

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



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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.

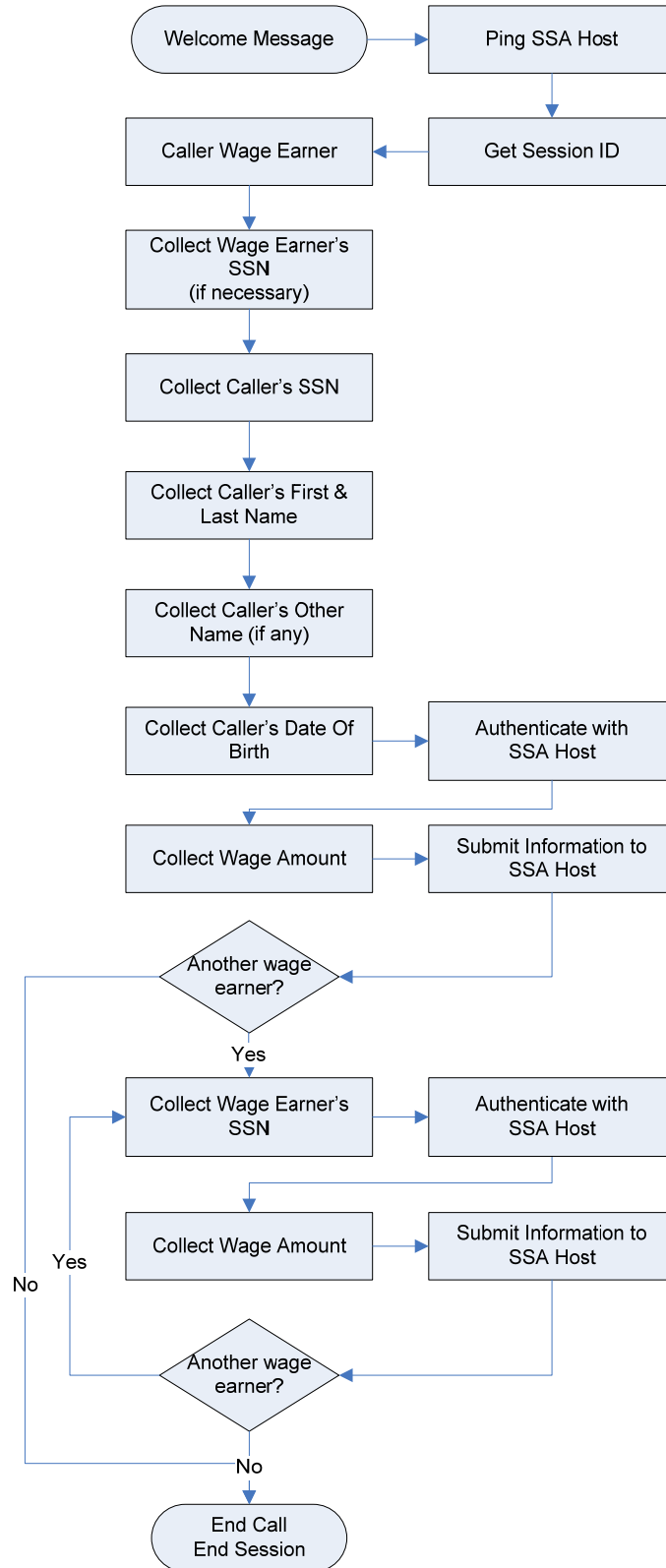


Figure 1. Main Service Flow

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.

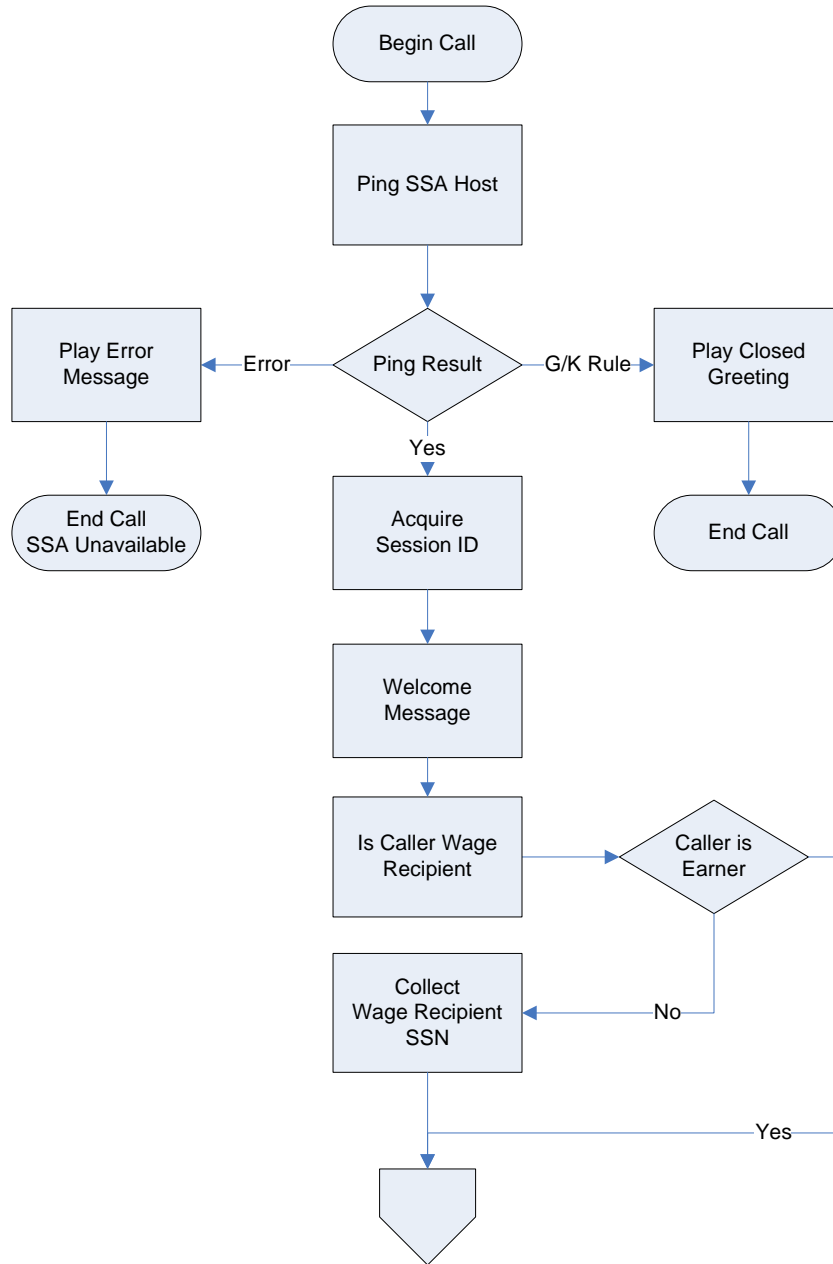


Figure 2. Monthly Wage Reporting Call Initialization

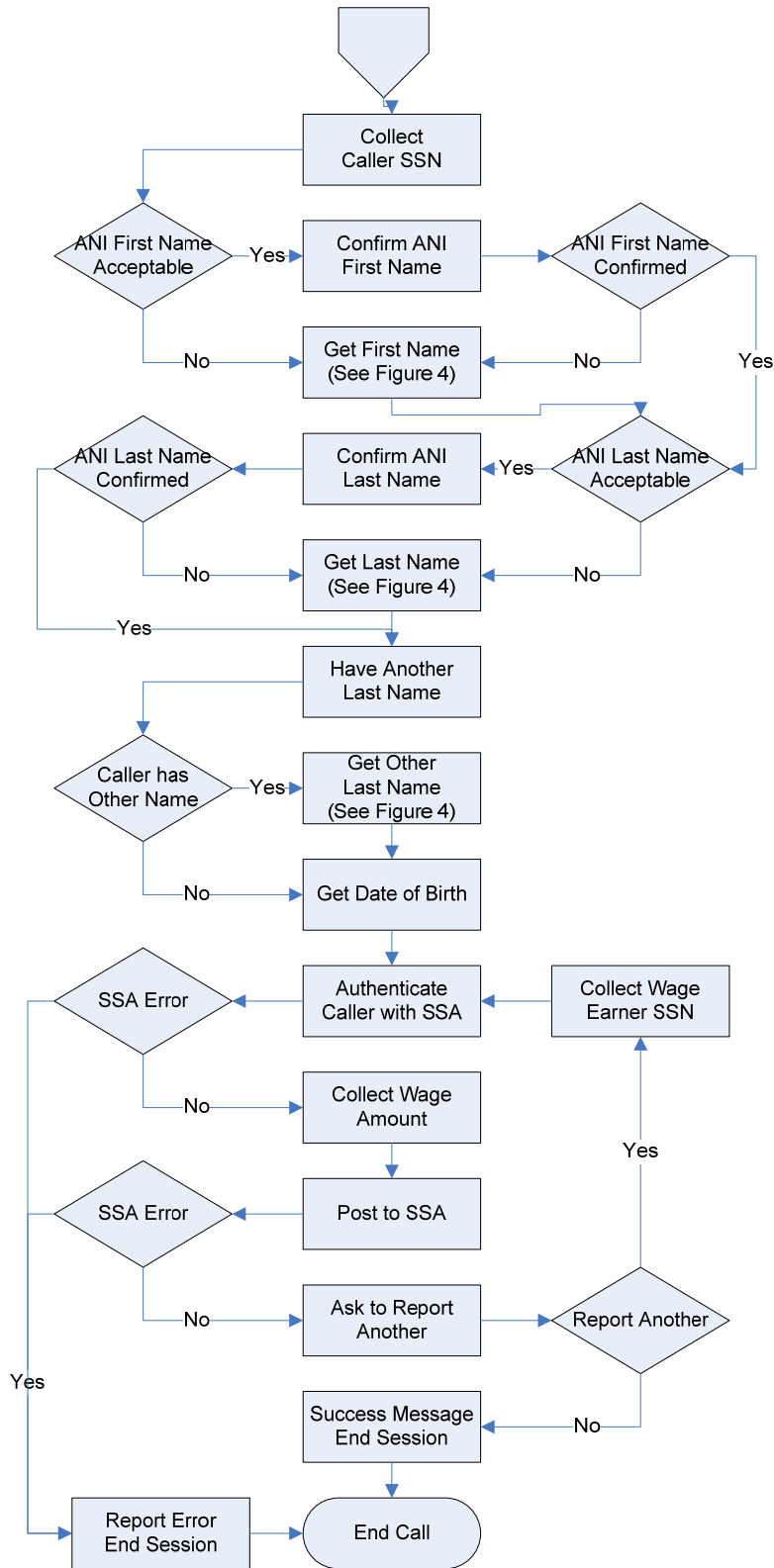


Figure 3. Monthly Wage Reporting Call Flow

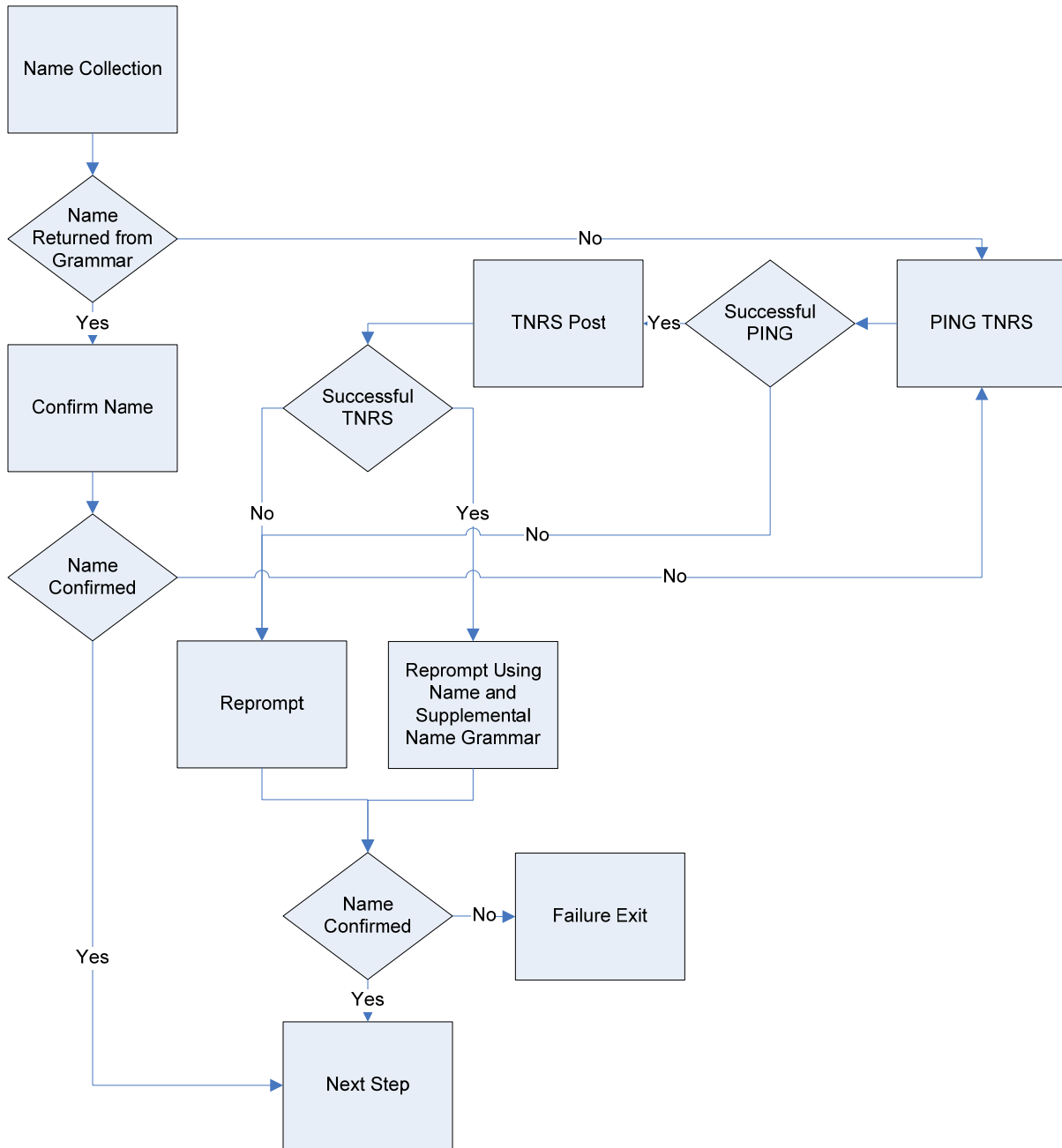


Figure 4. TKWR Use Of TNRS

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.

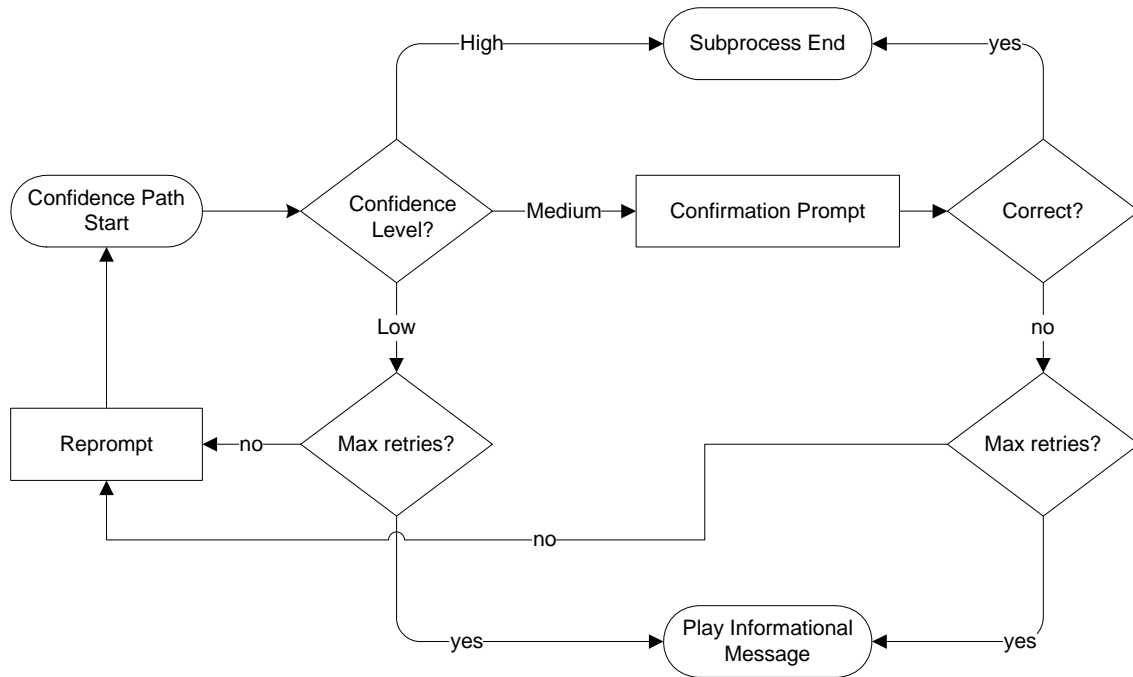


Figure 4. Confirmation – Confidence Path Flowchart

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.

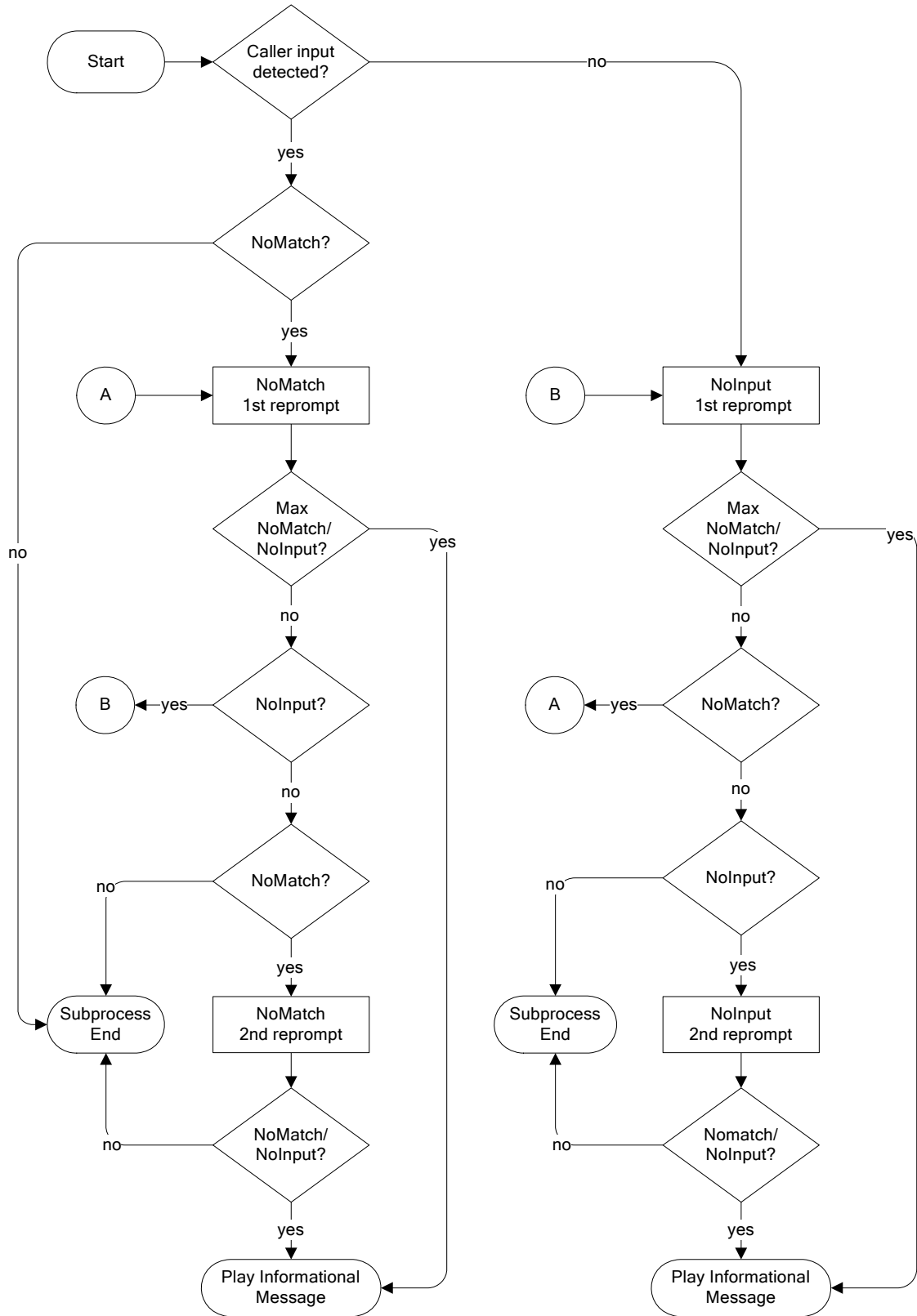


Figure 5. Error Handling Flowchart

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.

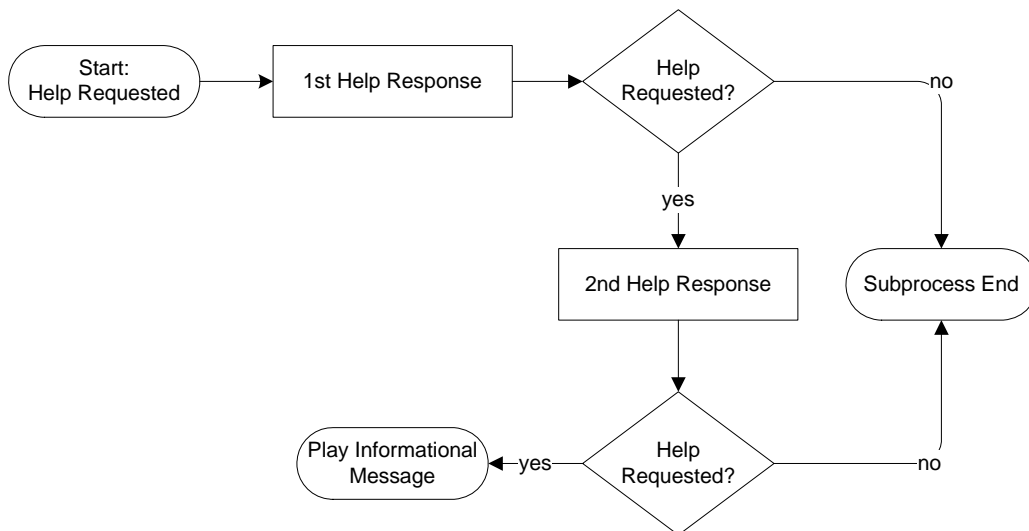


Figure 6. Help Flow

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
TKWR-ANIFNC-7020-Option-DC-4	Repeat		Repeat initial prompt TKWR-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	NAMEensp_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
TKWR-ANILNC-7020-Option-DC-4	Repeat		Repeat initial prompt TKWR-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
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. The supplemental name grammar shall only be used after an out of grammar condition or after a negative confirmation	

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	NAMEnspace_prefix1	Sorry, I didn't hear anything.	Yes
TKWR-GCOLN-7060- CPrompt-LC-6		NAMEotherlastname_corr ectly	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	NAMEnsp_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 e	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	Always
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	N/A
TWKR CDOB-7070-Option-DC-3	<i>Spoken Entry</i>	<i>Repeat</i>	<i>Repeat initial prompt</i> TWKR-CDOB-7070-Option-NC-3	<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		MWRsayyesorno	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_prefi x1	I'm sorry, I can't tell if you said 'yes' or 'no'.	Yes
TKWR-CDOB-7070-CPrompt-LC-14		MWRbirthdate_correc tly	Did I understand your date of birth correctly?	Yes
TKWR-CDOB-7070-CPrompt-LC-15	Confirmation Retry 2	MWRerr_yesno_prefi x2	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_confhe lp	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

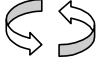
			YesNo	
Entering from				
7020-FT-CurrentDate-BC				
Prompts	Message Number	REQID	Wording	
	82031	7038-FT-NewAddressYN-Prompt-Initial-1	Have you had a change of address that has not been reported to Social Security?	
	82032	7038-FT-NewAddressYN-Prompt-Retry1	[Global Default] Have you changed your address 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.e., <statusCode> = 0000)</i>	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	<i>never</i>
7040-FT-PingUnavailableMM-Condition-Retry	--	--	Upon first retry or timeout, play the Initial-1 prompt again. Upon second retry or timeout, disconnect call.	<i>never</i>
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.		

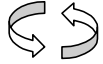
7055-FT-Need2Ask-Msg

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?		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?	
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
<p>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.</p> <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>

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.

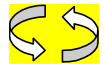
The confirmation retry 2 prompt is the same as the confirmation retry 1 prompt.

- 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)		

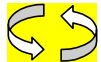
7075A-GetFirstName Say and Spell

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-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	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

		
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

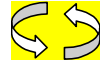
7089-AltName Check Condition-Condition-Else	If Alt Name else	Report V Transactions per module note, Go to: 7110-FT-DBWait-Msg
Module Notes		
V-RECL-ALN_1-(duration), T-RECL-0000-(duration)		

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

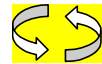


Name DialogModule™					
Caller enters this module for standard name collection. No TNRS database check has occurred yet.					
Entering from					
7090-FT-HaveAltNameYN-DM					
Prompts					
Msg. Number	REQID	Condition	Wording		
50305	7092-A-FT-GetAltName Prompt-Initial-1	Initial	Please say your OTHER LAST 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

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.


Module Settings	
<p>Social Security DialogModule™</p> <p>(Based on 5020-GetSSNumber-SSN from KBA spec)</p> <p>Get the caller's Social Security Number</p>	
Entering from	
7235-FT-ForDeceasedYN-DM	

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	INFO	
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		
Description		
verification status	success or failure	
Req ID	Condition	Action
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

Date	Sp ec	Summary of Changes	Revised by
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

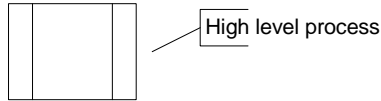
System:	If you're calling about general Social Security info, say 'general'. If you're calling for information specific to you or someone else, say 'personal'.
Caller:	personal
System:	In order to speed up your interaction with our customer service agent, I am going to ask you five questions. Social 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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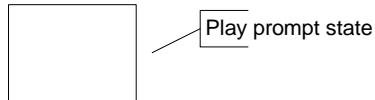
Chapter 2: Call-Flow Diagrams

Legend for the high level call-flow diagrams presented in this section:

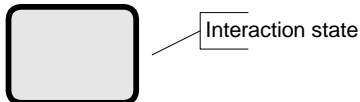
A high level process indicates a *series* of play-prompt or interaction states or data retrieval steps, etc.



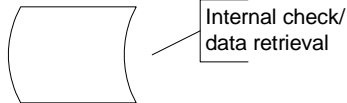
A play-prompt state plays a waveform, or a series of waveforms, to the caller.



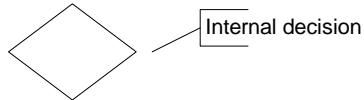
An interaction state prompts the caller for input. It also handles all default timeout and retry behavior. It typically exits (continues to the next state) upon a successful recognition.



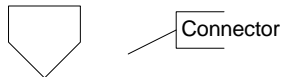
The 'data retrieval' icon represents back-end transactions, to a database, for example.



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.

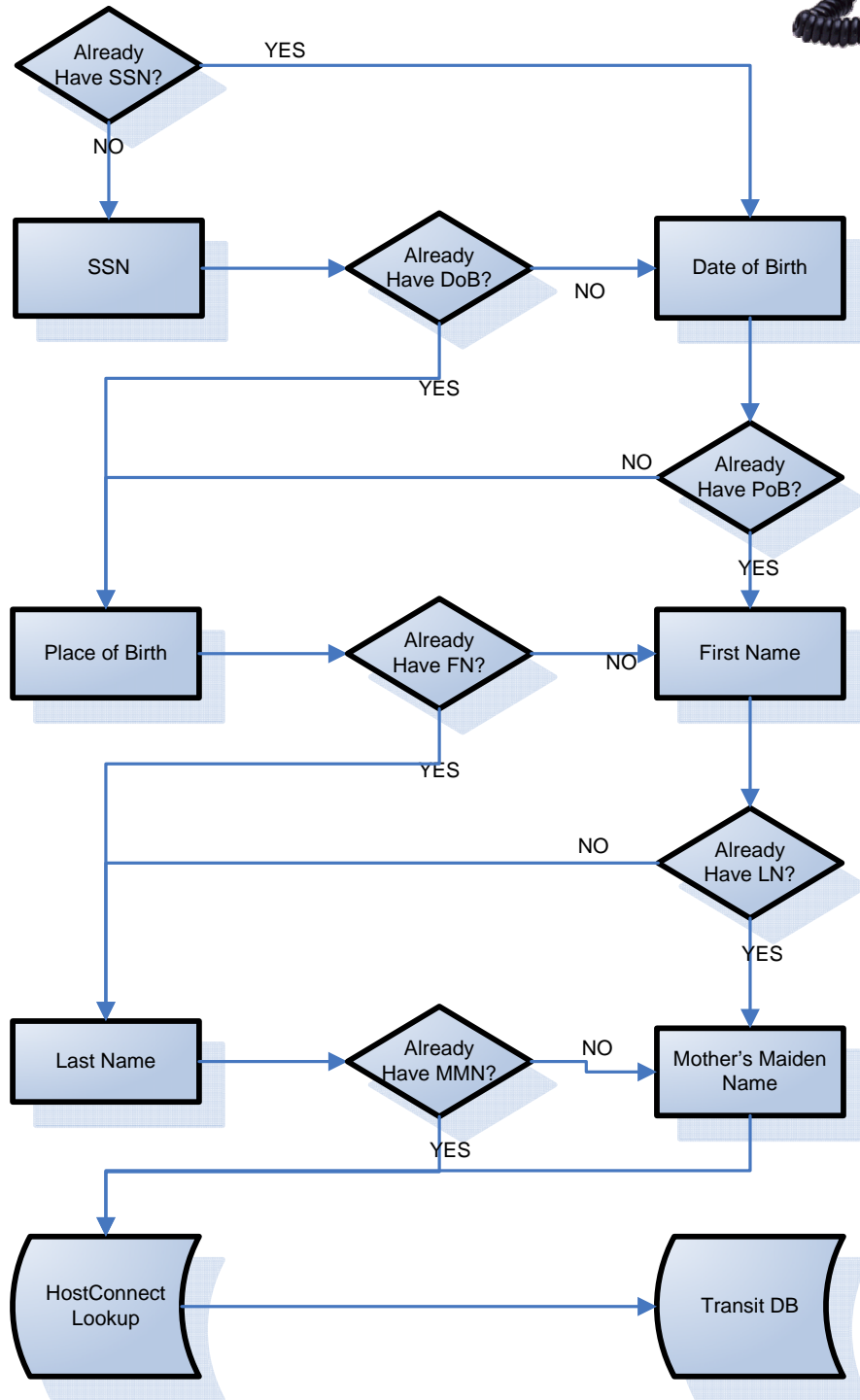


Call-flow diagrams built up of high-level process icons represent the global dialog structure of the application. These high-level diagrams parallel

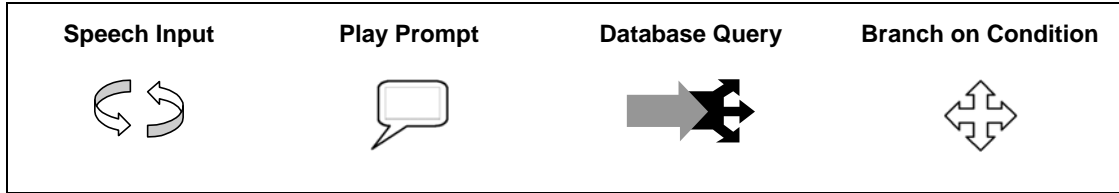
with the more detailed call-flow diagrams that outline every play-prompt, interaction state, data retrieval step, internal decision and possible ends of the call. These low-level charts give a precise graphical representation of the flow of the state tables in the section, Chapter 5: Detailed Dialog 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**

Entering from
2000_Finance_Menu

Previous step of the dialog

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.

Initial prompt: first prompt played when entering the module.

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.

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

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

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"

Touch-tone equivalents for global commands

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"

System actions following on global commands

System actions following on user input

Module Settings

Default		
---------	--	--

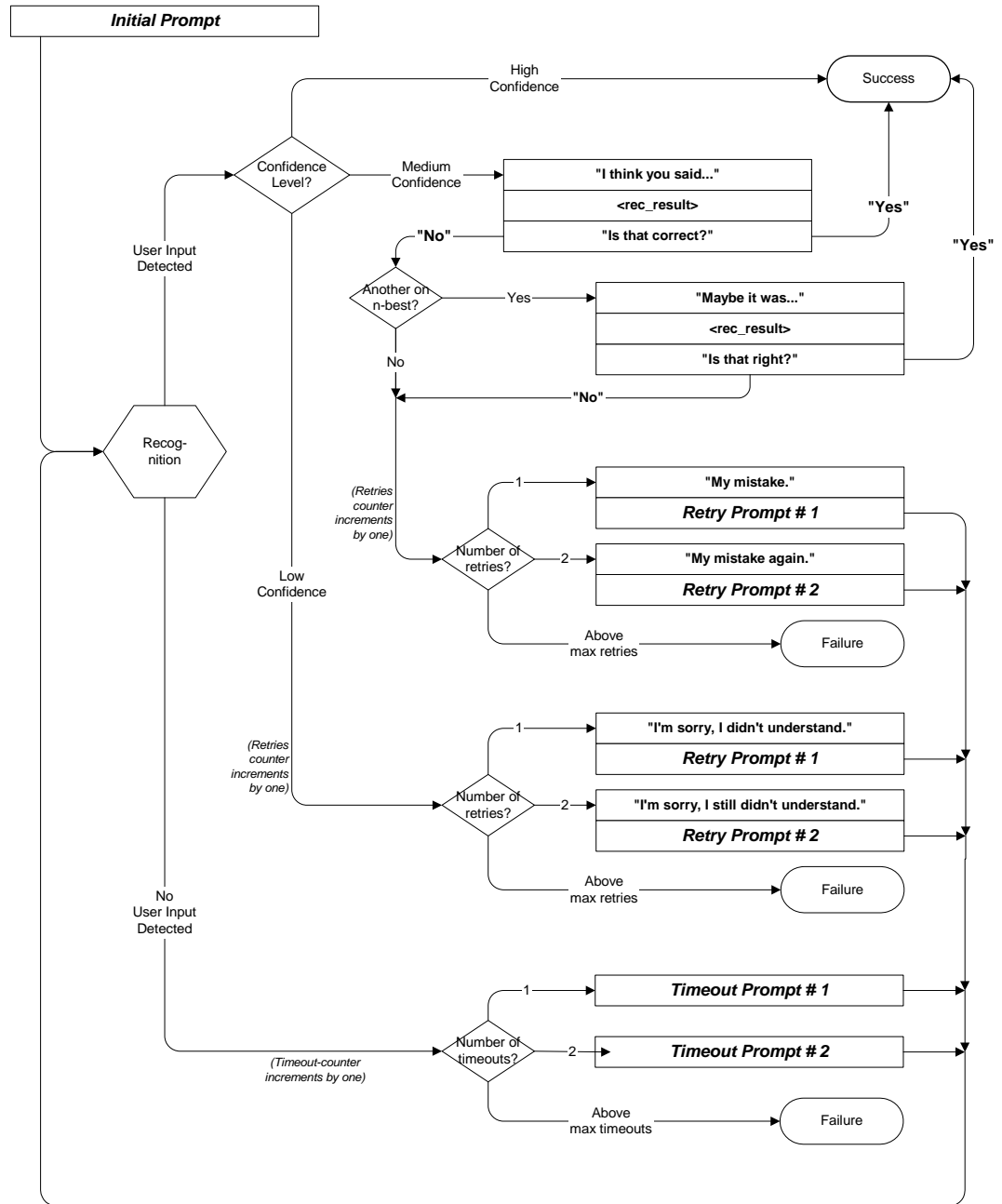
Section to specify the different settings of the module

Item List

Dialog-Module type

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).

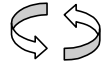
Screen Splash Flag (for use in CCR's) - 1 = Spanish and 2 = English

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.

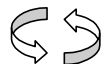
Certain language shows up in the application periodically as a transitional messaging between the modules. Those messages are below.



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

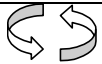

Entering from
1010 – Screen Splash Question

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	

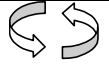
TKSS-FN-1060-Prompt-LC-8	Max Retries / Respells			Play Message 512: "Sorry I'm having so much trouble". Go to: 1068 – Last Name Check Condition , condition Max Timeouts/Retries	
Confirmation Requirement ID's					
Option	MS G #	Text	Result	Action	
TKSS-FN-1060-Prompt-LC-10	First Name	NA	FIRST NAME	"Let 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	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: 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	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: 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		
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		
Output Field	Description	
<FirstName> <LastName> <OtherLastName>	All First Name, Last Name, associated with the ANI/SSN.	
Req ID		
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	<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>			
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	<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>			
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	<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 Code Pair 70400 in CCR's)</p>	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
<i>(If caller hang up, record code pair 75700)</i> 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</p> <p>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</p> <p> 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</p> <p>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</p> <p> 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
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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) 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
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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."

Message Number	Message Text
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