SSA HostConnect

User Interface Specification
TVDC/BBN Findings

1.0

```
SIS ID          : SS023149
App ID          : 23149
NetCap ID       : 0023149
Platform/Option : NGSN/Option 3
```

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Document History

Date	Spec	Summary of Changes	Revised by
	1.0	Initial version	Christopher Walton
10/19/06	**1.0 Version 9**	Added Global Transition Messages Added Respell 3 into name Modules Added Confirmation Messages Updated Spell Help in First Name	Christopher Walton
06/15/07	**1.0 Version 10**	Change Message 8301, 8401, 8601, 9407 Changes for First Name, Last Name, and Other Last Name: Verizon Business recommends the End of Speech Timeout be extended by 2 seconds to allow callers a little extra time to respond. The extra 2 seconds will reduce the numbers of callers experiencing clipping. Verizon Business has two recommendations for reducing the number of background noises and out-of-grammar responses being recognized as Help. (1) Explicit Setting of Low Confidence Threshold: It has been noticed utterances with low confidence scores are being confirmed. By explicitly setting the Low Confidence Threshold to 175, confirmations will not occur below this level. (2) Reduce the weighting of Help in the Parallel Grammar. The default weighting on help is 1.0 and Verizon Business recommends reducing the weighting on Help to .75. Change Other Last Name Max Timeout, Max Retry, and Max Confirmation Retry/Timeout from 8512 to 8119	Christopher Walton
06/15/07	**1.0 Version 11**	Re-record Messages 8301, 8401, 8601	Christopher Walton
7/17/07	**1.0 Version 12**	Updated Spell Help Messages in Last Name and Other Last Name to reflect that Message 8414 and 8614 were playing respectively.	Christopher Walton
7/19/07	**1.0 Version 13**	Removed * from the help in Command Vocabulary	Christopher Walton
09/20/07	**1.0 Version 14**	Add Validated Names Check Logic	Christopher Walton

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Feb 29, 08	**1.0 Version 15**	Inserted hyperlinks and book marks for all modules	Becky Stallings
Mar 4, 08	**1.0 Version 16**	Added Check Null Condition module Added First Name Check Condition module Added Last Name Check Condition module Added Other Last Name Check Condition module Updated Table of Contents to show all modules Added Privacy statement to Chapter 1, Background and Motivation Updated First Name DM, Last Name DM, Other Last Name DM; Added confidential flag notation to modules notes.	Sean Stallings
Mar 07, 08	**1.0 Version 17**	Removed Validated Names module, replaced with Check Null Condtion. Corrected typo in Last Name Check Condition	Sean Stallings
Mar 10, 08	**1.0 Version 18**	Updated First Name Check Condition, Last Name Check Condition, Other Last Name Check Condition; Corrected reporting information for "if else" conditions.	Sean Stallings
Apr 1, 08	**1.0 Version 19**	Updated reporting string for first, last, alternative name re-use.	Sean Stallings
Apr 4, 08	**1.0 Version 20**	Updated Check Null Condition, updated routing and made the wording clearer.	Sean Stallings
Apr 11, 08	**1.0 Version 21**	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
July 14, 2008	**1.0 Version 22**	Updated Speech Flag Check with new Goto's to support the TVDC changes	Christopher Walton
September 4, 2008	**1.0 Version 23**	BBN Findings Effort 1) Updated Other Last Name Necessary Module, updated wording for invalid 2, changed to new message 8126. 2) Updated First Name, Last Name, Other Last Name modules, for invalid 2, replaced message 8515 with new message 8527. 3) Section 6.1; added new entry for message 8126. 4) Section 6.1, added new entry for message 8527. 5) Highlighted all BBN effort changes in Green.	Sean Stallings
September 25, 2008	**1.0 Version 24**	Added Verizon Business proprietary statement to title page and all page headers.	Sean Stallings

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Chapter 1: Background and Motivation

1.1 Privacy

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

1.2 Motivation

SSA is using a new authentication process for their Password Services. This document is not intended to be a stand alone callflow. We are only attempting to capture the first name, middle initial, last name, and other last name of the caller.

1.3 Aesthetics

We are using this information to authenticate the caller so the tone should be businesslike.

1.4 Open Issues

1.5 Call Examples

1.5.1 Typical Call

System:	Please give me your first name, including the spelling. [Pause] For example if your first name was Robin, you'd say "Robin, spelled R O B I N."
Caller:	John
System:	"Let me read that back. First Name John spelled J O H N, did I get that right?"
Caller:	Yes
System:	Please give me your last name, including the spelling. [Pause] For example, if your last name was Kusack, you'd say, "Kusack, spelled K U S A C K."
Caller:	Smith
System:	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.
Caller:	Yes
System:	"Please give me your OTHER last name, including the spelling. [Pause] For

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	example, if your other last name was Jones, you'd say, "Jones, spelled J O N E S." Go ahead."
Caller:	Jones
System:	Thank you. We have received your request for a password…

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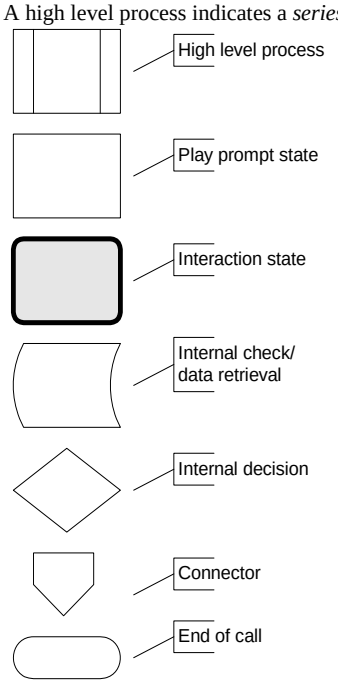
Chapter 2: Call-Flow Diagrams

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.

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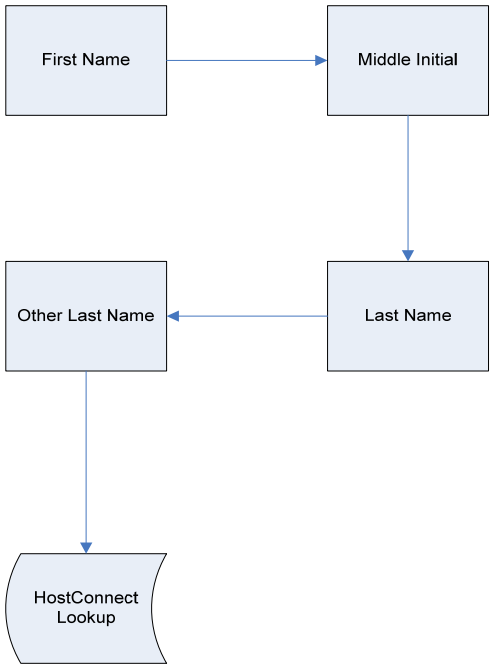
2.1 High-Level Call Flow Diagram



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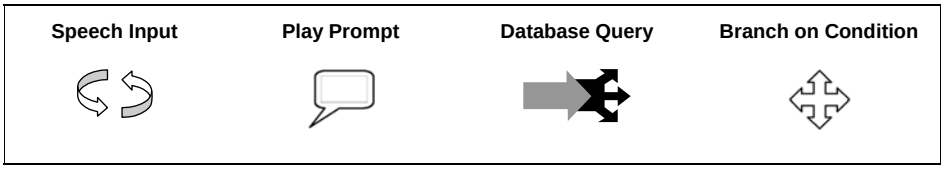
Chapter 3: How to Read the Call-Flow Tables



Title of this table

2100_Finance_Forex_Menu

Speech Input	Item List

Previous step of the dialog

Initial prompt: first prompt played when entering the module.

Dialog-Module type

Entering from
2000_Finance_Menu

Prompts section

Timeout 1 prompt: played when no response to initial.

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

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

Touch-tone equivalents for user input

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

User input section

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

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

Global commands section

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

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

Section to specify the different settings of the module

Module Settings
Default

Touch-tone equivalents for global commands

System actions following on global commands

System actions following on user input

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Chapter 4: Internal DialogModule Functionality

******PLEASE NOTE: This is a generic example of Internal DialogModule Funcionality and may not directly reflect the actions of the SSA HostConnect application.***

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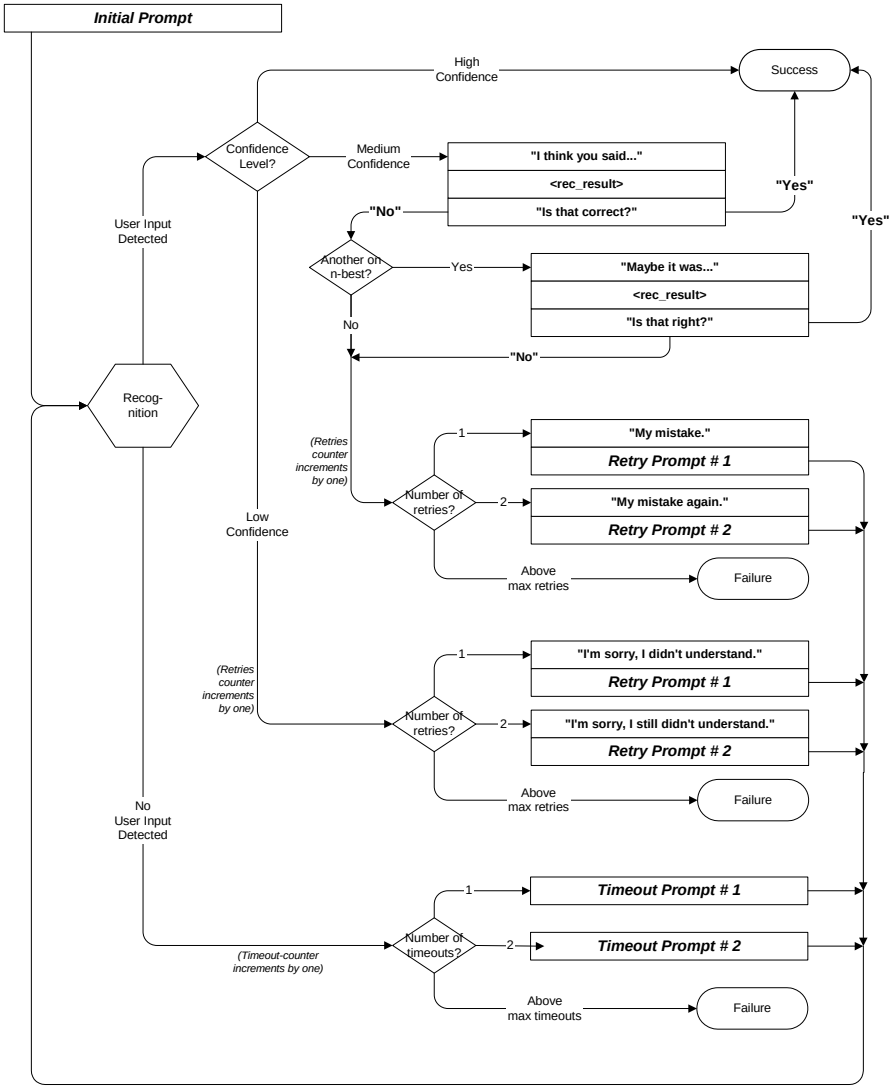

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Chapter 5: Detailed Dialog Specification

5.1 General Behavior

5.1.1 Ending the call

At no time should the call simply end. All calls from this application should exit via one of the following SIBBs: Max Timeout, Max Retry, Max Invalid Menu Item

5.1.2 Global Defaults (Non-ASR Logic)

Help – Two helps per module – subsequent Helps should count towards Invalid/Timeout

Confirm if necessary – do not confirm yes/no

Append 8 in front of the Abandon Flag and provide in the CCR's only if the caller hung up in that module.

The Speech Flag is set in the DTMF application.

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***
TPPW-TV-1062-Prompt-LC-1	8524	"OK"
TPPW-TV-1062-Prompt-LC-2	8525	"Got it"
TPPW-TV-1062-Prompt-LC-3	8526	"Thanks for your patience."

The following commands should be available to any SIVR SIBB in the call plan:

COMMAND Vocabulary

Speech Input	Command Vocabulary

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Option	Synonym(s)	DTMF	Action	Confirm.
help	help	N/A	Go to Help Menu for the particular menu	Never

5.2 Dialog Tables

Check Null Condition

Branch on Condition		
Entering from		
DOB or Password Registration DOB		
Requirement ID's	**Condition**	**Action**
	If TVDC Items to collect= 0	Go to: FirstNameCheckCondition
	If TVDC items else	Go to: Speech Transition Message
.		

Speech Transition Message

Play Prompt		
Entering from		
CheckNullCondition		
Prompts		
Requirement ID's	**Msg #**	**Text**
REQ. ID TPPW-STM-1065-Prompt-LC-1	9407	"Ok, I'll be asking you up to three questions and you can SPEAK your answers. Just be sure to speak clearly and loud enough for me to hear over the phone."
Condition	**Action**	
Always	Go to: FirstNameCheckCondition	
Module Settings		

First Name Check Condition

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Entering from
SpeechTransitionMessage, Check Null Condition

Condition	***Action***
If First Name = null	Go to: FirstName
If First Name else	Report V Transaction per module note, Go to: LastNameCheckCondition

Module Notes
V-TPPW-FN_1-(duration), T-KBPW-0000-(duration)

First Name

DialogModule™	**Custom Context Grammar**

Entering from
FirstNameCheckCondition

Prompts			
Type	***MSG #***	***Wording***	
Initial	8301	REQ. ID TPPW-FN-1070-Prompt-LC-1	"Say your FIRST name and then spell it for me. [Pause] For example, if your first name was Robin, you'd say "Robin, R O B I N."
Timeout 1	8302	REQ. ID TPPW-FN-1070-Prompt-LC-2	"Sorry, please give me your first name with the spelling, or for more information, just say "help.""
Timeout 2	8303	REQ. ID TPPW-FN-1070-Prompt-LC-3	"I still didn't hear you. Please give me your first name and spell it."
Retry 1	8305	REQ. ID TPPW-FN-1070-Prompt-LC-4	"Sorry, just spell your first name for me."
Retry 2	8307	REQ. ID TPPW-FN-1070-Prompt-LC-5	"Sorry I didn't catch that. Go ahead and spell your first name for me."
Max timeouts	REQ. ID TPPW-FN-1070-Prompt-LC-6		Play Message 8512: "Sorry I'm having so much trouble." Go to: AGENT JUMP LOGIC (located in DTMF portion of the app) If Speech Flag = 1 Set Code Pair 70022 If Speech Flag = 2 Set Code Pair 70031
Respell 1	8310	REQ. ID TPPW-FN-1070-Prompt-LC-7	"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."
Respell 2	8311	REQ. ID TPPW-FN-1070-Prompt-LC-8	"Sorry, I didn't catch that. Go ahead and spell your first name for me."
Respell 3 (conditional may not always play depending on the number of retries/confirmations played)	8312	REQ. ID TPPW-FN-1070-Prompt-LC-9	"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."
Spell Help	8314	REQ. ID TPPW-FN-1070-Prompt-LC-10	"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."

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Max Retries	REQ. ID TPPW - FN-1070-Prompt-LC-15		Play Message 8512: "Sorry I'm having so much trouble." Go to: AGENT JUMP LOGIC (located in DTMF portion of the app) If Speech Flag = 1 Set Code Pair 60022 If Speech Flag = 2 Set Code Pair 60031
Say Help	8304	REQ. ID TPPW-FN-1070-Prompt-LC-11	"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.""

Option	***Synonym(s)***	***DTMF***	***Action***	***Confirm.***
First Name	<first_name>	<...>	Go to: LastNameCheckCondition	*ALWAYS*

Confirmation Prompts

Option	***MSG #***		***Wording***	***Result***	***Action***
First Name	NA	REQ. ID TPPW-FN-1070-Prompt-LC-12	FIRST NAME	*"Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?"*	*If Yes Go to: LastNameCheckCondition* *If No Respell 1*
1st Invalid Confirmation	8514	REQ. ID TPPW - FN-1070-Prompt-LC-13	"Sorry, I didn't catch that. Please say "yes," or "no,"."	*Retry Confirmation*	*If Yes Go to: LastNameCheckCondition* *If No Respell 1*
1st Timeout Confirmation	8514	REQ. ID TPPW - FN-1070-Prompt-LC-14	"Sorry, I didn't catch that. Please say "yes," or "no,"."	*Retry Confirmation*	*If Yes Go to: LastNameCheckCondition* *If No Respell 1*
2nd Invalid Confirmation	8527	REQ. ID TPPW - FN-1070-Prompt-LC-16	"Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no"."	*Retry Confirmation*	*If Yes Go to: LastNameCheckCondition* *If No Respell 1*
2nd Timeout Confirmation	8515	REQ. ID TPPW - FN-1070-Prompt-LC-17	"Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no"."	*Retry Confirmation*	*If Yes Go to: LastNameCheckCondition* *If No Respell 1*
3rd Invalid/Timeout Confirmation	8512	REQ. ID TPPW - FN-1070-Prompt-LC-18	"Sorry I'm having so much trouble."		Play Message 8512: "Sorry I'm having so much trouble." *Go to: AGENT JUMP LOGIC (located in DTMF portion of the app)* *If Speech Flag = 1 Set Code Pair 60022* *If Speech Flag = 2 Set Code Pair 60031*

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or "no"."

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Commands
See default settings

Module Settings
Use Spelling Fallback If Speech Flag = 1 Set Abandon Flag = 0022 If Speech Flag = 2 Set Abandon Flag = 0031 **Set Confidential Flag to TRUE.**

Last Name Check Condition

Entering from
FirstName, FirstNameCheckCondition,

Condition	Action
If Last Name = null	Go to: LastName
If Last Name else	Report V Transaction per module note, Go to: OtherLastNameCheckCondition

Module Notes
V-TPPW-LN_1-(duration), T-KBPW-0000-(duration)

Last Name

DialogModule™	Custom Context Grammar

Entering from
LastNameCheckCondition,

Prompts Type	MSG #		Wording
Initial	8401	REQ. ID TPPW-LN-1080-Prompt-LC-1	"Say your LAST name and then spell it for me. [Pause] For example, if you last name was Kusack you'd say 'Kusack, K U S A C K.'"
Timeout 1	8402	REQ. ID TPPW-LN-1080-Prompt-LC-2	"Sorry, please give me your last name with the spelling, or for more information, just say "help.""
Timeout 2	8403	REQ. ID TPPW-LN-1080-Prompt-LC-3	"I still didn't hear you. Please give me your last name and spell it."
Retry 1	8405	REQ. ID TPPW-LN-1080-Prompt-LC-4	"Sorry, just spell your last name for me."
Retry 2	8407	REQ. ID TPPW-LN-1080-Prompt-LC-5	"Sorry, I didn't catch that. Go ahead and spell your last name for me."

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Max timeouts	REQ. ID TPPW-LN-1080-Prompt-LC-6		Play Message 8512: "Sorry I'm having so much trouble." Go to: AGENT JUMP LOGIC (located in DTMF portion of the app) If Speech Flag = 1 Set Code Pair 70023 If Speech Flag = 2 Set Code Pair 70032
Respell 1	8410	REQ. ID TPPW-LN-1080-Prompt-LC-7	"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."
Respell 2	8412	REQ. ID TPPW-LN-1080-Prompt-LC-8	"Sorry I didn't catch that. Go ahead and spell your last name for me."
Respell 3 (conditional may not always play depending on the number of retries/confirmations played)	8413	REQ. ID TPPW-LN-1080-Prompt-LC-9	"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."
Spell Help	8414	REQ. ID TPPW-LN-1080-Prompt-LC-10	"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."
Max Retries	REQ. ID TPPW - LN-1080-Prompt-LC-15		Play Message 8512: "Sorry I'm having so much trouble." Go to: AGENT JUMP LOGIC (located in DTMF portion of the app) If Speech Flag = 1 Set Code Pair 60023 If Speech Flag = 2 Set Code Pair 60032
Say Help	8404	REQ. ID TPPW-LN-1080-Prompt-LC-11	"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.""

Option	***Synonym(s)***	***DTMF***	***Action***	***Confirm.***
Last Name	<last_name>	<...>	Go to: OtherLastNameCheckCondition	*ALWAYS*

Confirmation Prompts

Option	***MSG #***		***Wording***	***Result***	***Action***
Last Name	NA	REQ. ID TPPW-LN-1080-Prompt-LC-12	LAST NAME	*"Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"*	*If Yes Go to: OtherLastNameCheckCondition* *If No Go to: Respell 1*
1st Invalid Confirmation	8514	REQ. ID TPPW – LN-1080-Prompt-LC-13	"Sorry, I didn't catch that. Please say "yes," or "no,"."	*Retry Confirmation*	*If Yes Go to: OtherLastNameCheckCondition* *If No Go to: Respell 1*
1st Timeout Confirmation	8514	REQ. ID TPPW - LN-1080-Prompt-LC-14	"Sorry, I didn't catch that. Please say "yes," or "no,"."	*Retry Confirmation*	*If Yes Go to: OtherLastNameCheckCondition* *If No Go to: Respell 1*
2nd Invalid Confirmation	8527	REQ. ID TPPW - LN-1080-Prompt-LC-16	*"Sorry, I didn't hear you. I need to know if I got your name right. If yes, please say "yes" otherwise, press two."*	*Retry Confirmation*	*If Yes Go to: OtherLastNameCheckCondition* *If No Go to: Respell 1*

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or "no"."

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2nd Timeout Confirmation	8515	REQ. ID TPPW - LN-1080-Prompt-LC-17	"Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no"."	*Retry Confirmation*	*If Yes Go to: OtherLastNameCheckCondition* *If No Go to: Respell 1*
3rd Invalid/Timeout Confirmation	8512	REQ. ID TPPW - LN-1080-Prompt-LC-18	"Sorry I'm having so much trouble."		Play Message 8512: "Sorry I'm having so much trouble." *Go to: AGENT JUMP LOGIC (located in DTMF portion of the app)* *If Speech Flag = 1 Set Code Pair 60023* *If Speech Flag = 2 Set Code Pair 60032*

Commands

See default settings

Module Settings

Use returned Last Name from ANI Lookup (if present) to assist in recognition.

Use Spelling Fallback

If Speech Flag = 1 Set Abandon Flag = 0023

If Speech Flag = 2 Set Abandon Flag = 0032

Set Confidential Flag to TRUE.

Other Last Name Check Condition

Entering from

LastNameCheckCondition, LastName,

Condition	***Action***
If Other Last Name = null	Go to: OtherLastName_Necessary
If Other Last Name else	Report V Transaction per module note, Go to: SpeechFlagCheck

Module Notes

V-TPPW-ALN_1-(duration), T-KBPW-0000-(duration)

Other Last Name Necessary

DialogModule™	**Yes/No**

Entering from

OtherLastNameCheckCondition,

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Prompts			
Type	***MSG #***	***Wording***	
Initial	8005	REQ. ID TPPW-OLNN-1090-Prompt-LC-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.
Timeout 1	8100	REQ. ID TPPW-OLNN-1090-Prompt-LC-2	Sorry I didn't hear you.
	8121	REQ. ID TPPW-OLNN-1090-Prompt-LC-3	Would you like me to also check under another last name? Please say YES or NO.
Timeout 2	8101	REQ. ID TPPW-OLNN-1090-Prompt-LC-4	I didn't hear you that time either.
	8122	REQ. ID TPPW-OLNN-1090-Prompt-LC-5	Please say YES or press 1 if you think you might be listed under another last name. Otherwise, say NO or press 2.
Max timeouts	REQ. ID TPPW-OLNN-1090-Prompt-LC-6	Play Message 8119: "We'll try with just your first and last name." Go To: Speech Flag Check	
Retry 1	8102	REQ. ID TPPW-OLNN-1090-Prompt-LC-7	Sorry I didn't understand.
	8121	REQ. ID TPPW-OLNN-1090-Prompt-LC-8	Would you like me to also check under another last name? Please say YES or NO.
Retry 2	8103	REQ. ID TPPW-OLNN-1090-Prompt-LC-9	I didn't understand that time either.
	8126	REQ. ID TPPW-OLNN-1090-Prompt-LC-10	If you think you might be listed under another last name, press one. Otherwise, press two.
Max Retries	REQ. ID TPPW-OLNN-1090-Prompt-LC-11	Play Message 8119: "We'll try with just your first and last name." Go To: Speech Flag Check	
Help	8123	REQ. ID TPPW-OLNN-1090-Prompt-LC-12	I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request? YES or NO.

Option	***Synonym(s)***	***DTMF***	***Action***	***Confirm.***
Yes	"Yes [please]" "[Yes] I do" "[Yes] I would" "Yeah"	1	Go To: Other Last Name	*If necessary*
No	"No [thanks]" "[No] I don't" "[No] I do not" "[No] I wouldn't" "[No] I would not"	2	Go To: Speech Flag Check	*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.

Option	***MSG #***	***Wording***		***Result***
Yes	8124	REQ. ID TPPW-OLNN-1090-Prompt-LC-13	yes	*"I think you said < yes > , is that correct?"*
No	8125	REQ. ID TPPW-OLNN-1090-Prompt-LC-14	no	*I think you said < no > , is that correct?"*

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1st Invalid Confirmation	102	REQ. ID TPPW – OLNN-1090-Prompt-LC-15	"Sorry I couldn't tell if you said yes or no."	*Retry Confirmation*
1st Timeout Confirmation	100	REQ. ID TPPW - OLNN-1090-Prompt-LC-16	"Sorry I didn't hear you."	*Retry Confirmation*
2nd Invalid/Timeout Confirmation			*Add 1 to Retry Counter and Go to: Next Retry*	

Commands

See default settings

Module Settings

If Speech Flag = 1 Set Abandon Flag = 0024

If Speech Flag = 2 Set Abandon Flag = 0033

Other Last Name

DialogModule™			Custom Context Grammar
Entering from			
Other Last Name Necessary			
Prompts			
Type	***MSG #***	***Wording***	
Initial	8601	REQ. ID TPPW-OLN-1100-Prompt-LC-1	"Say your OTHER LAST name and then spell it for me. [Pause] For example, if you last name was Jones you'd say 'Jones, J O N E S.'"
Timeout 1	8602	REQ. ID TPPW-OLN-1100-Prompt-LC-2	"Sorry, please give me your other last name with the spelling, or for more information, just say "help.""
Timeout 2	8603	REQ. ID TPPW-OLN-1100-Prompt-LC-3	"I still didn't hear you. Please give me your other last name and spell it."
Retry 1	8605	REQ. ID TPPW-OLN-1100-Prompt-LC-4	"Sorry, just spell your other last name for me."
Retry 2	8607	REQ. ID TPPW-OLN-1100-Prompt-LC-5	"Sorry, I didn't catch that. Go ahead and spell your other last name for me."
Max timeouts	REQ. ID TPPW-OLN-1100-Prompt-LC-6		Message 8119: "We'll try with just your first and last name." Go To: Speech Flag Check
Respell 1	8610	REQ. ID TPPW-OLN-1100-Prompt-LC-7	"Please spell your other 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."
Respell 2	8612	REQ. ID TPPW-OLN-1100-Prompt-LC-8	"Sorry I didn't catch that. Go ahead and spell your other last name for me."

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Respell 3 (conditional may not always play depending on the number of retries/confirmations played)	8613	REQ. ID TPPW-OLN-1100-Prompt-LC-9	”Sorry I still didn’t understand. Please spell your other last name one more time. [Pause] If your other last name was Jones, you’d say, “J O N E S.” Go ahead.”
Spell Help	8614	REQ. ID TPPW-OLN-1100-Prompt-LC-10	”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.” Go ahead.”
Max Retries	REQ. ID TPPW - OLN-1100-Prompt-LC-15		Message 8119: “We’ll try with just your first and last name.” Go To: Speech Flag Check
Say Help	8604	REQ. ID TPPW-OLN-1100-Prompt-LC-11	”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.””

Option	***Synonym(s)***	***DTMF***	***Action***	***Confirm.***
Other Last Name	<other_last_name>	<...>	Go To: Speech Flag Check	*ALWAYS*

Confirmation Prompts

Option	***MSG #***		***Wording***	***Result***	***Action***
Other Last Name	NA	REQ. ID TPPW-OLN-1100-Prompt-LC-12	OTHER LAST NAME	*“Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?”*	*If Yes Go to: Speech Flag Check* *If No Go to: Respell 1*
1st Invalid Confirmation	8514	REQ. ID TPPW – OLN-1100-Prompt-LC-13	”Sorry, I didn’t catch that. Please say “yes,” or “no,”.”	*Retry Confirmation*	*If Yes Go to: Speech Flag Check* *If No Go to: Respell 1*
1st Timeout Confirmation	8514	REQ. ID TPPW - OLN-1100-Prompt-LC-14	”Sorry, I didn’t catch that. Please say “yes,” or “no,”.”	*Retry Confirmation*	*If Yes Go to: Speech Flag Check* *If No Go to: Respell 1*
2nd Invalid Confirmation	8527	REQ. ID TPPW - OLN-1100-Prompt-LC-16	”Sorry, I didn’t hear you. I need to know if I got your name right. If yes, press one, otherwise press two.”	*Retry Confirmation*	*If Yes Go to: Speech Flag Check* *If No Respell 1*
2nd Timeout Confirmation	8515	REQ. ID TPPW - OLN-1100-Prompt-LC-17	”Sorry, I didn’t hear you. I need to know if I got your name right. Please say “yes” or “no”.”	*Retry Confirmation*	*If Yes Go to: Speech Flag Check* *If No Respell 1*
3rd Invalid/Timeout Confirmation	8119	REQ. ID TPPW - OLN-1100-Prompt-LC-18	“We’ll try with just your first and last name.”		*Play Message 8119*: “We’ll try with just your first and last name.” *Go To: Speech Flag Check*

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Commands
See default settings

Module Settings
Use Spelling Fallback If Speech Flag = 1 Set Abandon Flag = 0025 If Speech Flag = 2 Set Abandon Flag = 0034 **Set Confidential Flag to TRUE.**

Speech Flag Check

Branch on Condition
Entering from
Other Last Name , OtherLastName_Necessary, OtherLastNameCheckCondition

Condition	Action
If Speech Flag = 1	Go to: PRC REQUEST VERIFY CHECK
If Speech Flag = 2	Go to: PASSWORD REGISTRATION VERIFY CHECK

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Chapter 6: Recording Lists

6.1 Application Recording List

Message 8001
"Now we are going to collect your full name using voice recognition. First, say your FIRST name."

Message 8003
"Please say your last name. For example, if your last name was Kusack, you'd say Kusack. Go ahead."

Message 8004
"Please say your OTHER LAST name. [Short Pause] For example if it was Jones, you'd say "Jones". Go ahead."

Message 8005
"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."

Message 8100
"Sorry I didn't hear you."

Message 8101
"I didn't hear you that time either."

Message 8102
"Sorry I didn't understand."

Message 8103
"I didn't understand that time either."

Message 8104
"…you said none…"

Message 8110
"Please give me your first name."

Message 8113
"Please give me your last name."

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Message 8114
"Please say your OTHER last name."

Message 8115
"I need you to say your other last name for me. For example, if the last name was O'Neal, you'd say "O'Neal"."

Message 8116
"I need you to say your first name for me. For example if your first name was Nick, you'd say "Nick"."

Message 8117
"I think you said…"

Message 8118
"…is that correct?"

Message 8119
"We'll try with just your first and last name."

Message 8120
"I need you to say your last name for me. For example, if the last name was O'Neal, you'd say "O'Neal"."

Message 8121
"Would you like me to also check under another last name? Please say YES or NO."

Message 8122
Please say YES or press 1 if you think you might be listed under another last name. Otherwise, say NO or press 2.

Message 8123
"I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request? YES or NO."

Message 8124
"…yes…"

Message 8125
"…no…"

Message 8126

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"If you think you might be listed under another last name, press one. Otherwise, press two." ***Change 09/03/08***

Message 8301 ***chg 7/11/07***
"Say your FIRST name and then spell it for me. [Pause] For example, if your first name was Robin, you'd say "Robin, R O B I N."

Message 8302
"Sorry, please give me your first name with the spelling, or for more information, just say "help.""

Message 8303
"I still didn't hear you. Please give me your first name and spell it."

Message 8304
"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.""

Message 8305
"Sorry, just spell your first name for me."

Message 8306
"I still didn't hear you. Please go ahead spell your first name for me, or for more information, say, "help.""

Message 8307
"Sorry I didn't catch that. Go ahead and spell your first name for me."

Message 8308
"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 8309
"I need you to spell your first name. For example, if your first name was Nick, you'd say, "N I C K.""

Message 8310
"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 8311
"Sorry, I didn't catch that. Go ahead and spell your first name for me."

Message 8312

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”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 8313
”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 8314
”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 8401 ***chg 7/11/07***
“Say your LAST name and then spell it for me. [Pause] For example, if you last name was Kusack you’d say ‘Kusack, K U S A C K.’”

Message 8402
”Sorry, please give me your last name with the spelling, or for more information, just say “help.””

Message 8403
”I still didn’t hear you. Please give me your last name and spell it.”

Message 8404
”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 8405
”Sorry, just spell your last name for me.”

Message 8406
”I still didn’t hear you. Please go ahead and spell your last name for me, or for more information, say, “help.””

Message 8407
”Sorry, I didn't catch that. Go ahead and spell your last name for me.”

Message 8408
”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 8409
”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 8410

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”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 8411
”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 8412
”Sorry I didn’t catch that. Go ahead and spell your last name for me.”

Message 8413
”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 8414
”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 8501
”Sorry about that.”

Message 8502
”Let me check that:”

Message 8503
”Is that correct ?”

Message 8504
”Last name”

Message 8505
”Spelled…”

Message 8506
”Last name spelled…”

Message 8507
”First name”

Message 8508
”First name spelled…”

Message 8509
”Sorry, just spell your first name for me.”

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Message 8510
”Please spell your first name.”

Message 8511
”Sorry, please spell that again for me.”

Message 8512
”Sorry I’m having so much trouble.”

Message 8513
”Let me read that back:”

Message 8514
”Sorry, I didn’t catch that. Please say “yes” or “no”.”

Message 8515
”Sorry, I didn’t hear you. I need to know if I got your name right. Please say “yes” or “no”.”

Message 8516
”Sorry, I still didn’t hear you. Did I get your name right? Say “yes” or “no”.”

Message 8517
”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 8518
”Sorry, I still didn’t understand. Please say “yes,” or “no,” or for more information, say “help.””

Message 8519
”Sorry, I still didn’t understand. Please say “yes,” or “no,” or say “repeat the name,””

Message 8520
”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 8521
"My mistake."

Message 8522
"Sorry, my mistake again."

Message 8524

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"OK"

Message 8525
"Got it"

Message 8526
"Thanks for your patience."

Message 8527
"Sorry, I didn't hear you. I need to know if I got your name right. If 'yes' press one, otherwise press two." ***chg 09/03/08***

Message 8601 ***chg 7/11/07***
"Say your OTHER LAST name and then spell it for me. [Pause] For example, if you last name was Jones you'd say 'Jones, J O N E S.'"

Message 8602
"Sorry, please give me your other last name with the spelling, or for more information, just say "help.""

Message 8603
"I still didn't hear you. Please give me your other last name and spell it."

Message 8604
"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.""

Message 8605
"Sorry, just spell your other last name for me."

Message 8606
"I still didn't hear you. Please go ahead and spell your other last name for me, or for more information, say, "help.""

Message 8607
"Sorry, I didn't catch that. Go ahead and spell your other last name for me."

Message 8608
"Sorry, I still didn't understand. Please spell your other last name for me one more time. [Pause] For example, if your other last name was Jones, you'd say "J O N E S.""

Message 8609
"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.""

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Message 8610
”Please spell your other 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 8611
”Sorry, I still didn’t hear you. Please go ahead and spell your other last name for me.[Pause] For more information, just say, “help.””

Message 8612
”Sorry I didn’t catch that. Go ahead and spell your other last name for me.”

Message 8613
”Sorry I still didn’t understand. Please spell your other last name one more time. [Pause] If your other last name was Jones, you’d say, “J O N E S.” Go ahead.”

Message 8614
”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.” Go ahead.”

Message 9407 ***chg 6/15/07***
"Ok, I’ll be asking you up to three questions and you can SPEAK your answers. Just be sure to speak clearly and loud enough for me to hear over the phone."

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