

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


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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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
Deleted: 4000-ChgWhat-VM

| 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 | DTMF | 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 —