

Test Name	Description	# OF CONDITIONS	Step Name	Step Description	Expected result
TMRC_Sanity	<p>Confirm the application is capable of successfully confirming the caller will be sent a replacement medicare card</p> <p>IF TEST FAILS, please record the following for the developers:            1-Date of Transaction:            2-Time of Transaction:            3-Traffic File Reason Code for Authentication App:            (did the transaction authenticated and recorded at Traffic File?)            4-Traffic File Reason Code for Business App:            (did the business transaction record in the Traffic File?)            5-All required data was collected on the</p>	1	Step 1	Calling instructions, not available as of yet.	
			Step 2	Call is connected and the caller receives the Welcome msg.	[mm0100_out_01] Thank you for calling Social Security.

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			Step 3	Caller receives option to select Spanish	[mm0110_ini_01] Para español, marque 'Estrella.'
			Step 4	Caller receives message from mm0120_RecordingMsg.	[mm0120_ini_01] To ensure quality, your call may be monitored or recorded.
			Step 5	If 'emergency message' exists it is played at this time.is available to be played	MM0140_EmergencyMsg plays if exists.
			Step 6	Caller receives Website info.	[mm0160_out_01] You can find the Social Security Administration online at 'social security dot G O V.'
			Step 7	Caller enters the speak free portion of the Main Menu where the system will play one of 3 randomized versions.	NOTE: MORE THAN ONE POSSIBLE PROMPT: (mm0210_ini_01, ini_02 or ini_03) Okay. To get started, you can say things like 'check claim status' or 'I need a replacement card.' So, briefly tell me why you're calling.
			Step 8	Caller speaks the application requested below: 'replace my medicare card'	[mm0210_cnf_ini_04] You're calling about your 'Medicare card.' Right?
			Step 9	Caller says "YES"	[mm0210_out_04] Okay. Medicare Replacement Card.
			Step 10	System now prepares to leave the Main Menu and enter the Medicare Replacement Card application.	[mm0565_MRC_SD] Variables are set for KBA and pings the host database for TMRC

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			Step 11	System determines application is available and passes caller onto the Knowledge Based Application (KBA).	<p>[bv0130, ka0100, ka0105, ka0110, ka0200]</p> <p>[ka0200_out_03, ka0200_NC3_ka0210] Before I can access your records, I'll need to ask a question or two to verify who you are.</p>
			Step 12	System plays the Attestation to the caller.	<p>[ka0210_ini_05] Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 4 minutes.</p> <p>[ka0210_ini_10] To hear detailed information about the Privacy Act or Paperwork Reduction Act, say 'More Information.' Otherwise, say 'Continue.'</p>

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			Step 13	Caller speaks the response of 'continue' or selects the DTMF value of '2'.	[ka0270_ini_01] 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. Do you understand and agree to these terms?
			Step 14	Caller speaks the response of 'yes' or selects the DTMF value of '1'.	[ka0270_out_01, ka0300, ka0310] Alright, thanks. Let's keep going.
			Step 15	System determines if the SSN of the caller needs to be collected.	[ka0310_ini_02] First, what's your Social Security number?
			Step 16	Caller speaks their 9 digit Social Security Number or enters it on the telephone keypad.	[ka0310_cnf_ini_01, ka0310_cnf_ini_02, gl_cnf_ini_02] Just to make sure, your Social Security number is... [ssn] Right?
			Step 17	Caller confirms the SSN repeated is correct by speaking the response of 'Yes' or enters the DTMF value of '1' on the telephone keypad.	[ka0310_out_01] Thanks.

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			Step 18	At this point the system determines if TNRS database hit will be done before or after the first name collection. Currently the default is set not to use TNRS.	If tnrs_db_upfront = false [ka0320, ka0325, ka0330, ka0340, na0110] Sets parameter values that are needed by the NameOSDM dialog and caller is navigated into the NameOSDM portion of KBA.
			Step 19	Caller receives the introduction message from the NameOSDM section for condition 'If names_to_collect == 'FIRST' or 'FIRST_LAST' 7 Condition spelling_only == 'false'.	[na0110_out_01] Now...  [na0120_ini_01] Please say, then spell, just your first name. For example, if your first name was Robin, you'd say "Robin: R O B I N." Go ahead.
			Step 20	Caller pronounces their first name and then spells it clearly.	[na0120_out_01] All right.
			Step 21	System asks the caller to now speak and spell their last name.	[na0130_ini_01] Now let me get your LAST name, including the spelling.
			Step 22	Caller pronounces their last name and then spells it clearly.	[na0130_out_01] Thanks.

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			Step 23	System repeats back the name captured for confirmation.	[na0200_ini_01, na0200_ini_02, na0200_ini_03, na0200_ini_04, na0200_ini_05] Let me read that back. Your first name is { firstname } ...spelled: { firstnamespelling }  [na0200_ini_08] And last name {lastname} ...spelled: {lastnamespelling}  [na0200_ini_26] Did I get that right?
			Step 24	Caller confirms the name repeated is correct by speaking 'Yes' or entering the DTMF of '1'.	[na0210_out_01] Great. Thanks.
			Step 25	System returns the caller to the calling dialog module which now asks for the alternate last name.	[ka0340, ka0400, ka0410_ini_01] Some people have ANOTHER last name that might be listed under their social security number (a professional or maiden name, for example). Do YOU have another last name?

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			Step 26	Caller responds by speaking 'Yes' or entering the DTMF of '1'. NOTE: Caller can say 'No' here and skip three steps below to get to the DOB question.	[ka0430, na0110_out_05] Okay  [na0130_ini_02] Please say, then spell, your OTHER LAST NAME.
			Step 27	Caller pronounces their other last name and then spells it clearly.	[na0130_out_01, na0200_ini_01, na0200_ini_14, na0200_ini_16, na0200_ini_26] Thanks. Let me read that back. Your other last name is {other lastname} spelled { lastnamespelling} Did I get that right?
			Step 28	Caller confirms the name repeated is correct by speaking 'Yes' or entering the DTMF of '1'.	[na0210_out_01] Great. Thanks.
			Step 29	Now the caller is asked to provide their DOB.	[ka0340, ka0500, ka0510_ini_01] Now, what's your date of birth?
			Step 30	Caller speaks their DOB or enters it on the telephone keypad using format MMDDYYYY.	[ka0510_cnf_ini_01, ka0510_cnf_ini_02, gl_cnf_ini_02] That was [dob] Right?
			Step 31	Caller confirms by speaking 'Yes' or entering the DTMF of '1'.	[ka0510_out_01] Thank you.
			Step 32	System determines the Maiden Name, POB & Last Payment Amount is not required for this application.	[ka0600, ka0700, ka0800, ka0900] Caller bypasses the rest of the authentication modules.

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			Step 33	System processes the authentication questions to the backend.	[ka0900_out_02] Please hold on  [ka0900_out_03] I've got everything I need. Hold on while I submit this
			Step 34	Backend successfully verifies the authentication data and communicates this to the front end.	[ka0900, ka0910, ka0920, ka0920_out_01] All right. We're all set.
			Step 35	Caller is now passed into the specific application initially requested.	[mr0210_out_01] You should receive your Replacement Medicare Card in the mail within four weeks.
			Step 36	Caller is given options of what to do next.	[bv0220, bv0220_out_01, mm0505, mm0200] If you're finished, feel free to hang up. Otherwise...



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			Step 37	<p>Caller is passed back to the Main Menu to module mm0210 where the system plays one of 3 randomized versions to assist the caller further.</p>	<p>mm0210_ini_07 Briefly tell me what else I can help you with. You can say things like 'get a replacement 1099' or 'update my personal information.' So, how can I help you?</p> <p>mm0210_ini_08 Briefly tell me what else I can help you with. You can say things like 'find a social security office.' or 'set up direct deposit.' So, how can I help you?</p> <p>mm0210_ini_09 Briefly tell me what else I can help you with. You can say things like 'update my personal information' or 'find a social security office.' So, how can I help you?</p>
			Step 38	Verify transaction is recorded in the Traffic File within TSO51.	A successful record is recorded in the Traffic File.

- Step 35 Caller speaks their DOB or enters it on the telephone keypad using format MMDDYYYY.
- Step 36 Caller confirms by speaking 'Yes' or entering the DTMF of '1'.
- Step 37 Application determined the Mothers Maiden Name is required.
- Step 38 The system determines the following conditions are met:  
Else (names\_to\_collect == 'LAST' & entryprompt == 'maiden\_name\_entryprompt')
- Step 39 The system determines the following conditions are met:  
Else (names\_to\_collect == 'LAST' & spelling\_only == 'false'  
Caller pronounces their Mother's Maiden name and then spells it clearly.
- Step 40
- Step 41 Caller confirms the name repeated is correct by speaking 'Yes' or entering the DTMF of '1'.
- Step 42 The system determines the following conditions are met:  
ka\_collectPlaceOfBirth=true & =NULL.
- Step 43 Caller speaks their POB located within the United States clearly.  
Caller confirms the name repeated is correct by speaking 'Yes' or entering the DTMF of '1'.
- Step 44
- Step 45 The system determines the following conditions are met:  
ka\_collectPaymentAmount=true & =NULL.
- Step 46 Caller clearly speaks their last payment amount or enters it on the telephone keypad.
- Step 47 System determines this is not for TMRC or TBEV so the Else condition is met.
- Step 48 The return is a success so the call is processed.  
The caller is returned to the specific application initially requested.  
The success return navigates the caller to the Change Of Address ca0300 module and then onto the ca0310 module.

[ka0510\_cnf\_ini\_01, ka0510\_cnf\_ini\_02, gl\_cnf\_ini\_02]  
That was [dob] Right?

[ka0510\_out\_01, ka0510\_NC1\_ka0600]  
Thank you.

Conditions met = If ka\_collectMothersMaidenName=true & =NULL so the caller is navigated to ka0610 & ka0620 & then onto the NAME OSDM module.

[na0110\_out\_06]  
Next...

[na0110\_NC3\_na0130, na0130\_ini\_03]  
Please say, then spell, your mother's MAIDEN NAME.

[na0130\_out\_01, na0200\_ini\_01, na0200\_ini\_20, na0200\_ini\_25, na0200\_ini\_26]  
Thanks. Let me read that back. Your mother's maiden name is {lastname} spelled { lastnamespelling} Did I get that right?

[na0200\_Yes\_NC1\_na0210]  
[na0210\_out\_01]  
Great. Thanks.

[ka0700\_NC1\_ka0710, ka0710\_ini\_01]  
Now tell me the U.S. STATE or TERRITORY where you were born. If you were born somewhere else, just say 'Other.'

[ka0710\_cnf\_ini\_01, gl\_cnf\_ini\_02]  
You were born in...(POB) Right?

[ka0710\_out\_01]  
Thanks.  
[ka0710\_NC1\_ka0800]

[ka0810\_ini\_01]  
Last question - what was the amount of your last benefit check.

[ka0810\_NC1\_ka0900,

[ka0900\_out\_02]  
Please hold on while I look this up. It may take a few seconds...

[ka0910\_NC1\_ka0920, ka0920\_out\_01]  
All right. We're all set.

[ca0310\_ini\_01]  
What would you like to change - your 'Address,' your 'Phone Number,' or 'Both.'