

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 —