090, 1100, 1110. May require code change if the misunderstanding caused the code to be written differently.	Paul Sawyer

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8/10/05	2.7	1.0	<p>Changes (Paul Sawyer):</p> <ol style="list-style-type: none"> 1. Correct spelling in 1370-GLB-done-Prompt-Timeout1 and 1370-GLB-done-Prompt-Timeout2. 2. Update ScanSoft address in Properties. 3. Add alternate entry phrases for the case of getting here from the new SpeakFreely Main Menu (added 1012, 1022). 4. Added DMs to describe handling of Voice Genie errors. New DMs are 2101, 2111, 2112. <p>Changes following the tuning report recommendations (Nadine Ozkan)</p> <ul style="list-style-type: none"> - All prompt changes are in red (style : Table: RevisedRecordings) - Other changes, like grammars, parameters & settings are highlighted in yellow. 	Paul Sawyer & Nadine Ozkan
10/21/05	2.8	1.0	<p>Changes following tuning 2</p> <ol style="list-style-type: none"> 1. Added 'agent' and synonyms to the confirmation (yes/no) grammar. 2. Open issues section added. 3. Improved Initial prompt for 1032 to clarify what we mean by password. 4. Added new DM 1130 for case where caller is not qualified to perform the function, offering Main Menu or hang up. This applies if caller says "no" in 1040, 1060, or 1070. 5. Improve synonyms in 'yes' grammar for 1050. 6. Change 1100 grammar from "I have the numbers" to "I'm ready" to avoid recognition confusion with "I don't have them". 7. In 1105, add synonyms for I'm Ready, and add a new option Repeat to allow callers to hear the question again. 8. In 1110, add some synonyms for several global commands. 	Paul Sawyer
10/25/05	2.9	1.0	<ol style="list-style-type: none"> 1. Change in policy from SSA: Of the four qualifying questions, only "not receiving benefits" should result in the message that the caller cannot do the function even with an agent. Failure in any of the other three qualifying questions should make the Agent option available, as had been done prior to versions 2.8. Affects 1060 and 1070, which have been reverted to their previous behavior, and prompt 1130-GLB-CantDoThat-Prompt-Initial1 which is now specific to not receiving benefits. 2. Add retry and timeout prompts to 1130 that had been inadvertently omitted. 	Paul Sawyer
10/27/05	2.10	1.0	<ol style="list-style-type: none"> 1. Correct prompt text for 1130-GLB-CantDoThat-Prompt-Help1. 	Paul Sawyer
12 Dec 05	2.11	1.0	<ol style="list-style-type: none"> 1. Edited prompt 1100-GLB-KnowBank-Prompt-Help3 to mention Don't Have Them and Wait A Minute. 	Paul Sawyer

2 Feb 06	2.12	1.0	<p>Changes for Tuning 3:</p> <ol style="list-style-type: none"> 1. Move Open Issues about one-step correction and grammar duplications into specific modules. Remove issue about touch tone sounds coming through to recognizer – seems to be fixed now. 2. Clarify that "help" in not in any grammar. 3. Improve the flexibility of the "agent" synonyms grammar. 4. Change the requirement regarding agent synonyms in confirmation (yes/no) grammars. 5. Downweight "I don't know it" in the Help grammar. 6. Clarify Help option grammar in 1032. 7. In 1050, tweak grammar and set to Never confirm. 8. In 1100, change grammar for "I'm ready" to make "I'm" optional. Set DontHave option to Always Confirm. Improve the DontHave confirmation prompt so that it's clear what a "no" response means. Specify one-step correction for "no, I have them". 9. Highlight sensitivity setting in 1105, which was specified at the previous tuning but may not have been implemented. 10. Add Goodbye option in 1370. 11. Add synonyms for goodbye in 1510 to catch some OOVs. 	Paul Sawyer
5 Feb 06	2.13	1.0	<p>Changes after review and discussion:</p> <ol style="list-style-type: none"> 1. Add support for blocked accounts. Affects 1340. 2. Fixed wording in 1130 to explain other options when caller is disqualified. 	Paul Sawyer
3 March 06	2.14	1.0	<ol style="list-style-type: none"> 1. Remove conflicting specifications for the grammar for "agent" synonyms, and refer instead to the agent grammar in the N8NN UI spec. 2. Change handling of max retry and max timeout in 1510, so that it hangs up instead of the default behavior to go to 2010. Field experience showed a significant number of cases where infinite looping occurred when the caller said nothing. These may be undetected hang-ups, but even if a caller is still there, they've had every explicit opportunity to reach an agent or the main menu, so hanging up is a reasonable action. 	Paul Sawyer
21 Aug 06	2.15	1.0	<p>Changes based on Tuning 4.</p> <ol style="list-style-type: none"> 1. Note that "agent" grammar needs tightening. 2. 1032: Add "I don't know" to "maybe" grammar so that it's caught as "maybe" rather than as "no". Remove "agent" global grammar for this DM. 3. 1130 remove Agent global grammar but keep other globals. Add "menu" as synonym for "main menu". Tweak initial prompt to suggest they can try again. 4. 1050: Add "SSI" as another synonym for "yes". Tweak low-confidence threshold. 5. 1040: Improve prompts to be clear that SSI benefits don't count, and catch "SSI" as a synonym for "no". 6. 1090: Remove agent synonyms for this DM. 7. 1100: Add "yes" and "I have it" as synonyms for "I'm ready". Set barge-in sensitivity to less sensitive. 8. 1110: Add note about missing grammars for "main menu" and "question". 9. 1510: Add "agent agent" as synonym for "agent" in this DM. 	Paul Sawyer

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23 Aug 06	2.16	1.0	Change following review of tuning changes. 1. Re-order the qualification questions about getting benefits (1040) and getting SSI (1050). If we ask the SSI question first, the benefits question can be simpler. 2. Rework 1500 and 1510 to help reduce agent requests: Add silence after 1500. Flush speech input before entering 1510. Re-order the prompt options in 1510 to put Agent last. 3. Minor change to 1050-GLB-GetSSI-Prompt-Initial (removal of "First"), to improve flow from 1038.	Paul Sawyer
5 Sept 06	2.17	1.0	1. Rework handling of "more information" for 1130 so that the Agent synonyms are recognized only if the caller asks for and hears the "more information" message. 2. Edit prompts for 1090 to omit mention of Agent synonyms, which are no longer available in this DM. 3. Fixed 1050-GetSSI-YN which should send the caller to 1130 – not 11210 – if they are receiving SSI.	Paul Sawyer/Phil Profili
8 Sept 06	2.18	1.0	Removing the confusion over handling of SSI recipients: 1. In 1040, if a caller says "no" then 1130 is the correct destination, but if they say "SSI" then they should go to 1120 2. In 1050, callers who respond in the affirmative should go to 1120. Clarified confirmation prompting in 1130_CantDoThat_DM.	Phil Profili
23 Apr 07	2.18	1.0	Added DB 1065 Added DB 1365	Sean Stallings VZB
22 May 07	2.19	1.0	Changed message number for silences from 02000/03000 to 20000/30000	Sean Stallings VZB
25 May 07	2.20	1.0	Updated 1060	Sean Stallings VZB
25 May 07	2.21	1.0	Updated 1060	Sean Stallings VZB
09 August 07	2.22	1.0	Corrected DB 1065	Sean Stallings VZB
22 August 07	2.23	1.0	Corrected dates	Sean Stallings VZB
06 Sep 07	2.24	1.0	Removed default global from retry 1 and retry 2 messages Added appropriate prompting for 1110-GLB-CantProceed-Prompt-Help1 and Help2 Added "that" to text of Message Number 10407	Sean Stallings VZB
29 Feb 08	2.25	1.0	Added more detailed privacy statement to 1.1.5 Business rules	Sean Stallings VZB
15 April 08	2.26	1.0	Updated Module 1030, message 10303, reduced pause to 1 second. Updated Module 1500, reduced 3 second silence to 1 second.	Sean Stallings VZB
21 April 08	2.26	1.0	Updated footer to the correct UI version 2.26 Updated [silence] message numbers to reflect correct numbering system	Becky Stallings, VzB
05 May 08	2.27	1.0	Updated Section 1.1.5 Business Rules, removed wording regarding privacy statements in other applications. Added Privacy statement to Global Behavior chapter.	Sean Stallings VZB

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26 August 08	2.28	1.0	Highlighted Barge-in changes in pink For BBN Findings Effort: <ol style="list-style-type: none"> 1. Updated module 1032, simplified wording for message 10323 2. Updated module 1040, simplified wording for message 10403 3. Updated Module 1050, simplified wording for message 10503 4. Updated module 1060, simplified wording for message 10603 5. Updated module 1070, simplified wording for message 10703 6. Updated module 1090, simplified wording for message 10903 	Sean Stallings VZB
05 September 08	2.29	1.0	Updated Module 1032, corrected wording for Retry 2, incorrect prompt had been changed for BBN Findings Effort.	Sean Stallings VZB
09 September 08	2.30	1.0	Updated modules 1032, 1040, 1050, 1060, 1070, 1090, 1100, 1105, 1110, 1130, 1140, 1370, 1510, 2211. Updated all retry 1 and retry prompts, [Global Default] tag now shows before the wording for each prompt – this resolves ticket 22304.	Sean Stallings VZB
16 September 08	2.31	1.0	Highlighted BBN Findings changes in Green . Added Verizon proprietary statement to title page and page headers.	Sean Stallings VZB

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Chapter 1: Background and Motivation

The Social Security Administration serves callers currently receiving benefits as well as the general population with self-service and informational assistance. SSA is looking for ways to improve self-service options for both calling populations. Existing self-service options are currently available from the SSA web site or via the SSA N8NN telephone interface. SSA would like to enhance the telephone based self-service options to include advanced speech with a real-time request processing. The self-service functions contained within the scope of this project are 1) Change of Address, and 2) Set-up or change of Direct Deposit.

1.1 Executive Summary

1.1.1 What the application does

The Change of Address / Direct Deposit application enables callers who are receiving Social Security benefits to change their mailing address and set up or change direct deposit of benefits to a bank account.

1.1.2 Social Security Administration's goals

Primary goals of the speech application are to:

- Provide universal access to the SSA's automated services by providing an access channel for callers including the visually impaired.
- Offer real-time handling of change-of-address and direct-deposit requests without needing to transcribe information collected by the existing automated Touch Tone system. Doing so will eliminate transcription time and transcription errors, as well as minimize the time lag between callers making the request and transcription of the request.

One business objective for the speech application is cost reduction. Automating calls and minimizing the number of calls to SSA agents is the primary mechanism towards this goal. As such, the application will be implemented in a way to streamline and automate requests.

1.1.3 Callers' goals

Callers are seeking simple self service.

1.1.4 Caller profiles

Callers who receive benefits are either retired or disabled.

1.1.5 Business rules

The privacy of caller's personal information must be protected. Caller identity must be verified before allowing changes to information that determines where benefit checks are sent.

1.2 Aesthetics

Jill converses with caller in a clean yet informal, role-appropriate female voice. She is friendly, competent and resourceful. Even when she's unable to complete a caller's request, she usually provides helpful suggestions on how they can proceed.

Chapter 2: About the Callers

Caller characteristics are believed to be mostly similar to those described in the UI specification for the BEVE-MRC application that is Phase 1 of the call automation project. Those characteristics are incorporated here by reference.

SSA anticipated that the number of repeat callers will be higher for the Change-of-Address function due to callers who spend time in two or more locations each year, such as living in Florida for the winter and a northern state for the summer. For this reason, this application needs to encourage callers to set up and use a Personal Identification Number (PIN) so that they can avoid the lengthy verification process on each call.

Chapter 3: Call Examples

Callers arrive at this portion of the system by navigating through the N8NN main menu system. This can take a minute or more of DTMF interactions. The design of the interactions should accommodate this change in interaction style between the DTMF portion of the larger system and the “conversational” nature of the Speech Application. This may be accomplished through audio iconography, signposting and prompt text.

Callers have explicitly chosen the self service route, and are transferred to the speech system AFTER choosing either the “change of address” or “direct deposit” path. The Speech system will receive a flag signifying the task the caller is attempting to complete. For both functions, caller identity must first be verified using either a social security number (SSN) plus password, or SSN plus several items of personal information such as mother’s maiden name.

The sample calls shown here are an early draft and do not necessarily reflect the current call flow or wording. Sample calls will be updated at a later time.

3.1 Sample Call Design Considerations

3.1.1 Verboseness

Jill’s audio and prompts are designed to accommodate the vast majority of callers whose VUI experience is either limited or perhaps nonexistent. The verbiage is designed to convey a clear mental model of how Jill behaves and what her capabilities are. This subtly helps callers remember to avoid chatty responses.

3.1.2 Confirmation Strategy

All of the actual data elements need to be confirmed at some point. Where possible confirmations are grouped, as with full name and full address so that with high-confidence recognitions, callers hear only one confirmation. Where confidence is lower, or where an item isn’t part of a logical group, individual data items are confirmed.

3.1.3 Longevity

Since callers aren’t expected to use the system frequently (say twice a year at most), Jill is slightly biased towards relatively severe hand-holding to minimize the number of callers who opt for a live agent. Jill doesn’t advertising operator assistance, though she will eventually recommend it as a path of last resort.

3.2 Call #1: Abbreviated knowledge base auth plus change of address, no problems

This example shows what the call flow *could* be if we're allowed to ask fewer questions for verification. The present client requirement is to ask all of the questions shown in Call 2, but there's a chance they'll be able to relax that requirement to the subset shown here.

prompt ID	prompt text
CallOne0010	[Leisurely pace, not too fast.] Hello! You've reached the automated Change of Address service. I'll be asking you several questions, and you can SPEAK your answers. Just be sure to speak clearly and loud enough for me to hear over the phone. Note that this call may be monitored or recorded for quality assurance purposes.
CallOne0015	If you've gotten to the wrong place, or you change your mind about proceeding, you can say * Main Menu * at any time. And if you have a question about anything I ask you, you can say * Question * at any time. <2 sec pause> OK, let's get started. First I have to ask a few questions to see whether you can use this automated service.
CallOne0020	Are you currently receiving Social Security disability, retirement, or survivor benefits? Yes or no.
CallOne0030	Yes.
CallOne0040	OK. And are you also receiving S S I or supplemental security insurance payments? Yes or no.
CallOne0050	No.
CallOne0060	Alright. Are you currently residing in a state or territory of the United States?
CallOne0070	Yes.
CallOne0080	Good. Is the change you're calling about for your OWN benefit or payment?
CallOne0090	Yes.
CallOne0100	Alright. Now, let's see what we need to update. Please say Change My Address, Change My Phone Number, or Change Both.
CallOne0110	Change address.
CallOne0120	OK, I can help you with that.
CallOne0130	Do you have a password that was issued to you by the Social Security Administration? Yes or No. <4 sec pause> If you aren't sure, just say NO and we'll go on.
CallOne0140	No.
CallOne0150	That's OK. Before I can make any changes, I'll need to ask you some questions to verify who you are. There are just four questions so it won't take long. You'll need to know your social security number, and the zip code of your new address. Do you have both of those numbers handy?
CallOne0160	Yes.
CallOne0170	Great. What's your social security number?
CallOne0180	One two three, four five, four three two one.
CallOne0190	So that's * one * two * three *** four * five *** four * three * two * one. Is that correct?
CallOne0200	Yes.
CallOne0210	Now I need your full name.

CallOne0220	Let's start with your last name. Please say and spell your last name. For example, if your last name was Kusack, you'd say "Kusack spelled K U S A C K."
CallOne0230	<i>Jones spelled J O N E S.</i>
CallOne0240	And now let me get your first name including spelling.
CallOne0250	<i>Christine spelled C H R I S T I N E.</i>
CallOne0260	Let me read that back. Last name * Jones * spelled * J O N E S. First name * Christine * spelled * C H R I S T I N E. Did I get that right?
CallOne0270	<i>Yes.</i>
CallOne0280	Next I need to know your date of birth with month, day, and year, such as January fifth, nineteen thirty five. What's your date of birth?
CallOne0290	<i>December twenty fifth nineteen thirty nine.</i>
CallOne0300	That's * December * twenty fifth * nineteen thirty nine. Is that correct?
CallOne0310	<i>Yes.</i>
CallOne0320	Got it. Hold on while I check our database. It may take a few seconds. <4 sec pause> OK, everything checks out. Now let's get on to your address change.
CallOne0330	I need to know the effective date for this change. You can say Immediately, or say a specific date in the next three months.
CallOne0340	<i>Immediately.</i>
CallOne0350	Got it. Now for the new address, ...
CallOne0360	I need to get the zip code first so I can look up the city and state. Please say the five-digit zip code now.
CallOne0370	<i>Oh two one three eight.</i>
CallOne0380	OK, I got the city and state information from your zip code. Now I need just your street address, P. O. Box, or rural route number. For example, you could say 1 2 3 Main Street West, or P. O. Box 1 2 3 4 5. Go ahead and say your address.
CallOne0390	<i>Eleven Garden Street</i>
CallOne0400	If there's an apartment number, please say it now. Otherwise, just say No Apartment.
CallOne0410	<i>No apartment.</i>
CallOne0420	Let me make sure I've got it right. I have * Eleven * Garden Street * Cambridge * Massachusetts * zero two one three eight. Is that correct?
CallOne0430	<i>Yes.</i>
CallOne0440	Hold on while I send your information. This may take a few seconds. <4 sec pause> OK, the update was accepted. Your information change has been sent for processing which may take up to three business days, and you won't be able to make any other changes during that time. As you requested, this change will be effective on * December * third * two thousand four.
CallOne0450	If there's anything else we can do for you, I can either put you back at the main menu, or transfer you to an agent. If you're finished, you can just hang up. So, Main Menu, Agent, or Goodbye?
CallOne0460	<i>Goodbye.</i>
CallOne0470	Thank you. Goodbye.

3.3 Call #2: Full knowledge base auth plus change of address, lots of confirmations

This example shows how lengthy a call could be with all the verification questions and trouble understanding the caller.

prompt ID	prompt text
CallTwo0010	[Leisurely pace, not too fast.] Hello! You've reached the automated Change of Address service. I'll be asking you several questions, and you can SPEAK your answers. Just be sure to speak clearly and loud enough for me to hear over the phone. Note that this call may be monitored or recorded for quality assurance purposes.
CallTwo0015	If you've gotten to the wrong place, or you change your mind about proceeding, you can say * Main Menu * at any time. And if you have a question about anything I ask you, you can say * Question * at any time. <2 sec pause> OK, let's get started. First I have to ask a few questions to see whether you can use this automated service.
CallTwo0020	Are you currently receiving Social Security disability, retirement, or survivor benefits? Yes or no.
CallTwo0030	<i>(something mumbled)</i>
CallTwo0040	Sorry, I didn't hear you. I need to know whether you're currently receiving Social Security benefits in the form of a check or direct deposit. Please speak clearly and say Yes or No.
CallTwo0050	Yes.
CallTwo0080	OK. And are you also receiving S S I or supplemental security insurance payments? Yes or no.
CallTwo0090	No.
CallTwo0100	Are you currently residing in a state or territory of the United States? Yes or no.
CallTwo0110	Yes.
CallTwo0120	Is the change you're calling about for your OWN benefit or payment?
CallTwo0130	Yes.
CallTwo0140	Alright. Now, let's see what we need to update. Please say Change My Address, Change My Phone Number, or Change Both.
CallTwo0150	<i>Well, I moved so I guess I need to change everything.</i>
CallTwo0160	I'm sorry, I didn't understand you. I only understand certain words, so let's try again. You can say Change My Address. Or you can say Change My Phone Number. Or, Change Both.
CallTwo0170	<i>Change both.</i>
CallTwo0180	OK, I can help you with that.
CallTwo0190	Do you have a seven-digit password that was issued to you by the Social Security Administration? Yes or No. <4 sec pause> If you aren't sure, just say NO and we'll go on.
CallTwo0200	<i>What?</i>
CallTwo0210	I'm sorry, I didn't understand you. If you have a seven-digit password that was mailed to you by the Social Security Administration, say YES. If you don't have a password, or you aren't sure, just say NO and we'll go on. <4 sec pause> Yes or No.
CallTwo0220	No.

CallTwo0230	That's OK. Before I can make any changes, I'll need to ask you some questions to verify who you are. There are eight questions and it'll take a couple of minutes to go through them. In addition to questions about your name and date and place of birth, you'll need to know your social security number, the dollar amount of your last benefit payment, and the zip code of your new address. Do you have all of those numbers handy?
CallTwo0240	<i>I think so.</i>
CallTwo0250	I'm sorry, I didn't understand you. If you have your social security number, the amount of your last benefit payment, AND your new zip code with you right now, please say YES. Otherwise, say NO.
CallTwo0260	<i>Yes.</i>
CallTwo0270	Great. What's your social security number?
CallTwo0280	<i>One two three, four five, four three two one.</i>
CallTwo0290	So that's * one * two * three *** four * five *** five * three * two * one. Is that correct?
CallTwo0300	<i>No.</i>
CallTwo0310	Sorry, my mistake. Let's try again. Please say your social security number, or enter it on your telephone keypad.
CallTwo0320	<i>One two three, four five, four three two one.</i>
CallTwo0330	So that's * one * two * three *** four * five *** four * three * two * one. Is that correct?
CallTwo0340	<i>Yeah.</i>
CallTwo0350	Sorry. Did I get the number correct? Yes or No.
CallTwo0360	<i>YES!</i>
CallTwo0370	Thank you. Now I need your full name.
CallTwo0380	Let's start with your last name. Please say and spell your last name. For example, if your last name was Kusack, you'd say "Kusack spelled K U S A C K.
CallTwo0390	<i>Smyth spelled S M Y T H.</i>
CallTwo0400	I think you said * Smith * spelled * S M I T H. Is that correct?
CallTwo0410	<i>No.</i>
CallTwo0420	Sorry, just spell your last name for me.
CallTwo0430	<i>S M Y T H.</i>
CallTwo0440	I think you said * Smyth * spelled * S M Y T H. Is that correct.
CallTwo0450	<i>Yes.</i>
CallTwo0460	And now let me get your first name including spelling.
CallTwo0470	<i>Davida spelled D A V I D A.</i>
CallTwo0480	I think you said Davida spelled D A V I D A. Is that correct?
CallTwo0490	<i>Yes.</i>
CallTwo0500	Let me read that back. Last name * Smyth * spelled * S M Y T H. First name * Davida * spelled * D A V I D A. Did I get that right?
CallTwo0510	<i>Yes.</i>
CallTwo0520	Good. Some people have another last name that is associated with their social security account, such as a maiden name or a professional name. Do you have an ALTERNATE last name? Yes or no?
CallTwo0530	<i>Yes, Jones.</i>

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CallTwo0540	Please say and spell your other last name.
CallTwo0550	<i>Jones spelled J O N E S.</i>
CallTwo0560	Let me read that back. That's * Jones * spelled * J O N E S. Did I get that right?
CallTwo0570	<i>Yes.</i>
CallTwo0580	Next I need to know your date of birth with month, day, and year, such as January fifth, nineteen thirty five. What's your date of birth?
CallTwo0590	<i>December twenty fifth, nineteen oh nine.</i>
CallTwo0600	That's * December * twenty fifth * nineteen oh five. Is that correct?
CallTwo0610	<i>No, it's nineteen oh NINE.</i>
CallTwo0620	Sorry, my mistake. Please say your full date of birth one more time.
CallTwo0630	<i>December twenty fifth nineteen oh nine.</i>
CallTwo0640	That's * December * twenty fifth * nineteen oh nine. Is that correct?
CallTwo0650	<i>Yes.</i>
CallTwo0660	I also have to ask your mother's maiden name.
CallTwo0670	Please say and spell your mother's maiden last name.
CallTwo0680	<i>Schwartz spelled S C H W A R T Z.</i>
CallTwo0690	Let me read that back. That's * Schwartz * spelled S C H W A R T Z. Did I get that right?
CallTwo0700	<i>Yes.</i>
CallTwo0710	Got it. Only two more questions and you'll be verified.
CallTwo0720	I need to know where you were born. Please say the name of the STATE or territory where you were born, or say OTHER if it wasn't a state or territory.
CallTwo0730	<i>North Dakota.</i>
CallTwo0740	I think you said * South Dakota. Is that correct?
CallTwo0750	<i>No, north.</i>
CallTwo0760	Sorry, my mistake. Please tell me the state or territory again.
CallTwo0770	<i>NORTH Dakota.</i>
CallTwo0780	I think you said * North Dakota. Is that correct?
CallTwo0790	<i>Yes.</i>
CallTwo0800	One last question. What was the amount of the last benefit payment you received in dollars and cents?
CallTwo0810	<i>One forty seven fifty three.</i>
CallTwo0820	I'm sorry, I didn't understand that. Please say the amount as dollars and cents, such as one hundred twenty nine DOLLARS and thirty seven CENTS.
CallTwo0830	<i>One hundred forty seven dollars and fifty three cents.</i>
CallTwo0840	I think you said * one * hundred * forty seven * dollars and * fifty three * cents. Is that correct?
CallTwo0850	<i>Yes.</i>
CallTwo0860	Got it. Hold on while I check our database. It may take a few seconds. <4 sec pause> OK, everything checks out. Now let's get on to your address change.
CallTwo0870	I need to know the effective date for this change. You can say Immediately, or say a specific date in the next three months.

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CallTwo0880	<i>Immediately.</i>
CallTwo0890	Got it. Now for the new address, ...
CallTwo0900	I need to get the zip code first so I can look up the city and state. Please say the five-digit zip code now.
CallTwo0910	<i>Oh two one three eight.</i>
CallTwo0920	Please say the five-digit zip code again, saying the digits one by one.
CallTwo0930	<i>Oh. Two. One. Three. Eight.</i>
CallTwo0940	OK, I got the city and state information from your zip code. Now I need just your street address, P. O. Box, or rural route number. For example, you could say 1 2 3 Main Street West, or P. O. Box 1 2 3 4 5. Go ahead and say your address.
CallTwo0950	<i>Eleven Garden Street</i>
CallTwo0960	Sorry, I didn't understand that. I need your street address or P. O. box number. For example, you can say one twenty-four Belvedere Street, or P. O. Box 1 2 3 4 5. I also understand rural routes. Please say your address now.
CallTwo0970	<i>Eleven. Garden. Street.</i>
CallTwo0980	I think you said * eleven * Garden Street. Is that correct?
CallTwo0990	<i>Yes.</i>
CallTwo1000	If there's an apartment number, please say it now. Otherwise, just say No Apartment.
CallTwo1010	<i>No apartment.</i>
CallTwo1020	Let me make sure I've got it right. I have * eleven * Garden Street * Cambridge * Massachusetts * zero two one three eight. Is that correct?
CallTwo1030	<i>Yes.</i>
CallTwo1040	Great! Hold on while I send your information. This may take a few seconds. <4 sec pause> OK, the update was accepted. Your information change has been sent for processing which may take up to three business days, and you won't be able to make any other changes during that time. As you requested, this change will be effective on * December * third * two thousand four.
CallTwo1050	If there's anything else we can do for you, I can either put you back at the main menu, or transfer you to an agent. If you're finished, you can just hang up. So, Main Menu, Agent, or Goodbye?
CallTwo1060	<i>G'Bye.</i>
CallTwo1070	I think you said Goodbye. Is that correct?
CallTwo1080	<i>YES!</i>
CallTwo1090	Thank you. Goodbye.

3.4 Call #3: Password plus direct deposit, no problems

This example shows how quick the flow could be if the caller has a password. It also shows an example of help.

prompt ID	prompt text
CallThree0010	[Leisurely pace, not too fast.] Hello! You've reached the automated Direct Deposit service. I'll be asking you several questions, and you can SPEAK your answers. Just be sure to speak clearly and loud enough for me to hear over the phone. Note that this call may be monitored or recorded for quality assurance purposes.
CallThree0020	If you've gotten to the wrong place, or you change your mind about proceeding, you can say * Main Menu * at any time. And if you have a question about anything I ask you, you can say * Question * at any time. <2 sec pause> OK, let's get started. First I have to ask a few questions to see whether you can use this automated service.
CallThree0030	Are you currently receiving Social Security disability, retirement, or survivor benefits? Yes or no.
CallThree0040	Yes.
CallThree0050	OK. And are you ALSO receiving S S I or supplemental security insurance payments?
CallThree0060	No.
CallThree0070	Alright. Are you currently residing in a state or territory of the United States? Yes or no.
CallThree0080	Yes.
CallThree0090	OK. Is the change you're calling about for your OWN benefit or payment?
CallThree0100	Yes.
CallThree0110	Good. Do you have a password that was issued to you by the Social Security Administration? Yes or No.
CallThree0120	Yes.
CallThree0130	Great, that'll make this much quicker.
CallThree0140	Before I can make any changes, I'll need to ask you a couple of questions to verify who you are. You'll need to know your social security number * your password * your bank account number * and the routing number for YOUR bank account, which you can get from one of your checks, or from your financial institution. Do you have all of those numbers handy?
CallThree0150	Yes.
CallThree0160	OK, here's the first question.. What's your social security number?
CallThree0170	One two three, four five, four three two one.
CallThree0180	So that's * one * two * three *** four * five *** four * three * two * one. Is that correct?
CallThree0190	Yes.
CallThree0200	What's your seven-digit password?
CallThree0210	Seven nine two oh oh six one.
CallThree0220	That's * seven nine two * zero zero * six one. Did I get it right?
CallThree0230	Yes.
CallThree0240	Got it. Hold on while I check our database. It may take a few seconds. <4 sec pause> OK, everything checks out.
CallThree0250	Now let's move on to your direct deposit information.

CallThree0260	For the account you want to use, are you the owner of the account?
CallThree0270	Yes.
CallThree0280	Good. Now tell me the type of account this is. Your choices are * Checking * Savings * Investment * or * Other.
CallThree0290	Checking.
CallThree0300	OK. I need to know the effective month for this change. Because of the lead time in processing checks, your choices are * January * February * or * March.
CallThree0310	February.
CallThree0320	Sure * February * is fine.
CallThree0330	Now, you'll need to know two numbers that you can find on the bottom of a check, or you can get them from your financial institution. The first is a nine-digit bank routing number. <1 sec pause> The second is your personal account number. <1 sec pause> If you have these numbers, say I Have The Numbers. Otherwise say More Information.
CallThree0340	More information.
CallThree0350	Sure, here's a bit more information about those numbers. The bank routing number is exactly nine digits and is printed on the bottom of each check in between two marks that look like a vertical bar followed by a colon.
CallThree0360	Your account number is some number of digits ending with a symbol that looks like two vertical bars followed by a square dot. Don't confuse your ACCOUNT number with your CHECK number that is both at the bottom and at the top right of your check.
CallThree0370	If you don't have these numbers, you'll need to get them from your financial institution before we can set up or change direct deposit. If you DO have the numbers now, say I Have The Numbers.
CallThree0380	If you need to speak with an agent, say Agent. If you'd like to do something else, say Main Menu. If you want to call again later, say Goodbye or just hang up. To hear this information again, say More Information.
CallThree0390	I have the numbers.
CallThree0400	Great. What's the nine-digit bank routing number?
CallThree0410	One two four seven zero two six four four.
CallThree0420	That's * one two four * seven zero * two six * four four. Is that correct?
CallThree0430	Yes.
CallThree0440	Got it. And what's your account number?
CallThree0450	Seven six five four three two.
CallThree0460	That's * seven * six * five *** four * three * two. Is that correct?
CallThree0470	Yes.
CallThree0480	Alright. Hold on while I send your information. This may take a few seconds. <4 sec pause> OK, the update was accepted. Your information change has been sent for processing which may take up to three business days, and you won't be able to make any other changes during that time. This change will be effective with your * February * benefit payment.
CallThree0490	If there's anything else we can do for you, I can either put you back at the main menu, or transfer you to an agent. If you're finished, you can just hang up. So, Main Menu, Agent, or Goodbye?
CallThree0500	Goodbye.
CallThree0510	Thank you. Goodbye.

Chapter 4: Global Behavior

4.1 Time-outs and Retries

While the retry prompts are specified in the DialogModule tables, they are to be preceded by the appropriate apology prefix as outlined below:

Retry 1 & 2	IF retry 1	Message Number 00110	upon rejection of speech	apology_re1	I'm sorry, I didn't understand you.
		Message Number 00111	upon rejection of speech		My mistake.
	IF retry 2	Message Number 00112	upon confirmation	apology_re2	I'm sorry, I still didn't understand you.
		Message Number 00113	upon rejection of speech	apology_re2_	My mistake again.
			upon confirmation	[...]	<retry prompt(s) specified in DialogModule table>

Note that Timeout prefixes for the *collection* phase (rejection of speech) are included as part of the Timeout prompts in each DM, whereas Timeout prefixes for the *confirmation* phase are usually not specified in the DM tables.

Timeout 1		apology_to1	I'm sorry, I didn't hear anything.
Timeout 2		apology_to2	I'm sorry, I still didn't hear anything.

Max. timeout is globally set to 2 – exceptions will be indicated in the tables.
 Max. retry is globally set to 2 – exceptions will be indicated in the tables.
 When either max timeouts or max retries is reached, transfer to the DM indicated for this purpose.

4.2 Privacy

No information collected in this application is considered sensitive.

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4.3 System Timeout

In addition to the regular timeouts, there is also a global *System Timeout*, set to a specific number of minutes. If the duration of one call exceeds this System Timeout, the call-flow will be interrupted with the prompt below to inform the caller that the maximum amount of time for the call duration has been exceeded. After the play-out of this prompt, the call will be terminated. (This also means that *barge-in* is OFF during the play-out of these prompts, since there is no recognition state following.)

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System Timeout	Message Number	Time Limit	System Timeout message	
	00114	15 minutes	system_timeout_a	I'm sorry to interrupt, but it looks like you're having trouble since we've been on this call for more than ...
			[CPR]	<system-timeout in minutes> e.g. "...30..."
	00115		system_timeout_b	...minutes. I'll need to hang up now. You might want to call back and ask to speak with an agent. Good bye.

4.4 Help prompts

Unless otherwise specified by the DialogModule table, the default behavior will always be to 're-enter' the DialogModule directly after the Help prompt has played, so the application will listen for the input again. It does this while resetting any timeout and retry counters, thus as if it were the initial try, but *without playing the initial prompt again*. This is because the prompt for the input will be contained *in the Help prompt itself*, perhaps with a slightly different verbiage.

In summary:

- 1) Play Help prompt(s) specified in the UI table
- 2) Unless otherwise specified in the table, re-enter the same state to listen for caller input
- 3) Do *not* play the initial prompt of this state after the Help prompt

Important note: caller can barge-in on the Help prompt (unless otherwise specified by the table) which will cause the Help prompt to immediately *stop* playing and the recognizer to parse the caller's input according to the vocabulary of the state following the Help prompt (this state typically is the same state). While the caller can start speaking before the end of the Help prompt, the *beginning_of_speech* timer will not start until the Help prompt has finished playing (which is the same behavior as with any other prompt played that callers can barge-in on).

Note well that *Help* is an historical term for assistance to callers. The word "help" is specifically *not* included in the grammars because as a single-syllable global command it causes too many recognition problems. Callers are advised that they can say "more information" and there are other synonyms listed in the global table. There is also evidence

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from usability studies that callers are more likely to make use of a neutral term such as “more information” that does not make them feel inadequate by asking for help.

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4.5 Global Commands and Global Prompts

Global Commands Vocabulary


Speech Input			
This table specifies the global commands that can be spoken from anywhere in the application. The application behavior upon these commands is always the same, unless the DialogModule specifically overrides the global behavior.			
Commands	DTMF	Action (unless re-specified by the module)	Confirm.
Question [I] don't know [it] (but downweight this one in the grammar) More information NOTE: "Help" is NOT in this grammar, nor in any grammar for this application unless specifically noted for a single DM table.	*	First play the Help prompt as specified for the module, then wait for input again. (New prompt for input will be part of each Help message.)	Never
(Refer to the N8NN UI spec for the grammar for agent synonyms.) Tuning 4 recommends "tightening" the agent grammar so that phrases without verbs are not included. A new Agent grammar will be supplied for use in both N8NN and COA-DD.	0	Go to: 2100-AfterHours-Check	Always
Main menu [please]	9	Go to: 2212-ThanksBeforeReturn-Msg	If necessary
Confirmation prompts			
Option	Name	Wording	
Operator	gl_conf_operator	[I think you said] you want to talk to an agent. [Is that correct?]	
Main menu	gl_conf_mainmenu	[I think you said] you want to return to the Main Menu. [Is that correct?]	
Developer Notes			
NOTE ON GOODBYE: Recent wisdom among UI designers is that Goodbye is seldom used by callers and therefore only causes recognition problems. We have traditionally included Goodbye because some callers like the closure it seems to provide. However, the usability data we've accumulated suggests that it causes more problems than it solves. Therefore, we propose to remove Goodbye from this application, and simply offer callers the option of hanging up.			

Table: Auxiliary Global Prompts

Generic Prompts	
Name	Wording
default_confirmation_initialprompt_part1	I think you said ...
default_confirmation_initialprompt_part2	Is that correct?

Table: Grammar Synonyms

Basic grammar	
Basic grammar	Synonyms
yes	yeah, sure, correct, that's correct, yes ma'am, right, OK

no	nope, no that's not it, no that's not right, no ma'am, wrong

Note on Confirmation Grammars

The preceding requirement has been rescinded — tuning studies have shown that including “agent” synonyms in confirmation grammars catches too many utterances that are really statements of Yes or No. Also, including agent synonyms interferes with one-step correction where it is used. So agent synonyms should **not** be in confirmation grammars unless there is an explicit note otherwise.

4.6 DTMF Collection

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4.6.1 Termination of digit strings using the pound sign

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Any state prompting for input of which the DTMF equivalent is a digit string, such as the social security number, should accept the DTMF ‘pound’ sign as the immediate terminator of such a string. Naturally, this ‘pound’ sign should not be taken as part of the actual input or passed on as such to other parts of the application or any databases; it is merely an indicator that the digits before it form the complete numeric input.

Single-digit DTMF equivalents—such as ‘1’, ‘2’, ‘3’, etc. for menu options—do *not* allow a terminating character.

4.6.2 Invalid DTMF input should be rejected

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Any input that does not match to a menu option or other command, or does not match to numeric input prompted for at that point, should be rejected by the application, and lead to the application entering a retry. For example, when a state has only four menu options with DTMF equivalents ‘1’ through ‘4’, we should enter a rejection if someone enters ‘5’ at that point. Another example would be a state asking for a sequence of digits: if someone provides DTMF input that contains an asterisk in the sequence, we should reject that input as well. (An alternative would be to go to *Help* in that situation, since ‘*’ is the DTMF equivalent for it, but it’s probably better to just reject digit-strings containing an ‘*’.) As outlined in the paragraph 4.6.1 “Termination of digit strings using the pound sign” above, the DTMF ‘pound’ sign should be accepted as a valid terminator of digit strings.

Please note that DTMF equivalents of global commands should always be accepted, even if they are not explicitly offered by any of the prompts in a given state. Examples of these are the ‘star’ sign for *Help* and ‘0’ for an *Associate*.

4.6.3 End-of-DTMF timeout

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The application’s response time to DTMF input should always be as short as possible, but will depend at any point on whether the DTMF input given so far in a particular state is either clearly *unfinished*, or is *ambiguous*.

An example of clearly unfinished DTMF input would be a caller having entered ‘1’ in a state where digit strings of various lengths can be collected, with the shortest input being a single digit. In this situation we give the caller *n* seconds to enter the remainder of a possible multi-

digit string, where n is specified by some *inter-digit timeout* parameter. After each non-final digit entered by the caller, a countdown will start with a duration indicated by this parameter. If the countdown runs out before the caller has entered the next necessary digit, the application will go into a rejection.

Once the caller has entered the number of digits required to make the input complete—which is 9 digits in the case of an SSN, or 10 digits in case of a US phone number including area code—the application could take that input immediately and parse it, without running the countdown again. However, because the caller may enter the ‘#’ sign to terminate the string, we will look at two variables to determine whether or not we indeed terminate the digit string based upon satisfaction of the number of digits alone:

- 1) *Fixed-length versus not-fixed-length digit strings.* If the expected digit-string is of a fixed length, then we can terminate the string as soon as we have reached the correct number of digits. If its length varies, then we cannot, unless we have reached the maximum allowable length.
- 2) *Next state being a collection state or not.* If the next state in the application is another collection state, and we are *not* using an *inter-digit timeout* after the last digit in a fixed-length or maximum-length string, then we run the risk that any ‘#’ terminator entered by the caller will *not* get detected until the application has moved on to that next collection state. We do not have this risk if the next state is *not listening for input*, for example a database hit, or a play-message with *barge-in* turned off. Only where necessary, we eliminate this risk by using the *inter-digit timeout* even after the last digit of fixed-length or maximum-length string.

In short: we will terminate finished fixed-length and maximum length digit-strings *immediately* when the next state is *not listening for input*, and when the next state *is a collection state*, then for the maximum duration of the *inter-digit timeout* we will wait for a possible ‘#’ terminator. When a ‘#’ terminator is detected, we also *immediately* terminate the string.

Unfinished DTMF input can be ambiguous. This is the case when the digit(s) entered so far can be interpreted as *complete input* for other options or other numeric input. While the input could be considered complete under one interpretation it is *incomplete* under another interpretation, e.g. someone entered a ‘0’ as the first digit of their Social Security Number, but ‘0’ is also used to request an Associate. In this situation too, we use the *inter-digit timeout* to wait for possible further input, unless we have reached the maximum length.

4.6.4

Key-ahead

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In any case, when we know that DTMF input is complete for a given context, the application should respond immediately and not run a end-of-DTMF-input countdown. If we were to introduce such a delay after each complete DTMF input, then we would seriously hinder the ability of power-users to comfortably ‘key-ahead’ through menus.

The so-called ‘key-ahead’ feature automatically works because of the zero-length timeout upon unambiguous DTMF input. As soon as the caller hits one of the numbers on the keypad to choose a menu option, the application takes that digit and moves to the next state accordingly. If that response to the DTMF input takes a fraction of a second and the next state is a collection state again, then this next state will automatically take the next digit if it is a voice menu, or the next sequence of digits if it is expecting a digit string. If the next state was a database hit instead, for example, then no input will be accepted during the database hit (because the app is not listening for anything), and once the application returns to a

collection state, further input is listened for from then on. This means that if that database hit happened to have sub-zero response time, the user could have run right over it using 'key-ahead' and never noticed anything. No key-ahead is possible over database hits that need more time, or over play-states that have barge-in turned off. Naturally, over states expecting variable-length digit-string input, 'key-ahead' can only be achieved by using the '#' terminator.

4.7 Digit-String Playback

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Variable digit-strings to be presented to the caller will be passed through a global routine that builds prompt lists to fluently play back any kind of digit string: phone numbers, SSNs, credit card numbers, etc. Valid input to this function is a string of digits, where a hyphens and spaces can be used to indicate grouping. Examples of valid input are: "123456", "1-617-428-4444", "017-85-3229", "4356 8900 0220 0392". For each hyphen or space, the routine will insert a pause. The prompt set to be used for this consists of the following 1,231 prompts:

- 1,000 prompts: "...0 0 0, ..." through "...9 9 9, ..." (Non-final intonation)
- 100 prompts: "...0 0, ..." through "...9 9, ..." (Non-final intonation)
- 100 prompts: "...0 0." through "...9 9." (Final intonation)
- 10 prompts: "0..." through "9..." (Rising intonation)
- 10 prompts: "...0, ..." through "...9, ..." (Non-final intonation)
- 10 prompts: "...0." through "...9." (Final intonation)
- 1 prompt: 1/4 second silence.

See <http://looknohands.com/digit-string-cpr/> for a demonstration of how the ployout of various different kinds of strings is constructed using prompts from the sets listed above.

4.8 Event Logging

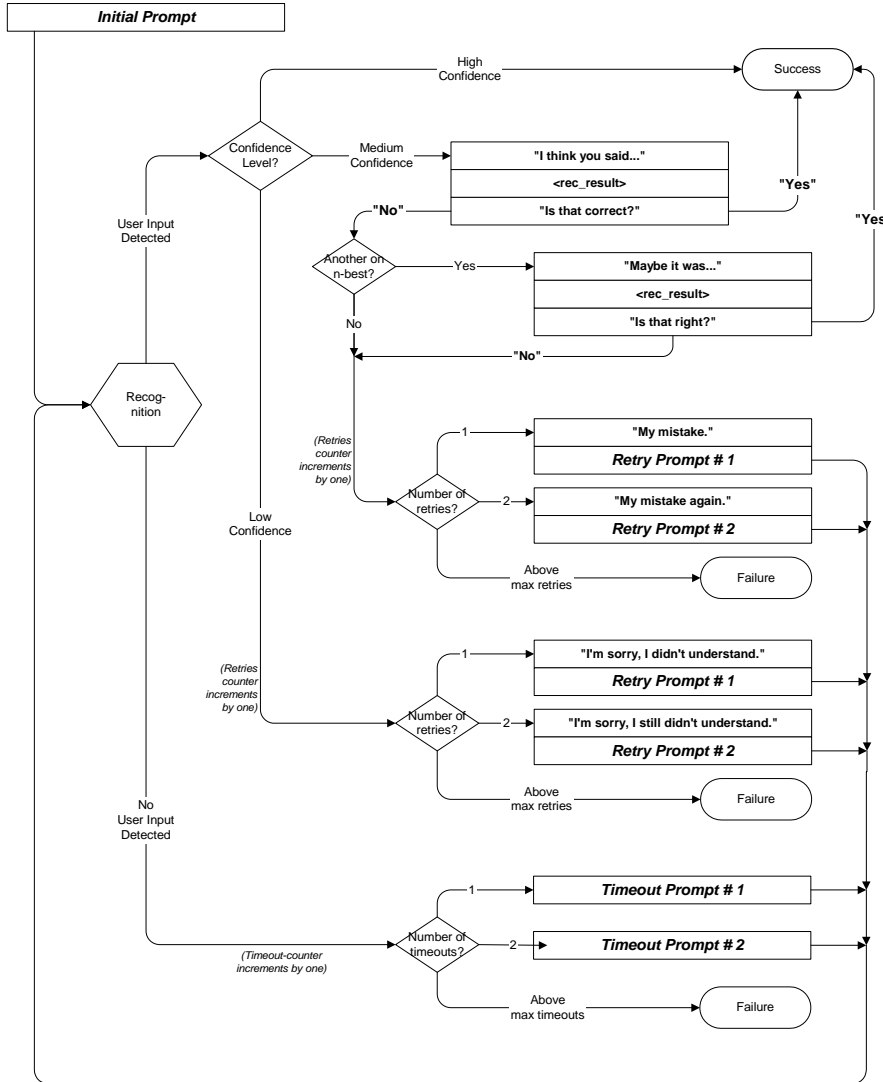
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Throughout all the User Interface Specifications, each state calls out the event logging that is unique to that state. For an overview of all of Event Logging, including global behavior for events such as what to do if an info token is not available, see the Event Logging section in the Functional Requirements Specification document.

4.9 Internal DialogModule Functionality

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This diagram shows the typical flow within a Dialog Module, including retry and timeout cases.



Chapter 5: Detailed Dialog Specification

5.1 How to Read the Call-Flow Tables

2100_Finance_Forex_Menu

Speech Input: *Previous step of the dialog* (2000_Finance_Menu) | *Initial prompt: first prompt played when entering the module.* | Item List | *Dialog-Module type*

Prompts section

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

User input section

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

Global commands section

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

Developer notes

Default

Touch-tone equivalents for global commands

System actions following on global commands

System actions following on user input

Help prompt: typically played when caller asks for help or instructions.

Retry 2 prompt: played when no recognition result from input after first retry.

Timeout 2 prompt: played when no response to first timeout.


Timeout 1 prompt: played when no response to initial.

Retry 1 prompt: played when no recognition result from first input.


5.2 Call-Flow Tables

General note on prompt specification: Where there are two or more Initial prompts, all are played in sequence on entry to the DM. Likewise with multiple Help prompts – all are played in sequence when the caller says Question or presses star. In contrast, Retry1 and Retry2 are played individually on the first or second retry respectively, and similarly for Timeout1 and Timeout2. The Initial and Help prompts are broken into pieces to reduce problems with recording long prompts accurately, and also to avoid the voice talent gasping for breath. Note that if a caller says Question (or any synonym) repeatedly in the same DM, they hear the same sequence of help prompts each time. There is presently no upper limit on how many times a caller can say Question in a DM. There is, however, a limit on the total length of the call, as specified in section 4.2 above.

1000-BeginApplication-Check


Branch on Condition	
This is the entry point for the Change of Address (COA) and Direct Deposit (DD) application.	
	
Entering from	
1036-SystemAvailability-Check	
Req ID	Action
1000-BeginApplication-Condition-Menu2	If COA from Main Menu Go to: 1020-WelcomeCOA-Msg
1000-BeginApplication-Condition-Menu3	Else IF DD from Main Menu Go to: 1010-WelcomeDD-Msg
1000-BeginApplication-Condition-Menu4COA	Else IF COA from Password Services Go to: 1020-WelcomeCOA-Msg
1000-BeginApplication-Condition-Menu4DD	Else IF DD from Password Services Go to: 1010-WelcomeDD-Msg
1000-BeginApplication-Condition-SFCOA	Else IF COA from SF Main Menu Go to: 1022-SFWelcomeCOA-Msg
1000-BeginApplication-Condition-SFDD	Else DD from SF Main Menu Go to: 1012-SFWelcomeDD-Msg
Event logging	

1010-WelcomeDD-Msg


Play Prompt	
Welcome the caller to the Direct Deposit application.	
	
Entering from	
1000-BeginApplication-Check	
Prompts	
Message Number	Wording
10105	1010-GLB-WelcomeDD-Prompt1 Hello! You've reached the automated Direct Deposit service.
Req ID	Action
1010-GLB-WelcomeDD-Condition-Always	Always Go to: 1030-DoUqualify-Msg
Event logging	

Developer notes
No barge-in


1012-SFWelcomeDD-Msg

		Play Prompt	
Welcome the caller to the Direct Deposit application from SpeakFreely Main Menu. Since SF N8NN introduces the process, we don't need to welcome the caller here.			
Entering from			
1000-BeginApplication-Check			
Prompts			
Message Number	Name	Wording	
10121	1012-GLB-SFWelcomeDD-Prompt1	[0.5 sec silence]	
Req ID	Condition	Action	
1012-GLB-SFWelcomeDD-Condition-Always	Always	Go to: 1030-DoUqualify-Msg	
Event logging			
Developer notes			
No barge-in			

1020-WelcomeCOA-Msg


		Play Prompt	
Welcome the caller to the Change of Address application.			
Entering from			
1000-BeginApplication-Check			
Prompts			
Message Number	Name	Wording	
10200	1020-GLB-WelcomeCOA-Prompt1	Hello! You've reached the automated Change of Address service.	
Condition		Action	
Always 1020-GLB-WelcomeCOA -Condition-Always		Go to: 1030-DoUqualify-Msg	
Event logging			
Developer notes			
No barge-in			

1022-SFWelcomeCOA-Msg

		Play Prompt	
Welcome the caller to the Change of Address application from SpeakFreely Main Menu. Since SF N8NN introduces the process, we don't need to welcome the caller here.			


Entering from		
1000-BeginApplication-Check		
Prompts		
Message Number	Name	Wording
10121	1020-GLB-SFWelcomeCOA-Prompt1	[0.5 sec silence]
Condition		Action
Always 1020-GLB-SFWelcomeCOA - Condition-Always		Go to: 1030-DoUqualify-Msg
Event logging		
Developer notes		
No barge-in		

1030-DoUqualify-Msg

		Play Prompt	
Introduce caller to automated application, say we need to see whether they qualify to use the application.			
Entering from			
1010-WelcomeDD-Msg, 1020-WelcomeCOA-Msg			
Prompts			
Message Number	Name	Wording	
10302	1030-GLB-DoUqualify-Prompt1	I'll be asking you several questions, and you can SPEAK your answers. Just be sure to speak clearly and loud enough for me to hear over the phone.	
10121	silence_500	[500 ms silence]	
10303	1030-GLB-DoUqualify-Prompt2	If you've gotten to the wrong place, or you change your mind about proceeding, you can say Main Menu at any time. And if you have a question about anything I ask you, you can say Question at any time. <1 sec pause> OK, let's get started.	
Req ID	Condition	Action	
1030-GLB-DoUqualify-Condition-pwd	Came from Main 3 (pwd)?	Go to: 1035-PingPwd-DB	
1030-GLB-DoUqualify-Condition-nopwd	Else from Main 2	Go to: 1032-HavePwd-VM	
Event logging			
Developer notes			
No barge-in			

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1032-HavePwd-VM

		Voice Menu DialogModule™	
Ask caller if they plan to use a password now, so we can ping the correct service.			
Entering from			
1030-DoUqualify-Msg			

Prompts		
Message Number	Type / Name	Wording
10321	1032-GLB-COAhavewpd-Prompt-Initial	It's not required, but do you have a seven-digit password that you set up with the Social Security Administration? Yes or No. <4 sec pause> If you're not sure, say Question.
10322	1032-GLB-COAhavewpd-Prompt-Retry1	[Global Default] If you have a password, say Yes. Otherwise say No. If you're not sure, say Question.
10323	1032-GLB-COAhavewpd-Prompt-Retry2	[Global Default] If you have a password, press one. Otherwise press two.
10324	1032-GLB-COAhavewpd-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you have a seven-digit password that you set up with the Social Security Administration, say Yes or press one. If you don't have one, say No or press two. If you're not sure, say Question or press the star key.
10325	1032-GLB-COAhavewpd-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you have a seven-digit password that you set up with the Social Security Administration, say Yes or press one. If you don't have one, say No or press two. If you're not sure, say Question or press the star key. [4 sec pause] If you need assistance, say Agent or press zero.
10326	1032-GLB-COAhavewpd-Prompt-Help	The password I'm referring to would have been chosen and registered by you online or over the phone. You would have received a password request code in the mail, which you would have used along with your social security number and other information to register a seven-digit password to access your personal benefit information. If you've forgotten the password, you can request a new one by using the same process you used before. If you have this seven-digit password and you plan to use it today, say Yes. Otherwise say No and I'll verify your identity another way.
10327	1032-GLB-COAhavewpd-Prompt-SuccessYes	Great. It'll save time.
10328	1032-GLB-COAhavewpd-Prompt-SuccessNO	That's OK.


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Option	Vocabulary	DTMF	Action	Confirm.
1032-GLB-COAhavewpd-Option-yes	yes and usual synonyms	1	play SuccessYes prompt Go to: 1035-PingPwd-DB	never

1032-GLB-COAhavepwd-Option-no	no and usual synonyms	2	play SuccessNo prompt Go to: 1034-PingKBA-DB	never
1032-GLB-COAhavepwd-Option-maybe	global Help grammar plus: maybe [I'm] not sure I don't know	*	same as Question – play the Help prompt and reenter this DM as usual for help	never
Note: remove global "agent" grammar for this DM.				
Confirmation prompts				
Option / Name		Wording		
no confirmations for Yes / No				
DialogModule parameters				
Parameter		Value		
1032-GLB-COAhavepwd-Parameter				
after_end_of_speech_timeout		1,000 ms		
before_begin_of_speech_timeout		7,000 ms		
allowing_barge_in		True		
Event logging				
Developer notes				
Use the standard Yes/No DM and its associated grammar (variations on yes and no). The global Help/Question grammar is overridden for this DM in order to catch additional utterances including "maybe".				

1034-PingKBA-DB


Database Query			
Ping KBA system upon entry to ensure the presence of the back end.			
Entering from			
1032-HavePwd-VM			
Req ID	Condition	Action	
1034-GLB-PingKBA-Condition-Always	Always	Go to: 1036-SystemAvailability-Check	
Event logging			

1035-PingPwd-DB


Database Query			
Ping Password system upon entry to ensure the presence of the back end.			
Entering from			
1030-DoUqualify-Msg			
Req ID	Condition	Action	
1035-GLB-PingPwd-Condition-Always	Always	Go to: 1036-SystemAvailability-Check	

Event logging


1036-SystemAvailability-Check

Branch on Condition		
Branch on availability of system.		
Entering from		
1035-PingPwd-DB, 1034-PingKBA-DB		
	Condition	Action
1036-GLB-SystemAvailability-Condition-Unavailable	<i>IF System is unavailable</i>	NeedAssistanceWith = SysUnavailable Go to: 2100-AfterHours-Check
1036-GLB-SystemAvailability-Condition-Available	<i>Else</i>	NeedAssistanceWith := UserRequestedAgent (this is an initial setting that may be overridden by later events) Go to: 1038-IntroQual-Msg
Event logging		

1038-IntroQual-Msg

Play Prompt		
Introduce the series of qualifying question we're about to ask.		
Entering from		
1032-HavePwd-VM		
Prompts		
Message Number	Name	Wording
10381	1038-GLB-IntroQual-Prompt1	First I have to ask a few questions to see whether this automated service can help you.
Req ID	Condition	Action
1038-GLB-IntroQual-Condition-Always	Always	Go to: 1050 1050-GetSSI-YN
Event logging		
Developer notes		
No barge-in		

1040-GetBeneNow-YN

Custom Context DialogModule™		
Ask whether caller is currently receiving benefits. This question now occurs AFTER the question about SSI (1050).		
Entering from		
1050 1050-GetSSI-YN		


Prompts				
Message Number	Type	Name	Wording	
10401	Initial	1040-GLB-GetBeneNow-Prompt-Initial	Are you currently receiving Social Security retirement, survivor, or disability benefits? Yes or no.	
10402	first retry	1040-GLB-GetBeneNow-Prompt-Retry1	[Global Default] If you're currently receiving Social Security retirement, survivor, or disability benefits, please say Yes. Otherwise say No.	
10403	second retry	1040-GLB-GetBeneNow-Prompt-Retry2	[Global Default] If you currently get a benefit check or deposit from Social Security, press one. Otherwise, press two.	
10404	first timeout	1040-GLB-GetBeneNow-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you currently get a benefit check or deposit from Social Security, say Yes or press one. Otherwise, say No or press two. If you're not sure, say Question or press the star key.	
10405	second timeout	1040-GLB-GetBeneNow-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you currently get a benefit check or deposit from Social Security, say Yes or press one. Otherwise, say No or press two. If you're not sure, say Question or press the star key. [pause 4 sec] If you need assistance, say Agent or press zero.	
10406	Help – play all of these	1040-GLB-GetBeneNow-Prompt-Help1	[slowly] OK, I'll try to help with more explanation. You can use this automated service to change your address or phone number with Social Security only if you meet certain conditions. One of those conditions is that you must already be receiving a Social Security benefit due to retirement, disability, or being a survivor of someone who would have received a benefit.	
00500		silence_500	[500 ms silence]	
10407		1040-GLB-GetBeneNow-Prompt-Help2	[slowly] If you're not currently receiving a monthly check or deposit from Social Security, you can't use this AUTOMATED service to change your address or phone number. In most cases, though, just putting your new address and phone number on your income tax return is all that we need. If you'd like more information or need personal assistance, you can say Agent or press zero.	
00500		silence_500	[500 ms silence]	
10408		1040-GLB-GetBeneNow-Prompt-Help3	So please let me ask you again: Are you currently receiving Social Security retirement, survivor, or disability benefits? Yes or no.	
Option	Vocabulary	DTMF	Action	Confirm.
1040-GLB-GetBeneNow-Option-yes	yes and usual synonyms	1	Go to: 1060-LiveInUS-YN	never
1040-GLB-GetBeneNow-Option-no	no and usual synonyms	2	Go to: 1130_CantDoThat_DM	never

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Deleted: say Yes or press one. Otherwise, say No or press two. If you're not sure, say Question or press the star key.

1040-GLB-GetBeneNow-Option-specific	retirement [benefits] survivor [benefits] disability [benefits]	—	Go to: 1060-LiveInUS-YN	never
1040-GLB-GetBeneNow-Option-SSI	S S I [benefits]	—	Go to: 1120-CantUse-Msg	never
Confirmation prompts				
Option / Name		Wording		
no confirmations for Yes / No				
DialogModule parameters				
Parameter		Value		
1040-GLB-GetBeneNow-Parameter				
after_end_of_speech_timeout		1,000 ms		
before_begin_of_speech_timeout		7,000 ms		
allowing_barge_in		True		
Event logging				
Developer notes				
Play all three help prompts if the caller says Question. Note that 'retirement' etc. are accepted as equivalent to 'yes'.				

1050-GetSSI-YN


Yes/No DialogModule™				
Is caller receiving SSI? Correct answer is no!				
Entering from				
1038 1038-IntroQual-Msg				
Prompts				
Message Number	Type	Name	Wording	
10501	Initial	1050-GLB-GetSSI-Prompt-Initial	Are you receiving S S I, also known as Supplemental Security Income payments?	
10502	first retry	1050-GLB-GetSSI-Prompt-Retry1	[Global Default] If you're receiving S S I payments, say Yes. Otherwise say No.	
10503	second retry	1050-GLB-GetSSI-Prompt-Retry2	[Global Default] If you're receiving S S I payments say Yes. Otherwise press 1.	
10504	first timeout	1050-GLB-GetSSI-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you're receiving S S I payments, say Yes or press 1. Otherwise say No or press 2. If you're not sure, say Question or press the star key.	
10505	second timeout	1050-GLB-GetSSI-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you're receiving S S I payments, say Yes or press 1. Otherwise say No or press 2. If you're not sure, say Question or press the star key. [pause 4 sec] If you need assistance, say Agent or press zero.	
10506	Help – play all of these	1050-GLB-GetSSI-Prompt-Help1	[slowly] OK, I'll try to help with more explanation. You can use this automated service to change your address or phone number with Social Security only if you meet certain conditions. One of those conditions is that you must NOT be receiving SSI, also known as supplemental security income payments.	

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Deleted: , say Yes or press 1. Otherwise say No or press 2. If you're not sure, say Question or press the star key.

00500		silence_500	[500 ms silence]	
10507		1050-GLB-GetSSI-Prompt-Help2	[slowly] If you're receiving supplemental security income payments, you cannot use this automated system to change your address or phone number. If this is the case for you, please say Agent or press zero.	
00500		silence_500	[500 ms silence]	
10508		1050-GLB-GetSSI-Prompt-Help3	So please let me ask you again: Are you receiving S S I, also known as supplemental security income payments? Yes or no.	
Option	Vocabulary	DTMF	Action	Confirm.
1050-GLB-GetSSI-Option-yes	yes [yes] I receive SSI [yes] I get S S I S S I	1	Go to: 1120-CantUse-Msg	Never
1050-GLB-GetSSI-Option-no	no	2	Go to: 1040 1040-GetBeneNow-YN	Never
Confirmation prompts				
Option / Name		Wording		
no confirmations for Yes / No				
DialogModule parameters				
Parameter		Value		
1050-GLB-GetSSI-Parameter				
after_end_of_speech_timeout		1,000 ms		
before_begin_of_speech_timeout		7,000 ms		
allowing_barge_in		True		
low confidence threshold		.400		
Event logging				
Developer notes				
Use the standard Yes/No DM and its associated grammar (variations on yes and no). Play all three help prompts if caller says Question.				
Avoid double parsing – remove duplicate grammars or duplicate vocabulary.				

1060-LiveInUS-YN

			Yes/No DialogModule™	
Ask if caller lives in U.S.				
Entering from				
1040-GetBeneNow-YN				
Prompts				
Message Number	Type	Name	Wording	
10601	first timeout second timeout Help – play all of these	1060-GLB-LiveInUS-Prompt-Initial	Are you currently residing in a state or territory of the United States? Yes or no.	

10602		first retry	1060-GLB-LiveInUS-Prompt-Retry1	[Global Default] If you're currently living in a state or territory of the United States, say Yes. If you're living somewhere else, say No.	
10603		second retry	1060-GLB-LiveInUS-Prompt-Retry2	[Global Default] If you're currently living in a state or territory of the United States, press one otherwise, press two .	
10604		first timeout	1060-GLB-LiveInUS-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you're currently living in a state or territory of the United States, say Yes or press one. If you're living somewhere else, say No or press two. If you're not sure, say Question or press the star key.	
10605		second timeout	1060-GLB-LiveInUS-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you're currently living in a state or territory of the United States, say Yes or press one. If you're living somewhere else, say No or press two. If you're not sure, say Question or press the star key. [pause 4 sec] If you need assistance, say Agent or press zero.	
10606	Help – play all of these		1060-GLB-LiveInUS-Prompt-Help1	[slowly] OK, I'll try to help with more explanation. You can use this automated service to change your address or phone number with Social Security only if you meet certain conditions. One of those conditions is that you must currently be living in a state or territory of the United States.	
00500			silence_500	[500 ms silence]	
10607			1060-GLB-LiveInUS-Prompt-Help2	[slowly] I only need a Yes or No answer at this point. You don't need to tell me which state or territory you live in - I'll ask you about that later if we change your address. If you do live in one of the states or territories of the United States, just say Yes or press one. If you live somewhere else, please say No or press two. [2 sec pause] If you still aren't sure and want to hear a list of the territories, just hang on and I'll list them for you. [4 sec pause] The current and former territories of the United States are:	
00500			silence_500	[500 ms silence]	
10608			1060-GLB-LiveInUS-Prompt-Help3	American Samoa, Federated States Of Micronesia, Guam , Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, and Virgin Islands.	
10609			silence_1000	[1 sec silence]	
10609			1060-GLB-LiveInUS-Prompt-Help4	So please let me ask again: Are you currently residing in a state or territory of the United States? Yes or no.	
10610	Success Yes		1060-GLB-LiveInUS-Prompt-SuccessYes	Alright, ...	
Option		Vocabulary	DTMF	Action	Confirm.
1060-GLB-LiveInUS-Option-yes		yes	1	play SuccessYes prompt Go to: 1070-OwnBene-VM	If necessary
1060-GLB-LiveInUS-Option-no		no	2	[no success prompt for No] If Direct Deposit go to: 1065 MI 53 Host Transaction else go to: 1120-CantUse-Msg	If necessary

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Deleted: say Yes or press one. If you're living somewhere else, say No or press two. If you're not sure, say Question or press the star key.

Confirmation prompts	
Option / Name	Wording
no confirmations for Yes / No	
DialogModule parameters	
Parameter	Value
1060-GLB-LiveInUS-Parameter	
after_end_of_speech_timeout	1,000 ms
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True
Event logging	
Developer notes	
Use the standard Yes/No DM and its associated grammar (variations on yes and no). Play all help prompts if caller says Question.	

1065_MI 53 Host Transaction

Database Query	
Message to host for MI = 53 is to be used if caller enters this state.	
Entering from	
1060-LiveInUS-YN	
Condition	Action
	Go to: 1120-CantUse-Msg
Event logging	

1070-OwnBene-VM


Yes/No DialogModule™		
Ask caller to confirm they're changing their own account.		
Entering from		
1060-LiveInUS-YN		
Prompts		
Message Number	Type / Name	Wording
10701	1070-GLB-OwnBene-Prompt-Initial	Is the change you're calling about for your OWN benefit or payment? Yes or no.
10702	1070-GLB-OwnBene-Prompt-Retry1	[Global Default] If you're calling about your own benefit or payment, say Yes. If you're calling about someone else's benefit, say No.
10703	1070-GLB-OwnBene-Prompt-Retry2	[Global Default] If you're calling about your own benefit or payment, press one or press two .
10704	1070-GLB-OwnBene-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you're calling about your own benefit or payment, say Yes or press one. If you're calling about someone else's benefit, say No or press two. If you're not sure, say Question or press the star key.

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Deleted: say Yes or press one. If you're calling about someone else's benefit, say No or press two. If you're not sure, say Question or press the star key.

10705		1070-GLB-OwnBene-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you're calling about your own benefit or payment, say Yes or press one. If you're calling about someone else's benefit, say No or press two. If you're not sure, say Question or press the star key. [pause 4 sec] If you need assistance, say Agent or press zero.		
10706	Help — play all of these	1070-GLB-OwnBene-Prompt-Help1	[slowly] OK, I'll try to help with more explanation. You can use this automated service to change your address or phone number with Social Security only if you meet certain conditions. One of those conditions is that can make changes only for your own account. You cannot make changes for someone else's account even if they asked you to do it. Social Security privacy regulations don't allow us to do that with this automated system.		
00500		silence_500	[500 ms silence]		
10707		1070-GLB-OwnBene-Prompt-Help2	[slowly] If you ARE calling on behalf of someone else, you should say Agent or press zero for assistance. [2 sec pause] So please let me ask again: Is the change you're calling about for your OWN benefit or payment? Please say Yes or No.		
Option		Vocabulary	DTMF	Action	Confirm.
1070-GLB-OwnBene-Option-yes		yes	1	Go to: 1080-COAorDD-Check	If necessary
1070-GLB-OwnBene-Option-no		no	2	Go to: 1120-CantUse-Msg	If necessary
Confirmation prompts					
Option / Name		Wording			
no confirmations for Yes / No					
DialogModule parameters					
Parameter		Value			
1070-GLB-OwnBene-Parameter					
after_end_of_speech_timeout		1,000 ms			
before_begin_of_speech_timeout		7,000 ms			
allowing_barge_in		True			
Event logging					
Developer notes					
Use the standard Yes/No DM and its associated grammar (variations on yes and no).					

1080-COAorDD-Check

Branch on Condition		
Up to here, other than the initial greeting, everything was the same for both COA and DD. Now we split and do different things.		
Entering from		
1070-OwnBene-VM		
Req ID	Condition	Action
1080-GLB-COAorDD-Condition-COA	IF doing COA	Go to: 1090-KnowZip-VM
1080-GLB-COAorDD-Condition-DD	Else doing DD	Go to: 1100-KnowBank-VM
Event logging		

1090-KnowZip-VM

		Yes/No DialogModule™			
Ask caller if they have their new zip code and / or new phone number handy.					
Entering from					
1080-COAorDD-Check					
Prompts					
Message Number		Type / Name	Wording		
10901		1090-GLB-KnowZip-Prompt-Initial	To change your address, you'll need to know your new five-digit zip code. To change your phone number, you'll need to know your new ten-digit phone number including area code. Do you have the numbers you'll need with you now? Yes or no.		
10902		1090-GLB-KnowZip-Prompt-Retry1	[Global Default] If you have your new zip code or new phone number with you right now, say Yes. If you don't have them, say No.		
10903		1090-GLB-KnowZip-Prompt-Retry2	[Global Default] If you have your new zip code or new phone number with you right now, press one - Otherwise, press two.		
10904		1090-GLB-KnowZip-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you have your new zip code or new phone number with you right now, say Yes or press one. If you don't have them, say No or press two. If you're not sure, say Question or press the star key.		
10905		1090-GLB-KnowZip-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you have your new zip code or new phone number with you right now, say Yes or press one. If you don't have them, say No or press two. If you're not sure, say Question or press the star key.		
10906	Help – play all of these	1090-GLB-KnowZip-Prompt-Help1	[slowly] OK, I'll try to help with more explanation. To change your address with this automated system, I need to know your new zip code. To change your phone number, you'll need to tell me the new one with area code. If you don't have these numbers available, you can always call back later when you do have them.		
20000		silence_2000	[2 sec silence]		
10907		1090-GLB-KnowZip-Prompt-Help2	So please let me ask you again: Do you have your new zip code or new phone number with you? Yes or no.		
Option		Vocabulary	DTMF	Action	Confirm.
1090-GLB-KnowZip-Option-yes		yes	1	Go to: 1300-PWDorKB-Check	If necessary
1090-GLB-KnowZip-Option-no		no	2	Go to: 1110-CantProceed-VM	If necessary
Note: remove agent synonyms from global grammar for this DM.					
Confirmation prompts					
Option / Name	Wording				
no confirmations for Yes / No					
DialogModule parameters					
Parameter	Value				
1090-GLB-KnowZip-Parameter					
after_end_of_speech_timeout	1,000 ms				
before_begin_of_speech_timeout	15,000 ms ← Note increased value				
allowing_barge_in	True				


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Deleted: say Yes or press one. If you don't have them, say No or press two. If you're not sure, say Question or press the star key.

Event logging
Developer notes
Use the standard Yes/No DM and its associated grammar (variations on yes and no).

1100-KnowBank-VM

		VoiceMenu DialogModule™		
Tell caller they'll need bank routing and account numbers and ask if they have them.				
Entering from				
1080-COAorDD-Check				
Prompts				
Message Number	Type / Name		Wording	
11040	Initial – play all of these	1100-GLB-KnowBank-Prompt-Initial1	To set up or change direct deposit of your benefits, you'll need to know two numbers that you can get from your personal check, or from your financial institution. The first is the bank routing number. [1 sec pause] The second is your personal account number.	
1000		silence_1000	[1 sec silence]	
11041		1100-GLB-KnowBank-Prompt-Initial2	If you have those numbers now, say I'm Ready. If you're not sure, say More Information. If you need a moment to find the numbers, say Wait A Minute. If you DON'T have the numbers, say I Don't Have Them.	
11042	first retry	1100-GLB-KnowBank-Prompt-Retry1	<u>[Global Default]</u> If you DO have the bank numbers, say "I'm Ready", or press one. If not, say "I Don't Have Them", or press two. If you need a moment to find them, say "Wait A Minute", or press three. If you're not sure whether you have the numbers, say "More Information", or press the star key. If you no longer want to set up or change direct deposit, say "Main Menu" or press 9.	
11043	second retry	1100-GLB-KnowBank-Prompt-Retry2	<u>[Global Default]</u> If you DO have the bank numbers, say "I'm Ready", or press one. If not, say "I Don't Have Them", or press two. If you need a moment to find them, say "Wait A Minute", or press three. If you're not sure whether you have the numbers, say "More Information", or press the star key. If you no longer want to set up or change direct deposit, say "Main Menu" or press 9.	
11044	first timeout	1100-GLB-KnowBank-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you DO have the bank numbers, say I'm Ready, or press one. If not, say I Don't Have Them, or press two. If you need a moment to find them, say Wait A Minute, or press three. If you're not sure whether you have the numbers, say More Information, or press the star key. Or, if you'd like to do something else, say Main Menu or press 9.	
11045	second timeout	1100-GLB-KnowBank-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you DO have the bank numbers, say I'm Ready, or press one. If not, say I Don't Have Them, or press two. If you need a moment to find them, say Wait A Minute, or press three. If you're not sure whether you have the numbers, say More Information, or press the star key. If you no longer want to set up or change direct deposit, say Main Menu or press 9. [4 sec pause] If you need assistance, say Agent or press zero.	
	third timeout	1100-GLB-KnowBank-Prompt-Timeout3	<same as Timeout2>	

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11046	Help – play all of these	1100-GLB-KnowBank-Prompt-Help1	Sure, here's a bit more information about those numbers. The bank routing number is exactly nine digits and is printed on the bottom of each check in between two marks that look like a vertical bar followed by a colon. It's usually the left-most number at the bottom of the check.
00500		silence_500	[500 ms silence]
11047		1100-GLB-KnowBank-Prompt-Help2	Your account number is some number of digits ending with a symbol that looks like two vertical bars followed by a square dot. Don't confuse your ACCOUNT number with your CHECK number that is both at the bottom and at the top right of your check.
00500		silence_500	[500 ms silence]
11048		1100-GLB-KnowBank-Prompt-Help3	If you don't have these numbers, you'll need to get them from your financial institution before we can set up or change direct deposit. If you DO have the numbers now, say I'm Ready. If you need a moment to find the numbers, say Wait A Minute. If you DON'T have the numbers, say I Don't Have Them.
20000		silence_2000	[2 sec silence]
11049		1100-GLB-KnowBank-Prompt-Help4	If you want to call again later, just hang up. If you no longer want to set up or change direct deposit, say Main Menu. To hear this information again, say More Information.

Deleted: 00500

Option	Vocabulary	DTMF	Action	Confirm.
1100-GLB-KnowBank-Option-Have	[I'm] ready yes I have it	1	Go to: 1300-PWDorKB-Check	If necessary
1100-GLB-KnowBank-Option-DontHave	[I] don't have [them the numbers]	2	Go to: 1110-CantProceed-VM	Always
1100-GLB-KnowBank-Option-WaitAMinute	wait a minute	3	Go to: 1105	Never


Confirmation prompts		
Message Number	Option / Name	Wording
11050	1100-GLB-KnowBank-ConfPrompt-HaveThem	[I think you said] that you have the numbers. [Is that correct?]
11051	1100-GLB-KnowBank-ConfPrompt-DontHave	[I think you said] that you DON'T have the numbers so you'll need to call back later. [Is that correct?]

DialogModule parameters	
Parameter	Value
1100-GLB-KnowBank-Parameter	
after_end_of_speech_timeout	1,000 ms
before_begin_of_speech_timeout	20,000 ms ← Note increased value
allowing_barge_in	True
collection_maxnoinputs	3

Event logging

Developer notes
<p>Note the extra long timeout value in case caller needs to fumble around to find the numbers. Also the number of timeouts allowed is increased. And if that isn't enough, there's also a Wait A Minute feature.</p> <p>set SWL_scoreDelta to +200 to increase bias towards utterance, -200 to decrease (down-weight) bias towards utterance in grammar e.g. <item><tag>AGENT='agent'; SWL_scoreDelta=-200</tag>agent</item></p> <p>Add one-step correction to confirmation grammar for this DM "no, I have (them the numbers)" Route the same as "I'm ready".</p>

1105-SayReady-VM

VoiceMenu DialogModule™ 				
Caller asked to wait.				
Entering from				
1100-KnowBank-VM				
Prompts				
Message Number	Type / Name	Wording		
11052	1105-DD-SayReady-Prompt-Initial	OK, I'll wait a bit. When you're ready, say I'm Ready or press one on your keypad.		
11053	1105-DD-SayReady-Prompt-Retry1	[Global Default] Are you ready now?		
11054	1105-DD-SayReady-Prompt-Retry2	[Global Default] If you're ready now, say I'm Ready or press one, otherwise say Wait A Minute or press two. [4 sec pause] If you need assistance, say Agent or press zero.		
11055	1105-DD-SayReady-Prompt-Timeout1	When you're ready, say I'm Ready or press one on your keypad.		
11055	1105-DD-SayReady-Prompt-Timeout2 and 3 and 4	<same as Timeout 1>		
11056	1105-DD-SayReady-Prompt-Help	I'm waiting for you to find the bank numbers you'll need to set up direct deposit. When you have them, say I'm Ready. Otherwise say Wait A Minute. [1 sec pause] If you can't find the numbers, just hang up now and call back when you find them. [4 sec pause] If you need assistance, say Agent or press zero.		
Option	Vocabulary	DTMF	Action	Confirm.
1105-DD-SayReady-Option-Ready	[yes] I'm ready I have the numbers yes hello OK I got it	1	Go to: 1300-PWDorKB-Check	<i>If necessary</i>
1105-DD-SayReady-Option-NotReady	wait a minute no	2	re-enter this DM, replaying the Initial prompt	<i>If necessary</i>
1105-DD-SayReady-Option-Repeat	repeat repeat the question	3	Go to: 1100-KnowBank-VM	<i>If necessary</i>


Confirmation prompts		
Message Number	Option / Name	Wording
11057	1105-DD-SayReady-ConfPrompt-Ready	[I think you said] that you're ready with the bank numbers. [Is that correct?]
11058	1105-DD-SayReady-ConfPrompt-NotReady	[I think you said] that you need more time. [Is that correct?]
11059	1105-DD-SayReady-ConfPrompt-Repeat	[I think you said] you'd like to hear the question again. [Is that correct?]

DialogModule parameters	
Parameter	Value
1105-DD-SayReady-Parameter	
after_end_of_speech_timeout	1,000 ms
before_begin_of_speech_timeout	20,000 ms ← Note large value
allowing_barge_in	True
collection_maxnoinputs	4 ← Note increased value for number of timeouts
barge-in sensitivity	0.9

Event logging

Developer notes
Be sure sensitivity parameter is set as indicated.


1110-CantProceed-VM

VoiceMenu DialogModule™ 			
The caller said they don't have the required numbers (zip or bank info), so tell them we can't proceed and offer the usual options. Note this is different from not being qualified to use the application. The caller is allowed to use the application, but just doesn't have the required numbers handy.			
Entering from			
1090-KnowZip-VM, 1100-KnowBank-VM			
Prompts			
Message Number	Type	Name	Wording
11101		1110-GLB-CantProceed-Prompt-Initial1	I'm afraid we can't proceed without those numbers. Please call back as soon as you have them and I'll be glad to help you with these changes.
1000		silence_1000	[1 sec silence]
11102		1110-GLB-CantProceed-Prompt-Initial2	If you'd like to do something else, you can say Main Menu. Otherwise just hang up.
11103		1110-GLB-CantProceed-Prompt-Retry1	[Global Default] Please say Main Menu or press nine, or just hang up.
11104		1110-GLB-CantProceed-Prompt-Retry2	[Global Default] Please say Main Menu or press nine, or just hang up.
11105		1110-GLB-CantProceed-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please say Main Menu or press nine, or just hang up.
11105		1110-GLB-CantProceed-Prompt-Timeout2	I'm sorry, I didn't hear anything. Please say Main Menu or press nine, or just hang up.

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
11101		1110-GLB-CantProceed-Prompt-Help1	I'm afraid we can't proceed without those numbers. Please call back as soon as you have them and I'll be glad to help you with these changes.		
11102		1110-GLB-CantProceed-Prompt-Help2	If you'd like to do something else, you can say Main Menu. Otherwise just hang up.		
Option		Vocabulary	DTMF	Action	Confirm.
1110-GLB-CantProceed-Option-Ready		same grammar as 1105-DD-SayReady-Option-Ready	1	Go to: 1300-PWDorKB-Check	<i>If necessary</i>
1110-GLB-CantProceed-Option-Goodbye		thank you goodbye OK	—	hang up	<i>Never</i>
Note: Be sure that global grammars for "main menu" and "question" are active.					
Confirmation prompts					
Message Number	Option / Name	Wording			
11107	1110-GLB-CantProceed-ConfPrompt-Ready	[I think you said] that you're ready with the numbers. [Is that correct?]			
DialogModule parameters					
Parameter			Value		
1110-GLB-CantProceed-Parameter					
after_end_of_speech_timeout			1,000 ms		
before_begin_of_speech_timeout			7,000 ms		
allowing_barge_in			True		
Event logging					
Developer notes					

1120-CantUse-Msg

			Play Prompt	
The caller has given a disqualifying response to a screening question so they aren't allowed to use this application, but an agent may be able to help.				
Entering from				
1050-GetSSI-YN, 1060-LiveInUS-YN, 1070-OwnBene-VM. 1065_MI 53 Host Transaction				
Prompts				
Message Number	Name	Wording		
11200	1120-GLB-CantUse-Prompt-Initial1	Based on that information, you won't be able to use this automated system, but we'd still like to help if we can.		
Condition		Action		
1120-GLB-IntroQual-Condition-Always		NeedAssistanceWith := ValidationFailure Go to: 2100-AfterHours-Check		


Event logging
Developer notes
No barge-in

1130_CantDoThat_DM

CustomContext DialogModule™				
The caller has given a disqualifying response to a screening question, so they can't perform the function at all, even using an agent.				
Entering from				
1040-GetBeneNow-YN				
Prompts				
Message Number	Type	Name	Wording	
11301	Initial	1130-GLB-CantDoThat-Prompt-Initial1	Based on that information, you cannot perform this function even with the help of an agent. To perform this function, you must be RECEIVING benefit payments. For further details, and some tips on what you CAN do, say More Information. [2 sec pause] If there's something else you need to do with Social Security, or if you want to try again, you can say Main Menu. If you're done, just hang up.	
11302	Retry 1	1130-GLB-CantDoThat-Prompt-Retry1	[Global Default]. Please say Main Menu, or just hang up.	
11303	Timeout 1	1130-GLB-CantDoThat-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please say Main Menu, or just hang up.	
Option				
Vocabulary	DTMF	Action	Confirm.	
disable all global grammars for this DM				
main menu	main menu menu	9	Go to 2212 2212-ThanksBeforeReturn-Msg	If necessary
more info	more information	*	Go to 1140 1140_HelpForCantDoThat_DM	Never
Confirmation prompts				
Option	Name	Wording		
main menu	gl_conf_mainmenu	[I think you said] you want to return to the Main Menu. [Is that correct?]		
DialogModule parameters				
Parameter	Value			
incompletetimeout	1,000 ms			
timeout	7,000 ms			
bargein	True			
maxnomatches	1			
maxnoinputs	1			
Event logging				

Developer notes


1140_HelpForCantDoThat_DM

CustomContext DialogModule™				
Entering from				
1130 1130_CantDoThat_DM				
Prompts				
Message Number	Type	Name	Wording	
11402	Initial	1140-GLB-HelpForCantDoThat-Prompt-Initial1	I'll try to explain it more. The function you requested, either change of address or setup of direct deposit, can be performed only by people who are currently receiving Social Security retirement, disability, or survivor benefit payments. If you don't meet this requirement, our agents can't help you with these functions either, because Social Security doesn't maintain address information for you in our files. If you've APPLIED to receive benefits and need to change your address, say Agent now and the agent will refer you to the office that has your pending claim. If you are neither receiving benefits nor have applied for benefits, but still need to change the address to which we send Social Security statements, you'll have to do that through the Internal Revenue Service. The easiest way to do that is just enter your new address on your tax return, but if you need to do it sooner, you can use IRS form 8-8-2-2, which you can get by calling 1-800-829-3676. [2 sec pause] If there's something else you need to do with Social Security, you can say Main Menu. If you're done, just hang up. To hear this message again, say More Information.	
11403	Retry 1	1130-GLB-CantDoThat-Prompt-Retry1	[Global Default] Please say Main Menu, or just hang up.	
11404	Timeout 1	1130-GLB-CantDoThat-Prompt-Timeout1	I'm sorry, I didn't hear anything. Please say Main Menu, or just hang up.	
Option	Vocabulary	DTMF	Action	Confirm.
disable all global grammars for this DM				
main menu	main menu menu	9	Go to 2212 2212-ThanksBeforeReturn-Msg	<i>If necessary</i>
more info	more information question	*	re-enter this DM	<i>never</i>
agent	agent synonyms	0	Go to 2100 2100-AfterHours-Check	<i>If necessary</i>
Confirmation prompts				
Message Number	Option	Name	Wording	
00117	main menu	gl_conf_mainmenu	[I think you said] you want to return to the Main Menu. [Is that correct?]	


00130	agent	gl_conf_operator	[I think you said] you want to talk to an agent. [Is that correct?]
DialogModule parameters			
Parameter		Value	
incompletetimeout		1,000 ms	
timeout		7,000 ms	
bargain		True	
maxnomatches		1	
maxnoinputs		1	
Event logging			
Developer notes			

Deleted: speak

1300-PWDorKB-Check

Branch on Condition			
The caller is qualified to use the application and wants to do a change of address or phone. See how we entered the application – directly from main or indirectly from password services – and branch accordingly.			
Entering from			
1090-KnowZip-VM			
Req ID	Condition	Action	
1300-GLB-PWDorKB-Condition-PwdUnsure	IF Main Menu option 2 (COA) OR option 3 (DD)	Go to: 1310-UsingPwd-Check	
1300-GLB-PWDorKB-Condition-UsingPwd	Else IF Main Menu option 4 (Pwd svcs) plus COA OR plus DD	Go to: 1320-CallPwdAuth-Code	
---	Else impossible condition	---	
Event logging			

1310-UsingPwd-Check

Branch on Condition			
Check the answer to our earlier question about whether the caller plans to use a password.			
Entering from			
1300-PWDorKB-Check			
Req ID	Condition	Action	
1310-GLB-UsingPwd-Condition-Pwd	IF using password	Go to: 1320-CallPwdAuth-Code	
1310-GLB-UsingPwd-Condition-KBA	Else using KBA	Go to: 1330-CallKBAAuth-Code	
Event logging			

1320-CallPwdAuth-Code

Entered from 1300-PWDorKB-Check, 1032-HavePwd-VM

Call PwdAuth

no parameters

expect return code of Success or Failure

Go to: 1340-authstatus-Check

Event Logging: <to be specified>

1330-CallKBAuth-Code

Entered from 1310-UsingPwd-Check

Call KBAuth


no parameters

expect return code of Success or Failure

Go to: 1340-authstatus-Check

Event Logging: <to be specified>

1340-authstatus-Check

Branch on Condition		
We called one of the authorization routines, either PwdAuth or KBAuth. See what they returned.		
Entering from		
1320-CallPwdAuth-Code, 1330-CallKBAuth-Code		
Req ID	Condition	Action
1340-GLB-authstatus-Condition-SuccCOA	<i>IF auth success AND doing COA</i>	Go to: 1350-CallCOA-Code
1340-GLB-authstatus-Condition-SuccDD	<i>else if auth success AND doing DD</i>	Go to: 1450-CallDD-Code
1340-GLB-authstatus-Condition-AcctBlockedCOA	<i>else auth failure because account blocked</i>	NeedAssistanceWith := ValidationFailure Go to: 2100-AfterHours-Check
1340-GLB-authstatus-Condition-Fail	<i>else auth failure for some other reasons</i>	NeedAssistanceWith := ValidationFailure Go to: 1500-CantAuth-Msg
Event logging		

1350-CallCOA-Code

Entered from 1340-authstatus-Check

Call COA


no parameters

expect return code of Success or Failure


Go to: 1360-checkstatus-Check

Event Logging: <to be specified>


1360-checkstatus-Check

Branch on Condition	
We called the COA or the DD routine. See what it returned.	
	
Entering from	
1350-CallCOA-Code, 1450-CallDD-Code	
Req ID	Action
1360-GLB-checkstatus-Condition-Succ	IF Success from COA or DD Go to: 1370-done-VM
1360-GLB-checkstatus-Condition-Fail	Else DD Failure Go to: 1365 MI 54
1360-GLB-checkstatus-Condition-Fail	Else COA Failure Go to: 1510-NowWhat-VM
Event logging	

1365 MI 54 Host Transaction

Database Query	
Message to host for MI = 54 is to be used if caller enters this state.	
	
Entering from	
1360-checkstatus-Check	
Condition	Action
	Go to: 1510-NowWhat-VM
Event logging	

1370-done-VM


VoiceMenu DialogModule™	
Change completed successfully. Ask if callers wants anything else.	
	
Entering from	
1360-checkstatus-Check	
Prompts	
Message Number	Type / Name
13701	1370-GLB-done-Prompt-Initial
13702	1370-GLB-done-Prompt-Retry1
13703	1370-GLB-done-Prompt-Retry2
13704	1370-GLB-done-Prompt-Timeout1
13705	1370-GLB-done-Prompt-Timeout2
13706	1370-GLB-done-Prompt-Help
Wording	
	If you'd like to do something else, you can say Main Menu. Otherwise just hang up.
	[Global Default] Please say Main Menu or just hang up.
	[Global Default] Please say Main Menu or press nine, or just hang up.
	I'm sorry, I didn't hear anything. If you'd like to do something else, please say Main Menu or press nine. Otherwise you can just hang up.
	I'm sorry, I didn't hear anything. If you'd like to do something else, please say Main Menu or press nine. Otherwise you can just hang up.
	We've collected all your information and sent it off for processing. Now if you'd like to do something else with this automated system, say Main Menu or press nine. Otherwise, if you're finished, you can just hang up.

Option	Vocabulary	DTMF	Action	Confirm.
1370-GLB-done-Option-Goodbye	goodbye thanks thank you OK	1	hang up	Never
Confirmation prompts				
Option / Name		Wording		
none				
DialogModule parameters				
Parameter			Value	
1370-GLB-done-Parameter				
after_end_of_speech_timeout			1,000 ms	
before_begin_of_speech_timeout			7,000 ms	
allowing_barge_in			True	
Event logging				
Developer notes				

1450-CallIDD-Code

Entered from 1340-authstatus-Check
Call DD
 no parameters
 expect return code of Success or Failure
Go to: 1360-checkstatus-Check
 Event Logging: <to be specified>


1500-CantAuth-Msg

			Play Prompt
Caller failed authentication. Say so.			
Entering from			
1340-authstatus-Check			
Prompts			
Name	Name	Wording	
15002	1500-GLB-CantAuth-Prompt-1	Since I couldn't validate your identity, we can't continue with the change you requested.	
1000	silence_1000	[1_sec silence]	
Req ID		Condition	Action
1500-GLB-CantAuth-Condition-Always		Always	Go to: 1510-NowWhat-VM

- Deleted: 3
- Deleted: 0
- Deleted: 3
- Deleted: 3


Event logging
Developer notes
No barge-in ← Check this setting!

1510-NowWhat-VM


		VoiceMenu DialogModule™			
The caller failed in authentication.					
Entering from					
1500-CantAuth-Msg					
Prompts					
Message Number	Type / Name	Wording			
15101	1510-GLB-NowWhat-Prompt-Initial	If you'd like to do something else, say Main Menu. If you're done, say Goodbye or just hang up. [2 sec pause] If you need assistance, say Agent or press zero.			
15102	1510-GLB-NowWhat-Prompt-Retry1	[Global Default] Please say Agent or press zero, or say Main Menu or press nine, or just hang up.			
15103	1510-GLB-NowWhat-Prompt-Retry2	[Global Default] Please say Agent or press zero, or say Main Menu or press nine, or just hang up. Deleted:			
15104	1510-GLB-NowWhat-Prompt-Timeout1	I'm sorry, I didn't hear anything. There's nothing more I can help you with in this part of the system. Please say Agent or press zero, or say Main Menu or press nine, or just hang up.			
15015	1510-GLB-NowWhat-Prompt-Timeout2	I'm sorry, I didn't hear anything. There's nothing more I can help you with in this part of the system. Please say Agent or press zero, or say Main Menu or press nine, or just hang up.			
15106	1510-GLB-NowWhat-Prompt-Help	There's nothing more I can help you with in this part of the system. Please say Agent or press zero, or say Main Menu or press nine, or just hang up.			
Option		Vocabulary	<small>DTMF</small>	Action	Confirm.
1510-GLB-NowWhat-Option-Goodbye		goodbye OK no	—	Hang Up	<i>never</i>
max timeout or max retry in this DM		—	—	Hang Up	—
add "agent agent" as synonym for "agent" in this DM					
Confirmation prompts					
Option / Name		Wording			
none					
DialogModule parameters					
Parameter		Value			
1510-GLB-NowWhat-Parameter					
after_end_of_speech_timeout		1,000 ms			
before_begin_of_speech_timeout		7,000 ms			
allowing_barge_in		True			

Event logging
Developer notes
Before entry to this DM, discard any speech input that was received.


2010-DMfailure-Msg

Play Prompt			
The number of retries or timeouts exceeded the maximum.			
Entering from			
any DM in this global module			
Prompts			
Message Numbers	Name	Wording	
20101	2010-GLB-DMfailure-Prompt1	I'm so sorry I'm not able to understand you.	
Req ID	Condition	Action	
2010-GLB-DMfailure-Condition-Always	Always	NeedAssistanceWith := MaxRetry or MaxTimeout as appropriate Go to: 1510-NowWhat-VM	
Event logging			
Developer notes			
No barge-in			

2100-AfterHours-Check


Branch on Condition			
Branches on whether operators are standing by.			
Entering from			
1036-SystemAvailability-Check, Global Commands Vocabulary			
Req ID	Condition	Action	
2100-GLB-AfterHours-Condition-During	If During Hours	Go to: 2110-GettingHelpOperator-Msg	
2100-GLB-AfterHours-Condition-After	Else After Hours	Go to: 2211-ReturnToMain_or_HangUP-VM	
Event logging			
Pass NeedAssistanceWith value onto next state			

2101-ErrorAfterHours-Check


Branch on Condition			
A VoiceGenie error has occurred. Branch according to whether agents are available.			
Entering from			
anywhere, when a VoiceGenie error occurs			

Req ID	Condition	Action
2101-GLB-ErrorAfterHours-Condition-During	<i>IF During Hours</i>	Go to: 2111-ErrorGettingHelpOperator-Msg
2101-GLB-ErrorAfterHours-Condition-After	<i>Else After Hours</i>	Go to: 2112-ErrorAfterHours-Msg
Event logging		
Pass NeedAssistanceWith value onto next state		

2110-GettingHelpOperator-Msg


		Play Prompt	
Call needs assistance from live operator			
Entering from			
2100-AfterHours-Check			
Prompts			
Message Number	Condition	Name	Wording
21101	NeedAssistanceWith = ValidationFailure	2110-GLB-GettingHelpOperator-Prompt1	Hold on while I connect you to someone who can help you with this.
21102	NeedAssistanceWith = SysUnavailable	2110-GLB-GettingHelpOperator-Prompt2	I'm sorry, but the system is unavailable at this time. Please hold while I transfer your call to someone who can help you.
21103	NeedAssistanceWith = MaxTimeout or MaxRetry	2110-GLB-GettingHelpOperator-Prompt3	I'm sorry, but I just don't seem to understand you. Let me connect you to an agent who can help you. Please hold while I transfer your call.
21104	NeedAssistanceWith = UserRequestedAgent	2110-GLB-GettingHelpOperator-Prompt4	Sure. One moment. I'll transfer you to someone who can help.
Condition		Action	
Always 2110-GLB-GettingHelpOperator-Condition-Always		Go to: [TRXF TO AGENT]	
Event logging			
Developer notes			
No barge-in. The structure and wording here are taken from the BEVE/MRC application.			

2111-ErrorGettingHelpOperator-Msg


		Play Prompt	
A VoiceGenie error occurred and agents are available.			
Entering from			
2101-ErrorAfterHours-Check			
Prompts			
Message Number	Condition	Name	Wording
21111	Always	2111-GLB-ErrorGettingHelpOperator-Prompt1	I'm sorry, but there's a problem with the system and I can't continue. Hold on while I transfer you to an agent.

Req ID	Condition	Action
2111-GLB-ErrorGettingHelpOperator-Condition-1	Always	[TRXF TO AGENT]
Event logging		
Developer notes		
No barge-in		

2112-ErrorAfterHours-Msg

Play Prompt			
A VoiceGenie error occurred and agents are NOT available.			
Entering from			
2101-ErrorAfterHours-Check			
Prompts			
Message Number	Condition	Name	Wording
21121	Always	2112-GLB-ErrorAfterHours-Prompt1	I'm sorry, but there's a problem with the system and I have to hang up now. Please call again during business hours.
Req ID	Condition	Action	
2111-GLB-ErrorGettingHelpOperator-Condition-1	Always	[TRXF TO AGENT]	
Event logging			
Developer notes			
No barge-in			


2211-ReturnToMain_or_HangUP-VM

CustomContext				
Caller needs assistance with something, but operators are not available. Ask if the caller wants to return to the main menu or hang up.				
Entering from				
2100-AfterHours-Check				
Prompts				
Message Number	Type	Condition	Name	Wording
22110	Initial	NeedAssistanceWith = SysUnavailable	2211-GLB-ReturnToMain-Prompt-Initial1	I'm sorry, but the system is currently unavailable. Please try your call again later or try during business hours if you'd prefer to speak with an agent. But, if there's anything else you'd like to do, say "MAIN MENU". Otherwise just hang-up.

22111		NeedAssistanceWith = ValidationFailure	2211-GLB-ReturnToMain-Prompt-Initial2	Our offices are closed now, but you can call back to speak with an agent. Agents are available seven A M to seven P M, Monday through Friday, except national holidays. [2 sec pause] In the mean time, if there's something else you'd like to do, you can say Main Menu. Otherwise, just hang up now.	
22112		NeedAssistanceWith = MaxTimeout or MaxRetry	2211-GLB-ReturnToMain-Prompt-Initial3	I'm sorry, but I just don't seem to understand you. To speak with an agent, please call back during business hours. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can just hang-up.	
22113		NeedAssistanceWith = UserRequestedAgent	2211-GLB-ReturnToMain-Prompt-Initial4	Unfortunately, our offices are closed. To speak with an agent, please call back during business hours. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can just hang-up.	
22114		2211-GLB-ReturnToMain-Prompt-Retry1		[Global Default] I'm afraid you'll have to call back and speak with an agent during business hours. In the mean time, if there's anything else you'd like to do, say MAIN MENU or press nine. Otherwise you can just hang-up.	
22115		2211-GLB-ReturnToMain-Prompt-Retry2		[Global Default] Unfortunately, there are no agents available at this time. I'm afraid you'll have to call back during business hours. But if there's anything else you'd like to do, say MAIN MENU or press nine. Otherwise you can just hang up.	
22116		2211-GLB-ReturnToMain-Prompt-Timeout1		Sorry, I didn't hear you and I'm afraid our offices are currently closed. To speak with an agent, you'll have to call back. If there's anything else you'd like to do, say MAIN MENU or press nine. Otherwise you can just hang-up.	
22117		2211-GLB-ReturnToMain-Prompt-Timeout2		Sorry, I still didn't hear you and I'm afraid our offices are currently closed. To speak with an agent, you'll have to call back. If you'd like to return to the main menu, say MAIN MENU or press nine. If you'd like to end your call you can simply hang up.	
22118		2211-GLB-ReturnToMain-Prompt-Help		At this point, I'm afraid our offices are closed, so you'll have to call back if you'd like to speak with an agent. But you do have two other options. You can either say MAIN MENU or press nine, or you can end the call by simply hanging up.	
Option		Vocabulary	DTMF	Action	Confirm.
2211-GLB-ReturnToMain-Option-MainMenu		"Main Menu"	9	Go to: 2212-ThanksBeforeReturn-Msg	If necessary
2211-GLB-ReturnToMain-Option-Goodbye		"Goodbye"	—	Hang Up	never
Confirmation prompts					
Message Number	Name		Wording		
22119	2211-GLB-ReturnToMain-ConfPrompt-MainMenu		[I think you said] you wanted to return to the Main Menu. [Is that correct?]		

Confirmation Options	Vocabulary	DTMF	Confirm.
2211-GLB-ReturnToMain-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Never
2211-GLB-ReturnToMain-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Never
DialogModule parameters			
Parameter	Value		
2211-GLB-ReturnToMain-Parameter			
after_end_of_speech_timeout	1,000 ms		
before_begin_of_speech_timeout	7,000 ms		
allowing_barge_in	True		
Event logging			
Developer notes			
On MaxTimeout, Max Retry or MaxHelp in this DM Hang Up. Disable Global Command Grammar. The structure and wording here are taken from the BEVE/MRC application.			

2212-ThanksBeforeReturn-Msg

		Play Prompt	
Thank caller before returning them to the main menu (N8NN).			
Entering from			
2211-ReturnToMain_or_HangUP-VM			
Prompts			
Message Number	Name	Wording	
22121	2212-GLB-ThanksBeforeReturn-Prompt-Initial	Sure. I'll transfer you now.	
Req ID	Condition	Action	
2212-GLB-ThanksBeforeReturn-Condition-Always	Always	transfer to main menu	
Event logging			
Developer notes			
No barge-in			

—End of Specification —

Social Security Administration
BEVE/MRC
Transfer of Voice Data Collection
BBN Findings

User Interface Design Specification
Last Saved: 2 October, 2008

2.2



Document History

Date	Spec	App	Summary of Changes	Revised by
4/14/04	.01	1.0	Initial version	Robby Kilgore
4/16/04	.02	1.0	Sample Calls updated	Robby Kilgore
4/20/04	.03	1.0	Updated sample calls post review	Robby Kilgore
4/20/04	.04	1.0	Begin DM Tables	Robby Kilgore
4/21/04	.05	1.0	Adding Name 2.0 OSDM Tables	Robby Kilgore
4/21/04	.06	1.0	Added 2.0 plus post Name states	Robby Kilgore
4/22/04	.07	1.0	Added Visio details for main speech application	Robby Kilgore
4/22/04	.08	1.0	Debugged tables	Robby Kilgore
4/22/04	.09	1.0	Consolidated exit tables, synced Visio flows, updated demographics slightly.	Robby Kilgore
4/23/04	.10	1.0	Added global handoffs, reconciled sample call text.	Robby Kilgore
4/23/04	.11	1.0	Included feedback from Joe and other tweaks for Draft release	Robby Kilgore
4/23/04	.12	1.0	Added Joe's changes for Draft	Robby Kilgore
4/26/04	.13	1.0	Folded in comments from CPT review call	Robby Kilgore
4/28/04	.20	1.0	Changed Name 2.0 to 1.12 interaction model	Robby Kilgore
4/28/04	.21	1.0	Comb through for any bugs introduced by changes to interaction model	Robby Kilgore
4/28/04	.22	1.0	Reviewed and tracked changes with Joe Farhat and Jon Bloom	Robby Kilgore
4/29/04	.23	1.0	Folded in changes from last review	Robby Kilgore

Date	Spec	App	Summary of Changes	Revised by
4/29/04	1.0	1.0	Ready release for client review	Robby Kilgore
4/30/04	1.01	1.0	Received input from SSA / CPT review call	Robby Kilgore
5/2/04	1.02	1.0	Updated spec to reflect input from SSA / CPT review call	Robby Kilgore
5/4/04	1.03	1.0	Added MaxHelp hand-off prompts and miscellaneous other small changes covered in phone meeting 5/4/04	Robby Kilgore
5/5/04	1.04	1.0	Updated sample calls	Robby Kilgore
5/5/04	1.05	1.0	Small changes to sample call and removal of "Agent" verbiage.	Robby Kilgore
5/19/04	1.06	1.0	Reconciled the document to reflect small text changes from the recording sessions as well as flagging marking global vs. local apologies.	Robby Kilgore
5/27/04	1.07	1.0	Reconciled prompt text with recordings.	Robby Kilgore
6/11/04	1.11	1.0	Reconciled against bugs, plus added changes from UT	Robby Kilgore
6/14/04	1.12	1.0	Created new document for safety sake. Removed punctuation from Grammars	Robby Kilgore
6/15/04	1.13	1.0	Updated based on review with SSA / MCI / CPT	Joe Farhat
6/16/04	1.14 / 1.15	1.0	Updated to resolve CR1582, 1583, 1584, 1585, 1590, 1591, 1592, 1593, 1613, and 1624. Minor update to nomatch prompts in 1040_ConfirmName	Joe Farhat
6/17/04	1.16	1.0	Tiny tweak to the prompt text in 1400080, Added note about Confirmation Grammars	Robby Kilgore

6/30/04	1.18 / 1.19.1	1.0	Fixing up the last few CRs	Robby Kilgore / Joe Farhat
8/9/04	1.20	1.0	Revisions based on Pilot tuning report.	Robby Kilgore
8/10/04	1.21	1.0	Finalized UI Doc changes post review with SSA	Robby Kilgore
9/15/04	1.23	1.0	Adjustments from Tuning Report #2	Robby Kilgore
10/25/04	1.24	1.0	Adjustments from final tuning	Robby Kilgore
10/28/04	1.25	1.0	Clarified deactivation of global agent grammar in 1000_SayLastName and 1020_SayFirstName	Joe Farhat
11/04/04	1.26	1.0	Final tweaks to verbiage to match recordings	Robby Kilgore
11/05/04	1.27	1.0	Last minute corrections and acceptance of all changes FINAL VERSION	Robby Kilgore

Date	Spec	App	Summary of Changes	Revised by
6/23/05	2.0	1.0	Changes based on tuning analysis and recommendations of June 2005. 1. 1020_SayFirstName – change Initial prompt to discourage spelling here. 2. 1040_ConfirmName – add more synonyms for Yes and No. 3. 1060_GetMistake – add synonym for Both. 4. DM9000_Check_For_Alt_Name – Change Initial prompt to discourage barge in and speaking of a name rather than Yes or No. Also turn off barge-in . 5. DM11000_ReturnToMain_or_HangUP – no action – rejected recommendation of adding Yes/Yeah as synonyms for Main Menu and No as synonym for Goodbye. The number of occurrences is low. Yes seems just as likely a response to Goodbye as to Main Menu. The cost of failure to the caller in this DM is very low. 6. Eliminated useless Appendix A. 7. PP2000_Standard_Greeting – Added new prompts for the case when these services are invoked from the Speak Freely N8NN rather than the old DTMF N8NN.	Paul Sawyer
15 Feb 06	2.1	1.0	1. Remove restriction on date of birth in DM5000. 2. Add support for blocked accounts. Affects PP1500, BR8000, DM11000.	Paul Sawyer
23 Mar 06	2.2	1.0	1. Corrected 500_EntryPrompt module for subsequent module when Spelling – TRUE and names_to_collect = LAST or LAST_FIRST 2. Fixed wording of default_name_spelllast_collection_noinputprompts1 in 1090_RespellLast 3. Fixed wording of default_name_spellfirst_collection_noinputprompts2 in 1070_RespellFirst 4. Fixed wording of default_name_spelllast_collection_reprompts1 in 1090_respellLast 5. Fixed wording of default_name_getmistake_collection_reprompts2 in 1060_GetMistake 6. Fixed wording of default_name_sayfirst_collection_nomatchprompts1 in 1020_SayFirstName	Phil Profili
18 Apr 07	2.2	1.34	1. Removed references to BR8100 2. Added new state, DB3050 3. Updated DM3000 and BR3100	Sean Stallings VZB
23 Apr 07	2.2	1.35	1. Updated 1000_SayLastName 2. Updated 1020_SayFirstName 3. Removed Confirmation logic from 1060_GetMistake 4. Updated PP2000 5. Removed PP9999 6. Updated BR3100	Sean Stallings VZB

21 May 07	2.2	1.36	Updated 1060 GetMistake	Sean Stallings VZB
05 July 07	2.2	1.37	Updated DM 4000, removed "great" from 50201	Sean Stallings VZB
10 July 07	2.2	1.38	Replaced wording in states 500 through 1090 with wording from corresponding KBA prompts. Added developers notes to states 500 through 1090 stating that these states now share prompting with KBA.	Sean Stallings VZB
11 July 07	2.2	1.39	Corrected some changes made in states 500 through 1090	Sean Stallings VZB
12 July 07	2.2	1.40	Incorporated new message numbers in 6.1 Timeouts and Retries, DM 4000 and DM 9000	Sean Stallings VZB
19 July 07	2.2	1.41	Updated 50206, 50307, 50308, 50312, 50367, 10062	Carol Cummings VZB
21 July 07	2.2	1.42	Updated	Carol Cummings VZB
08 August 07	2.2	1.43	Corrected DM 11000 to show that only Global Agent Command is disabled	Sean Stallings VZB
15 Aug 07	2.2	1.44	Corrected prompting in message number 50204	Sean Stallings VZB
08 Oct 07	2.2	1.45	Removed msg. 50368 from 1070 Removed msg. 50382, from 1090	Sean Stallings VZB
31 Oct 07	2.2	1.46	Broke message 10054 into two parts, 10054 and 10088. Allowed barge in= True for 10088.	Sean Stallings VZB
3 Mar 08	2.2	1.47	Added Privacy paragraph to chapter 6 Global Behavior Added BR 1900 Added BR 3999 Added BR 4005 Added 400 Updated DM 4000, 5000, 1000, 1010, 1020, 1030, 1070, 1090 and 9000; Added confidential flag setting data to module notes	Sean Stallings VZB
06 Mar 08	2.2	1.48	Corrected broken hyperlink in 6.4 Help Prompts Updated P2000, adjusted the wording to reflect the fact that we may or may not be collecting 5 pieces of information.	Sean Stallings VZB
10 Mar 08	2.2	1.49	Updated BR 1900, BR 3999, 400-Name Check Condition; ; Corrected reporting information for "if else" conditions.	Sean Stallings VZB
21 Mar 08	2.2	1.5	Corrected reporting string in BR3999 and 400	Sean Stallings VZB
1 Apr 08	2.2	1.51	Updated reporting string for first and last name re-use	Sean Stallings VZB
4 Apr 08	2.2	1.52	Updated BR 1900, if callers information is complete callers now route to PP 6000. Added BR 4005. Clarified wording for BR1900 Check Null Condition	Sean Stallings VZB
11 Apr 08	2.2	1.53	In order to assure that re-use items are properly reported, in Check Null Condition, if TVDC items to collect = 0, the call must then route to the next Check Condition Module.	Sean Stallings VZB
17 Apr 08	2.2	1.54	Updated Module 9000 Added "Barge in" column to the prompt table, barge in	Sean Stallings

			is set to "false" for initial prompt, "true" for all others. Broke message 10054 into two parts, 10054 and 10088.	VZB
21 Apr 08	2.2	1.55	Corrected broken link in table of contents. Corrected reporting strings for BR3999, BR4005, Module 400, BR5500	Sean Stallings VZB
2 May 08	2.2	1.56	Updated reporting strings for BR3999, BR4005, Module 400, BR5500	Sean Stallings VZB
7 May 08	2.2	1.57	Updated DM 9000, renumbered message 10088 to 10092, to prevent overlap.	Sean Stallings VZB
13 June 08	2.2	1.58	Updated Module 4005, module is now correctly named DOB_Check_Condition. Updated module 5000, 'entering from' field now shows entering from 4005 DOB_Check_Condition.	Sean Stallings VZB
23 June 08	2.2	1.59	Updated module 1090_RespellLast, 'Entering From' field no longer points to module 1070_RespellLast. This resolves ticket 20603.	Sean Stallings VZB
4 August 08	2.2	1.60	Updated module 4000_Get_SS_Number. To improve capture process the wording of all prompts has been changed to match SSN capture in KBA. Audio for Initial prompt, message 54201, changed to match KBA 50201 Audio for Retry 1 prompt, message 54202, changed to match KBA 50202. Corrected reporting tags in modules BR3999, BR4005 and 400. Removed spaces after commas. Corrected dead hyperlink issue in "Entering From" fields found in module 1000, modules 3050 through 9000, and modules 11000 through 14000. Updated Modules 4000 and 5000, updated 'results' column in the confirmation 'field' for Retry 1 and Timeout 1. Now shows an example of the wording a caller would hear, not the specific data field. Updated modules 1000, 1010, 1020, 1030 and 1040. Corrected references to 500_Intro. Now reads '500_EntryPrompt'. Updated Module 4000, now shows entering from Module 3999.	Sean Stallings VZB
21 August 08	2.2	1.61	Highlighted Barge-in changes in pink	Sean Stallings VZB
09 September 08	2.2	2.0	Updated DM 3000, on 'no' condition call should route to DB 3050. BBN Findings Effort 1) Updated section 6.1 Time-outs and Retries, updated wording for confirmation retry 2, changed message 50345 to 50347. 2) Updated DM3000_CheckAOR, updated wording for retry 2, message 30022 3) Updated module 1040, for retry 2 replaced message 50345 with 50347. 4) Updated module 9000, updated message 10056 5) Highlighted all BBN Findings changes in Green	Sean Stallings VZB
25 September 08	2.2	2.1	Added Verizon Business proprietary statement to title page and all page footers.	Sean Stallings VZB
02 October 08	2.2	2.2	Updated 6.1 highlighted the BBN change to the global retry 2 in Green. Updated 1000_SayLastName, added condition for 'Failure and Alt Name' which now routes to PP6000 – this resolves ticket 22408. Added new wording for Other Last Name, retry 1, message 50310, caller will now only be asked to spell their other last name. Updated PP6000, now shows as entering in from 1000_SayLastName.	Sean Stallings VZB

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Chapter 2: Background and Motivation

2.1 Executive Summary

The Social Security Administration serves callers currently receiving benefits as well as the general population with self-service and informational assistance. SSA is looking for ways to improve self-service options for both calling populations. Existing self-service options are currently available from the SSA web site or via the SSA N8NN telephone interface. SSA would like to enhance the telephone based self-service options to include advanced speech with a real-time request processing. The self-service functions contained within the scope of this project are 1) Automated replacement Medicare Card service 2) Automated benefit verification letter service.

2.1.1 What the application does

- **Self-Serve Medicare Card Replacement Requests** – Use of this application requires that you currently receive Medicare Benefits, or that you are eligible to receive benefits. This application will allow callers to request a new or replacement Medicare Card, and will receive approximately 785K calls annually.
- **Self-Serve Benefit Verification Requests** – Use of this application is for Social Security beneficiaries and will allow callers to request a statement of Social Security benefit verification letter for various purposes. This application will receive approximately 1.9 million calls annually.

2.1.2 Social Security Administration's goals

Primary goals of the speech application are to:

- Provide universal access to the SSA's automated services by providing an access channel for callers including the visually impaired.
- Offer real-time fulfillment of Benefit Verification letter requests or Medicare Replacement Card requests without needing to transcribe information collected by the existing automated Touch Tone system. Doing so will eliminate transcription time and transcription errors, as well as minimize the time lag between callers making the request and transcription of the request. Transcription time introduces delays in mailing out the forms, resulting in callers calling back to find out if their forms have been mailed.

One business objective for the speech application is cost reduction. Automating calls and minimizing the number of calls to SSA agents is the primary mechanism towards this goal. As such, the application will be implemented in a way to streamline and automate requests.

2.1.3 Callers' goals

Callers are seeking simple self service.

2.2 Aesthetics

Jill converses with caller in a clean yet informal, role-appropriate female voice. She is friendly, competent and resourceful. Even when she's unable to complete a caller's request, she usually provides helpful suggestions on how they can proceed.

2.3 Open Issues

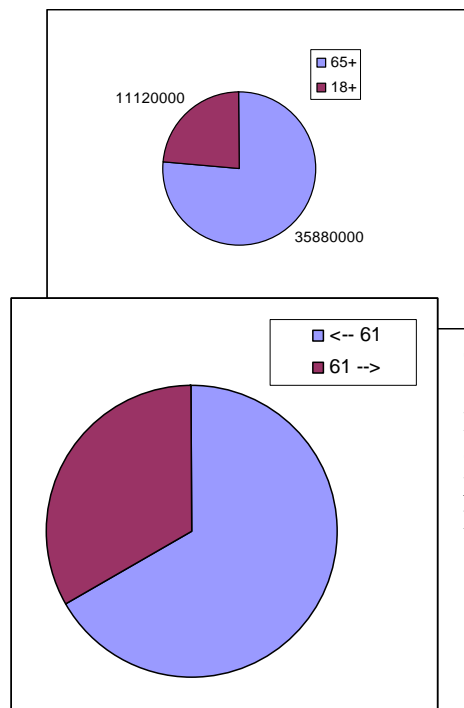
Chapter 3: About the Callers

3.1 Introduction

The design of the user interface is driven, in part, by ScanSoft's understanding of the population of callers to the system. Generally, callers will access the system for one of two reasons. They are either Medicare recipients looking to replace a Medicare card or Social Security recipients looking to receive a letter verifying their Social Security benefits. These two caller populations will call an 800 number to access the N8NN Main Menu system, and will eventually route themselves to the new BEVE/MRC speech application to request a replacement Medicare Card or request a verification of Social Security benefits.

It is presumed that all callers are first timers who will not call again.

3.2 Demographics Data



General Population: Age of Recipients

Thirty nine million people are receiving benefits. Eight percent of them are disabled and range in age from 18 on up. The rest are 65 and older. There are also 8 million people of any age on Supplemental Security Income (SSI)

Caller Population: Age Distribution

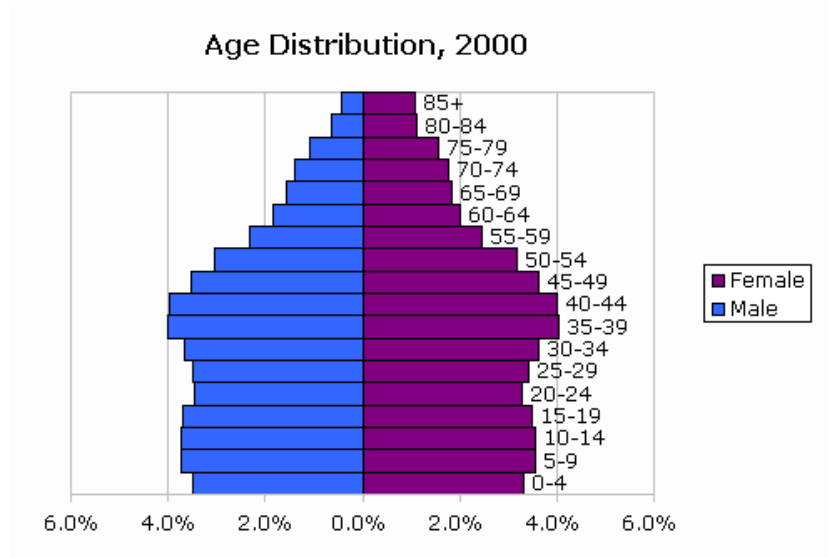
BEVE: Of the 1.9 million annual callers, 66% are below 61 years of age.

MRC: Of the 785,000 callers requesting Medicare Replacement Cards, 66% are above 70 years of age.

The chart below shows the age distribution within the general US population. It is included here because it is assumed that the age distribution of the potential caller population roughly matches that of the general population.

Who are SSA beneficiaries?

- Elderly (62+ years)
35.8 million.
Most likely have not had experience with VUI
- Disabled (18+ years)
3.12 Million
~8% of the population?
- Low Income (18+)
8 Million
Supplemental Security Income (SSI)



3.3 Caller Archetypes

**James Richards**

James is 67 years young, living in Grand Forks, North Dakota, 90 miles south of the Canadian border in eastern North Dakota. He has a small woodworking shop that's attached to his garage. The bank has told him he needs to provide a verification letter from the SSA as proof of income for a home improvement loan.

**Jane Preston-Blair**

She is originally from Norwalk, Connecticut. She married her hometown sweetheart 39 years ago and they enjoyed 28 years of US Air Force life. They traveled all over before retiring and settling in North Carolina and that is where they call home. They have four wonderful daughters, who have rewarded them with seven beautiful grandchildren. Jane is requesting a verification letter. Her name is hyphenated. She'll have to spell her name.

**Julia Davis (Brewer)**

Born in Tampa Florida in 1948, Julia is disabled. She is a Medicare recipient and has also received Supplemental Security Income for the last several years. She is seeking a Replacement Medicare Card. Recently divorced; she is still listed under her ex-husband's name. Her request fails on name mismatch and prompts for an alternate.

**Jim Trouble**

This boy is a 15 year old wanna-be hacker, randomly trying Social Security numbers. He has no criminal intent, but is curious to see if he can retrieve social security numbers by using the system. The information he gives does not validate and his request is rejected out of hand. He will likely hang up when he learns he is being transferred to an operator.

Chapter 4: Call Examples

Callers arrive at this portion of the system by navigating through the N8NN main menu (via DTMF or Simple Speech) system. This can take a minute or more of DTMF interactions. The design of the interactions should accommodate this change in interaction style between the DTMF portion of the larger system and the “conversational” nature of the Speech Application. This may be accomplished through audio iconography, signposting and prompt text.

Callers have explicitly chosen the self service route, and are transferred to the speech system AFTER choosing either the “replacement card” or “verification letter” path. The Speech system will receive a flag signifying the task the caller is attempting to complete.

The call scenarios covered here include:

- Benefits Verification Letter No errors.
- Benefits Verification Letter Handling hyphenated name / spelling.
- Medicare Card Request Listed under an alternate name.
- Medicare Card Request Rejected request.

4.1 Sample Call Design Considerations

4.1.1 Verboseness

Jill’s audio and prompts are designed to accommodate the vast majority of callers whose VUI experience is either limited or perhaps nonexistent. The verbiage is designed to convey a clear mental model of how Jill behaves and what her capabilities are. This subtly helps callers remember to avoid chatty responses.

4.1.2 Confirmation Strategy:

When designing speech interfaces, it’s often desirable to group confirmations together whenever possible; as in “So that’s Tuesday at 10AM for an hour. Right?”, but in Jill’s case, the data-types seem too unrelated. Because of the nature of her application, she’s forced to confirm at every turn. To justify this, she goes out of her way to acknowledge the importance of “getting things right”. Her prompting for confirmations becomes briefer as the caller progresses.

4.1.3 In Session Tracking:

There are some prompts which exploit a simple form of in session tracking. Jill’s exit and hand-off phrases are context sensitive. That is, they specifically talk to the issues that have lead to the hand-off.

4.1.4 Longevity:

Since the system is basically a one shot (first time is the last time) system where the task completion is more important than longevity, Jill is slightly biased towards relatively severe hand-holding to minimize dropout. Jill doesn’t advertising operator assistance, though she will eventually recommend it, as a path of last resort.

4.2 Call #1: No Collection Problems

James Richards

James is 67 years young, living in Grand Forks, North Dakota, 90 miles south of the Canadian border in eastern North Dakota. He has a small woodworking shop that's attached to his garage. The bank has told him he needs to provide a verification letter from the SSA as proof of income for a home improvement loan.

<Audio Icon>

Jill: Hello. You've reached the automated Benefits Verification service. Before I send out your letter, there are five questions I'll need to confirm with you. We'll go through them one at a time, and you can speak your answers.

To get started, I want to make sure I'll be sending it to the right place. Have you had a change of address recently? Please say "YES" or "NO".

Caller: *No.*

Jill: Great. Now - Please enter or say your nine digit Social Security number.

Caller: *1 2 3 - 3 9 - 8 1 4 5*

Jill: This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 - 4 5 - 6 7 8 9. Is that right?

Caller: *Yes.*

Jill: And what's your date of birth? [Two second pause] For example, you can say...May 5th, 1957.

Caller: *January 12th, 1931*

Jill: Okay, so that's: <January 12th, 1931>. Is *that* right?

Caller: *Yeah.*

Jill: Okay. Now, for your name, I'll ask you to *say* it, then, I may ask you to *spell* it. Please say just your last name.

Caller: *Richards*

Jill: Thanks. Now I'll need your first name. Please say it now.

Caller: *James*

Jill: Okay. Let me read that back to you to make sure I've got it right.
Last name: Richards, spelled R I C H A R D S.
First name, James, spelled J A M E S.
Did I get it right?

Caller: Yes.

Jill: Alright. We're almost done. Before I send this off, do you have any other last name – for example, a professional or maiden name - that might be listed under this social security number?

Caller: No.

Jill: Okay. I've got everything we need. Hold on while I process your request.

Okay. You're all set. You should receive your Benefits Verification Letter in the mail within two weeks.

If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.

Caller: Goodbye.

Jill: Okay Bye.

[Closing Audio Icon]

End Call

4.3 Call #2: Handling Hyphenated Name with Spelling

Jane Preston-Blair

She is originally from Norwalk, Connecticut. She married her hometown sweetheart 39 years ago and they enjoyed 28 years of US Air Force life. They traveled all over before retiring and settling in North Carolina and that is where they call home. They have four wonderful daughters, who have rewarded them with seven beautiful grandchildren. Jane is requesting a verification letter. Her name is hyphenated. She'll have to spell her name.

[Opening Audiomark]

Jill: Okay. Now, for your name, I'll ask you to *say* it, then, I may ask you to *spell* it.

Please, say just your last name.

Caller: Preston-Blair

Jill: Could you spell that for me?

Caller: Yes. That's P R E S T O N B L A I R

Jill: Thanks. Now I'll need your first name. Please say it now.

Caller: Jane.

Jill: Okay. Let me read that back to you to make sure I've got it right.
Last name: Preston-Blair, spelled *P R E S T O N B L A I R*.
First name, Jane, spelled *J A N E*.
Did I get that right?

Caller: Yes.

Jill: Alright. We're almost done. Before I send this off, do you have any other last name – for example, a professional or maiden name - that might be listed under this social security number?

Caller: No.

Jill: Okay. I've got everything we need. Hold on while I process your request.

Okay. You're all set. You should receive your Benefits Verification Letter in the mail within two weeks.

If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.

Caller: *Main Menu.*

Jill: Sure. I'll transfer you now.

[Closing Audio Icon]

4.4 Call #3: MRC - Misrecognized Name plus Alternate Name

Julia Davis (Brewer)

Born in Tampa Florida in 1948, Julia is disabled. She is a Medicare recipient and has also received Supplemental Security Income for the last several years. She is seeking a Replacement Medicare Card. Recently divorced; she is still listed under her ex-husband's name. Her request fails on name mismatch and prompts for an alternate.

Jill: Hello. You've reached the automated Medicare Replacement Card service. Before I send out your replacement card, there are five questions I'll need to confirm with you. We'll go through them one at a time, and you can speak your answers.

... ..

Jill: Okay. Now, for your name, I'll ask you to *say* it, then, I may ask you to *spell* it.

Please, say just your last name.

Caller: *Davis*

Jill: Thanks. Now I'll need your first name. Please say it now.

Caller: *Julia*

Jill: Okay. Let me read that back to you to make sure I've got it right.
Last name: Davies, spelled D A V I E S.
First name, Julia, spelled J U L I A.
Did I get it right?

Caller: *No.*

Jill: Sorry about that. Which part is wrong? The first name, the last name or both?

Caller: *The last name.*

Jill: Please spell your last name, one letter at a time.

Caller: *D A V I S*

Jill: Got it. We're almost done. Before I send this off, do you have any other last name – for example, a professional or maiden name - that might be listed under this social security number?

Caller: *Yes. My ex-husband's name was Brewer.*

Jill: I'm sorry, but I didn't understand. Would you like me to check under another last name? Please say "YES" or "NO".

Caller: *Yes.*

Jill: Okay. Let's try it. Give me the other last name.

Caller: *Brewer*

Jill: Could you spell that for me?

Caller: *B R E W E R*

Jill: Okay. Let me read that back to you to make sure I've got it right.
Last name: Brewer, spelled B R E W E R.
Did I get that right?

Caller: *Yes*

Jill: Okay. I've got everything we need. Hold on while I process your request.

Okay. You're all set. You should receive your Medicare Replacement Card in the mail within four weeks. If you live in Puerto Rico, please allow eight weeks for delivery.

If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.

Caller: *Main Menu*

Jill: Sure. I'll transfer you now.

[Closing Audio Icon]

4.5 Call #4: A Rejected Request

Jim Trouble

This boy is a 15 year old wanna-be hacker, randomly trying Social Security numbers. The information he gives does not validate and his request is rejected out of hand.

<Audio Icon>

Jill: Hello. You've reached the automated Medicare Replacement Card service. Before I send out your replacement card, there are five questions I'll need to confirm with you. We'll go through them one at a time, and you can speak your answers.

To get started, I want to make sure I'll be sending it to the right place. Have you had a change of address recently? Please say "YES" or "NO".

Caller: *No.*

Jill: Great. Now - Please enter or say your nine digit Social Security number.

Caller: *1 2 3 - 4 5 - 6 7 8 9*

Jill: This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 - 4 5 - 6 7 8 9. Is that right?

Caller: *Yeah.*

Jill: And what's your date of birth? [Big pause] For example, you can say...May 5th, 1957.

Caller: *January 22nd, 1989*

Jill: Okay, so that's: January 22nd, 1989. Is *that* right?

Caller: *Yeah.*

Jill: Okay. Now, for your name, I'll ask you to *say* it, then, I may ask you to *spell* it.

Please, say just your last name.

Caller: *Jetson*

Jill: Thanks. Now I'll need your first name. Please say it now.

Caller: *George*

Jill: Okay. Let me read that back to you to make sure I've got it right.
Last name: Jetson, spelled J E T S O N.
First name, George, spelled G E O R G E.
Did I get it right?

Caller: *Yes.*

Jill: Alright. We're almost done. Before I send this off, do you have any other last name – for example, a professional or maiden name - that might be listed under this social security number?

Caller: *No.*

Jill: Okay. I've got everything we need. Hold on while I process your request.

 I'm sorry, but I wasn't able to process your request. Let me transfer you to someone who can help you with this. Please hold while I transfer your call.

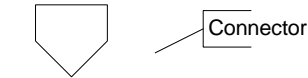
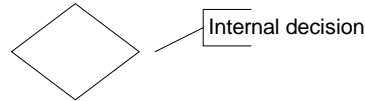
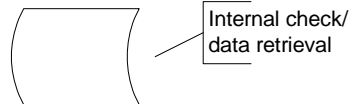
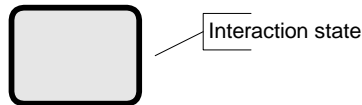
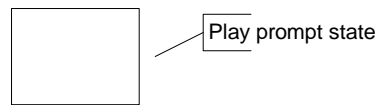
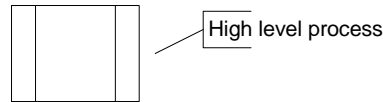
[Transfer Call]

Chapter 5: Call-Flow Diagrams

5.1 Legend for the call-flow diagrams

A high level process indicates a *series* of play-prompt or interaction states or data retrieval steps, etc.

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



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

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

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

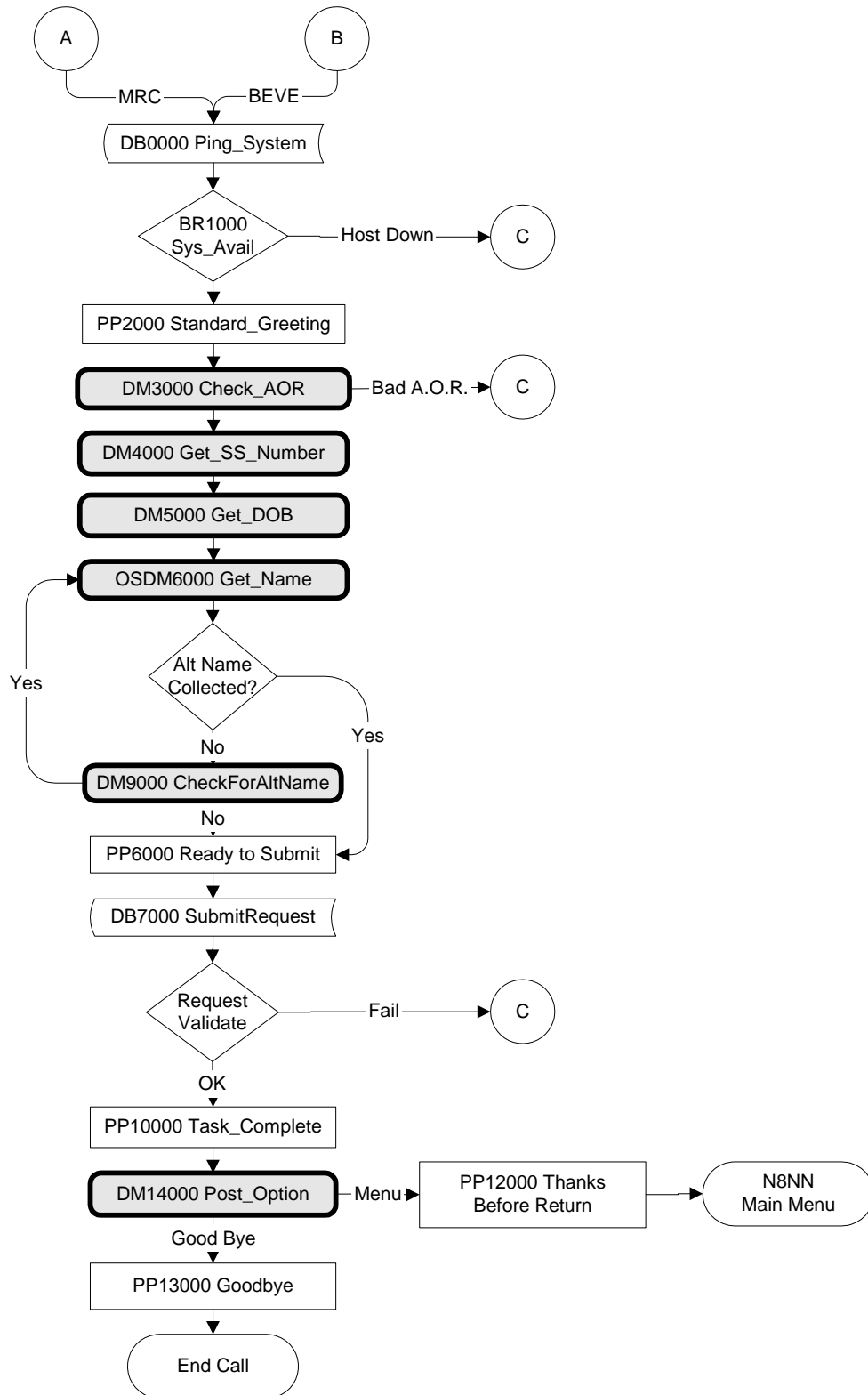
Connectors link different call-flow diagrams.

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

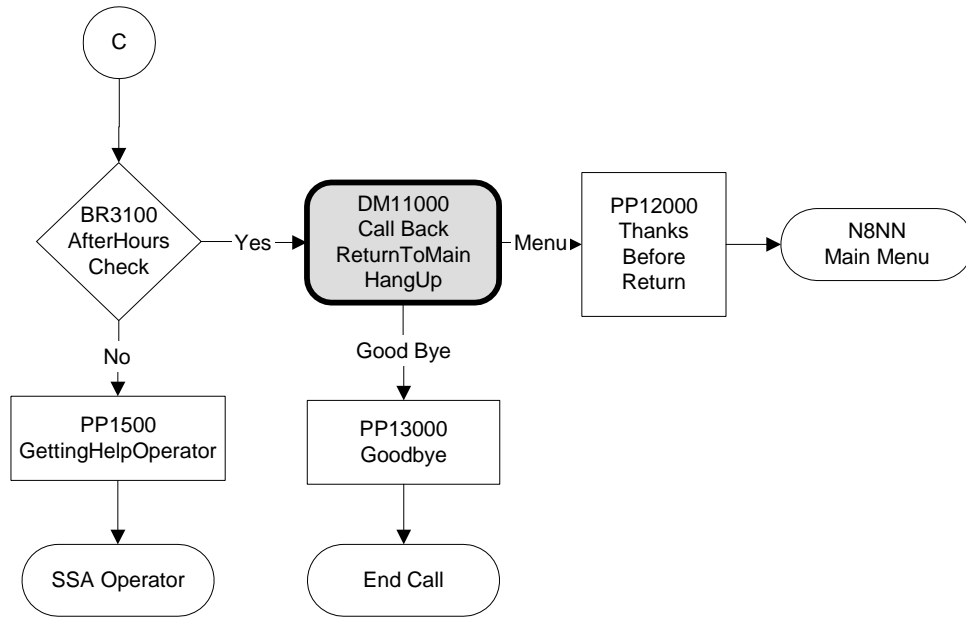
Call-flow diagrams built up of high-level process icons represent the global dialog structure of the application. These high-level diagrams parallel with the more detailed call-

flow diagrams that outline every play-prompt, interaction state, data retrieval step, internal decision and possible ends of the call. These low-level charts give a precise graphical representation of the flow of the state tables in the section “Chapter 7: Detailed Dialog Specification”, using the same (or matching) naming convention for easy reference.

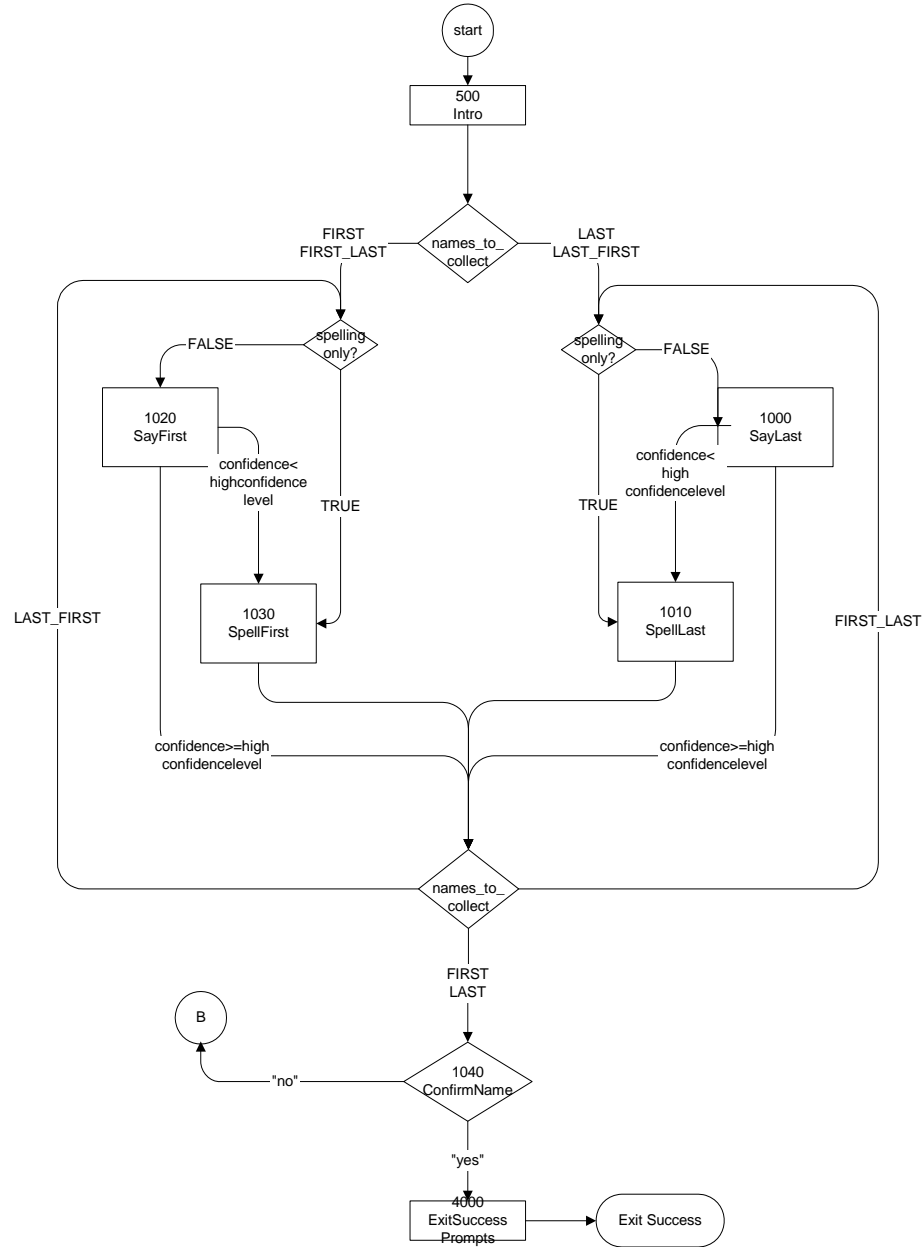
5.2 High-Level Call Flow Diagram

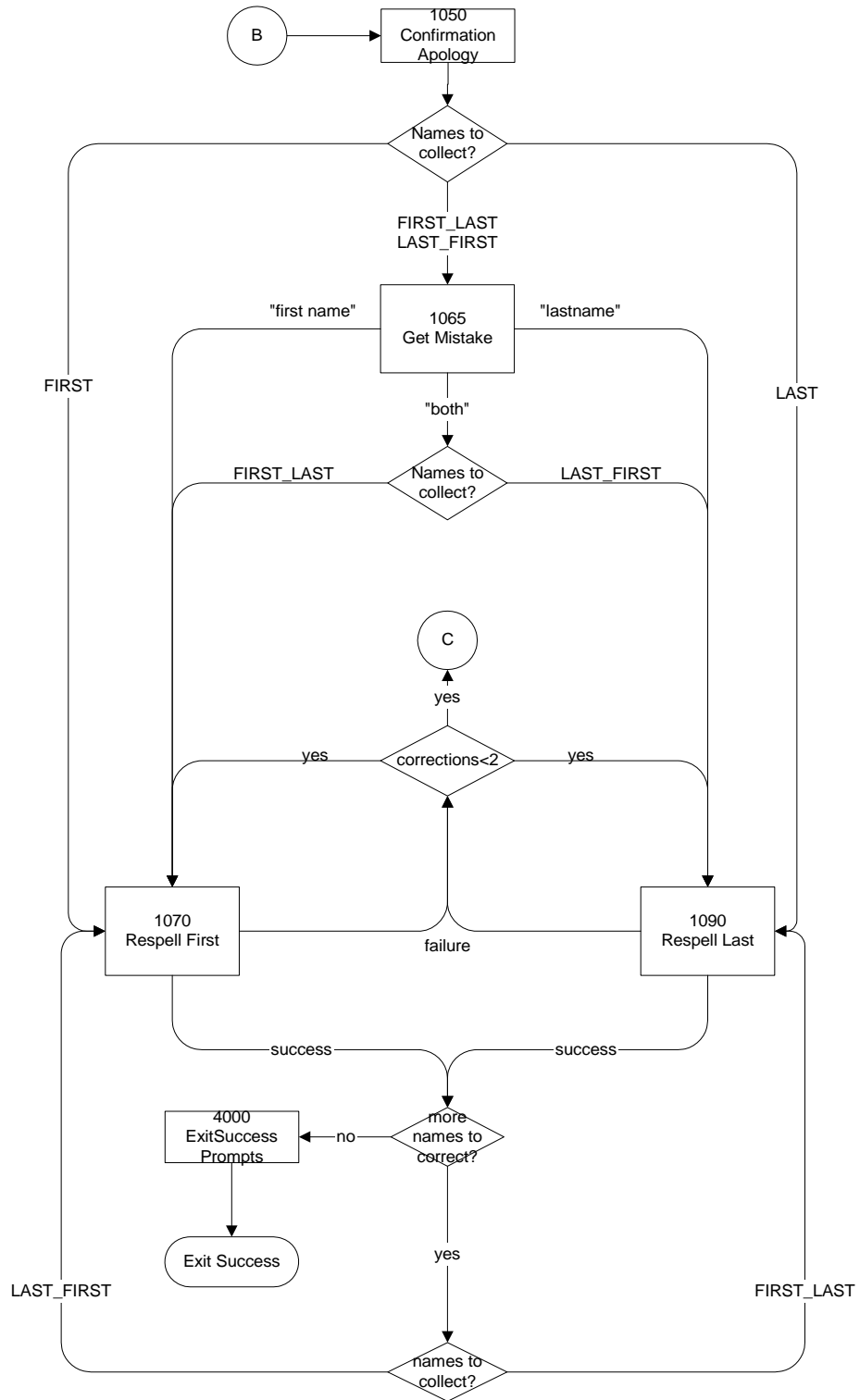


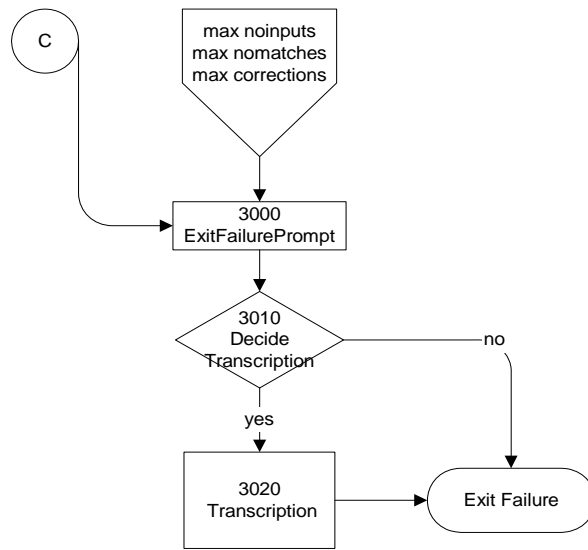
5.3 Outbound Transfer Logic



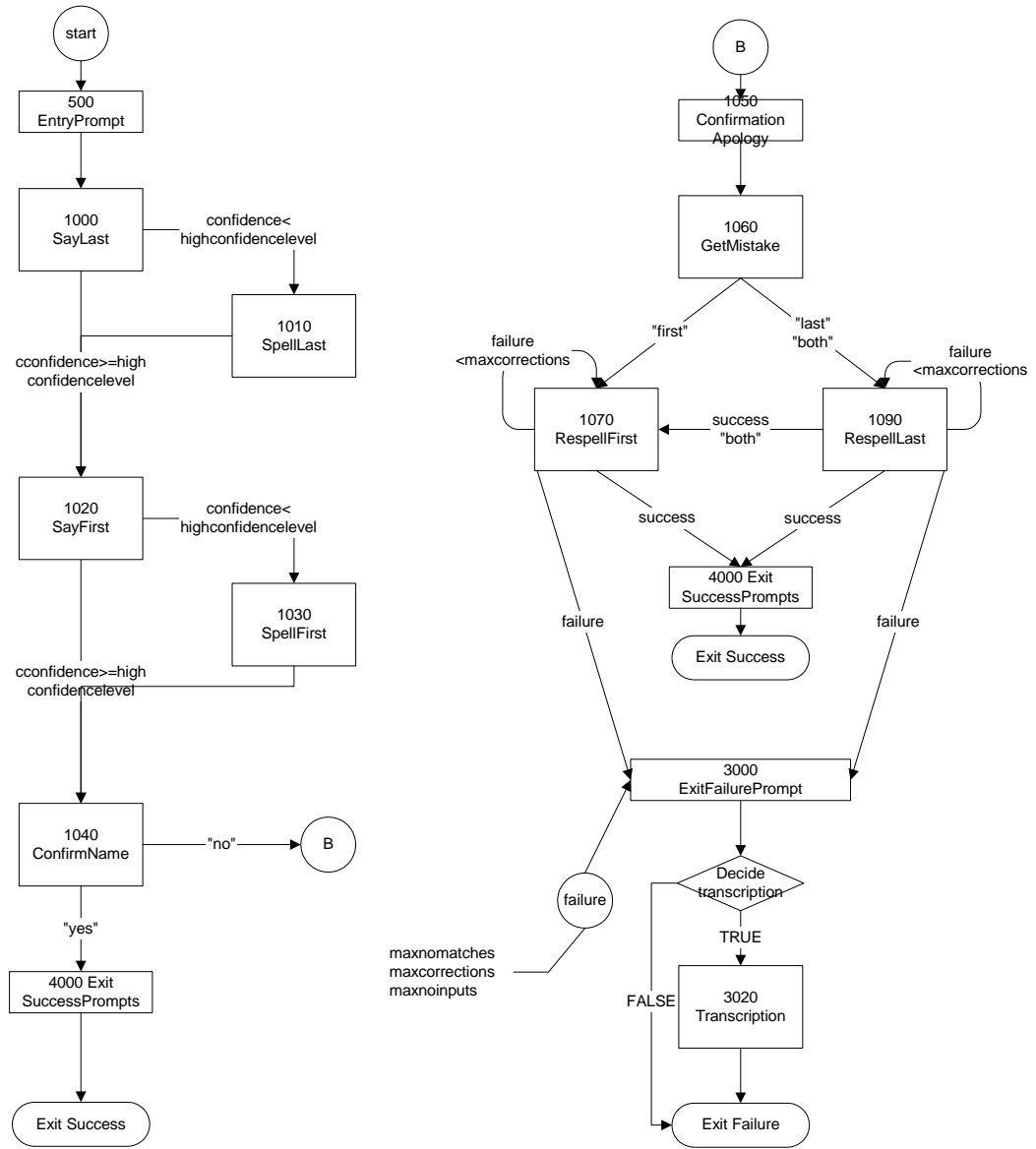
5.4 Name OSDM High-Level Diagram



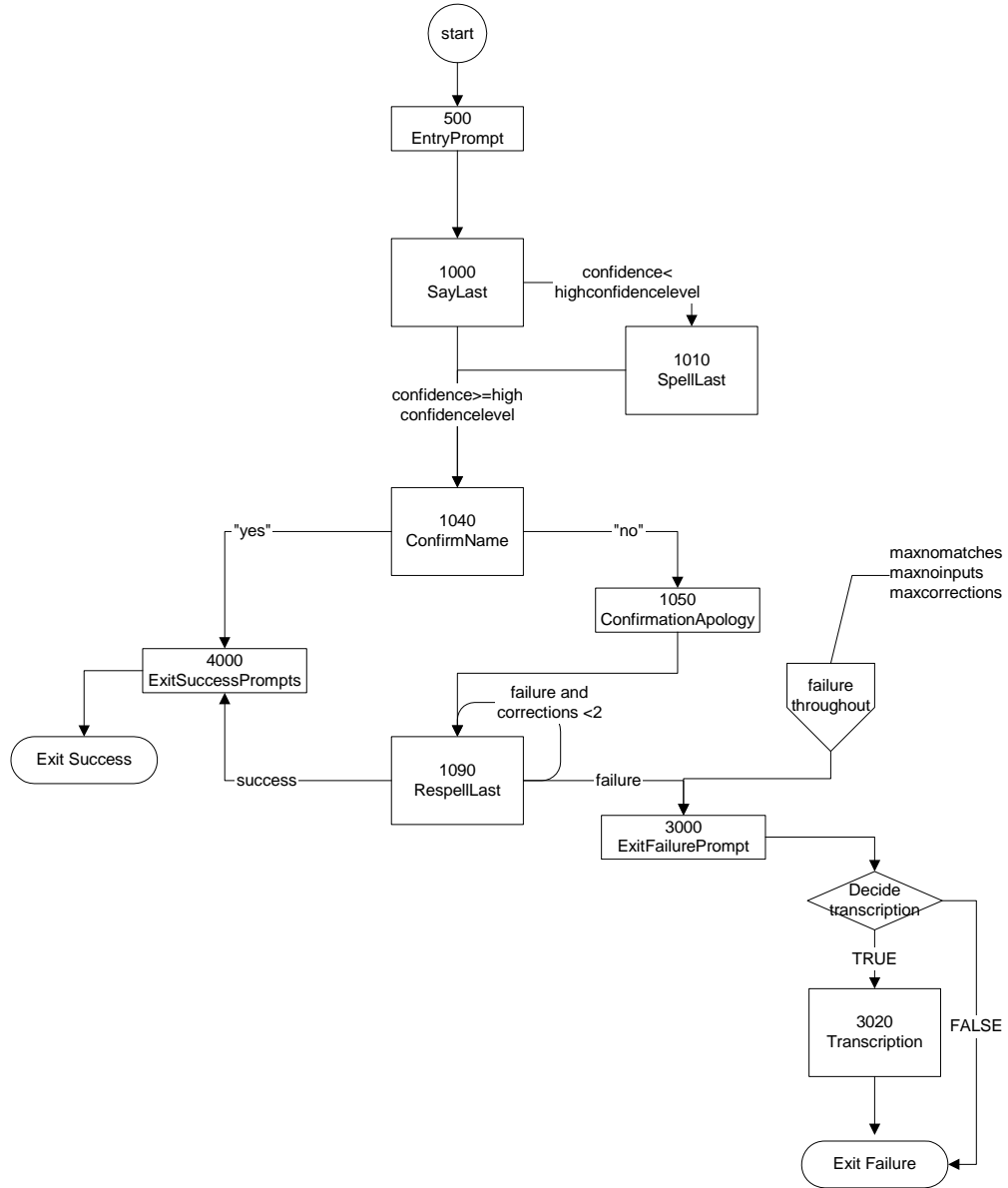




5.5 Name DM Diagram – Default Configuration



5.6 Name DM Flow Diagram – Collecting Last Name Only.



Chapter 6: Global Behavior

6.1 Time-outs and Retries

While the timeout and retry prompts are specified in the DialogModule tables, they are to be preceded by the appropriate apology prompt as outlined below:

55004	Retry 1&2	IF retry 1	upon rejection of speech	default_noanswerapologies1	I'm sorry, but I didn't understand you.
55005			upon rejection of DTMF	apology_dtmf1	Sorry, I'm not sure what you entered.
00111			upon confirmation	default_collection_wroanswerapologies1	My mistake.
55006		IF retry 2	upon rejection of speech	default_noanswerapologies2	I'm sorry, but I still didn't understand you.
51007			upon rejection of DTMF	apology_dtmf2	Sorry, I'm still not sure what you entered.
00113			upon confirmation	default_collection_wroanswerapologies2	My mistake again.
51008	Max Timeout			default_failureprompt	I'm sorry I'm having so much trouble.
51008	Max Retry			default_failureprompt	I'm sorry I'm having so much trouble.
51008	Max Help			default_failureprompt	I'm sorry I'm having so much trouble.
51009	Upon Confirmation Timeout 1			default_confirmation_noinputprompts1	Sorry, I didn't hear you. Please say YES or NO.
51010	Upon Confirmation Timeout 2			default_confirmation_noinputprompts2	I'm sorry, but I still didn't hear anything. Please say YES or NO.
50345	Upon Confirmation Retry 1			default_confirmation_reprompts1	Please say YES or NO.
50347	Upon Confirmation Retry 2			default_confirmation_reprompts2	If 'yes' press one, otherwise press two.

Typically the timeout and retry prompt specified in the table will be one and the same prompt, but they can also be a set of prompts, and they can also differ between timeout versus retry, or the first versus the second timeout or retry. In exceptional cases, different behavior is specified in the table for the second timeout or retry than outlined above.

Max. timeout is globally set to 2 – exceptions will be indicated in the tables.

Max. retry is globally set to 2 – exceptions will be indicated in the tables.

Max. help is globally set to 2 – exceptions will be indicated in the tables.

- Upon max timeout (two timeouts):
Play Max Timeout verbiage described above then
Go to: BR3100_AfterHours_Check; NeedAssistanceWith = MaxTimeout
- Upon max retry (two retries):
Play Max Retry verbiage described above then
Go to: BR3100_AfterHours_Check; set NeedAssistanceWith = MaxRetry
- Upon max help (two request for help):
Play Max Help verbiage described above then
Go to: BR3100_AfterHours_Check; set NeedAssistanceWith = MaxHelp
- Upon call completion, hang-up or call transfer, call end processing (call tracking information for reporting) will be performed.

6.2 Global Default Settings

Unless otherwise noted, all DMs should use default settings for confidence levels. Exceptions include: [1000_SayLastName](#), 1020_SayFirstName, 1070_RespellFirst, and 1090_RespellLast.

6.3 Privacy

The following information is considered confidential; **SSN, Date of Birth, First Name, Last Name, and Other Last Name**. The confidential flag should be set to true for all dialog modules collecting this information from the caller.

6.4 Help prompts

Start each Help prompt with the Help prompt audio icon (prompt file: *icon_help*), immediately followed by the Help prompt(s) as specified in the table. Unless otherwise specified by the DialogModule table, the default behavior will always be to ‘re-enter’ the DialogModule directly after the Help prompt has played, so the application will listen for the input again. It does this while resetting any timeout and retry counters, thus as if it were the initial try, but *without playing the initial prompt again*. This is because the prompt for the input will be contained *in the Help prompt itself*, perhaps with a slightly different verbiage.

In summary:

- 1) Start with *icon_help*, which is the Help audio icon
- 2) Play Help prompt(s) specified in the UI table
- 3) Unless otherwise specified in the table, re-enter the same state to listen for caller input
- 4) Do *not* play the initial prompt of this state after the Help prompt


Important note: caller can barge-in on the Help prompt (unless otherwise specified by the table) which will cause the Help prompt to immediately *stop* playing and the recognizer to parse the caller’s input according to the vocabulary of the state following the Help prompt (this state typically is the same state). While the caller can start speaking before the end of the Help prompt, the *beginning_of_speech* timer will not start until the Help prompt has finished playing (which is the same behavior as with any other prompt played that callers can barge-in on).

6.5 Default Confirmation Grammars

Unless otherwise overwritten by local grammars, all Dialog Modules will use the default (standard) confirmation grammars.

6.6 Global Commands and Global Prompts

Global Commands Vocabulary

Speech Input					
This table specifies the global commands that can be spoken from anywhere in the application. The application behavior upon these commands is always the same, unless the DialogModule specifically overrides the global behavior.					
					
Commands	DTMF	Action (unless re-specified by the module)	Confirm.		
"Help"	*	First play the Help prompt as specified for the module, then wait for input again. (New prompt for input will be part of each Help message.)	Never		
"Agent", "Operator", "Representative" "Talk to an agent", "Talk to an operator", "Talk to a representative"	0		Always		
Confirmation prompts					
Message Number	Option	Name	Wording		
51011	Operator	gl_conf_operator	You said you wanted to talk to one of our operators, Is that right?		
Confirmation Option		Vocabulary	DTMF	Action	Confirm.
Yes		"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Go to: BR3100_AfterHours_Check; NeedAssistanceWith = UserRequestedAgent	Never
No		"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module and play retry 1 or Nomatch 1 prompt as appropriate for the Dialog Module	Never
Developer Notes					
On a negative confirmation of the "Agent" global command, return to the Dialog Module where the command was issued and play the retry 1 or nomatch 1 prompt as appropriate for the Dialog Module					

6.7 DTMF Collection

6.7.1 General DTMF Usage

DTMF functionality is available by default through ScanSoft's OpenSpeech Dialog Modules in collections where numbers are being collected. Although DTMF functionality is native to the Date DialogModule, it has been decided *not* to advertise its use through the prompting in the application. This will eliminate lengthy or possibly confusing prompts. The underlying DTMF functionality will still reside within the Dialog Module and will be active within the application should a caller enter DTMF digits when prompted for their Date of Birth.

6.7.2 Termination of digit strings using the pound sign

Any state prompting for input of which the DTMF equivalent is a digit string, such as the `<Get Social Security Number> state`, should accept the DTMF 'pound' sign as the immediate terminator of such a string. Naturally, this 'pound' sign should not be taken as part of the actual input or passed on as such to other parts of the application or any databases; it is merely an indicator that the digits before it form the complete numeric input. For example, while 1-5-0-0-0 indicates \$150.00 in states collecting dollar amounts, input of the form 1-5-0-0-0-# is a valid indicator as well of that same amount.

Single-digit DTMF equivalents—such as '1', '2', '3', etc. for menu options—do *not* allow a terminating character.

6.7.3 Invalid DTMF input should be rejected

Any input that does not match to a menu option or other command, or does not match to numeric input prompted for at that point, should be rejected by the application, and lead to the application entering a retry. For example, when a state has only four menu options with DTMF equivalents '1' through '4', we should enter a rejection if someone enters '5' at that point. Another example would be a state asking for a sequence of digits: if someone provides DTMF input that contains an asterisk in the sequence, we should reject that input as well. (An alternative would be to go to *Help* in that situation, since '*' is the DTMF equivalent for it, but it's probably better to just reject digit-strings containing an '*'.) As outlined in the paragraph 6.7.2 above, the DTMF 'pound' sign should be accepted as a valid terminator of digit strings.

Please note that DTMF equivalents of global commands should always be accepted, even if they are not explicitly offered by any of the prompts in a given state. Examples of these are the 'star' sign for *Help* and '0' for an *Associate*.

6.7.4 End-of-DTMF timeout

The application's response time to DTMF input should always be as short as possible, but will depend at any point on whether the DTMF input given so far in a particular state is either clearly *unfinished*, or is *ambiguous*.

An example of clearly unfinished DTMF input would be a caller having entered '1' in a state where digit strings of various lengths can be collected, with the shortest input being a single digit. In this situation we give the caller *n* seconds to enter the remainder of a possible multi-digit string, where *n* is specified by some *inter-digit timeout* parameter. After each non-final digit entered by the caller, a countdown will start with a duration indicated by this parameter. If the countdown runs out before the caller has entered the next necessary digit, the application will go into a rejection.

Once the caller has entered the number of digits required to make the input complete—which is 9 digits in the case of an SSN, or 10 digits in case of a US phone number including area code—the application could take that input immediately and parse it, without running the countdown again. However, because the caller may enter the '#' sign to terminate the string, we will look at two variables to determine whether or not we indeed terminate the digit string based upon satisfaction of the number of digits alone:

- 1) *Fixed-length versus not-fixed-length digit strings*. If the expected digit-string is of a fixed length, then we can terminate the string as soon as we have reached the correct number of digits. If its length varies, then we cannot, unless we have reached the maximum allowable length.

- 2) *Next state being a collection state or not.* If the next state in the application is another collection state, and we are *not* using an *inter-digit timeout* after the last digit in a fixed-length or maximum-length string, then we run the risk that any '#' terminator entered by the caller will *not* get detected until the application has moved on to that next collection state. We do not have this risk if the next state is *not listening for input*, for example a database hit, or a play-message with *barge-in* turned off. Only where necessary, we eliminate this risk by using the *inter-digit timeout* even after the last digit of fixed-length or maximum-length string.

In short: we will terminate finished fixed-length and maximum length digit-strings *immediately* when the next state is *not listening for input*, and when the next state is a *collection state*, then for the maximum duration of the *inter-digit timeout* we will wait for a possible '#' terminator. When a '#' terminator is detected, we also *immediately* terminate the string.

Unfinished DTMF input can be ambiguous. This is the case when the digit(s) entered so far can be interpreted as *complete input* for other options or other numeric input. While the input could be considered complete under one interpretation it is *incomplete* under another interpretation, e.g. someone entered a '0' as the first digit of their Social Security Number, but '0' is also used to request an Associate. In this situation too, we use the *inter-digit timeout* to wait for possible further input, unless we have reached the maximum length.

6.7.5

Key-ahead

In any case, when we know that DTMF input is complete for a given context, the application should respond immediately and not run an end-of-DTMF-input countdown. If we were to introduce such a delay after each complete DTMF input, then we would seriously hinder the ability of power-users to comfortably 'key-ahead' through menus.

The so-called 'key-ahead' feature automatically works because of the zero-length timeout upon unambiguous DTMF input. As soon as the caller hits one of the numbers on the keypad to choose a menu option, the application takes that digit and moves to the next state accordingly. If that response to the DTMF input takes a fraction of a second and the next state is a collection state again, then this next state will automatically take the next digit if it is a voice menu or the next sequence of digits if it is expecting a digit string. If the next state was a database hit instead, for example, then no input will be accepted during the database hit (because the app is not listening for anything), and once the application returns to a collection state, further input is listened for from then on. This means that if that database hit happened to have sub-zero response time, the user could have run right over it using 'key-ahead' and never noticed anything. No key-ahead is possible over database hits that need more time, or over play-states that have barge-in turned off. Naturally, over states expecting variable-length digit-string input, 'key-ahead' can only be achieved by using the '#' terminator.

6.8 Digit-String Playback

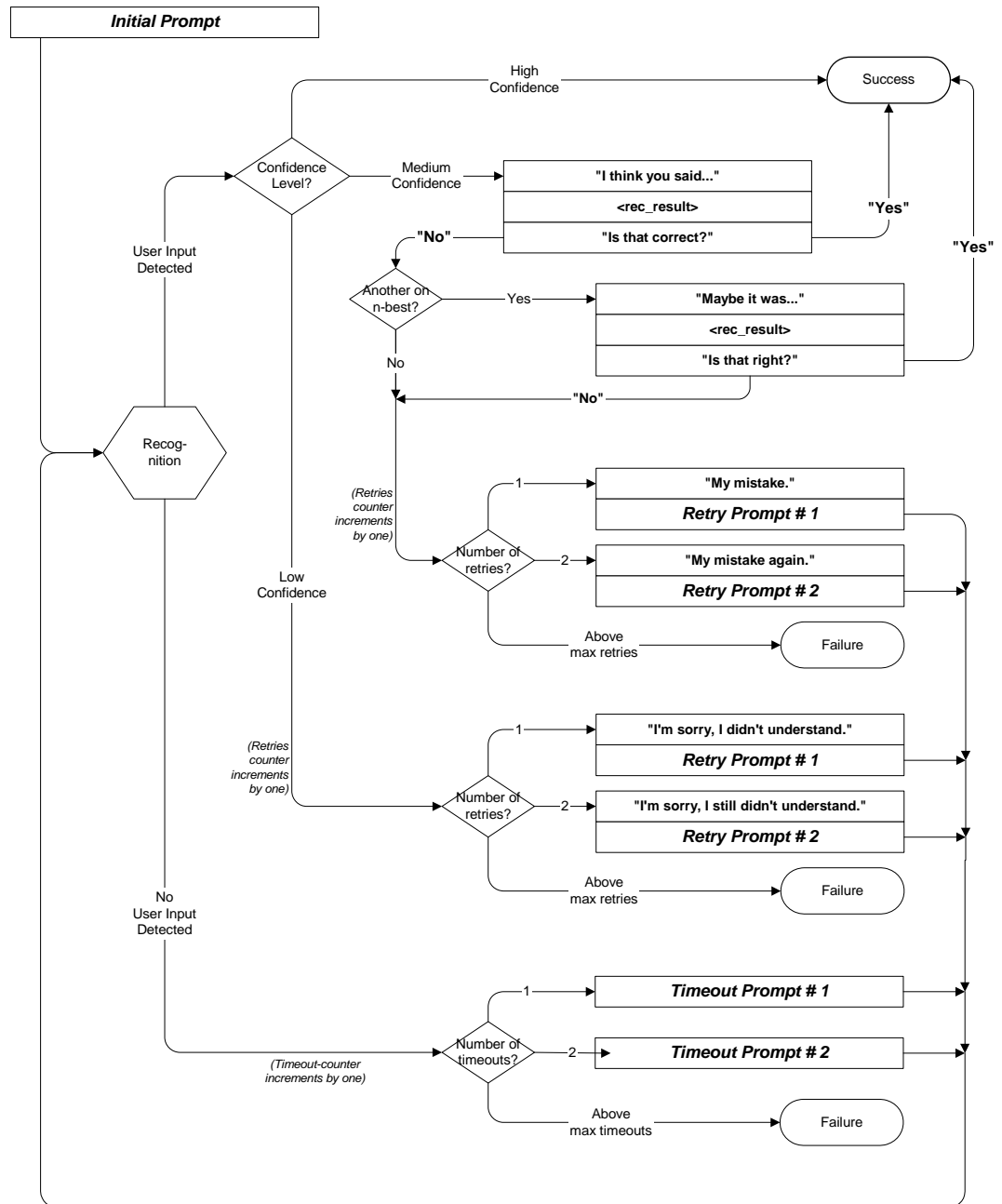
Variable digit-strings to be presented to the caller will be passed through a global routine that builds prompt lists to fluently play back Social Security Numbers. Valid input to this function is a string of digits, where a hyphens and spaces can be used to indicate grouping. For example: "017-85-3229". For each hyphen or space, the routine will insert a pause. The prompt set to be used for this consists of the following 1,231 prompts:

- 1,000 prompts: "...0 0 0, ..." through "...9 9 9, ..." (Non-final intonation)
- 100 prompts: "...0 0, ..." through "...9 9, ..." (Non-final intonation)
- 100 prompts: "...0 0." through "...9 9." (Final intonation)
- 10 prompts: "0..." through "9..." (Rising intonation)
- 10 prompts: "...0, ..." through "...9, ..." (Non-final intonation)
- 10 prompts: "...0." through "...9." (Final intonation)
- 1 prompt: 1/4 second silence.

6.9 Event Logging

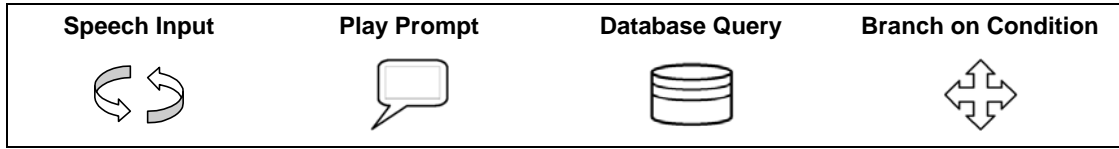
Throughout all the User Interface Specifications, each state calls out the event logging that is unique to that state. For an overview of all of Event Logging, including global behavior for events such as what to do if an info token is not available; see the Event Logging section in the Functional Requirements Specification document.


6.10 Internal DialogModule Functionality



Chapter 7: Detailed Dialog Specification

7.1 How to Read the Call-Flow Tables



2100_Finance_Forex_Menu 

Title of this table

Speech Input *Previous step of the dialog* **Play Prompt** *Initial prompt: first prompt played when entering the module.* **Database Query** **Branch on Condition** **Item List** *Dialog-Module type*

Entering from
2000_Finance_Menu

Prompts

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

Prompts section

Timeout 1 prompt: played when no response to initial.

Timeout 2 prompt: played when no response to first timeout.

Retry 1 prompt: played when no recognition result from first input.

Touch-tone equivalents for user input

Voicing

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

User input section

Retry 2 prompt: played when no recognition result from input after first retry.

Commands

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

Global commands section

Help prompt: typically played when caller asks for help or instructions.

Developer notes

Default		
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Section to specify the different settings of the module


Touch-tone equivalents for global commands

System actions following on global commands


System actions following on user input

7.2 Call-Flow Tables


DB0000_Ping_System

Database Query		
Ping system upon entry to ensure the presence of the back end		
Entering from		
N8NN Main Menu		
Condition	Action	
	Go to: BR1000 System And Operator Availability	
Event logging		
AltNameCollected = False; NeedAssistanceWith = NULL		

BR1000_System_And_Operator_Availability

Branch on Condition		
Branch of availability of system and operators.		
Entering from		
DB0000_Ping_System		
Condition	Action	
<i>IF System is unavailable</i>	Go to: BR3100 AfterHours Check NeedAssistanceWith = SysUnavailable	
<i>Else</i>	Go to: BR1900 Check Null Condition	
Event logging		

PP1500_Getting_Help_Operator

Play Prompt			
Call needs assistance from live operator			
Entering from			
DM3000_Check_AOR, BR8000_DB_Request_Validate_1st			
Prompts			
Message Numbers	Condition	Name	Wording
15005	<i>NeedAssistanceWith = BadAOR</i>	15001	Alright. To make sure we have your most recent address on file, I'll connect you with an agent. They'll be able to help you with this.
15006	<i>NeedAssistanceWith = ValidationFailure</i>	15002	I'm sorry, but I wasn't able to process your request. Let me connect you to someone who can help you with this. Please hold while I transfer your call.
15007	<i>NeedAssistanceWith = AccountBlocked</i>	15003	Our records show that you requested that your account be blocked from access by this automated system, as well as by the Internet, even with a password, so I'll need to send you to an agent to complete this transaction. If you want to unblock your account, the agent must handle that as well. Hold on while I connect you to someone who can help you with this.
15008	<i>NeedAssistanceWith = SysUnavailable</i>	15004	I'm sorry, but the system is unavailable at this time. Please hold while I transfer your call to someone who can help you.
15009	<i>NeedAssistanceWith = MaxNameRecognitionFailures</i>	15005	Let me connect you with someone who can help you. Please hold while I transfer your call.
15010	<i>NeedAssistanceWith = MaxTimeout</i>	15006	<default> Let me connect you to an agent who can help you. Please hold while I transfer your call.
15011	<i>NeedAssistanceWith = MaxRetry</i>	15007	<default> Let me connect you to an agent who can help. Please hold while I transfer your call.
15012	<i>NeedAssistanceWith = MaxHelp</i>	15009	You know what? Let me connect you to an agent who can help. Please hold while I transfer your call.
15013	<i>NeedAssistanceWith = UserRequestedAgent</i>	15008	Sure. One moment. I'll transfer you to someone who can help.
Condition		Action	
Always		Go to: [TRXF TO AGENT]	
Event logging			
Developer notes			
No barge-in			


BR1900 Check Null Condition




Entering from	
BR1000_System_And_Operator_Availability	
Condition	Action
If TVDC Items to collect= 0	Go to: BR3999_Social_Security_Check_Condition
If TVDC items else	Go to: P2000_Standard_Greeting

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P2000_Standard_Greeting

Play Prompt			
Standard Greeting			
Entering from			
BR1900 Check Null Condition			
Prompts			
Message Number	Condition	Name	Wording
20004	<i>Entering from SpeakFreely N8NN AND Task=BEVE</i>	20004	I'd be happy to help you get a Benefits Verification letter. To do that, I'll need to ask you up to five questions.
20005	<i>Entering from SpeakFreely N8NN AND Task=MRC</i>	20005	I'd be happy to help you get a replacement Medicare card. To do that, I'll need to ask you up to five questions.
Condition		Action	
Always		Go to: DM3000_Check_AOR	
Event logging			
Developer notes			
No barge-in			


DM3000_Check_AOR

			YesNo	
Check if the caller's address of record is correct				
Entering from				
P2000 Standard Greeting				
Prompts				
Message Numbers	Type	Name	Wording	
30020	Initial	300010	To get started, I want to make sure I'll be sending it to the right place. Have you been at the same mailing address for at least a month?	
30021	Retry 1	300020	< default global .> For the past 30 days, have you been at the same mailing address? Please say "YES" or "NO".	
30022	Retry 2	300030	< default global > If you have been at the same mailing address for at least a month press one. Otherwise, press two	
30023	Timeout 1	300040	I'm sorry but I didn't hear you and I want to make sure you'll receive the mail I send. Have you been at the same mailing address for at least a month? Please say "YES" or "NO".	
30024	Timeout 2	300050	I'm sorry but I still didn't hear you. Please answer "YES" or "NO". For the past 30 days, have you been at the same mailing address?	
30025	Help	300060	Sure. If you've moved recently or your mailing address has changed, it may not be up to date in our records. Have you been at the same mailing address for at least a month? Please answer "YES" or "NO". If you're unsure what to answer, say "Agent" and I'll connect you with someone who can help.	
Option	Vocabulary	DTMF	Action	Confirm.
Yes	"Yes " "[Yes] I have"	1	Go to: BR3999 Social Security Check Condition	Never
No	"No [I haven't]" "No [I have not]"	2	NeedAssistanceWith = BadAOR Go to: DB3050 Check AOR Ping	Never
DialogModule parameters				
Parameter	Value			
after_end_of_speech_timeout	500 ms			
before_begin_of_speech_timeout	7,000 ms			
allowing_barge_in	True			
Event logging				
Developer notes				
There are no special developer notes for this DM				


DB3050_Check_AOR_Ping

Database Query		
Message to host for MI = 13 is to be used if caller enters this state.		
Entering from		
DM3000_Check_AOR		
Condition	Action	
	Go to: BR3100_AfterHours_Check	
Event logging		


BR3100_AfterHours_Check

Branch on Condition		
Branches on whether operators are standing by.		
Entering from		
DB3050_Check_AOR_Ping BR8000_DB_Request_Validate_1st		
Condition	Action	
If During Hours	Go to: PP1500_Getting_Help_Operator	
If After Hours	Go to: DM11000_ReturnToMain_or_HangUP	
Event logging		
Pass NeedAssistanceWith value onto next state		

BR3999 Social Security Check Condition


		
Entering from		
DM3000_Check_AOR , BR1900_Check_Null_Condition		
Condition	Action	
If SSN = null	Go to: 4000_Get_SS_Number	
If SSN else	Report V Transactions per module note, Go to: BR4005_Get_DoB_Check_Condition	
Module Notes		
V-MEDI-SSN_1-(duration),T-MEDI-0000-(duration)		

4000_Get_SS_Number


Social Security DialogModule™ 				
Get the callers Social Security Number				
Entering from				
BR3999 Social Security Check Condition				
Prompts				
Message Number	Type	Name	Wording	
54201	Initial	400010	Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.	
54202	Retry 1	400020	[Global Default] Please say your nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.	
50203	Retry 2	400030	< default global > Try entering it on the telephone keypad.	
50204	Timeout 1	400040	sorry. I didnt hear anything. Please enter or say your nine digit social security number now.	
50205	Timeout 2	400050	I'm sorry, but I still didn't hear anything. Try saying your social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9.	
50206	Help	400060	You can tell me your nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. Please try it again now.	
Option	Vocabulary	DTMF	Action	Confirm.
SSN	<SSN>	<SSN>		Always
Confirmation prompts				
Message Number	Option	Name	Wording	Result
50207	SSN	400070	This is important, so I want to make sure I have it right. Your social security number is:	
50208		400070b	Okay now I think I've got it right. Your social security number is:	
		<SS_Num>	CPR	1 2 3 – 4 5 – 6 7 8 9
50209		400071	Is that right?	<i>This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right?</i>
40015	Retry 1	400080	Sorry. I didn't catch that. Please say "YES" if I have the right number.	<i>Sorry. I didn't catch that. Please say "YES" if I have the right number. 1 2 3 – 4 5 – 6 7 8 9. Is that right?</i>
40016	Timeout 1	400090	I wasn't sure if you said anything. Please say "YES" if I have the right number.	<i>I wasn't sure if you said anything. Please say "YES" if I have the right number. 1 2 3 – 4 5 – 6 7 8 9. Is that right?</i>
Confirmation Option	Vocabulary	DTMF	Action	Confirm.
Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Go to: BR4005 Get DoB Check Condition	Never

No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	Never
DialogModule parameters				
Parameter		Value		
after_end_of_speech_timeout		2,000 ms		
before_begin_of_speech_timeout		7,000 ms		
allowing_barge_in		True		
Event logging				
Fill semantic item <SS_Num>				
DialogModule Notes				
<ul style="list-style-type: none"> • Area, group or serial number containing only zeros are invalid • Area numbers greater than or equal to 800 are invalid • "Dashes" and "hyphens" should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself • DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized <p>Note: Point to non-standard grammar that includes Natural Numbers</p> <p>Set Confidential Flag to TRUE</p>				

BR4005 DOB Check Condition


		
Entering from		
DM4000_Get_SS_Number , BR3999 Social Security Check Condition		
Condition		Action
If DOB = null		Go to: 5000_Get_DOB
If DOB else		Report V Transactions per module note, 400- Name Check Condition
Module Notes		
V-MEDI-DOB_1-(duration),T-MEDI-0000-(duration)		

5000_Get_DOB


Date DialogModule™					
Get the callers Date Of Birth					
Entering from					
BR4005 DOB Check Condition					
Prompts					
Message Number	Type	Name	Wording		
50010	Initial	500010	And what's your date of birth? [big pause] For example, you can say...May 5 th , 1957.		
50011	Retry 1	500020	< default global .> Please tell me your birth date again. It works best if you speak at a normal pace.		
50012	Retry 2	500030	< default global > Try saying the month followed by the date and the year you were born. For example July 4th, 1976.		
50013	Timeout 1	500040	Sorry, I didn't hear you. Tell me your birth date again.		
50014	Timeout 2	500050	I'm sorry, but I'm still having trouble hearing. I need the month, day and year for your birthday. You know like...July 4th, 1976.		
50015	Help	500060	Aside from your social security number, I'll need your date of birth. You can say this in a number of ways. For example you can say "July 4 th 1976", or "the fourth of July, 1976" Go ahead. What's your date of birth?		
Option	Vocabulary	DTMF	Action		Confirm.
Date	<date>	<...>			Always
Confirmation prompts					
Message Number	Option	Name	Wording	Result	
50016	Date	500070	Okay, so that's::		
		<Date>	CPR	January 12 th 1931	
50017		500071	Is <i>that</i> right?	Okay, so that's: <January 12 th , 1931>. Is that right?	
50018	Retry 1	500080	Sorry. I didn't catch that. Please say "YES" if I have the right date.	Sorry. I didn't catch that. Please say "YES" if I have the right date. <January 12 th , 1931>. Is <i>that</i> right?	
50019	Timeout 1	500090	I wasn't sure if you said anything. Please say "YES" if I have the right date.	I wasn't sure if you said anything. Please say "YES" if I have the right date. <January 12 th , 1931>. Is that right?	
Confirmation Option	Vocabulary	DTMF	Action		Confirm.
Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Go to: 400- Name Check Condition names_to_collect = LAST_FIRST		Never
No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior		Never
DialogModule parameters					
Parameter	Value				
date_reference_date	System date [yyyymmdd]				
date_range_allowed_earliest	19000101				
date_range_allowed_latest	Today [yyyymmdd]				

date_range_expected_earliest	Today – 75 years [yyyymmdd]
date_range_expected_latest	Today – 25 year [yyyymmdd]
date_disambiguation_mode	ASSUME_NOTHING
after_end_of_speech_timeout	1,250 ms
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True
Event logging	
Fill semantic item <Date_Of_Birth>	
DialogModule Notes	
<ul style="list-style-type: none"> Although the application does not explicitly guide callers to use DTMF for the Date of Birth entry, it is enabled. Date entry should be in the form of MM/DD/YYYY to be accepted. Trim the grammar so that the day of the week is not allowed <p>Set Confidential Flag to TRUE</p>	


400- Name Check Condition

	
Entering from	
BR4005 Get DoB Check Condition , 5000 Get DOB	
Condition	Action
If First Name, Last Name = null	Set names to collect to Last_First; Go to: 500_EntryPrompt
If First Name = else Last Name = null	Report V Transactions per module note, Set names to collect to Last; Go to: 1000-EntryPrompt-Msg
If First Name = null and Last Name = else	Report V Transactions per module note, Set names to collect to First, Go to: 1020_SayFirstName
If First Name, Last Name = else	Report V Transactions per module note, Go to: BR5500_Alt_Name_Collected
Module Notes	
First: V-MEDI-FN_1-(duration),T-MEDI-0000-(duration)	
Last: V-MEDI-LN_1-(duration),T-MEDI-0000-(duration)	

500_EntryPrompt

Play Prompt		
Explain name collection ground rules to user		
		
Entering from		
400- Name Check Condition		
Prompts		
Message Number	Name	Wording
50301	default_name_entryprompt	Now I need your full name. Let's start with your LAST name.
Condition		Action
If "names_to_collect" = FIRST or FIRST_LAST		If spelling_only = TRUE Go to: 1030_SpellFirstName playing initialprompt2
		Else Go to: 1020_SayFirstName playing initialprompt1
If "names_to_collect" = LAST or LAST_FIRST		If spelling_only = TRUE Go to: 1010_SpellLastName : playing initialprompt2
		Else Go to: 1000_SayLastName playing initialprompt1
Module Settings		
No barge-in Note: This is the parameter entry prompt and can be user-specified.		
Developer notes		
This state shares prompting with KBA 1000_EntryPrompt		

1000_SayLastName

CustomContext				
Get the user's last name. 				
Entering from				
500_EntryPrompt ; DM9000_Check_For_Alt_Name , 400-Name Check Condition				
Prompts				
Message Number	Type	Condition	Name	Wording
50304	Initial 1	If from 500_EntryPrompt	default_name_saylast_collection_initialprompt	For now I just need your last name – I'll get your first name later. Please SAY and then SPELL JUST your last name. For example, if your last name was Kusack, you'd say Kusack, K U S A C K. Go ahead.
50305	Initial 2	If from DM9000	default_name_sayandspelllast_collection_initialprompt3	Please say your OTHER LAST name including the spelling. [Short Pause] For example if it was Jones, you'd say "Jones, J O N E S". Go ahead.
50307	Timeout 1	default_name_saylast_collection_noinputprompts1		Sorry, I didn't hear you. Please give me the last name with the spelling.
50308	Timeout 2	default_name_saylast_collection_noinputprompts2		I'm afraid I still can't hear you. Please give me the last name and spell it.
50309	Retry 1	If originally from 500_EntryPrompt	default_name_saylast_collection_nomatchprompts1	<default global> . Please say JUST your last name including the spelling.
50310	Retry 1	If originally from DM9000	default_name_saylast_collection_nomatchprompts2	<default global> Please SPELL your other last name for me, like this: "S M I T H"...
50312	Help	default_name_saylast_collection_helpprompts1		I need you to say the last name and then spell it for me. For example, if the last name was O'Neal, you'd say "O'Neal O N E A L".
Condition	Sub condition	DTMF	Action	Confirm.
Confidence>=high confidence level (High Confidence)	IF names_to_collect = LAST_FIRST		Go to: "1020_SayFirstName"	Never
	ELSE (we're done, see note below)		Go to: "1040_ConfirmName"	
Confidence<high confidence level (Low and Medium Confidence)			Go to: "1010_SpellLastName"	
Failure and Last Name			Go to: "3000_ExitFailurePrompt"	
Failure and Alt Name			Go to: " PP6000_Ready_To_Submit "	
Module Settings				

Note: High confidence → Accept, Medium and Low Confidence → Spell. In the case of low confidence, we ask spelling directly rather than reprompt. Therefore, Nomatch 1 is only played when a caller utters a global command and then negatively confirms a global command.

Note: Test always_ask_spelling parameter. If true, Go to: 1010_SpellLastNameregardless of confidence score.

Note: Test overallconfirmation parameter. If overallconfirmation = NEVER , Go to 4000_ExitSuccessPromptsinstead of going to 1040_Confirmname.


Note: High Confidence should be set to .875

Deactivate global "AGENT" and "HELP" grammar in this DM. This will remove all agent vocabulary items described in section 6.6 from this collection (e.g. "agent", "representative", "operator", etc.)

Developer notes


Set Confidential Flag to TRUE

1010_SpellLastName

			CustomContext
Ask user to spell their last name. 			
Entering from			
1000_SayLastName , 500_EntryPrompt			
Prompts			
Message Number	Type	Name	Wording
50314	Initial 1 (On entry from 1000_SayLastName) spellingonly = FALSE.	default_name_spelllast_colle ction_initialprompt1	Now please JUST spell that for me, and spell it quickly.
10019	Initial 2 (On entry from 500_EntryPrompt) spellingonly = TRUE.	default_name_spelllast_colle ction_initialprompt2	Please spell your last name, one letter at a time.
10020	Spellingonly=TRUE & namestocollect = FIRST_LAST	default_name_spelllast_colle ction_initialprompt3	Now, spell your "last" name.
50315	Timeout 1	default_name_spelllast_colle ction_noinputprompts1	Sorry I didn't hear you. Using only the letters of the alphabet, please spell your last name quickly, one letter at a time.
50318	Timeout 2	default_name_spelllast_colle ction_noinputprompts2	I'm afraid I still can't hear you. It works best if you use ONLY letters and speak at a quick pace. For example, to spell 'Smith, you don't need to say S as in Sam, M as in Michael, just say S M I T H....try it again.
50319	Retry 1	default_name_spelllast_colle ction_reprompts1	< default global > Using only the letters of the alphabet, please spell your last name quickly. For example, if your name was O'Connor, you would say O C O N N O R. Please spell the last name now.
50322	Retry 2	default_name_spelllast_colle ction_reprompts2	< default global > If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.
50323	Help	default_name_spelllast_colle ction_helpprompts1	I need you to spell just the last name. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. It works best if you use ONLY letters and speak at a quick pace. For example, to spell Smith, you don't need to say S as in Sam, M as in Michael, just say S M I T H ... try it again. Please spell the last name for me now.
Condition	Action		Confirm.
If names_to_collect = LAST_FIRST	Go to: 1020_SayFirstName		Never
ELSE	Go to: 1040_ConfirmName		
failure	Go to: 3000_ExitFailurePrompt		
Module Settings			
Play success prompt.			

Developer notes
Set Confidential Flag to TRUE

1020_SayFirstName

CustomContext	
Get the user's first name.	

Entering from
500_EntryPrompt , 1000_SayLastName , 1010_SpellLastName , 400- Name Check Condition


Prompts			
Message Number	Type	Name	Wording
50324	Initial	default_name_sayfirst_collection_initi alprompt	Now say and spell your FIRST name. [Short Pause] For example if your first name was Robin, you'd say "Robin, R O B I N". Go ahead.
50325	Timeout 1	default_name_sayfirst_collection_noi nputprompts1	Sorry, I didn't hear you. Please give me your first name with the spelling.
50326	Timeou 2	default_name_sayfirst_collection_noi nputprompts2	I'm afraid I still can't hear you. Please give me your first name and spell it.
50327	Retry 1	default_name_sayfirst_collection_no matchprompts1	<default global> Please give me your first name including the spelling.
50328	Help	default_name_sayfirst_collection_hel pprompts1	I need you to say your first name and then spell it for me. For example if your first name was Nick, you'd say "Nick, N I C K".

Condition	Sub Condition	Action	Confirm.
Confidence>=high confidence level (High Confidence)	IF names_to_collect =FIRST_LAST	Go to: " 1000_SayLastName "	Never
	Else (see note below)	Go to: "1040_ConfirmName"	
Confidence<high confidence level (Low and Medium Confidence)		Go to: "1030_SpellFirstName"	
failure		Go to: "3000_ExitFailurePrompt"	If necessary


Module Settings
Note: High confidence → Accept, Medium and Low Confidence → Spell. In the case of low confidence, we ask spelling directly rather than reprompt. Therefore, Nomatch 1 is only played when a caller utters a global command and then negatively confirms a global command.
Note: Test "alwaysaskspelling" parameter. If true, Go to: 1030_SpellFirstNameregardless of confidence score.
Note: Test overallconfirmation parameter. If overallconfirmation = NEVER, Go to 4000_ExitSuccessPromptsinstead of going to 1040_Confirmname.
Note: High Confidence should be set to .85
Deactivate global "AGENT" and "HELP" grammar in this DM. This will remove all agent vocabulary items described in section 6.6 from this collection (e.g. "agent", "representative", "operator", etc.)

Developer notes
Set Confidential Flag to TRUE

1030_SpellFirstName

CustomContext			
Ask user to spell first name.			
Entering from			
,1020_SayFirstName, 500_EntryPrompt			
Prompts			
Message Number	Type	Name	Wording
50329	Initial 1 (on entry from 1020_SayFirstName) spellingonly = FALSE	default_name_spellfirst_collection_initialprompt1	Now, please SPELL your first name for me quickly using just the letters in the alphabet.
10032	Initial 2 (On entry from 500_EntryPrompt) spellingonly = TRUE.	default_name_spellfirst_collection_initialprompt2	Please spell your first name, one letter at a time.
10033	Initial 3 Spellingonly=TRUE & namestocollect = LAST_FIRST	default_name_spellfirst_collection_initialprompt3	Now, spell your "first" name.
50330	Timeout 1	default_name_spellfirst_collection_noinputprompts1	Sorry I didn't hear you. Please spell your first name one letter at a time.
50331	Timeout 2	default_name_spellfirst_collection_noinputprompts2	I'm afraid I still can't hear you. Using only the letters of the alphabet, please spell your first name now.
50332	Retry 1	default_name_spellfirst_collection_reprompts1	Saying just the letters of the alphabet, please spell your first name. For example, if your name were Robin, instead of saying R as in Radar, O as in Oscar, you could just say R O B I N. Go ahead. Spell your first name now.
50333	Retry 2	default_name_spellfirst_collection_reprompts2	< default global > Please spell your first name one more time. And remember, please use ONLY the letters of the alphabet and speak quickly. Go ahead.
50334	Help	default_name_spellfirst_collection_helpprompts1	I need you to spell just your first name. If your first name has an apostrophe or a hyphen in it, you can just skip that. Now, go ahead and spell your first name.
Condition		Action	Confirm.
names_to_collect = FIRST_LAST		Go to: "1000_SayLastName"	Never
Else		Go to: 1040_ConfirmName	
failure		Go to: DM3000_Check_AOR	
Module Settings			
Default: Play success prompt.			
Developer notes			
Set Confidential Flag to TRUE			

1040_ConfirmName


		YesNo	
Confirm name collection			
Entering from			
1000_SayLastName , 1010_SpellLastName , 1020_SayFirstName , 1030_SpellFirstName			
Pre-Conditions			
If name to collect = First	Start at msg. # 50336, default_name_lastname		
If name to collect = Last	Start at msg. # 50339, default_name_firstname		
If name to collect = First and Last	Start at msg. # 50336, default_name_lastname		
Prompts			
Message Number	Type	Name	Wording
50335		Initial on entry	Okay. Let me read that back to you to make sure I've got it right.
50336	Play this series of prompts if we need to play out the last name	default_name_lastname	Last name:
			<lastname> or use TTS
50337		default_name_spelled	Spelled:
00250			250 ms silence
			<Letter (1)>...
00250			250 ms silence
			...<Letter (2)...
00250			250 ms silence
			...<Letter (N)
00250			250 ms silence
50338	If no audio is available for the last name, play this prompt instead	default_name_lastnamespelled	Last name spelled...
50339	Play this series of prompts if we need to play out the first name	default_name_firstname	First name:
			<firstname> or use TTS
50340		default_name_spelled	Spelled:
00250			250 ms silence
			<Letter (1)>...
00250			250 ms silence
			...<Letter (2)...
00250			250 ms silence
			...<Letter (N)
00250			250 ms silence
50341	If no audio is available for the first name, play this prompt instead	default_name_firstnamespelled	First name spelled...
50342		default_confirmation_initialprompt_part2	Did I get that right?

50343	Timeout 1	default_confirmation_noinputprompts1	Sorry I didn't hear you. Did I get the name right? Please say yes or no.
50344	Timeout 2	default_name_confirmname_collection_noinputprompts2	I'm afraid I still can't hear you. Did I understand your name correctly?
50345	Retry 1	default_name_confirmname_collection_reprompts1	< default global > Please say "yes" or "no".
50347	Retry 2	default_confirmation_reprompts2	< default global > If 'yes' press one otherwise press two.
50346	Help	default_name_confirmname_collection_helpprompts1	If I got it right, just say "yes", otherwise if I made a mistake, say "no". Now, did I get it right?

Option	Vocabulary	DTMF	Action	Confirm.
Yes	"Yes [you did]" "You did" "[Yes] [that's] right" "[That's] correct" "okay"	1	Go to: 4000_ExitSuccessPrompts	Never
No	"No [you didn't]" "[No] that's wrong" "[No] that's not right" "wrong" "no you did not"	2	Go to: 1050_ConfirmationApology	Never
failure			Go to: 3000_ExitFailurePrompt	

Module Settings
Note: Play the series of prompts in the order specified by the parameter "namestocollect". Note Also: The failure prompt for this state is only played in the case where the DM exited due to maxnoinputs or maxnomatches. Suppress YesNo success prompts.
Developer notes

1050_ConfirmationApology

Play Prompt			
User rejected name, apologize, and set up a second try.			
Entering from			
1040_ConfirmName			
Prompts			
Message Number	Condition	Name	Wording
50348	Always	default_name_confirmationapology	Sorry about that. Let's try again.
Condition		Action	
If names_to_collect = LAST		Go to: 1090_RespellLast	
If names_to_collect = FIRST		Go to: 1070_RespellFirst	
If names_to_collect = LAST_FIRST or FIRST_LAST		Go to: 1060_GetMistake	
Module Settings			
No barge-in			

Developer notes

1060_GetMistake

CustomContext	
Isolate the mistake. First Last or Both	

Entering from
1050_ConfirmationApology


Prompts Message Number	Type	Name	Wording
50349	Initial	default_name_getmistake_collection_initialprompt	Which part is wrong? The first name, the last name, or both names?
50350	Timeout 1	default_name_getmistake_collection_noinputprompts 1	Sorry I didn't hear you. Which part of the name did I get wrong? "The first name", "the last name", or "both names"?
50360	Timeout 2	default_name_getmistake_collection_noinputprompts 2	I'm afraid I still can't hear you. Please tell me what I got wrong: "the first name", "the last name", or "both names".
50361	Retry 1	default_name_getmistake_collection_reprompts1	<default global> I know I don't have the name right just yet. Please tell me which part is wrong: "the first name", "the last name", or "both names".
50362	Retry 2	default_name_getmistake_collection_reprompts2	<default global> Which part of the name do I need to fix? Please say "the first name", "the last name", or "both".
50363	Help	default_name_getmistake_collection_helpprompts1	I need to know which name I got wrong to correct it. Just say the part of the name that I didn't catch: "the first name", "the last name", or "both names".
	Maxnomatch		N/A Play failure prompt and Go to: 3000_ExitFailurePrompt

Option	Vocabulary	Action	Confirm.
"firstname"	[the]first name	Go to: 1070_RespellFirst	
"lastname"	[the]last name	Go to: 1090_RespellLast	
"both"	Both [of them names] the first [name] and the last [name]	If "names_to_collect" = FIRST_LAST	Go to: 1090_RespellLast
		If "names_to_collect" = LAST_FIRST	Go to: 1090_RespellLast
failure		Go to: 3000_ExitFailurePrompt	

Module Settings


Developer notes

1070_RespellFirst

CustomContext					
Ask for a respelling of first.					
Entering from					
1050 ConfirmationApology , 1060 GetMistake , 1090 RespellLast					
Prompts					
Message Number	Type	Name	Wording		
50367	Initial (if we needed to spell the first name previously)	default_name_respellfirst_collection_initialprompt1	Please spell your first name for me again. I'll understand you better if you just say "s" instead of "'s' as in "Sam". Go ahead.		
50369	Timeout 1	default_name_spellfirst_collection_noinputprompts1	Sorry I didn't hear you. Please spell your first name one letter at a time.		
50370	Timeout 2	default_name_spellfirst_collection_noinputprompts2	I'm afraid I still can't hear you. Please spell your first name now.		
50371	Retry 1	default_name_spellfirst_collection_reprompts1	< default global > Saying just the letters of the alphabet, please spell your first name. For example, if your name were Robin, instead of saying R as in Radar, O as in Oscar, just say R O B I N. Go ahead. Spell your first name now.		
50372	Retry 2	default_name_spellfirst_collection_reprompts2	< default global > Please spell your first name one more time.		
50373	Help	default_name_spellfirst_collection_helpprompts1	I need you to spell just your first name. If your first name has an apostrophe or a hyphen in it, you can just skip that. Now, go ahead and spell your first name		
Option		Vocabulary	DTMF	Confirm.	
<FirstName>		<alpha input>	N/A	Always	
Confirmation Prompts					
Message Number	Option	Name	Wording	Result	
50374	Confirm	default_name_confirmation_initialprompt_part1	Okay. I think I've got it right now.	"Okay. I think I've got it right now. First name spelled <...>, Did I get that right?"	
50341		default_name_firstnamespelled	First name spelled:		
50342		default_confirmation_initialprompt_part2	Did I get that right?		
00118	command	default_confirmation_initialprompt_part1	I think you said...	"I think you said <...> Did I get that right?"	
50342		default_confirmation_initialprompt_part2	Did I get that right?		
Confirmation Options		Vocabulary	DTMF	Action	Confirm.
"Yes"	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Go to: 4000_ExitSuccessPrompts	Never	
"No"	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	Never	

MaxFailure		N/A	Go to: 3000_ExitFailurePrompt	
Module Settings				
Note: Confidence Level should be set to .72				
Developer notes				
Set Confidential Flag to TRUE				


1090_RespellLast

			CustomContext	
Get the user's first name.				
Entering from				
1050 ConfirmationApology , 1060 GetMistake				
Prompts				
Message Number	Type	default_name_respellast_collection_initialprompt1	Wording	
50379	Initial (if we needed to spell the last name previously)	default_name_respellast_collection_initialprompt1	Saying just the letters of the alphabet, please spell your last name again.	
50385	Timeout 1	default_name_spelllast_col_lection_noinputprompts1	Sorry I didn't hear you. Please spell the last name one letter at a time.	
50386	Timeout 2	default_name_spelllast_col_lection_noinputprompts2	I'm afraid I still can't hear you. It works best if you use <i>only</i> letters and speak at a normal pace. For example, to spell 'Smith, don't say S as in Sam, M as in Michael, just say S M I T H....try it again. Please <i>spell</i> your last name for me now.	
50387	Retry 1	default_name_spelllast_col_lection_reprompts1	< default global > Saying just the letters of the alphabet, please spell your last name. For example, if your name were O'Connor, you would say O C O N N O R. Please spell the last name now.	
50388	Retry 2	default_name_spelllast_col_lection_reprompts2	< default global > If your last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if you have a two part name like Folsom-Jones, you should drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.	
50389	Help	default_name_spelllast_col_lection_helpprompts1	I need you to spell just your last name. If your last name has an apostrophe, space or a hyphen in it, you can just skip that. It works best if you use ONLY letters and speak at a normal pace. For example, to spell 'Smith, you don't need to say S as in Sam, M as in Michael, just say S M I T H ...try it again. Please spell your last name for me now.	
Option	Vocabulary	DTMF	Confirm.	
<LastName>	<alpha input>	N/A	Always	


Confirmation Prompts				
Message Number	Option	Name	Wording	Result
50392	Confirm	default_name_confirmation_initialp_rompt_part1	Okay. I think I've got it right now.	"Okay. I think I've got it right now. Last name spelled <...>, Did I get that right?"
50340		default_name_lastnamespelled	Last name spelled:	
50342		default_confirmation_initialprompt_part2	Did I get that right?	
00118	command	default_confirmation_initialprompt_part1	I think you said...	"I think you said <...> Did I get that right?"
50342		default_confirmation_initialprompt_part2	Did I get that right?	

Option	Vocabulary	DTMF	Action	Confirm.
"Yes"	"Yes [it is]"	1	If "names_to collect" = LAST_FIRST Go to: 1070_RespellFirst	Never
	"[Yes] that's right" "Right" "[That's] correct"		ELSE Go to: 4000_ExitSuccessPrompts	
"No"	"No [it isn't]" "[No] that's not right"	2	Re-enter the dialog module per default behavior	Never
MaxFailure			Go to: 3000_ExitFailurePrompt	
Module Settings				
Note: Confidence Level should be set to .72				
Developer notes				
Set Confidential Flag to TRUE				


3000_ExitFailurePrompt

Play Prompt			
Apologize on exit			
Entering from			
1000_SayLastName , 1010_SpellLastName , 1020_SayFirstName , 1030_SpellFirstName , 1040_ConfirmName , 1060_GetMistake , 1070_RespellFirst , 1090_RespellLast ,			
Prompts			
Message Number	Name	Wording	
50393	default_name_exitfailureprompt	I'm sorry I'm having so much trouble with your name.	
Condition		Action	
		Go to: BR3100_AfterHours_Check NeedAssistanceWith = MaxNameRecognitionFailures	
Module Settings			
No barge-in Note: This is the parameter exitfailureprompt and can be configured by setting this parameter.			


4000_ExitSuccessPrompts

Play Prompt			
Get the user's first name.			
Entering from			
1040_ConfirmName , 1070_RespellFirst , 1090_RespellLast			
Prompts			
Message Number	Condition	Name	Wording
00120	If nomatchcount =1	default_successprompts1	Alright.
50294	If nomatchcount =2 Or confirming Alt Name	default_successprompts2	Got it.
50295	If nomatchcount =3	default_successprompts3	Thanks for being patient.
Condition		Action	
Always		Go to: BR5500_Alt_Name_Collected	
Module Settings			
No barge-in Note: This is the exitsuccessprompts parameter and can be configured by setting this parameter.			


BR5500_Alt_Name_Collected

Branch on Condition		
<<In this cell, write your explanation of this Branch on Condition>>		
Entering from		
400- Name Check Condition , 4000_ExitSuccessPrompts		
Condition	Action	
IF AltNameCollected = True	Go to: PP6000_Ready_To_Submit	
Else	Go to: DM9000_Check_For_Alt_Name	
Event logging		
V-MEDI-OtherLastName_1-(duration), T-MEDI-0000-(duration)		


PP6000_Ready_To_Submit

Play Prompt			
Tell caller we're ready to submit information			
Entering from			
BR5500_Alt_Name_Collected_1000_SayLastName			
Prompts			
Message Number	Name	Wording	
10052	From 4000_ExitSuccess Prompts	60001	I've got everything we need. Hold on while I send off your request.
10053	From DM9000 or BR 1900	60002	Alright. I've got everything we need. Hold on while I send off your request.
Condition		Action	
Always		Go to: DB7000_SubmitRequest	
Event logging			
Developer notes			
No barge-in			


DB7000_SubmitRequest

Database Query		
Send off callers info for the first time for validation		
Entering from		
PP6000_Ready_To_Submit		
Condition	Action	
Always	Go to: BR8000_DB_Request_Validate_1st	
Event logging		

BR8000_DB_Request_Validate_1st


Branch on Condition		
Branch on the return values from DB Dip 1 (DB7000_SubmitRequest_1 st)		
Entering from		
DB7000_SubmitRequest		
Condition	Action	
IF DB Returns OK	Go to: PP10000_Task_Complete	
Else if DB returns Account Blocked	NeedAssistanceWith = AccountBlocked Go to: BR3100_AfterHours_Check	
IF DB Rejects	NeedAssistanceWith = ValidationFailure Go to: BR3100_AfterHours_Check	
Event logging		

DM9000_Check_For_Alt_Name


				YesNo	
Check to see if Caller might be listed under an alternate name					
Entering from					
BR8000_DB_Request_Validate_1st					
Prompts					
Message Number	Type	Name	Wording	Barge-in	
10054	Initial	900010	Some people use another last name, such as a professional or maiden name, that might be listed under this social security number.	No	
10092	Initial2		Do you have another last name? Yes or No.	Yes	
10055	Retry 1	900020	< default global.> Would you like me to also check under another last name? Please say "YES" or "NO".	Yes	
10056	Retry 2	900030	< default global > If you think you might be listed under another last name, press one. Otherwise, press two.	Yes	
10057	Timeout 1	900040	I'm sorry, but I didn't hear anything. Would you like me to also check under another last name? Please say "YES" or "NO".	Yes	
55003	Timeout 2	900050	My apologies, but I still didn't hear if you said anything. Please say "YES" if you think you might be listed under another last name, otherwise, say "NO".	Yes	
10058	Help	900060	Before I send off your request, I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or maiden name or one from a previous marriage. Please tell me if you'd like me to include another last name with this request. Please say "YES" or "NO".	Yes	
Option	Vocabulary	DTMF	Action	Confirm.	
Yes	"Yes [please]" "[Yes] I do" "[Yes] I would" "Yeah"	1	Go to: 1000_SayLastName <i>NOTE: names_to_collect = LAST; AltNameCollected = True</i>	Never	
No	"No [thanks]" "[No] I don't" "[No] I do not" "[No] I wouldn't" "[No] I would not"	2	Go to: PP6000_Ready_To_Submit <i>AltNameCollected = True</i>	Never	
DialogModule parameters					
Parameter			Value		
after_end_of_speech_timeout			500 ms		
before_begin_of_speech_timeout			7,000 ms		
allowing_barge_in			TRUE (For message 10054 = FALSE) <- Note change from usual setting.		
Event logging					

Developer notes
Set Confidential Flag to TRUE

PP10000_Task_Complete

Play Prompt			
Acknowledge Task Completion			
Entering from			
BR8000_DB_Request_Validate_1 st			
Prompts			
Message Number	Condition	Name	Wording
10089	Task = BEVE	100001	Okay. You're all set. You should receive your Benefits Verification Letter in the mail within two weeks.
10090	Task = MRC	100002	Okay. You're all set. You should receive your Medicare Replacement Card in the mail within four weeks. If you live in Puerto Rico, please allow eight weeks for delivery.
Condition		Action	
Always		Go to: DM14000 Post Options	
Event logging			
Developer notes			
No barge-in			

DM11000_ReturnToMain_or_HangUP

CustomContext				
Caller needs assistance with something, but operators are not available. Ask if the caller wants to return to the main menu or hang up.				
Entering from				
BR3100_AfterHours_Check				
Prompts				
Message Number	Type	Condition	Name	Wording
10059	Initial	NeedAssistanceWith = SysUnavailable	1100011	I'm sorry; but the system is currently unavailable. I'm afraid you'll have to try your call again later or try during business hours if you'd prefer to speak with an agent. But, if there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10061		NeedAssistanceWith = BadAOR	1100012	I'm sorry, but I can't be sure if your new address is in the system yet. I'm afraid you'll need to speak with an agent to complete your request. Please call again during business hours. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10062		NeedAssistanceWith = ValidationFailure	1100013	I'm sorry, but I couldn't process your request. I'm afraid you'll have to call back and speak with an agent during business hours. In the meantime, if there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10063		NeedAssistanceWith = MaxNameRecognition Failures	1100014	Unfortunately there are no agents available at this time. I'm afraid you'll have to call back during business hours. But, if there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10064		NeedAssistanceWith = MaxTimeout	1100015	<default> To speak with an agent, please call back during business hours. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10065		NeedAssistanceWith = MaxRetry	1100016	<default> To speak with an agent I'm afraid you'll have to call back during business hours. If there's anything else you'd like to do, say main menu. Otherwise you can say goodbye, or just hang up
10066		NeedAssistanceWith = UserRequestedAgent	1100017	Unfortunately, our offices are closed. To speak with an agent, please call back during business hours. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10067		NeedAssistanceWith = MaxHelp	1100019	You know what? You might want to go through this with one of our agents. I'd suggest you try your call during business hours. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.

10068		<i>NeedAssistanceWith = AccountBlocked</i>	1100021	Our records show that you requested that your account be blocked from access by this automated system, as well as by the Internet, even with a password, so you'll need an agent to complete this transaction. If you want to unblock your account, the agent must handle that as well. Unfortunately, our offices are closed so you'll have to call back and speak with an agent during business hours. In the mean time, if there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10069	Retry 1		1100020	< default global > I'm afraid you'll have to call back and speak with an agent during business hours. In the mean time, if there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10071	Retry 2		1100030	< default global > Unfortunately, there are no agents available at this time. I'm afraid you'll have to call back during business hours. But if there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang up.
10072	Timeout 1		1100040	Sorry, I didn't hear you and I'm afraid our offices are currently closed. To speak with an agent, you'll have to call back. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.
10073	Timeout 2		1100050	Sorry, I still didn't hear you and I'm afraid our offices are currently closed. To speak with an agent, you'll have to call back. If you'd like to return to the main menu, say "MAIN MENU". If you'd like to end your call you can say "GOODBYE" or simply hang up.
10074	Help		1100060	At this point, I'm afraid our offices are closed, so you'll have to call back if you'd like to speak with an agent. But you do have two other options. You can either say "MAIN MENU", or you can end the call by saying "GOODBYE" or simply hanging up.


Option	Vocabulary	DTMF	Action	Confirm.
MainMenu	"Main Menu"	1	Go to: <u>PP12000 Thanks Before Return</u>	<i>If necessary</i>
Goodbye	"Goodbye"	2	Go to: <u>PP13000 Goodbye</u>	<i>If necessary</i>

Confirmation prompts				
Message Number	Option	Name	Wording	
10075	MainMenu	1100080	You said you wanted to return to the 'Main Menu', is that right?	
10076	Goodbye	1100081	You want to end this call; Is that right?	


Confirmation Options	Vocabulary	DTMF	Confirm.
"Yes"	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	<i>Never</i>

"No"	"No [it isn't]" "[No] that's not right"	2	Never
DialogModule parameters			
Parameter		Value	
after_end_of_speech_timeout		1,000 ms	
before_begin_of_speech_timeout		7,000 ms	
allowing_barge_in		True	
Event logging			
Developer notes			
On DM11000 MaxTimeout, Max Retry or MaxHelp Go to: PP13000_Goodbye Disable Global Agent Command			


PP12000_Thanks_Before_Return

		Play Prompt	
Thank caller before returning them to the main menu (N8NN).			
Entering from			
DM11000_ReturnToMain_or_HangUP			
Prompts			
Message Number	Name	Wording	
10077	120001	Sure. I'll transfer you now. [Closing Audio Icon]	
Condition	Action		
Always	Go to: [TRXF_N8NN]		
Event logging			
Developer notes			
No barge-in			

PP13000_Goodbye

		Play Prompt	
Say goodbye to the caller.			
Entering from			
DM11000_ReturnToMain_or_HangUP			
Prompts			
Message Number	Name	Wording	
10078	130001	Goodbye. [Closing Audio Icon]	
Condition	Action		
Always	Go to: [HANG UP]		
Event logging			
Developer notes			
No barge-in			

DM14000_Post_Options

CustomContext				
Ask if the caller wants to return to the main menu or hang up.				
Entering from				
PP10000_Task_Complete				
Prompts Message Number	Type	Name	Wording	
10079	Initial	1400010	If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.	
10081	Retry 1	1400020	< default global.> If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.	
10082	Retry 2	1400030	< default global > If you'd like to return to the main menu, say "MAIN MENU". If you'd like to end your call you can say "GOODBYE" or simply hang up.	
10083	Timeout 1	1400040	Sorry, I didn't hear you. If there's anything else you'd like to do, say "MAIN MENU". Otherwise you can say "GOODBYE" or just hang-up.	
10084	Timeout 2	1400050	Sorry, I still didn't hear you. If you'd like to return to the main menu, say "MAIN MENU". If you'd like to end your call you can say "GOODBYE" or simply hang up.	
10085	Help	1400060	At this point, you have two options. You can either return to the main menu by asking for the "MAIN MENU", or you can end your call by saying "GOODBYE" or hanging up.	
Option	Vocabulary	DTMF	Action	Confirm.
MainMenu	"Main Menu"	1	Go to: PP12000_Thanks_Before_Return	<i>If necessary</i>
Goodbye	"Goodbye",	2	Go to: PP13000_Goodbye	<i>If necessary</i>
Confirmation prompts				
Message Number	Option	Name	Wording	
10086	MainMenu	1400080	You said you wanted to return to the 'Main Menu', is that right?	
10087	Goodbye	1400081	You want to end this call; Is that right?	
Confirmation Options	Vocabulary	DTMF	Confirm.	
"Yes"	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	<i>Never</i>	
"No"	"No [it isn't]" "[No] that's not right"	2	<i>Never</i>	
DialogModule parameters				
Parameter	Value			
after_end_of_speech_timeout	1,000 ms			
before_begin_of_speech_timeout	7,000 ms			
allowing_barge_in	True			
Event logging				
Developer notes				

On DM14000 MaxTimeout, Max Retry or MaxHelp Go to: PP13000 Goodbye
Disable Global Command Grammar

[End of Specification]

**SSI Wage Reporting Expansion 1.1 (TNRS/TKWR)
Voice Portal Application
Service Design Document**



Edition 2

Draft 8

March 14, 2008

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09/12/05	E1D2	Updated document based on comments from internal review	David Sannerud david.sannerud@mci.com
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12/02/05	E1D13	Update to address SSA defect 66 and to include prompting for times when application is 'closed'. Specified error conditions in Dialog Specification to address SSA defect 76	Dennis Kaip dennis.kaip@mci.com
01/23/06	E1D14	Add breakup of ANI name confirmation and Goldberg/Kelly Rule processing	David Sannerud david.sannerud@mci.com
02/14/06	E1D15	Say and spell name in name confirmation	David Sannerud david.sannerud@mci.com

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04/05/06	E1D17	Change Control 001 Prompt caller on wage earner first.	David Sannerud david.sannerud@mci.com
11/03/06	E1D18	Change Control 002 Reword prompts to remove earned language	David Sannerud david.sannerud@mci.com
11/19/07	E2D1	Adding TNRS process	David Sannerud David.Sannerud@verizonbusiness.com
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3/12/2008	E2D7	Update for Platform Information	Terri Runion Teresa.Runion@verizonbusiness.com

1. Introduction

This document describes the speech service design for the SSI Wage Reporting Expansion 1.1 Voice Portal application.

1.1 Objective

The objective of this document is to outline the overall service flow and highlight critical dialog states and application behavior. This document also outlines the requirements for the application. The primary audience is SSA Operations, Verizon Business Speech Technology Implementation, and Verizon Business Test.

1.2 Service Provisioning Details

The following are details necessary in the Verizon Business interface and are transparent to the caller. Also listed below is the IASA sub account information.

Published number	866-772-0953	10-digit number dialed by caller
IASA Infranet ID	1456082	Customer identifier used for billing (also called SubAccount ID)
Organization Name	SSA-1456082	Internal Voice Portal reference
Service Name	TCI_ 1456082_ TKWR	Identifier used for billing
Provisioned 8XX number	866-772-0953	Can be same as DNIS or Hidden Outdial(s) depending on structure of network interface associated with an application
Hidden Outdial Number (Routed to Voice Portal)	877-876-3878 (invokes primary application)	Identifies different entry points to an application or different applications invoked by Voice Portal
SSA Agent Transfer Number	N/A	There shall be no agent transfer.

1.3 Conventions

Words and phrases enclosed in arrow brackets (< >) are variable data, usually used as examples of actual application responses. Words and phrases enclosed in single quotes (' ') correspond to speech recognized by the application. Words and phrases enclosed in double quotes (" ") are spoken by callers or the application.

NOTE: Some of the actual prompts in the developed application may differ from the wording presented in this document.

2 Application Summary

The SSI Wage Reporting Expansion 1.1 (TKWR) application will allow callers who are responsible for reporting wages to report monthly wages over the telephone. The application will interact with a Social Security Administration (SSA) web service to post data collected from the caller, and if that data is indicated as valid, the application will interact with SSA to post collected wage information provided by the caller.

After a welcome message, the application shall prompt the caller to determine if the caller is reporting wages for themselves or another. If the caller is reporting another, the application shall collect the wage earner's social security number. For authentication, the application shall collect the name, date of birth and the caller's social security number. The application shall post the caller and wage earner information to the SSA web service. If the application receives a response that the data is valid, the application shall collect the wage earner's monthly wage. The application shall post the monthly wage and date information to the SSA web service.

To assist in name collections TKWR shall use the SSA provided web service Telephone Name Recognition Service Project (TNRS) as described in SSA-Verizon Data Exchange Protocol for the Telephone Name Recognition Service Project (TNRS) Version 1.8. TKWR shall only contact TNRS once during any call and only after the caller does not confirm the collected name or if the caller's utterance is out of grammar. If the TNRS system is available, TKWR shall post data from the caller to TNRS and the TNRS system will return all names associated with the data. The names are then used as a supplemental grammar to the current name collection grammars. The supplemental grammar is used only after the name is out of grammar or a no to confirm of the collected name. If the TNRS is unavailable or does not return data, TKWR shall continue the call normally without the use of supplemental grammars in any name collection. See Figure 4.

All data shall be transmitted to the proper SSA provided web service in XML format as described in the SSA-Verizon Business Data Exchange Protocol for the Monthly Wage Reporting Phase 2 Project (TKRW2) document Version 1.0. The application shall allow the caller to report monthly wage data on multiple individuals. Verizon Business will not store the SSN or any other sensitive information collected during the use of this application.

2.1 Voice Portal Application Invocation

The application will be accessed when a caller dials the appropriate application and is routed to Voice Portal through Verizon Business's Next Generation Service Node (NGSN).

2.2 Application Functionality

At the initiation of a call, the application shall first ping the SSA provided web service to determine if it is available. If the SSA web service responds to the ping, the application shall extract the session id (cookie) for use in all following transactions. The application shall prompt the caller to determine if the caller is reporting their own wages or reporting wages for another. If the caller is reporting for another, the application shall prompt the caller for the wage earner's

social security number. To satisfy the authentication message the application will prompt the caller for the caller's social security number, the caller's first and last name, any second last name (i.e. a maiden or professional name) and the caller's date of birth. This data shall be sent to the SSA provided web service. If the response from SSA does not report any errors, the application shall prompt the caller for the wage earner's monthly wage. If the collection is successful, the data shall be posted to the SSA provided web service site.

If the SSA provided web service does not respond from any transmission from the application, the application shall play a message indicating the SSA system is unavailable.

Section 3.2 illustrates the dialog states of the application in detail.

3. Application Call Flows

The flow charts in this section outline the application behavior and detail the critical dialog states.

3.1 Main Service Flow

Figure 1 below illustrates the high level dialog flow for the application. The call follows this path when the intended behavior occurs on the part of both the caller and the application.

Each of these steps is illustrated in more detail in the diagrams that follow.

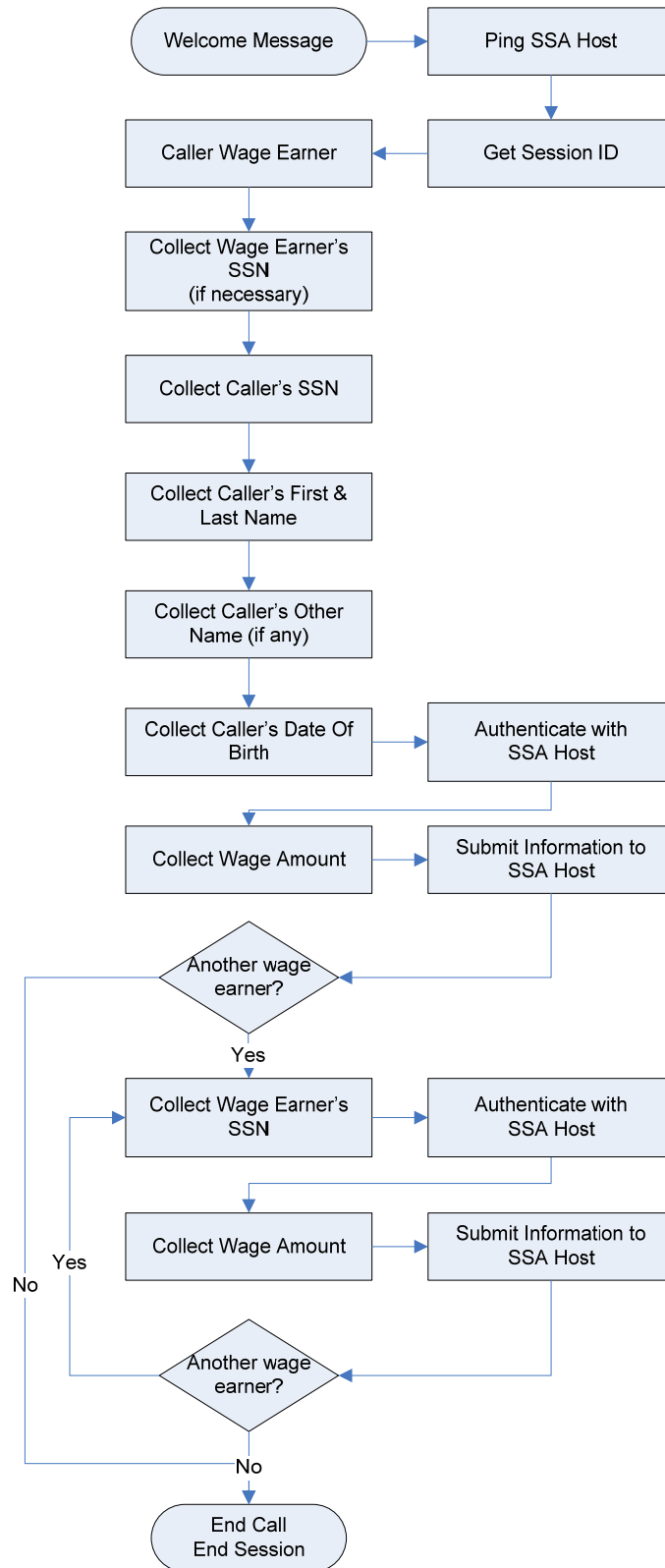


Figure 1. Main Service Flow

3. 2 Detailed Application Call Flow

This section illustrates the various paths that can be taken during the application call flow. Please note that error and confidence-level paths can be taken any time the application expects an interaction with the caller. These sub-processes are detailed in section 3.3.

3.2.1 Monthly Wage Reporting

Figure 2 illustrates the call flow for the wage reporting application. After the application pings the SSA provided web service for availability, the application shall acquire a session id (cookie) from the ping response. First, the caller shall be prompted to determine if the caller is reporting wages for them self. If the caller is reporting wages for another individual, the caller shall be prompted for the wage earner's social security number. After the wage earner's social security number is collected or if the caller is reporting themselves, the caller shall be prompted for their social security number. The application shall perform a reverse ANI lookup to determine the caller's name. The caller will be asked to individually confirm the first and then last name from the ANI lookup. The caller shall be asked to confirm a name only if the name contains more than two letters, and contains no spaces or punctuation. If no ANI data exists or the ANI data is rejected by the caller, the application shall prompt the caller for that part of their name.

During name capture process, the caller shall be prompted to say and spell their first and last name. During the name confirmation dialog, the recognized name shall be repeated and spelled out. The caller shall be queried if there is a secondary name associated with the social security number. If the caller confirms there is a secondary name, the application shall prompt for that secondary name. During the other name confirmation dialog, the recognized name shall be repeated and spelled out.

In a name collection phase, if the name is not confirmed or if the name is out of grammar, the TNRS shall be used to aid in the name recognition process. The TKWR system shall first ping the TNRS system. If the ping is successful, a TNRS message will be posted to retrieve the caller's first, last, and alternate names. The returned data shall be used to generate a supplemental grammar in the event of an out of grammar response or if the caller does not confirm the collected name. If either the ping or post is unsuccessful, the name collection process shall continue without the use of the supplemental grammar and no further TNRS contact is attempted. If an error occurs during the TNRS process, the TKWR shall continue normally.

After the caller's other name is collected, the application shall prompt the caller for their date of birth.

After this information is collected, the application shall post the data to the SSA provided web service.

If the SSA web service response is that the data is valid, the caller shall be prompted for the wages paid to the wage earner for the previous month.

The application shall transmit the wages and month and year of wages to the SSA provided web service.

After all interactions with the SSA web service, the application shall play the caller an appropriate message depending on the success or failure of the response returned by the SSA provided web service.

The application shall ask the caller if he/she wishes to report wages on other individuals. If so, the application will return the caller to the wage earner's social security prompt.

If the application is unable to send to the SSA provided web service or receive data from the SSA provided web service, the application shall play a message requesting the call be attempted at a later time.

The Goldberg/Kelly (G/K) rule specifies the number of days from the beginning of a month that the voice portal application is open to accept calls. The G/K cutoff dates, as supplied by SSA, are currently configured in a property file as follows:

Month/Year	Cutoff Date
1/2008	9
2/2008	8
3/2008	7
4/2008	9
5/2008	9
6/2008	9
7/2008	9
8/2008	8
9/2008	9
10/2008	9
11/2008	7
12/2008	9

The application shall play the closed greeting as show in appendix B.3.17 after 23:00 Eastern Standard Time on the cutoff date. If no date is specified for a month, the cut off date shall default to the ninth day of that month.

Verizon Business expects that the G/K condition shall be a status code from the TKWR data exchange PING message, indicating the application to be in a G/K closed period.

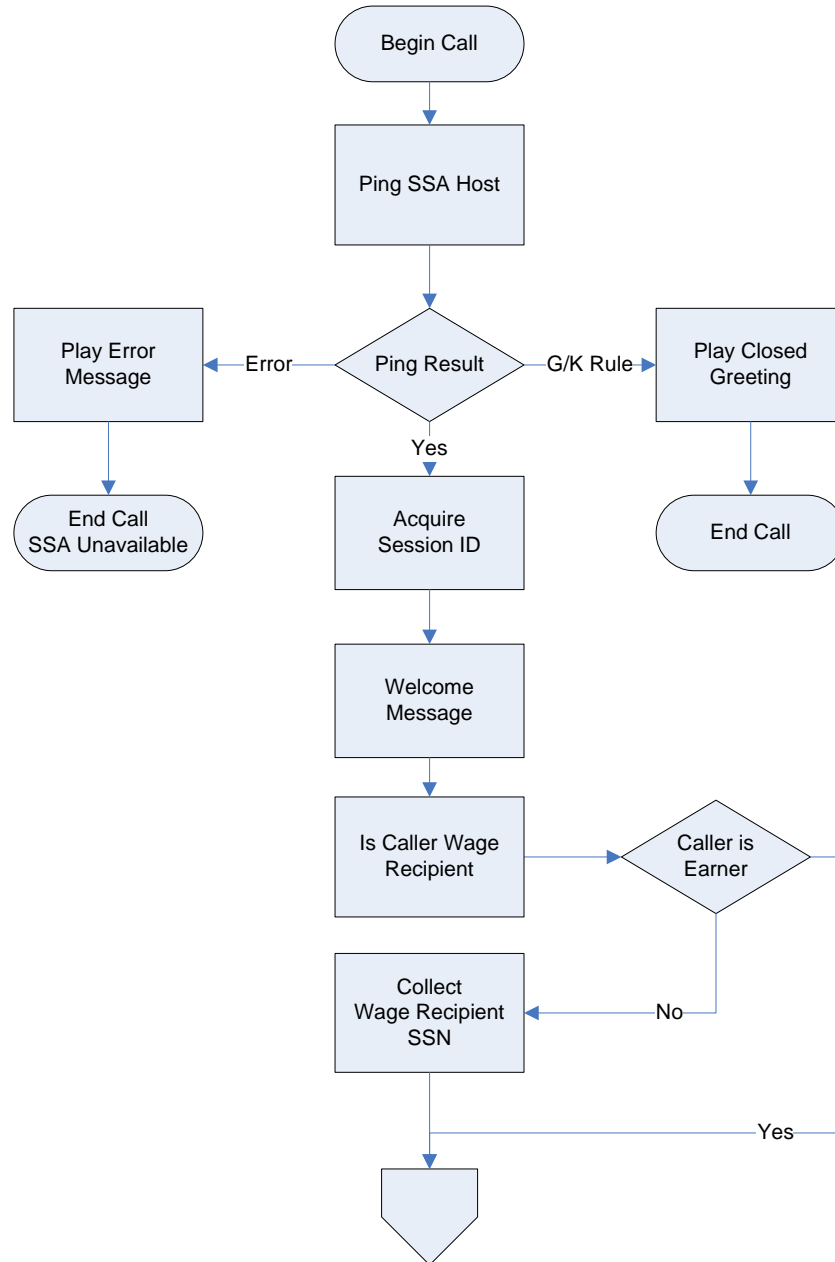


Figure 2. Monthly Wage Reporting Call Initialization

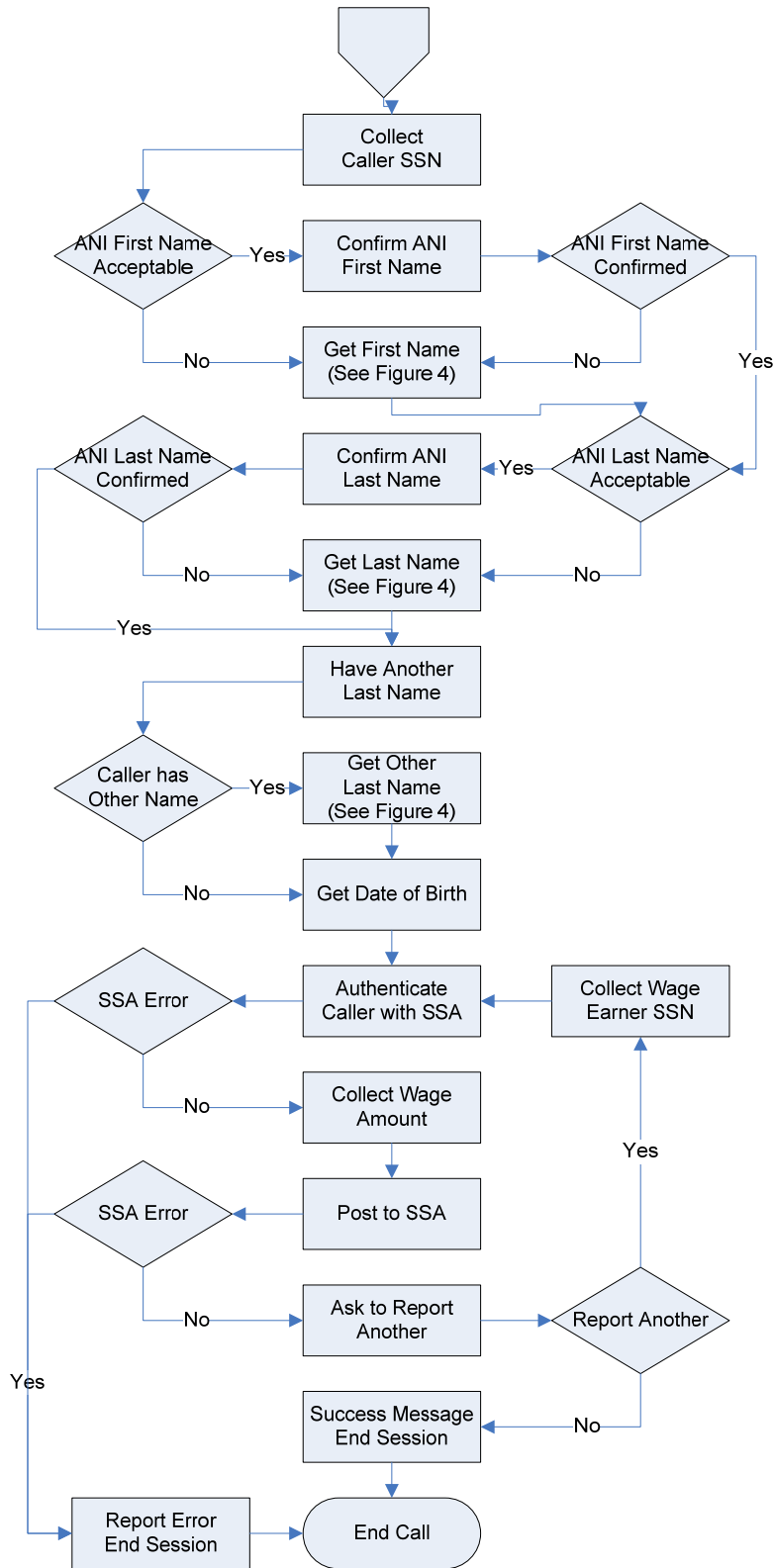


Figure 3. Monthly Wage Reporting Call Flow

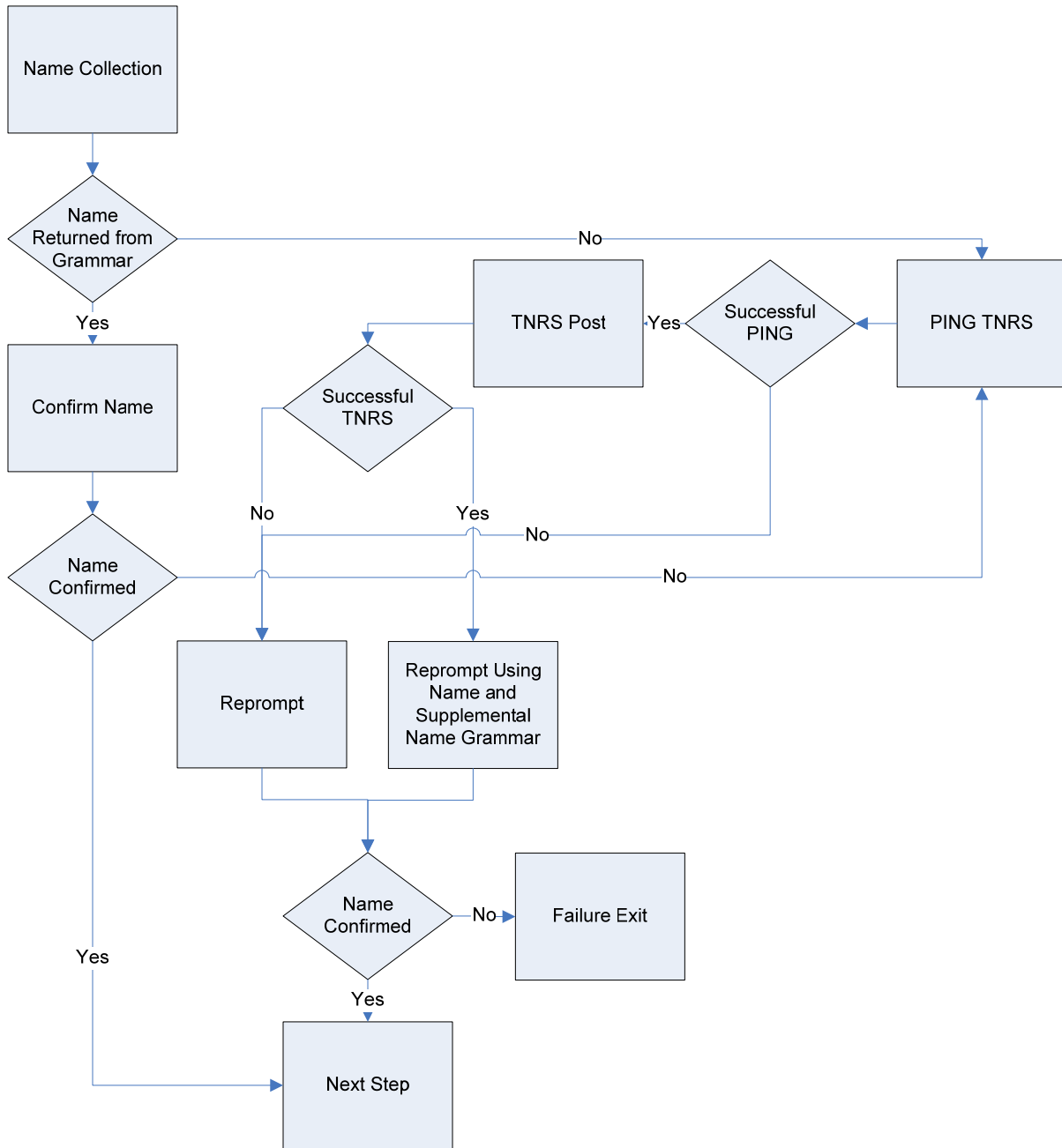


Figure 4. TKWR Use Of TNRS

3.3 Subprocesses

3.3.1 Confirmation Subprocess

The application uses two possible types of confirmations depending on the dialog state: confidence-based and explicit (always confirm). Both of these are described and illustrated in the sub-sections below.

Asking for confirmation, may result in:

- A confirmation of a correct result (a ‘yes’ response)
- Explicit rejection by the caller of one or more wrong “guesses” (a ‘no’ response)
- Failure to understand the caller’s confirmation response(s)
- A timeout

The last two results fall into configurable thresholds for maximum errors allowed. The resulting behavior is part of the application’s error handling logic, described at a high level in section 3.3.2.

3.3.1.1 Confidence Path

Confirmation based on confidence is standard functionality used in speech recognition applications to match a caller’s response to multiple possibilities calculated by the recognition engine. Recognition of global commands, such as ‘help’, will follow this logic.

Generally, configurable settings are used to designate levels at which the application will apply different behavior. Note that because settings are adjustable based on a number of factors, including tuning to actual caller experience, this document will not specify confidence levels in precise increments, but will instead adhere to general levels of ‘high’, ‘medium’, and ‘low’.

For this application, the confidence-based confirmations will behave as illustrated in the figure below.

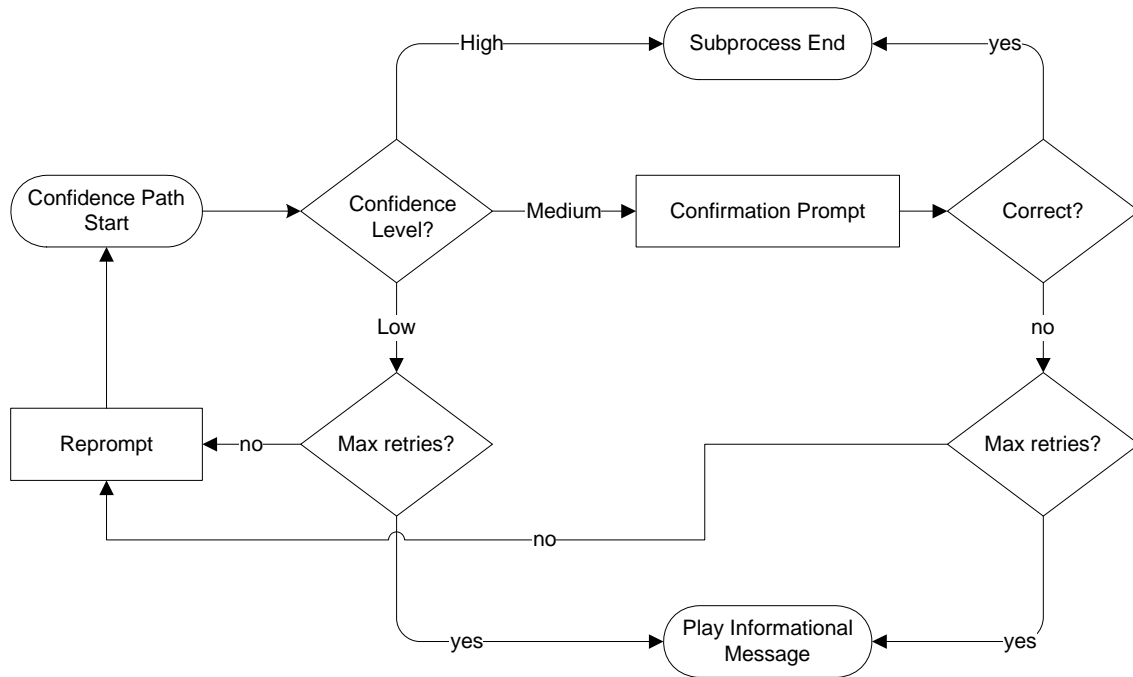


Figure 4. Confirmation – Confidence Path Flowchart

3.3.2 Error Handling Subprocess

The application includes error recovery for out-of-grammar (no match), low recognition confidence utterances from the caller, or no response at all (no input). Within a specific dialog state, the maximum combined total for these types of errors is typically set to three, but may differ depending on the type of information being gathered and the specific needs of the application.

After reaching the maximum combined total NoMatch or NoInput errors, the caller is played an informational message and the call completes as an unsuccessful transaction. Figure 5 outlines the application’s error handling behavior and sample dialogs that include errors.

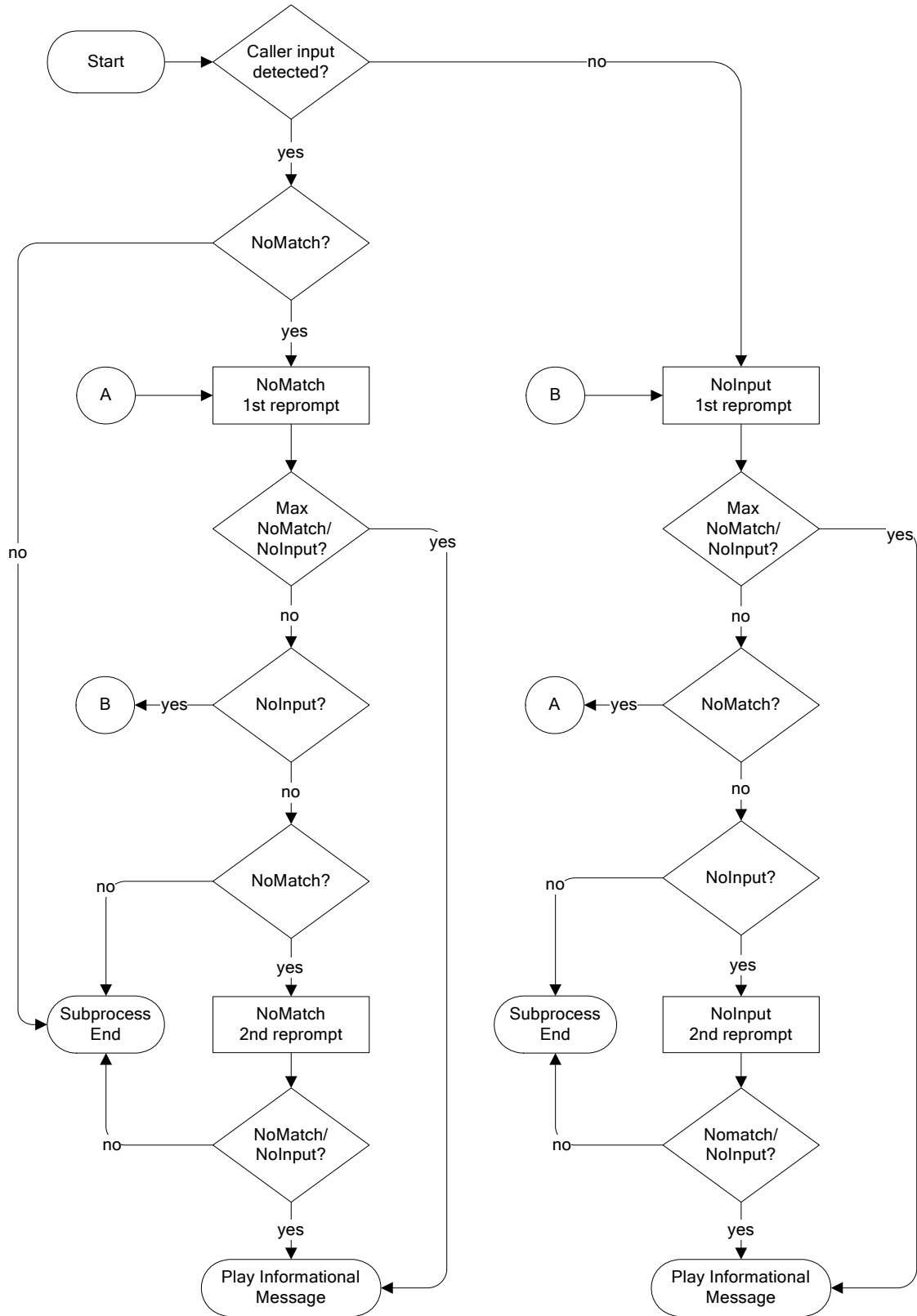


Figure 5. Error Handling Flowchart

Sample Dialog for No Input Timeouts

The following are examples of what might be used if the caller does not respond during the mailing list removal dialog¹.

1st Timeout	“I’m sorry, I didn’t hear anything. Please say or key-in your social security number.”
2 nd Timeout	“I’m not sure if you said anything. Please say your social security number. If you prefer, you can also key in the digits using your touch-tone keypad. For more information, say ‘help’.”

Sample Dialog for No Match Retries

The following are examples of what might be used if the caller gives an invalid response mailing list removal capture dialog¹.

1 st Invalid Response	“I’m sorry, I didn’t understand that. What was your date of birth again?”
2 nd Invalid Response	“I’m still having trouble understanding. For more information, say ‘help’.”

¹ Prompts presented here may vary from the actual ones used in the dialog.

3.3.3 Global Commands

The application allows a minimal number of global commands, that is, these are commands that the caller can say anytime during the call to invoke specific behavior. This application allows the caller to explicitly request help at any time. Depending on the confidence associated with the global command, the application may confirm Help requests before invoking Help behavior.

When help is requested, the application uses escalating help as appropriate. Escalating help involves increasing the level of detail with each successive help request within the same dialog state. For example, the following responses are examples of what might be used if the caller asks for help during the Name collection dialog¹.

1st Help response	“Here’s some help. Please say and then spell your first name, like this Mary M A R Y.”
-------------------	--

2 nd Help response	“Before we can move on, I need your first name. You need to say your first name, and then spell it, like this Mary M A R Y.”
-------------------------------	--

After the third request for help, the caller will be played an informational message. Figure 6 illustrates how the ‘help’ command can be used during any caller interaction.

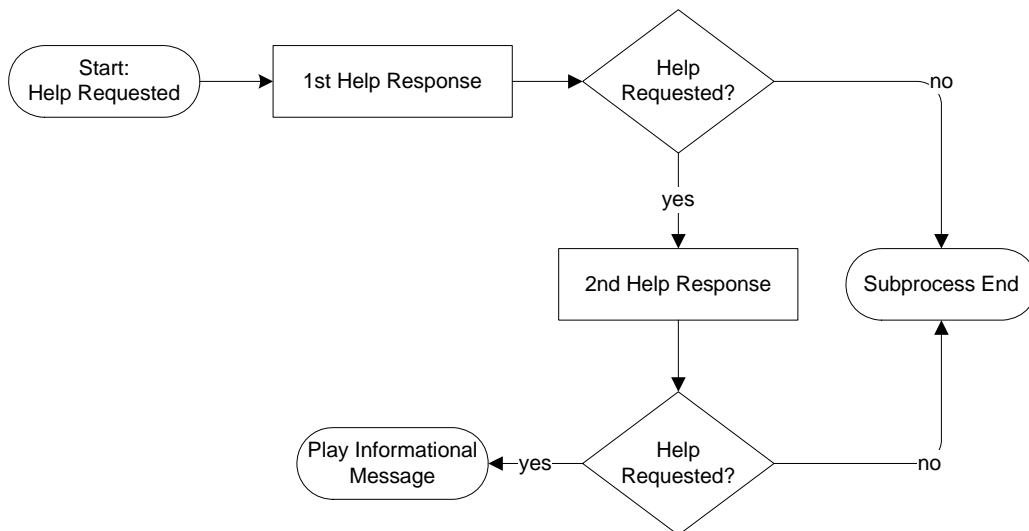


Figure 6. Help Flow

¹ Prompts presented here may vary from the actual ones used in the dialog.

4. Application Specification Requirements

This section outlines the detailed requirements for the SSI Wage Reporting Expansion Voice Portal application.

4.1 Network Capacity Requirements

1. Verizon Business shall support 600 calls per month, with each call lasting an average of three (3) minutes (600 calls x 3 min = 1,800 minutes per month).

4.2 Platform Interface Requirements

1. Calls to the application shall be routed from NGSN to Voice Portal.
2. The application shall support the ability to use SSA HTTPS data exchange mechanism to transfer the data collected from the wage reporting application to the SSA.

4.3 General Application Functionality

1. The application system operation language shall be North American English.
2. All dates and times shall be GMT unless otherwise specified.
3. The application audio prompts shall be professionally recorded using contracted voice talent in a business-friendly manner and normal pace.
4. The application shall allow barge-in when appropriate.

Note: Barge-in settings are configurable per dialog state. Settings are based on standard speech recognition industry practices and development experience.

5. The application shall support DTMF entry for digits (i.e. social security number).
6. The application shall support rapid re-prompt.
7. The application shall support escalating help.
8. Verizon Business assumes that all names will be considered equivalent by the SSA when the first five (5) characters of collected names match the names on file with the SSA.
9. Each call to the Voice Portal application shall result in a billable transaction record. In addition, each additional post shall result in a billable transaction.

4.4 Application Data Requirements

1. The application shall log Caller's ANI.

2. The application shall store the following information for **reporting** purposes (result shall be success or failure):
 - a. Date and time of the call
 - b. Name capture result
 - c. Birth date capture result
 - d. Social security number capture result(s)
 - e. Wage capture result
3. The application shall retrieve session ids (cookies) and post the collected data to
 - a. <https://199.173.231.147/apps7z/TKWR/RemoteController> (Production)
 - b. <https://199.173.231.165/apps7z/TKWR/RemoteController> (DIET2)
 - c. <https://199.173.231.150/apps7z/TKWR/RemoteController> (DIET1)
 - d. <https://199.173.231.150/apps7z/TKWR/RemoteController> (Validation)
 - e. <https://199.173.231.150/apps7z/TKWR/RemoteController> (Development)

4.4.1 Monthly Wage Reporting Data

1. The data captured shall be formatted into xml and posted to the URL specified in Section 4.4.
2. All data communications shall adhere to the specifications as defined in the document “SSA-MCI Data Exchange Protocol For The Monthly Wage Reporting Phase 2 Project (TKWR) Version 1.0” dated October 13th, 2005.

4.4.2 Monthly Wage Reporting Data Privacy

The following information is considered confidential ; SSN, First Name, Last Name, Mother’s Maiden Name, Other Last Name (as it appears on their Social Security card), Date of Birth, Place of Birth, The confidential flag shall be set to true for all dialog modules collecting this information from the caller.

4.4.3 TNRS Interface Specification

1. All data communication shall adhere to the specifications as defined in the document “SSA-Verizon Data Exchange Protocol for the Telephone Name Recognition Service Project (TNRS) Version 1.7” dated December 3, 2007.
2. All message formats and host system internet addresses shall be retrieved from this data exchange document.
3. A WSDL will be provided to Verizon Business by SSA.

4.5 Reporting Data Requirements

The requirements in this section are internal details transparent to SSA.

1. A file containing results data *about* each call shall be transmitted from Voice Portal to EIVR. See section 1.4.14.5.1 below.
2. Each data file shall be transmitted to EIVR hourly.
3. All times used within the Voice Portal captured data shall be in Greenwich Mean Time (GMT).
4. The records in each data file transmitted from Voice Portal to EIVR shall consist of multiple fields, separated by a comma (i.e. CSV-Comma Separated Value).
5. Voice Portal shall store/archive call result data for a minimum of 7 days.

4.5.1 Call Results Data – Details About the Call

The requirements in this section describe how the application and the interface between Voice Portal and EIVR will handle the data captured about each call.

1. The call results data captured by Voice Portal about each call shall be transmitted to EIVR in one (1) file named using the following convention (where the date/time stamps are beginning and end times for the captured data):

Benefit Verification Requests:

VPSSACR_MWR_<YYYYMMDDHHMM>_<YYYYMMDDHHMM>.data

2. The file shall contain one (1) record for each call to the Voice Portal, regardless of call result.
3. The records in each call results data file transmitted from Voice Portal to EIVR shall include the following comma-separated fields:
 - a. Start Time (when call reached Voice Portal and the application was invoked)
Format: YYYYMMDDHHMMSS
 - b. End Time (when call terminated in Voice Portal)
Format: YYYYMMDDHHMMSS
 - c. Caller's ANI
 - d. Count of successful wage postings
 - e. Call Result Code (Voice Portal's result):

Call Abandoned - caller hung up

001 = Caller abandoned before responding

002 = Caller abandoned at SSN prompt

003 = Caller abandoned during first name collection

004 = Caller abandoned during last name collection

005 = Caller abandoned during other name collection

006 = Caller abandoned during birth date collection

007 = Caller abandoned during wage earner's SSN collection

008 = Caller abandoned during wage collection

Call Successful – one or more posting of wages paid

200 = Complete - task completed

Call Exited - did not complete task per business rules

300 = Complete – request denied

400 = Host not available

500 = Complete – closed greeting

4. EIVR shall use the call results data received from Voice Portal to create and send a report to SSA.

4.6 Caller Interaction Behavior

4.6.1 All Transactions

1. The application shall attempt to identify the caller's name using Reverse Automatic Number Identification (ANI) lookup.
2. The application shall play a transaction completion message (e.g., "Thank you for using the Social Security Administration's monthly wage reporting line...").
3. If the application is unable to send to the SSA provided web service, the application shall fail and play a message indicating the SSA provided web service is unavailable.
4. The application shall not support caller request for agent, nor shall the application support agent transfer.
5. If the application does not receive a reply from the SSA provided web service in a reasonable time, the application shall fail and play a message indicating the SSA provided web service is unavailable.
6. Confirmation thresholds for all dialog states shall be determined during application design and initial application tuning.
7. If the caller's utterance is received with high confidence, the application shall accept the utterance and proceed to the next step of the call flow.
8. If the caller's utterance is received with medium confidence, the application shall confirm the utterance.
9. If the caller's utterance is received with low confidence, the application shall use a retry prompt.
10. If no caller utterance is received, the application shall use a timeout limit and retry prompt.

11. If an “out of grammar” utterance is received, including but not limited to invalid/unexpected touch tones, the application shall reprompt the caller.
12. If a “help” utterance is received, the application shall play context sensitive help prompts.
13. If the caller’s utterance is “repeat”, the initial prompt of the current dialog module will be replayed unless the dialog module is one of the Get Names modules. In the case of Get Names, the most recent prompt will be replayed.

4.6.2 Monthly Wage Reporting Transaction

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

4.6.2.1 Name Capture

1. For both first and last name, if ANI lookup is successful, and the name contains three or more characters, and the name contains no spaces or punctuation, the application shall prompt the caller to confirm the identified name.
2. If the caller confirms the first name portion of the ANI lookup data, the confirmed first name shall be used.
3. If the caller does not confirm the first name portion of the ANI lookup data, the application shall prompt for a new first name.
4. The application shall prompt the caller to say and spell the first name using only the say and spell grammar.
5. Confirmation of the first name shall follow the standard confidence path functionality described in the Confidence Path section.
6. If the first name is not confirmed or the first name is out of grammar, the application shall attempt to retrieve all caller names via the SSA TNRS. If successful, the returned first name shall be used as a supplemental grammar in conjunction with the say and spell name grammar, in subsequent first name collections.
7. If the first name is not recognized on or before the third attempt, the application shall fail and prompt the caller to try again later.
8. If the caller confirms the last name portion of the ANI lookup data, the confirmed last name shall be used.

9. If the caller does not confirm the last name portion of the ANI lookup data, the application shall prompt the caller for a new last name.
10. The application shall prompt the caller to say and spell last name using only the say and spell grammar.
11. Confirmation of the last name shall follow the standard confidence path functionality described in the Confidence Path section.
12. If the last name is not confirmed or the last name is out of grammar, the application shall attempt to retrieve all caller names via the SSA TNRS (only if not already invoked during first name collection). If the TNRS has been successful, the returned last name shall be used as a supplemental grammar in conjunction with the say and spell name grammar, in subsequent last name collections.
13. If the last name is not recognized on or before the third attempt, the application shall fail and prompt the caller to try again later.
14. The application shall prompt the caller if they have another last name (i.e. professional or maiden name).
15. If the caller has a secondary last name, the application shall prompt the caller to say and spell the other last name using only the say and spell grammar.
16. Confirmation of the last name shall follow the standard confidence path functionality described in the Confidence Path section.
17. If the secondary last name is not confirmed or the secondary last name is out of grammar, the application shall attempt to retrieve all caller names via the SSA TNRS (only if not already invoked during first name or last name collection). If the TNRS has been successful, the returned secondary last name shall be used as a supplemental grammar in conjunction with the say and spell name grammar, in subsequent secondary last name collections.

4.6.2.2 Date of Birth

1. The application shall prompt the caller to say their date of birth.
2. Confirmation of birth date shall follow the standard confidence path functionality described in the Confidence Path section.
3. During confirmation, Voice Portal shall use TTS to playback the birth date.
4. If the birth date is not recognized on or before the third attempt, the application shall fail and prompt the caller to try again later.
5. The date of birth year shall be collected in the range 1900 to current year minus 12 in accordance with **SSA-MCI Data Exchange Protocol for the Monthly Wage Reporting Phase 2 Project**(TKWR), Version 1, Social Security Administration, February 12, 2008.

4.6.2.3 Social Security Number Capture

1. The application shall prompt the caller for their nine (9) digit social security number.

2. Confirmation of the social security number shall follow the standard confidence path functionality described in the Confidence Path section.
3. If the application fails to recognize the social security number within the maximum number of retries, the application shall fail and prompt the caller to try again later.
4. The application shall prompt the caller if they are the wage earner.
5. If the caller is not the wage earner, the application shall prompt the caller for the wage earner's social security number.
6. Confirmation of the social security number shall follow the standard confidence path functionality described in the Confidence Path section.
7. If the application fails to recognize the social security number within the maximum number of retries, the application shall fail and prompt the caller to try again later.

4.6.2.4 Monthly Wage Amount

1. The application shall prompt the caller for the previous month's wages.
2. Confirmation of the previous month's wages shall follow the standard confidence path functionality described in the Confidence Path section.
3. If the application fails to recognize the wage amount within the maximum number of retries, the application shall fail and prompt the caller to try again later.

Appendix A. Grammar & Slot Definitions

Dialog State	Grammar	Slots	Response	Slot Values
Get first name	SayAndSpellGivenName	name	Character	['<first Name>']
Get last name	SayAndSpellSurname	name	Character	['<last Name>']
Get secondary name	SayAndSpellSurname	name	Character	['<otherName>']
Get birth date	Date	tbd	Character	['<birthdate>']
Get social security number	SSN	tbd	Character	['<callerssn>']
Get wage earner social security number	SSN	tbd	Character	['<wagessn>']
Get wage amount	DollarsCents	tbd	Character	['<wageamount>']




Table 3. Grammar and Slot Definitions

Appendix B. Dialog Specification

This appendix outlines all custom dialog specification and audio prompts that will be specifically recorded for the SSA Monthly Wage Reporting Voice Portal application.

B.1 Conventions

For the purposes of the dialog design specification, the following terms are defined.

	Outgoing audio only
	Interactive dialog with recognition
	Involves a data exchange
Global Command	A command the caller can give any time during the call to invoke a specific behavior
Timeout	Prompt used in a reattempt after a no-speech timeout (caller didn't say anything)
Retry	Prompt used in a reattempt after an out of grammar response from the caller
Help	Prompt used when caller explicitly requests help
Reprompt	Prompt used in a reattempt after a negative confirmation
Disambiguation	Prompt used to confirm an alternate recognition hypothesis with the caller

Example usage scenarios:

Initial prompt
Caller says nothing ^{ERROR 1}
 System plays Timeout 1 prompt
Caller says something out of grammar ^{ERROR 2}
 System plays Retry 1 prompt
Caller says 'help'
 System plays Help 1 prompt
Caller says something within grammar
 System confirms
Caller says 'no' ^{ERROR 3}
 Too many errors, system sends caller to error message, then exit

Initial prompt
Caller says nothing ^{ERROR 1}
 System plays Timeout 1 prompt
Caller still says nothing ^{ERROR 2}
 System plays Timeout 2 prompt
Caller says 'help'
 System plays Help 1 prompt
Caller says something out of grammar ^{ERROR 3}
 Too many errors, system sends caller to error message, then exit

Initial prompt
Caller says 'help'
 System plays Help 1 prompt
Caller says nothing ^{ERROR 1}
 System plays Timeout 1 prompt
Caller says something within grammar
 System confirms
Caller says 'no' ^{ERROR 2}
 System plays Reprompt 1 prompt
Caller says something within grammar
 System confirms
Caller says 'yes'
 Call proceeds


B.2 Global Commands

Prompts			
Commands	DTMF	Action	Confirm
"Help"	n/a	Play context-sensitive help prompt for the first and second command. Play Informational Message upon third command.	No
"Operator" "Agent"	0	No agent will be available to the caller. Utterance will be recognized, but a prompt will be played and caller returned to the dialog state in which it was spoken.	No
Max errors/ retries		Go To: Exit , condition <i>Max Error except where otherwise noted</i> Note: Max errors/retries = 3 except where noted	


B.3 Dialog States – Monthly Wage Reporting

The tables in this section illustrate the dialog prompts used in the Monthly Wage Reporting application, per dialog state, and the associated logic within and among each one.

B.3.1 Entry into Voice Portal (EIVP-7000)

DS: Entry					
<i>PREVIOUS:</i> NGSN – Routed to Voice Portal					
Pre-condition		Action			
TKWR-EIVP-7000-Entry-DC-3	If current date is during 'closed' period	Go to: Exit , condition Closed Greeting TKWR-EIVP-7000-Entry-NC-3			
TKWR-EIVP-7000-Entry-DC-1	If 'PING' message is successful	Execute this Dialog State TKWR-EIVP-7000-Entry-NC-1			
TKWR-EIVP-7000-Entry-DC-2	Otherwise	Go to: Exit , condition Failure to interact with SSA Host TKWR-EIVP-7000-Entry-NC-2			
Prompts					
Condition	Name	Wording		Barge-in	
TKWR-EIVP-7000-Prompt-LC-1	Initial	MWRwelcome	Welcome to the Social Security Wage Reporting Service. Please have your social security number, date of birth, and full name ready. If you're reporting for someone else please make sure you have their social security number too.		No
Condition		Action			
TKWR-EIVP-7000-Condition-DC-1	Any	Go To: CallerEarner TKWR-EIVP-7000-Condition-NC-1			
<i>NEXT: follow action above</i>					

B.3.2 Get Caller's Social Security Number (GCSN-7010)

DS: CallerSSN		 Grammar Dialog		
PREVIOUS: CallerEarner , GetWageEarnerSSN				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-GCSN-7010-Prompt-LC-1	Initial	MWRcallerssn_initial	Now, say, or key in, your social security number	Yes
TKWR-GCSN-7010-Prompt-LC-2	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GCSN-7010-Prompt-LC-3		MWRcallerssn_retry1	Please say or key in your nine digit social security number	Yes
TKWR-GCSN-7010-Prompt-LC-4	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-GCSN-7010-Prompt-LC-5		MWRcallerssn_retry2	Please say or key in your nine digit social security number now	Yes
TKWR-GCSN-7010-Prompt-LC-6		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCSN-7010-Prompt-LC-7	Retry 1	MWRerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GCSN-7010-Prompt-LC-8		MWRcallerssn_retry1_b	Please say your nine digit social security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your telephone keypad.	Yes
TKWR-GCSN-7010-Prompt-LC-9	Retry 2	MWRerr_prefix3	I'm still having trouble understanding.	Yes
TKWR-GCSN-7010-Prompt-LC-10		MWRcallerssn_retry2_b	Try keying in your nine digit social security number using your telephone key pad.	Yes
TKWR-GCSN-7010-Prompt-LC-11		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCSN-7010-Prompt-LC-12	Reprompt1	MWRletstryagain	Let's try again,	Yes
TKWR-GCSN-7010-Prompt-LC-13		MWRcallerssn_retry1	Please say or key in your nine digit social security number.	Yes
TKWR-GCSN-7010-Prompt-LC-14	Reprompt2	MWRtryonemoretime	Let's try one more time	Yes
TKWR-GCSN-7010-Prompt-LC-15		MWRcallerssn_retry2	Please say or key in your nine digit social security number now	Yes

TKWR-GCSN-7010-Prompt-LC-16	Help1	MWRhelp1_prefix	Here's some help.	Yes
TKWR-GCSN-7010-Prompt-LC-17		MWRhelp_callerssn1	You can tell me your nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. You can also key it in, using your telephone keypad. Please try it again now.	Yes

Option		Grammar Slot	Action	Confirm
TKWR-GCSN-7010-Option-DC-1	<i>Spoken or DTMF digits entry</i>	<i>Ssn</i>	If Reverse ANI returned first name, and first name is acceptable Go To: ANIFirstNameConfirm Otherwise, Go To: GetFirstName TKWR-GCSN-7010-Option-NC-1	<i>Always</i>
TKWR-GCSN-7010-Option-DC-2	<i>Max errors no input/no match</i>		Go to: Exit , condition Max Error Threshold for Max Error Condition is third no input error or third no match error. TKWR-GCSN-7010-Option-NC-2	<i>N/A</i>
TWKR-GCSN-7010-Option-DC-3	<i>Spoken</i>	<i>Repeat</i>	<i>Repeat initial prompt</i> TWKR-GCSN-7010-Option-NC-3	<i>If Necessary</i>

Confirmation Prompts



REQID	Type	Name	Context	Barge in
TKWR-GCSN-7010-CPrompt-LC-1	Spoken entry	MWRiheard	I heard	Yes
TKWR-GCSN-7010-CPrompt-DD-1		<result>	< ... >	Yes
TKWR-GCSN-7010-CPrompt-LC-2		MWRisthatright	Is that right?	Yes
TKWR-GCSN-7010-CPrompt-LC-3	DTMF entry	MWRigot	I got	Yes
TKWR-GCSN-7010-CPrompt-DD-2		<result>	< ... >	Yes
TKWR-GCSN-7010-CPrompt-LC-4		MWRisthatright	Is that right?	Yes
TKWR-GCSN-7010-CPrompt-LC-5	2 nd Spoken entry	MWRiheard	I heard	Yes
TKWR-GCSN-7010-CPrompt-DD-3		<result>	< ... >	Yes
TKWR-GCSN-7010-CPrompt-LC-6		MWRdidihearthatcorrectly	Did I hear that correctly?	Yes
TKWR-GCSN-7010-CPrompt-LC-7	Confirmation Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes

TKWR-GCSN-7010-CPrompt-LC-8		MWRcallerssn_correctly	Did I get your social security number right?	Yes
TKWR-GCSN-7010-CPrompt-LC-9		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GCSN-7010-CPrompt-LC-10	Confirmation Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-GCSN-7010-CPrompt-LC-11		MWRhereisscallerssn	Here's what I got for your social security number	Yes
TKWR-GCSN-7010-CPrompt-DD-4		<result>	< ... >	Yes
TKWR-GCSN-7010-CPrompt-LC-12		MWRisthatright	Is that right?	Yes
TKWR-GCSN-7010-CPrompt-LC-13		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GCSN-7010-CPrompt-LC-14		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCSN-7010-CPrompt-LC-15	Confirmation Retry 1	MWRerr_yesno_prefix1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-GCSN-7010-CPrompt-LC-16		MWRcallerssn_correctly	Did I get your social security number right?	Yes
TKWR-GCSN-7010-CPrompt-LC-17	Confirmation Retry 2	MWRerr_yesno_prefix2	Sorry, I still couldn't tell if you said 'yes' or 'no'.	Yes
TKWR-GCSN-7010-CPrompt-LC-18		MWRhereiscallerssn	Here's what I got for your social security number.	Yes
TKWR-GCSN-7010-CPrompt-DD-5		<result>	< ... >	Yes
TKWR-GCSN-7010-CPrompt-LC-19		MWRisthatright	Is that right?	Yes
TKWR-GCSN-7010-CPrompt-LC-20		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GCSN-7010-CPrompt-LC-21		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCSN-7010-CPrompt-LC-22	Confirmation Help	MWRhelp1_prefix	Here's some help.	Yes
TKWR-GCSN-7010-CPrompt-LC-23		MWRcallerssn_confhelp	Before I submit your information, I want to make sure I have your social security number right. I heard...	Yes
TKWR-GCSN-7010-CPrompt-DD-6		<result>	< ... >	Yes
TKWR-GCSN-7010-CPrompt-LC-24		MWRsayyesnohelp	Just say 'yes' if that's right, or say 'no' if it's wrong.	Yes

NEXT: follow conditional action above

Notes	
Set Confidential Flag On	
Skip list	Do not use skip list
n-best processing	Do not offer alternative from n-best list

B.3.3 ANI First Name Confirmation (ANIFNC-7020)

DS: ANIFirstNameConfirm		  Yes/No		
PREVIOUS: CallerSSN				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-ANIFNC-7020-Prompt-LC-1	Initial	MWRanifirstnamerepeat	Based on your phone number, I have your first name as	Yes
TKWR-ANIFNC-7020-Prompt-DD-1		<First name from ANI>	<name>	Yes
TKWR-ANIFNC-7020-Prompt-LC-2		MWRisthatyourfirstname	Is that your first name as it appears on your Social Security card?	Yes
TKWR-ANIFNC-7020-Prompt-LC-3	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-ANIFNC-7020-Prompt-LC-4		MWRisthatyourfirstname	Is that your first name as it appears on your Social Security card?	Yes
TKWR-ANIFNC-7020-Prompt-LC-5		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-ANIFNC-7020-Prompt-LC-6	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-ANIFNC-7020-Prompt-LC-7		MWRanifirstnamerepeat	Based on your phone number, I have your first name as	Yes
TKWR-ANIFNC-7020-Prompt-DD-2		<First name from ANI>	<name>	Yes
TKWR-ANIFNC-7020-Prompt-LC-9		MWRisthatyourfirstname	Is that your first name as it appears on your Social Security card?	Yes
TKWR-ANIFNC-7020-Prompt-LC-10		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-ANIFNC-7020-Prompt-LC-11	Retry 1	MWRerr_yesno_prefix1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-ANIFNC-7020-Prompt-LC-12		MWRisthatyourfirstname	Is that your first name as it appears on your Social Security card?	Yes
TKWR-ANIFNC-7020-Prompt-LC-13	Retry 2	MWRerr_yesno_prefix2	Sorry, I still couldn't tell if you said 'yes' or 'no'.	Yes
TKWR-ANIFNC-7020-Prompt-LC-14		MWRanifirstnamerepeat	Based on your phone number, I have your first name as	Yes
TKWR-ANIFNC-7020-Prompt-DD-3		<First name from ANI>	<name>	Yes
TKWR-ANIFNC-7020-Prompt-LC-15		MWRisthatyourfirstname	Is that your first name as it appears on your Social Security card?	Yes
TKWR-ANIFNC-7020-Prompt-LC-16		MWRsayyesorno	Please say 'yes' or 'no'.	Yes

TKWR-ANIFNC-7020-Prompt-LC-17	Help	MWRhelp1_prefix	Here's some help.	Yes
TKWR-ANIFNC-7020-Prompt-LC-18		MWRanifirstname_help_prefix_b	To submit your monthly wage information, I need to verify that I have your name. The first name that's registered to the phone number you called from is	Yes
TKWR-ANIFNC-7020-Prompt-DD-4		<First name from ANI>	<name>	Yes
TKWR-ANIFNC-7020-Prompt-LC- 19		MWRanifirstname_help_suffix	If that's the first name on your Social Security card, say 'yes'. Otherwise, say 'no', and I'll get your first name.	Yes
	Option	Grammar Slot	Action	Confirm
TKWR-ANIFNC-7020-Option-DC-1	Yes	Confirm	If Reverse ANI returned last name and last name is acceptable Go to: ANILastNameConfirm Otherwise, Go to GetLastName TKWR-ANIFNC-7020-Option-NC-1	Never
TKWR-ANIFNC-7020-Option-DC-2	No	Confirm	Go to: GetFirstName TKWR-ANIFNC-7020-Option-NC-2	Never
TKWR-ANIFNC-7020-Option-DC-3	Max Errors		Go to: Exit , condition Max Error TKWR-ANIFNC-7020-Option-NC-3	N/A
TWKR-ANIFNC-7020-Option-DC-4	Repeat		Repeat initial prompt TWKR-ANIFNC-7020-Option-NC-4	If necessary
Notes				
Set Confidential Flag On				
NEXT: follow Action above				

B.3.4 Get First Name (GFN-7030)

DS: GetFirstName			Grammar Dialog	
PREVIOUS: CallerSSN , ANIFirstNameConfirm				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-GFN-7030-Prompt-LC-1	Initial	NAMEsayspellfirstname_initial	Thanks. Now, I need to get your name as it appears on your Social Security card. To start, say and spell your first name.	Yes
TKWR-GFN-7030-Prompt-LC-2	Timeout 1	NAMEsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GFN-7030-Prompt-LC-3		NAMEfirst_name_retry1	Right after you tell me your first name, spell it too. Like this, "John, J-O-H-N". <pause>	Yes

TKWR-GFN-7030-Prompt-LC-4		NAMEnewsayspellfirst	Now, please say and spell your first name.	Yes
TKWR-GFN-7030-Prompt-LC-5	Timeout 2	NAMEensp_prefix2	I'm not sure if you said anything.	Yes
TKWR-GFN-7030-Prompt-LC-6		NAMEfirst_name_retry2	Please say and spell your first name as it appears on your Social Security card. For example, "John, J-O-H-N". <pause>	Yes
TKWR-GFN-7030-Prompt-LC-7		NAMEnewsayspellfirst	Now, please say and spell your first name.	Yes
TKWR-GFN-7030-Prompt-LC-8		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GFN-7030-Prompt-LC-9	Retry 1	NAMEerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GFN-7030-Prompt-LC-10		NAMEfirst_name_retry1	Right after you tell me your first name, spell it too. Like this, "John, J-O-H-N". <pause>	Yes
TKWR-GFN-7030-Prompt-LC-11		NAMEnewsayspellfirst	Now, please say and spell your first name.	Yes
TKWR-GFN-7030-Prompt-LC-12	Retry 2	NAMEerr_prefix2	I'm still having trouble understanding.	Yes
TKWR-GFN-7030-Prompt-LC-13		NAMEfirst_name_retry2	Please say and spell your first name as it appears on your Social Security card. For example, "John, J-O-H-N". <pause>	Yes
TKWR-GFN-7030-Prompt-LC-14		NAMEnewsayspellfirst	Now, please say and spell your first name.	Yes
TKWR-GFN-7030-Prompt-LC-15		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GFN-7030-Prompt-LC-16	Reprompt1	NAMEreprompt1	Let's try again,	Yes
TKWR-GFN-7030-Prompt-LC-17		NAMEfirst_name_retry1	Right after you tell me your first name, spell it too. Like this, "John, J-O-H-N". <pause>	Yes
TKWR-GFN-7030-Prompt-LC-18		NAMEnewsayspellfirst	Now, please say and spell your first name.	Yes
TKWR-GFN-7030-Prompt-LC-19	Reprompt2	NAMEreprompt2	Let's try one more time	Yes
TKWR-GFN-7030-Prompt-LC-20		NAMEfirst_name_retry1	Right after you tell me your first name, spell it too. Like this, "John, J-O-H-N". <pause>	Yes
TKWR-GFN-7030-Prompt-LC-21		NAMEnewsayspellfirst	Now, please say and spell your first name.	Yes
TKWR-GFN-7030-Prompt-LC-22	Help	NAMEhelp1_prefix	Here's some help.	Yes
TKWR-GFN-7030-Prompt-LC-23		NAMEhelp_firstname	I need to get your first name as it appears on your Social Security card. Just say and spell your first name, like this, "John, J-O-H-N".	Yes
Option		Grammar Slot	Action	Confirm

TKWR-GFN-7030-Option-DC-1	<i>Spoken entry</i>	Name	If Reverse ANI returned last name and last name is acceptable Go to: ANILastNameConfirm Otherwise, Go To: GetLastName TKWR-GFN-7030-Option-NC-1	<i>If necessary</i>
TKWR-GFN-7030-Option-DC-2	<i>Max errors no input/no match</i>		Go to: Exit , condition Max Error Threshold for Max Error Condition is third total error, a combined count of no input errors and no match errors. The three Max error limit counts retries, timeouts and speaking "No" to the confirmation prompt. TKWR-GFN-7030-Option-NC-2	N/A
TWKR-GFN-7030-Option-DC-3	<i>Repeat</i>		<i>Repeat last prompt spoken except in Confirmation Prompts. Repeat does not function in Confirmation Prompts</i> TWKR-GFN-7030-Option-NC-3	<i>If necessary</i>



Confirmation Prompts

REQID	Type	Name	Context	Barge in
TKWR-GFN-7030-CPrompt-LC-1	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GFN-7030-CPrompt-DD-1		<result>	< ... > <result individual characters>	Yes
TKWR-GFN-7030-CPrompt-LC-2	(if name matches TNRS result)	NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GFN-7030-CPrompt-LC-1	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GFN-7030-CPrompt-DD-1		<result>	< ... > <result individual characters>	Yes
TKWR-GFN-7030-CPrompt-LC-27	(if name does not match TNRS result)	MWRisthatyourfirstname	Is that your first name as it appears on your Social Security card?	Yes
TKWR-GFN-7030-CPrompt-LC-3	2 nd Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GFN-7030-CPrompt-DD-2		<result>	< ... > <result individual characters>	Yes
TKWR-GFN-7030-CPrompt-LC-4		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GFN-7030-CPrompt-LC-5	Confirmation Timeout 1	NAMEensp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GFN-7030-CPrompt-LC-6		NAMEfirstname_correctly	Did I understand your first name correctly?	Yes
TKWR-GFN-7030-CPrompt-LC-7		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes

TKWR-GFN-7030-CPrompt-LC-8	Confirmation Timeout 2	NAMEnsp_prefix2	I'm not sure if you said anything.	Yes
TKWR-GFN-7030-CPrompt-LC-9		NAMEhereisfirstnameiehard	Here's what I got for your first name:	Yes
TKWR-GFN-7030-CPrompt-DD-3		<result>	< ... > <result individual characters>	Yes
TKWR-GFN-7030-CPrompt-LC-11		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GFN-7030-CPrompt-LC-12		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GFN-7030-CPrompt-LC-13		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GFN-7030-CPrompt-LC-14	Confirmation Retry 1	NAMEerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GFN-7030-CPrompt-LC-15		NAMEfirstname_correctly	Did I understand your first name correctly?	Yes
TKWR-GFN-7030-CPrompt-LC-25		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GFN-7030-CPrompt-LC-16	Confirmation Retry 2	NAMEerr_prefix2	I'm still having trouble understanding.	Yes
TKWR-GFN-7030-CPrompt-LC-17		NAMEhereisfirstnameiehard	Here's what I got for your first name:	Yes
TKWR-GFN-7030-CPrompt-DD-4		<result>	< ... > <result individual characters>	Yes
TKWR-GFN-7030-CPrompt-LC-18		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GFN-7030-CPrompt-LC-19		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GFN-7030-CPrompt-LC-20		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GFN-7030-CPrompt-LC-21	Confirmation Help	NAMEhelp1_prefix	Here's some help	Yes
TKWR-GFN-7030-CPrompt-LC-22		NAMEname_confhelp1	Before we move on, I want to make sure I understood your name correctly.	Yes
TKWR-GFN-7030-CPrompt-LC-23	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GFN-7030-CPrompt-DD-5		<result>	< ... > <result individual characters>	Yes
TKWR-GFN-7030-CPrompt-LC-24		NAMEsayyesnohelp	Just say 'yes' if that's right, or say 'no' if it's wrong.	Yes
<i>NEXT: follow conditional action above</i>				
Notes				
Set Confidential Flag On				
Skip list				
n-best processing				
		Do not use skip list		
		Do not offer alternative from n-best list		

The TNRS will be engaged once; either before 'Retry 1' or after a negative confirmation whichever occurs first. If the TNRS is successful, the results will be used in all subsequent first name collection attempts. The supplemental name grammar shall only be used after an out of grammar condition or after a negative confirmation

B.3.5 ANI Last Name Confirmation (ANILNC-7020)

DS: ANILastNameConfirm		  Yes/No		
PREVIOUS: ANIFirstNameConfirm GetFirstName				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-ANILNC-7020-Prompt-LC-1	Initial	MWRanilastnamerepeat	Based on your phone number, I have your last name as	Yes
TKWR-ANILNC-7020-Prompt-DD-1		<Last name from ANI>	<name>	Yes
TKWR-ANILNC-7020-Prompt-LC-2		MWRisthatyourlastname	Is that your last name as it appears on your Social Security card?	Yes
TKWR-ANILNC-7020-Prompt-LC-3	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-ANILNC-7020-Prompt-LC-4		MWRisthatyoulastrname	Is that your last name as it appears on your Social Security card?	Yes
TKWR-ANILNC-7020-Prompt-LC-5		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-ANILNC-7020-Prompt-LC-6	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-ANILNC-7020-Prompt-LC-7		MWRanilastnamerepeat	Based on your phone number, I have your last name as	Yes
TKWR-ANILNC-7020-Prompt-DD-2		<Last name from ANI>	<name>	Yes
TKWR-ANILNC-7020-Prompt-LC-9		MWRisthatyourlastname	Is that your last name as it appears on your Social Security card?	Yes
TKWR-ANILNC-7020-Prompt-LC-10		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-ANILNC-7020-Prompt-LC-11	Retry 1	MWRerr_yesno_prefix1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-ANILNC-7020-Prompt-LC-12		MWRisthatyourlastname	Is that your last name as it appears on your Social Security card?	Yes
TKWR-ANILNC-7020-Prompt-LC-13	Retry 2	MWRerr_yesno_prefix2	Sorry, I still couldn't tell if you said 'yes' or 'no'.	Yes
TKWR-ANILNC-7020-Prompt-LC-14		MWRanilastnamerepeat	Based on your phone number, I have your last name as	Yes
TKWR-ANILNC-7020-Prompt-DD-3		<Last name from ANI>	<name>	Yes
TKWR-ANILNC-7020-Prompt-LC-15		MWRisthatyourlastname	Is that your last name as it appears on your Social Security card?	Yes
TKWR-ANILNC-7020-Prompt-LC-16		MWRsayyesorno	Please say 'yes' or 'no'.	Yes

TKWR-ANILNC-7020-Prompt-LC-17	Help	MWRhelp1_prefix	Here's some help.	Yes
TKWR-ANILNC-7020-Prompt-LC-18		MWRanilastname_help_prefix_b	To submit your monthly wage information, I need to verify that I have your name. The last name that's registered to the phone number you called from is	Yes
TKWR-ANILNC-7020-Prompt-DD-4		<Last name from ANI>	<name>	Yes
TKWR-ANILNC-7020-Prompt-LC- 19		MWRanilastname_help_suffix	If that's the last name on your Social Security card, say 'yes'. Otherwise, say 'no', and I'll get your last name.	Yes
	Option	Grammar Slot	Action	Confirm
TKWR-ANILNC-7020-Option-DC-1	Yes	Confirm	Go to: OtherLastName TKWR-ANILNC-7020-Option-NC-1	Never
TKWR-ANILNC-7020-Option-DC-2	No	Confirm	Go to: GetLastName TKWR-ANILNC-7020-Option-NC-2	Never
TKWR-ANILNC-7020-Option-DC-3	Max Errors		Go to: Exit , condition Max Error TKWR-ANILNC-7020-Option-NC-3	N/A
TWKR-ANILNC-7020-Option-DC-4	Repeat		Repeat initial prompt TWKR-ANILNC-7020-Option-NC-4	If necessary
Notes				
Set Confidential Flag On				
NEXT: follow Action above				

B.3.6 Get Last Name (GLN-7040)

DS: GetLastName		Grammar Dialog		
PREVIOUS: ANIFirstNameConfirm ANILastNameConfirm GetFirstName				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-GLN-7040-Prompt-LC-1	Initial	NAMEsayspelllastname_initial	Next, say and spell your last name as it appears on your Social Security card.	Yes
TKWR-GLN-7040-Prompt-LC-2	Timeout 1	NAMEensp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GLN-7040-Prompt-LC-3		NAMElast_name_retry1	Right after you tell me your last name, spell it too. Like this, "Smith, S-M-I-T-H". <pause>	Yes

TKWR-GLN-7040-Prompt-LC-4		NAMEnewsayspelllast	Now, please say and spell your last name.	Yes
TKWR-GLN-7040-Prompt-LC-5	Timeout 2	NAMEensp_prefix2	I'm not sure if you said anything.	Yes
TKWR-GLN-7040-Prompt-LC-6		NAMElast_name_retry2	Please say and spell your last name as it appears on your Social Security card. For example, "Smith, S-M-I-T-H". <pause>	Yes
TKWR-GLN-7040-Prompt-LC-7		NAMEnewsayspelllast	Now, please say and spell your last name.	Yes
TKWR-GLN-7040-Prompt-LC-8		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GLN-7040-Prompt-LC-9	Retry 1	NAMEerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GLN-7040-Prompt-LC-10		NAMElast_name_retry1	Right after you tell me your last name, spell it too. Like this, "Smith, S-M-I-T-H". <pause>	Yes
TKWR-GLN-7040-Prompt-LC-11		NAMEnewsayspelllast	Now, please say and spell your last name.	Yes
TKWR-GLN-7040-Prompt-LC-12	Retry 2	NAMEerr_prefix2	I'm still having trouble understanding.	Yes
TKWR-GLN-7040-Prompt-LC-13		NAMElast_name_retry2	Please say and spell your last name as it appears on your Social Security card. For example, "Smith, S-M-I-T-H". <pause>	Yes
TKWR-GLN-7040-Prompt-LC-14		NAMEnewsayspelllast	Now, please say and spell your last name.	Yes
TKWR-GLN-7040-Prompt-LC-15		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GLN-7040-Prompt-LC-16	Reprompt1	NAMEreprompt1	Let's try again,	Yes
TKWR-GLN-7040-Prompt-LC-17		NAMElast_name_retry1	Right after you tell me your last name, spell it too. Like this, "Smith, S-M-I-T-H". <pause>	Yes
TKWR-GLN-7040-Prompt-LC-18		NAMEnewsayspelllast	Now, please say and spell your last name.	Yes
TKWR-GLN-7040-Prompt-LC-19	Reprompt2	NAMEreprompt2	Let's try one more time	Yes
TKWR-GLN-7040-Prompt-LC-20		NAMElast_name_retry1	Right after you tell me your last name, spell it too. Like this, "Smith, S-M-I-T-H". <pause>	Yes
TKWR-GLN-7040-Prompt-LC-21		NAMEnewsayspelllast	Now, please say and spell your last name.	Yes
TKWR-GLN-7040-Prompt-LC-22	Help	NAMEhelp1_prefix	Here's some help.	Yes
TKWR-GLN-7040-Prompt-LC-23		NAMEhelp_lastname	I need to get your last name as it appears on your Social Security card. Just say and spell your last name, like this, "Smith, S-M-I-T-H".	Yes


Option		Grammar Slot	Action	Confirm
TKWR-GLN-7040-Option-DC-1	<i>Spoken entry</i>	Name	Go To: OtherLastName TKWR-GLN-7040-Option-NC-1	<i>If necessary</i>
TKWR-GLN-7040-Option-DC-2	<i>Max errors no input/no match</i>		Go to: Exit , condition Max Error Threshold for Max Error Condition is third total error, a combined count of no input errors and no match errors. The three Max error limit counts retries, timeouts and speaking "No" to the confirmation prompt. TKWR-GLN-7040-Option-NC-2	N/A
TWKR-GLN-7040-Option-DC-3	<i>Repeat</i>		<i>Repeat last prompt spoken spoken except in Confirmation Prompts. Repeat does not function in Confirmation Prompts</i> TWKR-GLN-7040-Option-NC-3	<i>If Necessary</i>

Confirmation Prompts				
REQID	Type	Name	Context	Barge in
TKWR-GLN-7040-CPrompt-LC-1	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GLN-7040-CPrompt-DD-1		<result>	< ... > <result individual characters>	Yes
TKWR-GLN-7040-CPrompt-LC-2	(if name matches TNRS result)	NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GLN-7040-CPrompt-LC-1	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GLN-7040-CPrompt-DD-1		<result>	< ... > <result individual characters>	Yes
TKWR-GLN-7040-CPrompt-LC-27	(if name does not match TNRS result)	MWRisthatyourlastname	Is that your last name as it appears on your Social Security card?	Yes
TKWR-GLN-7040-CPrompt-LC-3	2 nd Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GLN-7040-CPrompt-DD-2		<result>	< ... ><result individual characters>	Yes
TKWR-GLN-7040-CPrompt-LC-4		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GLN-7040-CPrompt-LC-5	Confirmation Timeout 1	NAMEensp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GLN-7040-CPrompt-LC-6		NAMElastname_correctly	Did I understand your last name correctly?	Yes
TKWR-GLN-7040-CPrompt-LC-7		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes

TKWR-GLN-7040-CPrompt-LC-8	Confirmation Timeout 2	NAMEensp_prefix2	I'm not sure if you said anything.	Yes
TKWR-GLN-7040-CPrompt-LC-9		NAMEhereislastnameheard	Here's what I got for your last name:	Yes
TKWR-GLN-7040-CPrompt-DD-3		<result>	< ... > <result individual characters>	Yes
TKWR-GLN-7040-CPrompt-LC-10		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GLN-7040-CPrompt-LC-11		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GLN-7040-CPrompt-LC-12		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GLN-7040-CPrompt-LC-13	Confirmation Retry 1	NAMEerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GLN-7040-CPrompt-LC-14		NAMElastname_correctly	Did I understand your last name correctly?	Yes
TKWR-GLN-7040-CPrompt-LC-15		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GLN-7040-CPrompt-LC-16	Confirmation Retry 2	NAMEerr_prefix2	I'm still having trouble understanding.	Yes
TKWR-GLN-7040-CPrompt-LC-17		NAMEhereislastnameheard	Here's what I got for your last name:	Yes
TKWR-GLN-7040-CPrompt-DD-4		<result>	< ... > <result individual characters>	Yes
TKWR-GLN-7040-CPrompt-LC-18		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GLN-7040-CPrompt-LC-19		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GLN-7040-CPrompt-LC-20		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GLN-7040-CPrompt-LC-21	Confirmation Help	NAMEhelp1_prefix	Here's some help	Yes
TKWR-GLN-7040-CPrompt-LC-22		NAMEconfirm_help1	Before we move on, I want to make sure I understood your name correctly.	Yes
TKWR-GLN-7040-CPrompt-LC-23	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GLN-7040-CPrompt-DD-5		<result>	< ... > <result individual characters>	Yes
TKWR-GLN-7040-CPrompt-LC-24		NAMEsayyesnohelp	Just say 'yes' if that's right, or say 'no' if it's wrong.	Yes
<i>NEXT: follow conditional action above</i>				
Notes				
Set Confidential Flag On				
Skip list		Do not use skip list		

n-best processing	Do not offer alternative from n-best list
<p>If not invoked previously, the TNRS will be engaged once, either before 'Retry 1' or after a negative confirmation whichever occurs first. If the TNRS is successful, the results will be used in all subsequent last name collection attempts.</p> <p>The supplemental name grammar shall only be used after an out of grammar condition or after a negative confirmation</p>	

B.3.7 Other Last Name (OLN-7050)

DS: OtherLastName		 Yes/No		
PREVIOUS: ANILastNameConfirm , GetLastName				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-OLN-7050-Prompt-LC-1	Initial	MWRothernameinitial_b	Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No.	Yes
TKWR-OLN-7050-Prompt-LC-2	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-OLN-7050-Prompt-LC-3		MWRothernameretry_b	Please say YES if you think you might be listed under another last name, otherwise, say NO.	Yes
TKWR-OLN-7050-Prompt-LC-4	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-OLN-7050-Prompt-LC-5		MWRothernameinitial	Do you have another last name, like a professional or maiden name that's associated with your social security number?	Yes
TKWR-OLN-7050-Prompt-LC-6		MWRsayyesno	Please say 'yes' or 'no'	Yes
TKWR-OLN-7050-Prompt-LC-7		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-OLN-7050-Prompt-LC-8	Retry 1	MWRerr_yesno_prefix1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-OLN-7050-Prompt-LC-9		MWRothernameretry_b	Please say YES if you think you might be listed under another last name. Otherwise, say NO.	Yes
TKWR-OLN-7050-Prompt-LC-10	Retry 2	MWRerr_yesno_prefix2	Sorry, I still couldn't tell if you said 'yes' or 'no'.	Yes
TKWR-OLN-7050-Prompt-LC-11		MWRothernameretry	Is there another last name associated with your social security number?	Yes
TKWR-OLN-7050-Prompt-LC-12		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-OLN-7050-Prompt-LC-13		NAMEhelp_explicit	You can also say 'help' for more information.	Yes

TKWR-OLN-7050-Prompt-LC-14	Help	MWRhelp1_prefix	Here's some help.	Yes
TKWR-OLN-7050-Prompt-LC-15		MWRaniname_help_prefix	I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request?	Yes
REQID	Option	Grammar Slot	Action	Confirm
TKWR-OLN-7050-Option-DC-1	Yes	Confirm	Go to: GetOtherLastName TKWR-OLN-7050-Option-NC-1	Never
TKWR-OLN-7050-Option-DC-2	No	Confirm	Go to: CallerBirthDate TKWR-OLN-7050-Option-NC-2	Never
TKWR-OLN-7050-Option-DC-3	Max Errors		Go to: Exit , condition Max Error TKWR-OLN-7050-Option-NC-3	N/A
TKWR-OLN-7050-Option-DC-4	Repeat		Repeat initial prompt TKWR-OLN-7050-Option-NC-4	If necessary
NEXT: follow Action above				

B.3.8 Get Caller's Other Last Name (GCOLN-7060)

DS: GetOtherLastName		Grammar Dialog		
PREVIOUS: OtherLastName				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-GCOLN-7060-Prompt-LC-1	Initial	NAMEsayspellotherlastname_initial	Say and spell your other last name.	Yes
TKWR-GCOLN-7060-Prompt-LC-2	Timeout 1	NAMEensp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GCOLN-7060-Prompt-LC-3		NAMEotherlast_name_retry1	Right after you tell me your other last name, spell it too. Like this, "Jones, J-O-N-E-S". <pause>	Yes
TKWR-GCOLN-7060-Prompt-LC-4		NAMEnowsayspellotherlast	Now, please say and spell your other last name.	Yes
TKWR-GCOLN-7060-Prompt-LC-5	Timeout 2	NAMEensp_prefix2	I'm not sure if you said anything.	Yes
TKWR-GCOLN-7060-Prompt-LC-6		NAMEotherlast_name_retry2	Please say and spell your other last name. For example, "Jones J-O-N-E-S". <pause>	Yes

TKWR-GCOLN-7060-Prompt-LC-7		NAMEnewsayspellotherlast	Now, please say and spell your other last name.	Yes
TKWR-GCOLN-7060-Prompt-LC-8		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCOLN-7060-Prompt-LC-9	Retry 1	NAMEerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GCOLN-7060-Prompt-LC-10		NAMEotherlast_name_retry1	Right after you tell me your other last name, spell it too. Like this, "Jones J-O-N-E-S". <pause>	Yes
TKWR-GCOLN-7060-Prompt-LC-11		NAMEnewsayspellotherlast	Now, please say and spell your other last name.	Yes
TKWR-GCOLN-7060-Prompt-LC-12	Retry 2	NAMEerr_prefix2	I'm still having trouble understanding.	Yes
TKWR-GCOLN-7060-Prompt-LC-13		NAMEotherlast_name_retry2	Please say and spell your other last name. For example, "Jones J-O-N-E-S". <pause>	Yes
TKWR-GCOLN-7060-Prompt-LC-14		NAMEnewsayspellotherlast	Now, please say and spell your other last name.	Yes
TKWR-GCOLN-7060-Prompt-LC-15		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCOLN-7060-Prompt-LC-16	Reprompt1	NAMEreprompt1	Let's try again,	Yes
TKWR-GCOLN-7060-Prompt-LC-17		NAMEotherlast_name_retry1	Right after you tell me your other last name, spell it too. Like this, "Jones J-O-N-E-S". <pause>	Yes
TKWR-GCOLN-7060-Prompt-LC-18		NAMEnewsayspellotherlast	Now, please say and spell your other last name.	Yes
TKWR-GCOLN-7060-Prompt-LC-19	Reprompt2	NAMEreprompt2	Let's try one more time	Yes
TKWR-GCOLN-7060-Prompt-LC-20		NAMEotherlast_name_retry1	Right after you tell me your other last name, spell it too. Like this, "Jones J-O-N-E-S". <pause>	Yes
TKWR-GCOLN-7060-Prompt-LC-21		NAMEnewsayspellotherlast	Now, please say and spell your other last name.	Yes
TKWR-GCOLN-7060-Prompt-LC-22	Help	NAMEhelp1_prefix	Here's some help.	Yes
TKWR-GCOLN-7060-Prompt-LC-23		NAMEhelp_otherlastname	I need to get the other last name that may be associated with your social security number. Just say and spell that name now, like this, "Jones J-O-N-E-S".	Yes
Option				
TKWR-GCOLN-7060-Option-DC-1	<i>Spoken entry</i>	Name	Go To: CallerBirthDate TKWR-GCOLN-7060-Option-NC-1	<i>If necessary</i>

TKWR-GCOLN-7060-- Option-DC-2	<i>Max errors no input/no match</i>		Go to: Exit , condition Max Error Threshold for Max Error Condition is third total error, a combined count of no input errors and no match errors. The three Max error limit counts retries, timeouts and speaking "No" to the confirmation prompt. TKWR-GCOLN-7060-Option-NC-2	N/A
TWKR-GCOLN-7060— Option-DC-3	<i>Repeat</i>		<i>Repeat last prompt spoken except in Confirmation Prompts. Repeat does not function in Confirmation Prompts</i> <i>TWKR-GCOLN-7060-Optio-NC-3t</i>	<i>If necessary</i>

Confirmation Prompts				
REQID	Type	Name	Context	Barge in
TKWR-GCOLN-7060-CPrompt-LC-1	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GCOLN-7060-CPrompt-DD-1		<result>	< ... > <result individual characters>	Yes
TKWR-GCOLN-7060-CPrompt-LC-2	(if name matches TNRS result)	NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GCOLN-7060-CPrompt-LC-1	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GCOLN-7060-CPrompt-DD-1		<result>	< ... > <result individual characters>	Yes
TKWR-GCOLN-7060-CPrompt-LC-27	(if name does not match TNRS result)	MWRisthatyourlastname	Is that your last name as it appears on your Social Security card?	Yes
TKWR-GCOLN-7060-CPrompt-LC-3	2 nd Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GCOLN-7060-CPrompt-DD-2		<result>	< ... > <result individual characters>	Yes
TKWR-GCOLN-7060-CPrompt-LC-4		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GCOLN-7060-CPrompt-LC-5	Confirmation Timeout 1	NAMEsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GCOLN-7060-CPrompt-LC-6		NAMEotherlastname_correctly	Did I understand your other last name correctly?	Yes
TKWR-GCOLN-7060-CPrompt-LC-7		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes


TKWR-GCOLN-7060-CPrompt-LC-8	Confirmation Timeout 2	NAMEensp_prefix2	I'm not sure if you said anything.	Yes
TKWR-GCOLN-7060-CPrompt-LC-9		NAMEhereisotherlastnameheard	Here's what I got for your other last name:	Yes
TKWR-GCOLN-7060-CPrompt-DD-3		<result>	< ... > <result individual characters>	Yes
TKWR-GCOLN-7060-CPrompt-LC-10		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GCOLN-7060-CPrompt-LC-11		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GCOLN-7060-CPrompt-LC-12		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCOLN-7060-CPrompt-LC-13	Confirmation Retry 1	NAMEerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GCOLN-7060-CPrompt-LC-14		NAMEotherlastname_correctly	Did I understand your other last name correctly?	Yes
TKWR-GCOLN-7060-CPrompt-LC-15		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GCOLN-7060-CPrompt-LC-16	Confirmation Retry 2	NAMEerr_prefix2	I'm still having trouble understanding.	Yes
TKWR-GCOLN-7060-CPrompt-LC-17		NAMEhereisotherlastnameheard	Here's what I got for your other last name:	Yes
TKWR-GCOLN-7060-CPrompt-DD-4		<result>	< ... > <result individual characters>	Yes
TKWR-GCOLN-7060-CPrompt-LC-18		NAMEconfirm_suffix1	Is that right?	Yes
TKWR-GCOLN-7060-CPrompt-LC-19		NAMEsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GCOLN-7060-CPrompt-LC-20		NAMEhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GCOLN-7060-CPrompt-LC-21	Confirmation Help	NAMEhelp1_prefix	Here's some help	Yes
TKWR-GCOLN-7060-CPrompt-LC-22		NAMEotherlastconfirm_help1	Before we move on, I want to make sure I understood your other last name correctly.	Yes
TKWR-GCOLN-7060-CPrompt-LC-23	Spoken entry	NAMEconfirm_prefix1	The name I heard was...	Yes
TKWR-GCOLN-7060-CPrompt-DD-5		<result>	< ... > <result individual characters>	Yes
TKWR-GCOLN-7060-CPrompt-LC-24		NAMEsayyesnohelp	Just say 'yes' if that's right, or say 'no' if it's wrong.	Yes

NEXT: follow conditional action above

Notes	
Set Confidential Flag On	
Skip list	Do not use skip list
n-best processing	Do not offer alternative from n-best list

If not invoked previously, the TNRS will be engaged once, either before 'Retry 1' or after a negative confirmation whichever occurs first. If the TNRS is successful, the results will be used in all subsequent other last name collection attempts.
 The supplemental name grammar shall only be used after an out of grammar condition or after a negative confirmation

B.3.9 Caller's Date of Birth (CDOB-7070)

DS: CallerBirthdate		 Grammar Dialog		
PREVIOUS: OtherLastName , GetOtherLastName				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-CDOB-7070-Prompt-LC-1	Initial	MWRbirthdate_initial	Now tell me your date of birth. <4 sec pause>	Yes
TKWR-CDOB-7070-Prompt-LC-2		MWRbirdate_examp le	For example, you could say...December 19 th , 1963.	Yes
TKWR-CDOB-7070-Prompt-LC-3	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-CDOB-7070-Prompt-LC-4		MWRbirthdate_retry1	Please tell me your birth date including the month, day, and year. For example, "December 19th, 1963".	Yes
TKWR-CDOB-7070-Prompt-LC-5	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-CDOB-7070-Prompt-LC-6		MWRbirthdate_retry2	Please tell me your date of birth now	Yes
TKWR-CDOB-7070-Prompt-LC-7		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-CDOB-7070-Prompt-LC-8	Retry 1	MWRerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-CDOB-7070-Prompt-LC-9		MWRbirthdate_retry1_b	Please tell me your date of birth again. It works best if you just speak naturally.	Yes
TKWR-CDOB-7070-Prompt-LC-10	Retry 2	MWRerr_prefix3	I'm still having trouble understanding.	Yes
TKWR-CDOB-7070-Prompt-LC-11		MWRbirthdate_retry2_b	Try saying the month followed by the date and then the year you were born. For example July fourth, 1976.	Yes
TKWR-CDOB-7070-Prompt-LC-12		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-CDOB-7070-Prompt-LC-13	Reprompt1	MWRletstryagain	Let's try again,	Yes
TKWR-CDOB-7070-Prompt-LC-14		MWRbirthdate_repro mpt1	Please tell me your date of birth including the month, day, and year. For example, "December 19th, 1963".	Yes
TKWR-CDOB-7070-Prompt-LC-15	Reprompt2	MWRtryonemoretime	Let's try one more time	Yes
TKWR-CDOB-7070-Prompt-LC-16		MWRbirthdate_retry2	Please tell me your date of birth now	Yes

TKWR-CDOB-7070-Prompt-LC-17	Help1	MWRhelp1_prefix	Here's some help.	Yes
TKWR-CDOB-7070-Prompt-LC-18		MWRhelp_birthdate1	I need to know the date you were born. For example, you can say "July third, 1976". If you're having trouble, you can also key in the four digit year, followed by the two digit month, and then the two digit day. Go ahead and say or key in your date of birth.	Yes
Option		Grammar Slot	Action	Confirm
TKWR-CDOB-7070-Option-DC-1	<i>Spoken entry</i>	DATE	Go To: SubmitQuery TKWR-CDOB-7070- Option-NC-1	<i>Always</i>
TKWR-CDOB-7070-Option-DC-2	<i>Max errors no input/no match</i>		Go to: Exit , condition Max Error Threshold for Max Error Condition is third no input error or third no match error. TKWR-CDOB-7070-Option-NC-2	<i>N/A</i>
TWKR CDOB-7070-Option-DC-3	<i>Spoken Entry</i>	<i>Repeat</i>	<i>Repeat initial prompt</i> <i>TWKR-CDOB-7070-Option-NC-3</i>	<i>If necessary</i>
Confirmation Prompts				
REQID	Type	Name	Context	Barge in
TKWR-CDOB-7070-CPrompt-LC-1	Spoken entry	MWRiheard	I heard	Yes
TKWR-CDOB-7070-CPrompt-DD-1		<result>	< ... >	Yes
TKWR-CDOB-7070-CPrompt-LC-2		MWRisthatright	Is that right?	Yes
TKWR-CDOB-7070-CPrompt-LC-3	2 nd Spoken entry	MWRiheard	I heard	Yes
TKWR-CDOB-7070-CPrompt-DD-2		<result>	< ... >	Yes
TKWR-CDOB-7070-CPrompt-LC-4		MWRdidihearthatcorrectly	Did I hear that correctly?	Yes
TKWR-CDOB-7070-CPrompt-LC-5	Confirmation Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-CDOB-7070-CPrompt-LC-6		MWRbirthdate_correctly	Did I understand your date of birth correctly?	Yes
TKWR-CDOB-7070-CPrompt-LC-7		MWRsaiyesorno	Please say 'yes' or 'no'.	Yes
TKWR-CDOB-7070-CPrompt-LC-8	Confirmation Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-CDOB-7070-CPrompt-LC-9		MWRhereissbirthdate	Here's what I got for your date of birth.	Yes
TKWR-CDOB-7070-CPrompt-DD-3		<result>	< ... >	Yes

TKWR-CDOB-7070-CPrompt-LC-10		MWRisthatright	Is that right?	Yes
TKWR-CDOB-7070-CPrompt-LC-11		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-CDOB-7070-CPrompt-LC-12		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-CDOB-7070-CPrompt-LC-13	Confirmation Retry 1	MWRerr_yesno_prefix1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-CDOB-7070-CPrompt-LC-14		MWRbirthdate_correctly	Did I understand your date of birth correctly?	Yes
TKWR-CDOB-7070-CPrompt-LC-15	Confirmation Retry 2	MWRerr_yesno_prefix2	Sorry, I still couldn't tell if you said 'yes' or 'no'.	Yes
TKWR-CDOB-7070-CPrompt-LC-16		MWRhereisbirthdate	Here's what I got for your date of birth.	Yes
TKWR-CDOB-7070-CPrompt-DD-4		<result>	< ... >	Yes
TKWR-CDOB-7070-CPrompt-LC-17		MWRisthatright	Is that right?	Yes
TKWR-CDOB-7070-CPrompt-LC-18		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-CDOB-7070-CPrompt-LC-19		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-CDOB-7070-CPrompt-LC-20	Confirmation Help	MWRhelp1_prefix	Here's some help.	Yes
TKWR-CDOB-7070-CPrompt-LC-21		MWRbirthday_confhelp	Before we move on, I want to make sure I understood the date you gave me. I heard...	Yes
TKWR-CDOB-7070-CPrompt-DD-5		<result>	< ... >	Yes
TKWR-CDOB-7070-CPrompt-LC-22		MWRsayyesnohelp	Just say 'yes' if that's right, or say 'no' if it's wrong.	Yes

NEXT: follow conditional action above

Notes	
Set Confidential Flag On	
Skip list	Do not use skip list
n-best processing	Do not offer alternative from n-best list

B.3.10 Is Caller Wage Earner (CWE-7080)

DS: CallerEarner			Yes/No	
PREVIOUS: Entry				
Prompts				
	Condition	Name	Wording	Barge-in
TKWR-CWE-7080-Prompt-LC-1	Initial	MWRiscallerwage_initial	Are you reporting wages for yourself? Please say 'yes' or 'no'.	Yes
TKWR-CWE-7080-Prompt-LC-2	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-CWE-7080-Prompt-LC-3		MWRiscallerwage_retry1	Are you reporting wages for yourself?	Yes
TKWR-CWE-7080-Prompt-LC-4	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-CWE-7080-Prompt-LC-5		MWRiscallerwage_retry1	Are you reporting wages for yourself?	Yes
TKWR-CWE-7080-Prompt-LC-6		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-CWE-7080-Prompt-LC-7		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-CWE-7080-Prompt-LC-8	Retry 1	MWRerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-CWE-7080-Prompt-LC-9		MWRiscallerwage_retry1	Are you reporting wages for yourself?	Yes
TKWR-CWE-7080-Prompt-LC-10	Retry 2	MWRerr_prefix3	I'm still having trouble understanding.	Yes
TKWR-CWE-7080-Prompt-LC-11		MWRiscallerwage_retry1	Are you reporting wages for yourself?	Yes
TKWR-CWE-7080-Prompt-LC-12		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-CWE-7080-Prompt-LC-13		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-CWE-7080-Prompt-LC-14	Help1	MWRhelp1_prefix	Here's some help.	Yes
TKWR-CWE-7080-Prompt-LC-15		MWRhelp_iscallerwage1	If you're reporting wages for yourself, please say 'yes'. If you're reporting wages for someone else, then say 'no' and I'll get their social security number.	Yes
Option		Grammar Slot	Action	Confirm
TKWR-CWE-7080-Option-DC-1	Yes	Confirm	Go to: CallerSSN TKWR-CWE-7080-Option-NC-1	Never
TKWR-CWE-7080-Option-DC-2	No	Confirm	Go to: GetWageEarnerSSN TKWR-CWE-7080-Option-NC-2	Never

TKWR-CWE-7080-Option-DC-3	Max errors no input/no match		Go to: Exit , condition Max Error Threshold for Max Error Condition is third no input error or third no match error. TKWR-CWE-7080-Option-NC-3	N/A
TWKR-CWE-7080-Option-DC-4	Repeat		Repeat Initial Prompt TWKR-CWE-7080-Option-NC-4	If necessary
NEXT: follow conditional action above				

B.3.11 Get Wage Earner Social Security Number (GWESSN-7090)

DS: GetWageEarnerSSN		Grammar Dialog		
PREVIOUS: CallerEarner , ReportAnother				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-GWESSN-7090-Prompt-LC-1	Initial	MWRwessn_initial	Alright, now I need the social security number of the person whose wages you're reporting. Please say or key in that person's social security number.	Yes
TKWR-GWESSN-7090-Prompt-LC-2	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GWESSN-7090-Prompt-LC-3		MWRwessn_retry1	Please say or key in the wage earner's social security number	Yes
TKWR-GWESSN-7090-Prompt-LC-4	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-GWESSN-7090-Prompt-LC-5		MWRwessn_retry2	I need you to say or key in that social security number now	Yes
TKWR-GWESSN-7090-Prompt-LC-6		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWESSN-7090-Prompt-LC-7	Retry 1	MWRerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GWESSN-7090-Prompt-LC-8		MWRwessn_retry1_b	Please tell me the wage earners social security number, or enter it on your telephone's keypad	Yes
TKWR-GWESSN-7090-Prompt-LC-9	Retry 2	MWRerr_prefix3	I'm still having trouble understanding.	Yes
TKWR-GWESSN-7090-Prompt-LC-10		MWRwessn_retry2_b	I need you to tell me that social security number now. You might want to key in the social security number using your telephone keypad	Yes

TKWR-GWESSN-7090-Prompt-LC-11		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWESSN-7090-Prompt-LC-12	Reprompt1	MWRletstryagain	Let's try again,	Yes
TKWR-GWESSN-7090-Prompt-LC-13		MWRwessn_retry1	Please say or key in the wage earners social security number	Yes
TKWR-GWESSN-7090-Prompt-LC-14	Reprompt2	MWRtryonemoretime	Let's try one more time	Yes
TKWR-GWESSN-7090-Prompt-LC-15		MWRwessn_retry2	I need you to say or key in that social security number now	Yes
TKWR-GWESSN-7090-Prompt-LC-16	Help1	MWRhelp1_prefix	Here's some help.	Yes
TKWR-GWESSN-7090-Prompt-LC-17		MWRhelp_wessn1	To submit monthly wage information I need the social security number of the person who's wages are being reported. You can tell me the social security number by simply saying it one digit at a time, like this 9 8 7 – 6 5 – 4 3 2 1. You can also key it in using your telephone keypad. Please tell me that person's social security number now.	Yes
	Option	Grammar Slot	Action	Confirm
TKWR-GWESSN-7090-Option-DC-1	<i>Spoken entry</i>	SSN	If one reporting secondary wage earner Go To: SubmitQuery TKWR-GWESSN-7090-Option-NC-1	<i>If necessary</i>
TKWR-GWESSN-7090-Option-DC-3	<i>Spoken entry</i>	SSN	If collecting data for authentication Go To: CallerSSN TKWR-GWESSN-7090-Option-NC-3	<i>If necessary</i>
TKWR-GWESSN-7090-Option-DC-2	<i>Max errors no input/no match</i>		Go to: Exit , condition Max Error Threshold for Max Error Condition is third no input error or third no match error. TKWR-GWESSN-7090-Option-NC-2	N/A
TWKR-TWESSN-7090-Option-DC-4	<i>Spoken entry</i>	<i>Repeat</i>	<i>Repeat initial prompt</i> TWKRGWESSN-7090-Option-NC-4	<i>If necessary</i>
Confirmation Prompts				
REQID	Type	Name	Context	Barge in
TKWR-GWESSN-7090-CPrompt-LC-1	Spoken entry	MWRiheard	I heard	Yes
TKWR-GWESSN-7090-CPrompt-DD-1		<result>	< ... >	Yes
TKWR-GWESSN-7090-CPrompt-LC-2		MWRisthatright	Is that right?	Yes
TKWR-GWESSN-7090-CPrompt-LC-3	DTMF entry	MWRigot	I got	Yes
TKWR-GWESSN-7090-CPrompt-DD-2		<result>	< ... >	Yes

TKWR-GWESSN-7090-CPrompt-LC-4		MWRisthatright	Is that right?	Yes
TKWR-GWESSN-7090-CPrompt-LC-5	2 nd Spoken entry	MWRiheard	I heard	Yes
TKWR-GWESSN-7090-CPrompt-DD-3		<result>	< ... >	Yes
TKWR-GWESSN-7090-CPrompt-LC-6		MWRdidihearthatcorrectly	Did I hear that correctly?	Yes
TKWR-GWESSN-7090-CPrompt-LC-7	Confirmation Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GWESSN-7090-CPrompt-LC-8		MWRwessn_correctly	Did I get that social security number right?	Yes
TKWR-GWESSN-7090-CPrompt-LC-9		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GWESSN-7090-CPrompt-LC-10	Confirmation Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-GWESSN-7090-CPrompt-LC-11		MWRhereisswessn	Here's what I got for the social security number	Yes
TKWR-GWESSN-7090-CPrompt-DD-4		<result>	< ... >	Yes
TKWR-GWESSN-7090-CPrompt-LC-12		MWRisthatright	Is that right?	Yes
TKWR-GWESSN-7090-CPrompt-LC-13		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GWESSN-7090-CPrompt-LC-14		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWESSN-7090-CPrompt-LC-15	Confirmation Retry 1	MWRerr_yesno_prefix1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-GWESSN-7090-CPrompt-LC-16		MWRwessn_correctly	Did I get that social security number right?	Yes
TKWR-GWESSN-7090-CPrompt-LC-17	Confirmation Retry 2	MWRerr_yesno_prefix2	Sorry, I still couldn't tell if you said 'yes' or 'no'.	Yes
TKWR-GWESSN-7090-CPrompt-LC-18		MWRhereiswessn	Here's what I got for the social security number	Yes
TKWR-GWESSN-7090-CPrompt-DD-5		<result>	< ... >	Yes
TKWR-GWESSN-7090-CPrompt-LC-19		MWRisthatright	Is that right?	Yes
TKWR-GWESSN-7090-CPrompt-LC-20		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GWESSN-7090-CPrompt-LC-21		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWESSN-7090-CPrompt-LC-22	Confirmation Help	MWRhelp1_prefix	Here's some help.	Yes
TKWR-GWESSN-7090-CPrompt-LC-23		MWRwessn_confhelp	I have to make sure I understood that social security number. This is what I heard...	Yes


TKWR-GWESSN-7090-CPrompt-DD-5		<result>	< ... >	Yes
TKWR-GWESSN-7090-CPrompt-LC-24		MWRsayingnohelp	Just say 'yes' if that's right, or say 'no' if it's wrong.	Yes
<i>NEXT: follow conditional action above</i>				
Notes				
Set Confidential Flag On				
Skip list				
Do not use skip list				
n-best processing				
Do not offer alternative from n-best list				

B.3.12 Submit Query to SSA Database

DS: SubmitQuery				
<i>PREVIOUS:</i> CallerEarner , GetWageEarnerSSN				
Prompts				
	Condition	Name	Wording	Barge-in
TKWR-SQSSD-8000-Prompt-LC-1	Initial	MWRsubmitCaller	Hold on while I check our database. It may take a few seconds.	No
TKWR-SQSSD-8000-Prompt-DD-1		<latency>	<latency music as appropriate>	
	Condition	Action		
TKWR-SQSSD-8000-Condition-DC-1	<i>Successful interaction with SSA</i>	Go To: GetWageAmount TKWR-SQSSD-8000-Condition-NC-1		
TKWR-SQSSD-8000-Condition-DC-2	<i>Negative Response from SSA</i>	Go to: NegativeSSAResponse (see Note below) TKWR-SQSSD-8000-Condition-NC-2		
TKWR-SQSSD-8000-Condition-DC-3	<i>Failure to post / timeout</i>	Go to: Exit , condition Failure to interact with SSA Host TKWR-SQSSD-8000-Condition-NC-3		
<i>NEXT: follow action above</i>				

Note: Verizon Business notes an issue with usability since the caller is not told why the query failed. Verizon Business notes that this will negatively impact caller acceptance and will negatively impact call completion. While Verizon Business realized that the first version of the data exchange does not support more granularity in the response, we strongly recommend that in a subsequent release, the response distinguish, to some extent, what failed (caller or wage earner, if different). If caller information was accepted but wage earner information was not, caller can be given the option to report another wage earner.


B.3.13 Get Wage Amount (GWA-8010)

DS: GetWageAmount			 Grammar Dialog	
PREVIOUS: SubmitQuery				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-GWA-8010-Prompt-LC-1	Initial	MWRwageamount_initial	Next, I need the wages paid in	Yes
TKWR-GWA-8010-Prompt-DD-1		<month>	<past month>	Yes
TKWR-GWA-8010-Prompt-DD-2		<year>	<year of past month>	Yes
TKWR-GWA-8010-Prompt-LC-2		MWRwageamount_retry1	Please tell me the total wages in dollars and cents.	Yes
TKWR-GWA-8010-Prompt-LC-3	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GWA-8010-Prompt-LC-4		MWRwageamount_retry1	Please tell me the total wages in dollars and cents.	Yes
TKWR-GWA-8010-Prompt-LC-5		MWRwagetokeyin	If you prefer to key it in, key in the dollars and cents, using the star key as the decimal.	Yes
TKWR-GWA-8010-Prompt-LC-6	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-GWA-8010-Prompt-LC-7		MWRwageamount_retry2	I need you to tell me the total wages that were paid in dollars and cents.	Yes
TKWR-GWA-8010-Prompt-LC-8		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWA-8010-Prompt-LC-9	Retry 1	MWRerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-GWA-8010-Prompt-LC-10		MWRwageamount_retry1	Please tell me the total wages in dollars and cents.	Yes
TKWR-GWA-8010-Prompt-LC-11		MWRwagetokeyin	If you prefer to key it in, key in the dollars and cents, using the star key as the decimal.	Yes
TKWR-GWA-8010-Prompt-LC-12	Retry 2	MWRerr_prefix3	I'm still having trouble understanding.	Yes
TKWR-GWA-8010-Prompt-LC-13		MWRwageamount_retry2	I need you to tell me the total wages that were paid in dollars and cents.	Yes
TKWR-GWA-8010-Prompt-LC-14		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWA-8010-Prompt-LC-15	Reprompt1	MWRletstryagain	Let's try again,	Yes
TKWR-GWA-8010-Prompt-LC-16		MWRwageamount_retry1	Please tell me the total wages in dollars and cents.	Yes


TKWR-GWA-8010-Prompt-LC-17	Reprompt2	MWRtryonemoretime	Let's try one more time	Yes
TKWR-GWA-8010-Prompt-LC-18		MWRwageamount_retry 2	I need you to tell me the total wages that were paid in dollars and cents.	Yes
TKWR-GWA-8010-Prompt-LC-19	Help1	MWRhelp1_prefix	Here's some help.	Yes
TKWR-GWA-8010-Prompt-LC-20		MWRhelp_wageamount 1	Tell me the wages that were paid last month. Say the amount like this: five hundred twenty seven dollars and sixty five cents.	Yes
TKWR-GWA-8010-Prompt-LC-21		MWRwagetokeyin	If you prefer to key it in, key in the dollars and cents, using the star key as the decimal.	Yes
TKWR-GWA-8010-Prompt-LC-22		MWRwagesayorkeyin	Please say or key in your total wages now.	Yes
Option		Grammar Slot	Action	Confirm
TKWR-GWA-8010-Option-DC-1	<i>Spoken entry</i>	CURRENCY	Go To: SubmitWages TKWR-GWA-8010-Option-NC-1	<i>If necessary</i>
TKWR-GWA-8010-Option-DC-2	<i>Max errors no input/no match</i>		Go to: Exit , condition Max Error Threshold for Max Error Condition is third no input error or third no match error. TKWR-GWA-8010-Option-NC-2	N/A
TWKR-GWA-8010-Option-DC-3	<i>Spoken Entry</i>	<i>Repeat</i>	<i>Repeat initial prompt</i> TWKR-GWA-8010-Option-DC-3	<i>If necessary</i>
Confirmation Prompts				
REQID	Type	Name	Context	Barge in
TKWR-GWA-8010-CPrompt-LC-1	Spoken entry	MWRiheard	I heard	Yes
TKWR-GWA-8010-CPrompt-DD-1		<result>	< ... >	Yes
TKWR-GWA-8010-CPrompt-LC-2		MWRisthatright	Is that right?	Yes
TKWR-GWA-8010-CPrompt-LC-3	2 nd Spoken entry	MWRiheard	I heard	Yes
TKWR-GWA-8010-CPrompt-DD-2		<result>	< ... >	Yes
TKWR-GWA-8010-CPrompt-LC-4		MWRdidihearthatcorrectly	Did I hear that correctly?	Yes
TKWR-GWA-8010-CPrompt-LC-5	Confirmation Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GWA-8010-CPrompt-LC-6		MWRwageamount_correctly	Did I get that amount correct?	Yes
TKWR-GWA-8010-CPrompt-LC-7		MWRsayyesorno	Please say 'yes' or 'no'.	Yes

TKWR-GWA-8010-CPrompt-LC-8	Confirmation Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-GWA-8010-CPrompt-LC-9		MWRhereiswageamount	Here's what I got for wages paid amount	Yes
TKWR-GWA-8010-CPrompt-DD-3		<result>	< ... >	Yes
TKWR-GWA-8010-CPrompt-LC-10		MWRisthatright	Is that right?	Yes
TKWR-GWA-8010-CPrompt-LC-11		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GWA-8010-CPrompt-LC-12		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWA-8010-CPrompt-LC-13	Confirmation Retry 1	MWRerr_yesno_prefix1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-GWA-8010-CPrompt-LC-14		MWRwageamount_correctly	Did I get that amount correct?	Yes
TKWR-GWA-8010-CPrompt-LC-15	Confirmation Retry 2	MWRerr_yesno_prefix2	Sorry, I still couldn't tell if you said 'yes' or 'no'.	Yes
TKWR-GWA-8010-CPrompt-LC-16		MWRhereiswageamount	Here's what I got for wages paid amount	Yes
TKWR-GWA-8010-CPrompt-DD-4		<result>	< ... >	Yes
TKWR-GWA-8010-CPrompt-LC-17		MWRisthatright	Is that right?	Yes
TKWR-GWA-8010-CPrompt-LC-18		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-GWA-8010-CPrompt-LC-19		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-GWA-8010-CPrompt-LC-20	Confirmation Help	MWRhelp1_prefix	Here's some help.	Yes
TKWR-GWA-8010-CPrompt-LC-21		MWRwageamount_conf_help	It is very important that I have the wage amount correct. I heard...	Yes
TKWR-GWA-8010-CPrompt-DD-5		<result>	< ... >	Yes
TKWR-GWA-8010-CPrompt-LC-22		MWRsayyesnohelp	Just say 'yes' if that's right or say 'no' if it's wrong.	Yes
<i>NEXT: follow conditional action above</i>				
Notes				
Skip list		Do not use skip list		
n-best processing		Do not offer alternative from n-best list		

B.3.14 Submit Wages Data (SWD-8020)


DS: SubmitWages				
PREVIOUS: GetWageAmount				
Prompts				
	Condition	Name	Wording	Barge-in
TKWR-SWD-8020-Prompt-LC-1	Initial	MWRsubmitCa ller_b	Hold on while I send the information to the Social Security Administration.	No
TKWR-SWD-8020-Prompt-DD-1		<latency>	<latency music as appropriate>	No
TKWR-SWD-8020-Prompt-LC-2	Success	MWRsuccess	OK, those wages were reported.	No
	Condition	Action		
TKWR-SWD-8020-Condition-DC-1	Successful interaction with SSA	Play Success prompt in this dialog state and Go To: ReportAnother TKWR-SWD-8020-Condition-NC-1		
TKWR-SWD-8020-Condition-DC-2	SSA Negative Response	Go To: NegativeSSAResponse TKWR-SWD-8020-Condition-NC-2		
TKWR-SWD-8020-Condition-DC-3	Failure to post / timeout	Go to: Exit , condition Failure to interact with SSA Host TKWR-SWD-8020-Condition-NC-3		
NEXT: follow action above				

B.3.15 Report Another (RA-8030)

DS: ReportAnother				 Yes/No
PREVIOUS: SubmitWages				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-RA-8030-Prompt-LC-1	Initial	MWRdoanother_initial	Do you want to report wages for another individual? Please say 'yes' or 'no'	Yes
TKWR-RA-8030-Prompt-LC-2	Timeout 1	MWRnsp_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-RA-8030-Prompt-LC-3		MWRdoanother_retry1	Do you want to report wages for another individual?	Yes
TKWR-RA-8030-Prompt-LC-4	Timeout 2	MWRnsp_prefix3	I'm not sure if you said anything.	Yes
TKWR-RA-8030-Prompt-LC-5		MWRdoanother_retry1	Do you want to report wages for another individual?	Yes
TKWR-RA-8030-Prompt-LC-6		MWRsayyesorno	Please say 'yes' or 'no'.	Yes
TKWR-RA-8030-Prompt-LC-7		MWRhelp_explicit	You can also say 'help' for more information.	Yes

TKWR-RA-8030-Prompt-LC-8	Retry 1	MWRerr_prefix1	Sorry, I didn't catch that.	Yes
TKWR-RA-8030-Prompt-LC-9		MWRdoanother_retry1	Do you want to report wages for another individual?	Yes
TKWR-RA-8030-Prompt-LC-10	Retry 2	MWRerr_prefix3	I'm still having trouble understanding.	Yes
TKWR-RA-8030-Prompt-LC-11		MWRdoanother_retry1	Do you want to report wages for another individual?	Yes
TKWR-RA-8030-Prompt-LC-12		MWRsayyesno	Please say 'yes' or 'no'	Yes
TKWR-RA-8030-Prompt-LC-13		MWRhelp_explicit	You can also say 'help' for more information.	Yes
TKWR-RA-8030-Prompt-LC-14	Help1	MWRhelp1_prefix	Here's some help.	Yes
TKWR-RA-8030-Prompt-LC-15		MWRhelp_doanother1	If you wish to report the wages for some else, say yes.	Yes
	Option	Grammar Slot	Action	Confirm
TKWR-RA-8030-Option-DC-1	Yes	CONFIRM	Go To: GetWageEarnerSSN TKWR-RA-8030-Option-NC-1	No
TKWR-RA-8030-Option-DC-2	No	CONFIRM	Go to: Exit , condition Call Complete TKWR-RA-8030-Option-NC-2	No
TKWR-RA-8030-Option-DC-3	Max errors no input/no match		Go to: Exit , condition Max Error Threshold for Max Error Condition is third no input error or third no match error. TKWR-RA-8030-Option-NC-3	N/A
<i>NEXT: follow conditional action above</i>				

B.3.16 Negative SSA Response (NSSAR-8040)

DS: NegativeSSAResponse				
<i>PREVIOUS:</i> SubmitQuery , SubmitWages				
Prompts				
REQID	Condition	Name	Wording	Barge-in
TKWR-NSSAR-8040-Prompt-LC-1	Initial	MWRdatarejected	I'm sorry, we were unable to process your request. Please check your information and try again later.	No
Condition			Action	
All (See note)			Go To: Exit , condition Call Completed TKWR-NSSAR-8040-Condition-NC-1	
<i>NEXT: follow action above</i>				

Note: In future release, go back to appropriate place in call flow to prompt for other information, depending on reason data was rejected.

B.3.17 Exit / Complete Call

DS: Exit				
<i>PREVIOUS: All</i> No responses expected from the caller				
Prompts				
	Condition	Name	Wording	Action
TKWR-ECC-8050-Prompt-LC-1	<i>Failure to interact with SSA Host</i>	MWRssahostfailure	I'm sorry. At this moment, the Social Security Administration's wage reporting system is unavailable. Please try your call at another time. Goodbye.	End Call
TKWR-ECC-8050-Prompt-LC-2	<i>Agent Explicit</i>	MWRagent_explicit_transfer	An agent is not available. If you need help with anything, just say help.	Return to dialog state
TKWR-ECC-8050-Prompt-LC-3	<i>Call Complete</i>	MWRcall_complete	Thanks for calling the SSA monthly wage reporting line. Goodbye.	End Call
TKWR-ECC-8050-Prompt-LC-4	<i>Max Error</i>	MWRmax_error_apology	I'm sorry we're having so much trouble. Please try again later.	End Call
TKWR-ECC-8050-Prompt-LC-5	<i>Too Many Help</i>	MWRmax_error_apology	I'm sorry we're having so much trouble. Please try again later.	End Call
TKWR-ECC-8050-Prompt-LC-6	<i>Closed Greeting</i>	MWRclosed_greeting	I'm sorry, the social security wage reporting service is only available for the first 6 days of the month. Next month, please report wages within the first six days. We apologize for any inconvenience.	End Call
TKWR-ECC-8050-Prompt-LC-7		MWRcall_complete	Thanks for calling the SSA Monthly Wage Reporting line. Good bye.	
TKWR-ECC-8050-Prompt-LC-8	<i>Off Hours Greeting (SSA Status Code 0152)</i>	MWRssaoffhours	I'm sorry you've reached the social security wage reporting service during its off hours. Please try your call, Monday through Saturday between 5:00 am and 11:00 pm eastern time, or between the hours of 7:00 am and 11:00 pm Sunday and holidays.	End Call
TKWR-ECC-8050-Prompt-LC-9		MWRcall_complete	Thanks for calling the SSA Monthly Wage Reporting line. Good bye.	
Option	Grammar	Action	Confirm	Barge-in
none	N/A	N/A	N/A	N/A
<i>END</i>				

Appendix C. Acronyms

ANI	Automatic Number Identification
DNIS	Dialed Number Identification Service
DTMF	Dual Tone Multi-Frequency (Touch Tone)
GMT	Greenwich Mean Time
IASA	Internet Application Services Architecture (Verizon Business system for order entry and billing)
ID	Identifier
NGSN	Next Generation Service Node
QA	Quality Assurance
SDD	Service Design Document
SOAP	Simple Object Access Protocol
SSA	Social Security Administration
TBD	To Be Determined
TKWR	Telephone Knowledge Based Wage Reporting
TNRS	Telephone Name Recognition Service
TnT	Takeback and Transfer
TTS	Text To Speech
URL	Universal Resource Locator
WSDL	Web Service Description Language

Social Security Administration

User Interface Specification
Last Saved: December 8, 2008

Replacement 1099/1042s TNRS

3.10



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Document History

<i>Date</i>	<i>Spec</i>	<i>Summary of Changes</i>	<i>Revised by</i>
08/09/2007	1.0	Initial version. Skeleton Spec: The tables are complete, but there is not yet text for retry, timeout, and help prompts.	Daniel Engelberg, Jenny DeGroot (Nuance)
		Document history continues on next page	
08/17/2007	1.1	<p>Updates based on 08/13/2007 review meeting. Changes highlighted in yellow.</p> <ul style="list-style-type: none"> In all tables that are based on a table in another spec, added the name of the origin spec. Globally, removed many references in Module Settings (last section of table), as these were copied from previous specs and often did not apply to current context. Globally, filled in vocabulary and dtmf keys in options. Globally, updated all "Entering From" links. In 7020, during the rest of the year, changed link to go to 7038-FT-NewAddressYN-DM In 7025, corrected typo in name of Prompt-1, and added Developer note explaining relation of this table to 7035-FT-NowWhatYN-DM In 7026, corrected prompt names In 7030, clarified purpose of DM in internal note, fixed "Entering from" (now 7038-FT-NewAddressYN-DM), and added Developer note explaining relation of this table to 7035-FT-NowWhatYN-DM In 7035, "Replacement" option, changed so goes to 7036-FT-WhichYear-DM (new DM). Added new DM, 7036-FT-WhichYear-DM, to disambiguate the year of the replacement 1099. In 7037, changed "Yes" action to go to 7070-FT-Need2Ask-Msg; updated attestation wording with privacy/paperwork text, and added in secondary prompts. In 7038, corrected "Entering from" as 7020-FT-CurrentDate-BC, corrected Initial prompt to say "Social Security" in full, and added in secondary prompts. The "No" condition now has an exit prompt and goes to 7030-FT-NotJanuary-Msg. In 7070, adjusted Prompt-1 wording to say "several" questions. In 7080, adjusted name collection parameter to collect first name first and then last name. In 7090, adjusted Failure condition to go to 7095-FT-DOB-DM. In 7115, added additional conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7125, added reference to corresponding return code. In 7150, changed Prompt-1 to say that we're starting with the FIRST name. In 7165, added/changed prompt names for HighConf conditions. In 7195, added/changed prompt names for "Yes" option. Created new DMs 7121, 7122, and 7123 (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7125, added "Auth" to the DM title, changed prompt wording, and added developer note. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7130, added "Auth" to the DM title, changed prompt wording, and added developer note. (Results of Aug 1 meeting with L. Moore 	Daniel Engelberg

		<p>and email from C. Walton.)</p> <ul style="list-style-type: none"> In 7230, modified Initial prompt for clearer wording and added secondary prompts. In 7235, added secondary prompts and option vocabulary. In 7240, changed prompts to read "...deceased person's..." and corrected prompt names. In 7255, added return codes to OffSeason and other conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.). In 7260, corrected prompt terminology to read "replacement 1099". In 7265, added exit prompt for "No" option. In 7270, added secondary prompts and exit prompt for "Main Menu" option. In 7275, added additional conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7280, corrected prompt terminology to read "replacement 1099", and corrected condition name. In 7285, added Retry and ExitSuccess prompts. In 7290, added Retry and ExitSuccess prompts. In 7300, clarified Initial prompt wording and added secondary prompts. Created new DMs 7301, 7302, 7303, 7304 (Results of Aug 1 meeting with L. Moore and email from C. Walton.). In 7310, added prompt wording and developer note. (Results of Aug 16 meeting with L. Moore and email from C. Walton.) After 7310, deleted note that referred to N8NN spec for return codes 151, 152, and others. These are handled in the new DMs within this spec. (Results of Aug 16 meeting with L. Moore and email from C. Walton.) Throughout: Added Developer Notes about all parameter values that are shown here, stating that developer should validate these values against the parameters that are in currently deployed code. 	
08/20/2007	1.2	<p>Made updates based on SSA email of Aug 17, 2007, highlighted green.</p> <p>7025: Changed wording to "replacement 1099" in four places throughout the DM.</p> <p>7030: Changed prompt 7030-FT-NotJanuary-Prompt-4 wording to "replacement 1099".</p> <p>7035: Changed wording to "replacement 1099"</p> <p>7036: Changed wording to "replacement 1099" in Help and Success-1-b prompts.</p> <p>7070: Changed wording to "replacement 1099"</p> <p>7230: Changed wording to "replacement 1099" throughout the DM.</p> <p>7235: Changed wording to "replacement 1099" throughout the DM.</p> <p>7260: Changed wording to remove the phrase "the form".</p> <p>7280: Changed wording to remove the phrase "the form". Fixed typo in prompt number and Req ID number.</p> <p>7305: Changed wording to "replacement 1099" in four places throughout the DM.</p>	J. DeGroot
08/23/2007	1.3	<p>Changes based on client comments. Changes highlighted in blue.</p> <ul style="list-style-type: none"> 7255 & 7275 Success condition: added (ie "<statusCode> = 0000") 7255, 7275 & 7301: Removed references to "cannot match" and eliminated CannotMatch message table. 7255 & 7275: Removed Account Blocked condition 7304: Removed table 	Daniel Engelberg

08/28/2007	1.4	<p>Changes based on client comments. Changes highlighted in yellow.</p> <ul style="list-style-type: none"> • Removed all highlighting carried over from previous versions. • Removed 7301 and 7304 tables that were struck out in previous version. • 7035: Added "replacement 1099" option; added note explaining behavior with respect to 7025 and 7030; changed module type to Custom Context; added "Main menu" option • 7095: Corrected error -- 7095-FT-DOB-Option-Date should have no action other than confirmation. • 7115: Added "return code = 0000" to Success condition 	Daniel Engelberg
8/30/2007	1.5	<p>Internal Nuance release. Changes based on client comments. Changes highlighted in blue.</p> <p>7025:</p> <ul style="list-style-type: none"> • Added conditions for playing CPR when the person is calling during Dec 15-31. • Changed the words "statements" and "form 1099" to "SSA 1099" in prompts. <p>7030: Changed the words "statements" and "form 1099" to "SSA 1099" in prompts.</p> <p>7036-FT-WhichYear-DM:</p> <ul style="list-style-type: none"> • Added conditions and actions for cases when caller requests current year and year minus one, in December 15-31 vs. January 1-31 of blackout period, and for invalid requests for future years. • Added conditions for playing CPR when person is calling during Dec 15-31 vs. Jan 1-31 in Success-1 prompt sequence. • Added confirmation prompts. <p>7037: Added pronunciation note for OMB number in the prompt.</p> <p>7038:</p> <ul style="list-style-type: none"> • Removed reference to Name confirmation (typo in description field). • Removed erroneous "entering from 7037." <p>7280: Added prompt names for the concatenated phrases in the prompt.</p> <p>7305: Changed the words "statements" and "form 1099" to "SSA 1099" in prompts.</p>	Jenny DeGroot
09/04/2007	1.6	<p>(In addition to the changes listed below, see the v1.5 list above.)</p> <p>Changes highlighted in green.</p> <ul style="list-style-type: none"> • Changed authentication sequence. <ul style="list-style-type: none"> ○ Was SSN – First Name – Last Name – Alt Name – DOB ○ Is now SSN – DOB – First Name – Last Name – Alt Name • Changed name collection approach from method used in KBA spec to method used in TPPW spec. See below for details. Functionally the approaches are almost identical, with the exception that now we confirm first name as soon as we collect it, rather than waiting to confirm first name and last name together. The main improvement is the simplification of the spec through reduction in the number of DMs; in addition the approach is more linear and no longer uses subroutines. • Globally, added dtmf options in Retry2, Timeout2 and Help prompts when missing. (Added in Retry1 in cases where there was no Retry2.) • Removed 7080, 7090, 7150, 7180, 7185, 7205 • Changed numbering to retain sequential order following change in call-flow sequence: <ul style="list-style-type: none"> ○ 7070 changed to 7055 ○ 7075 changed to 7060 ○ 7095 changed to 7065 ○ 7200 changed to 7085 ○ 7085 changed to 7090 	Daniel Engelberg

		<ul style="list-style-type: none"> • 7035: Added dtmf in secondary prompts • 7038: Clarified exit prompt reference in 7038-FT-NewAddressYN-Option-No • 7060: Added dtmf in secondary prompts; Changed 7060-FT-GetSSN-ConfOption-Yes to go to 7065 (DOB) • 7065: Changed "yes" option to go to 7075; Added dtmf in secondary prompts; clarified exit prompt references in Yes option • 7075: New DM combining previous 7165, 7170 and 7190 • 7080: New DM combining previous 7155, 7160 and 7195 • 7085: Deleted "with your name" from prompt-1 to make this DM more generic, as it is called by other parts of the spec. Updated "Entering from"; changed action to go to 6210. • 7090: Added dtmf to secondary prompts; Added exit prompts; updated go tos in Yes (to 7092) and No (to 7110) options • 7092: New DM (previously distributed across 7155, 7160 and 7195) • 7240: Added dtmf to secondary prompts. Corrected wording of Confirmation prompts to refer to the deceased person's SSN, not "your" SSN. • 7265: Added dtmf to secondary prompts; clarified exit prompt reference in No option. Corrected Goto statement for Timeout. • 7270: Added dtmf to secondary prompts; clarified exit prompt reference in Main Menu option. Removed erroneous "entering from 7035". • 7285: Added dtmf to secondary prompts • 7290: Added dtmf to secondary prompts • Throughout: Standardized the prompt names of Exit and Success prompts, so they are consistently named "...Success..." • 6210: Added DMs to "Entering from" section. 	
09/04/2007	1.6.1	<p>Changes highlighted in green.</p> <ul style="list-style-type: none"> • 7025: Split up Prompt-4 into Prompts 4 and 5, and added CPR to play the year instead of saying "January of next year." The previously existing Prompt-5 was renamed Prompt-6. 	J. DeGroot
09/12/2007	1.6.2	Removed Global Defaults from retry 1 and 2 prompts	Sean Stallings/VZB
09/19/2007	1.6.3	Added Message Numbers	Sean Stallings/VZB
09/21/2007	1.6.4	Made corrections to 7025	Sean Stallings/VZB
09/27/2007	1.6.5	<p>Changed 6210 to 6211</p> <p>Changed 6220 to 6221</p>	Sean Stallings/VZB
09/28/2007	1.6.6	<p>Added changes as recommended by Nuance</p> <p>Changes highlighted in yellow. S. Stallings' updates are still shown with changes tracked. All other previous changes have been accepted and previous highlighting removed.</p> <p>Added new section, Privacy, in Chapter 1, for clarification purposes.</p> <p>7036-FT-WhichYear-DM: Changed DM type to Custom Context.</p> <p>7037-FT-AttestationYN-DM: Now goes to the new module DM 7039. instead of 7055.</p> <p>DM 7039: New DM added.</p> <p>7040-FT-PingUnavailableMM-DM: New DM added.</p> <p>7045: Added "entering from" new module 7039.</p>	Sean Stallings/VZB

		: Changed DM type to Custom Context. 7121-FT-AuthSystemProblems-Msg: Added "entering from" DM 7039 7122-FT-AuthSystemUnavailable-Msg: Added "entering from DM 7039 7235-FT-ForDeceasedYN-DM: Changed DM type to Custom Context. 7285-FT-ValidateDeceasedRepeatYN-DM: Changed DM type to YesNo. 7300-FT-ValidateNoRelationshipMatch-DM: Added confirmation	
10/25/2007	1.6.7	Added message 82140 to 7040 Added message 86185 to 7080 and 7192	Sean Stallings/VZB
11/01/2007	1.6.8	Changed msg. 82140 to 85140	Sean Stallings/VZB
11/20/2007	1.6.9	Updated DM7260. Broke msg 82107 into messages 82131, 82132, 82133, 82134 Updated Msg. 82050 in DM7075 Updated Msg. 82063 in DM7080 Updated Msg. 82076 in DM7092 Fixed broken hyperlink for 7039-FT-Ping-DB Updated DM 7036-changed input field for Success Prompt 3 Updated DM 7075, removed retry 1, renamed retry 2 retry 1 Updated DM 7080, removed retry 1, renamed retry 2 retry 1 Updated DM 7092, removed retry 1, renamed retry 2 retry 1 Updated DM 7020, Removed msg. 82006 Updated DM 7030, Removed msg. 82010 Updated DM 7035, Added msg. 82006, 82010 Updated DM 7305, Removed msg. 82127	Sean Stallings/VZB
11/21/2007	1.7.0	Changed msg. 86185 to 82175	Sean Stallings/VZB
11/29/2007	1.7.1	Updated DM 7060, DM7240; Removed module note disabling DTMF in the confirmation.	Sean Stallings/VZB
01/04/2008	1.7.2	Updated Chapter 1 to clarify that all global default behavior found in N8NN is still valid for 1099. DM 7290- Updated developer notes. DM 7037 – replaced '#' with the word 'number' for message 82025.	Sean Stallings/VZB
01/04/2008	1.7.3	DM 6226-Corrected typo, message 120401 changed to 12041.	Sean Stallings/VZB
01/23/2008	1.7.4	Updated DM 7075, 7080 and 7092. Added msg. 50348, removed global defaults from Respell1 and 2.	Sean Stallings/VZB
03/03/2008	1.7.5	Added Privacy statement to Introduction Updated DM 7060, 7065, 7075, 7080, 7092; Added notes regarding confidentiality flag to module notes. Added module 7045 Added module 7059 Added module 7064 Added module 7079 Added module 7089	Sean Stallings/VZB
03/06/2008	1.7.6	Corrected hyperlink errors in document history Corrected typo in module 7064 DoB Check Condition Corrected broken hyperlinks in DM 6211	Sean Stallings/VZB
03/10/2008	1.7.7	Updated 7045, 7059, 7064, 7070, 7079, 7089; Corrected reporting for "if else" conditions.	Sean Stallings/VZB

03/13/2008	1.7.8	Updated DM 7035; removed 2 second silence, updated wording for message 82010. Removed message 82011. Updated DM 7075, 7080 and 7092; On 2 nd no in confirmation callers will hear Retry 2 prompt. Updated msg. 82131; removed "Ok" from prompt.	Sean Stallings/VZB
04/01/2008	1.7.9	Updated Reporting Strings for Last Name, First Name, Alt Name	Sean Stallings/VZB
04/01/2008	1.8	Added message numbers 82131 and 82132 to 7055 Clarified wording for 7045 Check Null Condition	Sean Stallings/VZB
04/11/2008	1.81	In order to assure that re-use items are properly reported, in Check Null Condition, if TVDC items to collect = 0, the call must then route to the next Check Condition Module.	Sean Stallings/VZB
04/17/2008	1.82	Updated Module 7037 Added "Barge in" column to the prompt table, barge in is set to "false" for initial prompt, "true" for all others. Broke message 82025 into two separate messages, 82025 and 86238. Updated Module 7265 Silence is reduced from two seconds to one second. Updated Module 7285 Silence is reduced from two seconds to one second Updated all [1 sec silence] message numbers to 1000, instead of 10000 Removed incorrect spaces from the reporting strings	Sean Stallings/VZB Becky Stallings, VzB
05/06/2008	1.83	Updated Module 7036, added conditional logic for callers being routed to 7037 Updated Module 7037, added entry to 'go to' field, if callers exit this module Attestation Flag should be set to 1.	Sean Stallings/VZB
05/09/2008	1.84	Updated module 7055. Changed message number 82131 to 82135, and message number 82132 to 82136.	Sean Stallings/VZB
05/23/2008	1.85	Removed the barge-in settings for the Success prompts for DM7037. The recognizer is no longer listening for a response, so barge-in is not applicable at this point. Highlighted Barge-in changes in pink.	Becky Stallings, VzB
06/24/2008	1.86	Corrected reporting string for module 7064-FT-DoB Check Condition, replaced 'SSA' with 'DoB'	Sean Stallings/VZB
09/04/2008	3.0	Updated Module 7065, removed Note To Talent in the initial 1 prompt. Updated module 7035, fixed typo in message 82010. BBN Findings Update 1) Updated module 7037; updated wording for retry 2, message 82027 2) Updated module 7038, updated wording for retry 2, message 82033 3) Updated module 7090, updated wording for retry 2, message 82069 4) Updated module 7235, updated wording for retry 2, message 82094. 5) Updated module 7075, 7080, 7092, updated wording for confirmation retry 2, message 82055 6) Highlighted all BBN updates in Green	Sean Stallings/VZB
09/11/2008	3.01	Updated module 7235; corrected wording for message 82094, now more closely resembles original – for BBN Findings Update.	Sean Stallings/VZB
09/18/2008	3.02	Merged 1099_v2.4_TNRS with 1099_TVDC_v3.01. Broke Module 7075 GetFirstName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 7080 GetLastName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 7092 GetAltName into A and B sections, Say and Spell and Spell Only – for TNRS effort Added Module 7095 PostSSN-DB – for TNRS effort	Sean Stallings/VZB

		<p>Added REQ ID's to modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B – for TNRS effort.</p> <p>Added explanatory note to top of modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B – for TNRS effort.</p> <p>Updated modules 7025 and 7065, removed 'note to talent' from initial prompt – this resolves ticket 22253.</p> <p>Updated Module 7095, corrected hyperlink error in 'entering from field' – this resolves ticket 22262.</p> <p>Updated module 7092B, corrected message name for confirmation apology prompt – this resolves ticket 22310.</p> <p>Updated module 7092B, removed [global default] tag from retry 1/timeout 1. Because wording for this is contained in the message itself, the apology was playing twice – this resolves ticket 22337.</p> <p>TNRS changes highlighted in Yellow</p> <p>Verizon Business proprietary statement added to title page and page footers.</p> <p>Updated module 7092B, removed [global default] tag from retry 1/timeout 1. Because wording for this is contained in the message itself, the apology was playing twice – this resolves ticket 22337.</p>	
09/30/2008	3.03	<p>Updated module 7035; added message 82011 to play after initial 1 – this resolves ticket 22404.</p> <p>Updated module 6226; updated wording so that it matches what is playing in N8NN Main Menu – this resolves ticket 22403.</p>	Sean Stallings/VZB
10/13/2008	3.04	<p>Updated Chapter 1; added Timeouts and Retries section. This section explains how timeouts and retries are handled. This is more coherent than the previous system of only using module notes – this resolves ticket 22420.</p> <p>Updated input parameters for modules 7039, 7115 and 7225.</p> <p>Removed Max Timeout/Retry entry from 'Module Settings' section of modules 7035, 7036, 7037, 7038, 7060, 7230, 7235, 7240, 7300 – this resolves ticket 22420.</p> <p>Agent Transfer: Agent Transfer is actually being done in main menu. UI has been updated to correctly document this.</p> <ol style="list-style-type: none"> 1) Updated module 6200, now shows that callers route back to Main Menu for Max Timeout/Retries and Agent Transfer. 2) Removed modules 6203, 6206, 6221, 6223, 6226. These modules are duplicates of what is already documented in Main Menu. 3) Updated modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B, 7302, 7303; 7310, these modules no longer route to module 6211, they now route to module 6200 on the Max Timeouts/ Retries condition. 4) Updated modules 7035, 7036, 7038, 7125, 7130, 7235, 7265, 7270, 7285, 7290, these modules no longer route to module 6221, they now route to module 6200 on the Agent Request condition. 	Sean Stallings/VZB
10/15/2008	3.04	<p>Removed double HC 4.0 descriptions from DM 7255 and added the FUNC parameter.</p> <p>Updated DM 7039 to reflect the HC 4.0 format per the HCID.</p> <p>Updated DM 6200 Agent Transfer with the 'as built' destination DM of 1201 in the N8NN Main Menu.</p> <p>Updated module 7235; added correct wording for retry 2, message 82094. Now has correct per BBN Findings effort – this resolves ticket 22431.</p>	Kim Rothlis/VzB

10/20/2008	3.05	Updated Table of Contents	Sean Stallings/VZB
10/29/2008	3.06	<p>Updated module 7075A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7075B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7080A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7080B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7092A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7092B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7095; consolidated all 'max retry' and 'no on confirmation' conditionals, since conditions are no longer in use. Conditions now only reference first, last and alt name. Added REQID's to modules 7045, 7055, 7059, 7064, 7070, 7079, 7089, 7095, and 6200. Renamed 'name' column as 'REQID' in all modules that did not already have a REQID column. Removed 'name' column from modules that had both. Renamed 'option' column as 'REQID' in all modules that did not already have a REQID column. Removed 'option' column from modules that had both.</p> <p>Updated module 7035, max retry is now documented to follow the same logic as max timeout – this resolves ticket 22439. Updated module 7300, added message number to confirmation prompt, now numbered 82135.</p> <p>Updated module 7065, renumbered message number 50209 to 51309. The wording remains the same, but 51309 is specific to this application. Added notation to DialogModule Notes stating that for confirmation we will play the timeout 1 message for the timeout 2 condition. We also play the retry 1 message for the retry 2 condition. This is only for the Confirmation prompting – this resolves tickets 22448 and 22449.</p>	Sean Stallings/VZB
11/04/2008	3.07	Updated module 7095, added parameters for reporting associated app ID.	Sean Stallings/VZB
11/06/2008	3.08	Updated modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B. Corrected REQID columns to show the current requirement ID's being used by SSA.	Sean Stallings/VZB
11/20/2008	3.09	<p>Updated modules 7302, 7303 and 7310. These modules now route to Module 6211 – this resolves tickets 22474, 22473, and 22472.</p> <p>Updated module 6200; 'Entering From' now correctly shows all modules the that route to 6200. 'Agent Request' condition now routes to N8NN Main Menu, module 1220 NeedsAgentCheckAvailable.</p> <p>Updated module 7036, Success 3a and 3b prompts are now listed as 'Initial 2'. These will play when the caller re-enters the module.</p> <p>Updated modules 7075A and 7075B, corrected cut and paste error in confirmation section. On max timeout/ retry callers should route to module 7085. Corrected typo in confirmation apology prompt. Removed Confirmation Apology to avoid double apology.</p>	Sean Stallings/VZB

		Updated modules 7080A and 7080B, corrected cut and paste error in confirmation section. On max timeout/ retry callers should route to module 7085. Removed Confirmation Apology to avoid double apology. Updated modules 7092A and 7092B, corrected cut and paste error in confirmation section. On max timeout/ retry callers should route to module 7085. Removed Confirmation Apology to avoid double apology. Updated module 7085, added module 7075A, 7075B, 7080A, 7080B, 7092A, 7092B to 'Entering From' field. Updated module 6211, added additional clarification to module explanation. Note now states that callers will also come to 6211 for Agent assistance.	
12/08/2008	3.10	Updated module 7036, updated requirement ID's for Initial 2 prompts – this resolves ticket – 22481.	Sean Stallings/VZB

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Chapter 1: Introduction

This document is one part of a set of documents that describe the user interface for the Social Security Administration (SSA) N8NN SARA 2 application. This document describes only the interaction for ordering a replacement 1099/1042s form. The call flow has passed through Call Steering (in the N8NN application) before getting to this section.

Privacy

The following information is considered confidential; **SSN, First Name, Last Name, Other Last Name** (as it appears on their Social Security card), and **Date of Birth**. The confidential flag should be set to true for all dialog modules collecting this information from the caller.

Timeouts and Retries

Retry prompts are specified in the DialogModule tables, and they are preceded by the appropriate apology prompt.

retry 1	upon rejection of speech	apology_re1	I'm sorry, I didn't understand you.
	upon confirmation	apology_re1_	My mistake.
retry 2	upon rejection of speech	apology_re2	I'm sorry, I still didn't understand you.
	upon confirmation	apology_re2_	My mistake again.

Note that Timeout prefixes for the *collection* phase (rejection of speech) are included as part of the Timeout prompts in each DM, whereas Timeout prefixes for the *confirmation* phase are usually not specified in the DM tables.

Unless otherwise noted in the module, maximum timeouts and retries are set to two, for both regular and confirmation prompting. When a caller reaches Max Timeout or Max Retry, the call flow should go to [6200-GiveUpSendSomewhere-BC](#).

Developer Notes

The following notes apply throughout this document.

1. For all recognition modules in this spec, the return string for coding is the string that follows the last dash in the Option name.

For example (from DM 7035):

Option (shown in the DM tables in this spec)	Return string (specified in the grammar)
7035-FT-NowWhatYN-Option-Repeat	Repeat
7035-FT-NowWhatYN-Option-Replacement1099	Replacement1099
7035-FT-NowWhatYN-Option-MainMenu	MainMenu
7035-FT-NowWhatYN-Option-Agent	Agent

2. For each DM that contains a Help prompt in this spec, the grammar will provide a “help” return string. When **help** is returned, the app should play the DM-specific Help prompt and wait for a response.

Speech Science note: For the “Help” option, the grammar should include the phrase “more information.” The grammar should not include the word “help” itself because it can often be a false attractor.

3. On 3rd timeout or retry, the DM can be considered to have failed.

Default behavior in this case is specified in DM 1130-GiveUpSendSomewhere-Check of the N8NN spec. All SARA1 and SARA2 behavior downstream of N8NN’s speak-freely menu is considered as part of that app, and all of its defaults apply to the downstream apps, unless otherwise specified.


4. All other default behavior acts as specified in N8NN Main.

Chapter 2: Detailed Dialog Specification


2.1 Call-Flow Tables

Eligibility check

7020-FT-CurrentDate-BC

Branch on Condition		
(Based on 1100 Main Menu from N8NN spec) Caller needs info on tax form 1099. What we say depends on the date.		
Entering from		
Main Menu, 7035-FT-NowWhat-DM, 7265-FT-ValidateSelfRepeatYN-DM, 7270-FT-ValidateSelfAnythingElse-DM, 7285-FT-ValidateDeceasedRepeatYN-DM, 7290-FT-ValidateDeceasedAnythingElse-DM		
Req ID	Condition	Action
7020-FT-CurrentDate-Condition-January	IF current date is between December 15 and January 31	Go to: 7025-FT-January-Msg
7020-FT-CurrentDate-Condition-Other	Else (the rest of the year)	Go to: 7038-FT-NewAddressYN-DM
Event logging		

7025-FT-January-Msg

Play Prompt		
(Based on 1342_Form1099InfoJanuary_Msg from N8NN spec) Caller receives the January message.		
Entering from		
7020-FT-CurrentDate-BC		
Prompts Message Number	REQID	Wording
82001	7025-FT-January-Prompt-1	Social Security beneficiaries will receive SSA 1099's in the mail by the end of January showing benefits they received in ...
	If current date is Dec 15-31	[current year]
	ELSE if current date is Jan 1-31	[current year minus one]
1000	silence_1000	[1 sec silence]
82002	7025-FT-January-Prompt-2	You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. If you do not receive your SSA 1099 by February first, call back after February first to request a replacement 1099. Replacement 1099's for ...


	If current date is Dec 15-31	[current year]
	ELSE if current date is Jan 1-31	[current year minus one]
82003	7025-FT-January-Prompt-3	... will not be available until that date, even from an agent, and statements for ...
	If current date is Dec 15-31	[current year plus one]
	ELSE if current date is Jan 1-31	[current year]
82004	7025-FT-January-Prompt-4	... will not be available until January of...
	If current date is Dec 15-31	[current year plus two]
	ELSE if current date is Jan 1-31	[current year plus one]
	silence_500	[500 msec silence]
82005	7025-FT-January-Prompt-5	If you need a replacement 1099 for tax year ...
	If current date is Dec 15-31	[current year minus one]
	ELSE if current date is Jan 1-31	[current year minus two]
Req ID	Condition	Action
7025-FT-January-Condition-Always	Always	Go to: 7035-FT-NowWhat-DM
Event logging		
Developer notes		
NO Barge-in		

7026-FT-Year-CPR


Prompts Message Number	REQID	Wording
13426	7026-FT-Year-Prompt-Year2004	two thousand four
13427	7026-FT-Year-Prompt-Year2005	two thousand five
13428	7026-FT-Year-Prompt-Year2006	two thousand six
13429	7026-FT-Year-Prompt-Year2007	two thousand seven
13430	7026-FT-Year-Prompt-Year2008	two thousand eight
13431	7026-FT-Year-Prompt-Year2009	two thousand nine

13432	7026-FT-Year-Prompt-Year2010	twenty ten
13433	7026-FT-Year-Prompt-Year2011	twenty eleven
13434	7026-FT-Year-Prompt-Year2012	twenty twelve
13435	7026-FT-Year-Prompt-Year2013	twenty thirteen
13436	7026-FT-Year-Prompt-Year2014	twenty fourteen

7030-FT-NotJanuary-Msg


		Play Prompt
(Based on 1344_Form1099InfoNotJanuary_Msg from N8NN spec)		
Caller receives the message for the remainder of the year (not January), if hasn't had an unreported change of address.		
Entering from		
7038-FT-NewAddressYN-DM		
Prompts		
Message Number	REQID	Wording
82007	7030-FT-NotJanuary-Prompt-1	Social Security beneficiaries should have received SSA 1099's in the mail in January showing benefits they received in ...
	CPR	[current year minus one]
1000	silence_1000	[1 sec silence]
82008	7030-FT-NotJanuary-Prompt-2	You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. SSA 1099's for this year, ...
500	silence_500	[500 msec silence]
	CPR	[current year]
250	silence_250	[250 msec silence]
82009	7030-FT-NotJanuary-Prompt-3	... will not be available until January of next year. If you did not receive your SSA 1099 for tax year ...
	CPR	[current year minus one]
Req ID	Condition	Action
7030-FT-NotJanuary-Condition-Always	Always	Go to: 7035-FT-NowWhat-DM
Event logging		
Developer notes		
NO Barge-in		

7035-FT-NowWhat-DM

Custom Context DialogModule™				
(Based on 1350-Form1099NowWhat-DM from N8NN spec) Caller got 1099 information. Ask what next.				
Entering from				
7025-FT-January-Msg, 7030-FT-NotJanuary-Msg, 7305-FT-ValidateOffSeason-Msg				
Prompts				
Message Number	REQID	Condition	Wording	
82006	7035-FT-NowWhatYN-Prompt-Initial-1	IF entering from 7025-FT-January-Msg	... or earlier, you can say Replacement 1099.	
82011	7035-FT-NowWhatYN-Prompt-Initial-2	OR 7305-FT-ValidateOffSeason-Msg	To hear that information again, say "Repeat that". Otherwise, you can say "Replacement 1099". Or for a different request, say "Main menu".	
82010	7035-FT-NowWhatYN-Prompt-Initial-3	ELSE if entering from 7030-FT-NotJanuary-Msg	... or if you need a replacement 1099 for that year or any previous year, you can say Replacement 1099. To hear that information again, say Repeat that. Or for a different request say Main Menu .	
82012	7035-FT-NowWhatYN-Prompt-Retry1		[Global Default] To hear the information again, say "Repeat that" or press 1. Otherwise you can say "Replacement 1099" or press 2 or you can say "Main menu" or press 3.	
82013	7035-FT-NowWhatYN-Prompt-Success-1	Exit on Replacement option	Ok, ordering a replacement ten ninety nine.	
12101	7035-FT-NowWhatYN-Prompt-Success-2	Exit on max timeout or retry	Thank you for calling Social Security. Goodbye.	
REQID	Vocabulary	DTMF	Action	Confirm.
7035-FT-NowWhatYN-Option-Repeat	Repeat [that]	1	Play 7030-FT-NotJanuary-Prompt-1 OR 7025-FT-January-Prompt-1, depending on the date of the call.	Never
7035-FT-NowWhatYN-Option-Replacement1099	-[I] need [a] replacement [ten ninety nine] [statement] [for a ten ninety nine] [please]	2	Play 7035-FT-NowWhatYN-Prompt-Success-1 Go to: 7036-FT-WhichYear-DM	Never
7035-FT-NowWhatYN-Option-MainMenu	Main menu	3	Go to: (Main menu)	Never
7035-FT-NowWhatYN-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	Never
7035-FT-NowWhatYN-Option-Retry	—	—	Play 7035-FT-NowWhatYN-Prompt-Success-2 And then hang up	—
7035-FT-NowWhatYN-Option-Timeout	—	—	Play 7035-FT-NowWhatYN-Prompt-Success-2 And then hang up	—
DialogModule parameters				
Parameter	Value			
7035-FT-NowWhatYN-Parameter				
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms			

timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms
bargein (formerly noted as allowing_barge_in)	True
maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0
Event logging	
Developer notes	
The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.	

7036-FT-WhichYear-DM


Custom Context 			
Ask which year for replacement 1099			
Entering from			
7035-FT-NowWhat-DM			
Prompts			
Msg. Number	REQID	Condition	Wording
82014	7036-FT-WhichYear-Prompt-Initial-1	Initial 1	Which tax year would you like?
82022	7036-FT-WhichYear-Prompt-Initial-2-a	Initial 2 (played only on re-entry)	I'm sorry, forms have not yet been issued for...
	(CPR)		[Year Requested]
82023	7036-FT-WhichYear-Prompt-Initial-2-b		Please say another year. Or if you're finished, you can just hang up.
82015	7036-FT-WhichYear-Prompt-Retry1		[Global Default] Please say the tax year for the replacement 1099, or enter it on your keypad.
82016	7036-FT-WhichYear-Prompt-Retry2		[Global Default] Try entering the four-digit year on your telephone keypad.
82017	7036-FT-WhichYear-Prompt-Timeout1		Sorry, I didn't hear anything. Please say or enter the year of the replacement 1099.
82018	7036-FT-WhichYear-Prompt-Timeout2		I'm sorry, but I still didn't hear anything. Please say or enter the year that you want.
82019	7036-FT-WhichYear-Prompt-Help		I need the year of the replacement 1099 that you'd like to order. Please say the year, for example, "two thousand six" or enter it on your keypad, for example by pressing 2, zero, zero 6. So, what year do you need?

82020	7036-FT-WhichYear-Prompt-Success-	Caller says <year minus one> during blackout period Jan 1-31	I'm sorry, replacement 1099s for...
	If current date is Dec 15-31 CPR	OR	[current year]
	ELSE if current date is Jan 1-31 CPR	Caller says <current year> during blackout period Dec 15-31.	[year minus one]
82021	7036-FT-WhichYear-Prompt-Success-1-b		...aren't yet available. They will be sent by mail by the end of January.
00121	7036-FT-WhichYear-Prompt-Success-2	Caller says Yes for <year minus one> during rest of year	Ok.

REQID	Vocabulary	DTMF	Condition	Action	Confirm.
7036-FT-WhichYear-Option-YearMinusOneBlackoutJan	<year minus one>	<...>	If during blackout period AND during Jan 1-31	Play Success-1 prompts Go to: 7270-FT-ValidateSelfAnythingElse-DM	If necessary
7036-FT-WhichYear-Option-YearMinusOneBlackoutDec		<...>	Else if during blackout period AND during Dec 15-31	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	If necessary
7036-FT-WhichYear-Option-YearMinusOne		<...>	Else (not blackout period) and Attestation Flag = 0	Play Success-2 prompt Go to: 7037-FT-AttestationYN-DM	If necessary
	<...>	Else (not blackout period) and Attestation Flag = 1	Play Success-2 prompt Go to: 7039-FT-Ping-DB		
7036-FT-WhichYear-Option-CurrentYearBlackoutDec	<current year>	<...>	Else If during blackout period AND during Dec 15-31	Play Success-1 prompts Go to: 7270-FT-ValidateSelfAnythingElse-DM	If necessary
7036-FT-WhichYear-Option-CurrentYear		<...>	Else i.e., not during blackout period OR (during blackout AND during Jan 1-31)	Re-enter DM Play Initial 2	If necessary
7036-FT-WhichYear-Option-YearMinusTwo	<year minus two or earlier>	<...>	Always	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	If necessary
7036-FT-WhichYear-Option-YearPlusOne	<year plus one or later>	<...>	Always	Re-enter DM Play Initial 2	If necessary


Confirmation prompts			
Message Number	REQID	Wording	Result
82024	7036-FT-WhichYear-ConfPrompt-1	I heard:	
	<Date>	CPR	2006
00119	7036-FT-WhichYear-ConfPrompt-2	Is that correct?	I heard: <2006>. Is that correct?
Module Settings			

7037-FT-AttestationYN-DM

				YesNo	
(Based on 1040-ConfirmName-YN from KBA spec)					
Confirm name collection					
Entering from					
7036-FT-WhichYear-DM					
Prompts					
Message Number	REQID	Condition	Wording	Barge-in	
82025	7037-FT-AttestationYN-Prompt-Initial-1		Social Security is allowed to collect the following information under section 205 of the Social Security Act and under OMB number zero nine six zero, zero five nine six.". This information collection meets the requirements of the Paperwork Reduction Act of 1995. Please note that any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both.	NO	
86238	7037-FT-AttestationYN-Prompt-Initial-2		Do you understand and agree to these terms?	Yes	
82026	7037-FT-AttestationYN-Prompt-Retry1		[Global Default] Do you understand and agree to these terms? Please say YES or NO.	Yes	
82027	7037-FT-AttestationYN-Prompt-Retry2		[Global Default] Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. If you understand and agree to these terms, press one. Otherwise press two	Yes	
82028	7037-FT-AttestationYN-Prompt-Timeout1		Sorry, I didn't hear anything. Do you understand and agree to these terms? Please say YES or NO.	Yes	
82029	7037-FT-AttestationYN-Prompt-Timeout2		I'm sorry, but I still didn't hear anything. Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree with these terms? You can say YES or press 1; or NO or press 2.	Yes	


82030	7037-FT-AttestationYN-Prompt-Help		Before we can continue, I need to know that you understand and agree with the following warning. Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree to these terms? You can say YES or press 1, or NO or press 2.	Yes
00120	7037-FT-AttestationYN-Prompt-Success-1	Caller says Yes	Alright.	N/A
12101	7037-FT-AttestationYN-Prompt-Success-2	Caller says No or max timeout	Thank you for calling Social Security. Goodbye.	N/A
REQID	Vocabulary	DTMF	Action	Confirm.
7037-FT-AttestationYN-Option-Yes	Yes and usual synonyms	1	Play 7037-FT-AttestationYN-Prompt-Success-1 Set Attestation Flag to 1 Go to: 7039-FT-Ping-DB	Never
7037-FT-AttestationYN-Option-No	No and usual synonyms	2	Play 7037-FT-AttestationYN-Prompt-Success-2 And then hang up	Never
Module Settings				

7038-FT-NewAddressYN-DM


		YesNo	
Entering from			
7020-FT-CurrentDate-BC			
Message Number	REQID	Wording	
82031	7038-FT-NewAddressYN-Prompt-Initial-1	Have you had a change of address that has not been reported to Social Security?	
82032	7038-FT-NewAddressYN-Prompt-Retry1	[Global Default] Have you changed your address without reporting the change to Social Security? Please say YES or NO.	
82033	7038-FT-NewAddressYN-Prompt-Retry2	[Global Default] If you have changed addresses and Social Security is not aware of your new address, press one. Otherwise press two	
82034	7038-FT-NewAddressYN-Prompt-Timeout1	Sorry, I didn't hear anything. Have you changed your address without reporting the change to Social Security? Please say YES or NO.	
82035	7038-FT-NewAddressYN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. If you have changed addresses and Social Security is not aware of your new address, say YES or press 1. Otherwise say NO or press 2.	

82036	7038-FT-NewAddressYN-Prompt-Help	I need to know if you have a new address that isn't listed on our records. If you have changed addresses and Social Security is not aware of your new address, say YES or press 1. Otherwise say NO or press 2.		
00121	7038-FT-NewAddressYN-Prompt-Success-1	Ok.		
REQID	Vocabulary	DTMF	Action	Confirm.
7038-FT-NewAddressYN-Option-Yes	Yes and usual synonyms	1	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	Never
7038-FT-NewAddressYN-Option-No	No and usual synonyms	2	Play 7038-FT-NewAddressYN-Prompt-Success-1 Go to: 7030-FT-NotJanuary-Msg	Never
Module Settings				
Suppress YesNo successprompts.				

7039-FT-Ping-DB

Database Query		
Ping the system to ensure the back end is available and ready to take requests.		
The Conditions and Actions in this module are from SSA email from L. Moore dated 9/19.		
Entering from		
7037-FT-AttestationYN-DM		
Input Field	Description	
Parameter	Value	Description
sid	SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2	service id
func	PING	function code
requestId	numeric	10
Output Field	Description	
verification status	success or failure	
Req ID	Condition	Action
7039-FT-Ping-Condition-Success	<i>IF success</i> (i.e., <statusCode> = 0000)	Go to: 7045 Check Null Condition
7039-FT-Ping-Condition-SysProblems	<i>Else if <statusCode> = 0151 or 7777</i>	Go to: 7040-FT-PingUnavailableMM-DM
7039-FT-Ping-Condition-SysUnavailable	<i>Else if <statusCode> = 0152</i>	Go to: 7122-FT-AuthSystemUnavailable-Msg
7039-FT-Ping-Condition-OtherIssue	<i>Else if <statusCode> = 9999 or Other</i>	Go to: 7121-FT-AuthSystemProblems-Msg
Developer Notes		

7040-FT-PingUnavailableMM-DM

CustomContext DialogModule™				
This DM is used for certain conditions returned in 7039-FT-Ping-DB . The caller does not reach an agent; they can either request the Main Menu or hang up.				
Entering from				
7039-FT-Ping-DB				
Prompts				
Msg. Number	REQID	Wording		
85140	7040-FT-PingUnavailableMM-Initial-1	Due to system problems, we are unable to process your request at this time. If you'd like to return to the main menu, say "main menu" or press 9. Or, if you'd like to end this call, feel free to hang up.		
Req ID	Vocabulary	DTMF	Action	Confirm.
7040-FT-PingUnavailableMM-Condition-MM	"Main Menu"	9	Go to Main Menu in N8NN	never
7040-FT-PingUnavailableMM-Condition-Retry	--	--	Upon first retry or timeout, play the Initial-1 prompt again. Upon second retry or timeout, disconnect call.	never
DialogModule parameters				
Parameter	Value			
Event logging				
Developer notes				


Authentication

7045 Check Null Condition




CustomContext DialogModule™		
Entering from		
7039-FT-Ping-DB		
REQID	Condition	Action
7045-Check Null Condition-Condition-0	If TVDC Items to collect= 0	Go to: 7059- Social Security Check Condition
7045-Check Null Condition-Condition-else	If TVDC items else	Report V Transactions per module note, Go to: 7055-FT-Need2Ask-Msg
Developer Note: Increment speak item counter for each item that is null.		


7055-FT-Need2Ask-Msg

Play Prompt			
(Based on 5000-Need2Ask-Msg from KBA spec) Prepare caller for sequence of questions.			
Entering from			
7045 Check Null Condition			
Prompts			
Msg. Number	REQID	Condition	Wording
82037	7055-FT-Need2Ask-Prompt-1	If pieces to collect = 1	Before I can send the replacement 1099, I'll need to ask a question to verify who you are. This is the same question an agent would ask you to verify your identity, so if you'll work with me, you won't have long to wait for an agent.
82135	7055-FT-Need2Ask-Prompt-2	else	Before I can send the replacement 1099, I'll need to ask you
			Speak item counter [2-5]
82136	7055-FT-Need2Ask-Prompt-3		questions to verify who you are. There are several questions and it'll take a few minutes to go through them. These are the same questions an agent would ask you to verify your identity, so if you'll work with me, you won't have a long wait for an agent.
Req ID		Condition	Action
7055-FT-Need2Ask--Condition-Always		Always	Go to: 7059- Social Security Check Condition
Event logging			
Developer notes			
No barge-in			

7059- Social Security Check Condition

		
Entering from		
7045 Check Null Condition , 7055-FT-Need2Ask-Msg		
REQID	Condition	Action
7059-Social Security Check Condition-Condition-Null	If SSN = null	Go to: 7060-FT-GetSSN-DM
7059-Social Security Check Condition-Condition-Else	If SSN else	Report V Transactions per module note, Go to: 7064- DoB Check Condition
Module Notes		
V-RECL-SSN_1-(duration), T-RECL-0000-(duration)		

7060-FT-GetSSN-DM

Social Security DialogModule™				
(Based on 5020-GetSSNumber-SSN from KBA spec) Get the caller's Social Security Number				
Entering from				
7059- Social Security Check Condition				
Prompts				
Msg. Number	REQID	Wording		
82038	7060-FT-GetSSN-Prompt-Initial-1	Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.		
82145	7060-FT-GetSSN-Prompt-Retry1	[Global Default] Please say your nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.		
82039	7060-FT-GetSSN-Prompt-Retry2	[Global Default] Try entering it on the telephone keypad.		
70005	7060-FT-GetSSN-Prompt-Timeout1	Sorry, I didn't hear anything. Please enter or say your nine digit social security number now.		
82146	7060-FT-GetSSN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. Try saying your social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9. Or you can enter it on your telephone keypad.		
82147	7060-FT-GetSSN-Prompt-Help	You can tell me your nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. Or you can enter it on your telephone keypad. Please say or enter the social security number.		
REQID	Vocabulary	DTMF	Action	Confirm.
7060-FT-GetSSN-Option-SSN	<SSN> Allow prefix phrases: [ok alright] [it is [my] social security number is]	<SSN>	<no action here – confirm it>	Always
Confirmation prompts				
Msg. Number	REQID	Wording	Result	
70008	7060-FT-GetSSN-ConfPrompt-SSN1	This is important, so I want to make sure I have it right. Your social security number is:		
82148	7060-FT-GetSSN-ConfPrompt-SSN2	Okay, now I think I've got it right. Your social security number is:		
	<SS_Num>	CPR	1 2 3 – 4 5 – 6 7 8 9	
82105	7060-FT-GetSSN-ConfPrompt-SSN3	Is that right?	<i>This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right?</i>	
00118	7060-FT-GetSSN-	I think you said		

	ConfPrompt-SSNretry	<SSN>	
00119		Is that correct?	
00118	7060-FT-GetSSN-ConfPrompt-SSNtimeout	I think you said	
		<SSN>	
00119		Is that correct?	

REQID	Vocabulary	DTMF	Action	Confirm.
7060-FT-GetSSN-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Go to: 7064- DoB Check Condition	Never
7060-FT-GetSSN-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	Never

DialogModule parameters	
Parameter	Value
7060-FT-GetSSN-Parameter	
after_end_of_speech_timeout (incompletetimeout)	2500 msec
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True
max_speech_duration	20,000 msec
Interdigittimeout	5500 msec
low_confidence_threshold	.100

Event logging
 Fill semantic item <SS_Num>


DialogModule Notes

The parameter values above are taken from 5020-GetSSNumber-SSN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

- Area, group or serial number containing only zeros are invalid
- Area numbers greater than or equal to 800 are invalid
- "Dashes" and "hyphens" should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself
- DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized


Note: Point to non-standard grammar that includes Natural Numbers
Set Confidential Flag to TRUE

7064- DoB Check Condition


Entering from
7059- Social Security Check Condition , 7060-FT-GetSSN-DM

REQID	Condition	Action
7064-DoB Check Condition-Condition-Null	If DoB = null	Go to: 7065-FT-DOB-DM
7064-DoB Check Condition-Condition-Else	If DoB else	Report V Transactions per module note, Go to: 7070 FirstName Check Condition
Module Notes		
V-RECL-DOB_1-(duration), T-RECL-0000-(duration)		

7065-FT-DOB-DM

		Date DialogModule™			
(Based on 5130-GetDOB-Date from KBA spec)					
Get the caller's Date Of Birth					
Entering from					
7064- DoB Check Condition					
Prompts	REQID	Wording			
Msg. Number	REQID	Wording			
51301	7065-FT-DOB-Prompt-Initial-1	Now please tell me your date of birth. For example, you could say...May fifth, 1937.			
82040	7065-FT-DOB-Prompt-Retry1	[Global Default] Try saying the month followed by the date and then the year you were born, for example May fifth, 1937. Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year.			
82041	7065-FT-DOB-Prompt-Retry2	[Global Default] Just say the month followed by the date and then the year you were born. For example July fourth, 1976. Or you can enter it on your telephone keypad using 2 digits for the month, then 2 digits for the day, and four digits for the year.			
82042	7065-FT-DOB-Prompt-Timeout1	Sorry, I didn't hear you. Please tell me your birth date.. For example, you could say May fifth, 1937. Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year.			
82043	7065-FT-DOB-Prompt-Timeout2	I'm sorry, but I'm still having trouble hearing you. I need the month, day and year for your birthday, for example July fourth, 1976. Or you can enter it on your telephone keypad using 2 digits for the month, then 2 digits for the day, and four digits for the year.			
82044	7065-FT-DOB-Prompt-Help	I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say "July fourth, 1976", or "the fourth of July, 1976". Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year. Go ahead. What's YOUR date of birth?			
00122	7065-FT-DOB-Prompt-Success-1	Thanks.			
REQID	Vocabulary	DTMF	Action	Confirm.	
7065-FT-DOB-Option-Date	<date>	<...>	<no action here – confirm it>	Always	
	Remove all global grammars for this DM.				

Confirmation prompts				
Message Number	REQID	Wording	Result	
51308	7065-FT-DOB-ConfPrompt-Date1	Okay, so that's:		
	<Date>	CPR	January 12 th 1931	
51309	7065-FT-DOB-ConfPrompt-Date2	Is that right?	Okay, so that's: <January 12 th , 1931>. Is that right?	
51310	7065-FT-DOB-ConfPrompt-DateRetry	Sorry. I didn't catch that. Please say "YES" if I have the right date.	Sorry. I didn't catch that. Please say "YES" if I have the right date.	
51311	7065-FT-DOB-ConfPrompt-DateTimeout	I wasn't sure if you said anything. Please say "YES" if I have the right date.	I wasn't sure if you said anything. Please say "YES" if I have the right date.	
REQID	Vocabulary	DTMF	Action	Confirm.
7065-FT-DOB-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Play 7065-FT-DOB-Prompt-Success-1 Go to: 7070 FirstName Check Condition	Never
7065-FT-DOB-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	Never
DialogModule parameters				
Parameter	Value			
7065-FT-DOB-Parameter				
date_reference_date	System date			
date_range_allowed_earliest	1 January 1900			
date_range_allowed_latest	Today			
date_range_expected_earliest	Today – 75 years			
date_range_expected_latest	Today – 25 years			
date_disambiguation_mode	ASSUME_NOTHING			
after_end_of_speech_timeout (incomplete timeout)	1500 msec			
max speech duration	16,000 msec			
before_begin_of_speech_timeout	7,000 msec			
allowing_barge_in	True			
Event logging				
Fill semantic item <Date_Of_Birth>				

DialogModule Notes

The parameter values above are taken from 5130-GetDOB-Date in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

The confirmation timeout 2 prompt is the same as the confirmation timeout 1 prompt.

The confirmation retry 2 prompt is the same as the confirmation retry 1 prompt.

- DTMF recognition is enabled.
- Date entry should be in the form of MM/DD/YYYY to be accepted.
- Trim the grammar so that the day of the week is not allowed
- For CPR of date playback, insert 250 msec silence between month and day, and 500 msec silence between day and year.

Set Confidential Flag to TRUE

7070 FirstName Check Condition

Entering from		
7064- DoB Check Condition , 7065-FT-DOB-DM		
REQID	Condition	Action
7070-First Name Check Condition-Condition-Null	If First Name = null	Go to: 7075A-GetFirstName Say and Spell
7070-First Name Check Condition-Condition-Else	If First Name else	Report V Transactions per module note, Go to: 7079- Last Name Check Condition
Module Notes		
V-RECL-FN_1-(duration), T-RECL-0000-(duration)		

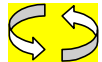
7075A-GetFirstName Say and Spell

Name DialogModule™			
Caller enters this module for standard name collection. No TNRS database check has occurred yet.			
Entering from			
7070 FirstName Check Condition			
Prompts			
Msg. Number	Req ID	Condition	Wording
82045	7075-A-FT-GetFirstName Prompt-Initial-1	Initial	Now, please say and then spell just your FIRST name. [Short Pause] For example if your first name was Robin, you'd say "Robin, R O B I N". Go ahead.
82046	7075-A-FT-GetFirstName Prompt-Timeout1	Time out 1	Sorry, I didn't hear you. Go ahead and say, then spell, just your first name.
82047	7075-A-FT-GetFirstName Prompt-Timeout2	Time out 2	I'm afraid I still can't hear you. Please say your first name and then spell it, like this: "Susan, S U S A N".

50328	7075-A-FT-GetFirstName Prompt-SayHelp	Help	I need you to say your first name and then spell it for me, for example if your first name was Nick, you'd say "Nick N I C K."		
Req ID	Vocabulary	DTMF	Action	Confirm.	
7075-GetFirstName-A Option-FirstName	<first_name>	--	Play 7075-A-FT-GetFirstName Prompt-Success-1 Go to: 7079- Last Name Check Condition	ALWAYS	
7075-GetFirstName-A Option-MaxTimeout	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--	
7075-GetFirstName-A Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB .	--	
Confirmation Prompts					
Msg. Number	REQ ID	Wording	Result	Action	
82053	7075-A-FT-GetFirstName ConfPrompt-FirstName-1	Let me read that back. First name:	"Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?"	If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB .	
	< First Name >	< First Name >			
50337	7075-A-FT-GetFirstName ConfPrompt-FirstName-2	...spelled:			
	< First Name Spelling >	< First Name Spelling >			
50342	7075-A-FT-GetFirstName ConfPrompt-FirstName-3	Did I get that right?			
82054	7075-A-FT-GetFirstName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB .	
82055	7075-A-FT-GetFirstName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB .	
82056	7075-A-FT-GetFirstName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB .	

82057	7075-A-FT-GetFirstName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Goto 7079-Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB.
00122	7075-A-FT-GetFirstName-A Prompt-Success-1	Thanks.	Success	
50348	7075-A-FT-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg
Event logging				
Developer notes				
Collection Max Retry is set to 0.				
Collection Max Timeout is set to 2				
. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.				
Set Confidential Flag to TRUE				

7075B-GetFirstName Spell Only



Name DialogModule™			
Caller enters this module AFTER TNRS database transaction.			
Entering from			
7095-PostSSN-DE			
Prerequisite			
If SSN Post Flag = 1	Load all <First Name> returned from SSN Post into custom spell-only grammar		
Prompts			
Msg. Number	REQ ID	Condition	Wording
82049	7075-B-FT-GetFirstName Prompt-Respell1	Initial	Please just SPELL your first name, like this: "J O H N".
82051	7075-B-FT-GetFirstName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn't catch that. Saying just the letters of the alphabet, please spell your first name quickly. For example, if your name were Robin, instead of saying R as in Radar, O as in Oscar, you could just say R O B I N. Go ahead. Spell your first name now.
50333	7075-B-FT-GetFirstName Prompt-Respell3	Timeout2/Retry2	[Global Default] Please spell your first name one more time. And remember, please use ONLY the letters of the alphabet and speak quickly. Go ahead.

82052	7075-B-FT-GetFirstName Prompt-SpellHelp	Help	I need to get the spelling of your first name. For example, if your first name was Nick, you'd say "N I C K." Go ahead.		
REQ ID		Vocabulary	DTMF	Action	Confirm.
7075-B-FT-GetFirstName Option-FirstName		<first_name>	--	Play 7075-B-FT-GetFirstName Prompt-Success-1 Go to: 7079- Last Name Check Condition	ALWAYS
7075-B-FT-GetFirstName Option-MaxTimeout		--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7075-B-FT-GetFirstName Option-MaxRetry		--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
Confirmation Prompts					
Msg. Number	REQ ID	Wording	Result	Action	
82053	7075-B-FT-GetFirstName ConfPrompt-FirstName-1	Let me read that back. First name:	"Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?"	If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module	
	< First Name >	< First Name >			
50337	7075-B-FT-GetFirstName ConfPrompt-FirstName-2	...spelled:			
	CPR	< First Name Spelling >	< First Name Spelling >		
50342	7075-B-FT-GetFirstName ConfPrompt-FirstName-3	Did I get that right?			
82054	7075-B-FT-GetFirstName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module	
82055	7075-B-FT-GetFirstName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module	
82056	7075-B-FT-GetFirstName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module	
82057	7075-B-FT-GetFirstName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Goto 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module	

00122	7075-B-FT-GetFirstName Prompt-Success-1	Thanks.	Success	
50348	7075-B-FT- ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg
Event logging				
Developer notes				
<p>If condition = Success, load all returned names into custom spell-only grammar</p> <p>If condition = Failure, use existing spell-only grammar</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.</p> <p>Max Timeout/ Retry set to 2</p> <p>Set Confidential Flag to TRUE</p> <p>When invoking recognition and the Caller-First-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-First-name variable.</p>				

7079- Last Name Check Condition



Entering from		
7070 FirstName Check Condition , 7075A-GetFirstName Say and Spell , 7075B-GetFirstName Spell Only		
REQID	Condition	Action
7079-Last Name Check Condition-Condition-Null	If Last Name = null	Go to: 7080A-GetLastName Say and Spell
7079-Last Name Check Condition-Condition-Else	If Last Name else	Report V Transactions per module note, Go to: 7089 AltName Check Condition
Module Notes		
V-RECL-LN_1-(duration), T-RECL-0000-(duration)		

7080A-GetLastName Say and Spell



Name DialogModule™	
Caller enters this module for standard name collection. No TNRS database check has occurred yet.	
Entering from	

7079- Last Name Check Condition					
Prompts					
Msg. Number	REQ ID	Condition	Wording		
82058	7080-A-FT-GetLastName Prompt-Initial-1	Initial	Now I just need your last name. Please SAY and then SPELL JUST your last name. For example, if your last name was Kusack, you'd say Kusack, K U S A C K. Go ahead.		
82059	7080-A-FT-GetLastName Prompt-Timeout1	Time out 1	Sorry, I didn't hear you. Go ahead and say, then spell, your last name, for example, "Smith, S M I T H."		
82060	7080-A-FT-GetLastName Prompt-Timeout2	Time out 2	I'm afraid I still can't hear you. Please say your last name and then spell it, for example, "Smith, S M I T H."		
82066	7080-A-FT-GetLastName Prompt-SayHelp	Help	I need you to say your last name and then spell it for me. For example, if your last name was O'Neal, you'd say, "O'Neal, O N E A L."		
REQ ID	Vocabulary		DTM F	Action	Confirm.
7080-A-FT-GetLastName Option-LastName	<last_name>		--	Play 7080-A-FT-GetLastName Prompt-Success-1 Go to: 7089 AltName Check Condition	ALWAYS
7080-A-FT-GetLastName Option-MaxTimeouts	--		--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7080-A-FT-GetLastName Option-MaxRetries	--		--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB	--
Confirmation Prompts					
Msg. Number	REQ ID	Wording		Result	Action
82175	7080-A-FT-GetLastName ConfPrompt-LastName-1	Let me read that back. Last name:		"Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"	If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB
	< Last Name >	< Last Name >			
50337	7080-A-FT-GetLastName ConfPrompt-LastName-2	...spelled:			
	CPR < Last Name Spelling >	< Last Name Spelling >			
50342	7080-A-FT-GetLastName ConfPrompt-LastName-3	Did I get that right?			
82054	7080-A-FT-GetLastName-ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".		Retry1 on Confirmation	If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB
82055	7080-A-FT-GetLastName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.		Retry2 on Confirmation	If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB
82056	7080-A-FT-GetLastName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".		Timeout1 on Confirmation	If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB

82057	7080-A-FT-GetLastName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB
50394	7080-A-FT-GetLastName Prompt-Success-1	Got it.	Success	
50348	7080-A-FT-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg
Event logging				
Developer notes				
Collection Max Retry is set to 0.				
Collection Max Timeout is set to 2				
. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.				
Set Confidential Flag to TRUE				

7080B-GetLastName Spell Only




Name DialogModule™			
Caller enters this module AFTER TNRS database transaction.			
Entering from			
7095-PostSSN-DE			
Prerequisite			
If SSN Post Flag = 1	Load all <Last Name> returned from SSN Post into custom spell-only grammar		
Prompts			
Msg. Number	REQ ID	Condition	Wording
82062	7080-B-FT-GetLastName Prompt-Respell1	Initial	Please SPELL your last name for me, like this: "S M I T H".
82064	7080-B-FT-GetLastName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn't catch that. Go ahead and spell your last name again. For example, if your name was O'Neal, you would say "O N E A L".
50322	7080-B-FT-GetLastName Prompt-Respell3	Timeout2/Retry2	[Global Default]. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two-part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.
82065	7080-B-FT-GetLastName Prompt-SpellHelp	Help	I need you to spell your last name. For example, if your last name was O'Neal, you'd say "O N E A L."


REQ ID	Vocabulary	DTM F	Action	Confirm.
7080-B-FT-GetLastName Option-LastName	<last_name>	--	Play 7080-B-FT-GetLastName Prompt-Success-1 Go to: 7089 AltName Check Condition	ALWAYS
7080-B-FT-GetLastName Option- MaxTimeouts	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7080-B-FT-GetLastName Option- MaxRetries	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
Confirmation Prompts				
Msg. Number	REQ ID	Wording	Result	Action
82175	7080-B-FT-GetLastName ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"	If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-B-FT- ConfirmationApology-Prompt, re-enter this module
	< Last Name >	< Last Name >		
50337	7080-B-FT-GetLastName ConfPrompt-LastName-2	...spelled:		
	CPR < Last Name Spelling >	< Last Name Spelling >		
50342	7080-B-FT-GetLastName ConfPrompt-LastName-3	Did I get that right?		
82054	7080-B-FT-GetLastName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-B-FT- ConfirmationApology-Prompt, re-enter this module
82055	7080-B-FT-GetLastName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-B-FT- ConfirmationApology-Prompt, re-enter this module
82056	7080-B-FT-GetLastName ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-B-FT- ConfirmationApology-Prompt, re-enter this module
82057	7080-B-FT-GetLastName ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Goto 7089 AltName Check Condition If No: Play 7080-B-FT- ConfirmationApology-Prompt, re-enter this module
50394	7080-B-FT-GetLastName Prompt-Success-1	Got it.	Success	
50348	7080-B-FT- ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg

Event logging
Developer notes
If condition = Success, load all returned names into custom spell-only grammar
If condition = Failure, use existing spell-only grammar
If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.
Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.
Set Confidential Flag to TRUE
When invoking recognition and the Caller-Last-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-Last-name variable.

7085-FT-Name-ExitFailure-Msg


Play Prompt		
(Based on 1300-ExitFailurePrompt-Msg from KBA spec)		
Apologize on exit		
Entering from		
7075A-GetFirstName Say and Spell , 7075B-GetFirstName Spell Only , 7080A-GetLastName Say and Spell , 7080B-GetLastName Spell Only , 7092A-GetAltName Say and Spell , 7092B-GetAltName Spell Only , 7230-FT-ForSelfYN-DM, 7235-FT-ForDeceasedYN-DM,		
Prompts		
Message Number	REQID	Wording
51008	7085-FT-Name-ExitFailure-Prompt-1	I'm sorry I'm having so much trouble.
Req ID	Condition	Action
7085-FT-Name-ExitFailure-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC
Module Settings		
No barge-in		
Note: This is the parameter exitfailureprompt and can be configured by setting this parameter.		

7089 AltName Check Condition

Play Prompt		
Entering from		
7079- Last Name Check Condition , 7080A-GetLastName Say and Spell , 7080B-GetLastName Spell Only		
REQID	Condition	Action
7089-AltName Check Condition-Condition-Null	If Alt Name = Null	Go to: 7090-FT-HaveAltNameYN-DM

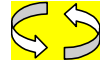
7089-AltName Check Condition-Condition-Else	If Alt Name else	Report V Transactions per module note, Go to: 7110-FT-DBWait-Msg
Module Notes		
V-RECL-ALN_1-(duration), T-RECL-0000-(duration)		

7090-FT-HaveAltNameYN-DM

				Custom Context	
(Based on 5100-CheckForAltName-YN from KBA spec)					
Check to see if Caller might be listed under an alternate name					
Entering from					
7089 AltName Check Condition					
Prompts					
Msg. Number	REQID	Condition	Wording		
51001	7090-FT-HaveAltNameYN-Prompt-Initial-1		Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No.		
82068	7090-FT-HaveAltNameYN-Prompt-Retry1		[Global Default] Would you like me to also check under another last name? Please say YES or NO.		
82069	7090-FT-HaveAltNameYN-Prompt-Retry2		[Global Default] If you think you might be listed under another last name, press one. Otherwise press two.		
51004	7090-FT-HaveAltNameYN-Prompt-Timeout1		I'm sorry, but I didn't hear anything. Would you like me to also check under another last name? Please say YES or NO.		
82070	7090-FT-HaveAltNameYN-Prompt-Timeout2		My apologies, but I still didn't hear if you said anything. if you think you might be listed under another last name, please say YES or press 1. Otherwise, say NO or press 2.		
82071	7090-FT-HaveAltNameYN-Prompt-Help		I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. If you would like me to include another last name with this request, say YES or press 1. Otherwise say NO or press 2.		
00121	7090-FT-HaveAltNameYN-Prompt-Success-1	If "yes"	Okay		
00120	7090-FT-HaveAltNameYN-Prompt-Success-2	If "no"	Alright.		
REQID	Vocabulary	DTMF	Action	Confirm.	
7090-FT-HaveAltNameYN-Option-Yes	"Yes [please]" "[Yes] I do" "[Yes] I would" "Yeah"	1	Play 7090-FT-HaveAltNameYN-Prompt-Success-1 Go to: 7092-GetAltName-A Say and Spell	Never	

7090-FT-HaveAltNameYN-Option-No	"No [thanks]" "[No] I don't" "[No] I do not" "[No] I wouldn't" "[No] I would not"	2	Play 7090-FT-HaveAltNameYN-Prompt-Success-2 Go to: 7110-FT-DBWait-Msg	Never
DialogModule parameters				
Parameter		Value		
7090-FT-HaveAltNameYN-Parameter				
after_end_of_speech_timeout		500 ms		
before_begin_of_speech_timeout		7,000 ms		
allowing_barge_in		True		
Event logging				
Developer notes				
The parameter values above are taken from 5100-CheckForAltName-YN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code. Max Timeout/ Retry set to 2				

7092A-GetAltName Say and Spell

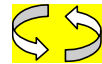


Name DialogModule™					
Caller enters this module for standard name collection. No TNRS database check has occurred yet.					
Entering from					
7090-FT-HaveAltNameYN-DM					
Prompts					
Msg. Number	REQID	Condition	Wording		
50305	7092-A-FT-GetAltName Prompt-Initial-1	Initial	Please say your OTHER LAST name including the spelling. [Short Pause] For example if it was Jones, you'd say "Jones, J O N E S". Go ahead.		
82072	7092-A-FT-GetAltName Prompt-Timeout1	Time out 1	Sorry, please say AND SPELL your other last name, for example, "Smith, S M I T H."		
82073	7092-A-FT-GetAltName Prompt-Timeout2	Time out 2	I still didn't hear you. Please say your other last name, and then spell it, like this: "Smith, S M I T H".		
82080	7092-A-FT-GetAltName Prompt-SayHelp	Help	I need you to say your other last name and then spell it for me. For example, if your other last name was Jones, you'd say, "Jones, J O N E S."		
REQ ID	Vocabulary	DTMF	Action	Confirm.	
7092-A-FT-GetAltName Option-Altname	<other_last_name>	<...>	Play 7092-A-FT-AltName-Prompt-Success-1 Go To: 7110-FT-DBWait-Msg	ALWAYS	
7092-A-FT-GetAltName Option-MaxTimeouts	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--	

7092-A-FT-GetAltName Option- MaxRetries	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB	--
Confirmation Prompts				
Msg. Number	REQ ID	Wording	Result	Action
82175	7092-A-FT-GetAltName ConfPrompt- LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?"	If Yes: Play 7092-A-FT- GetAltName Prompt-Success-1 Then Goto 7110- FT-DBWait-Msg If No: Play 7092-A-FT- ConfirmationApolog y-Prompt Go to: 7095- PostSSN-DB ,
	< Other Last Name >	< Other Last Name >		
50337	7092-A-FT-GetAltName ConfPrompt- LastName-2	...spelled:		
	CPR < Other Last Name Spelling > ,	< Other Last Name Spelling > ,		
50342	7092-A-FT-GetAltName ConfPrompt- LastName-3	Did I get that right?		
82054	7092-A-FT-GetAltName ConfPrompt- Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7092-A-FT- GetAltName Prompt-Success-1 Then Goto 7110- FT-DBWait-Msg If No: Play 7092-A-FT- ConfirmationApolog y-Prompt Go to: 7095- PostSSN-DB
82055	7092-A-FT-GetAltName ConfPrompt- Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7092-A-FT- GetAltName Prompt-Success-1 Then Goto 7110- FT-DBWait-Msg If No: Play 7092-A-FT- ConfirmationApolog y-Prompt Go to: 7095- PostSSN-DB
82056	7092-A-FT-GetAltName ConfPrompt- Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	If Yes: Play 7092-A-FT- GetAltName Prompt-Success-1 Then Goto 7110- FT-DBWait-Msg If No: Play 7092-A-FT- ConfirmationApolog y-Prompt Go to: 7095- PostSSN-DB
82057	7092-A-FT-GetAltName ConfPrompt- Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 7092-A-FT- GetAltName Prompt-Success-1 Then Goto 7110- FT-DBWait-Msg If No: Play 7092-A-FT- ConfirmationApolog y-Prompt Go to: 7095- PostSSN-DB

00120	7092-A-FT-GetAltName Prompt-Success-1	Alright.	Success	
50348	7092-A-FT-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg
Event logging				
Developer notes				
<p>Collection Max Retry is set to 0.</p> <p>Collection Max Timeout is set to 2</p> <p>. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Set Confidential Flag to TRUE</p>				

7092B-GetAltName Spell Only




Name DialogModule™				
Caller enters this module AFTER TNRS database transaction.				
Entering from				
7095-PostSSN-DB				
Prerequisite				
If SSN Post Flag = 1		Load all <Alt Name> returned from SSN Post into custom spell-only grammar		
Prompts				
Msg. Number	REQ ID	Condition	Wording	
82075	7092-B-FT-GetAltName Prompt-Respell1	Initial	Please SPELL your other last name for me, like this: "S M I T H".	
82077	7092-B-FT-GetAltName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn't catch that. Go ahead and spell your other last name again. For example, if the name was O'Neal, you would say "O N E A L".	
82149	7092-B-FT-GetAltName Prompt-Respell3	Timeout2/Retry2	[Global Default]. If the name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the name one more time.	
82079	7092-B-FT-GetAltName Prompt-SpellHelp	Help	I need you to spell your other last name. For example, if your other last name was Jones, you'd say "J O N E S."	
REQ ID	Vocabulary	DTMF	Action	Confirm.
7092-B-FT-GetAltName Option-Altname	<other_last_name>	<...>	Play 7092-B-FT-GetAltName-B Prompt-Success-1 Go To: 7110-FT-DBWait-Msg	ALWAYS

7092-B-FT-GetAltName-Option-MaxTimeouts	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7092-B-FT-GetAltName-Option-MaxRetries	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
Confirmation Prompts				
Msg. Number	REQ ID	Wording	Result	Action
82175	7092-B-FT-AltName-ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?"	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Goto 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module
	< Other Last Name >	< Other Last Name >		
50337	7092-B-FT-GetAltName-ConfPrompt-LastName-2	...spelled:		
	CPR < Other Last Name Spelling >, >,	< Other Last Name Spelling >, >,		
50342	7092-B-FT-GetAltName-ConfPrompt-LastName-3	Did I get that right?		
82054	7092-B-FT-GetAltName-ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Goto 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module.
82055	7092-B-FT-GetAltName-ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Goto 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module
82056	7092-B-FT-GetAltName-ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout1 on Confirmation	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Goto 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module
82057	7092-B-FT-GetAltName-ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".	Timeout2 on Confirmation	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Goto 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module


00120	7092-B-FT-GetAltName Prompt-Success-1	Alright.	Success	
50348	7092-B-FT- ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg
Event logging				
Developer notes				
<p>If condition = Success, load all returned names into custom spell-only grammar</p> <p>If condition = Failure, use existing spell-only grammar</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>In spell-only fallback collections, use spell-only grammar.</p> <p>Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.</p> <p>Set Confidential Flag to TRUE</p>				

7095-PostSSN-DB


Database Query			
In this DM, the collected SSN is "posted" using the TNRS request.			
Entering from			
7075A-GetFirstName Say and Spell , 7080A-GetLastName Say and Spell , 7092A-GetAltName Say and Spell			
Prerequisite			
REQID	Condition	Action	
--NA--	SSN Post Flag = 0	Continue in this form	
RECL-PSSN-7095-Option-NC-7	SSN Post Flag = 1, Entering from First Name, Max Retry	Go to: 7075B-GetFirstName Spell Only , Condition Failure	
RECL-PSSN-7095-Option-NC-8	SSN Post Flag = 1, Entering from Last Name Max Retry	Go to: 7080B-GetLastName Spell Only , Condition Failure	
RECL-PSSN-7095-Option-NC-9	SSN Post Flag = 1, Entering from Alt Name Max Retry	Go to: 7092B-GetAltName Spell Only , Condition Failure	
Input Field	Description	Value	
SSN	The SSN collected in 5020-GetSSNumber-SSN	SSN: 9-digit SSN	
associatedAppID	Varchar (8 max)	TK99	
ANI	System provided ANI	ANI: 10-digit calling number, if no ANI available, or ANI is less than 10 digits send all zeros.	

Output Field		Description
<FirstName> <LastName> <OtherLastName>		All First Name, Last Name, Alt Name associated with the ANI/SSN.
Req ID	Condition	Action
RECL-PSSN-7095-Option-NC-1	If Success and First Name	Set SSN Post Flag to 1, Go to: 7075B-GetFirstName Spell Only
RECL-PSSN-7095-Option-NC-2	If Success and Last Name	Set SSN Post Flag to 1, Go to: 7080B-GetLastName Spell Only
RECL-PSSN-7095-Option-NC-3	If Success and Alt Name	Set SSN Post Flag to 1, Go to: 7092B-GetAltName Spell Only
RECL-PSSN-7095-Option-NC-4	Else and First Name	Set SSN Post Flag to 1, Go to: 7075B-GetFirstName Spell Only
RECL-PSSN-7095-Option-NC-5	Else and Last Name	Set SSN Post Flag to 1, Go to: 7080B-GetLastName Spell Only
RECL-PSSN-7095-Option-NC-6	Else and Alt Name	Set SSN Post Flag to 1, Go to: 7092B-GetAltName Spell Only
Reporting		
Developer Notes		


7110-FT-DBWait-Msg

		Play Prompt
(Based on 5220-CheckingNow-Msg from KBA spec)		
Tell the caller there may be a short delay while we check the information they gave us.		
Entering from		
7089 AltName Check Condition , 7092A-GetAltName Say and Spell 7092B-GetAltName Spell Only		
Prompts		
MSg. Number	REQID	Wording
52201	7110-FT-DBWait-Prompt-1	Hold on while I check our database. It may take a few seconds.
Req ID	Condition	Action
7110-FT-DBWait-Condition-Always	Always	Go to: 7115-FT-Authenticate-DB
Event logging		
Developer notes		
No barge-in		

7115-FT-Authenticate-DB


Database Query		
(Based on 5230-QueryKB-DB from KBA spec) Check the Knowledge Base database.		
Entering from		
7110-FT-DBWait-Msg		
<i>Field</i>	<i>Values</i>	<i>Length/Description</i>
<i>sid</i>	SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2	<i>service id</i>
<i>func</i>	<i>AUTH</i>	<i>function code</i>
<i>requestId</i>	<i>numeric</i>	<i>10</i>
<i>ssn</i>	<i>numeric</i>	<i>9</i>
<i>firstName</i>	<i>alpha</i>	<i>15</i>
<i>lastName</i>	<i>alpha</i>	<i>20</i>
<i>otherLastName</i>	<i>alpha</i>	<i>20</i>
<i>dobMonth</i>	<i>01 -12</i>	<i>2</i>
<i>dobDay</i>	<i>01-31</i>	<i>2</i>
<i>dobYear</i>	<i>CCYY</i>	<i>4</i>
<i>ani</i>	<i>numeric</i>	<i>10</i>
Output Field	Description	
verification status	success or failure	
Req ID	Condition	Action
7115-FT-Authenticate-Condition-Succ	<i>IF success (return code = 0000)</i>	Go to: 7120-FT-AuthSuccess-Msg
7115-FT-Authenticate-Condition-NoMatch	<i>Else if return code = 0108</i>	Go to: 7125-FT-AuthNoMatch-Msg
7115-FT-Authenticate-Condition-SysProblems	<i>Else if return code = 0151 or 7777</i>	Go to: 7121-FT-AuthSystemProblems-Msg
7115-FT-Authenticate-Condition-SysUnavailable	<i>Else if return code = 0152</i>	Go to: 7122-FT-AuthSystemUnavailable-Msg
7115-FT-Authenticate-Condition-AcctBlocked	<i>Else if return code = 0508</i>	Go to: 7130-FT-AuthAcctBlocked-Msg
7115-FT-Authenticate-Condition-OtherIssue	<i>Else if return code = 9999 or other</i>	Go to: 7123-FT-AuthOther-Msg
Event logging		

7120-FT-AuthSuccess-Msg


Play Prompt	
(Based on 5250-SaySuccess-Msg from KBA spec) Tell caller they've been verified.	

Entering from		
7115-FT-Authenticate-DB		
Prompts		
Msg. Number	REQID	Wording
52501	7120-FT-AuthSuccess-Prompt-1	OK, everything checks out.
Req ID	Condition	Action
7120-FT-AuthSuccess-Condition-Always	Always	Go to: 7230-FT-ForSelfYN-DM
Event logging		
Developer notes		
No barge-in		

7121-FT-AuthSystemProblems-Msg


Play Prompt		
Return code 0151 or 7777 in Authentication, or other codes in Ping.		
Entering from		
7039-FT-Ping-DB , 7115-FT-Authenticate-DB		
Prompts		
Msg. Number	REQID	Wording
82081	7121-FT-AuthSystemProblems-Prompt-1	Due to system problems, we are unable to process your request at this time.
Req ID	Condition	Action
7121-FT-AuthSystemProblems-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC
Event logging		
Developer notes		
No barge-in		
This prompt is based on Message 9054 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.		

7122-FT-AuthSystemUnavailable-Msg


Play Prompt		
Return code 0152 in Authentication or Ping.		
Entering from		
7039-FT-Ping-DB , 7115-FT-Authenticate-DB		
Prompts		
Msg. Number	REQID	Wording
82082	7122-FT-AuthSystemUnavailable-Prompt-1	I'm sorry, but the system is unavailable at this time.
Req ID	Condition	Action
7122-FT-AuthSystemUnavailable-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC

Event logging
Developer notes
No barge-in This prompt is based on Message 9051 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.

7123-FT-AuthOther-Msg

Play Prompt		
Return code 9999 from Authentication		
Entering from		
7115-FT-Authenticate-DB		
Prompts		
Msg. Number	REQID	Wording
82083	7123-FT-AuthOther-Prompt-1	We're sorry, we are unable to process your request.
Req ID	Condition	Action
7123-FT-AuthOther-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC
Event logging		
Developer notes		
No barge-in This prompt is based on Message 9008 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.		

7125-FT-AuthNoMatch-Msg

Play Prompt		
(Based on 5260-SayFailure-Msg from KBA spec) Tell caller they could not be verified (return code 0108)		
Entering from		
7115-FT-Authenticate-DB		
Prompts		
Message Number	REQID	Wording
82084	7125-FT-NoMatch-Prompt-1	Sorry, we cannot match the information that you provided.
Req ID	Condition	Action
7125-FT-NoMatch-Condition-Always	Always	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.
Event logging		

Developer notes
<p>No barge-in</p> <p>This prompt is based on Message 9052 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.</p>

7130-FT-AuthAcctBlocked-Msg

Play Prompt		
(Based on 5270-AccountBlocked-Msg from KBA spec)		
Return code 0508		
Entering from		
7115-FT-Authenticate-DB		
Prompts		
Msg. Number	REQID	Wording
82085	7130-FT-AuthAcctBlocked-Prompt-1	If the information you gave us is correct, we're sorry but this service is not available to you. If the information you gave is correct and you are currently receiving benefits, online and telephone access to your account may be blocked.
		Condition
7130-FT-AuthAcctBlocked-Condition-Always		Always
		Action
		Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.
Event logging		
Developer notes		
<p>No barge-in</p> <p>This prompt is based on Message 9019 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.</p>		

Form Request


7230-FT-ForSelfYN-DM

Custom Context			
(Based on 1040-ConfirmName-YN from KBA spec)			
Confirm name collection			
Entering from			
7120-FT-AuthSuccess-Msg			
Prompts			
Msg. Number	Type	REQID	Wording
82086	Initial	7230-FT-ForSelfYN-Prompt-Initial-1	Now, which of the following are you requesting: Your OWN replacement 1099, or someone ELSE's?
82087	retry 1	7230-FT-ForSelfYN-Prompt-Retry1	[Global Default] You can say "my OWN" or "someone else's".
82088	retry 2	7230-FT-ForSelfYN-Prompt-Retry2	[Global Default] You can say "my OWN" or press 1, or "someone else's" or press 2.

82089	Timeout 1	7230-FT-ForSelfYN-Prompt-Timeout1	Sorry, I didn't hear anything. If you are the beneficiary, say "my own replacement 1099". If someone else is the beneficiary, say "someone else's".
82090	Timeout 2	7230-FT-ForSelfYN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. You can say "my own replacement 1099" or press 1, or "someone else's", or press 2.
82091	Help	7230-FT-ForSelfYN-Prompt-Help	I need to know whether you are the beneficiary on the replacement 1099. If you are, then say "my own replacement 1099" or press 1. Otherwise if you're calling for a replacement 1099 for another beneficiary, say "someone else's" or press 2.
00121	Exit success	7230-FT-ForSelfYN-Prompt-Success-1	Ok.

REQID	Vocabulary	DTMF	Action	Confirm.
7230-FT-ForSelfYN-Option-Own	My own; Your own; Yes "my own replacement 1099" "my own replacement" "my own 1099"	1	7230-FT-ForSelfYN-Prompt-Success-1 Go to: 7255-FT-ValidateForSelf-DB	<i>Never</i>
7230-FT-ForSelfYN-Option-SomeoneElse	Someone else's	2	Go to: 7235-FT-ForDeceasedYN-DM	<i>Never</i>
7230-FT-ForSelfYN-Option-Failure			Go to: 7085-FT-Name-ExitFailure-Msg	

Module Settings**7235-FT-ForDeceasedYN-DM**


Custom Context	
(Based on 1040-ConfirmName-YN from KBA spec) Confirm name collection	
Entering from	
7230-FT-ForSelfYN-DM	

Prompts Msg. Number	REQID	Wording
82092	7235-FT-ForDeceasedYN-Prompt-Initial-1	Is the replacement 1099 for a deceased person?
82093	7235-FT-ForDeceasedYN-Prompt-Retry1	[Global Default] Is the replacement 1099 for a deceased person? Please say YES or NO.
82094	7235-FT-ForDeceasedYN-Prompt-Retry2	[Global Default If the replacement 1099 is for a deceased person, please press 1. Otherwise if the replacement 1099 is for someone else press 2.
82095	7235-FT-ForDeceasedYN-Prompt-Timeout1	Sorry, I didn't hear anything. Are you requesting a replacement 1099 that was issued for a deceased person? Please say YES or NO.
82096	7235-FT-ForDeceasedYN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. If the replacement 1099 is for a beneficiary who is now deceased, please say YES or press 1. Otherwise say NO or press 2.
82097	7235-FT-ForDeceasedYN-Prompt-Help	In the previous question you said that the replacement 1099 isn't for yourself, so I'm trying to understand who it is for. If the replacement 1099 is for a beneficiary who is now deceased, say YES or press 1. Otherwise say NO.
00121	7235-FT-ForDeceasedYN-Prompt-Success-1	Ok.

REQID	Vocabulary	DTMF	Action	Confirm.
7235-FT-ForDeceasedYN-Option-Yes	Yes and usual synonyms; For a deceased person	1	7235-FT-ForDeceasedYN-Prompt-Success-1 Go to: 7240-FT-DeceasedSSN-DM	Never
7235-FT-ForDeceasedYN-Option-No	No and usual synonyms	2	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	Never
7235-FT-ForDeceasedYN-Option-Failure			Go to: 7085-FT-Name-ExitFailure-Msg	

Module Settings

7240-FT-DeceasedSSN-DM


Social Security DialogModule™		
(Based on 5020-GetSSNumber-SSN from KBA spec)		
Get the caller's Social Security Number		
Entering from		
7235-FT-ForDeceasedYN-DM		
Prompts Msg. Number	REQID	Wording
82098	7240-FT-DeceasedSSN-Prompt-Initial-1	Please say the deceased person's Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.

82099	7240-FT-DeceasedSSN-Prompt-Retry1	[Global Default] Please say the deceased person's nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.			
70004	7240-FT-DeceasedSSN-Prompt-Retry2	[Global Default] Try entering it on the telephone keypad.			
82100	7240-FT-DeceasedSSN-Prompt-Timeout1	Sorry, I didn't hear anything. Please enter or say the deceased person's nine digit social security number now.			
82101	7240-FT-DeceasedSSN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. Try saying the deceased person's social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9. Or you can enter it on your telephone keypad.			
82102	7240-FT-DeceasedSSN-Prompt-Help	You can tell me the deceased person's nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. You can also enter it on your telephone keypad. Please say or enter the person's social security number now.			
REQID		Vocabulary	DTMF	Action	Confirm.
7240-FT-DeceasedSSN-Option-SSN		<SSN> Allow prefix phrases: [ok alright] [it is [his her] their the] social security number is]	<SSN>	<no action here – confirm it>	Always
Confirmation prompts					
Msg. Number	REQID	Wording	Result		
82103	7240-FT-DeceasedSSN-ConfPrompt-SSN1	That social security number is:	<i>That social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right?</i>		
82104	7240-FT-DeceasedSSN-ConfPrompt-SSN2	Okay, now I think I've got it The number is:	<i>Okay, now I think I've got it. The number is: 1 2 3 - 4 5 - 6 7 8 9. Is that right?</i>		
	<SS_Num>	CPR	1 2 3 – 4 5 – 6 7 8 9		
82105	7240-FT-DeceasedSSN-ConfPrompt-SSN3	Is that right?			
00118 00119	7240-FT-DeceasedSSN-ConfPrompt-SSNretry	I think you said <SSN>. Is that correct?			
00118 00119	7240-FT-DeceasedSSN-ConfPrompt-SSNtimeout	I think you said <SSN>. Is that correct?			
82106	7240-FT-DeceasedSSN-ConfPrompt-Success	Please hold while I check our database.			

REQID	Vocabulary	DTMF	Action	Confirm.
7240-FT-DeceasedSSN-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Play 7240-FT-DeceasedSSN-ConfPrompt-Success Go to: 7275-FT-ValidateForDeceased-DB	Never
7240-FT-DeceasedSSN-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	Never
DialogModule parameters				
Parameter	Value			
7240-FT-DeceasedSSN-Parameter				
after_end_of_speech_timeout (incompletetimeout)	2500 msec			
before_begin_of_speech_timeout	7,000 ms			
allowing_barge_in	True			
max speech duration	20,000 msec			
Interdigittimeout	5500 msec			
low confidence threshold	.100			
Event logging				
The parameter values above are taken from 5020-GetSSNumber-SSN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code. Fill semantic item <SS_Num>				
DialogModule Notes				
<ul style="list-style-type: none"> • Area, group or serial number containing only zeros are invalid • Area numbers greater than or equal to 800 are invalid • "Dashes" and "hyphens" should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself • DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized Note: Point to non-standard grammar that includes Natural Numbers Set Confidential Flag to TRUE				


Validation

7255-FT-ValidateForSelf-DB

Database Query		
(Based on 5230-QueryKB-DB from KBA spec)		
Check the Knowledge Base database.		
Entering from		
7230-FT-ForSelfYN-DM		
Field	Values	Length
<i>sid</i>	SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2	<i>service id</i>


func	<i>INFO</i>	
requestId	Numeric	10
deceasedSSN	Numeric	9 digit SSN (optional)
ani	Numeric string	10 digit ANI
jsessionId	alphanumeric string	Variable max 100 bytes
pd-h-session-id	Alpha numeric string	Variable max 100 bytes
pd_stateful	Alpha numeric string	Variable max 100 bytes
pd-id	Alpha numeric string	Variable max 100 bytes
Output Field		
verification status	success or failure	
Req ID		
7255-FT-ValidateForSelf-Condition-Success	IF success (ie "<statusCode> = 0000")	Go to: 7260-FT-ValidateSelfSuccess-Msg
7255-FT-ValidateForSelf-Condition-OffSeason	Else if Off season (return code 1111)	Set return code = 1111 Go to: 7305-FT-ValidateOffSeason-Msg
7255-FT-ValidateForSelf-Condition-SysProblems	Else if return code = 0151 or 7777	Go to: 7302-FT-ValidateSystemProblems-Msg
7255-FT-ValidateForSelf-Condition-SysUnavailable	Else if return code = 0152	Go to: 7303-FT-ValidateSystemUnavailable-Msg
7255-FT-ValidateForSelf-Condition-OtherIssue	Else if Other issue (return code 9999 or other). This is returned if any of the other checks fail (e.g., the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons).	Set return code = 9999 Go to: 7310-FT-ValidateOther-Msg
Event logging		

7260-FT-ValidateSelfSuccess-Msg

		Play Prompt	
(Based on 5250-SaySuccess-Msg from KBA spec)			
Tell caller they've been verified.			
Entering from			
7255-FT-ValidateForSelf-DB, 7265-FT-ValidateSelfRepeatYN-DM			
Prompts			
Msg. Number	REQID	Wording	
82131	7260-FT-ValidateSelfSuccess-Prompt-1	Your replacement 1099 for	
NA		for [current year minus one]	
82132	7260-FT-ValidateSelfSuccess-Prompt-2	will be sent to your address on record. If you live in the United States, you should receive it by	


NA		[current date + 10 days]
82133	7260-FT-ValidateSelfSuccess-Prompt-3	Otherwise if you live outside the United States, you should receive it by
NA		[current date + 30 days]
82134	7260-FT-ValidateSelfSuccess-Prompt-4	If you haven't received the replacement 1099 by then, please call us back.
Req ID	Condition	Action
7260-FT-ValidateSelfSuccess-Condition-Always	Always	return code := success Go to: 7265-FT-ValidateSelfRepeatYN-DM
Event logging		
Developer notes		
No barge-in		

7265-FT-ValidateSelfRepeatYN-DM

		YesNo DialogModule™		
(Based on 1350-Form1099NowWhat-DM from N8NN spec)				
Caller got 1099 information. What next?				
Entering from				
7260-FT-ValidateSelfSuccess-Msg				
Prompts				
Message Number	REQID	Wording		
1000	7265-FT-ValidateSelfRepeatYN-Initial-1	[1 sec silence]		
00124	7265-FT-ValidateSelfRepeatYN-Initial-2	Would you like to hear this message again?		
82108	7265-FT-ValidateSelfRepeatYN-Retry1	[Global Default] If you'd like to hear the message again, say Yes or press 1. Otherwise say No or press 2.		
00121	7265-FT-ValidateSelfRepeatYN-Success-1	Ok.		
REQID	Vocabulary	DTMF	Action	Confirm.
7265-FT-ValidateSelfRepeatYN-Option-Yes	Yes and usual synonyms	1	Go to: 7260-FT-ValidateSelfSuccess-Msg	Never
7265-FT-ValidateSelfRepeatYN-Option-No	No and usual synonyms	2	Play 7265-FT-ValidateSelfRepeatYN-Success-1 Go to: 7270-FT-ValidateSelfAnythingElse-DM	Never
7265-FT-ValidateSelfRepeatYN-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	Never
7265-FT-ValidateSelfRepeatYN-Option-Timeout	—	—	Go to: 7270-FT-ValidateSelfAnythingElse-DM	—


DialogModule parameters	
Parameter	Value
7265-FT-ValidateSelfRepeatYN-Parameter	
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms
bargein (formerly noted as allowing_barge_in)	True
maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0
Event logging	
Developer notes	
The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.	

7270-FT-ValidateSelfAnythingElse-DM

Custom Context DialogModule™				
(Based on 1350-Form1099NowWhat-DM from N8NN spec) Caller got 1099 information. What next?				
Entering from				
7036-FT-WhichYear-DM, 7265-FT-ValidateSelfRepeatYN-DM				
Prompts				
Msg. Number	REQID	Wording		
82109	7270-FT-ValidateSelfAnythingElse-Initial-1	If you have any other requests, say "Main menu". Or if you're finished, you can just hang up.		
82110	7270-FT-ValidateSelfAnythingElse-Retry1	[Global Default] To make another request, say "Main menu" or press 1. Or you can just hang up.		
00121	7270-FT-ValidateSelfAnythingElse-Success-1	Ok.		
REQID	Vocabulary	DTMF	Action	Confirm.
7270-FT-ValidateSelfAnythingElse-Option-MainMenu	Main menu	1	Play 7270-FT-ValidateSelfAnythingElse-Success-1 Go to: (Main menu)	Never
7270-FT-ValidateSelfAnythingElse-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	Never
7270-FT-ValidateSelfAnythingElse-Option-Timeout	—	—	Go to: 7020-FT-CurrentDate-BC	—
DialogModule parameters				
Parameter	Value			
7270-FT-ValidateSelfAnythingElse-Parameter				
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms			
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms			
bargein (formerly noted as allowing_barge_in)	True			

maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0
Event logging	
Developer notes	
The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.	

7275-FT-ValidateForDeceased-DB


Database Query		
		
Entering from		
7240-FT-DeceasedSSN-DM		
Input Field	Description	
SSN (caller)		
SSN (deceased beneficiary)		
Output Field	Description	
verification status	success or failure	
Req ID	Condition	Action
7275-FT-ValidateForDeceased-Condition-Succ	IF success (ie "<statusCode> = 0000")	Go to: 7280-FT-ValidateDeceasedSuccess-Msg
7275-FT-ValidateForDeceased-Condition-FailureNoRelMatch	Else if failure because relationship doesn't match (return code 226)	Go to: 7300-FT-ValidateNoRelationshipMatch-DM
7275-FT-ValidateForDeceased-Condition-OffSeason	Off season (return code 1111)	Go to: 7305-FT-ValidateOffSeason-Msg
7275-FT-ValidateForDeceased-Condition-SysProblems	Else if return code = 0151 or 7777	Go to: 7302-FT-ValidateSystemProblems-Msg
7275-FT-ValidateForDeceased-Condition-SysUnavailable	Else if return code = 0152	Go to: 7303-FT-ValidateSystemUnavailable-Msg
7275-FT-ValidateForDeceased-Condition-OtherIssue	Other issue (return code 9999 or other). This is returned if any of the other checks fail (e.g., the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons).	Go to: 7310-FT-ValidateOther-Msg
Event logging		

7280-FT-ValidateDeceasedSuccess-Msg

Play Prompt
(Based on 5250-SaySuccess-Msg from KBA spec) Tell caller they've been verified.

Entering from		
7275-FT-ValidateForDeceased-DB, 7285-FT-ValidateDeceasedRepeatYN-DM		
Prompts		
Msg. Number	REQID	Wording
	<i>(Result of the prompt sequence)</i>	Ok, the replacement 1099 for the deceased person for [current year minus one] will be sent to YOUR address on record. If you live in the United States, you should receive it by [current date + 10 days]. Otherwise if you live outside the United States, you should receive it by [current date + 30 days]. If you haven't received the replacement 1099 by then, please call us back.
82111	7280-ValidateDeceasedSuccess-Prompt-1	Ok, the replacement 1099 for the deceased person for
	--	[current year minus one]
82112	7280-ValidateDeceasedSuccess-Prompt-2	...will be sent to YOUR address on record. If you live in the United States, you should receive it by
	--	[current date + 10 days]
82113	7280-ValidateDeceasedSuccess-Prompt-3	Otherwise if you live outside the United States, you should receive it by
	--	[current date + 30 days]
82114	7280-ValidateDeceasedSuccess-Prompt-4	If you haven't received the replacement 1099 by then, please call us back.
Req ID	Condition	Action
7280-FT-ValidateDeceasedSuccess-Condition-Always	Always	return code := success Go to: 7285-FT-ValidateDeceasedRepeatYN-DM
Event logging		
Developer notes		
No barge-in		

7285-FT-ValidateDeceasedRepeatYN-DM

		YesNo
(Based on 1350-Form1099NowWhat-DM from N8NN spec)		
Caller got 1099 information. What next?		
Entering from		
7280-FT-ValidateDeceasedSuccess-Msg		
Prompts		
Msg. Number	REQID	Wording
1000	7285-FT-ValidateDeceasedRepeatYN-Initial-1	[1 sec silence]
00124	7285-FT-ValidateDeceasedRepeatYN-Initial-2	Would you like to hear this message again?

82108	7285-FT-ValidateDeceasedRepeatYN-Retry1	[Global Default] If you'd like to hear the message again, say Yes or press 1. Otherwise say No or press 2.
00121	7285-FT-ValidateDeceasedRepeatYN-Success-1	Ok.

REQID	Vocabulary	DTMF	Action	Confirm.
7285-FT-ValidateDeceasedRepeatYN-Option-Yes	Yes and usual synonyms	1	Go to: 7280-FT-ValidateDeceasedSuccess-Msg	Never
7285-FT-ValidateDeceasedRepeatYN-Option-No	No and usual synonyms	2	Play 7285-FT-ValidateDeceasedRepeatYN-Success-1 Go to: 7290-FT-ValidateDeceasedAnythingElse-DM	Never
7285-FT-ValidateDeceasedRepeatYN-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	Never
7285-FT-ValidateDeceasedRepeatYN-Option-Timeout	—	—	Go to: 7020-FT-CurrentDate-BC	—

DialogModule parameters**Parameter****Value**

7285-FT-ValidateDeceasedRepeatYN-Parameter

incompletetimeout (formerly noted as after_end_of_speech_timeout)

500 ms

timeout (formerly noted as before_begin_of_speech_timeout)

7,000 ms

bargein (formerly noted as allowing_barge_in)

True

maxnomatches (formerly noted as retries)

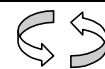
1

maxnoinputs (formerly noted as timeouts)

0

Event logging**Developer notes**

The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

7290-FT-ValidateDeceasedAnythingElse-DM**Custom Context DialogModule™**

(Based on 1350-Form1099NowWhat-DM from N8NN spec)

Caller got 1099 information. What next?

Entering from

7285-FT-ValidateDeceasedRepeatYN-DM

Prompts**Message Number****REQID****Wording**

82109

7290-FT-ValidateDeceasedAnythingElse-Initial-1

If you have any other requests, say "Main menu". Or if you're finished, you can just hang up.


82110

7290-FT-ValidateDeceasedAnythingElse-Retry1

[Global Default] To make another request, say "Main menu" or press 1. Or you can just hang up.


00121	7290-FT-ValidateDeceasedAnythingElse-Success-1	Ok.		
REQID	Vocabulary	DTMF	Action	Confirm.
7290-FT-ValidateDeceasedAnythingElse-Option-MainMenu	Main menu	1	Play 7290-FT-ValidateDeceasedAnythingElse-Success-1 Go to: (Main menu)	Never
7290-FT-ValidateDeceasedAnythingElse-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request.	Never
7290-FT-ValidateDeceasedAnythingElse-Option-Timeout	—	—	Go to: 7020-FT-CurrentDate-BC	—
DialogModule parameters				
Parameter		Value		
7290-FT-ValidateDeceasedAnythingElse-Parameter				
incompletetimeout (formerly noted as after_end_of_speech_timeout)		500 ms		
timeout (formerly noted as before_begin_of_speech_timeout)		7,000 ms		
bargin (formerly noted as allowing_barge_in)		True		
maxnomatches (formerly noted as retries)		1		
maxnoinputs (formerly noted as timeouts)		0		
Event logging				
Developer notes				
Application will disconnect after SECOND invalid response.				
The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.				

7300-FT-ValidateNoRelationshipMatch-DM

Custom Context DialogModule™		
Returned if caller does not have appropriate relationship to the deceased beneficiary (Return code 226)		
Entering from		
7275-FT-ValidateForDeceased-DB		
Prompts		
Message Number	REQID	Wording
82115	7300-FT-ValidateNoRelationshipMatch-Initial-1	You'll need to submit your request in writing to a field office. If you'd like to find a mailing address using the field office locator, say "Find a field office". For a new request, say "Main menu". Or if you're finished, you can hang up now.
82116	7300-FT-ValidateNoRelationshipMatch-Retry1	[Global Default] You can say "Find a field office", "Main menu" or you can hang up now.
82117	7300-FT-ValidateNoRelationshipMatch-Retry2	[Global Default] You can say "Find a field office" or press 1, or "Main menu" or press 2. Or you can just hang up.


82118	7300-FT-ValidateNoRelationshipMatch-Timeout1	Sorry, I didn't hear anything. You can say "Find a field office", "Main menu" or you can hang up now.		
82119	7300-FT-ValidateNoRelationshipMatch-Timeout2	I'm sorry, but I still didn't hear anything. You can say "Find a field office" or press 1, or "Main menu" or press 2. Or you can just hang up.		
82120	7300-FT-ValidateNoRelationshipMatch-Success-1	Ok, field office locator.		
REQID	Vocabulary	DTMF	Action	Confirm.
7300-FT-ValidateNoRelationshipMatch-Option-FieldOffice	[Find a] field office; [mailing] address	1	Play 7300-FT-ValidateNoRelationshipMatch-Success-1 Go to: (Field office locator)	<i>If necessary</i>
7300-FT-ValidateNoRelationshipMatch-Option-MainMenu	Main menu	2	Go to: (Main menu)	<i>Never</i>
Confirmation prompts				
Message Number	REQID	Wording		
82135	7300-FT-ValidateNoRelationshipMatch-ConfPrompt-FieldOffice	You'd like to find a field office, is that right?		
DialogModule parameters				
Parameter	Value			
7300-FT-ValidateNoRelationshipMatch--Parameter				
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms			
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms			
bargein (formerly noted as allowing_barge_in)	True			
maxnomatches (formerly noted as retries)	1			
maxnoinputs (formerly noted as timeouts)	0			
Event logging				
Developer notes				
The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.				

7302-FT-ValidateSystemProblems-Msg


			Play Prompt	
Return code 0151 or 7777				
Entering from				
7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB				
Prompts				
Msg. Number	REQID	Wording		
82121	7302-FT-ValidateSystemProblems-Prompt-1	Due to system problems, we are unable to process your request at this time.		

Req ID	Condition	Action
7303-FT-ValidateSystemProblems-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC
Event logging		
Developer notes		
No barge-in		
This prompt is based on Message 9054 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.		

7303-FT-ValidateSystemUnavailable-Msg


Play Prompt		
Return code 0152		
Entering from		
7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB		
Prompts		
Message Number	REQID	Wording
82122	7303-FT-ValidateSystemUnavailable-Prompt-1	I'm sorry, but the system is unavailable at this time.
Req ID	Condition	Action
7303-FT-ValidateSystemUnavailable-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC
Event logging		
Developer notes		
No barge-in		
This prompt is based on Message 9051 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.		

7305-FT-ValidateOffSeason-Msg

Play Prompt		
Tell callers that their request was made out of season. (return code 1111)		
Same as 7025-FT-January-Msg		
Entering from		
7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB		
Prompts		
Message Number	REQID	Wording
82123	7305-FT-ValidateOffSeason-Prompt-1	Social Security beneficiaries will receive SSA 1099's in the mail by the end of January showing benefits they received in ...
	CPR	[current year minus one]
1000	silence_1000	[1 sec silence]


82124	7305-FT-ValidateOffSeason-Prompt-2	You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. If you do not receive your SSA 1099 by February first, call back after February first to request a replacement 1099. Replacement 1099's for ...
	CPR	[current year minus one]
82125	7305-FT-ValidateOffSeason-Prompt-3	... will not be available until that date, even from an agent, and statements for ...
	CPR	[current year]
82126	7305-FT-ValidateOffSeason-Prompt-4	... will not be available until January of next year. [2 sec pause] If you need a replacement 1099 for tax year ...
	CPR	[current year minus two]
Req ID	Condition	Action
7305-FT-ValidateOffSeason-Condition-Always	Always	Go to: 7035-FT-NowWhat-DM
Event logging		
Developer notes		
NO Barge-in		

7310-FT-ValidateOther-Msg


		Play Prompt	
Other issue (return code 9999). Returned if any of the other checks fail (e.g. the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons).			
Entering from			
7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB			
Prompts			
Message Number	REQID	Wording	
82128	7310-FT-ValidateOther-Prompt-1	We're sorry, we are unable to process your request.	
Req ID	Condition	Action	
7310-FT-ValidateOther-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC	
Event logging			
Developer notes			
No barge-in			
This prompt is based on Message 9008 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.			

Agent Transfer


6200-GiveUpSendSomewhere-BC

Branch on Condition		
(Based on 1130-GiveUpSendSomewhere-Check in N8NN spec) If the caller had max retries or max timeouts, they come to this DM.		
Entering from		
Any DM (but not currently called in the Replacement 1099 functionality) – On a Max Timeout/ Retry Condition, 7035-FT-NowWhat-DM , 7036-FT-WhichYear-DM , 7038-FT-NewAddressYN-DM , 7125-FT-AuthNoMatch-Msg , 7130-FT-AuthAcctBlocked-Msg , 7235-FT-ForDeceasedYN-DM , 7265-FT-ValidateSelfRepeatYN-DM , 7270-FT-ValidateSelfAnythingElse-DM , 7270-FT-ValidateSelfAnythingElse-DM , 7285-FT-ValidateDeceasedRepeatYN-DM , 7290-FT-ValidateDeceasedAnythingElse-DM .		
REQID	Condition	Action
6200-GiveUpSendSomewhere-Condition-MaxTimeout/Retry	Max Timeout/ Retry	Go to: N8NN Main, 1130-GiveUpSendSomewhere-Check
6200-GiveUpSendSomewhere-Condition-Agent Request	Agent Request	Go to: N8NN Main Menu, Module 1220 NeedsAgentCheckAvailable-Check..
Event logging		

6211-ForcedTransfer-BC


Branch on Condition		
If the caller needs Agent assistance, or is required to go to an Agent due to an authentication failure or database failure, they come here.		
Entering from		
7075A-GetFirstName Say and Spell , 7075B-GetFirstName Spell Only , 7080A-GetLastName Say and Spell , 7080B-GetLastName Spell Only , 7092A-GetAltName Say and Spell , 7092B-GetAltName Spell Only , 7085-FT-Name-ExitFailure-Msg , 7121-FT-AuthSystemProblems-Msg , 7122-FT-AuthSystemUnavailable-Msg , 7123-FT-AuthOther-Msg		
Req ID	Condition	Action
6211-ForcedTransfer-Condition-Day	IF Day	Go to: 6213-ForcedTransferToAgent-Msg
6211-ForcedTransfer-Condition-Night	Else Night or Holiday	Go to: 6216-ForcedTransferNoAgents-Msg
Event logging		

6213-ForcedTransferToAgent-Msg

Play Prompt		
Entering from		
6211-ForcedTransfer-BC		

Prompts		
Message Number	REQID	Wording
82129	6213-ForcedTransferToAgent-Prompt-1	I'll transfer you to an agent who can help you. If you have a long wait for an agent, note that our lines are busiest early in the week and early in the month, so if your business can wait, it's best to call at other times. Hold on while I transfer you.
Req ID		Action
6213-ForcedTransferToAgent-Condition-Always		Transfer to Agent
Event logging		
Developer notes		
No barge-in		

6216-ForcedTransferNoAgents-Msg

		Play Prompt	
Entering from			
6211-ForcedTransfer-BC			
Prompts			
Message Number	REQID	Wording	
82130	6216-ForcedTransferNoAgents-Prompt-1	Unfortunately there are no agents available to help you because our offices are closed. Please call back during business hours, seven A M to seven P M, Monday through Friday, except for Federal holidays. Our lines are busiest early in the week and early in the month, so if your business can wait, it's best to call at other times. Thank you for calling Social Security. Goodbye.	
Req ID		Action	
6216-ForcedTransferNoAgents-Condition-Always		Hang Up	
Event logging			
Developer notes			
No barge-in			

—End of Specification —



SSA Screen Splash

User Interface Specification TNRS

SIS ID : SS022310
App ID : 0022310
NetCap ID : 0022310
Platform/Option : NGSN/Option 3

Corp ID :
EntryPt/Lterm : 91524109

4.7

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Document History

<i>Date</i>	<i>Sp ec</i>	<i>Summary of Changes</i>	<i>Revised by</i>
08/21/2006	1.0	Initial version	Christopher Walton
09/19/2006	1.0h	Added Test Menus Added Entry Points 008-011 Add Message 523 before going to Music on Hold Add Abandon Code Pairs to Ping, Host Query, and Transit DB Update NDB with Code Pair logic Update Screen Splash Question with Code Pairs for Screen Pop Flag = 1 Update SSN with Code Pairs for Screen Pop Flag = 1 Reload all of the following messages: 301, 304, 401, 404, 514, 515, 516, 518, 601, 602, 604, 800-803 Remove Message 101 from SSN Entry	Christopher Walton
9/27/06	1.0i	Add Code Pair to SSN Failure for Screen Pop Add Test Logic for Entry Point 11 to Transit DB Change Entry Point 11 to Go to: NDB Lookup Add Entry Point 11 logic to NDB Lookup	Christopher Walton
9/28/06	1.0j	Add Query Flag logic to DB Results	Christopher Walton
10/4/06	1.0k	Adjusted the Transit DB Failure path for Entry Point 11 Added Encryption Flag logic to Transit DB	Christopher Walton
10/10/06	1.0l	Adjusted Transit DB to support production path Removed extra Else from DB Results Updated Transit DB so final else (no SSN present) is the logic for all entry points	Christopher Walton
10/11/06	1.0m	Updated Transit DB to support production path	Christopher Walton/ William Barnes
10/11/06	1.0n	Updated Query Flag logic in DB Results	Christopher Walton
10/12/06	1.0o	Update Name Confirmations to add Help	Christopher Walton
10/19/06	1.0p	Added Transitional Messages	Christopher Walton
10/23/06	1.0q	Updated Query Flag logic for Status Code in Transit DB	Christopher Walton
11/1/06	1.0r	Updated Retry and Confirmation to logic to facilitate understanding and correct the confirmation experience Added Message Text into the Dialogue boxes where it was missing	Christopher Walton

11/6/06	1.0s	<p>Updated DTMF Retry messaging on SSN (TKSS-SSN-1030-Prompt-LC-25 & TKSS-SSN-1030-Prompt-LC-26)</p> <p>Change Host Query 3 If Trans Code = 08 or error codes 408 or 503 are returned logic to Set Status Code = 1000</p> <p>Updated DTMF Retry messaging on Screen Splash Question (TKSS-SSQ-1010-Prompt-LC-27 & TKSS-SSQ-1010-Prompt-LC-27)</p> <p>Updated DTMF Retry messaging on Date of Birth (TKSS-DOB-1060-Prompt-LC-17)</p> <p>Update Error Code 408/503 logic handling in Transactions 2 and 3</p> <p>Removed wording about the possibility of receiving two responses under confirmations from Place of Birth</p> <p>Update logic in Transit DB to convert some territory codes for the place of birth field</p> <p>Re-positioned Screen Splash Question Confirmation Area</p> <p>Re-positioned SSN Confirmation Area</p> <p>Re-positioned First Name Confirmation Area</p> <p>Re-positioned Last Name Confirmation Area</p> <p>Re-positioned Date of Birth Confirmation Area</p> <p>Re-positioned Mother's Maiden Name Confirmation Area</p> <p>Re-positioned Place of Birth Confirmation Area</p>	Christopher Walton
11/15/06	1.0t	<p>Added Error Message to Global Messages (TKSS-TV-980-Prompt-LC-4)</p> <p>Updated Screen Splash Question Confirmation Timeout Message (TKSS-SSQ-1010-Prompt-LC-24)</p> <p>Updated Date of Birth Confirmation Timeout Message (TKSS-DOB-1060-Prompt-LC-15)</p> <p>Updated Place of Birth Confirmation Timeout Message (TKSS-POB-1080-Prompt-LC-12)</p> <p>Updated Interdigit timeout information</p>	Christopher Walton
11/15/06	1.0u	Update Confirmation logic in Screen Splash Question for 2 nd and 3 rd No.	Christopher Walton
12/1/06	1.0v	<p>Create Surplus Message Section</p> <p>Update Confirmation on Place of Birth & SSN to Always</p>	Christopher Walton
12/8/06	1.0w	<p>Remove Message 527 from Transitional Messages</p> <p>Added Known Accepted Formats section to Date of Birth</p> <p>Update 408 logic in NDB LOOKUP</p>	Christopher Walton
3/29/07	1.0x	Change Messages 1-3, 8, 212, 401, 601	Christopher Walton

4/2/07	2.0	<ol style="list-style-type: none"> 1. Scaling down from the amount of Entry Points to have only EP 000, 001, 008, 010, 011 and 999. 2. On all Entry Point need to set up to receive Jump Parameters 1-10. 3. On all Jumps from this application need to set up to pass Jump Parameters 1-10. 4. The following information will be passed in the jump parameters: 0 – Region (P,D,V,I) 1 – Agent Service Reason – (0,1,2) 2 – Language Selection – (0,1) 3 – CCR Data 4 – Test Flag (0,1) 5 – CTI data 6 – CTI Type 7 – Request ID 8 – Token ID 9 – Territory (0 not from the territory, 1 from the territories) 10 – Agent Availability (0 is agent not available, 1 agent available) 5. Adding a 'ping', which is a messaging interface with the CICM to let them know what selection, was made in the personal or general question. 6. Adding a Language Check up-front to set the correct talent IDs for custom and system messages (Spanish Pop calls will be now going through this app). 7. Adding Spanish (maybe we already have these under the MRS folders) audio to support Spanish Screen Pop. I believe that this is only one custom message. 8. Adding a DTMF only collection of the SSN for Spanish callers. The rest of the logic follows the English Screen Pop logic. <p>Add Message 450-451 & 9501-9504</p>	Christopher Walton
4/2/07	2.0a	<p>Added Jump Parameter 11 Adjusted CCR's to reflect dynamic nature Adjusted talent info in the Language Check</p>	Christopher Walton
5/21/07	2.0b	<p>Change CCR's to add Screen Splash Flag (1 = Spanish and 2 = English) Add Screen Splash Flag to Global Defaults</p>	Christopher Walton
7/5/07	2.0c	<p>Tuning Recommendations for Screen Splash</p> <ul style="list-style-type: none"> • Verizon Business recommends an adjustment of 2 seconds to the end of speech parameter. • Verizon Business recommends a modification to check for non-numeric responses. By checking for non-numeric data as a response to this question, the caller can be properly re-prompted. 	Christopher Walton

		<ul style="list-style-type: none"> • Verizon Business identified areas where modifications to confidence levels will more reliably reject out of grammar utterances. • Because many callers use phrases like "Yes ma'am" and "Thank You, ma'am", Verizon Business recommends extending the Confirmation grammar to include these phrases. • Modify Name Collection VXML to include NPST recommendations for sensitivity and confidence • Incomplete Timeout (what CPI has been calling the Complete Timeout) to extend the end of speech by 2.5 seconds. • Change Messages 3, 100, 105, 202, 203, 209, 210, & 211 	
7/5/07	2.0d	<ul style="list-style-type: none"> • Renumbered Region Menu Section in UI to 1003 (was a duplicate of 1026 before) 	Yaron Gonen
7/15/07	2.0e	<ul style="list-style-type: none"> • Removed the setting of the Host Flag on EP000. • The Host Flag will be set by the incoming parameter in Jump Parameter 0. If no value is sent in Jump Parameter 0 then it will default to the 'P' Production. • Setting the QA box (HC or QA) based on the region. If region is Production box will be set to 'HC', else the QA box will be set to 'QA'. 	Yaron Gonen
9/13/07	2.0f	<p>Tuning 2 Recommendations for Screen Splash</p> <ul style="list-style-type: none"> • Add/Change Messages 2, 9, 208, 211, 302, 402, 600, 602 • Add New Message 600 to play first in Mother's Maiden Name • Change Global Help to Global More Information – this will require updating each module to show More Information as opposed to Help – Help will no longer be recognized • Add Message 9 to play after Message 2 in Screen Splash Explanation • Add Right and Yes, that's right to positive confirmation grammar and Not Right to negative confirmation grammar for all modules • Remove ANI Lookup on HostConnect (Host 	Christopher Walton

		<p>Query 1)</p> <ul style="list-style-type: none"> • Change Screen Splash Question to proceed to Screen Splash Explanation in the 4 places that used to go to ANI Lookup on HostConnect • Removed More Information from Confirmation Prompts • Remove * DTMF entry from More Information Command Vocabulary 	
10/23/07	2.0g	<p>Verizon Business is recommending the reordering of dialog modules to place those dialog modules with the highest completion rates first. Callers experience more success in their interaction with the application before they are asked to provide name data. The proposed order of the Dialog Modules is:</p> <ol style="list-style-type: none"> 1. Social Security Number 2. Date of Birth 3. Place of Birth 4. First Name 5. Last Name 6. Mother's Maiden Name. 	Christopher Walton
02/06/08	2.1	<p>Privacy clarification added to Globals. Module notes added to all DM's where information is collected from the caller.</p> <p>TVND Implementation:</p> <p>New Check Condition modules added</p> <ol style="list-style-type: none"> 1. 1015 TVND Check Condition 2. 1028 Social Security Number Check Condition 3. 1038 Date of Birth Check Condition 4. 1048 Place of Birth Check Condition 5. 1058 First Name Check Condition 6. 1068 Last Name Check Condition 7. 1078 Mother's Maiden Name Check Condition <p>New Message added to DM 1020 Screen Splash Explanation Message 600 moved from DM 1080 Mother's Maiden Name to DM 1060 First Name.</p> <p>Wording of Message 600 changed.</p>	Sean Stallings
02/18/08	2.2	<p>Added "Jump Parameters" section to 5.1 General Behavior</p> <p>Updated DMs 1030, 1040, 1050, 1060, 1070 and 1080;</p> <p>Added increment counter reporting data to module notes</p>	Sean Stallings
02/21/08	2.3	<p>Updated Call Flow Diagram in Chapter 2</p> <p>Replaced references to TVDC Condition Check, with Null Condition Check.</p> <p>Removed page number from DM 1010</p> <p>Added a check condition module, 995- CCR Flag Check</p>	Sean Stallings
02/21/08	2.4	<p>Added CCR ANI DINI Flag Check section to the General Behavior chapter.</p> <p>Updated DM 970.</p>	Sean Stallings
02/26/08	2.5	<p>Updated 5.1.7 Global Defaults, removed incoming/outgoing</p>	Sean Stallings

		Jump Parameters	
02/29/08	2.6	Updated All Check Condition DM's to include reporting data for recaptured data. Updated Table of Contents. Changed confirmation for name capture from "if necessary" to "ALWAYS"	Sean Stallings
03/06/08	2.7	Removed CCR reporting information from Global Defaults. DM 970 makes this section redundant. Added new DM, 1029 Screen Pop Check Condition	Sean Stallings
03/10/08	2.8	Updated 1028, 1038, 1048, 1058, 1068, 1078; Corrected reporting for "if else" condition.	Sean Stallings
03/19/08	2.9	Updated 5.1.4 to correctly reflect how calls end. Updated DM 1028, 1029 to correctly show how screen pop will be handled. Removed 'Else' logic from module 1002 Language Check	Sean Stallings
04/04/08	3.0	Updated reporting strings for first name, last name, mother's maiden name re-use. Clarified wording for Check Null Condition	Sean Stallings
04/11/08	3.1	In order to assure that re-use items are properly reported, in Check Null Condition, if TVDC items to collect = 0, the call must then route to Checked all internal hyperlinks, updated those that did not have the correct module number.	Sean Stallings
04/15/08	3.2	Updated 1050 Get place of birth, added reporting information. Updated 1060 Get First Name, added reporting information. Updated 1070 Get Last Name, added reporting information. Updated 1080 Get Mothers Maiden Name, added reporting information.	Sean Stallings
05/06/08	3.3	Updated module 1020, added new messaging and logic for callers with Attestation flag set to 1. Updated Section 6.1.1 General Recording List, added messages 7,10,11 and 12.	Sean Stallings
06/25/08	3.4	Update module 1029-Screen Splash Pop Check Condition. Added new reporting tags for Screen Pop and Screen Splash.	Sean Stallings
07/16/08	4.0	Broke Module 1060 First Name into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 1070 Last Name into A and B sections, Say and Spell and Spell Only – for TNRS effort Added Module 1075 PostSSN-DB – for TNRS effort	Sean Stallings
09/18/08	4.1	Updated module 1040, corrected routing. 1040 was routing to module 1038, should be routing 1048 – this resolves ticket 22359.	Sean Stallings
09/23/08	4.2	Updated module 1078, corrected 'entering from' field to correctly show current routing – this resolves ticket 22362. Updated module 1068, corrected 'entering from' field to correctly show current routing – this resolves ticket 22361.	Sean Stallings
09/26/08	4.3	Added Verizon Business proprietary statement to title page and page footers. 1) Updated module 1060B; updated confirmation prompt 'action' table, wrong message was playing on max timeouts. Message 512 should be playing instead of 213. Removed 'Respell 2' prompt, since it is not being used. Removed contradictory note in 'Module Settings' section; max timeouts should be set to 0 – this resolves ticket 22382.	Sean Stallings

		<p>2) Updated module 1070B; updated confirmation prompt 'action' table, wrong message was playing on max timeouts. Message 512 should be playing instead of 213. Removed 'Respell 2' prompt, since it is not being used. For initial if 'no' on confirmation prompt removed ambiguous wording,- this resolves ticket 22383. Changed message 402 to 410, since B form is 'Spell' only – this resolves ticket 22395.</p> <p>3) Updated module 1070A, corrected cut and paste error in 'Confirmation' prompt 'Action' field, removed erroneous 'go to' statement – this resolves ticket 22388.</p>	
10/30/08	4.4	<p>Added REQID's to modules 1000, 1002, 1015, 1020, 1028, 1038, 1048, 1058, 1068, and 1078.</p> <p>Updated Module 1060A and 1060B, renumbered REQID for Confirmation Max Retries from 'LC-8' to 'LC-14'.</p> <p>Updated Module 1070A and 1070B, renumbered REQID for Confirmation Max Retries from 'LC-8' to 'LC-14'.</p> <p>Updated module 1080, corrected wording for confirmation prompting, now says "Let me read that back. Last name...." – this resolves the issue for SS-3/CCR 22412.</p>	Sean Stallings
11/4/08	4.5	<p>Updated module 1080, for confirmation, set bracketed result to 'Mother's Maiden Name'</p> <p>Updated module 1075, added parameters for reporting associated app ID.</p>	Sean Stallings
11/6/08	4.6	Updated module 1068, correcting typos in the REQID's – this resolves ticket 22463.	Sean Stallings
12/19/08	4.7	<p>Updates for issue where the Application is not taking the failed path when SSN is invalid (updates highlighted in yellow):</p> <p>Updated module 1030, added null output for SSN in Max Retries.</p> <p>Updated module 1060A to perform an SSN check in Max Retries.</p> <p>Updated module 1070A to perform an SSN check in Max Retries.</p>	Kim Rothlis

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Chapter 1: Background and Motivation

1.1 Motivation

This application is designed to pull information from the caller before talking to a customer service agent to better facilitate the interaction between caller and agent. The goal is to increase the speed with which agents can handle their callers, thereby enhancing the caller experience.

1.2 Aesthetics

The caller is being asked personal information and the tone should be businesslike. However, we only go through one invalid cycle before moving on, regardless of success.

1.3 Open Issues

1.4 Call Examples

1.4.1 Typical Call

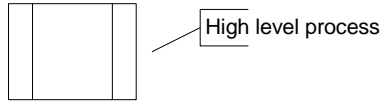
System:	If you're calling about general Social Security info, say 'general'. If you're calling for information specific to you or someone else, say 'personal'.
Caller:	personal
System:	In order to speed up your interaction with our customer service agent, I am going to ask you five questions. Social Security is allowed to collect this information under section 205 of the Social Security Act. First, please say your nine digit social security number or enter it on your key pad.
Caller:	999-99-9999
System:	Please give me your first name, including the spelling. [Pause] For example if your first name was Robin, you'd say "Robin, R O B I N."
Caller:	John
System:	Say and spell your last name.
Caller:	Smith
System:	Now please tell me your date of birth. For example, you could say May fifth, 1937.
Caller:	May 1 st , 1938
System:	Next, say and spell your mother's maiden last name. If you don't know it, say 'none'.
Caller:	O'Klein
System:	Please say the name of the American STATE or TERRITORY where you were born, such as Texas, or say OTHER if you were born somewhere else.
Caller:	New Jersey

System:	Please hold while your call is transferred to a customer service representative.
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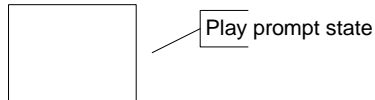
Chapter 2: Call-Flow Diagrams

Legend for the high level call-flow diagrams presented in this section:

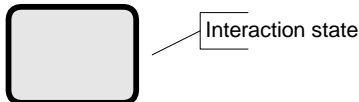
A high level process indicates a *series* of play-prompt or interaction states or data retrieval steps, etc.



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



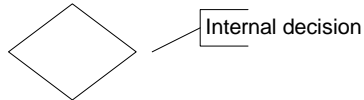
An interaction state prompts the caller for input. It also handles all default timeout and retry behavior. It typically exits (continues to the next state) upon a successful recognition.



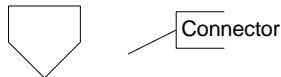
The 'data retrieval' icon represents back-end transactions, to a database, for example.



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



Connectors link different call-flow diagrams.



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

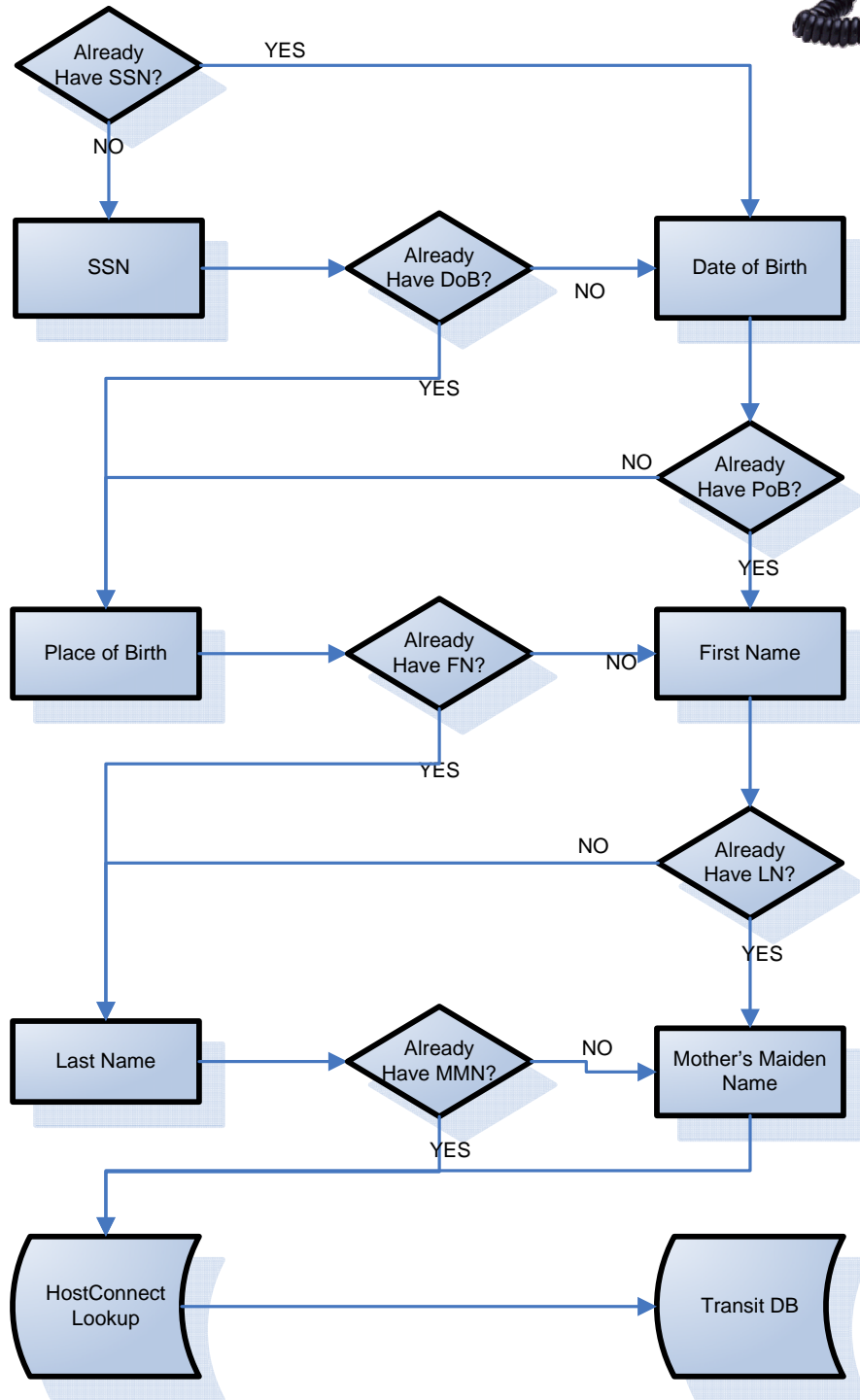


Call-flow diagrams built up of high-level process icons represent the global dialog structure of the application. These high-level diagrams parallel

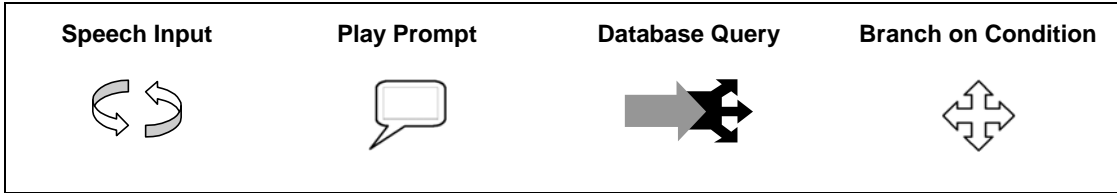
with the more detailed call-flow diagrams that outline every play-prompt, interaction state, data retrieval step, internal decision and possible ends of the call. These low-level charts give a precise graphical representation of the flow of the state tables in the section, Chapter 5: Detailed Dialog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



2.1 High-Level Call Flow Diagram



Chapter 3: How to Read the Call-Flow Tables



2100_Finance_Forex_Menu

Title of this table

Speech Input **Play Prompt** **Database Query** **Branch on Condition**

Item List

Dialog-Module type

Entering from

2000_Finance_Menu

Previous step of the dialog

Initial prompt: first prompt played when entering the module.

Prompts

Requirement ID's	Type	Name	Wording
TKSS-FFM-3100-Prompt-LC-1	Initial	21001	For which currency would you like to hear the exchange rate?
TKSS-FFM-3100-Prompt-LC-2	Timeout 1	21002	I'm sorry, I didn't hear you. Please say the currency you want a rate for, for example "Sterling Pound".
TKSS-FFM-3100-Prompt-LC-3	Timeout 2	21003	I'm sorry, I still didn't hear you. Please say the currency you want to hear the exchange rate for, such as the "Japanese yen", or, to hear a full list to choose from, say "List all currencies".
TKSS-FFM-3100-Prompt-LC-4	Retry 1	21004	Please say the currency you want an exchange rate for, for example "Australian dollar".
TKSS-FFM-3100-Prompt-LC-5	Retry 2	21005	Please say the currency you want to hear the exchange rate for, such as the "Japanese yen", or, to hear a full list to choose from, say "Dutch guilders".
TKSS-FFM-3100-Prompt-LC-6	Help	21006	You are in the foreign exchange menu. If you specify a currency, such as the "Danish krone", I'll give you the exchange rate for it against the US Dollar.

Timeout 1 prompt: played when no response to initial.

Timeout 2 prompt: played when no response to first timeout.

Retry 1 prompt: played when no recognition result from first input.

Touch-tone equivalents for user input

Voicing

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

Retry 2 prompt: played when no recognition result from input after first retry.

Commands

	DTMF	Action
"Back up"	#	Go to: "2000_Finance_Menu"
"Main menu"	##	Go to: "1000_MainMenu"
"Goodbye"	*	Go to: "9000_Goodbye_Msg"
"Instructions"	9	Play prompt, help prompt and then re-enter the module, playing the help prompt.
"Operator"	0	Go to: "8000_Transfer_Msg"

Help prompt: typically played when caller asks for help or instructions.

Module Settings

	DTMF	Action
Default		

Section to specify the different settings of the module

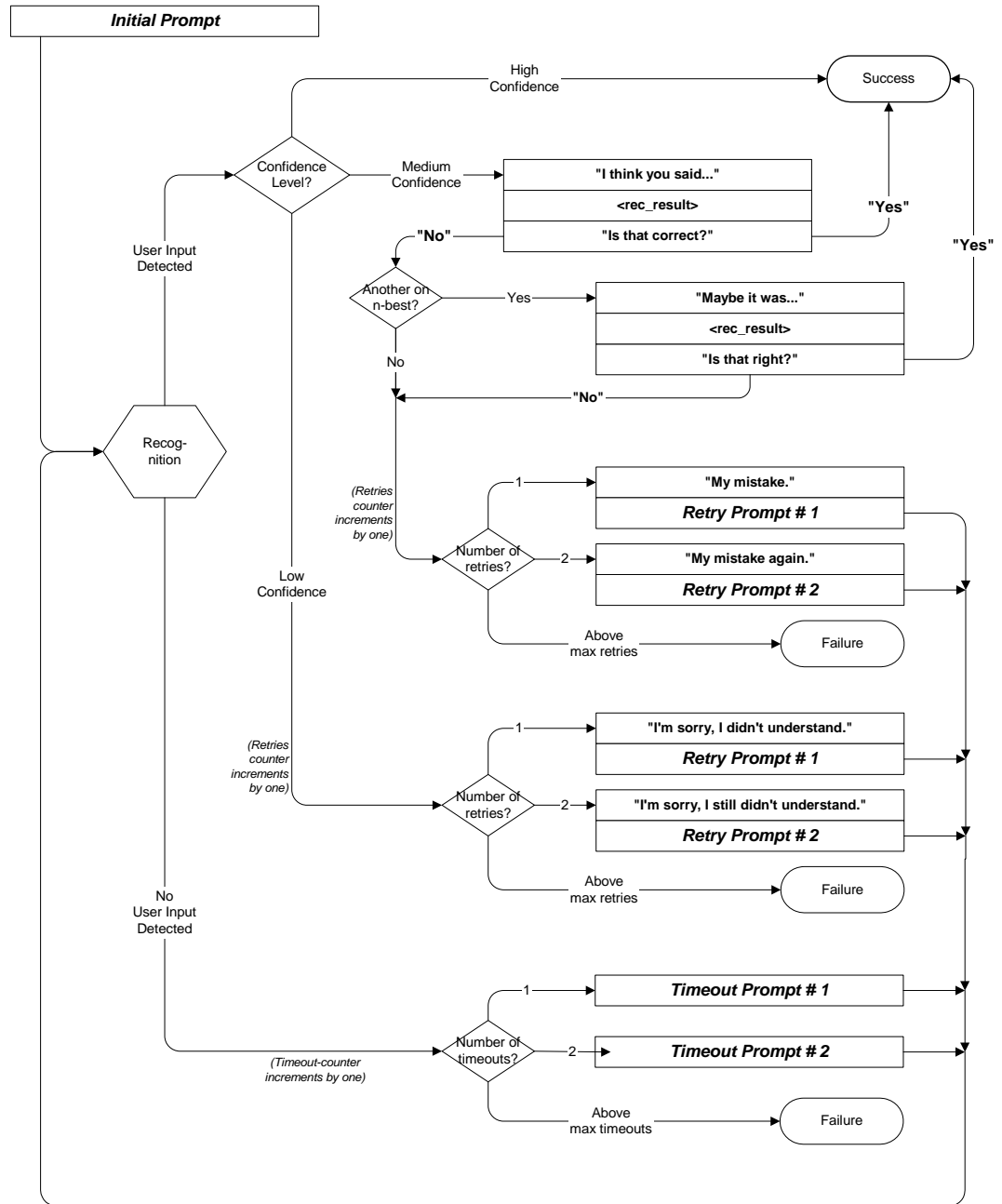
Touch-tone equivalents for global commands

System actions following on global commands

System actions following on user input

Chapter 4: Internal DialogModule Functionality

***PLEASE NOTE: This is a generic example of Internal DialogModule Functionality and may not directly reflect the actions of the Screen Splash application.



Chapter 5: Detailed Dialog Specification

5.1 General Behavior

Test Menu Logic needs to be accessed via an 800 number pointed through the ICR application to achieve maximum efficacy.

Entry Points – while there are 8 entry points; they should be thought of as 4 pairs of two. The 4 pairs represent each of the potential SSA regions (development, validation, integration, and production) and the two represent Screen Splash and Screen Pop.

Host Flag – for each of the SSA regions (p = production, d = development, v = validation, i = integration)

Screen Pop Flag – 1 = handled as a Screen Pop call

Query Flag – to determine conditions of jumping to ICR (if 1 – set Status Code on Transit DB to 1000, if 2 – set Status Code on Transit DB to 1001, if 0 – send status code returned from Host)

5.1.1 Privacy

The following information is considered confidential; SSN, First Name, Last Name, Mother's Maiden Name, Other Last Name (as it appears on their Social Security card), Date of Birth, Place of Birth, The confidential flag should be set to true for all dialog modules collecting this information from the caller.

5.1.2 Reporting

For the TVDC effort, when recording successes, code pairs need to be recorded. Integrity of code pair recording MUST be maintained. The table below shows all modules in the application:

5.1.3 Jump Parameters

See section 3.5 of N8NN Main for Jump Parameter data.

5.1.4 Ending the call

At no time should the call simply end. All calls from this application will exit to an agent.. Max Timeout, Max Retry, or Max Error, will cause the caller to advance to the next menu.

5.1.5 Global Defaults

Catastrophic errors should be handled as follows:

Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305, Entry Point 100 (Jump Parameter 5 = N; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)

Screen Pop Flag = Designates the call as a screen pop call.

Interdigit Speech Timeout on SSN is 2 seconds.

Interdigit DTMF Timeout on SSN and DoB is 5 seconds.

Query Flag = Sets the call to avoid Host Query 2 and/or 3.

Host Flag = sets the Host region (D, V, I, or P).

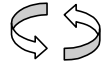
Screen Splash Flag (for use in CCR's) - 1 = Spanish and 2 = English

More Information – One More Information per module – If 2nd More Information, Follow Max Retry logic

All Speech – confirm if necessary – do not confirm yes/no.

All DTMF – never confirm.

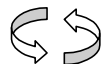
Certain language shows up in the application periodically as a transitional messaging between the modules. Those messages are below.



980 – Transitional Vocabulary

Speech Input		Transitional Vocabulary
Req. ID	Message Number	Text
TKSS-TV-980-Prompt-LC-1	524	“OK”
TKSS-TV-980-Prompt-LC-2	525	“Got it”
TKSS-TV-980-Prompt-LC-3	526	“Thanks for your patience.”

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



990 - COMMAND Vocabulary

Speech Input				Command Vocabulary	
Req. ID	Option	Synonym(s)	DTMF	Action	Confirm.
TKSS-COM-990-Prompt-LC-1	more information	more information ***help will not be recognized***	N/A	Go to More Information Message for the particular module	Never

5.2 Dialog Tables

970 – CCR Flag Check



Condition	Action
If Flag = 0	the application will append the ,ANI, DNIS.Language Flag, Ap ID (22310) set flag to 1
If Flag = 1	the application will append Language Flag and Ap ID (22310) set flag to 1

1000– Entry Point Lookup



Branch on Condition		
Entering from		
New incoming call		
Requirement ID's	Condition	Action
TKSS-EPL-1000-Condition-Entry Point 000	If Entry Point 000	Accept Incoming Jump Parameters listed under Global Defaults Go to: 1002 – Language Check
TKSS-EPL-1000-Condition-Entry Point 001	If Entry Point 001	Accept Incoming Jump Parameters listed under Global Defaults Set Screen Pop Flag = 1 Go to: 1002 – Language Check
TKSS-EPL-1000-Condition-Entry Point 008	If Entry Point 008	Accept Incoming Jump Parameters listed under Global Defaults Set Host = QA Go to: 1002 – Language Check
TKSS-EPL-1000-Condition-Entry Point 009	If Entry Point 009	Accept Incoming Jump Parameters listed under Global Defaults Set Language Selection = 0 Set Screen Pop Flag = 1 Go to: 1002 – Language Check
TKSS-EPL-1000-Condition-Entry Point 010	If Entry Point 010	Accept Incoming Jump Parameters listed under Global Defaults Set Language Selection = 1 Set Screen Pop Flag = 1 Go to: 1002 – Language Check
TKSS-EPL-1000-Condition-Entry Point 011	If Entry Point 011	Accept Incoming Jump Parameters listed under Global Defaults Go to: 1002 – Language Check
TKSS-EPL-1000-Condition-Entry Point 999	If Entry Point 999	Set Language Selection = 0 Set Host = QA Go to: 1002 – Language Check
TKSS-EPL-1000-Condition-Entry Point 998	If Entry Point 998	Set Language Selection = 1 Set Screen Pop Flag = 1 Go to: 1002 – Language Check
TKSS-EPL-1000-Prompt-LC-1	Else	Play Message 219: "We're sorry. We cannot process your call right now. Please call back later." End Call
(If caller hang up, check Screen Pop Flag. If Screen Pop Flag = 1, record code pair 76000. Else, record code pair 75000)		

1002 – Language Check



Branch on Condition
Entering from
1000– Entry Point Lookup

Requirement ID's	Condition	Action
TKSS-LC-1002 -Condition-0	If Language Selection = 0	If Entry Point 999 or 008 Else Go to: 1003 – Region Menu (DTMF Only) Go to: 1005 – NDB Lookup
TKSS-LC-1002-Condition-1	If Language Selection = 1	Sent System Talent = 2002 Go to: 1005 – NDB Lookup
(If caller hang up, check Screen Pop Flag. If Screen Pop Flag = 1, record code pair 76000. Else, record code pair 75000)		

1003 – Region Menu (DTMF Only)

DialogModule™				Menu
Entering from				
1002 – Language Check				
Prompts				
Requirement ID's	Type	MSG #	Text	
TKSS-RM-1003-Prompt-LC-1	Initial	450	To use the Development region, press 1. To use the Validation region, press 2. To use the Integration region, press 3. To use the Production region, press 4.	
TKSS- RM-1003-Prompt-LC-2	Timeout 1	451	We're sorry; we did not recognize your selection as a valid entry. Please make your selection again.	
TKSS- RM-1003-Prompt-LC-1		450	To use the Development region, press 1. To use the Validation region, press 2. To use the Integration region, press 3. To use the Production region, press 4.	
TKSS-RM-1003-Prompt-LC-2	Max timeouts	451	We're sorry; we did not recognize your selection as a valid entry. Please make your selection again. End Call	
TKSS- RM-1003-Prompt-LC-2	Invalid 1	451	We're sorry; we did not recognize your selection as a valid entry. Please make your selection again.	
TKSS- RM-1003-Prompt-LC-1		450	To use the Development region, press 1. To use the Validation region, press 2. To use the Integration region, press 3. To use the Production region, press 4.	
TKSS-RM-1003-Prompt-LC-2	Max Retries	451	We're sorry; we did not recognize your selection as a valid entry. Please make your selection again. End Call	
		Option	Action	Confirm.
		1	Set Region = D Go to: 1005 – NDB Lookup	
		2	Set Region = V Go to: 1005 – NDB Lookup	
		3	Set Region = I Go to: 1005 – NDB Lookup	

	4		Set Region = P Go to: 1005 – NDB Lookup
Commands			
See default settings as specified in Internal DialogModule Functionality on page 8.			
Module Settings			
(If caller hang up, check Screen Pop Flag. If Screen Pop Flag = 1, record code pair 76000. Else, record code pair 75000)			


1005 – NDB Lookup



Database Query	
Entering from	
1002 – Language Check , 1003 – Region Menu (DTMF Only)	
Input Field	Description
keytbl	
Output Field	Description
Encryption Key	32 numeric
Key Index	2 digits
Expiration Date & Time	24 numeric YYYY/DD/MM_HH:MM:SS (GMT)
Condition	Action
<i>If Found & today's date and time prior to Expiration Date& Time</i>	If Entry Point 011 Go to: Test Menu Else If Screen Pop Flag = 1 Go to: Social Security Number Check Condition Else Go to: 1010 – Screen Splash Question
<i>If error code 408 is returned 1st Time</i>	Retry Transaction
<i>If error code 408 is returned 2nd Time/Else/Failure</i>	Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Set Jump Parameter 5 = X:00; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)
Example:	<pre>SQL> desc keytbl Name Null? Type ----- ENCRYPTION_KEY NOT NULL VARCHAR2(32) KEY_IDENTIFIER NOT NULL VARCHAR2(2) EXPIRATION_DATE NOT NULL VARCHAR2(24) SQL> select * from keytbl 2 / ENCRYPTION_KEY KE EXPIRATION_DATE ----- 2jcbv3rBaF0WPI9/q0UEyN+k8opMI/JK 01 2006/04/24 06:52:18</pre>

(If caller hang up, check Screen Pop Flag.
If Screen Pop Flag = 1, record code pair 76000.
Else, record code pair 75000)

1010 – Screen Splash Question


			
DialogModule™		Custom Grammar	
Entering from			
1005 – NDB Lookup			
Prompts			
Requirement ID's	Type	MSG #	Text
TKSS-SSQ-1010-Prompt-LC-1	Initial	1	If you're calling about general Social Security information, say 'general'. If you're calling for information specific to you or someone else, say 'personal'.
TKSS-SSQ-1010-Prompt-LC-2	Timeout 1	100	Sorry, I didn't hear anything.
TKSS-SSQ-1010-Prompt-LC-3		200	If you are calling about general information, or if you don't know, please say 'general'; otherwise, please say 'personal'.
TKSS-SSQ-1010-Prompt-LC-6	Timeout 2	101	I didn't hear you that time either.
TKSS-SSQ-1010-Prompt-LC-7		201	If you are calling about general information, or if you don't know, please say 'general' or press 1; otherwise, please say 'personal' or press 2.
TKSS-SSQ-1010-Prompt-LC-10	Max timeouts	Play Message 512: "Sorry I'm having so much trouble." Set Screen Pop Flag = 1 Send Message to ICM with a Value of 0 in Var. 4 Go to: 1028 – Social Security Check Condition , condition Max Timeouts/Retries	
TKSS-SSQ-1010-Prompt-LC-11	Retry 1 (Speech)	104	Sorry I didn't understand.
TKSS-SSQ-1010-Prompt-LC-12		200	If you are calling about general information, or if you don't know, please say 'general'; otherwise, please say 'personal'.
TKSS-SSQ-1010-Prompt-LC-13	Retry 1 (DTMF)	0.22.315	Your entry is invalid.
TKSS-SSQ-1010-Prompt-LC-14		0.22.316	Please try again.
TKSS-SSQ-1010-Prompt-LC-26		200	If you are calling about general information, or if you don't know, please say 'general'; otherwise, please say 'personal'.
TKSS-SSQ-1010-Prompt-LC-15	Retry 2 (Speech)	105	Sorry, I still didn't understand.
TKSS-SSQ-1010-Prompt-LC-16		201	If you are calling about general information, or if you don't know, please say 'general' or press 1; otherwise, please say 'personal' or press 2.
TKSS-SSQ-1010-Prompt-LC-17	Retry 2 (DTMF)	0.22.315	Your entry is invalid.

TKSS-SSQ-1010-Prompt-LC-18		0.22.316	Please try again.		
TKSS-SSQ-1010-Prompt-LC-27		201	I need to know if you're calling about general Social Security information or about information <u>specific to you or someone else</u> . Please tell me 'general' or 'personal' now.		
TKSS-SSQ-1010-Prompt-LC-19	Max Retries	Play Message 512: "Sorry I'm having so much trouble." Set Screen Pop Flag = 1 Send Message to ICM with a Value of 0 in Var. 4 Go to: 1028 – Social Security Check Condition , condition Max Timeouts/Retries			
TKSS-SSQ-1010-Prompt-LC-20	More Information	212	I need to know if you are calling about general Social Security information or about information for yourself. Please tell me 'general' or 'personal' now.		
REQID	Option	Synonym(s)	DTMF	Action	Confirm.
TKSS-SSQ-1010-Prompt-NC-1	General	General info, general information	1	Send Message to ICM with a Value of 0 in Var. 4 Set Screen Pop Flag = 1 Go to: 1028 – Social Security Check Condition	<i>If necessary</i>
TKSS-SSQ-1010-Prompt-NC-2	Personal	Personal info, personal information	2	Send Message to ICM with a Value of 1 in Var. 4 Go to: DM1015 Check Null Condition	<i>If necessary</i>
Confirmation Prompts – The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, than the caller will proceed forward.					
Requirement ID's	Option	MSG #	Text	Result	Action
TKSS-SSQ-1010-Prompt-LC-21	general	106	general	""I think you said < general >, is that correct?"	If Yes, Right, or Yes that's right Send Message to ICM with a Value of 0 in Var. 4 Set Screen Pop Flag = 1 Go to: 1028 – Social Security Check Condition If 1 st No or Not right, Play Message 521: "My Mistake". Go to: First Retry Message 200. If 2 nd No or Not right, Play Message 522: "Sorry, my mistake again". Go to: 2 nd Retry Message 201. If 3 rd No or Not right, Play Message 512: "Sorry I'm having so much trouble" & Message 213: "We'll skip that and move to the next piece of information". Send Message to ICM with a Value of 0 in Var. 4 Set Screen Pop Flag = 1 Go to: 1028 – Social Security Check Condition

<p>TKSS-SSQ-1010-Prompt-LC-22</p>	<p>personal</p>	<p>107</p>	<p>personal</p>	<p>""I think you said < personal >, is that correct?"</p>	<p>If Yes, Right, or Yes that's right Send Message to ICM with a Value of 1 in Var. 4 Go to: DM1015 Check Null Condition If 1st No or Not right, Play Message 521: "My Mistake". Go to: First Retry Message 200. If 2nd No or Not right, Play Message 522: "Sorry, my mistake again". Go to: 2nd Retry Message 201. If 3rd No or Not right, Play Message 512: "Sorry I'm having so much trouble" & Message 213: "We'll skip that and move to the next piece of information". Send Message to ICM with a Value of 0 in Var. 4 Set Screen Pop Flag = 1 Go to: 1028 – Social Security Check Condition</p>
<p>TKSS-SSQ-1010-Prompt-LC-23</p>	<p>1st Invalid Confirmation</p>	<p>102</p>	<p>"Sorry I couldn't tell if you said yes or no."</p>	<p>Retry Confirmation</p>	<p>If Yes, Right, or Yes that's right "General" Send Message to ICM with a Value of 0 in Var. 4 Set Screen Pop Flag = 1 Go to: 1028 – Social Security Check Condition If Yes, Right, or Yes that's right "Personal" Send Message to ICM with a Value of 1 in Var. 4 Go to: DM1015 Check Null Condition If 1st No or Not right, Play Message 521: "My Mistake". Go to: First Retry Message 200. If 2nd No or Not right, Play Message 522: "Sorry, my mistake again". Go to: 2nd Retry Message 201. If 3rd No or Not right, Play Message 512: "Sorry I'm having so much trouble" & Message 213: "We'll skip that and move to the next piece of information". Send Message to ICM with a Value of 0 in Var. 4 Set Screen Pop Flag = 1 Go to: 1028 – Social Security Check Condition</p>


TKSS-SSQ-1010-Prompt-LC-24	1 st Timeout Confirmation	102	"Sorry I couldn't tell if you said yes or no."	Retry Confirmation	<p>If Yes, Right, or Yes that's right "General"</p> <p>Send Message to ICM with a Value of 0 in Var. 4</p> <p>Set Screen Pop Flag = 1</p> <p>Go to: 1028 – Social Security Check Condition</p> <p>If Yes, Right, or Yes that's right "Personal"</p> <p>Send Message to ICM with a Value of 1 in Var. 4</p> <p>Go to: DM1015 Check Null Condition</p> <p>If 1st No or Not right. Play Message 521: "My Mistake". Go to: First Retry Message 200.</p> <p>If 2nd No or Not right, Play Message 522: "Sorry, my mistake again". Go to: 2nd Retry Message 201.</p> <p>If 3rd No or Not right, Play Message 512: "Sorry I'm having so much trouble" & Message 213 "We'll skip that and move to the next piece of information".</p> <p>Send Message to ICM with a Value of 0 in Var. 4</p> <p>Set Screen Pop Flag = 1</p> <p>Go to: 1028 – Social Security Check Condition</p>
TKSS-SSQ-1010-Prompt-LC-25	2 nd Invalid/Timeout Confirmation				Go to: Max Retries
TKSS-SSQ-1010-Prompt-LC-12	Retry 1 (Speech)	200	If you are calling about general information, or if you don't know, please say 'general'; otherwise, please say 'personal'.		
TKSS-SSQ-1010-Prompt-LC-16	Retry 2 (Speech)	201	If you are calling about general information, or if you don't know, please say 'general' or press 1; otherwise, please say 'personal' or press 2.		
TKSS-SSQ-1010-Prompt-LC-19	Max Retries	Play Message 512: "Sorry I'm having so much trouble." Set Screen Pop Flag = 1 Go to: 1028 – Social Security Check Condition , condition Max Timeouts/Retries			
Commands					
See default settings, as specified in Internal DialogModule Functionality					
Module Settings					
(If caller hang up, check Screen Pop Flag. If Screen Pop Flag = 1, record code pair 76000. Else, record code pair 75000)					

1015 – Check Null Condition

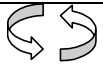

Entering from
1010 – Screen Splash Question

REQID	Condition	Action
1015-Check Null Condition-Option-NC-1	If TVDC Items to collect= 0	Go to: 1028 – Social Security Check Condition
1015-Check Null Condition-Option-NC-2	If TVDC items else	Go to: 1010 – Screen Splash Question
Developer Note: Increment speak item counter for each item that is null.		

1020 – Screen Splash Explanation

			
Play Prompt			
Entering from			
1015 – Check Null Condition			
Prompts			
Requirement ID's	Condition	Msg #	Text
TKSS-SSE-1020-Prompt-LC-1	If pieces to collect = 1 and Attestation Flag = 0	2	While we are waiting for an agent, I am going to collect one more piece of information. Social Security is allowed to collect this information under section 205 of the Social Security Act.
	If pieces to collect = 1 and Attestation Flag = 1	7	While we are waiting for an agent, I am going to collect one more piece of information.
TKSS-SSE-1020-Prompt-LC-3	Else and Attestation Flag = 0	10	While we are waiting for an agent, I am going to collect...
			speak item counter [2-6]
TKSS-SSE-1020-Prompt-LC-4	Else and Attestation Flag = 1	11	...pieces of information. These are the same questions an agent would ask. Social Security is allowed to collect this information under section 205 of the Social Security Act.
			While we are waiting for an agent, I am going to collect... speak item counter [2-6]
TKSS-SSE-1020-Prompt-LC-2	always	12	...pieces of information. These are the same questions an agent would ask.
		9	Oh and by the way, if you don't understand a question, say 'more information'.
REQID			
Condition			
Action			
TKSS-SSE-1020-Option-NC-1	If Attestation Flag = 0	Set Attestation Flag to 1 Go to: 1028 – Social Security Check Condition	
TKSS-SSE-1020-Option-NC-2	If Attestation Flag = 1	Go to: 1028 – Social Security Check Condition	
Module Settings			
No Barge In			
(If caller hang up, record code pair 75000)			


1024 – Spanish Social Security Number (DTMF Only)

	
DialogModule™	Digits

Entering from				
1028 – Social Security Check Condition				
Prompts				
Requirement ID's	Type	MSG #	Text	
TKSS-SSSN-1024-Prompt-LC-1	Initial	9501	Por favor marque los nueve digitos de su numero del seguro social o el numero de la persona por cual esta llamando. ---translation----- Please enter your nine digit social security number, or the number of the person you are calling about.	
TKSS-SSSN-1024-Prompt-LC-2	Timeout 1	9503	Su respuesta no es valida. Por favor intente de nuevo. ---translation--- Your entry is invalid. Please try again.	
TKSS-SSSN-1024-Prompt-LC-1		9501	Por favor marque los nueve digitos de su numero del seguro social o el numero de la persona por cual esta llamando. ---translation----- Please enter your nine digit social security number, or the number of the person you are calling about.	
	Max timeouts	Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N.; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)		
TKSS-SSSN-1024-Prompt-LC-2	Invalid 1	9503	Su respuesta no es valida. Por favor intente de nuevo. ---translation--- Your entry is invalid. Please try again.	
TKSS-SSSN-1024-Prompt-LC-1		9501	Por favor marque los nueve digitos de su numero del seguro social o el numero de la persona por cual esta llamando. ---translation----- Please enter your nine digit social security number, or the number of the person you are calling about.	
	Max Retries	Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N.; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)		
Requirement ID's	Option	DTMF	Action	Confirm.
TKSS-SSSN-1024-Prompt-LC-3	9 Digits	Yes, i.e. 123456789	Play MSG 9502: "Usted marco..." ---translation--- "You entered..." Speakback CED (Speakback CED: "You entered, [SSN].") Go to: 1026 – Spanish SSN Validate (DTMF Only)	Always
Commands				
See default settings as specified in Internal DialogModule Functionality on page 8.				


Module Settings
(If caller hang up, record code pair 76100)
Set Confidential Flag to TRUE

1026 – Spanish SSN Validate (DTMF Only)

				
DialogModule™			Menu	
Entering from				
DM1024 Spanish SSN DTMF				
Prompts				
Requirement ID's	Type	MSG #	Text	
TKSS-SSSNV-1026-Prompt-LC-1	Initial	9504	Si esto es corecto, marque el uno. Si esto no es corecto, marque el dos. ---translation--- If this is correct, press 1. If this is incorrect, press 2.	
TKSS-SSSNV-1026-Prompt-LC-2	Timeout 1	9503	Su respuesta no es valida. Por favor intente de nuevo. ---translation--- Your entry is invalid. Please try again.	
TKSS-SSSNV-1026-Prompt-LC-1		9504	Si esto es corecto, marque el uno. Si esto no es corecto, marque el dos. ---translation--- If this is correct, press 1. If this is incorrect, press 2.	
	Max timeouts	Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)		
TKSS-SSSNV-1026-Prompt-LC-2	Invalid 1	9503	Su respuesta no es valida. Por favor intente de nuevo. ---translation--- Your entry is invalid. Please try again.	
TKSS-SSSNV-1026-Prompt-LC-1		9504	Si esto es corecto, marque el uno. Si esto no es corecto, marque el dos. ---translation--- If this is correct, press 1. If this is incorrect, press 2.	
	Max Retries	Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)		


	Option		Action	Confirm.
	1		If Entry Point 000-001 Encrypt SSN Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K:<key index>M:00E:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's) If Entry Point 008-010 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's)	
	1 st and 2 nd 2		Go to: 1024 – Spanish Social Security Number (DTMF Only)	
	3 rd 2		Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)	
Commands				
See default settings as specified in Internal DialogModule Functionality on page 8.				
Module Settings				
(If caller hang up, record code pair 76100)				

1028 – Social Security Check Condition


		
Entering from		
1010 – Screen Splash Question , 1005 – NDB Lookup , 1015 – Check Null Condition , 1020 – Screen Splash Explanation		
REQID	Condition	Action
TKSS-SSCC-1028-Option-NC-1	If SSN = null and language flag= 0	Go to: 1030 – Social Security Number
TKSS-SSCC-1028Option-NC-2	If SSN = null and language flag = 1	Go to: DM1024 Spanish SSN DTMF
TKSS-SSCC-1028Option-NC-3	If SSN else	Go to: DM1029 Screen Pop Check Name
Module Notes		
V- SCSP-SSN_1-(duration), T-SCSP-0000-(duration)		

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1029 –Screen Pop Check Condition

	
Entering from	
DM1028 SocialSecurity Check Condition	
Condition	Action
If Screen Pop = 1	Report V Transactions per module note Encrypt SSN Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K:<key index>M:00E:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's)
If Screen Pop = else	Report V Transactions per module note, Go to: 1038 – Date of Birth Check Condition
Module Notes	
If Screen Pop = 1	V- SCSP-SPSSN_1-(duration), T-SCSP-0000-(duration)
If Screen Pop = else	V- SCSP-SSSSN_1-(duration), T-SCSP-0000-(duration)

1030 – Social Security Number

			
DialogModule™			Digits
Entering from			
DM1028 SocialSecurity Check Condition			
Prompts			
Requirement ID's	Type	MSG #	Text
TKSS-SSN-1030-Prompt-LC-1	Initial	3	Ok, I need the Social Security Number of the person you are calling about. If you are calling about yourself, say or key in YOUR Social Security Number. If you are calling about someone else, say or key that person's Social Security Number, one digit at a time.
TKSS-SSN-1030-Prompt-LC-2	Timeout 1	100	Sorry, I didn't hear anything.
TKSS-SSN-1030-Prompt-LC-3		209	If you are calling about yourself, say or key in YOUR Social Security Number one digit at a time. If you are calling about someone else, say or key in that person's Social Security Number, one digit at a time.
TKSS-SSN-1030-Prompt-LC-7	Timeout 2	210	Sorry, I still didn't hear anything. You can say your Social Security Number or key it in using the keypad on your telephone. It works best if you say one digit at a time rather than double digit numbers like thirty-two or forty-one.

TKSS-SSN-1030-Prompt-LC-10	Max timeouts	<p>If Screen Pop Flag = 1 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)</p> <p>Else Play Message 512: "Sorry I'm having so much trouble". Set Query Flag = 2 Go to: 1038 – Date of Birth Check Condition, condition Max Timeouts/Retries</p>	
TKSS-SSN-1030-Prompt-LC-11	Retry 1 (Speech)	104	Sorry I didn't understand.
TKSS-SSN-1030-Prompt-LC-12		202	If you are calling about yourself, say or key in YOUR Social Security Number one digit at a time. If you are calling about someone else, say or key in that person's Social Security Number, one digit at a time.
TKSS-SSN-1030-Prompt-LC-13	Retry 1 (DTMF)	0.22.3 15	Your entry is invalid.
TKSS-SSN-1030-Prompt-LC-14		0.22.3 16	Please try again.
TKSS-SSN-1030-Prompt-LC-25		202	If you are calling about yourself, say or key in YOUR Social Security Number one digit at a time. If you are calling about someone else, say or key in that person's Social Security Number, one digit at a time.
TKSS-SSN-1030-Prompt-LC-15	Retry 2 (Speech)	105	Sorry, I still didn't understand.
TKSS-SSN-1030-Prompt-LC-16		203	You can say your Social Security Number or key it in using the keypad on your telephone. It works best if you say one digit at a time rather than double digit numbers like thirty-two or forty-one.
TKSS-SSN-1030-Prompt-LC-17	Retry 2 (DTMF)	0.22.3 15	Your entry is invalid.
TKSS-SSN-1030-Prompt-LC-18		0.22.3 16	Please try again.
TKSS-SSN-1030-Prompt-LC-26		203	You can say your Social Security Number or key it in using the keypad on your telephone. It works best if you say one digit at a time rather than double digit numbers like thirty-two or forty-one.
TKSS-SSN-1030-Prompt-LC-19	Max Retries	<p>If Screen Pop Flag = 1 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)</p> <p>Else Play Message 512: "Sorry I'm having so much trouble". Set Query Flag = 2 Go to: 1038 – Date of Birth Check Condition, condition Max Timeouts/Retries</p>	
TKSS-SSN-1030-Prompt-LC-20	More Information	211	Here's some more information. I need the Social Security Number for the person you are calling about. For example, if you are calling for your sister or your wife, I need HER social security number. Remember, double digit numbers like twenty-seven or forty-one don't work very well. Try it again.

Option	Synonym(s)	DTMF	Action	Confirm.
Digits	<digit_string>	Yes, i.e. 123456789	If Screen Pop Flag = 1 Check Entry Point If Entry Point 000-001 Encrypt SSN Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K:<key index>M:00E:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's) If Entry Point 008-010 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's) Else Go to: 1038 – Date of Birth Check Condition (Record Code Pair 70000 in CCR's)	Always

Confirmation Prompts – The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, than the caller will proceed forward.					
Requirement ID's	Option	MSG #	Text	Result	Action
TKSS-SSN-1030-Prompt-LC-21	Digits	NA	DIGIT STRING	"I think you said < DIGIT STRING >, is that correct?"	<p>If Yes, Right, or Yes that's right, If Screen Pop Flag = 1</p> <p>Check Entry Point</p> <p>If Entry Point 000-001</p> <p>Encrypt SSN</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100</p> <p>(Jump Parameter 5 = K:<key index>M:00E:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)</p> <p>(Record Code Pair 71000 in CCR's)</p> <p>If Entry Point 008-010</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100</p> <p>(Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)</p> <p>(Record Code Pair 71000 in CCR's)</p> <p>Else</p> <p>Go to: 1038 – Date of Birth Check Condition</p> <p>(Record Code Pair 70000 in CCR's)</p> <p>If No or Not right, Play Message 521: "My Mistake". Go to: First Retry Message 202.</p> <p>If 2nd No or Not right, If Screen Pop Flag = 1</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)</p> <p>(Record Code Pair 71100 in CCR's)</p> <p>Else</p> <p>Play Message 512: "Sorry I'm having so much trouble".</p> <p>Play Message 213: "We'll skip that and move to the next piece of information".</p> <p>Set Query Flag = 2</p> <p>Go to: 1038 – Date of Birth Check Condition</p>

<p>TKSS-SSN-1030-Prompt-LC-22</p>	<p>1st Invalid Confirmation</p>	<p>102</p>	<p>"Sorry I couldn't tell if you said yes or no."</p>	<p>Retry Confirmation</p>	<p>If Yes, Right, or Yes that's right, If Screen Pop Flag = 1 Check Entry Point If Entry Point 000-001 Encrypt SSN Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K;<key index>M:00E:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's)</p> <p>If Entry Point 008-010 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's)</p> <p>Else Go to: 1038 – Date of Birth Check Condition (Record Code Pair 70000 in CCR's)</p> <p>If No or Not right, Play Message 521: "My Mistake". Go to: First Retry Message 202.</p> <p>If 2nd No or Not right, If Screen Pop Flag = 1 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)</p> <p>Else Play Message 512: "Sorry I'm having so much trouble". Play Message 213: "We'll skip that and move to the next piece of information". Set Query Flag = 2 Go to: 1038 – Date of Birth Check Condition</p>
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<p>TKSS-SSN-1030-Prompt-LC-23</p>	<p>1st Timeout Confirmation</p>	<p>100</p>	<p>"Sorry, I didn't hear anything."</p>	<p>Retry Confirmation</p>	<p>If Yes, Right, or Yes that's right, If Screen Pop Flag = 1 Check Entry Point If Entry Point 000-001 Encrypt SSN Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K;<key index>M:00E:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's)</p> <p>If Entry Point 008-010 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71000 in CCR's)</p> <p>Else Go to: 1038 – Date of Birth Check Condition (Record Code Pair 70000 in CCR's)</p> <p>If No or Not right, Play Message 521: "My Mistake". Go to: First Retry Message 202.</p> <p>If 2nd No or Not right, If Screen Pop Flag = 1 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)</p> <p>Else Play Message 512: "Sorry I'm having so much trouble". Play Message 213: "We'll skip that and move to the next piece of information". Set Query Flag = 2 Go to: 1038 – Date of Birth Check Condition</p>
<p>TKSS-SSN-1030-Prompt-LC-24</p>	<p>2nd Invalid/Timeout Confirmation</p>				<p>Count as a Retry Go to: 1st or 2nd Retry or Max Retries as appropriate</p>

TKSS-SSN-1030-Prompt-LC-12	Retry 1 (Speech)	202	Please say your nine digit social security number quickly, like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
TKSS-SSN-1030-Prompt-LC-16	Retry 2 (Speech)	203	Try entering it on the telephone keypad.
TKSS-SSN-1030-Prompt-LC-19	Max Retries		<p>If Screen Pop Flag = 1 Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N;; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0) (Record Code Pair 71100 in CCR's)</p> <p>Else Play Message 512: "Sorry I'm having so much trouble". Set Query Flag = 2 Null SSN output variable Go to: 1038 – Date of Birth Check Condition, Max Timeouts/Retries</p>
Commands			
See default settings as specified in Internal DialogModule Functionality on page 8.			
Module Settings			
(If caller hang up, check Screen Pop Flag. If Screen Pop Flag = 1, record code pair 76100. Else, record code pair 75100) Set Confidential Flag to TRUE			

1038 – Date of Birth Check Condition

Entering from		
1028 – Social Security Check Condition , 1030 – Social Security Number , DM1029 Screen Pop Check Name		
REQID	Condition	Action
TKSS-DOBCC-1038-Option-NC-1	If DoB = null	Go to: 1040 – Date of Birth
TKSS-DOBCC-1038-Prompt-LC-1	If DoB = null and Max Timeouts/Retries	Play Message 213: "We'll skip that and move to the next piece of information". Go to: 1040 – Date of Birth
TKSS-DOBCC-1038-Option-NC-2	If DoB else	Report V Transactions per module note, Go to: 1048 – Place of Birth Check Condition
Module Notes		
V- SCSP -DateofBirth_1-(duration), T- SCSP -0000-(duration)		


1040 – Date of Birth

DialogModule™				Date
Entering from				
1038 – Date of Birth Check Condition				
Prompts				
Requirement ID's	Type	MSG #	Text	
TKSS-DOB-1040-Prompt-LC-1	Initial	6	Now please tell me your date of birth. For example, you could say May fifth, 1937.	
TKSS-DOB-1040-Prompt-LC-2	Timeout 1	100	Sorry, I didn't hear anything.	
TKSS-DOB-1040-Prompt-LC-3		206	Try saying the month followed by the date and then the year you were born. For example July fourth, 1976 or you may enter it on your keypad in the format 07041976.	
TKSS-DOB-1040-Prompt-LC-6	Max timeouts	Play Message 512: "Sorry I'm having so much trouble". Go to: 1048 – Place of Birth Check Condition , condition Max Timeouts/Retries		
TKSS-DOB-1040-Prompt-LC-7	Retry 1 (Speech)	104	Sorry I didn't understand.	
TKSS-DOB-1040-Prompt-LC-8		206	Try saying the month followed by the date and then the year you were born. For example July fourth, 1976 or you may enter it on your keypad in the format 07041976.	
TKSS-DOB-1040-Prompt-LC-9	Retry 1 (DTMF)	0.22.315	Your entry is invalid.	
TKSS-DOB-1040-Prompt-LC-10		0.22.316	Please try again.	
TKSS-DOB-1040-Prompt-LC-17		206	Try saying the month followed by the date and then the year you were born. For example July fourth, 1976 or you may enter it on your keypad in the format 07041976.	
TKSS-DOB-1040-Prompt-LC-11	Max Retries	Play Message 512: "Sorry I'm having so much trouble". Go to: 1048 – Place of Birth Check Condition , condition Max Timeouts/Retries.		
TKSS-DOB-1040-Prompt-LC-12	More Information	216	I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say 'July fourth, 1976', or 'the fourth of July, 1976' or you may enter it on your keypad in the format 07041976. Go ahead. What's YOUR date of birth?	
Option	Synonym (s)	DTMF	Action	Confirm.
Date	<date>	Yes, i.e. 06271925	Go To: 1048 – Place of Birth Check Condition (Record Code Pair 70300 in CCR's)	If necessary


Confirmation Prompts – The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, than the caller will proceed forward.					
Requirement ID's	Option	Msg #	Text	Result	Action
TKSS-DOB-1040-Prompt-LC-13	Date	NA	DATE STRING	"I think you said < DATE STRING>, is that correct?"	<p>If Yes, Right, or Yes that's right, Go to: 1048 – Place of Birth Check Condition (Record Code Pair 70300 in CCR's)</p> <p>If No or Not right, Play Message 501: "Sorry about that". Go to: First Retry Message 206.</p> <p>If 2nd No or Not right, Play Message 213: "We'll skip that and move to the next piece of information".</p> <p>Go to: 1048 – Place of Birth Check Condition</p>
TKSS-DOB-1040-Prompt-LC-14	1 st Invalid Confirmation	102	"Sorry I couldn't tell if you said yes or no."	Retry Confirmation	<p>If Yes, Right, or Yes that's right, Go to: 1048 – Place of Birth Check Condition (Record Code Pair 70300 in CCR's)</p> <p>If No or Not right, Play Message 501: "Sorry about that". Go to: First Retry Message 206.</p> <p>If 2nd No or Not right, Play Message 213: "We'll skip that and move to the next piece of information".</p> <p>Go to: 1048 – Place of Birth Check Condition</p>
TKSS-DOB-1040-Prompt-LC-15	1 st Timeout Confirmation	102	"Sorry I couldn't tell if you said yes or no."	Retry Confirmation	<p>If Yes, Right, or Yes that's right, Go to: 1048 – Place of Birth Check Condition (Record Code Pair 70300 in CCR's)</p> <p>If No or Not right, Play Message 501: "Sorry about that". Go to: First Retry Message 206.</p> <p>If 2nd No or Not right, Play Message 213: "We'll skip that and move to the next piece of information".</p> <p>Go to: 1048 – Place of Birth Check Condition</p>
TKSS-DOB-1040-Prompt-LC-16	2 nd Invalid/Timeout Confirmation				Go to: Max Retries
TKSS-DOB-1040-Prompt-LC-8	Retry 1 (Speech)	206	Try saying the month, followed by the date, and then the year you were born. For example July fourth, 1976 or you may enter it on your keypad in the format 07041976.		
TKSS-DOB-1040-Prompt-LC-11	Max Retries	Play Message 512: "Sorry I'm having so much trouble". Go to 1048 – Place of Birth Check Condition , condition Max Timeouts/Retries			
Module Settings					
Set Confidential Flag to TRUE					
<i>(If caller hang up, record code pair 75400)</i>					
Date_reference_date	Set reference date based on Eastern time zone, calculated previously				
Date Disambiguation	Assume past				
Earliest Allowed	1/1/1880				
Latest Allowed	Default				
Earliest expected	1/1/1900				
Latest expected	Default				

Known Accepted Formats	Spoken as "May 3 rd , nineteen seventy two" or "3 rd of May, nineteen seventy two" or "1 8, nineteen seventy two"
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1048 – Place of Birth Check Condition

		
Entering from		
1038 – Date of Birth Check Condition , 1040 – Date of Birth		
REQID	Condition	Action
TKSS-POBCC-1048-Option-NC-1	If PoB = null	Go to: 1050 – Place of Birth
TKSS-POBCC-1048-Prompt-LC-1	If PoB = null and Max Timeouts/Retries	Play Message 213: "We'll skip that and move to the next piece of information". Go to: 1050 – Place of Birth
TKSS-POBCC-1048-Option-NC-2	If PoB else	Report V Transactions per module note, Go to: 1058 – First Name Check Condition
Module Notes		
V- SCSP -PoB_1-(duration), T- SCSP -0000-(duration)		

1050 – Place of Birth


			
DialogModule™		Custom Grammar	
Entering from			
1048 – Place of Birth Check Condition			
Prompts			
Requirement ID's	Type	MSG #	Text
TKSS-POB-1050-Prompt-LC-1	Initial	8	Please say the name of the American STATE or TERRITORY where you were born, such as Texas, or say OTHER if you were born somewhere else.
TKSS-POB-1050-Prompt-LC-2	Timeout 1	100	Sorry, I didn't hear anything.
TKSS-POB-1050-Prompt-LC-3		208	Please say just the STATE or territory where you were born, Texas for example. If you were born somewhere else, just say 'Other'. If you aren't sure about the territories, say 'more information'.
TKSS-POB-1050-Prompt-LC-4	Max timeouts	Play Message 512: "Sorry I'm having so much trouble". Go to: 1058 – First Name Check Condition , condition Max Timeouts/Retries	
TKSS-POB-1050-Prompt-LC-5	Retry 1	104	Sorry I didn't understand.
TKSS-POB-1050-Prompt-LC-6		208	Please say just the STATE or territory where you were born, Texas for example. If you were born somewhere else, just say 'Other'. If you aren't sure about the territories, say 'more information'.
TKSS-POB-1050-Prompt-LC-7	Max Retries	Play Message 512: "Sorry I'm having so much trouble". Go to: 1058 – First Name Check Condition , condition Max Timeouts/Retries	

TKSS-POB-1050-Prompt-LC-8	More Information	218	As part of the verification process, I need to know the name of the state or U S territory where you were born. If you aren't sure and would like to hear a list of the TERRITORIES, just hang on and I'll list them for you, otherwise please say the name of the state or territory now. [4 sec pause] The current and former territories of the United States are: American Samoa, Federated States Of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, and Virgin Islands.		
Option		Synonym(s)	DTMF	Action	Confirm.
Place of Birth		<state_name >	none	(Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as 2 character postal code, i.e. CA or MN)	Always
Other			none	(Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as FF)	If necessary
<p>Confirmation Prompts – The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, than the caller will proceed forward.</p>					
Requirement ID's	Option	MSG #	Text	Result	
TKSS-POB-1050-Prompt-LC-9	State Name	700-759	STATE NAME	"I think you said < State Name > , is that correct?"	<p>If Yes, Right, or Yes that's right, (Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as 2 character postal code, i.e. CA or MN) If No or Not right, Play Message 501: "Sorry about that". Go to: First Retry Message 208. If 2nd No or Not right, Play Message 213: "We'll skip that and move to the next piece of information". Go to: 1058 – First Name Check Condition</p>
TKSS-POB-1050-Prompt-LC-10	Other	109	"...other..."	"I think you said "other", is that correct?"	<p>If Yes, Right, or Yes that's right, (Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as FF) If No or Not right, Play Message 501: "Sorry about that". Go to: First Retry Message 208. If 2nd No or Not right, Play Message 213: "We'll skip that and move to the next piece of information". Go to: 1058 – First Name Check Condition</p>


TKSS-POB-1050-Prompt-LC-11	1 st Invalid Confirmation	102	"Sorry I couldn't tell if you said yes or no."	Retry Confirmation	<p>If Yes, Right, or Yes that's right, "STATE" (Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as 2 character postal code, i.e. CA or MN)</p> <p>If Yes, Right, or Yes that's right, "OTHER" (Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as FF)</p> <p>If No or Not right, Play Message 501: "Sorry about that". Go to: First Retry Message 208.</p> <p>If 2nd No or Not right, Play Message 213: "We'll skip that and move to the next piece of information". Go to: 1058 – First Name Check Condition</p>
TKSS-POB-1050-Prompt-LC-12	1 st Timeout Confirmation	102	"Sorry I couldn't tell if you said yes or no."	Retry Confirmation	<p>If Yes, Right, or Yes that's right, "STATE" (Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as 2 character postal code, i.e. CA or MN)</p> <p>If Yes, Right, or Yes that's right, "OTHER" (Record Code Pair 70500 in CCR's) Go to: 1058 – First Name Check Condition (record state as FF)</p> <p>If No or Not right, Play Message 501: "Sorry about that". Go to: First Retry Message 208.</p> <p>If 2nd No or Not right, Play Message 213: "We'll skip that and move to the next piece of information". Go to: 1058 – First Name Check Condition</p>
TKSS-POB-1050-Prompt-LC-13	2 nd Invalid/Timeout Confirmation				Go to: Max Retries
TKSS-POB-1050-Prompt-LC-6	Retry 1	208	Please say just the STATE or territory where you were born, Texas for example. If you were born somewhere else, just say 'Other'. If you aren't sure about the territories, say 'more information'.		
TKSS-POB-1050-Prompt-LC-7	Max Retries	Go to: 1058 – First Name Check Condition			
Reporting					
<p>If success write PCR string V-SSSP-DM_1050-<duration>,T-SSSP-0000-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration></p> <p>If fail write PCR string V-SSSP-DM_1050-<duration>,T-SSSP-0001-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration></p>					

<p>Module Settings</p> <p>Set Confidential Flag to TRUE <i>(If caller hang up, record code pair 75600)</i></p> <p>State grammar: [note some synonyms for DC and Washington] Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming, District of Columbia, D C, Washington D C, Washington State</p> <p>Territory grammar: American Samoa, Guam, Puerto Rico, Virgin Islands, Federated States Of Micronesia, Marshall Islands, Northern Mariana Islands, Palau.</p> <p>Additional grammar: Other</p>

1058 – First Name Check Condition

		
Entering from		
1048 – Place of Birth Check Condition 1050 – Place of Birth		
REQID	Condition	Action
TKSS-FNCC-1058-Prompt-LC-1	If First Name = null and information to collect = 2 or more	Play message 600: “We’re almost done. We have just a few more pieces of information left to collect”. Go to: 1060A-First Name Say and Spell
TKSS-FNCC-1058-Option-NC-1	If First Name = null and information to collect = else	Go to: 1060A-First Name Say and Spell
TKSS-FNCC-1058-Prompt-LC-2	If First Name = null and Max Timeouts/Retries and information to collect = 2 or more	Play Message 213: “We’ll skip that and move to the next piece of information”. Play message 600: “We’re almost done. We have just a few more pieces of information left to collect”. Go to: 1060A-First Name Say and Spell
TKSS-FNCC-1058-Prompt-LC-3	If First Name = null and Max Timeouts/Retries and information to collect = else	Play Message 213: “We’ll skip that and move to the next piece of information”. Go to: 1060A-First Name Say and Spell
TKSS-FNCC-1058-Option-NC-2	If First Name = else	Report V Transactions per module note, Go to: 1068 – Last Name Check Condition
Module Notes		
V- SCSP -FN_1-(duration), T- SCSP-0000-(duration)		


1060A-First Name Say and Spell

	
DialogModule™	Custom Context Grammar
Entering from	
1058 – First Name Check Condition	

Prompts					
Requirement ID's	Type	MSG #	Text		
TKSS-FN-1060-Prompt-LC-1	Initial 1	301	Please give me your first name, including the spelling. [Pause] For example if your first name was Robin, you'd say 'Robin, R O B I N'. Go ahead.		
TKSS-FN-1060-Prompt-LC-2	Timeout 1	302	Sorry, please give me your first name with the spelling.		
TKSS-FN-1060-Prompt-LC-3	Say More Information	304	I need you to say your first name and then spell it for me, for example if your first name was Nick, you'd say 'Nick, N I C K'.		
Requirement ID's	Option	Synonym(s)	DTMF	Action	Confirm.
	First Name	<first_name>	none	Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's)	ALWAYS
TKSS-FN-1060-Prompt-LC-4	MaxTimeouts			Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition , condition Max Timeouts	
TKSS-FN-1060-Prompt-LC-8	Max Retries			Check SSN length = 9 If equal 9 Go to: 1075 - PostSSN-DB , Condition Max Retries Else Go to: 1060B – First Name Spell Only	
Confirmation					
Requirement ID's	Option	MSG #	Text	Result	Action
TKSS-FN-1060-Prompt-LC-10	First Name	NA	FIRST NAME	"Let me read that back < First Name > spelled <ABCD...>, did I get that right?"	If Yes, Right, or Yes that's right, Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: 1075 - PostSSN-DB Condition 'No' on Confirmation.
TKSS-FN-1060-Prompt-LC-11	1 st Invalid Confirmation	514	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: 1075 - PostSSN-DB Condition 'No' on Confirmation.
TKSS-FN-1060-Prompt-LC-12	1 st Timeout Confirmation	514	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: 1075 - PostSSN-DB Condition 'No' on Confirmation.
	Apology	512	Sorry I'm having so much trouble".	Apology	--NA--

TKSS-FN-1060-Prompt-LC-13	2 nd Invalid/Timeout Confirmation				Go to: Max Retry
TKSS-FN-1060-Prompt-LC-14	Max Retries	Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition			
Reporting					
If success write PCR string V-SSSP-DM_1060-<duration>,T-SSSP-0000-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration> If fail write PCR string V-SSSP-DM_1060-<duration>,T-SSSP-0001-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration>					
Module Settings					
Max retries set to 0 Set Confidential Flag to TRUE (If caller hang up, record code pair 75200)					
Commands					
See default settings as specified in Internal DialogModule Functionality on page 8.					

1060B-First Name Spell Only

					
DialogModule™			Custom Context Grammar		
Entering from					
1075 - PostSSN-DB					
Prerequisite					
If SSN Post Flag = 1		Load all <First Name> returned from SSN Post into custom spell-only grammar			
Prompts					
Requirement ID's	Type	MSG #	Text		
TKSS-FN-1060-Prompt-LC-5	Initial, if Condition = Max Retry	305	"Sorry, just spell your first name for me."		
TKSS-FN-1060-Prompt-LC-6	Initial, if 'No' on Confirmation)	310	Please spell your first name for me again. [Pause] I'll understand you better if you just say, 's', instead of, 's as in Sam'. Go ahead.		
TKSS-FN-1060-Prompt-LC-9	Spell More Information	309	I need you to spell your first name. For example, if your first name was Nick, you'd say, 'N I C K'.		
Requirement ID's	Option	Synonym(s)	DTMF	Action	Confirm.
-na-	First Name	<first_name>	none	Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's)	ALWAYS
TKSS-FN-1060-Prompt-LC-4	Max Timeouts			Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition , condition Max Timeouts/Retries	

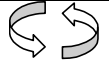
TKSS-FN-1060-Prompt-LC-8	Max Retries / Respells		Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition , condition Max Timeouts/Retries	
Confirmation Requirement ID's				
Option	MS G #	Text	Result	Action
TKSS-FN-1060-Prompt-LC-10	First Name	FIRST NAME	"Let me read that back < First Name > spelled <ABCD...>, did I get that right?" (if name matches TNRS result)	If Yes, Right, or Yes that's right, Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell. If 2 nd No or Not right Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition , condition Max Timeouts/Retries.
TKSS-FN-1060-Prompt-LC-11	1 st Invalid Confirmation	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell. If 2 nd No or Not right Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition , condition Max Timeouts/Retries.
TKSS-FN-1060-Prompt-LC-12	1 st Timeout Confirmation	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to: 1068 – Last Name Check Condition (Record Code Pair 70100 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell. If 2 nd No or Not right Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition , condition Max Timeouts/Retries.
TKSS-FN-1060-Prompt-LC-13	2 nd Invalid/Timeout Confirmation			Go to: Max Retry
TKSS-FN-1060-Prompt-LC-6	Respell 1 (Respells are only used after a failed confirmation)	310	Please spell your first name for me again. [Pause] I'll understand you better if you just say, 's', instead of, 's as in Sam'. Go ahead.	

TKSS-FN-1060-Prompt-LC-14	Max Retries / Respells	Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition
Reporting		
If success write PCR string V-SSSP-DM_1060-<duration>,T-SSSP-0000-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration> If fail write PCR string V-SSSP-DM_1060-<duration>,T-SSSP-0001-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration>		
Module Settings		
If condition = Success, load all returned names into custom spell-only grammar If condition = Failure, use existing spell-only grammar Max Timeouts/Retries = 0.		
If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow		
Set Confidential Flag to TRUE (If caller hang up, record code pair 75200)		
Commands		
See default settings as specified in Internal DialogModule Functionality on page 8.		

1068 – Last Name Check Condition

Entering from		
1060A-First Name Say and Spell , 1060B-First Name Spell Only , 1058 – First Name Check Condition		
REQID	Condition	Action
TKSS-LNCC-1068-Option-NC-1	If Last Name = null	Go to: 1070A-Last Name Say and Spell
TKSS-LNCC-1068-Prompt-LC-1	If Last Name = null and Max Timeouts/Retries	Play Message 213: "We'll skip that and move to the next piece of information". Go to: 1070A-Last Name Say and Spell
TKSS-LNCC-1068-Option-NC-2	If Last Name else	Report V Transactions per module note, Go to: 1078 – Mother's Maiden Name Check Condition
Module Notes		
V- SCSP -LN_1-(duration), T- SCSP -0000-(duration)		


1070A-Last Name Say and Spell



DialogModule™		Custom Context Grammar			
Entering from					
1068 – Last Name Check Condition					
Prompts					
Requirement ID's	Type	MSG #	Text		
TKSS-LN-1070-Prompt-LC-1	Initial	401	Say and spell your last name.		
TKSS-LN-1070-Prompt-LC-2	Timeout 1	402	Sorry, please give me your last name with the spelling.		
TKSS-LN-1070-Prompt-LC-3	Say More Information	404	I need you to say your last name and then spell it for me. For example, if your last name was O'Neal, you'd say, 'O'Neal, O N E A L'.		
Requirement ID's	Option	Synonym (s)	DT MF	Action	Confirm.
	Last Name	<last_name >	none	Go to: 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's)	ALWAYS
TKSS-LN-1070-Prompt-LC-4	Max timeouts			Play Message 512: "Sorry I'm having so much trouble". Go to: 1078 – Mother's Maiden Name Check Condition , condition Max Timeouts	
TKSS-LN-1070-Prompt-LC-8	Max Retries			Go to: 1075 - PostSSN-DB , Condition Max Retries	
Confirmation Prompts					
Requirement ID's	Option	MSG #	Text	Result	Action
TKSS-LN-1070-Prompt-LC-10	Last Name	NA	LAST NAME	"Let me read that back < Last Name > spelled <ABCD...>, did I get that right?"	If Yes, Right, or Yes that's right, Go to: 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: 1075 - PostSSN-DB Condition 'No' on Confirmation.
TKSS-LN-1070-Prompt-LC-11	1 st Invalid Confirmation	514	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to: 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: 1075 - PostSSN-DB Condition 'No' on Confirmation.

TKSS-LN-1070-Prompt-LC-12	1 st Timeout Confirmation	514	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to: 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Check SSN length = 9 If equal 9 Go to: 1075 - PostSSN-DB Condition 'No' on Confirmation. Else Go to: 1070B – Last Name Spell Only
	Apology	512	Sorry I'm having so much trouble".	Apology	
TKSS-LN-1070-Prompt-LC-13	2 nd Invalid/Timeout Confirmation				Go to: Max Retries
TKSS-LN-1070-Prompt-LC-14	Max Retries	Play Message 512: "Sorry I'm having so much trouble". Go to: 1078 – Mother's Maiden Name Check Condition , condition Max Timeouts/Retries			
Reporting					
If success write PCR string V-SSSP-DM_1070-<duration>,T-SSSP-0000-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration> If fail write PCR string V-SSSP-DM_1070-<duration>,T-SSSP-0001-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration>					
Module Settings					
Max retries set to 0 Set Confidential Flag to TRUE Use returned Last Name from ANI Lookup (if present) to assist in recognition (If caller hang up, record code pair 75300)					


1070B-Last Name Spell Only

			
DialogModule™		Custom Context Grammar	
Entering from			
1075 - PostSSN-DB			
Prerequisite			
If SSN Post Flag = 1	Load all <Last Name> returned from SSN Post into custom spell-only grammar		
Prompts Requirement ID's			
	Type	MSG #	Text
TKSS-LN-1070-Prompt-LC-5	Initial, if Condition = Max Retry	405	Sorry, just spell your last name for me.

TKSS-LN-1070-Prompt-LC-2	Initial, if 'No' on Confirmation)	410	Please spell your last name for me again. [Pause] For example, I'll understand you better if you just say, 's', instead of, 's as in Sam'. Go ahead.		
TKSS-LN-1070-Prompt-LC-9	Spell More Information	409	I need you to spell your last name. For example, if your last name was O'Neal, you'd say 'O N E A L'.		
Requirement ID's	Option	Synonym (s)	DT MF	Action	Confirm.
	Last Name	<last_name >	none	Go to: 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's)	ALWAYS
TKSS-LN-1070-Prompt-LC-4	Max Timeouts			Play Message 512: "Sorry I'm having so much trouble." Go to: 1078 – Mother's Maiden Name Check Condition , condition Max Timeouts/Retries	
TKSS-LN-1070-Prompt-LC-8	Max Retries / Respells			Play Message 512: "Sorry I'm having so much trouble." Go to: 1078 – Mother's Maiden Name Check Condition , condition Max Timeouts/Retries	
Confirmation Prompts					
Requirement ID's	Option	MSG #	Text	Result	Action
TKSS-LN-1070-Prompt-LC-10	Last Name	NA	LAST NAME	"Let me read that back < Last Name > spelled <ABCD...>, did I get that right?" (if name matches TNRS result)	If Yes, Right, or Yes that's right, Go to: 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell. If 2 nd No or Not right Play Message 512: "Sorry I'm having so much trouble". Go to: 1078 – Mother's Maiden Name Check Condition condition Max Timeouts/Retries.
TKSS-LN-1070-Prompt-LC-11	1 st Invalid Confirmation	514	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to: 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell. If 2 nd No or Not right Play Message 512: "Sorry I'm having so much trouble". Go to: 1078 – Mother's Maiden Name Check Condition condition Max Timeouts/Retries

TKSS-LN-1070-Prompt-LC-12	1 st Timeout Confirmation	514	"Sorry, I didn't catch that. Please say "yes" or "no"."	Retry Confirmation	If Yes, Right, or Yes that's right, Go to 1078 – Mother's Maiden Name Check Condition (Record Code Pair 70200 in CCR's) If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell If 2 nd No or Not right Play Message 512: "Sorry I'm having so much trouble". Go to: 1078 – Mother's Maiden Name Check Condition condition Max Timeouts/Retries
TKSS-LN-1070-Prompt-LC-13	2 nd Invalid/Timeout Confirmation				Go to: Max Retries
TKSS-LN-1070-Prompt-LC-6	Respell 1 (Respells are only used after a failed confirmation)	410	Please spell your last name for me again. [Pause] For example, I'll understand you better if you just say, 's', instead of, 's as in Sam'. Go ahead.		
TKSS-LN-1070-Prompt-LC-14	Max Retries / Respells	Play Message 512: "Sorry I'm having so much trouble". Go to: 1078 – Mother's Maiden Name Check Condition , condition Max Timeouts/Retries			
Reporting					
If success write PCR string V-SSSP-DM_1070-<duration>,T-SSSP-0000-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration> If fail write PCR string V-SSSP-DM_1070-<duration>,T-SSSP-0001-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration>					
Module Settings					
If condition = Success, load all returned names into custom spell-only grammar If condition = Failure, use existing spell-only grammar, Use returned Last Name from ANI Lookup (if present) to assist in recognition Max Timeouts/Retries = 0. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow Set Confidential Flag to TRUE Use returned Last Name from ANI Lookup (if present) to assist in recognition (If caller hang up, record code pair 75300)					


1075-PostSSN-DB

Database Query		
In this DM, the collected SSN is "posted" using the TNRS request.		
Entering from		
1060A-First Name Say and Spell , 1070A-Last Name Say and Spell		
Prerequisite		
REQID	Condition	Action


--NA--	SSN Post Flag = 0	Continue in this form
TKSS-PSSN-1075-Option-NC-11	SSN Post Flag = 1, Entering from First Name, Max Retries	Go to: 1060B-First Name Spell Only , Condition Failure, Max Retries
TKSS-PSSN-1075-Option-NC-12	SSN Post Flag = 1, Entering from First Name 'No' on Confirmation	Go to: 1060B-First Name Spell Only , Condition Failure, No' on Confirmation
TKSS-PSSN-1075-Option-NC-13	SSN Post Flag = 1, Entering from Last Name, Max Retries	Go to: 1070B-Last Name Spell Only , Condition Failure, Max Retries
TKSS-PSSN-1075-Option-NC-14	SSN Post Flag = 1, Entering from Last Name 'No' on Confirmation	Go to: 1070B-Last Name Spell Only , Condition Failure, No' on Confirmation
Input Field	Description	Value
SSN	The SSN collected in 5020-GetSSNumber-SSN	SSN: 9-digit SSN
associatedAppID	Varchar (8 digits max)	TKSS,
ANI	System provided ANI	ANI: 10-digit calling number, if no ANI available, or ANI is less than 10 digits send all zeros.
Output Field	Description	
<FirstName> <LastName> <OtherLastName>	All First Name, Last Name, associated with the ANI/SSN.	
Req ID	Condition	Action
TKSS-PSSN-1075-Option-NC-1	If Success and First Name, Max Retries	Set SSN Post Flag to 1, Go to: 1060B-First Name Spell Only , Condition Success, Max Retries
TKSS-PSSN-1075-Option-NC-2	If Success and First Name 'No' on Confirmation	Set SSN Post Flag to 1, Go to: 1060B-First Name Spell Only , Condition Success, No' on Confirmation
TKSS-PSSN-1075-Option-NC-3	If Success and Last Name, Max Retries	Set SSN Post Flag to 1, Go to: 1070B-Last Name Spell Only , Condition Success, Max Retries
TKSS-PSSN-1075-Option-NC-4	If Success and Last Name 'No' on Confirmation	Set SSN Post Flag to 1, Go to: 1070B-Last Name Spell Only , Condition Success, No' on Confirmation
TKSS-PSSN-1075-Option-NC-7	Else and First Name, Max Retries	Set SSN Post Flag to 1, Go to: 1060B-First Name Spell Only , Condition Failure, Max Retries
TKSS-PSSN-1075-Option-NC-8	Else and First Name 'No' on Confirmation	Set SSN Post Flag to 1, Go to: 1060B-First Name Spell Only , Condition Failure, No' on Confirmation
TKSS-PSSN-1075-Option-NC-9	Else and Last Name, Max Retries	Set SSN Post Flag to 1, Go to: 1070B-Last Name Spell Only , Condition Failure, Max Retries
TKSS-PSSN-1075-Option-NC-10	Else and Last Name 'No' on Confirmation	Set SSN Post Flag to 1, Go to: 1070B-Last Name Spell Only , Condition Failure, No' on Confirmation
Reporting		

Developer Notes

1078 – Mother’s Maiden Name Check Condition

		
Entering from		
1068 – Last Name Check Condition , 1070A-Last Name Say and Spell , 1070B-Last Name Spell Only		
REQID	Condition	Action
TKSS-MMNCC-1078-Option-NC-1	If Mother’s Maiden Name = null	Go to: 1080 – Mother’s Maiden Name
TKSS-MMNCC-1078-Prompt-LC-1	If Mother’s Maiden Name = null and Max Timeouts/Retries	Play Message 213: “We’ll skip that and move to the next piece of information”. Go to: 1080 – Mother’s Maiden Name
TKSS-MMNCC-1078-Prompt-LC-2	If Mother’s Maiden Name else	Report V Transactions per module note, Play message 523: “Please hold while your call is transferred to a customer service representative”. Go to: Ping .
Module Notes		
V- SCSP -MMN_1-(duration), T- SCSP -0000-(duration)		

1080 – Mother’s Maiden Name

			
DialogModule™		Custom Context Grammar	
Entering from			
1078 – Mother’s Maiden Name Check Condition			
Prompts			
Requirement ID’s	Type	MSG #	Text
TKSS-MMN-1080-Prompt-LC-1	Initial	601	Next say and spell your mother’s maiden last name. If you don’t know it, say ‘none’.
TKSS-MMN-1080-Prompt-LC-2	Timeout 1	602	Sorry, please give me your mother’s maiden last name with the spelling, if you don’t know, say ‘None’.
TKSS-MMN-1080-Prompt-LC-3	Say More Information (only heard after initial prompt or Timeout)	604	I need you to say your mother’s maiden last name and then spell it for me or if you don’t know, say ‘None’. For example, if your mother’s maiden last name was Smith, you’d say, ‘Smith, S M I T H’.

TKSS-MMN-1080-Prompt-LC-4	Max timeouts	If Query Flag = 2 Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping			
TKSS-MMN-1080-Prompt-LC-5	Retry 1	605	Sorry, just spell your mother's maiden last name for me.		
TKSS-MMN-1080-Prompt-LC-8	Max Retries / Respells	If Query Flag = 2 Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping			
TKSS-MMN-1080-Prompt-LC-9	Spell More Information (only heard if More Information is spoken during the Respell/Retry process)	609	I need you to spell your mother's maiden last name. For example, if your mother's maiden last name was Smith, you'd say 'S M I T H'.		
Option		Synonym (s)	DTMF	Action	Confirm.
Mother's Maiden Name		<mother's_maiden_name>	none	If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping (Record Code Pair 70400 in CCR's)	ALWAYS

None		none	<p>If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB</p> <p>Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping (record blank in MMN field)</p>		
<p>Confirmation Prompts – The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, than the caller will proceed forward.</p>					
Requirement ID's	Option	MS G #	Text	Result	
TKSS-MMN-1080-Prompt-LC-10	Mother's Maiden Name	NA	LAST NAME	<p>"Let me read that back. Last Name < Mother's Maiden Name > spelled <ABCD...>, did I get that right?"</p>	<p>If Yes, Right, or Yes that's right, If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB</p> <p>Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping (Record Code Pair 70400 in CCR's)</p> <p>If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell</p> <p>If 2nd No or Not right, If Query Flag = 2 Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB</p> <p>Else Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping</p>


<p>TKSS-MMN-1080-Prompt-LC-11</p>	<p>None</p>	<p>108</p>	<p>"...none..."</p>	<p>"I think you said none, is that correct?"</p>	<p>If Yes, Right, or Yes that's right, If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell. If 2nd No or Not right, If Query Flag = 2 Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping</p>
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<p>TKSS-MMN-1080-Prompt-LC-12</p>	<p>1st Invalid Confirmation</p>	<p>514</p>	<p>"Sorry, I didn't catch that. Please say "yes" or "no"."</p>	<p>Retry Confirmation</p>	<p>If Yes, Right, or Yes that's right, "MMN" If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping (Record Code Pair 70400 in CCR's) If Yes, Right, or Yes that's right, "Other" If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell If 2nd No or Not right, If Query Flag = 2 Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping</p>
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<p>TKSS-MMN-1080-Prompt-LC-13</p>	<p>1st Timeout Confirmation</p>	<p>514</p>	<p>"Sorry, I didn't catch that. Please say "yes" or "no"."</p>	<p>Retry Confirmation</p>	<p>If Yes, Right, or Yes that's right, "MMN" If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping (Record Code Pair 70400 in CCR's) If Yes, Right, or Yes that's right, "Other" If Query Flag = 2 Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping If No or Not right, Play Message 501: "Sorry about that". Go to: First Respell If 2nd No or Not right, If Query Flag = 2 Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB Else Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping</p>
<p>TKSS-MMN-1080-Prompt-LC-14</p>	<p>2nd Invalid/Timeout Confirmation</p>				<p>Go to: Max Retries</p>
<p>TKSS-MMN-1080-Prompt-LC-6</p>	<p>Respell 1 (Respells are only used after a failed confirmation)</p>	<p>610</p>	<p>Please spell your mother's maiden last name for me again. [Pause] For example, I'll understand you better if you just say 's', instead of 's as in Sam'. Go ahead.</p>		


TKSS-MMN-1080-Prompt-LC-7	Respell 2 (Respells are only used after a failed confirmation)	612	Sorry I didn't catch that. Go ahead and spell your mother's maiden last name for me.
TKSS-MMN-1080-Prompt-LC-8	Max Retries / Respells		<p>If Query Flag = 2 Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Transit DB</p> <p>Else Play Message 512: "Sorry I'm having so much trouble". Play Message 523: "Please hold while your call is transferred to a customer service representative". Play Music on Hold (Paradise) Go to: Ping</p>
Reporting			
If success write PCR string V-SSSP-DM_1080-<duration>,T-SSSP-0000-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration> If fail write PCR string V-SSSP-DM_1080-<duration>,T-SSSP-0001-<duration>,V-SSSP-SITEID_<Site ID>-<duration>,T-SSSP-0000-<duration>			
Module Settings			
Set Confidential Flag to TRUE (If caller hang up, record code pair 75500)			

Ping (Host Query 2)

	
Database Query	
Entering from	
1080 – Mother's Maiden Name , 1078 – Mother's Maiden Name Check Condition	
Input Field	Description
Query ID	1 digit (2)
Region Flag	1 character
Request ID	10 digits
Output Field	Description
Trans Code	2 digits
Return Code	4 digits
Condition	Action
IF 0000	Go to: Host Query 3


If Trans Code = 08	Set Status Code = 1000 Set Query Flag = 1 Go to: Transit DB
If error codes 408 or 503 are returned 1 st Time	Re-Send Transaction
If error codes 408 or 503 are returned 2 nd time	Set Status Code = 1000 Set Query Flag = 1 Go to: Transit DB
Else	Set Query Flag = 1 Go to: Transit DB
(If caller hang up, record code pair 75700) Set Transaction Timeout to 15 seconds	

Host Query 3

	
Database Query	
Entering from	
Ping	
Input Field	Description
Query ID	1 digits (3)
Host Flag	1 character
Request ID	10 digits
SSN	9 digits
First Name	15 characters
Last Name	20 characters
Date of Birth	8 digits
Mother's Maiden Name	20 characters
Place of Birth	2 characters
ANI	10 digits
Output Field	Description
Trans Code	2 digits
<statusCode>	4 digits
<statusDescription>	18 digits
<firstNameMbr>	2 digits
<firstNameSsr>	2 digits
<firstNameNumi>	2 digits
<lastNameMbr>	2 digits
<lastNameSsr>	2 digits
<lastNameNumi>	2 digits
<dobMbr>	2 digits

<dobSsr>	2 digits
<dobNumi>	2 digits
<mothersMaidenNameNumi>	2 digits
<placeOfBirthNumi>	2 digits
<nhSsnFirstName>	9 digits
<bicFirstName>	2 alphanumeric
<nhSsnLastName>	9 digits
<bicLastName>	2 alphanumeric
<nhSsnDob>	9 digits
<bicDob>	2 alphanumeric
Condition	Action
If 000	Go to: Transit DB
If Trans Code = 08	Set Status Code = 1000 Go to: Transit DB
If error codes 408 or 503 are returned 1 st Time	Retry Transaction
If error codes 408 or 503 are returned 2 nd Time	Set Status Code = 1000 Go to: Transit DB
Else	Go to: Transit DB
(If caller hang up, record code pair 75700) Set Transaction Timeout to 25 seconds	

Transit DB


Database Query
Entering from
HostConnect Query 3, Ping

Input Field	Description
NGSN Info	<p>Note the key must contain opening and closing as listed in the description, as a part of the key.</p> <p><statusCode> 4 digits (if Query Flag = 1 set as 1000, if Query Flag = 2 set as 1001, if Query Flag = 0 set as status code from Host)</p> <p><SSN> 9 digits</p> <p><First Name> 15 characters</p> <p><Last Name> 20 characters</p> <p><Date of Birth (Month)> 2 digits</p> <p><Date of Birth (Day) > 2 digits</p> <p><Date of Birth (Year)> 4 digits</p> <p><Mother's Maiden Name> 20 characters</p> <p><Place of Birth> 2 characters – the following codes must be converted from the existing postal code to a new code before entry in the Transit DB</p> <p>PUERTO RICO from PR to RQ</p> <p>VIRGIN ISLANDS from VI to VQ</p> <p>GUAM from GU to GQ</p> <p>MARIANAS from MP to CQ</p> <p>AMERICAN SAMOA from AS to AQ</p> <p><ANI> 10 digits</p> <p><firstNameMbr> 2 digits</p> <p><firstNameSsr> 2 digits</p> <p><firstNameNumi> 2 digits</p> <p><lastNameMbr> 2 digits</p> <p><lastNameSsr> 2 digits</p> <p><lastNameNumi> 2 digits</p> <p><dobMbr> 2 digits</p> <p><dobSsr> 2 digits</p> <p><dobNumi> 2 digits</p> <p><mothersMaidenNameNumi> 2 digits</p> <p><placeOfBirthNumi> 2 digits</p> <p><nhSsnFirstName> 9 digits</p> <p><bicFirstName> 2 alphanumeric</p> <p><nhSsnLastName> 9 digits</p> <p><bicLastName> 2 alphanumeric</p> <p><nhSsnDob> 9 digits</p> <p><bicDob> 2 alphanumeric</p> <p>These fields are tag delimited and not length delimited.</p>
Database SIBB Request Parameters	
<name>NGSNInfo</name>	<value>Encrypted Caller Data (NGSN Info) </value>
<name>CallID</name>	<value>GetNGSNCallID()</value>
<name>ANI</name>	<value>sys.MSP.ANI.number</value>
<name>AppID</name>	<value>PadLeft(sys.application_id,7,"0")</value>
Output Field	Description
Token ID	10 alphanumeric

Condition	Action
<i>If Success</i>	<p>Check Entry Point If Entry Point 000-001</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K:<key index>M:00T:<Transit DB Token>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 1)</p> <p>If Entry Point 008-010</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = U:<Transit DB Token>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 1)</p> <p>If Entry Point 011</p> <p>Check Encryption Flag If Encryption Flag = 1</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K:<key index>M:00T:<Transit DB Token>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 1)</p> <p>Else</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = U:<Transit DB Token>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 1)</p>
<i>If Failure 1st</i>	Send to 2 nd DB Instance
<i>If Failure 2nd</i>	<p>If SSN Present</p> <p>Check Entry Point If Entry Point 000-001</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K:<key index>M:00D:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 2)</p> <p>If Entry Point 008-010</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 2)</p> <p>If Entry Point 011</p> <p>Check Encryption Flag If Encryption Flag = 1</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = K:<key index>M:00D:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 2)</p> <p>Else</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 2)</p> <p>Else – No SSN present (all entry points)</p> <p>Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100 (Jump Parameter 5 = N: ; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)</p>

Module Settings

For the Call ID run the following:

622	3pcc_call_id	This element uniquely identifies Third Party Call Control calls, to include both ICR-I and VP. Format: 1 to 10 character digits
-----	--------------	--

Data must be encrypted and encoded using 3DES before sending to Transit DB

If Encryption Flag = 0 Do not encrypt data

If Entry Point 008-010 Do not encrypt data

The NGSN Info is sent in an XML format to the DB as follows:

```

<appData>
  <statusCode /> (if Query Flag = 1 set as 1000, if Query Flag = 2 set as 1001, if Query Flag = 0 set as
  status code from Host)
  <ssn />
  <firstName />
  <lastName />
  <dobMonth />
  <dobDay />
  <dobYear />
  <mothersMaidenName />
  <placeOfBirth />
  <ani />
  <firstNameMbr />
  <firstNameSsr />
  <firstNameNumi />
  <lastNameMbr />
  <lastNameSsr />
  <lastNameNumi />
  <dobMbr />
  <dobSsr />
  <dobNumi />
  <mothersMaidenNameNumi />
  <placeOfBirthNumi />
  <nhSsnFirstName />
  <bicFirstName>
  <nhSsnLastName />
  <bicLastName>
  <nhSsnDob />
  <bicDob />
</appData>

```

Three input fields (Call ID, ANI, App ID) should be appended to the end of the Transit DB request as follows:

<http://166.34.205.41:18081/Splash/insert.asp?NGSNInfo=k5h4hj6dkdlongencrypteddata457324873477&CallID=3356512256&ANI=7195351300&AppID=0022310>

Transit DB IP Addresses:

The primary is "<http://166.34.205.41:18081/Splash/insert.asp>"

The secondary is "<http://166.34.205.40:18081/Splash/insert.asp>"

(If caller hang up, record code pair 75700)

TEST MENU

If caller presses

	Play Message 800
1	Set Pop Flag = 1 Go to: ENCRYPTED MENU
2	Go to: ENCRYPTED MENU
Invalid/Timeout 1st	Play Message 0.22.315 & 0.22.316 Go to: TEST MENU
Invalid/Timeout 2nd	Play Message 0.22.692 End Call

ENCRYPTED MENU

If caller presses

	Play Message 801
1	If Pop Flag = 1 Set Encryption Flag = 1 Go to: GET KEY Else Set Encryption Flag = 1 Go to: HOSTCONNECT MENU
2	If Pop Flag = 1 Go to: GET KEY Else Go to: HOSTCONNECT MENU
Invalid/Timeout 1st	Play Message 0.22.315 & 0.22.316 Go to: ENCRYPTED MENU
Invalid/Timeout 2nd	Play Message 0.22.692 End Call

HOSTCONNECT MENU

Play Message 802

If caller presses

- 1 Set HostConnect Flag = 1
Go to: [GET KEY](#)
- 2 Go to: [GET KEY](#)
- Invalid/Timeout 1st Play Message 0.22.315 & 0.22.316
Go to: [HOSTCONNECT MENU](#)
- Invalid/Timeout 2nd Play Message 0.22.692
End Call

GET KEY

Play Message 803

- If caller enters 3 digits Go to: [GET DATA](#)
- Invalid/Timeout 1st Play Message 0.22.693 & 0.22.316
Go to: [GET KEY](#)
- Invalid/Timeout 2nd Play Message 0.22.692
End Call

GET DATA

Lookup with 3 digit key DB1

- If Data Found Retrieve fields 1-6
Go to: [DB RESULTS](#)
- If Data Not Found Play Message 0.22.693 & 0.22.316
Go to: [GET KEY](#)

DB RESULTS (always pass entry point 011 in jump to ICR)

If Screen Pop Flag = 1

- If Encryption Flag = 1 Encrypt SSN
Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100
(Jump Parameter 5 = K:<key index>M:00E:<Encrypted SSN>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)

Else Set the following parameters and then jump with all parameters to ICR NGSN App ID 0022305 Entry Point 100

(Jump Parameter 5 = C:<9 numeric digits>; Jump Parameter 3 = CCR String; Jump Parameter 6 = 0)

Else

If HostConnect Flag = 1 Set Host Flag = D
Set Query Flag = 1
Go to: [Ping](#)

Else Set Host Flag = D
Set Query Flag = 2
Go to: [Transit DB](#)

Jump Variable 5 Formats

<i>Content</i>	<i>ScreenSplash(S), ScreenPop(P) or Both (B)</i>		<i>Description</i>
C:<9 numeric digits>	P		Clear-text form (dummy SSNs from test application only). Not required in Production App.
K:<key index>M:00E:<Encrypted SSN>	P		Encrypted form, with SSN encrypted on NIVR node <00>, using encryption key currently associated with <key index>.
U:<Transit DB Token>	S		Unencrypted ScreenSplash data (test data from test app only) in Transit DB record identified by <Transit DB Token>. Not required in Production app.
K:<key index>M:00T:<Transit DB Token>	S		Encrypted ScreenSplash data in Transit DB record identified by <Transit DB Token>, encrypted on NIVR node <00>, using encryption key currently associated with <key index>.
K:<key index>M:00D:<Encrypted SSN>	S		ScreenSplash data could not be written to Transit DB, so call data demoted to pass just SSN to agent in ScreenPop format.

Content	ScreenSplash(S), ScreenPop(P) or Description Both (B)	
X:00	B	No caller data collected because no active encryption key was available at NIVR node <00>.
N:	P	Caller was prompted by NIVR voice application, but did not enter a valid SSN (9 digits).

 Q000 XIII. CCR LAYOUT - NGSN PLATFORM

CCR Subfield	Cell Position	Data Length	Describe
-----------------	------------------	----------------	----------

Begin Custom Data

	10 digits	ANI (9147617871)
	10 digits	DNIS (8004687562)
English Speech)	1 digit	Screen Splash Flag (1 = Spanish DTMF, 2 = ***chg 5/21/07***
	5 digits	Code Pairs (dynamic based on number of code pairs generated)

End Custom Data

 U000 XVII. ECR NODE INFORMATION

CUSTOMER NAME : SSA
 SIS ID : SS022310

Corp ID: 91950160

EP_000 Log Term: 00941 on ARU 239 for ASR/3wayTNT

Chapter 6: Recording Lists

6.1 Application Recording List

6.1.1 General Recording List

<i>Message Number</i>	<i>Message Text</i>
Message 1	"If you're calling about general Social Security information say 'general'. If you're calling for information specific to you or someone else, say 'personal'."
Message 2	"While we are waiting for an agent, I am going to collect one more piece of information. Social Security is allowed to collect this information under section 205 of the Social Security Act."
Message 3	"Ok, I need the Social Security Number of the person you are calling about. If you are calling about yourself, say or key in YOUR Social Security Number. If you are calling about someone else, say or key that person's Social Security Number one digit at a time."
Message 6	"Now please tell me your date of birth. For example, you could say 'May fifth, 1937'."
Message 7	While we are waiting for an agent, I am going to collect one more piece of information."
Message 8	"Please say the name of the American STATE or TERRITORY where you were born, such as 'Texas', or say 'OTHER' if you were born somewhere else."
Message 9	"Oh and by the way, if you don't understand a question, say 'more information'."
Message 10	While we are waiting for an agent, I am going to collect...
Message 11	pieces of information. These are the same questions an agent would ask. Social Security is allowed to collect this information under section 205 of the Social Security Act.
Message 12	pieces of information. These are the same questions an agent would ask.
Message 100	"Sorry, I didn't hear anything."
Message 101	"I didn't hear you that time either."
Message 102	"Sorry I couldn't tell if you said yes or no."

Message Number	Message Text
Message 104	"Sorry I didn't understand."
Message 105	"Sorry, I still didn't understand."
Message 106	"...general..."
Message 107	"...personal..."
Message 108	"...none..."
Message 109	"...other..."
Message 110	"I think you said..."
Message 111	"...is that correct?"
Message 200	"If you are calling about general information, or if you don't know, please say 'general'; otherwise, please say 'personal'."
Message 201	"If you are calling about general information, or if you don't know, please say 'general' or press 1; otherwise, please say 'personal' or press 2."
Message 202	"If you are calling about yourself, say or key in YOUR Social Security Number, one digit at a time. If you are calling about someone else, say or key in that person's Social Security Number, one digit at a time."
Message 203	"You can say your Social Security Number or key it in using the keypad on your telephone. It works best if you say one digit at a time rather than double digit numbers like thirty-two or forty-one."
Message 206	"Try saying the month, followed by the date, and then the year you were born. For example 'July fourth, 1976' or you may enter it on your keypad in the format 07041976."
Message 208	"Please say just the STATE or territory where you were born; 'Texas', for example. If you were born somewhere else, just say 'Other'. If you aren't sure about the territories, say 'more information'."
Message 209	"If you are calling about yourself, say or key in YOUR Social Security Number, one digit at a time. If you are calling about someone else, say or key in that person's Social Security Number, one digit at a time."
Message 210	"Sorry, I still didn't hear anything. You can say your Social Security Number or key it in using the keypad on your telephone. It works best if you say one digit at a time rather than double digit numbers like thirty-two or forty-one."

<i>Message Number</i>	<i>Message Text</i>
Message 211	<p>“Here’s some more information. I need the Social Security Number for the person you are calling about. For example, if you are calling for your sister or your wife, I need HER social security number. Remember, double digit numbers like twenty-seven or forty-one don’t work very well. Try it again.”</p>
Message 212	<p>“I need to know if you’re calling about general Social Security information or about information <u>specific to you or someone else</u>. Please tell me general or personal now.”</p>
Message 213	<p>“We’ll skip that and move to the next piece of information.”</p>
Message 216	<p>“I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say ‘July fourth, 1976’, or ‘the fourth of July, 1976’ or you may enter it on your keypad in the format 07041976. Go ahead. What’s YOUR date of birth?”</p>
Message 218	<p>“As part of the verification process, I need to know the name of the state or U S territory where you were born. If you aren’t sure and would like to hear a list of the TERRITORIES, just hang on and I’ll list them for you, otherwise please say the name of the state or territory now. [4 sec pause] The current and former territories of the United States are: American Samoa, Federated States Of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, and the Virgin Islands.”</p>
Message 219	<p>“We’re sorry. We cannot process your call right now. Please call back later.”</p>
Message 301	<p>“Please give me your first name, including the spelling. [Pause] For example if your first name was Robin, you’d say ‘Robin, R O B I N’. Go ahead.”</p>
Message 302	<p>”Sorry, please give me your first name with the spelling.”</p>
Message 304	<p>”I need you to say your first name and then spell it for me, for example if your first name was Nick, you’d say ‘Nick, N I C K’.”</p>
Message 305	<p>”Sorry, just spell your first name for me.”</p>
Message 309	<p>”I need you to spell your first name. For example, if your first name was Nick, you’d say, ‘N I C K’.”</p>

Message Number	Message Text
Message 310	"Please spell your first name for me again. [Pause] I'll understand you better if you just say 's', instead of 's' as in Sam'. Go ahead."
Message 311	"Sorry, I didn't catch that. Go ahead and spell your first name for me."
Message 401	"Say and spell your last name."
Message 402	"Sorry, please give me your last name with the spelling."
Message 404	"I need you to say your last name and then spell it for me. For example, if your last name was O'Neal, you'd say, 'O'Neal, O N E A L'."
Message 405	"Sorry, just spell your last name for me."
Message 409	"I need you to spell your last name. For example, if your last name was O'Neal, you'd say 'O N E A L'."
Message 410	"Please spell your last name for me again. [Pause] For example, I'll understand you better if you just say 's', instead of 's' as in Sam'. Go ahead."
Message 412	"Sorry I didn't catch that. Go ahead and spell your last name for me."
Message 450	"To use the Development region, press 1. To use the Validation region, press 2. To use the Integration region, press 3. To use the Production region, press 4."
Message 451	"We're sorry; we did not recognize your selection as a valid entry. Please make your selection again."
Message 501	"Sorry about that."
Message 512	"Sorry I'm having so much trouble."
Message 514	"Sorry, I didn't catch that. Please say 'yes' or 'no'."
Message 520	"I need you to tell me if I got your name right. If I got it right, say 'yes'. Otherwise say 'no', and we'll try again."
Message 521	"My mistake."
Message 522	"Sorry, my mistake again."
Message 523	"Please hold while your call is transferred to a customer service representative."
Message 524	"OK"
Message 525	"Got it"
Message 526	"Thanks for your patience."
Message 600	"We're almost done. We just a few more pieces of information left to collect."
Message 601	"Next say and spell your mother's maiden last name. If you don't know it, say 'none'."
Message 602	"Sorry, please give me your mother's maiden last name with the spelling, if you don't know, say 'None'."

<i>Message Number</i>	<i>Message Text</i>
Message 604	"I need you to say your mother's maiden last name and then spell it for me or if you don't know, say 'None'. For example, if your mother's maiden last name was Smith, you'd say, 'Smith, S M I T H'."
Message 605	"Sorry, just spell your mother's maiden last name for me."
Message 609	"I need you to spell your mother's maiden last name. For example, if your mother's maiden last name was Smith, you'd say 'S M I T H'."
Message 610	"Please spell your mother's maiden last name for me again. [Pause] For example, I'll understand you better if you just say 's', instead of 's as in Sam'. Go ahead."
Message 612	"Sorry I didn't catch that. Go ahead and spell your mother's maiden last name for me."
Message 9501	"Por favor marque los nueve digitos de su numero del seguro social o el numero de la persona por cual esta llamando." ---translation-----
Message 9502	"Please enter your nine digit social security number or the number of the person you are calling about." "Usted marco... ---translation--- "You entered..."
Message 9503	"Su respuesta no es valida. Por favor intente de nuevo." ---translation--- "Your entry is invalid. Please try again."
Message 9504	"Si esto es corecto, marque el uno. Si esto no es corecto, marque el dos." ---translation--- "If this is correct, press 1. If this is incorrect, press 2."
Message 800	"Welcome to the test application. Press 1 for Screen Pop. Press 2 for Screen Splash."
Message 801	"Press 1 to be encrypted. Press 2 to not be encrypted."
Message 802	"Press 1 to go to HostConnect. Press 2 to bypass HostConnect."
Message 803	"Please enter your three digit test key."

6.1.2 State Recording List

Message Number	Message Text
Message 700	"Alabama"
Message 701	"Alaska"
Message 702	"Arizona"
Message 703	"Arkansas"
Message 704	"California"
Message 705	"Colorado"
Message 706	"Connecticut"
Message 707	"Delaware"
Message 708	"Florida"
Message 709	"Georgia"
Message 710	"Hawaii"
Message 711	"Idaho"
Message 712	"Illinois"
Message 713	"Indiana"
Message 714	"Iowa"
Message 715	"Kansas"
Message 716	"Kentucky"
Message 717	"Louisiana"
Message 718	"Maine"
Message 719	"Maryland"
Message 720	"Massachusetts"
Message 721	"Michigan"
Message 722	"Minnesota"
Message 723	"Mississippi"
Message 724	"Missouri"
Message 725	"Montana"
Message 726	"Nebraska"
Message 727	"Nevada"
Message 728	"New Hampshire"
Message 729	"New Jersey"
Message 730	"New Mexico"
Message 731	"New York"
Message 732	"North Carolina"
Message 733	"North Dakota"
Message 734	"Ohio"
Message 735	"Oklahoma"
Message 736	"Oregon"
Message 737	"Pennsylvania"
Message 738	"Rhode Island"
Message 739	"South Carolina"
Message 740	"South Dakota"
Message 741	"Tennessee"

Message Number	Message Text
Message 742	"Texas"
Message 743	"Utah"
Message 744	"Vermont"
Message 745	"Virginia"
Message 746	"Washington"
Message 747	"West Virginia"
Message 748	"Wisconsin"
Message 749	"Wyoming"
Message 750	"Washington D C"
Message 751	"Washington State"
Message 752	"American Samoa"
Message 753	"Guam"
Message 754	"Puerto Rico"
Message 755	"Virgin Islands"
Message 756	"Federated States Of Micronesia"
Message 757	"Marshall Islands"
Message 758	"Northern Mariana Islands"
Message 759	"Palau"
Message 760	"Other"

6.1.3 Surplus Messages

Message Number	Message Text
Message 4	"Please tell me your first name."
Message 5	"Please tell me your last name."
Message 7	"I also need to ask your mother's maiden ***LAST *** name. What was her MAIDEN LAST name? For example if the name was Smith, you'd say 'Smith'. Go ahead."
Message 103	"I still couldn't tell if you said yes or no."
Message 204	"Please tell me your first name, speaking naturally."
Message 205	"Please tell me your last name, speaking naturally."
Message 207	"Please tell me your mother's maiden name, speaking naturally, or if you don't know it, say 'none'."
Message 214	"I need you to say your first name for me. For example if your first name was Nick, you'd say 'Nick'."
Message 215	"I need you to say your last name for me. For example if your first name was Smith, you'd say 'Smith'."
Message 217	"I need you to say your mother's maiden last name for example, if the last name was O'Neal, you'd say 'O'Neal'."
Message 303	"I still didn't hear you. Please give me your first name and spell it."

Message Number	Message Text
Message 306	"I still didn't hear you. Please go ahead spell your first name for me, or for more information, say 'help'."
Message 307	"Sorry I didn't catch that. Go ahead and spell your first name for me."
Message 308	"Sorry I still didn't understand. Please spell your first name one more time. [Pause] For example, if your name was Nick, you'd say, 'N I C K'."
Message 312	"Sorry, I still didn't understand. Please spell your first name one more time. [Pause] If your first name was Nick, you'd say 'N I C K'. Go ahead."
Message 313	"Sorry, I still didn't understand. Please spell your first name one more time. [Pause] If your first name was Nick, you'd say 'N I C K'. Go ahead."
Message 314	"I need to take down the spelling of your first name. For example, if your first name was Nick, you'd say 'N I C K'. Go ahead."
Message 315	"Sorry about that. Just spell your first name for me. I'll understand you better if you just say 'S', instead of 'S' as in Sam'."
Message 403	"I still didn't hear you. Please give me your last name and spell it."
Message 406	"I still didn't hear you. Please go ahead and spell your last name for me, or for more information, say 'help'."
Message 407	"Sorry, I didn't catch that. Go ahead and spell your last name for me."
Message 408	"Sorry, I still didn't understand. Please spell your last name for me one more time. [Pause] For example, if your name was O'Neal, you'd say 'O N E A L'."
Message 411	"Sorry, I still didn't hear you. Please go ahead and spell your last name for me. [Pause] For more information, just say, 'help'."
Message 413	"Sorry I still didn't understand. Please spell your last name one more time. [Pause] If your last name was O'Neal, you'd say, 'O N E A L'. Go ahead."
Message 414	"I need you to spell your last name. For example, if your last name was O'Neal, you'd say, 'O N E A L'. Go ahead."
Message 415	"Sorry about that. Just spell your last name for me. I'll understand you better if you just say 'S', instead of 'S' as in Sam'."
Message 502	"Let me check that:"
Message 503	"Is that correct?"
Message 504	"Last name"


Message Number	Message Text
Message 505	"Spelled..."
Message 506	"Last name spelled..."
Message 507	"First name"
Message 508	"First name spelled..."
Message 509	"Sorry, just spell your first name for me."
Message 510	"Please spell your first name."
Message 511	"Sorry, please spell that again for me."
Message 513	"Let me read that back:"
Message 515	"Sorry, I didn't hear you. I need to know if I got your name right. Please say 'yes' or 'no'."
Message 516	"Sorry, I still didn't hear you. Did I get your name right? Say 'yes' or 'no'."
Message 517	"Sorry I'm having so much trouble. I need you to tell me if I got your name right. If I got it right, say 'yes'. Otherwise say 'no', and we'll try again."
Message 518	"Sorry, I still didn't understand. Please say 'yes', or 'no', or for more information, say 'help'."
Message 519	"Sorry, I still didn't understand. Please say 'yes', or 'no', or say 'repeat the name'."
Message 527	"A serious error has occurred, exiting."
Message 603	"I still didn't hear you. Please give me your mother's maiden last name and spell it."
Message 606	"I still didn't hear you. Please go ahead and spell your mother's maiden last name for me, or for more information, say 'help'."
Message 607	"Sorry, I didn't catch that. Go ahead and spell your mother's maiden last name for me."
Message 608	"Sorry, I still didn't understand. Please spell your mother's maiden last name for me one more time. [Pause] For example, if your mother's maiden name was Smith, you'd say 'S M I T H'."
Message 611	"Sorry, I still didn't hear you. Please go ahead and spell your mother's maiden last name for me. [Pause] For more information, just say 'help'."
Message 613	"Sorry, I still didn't understand. Please spell your mother's maiden last name one more time. [Pause] If your mother's maiden last name was Smith, you'd say, 'S M I T H'. Go ahead."
Message 614	"I need you to spell your mother's maiden last name. For example, if your mother's maiden last name was Smith, you'd say, 'S M I T H'. Go ahead."

<i>Message Number</i>	<i>Message Text</i>
Message 615	“Sorry about that. Just spell your mother’s maiden last name for me. I’ll understand you better if you just say ‘S’, instead of ‘S as in Sam’.”

END DOCUMENT

Registration of Appointed Representatives

Social Security Online
www.socialsecurity.govSocial Security Online Services

**Information We Need**

Please provide the following information:

Enter your full name:

First name; middle initial, if any; last name; Suffix, if any

Other last name:

For example, your name as shown on a recent letter from Social Security or your maiden name

Enter Your Social Security number:

Enter numbers without dashes, for example, 123456789

Select your date of birth:

Registration of Appointed Representatives

**SSA-1699 Request for Appointed Representative's
Direct Payment Information**

Social Security Online
www.socialsecurity.gov Home | Questions? | Contact Us Search GO



Welcome

In order to be compliant with the Internal Revenue Code (§ 6041 and § 6045) and to receive direct payment of fees, attorneys and direct payment project non-attorney representatives must provide us with taxpayer identification information.

As an added service, we are providing you with the ability to receive payments via direct deposit. At the end of the tax year, we will mail a Form 1099-MISC for direct payments to you that total \$600 or more in your work as an authorized representative.

If you are associated with a law firm, partnership, corporation, or multi-member LLCs/LLPs that have attorneys and/or non-attorney representatives as partners or employees who receive direct payment, that entity must also provide us with its taxpayer identification information using [Form SSA-1694 Request for Business Entity Taxpayer Information](#).

Note: SSA does not issue appointed representative payments to business entities.

Who Should Complete this Form?

You should complete this if you are:

- An attorney, or
- A non-attorney representative who is participating in the direct payment demonstration project.

What You Will Need

You will need to be prepared to provide us with the following information:

- Your tax mailing address,
- Name and location of a court to which you have been admitted to practice law and are

Attorneys and Direct Payment Project Non-Attorney Appointed Representatives

First Time Users and Returning Users:

[Login to Register/Manage My SSA-1699
Direct Payment Information](#)

Prefer to send us the paper [SSA-1699 form?](#)

Note: If you are an **authorized employee of a law firm, corporation, or other entity that has attorneys and/or non-attorney representatives as partners or employees who receive direct payments**, you should not complete this particular tax form. You should complete the [Form SSA-1694 Request for Business Entity Taxpayer Information](#).

Related Links

Information About this Internet Application:
[Instructions for Alternative Views and Navigation](#)

Done

Local intranet

[Skip to Central Content](#)

Social Security Online

Social Security Administration

www.socialsecurity.gov



Welcome to Social Security

Please wait while we match your information to our records.

Please wait...



[Skip to Central Content](#)

Social Security Online

Social Security Administration

www.socialsecurity.gov



We Need Additional Information

In order to proceed, we need additional information.

We received the following from your financial institution:

Your name: **GRACE MUZZEY**

Date of Birth: **04/16/1902**

Social Security Number: **xxx-xx-1101**

Please complete your Social Security Number:

- - 1101

Do not use the Back button on your browser to move backward.

Do not use the Enter key to move around in the form. Use the Continue button instead.

[Special Instructions for Blind Users](#)

Continue

Request for Change of Address

Social Security Online

Change Your Address

www.socialsecurity.gov

Form Approved: OMB No. 0960-0596
Expires 09/30/2009

Please Enter Your Information

If you are navigating using only the keyboard or using an assistive device and need help, visit our [instructional page for alternative views and navigation](#).

Warning: If you select this link, you will leave this secure site and go to a new browser window. You will automatically return to this page when you close the new browser window.

To start your request, we need to verify your identity.

Your Social Security Number:

Use your own number even if you are receiving benefits as a spouse, child, or parent on another person's record.

First Name:

Enter Your First Name

Middle Initial:

Enter Your Middle Initial

Last Name:

Enter Your Last Name

Suffix:

Select A Suffix (if any)

Other Last Name:

Date of Birth:

Were you born in the United States or its territories or possessions? Yes No

Place of Birth:

If yes, please select a state, US Territory or Commonwealth from the drop down list.

Mother's Maiden Name:

(Last Name Only)

If unknown, type "Unknown" or "unk" in the field.

Enter the amount, in whole dollars, of the last payment you received from Social Security: .00

You can find this amount on your most recent bank statement if you are receiving direct deposit, or on the check itself if you receive a check by mail.

Example: If the amount of your last payment was \$123.50, the amount you should enter is 123 (do not include commas or cents).

Does anyone else in your household also need to report a change of address? Yes No Not Applicable

If so, that person can sign in after you are finished. If you are a Representative Payee, this online service will change your address but not those of the people you represent.

Continue

Cancel

Request for Replacement Medicare Card

Social Security Online
www.socialsecurity.gov

Replace a Medicare Card

Form Approved: OMB No. 0960-0596
Expires 09/30/2009



Please Log In

To start your request, we need to know who you are. Please provide the following information to identify yourself.

Your Social Security Number:

Use your own number even if you are receiving benefits as a spouse, child, or parent under another person's number.

First Name:

Enter Your First Name

Middle Initial:

Enter Your Middle Initial

Last Name:

Enter Your Last Name

Suffix:

Select a Suffix (if any)

Other Last Name (if any):

For example, your name as shown on a recent letter from Social Security.

Your Date of Birth:

Month, Day, Year

Have you had a recent change of address that has not been reported to Social Security?

Yes No

[Continue >](#)

Request for Proof of Income

Social Security Online
www.socialsecurity.gov

Request a Proof of Income Letter

Form Approved: OMB No. 0960-0595
Expires 06/30/2008



Please Log In

To start your request, we need to know who you are. Please provide the following information to identify yourself.

Your Social Security Number:

Use your own number even if you are receiving benefits as a spouse, child, or parent under another person's number.

First Name:

Enter Your First Name

Middle Initial:

Enter Your Middle Initial

Last Name:

Enter Your Last Name

Suffix:

Select A Suffix (if any)

Other Last Name (if any):

For example, your name as shown on a recent letter from Social Security.

Your Date of Birth:

Month, Day, Year

Have you had a recent change of address that has not been reported to Social Security?

Yes No

Continue >

Request for Replacement 1099



General Information About You

Why do you need a replacement SSA-1099/1042S?

Have you had a change of address that has not been reported to Social Security?
 Yes
 No

[Previous](#) [Continue](#)



General Information About the Deceased

Why do you need a replacement SSA-1099/1042S?

[Previous](#) [Continue](#)



Please Log In

Please provide the following information to identify yourself. Be sure to type your name as it is shown on your Social Security Card.

*** Denotes required field**

***Your Social Security Number:** (without dashes or spaces)
Use your own number even if you are receiving benefits as a spouse, parent or child under another person's number.

***Your Name:**
First, Middle Initial (if any), Last, Suffix (if any)

Other Last Name (if any):
For example, your name as shown on a recent letter from Social Security or your maiden name.

***Your Date of Birth:**
Month, Day, Year

[Previous](#) [Continue](#)

Request for Replacement 1099

Social Security Online
www.socialsecurity.gov

Replace an SSA-1099/1042S (Tax Year 2005)



Please Log In

Please provide the following information to identify yourself. Be sure to type your name as it is shown on your Social Security Card.

If you are requesting an SSA-1099/1042S for a deceased beneficiary, you must be receiving benefits as a spouse, parent or child on the same record as the deceased.

* Denotes required field

* **Deceased Beneficiary's Social Security Number:** (without dashes or spaces)

Verify who you are

* **Your Social Security Number:** (without dashes or spaces)
Use your own number even if you are receiving benefits as a spouse, parent or child under another person's number.

* **Your Name:**
First, Middle Initial (if any), Last, Suffix (if any)

Other Last Name (if any):
For example, your name as shown on a recent letter from Social Security or your maiden name.

* **Your Date of Birth:**
Month, Day, Year

Previous

Continue

Retirement Estimator

Social Security Online
www.socialsecurity.gov

Social Security Online Services



Information We Need

Please provide the following information:

Enter your full name:

First name; middle initial, if any, last name; Suffix, if any

Other last name:

For example, your name as shown on a recent letter from Social Security or your maiden name

Enter Your Social Security number:

Enter numbers without dashes, for example, 123456789

Select your date of birth:

Place of birth:

U.S. State or Territory

Select state or enter name of foreign country of birth

Or Foreign Country

Mother's Maiden Name:

Last name only

[Exit](#)

[Continue](#)

Retirement Estimator

Your Retirement Estimate - Printer Friendly Version

For instructions on how to print, save, or view the saved file, please refer to the [Print/Save Guide](#).

Your Retirement Estimate

At your current earnings, if you stop working and start receiving Social Security benefits...

The Current Age Benefit will be about...**\$1,536.00**.

At full retirement age (65 Years and 03 Month(s) for you), your monthly benefit will be about...**\$1,760.00**.

At age 68, your monthly benefit will be about...**\$2,002.00**.

At age 70, your monthly benefit will be about...**\$2,509.00**.

Assumptions: We estimate your benefits using your average earnings over your working lifetime. We also assume that as you continue to work that you will make about the same as you entered for last year's earnings. The estimates are similar to the estimates you receive in your annual [Social Security Statement](#). These estimates do not include [Medicare](#) premiums or other amounts that may be deducted from your benefit.

Your Additional Retirement Scenarios

Scenario One: Based on a stop work age of 66, and average future annual earnings of **\$85,000.00**, your estimated Social Security benefit will be **\$1,760.00** per month as of age 66.

Note: Your estimate is based on the later of your current age or your "stop work" age. If both ages are prior to age 62, we provide an estimate at age 62, which is the earliest age at which you can receive retirement benefits.

	Scenarios		Results	
	Stop Work Age	Future Earnings	Monthly Benefit	As Of
1.	66	\$85,000.00	\$1,760.00	Age 66
2.	68	\$85,000.00	\$2,002.00	Age 68



Retirement Estimator

Social Security Online
www.socialsecurity.gov

Benefit Calculators

Create Your Retirement Benefit Estimate

The Retirement Estimator calculates your benefit based on:

- Your actual earnings history as maintained by the Social Security Administration;
- Additional information you provide about future earnings; and
- The age at which you expect to stop working.

The Retirement Estimator lets you:

- Produce a quick retirement "Estimate", and
- Create additional retirement scenarios.

Please provide some additional information to create your Retirement Benefit Estimate:

Enter your last year's earnings (wages and/or net self-employment income) if covered by Social Security: \$

Example: 40000 or 40,000 or 0

[When can I receive Social Security Retirement benefits?](#)

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Last reviewed or modified

Create Estimate

Retirement Estimator

Social Security Online
www.socialsecurity.gov

Benefit Calculators

Your Retirement Benefit Estimate

At your current earnings rate, if you stop working and start receiving Social Security benefits...

At your current age, your monthly benefits will be about... **\$1,536.00**.

At full retirement age (66 Years and 00 Month(s) for you), your monthly benefit will be about... **\$1,760.00**.

At age 70, your monthly benefit will be about... **\$2,509.00**.

Assumptions: We estimate your benefits using your average earnings over your working lifetime. We also assume that as you continue to work that you will make about the same as you entered for last year's earnings. The estimates are similar to the estimates you receive in your annual [Social Security Statement](#). These estimates do not include [Medicare](#) premiums or other amounts that may be deducted from your benefit.

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[Create Additional Scenarios](#)

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Last reviewed or modified



Your Additional Retirement Scenarios

Scenario Results

Scenario One: Based on a stop work age of 68, and average future annual earnings of **\$90,000.00**, your estimated Social Security benefit will be **\$2,002.00** per month as of age 68.

Note: Your estimate is based on the later of your current age or your "stop work" age. If both ages are prior to age 62, we provide an estimate at age 62, which is the earliest age at which you can receive retirement benefits.

Create Additional Scenarios

[What is the difference between retirement age and stop work age?](#)

Scenario Two:

- 1. Stop Work Age:
- 2. Average Future Annual Earnings: \$
Example: 40000 or 40,000 or 0

Scenario Three:

- 1. Stop Work Age:
- 2. Average Future Annual Earnings: \$
Example: 40000 or 40,000 or 0

More Information

- [Ready to Apply for Retirement Benefits?](#)
- [More Charts and Calculators](#)
- [Request a Social Security Statement](#)

	Scenarios		Results	
	Stop Work Age	Future Earnings	Monthly Benefit	As of
1.	66	\$85,000.00	\$1,760.00	Age 66
2.	68	\$90,000.00	\$2,002.00	Age 68

[Print / Save](#)



Information about Requesting a Social Security Statement

This service is available (Eastern Time):

Monday through Friday - All Day (except 2:00 AM - 3:00 AM)
Saturday 5:00 AM - 11:00 PM
Sunday 8:00 AM - 10:00 PM
Holidays 5:00 AM - 11:00 PM

The Social Security Statement is a valuable document that estimates your future Social Security benefits and tells you how to qualify for those benefits.

This service allows you to transmit your request for a Social Security Statement using an online form. However, we do not send your Statement information back on the Internet. Instead, you will receive a response to your request by U.S. mail in 2-4 weeks.

Your Social Security Statement will include:

- A record of your earnings history and an estimate of how much you and your employer paid in Social Security taxes; and
- Estimates of benefits you (and your family) may be eligible for now and in the future.

To request your Social Security Statement, you will need:

- Your name as shown on your Social Security Card
- Your Social Security Number
- Your date of birth
- Your place of birth
- Your mother's maiden name - last name only (to help identify you)

Optional:

It will help us give you better benefit estimates if you also give us:

- Your last years' earnings and an estimate of your current and future earnings
- Age at which you plan to stop work

Some words about security:

SSA takes numerous steps to keep your accounts and personal information secure, but you also play a role in maintaining the security of your information. Here's what you can do:

- You may not always be at your own computer when you request a Social Security Statement. Therefore, it's important to exit your browser when you're finished so others cannot see the information that you have entered.
- We recommend you use the built-in security features Web browsers provide. Choosing certain security settings and options will help protect the privacy of your personal information. Security settings on your browser vary depending on whether you are using a Netscape or Microsoft product and by version of these browsers. For more information consult the **Help** files of your browser software.

Unless you have turned JavaScript off in your browser, you will receive a warning after 25 minutes and you can extend your time on the page. After the third warning, you must move to another page, or your time will run out and your work on that page will be lost.

If you are not comfortable sending information to us on the Internet, you may download the [Social Security Statement request form \(SSA-7004\)](#) and mail it to the address on the form.

Want More Information?

If you have more questions about the Internet request for a Social Security Statement, read our [Frequently Asked Questions](#).

Request Your Social Security Statement Now

To request a Statement using the Internet, simply select the button below and we will take you to the Online request form. You will receive your Statement through regular mail in about 2-4 weeks.

Please Note:

If you automatically receive a *Social Security Statement* about three months before your birthday each year, this request will stop your next scheduled mailing. You won't receive another automatic *Statement* until the following year.

Block access to your personal information

If you want to prevent online and automated telephone access to your personal information, you can [block access to your personal information](#).

[Request a Social Security Statement](#)

**Please Enter Your Information****Protecting Your Information**

If you are in a public place, or are otherwise concerned about others viewing your information, we strongly advise exiting your Web browser upon completing your Statement requests. If you use your browser BACK button, you will lose data already entered and will have to re-enter it.

If you are using only the keyboard or using an assistive device and need help, visit our [Instructional page for alternative views and navigation](#).

Note: If you select this link, you will leave this secure site and go to a new browser window. You automatically will return to this page when you close the new browser window.

Instructions

Complete the following web form to submit your Statement request over the Internet. Please do NOT mail paper copies of this web form.

All fields are mandatory unless otherwise noted. Please do not use punctuation on this form.

Do you want to receive your statement in English or Spanish?

English Spanish

Please type your SSN, First and Last Name, exactly as shown on your Social Security Card.

Your Middle Initial is optional.

We cannot process your request without a valid Social Security Number.

Your SSN:

(9 numbers)

First Name:

(1 - 15 Letters)

Middle Initial:

(None or 1 Letter)

OPTIONAL

Last Name:

(1 - 20 Letters)

Suffix:

OPTIONAL

Your Date of Birth:

Month, Day, Year

Place of Birth:

Select state or enter name of foreign country of birth

U.S. State or Territory

Or Foreign Country

Your Gender:

Male Female

Mother's Maiden Name:

(Last name only)

(1 - 20 letters)

Your Telephone Number:

(All numbers: "+" allowed for foreign)

U.S. () -

Or Foreign

Address Instructions:

- **C/O Field:** If you want to have your Statement mailed to someone else, fill in the C/O field with the name of that person.
- **Mailing Address:** You must provide either a U.S. Mailing Address **OR** a Foreign Address.
 - **U.S. Street Address:** Include the Street, Apartment Number, PO Box or Rural Route.
 - **Foreign Street Address:** Include Street, City, Province and Postal Code.

U.S. or Foreign Address:

APO/FPO Military select U.S.

U.S. Foreign

In Care of Name:

(1-26 letters)

OPTIONAL

Do not type "C/O" in the field below.

C/O

Mailing Address:

(1-22 letters or numbers per line)

Street Address (Check Instructions): For U.S. Addresses, do NOT include City, State, and ZIP Code

U.S. City: (If U.S. Address)

(1-19 letters)

State or Territory:

(If U.S. Address, select two letter state abbreviation)

ZIP Code:

(If U.S. Address, 5 digit or 9 digit zip code.)

-

Foreign Country:

(If Foreign Address, 1-21 letters)

Any Other Social Security Numbers You Have Used:

(9 numbers)

OPTIONAL

This year's and last year's earnings:

- Last year's earnings: Enter an **EXACT** or **ESTIMATED** amount (blank or zero amount allowed).
- This year's earnings: Enter an **ESTIMATED** amount (blank or zero amount allowed).
- **Do not include** wages from State, Local or Federal Government employment that are not covered for Social Security or that are covered only by Medicare.
- Show your earnings (wages and/or net self-employment income) if covered by Social Security.
- If your earnings for any year exceeded 6 digits, enter "999999".

Last Year's Earnings:

(1 - 6 numbers)

OPTIONAL

\$.00

This Year's Earnings:

(1 - 6 numbers)

OPTIONAL

\$.00

Future Year's Earnings:

- Enter the average **yearly** amount (not your total future lifetime earnings) you think you will earn between now and when you plan to stop working. If you expect that amount to exceed 6 digits, enter "999999".
- **If you don't expect any significant changes, show the same amount you are earning now.**
- Include performance or scheduled pay increases or bonuses, but NOT cost-of-living increases.
- Do not include an adjustment for inflation.
- If you expect to earn significantly more or less in the future due to promotions, job changes, part-time work, or an absence from the work force, enter the amount that most closely reflects your future average yearly earnings.
- **If you show NO earnings for future years, we will estimate your benefit as if you had zero earnings from next year on.**

Future Average Yearly Earnings:

(1 - 6 numbers)
OPTIONAL

\$.00

The age you plan to stop working:

- Enter the age at which you plan to stop working, up to age 69.
- If you do not know when you want to stop working, you can leave this field blank.

Show the age you plan to stop working:

OPTIONAL

The Privacy Act:

Social Security is allowed to collect the facts on this form under Section 205 of the Social Security Act. We need them to quickly identify your record and prepare the Statement you requested. Giving us these facts is voluntary. However, without them we may not be able to give you a benefit estimate statement. The Social Security Administration will not use the information for any other purpose.

The Paperwork Reduction Act Statement:

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You are not required to answer these questions unless we display a valid Office of Management and Budget control number. We estimate it will take you about 5 minutes to read the instructions, gather the necessary facts, and answer the questions.

By sending this form, I certify that I am asking for action to be taken on my Social Security record or the record of a person who has expressly authorized this request. I understand that if I deliberately request information under false pretenses, I may be guilty of a federal crime and could be fined and/or imprisoned.

Anyone using this system expressly consents to monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, SSA may provide the evidence of such monitoring to law enforcement officials.

SELECT AN ACTION BELOW

Select one of the options.

Continue

Cancel



Thank You

Social Security has received and is processing your information. You will receive a statement by mail in about 4 weeks.

By sending this form, I certify that I am asking for action to be taken on my Social Security record or the record of a person who has expressly authorized this request. I understand that if I deliberately request information under false pretenses, I may be guilty of a federal crime and could be fined and/or imprisoned.

Anyone using this system expressly consents to monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, SSA may provide the evidence of such monitoring to law enforcement officials.

SELECT AN ACTION BELOW

Select the "Request Another Statement" button to request another Statement by mail or select "Done".

