Social Security Administration
User Interface Specification
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Claim Status

SARA 2 OMB Attestation Change

2.6.16

This document is a User-Interface specification

The purpose of this document is to lay out the user-interface in all its detail. Readers of this document are assumed to also have read the requirements specification and to have an understanding of the purpose of the application.

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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 checking Claim Status. The call flow has passed through Call Steering (in the N8NN application) before getting to this section.

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 or Requirement ID name, excluding any trailing digits.

For example (from DM 6190):

Option or Req ID (shown in the DM tables in this spec)	Return string (specified in the grammar)
6190-CS-MultiClaimEnd-Condition-Repeat1	Repeat
6190-CS-MultiClaimEnd-Condition-Repeat2	Repeat
6190-CS-MultiClaimEnd-Condition-Next1	Next
6190-CS-MultiClaimEnd-Condition-Next2	Next
6190-CS-MultiClaimEnd-Condition-Previous1	Previous
6190-CS-MultiClaimEnd-Condition-Previous2	Previous
6190-CS-MultiClaimEnd-Condition-Other	Other

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.

Chapter 2:   Global Behavior and General Info

2.1   Time-outs and Retries

Retry prompts are specified in the DialogModule tables, and they are preceded by the appropriate apology prompt.

Message Number 110	*retry 1*	*upon rejection of speech*	apology_re1	I'm sorry, I didn't understand you.
Message Number 111		*upon confirmation*	apology_re1 –	My mistake.
Message Number 112	*retry 2*	*upon rejection of speech*	apology_re2	I'm sorry, I still didn't understand you.
Message Number 113		*upon confirmation*	apology_re2 –	My mistake again.
Message Number 132	*Timeout 1*	*upon no input*	apology_re1	I'm sorry, I didn't hear anything.
Message Number 111		*upon confirmation*	apology_re1 –	My mistake.
Message Number 133	*Timeout 2*	*upon no input*	apology_re2	I'm sorry, I still didn't hear anything.
Message Number 113		*upon confirmation*	apology_re2 –	My mistake again.
	excess retries		[…]	\<timeout / retry prompt(s) specified in DialogModule table\>

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.

When a caller reaches Max Timeout or Max Retry, the callflow should go to 6200-GiveUpSendSomewhere-BC

2.2   System Timeout

In addition to the regular timeouts, there is also a global *System Timeout*, set to a specific number of minutes. The prompting and logic for this condition is specified in the N8NN user interface specification.

2.3   Privacy

The following information is considered confidential; SSN, Date of Birth. The confidential flag should be set to true for all dialog modules collecting this information from the caller.

2.4   Global Commands and Global Prompts

Global prompts, grammar, and logic are specified in the N8NN user interface specification.

Chapter 3:   Detailed Dialog Specification

3.1   Call-Flow Tables

6102-CS-Preamble-DM

	Custom Context DialogModule™			
Caller requested Claim Status at the Speak Freely main menu.				

Entering from				
6000-ClaimStatusOptions-DM in the N8NN UI spec.				

Prompts Message Number	Type / Name	Condition	Wording	Barge-in
85001	6102-CS-Preamble-Prompt-Initial-1	always	Okay, claim status. By the way, if you filed your claim just a few days ago, it might not be available yet, and you might want to wait a few days and call back. If you filed your claim more than 5 days ago, we can go ahead and check the status. Before we begin, let's make certain you have all the information you'll need to find your claim status. Claims are identified by an 8-digit Confirmation Number. If you submitted your claim at a Social Security office, the confirmation number is printed on your application. If you submitted your claim online, the website would have displayed your confirmation number for you.	No
85147	6102-CS-Preamble-Prompt-Initial-2	always	If you have your confirmation number on hand now, say 'I have it'. If you don't have your confirmation number, you can say 'no' or 'I do NOT have it' or just hang up and call us back once you've located it. If you've come to the wrong place, you can say 'main menu' to do something else.	Yes
85148	6102-CS-Preamble-Prompt-Retry-1	always	[Global Default] Please say 'I have it' or press 1 if you have your claim confirmation number. Otherwise, say 'I do not have it' or press 2 if you do not know your confirmation number. If you'd like to return to the main menu say 'Main menu' or press 9.	Yes
85149	6102-CS-Preamble-Prompt-Retry-2	always	[Global Default]] Please press 1 on your telephone keypad if you have your claim confirmation number. Otherwise, say 'no' or press 2 if you do not know your confirmation number. You can also press 9 to return to the main menu.	Yes
85150	6102-CS-Preamble-Prompt-Timeout-1	always	Sorry, I didn't hear anything. Please say 'I have it' or press 1 if you have your claim confirmation number. Otherwise, say 'I do not have it' or press 2 if you do not know your confirmation number. If you'd like to return to the main menu say 'Main menu' or press 9.	Yes

85151	6102-CS-Preamble-Prompt-Timeout-2	always	I'm sorry, but I still didn't hear anything. Please press 1 on your telephone keypad if you have your claim confirmation number. Otherwise, press 2 if you do not know your confirmation number. You can also press 9 to return to the main menu.	Yes
85152	6102-CS-Preamble-Prompt-Help	always	A claim for benefits from the social security administration can be submitted in person or online. If you submitted your claim at a Social Security office, the confirmation number is printed on your application. If you submitted your claim online, the website would have displayed your confirmation number for you. If you have your confirmation number on hand now, say 'I have it', or press 1. If you don't have your confirmation number, you can say 'I do NOT have it', press 2 or just hang up and call us back once you've located it. You can also press 9 to return to the main menu.	Yes
121	6102-CS-Preamble-Prompt-SuccessYes	If 'I have it	Okay.	Yes
85153	6102-CS-Preamble-Prompt-SuccessNo	If 'I do NOT have it'	Thank you for calling the Social Security Administration. Please call back once you have located your claim Confirmation Number.	Yes

Option	*Vocabulary*	*DTMF*	*Action*	*Confirm.*
6102-CS- Preamble-Option-Yes	[Yes] I have it	1	Play appropriate success prompt Go to 6103 Check Null Condition	*Never*
6102-CS- Preamble-Option-No	[No] I do NOT have it Do not have it	2	Play appropriate success prompt Terminate call	*Never*

DialogModule parameters	
Parameter	*Value*

Reporting					
Record = U-	RECL	-DM_6102-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Speech Science Notes
No Barge-in.
Main menu and all other global commands are in effect here.
The reporting tag for this DM reflects a non-standard naming convention for a DM. It continues to reflect the module in its original state as a message. This configuration does not impact how the module is reported.

6103 Check Null Condition

Entering from
6102-CS-Preamble-Msg

Condition	Action
If TVDC items else and Attestation Flag =0	Go to: 6105-CS-Attestation-DM
If TVDC items else and Attestation Flag =1	Go to: 6110-CS-Ping-DB
V-RECL-ATT_1-(duration),T-RECL-0000-(duration)	

6105-CS-Attestation-DM

Custom Context DialogModule™
All callers must answer this before getting Claim Status.

Entering from
6103 Check Null Condition

Prompts Message Number	Type / Name	Condition	Wording	Barge-in
85002	6105-CS-Attestation-Prompt-Initial-1		Social Security is allowed to collect this information under the Social Security Act. This information collection meets the requirements of the Paperwork Reduction Act under O.M.B. number zero, nine, six, zero, zero, seven, six, three. We estimate that it will take about 2 minutes to listen to the instructions, gather the facts, and answer the questions. 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
85003	6105-CS-Attestation-Prompt-Initial-2		If you are the individual to whom the claim status information applies, say yes or press 1. If you do *not* wish to continue, please say 'no' or simply hang up.	Yes
85003	6105-CS-Attestation-Prompt-Retry1		[Global Default] If you are the individual to whom the claim status information applies, say yes or press 1. If you do *not* wish to continue, please say 'no' or simply hang up.	Yes
85004	6105-CS-Attestation-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 are the individual to whom the claim status information applies, press one, If you do *not* wish to continue, please press two, or simply hang up.	Yes
85005	6105-CS-Attestation-Prompt-Timeout1		Sorry, I didn't hear anything. If you are the individual to whom the claim status information applies, please say 'yes' or press 1. Otherwise say 'no' or press 2 - - or you can simply hang up.	Yes

85006	6105-CS-Attestation-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. If you are the individual to whom the claim status information applies, please say 'yes' or press 1. Otherwise say 'no' or press 2 -- or you can simply hang up.	Yes
85007	6105-CS-Attestation-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. If you are the individual to whom the claim status information applies, please say 'yes' or press 1. Otherwise say 'no' or press 2 -- or just hang up.	Yes
00122	6105-CS-Attestation-Prompt-Success-1	If "yes"	Thanks.	N/A
85145	6105-CS-Attestation-Prompt-Success-2	If "no"	Thank you for calling Social Security. Goodbye.	N/A

Option	Vocabulary	DTMF	Action	Confirm.
6105-CS-Attestation-Option-Yes	yes, yes I am	1	Play appropriate success prompt Set Attestation Flag to 1 Go to 6110-CS-Ping-DB	*Never*
6105-CS-Attestation-Option-No	no, no I'm not	2	Play appropriate success prompt Terminate call	*Never*

DialogModule parameters	
Parameter	**Value**

| Reporting					
Record = U-	RECL	-DM_6105-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end	
			0001 = Error		
			0002 = Max No Input		
			0003 = Max No Match		
			0200 = Caller Hang Up		

Speech Science Notes
Set a low probability for "no" to avoid false acceptances. Most callers will say "yes".

6110-CS-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		
6103 Check Null Condition, 6105-CS-Attestation-DM		

Input Field	Value	Description/ Length
sid	SSATKCSHC, SSATKCSDEV, SSATKCSVAL, SSATKCSINT1, SSATKCSINT2	service id
func	PING	function code
requestId	numeric	10

Output Field	Description
verification status	success or failure

Req ID	Condition	Action
6110-CS-Ping-Condition-Success	IF success (i.e., <statusCode> = 0000)	Go to: 6115 Social Security Check Condition
6110-CS-Ping-Condition-SysProblems	Else if <statusCode> = 0151 or 7777	Go to: 6111-CS-PingUnavailableMM-DM
6110-CS-Ping-Condition-SysUnavailable	Else if <statusCode> = 0152	Go to: 6153-CS-AuthSystemUnavailable-Msg
6110-CS-Ping-Condition-OtherIssue	Else if <statusCode> = 9999 or Other	Go to: 6151-CS-AuthSystemProblems-Msg

Reporting				
Record = D-	RECL	-HDB_6110-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = System Error	
			0408 = Resource Not Available	
			0503 = Not Valid Data	
			0004 = Caller Hang Up	

Developer Notes

6111-CS-PingUnavailableMM-DM

CustomContext DialogModule™	
This DM is used for certain conditions returned in 6110-CS-Ping-DB. The caller does not reach an agent; they can either request the Main Menu or hang up.	

Entering from
6110-CS-Ping-DB

Prompts		
Msg. Number	Type / Name	Wording
85140	6111-CS-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.
6111-CS-PingUnavailableMM-Condition-MM	"Main Menu"	9	Go to Main Menu in N8NN	never
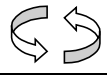
6111-CS-PingUnavailableMM-Condition-Retry	--	--	Upon first retry or timeout, play the Initial-1 prompt again.	*never*
			Upon second retry or timeout, disconnect call.	

DialogModule parameters	
Parameter	**Value**

Reporting				
Record = U-	RECL	-HDB_6111-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer Notes

CS-Authentication

6115 Social Security Check Condition

Entering from
6110-CS-Ping-DB

Condition	Action
If SSN = null	Go to: 6120-CS-GetSSN-DM
If SSN else	Report V Transaction per module note, Go to: 6122 Get DoB Check Condition

Module Notes
V-RECL-SSN_1-(duration),T-RECL-0000-(duration)

6120-CS-GetSSN-DM

Social Security DialogModule™	
Get the caller's Social Security Number	

Entering from
6115 Social Security Check Condition

Prompts		
Msg. Number	**Name/Type**	**Wording**
85146	6120-CS-GetSSN-Prompt-Initial-1	Now, Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
82145	6120-CS-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.

50203	6120-CS-GetSSN-Prompt-Retry2	[Global Default] Try entering it on the telephone keypad.
50204	6120-CS-GetSSN-Prompt-Timeout1	Sorry, I didn't hear anything. Please enter or say your nine digit social security number now.
82146	6120-CS-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 using your telephone keypad.
82147	6120-CS-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. You can also enter it using your telephone keypad. Please say or enter your Social Security Number now.

Option	*Vocabulary*	*DTMF*	*Action*	*Confirm.*
6120-CS-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			
Message Number	*Name*	*Wording*	*Result*
85017	6120-CS-GetSSN-ConfPrompt-SSN1	That was:	*That was 123-45-6789, correct?*
	<SS_Num>	CPR	*1 2 3 – 4 5 – 6 7 8 9*
00119	6120-CS-GetSSN-ConfPrompt-SSN2	...is that correct?	
82148	6120-CS-GetSSN-ConfPrompt-SSN3	Okay, now I think I've got it right. Your social security number is:	*Okay, now I think I've got it right. Your social security number is: 123-45-6789. Is that right?*
	<SS_Num>	CPR	*1 2 3 – 4 5 – 6 7 8 9*
50209	6120-CS-GetSSN-ConfPrompt-SSN4	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 00119	6120-CS-GetSSN-ConfPrompt-SSNretry	I think you said <SSN>. Is that correct?	
00118 00119	6120-CS-GetSSN-ConfPrompt-SSNtimeout	I think you said <SSN>. Is that correct?	

Confirmation Option	*Vocabulary*	*DTMF*	*Action*	*Confirm.*
6120-CS-GetSSN-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Go to: 6122 Get DoB Check Condition	*Never*
6120-CS-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*
6120-CS-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**

Reporting					
Record = U-	RECL	-DM_6120-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end	
			0001 = Error		
			0002 = Max No Input		
			0003 = Max No Match		
			0200 = Caller Hang Up		

Developer Notes
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.

(The following notes are based on 5020-GetSSNumber-SSN in KBA spec)

- Area, group or serial number containing only zeros 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

6122 Get DoB Check Condition

Entering from	
6115 Social Security Check Condition, 6120-CS-GetSSN-DM	

Condition	**Action**
If DoB = null	Go to: 6125-CS-GetDOB-DM
If DoB else	Report V Transaction per module note, Go to: 6135-CS-DBWait-Msg
Module Notes	
V-RECL-DoB_1-(duration),T- RECL-0000-(duration)	

6125-CS-GetDOB-DM

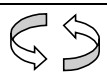|	**Date DialogModule™**	
(Based on 5130-GetDOB-Date in KBA spec)		
Get the caller's Date Of Birth		

Entering from
6122 Get DoB Check Condition

Prompts		
Message Number	**Name**	**Wording**
85011	6125-CS-GetDOB-Prompt-Initial-1	And what's your date of birth, for example, "June 10th, 1940."
85012	6125-CS-GetDOB-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.
85013	6125-CS-GetDOB-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, 2 digits for the day, and four digits for the year.
85014	6125-CS-GetDOB-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.
85015	6125-CS-GetDOB-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, 2 digits for the day, and four digits for the year.
00122	6125-CS-GetDOB-Prompt-Success-1	Thanks

Option	**Vocabulary**	**DTMF**	**Action**	**Confirm.**
6125-CS-GetDOB-Option-Date	<date>	<...>	Go to: 6135-CS-DBWait-Msg	*Always*

Confirmation prompts

Message Number	Name	Wording	Result
51308	6125-CS-GetDOB-ConfPrompt-Date1	Okay, so that's:	
	<Date>	CPR	*January 12th 1931*
50209	6125-CS-GetDOB-ConfPrompt-Date2	Is that right?	*Okay, so that's: <January 12th, 1931>. Is that right?*
51310	6125-CS-GetDOB-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	6125-CS-GetDOB-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.*

Confirmation Option	Vocabulary	DTMF	Action	Confirm.
6125-CS-GetDOB-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Play appropriate success prompt. Go to: 6135-CS-DBWait-Msg	*Never*
6125-CS-GetDOB-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	*Never*

DialogModule parameters

Parameter	Value
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

Reporting

Record = U-	RECL	-DM_6125-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer 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.
Remove all global grammars for this DM.
(The following notes are based on 5130-GetDOB-Date in KBA spec)
Although the application does not explicitly guide callers to use DTMF for the Date of Birth entry, it is enabled.
Date entry should be in the form of MM/DD/YY 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

6135-CS-DBWait-Msg

Play Prompt
(Based on 5220-CheckingNow-Msg in KBA spec)
Tell the caller there may be a short delay while we check the information they gave us.

Entering from
6125-CS-GetDOB-DM, 6122 Get DoB Check Condition

Prompts		
Msg. Number	**Name**	**Wording**
52201	6135-CS-DBWait-Prompt-1	Hold on while I check our database. It may take a few seconds.

Req ID	Condition	Action
6135-CS-DBWait-Condition-Always	*Always*	Go to: 6140-CS-Authenticate-DB

Reporting				
Record = U-	RECL	-Msg_6135-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
set test data to V-COAD-SSN_1-(duration), T-COAD-0000-(duration)

6140-CS-Authenticate-DB

Database Query
(Based on 5230-QueryKB-DB in KBA spec)
Check the Knowledge Base database.

Entering from
6135-CS-DBWait-Msg

Input Field	Value	Description/Length
sid	SSATKCSHC, SSATKCSDEV, SSATKCSVAL, SSATKCSINT1, SSATKCSINT2	service id

func	AUTH	function code
requestId	numeric	10
ssn	numeric	9
dobMonth	01 -12	2
dobDay	01-31	2
dobYear	CCYY	4
ani	numeric	10

Output Field	Description
verification status	success or failure

Req ID	Condition	Action
6140-CS-Authenticate-Condition-Success	*IF success* (i.e., <statusCode> = 0000)	Go to: 6145-CS-AuthSuccess-Msg
6140-CS-Authenticate-Condition-SysProblems	Else if <statusCode> = 0151 or 7777	Go to: 6151-CS-AuthSystemProblems-Msg
6140-CS-Authenticate-Condition-SysUnavailable	Else if <statusCode> = 0152	Go to: 6153-CS-AuthSystemUnavailable-Msg
6140-CS-Authenticate-Condition-AcctBlocked	Else if <statusCode> = 0508	Go to: 6152-CS-AuthAcctBlocked-Msg
6140-CS-Authenticate-Condition-NoMatch	Else if <statusCode> = 0108	Go to: 6150-CS-AuthCannotMatch-Msg
6140-CS-Authenticate-Condition-OtherIssue	Else if <statusCode> = 9999 or Other	Go to: 6154-CS-AuthCannotProcess-Msg

Reporting					
Record = D-	RECL	-HDB_6140-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = System Error	
			0408 = Resource Not Available	
			0503 = Not Valid Data	
			0004 = Caller Hang Up	

Developer Notes

6145-CS-AuthSuccess-Msg

			Play Prompt	
(Based on 5250-SaySuccess-Msg in KBA spec)				
Tell caller they've been verified.				

Entering from
6140-CS-Authenticate-DB

Prompts				
Msg. Number	**Name**	**Wording**		
52501	6145-CS-AuthSuccess-Prompt-1	OK, everything checks out.		

Req ID	**Condition**	**Action**
6145-CS-AuthSuccess-Condition-Always	*Always*	Go to: 6160-CS-GetConfNumber-DM

Reporting					
Record = U-	RECL	-Msg_6145-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end	
			0001 = Error		
			0200 = Caller Hang Up		

Developer notes
No barge-in

6150-CS-AuthCannotMatch-Msg

			Play Prompt	
(Based on 5260-SayFailure-Msg in KBA spec)				
<statusCode> = 0108 during Authentication.				

Entering from
6140-CS-Authenticate-DB

Prompts				
Msg. Number	**Name**	**Wording**		
85018	6150-CS-AuthCannotMatch-Prompt-1	Sorry, we cannot match the information that you provided.		

Req ID	**Condition**	**Action**
6150-CS-AuthCannotMatch-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Reporting					
Record = U-	RECL	-Msg_6150-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end	
			0001 = Error		
			0200 = Caller Hang Up		

Developer notes
No barge-in
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

6151-CS-AuthSystemProblems-Msg

	Play Prompt
Return code 0151 or 7777 during Authentication or other codes in Ping.	

Entering from
6110-CS-Ping-DB, 6140-CS-Authenticate-DB

Prompts		
Message Number	**Type / Name**	**Wording**
85019	6151-CS-AuthSystemProblems-Prompt-1	Due to system problems, we are unable to process your request at this time.

Req ID	**Action**	
6151-CS-AuthSystemProblems-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Reporting				
Record = U-	RECL	-Msg_6151-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is the same as 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

6152-CS-AuthAcctBlocked-Msg

	Play Prompt
(Based on 5270-AccountBlocked-Msg in KBA spec)	
Return Code 0508 during authentication	

Entering from
6140-CS-Authenticate-DB

Prompts		
Message Number	**Name**	**Wording**
85020	6152-CS-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.

Req ID	**Condition**	**Action**
6152-CS-AuthAcctBlocked-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Reporting				
Record = U-	RECL	-Msg_6152-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
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.

6153-CS-AuthSystemUnavailable-Msg

		Play Prompt
Return code 0152 during Authentication		

Entering from
6140-CS-Authenticate-DB, 6110-CS-Ping-DB

Prompts		
Message Number	**Type / Name**	**Wording**
85021	6153-CS-AuthSystemUnavailable-Prompt-1	I'm sorry, but the system is unavailable at this time.

Req ID	**Action**	
6153-CS-AuthSystemUnavailable-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Reporting				
Record = U-	RECL	-Msg_6153-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

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

6154-CS-AuthCannotProcess-Msg

		Play Prompt
\<statusCode\> = 9999 or Other during Authentication. This state tells the caller we cannot process their request.		

Entering from
6140-CS-Authenticate-DB

Prompts		
Message Numbers	**Type / Name**	**Wording**
85022	6154-CS-AuthCannotProcess-Prompt-1	We're sorry, we are unable to process your request.

Req ID	**Action**	
6154-CS-AuthCannotProcess-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Reporting				
Record = U-	RECL	-Msg_6154-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

| *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 |

6160-CS-GetConfNumber-DM

Digits DialogModule™		
This module asks for the caller's confirmation number		

Entering from		
6145-CS-AuthSuccess-Msg		

Prompts		
Message Number	**Type / Name**	**Wording**
85023	6160-CS-GetConfNumber-Prompt-Initial-1	Now, let's look up your claim.
250		250 ms. silence
85024	6160-CS-GetConfNumber-Prompt-Initial-2	When you first submitted your claim, you should have received an 8-digit confirmation number. Please say or enter your confirmation number, or say "I don't have it."
85025	6160-CS-GetConfNumber-Prompt-Retry1	[Global Default] Please say or enter the 8-digit confirmation number for the claim you submitted, or say "I don't have it".
85026	6160-CS-GetConfNumber-Prompt-Retry2	[Global Default] If you submitted your claim at a Social Security office, the confirmation number is printed on your application. If you submitted your claim online, the website would have displayed your confirmation number for you. So, go ahead and say or enter your 8-digit confirmation number, or say "I don't have it".
85027	6160-CS-GetConfNumber-Prompt-Timeout1	[Global Default] Please say or enter the 8-digit confirmation number for the claim you submitted, or say "I don't have it".
85028	6160-CS-GetConfNumber-Prompt-Timeout2	[Global Default] If you submitted your claim at a Social Security office, the confirmation number is printed on your application. If you submitted your claim online, the website would have displayed your confirmation number for you. So, go ahead and say or enter your 8-digit confirmation number, or say "I don't have it"..
85029	6160-CS-GetConfNumber-Prompt-Help	If you submitted your claim at a Social Security office, the confirmation number is printed on your application. If you submitted your claim online, the website would have displayed your confirmation number for you. If you don't have the number handy, it's ok to hang up now, and then call back later when you have the number with you. If you don't have a confirmation number at all, just say, "I don't have it." Otherwise, go ahead and say or enter your 8-digit confirmation number now.
85030	6160-CS-GetConfNumber-Prompt-Success-1	Play this prompt after caller confirms "yes" — Good, let me check on that claim -- just a moment.

Option	**Vocabulary**	**DTMF**	**Action**	**Confirm.**
6160-CS-GetConfNumber-Option-ConfNum	Any 8-digit string Allow prefix phrases including these and others as needed: [yes | ok | alright] [it is | confirmation number]	<8 digits >	<no action here – confirm it>	Always
6160-CS-GetConfNumber-Option-DontHave	I don't have it I didn't get one and variations as needed	--	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	If necessary

Confirmation prompts

Message Number	Name	Wording	Result
82024	6160-CS-GetConfNumber-ConfPrompt-ConfNum1	I heard:	I heard: <conf_number>. is that right?
	<conf_number>	CPR	*1 2 3 4 - 5 6 7 8*
50209	6160-CS-GetConfNumber-ConfPrompt-ConfNum2	Is that right?	
85031	6160-CS-GetConfNumber-ConfPrompt-DontHave	You don't have your confirmation number, is that right?	

Confirmation Option	Vocabulary	DTMF	Action	Confirm.
6160-CS-GetConfNumber-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Play appropriate Success prompt above. Go to: 6170-CS-LookupConfNumber-DB	*Never*
6160-CS-GetConfNumber-ConfOption-No	"No [it isn't]" "No it's not" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	*Never*

DialogModule parameters

Parameter	Value

Reporting

Record = U-	RECL	-DM_6160-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer Notes

As of v.2.6.13 (Tuning 2), modified params as follows:

```
<var name="property_collection_completetimeout"        expr="'2200ms'"/>
<var name="property_interdigittimeout"                 expr="'2200ms'"/>
```

6170-CS-LookupConfNumber-DB

Database Query	
This is a database query to retrieve the claim(s) associated with the caller's confirmation number. There can be up to 3 associated claims found, but it is most common to have just one.	

Entering from		
6160-CS-GetConfNumber-DM		

Input Field	Value	Description/Length
sid	SSATKCSHC, SSATKCSDEV, SSATKCSVAL, SSATKCSINT1, SSATKCSINT2	service id
func	INFO	function code
requestId	numeric	10
confNumber	numeric	8
ani	numeric	10
jsessionid	alphanumeric string	100
pd-h-session-id	alphanumeric string	100
pd_stateful	alphanumeric string	100
pd-id	alphanumeric string	4000

Output Field	Description (From SSA Data Exchange Document -- See Developer Notes)		
<claimType1>	Required	2 characters	10 (Retirement Benefits) 11 (Hospital Insurance Only) 20 (Disability Benefits) 31 (Widow's or Widower's Insurance Benefits) 32 (Mother's or Father's Benefits) 33 (Child's Insurance Benefits – Survivor) 34 (Parent's Benefits) 36 (Widow's or Widower's Insurance Benefits) 41 (Wife's or Husband's Insurance Benefits) 42 (Spouse With Child in Care Benefits) 43 (Child's Insurance Benefits – Life) 46 (Wife's or Husband's Insurance Benefits) 47 (Widow's or Widower's Insurance Benefit) 48 (Childhood Disability Benefits) 49 (Student Benefits) 50 (Hospital Insurance) 60 (Lump Sum Death Payments) 70 (Benefits at Age 72 for Uninsured Individuals) 80 (Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease)
<claimStatus1>	Required	1 character	A (Adjudicated) P (Pending)
<pendingIssues1>	Optional	1 character	Y (if issues pending other than <toDDS1>, <reconDecReq1>, <fedRevDec1>, or <inOHA1>)
<toDDS1>	Optional	8 characters	MMDDYYYY The Disability Determination Service in your state is processing the medical portion of your claim.
<reconDecReq1>	Optional	8 characters	MMDDYYYY As of today's date, a decision has not been made on your reconsideration request.
<fedRevDec1>	Optional	8 characters	MMDDYYYY As of today's date, a decision has not been made on your request for Federal Reviewing Official Review.
<inOHA1>	Optional	8 characters	MMDDYYYY

			As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal request.
<age1>	Optional	8 characters	MMDDYYYY Proof of age pending.
<ammendedApp1> *(Keep this spelling?? This spelling is from the SSA Data Exchange Document v1.2, section 5.7.2)*	Optional	8 characters	MMDDYYYY Amended application pending.
<citizen1>	Optional	8 characters	MMDDYYYY Proof of citizenship pending.
<nhNameChange1>	Optional	8 characters	MMDDYYYY Proof of number holder name change pending.
<claimantNameChange1>	Optional	8 characters	MMDDYYYY Proof of claimant name change pending.
<earnings1>	Optional	8 characters	MMDDYYYY Proof of earnings pending.
<lawfulPresence1>	Optional	8 characters	MMDDYYYY Proof of lawful presence pending.
<marriage1>	Optional	8 characters	MMDDYYYY Proof of marriage pending.
<military1>	Optional	8 characters	MMDDYYYY Proof of military service pending.
<specialWage1>	Optional	8 characters	MMDDYYYY Proof of special wages pending.
<death1>	Optional	8 characters	MMDDYYYY Proof of death pending.
<relationship1>	Optional	8 characters	MMDDYYYY Proof of relationship pending.
<support1>	Optional	8 characters	MMDDYYYY Proof that you provided at least one-half support to your parents pending.
<endStageRenal1>	Optional	8 characters	MMDDYYYY Proof of End Stage Renal Disease pending.
<schoolAttend1>	Optional	8 characters	MMDDYYYY Proof of full-time school attendance pending.
<attorneyRep1>	Optional	8 characters	MMDDYYYY Proof of attorney representation pending.
<foreignBenefits1>	Optional	8 characters	MMDDYYYY Application for benefits under a U.S. International Social Security agreement pending.
<hearingRequest1>	Optional	8 characters	MMDDYYYY Request for hearing pending.
<reconRequest1>	Optional	8 characters	MMDDYYYY Request for reconsideration pending.
<cause1>	Optional	8 characters	MMDDYYYY Proof of good cause for filing late appeal request pending.
<medicalRecon1>	Optional	8 characters	MMDDYYYY Medical information for your reconsideration request (Form SSA-3441) pending.
<medicalHearing1>	Optional	8 characters	MMDDYYYY Medical information for your hearing request (Form SSA-

			3441) pending.
<fedRevReq1>	Optional	8 characters	MMDDYYYY Request for Federal Reviewing Official Review pending.
<claimType2>	Optional	**See Developer Notes below for notes on remaining fields**	

Req ID	Condition	Action
6170-CS-LookupConfNumber-Condition-OneClaim	**IF success (ie "<statusCode> = 0000")** **AND** If claim status for exactly 1 claim is returned *I.e., <claimType1> is returned.* *AND* *<claimType2> and <claimType3> are NOT returned)*	Set <CanHearAgainMsg_played> = 'no' Set <num_claims> = 1 Set <current_claim> = 1 (The above are dialog variables, which will be used for callflow logic.) Go to: 6180-CS-ReadStatus-Msg
6170-CS-LookupConfNumber-Condition-TwoClaims	**Else if success (ie "<statusCode> = 0000")** **AND** Claim status for 2 claims is returned *I.e., <claimType1> is returned* *AND* *<claimType2> is returned* *AND <claimType3> is NOT returned*	Set <CanHearAgainMsg_played> = 'no' Set <num_claims> = 2 Set <current_claim> = 1 (The above are dialog variables, which will be used for callflow logic.) Go to: 6175-CS-ReadNextClaimYN-DM
6170-CS-LookupConfNumber-Condition-ThreeClaims	**Else if success (ie "<statusCode> = 0000")** **AND** Claim status for 3 claims is returned *I.e., <claimType1 is returned* *AND* *<claimType2> is returned* *AND* *<claimType3> is returned*	Set <CanHearAgainMsg_played> = 'no' Set <num_claims> = 3 Set <current_claim> = 1 (The above are dialog variables, which will be used for callflow logic.) Go to: 6175-CS-ReadNextClaimYN-DM
6170-CS-LookupConfNumber-Condition-SysProblems	Else if <statusCode> = 0151 or 7777	Go to: 6171-CS-ClaimSystemProblems-Msg
6170-CS-LookupConfNumber-Condition-SysUnavailable	Else if <statusCode> = 0152	Go to: 6173-CS-ClaimSystemUnavailable-Msg
6170-CS-LookupConfNumber-Condition-OtherIssue	Else if <statusCode> = 9999 or Other	Go to: 6174-CS-ClaimCannotProcess-Msg

Reporting					
Record = D-	RECL	-HDB_6170-(Call Duration at start),T-RECL-	0000 = Success		-Call duration at process end
			0001 = System Error		

			0408 = Resource Not Available	
			0503 = Not Valid Data	
			0004 = Caller Hang Up	
Developer Notes				

The output fields are from the TKCS_Data_Exchange_Protocol.doc, v1.2, section 5.7.2, provided by SSA. The Data Exchange document (DED) is subject to future change by SSA; however, the information in this UI spec is based on v1.2 of the DED.

The "Output Fields" listed above all have names ending in "1". These all refer to the first or only claim retrieved for this confirmation number.
If 2 claims are returned for this confirmation number, there will also be output fields named <claimType**2**>, <claimStatus**2**>, etc. -- the same long list of fields that were returned for Claim 1.
If 3 claims are returned, there will also be output fields named <claimType**3**>, <claimStatus**3**>, etc. -- the same long list of fields.

The values in the table above will be used for reading out claim types, status, and dates in DMs 6175 and 6180.

6171-CS-ClaimSystemProblems-Msg

	Play Prompt
Return code 0151 or 7777 when looking up confirmation number.	

Entering from
6170-CS-LookupConfNumber-DB

Prompts		
Message Number	**Type / Name**	**Wording**
82121	6171-CS-ClaimSystemProblems-Prompt-1	Due to system problems, we are unable to process your request at this time.

Req ID	Action	
6171-CS-ClaimSystemProblems-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Reporting				
Record = U-	RECL	-Msg_6171-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is the same as 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

6173-CS-ClaimSystemUnavailable-Msg

	Play Prompt
Return code 0152 when looking up confirmation number.	

Entering from
6170-CS-LookupConfNumber-DB

Prompts		
Message Number	**Type / Name**	**Wording**
82122	6173-CS-ClaimSystemUnavailable-Prompt-1	I'm sorry, but the system is unavailable at this time.

Req ID	Action	
6173-ClaimSystemUnavailable-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Reporting				
Record = U-	RECL	-Msg_6173-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

| 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. |

6174-CS-ClaimCannotProcess-Msg

	Play Prompt
<statusCode> = 9999 or Other when looking up confirmation number. This state tells the caller we cannot process their request.	

Entering from
6170-CS-LookupConfNumber-DB

Prompts		
Message Number	**Type / Name**	**Wording**
82128	6174-ClaimCannotProcess-Prompt-1	We're sorry, we are unable to process your request.

Req ID	Action	
6174-ClaimCannotProcess-Condition-Always	*Always*	Go to: <u>6211-ForcedTransfer-BC</u>

Reporting				
Record = U-	RECL	-Msg_6174-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes

6175-CS-ReadNextClaimYN-DM

	Yes/No DialogModule™
This DM lets the caller choose whether to hear each claim in turn.	

Entering from

6170-CS-LookupConfNumber-DB, 6190-CS-MultiClaimEnd-DM

Developer Notes / Entry Logic

Some of the variables below contain an 'N', e.g., <claimTypeN>.

Before playing out the prompts, **set N= <current_claim>**.   I.e., N will be set to 1 or 2 or 3, depending on which claim is being reviewed.   This will enable us to properly play out the claim type for each claim.

Prompts Message Number	Name	Condition	Wording
85032	6175-CS-ReadNextClaimYN-Prompt-Initial-01	If <current_claim> = 1 AND <num_claims> = 2	I found two claims under your confirmation number. I'll read them one at a time.
85033	6175-CS-ReadNextClaimYN-Prompt-Initial-02	Else If <current_claim> = 1 AND <num_claims> = 3	I found three claims under your confirmation number. I'll read them one at a time.
	--	Else	(no prompt)
85034	6175-CS-ReadNextClaimYN-Prompt-Initial-03	If <current_claim> = 1	The first claim is for:
85035	6175-CS-ReadNextClaimYN-Prompt-Initial-04	Else if <current_claim> = 2 AND <num_claims> = 2	The other claim is for:
85036	6175-CS-ReadNextClaimYN-Prompt-Initial-05	Else if <current_claim> = 2 AND <num_claims> = 3	The next claim is for:
85037	6175-CS-ReadNextClaimYN-Prompt-Initial-06	Else if <current_claim> = 3 AND <num_claims> = 3	The last claim is for:
85038	6175-CS-ReadNextClaimYN-Prompt-Initial-07	If <claimTypeN> = 10	Retirement Benefits.
85039	6175-CS-ReadNextClaimYN-Prompt-Initial-08	Else if <claimTypeN> = 11	Hospital Insurance Only.

85040	6175-CS-ReadNextClaimYN-Prompt-Initial-09	Else if <claimTypeN> = 20	Disability Benefits.
85041	6175-CS-ReadNextClaimYN-Prompt-Initial-10	Else if <claimTypeN> = 31 or 36 or 47	Widow's or Widower's Insurance Benefits.
85042	6175-CS-ReadNextClaimYN-Prompt-Initial-11	Else if <claimTypeN> = 32	Mother's or Father's Benefits.
85043	6175-CS-ReadNextClaimYN-Prompt-Initial-12	Else if <claimTypeN> = 33	Child's Insurance Benefits -- Survivor.
85044	6175-CS-ReadNextClaimYN-Prompt-Initial-13	Else if <claimTypeN> = 34	Parent's Benefits.
85045	6175-CS-ReadNextClaimYN-Prompt-Initial-14	Else if <claimTypeN> = 41 or 46	Wife's or Husband's Insurance Benefits.
85046	6175-CS-ReadNextClaimYN-Prompt-Initial-15	Else if <claimTypeN> = 42	Spouse With Child in Care Benefits.
85047	6175-CS-ReadNextClaimYN-Prompt-Initial-16	Else if <claimTypeN> = 43	Child's Insurance Benefits -- Life.
85048	6175-CS-ReadNextClaimYN-Prompt-Initial-17	Else if <claimTypeN> = 48	Childhood Disability Benefits.
85049	6175-CS-ReadNextClaimYN-Prompt-Initial-18	Else if <claimTypeN> = 49	Student Benefits.
85050	6175-CS-ReadNextClaimYN-Prompt-Initial-19	Else if <claimTypeN> = 50	Hospital Insurance.

85051	6175-CS-ReadNextClaimYN-Prompt-Initial-20	Else if <claimTypeN> = 60		Lump Sum Death Payments.
85052	6175-CS-ReadNextClaimYN-Prompt-Initial-21	Else if <claimTypeN> = 70		Benefits at Age 72 for Uninsured Individuals.
85053	6175-CS-ReadNextClaimYN-Prompt-Initial-22	Else if <claimTypeN> = 80		Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease.
85054	6175-CS-ReadNextClaimYN-Prompt-Initial-24	If <current_claim> = 1		Do you want to hear the status of that claim first?
85055	6175-CS-ReadNextClaimYN-Prompt-Initial-25	Else if <current_claim> = 2		Do you want to hear the status of *that* claim now?
85056	6175-CS-ReadNextClaimYN-Prompt-Initial-26	Else if <current_claim> = 3		Would you like to hear the status of *that* claim?
The remainder of the table contains the Retry, Timeout, Help, and Success prompts				
85057	6175-CS-ReadNextClaimYN-Prompt-Retry1	Retry 1	Always	[Global Default] Would you like to hear the *status* of that claim?
85058	6175-CS-ReadNextClaimYN-Prompt-Retry2-a	Retry 2	If <current_claim> is LESS THAN <num_claims>	[Global Default] If you want to hear the status of that claim, press one. To go to your *next* claim press two. If you need to hear the claim description again, press three.
85059	6175-CS-ReadNextClaimYN-Prompt-Retry2-b		Else if <current_claim> = <num_claims>	[Global Default] That was the last claim I found. If you would you like to hear the status of that claim, press one. For 'no' press two. If you need to hear the claim description again, press three.
85060	6175-CS-ReadNextClaimYN-Prompt-Timeout1	Timeout 1	Always	Sorry, I didn't hear you. Would you like to hear the *status* of that claim? If you need to hear the claim description again, say 'Repeat'.
85061	6175-CS-ReadNextClaimYN-Prompt-Timeout2-a	Timeout 2	If <current_claim> is LESS THAN <num_claims>	I'm sorry, but I'm still having trouble hearing you. If you want to hear the status of that claim, say 'yes' or press 1. To go to your *next* claim, say 'no' or press 2. If you need to hear the claim description again, say 'Repeat'.

85062	6175-CS-ReadNextClaimYN-Prompt-Timeout2-b		Else if <current_claim> = <num_claims>	I'm sorry, but I'm still having trouble hearing you. That was the last claim I found. Would you like to hear the status of that claim? Please say 'yes' or press 1; or say 'no' or press 2. If you need to hear the claim description again, say 'Repeat'.
85063	6175-CS-ReadNextClaimYN-Prompt-Help	Help: Always		I found more than one claim under your confirmation number. I'm reading the claim descriptions, so you can choose to look up the claim status for each claim, one at a time. If you'd like to hear the status of the claim that I just mentioned, say 'yes' or press 1. If you want to move on to the next claim, say 'no' or press 2. If you need to hear the claim description again, you can say 'repeat'.
00121	6175-CS-ReadNextClaimYN-Prompt-Success-1	If caller says "yes" in this DM		Okay.
00120	6175-CS-ReadNextClaimYN-Prompt-Success-2	If caller says "no" in this DM		All right.

Req ID	*Vocabulary*	*DTMF*	*Condition*	*Action*	*Confirm.*
6175-CS-ReadNextClaimYN-Condition-Yes	yes and synonyms, including "yes I do" "yes I would"	1	Always	Play appropriate Success prompt Go to: 6180-CS-ReadStatus-Msg	*never*
6175-CS-ReadNextClaimYN-Condition-No1	No and synonyms, including "no I don't" "no I wouldn't"	2	If <current_claim> = 1	Play appropriate Success prompt Increment <current_claim> Re-enter this DM	*never*
6175-CS-ReadNextClaimYN-Condition-No2			Else if <current_claim> = 2 AND <num_claims> = 3	Play appropriate Success prompt Increment <current_claim> Re-enter this DM	*never*
6175-CS-ReadNextClaimYN-Condition-No3			Else if (<current_claim> = 3) OR (<current_claim> = 2 AND <num_claims> = 2)	Go to: 6190-CS-MultiClaimEnd-DM	*never*
6175-CS-ReadNextClaimYN-Condition-Repeat	'repeat' 'repeat that'	-	Always	Play the INITIAL prompt sequence for the current values of <current_claim> and <num_claims>.	*never*

DialogModule parameters		
Parameter		**Value**

Reporting					
				0000 = Success	
Record = U-	RECL	-DM_6175-(Call Duration at start),T-RECL-		0001 = Error	-Call duration at

				0002 = Max No Input	process end
				0003 = Max No Match	
				0200 = Caller Hang Up	
Developer Notes					
Use specific treatment shown above for "repeat" command, instead of global 'repeat' behavior.					

6180-CS-ReadStatus-Msg

	Play Prompt
This DM plays the claim status information for one claim. If the caller has 2 or 3 claims, the callflow can bring the caller back to this DM multiple times. On each visit to this DM, the info for just one claim is read.	

Entering from
6170-CS-LookupConfNumber-DB, 6175-CS-ReadNextClaimYN-DM, 6182-CS-RepeatStatusYN-DM, 6190-CS-MultiClaimEnd-DM, 6185-CS-OneClaimEnd-DM

Developer Notes / Entry Logic
Many of the variables below contain an 'N', e.g., <claimStatusN>, <pendingIssuesN>, etc. Before playing out the prompts, **set N= <current_claim>**.   I.e., N will be set to 1 or 2 or 3, depending on which claim is being reviewed. This will enable us to properly play out <claimStatus1> or <claimStatus2> or <claimStatus3>, and the associated prompts for that claim. (The value of <current_claim> is set in 6170, 6175, 6185, and 6190.)

Prompts			
Message Number	Name	Condition	Wording

First, check the value of <CanHearAgainMsg_played>. This value is set and changed in 6170 and 6180.

Message Number	Name	Condition	Wording
85065	--6180-CS-ReadStatus-Prompt-Initial-34	If <CanHearAgainMsg_played> = 'no'	Always	After I read this information, you'll be able to hear it again as many times as you like.
		Else	(no prompt)	--

If claim has been adjudicated (i.e., <claimStatusN> = A), use the following prompts.

Message Number	Name	Condition	Wording
85066	6180-CS-ReadStatus-Prompt-Initial-01	If claim has been adjudicated (i.e., <claimStatusN> = A)	Always	Please note that the following statements are informational only, and are current as of today.
85067	6180-CS-ReadStatus-Prompt-Initial-02		Always	A decision *has* been made on your claim. You will receive the decision by U.S. Mail.

ELSE if claim is pending (i.e., <claimStatusN> = P), use the prompt logic in the table below.

Message Number	Name	Condition	Wording
85068	6180-CS-ReadStatus-Prompt-Initial-03	ELSE if claim is pending (i.e., <claimStatusN> = P)	Always	The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.
85069	6180-CS-ReadStatus-Prompt-Initial-04		Always	A decision has *not* been made on your claim.

85070	6180-CS-ReadStatus-Prompt-Initial-05	IF TWO OR MORE of the following are filled with a valid entry (i.e., not null AND not 00000000): <ageN>, <ammendedAppN>, <citizenN>, <nhNameChangeN>, <claimantNameChangeN>, <earningsN>, <lawfulPresenceN>, <marriageN>, <militaryN>, <specialWageN>, <deathN>, <relationshipN>, <supportN>, <endStageRenalN>, <schoolAttendN>, <attorneyRepN>, <foreignBenefitsN>, <hearingRequestN>, <reconRequestN>, <fedRevReqN>, <causeN>, <medicalReconN>, <medicalHearingN> (Else if 0 or 1 of those are filled, don't play this prompt. Proceed to the next row of the table.)	We've requested the following documents from you:
85071	6180-CS-ReadStatus-Prompt-Initial-06	IF <ageN> is filled	We requested your proof of Age on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85072	6180-CS-ReadStatus-Prompt-Initial-07	IF <ammendedAppN> is filled *(Keep this spelling?? This spelling is from the SSA Data Exchange Document v1.2, section 5.7.2)*	We requested your amended application on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85073	6180-CS-ReadStatus-Prompt-Initial-08	IF <citizenN> is filled	We requested your proof of citizenship on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85074	6180-CS-ReadStatus-Prompt-Initial-09	IF <nhNameChangeN> is filled	We requested proof of the number holder's *name change* on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85075	6180-CS-ReadStatus-Prompt-Initial-10	IF <claimantNameChangeN> is filled	We requested proof of the claimant's *name change* on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85076	6180-CS-ReadStatus-Prompt-Initial-11	IF <earningsN> is filled	We requested proof of earnings on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85077	6180-CS-ReadStatus-Prompt-Initial-12	IF <lawfulPresenceN> is filled	We requested proof of lawful presence on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85078	6180-CS-ReadStatus-Prompt-Initial-13	IF <marriageN> is filled	We requested proof of marriage on

|	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85079	6180-CS-ReadStatus-Prompt-Initial-14	IF \<militaryN\> is filled	We requested proof of military service on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85080	6180-CS-ReadStatus-Prompt-Initial-15	IF \<specialWageN\> is filled	We requested proof of special wages on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85081	6180-CS-ReadStatus-Prompt-Initial-16	IF \<deathN\> is filled	We requested proof of death on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85082	6180-CS-ReadStatus-Prompt-Initial-17	IF \<relationshipN\> is filled	We requested proof of relationship on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85083	6180-CS-ReadStatus-Prompt-Initial-18	IF \<supportN\> is filled	We requested proof that you provided at least one-half support to your parents; this was requested on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85084	6180-CS-ReadStatus-Prompt-Initial-19	IF \<endStageRenalN\> is filled	We requested proof of End Stage Renal Disease on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85085	6180-CS-ReadStatus-Prompt-Initial-20	IF \<schoolAttendN\> is filled	We requested proof of full-time school attendance on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85086	6180-CS-ReadStatus-Prompt-Initial-21	IF \<attorneyRepN\> is filled	We requested proof of attorney representation on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85087	6180-CS-ReadStatus-Prompt-Initial-22	IF \<causeN\> is filled	We requested proof of good cause for filing a late appeal request; we requested this on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85088	6180-CS-ReadStatus-Prompt-Initial-23	IF \<medicalReconN\> is filled	We requested medical information for your reconsideration request -- that's Form SSA-3441. This was requested on
	CPR		\<date\> (CPR should use the format, "June third, 2007." with sentence-final intonation.)

85089	6180-CS-ReadStatus-Prompt-Initial-24	IF <medicalHearingN> is filled	We requested medical information for your hearing request -- that's Form SSA-3441. This was requested on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85090	6180-CS-ReadStatus-Prompt-Initial-25	IF <foreignBenefitsN> is filled	We are waiting for your application for benefits under a U.S. International Social Security agreement. We requested this on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85091	6180-CS-ReadStatus-Prompt-Initial-26	IF <hearingRequestN> is filled	We are waiting for your "Request for hearing" form. We requested this form on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85092	6180-CS-ReadStatus-Prompt-Initial-27	IF <reconRequestN> is filled	We are waiting for your "Request for Reconsideration" form. We requested this form on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85093	6180-CS-ReadStatus-Prompt-Initial-28	IF <fedRevReqN> is filled	We are waiting for your "Request for Federal Reviewing Official Review" form. We requested this form on
	CPR		<date> (CPR should use the format, "June third, 2007." with sentence-final intonation.)
85094	6180-CS-ReadStatus-Prompt-Initial-29	IF ONE OR MORE of the following are filled with a valid entry (i.e., not null AND not 00000000): <ageN>, <ammendedAppN>, <citizenN>, <nhNameChangeN>, <claimantNameChangeN>, <earningsN>, <lawfulPresenceN>, <marriageN>, <militaryN>, <specialWageN>, <deathN>, <relationshipN>, <supportN>, <endStageRenalN>, <schoolAttendN>, <attorneyRepN>, <foreignBenefitsN>, <hearingRequestN>, <reconRequestN>, <fedRevReqN>, <causeN>, <medicalReconN>, <medicalHearingN>	Your application is being processed. Please send or take those documents to the office that is processing your claim. We will return any documents that you send us.
85095	6180-CS-ReadStatus-Prompt-Initial-30	IF <toDDSN> is filled	The Disability Determination Service in your state is processing the medical portion of your claim.
85096	6180-CS-ReadStatus-Prompt-Initial-31	IF <reconDecReqN> is filled	As of today, a decision has not been made on your reconsideration request.
85097	6180-CS-ReadStatus-Prompt-Initial-32	IF <fedRevDecN> is filled	As of today, a decision has not been made on your request for Federal Reviewing Official Review.
85098	6180-CS-ReadStatus-Prompt-Initial-33	IF <inOHAN> is filled	As of today, the Office of Disability Adjudication and Review has not made a decision on your appeal request.

Req ID	Condition	Action
6180-CS-ReadStatus-Condition-Always	If <num claims> = 1	Go to: 6185-CS-OneClaimEnd-DM

	else	Go to: 6182-CS-RepeatStatusYN-DM

DialogModule parameters

Parameter	Value

Reporting

Record = U-	RECL	-Msg_6180-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes

6182-CS-RepeatStatusYN-DM

Yes/No DialogModule™	
After playing Claim Status for one claim, this DM offers the caller the chance to repeat it.	

Entering from
6180-CS-ReadStatus-Msg

Prompts

Message Number	Type / Name	Condition	Wording
1000	--		[1 sec silence]
85099	6182-CS-RepeatStatusYN-Prompt-Initial-1		Would you like to hear that again?
85100	6182-CS-RepeatStatusYN-Prompt-Retry1		[Global Default] If you'd like to hear the claim status again, say 'yes' or press 1. If not, say 'no' or press 2.
85101	6182-CS-RepeatStatusYN-Prompt-Timeout1		Sorry, I didn't hear you. If you'd like to hear the claim status again, say 'yes' or press 1. If not, say 'no' or press 2.
00120	6182-CS-RepeatStatusYN-Prompt-Success-1	If "yes"	All right.
00121	6182-CS-RepeatStatusYN-Prompt-Success-2	If "no"	Okay.

Req ID	Vocabulary	DTMF	Condition	Action	Confirm.
6182-CS-RepeatStatusYN-Condition-Yes	yes and synonyms, including "yes I would" "yes please"	1	Always	Play appropriate Success prompt Go to: 6180-CS-ReadStatus-Msg	*never*
6182-CS-RepeatStatusYN-Condition-No	no and synonyms, including "no I wouldn't" "no thanks"	2	Always	Play appropriate Success prompt Go to: 6190-CS-MultiClaimEnd-DM	*never*

DialogModule parameters

Parameter	Value

Reporting

| Record = U-	RECL	-DM_6182-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer Notes

6185-CS-OneClaimEnd-DM

	CustomContext DialogModule™
The caller comes here after they're done repeating the claim status. This DM is used if just one claim exists for the confirmation number, because it doesn't offer a "next claim" option.	

Entering from

6180-CS-ReadStatus-Msg

Prompts

Msg. Number	Type / Name	Wording
85102	6185-CS-OneClaimEnd-Prompt-Initial-1	To hear that again, say "repeat that". If you're done, you can just hang up. Or you can say "Main Menu," or, if you have any other questions about your claim, say "other question."
85103	6185-CS-OneClaimEnd-Prompt-Retry1	[Global Default] To hear that again, say "repeat that". To make another request, say 'Main Menu'. If you have more questions about your claim, say 'other question'. And if you're done, you can just hang up.
85104	6185-CS-OneClaimEnd-Prompt-Retry2	[Global Default] To hear that again, say "repeat that". If you'd like to make another request, say 'Main Menu' or press 9. If you have other questions or concerns about your claim, say 'other question' or press 2. And if you're done, you can simply hang up.
85105	6185-CS-OneClaimEnd-Prompt-Timeout 1	Sorry, I didn't hear anything. To hear that again, say "repeat that". To make another request, say 'Main Menu'. If you have more questions about your claim, say 'other question'. And if you're done, you can just hang up.
85106	6185-CS-OneClaimEnd-Prompt-Timeout 2	Sorry, I didn't hear anything. To hear that again, say "repeat that". If you'd like to make another request, say 'Main Menu' or press 9. If you have other questions or concerns about your claim, say 'other question' or press 2. And if you're done, you can simply hang up.

Req ID	Vocabulary	DTMF	Action	Confirm.
6185-CS-OneClaimEnd-Condition-RPT	"Repeat" "Repeat that"	*	Go to 6180-CS-ReadStatus-Msg	*never*
6185-CS-OneClaimEnd-Condition-Other	"other question" "other questions" "question" etc.	2	Go to:6200-GiveUpSendSomewhere-BC , condition Agent Request	*If necessary*
6185-CS-OneClaimEnd-Condition-MM	"Main Menu"	9	Go to Main Menu in N8NN	*never*

Confirmation prompts

Message Number	Name	Wording
85133	6185-CS-OneClaimEnd-ConfPrompt-Other	*You have another question, is that correct?*

DialogModule parameters

Parameter	Value

Reporting

Record = U-	RECL	-DM_6185-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer Notes
Global Help is disabled in this dialog module. All other Global Commands are active

6190-CS-MultiClaimEnd-DM

CustomContext DialogModule™
The caller comes here after they're done repeating the claim status. This DM is used if the caller has more than one claim.

Entering from
6175-CS-ReadNextClaimYN-DM, 6182-CS-RepeatStatusYN-DM

Prompts

Msg. Number	Type / Name	Condition		Wording
85108	6190-CS-MultiClaimEnd-Prompt-Initial-1	If previous DM was 6175-CS-ReadNextClaimYN-DM		Those were the only claims I found. To hear them again, say "repeat". If you have other questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can just hang up.
85109	6190-CS-MultiClaimEnd-Prompt-Initial-2	Else if <current_claim> = 1		To hear your next claim, say, "next claim." If you have other questions about your claims, say "other questions". <pause> You can also say "Main Menu". Or if you're done, you can just hang up.
85110	6190-CS-MultiClaimEnd-Prompt-Initial-3	Else if <current_claim> = 2 AND <num_claims> = 2		That was the last claim I found. To hear the previous claim, say "previous claim." If you have other questions about your claims, say "other questions". <pause> You can also say "Main Menu". Or if you're done, you can just hang up.
85111	6190-CS-MultiClaimEnd-Prompt-Initial-4	Else if <current_claim> = 2 AND <num_claims> = 3		To hear your next claim, say, "next claim." If you have other questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "Main Menu". Or if you're done, you can just hang up.
85112	6190-CS-MultiClaimEnd-Prompt-Initial-5	Else if <current_claim> = 3 AND <num_claims> = 3		That was the last claim I found. If you have other questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "Main Menu". Or if you're done, you can just hang up.
85113	6190-CS-MultiClaimEnd-Prompt-Retry1-a	Retry 1	If previous DM was 6175-CS-ReadNextClaimYN-DM	[Global Default] Those were the only claims listed under your confirmation number. To hear them again, say "repeat". If you have other concerns or questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can simply hang up.
85114	6190-CS-MultiClaimEnd-Prompt-Retry1-b		Else if <current_claim> = 1	[Global Default] If you'd like to hear your next claim, say, 'next claim'. If you have other concerns or questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can simply hang up.
85115	6190-CS-MultiClaimEnd-Prompt-Retry1-c		Else if <current_claim> = 2 AND <num_claims> = 2	[Global Default] That was the last claim under your confirmation number. To hear your previous claim, say "previous claim." If you have other concerns or questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can simply hang up.

85116	6190-CS-MultiClaimEnd-Prompt-Retry1-d		Else if <current_claim> = 2 AND <num_claims> = 3	[Global Default] If you'd like to hear your next claim, say, 'next claim.' If you have other concerns or questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "main menu" or, if you're done, you can simply hang up.
85117	6190-CS-MultiClaimEnd-Prompt-Retry1-e		Else if <current_claim> = 3 AND <num_claims> = 3	[Global Default] That was the last claim under your confirmation number. If you have other concerns or questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "Main Menu" or, if you're done, you can simply hang up.
	6190-CS-MultiClaimEnd-Condition-Retry2	**See Retry2 instructions at right**		Play the global Retry2 prefix: [Global Default] Then play the appropriate INITIAL prompt listed above (Initial-1, Initial-2, Initial-3, Initial-4, OR Initial-5), which depends on the values of <current_claim> and <num_claims>. This counts as Retry2, although we are re-using the initial prompt recordings.
85118	6190-CS-MultiClaimEnd-Prompt-Timeout1-a	Timeout 1	If previous DM was 6175-CS-ReadNextClaimYN-DM	Sorry, I didn't hear anything. Those were the only claims listed under your confirmation number. To hear them again, say "repeat". If you have other concerns or questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can simply hang up.
85119	6190-CS-MultiClaimEnd-Prompt-Timeout1-b		Else if <current_claim> = 1	Sorry, I didn't hear anything. If you'd like to hear your next claim, say, 'next claim'. If you have other concerns or questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can simply hang up.
85120	6190-CS-MultiClaimEnd-Prompt-Timeout1-c		Else if <current_claim> = 2 AND <num_claims> = 2	Sorry, I didn't hear anything. That was the last claim under your confirmation number. To hear your previous claim, say "previous claim." If you have other concerns or questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can simply hang up.
85121	6190-CS-MultiClaimEnd-Prompt-Timeout1-d		Else if <current_claim> = 2 AND <num_claims> = 3	Sorry, I didn't hear anything. If you'd like to hear your next claim, say, 'next claim.' If you have other concerns or questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "main menu" or, if you're done, you can simply hang up.
85122	6190-CS-MultiClaimEnd-Prompt-Timeout1-e		Else if <current_claim> = 3 AND <num_claims> = 3	Sorry, I didn't hear anything. That was the last claim under your confirmation number. If you have other concerns or questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "Main Menu" or, if you're done, you can simply hang up.

85123	6190-CS-MultiClaimEnd-Prompt-Timeout2-a	Timeout 2	If previous DM was 6175-CS-ReadNextClaimYN-DM	I'm sorry, but I still didn't hear anything. Those were the only claims I found. To hear them again, say "repeat". If you have other questions about your claims, say "other questions". <pause> You can also say "main menu" or, if you're done, you can just hang up.
85124	6190-CS-MultiClaimEnd-Prompt-Timeout2-b		Else if <current_claim> = 1	I'm sorry, but I still didn't hear anything. To hear your next claim, say, "next claim." If you have other questions about your claims, say "other questions". <pause> You can also say "Main Menu". Or if you're done, you can just hang up.
85125	6190-CS-MultiClaimEnd-Prompt-Timeout2-c		Else if <current_claim> = 2 AND <num_claims> = 2	I'm sorry, but I still didn't hear anything. That was the last claim I found. To hear the previous claim, say "previous claim." If you have other questions about your claims, say "other questions". <pause> You can also say "Main Menu". Or if you're done, you can just hang up.
85126	6190-CS-MultiClaimEnd-Prompt-Timeout2-d		Else if <current_claim> = 2 AND <num_claims> = 3	I'm sorry, but I still didn't hear anything. To hear your next claim, say, "next claim." If you have other questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "Main Menu". Or if you're done, you can just hang up.
85127	6190-CS-MultiClaimEnd-Prompt-Timeout2-e		Else if <current_claim> = 3 AND <num_claims> = 3	I'm sorry, but I still didn't hear anything. That was the last claim I found. If you have other questions about your claims, say "other questions". <pause> If you want to go back to your previous claim, say "previous claim." You can also say "Main Menu". Or if you're done, you can just hang up.
85129	6190-CS-MultiClaimEnd-Prompt-Success-1	If caller says "next" AND <current_claim> = <num_claims>		Actually, there aren't any more claims.
85130	6190-CS-MultiClaimEnd-Prompt-Success-2	If caller says "previous" AND <current_claim> = 1		Actually, that was the first claim in your list.

Req ID	Vocab	DTMF	Condition	Action	Confirm.
6190-CS-MultiClaimEnd-Condition-Repeat1	repeat [that]	-	If previous DM was 6175-CS-ReadNextClaimYN-DM (i.e., the caller said No to hearing any of the claims that were found)	Set <current_claim> = 1 Go to: 6175-CS-ReadNextClaimYN-DM	*never*
6190-CS-MultiClaimEnd-Condition-Repeat2			Else if previous DM was 6182-CS-RepeatStatusYN-DM	Go to: 6180-CS-ReadStatus-Msg	*never*
6190-CS-MultiClaimEnd-Condition-Next1	next [claim]	-	If <current_claim> is LESS THAN <num_claims>	Increment <current_claim> Go to: 6175-CS-ReadNextClaimYN-DM	*never*
6190-CS-MultiClaimEnd-Condition-Next2			Else If <current_claim> = <num_claims>	Play appropriate Success prompt above. Then play the appropriate Initial prompt again.	*If necessary*

6190-CS-MultiClaimEnd-Condition-Previous1	previous [claim] "previous claims"	-	If <current_claim> = 2 or 3	Set <current_claim> = 1 Go to: 6175-CS-ReadNextClaimYN-DM	*never*
6190-CS-MultiClaimEnd-Condition-Previous2			Else if <current_claim> = 1 (i.e., there are no previous claims)	Play appropriate Success prompt above. Then play the appropriate Initial prompt again	*If necessary*
6190-CS-MultiClaimEnd-Condition-Other	"other question" "other questions" "question" etc.	-	Always	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request	*If necessary*

Confirmation prompts

Message Number	Name	Wording	
85131	6190-CS-MultiClaimEnd-ConfPrompt-Next	You asked for the *next* claim, is that right?	
85132	6190-CS-MultiClaimEnd-ConfPrompt-Previous	You asked for the *previous* claim, is that right?	
85133	6190-CS-MultiClaimEnd-ConfPrompt-Other	You have another question, is that correct?	

DialogModule parameters

Parameter	Value

Reporting

Record = U-	RECL	-DM_6200-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer Notes

DTMF commands are not active because the available options and ordering differ by condition.

Use specific treatment shown above for "repeat" command, instead of global 'repeat' behavior.

Global Help is disabled in this dialog module. All other Global Commands are active.

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	

Condition	Action
If Max Timeout/ Retry	Go to: N8NN Main, 1130-GiveUpSendSomewhere-Check
If Caller requests Agent	Go to: N8NN Main Menu, Module 1201-BranchOnCondition-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
6150-CS-AuthCannotMatch-Msg, 6151-CS-AuthSystemProblems-Msg 6152-CS-AuthAcctBlocked-Msg, 6153-CS-AuthSystemUnavailable-Msg, 6154-CS-AuthCannotProcess-Msg, 6171-CS-ClaimSystemProblems-Msg, 6173-CS-ClaimSystemUnavailable-Msg, 6174-CS-ClaimCannotProcess-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
If the caller is required to go to an Agent due to an authentication failure or database failure, this state transfers them.	

Entering from
6211-ForcedTransfer-BC

Prompts

Msg. number	Type / Name	Wording
82129	6213-ForcedTransfer ToAgent-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

Reporting

Record = U-	RECL	-Msg_6213-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes

6216-ForcedTransferNoAgents-Msg

	Play Prompt
If the caller is required to go to an Agent due to an authentication failure or database failure, but no agents are on duty, the call flow comes here.	

Entering from
6211-ForcedTransfer-BC

Prompts

Msg. Number	Type / Name	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

Reporting

Record = U-	RECL	-Msg_6216-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes

—End of Specification —