Monthly Wage Reporting Call Flow

Collect Caller SSN

ANI Name Available — Yes → Confirm ANI Name → ANI Name Confirmed

ANI Name Available — No → Get First Name

ANI Name Confirmed — No → Get First Name

ANI Name Confirmed — Yes → Have Another Last Name

Get First Name → Get Last Name → Have Another Last Name

Caller has Other Name — Yes → Get Other Last Name

Caller has Other Name — No → Get Date of Birth

Get Other Last Name → Get Date of Birth

Get Date of Birth → Is Caller Wage Earner → Caller is Earner

Caller is Earner — No → Collect Wage Earner SSN

Caller is Earner — Yes → Authenticate Caller with SSA

Collect Wage Earner SSN → Authenticate Caller with SSA

Authenticate Caller with SSA — Yes → (Collect Wage Earner SSN)

Authenticate Caller with SSA → SSA Error

SSA Error — No → Collect Wage Amount

SSA Error — Yes → Report Error End Session

Collect Wage Amount → Post to SSA → SSA Error

SSA Error — No → Ask to Report Another

SSA Error — Yes → Report Error End Session

Ask to Report Another → Report Another

Report Another — No → Success Message End Session
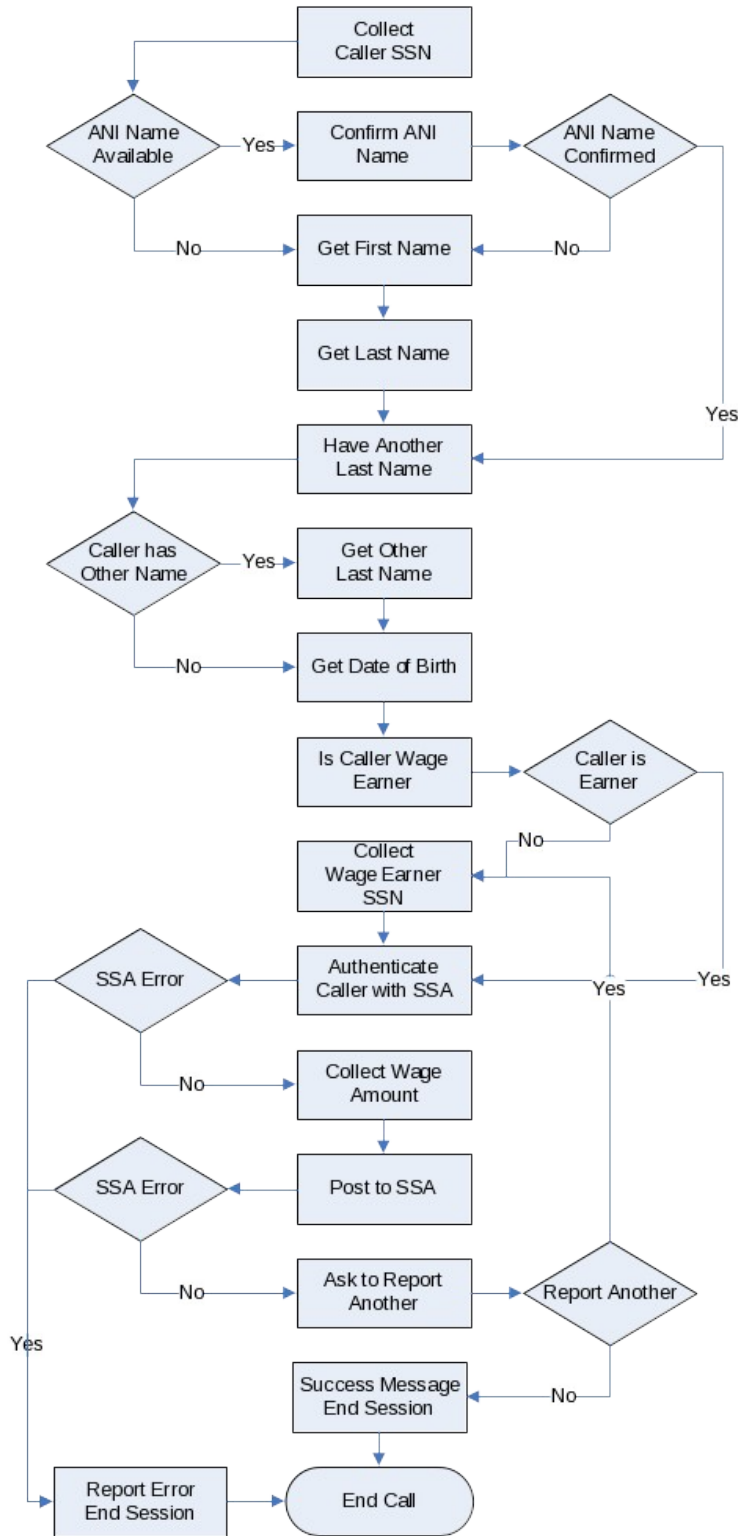
Success Message End Session → End Call

Report Error End Session → End Call

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Monthly Wage Reporting Transaction

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

1. Greeting

<Welcome to the Social Security Wage Reporting Service. To start, I'll be getting your social security number, name, and date of birth. >

2. Social Security Number Capture

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

   <First, say or key in your social security number.>

2. Confirmation of the social security number shall follow the standard confidence path functionality described in the Confidence Path section.

   <I heard < ... > Is that right?>

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.

3. Name Capture

1. The application shall attempt to identify the caller's name using Reverse Automatic Number Identification (ANI) lookup.

   <Based on your phone number, I have your name as <name>

2. If ANI lookup is successful, the application shall prompt the caller to confirm the identified name.

   <Is that your name as it appears on your Social Security card?>

3. If the caller confirms the name portion of the ANI lookup data, the confirmed name shall be used.

4. If the caller does not confirm the name portion of the ANI lookup data, the application shall prompt for a new name.

   <Thanks. Now, I need to get your name as it appears on your Social Security card.>

5. The application shall prompt the caller to say and spell the first name.

   <To start, say and spell your first name.>

6. Confirmation of the first name shall follow the standard confidence path functionality described in the Confidence Path section.

   <The name I heard was…< ... >. Is that right?>

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. The application shall prompt the caller to say and spell last name.

   <Next, say and spell your last name as it appears on your Social Security card.>

9. Confirmation of the last name shall follow the standard confidence path functionality described in the Confidence Path section.

   <The name I heard was…< ... >. Is that right?>

10. 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.

11. During confirmation, Voice Portal shall use text-to-speech (TTS) to playback the captured name.

12. The application shall prompt the caller if they have another last name (i.e. professional or maiden name).

    <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.>

13. If the caller has a secondary last name, the application shall prompt the caller to say and spell the other last name.

    <Say and spell your other last name.>

14. Confirmation of the last name shall follow the standard confidence path functionality described in the Confidence Path section.

    <The name I heard was…< ... >. Is that right?>

15. 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.

16. During confirmation, Voice Portal shall use text-to-speech (TTS) to playback the captured name.

4.   Date of Birth Capture

1. The application shall prompt the caller to say their date of birth.

   <Now tell me your date of birth. <4 sec pause> For example, you could say… December 19th, 1963.>

2. Confirmation of birth date shall follow the standard confidence path functionality described in the Confidence Path section.

   <I heard < ... >. Is that right?>

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.   Social Security Number Capture

1. The application shall prompt the caller if they are the wage earner.

   <Are you reporting wages for yourself? Please say 'yes' or 'no'.>

2. If the caller is not the wage earner, the application shall prompt the caller for the wage earner's social security number.

   <Alright, now I need the social security number of the person whose wages you're reporting. Please tell me that person's social security number.>

3. Confirmation of the social security number shall follow the standard confidence path functionality described in the Confidence Path section.

   <I heard < ... >. Is that right?>

4. The information collected is submitted to SSA to be authenticated against the Numident file.

   <Hold on while I check our database. It may take a few seconds.>

5. 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.

6.   Monthly Wage Amount

1. The application shall prompt the caller for the previous month's wages.

   <Next, I need the wages earned in <past month><year of past month>Please tell me the total wages in dollars and cents.>

2. Confirmation of the previous month's wages shall follow the standard confidence path functionality described in the Confidence Path section.

   <I heard < ... >. Is that right?>

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.

7.   Submit to SSA

1. The system will submit the data to SSA.

   <Hold on while I send the information to the Social Security Administration.>

2. If accepted, confirmation message is played.

   <OK, those wages were reported.>

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.

   <I'm sorry, we were unable to process your request. Please check your information and try again later.>

8.   Report Another Wage Earner?

1. The reporter will be asked if they want to report wages for another individual.

   <Do you want to report wages for another individual? Please say 'yes' or 'no'.>

2. A <yes> response will begin the process again at Step 5.
3. A <no> response will end the call.

   <Thanks for calling the SSA monthly wage reporting line. Goodbye.>