

PROFESSIONAL SERVICES

User Interface Specification

Version Number 4.9/ December 5, 2011

Social Security Administration





Revision History

Date	Version	Description	Author(s)
05/09/2011	1.0	Full Detailed Design – initial version	T. Sheeder, B. Mittelstedter, R. Ishihara
05/12/2011	1.1	Full Detailed Design – revised * Added global confirmation error handling * Revised global error handling propting	T. Sheeder
05/13/2011	1.2	Full Detailed Design – revised * Revised conditional logic in mm0050_EntryRouting_DS	T. Sheeder
05/13/2011	1.3	Full Detailed Design – revised * mm1100_SocialSecurityCardsMenu_DM - removed extra 'goto' for 'update' option * mm0200_SFToggle_DS - changed variable 'nlu_enabled' to 'SPEAK_FREELY_ACTIVE' * mm0125_ABRStatus_DS - revised gotos to route to mm0130_GetVariablesAnn_DB (instead of deleted decision state) * mm0130_EmergencyAvailable_DS - eliminated this state (replaced with mm0130_GetVariablesAnn_DB) * mm0130_GetVariablesAnn_DB - added this DB state to retrieve emergency message information * mm0140_EmergencyMsg_PP - added conditional logic to play appropriate emergency message * mm0510_TNEV_SD - changed goto for conditions'Elseif tnev_transaction_status=authorization_failed' and 'Elseif * tnev_transaction_status=no_password' from mm0200_SFToggle_DS (main menu) to mm3000_ABRStatus_DS (transfer)	T. Sheeder
05/23/2011	1.4	Full Detailed Design – FINAL * incorporated changes, additions, and deletions per Full Detailed Design review (changes highlighted YELLOW)	T. Sheeder, B. Mittelstedter
06/06/2011	1.5	Full Detailed Design – FINAL (changes highlighted YELLOW) > global Command: updated to remove global 'Spanish' option (which suddenly appeared for reasons unknown) > global Recovery Behavior: updated to remove extraneious rows (which suddenly appeared for reasons unknown) > ka0355_TNRSGetName_DM: changed to confirm 'never' (and removed confirmation prompting) > ka0355_TNRSGetName_DM: revised error behavior to go to NameOSDM after 2nd error > na0130_SayAndSpellLast_DM: added condition, if tnrs_checked=true, to bypass confirmation > na0150_SpellLast_DM: added condition, if tnrs_checked=true, to bypass confirmation > na0120_SayAndSpellFirst_DM: added sayandspellfirst_tnrs grammar and logic > na0130_SayAndSpellLast_DM: added sayandspellfirst_tnrs grammar and logic > na0140_SpellFirst_DM: added spellfirst_tnrs grammar and logic > na0150_SpellLast_DM: added spellfirst_tnrs grammar and logic > na0140_SpellFirst_DM: added spellfirst_tnrs grammar and logic > na0150_SpellLast_DM: added spellfirst_tnrs grammar and logic > ka0325_TNRSLocation_DS: added toggle (collect_full_name) to indicate whether full name collection is to be attempted	T. Sheeder
06/07/2011	1.6	Full Detailed Design – FINAL (changes highlighted YELLOW) * ka0900_CheckingInfoMsg_PP: added condition and prompt for current_task=card_medicare or benefits_verification * bv0140_SubmitMsg_PP, bv0200_BEVESubmitRequest_DB, mr0140_SubmitMsg_PP, and mr0200_MRCSubmitRequest_DB: DELETED	B. Mittelstedter

		* bv0130_KBAuthentication_SD: success goes to bv0210_BEVESuccess_PP instead of bv0140_SubmitMsg_PP * mr0130_KBAuthentication_SD: success goes to mr0210_MRCSuccess_PP instead of mr0140_SubmitMsg_PP * mr0210_MRCSuccess_PP: updated prompt verbiage * bv0210_BEVESuccess_PP: updated prompt verbiage	
06/10/2011	1.7	Full Detailed Design – FINAL (changes highlighted GREEN) > mm0140_EmergencyMsg_PP: revised logic such that the emergency messages associated with 'activeFlagx' variables are NOT mutually exclusive > mm2200_BecomePayee_DM: changed goto for 'finished' option from mm0210_SFMainMenu_DM to mm0200_SFToggle_DS > mm0050_EntryRouting_DS: added Developer Note (per J. Hardcastle) > removed 'coadd_task' variable, no longer needed since COA and DD were separated > mm0210_SFMainMenu_DM: removed assigning values of 'coadd_task' variable for 'change_address' and 'direct_deposit' options (since 'coadd_task' variable has been removed since COA and DD were separated) > mm0610_BackoffOtherOptionsMenu_DM: removed assigning values of 'coadd_task' variable for 'direct_deposit' option > mm0700_Benefits_DM: removed assigning values of 'coadd_task' variable for 'direct_deposit' option > mm0910_UpdatePersonalInfo_DM: removed assigning values of 'coadd_task' variable for 'change_address' and 'direct_deposit' options > mm1110_UpdatePersonalInfo_DM: removed assigning values of 'coadd_task' variable for 'change_address' option > mm0512_TNEVDisconnect_CT: modified prompts slightly re: web address > dd0300_KBAuthentication_SD: corrected mistakes in Action table > mm0125_ABRStatus_DS: changed references to 'initial_abr' to 'initial_abr_transfer'	T. Sheeder
06/14/2011	1.8	Full Detailed Design – FINAL (changes highlighted GREEN) ~ mm0210_SFMainMenu_DM - updated current_task for 'form_1099' from 'form_1099' to 'benefits_statement' ~ mm0545_TranscriptionKBA_DS, mm2040_FutureBenefits_DM, mm0610_BackoffOtherOptionsMenu_DM, mm1770_OrderDrugFormQuestion_DM, and mm2400_EarningsMenu_DM - updated condition to remove transcription_task ~ mm1430_SocialSecurityCardMenu_DM - assign current_task=form_ss5 instead of transcription_task=5 ~ tr0105_PlayTransIntro_PP, tr0120_ConfirmAddress_DM, tr0140_AddressOSDM_SD, and tr0220_SuccessMsg_PP: updated conditions to look at current_task instead of transcription_task ~ mm1520_GetForm_DM: corrected current_task for 'order_form'	B. Mittelstedter
06/16/2011	1.9	Full Detailed Design – FINAL (changes highlighted GREEN) ~ mm0210_SFMainMenu_DM, mm1520_GetForm_DM, tr0105_PlayTransIntro_PP, and tr0220_SuccessMsg_PP: updated current_task=form_ss5 to current_task=transcription_ss5 ~ mm1430_SocialSecurityCardMenu_DM: removed assign current_task=form_ss5 from option get_form ~ mm1770_OrderDrugFormQuestion_DM, tr0105_PlayTransIntro_PP, and tr0220_SuccessMsg_PP: updated current_task=1020 to current_task=transcription_1020 ~ tr0105_PlayTransIntro_PP, tr0220_SuccessMsg_PP, mm2400_EarningsMenu_DM, mm2040_FutureBenefits_DM, and mm0545_TranscriptionKBA_DS: updated current_task=earnings statement to current_task=transcription_7004 ~ tr0120_ConfirmAddress_DM: Removed transcription_task=pamphlets and changed it to current_task=transcription_pamphlet in conditions for nomatch/no input 1. ~ updated current_task value from earnings_statement to transcription_7004 and from 1020 to transcription_1020	B. Mittelstedter
06/21/2011	2.0	Full Detailed Design – FINAL (changes highlighted TURQUOISE)	T. Sheeder

Nuance Communications

		 * ADDED dd0230_NotEligible_PP to replace dd0230_NotEligible_DM and dd0240_NotEligibleDetails_DM * REMOVED dd0230_NotEligible_DM * REMOVED dd0240_NotEligibleDetails_DM * REMOVED 'EmployeeVerification_TNEV' subdialog (exported as DIALOG_EmployeeVerification_TNEV_06-21-11-114415.zip) * ka0100_ElementsCheck_DB: removed ka_collectOtherName variable; removed condition 'Elseif ka_collectOtherName=true AND caller_alternative_name=NULL' * ka0400_AltNameNull_DS: removed ka_collectOtherName conditions; removed Else condition * REMOVED ka_collectOtherName variable from design * Revised Global Command confirmations for 'operator' * Added Global Command confirmation for 'StartOver' * mm0910_UpdatePersonalInfo_DM: corrected value for 'direct_deposit' option in Sample Phrases * mm1105_MedicareCardsMenu_DM: revised initial prompt ('medicare' for 'social security) * mm120_InternetAddress_DM: changed confirmation mode for 'repeat' option to 'never' * Global Confirmations: removed 'reentry' prompts and conditions * mm1905_Checks_DM: revised Sample Phrases * mm2040_FutureBenefits_DM: changed confirmation mode for 'repeat' option to 'never' * ka0410_AltNameQuestion_DM: revised initial prompt for 'yes' option * ka0210_AttestationQuestion_DM: revised initial prompt for flow * ka0210_AttestationQuestion_DM: added time estimates to initial prompts 	
06/22/2011	2.1	Full Detailed Design – FINAL ~ updated global commands - recovery behavior: removed the global error_counter for no match 1 and 2 and no input 1 and 2; deleted no match/no input 2 global_error_counter conditions (changed to always) ~ deleted global_error_counter variable ~ mm0300_COLAMsg_DM, mm0400_TaxesMsg_DM, mm0420_SS5VerifyMsg_DM, mm1740_MedicareSusidyMsg_DM, mm1720_MedicareEnrolIMsg_DM, mm2110_ProgramMsg_DM: deleted no match 2, condition 'If global_error_counter>=6' ~ mm1210_InternetAddress_DM: deleted no match 1/2 office_hours_conditions ~ mm1760_HelpWithDrugCosts_DM, mm1810_CitizenshipMsg_DM: deleted no match 2 and 3 condition 'If global_error_counter>=6' ~ na0120_SayAndSpellFirst_DM, na0130_SayAndSpellLast_DM, na0140_SpellFirst_DM, na0150_SpellLast_DM, na0200_ConfirmName_DM, rb0440_BenefitsStatementEndMenu_DM: removed no match/no input 2 condition 'If global_error_counter>=6' ~ imported FOL module that includes time readback	B. Mittelstedter
06/24/2011	2.2	Full Detailed Design – FINAL (changes highlighted TURQUOISE) > mm1300_WhichCard_DM: for 'both' option, set 'card_type' to 'both' > ad0140_FullAddress_DM: on confirmation, removed condition 'Initial on 'repeat that" and changed 'Initial on entry' to 'Always' > removed global confirmation 'reentry' prompts (these keep getting reintroduced, somehow, after they are removed from the project) > rb0320_PersonLiving_DM: removed confirmation prompts (confirmation mode is 'never') >Global Confirmation Behavior: added behavior such that, on second disconfirmation, call is transferred to agent (mm3000_ABRStatus_DS); revised error behavior (to fix logic problem) > fl0105_CardCenterNeededQuestion_DM: changed condition 'Elseif (card_center = sacramento)' to 'Elseif (card_center = ssscc)'	T. Sheeder

> card_center variable: added 'none' value	
> fl0100_GetZipCode_DM: modified logic (removed zip code evaluation, send all <zip< td=""><td></td></zip<>	
code> responses to new DB state)	
> fl0102_EvaluateZipCode_DB: added DB hit to evaluate provided zip code to	
determine whether card center handling is needed	
> Global Command behavior: removed variable 'operator' prompting and behavior	
(again)	
> mm0160_WebsiteInfo_PP: removed 'WWW dot' from prompt	
> dd0430_AccountType_DM: modified error recovery prompts (added information	
from dd0420 BankIntroMsg PP)	
> dd0420 BankIntroMsg PP: deleted this node	
> dd0430 AccountType DM: for 'yes' option, changed go to from	
dd0420_BankIntroMsg_PP to dd0430_AccountType_DM	
> dd0410_EffectiveMonth_DM: for 'yes' option, changed go to from	
dd0420_BankIntroMsg_PP to dd0430_AccountType_DM	
> dd0410 EffectiveMonth DM: removed 'WWW dot' from prompt	
> mm1210_InternetAddress_DM: removed 'WWW dot' from prompt	
> mm1220 InternetInformation DM: removed 'WWW dot' from prompt	
> mm1530_WebsiteInstructions_PP: removed 'WWW dot' from prompt	
> mm2040 FutureBenefits DM: removed 'WWW dot' from prompt	
> mm2210 PayeeMisuse DM: removed 'WWW dot' from prompt	
> dd0440_CollectRoutingNumber_DM: revised initial prompt	
> mm0110_LanguageSelection_DM: modified prompts ('astrico' for 'estrella')	
> mm1100_SocialSecurityCardsMenu_DM: modified prompts (and grammars) -	
'apply for a [social security] number' for 'apply for a card'	
> tr0105_PlayTransIntro_PP: revised prompt for condition 'Elseif	
current_task=transcription_ss5'	
> mm1530_WebsiteInstructions_PP: deleted (replaced with	
mm1530_WebsiteInstructions_DM)	
> mm1530_WebsiteInstructions_DM: added (replaced	
mm1530_WebsiteInstructions_PP), with 'repeat'	
> fl0100_GetZipCode_DM: revised initial prompt	
> fl0120_OfficeLocationInfo_DM: lengthened silences after address and hours	
> fl0125_CardCenterInfo_DM: lengthened silences after address and hours	
> mm1730_MedicareDrugQuestion_DM: removed exit prompt for 'yes' option	
> mm1750_AskPartD_DM: modified initial prompt; added reentry prompt (after	
'repeat')	
> ca0260_CallingAboutSelf_DM: revised initial prompt	
> dd0260_CallingAboutSelf_DM: revised initial prompt	
> mr0210_MRCSuccess_PP: revised initial prompt (removed Puerto Rico note)	
> ka0930_FailureMsg_PP: revised prompt (to eliminate reference to data collection	
problem)	
> ad0230_ExitFailurePrompts_PP: revised prompt	
> ka0510_GetDOB_DM: revised confirmation prompt	
> ka0710_GetPlaceOfBirth_DM: revised confirmation prompt	
> ka0810_GetLastPaymentAmount_DM: revised confirmation prompt	
> mm0210_SFMainMenu_DM: revised intiial prompting for conditions when	
first_entry=true (per EIG recommendation)	
> mm1520_GetForm_DM: revised initial prompting to eliminate redundant language	
> mm1510_CitizenDocumentsMsgPart1_DM: added reentry prompting after repeat	
and disconfirmation	
> mm1515_NonCitizenDocumentsMsgPart1_DM: added reentry prompting after	
repeat and disconfirmation	
> mm1517_NonCitizenDocumentsMsgPart2_DM: added reentry prompting after	
disconfirmation	
> mm2110_ProgramMsg_DM: added reentry prompting after repeat and	
disconfirmation	
> mm2120_ChangeMsg_DM: added reentry prompting after repeat and	
disconfirmation > mm2200 BecomePayee DM: added reentry prompting after repeat and	

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06/27/2011	2 3	disconfirmation > mm2210_PayeeMisuse_DM: added reentry prompting after repeat and disconfirmation > ad0110_zipcode_DM: modified reentry prompt (removed repetitve 'my mistake') > ca0420_CollectPhoneNumber_DM: added reentry prompting after repeat and disconfirmation > cs0260_NoStatusEnd_DM: added reentry prompting after repeat and disconfirmation > ca0260_CallingAboutSelf_DM: added reentry prompting after repeat > dd0260_CallingAboutSelf_DM: added reentry prompting after repeat > dd040_CollectRoutingNumber_DM: added reentry prompting after repeat > dd0430_AccountType_DM: added reentry prompting after repeat > dd0440_CollectRoutingNumber_DM: added reentry prompting after repeat and disconfirmation > dd0440_CollectRoutingNumber_DM: added reentry prompting after repeat and disconfirmation > dd0450_CollectAccountNumber_DM: added reentry prompting after repeat and disconfirmation > dd0450_CollectAccountNumber_DM: added reentry prompting after repeat and disconfirmation > dd0450_CollectAccountNumber_DM: added reentry prompting after repeat > kd0310_GetSN_DM: added reentry prompting after repeat and disconfirmation > fl0100_GetZipCode_DM: revised reentry prompting after repeat and disconfirmation > ka0355_TNRSGetName_DM: added reentry prompting after repeat and disconfirmation > rb0310_FormForSelf_DM: revised reentry prompting after repeat and disconfirmation > rb0310_GetPlaceOfBirth_DM: added reentry prompting after repeat and disconfirmation > rb0310_GetPlaceOfBirth_DM: revised reentry prompting after repeat and disconfirmation > rb0310_GetPlaceOfBirth_DM: revised reentry prompting after repeat and disconfirmation > rb0310_FormForSelf_DM: revised reentry prompt (removed repetitive 'my mistake') > tr0310_UnderstandingSS_DM: revised reentry prompt (removed repetitive 'my mistake') > tr0320_RetirementBenefits_DM: revised reentry prompt (removed repetitive 'my mistake') > tr0320_DisabilityBenefits_DM: revised reentry prompt (removed repetitive 'my mistake') > tr0320_DisabiletChildrenBenefits_DM: revised reentry prompt (re	T. Sheeder
06/27/2011	2.3	Full Detailed Design – FINAL (changes highlighted TURQUOISE) mm0545_TranscriptionKBA_DS: changed condition 'send_7004_to_agent=true' to 'form_7004_delivery=false' > deleted variable send_7004_to_agent > revised Global Command behaviors (removed confidence-based operator confirmations; added Start Over confirmation; etc) > revised Global Recovery Behaviors (removed global error counter)	T. Sheeder
06/28/2011	2.4	Full Detailed Design – FINAL (changes highlighted TURQUOISE) > mm0210_SFMainMenu_DM: removed 'employee_verification' from the grammar; removed 'employee_verification' from the Action table; removed 'employee_verification' from the Confirmations > mm0050_EntryRouting_DS: removed condition 'Elseif applicationtag=TNEV' > removed mm0508_TNEVKBA_DS	T. Sheeder

		<pre>> removed mm0510_TNEV_SD > removed mm0512_TNEVDisconnect_CT > removed TNEV-specific variables: tnev_transaction_status, tnev_employee_ssn, tnev_employee_first_name, tnev_employee_last_name, tnev_employee_dob, tnev_employee_gender, tnev_OMB_heard, tnev_paperwork_details, tnev_perjury_message_yesno, dob (used only by TNEV), ev_employee_verification_yesno, ev_employee_ssn, employee_ssn_first_time, ev_employee_dob, ev_employee_gender, ev_employees_verified, ev_attestation_yesno, ev_verification_redirect_menu, ev_caller_ssn, ev_user_id, ev_erified_deceased_menu, ev_password, ev_ein, ev_verified_deceased_menu, ev_end_menu, ev_statusCode, employer_yesno > for variable applicationtag, removed value 'TNEV' > for variable current_task, removed value 'employee_verification'</pre>	
06/28/2011	2.5	Full Detailed Design – FINAL (changes highlighted TURQUOISE)	T. Sheeder
		> f0102_EvaluateZipCode_DB: in Returns table, changed 'card_center@import' variable to 'card_center' > f0105_CardCenterNeededQuestion_DM: changed all references to 'card_center@import' variable (in conditions) to 'card_center' > deleted variable 'card_center@import' > mm0210_SFMainMenu_DM: removed action 'Assign: sf_main_menu_help_count=0' > deleted variable 'sf_main_menu_help_count' > deleted variable'sf_main_menu_help_count' > deleted variable'sr_main_menu_help_count' > deleted variable'sr_main_menu_help_count' > deleted variable'sr_main_menu_help_count' > deleted variable'sr_main_menu_help_count' > deleted variable'sr_main_userID4, turs_userID5, turs_userID6, turs_userID7, turs_userID8, turs_userID4, turs_userID10, turs_userID11, turs_userID17, turs_userID18, turs_userID19, turs_userID20, and TVDC_items_to_collect > deleted unused recognition variables: si_benefits_menu, medicare_benefits_menu, benefits_information_menu, proof_of_income_menu, general_information_menu, medicare_card_action_menu, social_security_card_action_menu, fill_form_instructions_commands, medicare_menu, processing_time_menu, proof_menu, earnings_information_end_menu, new_statement_menu_ssi_application_menu, current_beneficiary_yesno, same_address_yesno, no_replacement_card_end_yesno, pending_check_status_yesno, get_alt_name, get_last_name, alt_name_spell, last_name_spell, first_name_spell, get_maiden_name, get_first_name, medicare_enroll, bv_same_address_yesno, cd_change_address_instead_yesno, mrc_same_address_yesno, and internet_msg_yesno > mm2010_BenefitsEarnings_DM: added prompt mm2030_ni2_01 (previously specified as 'script') > mm2030_ChierQuestions_DM: added prompt mm2030_ni2_01 (previously specified as 'script') > mm2030_FieldOfficeLocator_SD: added (missing) transition for condition 'lf fol_transaction_status=success f card_type=both' (go to mm1105_MedicareCardsMenu_DM) > d00450_CollectAccountNumber_DM: revised	
06/29/2011	2.6	Full Detailed Design – FINAL (changes highlighted TURQUOISE)	T. Sheeder
		<pre>> mm0600_BackoffMainMenu_DM: changed 'office' recognition value to 'office_locations' > mm1520_GetForm_DM: on Confirmation tab, changed 'keep_going' option to 'main_menu' (to match grammar) > mm2110_ProgramMsg_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'</pre>	

		> mm2120_ChangeMsg_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'	
		> mm2200_BecomePayee_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'	
		> mm2210_PayeeMisuse_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'	
		> mm2300_FormsGeneral_DM: in Grammar, Actions, and Conformations, changed recognition value 'benefits_verification' to 'proof_of_income'	
		> mm2400_EarningsMenu_DM: Grammars, set recognition valuses for 'benefits_statement' and 'earnings_statement' (previously unset) > mm2400_EarningsMenu_DM: enabled (previously overriden) Confirmation prompt	
		gl_cnf_ini_02 (Always) > ca0410_TypeOfPhone_DM: corrected typos in Sample Phrases (changed '?i(t's)'	
		to '?(it's)') > ca0435_EffectiveDate_DM: enabled (previously overriden) Confirmation prompt gl_cnf_ini_02 (Always), and removed Local confirmation prompt ca0435_cnf_ini_03	
06/30/2011	2.7	Full Detailed Design – FINAL (changes highlighted TURQUOISE)	T. Sheeder
		> ad0200 ConfirmFull DM: switched dynamic prompts from pre-recorded audio to	
		TTS > na0200_ConfirmName_DM: switched dynamic prompts from pre-recorded audio to	
		TTS > rb0410_SuccessMsg_PP: revised prompt rb0410_out_05 to include reference to	
		'U.S. territory' > tr0120_ConfirmAddress_DM: switched dynamic prompts from pre-recorded audio	
		to TTS > cs0240_OneClaimEnd_DM: changed confirmation mode for 'repeat' option from 'if	
		necessary' to 'never' > cs0270_MultiLastClaimEnd_DM: updated sample phrases for 'repeat' option;	
		disabled global 'repeat' command > ka0710_GetPlaceOfBirth_DM: added specific slot values for individual states and territories; add confirmation prompts for states and territories	
07/06/2011	2.8	Full Detailed Design – FINAL (changes highlighted TURQUOISE) - imported the updated FOL module into the project	B. Mittelstedter
		 fl0120_OfficeLocationInfo_DM: added the reco variables and values to the sample phrases 	
		 fl0125_CardCenterInfo_DM: added the reco variables and values to the sample phrases 	
		 fl0130_OfficeDirections_DM: added the reco variables and values to the sample phrases 	
		- dd0410_EffectiveMonth_DM: updated confirmation prompt names so that the index numbers match the month numbers	
		 - dd0410_EffectiveMonth_DM: added confirmation for option 'as soon as possible' and added 'this month' and 'next month' to the sample phrases 	
		- tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0340_SurvivorBenefits_DM	
		tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, and tr0430_WomanSS_DM: corrected the reco variable value for option 'skip'	
		- fl0105_CardCenterNeededQuestion_DM: updated the conditions for option 'yes' on the actions tab	
		 mm0600_BackoffMainMenu_DM: over rid the global repeat command and added repeat option to local DM grammar and actions tab (do not assign first_entry=false) 	
		 mm0610_BackoffOtherOptionsMenu_DM, mm0800_BenefitsApplicaitonMenu_DM, mm0900_BenefitsMoreOptions_DM, mm1430_SocialSecurityCardMenu_DM, 	
		mm1750_AskPartD_DM, mm1905_Checks_DM, mm1910_LatePaymentMenu_DM, ca0260_CallingAboutSelf_DM, ca0420_CollectPhoneNumber_DM,	
		cs0120_ConfirmationNumber_DM, cs0260_NoStatusEnd_DM, dd0260_CallingAboutSelf_DM, dd0430_AccountType_DM,	

		ka0310_GetSSN_DM, ka0355_TNRSGetName_DM, ka0710_GetPlaceOfBirth_DM,	
		ka0810_GetLastPaymentAmount_DM, rb0320_PersonLiving_DM, rb0440_BenefitsStatementEndMenu_DM, tr0200_AskHowManyForms_DM, tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM, and tr0540_MoreChoices_DM: over rid the global repeat command and added repeat option to local DM grammar and actions tab	
07/11/2011	2.9	Full Detailed Design – FINAL (changes highlighted TURQUOISE) - cs0230_ni1_01: corrected verbiage from "If want me" to "If you want me" - cs0240_cnf_ini_02: updated verbiage: use 'claim' instead of 'application' - mm1430_SocialSecurityCardMenu_DM: corrected verbiage on ni 2 and nm2 to delete the additional option 3. - mm1905_Checks_DM: updated prompts mm1905_ini_05 and mm1905_ini_06 with correct third wednesday day (18th instead of 15th) - mm2120_ChangeMsg_DM: corrected re-entry verbiage from 'areas' to 'area' - mm2200_BecomePayee_DM: corrected re-entry verbiage from 'areas' to 'area'	B. Mittelstedter
07/14/2011	3.0	Full Detailed Design – FINAL (changes highlighted PINK): - mm0600_BackoffMainMenu_DM: over rid global 'StartOver' behavior - mm0210_SFMainMenu_DM: over rid global 'StartOver' behavior - fl0120_OfficeLocationInfo_DM: updated verbiage in fl0120_ini_35 - included 'Federal' - fl0125_CardCenterInfo_DM: updated verbiage in fl0125_ini_43 and fl0125_ini_69 to include 'Federal' holidays - fl0120_OfficeLocationInfo_DM: removed phone number reference - fl0125_CardCenterInfo_DM: removed phone number reference - ka0352_CollectFullName_DS: NEW State - if collect_full_name=true go to ka0330_SetCallerNameParameters_DS - ka0350_TNRS_DB: update transition for the condition 'If thrs_statusCode=0000 (success) AND thrs_db_upfront' then go to new state ka0352_CollectFullName_DS - fl0115_PhysicalZipCode_DM: changed 2nd prompt from 'initial' to re-entry - mm0210_SFMainMenu_DM: corrected prompt mm0210_cnf_ini_22 to remove 'the' - mm0900_BenefitsMoreOptions_DM: corrected prompt mm105_ni1_01 so first option is press 1 and prompt mm105_nm1_01 added the missing [press] 2 - mm1500_CitizenshipQuestion_DM: corrected prompt mm1500_ni1_01 - added 'the' - mm1510_CitizenshipQuestion_DM: corrected prompt mm1500_ni1_01 - added 'the' - mm1500_CitizenshipQuestion_DM:	B. Mittelstedter
07/20/2011	3.1	Full Detailed Design – FINAL (changes highlighted PINK):	B. Mittelstedter
		 - fl0102_EvaluateZipCode_DB: added psscc to the success else condition on actions tab - fl0105_CardCenterNeededQuestion_DM: added psscc to the yes else condition on actions tab - fl0102_EvaluateZipCode_DB: added philly offices 'psscc' to the return card_center description - ka0360_SetCallerNameRetryParameters_DS and ka0330_SetCallerNameParameters_DS and ka0420_SetAlternativeNameParameters_DS and ka0610_SetMaidenNameParameters_DS: no longer 	

		transfer_reason=failure - mm0505_BEVE_SD: If beve_transaction_status=failure assign transfer_reason=failure - mm0520_ApplicationStatus_SD: If claims_transaction_status=failure assign transfer_reason=failure - mm0530_BenefitsStatement_SD: If benefits_transaction_status=failure assign	
		transfer_reason=failure - mm0550_Transcription_SD: If transcription_transaction_status=failure assign transfer_reason=failure - mm0565_MRC_SD: If mrc_transaction_status=failure assign transfer reason=failure	
		 generated unnamed prompt names mm0122_AfterHoursCheck_DS: NEW STATE mm0124_OfficeClosedMsg_PP: NEW STATE mm0120_RecordingMsg_DM: updated the transitions for no match 2 and no input 1 to go to mm0122_AfterHoursCheck_DS instead of mm0125_ABRStatus_DS mm1810_CitizenshipMsg_DM :mm1810_ni1_01 - corrected verbiage, say 'on becoming' instead of 'about becoming' mm1905_Checks_DM: mm1905_ini_04 - corrected verbiage, removed 'the' before February 3rd 	
		 - na0150_SpellLast_DM: updated duplicate nm2 prompts to no input - mm3020_ProcessTransfer_DS: added territory conditions (once received, I'll need to add the hours for Guam, American Simoa, and Marietaa Islands) 	
07/22/2011	3.2	Full Detailed Design – FINAL (changes highlighted PINK): * fl0120_OfficeLocationInfo_DM: updated address readback * fl0125_CardCenterInfo_DM: updated address readback * mm1760_HelpWithDrugCosts_DM: updated verbiage in mm1760_ini_05 (married couple living together.) and mm1760_ini_01 (resources must be limited to) * added variable address_returned to appendix (used in tr0110_ReverseANILookup_DB) * mm0530_BenefitsStatement_SD: added condition to actions 'Elseif benefits_statement_transaction_status=replacement go to MM3000'	B. Mittelstedter
	3.3	Full Detailed Design – FINAL (changes highlighted PINK):	B. Mittelstedter
07/26/2011		 mm0124_OfficeClosedMsg_PP: updated office hours verbiage mm3020_ProcessTransfer_DS: updated office hours verbiage na0200_ConfirmName_DM: updated the first and last name conditions to always confirm first and last name if name_collect_task=caller mm0900_BenefitsMoreOptions_DM: assigned 'current_task=benefits_verification' for the 'proof of income' option mm1900_ReceivingBenefits_DM: assigned 'current_task=checks' for the 'yes' option re-imported FOL module 	

			1
		the no match prompts if condition is office_hours=true - cs0120_ConfirmationNumber_DM: added a developer note and a local command action for 'StartOver' to assign confirmation_number_first_entry=true. - Regenerated prompt names (mm0900_out_04 and mm1900_out_02 were missing, but are in UI now)	
08/04/2011	3.5	Full Detailed Design – FINAL:	B. Mittelstedter
		mm0110_LanguageSelection_DM: over rid the global operator and repeat commands	
08/10/2011	3.6	Full Detailed Design – FINAL (changes highlighted PINK):	B. Mittelstedter
		 * cs0260_NoStatusEnd_DM: updated prompt cs0260_nm1_01, removed repeat option (fix for CR3950) * mm1720_MedicareEnrollMsg_DM: updated the 2nd no match 2 (mm1720_nm2_04) to be no input 2 re-named prompt from mm1720_nm2_04 to mm1720_ni2_02 (fix for CR3975) * Appendix A: updated tnrs_checked variable default = false (fix for CR3967) * ka0410_AltNameQuestion_DM: updated no match 2 from a script to a prompt and named prompt (ka0410_nm2_01) * mm0130_GetVariablesAnn_DB: broke broadcastPrompt, startTime, and endTime into three separate variables. * mm0130_GetVariablesAnn_DB: simplified the condition in the actions tab that goes to mm0140 and added a developer note. * mm0140_EmergencyMsg_PP: added secondary conditions and included silence in the comments instead of as prompts (should play after) * mm0140_EmergencyMsg_PP:added 'Else' condition to the actions tab 	
08/15/2011	3.7	Full Detailed Design – FINAL (changes highlighted PINK):	B. Mittelstedter
		* fl0120_OfficeLocationInfo_DM: fl0120_ini_01 - updated prompt verbiage, changed 'nearest' to 'servicing' * fl0120_OfficeLocationInfo_DM: fl0120_ini_07 - updated prompt verbiage, changed 'their' to 'the' * fl0125_CardCenterInfo_DM: fl0125_ini_08 and fl0125_ini_39 - updated prompt verbiage, changed 'their' to 'the' * fl0115_PhysicalZipCode_DM: fl0115_out_01 - updated prompt verbiage, changed 'nearest' to 'servicing' * fl0120_OfficeLocationInfo_DM: updated verbiage in initial, no match, and no input prompts to remove directions option * fl0120_OfficeLocationInfo_DM: removed confirmation for 'directions' * fl0125_CardCenterInfo_DM: updated verbiage	
08/22/2011	3.8	Full Detailed Design – FINAL (changes highlighted PINK): * ka0510_GetDOB_DM: clarified the initial prompt conditions * fl0100_GetZipCode_DM: clarified condition for reprompt (fix CR4005) * ad0240_ExitSuccessPrompts_PP: updated developer note; always play the same exit prompt instead of playing 1 random exit prompt out of 3 * global: gl_cnf_ni3_01 and gl_cnf_nm3_01 - updated prompt verbiage to accomodate dev restrictions * tr0550_ConcludeChoices_PP: add condition 'if pamphlet_get_number=0, prompt and return to calling dialogue and condition 'else' * ka0340_GetCallerName_SD: If name_status=success and tnrs_checked=true, updated second condition * ka0370_GetCallerNameRetry_SD: removed comment for condition 'If name_status = success and if tnrs_checked = true' and updated the level 2 condition; no longer assign the caller_alternative_name * ka0400_AltNameNull_DS: removed the second condition 'Else if caller_alternative_name=NULL AND tnrs_checked=true' and updated the first	B. Mittelstedter

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		condition to remove tnrs_checked = false * ka0355_TNRSGetName_DM: Removed the comment and added the conditions	
08/25/2011	3.9	Full Detailed Design – FINAL (changes highlighted PINK):	B. Mittelstedter
		* ca0435_EffectiveDate_DM: removed 'April' from the sample phrases * ad0140_FullAddress_DM: removed help command (ad0140_cnf_help1_01) * ad0150_SecondaryAddress_DM: removed help command (ad0150_cnf_help1_01) * tr0540_MoreChoices_DM: updated conditions if option = 'yes' * tr0545_PamphletCheck_DS: NEW STATE * tr0310_UnderstandingSS_DM: updated initial re-prompt condition * tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM: updated initial re- prompt condition	
09/06/2011	4.0	Full Detailed Design – FINAL (changes highlighted PINK):	Brook
		* ca0435_EffectiveDate_DM: removed 'April' from the sample phrases * ad0140_FullAddress_DM: removed help command (ad0140_cnf_help1_01) * ad0150_SecondaryAddress_DM: removed help command (ad0150_cnf_help1_01) * tr0540_MoreChoices_DM: updated conditions if option = 'yes' * tr0545_PamphletCheck_DS: NEW STATE * tr0310_UnderstandingSS_DM: updated initial re-prompt condition * tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM: updated initial re-prompt condition * cs0200_ClaimsRetrieval_DB: removed 1111=Application is in off season (Dec. 15 - Jan. 31) from the cs_statusCode return description. * ka0510_GetDOB_DM: specified that 6-8 digits should be allowed for DOB entry * ad0150_SecondaryAddress_DM: overrid the global no match/no input confirmation prompts *ad0140_FullAddress_DM: overrid the global no match/no input confirmation prompts	Mittelstedter
09/23/2011	4.1	Full Detailed Design – FINAL (changes highlighted PINK):	B. Mittelstedter
		FOL * Updated the following promtps to replace 'field office' with 'local office': fl0100_nm2_01fl0100_nm2_01, fl0100_ni2_01, fl0120_ini_02, fl0120_nm2_02, fl0120_ni2_01, fl0120_nm2_01, fl0120_ni2_02, fl0125_ini_24, fl0125_ini_25, fl0125_ree_01, fl0125_ree_02, fl0125_nm1_01, fl0125_nm1_02, fl0125_nm2_01, fl0125_nm2_02, fl0125_ni1_01, fl0125_ni1_02, fl0125_ni2_01, fl0125_ni2_02, fl0125_cnf_ini_02, fl0150_out_01 - fl0125_CardCenterInfo_DM: updated the sample phrase from 'field office' to 'local office'	
		Other updates * ad0260_Recording_DM: grayed state out since doesn't apply to SSA design * ad0150_SecondaryAddress_DM: abbreviated return grammars (i.e. instead of apartment use apt) * mm0600_BackoffMainMenu_DM: assigned current task for office locations * * mm1720_MedicareEnrollMsg_DM: Updated verbiage in prompt mm1720_ini_01 and removed conditions for option 2 (remove prompt mm1720_out_01)	
10/18/2011	4.2	Full Detailed Design – FINAL (changes highlighted PINK):	Brook Mittelstedter
		- ka0105AttestFlagCheck_DS: NEW STATE - fl0125 CardCenterInfo DM: removed exit prompt fl0125 out 04	

		- ka0220_OMBNumber_PP: added dev note - ka0100_ElementsCheck_DB: added dev note	
10/27/2011	4.3	 NLU updates made after tagging (changes highlighted in ORANGE): - mm0420_SS5VerifyMsg_DM: updated node name to mm0420_AddressVerifyMsg_DM - mm0210_SFMainMenu_DM: added the following options and corresponding actions /confirmations: address, disability, employment, proof_of_income, ssn_verify, replacement_general, update_info, appeal_new, appointment, back_payment, balance, benefits_problem, billing, birth, cancel, card_social_security, case_change, change_ssi, check_replacement,child_support, circuit_breaker, citizenship, claim_medicare, college, complaint, death, debit_card, deductions,dependent, disability_other, divorce, earnings_general, employment_change, fax, food_stamps, fraud, housing,insurance, legal, letter,license, loans, marriage, military, new_application_status, new_claim, password, payment_amount, payment_arrangement, payment_over, payment_stop, pension, refund, retirement, return_call, tax_withholding, w2_form - mm0430_AddressDisambig_DM: NEW STATE - mm0440_DisabilityDisambig_DM: NEW STATE - mm0450_SNVerification_DM: NEW STATE - mm0450_SNVerification_DM: NEW STATE - mm0470_ReplacementDisambig_DM: NEW STATE - mm0470_ReplacementDisambig_DM: NEW STATE - mm0420_SSVverification_DM: NEW STATE - mm0420_InternetAddress_DM: added the option 'problem'. Updated all prompting and corresponding actions /confirmations. - mm0420_SSVerifyMsg_DM: updated node name to mm0420_AddressVerifyMsg_DM - mm0210_SFMainMenu_DM: updated prompt verbiage - mm0210_cnf_ini_02, mm0210_SFMainMenu_DM: updated prompt verbiage - mm0210_cnf_ini_02, mm0210_SFMainMenu_DM: updated prompt verbiage - mm0210_cnf_ini_02, mm0210_cnf_ini_06, mm0210_out_07, and mm0210_cnf_ini_02 	Brook Mittelstedter
10/28/2011	4.4	NLU updates made after tagging (changes highlighted in ORANGE): * mm0210_SFMainMenu_DM: updated grammar options to match app tag * over rid the global agent option and added locally	Brook Mittelstedter
10/31/2011	4.5	Updated made per executive review changes highlighted in YELLOW): * mm0610_BackoffOtherOptionsMenu_DM: Updated initial and no match /no input verbiage and DTMF grammar options to make 'apply for benefits' the second option instead of the fourth.	Brook Mittelstedter
11/04/2011	4.6	Cola and tax messages are dynamic and come from RAU Updated made per executive review changes highlighted in YELLOW): - mm0300_COLAMsg_DM: DELETED - mm0300_GetCOLABroadcast_DB: NEW STATE - mm0302_COLAMsg_PP: NEW STATE - mm0303_AskRepeatCola_DM: NEW STATE - mm0400_TaxesMsg_DM: DELETED - mm0400_GetTaxesBroadcast_DB: NEW STATE - mm0405_TaxesMsg_PP: NEW STATE - mm0410_AskRepeatTaxes_DM: NEW STATE - mm0210_SFMainMenu_DM: updated the action for 'cost of living adjustment' to go to mm0300_GetCOLABroadcast_DB instead of mm0300_COLAMsg_DM - mm0210_SFMainMenu_DM: updated the action for 'tax_general' to go to mm0400_GetTaxesBroadcast_DB instead of mm0400_TaxesMsg_DM - mm0210_SFMainMenu_DM: updated the action for the option 'benefits_verification' to go to mm2000_ReceivingBenefits_DM instead of bv0100_PingHost_DB. - mm0440_DisabilityDisambig_DM: added sample expressions for 'else' - mm1210_InternetAddress_DM: corrected the grammar value for 'problem'	Brook Mittelstedter

		option - mm0210_SFMainMenu_DM: added local main menu option to the grammars, action, and confirmation. - mm0405_TaxesMsg_PP: added static prompts	
11/30/2011			T. Sheeder
12/05/2011	4.9	Changes per CRs (highlighted in a sort of TEAL): > CR5006: mm0405_TaxesMsg_PP - revised prompt names and adjusted logic (to accomodate final silence) > CR5033: mm0410_AskRepeatTaxes_DM - revised summary (changed from COLA to taxes); changed 'go to' for repeat command (from 0302 to 0405) > CR5034: added 'go to' states for yes and no options (missing) > CR5037: removed (unshared) 'event.conf.noinput' from global Recovery Behavior > CR5040: added'repeat' option to Actions table (previously missing); removed (disabled) repeat command (global in conflict with state grammar) > CR5022: mm2050_FutureBenefitsBudgetaryMsg_PP - revised prompt text ('this' for 'the') to match recorded prompt > CR5043: mm1220_InternetInformation_DM - corrected 'noinput2' behavior (mislabled 'nomatch2') and changed prompt name (from 'mm1220_nm2_03' to 'mm1220_ni2_01') > CR5049: mm1940_LatePaymentExit_DM - added prompts (global repeat prompt) to local repeat behavior > CR5025: changed max disconfirmation limit from 2 (global behavior) to 1	T. Sheeder

- mm0210_SFMainMenu_DM: updated confirmation mode to 'always' for the agent

Changes made for NLU build out highlighted in YELLOW:

11/15/2011 4.7

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Brook Mittelstedter

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mm0910_UpdatePersonalInf	fo_DM	
mm1100_SocialSecurityCard	dsMenu_DM	
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mm1930_MailMsg_PP		
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ad0140_FullAddress_DM		
ad0150_SecondaryAddress_DM		
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ad0220_CheckPreviousConfirmat	ions_DS	
ad0230_ExitFailurePrompts_PP		
ad0240_ExitSuccessPrompts_PP.		
ad0250_BranchRecordOrNot_DS		
ad0260_Recording_DM		
bv0100_PingHost_DB		
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ka0200_PreAttestationMsg_PP		
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ka0220_OMBNumber_PP		
ka0225_WhichActDetails_DM		
ka0230_PrivacyActDetails_DM	[
ka0240_PaperworkActDetails_	DM	
ka0250_PrivacyEndMenu_DM		
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na0130_SayAndSpellLast_DM		
na0140_SpellFirst_DM		
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rb0320_PersonLiving_DM		
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tr0200_AskHowManyForms_DM		
tr0210_SubmitRequest_DB		
tr0220_SuccessMsg_PP		
tr0240_FailureMsg_PP		
tr0310_UnderstandingSS_DM tr0320_RetirementBenefits_DM		
tr0330_DisabilityBenefits_DM		
tr0340_SurvivorBenefits_DM		
tr0410_WorkAffectsBenefits_DM		
tr0420_DisabledChildrenBenefits_I		
tr0420_DisabledClinitienBenefits_1		
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Variables	
Recognition Variables	
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BenefitsVerification	
ChangeOfAddress	
ClaimStatusRequests	
DirectDeposit	
FieldOfficeLocator	
KnowledgeBasedAuthentication	
MedicareReplacementCard	
NameOSDM	
ReplacementBenefitStatement	
Transcription	
1	

Chapter 1: Global Behavior

1.1 Recovery Behavior

Recovery Behavior					
Туре	Condition Action		Transition		
nomatch 1	Always				
nomatch 2	Always				
nomatch 3	Always	Assign : transfer_reason =error			
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS		
noinput 1	Always				
noinput 2	Always				
noinput 3	Always	Assign : transfer_reason =error			
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS		
event.conf.noinput 1			goto : mm3000_ABRStatus_DS		
event.conf.nomatch 1			goto : mm3000_ABRStatus_DS		
event.nomatch 1			goto : mm3000_ABRStatus_DS		

1.2 Global Commands

Grammar							
Sample Expressions				Command		Confirm	
start over, ma	ain menu		*	StartOver	StartOver		
agent, opera	tor, representative		0	operator	operator Alw		
repeat that, r	epeat		9	repeat		Never	
Actions							
Command	Condition	Action	Action Transition				
repeat		Prompt : [gl_repe Sure.	Prompt : [gl_repeat_01] Sure.		Re-Recognition : Reprompt		
operator		Confirm :	Confirm :		goto : mm3000_A	goto : mm3000_ABRStatus_DS	
StartOver			Prompt : [gl_StartOver_01] All right. Main Menu.		goto : mm0200_SFToggle_DS		
Command	Confirmations	·					
Command	Condition	Name	Wording				
StartOver	Always	gl_cnf_StartOver_ 01	Sounds like you want to go back to the main menu. Is that right?			enu. Is that right?	
operator	Always	gl_cnf_operator_0 1	ator_0 You'd like to speak to someone. Right?				

1.3 Global Confirmation

Initial Prompts					
Option	Condition	Name	Wording		
	Always	gl_cnf_ini_01	You want		
	Always	gl_cnf_ini_02	Right?		
Grammar					

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Sample Phrases: yes: yes, correct, no: no, no that's r		not right					
Actions							
Condition		Action			Transiti	on	
			Prompt: [gl_cnf_out_01] My Mistake		Collectio	Collection	
Upon positive cor	nfirmation				Node Ac	tion	
Recovery Beh	avior						
Туре	Condition		Action			Transition	
noinput1						Re-Recognition : Reprompt	
noinput2				Prompt : [gl_cnf_ni2_01] Sorry.		Re-Recognition : Reprompt	
noinput3				Prompt : [gl_cnf_ni3_01] Sorry, we seem to be having trouble.		goto : mm3000_ABRStatus_DS	
nomatch1			Prompt : [gl_cnf_nm1_01] Sorry. Please say 'yes' or 'no.'		Re-Recognition : Reprompt		
nomatch2				Prompt : [gl_cnf_nm2_01] Sorry. Please say 'yes' or 'no.'		Re-Recognition : Reprompt	
nomatch3			Prompt : [gl_cnf_nm3_01] Sorry, we seem to be having trouble.		goto : mm3000_ABRStatus_DS		
Confirmation (Commands					•	
Config Parame	eters						
Parameter	Parameter Value						
Confirmation_Ma	Confirmation_MaxInvalidanswers 2						

1.4 Global Config Parameters

Config Parameters					
Parameter	Value				
Maxnoinputs					
Maxnomatches					
Maxrepeats					
entryprompt	empty by default				
exitfailureprompt	default_address_exitfailureprompt				
exitsuccessprompts	default_successprompts(1,2,3)				
fetchaudio	percolate				
fetchtimeout	1000 ms				
maxcorrections	1				
maxnoinputstotal	2				
maxnomatchestotal	2				
overallconfirmation	Always //can also be set to never				
collectedzipcode	empty by default				
collectfortranscription	false				
citystatelookuperrorprompt	default_address_citystateookuperrorprompt				

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Chapter 2: Detailed Dialog Specification

2.1 main Dialog

Includes the main menu (NLU and Directed Dialog), disambiguation states, and informational messages, as well as Operator Transfer functionality.

mm0050_EntryRouting_DS

Decision								
Evaluates applicationta	Evaluates applicationtag and lob variables to route the call upon entry.							
Entering From								
Actions								
Condition		Action	Transition					
If applicationtag=order_s sn_card	If lob=OIG		goto : mm1100_SocialSecurityCardsMenu_DI	Μ				
Elseif applicationtag=earning s_statement	If lob=OIG		goto : mm2400_EarningsMenu_DM					
Else (applicationtag=Undefi ned)	If lob=OIG OR OCO	Assign : non_national_transfer =true	goto : mm0200_SFToggle_DS					
^	Else		goto : mm0100_WelcomeMsg_PP					
Developer Notes	Developer Notes							
applicationtag=order_ss	e value mappings for a sn_card MainMenuCl	/R to ICM. pplicationtag to MainMenuChoice: noice=card_social_security nuChoice=earnings_statement						

mm0100_WelcomeMsg_PP

	Play Prompt					(1)
This state play	ys a generic welcome to SSA mes	sage				
Entering Fro	m					
mm0050_Ent	ryRouting_DS					
Initial Prom	pts					
Туре	Condition Name			Wording		
initial	Always		mm0100_out_01	Thank you for calling Social Security.		
Actions			•	•		
Condition		Action			Transition	
Always				goto : mm0110_LanguageSelection_E	DM	
Developer Notes						

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mm0110_LanguageSelection_DM

	-		CustomContext R	ecognition			<u>()(</u>
Language se	lection (Sp	panish or English) - '*' g	joes to Spanish, noinput to	English.			
Entering Fro	m	- / -	· · ·	-			
mm0100_We	lcomeMsg	J_PP					
Initial Pron	npts						
Туре	Conditio	on	Name	Wording	9		
initial	Always		mm0110_ini_	01 Para esp	oañol, marque 'Aster	risco.'	
Grammar	•						
Sample Exp	ressions			DTMF	Reco Var/Op	tion	Confirm
<dtmf_*> // DTMF only</dtmf_*>				*	<language_s< td=""><td>election spanish></td><td>Never</td></language_s<>	election spanish>	Never
Actions					·		
Option		Condition	Action			Transition	
spanish		Always				goto : mm0150_Spa	nishApp_EC
noinput					flow illustration only actual behavior	goto : mm0120_Rec	ordingMsg_DM
Recovery B	Behavior					•	
Туре		Condition	Action			Transition	
nomatch 1		Always	Para español in Spanish, pi		risco.' To continue ey. Otherwise, just	Re-Recognition :	
nomatch 2		Always				goto : mm0120_Rec	ordingMsg_DM
noinput 1		Always				goto : mm0120_Rec	ordingMsg_DM
Commands	s: State-S	Specific Behavior	·			•	
See 1.2 Glob	al Comma	inds					
Commands	s: Disabl	ed Globals					
StartOver, op	erator, rep	peat					
Commands	s: Confir	mations					
See 1.2 Glob	al Comma	inds					
Config Par	ameters						
Parameter				Value			
Developer N	atac						
2010.000011	oles						

mm0120_RecordingMsg_DM

	CustomContext Recognition	<u>.</u>
Presents standard monitoring message to Eng	lish callers.	
Entering From		
mm0110_LanguageSelection_DM		
Initial Prompts		
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Туре	Conditio	n	Name		Wording			
initial	Always		mm0120_ini_	01	To ensure quality, your call may be monitored or recorded.			corded.
Grammar	•		·					
Sample Exp	ressions			DT	MF	Reco Var/Op	tion	Confirm
na // spanish				*		<language_s< td=""><td>election spanish></td><td>Never</td></language_s<>	election spanish>	Never
Actions						•		
Option		Condition	Action				Transition	
spanish		Always					goto : mm0150_Spani	shApp_EC
noinput					ow for call flow i ehavior for actu		goto : mm0122_AfterHoursC	heck_DS
Recovery B	Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always					Re-Recognition : Rep	orompt
nomatch 2		Always					goto : mm0122_AfterHoursC	heck_DS
noinput 1		Always					goto : mm0122_AfterHoursC	heck_DS
Commands	s: State-S	Specific Behavior	ł					
See 1.2 Glob	al Comma	nds						
Commands	: Disable	ed Globals						
StartOver, op	erator, rep	peat						
Commands	s: Confiri	mations						
See 1.2 Glob	al Comma	nds						
Config Par	ameters							
Parameter				Val	ue			
Developer N	otes							
Accepts dtmf	_* to captu	ire late Spanish callers. Ti	meout should be set to	0 100	0 ms (i.e. very	short)		

mm0122_AfterHoursCheck_DS

Decision						
Determines if it is currently during or after business hours and transitions accordingly.						
Entering From						
mm0120_RecordingMsg_DM						
Actions						
Condition	Action	Transition				
If office_hours=true		goto : mm0125_ABRStatus_DS				
Else (If office_hours=false) goto : mm0124_OfficeClosedMsg_PP						
Developer Notes						

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mm0124_OfficeClosedMsg_PP

	Simple Play Prompt						
Message t	Message that informs callers upfront that the offices are currently closed, so no agents are available.						
Entering P	From						
mm0122_/	AfterHoursCheck_DS						
Initial Pro	ompts						
Туре	Condition		Name	Wording			
initial	Always	Always mm0124_out_01 Just so your aware, our offices are currently closed, but *I* can you. If you need to speak with someone, please call back durin our regular office hours - Monday through Friday:					
initial	If Hawaii		mm0124_out_03	7 A.M. to 5 P.M.			
initial	If Alaska, Standard Time		mm0124_out_04	7 A.M. to 6 P.M.			
initial	If Guam or the Northern Marianas	Islands	mm0124_out_06	11 P.M. to 9 A.M.			
initial	If American Samoa		mm0124_out_07	5 A.M. to 3 P.M.			
initial	Else (if unknown or any other terr	itory)	mm0124_out_05	7 A.M. to 7 P.M.			
Actions	· ·			•			
Condition		Action Transition					
Always	lways goto : mm0125_ABRStatus_DS						
Developer	Developer Notes						

mm0125_ABRStatus_DS

		Decision		\bigcirc		
Evaluate A) whether ABR routing is in effect and B) abr variable to determine routing.						
Entering From						
mm0122_AfterHoursCh	neck_DS, mm0124_O	fficeClosedMsg_PP				
Actions						
Condition		Action	Transition			
lf initial_abr_transfer=tru e	If abr=4 AND office_hours=true		goto : mm3000_ABRStatus_DS			
٨	Elseif abr=4 AND office_hours=false		goto : mm0130_GetVariablesAnn_DB			
Else (initial_abr_transfer=fal se) goto : mm0130_GetVariablesAnn_DB						
Developer Notes						

mm0130_GetVariablesAnn_DB

	Data Access				
Initial lookup to retrieve information related to optional 'emergency' messages.					
Entering From					
mm0125_ABRStatus_DS					
	Operated Operative Advertised to the time				

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Input parameters				
Parameter		Value		
broadcastName				
language		English		
Output parameters				
Variable		Description		
broadcastPrompt1		the name of the recordi	ng (wav file)	
broadcastPrompt2		the name of the recordi	ng (wav file)	
broadcastPrompt3		the name of the recordi	ng (wav file)	
startTime1		the beginning of the tim to be played	e range when the emergency message 1 needs	
startTime2		the beginning of the tim to be played	e range when the emergency message 2 needs	
startTime3		the beginning of the time range when the emergency message 3 needs to be played		
endTime1		the end of the time range when the emergency message 1 needs to be played		
endTime2		the end of the time range when the emergency message 2 needs to be played		
endTime3		the end of the time range when the emergency message 3 needs to be played		
activeFlag1		indicator that determines if emergency message 1 is active or not		
activeFlag2		indicator that determines if emergency message 2 is active or not		
activeFlag3		indicator that determines if emergency message 3 is active or not		
Actions				
Condition	Action		Transition	
If 1 or more messages are returned			goto : mm0140_EmergencyMsg_PP	
Else			goto : mm0160_WebsiteInfo_PP	
Recovery Behavior				
See 1.1 Global Recovery Behavior				
Developer Notes				
Move on to mm0140_EmergencyMsg_PP if any	messages are returned			

mm0140_EmergencyMsg_PP

Complex Play Prompt					
If 'emergency message	If 'emergency message' is available to be played, this state plays the pre-recorded message.				
Entering From					
mm0130_GetVariables	sAnn_DB				
Actions					
Condition		Action	Transition		
Always		Comment : The emergency messages associated with 'activeFlagx' variables are NOT mutually exclusive			
If activeFlag1=true	If current time is greater than startTime1	Comment : play broadcastPrompt (wav file) asscoiated with activeFlag1 English, then play			

Developer Notes			
Always			goto : mm0200_SFToggle_DS
Else		Comment : Play Nothing	
If activeFlag3=true	If current time is greater than startTime3 AND current time is less than endTime3 AND broadcastPrompt3 (wav file) exists	Comment : play broadcastPrompt (wav file) asscoiated with activeFlag3 English, then play 1,000ms of silence	
If activeFlag2=true	If current time is greater than startTime2 AND current time is less than endTime2 AND broadcastPrompt2 (wav file) exists	Comment : play broadcastPrompt (wav file) asscoiated with activeFlag2 English, then play 1,000ms of silence	
	AND current time is less than endTime1 AND broadcastPrompt1 (wav file) exists	1,000ms of silence	

NOTE that the emergency messages associated with the 'activeFlagx' variables are NOT mutually exclusive. Any or all of the messages might be played, in any combination, based on the values of the variables. That said, care should be taken to use these messages judiciously in order to avoid front-loading the call with off-topic messaging, and to use these emergency messages only for legitimate emergencies (as opposed to less critical informational messaging).

mm0150_SpanishApp_EC

External Call					
Transfers call to the Spanish language applicati	on.				
Entering From					
mm0110_LanguageSelection_DM, mm0210_S	FMainMenu_DM, mm01	20_RecordingMsg_DM			
Input parameters					
Parameter		Value			
Output parameters		•			
Variable		Description			
Actions					
Condition	Action		Transition		
Comment : What is the mechanism for transferring to the Spanish app (how should this be represented?					
Recovery Behavior					
See 1.1 Global Recovery Behavior					
Developer Notes					

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mm0160_WebsiteInfo_PP

		Simple Play Prompt					
Plays web	site address.						
Entering I	From						
mm0130_	GetVariablesAnn_DB						
Initial Pr	ompts						
Туре	Condition	ndition Name Wording					
initial	Always		mm0160_out_01 You can find the Social Security Administration online at 'social security dot G O V.'			social	
Actions			•	•			
Condition	1	Action			Transition		
Always				goto : mm0200_SFToggle_DS			
Develope	r Notes	•					
Note: in th appropriat	a a	/ed, replac	ced with website me	essages elsewhere i	n the flow and played only as necessa	ry and	

mm0200_SFToggle_DS

Decision						
Evaluates whether NLU is turned on or off and routes to SFMainMenu (if on) or BackoffMainMenu (if off)						
Entering From						
mm0140_EmergencyMsg_PP, mm2200_Becc	mePayee_DM, mm1520_GetForm_DM, mm160	0_SubmitForm_DM, mm0505_BEVE_SD,				
mm0520_ApplicationStatus_SD, mm0310_Ch	angeOfAddress_SD, mm0320_FieldOfficeLocate	or_SD, mm0330_DirectDeposit_SD,				
mm0420_AddressVerifyMsg_DM, mm0530_B	enefitsStatement_SD,mm1940_LatePaymentEx	it_DM, mm0540_BestTimeMsg_PP,				
mm0550_Transcription_SD, mm1220_Interne	Information_DM,mm1720_MedicareEnrollMsg_	DM, mm1740_MedicareSusidyMsg_DM,				
mm0565_MRC_SD, mm0160_WebsiteInfo_PI	p, mm0050_EntryRouting_DS, mm3020_Proces	sTransfer_DS,				
mm1770_OrderDrugFormQuestion_DM, mm1	810_CitizenshipMsg_DM,mm1907_LatePaymer	ntQuestion_DM,				
mm2050_FutureBenefitsBudgetaryMsg_PP, n	nm1510_CitizenDocumentsMsgPart1_DM, mm1	512_CitizenDocumentsMsgPart2_DM,				
mm1515_NonCitizenDocumentsMsgPart1_DM	, mm1517_NonCitizenDocumentsMsgPart2_DM	, mm1519_NonCitizenDocumentsMsgPart3_	DM,			
mm1530_WebsiteInstructions_DM, mm0460_	SSNVerification_DM,mm0303_AskRepeatCola_	DM, mm0410_AskRepeatTaxes_DM				
Actions						
Condition	Action	Transition				
If SPEAK_FREELY_ACTIVE=true	Assign : =0	goto : mm0210_SFMainMenu_DM				
Else (SPEAK_FREELY_ACTIVE=false) Assign : =0 goto : mm0600_BackoffMainMenu_DM						
Developer Notes						

mm0210_SFMainMenu_DM

CustomContext Recognition	
Natural language ('speak Freely') main menu.	
Entering From	
mm2210_PayeeMisuse_DM, mm0310_ChangeOfAddress_SD, mm0200_SFToggle_DS	
Initial Prompts	

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Туре	Condition		Name		Wording			
initial	If first_entry=true	If non_national_transfe r=true (play one of 3 randomized versions)	mm0210_ini_	01		Dkay. To get started, you can say things like 'check claim s or 'I need a replacement card.' So, briefly tell me why you're		
initial	^	^	mm0210_ini_	02	Okay. To get started, you can say things like 'update information' or 'find a social security office.' So, brieflyou're calling.			
initial	^	٨	mm0210_ini_	03		t started, you can say things like 'set u penefits.' So, briefly tell me why you're		
initial		Else (non_national_transf er=false) (play one of 3 randomized versions)	mm0210_ini_	04	Now, to get started, you can say things like 'check claim need a replacement card.' So, briefly tell me why you're			
initial	^	^	mm0210_ini_	05		tarted, you can say things like 'update r 'find a social security office.' So, brie		
initial	^	^	mm0210_ini_	06		started, you can say things like 'set up direct deposit' c nefits.' So, briefly tell me why you're calling.		
initial	Else (first_entry=false)	(play one of 3 randomized versions)	mm0210_ini_			what else I can help you with. You can say things lik ment 1099' or 'update my personal information.' So, p you?		
initial	^	^	mm0210_ini_			e what else I can help you with. You can say things like security office.' or 'set up direct deposit.' So, how can		
initial	^	^	mm0210_ini_	Briefly tell me what else I can help you with. You can sa 'update my personal information' or 'find a social security So, how can I help you?				
Grammar							1	
Sample Ex	pressions			DTI	ИF	Reco Var/Option	Confirm	
	r, benefit statement,10 nefits_statement	99, I need a replacmen	t 1099			<main_menu 1099_benefits_statement></main_menu 	If Necessary	
my address // address_g	, an address, address general	information, address				<main_menu address_general=""></main_menu>	If Necessary	
agent, opera // agent	ator, representative			0		<main_menu agent=""></main_menu>	Always	
	ply for social security	iefits, file for benefits, a	pplication for	pplication for		<main_menu benefits_application=""></main_menu>	If Necessary	
benefits, social security benefits, my benefits, benefit infor survivor benefits, retirement benefits // benefits_general		mation,	mation,		<main_menu benefits_general=""></main_menu>	If Necessary		
award letter, benefit amount, proof of benefits, benefit veri income verification, proof of income // benefits_verification		ification letter,			<main_menu benefits_verification=""></main_menu>	If Necessary		
i need a car // cards_ger		card, my card was stole	n, new card			<main_menu cards_general=""></main_menu>	If Necessary	
change of a	ddress, i need to chan noved, change phone r	ge my address, address number, new phone nun				<main_menu change_of_address=""></main_menu>	If Necessary	
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check amount, benefits check, social security check, lost check, payment information, ssi payment // checks	 <main_menu checks=""></main_menu>	If Necessary
citizenship status, proof of citizenship, update citizenship status // citizenship_general	 <main_menu citizenship_general=""></main_menu>	If Necessary
application status, approval status, confirm award, claim status, check on a claim, check claim status, status of disability claim // claims_status_general	 <main_menu claims_status_general></main_menu 	If Necessary
claims, social security claim, claim number, case, social security case, disability claim, ssi claim // claims_status_new	 <main_menu claims_status_new=""></main_menu>	If Necessary
cola, cost of living adjustment for next year, cost of living adjustment // cost_of_living_adjustment	 <main_menu cost_of_living_adjustment></main_menu 	If Necessary
direct deposit, setup direct deposit, change account number, new checking account, bank information, change deposit information // direct_deposit	 <main_menu direct_deposit=""></main_menu>	If Necessary
disability, disability insurance, disability benefits // disability_benefits_general	 <main_menu disability_benefits_general></main_menu 	If Necessary
earnings record, income statement, statement of earnings, copy of income, estimate, social security estimate, estimate calculator // earnings_statement	 <main_menu earnings_statement=""></main_menu>	If Necessary
unemployment, employment // employment_general	 <main_menu employment_general=""></main_menu>	If Necessary
i need the mailing address, local office, social security office, office hours, office location, office phone number // field_office_locator	 <main_menu field_office_locator=""></main_menu>	If Necessary
form, i need a form, tax form, enrollment form // forms_general	 <main_menu forms_general=""></main_menu>	If Necessary
what are my choices // general	 <main_menu general=""></main_menu>	Never
internet access, website, online help, online services // internet_general	 <main_menu internet_general=""></main_menu>	If Necessary
main menu, start over // main_menu	 <main_menu main_menu=""></main_menu>	If Necessary
medicare benefits, medical benefits, medicaid benefits,prescription drugs, drug coverage, prescription drug assistance, medicare form // medicare	 <main_menu medicare=""></main_menu>	If Necessary
medicare card, medicaid card, medical card, i need a medicare card, i lost my medicare card, lost medicaid card, missing medicaid card, missing medicare card // medicare_replacement_card	 <main_menu medicare_replacement_card></main_menu 	If Necessary
verify address, confirm address, address verification, check on change of address, name verification, verify last name, check my last name // name_or_address_verify	 <main_menu name_or_address_verify></main_menu 	If Necessary
late payment, delay in payment // payment_late	 <main_menu payment_late=""></main_menu>	If Necessary
i need a replacement, replacement, document replacement, replacement social security // replacement_general	 <main_menu replacement_general=""></main_menu>	If Necessary
change payee, payee change, change in beneficiary, new payee, representative payee, payee report, beneficiary // representative_payee	 <main_menu representative_payee=""></main_menu>	If Necessary
security card, i need to get a social security card, lost my social security card, replacement social security card, new social security number // social_security_card_general	 <main_menu social_security_card_general></main_menu 	If Necessary

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verify social security number, social security number verification,	 <main_menu< th=""><th>If Necessary</th></main_menu<>	If Necessary
confirm social security number, employee verification // social_security_number_verification	social_security_number_verification>	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
apply for ssi, ssi application, supplemental security income, information on ssi // supplemental_security_income	 <main_menu supplemental_security_income></main_menu 	If Necessary
taxes, tax information, social_security taxes // tax_general	 <main_menu tax_general=""></main_menu>	If Necessary
i need a pamphlet, pamphlets, publication, booklet // transcription_pamphlets	 <main_menu transcription_pamphlets></main_menu 	If Necessary
file an appeal, i want an appeal, reconsideration form, appeal form // transfer_appeal_new	 <main_menu transfer_appeal_new=""></main_menu>	If Necessary
cancel an appointment, reschedule appointment, change appointment, make an appointment // transfer_appointment	 <main_menu transfer_appointment=""></main_menu>	If Necessary
back pay, back payment, retro pay, retroactive check, disability back pay // transfer_back_payment	 <main_menu transfer_back_payment></main_menu 	If Necessary
balance, account balance, i want to find out how much money is in my account // transfer_balance	 <main_menu transfer_balance=""></main_menu>	If Necessary
benefits not received, lost benefits, missing benefits // transfer_benefits_problem	 <main_menu transfer_benefits_problem></main_menu 	If Necessary
billing, bill, billing information, medicare payment, medicare premium, medicare deduction // transfer_billing	 <main_menu transfer_billing=""></main_menu>	If Necessary
birthbirth certificate, i need a birth certificate, lost birth certificate, date of birth, birthdate, check on birthdate, birth, new birth, birth verification, report a birth // transfer_birth	 <main_menu transfer_birth=""></main_menu>	If Necessary
stop benefits, cancel social security benefit, discontinue benefits, cancellation, cancel direct deposit // transfer_cancel	 <main_menu transfer_cancel=""></main_menu>	If Necessary
a change in my case, add information to case, update my case // transfer_case_change	 <main_menu transfer_case_change=""></main_menu>	If Necessary
i need to change my check, deductions from my social security check, tax deductions, federal deductions, check deductions // transfer_check_deductions	 <main_menu transfer_check_deductions></main_menu 	If Necessary
replacement check, i need a replacement check, i need a replacement social security check // transfer_check_replacement	 <main_menu transfer_check_replacement></main_menu 	If Necessary
child support, i'm calling about child support // transfer_child_support	 <main_menu transfer_child_support=""></main_menu>	If Necessary
circuit breaker patients, circuit breaker information // transfer_circuit_breaker	 <main_menu transfer_circuit_breaker></main_menu 	If Necessary
medicare claim number, medical claims, medicare claim // transfer_claims_medicare	 <main_menu transfer_claims_medicare></main_menu 	If Necessary
filing a claim, start a claim, new claim, open a claim // transfer_claims_new	 <main_menu transfer_claims_new=""></main_menu>	If Necessary
college, college program, college security check // transfer_college	 <main_menu transfer_college=""></main_menu>	If Necessary
complaint, i have a complaint, file a complaint // transfer_complaint	 <main_menu transfer_complaint=""></main_menu>	If Necessary
death benefits, deceased benefits, a death, someone passed away // transfer_death	 <main_menu transfer_death=""></main_menu>	If Necessary

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debit cards, calling about debit card // transfer_debit_card		<main_menu transfer_debit_card=""></main_menu>	If Necessary
dependent, new child // transfer_dependent		<main_menu transfer_dependent=""></main_menu>	If Necessary
disability report, disability jobs, disabled work, disability paperwork // transfer_disability		<main_menu transfer_disability=""></main_menu>	If Necessary
divorce, divorced spouse benefits, divorce benefits // transfer_divorce		<main_menu transfer_divorce=""></main_menu>	If Necessary
change in income, incorrect earnings, social security income, earnings, earned income // transfer_earnings_general		<main_menu transfer_earnings_general></main_menu 	If Necessary
eligibility for benefits, benefit eligibility, disability eligibility, social security eligibility eligibility // transfer_eligibility		<main_menu transfer_eligibility=""></main_menu>	If Necessary
return to work, going back to work, change in work status, loss of job // transfer_employment_change		<main_menu transfer_employment_change></main_menu 	If Necessary
i need something faxed, fax number, i need your fax number // transfer_fax		<main_menu transfer_fax=""></main_menu>	If Necessary
food stamps, food stamp card, apply for food stamps // transfer_food_stamps		<main_menu transfer_food_stamps=""></main_menu>	If Necessary
w2, w2 form, i need a w2 form // transfer_forms_w2		<main_menu transfer_forms_w2=""></main_menu>	If Necessary
fraud, identity theft, report fraud, stolen social security number // transfer_fraud		<main_menu transfer_fraud=""></main_menu>	If Necessary
housing, options for housing // transfer_housing		<main_menu transfer_housing=""></main_menu>	If Necessary
insurance, cancel insurance, supplemental insurance // transfer_insurance		<main_menu transfer_insurance=""></main_menu>	If Necessary
power of attorney, attorney fees, a legal matter // transfer_legal		<main_menu transfer_legal=""></main_menu>	If Necessary
a copy of a letter, a letter // transfer_letter		<main_menu transfer_letter=""></main_menu>	If Necessary
driver's license, i need a license, fishing license, marriage license, hunting license // transfer_license		<main_menu transfer_license=""></main_menu>	If Necessary
student loan, loans // transfer_loans		<main_menu transfer_loans=""></main_menu>	If Necessary
marriage, i got married, change of marital status // transfer_marriage		<main_menu transfer_marriage=""></main_menu>	If Necessary
extra earnings for military service, military service, military service and social security // transfer_military_service		<main_menu transfer_military_service></main_menu 	If Necessary
password, i forgot my password, pin number, i need my pin // transfer_password		<main_menu transfer_password=""></main_menu>	If Necessary
amount of payment, amount of a benefit payment, payment amount, social security amount // transfer_payment_amount		<main_menu transfer_payment_amount></main_menu 	If Necessary
payment plan, payment arrangement, i need to make a payment arrangement // transfer_payment_arrangement		<main_menu transfer_payment_arrangement></main_menu 	If Necessary
overpayment, overpayment information, notice of overpayment // transfer_payment_over		<main_menu transfer_payment_over></main_menu 	If Necessary
stop payment, I need to stop a check // transfer_payment_stop		<main_menu transfer_payment_stop></main_menu 	If Necessary
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pension benefit informa	tion, pension			<main_menu< th=""><th>transfer pension></th><th>If Necessary</th></main_menu<>	transfer pension>	If Necessary
// transfer_pension						
refund, i need to check // transfer_refund	on a refund, medicare refund			<main_menu< td=""><td>i transfer_refund></td><td>If Necessary</td></main_menu<>	i transfer_refund>	If Necessary
retirement information, // transfer_retirement	early retirement, retirement age			<main_menu< td=""><td>I transfer_retirement></td><td>If Necessary</td></main_menu<>	I transfer_retirement>	If Necessary
return call, i returning a call // transfer_return_call				<main_menu< td=""><td>I transfer_return_call></td><td>If Necessary</td></main_menu<>	I transfer_return_call>	If Necessary
a change in ssi, suppler // transfer_ssi_change	mental security income change			<main_menu< td=""><td>ı transfer_ssi_change></td><td>If Necessary</td></main_menu<>	ı transfer_ssi_change>	If Necessary
federal tax withholding, // transfer_tax_withhold	withholding, withhold taxes ing			<main_menu transfer_tax_</main_menu 		If Necessary
change account informa update information, cha // update_information	ation, account correction, update, unge information	correction,		<main_menu< td=""><td>update_information></td><td>If Necessary</td></main_menu<>	update_information>	If Necessary
<dtmf_*> // spanish (DTMF only)</dtmf_*>			*	<main_menu< td=""><td>ı spanish></td><td>Never</td></main_menu<>	ı spanish>	Never
Actions						
Option	Condition	Action			Transition	
Always	Always	Assign : first	_entry =false			
1099_benefits_stateme nt	Always	Assign : curr	ent_task =benefits_	statement		
٨	^		m0210_out_16] ts Statement (or '10	99').	goto : mm0525_BenefitsStatementKBA_DS	
address_general	Always	Prompt : [mr Okay. Addres	m0210_out_14] ss.		goto : mm0430_AddressDisambig_DM	
agent	Always	Prompt : [mr Okay.	m0210_out_17]		goto : mm3000_ABRSI	atus_DS
benefits_application	Always	Prompt : [mr Okay. Applica	m0210_out_01] ations.		goto : mm0800_BenefitsAppli M	cationMenu_D
benefits_general	Always	Prompt : [mr Okay. Benefit	m0210_out_03] s.		goto : mm0700_Benefi	ts_DM
benefits_verification	Always	Assign : curr	ent_task =benefits_	verification		
^	٨		m0210_out_73] fits Verification or P	roof of	goto : mm2000_ReceivingBer	efits_DM
cards_general	Always	Prompt : [mr Okay.	m0210_out_05]		goto : mm1300_Which	Card_DM
change_of_address	Always	Assign : curr	ent_task =change_a	address		
٨	^		m0210_out_07] Je Address or Phone	e Number.	goto : mm0305_ChangeOfAde	dressKBA_DS
checks	Always	Assign : curr	ent_task =checks			
٨	^	Prompt : [mm0210_out_08] Okay. Benefit Check.			goto : mm1905_Check	s_DM
citizenship_general	Always	Prompt : [mr Okay. Citizer	m0210_out_40] nship.		goto : mm3000_ABRSI	atus_DS
claims_status_general	Always	Assign : curr	ent_task =applicatio	n_status		
٨	۸		m0210_out_02] or Application Statu	S.	goto : mm0515_ApplicationSt	atusKBA_DS
claims_status_new	Always	Prompt : [mr	m0210_out_65]		goto :	
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		Okay. Claims.	mm0810_ApplicationStatusQuestion_ DM	
cost_of_living_adjustm ent	Always	Prompt : [mm0210_out_10] Okay.	goto : mm0300_GetCOLABroadcast_DB	
direct_deposit	Always	Assign : current_task =direct_deposit		
٨	٨	Prompt : [mm0210_out_11] Okay. Direct Deposit.	goto : mm0325_DirectDepositKBA_DS	
disability_benefits_gen eral	Always	Prompt : [mm0210_out_48] Okay. Disability	goto : mm0440_DisabilityDisambig_DM	
earnings_statement	Always	Prompt : [mm0210_out_12] Okay. Earnings or Benefits Statement.	goto : mm2000_ReceivingBenefits_DM	
employment_general	Always	Prompt : [mm0210_out_52] Okay. Employment.	goto : mm0450_EmploymentDisambig_DM	
field_office_locator	Always	Assign : current_task =field_office_locator		
٨	^	Prompt : [mm0210_out_15] Okay. Office Information.	goto : mm0320_FieldOfficeLocator_SD	
forms_general	Always	Prompt : [mm0210_out_18] Okay.	goto : mm2300_FormsGeneral_DM	
general	Always	Prompt : [mm0210_out_09] Okay.	goto : mm0600_BackoffMainMenu_DM	
internet_general	Always	Prompt : [mm0210_out_21] Okay.	goto : mm1210_InternetAddress_DM	
main_menu	Always	-	goto : mm0600_BackoffMainMenu_DM	
medicare	Always	Prompt : [mm0210_out_23] Okay. Medicare.	goto : mm1700_MedicareApplyMenu_DM	
medicare_replacement _card	Always	Assign : current_task =card_medicare		
٨	٨	Prompt : [mm0210_out_04] Okay. Medicare Replacement Card.	goto : mm0560_MRCKBA_DS	
name_or_address_veri fy	Always	Prompt : [mm0210_out_25] Okay. Check on an Address or Name Change.	goto : mm0420_AddressVerifyMsg_DM	
payment_late	Always	Assign : current_task =late_payment		
٨	^	Prompt : [mm0210_out_22] Alright. Late Benefit Payment.	goto : mm1905_Checks_DM	
replacement_general	Always	Prompt : [mm0210_out_75] Okay.	goto : mm0470_ReplacementDisambig_DM	
representative_payee	Always	Prompt : [mm0210_out_24] Okay. Representative Payees.	goto : mm2100_RepPayeeMenu_DM	
social_security_card_g eneral	Always	Assign : card_type =social_security		
٨	٨	Prompt : [mm0210_out_06] Okay. Social Security Card.	goto : mm1100_SocialSecurityCardsMenu_ DM	
social_security_numbe r_verification	Always	Prompt : [mm0210_out_78] Okay. Social Security Number Verification.	goto : mm0460_SSNVerification_DM	
spanish	Always		goto : mm0150_SpanishApp_EC	
supplemental_security _income	Always	Prompt : [mm0210_out_26] Okay. Supplemental Security Income.	goto : mm1800_SSIMenu_DM	
tax_general	Always	Prompt : [mm0210_out_20] Okay. Tax Information.	goto : mm0400_GetTaxesBroadcast_DB	

transcription_pamphlet s	ion_pamphlet Always Assign : current_task =transcription_pamphlet		
٨	٨	Prompt : [mm0210_out_19] Okay. Pamphlets.	goto : mm0545_TranscriptionKBA_DS
transfer_appeal_new	Always	Prompt : [mm0210_out_27] Okay. File an Appeal.	goto : mm3000_ABRStatus_DS
transfer_appointment	Always	Prompt : [mm0210_out_28] Okay. Appointment.	goto : mm3000_ABRStatus_DS
transfer_back_payment	Always	Prompt : [mm0210_out_29] Okay.	goto : mm3000_ABRStatus_DS
transfer_balance	Always	Prompt : [mm0210_out_30] Okay. Account Balance.	goto : mm3000_ABRStatus_DS
transfer_benefits_probl em	Always	Prompt : [mm0210_out_31] Okay.	goto : mm3000_ABRStatus_DS
transfer_billing	Always	Prompt : [mm0210_out_32] Okay. Billing Question.	goto : mm3000_ABRStatus_DS
transfer_birth	Always	Prompt : [mm0210_out_33] Okay.	goto : mm3000_ABRStatus_DS
transfer_cancel	Always	Prompt : [mm0210_out_34] Okay.	goto : mm3000_ABRStatus_DS
transfer_case_change	Always	Prompt : [mm0210_out_35] Okay.	goto : mm3000_ABRStatus_DS
transfer_check_deducti ons	Always	Prompt : [mm0210_out_46] Okay. Benefit Check Deductions.	goto : mm3000_ABRStatus_DS
transfer_check_replace ment	Always	Prompt : [mm0210_out_37] Okay. Replacement Benefit Check.	goto : mm3000_ABRStatus_DS
transfer_child_support	Always	Prompt : [mm0210_out_38] Okay. Child Support.	goto : mm3000_ABRStatus_DS
transfer_circuit_breake r	Always	Prompt : [mm0210_out_39] Okay.	goto : mm3000_ABRStatus_DS
transfer_claims_medic are	Always	Prompt : [mm0210_out_41] Okay. Medicare Claim.	goto : mm3000_ABRStatus_DS
transfer_claims_new	Always	Prompt : [mm0210_out_66] Okay. Claims.	goto : mm3000_ABRStatus_DS
transfer_college	Always	Prompt : [mm0210_out_42] Okay.	goto : mm3000_ABRStatus_DS
transfer_complaint	Always	Prompt : [mm0210_out_43] Okay.	goto : mm3000_ABRStatus_DS
transfer_death	Always	Prompt : [mm0210_out_44] Okay.	goto : mm3000_ABRStatus_DS
transfer_debit_card	Always	Prompt : [mm0210_out_45] Okay. Debit Card.	goto : mm3000_ABRStatus_DS
transfer_dependent	Always	Prompt : [mm0210_out_47] Okay.	goto : mm3000_ABRStatus_DS
transfer_disability	Always	Prompt : [mm0210_out_49] Okay. Disability.	goto : mm3000_ABRStatus_DS
transfer_divorce	Always	Prompt : [mm0210_out_50] Okay.	goto : mm3000_ABRStatus_DS
transfer_earnings_gen eral	Always	Prompt : [mm0210_out_51] Okay. Earnings.	goto : mm3000_ABRStatus_DS
transfer_eligibility	Always	Prompt : [mm0210_out_13] Okay. Benefit Eligibility.	goto : mm3000_ABRStatus_DS

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ransfer_employment_c nange	Always	Prompt : [mm0210_out_53] Okay.	goto : mm3000_ABRStatus_DS
ransfer_fax	Always	Prompt : [mm0210_out_54] Okay.	goto : mm3000_ABRStatus_DS
ransfer_food_stamps	Always	Prompt : [mm0210_out_55] Okay. Food Stamps.	goto : mm3000_ABRStatus_DS
ransfer_forms_w2	Always	Prompt : [mm0210_out_81] Okay. W2 Forms.	goto : mm3000_ABRStatus_DS
ransfer_fraud	Always	Prompt : [mm0210_out_56] Okay.	goto : mm3000_ABRStatus_DS
ansfer_housing	Always	Prompt : [mm0210_out_57] Okay.	goto : mm3000_ABRStatus_DS
ransfer_insurance	Always	Prompt : [mm0210_out_58] Okay. Insurance.	goto : mm3000_ABRStatus_DS
ansfer_legal	Always	Prompt : [mm0210_out_59] Okay.	goto : mm3000_ABRStatus_DS
ansfer_letter	Always	Prompt : [mm0210_out_60] Okay.	goto : mm3000_ABRStatus_DS
ransfer_license	Always	Prompt : [mm0210_out_61] Okay. License.	goto : mm3000_ABRStatus_DS
ransfer_loans	Always	Prompt : [mm0210_out_62] Okay. Loans.	goto : mm3000_ABRStatus_DS
ransfer_marriage	Always	Prompt : [mm0210_out_63] Okay.	goto : mm3000_ABRStatus_DS
ransfer_military_servic	Always	Prompt : [mm0210_out_64] Okay. Military Service.	goto : mm3000_ABRStatus_DS
ransfer_password	Always	Prompt : [mm0210_out_67] Okay. Pin or Password.	goto : mm3000_ABRStatus_DS
ransfer_payment_amo int	Always	Prompt : [mm0210_out_68] Okay. Payment Amount.	goto : mm3000_ABRStatus_DS
ransfer_payment_arra Igement	Always	Prompt : [mm0210_out_69] Okay. Payment Arrangements.	goto : mm3000_ABRStatus_DS
ransfer_payment_over	Always	Prompt : [mm0210_out_70] Okay.	goto : mm3000_ABRStatus_DS
ransfer_payment_stop	Always	Prompt : [mm0210_out_71] Okay.	goto : mm3000_ABRStatus_DS
ransfer_pension	Always	Prompt : [mm0210_out_72] Okay. Pensions.	goto : mm3000_ABRStatus_DS
ransfer_refund	Always	Prompt : [mm0210_out_74] Okay. Refunds.	goto : mm3000_ABRStatus_DS
ransfer_retirement	Always	Prompt : [mm0210_out_76] Okay. Retirement Benefits.	goto : mm3000_ABRStatus_DS
ransfer_return_call	Always	Prompt : [mm0210_out_77] Okay.	goto : mm3000_ABRStatus_DS
ransfer_ssi_change	Always	Prompt : [mm0210_out_36] Okay. Update Supplemental Security Income Benefits.	goto : mm3000_ABRStatus_DS
ransfer_tax_withholdin	Always	Prompt : [mm0210_out_79] Okay.	goto : mm3000_ABRStatus_DS
update_information	Always	Prompt : [mm0210_out_80] Okay. Change or Update Information.	goto : mm0910 UpdatePersonalInfo DM

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Option	Condition	Name	Wording
1099_benefit s_statement	Always	mm0210_cnf_ini_ 14	You're calling about your '1099' statement. Right?
address_gen eral	Always	mm0210_cnf_ini_ 12	You're calling about an address. Right?
agent	Always	mm0210_cnf_ini_ 15	You'd like to speak to someone. Right?
benefits_appli cation	Always	mm0210_cnf_ini_ 02	You're calling about an application for benefits. Right?
benefits_gen eral	Always	mm0210_cnf_ini_ 03	Sounds like you're calling about 'Benefits' Right?
benefits_verifi cation	Always	mm0210_cnf_ini_ 72	You're calling about benefits verification, or proof of income. Right?
cards_genera I	Always	mm0210_cnf_ini_ 05	Sounds like you're calling about a 'Card.' Is that right?
change_of_a ddress	Always	mm0210_cnf_ini_ 06	You'd like to change the address or phone number on file. Right?
checks	Always	mm0210_cnf_ini_ 07	Sounds like you're calling about a benefits payment. Is that right?
citizenship_g eneral	Always	mm0210_cnf_ini_ 39	You're calling about citizenship. Right?
claims_status _general	Always	mm0210_cnf_ini_ 01	You're calling to check the status of a claim or application. Right?
claims_status _new	Always	mm0210_cnf_ini_ 64	Sounds like you're calling about a claim or application. Is that right?
cost_of_living _adjustment	Always	mm0210_cnf_ini_ 08	You're calling about the Cost of Living Adjustment. Right?
direct_deposi t	Always	mm0210_cnf_ini_ 09	You're calling about direct deposit. Right?
disability_ben efits_general	Always	mm0210_cnf_ini_ 47	You're calling about disability benefits. Is that right?
earnings_stat ement	Always	mm0210_cnf_ini_ 10	You're calling for an 'Earnings' or 'Benefits' Statement. Right?
employment_ general	Always	mm0210_cnf_ini_ 51	Sounds like you're calling about employment. Is that right?
field_office_lo cator	Always	mm0210_cnf_ini_ 13	You'd like information about a Social Security office. Right?
forms_genera I	Always	mm0210_cnf_ini_ 16	Sounds like you're calling about a 'form.' Is that right?
internet_gene ral	Always	mm0210_cnf_ini_ 19	You're calling about our website. Right?
main_menu	Always	mm0210_cnf_ini_ 82	Sounds like you want to go back to the main menu. Is that right?
medicare	Always	mm0210_cnf_ini_ 21	Sounds like you're calling about Medicare benefits. Is that right?
medicare_rep lacement_car d	Always	mm0210_cnf_ini_ 04	You're calling about your 'Medicare card.' Right?
name_or_add ress_verify	Always	mm0210_cnf_ini_ 23	Sounds like you're calling about a recent name or address change. Is that right?
payment_late	Always	mm0210_cnf_ini_ 20	You're calling about a late benefit payment. Right?

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replacement_ general	Always	mm0210_cnf_ini_ 74	Sounds like you're calling to get a replacement card or document. Is that right?
representativ e_payee	Always	mm0210_cnf_ini_ 22	Sounds like you're calling about 'Representative Payees.' Is that right?
social_securit y_card_gener al		mm0210_cnf_ini_ 33	Sounds like you're calling about a 'Social Security card' or a 'Social Security number'. Is that right?
social_securit y_number_ve rification		mm0210_cnf_ini_ 77	You're calling to verify a Social Security number. Right?
supplemental _security_inc ome	Always	mm0210_cnf_ini_ 24	You're calling about 'Supplemental Security Income' benefits. Right?
tax_general	Always	mm0210_cnf_ini_ 18	You're calling about tax information. Right?
transcription_ pamphlets	Always	mm0210_cnf_ini_ 17	Sounds like you're calling to get a pamphlet. Is that right?
transfer_appe al_new	Always	mm0210_cnf_ini_ 25	You're calling to file an appeal. Right?
transfer_appo intment	Always	mm0210_cnf_ini_ 26	You're calling about an appointment. Right?
transfer_back _payment	Always	mm0210_cnf_ini_ 27	You're calling about back payment. Right?
transfer_bala nce	Always	mm0210_cnf_ini_ 28	You're calling about your balance. Right?
transfer_bene fits_problem	Always	mm0210_cnf_ini_ 29	Sounds like you're calling about a problem with benefits. Right?
transfer_billin g	Always	mm0210_cnf_ini_ 30	Sounds like you have a billing question. Is that right?
transfer_birth	Always	mm0210_cnf_ini_ 31	Sounds like you're calling about a birth date or birth certificate. Right?
transfer_canc el	Always	mm0210_cnf_ini_ 32	Sounds like you're calling to cancel benefits or direct deposit. Right?
transfer_case _change	Always	mm0210_cnf_ini_ 34	You're calling about your Social Security case. Right?
transfer_chec k_deductions	Always	mm0210_cnf_ini_ 45	You're calling about a change to, or deductions from, your benefits check. Is that right?
transfer_chec k_replaceme nt	Always	mm0210_cnf_ini_ 36	You're calling about a replacement check. Right?
transfer_child _support	Always	mm0210_cnf_ini_ 37	You're calling about child support. Right?
transfer_circu it_breaker	Always	mm0210_cnf_ini_ 38	Sounds like you're calling for circuit breaker information. Is that right?
transfer_clai ms_medicare	Always	mm0210_cnf_ini_ 40	You're calling about a Medicare claim. Right?
transfer_clai ms_new	Always	mm0210_cnf_ini_ 65	You're calling about a new claim. Right?
transfer_colle ge	Always	mm0210_cnf_ini_ 41	Sounds like your calling about college. Right?
transfer_com plaint	Always	mm0210_cnf_ini_ 42	Sounds like your calling about a complaint. Is that right?
transfer_deat	Always	mm0210_cnf_ini_	You're calling to report a death or get information about death

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h		43	benefits. Right?
transfer_debit _card	Always	mm0210_cnf_ini_ 44	Sounds like you're calling about a 'Debit Card.' Is that right?
transfer_depe ndent	Always	mm0210_cnf_ini_ 46	You're calling about a dependent. Is that right?
transfer_disa bility	Always	mm0210_cnf_ini_ 48	Your calling about disability benefits or a disability report. Is that right?
transfer_divor ce	Always	mm0210_cnf_ini_ 49	Sounds like you're calling about a divorce. Is that right?
transfer_earni ngs_general	Always	mm0210_cnf_ini_ 50	Sounds like you're calling about earnings. Is that right?
transfer_eligi bility	Always	mm0210_cnf_ini_ 11	Sounds like you have a question about eligibility for benefits. Is that right?
transfer_empl oyment_chan ge		mm0210_cnf_ini_ 52	You're calling about a change to your employment. Is that right?
transfer_fax	Always	mm0210_cnf_ini_ 53	Sounds like you're calling to get a fax number or a document faxed. Is that right?
transfer_food _stamps	Always	mm0210_cnf_ini_ 54	Sounds like you're calling about food stamps. Is that right?
transfer_form s_w2	Always	mm0210_cnf_ini_ 80	You're calling about a W2 form. Is that right?
transfer_frau d	Always	mm0210_cnf_ini_ 55	Sounds like you're calling about fraud. Is that right?
transfer_hous ing	Always	mm0210_cnf_ini_ 56	You're calling about housing options. Right?
transfer_insur ance	Always	mm0210_cnf_ini_ 57	Sounds like you're calling about insurance. Is that right?
transfer_legal	Always	mm0210_cnf_ini_ 58	Sounds like you're calling about a legal issue. Is that right?
transfer_letter	Always	mm0210_cnf_ini_ 59	Sounds like you're calling about a letter. Is that right?
transfer_licen se	Always	mm0210_cnf_ini_ 60	You're calling about a license. Right?
transfer_loan s	Always	mm0210_cnf_ini_ 61	You're calling about a loan. Is that right?
transfer_marr iage	Always	mm0210_cnf_ini_ 62	You're calling about a change in marital status. Is that right?
transfer_milit ary_service	Always	mm0210_cnf_ini_ 63	You're calling about military service. Is that right?
transfer_pass word	Always	mm0210_cnf_ini_ 66	Sounds like you're calling about a password. Is that right?
transfer_pay ment_amount	Always	mm0210_cnf_ini_ 67	Sounds like you're calling about a payment amount. Is that right?
transfer_pay ment_arrang ement	Always	mm0210_cnf_ini_ 68	Sounds like you're calling about a payment arrangement. Is that right?
transfer_pay ment_over	Always	mm0210_cnf_ini_ 69	Sounds like you're calling about an overpayment. Is that right?
transfer_pay ment_stop	Always	mm0210_cnf_ini_ 70	You're calling to stop payment. Is that right?
transfer_pens	Always	mm0210_cnf_ini_	Sounds like you're calling about a pension. Is that right?

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ion		71			
transfer_refu Alway	'S	mm0210_cnf_ini_ 73	You're calling about a refur	nd. Right?	
transfer_retir Alway ement	'S	mm0210_cnf_ini_ 75	You're calling about retirem	nent benefits. Right?	
transfer_retur Alway n_call	'S	mm0210_cnf_ini_ 76	You're returning a call. Rig	ht?	
transfer_ssi_ Alway change	S	mm0210_cnf_ini_ 35	You're calling about a chan Income benefits. Is that rig	ge to your Supplemental Security ht?	
transfer_tax_ Alway withholding	S	mm0210_cnf_ini_ 78	Sounds like you're calling a	bout tax withholding. Is that right?	
update_infor Alway mation	S	mm0210_cnf_ini_ 79	Your calling to change or u	pdate information. Is that right?	
Confirmation Red	covery Behavior				
Туре	Condition	Action		Transition	
noinput 1		Prompt : [mm021 Sorry. Please say	L0_cnf_ni1_01] 'yes' or 'no.'	Re-Recognition : Reprompt	
noinput 2		Prompt : [mm021 Let's try this a diffe	L0_cnf_ni2_01] erent way.	goto : mm0600_BackoffMainMenu_DM	
nomatch 1		Prompt : [gl_cnf_ Sorry. Please say	nm1_01] 'yes' or 'no.'	Re-Recognition : Reprompt	
nomatch 2		Prompt : [mm021 Let's try this a diffe		goto : mm0600_BackoffMainMenu_DM	
Recovery Behavi	or				
Туре	Condition	Action		Transition	
nomatch 1		Prompt : [mm021 Let's try this a diffe		goto : mm0600_BackoffMainMenu_DM	
noinput 1		Prompt : [mm021 Let's try this a diffe	L0_ni1_01] erent way.	goto : mm0600_BackoffMainMenu_DM	
Commands: State	e-Specific Behavior	·		·	
See 1.2 Global Com	mands				
Commands: Disa	bled Globals				
StartOver, operator					
Commands: Con	firmations				
See 1.2 Global Com	mands				
Config Parameter	rs				
Parameter		Valu	/alue		
maxnomatchestotal		1			
maxnoinputstotal		1			
Developer Notes					
note that the ultimate	e array of tags in the NLU	grammar will be determined by	y analysis of collected data		

mm0300_GetCOLABroadcast_DB

Data Access	
Database lookup to retrieve information related to the cost of living adjustment broadcast message.	
Entering From	

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mm0210_SFMainMenu_DM					
Input parameters					
Parameter		Value			
broadcastName		The wav file to	o be played.		
language		English			
Output parameters					
Variable		Description			
colaBroadcastPrompt		The name of t	the recording (wav file)		
colaMsgStartTime		The beginning	The beginning of the time range when the message needs to be played.		
colaMsgEndTime		The end of the	The end of the time range whe the message needs to be played.		
colaActiveFlag		Indicator that	Indicator that determines if the message is active or not.		
Actions					
Condition	Action		Transition		
Always	vays		goto : mm0302_COLAMsg_PP		
Recovery Behavior					
See 1.1 Global Recovery Behavio	ir				
Developer Notes					

mm0302_COLAMsg_PP

Complex Play Prompt					
This state plays the pre-recorded cost o	f living adjustment message.				
Entering From					
mm0300_GetCOLABroadcast_DB, mm	0303_AskRepeatCola_DM				
Actions					
Condition	Action	Transition			
Always	Comment : Play the colaBroadcastPrompt (wav file), then play 500ms of silence.	goto : mm0303_AskRepeatCola_DM			
Developer Notes					

mm0303_AskRepeatCola_DM

CustomContext Recognition							
Asks the calle	er if they'd like to hear the cost of living adjus	tment message	e aga	un.			
Entering Fro	m						
mm0302_CO	LAMsg_PP						
Initial Prom	pts						
Туре	Condition	Name		Wording			
initial	Always	mm0303_ini_	01	Now, would yo	ou like to hear that again?		
Grammar							
Sample Expi	ressions		DTN	1F	Reco Var/Option	Co	nfirm
yes, yes please 1 cola_msg_yesno yes> Never							
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// yes							
no, no thanks // no			2	<cola_msg_y< th=""><th>yesno no></th><th>Never</th></cola_msg_y<>	yesno no>	Never	
Actions						I	
Option	Condition	Action			Transition		
no	Always	All right. If you	st hang on and] el free to hang up. I'll take you back to	goto : mm0200_5	SFToggle_DS	
yes	Always	Prompt : [mr Sure.	n0303_out_02]	goto : mm0302_0	COLAMsg_PP	
Recovery Behav	ior						
Туре	Condition	Action			Transition		
nomatch 1	Always	Prompt : [mi Let's try agair COLA informa		1] ke to hear that	Re-Recognition	:	
nomatch 2	Always	Sorry. To hea 'Cost of Living	n0303_nm2_0 r the informatic I Adjustment' a t to hear it aga	Re-Recognition :			
nomatch 3	If office_hours=true	Sorry we're h	Prompt : [mm0303_nm3_01] [Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,			goto : mm0200_SFToggle_DS	
nomatch 3	Else (office_hours=false)		n0303_nm3_0 aving trouble. L	2] ₋et's keep going	goto : mm0200_9	SFToggle_DS	
noinput 1	Always	If you'd like m	n0303_ni1_01 e to repeat tha ay 'Yes' or pre		Re-Recognition	:	
noinput 2	If office_hours=true		n0303_ni2_01] ess 0. Otherwise,	goto : mm0200_SFToggle_DS		
noinput 2	Else (office_hours=false)	Prompt : [mr Let's keep go	n0303_ni2_02 ng]	goto : mm0200_9	SFToggle_DS	
Commands: Sta	te-Specific Behavior				•		
Туре	Condition	Action			Transition		
repeat					goto : mm0302_0	COLAMsg_PP	
Commands: Cor	nfirmations						
See 1.2 Global Con	nmands						
Config Paramete	ers						
Parameter			Value				
		-					

mm0305_ChangeOfAddressKBA_DS

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mm0210_SFMainMenu_DM, mm0910_UpdatePersonalInfo_DM, mm1110_UpdatePersonalInfo_DM, mm0430_AddressDisambig_DM						
Actions	Actions					
Condition	Action	Transition				
Always	Assign : coa_transaction_status =Undefined	goto : mm0310_ChangeOfAddress_SD				
Developer Notes						

mm0310_ChangeOfAddress_SD

	Subdialog	Call		1
Subdialog call for Change of Address				
Entering From				
mm0305_ChangeOfAddressKBA_DS				
Dialog called				
Proceed to initial node in: ChangeOfAddre	SS			
Input parameters				
Parameter		Value		
Output parameters				
Variable		Subdialog Variable		
Actions				
Condition	Action		Transition	
If attestation_confirmed=declined			goto : mm3000_ABRStatus_DS	
Elseif coa_transaction_status=success			goto : mm0210_SFMainMenu_DM	
Elseif coa_transaction_status=receiving_ssi			goto : mm3000_ABRStatus_DS	
Elseif coa_transaction_status=not_eligible			goto : mm0200_SFToggle_DS	
Elseif coa_transaction_status=non_resident			goto : mm3000_ABRStatus_DS	
Elseif coa_transaction_status=not_self			goto : mm3000_ABRStatus_DS	
Elseif coa_transaction_status=no_zip			goto : mm0200_SFToggle_DS	
Else (coa_transaction_status=failure)	Assign : transfer_reas	on =failure	goto : mm3000_ABRStatus_DS	
Recovery Behavior				
See 1.1 Global Recovery Behavior				
Developer Notes				

mm0320_FieldOfficeLocator_SD

 Subdialog Call

 Subdialog call for Field Office Locator

 Entering From

 mm0210_SFMainMenu_DM, mm0600_BackoffMainMenu_DM, mm1430_SocialSecurityCardMenu_DM, mm2120_ChangeMsg_DM, mm2200_BecomePayee_DM, mm1520_GetForm_DM, mm1600_SubmitForm_DM, mm0530_BenefitsStatement_SD,

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mm0430_AddressDisa	mbig_DM,mm0460_SS	SNVerification_DM		
Dialog called				
Proceed to initial node i	in: FieldOfficeLocat	tor		
Input parameters				
Parameter			Value	
Output parameters				
Variable			Subdialog Variable	
Actions				
Condition		Action		Transition
If fol_transaction_status= success	If card_type=both	Prompt : [mm0320_ou Now let's take care of y		goto : mm1105_MedicareCardsMenu_DM
^	Else			goto : mm0200_SFToggle_DS
If fol_transaction_status	s=dont_know_zip			goto : mm3000_ABRStatus_DS
Else (If fol_transaction_	_status=failure)	Assign : transfer_reas	on =failure	goto : mm3000_ABRStatus_DS
Recovery Behavior				
See 1.1 Global Recove	ry Behavior			
Developer Notes				

mm0325_DirectDepositKBA_DS

Decision					
Sets variable for use by the KBA for the 'Direct	Deposit' task				
Entering From					
mm0210_SFMainMenu_DM, mm0700_Benefits	s_DM, mm0910_UpdatePersonalInfo_DM, mm0)610_BackoffOtherOptionsMenu_DM			
Actions					
Condition	Action	Transition			
Always Assign : dd_transaction_status =Undefined goto : mm0330_DirectDeposit_SD					
Developer Notes					

mm0330_DirectDeposit_SD

Subdialog Call	1
Subdialog call for Direct Deposit	
Entering From	
mm0325_DirectDepositKBA_DS	
Dialog called	
Proceed to initial node in: DirectDeposit	
Input parameters	

Parameter		Value	
Output parameters			
Variable		Subdialog Variable	
Actions			
Condition	Action		Transition
If attestation_confirmed=declined			goto : mm3000_ABRStatus_DS
Elseif dd_transaction_status=success			goto : mm0200_SFToggle_DS
Elseif dd_transaction_status=receiving_ssi			goto : mm3000_ABRStatus_DS
Elseif dd_transaction_status=not_eligible			goto : mm0200_SFToggle_DS
Elseif dd_transaction_status=non_resident			goto : mm3000_ABRStatus_DS
Elseif dd_transaction_status=not_self	-		goto : mm3000_ABRStatus_DS
Elseif dd_transaction_status=dont_know_info			goto : mm0200_SFToggle_DS
Else (dd_transaction_status=failure)	Assign : transfer_reason =failure		goto : mm3000_ABRStatus_DS
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			

mm0400_GetTaxesBroadcast_DB

Data Access					
Database lookup to retrieve information related to the tax informational broadcast message.					
Entering From					
mm0210_SFMainMenu_DM					
Input parameters					
Parameter		Value			
broadcastName		The wav file to be play	ed.		
language		English			
Output parameters		•			
Variable		Description			
taxBroadcastPrompt		The name of the recording (wav file)			
taxMsgStartTime		The beginning of the time range when the message needs to be played.			
taxMsgEndTime		The end of the time range whe the message needs to be played.			
taxActiveFlag		Indicator that determines if the message is active or not.			
Actions					
Condition	Action		Transition		
Always			goto : mm0405_TaxesMsg_PP		
Recovery Behavior					
See 1.1 Global Recovery Behavior					
Developer Notes					

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mm0405_TaxesMsg_PP

		Co	mplex Play Pro	ompt	
This state	plays the pre-recorded tax	information messag	je.		
Entering	From				
mm0400_	GetTaxesBroadcast_DB,	mm0410_AskRepea	tTaxes_DM		
Initial Pr	ompts				
Туре	Condition		Name	Wording	
initial	Always		mm0405_ini_01	employer must ded from your salary, a taxes. If you're self is more than \$400, Medicare. You mu	k in a job that's covered by Social Security, yo duct your Social Security and Medicare taxes and must pay an equal employer's share of the f-employed and the net profit from your busine that, too, is covered by Social Security and st report those earnings and pay the Social care taxes when you file your personal income ear.
initial	^		mm0405_ini_02	<500ms silence>	
initial	^		mm0405_ini_03	<play (wav="" file)="" taxbroadcastprompt="" the=""></play>	
initial	^		mm0405_ini_04	i_04 <500ms silence>	
initial			mm0405_ini_05	when you file your Revenue Service. continue to work, t amount of your be	fund for the excess taxes that were withheld personal income tax return with the Internal If you're receiving Social Security benefits and hese extra earnings may help increase the nefits. We check these additional earnings ea tise your benefits, we'll notify you of the new
initial	٨		mm0400_ini_06	<500ms silence>	
Actions					
Condition	1	Action			Transition
Always					goto : mm0410_AskRepeatTaxes_DM
Develope	r Notes				

mm0410_AskRepeatTaxes_DM

	CustomContext Recognition					
Asks the ca	ller if they'd like to hear the taxes	message again.				
Entering F	rom					
mm0405_T	axesMsg_PP					
Initial Pro	mpts					
Туре	Condition	Name	Name Wording			
initial	al Always mm0410_ini_01 Now, would you like to hear that again?					
Grammar		•				
Sample Ex	pressions	1	DTMF	Reco Var/Option	Confirm	
yes, yes ple // yes	ease		1	<cola_msg_yesno yes=""></cola_msg_yesno>	Never	
no, no than	ks		2	<cola_msg_yesno no=""></cola_msg_yesno>	Never	

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// no			
Actions		· · · · · · · · · · · · · · · · · · ·	· ·
Option	Condition	Action	Transition
no	Always	Prompt : [mm0410_out_01] All right. If you're finished, feel free to hang Otherwise, just hang on and I'll take you ba the Main Menu.	
yes	Always	Prompt : [mm0410_out_02] Sure.	goto : mm0405_TaxesMsg_PP
Recovery Beha	avior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [mm0410_nm1_01] Let's try againWould you like to hear that information again?	tax Re-Recognition :
nomatch 2	Always	Prompt : [mm0410_nm2_01] Sorry. To hear the information about taxes the Social Security Administration again, pr 1. If you don't want to hear it again, press 2	ess
nomatch 3	If office_hours=true	Prompt : [mm0410_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,	goto : mm0200_SFToggle_DS
nomatch 3	Else (office_hours=false)	Prompt : [mm0410_nm3_02] Sorry we're having trouble. Let's keep going	goto : mm0200_SFToggle_DS
noinput 1	Always	Prompt : [mm0410_ni1_01] If you'd like me to repeat that tax informatio say 'Yes' or press 1. If not, say 'No' or press	
noinput 2	If office_hours=true	Prompt : [mm0410_ni2_01] To speak with someone, press 0. Otherwise	goto : mm0200_SFToggle_DS
noinput 2	Else (office_hours=false)	Prompt : [mm0410_ni2_02] Let's keep going	goto : mm0200_SFToggle_DS
Commands: St	tate-Specific Behavior		
Туре	Condition	Action	Transition
repeat			goto : mm0405_TaxesMsg_PP
Commands: Co	onfirmations		
See 1.2 Global Co	ommands		
Config Parame	eters		
Parameter		Value	

mm0420_AddressVerifyMsg_DM

CustomContext Recognition						
Informational	message for callers wanting to verify their	name or address.				
Entering Fro	Entering From					
mm0210_SF	mm0210_SFMainMenu_DM					
Initial Prom	Initial Prompts					
Туре	Condition	Name	Wording			
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	Always			mm0420_ini_01If you've recently submitted a should know that it takes appr change our records. Social Se to your old address a few day check mailed to you, it may ta your confirmation letter to cha check. If you requested that th possible, the notice and your outil we've had a chance to up sure you get all of your mail, to register your change of addmm0420_ini_02<500ms silence>mm0420_ini_03Now, would you like to hear th			proximately three busi Security will send a cor- ys after your request. take three WEEKS fro- hange your address on the change take place r check may still go to update our records. Ol don't forget to contact	ness days to nfirmation letter If you have your m the date of your benefit as soon as your old address n, and to make
initial [,]	nitial ^			03	Now, would y	ou like to hear	that information again	?
Grammar								
Sample Expre	ssions			DTM	IF	Reco Var/Op	tion	Confirm
yes, yes please // yes	e			1		<ss5verify_m< td=""><td>nsg_yesno yes></td><td>Never</td></ss5verify_m<>	nsg_yesno yes>	Never
no, no thanks // no				2		<ss5verify_m< td=""><td>nsg_yesno no></td><td>Never</td></ss5verify_m<>	nsg_yesno no>	Never
Actions								
Option		Condition	Action				Transition	
no		Always	All right. If you Otherwise, jus	Prompt : [mm0420_out_01] All right. If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.			goto : mm0200_SFToggle_DS	
yes		Always	Prompt : [mr Sure.	m0420	0_out_02]		Re-Recognition : Reprompt	
Recovery Be	ehavior							
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [mr Let's try again information ag	ıWo)_nm1_01] uld you like to	hear that	Re-Recognition :	
nomatch 2		Always	,	ir the i		jain, press 1. If ress 2.	Re-Recognition :	
nomatch 3		If office_hours=true		aving	0_nm3_01] trouble. To sp nt.' Otherwise		goto : mm0200_SFToggle_DS	
nomatch 3		Else (office_hours=false)	Prompt : [mr Sorry we're ha		0_nm3_02] trouble. Let's	keep going	goto : mm0200_SFT	oggle_DS
noinput 1		Always		e to r	D_ni1_01] epeat that info not, say 'No' of		Re-Recognition :	
noinput 2		If office_hours=true		Prompt : [mm0420_ni2_01] To speak with someone, press 0. Otherwise,			goto : mm0200_SFT	oggle_DS
noinput 2		Else (office_hours=false)		Prompt : [mm0420_ni2_02] Let's keep going			goto : mm0200_SFT	oggle_DS
		Specific Rehavior						
Commands:	State-S	specific Benavior						
See 1.2 Global	Comma	nds						
	Comma	nds						
See 1.2 Global	Comma Confirr Comma	nds mations						

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Parameter	Value
Developer Notes	
Automatically returns to SFMainMenu on 2nd noinput	

mm0430_AddressDisambig_DM

		Cust	omContext R	eco	gnition			<u>()</u>
This is a dis	ambiguatio	n state to determine if the caller	wants to update	their	personal addre	ess or find a So	ocial Security field office.	
Entering Fr	от							
mm0210_SF	-MainMenu	I_DM						
Initial Proi	npts							
Туре	Conditio	on	Name		Wording			
initial	Always		mm0430_ini_	01	Which would Social Securit		- 'Update Your Address'	or 'Find a
Grammar						-		-
Sample Exp	pressions			DTN	ЛF	Reco Var/Op	tion	Confirm
update addr	ess, update	e my address		1		<address_di update_addre</address_di 	sambig_menu ess>	If Necessary
find a Social Security office, Social Security office, find an			an office, office	2		<address_di< td=""><td>sambig_menu office></td><td>If Necessary</td></address_di<>	sambig_menu office>	If Necessary
Actions								
Option		Condition	Action				Transition	
update_add	ress	Always	Assign : curr	ent_t	nt_task =change_address		-	
^	^ ^		Prompt : [mr All right.	Prompt : [mm0430_out_01] All right.			goto : mm0305_ChangeOfAddressKBA_D5	
office		Always	Assign : curr	ent_t	ask =field_offic	ce_locator		
^		^	Prompt : [mr All right.	Prompt : [mm0430_out_02] All right.			goto : mm0320_FieldOfficeLc	cator_SD
Confirmat	ion Prom	pts						
Option	Conditio	on	Name		Wording			
update_add ss	re Always		mm0430_cnf_ 01	_ini_	You want to u	ipdate YOUR a	address. Right?	
office	Always		mm0430_cnf_ 02	_ini_	You'd like to f	ind a local Soc	ial Security office. Right	?
Confirmat	ion Reco	very Behavior						
See 1.3 Glo	bal Confirm	nation						
Recovery	Behavior							
Туре		Condition	Action				Transition	
nomatch 1 Always		Let's try agair	Prompt : [mm0430_nm1_01] Let's try againYou can say 'Update Address' or 'Find an Office'.			Re-Recognition :		
nomatch 2		Always	say 'Update A	would ddre nd a	d like to update ss' or press 1. local Social Se	Otherwise, if	Re-Recognition :	
nomatch 3		Always	Assign : tran	sfer_	reason =error			

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nomatch 3	Always	Prompt : [gl_ Sorry, we see	nm3_01] m to be having trouble.	goto : mm3000_ABRStatus_DS			
noinput 1	Always	If you want to	n0430_ni1_01] update your address, say 'Update erwise, to find a Social Security id an Office'.	Re-Recognition :			
noinput 2	Always	Sorry. If you v say 'Update A you'd like to fi	n0430_ni2_01] would like to update your address, ddress' or press 1. Otherwise, if nd a local Social Security office, office' or press 2.	Re-Recognition :			
noinput 3	Always	Assign : trans	sfer_reason =error				
noinput 3	Always	Prompt : [gl_ Sorry, we see	ni3_01] m to be having trouble.	goto : mm3000_ABRStatus_DS			
Commands: S	tate-Specific Behavior						
See 1.2 Global C	commands						
Commands: C	onfirmations						
See 1.2 Global C	commands						
Config Parame	eters						
Parameter			Value	Value			
Developer Notes	S						

mm0440_DisabilityDisambig_DM

		CustomConte	xt Reco	gnition			<u>((</u>	
This is a disa benefit check	mbiguation state to determine if	the caller wants to ap	ply for ben	efits, check on	the status of a	a claim, or if they're callin	g about a	
Entering Fro	m							
mm0210_SFI	MainMenu_DM							
Initial Prom	npts							
Type Condition Name Wording								
initial	Always	mm0440)_ini_01	Which of these are you calling about you can say 'Apply for Benefits', 'Claim Status', 'Benefit Check', or say 'It's Something Else'.				
Grammar								
Sample Expi	ressions		DTN	ΛF	Reco Var/Op	tion	Confirm	
apply, apply f	or benefits		1		<pre><disability_disambig_menu apply=""></disability_disambig_menu></pre>		If Necessary	
claim status,	status of a claim		2		<disability_disambig_menu claim_status></disability_disambig_menu 		If Necessary	
benefit check	, check		3		<disability_d< td=""><td>isambig_menu check></td><td>If Necessary</td></disability_d<>	isambig_menu check>	If Necessary	
something els	se, it's something else		4		<disability_d< td=""><td colspan="2">disambig_menu else> If Necessar</td></disability_d<>	disambig_menu else> If Necessar		
Actions								
Option	Condition	Action				Transition		
apply	Always	Prompt All right.	: [mm044	0_out_01]		goto : mm3000_ABRSI	atus_DS	
claim_status	Always	claim status Always Assign : current task =application status						

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٨		^	Prompt : [mm044 All right.	0_out_02]	goto : mm0515_ApplicationStatusKBA_D		
check		Always	Assign : current_t	ask =checks			
^		^	Prompt : [mm044 All right.	Prompt : [mm0440_out_03] All right.			
else		Always	Prompt : [mm044 All right.	0_out_04]	goto : mm3000_ABRStatus_DS		
Confirmatio	nfirmation Prompts						
Option	Conditio	on	Name	Wording			
apply	Always		mm0440_cnf_ini_ 01	You want to 'Apply for Ben	nefits'. Right?		
check	Always		mm0440_cnf_ini_ 02	Your calling about a 'Bene	fit Check'. Right?		
claim_status	Always		mm0440_cnf_ini_ 03	You want to check the 'Sta	atus of a Claim'. Right?		
else	Always		mm0440_cnf_ini_ 04	You're calling about 'Some	ething Else.' Right?		
Confirmatio	n Reco	very Behavior					
See 1.3 Globa	al Confirm	ation					
Recovery B	ehavior						
Туре		Condition	Action		Transition		
nomatch 1		Always		0_nm1_01] u can say 'Apply for tatus', 'Benefit Check', or 'It'	s Re-Recognition :		
nomatch 2		Always	benefits, say 'Appl you need to check claim, say 'Claim S calling about a dis	0_nm2_01] to apply for disability y for Benefits' or press 1. If the status of a disability Status' or press 2. If you are ability check, say 'Benefit OR, for anything else, pres	2		
nomatch 3		Always	Assign : transfer_	reason =error			
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to		goto : mm3000_ABRStatus_DS		
noinput 1		Always	If you need to app 'Apply for Benefits' status of a disabilit you are calling abo	Prompt : [mm0440_ni1_01] Re-Recognition : If you need to apply for disability benefits, say 'Apply for Benefits'. If you need to check the status of a disability claim, say 'Claim Status'. If you are calling about a disability check, say 'Benefit Check'. OR, for anything else, say 'It's Something Else' or press 4			
noinput 2 A		Always	benefits, say 'Appl you need to check claim, say 'Claim S calling about a dis	0_ni2_01] to apply for disability y for Benefits' or press 1. If the status of a disability Status' or press 2. If you are ability check, say 'Benefit OR, for anything else, pres	2		
noinput 3		Always	Assign : transfer_	reason =error			
noinput 3		Always	Prompt : [gl_ni3_	01] be having trouble.	goto : mm3000_ABRStatus_DS		

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Commands: State-Specific Behavior						
See 1.2 Global Commands						
Commands: Confirmations						
See 1.2 Global Commands						
Config Parameters						
Parameter	Value					
Developer Notes						

mm0450_EmploymentDisambig_DM

		CustomContext Rec	ognition			
	sambiguation state to determine if th employment.	e caller needs a copy of the	re work history	r (form 7004) or i	f they are calling about so	omething else
Entering F	rom					
mm0210_S	SFMainMenu_DM					
Initial Pro	ompts					
Туре	Condition	Name	Wording			
initial	Always	mm0450_ini_01	Do you nee	d a copy of your	work history?	
Grammaı	r					
Sample Ex	pressions	D	TMF	Reco Var/Op	tion	Confirm
yes		1		<pre><employment_disambig_menu_yes no="" yes=""></employment_disambig_menu_yes></pre>		
no		2		<pre><employment_disambig_menu_ no no></employment_disambig_menu_ </pre>		Never
Actions						
Option	Condition	Action			Transition	
no	Always	Prompt : [mm0 All right.				atus_DS
yes	Always	Assign : current	_task =transcr	iption_7004	-	
^	^	Prompt : [mm0 All right.	450_out_02]		goto : mm2000_ReceivingBenefits_DM	
Recovery	/ Behavior					
Туре	Condition	Action			Transition	
nomatch 1	Always	Prompt : [mm0 Let's try againI work history?		. copy of your	Re-Recognition :	
nomatch 2	Always	Sorry. If you nee	Prompt : [mm0450_nm2_01] Sorry. If you need a copy of your work history, say 'Yes' or press 1. If not, say 'No' or press 2.			
nomatch 3	Always	Assign : transfe	r_reason =erro	or		
nomatch 3	Always	Prompt : [gl_nn Sorry, we seem		ouble.	goto : mm3000_ABRSt	atus_DS
noinput 1	Always	Prompt : [mm0 If you need a co known as form 7	py of your work	history, also If not, say 'No'.	Re-Recognition :	

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noinput 2	Always	Sorry. If you	n0450_ni2_01] need a copy of your work history, ress 1. If not, say 'No' or press 2.	Re-Recognition :				
noinput 3	Always	Assign : trans	sfer_reason =error					
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] m to be having trouble.	goto : mm3000_ABRStatus_DS				
Commands: State-	Commands: State-Specific Behavior							
See 1.2 Global Comma	inds							
Commands: Confin	mations							
See 1.2 Global Comma	inds							
Config Parameters								
Parameter			Value					
Developer Notes								

mm0460_SSNVerification_DM

			Custom	Context R	eco	gnition			<u>()</u>
This state	advises the o	caller on how to verify	a Social Secu	riy number, w	heth	er they are an	employer or ca	Illing to verify their ow	vn.
Entering	From								
mm0210_	SFMainMenu	I_DM							
Initial Pr	ompts								
Туре	Conditio	on	1	Name		Wording			
initial	Always			mm0460_ini_(ini_01 If you're an employer calling ot verify the Social Security num of current or former employees, you'll need to visit our websi 'Social Security dot G O V, slash B S O'. If you're calling ver OWN Social Security number, you'll need to visit your local S Security Field Office.				it our website at e calling verify you
initial	^		1	mm0460_ini_(02	<500ms silence>			
initial	^		1	mm0460_ini_(_03 You can say 'Repeat That' or 'Find an Office'. Or, if you're fir just say 'I'm Finished'.				, if you're finished,
Gramma	ar								
Sample E	Expressions				DTN	ΛF	Reco Var/Op	tion	Confirm
repeat, re	peat that				1		<ssn_verify_< td=""><td>menu repeat></td><td>Never</td></ssn_verify_<>	menu repeat>	Never
find an off	ice, local offic	e			2		<ssn_verify_< td=""><td>menu office></td><td>If Necessary</td></ssn_verify_<>	menu office>	If Necessary
i'm finishe	d, i'm done				3	<ssn_verify< td=""><td>menu finished></td><td>Never</td></ssn_verify<>		menu finished>	Never
Actions									
Option		Condition	4	Action				Transition	
office		Always		Assign : curre	ent_t	ask =field_offic	e_locator		
^				Prompt : [mm0460_out_01] All right.			goto : mm0320_FieldOfficeLocator_SD		
finished Always		1	Prompt : [mm0460_out_02] If you're done, feel free to hang up. Otherwise,			p.	goto : mm0200_SFToggle_DS		
Confirm	ation Prom	pts							
Option	Conditio	on		Name		Wording			
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office	Always	mm0460_cnf_ini_ 01	You'd like to	find a local Soc	ial Security office.	Right?	
Confirmati	on Recovery Behavior						
See 1.3 Glob	al Confirmation						
Recovery	Behavior						
Туре	Condition	Action			Transition		
nomatch 1	Always	Let's try againYo	Prompt : [mm0460_nm1_01] Let's try againYou can say 'Repeat', 'Find an Office', or 'I'm Finished'.			:	
nomatch 2	Always	Sorry. To hear tha 'Repeat' or press 3 Social Security off press 2. OR, if yo	Prompt : [mm0460_nm2_01] Sorry. To hear that information again, say 'Repeat' or press 1. If you want to find a local Social Security office, say 'Find an Office' or press 2. OR, if you're finished, simply say 'I'm Finished' or press 3.			Re-Recognition :	
nomatch 3	Always	Assign : transfer_	reason =erro	r			
nomatch 3	Always	Prompt : [gl_nm3 Sorry, we seem to		ouble.	goto : mm3000_	ABRStatus_DS	
noinput 1	Always	To hear that inform you need to verify number and want office, say 'Find ar	Prompt : [mm0460_ni1_01] I To hear that information again, say 'Repeat'. If you need to verify your own Social Security number and want to find a local Social Security office, say 'Find an Office'. OR, if you're finished, simply say 'I'm Finished'.			Re-Recognition :	
noinput 2	Always	Sorry. To hear the 'Repeat' or press 2 Social Security off	Prompt : [mm0460_ni2_01] Sorry. To hear that information again, say 'Repeat' or press 1. If you want to find a local Social Security office, say 'Find an Office' or press 2. OR, if you're finished, simply say 'I'm			Re-Recognition :	
noinput 3	Always	Assign : transfer_	reason =erro	r			
noinput 3	Always	Prompt : [gl_ni3_ Sorry, we seem to		ouble.	goto : mm3000_ABRStatus_DS		
Command	s: State-Specific Behavior	·					
Туре	Condition	Action			Transition		
epeat		Prompt : [mm046 Sure.	60_repeat_01]	Re-Recognition	: Reprompt	
Command	s: Confirmations						
See 1.2 Glob	al Commands						
Command	s: Grammar						
Sample Exp	ressions		DTMF	Command		Confirm	
epeat that, i	at that, repeat 9 repeat					Never	
Config Pa	ameters						
Parameter		Val	ue				

$mm0470_ReplacementDisambig_DM$

CustomContext Recognition

<u>()</u>

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This is a di	sambiguatior	n state to determine if th	he caller wants to get a rep	place	ement 1099, ca	rd, or somethin	ng else.		
Entering F	rom								
mm0210_9	SFMainMenu	_DM							
Initial Pro	ompts								
Туре	Conditio	on	Name	Name Wording					
initial	Always		mm0470_ini_(01			to replace a 'Benefit al Security Card', or sa		
Gramma	r				·				
Sample E	pressions			DTI	ИF	Reco Var/Op	tion	Confirm	
benefits statement, 1099				1		< replacemen 1099>	t_disambig_menu	If Necessary	
medicare c	ard, social s	ecurity card, card		2		< replacemen card>	t_disambig_menu	If Necessary	
something else				3		< replacemen else>	t_disambig_menu	If Necessary	
Actions									
Option	Dption Condition Action						Transition		
1099		Always	Assign : curre	ent_t	ask =benefits_	statement			
^			All right. Repl	[mm0470_out_01] Replacement Benefits Statement (or			goto : mm0525_BenefitsStatementKBA_DS		
card				nm0470_out_02] placement Card.			goto : mm1300_Whic	chCard_DM	
else		Always	Prompt : [mn All right.	mpt: [mm0470_out_03] right.			goto : mm3000_ABR	Status_DS	
Confirma	tion Prom	pts							
Option	Conditio	on	Name		Wording				
1099	Always		mm0470_cnf_ 01	_ini_	You want a re	placement 'Be	enefits Statement (or 1099)'. Right?		
card	Always		mm0470_cnf_ 02	_ini_	You want a re	placement 'Me	dicare or Social Secur	ity Card'. Right?	
else	Always		mm0470_cnf_ 03	_ini_	You're calling	about 'Someth	ing Else.' Right?		
Confirma	tion Recov	very Behavior							
See 1.3 GI	obal Confirm	ation							
Recovery	/ Behavior								
Туре		Condition	Action				Transition		
nomatch 1 Always			IYo 1edic	u can say 'Ben are or Social S		Re-Recognition :			
nomatch 2		Always	Sorry. If you r 'Benefits State replacement 'I	Prompt : [mm0470_nm2_01] Sorry. If you need to get a replacement Benefits Statement (or 1099)', press 1. For a eplacement 'Medicare or Social Security Card press 2. OR, for anything else, press 3.		ess 1. For a Security Card',	Re-Recognition :		
nomatch 3		Always	Assign : trans	sfer_	reason =error				
nomatch 3		Always	Prompt : [gl_	nm3	_01]		goto : mm3000_ABR	Status_DS	

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		Sorry, we see	m to be having trouble.	
noinput 1	Always	You can say ' 'Medicare or S	n0470_ni1_01] Benefits Statement' or press 1, Social Security Card' or press 2, omething Else' or press 3.	Re-Recognition :
noinput 2	Always	Sorry. If you 'Benefits State replacement '	n0470_ni2_01] need to get a replacement ement (or 1099)', press 1. For a Medicare or Social Security Card', for anything else, press 3.	Re-Recognition :
noinput 3	Always	Assign : trans	sfer_reason =error	
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] m to be having trouble.	goto : mm3000_ABRStatus_DS
Commands: S	tate-Specific Behavior			
See 1.2 Global C	ommands			
Commands: C	onfirmations			
See 1.2 Global C	ommands			
Config Parame	eters			
Parameter			Value	
Developer Notes	5			

mm0500_BEVEKBA_DS

Decision						
Sets variable for use by the KBA for the 'Benefit	s Verification' task					
Entering From						
mm0900_BenefitsMoreOptions_DM, mm2010_ mm0610_BackoffOtherOptionsMenu_DM	mm0900_BenefitsMoreOptions_DM, mm2010_BenefitsEarnings_DM, mm2300_FormsGeneral_DM, mm2400_EarningsMenu_DM, mm0610_BackoffOtherOptionsMenu_DM					
Actions	Actions					
Condition	Action	Transition				
Always Assign : beve_transaction_status =Undefined goto : mm0505_BEVE_SD						
Developer Notes						

mm0505_BEVE_SD

Subdialog Call			1		
Subdialog call for Benefits Verification					
Entering From					
mm0500_BEVEKBA_DS					
Dialog called					
Proceed to initial node in: BenefitsVerification	Proceed to initial node in: BenefitsVerification				
Input parameters					
Parameter		Value			

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Output parameters			
Variable		Subdialog Variable	
Actions			
Condition	Action		Transition
If attestation_confirmed=declined			goto : mm3000_ABRStatus_DS
Elseif beve_transaction_status=success			goto : mm0200_SFToggle_DS
Elseif beve_transaction_status=change_address			goto : mm3000_ABRStatus_DS
Else (beve_transaction_status=failure)	Assign : transfer_rease	on =failure	goto : mm3000_ABRStatus_DS
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			

mm0515_ApplicationStatusKBA_DS

Decision						
Sets variable for use by the KBA for the 'Claim S	Status' task					
Entering From						
mm0210_SFMainMenu_DM,mm0600_BackoffMainMenu_DM,mm0700_Benefits_DM,mm0810_ApplicationStatusQuestion_DM, mm0440_DisabilityDisambig_DM						
Actions						
Condition	Action	Transition				
Always Assign : claims_transaction_status =Undefined goto : mm0520_ApplicationStatus_SD						
Developer Notes						

mm0520_ApplicationStatus_SD

Subdialog Call				
Subdialog call for Claim Status				
Entering From				
mm0515_ApplicationStatusKBA_DS				
Dialog called				
Proceed to initial node in: ClaimStatusRequ	uests			
Input parameters				
Parameter		Value		
Output parameters				
Variable		Subdialog Variable		
Actions				
Condition	Action		Transition	
Nuenes Communications	Qa sial Qa si	with (A characteristic a	D	a 60 af 262

If attestation_confirmed=declined		goto : mm3000_ABRStatus_DS
Elseif claims_transaction_status=success		goto : mm0200_SFToggle_DS
Elseif claims_transaction_status=no_confirmation_nu mber		goto : mm3000_ABRStatus_DS
Else (claims_transaction_status=failure)	Assign : transfer_reason =failure	goto : mm3000_ABRStatus_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		

mm0525_BenefitsStatementKBA_DS

Decision						
Sets variable for use by the KBA for the 'Bene	fits statement' task					
Entering From						
mm0210_SFMainMenu_DM,mm2010_BenefitsEarnings_DM,mm2300_FormsGeneral_DM,mm2400_EarningsMenu_DM, mm0610_BackoffOtherOptionsMenu_DM,mm0470_ReplacementDisambig_DM						
Actions						
Condition	Action	Transition				
Always	Assign : benefits_statement_transaction_status =Undefined	goto : mm0530_BenefitsStatement_S	SD			
Developer Notes						

mm0530_BenefitsStatement_SD

Subdialog Call				
Subdialog call for Benefits Statement				-
Entering From				
mm0525_BenefitsStatementKBA_DS				
Dialog called				
Proceed to initial node in: ReplacementBer	nefitStatement			
Input parameters				
Parameter		Value		
Output parameters				
Variable		Subdialog Variable		
Actions				
Condition	Action		Transition	
If attestation_confirmed=declined			goto : mm3000_ABRStatus_DS	
Elseif benefits_statement_transaction_status=succes s			goto : mm0200_SFToggle_DS	
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Elseif benefits_statement_transaction_status=previou s_year	goto : mm3000_ABRStatus_DS
Elseif benefits_statement_transaction_status=field_off ice	goto : mm0320_FieldOfficeLocator_SD
Elseif benefits_statement_transaction_status=replace ment	goto : mm3000_ABRStatus_DS
Else (benefits_statement_transaction_status=failure)	goto : mm3000_ABRStatus_DS
Recovery Behavior	
See 1.1 Global Recovery Behavior	
Developer Notes	

mm0540_BestTimeMsg_PP

Play Prompt						(1)
Informational	message about the best time to ca	ll				
Entering Fro	m					
Initial Prom	pts					
Туре	Condition		Name	Wording		
initial	Always		mm0540_out_01	(except for holiday early in the month. week - to use our a	le Monday through Friday from 7 AM f s). Our lines are busiest early in the w You can call any time - 24 hours a da automated services. And when you ca I Security number handy.	eek and ly, 7 days a
initial	^		mm0540_out_02 <500ms silence>			
initial	^		mm0540_out_03	Now,		
Actions						
Condition		Action			Transition	
Always					goto : mm0200_SFToggle_DS	
Developer Notes						
NOTE: this st	ate is currently NOT called					

mm0545_TranscriptionKBA_DS

Decision					
Sets variable for use b	y the KBA for the 'Tran	scription' tasks			
Entering From					
mm0210_SFMainMen mm1520_GetForm_DI		fitsMoreOptions_DM,mm2040_FutureBenefits_ gFormQuestion_DM	DM, mm2400_EarningsMenu_DM,		
Actions					
Condition		Action	Transition		
If current_task = transcription_7004	AND If form_7004_delivery		goto : mm3000_ABRStatus_DS		
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	= false		
Else		Assign : transcription_transaction_status =Undefined	goto : mm0550_Transcription_SD
Developer Notes			

mm0550_Transcription_SD

Subdialog Call						
Subdialog call for Transcription						
Entering From						
mm0545_TranscriptionKBA_DS						
Dialog called						
Proceed to initial node in: Transcription						
Input parameters						
Parameter Value						
Output parameters						
Variable		Subdialog Varia	ble			
Actions						
Condition	Action		Transition			
If attestation_confirmed=declined			goto : mm3000_ABRStatus_DS			
Elseif transcription_transaction_status=success			goto : mm0200_SFToggle_DS			
Else (transcription_transaction_status=failure)	Else (transcription_transaction_status=failure) Assign : transfer_reason =failure goto : mm3000_ABRStatus_DS					
Recovery Behavior						
See 1.1 Global Recovery Behavior						
Developer Notes						

mm0560_MRCKBA_DS

Decision								
Sets variable for use by the KBA for the 'Medicare Replacement Card' task								
Entering From								
mm0210_SFMainMenu_DM, mm1105_MedicareCardsMenu_DM, mm1710_ReplacementCardQuestion_DM								
Actions								
Condition Action Transition								
Always Assign : mrc_transaction_status =Undefined goto : mm0565_MRC_SD								
Developer Notes								

mm0565_MRC_SD

Subdialog Call

۴

Subdialog call for Medicare Replacement Card						
Entering From						
mm0560_MRCKBA_DS						
Dialog called						
Proceed to initial node in: MedicareReplace	ementCard					
Input parameters						
Parameter		Value				
Output parameters		•				
Variable		Subdialog Variable				
Actions						
Condition	Action		Transition			
If attestation_confirmed=declined			goto : mm3000_ABRStatus_DS			
Elseif mrc_transaction_status=success			goto : mm0200_SFToggle_DS			
Elseif mrc_transaction_status=change_address	-		goto : mm3000_ABRStatus_DS			
Else (mrc_transaction_status=failure)	Assign : transfer_rease	on =failure	goto : mm3000_ABRStatus_DS			
Recovery Behavior						
See 1.1 Global Recovery Behavior						
Developer Notes						

mm0600_BackoffMainMenu_DM

CustomContext Recognition							
Directed D	ialog version of the Mai	n Menu.					
Entering F	From						
mm0210_9	SFMainMenu_DM, mm()200_SFToggle_DS,m	m0610_BackoffOth	nerOptionsMenu_DM			
Initial Pro	ompts						
Type Condition Name Wording							
initial	If first_entry=true	If non_national_transfe r=true	mm0600_ini_01	Okay. Which of these are you calling about - 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'			
initial	^	Else (non_national_transf er=false)	mm0600_ini_02	Tell me which of these sounds closest to what you're calling about - 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'			
initial	Else (first_entry=false)	If backoff_menu_go_b ack=false	mm0600_ini_03	Tell me what else I can help you with - 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'			
initial	^	Else (backoff_menu_go_b ack=true)	mm0600_ini_04	You can say 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear the OTHER options again, say 'Other Options.'			
reprompt	After 'repeat' or disconfirmation	Always	mm0600_ree_01	Which of these are you calling about - you can say 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'			

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Grammar						
Sample Expressions	S		DTMF Reco Var/Option		tion	Confirm
check claim status, cl status // claim status	aim status, application st	atus, check application	1	<backoff_ma </backoff_ma application_s		If Necessary
?update personal info // update personal info	ormation, update ?person ormation	al information	2	<backoff_ma< td=""><td>ain_menu update></td><td>If Necessary</td></backoff_ma<>	ain_menu update>	If Necessary
?[new replacement (r card[s] // cards	new or replacement)] ?[(s	ocial security) medicare]	3	<backoff_ma< td=""><td>ain_menu cards></td><td>If Necessary</td></backoff_ma<>	ain_menu cards>	If Necessary
medicare // medicare			4	<backoff_ma< td=""><td>ain_menu medicare></td><td>If Necessary</td></backoff_ma<>	ain_menu medicare>	If Necessary
find ?(a social securit // office locations	y) office, office ?locations		5	<backoff_ma< td=""><td></td><td>If Necessary</td></backoff_ma<>		If Necessary
[other more] options, // other options	something else, none ?(c	f [them those])	6	<backoff_mackoff_macking </backoff_mackoff_macking other_options		Always
repeat, repeat that // repeat			9	<backoff_ma< td=""><td>ain_menu repeat></td><td>Never</td></backoff_ma<>	ain_menu repeat>	Never
Actions						
Option	Condition	Action			Transition	
application_status	Always	Assign : curr	ent_task =applicat	ion_status		
^	^	Assign : first	_entry =false			
^	^	Assign : bac	koff_menu_go_ba	ck =false		
٨	^	Prompt : [mi Okay. Claim	m0600_out_01] Status.		goto : mm0515_ApplicationStatusKBA_DS	
cards	Always	Assign : bac	koff_menu_go_ba			
^	^	Assign : first	_entry =false			
٨	^	Prompt : [mi All right. Card	m0600_out_02] ls.		goto : mm1300_Whic	hCard_DM
medicare	Always	Assign : bac	koff_menu_go_ba	ck =false		
^	^	Assign : first	_entry =false			
٨	^	Prompt : [mi All right. Medi	m0600_out_03] icare.		goto : mm1700_MedicareAp	plyMenu_DM
office_locations	Always	Assign : bac	koff_menu_go_ba	ck =false		
^	^	Assign : curr	ent_task =field_of	fice_locator		
^	^	Assign : first	_entry =false			
٨	^	Prompt : [mi All right. Offic	m0600_out_04] e Locations.		goto : mm0320_FieldOfficeL	ocator_SD
other_options	Always	Assign : first	_entry =false			
^	^	Prompt : [mi All right.	m0600_out_05]	goto : mm0610_BackoffOthe DM	erOptionsMenu	
update	Always	Assign : bac	koff_menu_go_ba	ck =false		
^	^	Assign : first	_entry =false			
٨	^	Prompt : [mi Okay. Update	m0600_out_06] e Information.		goto : mm0910_UpdatePers	onalInfo_DM
repeat	Always	Prompt : [mi Sure.	m0600_out_07]		Re-Recognition : Rep	prompt

Confirmatio	n Prom	pts						
Option	Conditio	on	1	Vame	Wording			
application_st atus	Always			mm0600_cnf_ini_)1	You're calling about the 'Stat	tus of a Claim.'		
cards	Always			mm0600_cnf_ini_)2	You want 'Cards.'			
medicare	Always			mm0600_cnf_ini_)3	You want 'Medicare.'			
office_locatio ns	Always			mm0600_cnf_ini_ 04	You're calling to find a Socia	I Security office.		
other_options	Always			mm0600_cnf_ini_)5	You'd like to hear 'Other Opt	ions.'		
update	Always			mm0600_cnf_ini_ 06	You're calling to Update Per	sonal Information.		
	Always		Į	gl_cnf_ini_02	Right?			
Confirmatio	n Reco	very Behavior	I					
See 1.3 Globa	al Confirm	ation						
Recovery B	ehavior							
Туре		Condition		Action		Transition		
nomatch 1		Always	I F	Prompt : [mm0600_nm1_01] Let's try again. You can say 'Claim Status' or press 1, 'Update Information' or press 2, 'Cards' or 3, 'Medicare' or 4, 'Office Locations' or 5, or say 'Other Options' or press 6.		Re-Recognition :		
nomatch 2		^	2 	Prompt : [mm0600_nm2_01] Sorry. To check the status of an application or claim you've already filed, press 1. To update personal information (like your name, address, or direct deposit information), press 2. To request a new or replacement CARD, 3. For questions about Medicare, 4. To find a Social Security office in your area, 5. Or, to hear additional options, press 6.		Re-Recognition :		
nomatch 3		Always		Assign : transfer_	reason =error			
nomatch 3		Always		Prompt : [gl_nm3 Sorry, we seem to	_01] be having trouble.	goto : mm3000_ABRStatus_DS		
noinput 1		^	 	Prompt : [mm0600_ni1_01] If you're calling to check the status of an application or claim you've already filed, say 'Claim Status' or press 1. To update personal information (like your name or address), say 'Update Information' or press 2. To request a new or replacement CARD, say 'Cards' or press 3. For questions about Medicare benefits or eligibility, say 'Medicare' or press 4. To find a Social Security office in your area, say 'Office Locations' or press 5. Or, to hear additional options, say 'Other Options' or press 6.		If you're calling to check the status of an application or claim you've already filed, say 'Claim Status' or press 1. To update personal information (like your name or address), say 'Update Information' or press 2. To request a new or replacement CARD, say 'Cards' or press 3. For questions about Medicare benefits or eligibility, say 'Medicare' or press 4. To find a Social Security office in your area, say 'Office Locations' or press 5. Or, to hear additional		Re-Recognition :
noinput 2 ^ Prompt : [m Sorry. To chu claim you've personal info or direct dep request a ne questions ab		claim you've alread personal information or direct deposit in request a new or re questions about M	0_ni2_01] e status of an application or dy filed, press 1. To update on (like your name, address, formation), press 2. To eplacement CARD, 3. For edicare, 4. To find a Social our area, 5. Or, to hear	Re-Recognition :				

		additional options, press 6.					
noinput 3	Always	Assign : transfer_reason =error					
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS				
Commands: State-Specific Behavior							
See 1.2 Global C	Commands						
Commands: D	Disabled Globals						
StartOver, repea	t						
Commands: C	Confirmations						
See 1.2 Global C	Commands						
Config Param	eters						
Parameter		Value					
Developer Note	S	•					

mm0610_BackoffOtherOptionsMenu_DM

	CustomContext Recognition							
Additional D	irected Dialog Main Menu options.							
Entering Fi	rom							
mm0600_B	ackoffMainMenu_DM							
Initial Pro	mpts							
Туре	Condition	Name		Wording				
initial	Always	mm0610_ini_	You can also set up or change 'Direct Deposit,' 'Apply for Bene request a 'Proof of Income' letter, or get a replacement '1099 Benefits Statement.' Or, for anything else, just say 'It's Somethi Else.'			ent '1099		
reprompt	After 'repeat' or disconfirmation	mm0610_ree	e_01 You can set up or change 'Direct Deposit,' 'Apply for Benefits,' request a 'Proof of Income' letter, or get a replacement '1099 Benefits Statement.' Or, for anything else, just say 'It's Something Else.'					
Grammar	<u>.</u>			•				
Sample Ex	pressions		DTN	ΛF	Reco Var/Option	Confirm		
?([(set up) c // direct_dep	hange (set up or change)] direct deposit posit		1		<backoff_other_options_menu </backoff_other_options_menu direct_deposit>	If Necessary		
apply ?(for I // application			2		<backoff_other_options_menu </backoff_other_options_menu application>	If Necessary		
?([request g // proof_of_i	et] a) proof of income ?letter ncome		3		<pre><backoff_other_options_menu proof_of_income=""></backoff_other_options_menu></pre>			
?(get a) ?replacement [1099 (benefits statment) (1099 ?benefits statement)] // benefits_statement		benefits	4		<backoff_other_options_menu </backoff_other_options_menu benefits_statement>	If Necessary		
?[it's (i'm calling about)] something else, other // something_else			5		<backoff_other_options_menu </backoff_other_options_menu something_else>	If Necessary		
go back ?(to previous menu) // go_back			6		<backoff_other_options_menu </backoff_other_options_menu go_back>	If Necessary		
repeat, repe	eat that		9		<backoff_other_options_menu< td=""><td>Never</td></backoff_other_options_menu<>	Never		

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// repeat						repeat>		
<dtmf_*> // DTMF only</dtmf_*>				*		< backoff_oth spanish>	ner_options_menu	Never
Actions								•
Option		Condition	Action				Transition	
application		Always		Okay. Apply for Benefits.		goto : mm0800_BenefitsApp M	licationMenu_D	
benefits_state	ment	Always	Assign : curre	ssign : current_task =benefits_statement				
۸		^	Prompt : [mr Okay. 1099 S	n061 taten	.0_out_02] nent.		goto : mm0525_BenefitsStat	ementKBA_DS
direct_deposit		Always	Assign : curre	ent_t	ask =direct_de	posit		
۸		^	Prompt : [mr Okay. Direct [goto : mm0325_DirectDepos	iitKBA_DS
go_back		Always	Assign : back	koff_i	menu_go_back	a =true		
^		^	Prompt : [mr Sure. Here ar		.0_out_04] se options aga	in	goto : mm0600_BackoffMair	Menu_DM
proof_of_inco	me	Always	Assign : curre	ent_t	ask =benefits_	verification		
^		^	Prompt : [mr Okay. Proof (Prompt : [mm0610_out_05] Dkay. Proof Of Income.		goto : mm0500_BEVEKBA_DS		
something_els	se	Always	Prompt : [mr Okay.	n061	0610_out_06] goto : mm3000_ABRStat		Status_DS	
repeat		Always	Prompt : [mr Sure.	n061	0610_out_07] Re-Recognition : Repromp		prompt	
Confirmatio	n Prom	pts						
Option	Conditio	on	Name		Wording			
application	Always		mm0610_cnf_ 01	nf_ini_ You want to 'Apply for Benefits.'				
benefits_stat ement	Always		mm0610_cnf_ 02	_ini_	You want to g	et a 'Replacem	nent 1099' statement.	
direct_deposi t	Always		mm0610_cnf_ 03	_ini_	You want 'Direct Deposit.'			
go_back	Always		mm0610_cnf_ 04	_ini_	You want to 'Go Back' to the previous menu.			
proof_of_inco me	Always		mm0610_cnf_ 05	_ini_	You're calling about 'Proof of Income.'			
something_el se			mm0610_cnf_ 06	_ini_	You're calling about 'Something Else.'			
	Always		gl_cnf_ini_02		Right?			
Confirmatio	n Recov	very Behavior						
See 1.3 Globa	al Confirm	ation						
Recovery B	ehavior							
Туре		Condition	Action				Transition	
Let pre Inco Sor pre		Let's try again press 1, 'Appl Income' or 3, Something Els	Prompt : [mm0610_nm1_01] Let's try again. You can say 'Direct Deposit' or press 1, 'Apply for Benefits' or press 2, 'Proof of Income' or 3, 'Replacement 1099' or 4, 'It's Something Else' or 5, or to go back to the previous menu of options, say 'Go Back' or press 6.		Re-Recognition :			

nomatch 2	^	1. To apply for of income letter benefits statem	0610_nm2_01] o or change direct deposit, pres benefits, press 2. To get a pro r, 3. To get a replacement 1099 ent, 4. For anything else, 5. O le PREVIOUS menu options,	of
nomatch 3	Always	Assign : transf	er_reason =error	
nomatch 3	Always	Prompt : [gl_n Sorry, we seem	m3_01] n to be having trouble.	goto : mm3000_ABRStatus_DS
noinput 1	^	Social Security press 1. To app Benefits' or pre income or bene of Income' or pr 1099 benefits s 1099' or press Something Else	0610_ni1_01] ange direct deposit of your benefits, say 'Direct Deposit' o oly for benefits, say 'Apply for ss 2. To request a proof of effts verification letter, say 'Proo ress 3. To get a replacement tatement, say 'Replacement 4. For anything else, say 'It's e' or press 5. Or, to go back to a menu options, say 'Go Back' o	f
noinput 2	^	1. To apply for of income letter benefits statem	0610_ni2_01] o or change direct deposit, pres benefits, press 2. To get a pro r, 3. To get a replacement 1099 ent, 4. For anything else, 5. O e PREVIOUS menu options,	of
noinput 3	Always	Assign : transf	er_reason =error	
noinput 3	Always	Prompt : [gl_n Sorry, we seem	i3_01] 1 to be having trouble.	goto : mm3000_ABRStatus_DS
Commands: St	tate-Specific Behavior			
See 1.2 Global Co	ommands			
Commands: Di	isabled Globals			
StartOver, repeat				
Commands: Co	onfirmations			
See 1.2 Global Co	ommands			
Config Parame	eters			
Parameter		1	/alue	
		-	-	
Developer Notes				

mm0700_Benefits_DM

CustomContext Recognition						
Benefits disambiguation menu						
n						
1ainMenu_DM						
pts						
Condition	Name	Wording				
	nbiguation menu m MainMenu_DM pts	nbiguation menu m MainMenu_DM pts				

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initial	Always		mm0700_ini_	01	a Claim,' set u	up or change 'E	Apply For Benefits,' check Direct Deposit,' or ask ab ptions, just say 'Other Op	out a 'Benefits	
Grammar								,	
Sample Expr	essions			DTN	ЛF	Reco Var/Op	tion	Confirm	
		curity) medicare] benefi	ts)	1		<benefits_m< td=""><td></td><td>If Necessary</td></benefits_m<>		If Necessary	
[claim application] status, ?(check the) status of an [application claim // application_status			of an [application claim]	2	<benefits_me< td=""><td>enu application_status></td><td>If Necessary</td></benefits_me<>		enu application_status>	If Necessary	
?[(set up) change] direct deposit // direct_deposit			3		<benefits_menu direct_deposit=""></benefits_menu>		If Necessary		
?(benefits) payment ?(question) // payment				4		<benefits_menu payment=""></benefits_menu>		If Necessary	
?(hear) [other more] options // other_options				5 		enu other_options>	If Necessary		
Actions									
Option		Condition	Action				Transition		
application_st	atus	Always	Assign : curr	ent_t	ask =applicatio	on_status			
٨		^		pt : [mm0700_out_01] Claim Status.			goto : mm0515 ApplicationStatusKBA DS		
apply		Always		Prompt : [mm0700_out_02] Okay. Apply for Benefits.			goto : mm0800_BenefitsApplicationMenu_D M		
direct_deposit	:	Always	Assign : curr	Assign : current_task =direct_deposit					
٨		^		Prompt : [mm0700_out_03] Okay. Direct Deposit.			goto : mm0325_DirectDepositKBA_DS		
other_options	her_options Always Prompt : Sure.			[mm0700_out_04]			goto : mm0900_BenefitsMoreOptions_DM		
			Prompt : [mm0700_out_05] Dkay. Payments.			goto : mm1900_ReceivingBenefits_DM			
Confirmatio	on Prom	pts					•		
Option	Conditio	on	Name		Wording				
application_st atus	Always		mm0700_cnf 01	_ini_	You're calling	pu're calling about the 'Status of a Claim.' Right?			
apply	Always		mm0700_cnf_ 02	_ini_	Sounds like y	Sounds like you're calling for help with an application		. Is that right?	
direct_deposi t	Always		mm0700_cnf_ 03	_ini_	You want 'Direct Deposit.' Right?				
other_options	Always		mm0700_cnf_ 04	_ini_	You'd like to hear more options. Right?				
payment	nt Always mm0700_cnf 05		_ini_	i_ You want 'Payments.' Right?					
Confirmatio	n Reco	very Behavior							
See 1.3 Globa	al Confirm	ation							
Recovery B	ehavior								
Type Condition Ad		Action	Action			Transition			
nomatch 1 Always P B		Let's try again Benefits' or p	Prompt : [mm0700_nm1_01] Let's try again You can say 'Apply For Benefits' or press 1, 'Claim Status' or press 2, 'Direct Deposit' or 3, 'Benefits Payment' or 4, Or			Re-Recognition :			
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		or				
nomatch 2	^	Prompt : [mm0700_nm2_01] Sorry. To get help with an application for benefits, press 1. To check the status of a cla or application you've ALREADY filed, press 2 you'd like to set up or change direct deposit of your benefits payments, press 3. For question about your benefits payments, press 4. Or to hear additional benefits options, press 5.	. If f ns			
nomatch 3	Always	Assign : transfer_reason =error				
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS			
noinput 1	^	Prompt : [mm0700_ni1_01] To get help with an application for Social Security or Medicare benefits, say 'Apply For Benefits' or press 1. To check the status of a claim or application you've ALREADY filed, s 'Claim Status' or press 2. If you'd like to set u or change direct deposit of your benefits payments, say 'Direct Deposit' or press 3. Fo questions about your benefits payments, say 'Benefits Payment' or press 4. Or to hear additional benefits options, just say 'Other Options' or press 5.	Re-Recognition :			
noinput 2	^	Prompt : [mm0700_ni2_01] Sorry. To get help with an application for benefits, press 1. To check the status of a cla or application you've ALREADY filed, press 2 you'd like to set up or change direct deposit of your benefits payments, press 3. For question about your benefits payments, press 4. Or to hear additional benefits options, press 5.	. lf f ns			
noinput 3	Always	Assign : transfer_reason =error				
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS			
Commands: St	tate-Specific Behavior					
See 1.2 Global C	ommands					
Commands: C	onfirmations					
See 1.2 Global C	ommands					
Config Parame	eters					
Parameter		Value	Value			
 Developer Notes						

mm0800_BenefitsApplicationMenu_DM

CustomContext Recognition				
Benefits application disambiguation menu.				
Entering From				
mm0210_SFMainMenu_DM, mm0700_Benefits_DM, mm0610_BackoffOtherOptionsMenu_DM				
Initial Prompts				

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Туре	Conditio	on	Name		Wording				
initial	First entr	ry	mm0800_ini_	(including disability, si		ability, survivor	ng about - 'Social Security Benefits' ivor, retirement, or supplemental security Prescription Drug Benefits,' or 'Something		
reprompt	After 'rep	peat' or disconfirmation	mm0800_ree	_01	1 Which are you calling about - 'Social Security Benefits,' 'Medicare and Prescription Drug Benefits,' or 'Something Else?'				
Grammar									
Sample Expr	essions			DTI	ИF	Reco Var/Op	tion	Confirm	
[(social security) disability survivor retirement, '(supplemen income)] benefits // social_security			oplemental security ?			<benefits_application_menu </benefits_application_menu social_security>		If Necessary	
[medicare (medicare or prescription ?drug) (prescription ?dbenefits // medicare			iption ?drug) drug]	2	2 <benefits_ medicare></benefits_ 		plication_menu	If Necessary	
?[it's (i'm callir // something_e	ng about)] else	something else, other		3	3 <benefits_a something_e<="" td=""><td>plication_menu se></td><td>If Necessary</td></benefits_a>		plication_menu se>	If Necessary	
repeat, repeat // repeat	that			9		<benefits_ap </benefits_ap repeat>	plication_menu	Never	
Actions									
Option		Condition	Action				Transition		
medicare		Always	Prompt : [m Okay. Medica				goto : mm1700_MedicareApplyMenu_DM		
social_securit	у	Always	B Prompt : [mm0800_out_02] Okay. Social Security.		goto : mm0810_ApplicationStatusQuestion DM				
something_els	comething_else Always		Prompt : [m Okay.	Prompt : [mm0800_out_03] Okay.			goto : mm3000_ABRStatus_DS		
repeat Always		Always	Prompt : [m Sure.	ot: [mm0800_out_04]			Re-Recognition : Reprompt		
Confirmatio	n Prom	pts							
Option	Conditio	on	Name		Wording				
medicare	Always		mm0800_cnf 01	_ini_	You're calling	e calling about 'Medicare Benefits.'			
social_securit y	Always		mm0800_cnf 02	_ini_	You're calling	You're calling about 'Social Security Benefits.'			
something_el se	Always		mm0800_cnf 03	_ini_	_ You're calling about 'Someth		ning Else.'		
	Always		gl_cnf_ini_02		Right?				
Confirmatio	n Reco	very Behavior							
See 1.3 Globa	al Confirm	nation							
Recovery B	ehavior								
Туре		Condition	Action	Action			Transition		
Let's l Benef press		Let's try again Benefits' or p press 2, or fo	rompt: [mm0800_nm1_01] et's try again. You can say 'Social Security enefits' or press 1, 'Medicare Benefits' or ess 2, or for anything else, say 'It's Something se' or press 3.			Re-Recognition :			
nomatch 2 ^		Sorry. For he	Prompt : [mm0800_nm2_01] Sorry. For help applying for Social Security benefits (including disability, survivor,			Re-Recognition :			

		retirement, or supplemental security inco	me).		
		press 1. For Medicare benefits (including Prescription Drug benefits), press 2. Or, anything else, press 3.			
nomatch 3	Always	Assign : transfer_reason =error			
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS		
noinput 1	^	Prompt : [mm0800_ni1_01] For help applying for Social Security ben (including disability, survivor, retirement, supplemental security income), say 'Soc Security Benefits' or press 1. For Medica benefits (including Prescription Drug ben say 'Medicare Benefits' pr press 2. Or, fo anything else, just say 'It's Something Els press 3.	or cial re efits), r		
noinput 2	^	Prompt : [mm0800_ni2_01] Sorry. For help applying for Social Secur benefits (including disability, survivor, retirement, or supplemental security inco press 1. For Medicare benefits (including Prescription Drug benefits), press 2. Or, anything else, press 3.	ime),		
noinput 3	Always	Assign : transfer_reason =error			
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS		
Commands: S	tate-Specific Behavior		· ·		
See 1.2 Global C	ommands				
Commands: D	isabled Globals				
repeat					
Commands: C	onfirmations				
See 1.2 Global C	ommands				
Config Parame	eters				
Parameter		Value			
Developer Notes					

mm0810_ApplicationStatusQuestion_DM

	CustomContext Recognition									
Asks the c	aller if he/she is calling about a	n existing application	n.							
Entering I	From									
mm0210_	SFMainMenu_DM, mm0800_E	BenefitsApplicationM	enu_DM							
Initial Pr	ompts									
Туре	Condition	Na	me	Wording						
initial	Always	mn	n0810_ini_01	Are you callin	g about a claim you've already filed?					
Gramma	r									
Sample E	xpressions		D	ſMF	Reco Var/Option	Confirm				
yes 1 <a never<="" product="" status_yesno="" td="" yes="">										
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// yes							
no // no			2	<application_< th=""><th>_status_yesno no></th><th>Never</th></application_<>	_status_yesno no>	Never	
Actions							
Option	Condition	Action			Transition		
no	Always		m0810_out_01] penefits you'll ne	ed to speak to	goto : mm3000_ABR	Status_DS	
yes	Always	Assign : curr	ent_task =applie	cation_status			
٨	^	Prompt : [mi All right.	m0810_out_02]		goto : mm0515_Application	StatusKBA_DS	
Recovery Beha	vior						
Туре	Condition	Action			Transition		
nomatch 1	Always	Let's try agair	m0810_nm1_01 nARE you calli you've already	ng about a claim	Re-Recognition :		
nomatch 2	^	Sorry. If you'r	m0810_nm2_01 e calling about a ed with us, press	Re-Recognition :			
nomatch 3	Always	Assign : tran	sfer_reason =er	ror			
nomatch 3	Always	Prompt : [gl_ Sorry, we see	_nm3_01] em to be having	trouble.	goto : mm3000_ABRStatus_DS		
noinput 1	^	If you ARE ca	y filed, say 'Yes'	uim or application ' or press 1. If not,	Re-Recognition :		
noinput 2	^	Sorry. If you'r	m0810_ni2_01] e calling about a ed with us, press		Re-Recognition :		
noinput 3	Always	Assign : tran	sfer_reason =er	ror			
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] em to be having	trouble.	goto : mm3000_ABR	Status_DS	
Commands: St	ate-Specific Behavior				•		
See 1.2 Global Co	ommands						
Commands: Co	onfirmations						
See 1.2 Global Co	ommands						
Config Parame	ters						
Parameter			Value				

mm0900_BenefitsMoreOptions_DM

	CustomContext Recognition	
Additional Benefits options menu.		
Entering From		

mm0700_Ben	efits_DM								
Initial Prom	pts								
Туре	Conditio	on	Name		Wording				
initial	First entr	у	mm0900_ini_	_01	Income,' 'Ear	nings Statemer	benefits options - you can say 'Proof of atement,' 'Update Personal Information,' or for anything else, just say 'It's Something		
reprompt	After 'rep	eat' or disconfirmation	mm0900_ree	_01	'Earnings Sta	tement,' 'Updat	- you can say 'Proof of e Personal Information else, just say 'It's Some	,' 'Forms,'	
Grammar									
Sample Expr	essions			DTI	ЛF	Reco Var/Op	tion	Confirm	
proof of incom // proof_of_inc				1		<benefits_ot </benefits_ot proof_of_inco	her_options_menu me>	If Necessary	
[benefits earni // earnings_sta		nent, 1099		2		 benefits_ot earnings_stat	her_options_menu ement>	If Necessary	
update ?(?my // update	?persona	al information ?on file))		3		 benefits_otupdate>	her_options_menu	If Necessary	
forms // forms				4		< benefits_ot forms>	her_options_menu	If Necessary	
pamphlets // pamphlets				5		<pre><benefits_other_options_mer pamphlets=""></benefits_other_options_mer></pre>		If Necessary	
?[it's (i'm calling about)] something else, other // something_else					 <benefits_other_options_menu </benefits_other_options_menu something_else>		If Necessary		
repeat, repeat // repeat	that			9		< benefits_ot repeat>	her_options_menu	Never	
Actions									
Option		Condition	Action				Transition		
earnings_state	ement	Always	Prompt : [m Okay. Earnin				goto : mm2400_EarningsMenu_Df		
forms		Always	Prompt : [m All right. Forn		0_out_02]		goto : mm2300_FormsGeneral_DM		
pamphlets		Always	Assign : curr	rent_t	ask =transcrip	tion_pamphlet			
٨		^	Prompt : [m All right. Pam				goto : mm0545_TranscriptionKBA_DS		
proof_of_inco	me	Always	Prompt : [m All right. Proc						
٨		^	Assign : curr	rent_t	ask =benefits_	verification	goto : mm0500_BEVEKBA_DS		
something_els	se	Always	Prompt : [m Okay.	m090	0_out_05]		goto : mm3000_ABR	Status_DS	
update		Always		Prompt : [mm0900_out_06] Okay. Update Information.			goto : mm0910_UpdatePers	onalInfo_DM	
repeat		Always	Prompt : [m Sure.	Prompt : [mm0900_out_07] Re-Recognition : Rep Sure.				prompt	
Confirmatio	n Prom	ots							
Option	Conditio	n	Name		Wording				
earnings_stat ement	Always		mm0900_cnf 01	_ini_	You're calling) about an 'Earr	nings Statement.'		
forms	Always		mm0900_cnf 02	_ini_	You want 'Fo	rms.'			

pamphlets	Always		mm0900_cnf_ini_ 03	You want 'Pamphlets.'		
proof_of_inco me	Always		mm0900_cnf_ini_ 04	You're calling about 'Proof o	f Income.'	
something_el se	Always		mm0900_cnf_ini_ 05	You're calling about 'Someth	ing Else.'	
update	Always		mm0900_cnf_ini_ 06	You want to 'Update Person	al Information.'	
	Always		gl_cnf_ini_02	Right?		
Confirmatio	n Reco	very Behavior	·	·		
See 1.3 Globa	l Confirm	ation				
Recovery B	ehavior					
Туре		Condition	Action		Transition	
nomatch 1		Always	press 1, 'Earnings Update Personal Ir	0_nm1_01] u can say 'Proof of Income' or Statement' or press 2, nformation' or 3, 'Forms' or 4, r say 'It's Something Else' or		
nomatch 2		^	income, press 1. F earnings statemen update personal in (name or address 3. To hear about S To receive informa	0_nm2_01] proof of your Social Security or a copy of your annual t or '1099 form,' press 2. To formation you have on file changes, for example), press social Security forms, press 4. tion about Social Security I, press 5. Or, for anything		
nomatch 3		Always	Assign : transfer_	reason =error		
nomatch 3		Always	Prompt : [gl_nm3] Sorry, we seem to		goto : mm3000_ABRStatus_DS	
noinput 1		^	'Proof of Income' o annual earnings st 'Earnings Stateme personal informatic address changes, Information' or pre Security forms (oth 1099), say 'Forms' information about 5 mail, say 'Pamphle	0_ni1_01] al Security income letter, say or press 1. For a copy of your atement or '1099 form,' say nt' or press 2. To update on you have on file (name or for example), say 'Update ss 3. To hear about Social ner than proof of income or a or press 4. To receive Social Security benefits in the ets' or press 5. Or, for say 'It's Something Else' or		
noinput 2		^	income, press 1. F earnings statemen update personal in (name or address 3. To hear about S To receive informa	0_ni2_01] proof of your Social Security or a copy of your annual t or '1099 form,' press 2. To formation you have on file changes, for example), press cocial Security forms, press 4. tion about Social Security I, press 5. Or, for anything		
noinput 3		Always	Assign : transfer_	reason =error		
-			Prompt : [gl ni3 01]			

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		Sorry, we see	Sorry, we seem to be having trouble.					
Commands: State-S	Commands: State-Specific Behavior							
See 1.2 Global Comma	nds							
Commands: Disable	ed Globals							
repeat								
Commands: Confirr	mations							
See 1.2 Global Comma	nds							
Config Parameters								
Parameter			Value					
Developer Notes	Developer Notes							

mm0910_UpdatePersonalInfo_DM

			Custom	Context R	eco	gnition			
'Update Perso	onal Inform	nation' disambiguation m	enu						
Entering Fro	m								
mm0210_SFM	MainMenu <u></u>	_DM, mm0600_Backoff	MainMenu <u></u>	_DM, mm090)0_B	enefitsMoreOpt	ions_DM		
Initial Prom	pts								
Туре	Conditio	n		Name		Wording			
initial	Always			mm0910_ini_	01			e - your 'Name,' your 'Ad nk information), or 'Some	
Grammar			•						
Sample Expr	ressions				DTI	ИF	Reco Var/Op	tion	Confirm
?(i [want need name change // name		ge update] my) name, [cl	hange upd	ate] name,	1		<benefits_up u name></benefits_up 	date_information_men	If Necessary
?(i [want need address, addr // address		ge update] my) address, je	[change u	pdate]	2		<benefits_up u address></benefits_up 	date_information_men	If Necessary
		ge update] my) direct de leposit ?information, dire					<benefits_up u direct_depo</benefits_up 	date_information_men sit>	If Necessary
?[it's (i'm callin // something_		something else, other			4		<benefits_up u something_</benefits_up 	date_information_men else>	If Necessary
Actions									
Option		Condition		Action				Transition	
address		Always		Assign : curi	rent_t	ask =change_a	address		
Prompt : [mm0910_out_01] All right. Change your Address.						goto : mm0305_ChangeOfAdo	dressKBA_DS		
direct_deposit Always Assign : c			Assign : curi	rent_t	ask =direct_de	posit			
٨	Prompt : [mm0910_out_02] All right. Direct Deposit.					goto : mm0325_DirectDeposit	KBA_DS		
name		Always		Assign : car	d_act	ion =Undefined			
^		٨		Prompt : [m All right. Nam				goto : mm1420_SSUpc	lateMsg_PP

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something_els	se	Always	Prompt : [mm091 All right.	.0_out_04]	goto : mm3000_ABRStatus_DS
Confirmatio	on Prom	ots			
Option	Conditio	on	Name	Wording	
address	Always		mm0910_cnf_ini_ 01	You'd like to change your 'A	ddress.'
direct_deposi t	Always		mm0910_cnf_ini_ 02	You'd like to change your Di	rect Deposit information.
name	Always		mm0910_cnf_ini_ 03	You'd like to change your 'N	ame.'
something_el se	Always		mm0910_cnf_ini_ 04	You're calling about 'Someth	ning Else.'
	Always		gl_cnf_ini_02	Right?	
Confirmatio	on Recov	ery Behavior			
See 1.3 Globa	al Confirm	ation			
Recovery B	ehavior				
Туре		Condition	Action		Transition
nomatch 1		Always	'Address' or press	0_nm1_01] bu can say 'Name' or press 1, 2, 'Direct Deposit' or 3, OR say 'It's Something Else' or	Re-Recognition :
nomatch 2	Prompt : [mm0910_nm2_01] Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS, press 2. For changes to Direct Deposit information, press 3. Or, to change anything else, press 4.				
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	9_01] be having trouble.	goto : mm3000_ABRStatus_DS
noinput 1		٨	(for example, if you legal name change change your ADDI 2. (To change BO like to start with). F Deposit informatio 'Direct Deposit' or	0_ni1_01] ME we have on file for you u've gotten married or had a e), say 'name' or press 1. To RESS, say 'Address' or press TH, just choose the one you'd For changes to your Direct n (like bank information), say press 3. Or, to change say 'It's Something Else' or	
noinput 2		٨	you, press 1. To cl 2. For changes to	.0_ni2_01] the NAME we have on file for hange your ADDRESS, press Direct Deposit information, unge anything else, press 4.	
noinput 3		Always	Assign : transfer_	reason =error	-
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to	01] be having trouble.	goto : mm3000_ABRStatus_DS
Commands	: State-S	Specific Behavior			
See 1.2 Globa	al Comma	nds			
Commands	: Confiri	mations			

SSA_ATT_Care2020_N8NN

Config Parameters						
Parameter Value						
Developer Notes	Developer Notes					
-						

mm1100_SocialSecurityCardsMenu_DM

			CustomContext R	leco	gnition			<u>()</u>
Social Security	y Cards d	isambiguation menu		_				
Entering From	n							
mm0210_SFM	/lainMenu	_DM, mm1300_Which(Card_DM, mm1310_Botl	nCard	dsMsg_PP,mr	m0050_EntryR	outing_DS	
Initial Prom	pts							
Туре	Conditio	n	Name		Wording			
initial	Always		mm1100_ini_	01	Security Card	I,' 'APPLY for a	ke to do - get a 'Replace Social Security Numbe omething Else?'	
Grammar								
Sample Expre	essions			DTN	ИF	Reco Var/Op	tion	Confirm
?(get a) replact security) card // replacement		social security) card, re	place my ?(social	1		< card_menu replacement_	_ social_security card>	If Necessary
apply ?(for a : // new_card	social sec	urity number)		2		<card_menu new_card></card_menu 	_social_security	If Necessary
update ?(?my ?personal information) // update				3		<card_menu_social_security update></card_menu_social_security 		If Necessary
?[it's (i'm callir // something_e		something else, other					<card_menu_social_security something_else></card_menu_social_security 	
Actions								
Option		Condition	Action				Transition	
new_card		Always	Assign : card	d_acti	ion =new			
^		^	Prompt : [m Okay. Apply 1		0_out_01] Social Security	Number.	goto : mm1410_SSNe	wMsg_PP
replacement_o	card	Always	Assign : card	d_acti	ion =replace			
^		^	Prompt : [m Okay. Replac				nentMsg_PP	
update		Always	Assign : card	: card_action =update				
Prompt : [i Okay. Upda							goto : mm1110_UpdatePersonalInfo_DM	
something_else Always Prompt : Okay.				m110	0_out_04]		goto : mm3000_ABRS	Status_DS
Confirmatio	n Prom	ots					·	
Option	Conditio	n	Name		Wording			
new_card	Always		mm1100_cnf 01	_ini_	You're calling	to 'Apply for a	Social Security Number	
	placement_Always mm1100_cnf_ini_You're calling about a 'Replacement Card.'							

something_el se	Always		mm1100_cnf	_ini_	You're calling about 'Someth	ing Else.'		
update	Always		mm1100_cnf	_ini_	You want to 'Update Person	al Information.'		
	Always		gl_cnf_ini_02		Right?			
Confirmatio	n Recov	ery Behavior						
See 1.3 Globa	al Confirma	ation						
Recovery B	ehavior							
Туре		Condition	Action			Transition		
nomatch 1		Always	Let's try again Card' or pres 2, 'Update Pe	Let's try again. You can say 'Replacement Card' or press 1, 'Apply for a Number' or press 2, 'Update Personal Information' or 3, OR for anything else, say 'It's Something Else' or press		Re-Recognition :		
nomatch 2		^	Security card social securit for one, press	a RE , pres y nun s 2. T ou ha	PLACEMENT Social ss 1. If you've never had a nber and you need to apply o update personal ave on file, press 3. Or for	Re-Recognition :		
nomatch 3		Always	Assign : tran	sfer_	reason =error			
nomatch 3		Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.		goto : mm3000_ABRStatus_DS		
noinput 1	To get a REPLACEMENT Social Security card say 'Replacement Card' or press 1. If you've never had a social security number and you need to apply for one, say 'Apply for a Number or press 2. To update personal information you have on file (name or address changes, for example), say 'Update Personal Information' o press 3. Or for anything else, just say 'It's		EMENT Social Security card, Card' or press 1. If you've security number and you one, say 'Apply for a Number' ate personal information you e or address changes, for date Personal Information' or	Re-Recognition :				
noinput 2		^	Sorry. To get Security card social securit for one, press information y			Re-Recognition :		
noinput 3		Always	Assign : tran	sfer_	reason =error			
noinput 3		Always		Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.		goto : mm3000_ABRStatus_DS		
Commands:	: State-S	pecific Behavior						
See 1.2 Globa	al Commar	nds						
Commands:	: Confirn	nations						
See 1.2 Globa	al Commar	nds						
Config Para	meters							
Parameter				Value				
Developer No	otes							

mm1105_MedicareCardsMenu_DM

neurcar	eCardsMenu_DM		_				
		CustomContext R	eco	gnition			
ds disamb	iguation menu						
m							
ichCard_D	0M, mm1430_SocialSe	curityCardMenu_DM, mr	n152	0_GetForm_D	M, mm1600_S	ubmitForm_DM,	
dOfficeLo	cator_SD,mm1510_Ci	tizenDocumentsMsgPart	1_DN	I, mm1512_C	itizenDocument	tsMsgPart2_DM,	
		I, mm1517_NonCitizenDo	ocum	entsMsgPart2	_DM, mm1519	_NonCitizenDocuments	MsgPart3_DM
pts							
Conditio	n	Name		Wording			
Always		mm1105_ini_	01				nent Medicare
essions			DTN	ΛF	Reco Var/Op	tion	Confirm
cement ?r t_card	nedicare card, replace	my ?medicare card	1				If Necessary
nedicare c	ard		2		<card_menu< td=""><td>_medicare new_card></td><td>If Necessary</td></card_menu<>	_ medicare new_card>	If Necessary
ng about)] else	something else, other		3		<card_menu_medicare something_else></card_menu_medicare 		If Necessary
	Condition	Action				Transition	
	Always	Assign : card	d_acti	on =new			
	^					goto : mm1700_MedicareApplyMenu_DM	
card	Always	Assign : curr	ent_t	ask =card_me	edicare		
	^	Assign : card	d_acti	on =replace			
	^					goto : mm0560_MRCK	BA_DS
se	Always	Prompt : [mi Okay.	m110	5_out_03]		goto : mm3000_ABRStatus_DS	
on Prom	ots						
Conditio	n	Name		Wording			
Always		mm1105_cnf_ 01	_ini_	You're calling	g to 'Apply for a	Card.'	
Always		mm1105_cnf_ 02	_ini_	You're calling	g about a 'Repla	acement Card.'	
Always		mm1105_cnf_ 03	cnf_ini_ You're calling about 'Something Else.'				
Always		gl_cnf_ini_02		Right?			
	-						
	ation						
ehavior							
	Condition	Action				Transition	
	ds disamb m chCard_L dOfficeLoo CitizenDo pts Conditio Always cement ?r t_card nedicare c ng about)] else card card card Always Always Always Always Always Always Always Always	ds disambiguation menu m chCard_DM, mm1430_SocialSe dOfficeLocator_SD, mm1510_Ci CitizenDocumentsMsgPart1_DM pts Condition Always cement ?medicare card, replace t_card adout)] something else, other else Condition Always	m m m m m m mm1430_SocialSecurityCardMenu_DM, mr mm1510_CitizenDocumentsMsgPart1_DM, mm1517_NonCitizenDocisiteInstructions_DM mm1105_ini_ mm1105_ini_ mm1105_ini_ mm1105_ini_ mm1105_cini_ mm1105_cini_ mm1105_cini_ mm1105_cini_ Assign : card Assign : card Assign : card Always Assign : card Always Assign : card Always Prompt : [mn] O2 Mm1105_cini_ Always mm1105_cini_ Always mm1105_cini_ Always	CustomContext Records ds disambiguation menu m chCard_DM, mm1430_SocialSecurityCardMenu_DM, mm152 dOfficeLocator_SD, mm1510_CitizenDocumentsMsgPart1_DM CitizenDocumentsMsgPart1_DM, mm1517_NonCitizenDocumentsMsgPart1_DM pts Condition Name Always mm1105_ini_01 eessions DTM card mm1105_ini_01 eedicare card 2 icard a eedicare card 2 ig about)] something else, other 3 else Always Assign : card_acti ^ Assign : card_acti Chard ^ Always Assign : card_acti ^ Assign : card_acti Chard ^ Always Prompt : [mm1100 always prompt : [mm1100] Chard Alwa	CustomContext Recognition ds disambiguation menu m chCard_DM, mm1510_CitizenDocumentsMsgPart1_DM, mm1512_C Condition SDM mm1510_CitizenDocumentsMsgPart1_DM, mm1512_CC Condition Name Wording Always DTMF condition Name Wording Always m1105_ini_01 Witch of the: Card, ' 'APPL essions DTMF condition Action Atways Assign : card_action =new Prompt : [mm1105_out_01] Okay. Get a New Card. condition Action Atways Assign : card_action =new ^ Always Assign : card_action =new ^ ^ Always Assign : card_action =new ^ ^ Always Assign : card_action =new ^ ^ Always Assign : card_action =replace ^ ^ Always Assign : card_action =replace ^ ^ Prompt : [mm1105_out_02] Okay. Mording Always	CustomContext Recognition de disambiguation menu m characterization menu m condition Name Wording Condition Name Wording pts Condition Name Wording Always DTMF Reco Var/Op pts Condition Name Vording menu Adways DTMF Reco Var/Op essions DTMF Reco Var/Op essions DTMF Reco Var/Op cand 1 card_menu Log dout) Something else, other 3 card_menu Always Assign : card_action =new A ssign : card_action =new A ssign : card_action =new A ssign : card_action =replace A Assi	CustomContext Recognition a chCard_DM, mm1430_SocialSecurityCardMenu_DM, mm1520_GetForm_DM, mm1600_SubmitForm_DM, d0fficeLocator_SD, mm1510_CitizenDocumentsMsgPart1_DM, mm1512_CitizenDocumentsMsgPart2_DM, citizenDocumentsMsgPart2_DM, mm1510_NmCitizenDocumentsMsgPart2_DM, mm1510_MmCitizenDocumentsMsgPart2_DM, mm1510_MmCitizenDocumentsMsgPart2_DM, mm1510_MmCitizenDocumentsMsgPart2_DM, mm1510_MmCitizenDocumentsMsgPart2_DM, mm1510_MmCitizenDocumentsMsgPart2_DM, mm1510_MmCitizenDocumentsMsgPart2_DM, mm1510_MmCitizenDocumentsMsgPart2_M, card_action =new DTMF Reco Var/Option card_metricare card_metricare resister Condition Action =new - Card_menu_medicare resister Transition Action Action Transi

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nomatch 1	Always	Prompt : [mm1105_nm1_01] Let's try again. You can say 'REPLACEMENT Card' or press 1, 'Apply for a Card' or press 2,	Re-Recognition :		
		or for anything else, say 'It's Something Else' or press 3.			
nomatch 2	٨	Prompt : [mm1105_nm2_01] Sorry. To get a REPLACEMENT card, press 1. If you've never had a Medicare card and you need to apply for one, say 'Apply for a Card' or press 2. Or for anything else, press 3.	Re-Recognition :		
nomatch 3	Always	Assign : transfer_reason =error			
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS		
noinput 1	^	Prompt : [mm1105_ni1_01] To get a REPLACEMENT card, say 'Replacement Card' or press 1. For help applying for a NEW Medicare card, say 'Apply for a Card' or press 2. Or for anything else, just say 'It's Something Else' or press 3.	Re-Recognition :		
noinput 2	٨	Prompt : [mm1105_ni2_01] Sorry. To get a REPLACEMENT card, press 1. If you've never had a Medicare card and you need to apply for one, say 'Apply for a Card' or press 2. Or for anything else, press 3.	Re-Recognition :		
noinput 3	Always	Assign : transfer_reason =error			
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS		
Commands: Sta	te-Specific Behavior				
See 1.2 Global Cor	nmands				
Commands: Co	nfirmations				
See 1.2 Global Cor	nmands				
Config Paramet	ers				
Parameter		Value			
Developer Notes					

mm1110_UpdatePersonalInfo_DM

CustomContext Recognition							
Update Perso	nal Information disambiguation menu						
Entering From	n						
mm1100_Soc	ialSecurityCardsMenu_DM						
Initial Prom	pts						
Туре	Condition	Name		Wording			
initial	Always	mm1110_ini_	01	Which do you 'Something El	want to update - your 'Name,' your 'Ad se?'	dress,' or	
Grammar		•					
Sample Expr	essions		DTN	1F	Reco Var/Option	Confirm	
?(i [want need name change	?(i [want need] to [change update] my) name, [change update] name, 1 cards_update_information_menu If Necessary name>						
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// name								
?(i [want need address, addr // address		ge update] my) addre ge	ss, [change update]	2		<cards_upda address></cards_upda 	te_information_menu	If Necessary
?[it's (i'm callir // something_e		something else, othe	r	3		<cards_upda something_el</cards_upda 	te_information_menu se>	If Necessary
Actions						1		1
Option		Condition	Action				Transition	
address		Always	Assign : curr	ent_t	ask =change_a	address		
٨		^	Prompt : [mr All right. Char				goto : mm0305_ChangeOfAd	dressKBA_DS
name		Always	Assign : card	l_acti	on =Undefined			
۸		^	Prompt : [mr All right. Nam				goto : mm1420_SSUp	lateMsg_PP
something_els	se	Always	Prompt : [mr All right.	n111	0_out_03]		goto : mm3000_ABRS	atus_DS
Confirmatio	n Prom	pts						
Option	Conditic	on	Name		Wording			
address	Always		mm1110_cnf_ 01	_ini_	You'd like to c	hange your 'A	Jdress.'	
name	Always		mm1110_cnf_ 02	_ini_	You'd like to c	hange your 'N	ame.'	
something_el se	Always		mm1110_cnf_ 03	_ini_	You're calling	about 'Someth	hing Else.'	
	Always		gl_cnf_ini_02	gl_cnf_ini_02 Right?				
Confirmatio	n Recov	very Behavior			•			
See 1.3 Globa	al Confirm	ation						
Recovery B	ehavior							
Туре		Condition	Action				Transition	
nomatch 1		Always		i. You ress	u can say 'Nam 2, OR for anyth		Re-Recognition :	
nomatch 2		٨	you, press 1.	nge t To cł	0_nm2_01] he NAME we h nange your ADI nything else, pr	DRESS, press	Re-Recognition :	
nomatch 3		Always	Assign : trans	sfer_	reason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see		_01] be having troul	ble.	goto : mm3000_ABRS	atus_DS
To change ti (for example legal name of change your 2. (To change like to start of		To change the (for example, legal name ch change your / 2. (To change like to start wi	ompt: [mm1110_ni1_01] change the NAME we have on file for you r example, if you've gotten married or had a jal name change), say 'name' or press 1. To ange your ADDRESS, say 'Address' or press (To change BOTH, just choose the one you'c e to start with). Or, to change anything else, st say 'It's Something Else' or press 3.		ried or had a or press 1. To dress' or press the one you'd nything else,	Re-Recognition :		
noinput 2		^	you, press 1.	nge t To cł	0_ni2_01] he NAME we h nange your ADI nything else, pr	DRESS, press	Re-Recognition :	

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noinput 3	Always	Assign : transfer_reason =error				
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS			
Commands: S	State-Specific Behavior		· · · ·			
See 1.2 Global (Commands					
Commands: (Confirmations					
See 1.2 Global (Commands					
Config Param	eters					
Parameter		Value				
Developer Note	Developer Notes					

mm1210_InternetAddress_DM

			CustomContext I	Reco	gnition			<u>()</u>
Internet Ad	dress messa	age						
Entering F	rom							
mm0210_S	FMainMenu	_DM, mm1210_Inter	netAddress_DM					
Initial Pro	ompts							
Туре	Conditio	on	Name		Wording			
initial	Always		mm1210_ini	_01	You can find	our website at	'social security dot G O \	/.'
initial	^		mm1210_ini	_02	<500ms silen	ce>		
initial	^ mm1210_ini_03 To hear a detailed list of the services available online If you're experiencing trouble online, say 'Problem.' On hold on and I'll take you back to the Main Menu							
Grammar								
Sample Ex	pressions			DTI	ИF	Reco Var/Option		Confirm
repeat ?tha // repeat	ıt			1		<internet_ad< td=""><td>dress_menu repeat></td><td>Never</td></internet_ad<>	dress_menu repeat>	Never
?hear ?wet // details	osite details,	details about ?the we	bsite	2		<internet_ad< td=""><td>dress_menu details></td><td>If Necessary</td></internet_ad<>	dress_menu details>	If Necessary
trouble onli // problem	ne, problem,	online problem		3		<internet_ad< td=""><td>dress_menu problem></td><td>If Necessary</td></internet_ad<>	dress_menu problem>	If Necessary
Actions				•				
Option		Condition	Action				Transition	
repeat		Always	Prompt : [n Sure.	[mm1210_out_01]			goto : mm1210_InternetAddress_DM	
details Always Prompt : Sure.				Prompt : [mm1210_out_01] Sure.			goto : mm1220_InternetInformation_DM	
problem Always Prompt : Okay.				r ompt: [mm1210_out_02] kay.		goto : mm3000_ABRStatus_DS		
Confirma	tion Prom	ots						
Option	Conditio	n	Name		Wording			
details	Always		mm1210_cr 01	ıf_ini_	i_ You want to hear more Details.			

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problem	Always		mm1210_cnf_ir 02	i_ You're having trouble when	you visit our website.
	Always		gl_cnf_ini_02	Right?	
Confirmat	ion Recov	very Behavior			
See 1.3 Glo	bal Confirm	ation			
Recovery	Behavior				
Туре		Condition	Action		Transition
nomatch 1		Always	press 1, 'Details 3, OR if you're f	L210_nm1_01] You can say 'Repeat That' or s' or press 2, 'Problem' or press inished, just hang up. on and I'll take you back to the	Re-Recognition :
nomatch 2		Λ	Prompt : [mm1210_nm2_01] Sorry. To hear that web address again, press 1. For more details about our website, press 2. If your experiencing problems when you go to our website, press 3. Or if you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu		Re-Recognition :
nomatch 3		If office_hours=true		L210_nm3_01] ing trouble. To speak with Agent.' Otherwise,	goto : mm0200_SFToggle_DS
nomatch 3		Else (office_hours=false)	Prompt : [mm] Sorry we're hav	L210_nm3_02] ing trouble. Let's keep going	goto : mm0200_SFToggle_DS
noinput 1					goto : mm0200_SFToggle_DS
Command	ls: State-S	Specific Behavior			
See 1.2 Glo	bal Comma	Inds			
Command	ls: Disabl	ed Globals			
repeat					
Command	ls: Confir	mations			
See 1.2 Glo	bal Comma	nds			
Config Pa	rameters				
Parameter			<u> </u>	/alue	
			-	-	
Developer l	Notes				

mm1220_InternetInformation_DM

	CustomContext Recognition							
Internet 'more	information' message							
Entering Fro	m							
mm1210_Inte	ernetAddress_DM							
Initial Prom	pts							
Туре	Condition	Name	Wording					
initial	Always	mm1220_ini_01	In addition to general information, on the website you can retirement, disability, or spouse's benefits; find the location of operation, and directions for your nearest local Social So	n, hours				

Security card, or to ch Security account. You Planner to calculate a or the Benefit Eligibility might be eligible for. N card; a benefit verifica information about you benefit amounts; or a Statement summarizinduring the previous you initial ^ mm1220_ini_02 <500ms silence> initial ^ mm1220_ini_03 The web address, aga initial ^ mm1220_ini_04 <500ms silence> initial ^ mm1220_ini_05 Now, would you like to				, or to change o unt. You can u alculate an estin Eligibility Scre ble for. You can t verification or oout your Socia nts; or a replace mmarizing the evious year. ce> ress, again, is '		our Social urity Benefits curity benefits, nat benefits you ment Medicare with bility and rity Benefit you received		
yes	63510115			1		•	formation_yesno yes>	Never
// yes								
no // no				2		<internet_inf< td=""><td>formation_yesno no></td><td>Never</td></internet_inf<>	formation_yesno no>	Never
Actions								
Option		Condition	Action				Transition	
no		Always		u're fi st har	nished, feel fre	ee to hang up. Ike you back to	goto : mm0200_SFToggle_DS	
yes		Always	Prompt : [mr Sure.	n122	0_out_02]		Re-Recognition : Reprompt	
Recovery B	Behavior						•	
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [mr Let's try again website inform	Wo	ould you like to	hear the	Re-Recognition :	
nomatch 2		^		r the inistra	information ab ation website a		Re-Recognition :	
nomatch 3		Always	Prompt : [mr Sorry we're ha		0_nm3_01] trouble. Let's	keep going	goto : mm0200_SFTog	gle_DS
noinput 1		Always	If you'd like to	Prompt : [mm1220_ni1_01] If you'd like to hear the website information again, say 'Yes' or press 1. If not, say 'No' or press 2.				
noinput 2		Always		Prompt : [mm1220_ni2_01] Let's keep going			goto : mm0200_SFTog	gle_DS
Commands	: State-S	Specific Behavior						
See 1.2 Globa	al Comma	inds						
Commands	: Confir	mations						
See 1.2 Globa	al Comma	inds						
Config Para	ameters							
Parameter				Valu	le			
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mm1300_WhichCard_DM

mm1300_V	VIIICIIC	_						
		Custor	nContext R	есо	gnition			
Which Card (Social Sec	curity or Medicare) question						
Entering Fro	m							
mm0210_SFN	//ainMenu	_DM, mm0600_BackoffMainMen	u_DM,mm047	′0_Re	eplacementDis	ambig_DM		
Initial Prom	pts							
Туре	Conditio	on	Name		Wording			
initial	Always		mm1300_ini_	01		u calling about Cards,' or 'Some	- a 'Social Security Card ething Else?'	,' a 'Medicare
Grammar								
Sample Expr	essions			DTI	ИF	Reco Var/Op	tion	Confirm
?(i'm calling a // social_secu		y]) social security ?card		1		<which_card< td=""><td>_menu social_security></td><td>If Necessary</td></which_card<>	_ menu social_security>	If Necessary
?(i'm calling a // medicare	bout [a m	y]) medicare ?card		2		<which_card< td=""><td>_menu medicare></td><td>If Necessary</td></which_card<>	_ menu medicare>	If Necessary
?(i'm calling a // both	bout) both	n ?[cards (of them)]		3		<which_card< td=""><td>_menu both></td><td>If Necessary</td></which_card<>	_menu both>	If Necessary
?[it's (i'm calling about)] something else, other, ?[(a differe card // something_else			ent) another]			<which_card_menu something_else></which_card_menu 		If Necessary
Actions								
Option		Condition	Action				Transition	
both		Always	Assign : curr	ent_t	ask =card_soc	ial_security		
٨		^	Assign : card	d_typ	e =both			
^		^	Prompt : [mi Okay.	m130	00_out_01]		goto : mm1310_BothCa	ardsMsg_PP
medicare_car	d	Always	Assign : card	d_typ	e =medicare			
۸		^	Prompt : [mi Okay. Medica		00_out_02]		goto : mm1105_MedicareCard	dsMenu_DM
something_els	se	Always	Prompt : [mi Okay	m130	0_out_03]		goto : mm3000_ABRS	atus_DS
ss_card		Always	Assign : card	d_typ	e =social_secu	irity		
				Prompt : [mm1300_out_04] goto : mm1100_SocialSecurityCar Okay. Social Security. DM			yCardsMenu_	
Confirmatio	on Prom	ots						
Option	Conditio	on	Name		Wording			
both	Always		mm1300_cnf_ 01	_ini_	You're calling	about BOTH c	ards.	
medicare	Always		mm1300_cnf_ 02	_ini_	You're calling	about a Medic	are card.	
social_securit y	Always		mm1300_cnf_ 03	_ini_	You're calling	about a Social	Security card.	

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something_el	Always		mm1300 cnf ini	_ You're calling about 'Someth	ing Flse '
se	7 intayo		04		
	Always	gl_cnf_ini_02 Right?			
Confirmatio	n Recovery E	Behavior			
See 1.3 Globa	l Confirmation				
Recovery B	ehavior				
Type Condition		lition	Action		Transition
nomatch 1	Alway	ys	press 1, 'Medicar	800_nm1_01] ou can say 'Social Security' or e' or press 2, 'Both Cards' or g else, say 'It's Something	Re-Recognition :
nomatch 2	^		card, press 1. Fo	alling about a Social Security or a Medicare card, press 2. If th BOTH cards, press 3. Or,	Re-Recognition :
nomatch 3	Alway	ys	Assign : transfer	_reason =error	
nomatch 3	Alway	ys	Prompt : [gl_nm Sorry, we seem t	13_01] o be having trouble.	goto : mm3000_ABRStatus_DS
noinput 1		ocial Security card, say 'Social s 1. For help with Medicare care' or press 2. If you'd like Social Security AND Medicare oth' or press 3. Or, for	Re-Recognition :		
noinput 2	^		card, press 1. Fo	alling about a Social Security or a Medicare card, press 2. If th BOTH cards, press 3. Or,	Re-Recognition :
noinput 3	Alway	ys	Assign : transfer	_reason =error	
noinput 3	Alway	ys	Prompt : [gl_ni3 Sorry, we seem t	_01] o be having trouble.	goto : mm3000_ABRStatus_DS
Commands	: State-Speci	fic Behavior			
See 1.2 Globa	l Commands				
Commands	: Confirmatio	ns			
See 1.2 Globa	l Commands				
Config Para	meters				
Parameter			Va	lue	
Developer No	otes				

mm1310_BothCardsMsg_PP

Play Prompt	
If caller chooses 'both [cards]' at mm1300_WhichCard_DM, plays message	
Entering From	

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mm1300_V	mm1300_WhichCard_DM					
Initial Prompts						
Туре	Condition		Name	Wording		
initial	Always		mm1310_out_01	We'll have to handle the two cards one at a time. We'll do the Social Security card first. After we've done that, we'll take care of the Medicare Card.		
initial	۸	^		<1000ms silence>		
initial	۸		mm1310_out_03	Now, the Social Security Card.		
Actions			•	•		
Condition		Action	on		Transition	
Always				goto : mm1100_SocialSecurityCardsMenu_DM		
Developer	Developer Notes					

mm1400_SSReplacementMsg_PP

	Play Prompt						
Social Security replacement card message							
Entering From	m						
mm1100_Soc	ialSecurityCardsMenu_DM						
Initial Prom	pts						
Туре	Condition		Name	Wording			
initial	itial Always		mm1400_out_01	There's no charge to get a replacement card. To order one, you need to fill out an 'Application for a Social Security Card' (it's call 'form S S 5') and show proof of your identity and, if you weren't born in the U.S., proof of citizenship. You should know that, afte you submit it, it might take a few weeks to get a reply.		(it's called veren't	
Actions							
Condition		Action			Transition		
Always				goto : mm1430_SocialSecurityCardMenu_DM			
Developer Notes							

mm1410_SSNewMsg_PP

	Play Prompt					
New Socia	al Security Card message.					
Entering I	From					
mm1100_	SocialSecurityCardsMenu_DM					
Initial Pr	ompts					
Туре	Condition	Name	Wording			
initial	Always	mm1410_out_01	There's no charge to get a Social Security number and card. For newborns, it's usually taken care of by the hospital when they're born. For everyone else, you'll need to fill out an 'Application for a Social Security Card' (it's called 'form S S 5') and show proof of your age, identity, and U.S. citizenship. If you're not a citizen, you need to show proof that you have current lawful, work-authorized immigration status. If you're NOT authorized to work, you'll have to prove that you have a valid non-work reason for requesting a card			

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Actions					
Condition	Action	Transition			
Always		goto : mm1430_SocialSecurityCardMenu_DM			
Developer Notes					

mm1420_SSUpdateMsg_PP

Update perso	Update personal Information message.							
Entering From								
mm0910_Upc	datePersonalInfo_DM,mm1110_U	pdatePers	sonalInfo_DM					
Initial Prom	pts							
Туре	Condition		Name	Wording				
initial	nitial Always		mm1420_out_01	There's no charge to correct or change your information. To mak changes or corrections, you need to fill out an 'Application for a Social Security Card' (it's called 'form S S 5') and show proof of your identity AND documents to support the change and the reas for making it (a legal name change, for example). If you weren't born in the United States, you also need to prove your U.S. citizenship or current lawful, work-authorized immigration status.		on for a proof of the reason weren't J.S.		
Actions			-					
Condition Action		ion		Transition				
Always				goto : mm1430_SocialSecurityCardMenu_DM				
Developer Notes								

mm1430_SocialSecurityCardMenu_DM

CustomContext Recognition								
Social Secu	Social Security Card task disambiguation menu.							
Entering Fr	rom							
mm1400_S	SReplacementMsg_PP, mm1410_SSNe	ewMsg_PP, mm142	0_SS	SUpdateMsg_F	P			
Initial Pro	mpts							
Туре	Condition	Name		Wording				
initial	First entry	mm1430_ini_	mm1430_ini_01		Now, tell me which you'd like to do - 'Get an Application Form,' get help 'Filling Out a Form,' 'Submit a Form,' get information about 'Supporting Documents,' or 'Find a Social Security Office.' Or, for anything else, just say 'It's Something Else.'			
reprompt	After 'repeat' or disconfirmation	mm1430_ree	_01	'Filling Out a I 'Supporting D	you like to do - 'Get an Application F Form,' 'Submit a Form,' get informati ocuments,' or 'Find a Social Security , just say 'It's Something Else.'	on about		
Grammar								
Sample Expressions		DTN	ΛF	Reco Var/Option	Confirm			
get ?an application ?form // get_form		1		<social_security_card_menu get_form></social_security_card_menu 	If Necessary			
?(get help with) ?[a (an application)] form			2		<social_security_card_menu< td=""><td>If Necessary</td></social_security_card_menu<>	If Necessary		

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// help_with_form				help with for	m>		
	cation ?form) form]		3	<social_secu< td=""><td>ırity_card_menu</td><td>If Necessary</td></social_secu<>	ırity_card_menu	If Necessary	
// submit_form				submit_form>			
?(get information a // documents	about) ?supporting [docume	ents documentation]	4	<social_security_card_menu if<br="">documents></social_security_card_menu>		If Necessary	
?(find a) ?(social s // office	security ?field) office		5	< social_secu office>	irity_card_menu	If Necessary	
?[it's (i'm calling al // something_else	bout)] something else, othe	r	6	<social_secu something_el</social_secu 	ırity_card_menu se>	If Necessary	
repeat, repeat tha // repeat	t		9	< social_secu repeat>	ırity_card_menu	Never	
Actions			•				
Option	Condition	Action			Transition		
documents	Always		n1430_out_01] orting Documents.		goto : mm1500_Citizenship	Question_DM	
get_form	Always	Prompt : [mn All right. Get a	n1430_out_02] a Form.		goto : mm1520_GetF	Form_DM	
help_with_form	Always	Prompt : [mn All right.	n1430_out_03]		goto : mm3000_ABR	Status_DS	
office	Always	Assign : curre	ent_task =field_offi	ce_locator			
٨	^	Prompt : [mn All right. Office	n1430_out_04] e Locations.		goto : mm0320_FieldOfficeLocator_SD		
something_else	If card_type=both	All right. We'll	Prompt : [mm1430_out_05] All right. We'll get to that. First let's take care of your Medicare card			goto : mm1105_MedicareCardsMenu_DM	
^	Else	Assign : card	_type =Undefined				
^	^	Prompt : [mn All right.	n1430_out_06]		goto : mm3000_ABRStatus_DS		
submit_form	Always	Prompt : [mn All right. Subn	n1430_out_07] nit Form.		goto : mm1600_SubmitForm_DM		
repeat	Always	Prompt : [mn Sure.	n1430_out_08]		Re-Recognition : Reprompt		
Confirmation P	Prompts						
Option Co	ndition	Name	Wording				
documents Alw	vays	mm1430_cnf_ 01	ini_ You'd like inf	ou'd like information about Supporting Documents.		S.	
get_form Alw	vays	mm1430_cnf_ 02	ini_ You'd like he	You'd like help Getting a Form.			
help_with_for Alw	vays	mm1430_cnf_ 03	ini_ You'd like he	You'd like help Filling Out a Form.			
office Alw	vays	mm1430_cnf_ 04	ini_ You're calling	You're calling to find a Social Security office.			
something_el Always se		mm1430_cnf_ 05	ini_ You're calling	You're calling about 'Something Else.'			
submit_form Alw	vays	mm1430_cnf_ 06	ini_ You'd like he	_ You'd like help Submitting a Form.			
Alw	vays	gl_cnf_ini_02	Right?				
	Recovery Behavior						
Confirmation F	coovery Demarion						

Nuance Communications

Social Security Administration
CONFIDENTIAL

Τνηρ	Condition	Action	Transition
<i>Type</i> nomatch 1	Always	Action Prompt : [mm1430_nm1_01] Let's try again. You can say 'Get an Application or press 1, help 'Filling Out a Form' or press 2, 'Submit a Form' or 3, 'Supporting Documents' o 4, 'Find an Office' or 5, or for anything else, say	Re-Recognition :
nomatch 2	^	'Something Else' or press 6. Prompt : [mm1430_nm2_01] Sorry. To get a copy of the 'S S 5 Form,' press 1. For help filling out the form, press 2. To get instructions for submitting the form, press 3. To hear about the supporting documents you'll need to provide, press 4. To find a Social Security office, press 5. Or, for anything else, press 6.	Re-Recognition :
nomatch 3	Always	Assign : transfer reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS
noinput 1	^	Prompt : [mm1430_ni1_01] For help getting a copy of the 'S S 5 Form' you use to apply for benefits, say 'Get an Application' or press 1. For help filling out the form, say 'Fill Out Form' or press 2. To get instructions for submitting the form, say 'Submit Form' or press 3. To hear information about the documents you'll need to provide when you make an application, say 'Supporting Documents' or press 4. To find a Social Security office in your area, say 'Office Locations' or press 5. Or, for anything else, just say 'It's Something Else' or press 6.	
noinput 2	^	Prompt: [mm1430_ni2_01] Sorry. To get a copy of the 'S S 5 Form,' press 1. For help filling out the form, press 2. To get instructions for submitting the form, press 3. To hear about the supporting documents you'll need to provide, press 4. To find a Social Security office, press 5. Or, for anything else, press 6.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS
Commands: St	ate-Specific Behavior		
See 1.2 Global Co	mmands		
Commands: Di	sabled Globals		
repeat			
Commands: Co	onfirmations		
See 1.2 Global Co	mmands		
Config Parame	ters		
Parameter		Value	

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mm1500_CitizenshipQuestion_DM

	CustomContext R	ecognition			
e/she is a US citizen in order	to provide appropriate in	formation about s	supporting docum	nents	
ecurityCardMenu_DM					
ndition	Name	Wording			
ays	mm1500_ini_	01 Is the perso	on who needs the	e card a United States cit	izen?
ons		DTMF	Reco Var/Op	otion	Confirm
he] is)]		1	<citizenship< td=""><td>_question_yesno yes></td><td>Never</td></citizenship<>	_question_yesno yes>	Never
she] isn't)]		2	<citizenship_< td=""><td>_question_yesno no></td><td>Never</td></citizenship_<>	_question_yesno no>	Never
Condition	Action			Transition	
Always	Prompt : [mr Okay.	n1500_out_01]		goto : mm1510_CitizenDocun _DM	nentsMsgPa
Always	Prompt : [mr No problem.	n1500_out_02]	goto : mm1515_NonCitizenDocumentsMs art1_DM		
vior				1	
Condition	Action			Transition	
Always	Let's try again	IS the person	applying for a	Re-Recognition :	
٨	Sorry. If the p	Sorry. If the person applying is a U.S. citizen,			
Always	Assign : trans	sfer_reason =erro	or		
Always	Prompt : [gl_ Sorry, we see	_nm3_01] m to be having tr	ouble.	goto : mm3000_ABRS	tatus_DS
^	The kinds of c in part, on wh for benefits is who's applyin	Prompt : [mm1500_ni1_01] Re-Recognition : The kinds of documentation we need depends, in part, on whether the person who's applying for benefits is a U.S. citizen. So, if the person who's applying IS a citizen, say 'Yes' or press 1. Re-Recognition :			
٨	Sorry. If the p	Prompt : [mm1500_ni2_01] Re-Recognition : Sorry. If the person applying is a U.S. citizen, press 1. Otherwise, press 2. Re-Recognition :			
Always	Assign : trans	Assign : transfer_reason =error			
Always		Prompt : [gl_ni3_01] goto : mm3000_ABF Sorry, we seem to be having trouble. goto : mm3000_ABF			
ate-Specific Behavior					
ommands					
onfirmations					
ommands					
	ecurityCardMenu_DM adition agys andition agys andition agys andition agys and	ekshe is a US citizen in order to provide appropriate in ecurityCardMenu_DM andition Name mm1500_ini_ ons m1500_ini_ ons to the second se	Indition Name Wording ays mm1500_ini_01 is the personant of the pers	e/she is a US citizen in order to provide appropriate information about supporting docum scurityCardMenu_DM Imition Name Wording ays mm1500_ini_01 Is the person who needs the mm1500_ini_01 Is the person who needs the is the person who needs the proms DTMF Reco Var/Op Reco Var/Op Reco Var/Op 1 heli isi) 1 <citizenship< td=""> she] isn't)] 2 <citizenship< td=""> Always Prompt : [mm1500_out_01] Okay. Name Always Prompt : [mm1500_out_02] No problem. No problem. vior Action Action Always Prompt : [mm1500_nm1_01] Let's try again IS the person applying for a card a U.S. citizen? Always Assign : transfer_reason =error Always Assign : transfer_reason =error Always Prompt : [mm1500_ni1_01] Sorry, we seem to be having trouble. ^ Prompt : [mm1500_ni1_01] Sorry, we seem to be having trouble. ^ Prompt : [mm1500_ni1_01] Sorry, we seem to be having trouble. ^ Prompt : [mm1500_ni1_01] Sorry, we seem to be having trouble. ^ Prompt : [m1500_ni1_01] Sorry, we seem to be having trouble. ^ Prompt : [m1500_ni1_01] Sorry, we seem to be having trouble.<td>Condition Action Transition Always Prompt : [mm1500_m1_01] goto : mm1510_clizenDocun_ant_DM Always Prompt : [mm1500_m1_01] goto : mm3000_ABRS Always Assign : transfer_reason =error - Always Assign : transfer_reason =error - Always Assign : transfer_reason =error - Always Prompt : [mm1500_m1_01] goto : mm3000_ABRS Sorry. If the person applying tor a large why or press 2. Always Assign : transfer_reason =error - Always Assign : transfer_reason =error - - - Always A</td></citizenship<></citizenship<>	Condition Action Transition Always Prompt : [mm1500_m1_01] goto : mm1510_clizenDocun_ant_DM Always Prompt : [mm1500_m1_01] goto : mm3000_ABRS Always Assign : transfer_reason =error - Always Assign : transfer_reason =error - Always Assign : transfer_reason =error - Always Prompt : [mm1500_m1_01] goto : mm3000_ABRS Sorry. If the person applying tor a large why or press 2. Always Assign : transfer_reason =error - Always Assign : transfer_reason =error - - - Always A

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Config Parameters				
Parameter	Value			
Developer Notes				

mm1510_CitizenDocumentsMsgPart1_DM

		CustomContext Re	cognition		()	
First section	of informational message about S	upporting Documents need	ed to apply or cha	ange personal information for U.S. citize	ens.	
Entering Fro	om					
mm1500_Cit	izenshipQuestion_DM					
Initial Pron	npts					
Туре	Condition	Name	Wording			
initial	Always	mm1510_ini_0	just so you kr the Applicatio identity must following: you your U.S. pas other docume Naturalization we may acce provider, a fin maintained by	I have a lot of information, which I'll give to you in two parts. just so you know, all of this information can be found on the the Application form). Now, Here's the first part. Your proof of identity must show your legal name, and we can accept any following: your U.S. driver's license, your U.S. state-issued I your U.S. passport. If you don't have any of those, we may other documents, like a U.S. military ID, a Certificate of Naturalization, or an employee identity card. For young child we may accept medical records maintained by the child's m provider, a final adoption decree, a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.		
initial	^	mm1510_ini_0	2 <1000ms sile	nce>		
initial	^	mm1510_ini_0	information al	To hear that again, say 'Repeat That.' Otherwise, to hear mo information about supporting documents, say 'Keep Going.' you're finished, just say 'I'm Finished.'		
reprompt	(after disconfirmation)	mm1510_ree_(m1510_ree_01 To hear the information again, say 'Repeat That.' Othe hear more information about supporting documents, s Going.' Or, if you're finished, just say 'I'm Finished.'			
reprompt	(after repeat)	mm1510_ree_(legal name, a driver's licens you don't hav a U.S. military identity card. maintained by a school ID ca	Here's the first part again. Your proof of identity must show your legal name, and we can accept any of the following: your U.S. driver's license, your U.S. state-issued ID, or your U.S. passport you don't have any of those, we may accept other documents, lil a U.S. military ID, a Certificate of Naturalization, or an employee identity card. For young children, we may accept medical record maintained by the child's medical provider, a final adoption decr a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.		
reprompt	^	mm1510_ree_0	03 <1000ms sile	ence>		
reprompt	^	mm1510_ree_(information al	again, say 'Repeat That.' Otherwise, to bout supporting documents, say 'Keep d, just say 'I'm Finished.'		
Grammar						
Sample Exp	ressions		DTMF	Reco Var/Option	Confirm	
repeat that // repeat		-	L	<supporting_documents_nonfinal_ menu repeat></supporting_documents_nonfinal_ 	Never	
keep going // keep_going]		2	<supporting_documents_nonfinal_ menu keep_going></supporting_documents_nonfinal_ 	If Necessary	
?(i'm) finishe // finished	d		3	<supporting_documents_nonfinal_ menu finished></supporting_documents_nonfinal_ 	If Necessary	

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Actions					
Option		Condition	Action		Transition
finished		If card_type=both	Prompt : [mm151 Now let's take care	.0_out_01] e of your Medicare card	goto : mm1105_MedicareCardsMenu_DM
^		Else	Assign : card_typ	e =Undefined	
٨		^	Prompt : [mm151 All right. Now	.0_out_02]	goto : mm0200_SFToggle_DS
keep_going		Always	Prompt : [mm151 All right.	.0_out_03]	goto : mm1512_CitizenDocumentsMsgPart
repeat		Always	Prompt : [mm151 Sure.	.0_out_04]	Re-Recognition : Reprompt
Confirmatio	on Prom	pts			
Option	Conditio	on	Name	Wording	
keep_going	Always		mm1510_cnf_ini_ 01	You want to hear more info	mation, right?
finished	Always		mm1510_cnf_ini_ 02	Sounds like you're finished.	Is that right?
Confirmatio	on Reco	very Behavior			
See 1.3 Globa	al Confirm	ation			
Recovery B	Behavior				
Туре		Condition	Action		Transition
nomatch 1 A		Always		ou can say 'Repeat That' (or bing' (or press 2), or 'I'm	Re-Recognition :
nomatch 2		Always	MORE information	t again, press 1. To hear	Re-Recognition :
nomatch 3		Always	Prompt : [mm151 Sorry we're having	.0_nm3_01] I trouble. Let's keep going	goto : mm1512_CitizenDocumentsMsgPart: _DM
noinput 1		Always	That' (or press 1). about supporting of	nation again, say 'Repeat To hear MORE information locuments, say 'Keep Going' you're finished, just say 'I'm	Re-Recognition :
noinput 2	nput 2 Always Prompt : [mm1510_ni2_01] Sorry we're having trouble. Let's keep going			goto : mm1512_CitizenDocumentsMsgPart2 _DM	
Commands	: State-S	Specific Behavior			·
See 1.2 Globa					
Commands	: Disabl	ed Globals			
repeat					
•	Confin	mations			
Commands	: Contiri	manons			
Commands See 1.2 Globa					

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Parameter	Value					
Developer Notes	Developer Notes					

mm1512_CitizenDocumentsMsgPart2_DM

		C	ustomContext R	eco	gnition			
Second se	ection of inform	national message about S	upporting Documents	neec	led to apply or	change persor	nal information for U.S. ci	tizens.
Entering F	From							
mm1510_0	CitizenDocum	nentsMsgPart1_DM						
Initial Pro	ompts							
Туре	Conditio	n	Name		Wording			
initial	Always		mm1512_ini_01		you need to c date of birth, y your name, yo Divorce decre name; or a Co document has have enough identity docum passport) ANI to the name c	hange and wh you can show a bu'll need to sh e; a Certificate burt order for a s to show both identifying info nent with your D another one hange docume	suments you'll need depe y. For example, if you're a birth certificate. If you're ow either a Marriage doc of Naturalization showir name change. Your nan your old AND new name rmation, you'll need to pr old name (like a drivers' with your new legal nam ent. Note that we can on! I return your documents a	correcting your e changing cument; a ng a new ne change s. If it doesn't ovide an license or e, in addition y accept
initial	^		mm1512_ini_	_02 <1000ms silence>				
initial	^		mm1512_ini_	03	Would you lik	e to hear that a	again?	
Gramma	r		•					
Sample E	xpressions			DTI	MF	Reco Var/Op	tion	Confirm
yes // yes				1		<supporting no yes></supporting 	_documents_final_yes	Never
no // finished			2			<supporting_documents_final_yes new="" no=""></supporting_documents_final_yes>		Never
Actions						•		
Option		Condition	Action	Action			Transition	
no		If card_type=both		m1512_out_01] e care of your Medicare card		are card	goto : mm1105_MedicareCardsMenu_DM	
^		Else	Assign : card	d_type =Undefined				
^		٨	Prompt : [mr All right. Now	m1512_out_02] /			goto : mm0200_SFToggle_DS	
yes Always Promp Sure.			Prompt : [mm1512_out_03] Sure.			Re-Recognition : Repr	ompt	
Recovery	y Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [mr Would you lik		L2_nm1_01] hear that inform	nation again?	Re-Recognition :	
nomatch 2		Always	Prompt : [mr If you'd like to press 1. If not	hea	r that informatio	on again,	Re-Recognition :	

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nomatch 3	If card_type=both		1512_nm3_01] ving trouble. Let's take care of card	goto : mm1105_MedicareCardsMenu_DM	
nomatch 3	Else	Assign : card	_type =Undefined		
nomatch 3	^		n1512_nm3_02] ving trouble. Let's keep going	goto : mm0200_SFToggle_DS	
noinput 1	Always		n1512_ni1_01] hear that information again, say 1. If not, say 'No' or press 2.	Re-Recognition :	
noinput 2	If card_type=both	Prompt : [mm Let's take care	n1512_ni2_01] e of your Medicare card	goto : mm1105_MedicareCardsMenu_DM	
noinput 2	Else	Assign : card	_type =Undefined		
noinput 2	^	Prompt : [mm Let's keep goir		goto : mm0200_SFToggle_DS	
Commands: S	tate-Specific Behavior	•			
See 1.2 Global C	ommands				
Commands: C	onfirmations				
See 1.2 Global C	ommands				
Config Parame	eters				
Parameter			Value		
Developer Notes	S				

mm1515_NonCitizenDocumentsMsgPart1_DM

		CustomContext Reco	gnition
First section	on of informational message a	bout Supporting Documents needed	to apply or change personal information for non-citizens.
Entering I	From		
mm1500_	CitizenshipQuestion_DM		
Initial Pr	ompts		
Туре	Condition	Name	Wording
initial	Always	mm1515_ini_01	I have a lot of information, which I'll give to you in three parts. (And just so you know, all of this information can be found on the back of the Application form). Now, Here's the first part. To correct information on your card or in our records, (for example, a name change or corrected date of birth), you'll need to prove your identity AND provide documents that support the change and explain the reason for the change.
initial	^	mm1515_ini_02	<1000ms silence>
initial	^	mm1515_ini_03	Your proof of identity must show your legal name, and we can accept any of the following: your U.S. driver's license, your U.S. state-issued non-driver identity card, or your U.S. passport. If you don't have any of those, we may accept other documents, like a U.S. military identity card, a Certificate of Naturalization, or an employee identity card. For young children, we may accept medical records maintained by the child's medical provider, a final adoption decree, a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.
initial	^	mm1515_ini_04	<1000ms silence>

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initial	^		mm1515_ini_(05	information at		epeat That.' Otherwise, to hear more ng documents, say 'Keep Going.' Or, if n Finished.'		
reprompt	(after dis	confirmation)	mm1515_ree_	hear more inf		ormation about	in, say 'Repeat That.' Oth t supporting documents, , just say 'I'm Finished.'		
initial	(after rep	veat)	mm1515_ini_(ou bi		for example, a eed to prove ye	o correct information on name change or correct our identity AND provide explain the reason for th	ed date of documents	
initial	^		mm1515_ini_(07	<1000ms sile	nce>			
initial	^		mm1515_ini_(acı sta do U.S em me ad scl ide		Your proof of identity must show your legal name, and we can accept any of the following: your U.S. driver's license, your U.S. state-issued non-driver identity card, or your U.S. passport. If yo don't have any of those, we may accept other documents, like a U.S. military identity card, a Certificate of Naturalization, or an employee identity card. For young children, we may accept medical records maintained by the child's medical provider, a fin adoption decree, a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.			
initial	^		mm1515_ini_(09	<1000ms sile	nce>			
initial	^		mm1515_ini_:	10	To hear that again, say 'Rep information about supporting you're finished, just say 'I'm		g documents, say 'Keep (
Grammar			·						
Sample Expi	ressions			DTN	1F	Reco Var/Op	tion	Confirm	
repeat that // repeat				1		<supporting menu repeat</supporting 	_documents_nonfinal_ >	Never	
keep going // keep_going				2		<supporting menu keep_g</supporting 	_ documents_nonfinal_ going>	If Necessary	
?(i'm) finished	ł					<supporting_ menu finishe</supporting_ 	_documents_nonfinal_ d>	If Necessary	
Actions									
Option		Condition	Action				Transition		
finished		If card_type=both	Prompt : [mr Now let's take		L5_out_01] e of your Medicare card		goto : mm1105_MedicareCardsMenu_DM		
^		Else	Assign : card	_type	e =Undefined				
٨		^	Prompt : [mr All right. Now.		5_out_02]	5_out_02] goto		goto : mm0200_SFToggle_DS	
keep_going		Always	Prompt : [mr All right.	Prompt : [mm1515_out_03] All right.		goto : mm1517_NonCitizenDocumentsMs art2_DM		ocumentsMsgP	
repeat		Always	Prompt : [mr Sure.	Prompt : [mm1515_out_04] Sure.			Re-Recognition : Reprompt		
Confirmatio	on Prom	ots							
Option	Conditio	n	Name		Wording				
keep_going	Always		mm1515_cnf_ 01	ini_	_ You want to hear more information, right?				
finished	Always		mm1515_cnf_ 02	ini_	Sounds like you're finished. Is that right?				
			-						

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See 1.3 Global Confirmation

See 1.3 Global C	Confirmation				
Recovery Beh	avior			_	
Туре	Condition Action			Transition	
nomatch 1	Always	Let's try again	n1515_nm1_01] You can say 'Repeat That' (or p Going' (or press 2), or 'I'm press 3).	Re-Recognition :	
nomatch 2	Always	Sorry. To hea MORE inform	n1515_nm2_01] r that again, press 1. To hear ation about supporting document, you're finished, press 3.	Re-Recognition :	
nomatch 3	Always		n1515_nm3_01] aving trouble. Let's keep going	goto : mm1517_NonCitizenDocumentsMsgP art2_DM	
noinput 1	Always	To hear the in That' (or pres about support	n1515_ni1_01] formation again, say 'Repeat s 1). To hear MORE information ing documents, say 'Keep Going' Dr, if you're finished, just say 'I'm press 3).	Re-Recognition :	
noinput 2	Always		n1515_ni2_01] aving trouble. Let's keep going	goto : mm1517_NonCitizenDocumentsMsgP art2_DM	
Commands: S	tate-Specific Behavior	·		•	
See 1.2 Global C	Commands				
Commands: D	isabled Globals				
repeat					
Commands: C	Confirmations				
See 1.2 Global C	Commands				
Config Param	eters				
Parameter			Value		
Developer Note	s				

mm1517_NonCitizenDocumentsMsgPart2_DM

	CustomContext Recognition					
Second secti	on of informational message about Supportir	ng Documents need	ed to apply or change personal information for non-citizens.			
Entering Fro	om					
mm1515_No	nCitizenDocumentsMsgPart1_DM					
Initial Pron	npts					
Туре	Condition	Name	Wording			
initial	^	mm1517_ini_01	Here's the second part. The documents you'll need depends on what you need to change and why. For example, if you're correcting your date of birth, you can show a birth certificate. If you're changing your name, you'll need to show either a Marriage document; a Divorce decree; a Certificate of Naturalization showing a new name; or a Court order for a name change. Your name change document has to show both your old AND new names. If it doesn't have enough identifying information, you'll need to provide			

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					passport) AN		our old name (like a drive with your new legal nam ent.	
initial	^		mm1517_ini_	02	<1000ms sile	nce>		
initial	^		mm1517_ini_	03	information al		eat That.' Otherwise, to documents, say 'Keep (Finished.'	
reprompt	(after dis	confirmation)	mm1517_ree	_01	hear more inf	ormation about	n, say 'Repeat That.' Oth supporting documents, just say 'I'm Finished.'	
Grammar								
Sample Expr	ressions			DTI	ИF	Reco Var/Op	tion	Confirm
repeat that // repeat				1		<supporting_ menu repeat</supporting_ 	_documents_nonfinal_ >	Never
keep going // keep_going				2		<supporting_ menu keep_g</supporting_ 	_ documents_nonfinal_ joing>	If Necessary
?(i'm) finished	1			3		<supporting_ menu finished</supporting_ 	_documents_nonfinal_ d>	If Necessary
Actions							I	
Option		Condition	Action		_		Transition	
finished		If card_type=both		care	e of your Medic	are card	goto : mm1105_MedicareCardsMenu_DM	
۸		Else	Assign : card	_type =Undefined				
^		^	Prompt : [mr All right. Now.		.7_out_02]		goto : mm0200_SFToggle_DS	
keep_going		Always	Prompt : [mr All right.	n151	.7_out_03]		goto : mm1519_NonCitizenDocumentsMs art3_DM	
repeat		Always	Prompt : [mr Sure.	Prompt : [mm1517_out_04] Sure.			Re-Recognition : Repr	ompt
Confirmatio	on Prom	ots						
Option	Conditio	n	Name		Wording			
keep_going	Always		mm1517_cnf_ 01	_ini_	You want to h	near more infor	mation, right?	
finished	Always		mm1517_cnf_ 02	_ini_	Sounds like y	ou're finished.	Is that right?	
Confirmatio	on Recov	very Behavior						
See 1.3 Globa	al Confirm	ation						
Recovery B	Behavior							
Туре		Condition	Action				Transition	
nomatch 1 Always		Let's try again press 1), 'Kee	Prompt : [mm1517_nm1_01] Let's try again You can say 'Repeat That' (or press 1), 'Keep Going' (or press 2), or 'I'm Finished' (or press 3).			Re-Recognition :		
nomatch 2		Always	MORE inform	r tha ation	7_nm2_01] t again, press 2 about support re finished, pre	ing document,	Re-Recognition :	
nomatch 3		Always		Prompt : [mm1517_nm3_01] Sorry we're having trouble. Let's keep going			goto : mm1519_NonCitizenDo art3_DM	ocumentsMs

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Prompt : [mm1517_ni1_01] To hear the information again, say 'Repeat noinput 1 **Re-Recognition** : Always That' (or press 1). To hear MORE information about supporting documents, say 'Keep Going' (or press 2). Or, if you're finished, just say 'I'm Finished' (or press 3). noinput 2 **Prompt :** [mm1517_ni2_01] Always goto : Sorry we're having trouble. Let's keep going ... mm1519_NonCitizenDocumentsMsgP art3_DM Commands: State-Specific Behavior See 1.2 Global Commands **Commands: Disabled Globals** repeat **Commands: Confirmations** See 1.2 Global Commands **Config Parameters** Parameter Value **Developer Notes**

mm1519_NonCitizenDocumentsMsgPart3_DM

		CustomContext Reco	gnition		<u>()(</u>	
Third section	of informational message at	oout Supporting Documents needed	d to apply or ch	ange personal information for non-citize	ns.	
Entering Fro	m					
mm1517_Nor	nCitizenDocumentsMsgPart	2_DM				
Initial Prom	npts					
Туре	Condition	Name	Wording			
initial	Always	mm1519_ini_01			n outside the a Certificate of NOT a U.S. you by the igration status, ight B,' or 'I U.S., then l, state, or ed a social he if your reason hat we can	
initial	^	mm1519_ini_02	<1000ms sile	ence>		
initial	٨	mm1519_ini_03	Would you lik	e to hear that again?		
Grammar						
Sample Expi	ressions	DT	MF	Reco Var/Option	Confirm	
yes // yes		1		<supporting_documents_final_yes no yes></supporting_documents_final_yes 	Never	
no		2		<supporting documents="" final="" th="" yes<=""><th>Never</th></supporting>	Never	

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// finished		no no>	
Actions			
Option	Condition	Action	Transition
no	If card_type=both	Prompt : [mm1519_out_01] Now let's take care of your Medicare card	goto : mm1105_MedicareCardsMenu_DM
^	Else	Assign : card_type =Undefined	
^	^	Prompt : [mm1519_out_02] All right. Now	goto : mm0200_SFToggle_DS
yes	Always	Prompt : [mm1519_out_03] Sure.	Re-Recognition : Reprompt
Recovery Beha	vior		•
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [mm1519_nm1_01] Would you like to hear that information again?	Re-Recognition :
nomatch 2	Always	Prompt : [mm1519_nm2_01] If you'd like to hear that information again, press 1. If not, press 2	Re-Recognition :
nomatch 3	If card_type=both	Prompt : [mm1519_nm3_01] Sorry we're having trouble. Let's take care of your Medicare card	goto : mm1105_MedicareCardsMenu_DM
nomatch 3	Else	Assign : card_type =Undefined	
nomatch 3	^	Prompt : [mm1519_nm3_02] Sorry we're having trouble. Let's keep going	goto : mm0200_SFToggle_DS
noinput 1	Always	Prompt : [mm1519_ni1_01] If you'd like to hear that information again, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 2	If card_type=both	Prompt : [mm1519_ni2_01] Let's take care of your Medicare card	goto : mm1105_MedicareCardsMenu_DM
noinput 2	Else	Assign : card_type =Undefined	
noinput 2	^	Prompt : [mm1519_ni2_02] Let's keep going	goto : mm0200_SFToggle_DS
Commands: St	ate-Specific Behavior		
See 1.2 Global Co	ommands		
Commands: Co	onfirmations		
See 1.2 Global Co	ommands		
Config Parame	ters		
Parameter		Value	
Developer Notes			

mm1520_GetForm_DM

	CustomContext Recognition					
Menu of options for getting a Social Security a	Ienu of options for getting a Social Security application form.					
Entering From						
mm1430_SocialSecurityCardMenu_DM						
Initial Prompts						
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Туре	Conditio	on	Name		Wording				
initial	If card_a	ction=new	mm1520_ini_	the phone, or at a local Socia on downloading the form from one now, on the phone, say 'd			an application - from our website, over al Security field office. For instructions m our website, say 'Website.' To order 'Order Form.' To find a Social Security e.' Or, say 'Main Menu' and I'll take you		
initial	Elseif ca	rd_action=replacement	mm1520_ini_	cards name you m		r, and 10 in a authorization	limited to a maximum lifetime. However, char do NOT count toward t tion if you can prove th	nges in your legal he limit. Also,	
initial	^		mm1520_ini_	03	<500ms silen	ce>			
initial	^		mm1520_ini_	04	over the phor instructions o 'Website.' To find a Social S	Now, there are three ways to get an application - from our we over the phone, or at a local Social Security field office. For instructions on downloading the form from our website, say 'Website.' To order one now, on the phone, say 'Order Form.' find a Social Security office in your area, say 'Office.' Or, say Menu' and I'll take you back.			
initial	Else		mm1520_ini_	05	Note that, in general, you're limited to a maximum of 3 replac cards per year, and 10 in a lifetime. However, changes in you name or work authorization do NOT count toward the limit.			nges in your legal	
initial	^		mm1520_ini_	06	<500ms silen	ce>			
initial	^		mm1520_ini_	07	Now, there are three ways to get an application - from our well over the phone, or at a local Social Security field office. For instructions on downloading the form from our website, say 'Website.' To order one now, on the phone, say 'Order Form.' find a Social Security office in your area, say 'Office.' Or, say ' Menu' and I'll take you back.			ffice. For site, say rder Form.' To	
Grammaı									
Sample Ex	pressions			DTMF Reco		Reco Var/Op	eco Var/Option		
?(get an ap // website	plication on	the) website		1 <get_< td=""><td><get_form_r< td=""><td colspan="2"><get_form_menu website=""></get_form_menu></td></get_form_r<></td></get_<>		<get_form_r< td=""><td colspan="2"><get_form_menu website=""></get_form_menu></td></get_form_r<>	<get_form_menu website=""></get_form_menu>		
order ?(an // order_for	application) m	form		2	<get_for< td=""><td>nenu order_form></td><td>If Necessary</td></get_for<>		nenu order_form>	If Necessary	
?(find a) ?(// office	social securi	ty ?field) office		3		<get_form_menu office=""></get_form_menu>		If Necessary	
main menu // main_me				4		<get_form_r< td=""><td colspan="2"><get_form_menu main_menu></td></get_form_r<>	< get_form_menu main_menu>		
Actions									
Option		Condition	Action				Transition		
main_ment	l	If card_type=both		Prompt : [mm1520_out_01] All right. Now let's take care of your Medicare card			goto : mm1105_MedicareCardsMenu_DM		
^		Else	Assign : card_type		e =Undefined				
^		^	Prompt : [mm15 All right.				goto : mm0200_SFToggle_DS		
office	office Always		Assign : curr	ent_	task =field_offic	ce_locator			
^		^	Prompt : [mr All right. Let's		20_out_03] a for an office		goto : mm0320_FieldOfficeLocator_SD		
order_form		Always	Assign : curr	ent_	task =transcrip	tion_ss5			
^		^	Prompt : [mr All right.	m152	20_out_04]		goto : mm0545_Transcriptic	onKBA_DS	

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website		Always	Prompt : [mm1520_out_05] All right.		goto : mm1530_WebsiteInstructions_DM		
Confirmatio	on Prom	ots					
Option	Conditio	n	Name	Wording			
main_menu	Always		mm1520_cnf_ini_ 01	You want to go back to the "	'Main Menu.'		
office	Always		mm1520_cnf_ini_ 02	You'd like to find a Social Se	ecurity office.		
order_form	Always		mm1520_cnf_ini_ 03	You'd like to order a form ov	er the phone.		
website	Always		mm1520_cnf_ini_ 04	You'd like 'Website' instruction	ons.		
	Always		gl_cnf_ini_02	Right?			
Confirmatio	on Recov	ery Behavior					
See 1.3 Globa	al Confirm	ation					
Recovery B	Behavior						
Туре		Condition	Action		Transition		
nomatch 1		Always		u can say 'Website' or press press 2, 'Office' or 3, OR	Re-Recognition :		
nomatch 2 ^		from our website, p over the phone, pr Security office in y	20_nm2_01] ions on downloading the form press 1. To order one now, ess 2. To find a Social our area, press 3. Otherwise, nain menu, press 4.				
nomatch 3		Always	Assign : transfer_	reason =error			
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	8_01] be having trouble.	goto : mm3000_ABRStatus_DS		
noinput 1		a Social Security C S 5') - from our we local Social Securi on downloading th 'Website' or press the phone, say 'Or a Social Security o	ays to get an 'Application for Card,' (which is called 'form S ibsite, over the phone, or at a ity field office. For instructions e form from our website, say 1. To order one now, over der Form' or press 2. To find office in your area, say 'Office' go back to the main menu,				
noinput 2 ^		from our website, p over the phone, pr Security office in y	20_ni2_01] ions on downloading the form press 1. To order one now, ess 2. To find a Social our area, press 3. Otherwise, nain menu, press 4.	Re-Recognition :			
noinput 3		Always Assign : transfer_reason =error		Always Assign : transfer_reason =error		reason =error	
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to	01] be having trouble.	goto : mm3000_ABRStatus_DS		
Commands	: State-S	Specific Behavior					
See 1.2 Globa	al Comma	nds					
Commands	: Disable	ed Globals					

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StartOver	StartOver					
Commands: Confirmations						
See 1.2 Global Commands						
Config Parameters						
Parameter	Value					
Developer Notes						

mm1530_WebsiteInstructions_DM

		С	ustomContext R	eco	gnition			<u></u>
Instructions	s for downloa	ading an application form fr	om the website.					
Entering F	rom							
mm1520_0	GetForm_DM	1						
Initial Pro	ompts							
Туре	Conditio	on	Name		Wording			
initial	Always		mm1530_ini_	website, go to 'So labeled 'Get or re page with a link to instructions for fill		an 'Application for a Social Security Card' from our o 'Social Security dot G O V,' then click on the link or replace a Social Security card.' That'll take you to nk to the 'Form SS5' that you can print out, along w or filling out and submitting it. That web address, al security dot G O V,'		
initial	^		mm1530_ini_	02	<500ms silen	ce>		
initial	^		mm1530_ini_	03	Now, would y	ou like to hear	that again?	
Grammaı	r							
Sample Expressions DTMF Reco Var/Option						otion	Confirm	
yes, yes pl // yes	yes, yes please 1 web_instructions_yes				ctions_yesno yes>	Never		
no, no than // no	nks			2	<web_instru< td=""><td>ctions_yesno no></td><td>Never</td></web_instru<>		ctions_yesno no>	Never
Actions								
Option		Condition	Action				Transition	
no		If card_type=both	Prompt : [mr All right. Now card		30_out_01] take care of yc	our Medicare	goto : mm1105_MedicareCa	rdsMenu_DM
٨		Else	Assign : card	l_typ	e =Undefined			
^		^	Prompt : [mr All right	n153	30_out_02]		goto : mm0200_SFTo	ggle_DS
yes Always Prompt : [mm1530_out_03] Re-Re						Re-Recognition : Rep	Re-Recognition : Reprompt	
Recovery	/ Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [mm1530_nm1_01] Re-Recognition : Let's try againWould you like to hear that information again? Re-Recognition :					
nomatch 2		Always	Prompt : [mr Sorry. To hea		30_nm2_01] information ab	out applying	Re-Recognition :	

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		online again, p again, press 2	press 1. If you don't want to hear i	t			
nomatch 3	If office_hours=true	Sorry we're ha	n1530_nm3_01] ving trouble. To speak with 'Agent.' Otherwise,	goto : mm0200_SFToggle_DS			
nomatch 3	Else (office_hours=false)		1530_nm3_02] ving trouble. Let's keep going	goto : mm0200_SFToggle_DS			
noinput 1	Always		n1530_ni1_01] e to repeat that information, say 1. If not, say 'No' or press 2.	Re-Recognition :			
noinput 2	If office_hours=true	Prompt : [mn To speak with	1530_ni2_01] someone, press 0. Otherwise,	goto : mm0200_SFToggle_DS			
nomatch 2	Else (office_hours=false)	Prompt : [mn Let's keep goin	n1530_nm2_02] ng	goto : mm0200_SFToggle_DS			
Commands: St	tate-Specific Behavior	·		·			
See 1.2 Global Co	ommands						
Commands: Co	onfirmations						
See 1.2 Global Co	ommands						
Config Parame	eters						
Parameter			Value				
Developer Notes	;						

mm1600_SubmitForm_DM

		CustomContext R	eco	gnition		<u>))</u>		
Instructions	for submitting an application	form, with option to find a Soci	al Se	curity office.				
Entering From								
mm1430_SocialSecurityCardMenu_DM								
Initial Prompts								
Type Condition Name Wording								
had a Social Sec also required to a Center, no matter places: Orlando, Vegas, Nevada; or the Greater Tw OTHER applican					blicants who are age 12 or older, and Security Number before, must apply to apply in person at a local Social S atter how old you are, if you live in a do, Florida; Brooklyn or Queens, Ne da; Sacramento County, California; I r Twin Cities Metropolitan Area in M cants have the choice to MAIL their red documents, or take it to a Socia	in person. You're Security Card ny of the following w York; Las Phoenix, Arizona; innesota. All application, along		
initial	^	mm1600_ini	02	<500ms silen	ce>			
initial	^	mm1600_ini_	03	Would you lik	e to find a Social Security office nea	ır you?		
Grammar				•				
Sample Ex	pressions		DTI	ИF	Reco Var/Option	Confirm		
yes ?(i would) // yes					<submit_form_yesno yes=""></submit_form_yesno>	Never		
no ?(i woul // no	dn't)		2		<submit_form_yesno no=""></submit_form_yesno>	Never		

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Actions			
Option	Condition	Action	Transition
no	If card_type=both	Prompt : [mm1600_out_01] All right. Now let's take care of your Medicare card	goto : mm1105_MedicareCardsMenu_DM
^	Else	Assign : card_type =Undefined	
٨	Λ	Prompt : [mm1600_out_02] All right.	goto : mm0200_SFToggle_DS
yes	Always	Assign : current_task =field_office_locator	
٨	^	Prompt : [mm1600_out_03] All right.	goto : mm0320_FieldOfficeLocator_SD
Recovery Beha	avior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [mm1600_nm1_01] Let's try again WOULD you like to find a Social Security office near you?	Re-Recognition :
nomatch 2	^	Prompt : [mm1600_nm2_01] Sorry. To find a Social Security office in your area, press 1. Otherwise, press 2.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS
noinput 1	٨	Prompt : [mm1600_ni1_01] If you'd like to find a Social Security office in your area where you can apply for a card in person or by mail, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 2	^	Prompt : [mm1600_ni2_01] Sorry. To find a Social Security office in your area, press 1. Otherwise, press 2.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS
Commands: Si	tate-Specific Behavior		
See 1.2 Global C	ommands		
Commands: C	onfirmations		
See 1.2 Global C	ommands		
Config Parame	eters		
Parameter		Value	
Developer Notes			

mm1700_MedicareApplyMenu_DM

CustomContext Recognition	
To pre-qualify the caller. asks he/she is already enrolled in Medicare.	
Entering From	

mm0210_SF	MainMenu_DM, mm0600	_BackoffMainMe	enu_DM, mm080	00_Be	nefitsApplic	cationMenu	ı_DM, r	mm1105_Medica	reCard	sMenu_DM	
Initial Pror	npts										
Туре	Condition		Name		Wording						
initial	Always		mm1700_ini_	mm1700_ini_01 Are you already enrolled in M				1edicare?			
Grammar											
Sample Exp	ressions			DTM	IF	Reco \	/ar/Opt	ion		Confirm	
[yes yeah] ?(// yes	(i am ?(?already enrolled ?	?(in medicare)))		1 <medicare_a< td=""><td>oply_menu ></td><td></td><td>Never</td></medicare_a<>		oply_menu >		Never			
no ?(i'm not // no	?(?already enrolled ?(in m	edicare)))		2		<medi< td=""><td>care_a</td><td>pply_menu ></td><td></td><td>Never</td></medi<>	care_a	pply_menu >		Never	
Actions											
Option	Condition Action					Transition					
no	If office_hours	= false	Prompt : [m All right.	m1700	0_out_01]			goto : mm1720_Medic	areEnro	ollMsg_DM	
^	Else (office_ho	ours=true)	Prompt : [m All right.	m1700	0_out_02]			goto : mm3000	_ABRS	tatus_DS	
yes	Always								goto : mm1710_ReplacementCardQuestion _DM		
Recovery	Behavior										
Туре	Condition		Action					Transition			
nomatch 1	Always		Let's try agai	Prompt: [mm1700_nm1_01] Let's try again Are you ALREADY receiving Medicare benefits?				Re-Recognition :			
nomatch 2	^		Prompt : [m Sorry. If you press 1. Othe	ARE c	urrently rec		licare,	Re-Recognition :			
nomatch 3	Always		Assign : trar	nsfer_r	eason =err	or					
nomatch 3	Always		Prompt : [gl Sorry, we see			rouble.		goto : mm3000_ABRStatus_DS			
noinput 1	^		Prompt : [m If you're ALR say 'Yes' or p press 2.	EADY	receiving M			Re-Recognition :			
noinput 2	^		Prompt : [m Sorry. If you press 1. Othe	ARE c	urrently rec	ceiving Mec	licare,	Re-Recognition :			
noinput 3	Always		Assign : trar	nsfer_r	eason =err	or					
noinput 3	Always		Prompt : [gl Sorry, we see			rouble.		goto : mm3000	ABRS	tatus_DS	
Command	s: State-Specific Beha	avior									
See 1.2 Glob	oal Commands										
Command	s: Confirmations										
See 1.2 Glob	oal Commands										
Config Par	rameters										
Parameter				Valu	e						
Developer N	lotes										

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mm1710_ReplacementCardQuestion_DM

		CustomContext Rec	ognition				
Asks the caller if h	ne/she is calling to get a repla	acement card.					
Entering From							
	eApplyMenu_DM						
nitial Prompts							
Туре Со	ndition	Name	Wording				
nitial Alw	lays	mm1710_ini_01	Do you nee	ed to get a replace	ement Medicare card?		
Grammar		·					
Sample Expressi	ons	D	TMF	Reco Var/Op	tion	Confirm	
/es ?(i am) / yes		1		<replacement o yes></replacement 	it_medicare_card_yesn	Never	
no ?(i'm not) / no		2		<replacemen o no></replacemen 	it_medicare_card_yesn	Never	
Actions							
Option	Condition	Action			Transition		
סו	Always	Prompt : [mm1 ⁻ Okay.	710_out_01]		goto : mm1730_MedicareDrugQuestion_I		
/es	Always	Assign : current	_task =card_n	nedicare			
N .	^	Prompt : [mm1 ⁻ Okay.	710_out_02]		goto : mm0560_MRCKBA_DS		
Recovery Beha	vior						
Гуре	Condition	Action			Transition		
nomatch 1	Always	Prompt : [mm1 Let's try again your medicare ca	DO you want t	to get a copy of	Re-Recognition :		
nomatch 2	^	Prompt : [mm1 Sorry. If you DO copy of your Med press 2.	want to get a		Re-Recognition :		
nomatch 3	Always	Assign : transfe	r_reason =erro	or			
nomatch 3	Always	Prompt : [gl_nn Sorry, we seem	n3_01] to be having tr	ouble.	goto : mm3000_ABRStatus_DS		
noinput 1	٨	Prompt : [mm1 If you want to ge Medicare card, s say 'No' or press	t a replacement ay 'Yes' or pre	nt copy of your ess 1. Otherwise,			
noinput 2	٨	Prompt : [mm1 Sorry. If you DO copy of your Med press 2.	want to get a		Re-Recognition :		
noinput 3	Always	Assign : transfe	r_reason =erro	or			
noinput 3	Always		Prompt : [gl_ni3_01] goto : mm3000_ABRStatus_E Sorry, we seem to be having trouble. goto : mm3000_ABRStatus_E				

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Commands: Confirmations						
See 1.2 Global Commands						
Config Parameters						
Parameter	Value					
Developer Notes						

mm1720_MedicareEnrollMsg_DM

		Cus	tomContext R	eco	gnition			(
Information	al message	about enrolling in Medicare for	r callers who are N	OT e	enrolled.			
Entering F	rom							
mm1700_N	ledicareApp	lyMenu_DM						
Initial Pro	mpts							
Туре	Conditio	n	Name		Wording			
initial	Always		mm1720_ini_	prescri that ca Medica		You can get more information about Medicare, including the prescription drug program (known as 'Part D') or State Progra that can help with your Medicare health costs, by calling 1-80 Medicare. That number, again, is 1-800-633-4227. This inform is also available on their website at 'Medicare dot G O V.		
initial	^		mm1720_ini_	02	<500ms silen	ce>		
initial	^		mm1720_ini_	03	Now, would y	ou like to hear	that again?	
Grammar	,					-		
Sample Ex	pressions			DTI	ИF	Reco Var/Op	tion	Confirm
yes // yes				1		<medicare_e< td=""><td colspan="2">nedicare_enroll_msg_yesno yes> N</td></medicare_e<>	nedicare_enroll_msg_yesno yes> N	
no // no				2		<medicare_enroll_msg_yesno no=""></medicare_enroll_msg_yesno>		Never
Actions								
Option		Condition	Action				Transition	
no		Always		ied, f st hai	eel free to han	g up. Ike you back to	goto : mm0200_SFToggle_DS	
yes		Always	Prompt : [mr Sure.	n172	20_out_03]		Re-Recognition : Reprompt	
Recovery	Behavior	•					•	
Туре		Condition	Action				Transition	
nomatch 1		Always	Let's try agair	Prompt : [mm1720_nm1_01] Let's try again Would you like to hear that enrollment information again?			Re-Recognition :	
nomatch 2		٨	Sorry. To hea	Prompt : [mm1720_nm2_01] Sorry. To hear the information again, press 1. Otherwise, press 2.			Re-Recognition :	
nomatch 3		If office_hours=true	Sorry we're ha	Prompt : [mm1720_nm3_01] goto : mm0200_SFToggle_DS Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise, goto : mm0200_SFToggle_DS				
nomatch 3		Else (office hours=false)	Prompt : [mr	n172	20_nm3_02]		goto : mm0200 SFTog	gle DS

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	Sorry we're ha	aving trouble. Let's keep going				
Always	If you'd like to	hear the enrollment information				
If office_hours=true	Prompt : [mm1720_ni2_01] g To speak with someone, press 0. Otherwise		goto : mm0200_SFToggle_DS			
Else (office_hours=false)			goto : mm0200_SFToggle_DS			
tate-Specific Behavior						
ommands						
onfirmations						
ommands						
eters						
		Value				
5						
	If office_hours=true Else (office_hours=false) tate-Specific Behavior ommands onfirmations ommands eters	Always Prompt : [mn If office_hours=true Prompt : [mn To speak with Else (office_hours=false) Prompt : [mn Let's keep goi tate-Specific Behavior tate-Specific Behavior ommands onfirmations onmands eters eters eters	If you'd like to hear the enrollment information again, say 'yes' or press 1. If not, say 'no' or press 2. If office_hours=true Prompt : [mm1720_ni2_01] To speak with someone, press 0. Otherwise Else (office_hours=false) Prompt : [mm1720_ni2_02] Let's keep going tate-Specific Behavior ommands onfirmations ommands value			

mm1730_MedicareDrugQuestion_DM

			CustomContext F	leco	gnition				
To pre-qualify	the caller.	asks he/she is callin	g about drug benefits.						
Entering Fro	т								
mm1710_Rep	olacementC	CardQuestion_DM							
Initial Prom	pts								
Туре	Conditio	า	Name		Wording				
initial	Always		mm1730_ini_	01	Are you callin	g about prescri	iption drugs?		
Grammar									
Sample Expr	ressions			DTI	ИF	Reco Var/Op	tion	Confirm	
yes ?(i am) // yes				1 <medicare_info< td=""><td>nformation_yesno yes></td><td>Never</td></medicare_info<>		nformation_yesno yes>	Never		
no ?(im not) // no				2	2 <medicare_ii< td=""><td>nformation_yesno no></td><td>Never</td></medicare_ii<>		nformation_yesno no>	Never	
Actions									
Option		Condition	Action				Transition		
no		Always	Prompt : [m Okay, thanks		80_out_01]		goto : mm3000_ABRSt	3RStatus_DS	
yes		Always					goto : mm1750_AskPa	rtD_DM	
Recovery B	Behavior								
Туре		Condition	Action	Action Transition			Transition		
nomatch 1		Always	Let's try agai	Prompt : [mm1730_nm1_01] Re-Recognition : Let's try again ARE you calling about Medicare Prescription Drug benefits?					
nomatch 2		٨	Sorry. If you'	Prompt : [mm1730_nm2_01] Re-Recognition : Sorry. If you're calling for information about prescription drug benefits, press 1. If you're Re-Recognition :					

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	calling about a	anything else, press 2			
Always	Assign : trans	sfer_reason =error			
Always			goto : mm3000_ABRStatus_DS		
^	If you ARE ca Drug benefits,	lling about Medicare Prescription say 'Yes' or press 1. If not, say	Re-Recognition :		
^	Sorry. If you're prescription di	e calling for information about rug benefits, press 1. If you're	Re-Recognition :		
Always	Assign : trans	sfer_reason =error			
Always			goto : mm3000_ABRStatus_DS		
e-Specific Behavior					
mands					
firmations					
nands					
rs					
Parameter			Value		
	Always	Always Assign : trans Always Prompt : [gl_ Sorry, we see Always Prompt : [mr If you ARE ca Drug benefits, 'No' or press 2 Always Prompt : [mr Sorry. If you're prescription du calling about a Always Assign : trans Always Assign : trans Always Prompt : [gl_ Sorry, we see Prompt : [gl_ Sorry, we see Sorry, we see Prompt : [gl_ Sorry, we see Sorry, we see	Always Prompt : [gl_nm3_01] Sorry, we seem to be having trouble. ^ Prompt : [mm1730_ni1_01] If you ARE calling about Medicare Prescription Drug benefits, say 'Yes' or press 1. If not, say 'No' or press 2. ^ Prompt : [mm1730_ni2_01] Sorry. If you're calling for information about prescription drug benefits, press 1. If you're calling about anything else, press 2 Always Assign : transfer_reason =error Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble. e-Specific Behavior mands firmations Value		

mm1740_MedicareSusidyMsg_DM

	CustomContext Recognition							
Informatio	nal message about Medicare F	Prescription Drug benefits.						
Entering	From							
mm1750_	AskPartD_DM							
Initial Pr	rompts							
Туре	Condition	Name	V	Vording				
initial	Always	mm1740_ini_	D p s b Y tt tt c	To enroll in the regular Medicare Prescription Drug program, D,' you must be enrolled in, or entitled to, Medicare 'Part A' v provides hospital coverage, or 'Part B' which provides doctor services, outpatient care coverage, and other services not co by part A. Once you're in Part A or Part B, you can enroll YOURSELF in the Part D Medicare prescription drug prograu through an approved Medicare prescription drug provider, or through a Medicare Advantage plan that offers prescription or coverage. For more information call 1-800-633-4227. That n again, is 1-800-633-4227 or visit the website 'Medicare dot of				
initial	^	mm1740_ini_	02 <	500ms silen	ce>			
initial	^	mm1740_ini_	03 N	low, would y	you like to hear that again?			
Gramma	ar	· · ·						
Sample Expressions			DTMF	MF Reco Var/Option C		Confirm		
yes // yes		1		<medicare_subsidy_msg_yesno yes></medicare_subsidy_msg_yesno 	Never			
no			2		<medicare_subsidy_msg_yesno< td=""><td>Never</td></medicare_subsidy_msg_yesno<>	Never		
	ommunications	0 1 1 0		ministration		ogo 112 of 262		

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// no		no>	
Actions		· ·	
Option	Condition	Action	Transition
no	Always	Prompt : [mm1740_out_01] All right. If you're finished, feel free to hang Otherwise, just hang on and I'll take you ba the Main Menu.	
yes	Always	Prompt : [mm1740_out_02] Sure.	Re-Recognition : Reprompt
Recovery Beha	vior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [mm1740_nm1_01] Let's try again Would you like to hear Prescription Drug information again?	Re-Recognition :
nomatch 2	^	Prompt : [mm1740_nm2_01] Sorry. To hear the information about Medic prescription drug subsidy again, press 1. If don't want to hear it again, press 2.	
nomatch 3	If office_hours=true	Prompt : [mm1740_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise	goto : mm0200_SFToggle_DS
nomatch 3	Else (office_hours=false)	Prompt : [mm1740_nm3_02] Sorry we're having trouble. Let's keep going	goto : mm0200_SFToggle_DS
noinput 1	Always	Prompt : [mm1740_ni1_01] If you'd like to hear the prescription drug information again, say 'Yes' or press 1. If no say 'No' or press 2.	Re-Recognition :
noinput 2	If office_hours=true	Prompt : [mm1740_ni2_01] To speak with someone, say press 0. Otherwise	goto : mm0200_SFToggle_DS
nomatch 2	Else (office_hours=false)	Prompt : [mm1740_nm2_04] Let's keep going	goto : mm0200_SFToggle_DS
Commands: St	ate-Specific Behavior		
See 1.2 Global Co	ommands		
Commands: Co	onfirmations		
See 1.2 Global Co	ommands		
Config Parame	ters		
Parameter		Value	

mm1750_AskPartD_DM

CustomContext Recognition	
Asks the caller if he/she is ALREADY enrolled in Medicare Part D.	
Entering From	
mm1730_MedicareDrugQuestion_DM	
Initial Prompts	

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Туре	Condition	Name	Wording				
initial	Always		L And are you	And are you already enrolled in the prescription drug plan, part D			
reprompt	(after 'repeat')	mm1750_ree_0	1 Are you alre	ady enrolled in t	he prescription drug pla	n, part D?	
Grammar							
Sample Expr	ressions	L	DTMF	Reco Var/Op	tion	Confirm	
[yes yeah] ?(i // yes	i am ?(?already enrolled ?(in me	dicare part d))) 1	L	<ask_partd_0< td=""><td>enrolled_yesno yes></td><td>Never</td></ask_partd_0<>	enrolled_yesno yes>	Never	
no ?(i'm not ? // no	?(?already enrolled ?(in medicare	e part d))) 2	2	<ask_partd_0< td=""><td>enrolled_yesno no></td><td>Never</td></ask_partd_0<>	enrolled_yesno no>	Never	
repeat, repea // repeat	t that	2)	<ask_partd_< td=""><td>enrolled_yesno repeat</td><td>> Never</td></ask_partd_<>	enrolled_yesno repeat	> Never	
Actions							
Option	Condition	Action			Transition		
no	Always	Prompt : [mm: All right.	1750_out_01]		goto : mm1740_MedicareSus	sidyMsg_DM	
yes	Always	Prompt : [mm: All right.	1750_out_02]		goto : mm1760_HelpWithDru	gCosts_DM	
repeat	Always	Prompt : [mm: Sure.	1750_out_03]		Re-Recognition : Reprompt		
Recovery B	Behavior						
Туре	Condition	Action			Transition		
nomatch 1	Always	Let's try again	Prompt : [mm1750_nm1_01] Let's try again Are you ALREADY enrolled in 'Medicare Part D,' the Prescription Drug program?				
nomatch 2	^	Prompt : [mm: Sorry. If you AF press 1. Otherw	RE enrolled in 'M	edicare Part D,'	Re-Recognition :		
nomatch 3	Always	Assign : transf	er_reason =erro	r			
nomatch 3	Always	Prompt : [gl_n Sorry, we seem	m3_01] I to be having tro	ouble.	goto : mm3000_ABRStatus_DS		
noinput 1	٨	D,' the Prescrip	1750_ni1_01] ADY enrolled in ' tion Drug progra say 'No' or press	am, say 'Yes' or	Re-Recognition :		
noinput 2	٨	Prompt : [mm: Sorry. If you AF press 1. Otherw	RE enrolled in 'M	edicare Part D,'	Re-Recognition :		
noinput 3	Always	Assign : transf	er_reason =erro	r			
noinput 3	Always		Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.			itatus_DS	
Commands	s: State-Specific Behavior						
See 1.2 Globa	al Commands						
Commands	: Disabled Globals						
repeat							
Commands	: Confirmations						
See 1.2 Globa	al Commands						
	ameters						

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Parameter	Value				
Developer Notes					

mm1760_HelpWithDrugCosts_DM

			CustomContext R	eco	gnition			M
Informatio	onal message	about Prescription Dr	ug help, then asks the calle	r if h	e/she wants to	get an applicat	ion.	
Entering	From							
mm1750_	AskPartD_DN	Λ						
Initial Pi	rompts							
Туре	Conditio	on	Name		Wording			
initial	Always		mm1760_ini_(01		rug costs. To q	gible for extra help with t ualify for the extra help,	
initial	^		mm1760_ini_(02	<individual res<="" td=""><td>source max></td><td></td><td></td></individual>	source max>		
initial	^		mm1760_ini_(03	for an indiv	idual or		
initial	۸		mm1760_ini_(04	<couple resou<="" td=""><td>ırces max></td><td></td><td></td></couple>	ırces max>		
initial	Λ		mm1760_ini_(06	for a married couple living together. Resources include, for example, your savings, investments and real estate. We do NO ⁻ include the home you live in, vehicles, burial plots, or personal possessions. However, there are income limits we will consider you decide to file for this help. Changes in the law will make it easier for some people to qualify for extra help. Social Security won't count the help you receive with your household expenses income, or any life insurance policies, as a resource when determining your eligibility. You may also be able to get help wit Medicare costs from your state under a Medicare Savings Program. Applications for extra help can initiate the application process for the Medicare Savings Programs in your state. We'll send your information to your state and they'll contact you to hel you apply for the Medicare Savings Programs, unless you tell us not to.			We do NOT personal II consider if II make it al Security expenses as when get help with vings upplication state. We'll t you to help
initial	^		mm1760_ini_(07	Now, would y	ou like to hear	that again?	
Gramma	ar							I
Sample E	Expressions			DTI	ИF	Reco Var/Op	tion	Confirm
yes ?(i wo // yes	ould)			1		<help_with_c yes></help_with_c 	lrug_costs_yesno	Never
no ?(i wou // no	uldn't)			2		<help_with_drug_costs_yesno no=""> Neve</help_with_drug_costs_yesno>		Never
Actions								
Option		Condition	Action				Transition	
no		Always	Prompt : [mr Okay.	Prompt : [mm1760_out_01] Okay.			goto : mm1770_OrderDrugFo M	rmQuestion_D
yes		Always	Prompt : [mr Sure.	Prompt : [mm1760_out_02] Re-Recognition : Reprompt Sure.			ompt	
Recover	ry Behavior							
Туре		Condition	Action				Transition	
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nomatch 1	Always	Let's try again	n1760_nm1_01] Would you like to hear the bout help with prescription costs	Re-Recognition :	
nomatch 2	^	Sorry. To hea help with pres	n1760_nm2_01] r the information about getting cription drug costs again, press 1. ant to hear it again, press 2.	Re-Recognition :	
nomatch 3	If office_hours=true	Sorry we're ha	n1760_nm3_01] aving trouble. To speak with ' 'Agent.' Otherwise	goto : mm1770_OrderDrugFormQuestion_D M	
nomatch 3	Else (office_hours=false)		n1760_nm3_02] aving trouble. Let's keep going	goto : mm1770_OrderDrugFormQuestion_D M	
noinput 1	Always	If you'd like to getting help w	n1760_ni1_01] hear the information about ith prescription drug costs again, ress 1. If not, say 'No' or press 2.	Re-Recognition :	
noinput 2	If office_hours=true		n1760_ni2_01] someone, say 'Agent.'	goto : mm1770_OrderDrugFormQuestion_D M	
noinput 2	Else (office_hours=false)	Prompt : [mr Let's keep goi	n1760_ni2_02] ng	goto : mm1770_OrderDrugFormQuestion_D M	
Commands: S	tate-Specific Behavior			•	
See 1.2 Global C	ommands				
Commands: C	onfirmations				
See 1.2 Global C	ommands				
Config Parame	eters				
Parameter			Value		
Developer Notes	3				

mm1770_OrderDrugFormQuestion_DM

CustomContext Recognition						<u>()</u>
New DM, a	asks the caller if he/she wants to	get an application.				_
Entering F	From					
mm1760_H	HelpWithDrugCosts_DM					
Initial Pro	ompts					
Туре	Condition	Name	Name Wording			
initial	Always	mm1 ⁻	770_ini_01		Would you like to request an application for help with Medicare Prescription Drug Plan Costs?	
Gramma	r			•		
Sample E	xpressions		D	ſMF	Reco Var/Option	Confirm
yes ?(i would) // yes		1		<order_drug_help_form_yesno yes></order_drug_help_form_yesno 	Never	
no ?(i wou // no	ldn't)		2		<order_drug_help_form_yesno no=""></order_drug_help_form_yesno>	Never

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Actions			
Option	Condition	Action	Transition
no	Always	Prompt : [mm1770_out_01] Okay.	goto : mm0200_SFToggle_DS
yes	Always	Assign : current_task =transcription_1020	
٨	^	Prompt : [mm1770_out_02] Okay.	goto : mm0545_TranscriptionKBA_DS
Recovery Beh	avior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [mm1770_nm1_01] Let's try again WOULD you like to get an application for help with Prescription Drug costs?	Re-Recognition :
nomatch 2	^	Prompt : [mm1770_nm2_01] Sorry. To get an application for help with Prescription Drug costs, press 1. Otherwise, press 2.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS
noinput 1	^	Prompt : [mm1770_ni1_01] If you'd like to get an application for help with Prescription Drug costs, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 2	^	Prompt : [mm1770_ni2_01] Sorry. To get an application for help with Prescription Drug costs, press 1. Otherwise, press 2.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS
Commands: S	tate-Specific Behavior		
See 1.2 Global C	commands		
Commands: C	confirmations		
See 1.2 Global C	commands		
Config Parame	eters		
Parameter		Value	
Developer Notes	e		

mm1800_SSIMenu_DM

CustomContext Recognition					
Supplemental	Supplemental Security Income disambiguation menu.				
Entering Fro	m				
mm0210_SFM	/ainMenu_DM				
Initial Prom	pts				
Туре	Condition	Name	Wording		
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initial	Always		mm1800_ini_0		monthly bene 65 or older or assets. Now, apply for the p problem, say	fits to U.S. citiz blind or disable to hear that ag program, say 'A	ne, or 'SSI,' is a progran tens (and some non-citiz ed, and who have limite ain, say 'Repeat that.' O Apply for SSI.' If you hav Or, for information abou ship.'	ens) who are d income and therwise, to e a question or
Grammar	4				•	1		1
Sample Expl	ressions			DTI	ИF	Reco Var/Op	tion	Confirm
repeat that // repeat				1		<ssi_menu re<="" td=""><td>epeat></td><td>Never</td></ssi_menu>	epeat>	Never
apply ?(for [([// apply	(ssi) (supp	elemental security income)] ?bene	fits) benefits])	2		< ssi_menu a	pply>	If Necessary
?(ssi) problen benefits) ben // problem		with [([(ssi) (supplemental securit	ty income)] ?	3		< ssi_menu p	roblem>	If Necessary
?(information [question info // citizenship		btaining getting]) citizenship, citize	enship	4		< ssi_menu c	itizenship>	If Necessary
Actions								
Option		Condition	Action				Transition	
apply		Always	Prompt : [mr Okay. Apply f				goto : mm3000_ABRS	tatus_DS
citizenship		Always	Prompt : [mr Okay. Citizen				goto : mm1810_CitizenshipMsg_DM	
problem		Always	Prompt : [mr Okay. SSI Pro				goto : mm3000_ABRStatus_DS	
repeat		Always	Prompt : [mr Sure.	m180	0_out_04]		Re-Recognition : Reprompt	
Confirmatio	on Prom	pts	1					
Option	Conditio	on	Name		Wording			
apply	Always		mm1800_cnf_ 01	_ini_	You want to 'A	Apply for SSI b	enefits.'	
citizenship	Always		mm1800_cnf_ 02	_ini_	You're calling	about 'Citizens	nship.'	
problem	Always		mm1800_cnf_ 03	_ini_	Sounds like y	ou have a prob	oblem or question about SSI.	
	Always		gl_cnf_ini_02		Right?			
Confirmatio	on Recov	very Behavior						
See 1.3 Glob	al Confirm	ation						
Recovery E	Behavior							
Туре		Condition	Action				Transition	
		Prompt : [mm1800_nm1_01] Let's try again. You can say 'Repeat That' (or press 1). 'Apply for SSI' (or 2), 'SSI Problem' (3), or 'Citizenship Information' (or press 4).		SI Problem'	Re-Recognition :			
nomatch 2 ^ F		Prompt : [mm1800_nm2_01]Re-Sorry. To hear that information again, say 'Repeat That' or press 1. To apply for Supplemental Security Income benefits, press 2. If you have a question or problem with SSI, press 3. Or, for information about becoming a			Re-Recognition :			

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		U.S. citizen, p			
nomatch 3	Always	Assign : trans	sfer_reason =error		
nomatch 3	Always	Prompt : [gl_ Sorry, we see	nm3_01] m to be having trouble.	goto : mm3000_ABRStatus_DS	
noinput 1	٨	To hear the in Security Incor That' or press Supplemental 'Apply for SSI question or pr 3. Or, for infor	n1800_ni1_01] formation about Supplemental ne benefits again, say 'Repeat 1. If you'd like to apply for Security Income benefits, say or press 2. If you have a oblem, say 'SSI Problem' or press mation about becoming a U.S. itizenship' or press 4.	Re-Recognition :	
noinput 2	^	Sorry. To hea 'Repeat That' Supplemental 2. If you have	n1800_ni2_01] r that information again, say or press 1. To apply for Security Income benefits, press a question or problem with SSI, or information about becoming a ress 4.	Re-Recognition :	
noinput 3	Always	Assign : trans	sfer_reason =error		
noinput 3	Always	Prompt : [gl_ Sorry, we see	ni3_01] m to be having trouble.	goto : mm3000_ABRStatus_DS	
Commands: State	e-Specific Behavior	•			
See 1.2 Global Com	mands				
Commands: Disa	bled Globals				
repeat					
Commands: Com	firmations				
See 1.2 Global Com	mands				
Config Parameter	rs				
Parameter			Value		
Developer Notes					

mm1810_CitizenshipMsg_DM

	CustomContext Recognition					
Informational	message about citizenship requirements for	SSI.				
Entering Fro	om					
mm1800_SS	IMenu_DM					
Initial Pron	Initial Prompts					
Туре	Condition	Name	Wording			
initial	Always	mm1810_ini_01	To become a U.S. citizen, you must be 18 years of age or have lived in the United States as a legal permanent resid least 5 years (or 3 years if you're married to a U.S. citizen) 'good moral character;' be able to speak, read, write, and understand common English words and phrases; and be a show knowledge and understanding of U.S. history and government. To request an Application for Naturalization (N S form 'N-400') and detailed instructions, please call the Immigration and Naturalization Service at 1-800-870-3676	lent for at); be of able to (which is I		

				number, agair	n, is 1-800-870	-3676.	
initial ^			02				
initial ^	 mm1810 ini			Now, would you like to hear that again?			
Grammar				-		-	
Sample Expression	IS		DTM	F	Reco Var/Op	tion	Confirm
yes ?(i would) // yes			1		<citizenship_< td=""><td>_msg_yesno yes></td><td>Never</td></citizenship_<>	_ msg_yesno yes>	Never
no ?(i wouldn't) // no			2		<citizenship_< td=""><td>_msg_yesno no></td><td>Never</td></citizenship_<>	_msg_yesno no>	Never
Actions			1				
Option	Condition	Action				Transition	
yes	Always	Prompt : [mn Sure.	n181()_out_01]		Re-Recognition : Re	prompt
no	Always	Prompt : [mn All right.	n181()_out_02]		goto : mm0200_SFT	oggle_DS
Recovery Behavi	or						
Туре	Condition	Action				Transition	
nomatch 1	Always	Prompt : [mn Let's try again information be	Wo	ould you like to		Re-Recognition :	
nomatch 2	^	Prompt : [mm1810_nm2_01] Sorry. To hear the information about applying for U.S. citizenship again, press 1. If you don't want to hear it again, press 2.			Re-Recognition :		
nomatch 3	If office_hours=true	Sorry we're ha	Prompt : [mm1810_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,			goto : mm0200_SFToggle_DS	
nomatch 3	Else (office_hours=false)	Prompt : [mn Sorry we're ha			keep going	goto : mm0200_SFToggle_DS	
noinput 1	Always	Prompt : [mn If you'd like to becoming a ci If not, say 'No'	hear tizen	the informatio again, say 'Ye		Re-Recognition :	
noinput 2	If office_hours=true	Prompt : [mn Sorry we're ha someone, say	aving	trouble. To sp		goto : mm0200_SFToggle_DS	
noinput 2	Else (office_hours=false)	Prompt : [mn Sorry we're ha	n1810 aving)_ni2_02] trouble. Let's l	keep going	goto : mm0200_SFT	oggle_DS
Commands: Stat	e-Specific Behavior						
See 1.2 Global Com	mands						
Commands: Con	firmations						
See 1.2 Global Com	mands						
Config Paramete	rs						
Parameter			Valu	e			
Developer Notes							

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mm1900_ReceivingBenefits_DM

		YesNo Recogr	nition			<u>()</u>
Asks callers whether c	r not they are already re	ceving benefits.				_
Entering From						
mm0700_Benefits_DM	1, mm0440_DisabilityDis	ambig_DM				
Initial Prompts						
Type Conditi	on	Name	Wording			
initial Always		mm1900_ini_0	1 Are you alı	ready receiving So	ocial Security benefits?	
Grammar			•			
Sample Expressions		I	DTMF	Reco Var/Op	tion	Confirm
yes ?(i am) // yes			1	<receiving_b< td=""><td>oenefits_yesno yes></td><td>Never</td></receiving_b<>	oenefits_yesno yes>	Never
no ?(i'm not) // no			2	<receiving_b< td=""><td>oenefits_yesno no></td><td>Never</td></receiving_b<>	oenefits_yesno no>	Never
Actions	_					
Option	Condition	Action			Transition	
no	Always	Prompt : [mm Okay.	1900_out_01]		goto : mm2030_Othe	Questions_D
yes	Always	Assign : curre	nt_task =check	S		
^	^	Prompt : [mm All right.	1900_out_02]		goto : mm1905_Checks_DM	
Recovery Behavio	r					
Туре	Condition	Action	Action			
nomatch 1	Always		1900_nm1_01] ARE you curr	ently getting	Re-Recognition :	
nomatch 2	٨	Sorry. If you a	1900_nm2_01] re receiving So 1. If not, press		Re-Recognition :	
nomatch 3	Always	Assign : trans	fer_reason =err	or		
nomatch 3	Always	Prompt : [gl_r Sorry, we seen	nm3_01] n to be having t	rouble.	goto : mm3000_ABR	Status_DS
noinput 1	^		if you're receivi its. If you are, s	ing Social say 'Yes' or press	Re-Recognition :	
noinput 2	^	Sorry. If you're	Prompt : [mm1900_ni2_01] Sorry. If you're receiving Social Security benefits, press 1. Otherwise, press 2.		Re-Recognition :	
noinput 3	Always	Assign : trans	Assign : transfer_reason =error			
noinput 3	Always		Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.		goto : mm3000_ABR	Status_DS
Commands: State-	Specific Behavior					
See 1.2 Global Comm	ands					
Commands: Confii	rmations					
	ands					
See 1.2 Global Comm						

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Parameter	Value			
Developer Notes				

mm1905_Checks_DM

	YesNo Recognition					
Tells callers the scheduled delivery date and asks whether or not they are calling about a late payment.						
Entering F	From					
mm0210_9	SFMainMenu_DM, mm19	000_ReceivingBenefit	s_DM			
Initial Pro	ompts					
Туре	Condition		Name	Wording		
initial	If current_task=late_pa yment	If first entry (i.e. do NOT play after repeat)	mm1905_ini_01	First, let me give you some information		
initial	^		mm1905_ini_02	<500ms silence>		
initial	If <current date=""> is in</current>	January	mm1905_ini_03	Here are the scheduled payment delivery dates for January 2012. SSI payments were scheduled to arrive on December 30th 2011. Social Security benefits normally received on the third of the month will arrive as scheduled on January 3rd, second Wednesday benefits will arrive on the 11th, third Wednesday benefits on the 18th, and fourth Wednesday benefits on January 25th. For February, SSI payments will arrive on February 1st. Social Security benefits normally received on the third of the month will arrive as scheduled on the February 3rd, second Wednesday benefits on the 8th, third Wednesday benefits on the 15th, and fourth Wednesday benefits on February 22nd.		
initial	Elseif <current date=""> is in February</current>		mm1905_ini_04	Here are the scheduled payment delivery dates for February 2012. SSI payments are scheduled to arrive on February 1st. Social Security benefits normally received on the third of the month will arrive as scheduled on February 3rd, second Wednesday benefits on the 8th, third Wednesday benefits on the 15th, and fourth Wednesday benefits on February 22nd. For March, SSI payments will arrive on March 1st. Social Security benefits normally received on the third of the month will arrive on March 2nd, second Wednesday benefits on the 14th, third Wednesday benefits on the 21st, and fourth Wednesday benefits on March 28th.		
initial	Elseif <current date=""> is in March</current>		mm1905_ini_05	Here are the scheduled payment delivery dates for March 2012. SSI payments are scheduled to arrive on March 1st. Social Security benefits normally received on the third of the month will arrive on March 2nd, second Wednesday benefits on the 14th, third Wednesday benefits on the 21st, and fourth Wednesday benefits on March 28th. For April, SSI payments will arrive on March 30th. Social Security benefits normally received on the third of the month will arrive as scheduled on April 3rd, second Wednesday benefits on the 11th, third Wednesday benefits on the 18th, and fourth Wednesday benefits on April 25th.		
initial	Elseif <current date=""></current>	is in April	mm1905_ini_06	Here are the scheduled payment delivery dates for April 2012. SSI payments are scheduled to arrive on March 30th. Social Security benefits normally received on the third of the month will arrive as scheduled on April 3rd, second Wednesday benefits on the 11th, third Wednesday benefits on the 18th, and fourth Wednesday benefits on April 25th. For May, SSI payments will arrive on May 1st. Social Security benefits normally received on May 3rd, second Wednesday benefits on the 9th, third Wednesday benefits on the 16th, and fourth Wednesday benefits on May 23rd.		

initial	Elseif <current date=""> is in May</current>	mm1905_ini_07	Here are the scheduled payment delivery dates for May 2012. SSI payments are scheduled to arrive on May 1st. Social Security benefits normally received on the third of the month will arrive as scheduled on May 3rd, second Wednesday benefits on the 9th, third Wednesday benefits on the 16th, and fourth Wednesday benefits on May 23rd. For June, SSI payments will arrive on June 1st. Social Security benefits normally received on the third of the month will also arrive on June 1st, second Wednesday benefits on the 13th, third Wednesday benefits on the 20th, and fourth Wednesday benefits on June 27th.
initial	Elseif <current date=""> is in June</current>	mm1905_ini_08	Here are the scheduled payment delivery dates for June 2012. SSI payments are scheduled to arrive on June 1st. Social Security benefits normally received on the third of the month will also arrive on June 1st, second Wednesday benefits on the 13th, third Wednesday benefits on the 20th, and fourth Wednesday benefits on June 27th. For July, SSI payments will arrive on June 29th. Social Security benefits normally received on the third of the month will arrive as scheduled on July 3rd, second Wednesday benefits on the 11th, third Wednesday benefits on the 18th, and fourth Wednesday benefits on June 27th. For July SSI payments will arrive as scheduled on July 3rd, second Wednesday benefits on the 11th, third Wednesday benefits on the 18th, and fourth Wednesday benefits on July 25th.
initial	Elseif <current date=""> is in July</current>	mm1905_ini_09	Here are the scheduled payment delivery dates for July 2012. SSI payments are scheduled to arrive on June 29th. Social Security benefits normally received on the third of the month will arrive as scheduled on July 3rd, second Wednesday benefits on the 11th, third Wednesday benefits on the 18th, and fourth Wednesday benefits on June 25th. For August, SSI payments will arrive on August 1st. Social Security benefits normally received on the third of the month will arrive as scheduled on August 3rd, second Wednesday benefits on the 8th, third Wednesday benefits on the 8th, third Wednesday benefits on the 15th, and fourth Wednesday benefits on the 8th, third Wednesday benefits on the 15th, and fourth Wednesday benefits on August 22nd.
initial	Elseif <current date=""> is in August</current>	mm1905_ini_10	Here are the scheduled payment delivery dates for August 2012. SSI payments are scheduled to arrive on August 1st. Social Security benefits normally received on the third of the month will arrive as scheduled on August 3rd, second Wednesday benefits on the 8th, third Wednesday benefits on the 15th, and fourth Wednesday benefits on August 22nd. For September, SSI payments will arrive on August 31st. Social Security benefits normally received on the third of the month will also arrive on August 31st, second Wednesday benefits on the 12th, third Wednesday benefits on the 19th, and fourth Wednesday benefits on September 26th.
initial	Elseif <current date=""> is in September</current>	mm1905_ini_11	Here are the scheduled payment delivery dates for September 2012. SSI payments are scheduled to arrive on August 31st. Social Security benefits normally received on the third of the month will also arrive on August 31st, second Wednesday benefits on the 12th, third Wednesday benefits on the 19th, and fourth Wednesday benefits on September 26th. For October, SSI payments will arrive on October 1st. Social Security benefits normally received on October 3rd, second Wednesday benefits on the 10th, third Wednesday benefits on the 17th, and fourth Wednesday benefits on the 17th, and fourth Wednesday benefits on October 24th.
initial	Elseif <current date=""> is in October</current>	mm1905_ini_12	Here are the scheduled payment delivery dates for October 2012. SSI payments are scheduled to arrive on October 1st. Social Security benefits normally received on the third of the month will arrive as scheduled on October 3rd, second Wednesday benefits on the 10th, third Wednesday benefits on the 17th, and fourth Wednesday benefits on October 24th. For November, SSI payments will arrive on November 1st. Social Security benefits normally received on the third of the month will arrive on November 2nd, second Wednesday benefits on the 14th, third Wednesday benefits on the 21st, and fourth Wednesday benefits on November 28th.
initial	Elseif <current date=""> is in November</current>	mm1905_ini_13	Here are the scheduled payment delivery dates for November 2012. SSI payments are scheduled to arrive on November 1st.

			Social Security benefits norm will arrive on November 2nd, 14th, third Wednesday benefit benefits on November 28th. F arrive on November 30th. Soc received on the third of the m December 3rd, second Wedn Wednesday benefits on the 1 on December 26th.		second Wednesday b fits on the 21st, and fou For December, SSI pay ocial Security benefits r nonth will arrive as sch nesday benefits on the	enefits on the Irth Wednesday yments will ormally eduled on 12th, third			
initial	Else (<ci< td=""><td>urrent date> is in December)</td><td>mm1905_ini_</td><td>14</td><td><tbd -="" need<="" td=""><td>2013 dates></td><td></td><td></td></tbd></td></ci<>	urrent date> is in December)	mm1905_ini_	14	<tbd -="" need<="" td=""><td>2013 dates></td><td></td><td></td></tbd>	2013 dates>			
initial	Always		mm1905_ini_	15	<1000ms sile	nce>			
initial	^		mm1905_ini_	16	Now, would li	ke to hear that	again?		
Grammar								-	
Sample Expr	essions			DTI	ИF	Reco Var/Op	tion	Confirm	
yes ?i would) // yes				1		<checks_rep< td=""><td>eat_yesno yes></td><td>Never</td></checks_rep<>	eat_yesno yes>	Never	
no ?(i wouldn' // no	t)			2		<checks_rep< td=""><td>eat_yesno no></td><td>Never</td></checks_rep<>	eat_yesno no>	Never	
repeat, repeat // repeat	that			9		<checks_rep< td=""><td>eat_yesno repeat></td><td>Never</td></checks_rep<>	eat_yesno repeat>	Never	
Actions									
Option		Condition	Action				Transition		
no		If current_task=checks	Prompt : [mr Okay.	n190	05_out_01]		goto : mm1907_LatePaymentQuestion_DM		
^		Else (current_task=late_payment)	Prompt : [mr Now, about th				goto : mm1910_LatePaymentMenu_DM		
yes		Always	Prompt : [mr Sure.	n190	05_out_03]		Re-Recognition : Reprompt		
repeat		Always	Prompt : [mr Sure.	n190	05_out_04]		Re-Recognition : Reprompt		
Recovery B	ehavior								
Туре		Condition	Action				Transition		
nomatch 1		Always	Prompt : [mr Let's try again payment date	W	ould you like to	o hear the	Re-Recognition :		
nomatch 2		Always		r the If y	05_nm2_01] scheduled pay rou don't want t		Re-Recognition :		
nomatch 3		Always	Prompt : [mr Sorry we're ha		95_nm3_01] trouble. Let's	keep going	goto : mm1907_LatePaymer	ntQuestion_DM	
noinput 1		Always	If you'd like to delivery dates	Prompt : [mm1905_ni1_01] If you'd like to hear the scheduled payment delivery dates again, say 'Yes' or press 1. If not, say 'No' or press 2.			Re-Recognition :		
noinput 2		Always	Prompt : [mm1905_ni2_01] Let's keep going				goto : mm1907_LatePaymer	ntQuestion_DM	
Commands	: State-S	Specific Behavior							
See 1.2 Globa	al Comma	inds							
Commands	: Disabl	ed Globals							
repeat									

Commands: Confirmations							
See 1.2 Global Commands							
Config Parameters							
Parameter	Value						
Developer Notes							

mm1907_LatePaymentQuestion_DM

			YesNo Reco	ogniti	on)
Asks the call	er if they're	e calling about a late p	ayment.					
Entering Fro	m							
mm1905_Ch	ecks_DM							
Initial Pron	npts							
Туре	Conditio	on	Name		Wording			
initial	Always		mm1907_ir	ni_01	Are you callin	ig about a LATI	E payment?	
Grammar			•					
Sample Exp	ressions			DTI	ИF	Reco Var/Op	tion	Confirm
yes ?(a late p // yes	ayment)			1		<check_late_< td=""><td>_yesno yes></td><td>Never</td></check_late_<>	_yesno yes>	Never
no ?(it's not la // no	ate)			2		<check_late_< td=""><td>_yesno no></td><td>Never</td></check_late_<>	_yesno no>	Never
Actions								
Option		Condition	Action				Transition	
no		Always	Prompt: [Okay. In th				goto : mm0200_SFToggle_DS	
yes		Always	Prompt:[Hmmm C)7_out_02]		goto : mm1910_LatePaymentMenu_DM	
Recovery E	Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always)7_nm1_01] RE you calling	about a late	Re-Recognition	:
nomatch 2		^	Sorry. If yo	u're ca)7_nm2_01] Iling about a pa therwise, press		Re-Recognition :	
nomatch 3		Always	Assign : tr	ansfer_	reason =error			
nomatch 3		Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.			goto : mm3000_/	ABRStatus_DS
noinput 1		^	If you're ca	Prompt : [mm1907_ni1_01] If you're calling about a payment that's LATE, say 'yes' or press 1. Otherwise, say 'no' or press 2.			Re-Recognition	
noinput 2		^	Sorry. If yo that's LATE				Re-Recognition	:

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noinput 3	Always	Assign : transfer_reason =error								
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS							
Commands: S	Commands: State-Specific Behavior									
See 1.2 Global C	See 1.2 Global Commands									
Commands: C	Commands: Confirmations									
See 1.2 Global C	Commands									
Config Param	eters									
Parameter		Value								
Developer Notes										

mm1910_LatePaymentMenu_DM

			Custon	nContext R	eco	gnition			<u>}</u>
Asks callers	how they r	eceive their I	payments.						
Entering Fr	om								
mm1905_C	hecks_DM,	mm1907_La	atePaymentQuestion_	DM					
Initial Pro	mpts								
Туре	Conditio	n		Name		Wording			
initial	If current	task-check	S	mm1910_ini_	01		expecting your sure, just say 'l	payment - by 'Mail' or ' 'm Not Sure.')	Direct Deposit?'
initial	Else (cur	rent_task=la	te_payment)	mm1910_ini_	02		u expecting it - say 'I'm Not Sı	by 'Mail' or 'Direct Dep ıre.')	osit?' (If you're
reprompt	(after rep disconfin		lf current_task=late_pa yment	mm1910_ree	_01	How were you expecting your payment - by 'Mail' or 'Direct Deposit?' (If you're not sure, just say 'I'm Not Sure.')			
Grammar						•			
Sample Exp	oressions			DTMF		Reco Var/Op	tion	Confirm	
mail, [check // mail	payment] b	y mail		1 <		<late_payment_menu mail=""></late_payment_menu>		If Necessary	
direct depos // direct_dep		t				<late_payme direct_deposi</late_payme 		If Necessary	
?i'm not sure // not_sure	9				3 <late< td=""><td colspan="2"><late_payment_menu not_sure=""></late_payment_menu></td><td>If Necessary</td></late<>		<late_payment_menu not_sure=""></late_payment_menu>		If Necessary
repeat, repe // repeat	at that				9		<late_payme< td=""><td>nt_menu repeat></td><td>Never</td></late_payme<>	nt_menu repeat>	Never
Actions									•
Option		Condition		Action				Transition	
direct_depo	sit	Always		Assign : payment_method =direct_deposit			ct_deposit		
^		^		Prompt : [mi All right.	nm1910_out_01]			goto : mm1920_DepositMsg_PP	
mail		Always		Assign : pay	ment	_method =mail	l		
^					m1910_out_02] goto : mm1930_MailMsg_PP				Msg_PP

not_sure		Always	Prompt : [mm191 Okay.	.0_out_03]	goto : mm3000_ABRStatus_DS
repeat		Always	Prompt : [mm191 Sure.	.0_out_04]	Re-Recognition : Reprompt
Confirmatio	on Prom	pts			·
Option	Conditio	on	Name	Wording	
mail	Always		mm1910_cnf_ini_ 01	You're expecting a check in	the mail, right?
direct_deposi t	Always		mm1910_cnf_ini_ 02	You're waiting for a direct de	eposit, right?
not_sure	Always		mm1910_cnf_ini_ 03	You're not sure of HOW you right?	I'll be receiving your next payment,
Confirmatio	on Reco	very Behavior			
See 1.3 Globa	al Confirm	ation			
Recovery B	ehavior				
Туре		Condition	Action		Transition
nomatch 1		Always		.0_nm1_01] ou can say "Mail' or press 1, press 2, or 'I'm Not Sure' or	Re-Recognition :
nomatch 2		٨	payment by mail, p	0_nm2_01] pecting to receive your press 1. If you're expecting a ead, press 2. Or, if you're not	
nomatch 3		Always	Assign : transfer_	reason =error	-
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to		goto : mm3000_ABRStatus_DS
noinput 1		Λ	say 'mail' or press payment to be dep account, say 'direc	0_ni1_01] your next payment by mail, 1. If you're waiting for your posited into your bank at deposit' or press 2. Or, if yy 'l'm not sure' or press 3.	Re-Recognition :
noinput 2		^	you are expecting.	now what method of payment If you're expecting a check L. If a direct deposit, press 2.	
noinput 3		Always	Assign : transfer_	reason =error	
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to		goto : mm3000_ABRStatus_DS
Commands	: State-S	Specific Behavior			
See 1.2 Globa	al Comma	Inds			
Commands	: Disabl	ed Globals			
repeat					
Commands	: Confir	mations			
See 1.2 Globa					
Config Para					
Parameter			Vali		

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Developer Notes	

mm1920_DepositMsg_PP

	Simple Play Prompt								
Plays inforr	Plays information and suggestions on how callers can troubleshoot a direct deposit.								
Entering F	Entering From								
mm1910_L	mm1910_LatePaymentMenu_DM, mm1940_LatePaymentExit_DM								
Initial Pro	Initial Prompts								
Туре	Condition		Name	Wording					
initial	Always		mm1920_out_01	If you've recently changed bank accounts, you should check to make sure that the payment wasn't deposited to your old accou It might also have something to do with your bank's policy on th time and date when accounts are updated, so you should ask bank if any other payments posted to your account on the day were expecting the deposit.					
Actions									
Condition		Action	1		Transition				
Always		goto : mm1940_LatePaymentExit_		goto : mm1940_LatePaymentExit_DM	V				
Developer Notes									

mm1930_MailMsg_PP

Simple Play Prompt								
Plays informa	tion about why a check may not ha	ave been i	received yet.					
Entering Fro	m							
mm1910_Late	ePaymentMenu_DM,mm1940_La	itePaymer	ntExit_DM					
Initial Prom	Initial Prompts							
Туре	Condition		Name	Wording	Wording			
initial	Always		mm1930_out_01	Just so you know, a payment isn't considered late until the third mail delivery date after its due date. (Sundays and Federal holida are not mail delivery days.) Also, if you've recently moved, your check may have been sent to your previous address.				
Actions								
Condition		Action	1		Transition			
Always					goto : mm1940_LatePaymentExit_DI	V		
Developer Notes								

mm1940_LatePaymentExit_DM

CustomContext Recognition	
Offers a menu of options for transition to next state. (Note that only the global command grammar is active for this state.)	
Entering From	

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mm1920_De	positMsg_	PP, mm1930_MailMsg_PP						
Initial Pror	npts							
Туре	Conditio	n	Name		Wording			
initial	Always		mm1940_ini_(01	Now, would y	ou like to hear t	that again?	
Grammar								
Sample Exp	ressions			DTI	MF	Reco Var/Opt	tion	Confirm
yes // yes				1		<late_payme< td=""><td>nt_exit_yesno yes></td><td>Never</td></late_payme<>	nt_exit_yesno yes>	Never
no // no				2		<late_payme< td=""><td>nt_exit_yesno no></td><td>Never</td></late_payme<>	nt_exit_yesno no>	Never
Actions								
Option		Condition	Action				Transition	
no		If office_hours=true	All right. If you like to speak t say 'Agent.' O hang up. Othe	Prompt : [mm1940_out_01] All right. If you still have questions, and you'd like to speak to someone about your payment, say 'Agent.' Or, if you're finished, feel free to hang up. Otherwise, hold on and I'll take you back to the Main Menu.				
^		Else (office_hours=false)		ed, f st ha	10_out_02] Teel free to hang ng on and I'll ta			
^	Always						goto : mm0200_SFTo	ggle_DS
yes If payment_method=direct_deposit			Prompt : [mr Sure.	n194	10_out_03]	goto : mm1920_DepositMsg_PP		
٨		Else (payment_method=mail)	Prompt : [mm1940_out_04] Sure.				goto : mm1930_MailMsg_PP	
Recovery	Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [mr Let's try again payment infor	W	/ould you like to	hear that	Re-Recognition :	
nomatch 2		٨	Prompt : [mr Sorry. To hea press 1. Other	ar ab	out the late pay	rment again,	Re-Recognition :	
nomatch 3		Always	Assign : trans	sfer_	reason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see		3_01] be having trou	ble.	goto : mm3000_ABRS	Status_DS
noinput 1		٨	If you'd like to information ag	Prompt : [mm1940_ni1_01] If you'd like to hear the late payment information again, say 'Yes' or press 1. Otherwise, say 'No' or press 2.			Re-Recognition :	
noinput 2		۸ 	Prompt : [mm1940_ni2_01] Re-Recognition : Sorry. To hear about the late payment again, press 1. Otherwise, press 2. Re-Recognition :					
noinput 3		Always	Assign : trans	sfer_	reason =error			
noinput 3		Always	Prompt : [gl_ni3_01] goto : mm3000_ABRStatus_E Sorry, we seem to be having trouble. goto : mm3000_ABRStatus_E				Status_DS	
Command	s: State-S	Specific Behavior						
Туре		Condition	Action				Transition	

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repeat		Prompt : [gl_ Sure.	_repeat_01]	goto : mm1930_MailMsg_PP			
	Else (payment_method=direct_deposi t)	Prompt : [gl_ Sure.	goto : mm1920_DepositMsg_PP				
Commands: Confirm	nations						
See 1.2 Global Comma	nds						
Config Parameters							
Parameter			Value				
Developer Notes							

mm2000_ReceivingBenefits_DM

YesNo Recognition							<u>()</u>		
Asks caller	s whether or	r not they are already receving ben	efits.						
Entering F	rom								
mm0210_5	SFMainMenu	I_DM, mm0450_EmploymentDisa	mbig_DM						
Initial Pro	ompts								
Туре	Conditio	วท	Name		Wording				
initial	Always		mm2000_ini_	01	Are you alrea	dy receiving So	ocial Security benefits?		
Grammar	r								
Sample Ex	pressions			DTI	ИF	Reco Var/Op	tion	Confirm	
yes ?(i am) // yes)			1		<receiving_b< td=""><td>oenefits_yesno yes></td><td>Never</td></receiving_b<>	oenefits_yesno yes>	Never	
no ?(i'm no // no	ot)			2	<receiving_benef< td=""><td>oenefits_yesno no></td><td>Never</td></receiving_benef<>		oenefits_yesno no>	Never	
Actions									
Option		Condition	Action				Transition		
no		If form_7004_delivery=true	Prompt : [mi Okay.	m200	0_out_01]		goto : mm2040_FutureBenefits_DM		
٨		Else (form_7004_delivery=false)	Prompt : [mi Okay.	m200	0_out_02]		goto : mm2050_FutureBenef g_PP	itsBudgetaryM	
yes		Always	Prompt : [mi All right.	m200	0_out_03]		goto : mm2010_BenefitsEarnings_DM		
Recovery	/ Behavior								
Туре		Condition	Action				Transition		
nomatch 1		Always	Prompt : [mm2000_nm1_01] Let's try again ARE you currently getting benefits?			Re-Recognition :			
nomatch 2		^	Prompt : [mm2000_nm2_01] Sorry. If you are receiving Social Security benefits, press 1. Otherwise, press 2.			Re-Recognition :			
nomatch 3		Always	Assign : tran	sfer_	reason =error				
nomatch 3		Always	Prompt : [gl_ Sorry, we see		_01] be having trou	ıble.	goto : mm3000_ABRS	Status_DS	
	mmunicatio		Casial Cas	with ()	dministration			22 do 130 of 36	

noinput 1	٨	Prompt : [mm2000_ni1_01] I need to know if you're receiving Social Security benefits. If you are, say 'Yes' or press 1. If you AREN'T, say 'No' or press 2.	Re-Recognition :			
noinput 2	^	Prompt : [mm2000_ni2_01] Sorry. If you're receiving Social Security benefits, press 1. Otherwise, press 2.	Re-Recognition :			
noinput 3	Always	Assign : transfer_reason =error				
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	goto : mm3000_ABRStatus_DS			
Commands: S	State-Specific Behavior					
See 1.2 Global C	Commands					
Commands: C	Confirmations					
See 1.2 Global C	Commands					
Config Param	eters					
Parameter		Value	Value			
Developer Note	Developer Notes					

mm2010_BenefitsEarnings_DM

			CustomContext	Reco	gnition			
Asks caller	s if they nee	d a 1099, a proof of inc	come statement, or som	ething e	else.			
Entering F	rom							
mm2000_F	ReceivingBei	nefits_DM						
Initial Pro	mpts							
Туре	Conditio	on	Name		Wording			
initial	Always		mm2010_i	mm2010_ini_01 If you're doing your taxes and you need a replacement benefits statement (or '1099'), say 'Benefits Statement.' If you need a lett of proof of your income for anything OTHER than taxes, say 'Pro of Income.' For anything else, just say 'It's Something Else.'				
Grammaı						_		
Sample Ex	pressions			DTI	IF Reco Var/Op		tion	Confirm
?(?form 10 // benefits_		nefits statement), (?for	m 1099)	1	1 benefits_ea benefits_state		rnings_menu ement>	If Necessary
proof of inc // proof_of_				2	2 <benefits_ proof_of_in</benefits_ 		rnings_menu me>	If Necessary
?it's sometl // somethin				3		<benefits_ea< td=""><td>rnings_menu se></td><td>If Necessary</td></benefits_ea<>	rnings_menu se>	If Necessary
Actions								
Option		Condition	Action				Transition	
benefits_st	atement	Always	Assign : c	urrent_t	ask =benefits_	statement		
A Prompt : [mm2010_out_01] Okay. Benefits Statement.			goto : mm0525_BenefitsStatementKBA_D		tementKBA_DS			
proof_of_in	come	Always	Assign : c	urrent_t	ask =benefits_	verification		
^		^	Prompt : Okay. Proc		.0_out_02] ome.		goto : mm0500_BEVE	EKBA_DS

something_els	se	Always	Prompt : [mm202 Okay.	10_out_03]	goto : mm3000_ABRStatus_DS	
Confirmatio	n Prom	ots			1	
Option	Conditio	n	Name	Wording		
benefits_stat ement	Always		mm2010_cnf_ini_ 01	You'd like a replacement Fo	m 1099 benefits statement.	
proof_of_inco me	Always		mm2010_cnf_ini_ 02	You need a proof of income	document that's not for your tax return	
something_el se	Always		mm2010_cnf_ini_ 03	You'd like help with somethin	ng else.	
	Always		gl_cnf_ini_02	Right?		
Confirmatio	n Recov	very Behavior				
See 1.3 Globa	l Confirm	ation				
Recovery B	ehavior					
Туре		Condition	Action		Transition	
nomatch 1		Always	Statement' or pres	10_nm1_01] ou can say 'Benefits ss 1, 'Proof of Income' or mething Else' or press 3.	Re-Recognition :	
nomatch 2		^	benefits statemen press 1. If you ne income for anythir	10_nm2_01] d a replacement Form 1099 t for filing your tax return, ed a document of your ng other than your tax return, hing else, press 3.	Re-Recognition :	
nomatch 3		Always	Assign : transfer_	_reason =error		
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	3_01] b be having trouble.	goto : mm3000_ABRStatus_DS	
noinput 1		^	or 'Form 1099,' for 'benefits statemen of your income for return, say 'proof of	10_ni1_01] acement benefits statement, r filing your tax return, say nt' or press 1. For a document r anything other than your tax of income' or press 2. If you else, say 'it's something else'	Re-Recognition :	
noinput 2		^	benefits statemen press 1. If you ne income for anythir	10_ni2_01] d a replacement Form 1099 t for filing your tax return, ed a document of your ng other than a tax return, hing else, press 3.	Re-Recognition :	
noinput 3		Always	Assign : transfer_	_reason =error		
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to	_01] be having trouble.	goto : mm3000_ABRStatus_DS	
Commands	: State-S	Specific Behavior				
See 1.2 Globa	l Comma	nds				
Commands.	: Confiri	mations				
See 1.2 Globa	l Comma	nds				
Config Para	meters					
Parameter			Val			

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Developer Notes

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mm2030_OtherQuestions_DM

	Custon	nContext Re	eco	gnition			<u>()</u>
Asks callers whet	her they are calling about an estimate of	f future benefits	6.				
Entering From							
mm1900_Receivii	ngBenefits_DM						
Initial Prompts							
Туре Со	ndition	Name		Wording			
initial Alw	vays	mm2030_ini_0	01	Are you callin	g about an esti	mate of FUTURE bene	fits?
Grammar							
Sample Expressi	ions		DTM	F	Reco Var/Op	tion	Confirm
yes // yes			1		<future_bene< td=""><td>efits_yesno yes></td><td>Never</td></future_bene<>	efits_yesno yes>	Never
no // no			2		<future_bene< td=""><td>efits_yesno no></td><td>Never</td></future_bene<>	efits_yesno no>	Never
Actions							
Option	Condition	Action				Transition	
yes	If form_7004_delivery=true	Prompt : [mn All right.	n203(0_out_01]		goto : mm2040_Futu	reBenefits_DM
۸	Else (form_7004_delivery=false)	Prompt : [mm2030_out_02] All right.			goto : mm2050_FutureBenefitsBudgeta g_PP		
no	Always	Prompt : [mm2030_out_03] All right. You'll need to speak with someone			goto : mm3000_ABR	Status_DS	
Recovery Beha	avior					•	
Туре	Condition	Action				Transition	
nomatch 1	Always	Prompt : [mn Let's try again estimate of fut	AR	E you calling	about an	Re-Recognition :	
nomatch 2	٨	Prompt : [mn Sorry. If you'd benefits, press	d like	an estimate of		Re-Recognition :	
nomatch 3	Always	Assign : trans	sfer_r	eason =error			
nomatch 3	Always	Prompt : [gl_ Sorry, we see			ble.	goto : mm3000_ABR	Status_DS
noinput 1	٨	If you'd like an	Prompt : [mm2030_ni1_01] If you'd like an estimate of future benefits, say 'Yes' or press 1. Otherwise, say 'No' or press 2.			Re-Recognition :	
noinput 2	٨	Prompt : [mm2030_ni2_01] Sorry. For an estimate of FUTURE benefits, press 1. For anything else, press 2.			Re-Recognition :		
noinput 3	Always	Assign : trans	sfer_r	eason =error			
noinput 3	Always	Prompt : [gl_ Sorry, we see			ble.	goto : mm3000_ABR	Status_DS
Commands: St	tate-Specific Behavior						
See 1.2 Global Co	ommands						

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Commands: Confirmations					
See 1.2 Global Commands					
Config Parameters					
Parameter	Value				
Developer Notes					
mm2040_FutureBenefits_DM					

		Custor	nContext R	eco	gnition				
Tells callers h	ow to requ	lest an estimate of future benefits	, and offers an	optio	on to request a	mail-in form.		_	
Entering From	m								
mm2000_Rec	eivingBer	nefits_DM, mm2030_OtherQuesti	ons_DM						
Initial Prom	pts								
Туре	Conditio	n	Name		Wording				
initial	Always		mm2040_ini_01 Estimates of your future benefits are on your social sect statement, which is sent to you automatically every thre so, starting about three months before you turn 25. To r statement now, you can do it on our website at 'social se G O V' and it will take about 2 to 4 weeks to receive it. Y request a statement by MAIL, by filling out form number orders take 4 to 6 weeks. To order a 'Form 7004' over th just say 'Order Form.' Or, if you have OTHER questions earnings and benefits, say 'Other Questions.'		nree years or o request a I security dot t. You can also per '7004.' Mail er the phone,				
Grammar				-					
Sample Expr	essions			DTN	ЛF	Reco Var/Option		Confirm	
repeat, repeat // repeat	that, hea	r that again	1			<future_benefits_menu repeat=""></future_benefits_menu>		Never	
order_form // order_form			2			<future_benefits_menu order_form=""></future_benefits_menu>		If Necessary	
other_question // other_quest			3			<future_benefits_menu other_questions></future_benefits_menu 		If Necessary	
Actions									
Option		Condition	Action				Transition		
order_form		Always	Assign : curr	Assign : current_task =transcription_7004					
۸		٨	Prompt : [mr Sure.	n204	0_out_01]		goto : mm0545_Transcription	KBA_DS	
other_question	ns	Always	Prompt : [mr Okay.	n204	0_out_02]		goto : mm3000_ABRS	tatus_DS	
Confirmatio	n Prom	ots			_				
Option	Conditio	n	Name		Wording				
order_form	Always		mm2040_cnf_ 01	ini_	You'd like to r	u'd like to request that a Form 7004 be mailed to you.			
other_questio ns	Always		mm2040_cnf_ 02	_ini_	You'd like oth	er information	on earnings and benefits		
	Always		gl_cnf_ini_02		Right?				
Confirmatio	n Recov	very Behavior							

SSA_ATT_Care2020_N8NN

See 1.3 Global Confirmation

Recovery Beha	avior						
Туре	Condition	Action				Transition	
nomatch 1	Always	Let's try again press 1. Othe 7004, say 'Oro	Prompt : [mm2040_nm1_01] Let's try again. You can say 'Repeat That' or press 1. Otherwise, if you'd like to order form 7004, say 'Order Form' or press 2. OR, say 'Other Questions' or press 3.				:
nomatch 2	٨	Prompt : [mn Sorry. To hea To order Form information ab 3.	r the 7004	Re-Recognition	:		
nomatch 3	Always	Assign : trans	fer_re	eason =error			
nomatch 3	Always	Prompt : [gl_ Sorry, we seen			ıble.	goto : mm3000_	ABRStatus_DS
noinput 1	Λ	To hear the ini That' or press 7004 now, say other question	Prompt : [mm2040_ni1_01] To hear the information again, say 'Repeat That' or press 1. If you'd like to order Form 7004 now, say 'Order Form' or press 2. Or, for other questions about earnings and benefits, say 'Other Questions' or press 3.				:
noinput 2	Λ	Prompt : [mn Sorry. If you'd again, press 1 2. Or, for othe benefits, press	like t . To (r info	o hear the int order Form 7	004 now, press	Re-Recognition	:
noinput 3	Always	Assign : trans	fer_re	eason =error			
noinput 3	Always	Prompt : [gl_ Sorry, we seer			ıble.	goto : mm3000_	ABRStatus_DS
Commands: Si	ate-Specific Behavior						
Туре	Condition	Action				Transition	
repeat		Prompt : [mm Sure.	2040	_repeat_01]		Re-Recognition	: Reprompt
Commands: C	onfirmations						
See 1.2 Global C	ommands						
Commands: G	rammar						
Sample Express	ions		4	DTMF	Command		Confirm
epeat that, repea	t			1	repeat		Never
Config Parame	ters						
Parameter			Valu	e			
-							
Developer Notes							

mm2050_FutureBenefitsBudgetaryMsg_PP

Simple Play Prompt If 'form_7004_delivery=false,' this state plays informational message explaining whay form 7004 will not be delivered, due to budgetary constraints.

Entering From

Nuance Communications

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mm2000_ReceivingBenefits_DM, mm2030_OtherQuestions_DM							
Initial Prompts							
Туре	Condition		Name	Wording			
initial Always		mm2050_out_01	Estimates of your future benefits are on your social security statement, which is normally sent to you automatically every three years or so, starting about three months before you turn 25. However, due to budgetary constraints, the Social Security Administration has temporarily suspended delivery of all benefits statements. We apologize for this inconvenience. For more information, visit our website at 'social security dot G O V.'				
initial	^		mm2050_out_02	<1000ms silence>			
initial	If office_hours=true		mm2050_out_03		hed, feel free to hang up. If you'd like to speak to ur benefits, say 'Agent.' Otherwise		
initial	Else (office_hours=false)		mm2050_out_04	Now, if you're finis	Now, if you're finished, feel free to hang up. Otherwise		
Actions							
Condition		Action			Transition		
Always				goto : mm0200_SFToggle_DS			
Developer	Notes						
	-						

mm2100_RepPayeeMenu_DM

CustomContext Recognition

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Presents six payee options - hear about the program, change payees, report misuse, become a payee, questions about filing a payee report, or something else.

Entering From

mm0210_SFMainMenu_DM, mm2110_ProgramMsg_DM, mm2120_ChangeMsg_DM, mm2200_BecomePayee_DM, mm2210_PayeeMisuse_DM

Initial Prompts

Туре	Condition	Name	Wording
initial	Always	mm2100_ini_01	Which would you like to do - you can say 'Change Payee,' report 'Misuse of Benefits,' 'Become a Payee,' get information about filing a 'Payee Report,' or to hear what a representative payee DOES, say 'Payee Responsibilities.' For help with anything else say 'It's Something Else.'
Grammar			

Crainina.			
Sample Expressions	DTMF	Reco Var/Option	Confirm
[change different] ?[payee representative] // change	1	< rep_payee_menu change>	If Necessary
(misuse ?(of benefits)), benefits misuse // misuse	2	< rep_payee_menu misuse>	If Necessary
become ?a payee // become	3	<rep_payee_menu become=""></rep_payee_menu>	If Necessary
(?payee report), [file filing] ?(a payee) report // report	4	< rep_payee_menu report>	If Necessary
?payee responsibilities // program	5	< rep_payee_menu program>	If Necessary
?it's something else // something_else	6	<rep_payee_menu something_els<="" td=""><td>e> If Necessary</td></rep_payee_menu>	e> If Necessary

SSA_ATT_Care2020_N8NN

Actions						
Option		Condition	Action		Transition	
become		Always	Prompt : [mm210 All right.	00_out_01]	goto : mm2200_BecomePayee_DM	
change		Always			goto : mm2120_ChangeMsg_DM	
misuse		Always	Prompt : [mm210 All right. Misuse o		goto : mm2210_PayeeMisuse_DM	
program		Always			goto : mm2110_ProgramMsg_DM	
report		Always	Prompt : [mm210 Okay.	00_out_03]	goto : mm3000_ABRStatus_DS	
something_e	else	Always	Prompt : [mm210 Okay.	00_out_04]	goto : mm3000_ABRStatus_DS	
Confirmat	ion Prom	pts				
Option	Conditio	on	Name	Wording		
program	Always		mm2100_cnf_ini_ 01	You'd like information on whether the tright?	nat a payee representative DOES. Is	
change	Always		mm2100_cnf_ini_ 02	You'd like to change your p	ayee, right?	
misuse	Always		mm2100_cnf_ini_ 03	You suspect there may be a being handled, right?	a problem with how your benefits are	
become	Always		mm2100_cnf_ini_ 04	You're interested in BECON	иING a payee, right?	
report	Always		mm2100_cnf_ini_ 05	You have questions about f	filing a payee report, right?	
something_e se	el Always		mm2100_cnf_ini_ 06	You'd like help with someth	ing else, right?	
Confirmat	ion Reco	very Behavior				
See 1.3 Glo	bal Confirm	nation				
Recovery	Behavior	,				
Туре		Condition	Action		Transition	
nomatch 1		Always	(or press 1); 'Misus 'Become a Payee'	u can say 'Change Payee' se Of Benefits' (or 2), (3); 'Payee Report' (4); ilities' (5); or say 'It's	Re-Recognition :	
nomatch 2		^	press 1. If you sus your benefits are b information on BEC For questions abou For information on	00_nm2_01] to CHANGE your payee, spect a problem with how being handled, press 2. For COMING a payee, press 3. ut filing a REPORT, press 4. what a payee DOES, press questions, press 6.	Re-Recognition :	
nomatch 3		Always	Assign : transfer_	reason =error		
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	8_01] be having trouble.	goto : mm3000_ABRStatus_DS	
noinput 1 ^ Pr TC Pa pr		Payee' (or press 1 problem with how	00_ni1_01] ent payee, say 'Change). If you think there's a your benefits are being ise Of Benefits' (or 2). If	Re-Recognition :		

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		you'd like to BEC	OME a payee, say 'Become A		
		Payee' (3). For c say 'Payee Repo what a payee DC Responsibilities'	uestions about filing a report, rt' (4). If you'd like to hear		
noinput 2	^	press 1. If you su your benefits are information on BI For questions ab For information o	100_ni2_01] e to CHANGE your payee, uspect a problem with how being handled, press 2. For ECOMING a payee, press 3. out filing a REPORT, press 4. n what a payee DOES, press er questions, press 6.	Re-Recognition :	
noinput 3	Always	Assign : transfer	_reason =error		
noinput 3	Always	Prompt : [gl_ni3 Sorry, we seem t	_01] o be having trouble.	goto : mm3000_ABRStatus_DS	
Commands: Sta	ate-Specific Behavior	·			
See 1.2 Global Co	mmands				
Commands: Co	nfirmations				
See 1.2 Global Co	mmands				
Config Paramet	ers				
Parameter			Value		
Developer Notes		•			
Developer Motes					

mm2110_ProgramMsg_DM

		CustomContext Reco	ognition
	rmation about the Payee Represent continue in the IVR.	atitve program and offers optio	ns to hear it again, hear the payee options again, speak with an
Entering	From		
mm2100_	RepPayeeMenu_DM		
Initial Pr	ompts		
Туре	Condition	Name	Wording
initial	Always	mm2110_ini_01	When a beneficiary needs help managing their Social Security or SSI benefits, we appoint a Representative Payee for them. The payee can be a relative or friend, or a nursing home or hospital. The payee receives the monthly benefits and uses them to pay for the beneficiary's needs. The payee must keep accurate records of how the money is spent, and report this to Social Security using the Representative Payee Report form. The payee must also report any changes to a beneficiary's situation (like a change of address, medical condition, or income). Finally, although someone may have 'power of attorney' to conduct business for a beneficiary, the Social Security Administration does not recognize 'power of attorney' for purposes of managing a beneficiary's payments.
initial	^	mm2110_ini_02	<500ms silence>
initial	If office_hours=true	mm2110_ini_03	To hear that again, say 'Repeat That.' To hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to speak to someone about the program, say 'Agent.' Otherwise, hold on and I'll take you back to the Main Menu

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initial	Else (offi	ce_hours=fa	llse)	mm2110_ini_	04	To hear that again, say 'Repeat That.' Or to hear the other 'Representative Payee' options again, say 'Payee Options.' Otherwise, hold on and I'll take you back to the Main Menu			
reprompt	(after disconfiri	mation)	If office_hours=true	mm2110_ree	_01	01 To hear the information again, say 'Repeat That.' To hear th 'Representative Payee' options again, say 'Payee Options.' speak to someone about the program, say 'Agent.' Otherwis on and I'll take you back to the Main Menu			Options.' Or, to
reprompt	^		Else (office_hours=false)	mm2110_ree	_02	other 'Represe	entative Payee	n, say 'Repeat That.' O ' options again, say 'Pa ke you back to the Mai	yee Options.'
Grammar									
Sample Expr	ressions				DTI	ИF	Reco Var/Op	tion	Confirm
repeat, repea // repeat	t that				1		<payee_prog< td=""><td>ram_menu repeat></td><td>Never</td></payee_prog<>	ram_menu repeat>	Never
?hear ?the ?r // payee_optic		tive ?payee	options ?again		2		<payee_prog payee_option:</payee_prog 		If Necessary
Actions									•
Option		Condition		Action				Transition	
payee_option	S	Always		Prompt : [mr Sure. Here a		.0_out_01] ose options aga	ain	goto : mm2100_RepF	PayeeMenu_DM
Confirmatio	on Prom	pts							
Option	Conditio	on		Name		Wording			
payee_option s	Always			mm2110_cnf_ 01	n2110_cnf_ini_ You'd like to choose another payee option, right?				
Confirmatio	on Recov	very Behav	vior						
See 1.3 Globa	al Confirm	ation							
Recovery E	Behavior								
Туре		Condition		Action				Transition	
nomatch 1		If office_ho	urs=true	Let's try again press 1, 'Paye or press 0. If up. Otherwise	mpt : [mm2110_nm1_01] s try again. You can say 'Repeat That' or ss 1, 'Payee Options' or press 2; or 'Agent' ress 0. If you're finished, feel free to hang Otherwise, just hold on and I'll take you k to the Main Menu			Re-Recognition :	
nomatch 1		Else (office	_hours=false)	Let's try again press 1, 'Paye finished, feel 1	Prompt : [mm2110_nm1_02] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2; or if you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main		Re-Recognition :		
nomatch 2		Sorry. To he representativ choose anoth speak with ar press 0. If yo Otherwise, ju		Prompt : [mm2110_nm2_01] Sorry. To hear the information about the representative payees again, press 1. To choose another payee option, press 2. To speak with an agent about the payee program, press 0. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu		Sorry. To hear the information about the representative payees again, press 1. To choose another payee option, press 2. To speak with an agent about the payee program, press 0. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to		Re-Recognition :	
nomatch 2		Else (office	_hours=false)	Sorry. To hea representative choose anoth finished, feel t	ot: [mm2110_nm1_03] To hear the information about the entative payees again, press 1. To e another payee option, press 2. If you're d, feel free to hang up. Otherwise, just n and I'll take you back to the Main		ss 1. To ess 2. If you're herwise, just	Re-Recognition :	

nomatch 3	Always	Assign : trans	Assign : transfer_reason =error				
nomatch 3	Always		Prompt : [gl_nm3_01] g Sorry, we seem to be having trouble. g			goto : mm3000_ABRStatus_DS	
noinput 1	Always				goto : mm0200_S	FToggle_DS	
Commands: State	-Specific Behavior	·			•		
Type Condition Action					Transition		
repeat		Prompt : [mm Sure.	Prompt : [mm2110_repeat_01] Sure.			Reprompt	
Commands: Confi	irmations						
See 1.2 Global Comm	nands						
Commands: Gram	ımar						
Sample Expressions	;		DTMF	Command		Confirm	
repeat that, repeat			1	repeat		Never	
Config Parameters	S					•	
Parameter			Value				
Developer Notes							

mm2120_ChangeMsg_DM

		CustomContext Reco	ognition
Plays info continue ii		es and offers options to repeat, cho	bose another payee option, find a field office, speak with an agent, or
Entering	From		
mm2100_	RepPayeeMenu_DM		
Initial Pr	ompts		
Туре	Condition	Name	Wording
initial	Always	mm2120_ini_01	Social Security usually chooses a representative payee for you, and we send you a letter telling you who that payee is. If you want a different payee, you have 60 days to appeal our choice by contacting us.
initial	^	mm2120_ini_02	<500ms silence>
initial	^	mm2120_ini_03	If, on the other hand, you already have a payee and want to change, your potential new payee must file an application in person at a Social Security office. They'll need to provide their Social Security Number, a proof of identification (like a driver's license), as well as their doctor's name and contact information.
initial	^	mm2120_ini_04	<500ms silence>
initial	^	mm2120_ini_05	And finally, if you want to become your OWN payee, you'll need to show the Social Security Administration evidence - a doctor's statement, for example - indicating that you're now able to manage your own benefits.
initial	٨	mm2120_ini_06	<1000ms silence>
initial	If office_hours=true	mm2120_ini_07	To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' To find the location of a field office in your area, say 'Find an Office.' Or, to talk to someone about the program, say 'Agent.' Otherwise, hold on and I'll take you back to the Main Menu.

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initial	Else (offi	ce_hours=fa	llse)	mm2120_ini_	08	To hear that again, say 'Repeat That.' If you'd like to hear the othe 'Representative Payee' options again, say 'Payee Options.' Or to				
						find the location of a field office in your area, say 'Find an Office.' Otherwise, hold on and I'll take you back to the Main Menu.				
reprompt	(after disconfin	mation)	If office_hours=true	mm2120_ree_01		To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Paye Options.' To find the location of a field office in your area, say 'l an Office.' Or, to talk to someone about the program, say 'Ager Otherwise, hold on and I'll take you back to the Main Menu.				
reprompt	^		Else (office_hours=false)	hear the ot Options.' C 'Find an Of		hear the othe Options.' Or t	r 'Representati o find the locat	in, say 'Repeat That.' If ve Payee' options agai ion of a field office in yo nold on and I'll take you	n, say 'Payee our area, say	
Grammar							1		- 1	
Sample Expr	essions				DTI	ИF	Reco Var/Op	tion	Confirm	
repeat, repeat // repeat	t that				1		<payee_char< td=""><td>nge_menu repeat></td><td>Never</td></payee_char<>	nge_menu repeat>	Never	
?hear ?the ?re // payee_optic		tive ?payee	options ?again		2		<payee_char payee_option<="" td=""><td></td><td>If Necessary</td></payee_char>		If Necessary	
(find an office) of a) ?field off // office		a ?field offic	e ?location), (?find ?th	e? ?(location	3		<payee_change_menu office=""></payee_change_menu>		If Necessary	
Actions		•		i						
Option		Condition		Action	Action			Transition		
payee_option	S	Always		Prompt : [mm2120_out_01] Sure. Here are those options again			goto : mm2100_Repl	PayeeMenu_DM		
office		Always		Assign : current_task =field_office_locator				goto : mm0320_FieldOfficeLocator_SD		
Confirmatio	on Prom	pts		1		1				
Option	Conditio	on		Name Wording						
payee_option s	Always			mm2120_cnf_ 01	_ini_	You'd like to a	choose another	er payee option.		
office	Always			mm2120_cnf_ 02	_ini_	You'd like to f	ind a field offic	ce location.		
	Always			gl_cnf_ini_02 Right?						
Confirmatio	on Recov	very Beha	vior							
See 1.3 Globa										
Recovery B	ehavior							1		
Туре		Condition		Action				Transition		
Let's r press 1 Office' finished hold or		Let's try agair press 1, 'Paye Office' or pres finished, feel	Prompt : [mm2120_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, 'Find An Office' or press 3; or 'Agent' or press 0. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main		s 2, 'Find An ress 0. If you're nerwise, just	Re-Recognition :				
nomatch 1 Else (office_hours=false)		Prompt : [mm2120_nm1_02] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, 'Find An Office' or press 3; or if you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu			Re-Recognition :					

Version: 4.9

nomatch 2	If office_hours=true	Prompt : [mm2 Sorry. To hear t To choose anoth field office locatin agent about the you're finished, f just hold on and Menu	he information a ner payee option ons, press 3. To payee program, eel free to hang				
nomatch 2	Else (office_hours=false)	Prompt : [mm2 Sorry. To hear the To choose anothe field office location feel free to hange and I'll take you	ne information and her payee option ons, press 3. If y up. Otherwise,	Re-Recognition :			
nomatch 3	Always	Assign : transfe	Assign : transfer_reason =error				
nomatch 3	Always	Prompt : [gl_nn Sorry, we seem	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.			goto : mm3000_ABRStatus_DS	
noinput 1	Always				goto : mm0200_SFToggle_DS		
Commands: S	tate-Specific Behavior						
Туре	Condition	Action			Transition		
repeat		Prompt : [mm2 Sure.	120_repeat_01]		Re-Recognition :	Reprompt	
Commands: C	onfirmations				•		
See 1.2 Global C	ommands						
Commands: G	rammar						
Sample Express	ions		DTMF	Command		Confirm	
repeat that, repeat			1	repeat		Never	
Config Parame	eters						
Parameter		V	alue				
Developer Notes	5						

mm2200_BecomePayee_DM

CustomContext Recognition

Plays information on how to become a payee representative and offers options to repeat, choose another payee option, find a field office, speak with an agent, or continue in the IVR.

Entering From

mm2100_RepPayeeMenu_DM

Initial Pro	ompts
-------------	-------

	7	-	
Туре	Condition	Name	Wording
initial	Always	mm2200_ini_01	There are three ways someone can become a representative payee: a payee may be appointed by the Social Security Administration; a payee may be requested by a beneficiary - whether they currently have one or not - or someone who already has a payee may become their own payee. When we find that a beneficiary needs help managing their Social Security or SSI benefits, we appoint a Representative Payee for them. Appointed payees must be interviewed in person, and complete a form at a Social Security office. There, the appointed payee will need their social security number, proof of identification (like a driver's

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-		IS				dministration			Page 143 of 363
Option	Conditio			Name		Wording			
Confirmatio	on Prom	ots						Initio 20_1 IcidOniceE	
^		^		Prompt : [mr Sure.	n220	0_out_03]		goto : mm0320 FieldOfficeLo	ocator SD
office Always			Assign : current_task =field_office_locator			ce_locator			
payee_options Always		Prompt : [mm2200_out_02] Sure. Here are those options again			ain	goto : mm2100_RepPayeeMenu_DN			
finished Always		Prompt : [mm2200_out_01] All right.			goto : mm0200_SFToggle_DS				
Option		Condition		Action				Transition	
Actions									
?(i'm) (finishe // finished	d done)				4		<payee_beco< td=""><td>ome_menu finished></td><td>If Necessary</td></payee_beco<>	ome_menu finished>	If Necessary
(find an office) of a) ?field off // office		a ?field office	e ?location), (?find ?th	he? ?(location 3			<pre><payee_become_menu office=""></payee_become_menu></pre>		If Necessary
?hear ?the ?r // payee_optic		tive ?payee	options ?again	2			<payee_become_menu payee_options></payee_become_menu 		If Necessary
repeat, repeat // repeat	t that				1		<payee_beco< td=""><td>ome_menu repeat></td><td>Never</td></payee_beco<>	ome_menu repeat>	Never
Sample Expr	ressions				DTI	ΛF	Reco Var/Op	tion	Confirm
Grammar			I						
reprompt	^		Else (office_hours=false)	mm2200_ree_02 To hear the information age hear the other 'Representa Options.' Or, to find the loc 'Find an Office.' Otherwise, 'I'm Finished.'		r 'Representati to find the loca e.' Otherwise, t	ve Payee' options again tion of a field office in yo	, say 'Payee our area, say	
reprompt	(after disconfirr	nation)	If office_hours=true	hear the other 'Represental Options.' To find the locatio an Office.' Or, to talk to a S		r 'Representati find the locatior , to talk to a So ' 'Agent.' Other	gain, say 'Repeat That.' If you'd like to ative Payee' options again, say 'Payee on of a field office in your area, say 'Fir Social Security representative about the erwise, to go back to the main menu, ju		
initial	Else (offi	ce_hours=fa	lse)	mm2200_ini_	04	'Representati find the locati	ve Payee' option of a field off	eat That.' If you'd like to ons again, say 'Payee O ice in your area, say 'Fi main menu, just say 'I'r	ptions.' Or, to nd an Office.'
initial	If office_hours=true		mm2200_ini_	03	To hear that again, say 'Repeat That.' If you'd like to he 'Representative Payee' options again, say 'Payee Option the location of a field office in your area, say 'Find an O talk to a Social Security representative about the progra 'Agent.' Otherwise, to go back to the main menu, just sa Finished.'		ptions.' To find n Office.' Or, to ogram, say		
initial	^			mm2200_ini_	02	<1000ms sile	ence>		
						beneficiary's obtain a paye potential paye form at a Soc their social se name and co addition, althe Social Securi of managing OWN payee,	doctor. If, on the ee, or wants to be ee must be inter- cial Security offi- ecurity number, ntact informatic ough a potentia ty does not rec benefit paymer you need to sh	e and contact informatic e other hand, a benefici change their current pay erviewed in person, and ce. Again, the potential proof of identification, a on of the beneficiary's de al payee may have 'powe ognize 'power of attorne tts. Finally, if you want t now evidence (a doctor's le to handle your mone	ary wants to ree, the complete a payee will need s well as the octor. In er of attorney,' ry' for purposes o become your s statement, for

finished	Always		mm2200_cnf_ini_ 01	Sounds like you're finished w	vith Payee Information.
payee_option s	Always		mm2200_cnf_ini_ 02	You'd like to choose another	payee option.
office	Always		mm2200_cnf_ini_ 03	You'd like to find a field office	e location.
	Always		gl_cnf_ini_02	Right?	
Confirmatio	n Recove	ry Behavior		•	
See 1.3 Globa	al Confirmat	ion			
Recovery B	ehavior				
Туре	0	Condition	Action		Transition
nomatch 1	A	Nways	press 1, 'Payee Op	u can say 'Repeat That' or otions' or press 2, 'Office s 3, or if you're finished, just	Re-Recognition :
nomatch 2	11	office_hours=true	To choose another find a field office in	0_nm2_01] information again, press 1. payee option, press 2. To your area, press 3. If you're Dr, to speak to someone now,	Re-Recognition :
nomatch 2	Else (office_hours=false) Prompt : [mm2200_nm2_02] Sorry, I still didn't get it. To hear the informat again, press 1. To choose another payee option, press 2. To find a field office in your area, press 3. Or, If you're finished, press 4.		let it. To hear the information choose another payee find a field office in your	Re-Recognition :	
nomatch 3	A	Iways	Assign : transfer_	reason =error	
nomatch 3	A	lways	Prompt : [gl_nm3] Sorry, we seem to		goto : mm3000_ABRStatus_DS
noinput 1	A	Nways	That' or press 1. To option, say 'Payee field office in your a	ation again, say 'Repeat o choose another payee Options' or press 2. To find a area, say 'Office Locations' or 're finished, just say 'I'm	Re-Recognition :
noinput 2	11	ⁱ office_hours=true	To choose another find a field office in	0_ni2_01] information again, press 1. payee option, press 2. To your area, press 3. If you're Dr, to speak to someone now,	Re-Recognition :
noinput 2	E	Else (office_hours=false)	To choose another	information again, press 1. payee option, press 2. To your area, press 3. Or, If	Re-Recognition :
noinput 3	A	Iways	Assign : transfer_	reason =error	
noinput 3	A	lways	Prompt : [gl_ni3_ Sorry, we seem to		goto : mm3000_ABRStatus_DS
Commands	: State-Sp	ecific Behavior	•		
Туре	0	Condition	Action		Transition
repeat		-	Prompt : [mm220 Sure.	0_repeat_01]	Re-Recognition : Reprompt

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Commands: Confirmations								
See 1.2 Global Commands								
Commands: Grammar								
Sample Expressions		DTMF	Command	Confirm				
repeat that, repeat	eat that, repeat		repeat	Never				
Config Parameters								
Parameter	Valu	ie						
-								
Developer Notes								

mm2210_PayeeMisuse_DM

CustomContext Recognition

Plays information about how to report misuse and offers options to hear it again, hear the payee options again, speak with an agent, or continue in the IVR.

Entering From

mm2100_RepPayeeMenu_DM

	· · · -						
Initial Pro	mpts						
Туре	Condition		Name		Wording		
initial	Always	Always		01	If you suspect your payee is misusing your benefits contact the hotline for the Office of the Inspector Ge They will ensure that proper action is taken. The ph the OIG is: 1-800-269-0271. Again, that's 1-800-269 office hours are Monday through Friday, 10 AM to 4 Time. You can also look on the Web, at 'social secu slash-O I G.'		eneral or OIG. one number for 9-0271. Their I PM Eastern
initial	^		mm2210_ini_	02	<1000ms sile	nce>	
initial	If office_hours=true	If office_hours=true		03	To hear that again, say 'Repeat That.' If you'd like to h 'Representative Payee' options again, say 'Payee Opt talk to a Social Security representative about the prog 'Agent.' Otherwise, to go back to the main menu, just Finished.'		Options.' Or, to ogram, say
initial	Else (office_hopurs	=false)	false) mm2210_ini_(To hear that again, say 'Repeat That.' Or, to hear the other 'Representative Payee' options again, say 'Payee Options.' Otherwise, to go back to the main menu, just say 'I'm Finished.'		
reprompt	(after disconfirmation)	If office_hours=true	mm2210_ree	_01	hear the other Options.' Or, 1	formation again, say 'Repeat That.' If r 'Representative Payee' options again to talk to a Social Security representat 'Agent.' Otherwise, to go back to the in hed.'	i, say 'Payee ive about the
reprompt	^	Else (office_hours=false)	mm2210_ree	_02	To hear the information again, say 'Repeat That.' Or, to hear the other 'Representative Payee' options again, say 'Payee Options. Otherwise, to go back to the main menu, just say 'I'm Finished.'		
Grammar							
Sample Exp	pressions			DTI	ИF	Reco Var/Option	Confirm
repeat, repeat that // repeat				1		<payee_misuse_menu repeat=""></payee_misuse_menu>	Never
?hear ?the ? // payee_op		2		<payee_misuse_menu payee_options></payee_misuse_menu 	If Necessary		
?(i'm) (finish	ed done)			3		<payee_misuse_menu finished=""></payee_misuse_menu>	If Necessary

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// finished															
Actions			1												
Option		Condition	Action			Transition									
finished		Always	Prompt : [mm22 All right.	210_out_01]		goto : mm0210_SFM	ainMenu_DM								
payee_options	S	Always	Prompt : [mm22 Sure. Here are t		in	goto : mm2100_Rep	PayeeMenu_DN								
Confirmatio	on Prom	pts													
Option	Conditio	on	Name	Wording											
finished	Always		mm2210_cnf_ini_ 01	_ Sounds like yo	ou're finished v	vith Payee Information									
payee_option s	Always		mm2210_cnf_ini_ 02	_ You want to c	noose another	payee option.									
	Always		gl_cnf_ini_02	Right?											
Confirmatio	on Recov	very Behavior													
See 1.3 Globa	al Confirm	ation													
Recovery B	ehavior														
Туре		Condition	Action			Transition									
nomatch 1		Always Prompt: [mm2210_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, or if you're finished. just say 'I'm Finished' or press 3.		Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, or if you're		Prompt : [mm2210_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, or if you're		et's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, or if you're		Let's try again. You can say 'Repeat That' or		Re-Recognition :			
nomatch 2		If office_hours=true	Sorry. To hear th a misuse of bene another payee or	Prompt : [mm2210_nm2_01] Sorry. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. If you're finished, press 3. Or, to speak to someone now,		Sorry. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. If you're finished, press 3. Or, to speak to someone now,		Re-Recognition :							
nomatch 2		Else (office_hours=false)	Sorry, I still didn't about reporting a press 1. To choo	Prompt : [mm2210_nm2_02] Sorry, I still didn't get it. To hear the informatio about reporting a misuse of benefits again, press 1. To choose another payee option, pres 2. Or, If you're finished, press 3.											
nomatch 3		Always	Assign : transfer	_reason =error											
nomatch 3		Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.								goto : mm3000_ABR	Status_DS
noinput 1		Always	Prompt : [mm2210_ni1_01] Re-Recognition To hear the information again, say 'Repeat That' or press 1. To choose another payee Reversion of the payee option, say 'Payee Options' or press 2. Or, If you're finished, just say 'I'm Finished' or press 3. Reversion of the payee		Re-Recognition :										
noinput 2	put 2 If office_hours=true Prompt : [mm2210_ni2_01] Sorry. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. If you're finished, press 3. Or, to speak to someone now, press 0.														
noinput 2	pput 2 Else (office_hours=false) Prompt : [mm22 Sorry. To hear the misuse of benefit another payee op		To hear the information about reporting a of benefits again, press 1. To choose payee option, press 2. Or, If you're		Prompt : [mm2210_ni2_02] Sorry. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. Or, If you're finished, press 3.										
noinput 3		Always	Assign : transfer	_reason =error											

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noinput 3	Always		Prompt : [gl_ni3_01] g Sorry, we seem to be having trouble. g			BRStatus_DS
Commands: S	State-Specific Behavior					
Туре	Condition	Action			Transition	
repeat		Prompt : [mm22 Sure.				Reprompt
Commands: 0	Confirmations				•	
See 1.2 Global (Commands					
Commands: 0	Grammar					
Sample Expres	sions		DTMF	Command		Confirm
repeat that, repe	at		1	repeat		Never
Config Param	eters			•		•
Parameter		Va	Value			
Developer Note	s					

mm2300_FormsGeneral_DM

			Custom	Context R	eco	gnition			
Asks callers	if they nee	ed a 1099, a proof of in	come stateme	nt, an earning	gs st	atement, or so	mething else.		
Entering Fr	om								
mm0210_SI	FMainMen	u_DM, mm0900_Bene	fitsMoreOptior	ns_DM					
Initial Pro	mpts								
Туре	Conditi	on	٨	lame		Wording			
initial	Always		n	nm2300_ini_(u calling about - a '1099' (or 'Ben e,' an 'Earnings Statement,' or		
Grammar									
Sample Exp	pressions				DTN	ЛF	Reco Var/Op	tion	Confirm
?(?form 1099) (?tax benefits statement), (?form 1099) // benefits statement				1		<forms_general_menu benefits_statement></forms_general_menu 		If Necessary	
proof of inco // benefits_v		r form], benefits verifica	ation ?[letter fo	orm]	2	2 <forms_gene proof_of_inco</forms_gene 			If Necessary
earnings [st // earnings_		rm]			3 <pre><forms_gene earnings_stat<="" pre=""></forms_gene></pre>			If Necessary	
?it's someth // something					4	<pre><forms_general_menu something_else=""></forms_general_menu></pre>			If Necessary
Actions							•		
Option		Condition	A	Action				Transition	
benefits_sta	tement	Always	A	Assign : curre	ent_t	ask =benefits_	statement		
^		٨					goto : mm0525_BenefitsSta	tementKBA_DS	
proof_of_ind	come	Always	A	Assign : curre	ent_t	ask =benefits_	verification		
^		٨		Prompt : [mr All right. Proc				goto : mm0500_BEV	EKBA_DS

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earnings_state	ement	Always	Prompt : [mm230 All right.	00_out_03]	goto : mm2400_EarningsMenu_DM
something_els	se .	Always	Prompt : [mm230 Okay.	00_out_04]	goto : mm3000_ABRStatus_DS
Confirmatio	n Prom	pts			
Option	Conditio	on	Name	Wording	
benefits_stat ement	Always		mm2300_cnf_ini_ 01	You'd like a replacement Fo	rm 1099 benefits statement, right?
proof_of_inco me	Always		mm2300_cnf_ini_ 02	You need a proof of income right?	document that's not for your tax return
earnings_stat ement	Always		mm2300_cnf_ini_ 03	You need an earnings state	ment, right?
something_el se	Always		mm2300_cnf_ini_ 04		ng other than a Form 1099, a proof of nings statement. Is that right?
Confirmatio	n Recov	very Behavior			
See 1.3 Globa	l Confirm	ation			
Recovery B	ehavior				
Туре		Condition	Action		Transition
nomatch 1		Always	Statement' or pres	u can say Benefits s 1; 'Proof of Income' or Statement' or 3, or say 'It's	Re-Recognition :
nomatch 2		Λ	benefits statement press 1. If you nee income for anythin	a replacement Form 1099 for filing your tax return, ed a document of your g other than your tax return, ed an earnings statement,	Re-Recognition :
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to		goto : mm3000_ABRStatus_DS
noinput 1		Λ	for filing your tax re 'benefits statement of your income for return, say 'proof o earnings statemen	acement benefits statement eturn, or a Form 1099, say t' or press 1. For a document anything other than your tax of income' or press 2. For an it, say 'earnings statement' or bed something else, say 'it's	
noinput 2 A Prompt : [mm2300_ni2_01] Sorry. If you need a replacem benefits statement for filing you press 1. If you need a docume income for anything other than press 2. For an earnings state For anything else, press 4.		a replacement Form 1099 for filing your tax return, ed a document of your g other than a tax return, arnings statement, press 3.	Re-Recognition :		
noinput 3		Always	Assign : transfer_	reason =error	
noinput 3		Always		Prompt : [gl_ni3_01] goto : mm3000_ABRStatus Sorry, we seem to be having trouble. goto : mm3000_ABRStatus	

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Commands: Confirmations							
See 1.2 Global Commands							
Config Parameters							
Parameter	Value						
Developer Notes							

mm2400_EarningsMenu_DM

CustomContext Recognition

Presents seven earnings options - new statement, proof of income letter, information on why caller has received an earnings statement, information on how the caller's address has been determined, information on the earnings statement, an option to hear all the information options, and an option for 'something else'.

Wording

There are different forms used to send your earnings information.

Entering From

Initial Prompts

mm0900_BenefitsMoreOptions_DM, mm2300_FormsGeneral_DM, mm0050_EntryRouting_DS

Туре	Condition	Name				
initial	Always	mm2400_ini_01				

			_	and last year Information al FUTURE Soc which you rec	is sent on Inte bout your past ial Security be ceive every thr	PAYMENTS you receive rnal Revenue Service for earnings, along with esti- nefits, in your 'Earning S ee years. And Proof of In n a letter from Social Sec	m '1099.' mates of tatement,' come or
initial ^		mm2400_ini	_02	<1000ms sile	nce>		
initial ^		mm2400_ini	_03			'1099' benefits statemen a 'Proof of Income' letter	
Grammar				•			
Sample Expressions	;		DTI	ИF	Reco Var/Op	otion	Confirm
1099, benefits statement // benefits_statement			1		< earnings_n benefits_stat		If Necessary
earnings statement // earnings_statement		2		<earnings_menu earnings_statement></earnings_menu 		If Necessary	
proof of income ?[letter form], benefits verification ?[letter form // proof_of_income			3		<earnings_menu proof_of_income=""></earnings_menu>		If Necessary
?it's something else // something_else			4 <earnings_< td=""><td><earnings_n< td=""><td>nenu something_else></td><td>If Necessary</td></earnings_n<></td></earnings_<>		<earnings_n< td=""><td>nenu something_else></td><td>If Necessary</td></earnings_n<>	nenu something_else>	If Necessary
Actions							
Option	Condition	Action				Transition	
benefits_statement	Always	Assign : cu	rrent_t	ask =benefits_	statement		
٨	٨	Prompt : [n Sure.	Prompt : [mm2400_out_01] Sure.			goto : mm0525_BenefitsStatementKBA_DS	
earnings_statement	Always	Assign : cu	Assign : current_task =transcription_7004				
٨	٨	Prompt : [n Sure.				goto : mm0545_Transcription	KBA_DS
proof_of_income	Always	Assign : cu	rrent_t	ask =benefits_	verification		
^	^	Prompt : [n	nm240	0_out_03]		goto : mm0500_BEVE	KBA_DS

			Okay. Proof Of In	come.	
something_els	ng_else Always Prompt : [mm2400_out_04] Okay.		goto : mm3000_ABRStatus_DS		
Confirmatio	n Prom	pts			
Option	Conditio	on	Name	Wording	
benefits_stat ement	Always		mm2400_cnf_ini_ 01	You'd like a copy of your 10	99 benefits statement.
earnings_stat ement	Always		mm2400_cnf_ini_ 02	You'd like a copy of your ea	rnings statement.
proof_of_inco me	Always		mm2400_cnf_ini_ 03	You need a proof of income	letter.
something_el se			mm2400_cnf_ini_ 04	You'd like help with somethi	ng else.
	Always		gl_cnf_ini_02	Right?	
Confirmatio	n Recov	ery Behavior			
See 1.3 Globa	l Confirm	ation			
Recovery B	ehavior				
Туре		Condition	Action		Transition
nomatch 1		Always	'Earnings Stateme	u can say '1099' or press 1, ent' or press 2, 'Proof of r anything else, say 'It's	Re-Recognition :
nomatch 2		٨	statement, press 1	py of your '1099' benefits L. For an earnings Statement, of of Income letter, press 3.	Re-Recognition :
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	3_01] be having trouble.	goto : mm3000_ABRStatus_DS
noinput 1		٨	say '1099' or press Statement, say 'Ea For a Proof of Inco	our '1099' benefits statement, s 1. For an earnings arnings Statement' or press 2 ome letter, say 'Proof of 3. Or, for anything else, say	
noinput 2		^	statement, press 1	py of your '1099' benefits L. For an earnings Statement, of of Income letter, press 3.	Re-Recognition :
noinput 3		Always	Assign : transfer_	reason =error	
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to	01] be having trouble.	goto : mm3000_ABRStatus_DS
Commands	: State-S	Specific Behavior			
See 1.2 Globa	l Comma	nds			
Commands.	: Confiri	mations			
See 1.2 Globa	l Comma	nas			

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Parameter	Value					
Developer Notes						

mm3000_ABRStatus_DS

		Decision		\bigcirc
Checks the value of the	e abr variable.			
Entering From				
mm0210_SFMainMenu	u_DM, mm0800_Benefit	sApplicationMenu_DM,mm0900_BenefitsM	oreOptions_DM,	
mm1100_SocialSecuri	tyCardsMenu_DM,mm1	.300_WhichCard_DM, mm1430_SocialSecu	rityCardMenu_DM,	
mm1700_MedicareApp	olyMenu_DM,mm1800_	SSIMenu_DM, mm1910_LatePaymentMenu	_DM, mm2010_BenefitsEarnings_DM,	
mm2030_OtherQuestic	ons_DM, mm2040_Futu	reBenefits_DM,mm2100_RepPayeeMenu_I	DM, mm2300_FormsGeneral_DM,	
mm2400_EarningsMer	u_DM,mm0505_BEVE	_SD, mm0520_ApplicationStatus_SD, mm0	310_ChangeOfAddress_SD,	
mm0320_FieldOfficeLo	ocator_SD, mm0330_Dir	ectDeposit_SD, mm0530_BenefitsStatemer	t_SD, mm0910_UpdatePersonalInfo_DM	,
mm1110_UpdatePerso	onalInfo_DM, mm0550_7	Transcription_SD, mm0810_ApplicationStatu	sQuestion_DM, mm1210_InternetAddress	s_DM,
mm0545_Transcription	KBA_DS, mm1730_Me	dicareDrugQuestion_DM,mm0565_MRC_S	D, mm1105_MedicareCardsMenu_DM,	
mm0610_BackoffOther mm0470_Replacemen		D125_ABRStatus_DS,mm0450_Employmer	ntDisambig_DM, mm0440_DisabilityDisam	ibig_DM,
Actions				
Condition		Action	Transition	
If abr=1 (no agents)			goto : mm3020_ProcessTransfer_D	S
Elseif abr=2 (screen_pop)	If office_hours=true	Assign : current_task =screen_pop	goto : mm3002_PingHost_DB	
^	Else (office_hours=false)		goto : mm3020_ProcessTransfer_D	S
Elseif abr=3 (screen_splash)	If office_hours=true	Assign : current_task =screen_splash	goto : mm3002_PingHost_DB	
^	Else (office_hours=false)		goto : mm3020_ProcessTransfer_D	S
Elseif abr=4 (immediat	e transfer)		goto : mm3020_ProcessTransfer_D	S

mm3002_PingHost_DB

Else

Developer Notes

Data Acce	ss
Pings the host database to ensure the host is available.	
Entering From	
mm3000_ABRStatus_DS	
Input parameters	
Parameter	Value
processID	Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSESSION, NONE.

--

goto : mm3020_ProcessTransfer_DS

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			1		
requestID			Unique 10 digit ID for the request. 10 zeros, if not used.		
timestamp			Transaction timestamp.		
version		Version of the xml sc	hema used.		
Output parameters					
Variable			Description		
mm_statusCode				can be returned are: 0000=Success, 0151=System ur request, and 7777=Validation failure.	
mm_statusDescription		Status code text description.			
Actions			·		
Condition		Action		Transition	
If mm_statusCode=0000 (success)	Always			goto : mm3005_KBAuthentication_SD	
Else (failure)	Always			goto : mm3020_ProcessTransfer_DS	
Recovery Behavior	,				
See 1.1 Global Recove	ry Behavior				
Developer Notes					

mm3005_KBAuthentication_SD

Subdialog Call					4	
Sub dialogue call to Knowledg	ge Based Authentic	cation.				
Entering From						
mm3002_PingHost_DB						
Dialog called						
Proceed to initial node in: Kn	owledgeBased	Authentication				
Input parameters						
Parameter		Value				
Output parameters			_			
Variable			Subdialog Variable			
Actions						
Condition		Action		Transition		
Always				goto : mm3020_ProcessTransfer_DS		
Recovery Behavior						
See 1.1 Global Recovery Beh	avior					
Developer Notes						
	(

mm3020_ProcessTransfer_DS

Decision

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Determines if an agent is available, and if not plays a message that an agent if not available before returning to the main menu.

Entering From

mm3000_ABRStatus_DS, mm3005_KBAuthentication_SD, mm3002_PingHost_DB

-

Condition		Action	Transition			
If office_hours=true	If abr=1 (no agents)	Normally I'd get an agent to help you but, unfortunately, no one is available at the moment. To speak with someone, you'll need to call back. If you're finished for now, feel free to				
٨	Else (abr= =1)	Prompt : [mm3020_out_02] Hold on while I get someone to help you.	goto : mm3030_CallTransfer_CX			
Else (office_hours=false)	e_hours=true If abr=1 (no agents) Prompt : [mm3020_out_01] Normally I'd get an agent to help you but, unfortunately, no one is available at the moment. To speak with someone, you'll need call back. If you're finished for now, feel free thang up. Otherwise Else (abr= =1) Prompt : [mm3020_out_02] hours=false) If transfer_reason=error r or failure Prompt : [mm3020_out_04] And, unfortunately, our offices are currently closed. To speak with an agent, please call back during our regular business hours - Monday through Friday: Else Prompt : [mm3020_out_05] Normally I'd get an agent to help you. If thaska, Standard Prompt : [mm3020_out_07] If Alaska, Standard Prompt : [mm3020_out_06] If Alaska, Standard Prompt : [mm3020_out_07] Time If Guam or the Northern Marianas Islands If American Samoa Prompt : [mm3020_out_09] It American Samoa Prompt : [mm3020_out_09] It American Samoa Prompt : [mm3020_out_09] It American Samoa Prompt : [mm3020_out_06] Always Prompt : [mm3020_out_06] Always Prompt : [mm3020_out_06]					
Else Prompt : [mm3020_out_05] Normally I'd get an agent to help you but, unfortunately, our offices are closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:						
٨	If Hawaii					
٨	-					
^	Northern Marianas		ak			
^	If American Samoa					
٨						
Always Prompt : [mm3020_out_03]except for holidays. If you're finished for now, feel free to hang up. Otherwise		goto : mm0200_SFToggle_DS				

mm3030_CallTransfer_CX

	Call Transfer				
Transfer to an agent.					
Entering From					
mm3020_ProcessTransfer_DS					
Actions					
Condition	Action	Transition			
If non_national_transfer=true	Comment : go to OCO queue				
Else (non_national_transfer=false)	Comment : go to N8NN queue				

Version: 4.9

Recovery Behavior			
See 1.1 Global Recovery Behavior			
Config Parameters			
Parameter Value			
Developer Notes			

2.2 AddressOSDM Dialog

This module collects an address from a caller. This module is likely to be incorporated into a larger application. NOTE TO CUSTOMER: This is a packaged application, and both the flow and code can not be altered as it is sold and delivered as a packaged piece of code. We will have some flexibility in terms of prompt wording (within boundaries, as we don't want to change grammars) and there are some configurable parameters that we can change from their defaults. Please keep this in mind as you review the document.

ad0100_BranchCollectedZipSet_DS

Decision				
Determines if a zip code has already been collected.				
Entering From				
ad0050_EntryPrompt_DM, ca0330_AddressOS	DM_SD, tr0140_AddressOSDM_SD			
Actions				
Condition Action Transition				
IF parameter collectedzipcode is not set goto : ad0110_zipcode_DM				
IF parameter collectedzipcode is set goto : ad0120_ZipLookup_DB				
Developer Notes				

ad0050_EntryPrompt_DM

CustomContext Recognition						
This is a placeh	older state that plays an entry	prompt and routes the cal	I.			
Entering From						
Grammar						
Sample Expres	ssions		DTMF	Reco Var/Op	tion	Confirm
Actions						
Option	Condition	Action			Transition	
			goto : ad0100_BranchCollectedZi			edZipSet_DS
Recovery Be	havior					
See 1.1 Global	Recovery Behavior					
Commands:	State-Specific Behavior					
See 1.2 Global	Commands					
Commands:	Confirmations					
See 1.2 Global	Commands					
Config Param	neters					
Parameter			Value			
Developer Note	es					
NOTE: for SSA	this DM is bypassed (the intial	node is ad0100_BranchC	CollectedZipSe	t_DS)		

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ad0110_zipcode_DM

			ZipCode Reco	grint				<u>(</u>
Asks the call	er for there	e zip code.						
Entering Fro	om							
ad0100_Brar	nchCollect	edZipSet_DS						
Initial Pron	npts							
Туре	Conditio	on	Name		Wording			
initial	Always		ad0110_ini_0	1	Then please	tell me the 5-di	git zip code for the r	new address now
reprompt	Always		ad0110_ree_	02	Please say o	r enter the 5 dio	git ZIP code again.	
Grammar								
Sample Exp	ressions			DTN	1F	Reco Var/Op	tion	Confirm
<zip></zip>	ip>			<5-c	ligit string>	<collectaddr< td=""><td>ess_zip zip></td><td>If Necessar</td></collectaddr<>	ess_zip zip>	If Necessar
Actions								
Option		Condition	Action				Transition	
zip		Always	Prompt : [ad Okay.	0110	_out_01]		goto : ad0120_Zip	Lookup_DB
Confirmati	on Prom	pts						
Option	Conditio	on	Name		Wording			
	Always		ad0110_cnf_i 1	ni_0	That zip code	e is		
			ad0110_cnf_i 2	ni_0	<zip code=""></zip>			
			ad0110_cnf_i 3	ni_0	Is that right?			
Confirmati	on Reco	very Behavior	•					
See 1.3 Glob	al Confirm	nation						
Recovery I	Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [ad Let's try agair digit zip code.	n. Ple		ter your new 5	Re-Recognition :	
nomatch 2		^	Sorry. Using			Re-Recognition :		
nomatch 3		Always	Assign : tran	sfer_	reason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see		_01] be having trou	ıble.		
noinput 1		^		Prompt : [ad0110_ree_05] F Please say or enter your new 5 digit zip code. F		Re-Recognition :		
noinput 2		^	Prompt : [ad Sorry. Using new 5 digit ZI	your	telephone key	rpad, enter the	Re-Recognition :	
noinput 3		Always	Assign : tran	sfer_	reason =error			
		Always	Prompt : [gl	ni2 I	011			

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See 1.2 Global Commands	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
Developer Notes	

This DM needs to confirm pretty much all the time. In this case use default confirmation prompts. Set confidencelevel to .8 or higher Alternatively, we might specify a parameter that controls confirmation for this DM alone. Suppress successprompts and failureprompt.

Please note that as with the behavior of all the other OSDMs the sequence of Retry prompts is as follows: If caller's utterance is low confidence, play noanswerapologies followed by reprompts.

If caller said "no" after confirmation, play wronganswerapologies followed by reprompts.

ad0120_ZipLookup_DB

Data Access				
Looks up street and address grammars asso Prompts, grammars, and logic are provided	ociated with collected city/si for reference only - it is act	ate ually a 'black-box' modul	e.	
Entering From				
ad0110_zipcode_DM, ad0100_BranchColle	ctedZipSet_DS			
Input parameters				
Parameter Value				
zipCode		String, five digit zip coc	le	
Output parameters				
Variable		Description		
status_collectaddress_zipcode		'Valid' if zip code is a valid, USPS zip code		
citystate_collectaddress_zipcode		String, city and state associated with zip code		
Actions				
Condition	Action		Transition	
IF ZIP is valid			goto : ad0140_FullAddress_DM	
Else			goto : ad0130_ZipLookupErrorPrompt_PP	
Recovery Behavior				
See 1.1 Global Recovery Behavior				
Developer Notes				

ad0130_ZipLookupErrorPrompt_PP

Simple Play Prompt			<u></u>		
Informs the caller of trouble looking up the zip code.					
Entering From	Entering From				
ad0120_ZipLo	ad0120_ZipLookup_DB				
Initial Prom	Initial Prompts				
Туре	Condition	Name Wording			

initial	Always		ad0130_ree_01	I'm having trouble looking up that ZIP code.		
Actions						
Condition Ac		Action			Transition	
Always					goto : ad0250_BranchRecordOrNot_DS	
Developer Notes						
Note: this is the	ne ziplookuperrorprompt or citystat	elookuper	rorprompt paramete	er		

ad0140_FullAddress_DM

CustomContext Recognition (hr Following the successful lookup of the city and state associated with the address, as for the street name and number. Prompts, grammars, and logic are provided for reference only - it is actually a 'black-box' module. Entering From ad0120 ZipLookup DB, ad0220 CheckPreviousConfirmations DS Initial Prompts Condition Name Wording Type I got the city and state information from your zip code. Now I need Always ad0140_ree_01 reprompt just your street address, PO box or rural route number. For example, you could say 1 2 3 Main Street West, or PO box 12345. Go ahead and say your address. reprompt Always (After Disconfirmation or from ad0140_ree_02 Please say your address again. For example, you could say 1 24 CheckPreviousConfirmations) Belvedere Street or PO Box 1 2 3 4 5. I also understand rural routes. Go ahead and say your address. Grammar DTMF Confirm Sample Expressions **Reco Var/Option** <collectaddress street address a valid street address with optional prefix, suffix and apartment# If Necessarv streetnamenumber> a rural route number <collectaddress_street_address If Necessary ruralroutenumber> Actions Option Condition Transition Action ruralroutenumber Prompt : [ad0140 out 01] qoto : Thanks. ad0160 BranchConfirmOrNot DS IF unit# entered OR Prompt : [ad0140_out_02] streetnamenumber goto : address does not require unit # Thanks. ad0160 BranchConfirmOrNot DS OR previously confirmed unit # Else If street address only was Prompt: [ad0140 out 03] goto : collected ad0150_SecondaryAddress_DM And... **Confirmation Prompts** Option Condition Name Wording Always ad0140 cnf ini 0 I think you said... IF Street Always ad0140_cnf_ini_0 <street number> Address 3 IF address contains pre-directional ad0140_cnf_ini_0 <street name> IF no prompt available for StreetName ad0140_cnf_ini_0 <Street Type (i.e. street/avenue)>

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	· ·			l	
^	IF addres	ss contains post-directional	ad0140_cnf_ini_0 6	<postdirectional></postdirectional>	
IF Rural Route	Always		ad0140_cnf_ini_0 7	<route co<="" highway="" number="" td="" =""><td>ontract Route></td></route>	ontract Route>
^	^		ad0140_cnf_ini_0 8	<route number=""></route>	
IF PO Box	Always	9			
^	^		ad0140_cnf_ini_1 0	<box number=""></box>	
Always			ad0140_cnf_ini_1 1	Is that correct?	
Confirmati	on Recov	very Behavior			
Туре		Condition	Action		Transition
nomatch 1				_cnf_nm1_01] No. You can also say 'd like me to read the	
nomatch 2			Prompt : [ad0140 Please say Yes or or say "repeat that"	press 1, say No or press 2.,	
noinput 1			Prompt : [ad0140 Sorry, I didn't hear You can also say " to read the address	you. Please say Yes or No. Repeat that" if you'd like me	
noinput 2				hear you. Please say yes or read the address back to you	
noinput 3			Prompt : [gl_cnf_ Sorry, we seem to		goto : mm3000_ABRStatus_DS
nomatch 3			Prompt : [gl_cnf_ Sorry, we seem to		goto : mm3000_ABRStatus_DS
Recovery I	Behavior	· ,	·		•
Туре		Condition	Action		Transition
nomatch 1		Always	Prompt : [ad0140 Let's try again. Wh	_ree_03] nat's your address?	Re-Recognition :
nomatch 2		^	number. For exam Belvedere Street o	ree_04] street address or PO box ple, you can say 1 2 4 r PO Box 1 2 3 4 5. I also putes. Please say your	Re-Recognition :
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3					
noinput 1		^	Prompt : [ad0140 What's your addres		Re-Recognition :
noinput 2		^	number. For exam Belvedere Street o	_ree_06] street address or PO box ple, you can say 1 2 4 r PO Box 1 2 3 4 5. I also putes. Please say your	Re-Recognition :

()

noinput 3	Always	Assign : trans	sfer_reason =error		
noinput 3	Always	Prompt : [gl_ni3_01] - Sorry, we seem to be having trouble.			
Commands: State-	Specific Behavior				
Туре	Condition	Action		Transition	
repeat		Prompt : [ad0140_repeat_01]			
repeat		Script : Play default_address_fulladdress_collection_initialpr ompt2		Re-Recognition : Reprompt	
Commands: Confin	mations	•			
See 1.2 Global Comma	ands				
Config Parameters					
Parameter			Value		
Developer Notes					

ad0150_SecondaryAddress_DM

CustomContext Recognition

Ask if there is a unit or apartment number to be added, and if there is, the caller can say it. Prompts, grammars, and logic are provided for reference only - it is actually a 'black-box' module.

Entering From

 $ad0140_FullAddress_DM\mbox{,} ad0220_CheckPreviousConfirmations_DS$

Initial Prompts

Initial Prompts							
Туре	Condition	Name	Wording	Wording			
reprompt	Always	ad0150_ree_0		If there's an apartment number or suite number, please say it now Otherwise, just say "No Apartment".			
reprompt	Always (upon disconfirmation //if caller says 'no' to confirmation)	ad0150_ree_0	Please say yo	Please say your apartment or unit number again.			
Grammar	Grammar						
Sample Expressions			DTMF	Reco Var/Option	Confirm		

 <1350_apartment@CollectAddress _ZipCode apt_ <number>></number>	If Necessary
 <1350_apartment@CollectAddress _ZipCode bldg_ <number>></number>	If Necessary
 <1350_apartment@CollectAddress _ZipCode fl_ <number>></number>	If Necessary
 <1350_apartment@CollectAddress _ZipCode msc_ <number>></number>	If Necessary
 <1350_apartment@CollectAddress _ZipCode ste_ <number>></number>	If Necessary
 <1350_apartment@CollectAddress _ZipCode unit_ <number>></number>	If Necessary
 <1350_apartment@CollectAddress _ZipCode no_apt>	If Necessary
 	<1350_apartment@CollectAddress _ZipCode bldg_ <number>> <1350_apartment@CollectAddress _ZipCode fl_<number>> <1350_apartment@CollectAddress _ZipCode msc_<number>> <1350_apartment@CollectAddress _ZipCode msc_<number>> <1350_apartment@CollectAddress _ZipCode ste_<number>> <1350_apartment@CollectAddress _ZipCode unit_<number>> <1350_apartment@CollectAddress</number></number></number></number></number></number>

Actions

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Option		Condition		Action		Transition	
[(apartment), ((apartment nu (suite), (buildir (floor), (mailstr <number> or r</number>	mber), ng), op)]	<number> or no_apt successful collection (even upon 'yes' confirmation)</number>	street confirmed	Prompt : [ad0150 Thanks.	0_out_01]	goto : ad0160_BranchConfirmOrNot_DS	
Confirmatio	n Prom	pts					
Option	Conditio	on		Name	Wording		
	Always			ad0150_cnf_ini_0 1	I think you said		
apt_ <number >, <number></number></number 				ad0150_cnf_ini_0 5	apartment <number></number>		
oldg_ <numbe ^></numbe 				ad0150_cnf_ini_0 6	building <number></number>		
i_ <number></number>				ad0150_cnf_ini_0 7	floor <number></number>		
msc_ <numbe r></numbe 				ad0150_cnf_ini_0 8	mailstop <number></number>		
ste_ <number ></number 				ad0150_cnf_ini_0 9	suite <number></number>		
unit_ <number ></number 				ad0150_cnf_ini_1 0	unit <number></number>		
no_apt				ad0150_cnf_ini_0 3	no apartment		
	Always		ad0150_cnf_ini_0 4	0 Is that correct?			
Confirmatio	n Recov	ery Behavior			1		
Туре		Condition		Action		Transition	
nomatch 1				Prompt : [ad0150 Please say yes or			
nomatch 2				Prompt : [ad0150 Please say yes or two.	_cnf_nm2_01] press one, or say no or press		
noinput 1				Prompt : [ad0150 Sorry Please s			
noinput 2				Prompt : [ad0150 (Sorry, but I still did or press one, or sa	dn't get that). Please say yes		
noinput 3				Prompt : [gl_cnf_ Sorry, we seem to		goto : mm3000_ABRStatus_DS	
nomatch 3				Prompt : [gl_cnf_ Sorry, we seem to		goto : mm3000_ABRStatus_DS	
Recovery B	ehavior						
Гуре		Condition		Action		Transition	
nomatch 1		Always			_ree_03] y or enter your apartment or re isn't any, just say "No	Re-Recognition :	
nomatch 2		^		apartment or unit r	ree_04] keypad, enter your number. If you don't have an number, just say 'No	Re-Recognition :	

		Apartment'.			
nomatch 3	Always	Assign : tran	sfer_reason =error		
nomatch 3	Always	Prompt : [gl_ Sorry, we see	_nm3_01] m to be having trouble.		
noinput 1	Λ	Say or enter y	0150_ree_05] /our apartment or unit number. If /, just say "No Apartment".	Re-Recognition :	
noinput 2	^	Sorry. Using apartment or	0150_ree_06] your keypad, enter your unit number. If you don't have an unit number, just say 'No	Re-Recognition :	
noinput 3	Always	Assign : tran	sfer_reason =error		
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] m to be having trouble.		
Commands: Sta	ate-Specific Behavior				
See 1.2 Global Co	mmands				
Commands: Co	onfirmations				
See 1.2 Global Co	mmands				
Config Paramet	ters				
Parameter			Value		
Developer Notes					
	digit string entry here as tl ppend with apartment.	ne apartment number. On r	e-entry, do not play the initial prom	ppt. If the caller just says a number app	

ad0160_BranchConfirmOrNot_DS

	Decision						
Determines if confirmation is needed and routes accordingly. Value can be chosen depending on customer experience.							
Entering From							
ad0140_FullAddress_DM, ad0150_SecondaryAddress_DM							
Actions							
Condition	Action	Transition					
overallconfirmation = ALWAYS		goto : ad0200_ConfirmFull_DM					
overallconfirmation = NEVER goto : ad0240_ExitSuccessPrompts_PP							
Developer Notes							

ad0200_ConfirmFull_DM

YesNo Recognition	<u>()</u>
Confirm the full address given by the caller. Prompts, grammars, and logic are provided for reference only - it is actually a 'black-box' module.	
Entering From	
ad0160_BranchConfirmOrNot_DS	
Initial Prompts	

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Туре	Condition		Name	Wording
reprompt	Always		ad0200_ree_01	Let me make sure everything is correct. I have
reprompt	If Street address	Always	TTS Prompt : [ad0200_ree_02]	<street number=""></street>
reprompt	٨	IF contains pre- directional	TTS Prompt : [ad0200_ree_03]	<predirectional></predirectional>
reprompt	٨	IF no prompt for StreetName	TTS Prompt : [ad0200_ree_04]	<streetname></streetname>
reprompt	٨	Always	TTS Prompt : [ad0200_ree_05]	<street (i.e.="" avenue)<="" street="" td="" type=""></street>
reprompt	٨	IF contains post- directional	TTS Prompt : [ad0200_ree_06]	<postdirectional></postdirectional>
reprompt	IF Rural Route	Always	TTS Prompt : [ad0200_ree_07]	<route contract="" highway="" number="" route="" =""></route>
reprompt	٨	^	TTS Prompt : [ad0200_ree_08]	<route number=""></route>
reprompt	IF PO Box	Always	TTS Prompt : [ad0200_ree_09]	<po box="" number=""></po>
reprompt	٨	٨	TTS Prompt : [ad0200_ree_10]	<box number=""></box>
reprompt	City	Always	TTS Prompt : [ad0200_ree_11]	<city name=""></city>
reprompt	State	Always	TTS Prompt : [ad0200_ree_12]	<state></state>
reprompt	Zip Code	Always	TTS Prompt : [ad0200_ree_13]	<zip code=""></zip>
reprompt	Always	Always	ad0200_ree_14	Is that correct?
reprompt	Always		ad0200_ree_15	Again, the address I have is
reprompt	If Street address	Always	TTS Prompt : [ad0200_ree_16]	<street number=""></street>
reprompt	٨	IF contains pre- directional	TTS Prompt : [ad0200_ree_17]	<predirectional></predirectional>
reprompt	٨	IF no prompt for StreetName	TTS Prompt : [ad0200_ree_18]	<streetname></streetname>
reprompt	٨	Always	TTS Prompt : [ad0200_ree_19]	<street (i.e.="" avenue)<="" street="" td="" type=""></street>
reprompt	^	IF contains post- directional	TTS Prompt : [ad0200_ree_20]	<postdirectional></postdirectional>
reprompt	IF Rural Route	Always	TTS Prompt : [ad0200_ree_21]	<route contract="" highway="" number="" route="" =""></route>
reprompt	^	^	TTS Prompt : [ad0200_ree_22]	<route number=""></route>
reprompt	IF PO Box	Always	TTS Prompt : [ad0200_ree_23]	<po box="" number=""></po>
reprompt	^	^	TTS Prompt : [ad0200_ree_24]	<box number=""></box>
reprompt	City	Always	TTS Prompt : [ad0200_ree_25]	<city name=""></city>
reprompt	State	Always	TTS Prompt : [ad0200_ree_26]	<state></state>
reprompt	Zip Code	Always	TTS Prompt :	<zip code=""></zip>

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			[ad0200_ree_	27]				
reprompt	Always	Always	ad0200_ree_2		Is that correct	?		
Grammar								
Sample Expr	ressions			DTN	1F	Reco Var/Op	tion	Confirm
yes, correct, r	ight			1		<collectaddress_confirm_address yes></collectaddress_confirm_address 		Never
no, wrong				2		< collectaddr no>	ess_confirm_address	Never
Actions								
Option	Conditior	1	Action				Transition	
yes							goto : ad0240_ExitSuccessPr	ompts_PP
no			Assign : colle =increment co		dress_correction r	ons_counter	goto : ad0210_BranchExceed s_DS	MaxCorrection
Recovery B	Behavior		· ·				•	
Туре	Conditior	1	Action				Transition	
nomatch 1	Always		Prompt : [ad Let's try again	0200 IS	_ree_29] 5 that address	correct?	Re-Recognition :	
nomatch 2	^		Sorry. If I got	d0200_ree_30] t everything right, press 1. If not, to hear the address again, press 9.				
nomatch 3	Always		Assign : trans	Assign : transfer_reason =error				
nomatch 3	Always		Prompt : [gl_ Sorry, we see	gl_nm3_01] eem to be having trouble.				
noinput 1	^		not, say 'No' o	ning r or pre	ight say 'Yes' o ss 2. You can] Re-Recognition : 'Yes' or press 1. If bu can also say hear the address		
noinput 2	^			ever	ything right, pr	ess 1. If not, again, press 9.	Re-Recognition :	
noinput 3	Always		Assign : trans	sfer_i	reason =error			
noinput 3	Always		Prompt : [gl_ Sorry, we see	_ni3_(m to	01] be having trou	ble.		
Commands	: State-Specific E	ehavior						
Туре	Conditior	1	Action				Transition	
repeat			Prompt : [ad Sure.	0200	_repeat_01]		Re-Recognition : Rep	rompt
Commands	: Confirmations							
See 1.2 Globa	al Commands							
Config Para	ameters							
Parameter			Valu	ie				
Developer No	otes							
The reprompt	in this state is only p	layed after some	eone says 'repeat'					

ad0210_BranchExceedMaxCorrections_DS

	Decision		\bigcirc				
Determines if the maximum number of corrections have been reached.							
Entering From							
ad0200_ConfirmFull_DM							
Actions							
Condition	Action	Transition					
IF corrections <= maxcorrections		goto : ad0220_CheckPreviousConfirmation	s_DS				
Else	Else goto : ad0230_ExitFailurePrompts_PP						
Developer Notes							

ad0220_CheckPreviousConfirmations_DS

Decision					
Determines if primary and/or secondary address	s has already been confirmed and routes according	ngly.			
Entering From					
ad0210_BranchExceedMaxCorrections_DS					
Actions					
Condition Action Transition					
If we previously positively confirmed both full and secondary addresses		goto : ad0230_ExitFailurePrompts_P	Ρ		
If we previously positively confirmed full address (but not secondary) goto : ad0150_SecondaryAddress_DM					
Else (no confirmations have taken place) we'll goto : ad0140_FullAddress_DM begin at the beginning.					
Developer Notes					

ad0230_ExitFailurePrompts_PP

Simple Play Prompt						(\mathfrak{g})	
Plays a messa	Plays a message preparing the caller for transfer to an agent due to trouble understanding them.						
Entering From	n						
ad0220_Chec	kPreviousConfirmations_DS, ad0	210_Bran	chExceedMaxCorre	ections_DS			
Initial Prom	pts						
Туре	Condition		Name	Wording			
initial	Always		ad0230_out_01	Sorry, I'm having trouble getting this			
Actions							
Condition		Action			Transition		
Always				Return to calling dialog : ChangeOfAddress [ca0330_AddressOSDM_SD] Transcription [tr0140_AddressOSDM	_SD]		
Developer No	Developer Notes						

ad0240 ExitSuccessPrompts PP

		Sir	nple Play Pron	npt		()
Plays a successful exit message to the caller before transferring back to the calling dialogue.						
Entering From						
ad0160_Br	anchConfirmOrNot_DS, ad0200_Co	onfirmFull_	DM, ad0250_Bran	chRecordOrNot_DS		
Initial Pro	mpts					
Туре	Condition		Name	Wording		
initial	Always		ad0240_out_01	Got it.		
Actions			•			
Condition		Action			Transition	
Always		Return to calling dialog : ChangeOfAddress [ca0330_AddressOSDM_SD] Transcription [tr0140_AddressOSDM		_SD]		
Developer Notes						
No barge-in						

Note: This is the exitsuccessprompts and can be configured by setting this parameter. The prompts are played as follows: sum the maxcorrections variables. Compare this to the number of nomatches throughout. Choose the highest of these two values to arrive at N. Play successprompts(N+1). If N>3, play successprompts3

ad0250_BranchRecordOrNot_DS

Decision						
Determines if the address needs to be recorded based on the value of the variable 'collectfortranscription'.						
Entering From						
ad0130_ZipLookupErrorPrompt_PP						
Actions						
Condition	Action	Transition				
IF collectfortranscription = TRUE		goto : ad0260_Recording_DM				
Else	Assign : collectaddress_exit_reason =Failure	goto : ad0240_ExitSuccessPrompts_PP				
Developer Notes						

ad0260_Recording_DM

CustomContext Recognition							
Asks the calle	Asks the caller for their full address, including zip code, to be recorded.						
Entering Fro	m						
ad0250_Bran	chRecordOrNot_DS						
Initial Prom	npts						
Туре	Condition	Name	Wording				
initial	Always	ad0260_ree_01	I don't want to take too much of your time. I'll just record y your address and have someone take it down later. After t please say your full address, including the zip code.				

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reprompt ^	rompt ^ ad0260_ree_			02 <1000ms silence>			
reprompt ^	prompt ^ ad0260_ree_						
Grammar							
Sample Expressions	3		DTMF	Reco Var/Op	tion	Confirm	
Actions						·	
Option	Condition	Action			Transition		
	Always	Prompt : [ad	0260_ree_04] your address.				
		Assign : colle	ectaddress_exit_re	eason =Failure			
Recovery Behavio	or						
See 1.1 Global Recov	very Behavior						
Commands: State	-Specific Behavior						
See 1.2 Global Comm	nands						
Commands: Confi	irmations						
See 1.2 Global Comm	nands						
Config Parameters							
Parameter	Value						
Developer Notes							
NOTE: this DM will ne	ever be used in the current	SSA design.					

2.3 BenefitsVerification Dialog

This application allows callers who are currently receiving Social Security benefits to have a benefits verification or proof of income letter mailed to them. Callers need this letter for various purposes such as applying for a loan or mortgage, assisted housing benefits, and Medicare health insurance coverage.

bv0100_PingHost_DB

		ess			
Pings the host databas	se to ensure the host is av	ailable.			
Entering From					
mm0505_BEVE_SD					
Input parameters					
Parameter			Value		
processID			Which process to pass AUTHINFO, MI, ENDSE	the request to. Values are: PING, AU ESSION, NONE.	ΓΗ, INFO,
requestID			Unique 10 digit ID for th	e request. 10 zeros, if not used.	
timestamp			Transaction timestamp.		
version			Version of the xml sche	ma used.	
Output parameters					
Variable			Description		
bv_statusCode			Possible values that can be returned are: 0000=Success, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.		
bv_statusDescription			Status code text description.		
Actions					
Condition		Action		Transition	
If bv_statusCode=0000) (success)			goto : bv0130_KBAuthentication_SD	
Else (failure)	Always	Assign : beve_transac	tion_status =failure		
^	If bv_statusCode=0152 (off hour request)	Prompt : [bv0100_out] Sorry, our system is un maintenance and I'm un records at this time. Plu morning. If you'd like to	dergoing routine nable to access your ease try back in the	Return to calling dialog : main [mm0505_BEVE_SD]	
٨	Else	Prompt : [bv0100_out_02] Sorry, I'm having trouble getting access to your records		Return to calling dialog : main [mm0505_BEVE_SD]	
Recovery Behavior					
See 1.1 Global Recove	ery Behavior				
Developer Notes					

bv0130_KBAuthentication_SD

	Subdialog Call	٢
Sub dialogue call to 'Knowledge Based A	uthentication'.	
Entering From		
bv0100_PingHost_DB		
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Dialog called						
Proceed to initial node in: KnowledgeBasedAuthentication						
Input parameters						
Parameter		Value				
Output parameters						
Variable		Subdialog Variable				
Actions		·				
Condition	Action		Transition			
If kba_transaction_status=success			goto : bv0210_BEVESuccess_PP			
Elseif kba_transaction_status=account_blocked	Assign : beve_transac	tion_status =failure	Return to calling dialog : main [mm0505_BEVE_SD]			
Elseif kba_transaction_status=attestation_declined	Assign : beve_transac	tion_status =failure	Return to calling dialog : main [mm0505_BEVE_SD]			
Else (kba_transaction_status=failure)	Assign : beve_transaction_status =failure Return to calling dialog : main [mm0505_BEVE_SD]					
Recovery Behavior						
See 1.1 Global Recovery Behavior						
Developer Notes						
The request for the benefits verification letter is processed in authentication (ka0910_QueryKB_DB).						

bv0210_BEVESuccess_PP

Simple Play Prompt						()	
Informs the	Informs the caller how long it will take to receive the request and that it was submitted successfully.						
Entering F	rom						
bv0130_KE	Authentication_SD						
Initial Pro	ompts						
Туре	Condition		Name	Wording			
initial	Always		bv0210_out_01	You should receive your 'Proof of Income' Letter in the mail within two weeks		ail within	
Actions			•	•			
Condition		Action			Transition		
Always		goto : bv0220_TransactionEnd_PP					
Developer Notes							

bv0220_TransactionEnd_PP

	Simple Play Prompt	(1)
Gives the caller the option to hang up if th	ney're finished.	
Entering From		
bv0210_BEVESuccess_PP		
Initial Prompts		
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Туре	Condition	Condition		Wording	
initial	Always	Always		If you're finished, fe	eel free to hang up. Otherwise
Actions					
Condition Action		on		Transition	
Always		Assign : beve_transaction_s		status =success	
Always					Return to calling dialog : main [mm0505_BEVE_SD]
Developer Notes					

2.4 ChangeOfAddress Dialog

The Change of Address application allows callers to update their phone number and/or address on file.

ca0100_PingHost_DB

		Data Acce	ess		
Pings the host data	abase to ensure the host is av	vailable.			
Entering From					
mm0310_ChangeC	DfAddress_SD				
Input parameter	rs				
Parameter			Value		
processID			Which process to pass AUTHINFO, MI, ENDSE	the request to. Values are: PING, AUTI ESSION, NONE.	H, INFO,
requestID			Unique 10 digit ID for th	e request. 10 zeros, if not used.	
timestamp			Transaction timestamp.		
version			Version of the xml sche	ma used.	
Output paramet	ers				
Variable			Description		
ca_statusCode			Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.		
ca_statusDescription	วท		Status code text descrip	ption.	
Actions					
Condition		Action	Transition		
If ca_statusCode=0	0000 (success)			goto : ca0200_IntroMsg_PP	
Else (failure)	Always	Assign : coa_transacti	on_status =failure		
٨	If ca_statusCode=0152 (off hours request)	Prompt : [ca0100 out 01]		Return to calling dialog : main [mm0310_ChangeOfAddress_SE)]
٨	Else	Prompt : [ca0100_out_02] Sorry, I'm having trouble getting access to your records		Return to calling dialog : main [mm0310_ChangeOfAddress_SE)]
Recovery Beha	vior				
See 1.1 Global Red	covery Behavior				
Developer Notes					

ca0200_IntroMsg_PP

Simple Play Prompt

Introduction prompt for the Change of Address application.

Entering From

ca0100_PingHost_DB

()

Initial Prompts									
Туре	Condition		Name	Wording					
initial	Always		ca0200_out_01	To get started, I have a couple of questions					
Actions									
Condition Acti		Action	Action		Transition				
Always	ays			goto : ca0220_ReceivingBenefits_DM					
Developer Notes									

ca0220_ReceivingBenefits_DM

			Ye	sNo Recog	niti	on			<u>}</u>
Asks callers v	vhether or	not they are receivin	g benefits.						
Entering Fro	т								
ca0200_Introl	Msg_PP								
Initial Prom	pts								
Туре	Conditio	on		Name		Wording			
initial	Always			ca0220_ini_0	1	Are you recei	ving retirement	, survivor, or disability be	enefits?
Grammar									
Sample Expr	ressions				DTN	ΛF	Reco Var/Op	tion	Confirm
no					2		<cd_receivin< td=""><td>g_benefits_yesno no></td><td>Never</td></cd_receivin<>	g_benefits_yesno no>	Never
yes, retiremer	nt, survivo	r, disability			1		< cd_receivin yes>	g_benefits_yesno	Never
Actions									1
Option		Condition		Action				Transition	
yes		Always						goto : ca0260_CallingAboutSelf_DM	
no		Always						goto : ca0230_NotEligible_DM	
Recovery B	Behavior			•					
Туре		Condition		Action				Transition	
nomatch 1		Always		Prompt : [ca Let's try again survivor, or di	AF	RE you receivin	g retirement,	Re-Recognition :	
nomatch 2		^		Prompt : [ca0220_nm2_01] Sorry. If you're currently receiving retirement benefits, survivor benefits, or disability benefits, press 1. If you are NOT receiving any of those benefits, press 2.			Re-Recognition :		
nomatch 3		Always		Assign : transfer_reason =error					
nomatch 3		Always		Prompt : [gl_ Sorry, we see	_nm3 m to	_01] be having trou	ble.		
noinput 1		^		Prompt : [ca0220_ni1_01]FIf you ARE receiving benefits for retirement, survivorship, or disability, say 'Yes' or press 1.If not, say 'No', or press 2.			Re-Recognition :		
noinput 2		^		benefits, survi	e cu vor b	_ni2_01] rrently receivin penefits, or disa NOT receiving	ability benefits,	Re-Recognition :	

		benefits, pres	s 2.					
noinput 3	Always	Assign : trans	sfer_reason =error					
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] m to be having trouble.					
Commands: State-Specific Behavior								
See 1.2 Global Comma	See 1.2 Global Commands							
Commands: Confir	Commands: Confirmations							
See 1.2 Global Comma	See 1.2 Global Commands							
Config Parameters								
Parameter			Value					
Developer Notes								

ca0230_NotEligible_DM

Informs callers that they must be receiving benefits in order to change Entering From Ca0220_ReceivingBenefits_DM Initial Prompts Type Condition Name initial Always Ca0230_i Grammar Sample Expressions more information		Wording In order to cha you must alre your address CAN do, say '	ady be receivir	ress even with the help i	
ca0220_ReceivingBenefits_DM Initial Prompts Type Condition Name initial Always Ca0230_i Grammar Sample Expressions	ini_01	In order to cha you must alre- your address CAN do, say '	ady be receivir	ress even with the help i	
Initial Prompts Type Condition Name initial Always ca0230_i Grammar Sample Expressions Sample Expressions	ini_01	In order to cha you must alre- your address CAN do, say '	ady be receivir	ress even with the help i	
TypeConditionNameinitialAlwaysca0230_iGrammarSample Expressions	ini_01	In order to cha you must alre- your address CAN do, say '	ady be receivir	ress, even with the help i	
initial Always ca0230_i Grammar Sample Expressions	ini_01	In order to cha you must alre- your address CAN do, say '	ady be receivir	ass even with the help of	
Grammar Sample Expressions	ini_01	you must alrea your address CAN do, say '	ady be receivir	ess even with the help (
Sample Expressions		Tup. Otherwise	More Informati	address, even with the help of an agent, ceiving benefits. Otherwise, we don't keep r more details, and tips about what you rmation.' If you're finished, feel free to hang and I'll take you back to the Main Menu	
•••					
more information	DTI	MF	Reco Var/Op	tion	Confirm
	1	<cd_not_eligible_menu more_information></cd_not_eligible_menu 			If Necessary
Actions					
Option Condition Action				Transition	
more_information Always				goto : ca0240_NotEligi	bleDetails_DM
Confirmation Prompts					
Option Condition Name		Wording			
more_informa Always ca0230_c tion 1	ca0230_cnf_ini_0 You'd like more information		re information,	right?	
Confirmation Recovery Behavior					
See 1.3 Global Confirmation					
Recovery Behavior					
Type Condition Action	Action			Transition	
Let's try a Information hang up i	Prompt : [ca0230_nm1_01] Let's try again You can say 'More Information' or press 1. Otherwise, you can hang up if you're finished, or hold on and I'll take you back to the Main Menu		e, you can on and I'll	Re-Recognition :	
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nomatch 2	Always	Prompt : [ca0230 nm2 01]	Re-Recognition :		
		Sorry. In order to change your addre	ess, you		
		must ALREADY be receiving benefit more information, press 1. Otherwis			
		to hang up, or just hold on and we'll			
nomatch 3	Always	Assign : coa_transaction_status =no	ot_eligible		
nomatch 3	If office_hours=true	Prompt : [ca0230_nm3_01]	Return to calling dialog :		
		To speak with someone, say 'Agent.' Otherwise			
			[mm0310_ChangeOfAddress_SD]		
nomatch 3	Else (office_hours=false)	Prompt : [ca0230_nm3_02]	Return to calling dialog : main		
		Let's keep going	[mm0310 ChangeOfAddress SD]		
noinput 1	Always	Assign : coa transaction status =no			
•	,	• <u>-</u> <u>-</u>			
noinput 1	If office_hours=true	Prompt : [ca0230_ni1_01] To speak with someone, say 'Agent.'	Return to calling dialog :		
		Otherwise	[mm0310_ChangeOfAddress_SD]		
noinput 1	Else (office_hours=false)	Prompt : [ca0230_ni1_02]	Return to calling dialog :		
		Let's keep going	main [mm0310_ChangeOfAddress_SD]		
Commands: St	tate-Specific Behavior		i		
See 1.2 Global Co	ommands				
Commands: Co	onfirmations				
See 1.2 Global Co	ommands				
Config Parame	eters				
Parameter		Value	Value		
Developer Notes	•				

ca0240_NotEligibleDetails_DM

		CustomContext Reco	ognition
Provides of	callers with more information a	bout why they are not eligible to cha	ange address.
Entering	From		
ca0230_N	lotEligible_DM		
Initial Pr	ompts		
Туре	Condition	Name	Wording
initial	Always	ca0240_ini_01	Sure, here's some more information. You can only change your address if you're currently receiving Social Security retirement, disability, or survivor benefit payments. If you're NOT receiving benefits, the Social Security Administration doesn't keep your address on file (so even an agent can't do it). In this case, to change the address where we send your Social Security statements, you'll need to contact the Internal Revenue Service. The easiest way to do that is just enter your new address on your tax return, but if you need to do it sooner, you can use IRS form 8- 8-2-2, which you can get by calling 1-800-829-3676.
initial	^	ca0240_ini_02	<1000ms silence>
initial	^	ca0240_ini_03	Now, do you want to hear that again?
reprompt	Always	ca0240_ree_01	You can only change your address if you're currently receiving Social Security retirement, disability, or survivor benefit payments. If you're NOT receiving benefits, the Social Security Administration
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				this case, to c Security state Service. The e on your tax re	hange the add ments, you'll ne easiest way to turn, but if you	n file (so even an agent ress where we send you eed to contact the Interr do that is just enter you need to do it sooner, you get by calling 1-800-82	ur Social nal Revenue r new address ou can use IRS	
reprompt	۸	ca0240_ree_0)2	<1000ms siler	nce>			
reprompt	^	ca0240_ree_0)3	Now, do you v	vant to hear th	at again?		
Grammar				•				
Sample Expr	ressions		DTI	ИF	Reco Var/Op	tion	Confirm	
yes			1		<not_eligible< td=""><td>_details_yesno yes></td><td>Never</td></not_eligible<>	_ details_yesno yes>	Never	
no			2		<not_eligible< td=""><td>_details_yesno no></td><td>Never</td></not_eligible<>	_details_yesno no>	Never	
Actions								
Option	Condition	Action				Transition		
no		Assign : coa	tran	saction_status	=not_eligible			
٨		All right. If you and need to c and we'll help your pending to hang up. O	Prompt : [ca0240_out_01] All right. If you've APPLIED to receive benefits and need to change your address, say 'Agent' and we'll help you locate the office that has your pending claim. If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.			Return to calling dialog : main [mm0310_ChangeOfAddress_SD] e		
yes	Always	Prompt : [ca Sure.	Prompt : [ca0240_out_02] Sure.				Re-Recognition : Reprompt	
Recovery B	Behavior							
Туре	Condition	Action				Transition		
nomatch 1	Always	Let's try again	Prompt : [ca0240_nm1_01] Let's try again Would you like to hear that information again?		Re-Recognition :			
nomatch 2	If office_hours=true	Sorry. To hea help you char you don't wan you've APPLI	Prompt : [ca0240_nm2_01] Sorry. To hear the information about why I can't help you change your address again, press 1. If you don't want to hear it again, press 2. Or, if you've APPLIED to receive benefits and need o change your address, press 0 and I'll get					
nomatch 2	Else (office_hours=false	Sorry. To hea help you char	Prompt : [ca0240_nm2_02] Sorry. To hear the information about why I can't help you change your address again, press 1. If you don't want to hear it again, press 2.					
nomatch 3	Always	Assign : coa	tran	saction_status	=not_eligible			
nomatch 3	If office_hours=true	Sorry we're ha to receive ber address, pres	Prompt : [ca0240_nm3_01] Sorry we're having trouble. If you've APPLIED to receive benefits and need to change your address, press 0 and I'll get someone to help you. Otherwise,			Return to calling dialog : main [mm0310_ChangeOfAddress_SD]		
nomatch 3	Else (office_hours=false			_nm3_02] trouble. Let's l	keep going	Return to calling dial main [mm0310_ChangeOfA	•	
noinput 1	Always		hea	_ni1_01] r the informatic not, say 'No' or		Re-Recognition :		
noinput 2	Always	Assign : coa	tran	saction_status	=not_eligible			
noinput 2	If office_hours=true	Prompt · [ca	Prompt : [ca0240 ni2 01] Return to calling dialog :				04.	

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		to change you	LIED to receive benefits and need ur address, press 0 and I'll get elp you. Otherwise,	main [mm0310_ChangeOfAddress_SD]					
noinput 2	Else (office_hours=false)	Prompt : [ca Let's keep go	0240_ni2_02] ing	Return to calling dialog : main [mm0310_ChangeOfAddress_SD]					
Commands: S	Commands: State-Specific Behavior								
See 1.2 Global C	ommands								
Commands: C	onfirmations								
See 1.2 Global C	ommands								
Config Parame	eters								
Parameter			Value						
Developer Notes	5								

ca0260_CallingAboutSelf_DM

			YesNo Recog	Initi	on			
Asks callers	whether or	not they are calling ab	out their own benefits (as	oppc	osed to someor	ne else's).		_
Entering Fi	om							
ca0220_Re	ceivingBene	fits_DM						
Initial Pro	mpts							
Туре	Conditio	n	Name		Wording			
initial	Always		ca0260_ini_0	1	And, is this ch	nange for yours	self?	
reprompt	(after rep	eat)	ca0260_ree_(ee_01 Is the change you're calling about for your OWN benefit or payment?			efit or	
Grammar	•		•					
Sample Ex	oressions			DTI	MF	Reco Var/Op	tion	Confirm
no, not mine // no	9			2		<cd_calling_< td=""><td>about_self_yesno no></td><td>Never</td></cd_calling_<>	about_self_yesno no>	Never
yes, my owr // yes	ו			1 <cd_calling_< td=""><td><cd_calling_< td=""><td>about_self_yesno yes></td><td>Never</td></cd_calling_<></td></cd_calling_<>		<cd_calling_< td=""><td>about_self_yesno yes></td><td>Never</td></cd_calling_<>	about_self_yesno yes>	Never
repeat, repeat that // repeat			9	9 <cd_calling repeat></cd_calling 		about_self_yesno	Never	
Actions								
Option		Condition	Action				Transition	
no		Always	Assign : coa	_tran	saction_status	=not_self		
٨		٨	All right. To cl person, they'l	Prompt : [ca0260_out_01] All right. To change the address of another person, they'll need to be with you while you speak with an agent			Return to calling dialog : main [mm0310_ChangeOfAddress_SD]	
yes		Always					goto : ca0300_KBAuthe	entication_SD
repeat		Always	Prompt : [ca Sure.	Prompt : [ca0260_out_02] Sure.			Re-Recognition : Repr	ompt
Recovery	Behavior		•					
Туре		Condition	Action				Transition	

nomatch 1	Always	Prompt : [ca0260_nm1_01] Let's try again Is the change you're calling about for your OWN benefit or payment?	Re-Recognition :		
nomatch 2	^	Prompt : [ca0260_nm2_01] Sorry. If you're calling about a change that affects the benefits or payments that YOU receive, press 1. If you're calling on behalf o someone else, press 2.	Re-Recognition :		
nomatch 3	Always	Assign : transfer_reason =error			
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	-		
noinput 1	^	Prompt : [ca0260_ni1_01] If the change you'd like to make is for your OWN benefit or payment, say 'Yes' or press If you're calling for someone else, say 'No' o press 2.			
noinput 2	^	Prompt : [ca0260_ni2_01] Sorry. If you're calling about benefits of payments that YOU receive, press 1. If you' calling on behalf of someone else, press 2.	Re-Recognition :		
noinput 3	Always	Assign : transfer_reason =error			
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.			
Commands: S	tate-Specific Behavior				
See 1.2 Global C	ommands				
Commands: D	isabled Globals				
repeat					
Commands: C	onfirmations				
See 1.2 Global C	ommands				
Config Parame	eters				
Parameter Value					
Developer Notes	5				

ca0300_KBAuthentication_SD

Subdialog Call						
Sub dialogue call to the Knowledge Based Authentication r	Sub dialogue call to the Knowledge Based Authentication module to collect: SSN, name, DOB, POB, and last payment.					
Entering From						
ca0260_CallingAboutSelf_DM						
Dialog called						
Proceed to initial node in: KnowledgeBasedAuthentication						
Input parameters						
Parameter	Value					
Output parameters	Output parameters					
Variable	Subdialog Variable					

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Actions					
Condition	Action	Transition			
If kba_transaction_status=success		goto : ca0310_TypeOfChange_DM			
Elseif kba_transaction_status=account_blocked	Assign : coa_transaction_status =failure	Return to calling dialog : main [mm0310_ChangeOfAddress_SD]			
Elseif kba_transaction_status=attestation_declined	Assign : coa_transaction_status =failure	Return to calling dialog : main [mm0310_ChangeOfAddress_SD]			
Else (kba_transaction_status=failure)	Assign : coa_transaction_status =failure	Return to calling dialog : main [mm0310_ChangeOfAddress_SD]			
Recovery Behavior					
See 1.1 Global Recovery Behavior					
Developer Notes					

ca0310_TypeOfChange_DM

CustomContext Recognition									
Asks caller	s whether th	ey want to change address, pho	ne number, or bo	oth.					
Entering F	rom								
ca0300_KE	Authenticati	ion_SD							
Initial Pro	mpts								
Type Condition Name				Wording					
initial	Always				What would y Number,' or 'E	vould you like to change - your 'Address,' your 'Phone er,' or 'Both.'			
Grammar			•		•				
Sample Expressions				DTI	MF Reco Var/Option		Confirm		
change both, both				3		<cd_type_of_change_menu both=""></cd_type_of_change_menu>		If Necessary	
change my phone number, my phone, phone number			2		<cd_type_of< td=""><td>_change_menu phone></td><td>If Necessary</td></cd_type_of<>	_change_menu phone>	If Necessary		
change my address, my address, address			1	1 <cd_type_ address></cd_type_ 		_change_menu	If Necessary		
Actions									
Option		Condition	Action				Transition		
address			Assign : change_what =address						
^			Prompt : [ca0310_out_01] Okay. Address.				goto : ca0320_SetAddressParameters_DS		
both			Assign : char	Assign : change_what =both					
^			Prompt : [ca0310_out_02] Okay. Let's start with your address			SS	goto : ca0320_SetAddressParameters_DS		
phone			Assign : change_what =phone						
^			Prompt : [ca0310_ou Okay.		.0_out_03]		goto : ca0400_RemoveOrChangePhone_D M		
Confirma	tion Prom	pts							
Option	Conditio	on	Name		Wording				
address	Always		ca0310_cnf_i	ini_0 You'd like to change your address, right?					
					•				

ays ays ecovery Behavior nfirmation vior Condition Always	2 ca0310_cnf_ini_0 3 Action Prompt : [ca031 Let's try again. Y 1, 'Phone Number press 3. Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. If you need to	Is that right? 0_nm1_01] ou can say 'Address' or press r' or press 2, OR say 'Both' or 0_nm2_01] e to change your address,	one number, right? ur address AND your phone number. Transition Re-Recognition : Re-Recognition :
ecovery Behavior nfirmation vior Condition Always ^	ca0310_cnf_ini_0 3 Action Prompt : [ca031 Let's try again. Y 1, 'Phone Numbe press 3. Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. If you need to	Is that right? 0_nm1_01] ou can say 'Address' or press r' or press 2, OR say 'Both' or 0_nm2_01] e to change your address,	<i>Transition</i> Re-Recognition :
nfirmation vior Condition Always	Prompt : [ca031 Let's try again. Y 1, 'Phone Numbe press 3. Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. If you need to	0_nm1_01] ou can say 'Address' or press r' or press 2, OR say 'Both' or 0_nm2_01] e to change your address,	Re-Recognition :
vior Condition Always	Prompt : [ca031 Let's try again. Y 1, 'Phone Numbe press 3. Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. If you need to	You can say 'Address' or press r' or press 2, OR say 'Both' or 0_nm2_01] e to change your address,	Re-Recognition :
Condition Always	Prompt : [ca031 Let's try again. Y 1, 'Phone Numbe press 3. Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. If you need to	You can say 'Address' or press r' or press 2, OR say 'Both' or 0_nm2_01] e to change your address,	Re-Recognition :
Always	Prompt : [ca031 Let's try again. Y 1, 'Phone Numbe press 3. Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. If you need to	You can say 'Address' or press r' or press 2, OR say 'Both' or 0_nm2_01] e to change your address,	Re-Recognition :
^	Let's try again. Y 1, 'Phone Number press 3. Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. If you need to	You can say 'Address' or press r' or press 2, OR say 'Both' or 0_nm2_01] e to change your address,	
	Sorry. If you'd lik press 1. To chan 2. If you need to	e to change your address,	Re-Recognition :
Always	AND your phone	ge your phone number, press change both your address number, press 3.	
	Assign : transfer	_reason =error	
Always	Prompt : [gl_nm Sorry, we seem to	3_01] o be having trouble.	
^	'Address' or press number, say 'Pho	o change your address, say s 1. To change your phone one Number' or press 2. Or, if	Re-Recognition :
^	Sorry. If you'd lik press 1. To chan 2. Or, if you need	e to change your address, ige your phone number, press d to change both your address	Re-Recognition :
Always	Assign : transfer	_reason =error	
Always			
ate-Specific Behavior			•
mmands			
onfirmations			
mmands			
ters			
	Va	lue	
)	Always Always ate-Specific Behavior mmands onfirmations mmands	'Address' or press number, say 'Pho you'd like to chan press 3. ^ Prompt : [ca031 Sorry. If you'd lik press 1. To chan 2. Or, if you need AND your phone Always Assign : transfer Always Assign : transfer Always Prompt : [gl_ni3 Sorry, we seem to ate-Specific Behavior mmands Prompt : [stansfer	^ Prompt : [ca0310_ni2_01] Sorry. If you'd like to change your address, press 1. To change your phone number, press 2. Or, if you need to change both your address AND your phone number, press 3. Always Assign : transfer_reason =error Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble. ate-Specific Behavior mmands onfirmations

ca0320_SetAddressParameters_DS

Decision	\bigcirc
Sets parameters needed for entering the address module.	
Entering From	

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ca0310_TypeOfChange_DM				
Actions				
Condition	Action	Transition		
Always	Comment : set parameters before entering AddressOSDM			
^	Assign : collectaddress_entryprompt ='empty'			
٨	Assign : collectaddress_collectedzipcode ='FALSE'			
^	Assign : collectaddress_overallconfirmation ='ALWAYS'			
Λ	Assign : collectaddress_collectfortranscription ='FALSE'			
^	Assign : collectaddress_ziplookuperrorprompt =default_address_ziplookuperrorprompt			
^	Assign : collectaddress_citystatelookuperrorprompt =default_address_citystatelookuperrorprompt			
^	Assign : collectaddress_exitsuccessprompt =default_address_exitsuccessprompt			
^		goto : ca0330_AddressOSDM_SD		
Developer Notes				

ca0330_AddressOSDM_SD

Subdialog Call				1	
Calls the address	s module.				
Entering From					
ca0320_SetAddr	essParameters_DS				
Dialog called					
Proceed to initial	node in: AddressOSDM				
Input paramet	ers				
Parameter			Value		
Output param	eters				
Variable			Subdialog Variable		
Actions					
Condition Action		Transition			
success	If change_what=address			goto : ca0430_COAEffectiveASAP_DM	
٨	Else (change_what=both)	Prompt : [ca0330_out_01] Now let's take care of your phone number		goto : ca0400_RemoveOrChangePhone_D	
failure	ailure Assign : coa_transactio		on_status =failure	Return to calling dialog : main [mm0310_ChangeOfAddress_SD]	
Recovery Beh	avior				
See 1.1 Global R	Recovery Behavior				

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Developer Notes

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ca0400_l	RemoveOrChangePhone_	DM
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		Cust	omContext R	eco	gnition			<u>)</u>	
Asks the ca	ller if they w	vant to remove their phone num	ber or change it.						
Entering Fi	rom								
ca0310_Ty	peOfChang	e_DM, ca0330_AddressOSDM	_SD						
Initial Pro	mpts								
Туре	Conditio	on	Name Wording						
initial	Always		ca0400_ini_0	1	Do you want t	to 'Change' or '	Remove' your number?	1	
Grammar									
Sample Ex	pressions			DTN	ΛF	Reco Var/Op	tion	Confirm	
change, cha // change	ange my nu	mber, change phone number		1		<remove_ph< td=""><td>one_menu change></td><td>If Necessary</td></remove_ph<>	one_menu change>	If Necessary	
remove, ren // remove	nove my nu	mber, remove phone number		2		<remove_ph< td=""><td>one_menu remove></td><td>If Necessary</td></remove_ph<>	one_menu remove>	If Necessary	
Actions									
Option		Condition	Action				Transition		
change		Always	Prompt : [ca All right.	0400	_out_01]		goto : ca0410_TypeOfPhone_DM		
remove		Always	Prompt : [ca All right.	Prompt : [ca0400_out_02] All right.			goto : ca0430_COAEffectiveASAP_DM		
Confirmat	tion Prom	pts					•		
Option	Conditio	on	Name	Name Wording					
change	Always		ca0400_cnf_i 1	ni_0	You want to c	hange your ph	one number, right?		
remove	Always		ca0400_cnf_ini_0 2		You want to r	emove your ph	one number, right?		
Confirmat	tion Reco	very Behavior	•		•				
See 1.3 Glo	bal Confirm	nation							
Recovery	Behavior								
Туре		Condition	Action	Action			Transition		
nomatch 1		Always	Let's try again number, or pr	Prompt : [ca0400_nm1_01] Let's try again You can say 'Change' phone number, or press 1, OR say 'Remove' phone number, or press 2.			Re-Recognition :		
nomatch 2		^	Sorry. If you'd number, press	Prompt : [ca0400_nm2_01] Sorry. If you'd like to change your phone number, press 1. If want to remove your number from our records, press 2.		ve your phone	Re-Recognition :		
nomatch 3		Always	Assign : tran	sfer_	reason =error				
nomatch 3		Always	Prompt : [gl_ Sorry, we see	_nm3 m to	_01] be having trou	ıble.			
noinput 1		^		n Y	_ni1_01] ou can say 'Ch ., OR say 'Ren		Re-Recognition :		

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		number, or press 2.	
noinput 2	٨	Prompt : [ca0400_ni2_01] Sorry. If you'd like to change your phone number, press 1. If want to remove your p number from our records, press 2.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: S	State-Specific Behavior		
See 1.2 Global C	Commands		
Commands: C	Confirmations		
See 1.2 Global C	Commands		
Config Param	eters		
Parameter		Value	
Developer Note	s		

ca0410_TypeOfPhone_DM

			CustomC	ontext Re	eco	gnition			
Asks callers	s which phor	ne number to change.							
Entering F	rom								
ca0400_Re	moveOrCha	ngePhone_DM							
Initial Pro	mpts								
Туре	Conditio	n	Na	ame		Wording			
initial	Always		cal	0410_ini_01	.0_ini_01 For our records, what type of number is the your 'Attorney's' number, or 'Something E				,' 'Work,' 'Cell,'
Grammar	,								
Sample Ex	pressions				DTN	1F	Reco Var/Op	tion	Confirm
?[it's (i'm calling about)] [(something else) (a different ?phone ? number)], other			one? 5			<cd_phone_type_menu something_else></cd_phone_type_menu 		Never	
?(it's my) [a	ttorney attor	ney's lawyer lawyer's]	?phone ?numb	ber	4		<cd_phone_type_menu attorney=""></cd_phone_type_menu>		Never
?(it's [my a]) [mobile ce	I] ?phone ?number		3			<cd_phone_type_menu cell=""></cd_phone_type_menu>		Never
?(it's [my a]) [work office	e business] ?phone ?r	number	2		<cd_phone_f< td=""><td>type_menu work></td><td>Never</td></cd_phone_f<>	t ype_menu work>	Never	
?(it's [my a]) home ?pho	one ?number			1	<cd_phone_< td=""><td>type_menu home></td><td>Never</td></cd_phone_<>		t ype_menu home>	Never
Actions									
Option		Condition	Ac	ction				Transition	
attorney			As	Assign : phone_type =attorney goto : ca0420_CollectI				goto : ca0420_CollectPhone!	lumber_DM
home			As	Assign : phone_type =home			goto : ca0420_CollectPhoneNumber_DM		
cell			As	Assign : phone_type =cell goto : ca0420_Collect				goto : ca0420_CollectPhone!	Number_DM
something_	else		As	ssign : phon	ie_ty	pe =other		goto : ca0420_CollectPhone!	lumber_DM

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work		Assign : phone_type =work	goto : ca0420_CollectPhoneNumber_DM
Recovery Beha	vior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [ca0410_nm1_01] Let's try again. You can say 'Home Number' or press 1, 'Work Number' or press 2, 'Cell Number' or 3, 'Attorney's Number' or 4, or for anything else, say 'It's Something Else' or press 5.	
nomatch 2	^	Prompt: [ca0410_nm2_01] Sorry. If it's your HOME phone number, press 1. If it's a WORK phone number, press 2. If it's your Cell number, press 3. If it's your ATTORNEY's number, press 4. Or, if it's anything else, press 5.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1	٨	Prompt : [ca0410_ni1_01] You can say 'Home Number' or press 1, 'Work Number' or press 2, 'Cell Number' or 3, 'Attorney's Number' or 4, or for anything else, say 'It's Something Else' or press 5.	Re-Recognition :
noinput 2	Λ	Prompt: [ca0410_ni2_01] Sorry. If it's your HOME phone number, press 1. If it's a WORK phone number, press 2. If it's your Cell number, press 3. If it's your ATTORNEY's number, press 4. Or, if it's anything else, press 5.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: St	ate-Specific Behavior		
See 1.2 Global Co	ommands		
Commands: Co	onfirmations		
See 1.2 Global Co	ommands		
Config Parame	ters		
Parameter		Value	
Developer Notes			

ca0420_CollectPhoneNumber_DM

Phone Recognition								
Asks callers for 10-digit phone number.								
1								
DfPhone_DM								
ots								
Condition	Name	Wording						
	r 10-digit phone number. p p p p p p p p p p p p p p p p p p p	r 10-digit phone number. p p p p p p p p p p p p p p p p p p						

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initial	Always		ca0420_ini_01	1 4	And, starting	with the area o	ode, what's your new	number?
reprompt	(after repeat or disconfirmation) ca0420_ree_0							
Grammar								
Sample Expr	ressions			DTMF	-	Reco Var/Op	otion	Confirm
<10-digit phor	ne numbe	r>		<10-d	ligit string]	<cd_phone_ phone_numb</cd_phone_ 		Always
repeat, repea // repeat	t that			9		<cd_phone_< td=""><td>number repeat></td><td>Never</td></cd_phone_<>	number repeat>	Never
Actions								
Option		Condition	Action				Transition	
phone_numbe	er	Always	Prompt : [ca0 All right.	0420_0	out_01]		goto : ca0430_COAEffectiv	veASAP_DM
repeat		Always	Prompt : [ca0 Sure.	0420_0	out_02]		Re-Recognition : R	eprompt
Confirmatio	on Prom	pts						
Option	Conditio	on	Name	l	Vording			
phone_numb er	Always		ca0420_cnf_ir 1	ni_0 T	That phone r	number is		
٨	Always		ca0420_cnf_ir 2	ni_0[phone_number].				
	Always		gl_cnf_ini_02	_ini_02 Right?				
Confirmatio	on Reco	very Behavior						
See 1.3 Globa	al Confirm	ation						
Recovery B	Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [ca0 Let's try again area code and	. Plea	se say or en		Re-Recognition :	
nomatch 2		٨	Prompt : [ca0 Sorry. Please phone number	enter	nm2_01] the new are	a code and	Re-Recognition :	
nomatch 3		Always	Assign : trans	sfer_re	ason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see			uble.		
noinput 1		٨	Prompt : [cat Please say or phone number	enter	the new area	a code and	Re-Recognition :	
noinput 2		^	Prompt : [cat Sorry. Please phone number	enter	the new are	a code and	Re-Recognition :	
noinput 3		Always	Assign : trans	sfer_re	ason =error			
noinput 3		Always	Prompt : [gl_ Sorry, we seer			uble.		
Commands	: State-S	Specific Behavior						
See 1.2 Globa	al Comma	Inds						
Commands	: Disabl	ed Globals						
repeat								
Commands	: Confiri	mations						

2

See 1.2 Global Commands							
Config Parameters							
Parameter	Value						
Developer Notes							

ca0430_COAEffectiveASAP_DM

Г

		Date Recognit	ion			<u>()</u>	
Asks caller if t	hey would like the change of add	ress/phone number to be ef	fective as soor	n as possible.			
Entering Froi	m						
ca0420_Colle	ctPhoneNumber_DM, ca0330_A	ddressOSDM_SD, ca0400_	RemoveOrCh	angePhone_DM			
Initial Prom	pts						
Туре	Condition	Name	Wording				
initial	Always	ca0430_ini_01	Would you	like this change t	o take effect as soon	as possible?	
Grammar							
Sample Expr	essions	D	TMF	Reco Var/Op	tion	Confirm	
yes, yeah, as	soon as possible	1		<cd_effective< td=""><td>e_asap_yesno ></td><td>Never</td></cd_effective<>	e_asap_yesno >	Never	
no		2		<cd_effective< td=""><td>e_asap_yesno ></td><td>Never</td></cd_effective<>	e_asap_yesno >	Never	
Actions							
Option	Condition	Action			Transition		
no	Always	Prompt : [ca04 Okay.	30_out_01]		goto : ca0435_EffectiveDate_DN		
yes	Always	Assign : effectiv	/e_date = <curi< td=""><td>rent date></td><td colspan="2"></td></curi<>	rent date>			
^	٨	Prompt : [ca04] Great. Hold on v a few seconds	vhile I process	goto : ca0440_SendAddressPhone_DB			
Recovery B	ehavior				-		
Туре	Condition	Action			Transition		
nomatch 1	Always	Prompt : [ca04] Let's try again take effect as so	Nould you like		Re-Recognition :		
nomatch 2	^	Sorry. If you wa soon as possible	Prompt : [ca0430_nm2_01] Sorry. If you want the change to take effect as soon as possible, press 1. Otherwise, press 2, and I'll get the date you would like the change			Re-Recognition :	
nomatch 3	Always	Assign : transfe	r_reason =erro	or			
nomatch 3	Always	Prompt : [gl_nn Sorry, we seem		ouble.			
noinput 1	^	If you want the c	Prompt : [ca0430_ni1_01] If you want the change to take effect as soon as possible say 'Yes' or press 1. If not, say 'No' or press 2.				
noinput 2	٨	Prompt : [ca04: Sorry. If you wa soon as possible	nt the change		Re-Recognition :		

()

		and I'll get the date you would like the change to go into effect.						
noinput 3	Always	Assign : transfer_reason =error						
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.						
Commands: S	tate-Specific Behavior							
See 1.2 Global C	ommands							
Commands: C	onfirmations							
See 1.2 Global C	ommands							
Config Parame	eters							
Parameter		Value	Value					
Developer Notes	5	•						

ca0435_EffectiveDate_DM

Custom	Con	tovt	Decod	nition
Custom	COII	ιεχι	Recuy	muor

After the caller indicated they don't want their change of address/phone number to take effect asap, asks what date within the next three months they would like their change of address/phone number to take effect.

Entering From

ca0430_COAEffectiveASAP_DM

Initial Pro	ompts								
Туре	Conditio	on	Name	Name Wording					
initial	Always		ca0435_ini_01	1	Tell me the da change to tak		next three months, th	at you want the	
Gramma	r		-		•				
Sample Ex	pressions			DTN	ИF	Reco Var/Op	tion	Confirm	
mm/dd/yyy	/y, mm/dd, Aj	pril tenth, April tenth 2011, etc		4-8	digit string	<cd_effective_da< td=""><td>e_date_menu te>></td><td>Always</td></cd_effective_da<>	e_date_menu te>>	Always	
Actions									
Option		Condition	Action				Transition		
<effective_< td=""><td>_date></td><td>If <date> => <current date=""></current></date></td><td>Assign : effect</td><td colspan="3">Assign : effective_date =<date></date></td><td colspan="2"></td></effective_<>	_date>	If <date> => <current date=""></current></date>	Assign : effect	Assign : effective_date = <date></date>					
^		Else (<date> < <current date=""></current></date>	Assign : effective_date = <current_date></current_date>						
٨		Always	Prompt : [ca0435_out_01] Great. Hold on while I submit this. (It may take a few seconds)			. (It may take	goto : ca0440_SendAddressPhone_DB		
Confirma	ation Prom	pts							
Option	Conditio	on	Name	Wording					
<date></date>	Always		ca0435_cnf_ir 1	ni_0	You'd like the change to take effect on				
^	Always		ca0435_cnf_ir 2	ni_0	_0 <date></date>				
	Always	gl_cnf_ini_02	2 Right?						
Confirma	ation Recov	very Behavior	•		•				
See 1.3 GI	obal Confirm	ation							

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Recovery Beha	avior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [ca0435_nm1_01] Let's try again. You can say a month and day within the next three months, such as April 21s or enter zero four two one.	Re-Recognition :
nomatch 2	^	Prompt : [ca0435_nm2_01] One more time. Enter the two-digit month and two-digit day that you want the change to take effect. For example, for April 21st, enter zero four two one.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1	^	Prompt : [ca0435_ni1_01] You can say a month and day within the next three months, such as April 21st, or enter zero four two one.	Re-Recognition :
noinput 2	^	Prompt : [ca0435_ni2_01] Sorry. Enter the two-digit month and two-digit day that you want the change to take effect. For example, for April 21st, enter zero four two one.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: Si	tate-Specific Behavior		
See 1.2 Global C	ommands		
Commands: C	onfirmations		
See 1.2 Global C	ommands		
Config Parame	eters		
Parameter		Value	
Developer Notes			
NOTE: the gramn	nar will accept a rolling 90 da	y range - projecteing into the future - relative to the current	t date

ca0440_SendAddressPhone_DB

Data Access				
Changes address and/or phone number in the back	kend database.			
Entering From				
ca0430_COAEffectiveASAP_DM, ca0435_Effective	reDate_DM			
Input parameters				
Parameter	Value			
processID	Which process to pass the request to. Values are: PING, AUTHAUTHINFO, MI, ENDSESSION, NONE.	I, INFO,		
requestID	Unique 10 digit ID for the request. 10 zeros, if not used.			
timestamp	Transaction timestamp.			
version	Version of the xml schema used.			

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actionType					
			Type of user, T for Telephone		
addressLine1			Street Address Line 1		
addressLine2			Street Address Line 2		
addressLine3			Street Address Line 3		
addressLine4			Street Address Line 4		
city			City		
state			2 character state abbrev	viation	
zip			5 digit zip code		
phoneArea			3 digit phone area code		
phoneExch			3 digit phone exchange		
phoneNum			4 digit phone number		
telephoneType				The available choices are: H (home), W (work), , O (other), D (remove telephone number), and a	
effectiveMonth			2-digit string representir months (MM) are in the	ng the effective month in the format MM. The range of 01 to 12	
effectiveDay			2-digit string representir (DD) are in the range of	ng the effective day in the format DD. The days 01 to 31.	
effectiveYear			4-digit string representing the effective year in the format CCYY. The years (CCYY) should only be current year or the current year plus one.		
ani			<ani number=""></ani>		
Output parameters			•		
Variable			Description		
ca_statusCode			Possible values that can be returned are: 0000=Success, 0001=data is valid and processed and the user already has direct deposit, 0002=data is valid and processed and the user does not have direct deposit, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, 0508=Block Access, 7777=Validation failure, and 9999=Data is invalid.		
ca_statusDescription			Status code text descrip	ition.	
Actions			· · ·		
Condition		Action		Transition	
If success		Assign : coa transactio	on status =success	-	
٨	Always				
۸	If effective_date=current date	Prompt : [ca0440_out_02] this change will take effect as soon as possible.			
^	Else	Prompt : [ca0440_out_03] this change will be effective on			
٨	^	Prompt : [ca0440_out_04] <date></date>			
^	Always	Prompt : [ca0440_out_05]		Return to calling dialog : main [mm0310_ChangeOfAddress_SD]	
		Otherwise Assign : coa_transaction_status =failure			

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^	(off hours request)	Prompt : [ca0440_out_06] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone	Return to calling dialog : main [mm0310_ChangeOfAddress_SD]					
^	Else	Prompt : [ca0440_out_07] Sorry, but I'm having trouble processing this request.	Return to calling dialog : main [mm0310_ChangeOfAddress_SD]					
Recovery Behavior	Recovery Behavior							
See 1.1 Global Recover	See 1.1 Global Recovery Behavior							
Developer Notes								

2.5 ClaimStatusRequests Dialog

This module enables callers to be able to check on the status of a claim they have already filed.

cs0100_PingHost_DB

Data Access					
Pings the host database	e to ensure the host is	available.			
Entering From					
mm0520_ApplicationSt	atus_SD				
Input parameters					
Parameter			Value		
processID			Which process to pas AUTHINFO, MI, END	s the request to. Values are: PING, AU SESSION, NONE.	ΓΗ, INFO,
requestID			Unique 10 digit ID for	the request. 10 zeros, if not used.	
timestamp			Transaction timestam	ıp.	
version			Version of the xml scl	hema used.	
Output parameters					
Variable			Description		
cs_statusCode			Possible values that can be returned are: 0000=Success, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.		
cd_statusDescription			Status code text description.		
Actions					
Condition		Action		Transition	
If cs_statusCode=0000 (success)	Always			goto : cs0110_KBAuthentication_SD	
Else (failure)	Always	Assign : claims_transact	ion_status =failure		
^	If cs_statusCode=0152 (off hours request)	Prompt : [cs0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone		Return to calling dialog : main [mm0520_ApplicationStatus_SD]	
۸	Else	Prompt : [cs0100_out_0 Sorry, I'm having trouble records		Return to calling dialog : main [mm0520_ApplicationStatus_SD]	
Recovery Behavior					
See 1.1 Global Recove	ry Behavior				
Developer Notes					

cs0110_KBAuthentication_SD

	Subdialog Call	٢				
Sub dialogue call to 'Knowledge Based A	Sub dialogue call to 'Knowledge Based Authentication' to get caller's SSN and DOB.					
Entering From						
cs0100_PingHost_DB						
Dialog called						
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Proceed to initial node in: KnowledgeBased	dAuthentication						
Input parameters							
Parameter		Value					
Output parameters							
Variable		Subdialog Variable					
Actions							
Condition	Action		Transition				
If kba_transaction_status=success			goto : cs0120_ConfirmationNumber_DM				
Elseif kba_transaction_status=account_blocked	Assign : claims_transa	ction_status =failure	Return to calling dialog : main [mm0520_ApplicationStatus_SD]				
Elseif kba_transaction_status=attestation_declined	Assign : claims_transaction_status =failure Return to calling dialog : main [mm0520_ApplicationStatus_SD]						
Else (kba_transaction_status=failure)	Assign : claims_transaction_status =failure Return to calling dialog : main [mm0520_ApplicationStatus_SD]						
Recovery Behavior							
See 1.1 Global Recovery Behavior							
Developer Notes	Developer Notes						

cs0120_ConfirmationNumber_DM

	Digits Recognition						
Asks the ca	ller for the confirmation number of the cla	aim.					
Entering Fi	rom						
	Authentication_SD,cs0240_OneClaimE ltiLastClaimEnd_DM	ind_DM, cs0250_M	ultiCla	aimEnd_DM,	cs0260_NoStat	usEnd_DM,	
Initial Pro	mpts						
Туре	Condition	Name		Wording			
initial	If confirmation_number_first_entry=tr	ue cs0120_ini_0	you should ha		k up your claim. When you first submitted your claim ave received an 8-digit confirmation number. Please your confirmation number now, or say "I Don't Have I		nber. Please
initial	Else (confirmation_number_first_entry=fals		cs0120_ini_02 What's th		e confirmation number for the next claim?		
reprompt	(after repeat or disconfirmation)	cs0120_ree_0)1	Say or enter	your confirmation number, or say "I Don't Have It.'		
Grammar		· · ·					
Sample Ex	pressions		DTN	ΛF	Reco Var/Op	tion	Confirm
<confirmation number=""></confirmation>			<8-c	8-digit string> <get_confirmation_number <confirmation number="">></confirmation></get_confirmation_number 			Always
dont_have			1	<get_confirmation_number dont_have></get_confirmation_number 		Always	
repeat, repeat that			9	<pre>equation</pre>			Never
Actions							
Option	Condition	Action	Action Transition				

<confirmation_< th=""><th>_number</th><th>If confirmation number first entry</th><th>Assign : confirmat</th><th>tion_number_first_entry</th><th></th></confirmation_<>	_number	If confirmation number first entry	Assign : confirmat	tion_number_first_entry	
		=true			
٨		Always	Assign : confirmat number>	tion_number = <confirmation< td=""><td></td></confirmation<>	
٨		^	Prompt : [cs0120] Great. Thanks.	_out_01]	goto : cs0200_ClaimsRetrieval_DB
dont_have		Always	Assign : claims_tr =no_confirmation_		
٨		٨	Prompt : [cs0120] All right.	_out_02]	Return to calling dialog : main [mm0520_ApplicationStatus_SD]
repeat		Always	Prompt : [cs0120] Sure.	_out_03]	Re-Recognition : Reprompt
Confirmatio	n Prom	pts	•		•
Option	Conditio	on	Name	Wording	
<confirmation number></confirmation 	Always		cs0120_cnf_ini_01	Just to make sure, your conf	firmation number is
^	Always		cs0120_cnf_ini_02	<confirmation number="">.</confirmation>	
٨	Always		cs0120_cnf_ini_03	Right?	
dont_have	Always		cs0120_cnf_ini_04	You don't HAVE your confirr	nation number, right?
Confirmatio	n Recov	very Behavior	•		
See 1.3 Globa	l Confirm	ation			
Recovery B	ehavior				
Туре		Condition	Action		Transition
nomatch 1		Always	Prompt : [cs0120] WHAT'S your conf	_nm1_01] irmation number?	Re-Recognition :
nomatch 2		^		have a confirmation number ication, press 1. Otherwise,	Re-Recognition :
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3		Always	Prompt : [gl_nm3] Sorry, we seem to		
noinput 1		^			Re-Recognition :
noinput 2		^	Prompt : [cs0120_ni2_01] Sorry. If you don't have a confirmation number for your claim application, press 1. Otherwise, please enter the 8-digit number now.		Re-Recognition :
noinput 3		Always	Assign : transfer_reason =error		
noinput 3		Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.		
Commands	: State-S	Specific Behavior			
Туре		Condition	Action		Transition
StartOver			Assign : confirmat	tion_number_first_entry =true	
StartOver			Prompt : [gl_Start All right. Main Mer		
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Commands: Disabled Globals				
repeat				
Commands: Confirmations				
See 1.2 Global Commands				
Config Parameters				
Parameter	Value			
Developer Notes				
The variable confirmation_number_first_entry gets reset to 'true' upon a	return to main menu.			

cs0200_ClaimsRetrieval_DB

Data Access			
This is a database query to retrieve the claim(s) associated with the ca but it is most common to have just one.	ler's confirmation number. There can be up to 3 associated claims found,		
Entering From			
cs0120_ConfirmationNumber_DM			
Input parameters			
Parameter	Value		
processID	Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSESSION, NONE.		
requestID	Unique 10 digit ID for the request. 10 zeros, if not used.		
timestamp	Transaction timestamp.		
version	Version of the xml schema used.		
actionType			
ui	Type of user, T for Telephone		
confNumber	8 digit confirmation number		
ani	Caller's 10 digit ANI. All zeros if unavailable.		
Output parameters			
Variable	Description		
cs_statusCode	Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, 0508=Block Access, 7777=Validation failure, 8888=Not authenticated/authorized, and 9999=Data is invalid.		
cs_statusDescription	Status code text description.		
cs_claimType	 2 character claim type: 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) 		

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Condition		Action		Transition	
Actions					
cs_fedRevReq			Request for Federal F	Reviewing Official Review pending.	
cs_medicalHearing			Medical information for your hearing request (Form SSA-3441) pending		
-		pending.			
cs_cause		Medical information for your reconsideration request (Form SSA-3441)			
cs_cause		Proof of good cause for filing late appeal request pending.			
cs reconRequest		Request for reconsideration pending.			
cs_local_l		agreement pending. Request for hearing pending.			
cs_attorneyicep		Application for benefits under a U.S. International Social Security			
cs_attorneyRep			Proof of attorney representation pending.		
cs schoolAttend			Proof of full-time school attendance pending.		
cs endStateRenal			Proof of End Stage Renal Disease pending.		
cs_support			Proof that you provided at least one-half support to your parents		
cs relationship			Proof of relationship pending.		
cs death			Proof of death pending.		
cs_minitary			Proof of special wages pending.		
cs_marriage cs_military			Proof of military service pending.		
cs_lawfulPresence			Proof of lawful presence pending. Proof of marriage pending.		
	cs_earnings		Proof of earnings pending.		
cs_claimantNameChano	le		Proof of claimant nan		
cs_nhNameChange				er name change pending.	
cs_citizen			Proof of citizenship p		
cs_ammendedApp			Amended application	, ,	
cs_age			Proof of age pending		
cs_inOHA			not made a decision of	e Office of Disability Adjudication and Review has on your appeal request.	
cs_fedRevDec			As of today's date, a Federal Reviewing O	decision has not been made on your request for ficial Review.	
cs_reconDecReq			As of today's date, a reconsideration reque	decision has not been made on your est.	
cs_toDDS			The Disability Determ medical portion of you	ination Service in your state is processing the ur claim.	
cs_pendingIssues			Y (if issues pending c <fedrevdec1>, or <ir< td=""><td>ther than <todds1>, <recondecreq1>, nOHA1>)</recondecreq1></todds1></td></ir<></fedrevdec1>	ther than <todds1>, <recondecreq1>, nOHA1>)</recondecreq1></todds1>	
cs_claimStatus			1 character status: A	(Adjudicated) or P (Pending)	
				, Þayments) 2 for Uninsured Individuals) Benefits Under Medicare for Individuals with	

Condition		Action	Transition	
If cs_statusCode=0000 If (success)	> 1 claim	-	goto : cs0210_WhichClaim_DM	

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^	Elseif 1 claim		goto : cs0220_ClaimStatusMsg_PP
^	Else (0 claims)	Assign : claims_transaction_status =no_application	-
^	٨	Prompt : [cs0200_out_01] Hmmm I couldn't find a claim with that confirmation number There are a number of reasons why this might have happened. 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.	goto : cs0260_NoStatusEnd_DM
Else (failure)	Always	Assign : claims_transaction_status =failure	
^	If cs_statusCode=0152 (off hours request)	Prompt : [cs0200_out_02] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone	Return to calling dialog : main [mm0520_ApplicationStatus_SD]
^	Else	Prompt : [cs0200_out_03] Sorry, I'm having trouble getting access to your records	Return to calling dialog : main [mm0520_ApplicationStatus_SD]
Recovery Behavior			
See 1.1 Global Recover	ry Behavior		
Developer Notes			

cs0210_WhichClaim_DM

	YesNo Recognition					
Since mult	iple claims were found, this dialogue module as	ks the caller which	claim they would like to hear the status of.			
Entering F	From					
cs0200_Cl	aimsRetrieval_DB, cs0210_WhichClaim_DM,	cs0250_MultiClaim	End_DM, cs0270_MultiLastClaimEnd_DM			
Initial Pro	ompts					
Type Condition Name Wording						
initial	If current_claim=1 AND num_claims=2	cs0210_ini_01	I found two claims for that confirmation number. I'll read them one at a time.			
initial	Elseif current_claim=1 AND num_claims=3	cs0210_ini_02	I found three claims for that confirmation number. I'll read them one at a time.			
initial	Always	cs0210_ini_03	<500ms silence>			
initial	If current_claim=1	cs0210_ini_04	The first claim is for			
initial	Elsif current_claim=2 AND num_claims=2	cs0210_ini_05	The other claim is for			
initial	Elseif current_claim=2 AND num_claims=3	cs0210_ini_06	The next claim is for			
initial	Else (current_claim=3 AND num_claims=3)	cs0210_ini_07	The last claim is for			
initial	If <claimtypen>=10</claimtypen>	cs0210_ini_08	Retirement Benefits.			
initial	Elseif <claimtypen>=11</claimtypen>	cs0210_ini_09	Hospital Insurance Only.			
initial	Elseif <claimtypen>=20</claimtypen>	cs0210_ini_10	Disability Benefits.			
initial	Elseif <claimtypen>=31 OR 36 OR 47</claimtypen>	cs0210_ini_11	Widowed Spouse's Insurance Benefits.			
initial	Elseif <claimtypen>=32</claimtypen>	cs0210_ini_12	Mother's or Father's Benefits.			
initial	Elseif <claimtypen>=33</claimtypen>	cs0210_ini_13	Child's 'Survivor' Insurance Benefits.			
initial	Elseif <claimtypen>=34</claimtypen>	cs0210_ini_14	Parent's Benefits.			

initial	Elseif <c< td=""><td>laimTypeN>=41 C</td><td>DR 46</td><td>cs0210_ini_1</td><td>5</td><td>Wife's or Hust</td><td>and's Insuran</td><td>ce Benefits.</td><td></td></c<>	laimTypeN>=41 C	DR 46	cs0210_ini_1	5	Wife's or Hust	and's Insuran	ce Benefits.	
initial	Elseif <c< td=""><td>laimTypeN>=42</td><td></td><td>cs0210_ini_1</td><td>5</td><td>Spouse With 0</td><td>Child in Care B</td><td colspan="2">Benefits.</td></c<>	laimTypeN>=42		cs0210_ini_1	5	Spouse With 0	Child in Care B	Benefits.	
initial	Elseif <c< td=""><td>laimTypeN>=43</td><td></td><td colspan="2">cs0210_ini_17 Child's 'Life' Insurance Bene</td><td>fits.</td><td></td></c<>	laimTypeN>=43		cs0210_ini_17 Child's 'Life' Insurance Bene		fits.			
initial	Elseif <c< td=""><td>laimTypeN>=48</td><td></td><td colspan="2">cs0210_ini_18 Childhood Disability Benefits.</td><td>i.</td><td></td></c<>	laimTypeN>=48		cs0210_ini_18 Childhood Disability Benefits.		i.			
initial	Elseif <c< td=""><td>laimTypeN>=49</td><td></td><td>cs0210_ini_1</td><td>9</td><td>Student Benet</td><td>ïts.</td><td></td><td></td></c<>	laimTypeN>=49		cs0210_ini_1	9	Student Benet	ïts.		
initial	Elseif <c< td=""><td>laimTypeN>=50</td><td></td><td>cs0210_ini_20</td><td>C</td><td>Hospital Insur</td><td>ance.</td><td></td><td></td></c<>	laimTypeN>=50		cs0210_ini_20	C	Hospital Insur	ance.		
initial	Elseif <c< td=""><td>laimTypeN>=60</td><td></td><td>cs0210_ini_2</td><td>1</td><td>Lump Sum De</td><td>ath Payments</td><td></td><td></td></c<>	laimTypeN>=60		cs0210_ini_2	1	Lump Sum De	ath Payments		
initial	Elseif <c< td=""><td>laimTypeN>=70</td><td></td><td>cs0210_ini_2</td><td>2</td><td>Benefits at Ag</td><td>e 72 for Unins</td><td>ured Individuals.</td><td></td></c<>	laimTypeN>=70		cs0210_ini_2	2	Benefits at Ag	e 72 for Unins	ured Individuals.	
initial	Elseif <c< td=""><td>laimTypeN>=80</td><td></td><td>cs0210_ini_2</td><td>3</td><td>Health Insurar Chronic Rena</td><td></td><td>nder Medicare for Indiv</td><td>iduals with</td></c<>	laimTypeN>=80		cs0210_ini_2	3	Health Insurar Chronic Rena		nder Medicare for Indiv	iduals with
initial	Always			cs0210_ini_24	4	<1000ms siler	ice>		
initial	If current	_claim=1		cs0210_ini_2	5	Is that the clai	m you'd like to	hear the status of?	
initial	Elseif cu	rrent_claim=2		cs0210_ini_2	5	Do you want t	o hear the stat	us of THAT claim?	
initial	Else (cur	rent_claim=3)		cs0210_ini_2 ⁻	7	Would you like	e to hear the st	atus?	
Grammar									
Sample Expr	ressions				DTN	ΛF	Reco Var/Op	tion	Confirm
no					2		<cs_which_c< td=""><td>laim_yesno no></td><td>Never</td></cs_which_c<>	laim_yesno no>	Never
yes, yes that	one				1		<cs_which_c< td=""><td>laim_yesno yes></td><td>Never</td></cs_which_c<>	laim_yesno yes>	Never
Actions									
Option		Condition		Action				Transition	
no		If current_claim=1	Always	Assign : curr Prompt : [cs All right.				goto : cs0210_WhichClaim_DM	
^		Elseif current_claim=2	num_claims = 3	Assign : curr Prompt : [cs Okay.	ent_c 0210	claim =3 _out_02]		goto : cs0210_WhichClaim_DM	
٨		Else	Always	Prompt : [cs All right. That confirmation r	was	the last claim fo	or that	goto : cs0270_MultiLastClaimEnd_DM	
yes		Always		Prompt : [cs All right.	0210	_out_04]		goto : cs0220_ClaimStatusMsg_PF	
Recovery B	Rehavior								
Туре		Condition		Action				Transition	
nomatch 1		Always		Prompt : [cs Let's try again status?		210_nm1_01] WOULD you like to hear the		Re-Recognition :	
nomatch 2		^			d like	_nm2_01] to hear the sta press 1. Other		Re-Recognition :	
nomatch 3		Always		Assign : trans	sfer_	reason =error			
nomatch 3		Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.					
noinput 1		^					Re-Recognition :		
noinput 2		^			ar the	_ni2_01] status of that of 1. Otherwise, p		Re-Recognition :	

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noinput 3	Always	Assign : transfer_reason =error				
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	-			
Commands: S	tate-Specific Behavior					
See 1.2 Global C	ommands					
Commands: C	onfirmations					
See 1.2 Global C	ommands					
Config Parame	eters					
Parameter		Value				
Developer Notes						

cs0220_ClaimStatusMsg_PP

	Cc	omplex Play Pro	ompt
Tells the ca	aller if a decision has been made about their	claim and if the ager	icy is awaiting further documentation.
Entering F	From		
cs0200_Cl	aimsRetrieval_DB, cs0210_WhichClaim_DM	I, cs0230_RepeatSt	atus_DM
Initial Pro	ompts		
Туре	Condition	Name	Wording
initial	Always	cs0220_out_01	As of today
initial	If <claimstatusn>=A (claim HAS been adjudicated)</claimstatusn>	cs0220_out_02	A decision HAS been made on your claim, and you'll receive an explanation of the decision in the mail.
initial	Elseif Always <claimstatusn>=P (claim is pending) AND <pendingissues1>=Y (<agen> OR <ammendedappn> OR OR <citizenn> OR <nhnamechangen> OR <claimantnamechan< td=""> geN> OR <lawfulpresencen> OR <arrningsn> OR <lawfulpresencen> OR <marriagen> OR <specialwagen> OR <deathn> OR <supportn> OR <schoolattendn> OR <schoolattendn> OR <foreignbenefitsn> OR <foreignrequestn> OR <foreignrequestn> OR <foreignrequestn> OR</foreignrequestn></foreignrequestn></foreignrequestn></foreignbenefitsn></schoolattendn></schoolattendn></supportn></deathn></specialwagen></marriagen></lawfulpresencen></arrningsn></lawfulpresencen></claimantnamechan<></nhnamechangen></citizenn></ammendedappn></agen></pendingissues1></claimstatusn>	cs0220_out_03	A decision has NOT been made on your claim.

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I				
	OR <fedrevreqn> OR <causen> OR <medicalreconn></medicalreconn></causen></fedrevreqn>			
	OR <medicalhearingn> is filled with a valid</medicalhearingn>			
	entry (i.e., not null AND not			
	0000000):)			
initial	٨	If <toddsn> is filled</toddsn>	cs0220_out_04	The Disability Determination Service in your state is processing the medical portion of your claim.
initial	^	^	cs0220_out_05	<500ms silence>
initial	٨	If <recondecreqn> is filled</recondecreqn>	cs0220_out_06	A decision has not been made on your reconsideration request.
initial	٨	^	cs0220_out_07	<500ms silence>
initial	٨	If <fedrevdecn> is filled</fedrevdecn>	cs0220_out_08	A decision has not been made on your request for Federal Reviewing Official Review.
initial	٨	^	cs0220_out_09	<500ms silence>
initial	٨	If <inohan> is filled</inohan>	cs0220_out_10	The Office of Disability Adjudication and Review has not made a decision on your appeal request.
initial	٨	^	cs0220_out_11	<500ms silence>
initial	٨	Always	cs0220_out_12	We've requested, and are still waiting to receive, the following documentation:
initial	^	^	cs0220_out_13	<500ms silence>
initial	٨	If <agen> is filled</agen>	cs0220_out_14	'Proof of age' was requested on
initial	٨	^	cs0220_out_15	<date>.</date>
initial	٨	^	cs0220_out_16	<500ms silence>
initial	٨	If <ammendedappn> is filled</ammendedappn>	cs0220_out_17	Your 'amended application' was requested on
initial	٨	^	cs0220_out_18	<date>.</date>
initial	٨	^	cs0220_out_19	<500ms silence>
initial	^	If <citizenn> is filled</citizenn>	cs0220_out_20	'Proof of citizenship' was requested on
initial	^	^	cs0220_out_21	<date>.</date>
initial	^	^	cs0220_out_22	<500ms silence>
initial	٨	If <nhnamechangen> is filled</nhnamechangen>	cs0220_out_23	Proof of the number holder's 'name change' was requested on
initial	^	^	cs0220_out_24	<date>.</date>
initial	^	^	cs0220_out_25	<500ms silence>
initial	٨	lf <claimantnamechan geN> is filled</claimantnamechan 	cs0220_out_26	Proof of the claimant's 'name change' was requested on
initial	^	^	cs0220_out_27	<date>.</date>
initial	^	^	cs0220_out_28	<500ms silence>
initial	٨	If <earningsn> is filled</earningsn>	cs0220_out_29	'Proof of earnings' was requested on
initial	^	^	cs0220_out_30	<date>.</date>
initial	٨	^	cs0220_out_31	<500ms silence>

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		<lawfulpresencen> is filled</lawfulpresencen>		
initial	^	^	cs0220_out_33	<date>.</date>
initial	^	^	cs0220_out_34	<500ms silence>
initial	٨	If <marriagen> is filled</marriagen>	cs0220_out_35	'Proof of marriage' was requested on
initial	^	^	cs0220_out_36	<date>.</date>
initial	^	^	cs0220_out_37	<500ms silence>
initial	^	If <militaryn> is filled</militaryn>	cs0220_out_38	'Proof of military service' was requested on
initial	^	^	cs0220_out_39	<date>.</date>
initial	^	^	cs0220_out_40	<500ms silence>
initial	^	If <specialwagen> is filled</specialwagen>	cs0220_out_41	Proof of 'special wages' was requested on
initial	^	^	cs0220_out_42	<date>.</date>
initial	^	^	cs0220_out_43	<500ms silence>
initial	^	If <deathn> is filled</deathn>	cs0220_out_44	'Proof of death' was requested on
initial	^	^	cs0220_out_45	<date>.</date>
initial	^	^	cs0220_out_46	<500ms silence>
initial	^	If <relationshipn> is filled</relationshipn>	cs0220_out_47	'Proof of relationship' was requested on
initial	^	^	cs0220_out_48	<date>.</date>
initial	^	^	cs0220_out_49	<500ms silence>
initial	٨	If <supportn> is filled</supportn>	cs0220_out_50	Proof that you provided at least 'one-half support to your parents' was requested on
initial	^	^	cs0220_out_51	<date>.</date>
initial	^	^	cs0220_out_52	<500ms silence>
initial	٨	If <endstagerenaln> is filled</endstagerenaln>	cs0220_out_53	'Proof of End Stage Renal Disease' was requested on
initial	^	^	cs0220_out_54	<date>.</date>
initial	^	^	cs0220_out_55	<500ms silence>
initial	٨	If <schoolattendn> is filled</schoolattendn>	cs0220_out_56	Proof of 'full-time school attendance' was requested on
initial	^	^	cs0220_out_57	<date>.</date>
initial	^	^	cs0220_out_58	<500ms silence>
initial	^	If <attorneyrepn> is filled</attorneyrepn>	cs0220_out_59	Proof of 'attorney representation' was requested on
initial	^	^	cs0220_out_60	<date>.</date>
initial	^	^	cs0220_out_61	<500ms silence>
initial	٨	If <causen> is filled</causen>	cs0220_out_62	Proof of 'good cause for filing a late appeal request' was requested on
initial	^	^	cs0220_out_63	<date>.</date>
initial	^	^	cs0220_out_64	<500ms silence>
initial	^	If <medicalreconn> is filled</medicalreconn>	cs0220_out_65	Medical information for your reconsideration request - which is 'Form SSA-3441' - was requested on
initial	^	^	cs0220_out_66	<date>.</date>

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initial	٨	^	cs0220_out_67	<500ms silence>	
		lf			n for your booring request which is Form CCA
initial	A land	<pre>in</pre>	cs0220_out_68	3441' - was reques	n for your hearing request - which is 'Form SSA- sted on
initial	^	٨	cs0220_out_69	<date>.</date>	
initial	^	^	cs0220_out_70	<500ms silence>	
initial	٨	If <foreignbenefitsn> is filled</foreignbenefitsn>	cs0220_out_71		r benefits under a U.S. International Social It was requested on
initial	^	^	cs0220_out_72	<date>.</date>	
initial	^	^	cs0220_out_73	<500ms silence>	
initial	^	If <hearingrequestn> is filled</hearingrequestn>	cs0220_out_74	We asked for your	'Request for hearing' form on
initial	^	^	cs0220_out_75	<date>.</date>	
initial	^	^	cs0220_out_76	<500ms silence>	
initial	٨	If <reconrequestn> is filled</reconrequestn>	cs0220_out_77	We asked for your	'Request for Reconsideration' form on
initial	^	^	cs0220_out_78	<date>.</date>	
initial	^	^	cs0220_out_79	<500ms silence>	
initial	^	If <fedrevreqn> is filled</fedrevreqn>	cs0220_out_80	We asked for your 'Request for Federal Reviewing Official Reform on	
initial	^	^	cs0220_out_81	<date>.</date>	
initial	^	^	cs0220_out_82	<500ms silence>	
initial	^	Always	cs0220_out_83	If you haven't already, please send or take those documents to office that's processing your claim. We need to get the ORIGIN/ documents, but we'll return them when we're finished.	
initial	Else (<claimstatusn>=P (claim is pending) AND <pendingissues1>= =Y)</pendingissues1></claimstatusn>	If <toddsn> is filled</toddsn>	cs0220_out_84	The Disability Dete medical portion of	ermination Service in your state is processing the your claim.
initial	^	٨	cs0220_out_85	<500ms silence>	
initial	٨	If <recondecreqn> is filled</recondecreqn>	cs0220_out_86	A decision has not	been made on your reconsideration request.
initial	^	^	cs0220_out_87	<500ms silence>	
initial	^	If <fedrevdecn> is filled</fedrevdecn>	cs0220_out_88	A decision has not Reviewing Official	been made on your request for Federal Review.
initial	^	^	cs0220_out_89	<500ms silence>	
initial	٨	If <inohan> is filled</inohan>	cs0220_out_90	The Office of Disal decision on your a	pility Adjudication and Review has not made a ppeal request.
initial	^	٨	cs0220_out_91	<500ms silence>	
initial	^	Else	cs0220_out_92	A decision has NOT been made on your claim. Once a decision has been made, you'll receive an official notice in the mail. Note that it takes about 5 business days, from the time we receive your claim application, to begin processing it and provide any updated status.	
Actions					
Condition		Action			Transition
Always					goto : cs0230 RepeatStatus DM

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Developer Notes

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cs0230_RepeatStatus_DM

A alva a 11	h = 4 h		11 Ale 2010 11 11	eco		-4	lineatore alternation in the	
		nore than one claim application	If they would like	to he	ar again the st	atus of the app	blication they just hear	d.
Entering Fro								
cs0220_Clair		SG_PP						
Initial Pron	-							
Туре	Conditio	on	Name		Wording			
initial	Always		cs0230_ini_0	1	Would you like	e to hear that a	igain?	
Grammar				-				
Sample Exp				DTN	1F	Reco Var/Op		Confirm
no, no thanks				2		-	status_yesno no>	Never
yes, yes plea	se			1		<cs_repeat_s< td=""><td>status_yesno yes></td><td>Never</td></cs_repeat_s<>	status_yesno yes>	Never
Actions		I						
Option		Condition	Action				Transition	
yes			Prompt : [cs Okay. Again		_out_01]		goto : cs0220_Claim	StatusMsg_Pl
no		If num_claims = 1	Prompt : [cs Okay.	0230 <u></u>	_out_02]		goto : cs0240_OneClaimEnd_DM	
٨		If num_claims > 1 AND current_claim < num_claims	Prompt : [cs Okay.	0230 <u></u>	_out_03]		goto : cs0250_MultiClaimEnd_DM	
٨		Else (num_claims > 1 AND current_claim = num_claims	Prompt : [cs Okay. That w		_out_04] e last claim on	the list	goto : cs0270_MultiLastClaimEnd_DM	
Recovery E	Behavior		1					
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [cs Let's try agair again?		_nm1_01] DULD you like	to hear that	Re-Recognition :	
nomatch 2		٨		d like	_nm2_01] to hear the sta gain, press 1.		Re-Recognition :	
nomatch 3		Always	Assign : tran	sfer_i	reason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see		_01] be having trou	ble.		
noinput 1		٨				Re-Recognition :		
noinput 2		٨	Prompt : [cs0230_ni2_01] Sorry. To hear the status of that claim application again, press 1. Otherwise, press 2.			Re-Recognition :		
noinput 3		Always	Assign : tran	sfer_	reason =error			
noinput 3		Always	Prompt : [gl		01] be having trou	hle		

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See 1.2 Global Commands				
Commands: Confirmations				
See 1.2 Global Commands				
Config Parameters				
Parameter	Value			
Developer Notes				

cs0240_OneClaimEnd_DM

CustomContext Recognition (This is an end menu for callers that have one claim. They are given the options to repeat the previous claim, go to the main menu, or ask a question about another claim. **Entering From** cs0230_RepeatStatus_DM **Initial Prompts** Туре Condition Name Wording To look up a different confirmation number, say 'Different Number.' initial If office_hours=true cs0240_ini_01 If you'd like to speak to someone about THIS claim, say 'Agent.' Or, if you're finished, just say 'I'm Finished.' To look up a different confirmation number, say 'Different Number.' initial Else (office_hours=false) cs0240_ini_02 Or, if you're finished, just say 'I'm Finished.' Grammar DTMF Confirm Sample Expressions **Reco Var/Option** 1 [different new] ?confirmation number <cs_one_claim_end_menu If Necessary different number> ?i'm [finished done] 2 If Necessary <cs_one_claim_end_menu finished> Actions Option Condition Action Transition different number Always goto : cs0120_ConfirmationNumber_DM Always Assign : claims_transaction_status =success finished Prompt : [cs0240 out 01] Return to calling dialog : If you're done, feel free to hang up. main Otherwise,... [mm0520 ApplicationStatus SD] **Confirmation Prompts** Name Option Condition Wording different_num Always cs0240_cnf_ini_01 You'd like to look up a different confirmation number, right? ber cs0240 cnf ini 02 You're finished with looking up application status, right? finished Always **Confirmation Recovery Behavior** See 1.3 Global Confirmation **Recovery Behavior** Туре Condition Action Transition

nomatch 1	If office_hours=true	Prompt : [cs0240_nm1_01] Let's try again You can say 'Different Number' or press 1, 'I'm Finished' or press 2, OR say 'Agent' or press 0.	Re-Recognition :
nomatch 1	Else (office_hours=false)	Prompt : [cs0240_nm1_02] Let's try again You can say 'Different Number' or press 1, OR 'I'm Finished' or press 2.	Re-Recognition :
nomatch 2	If office_hours=true	Prompt : [cs0240_nm2_01] Sorry. If you'd like to try another confirmation number, press 1. If you're finished looking up claim status, press 2. Or, to speak with someone about THIS application, press 0.	Re-Recognition :
nomatch 2	Else (office_hours=false)	Prompt : [cs0240_nm2_02] Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1	If office_hours=true	Prompt : [cs0240_ni1_01] You can say 'Different Number' or press 1, 'I'm Finished' or press 2, OR if you'd like to speak with someone say 'Agent' or press 0.	Re-Recognition :
noinput 1	Else (office_hours=false)	Prompt : [cs0240_ni1_02] If you'd like to look up a claim with a different confirmation number, say 'Different Number' or press 1. Otherwise, say 'I'm Finished' or press 2.	Re-Recognition :
noinput 2	If office_hours=true	Prompt : [cs0240_ni2_01] Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2. OR, if you'd like to speak with someone, press 0, and I'll get someone to help you.	Re-Recognition :
noinput 2	Else (office_hours=false)	Prompt : [cs0240_ni2_02] Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: Sta	te-Specific Behavior		•
See 1.2 Global Cor	nmands		
Commands: Co	nfirmations		
See 1.2 Global Cor	nmands		
Config Paramete	ers		
Parameter		Value	
Developer Notes			

cs0230_RepeatStatus_DM

cs0250_MultiClaimEnd_DM

CustomContext Recognition

This is an end menu for callers that have more than one claim. They are given the options to hear the next claim, go to the main menu, or to look up another claim with a different confirmation number. *Entering From*

Initial Pi	rompts						
Туре	Condition	Name		Wording	Wording		
initial	If office_hours=true	cs0250_i			ar the next claim on the list, say 'Next Claim' To look up a ent confirmation number, say 'Different Number.' If you'd lik eak to someone about THIS claim, say 'agent.' Or, if you're ed, just say 'I'm Finished.'		
initial	Else (office_hours=false)	cs0250_	cs0250_ini_02		To hear the next claim on the list, say 'Next Claim.' To look up a different confirmation number, say 'Different Number.' Or, if you're finished, just say 'I'm Finished.'		
Gramma	ar	•		•			
Sample E	Expressions		DTI	ИF	Reco Var/Option	Confirm	
next [application claim status], next one		1		<cs_multi_claim_end_menu next_claim></cs_multi_claim_end_menu 	If Necessary		
?i'm [finished done]		3		<cs_multi_claim_end_menu finished></cs_multi_claim_end_menu 	If Necessary		
[different new] ?confirmation number		2		<cs_multi_claim_end_menu different_number></cs_multi_claim_end_menu 	If Necessary		

Actions

Actions					
Option		Condition	Action		Transition
different_number		Always			goto : cs0120_ConfirmationNumber_DM
finished		Always	Assign : claims_tr	ansaction_status =success	
^		^	Prompt : [cs0250] If you're done, feel Otherwise,		Return to calling dialog : main [mm0520_ApplicationStatus_SD]
next_claim		If current_claim=1	Assign : current_c	laim =2	
٨		Else (current_claim=2)	Assign : current_c	laim =3	
^		Always	Prompt : [cs0250] All right.	_out_02]	goto : cs0210_WhichClaim_DM
Confirmatio	on Prom	pts	·		
Option	Conditio	on	Name	Wording	
next_claim	Always		cs0250_cnf_ini_01	You'd like the status for the next claim application, right?	
different_num ber	Always		cs0250_cnf_ini_02	You'd like to look up a different confirmation number, right?	
finished	Always		cs0250_cnf_ini_03	cs0250_cnf_ini_03 You're done with looking up claim status, right?	
Confirmatio	n Recov	very Behavior	·		
See 1.3 Globa	al Confirm	ation			
Recovery B	ehavior				
		1	1		1

Туре	Condition	Action	Transition
nomatch 1	_	Prompt : [cs0250_nm1_01] Let's try again You can say 'Next Claim' or	Re-Recognition :

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		press 1, 'Different Number' or press 2, 'I'm	
		Finished' or press 3, OR say 'Agent' or press 0.	
nomatch 1	Else (office_hours=false)	Prompt : [cs0250_nm1_02] Let's try againYou can say 'Next Claim' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3	Re-Recognition :
nomatch 2	If office_hours=true	Prompt : [cs0250_nm2_01] Sorry. If you'd like to hear the status of the next claim, press 1. To look up a claim with a different confirmation number, press 2. If you're finished, press 3. Or, to speak with someone about THIS application, press 0.	
nomatch 2	Else (office_hours=false)	Prompt : [cs0250_nm2_02] Sorry. If you'd like to hear the status of the next claim, press 1. To look up a claim with a different confirmation number, press 2. Or, if you're finished, press 3.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1	If office_hours=true	Prompt : [cs0250_ni1_01] You can say 'Next Claim' or press 1, 'Different Number' or press 2, 'I'm Finished' or press 3, OR say 'Agent' or press 0.	Re-Recognition :
noinput 1	Else (office_hours=false)	Prompt : [cs0250_ni1_02] You can say 'Next Claim' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3	Re-Recognition :
noinput 2	If office_hours=true	Prompt : [cs0250_ni2_01] Sorry. To hear the status of the next claim, press 1. To look up a claim with a different confirmation number, press 2. If you're done with claim status, press 3. Or, to speak with someone about THIS claim application, press 0.	Re-Recognition :
noinput 2	Else (office_hours=false)	Prompt : [cs0250_ni2_02] Sorry. If you'd like to hear the status of the next claim, press 1. To look up a claim with a different confirmation number, press 2. Or, if you're finished, press 3.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: Sta	te-Specific Behavior		
See 1.2 Global Con	nmands		
Commands: Cor	nfirmations		
See 1.2 Global Con	nmands		
Config Paramete	ers		
Parameter		Value	
Developer Notes			

cs0260_NoStatusEnd_DM

CustomContext Recognition

This is an end menu for callers that have more than one claim, but who chose not to hear any of them. This state also is for callers who have heard the final claim application for a given confirmation number.

Entering From

cs0200 ClaimsRetrieval DB

Initial Prompts Туре Condition Name Wording initial cs0260 ini 01 Now, to look up a different confirmation number, say 'Different lf claims transaction status=no application Number.' To speak to someone about THIS claim, say 'Agent.' Or, AND If office_hours=true if you're finished, just say 'I'm Finished.' initial Else cs0260_ini_02 To look up a different confirmation number, say 'Different Number.' Or, if you're finished, just say 'I'm Finished.' To look up a different confirmation number, say 'Different Number.' (after repeat or lf reprompt cs0260_ree_01 To speak to someone about THIS claim, say 'Agent.' Or, if you're disconfirmation) claims transaction s finished, just say 'I'm Finished.' tatus=no application AND If office hours=true Grammar Sample Expressions DTMF **Reco Var/Option** Confirm [different new] ?confirmation number 1 <cs_no_status_end_menu If Necessary // different number different number> 2 ?i'm [finished done] <cs_no_status_end_menu finished> If Necessary // finished 9 repeat, repeat that <cs_no_status_end_menu repeat> Never // repeat Actions Transition Option Condition Action different_number Always goto : cs0120 ConfirmationNumber DM finished Always Assign : claims transaction status = success Prompt : [cs0260_out_01] Return to calling dialog : If you're done, feel free to hang up. main Otherwise [mm0520 ApplicationStatus SD] Always Prompt : [cs0260_out_02] Re-Recognition : Reprompt repeat Sure. **Confirmation Prompts** Name Condition Option Wordina different num Always cs0260_cnf_ini_01 You'd like to look up a different confirmation number, right? ber finished Always cs0260 cnf ini 02 You're done with looking up claim status, right? **Confirmation Recovery Behavior** See 1.3 Global Confirmation **Recovery Behavior** Туре Condition Action Transition Prompt : [cs0260_nm1_01] nomatch 1 If office_hours=true **Re-Recognition :** Let's try again ... You can say 'Different Number' or press 1, 'I'm Finished' or press 2, OR if you'd like to speak with someone say

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		'Agent' or press 0.			
nomatch 1	Else (office_hours=false)	Prompt : [cs0260_nm1_02] Let's try again You can say 'Different Number' or press 1, OR 'I'm Finished' or press 2.	Re-Recognition :		
nomatch 2	If office_hours=true	Prompt : [cs0260_nm2_01] Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2. OR, if you'd like to speak with someone, press 0, and I'll get someone to help you.	Re-Recognition :		
nomatch 2	Else (office_hours=false)	Prompt : [cs0260_nm2_02] Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2.	Re-Recognition :		
nomatch 3	Always	Assign : transfer_reason =error			
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.			
noinput 1	If office_hours=true	Prompt : [cs0260_ni1_01] You can say 'Different Number' or press 1, 'I'm Finished' or press 2, OR if you'd like to speak with someone say 'Agent' or press 0.	Re-Recognition :		
noinput 1	Else (office_hours=false)	Prompt : [cs0260_ni1_02] If you'd like to look up a claim with a different confirmation number, say 'Different Number' or press 1. Otherwise, say 'I'm Finished' or press 2.	Re-Recognition :		
noinput 2	If office_hours=true	Prompt : [cs0260_ni2_01] Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2. OR, if you'd like to speak with someone, press 0, and I'll get someone to help you.	Re-Recognition :		
noinput 2	Else (office_hours=false)	Prompt : [cs0260_ni2_02] Sorry. If you'd like to try a different claim number, press 1. Otherwise, press 2.	Re-Recognition :		
noinput 3	Always	Assign : transfer_reason =error			
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.			
Commands: Sta	ate-Specific Behavior				
See 1.2 Global Cor	mmands				
Commands: Dis	abled Globals				
repeat					
Commands: Co	nfirmations				
See 1.2 Global Co	mmands				
Config Paramet	ers				
Parameter		Value	Value		
Developer Notes					

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cs0270_MultiLastClaimEnd_DM

CustomContext Recognition

This is an end menu for callers that have more than one claim. They are given the options to hear the next claim, go to the main menu, or to look up another claim with a different confirmation number.

Entering From

cs0210_WhichClaim_DM, cs0230_RepeatStatus_DM

Initial Prompts Туре Condition Name Wording To hear those claims again, say 'Repeat Claims.' To look up a different confirmation number, say 'Different Number.' If you'd like initial If office hours=true cs0270 ini 01 to speak to someone about THIS claim, say 'agent.' Or, if you're finished, just say 'I'm Finished.' initial Else (office_hours=false) cs0270_ini_02 To hear those claims again, say 'Repeat Claims.' To look up a different confirmation number, say 'Different Number.' Or, if you're finished, just say 'I'm Finished.'

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat claims, repeat ?[this that]	1	< cs_multi_last_claim_end_menu repeat_claims>	If Necessary
?i'm [finished done]	3	<cs_multi_last_claim_end_menu finished></cs_multi_last_claim_end_menu 	If Necessary
[different new] ?confirmation number	2	<cs_multi_last_claim_end_menu different_number></cs_multi_last_claim_end_menu 	If Necessary

Actions

Option	tion Condition Action		Transition			
repeat_claims	Always	Assign : current_claim =0				
٨	^	Prompt : [cs0270_out_01] All right.	goto : cs0210_WhichClaim_DM			
different_number	Always		goto : cs0120_ConfirmationNumber_DM			
finished	Always	Assign : claims_transaction_status =success				
٨	^	Prompt : [cs0270_out_02] If you're done, feel free to hang up. Otherwise,	Return to calling dialog : main [mm0520_ApplicationStatus_SD]			

Confirmation Prompts

	•				
Option	Condition	Name	Wording		
repeat_claim s	Always	cs0270_cnf_ini_01	You want to hear those claims again, right?		
different_num ber	Always	cs0270_cnf_ini_02	You'd like to look up a different confirmation number, right?		
finished	Always	cs0270_cnf_ini_03	You're done with looking up claim status, right?		
Confirmatio	Confirmation Papavior, Pohavior				

Confirmation Recovery Behavior

See 1.3 Global Confirmation

Recovery Behavior

Туре	Condition	Action	Transition
nomatch 1	—	Prompt : [cs0270_nm1_01] Let's try again You can say 'Repeat Claims'	Re-Recognition :

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Developer Notes					
Parameter		Value	Value		
Config Parame	ters				
See 1.2 Global Co					
Commands: Co					
repeat					
Commands: Di	sabled Globals				
See 1.2 Global Co	ommands				
Commands: St	ate-Specific Behavior				
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.			
noinput 3	Always	Assign : transfer_reason =error			
noinput 2	Else (office_hours=false)	Prompt : [cs0270_ni2_02] Sorry. If you'd like to hear all of those claims again, press 1. To look up a claim with a different confirmation number, press 2. Or, if you're finished, press 3.	Re-Recognition :		
noinput 2	If office_hours=true	Prompt : [cs0270_ni2_01] Sorry. If you'd like to hear all of those claims again, press 1. To look up a claim with a different confirmation number, press 2. If you're done with claim status, press 3. Or, to speak with someone about THIS claim application, press 0.			
noinput 1	Else (office_hours=false)	Prompt : [cs0270_ni1_02] You can say 'Repeat Claims' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3	Re-Recognition :		
noinput 1	If office_hours=true	Prompt : [cs0270_ni1_01] You can say 'Repeat Claims' or press 1, 'Different Number' or press 2, 'I'm Finished' or press 3, OR say 'Agent' or press 0.	Re-Recognition :		
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.			
nomatch 3	Always	Assign : transfer_reason =error			
nomatch 2	Else (office_hours=false)	Prompt : [cs0270_nm2_02] Sorry. If you'd like to hear all of those claims again, press 1. To look up a claim with a different confirmation number, press 2. Or, if you're finished, press 3.	Re-Recognition :		
nomatch 2	If office_hours=true	Prompt : [cs0270_nm2_01] Sorry. If you'd like to hear all of those claims again, press 1. To look up a claim with a different confirmation number, press 2. If you're finished, press 3. Or, to speak with someone about THIS application, press 0.	Re-Recognition :		
nomatch 1	Else (office_hours=false)	Prompt : [cs0270_nm1_02] Let's try againYou can say 'Repeat Claims' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3	Re-Recognition :		
		or press 1, 'Different Number' or press 2, 'I'm Finished' or press 3, OR say 'Agent' or press 0.			

2.6 DirectDeposit Dialog

The Direct Deposit application allows callers to update their direct deposit information.

dd0100_PingHost_DB

Data Access					
Pings the host databa	ase to ensure the host is av	/ailable.			
Entering From					
mm0330_DirectDepo	sit_SD				
Input parameters					
Parameter			Value		
processID			Which process to pass AUTHINFO, MI, ENDSE	the request to. Values are: PING, AUT ESSION, NONE.	H, INFO,
requestID			Unique 10 digit ID for th	e request. 10 zeros, if not used.	
timestamp			Transaction timestamp.		
version			Version of the xml sche	ma used.	
Output parameter	rs 🔤				
Variable			Description		
dd_statusCode			Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.		
dd_statusDescription			Status code text description.		
Actions					
Condition		Action		Transition	
If dd_statusCode=00	00 (success)			goto : dd0200_IntroMsg_PP	
Else (failure)	Always	Assign : dd_transactio	n_status =failure		
^	If dd_statusCode=0152 (off hours request)	Prompt : [dd0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone		Return to calling dialog : main [mm0330_DirectDeposit_SD]	
٨	Else	Prompt : [dd0100_out_02] Sorry, I'm having trouble getting access to your records		Return to calling dialog : main [mm0330_DirectDeposit_SD]	
Recovery Behavio	or				
See 1.1 Global Reco	very Behavior				
Developer Notes					

dd0200_IntroMsg_PP

Simple Play Promp

Plays an intro prompt.

Entering From

dd0100_PingHost_DB

()

Initial Prompts							
Туре	Condition		Name	Wording			
initial	Always		dd0200_out_01	To get started, I ha	we a couple of questions		
Actions							
Condition Action		Action	Action		Transition		
Always					goto : dd0220_ReceivingBenefits_DM		
Developer Notes							

dd0220_ReceivingBenefits_DM

YesNo Recognition							N		
Asks callers v	whether or	not they are receivir	ng benefits.						_
Entering Fro	om								
dd0200_Intro	Msg_PP								
Initial Prom	npts								
Туре	Conditio	on		Name		Wording			
initial	Always			dd0220_ini_0	1	Are you receiv	ving retirement	, survivor, or disability be	enefits?
Grammar									
Sample Expi	ressions				DTN	1F	Reco Var/Op	tion	Confirm
yes, retireme	nt, survivo	r, disability			1		< cd_receivin yes>	g_benefits_yesno	Never
no					2		<cd_receivin< td=""><td>g_benefits_yesno no></td><td>Never</td></cd_receivin<>	g_benefits_yesno no>	Never
Actions							•		
Option		Condition		Action				Transition	
yes		Always						goto : dd0260_CallingAboutSelf_DM	
no		Always						goto : dd0230_NotEligible_PP	
Recovery E	Behavior								
Туре		Condition		Action				Transition	
nomatch 1		Always		Prompt : [dd Let's try again survivor, or di	IAR	E you receivin	g retirement,	Re-Recognition :	
nomatch 2		^		Prompt : [dd0220_nm2_01] Sorry. If you're currently receiving retirement benefits, survivor benefits, or disability benefits, press 1. If you are NOT receiving any of those benefits, press 2.			Re-Recognition :		
nomatch 3		Always		Assign : tran	sfer_i	reason =error			
nomatch 3		Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.					
noinput 1		^		Prompt : [dd0220_ni1_01] If you ARE receiving benefits for retirement, survivorship, or disability, say 'Yes' or press 1. If not, say 'No', or press 2.			Re-Recognition :		
noinput 2		^		benefits, surv	re cui ivor b	_ni2_01] rently receivin enefits, or disa NOT receiving	ability benefits,	Re-Recognition :	

		benefits, press 2.			
noinput 3	Always	Assign : transfer_rea	son =error		
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be	having trouble.		
Commands: St	ate-Specific Behavior				
See 1.2 Global Co	ommands				
Commands: Co	onfirmations				
See 1.2 Global Co	ommands				
Config Parame	ters				
Parameter			Value		
Developer Notes					

dd0230_NotEligible_PP

Simple Play Prompt								
Informs call	Informs callers that they must be receiving benefits in order to set up direct deposits.							
Entering F	rom							
dd0220_Re	eceivingBenefits_DM							
Initial Pro	ompts							
Туре	Condition		Name	Wording				
initial Actions	Always		dd0230_out_01	Security retiremen words, you can't s agent. Now, If you	ou can only set up direct deposit if you're already receiving Socia ecurity retirement, disability, or survivor benefit payments. In othe ords, you can't set them up in advance, even with the help of an gent. Now, If you're finished, feel free to hang up. Otherwise, hold n and I'll take you back to the Main Menu			
Condition		Action			Transition			
Always			dd transaction status =not eligible					
Always				Return to calling dialog : main [mm0330_DirectDeposit_SD]				
Developer	Developer Notes							

dd0260_CallingAboutSelf_DM

YesNo Recognition					
Asks callers v	whether or not they are calling about their ow	wn benefits (as oppo	sed to someone else's).		
Entering Fro	m				
dd0220_Rece	eivingBenefits_DM				
Initial Prom	pts				
Туре	Condition	Name	Wording		
initial	Always	dd0260_ini_01	And, is this change for yourself?		
reprompt	(after repeat)	dd0260_ree_01	Is the change you're calling about for your OWN benefit or payment?		

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Grammar							
Sample Express	ions		DTMF	Reco Var/O	otion	Confirm	
yes, my own // yes			1	<cd_calling_< td=""><td>_about_self_yesno yes></td><td>Never</td></cd_calling_<>	_ about_self_yesno yes>	Never	
no, not mine // no			2	<cd_calling_< td=""><td>_about_self_yesno no></td><td>Never</td></cd_calling_<>	_about_self_yesno no>	Never	
repeat, repeat tha // repeat	t		9	<cd_calling_ repeat></cd_calling_ 	_about_self_yesno	Never	
Actions							
Option	Condition	Action			Transition		
no	Always	Assign : dd_	transaction_sta	atus =not_self			
^	٨	Okay. To set	, they'll need to	someone else's o be with you while	Return to calling dialo main [mm0330_DirectD		
yes	Always	Prompt : [dd All right.	0260_out_02]		goto : dd0300_KBAuth	entication_SD	
repeat	Always	Prompt : [dd Sure	0260_out_03]		Re-Recognition : Repr	ompt	
Recovery Beha	avior	ł			•		
Туре	Condition	Action			Transition		
nomatch 1	Always	Let's try agair	Prompt : [dd0260_nm1_01] Let's try again Is the change you're calling about for your OWN benefit or payment?				
nomatch 2	^ 	Sorry. If you' affects the be receive, press	Prompt : [dd0260_nm2_01] Sorry. If you're calling about a change that affects the benefits or payments that YOU receive, press 1. If you're calling on behalf of someone else, press 2.			Re-Recognition :	
nomatch 3	Always	Assign : tran	sfer_reason =	error			
nomatch 3	Always	Prompt : [gl_ Sorry, we see		g trouble.			
noinput 1	^ ^	If the change OWN benefit	Sorry, we seem to be having trouble. Prompt: [dd0260_ni1_01] Re-Recognition : If the change you'd like to make is for your OWN benefit or payment, say 'Yes' or press 1. Revelopment is the payment				
noinput 2	٨	Sorry. If you' payments that	Prompt : [dd0260_ni2_01] Sorry. If you're calling about benefits of payments that YOU receive, press 1. If you're calling on behalf of someone else, press 2.		Re-Recognition :		
noinput 3	Always	Assign : tran	Assign : transfer_reason =error				
noinput 3	Always	Prompt : [gl_ Sorry, we see	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.				
Commands: St	ate-Specific Behavior						
See 1.2 Global Co	ommands						
Commands: Di	isabled Globals						
repeat							
Commands: Co	onfirmations						
See 1.2 Global Co	ommands						

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Config Parameters					
Parameter	Value				
Developer Notes					

dd0300_KBAuthentication_SD

Subdialog Call							
Sub dialogue call to the Knowledge Based Authentication module to collect: SSN, name, DOB, POB, and last payment.							
Entering From							
dd0260_CallingAboutSelf_DM							
Dialog called							
Proceed to initial node in: KnowledgeBased	dAuthentication						
Input parameters							
Parameter		Value					
Output parameters							
Variable		Subdialog Variable					
Actions							
Condition	Action		Transition				
If kba_transaction_status=success	Prompt : [dd0300_out] Let's move on to your d information		goto : dd0400_DDEffectiveASAP_DN	Л			
Elseif kba_transaction_status=account_blocked	Assign : dd_transactio	n_status =failure	Return to calling dialog : main [mm0330_DirectDeposit_SD]				
Elseif kba_transaction_status=attestation_declined	Assign : dd_transactio	n_status =failure	Return to calling dialog : main [mm0330_DirectDeposit_SD]				
Else (kba_transaction_status=failure) Assign : dd_transaction_status =failure			Return to calling dialog : main [mm0330_DirectDeposit_SD]				
Recovery Behavior							
See 1.1 Global Recovery Behavior							
Developer Notes							

dd0400_DDEffectiveASAP_DM

Date Recognition					
Asks caller if t	Asks caller if they would like the direct deposit to be effective asap.				
Entering From	m				
dd0300_KBAu	uthentication_SD				
Initial Prom	pts				
Туре	Condition	Name	Wording		
initial	Always	dd0400_ini_01	Would you like direct deposit to start as soon as possible?	?	

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Grammar						
Sample Expressions			DTMF	Reco Var/O	otion	Confirm
yes, yeah			1	<cd_effectiv< th=""><th>ve_asap_yesno ></th><th>Never</th></cd_effectiv<>	ve_asap_yesno >	Never
no			2	<cd_effectiv< th=""><th>ve_asap_yesno ></th><th>Never</th></cd_effectiv<>	ve_asap_yesno >	Never
Actions				·		
Option	Condition	Action			Transition	
no	Always	Prompt : [do Okay.	10400_out_01]		goto : dd0410_Effe	ctiveMonth_D
yes	Always	Assign : effe	ctive_month =	<current_date></current_date>		
٨	^	Prompt : [do Okay.	10400_out_02]		goto : dd0430_Acc	ountType_DM
Recovery Beha	avior					
Туре	Condition	Action			Transition	
nomatch 1	Always			.] ike direct deposit to	Re-Recognition :	
nomatch 2	^	Sorry. If you effect as soon press 2, and	Prompt : [dd0400_nm2_01] Sorry. If you want the direct deposit to take effect as soon as possible, press 1. Otherwise, press 2, and I'll get the month you would like them to go into effect.			
nomatch 3	Always	Assign : trar	sfer_reason =	error		
nomatch 3	Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.			
noinput 1	٨	If you want th soon as poss	Prompt : [dd0400_ni1_01] If you want the direct deposit to take effect as soon as possible say 'Yes' or press 1. If not, say 'No' or press 2.			
noinput 2	^ ^	Sorry. If you effect as soo	Prompt : [dd0400_ni2_01] Sorry. If you want the direct deposit to take effect as soon as possible, press 1. Otherwise, press 2, and I'll get the month you would like			
noinput 3	Always	Assign : trar	sfer_reason =	error		
noinput 3	Always	Prompt : [gl Sorry, we see	_ni3_01] em to be having	g trouble.		
Commands: St	tate-Specific Behavior					
See 1.2 Global Co	ommands					
Commands: Co	onfirmations					
See 1.2 Global Co	ommands					
Config Parame	eters					
Parameter			Value			
Developer Notes						

dd0410_EffectiveMonth_DM

CustomContext Recognition

After the caller indicates that they don't want their direct deposit to start as soon as possible, asks what month they want their direct deposit to take effect. Entering From

dd0400_DDEffectiveASAP_DM

Initial Prompts

Туре	Condition	Name	Wording
initial	Always	dd0410_ini_01	What month would you like your direct deposit to start? You can choose
initial	If current date = (january)	dd0410_ini_02	'February', 'March' or 'April.'
initial	Elseif current date = (february)	dd0410_ini_03	'March', 'April' or 'May.'
initial	Elseif current date = (march)	dd0410_ini_04	'April', 'May' or 'June.'
initial	Elseif current date = (april)	dd0410_ini_05	'May', 'June' or 'July.'
initial	Elseif current date = (may)	dd0410_ini_06	'June', 'July' or 'August.'
initial	Elseif current date = (june)	dd0410_ini_07	'July', 'August' or 'September.'
initial	Elseif current date = (july)	dd0410_ini_08	'August', 'September' or 'October.'
initial	Elseif current date = (august)	dd0410_ini_09	'September', 'October' or 'November.'
initial	Elseif current date = (september)	dd0410_ini_10	'October', 'November' or 'December.'
initial	Elseif current date = (october)	dd0410_ini_11	'November', 'December' or 'January.'
initial	Elseif current date = (november)	dd0410_ini_12	'December', 'January' or 'February.'
initial	Else (current date = (december))	dd0410 ini 13	'January', 'February' or 'March.'

Sample Expressions	DTMF	Reco Var/Option	Confirm
January, February, March, April, May, June, July, August, September, October, November, December, this month, next month	1,2, 3	<cd_effective_month></cd_effective_month>	If Necessary
as soon as possible		<cd_effective_month< td=""><td>If Necessary</td></cd_effective_month<>	If Necessary

Actions

Option	Condition	Action	Transition
<month_1></month_1>	Always	Assign : effective_month = <current +="" 1="" month=""></current>	
<month_2></month_2>	Always	Assign : effective_month = <current +="" 2="" month=""></current>	
<month_3></month_3>	Always	Assign : effective_month = <current +="" 3="" month=""></current>	
soon_as_possible	Always	Assign : effective_month = <current_date></current_date>	
Always	Always	Prompt : [dd0410_out_01] Sure.	goto : dd0430_AccountType_DM

Confirmation Prompts

Option	Condition	Name	Wording
as soon as possible		dd0410_cnf_ini_1 4	You want deposits to start as soon as possible
<month></month>	Always	dd0410_cnf_ini_1 3	You want deposits to start in
january	Always	dd0410_cnf_ini_0 1	'January.'
february	Always	dd0410_cnf_ini_0 2	'February.'
march	Always	dd0410_cnf_ini_0 3	March.'

	_							
april	Always		dd0410_cnf_ini_0 'April.' 4					
may	Always		dd0410_cnf_ini_0 5	'May.'				
june	Always		dd0410_cnf_ini_0 6	'June.'				
july	Always		dd0410_cnf_ini_0 7	'July.'				
august	Always		dd0410_cnf_ini_0 8	'August.'				
september	Always		dd0410_cnf_ini_0 9	'September.'				
october	Always		dd0410_cnf_ini_1 0	'October.'				
november	Always		dd0410_cnf_ini_1	'November.'				
december	Always		dd0410_cnf_ini_1 2	'December.'				
	Always		gl_cnf_ini_02	Right?				
Confirmatio	on Recov	very Behavior		· · · · · · · · · · · · · · · · · · ·				
See 1.3 Glob		-						
Recovery E	Behavior							
Туре		Condition	Action		Transition			
nomatch 1		Always	Prompt : [dd0410 Let's try again Y		Re-Recognition :			
nomatch 1		If current date = (january)	Prompt : [dd0410 'February' or press 'April' or press 3.)_nm1_02] s 1, 'March' or press 2, OR	Re-Recognition :			
nomatch 1		If current date = (february)	Prompt : [dd0410_nm1_13] 'March' or press 1, 'April' or press 2, OR 'May' or press 3.		Re-Recognition :			
nomatch 1		If current date = (march)	Prompt : [dd0410 'April' or press 1, 'h press 3.)_nm1_12] May' or press 2, OR 'June' or	Re-Recognition :			
nomatch 1		If current date = (april)	Prompt : [dd0410 'May' or press 1, 'J press 3.)_nm1_11] June' or press 2, OR 'July' or	Re-Recognition :			
nomatch 1		If current date = (may)	Prompt : [dd0410 'June' or press 1, ' or press 3.)_nm1_10] July' or press 2, OR 'August'	Re-Recognition :			
nomatch 1		If current date = (june)	Prompt : [dd0410 'July' or press 1, 'A 'September' or pre	August' or press 2, OR	Re-Recognition :			
nomatch 1		If current date = (july)	Prompt : [dd0410_nm1_08] 'August' or press 1, 'September' or press 2, OR 'October' or press 3.		Re-Recognition :			
nomatch 1		If current date = (august)			'September' or press 1, 'October' or press 2,		Re-Recognition :	
nomatch 1		If current date = (september)	Prompt : [dd0410 'October' or press 'December' or press	1, 'November' or press 2, OR	Re-Recognition :			
nomatch 1		If current date = (october)	Prompt : [dd0410)_nm1_05]	Re-Recognition :			
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		'November' or press 1, 'December' or press 2,	
nomatch 1	If current date = (november)	OR 'January' or press 3. Prompt : [dd0410_nm1_04] 'December' or press 1, 'January' or press 2, OR	Re-Recognition :
nomatch 1	Else (current date = (december))	'February' or press 3. Prompt : [dd0410_nm1_03] 'January' or press 1, 'February' or press 2, OR 'March' or press 3.	Re-Recognition :
nomatch 2	Always	Prompt : [dd0410_nm2_01] Sorry. To start direct deposit in	Re-Recognition :
nomatch 2	If current date = (january)	Prompt : [dd0410_nm2_02] February press 1, March press 2, or for April, press 3.	Re-Recognition :
nomatch 2	If current date = (february)	Prompt : [dd0410_nm2_03] March press 1, April press 2, or for May, press 3.	Re-Recognition :
nomatch 2	If current date = (march)	Prompt : [dd0410_nm2_04] April press 1, May press 2, or for June, press 3.	Re-Recognition :
nomatch 2	If current date = (april)	Prompt : [dd0410_nm2_05] May press 1, June press 2, or for July, press 3.	Re-Recognition :
nomatch 2	If current date = (may)	Prompt : [dd0410_nm2_06] June press 1, July press 2, or for August, press 3.	Re-Recognition :
nomatch 2	If current date = (june)	Prompt : [dd0410_nm2_07] July press 1, August press 2, or for September, press 3.	Re-Recognition :
nomatch 2	If current date = (july)	Prompt : [dd0410_nm2_08] August press 1, September press 2, or for October, press 3.	Re-Recognition :
nomatch 2	If current date = (august)	Prompt : [dd0410_nm2_09] September press 1, October press 2, or for November, press 3.	Re-Recognition :
nomatch 2	If current date = (september)	Prompt : [dd0410_nm2_10] October press 1, November press 2, or for December, press 3.	Re-Recognition :
nomatch 2	If current date = (october)	Prompt : [dd0410_nm2_11] November press 1, December press 2, or for January, press 3.	Re-Recognition :
nomatch 2	If current date = (november)	Prompt : [dd0410_nm2_12] December press 1, January press 2, or for February, press 3.	Re-Recognition :
nomatch 2	Else (current date = (december))	Prompt : [dd0410_nm2_13] January press 1, February press 2, or for March, press 3.	Re-Recognition :
nomatch 3	Always	Assign : effective_month = <current +="" 1="" month=""></current>	
nomatch 3	^ ^	Prompt : [dd0410_nm3_01] Sorry, I'm having trouble. I'll go ahead and start them as soon as possible	
noinput 1	Always	Prompt : [dd0410_ni1_01] You can say	Re-Recognition :
noinput 1	If current date = (january)	Prompt : [dd0410_ni1_02] Re-Recognition : 'February' or press 1, 'March' or press 2, OR 'April' or press 3.	
noinput 1	If current date = (february)	Prompt : [dd0410_ni1_03] 'March' or press 1, 'April' or press 2, OR 'May'	Re-Recognition :

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		or press 3.				
noinput 1	If current date = (march)	Prompt : [dd0410_ni1_04] 'April' or press 1, 'May' or press 2, OR 'June' or press 3.	Re-Recognition :			
noinput 1	If current date = (april)	Prompt : [dd0410_ni1_05] 'May' or press 1, 'June' or press 2, OR 'July' or press 3.	Re-Recognition :			
noinput 1	If current date = (may)	Prompt : [dd0410_ni1_06] 'June' or press 1, 'July' or press 2, OR 'August' or press 3.	Re-Recognition :			
noinput 1	If current date = (june)	Prompt : [dd0410_ni1_07] 'July' or press 1, 'August' or press 2, OR 'September' or press 3.	Re-Recognition :			
noinput 1	If current date = (july)	Prompt : [dd0410_ni1_08] 'August' or press 1, 'September' or press 2, OR 'October' or press 3.	Re-Recognition :			
noinput 1	If current date = (august)	Prompt : [dd0410_ni1_09] 'September' or press 1, 'October' or press 2, OR 'November' or press 3.	Re-Recognition :			
noinput 1	If current date = (september)	Prompt : [dd0410_ni1_10] 'October' or press 1, 'November' or press 2, OF 'December' or press 3.	Re-Recognition :			
noinput 1	If current date = (october)	Prompt : [dd0410_ni1_11] 'November' or press 1, 'December' or press 2, OR 'January' or press 3.	Re-Recognition :			
noinput 1	If current date = (november)	Prompt : [dd0410_ni1_12] 'December' or press 1, 'January' or press 2, OF 'February' or press 3.	Re-Recognition :			
noinput 1	Else (current date = (december))	Prompt : [dd0410_ni1_13] 'January' or press 1, 'February' or press 2, OR 'March' or press 3.	Re-Recognition :			
noinput 2	Always	Assign : effective_month = <current +="" 1<="" month="" td=""><td>></td></current>	>			
noinput 2	٨	Prompt : [dd0410_ni2_01] Let's move on. I'll go ahead and start them as soon as possible				
Commands: St	tate-Specific Behavior					
See 1.2 Global Co	ommands					
Commands: Co	onfirmations					
See 1.2 Global Co	ommands					
Config Parame	eters					
Parameter		Value	Value			
Developer Notes						
The prompt Month "One Step Correct confirmation gram The grammar that any additional mo September, the va	hChoices is then the concatenation of th tion" strategy should be available to the mar are active during the confirmation p t should be accepted includes "as soon a nths between the current month and the alid months are October, November and	current date and SSA business practices. e first and second month in medial inflection, an Caller (e.g., "No, February") This means both ohase. (This can be done as a parallel grammar. as possible" (ASAP) and its synonyms, the three first of the calculated months. For example, if a December, but the grammar should include Sep October should be mapped the same as ASAP	the collection grammar and the) e specific months calculated above, and call is received toward the end of otember, October, November,			

December, and the ASAP synonyms, and September and October should be mapped the same as ASAP. The current month is not prompted, but it should be recognized and handled the same as ASAP.

dd0430_AccountType_DM

		Cus	stomContext R	eco	gnition			
Asks callers f	or the type	of account for direct deposit	setup.					
Entering Fro	т							
dd0410_Effec	ctiveMonth	_DM, dd0400_DDEffectiveA	SAP_DM					
Initial Prom	pts							
Туре	Conditio	n	Name		Wording			
initial	Always		dd0430_ini_0	1			int you'd like to use: 'Che r say 'l Don't Have One.'	cking,'
reprompt	(after rep	eat or disconfirmation)	dd0430_ree_0	01		pe of account y t.' Or say 'I Dor	you'd like to use: 'Checki n't Have One.'	ng,' 'Savings,'
Grammar								
Sample Expi	ressions			DTN	1F	Reco Var/Op	tion	Confirm
checking, che // checking	ecking acc	ount		1		<cd_account< td=""><td>t_type_menu checking></td><td>If Necessary</td></cd_account<>	t_ type_menu checking>	If Necessary
savings, saviı // savings	ngs accoui	nt		2		<cd_account< td=""><td>t_type_menu savings></td><td>If Necessary</td></cd_account<>	t_ type_menu savings>	If Necessary
investment, ir // investment	nvestment	account		3		<cd_account_type_menu investment></cd_account_type_menu 		If Necessary
i don't have o // dont_have	ne, i don't	have an account		4		<cd_account_type_menu dont_have></cd_account_type_menu 		If Necessary
repeat, repea // repeat	t that			9 <cd_account< td=""><td>t_type_menu repeat></td><td>Never</td></cd_account<>		t_ type_menu repeat>	Never	
Actions								
Option		Condition	Action				Transition	
checking		Always	Assign : ban	k_aco	count_type =ch	necking		
٨		^	Prompt : [dd Okay.	0430	_out_01]		goto : dd0440_CollectRouting	Number_DM
dont_have		Always	Assign : dd_t =dont_have_i		action_status	; 		
۸		^	I'm afraid we bank account have one and	Prompt : [dd0430_out_02] I'm afraid we can't go on if you dor bank account. Please call back as have one and I'll be glad to help yo I'll take you back to the main menu		s soon as you /ou. For now		
investment		Always	Assign : banl	k_aco	count_type =in	vestment		
٨		۸	Prompt : [dd Okay.	0430	_out_03]		goto : dd0440_CollectRouting	Number_DM
savings		Always	Assign : ban	k_aco	count_type =sa	avings		
٨		۸	Prompt : [dd Okay.	Prompt : [dd0430_out_04]			goto: dd0440_CollectRoutingNumber_E	
repeat		Always	ways Prompt : [dd04 Sure.		.0430_out_05]		Re-Recognition : Reprompt	
Confirmatio	on Prom	ots						
Option	Conditio	n	Name		Wording			
checking	Always		dd0430_cnf_i 1	ni_0	_0 You'd like to set up direct deposits into a CHECKING account, right?			
dont_have Always dd0430_cnf_ini_0 You don't have a checking, savings, or investment account fo					You don't hav	e a checking, s	savings, or investment a	count for

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			2	direct deposit, right?		
investment	Always		dd0430_cnf_ini_0 3	You'd like to set up direct de right?	posits into an INVESTMENT account	
savings	Always		dd0430_cnf_ini_0 4	You'd like to set up direct de	posits into a SAVINGS account, right?	
Confirmatio	on Recov	ery Behavior				
See 1.3 Glob	al Confirm	ation				
Recovery E	Behavior					
Туре		Condition	Action		Transition	
nomatch 1		Always	press 1, 'Savings')_nm1_01] vu can say 'Checking' or or press 2, 'Investment' or 3, ve One' or press 4.	Re-Recognition :	
nomatch 2		^	CHÉCKING, SAVI account (with a BA an ACCOUNT nun and from which yo up direct deposit ir 1. To set up a sav an investment acc)_nm2_01] leposit, you'll need a NGS, or INVESTMENT NK ROUTING number and nber) that belongs to YOU u can withdraw funds. To set nto a checking account, press rings account, press 2. For ount, press 3. Or, if you don't types of bank accounts,		
nomatch 3		Always	Assign : transfer_	reason =error		
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	_01] be having trouble.		
noinput 1		^	SAVINGS, or INVE BANK ROUTING r number) that belor you can withdraw deposit into a cheo (or press 1). To se 'Savings' (or 2). F 'Investment' (or 3).)_ni1_01] you'll need a CHECKING, ESTMENT account (with a number and an ACCOUNT ngs to YOU and from which funds. To set up direct cking account, say 'Checking' et up a savings account, say or an investment account, Or, if you don't have any of k accounts, say 'I Don't Have	Re-Recognition :	
noinput 2		^	account, press 1. press 2. For an in	Trect deposit into a checking To set up a savings account, vestment account, press 3. re any of those types of bank	Re-Recognition :	
noinput 3		Always	Assign : transfer_	reason =error		
noinput 3	Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.					
Commands	s: State-S	Specific Behavior				
See 1.2 Glob	al Comma	nds				
Commands	s: Disable	ed Globals				
repeat						
Commands	s: Confirr	nations				
See 1.2 Glob	al Comma	nds				

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Config Parameters				
Parameter Value				
Developer Notes				

dd0440_CollectRoutingNumber_DM

Digits Recognition								<u>}</u>
Asks callers	or a nine-o	ligit routing number.		_				
Entering Fro	m							
dd0430_Acco	ountType_	DM						
Initial Pron	npts							
Туре	Conditio	n	Name		Wording			
initial	Always		dd0440_ini_0	1	Next, say or e	enter the 9-digit	ROUTING number.	
reprompt	(after rep	eat or disconfirmation)	dd0440_ree_	01	Tell me the 9- your phone's		imber for your account,	or enter it on
Grammar								
Sample Exp	ressions			DTI	ИF	Reco Var/Op	tion	Confirm
<routing num<="" td=""><td>ber></td><td></td><td></td><td><9-0</td><td>digit string></td><td><cd_routing_ number>></td><td>_number <routing< td=""><td>Always</td></routing<></td></routing>	ber>			<9-0	digit string>	< cd_routing _ number>>	_ number <routing< td=""><td>Always</td></routing<>	Always
i don't know,	don't know	1				<cd_routing_< td=""><td>_number dont_know></td><td>If Necessary</td></cd_routing_<>	_ number dont_know>	If Necessary
repeat, repea	t that			9		<cd_routing_< td=""><td>_number repeat></td><td>Never</td></cd_routing_<>	_ number repeat>	Never
Actions								
Option		Condition	Action				Transition	
<routing num<="" td=""><td>ber></td><td>Always</td><td>Assign : ban number></td><td colspan="2"><_routing_number =<routing< td=""><td colspan="2">goto : dd0450_CollectAccountNumber_DM</td></routing<></td></routing>	ber>	Always	Assign : ban number>	<_routing_number = <routing< td=""><td colspan="2">goto : dd0450_CollectAccountNumber_DM</td></routing<>		goto : dd0450_CollectAccountNumber_DM		
dont_know		Always		Assign : dd_transaction_status =dont_know_info				
^	A Prompt : [dd044 I'm sorry, but with I won't be able to Please call back			without your bank routing number main [mm0330_DirectDeposit_SD e to help you set up direct deposit. ack as soon as you have it and I'll p you. For now I'll take you back				
repeat		Always	Prompt : [dd Sure.	10440	_out_02]		Re-Recognition : Reprompt	
Confirmati	on Prom	ots						
Option	Conditio	n	Name		Wording			
<routing number></routing 	Always		dd0440_cnf_i 1	ini_0	Just to confirr	n, the routing r	umber is	
^	Always		dd0440_cnf_i 2	dd0440_cnf_ini_0 <routing number="">.</routing>				
^	Always		dd0440_cnf_i 3	ini_0	Right?			
dont_know	Always		dd0440_cnf_i 4	dd0440_cnf_ini_0 You don't know your banks routing number, is that right?			ight?	
Confirmati	on Recov	very Behavior	•					
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See 1.3 Global Confirmation

Recovery Behavior							
Туре	Condition	Action		Transition			
nomatch 1	Always		0440_nm1_01] n. Say or enter your banks nine- umber.	Re-Recognition :			
nomatch 2	^	Sorry. In orden	0440_nm2_01] er to set up your direct deposit I nks routing number. Please enter ne digit routing number now.	Re-Recognition :			
nomatch 3	Always	Assign : tran	sfer_reason =error				
nomatch 3	Always	Prompt : [gl_ Sorry, we see	_nm3_01] m to be having trouble.				
noinput 1	^		0440_ni1_01] he nine-digit routing number.	Re-Recognition :			
noinput 2	^	Sorry. In orden need your bar	0440_ni2_01] er to set up your direct deposit I nks routing number. Please enter ne digit routing number now.	Re-Recognition :			
noinput 3	Always	Assign : tran	sfer_reason =error				
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] m to be having trouble.				
Commands: Sta	ate-Specific Behavior	·					
See 1.2 Global Co	mmands						
Commands: Dis	sabled Globals						
repeat							
Commands: Co	nfirmations						
See 1.2 Global Co	mmands						
Config Paramet	ers						
Parameter Value							
Developer Notes							
Parameter Value							

dd0450_CollectAccountNumber_DM

Digits Recognition							
Asks callers	for their bank account number.						
Entering Fi	rom						
dd0440_Co	llectRoutingNumber_DM						
Initial Pro	mpts						
Туре	Condition	Name		Wording			
initial	Always	dd0450_ini_0	1	And what's yo	our ACCOUNT number?		
reprompt	(after repeat or disconfirmation)	dd0450_ree_(01	Tell me your a	your account number, or enter it on your phone's keypad.		
Grammar							
Sample Expressions			DTN	1F	Reco Var/Option	Confirm	
<account number=""></account>				<cd_account_number <account<="" td=""><td>Always</td></cd_account_number>	Always		
		0 1 1 0	· · ·	duciusiaturation		Dama 222 of 20	

						number>>		
repeat, repeat that // repeat			9		<cd_account_number repeat=""></cd_account_number>		Never	
Actions								
Option		Condition	Action				Transition	
<account nur<="" td=""><td>nber></td><td>Always</td><td>Assign : ban number></td><td>k_aco</td><td>count_number</td><td>=<account< td=""><td></td><td></td></account<></td></account>	nber>	Always	Assign : ban number>	k_aco	count_number	= <account< td=""><td></td><td></td></account<>		
٨		^	Prompt : [dd Great. Hold o a few seconds	n whi	_out_01] le I submit this	. (It may take	goto : dd0460_SendDirectD	epositInfo_DB
repeat		Always	Prompt : [dd Sure.	0450	_out_02]		Re-Recognition : Re	prompt
Confirmati	on Prom	pts			_			
Option	Conditio	on	Name		Wording			
<account number></account 	Always		dd0450_cnf_i 1	ni_0	Your account	number is		
۸	Always		dd0450_cnf_i 2	ni_0	<account nu<="" td=""><td>umber>.</td><td></td><td></td></account>	umber>.		
	Always		gl_cnf_ini_02		Right?			
Confirmati	on Reco	very Behavior						
See 1.3 Glob	al Confirm	ation						
Recovery B	Behavior							
Туре		Condition	Action	Action			Transition	
nomatch 1		Always	Let's try again	Prompt : [dd0450_nm1_01] Let's try again Say or enter your bank account number one more time.			Re-Recognition :	
nomatch 2			necking eck, to the	Re-Recognition :				
nomatch 3		Always	Assign : trans	sfer_	reason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see	_nm3 m to	_01] be having trou	ble.		
noinput 1		^	Prompt : [dd Go ahead an number.		_ni1_01] or enter your ba	ank account	nt Re-Recognition :	
noinput 2 ^ Prompt : [dd0450_ni2_01] Sorry. You can find your account nu your bank statement or, if it's a chec account, at the bottom of your checl right of the routing number. Please of account number now.		necking eck, to the	Re-Recognition :					
noinput 3		Always	Assign : trans	Assign : transfer_reason =error				
noinput 3		Always	Prompt : [gl_ Sorry, we see		01] be having trou	ble.		
Commands	s: State-S	Specific Behavior						
		inde						
See 1.2 Glob	al Comma	illus						

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repeat					
Commands: Confirmations					
See 1.2 Global Commands					
Config Parameters					
Parameter	Value				
Developer Notes					

dd0460_SendDirectDepositInfo_DB

		Data Acc	ess		
Sends direct dep	osit info to the backen	d database.			
Entering From					
dd0450_CollectA	AccountNumber_DM				
Input paramet	ters				
Parameter			Value		
processID			Which process to pas AUTHINFO, MI, END	ss the request to. Values are: PING, AUT SESSION, NONE.	⁻ H, INFO,
requestID			Unique 10 digit ID for	the request. 10 zeros, if not used.	
timestamp			Transaction timestam	ıp.	
version			Version of the xml sc	hema used.	
actionType					
ui			Type of user, T for Te	elephone	
accountType			1 character account type. The available choices are C (for checking), S (for savings), and I (for investment).		
routingNumber			Bank routing number		
accountNumber			Account Number		
effective			2-digit string representing the effective month in the format MM. The months (MM) are in the range of 01 to 12 $$		
ani			Caller's 10 digit ANI. All zeros if unavailable.		
Output param	eters				
Variable			Description		
dd_statusCode		Possible values that can be returned are: 0000=Success, 0001=Data is valid and processed and the user already has direct deposit, 0002=Data is valid and processed and the user does not have direct deposit, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, 0508=Block Access, 7777=Validation failure, 8888=Not authenticated/authorized, and 9999=Data is invalid.		0002=Data osit, cess,	
dd_statusDescri	ption		Status code text desc	cription.	
Actions					
Condition		Action		Transition	
If success	Always	Assign : dd_transaction	_status =success		
^	^	Prompt : [dd0460_out_ All set! Your direct depos processing which may ta	sit has been sent for		

Developer Notes			
See 1.1 Global Rec	covery Behavior		
Recovery Behav	vior		
۸	Else	Prompt : [dd0460_out_07] Sorry, but I'm having trouble processing this request.	Return to calling dialog : main [mm0330_DirectDeposit_SD]
۸	If dd_statusCode=0152 (off hours request)	Prompt : [dd0460_out_06] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone	Return to calling dialog : main [mm0330_DirectDeposit_SD]
Else (failure	Always	Assign : dd_transaction_status =failure	
۸	Always	Prompt : [dd0460_out_05] You will receive a confirmation letter in the mail. Now, if you're finished, feel free to hang up. Otherwise	Return to calling dialog : main [mm0330_DirectDeposit_SD]
^	^	Prompt : [dd0460_out_04] <effective_month></effective_month>	
^	Else	Prompt : [dd0460_out_03] this change will go into effect in	
۸	If effective_month = <current_date></current_date>	Prompt : [dd0460_out_02] this change will be effective as soon as possible.	
		business days. As requested	

2.7 FieldOfficeLocator Dialog

This application provides Social Security field office and card center locations based on a zip code entered by the caller.

Spanish Notes: -Spanish functionality is DTMF-only

-Please see the main Spanish application for global behavior -If the Spanish application is transferring (e.g., due to max nomatch), the application will go to mm0400_ProcessTransfer_DS in the main Spanish application.

fl0100_GetZipCode_DM

		Cust	omContext R	eco	gnition			<u>}</u>
Asks the ca	Iller for the z	ip code where they'd like to find	l a Social Security	/ field	l office.			
Entering F	rom							
	ieldOfficeLo sicalZipCod	cator_SD, fl0120_OfficeLocatio	onInfo_DM, fl0140)_Zip	FailedFirstTim	eMsg_PP, fl0	125_CardCenterInfo_DI	М,
Initial Pro	mpts							
Туре	Conditio	on	Name		Wording			
initial	If fol_zip	_code_entry=first	fl0100_ini_01		Go ahead and you want to fi		the five-digit zip code of	the area where
initial	Elseif fol	_zip_code_entry=change	fl0100_ini_02		What's the zip	o code?		
initial	Elseif fol	_zip_code_entry=sacramento	fl0100_ini_03		What's the zip	code of your	PHYSICAL address?	
initial	Else (fol	_zip_code_entry=not_found):	fl0100_ini_04		Go ahead and I should searc		the five-digit zip code of	the area where
reprompt	Always		fl0100_ree_01	1	WHAT's the f	ive-digit zip co	de?	
Grammar								
Sample Ex	pressions			DTN	DTMF Reco Var/Oµ		tion	Confirm
<zip code=""></zip>				<fol_zip_c code>></fol_zip_c 			le_collection <zip< td=""><td>If Necessary</td></zip<>	If Necessary
I don't knov	<i>ı</i> , I'm not su	re		<pre><fol_zip_co dont_know=""></fol_zip_co></pre>		le_collection	If Necessary	
Actions								
Option		Condition	Action				Transition	
<zip code=""></zip>			Assign : fol_z	zip_code = <zip code=""></zip>		e>		
^			Prompt : [fl0 Thanks.	100_	out_09]		goto : fl0102_EvaluateZipCode_DB	
dont_know			Assign : fol_t =dont_know_2		action_status			
^ Prompt Okay.				Dkay. main			Return to calling dial main [mm0320_FieldOfficeL	•
Confirma	tion Prom	pts						
Option	Conditio	on	Name		Wording			
<ssn></ssn>	Always		fl0100_cnf_ini	_01	That zip code	is		
^	Always		fl0100_cnf_ini	_02	<ssn></ssn>			
^	Always		fl0100_cnf_ini	_03	Right?			

dont_know	Always	fl0100_cnf_ini_0	Sounds like you don't know	the zip code, right?
Confirmatio	on Recovery Behavior			
See 1.3 Globa	al Confirmation			
Recovery B	Sehavior			
Туре	Condition	Action		Transition
nomatch 1	Always		Please say the five-digit zip I like me to search like this: 1 2	Re-Recognition :
nomatch 2	٨	like me to search	know the zip code where you'd for a local Social Security Ir telephone keypad, enter the	Re-Recognition :
noinput 1	Λ)_ni1_01] ve-digit zip code where you'd like this: 1 2 3 0 0, or enter it	Re-Recognition :
noinput 2	^	like me to search	know the zip code where you'd for a local Social Security Ir telephone keypad, enter the	Re-Recognition :
nomatch 3	Always	Assign : transfer	_reason =error	
nomatch 3	Always	Prompt : [gl_nm Sorry, we seem t	13_01] o be having trouble.	
noinput 3	Always	Assign : transfer	_reason =error	
noinput 3	Always	Prompt : [gl_ni3 Sorry, we seem t	6_01] o be having trouble.	
Commands	: State-Specific Behavior	•		•
See 1.2 Globa	al Commands			
Commands	: Confirmations			
See 1.2 Globa	al Commands			
Config Para	ameters			
Parameter		Vá	lue	
Developer No				
The Spanish a	application will never confirm.			

fl0102_EvaluateZipCode_DB

Data Access							
Evaluates provided zip code to determine whether card center handling is needed.							
Entering From							
fl0100_GetZipCode_DM							
Input parameters							
Parameter	Value						
fol_zip_code	The five digit zip code where the caller would like to search.						
Output parameters							
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Variable			Description			
card_center			code ('dptsscc,' 'nps	center, if any, is associated with the provided zip scc,' 'lvsscc,' 'ssscc,' 'osscc,' 'psscc', 'brooklyn,' lis,' or if none apply, the value is 'none')		
Actions						
Condition		Action		Transition		
success	If card_center=none			goto : fl0135_FindFOFromZip_DB		
٨	Else (card_center=dptsscc OR npsscc OR lvsscc OR ssscc OR osscc OR brooklyn OR queens OR minneapolis OR psscc)			goto : fl0105_CardCenterNeededQuestion_DM		
failure		Assign : fol_trar	nsaction_status =failure	Return to calling dialog : main [mm0320_FieldOfficeLocator_SD]		
Recovery Beh	navior					
See 1.1 Global F	Recovery Behavior					
Developer Note	?S					

fl0105_CardCenterNeededQuestion_DM

		Custon	nContext R	eco	gnition			M
Asks the calle	er if they n	eed to get a Social Security card.	If yes, they'll n	eed t	o visit the card	center instead	of the field office in thei	r area.
Entering Fro	т							
fl0102_Evalu	ateZipCod	e_DB						
Initial Prom	pts							
Туре	Conditio	n	Name		Wording			
initial	Always		fl0105_ini_01		Do you need	to get a Social	Security card?	
Grammar					•			
Sample Expl	ressions			DTI	ИF	Reco Var/Op	tion	Confirm
yes, yeah				1		<card_center< td=""><td>r_needed_yesno yes></td><td>Never</td></card_center<>	r_needed_yesno yes>	Never
no				2		<card_center_needed_yesno no=""> Neve</card_center_needed_yesno>		Never
Actions								
Option		Condition	Action			Transition		
yes		If card_center = ssscc	Prompt : [fl0 All right.	rompt: [fl0105_out_04] Il right.		goto : fl0115_PhysicalZipCode_DM		
٨		Else (card_center =dptsscc OR npsscc OR lvsscc OR osscc OR brooklyn OR queens OR minneapolis OR psscc)	Prompt : [fl0105_out_02]			goto : fl0125_CardCen	terInfo_DM	
no		Always	Assign : card	l_cer	ter =Undefined	ł		
٨		^					goto : fl0135_FindFOFromZip_DB	
Recovery E	Behavior	•	-				•	
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [fl0 Let's try again		nm1_01]) you need to g	jet a Social	Re-Recognition :	

		Security card?			
nomatch 2	^	office, I need to kno	irect you to the correct w if you'll be getting a d. If you need a Social	Re-Recognition :	
noinput 1	Λ		i1_01] Social Security card say not, say 'No', or press 2.	Re-Recognition :	
noinput 2	^	office, I need to kno	irect you to the correct w if you'll be getting a d. If you need a Social	Re-Recognition :	
nomatch 3	Always	Assign : transfer_r	eason =error		
nomatch 3	Always	Prompt : [gl_nm3_ Sorry, we seem to b			
noinput 3	Always	Assign : transfer_r	eason =error		
noinput 3	Always	Prompt : [gl_ni3_0 Sorry, we seem to b			
Commands: St	ate-Specific Behavior	·			
See 1.2 Global Co	ommands				
Commands: Co	onfirmations				
See 1.2 Global Co	ommands				
Config Parame	ters				
Parameter			Value		
Developer Notes					

fl0115_PhysicalZipCode_DM

	CustomContext Recognition						
Asks callers	that entered a Sacramento zip	code, if the zip	code is for the	eir ph	nysical address	(as opposed to mailing address).	
Entering Fi	rom						
fl0105_Card	CenterNeededQuestion_DM						
Initial Pro	mpts						
Туре	Condition		Name		Wording		
initial	Always	1	fl0115_ini_01		And is this the zip code for your PHYSICAL address?		
reprompt	(after repeat)	1	fl0115_ree_01		Is this the zip code for your PHYSICAL address, where you actual live?		
Grammar	•				•		
Sample Ex	pressions			DTN	ΛF	Reco Var/Option	Confirm
no, no it's n	ot			2		<fol_physicalzipquestion_yesno no></fol_physicalzipquestion_yesno 	Never
yes, yeah, yes it is		1		<fol_physicalzipquestion_yesno yes></fol_physicalzipquestion_yesno 	Never		
repeat, repeat that		9		<fol_physicalzipquestion_yesno repeat></fol_physicalzipquestion_yesno 	Never		

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Actions			
Option	Condition	Action	Transition
yes	Always		goto : fl0125_CardCenterInfo_DM
no	Always	Assign : fol_zip_code_entry =sacramento	
^	^	Prompt : [fl0115_out_01] In order to get a new Social Security card you'll need to visit the Card Center servicing your physical address. So	goto : fl0100_GetZipCode_DM
repeat	Always	Prompt : [fl0115_out_02] Sure.	Re-Recognition : Reprompt
Recovery Beha	vior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [fl0115_nm1_01] Let's try againIS this the zip code for the address where you actually live?	
nomatch 2	^	Prompt : [fl0115_nm2_01] Sorry. If you gave me the zip code of your physical address, where you actually reside, press 1. If not, press 2.	
noinput 1	٨	Prompt : [fl0115_ni1_01] If you entered the zip code for the address where you actually live, say 'Yes' or press 1. If not, say 'No' or press 2.	
noinput 2	٨	Prompt : [fl0115_ni2_01] Sorry. If you gave me the zip code of your physical address, where you actually reside, press 1. If not, press 2.	
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: St	ate-Specific Behavior		
See 1.2 Global Co	ommands		
Commands: Di	sabled Globals		
repeat			
Commands: Co	onfirmations		
See 1.2 Global Co	ommands		
Config Parame	ters		
Parameter		Value	
Developer Notes			

fl0120_OfficeLocationInfo_DM

CustomContext Recognition



Plays back the address and phone number of the closest field office correlating to the zip code given and then gives the options to repeat, search

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another zip code, or return to the main menu (finished).

Entering From

fl0135_FindFOFromZip_DB, fl0125_CardCenterInfo_DM

Initial Pro	mpts			
Туре	Condition		Name	Wording
initial			fl0120_ini_01	Okay, here's information for the servicing office in the zip code you gave me.
initial	Elseif office_location_entry	office_location_entry=from_card_center		Okay, here's information for the local office in your zip code.
initial	Else (office_location_	_entry=reentry)	fl0120_ini_03	Sure, here's that information again.
initial	Always		fl0120_ini_04	The street address is
initial	٨		fl0120_ini_05	<addrln_1> (plays silence instead of "Social Security")</addrln_1>
initial	٨		fl0120_ini_36	<addrln_3></addrln_3>
initial	^		fl0120_ini_37	<addrln_2></addrln_2>
initial	٨		fl0120_ini_38	<addrln_4></addrln_4>
initial	^		fl0120_ini_39	<city28></city28>
initial	^		fl0120_ini_40	<st></st>
initial	^		fl0120_ini_41	<zip5></zip5>
initial	^		fl0120_ini_06	<1000ms slience>
initial	Begin hours playbac	ĸ	Note	[NOTE: If fo_hours_of_operation is NOT null, play the following hours prompts:]
initial	Always		fl0120_ini_07	The hours of operation are
initial	^		fl0120_ini_08	<100ms slience>
initial	^		Note	NOTE: Cycle through for all day ranges.
initial	If playing more than two consecutive weekdays with the same operational hours	lf Weekdays are Monday through Friday	fl0120_ini_17	Monday through Friday
initial	^	Else	fl0120_ini_18	<from_start_day_of_week_mid> (e.g., "Monday")</from_start_day_of_week_mid>
initial	^	^	fl0120_ini_19	<100ms slience>
initial	^	^	fl0120_ini_20	<to_end_day_of_week_comma> (e.g., "through Thursday")</to_end_day_of_week_comma>
initial	^	Always	fl0120_ini_21	<200ms silence>
initial	Else If playing two weekdays with the same operational hours (consecutive or not) OR More than two non- consecutive weekdays with the same operational hours	If playing last set of hours when there is more than 1 set (e.g, not when we *only* say Monday and Friday from 9am-5pm)	fl0120_ini_22	<and_start_day_of_week_mid> (e.g., "and monday")</and_start_day_of_week_mid>
initial	^	Else (Only one set of hours, OR not last set of hours OR Not last day in set)	fl0120_ini_23	<start_day_of_week_mid> (e.g., "Monday")</start_day_of_week_mid>
		(cycle through until		

		the last day in the set, including the pause)						
initial	^	Always	fl0120_ini_24		<100ms sliend	<u>حم</u>		
initial	^	Always Always if last day in set	fl0120_ini_24			day_of_week_comma> (e.g., "and Friday")		
initial	^	Always	fl0120_ini_26		<200ms silend	ce>		
initial	Else (playing weekdays one by one with different operational hours)	If NOT playing the last single day of the week. (cycle through until the last day in the set, including the pause)	fl0120_ini_27		<start_day_of_week_mid> (e.g., "Saturday")</start_day_of_week_mid>			
initial	^	^	fl0120_ini_28		<100ms sliend	ce>		
initial	^	If last single day of the week	fl0120_ini_29		<and_start_da< td=""><td>ay_of_week_mid> (e.g., "and Sunday")</td><td></td></and_start_da<>	ay_of_week_mid> (e.g., "and Sunday")		
initial	^	Always	fl0120_ini_30		<200ms sliend	ce>		
initial	If playing time	Always	fl0120_ini_31		<from_time_n< td=""><td>nid> (e.g., "from 7am")</td><td></td></from_time_n<>	nid> (e.g., "from 7am")		
initial	^	^	fl0120_ini_32		<100ms sliend	ce>		
initial	^	^	fl0120_ini_33		<to_time_fin></to_time_fin>	(e.g., to "7pm")		
initial	^	^	fl0120_ini_34		<200ms sliend	ce>		
initial	If played closed time weekdays	for last group or	fl0120_ini_35		Except Federal holidays.			
initial	^		fl0120_ini_09		<1000ms slier	nce>		
initial	End hours playback		Note		[NOTE: End hours playback]			
initial	If fo_phone_ number 18007721213	= undefined OR	fl0120_ini_10		There is no direct phone number for this office.			
initial	^		fl0120_ini_11		<1000ms slience>			
initial	Else		fl0120_ini_12		And the phone number is			
initial	^		fl0120_ini_13		<fo number="" phone=""></fo>			
initial	^		fl0120_ini_14		<1000ms slience>			
initial	If office_location_ent	ry= =reentry	fl0120_ini_15			again, say 'Repeat that.' Otherwise, to search in a zip code, say 'Change Zip Code.' Or, if you're finished, inished.'		
initial	Else (office_location_	_entry=reentry)	fl0120_ini_16			a DIFFERENT zip code, say 'Change Z d, just say 'I'm finished.'	ip Code.' Or, if	
reprompt	If office_location_ent	ry= =reentry	fl0120_ree_02	1	My mistake. ` Finished'.	You can say 'Repeat That', 'Change Zip Code', or 'I'm		
reprompt	Else (office_location_	_entry=reentry)	fl0120_ree_02	2	My mistake. `	You can say 'Change Zip Code' or 'I'm	Finished'.	
Grammar								
Sample Expr	essions			DTN	1F	Reco Var/Option	Confirm	
i'm finished, i'r	m done			En-u 3	us: 2,3; Es-us:	<office_location_info_menu@impo rt finished></office_location_info_menu@impo 	If Necessary	
change zip co	de, different zip code			En-u 2	us: 1,2; Es-us:	<office_location_info_menu@impo rt change></office_location_info_menu@impo 	If Necessary	
repeat, repeat	t that			En-ι	us: 1; Es-us: 1	<office_location_info_menu@impo rt repeat></office_location_info_menu@impo 	Never	
Actions								

Option		Condition			Transition				
change		Always	Assign : fol_first_zip =true						
^		٨	Prompt : [fl0120_ All right. Let's look		goto : fl0100_GetZipCode_DM				
finished	shed Always Assign : fol_transaction_status =success		action_status =success						
٨		٨	Prompt : [fl0120_ All right.	_out_03]	Return to calling dialog : main [mm0320_FieldOfficeLocator_SD]				
Confirmati	on Prom	pts	-		1				
Option	Conditio	n	Name Wording						
change	Always		fl0120_cnf_ini_02	You'd like to search a differe	ent zip code, right?				
finished	Always		fl0120_cnf_ini_03	You're finished, right?					
Confirmati	on Recov	very Behavior							
See 1.3 Glob		-							
Recovery E	Behavior								
Туре		Condition	Action		Transition				
nomatch 1		If office_location_entry=reentry //If this is not the first time through, e.g., after the caller says repeat			Re-Recognition :				
nomatch 1		Else (office_location_entry= =reentry) //If this is the first time through		bu can say 'Repeat That' or Zip Code' or 2, OR say 'I'm	Re-Recognition :				
nomatch 2 If office_location_entry=reentry Prompt : [fl0120_nm2_01] //If this is not the first time Sorry. To search for a local offidifferent zip code, press 1. Or, press 2.		for a local office using a	Re-Recognition :						
nomatch 2		Else (office_location_entry= =reentry) //If this is the first time through	Prompt : [fl0120_nm2_02] Sorry. If you'd like to hear that information again, press 1. Otherwise, to search for a local office using a different zip code, press 2. Or, if your finished, press 3.		Re-Recognition :				
noinput 1		If office_location_entry=reentry //If this is not the first time through, e.g., after the caller says repeat	Prompt : [fl0120_ Sorry. You can sa 1, OR say 'I'm Fini	y 'Change Zip Code' or press	Re-Recognition :				
noinput 1		Else (office_location_entry= =reentry) //If this is the first time through	Prompt : [fl0120_ni1_02] You can say 'Repeat That' or press 1, 'Change Zip Code' or 2, OR say 'I'm Finished' or press 3.						
noinput 2		If office_location_entry=reentry //If this is not the first time through, e.g., after the caller says repeat	Prompt : [fl0120_ni2_01] Sorry. To search for a local office using a different zip code, press 1. Or, if your finished, press 2.		Sorry. To search for a local office using a different zip code, press 1. Or, if your finished,		Sorry. To search for a local office using a different zip code, press 1. Or, if your finished		Re-Recognition :
noinput 2		Else (office_location_entry= =reentry) //If this is the first time through	Prompt : [fl0120_ni2_02] Re-Recognition : Sorry. If you'd like to hear that information again, press 1. Otherwise, to search for a local office using a different zip code, press 2. Or, if your finished, press 3. Re-Recognition :						
nomatch 3		Always	Assign : transfer_	reason =error					
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	8_01] be having trouble.					
noinput 3		Always	Assign : transfer	reason =error					

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()

noinput 3	Always	Prompt : [gl_r Sorry, we seen	Prompt : [gl_ni3_01] - Sorry, we seem to be having trouble. -				
Commands: S	tate-Specific Behavior						
Туре	Condition	Action	Action			Transition	
repeat		Assign : office	Assign : office_location_entry =reentry			Re-Recognition : Reprompt	
Commands: C	Confirmations					•	
See 1.2 Global C	Commands						
Commands: G	Grammar						
Sample Express	sions			DTMF	Command		Confirm
repeat that, repe	at			9	repeat		Never
Config Param	eters						
Parameter			Value				
Developer Note	s						
The Spanish app	lication will never confirm.						

fl0125_CardCenterInfo_DM

CustomContext Recognition

Callers that indicated they needed a new Social Security card are given the address and phone number of the nearest card center correlating to the zip code they entered. They are then given the options to repeat, find a field office, search another zip code, or return to the main menu (finished).

Entering From

fl0105_CardCenterNeededQuestion_DM, fl0115_PhysicalZipCode_DM

Initial Prompts

Туре	Condition		Name	Wording	
initial	If card_center_info_firs t_entry=true	If card_center=brookly n OR card_center=queens		To apply for a new or replacement Social Security card, you'll need to visit one of the following card centers in your area. The Brookly Card Center is located at	
initial	٨	Else	fl0125_ini_02	To apply for a new or replacement social security card, you'll need to visit the Card Center in your area, which is located at	
initial	Else (card_center_info_fir st_entry=false)	lf card_center=brookly n OR card_center=queens	fl0125_ini_03	Sure. The Brooklyn Card Center is located at	
initial	^	Else	fl0125_ini_04	Sure. The Card Center is located at	
initial	Always	Always		<addrln_1> (plays silence instead of "Social Security")</addrln_1>	
initial	^		fl0125_ini_63	<addrln_3></addrln_3>	
initial	^		fl0125_ini_64	<addrln_2></addrln_2>	
initial	٨		fl0125_ini_65	<addrln_4></addrln_4>	
initial	^		fl0125_ini_66	<city28></city28>	
initial	٨		fl0125_ini_67	<st></st>	
initial	٨		fl0125_ini_68	<zip5></zip5>	
initial	Begin hours playback	Begin hours playback		[NOTE: If fo_hours_of_operation is NOT null, play the following hours prompts:]	
initial	Always	Always		<1000ms slience>	

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initial	^		fl0125 ini 08	The hours of operation are
initial	^		fl0125_ini_09	<100ms slience>
initial	^		fl0125_ini_10	NOTE: Cycle through for all day ranges.
initial	If playing more than two consecutive weekdays with the same operational hours	If Weekdays are Monday through Friday		Monday through Friday
initial	^	Else	fl0125_ini_12	<from_start_day_of_week_mid> (e.g., "Monday")</from_start_day_of_week_mid>
initial	^	^	fl0125_ini_16	<100ms slience>
initial	^	^	fl0125_ini_17	<to_end_day_of_week_comma> (e.g., "through Thursday")</to_end_day_of_week_comma>
initial	^	Always	fl0125_ini_18	<200ms silence>
initial	Else If playing two weekdays with the same operational hours (consecutive or not) OR More than two non- consecutive weekdays with the same operational hours	If playing last set of hours when there is more than 1 set (e.g, not when we *only* say Monday and Friday from 9am-5pm)	fl0125_ini_19	<and_start_day_of_week_mid> (e.g., "and monday")</and_start_day_of_week_mid>
initial	^	Else (Only one set of hours, OR not last set of hours OR Not last day in set) (cycle through until the last day in the set, including the pause)	fl0125_ini_20	<start_day_of_week_mid> (e.g., "Monday")</start_day_of_week_mid>
initial	^	Always	fl0125_ini_21	<100ms slience>
initial	^	Always if last day in set	fl0125_ini_22	<and_end_day_of_week_comma> (e.g., "and Friday")</and_end_day_of_week_comma>
initial	^	Always	fl0125_ini_23	<200ms silence>
initial	Else (playing weekdays one by one with different operational hours)	If NOT playing the last single day of the week. (cycle through until the last day in the set, including the pause)	fl0125_ini_26	<start_day_of_week_mid> (e.g., "Saturday")</start_day_of_week_mid>
initial	^	^	fl0125_ini_27	<100ms slience>
initial	^	If last single day of the week	fl0125_ini_28	<and_start_day_of_week_mid> (e.g., "and Sunday")</and_start_day_of_week_mid>
initial	^	Always	fl0125_ini_29	<200ms slience>
initial	If playing time	Always	fl0125_ini_30	<from_time_mid> (e.g., "from 7am")</from_time_mid>
initial	^	^	fl0125_ini_31	<100ms slience>
initial	^	^	fl0125_ini_32	<to_time_fin> (e.g., to "7pm")</to_time_fin>
initial	^	^	fl0125_ini_33	<200ms slience>
initial	If played closed time weekdays	for last group or	fl0125_ini_34	Except Federal holidays.

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initial	^		fl0125_ini_35	<1000ms slience>
initial	End hours playback		fl0125_ini_36	[NOTE: End hours playback]
initial	If card_center=brook card_center=queens	If card_center=brooklyn OR card_center=queens		<1000 ms silence>
initial	^		fl0125_ini_14	The Queens Card Center is located at
initial	^		fl0125_ini_15	<addrln_1> (plays silence instead of "Social Security")</addrln_1>
initial	^		fl0125_ini_69	<addrln_3></addrln_3>
initial	^		fl0125_ini_70	<addrln_2></addrln_2>
initial	^		fl0125_ini_71	<addrln_4></addrln_4>
initial	^		fl0125_ini_72	<city28></city28>
initial	^		fl0125_ini_73	<st></st>
initial	^		fl0125_ini_74	<zip5></zip5>
initial	Begin hours playback	K	fl0125_ini_37	[NOTE: If fo_hours_of_operation is NOT null, play the following hours prompts:]
initial	Always		fl0125_ini_38	<1000ms slience>
initial	^		fl0125_ini_39	The hours of operation are
initial	^		fl0125_ini_40	<100ms slience>
initial	^		fl0125_ini_41	NOTE: Cycle through for all day ranges.
initial	If playing more than two consecutive weekdays with the same operational hours	If Weekdays are Monday through Friday	fl0125_ini_42	Monday through Friday
initial	^	Else	fl0125_ini_43	<from_start_day_of_week_mid> (e.g., "Monday")</from_start_day_of_week_mid>
initial	^	^	fl0125_ini_44	<100ms slience>
initial	^	^	fl0125_ini_45	<to_end_day_of_week_comma> (e.g., "through Thursday")</to_end_day_of_week_comma>
initial	^	Always	fl0125_ini_46	<200ms silence>
initial	Else If playing two weekdays with the same operational hours (consecutive or not) OR More than two non- consecutive weekdays with the same operational hours	If playing last set of hours when there is more than 1 set (e.g, not when we *only* say Monday and Friday from 9am-5pm)	fl0125_ini_47	<and_start_day_of_week_mid> (e.g., "and monday")</and_start_day_of_week_mid>
initial	^	Else (Only one set of hours, OR not last set of hours OR Not last day in set) (cycle through until the last day in the set, including the pause)	fl0125_ini_48	<start_day_of_week_mid> (e.g., "Monday")</start_day_of_week_mid>
initial	^	Always	fl0125_ini_49	<100ms slience>
initial	^	Always if last day in set	fl0125_ini_50	<and_end_day_of_week_comma> (e.g., "and Friday")</and_end_day_of_week_comma>
initial	^	Always	fl0125_ini_51	<200ms silence>
initial	Else (playing	If NOT playing the	fl0125_ini_52	<start_day_of_week_mid> (e.g., "Saturday")</start_day_of_week_mid>

^ finished	^ Always		Prompt : [fl0125_out_01] All right. Let's look somewil Assign : fol_transaction_st				goto : fl0100_GetZipCo	ode_DM
change	card_cente Always	er_info_first_entry=true						
	lf		Assign : card	l_cen	ter_info_first_e	entry =false		
Option	Condition		Action				Transition	
Actions						Sumport rept		l
repeat, repea	at that				ıs:1; ES-us:1		 r_location_info_menu	Never
local office, l	ocal Social Security of	ice			ıs: 1,2; Es-us:			If Necessary
i'm finished, i	'm done			En-us: 3,4; Es-us: <card_< td=""><td><pre><card_center< pre=""></card_center<></pre></td><td colspan="2"><pre>Dimport change> card_center_location_info_menu Dimport finished></pre></td></card_<>		<pre><card_center< pre=""></card_center<></pre>	<pre>Dimport change> card_center_location_info_menu Dimport finished></pre>	
change zip c	ode, different zip code				ıs: 2,3; Es-us:		r_location_info_menu	If Necessary
Sample Exp	ressions			DTN	1F	Reco Var/Op	tion	Confirm
Grammar					Finished'.			
reprompt	Else (card_center_in	fo_first_entry=false)	fl0125_ree_02	2	My mistake. You can say 'Local Office', 'Change Zip Code', or 'I'm			
reprompt	If card_center_info_f	irst_entry=true	fl0125_ree_0	1	-	You can say 'Repeat That', 'Local Office', 'Change Zip		
initial	Else (card_center_in	fo_first_entry=false)	fl0125_ini_25		Now, for information about a local Social Security office, s Office.' To search in a DIFFERENT zip code, say 'Change Code.' Or, if you're finished, just say 'I'm Finished.'			
initial	If card_center_info_first_entry=true				To hear that again, say 'Repeat that.' Otherwise, for information about a local Social Security office, say 'Local Office.' To search in a DIFFERENT zip code, say 'Change Zip Code.' Or, if you're finished, just say 'I'm Finished.'			
initial	End hours playback		fl0125_ini_62		[NOTE: End h	ours playback		
initial	^		fl0125_ini_61		<1000ms slie	nce>		
initial	If played closed time weekdays	for last group or	fl0125_ini_60		Except Feder	al holidays.		
initial	^	^			<200ms slien			
initial	^	^			<to_time_fin></to_time_fin>	(e.g., to "7pm'	')	
initial	^ ^	^	fl0125_ini_57		<100ms slien		·	
initial	If playing time	Always	fl0125 ini 56			nid> (e.g., "fror	n 7am")	
initial	^	the week Always	fl0125_ini_55		<200ms slien	ce>		
initial	^	If last single day of	fl0125_ini_54				id> (e.g., "and Sunday")	
initial	∧	(cycle through until the last day in the set, including the pause)	fl0125_ini_53		<100ms slien	ce>		
	weekdays one by one with different operational hours)	last single day of the week.						

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field_office		Always	Assign : office_loo =from_card_cente	cation_entry r	goto : fl0120_OfficeLocationInfo_DM																		
Confirmatio	on Prom	pts																					
Option	Conditio	n	Name	Wording																			
field_office	Always		fl0125_cnf_ini_02	You'd like information about area, right?	a local Social Security office in your																		
change	Always		fl0125_cnf_ini_03	You'd like to search a differe	nt zip code, right?																		
finished	Always		fl0125_cnf_ini_04	You're finished, right?																			
Confirmatio	on Recov	very Behavior		·																			
See 1.3 Glob	al Confirm	ation																					
Recovery E	Behavior																						
Туре		Condition	Action		Transition																		
nomatch 1		If card_center_info_first_entry=true //If this is the first time through	press 1. 'Local Of	nm1_01] u can say 'Repeat That' or fice' or 2, 'Change Zip Code' 'inished' or press 4.	Re-Recognition :																		
nomatch 1		Else (card_center_info_first_entry=fal se) //If this is not the first time through, e.g., after the caller says repeat			Prompt : [fl0125_nm1_02] Let's try again. You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say		Re-Recognition :																
nomatch 2		If card_center_info_first_entry=true //If this is the first time through	Prompt : [fl0125_nm2_01] Re-Recognition : Sorry. For information about a local Social Security office in your area, press 1. To search using a different zip code, press 2. Or, if your finished, press 3.		Re-Recognition :																		
nomatch 2		Else (card_center_info_first_entry=fal se) //If this is not the first time through, e.g., after the caller says repeat			Sorry. For information about a local Social Security office in your area, press 1. To search using a different zip code, press 2. Or, if your		Re-Recognition :																
noinput 1		If card_center_info_first_entry=true //If this is the first time through	Prompt : [fl0125_ni1_01] You can say 'Repeat That' or press 1, 'Local Office' or 2, 'Change Zip Code' or3, OR say 'I'm Finished' or press 4.		You can say 'Repeat That' or press 1, 'Local Office' or 2, 'Change Zip Code' or3, OR say 'I'm		Re-Recognition :																
noinput 1		Else (card_center_info_first_entry=fal se) //If this is not the first time through, e.g., after the caller says repeat			Prompt : [fl0125_ni1_02] You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or		Re-Recognition :
noinput 2		If card_center_info_first_entry=true //If this is the first time through	again, press 1. Otherwise, for information about a local Social Security office in your area, press 2. To search using a different zip code,		Sorry. If you'd like to hear that information again, press 1. Otherwise, for information about a local Social Security office in your area press 2. To search using a different zip code,		Sorry. If you'd like to hear that information again, press 1. Otherwise, for information about a local Social Security office in your area		rue Sorry. If you'd like to hear that information again, press 1. Otherwise, for information about a local Social Security office in your area press 2. To search using a different zip code,		Sorry. If you'd like to hear that information again, press 1. Otherwise, for information about a local Social Security office in your area press 2. To search using a different zip code,		Re-Recognition :										
noinput 2		Else (card_center_info_first_entry=fal se) //If this is not the first time through, e.g., after the caller says repeat			Sorry. For information about a local Social Security office in your area, press 1. To search using a different zip code, press 2. Or, if your		Re-Recognition :																
nomatch 3		Always	Assign : transfer_	reason =error																			

nomatch 3	Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.				
noinput 3	Always	Assign : transfer	Assign : transfer_reason =error				
noinput 3	Always		Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.				
Commands: S	State-Specific Behavior	·					
Туре	Condition			Transition			
repeat		Prompt : [fl0125 Sure.	Prompt : [fl0125_repeat_01] Sure.			Re-Recognition : Reprompt	
Commands: C	Confirmations						
See 1.2 Global C	Commands						
Commands: C	Grammar						
Sample Expres	sions		DTMF	Command		Confirm	
repeat that, repe	at		9	repeat		Never	
Config Param	eters		•				
Parameter		Va	Value				
Developer Note	s	·					
The Spanish app	blication will never confirm.						

fl0135_FindFOFromZip_DB

Data Access						
Database hit to retrieve the closest field office based on the zip code the caller gave.						
Entering From						
fl0105_CardCenterNeededQuestion_DM, fl0102_EvaluateZipCode_E	DB					
Input parameters						
Parameter Value						
zipCode	The five digit zip code where the caller would like to search.					
Output parameters						
Variable	Description					
fl_hoursOfOperation	The field office hours of operation.					
fl_drivingDirections	Driving directions to the field office.					
fl_phoneNumber	The field office phone number.					
fl_serviceProvided	Services provided by the field office.					
fl_officeName	The name of the field office.					
fl_officeType	The type of field office.					
fl_officeTypeText						
fl_regionalOfficeNumber						
fl_officeOpenCloseSwitch						
fl_officeAddress	The field office's physical address.					
fl_addressType						
fl_streeAddressLine1						

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fl_streetAddressLine2	
fl_streetAddressLine3	
fl_streetAddressLine4	
fl_city	
fl_state	
fl_zip5	
fl_zip4	
fl_officeTelephone	
fl_telephoneNumber	
fl_telephoneExtension	
fl_faxNumber	
fl_faxNumberExtension	
fl_fieldOfficeStateAndCountyCode	
fl_openAndCloseDayOfWeek	
fl_openingTime24HourTime	
fl_closingTime24HourTime	
fl_wrapperForGeneralDirectionLines	
fl_generalDirectionLine	
Actions	

	Assign : office_location_entry =first Assign : fol_first_zip =false	goto : fl0120_OfficeLocationInfo_DM goto : fl0140_ZipFailedFirstTimeMsg_PP
	Assign : fol_first_zip =false	goto : fl0140_ZipFailedFirstTimeMsg_PP
ND fol_first_zip=false)		goto : fl0150_NoFOMsg_PP
	Assign : fol_transaction_status =failure	Return to calling dialog : main [mm0320_FieldOfficeLocator_SD]
/ Behavior		
/	Behavior	

Developer Notes

If no field office is mapped to the zip code provided, we need to log the zipcode and send it to SSA

fl0140_ZipFailedFirstTimeMsg_PP

Simple Play Prompt							
Informs the	caller that a field office was not foun	d (based	on the zip code that	t was given), but we	'll try searching again.		
Entering F	rom						
fl0135_FindFOFromZip_DB							
Initial Pro	ompts						
Туре	Condition		Name	Wording			
initial	Always		fl0140_out_01	Hmm I didn't find anything. Let's try this again.			
Actions							
Condition Action		Action			Transition		
Always		Assign :	sign : fol_zip_code_entry =not_found				

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Always		goto : fl0100_GetZipCode_DM			
Developer Notes					
-					

fl0150_NoFOMsg_PP

Simple Play Prompt						()
Informs the	e caller that a field office was no	ot found (based	on the zip code give	en), before transfer	ring the call to an agent.	
Entering F	From					
fl0135_Fin	dFOFromZip_DB					
Initial Pro	ompts					
Туре	Condition		Name	Wording		
initial	Always		fl0150_out_01	I'm sorry, but I can't seem to find a local office for the zip code you gave me		code you
Actions	·		•			
Condition		Action	tion		Transition	
Always		Assign :	fol_transaction_sta	atus =failure		
Always				Return to calling dialog : main [mm0320_FieldOfficeLocator_SI	D]	
Developer Notes						

2.8 KnowledgeBasedAuthentication Dialog

Knowledge Based Authentication will authenticate the caller by asking them a series of questions regarding their identity.

ka0100_ElementsCheck_DB

		Data Acce	ess		
checks backend to	determine which data eleme	nts are required.			
Entering From					
_	ntication_SD, mr0130_KBAuth			, ca0300_KBAuthentication_SD,	
Input parameter	'S				
Parameter			Value		
applicationName			The application mappe	d to this DNIS	
Output paramete	ers				
Variable			Description		
ka_collectSSN			Boolean to determine if the social security num	f the application requires the caller to au ber.	thenticate
ka_collectName			Boolean to determine it the first name.	f the application requires the caller to au	thenticate
ka_collectDateOfBi	rth		Boolean to determine it the date of birth.	f the application requires the caller to au	thenticate
ka_collectPlaceOfB	Birth		Boolean to determine if the application requires the caller to authentica the place of birth.		
ka_collectMothersN	/laidenName		Boolean to determine if the application requires the caller to authenticate the mother's maiden name.		
ka_collectPayment	Amount		Boolean to determine if the application requires the caller to authentication the payment amount.		thenticate
Actions					
Condition		Action		Transition	
success	If ka_collectSSN=true AND caller_ssn=NULL			goto : ka0105AttestFlagCheck_DS	
^	Elseif ka_collectName=true AND caller_first_name=NUL L OR caller_last_name=NUL L			goto : ka0105AttestFlagCheck_DS	
^	Elseif ka_collectDateOfBirth=t rue AND caller_dob=NULL			goto : ka0105AttestFlagCheck_DS	
٨	Elseif ka_collectMothersMaid enName=true AND caller_maiden_name= NULL			goto : ka0105AttestFlagCheck_DS	
^	Elseif ka_collectPlaceOfBirth			goto : ka0105AttestFlagCheck_DS	

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	=true AND caller pob=NULL						
^	Elseif ka_collectPaymentAmo unt=true AND caller_last_payment=N ULL		goto : ka0105AttestFlagCheck_DS				
^	Else (no information need to be collected)	Assign : kba_transaction_status =success	Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]				
failure		Assign : kba_transaction_status =failure	Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]				
Recovery Behavior							
See 1.1 Global Recove	ry Behavior						
Developer Notes							
The data elements that need to be collected for each ann is as follows:							

The data elements that need to be collected for each app is as follows:

Screen Pop (abr = 2): SSN

Claim Status: SSN, DOB

BEVE, MRC, or ReplacementBenefitStatement: SSN, Name, DOB

COA, DD, or Screen Splash (abr = 3) need all data elements: SSN, Name, DOB, POB, Mother's Maiden, PaymentAmount

ka0105__AttestFlagCheck_DS

Decision					
Checks whether the cal	ler should hear the attes	tation, perjury, and O.M.B. messages and transit	ions accordingly.		
Entering From					
ka0100_ElementsChec	k_DB				
Actions					
Condition		Action	Transition		
If play_attestation_flag	= true		goto : ka0110_AttestCheck_DS		
Else \\ if play_attestation_flag = false	If current_task=change_a ddress OR direct_deposit	Prompt : [ka0105_out_01] Before I can access your records, I'll need to ask a question or two to verify who you are, including the EXACT dollar amount of your last benefit payment.			
^	Else	Prompt : [ka0105_out_02]			

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		Before I can access your records, I'll need to ask a question or two to verify who you are.				
^	Always		goto : ka0300_SSNNull_DS			
Developer Notes						

ka0110_AttestCheck_DS

Decision							
Determine transition ba	sed on whether or not th	e attestation message has been	heard by the caller.				
Entering From	Entering From						
ka0105AttestFlagCh	eck_DS						
Actions							
Condition		Action	Transition				
If attestation_heard=fals	se		goto : ka0200_PreAttestationMsg_PP				
Elseif attestation_heard=true	If current_task=applicatio n_status AND application_status_OM B_heard=false		goto : ka0220_OMBNumber_PP				
^	Elseif current_task=applicatio n_status AND application_status_OM B_heard=true		goto : ka0300_SSNNull_DS				
٨	Elseif current_task= =application_status AND kba_OMB_heard=false	-	goto : ka0220_OMBNumber_PP				
٨	Else (current_task= =application_status AND kba_OMB_heard=true)		goto : ka0300_SSNNull_DS				
Developer Notes							

ka0200_PreAttestationMsg_PP

Simple Play Prompt						
Informs ca	llers that they will be asked some questions.					
Entering I	From					
ka0110_A	ttestCheck_DS					
Initial Pr	ompts					
Туре	Condition	Name	Wording			
initial	If current_task=change_address OR direct_deposit	ka0200_out_01	Before I can access your records, I'll need to ask a question or two to verify who you are, including the EXACT dollar amount of your last benefit payment.			
initial	Elseif current_task=screen_pop OR screen_splash	ka0200_out_02	I'm going to get someone to help you, but first I need to get some information.			
initial	Else	ka0200_out_03	Before I can access your records, I'll need to ask a question or two to verify who you are.			

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Actions					
Condition	Action	Transition			
Always		goto : ka0210_AttestationQuestion_DM			
Developer Notes					

ka0210_AttestationQuestion_DM

	Y	esNo Recog	nition		
Plays the	attestation message and asks callers to agree.				
Entering	From				
ka0200_P	reAttestationMsg_PP				
Initial Pr	ompts				
Туре	Condition	Name	Wording		
initial	If current_task=benefits_verification	ka0210_ini_0	Social Secur the Paperwo	ty is allowed to collect this information ty Act, and the collection meets the rk Reduction Act under O.M.B. number 0 0 5 9 5.' The whole process should	requirements of bers '0 9 6 0 0 5 9
initial	Elseif current_task=application_status	ka0210_ini_0	Social Secur the Paperwo	ity is allowed to collect this information ity Act, and the collection meets the rk Reduction Act under O.M.B. number process should take about 2 minute	requirements of ber '0 9 6 0 0 7 6
initial	Elseif current_task=change_address	ka0210_ini_0	Social Secur the Paperwo	ty is allowed to collect this information ty Act, and the collection meets the rk Reduction Act under O.M.B. number process should take about 5 minute	requirements of ber '0 9 6 0 0 5 9
initial	Elseif current_task=direct_deposit	ka0210_ini_0	Social Secur the Paperwo	ty is allowed to collect this information ity Act, and the collection meets the rk Reduction Act under O.M.B. number process should take about 5 minute	requirements of ber '0 9 6 0 0 5 9
initial	Elseif current_task=card_medicare	ka0210_ini_0	Social Secur the Paperwo	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 6.' The whole process should take about 4 minutes.	
initial	Elseif current_task=screen_pop	ka0210_ini_0	O6 Social Security is allowed to collect this information under Social Security Act, and the collection meets the requirem the Paperwork Reduction Act under O.M.B. number '0 9 6 6.' The whole process should take about one minute.		requirements of ber '0 9 6 0 0 5 9
initial	Elseif current_task=screen_splash	ka0210_ini_0	 Social Security is allowed to collect this information und Social Security Act, and the collection meets the requir the Paperwork Reduction Act under O.M.B. number '0 6.' The whole process should take about 4 minutes. 		requirements of ber '0 9 6 0 0 5 9
initial	Else (current_task=benefits_statement)	ka0210_ini_0	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirement the Paperwork Reduction Act under O.M.B. number '0 9 6 (6.' The whole process should take about 4 minutes.		requirements of ber '0 9 6 0 0 5 9
initial	Always	ka0210_ini_0			
initial	^	ka0210_ini_1	0 To hear deta Reduction Ad	To hear detailed information about the Privacy Act or Paperwork Reduction Act, say 'More Information.' Otherwise, say 'Continue.'	
Gramma	ur				
Sample E	xpressions		DTMF	Reco Var/Option	Confirm
more infor	mation		1	<attestation_question< td=""><td>If Necessary</td></attestation_question<>	If Necessary

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						more informa	tion>	
continue	continue			2				Never
Actions				-				
Option		Condition	Action				Transition	
Always		If current_task=application_status	Assign : app	licatio	on_status_OME	3_heard =true		
^		Else (current_task= =application_status)	Assign : kba	OMI	3_heard =true			
more_informat	ion	Always					goto : ka0225_WhichA	ctDetails_DM
continue		Always					goto : ka0270_Perjury	Message_DM
Confirmation	n Prom	ots						
Option	Conditio	n	Name		Wording			
more_informa tion	Always		ka0210_cnf_i 1	ni_0	You want to h Reduction Act		nation on the Privacy A	ct or Paperwork
Confirmation	n Recov	very Behavior						
See 1.3 Globa	l Confirm	ation						
Recovery Be	ehavior							
Туре		Condition	Action				Transition	
nomatch 1		Always		ıYo	_nm1_01] u can say 'Mor ' 'Continue', or		Re-Recognition :	
nomatch 2		٨	about the Priv	l like /acy /	_nm2_01] to hear detailed Act or Paperwo rwise, press 2.		Re-Recognition :	
nomatch 3		Always	Assign : tran	sfer_	reason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see		_01] be having troul	ble.		
noinput 1		٨	Privacy Act of	hear Pap ition'	more informat erwork Reducti or press 1. Oth	ion Act say	Re-Recognition :	
noinput 2		٨	Sorry. If you'd about the Priv					
noinput 3		Always	Assign : tran	sfer_	reason =error			
noinput 3		Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.		ble.			
Commands:	State-S	Specific Behavior						
See 1.2 Globa	l Comma	nds						
Commands:	Confir	mations						
See 1.2 Globa	l Comma	nds						
Config Para	meters							
Parameter				Valu	ıe			
Developer No	tes							

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ka0220_OMBNumber_PP

Simple Play Prompt

Reads back the Office of Management and Budget (O.M.B.) clearance numbers and the process time for the requested application.

Entering From

ka0110_AttestCheck_DS

Initial Prompts						
Condition		Name	Wording			
If current_task=benefits_verificati	on	ka0220_out_01	Paperwork Reduct	collection meets the requirements of the ion Act under O.M.B. numbers '0 9 6 0 0 5 9 6' 5' The process should take about 4 minutes.		
Elseif current_task=application_s	tatus	ka0220_out_02	So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 ' The whole process should take about 2 minutes.			
Elseif current_task=change_address		ka0220_out_03	Paperwork Reduct	collection meets the requirements of the ion Act under O.M.B. number '0 9 6 0 0 5 9 6.' d take about 5 minutes.		
Elseif current_task=direct_deposit		ka0220_out_04	So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 The process should take about 5 minutes.			
Elseif current_task=card_medicare		ka0220_out_05	So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The process should take about 4 minutes.			
Elseif current_task=screen_pop		ka0220_out_06	Paperwork Reduct	collection meets the requirements of the ion Act under O.M.B. number '0 9 6 0 0 5 9 6.' d take about one minute.		
Elseif current_task=screen_splash ka		ka0220_out_07	So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6. The process should take about 4 minutes.			
Else (current_task=benefits_statement)		ka0220_out_08	So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The process should take about 4 minutes.			
Actions						
	Action			Transition		
sk=benefits_verification	Assign :	i gn : kba_OMB_heard =true				
	Condition If current_task=benefits_verification_s Elseif current_task=application_s Elseif current_task=change_addr Elseif current_task=change_addr Elseif current_task=direct_depose Elseif current_task=card_medica Elseif current_task=screen_pop Elseif current_task=screen_splase Elseif current_task=benefits_state	Condition If current_task=benefits_verification Elseif current_task=application_status Elseif current_task=change_address Elseif current_task=change_address Elseif current_task=direct_deposit Elseif current_task=card_medicare Elseif current_task=screen_pop Elseif current_task=screen_splash Else (current_task=benefits_statement) Else (current_task=benefits_statement)	Condition Name If current_task=benefits_verification ka0220_out_01 Elseif current_task=application_status ka0220_out_02 Elseif current_task=change_address ka0220_out_03 Elseif current_task=change_address ka0220_out_04 Elseif current_task=direct_deposit ka0220_out_04 Elseif current_task=card_medicare ka0220_out_05 Elseif current_task=screen_pop ka0220_out_06 Elseif current_task=benefits_statement) ka0220_out_08	Condition Name Wording If current_task=benefits_verification ka0220_out_01 So you know, this Paperwork Reduct and '0 9 6 0 0 5 9 st Elseif current_task=application_status ka0220_out_02 So you know, this Paperwork Reduct The whole process Elseif current_task=change_address ka0220_out_03 So you know, this Paperwork Reduct The process shoul Elseif current_task=direct_deposit ka0220_out_04 So you know, this Paperwork Reduct The process shoul Elseif current_task=card_medicare ka0220_out_04 So you know, this Paperwork Reduct The process shoul Elseif current_task=screen_pop ka0220_out_05 So you know, this Paperwork Reduct The process shoul Elseif current_task=screen_splash ka0220_out_06 So you know, this Paperwork Reduct The process shoul Elseif current_task=benefits_statement) ka0220_out_07 So you know, this Paperwork Reduct The process shoul		

Condition	Action	Transition
If current_task=benefits_verification	Assign : kba_OMB_heard =true	
Elseif current_task=application_status	Assign : application_status_OMB_heard =true	
Elseif current_task=change_address	Assign : kba_OMB_heard =true	
Elseif current_task=direct_deposit	Assign : kba_OMB_heard =true	
Elseif current_task=card_medicare	Assign : kba_OMB_heard =true	
Elseif current_task=screen_pop	Assign : kba_OMB_heard =true	
Elseif current_task=screen_splash	Assign : kba_OMB_heard =true	
Else (current_task=benefits_statement)	Assign : kba_OMB_heard =true	
Always		goto : ka0300_SSNNull_DS
Developer Notes		

Developer Notes

Prompt ka0220_out_06 should never actually be reached in this state because if they've already gone through kba once then the SSN should have already been collected and a caller with task = screen pop would not reach this state. Same with prompt ka0220_out_06 and second time through main menu because all other elements already collect SSN and DOB.

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ka0225_WhichActDetails_DM

			CustomContext R	eco	gnition			<u>)</u>
Disambiguate	s to deter	mine if the caller wants	to hear the Privacy Act, P	Paper	work Reduction	n Act, or both.		
Entering Fro	m							
ka0210_Attes	tationQue	estion_DM						
Initial Prom	pts							
Туре	Conditio	on	Name		Wording			
initial	Always		ka0225_ini_0.	1		e to hear a det eduction Act, o	ailed statement of the Pr r Both?	ivacy Act,
Grammar								
Sample Expr	essions			DTN	ЛF	Reco Var/Op	tion	Confirm
privacy act				1		<which_act_< td=""><td>details privacy_act></td><td>If Necessary</td></which_act_<>	details privacy_act>	If Necessary
paperwork red	duction ac	st		2		<which_act_< td=""><td>details paperwork_act></td><td>If Necessary</td></which_act_<>	details paperwork_act>	If Necessary
both				3		<which_act_< td=""><td>details both></td><td>If Necessary</td></which_act_<>	details both>	If Necessary
neither				4		<which_act_< td=""><td>details neither></td><td>If Necessary</td></which_act_<>	details neither>	If Necessary
Actions								
Option		Condition	Action				Transition	
privacy_act		Always	Prompt : [ka All right.	0225	_out_01]		goto : ka0230_Privacy/	ActDetails_DI
paperwork_ac	t	Always	Prompt : [ka All right.	0225	_out_02]		goto : ka0240_PaperworkActDetails_DM	
both		Always	Assign : attes	statio	n_act_details =	=both		
٨		^	Prompt : [ka All right. We'l	Prompt : [ka0225_out_03] All right. We'll start with the Privacy Act.		goto : ka0230_PrivacyActDetails_DI		
neither		Always	Prompt : [ka All right.	Prompt : [ka0225_out_04] All right.			goto : ka0270_PerjuryMessage_DM	
Confirmatio	on Prom	pts						
Option	Conditio	on	Name		Wording			
privacy_act	Always		ka0225_cnf_i 1	ni_0	You'd like to h	near details of t	the Privacy Act, right?	
paperwork_a ct	Always		ka0225_cnf_i 2	ni_0	You'd like to h	near details of t	the Paperwork Reduction	Act, right?
both	Always		ka0225_cnf_i 3	ni_0	You want to h	ear the details	of both, right?	
neither	Always		ka0225_cnf_i 4	ni_0	You don't war	nt to hear eithe	r, is that right?	
Confirmatio	on Reco	very Behavior						
See 1.3 Globa	al Confirm	ation						
Recovery B	ehavior							
Туре		Condition	Action				Transition	
nomatch 1		Always		nYo erwor	u can say 'Priv k Reduction A		Re-Recognition :	
nomatch 2		^		want	_nm2_01] to hear a detai press 1. To he		Re-Recognition :	
Nuance Comr	nunication	26	Social Soci	urity /	Administration		D	age 249 of 3

		Paperwork Reduction Act, press 2. To hear both, press 3. Or, if you don't want to hear either, press 4.			
nomatch 3	Always	Assign : trans	sfer_reason =error		
nomatch 3	Always	Prompt : [gl_ Sorry, we see	nm3_01] m to be having trouble.		
noinput 1	^		0225_ni1_01] Privacy Act' or press 1, eduction Act' press 2, 'Both' 3, OF	Re-Recognition :	
noinput 2	^	of the Privacy Paperwork Re	want to hear a detailed statement Act, press 1. To hear the eduction Act, press 2. To hear Or, if you don't want to hear	Re-Recognition :	
noinput 3	Always	Assign : tran	sfer_reason =error		
noinput 3	Always	Prompt : [gl_ Sorry, we see	ni3_01] m to be having trouble.		
Commands: S	tate-Specific Behavior				
See 1.2 Global C	ommands				
Commands: C	onfirmations				
See 1.2 Global C	ommands				
Config Parame	eters				
Parameter			Value		
Developer Notes	5				

ka0230_PrivacyActDetails_DM

	Recognition

Plays the deta	Plays the details of the Privacy Act, with the option to skip the message at anytime during the playback.								
Entering Fro	Entering From								
ka0225_Whic	hActDetails_DM, ka0260_PaperworkEndl	Menu_DM							
Initial Prom	pts								
Туре	Condition	Name	Wording						
initial	Always	ka0230_ini_01	To skip to the end of the message, at any time, just say 'Skip It'.						
initial	^	ka0230_ini_02	<500ms slience>						
initial	^	ka0230_ini_03	Privacy Act Statement.						
initial	^	ka0230_ini_04	<500ms slience>						
initial	^	ka0230_ini_05	Collection and Use of Personal Information.						
initial	^	ka0230_ini_06	<500ms slience>						
initial	^	ka0230_ini_07	Sections 'two zero five A' and 'one one zero six' of the Social Security Act, as amended, authorize us to collect certain information to permit access to our automated telephone applications to report, use, or submit claims related information to us. You do not have to use our telephone services and your responses to the questions we ask are voluntary. Failure to						

()

^

initial

Initial			ka0230_III	_08	< 500ms silen				
initial	^		ka0230_ini	i_09	We rarely use the information you give us for any purpose of than to grant access to our automated telephone services ar claims related business transactions. However, we may use information you give us for the administration and integrity of programs. We may also disclose information to another pers to another agency in accordance with approved routine uses include, but are not limited to, the following: first, to comply w Federal laws requiring the release of information from Social Security records (e.g. to the Government Accountability Offic Department of Veterans Affairs); second, to facilitate statistic research, audit , or investigative activities necessary to assu integrity and improvement of Social Security programs; third, respond to a request on your behalf from a Congressional of the Office of the President; and fourth, to other Federal agen and our contractors, including external data sources, to assis efficiently administering our programs.				
initial	^		ka0230_ini	i_10	<500ms slien	ce>			
initial	^		ka0230_ini	i_11	programs. M kept by other use the inforr person's eligi programs and	We may also use the information you give us in comp programs. Matching programs compare our records kept by other Federal, State, or local government age use the information from these programs to establish person's eligibility for federal-funded or administered programs and for repayment of incorrect payments or debts under these programs.		ds with records agencies. We sh or verify a ed benefit	
initial	٨		ka0230_ini	i_12	<500ms slien	ce>			
initial	^		ka0230_ini	i_13	Privacy Act S System numb information re information, a our website a	A complete list of routine uses for this information is availa Privacy Act System of Records Notice entitled, Claims Fol System number 'six zero dash zero zero eight nine.' Addit information regarding this information collection, routine us information, and other Social Security programs are availa our website at 'social security dot G O V' or at your local S Security office.		ims Folder .' Additional utine uses of e available on	
initial	^		ka0230_ini	i_14	<500ms slience>				
Grammar									
Sample Expr	ressions			DTI	ИF	Reco Var/Op	tion	Confirm	
skip it, skip				1	1 <privacy_de< td=""><td colspan="2">tails skip_it> If Necessary</td></privacy_de<>		tails skip_it> If Necessary		
Actions									
Option		Condition	Action				Transition		
skip_it		Always					goto : ka0250_PrivacyEndMenu_DM		
Confirmatio	on Prom	ots							
Option	Conditio	n	Name		Wording				
skip_it	Always ka0230_cnf_ini_ 1		nf_ini_0	You want to skip to the end of the Privacy Act details, right?					
Confirmatio	on Recov	very Behavior							
See 1.3 Globa	al Confirm	ation							
Recovery B	Behavior								
Туре		Condition	Action				Transition		
nomatch 1 Always		say 'Skip It	one liste	ning to the me	ssage you can e Under the facts needed	Re-Recognition :			

ka0230_ini_08

<500ms slience>

provide the information, however, will prevent you from using our automated telephone services.

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		information yo facts is volunt may not be at you want. The	tify who you are and provide the ou requested. Giving us these ary. However, without them we ble to give you the information that a Social Security Administration e information for any other			
nomatch 2	Always	Prompt : [ka Let's continue	0230_nm2_01] 	goto : ka0250_PrivacyEndMenu_DM		
noinput 1	Always	Prompt : [ka Let's continue		goto : ka0250_PrivacyEndMenu_DM		
Commands: St	tate-Specific Behavior	•				
See 1.2 Global Co	ommands					
Commands: Co	onfirmations					
See 1.2 Global Co	ommands					
Config Parame	eters					
Parameter			Value			
maxnoinputstotal			0			
Developer Notes						

ka0240_PaperworkActDetails_DM

CustomContext Recognition										
Plays the details of the Paperwork Reduction Act, with the option to skip the message at anytime during the playback.										
Entering Fro	Entering From									
ka0225_Whic	hActDetai	ls_DM, ka0250_PrivacyEndMe	enu_DM							
Initial Prom	pts									
Туре	Conditio	n	Name		Wording					
initial	Always		ka0240_ini_0:	1	To skip to the	end of the me	ssage, at any time, just s	ay 'Skip It'.		
initial	^		ka0240_ini_02	2	<500ms sliend	ce>				
initial	^		ka0240_ini_0	3	Paperwork Re	eduction Act St	atement:			
initial	^		ka0240_ini_04	4	<500ms sliend	ce>				
initial ^		ka0240_ini_0!	ō	This information collection meets the requirements of 44 U.S Section three five zero seven, as amended by section 2 of th Paperwork Reduction Act of 1995. You do not need to answ these questions unless we present a valid Office of Manager and Budget control number. Send comments relating to our estimate to: SSA, 6401 Security Boulevard, Baltimore, Mary 21235-6401.		n 2 of the to answer lanagement g to our time				
initial	^		ka0240_ini_0	6	<500ms slience>					
Grammar										
Sample Expr	ressions			DTN	ИF	Reco Var/Option Conf		Confirm		
skip it, skip				1		<pre><paperwork_details skip_it=""></paperwork_details></pre>		If Necessary		
Actions										
Option		Condition	Action				Transition			
skip_it		Always	goto : ka0260_PaperworkEndMe				Menu_DM			

Confirmati	on Prom	pts				
Option	Conditio	on	Name	Wording		
skip_it	Always		ka0240_cnf_ini_0 1	You want to skip to the end of the Paperwork Reduction Act or right?		
Confirmati	on Recov	ery Behavior				
See 1.3 Glob	al Confirm	ation				
Recovery	Behavior	_				
Туре		Condition	Action		Transition	
nomatch 1			say 'Skip It' or pres Paperwork Reduct information collect of 44 U.S.C. Section amended by section Reduction Act of 1 answer these quest valid Office of Mar number. Send con	ning to the message you can as 1. OtherwiseThe tion Act Statement ion meets the requirements on three five zero seven, as on 2 of the Paperwork .995. You do not need to stions unless we present a nagement and Budget control mments relating to our time 6401 Security Boulevard,	Re-Recognition :	
nomatch 2			Prompt : [ka0240 Let's continue)_nm2_01]	goto : ka0260_PaperworkEndMenu_DM	
noinput 1		Always			goto : ka0260_PaperworkEndMenu_DM	
Command	s: State-S	Specific Behavior				
See 1.2 Glob	oal Comma	nds				
Command	s: Confiri	mations				
See 1.2 Glob	oal Comma	nds				
Config Par	ameters					
Parameter			Val	ue		
maxnoinputs	total		0			
Developer N	lotes					

ka0250_PrivacyEndMenu_DM

	Cus	stomContext Rec	ognition
After the F	Privacy Act details are heard this end menu	u gives the options to re	epeat, hear the Paperwork Reduction Act, or continue.
Entering	From		
ka0230_P	rivacyActDetails_DM		
Initial Pr	ompts		
Туре	Condition	Name	Wording
initial	If attestation_act_details = both	ka0250_ini_01	To hear that again, say 'Repeat That.' To go ahead and hear the 'Paperwork Reduction' Act now, say 'Paperwork.' Otherwise, say 'Continue.'
initial	Else	ka0250_ini_02	To hear that again, say 'Repeat That.' To hear the 'Paperwork Reduction' Act, say 'Paperwork.' Otherwise, say 'Continue.'
Gramma	ur internet		

Sample Expr	ressions			DTN	//F	Reco Var/Op	tion	Confirm
repeat that, re	epeat			1		<privacy_end< td=""><td>d_menu repeat></td><td>If Necessary</td></privacy_end<>	d_menu repeat>	If Necessary
paperwork red	duction ac	t		2		<privacy_end paperwork_ad</privacy_end 		If Necessary
continue				3		<privacy_end< td=""><td>menu continue></td><td>If Necessary</td></privacy_end<>	menu continue>	If Necessary
Actions								
Option		Condition	Action				Transition	
continue		Always					goto : ka0270_Perju	ryMessage_DM
paperwork_ad	ct	Always					goto : ka0240_PaperworkA	ctDetails_DM
Confirmatio	on Prom	pts						
Option	Conditio	on	Name		Wording			
repeat	Always		ka0250_cnf_i 1	ni_0	You want to he	ar the Privacy	/ Act details again, rig	ht?
paperwork_a ct	Always		ka0250_cnf_i 2	ni_0	You'd like to he	ear details of t	the Paperwork Reduction Act, right?	
continue	Always		ka0250_cnf_i 3	ni_0	You want to co	ntinue, right?		
Confirmatio	on Reco	very Behavior	·		•			
See 1.3 Globa	al Confirm	ation						
Recovery B	Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always		n Y erwor	ou can say 'Rep k Reduction Act		Re-Recognition :	
nomatch 2		Always	Prompt : [ka Let's keep go		_nm2_01]		goto : ka0270_Perju	ryMessage_DM
noinput 1		Always	Prompt : [ka Let's keep go		_ni1_01]		goto : ka0270_Perju	ryMessage_DM
Commands	: State-S	Specific Behavior	·					
Туре		Condition	Action				Transition	
repeat			Prompt : [ka Sure.	0250	_repeat_01]		goto : ka0230_Priva	cyActDetails_DM
Commands	: Confir	mations						
See 1.2 Globa	al Comma	inds						
Config Para	ameters							
Parameter				Valu	le			
 Developer Ne	otes							

ka0260_PaperworkEndMenu_DM

CustomContext Recognition	
After the Paperwork Reduction Act details are heard this end menu gives the options to repeat, hear the Privacy Act, or continue.	
Entering From	

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ka0240_Pape	erworkAct	Details_DM						
Initial Prom	npts							
Туре	Conditio	on	Name		Wording			
initial	Always		ka0260_ini_0	1	To hear that again, say 'Repeat That.' To hear the 'Privacy' Ac 'Privacy.' Otherwise, say 'Continue.'			Privacy' Act, s
Grammar								
Sample Expl	ressions			DTI	ЛF	Reco Var/Op	tion	Confirm
repeat that, r	epeat			1		<paperwork_< td=""><td>_end_menu repeat></td><td>If Necessar</td></paperwork_<>	_end_menu repeat>	If Necessar
privacy act				2		<paperwork_ privacy_act></paperwork_ 	_end_menu	If Necessar
continue				3		<paperwork_< td=""><td>_end_menu continue></td><td>If Necessar</td></paperwork_<>	_end_menu continue>	If Necessar
Actions								
Option		Condition	Action				Transition	
continue							goto : ka0270_Perjury	Message_DM
privacy							goto : ka0230_Privacy	ActDetails_D
Confirmatio	on Prom	pts						
Option	Conditio	on	Name		Wording			
repeat	Always		ka0260_cnf_i 1	ni_0	You want to h	ear the Paper	vork Reduction Act deta	ils again, righ
privacy_act	Always		ka0260_cnf_i 2	ni_0	You'd like to h	near details of t	he Privacy Act, right?	
continue	Always		ka0260_cnf_i 3	ni_0	You want to c	ontinue, right?		
Confirmatio	on Recov	very Behavior			•			
See 1.3 Glob	al Confirm	ation						
Recovery E	Behavior							
Туре		Condition	Action				Transition	
nomatch 1		Always		n Y acy A	ou can say 'Re ct' or press 2, 0		Re-Recognition :	
nomatch 2		Always	Prompt : [ka Let's keep go		_nm2_01]		goto : ka0270_Perjury	Message_DN
noinput 1		Always	Prompt : [ka Let's keep go				goto : ka0270_Perjury	Message_DN
Commands	s: State-S	Specific Behavior						
Туре		Condition	Action				Transition	
repeat			Prompt : [ka Sure.	0260	_repeat_01]		goto : ka0240_PaperworkAct	Details_DM
Commands	s: Confiri	mations						
See 1.2 Glob	al Comma	nds						
Config Para	ameters							
Parameter				Valu	ue			
Developer N	otes							
-								

ka0270_PerjuryMessage_DM

		YesNo Recog	Inition			(
Plays the pe	erjury disclaimer to the caller and ve	rifies they understand an	d agree to the	terms.		
Entering Fr	rom					
ka0210_Atte	estationQuestion_DM,ka0225_Wh	ichActDetails_DM, ka02	50_PrivacyEndl	Menu_DM,ka0260		DM
Initial Pro	mpts					
Туре	Condition	Name	Wording	,		
initial	Always	ka0270_ini_0	ka0270_ini_01 Please note that any person w an effort to alter or obtain infor Administration may be punishe Do you understand and agree		formation from the Socia shed by a fine or impriso	al Security
Grammar			i			-1
Sample Ex	pressions		DTMF	Reco Var/Op	tion	Confirm
yes			1	<perjury_me< td=""><td>ssage_yesno yes></td><td>Never</td></perjury_me<>	ssage_yesno yes>	Never
no			2	<perjury_me< td=""><td>ssage_yesno no></td><td>Never</td></perjury_me<>	ssage_yesno no>	Never
Actions						
Option	Condition	Action			Transition	
yes	Always	Assign : atte	station_confirm	ed =true		
٨	^		.0270_out_01] s. Let's keep ge	oing.	goto : ka0300_SSNN	ull_DS
no	Always	Assign : atte	station_confirm	ed =declined		
٨	^	Assign : kba =attestation_c	_transaction_st declined	atus		
^		Without your	0270_out_02] agreement, I w hing that require mation.	Return to calling dial BenefitsVerification [bv0130_KBAuthentica ChangeOfAddress [ca0300_KBAuthentica ClaimStatusRequests [cs0110_KBAuthentica DirectDeposit [dd0300_KBAuthentica MedicareReplacement [mr0130_KBAuthentica ReplacementBenefitSt [rb0300_KBAuthentica main [mm3005_KBAuthentica	ation_SD] ation_SD] ation_SD] Card ation_SD] atement tion_SD]	
Recovery Type	Behavior	Action			Transition	
nomatch 1	Always	Prompt : [ka		rstand and agree	Re-Recognition :	
nomatch 2	٨	Sorry. To hea DO understar		in, press 9. If you the terms, press 1	Re-Recognition :	
nomatch 3	Always	Assign : tran	sfer_reason =e	rror		
nomatch 3	Always	Prompt : [gl_ Sorry, we see	_nm3_01] em to be having	trouble.		

noinput 1	Λ	say 'Yes' or p	0270_ni1_01] lerstand and agree to the terms, ress 1. If you DON'T understand em, say 'No' or press 2.	Re-Recognition :	
noinput 2	^	understand a	0270_ni2_01] r the terms again, press 9. If you nd agree to the terms, press 1. If nderstand or agree to them, press	Re-Recognition :	
noinput 3	Always	Assign : tran	sfer_reason =error		
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] m to be having trouble.		
Commands: S	tate-Specific Behavior			•	
See 1.2 Global C	commands				
Commands: C	confirmations				
See 1.2 Global C	commands				
Config Param	eters				
Parameter			Value		
Developer Note	S				

ka0300_SSNNull_DS

Decision						
Determines transition, based on the value of the caller_ssn variable.						
Entering From						
ka0110_AttestCheck_E	DS, ka0220_OMBNum	ber_PP, ka0270_PerjuryMessage_DM, ka0105	AttestFlagCheck_DS			
Actions						
Condition		Action	Transition			
If ka_collectSSN=true	If caller_ssn=NULL		goto : ka0310_GetSSN_DM			
٨	Else (caller_ssn= =NULL)		goto : ka0320_NameNull_DS			
Else	Always		goto : ka0320_NameNull_DS			
Developer Notes		·	•			

ka0310_GetSSN_DM

	SocialSecurity Recognition					
Collects the caller's Social Security number.						
Entering I	From					
ka0300_SSNNull_DS						
Initial Pr	ompts					
Туре	Condition	Name	Wording			
initial	If current_task=screen_pop	ka0310_ini_01	What's your Social Security Number?			
initial	Else (current_task= =screen_pop)	ka0310_ini_02	First, what's your Social Security number?			

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reprompt	(after repeat or disconfirmation)	ka0310_ree_01	Tell me you keypad.	r Social Security	number or enter it on	your phone's
Grammar						
Sample Ex	pressions	DT	MF	Reco Var/Op	tion	Confirm
[9-digits]		[9-	digits]	<get_ssn <ss<="" td=""><td>sn>></td><td>Always</td></get_ssn>	sn>>	Always
repeat, repe // repeat	eat that	9		<get_ssn rep<="" td=""><td>eat></td><td>Never</td></get_ssn>	eat>	Never
Actions						
Option	Condition	Action			Transition	
[9-digit strin	g] Always	Assign : caller_s	sn = <ssn></ssn>			
^	^	Prompt : [ka031 Thanks.	0_out_01]		goto : ka0320_Nam	eNull_DS
repeat	Always	Prompt : [ka031 Sure.	0_out_02]		Re-Recognition : R	eprompt
Confirmat	tion Prompts					
Option	Condition	Name	Wording			
ssn		ka0310_cnf_ini_0 1	Just to mak	e sure, your Soc	ial Security number is	·
		ka0310_cnf_ini_0 2	[ssn]			
	Always	gl_cnf_ini_02	Right?			
Confirmat	tion Recovery Behavior					
See 1.3 Glo	bal Confirmation					
Recovery	Behavior					
Туре	Condition	Action			Transition	
nomatch 1	Always	Prompt : [ka031	10_nm1_01] Please say or enter your nine- urity number, one digit at a time.			
		Let's try again	Please say or		Re-Recognition :	
nomatch 2	^	Let's try again	Please say or ity number, or 0_nm2_01] er the nine dig	ne digit at a time.	Re-Recognition : Re-Recognition :	
	^ Always	Let's try again I digit Social Secur Prompt : [ka031 Sorry. Please ent	Please say or ity number, or 0_nm2_01] er the nine dig umber now.	ne digit at a time. gits of your		
nomatch 3		Let's try again I digit Social Secur Prompt : [ka031 Sorry. Please ent Social Security nu	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =errc 3_01]	ne digit at a time. gits of your or	Re-Recognition :	
nomatch 3 nomatch 3	Always	Let's try again I digit Social Secur Prompt : [ka031 Sorry. Please ent Social Security nu Assign : transfer Prompt : [gl_nm	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =erro 3_01] o be having tro 0_ni1_01] say your nine- like this: five	ne digit at a time. gits of your or ouble. digit Social	Re-Recognition :	
nomatch 3 nomatch 3 noinput 1	Always Always	Let's try again I digit Social Secur Sorry. Please ent Social Security nu Assign : transfer Prompt : [gl_nm Sorry, we seem to Prompt : [ka031 Please key-in or s Security number,	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =errc 3_01] o be having tro 0_ni1_01] say your nine- like this: five o three. 0_ni2_01] ter the nine di	ne digit at a time. gits of your or ouble. digit Social six seven, eight	Re-Recognition :	
nomatch 3 nomatch 3 noinput 1 noinput 2	Always Always	Let's try again I digit Social Secur Sorry. Please ent Social Security nu Assign : transfer Prompt : [gl_nm Sorry, we seem to Prompt : [ka031 Please key-in or s Security number, nine, zero one two Prompt : [ka031 Sorry. Please ent	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =erro 3_01] b be having tro 0_ni1_01] say your nine- like this: five o three. 0_ni2_01] ter the nine di umber now.	ne digit at a time. gits of your ouble. digit Social six seven, eight igits of your	Re-Recognition : Re-Recognition :	
nomatch 3 nomatch 3 noinput 1 noinput 2 noinput 3	Always Always ^ ^	Let's try again digit Social Secur Prompt : [ka031 Sorry. Please ent Social Security nu Assign : transfer Prompt : [gl_nm Sorry, we seem to Prompt : [ka031 Prompt : [ka031 Please key-in or s Security number, nine, zero one tww Prompt : [ka031 Sorry. Please en Social Security number	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =erro 3_01] o be having tro 0_ni1_01] say your nine- like this: five o three. 0_ni2_01] ter the nine di umber now. _reason =erro _01]	ne digit at a time. gits of your ouble. digit Social six seven, eight gits of your	Re-Recognition : Re-Recognition : Re-Recognition :	
nomatch 3 nomatch 3 noinput 1 noinput 2 noinput 3 noinput 3	Always Always ^ ^ Always	Let's try again digit Social Secur Prompt : [ka031 Sorry. Please ent Social Security nu Assign : transfer Prompt : [gl_nm Sorry, we seem to Prompt : [ka031 Please key-in or s Security number, nine, zero one two Prompt : [ka031 Sorry. Please en Social Security number, nine, zero one two Prompt : [ka031 Sorry. Please en Social Security nu Assign : transfer Prompt : [gl_ni3	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =erro 3_01] o be having tro 0_ni1_01] say your nine- like this: five o three. 0_ni2_01] ter the nine di umber now. _reason =erro _01]	ne digit at a time. gits of your ouble. digit Social six seven, eight gits of your	Re-Recognition : Re-Recognition : Re-Recognition :	
nomatch 3 nomatch 3 noinput 1 noinput 2 noinput 3 noinput 3 Commanc	Always Always Always ^ Always Always Always Always Always	Let's try again digit Social Secur Prompt : [ka031 Sorry. Please ent Social Security nu Assign : transfer Prompt : [gl_nm Sorry, we seem to Prompt : [ka031 Please key-in or s Security number, nine, zero one two Prompt : [ka031 Sorry. Please en Social Security number, nine, zero one two Prompt : [ka031 Sorry. Please en Social Security nu Assign : transfer Prompt : [gl_ni3	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =erro 3_01] o be having tro 0_ni1_01] say your nine- like this: five o three. 0_ni2_01] ter the nine di umber now. _reason =erro _01]	ne digit at a time. gits of your ouble. digit Social six seven, eight gits of your	Re-Recognition : Re-Recognition : Re-Recognition :	
nomatch 3 noinput 1 noinput 2 noinput 3 noinput 3 Commanc See 1.2 Glo	Always Always	Let's try again digit Social Secur Prompt : [ka031 Sorry. Please ent Social Security nu Assign : transfer Prompt : [gl_nm Sorry, we seem to Prompt : [ka031 Please key-in or s Security number, nine, zero one two Prompt : [ka031 Sorry. Please en Social Security number, nine, zero one two Prompt : [ka031 Sorry. Please en Social Security nu Assign : transfer Prompt : [gl_ni3	Please say or ity number, or 0_nm2_01] er the nine dig umber now. _reason =erro 3_01] o be having tro 0_ni1_01] say your nine- like this: five o three. 0_ni2_01] ter the nine di umber now. _reason =erro _01]	ne digit at a time. gits of your ouble. digit Social six seven, eight gits of your	Re-Recognition : Re-Recognition : Re-Recognition :	

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Commands: Confirmations				
See 1.2 Global Commands				
Config Parameters				
Parameter	Value			
Developer Notes				

ka0320_NameNull_DS

		Decision		\bigcirc
Determines tra	ansition, based on the value of the	caller_first_name variable.		
Entering Fron	n			
ka0300_SSNN	lull_DS, ka0310_GetSSN_DM			
Actions				
Condition		Action	Transition	
If ka_collectName=true		Comment : In practice, if the caller reaches this state, kba_collectName will ALWAYS be true; the Else condition is included in the interest of completeness	;	
٨	If caller_first_name=NUL L		goto : ka0325_TNRSLocation_DS	
٨	Else (caller_first_name= =NULL)		goto : ka0500_DOBNull_DS	
Else	Always		goto : ka0500_DOBNull_DS	
Developer No	tes		•	

ka0325_TNRSLocation_DS

Decision					
This decision state determines if the TN	RS database hit will be done before o	or after the first name collection.			
Entering From					
ka0320_NameNull_DS					
Actions					
Condition	Action	Transition			
If tnrs_db_upfront = false		goto : ka0330_SetCallerNameParameters_DS			
Else (If thrs_db_upfront = true) goto : ka0350_TNRS_DB					
Developer Notes					

ka0330_SetCallerNameParameters_DS

Decision	\diamond					
Sets parameter values that are needed by the NameOSDM dialog.						

ka0350_TNRSLocation_DS, ka0352_CollectFullName_DS Actions Transition Always Comment : set parameters before entering NameOSDM ·· ^ Assign : collectname_alwaysakspelling = FALSE' ·· ^ Assign : collectname_confirmationapologyprompt = 'defaul_name_confirmationapology' ·· ^ Assign : collectname_entryprompt = 'defaul_name_confirmationapology' ·· ^ Assign : collectname_exitfailureprompt = 'defaul_name_exitfailureprompt =	Entering From							
Condition Action Transition Always Comment : set parameters before entering NameOSDM - ^ Assign : collectname_alwaysaskspelling =rFALSE' - ^ Assign : collectname_confirmationapologyprompt ='default_name_confirmationapology/ - ^ Assign : collectname_entryprompt ='default_name_confirmationapology/ - ^ Assign : collectname_entryprompt ='default_name_exittailureprompt - ^ Assign : collectname_exittailureprompt - ^ Assign : collectname_fistnamehighconfidencelevel ='tot'(default =0.85f) - ^ Assign : collectname_maxcorrections =1 - ^ Assign : collectname_maxnoninputstotal =2 - ^ Assign : collectname_name_names_to_collect - ^ Assign : collectname_names_to_collect - ^ Assign : collectname_overallconfirmation ='ALWAYS' - ^ Assign : collectname_overallconfirmation ='ALWAYS' - ^ Assig	ka0350_TNRS_DB, ka0325_TNRSLocation_DS, ka0352_CollectFullName_DS							
Always Comment : set parameters before entering NameOSDM	Actions							
NameOSDM Assign : collectname_alwaysaskspelling ='FALSE' - Assign : collectname_confirmationapologyprompt ='default_name_confirmationapology' - Assign : collectname_confirmationapology - Assign : collectname_entryprompt ='default_name_entryprompt - - Assign : collectname_exitalureprompt - - Assign : collectname_exitalureprompt - - Assign : collectname_exitalureprompt - - Assign : collectname_exitsuccessprompt - - - - - Assign : collectname_exitsuccessprompt - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - <td< th=""><th>Condition</th><th></th><th colspan="3">Transition</th></td<>	Condition		Transition					
- FALSE	Always			ters before entering				
Image: Collectname_confirmationapologyprompt	^			alwaysaskspelling				
Assign : collectname_entryprompt_firstname_lastna	^		collectname_confirmati	onapologyprompt nationapology'				
Assign : collectname_exitfailureprompt Assign : collectname_firstnamehighconfidencelevel ='tbd' (default = 0.875) Assign : collectname_lastnamehighconfidencelevel ='tbd' (default = 0.875f) Assign : collectname_maxcorrections =1 Assign : collectname_maxnoinputstotal =2 Assign : collectname_maxnomatchestotal =2 Assign : collectname_name_to_collect Assign : collectname_overallconfirmation ='ALWAYS' Assign : collectname_spellingonly ='FALSE' Assign : name_collect_task =caller - Assign : name_collect_task =caller	^		='default_name_entryp					
Assign : collectname_girstatucessprompt' Assign : collectname_firstnamehighconfidencelevel ='tbd' (default =0.85f) Assign : collectname_lastnamehighconfidencelevel ='tbd' (default = 0.87f) Assign : collectname_lastnamehighconfidencelevel ='tbd' (default = 0.87f) Assign : collectname_maxcorrections =1 Assign : collectname_maxcorrections =1 Assign : collectname_maxnoinputstotal =2 Assign : collectname_names_to_collect Assign : collectname_overallconfirmation Assign : collectname_overallconfirmation Assign : collectname_spellingonly ='FALSE' Assign : name_collect_task =caller	^							
Assign: collectname_firstnamehighconfidencelevel - Assign: collectname_lastnamehighconfidencelevel - Collectname_lastnamehighconfidencelevel - Assign: - Assign: collectname_maxcorrections =1 - Assign: collectname_maxnoinputstotal =2 - Assign: collectname_names_to_collect - Assign: collectname_overallconfirmation - Assign: collectname_spellingonly ='FALSE' - Assign: collectname_spellingonly ='FALSE' - Assign: collectname_spellingonly ='FALSE' - - -	^							
Assign:	^		collectname_firstnamehighconfidencelevel					
^ Assign : collectname_maxnoinputstotal =2 ^ Assign : collectname_maxnomatchestotal =2 ^ Assign : collectname_names_to_collect ='FIRST_LAST' ^ Assign : collectname_overallconfirmation ='ALWAYS' ^ Assign : collectname_spellingonly ='FALSE' ^ Assign : collect_task =caller ^ goto : ka0340_GetCallerName_SD	^		collectname lastnamehighconfidencelevel					
Assign : collectname_maxnomatchestotal =2 Assign : collectname_maxnomatchestotal =2 Assign : collectname_names_to_collect - Assign : collectname_overallconfirmation - Assign : collectname_overallconfirmation - Assign : collectname_spellingonly ='FALSE' - Assign : collectname_spellingonly ='FALSE' - Assign : name_collect_task =caller - goto : ka0340_GetCallerName_SD	٨		Assign : collectname_maxcorrections =1					
Assign: collectname_names_to_collect Assign: collectname_names_to_collect Assign: collectname_overallconfirmation Assign: collectname_overallconfirmation Assign: collectname_spellingonly ='FALSE' Assign: name_collect_task =caller goto: ka0340_GetCallerName_SD	٨		Assign : collectname_r	maxnoinputstotal =2				
Assign: collectname_name_name_name_notice	^		Assign : collectname_maxnomatchestotal =2					
Assign::collectname_overaliconinimation Assign::collectname_spellingonly ='FALSE' Assign::name_collect_task =caller goto : ka0340_GetCallerName_SD	^							
Assign : collect_task =caller goto : ka0340_GetCallerName_SD	^	^						
^ goto:ka0340_GetCallerName_SD	٨		Assign : collectname_s	spellingonly ='FALSE'				
	^	Assign : name_collect	task =caller					
Developer Notes	^	1		1	goto : ka0340_GetCa	llerName_SD		
	Developer Notes				•			

ka0340_GetCallerName_SD

Subdialog Call				
Calls the NameOSDM module.				
Entering From				
ka0330_SetCallerNameParameters_DS				
Dialog called				
Proceed to initial node in: NameOSDM				
Input parameters				
Parameter	Value			

Output parameters			•		
Variable			Subdialog Variable		
Actions					
Condition		Action		Transition	
If name_status=success	Always	Assign : caller_first_nam	e = <first name=""></first>		
^	^	Assign : caller_last_nam	e = <last name=""></last>		
^	If tnrs_checked = true and caller_first_name = tnrsfirstname and (caller_last_name = tnrslastname or caller_last_name = tnrsotherlastname)			goto : ka0500_DOBNull_DS	
^	Else			goto : ka0400_AltNameNull_DS	
Else (name_status=failure)	If transfer_reason=erro r	Assign : kba_transaction_status =failure		Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]	
^	Else (transfer_reason= =error)	Assign : spell_name =true			
^	^	Assign : name_status =L	Jndefined		
٨	Else (transfer_reason= =error) AND tnrs_checked=false			goto : ka0350_TNRS_DB	
^	Else (transfer_reason= =error) AND	Comment : If TNRS DB I proceeds to the NameOS match.		goto : ka0360_SetCallerNameRetryParameters_DS	

ka0350_TNRS_DB

Recovery Behavior

Developer Notes

See 1.1 Global Recovery Behavior

Accesses the TNRS DB if name collection fails Entering From

tnrs checked=true

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ka0340_GetCallerN	lame_SD, ka0325_TNRSLo	cation_DS				
Input parameter	S					
Parameter			Value	Value		
wsse:Username			Username			
wsse:Password			Password			
wsse:Nonce						
wsu:Created			Transaction creation tin	nestamp.		
wsu:Expired			Transaction expiration t	imestamp.		
ssn			9 digis SSN			
associatedAppID			8 Characters max. App	lication ID calling the service.		
ani			10 digit caller ANI. If un	available, value should be 10 zeros.		
Output paramet	ers		•			
Variable			Description			
tnrs_statusCode			Possible values that can be returned are: 0000=Success, 0151=System Failure, or 9999=Unsuccessful.			
tnrs_firstName			First name, max length 10			
tnrs_lastName			Last name, max length 13			
tnrs_otherLastNam	e		Other last name, max length 13			
Actions			1			
Condition		Action		Transition		
If tnrs_statusCode=	=0000 (success)	Assign : tnrs_checked	=true			
^	If tnrs_db_upfront = false			goto : ka0360_SetCallerNameRetryParameters_DS		
٨	Else (If tnrs_db_upfront = true)			goto : ka0352_CollectFullName_DS		
Else	If tnrs_db_upfront = false	Comment : If thrs_db_ condition can only be re and Spell collection in N	eached if the initial Say	goto : ka0360_SetCallerNameRetryParameters_DS		
٨	Else (If tnrs_db_upfront = true)	Comment : If TNRS DI proceeds to the NameC match.		goto : ka0330_SetCallerNameParameters_DS		
				goto : ka0352_CollectFullName_DS		
Recovery Behav	vior					
See 1.1 Global Red	covery Behavior					
Developer Notes						
If last name matche	es on 'alternative' name we ca	an accept it but we need	to pass both last and alt	ernative name to backend		

ka0352_CollectFullName_DS

Decision						
Determines if using the TNRS grammar (true) of if using NameOSDM (false).						
Entering From						
ka0350_TNRS_DB						
Actions						
Action	Transition					
	if using NameOSDM (false).	if using NameOSDM (false).				

If collect_full_name=true		goto : ka0355_TNRSGetName_DM				
Else (if collect_full_name=false)		goto : ka0330_SetCallerNameParameters_DS				
Developer Notes						

ka0355_TNRSGetName_DM

		Custon	nContext R	eco	gnition			
If tnrs_db_upf	ront = true	e, this DM gathers the caller's first	and last name	toge	ther.			
Entering Fro	m							
ka0352_Colle	ctFullNam	ne_DS						
Initial Prom	pts							
Туре	Conditio	on	Name		Wording			
initial	Always		ka0355_ini_0	1	Now, tell me y	/our full name,	first then last.	
reprompt	(after rep	peat)	ka0355_ree_0	01	Please tell me	e your full nam	e, both first and last.	
Grammar					•			
Sample Expr	essions			DTN	ЛF	Reco Var/Op	otion	Confirm
<name></name>						<tnrs_get_< td=""><td>name <name>></name></td><td>Never</td></tnrs_get_<>	name <name>></name>	Never
repeat, repeat // repeat	that			9		<tnrs_get_< td=""><td>name repeat></td><td>Never</td></tnrs_get_<>	name repeat>	Never
Actions				•				
Option		Condition	Action				Transition	
<name></name>		Always	Assign : calle name>	er_firs	st_name = <cal< td=""><td>ler's first</td><td colspan="2"></td></cal<>	ler's first		
^		^	Assign : calle name>	er_las	st_name = <call< td=""><td>er's last</td><td colspan="2"></td></call<>	er's last		
^		٨	Prompt : [ka Thanks.	0355	_out_01]		Go to Previous Node	
^		If caller_first_name = tnrsfirstname and (caller_last_name = tnrslastname or caller_last_name = tnrsotherlastname)		goto : ka0500_DOBNul		III_DS		
^		Else					goto : ka0400_AltNam	eNull_DS
repeat		Always	Prompt : [ka Sure.	0355	_out_02]		Re-Recognition : Reprompt	
Recovery B	ehavior						•	
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [ka0355_nm1_01] Let's try again Please tell me your first AND last name.		Re-Recognition :			
nomatch 2		٨	Prompt : [ka0355_nm2_01] Sorry.			goto : ka0330_SetCallerNam DS	eParameters_	
noinput 1		Always	Prompt : [ka0355_ni1_01] Please tell me your first AND last name.		Re-Recognition :			
noinput 2		^					goto : ka0330_SetCallerNam DS	eParameters_

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Commands: State-Specific Behavior						
See 1.2 Global Commands	See 1.2 Global Commands					
Commands: Disabled Globals						
repeat						
Commands: Confirmations						
See 1.2 Global Commands						
Config Parameters						
Parameter	Value					
Developer Notes						
NOTE that. TNRS returns the caller's name on the basis of SSN, then a grammar is constructed that allows the caller to match against the name						

NOTE that, TNRS returns the caller's name on the basis of SSN, then a grammar is constructed that allows the caller to match against the name from the DB

ka0360_SetCallerNameRetryParameters_DS

Decision					
Sets parameter values that are	e needed by the NameOSDM dialog.				
Entering From					
ka0340_GetCallerName_SD,	ka0350_TNRS_DB				
Actions					
Condition	Action	Transition			
Always	Comment : set parameters before entering NameOSDM				
٨	Assign : collectname_alwaysaskspelling ='FALSE'				
٨	Assign : collectname_confirmationapologyprompt ='default_name_confirmationapology'				
^	Assign : collectname_entryprompt ='post_tnrs_entryprompt'				
٨	Assign : collectname_exitfailureprompt ='default_name_exitfailureprompt'				
٨	Assign : collectname_exitsuccessprompt ='default_name_exitsuccessprompt'				
٨	Assign : collectname_firstnamehighconfidencelevel ='tbd' (default =0.85f)				
٨	Assign : collectname_lastnamehighconfidencelevel ='tbd' (default = 0.875f)				
^	Assign : collectname_maxcorrections =1				
^	Assign : collectname_maxnoinputstotal =2				
^	Assign : collectname_maxnomatchestotal =2				
If caller_first_name = NULL	Assign : collectname_names_to_collect ='FIRST_LAST'				
Else	Assign : collectname_names_to_collect ='LAST'				
^	Assign : collectname_overallconfirmation				

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		='ALWAYS'			
^		Assign : collectname_spellingonly ='TRUE'			
Always Assign : name_collect		_task =caller			
^				goto : ka0370_GetCall	erNameRetry_SD
Developer Notes					

ka0370_GetCallerNameRetry_SD

		Subdialog	Call		4
Calls the NameOSDM	module.				
Entering From					
ka0360_SetCallerNam	eRetryParameters_DS				
Dialog called					
Proceed to initial node	in: NameOSDM				
Input parameters					
Parameter			Value		
Output parameters					
Variable			Subdialog Variable		
Actions					
Condition		Action		Transition	
If name_status=success	Always	Assign : caller_first_na	ame = <first name=""></first>		
^		Assign : caller_last_na	ame = <last name=""></last>		
Λ	If tnrs_checked = true and caller_first_name = tnrsfirstname and (caller_last_name = tnrslastname or caller_last_name = tnrsotherlastname)			goto : ka0500_DOBNull_DS	
^	Else			goto : ka0400_AltNameNull_DS	
Else (name_status=failure)	Always	Assign : kba_transacti	on_status =failure	Return to calling dialog : Benefits/Verification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SI]	
Recovery Behavior					
See 1.1 Global Recove	ery Behavior				
Developer Notes					
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ka0400_AltNameNull_DS

Decision					
Determines transition, based on the value of the caller_alternative_name variable.					
Entering From					
ka0340_GetCallerName_SD, ka0370_GetCallerNameRetry_SD, ka0355_TNRSGetName_DM					
Actions					
Condition	Action	Transition			
If caller_alternative_name=NULL		goto : ka0410_AltNameQuestion_DM			
Elseif (caller_alternative_name= =NULL) goto : ka0500_DOBNull_DS					
Developer Notes					

ka0410_AltNameQuestion_DM

Entering Fre	whether or not they have an altern			on			<u>()</u>	
ka0400_AltN Initial Pror Type		native last name.						
Initial Pror Type	от							
Туре	lameNull_DS							
	npts							
nitial	Condition Name Wording							
	Always ka041		1	their social se	ecurity number	ER last name that might (a professional or maid other last name?		
Grammar		•						
Sample Expressions			DTI	ИF	Reco Var/Op	tion	Confirm	
yes ?(i do)			1 <alt_name_y< td=""><td>esno yes></td><td>Never</td></alt_name_y<>		esno yes>	Never		
no ?(i don't) 2			<alt_name_yesno no=""> Neve</alt_name_yesno>		Never			
Actions								
Option	Condition	Action				Transition		
no	Always	Assign : calle	er_alt	ernative_name	e =none			
^	^	Prompt : [ka Alright.	0410	_out_01]		goto : ka0500_DOBNull_DS		
yes	Always					goto : ka0420_SetAlternative ers_DS	NameParame	
Recovery	Behavior	·						
Туре	Condition	Action				Transition		
nomatch 1	Always	Prompt : [ka Let's try agair name?		_nm1_01] D you have and	other last	Re-Recognition :		
nomatch 2	^	Sorry. If you might be asso number, pres	name? Prompt : [ka0410_nm2_01] Sorry. If you DO have another last name that might be associated with your social security number, press 1. If you DON'T have another last name, press 2.			Re-Recognition :		

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nomatch 3	Always	Assign : transfe	r reason =error		
	,	~			
nomatch 3	Always	Prompt : [gl_nn Sorry, we seem	n3_01] to be having trouble.		
noinput 1	^	associated with	10_ni1_01] another last name that might be your social security number, is 1. If not, say 'No' or press 2.	Re-Recognition :	
noinput 2	^	professional or n associated with	10_ni2_01] ve another last name, such as a naiden name that might be your social security number, DON'T have another last name,	Re-Recognition :	
noinput 3	Always	Assign : transfe	r_reason =error		
noinput 3	Always	Prompt : [gl_ni: Sorry, we seem	3_01] to be having trouble.		
Commands: S	tate-Specific Behavior				
See 1.2 Global C	ommands				
Commands: C	onfirmations				
See 1.2 Global C	ommands				
Config Parame	eters				
Parameter		V	Value		
Developer Notes	5				

ka0420_SetAlternativeNameParameters_DS

Decision								
Sets parameter values that are needed by the	Sets parameter values that are needed by the NameOSDM dialog.							
Entering From	Entering From							
ka0410_AltNameQuestion_DM								
Actions								
Condition Action Transition								
If spell_name=true	Comment : set 'spell' parameter before entering NameOSDM							
Always	Comment : set parameters before entering NameOSDM							
۸	Assign : collectname_alwaysaskspelling ='FALSE'							
^	Assign : collectname_confirmationapologyprompt ='default_name_confirmationapology'							
۸.	Assign : collectname_entryprompt ='alt_name_entryprompt'							
^	Assign : collectname_exitfailureprompt ='default_name_exitfailureprompt'							
^	Assign : collectname_exitsuccessprompt ='default_name_exitsuccessprompt'							
^	Assign :							

		collectname_firstnameh ='tbd' (default =0.85f)	nighconfidencelevel			
^		Assign : collectname_lastnamer ='tbd' (default = 0.875f)				
^		Assign : collectname_r	maxcorrections =1			
^		Assign : collectname_r	maxnoinputstotal =2			
^		Assign : collectname_maxnomatchestotal =2				
٨		Assign : collectname_names_to_collect ='LAST'				
		Assign : collectname_overallconfirmation ='ALWAYS'				
^		Assign : collectname_s	spellingonly ='FALSE'			
Always	Assign : name_collect_	_task =alternative				
^				goto : ka0430_GetAlter	rnativeName_SD	
Developer Notes						

ka0430_GetAlternativeName_SD

	Subdialog	Call		1
Calls the NameOSDM module.				
Entering From				
ka0420_SetAlternativeNameParameters_DS				
Dialog called				
Proceed to initial node in: NameOSDM				
Input parameters				
Parameter		Value		
Output parameters				
Variable		Subdialog Variable		
Actions				
Condition	Action		Transition	
If name_status=success	Assign : caller_alterna	tive_name = <name></name>	goto : ka0500_DOBNull_DS	
Else (name_status=failure)			goto : ka0500_DOBNull_DS	
Recovery Behavior				
See 1.1 Global Recovery Behavior				
Developer Notes				

ka0500_DOBNull_DS

Decision	\bigcirc			
Determines transition, based on the value of the caller_dob variable.				

Entering From			
	-	I_DS, ka0410_AltNameQue	 _ /
Actions			
Condition		Action	Transition
If ka_collectDateOfBirth= true	If caller_dob=NULL		goto : ka0510_GetDOB_DM
٨	Else (caller_dob= =NULL)		goto : ka0600_MaidenNameNull_DS
Else (ka_collectDateOfBirth =false)	Always		goto : ka0600_MaidenNameNull_DS
Developer Notes		•	
-			

ka0510_GetDOB_DM

			Date Recogr	nitio	n			
Collects cal	ler's date of	birth.						
Entering F	rom							
ka0500_DC	BNull_DS							
Initial Pro	mpts							
Туре	Conditio	on	Name		Wording			
initial	Always		ka0510_ini_0:	1	Now, what's	your date of bir	th?	
reprompt	Else (afte	er repeat or disconfirmation)	ka0510_ree_0	01	Please say o example, say	r enter the mon / 'May fifth, 194	th, day, and year you 5' or enter '0 5 0 5 1 9	were born. For 4 5.'
Grammar					•			
Sample Ex	pressions			DTN	ИF	Reco Var/Op	tion	Confirm
may fifth 19	037 <6 or 8 digit string> 		<get_dob do<="" td=""><td>b></td><td>Always</td></get_dob>	b>	Always			
Actions						-		
Option		Condition	Action				Transition	
dob			Assign : calle	er_do	b = <date></date>			
^			Prompt : [kat Thank you.	0510	_out_01]		goto : ka0600_MaidenNameNull_DS	
Confirma	tion Prom	pts					•	
Option	Conditio	on	Name		Wording			
			ka0510_cnf_ii 1	ni_0	That was			
dob			ka0510_cnf_ini_0 2		[dob]			
	Always		gl_cnf_ini_02		Right?			
Confirma	tion Reco	very Behavior						
See 1.3 Glo	bal Confirm	ation						
Recovery	Behavior							

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Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [ka0510_nm1_01] Let's try again Please say the month, day, and year that you were born, or enter it on your keypad. For example, if you were born on 'May fifth 1945', you'd enter' zero 5 zero 5 1 9 4 5.'	Re-Recognition :
nomatch 2	^	Prompt : [ka0510_nm2_01] Sorry. Please enter your birth date using two digits for the month, two for the day, and four digits for the year. For example, if you were born on 'November second 1942', you'd enter' 1 1 zero 2 1 9 4 2.'	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1	^	Prompt : [ka0510_ni1_01] Please say the month, day, and year that you were born, or enter it on your keypad. For example, if you were born on 'May fifth 1945', you'd enter' zero 5 zero 5 1 9 4 5.'	Re-Recognition :
noinput 2	^	Prompt : [ka0510_ni2_01] Sorry. Please enter your birth date using two digits for the month, two for the day, and four digits for the year. For example, if you were born on 'November second 1942', you'd enter' 1 1 zero 2 1 9 4 2.'	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: S	tate-Specific Behavior		
See 1.2 Global C	ommands		
Commands: C	onfirmations		
See 1.2 Global C	ommands		
Config Parame	eters		
Parameter		Value	
Developer Notes	3		
NOTE: the gramm	nar will accept a rolling 115 ye	ear range - projecteing into the past (i.e. back) - relative to th	ne current date

ka0600_MaidenNameNull_DS

Decision					
Determines transition, b	based on the value of th	ne maiden_name variable.			
Entering From					
ka0500_DOBNull_DS, ka0510_GetDOB_DM					
Actions					
Condition		Action	Transition		
If ka_collectMothersMaid enName=true	lf caller_maiden_name =NULL		goto : ka0610_SetMaidenNameParame	eters_DS	
^	Else		goto : ka0700_POBNull_DS		

	(caller_maiden_nam e= =NULL)			
Else (ka_collectMothersMai denName=false)	Always		goto : ka0700_POBNull_DS	
Developer Notes	•			

ka0610_SetMaidenNameParameters_DS

Decision					\bigcirc	
Sets parameter values that are needed by the NameOSDM dialog.						
Entering From						
ka0600_MaidenNameNu	II_DS					
Actions						
Condition		Action		Transition		
If spell_name=true		Comment : set 'spell' p entering NameOSDM	arameter before			
Always		Comment : set parame NameOSDM	eters before entering			
٨		Assign : collectname_a ='FALSE'	alwaysaskspelling			
٨		Assign : collectname_confirmati ='default_name_confirm				
٨		Assign : collectname_entryprompt ='maiden_name_entryprompt'				
٨		Assign : collectname_exitfailureprompt ='default_name_exitfailureprompt'				
۸		Assign : collectname_exitsuccessprompt ='default_name_exitsuccessprompt'				
٨		Assign : collectname_firstnamehighconfidencelevel ='tbd' (default =0.85f)				
٨		Assign : collectname_lastnamehighconfidencelevel ='tbd' (default = 0.875f)				
^		Assign : collectname_maxcorrections =1				
^		Assign : collectname_maxnoinputstotal =2				
^		Assign : collectname_maxnomatchestotal =2				
٨		Assign : collectname_names_to_collect ='LAST'				
٨		Assign : collectname_overallconfirmation ='ALWAYS'				
^		Assign : collectname_spellingonly ='FALSE'				
Always 4	Assign : name_collect_					
^				goto : ka0620_GetMai	denName_SD	
Developer Notes						

ka0620_GetMaidenName_SD

	Subdialog C	all	r
Calls the NameOSDM module.			
Entering From			
ka0610_SetMaidenNameParameters_	DS		
Dialog called			
Proceed to initial node in: NameOS	DM		
Input parameters			
Parameter	١	Value	
-	-	-	
Output parameters			
Variable	5	Subdialog Variable	
	-		
Actions			
Condition	Action		Transition
If name_status=success	Assign : caller_maiden_	name = <name></name>	goto : ka0700_POBNull_DS
Else (name_status=failure)	Assign : kba_transactior	n_status =failure	Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] ReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]
Recovery Behavior	1		•
See 1.1 Global Recovery Behavior			

ka0700_POBNull_DS

Decision				
Determines transition, based on the value of the pob_needed variable.				
Entering From				
ka0600_MaidenNameN	Iull_DS, ka0620_GetM	/aidenName_SD		
Actions				
Condition		Action	Transition	
lf ka_collectPlaceOfBirth =true	If caller_pob=NULL		goto : ka0710_GetPlaceOfBirth_DM	
^	Else (caller_pob= =NULL)		goto : ka0800_LastPaymentNull_DS	
Else	Always		goto : ka0800_LastPaymentNull_DS	
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(ka_collectPlaceOfBirth =false)						
Developer Notes	Developer Notes					
-						

ka0710_GetPlaceOfBirth_DM

	Cus	stomContext R	ecognitic	on		M
Collects the	e state or U.S. territory where the caller wa	as born.				
Entering F	rom					
ka0700_PC	BNull_DS					
Initial Pro	mpts					
Туре	Condition	Name	Word	ing		
initial	Always	ka0710_ini_0			ne U.S. STATE or TERRITORY orn somewhere else, just say 'O	
reprompt	(after repeat or disconfirmation)	ka0710_ree_0			S. STATE or TERRITORY when somewhere else, say 'Other.'	ere you were born or, if
Grammar	•					
Sample Ex	pressions		DTMF		Reco Var/Option	Confirm
alaska			n/a		<get_pob ak=""></get_pob>	Always
alabama			n/a		<get_pob al=""></get_pob>	Always
arkansas			n/a		<get_pob ar=""></get_pob>	Always
[american]	samoa		n/a		<get_pob as=""></get_pob>	Always
arizona			n/a		<get_pob ar=""></get_pob>	Always
armed force	es africa		n/a		<get_pob af_af=""></get_pob>	Always
armed force	es americas		n/a		< get_pob af_am>	Always
armed force	es canada		n/a		<get_pob af_ca=""></get_pob>	Always
armed force	es europe		n/a		<get_pob af_eu=""></get_pob>	Always
armed force	es middle east		n/a		< get_pob af_me>	Always
armed force	es pacific		n/a		< get_pob af_pa>	Always
california			n/a		<get_pob ca=""></get_pob>	Always
colorado			n/a		<get_pob co=""></get_pob>	Always
connecticut			n/a		<get_pob ct=""></get_pob>	Always
delaware			n/a		<get_pob de=""></get_pob>	Always
[the] district	of columbia, washington d c		n/a		<get_pob dc=""></get_pob>	Always
florida			n/a		<get_pob fl=""></get_pob>	Always
georgia			n/a		< get_pob ga>	Always
guam			n/a		< get_pob gu>	Always
hawaii		n/a		<get_pob hi=""></get_pob>	Always	
idaho			n/a		<get_pob id=""></get_pob>	Always
illinois		n/a		<get_pob il=""></get_pob>	Always	
indiana			n/a		<get_pob in=""></get_pob>	Always
iowa			n/a		< get_pob ia>	Always
kansas			n/a		<get_pob ks=""></get_pob>	Always

			· · · · · · · · · · · · · · · · · · ·
kentucky	n/a	<get_pob ky=""></get_pob>	Always
louisiana	n/a	<get_pob la=""></get_pob>	Always
maine	n/a	<get_pob me=""></get_pob>	Always
[the] marshall islands	n/a	<get_pob mh=""></get_pob>	Always
maryland	n/a	<get_pob md=""></get_pob>	Always
massachusetts	n/a	< get_pob ma>	Always
michigan	n/a	< get_pob mi>	Always
minnesota	n/a	<get_pob mn=""></get_pob>	Always
missouri	n/a	<get_pob mo=""></get_pob>	Always
mississippi	n/a	<get_pob ms=""></get_pob>	Always
montana	n/a	<get_pob mt=""></get_pob>	Always
nebraska	n/a	<get_pob ne=""></get_pob>	Always
nevada	n/a	<get_pob nv=""></get_pob>	Always
new hampshire	n/a	<get_pob nh=""></get_pob>	Always
new jersey	n/a	<get_pob nj=""></get_pob>	Always
new mexico	n/a	<get_pob nm=""></get_pob>	Always
new york	n/a	<get_pob ny=""></get_pob>	Always
north carolina	n/a	<get_pob nc=""></get_pob>	Always
north dakota	n/a	<get_pob nd=""></get_pob>	Always
[the] [northern] marianas islands	n/a	<get_pob mp=""></get_pob>	Always
ohio	n/a	<get_pob oh=""></get_pob>	Always
oklahoma	n/a	<get_pob ok=""></get_pob>	Always
oregon	n/a	<get_pob or=""></get_pob>	Always
palau	n/a	<get_pob pw=""></get_pob>	Always
pennsylvania	n/a	<get_pob pa=""></get_pob>	Always
puerto rico	n/a	<get_pob pr=""></get_pob>	Always
rhode island	n/a	<get_pob ri=""></get_pob>	Always
south carolina	n/a	<get_pob sc=""></get_pob>	Always
south dakota	n/a	<get_pob sd=""></get_pob>	Always
tennessee	n/a	<get_pob tn=""></get_pob>	Always
texas	n/a	<get_pob tx=""></get_pob>	Always
utah	n/a	<get_pob ut=""></get_pob>	Always
vermont	n/a	<get_pob vt=""></get_pob>	Always
[the] virgin islands	n/a	<pre>c</pre>	Always
virginia	n/a	<get_pob va=""></get_pob>	Always
washington	n/a	<pre>c</pre>	Always
west virginia	n/a	<pre><get_pob wv=""></get_pob></pre>	Always
wisconsin	n/a	<pre>c</pre>	Always
wyoming	n/a	<pre>c</pre>	Always
other, neither, none of them, none of those, ?(i was born) [(somewhere else) (out side the united states)]	n/a	<get_pob other=""></get_pob>	Always
?(US) state	n/a	<get_pob state=""></get_pob>	Never

User Interface Specification

SSA_ATT_Care2020_N8NN

?(US) territor	у			n/a		<get_pob ter<="" th=""><th>ritory></th><th>Never</th></get_pob>	ritory>	Never
repeat, repea // repeat	at that			9		<get_pob rep<="" td=""><td>eat></td><td>Never</td></get_pob>	eat>	Never
Actions								
Option		Condition	Action				Transition	
<state td="" territo<=""><td>ry></td><td>Always</td><td>Assign : call</td><td>er_pob</td><td>=<state td="" territ<=""><td>ory></td><td></td><td></td></state></td></state>	ry>	Always	Assign : call	er_pob	= <state td="" territ<=""><td>ory></td><td></td><td></td></state>	ory>		
^		^	Prompt : [ka Thanks.	a0710_	out_01]		goto : ka0800_Last	PaymentNull_DS
other		Always	Assign : call	er_pob	=other			
^		^	Prompt : [ka Okay, thanks		out_02]		goto : ka0800_Last	PaymentNull_DS
state		Always	Prompt : [ka What state w				Re-Recognition :	
territory		Always	Prompt : [ka What territory				Re-Recognition :	
repeat		Always	Prompt : [ka Sure.	a0710_	out_05]		Re-Recognition : R	eprompt
Confirmati	on Prom	ots						
Option	Conditio	n	Name	١	Wording			
<state territory></state 	Always		ka0710_cnf_i 1	ini_0	You were bori	n in		
af_af	Always		ka0710_cnf_i 2_af_af	ini_0	Armed Forces Africa			
af_am	Always		ka0710_cnf_i 2_af_am	ini_0	Armed forces Americas			
af_ca	Always		ka0710_cnf_i 2_af_ca	ini_0	Armed Forces Canada			
af_ca	Always		ka0710_cnf_i 2	ini_0	Armed Forces Canada			
af_eu	Always		ka0710_cnf_i 2_af_eu	ini_0	Armed forces	Europe		
af_me	Always		ka0710_cnf_i 2_af_me	ini_0	Armed Forces	Middle East		
af_pa	Always		ka0710_cnf_i 2_af_pa	ini_0	Armed Forces Pacific			
ak	Always		ka0710_cnf_i 2_ak	ini_0) Alaska			
al	Always		ka0710_cnf_i 2_al	ini_0	Alabama			
ar	Always		ka0710_cnf_i 2_ar	ini_0	Arkansas			
as	Always		ka0710_cnf_i 2_as	ini_0	American Samoa			
az	Always		ka0710_cnf_i 2_az	ini_0	Arizona			
са	Always		ka0710_cnf_i 2_ca	ini_0 (California			
со	Always		ka0710_cnf_i 2_co	ini_0	Colorado			
ct	Always		ka0710_cnf_i	ini_0	Connecticut			

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		2_ct	
dc	Always	ka0710_cnf_ini_0 2_dc	the District of Columbia
de	Always	ka0710_cnf_ini_0 2_de	Delaware
fl	Always	ka0710_cnf_ini_0 2_fl	Florida
ga	Always	ka0710_cnf_ini_0 2_ga	Georgia
gu	Always	ka0710_cnf_ini_0 2_gu	Guam
hi	Always	ka0710_cnf_ini_0 2_hi	Hawaii
ia	Always	ka0710_cnf_ini_0 2_ia	Iowa
id	Always	ka0710_cnf_ini_0 2_id	Idaho
il	Always	ka0710_cnf_ini_0 2_il	Illinois
in	Always	ka0710_cnf_ini_0 2_in	Indiana
ks	Always	ka0710_cnf_ini_0 2_ks	Kansas
ky	Always	ka0710_cnf_ini_0 2_ky	Kentucky
la	Always	ka0710_cnf_ini_0 2_la	Louisiana
ma	Always	ka0710_cnf_ini_0 2_ma	Massachusetts
md	Always	ka0710_cnf_ini_0 2_md	Maryland
me	Always	ka0710_cnf_ini_0 2_me	Maine
mh	Always	ka0710_cnf_ini_0 2_mh	the Marshall Islands
mi	Always	ka0710_cnf_ini_0 2_mi	Michigan
mn	Always	ka0710_cnf_ini_0 2_mn	Minnesota
mo	Always	ka0710_cnf_ini_0 2_mo	Missouri
mp	Always	ka0710_cnf_ini_0 2_mp	the Northern Marianas Islands
ms	Always	ka0710_cnf_ini_0 2_ms	Mississippi
mt	Always	ka0710_cnf_ini_0 2_mt	Montana
nc	Always	ka0710_cnf_ini_0 2_nc	North Carolina
nd	Always	ka0710_cnf_ini_0 2_nd	North Dakota
ne	Always	ka0710_cnf_ini_0	Nebraska

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		2_ne	
nh	Always	ka0710_cnf_ini_0 2_nh	New Hampshire
nj	Always	ka0710_cnf_ini_0 2_nj	New Jersey
nm	Always	ka0710_cnf_ini_0 2_nm	New Mexico
nv	Always	ka0710_cnf_ini_0 2_nv	Nevada
ny	Always	ka0710_cnf_ini_0 2_ny	New York
oh	Always	ka0710_cnf_ini_0 2_oh	Ohio
ok	Always	ka0710_cnf_ini_0 2_ok	Oklahoma
or	Always	ka0710_cnf_ini_0 2_or	Oregon
ра	Always	ka0710_cnf_ini_0 2_pa	Pennsylvania
pr	Always	ka0710_cnf_ini_0 2_pr	Puerto Rico
pw	Always	ka0710_cnf_ini_0 2_pw	Palau
ri	Always	ka0710_cnf_ini_0 2_ri	Rhode Island
SC	Always	ka0710_cnf_ini_0 2_sc	South Carolina
sd	Always	ka0710_cnf_ini_0 2_sd	South Dakota
tn	Always	ka0710_cnf_ini_0 2_tn	Tennessee
tx	Always	ka0710_cnf_ini_0 2_tx	Texas
ut	Always	ka0710_cnf_ini_0 2_ut	Utah
va	Always	ka0710_cnf_ini_0 2_va	Virginia
vi	Always	ka0710_cnf_ini_0 2_vi	the Virgin Islands
vt	Always	ka0710_cnf_ini_0 2_vt	Vermont
wa	Always	ka0710_cnf_ini_0 2_wa	Washington
wi	Always	ka0710_cnf_ini_0 2_wi	Wisconsin
wv	Always	ka0710_cnf_ini_0 2_wv	West Virginia
wy	Always	ka0710_cnf_ini_0 2_wy	Wyoming
other	Always	ka0710_cnf_ini_0 3	So you were NOT born in the United States or in a U.S. territory.
		3	

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Confirmation Recovery Behavior See 1.3 Global Confirmation **Recovery Behavior** Condition Action Transition Туре Prompt: [ka0710 nm1 01] nomatch 1 Always **Re-Recognition :** Let's try again... Please say the name of the U.S. state or territory where you were born. Or say, 'somewhere else'. Λ nomatch 2 Prompt: [ka0710 nm2 01] **Re-Recognition :** Sorry. If you were NOT born in the U.S. or one of its territories, say 'somewhere else'. Otherwise, tell me the name of the state or territory where you were born. nomatch 3 Assign : transfer reason =error Always -nomatch 3 Always Prompt: [gl nm3 01] Sorry, we seem to be having trouble. Λ Prompt : [ka0710_ni1_01] noinput 1 **Re-Recognition :** If you were born in a U.S. state or territory, tell me which one. Otherwise, say 'somewhere else'. Λ Prompt : [ka0710_ni2_01] **Re-Recognition :** noinput 2 Sorry. If you were NOT born in the U.S. or one of its territories, say 'somewhere else'. Otherwise, tell me the name of the state or territory where you were born. noinput 3 Always Assign : transfer reason =error --noinput 3 Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble. Commands: State-Specific Behavior See 1.2 Global Commands **Commands: Disabled Globals** repeat **Commands: Confirmations** See 1.2 Global Commands **Config Parameters** Value Parameter **Developer Notes**

ka0800_LastPaymentNull_DS

Decision						
Determines transition based on the value of the last_payment_needed variable.						
Entering From	Entering From					
ka0700_POBNull_DS, ka0710_GetPlaceOfBirth	ka0700_POBNull_DS, ka0710_GetPlaceOfBirth_DM					
Actions						
Condition	Action	Transition				

If current_task=screen_p op	Always	 goto : ka0830_ScreenPopSplashReturn_PP
Elseif current_task=scre	een_splash	 goto : ka0900_CheckingInfoMsg_PP
Elseif ka_collectPaymentAmo unt=true	lf caller_last_payment=N ULL	 goto : ka0810_GetLastPaymentAmount_DM
^	Else (caller_last_payment= =NULL)	 goto : ka0900_CheckingInfoMsg_PP
Else (ka_collectPaymentAm ount=false)	Always	 goto : ka0900_CheckingInfoMsg_PP
Developer Notes	•	

ka0810_GetLastPaymentAmount_DM

		C	urrency Reco	gni	tion			<u>()(</u>
Asks callers f	or the amo	ount of the last benefit check th	at they received.					
Entering Fro	т							
ka0800_Last	PaymentN	ull_DS						
Initial Prom	pts							
Туре	Conditio	n	Name		Wording			
initial	Always		ka0810_ini_0	1	Last question	- what was the	e amount of your last ber	efit check?
reprompt	(after rep	eat or disconfirmation)	ka0810_ree_0)1	What was the	amount of you	Ir last benefit check?	
Grammar			·					
Sample Expi	ressions			DTN	1F	Reco Var/Op	tion	Confirm
three hundred	l twenty si	x dollars and eighty two cents		32	6 * 8 2	<get_last_pa< td=""><td>yment_amount _amount></td><td>Always</td></get_last_pa<>	yment_amount _amount>	Always
i don't know, i don't remember			1	<get_last_pa dont_know></get_last_pa 		yment_amount	If Necessary	
repeat, repea	t that			9	<get_last_pa< td=""><td>yment_amount repeat></td><td>Never</td></get_last_pa<>		yment_amount repeat>	Never
Actions						•		•
Option		Condition	Action				Transition	
last_payment	_amount	Always	Assign : calle	er_las	st_payment =<	amount>		
٨		^				goto : ka0900_CheckingInfoMs		igInfoMsg_PP
dont_know		Always	Assign : calle	er_las	st_payment =dont_know		goto : ka0820_CantProceedMsg_PF	
repeat Always		Prompt : [kal Sure.	Prompt : [ka0810_out_01] Sure.			Re-Recognition : Reprompt		
Confirmatio	on Prom	ots	·				•	
Option	Conditio	n	Name		Wording			
last_payment ka08 _amount 1		ka0810_cnf_ii 1	ni_0	Just to make sure, the amount was				
٨	ka0810_cnf_ini_(2		ni_0	[last_payment_amount]				
dont_know			ka0810_cnf_ii 3	ni_0	You don't know the amount of your last benefit check.		ζ.	

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Lefs fry again Please say the exact amount of your last benefit check or enter it on your phone, using the 'star' key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press Re-Recogni Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and in cents,' you'd press 2.3 S star zero zero.' Re-Recogni Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and in cents,' you'd press 2.3 S star zero zero.' Re-Recogni Sorry. If you don't know the exact amount of your last benefit check or enter it on your press 1. Otherwise, tell me the 'star' key for the docimal point. For example, if you received 'two hundred thirty for the docimal point. For example, if you received 'two hundred thirty for the docimal point. For example, if you received 'two hundred thirty for the docimal point. For example, if you received 'two hundred thirty for the docimal point. For example, if you received 'two hundred thirty for the docimal point. For example, if you received 'two hundred thirty for dollars and no cents', you'd press 1.7 S star 1.2 Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, received 'two hundred thirty five dollars and no cents', you'd press 2.4 S star zero. noinput 1 ^ Prompt : [ko0810_nt2_01] Sorry. If you received 'two hundred thirty five dollars and no cents', you'd press 1.7 S star 1.7 S star 1.2 Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents,			Right?	gl_cnf_ini_02		Always
Recovery Behavior Transition Transition Type Condition Action Transition nomatch 1 Always Prompt: [ka0810_nm1_01] Let's try againPlease say the exact amount of your last benefit check or enter it on your phone, using the 'star key for the decimal point. For example, if you received 'non hundred seventy live dollars and ten cents.', you'd press 1.7 5 star 1 zero.' Re-Recognit Prompt: [ka0810_nm2_01] nomatch 2 ^ Prompt: [ka0810_nm2_01] Re-Recognit you last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on you respand. For example, if you received 'non hundred thirty five dollars and no cents, 'you'd press 2.3 5 star zero zero.' - nomatch 3 Always Assign: transfer_reason =error - nomatch 3 Always Prompt: [ka0810_ni1_01] - noinput 1 ^ Prompt: [ka0810_ni1_01] Re-Recognit be star key for the decimal point. For example, if you received 'non hundred thirty five dollars and to cents,' you'd press '1.7 5 star 1 zero.' Re-Recognit be star key for the decimal point. For example, if you received 'non hundred thirty five dollars and no cents,' you'd press '1.7 5 star 1 zero.' noinput 2 ^ Prompt: [ka0810_ni2_01] Sorry, we seem to be having trouble. Re-Recognit your last payment, press 1. Oherwise, tell me the amount, in dollars AND cents, or enteri it on your keypad. For example, if you center of you					overy Behavior	Confirmation Reco
Type Condition Action Transition nomatch 1 Always Prompt : [ka0810_nm1_01] Let's try again Please say the exact amount of your last benefit check or enter it on your phone, using the 'star key for the decimal point. For example, if you received 'non hundred seventy five dollars and ten cents.', you'd press 1 7 5 star 1 zero'. Re-Recogni nomatch 2 ^ Prompt : [ka0810_nm2_01] Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it no your keypad. Prevample, if you received 'non hundred thirty five dollars and no cents, 'you'd press? 2 3 5 star zero zero.' Re-Recogni nomatch 3 Always Assign : transfer_reason =error - nomatch 3 Always Prompt : [gl_nm3_01] Sorry, we seem to be having trouble. - noinput 1 ^ Prompt : [ka0810_ni1_01] Please say the exact amount of your last benefit check or enteri to nyour last benefit check or one hundred sevenny five dollars and ten cents.', you'd press '1 7 5 star 1 zero.' Re-Recogni noinput 2 ^ Prompt : [ka0810_ni2_01] Sorry, we seem to be having trouble. - noinput 3 Always Assign : transfer_reason =error - noinput 3 Always Assign : transfer_reason =error - noinput 3 Always A					mation	See 1.3 Global Confirn
nomatch 1 Always Prompt : [ka0810_nm1_01] Let's try againPlease say the exact amount of your last benefit check or enter it on your phone, using the 'star' key for the decimal point. For example, if your received 'one hundred seventy five dollars and ten cents,', you'd press '1 7 5 star 1 zero.' Re-Recognit nomatch 2 ^ Prompt : [ka0810_nm2_01] Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell ne the amount, in dollars AND cents, or enter it on your keypad. For example, if you received two hundred thirty five dollars and no cents,' you'd press '2 3 5 star zero zero.' Re-Recognit nomatch 3 Always Assign : transfer_reason =error - nomatch 3 Always Prompt : [ka0810_nit_01] - noinput 1 ^ Prompt : [ka0810_nit_01] - noinput 2 ^ Prompt : [ka0810_nit_01] Re-Recognit your received 'one hundred seventy five dollars and ten cents,', you'd press '1 7 5 star 1 zero.' Re-Recognit your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, you'd press '1 7 5 star 1 zero.' noinput 2 ^ Prompt : [ka0810_nit_01] Re-Recognit your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, you'd press '2 3 5 star zero zero.' Re-Recognit your keypad.For example, if you received two hundred thirty five dollars and no cents; you'd press '2 3 5 star zero zero.' Re-Recognit your keypad.For example, if you received two hundred thirty five dollars and no cents; you'd press '2 3					or	Recovery Behavior
Left Siry again Please Say the exact amount of your last benefit check or enter it on your phone, using the 'star' key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press 1 7 5 star 1 zero.' Re-Recognit Sorry, if you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your press 2 3 5 star zero zero.' Re-Recognit press 1. Otherwise, tell me the amount, in dollars AND cents, you'd press 2 3 5 star zero zero.' Re-Recognit press 1. Otherwise, tell me the amount, in dollars AND cents, you'd press 2 3 5 star zero zero.' Re-Recognit press 1. Otherwise, tell me the amount, in dollars AND cents, you'd press 2 3 5 star zero zero.' Re-Recognit press 1. Otherwise, tell me the amount, in dollars AND cents, you'd press 1. The prompt 1 [gl.nm3 01] Sorry, we seem to be having trouble. Re-Recognit press 1. Otherwise, tell me the 'star' key for the decimal point. For example, if you received 'one hundred brint, for example, if you received 'one hundred point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press 1. 7 5 star 1 zero.' noinput 1 Always Prompt : [k00810_nt1_01] Re-Recognit be star' key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press 1. 7 5 star 1 zero.' Re-Recognit press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'one hundred thirt, five dollars and no cents', you'd press 1. 7 5 star 1 zero.' noinput 2 Always Assign : transfer_reason = error - noinput 3 Always		Transition	Т	Action	Condition	Туре
Instruction Prompt : [you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and no cents,' you'd press '2 3 5 star zero zero.' nomatch 3 Always Assign : transfer_reason =error nomatch 3 Always Prompt : [g_1m3_01] noinput 1 ^ Prompt : [Rob10_n11_01] Re-Recogni the 'sact amount of your last benefit check or enter it on your phone, using the 'star key for the decimal point. For example, if you cerviced 'two hundred there's wey for the decimal point. For example, if you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars and no cents, 'you'd press '2 3 5 star zero zero.' noinput 2 ^ Prompt : [ka0810_ni2_01] Re-Recogni you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enter it on your keypad. For example, if you cents, or enterit on your keypa	nition :		Please say the exact amount it check or enter it on your 'star' key for the decimal point. bu received 'one hundred rs and ten cents,', you'd press	Let's try again F of your last benef phone, using the For example, if yo seventy five dolla	Always	nomatch 1
nomatch 3 Always Prompt : [gl_m3_01] Sorry, we seem to be having trouble. noinput 1 ^ Prompt : [ka0810_ni1_01] Please say the exact amount of your last benefit check or enter it on your phone, using the 'star key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press '1 7 5 star 1 Re-Recogni noinput 2 ^ Prompt : [ka0810_ni2_01] Sorry, if you don't know the exact amount of your last payment, press '1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and no cents,' you'd press '2 3 5 star zero zero.' Re-Recogni noinput 3 Always Assign : transfer_reason =error - noinput 3 Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble. - Commands: State-Specific Behavior - - - See 1.2 Global Commands Commands: Config Parameters - -	nition :	Re-Recognition :	Prompt : [ka0810_nm2_01] R Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and no cents,' you'd		^	nomatch 2
Noinput 1 Normation Prompt : [ka0810_ni1_01] Re-Recogni Please say the exact amount of your last benefit check or enter it on your phone, using the 'star' key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press '1 7 5 star 1 zero.' Re-Recogni noinput 2 N Prompt : [ka0810_ni2_01] Re-Recogni noinput 3 Always Assign : transfer_reason =error - noinput 3 Always Assign : transfer_reason =error - noinput 3 Always Prompt : [gl_ni3_01] - Sorry, we seem to be having trouble. - - Remodel - - noinput 4 Always Assign : transfer_reason =error - noinput 3 Always Prompt : [gl_ni3_01] - Sorry, we seem to be having trouble. - - Commands: State-Specific Behavior - - See 1.2 Global Commands - - <td></td> <td></td> <td>reason =error</td> <td>Assign : transfer</td> <td>Always</td> <td>nomatch 3</td>			reason =error	Assign : transfer	Always	nomatch 3
Interfection Prompt : [ka0810_ni2_01] Interfection Please sy the exact amount of your last benefit check or enter it on your phone, using the 'star' key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press '1 7 5 star 1 zero.' Re-Recogni noinput 2 ^ Prompt : [ka0810_ni2_01] Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and no cents,' you'd press '2 3 5 star zero zero.' Re-Recogni noinput 3 Always Assign : transfer_reason =error - noinput 3 Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble. - Commands: State-Specific Behavior Sorry. we seem to be having trouble. - See 1.2 Global Commands Commands: Disabled Globals - repeat Commands: Confirmations See 1.2 Global Commands					Always	nomatch 3
Interfectors From Provide Table 1, Record 1, Recor	nition :		kact amount of your last enter it on your phone, using he decimal point. For example, ne hundred seventy five	Please say the ex benefit check or e the 'star' key for t if you received 'o dollars and ten ce	^	noinput 1
noinput 3 Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble Commands: State-Specific Behavior See 1.2 Global Commands Commands: Disabled Globals repeat Commands: Confirmations See 1.2 Global Commands Config Parameters	nition :	Re-Recognition :	know the exact amount of t, press 1. Otherwise, tell me llars AND cents, or enter it on example, if you received 'two e dollars and no cents,' you'd	Sorry. If you don't your last paymen the amount, in do your keypad. For hundred thirty five	^	noinput 2
Sorry, we seem to be having trouble. Commands: State-Specific Behavior See 1.2 Global Commands Commands: Disabled Globals repeat Commands: Confirmations See 1.2 Global Commands Config Parameters			_reason =error	Assign : transfer	Always	noinput 3
See 1.2 Global Commands Commands: Disabled Globals repeat Commands: Confirmations See 1.2 Global Commands Config Parameters					Always	noinput 3
Commands: Disabled Globals repeat Commands: Confirmations See 1.2 Global Commands Config Parameters					-Specific Behavior	Commands: State-
repeat Commands: Confirmations See 1.2 Global Commands Config Parameters					nands	See 1.2 Global Comma
Commands: Confirmations See 1.2 Global Commands Config Parameters					oled Globals	Commands: Disabl
See 1.2 Global Commands Config Parameters						repeat
Config Parameters					irmations	Commands: Confir
					nands	See 1.2 Global Comma
Darameter Victor					S	Config Parameters
Parameter Value			lue	Va		Parameter
Developer Notes						Developer Notes

ka0820_CantProceedMsg_PP

		Sir	nple Play Pror	npt	₹ 0
Tells caller	s that the IVR cannot help them with	out a chec	k amount.		
Entering F	rom				
ka0810_Ge	etLastPaymentAmount_DM				
Initial Pro	ompts				
Туре	Condition		Name	Wording	
initial	Always		ka0820_out_01	Without the amo	ount of your last payment I can't help you.
Actions					
Condition		Action			Transition
Always		Assign :	kba_transaction_s	tatus =failure	
Always					Return to calling dialog : Benefits/Verification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] ReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]
Developer	Notes				

ka0830_ScreenPopSplashReturn_PP

Simple Play Prompt						
Determines	route of caller based on if current ta	sk is scre	en splash or scree	n pop.		
Entering F	rom					
ka0800_La	stPaymentNull_DS, ka0905_Screen	SplashKB	B_DB			
Initial Pro	mpts					
Туре	Condition		Name	Wording		
initial	Else (current_task=screen_splas	h)	ka0830_out_01	We're all set.		
Actions						
Condition		Action			Transition	
If current_ta	ask=screen_pop				Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]	

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Return to calling dialog :
BenefitsVerification
[bv0130 KBAuthentication SD]
ChangeOfAddress
[ca0300 KBAuthentication SD]
ClaimStatusRequests
[cs0110 KBAuthentication SD]
DirectDeposit [dd0300 KBAuthentication SD]
MedicareReplacementCard
[mr0130 KBAuthentication SD]
ReplacementBenefitStatement
[rb0300 KBAuthentication SD]
main [mm3005_KBAuthentication_SD]

--

ka0900_CheckingInfoMsg_PP

	Simple Play Prompt					
Tells caller	rs that there may be a delay (while the	e backend	database is acces	sed).		
Entering F	From					
ka0800_La	astPaymentNull_DS, ka0810_GetLas	tPayment	Amount_DM			
Initial Pro	ompts					
Туре	Condition	Name Wording				
initial	If current_task=screen_splash		ka0900_out_01 Please hold on			
initial	Elseif current_task=card_medicare OR ka0900_out_03 I've got everything I need. Hold on while I submit this benefits_verification					
initial	Else		ka0900_out_02	Please hold on wh	ile I look this up. It may take a few sec	conds
Actions			·			
Condition	Condition Action Transition					
If current_t	f current_task=screen_splash goto : ka0905_ScreenSplashKB_DB				3	
Else	Else goto : ka0910_QueryKB_DB					
Developer	r Notes	-				

ka0905_ScreenSplashKB_DB

Data Access			
Submits query to backend database to verify au	hentication data for screen splash.		
Entering From			
ka0900_CheckingInfoMsg_PP			
Input parameters			
Parameter	Value		
processID	rocessID Which process to pass the request to. Values are: PING, AUTH, INFO AUTHINFO, MI, ENDSESSION, NONE.		
requestID Unique 10 digit ID for the request. 10 zeros, if not used.			
timestamp Transaction timestamp.			
version Version of the xml schema used.			
Output parameters	· · · · · · · · · · · · · · · · · · ·		
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Variable		Description			
-		Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.			
ss_statusDescription		Status code text descrip	otion		
Actions					
Condition	Action		Transition		
Always			goto : ka0830_ScreenPopSplashReturn_PP		
Recovery Behavior					
See 1.1 Global Recovery Behavior					
Developer Notes					
	-				

ka0910_QueryKB_DB

Data Access		
Submits query to backend database to verify authentication data.		
Entering From		
ka0900_CheckingInfoMsg_PP		
Input parameters		
Parameter	Value	
processID	Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSESSION, NONE.	
requestID	Unique 10 digit ID for the request. 10 zeros, if not used.	
timestamp	Transaction timestamp.	
version	Version of the xml schema used.	
actionType		
ui	Type of user, T for Telephone	
ssn	Employee 9 digit Social Security Number	
firstName	15 character First Name, upper case	
lastName	20 character Last Name, upper case	
otherLastName	Other last name, max length 20	
dobMonth	Month of Birth in the format of MM	
dobDay	Day of Birth in the format of DD	
dobYear	Year of Birth in the format of CCYY	
attemptedAppID	Application making the request, 8 characters max.	
mothersMaidenName	Mothers maiden name, 20 characters max, upper case	
placeOfBirth	2 character state abbreviation for birth place. FF for foreign born.	
currentPassword	7 digit password	
bornInUS	Y or N	
paymentAmount	Payment amount, right justified, zero padded to 4 digits. For example, for \$234.00, send 0234	
wagesSsn	9 digit SSN for wage earner if caller is not the wage earner	
Ani	Caller's 10 digit ANI. All zeros if unavailable.	

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Output parameters	
Variable	Description
ka_statusCode	Possible values that can be returned are: 0000=Success, 0001 = Data is valid and processed and the user already has direct deposit, 0002 = Data is valid and processed and the user does not have direct deposit, 0108=cannot match the information provided (unable to authenticate), 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, 0226=Survivor is not a spouse, parent or child on MBR, 0508=Block Access, 1111=Application is in off season (Dec. 15-Jan. 31), 7777=Validation failure, 8888=Not authenticated/authorized and 9999=Data Invalid.
ka_statusDescription	Status code text description
ka_firstNameMbr	MBR authentication status for first name: $01 =$ Element verified, $02 =$ Element on database-not verified, $03 =$ Element not on database, $04 =$ Unable to access database, $05 =$ Element not received
ka_firstNameSsr	SSR authentication status for first name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_firstNameNumi	Numident authentication status for first name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_lastNameMbr	MBR authentication status for last name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_lastNameSsr	SSR authentication status for last name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_lastNameNumi	Numident authentication status for last name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_dobMbr	MBR authentication status for date of birth: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received, 06 = Non numeric DOB received, 07 = Non numeric DOB on database.
ka_dobSsr	SSR authentication status for date of birth: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received, 06 = Non numeric DOB received, 07 = Non numeric DOB on database.
ka_dobNumi	Numident authentication status for date of birth: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received, 06 = Non numeric DOB received, 07 = Non numeric DOB on database.
ka_mothersMaidenNameNumi	Numident authentication status for mothers maiden name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_placeOfBirthNumi	Numident authentication status for mothers maiden name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_nhSsnFirstName	9 digit Social Security Number (SSN). This tag will be returned when the user's first name is verified using an SSN other than the SSN entered.
ka_bicFirstName	1 or 2-digit alpha or alpha-numeric string representing the Beneficiary Identification Code (BIC). This tag will be returned when the user's first name is verified using an SSN other than the SSN entered.
ka_nhSsnLastName	9 digit Social Security Number (SSN). This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.

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ka_bicLastName	1 or 2-digit alpha or alpha-numeric string representing the BIC. This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.
	9 digit Social Security Number (SSN). This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.
ka_bicDob	1 or 2-digit alpha or alpha-numeric string representing the BIC. This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.

Actions

Condition		Action	Transition	
If success			goto : ka0920_SuccessMsg_PP	
Else (failure)	If ka_statusCode=0108		goto : ka0930_FailureMsg_PP	
٨	If ka_statusCode=0508		goto : ka0940_AccountBlockedMsg_PP	
^	If ka_statusCode=0152	Assign : kba_transaction_status =failure		
Λ	^ ^	Prompt : [ka0910_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone	Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]	
٨	Else	Assign : kba_transaction_status =failure		
^	^ ^	Prompt : [ka0910_out_02] Sorry, I'm having trouble getting access to your records	Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]	
Recovery Beha	vior			
	covery Rehavior			
See 1.1 Global Red	covery Denavior			

ka0920_SuccessMsg_PP

 Simple Play Prompt
 Image: Conveys to callers that the information they have provided matched what is in the backend database.

 Entering From
 Image: Conveys KB_DB

 Initial Prompts
 Image: Conveys KB_DB

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initial A Actions Condition Always Always	Always		ka0920_out_01	All right. We're al	l set.	
Condition Always						
Always						
		Action			Transition	
Always		Assign : kba_transaction_status =success				
					Return to calling dialog : Benefits/Verification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]	
Developer Not	tes					

ka0930_FailureMsg_PP

Simple Play Prompt						()
Tells callers	some of the information they have	provided o	did not match what	is in the backend d	atabase.	
Entering F	rom					
ka0910_Qu	eryKB_DB					
Initial Pro	mpts					
Туре	Condition	Name Wording				
initial	al Always		ka0930_out_01	Sorry, I'm having	'm having trouble processing this	
Actions	·			•		
Condition		Action	Action		Transition	
Always		Assign :	kba_transaction_s	status =failure		
Always					Return to calling dialog : Benefits/Verification[bv0130_KBAuthentication_SD] ChangeOfAddress[ca0300_KBAuthentication_SD] ClaimStatusRequests[cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]	_SD]
Developer	Notes					

ka0940_AccountBlockedMsg_PP

Simple Play Prompt

Tells callers that there is a block on access to their account via IVR and web.

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Entering F	From					
ka0910_Q	ueryKB_DB					
Initial Pro	ompts					
Туре	Condition		Name Wording			
initial	Always		ka0940_out_01	According to our records, you asked that this automated syste and our website block access to your account, so you'll need to speak to someone. By the way, if you want to unblock your account, the agent can help you do that as well.		
Actions	•		•	•		
Condition		Action	Action		Transition	
Always		Assign : kba_transaction_status =account_blocked				
Always					Return to calling dialog : BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]	
Develope	r Notes					

2.9 MedicareReplacementCard Dialog

This application allows callers who are currently enrolled in Medicare to order a replacement Medicare Card.

mr0100_PingHost_DB

		Data Acce	ess		
Pings the host database	e to ensure the host is av	ailable.			
Entering From					
mm0565_MRC_SD					
Input parameters					
Parameter			Value		
processID			Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSESSION, NONE.		
requestID			Unique 10 digit ID for th	e request. 10 zeros, if not used.	
timestamp			Transaction timestamp.		
version			Version of the xml sche	ma used.	
Output parameters					
Variable			Description		
mr_statusCode			Determines if the backend system is available. Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.		
mr_statusDescription			Status code text description.		
Actions					
Condition		Action		Transition	
If mr_statusCode=0000	(success)			goto : mr0130_KBAuthentication_SD	1
Else (failure)	Always	Assign : mrc_transacti	on_status =failure		
٨	If mr_statusCode=0152 (off hours request)	Prompt : [mr0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone		Return to calling dialog : main [mm0565_MRC_SD]	
۸	Else	Prompt : [mr0100_out_02] Sorry, I'm having trouble getting access to your records		Return to calling dialog : main [mm0565_MRC_SD]	
Recovery Behavior					
See 1.1 Global Recove	ry Behavior				
Developer Notes					

mr0130_KBAuthentication_SD

	Subdialog Call	٢		
Sub dialogue call to 'Knowledge Based Authentication'.				
Entering From				
mr0100_PingHost_DB				
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Dialog called				
Proceed to initial node in: KnowledgeBased	dAuthentication			
Input parameters				
Parameter		Value		
Output parameters				
Variable		Subdialog Variable		
Actions				
Condition	Action		Transition	
If kba_transaction_status=success			goto : mr0210_MRCSuccess_PP	
Elseif kba_transaction_status=account_blocked	Assign : mrc_transacti	on_status =failure	Return to calling dialog : main [mm0565_MRC_SD]	
Elseif kba_transaction_status=attestation_declined	Assign : mrc_transacti	on_status =failure	Return to calling dialog : main [mm0565_MRC_SD]	
Else (kba_transaction_status=failure)	Assign : mrc_transacti	on_status =failure	Return to calling dialog : main [mm0565_MRC_SD]	
Recovery Behavior	•			
See 1.1 Global Recovery Behavior				
Developer Notes				
The request for the replacement medicare card	is processed in authentio	cation (ka0910_QueryKl	B_DB).	

mr0210_MRCSuccess_PP

	Simple Play Prompt							
Informs the	caller how long it will take to receive	the reque	est and that it was s	ubmitted successful	lly.			
Entering F	rom							
mr0130_KE	Authentication_SD							
Initial Pro	mpts							
Туре	Condition		Name	Wording				
initial	Always		mr0210_out_01	You should receive within four weeks.	e your Replacement Medicare Card in th	e mail		
Actions	•			•				
Condition		Action			Transition			
Always					goto : mr0220_TransactionEnd_PP			
Developer	Notes							

mr0220_TransactionEnd_PP

	Simple Play Prompt	(1)
Gives the caller the option to hang up if th	ney're finished.	
Entering From		
mr0210_MRCSuccess_PP		
Initial Prompts		
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Туре	Condition I		Name	Wording		
initial	Always		mr0220_out_01	If you're finished, fe	eel free to hang up. Otherwise,	
Actions	·		•	•		
Condition Action		Action	Action		Transition	
Always		Assign :	ssign : mrc_transaction_status =success			
Always				Return to calling dialog : main [mm0565_MRC_SD]		
Developer N	lotes				•	

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2.10 NameOSDM Dialog

This module collects a name from the caller (first, last, alternate, and/or mother's maiden name).

na0110_PlayEntryPrompt_PP

Simple Play Prompt

Plays an introduction message letting the caller know what name will be collected [first].

Entering From

ka0340_GetCallerName_SD, ka0430_GetAlternativeName_SD, ka0620_GetMaidenName_SD, ka0370_GetCallerNameRetry_SD

Initial Prompts [Barge-in is OFF]

Туре	Conditio	on			Name	Wording		
initial	If names == 'FIRS 'FIRST_I		entrypror 'default_r yprompt'	npt == name_entr	na0110_out_01	Now	Now	
initial	^		entrypror 'post_TN prompt'	npt == RS'_entry	na0110_out_02	Let's try this		
initial	Else (names_ == 'LAST 'LAST_F		entrypror 'default_r yprompt'	npt == name_entr	na0110_out_03	Now		
initial	^		entrypror 'post_TN prompt'	npt == RS'_entry	na0110_out_04	Let's try this agair	n.	
initial	^		entrypror 'alt_name mpt'	npt == e_entrypro	na0110_out_05	Okay.		
initial	^		entrypror 'maiden_ ryprompt	name_ent	na0110_out_06	Next		
Actions								
Condition		_		Action			Transition	
If names_to_ 'FIRST' or 'FIRST_LAS'		spelling_on 'false'	ly ==				goto : na0120_SayAndSpellFirst_DM	
^		spelling_on 'true'	ly ==				goto : na0140_SpellFirst_DM	
Else (names == 'LAST' or 'LAST_FIRS'		spelling_on 'false'	ly ==				goto : na0130_SayAndSpellLast_DM	
^		spelling_on 'true'	ly ==				goto : na0150_SpellLast_DM	
Developer N	otes							
Disable barg Check confir		r settng of e	ntrypromp	t paramete	er			

Check confirguration for settng of entryprompt parameter

na0120_SayAndSpellFirst_DM

CustomContext Recognition

Asks the caller to say and spell their first name.

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Entering Fro	m								
na0110_Play	EntryProm	pt_PP							
Initial Prom	npts								
Туре	Conditio	n		Name Wording					
initial	Always			na0120_ini_0	1			our first name. For exa say "Robin: R O B I N.	
Grammar									
Sample Expl	ressions				DTI	ИF	Reco Var/Op	tion	Confirm
robin r o b i n // if name matches generic say and spell grammar			grammar		n/a		<sayandspel< td=""><td>lfirst <name>></name></td><td>Never</td></sayandspel<>	lfirst <name>></name>	Never
robin r o b i n // if name pro		ched grammar co	mpiled from TNR	S	n/a		< sayandspel <name_tnrs)></name_tnrs)>		Never
Actions									
Option		Condition		Action				Transition	
<name></name>		Always		Prompt : [na All right.	.0120)_out_01]		goto : na0130_SayAn	dSpellLast_DM
<name_tnrs></name_tnrs>		Always		Prompt : [na All right.	0120)_out_02]		goto : na0130_SayAn	dSpellLast_DM
Recovery E	Behavior								
Туре		Condition		Action				Transition	
nomatch 1		lf name_collect_ta sk=caller	lf tnrs_checked=f alse	name was be	ing c	ith flag to indica ollected (this w the NameOSDI	ill be used		
nomatch 1			^	Assign : name_status =failure			Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]		
nomatch 1		^	Else (tnrs_checked=t rue		ı pl)_nm1_01] ease SAY, ther - 'John, J O H			
nomatch 1		Else (name_colle =caller)	ect_task=	name_collect be 'tkwr' (sinc	ent : From a practical standpoint, if collect_task is NOT 'caller,' it will always r' (since alternative and maiden names only last name)				
nomatch 1		^			ı pl)_nm1_02] ease SAY, ther - 'John, J O H		Re-Recognition :	
nomatch 2		If tnrs_checked=	false	Comment : exit with flag to indicate that first name was being collected (this will be used when returning to the NameOSDM)					
nomatch 2		^		Assign : nam	ie_st	atus =failure		Return to calling dial KnowledgeBasedAuth [ka0340_GetCallerNar KnowledgeBasedAuth [ka0370_GetCallerNar KnowledgeBasedAuth [ka0430_GetAlternativ KnowledgeBasedAuth [ka0620_GetMaidenN	entication me_SD] entication meRetry_SD] entication eName_SD] entication

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nomatch 2	Else	Assign : collec	tname_spellingonly =true	
nomatch 2	۸	Prompt : [na02 Let's try this a d		goto : na0140_SpellFirst_DM
noinput 1	Always	say, then spell, your name was	120_ni1_01] at your account, I need you to your first name. For example, if 'Nick,' you'd say 'Nick, N I C K.' nd say, then spell just your	Re-Recognition :
noinput 2	If tnrs_checked=false	name was bein	t with flag to indicate that first g collected (this will be used to the NameOSDM)	
noinput 2	^	Assign : name	_status =failure	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
noinput 2	Else	Assign : collect	tname_spellingonly =true	
noinput 2	^	Prompt : [na02 Let's try this a d		goto : na0140_SpellFirst_DM
Commands: S	tate-Specific Behavior			•
See 1.2 Global C	ommands			
Commands: C	onfirmations			
See 1.2 Global C	ommands			
Config Parame	eters			
Parameter		١	/alue	
		-	-	
Developer Notes	3			

na0130_SayAndSpellLast_DM

	Custo	omContext R	ecognition		<u>()</u>
	ollect_task=caller or tkwr, asks the caller to so or, if name_collect_task=maiden, collects cal			ne_collect_task=alternative, collects o	aller's alternativ
Entering	From				
na0110_F	PlayEntryPrompt_PP, na0120_SayAndSpellF	irst_DM			
Initial Pr	rompts				
Туре	Condition	Name	Wording		
initial	If name_collect_task=caller OR name_collect_task=tkwr	na0130_ini_0:	1 Now let me	get your LAST name, including the s	pelling.
initial	Elseif name_collect_task=alternative	na0130_ini_02	2 Please say	, then spell, your OTHER LAST NAM	E.
initial	Else (name_collect_task=maiden)	na0130_ini_03	3 Please say	, then spell, your mother's MAIDEN N	IAME.
Gramma	ar				
Sample E	Expressions		DTMF	Reco Var/Option	Confirm
kusack K	USACK		n/a	<sayandspelllast <name="">></sayandspelllast>	Never
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	s generic say and spe	in gramma						
•	K I matched grammar c	copmiled from TNR	S	n/a	<sayandspel <name_tnrs>:</name_tnrs></sayandspel 		Never	
Actions	1							
Option	Condition		Action			Transition		
<name></name>	Always		Prompt : [na Thanks.	.0130_out_01]		goto : na0200_Con	firmName_DM	
<name_tnrs></name_tnrs>	Always					goto : na0210_ExitSucces	sPrompts_PP	
Recovery Beha	vior							
Туре	Condition		Action			Transition		
nomatch 1	If tnrs_checked name_collect_		name was be	exit with flag to indic ing collected (this v ig to the NameOSE	vill be used			
nomatch 1	^		Assign : nam	ne_status =failure	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]			
nomatch 1	Else	If name_collect_t ask=caller OR tkwr	Let's try agair	0130_nm1_01] n please SAY, the e this - 'Miller, M I L	Re-Recognition :			
nomatch 1	^	Elseif name_collect_t ask=alternative	Let's try agair	.0130_nm1_02] n please SAY, the ne like this - 'Miller,	Re-Recognition :			
nomatch 1	^	Else (name_collect_t ask=maiden)	Let's try agair	0130_nm1_03] n please SAY, the den last name like t ahead.		Re-Recognition :		
nomatch 2	If tnrs_checked name_collect_		name was be		vith flag to indicate that first collected (this will be used the NameOSDM)			
nomatch 2	^		Assign : nam	ne_status =failure	Return to calling d KnowledgeBasedAu [ka0340_GetCallerN KnowledgeBasedAu [ka0370_GetCallerN KnowledgeBasedAu [ka0430_GetAlterna KnowledgeBasedAu [ka0620_GetMaider	Ithentication Iame_SD] Ithentication IameRetry_SE Ithentication ItiveName_SD Ithentication		
nomatch 2	Else		Assign : colle	ectname_spellingor	nly =true			
nomatch 2	^			0130_nm2_01] a different way		goto : na0150_Spe	llLast_DM	
noinput 1	If name_collec tkwr	t_task=caller OR	In order to loc say, then spe your name wa	ha0130_ni1_01] bok at your account, I need you to ell, your last name. For example, if vas 'O'Neal,' you'd say 'O'Neal, O , go ahead and say, then spell just		pt: [na0130_ni1_01] er to look at your account, I need you to nen spell, your last name. For example, if name was 'O'Neal,' you'd say 'O'Neal, O L.' So, go ahead and say, then spell just		

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noinput 1	Elseif name_collect_task=alternative	In order to loc	0130_ni1_02] k at your account, I need you to	Re-Recognition :
		example, if yo 'O'Neal, O N	II, your OTHER last name. For our name was 'O'Neal,' you'd say E A L.' So, go ahead and say, your other LAST name.	
noinput 1	Else (name_collect_task=maiden)	say, then spe For example, you'd say 'O'N	0130_ni1_03] k at your account, I need you to II, your mother's maiden name. if her maiden name was 'O'Neal,' Jeal, ONEAL.' So, go ahead spell just your mother's maiden	Re-Recognition :
noinput 2	If tnrs_checked=false AND name_collect_task=caller OR tkwr	name was be	xit with flag to indicate that first ing collected (this will be used g to the NameOSDM)	
noinput 2	^	Assign : nam	e_status =failure	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
noinput 2	Else	Assign : colle	ectname_spellingonly =true	
noinput 2	^	Prompt : [na Let's try this a	0130_ni2_01] different way	goto : na0150_SpellLast_DM
Commands: State	e-Specific Behavior			
See 1.2 Global Com	mands			
Commands: Con	firmations			
See 1.2 Global Com	mands			
Config Paramete	rs			
Parameter			Value	
Developer Notes				

na0140_SpellFirst_DM

		CustomContext R	eco	gnition		
Asks the c	aller to just spell their first name.					
Entering F	From					
na0110_P	layEntryPrompt_PP					
Initial Pro	ompts					
Туре	Condition	Name		Wording		
initial	Always	na0140_ini_0)1	This time, jus	SPELL your first name for me	
Gramma	r					
Sample E	xpressions		DTN	ΛF	Reco Var/Option	Confirn
R O B I N // if name r	natches generic say and spell gram	mar	n/a		< spellfirst <name>></name>	Never

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		I from TNRS				
Actions					1	
Option	Condition	Action		Transition		
			If the caller has erro will continue, for la th spell only			
<name></name>	Always	Prompt : [na All right.	a0140_out_01]		goto : na0150_Spell	Last_DM
<name_tnrs></name_tnrs>	Always	Prompt : [na All right.	a0140_out_02]		goto : na0150_Spell	Last_DM
Recovery Beha	vior					
Туре	Condition	Action			Transition	
nomatch 1	Always		a0140_nm1_01] n Go ahead and s again.	pell your first	Re-Recognition :	
nomatch 2	^	Sorry. Please	a0140_nm2_01] e spell your first nan Imple, if your name O B I N."	Re-Recognition :		
nomatch 3	Always	Assign : trar	nsfer_reason =error			
nomatch 3	^	Assign : nar	ne_status =failure	-		
nomatch 3	^		a0140_nm3_01] em to be having trou	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SE KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]		
noinput 1	Always		a0140_ni1_01] Id spell your first nai I N.'	me for me, like	Re-Recognition :	
noinput 2	^	Sorry. Please	a0140_ni2_01] e spell your first nan Imple, if your name O B I N."		Re-Recognition :	
noinput 3	Always	Assign : trar	nsfer_reason =error			
noinput 3	٨	Assign : nar	ne_status =failure			
noinput 3	^		a0140_ni3_01] em to be having trou	uble.	Return to calling dia KnowledgeBasedAut [ka0340_GetCallerNa KnowledgeBasedAut [ka0370_GetCallerNa KnowledgeBasedAut [ka0430_GetAlternat KnowledgeBasedAut [ka0620_GetMaiden]	hentication ame_SD] hentication ameRetry_SD hentication iveName_SD] hentication
Commands: Sta	ate-Specific Behavior					
See 1.2 Global Co	ommands					
Commands: Co	onfirmations					
See 1.2 Global Co	ommands					

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Parameter	Value
	-
Developer Notes	

na0150_SpellLast_DM

CustomContext Recognition

If name_collect_task=caller or tkwr, asks the caller to spell their last name. If name_collect_task=alternative, collects caller's alternative last name or, if name_collect_task=maiden, collects caller's mother's maiden name.

Entering From

na0110_PlayEntryPrompt_PP, na0140_SpellFirst_DM

Initial Pro	ompts								
Туре	Condition Name			Wording					
initial	If name_co aller OR		If entering from na0110PlayEntryP rompt_PP	na0150_ini_0:	1	This time, just	t SPELL your la	ast name for me.	
initial	^		Else	na0150_ini_02	2	Now spell just	t your LAST na	me.	
initial	Elseif name_co Iternative	ollect_task=a	Always	na0150_ini_03	3	This time, just	t SPELL your o	ther last name for me.	
initial	Else (name_c maiden)	ollect_task=	Always	na0150_ini_04	4 This time, just SPELL your mo		nother's maiden last na	ame for me.	
Grammaı	r					•			
Sample Ex	pressions				DTN	ΛF	Reco Var/Op	tion	Confirm
S M I T H // if name n	natches gene	eric say and	spell grammar		n/a	n/a < spelllast <na< td=""><td>ame>></td><td>Never</td></na<>		ame>>	Never
S M I T H // if name provided matched grammar copmiled from TNR					<spelllast_tnrs <name_tnrs="">> Neve</spelllast_tnrs>		Never		
Actions									
Option		Condition		Action				Transition	
<name></name>		Always		Prompt : [nat Thanks.	a0150_out_01]			goto : na0200_ConfirmName_DM	
<name_tnr< td=""><td>s></td><td>Always</td><td></td><td colspan="3"></td><td colspan="2">goto : na0210_ExitSuccessPrompts_PP</td></name_tnr<>	s>	Always					goto : na0210_ExitSuccessPrompts_PP		
Recovery	/ Behavior								
Туре		Condition		Action			Transition		
nomatch 1					a0150_nm1_01] n Go ahead and spell your last again.		Re-Recognition :		
nomatch 1		Elseif name_colle	ct_task=alternative			a0150_nm1_02] n Go ahead and spell your other r me again.		Re-Recognition :	
nomatch 1		Else (name_colle	ect_task=maiden)	Prompt : [na0150_nm1_03] Re-Recognition : Let's try again Go ahead and spell your mother's maiden last name for me again. Re-Recognition :			Re-Recognition :		
nomatch 2		lf name_col tkwr	lect_task=caller OR		spell	_nm2_01] I your last nam if your name v		Re-Recognition :	

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		you'd say 'S M I T H.'	
nomatch 2	Elseif name_collect_task=alternative	Prompt : [na0150_nm2_02] Sorry. Please spell your other last name one more time. For example, if your name was Smith, you'd say 'S M I T H.'	Re-Recognition :
nomatch 2	Else (name_collect_task=maiden)	Prompt : [na0150_nm2_03] Sorry. Please spell your mother's maiden name one more time. For example, if her name was Smith, you'd say 'S M I T H.'	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	٨	Assign : name_status =failure	
nomatch 3	^	Prompt : [na0150_nm3_01] Sorry, we seem to be having trouble.	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
noinput 1	If name_collect_task=caller OR tkwr	Prompt : [na0150_ni1_01] Go ahead and spell your last name for me, like this - 'S M I T H.'	Re-Recognition :
noinput 1	Elseif name_collect_task=alternative	Prompt : [na0150_ni1_02] Go ahead and spell your other last name for me, like this - 'S M I T H.'	Re-Recognition :
noinput 1	Else (name_collect_task=maiden)	Prompt : [na0150_ni1_03] Go ahead and spell your mother's maiden last name for me, like this - 'S M I T H.'	Re-Recognition :
noinput 2	If name_collect_task=caller OR tkwr	Prompt : [na0150_ni2_01] Sorry. Please spell your last name one more time. For example, if your name was Smith, you'd say 'S M I T H.'	Re-Recognition :
noinput 2	Elseif name_collect_task=alternative	Prompt : [na0150_ni2_02] Sorry. Please spell your other last name one more time. For example, if your name was Smith, you'd say 'S M I T H.'	Re-Recognition :
noinput 2	Else (name_collect_task=maiden)	Prompt : [na0150_ni2_03] Sorry. Please spell your mother's maiden name one more time. For example, if her name was Smith, you'd say 'S M I T H.'	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	٨	Assign : name_status =failure	
noinput 3		Prompt : [na0150_ni3_01] Sorry, we seem to be having trouble.	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
Commands: Stat	te-Specific Behavior		
See 1.2 Global Com	nmands		
Commands: Con	nfirmations		
See 1.2 Global Com	nmands		

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Config Parameters							
Parameter	Value						
Developer Notes	Developer Notes						

na0200_ConfirmName_DM

		Ye	sNo Recogniti	on	<u>()</u>				
Asks the ca	aller to confirm the name	collected is correct.			_				
Entering F	From								
na0130_Sa	ayAndSpellLast_DM, nat)150_SpellLast_DM							
Initial Pro	ompts								
Type Condition Name Wording									
initial	Always		na0200_ini_01	Let me read that back.					
initial	name_collect_task=c aller OR name_collect_task=t kwr and names_to_collect == 'FIRST'	collectname_spelling _only == 'false'	na0200_ini_02	Your first name is					
initial	^	^	TTS Prompt : [na0200_ini_03]	{ firstname /medial /say-as=other }					
initial	^	^	na0200_ini_04	spelled:					
initial	٨	٨	TTS Prompt : [na0200_ini_05]	{ firstnamespelling /final /say_as=alpha num }					
initial	٨	collectname_spelling _only == 'true'	na0200_ini_06	Your first name is spelled					
initial	٨	٨	TTS Prompt : [na0200_ini_07]	{ firstnamespelling /final /say_as=alpha num }					
initial	name_collect_task=c aller OR name_collect_task=t kwr and names_to_collect == 'FIRST'	collectname_spelling _only == 'false'	na0200_ini_08	And last name:					
initial	^	^	TTS Prompt : [na0200_ini_09]	{ lastname /medial /say-as=other }					
initial	^	^	na0200_ini_10	spelled:					
initial	٨	٨	TTS Prompt : [na0200_ini_11]	{ lastnamespelling /final /say_as=alpha num }					
initial	^	collectname_spelling _only == 'true'	na0200_ini_12	And last name spelled					
initial	٨	٨	TTS Prompt : [na0200_ini_13]	{ lastnamespelling /final /say_as=alpha num }					
initial	names_to_collect == 'LAST' AND name_collect_task=a Iternative	collectname_spelling _only == 'false'	na0200_ini_14	Your other last name is					
initial	^	٨	TTS Prompt : [na0200_ini_15]	{ lastname /medial /say-as=other }					

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		Always		Assign : trans	for	roocon =orror			
nomatch 2		Else (name_colle	ect_task=maiden)		your ot it V	mother's maide VRONG, press		Re-Recognition :	
nomatch 2		If name_col tkwr OR alte		Prompt : [na0200_nm2_01] Sorry. If I got your name right, press 1. If I got it WRONG, press 2. Or, to hear the name I got AGAIN, press 3.			Re-Recognition :		
nomatch 1		· _	ect_task=maiden)	name right?	DII	D I get your mo	ther's maiden	Re-Recognition :	
nomatch 1		If name_col tkwr OR alte	lect_task=caller OR ernative		mpt : [na0200_nm1_01] s try againDID I get your name right?			Re-Recognition :	
Туре		Condition		Action				Transition	
Recovery E	Behavior								
repeat				Prompt : [na Sure	0200	_out_01]		Re-Recognition : Reprompt	
no								goto : na0220_ConfirmationA	vpology_PP
yes								goto : na0210_ExitSuccessP	rompts_PP
Option		Condition		Action				Transition	
Actions									•
repeat				3 <confirmnan< td=""><td>e repeat></td><td>Never</td></confirmnan<>			e repeat>	Never	
no				2		<confirmname no=""> New</confirmname>		Never	
yes					1	<pre>confirmnam</pre>			
Sample Expr	ressions				DTI	ΛF	Reco Var/Op	tion	Confirm
Grammar	,			1140200_1111_21	-	Bid i get tildt i	ignit.		
initial	Always			[na0200_ini_2 na0200_ini_2		Did I get that i		_ , _ ,	
initial	^		_only == 'true'	TTS Prompt :				as=alpha num }	
initial	^		collectname_spelling	[na0200_ini_2 na0200 ini 24	-	Your mother's	maiden name	is spelled	
initial	^		٨	TTS Prompt :			elling /final /say	_as=alpha num }	
initial	^		٨	[na0200_ini_2 na0200_ini_2	-	spelled:			
initial	maiden		۸	TTS Prompt :		{ lastname /m	edial /say-as=c	other }	
initial	'LAST' AN	_collect == ID lect_task=	collectname_spelling _only == 'false'	na0200_ini_20	0	Your mother's	maiden name	is	
initial	^		٨	TTS Prompt : [na0200_ini_1	.9]	{ lastnamespe	elling /final /say	_as=alpha num }	
initial	<pre>^ collectname_spelling _only == 'true'</pre>		g na0200_ini_18 Your other last name is speller		ed				
initial	^		٨	TTS Prompt : { lastnamespel [na0200_ini_17]		lling /final /say_as=alpha num }			
				na0200_ini_16spelled:					

nomatch 3	^	Assign : name	e_status =failure			
nomatch 3	^	Prompt : [nat Sorry, we seer	0200_nm3_01] n to be having trouble.	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]		
noinput 1	If name_collect_task=caller OR tkwr OR alternative		me right, say 'Yes' or press 1. If r press 2. Or, to hear it again, say	Re-Recognition :		
noinput 1	Else (name_collect_task=maiden)	'Yes' or press :	0200_ni1_02] other's maiden name right, say 1. If not, say 'No' or press 2. Or, n, say 'Repeat That' or press 3.	Re-Recognition :		
noinput 2	If name_collect_task=caller OR tkwr OR alternative		our name right, press 1. If I got it s 2. Or, to hear the name I got	Re-Recognition :		
noinput 2	Else (name_collect_task=maiden)	press 1. If I got	200_ni2_02] our mother's maiden name right, t it WRONG, press 2. Or, to hear AGAIN, press 3.	Re-Recognition :		
noinput 3	Always	Assign : trans	fer_reason =error			
noinput 3	^	Assign : name	e_status =failure			
noinput 3	^	Prompt : [nat Sorry, we seer	0200_ni3_01] n to be having trouble.	Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]		
Commands: State-	Specific Behavior					
See 1.2 Global Comm	ands					
Commands: Disab	led Globals					
repeat						
Commands: Confi	rmations					
See 1.2 Global Comm	ands					
Config Parameters			Value			
Parameter						
			-			

na0210_ExitSuccessPrompts_PP

Sim	ple	Plav	Prompt

()

Informs the caller that the name was successfully collected.

Entering From								
na0130_SayA	na0130_SayAndSpellLast_DM, na0150_SpellLast_DM, na0200_ConfirmName_DM							
Initial Prom	pts							
Туре	Condition		Name	Wording				
initial	Always		na0210_out_01	Great. Thanks.				
Actions								
Condition		Action			Transition			
Always		Assign : name_status =success						
Always					Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]			
Developer No	otes							

na0220_ConfirmationApology_PP

Simple Play Prompt							
Plays an ap	ology message to the caller.						
Entering Fr	rom						
na0200_Co	nfirmName_DM						
Initial Pro	mpts						
Туре	Condition		Name	Wording			
initial	Always		na0220_out_01	Sorry about that.			
Actions				•			
Condition		Action			Transition		
Always		Assign : name_status =failure					
۸		Assign : transfer_reason =error					
Always					Return to calling dialog : KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]		
Developer l	Notes	1			1		

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2.11 ReplacementBenefitStatement Dialog

This application allows callers to request a replacement 1099 from the previous year.

rb0110_CurrentYearQuestion_DM

			Custon	nContext R	eco	gnition			
Determines	what year t	he caller wants th	e replacement 10)99 for.					
Entering Fr	от								
mm0530_Be	enefitsState	ment_SD							
Initial Pror	npts								
Туре	Conditio	on		Name		Wording			
initial	Always			rb0110_ini_01	L	Are you callin	g to get a repla	acement '1099' for the	
initial	If current	date is Dec 15-3	1	rb0110_ini_02	2	<current_year< td=""><td>r></td><td></td><td></td></current_year<>	r>		
initial	Else curr	ent date is NOT [Dec 15-31	rb0110_ini_03	3	<current_year< td=""><td>_minus_one></td><td></td><td></td></current_year<>	_minus_one>		
initial	Always			rb0110_ini_04	1	tax year?			
Grammar									
Sample Exp	pressions				DTI	ИF	Reco Var/Op	tion	Confirm
yes, yeah					1		< current_yea yes>	ar_question_yesno	Never
no					2		<current_yea< td=""><td>ar_question_yesno no</td><td>> Never</td></current_yea<>	ar_question_yesno no	> Never
Actions									
Option		Condition		Action			Transition		
yes		If <current_date 15 and Jan 31</current_date 	> is between Dec				goto : rb0130_1099JanuaryEnd_DM		
^		Else		Prompt : [rb0110_out_01] All right.			goto : rb0200_PingHo	st_DB	
no		Always		Assign : benefits_statement_transaction_status =previous_year					
^		٨		Prompt : [rb0110_out_02] To get a '1099' for a previous year you'll need to speak with an agent.			Return to calling dialog : main [mm0530_BenefitsStatement_SD]		
Recovery	Behavior								
Туре		Condition		Action				Transition	
nomatch 1		Always		Let's try again	0110_nm1_01] n ARE you calling to get a 1099 for the		to get a		
			Prompt : [rb0 <current_yea< td=""><td colspan="2">pmpt : [rb0110_nm1_02] irrent_year></td><td></td><td colspan="2"></td></current_yea<>	pmpt : [rb0110_nm1_02] irrent_year>					
· · · · · ·				Prompt : [rb0110_nm1_03] ccurrent_year_minus_one>					
nomatch 1		Always		Prompt : [rb0110_nm1_04] tax year?				Re-Recognition :	
nomatch 2		^	Always	Prompt : [rb0 Sorry. If you'd		_nm2_01] a replacement	1099 for the		
nomatch 2		^	If current date	Prompt : [rb0	0110	_nm2_02]			

		is Dec 15-31	<current_year< th=""><th>></th><th></th></current_year<>	>			
nomatch 2	^	Else if current date is NOT Dec 15 - 31	Prompt : [rb0 <current_year< td=""><td>0110_nm2_03] _minus_one></td><td></td></current_year<>	0110_nm2_03] _minus_one>			
nomatch 2	^	Always		0110_nm2_04] ess 1. For any OTHER year, press	Re-Recognition :		
nomatch 3	Always		Assign : trans	sfer_reason =error			
nomatch 3	Always		Prompt : [gl_ Sorry, we see	nm3_01] m to be having trouble.			
noinput 1	Always		Prompt : [rb0 If you're calling the)110_ni1_01] g to get a replacement 1099 for			
noinput 1	If current date is	5 Dec 15-31	Prompt : [rb0 <current_year< td=""><td></td><td></td></current_year<>				
noinput 1	Else if current d 15 - 31	ate is NOT Dec	Prompt : [rb0 <current_year< td=""><td></td><td></td></current_year<>				
noinput 1	Always	Always)110_ni1_04] y 'Yes' or press 1. If not, say 'No'	Re-Recognition :		
noinput 2	Always	Always		0110_ni2_01] I like a replacement 1099 for			
noinput 2	If current date is	If current date is Dec 15-31)110_ni2_02] >			
noinput 2	Else if current d 15 - 31	ate is NOT Dec	<pre>Prompt : [rb0110_ni2_03] <current_year_minus_one></current_year_minus_one></pre>				
noinput 2	Always		Prompt : [rb0110_ni2_04] tax year, press 1. For any OTHER year, press 2.		Re-Recognition :		
noinput 3	Always		Assign : trans	sfer_reason =error			
noinput 3				t: [gl_ni3_01]			
Commands: Sta	te-Specific Behav	vior					
See 1.2 Global Con	nmands						
Commands: Cor	nfirmations						
See 1.2 Global Con	nmands						
Config Paramete	ers						
Parameter				Value			
-							

rb0130_1099JanuaryEnd_DM

CustomContext Recognition					
Advises the caller to continue to wait until the end of January for their 1099.					
Entering From					
rb0200_PingHost_DB, rb0400_SendStatement_DB, rb0110_CurrentYearQuestion_DM					

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Initial Pro	mpts							
Туре	Conditio	n	Name		Wording			
initial	Always		rb0130_ini_01				s will receive their '1099' statement in ary showing benefits, they received in	
initial	If current	date is Dec 15-31	rb0130_ini_02	2	<current td="" year<=""><td>></td><td></td><td></td></current>	>		
initial	Else		rb0130_ini_03	3	<current td="" year<=""><td>minus 1></td><td></td><td></td></current>	minus 1>		
initial	^		rb0130_ini_04	1	<500ms slien	ce>		
initial	^		rb0130_ini_05	5	Would you like	e to hear that a	igain?	
Grammar								
Sample Ex	pressions			DTN	ΛF	Reco Var/Op	tion	Confirm
no				2		<replacemen u no></replacemen 	t_statement_end_men	Never
yes				1		<replacemen u yes></replacemen 	t_statement_end_men	Never
Actions								
Option		Condition	Action				Transition	
no		Always	Assign : benefits_state =success	emen	t_transaction_s	status		
٨		٨	Prompt : [rb0 Okay.	Prompt : [rb0130_out_01]			Return to calling dialog : main [mm0530_BenefitsStatement_SD]	
yes		Always	Prompt : [rb0 Sure.	Prompt : [rb0130_out_02] Sure.			Re-Recognition : Repr	ompt
Recovery	Behavior						•	
Туре	vpe Condition Action				Transition			
nomatch 1		Always		Let's try again Would you like to hear that		Re-Recognition :		
nomatch 2		^		r abo		an expect your ress 2.	Re-Recognition :	
nomatch 3		Always	Assign : trans	sfer_	reason =error			
nomatch 3		Always	Prompt : [gl_ Sorry, we see		_01] be having trou	ble.		
noinput 1		٨	If you'd like to your 1099 aga	Prompt : [rb0130_ni1_01] Re-Recognition : If you'd like to hear when you expect to receive your 1099 again, say 'yes' or press 1. If not, say 'no' or press 2.				
noinput 2		٨	Sorry. To hea	Prompt : [rb0130_ni2_01] Sorry. To hear about when you can expect your 1099 again, press 1.Otherwise, press 2.			Re-Recognition :	
noinput 3		Always	Assign : tran	Assign : transfer_reason =error				
noinput 3		Always		Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.				
Command	ds: State-S	Specific Behavior						
See 1.2 Glo	bal Comma	nds						
Command	ds: Confiri	nations						
See 1.2 Glo	bal Comma	nds						

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Config Parameters				
Parameter	Value			
Developer Notes				

rb0200_PingHost_DB

http://parameters Parameters Parameter Parameter Value Unique 10 digit ID for the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSESSION, NONE. requestID Unique 10 digit ID for the request. 10 zeros, if not used. Transaction timestamp. Version Version Version of the xml schema used. Output parameters Variable Value Value Value Value Value Value Value Version of the xml schema used. Output parameters Variable Value Version of the xml schema used. Output parameters Variable Value Va	Data Access						
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Actions Action Transition fr b_statusCode=0000 (success) goto : rb0300_KBAuthentication_SD if rb_statusCode=1111 (off season) goto : rb0130_1099JanuaryEnd_DM Else (failure) Always Assign : benefits_statement_transaction_status =failure ^ If rb_statusCode=0152 (off hours request) Prompt : [rb0200_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone Return to calling dialog : main [mm0530_BenefitsStatement_SD] ^ Else Prompt : [rb0200_out_02] Sorry, I'm having trouble getting access to our records Return to calling dialog : main [mm0530_BenefitsStatement_SD] Recovery Behavior See 1.1 Global Recovery Behavior See 1.1 Global Recovery Behavior	rb_statusCode			Failure, 0152=Off hour request, 1111=Application is in off season (Dec.			
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Else (failure) Always Assign : benefits_statement_transaction_status =failure ^ If rb_statusCode=0152 (off hours request) Prompt : [rb0200_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone Return to calling dialog : main [mm0530_BenefitsStatement_SD] ^ Else Prompt : [rb0200_out_02] Sorry, I'm having trouble getting access to our records Return to calling dialog : main [mm0530_BenefitsStatement_SD] Recovery Behavior See 1.1 Global Recovery Behavior See 1.1 Global Recovery Behavior	If rb_statusCode=0000	(success)			goto : rb0300_KBAuthentication_SD		
Image: Secore ry Behavior Prompt : [rb0200_out_01] Return to calling dialog : main [mm0530_BenefitsStatement_SD] Recovery Behavior Frompt : [rb0200_out_02] Sorry, our system is undergoing access to our records at this time. Please try back in the morning. If you'd like to speak with someone Return to calling dialog : main [mm0530_BenefitsStatement_SD] Recovery Behavior Sorry, I'm having trouble getting access to our records Return to calling dialog : main [mm0530_BenefitsStatement_SD]	If rb_statusCode=1111	(off season)			goto : rb0130_1099JanuaryEnd_DM		
In Hig_statuseoue=0132 Prompt : [hb2c0_out_o1] main [mm0530_BenefitsStatement_SD] Sorry, our system is undergoing routine main tenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone main [mm0530_BenefitsStatement_SD] A Else Prompt : [rb0200_out_02] Sorry, I'm having trouble getting access to our records Return to calling dialog : main [mm0530_BenefitsStatement_SD] Recovery Behavior See 1.1 Global Recovery Behavior	Else (failure)	Always		nsaction_status =failure			
Sorry, I'm having trouble getting access to our records main [mm0530_BenefitsStatement_SD] Recovery Behavior See 1.1 Global Recovery Behavior	^	If rb_statusCode=0152 (off hours request)	Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the			D]	
See 1.1 Global Recovery Behavior	^	Else	Sorry, I'm having trouble getting access to our			D]	
	Recovery Behavior						
	See 1.1 Global Recovery Behavior						
Developer Notes	Developer Notes						

rb0300_KBAuthentication_SD

Subdialog Call

Sub dialogue call to Knowledge Based Authentic	cation to collect the calle	r's SSN, first name, last	name, other name, and DOB.	
Entering From				
rb0200_PingHost_DB				
Dialog called				
Proceed to initial node in: KnowledgeBased	Authentication			
Input parameters				
Parameter		Value		
Output parameters				
Variable		Subdialog Variable		
Actions				
Condition	Action		Transition	
If kba_transaction_status=success			goto : rb0310_FormForSelf_DM	
Elseif kba_transaction_status=account_blocked	Assign : benefits_statement_trai	nsaction_status =failure	Return to calling dialog : main [mm0530_BenefitsStatement_SD]	
Elseif kba_transaction_status=attestation_declined	Assign : benefits_statement_trai	nsaction_status =failure	Return to calling dialog : main [mm0530_BenefitsStatement_SD]	
Else (kba_transaction_status=failure) Assign : benefits_statement_transaction_status =failure Return to calling dialog : main [mm0530_BenefitsStatement_SD]				
Recovery Behavior				
See 1.1 Global Recovery Behavior				
Developer Notes				

rb0310_FormForSelf_DM

CustomContext Recognition									
Asks the caller if they are calling for their own replacement 1099.									
Entering Fr	om								
rb0300_KBA	Authenticati	on_SD							
Initial Pro	mpts								
Туре	Conditio	on		Name		Wording			
initial	Always			rb0310_ini_01	L	Do you need	a replacement	1099 for YOURSELF	-?
reprompt	Always			rb0310_ree_0)1	Are you callin	g to get a repla	acement 1099 for you	irself?
Grammar									
Sample Exp	oressions			DTMF		Reco Var/Option		Confirm	
no, ?for [sor	neone som	ebody] else		2			<form_for_s< td=""><td>elf_yesno no></td><td>Never</td></form_for_s<>	elf_yesno no>	Never
yes, yeah, (1	for myself)			1			<form_for_self_yesno yes=""></form_for_self_yesno>		Never
Actions									
Option		Condition		Action Transition					
no		Always		goto : rb0320_PersonLiving_DI			onLiving_DM		
yes		Always		Prompt : [rb0310_out_01] goto : rb0400_SendStatement_I Just a moment while I process your request goto : rb0400_SendStatement_I			dStatement_DB		
		•				duciusiaturatious		•	Dama 207 of (

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Recovery Beha	avior				
Туре	Condition	Action		Transition	
nomatch 1	Always	Prompt : [rb0 Let's try again YOURSELF?	310_nm1_01] Is the replacement 1099 for	Re-Recognition :	
nomatch 2	^	Sorry. If the r	310_nm2_01] eplacement 1099 is for YOU, for someone else, press 2.	Re-Recognition :	
nomatch 3	Always	Assign : trans	sfer_reason =error		
nomatch 3	Always	Prompt : [gl_ Sorry, we see	nm3_01] m to be having trouble.		
noinput 1	^		0310_ni1_01] replacement 1099 for yourself sa 1. Otherwise, say 'No' or press 2		
noinput 2	^		310_ni2_01] eplacement 1099 is for YOU, for someone else, press 2.	Re-Recognition :	
noinput 3	Always	Assign : trans	sfer_reason =error		
noinput 3	Always	Prompt : [gl_ Sorry, we see	ni3_01] m to be having trouble.		
Commands: St	tate-Specific Behavior	·			
See 1.2 Global Co	ommands				
Commands: Co	onfirmations				
See 1.2 Global Co	ommands				
Config Parame	eters				
Parameter			Value		
Developer Notes					

rb0320_PersonLiving_DM

CustomContext Recognition						
Asks the cal	er if the replacement 1099 is for a perso	n that is alive, after	the c	aller said that	the replacement 1099 was for somec	ne else.
Entering Fr	om					
rb0310_Forr	nForSelf_DM					
Initial Pror	npts					
Туре	Condition	Name		Wording		
initial	Always	rb0320_ini_01	L	Is the person	it's for LIVING?	
reprompt	(after repeat or disconfirmation)	rb0320_ree_0)1	Is the replacement 1099 for a person who's LIVING?		
Grammar	·	·				
Sample Exp	ressions		DTN	ЛF	Reco Var/Option	Confirm
no, (?they're [dead deceased (not [alive living])			2		<person_living_yesno no=""></person_living_yesno>	Never
yes, yeah, (?they're [living alive])		1		<person_living_yesno yes=""></person_living_yesno>	Never	
repeat, repeat that			9		<person_living_yesno repeat=""></person_living_yesno>	Never
Actions						

Option	Condition	Action	Transition
no	Always	Assign : replacement_statement_deceased =true	
٨	^	Prompt : [rb0320_out_01] Okay.	goto : rb0330_DeceasedSocial_DM
yes	Always	Assign : benefits_statement_transaction_status =replacement	
^	^	Prompt : [rb0320_out_02] To request a statement for someone else you'll need to speak to an agent.	Return to calling dialog : main [mm0530_BenefitsStatement_SD]
repeat	Always	Prompt : [rb0320_out_03] Sure.	Re-Recognition : Reprompt
Recovery Behavio	or		•
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [rb0320_nm1_01] Let's try againIs the person who needs the 1099 ALIVE?	Re-Recognition :
nomatch 2	^	Prompt : [rb0320_nm2_01] Sorry. If the replacement 1099 is for a person that's LIVING, press 1. If the person's DECEASED, press 2.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1	^	Prompt : [rb0320_ni1_01] If the replacement 1099 is for someone that is alive, say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition :
noinput 2	^	Prompt : [rb0320_ni2_01] Sorry. If the replacement 1099 is for a person that's LIVING, press 1. If the person's DECEASED, press 2.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: State	e-Specific Behavior		
See 1.2 Global Comr	mands		
Commands: Disa	bled Globals		
repeat			
Commands: Conf	firmations		
See 1.2 Global Comr	mands		
Config Parameter	rs		
Parameter		Value	
Developer Notes			

Version: 4.9

December 5, 2011

rb0330_DeceasedSocial_DM

CustomContext Recognition () Asks for the deceased person's Social Security number after the caller indicated they are requesting the replacement 1099 for someone that is not alive. **Entering From** rb0320 PersonLiving DM Initial Prompts Туре Condition Name Wording Please tell me the deceased person's Social Security number, or initial rb0330 ini 01 Always enter it on your keypad. Grammar DTMF **Reco Var/Option** Confirm Sample Expressions i don't know it 1 <deceased_ssn_collection Always dont know> <deceased_ssn_collection <ssn>> Always <ssn> Actions Option Condition Action Transition <ssn> Always Prompt : [rb0330 out 01] goto: rb0400 SendStatement DB Great. Just a moment while I process your request... dont know Always Assign : ___ benefits statement transaction status =replacement Prompt: [rb0330 out 02] Λ л Return to calling dialog : If you don't know the Social Security number, main you'll need to speak with an agent. [mm0530 BenefitsStatement SD] **Confirmation Prompts** Name Option Condition Wording Always rb0330 cnf ini 01 Just to confirm, that Social Security number is... <ssn> Always rb0330_cnf_ini_02 <ssn> Always rb0330 cnf ini 03 Right? dont know Always rb0330 cnf ini 04 Sounds like you don't know their Social Security number. Is that right? **Confirmation Recovery Behavior** See 1.3 Global Confirmation **Recovery Behavior** Condition Action Transition Type Prompt: [rb0330 nm1 01] nomatch 1 **Re-Recognition :** Always Let's try again ... Please say or enter the ninedigit Social Security number, one digit at a time or say 'I Don't Know' or press 1. nomatch 2 Λ Prompt: [rb0330 nm2 01] **Re-Recognition** : Sorry. Enter the deceased person's nine digit Social Security number on your keypad or, if you don't know it, press 1. Assign : transfer_reason =error nomatch 3 Always -nomatch 3 Always Prompt : [gl nm3 01] ---Sorry, we seem to be having trouble.

noinput 1	^	number, say ' Otherwise, sa	0330_ni1_01] NOW the person's Social Security I Don't Know' or press 1. y or enter the nine-digit Social per, one digit at a time.	Re-Recognition :	
noinput 2	٨		he deceased person's nine digit y number on your keypad or, if	Re-Recognition :	
noinput 3	Always	Assign : tran	sfer_reason =error		
noinput 3	Always	Prompt : [gl_ Sorry, we see	_ni3_01] m to be having trouble.		
Commands: S	tate-Specific Behavior	•		•	
See 1.2 Global C	Commands				
Commands: C	Confirmations				
See 1.2 Global C	Commands				
Config Parameters					
Parameter			Value		
Developer Notes					

rb0400_SendStatement_DB

Data Access				
Database hit to process the replacement 1099 request.				
Entering From				
rb0310_FormForSelf_DM, rb0330_DeceasedSocial_DM				
Input parameters				
Parameter	Value			
processID	Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSESSION, NONE.			
requestID	Unique 10 digit ID for the request. 10 zeros, if not used.			
timestamp	Transaction timestamp.			
version	Version of the xml schema used.			
actionType				
ui	Type of user, T for Telephone			
deceasedSSN	The deceased individual's SSN. Sent only if the caller is requesting a replacement form on the behalf of a deceased person, 9 digits.			
ani	Caller's 10 digit ANI. All zeros if unavailable.			
Output parameters				
Variable	Description			
rb_statusCode	Possible values that can be returned are: 0000=Success, 0108= Cannot match the information provided (unable to authenticate), 0151=System Failure, 0152=Off hour request, 0226=Survivor is not a spouse, parent or child on MBR, 0508=Block Access, 111=Application is in off season (Dec. 15-Jan. 31), 7777=Validation failure, 8888=Not authenticated/authorized, and 9999=Data is Invalid.			

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rb_statusDescription	Status code text	Status code text description					
Actions	Actions						
Condition	Action	Transition					
Always (rb_statusCode=0000)	Prompt : [rb0400_out_01] All set!	goto : rb0410_SuccessMsg_PP					
If rb_statusCode=0226	Prompt : [rb0400_out_02] Sorry	goto : rb0420_NoRelationshipEnd_DM					
lf rb_statusCode=1111		goto : rb0130_1099JanuaryEnd_DM					
If rb_statusCode=0152 (off hours request)	Assign : benefits_statement_transaction_status =	failure					
^	Prompt : [rb0400_out_03] Sorry, our system is undergoing routine maintenance and I'm unable to access yo records at this time. Please try back in th morning. If you'd like to speak with some	ne					
Else	Assign : benefits_statement_transaction_status =	failure					
٨	Prompt : [rb0400_out_04] I'm having trouble submitting your reques	Return to calling dialog : main [mm0530_BenefitsStatement_SD]					
Recovery Behavior							
See 1.1 Global Recovery Behavior							
Developer Notes							

rb0410_SuccessMsg_PP

	Simple Play Prompt								
Informs the	nforms the caller the replacement 1099 was processed successfully and when it should be expected.								
Entering Fi	rom								
rb0400_Ser	ndStatement_DB, rb0440_BenefitsStatemen	tEndMenu_DM							
Initial Pro	mpts								
Туре	Condition	Name	Wording						
initial	If replacement_statement_deceased=true	rb0410_out_01	The deceased's replacement 1099 for						
initial	Else (replacement_statement_deceased=false	rb0410_out_02	Your replacement 1099 for						
initial	Always	rb0410_out_03	<current minus="" one="" year=""></current>						
initial	If replacement_statement_deceased=true rb0410_out_04 will be sent to YOUR address on record. If you live in the Unite States, you should receive it by								
initial	Else rb0410_out_05 will be sent to the address we have on record for you. If you live the United States or a U.S. territory, you should receive it by								
initial	Always	rb0410_out_06	<current +="" 14="" date="" days=""></current>						
initial	^	Otherwise, if you live outside the United States, you should receive it by							
initial	nitial ^ rb0410_out_08 <current +="" 40="" date="" days=""></current>								
initial ^ rb0410_out_09 If you haven't received it by then, please call us back.									
Actions									
Condition	Action		Transition						

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Always		goto : rb0440_BenefitsStatementEndMenu_DM					
Developer Notes							

rb0420_NoRelationshipEnd_DM

		-	CustomContext R	ecognitio	n			
		match (of caller and d a an office in their are	eceased person) the caller a.	will be told	they nee	ed to contact a	Social Security field offi	ce and be
Entering F	rom							
rb0400_Se	ndStatement	_DB						
Initial Pro	ompts							
Туре	Conditio	n	Name	Word	ing			
initial	Always		rb0420_ini_01				equest in writing to a Soc o find an office now?	ial Security
Grammar								
Sample Ex	pressions			DTMF		Reco Var/Op	tion	Confirm
yes, yeah				1		<no_relation< td=""><td>ship_end_menu yes></td><td>Never</td></no_relation<>	ship_end_menu yes>	Never
no, no than	iks			2		<no_relation< td=""><td>ship_end_menu no></td><td>Never</td></no_relation<>	ship_end_menu no>	Never
Actions								
Option		Condition	Action				Transition	
yes		Always	Assign : benefits_state =field_office	benefits_statement_transaction_status				
۸		^	Prompt : [rb(Okay.	Prompt : [rb0420_out_01] F Okay. r			Return to calling dialog : main [mm0530_BenefitsStatement_SD]	
no		Always	Assign : benefits_state =success	benefits_statement_transaction_status				
٨		٨	Prompt : [rb0 Okay.)420_out_0;	2]		Return to calling dialo main [mm0530_BenefitsStat	
Recovery	Behavior						I	
Туре		Condition	Action				Transition	
nomatch 1		Always	Prompt : [rb0 Let's try again Security field	Do you w		nd a Social	Re-Recognition :	
nomatch 2		^	Sorry. You'll n replacement 2 field office. To office in your	Prompt: [rb0420_nm2_01] Re-I Sorry. You'll need to submit your request for a replacement 1099 in writing to a Social Security field office. To find the mailing address of an office in your area, press 1. For help with anything else, press 2. Re-I				
nomatch 3		Always	Assign : trans	sfer_reason	=error			
nomatch 3		Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.				
noinput 1		٨	Prompt : [rb0 Let's try again Security field	Do you w		nd a Social	Re-Recognition :	

-

noinput 2	^	replacement 1 field office. To	eed to submit your request for a .099 in writing to a Social Security o find the mailing address of an area, press 1. For help with	Re-Recognition :				
noinput 3	Always	Assign : trans	sfer_reason =error					
noinput 3	Always	Prompt : [gl_ Sorry, we see	ni3_01] m to be having trouble.					
Commands: S	tate-Specific Behavior							
See 1.2 Global C	commands							
Commands: C	onfirmations							
See 1.2 Global C	ommands							
Config Parame	eters							
Parameter			Value					
			-					
Developer Notes	Developer Notes							

$rb0440_BenefitsStatementEndMenu_DM$

		CustomContext R	eco	gnition			<u>()</u>
Caller is giv	en the option to hear the success n	nessage again.					
Entering Fi	rom						
rb0410_Suc	ccessMsg_PP						
Initial Pro	mpts						
Туре	Condition	Name		Wording			
initial	Always	rb0440_ini_0:	1	Now, would y	ou like to hear	that again?	
reprompt	(after repeat)	rb0440_ree_0)1	Would you lik	e to hear that a	again?	
Grammar							
Sample Ex	pressions		DTN	ЛF	Reco Var/Op	tion	Confirm
yes		1	 		atement_end_menu	Never	
no			2		 benefits_statement_end_menu no>		Never
repeat, repe	eat that		9 penefits_state repeat>		atement_end_menu	Never	
Actions							•
Option	Condition	Action				Transition	
no	Always	Assign : benefits_state =success	benefits_statement_transaction_status				
^	Λ	Prompt : [rbi All right.	All right.			Return to calling dialog : main [mm0530_BenefitsStatement_SD]	
yes	Always	Prompt : [rb				goto : rb0410_SuccessMsg_PP	
repeat	Always	Prompt : [rb	0440	_out_03]		Re-Recognition : Rep	rompt

		Sure.	
Recovery Beha	vior		
Туре	Condition	Action	Transition
nomatch 1	Always	Prompt : [rb0440_nm1_01] Let's try again Would you like to hear when you can expect to receive the 1099 AGAIN?	Re-Recognition :
nomatch 2	^	Prompt : [rb0440_nm2_01] Sorry. I've processed your request for a replacement 1099. If you'd like to hear the details about when to expect it in the mail AGAIN, press 1. Otherwise, press 2.	Re-Recognition :
nomatch 3	Always	Assign : benefits_statement_transaction_status =success	
nomatch 3	٨	Prompt : [rb0440_nm3_01] Sorry. Let's keep going	Return to calling dialog : main [mm0530_BenefitsStatement_SD]
noinput 1	Always	Prompt : [rb0440_ni1_01] If you'd like to hear when you can expect to receive the replacement 1099 AGAIN, say 'yes or press 1. If not, say 'no' or press 2.	Re-Recognition :
noinput 2	^	Prompt : [rb0440_ni2_01] Sorry. I've processed your request for a replacement 1099. If you'd like to hear the details about when to expect it in the mail AGAIN, press 1. Otherwise, press 2.	Re-Recognition :
noinput 3	Always	Assign : benefits_statement_transaction_status =success	
noinput 3	^	Prompt : [rb0440_ni3_01] Let's keep going	Return to calling dialog : main [mm0530_BenefitsStatement_SD]
Commands: Sta	ate-Specific Behavior		
See 1.2 Global Co	mmands		
Commands: Dis	sabled Globals		
repeat			
Commands: Co	onfirmations		
See 1.2 Global Co	mmands		
Config Parame	ters		
		Value	
Parameter			

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2.12 Transcription Dialog

This application allows callers to order Social Security forms (SS-5, SSA-1020, and SSA-7004) and pamphlets.

tr0105_PlayTransIntro_PP

()

Plays an introduction and prepares the caller for the information that will need to be collected in subsequent states (message is specific to caller's task, specified before entering this module).

Entering From

mm0550_Transcription_SD

Initial Prompts								
Туре	Condition		Name	Wording				
initial	If current_task=transcription_pamphlet		tr0105_out_01	There are several pamphlet topics to choose from. I'll take you through the list and you can select the ones you want. To skip ahead to the next topic, just say 'Skip Topic'. To hear it again, s 'Repeat That.' Or, for more information about a topic, say 'Help And, at any time, you can say 'I'm Done' and I'll take you back to the Main Menu.				
initial	Elseif current_task=transcription_	_ss5	tr0105_out_02	To begin, we'll nee to.	ed to get the address that the form will be mailed			
initial	Elseif current_task=transcription_7004		tr0105_out_03	To request a Social Security Statement, or to calculate your benefits using a different estimate of future earnings, you'll need to fill out form 'S S A 7004.' We can send you the form in the mail. To do that, I need to get some information from you first.				
initial	Else (current_task=transcription_	tr0105_out_04	To do that, I need to get some information from you first.					
Actions				•				
Condition		Action			Transition			
If current_tas	sk=transcription_pamphlet				goto : tr0310_UnderstandingSS_DM			
Elseif current_task=transcription_ss5					goto : tr0110_ReverseANILookup_DB			
Elseif current_task=transcription_7004					goto : tr0110_ReverseANILookup_DB			
Else (current_task=transcription_1020)					goto : tr0110_ReverseANILookup_DB			
Developer N	lotes							

tr0110_ReverseANILookup_DB

Data Access						
Database hit to determine if address can be for	bund using the ANI.					
Entering From						
tr0105_PlayTransIntro_PP, tr0550_Conclude	tr0105_PlayTransIntro_PP, tr0550_ConcludeChoices_PP					
Input parameters						
Parameter	Value					
ani						
Output parameters						
Variable	Description					
tr_firstName	tr_firstName					
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tr_lastName					
tr_streetAddress					
tr_city					
tr_state					
tr_zipCode	tr_zipCode				
Actions					
Condition	Action		Transition		
If address_returned=true			goto : tr0120_ConfirmAddress_DM		
Else if address_returned=false		goto : tr0130_SetAddressParameters_			
Recovery Behavior					
See 1.1 Global Recovery Behavior					
Developer Notes					

tr0120_ConfirmAddress_DM

CustomContext Recognition	
If address was found in the previous state, the caller is provided the address associated with the ANI and asked if this is where they we their form/pamphlet to go.	ould like
Entering From	

tr0110_ReverseANILookup_DB

· · · <u> </u>										
Initial Pro	ompts									
Туре	Conditio	n		Name		Wording				
initial	Always			tr0120_ini_01		It looks like th	e address for t	is telephone number is		
initial	^	٨			<u>2]</u>	[street addres	s only]			
initial	^			tr0120_ini_03		<1000ms slier	nce>			
initial	If current_ta ption_par		lf pamphlet_get_numb er=1	tr0120_ini_04		Is that where you'd like me to send your pamphlet?				
initial	^		Else	tr0120_ini_05		Is that where	you'd like me t	o send your pamphlets?		
initial	Else			tr0120_ini_06		Is that where	you'd like me t	o send your form?		
Gramma	r									
Sample Ex	pressions			DTMF Reco Var/Op		tion	Confirm			
yes					1 <tr_confirm_< td=""><td>address_yesno yes></td><td>Never</td></tr_confirm_<>		address_yesno yes>	Never		
no, (somev	vhere else), (different add	lress)		2		<tr_confirm_address_yesno no=""> Nev</tr_confirm_address_yesno>		Never	
Actions										
Option		Condition		Action				Transition		
no		Always		Prompt : [tr0120_out_01] Okay.		goto: tr0130_SetAddressParameters_DS				
yes		Always		Assign : transcription_address =[address]		[address]				
current_task=transcription_pamp (Prompt : [tr0120_out_02] Okay. Just a moment while I submit this request		goto : tr0210_SubmitRequest_DB						
^		Else						goto : tr0200_AskHowManyF	orms_DM	

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Recovery Beha	vior			
Туре	Condition		Action	Transition
nomatch 1	If current_task=tra nscription_pamp hlet		Prompt : [tr0120_nm1_01] Let's try again IS where you'd like me to send the pamphlet?	Re-Recognition :
nomatch 1	^	Else	Prompt : [tr0120_nm1_02] Let's try again IS where you'd like me to send the pamphlets?	Re-Recognition :
nomatch 1	Else	Always	Prompt : [tr0120_nm1_03] Let's try again IS where you'd like me to send the form?	Re-Recognition :
nomatch 2	Always		Prompt : [tr0120_nm2_01] Sorry. The address for this telephone number is	Re-Recognition :
nomatch 2	^		Prompt : [tr0120_nm2_02] <address></address>	Re-Recognition :
nomatch 2	^		Prompt : [tr0120_nm2_03] If that's where you'd like me to send your order, press 1. Otherwise, press 2.	Re-Recognition :
nomatch 3	Always		Assign : transfer_reason =error	
nomatch 3	Always		Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1	If current_task=tra nscription_pamp hlet		Prompt : [tr0120_ni1_01] If that's the address where you'd like me to send the pamphlet, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 1	^	Else	Prompt : [tr0120_ni1_02] If that's the address where you'd like me to send the pamphlets, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 1	Else	Always	Prompt : [tr0120_ni1_03] If that's the address where you'd like me to send the form, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 2	Always		Prompt : [tr0120_ni2_01] Sorry. The address for this telephone number is	Re-Recognition :
noinput 2	^		Prompt : [tr0120_ni2_02] <address></address>	Re-Recognition :
noinput 2	^		Prompt : [tr0120_ni2_03] If that's where you'd like me to send your order, press 1. Otherwise, press 2.	Re-Recognition :
noinput 3	Always		Assign : transfer_reason =error	
noinput 3	Always		Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: St	ate-Specific Behav	ior		
See 1.2 Global Co	ommands			
Commands: Co	onfirmations			
See 1.2 Global Co	ommands			
Config Parame	ters			
Parameter			Value	

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Developer Notes

NOTE: when confirming the address, we read back the street address only - e.g. 123 main street - excluding city, state, and zip code

tr0130_SetAddressParameters_DS

	Decision	
Sets parameter values that are	e needed by the AddressOSDM dialog.	
Entering From		
tr0110_ReverseANILookup_DI	B, tr0120_ConfirmAddress_DM	
Actions		
Condition	Action	Transition
Always	Comment : set parameters before entering AddressOSDM	
٨	Assign : collectaddress_entryprompt ='empty'	
٨	Assign : collectaddress_collectedzipcode ='FALSE'	
٨	Assign : collectaddress_overallconfirmation ='ALWAYS'	
٨	Assign : collectaddress_collectfortranscription ='FALSE'	
٨	Assign : collectaddress_ziplookuperrorprompt =default_address_ziplookuperrorprompt	
٨	Assign : collectaddress_citystatelookuperrorprompt =default_address_citystatelookuperrorprompt	
٨	Assign : collectaddress_exitsuccessprompt =default_address_exitsuccessprompt	
٨		goto : tr0140_AddressOSDM_SD
Developer Notes		

tr0140_AddressOSDM_SD

Subdialog	Call	1
Sub dialogue call to the AddressOSDM to collect the caller's address.		
Entering From		
tr0130_SetAddressParameters_DS		
Dialog called		
Proceed to initial node in: AddressOSDM		
Input parameters		
Parameter	Value	
Output parameters		
Variable	Subdialog Variable	

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Actions			
Condition		Action	Transition
Success	Always	Assign : transcription_address =[address]	
٨	If current_task=transcripti on_pamphlet		goto : tr0210_SubmitRequest_DB
^	Else		goto : tr0200_AskHowManyForms_DM
Failure		Assign : transcription_transaction_status =failure	
^		Prompt : [tr0140_out_01] I won't be able to go on without your address.	Return to calling dialog : main [mm0550_Transcription_SD]
Recovery Behavi	ior		
See 1.1 Global Reco	overy Behavior		
Developer Notes			

tr0200_AskHowManyForms_DM

		Cus	stomContext R	eco	gnition			<u>)</u>
Asks the ca	ller how ma	ny forms they would like sent	to them. They can	not c	order more thar	n 10 forms.		
Entering Fr	om							
tr0120_Con	firmAddress	s_DM, tr0140_AddressOSDM	1_SD					
Initial Pro	mpts							
Туре	Conditio	on	Name		Wording			
initial	Always		tr0200_ini_01	_	And how man	ly copies of the	form would you like?	
reprompt	(after rep	peat or disconfirmation)	tr0200_ree_0	1	HOW many fo	orms would you	ı like?	
Grammar					•			
Sample Exp	pressions			DTN	ΛF	Reco Var/Op	tion	Confirm
nine				9	<tr_how_ma< td=""><td>ny_forms_menu 9></td><td>If Necessary</td></tr_how_ma<>		ny_forms_menu 9>	If Necessary
eight				8		<tr_how_many_forms_m< td=""><td>If Necessary</td></tr_how_many_forms_m<>		If Necessary
seven				7		<tr_how_many_forms_< td=""><td>If Necessary</td></tr_how_many_forms_<>		If Necessary
six				6		<tr_how_many_forms_menu 6=""></tr_how_many_forms_menu>		If Necessary
five				5	<tr_how_many_forms_menu 5=""></tr_how_many_forms_menu>		If Necessary	
four				4	<tr_how_many_forms_menu 4=""></tr_how_many_forms_menu>		If Necessary	
three				3		<tr_how_many_forms_menu 3=""></tr_how_many_forms_menu>		If Necessary
two				2		<tr_how_many_forms_menu 2=""></tr_how_many_forms_menu>		If Necessary
one				1		<tr_how_many_forms_menu 1=""></tr_how_many_forms_menu>		If Necessary
eleven, twel	ve, thirteen	, fourteen, fifteen		11,	12, 13, 14, 15	<tr_how_many_forms_menu></tr_how_many_forms_menu>		Never
ten				10		<tr_how_many_forms_menu 10=""></tr_how_many_forms_menu>		If Necessary
repeat, repeat that					< tr_how_ma repeat>	ny_forms_menu	Never	
Actions								
Option		Condition	Action				Transition	
over_10 (11 14, or 15)	, 12, 13,	Always	Assign : tran	script	tion_form_quar	ntity =10		

^		٨		nd is ten copies, but I'll go ne maximum. Just a moment	goto : tr0210_SubmitRequest_DB
Else (<numb under_10)</numb 	er>	Always	Assign : transcript = <number></number>	tion_form_quantity	
^	Okay, just a moment while I submit that request Re-Recognit at Always Prompt : [tr0200_out_03] Re-Recognit		goto : tr0210_SubmitRequest_DB		
repeat		Always	Prompt : [tr0200_ Sure.	_out_03]	Re-Recognition : Reprompt
Confirmati	on Prom	pts			
Option	Conditio	on	Name	Wording	
<number></number>	Always		tr0200_cnf_ini_01	You'd like us to send	
^	^		tr0200_cnf_ini_02	[number_forms]	
٨	lf >1		tr0200_cnf_ini_03	copies. Right?	
^	Else (= 1	.)	tr0200_cnf_ini_04	copy. Right?	
Confirmati	on Reco	very Behavior	· ·	•	
See 1.3 Glob	al Confirm	ation			
Recovery E	Behavior				
Туре		Condition	Action		Transition
nomatch 1		Always		he most I can send it ten y or enter the number of	Re-Recognition :
nomatch 2		٨		nm2_01] you up to 10 copies of the mber of copies you'd like on	Re-Recognition :
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to		
noinput 1		٨		ni1_01] nd is ten copies. Please say er of copies you'd like me to	Re-Recognition :
noinput 2		٨		ni2_01] you up to 10 copies of the mber of copies you'd like on	Re-Recognition :
noinput 3		Always	Assign : transfer_	reason =error	
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to		
Commands	s: State-S	Specific Behavior			
See 1.2 Glob	al Comma	inds			
Commands	s: Disabl	ed Globals			
repeat					
Commands	s: Confir	mations			
See 1.2 Glob	al Comma	inds			
Config Par	ameters				
-					

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Parameter	Value
Developer Notes	

The grammar is constrained to only accept 11 through 15 as 'over_10'; anything else will get an error and hear no match 1.

tr0210_SubmitRequest_DB

Data Access						
Database call to submit form/pamphlet request.						
Entering From						
tr0120_ConfirmAddress_DM, tr0140_Address	OSDM_SD, tr0200_Ask⊦	lowManyForms_DM				
Input parameters						
Parameter		Value				
Output parameters						
Variable		Description				
Actions						
Condition	Action		Transition			
Success	Prompt : [tr0210_out_ All set!	01]	goto : tr0220_SuccessMsg_PP			
Failure			goto : tr0240_FailureMsg_PP			
Recovery Behavior						
See 1.1 Global Recovery Behavior						
Developer Notes						

tr0220_SuccessMsg_PP

		S	imple Play Pro	mpt	D)
Informs the o	caller that their order wa	as successful and given	ves an estimate of v	when they should recieve their forms or pamphlets.	
Entering Fre	om				
tr0210_Subr	nitRequest_DB				
Initial Pror	npts				
Туре	Condition		Name	Wording	
initial	If current_task=transcri ption_pamphlet	lf pamphlet_get_nu mber=1	tr0220_out_01	I've put your order through and you should receive the pamphi	let:
initial	^	Else (pamphlet_get_nu mber>1)	tr0220_out_02	I've put your order through and you should receive the pamphi	lets:
initial	^	If pamphlet_get_und erstanding_ss=true		Understanding Social Security	
initial	٨	lf pamphlet_get_retir ement_benefits=tr	tr0220_out_04	Retirement Benefits	

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Developer	r Notes				
Always					Return to calling dialog : main [mm0550_Transcription_SD]
Always		Assign =succe	1 : transcription_tr ess	ansaction_status	
Condition		Action			Transition
Actions					
initial	^	Always	tr0220_out_15		tions, in the mail within 2 weeks. Now, if you're b hang up. Otherwise,
initial	^	Else (current_task=tran scription_1020)	tr0220_out_14	S S A 1 0 2 0	
initial	^	Elseif current_task=trans cription_7004	tr0220_out_13	S S A 7 0 0 4	
initial	^	Elseif current_task=trans cription_ss5	tr0220_out_12	S S 5	
initial	Else	Always	tr0220_out_11	I've put this through	and you should receive form
initial	^	Always	tr0220_out_10	in the mail within hang up. Otherwise	2 weeks. Now, if you're finished, feel free to
initial	^	If pamphlet_get_wo man_ss=true	tr0220_out_09	What Every Woma	n Should Know About Social Security
initial	^	lf pamphlet_get_disa bled_children_ben efits=true	tr0220_out_08	Benefits For Childre	en With Disabilities
initial	^	If pamphlet_get_wor k_affects_benefits =true	tr0220_out_07	How Work Affects E	Benefits
initial	^	If pamphlet_get_surv ivor_benefits=true	tr0220_out_06	Survivor Benefits	
initial	^	If pamphlet_get_disa bility_benefits=true		Disability Benefits	
		ue			

tr0240_FailureMsg_PP

Simple Play Prompt							
Informs th	nforms the caller that their request was not processed before transferring to an agent.						
Entering	Entering From						
tr0210_St	ubmitRequest_DB						
Initial Pi	rompts						
Туре	Condition	Name	Wording				
initial	Always	tr0240_out_01	Sorry. I wasn't able to process your request.				
Actions	•						

Condition	Action	Transition
Always	Assign : transcription_transaction_status =failure	
Always		Return to calling dialog : main [mm0550_Transcription_SD]
Developer Notes		

tr0310_UnderstandingSS_DM

Entering From	r if they want the 'Understanding Socia n	I Security' pamphle						
-	n		t.					
tr0105 PlavTr								
	ansIntro_PP, tr0545_PamphletCheck	_DS						
Initial Prom	ots							
Туре	Condition Name			Wording				
initial	Always	tr0310_ini_01	L	Now, to get started, do you want the pamphlet on 'Understanding Social Security'?				
reprompt	(after repeat or disconfirmation or if pamphlets_first_time = false)	tr0310_ree_0)1	Do you want	ant the pamphlet on 'Understanding Social Security'?			
Grammar				•				
Sample Expressions			DTI	ИF	Reco Var/Op	tion	Confirm	
yes			1		<tr_get_pam< td=""><td>phlet_menu yes></td><td>Never</td></tr_get_pam<>	phlet_menu yes>	Never	
no			2		<tr_get_pam< td=""><td colspan="2"><tr_get_pamphlet_menu no=""></tr_get_pamphlet_menu></td></tr_get_pam<>	<tr_get_pamphlet_menu no=""></tr_get_pamphlet_menu>		
skip			3		<tr_get_pam< td=""><td>phlet_menu skip></td><td>If Necessary</td></tr_get_pam<>	phlet_menu skip>	If Necessary	
i'm finished, i'm done			4		<tr_get_pamphlet_menu finished=""></tr_get_pamphlet_menu>		If Necessary	
repeat, repeat that			9	9 <tr_get_pam< td=""><td>phlet_menu repeat></td><td>Never</td></tr_get_pam<>		phlet_menu repeat>	Never	
Actions								
Option	Condition	Action	Action			Transition		
Always		Assign : nex	Assign : next_pamphlet =retirement_benefits					
no	If pamphlets_first_time=true		3				tirementBenefits_DM	
٨	Else	Prompt : [tr0 Okay.	Prompt : [tr0310_out_01] Okay.			goto : tr0540_MoreChoices_DM		
yes	Always	Assign : par =true	Assign : pamphlet_get_understanding_ss =true					
٨	۸	Assign : par	Assign : pamphlet_get_number =increment+1					
٨	^	Prompt : [tr0 All right.	Prompt : [tr0310_out_02] All right.			goto : tr0540_MoreChoices_DM		
skip	Always					goto : tr0320_RetirementBenefits_DM		
finished	Always	Assign : par	Assign : pamphlet_finished =true					
٨	^	Prompt : [tr0 Okay.	Prompt : [tr0310_out_03] Okay.			goto : tr0550_ConcludeChoices_PP		
repeat	Always	Prompt : [tr0 Sure.	Prompt : [tr0310_out_04] Sure.			Re-Recognition : Reprompt		
Confirmatio	n Prompts	1						

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Option	Condition	Name	Wording	
skip	Always	tr0310_cnf_ini_01	You'd like to skip to the next	topic, right?
finished	Always	tr0310_cnf_ini_02	Sounds like you're finished.	Is that right?
Confirmat	ion Recovery Behavior		•	
See 1.3 Glo	bal Confirmation			
Recovery	Behavior			
Туре	Condition	Action		Transition
nomatch 1		Prompt : [tr0310_ Let's try again D 'Understanding So	o you want the pamphlet on	Re-Recognition :
nomatch 2			_nm2_01] e me to send the pamphlet ling Social Security', press 1.	Re-Recognition :
nomatch 3	Always	Assign : transfer_	reason =error	
nomatch 3	Always	Prompt : [gl_nm3 Sorry, we seem to	3_01] be having trouble.	
noinput 1			_ni1_01] mphlet on 'Understanding ay 'Yes' or press 1. If not, say	Re-Recognition :
noinput 2			_ni2_01] 9 me to send the pamphlet ling Social Security', press 1.	Re-Recognition :
noinput 3	Always	Assign : transfer_	reason =error	
noinput 3	Always	Prompt : [gl_ni3_ Sorry, we seem to	01] be having trouble.	
Command	ls: State-Specific Behavior			
See 1.2 Glo	bal Commands			
Command	ls: Disabled Globals			
repeat				
Command	ls: Confirmations			
See 1.2 Glo	bal Commands			
Config Pa	rameters			
Parameter		Val	ue	
Developer l	Notes			

tr0320_RetirementBenefits_DM

Asks the caller if they want the 'Retirement Benefits' pamphlet.	
Entering From	
tr0310_UnderstandingSS_DM, tr0545_PamphletCheck_DS	
Initial Prompts	

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Туре	Conditio	on	Name Wording						
initial	Always		tr0320_ini_01		Next, do you	want the pamp	hlet on 'Retirement Ben	efits'?	
reprompt	(after rep pamphle	peat or disconfirmation or if ts_first_time = false)	tr0320_ree_01		Do you want the pamphlet on 'Retirement Benefits'?				
Grammar	•								
Sample Ex	oressions			DTN	1F	Reco Var/Op	tion	Confirm	
yes				1		<tr_get_pam< td=""><td>phlet_menu yes></td><td>Never</td></tr_get_pam<>	phlet_menu yes>	Never	
no				2		<tr_get_pam< td=""><td>phlet_menu no></td><td>Never</td></tr_get_pam<>	phlet_menu no>	Never	
skip			:	3		<tr_get_pam< td=""><td>phlet_menu skip></td><td>If Necessary</td></tr_get_pam<>	phlet_menu skip>	If Necessary	
i'm finished,	i'm done			4		<tr_get_pam< td=""><td>phlet_menu finished></td><td>If Necessary</td></tr_get_pam<>	phlet_menu finished>	If Necessary	
repeat, repe	at that		!	9		<tr_get_pam< td=""><td>phlet_menu repeat></td><td>Never</td></tr_get_pam<>	phlet_menu repeat>	Never	
Actions									
Option		Condition	Action				Transition		
Always			Assign : next_	pam	nphlet =disabili	ty_benefits			
no		If pamphlets_first_time=true					goto : tr0330_Disabilit	yBenefits_DM	
٨		Else	Prompt : [tr03 Okay.	320_	out_01]		goto : tr0540_MoreCh	oices_DM	
yes		Always	Assign : pamphlet_get_retirement_benefits =true						
^		٨	Assign : pamp	ohlet	_get_number	=increment=1			
٨		^	Prompt : [tr0320_out_02] All right.			goto : tr0540_MoreChoices_DM			
skip		Always					goto:tr0330_DisabilityBenefits_DN		
finished		Always	Assign : pamp	bhlet <u></u>	_finished =true	9			
^		^	Prompt : [tr03 Okay.	320_	out_03]		goto : tr0550_ConcludeChoices_PF		
repeat		Always	Prompt : [tr03 Sure.	320_	out_04]		Re-Recognition : Rep	rompt	
Confirmat	ion Prom	pts							
Option	Conditio	on	Name		Wording				
skip	Always		tr0320_cnf_ini_	_01	You'd like to s	kip to the next	topic, right?		
finished	Always		tr0320_cnf_ini_	_02	Sounds like y	ou're finished.	Is that right?		
Confirmat	ion Reco	very Behavior							
See 1.3 Glo	bal Confirm	ation							
Recovery	Behavior								
Туре		Condition	Action				Transition		
nomatch 1			Prompt : [tr0320_nm1_01] Let's try again Do you want the 'Retirement Benefits?'		you want the	pamphlet on	Re-Recognition :		
nomatch 2			Prompt : [tr03 Sorry. If you'd about 'Retirem press 2.	like	me to send th		Re-Recognition :		
nomatch 3		Always	Assign : trans	fer_r	reason =error				
nomatch 3		Always	Prompt : [gl_r Sorry, we seen			ble.			

noinput 1			320_ni1_01] e pamphlet on 'Retirement 'Yes' or press 1. If not, say 'No'	Re-Recognition :
noinput 2		Prompt : [tr0 Sorry. If you'c about 'Retiren press 2.	320_ni2_01] I like me to send the pamphlet nent Benefits,' press 1. If not,	Re-Recognition :
noinput 3	Always	Assign : trans	sfer_reason =error	
noinput 3	noinput 3 Always Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.			
Commands: S	tate-Specific Behavior			
See 1.2 Global C	Commands			
Commands: D	isabled Globals			
repeat				
Commands: C	Confirmations			
See 1.2 Global C	Commands			
Config Param	eters			
Parameter			Value	
Developer Note	s			

tr0330_DisabilityBenefits_DM

		Y	'esNo Recog	Initi	on			<u>()</u>
Asks the call	er if they wa	ant the 'Disability Benefits' pamp	ohlet.	_				
Entering Fro	om							
tr0320_Retir	ementBene	fits_DM						
Initial Pron	npts							
Туре	Conditio	n	Name		Wording			
initial	Always		tr0330_ini_01		Do you want t	he pamphlet o	n 'Disability Benefits?'	
reprompt		eat or disconfirmation or if s_first_time = false)	tr0330_ree_0	tr0330_ree_01 Do you want the pamphlet on 'Disability Benefits'?				
Grammar								
Sample Exp	ressions			DTN	ЛF	Reco Var/Op	tion	Confirm
yes				1		<tr_get_pam< td=""><td>phlet_menu yes></td><td>Never</td></tr_get_pam<>	phlet_menu yes>	Never
no				2		<tr_get_pam< td=""><td>phlet_menu no></td><td>Never</td></tr_get_pam<>	phlet_menu no>	Never
skip				3		<tr_get_pam< td=""><td>phlet_menu skip></td><td>If Necessary</td></tr_get_pam<>	phlet_menu skip>	If Necessary
i'm finished,	i'm done			4	<tr_get_pa< td=""><td colspan="2">r_get_pamphlet_menu finished></td></tr_get_pa<>		r_get_pamphlet_menu finished>	
repeat, repea	at that			9		<tr_get_pamphlet_menu repeat=""></tr_get_pamphlet_menu>		Never
Actions								
Option		Condition	Action				Transition	
Always			Assign : next	t_pan	nphlet =survivo	or_benefits		
no		If pamphlets_first_time=true					goto : tr0340_Survivor	Benefits_DM
^		Else	Prompt : [tr0	330_	_out_01]		goto : tr0540_MoreCh	oices_DM
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			Okay.		
yes		Always	Assign : pamphlet =true	t_get_disability_benefits	
^		٨	Assign : pamphlet	t_get_number =increment+1	-
٨		^	Prompt : [tr0330_ All right.	_out_02]	goto : tr0540_MoreChoices_DM
skip		Always			goto : tr0340_SurvivorBenefits_DM
finished		Always	Assign : pamphlet	t_finished =true	-
٨		^	Prompt : [tr0330_ Okay.	_out_03]	goto : tr0550_ConcludeChoices_PP
repeat		Always	Prompt : [tr0330_ Sure.	_out_04]	Re-Recognition : Reprompt
Confirmation	on Prom	pts			
Option	Conditio	on	Name	Wording	
skip	Always		tr0330_cnf_ini_01	You'd like to skip to the next	topic, right?
finished	Always		tr0330_cnf_ini_02	Sounds like you're finished.	Is that right?
Confirmati	on Reco	very Behavior			
See 1.3 Glob	al Confirm	ation			
Recovery E	Behavior				
Туре		Condition	Action		Transition
nomatch 1			Prompt : [tr0330_ Let's try again Do 'Disability Benefits'	o you want the pamphlet on	Re-Recognition :
nomatch 2			Prompt : [tr0330_ Sorry. If you'd like about 'Disability Be 2.	nm2_01] me to send the pamphlet enefits,' press 1. If not, press	Re-Recognition :
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3		Always	Prompt : [gl_nm3 Sorry, we seem to	_01]	
noinput 1			Prompt : [tr0330_ If you want the par say 'Yes' or press	_ni1_01] nphlet on 'Disability Benefits' 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 2				ni2_01] me to send the pamphlet enefits,' press 1. If not, press	Re-Recognition :
noinput 3		Always	Assign : transfer_	reason =error	
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to	01] be having trouble.	
Commands	s: State-S	Specific Behavior			
See 1.2 Glob	al Comma	inds			
Commands	s: Disable	ed Globals			
repeat					
Commands	s: Confiri	mations			
See 1.2 Glob	al Comma	inds			
Config Par	ameters				
Config Par Parameter	ameters		Valu	ue	

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tr0340_SurvivorBenefits_DM

		١	YesNo Recog	niti	on			<u>)</u>
Asks the ca	ller if they w	ant the 'Survivor's Benefits' par	nphlet.					
Entering F	rom	· · ·	•					
tr0330_Disa	abilityBenefi	ts_DM, tr0545_PamphletCheck	DS					
_ Initial Pro								
Туре	Conditio	on	Name		Wording			
initial	Always		tr0340_ini_01		-	want the pamp	hlet on 'Survivor's Bene	fits?'
reprompt		peat or disconfirmation or if ts_first_time = false)	tr0340_ree_01	L	Do you want t	he pamphlet o	n 'Survivor's Benefits'?	
Grammar					•			
Sample Ex	pressions			DTN	ΛF	Reco Var/Op	tion	Confirm
yes				1		<tr_get_pam< td=""><td>phlet_menu yes></td><td>Never</td></tr_get_pam<>	phlet_menu yes>	Never
no				2		<tr_get_pam< td=""><td>phlet_menu no></td><td>Never</td></tr_get_pam<>	phlet_menu no>	Never
skip				3		<tr_get_pam< td=""><td>phlet_menu skip></td><td>If Necessary</td></tr_get_pam<>	phlet_menu skip>	If Necessary
i'm finished	i'm done			4		<tr_get_pam< td=""><td>phlet_menu finished></td><td>If Necessary</td></tr_get_pam<>	phlet_menu finished>	If Necessary
repeat, repe	eat that			9		<tr_get_pamphlet_menu repeat=""></tr_get_pamphlet_menu>		Never
Actions								
Option		Condition	Action				Transition	
Always			Assign : next =work_affects					
no		If pamphlets_first_time=true					goto : tr0410_WorkAffectsBenefits_DM	
^		Else	Prompt : [tr03 Okay.	340_	out_01]		goto : tr0540_MoreChoices_DM	
yes		Always	Assign : pam	phlet	_get_survivor_	_benefits =true	·	
٨		^	Assign : pam	phlet	t_get_number :	=increment+1		
^		^	Prompt : [tr03 All right.	340_	out_02]		goto : tr0540_MoreChoices_DM	
skip		Always					goto: tr0410_WorkAffectsBenefits_DM	
finished		Always	Assign : pam	phlet	t_finished =true	9	-	
^		^	Prompt : [tr0340_out_(Okay.		out_03]		goto : tr0550_ConcludeChoices_PP	
repeat		Always	Prompt : [tr0340_out_04] Sure.		Re-Recognition : Rep	rompt		
Confirma	tion Prom	pts						
Option	Conditio	on	Name		Wording			
skip	Always		tr0340_cnf_ini	_01	You'd like to s	skip to the next	topic, right?	
finished	Always		tr0340_cnf_ini	_02	Sounds like y	ou're finished.	Is that right?	

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Confirmation H	Recovery Behavior		
See 1.3 Global C	onfirmation		
Recovery Beh	avior		
Туре	Condition	Action	Transition
nomatch 1		Prompt : [tr0340_nm1_01] Let's try again Do you want the pamphlet on 'Survivor Benefits?'	Re-Recognition :
nomatch 2		Prompt : [tr0340_nm2_01] Sorry. If you'd like me to send the pamphlet about 'Survivor Benefits,' press 1. If not, press 2.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1		Prompt : [tr0340_ni1_01] If you want the pamphlet on 'Survivor Benefits', say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 2		Prompt : [tr0340_ni2_01] Sorry. If you'd like me to send the pamphlet about 'Survivor Benefits,' press 1. If not, press 2.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands: S	tate-Specific Behavior	· · · ·	
See 1.2 Global C	ommands		
Commands: D	isabled Globals		
repeat			
Commands: C	onfirmations		
See 1.2 Global C	ommands		
Config Parame	eters		
Parameter		Value	
Developer Notes	; ;		

tr0410_WorkAffectsBenefits_DM

	YesNo Recognition							
Asks the ca	ller if they want the 'How Work Affects Ben	efits' pamphlet.						
Entering Fr	rom							
tr0340_Surv	vivorBenefits_DM, tr0545_PamphletCheck	_DS						
Initial Pro	mpts							
Туре	Condition	Name	Wording					
initial	Always	tr0410_ini_01	Do you want the pamphlet on 'How Work Affects Benefits'?					
reprompt	(after repeat or disconfirmation or if pamphlets_first_time = false)	tr0410_ree_01	Do you want the pamphlet on 'How Work Affects Benefits'?					

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Grammar							
Sample Exp	oressions		D	TMF	Reco Var/Op	tion	Confirm
yes			1		<tr_get_pam< td=""><td>phlet_menu yes></td><td>Never</td></tr_get_pam<>	phlet_menu yes>	Never
no			2		<tr_get_pam< td=""><td colspan="2">r_get_pamphlet_menu no> Nev</td></tr_get_pam<>	r_get_pamphlet_menu no> Nev	
skip			3		<tr_get_pam< td=""><td>phlet_menu skip></td><td>If Necessary</td></tr_get_pam<>	phlet_menu skip>	If Necessary
i'm finished,	i'm done		4		<tr_get_pam< td=""><td>phlet_menu finished></td><td>If Necessary</td></tr_get_pam<>	phlet_menu finished>	If Necessary
repeat, repe	at that		9		<tr_get_pam< td=""><td>phlet_menu repeat></td><td>Never</td></tr_get_pam<>	phlet_menu repeat>	Never
Actions							
Option		Condition	Action			Transition	
Always			Assign : next_pa =disabled_childr				
no		If pamphlets_first_time=true				goto : tr0420_DisabledChildre	enBenefits_DM
^		Else	Prompt : [tr041 Okay.	0_out_01]		goto : tr0540_MoreCh	oices_DM
yes		Always	Assign : pamph =true	let_get_work_af	fects_benefits		
۸		^	Assign : pamph	let_get_number	=increment+1		
^	Prompt : [tr0410_out_02] All right. All right.				goto : tr0540_MoreChoices_DM		
skip	Always		goto: tr0420_DisabledChildrenBenefits_DM				
finished		Always	Assign : pamph	let_finished =tru	е		
^		^	Prompt : [tr041 Okay.	0_out_03]		goto : tr0550_ConcludeChoices_PP	
repeat		Always	Prompt : [tr041) Sure.	0_out_04]		Re-Recognition : Reprompt	
Confirmat	ion Prom	pts				•	
Option	Conditio	on	Name	Wording			
skip	Always		tr0410_cnf_ini_0	1 You'd like to	skip to the next	t topic, right?	
finished	Always		tr0410_cnf_ini_0	2 Sounds like y	ou're finished.	Is that right?	
Confirmat	ion Reco	very Behavior		•			
See 1.3 Glo	bal Confirm	ation					
Recovery	Behavior						
Туре		Condition	Action			Transition	
nomatch 1			Prompt : [tr041 Let's try again 'How Work Affec	Do you want the	pamphlet on	Re-Recognition :	
nomatch 2			Prompt : [tr0410_nm2_01] Sorry. If you'd like me to send the pamphlet about 'How Work Affects Benefits,' press 1. If not, press 2.		Re-Recognition :		
nomatch 3		Always	Assign : transfe	r_reason =error			
nomatch 3		Always	Prompt : [gl_nn Sorry, we seem		ıble.		
noinput 1			Prompt : [tr041] If you want the p Benefits,' say 'Ye	amphlet on 'Hov		Re-Recognition :	

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		or press 2.		
noinput 2			D_ni2_01] æ me to send the pamphlet & Affects Benefits,' press 1. If	Re-Recognition :
noinput 3	Always	Assign : transfer	_reason =error	
noinput 3	Always	Prompt : [gl_ni3 Sorry, we seem t	9_01] o be having trouble.	
Commands: S	State-Specific Behavior			
See 1.2 Global C	Commands			
Commands: D	isabled Globals			
repeat				
Commands: C	Confirmations			
See 1.2 Global C	Commands			
Config Param	eters			
Parameter		Va	alue	
Developer Note	S	•		

tr0420_DisabledChildrenBenefits_DM

			YesNo Recoo	gniti	on			
Asks the ca	ller if they w	ant the 'Benefits for Children w	ith Disabilities' pa	mphle	et.			_
Entering Fi	rom							
tr0410_Wor	kAffectsBen	nefits_DM, tr0545_PamphletCh	eck_DS					
Initial Pro	mpts							
Туре	Conditio	on	Name		Wording			
initial	Always		tr0420_ini_01	tr0420_ini_01 Next. Do you want the pamphlet on 'Benefits for Children Disabilities'?				dren with
reprompt		peat or disconfirmation or if ts_first_time = false)	tr0420_ree_0	tr0420_ree_01 Do you want the pamphlet on 'Benefits for Children with Disabilities'?				
Grammar	•				•			
Sample Ex	pressions			DTN	ΛF	Reco Var/Op	tion	Confirm
yes				1		<tr_get_pam< td=""><td>phlet_menu yes></td><td>Never</td></tr_get_pam<>	phlet_menu yes>	Never
no				2		<tr_get_pam< td=""><td>phlet_menu no></td><td>Never</td></tr_get_pam<>	phlet_menu no>	Never
skip				3		<tr_get_pamphlet_menu skip=""></tr_get_pamphlet_menu>		If Necessary
i'm finished,	i'm done			4		<tr_get_pamphlet_menu finished=""></tr_get_pamphlet_menu>		If Necessary
repeat, repe	eat that			9		<tr_get_pamphlet_menu repeat=""></tr_get_pamphlet_menu>		Never
Actions								
Option		Condition	Action				Transition	
Always			Assign : nex	t_pan	nphlet =womar	1_SS		
no		If pamphlets_first_time=true					goto : tr0430_Womans	SS_DM
٨		Else	Prompt : [tr(Okay.	0420_	out_01]		goto : tr0540_MoreCho	pices_DM

		A	A = = 1		1
yes		Always	Assign : pamphlet_get_disa	abled_children_benefits =true	
۸		^	Assign : pamphlet	get_number =increment+1	
^		^	Prompt : [tr0420_ All right.	out_02]	goto : tr0540_MoreChoices_DM
skip		Always			goto : tr0430_WomanSS_DM
finished		Always	Assign : pamphlet	_finished =true	
^		^	Prompt : [tr0420_ Okay.	out_03]	goto : tr0550_ConcludeChoices_PP
repeat		Always	Prompt : [tr0420_ Sure.	out_04]	Re-Recognition : Reprompt
Confirmatio	on Prom	ots			
Option	Conditio	on	Name	Wording	
skip	Always		tr0420_cnf_ini_01	You'd like to skip to the next	topic, right?
finished	Always		tr0420_cnf_ini_02	Sounds like you're finished.	Is that right?
Confirmatio	on Recov	very Behavior			
See 1.3 Globa	al Confirm	ation			
Recovery E	Behavior				
Туре		Condition	Action		Transition
nomatch 1			Prompt : [tr0420_ Let's try again Do 'Benefits for Childro	nm1_01] o you want the pamphlet on en with Disabilities?'	Re-Recognition :
nomatch 2				me to send the pamphlet Children with Disabilities,'	Re-Recognition :
nomatch 3		Always	Assign : transfer_	reason =error	
nomatch 3		Always	Prompt : [gl_nm3] Sorry, we seem to		
noinput 1				nphlet on 'Benefits for pilities,' say 'Yes' or press 1.	Re-Recognition :
noinput 2				me to send the pamphlet Children with Disabilities,'	Re-Recognition :
noinput 3		Always	Assign : transfer_	reason =error	
noinput 3		Always	Prompt : [gl_ni3_ Sorry, we seem to	01] be having trouble.	
Commands	: State-S	Specific Behavior			
See 1.2 Globa	al Comma	nds			
Commands	: Disable	ed Globals			
repeat					
Commands	: Confiri	mations			
See 1.2 Globa					
Config Para	ameters	Config Parameters			

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tr0430_WomanSS_DM

		١	YesNo Recog	Initi	on			<u>()</u>
Asks the cal	ler if they w	vant the 'What Every Woman Sh	ould Know about	Soci	al Security' par	mphlet.		
Entering Fr	om							
tr0420_Disa	bledChildre	enBenefits_DM, tr0545_Pamphl	etCheck_DS					
Initial Pro	mpts							
Туре	Conditio	วท	Name		Wording			
initial	Always		tr0430_ini_01		Do you want t About Social S		n 'What Every Woman S	Should Know
reprompt		peat or disconfirmation or if ts_first_time = false)	tr0430_ree_0	1	Do you want t About Social S		n 'What Every Woman S	Should Know
Grammar								
Sample Exp	oressions			DTI	ЛF	Reco Var/Op	tion	Confirm
yes				1		<tr_get_pam< td=""><td>phlet_menu yes></td><td>Never</td></tr_get_pam<>	phlet_menu yes>	Never
no				2		<tr_get_pam< td=""><td>phlet_menu no></td><td>Never</td></tr_get_pam<>	phlet_menu no>	Never
skip				3		<tr_get_pam< td=""><td>phlet_menu skip></td><td>If Necessary</td></tr_get_pam<>	phlet_menu skip>	If Necessary
i'm finished,	i'm done			4	<tr_get_pa< td=""><td>phlet_menu finished></td><td>If Necessary</td></tr_get_pa<>		phlet_menu finished>	If Necessary
repeat, repe	at that			9		<tr_get_pamphlet_menu repeat=""></tr_get_pamphlet_menu>		Never
Actions								
Option		Condition	Action				Transition	
Always			Assign : next	t_par	nphlet =unders	tanding_ss		
^			Assign : parr	phle	ts_first_time =f	alse		
no		Always	Prompt : [tr0 Okay.	430_	_out_01]		goto : tr0540_MoreCh	oices_DM
yes		Always	Assign : par	phle	t_get_woman_	ss =true		
^		٨	Assign : parr	phle	t_get_number :	=increment+1		
^		If pamphlet_get_number=7	Prompt : [tr0 All right. That offer.)430_ t's all	out_02] the pamphlets	I have to	goto : tr0550_ConcludeChoices_PP	
^		Else	Prompt : [tr0 All right.	430_	_out_03]		goto : tr0540_MoreCh	oices_DM
skip		Always					goto : tr0540_MoreCh	oices_DM
finished		Always	Assign : parr	phle	t_finished =true	è		
^		^	Prompt : [tr0430_out_04] Okay.			goto : tr0550_Conclud	eChoices_PP	
repeat		Always	Prompt : [tr0 Sure.	430_	_out_05]		Re-Recognition : Rep	rompt
Confirmat	ion Prom	pts						
Option	Conditio	on	Name		Wording			
skip	Always		tr0430_cnf_in	i_01	You'd like to s	skip to the next	topic, right?	

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	n Recovery Behavior		
Soo 1 2 Clobs	The covery bellavior		
See T'S Ginne	l Confirmation		
Recovery B	ehavior		
Туре	Condition	Action	Transition
nomatch 1		Prompt : [tr0430_nm1_01] Let's try again Do you want the pamphlet on 'What Every Woman Should Know About Social Security?'	Re-Recognition :
nomatch 2		Prompt : [tr0430_nm2_01] Sorry. If you'd like me to send the pamphlet about 'What Every Woman Should Know About Social Security,' press 1. If not, press 2.	Re-Recognition :
nomatch 3	Always	Assign : transfer_reason =error	
nomatch 3	Always	Prompt : [gl_nm3_01] Sorry, we seem to be having trouble.	
noinput 1		Prompt : [tr0430_ni1_01] If you want the pamphlet on 'What Every Woman Should Know About Social Security,' say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition :
noinput 2		Prompt : [tr0430_ni2_01] Sorry. If you'd like me to send the pamphlet about 'What Every Woman Should Know About Social Security,' press 1. If not, press 2.	Re-Recognition :
noinput 3	Always	Assign : transfer_reason =error	
noinput 3	Always	Prompt : [gl_ni3_01] Sorry, we seem to be having trouble.	
Commands	: State-Specific Behavior		
See 1.2 Globa	Il Commands		
Commands	: Disabled Globals		
repeat			
Commands	: Confirmations		
See 1.2 Globa	I Commands		
Config Para	meters		
Parameter		Value	
Developer No	otes		

tr0540_MoreChoices_DM

YesNo Recognition

If the caller enters this state after all pamphlet options have been given they will be asked if they want to hear all of their choices again. If the caller enters this state after indicating that they want to order a pamphlet then they will be asked if they want to hear more pamphlet options before collecting their address.

Entering From

tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM, tr0410_WorkAffectsBenefits_DM, tr0340_SurvivorBenefits_DM

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SSA_ATT_Care2020_N8NN

Initial Pron	npts								
Туре				Name		Wording			
initial	lf next_pan rstanding	nphlet=unde I_ss	lf pamphlet_get_numb er=0	tr0540_ini_01		That was the last one. Would		d you like to hear those choices again?	
initial	^		Else (pamphlet_get_num ber>0)	tr0540_ini_02		Before I get ye choices again		fress, would you like to h	near the
initial	Else		lf pamphlet_get_numb er=0	tr0540_ini_03		Would you like	e to hear more	choices?	
initial	^		Else (pamphlet_get_num ber>0)	tr0540_ini_04		Before I get ye choices?	our mailing add	tress, would you like to h	near more
reprompt	(after rep	eat)	If next_pamphlet=unde rstanding_ss	tr0540_ree_03	1	Would you like	e to hear those	choices again?	
reprompt	^		Else	tr0540_ree_02	2	Would you like	e to hear more	choices?	
Grammar	•								
Sample Exp	ressions				DTI	ЛF	Reco Var/Op	tion	Confirm
yes, ([more c	other] choic	es)			1		<tr_pamphles o yes></tr_pamphles 	t_more_choices_yesn	Never
no							<tr_pamphle o no></tr_pamphle 	<tr_pamphlet_more_choices_yesn new<br="">p no></tr_pamphlet_more_choices_yesn>	
repeat, repea	at that			9 <tr_pamph o repeat></tr_pamph 			et_more_choices_yesn Never		
Actions									
Option		Condition		Action				Transition	
no		Always		Assign : pam	phle	t_finished =true	e		
^		If pamphlet	_get_number=0	Assign : trans =success	scrip	tion_transaction	n_status		
^		^		Prompt : [tr0 No problem. In free to hang u	n tha	t case, if you're	e finished, feel	Return to calling dialog : main [mm0550_Transcription_SD]	
^		Else		Prompt : [tr0 All right.	540_	_out_02]		goto : tr0550_Conclude	eChoices_PP
yes		If pamphlet	_get_number = 7	Prompt : [tr0 That's all the p		out_04] bhlets I have to	offer.	goto : tr0550_Conclude	eChoices_PP
٨		Else						goto : tr0545_Pamphle	tCheck_DS
repeat		Always		Prompt : [tr0 Sure.	540_	_out_03]		Re-Recognition : Repr	ompt
Recovery I	Behavior								
Туре		Condition		Action				Transition	
nomatch 1		lf next_pampl s	nlet=understanding_s	Let's try again	Prompt : [tr0540_nm1_01] Re-F Let's try again Would you like to hear those choices again? Re-F		Re-Recognition :		
nomatch 1		Else		Prompt : [tr0 Let's try again choices?		_nm1_02] ′ould you like to	o hear more	Re-Recognition :	
nomatch 2		lf next_pampl	hlet= lf pamphlet_get_	Prompt : [tr0 Sorry. That wa		_nm2_01] e last pamphle	t I had to offer.	Re-Recognition :	

	understanding_ ss	number=0	If you'd like to he press 1. Otherw	ear all of the choices again, vise, press 2.	
nomatch 2	^	Else (pamphlet_get_ number>0)	pamphlets and y	I0_nm2_02] nterested in receiving more you'd like to hear the choices Otherwise, press 2.	Re-Recognition :
nomatch 2	Else			nterested in receiving more you'd like to hear more choices,	Re-Recognition :
nomatch 3	Always		Assign : transfe	er_reason =error	
nomatch 3	Always		Prompt : [gl_nr Sorry, we seem	n3_01] to be having trouble.	
noinput 1	If next_pamphlet=i s	understanding_s		l0_ni1_01] ear those choices again, say Otherwise, say 'No' or press 2.	Re-Recognition :
noinput 1	Else			l0_ni1_02] ear more choices, say 'Yes' or say 'No' or press 2.	Re-Recognition :
noinput 2	If next_pamphlet= understanding_ ss	lf pamphlet_get_ number=0		the last pamphlet I had to offer. ear all of the choices again,	Re-Recognition :
noinput 2	^	Else (pamphlet_get_ number>0)	pamphlets and y	0_ni2_02] nterested in receiving more you'd like to hear the choices Otherwise, press 2.	Re-Recognition :
noinput 2	Else			nterested in receiving more you'd like to hear more choices,	Re-Recognition :
noinput 3	Always		Assign : transfe	er_reason =error	
noinput 3	Always		Prompt : [gl_ni Sorry, we seem	3_01] to be having trouble.	-
Commands: State	e-Specific Behav	ior			
See 1.2 Global Comr	mands				
Commands: Disa	bled Globals				
repeat					
Commands: Conf	irmations				
See 1.2 Global Comr	nands				
Config Parameter	S				
Parameter			V	alue	

tr0545_PamphletCheck_DS

Decision	\diamond				
Determines which pamphlet needs to be spoken next based on the last pamphlet heard and which pamphlet's have already been ordered.					
Entering From					

SSA_ATT_Care2020_N8NN

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tr0540_MoreChoices_D	M, tr0545_PamphletC	Check_DS	
Actions			
Condition		Action	Transition
If next_pamphlet=unders tanding_ss	lf pamphlet_get_under standing_ss=false		goto : tr0310_UnderstandingSS_DM
٨	Else (if pamphlet_get_under standing = true)	Assign : next_pamphlet =retirement_benefits	goto : tr0545_PamphletCheck_DS
Elseif next_pamphlet=retirem ent_benefits	lf pamphlet_get_retire ment_benefits=false		goto : tr0320_RetirementBenefits_DM
٨	Else (if pamphlet_get_retire ment_benefits = true)	Assign : next_pamphlet =disability_benefits	goto : tr0545_PamphletCheck_DS
Elseif next_pamphlet=disabili ty_benefits	lf pamphlet_get_disabil ity_benefits=false		goto : tr0310_UnderstandingSS_DM
٨	Else (if pamphlet_get_disabil ity_benefits = true)	Assign : next_pamphlet =survivor_benefits	goto : tr0545_PamphletCheck_DS
Elseif next_pamphlet=survivo r_benefits	If pamphlet_get_surviv or_benefits=false		goto : tr0340_SurvivorBenefits_DM
٨	Else (if pamphlet_get_surviv or_benefits = true)	Assign : next_pamphlet =work_affects_benefits	goto : tr0545_PamphletCheck_DS
Elseif next_pamphlet=work_a ffects_benefits	If pamphlet_get_work_ affects_benefits=fals e		goto : tr0410_WorkAffectsBenefits_DM
٨	Else (if pamphlet_get_work_ affects_benefits = true)	Assign : next_pamphlet =disabled_children_benefits	goto : tr0545_PamphletCheck_DS
Elseif next_pamphlet=disable d_children_benefits	If pamphlet_get_disabl ed_children_benefits =false		goto : tr0420_DisabledChildrenBenefits_DM
٨	Else (if pamphlet_get_disabl ed_children_benefits = true)	Assign : next_pamphlet =woman_ss	goto : tr0545_PamphletCheck_DS
Elseif next_pamphlet=woman _ ^{SS}	lf pamphlet_get_woma n_ss = false		goto : tr0430_WomanSS_DM
٨	Else (if pamphlet_get_woma n_ss = true)	Assign : next_pamphlet =understanding_ss	goto : tr0545_PamphletCheck_DS
Developer Notes			

tr0550_ConcludeChoices_PP

Simple Play Prompt

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Thanks the caller for their order and prepares the caller for address collection.							
Entering F	rom						
_	derstandingSS_DM,tr0320_Retirem manSS_DM,tr0410_WorkAffectsBe				tr0420_DisabledChildrenBenefits_DM,)_MoreChoices_DM		
Initial Pro	ompts						
Туре	Condition		Name	Wording			
initial	If pamphlet_get_number = 0		tr0550_out_02	If you're finished, feel free to hang up. Otherwise			
initial	Else		tr0550_out_01	Thanks for your order. Now, let's get your address			
Actions			•				
Condition		Action	Action		Transition		
If pamphlet	t_get_number = 0				Return to calling dialog : main [mm0550_Transcription_SD]		
Else					goto : tr0110_ReverseANILookup_DB		
Developer	Notes	•			·		

Appendix A: Variable Table

Variables

Variable Name	Description	Possible Values	Initial Value	Туре	Configurable
abr	'Agent Busy Rate,' determines agent routing logic: 0==default, 1==no agents, 2==screen pop, 3==screen splash, 4==immediate transfer	0, 1, 2, 3, 4	Undefined		N
activeFlag1	indicator that determines if emergency message 1 is active or not	true, false	Undefined		N
activeFlag2	indicator that determines if emergency message 2 is active or not	true, false	Undefined		N
activeFlag3	indicator that determines if emergency message 3 is active or not	true, false	Undefined		N
address_returned	Determines if an address is returned from the reverse ANI lookup (true=it was returned and false=it was not returned)		Undefined	boolean (true/false)	N
alternative_name_need ed	indicates whether or not the alternative name needs to be collected	true, false	true		N
application_status_OM B_heard	tracks whether the OMB number for application_status has or has not been heard	true, false	false		N
applicationtag	variable passed from OCO for transfer routing	order_ssn_card, earnings_statement	Undefined		N
attestation_confirmed	indicates whether the perjury message (in attestation flow) has been confirmed (yes), declined (declined), or not yet heard (no)	true, false, declined	true		N
attestation_heard	tracks whether the attestation message (including OMB #, estimated time, etc) has been heard	true, false	true		N
backoff_menu_go_bac k	tracks whether caller siad 'go back' in backoff other options menu	true, false	true		N
bank_account_number	holds the caller's bank account number	<account number=""></account>	Undefined		N
bank_account_type	indicates what type of the account the caller wants to use for direct deposit	checking, savings, investment	Undefined		N
bank_routing_number	holds the caller's bank routing number	<routing number=""></routing>	Undefined		N
benefits_statement_O MB_heard	tracks whether the OMB number for benefits statement has or has not been heard	true, false	false		N
benefits_statement_tra nsaction_status	indicates status of the replacement benefits statement (1099) dialog	success, failure, replacement, field_office	Undefined		N

beve_transaction_statu	indicates the status of the task in the benefits verifcation dialog	success, failure, change_address	Undefined		Ν
bevemrc_OMB_heard	tracks whether the OMB number for bevemrc has or has not been heard	true, false	false		N
broadcastPrompt1	name of emergency broadcast wav file		Undefined		N
broadcastPrompt2	name of emergency broadcast wav file		Undefined		N
broadcastPrompt3	name of emergency broadcast wav file		Undefined		N
bv_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777	Undefined	string	N
bv_statusDescription	Status code text description for Benefits Verification.		Undefined	string	N
ca_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777, 0226, 0508, 1111, 8888	Undefined	string	N
ca_statusDescription	Status code text description for Change of Address and Direct Deposit.		Undefined	string	N
caller_alternative_nam e	holds the caller's collected alternative name	<name></name>	Undefined		N
caller_dob	holds the caller's collected date of birth	<date></date>	Undefined		N
caller_first_name	holds the caller's collected first name	<name></name>	Undefined		N
caller_last_name	holds the caller's collected last name	<name></name>	Undefined		N
caller_last_payment	holds the caller's collected last payment amount	<amount>, dont_know</amount>	Undefined		N
caller_maiden_name	holds the caller's collected mother's maiden name	<name></name>	Undefined		N
caller_pob	holds the caller's collected place of birth (state or US territory)	<state territory="">, other</state>	Undefined		N
caller_ssn	holds the caller's collected Social Security number	<ssn></ssn>	Undefined		N
card_action	indicates whether the caller needs a new or replacement card	new, replacement	Undefined		N
card_center	indicates which card center is covered by a particular recognized zip code in FOL	dtpssc, npsscc, lvsscc, minneapolis, brooklyn, queens, ssscc, osscc, none	Undefined		N
card_center_info_first_ entry	indicates whether this is the first entry into the card center information state	true, false	Undefined		N
card_type	indicates what type of card the caller is interested in	social_security, medicare, both	Undefined		N
cd_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777, 0226, 0508, 1111, 8888	Undefined	string	N
cd_statusDescription	Status code text description for Change of Address and Direct		Undefined	string	N

	Deposit.			
change what	indicates what stored information	address, phone, both	Undefined	 N
	the caller wants to change			
citystate_collectaddres s_zipcode	holds the zip code for address collection		Undefined	 N
claims_transaction_stat us	indicates the status of the task in the claims status dialog	success, failure, no_confirmation_number, no_application	Undefined	 Ν
coa_transaction_status	indicates status of the task in the change address dialog	success, failure, receiving_ssi, not_eligible, non_resident, not_self, no_zip	Undefined	 N
coadd_OMB_heard	tracks whether the OMB number for coadd has or has not been heard	true, false	false	 N
colaBroadcastPrompt	The name of the cost of living adjustment broadcast wav file		Undefined	 N
colaMsgEndTime	end time when cost of living adjustment broadcast message should be played		Undefined	 N
colaMsgStartTime	start time when cola broadcast message should be played		Undefined	 N
collect_full_name	if true, collect full name (using TNRS grammar); if false, use NameOSDM	true, false	Undefined	 N
collectaddress_citystat elookuperrorprompt	indicates prompt to play		Undefined	 N
collectaddress_collecte dzipcode	indicates whether to collect zip code first in Address	true, false	Undefined	 N
collectaddress_collectf ortranscription	indicates whether to collect recording fro transcription	true, false	Undefined	 N
collectaddress_correcti ons_counter	tracks the number of corrections made in address collection	0, 1, 2, 3, 4, 5	0	 N
collectaddress_entrypr ompt	indicates prompt to play?		Undefined	 Y
collectaddress_exit_re ason	indicates reason for exiting the Address collection dialog	failure	Undefined	 N
collectaddress_exitsuc cessprompt	indicates the prompt to play		Undefined	 N
collectaddress_overallc onfirmation	indicates whether or not to confirm	always, if_necessary, never	Undefined	 N
collectaddress_ziplook uperrorprompt	indicates prompt to play		Undefined	 N
collectname_alwaysas kspelling	indicates whether to always ask for name spelling	true, false	Undefined	 Y
collectname_confirmati onapologyprompt	indicates prompt to play		Undefined	 N
collectname_entryprom pt	indicates prompt to play		Undefined	 N
collectname_exitfailure prompt	indicates prompt to paly		Undefined	 Y
collectname_exitsucce ssprompt	indicates prompt to play		Undefined	 N
collectname_firstname	first name high confidence		Undefined	 N

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highconfidencelevel	threshhold				
collectname_lastname highconfidencelevel	last name high confidence threshhold		Undefined		N
collectname_maxcorre ctions	maximum number od corrections (based on disconfirmation) to allow		Undefined		N
collectname_maxnoinp utstotal	indicates maximum noinputs in Name dialog		Undefined		N
collectname_maxnoma tchestotal	maximum nomatches allowed		Undefined		Ν
collectname_names_to _collect	inidcates names to collect (las, first, etc)		Undefined		N
collectname_overallcon firmation	indicates whether to confirm (always, never, if_necessary)		Undefined		N
collectname_spellingon ly	indicates whether to use spelling only to collect name		Undefined		Ν
confirmation_number	holds the collected confirmation number		Undefined		N
confirmation_number_fi rst_entry	indicates whether this is the first time confirmation number collection is attempted	true, false	Undefined		N
cs_age	Proof of age pending.		Undefined	string	N
cs_ammendedApp	Amended application pending.		Undefined	string	N
cs_attorneyRep	Proof of attorney representation pending.		Undefined	double (decimal number)	N
cs_cause	Proof of good cause for filing late appeal request pending.		Undefined	string	N
cs_citizen	Proof of citizenship pending.		Undefined	string	N
cs_claimantNameChan ge	Proof of claimant name change pending.		Undefined	string	Ν
cs_claimStatus	1 character status: A=Adjudicated or P=Pending.		Undefined	string	Ν
cs_claimType	2 character claim type.		Undefined	string	Ν
cs_death	Proof of death pending.		Undefined	string	Ν
cs_earnings	Proof of earnings pending.		Undefined	string	Ν
cs_endStateRenal	Proof of End Stage Renal Disease pending.		Undefined	string	Ν
cs_fedRevDec	Claim status pending issue: As of today's date, a decision has not been made on your request for Federal Reviewing Official Review.		Undefined	string	N
cs_fedRevReq	Request for Federal Reviewing Official Review pending.		Undefined	string	Ν
cs_foreignBenefits	Application for benefits under a U.S. International Social Security agreement pending.		Undefined	string	N
cs_hearingRequest	Request for hearing pending.		Undefined	string	N
cs_inOHA	Claim status issue: As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal		Undefined	string	N

	request.				
cs_lawfulPresence	Proof of lawful presence pending.		Undefined	string	N
cs_marriage	Proof of marriage pending.		Undefined	string	N
cs_medicalHearing	Medical information for your hearing request (Form SSA- 3441) pending.		Undefined	string	N
cs_medicalRecon	Medical information for your reconsideration request (Form SSA-3441) pending.		Undefined	string	N
cs_military	Proof of military service pending.		Undefined	string	Ν
cs_nhNameChange	Proof of number holder name change pending.		Undefined	string	N
cs_pendingIssues	Y (if issues pending other than <todds1>, <recondecreq1>, <fedrevdec1>, or <inoha1>)</inoha1></fedrevdec1></recondecreq1></todds1>		Undefined	string	N
cs_reconDecReq	Claim status pending issue: As of today's date, a decision has not been made on your reconsideration request.	1	Undefined	string	N
cs_reconRequest	Request for reconsideration pending.		Undefined	string	N
cs_relationship	Proof of relationship pending.		Undefined	string	N
cs_schoolAttend	Proof of full-time school attendance pending.		Undefined	string	N
cs_specialWage	Proof of special wages pending.		Undefined	string	N
cs_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777, 0226, 0508, 1111, 8888	Undefined	string	N
cs_statusDescription	Status code text description for Claims Status.		Undefined	string	N
cs_sttorneyRep	Proof of attorney representation pending.		Undefined	string	N
cs_support	Proof that you provided at least one-half support to your parents pending.		Undefined	string	N
cs_toDDS	Claim status pending issue: The Disability Determination Service in your state is processing the medical portion of your claim.		Undefined	string	N
current_claim	indicates which of the three claims returned by the DB is currently being addressed	1, 2, 3	Undefined		N
current_task	keeps track of the current task	change_address, checks, direct_deposit, field_office_locator, application_status, transcription_ss5, late_payment, transcription_pamphlet, benefits_statement, transcription_7004, transcription_1020	Undefined		N
dd_statusCode			Undefined		N
dd_statusDescription			Undefined		Ν

dd_transaction_status	indicates the status of the task in the dirst deposit dialog	success, failure, receiving_ssi, not_eligible, non_resident, not_self, dont_know_info	Undefined		N
dob_needed	indicates whether we need to collect the caller's date of birth	true, false	true		N
effective_date	keeps track of the date when change is supposed to take place	<date></date>	Undefined		N
effective_month	indicates the monthy when direct deposit shopuld start	<month></month>	Undefined		N
endTime1	time when emergency broadcast message 1 should be played	<time></time>	Undefined		N
endTime2	time when emergency broadcast message 2 should be played	<time></time>	Undefined		N
endTime3	time when emergency broadcast message 3 should be played	<time></time>	Undefined		N
first_entry	indicates whether the caller is entering state for the first time	true, false	Undefined	boolean (true/false)	N
fl_addressType			Undefined	string	N
fl_city			Undefined	string	N
fl_closingTime24HourT ime			Undefined	string	N
fl_drivingDirections	Driving directions to the field office.		Undefined	string	N
fl_faxNumber			Undefined	string	N
fl_faxNumberExtension			Undefined	string	N
fl_fieldOfficeStateAndC ountyCode			Undefined	string	N
fl_generalDirectionLine			Undefined	string	N
fl_hoursOfOperation	The field office hours of operation.		Undefined		N
fl_officeAddress	The field office's physical address.		Undefined	string	N
fl_officeName	The name of the field office.		Undefined	string	N
fl_officeOpenCloseSwit ch			Undefined	string	N
fl_officeTelephone			Undefined	string	N
fl_officeType	The type of field office.		Undefined	string	N
fl_officeTypeText			Undefined	string	N
fl_openAndCloseDayOf Week			Undefined	string	N
fl_openingTime24Hour Time			Undefined	string	N
fl_phoneNumber	The field office phone number.		Undefined	string	N
fl_regionalOfficeNumbe r			Undefined	string	N
fl_serviceProvided	Services provided by the field office.		Undefined	string	N
fl_state			Undefined	string	N
fl streeAddressLine1			Undefined	string	N

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fl_streetAddressLine2			Undefined	string	N
fl_streetAddressLine3			Undefined	string	N
fl_streetAddressLine4			Undefined	string	Ν
fl_telephoneExtension			Undefined	string	N
fl_telephoneNumber			Undefined	string	N
fl_wrapperForGeneralD irectionLines			Undefined	string	N
fl_zip4			Undefined	string	N
fl_zip5			Undefined	string	N
fol_cardcenter_directio	Determines if the caller asked for card center directions		Undefined	boolean (true/false)	N
fol_first_zip	indicates whether this is the first zip code searched by the caller	true, false	Undefined		N
fol_transaction_status	indicates the status of the task in the field office locator dialog	success, failure, dont_know_zip	Undefined		Ν
fol_zip_code	holds the zip code in which field offices should be found	<zip code=""></zip>	Undefined		N
fol_zip_code_entry	tracks the status of entry to zip code collection	first, change, not_found	Undefined		N
form_7004_delivery	toggle that indicates whether, due to budgetary constraints, 7004 forms will (true) or will not (false) be delivered	true, false	Undefined		N
initial_abr_transfer	set outside IVR, determines whether abr 'immediate transfer' is toggled on (true) or off (false)	true, false	true		N
ka_bicDob	1 or 2-digit alpha or alpha- numeric string representing the BIC. This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.		Undefined	string	N
ka_bicFirstName	1 or 2-digit alpha or alpha- numeric string representing the Beneficiary Identification Code (BIC). This tag will be returned when the user's first name is verified using an SSN other than the SSN entered.		Undefined	string	N
ka_bicLastName	1 or 2-digit alpha or alpha- numeric string representing the BIC. This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.		Undefined	string	N
ka_collectDateOfBirth	Boolean to determine if the application requires the caller to authenticate the date of birth.	true, false	Undefined	boolean (true/false)	N
ka_collectMothersMaid enName	Boolean to determine if the application requires the caller to authenticate the mother's maiden name.	true, false	Undefined	string	N
ka_collectName	Boolean to determine if the application requires the caller to authenticate the first name.	true, false	Undefined	boolean (true/false)	N

ka_collectPaymentAmo unt	Boolean to determine if the application requires the caller to authenticate the payment amount.	true, false	Undefined	boolean (true/false)	N
ka_collectPlaceOfBirth	Boolean to determine if the application requires the caller to authenticate the place of birth.	true, false	Undefined	boolean (true/false)	N
ka_collectSSN	Boolean to determine if the application requires the caller to authenticate the social security number.	true, false	Undefined	boolean (true/false)	N
ka_dobMbr		01, 02, 03, 04, 05, 06, 07	Undefined	string	N
ka_dobNumi		01, 02, 03, 04, 05, 06, 07	Undefined	string	N
ka_dobSsr		01, 02, 03, 04, 05, 06, 07	Undefined	string	N
ka_firstNameMbr	MBR authentication status for first name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received	01, 02, 03, 04, 05	Undefined	string	N
ka_firstNameNumi	Numident authentication status for first name.	01, 02, 03, 04, 05	Undefined	string	Ν
ka_firstNameSsr	SSR authentication status for first name.	01, 02, 03, 04, 05	Undefined	string	Ν
ka_lastNameMbr	MBR authentication status for last name.	01, 02, 03, 04, 05	Undefined	string	N
ka_lastNameNumi	Numident authentication status for last name.	01, 02, 03, 04, 05	Undefined	string	N
ka_lastNameSsr	SSR authentication status for last name.	01, 02, 03, 04, 05	Undefined	string	N
ka_mothersMaidenNa meNumi	Numident authentication status for mothers maiden name.	01, 02, 03, 04, 05	Undefined	string	N
ka_nhSsnDob	9 digit Social Security Number (SSN). This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.		Undefined	string	N
ka_nhSsnFirstName	9 digit Social Security Number (SSN). This tag will be returned when the user's first name is verified using an SSN other than the SSN entered.		Undefined	string	N
ka_nhSsnLastName	9 digit Social Security Number (SSN). This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.		Undefined	string	N
ka_placeOfBirthNumi	Numident authentication status for mothers maiden name.	01, 02, 03, 04, 05	Undefined	string	N
ka_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 0226, 0508, 1111, 7777, 8888	Undefined	string	N
ka_statusDescription	Status code text description for Benefits Verification.		Undefined	string	N
kba OMB heard	tracks whether the OMB number	true, false	false		N

	for kba (right now, used for everything BUT claim status) has or has not been heard				
kba_transaction_status	indicates the status of the task in the KBA dialog	success, failure, account_blocked, attestation_declined	Undefined		N
last_payment_needed	indicates whether we need to collect the caller's last payment amount	true, false	true		N
maiden_name_needed	indicates whether we need to collect the caller's mother's maiden name	true, false	Undefined		N
mm_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777	Undefined		N
mm_statusDescription	Status code text description for Benefits Verification.		Undefined		N
mr_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777	Undefined	string	N
mr_statusDescription	Status code text description for Medicare Replacement Card.		Undefined	string	N
mrc_transaction_status	indicates status of the task in the medicare replacement card dialog	success, failure, change_address	Undefined		N
name_collect_task	indicates the type of name being collected - 'caller' = caller's first and last names; 'alternative' = caller's alternative name (if any); 'maiden' = mother's maiden name; 'tkwr' = caller's name from TKWR (wage reporting app)	caller, alternative, maiden, tkwr	Undefined		N
name_status	indicates the status - success or fialure - of name collection	success, failure	Undefined		N
next_pamphlet	indicates the next pamphlet on the list in the Transcription dialog allowing caller's to choose pamphlets by title	understanding_ss, retirement_benefits, disability_benefits, survivor_benefits, work_affects_benefits, disabled_children_benefits, woman_ss	Undefined		N
non_national_transfer	for OCO transfers, controls OCO-specific prompting	true, false	true		N
num_claims	indicates the number of claims returned by the DB	1, 2, 3	Undefined		N
office_hours	'true' means the offices are open, 'false' means they're closed	true, false	Undefined		N
office_location_entry	indicates the origin of a call to the Field Office Locator dialog	first, from_card_center, reentry	Undefined		N
pamphlet_finished	indicates whether the caller has indicated they are finished choosing pamphlets	true, false	true		N
pamphlet_get_disability _benefits	indicates whether the caller wants the receive the pamphlet	true, false	false		N
pamphlet_get_disabled _children_benefits	pamphlet_get_understanding_ss	true, false	false		Ν

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pamphlet_get_number	indicates the number of different pamphlets the caller has requested	0, 1, 2, 3, 4, 5, 6, 7	Undefined		N
pamphlet_get_retireme nt_benefits	indicates whether the caller wants the receive the pamphlet	true, false	false		N
pamphlet_get_survivor benefits		true, false	false		N
pamphlet_get_underst anding ss		true, false	false		N
pamphlet_get_woman_ ss	pamphlet_get_understanding_ss	true, false	false		N
pamphlet_get_work_aff ects_benefits	indicates whether the caller wants the receive the pamphlet	true, false	false		N
pamphlets_first_time	tracks whether this is the first or second time through the list	true, false	Undefined		N
payment_method	indicates how the caller is expecting to receive their payment	mail, direct_deposit	Undefined		N
phone_type	indicates what type of phone the caller wants to change	home, work, mobile, attorney, other	Undefined		N
play_attestation_flag	Identifies if the attestation /OMB /perjury messages need to be heard. Y = true and N = false	true, false	Undefined	boolean (true/false)	Ν
pob_needed	indicates whether we need to collect the caller's place of birth	true, false	true		N
rb_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 0226, 0508, 1111, 7777, 8888	Undefined	string	Ν
rb_statusDescription	Status code text description for Replacement 1099.		Undefined	string	N
replacement_statement _deceased	indicates whether the replacement 1099 requested is for a deceased person	true, false	true		Ν
SPEAK_FREELY_ACT	toggle - set by administrator - to control whether NLU is on or off	true, false	Undefined		N
spell_name	indicates whether name collection should be attempted using spell-only	true, false	true		N
ss_statusCode		0000, 0150, 0151, 0152, 7777	Undefined		N
ss_statusDescription			Undefined		Ν
startTime1	start time when emergency broadcast message 1 should be played	<time></time>	Undefined		N
startTime2	start time when emergency broadcast message 2 should be played	<time></time>	Undefined		Ν
startTime3	start time when emergency broadcast message 3 should be played	<time></time>	Undefined		N
status_collectaddress_ zipcode	indicates whether zip code is a valid, USPS zip code	valid	Undefined		N
taxActiveFlag	indicator to determine if the tax information broadcast message is active or not		Undefined		N

taxBroadcastPrompt	The name of the tax information broadcast wav file		Undefined		N
tnrs_checked	keeps track of whether or not the TNRS database has been checked	true, false	false		N
tnrs_db_upfront	Determines if the TNRS database should be called prior to (true), or after (false), the first name collection.	true, false	Undefined	boolean (true/false)	N
tnrs_firstName	First name, max length 10		Undefined	string	N
tnrs_lastName	Last name, max length 13		Undefined	string	N
tnrs_otherLastName	Other last name, max length 13		Undefined	string	N
tnrs_statusCode	Variable returned determines if the host backend system is available.	0000, 0151, 9999	Undefined	string	N
tr_city			Undefined	string	N
tr_firstName			Undefined	string	N
tr_lastName			Undefined	string	N
tr_state			Undefined	string	N
tr_streetAddress			Undefined	string	N
tr_zipCode			Undefined	string	N
transcription_address	holds the collected address to which material should be sent from the Transcription dialog		Undefined		N
transcription_form_qua ntity	holds the number of forms requested by the caller		Undefined		N
transcription_transactio n_status	indictaes the status of the task in the Transcription dialog	success, failure	Undefined		N
transfer_reason	indicates the reason for caller transfer	error, failure	Undefined		N

Recognition Variables

Variable Name	Description	Possible Values	Initial Value	Туре	Configurable
1100_zip@CollectAddr ess_ZipCode		zip	Undefined		N
1300_cmd@CollectAd dress_ZipCode		help	Undefined		Ν
1300_street@CollectA ddress_ZipCode		streetnamenumber, ruralroutenumber	Undefined		N
1350_apartment@Coll ectAddress_ZipCode		apt_ <number>, bldg_<number>, fl_<number>, msc_<number>, no_apt, ste_<number>, unit_<number></number></number></number></number></number></number>	Undefined		N
1500_cmd@CollectAd dress_ZipCode		help	Undefined		N
1500_yesno@CollectA ddress_ZipCode		yes, no	Undefined		N
address_disambig_me nu	Identifies what the caller chooses in the address disambiguation menu (update personal address or find a SS office)	office, update_address	Undefined	ECMAScript object	N
alt_name_yesno		no, yes	Undefined		Ν

application_status_yes no	 no, yes	Undefined	 N
ask_partd_enrolled_ye sno	 no, repeat, yes	Undefined	 N
attestation_act_details	 	Undefined	 N
attestation_question	 continue, more_information	Undefined	 N
backoff_main_menu	 application_status, cards, medicare, office_locations, other_options, repeat, update	Undefined	 N
backoff_other_options_ menu	 application, benefits_statement, direct_deposit, go_back, proof_of_income, repeat, something_else, spanish	Undefined	 N
benefits_application_m enu	 medicare, repeat, social_security, something_else	Undefined	 N
benefits_earnings_men u	 benefits_statement, proof_of_income, something_else	Undefined	 N
benefits_menu	 application_status, apply, direct_deposit, other_options, payment	Undefined	 N
benefits_other_options _menu	 earnings_statement, forms, pamphlets, proof_of_income, repeat, something_else, update	Undefined	 N
benefits_statement_en d_menu	 no, repeat, yes	Undefined	 N
benefits_update_inform ation_menu	 address, direct_deposit, name, something_else	Undefined	 N
card_center_location_i nfo_menu	 change, directions, field_office, finished, repeat	Undefined	 N
card_center_location_i nfo_menu@import	 change, field_office, finished, repeat	Undefined	 N
card_center_location_i nfo_menu@import	 change, field_office, finished, repeat	Undefined	 N
card_center_location_i nfo_menu@import	 change, field_office, finished, repeat	Undefined	 N
card_center_location_i nfo_menu@import	 change, field_office, finished, repeat	Undefined	 N
card_center_needed_y esno	 no, yes	Undefined	 N
card_menu_medicare	 new_card, replacement_card, something_else	Undefined	 N
card_menu_social_sec urity	 new_card, replacement_card, something_else, update	Undefined	 N
cards_update_informati on_menu	 address, name, something_else	Undefined	 N
cd_account_number	 <account number="">, repeat</account>	Undefined	 N
cd_account_type_men u	 checking, dont_have, investment, repeat, savings	Undefined	 N
cd_calling_about_self_ yesno	 no, repeat, yes	Undefined	 N
cd_effective_asap_yes no	 no, yes	Undefined	 N

cd_effective_date_men u		<effective_date></effective_date>	Undefined	 N
cd_effective_month		april, august, december, february, january, july, june, march, may, november, october, september, soon_as_possible	Undefined	 N
cd_not_eligible_menu		more_information	Undefined	 N
cd_phone_number		phone_number, repeat	Undefined	 N
cd_phone_type_menu		attorney, cell, home, something_else, work	Undefined	 N
cd_receiving_benefits_ yesno		no, yes	Undefined	 N
cd_routing_number		<routing number="">, dont_know, repeat</routing>	Undefined	 N
cd_type_of_change_m enu		address, both, phone	Undefined	 N
check_late_yesno		no, yes	Undefined	 Ν
checks_repeat_yesno		no, repeat, yes	Undefined	 Ν
citizenship_msg_yesno		no, yes	Undefined	 N
citizenship_question_y esno		no, yes	Undefined	 N
cityState@CollectAddr ess_ZipCode			Undefined	 N
cola_msg_yesno		no, yes	Undefined	 N
colaActiveFlag	indicator to determine if the message is active or not		Undefined	 N
collectaddress_apartm ent_number			Undefined	 N
collectaddress_confirm _address		yes, no	Undefined	 N
collectaddress_street_ address		streetnamenumber, ruralroutenumber	Undefined	 N
collectaddress_zip	holds collected zip code for address collection	zip	Undefined	 N
confirmname		no, repeat, yes	Undefined	 N
corrections@CollectAd dress_ZipCode			Undefined	 N
cs_multi_claim_end_m enu		different_number, finished, next_claim	Undefined	 N
cs_multi_last_claim_en d_menu		different_number, finished, repeat_claims	Undefined	 N
cs_no_status_end_me nu		different_number, finished, repeat	Undefined	 N
cs_one_claim_end_me nu		different_number, finished	Undefined	 N
cs_repeat_status_yesn o		no, yes	Undefined	 N
cs_which_claim_yesno		no, yes	Undefined	 N
current_year_question _yesno		no, yes	Undefined	 N

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deceased_ssn_collecti		<ssn>, dont_know</ssn>	Undefined		N
-	Identifies what the caller chooses in the disability disambiguation menu (apply for benefits, claim status, or benefit check)	apply, check, claim_status, else	Undefined	ECMAScript object	N
earnings_menu		benefits_statement, earnings_statement, proof_of_income, something_else	Undefined		N
employment_disambig _menu_yesno	Identifies if the caller needs a copy of their work history (yes) or not (no)	no, yes	Undefined	boolean (true/false)	N
ExitReason@CollectAd dress_ZipCode		Failure, Success	Undefined		N
fol_physicalzipquestion _yesno	If a Sacramento zip code is entered in FOL determines if the zip code is for the caller's physical address.	no, repeat, yes	Undefined	boolean (true/false)	N
fol_zip_code_collection		<zip code="">, dont_know</zip>	Undefined		Ν
form_for_self_yesno		no, yes	Undefined		N
forms_general_menu		benefits_statement, earnings_statement, proof_of_income, something_else	Undefined		N
future_benefits_menu		order_form, other_questions, repeat	Undefined		N
future_benefits_yesno		no, yes	Undefined		Ν
get_confirmation_numb er		<confirmation number="">, dont_have, repeat</confirmation>	Undefined		N
get_dob		dob	Undefined		Ν
get_form_menu		main_menu, office, order_form, website	Undefined		N
get_last_payment_amo unt		dont_know, last_payment_amount, repeat	Undefined		N
get_pob		af_af, af_am, af_ca, af_eu, af_me, af_pa, ak, al, ar, as, az, ca, co, ct, dc, de, fl, ga, gu, hi, ia, id, il, in, ks, ky, la, ma, md, me, mh, mi, mn, mo, mp, ms, mt, nc, nd, ne, nh, nj, nm, nv, ny, oh, ok, or, other, pa, pr, pw, repeat, ri, sc, sd, state, territory, tn, tx, ut, va, vi, vt, wa, wi, wv, wy	Undefined		N
get_ssn		<ssn>, repeat</ssn>	Undefined		N
help_with_drug_costs_ yesno		no, yes	Undefined		N
internet_address_men u		details, problem, repeat	Undefined		N
internet_information_ye sno		no, yes	Undefined		N
language_selection		spanish	Undefined		N
late_payment_exit_yes no		no, yes	Undefined		N

late_payment_menu	 direct_deposit, mail, not_sure, repeat	Undefined	 N
late_payment_menu main_menu	repeat 1099_benefits_statement, address_general, agent, benefits_application, benefits_general, benefits_verification, cards_general, change_of_address, checks, citizenship_general, claims_status_general, claims_status_general, claims_status_new, cost_of_living_adjustment, direct_deposit, disability_benefits_general, earnings_statement, employment_general, field_office_locator, forms_general, general, internet_general, main_menu, medicare, medicare_replacement_card, name_or_address_verify, payment_late, repeat, replacement_general, social_security_number_verificat on, spanish, supplemental_security_income, tax_general, transfer_appeal_new, transfer_balance, transfer_balance, transfer_billing, transfer_birth,	Undefined	 N N
	transfer_cancel, transfer_case_change, transfer_check_deductions, transfer_check_replacement, transfer_child_support, transfer_child_support, transfer_claims_medicare, transfer_claims_medicare, transfer_claims_new, transfer_complaint, transfer_death, transfer_debit_card, transfer_debit_card, transfer_debit_card, transfer_disability, transfer_disability, transfer_earnings_general, transfer_eligibility, transfer_employment_change, transfer_fax, transfer_fax, transfer_forms_w2, transfer_forms_w2, transfer_insurance, transfer_license, transfer_loans, transfer_marriage, transfer_military_service, transfer_marriage, transfer_marriage, transfer_marriage, transfer_marriage, transfer_marriage, transfer_marriage, transfer_marriage,		

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medicare_apply_menu		transfer_payment_arrangement, transfer_payment_over, transfer_payment_stop, transfer_pension, transfer_refund, transfer_retirement, transfer_return_call, transfer_ssi_change, transfer_tax_withholding, update_information no, yes	Undefined		N
medicare_enroll_msg_ yesno		no, yes	Undefined		N
medicare_information_ yesno		no, yes	Undefined		N
medicare_subsidy_ms g_yesno		no, yes	Undefined		N
no_relationship_end_m enu		no, yes	Undefined		N
not_eligible_details_ye sno		no, yes	Undefined		N
office_directions_menu		change, finished, repeat	Undefined		Ν
office_location_info_m enu		change, directions, finished, repeat	Undefined		N
office_location_info_m enu@import		change, finished, repeat	Undefined		Ν
office_location_info_m enu@import		change, finished, repeat	Undefined		Ν
office_location_info_m enu@import		change, finished, repeat	Undefined		N
office_location_info_m enu@import		change, finished, repeat	Undefined		N
order_drug_help_form_ yesno		no, yes	Undefined		N
paperwork_details		skip_it	Undefined		N
paperwork_end_menu		continue, privacy_act, repeat	Undefined		N
payee_become_menu		finished, office, payee_options, repeat	Undefined		N
payee_change_menu		office, payee_options, repeat	Undefined		Ν
payee_misuse_menu		finished, payee_options, repeat	Undefined		N
payee_program_menu		payee_options, repeat	Undefined		N
perjury_message_yesn o	Determines if the caller agrees to the perjury message.	no, yes	Undefined	boolean (true/false)	N
person_living_yesno		no, repeat, yes	Undefined		N
privacy_details		skip_it	Undefined		N
privacy_end_menu		continue, paperwork_act, repeat	Undefined		N
receiving_benefits_yes no		no, yes	Undefined		N
remove_phone_menu		change, remove	Undefined		N
rep_payee_menu		become, change, misuse, program, report, something_else	Undefined		N

replacement_disambig _menu	Identifies what the caller chooses in the replacement disambiguation menu (1099, card, something_else)	1099, card, else	Undefined	ECMAScript object	N
replacement_medicare _card_yesno		no, yes	Undefined		N
replacement_statement _end_menu		no, yes	Undefined		N
sayandspellfirst		<name></name>	Undefined		N
sayandspellfirst_tnrs	grammar compiled from tnrs hit	<name_tnrs)< td=""><td>Undefined</td><td></td><td>N</td></name_tnrs)<>	Undefined		N
sayandspelllast		<name></name>	Undefined		Ν
sayandspelllast_tnrs	grammar compiled from tnrs hit	<name_tnrs></name_tnrs>	Undefined		N
social_security_card_m enu		documents, get_form, help_with_form, office, repeat, something_else, submit_form	Undefined		N
spellfirst		<name></name>	Undefined		Ν
spellfirst_tnrs	grammar compiled from tnrs hit	<name_tnrs></name_tnrs>	Undefined		N
spelllast		<name></name>	Undefined		Ν
spelllast_tnrs	grammar compiled from tnrs hit	<name_tnrs></name_tnrs>	Undefined		Ν
ss5verify_msg_yesno		no, yes	Undefined		Ν
ssi_menu		apply, citizenship, problem, repeat	Undefined		N
ssn_verify_menu	Identifies the caller option in the Social Security verification menu.	finished, office, repeat	Undefined	ECMAScript object	Ν
Status@CollectAddres s_ZipCode		Valid	Undefined		N
submit_form_yesno		no, yes	Undefined		N
supporting_documents _final_yesno		no, yes	Undefined		N
supporting_documents _nonfinal_menu	menu of options for supporting dox message, NOT last message	finished, keep_going, repeat	Undefined		N
taxes_msd_yesno		no, yes	Undefined		N
taxMsgEndTime	end time when tax information broadcast message should be played		Undefined		N
taxMsgStartTime	start time when tax information broadcast message should be played		Undefined		N
TNRS_get_name	grammar, constructed from TNRS DB hit, collects caller's full name	<name>, repeat</name>	Undefined		N
tr_confirm_address_ye sno		no, yes	Undefined		N
tr_get_pamphlet_menu		finished, no, repeat, skip, yes	Undefined		N
tr_how_many_forms_m enu		1, 10, 11, 12, 13, 14, 15, 2, 3, 4, 5, 6, 7, 8, 9, repeat	Undefined		N
tr_pamphlet_more_cho ices_yesno		no, repeat, yes	Undefined		N
web_instructions_yesn o		no, yes	Undefined		N

which_act_details	both, neither, paperwork_act, privacy_act	Undefined	 Ν
which_card_menu	both, medicare, social_security, something_else	Undefined	 Ν

Appendix B: Grammar Mapping Table

main

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
mm0110_LanguageSelection_ DM	language_selection	spanish	result	dm_root
mm0120_RecordingMsg_DM	language_selection	spanish	result	dm_root
mm0210_SFMainMenu_DM	main_menu	address_general, benefits_application, claims_status_general, transfer_appeal_new, benefits_general, transfer_appointment, transfer_back_payment, transfer_balance, transfer_benefits_problem, transfer_birth, transfer_cancel, cards_general, medicare_replacement_card, social_security_card_general, change_of_address, checks, transfer_case_change, transfer_check_replacement, transfer_ssi_change, cost_of_living_adjustment, general, transfer_check_deductions, transfer_college, transfer_check_deductions, transfer_college, transfer_claims_medicare, transfer_college, transfer_debit_card, direct_deposit, disability_benefits_general, earnings_statement, transfer_dependent, transfer_death, transfer_dependent, transfer_disability, transfer_divorce, transfer_earnings_general, 1099_benefits_statement, employment_general, field_office_locator, forms_general, transfer_fax, transfer_food_stamps, transfer_fraud, transfer_laus, transfer_letter, transfer_fraud, transfer_lousing, internet_general, medicare, payment_late, tax_general, transfer_loans, transfer_marriage, agent, benefits_verification, claims_status_new, name_or_address_verify, transfer_insurance, transfer_loans, transfer_marriage, agent, benefits_verification, claims_status_new, name_or_address_verify, transfer_marinage, agent, transfer_payment_arrangement, transfer_payment_arrangement, transfer_payment_arrangement, transfer_payment_arrangement, transfer_payment_arrangement, transfer_payment_arrangement, transfer_pension, replacement_general, representative_payee, social_security_number_verification, supplemental_security_income, transfer_refund, transfer_forms_w2, update_information, transfer_forms_w2, update_information, transfer_claims_new, citizenship_general, transfer_billing, repeat, main_menu	result	dm_root
mm0303_AskRepeatCola_DM	cola_msg_yesno	no, yes	result	dm_root
mm0420_AddressVerifyMsg_ DM	ss5verify_msg_yesno	no, yes	result1	dm_root
mm0430_AddressDisambig_D M	address_disambig_menu	office, update_address	result	dm_root

mm0450_EmploymentDisamb ig_DM	employment_disambig_ menu_yesno	no, yes	result	dm_root
mm0460_SSNVerification_DM	ssn_verify_menu	office, finished, repeat	result	dm_root
mm0440_DisabilityDisambig_ DM	disability_disambig_men u	apply, check, claim_status, else	result	dm_root
mm0470_ReplacementDisam big_DM	replacement_disambig_ menu	1099, card, else	result	dm_root
mm0410_AskRepeatTaxes_D M	cola_msg_yesno	no, yes	result	dm_root
mm0600_BackoffMainMenu_ DM	backoff_main_menu	cards, medicare, application_status, office_locations, other_options, update, repeat	result	dm_root
mm0610_BackoffOtherOption sMenu_DM	backoff_other_options_m enu	application, benefits_statement, direct_deposit, proof_of_income, something_else, go_back, spanish, repeat	result	dm_root
mm0700_Benefits_DM	benefits_menu	apply, application_status, direct_deposit, payment, other_options	result	dm_root
mm0800_BenefitsApplication Menu_DM	benefits_application_me nu	medicare, social_security, something_else, repeat	result	dm_root
mm0810_ApplicationStatusQu estion_DM	application_status_yesno	no, yes	result	dm_root
mm0900_BenefitsMoreOption s_DM	benefits_other_options_ menu	something_else, update, earnings_statement, forms, pamphlets, proof_of_income, repeat	result	dm_root
mm0910_UpdatePersonalInfo _DM	benefits_update_informa tion_menu	address, name, something_else, direct_deposit	result	dm_root
mm1100_SocialSecurityCards Menu_DM	card_menu_social_secur ity	new_card, replacement_card, something_else, update	result	dm_root
mm1110_UpdatePersonalInfo _DM	cards_update_informatio n_menu	address, name, something_else	result	dm_root
mm1105_MedicareCardsMen u_DM	card_menu_medicare	new_card, replacement_card, something_else	result	dm_root
mm1210_InternetAddress_D M	internet_address_menu	details, problem, repeat	result	dm_root
mm1220_InternetInformation_ DM	internet_information_yes no	no, yes	result	dm_root
mm1300_WhichCard_DM	which_card_menu	both, medicare, social_security, something_else	result1	dm_root
mm1430_SocialSecurityCard Menu_DM	social_security_card_me nu	documents, get_form, help_with_form, submit_form, office, something_else, repeat	result	dm_root
mm1500_CitizenshipQuestion _DM	citizenship_question_yes no	no, yes	result	dm_root
mm1520_GetForm_DM	get_form_menu	office, order_form, main_menu, website	result	dm_root
mm1510_CitizenDocumentsM sgPart1_DM	supporting_documents_n onfinal_menu	finished, keep_going, repeat	result	dm_root
mm1512_CitizenDocumentsM sgPart2_DM	supporting_documents_fi nal_yesno	no, yes	result	dm_root
mm1515_NonCitizenDocume ntsMsgPart1_DM	supporting_documents_n onfinal_menu	finished, keep_going, repeat	result	dm_root
mm1517_NonCitizenDocume ntsMsgPart2_DM	supporting_documents_n onfinal_menu	finished, keep_going, repeat	result	dm_root
mm1519_NonCitizenDocume ntsMsgPart3_DM	supporting_documents_fi nal_yesno	no, yes	result	dm_root
mm1530_WebsiteInstructions _DM	web_instructions_yesno	no, yes	result	dm_root
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mm1600_SubmitForm_DM	submit_form_yesno	no, yes	result	dm_root
mm1700_MedicareApplyMenu _DM	medicare_apply_menu	no, yes	result	dm_root
mm1720_MedicareEnrollMsg_ DM	medicare_enroll_msg_ye sno	no, yes	result	dm_root
mm1730_MedicareDrugQuest ion_DM	medicare_information_ye	no, yes	result	dm_root
mm1740_MedicareSusidyMsg _DM	medicare_subsidy_msg_ yesno	no, yes	result1	dm_root
mm1750_AskPartD_DM	ask_partd_enrolled_yesn o	no, yes, repeat	result	dm_root
mm1760_HelpWithDrugCosts _DM	help_with_drug_costs_y esno	no, yes	result	dm_root
mm1710_ReplacementCardQ uestion_DM	replacement_medicare_c ard_yesno	no, yes	result	dm_root
mm1770_OrderDrugFormQue stion_DM	order_drug_help_form_y esno	no, yes	result	dm_root
mm1800_SSIMenu_DM	ssi_menu	apply, citizenship, problem, repeat	result	dm_root
mm1810_CitizenshipMsg_DM	citizenship_msg_yesno	no, yes	result	dm_root
mm1905_Checks_DM	checks_repeat_yesno	no, yes, repeat	result	dm_root
mm1910_LatePaymentMenu_ DM	late_payment_menu	direct_deposit, mail, not_sure, repeat	result	dm_root
mm1940_LatePaymentExit_D M	late_payment_exit_yesn o	no, yes	result	dm_root
mm1900_ReceivingBenefits_ DM	receiving_benefits_yesn o	no, yes	result	dm_root
mm1907_LatePaymentQuesti on_DM	check_late_yesno	no, yes	result1	dm_root
mm2000_ReceivingBenefits_ DM	receiving_benefits_yesn o	no, yes	result	dm_root
mm2010_BenefitsEarnings_D M	benefits_earnings_menu	benefits_statement, proof_of_income, something_else	result	dm_root
mm2030_OtherQuestions_DM	future_benefits_yesno	no, yes	result	dm_root
mm2040_FutureBenefits_DM	future_benefits_menu	order_form, other_questions, repeat	result	dm_root
mm2100_RepPayeeMenu_D M	rep_payee_menu	become, change, misuse, program, report, something_else	result	dm_root
mm2110_ProgramMsg_DM	payee_program_menu	payee_options, repeat	result	dm_root
mm2120_ChangeMsg_DM	payee_change_menu	office, payee_options, repeat	result	dm_root
mm2200_BecomePayee_DM	payee_become_menu	office, payee_options, finished, repeat	result	dm_root
mm2210_PayeeMisuse_DM	payee_misuse_menu	payee_options, finished, repeat	result	dm_root
mm2300_FormsGeneral_DM	forms_general_menu	benefits_statement, proof_of_income, earnings_statement, something_else	result	dm_root
mm2400_EarningsMenu_DM	earnings_menu	proof_of_income, something_else, benefits_statement, earnings_statement	result	dm_root

AddressOSDM

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
ad0110_zipcode_DM	collectaddress_zip	zip	zip	dm_root
ad0140_FullAddress_DM	collectaddress_street_ad	ruralroutenumber, streetnamenumber	street	dm_root

	dress			
ad0150_SecondaryAddress_ DM	tAddress_ZipCode	no_apt, apt_ <number>, bldg_<number>, fl_<number>, msc_<number>, ste_<number>, unit_<number></number></number></number></number></number></number>	apartment	dm_root
ad0200_ConfirmFull_DM	collectaddress_confirm_ address	no, yes	yesno	dm_root

BenefitsVerification

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot

ChangeOfAddress

Node Name	Recognition Variable	Possible Values	Кеу	Grammar Slot
ca0220_ReceivingBenefits_D M	cd_receiving_benefits_y esno	no, yes	result	dm_root
ca0260_CallingAboutSelf_DM	cd_calling_about_self_ye sno	no, yes, repeat	result	dm_root
ca0230_NotEligible_DM	cd_not_eligible_menu	more_information	result	dm_root
ca0240_NotEligibleDetails_D M	not_eligible_details_yesn o	no, yes	result	dm_root
ca0310_TypeOfChange_DM	cd_type_of_change_men u	address, both, phone	result	dm_root
ca0410_TypeOfPhone_DM	cd_phone_type_menu	attorney, home, cell, something_else, work	result	dm_root
ca0420_CollectPhoneNumber _DM	cd_phone_number	phone_number, repeat	result	dm_root
ca0430_COAEffectiveASAP_ DM	cd_effective_asap_yesn o	no, yes	result	dm_root
ca0435_EffectiveDate_DM	cd_effective_date_menu	<effective_date></effective_date>	result	dm_root
ca0400_RemoveOrChangePh one_DM	remove_phone_menu	change, remove	result	dm_root

ClaimStatusRequests

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
cs0120_ConfirmationNumber_ DM	get_confirmation_numbe r	<confirmation number="">, dont_have, repeat</confirmation>	result	dm_root
cs0210_WhichClaim_DM	cs_which_claim_yesno	no, yes	result	dm_root
cs0240_OneClaimEnd_DM	cs_one_claim_end_men u	different_number, finished	result	dm_root
cs0250_MultiClaimEnd_DM	cs_multi_claim_end_me nu	different_number, finished, next_claim	result	dm_root
cs0230_RepeatStatus_DM	cs_repeat_status_yesno	no, yes	result	dm_root
cs0260_NoStatusEnd_DM	cs_no_status_end_menu	different_number, finished, repeat	result	dm_root
cs0270_MultiLastClaimEnd_D M	cs_multi_last_claim_end _menu	different_number, finished, repeat_claims	result	dm_root

DirectDeposit

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
dd0220_ReceivingBenefits_D M	cd_receiving_benefits_y esno	no, yes	result	dm_root

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dd0260_CallingAboutSelf_DM	cd_calling_about_self_ye sno	no, yes, repeat	result	dm_root
dd0430_AccountType_DM	cd_account_type_menu	checking, dont_have, investment, savings, repeat	result	dm_root
dd0410_EffectiveMonth_DM	cd_effective_month	april, august, december, february, january, july, june, march, may, november, october, september, soon_as_possible	result	dm_root
dd0440_CollectRoutingNumb er_DM	cd_routing_number	<routing number="">, dont_know, repeat</routing>	result	dm_root
dd0450_CollectAccountNumb er_DM	cd_account_number	<account number="">, repeat</account>	result	dm_root
dd0400_DDEffectiveASAP_D M	cd_effective_asap_yesn o	no, yes	result	dm_root

FieldOfficeLocator

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
fl0100_GetZipCode_DM	fol_zip_code_collection	<zip code="">, dont_know</zip>	result	dm_root
fl0120_OfficeLocationInfo_DM	office_location_info_men u@import	change, finished, repeat	result	dm_root
fl0105_CardCenterNeededQu estion_DM	card_center_needed_ye sno	no, yes	result	dm_root
fl0125_CardCenterInfo_DM	card_center_location_inf o_menu@import	change, finished, field_office, repeat	result	dm_root
fl0115_PhysicalZipCode_DM	fol_physicalzipquestion_ yesno	no, yes, repeat	result	dm_root

KnowledgeBasedAuthentication

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
ka0210_AttestationQuestion_ DM	attestation_question	continue, more_information	result	dm_root
ka0225_WhichActDetails_DM	which_act_details	both, paperwork_act, privacy_act, neither	result	dm_root
ka0230_PrivacyActDetails_D M	privacy_details	skip_it	result	dm_root
ka0240_PaperworkActDetails _DM	paperwork_details	skip_it	result	dm_root
ka0250_PrivacyEndMenu_DM	privacy_end_menu	continue, paperwork_act, repeat	result	dm_root
ka0260_PaperworkEndMenu_ DM	paperwork_end_menu	continue, privacy_act, repeat	result	dm_root
ka0270_PerjuryMessage_DM	perjury_message_yesno	no, yes	result	dm_root
ka0310_GetSSN_DM	get_ssn	<ssn>, repeat</ssn>	result	dm_root
ka0355_TNRSGetName_DM	TNRS_get_name	<name>, repeat</name>	result	dm_root
ka0410_AltNameQuestion_D M	alt_name_yesno	no, yes	result	dm_root
ka0510_GetDOB_DM	get_dob	dob	result	dm_root
ka0710_GetPlaceOfBirth_DM	get_pob	other, state, territory, ak, al, as, az, af_af, af_am, af_ca, af_eu, af_me, af_pa, ar, ca, co, ct, dc, de, fl, ga, gu, hi, ia, id, il, in, ks, ky, la, ma, md, me, mh, mi, mn, mo, mp, ms, mt, nc, nd, ne, nh, nj, nm, nv, ny, oh, ok, or, pa, pr, pw, ri, sc, sd, tn, tx, ut, va, vi, vt, wa, wi, wv, wy, repeat	result	dm_root
ka0810_GetLastPaymentAmo unt_DM	get_last_payment_amou nt	last_payment_amount, dont_know, repeat	result	dm_root

MedicareReplacementCard

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot

NameOSDM

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
na0120_SayAndSpellFirst_D M	sayandspellfirst	<name></name>	result	dm_root
na0120_SayAndSpellFirst_D M	sayandspellfirst_tnrs	<name_tnrs)< td=""><td>result1</td><td>dm_slot1</td></name_tnrs)<>	result1	dm_slot1
na0130_SayAndSpellLast_D M	sayandspelllast	<name></name>	result	dm_root
na0130_SayAndSpellLast_D M	sayandspelllast_tnrs	<name_tnrs></name_tnrs>	result1	dm_slot1
na0140_SpellFirst_DM	spellfirst	<name></name>	result	dm_root
na0140_SpellFirst_DM	spellfirst_tnrs	<name_tnrs></name_tnrs>	result1	dm_slot1
na0150_SpellLast_DM	spelllast	<name></name>	result	dm_root
na0150_SpellLast_DM	spelllast_tnrs	<name_tnrs></name_tnrs>	result1	dm_slot1
na0200_ConfirmName_DM	confirmname	no, yes, repeat	result	dm_root

ReplacementBenefitStatement

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
rb0130_1099JanuaryEnd_DM	replacement_statement_ end_menu	no, yes	result	dm_root
rb0110_CurrentYearQuestion _DM	current_year_question_y esno	no, yes	result	dm_root
rb0310_FormForSelf_DM	form_for_self_yesno	no, yes	result	dm_root
rb0320_PersonLiving_DM	person_living_yesno	no, yes, repeat	result	dm_root
rb0330_DeceasedSocial_DM	deceased_ssn_collection	<ssn>, dont_know</ssn>	result	dm_root
rb0420_NoRelationshipEnd_D M	no_relationship_end_me nu	no, yes	result	dm_root
rb0440_BenefitsStatementEn dMenu_DM	benefits_statement_end_ menu	no, yes, repeat	result	dm_root

Transcription

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
tr0120_ConfirmAddress_DM	tr_confirm_address_yesn o	no, yes	result	dm_root
tr0200_AskHowManyForms_ DM	tr_how_many_forms_me nu	1, 10, 11, 12, 13, 14, 15, 2, 3, 4, 5, 6, 7, 8, 9, repeat	result	dm_root
tr0310_UnderstandingSS_DM	tr_get_pamphlet_menu	no, yes, finished, skip, repeat	result	dm_root
tr0320_RetirementBenefits_D M	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0330_DisabilityBenefits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0340_SurvivorBenefits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0420_DisabledChildrenBene fits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0430_WomanSS_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root

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tr0410_WorkAffectsBenefits_ DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0540_MoreChoices_DM	tr_pamphlet_more_choic es_yesno	no, yes, repeat	result	dm_root