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## User Interface Specification

Version Number 9.0/ December 12, 2014

### Social Security Administration

### SSA\_ATT\_Care2020\_N8NN



## 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<br>* Added global confirmation error handling<br>* Revised global error handling propting   | T. Sheeder                                |
| 05/13/2011 | 1.2     | Full Detailed Design – revised<br>* Revised conditional logic in mm0050_EntryRouting_DS  | T. Sheeder                                |
| 05/13/2011 | 1.3     | Full Detailed Design – revised<br>* mm1100_SocialSecurityCardsMenu_DM - removed extra 'goto' for 'update' option<br>* mm0200_SFToggle_DS - changed variable 'nlu_enabled' to 'SPEAK_FREELY_ACTIVE'<br>* mm0125_ABRStatus_DS - revised gotos to route to mm0130_GetVariablesAnn_DB (instead of deleted decision state)<br>* mm0130_EmergencyAvailable_DS - eliminated this state (replaced with mm0130_GetVariablesAnn_DB)<br>* mm0130_GetVariablesAnn_DB - added this DB state to retrieve emergency message information<br>* mm0140_EmergencyMsg_PP - added conditional logic to play appropriate emergency message<br>* 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<br>* 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)<br>> global Command: updated to remove global 'Spanish' option (which suddenly appeared for reasons unknown)<br>> global Recovery Behavior: updated to remove extraneous rows (which suddenly appeared for reasons unknown)<br>> ka0355_TNRSGetName_DM: changed to confirm 'never' (and removed confirmation prompting)<br>> ka0355_TNRSGetName_DM: revised error behavior to go to NameOSDM after 2nd error<br>> na0130_SayAndSpellLast_DM: added condition, if tnrs_checked=true, to bypass confirmation<br>> na0150_SpellLast_DM: added condition, if tnrs_checked=true, to bypass confirmation<br>> na0120_SayAndSpellFirst_DM: added sayandspellfirst_tnrs grammar and logic<br>> na0130_SayAndSpellLast_DM: added sayandspelllast_tnrs grammar and logic<br>> na0140_SpellFirst_DM: added spellfirst_tnrs grammar and logic<br>> na0150_SpellLast_DM: added spelllast_tnrs grammar and logic<br>> 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)<br>* ka0900_CheckingInfoMsg_PP: added condition and prompt for current_task=card_medicare or benefits_verification<br>* bv0140_SubmitMsg_PP, bv0200_BEVESubmitRequest_DB, mr0140_SubmitMsg_PP, and mr0200_MRCSUBMITREQUEST_DB: DELETED<br>* bv0130_KBAAuthentication_SD: success goes to bv0210_BEVESuccess_PP instead   | B. Mittelstedter                          |

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|            |     | <p>of bv0140_SubmitMsg_PP</p> <p>* mr0130_KBAAuthentication_SD: success goes to mr0210_MRCSuccess_PP instead of mr0140_SubmitMsg_PP</p> <p>* mr0210_MRCSuccess_PP: updated prompt verbiage</p> <p>* bv0210_BEVESuccess_PP: updated prompt verbiage</p>  |                  |
| 06/10/2011 | 1.7 | <p>Full Detailed Design – FINAL (changes highlighted GREEN)</p> <p>&gt; mm0140_EmergencyMsg_PP: revised logic such that the emergency messages associated with 'activeFlagx' variables are NOT mutually exclusive</p> <p>&gt; mm2200_BecomePayee_DM: changed goto for 'finished' option from mm0210_SFMainMenu_DM to mm0200_SFToggle_DS</p> <p>&gt; mm0050_EntryRouting_DS: added Developer Note (per J. Hardcastle)</p> <p>&gt; removed 'coadd_task' variable, no longer needed since COA and DD were separated</p> <p>&gt; 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)</p> <p>&gt; mm0610_BackoffOtherOptionsMenu_DM: removed assigning values of 'coadd_task' variable for 'direct_deposit' option</p> <p>&gt; mm0700_Benefits_DM: removed assigning values of 'coadd_task' variable for 'direct_deposit' option</p> <p>&gt; mm0910_UpdatePersonallInfo_DM: removed assigning values of 'coadd_task' variable for 'change_address' and 'direct_deposit' options</p> <p>&gt; mm1110_UpdatePersonallInfo_DM: removed assigning values of 'coadd_task' variable for 'change_address' option</p> <p>&gt; mm0512_TNEVDisconnect_CT: modified prompts slightly re: web address</p> <p>&gt; dd0300_KBAAuthentication_SD: corrected mistakes in Action table</p> <p>&gt; mm0125_ABRStatus_DS: changed references to 'initial_abr' to 'initial_abr_transfer'</p> | T. Sheeder       |
| 06/14/2011 | 1.8 | <p>Full Detailed Design – FINAL (changes highlighted GREEN)</p> <p>~ mm0210_SFMainMenu_DM - updated current_task for 'form_1099' from 'form_1099' to 'benefits_statement'</p> <p>~ mm0545_TranscriptionKBA_DS, mm2040_FutureBenefits_DM, mm0610_BackoffOtherOptionsMenu_DM, mm1770_OrderDrugFormQuestion_DM, and mm2400_EarningsMenu_DM - updated condition to remove transcription_task</p> <p>~ mm1430_SocialSecurityCardMenu_DM - assign current_task=form_ss5 instead of transcription_task=5</p> <p>~ tr0105_PlayTransIntro_PP, tr0120_ConfirmAddress_DM, tr0140_AddressOSDM_SD, and tr0220_SuccessMsg_PP: updated conditions to look at current_task instead of transcription_task</p> <p>~ mm1520_GetForm_DM: corrected current_task for 'order_form'</p>  | B. Mittelstedter |
| 06/16/2011 | 1.9 | <p>Full Detailed Design – FINAL (changes highlighted GREEN)</p> <p>~ mm0210_SFMainMenu_DM, mm1520_GetForm_DM, tr0105_PlayTransIntro_PP, and tr0220_SuccessMsg_PP: updated current_task=form_ss5 to current_task=transcription_ss5</p> <p>~ mm1430_SocialSecurityCardMenu_DM: removed assign current_task=form_ss5 from option get_form</p> <p>~ mm1770_OrderDrugFormQuestion_DM, tr0105_PlayTransIntro_PP, and tr0220_SuccessMsg_PP: updated current_task=1020 to current_task=transcription_1020</p> <p>~ 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</p> <p>~ tr0120_ConfirmAddress_DM: Removed transcription_task=pamphlets and changed it to current_task=transcription_pamphlet in conditions for nomatch/no input 1.</p> <p>~ updated current_task value from earnings_statement to transcription_7004 and from 1020 to transcription_1020</p>   | B. Mittelstedter |
| 06/21/2011 | 2.0 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <p>* ADDED dd0230_NotEligible_PP to replace dd0230_NotEligible_DM and</p>   | T. Sheeder       |

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|                   |            | <p>dd0240_NotEligibleDetails_DM<br/>                 * REMOVED dd0230_NotEligible_DM<br/>                 * REMOVED dd0240_NotEligibleDetails_DM<br/>                 * REMOVED 'EmployeeVerification_TNEV' subdialog (exported as DIALOG_EmployeeVerification_TNEV_06-21-11-114415.zip)<br/>                 * ka0100_ElementsCheck_DB: removed ka_collectOtherName variable; removed condition 'Elseif ka_collectOtherName=true AND caller_alternative_name=NULL'<br/>                 * ka0400_AltNameNull_DS: removed ka_collectOtherName conditions; removed Else condition<br/>                 * REMOVED ka_collectOtherName variable from design<br/>                 * Revised Global Command confirmations for 'operator'<br/>                 * Added Global Command confirmation for 'StartOver'<br/>                 * mm0910_UpdatePersonalInfo_DM: corrected value for 'direct_deposit' option in Sample Phrases<br/>                 * mm1105_MedicareCardsMenu_DM: revised initial prompt ('medicare' for 'social security')<br/>                 * mm1210_InternetAddress_DM: changed confirmation mode for 'repeat' option to 'never'<br/>                 * Global Confirmations: removed 'reentry' prompts and conditions<br/>                 * mm1905_Checks_DM: revised Sample Phrases<br/>                 * mm2040_FutureBenefits_DM: changed confirmation mode for 'repeat' option to 'never'<br/>                 * ka0410_AltNameQuestion_DM: removed exit prompt for 'yes' option<br/>                 * ka0810_GetLastPaymentAmount_DM: revised initial prompt for flow<br/>                 * ka0210_AttestationQuestion_DM: added time estimates to initial prompts<br/>                 * ka0220_OMBNumber_PP: added time estimates to prompts</p> |                         |
| <p>06/22/2011</p> | <p>2.1</p> | <p>Full Detailed Design – FINAL<br/>                 ~ 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)<br/>                 ~ deleted global_error_counter variable<br/>                 ~ mm0300_COLAMsg_DM, mm0400_TaxesMsg_DM, mm0420_SS5VerifyMsg_DM, mm1740_MedicareSusidyMsg_DM, mm1720_MedicareEnrollMsg_DM, mm2110_ProgramMsg_DM: deleted no match 2, condition 'If global_error_counter&gt;=6'<br/>                 ~ mm1210_InternetAddress_DM: deleted no match 1/2 office_hours_conditions<br/>                 ~ mm1720_MedicareEnrollMsg_DM:<br/>                 ~ mm1760_HelpWithDrugCosts_DM, mm1810_CitizenshipMsg_DM: deleted no match 2 and 3 condition 'If global_error_counter&gt;=6'<br/>                 ~ 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&gt;=6'<br/>                 ~ imported FOL module that includes time readback</p>  | <p>B. Mittelstedter</p> |
| <p>06/24/2011</p> | <p>2.2</p> | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)<br/>                 &gt; mm1300_WhichCard_DM: for 'both' option, set 'card_type' to 'both'<br/>                 &gt; ad0140_FullAddress_DM: on confirmation, removed condition 'Initial on repeat that' and changed 'Initial on entry' to 'Always'<br/>                 &gt; removed global confirmation 'reentry' prompts (these keep getting reintroduced, somehow, after they are removed from the project)<br/>                 &gt; rb0320_PersonLiving_DM: removed confirmation prompts (confirmation mode is 'never')<br/>                 &gt; 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)<br/>                 &gt; fl0105_CardCenterNeededQuestion_DM: changed condition 'Elseif (card_center = sacramento)' to 'Elseif (card_center = ssscc)'<br/>                 &gt; card_center variable: added 'none' value<br/>                 &gt; fl0100_GetZipCode_DM: modified logic (removed zip code evaluation, send all &lt;zip code&gt; responses to new DB state)</p>  | <p>T. Sheeder</p>       |

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|  | <ul style="list-style-type: none"> <li>&gt; fl0102_EvaluateZipCode_DB: added DB hit to evaluate provided zip code to determine whether card center handling is needed</li> <li>&gt; Global Command behavior: removed variable 'operator' prompting and behavior (again)</li> <li>&gt; mm0160_WebsiteInfo_PP: removed 'WWW dot' from prompt</li> <li>&gt; dd0430_AccountType_DM: modified error recovery prompts (added information from dd0420_BankIntroMsg_PP)</li> <li>&gt; dd0420_BankIntroMsg_PP: deleted this node</li> <li>&gt; dd0430_AccountType_DM: for 'yes' option, changed go to from dd0420_BankIntroMsg_PP to dd0430_AccountType_DM</li> <li>&gt; dd0410_EffectiveMonth_DM: for 'yes' option, changed go to from dd0420_BankIntroMsg_PP to dd0430_AccountType_DM</li> <li>&gt; dd0410_EffectiveMonth_DM: removed 'WWW dot' from prompt</li> <li>&gt; mm1210_InternetAddress_DM: removed 'WWW dot' from prompt</li> <li>&gt; mm1220_InternetInformation_DM: removed 'WWW dot' from prompt</li> <li>&gt; mm1530_WebsiteInstructions_PP: removed 'WWW dot' from prompt</li> <li>&gt; mm2040_FutureBenefits_DM: removed 'WWW dot' from prompt</li> <li>&gt; mm2210_PayeeMisuse_DM: removed 'WWW dot' from prompt</li> <li>&gt; dd0440_CollectRoutingNumber_DM: revised initial prompt</li> <li>&gt; mm0110_LanguageSelection_DM: modified prompts ('astrico' for 'estrella')</li> <li>&gt; mm1100_SocialSecurityCardsMenu_DM: modified prompts (and grammars) - 'apply for a [social security] number' for 'apply for a card'</li> <li>&gt; tr0105_PlayTransIntro_PP: revised prompt for condition 'Elseif current_task=transcription_ss5'</li> <li>&gt; mm1530_WebsiteInstructions_PP: deleted (replaced with mm1530_WebsiteInstructions_DM)</li> <li>&gt; mm1530_WebsiteInstructions_DM: added (replaced mm1530_WebsiteInstructions_PP), with 'repeat'</li> <li>&gt; fl0100_GetZipCode_DM: revised initial prompt</li> <li>&gt; fl0120_OfficeLocationInfo_DM: lengthened silences after address and hours</li> <li>&gt; fl0125_CardCenterInfo_DM: lengthened silences after address and hours</li> <li>&gt; mm1730_MedicareDrugQuestion_DM: removed exit prompt for 'yes' option</li> <li>&gt; mm1750_AskPartD_DM: modified initial prompt; added reentry prompt (after 'repeat')</li> <li>&gt; ca0260_CallingAboutSelf_DM: revised initial prompt</li> <li>&gt; dd0260_CallingAboutSelf_DM: revised initial prompt</li> <li>&gt; mr0210_MRCSuccess_PP: revised initial prompt (removed Puerto Rico note)</li> <li>&gt; ka0930_FailureMsg_PP: revised prompt (to eliminate reference to data collection problem)</li> <li>&gt; ad0230_ExitFailurePrompts_PP: revised prompt</li> <li>&gt; ka0510_GetDOB_DM: revised confirmation prompt</li> <li>&gt; ka0710_GetPlaceOfBirth_DM: revised confirmation prompt</li> <li>&gt; ka0810_GetLastPaymentAmount_DM: revised confirmation prompt</li> <li>&gt; mm0210_SFMainMenu_DM: revised initial prompting for conditions when first_entry=true (per EIG recommendation)</li> <li>&gt; mm1520_GetForm_DM: revised initial prompting to eliminate redundant language</li> <li>&gt; mm1510_CitizenDocumentsMsgPart1_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; mm1515_NonCitizenDocumentsMsgPart1_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; mm1517_NonCitizenDocumentsMsgPart2_DM: added reentry prompting after disconfirmation</li> <li>&gt; mm2110_ProgramMsg_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; mm2120_ChangeMsg_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; mm2200_BecomePayee_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; mm2210_PayeeMisuse_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; ad0110_zipcode_DM: modified reentry prompt (removed repetitive 'my mistake')</li> </ul> |  |
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|            |     | <ul style="list-style-type: none"> <li>&gt; ca0420_CollectPhoneNumber_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; cs0120_ConfirmationNumber_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; cs0260_NoStatusEnd_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; ca0260_CallingAboutSelf_DM: added reentry prompting after repeat</li> <li>&gt; dd0260_CallingAboutSelf_DM: added reentry prompting after repeat</li> <li>&gt; dd0430_AccountType_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; dd0440_CollectRoutingNumber_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; dd0450_CollectAccountNumber_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; fl0100_GetZipCode_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; fl0115_PhysicalZipCode_DM: added reentry prompting after repeat</li> <li>&gt; ka0310_GetSSN_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; ka0355_TNRSGetName_DM: added reentry prompting after repeat</li> <li>&gt; ka0710_GetPlaceOfBirth_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; rb0310_FormForSelf_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; rb0320_PersonLiving_DM: added reentry prompting after repeat and disconfirmation</li> <li>&gt; rb0440_BenefitsStatementEndMenu_DM: added reentry prompting after repeat</li> <li>&gt; tr0200_AskHowManyForms_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; tr0310_UnderstandingSS_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; tr0320_RetirementBenefits_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; tr0330_DisabilityBenefits_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; tr0410_WorkAffectsBenefits_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; tr0420_DisabledChildrenBenefits_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; tr0430_WomanSS_DM: revised reentry prompt (removed repetitive 'my mistake')</li> <li>&gt; tr0540_MoreChoices_DM: added reentry prompting after repeat</li> <li>&gt; FOL subdialog: updated with latest shared version (including hours of operation logic for call center information state)</li> </ul> |            |
| 06/27/2011 | 2.3 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> <li>&gt; mm0545_TranscriptionKBA_DS: changed condition 'send_7004_to_agent=true' to 'form_7004_delivery=false'</li> <li>&gt; deleted variable send_7004_to_agent</li> <li>&gt; revised Global Command behaviors (removed confidence-based operator confirmations; added Start Over confirmation; etc)</li> <li>&gt; revised Global Recovery Behaviors (removed global error counter)</li> </ul>   | T. Sheeder |
| 06/28/2011 | 2.4 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> <li>&gt; mm0210_SFMainMenu_DM: removed 'employee_verification' from the grammar; removed 'employee_verification' from the Action table; removed 'employee_verification' from the Confirmations</li> <li>&gt; mm0050_EntryRouting_DS: removed condition 'Elseif applicationtag=TNEV'</li> <li>&gt; removed mm0508_TNEVKBA_DS</li> <li>&gt; removed mm0510_TNEV_SD</li> <li>&gt; removed mm0512_TNEVDisconnect_CT</li> <li>&gt; 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,</li> </ul>   | T. Sheeder |

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|            |     | <p>tnev_perjury_message_yesno, dob (used only by TNEV),<br/> ev_employee_verification_yesno, ev_employee_ssn, employee_ssn_first_time,<br/> ev_employee_dob, ev_employee_gender, ev_employees_verified,<br/> ev_attestation_yesno, ev_verification_redirect_menu, ev_caller_ssn, ev_user_id,<br/> ev_disambiguate_problem_menu, ev_password, ev_ein,<br/> ev_verified_deceased_menu, ev_end_menu, ev_statusCode, employer_yesno<br/> &gt; for variable applicationtag, removed value 'TNEV'<br/> &gt; for variable current_task, removed value 'employee_verification'</p>  |            |
| 06/28/2011 | 2.5 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <p>&gt; fl0102_EvaluateZipCode_DB: in Returns table, changed 'card_center@import' variable to 'card_center'<br/> &gt; fl0105_CardCenterNeededQuestion_DM: changed all references to 'card_center@import' variable (in conditions) to 'card_center'<br/> &gt; deleted variable 'card_center@import'<br/> &gt; mm0210_SFMainMenu_DM: removed action 'Assign: sf_main_menu_help_count=0'<br/> &gt; deleted variable 'sf_main_menu_help_count'<br/> &gt; deleted unused variables: svc_available, turs_statusCode, turs_userID1, turs_userID2, turs_userID3, turs_userID4, turs_userID5, turs_userID6, turs_userID7, turs_userID8, turs_userID9, turs_userID10, turs_userID11, turs_userID12, turs_userID13, turs_userID14, turs_userID15, turs_userID16, turs_userID17, turs_userID18, turs_userID19, turs_userID20, and TVDC_items_to_collect<br/> &gt; deleted unused recognition variables: ssi_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, last_years_statement_yesno, benefits_statement_new_address_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<br/> &gt; mm2010_BenefitsEarnings_DM: added prompt mm2010_ni1_01 (previously specified as 'script')<br/> &gt; mm2030_OtherQuestions_DM: added prompt mm2030_ni2_01 (previously specified as 'script')<br/> &gt; mm0320_FieldOfficeLocator_SD: added (missing) transition for condition 'If fol_transaction_status=success   If card_type=both' (go to mm1105_MedicareCardsMenu_DM)<br/> &gt; dd0450_CollectAccountNumber_DM: revised error prompting (to remove references to 'checking' accounts and '10-digit' numbers); revised Confirmation prompt for flow</p> | T. Sheeder |
| 06/29/2011 | 2.6 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <p>&gt; mm0600_BackoffMainMenu_DM: changed 'office' recognition value to 'office_locations'<br/> &gt; mm1520_GetForm_DM: on Confirmation tab, changed 'keep_going' option to 'main_menu' (to match grammar)<br/> &gt; mm2110_ProgramMsg_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'<br/> &gt; mm2120_ChangeMsg_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'<br/> &gt; mm2200_BecomePayee_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'<br/> &gt; mm2210_PayeeMisuse_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'</p>  | T. Sheeder |

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|            |     | <p>&gt; mm2300_FormsGeneral_DM: in Grammar, Actions, and Conformations, changed recognition value 'benefits_verification' to 'proof_of_income'</p> <p>&gt; mm2400_EarningsMenu_DM: Grammars, set recognition values for 'benefits_statement' and 'earnings_statement' (previously unset)</p> <p>&gt; mm2400_EarningsMenu_DM: enabled (previously overridden) Confirmation prompt gl_cnf_ini_02 (Always)</p> <p>&gt; ca0410_TypeOfPhone_DM: corrected typos in Sample Phrases (changed '?(it's...)' to '?(it's...)' )</p> <p>&gt; ca0435_EffectiveDate_DM: enabled (previously overridden) Confirmation prompt gl_cnf_ini_02 (Always), and removed Local confirmation prompt ca0435_cnf_ini_03</p>   |                  |
| 06/30/2011 | 2.7 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <p>&gt; ad0200_ConfirmFull_DM: switched dynamic prompts from pre-recorded audio to TTS</p> <p>&gt; na0200_ConfirmName_DM: switched dynamic prompts from pre-recorded audio to TTS</p> <p>&gt; rb0410_SuccessMsg_PP: revised prompt rb0410_out_05 to include reference to 'U.S. territory'</p> <p>&gt; tr0120_ConfirmAddress_DM: switched dynamic prompts from pre-recorded audio to TTS</p> <p>&gt; cs0240_OneClaimEnd_DM: changed confirmation mode for 'repeat' option from 'if necessary' to 'never'</p> <p>&gt; cs0270_MultiLastClaimEnd_DM: updated sample phrases for 'repeat' option; disabled global 'repeat' command</p> <p>&gt; ka0710_GetPlaceOfBirth_DM: added specific slot values for individual states and territories; add confirmation prompts for states and territories</p>  | T. Sheeder       |
| 07/06/2011 | 2.8 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> <li>- imported the updated FOL module into the project</li> <li>- fl0120_OfficeLocationInfo_DM: added the reco variables and values to the sample phrases</li> <li>- fl0125_CardCenterInfo_DM: added the reco variables and values to the sample phrases</li> <li>- fl0130_OfficeDirections_DM: added the reco variables and values to the sample phrases</li> <li>- dd0410_EffectiveMonth_DM: updated confirmation prompt names so that the index numbers match the month numbers</li> <li>- dd0410_EffectiveMonth_DM: added confirmation for option 'as soon as possible' and added 'this month' and 'next month' to the sample phrases</li> <li>- tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0340_SurvivorBenefits_DM</li> <li>tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, and tr0430_WomanSS_DM: corrected the reco variable value for option 'skip'</li> <li>- fl0105_CardCenterNeededQuestion_DM: updated the conditions for option 'yes' on the actions tab</li> <li>- 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)</li> <li>- 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, dd0440_CollectRoutingNumber_DM, dd0450_CollectAccountNumber_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</li> </ul> | B. Mittelstedter |



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|            |     | command and added repeat option to local DM grammar and actions tab  |                  |
| 07/11/2011 | 2.9 | <p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> <li>- cs0230_ni1_01: corrected verbiage from "If want me..." to "If you want me..."</li> <li>- cs0240_cnf_ini_02: updated verbiage: use 'claim' instead of 'application'</li> <li>- mm1430_SocialSecurityCardMenu_DM: corrected verbiage on ni 2 and nm2 to delete the additional option 3.</li> <li>- mm1905_Checks_DM: updated prompts mm1905_ini_05 and mm1905_ini_06 with correct third wednesday day (18th instead of 15th)</li> <li>- mm2120_ChangeMsg_DM: corrected re-entry verbiage from 'areas' to 'area'</li> <li>- mm2200_BecomePayee_DM: corrected re-entry verbiage from 'areas' to 'area'</li> </ul>   | B. Mittelstedter |
| 07/14/2011 | 3.0 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>- mm0600_BackoffMainMenu_DM: over rid global 'StartOver' behavior</li> <li>- mm0210_SFMainMenu_DM: over rid global 'StartOver' behavior</li> <li>- fl0120_OfficeLocationInfo_DM: updated verbiage in fl0120_ini_35 - included 'Federal'</li> <li>- fl0125_CardCenterInfo_DM: updated verbiage in fl0125_ini_43 and fl0125_ini_69 to include 'Federal' holidays</li> <li>- fl0120_OfficeLocationInfo_DM: removed phone number reference</li> <li>- fl0125_CardCenterInfo_DM: removed phone number reference</li> <li>- Global StartOver: added prompt 'All right. Main Menu.' and go to mm0200_SFToggle_DS instead of ProcessStartOver_DS</li> <li>- ProcessStartOver_DS: Deleted</li> <li>- ka0352_CollectFullName_DS: NEW State - if collect_full_name=true go to ka0355_TNRSGetName_DM and if collect_full_name=false go to ka0330_SetCallerNameParameters_DS</li> <li>- ka0325_TNRSLocation_DS: removed 2nd 'collect_full_name' conditions; If tnrs_db_upfront=true then always go to ka0350_TNRS_DB</li> <li>- ka0350_TNRS_DB: update transition for the condition 'If tnrs_statusCode=0000 (success) AND tnrs_db_upfront' then go to new state ka0352_CollectFullName_DS</li> <li>- fl0115_PhysicalZipCode_DM: changed 2nd prompt from 'initial' to re-entry</li> <li>- mm0210_SFMainMenu_DM: correct prompt mm0210_cnf_ini_19 to say 'our' instead of 'or'</li> <li>- mm0210_SFMainMenu_DM: corrected prompt mm0210_cnf_ini_22 to remove 'the'</li> <li>- mm0900_BenefitsMoreOptions_DM: corrected prompt mm0900_out_01 to make 'Earning' plural</li> <li>- mm1105_MedicareCardsMenu_DM: corrected prompt mm1105_ni1_01 so first option is press 1 and prompt mm1105_nm1_01 added the missing [press] 2</li> <li>- mm1500_CitizenshipQuestion_DM: corrected prompt mm1500_ni1_01 - added 'the'</li> <li>- mm1510_CitizenDocumentsMsgPart1_DM: corrected prompt mm1510_nm2_01 to make 'document' plural</li> </ul> | B. Mittelstedter |
| 07/20/2011 | 3.1 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>- fl0102_EvaluateZipCode_DB: added psscc to the success else condition on actions tab</li> <li>- fl0105_CardCenterNeededQuestion_DM: added psscc to the yes else condition on actions tab</li> <li>- fl0102_EvaluateZipCode_DB: added philly offices 'psscc' to the return card_center description</li> <li>- ka0360_SetCallerNameRetryParameters_DS and ka0330_SetCallerNameParameters_DS and ka0420_SetAlternativeNameParameters_DS and ka0610_SetMaidenNameParameters_DS: no longer assign 'collectname_collectfortranscription'</li> <li>- removed the variable 'collectname_collectfortranscription'</li> <li>- mm3020_ProcessTransfer_DS: added level 2 conditions 'If transfer_reason=error or failure' and 'else'</li> <li>- mm0310_ChangeOfAddress_SD: If coa_transaction_status=failure assign transfer_reason=failure</li> <li>- mm0320_FieldOfficeLocator_SD: If fol_transaction_status=failure assign</li> </ul>   | B. Mittelstedter |

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|            |     | <p>transfer_reason=failure<br/>                     - mm0330_DirectDeposit_SD: If dd_transaction_status=failure assign transfer_reason=failure<br/>                     - mm0505_BEVE_SD: If beve_transaction_status=failure assign transfer_reason=failure<br/>                     - mm0520_ApplicationStatus_SD: If claims_transaction_status=failure assign transfer_reason=failure<br/>                     - mm0530_BenefitsStatement_SD: If benefits_transaction_status=failure assign transfer_reason=failure<br/>                     - mm0550_Transcription_SD: If transcription_transaction_status=failure assign transfer_reason=failure<br/>                     - mm0565_MRC_SD: If mrc_transaction_status=failure assign transfer_reason=failure<br/>                     - generated unnamed prompt names<br/>                     - mm0122_AfterHoursCheck_DS: NEW STATE<br/>                     - mm0124_OfficeClosedMsg_PP: NEW STATE<br/>                     - 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<br/>                     - mm1810_CitizenshipMsg_DM :mm1810_ni1_01 - corrected verbiage, say '...on becoming...' instead of '...about becoming...'<br/>                     - mm1905_Checks_DM: mm1905_ini_04 - corrected verbiage, removed 'the' before February 3rd<br/>                     - na0150_SpellLast_DM: updated duplicate nm2 prompts to no input<br/>                     - mm3020_ProcessTransfer_DS: added territory conditions (once received, I'll need to add the hours for Guam, American Simoa, and Marietaa Islands)</p> |                  |
| 07/22/2011 | 3.2 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>* fl0120_OfficeLocationInfo_DM: updated address readback</li> <li>* fl0125_CardCenterInfo_DM: updated address readback</li> <li>* mm1760_HelpWithDrugCosts_DM: updated verbiage in mm1760_ini_05 (...married couple living together.) and mm1760_ini_01 (resources must be limited to)</li> <li>* added variable address_returned to appendix (used in tr0110_ReverseANILookup_DB)</li> <li>* mm0530_BenefitsStatement_SD: added condition to actions 'Elseif benefits_statement_transaction_status=replacement go to MM3000'</li> </ul>  | B. Mittelstedter |
| 07/26/2011 | 3.3 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>- mm0124_OfficeClosedMsg_PP: updated office hours verbiage</li> <li>- mm3020_ProcessTransfer_DS: updated office hours verbiage</li> <li>- na0200_ConfirmName_DM: updated the first and last name conditions to always confirm first and last name if name_collect_task=caller</li> <li>- mm0900_BenefitsMoreOptions_DM: assigned 'current_task=benefits_verification' for the 'proof of income' option</li> <li>- mm1900_ReceivingBenefits_DM: assigned 'current_task=checks' for the 'yes' option</li> <li>- re-imported FOL module</li> </ul>   | B. Mittelstedter |
| 08/02/2011 | 3.4 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>- mm0600_BackoffMainMenu_DM: updated the comments in the sample expressions to accurately reflect the options</li> <li>- mm0600_BackoffMainMenu_DM: included the sample phrases 'application status' and 'check application status' for the return grammar value application_status</li> <li>- cs0240_OneClaimEnd_DM: removed the local repeat option from the grammar and the no match prompts if condition is office_hours=true</li> <li>- cs0120_ConfirmationNumber_DM: added a developer note and a local command action for 'StartOver' to assign confirmation_number_first_entry=true.</li> <li>- Regenerated prompt names (mm0900_out_04 and mm1900_out_02 were missing, but are in UI now)</li> </ul>   | B. Mittelstedter |
| 08/04/2011 | 3.5 | <p>Full Detailed Design – FINAL:</p>   | B. Mittelstedter |

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|            |     | - - mm0110_LanguageSelection_DM: over rid the global operator and repeat commands   |                  |
| 08/10/2011 | 3.6 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>* cs0260_NoStatusEnd_DM: updated prompt cs0260_nm1_01, removed repeat option (fix for CR3950)</li> <li>* 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)</li> <li>* Appendix A: updated tnrs_checked variable default = false (fix for CR3967)</li> <li>* ka0410_AltNameQuestion_DM: updated no match 2 from a script to a prompt and named prompt (ka0410_nm2_01)</li> <li>* mm0130_GetVariablesAnn_DB: broke broadcastPrompt, startTime, and endTime into three separate variables.</li> <li>* mm0130_GetVariablesAnn_DB: simplified the condition in the actions tab that goes to mm0140 and added a developer note.</li> <li>* mm0140_EmergencyMsg_PP: added secondary conditions and included silence in the comments instead of as prompts (should play after)</li> <li>* mm0140_EmergencyMsg_PP: added 'Else' condition to the actions tab</li> </ul>   | B. Mittelstedter |
| 08/15/2011 | 3.7 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>* fl0120_OfficeLocationInfo_DM: fl0120_ini_01 - updated prompt verbiage, changed 'nearest' to 'servicing'</li> <li>* fl0120_OfficeLocationInfo_DM: fl0120_ini_07 - updated prompt verbiage, changed 'their' to 'the'</li> <li>* fl0125_CardCenterInfo_DM: fl0125_ini_08 and fl0125_ini_39 - updated prompt verbiage, changed 'their' to 'the'</li> <li>* fl0115_PhysicalZipCode_DM: fl0115_out_01 - updated prompt verbiage, changed 'nearest' to 'servicing'</li> <li>* fl0120_OfficeLocationInfo_DM: updated verbiage in initial, no match, and no input prompts to remove directions option</li> <li>* fl0120_OfficeLocationInfo_DM: removed confirmation for 'directions'</li> <li>* fl0125_CardCenterInfo_DM: removed confirmation for 'directions'</li> <li>* fl0125_CardCenterInfo_DM: updated verbiage</li> </ul>  | B. Mittelstedter |
| 08/22/2011 | 3.8 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>* ka0510_GetDOB_DM: clarified the initial prompt conditions</li> <li>* fl0100_GetZipCode_DM: clarified condition for reprompt (fix CR4005)</li> <li>* ad0240_ExitSuccessPrompts_PP: updated developer note; always play the same exit prompt instead of playing 1 random exit prompt out of 3</li> <li>* global: gl_cnf_ni3_01 and gl_cnf_nm3_01 - updated prompt verbiage to accomodate dev restrictions</li> <li>* tr0550_ConcludeChoices_PP: add condition 'if pamphlet_get_number=0, prompt and return to calling dialogue and condition 'else'</li> <li>* ka0340_GetCallerName_SD: If name_status=success and tnrs_checked=true, updated second condition</li> <li>* 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</li> <li>* ka0400_AltNameNull_DS: removed the second condition 'Else if caller_alternative_name=NULL AND tnrs_checked=true' and updated the first condition to remove tnrs_checked = false</li> <li>* ka0355_TNRSGetName_DM: Removed the comment and added the conditions</li> </ul> | B. Mittelstedter |
| 08/25/2011 | 3.9 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>* ca0435_EffectiveDate_DM: removed 'April' from the sample phrases</li> <li>* ad0140_FullAddress_DM: removed help command (ad0140_cnf_help1_01)</li> </ul>   | B. Mittelstedter |

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|            |     | <ul style="list-style-type: none"> <li>* ad0150_SecondaryAddress_DM: removed help command (ad0150_cnf_help1_01)</li> <li>* tr0540_MoreChoices_DM: updated conditions if option = 'yes'</li> <li>* tr0545_PamphletCheck_DS: NEW STATE</li> <li>* tr0310_UnderstandingSS_DM: updated initial re-prompt condition</li> <li>* tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM: updated initial re-prompt condition</li> </ul>   |                     |
| 09/06/2011 | 4.0 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>* ca0435_EffectiveDate_DM: removed 'April' from the sample phrases</li> <li>* ad0140_FullAddress_DM: removed help command (ad0140_cnf_help1_01)</li> <li>* ad0150_SecondaryAddress_DM: removed help command (ad0150_cnf_help1_01)</li> <li>* tr0540_MoreChoices_DM: updated conditions if option = 'yes'</li> <li>* tr0545_PamphletCheck_DS: NEW STATE</li> <li>* tr0310_UnderstandingSS_DM: updated initial re-prompt condition</li> <li>* tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM: updated initial re-prompt condition</li> <li>* cs0200_ClaimsRetrieval_DB: removed 1111=Application is in off season (Dec. 15 - Jan. 31) from the cs_statusCode return description.</li> <li>* ka0510_GetDOB_DM: specified that 6-8 digits should be allowed for DOB entry</li> <li>* ad0150_SecondaryAddress_DM: added suite, building, floor, and mailstop to sample phrases, grammar, and confirmation.</li> <li>* ad0150_SecondaryAddress_DM: overrid the global no match/no input confirmation prompts</li> <li>* ad0140_FullAddress_DM: overrid the global no match/no input confirmation prompts</li> </ul> | Brook Mittelstedter |
| 09/23/2011 | 4.1 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <p>FOL</p> <ul style="list-style-type: none"> <li>* Updated the following prompts to replace 'field office' with 'local office':<br/>fl0100_nm2_01, fl0100_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</li> <li>- fl0125_CardCenterInfo_DM: updated the sample phrase from 'field office' to 'local office'</li> </ul> <p>Other updates</p> <ul style="list-style-type: none"> <li>* ad0260_Recording_DM: grayed state out since doesn't apply to SSA design</li> <li>* ad0150_SecondaryAddress_DM: abbreviated return grammars (i.e. instead of apartment use apt)</li> <li>* mm0600_BackoffMainMenu_DM: assigned current task for office locations</li> <li>* mm1720_MedicareEnrollMsg_DM: Updated verbiage in prompt mm1720_ini_01 and removed conditions for option 2 (remove prompt mm1720_out_01)</li> </ul>  | B. Mittelstedter    |
| 10/18/2011 | 4.2 | <p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> <li>- ka0105__AttestFlagCheck_DS: NEW STATE</li> <li>- fl0125_CardCenterInfo_DM: removed exit prompt fl0125_out_04</li> <li>- ka0220_OMBNumber_PP: added dev note</li> <li>- ka0100_ElementsCheck_DB: added dev note</li> </ul>   | Brook Mittelstedter |
| 10/27/2011 | 4.3 | <p>NLU updates made after tagging (changes highlighted in ORANGE):</p> <ul style="list-style-type: none"> <li>- mm0420_SS5VerifyMsg_DM: updated node name to mm0420_AddressVerifyMsg_DM</li> </ul>   | Brook Mittelstedter |

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|            |     | <ul style="list-style-type: none"> <li>- 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</li> <li>- mm0210_SFMainMenu_DM: updated the option ss5_verify to name_address_verify</li> <li>- mm0430_AddressDisambig_DM: NEW STATE</li> <li>- mm0440_DisabilityDisambig_DM: NEW STATE</li> <li>- mm0450_EmploymentDisambig_DM: NEW STATE</li> <li>- mm0460_SSNVerification_DM: NEW STATE</li> <li>- mm0470_ReplacementDisambig_DM: NEW STATE</li> <li>- fl0105_out_05: deleted prompt</li> <li>- mm1210_InternetAddress_DM: added the option 'problem'. Updated all prompting and corresponding actions /confirmations.</li> <li>- mm0420_SS5VerifyMsg_DM: updated node name to mm0420_AddressVerifyMsg_DM</li> <li>- mm0210_SFMainMenu_DM: updated prompt verbiage - mm0210_cnf_ini_02, mm0210_cnf_ini_06, mm0210_out_07, and mm0210_cnf_ini_10</li> </ul> |                     |
| 10/28/2011 | 4.4 | <p>NLU updates made after tagging (changes highlighted in ORANGE):</p> <ul style="list-style-type: none"> <li>* mm0210_SFMainMenu_DM: updated grammar options to match app tag</li> <li>* over rid the global agent option and added locally</li> </ul>   | Brook Mittelstedter |
| 10/31/2011 | 4.5 | <p>Updated made per executive review changes highlighted in YELLOW):</p> <ul style="list-style-type: none"> <li>* 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.</li> </ul>  | Brook Mittelstedter |
| 11/04/2011 | 4.6 | <p>Cola and tax messages are dynamic and come from RAU Updated made per executive review changes highlighted in YELLOW):</p> <ul style="list-style-type: none"> <li>- mm0300_COLAMsg_DM: DELETED</li> <li>- mm0300_GetCOLABroadcast_DB: NEW STATE</li> <li>- mm0302_COLAMsg_PP: NEW STATE</li> <li>- mm0303_AskRepeatCola_DM: NEW STATE</li> <li>- mm0400_TaxesMsg_DM: DELETED</li> <li>- mm0400_GetTaxesBroadcast_DB: NEW STATE</li> <li>- mm0405_TaxesMsg_PP: NEW STATE</li> <li>- mm0410_AskRepeatTaxes_DM: NEW STATE</li> <li>- mm0210_SFMainMenu_DM: updated the action for 'cost of living adjustment' to go to mm0300_GetCOLABroadcast_DB instead of mm0300_COLAMsg_DM</li> <li>- mm0210_SFMainMenu_DM: updated the action for 'tax_general' to go to mm0400_GetTaxesBroadcast_DB instead of mm0400_TaxesMsg_DM</li> <li>- mm0210_SFMainMenu_DM: updated the action for the option 'benefits_verification' to go to mm2000_ReceivingBenefits_DM instead of bv0100_PingHost_DB.</li> <li>- mm0440_DisabilityDisambig_DM: added sample expressions for 'else'</li> <li>- mm1210_InternetAddress_DM: corrected the grammar value for 'problem'</li> </ul>   | Brook Mittelstedter |
| 11/15/2011 | 4.7 | <p>Changes made for NLU build out highlighted in YELLOW:</p> <ul style="list-style-type: none"> <li>- mm0210_SFMainMenu_DM: updated confirmation mode to 'always' for the agent option</li> <li>- mm0210_SFMainMenu_DM: added local main menu option to the grammars, action, and confirmation.</li> </ul>  | Brook Mittelstedter |

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|            |     | - mm0405_TaxesMsg_PP: added static prompts   |                     |
| 11/30/2011 | 4.8 | Changes made pursuant to NLU build out (highlighted in a sort of SAGE GREEN):<br>> corrected reco option '1099_benefits_statement' (changed upper to lower case) on the confirmation tab<br>> corrected label for '1099_benefits_statement' (changed upper to lower case) on the actions tab<br>> corrected reco option 'claims_status_general' (changed 'claim_...' to 'claims...') on the confirmation tab<br>> corrected reco option 'claims_status_new' (changed 'status_...' to 'claims...') on the confirmation tab<br>> corrected reco option 'transfer_check_replacement' (changed '...replacment' to '...replacement') on the grammar tab<br>> added 'spanish' option on the actions tab  | T. Sheeder          |
| 12/05/2011 | 4.9 | Changes per CRs (highlighted in a sort of TEAL):<br>> CR5006: mm0405_TaxesMsg_PP - revised prompt names and adjusted logic (to accomodate final silence)<br>> CR5033: mm0410_AskRepeatTaxes_DM - revised summary (changed from COLA to taxes); changed 'go to' for repeat command (from 0302 to 0405)<br>> CR5034: added 'go to' states for yes and no options (missing)<br>> CR5037: removed (unshared) 'event.conf.noinput' from global Recovery Behavior<br>> CR5040: added'repeat' option to Actions table (previously missing); removed (disabled) repeat command (global in conflict with state grammar)<br>> CR5022: mm2050_FutureBenefitsBudgetaryMsg_PP - revised prompt text ('this' for 'the') to match recorded prompt<br>> CR5043: mm1220_InternetInformation_DM - corrected 'noinput2' behavior (mislabelled 'nomatch2') and changed prompt name (from 'mm1220_nm2_03' to 'mm1220_ni2_01')<br>> CR5049: mm1940_LatePaymentExit_DM - added prompts (global repeat prompt) to local repeat behavior<br>> CR5025: changed max disconfirmation limit from 2 (global behavior) to 1 | T. Sheeder          |
| 12/13/2011 | 5.0 | Changes made pursuant to the NLU build out highlighted in LIGHT PURPLE:<br>- mm0210_SFMainMenu_DM - updated sample phrases for name_or_address_verify, and transfer_appeal_new, transfer_payment_amount, and transfer_check_replacement  | Brook Mittelstedter |
| 01/05/2012 | 5.1 | Revised as follows:<br>> added 'current_intent' and 'final_intent' assignments to main and disambiguation menus<br>> revised MM1430 to transfer all 'something else' callers to an agent   | T. Sheeder          |
| 01/09/2012 | 5.2 | Revised as follows:<br>> corrected 'current_intent' and 'final_intent' assignments to main and disambiguation menus  | T. Sheeder          |
| 01/11/2012 | 5.3 | Revised as follows:<br>> mm0440_DisabilityDisambig_DM: 'else' option, set final_intent=<current_intent><br>> mm0460_SSNVerification_DM: 'finished' option, set final_intent=<current_intent><br>> mm0470_ReplacementDisambig_DM: 'else' option, set final_intent=<current_intent><br>> mm1300_WhichCard_DM: 'something_else' option, set final_intent=<current_intent><br>> mm1430_SocialSecurityCardMenu_DM: 'help_with_form' option, set final_intent=sscard_form_help<br>> mm1430_SocialSecurityCardMenu_DM: 'get_form' option, set final_intent=sscard_get_form<br>> mm1750_AskPartD_DM: 'no' option, set final_intent=medicare_subsidy<br>> mm1750_AskPartD_DM: 'yes' option, set final_intent=medicare_drug_costs<br>> mm1770_OrderDrugFormQuestion_DM: 'yes' option, removed set final_intent   | T. Sheeder          |

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|            |      | <p>&gt; mm1800_SSIMenu_DM: 'apply' option, removed set final_intent</p> <p>&gt; mm1800_SSIMenu_DM: 'problem' option, removed set final_intent</p> <p>&gt; mm1907_LatePaymentQuestion_DM: 'no' option, set final_intent=&lt;current_intent&gt;</p> <p>&gt; mm1910_LatePaymentMenu_DM: 'direct_deposit' option, set final_intent=&lt;current_intent&gt;</p> <p>&gt; mm1910_LatePaymentMenu_DM: 'mail' option, set final_intent=&lt;current_intent&gt;</p> <p>&gt; mm2030_OtherQuestions_DM: 'yes'/Else condition, set final_intent=&lt;current_intent&gt;</p> <p>&gt; mm2400_EarningsMenu_DM: 'earnings_statement' option, set final_intent=transcription_7004</p>  |            |
| 01/13/2012 | 5.4  | <p>Revisions as follows:</p> <p>&gt; mm0210_SFMainMenu_DM: assigned final_intent for citizenship_general option</p> <p>&gt; mm0600_BackoffMainMenu_DM: revised global 'agent' behavior to set current_intent and final_intent variables prior to transfer</p> <p>&gt; mm0610_BackoffOtherOptionsMenu_DM: revised global 'agent' behavior to set current_intent and final_intent variables prior to transfer</p> <p>&gt; mm0610_BackoffOtherOptionsMenu_DM: assigned current_intent and final_intent for the 'something_else' option</p>   | T. Sheeder |
| 01/18/2012 | 5.5  | <p>Revisions as follows:</p> <p>&gt; per CR 5160, in mm0545_TranscriptionKBA_DS, revised 'Else   Else' condition to '^   Else (form_7004_delivery != false)' (i.e. current_task=transcription_7004 and form_7004_delivery != false) and added new 'Else' condition</p> <p>&gt; added variable 'no_kba_info_needed' to keep track of whether any information needed to be collected for purposes of prompting in ka0900</p> <p>&gt; in ka0100_ElementsCheck_DB, added condition 'Elseif no information needs to be collected AND last two tasks were TK99 and TKCS, back-to-back and in that order'</p> <p>&gt; in ka0100_ElementsCheck_DB, revised 'Else (no information needs to be collected)' condition to go to ka0900_CheckingInfoMsg_PP instead of return</p> <p>&gt; in ka0900_CheckingInfoMsg_PP, changed 'Else' condition to 'Elseif no_kba_info_needed = false'</p> <p>&gt; in ka0900_CheckingInfoMsg_PP, added condition 'Else (no_kba_info_needed = true)' with associated prompting</p> <p>&gt; in ka0910_QueryKB_DB, added action condition 'ALWAYS' and action 'Assign no_kba_info_needed=false'</p> | T. Sheeder |
| 02/06/2012 | 5.6  | <p>Revised as follows:</p> <p>&gt; CR#5300: na0220_ConfirmationApology_PP - added logic and prompting to represent current 'alternative' and 'maiden' name capture implementation (Say and Spell, falls back to Spell only as opposed to Say and Spell, falls back to return)</p> <p>&gt; CR#5349: mm1905_Checks_DM - revised prompt mm1905_ini_09 to correct incorrect date (June 25 for July 25)</p> <p>&gt; ad0140_FullAddress_DM: revised per dev instructions</p>  | T. Sheeder |
| 03/01/2012 | 5.7  | <p>Revised as follows:</p> <p>&gt; CR5511: rb0410_SuccessMsg_PP, revised prompt rb0410_out_05</p> <p>&gt; mm3030_CallTransfer_CX, removed the condition 'If non_national_transfer=true' altogether and changed the condition 'Else (non_national_transfer=false)' to 'Always.'</p> <p>&gt; ad0200_ConfirmFull_DM, added prompting for 'secondary address' (i.e. apartment, unit, suite, etc)</p>  | T. Sheeder |
| 03/05/2012 | 5.8  | <p>Revised as follows:</p> <p>&gt; added a variable (name_disconfirm_counter) to keep track of disconfirmations</p> <p>&gt; added logic in na0200_ConfirmName_DM to handle disconfirmations (1st goes to say and spell, second to spell only, third out)</p> <p>&gt; there is no change requires for full name collection since it's never confirmed and already backs of to the NameOSDM</p> <p>&gt; we WILL need 2 new prompts (na0200_out_02 and na0200_out_03) in na0200_ConfirmName_DM for transitional reasons, though these prompts could be built out of existing prompts.</p>  | T. Sheeder |
| 03/06/2012 | 5.9A | <p>Revised as follows:</p>  | T. Sheeder |

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|            |      | <p>&gt; ka0355_TNRSGetName_DM - corrected mistaken 'goto previous node' designation in the action table</p> <p>&gt; na0110_PlayEntryPrompt_PP - corrected prompting variable values</p> <p>&gt; na0200_ConfirmName_DM - added condition 'ELSE IF name_collect_task=caller AND tnrs_checked=true AND spelling_only=true'</p> <p>&gt; na0200_ConfirmName_DM - changed condition 'ELSE IF name_collect_task=caller AND tnrs_checked=true' to 'ELSE IF name_collect_task=caller AND tnrs_checked=true AND spelling_only=false'</p>  |            |
| 03/08/2012 | 5.9B | <p>Revised as follows:</p> <p>&gt; See above</p> <p>&gt; added 'name_collect_counter' to keep track of the number of name collection attempts</p> <p>&gt; ka0340_GetCallerName_SD - revised logic to normalize name collection</p> <p>&gt; ka0355_TNRSGetName_DM - added logic to increment name_collect_counter</p> <p>&gt; ka0360_SetCallerNameRetryParameters_DS - added name_collect_counter checks</p> <p>&gt; na0110_PlayEntryPrompt_PP - added logic to increment name_collect_counter</p> <p>&gt; na0200_ConfirmName_DM - revised logic to normalize name collection</p>  | T. Sheeder |
| 03/09/2012 | 6.0  | <p>Revisions occasioned by usability as follows:</p> <p>ID#1</p> <p>&gt; added 'ss_card_requested' variable to keep track of whether caller has requested a social security card</p> <p>&gt; mm1430_SocialSecurityCardMenu_DM - set ss_card_requested' variable for callers going to Field Office Locator</p> <p>&gt; mm1520_GetForm_DM - set ss_card_requested' variable for callers going to Field Office Locator</p> <p>&gt; mm1600_SubmitForm_DM - set ss_card_requested' variable for callers going to Field Office Locator</p> <p>&gt; fl0102_EvaluateZipCode_DB - added logic to bypass 'card needed' question if card already requested</p> <p>ID#2</p> <p>&gt; mm0210_SFMainMenu_DM - changed goto for 'payment_late' from mm1905_Checks_DM to mm1910_LatePaymentMenu_DM</p> <p>ID#3</p> <p>&gt; mm0210_SFMainMenu_DM - added 'social_security_application,' 'disability_application,' 'survivor_application.' 'retirement_application,' and 'ssi_application' grammar options (all of which map to the same target but which are separated for purposed of confirmation)</p> <p>&gt; mm0210_SFMainMenu_DM - added 'social_security_application,' 'disability_application,' 'survivor_application.' 'retirement_application,' and 'ssi_application' Action logic and prompting</p> <p>&gt; mm0210_SFMainMenu_DM - added 'social_security_application,' 'disability_application,' 'survivor_application.' 'retirement_application,' and 'ssi_application' Confirmation prompts</p> <p>ID#4</p> <p>&gt; mm0210_SFMainMenu_DM - added 'social_security_replacement_card' grammar option</p> <p>&gt; mm0210_SFMainMenu_DM - added 'social_security_replacement_card' Action logic and prompting</p> <p>&gt; mm0210_SFMainMenu_DM - added 'social_security_replacement_card' Confirmation prompt</p> <p>ID#5</p> <p>&gt; ka0210_AttestationQuestion_DM - changed barge-in to OFF</p> <p>&gt; ka0270_PerjuryMessage_DM - changed barge-in to OFF</p> <p>ID#8</p> | T. Sheeder |



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|                   |            | <p>&gt; bv0210_BEVESuccess_PP - revised text of prompt bv0210_out_01 for clarity</p> <p>ID#9</p> <p>&gt; mm0800_BenefitsApplicationMenu_DM -added 'prescription' grammar option</p> <p>&gt; mm0800_BenefitsApplicationMenu_DM - added 'prescription' Action logic and prompting</p> <p>&gt; mm0800_BenefitsApplicationMenu_DM -added 'prescription' Confirmation prompt</p> <p>ID#10</p> <p>&gt; mm0610_BackoffOtherOptionsMenu_DM - revised prompts mm0610_ini_01' and mm0610_ree_01' to provide explicit 'go back' instruction</p> <p>ID#11</p> <p>&gt; fl0115_PhysicalZipCode_DM - revised prompts fl0115_ini_01' and fl0115_ree_01' for clarity</p> <p>ID#12</p> <p>&gt; na0110_PlayEntryPrompt_PP - revised logic to route 'alternate' last name to na0131_SayAndSpellLast_Alternate_DM</p> <p>&gt; na0130_SayAndSpellLast_DM - revised to remove 'alternate' last name collection logic</p> <p>&gt; na0131_SayAndSpellLast_Alternate_DM - created alternate say and spell last name state for alternate last name to allow 'none' ('i don't know') option</p> <p>&gt; na0200_ConfirmName_DM - revised logic to route 'alternate' last name to na0131_SayAndSpellLast_Alternate_DM</p> <p>ID#14</p> <p>&gt; tr0120_ConfirmAddress_DM - added developer note re: slowing down TTS address read-back</p> <p>ID#15</p> <p>&gt; na0200_ConfirmName_DM - added additional sample phrases for 'repeat' option to ensure adequate coverage in context</p> <p>&gt; na0200_ConfirmName_DM - revised Recovery prompts to include name read-back</p> <p>ID#20</p> <p>&gt; mm1910_LatePaymentMenu_DM - revised prompts to add pause prior to 'not sure' instruction</p> <p>ID#21</p> <p>&gt; tr0200_AskHowManyForms_DM - added additional sample phrases for xxx options to ensure adequate coverage in context</p> |                   |
| <p>03/14/2012</p> | <p>6.1</p> | <p>Revised as follows:</p> <p>&gt; ka0350_TNRS_DB - changed condition for Assign tnrs_checked = true to 'Always</p> <p>&gt; na0130_SayAndSpellLast_DM - restored 'alternate' name collection conditions</p> <p>&gt; na0130_SayAndSpellLast_DM - added 'alt_name_sayandspell' grammar to handle the 'none' option (ONLY used during alternate name collection)</p> <p>&gt; na0131_SayAndSpellLast_Alternate_DM - DELETED (use na0130_SayAndSpellLast_DM instead)</p> <p>&gt; na0110_PlayEntryPrompt_PP - revised Actions to route alternative name collection to na0130_SayAndSpellLast_DM (instead of na0131_SayAndSpellLast_Alternate_DM)</p> <p>&gt; na0200_ConfirmName_DM - revised Actions to route alternative name collection to na0130_SayAndSpellLast_DM (instead of na0131_SayAndSpellLast_Alternate_DM)</p>  | <p>T. Sheeder</p> |
| <p>03/15/2012</p> | <p>6.2</p> | <p>Revised as follows:</p> <p>&gt; na0131_SayAndSpellLast_Alternate_DM - DELETED (identified as deleted in previous version, but inadvertently kept in the design)</p>   | <p>T. Sheeder</p> |

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|            |     | <p>&gt; ka0810_GetLastPaymentAmount_DM - revised grammar (and added Developer Note) to change the upper limit of the grammar range from \$99,999 to \$9,999</p> <p>&gt; ka0510_GetDOB_DM - added grammar and Developer notes specifying valid date formats (MMDDYY 6-digit or MMDDYYYY 8-digit strings)</p>   |            |
| 03/16/2012 | 6.3 | <p>Updated revisions occasioned by usability as follows:</p> <p>ID#1</p> <p>&gt; fl0100_GetZipCode_DM - revised prompting to clarify references to 'physical' address</p> <p>&gt; fl0115_PhysicalZipCode_DM - revised prompting to clarify references to 'physical' address</p> <p>ID#4</p> <p>&gt; mm0210_SFMainMenu_DM - revised sample expressions for 'replacement_general' option</p> <p>&gt; mm0210_SFMainMenu_DM - revised sample expressions for 'replacement_social_security_card' option</p> <p>ID#15</p> <p>&gt; na0200_ConfirmName_DM - added 'spell it again' to sample expressions</p> <p>Additional revisions as follows:</p> <p>&gt; ka0210_AttestationQuestion_DM - revised the OMB number associated with 'screen pop'</p> <p>&gt; ka0220_OMBNumber_PP - revised the OMB number associated with 'screen pop'</p> <p>&gt; dd0450_CollectAccountNumber_DM - added grammar and Developer's notes specifying the format of the account number (4-17 digits)</p>   | T. Sheeder |
| 03/22/2012 | 6.4 | <p>Additional changes following SSA review of usability changes, as follows:</p> <p>&gt; mm0210_SFMainMenu_DM - revised sample expressions for the 'social_security_card_general' option (to eliminate ambiguity vis-a-vis 'replacement_general' and 'social_security_replacement_card' options)</p> <p>&gt; ka0510_GetDOB_DM - added sample expressions to reflect range of date structures accepted</p>   | T. Sheeder |
| 03/29/2012 | 6.5 | <p>Revised as follows:</p> <p>&gt; mm0910_UpdatePersonalInfo_DM - revised initial, error, and confirmation prompting (to add 'phone number' to the 'address' option) and revised the sample phrases for the 'address' option accordingly</p>  | T. Sheeder |
| 04/03/2012 | 6.6 | <p>Revised as follows:</p> <p>&gt; Updated the following play prompt states to indicate the barge-in should be turned off: mm0100_WelcomeMsg_PP, mm0124_OfficeClosedMsg_PP, mm0140_EmergencyMsg_PP, mm0140_EmergencyMsg_PP, mm0160_WebsiteInfo_PP, mm0405_TaxesMsg_PP, mm0540_BestTimeMsg_PP, mm1310_BothCardsMsg_PP, mm1400_SSReplacementMsg_PP, mm1410_SSNewMsg_PP, mm1420_SSUpdateMsg_PP, mm1920_DepositMsg_PP, mm1930_MailMsg_PP, mm2050_FutureBenefitsBudgetaryMsg_PP, ad0230_ExitFailurePrompts_PP, ad0240_ExitSuccessPrompts_PP, bv0210_BEVESuccess_PP, bv0220_TransactionEnd_PP, ca0200_IntroMsg_PP, cs0220_ClaimStatusMsg_PP, dd0200_IntroMsg_PP, fl0140_ZipFailedFirstTimeMsg_PP, fl0150_NoFOMsg_PP, ka0200_PreAttestationMsg_PP, ka0220_OMBNumber_PP, ka0820_CantProceedMsg_PP, ka0830_ScreenPopSplashReturn_PP, ka0900_CheckingInfoMsg_PP, ka0920_SuccessMsg_PP, ka0930_FailureMsg_PP, ka0940_AccountBlockedMsg_PP, mr0210_MRCSuccess_PP, mr0220_TransactionEnd_PP, na0210_ExitSuccessPrompts_PP, na0220_ConfirmationApology_PP, rb0410_SuccessMsg_PP, tr0105_PlayTransIntro_PP, tr0220_SuccessMsg_PP, tr0240_FailureMsg_PP, and tr0550_ConcludeChoices_PP</p> <p>&gt; Updated the following dialog module states to indicate that barge-in should be</p> | T. Sheeder |

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|            |     | <p>turned off: ka0210_AttestationQuestion_DM (already off), ka0270_PerjuryMessage_DM (already off)</p> <p>&gt; ad0120_ZipLookup_DB: DELETED</p> <p>&gt; ad0130_ZipLookupErrorPrompt_PP: DELETED</p> <p>&gt; ad0110_zipcode_DM: changed transition (from ad0120_ZipLookup_DB to ad0140_FullAddress_DM)</p> <p>&gt; na0210_ExitSuccessPrompts_PP: added missing transition (return)</p>  |            |
| 04/08/2012 | 6.7 | <p>Revised as follows:</p> <p>&gt; mm0140_EmergencyMsg_PP: added note that barge-in is disabled</p>  | T. Sheeder |
| 04/09/2012 | 6.8 | <p>Revised as follows:</p> <p>&gt; tr0105_PlayTransIntro_PP: set barge-in to OFF</p> <p>&gt; mm3000_ABRStatus_DS: for condition Elseif abr=2 (screen_pop)If office_hours=true' changed transition from mm3002_PingHost_DB to mm3005_KBAAuthentication_SD</p> <p>&gt; per CR#5782 - mm0210_SFMainMenu_DM: for social_security_replacement_card' option, assigned 'card_action = replacement'</p> <p>&gt; mm0210_SFMainMenu_DM: updated sample phrases for social_security_replacement_card and social_security_application</p>  | T. Sheeder |
| 04/12/2012 | 6.9 | <p>Revised as follows:</p> <p>&gt; mm0210_SFMainMenu_DM: revised sample phrases for 'social_security_application'</p> <p>&gt; mm0210_SFMainMenu_DM: revised sample phrases for 'social_security_replacement_card'</p> <p>&gt; mm0210_SFMainMenu_DM: revised sample phrases for 'cards_general'</p> <p>&gt; mm0210_SFMainMenu_DM: revised sample phrases for 'social_security_card_general'</p> <p>&gt; mm0210_SFMainMenu_DM: revised sample phrases for 'benefits_application'</p> <p>&gt; mm0210_SFMainMenu_DM: revised sample phrases for 'supplemental_security_income'</p> <p>&gt; mm0210_SFMainMenu_DM: revised sample phrases for 'ssi_application'</p>  | T. Sheeder |
| 05/03/2012 | 7.0 | <p>Revised as follows:</p> <p>Added TNRS lookup to 'alternative' name flow (in the event that tnrs_checked=false AND nomatch1 in alternative name collection)</p> <p>&gt; ka0430_GetAlternativeName_SD: revised logic to incorporate TNRS check</p> <p>&gt; ka0440_TNRSAlt_DB: ADDED</p> <p>&gt; ka0450_SetAlternativeNameRetryParameters_DS: ADDED</p> <p>&gt; ka0460_GetAlternativeNameRetry_SD: ADDED</p> <p>Removed references to 'TKWR'</p> <p>&gt; na0120_SayAndSpellFirst_DM: removed inapplicable conditions</p> <p>&gt; na0130_SayAndSpellLast_DM: revised description, action conditions, and recovery behavior</p> <p>&gt; na0150_SpellLast_DM: revised description and recovery behavior</p> <p>&gt; na0200_ConfirmName_DM: revised prompt and recovery behavior conditions</p> <p>&gt; name_collect_task variable: removed 'tkwr' value</p> | T. Sheeder |

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|            |     | <p>Claim Status backend</p> <ul style="list-style-type: none"> <li>&gt; cs0200_ClaimsRetrieval_DB: grayed out '0 claims' condition and added developer's note because condition not currently reachable</li> <li>&gt; cs0260_NoStatusEnd_DM: grayed out and added developer's note because state not currently reachable</li> </ul> <p>Name OSDM</p> <ul style="list-style-type: none"> <li>&gt; na0200_ConfirmName_DM: added variable assignment 'collectname_spellingonly=true' to recovery behaviors and, for 'yes' action, added variable assignment 'name_disconfirm_counter=0'</li> <li>&gt; na0220_ConfirmationApology_PP: removed "collectname_spellingonly = 'TRUE'" conditions (impossible); added missing 'return' for 'ELSE' condition</li> </ul>   |                     |
| 05/08/2012 | 7.1 | <p>Revised as follows:</p> <ul style="list-style-type: none"> <li>&gt; revised transitional prompting to include reference to hanging up if finished. The following prompts have been changed: mm1510_out_02, mm1512_out_02, mm1515_out_02, mm1517_out_02, mm1519_out_02, mm1530_out_02, mm1600_out_02, mm1770_out_01, mm1810_out_01, and mm1907_out_01</li> </ul> <p>NOTE: all of the prompts cited above have identical verbiage and can be created by combining the existing mm1510_out_02 prompt with existing prompt bv0220_out_01 (i.e. they do not need to be recorded)</p> <ul style="list-style-type: none"> <li>&gt; ADDED transitional prompts to two states: mm0320_FieldOfficeLocator_SD (mm0320_out_02) and mm0530_BenefitsStatement_SD (mm0530_out_01)</li> </ul> <p>NOTE: both of the prompts cited above have identical verbiage and can be created by simply copying existing prompt bv0220_out_01 (i.e. they do not need to be recorded)</p> | T. Sheeder          |
| 05/10/2012 | 7.2 | <p>Revised as follows:</p> <ul style="list-style-type: none"> <li>&gt; revised transitional prompts mm1510_out_02, 1515_out_02, and 1517_out_02 from "All right. Now, if you're finished, feel free to hang up. Otherwise..." to "All right. Feel free to hang up. Or..." to improve flow</li> </ul>  | T. Sheeder          |
| 05/11/2012 | 7.3 | <p>Revised as follows:</p> <ul style="list-style-type: none"> <li>&gt; na0130_SayAndSpellLast_DM: changed condition for nomatch 2 from 'Else' to 'Always'</li> <li>&gt; na0130_SayAndSpellLast_DM: changed noinput 2 condition from 'If tnrs_checked=false AND name_collect_task=caller' to 'If tnrs_checked=false AND name_collect_task=caller OR alternative'</li> <li>&gt; na0200_ConfirmName_DM: changed condition 'no   IF name_collect_task=caller AND tnrs_checked=false' to 'no   IF name_collect_task=caller OR alternative AND tnrs_checked=false'</li> </ul>   | T. Sheeder          |
| 05/18/2012 | 7.4 | <p>Usability recommendation for re-mapping the Spanish DTMF option from DTMF* to DTMF7. Revised as follows:</p> <ul style="list-style-type: none"> <li>&gt; Modified prompts and Grammars in mm0110_LanguageSelection_DM, mm0120_RecordingMsg_DM, mm0210_SFMainMenu_DM, mm0600_BackoffMainMenu_DM to change the Spanish DTMF option to DTMF7. Also deleted Spanish from the grammars in mm0610_BackoffOtherOptionsMenu_DM</li> </ul>  | John Ou             |
| 08/20/2012 | 7.5 | <p>Added additional holiday and emergency messaging - updates in green:</p>   | Brook Mittelstedter |

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|            |       | <p>&gt; created new variable: css</p> <p>&gt; mm0124_OfficeClosedMsg_PP: updated conditions and added new prompts mm0124_out_02 and mm0124_out_08</p> <p>&gt; mm1905_Checks_DM: updated check dates - prompts: mm1905_ini_03 - mm1905_ini_14</p>  |                     |
| 08/29/2012 | 7.6   | <p>Added additional holiday and emergency messaging - updates in green:</p> <p>&gt; mm3020_ProcessTransfer_DS: updated conditions to add holiday and emergency messaging; new prompts mm3020_out_11 through mm3020_out_14</p>   | Brook Mittelstedter |
| 09/18/2012 | 7.7   | <p>Removed previous highlights. Updates in purple for FOL:</p> <p>&gt; fl0120_OfficeLocationInfo_DM: added dev note; updated condition for prompt fl0120_ini_10 to add 'AND isPhase1 = false'</p> <p>&gt; added new variable: isPhase1Office</p> <p>&gt; fl0135_FindFOFromZip_DB: updated success transition to go to fl0137 instead of fl0120</p>  | Brook Mittelstedter |
| 05/14/2013 | 7.8   | <p>Revisions for DD CR in green:</p> <p>&gt; mm0325_DirectDepositKBA_DS: updated name to be mm0325_IsDirectDepositEnabled_DS</p> <p>&gt; direct_deposit_active: new variable</p> <p>&gt; mm0325_IsDirectDepositEnabled_DS: Repurposed state; updated description and conditions</p>   | Brook Mittelstedter |
| 06/12/2013 | 7.9   | <p>Added updates for ACA and My SSA CRs. All changes highlighted in yellow.</p> <p>ACA CR:</p> <ul style="list-style-type: none"> <li>- mm0040: Added new DB to set initial call properties values.</li> <li>- mm0120: Modified transition to check for upfront emergency broadcast messages.</li> <li>- mm0122: Modified handling to check for business hours right before reaching the NLU.</li> <li>- mm0124: Modified handling to playback after hours info right before reaching the NLU.</li> <li>- mm0140: Modified transition to reach the new ACA logic.</li> <li>- mm0160: Modified transition to reach the new ACA logic.</li> <li>- mm0170: Added new decision state.</li> <li>- mm0171: Added new menu to offer information about health insurance.</li> <li>- mm0172: Added new PP to provide ACA information.</li> <li>- mm0173: Added new wrap menu for ACA updates.</li> </ul> <p>My SSA CR:</p> <ul style="list-style-type: none"> <li>- mm0180: Added new decision state.</li> <li>- mm0181: Added new menu to offer My SS Helpdesk.</li> <li>- mm0182: Added new decision state.</li> <li>- mm0183: Added new PP for My SS Helpdesk after hours.</li> <li>- mm0184: Added new wrap menu for My SS Helpdesk updates.</li> </ul> <p>NLU</p> <ul style="list-style-type: none"> <li>- mm0210: Added aca_info and myssa_helpdesk caller intents and handling.</li> </ul> <p>Housekeeping</p> <ul style="list-style-type: none"> <li>- mm0540: Highlighted in gray to denote it is currently not reachable.</li> </ul> | Joaquín Rueda       |
| 06/21/2013 | 7.9.1 | Generated prompt names for new states mm0171, mm0172, mm0173, mm0181, mm0183, mm0184, and new prompts at mm0210.  | Joaquín Rueda       |
| 06/24/2013 | 7.10  | <p>Fixed defects reported by Vivian Chiu:</p> <ul style="list-style-type: none"> <li>- tr0105: Updated prompt tr0105_out_01.</li> </ul>   | Joaquín Rueda       |

|            |        |  |                     |
|------------|--------|--|---------------------|
|            |        | - Removed silence prompts and set timeout to 3 seconds instead at mm0171, mm0173, and mm0181.<br>- mm0184: Removed unnecessary silence prompt.   |                     |
| 06/26/2013 | 7.10.1 | Added 'continue' as a hidden option in states mm0171, mm0173, and mm0181.  | Joaquín Rueda       |
| 06/28/2013 | 7.11   | Correction in purple:<br>> mm3020_ProcessTransfer_DS: updated condition for mm3020_out_07 and following prompts to be 'if office_hours = false'  | Brook Mittelstedter |
| 07/11/2013 | 7.12   | Prompt correction and COA revision in turquoise:<br>> rb0410_SuccessMsg_PP: updated prompt verbiage for rb0410_out_04 and rb0410_out_05<br>> coa_active: new variable<br>> mm0305_ChangeOfAddressKBA_DS: updated name to be mm0305_IsChangeOfAddressEnabled_DS; re-purposed state; updated description and conditions  | Brook Mittelstedter |
| 07/12/2013 | 7.13   | Revision for COA restriction in turquoise:<br>> mm0040_GetCallProperties_DB: added return 'coa_active'   | Brook Mittelstedter |
| 07/26/2013 | 7.14   | Revisions for cFOLO CR in orange:<br>> fl0100_GetZipCode_DM: updated action transition for option <zip code><br>> fl0102_FindCCFromZip_DB: NEW STATE<br>> fl0115_PhysicalZipCode_DM: DELETED<br>> fl0102_EvaluateZipCode_DB: DELETED<br>> fl0105_CardCenterNeededQuestion_DM: updated action conditions for 'yes' option; deleted assignment for 'no' option card_center = undefined'<br>> fl0125_CardCenterInfo_DM: deleted brooklyn and queens card center logic - conditions and corresponding prompts  | Brook Mittelstedter |
| 07/26/2013 | 7.15   | Revisions for cFOLO CR:<br>> fl0100_GetZipCode_DM: removed prompt fl0100_ini_03<br>> fl0125_CardCenterInfo_DM: Removed second hours playback prompts   | Brook Mittelstedter |
| 08/19/2013 | 7.2    | > Cleaned up and removed existing highlighting<br>> mm0210_SFMainMenu_DM: updated aca_info sample phrase   | Brook Mittelstedter |
| 08/23/2013 | 7.3    | ABR revisions in yellow:<br>> mm3000_ABRStatus_DS: added condition for abr=5<br>> mm3020_ProcessTransfer_DS: added prompt mm3020_out_15 and corresponding condition<br>> mm3040_EndCall_CT: NEW STATE  | Brook Mittelstedter |
| 09/09/2013 | 7.4    | Updated mm0182_MySSAAfterHoursCheck_DS; added 2 new conditions and prompts; If abr=1 (no agents) and Elseif (abr=5).   | Margot Perry        |
| 11/20/2013 | 7.5    | Updated state mm0910 and mm1110; changed "final_intent =change_address" to "final_intent =change_of_address". Updated state mm1710, changed "final_intent =card_medicare" to "final_intent =medicare_replacement_card". Updated states mm0210 and mm0600, and added assignments for "current_intent =spanish" and "final_intent =spanish" for the "Spanish" options.   | Margot Perry        |
| 02/05/2014 | 7.6    | * Cleaned up and removed existing highlighting.<br>> mm0172_ACAMsg_PP for both English and Spanish: updated sample phrase and prompt mm0172__out_01 with new verbiage "Need health insurance? Beginning January, more Americans have coverage that fits their needs and budget – are you one of them? The Health Insurance Marketplace is your online resource to research and sign up for the best plan for you. Visit <a href="http://healthcare.gov">healthcare.gov</a> or call 1-800-318-2596 to learn more." (Changes highlighted in blue.) | Margot Perry        |
| 04/10/2014 | 7.7    | * CR 218 – New ACA message<br>> Updated mm0172_ACAMsg_PP for both English and Spanish: updated sample phrase and prompt mm0172__out_01 with new verbiage "Need health insurance? 2015 open enrollment at the Health Insurance Marketplace will begin for everyone on November 15, 2014 and run through February 15, 2015. You might still be able to   | Margot Perry        |

|            |     |  |              |
|------------|-----|--|--------------|
|            |     | enroll now if you've lost your health coverage, had another qualifying life event, or a special situation that kept you from enrolling. Visit Healthcare.gov or call the Marketplace at 1-800-318-2596 to learn more." (Changes highlighted in blue.)  |              |
| 05/15/2014 | 7.8 | *CR 221 – SPT QBR Updates:<br>>Updated state cs0120_ConfirmationNumber_DM:<br>>Created new 'More Information' prompt with instructions on where to find confirmation #.<br>>Updated initial prompt verbiage, offering 'More Information' option.<br>>Moved 'don't have' option down into 2nd error recovery prompts.<br>>Changed dtmf options for 'don't have' from dtmf 1 to 2. 'More information' is now dtmf 1.<br>>Updated error recovery prompts, grammars, and actions accordingly. (Changes highlighted in pink.)   | Margot Perry |
| 05/19/2014 | 7.9 | *CR 203 - My SSA Updates:<br>>Updated state mm0182_MySSAAfterHoursCheck_DS; updated 3rd condition for If office_hours=true mapped to MySSA Open Close Matrix to determine when to play Open message only.<br>>Updated mm0183_MySSOfficeClosedMsg_PP, added new conditions mapped to MySSA Open Close Matrix to determine when to play, Closed, Holiday, Emergency and new No Agents Logged On messages. Only one new prompt mm0183_out_04 – "You've reached the MySocialSecurity Help Desk. We're sorry, but due to administrative reasons we are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight." (Changes highlighted in green.)  | Margot Perry |
| 05/20/2014 | 8.0 | *CR 224 - SSA GOV Website:<br>>Updated transition in state mm0140_EmergencyMsg_PP to go to mm0160_WebsiteInfo_PP, instead of mm0170_ACAEnabled_DS. (Changes highlighted in yellow.)  | Margot Perry |
| 06/03/2014 | 8.1 | Added dev note to mm0140 per Lisa Tomlinson: All callers will hear the SSA.gov website info (mm0160), regardless of whether any broadcast/emergency messages are played to the caller.   | Margot Perry |
| 07/08/2014 | 8.2 | *CR 246 - Updated all Check Delivery Dates in state mm1905_Checks_DM.  | Margot Perry |
| 09/25/2014 | 8.3 | *CR 255 – Created new state, mm1902_Checks_DB to determine what the next check delivery dates are based on the current date (today's date). Updated conditions and verbiage in state mm1905_Checks_DM to play dynamically based on the current date.   | Margot Perry |
| 09/30/2014 | 8.4 | Renamed all NEW prompts in state mm1905_Checks_DM, so there is no overlap.   | Margot Perry |
| 10/07/2014 | 8.5 | *CR 241 - Tagging Guide updates.<br>>Updated state mm0210_SFMainMenu_DM; Mapped health insurance to aca_info, created new application tag benefits_other and mapped semantic tags and utterances from the tagging guide accordingly. Also created a new transitional prompt mm0210_out_90 for new tag. New tag will transfer caller to agent. Mapped new semantic tags BenefitsSpouse and BenefitsDependent to existing application tag benefits_general. Added new semantic tag BenefitsStatus and mapped to the existing application tag claims_status_general.<br>>Updated initial (randomly played) prompts mm0210_ini_04, mm0210_ini_05 and mm0210_ini_06 in state mm0210_SFMainMenu_DM to include an audio icon to notify callers that they are at the main menu.<br>>Updated verbiage in prompt mm0210_out_09 for callers that give vague or general response to prepare them for the backoff menu. | Margot Perry |
| 10/10/2014 | 8.6 | >Updated verbiage in prompt mm1110_ini_01 in state mm1110_UpdatePersonallInfo_DM to make "something else" a more attractive option. Added 'Both' as new option. Updated grammars, confirmation and error recovery prompts.<br>>Disabled barge-in in state mm0171_ACAMainMenu_DM.   | Margot Perry |

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| 10/13/2014 | 8.7 | >Updated prompts ka0210_ini_01, ka0210_ini_08, ka0220_out_01, and ka0220_out_08 per CR 252.   | Margot Perry |
| 10/30/2014 | 8.8 | *CR 240 - SPT QBR Updates.<br>>Updated verbiage for prompts ka0225_ini_01 and ka0225_out_04 in state ka0225_WhichActDetails_DM.<br>>Changed state ka0230_PrivacyActDetails_DM to DTMF only. Command grammars for start over and main menu no longer apply. Updated DTMF option for skip_it to include both the star (*) key and the 1 key. Updated verbiage for prompts ka0230_ini_01 and ka0230_nm1_01.<br>>Changed state ka0240_PaperworkActDetails_DM to DTMF only. Command grammars for start over and main menu no longer apply. Updated DTMF option for skip_it to include both the star (*) key and the 1 key. Updated verbiage for prompts ka0240_ini_01 and ka0240_nm1_01.<br>>Updated verbiage for prompt ka0250_ini_02 in state ka0250_PrivacyEndMenu_DM.<br>>Update verbiage for prompts ka0410_ini_01 and ka0410_nm1_01 in state ka0410_AltNameQuestion_DM.<br>>Updated example name in all prompts in state na0130_SayAndSpellLast_DM.<br>>Updated verbiage for prompt na0200_ini_26 in state na0200_ConfirmName_DM.<br>>Updated verbiage for prompt ka0310_ini_01 in state ka0310_GetSSN_DM. | Margot Perry |
| 11/03/2014 | 8.9 | >Updated verbiage for prompt ka0310_ini_01 and ka0310_ini_02 in state ka0310_GetSSN_DM to both include "one digit at a time."<br>>Turned off confirmation in states ka0230_PrivacyActDetails_DM and ka0240_PaperworkActDetails_DM since DTMF input is never confirmed.  | Margot Perry |
| 12/12/2014 | 9.0 | >Updated verbiage for prompt mm0172_out_01 for new ACA Message per CR 296.  | Margot Perry |



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## Chapter 1: Global Behavior

### 1.1 Recovery Behavior

| <b>Recovery Behavior</b> |           |   |                                   |
|--------------------------|-----------|---|-----------------------------------|
| Type                     | Condition | Action  | Transition                        |
| nomatch 1                | Always    | --  | --                                |
| nomatch 2                | Always    | --  | --                                |
| nomatch 3                | Always    | <b>Assign</b> : transfer_reason =error                                    | --                                |
| nomatch 3                | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1                | Always    | --  | --                                |
| noinput 2                | Always    | --  | --                                |
| noinput 3                | Always    | <b>Assign</b> : transfer_reason =error                                    | --                                |
| noinput 3                | Always    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| event.conf.noinput 1     | --        | --  | <b>goto</b> : mm3000_ABRStatus_DS |
| event.conf.nomatch 1     | --        | --  | <b>goto</b> : mm3000_ABRStatus_DS |
| event.nomatch 1          | --        | --  | <b>goto</b> : mm3000_ABRStatus_DS |

### 1.2 Global Commands

| <b>Grammar</b>                  |           |                        |  |
|---------------------------------|-----------|------------------------|--|
| Sample Expressions              | DTMF      | Command                | Confirm                                      |
| start over, main menu           | *         | StartOver              | If Necessary                                 |
| agent, operator, representative | 0         | operator               | Always                                       |
| repeat that, repeat             | 9         | repeat                 | Never  |
| <b>Actions</b>                  |           |                        |  |
| Command                         | Condition | Action                 | Transition                                   |
| <b>Command Confirmations</b>    |           |                        |  |
| Command                         | Condition | Name                   | Wording                                      |
| operator                        | Always    | gl_cnf_operator_0<br>1 | You'd like to speak to someone. Right?<br>-- |

### 1.3 Global Confirmation

| <b>Initial Prompts</b>   |           |               |                |
|--|-----------|---------------|----------------|
| Option   | Condition | Name          | Wording        |
| --   | Always    | gl_cnf_ini_01 | You want<br>-- |
| --   | Always    | gl_cnf_ini_02 | Right?<br>--   |
| <b>Grammar</b>   |           |               |                |
| Sample Phrases:<br>yes: yes, correct, right<br>no: no, no that's not correct, no it's not, no that's not right |           |               |                |
| <b>Actions</b>   |           |               |                |



| Condition                      |           | Action   | Transition                 |
|--------------------------------|-----------|--|----------------------------|
| Upon negative confirmation     |           | Prompt: [gl_cnf_out_01]<br>My Mistake<br>--                            | Collection                 |
| Upon positive confirmation     |           | --   | Node Action                |
| Recovery Behavior              |           |  |                            |
| Type                           | Condition | Action   | Transition                 |
| noinput1                       | --        | --   | Re-Recognition : Reprompt  |
| noinput2                       | --        | Prompt : [gl_cnf_ni2_01]<br>Sorry.<br>n/a                              | Re-Recognition : Reprompt  |
| noinput3                       | --        | Prompt : [gl_cnf_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | goto : mm3000_ABRStatus_DS |
| nomatch1                       | --        | Prompt : [gl_cnf_nm1_01]<br>Sorry. Please say 'yes' or 'no.'<br>n/a    | Re-Recognition : Reprompt  |
| nomatch2                       | --        | Prompt : [gl_cnf_nm2_01]<br>Sorry. Please say 'yes' or 'no.'<br>n/a    | Re-Recognition : Reprompt  |
| nomatch3                       | --        | Prompt : [gl_cnf_nm3_01]<br>Sorry, we seem to be having trouble.<br>-- | goto : mm3000_ABRStatus_DS |
| Confirmation Commands          |           |  |                            |
| --                             |           |  |                            |
| Config Parameters              |           |  |                            |
| Parameter                      | Value     |  |                            |
| 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   |
| maxnoinputtotal            | 2   |
| maxnomatchestotal          | 2   |
| overallconfirmation        | Always //can also be set to never         |
| collectedzipcode           | empty by default                          |
| collectfortranscription    | false                                     |
| citystatelookuperrorprompt | default_address_citystateookuperrorprompt |

|                      |                                      |
|----------------------|--------------------------------------|
| ziplookuperrorprompt | default_address_ziplookuperrorprompt |
|----------------------|--------------------------------------|

### 1.5 Language Order Legend


| <b>Language</b>         |
|-------------------------|
| English (United States) |
| Spanish (United States) |

## 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.

#### mm0040\_GetCallProperties\_DB


| Data Access  |             |                               |
|---|-------------|-------------------------------|
| Retrieves initial properties values for the call.   |             |                               |
| <b>Entering From</b>  |             |                               |
| --  |             |                               |
| <b>Input parameters</b>   |             |                               |
| Parameter   | Value       |                               |
| --  | --          |                               |
| <b>Output parameters</b>  |             |                               |
| Variable  | Description |                               |
| aca_active  | --          |                               |
| myss_helpdesk_active  | --          |                               |
| collect_full_name   | --          |                               |
| coa_active  | --          |                               |
| direct_deposit_active   | --          |                               |
| form_7004_delivery  | --          |                               |
| play_attestation_flag   | --          |                               |
| speak_freely_active   | --          |                               |
| tnrs_db_upfront   | --          |                               |
| <b>Actions</b>  |             |                               |
| Condition   | Action      | Transition                    |
| Always  | --          | goto : mm0050_EntryRouting_DS |
| <b>Recovery Behavior</b>  |             |                               |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |             |                               |
| <b>Developer Notes</b>  |             |                               |
| --  |             |                               |

#### mm0050\_EntryRouting\_DS


| Decision  |            |            |        |
|--|------------|------------|--------|
| Evaluates applicationtag and lob variables to route the call upon entry.                       |            |            |        |
| <b>Entering From</b>   |            |            |        |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0040_GetCallProperties_DB</a>             |            |            |        |
| <b>Actions</b>   |            |            |        |
| Condition  | Action     | Transition |        |
| If   | If lob=OIG | --         | goto : |

|  |                   |   |  |
|--|-------------------|---|--|
| applicationtag=order_ssn_card  |                   |   | <a href="#">mm1100_SocialSecurityCardsMenu_DM</a>    |
| Elseif applicationtag=earnings_statement   | If lob=OIG        | --  | <b>goto</b> : <a href="#">mm2400_EarningsMenu_DM</a> |
| Else (applicationtag=Undefined)  | If lob=OIG OR OCO | <b>Assign</b> : non_national_transfer =true | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>     |
| ^  | Else              | --  | <b>goto</b> : <a href="#">mm0100_WelcomeMsg_PP</a>   |
| <b>Developer Notes</b>   |                   |   |  |
| applicationtag maps to MainMenuChoice in IVR to ICM.<br>The following shows the value mappings for applicationtag to MainMenuChoice:<br>applicationtag=order_ssn_card   MainMenuChoice=card_social_security<br><br>applicationtag=earnings_statement   MainMenuChoice=earnings_statement |                   |   |  |

### mm0100\_WelcomeMsg\_PP


| Play Prompt  |           |   |  |
|---|-----------|---|--|
| This state plays a generic welcome to SSA message   |           |   |  |
| <b>Entering From</b>  |           |   |  |
| <a href="#">mm0050_EntryRouting_DS</a>  |           |   |  |
| <b>Initial Prompts</b> [Barge-in is OFF]  |           |   |  |
| Type  | Condition | Name  | Wording                                      |
| initial   | Always    | mm0100_out_01   | Thank you for calling Social Security.<br>-- |
| <b>Actions</b>  |           |   |  |
| Condition   | Action    | Transition  |  |
| Always  | --        | <b>goto</b> : <a href="#">mm0110_LanguageSelection_DM</a> |  |
| <b>Developer Notes</b>  |           |   |  |
| --  |           |   |  |

### mm0110\_LanguageSelection\_DM

| CustomContext Recognition  |           |                              |                                   |
|---|-----------|------------------------------|-----------------------------------|
| Language selection (Spanish or English) - '*' goes to Spanish, noinput to English.                              |           |                              |                                   |
| <b>Entering From</b>  |           |                              |                                   |
| <a href="#">mm0100_WelcomeMsg_PP</a>  |           |                              |                                   |
| <b>Initial Prompts</b>  |           |                              |                                   |
| Type  | Condition | Name                         | Wording                           |
| initial   | Always    | mm0110_ini_01                | Para español, marque siete.<br>-- |
| <b>Grammar</b>  |           |                              |                                   |
| Sample Expressions  | DTMF      | Reco Var/Option              | Confirm                           |
| <dtmf_7><br>--<br>// DTMF only  | 7         | <language_selection spanish> | Never                             |
| <b>Actions</b>  |           |                              |                                   |
| Option  | Condition | Action                       | Transition                        |


|  |                  |  |   |
|--|------------------|--|---|
| spanish                                  | Always           | --   | <b>goto :</b><br><a href="#">mm0150_SpanishApp_EC</a>   |
| noinput                                  | --               | <b>Comment :</b> this row for call flow illustration only - see Recovery Behavior for actual behavior  | <b>goto :</b><br><a href="#">mm0120_RecordingMsg_DM</a> |
| <b>Recovery Behavior</b>                 |                  |  |   |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                                       |
| nomatch 1                                | Always           | <b>Prompt :</b> [mm0110_nm1_01]<br>Para español, marque siete. To continue in Spanish, press seven. Otherwise, just hold on and we'll continue in English.<br>-- | <b>Re-Recognition :</b>                                 |
| nomatch 2                                | Always           | --   | <b>goto :</b><br><a href="#">mm0120_RecordingMsg_DM</a> |
| noinput 1                                | Always           | --   | <b>goto :</b><br><a href="#">mm0120_RecordingMsg_DM</a> |
| <b>Commands: State-Specific Behavior</b> |                  |  |   |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |   |
| <b>Commands: Disabled Globals</b>        |                  |  |   |
| StartOver, operator, repeat              |                  |  |   |
| <b>Commands: Confirmations</b>           |                  |  |   |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |   |
| <b>Config Parameters</b>                 |                  |  |   |
| <b>Parameter</b>                         | <b>Value</b>     |  |   |
| --                                       | --               |  |   |
| <b>Developer Notes</b>                   |                  |  |   |
| --                                       |                  |  |   |

**mm0120\_RecordingMsg\_DM**

|   |                  |                              |  |
|---|------------------|------------------------------|--|
| <b>CustomContext Recognition</b>  |                  |                              |  |
|  |                  |                              |  |
| Presents standard monitoring message to English callers.                              |                  |                              |  |
| <b>Entering From</b>  |                  |                              |  |
| <a href="#">mm0110_LanguageSelection_DM</a>   |                  |                              |  |
| <b>Initial Prompts</b>  |                  |                              |  |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>                  | <b>Wording</b>   |
| initial   | Always           | mm0120_ini_01                | To ensure quality, your call may be monitored or recorded.<br>-- |
| <b>Grammar</b>  |                  |                              |  |
| <b>Sample Expressions</b>   | <b>DTMF</b>      | <b>Reco Var/Option</b>       | <b>Confirm</b>   |
| na<br>--<br>// spanish  | 7                | <language_selection spanish> | Never  |
| <b>Actions</b>  |                  |                              |  |
| <b>Option</b>   | <b>Condition</b> | <b>Action</b>                | <b>Transition</b>  |
| spanish   | Always           | --                           | <b>goto :</b>  |

|  |                  |   |                                   |
|--|------------------|---|-----------------------------------|
|  |                  |   | mm0150_SpanishApp_EC              |
| noinput  | --               | <b>Comment</b> : this row for call flow illustration only - see Recovery Behavior for actual behavior | <b>goto</b> : mm0125_ABRStatus_DS |
| <b>Recovery Behavior</b>   |                  |   |                                   |
| <b>Type</b>  | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                 |
| nomatch 1  | Always           | --  | <b>Re-Recognition</b> : Reprompt  |
| nomatch 2  | Always           | --  | <b>goto</b> : mm0125_ABRStatus_DS |
| noinput 1  | Always           | --  | <b>goto</b> : mm0125_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b>   |                  |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |                                   |
| <b>Commands: Disabled Globals</b>  |                  |   |                                   |
| StartOver, operator, repeat  |                  |   |                                   |
| <b>Commands: Confirmations</b>   |                  |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |                                   |
| <b>Config Parameters</b>   |                  |   |                                   |
| <b>Parameter</b>   |                  |   | <b>Value</b>                      |
| --   |                  |   | --                                |
| <b>Developer Notes</b>   |                  |   |                                   |
| Accepts dtmf_* to capture late Spanish callers. Timeout should be set to 1000 ms (i.e. very short) |                  |   |                                   |

### mm0150\_SpanishApp\_EC

|  |  |                   |   |
|--|--|-------------------|---|
| <b>External Call</b>   |  |                   |  |
| Transfers call to the Spanish language application.  |  |                   |   |
| <b>Entering From</b>   |  |                   |   |
| <a href="#">mm0110_LanguageSelection_DM</a> , <a href="#">mm0600_BackoffMainMenu_DM</a> , <a href="#">mm0120_RecordingMsg_DM</a> |  |                   |   |
| <b>Input parameters</b>  |  |                   |   |
| <b>Parameter</b>   |  |                   | <b>Value</b>  |
| --   |  |                   | --  |
| <b>Output parameters</b>   |  |                   |   |
| <b>Variable</b>  |  |                   | <b>Description</b>  |
| --   |  |                   | --  |
| <b>Actions</b>   |  |                   |   |
| <b>Condition</b>   | <b>Action</b>  | <b>Transition</b> |   |
| --   | <b>Comment</b> : What is the mechanism for transferring to the Spanish app (how should this be represented?) | --                |   |
| <b>Recovery Behavior</b>   |  |                   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |  |                   |   |
| <b>Developer Notes</b>   |  |                   |   |
| --   |  |                   |   |

### mm0125\_ABRStatus\_DS

| Decision   |                                     |            |
|--|-------------------------------------|------------|
| Evaluate A) whether ABR routing is in effect and B) abr variable to determine routing. |                                     |            |
| <b>Entering From</b>   |                                     |            |
| mm0120_RecordingMsg_DM   |                                     |            |
| <b>Actions</b>   |                                     |            |
| Condition  | Action                              | Transition |
| If initial_abr_transfer=true   | If abr=4 AND office_hours=true      | --         |
| ^  | Elseif abr=4 AND office_hours=false | --         |
| Else (initial_abr_transfer=false)  | Always                              | --         |
| goto : mm3000_ABRStatus_DS   |                                     |            |
| goto : mm0130_GetVariablesAnn_DB   |                                     |            |
| goto : mm0130_GetVariablesAnn_DB   |                                     |            |
| <b>Developer Notes</b>   |                                     |            |
| --   |                                     |            |

### mm0122\_AfterHoursCheck\_DS


| Decision  |        |                                  |
|---|--------|----------------------------------|
| Determines if it is currently during or after business hours and transitions accordingly. |        |                                  |
| <b>Entering From</b>  |        |                                  |
| mm0173_ACAWrapMenu_DM, mm0181_MySSMainMenu_DM, mm0180_MySSEnabled_DS                      |        |                                  |
| <b>Actions</b>  |        |                                  |
| Condition   | Action | Transition                       |
| If office_hours=true  | --     | goto : mm0200_SFToggle_DS        |
| Else (If office_hours=false)  | --     | goto : mm0124_OfficeClosedMsg_PP |
| <b>Developer Notes</b>  |        |                                  |
| --  |        |                                  |

### mm0124\_OfficeClosedMsg\_PP

| Simple Play Prompt  |                             |               |   |
|---|-----------------------------|---------------|---|
| Message that informs callers upfront that the offices are currently closed, so no agents are available. |                             |               |   |
| <b>Entering From</b>  |                             |               |   |
| mm0122_AfterHoursCheck_DS   |                             |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                             |               |   |
| Type  | Condition                   | Name          | Wording   |
| initial   | If ccs = 2 (holiday)        | mm0124_out_02 | Due to the holiday our offices are currently closed, but *!* can help you. If you need to speak with someone, please call back during our regular office hours - Monday through Friday:<br>--   |
| initial   | Else if ccs = 4 (emergency) | mm0124_out_08 | Due to an emergency our offices are currently closed, but *!* can help you. If you need to speak with someone, please call us back. Our regular office hours are - Monday through Friday:<br>-- |
| initial   | Else                        | mm0124_out_01 | Just so you're aware, our offices are currently   |

|                        |  |               |  |
|------------------------|--|---------------|--|
|                        |  |               | closed, but *I* can help you. If you need to speak with someone, please call back during our regular office hours - Monday through Friday:<br>-- |
| initial                | If Hawaii                                | mm0124_out_03 | 7 A.M. to 5 P.M.<br>--   |
| initial                | If Alaska, Standard Time                 | mm0124_out_04 | 7 A.M. to 6 P.M.<br>--   |
| initial                | If Guam or the Northern Marianas Islands | mm0124_out_06 | 11 P.M. to 9 A.M.<br>--  |
| initial                | If American Samoa                        | mm0124_out_07 | 5 A.M. to 3 P.M.<br>--   |
| initial                | Else (if unknown or any other territory) | mm0124_out_05 | 7 A.M. to 7 P.M.<br>--   |
| <b>Actions</b>         |  |               |  |
| <b>Condition</b>       |  | <b>Action</b> | <b>Transition</b>  |
| Always                 |  | --            | goto : <a href="#">mm0200_SFToggle_DS</a>  |
| <b>Developer Notes</b> |  |               |  |
| --                     |  |               |  |


**mm0130\_GetVariablesAnn\_DB**

| Data Access  |   |
|---|---|
| Initial lookup to retrieve information related to optional 'emergency' messages.                |   |
| <b>Entering From</b>  |   |
| <a href="#">mm0125_ABRStatus_DS</a>   |   |
| <b>Input parameters</b>   |   |
| Parameter   | Value   |
| broadcastName   | --  |
| language  | English   |
| <b>Output parameters</b>  |   |
| Variable  | Description   |
| broadcastPrompt1  | the name of the recording (wav file)  |
| broadcastPrompt2  | the name of the recording (wav file)  |
| broadcastPrompt3  | the name of the recording (wav file)  |
| startTime1  | the beginning of the time range when the emergency message 1 needs to be played |
| startTime2  | the beginning of the time range when the emergency message 2 needs to be played |
| 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 |   |
| <b>Actions</b>  |   |   |
| <b>Condition</b>  | <b>Action</b>   | <b>Transition</b>                             |
| If 1 or more messages are returned                              | --  | <a href="#">goto : mm0140_EmergencyMsg_PP</a> |
| Else  | --  | <a href="#">goto : mm0160_WebsiteInfo_PP</a>  |
| <b>Recovery Behavior</b>  |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>                |   |   |
| <b>Developer Notes</b>  |   |   |
| Move on to mm0140_EmergencyMsg_PP if any messages are returned. |   |   |

### mm0140\_EmergencyMsg\_PP


| Complex Play Prompt   |  |                                 |
|---|--|--|
| If 'emergency message' is available to be played, this state plays the pre-recorded message.  |  |  |
| NOTE: Barge-In is DISABLED in this state.   |  |  |
| <b>Entering From</b>  |  |  |
| <a href="#">mm0130_GetVariablesAnn_DB</a>   |  |  |
| <b>Actions</b>  |  |  |
| <b>Condition</b>  | <b>Action</b>  | <b>Transition</b>  |
| Always  | <b>Comment</b> : The emergency messages associated with 'activeFlagx' variables are NOT mutually exclusive               | --   |
| If activeFlag1=true   | If current time is greater than startTime1 AND current time is less than endTime1 AND broadcastPrompt1 (wav file) exists | <b>Comment</b> : play broadcastPrompt (wav file) associated with activeFlag1 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 | <b>Comment</b> : play broadcastPrompt (wav file) associated with activeFlag2 English, then play 1,000ms of silence |
| If activeFlag3=true   | If current time is greater than startTime3 AND current time is less than endTime3 AND broadcastPrompt3 (wav file) exists | <b>Comment</b> : play broadcastPrompt (wav file) associated with activeFlag3 English, then play 1,000ms of silence |
| Else  | <b>Comment</b> : Play Nothing  | --   |
| Always  | --   | <a href="#">goto : mm0160_WebsiteInfo_PP</a>   |
| <b>Developer Notes</b>  |  |  |
| 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).<br>All callers will hear the SSA.gov website info (mm0160), regardless of whether any broadcast/emergency messages are played to the caller. |  |  |

### mm0160\_WebsiteInfo\_PP


| Simple Play Prompt |  |
|--------------------|---|
|--------------------|---|

| Plays website address.  |           |                             |  |
|---|-----------|-----------------------------|--|
| <b>Entering From</b>  |           |                             |  |
| mm0140_EmergencyMsg_PP, mm0130_GetVariablesAnn_DB   |           |                             |  |
| <b>Initial Prompts</b> [Barge-in is OFF]  |           |                             |  |
| Type  | Condition | Name                        | Wording  |
| initial   | Always    | mm0160_out_01               | You can find the Social Security Administration online at 'social security dot G O V.'<br>-- |
| <b>Actions</b>  |           |                             |  |
| Condition   | Action    | Transition                  |  |
| Always  | --        | goto : mm0170_ACAEnabled_DS |  |
| <b>Developer Notes</b>  |           |                             |  |
| Note: in the future this message might be removed, replaced with website messages elsewhere in the flow and played only as necessary and appropriate. |           |                             |  |

**mm0170\_ACAEnabled\_DS**


| Decision                                    |        |                              |  |
|---|--------|------------------------------|---|
| Determines if ACA functionality is enabled. |        |                              |   |
| <b>Entering From</b>                        |        |                              |   |
| mm0160_WebsiteInfo_PP                       |        |                              |   |
| <b>Actions</b>                              |        |                              |   |
| Condition                                   | Action | Transition                   |   |
| If aca_active = true                        | --     | goto : mm0171_ACAMainMenu_DM |   |
| Else  | --     | goto : mm0180_MySSEnabled_DS |   |
| <b>Developer Notes</b>                      |        |                              |   |
| --  |        |                              |   |

**mm0171\_ACAMainMenu\_DM**

| CustomContext Recognition  |                          |                 |   |
|--|--------------------------|-----------------|--|
| Asks if caller needs to get information about health insurance. This is part of the Affordable Care Act (ACA) updates request. |                          |                 |  |
| <b>Entering From</b>   |                          |                 |  |
| mm0170_ACAEnabled_DS   |                          |                 |  |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                          |                 |  |
| Type   | Condition                | Name            | Wording  |
| initial  | Never (callflow example) | example         | If you need information about affordable health insurance and the new changes to the law, please say "health insurance". For anything else, please remain on the line.<br>-- |
| initial  | Always                   | mm0171_ini_01   | If you need information about affordable health insurance and the new changes to the law, please say "health insurance". For anything else, please remain on the line.<br>-- |
| <b>Grammar</b>   |                          |                 |  |
| Sample Expressions   | DTMF                     | Reco Var/Option | Confirm  |


|  |                  |   |                                     |
|--|------------------|---|-------------------------------------|
| health insurance, insurance<br>--  | 1                | <result insurance>  | Never                               |
| continue<br>--   | -                | <result continue>   | Never                               |
| <b>Actions</b>   |                  |   |                                     |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                   |
| insurance  | Always           | <b>Assign</b> : current_task =aca_info  | <b>goto</b> : mm0172_ACAMsg_PP      |
| noinput/continue   | Always           | <b>Comment</b> : This row is for call flow illustration only - see Recovery Behavior for actual behavior.<br><br>'continue' is a hidden option.   | <b>goto</b> : mm0180_MySSEnabled_DS |
| <b>Recovery Behavior</b>   |                  |   |                                     |
| <b>Type</b>  | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                   |
| nomatch 1  | Always           | <b>Prompt</b> : [mm0171_nm1_01]<br>Let's try again... For information about health insurance and the new laws, say "health insurance" or press 1. For anything else, please remain on the line.<br>-- | <b>Re-Recognition</b> :             |
| nomatch 2  | Always           | <b>Prompt</b> : [mm0171_nm2_01]<br>Sorry. Let's move on.<br>--  | <b>goto</b> : mm0180_MySSEnabled_DS |
| noinput 1  | Always           | <b>Comment</b> : No input is set to 3 seconds   | <b>goto</b> : mm0180_MySSEnabled_DS |
| <b>Commands: State-Specific Behavior</b>   |                  |   |                                     |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |                                     |
| <b>Commands: Confirmations</b>   |                  |   |                                     |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |                                     |
| <b>Config Parameters</b>   |                  |   |                                     |
| <b>Parameter</b>   | <b>Value</b>     |   |                                     |
| --   | --               |   |                                     |
| <b>Developer Notes</b>   |                  |   |                                     |
| Set timeout limit to 3 secs and move on to the next state.<br>Only one retry is allowed upon the first no-match. If a second error occurs, the system should move on to the next state.<br><b>Barge-in turned off!!!</b> |                  |   |                                     |

**mm0172\_ACAMsg\_PP**

|  |                          |             |   |
|--|--------------------------|-------------|---|
| <b>Play Prompt</b>   |                          |             |    |
| Plays health insurance information.  |                          |             |   |
| <b>Entering From</b>   |                          |             |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0171_ACAMainMenu_DM</a> , <a href="#">mm0173_ACAWrapMenu_DM</a> |                          |             |   |
| <b>Initial Prompts</b>   |                          |             |   |
| <b>Type</b>  | <b>Condition</b>         | <b>Name</b> | <b>Wording</b>  |
| initial  | Never (callflow example) | example     | Need health insurance? 2015 open enrollment at the Health Insurance Marketplace will begin for everyone on November 15, 2014 and run through February 15, 2015. You might still be able to enroll |


|                        |        |                             |  |
|------------------------|--------|-----------------------------|--|
|                        |        |                             | <p>now if you've lost your health coverage, had another qualifying life event, or a special situation that kept you from enrolling. Visit <a href="http://Healthcare.gov">Healthcare.gov</a> or call the Marketplace at 1-800-318-2596 to learn more.</p> <p>Need health insurance? 2015 open enrollment at the Health Insurance Marketplace will begin for everyone on November 15, 2014 and run through February 15, 2015. You might still be able to enroll now if you've lost your health coverage, had another qualifying life event, or a special situation that kept you from enrolling. If you have 2014 Marketplace coverage and dont do anything, you will automatically be enrolled in your 2014 plan or a similar plan, and your 2015 coverage will start on January 1, 2015. Visit <a href="http://Healthcare.gov">Healthcare.gov</a> or call the Marketplace at 1-800-318-2596 to learn more.</p> <p>¿Necesita un seguro médico? La temporada de inscripción en el Mercado de Seguros Médicos para el año 2015 comenzará el 15 de noviembre de 2014 y terminará el 15 de febrero de 2015. Es posible que aun tenga tiempo de inscribirse si su cobertura de seguro médico cesó o si no pudo inscribirse debido a que una situación justificada y de causa mayor se lo impidió. Para informarse mejor, visite el sitio de Internet, <a href="http://cuidadodesalud.gov">cuidadodesalud.gov</a> o llame al 1-800-318-2596.</p>   |
| initial                | Always | mm0172_out_01               | <p>Need health insurance? 2015 open enrollment at the Health Insurance Marketplace will begin for everyone on November 15, 2014 and run through February 15, 2015. You might still be able to enroll now if you've lost your health coverage, had another qualifying life event, or a special situation that kept you from enrolling. Visit <a href="http://Healthcare.gov">Healthcare.gov</a> or call the Marketplace at 1-800-318-2596 to learn more.</p> <p>Need health insurance? 2015 open enrollment at the Health Insurance Marketplace will begin for everyone on November 15, 2014 and run through February 15, 2015. You might still be able to enroll now if you've lost your health coverage, had another qualifying life event, or a special situation that kept you from enrolling. If you have 2014 Marketplace coverage and dont do anything, you will automatically be enrolled in your 2014 plan or a similar plan, and your 2015 coverage will start on January 1, 2015. Visit <a href="http://Healthcare.gov">Healthcare.gov</a> or call the Marketplace at 1-800-318-2596 to learn more.</p> <p>¿Necesita un seguro médico? La temporada de inscripción en el Mercado de Seguros Médicos para el año 2015 comenzará el 15 de noviembre de 2014 y terminará el 15 de febrero de 2015. Es posible que aun tenga tiempo de inscribirse si su cobertura de seguro médico cesó o si no pudo inscribirse debido a que una situación justificada y de causa mayor se lo impidió. Para informarse mejor, visite el sitio de Internet, <a href="http://cuidadodesalud.gov">cuidadodesalud.gov</a> o llame al 1-800-318-2596.</p> |
| initial                | ^      | silence_500ms               | <silence 500ms><br>--  |
| <b>Actions</b>         |        |                             |  |
| <b>Condition</b>       |        | <b>Action</b>               | <b>Transition</b>  |
| Always                 |        | Assign : first_entry =false | goto : mm0173_ACAWrapMenu_DM   |
| <b>Developer Notes</b> |        |                             |  |
| --                     |        |                             |  |

**mm0173\_ACAWrapMenu\_DM**


| CustomContext Recognition  |                          |  |   |
|---|--------------------------|--|---|
| Provides post-ACA-readout options.  |                          |  |   |
| <b>Entering From</b>  |                          |  |   |
| <a href="#">mm0172_ACAMsg_PP</a>  |                          |  |   |
| <b>Initial Prompts</b>  |                          |  |   |
| Type  | Condition                | Name   | Wording   |
| initial   | Never (callflow example) | example  | To hear that again, say "repeat". Or to get help with anything else, please remain on the line.<br>-- |
| initial   | Always                   | mm0173_ini_01  | To hear that again, say "repeat". Or to get help with anything else, please remain on the line.<br>-- |
| <b>Grammar</b>  |                          |  |   |
| Sample Expressions  | DTMF                     | Reco Var/Option  | Confirm   |
| repeat, repeat that<br>--   | 1                        | <result repeat>  | Never   |
| continue<br>--  | -                        | <result continue>  | Never   |
| <b>Actions</b>  |                          |  |   |
| Option  | Condition                | Action   | Transition  |
| repeat  | Always                   | --   | goto : <a href="#">mm0172_ACAMsg_PP</a>   |
| noinput/continue  | Always                   | <b>Comment</b> : This row is for call flow illustration only - see Recovery Behavior for actual behavior.<br><br>'continue' is a hidden option.                    | goto : <a href="#">mm0122_AfterHoursCheck_DS</a>  |
| <b>Recovery Behavior</b>  |                          |  |   |
| Type  | Condition                | Action   | Transition  |
| nomatch 1   | Always                   | <b>Prompt</b> : [mm0173_nm1_01]<br>Let's try again... To hear that information again, say 'repeat' or press 1. For anything else, please remain on the line.<br>-- | <b>Re-Recognition</b> :   |
| nomatch 2   | Always                   | <b>Prompt</b> : [mm0173_nm2_01]<br>Sorry. Let's move on.<br>--   | goto : <a href="#">mm0122_AfterHoursCheck_DS</a>  |
| noinput 1   | Always                   | <b>Comment</b> : No input is set to 3 seconds  | goto : <a href="#">mm0122_AfterHoursCheck_DS</a>  |
| <b>Commands: State-Specific Behavior</b>  |                          |  |   |
| <a href="#">See 1.2 Global Commands</a>   |                          |  |   |
| <b>Commands: Disabled Globals</b>   |                          |  |   |
| repeat  |                          |  |   |
| <b>Commands: Confirmations</b>  |                          |  |   |
| <a href="#">See 1.2 Global Commands</a>   |                          |  |   |
| <b>Config Parameters</b>  |                          |  |   |
| Parameter   | Value                    |  |   |

|   |    |
|---|----|
| --  | -- |
| <b>Developer Notes</b>  |    |
| Set timeout limit to 3 secs and move on to the next state.<br>Only one retry is allowed upon the first no-match. If a second error occurs, the system should move on to the next state.<br>The 'repeat' global command is overridden by the local behavior. |    |

**mm0180\_MySSEnabled\_DS**


| Decision  |        |                                  |
|--|--------|----------------------------------|
| Determines if My Social Security Helpdesk functionality is enabled.                          |        |                                  |
| <b>Entering From</b>   |        |                                  |
| mm0171_ACAMainMenu_DM, mm0170_ACAEnabled_DS  |        |                                  |
| <b>Actions</b>   |        |                                  |
| Condition  | Action | Transition                       |
| If myss_helpdesk_active = true   | --     | goto : mm0181_MySSMainMenu_DM    |
| Else   | --     | goto : mm0122_AfterHoursCheck_DS |
| <b>Developer Notes</b>   |        |                                  |
| --   |        |                                  |

**mm0181\_MySSMainMenu\_DM**

| CustomContext Recognition  |                           |                                       |  |
|---|---------------------------|---------------------------------------|--|
| Asks if caller needs help with My Social Security website.  |                           |                                       |  |
| <b>Entering From</b>  |                           |                                       |  |
| mm0180_MySSEnabled_DS   |                           |                                       |  |
| <b>Initial Prompts</b>  |                           |                                       |  |
| Type  | Condition                 | Name                                  | Wording  |
| initial   | Never (callflow example)  | example                               | If you need help registering or using the MySocialSecurity website, say "online help". For anything else, please remain on the line.<br>-- |
| initial   | If aca_active = true      | mm0181_ini_01                         | If you need help registering or using the MySocialSecurity website, say "online help". Otherwise, please hold.<br>--                       |
| initial   | Else<br>// ACA not active | mm0181_ini_02                         | If you need help registering or using the MySocialSecurity website, say "online help". For anything else, please remain on the line.<br>-- |
| <b>Grammar</b>  |                           |                                       |  |
| Sample Expressions  | DTMF                      | Reco Var/Option                       | Confirm  |
| online, online help<br>--   | 1                         | <result help>                         | Never  |
| continue<br>--  | -                         | <result continue>                     | Never  |
| <b>Actions</b>  |                           |                                       |  |
| Option  | Condition                 | Action                                | Transition   |
| help  | Always                    | Assign : current_task =myssa_helpdesk | goto : mm0182_MySSAfterHoursCheck  |


|   |                  |   |   |
|---|------------------|---|---|
|   |                  |   | <a href="#">_DS</a>                                     |
| noinput/continue  | Always           | <b>Comment</b> : This row is for call flow illustration only - see Recovery Behavior for actual behavior.<br><br>'continue' is a hidden option.   | <b>goto</b> : <a href="#">mm0122_AfterHoursCheck_DS</a> |
| <b>Recovery Behavior</b>  |                  |   |   |
| <b>Type</b>   | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                                       |
| nomatch 1   | Always           | <b>Prompt</b> : [mm0181_nm1_01]<br>Let's try again... For help registering or using the MySocialSecurity website, say "online help" or press 1. For anything else, please remain on the line.<br>-- | <b>Re-Recognition</b> :                                 |
| nomatch 2   | Always           | <b>Prompt</b> : [mm0181_nm2_01]<br>Sorry. Let's move on.<br>--  | <b>goto</b> : <a href="#">mm0122_AfterHoursCheck_DS</a> |
| noinput 1   | Always           | <b>Comment</b> : No input is set to 3 seconds   | <b>goto</b> : <a href="#">mm0122_AfterHoursCheck_DS</a> |
| <b>Commands: State-Specific Behavior</b>  |                  |   |   |
| <a href="#">See 1.2 Global Commands</a>   |                  |   |   |
| <b>Commands: Confirmations</b>  |                  |   |   |
| <a href="#">See 1.2 Global Commands</a>   |                  |   |   |
| <b>Config Parameters</b>  |                  |   |   |
| <b>Parameter</b>  |                  | <b>Value</b>  |   |
| --  |                  | --  |   |
| <b>Developer Notes</b>  |                  |   |   |
| Set timeout limit to 3 secs and move on to the next state.<br>Only one retry is allowed upon the first no-match. If a second error occurs, the system should move on to the next state. |                  |   |   |

### mm0182\_MySSAfterHoursCheck\_DS

|   |                           |  |  |
|---|---------------------------|--|--|
| <b>Decision</b>  |                           |  |  |
| Determines if it is currently during or after business hours and transitions accordingly.             |                           |  |  |
| <b>Entering From</b>  |                           |  |  |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0181_MySSMainMenu_DM</a>                         |                           |  |  |
| <b>Actions</b>  |                           |  |  |
| <b>Condition</b>  |                           | <b>Action</b>  | <b>Transition</b>                                |
| If office_hours=true  | Else If abr=1 (no agents) | <b>Prompt</b> : [mm0182_out_02]<br>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 hang up. Otherwise,...<br>-- | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a> |
| ^   | Else (abr=5)              | <b>Prompt</b> : [mm0182_out_03]<br>I'm very sorry but none of our agents are available right now. Please call back again, and keep in mind our busiest times are early in the month and early in the week. Thank you for calling. Goodbye.             | <b>goto</b> : <a href="#">mm3040_EndCall_CT</a>  |

|                              |  |  |  |
|------------------------------|--|--|--|
|                              |  | --   |  |
| ^                            | Else If N8NN CCS = Open<br>AND If MySSA CCS = Open<br>OR<br>If N8NN CCS = Closed<br>AND MySSA CCS = Open<br>OR<br>If N8NN CCS = Open<br>AND MySSA CCS =<br>Emergency<br>OR<br>If N8NN CCS = Open<br>AND MySSA CCS = No<br>Agents | <b>Prompt :</b> [mm0182_out_01]<br>Just a moment while I get someone to help<br>you.<br>-- | --   |
| ^                            |  | <b>Comment :</b> Route to the next available<br>agent in the MySSA Helpdesk Skill Group    | <b>goto :</b> <a href="#">mm3030_CallTransfer_CX</a>           |
| Else<br>//office_hours=false |  | --   | <b>goto :</b><br><a href="#">mm0183_MySSOfficeClosedMsg_PP</a> |
| <b>Developer Notes</b>       |  |  |  |
| --                           |  |  |  |


**mm0183\_MySSOfficeClosedMsg\_PP**

| Play Prompt  |                                    |                                  |               |  |
|---|------------------------------------|----------------------------------|---------------|--|
| Plays after hours information.  |                                    |                                  |               |  |
| <b>Entering From</b>  |                                    |                                  |               |  |
| <a href="#">mm0182_MySSAfterHoursCheck_DS</a> , <a href="#">mm0184_MySSWrapMenu_DM</a>          |                                    |                                  |               |  |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                                    |                                  |               |  |
| Type  | Condition                          |                                  | Name          | Wording  |
| initial   | If N8NN CCS OR MySSA CCS = Holiday |                                  | mm0183_out_02 | You've reached the MySocialSecurity Help Desk. Due to the Federal holiday, our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight.<br>--  |
| initial   | Else If N8NN CCS = Open            | If MySSA CCS = Closed            | mm0183_out_03 | You've reached the MySocialSecurity Help Desk. Our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight.<br>--  |
| initial   | Else If N8NN CCS = Closed          | If MySSA CCS = Closed            | mm0183_out_03 | You've reached the MySocialSecurity Help Desk. Our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight.<br>--  |
| initial   | ^                                  | Else If MySSA CCS =<br>Emergency | mm0183_out_01 | You have reached the MySocialSecurity Help Desk. We are sorry but due to an emergency our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday 7 A.M. through midnight, Eastern Time, excluding Federal holidays.<br>-- |
| initial   | ^                                  | Else (MySSA CCS = No<br>Agents)  | mm0183_out_04 | You've reached the MySocialSecurity Help Desk. We're sorry, but due to administrative reasons we are currently closed. If you need to speak with   |



|                        |                             |   |               |  |
|------------------------|-----------------------------|---|---------------|--|
|                        |                             |   |               | someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight.<br>--   |
| initial                | Else (N8NN CCS = Emergency) | If MySSA CCS = Open<br>OR<br>Emergency<br>OR<br>No Agents | mm0183_out_01 | You have reached the MySocialSecurity Help Desk. We are sorry but due to an emergency our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday 7 A.M. through midnight, Eastern Time, excluding Federal holidays.<br>-- |
| initial                | ^                           | Else (MySSA CCS = Closed)                                 | mm0183_out_03 | You've reached the MySocialSecurity Help Desk. Our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight.<br>--  |
| initial                | Always                      |   | silence_500ms | <silence 500ms><br>--  |
| <b>Actions</b>         |                             |   |               |  |
| <b>Condition</b>       |                             | <b>Action</b>   |               | <b>Transition</b>  |
| Always                 |                             | Assign : first_entry =false                               |               | goto : mm0184_MySSWrapMenu_DM  |
| <b>Developer Notes</b> |                             |   |               |  |
| --                     |                             |   |               |  |

**mm0184\_MySSWrapMenu\_DM**

| CustomContext Recognition  |                          |                    |  |
|---|--------------------------|--------------------|--|
| Provides post My SS Helpdesk readout options.   |                          |                    |  |
| <b>Entering From</b>  |                          |                    |  |
| mm0183_MySSOfficeClosedMsg_PP   |                          |                    |  |
| <b>Initial Prompts</b>  |                          |                    |  |
| Type  | Condition                | Name               | Wording  |
| initial   | Never (callflow example) | example            | To hear that again, say "repeat". For help with anything else, say "main menu". Or if you're done, just hang up.<br>-- |
| initial   | Always                   | mm0184_ini_01      | To hear that again, say "repeat". For help with anything else, say "main menu". Or if you're done, just hang up.<br>-- |
| <b>Grammar</b>  |                          |                    |  |
| Sample Expressions  | DTMF                     | Reco Var/Option    | Confirm  |
| repeat, repeat that<br>--   | 1                        | <result repeat>    | Never  |
| main menu<br>--   | 2                        | <result main_menu> | Never  |
| <b>Actions</b>  |                          |                    |  |
| Option  | Condition                | Action             | Transition   |
| repeat  | Always                   | --                 | goto : mm0183_MySSOfficeClosedMsg_PP   |
| main_menu   | Always                   | --                 | goto : mm0200_SFToggle_DS  |

|   |                  |   |                                   |
|---|------------------|---|-----------------------------------|
| noinput   | Always           | <b>Comment</b> : This row is for call flow illustration only - see Recovery Behavior for actual behavior  | --                                |
| <b>Recovery Behavior</b>  |                  |   |                                   |
| <b>Type</b>   | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                 |
| nomatch 1   | Always           | <b>Prompt</b> : [mm0184_nm1_01]<br>Let's try again... Say "repeat" or press 1, "main menu" or press 2. Or if you're finished for now, feel free to hang up.<br>--   | <b>Re-Recognition</b> :           |
| nomatch 2   | Always           | <b>Prompt</b> : [mm0184_nm2_01]<br>Sorry. To hear our regular business hours again, press 1. If you need help with something else and wish to be transferred to our automated service line, press 2. Or if you're finished for now, feel free to hang up.<br>-- | <b>Re-Recognition</b> :           |
| nomatch 3   | Always           | <b>Assign</b> : transfer_reason =error  | --                                |
| nomatch 3   | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1   | Always           | <b>Prompt</b> : [mm0184_ni1_01]<br>To hear our regular business hours again, say "repeat" or press 1. If you need help with anything else, say "main menu" or press 2. Or if you're done, just hang up.<br>--   | <b>Re-Recognition</b> :           |
| noinput 2   | Always           | <b>Prompt</b> : [mm0184_ni2_01]<br>Sorry. To hear our regular business hours again, press 1. If you need help with something else and wish to be transferred to our automated service line, press 2. Or if you're finished for now, feel free to hang up.<br>-- | <b>Re-Recognition</b> :           |
| noinput 3   | Always           | <b>Assign</b> : transfer_reason =error  | --                                |
| noinput 3   | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b>  |                  |   |                                   |
| <a href="#">See 1.2 Global Commands</a>   |                  |   |                                   |
| <b>Commands: Disabled Globals</b>   |                  |   |                                   |
| StartOver, repeat   |                  |   |                                   |
| <b>Commands: Confirmations</b>  |                  |   |                                   |
| <a href="#">See 1.2 Global Commands</a>   |                  |   |                                   |
| <b>Config Parameters</b>  |                  |   |                                   |
| <b>Parameter</b>  | <b>Value</b>     |   |                                   |
| --  | --               |   |                                   |
| <b>Developer Notes</b>  |                  |   |                                   |
| The global commands 'repeat and 'main menu' are overridden by the local behavior. |                  |   |                                   |

**mm0200\_SFToggle\_DS**

| Decision   |               |                                  |
|--|---------------|----------------------------------|
| Evaluates whether NLU is turned on or off and routes to SFMainMenu (if on) or BackoffMainMenu (if off)   |               |                                  |
| <b>Entering From</b>   |               |                                  |
| mm2200_BecomePayee_DM, mm1520_GetForm_DM, mm1600_SubmitForm_DM, mm0505_BEVE_SD, mm0520_ApplicationStatus_SD, mm0310_ChangeOfAddress_SD, mm0320_FieldOfficeLocator_SD, mm0330_DirectDeposit_SD, mm0420_AddressVerifyMsg_DM, mm0530_BenefitsStatement_SD, mm1940_LatePaymentExit_DM, mm0540_BestTimeMsg_PP, mm0550_Transcription_SD, mm1220_InternetInformation_DM, mm1720_MedicareEnrollMsg_DM, mm1740_MedicareSusidyMsg_DM, mm0565_MRC_SD, mm0050_EntryRouting_DS, mm3020_ProcessTransfer_DS, mm1770_OrderDrugFormQuestion_DM, mm1810_CitizenshipMsg_DM, mm1907_LatePaymentQuestion_DM, mm2050_FutureBenefitsBudgetaryMsg_PP, mm1510_CitizenDocumentsMsgPart1_DM, mm1512_CitizenDocumentsMsgPart2_DM, mm1515_NonCitizenDocumentsMsgPart1_DM, mm1517_NonCitizenDocumentsMsgPart2_DM, mm1519_NonCitizenDocumentsMsgPart3_DM, mm1530_WebsiteInstructions_DM, mm0122_AfterHoursCheck_DS, mm0124_OfficeClosedMsg_PP, mm0460_SSNVerification_DM, mm0303_AskRepeatCola_DM, mm0410_AskRepeatTaxes_DM, mm0182_MySSAAfterHoursCheck_DS, mm0184_MySSWrapMenu_DM |               |                                  |
| <b>Actions</b>   |               |                                  |
| <b>Condition</b>   | <b>Action</b> | <b>Transition</b>                |
| If SPEAK_FREELY_ACTIVE=true  | Assign : =0   | goto : mm0210_SFMainMenu_DM      |
| Else (SPEAK_FREELY_ACTIVE=false)   | Assign : =0   | goto : mm0600_BackoffMainMenu_DM |
| <b>Developer Notes</b>   |               |                                  |
| --   |               |                                  |

**mm0210\_SFMainMenu\_DM**

| CustomContext Recognition  |                     |   |               |   |
|--|---------------------|---|---------------|---|
| Natural language ('speak Freely') main menu.                         |                     |   |               |   |
| <b>Entering From</b>   |                     |   |               |   |
| mm2210_PayeeMisuse_DM, mm0310_ChangeOfAddress_SD, mm0200_SFToggle_DS |                     |   |               |   |
| <b>Initial Prompts</b>   |                     |   |               |   |
| Type   | Condition           |   | Name          | Wording   |
| initial  | If first_entry=true | If non_national_transfer=true<br><br>(play one of 3 randomized versions)      | mm0210_ini_01 | Okay. To get started, you can say things like 'check claim status' or 'I need a replacement card.' So, briefly tell me why you're calling.<br>--  |
| initial  | ^                   | ^   | mm0210_ini_02 | Okay. To get started, you can say things like 'update my personal information' or 'find a social security office.' So, briefly tell me why you're calling.<br>--                        |
| initial  | ^                   | ^   | mm0210_ini_03 | Okay. To get started, you can say things like 'set up direct deposit' or 'apply for benefits.' So, briefly tell me why you're calling.<br>--  |
| initial  | ^                   | Else (non_national_transfer=false)<br><br>(play one of 3 randomized versions) | mm0210_ini_04 | <Chime> Main Menu. In a few words, please tell me what you're calling about. You can say things like 'check claim status' or 'I need a replacement card.' So, how can I help you?<br>-- |
| initial  | ^                   | ^   | mm0210_ini_05 | <Chime> Main Menu. In a few words, please tell me what you're calling about. You can say things like  |

|         |                          |                                     |               |   |
|---------|--------------------------|-------------------------------------|---------------|---|
|         |                          |                                     |               | 'update my personal information' or 'find a social security office.' So, how can I help you?<br>--  |
| initial | ^                        | ^                                   | mm0210_ini_06 | <Chime> Main Menu. In a few words, please tell me what you're calling about. You can say things like 'set up direct deposit' or 'apply for benefits.' So, how can I help you?<br>-- |
| initial | Else (first_entry=false) | (play one of 3 randomized versions) | mm0210_ini_07 | Briefly tell me what else I can help you with. You can say things like 'get a replacement 1099' or 'update my personal information.' So, how can I help you?<br>--                  |
| initial | ^                        | ^                                   | mm0210_ini_08 | Briefly tell me what else I can help you with. You can say things like 'find a social security office.' or 'set up direct deposit.' So, how can I help you?<br>--                   |
| initial | ^                        | ^                                   | mm0210_ini_09 | Briefly tell me what else I can help you with. You can say things like 'update my personal information' or 'find a social security office.' So, how can I help you?<br>--           |

**Grammar**

| Sample Expressions   | DTMF | Reco Var/Option                     | Confirm      |
|--|------|-------------------------------------|--------------|
| benefit letter, benefit statement, 1099, I need a replacment 1099<br>--<br>// 1099_benefits_statement  | --   | <main_menu 1099_benefits_statement> | If Necessary |
| affordable health insurance [information], affordable care act, health insurance<br>--<br>// aca_menu  | --   | <main_menu aca_info>                | If Necessary |
| my address, an address, address information, address<br>--<br>// address_general   | --   | <main_menu address_general>         | If Necessary |
| agent, operator, representative<br>--<br>// agent  | 0    | <main_menu agent>                   | Always       |
| apply for benefits, applying for benefits, file for benefits, application for benefits<br>--<br>// benefits_application  | --   | <main_menu benefits_application>    | If Necessary |
| benefits, social security benefits, my benefits, benefit information, survivor benefits, retirement benefits, benefits spouse, benefits dependent<br>--<br>// benefits_general | --   | <main_menu benefits_general>        | If Necessary |
| disability [report] appeal, reconsideration, disability report, hearing, denial<br>--<br>// benefits_other   | --   | <main_menu benefits_other>          | If Necessary |
| award letter, benefit amount, proof of benefits, benefit verification letter, income verification, proof of income<br>--<br>// benefits_verification                           | --   | <main_menu benefits_verification>   | If Necessary |
| i need a card, card, lost my card, my card was stolen, new card<br>--<br>// cards_general  | --   | <main_menu cards_general>           | If Necessary |
| change of address, i need to change my address, address change, new address, i moved, change phone number, new phone number  | --   | <main_menu change_of_address>       | If Necessary |

|  |    |   |              |
|--|----|---|--------------|
| --<br>// change_of_address   |    |   |              |
| check, benefits check, social security check, lost check, payment information, ssi payment<br>--<br>// checks  | -- | <main_menu checks>                      | If Necessary |
| citizenship status, proof of citizenship, update citizenship status<br>--<br>// citizenship_general  | -- | <main_menu citizenship_general>         | If Necessary |
| application status, approval status, confirm award, claim status, check on a claim, check claim status, status of disability claim, <b>benefits status</b><br>--<br>// claims_status_general | -- | <main_menu claims_status_general>       | If Necessary |
| claims, social security claim, claim number, case, social security case, disability claim, ssi claim<br>--<br>// claims_status_new   | -- | <main_menu claims_status_new>           | If Necessary |
| cola, cost of living adjustment for next year, cost of living adjustment<br>--<br>// cost_of_living_adjustment   | -- | <main_menu cost_of_living_adjustment>   | If Necessary |
| direct deposit, setup direct deposit, change account number, new checking account, bank information, change deposit information<br>--<br>// direct_deposit                                   | -- | <main_menu direct_deposit>              | If Necessary |
| disability, disability insurance, disability benefits<br>--<br>// disability_benefits_general  | -- | <main_menu disability_benefits_general> | If Necessary |
| earnings record, income statement, statement of earnings, copy of income, estimate, social security estimate, estimate calculator<br>--<br>// earnings_statement                             | -- | <main_menu earnings_statement>          | If Necessary |
| unemployment, employment<br>--<br>// employment_general  | -- | <main_menu employment_general>          | If Necessary |
| i need the mailing address, local office, social security office, office hours, office location, office phone number<br>--<br>// field_office_locator  | -- | <main_menu field_office_locator>        | If Necessary |
| form, i need a form, tax form, enrollment form<br>--<br>// forms_general   | -- | <main_menu forms_general>               | If Necessary |
| what are my choices<br>--<br>// general  | -- | <main_menu general>                     | Never        |
| internet access, website, online help, online services<br>--<br>// internet_general  | -- | <main_menu internet_general>            | If Necessary |
| main menu, start over<br>--<br>// main_menu  | -- | <main_menu main_menu>                   | If Necessary |
| medicare benefits, medical benefits, medicaid benefits, prescription drugs, drug coverage, prescription drug assistance, medicare form<br>--<br>// medicare                                  | -- | <main_menu medicare>                    | 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<br>--                          | -- | <main_menu medicare_replacement_card>   | If Necessary |

|  |    |   |              |
|--|----|---|--------------|
| // medicare_replacement_card   |    |   |              |
| helpdesk<br>--<br>// myssa_helpdesk  | -- | <main_menu myssa_helpdesk>                      | If Necessary |
| verify address, confirm address, address verification, name verification, verify last name, check my last name<br>--<br>// name_or_address_verify  | -- | <main_menu name_or_address_verify>              | If Necessary |
| late payment, delay in payment<br>--<br>// payment_late  | -- | <main_menu payment_late>                        | If Necessary |
| i need a replacement, replacement, document replacement<br>--<br>// replacement_general  | -- | <main_menu replacement_general>                 | If Necessary |
| change payee, payee change, change in beneficiary, new payee, representative payee, payee report, beneficiary<br>--<br>// representative_payee   | -- | <main_menu representative_payee>                | If Necessary |
| apply for social security, apply for social security benefits, get social security benefits<br>--<br>// social_security_application  | -- | <main_menu social_security_application>         | If Necessary |
| apply for disability, apply for disability benefits, get social security disability benefits<br>--<br>// disability_application  | -- | <main_menu disability_application>              | If Necessary |
| apply for survivor benefits, get social security survivor benefits<br>--<br>// survivor_application  | -- | <main_menu survivor_application>                | If Necessary |
| apply for retirement benefits, get social security retirement benefits<br>--<br>// retirement_application  | -- | <main_menu retirement_application>              | If Necessary |
| apply for supplemental security income, apply for supplemental security benefits, get SSI benefits, apply for SSI, SSI application<br>--<br>// ssi_application   | -- | <main_menu ssi_application>                     | If Necessary |
| social security card<br>--<br>// social_security_card_general  | -- | <main_menu social_security_card_general>        | If Necessary |
| verify social security number, social security number verification, confirm social security number, employee verification<br>--<br>// social_security_number_verification  | -- | <main_menu social_security_number_verification> | If Necessary |
| i need a social security card, i need a new social_security card, i lost my social security card, lost social security card, missing social security card, i need a replacement social security card, replace my social security card, new social_security card, my social_security card was stolen, apply for social_security card<br>--<br>// social_security_replacement_card | -- | <main_menu social_security_replacement_card>    | If Necessary |
| supplemental security income, information on ssi<br>--<br>// supplemental_security_income  | -- | <main_menu supplemental_security_income>        | If Necessary |
| taxes, tax information, social_security taxes<br>--<br>// tax_general  | -- | <main_menu tax_general>                         | If Necessary |
| i need a pamphlet, pamphlets, publication, booklet<br>--   | -- | <main_menu transcription_pamphlets>             | If Necessary |

|  |    |  |              |
|--|----|--|--------------|
| // transcription_pamphlets   |    |  |              |
| file an appeal, reconsideration form, appeal form<br>--<br>// transfer_appeal_new  | -- | <main_menu transfer_appeal_new>        | If Necessary |
| cancel an appointment, reschedule appointment, change appointment, make an appointment<br>--<br>// transfer_appointment  | -- | <main_menu transfer_appointment>       | If Necessary |
| back pay, back payment, retro pay, retroactive check, disability back pay<br>--<br>// transfer_back_payment  | -- | <main_menu transfer_back_payment>      | If Necessary |
| balance, account balance, i want to find out how much money is in my account<br>--<br>// transfer_balance  | -- | <main_menu transfer_balance>           | If Necessary |
| benefits not received, lost benefits, missing benefits<br>--<br>// transfer_benefits_problem   | -- | <main_menu transfer_benefits_problem>  | If Necessary |
| billing, bill, billing information, medicare payment, medicare premium, medicare deduction<br>--<br>// transfer_billing  | -- | <main_menu transfer_billing>           | If Necessary |
| birth certificate, i need a birth certificate, lost birth certificate, date of birth, birthdate, check on birthdate, birth, new birth, birth verification, report a birth<br>--<br>// transfer_birth | -- | <main_menu transfer_birth>             | If Necessary |
| stop benefits, cancel social security benefit, discontinue benefits, cancellation, cancel direct deposit<br>--<br>// transfer_cancel   | -- | <main_menu transfer_cancel>            | If Necessary |
| a change in my case, add information to case, update my case<br>--<br>// transfer_case_change  | -- | <main_menu transfer_case_change>       | If Necessary |
| i need to change my check, deductions from my social security check, tax deductions, federal deductions, check deductions<br>--<br>// transfer_check_deductions                                      | -- | <main_menu transfer_check_deductions>  | If Necessary |
| replacement check, i need a replacement check<br>--<br>// transfer_check_replacement   | -- | <main_menu transfer_check_replacement> | If Necessary |
| child support, i'm calling about child support<br>--<br>// transfer_child_support  | -- | <main_menu transfer_child_support>     | If Necessary |
| circuit breaker patients, circuit breaker information<br>--<br>// transfer_circuit_breaker   | -- | <main_menu transfer_circuit_breaker>   | If Necessary |
| medicare claim number, medical claims, medicare claim<br>--<br>// transfer_claims_medicare   | -- | <main_menu transfer_claims_medicare>   | If Necessary |
| filing a claim, start a claim, new claim, open a claim<br>--<br>// transfer_claims_new   | -- | <main_menu transfer_claims_new>        | If Necessary |
| college, college program, college security check<br>--<br>// transfer_college  | -- | <main_menu transfer_college>           | If Necessary |
| complaint, i have a complaint, file a complaint  | -- | <main_menu transfer_complaint>         | If Necessary |

|   |    |  |              |
|---|----|--|--------------|
| --<br>// transfer_complaint   |    |  |              |
| death benefits, deceased benefits, a death, someone passed away<br>--<br>// transfer_death  | -- | <main_menu transfer_death>             | If Necessary |
| debit cards, calling about debit card<br>--<br>// transfer_debit_card   | -- | <main_menu transfer_debit_card>        | If Necessary |
| dependent, new child<br>--<br>// transfer_dependent   | -- | <main_menu transfer_dependent>         | If Necessary |
| disability report, disability jobs, disabled work, disability paperwork<br>--<br>// transfer_disability                             | -- | <main_menu transfer_disability>        | If Necessary |
| divorce, divorced spouse benefits, divorce benefits<br>--<br>// transfer_divorce  | -- | <main_menu transfer_divorce>           | If Necessary |
| change in income, incorrect earnings, social security income, earnings, earned income<br>--<br>// transfer_earnings_general         | -- | <main_menu transfer_earnings_general>  | If Necessary |
| eligibility for benefits, benefit eligibility, disability eligibility, social security eligibility<br>--<br>// transfer_eligibility | -- | <main_menu transfer_eligibility>       | If Necessary |
| return to work, going back to work, change in work status, loss of job<br>--<br>// transfer_employment_change                       | -- | <main_menu transfer_employment_change> | If Necessary |
| i need something faxed, fax number, i need your fax number<br>--<br>// transfer_fax   | -- | <main_menu transfer_fax>               | If Necessary |
| food stamps, food stamp card, apply for food stamps<br>--<br>// transfer_food_stamps  | -- | <main_menu transfer_food_stamps>       | If Necessary |
| w2, w2 form, i need a w2 form<br>--<br>// transfer_forms_w2   | -- | <main_menu transfer_forms_w2>          | If Necessary |
| fraud, identity theft, report fraud, stolen social security number<br>--<br>// transfer_fraud                                       | -- | <main_menu transfer_fraud>             | If Necessary |
| housing, options for housing<br>--<br>// transfer_housing   | -- | <main_menu transfer_housing>           | If Necessary |
| insurance, cancel insurance, supplemental insurance<br>--<br>// transfer_insurance  | -- | <main_menu transfer_insurance>         | If Necessary |
| power of attorney, attorney fees, a legal matter<br>--<br>// transfer_legal   | -- | <main_menu transfer_legal>             | If Necessary |
| a copy of a letter, a letter<br>--<br>// transfer_letter  | -- | <main_menu transfer_letter>            | If Necessary |
| driver's license, i need a license, fishing license, marriage license, hunting license<br>--<br>// transfer_license                 | -- | <main_menu transfer_license>           | If Necessary |
| student loan, loans   | -- | <main_menu transfer_loans>             | If Necessary |



|   |                  |  |                   |
|---|------------------|--|-------------------|
| --<br>// transfer_loans   |                  |  |                   |
| marriage, i got married, change of marital status<br>--<br>// transfer_marriage   | --               | <main_menu transfer_marriage>                    | If Necessary      |
| extra earnings for military service, military service, military service and social security<br>--<br>// transfer_military_service         | --               | <main_menu transfer_military_service>            | If Necessary      |
| password, i forgot my password, pin number, i need my pin<br>--<br>// transfer_password   | --               | <main_menu transfer_password>                    | If Necessary      |
| amount of payment, payment amount, social security amount<br>--<br>// transfer_payment_amount   | --               | <main_menu transfer_payment_amount>              | If Necessary      |
| payment plan, payment arrangement, i need to make a payment arrangement<br>--<br>// transfer_payment_arrangement                          | --               | <main_menu transfer_payment_arrangement>         | If Necessary      |
| overpayment, overpayment information, notice of overpayment<br>--<br>// transfer_payment_over   | --               | <main_menu transfer_payment_over>                | If Necessary      |
| stop payment, I need to stop a check<br>--<br>// transfer_payment_stop  | --               | <main_menu transfer_payment_stop>                | If Necessary      |
| pension benefit information, pension<br>--<br>// transfer_pension   | --               | <main_menu transfer_pension>                     | If Necessary      |
| refund, i need to check on a refund, medicare refund<br>--<br>// transfer_refund  | --               | <main_menu transfer_refund>                      | If Necessary      |
| retirement information, early retirement, retirement age<br>--<br>// transfer_retirement  | --               | <main_menu transfer_retirement>                  | If Necessary      |
| return call, i returning a call<br>--<br>// transfer_return_call  | --               | <main_menu transfer_return_call>                 | If Necessary      |
| a change in ssi, supplemental security income change<br>--<br>// transfer_ssi_change  | --               | <main_menu transfer_ssi_change>                  | If Necessary      |
| federal tax withholding, withholding, withhold taxes<br>--<br>// transfer_tax_withholding   | --               | <main_menu transfer_tax_withholding>             | If Necessary      |
| change account information, account correction, update, correction, update information, change information<br>--<br>// update_information | --               | <main_menu update_information>                   | If Necessary      |
| <dtmf_7><br>--<br>// spanish (DTMF only)  | 7                | <main_menu spanish>                              | Never             |
| <b>Actions</b>  |                  |  |                   |
| <b>Option</b>   | <b>Condition</b> | <b>Action</b>                                    | <b>Transition</b> |
| Always  | Always           | <b>Assign</b> : first_entry =false               | --                |
| 1099_benefits_statement   | Always           | <b>Assign</b> : current_task =benefits_statement | --                |
| ^   | ^                | <b>Assign</b> : current_intent                   | --                |

|                       |        |   |  |
|-----------------------|--------|---|--|
|                       |        | =1099_benefits_statement  |  |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=1099_benefits_statement                                    | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_16]<br>Okay. Benefits Statement (or '1099').<br>--              | <b>goto</b> :<br><a href="#">mm0525_BenefitsStatementKBA_DS</a>    |
| aca_info              | Always | <b>Assign</b> : current_task =aca_info  | --   |
| ^                     | ^      | <b>Assign</b> : current_intent =aca_info  | --   |
| ^                     | ^      | <b>Assign</b> : final_intent =aca_info  | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_88]<br>Okay. Health insurance information.<br>--                | <b>goto</b> : <a href="#">mm0172_ACAMsg_PP</a>                     |
| address_general       | Always | <b>Assign</b> : current_intent<br>=address_general  | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_14]<br>Okay. Address.<br>--                                     | <b>goto</b> :<br><a href="#">mm0430_AddressDisambig_DM</a>         |
| agent                 | Always | <b>Assign</b> : current_intent =agent   | --   |
| ^                     | ^      | <b>Assign</b> : final_intent =agent   | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_17]<br>Okay.<br>--  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>                  |
| benefits_application  | Always | <b>Assign</b> : current_intent<br>=benefits_application                                     | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_01]<br>Okay. Applications.<br>--                                | <b>goto</b> :<br><a href="#">mm0800_BenefitsApplicationMenu_DM</a> |
| benefits_general      | Always | <b>Assign</b> : current_intent<br>=benefits_general   | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_03]<br>Okay. Benefits.<br>--                                    | <b>goto</b> : <a href="#">mm0700_Benefits_DM</a>                   |
| benefits_other        | Always | <b>Assign</b> : current_intent<br>=benefits_other   | --   |
| ^                     | ^      | <b>Assign</b> : final_intent =benefits_other  | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_90]<br>Okay.<br>--  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>                  |
| benefits_verification | Always | <b>Assign</b> : current_task<br>=benefits_verification                                      | --   |
| ^                     | ^      | <b>Assign</b> : current_intent<br>=benefits_verification                                    | --   |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=benefits_verification                                      | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_73]<br>Alright. Benefits Verification or Proof of Income.<br>-- | <b>goto</b> :<br><a href="#">mm2000_ReceivingBenefits_DM</a>       |
| cards_general         | Always | <b>Assign</b> : current_intent<br>=cards_general  | --   |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_05]<br>Okay.<br>--  | <b>goto</b> : <a href="#">mm1300_WhichCard_DM</a>                  |

|                           |        |  |   |
|---------------------------|--------|--|---|
| change_of_address         | Always | <b>Assign</b> : current_task =change_address                                   | --  |
| ^                         | ^      | <b>Assign</b> : current_intent =change_of_address                              | --  |
| ^                         | ^      | <b>Assign</b> : final_intent =change_of_address                                | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_07]<br>Okay. Change Address or Phone Number.<br>-- | <b>goto</b> : mm0305_IsChangeOfAddressEnabled_DS  |
| checks                    | Always | <b>Assign</b> : current_task =checks   | --  |
| ^                         | ^      | <b>Assign</b> : current_intent =checks   | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_08]<br>Okay. Benefit Check.<br>--                  | <b>goto</b> : mm1905_Checks_DM                    |
| citizenship_general       | Always | <b>Assign</b> : current_intent =citizenship_general                            | --  |
| ^                         | ^      | <b>Assign</b> : final_intent =citizenship_general                              | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_40]<br>Okay. Citizenship.<br>--                    | <b>goto</b> : mm3000_ABRStatus_DS                 |
| claims_status_general     | Always | <b>Assign</b> : current_task =application_status                               | --  |
| ^                         | ^      | <b>Assign</b> : current_intent =claims_status_general                          | --  |
| ^                         | ^      | <b>Assign</b> : final_intent =claims_status_general                            | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_02]<br>Okay. Claim or Application Status.<br>--    | <b>goto</b> : mm0515_ApplicationStatusKBA_DS      |
| claims_status_new         | Always | <b>Assign</b> : current_intent =claims_status_new                              | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_65]<br>Okay. Claims.<br>--                         | <b>goto</b> : mm0810_ApplicationStatusQuestion_DM |
| cost_of_living_adjustment | Always | <b>Assign</b> : current_intent =cost_of_living_adjustment                      | --  |
| ^                         | ^      | <b>Assign</b> : final_intent =cost_of_living_adjustment                        | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_10]<br>Okay.<br>--                                 | <b>goto</b> : mm0300_GetCOLABroadcast_DB          |
| direct_deposit            | Always | <b>Assign</b> : current_task =direct_deposit                                   | --  |
| ^                         | ^      | <b>Assign</b> : current_intent =direct_deposit                                 | --  |
| ^                         | ^      | <b>Assign</b> : final_intent =direct_deposit                                   | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_11]<br>Okay. Direct Deposit.<br>--                 | <b>goto</b> : mm0325_IsDirectDepositEnabled_DS    |
| disability_application    | Always | <b>Assign</b> : current_intent =social_security_application                    | --  |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_82]  | <b>goto</b> :                                     |

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|                             |        | Okay. Apply for Disability benefits.<br>--  | <a href="#">mm0810_ApplicationStatusQuestion_DM</a>        |
| disability_benefits_general | Always | <b>Assign</b> : current_intent =disability_benefits_general   | --   |
| ^                           | ^      | <b>Prompt</b> : [mm0210_out_48]<br>Okay. Disability<br>--   | <b>goto</b> : <a href="#">mm0440_DisabilityDisambig_DM</a> |
| earnings_statement          | Always | <b>Assign</b> : current_intent =earnings_statement  | --   |
| ^                           | ^      | <b>Prompt</b> : [mm0210_out_12]<br>Okay. Earnings or Benefits Statement.<br>--  | <b>goto</b> : <a href="#">mm2000_ReceivingBenefits_DM</a>  |
| employment_general          | Always | <b>Assign</b> : current_intent =employment_general  | --   |
| ^                           | ^      | <b>Prompt</b> : [mm0210_out_52]<br>Okay. Employment.<br>--  | <b>goto</b> : <a href="#">mm0450_EmploymentDisambig_DM</a> |
| field_office_locator        | Always | <b>Assign</b> : current_task =field_office_locator  | --   |
| ^                           | ^      | <b>Assign</b> : current_intent =field_office_locator  | --   |
| ^                           | ^      | <b>Assign</b> : final_intent =field_office_locator  | --   |
| ^                           | ^      | <b>Prompt</b> : [mm0210_out_15]<br>Okay. Office Information.<br>--  | <b>goto</b> : <a href="#">mm0320_FieldOfficeLocator_SD</a> |
| forms_general               | Always | <b>Assign</b> : current_intent =forms_general   | --   |
| ^                           | ^      | <b>Prompt</b> : [mm0210_out_18]<br>Okay.<br>--  | <b>goto</b> : <a href="#">mm2300_FormsGeneral_DM</a>       |
| general                     | Always | <b>Prompt</b> : [mm0210_out_09]<br>I need a little more detail to get you to the right place. Let's try this a different way.<br>-- | <b>goto</b> : <a href="#">mm0600_BackoffMainMenu_DM</a>    |
| internet_general            | Always | <b>Assign</b> : current_intent =internet_general  | --   |
| ^                           | ^      | <b>Assign</b> : final_intent =internet_general  | --   |
| ^                           | ^      | <b>Prompt</b> : [mm0210_out_21]<br>Okay.<br>--  | <b>goto</b> : <a href="#">mm1210_InternetAddress_DM</a>    |
| main_menu                   | Always | --  | <b>goto</b> : <a href="#">mm0600_BackoffMainMenu_DM</a>    |
| medicare                    | Always | <b>Assign</b> : current_intent =medicare  | --   |
| ^                           | ^      | <b>Prompt</b> : [mm0210_out_23]<br>Okay. Medicare.<br>--  | <b>goto</b> : <a href="#">mm1700_MedicareApplyMenu_DM</a>  |
| medicare_replacement_card   | Always | <b>Assign</b> : current_task =card_medicare   | --   |
| ^                           | ^      | <b>Assign</b> : current_intent =medicare_replacement_card   | --   |
| ^                           | ^      | <b>Assign</b> : final_intent  | --   |

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|                              |        | =medicare_replacement_card   |  |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_04]<br>Okay. Medicare Replacement Card.<br>--          | <b>goto</b> : mm0560_MRCKBA_DS                       |
| myssa_helpdesk               | Always | <b>Assign</b> : current_task<br>=myssa_helpdesk                                    | --   |
| ^                            | ^      | <b>Assign</b> : current_intent<br>=myssa_helpdesk                                  | --   |
| ^                            | ^      | <b>Assign</b> : final_intent<br>=myssa_helpdesk                                    | --   |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_89]<br>Okay. My Social Security Helpdesk.<br>--        | <b>goto</b> :<br>mm0182_MySSAfterHoursCheck_DS       |
| name_or_address_verify       | ^      | <b>Assign</b> : current_intent<br>=name_or_address_verify                          | --   |
| ^                            | ^      | <b>Assign</b> : final_intent<br>=name_or_address_verify                            | --   |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_25]<br>Okay. Check on an Address or Name Change.<br>-- | <b>goto</b> :<br>mm0420_AddressVerifyMsg_DM          |
| payment_late                 | Always | <b>Assign</b> : current_task =late_payment   | --   |
| ^                            | ^      | <b>Assign</b> : current_intent<br>=payment_late                                    | --   |
| ^                            | ^      | <b>Assign</b> : final_intent =payment_late   | --   |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_22]<br>Alright. Late Benefit Payment.<br>--            | <b>goto</b> :<br>mm1910_LatePaymentMenu_DM           |
| replacement_general          | Always | <b>Assign</b> : current_intent<br>=replacement_general                             | --   |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_75]<br>Okay.<br>--                                     | <b>goto</b> :<br>mm0470_ReplacementDisambig_DM       |
| representative_payee         | Always | <b>Assign</b> : current_intent<br>=representative_payee                            | --   |
| ^                            | ^      | <b>Assign</b> : final_intent<br>=representative_payee                              | --   |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_24]<br>Okay. Representative Payees.<br>--              | <b>goto</b> :<br>mm2100_RepPayeeMenu_DM              |
| retirement_application       | Always | <b>Assign</b> : current_intent<br>=social_security_application                     | --   |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_83]<br>Okay. Apply for Retirement benefits.<br>--      | <b>goto</b> :<br>mm0810_ApplicationStatusQuestion_DM |
| social_security_application  | Always | <b>Assign</b> : current_intent<br>=social_security_application                     | --   |
| ^                            | ^      | <b>Prompt</b> : [mm0210_out_84]<br>Okay. Apply for Social Security benefits.<br>-- | <b>goto</b> :<br>mm0810_ApplicationStatusQuestion_DM |
| social_security_card_general | Always | <b>Assign</b> : card_type =social_security   | --   |
| ^                            | ^      | <b>Assign</b> : current_intent   | --   |

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|                                     |        | =social_security_card_general   |  |
| ^                                   | ^      | <b>Prompt :</b> [mm0210_out_06]<br>Okay. Social Security Card.<br>--                            | <b>goto :</b><br><a href="#">mm1100_SocialSecurityCardsMenu_DM</a>   |
| social_security_number_verification | Always | <b>Assign :</b> current_intent<br>=social_security_number_verification                          | --   |
| ^                                   | ^      | <b>Prompt :</b> [mm0210_out_78]<br>Okay. Social Security Number Verification.<br>--             | <b>goto :</b><br><a href="#">mm0460_SSNVerification_DM</a>           |
| social_security_replacement_card    | Always | <b>Assign :</b> current_task<br>=social_security_replacement_card                               | --   |
| ^                                   | ^      | <b>Assign :</b> current_intent<br>=social_security_replacement_card                             | --   |
| ^                                   | ^      | <b>Assign :</b> final_intent<br>=social_security_replacement_card                               | --   |
| ^                                   | ^      | <b>Assign :</b> card_action =replacement  | --   |
| ^                                   | ^      | <b>Prompt :</b> [mm0210_out_87]<br>Okay. Replacement Social Security Card.<br>--                | <b>goto :</b><br><a href="#">mm1400_SSReplacementMsg_PP</a>          |
| spanish                             | Always | <b>Assign :</b> current_intent =spanish   | --   |
| ^                                   | ^      | <b>Assign :</b> final_intent =spanish   | <b>goto :</b><br><a href="#">mm0050_EntryRouting_DS</a>              |
| ssi_application                     | Always | <b>Assign :</b> current_intent<br>=social_security_application                                  | --   |
| ^                                   | ^      | <b>Prompt :</b> [mm0210_out_85]<br>Okay. Apply for Supplemental Security Income benefits.<br>-- | <b>goto :</b><br><a href="#">mm0810_ApplicationStatusQuestion_DM</a> |
| supplemental_security_income        | Always | <b>Assign :</b> current_intent<br>=supplemental_security_income                                 | --   |
| ^                                   | ^      | <b>Assign :</b> final_intent<br>=supplemental_security_income                                   | --   |
| ^                                   | ^      | <b>Prompt :</b> [mm0210_out_26]<br>Okay. Supplemental Security Income.<br>--                    | <b>goto :</b> <a href="#">mm1800_SSIMenu_DM</a>                      |
| survivor_application                | Always | <b>Assign :</b> current_intent<br>=social_security_application                                  | --   |
| ^                                   | ^      | <b>Prompt :</b> [mm0210_out_86]<br>Okay. Apply for Survivor benefits.<br>--                     | <b>goto :</b><br><a href="#">mm0810_ApplicationStatusQuestion_DM</a> |
| tax_general                         | Always | <b>Assign :</b> current_intent =tax_general   | --   |
| ^                                   | ^      | <b>Assign :</b> final_intent =tax_general   | --   |
| ^                                   | ^      | <b>Prompt :</b> [mm0210_out_20]<br>Okay. Tax Information.<br>--                                 | <b>goto :</b><br><a href="#">mm0400_GetTaxesBroadcast_DB</a>         |
| transcription_pamphlets             | Always | <b>Assign :</b> current_task<br>=transcription_pamphlet   | --   |
| ^                                   | ^      | <b>Assign :</b> current_intent<br>=transcription_pamphlets                                      | --   |
| ^                                   | ^      | <b>Assign :</b> final_intent<br>=transcription_pamphlets  | --   |

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| ^                             | ^      | <b>Prompt :</b> [mm0210_out_19]<br>Okay. Pamphlets.<br>--        | <b>goto :</b><br><a href="#">mm0545_TranscriptionKBA_DS</a> |
| transfer_appeal_new           | ^      | <b>Assign :</b> current_intent<br>=transfer_appeal_new           | --  |
| ^                             | ^      | <b>Assign :</b> final_intent<br>=transfer_appeal_new             | --  |
| ^                             | ^      | <b>Prompt :</b> [mm0210_out_27]<br>Okay. File an Appeal.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>           |
| transfer_appointment          | Always | <b>Assign :</b> current_intent<br>=transfer_appointment          | --  |
| ^                             | ^      | <b>Assign :</b> final_intent<br>=transfer_appointment            | --  |
| ^                             | ^      | <b>Prompt :</b> [mm0210_out_28]<br>Okay. Appointment.<br>--      | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>           |
| transfer_back_payment         | Always | <b>Assign :</b> current_intent<br>=transfer_back_payment         | --  |
| ^                             | ^      | <b>Assign :</b> final_intent<br>=transfer_back_payment           | --  |
| ^                             | ^      | <b>Prompt :</b> [mm0210_out_29]<br>Okay.<br>--                   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>           |
| transfer_balance              | Always | <b>Assign :</b> current_intent<br>=transfer_balance              | --  |
| ^                             | ^      | <b>Assign :</b> final_intent<br>=transfer_balance                | --  |
| ^                             | ^      | <b>Prompt :</b> [mm0210_out_30]<br>Okay. Account Balance.<br>--  | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>           |
| transfer_benefits_probl<br>em | Always | <b>Assign :</b> current_intent<br>=transfer_benefits_problem     | --  |
| ^                             | ^      | <b>Assign :</b> final_intent<br>=transfer_benefits_problem       | --  |
| ^                             | ^      | <b>Prompt :</b> [mm0210_out_31]<br>Okay.<br>--                   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>           |
| transfer_billing              | Always | <b>Assign :</b> current_intent<br>=transfer_billing              | --  |
| ^                             | ^      | <b>Assign :</b> final_intent =transfer_billing                   | --  |
| ^                             | ^      | <b>Prompt :</b> [mm0210_out_32]<br>Okay. Billing Question.<br>-- | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>           |
| transfer_birth                | Always | <b>Assign :</b> current_intent<br>=transfer_birth                | --  |
| ^                             | ^      | <b>Assign :</b> final_intent =transfer_birth                     | --  |
| ^                             | ^      | <b>Prompt :</b> [mm0210_out_33]<br>Okay.<br>--                   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>           |
| transfer_cancel               | Always | <b>Assign :</b> current_intent<br>=transfer_cancel               | --  |
| ^                             | ^      | <b>Assign :</b> final_intent =transfer_cancel                    | --  |

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| ^                          | ^      | <b>Prompt</b> : [mm0210_out_34]<br>Okay.<br>--                            | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_case_change       | Always | <b>Assign</b> : current_intent<br>=transfer_case_change                   | --                                |
| ^                          | ^      | <b>Assign</b> : final_intent<br>=transfer_case_change                     | --                                |
| ^                          | ^      | <b>Prompt</b> : [mm0210_out_35]<br>Okay.<br>--                            | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_check_deductions  | Always | <b>Assign</b> : current_intent<br>=transfer_check_deductions              | --                                |
| ^                          | ^      | <b>Assign</b> : final_intent<br>=transfer_check_deductions                | --                                |
| ^                          | ^      | <b>Prompt</b> : [mm0210_out_46]<br>Okay. Benefit Check Deductions.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_check_replacement | Always | <b>Assign</b> : current_intent<br>=transfer_check_replacement             | --                                |
| ^                          | ^      | <b>Assign</b> : final_intent<br>=transfer_check_replacement               | --                                |
| ^                          | ^      | <b>Prompt</b> : [mm0210_out_37]<br>Okay. Replacement Benefit Check.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_child_support     | Always | <b>Assign</b> : current_intent<br>=transfer_child_support                 | --                                |
| ^                          | ^      | <b>Assign</b> : final_intent<br>=transfer_child_support                   | --                                |
| ^                          | ^      | <b>Prompt</b> : [mm0210_out_38]<br>Okay. Child Support.<br>--             | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_circuit_breaker   | Always | <b>Assign</b> : current_intent<br>=transfer_circuit_breaker               | --                                |
| ^                          | ^      | <b>Assign</b> : final_intent<br>=transfer_circuit_breaker                 | --                                |
| ^                          | ^      | <b>Prompt</b> : [mm0210_out_39]<br>Okay.<br>--                            | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_claims_medicare   | Always | <b>Assign</b> : current_intent<br>=transfer_claims_medicare               | --                                |
| ^                          | ^      | <b>Assign</b> : final_intent<br>=transfer_claims_medicare                 | --                                |
| ^                          | ^      | <b>Prompt</b> : [mm0210_out_41]<br>Okay. Medicare Claim.<br>--            | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_claims_new        | Always | <b>Assign</b> : current_intent<br>=transfer_claims_new                    | --                                |
| ^                          | ^      | <b>Assign</b> : final_intent<br>=transfer_claims_new                      | --                                |
| ^                          | ^      | <b>Prompt</b> : [mm0210_out_66]<br>Okay. Claims.<br>--                    | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_college           | Always | <b>Assign</b> : current_intent<br>=transfer_college                       | --                                |



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| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_college            | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_42]<br>Okay.<br>--               | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_complaint        | Always | <b>Assign</b> : current_intent<br>=transfer_complaint        | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_complaint          | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_43]<br>Okay.<br>--               | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_death            | Always | <b>Assign</b> : current_intent<br>=transfer_death            | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent =transfer_death                 | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_44]<br>Okay.<br>--               | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_debit_card       | Always | <b>Assign</b> : current_intent<br>=transfer_debit_card       | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_debit_card         | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_45]<br>Okay. Debit Card.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_dependent        | Always | <b>Assign</b> : current_intent<br>=transfer_dependent        | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_dependent          | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_47]<br>Okay.<br>--               | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_disability       | Always | <b>Assign</b> : current_intent<br>=transfer_disability       | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_disability         | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_49]<br>Okay. Disability.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_divorce          | Always | <b>Assign</b> : current_intent<br>=transfer_divorce          | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_divorce            | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_50]<br>Okay.<br>--               | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_earnings_general | Always | <b>Assign</b> : current_intent<br>=transfer_earnings_general | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_earnings_general   | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_51]<br>Okay. Earnings.<br>--     | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_eligibility      | Always | <b>Assign</b> : current_intent                               | --                                |

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|                                |        | =transfer_eligibility   |                                   |
| ^                              | ^      | <b>Assign</b> : final_intent<br>=transfer_eligibility               | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_13]<br>Okay. Benefit Eligibility.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_employment_c<br>hange | Always | <b>Assign</b> : current_intent<br>=transfer_employment_change       | --                                |
| ^                              | ^      | <b>Assign</b> : final_intent<br>=transfer_employment_change         | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_53]<br>Okay.<br>--                      | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_fax                   | Always | <b>Assign</b> : current_intent =transfer_fax                        | --                                |
| ^                              | ^      | <b>Assign</b> : final_intent =transfer_fax                          | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_54]<br>Okay.<br>--                      | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_food_stamps           | Always | <b>Assign</b> : current_intent<br>=transfer_food_stamps             | --                                |
| ^                              | ^      | <b>Assign</b> : final_intent<br>=transfer_food_stamps               | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_55]<br>Okay. Food Stamps.<br>--         | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_forms_w2              | Always | <b>Assign</b> : current_intent<br>=transfer_forms_w2                | --                                |
| ^                              | ^      | <b>Assign</b> : final_intent<br>=transfer_forms_w2                  | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_81]<br>Okay. W2 Forms.<br>--            | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_fraud                 | Always | <b>Assign</b> : current_intent<br>=transfer_fraud                   | --                                |
| ^                              | ^      | <b>Assign</b> : final_intent =transfer_fraud                        | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_56]<br>Okay.<br>--                      | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_housing               | Always | <b>Assign</b> : current_intent<br>=transfer_housing                 | --                                |
| ^                              | ^      | <b>Assign</b> : final_intent<br>=transfer_housing                   | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_57]<br>Okay.<br>--                      | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_insurance             | Always | <b>Assign</b> : current_intent<br>=transfer_insurance               | --                                |
| ^                              | ^      | <b>Assign</b> : final_intent<br>=transfer_insurance                 | --                                |
| ^                              | ^      | <b>Prompt</b> : [mm0210_out_58]<br>Okay. Insurance.<br>--           | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_legal                 | Always | <b>Assign</b> : current_intent                                      | --                                |

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|                           |        | =transfer_legal  |                                   |
| ^                         | ^      | <b>Assign</b> : final_intent =transfer_legal                     | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_59]<br>Okay.<br>--                   | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_letter           | Always | <b>Assign</b> : current_intent<br>=transfer_letter               | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent =transfer_letter                    | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_60]<br>Okay.<br>--                   | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_license          | Always | <b>Assign</b> : current_intent<br>=transfer_license              | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_license                | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_61]<br>Okay. License.<br>--          | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_loans            | Always | <b>Assign</b> : current_intent<br>=transfer_loans                | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent =transfer_loans                     | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_62]<br>Okay. Loans.<br>--            | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_marriage         | Always | <b>Assign</b> : current_intent<br>=transfer_marriage             | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_marriage               | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_63]<br>Okay.<br>--                   | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_military_service | Always | <b>Assign</b> : current_intent<br>=transfer_military_service     | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_military_service       | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_64]<br>Okay. Military Service.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_password         | Always | <b>Assign</b> : current_intent<br>=transfer_password             | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_password               | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_67]<br>Okay. Pin or Password.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_payment_amount   | Always | <b>Assign</b> : current_intent<br>=transfer_payment_amount       | --                                |
| ^                         | ^      | <b>Assign</b> : final_intent<br>=transfer_payment_amount         | --                                |
| ^                         | ^      | <b>Prompt</b> : [mm0210_out_68]<br>Okay. Payment Amount.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_payment_arra     | Always | <b>Assign</b> : current_intent                                   | --                                |

|                       |        |   |                                   |
|-----------------------|--------|---|-----------------------------------|
| ngement               |        | =transfer_payment_arrangement   |                                   |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=transfer_payment_arrangement                             | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_69]<br>Okay. Payment Arrangements.<br>--                      | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_payment_over | Always | <b>Assign</b> : current_intent<br>=transfer_payment_over                                  | --                                |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=transfer_payment_over                                    | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_70]<br>Okay.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_payment_stop | Always | <b>Assign</b> : current_intent<br>=transfer_payment_stop                                  | --                                |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=transfer_payment_stop                                    | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_71]<br>Okay.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_pension      | Always | <b>Assign</b> : current_intent<br>=transfer_pension                                       | --                                |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=transfer_pension   | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_72]<br>Okay. Pensions.<br>--                                  | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_refund       | Always | <b>Assign</b> : current_intent<br>=transfer_refund  | --                                |
| ^                     | ^      | <b>Assign</b> : final_intent =transfer_refund   | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_74]<br>Okay. Refunds.<br>--                                   | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_retirement   | Always | <b>Assign</b> : current_intent<br>=transfer_retirement                                    | --                                |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=transfer_retirement                                      | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_76]<br>Okay. Retirement Benefits.<br>--                       | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_return_call  | Always | <b>Assign</b> : current_intent<br>=transfer_return_call                                   | --                                |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=transfer_return_call                                     | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_77]<br>Okay.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| transfer_ssi_change   | Always | <b>Assign</b> : current_intent<br>=transfer_ssi_change                                    | --                                |
| ^                     | ^      | <b>Assign</b> : final_intent<br>=transfer_ssi_change                                      | --                                |
| ^                     | ^      | <b>Prompt</b> : [mm0210_out_36]<br>Okay. Update Supplemental Security<br>Income Benefits. | <b>goto</b> : mm3000_ABRStatus_DS |

|                          |        |   |  |
|--------------------------|--------|---|--|
|                          |        | --  |  |
| transfer_tax_withholding | Always | <b>Assign</b> : current_intent =transfer_tax_withholding            | --   |
| ^                        | ^      | <b>Assign</b> : final_intent =transfer_tax_withholding              | --   |
| ^                        | ^      | <b>Prompt</b> : [mm0210_out_79] Okay.                               | <b>goto</b> : mm3000_ABRStatus_DS          |
| update_information       | Always | <b>Assign</b> : current_intent =update_information                  | --   |
| ^                        | ^      | <b>Prompt</b> : [mm0210_out_80] Okay. Change or Update Information. | <b>goto</b> : mm0910_UpdatePersonalInfo_DM |

**Confirmation Prompts**

| Option                    | Condition | Name              | Wording   |
|---------------------------|-----------|-------------------|---|
| 1099_benefits_statement   | Always    | mm0210_cnf_ini_14 | You're calling about your '1099' statement. Right?<br>--                      |
| aca_info                  | Always    | mm0210_cnf_ini_88 | You're calling about health insurance information. Right?<br>--               |
| address_general           | Always    | mm0210_cnf_ini_12 | You're calling about an address. Right?<br>--                                 |
| agent                     | Always    | mm0210_cnf_ini_15 | You'd like to speak to someone. Right?<br>--                                  |
| benefits_application      | Always    | mm0210_cnf_ini_02 | You're calling about an application for benefits. Right?<br>--                |
| benefits_general          | Always    | mm0210_cnf_ini_03 | Sounds like you're calling about 'Benefits' Right?<br>--                      |
| benefits_other            | Always    | mm0210_cnf_ini_03 | Sounds like you're calling about 'Benefits' Right?<br>--                      |
| benefits_verification     | Always    | mm0210_cnf_ini_72 | You're calling about benefits verification, or proof of income. Right?<br>--  |
| cards_general             | Always    | mm0210_cnf_ini_05 | Sounds like you're calling about a 'Card.' Is that right?<br>--               |
| change_of_address         | Always    | mm0210_cnf_ini_06 | You'd like to change the address or phone number on file. Right?<br>--        |
| checks                    | Always    | mm0210_cnf_ini_07 | Sounds like you're calling about a benefits payment. Is that right?<br>--     |
| citizenship_general       | Always    | mm0210_cnf_ini_39 | You're calling about citizenship. Right?<br>--                                |
| claims_status_general     | Always    | mm0210_cnf_ini_01 | You're calling to check the status of a claim or application. Right?<br>--    |
| claims_status_new         | Always    | mm0210_cnf_ini_64 | Sounds like you're calling about a claim or application. Is that right?<br>-- |
| cost_of_living_adjustment | Always    | mm0210_cnf_ini_08 | You're calling about the Cost of Living Adjustment. Right?<br>--              |

|                                     |        |                   |   |
|-------------------------------------|--------|-------------------|---|
| direct_deposit                      | Always | mm0210_cnf_ini_09 | You're calling about direct deposit. Right?<br>--   |
| disability_application              | Always | mm0210_cnf_ini_81 | You're calling to apply for disability benefits. Right?<br>--   |
| disability_benefits_general         | Always | mm0210_cnf_ini_47 | You're calling about disability benefits. Is that right?<br>--  |
| earnings_statement                  | Always | mm0210_cnf_ini_10 | You're calling for an 'Earnings' or 'Benefits' Statement. Right?<br>--  |
| employment_general                  | Always | mm0210_cnf_ini_51 | Sounds like you're calling about employment. Is that right?<br>--   |
| field_office_locator                | Always | mm0210_cnf_ini_13 | You'd like information about a Social Security office. Right?<br>--   |
| forms_general                       | Always | mm0210_cnf_ini_16 | Sounds like you're calling about a 'form.' Is that right?<br>--   |
| internet_general                    | Always | mm0210_cnf_ini_19 | You're calling about our website. Right?<br>--  |
| main_menu                           | Always | mm0210_cnf_ini_82 | Sounds like you want to go back to the main menu. Is that right?<br>--  |
| medicare                            | Always | mm0210_cnf_ini_21 | Sounds like you're calling about Medicare benefits. Is that right?<br>--                                      |
| medicare_replacement_card           | Always | mm0210_cnf_ini_04 | You're calling about your 'Medicare card.' Right?<br>--   |
| myssa_helpdesk                      | Always | mm0210_cnf_ini_89 | You need help with the My Social Security website. Right?<br>--   |
| name_or_address_verify              | Always | mm0210_cnf_ini_23 | Sounds like you're calling about a recent name or address change. Is that right?<br>--                        |
| payment_late                        | Always | mm0210_cnf_ini_20 | You're calling about a late benefit payment. Right?<br>--   |
| replacement_general                 | Always | mm0210_cnf_ini_74 | Sounds like you're calling to get a replacement card or document. Is that right?<br>--                        |
| representative_payee                | Always | mm0210_cnf_ini_22 | Sounds like you're calling about 'Representative Payees.' Is that right?<br>--                                |
| retirement_application              | Always | mm0210_cnf_ini_83 | You're calling to apply for retirement benefits. Right?<br>--   |
| social_security_application         | Always | mm0210_cnf_ini_84 | You're calling to apply for social security benefits. Right?<br>--  |
| social_security_card_general        | Always | mm0210_cnf_ini_33 | Sounds like you're calling about a 'Social Security card' or a 'Social Security number'. Is that right?<br>-- |
| social_security_number_verification | Always | mm0210_cnf_ini_77 | You're calling to verify a Social Security number. Right?<br>--   |
| social_security_replacement         | Always | mm0210_cnf_ini_87 | You're calling about your 'Social Security card.' Right?  |

|                              |        |                   |   |
|------------------------------|--------|-------------------|---|
| nt_card                      |        |                   | --  |
| ssi_application              | Always | mm0210_cnf_ini_85 | You're calling to apply for supplemental security income benefits. Right?<br>--                 |
| supplemental_security_income | Always | mm0210_cnf_ini_24 | You're calling about 'Supplemental Security Income' benefits. Right?<br>--                      |
| survivor_application         | Always | mm0210_cnf_ini_86 | You're calling to apply for survivor benefits. Right?<br>--                                     |
| tax_general                  | Always | mm0210_cnf_ini_18 | You're calling about tax information. Right?<br>--  |
| transcription_pamphlets      | Always | mm0210_cnf_ini_17 | Sounds like you're calling to get a pamphlet. Is that right?<br>--                              |
| transfer_appeal_new          | Always | mm0210_cnf_ini_25 | You're calling to file an appeal. Right?<br>--  |
| transfer_appointment         | Always | mm0210_cnf_ini_26 | You're calling about an appointment. Right?<br>--   |
| transfer_back_payment        | Always | mm0210_cnf_ini_27 | You're calling about back payment. Right?<br>--   |
| transfer_balance             | Always | mm0210_cnf_ini_28 | You're calling about your balance. Right?<br>--   |
| transfer_benefits_problem    | Always | mm0210_cnf_ini_29 | Sounds like you're calling about a problem with benefits. Right?<br>--                          |
| transfer_billing             | Always | mm0210_cnf_ini_30 | Sounds like you have a billing question. Is that right?<br>--                                   |
| transfer_birth               | Always | mm0210_cnf_ini_31 | Sounds like you're calling about a birth date or birth certificate. Right?<br>--                |
| transfer_cancel              | Always | mm0210_cnf_ini_32 | Sounds like you're calling to cancel benefits or direct deposit. Right?<br>--                   |
| transfer_case_change         | Always | mm0210_cnf_ini_34 | You're calling about your Social Security case. Right?<br>--                                    |
| transfer_check_deductions    | Always | mm0210_cnf_ini_45 | You're calling about a change to, or deductions from, your benefits check. Is that right?<br>-- |
| transfer_check_replacement   | Always | mm0210_cnf_ini_36 | You're calling about a replacement check. Right?<br>--  |
| transfer_child_support       | Always | mm0210_cnf_ini_37 | You're calling about child support. Right?<br>--  |
| transfer_circuit_breaker     | Always | mm0210_cnf_ini_38 | Sounds like you're calling for circuit breaker information. Is that right?<br>--                |
| transfer_claims_medicare     | Always | mm0210_cnf_ini_40 | You're calling about a Medicare claim. Right?<br>--   |
| transfer_claims_new          | Always | mm0210_cnf_ini_65 | You're calling about a new claim. Right?<br>--  |
| transfer_college             | Always | mm0210_cnf_ini_41 | Sounds like your calling about college. Right?<br>--  |
| transfer_complaint           | Always | mm0210_cnf_ini_   | Sounds like your calling about a complaint. Is that   |

|                            |        |                   |  |
|----------------------------|--------|-------------------|--|
| plaint                     |        | 42                | right?<br>--   |
| transfer_death             | Always | mm0210_cnf_ini_43 | You're calling to report a death or get information about death benefits. Right?<br>--   |
| transfer_debit_card        | Always | mm0210_cnf_ini_44 | Sounds like you're calling about a 'Debit Card.' Is that right?<br>--                    |
| transfer_dependent         | Always | mm0210_cnf_ini_46 | You're calling about a dependent. Is that right?<br>--                                   |
| transfer_disability        | Always | mm0210_cnf_ini_48 | Your calling about disability benefits or a disability report. Is that right?<br>--      |
| transfer_divorce           | Always | mm0210_cnf_ini_49 | Sounds like you're calling about a divorce. Is that right?<br>--                         |
| transfer_earnings_general  | Always | mm0210_cnf_ini_50 | Sounds like you're calling about earnings. Is that right?<br>--                          |
| transfer_eligibility       | Always | mm0210_cnf_ini_11 | Sounds like you have a question about eligibility for benefits. Is that right?<br>--     |
| transfer_employment_change | Always | mm0210_cnf_ini_52 | You're calling about a change to your employment. Is that right?<br>--                   |
| transfer_fax               | Always | mm0210_cnf_ini_53 | Sounds like you're calling to get a fax number or a document faxed. Is that right?<br>-- |
| transfer_food_stamps       | Always | mm0210_cnf_ini_54 | Sounds like you're calling about food stamps. Is that right?<br>--                       |
| transfer_forms_w2          | Always | mm0210_cnf_ini_80 | You're calling about a W2 form. Is that right?<br>--                                     |
| transfer_fraud             | Always | mm0210_cnf_ini_55 | Sounds like you're calling about fraud. Is that right?<br>--                             |
| transfer_housing           | Always | mm0210_cnf_ini_56 | You're calling about housing options. Right?<br>--                                       |
| transfer_insurance         | Always | mm0210_cnf_ini_57 | Sounds like you're calling about insurance. Is that right?<br>--                         |
| transfer_legal             | Always | mm0210_cnf_ini_58 | Sounds like you're calling about a legal issue. Is that right?<br>--                     |
| transfer_letter            | Always | mm0210_cnf_ini_59 | Sounds like you're calling about a letter. Is that right?<br>--                          |
| transfer_license           | Always | mm0210_cnf_ini_60 | You're calling about a license. Right?<br>--   |
| transfer_loans             | Always | mm0210_cnf_ini_61 | You're calling about a loan. Is that right?<br>--  |
| transfer_marriage          | Always | mm0210_cnf_ini_62 | You're calling about a change in marital status. Is that right?<br>--                    |
| transfer_military_service  | Always | mm0210_cnf_ini_63 | You're calling about military service. Is that right?<br>--                              |



|                                      |        |                   |   |
|--------------------------------------|--------|-------------------|---|
| transfer_pass<br>word                | Always | mm0210_cnf_ini_66 | Sounds like you're calling about a password. Is that right?<br>--                                 |
| transfer_pay<br>ment_amount          | Always | mm0210_cnf_ini_67 | Sounds like you're calling about a payment amount. Is that right?<br>--                           |
| transfer_pay<br>ment_arrang<br>ement | Always | mm0210_cnf_ini_68 | Sounds like you're calling about a payment arrangement. Is that right?<br>--                      |
| transfer_pay<br>ment_over            | Always | mm0210_cnf_ini_69 | Sounds like you're calling about an overpayment. Is that right?<br>--                             |
| transfer_pay<br>ment_stop            | Always | mm0210_cnf_ini_70 | You're calling to stop payment. Is that right?<br>--  |
| transfer_pens<br>ion                 | Always | mm0210_cnf_ini_71 | Sounds like you're calling about a pension. Is that right?<br>--                                  |
| transfer_refu<br>nd                  | Always | mm0210_cnf_ini_73 | You're calling about a refund. Right?<br>--   |
| transfer_retir<br>ement              | Always | mm0210_cnf_ini_75 | You're calling about retirement benefits. Right?<br>--  |
| transfer_retur<br>n_call             | Always | mm0210_cnf_ini_76 | You're returning a call. Right?<br>--   |
| transfer_ssi_<br>change              | Always | mm0210_cnf_ini_35 | You're calling about a change to your Supplemental Security Income benefits. Is that right?<br>-- |
| transfer_tax_<br>withholding         | Always | mm0210_cnf_ini_78 | Sounds like you're calling about tax withholding. Is that right?<br>--                            |
| update_infor<br>mation               | Always | mm0210_cnf_ini_79 | Your calling to change or update information. Is that right?<br>--                                |

**Confirmation Recovery Behavior**


| Type      | Condition | Action  | Transition   |
|-----------|-----------|---|--|
| noinput 1 | --        | <b>Prompt :</b> [mm0210_cnf_ni1_01]<br>Sorry. Please say 'yes' or 'no.'<br>-- | <b>Re-Recognition :</b> Reprompt                           |
| noinput 2 | --        | <b>Prompt :</b> [mm0210_cnf_ni2_01]<br>Let's try this a different way.<br>--  | <b>goto :</b><br><a href="#">mm0600_BackoffMainMenu_DM</a> |
| nomatch 1 | --        | <b>Prompt :</b> [gl_cnf_nm1_01]<br>Sorry. Please say 'yes' or 'no.'<br>n/a    | <b>Re-Recognition :</b> Reprompt                           |
| nomatch 2 | --        | <b>Prompt :</b> [mm0210_cnf_nm2_01]<br>Let's try this a different way.<br>--  | <b>goto :</b><br><a href="#">mm0600_BackoffMainMenu_DM</a> |

**Recovery Behavior**


| Type      | Condition | Action   | Transition   |
|-----------|-----------|--|--|
| nomatch 1 | --        | <b>Prompt :</b> [mm0210_nm1_01]<br>Let's try this a different way.<br>-- | <b>goto :</b><br><a href="#">mm0600_BackoffMainMenu_DM</a> |
| noinput 1 | --        | <b>Prompt :</b> [mm0210_ni1_01]<br>Let's try this a different way.<br>-- | <b>goto :</b><br><a href="#">mm0600_BackoffMainMenu_DM</a> |

| <b>Commands: State-Specific Behavior</b>   |       |
|--|-------|
| <a href="#">See 1.2 Global Commands</a>  |       |
| <b>Commands: Disabled Globals</b>  |       |
| StartOver, operator  |       |
| <b>Commands: Confirmations</b>   |       |
| <a href="#">See 1.2 Global Commands</a>  |       |
| <b>Config Parameters</b>   |       |
| Parameter  | Value |
| maxnomatchestotal  | 1     |
| maxnoinputtotal  | 1     |
| <b>Developer Notes</b>   |       |
| note that the ultimate array of tags in the NLU grammar will be determined by analysis of collected data |       |

**mm0300\_GetCOLABroadcast\_DB**

| <b>Data Access</b>  |  |  |
|--|--|--|
| Database lookup to retrieve information related to the cost of living adjustment broadcast message.    |  |  |
| <b>Entering From</b>   |  |  |
| <a href="#">mm0210_SFMainMenu_DM</a>   |  |  |
| <b>Input parameters</b>  |  |  |
| Parameter  | Value  |  |
| broadcastName  | The wav file to be played.   |  |
| language   | English  |  |
| <b>Output parameters</b>   |  |  |
| Variable   | Description  |  |
| colaBroadcastPrompt  | The name of the recording (wav file)                                 |  |
| colaMsgStartTime   | The beginning of the time range when the message needs to be played. |  |
| colaMsgEndTime   | The end of the time range whe the message needs to be played.        |  |
| colaActiveFlag   | Indicator that determines if the message is active or not.           |  |
| <b>Actions</b>   |  |  |
| Condition  | Action   | Transition                               |
| Always   | --   | <a href="#">goto : mm0302_COLAMsg_PP</a> |
| <b>Recovery Behavior</b>   |  |  |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |  |  |
| <b>Developer Notes</b>   |  |  |
| --   |  |  |

**mm0302\_COLAMsg\_PP**

|  |  |
|--|--|
| <b>Complex Play Prompt</b>  |  |
| This state plays the pre-recorded cost of living adjustment message.   |  |
| <b>Entering From</b>   |  |
| <a href="#">mm0300_GetCOLABroadcast_DB</a> , <a href="#">mm0303_AskRepeatCola_DM</a>                             |  |


| <b>Actions</b>         |   |                                       |
|------------------------|---|---------------------------------------|
| <b>Condition</b>       | <b>Action</b>   | <b>Transition</b>                     |
| Always                 | <b>Comment :</b> Play the colaBroadcastPrompt (wav file), then play 500ms of silence. | <b>goto :</b> mm0303_AskRepeatCola_DM |
| <b>Developer Notes</b> |   |                                       |
| --                     |   |                                       |

**mm0303\_AskRepeatCola\_DM**


| <b>CustomContext Recognition</b>  |                      |  |   |                |
|---|----------------------|--|---|----------------|
| Asks the caller if they'd like to hear the cost of living adjustment message again. |                      |  |   |                |
| <b>Entering From</b>  |                      |  |   |                |
| mm0302_COLAMsg_PP   |                      |  |   |                |
| <b>Initial Prompts</b>  |                      |  |   |                |
| <b>Type</b>   | <b>Condition</b>     | <b>Name</b>  | <b>Wording</b>                                |                |
| initial   | Always               | mm0303_ini_01  | Now, would you like to hear that again?<br>-- |                |
| <b>Grammar</b>  |                      |  |   |                |
| <b>Sample Expressions</b>   |                      | <b>DTMF</b>  | <b>Reco Var/Option</b>                        | <b>Confirm</b> |
| yes, yes please<br>--<br>// yes   |                      | 1  | <cola_msg_yesno yes>                          | Never          |
| no, no thanks<br>--<br>// no  |                      | 2  | <cola_msg_yesno no>                           | Never          |
| <b>Actions</b>  |                      |  |   |                |
| <b>Option</b>   | <b>Condition</b>     | <b>Action</b>  | <b>Transition</b>                             |                |
| no  | Always               | <b>Prompt :</b> [mm0303_out_01]<br>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.<br>--                     | <b>goto :</b> mm0200_SFToggle_DS              |                |
| yes   | Always               | <b>Prompt :</b> [mm0303_out_02]<br>Sure.<br>--   | <b>goto :</b> mm0302_COLAMsg_PP               |                |
| <b>Recovery Behavior</b>  |                      |  |   |                |
| <b>Type</b>   | <b>Condition</b>     | <b>Action</b>  | <b>Transition</b>                             |                |
| nomatch 1   | Always               | <b>Prompt :</b> [mm0303_nm1_01]<br>Let's try again...Would you like to hear that COLA information again?<br>--   | <b>Re-Recognition :</b>                       |                |
| nomatch 2   | Always               | <b>Prompt :</b> [mm0303_nm2_01]<br>Sorry. To hear the information about this year's 'Cost of Living Adjustment' again, press 1. If you don't want to hear it again, press 2.<br>-- | <b>Re-Recognition :</b>                       |                |
| nomatch 3   | If office_hours=true | <b>Prompt :</b> [mm0303_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...<br>--  | <b>goto :</b> mm0200_SFToggle_DS              |                |

|  |                           |   |  |
|--|---------------------------|---|--|
| nomatch 3                                | Else (office_hours=false) | <b>Prompt :</b> [mm0303_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| noinput 1                                | Always                    | <b>Prompt :</b> [mm0303_ni1_01]<br>If you'd like me to repeat that COLA information, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>                          |
| noinput 2                                | If office_hours=true      | <b>Prompt :</b> [mm0303_ni2_01]<br>To speak with someone, press 0. Otherwise,...<br>--  | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| noinput 2                                | Else (office_hours=false) | <b>Prompt :</b> [mm0303_ni2_02]<br>Let's keep going...<br>--  | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| <b>Commands: State-Specific Behavior</b> |                           |   |  |
| <b>Type</b>                              | <b>Condition</b>          | <b>Action</b>   | <b>Transition</b>                                |
| repeat                                   | --                        | --  | <b>goto :</b> <a href="#">mm0302_COLAMsg_PP</a>  |
| <b>Commands: Confirmations</b>           |                           |   |  |
| <a href="#">See 1.2 Global Commands</a>  |                           |   |  |
| <b>Config Parameters</b>                 |                           |   |  |
| <b>Parameter</b>                         | <b>Value</b>              |   |  |
| --                                       | --                        |   |  |
| <b>Developer Notes</b>                   |                           |   |  |
| --                                       |                           |   |  |

### mm0305\_IsChangeOfAddressEnabled\_DS


|  |                       |                   |   |
|--|-----------------------|-------------------|---|
| <b>Decision</b>  |                       |                   |  |
| Sets variable for use by the KBA for the 'Change of Address' task. Identifies if change of address is enabled or not and transitions accordingly.                              |                       |                   |   |
| <b>Entering From</b>   |                       |                   |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0910_UpdatePersonalInfo_DM</a> , <a href="#">mm1110_UpdatePersonalInfo_DM</a> , <a href="#">mm0430_AddressDisambig_DM</a> |                       |                   |   |
| <b>Actions</b>   |                       |                   |   |
| <b>Condition</b>   | <b>Action</b>         | <b>Transition</b> |   |
| If current_task = change_address   | If coa_active = false | --                | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>                                     |
| Always<br>Else   |                       | --                | <b>goto :</b> <a href="#">mm0310_ChangeOfAddress_SD</a>                               |
| <b>Developer Notes</b>   |                       |                   |   |
| --   |                       |                   |   |

### mm0310\_ChangeOfAddress\_SD

|  |  |   |
|--|--|---|
| <b>Subdialog Call</b>                              |  |  |
| Subdialog call for Change of Address               |  |   |
| <b>Entering From</b>                               |  |   |
| <a href="#">mm0305_IsChangeOfAddressEnabled_DS</a> |  |   |
| <b>Dialog called</b>                               |  |   |

|   |  |   |
|---|--|---|
| Proceed to initial node in: <a href="#">ChangeOfAddress</a> |  |   |
| <b>Input parameters</b>                                     |  |   |
| <b>Parameter</b>  | <b>Value</b>                             |   |
| --  | --                                       |   |
| <b>Output parameters</b>                                    |  |   |
| <b>Variable</b>   | <b>Subdialog Variable</b>                |   |
| --  | --                                       |   |
| <b>Actions</b>  |  |   |
| <b>Condition</b>  | <b>Action</b>                            | <b>Transition</b>                           |
| If attestation_confirmed=declined                           | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a>  |
| Elseif coa_transaction_status=success                       | --                                       | <a href="#">goto : mm0210_SFMainMenu_DM</a> |
| Elseif coa_transaction_status=receiving_ssi                 | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a>  |
| Elseif coa_transaction_status=not_eligible                  | --                                       | <a href="#">goto : mm0200_SFToggle_DS</a>   |
| Elseif coa_transaction_status=non_resident                  | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a>  |
| Elseif coa_transaction_status=not_self                      | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a>  |
| Elseif coa_transaction_status=no_zip                        | --                                       | <a href="#">goto : mm0200_SFToggle_DS</a>   |
| Else (coa_transaction_status=failure)                       | <b>Assign</b> : transfer_reason =failure | <a href="#">goto : mm3000_ABRStatus_DS</a>  |
| <b>Recovery Behavior</b>                                    |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>            |  |   |
| <b>Developer Notes</b>                                      |  |   |
| --  |  |   |

**mm0320\_FieldOfficeLocator\_SD**

|  |  |  |   |
|--|--|--|---|
| <b>Subdialog Call</b>  |  |  |  |
| Subdialog call for Field Office Locator  |  |  |   |
| <b>Entering From</b>   |  |  |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0600_BackoffMainMenu_DM</a> , <a href="#">mm1430_SocialSecurityCardMenu_DM</a> , <a href="#">mm2120_ChangeMsg_DM</a> , <a href="#">mm2200_BecomePayee_DM</a> , <a href="#">mm1520_GetForm_DM</a> , <a href="#">mm1600_SubmitForm_DM</a> , <a href="#">mm0530_BenefitsStatement_SD</a> , <a href="#">mm0430_AddressDisambig_DM</a> , <a href="#">mm0460_SSNVerification_DM</a> |  |  |   |
| <b>Dialog called</b>   |  |  |   |
| Proceed to initial node in: <a href="#">FieldOfficeLocator</a>   |  |  |   |
| <b>Input parameters</b>  |  |  |   |
| <b>Parameter</b>   | <b>Value</b>   |  |   |
| --   | --   |  |   |
| <b>Output parameters</b>   |  |  |   |
| <b>Variable</b>  | <b>Subdialog Variable</b>  |  |   |
| --   | --   |  |   |
| <b>Actions</b>   |  |  |   |
| <b>Condition</b>   | <b>Action</b>  | <b>Transition</b>                                  |   |
| If fol_transaction_status=success  | If card_type=both<br><b>Prompt</b> : [mm0320_out_01]<br>Now let's take care of your Medicare card... | <a href="#">goto : mm1105_MedicareCardsMenu_DM</a> |   |

|  |      |  |                                   |
|--|------|--|-----------------------------------|
|  |      | --   |                                   |
| ^  | Else | <b>Prompt</b> : [mm0320_out_02]<br>If you're finished, feel free to hang up.<br>Otherwise...<br>-- | <b>goto</b> : mm0200_SFToggle_DS  |
| If fol_transaction_status=dont_know_zip          |      | --   | <b>goto</b> : mm3000_ABRStatus_DS |
| Else (If fol_transaction_status=failure)         |      | <b>Assign</b> : transfer_reason =failure   | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Recovery Behavior</b>                         |      |  |                                   |
| <a href="#">See 1.1 Global Recovery Behavior</a> |      |  |                                   |
| <b>Developer Notes</b>                           |      |  |                                   |
| --   |      |  |                                   |

### mm0325\_IsDirectDepositEnabled\_DS


| Decision   |        |                                       |
|--|--------|---------------------------------------|
| Sets variable for use by the KBA for the 'Direct Deposit' tasks. Identifies if direct deposit is enabled or not and transitions accordingly. |        |                                       |
| <b>Entering From</b>   |        |                                       |
| mm0210_SFMainMenu_DM, mm0700_Benefits_DM, mm0910_UpdatePersonalInfo_DM, mm0610_BackoffOtherOptionsMenu_DM                                    |        |                                       |
| <b>Actions</b>   |        |                                       |
| Condition  | Action | Transition                            |
| If current_task = direct_deposit<br>If direct_deposit_active = false   | --     | <b>goto</b> : mm3000_ABRStatus_DS     |
| Always<br>Else   | --     | <b>goto</b> : mm0330_DirectDeposit_SD |
| <b>Developer Notes</b>   |        |                                       |
| --   |        |                                       |

### mm0330\_DirectDeposit\_SD


| Subdialog Call  |                    |                                   |
|---|--------------------|-----------------------------------|
| Subdialog call for Direct Deposit                         |                    |                                   |
| <b>Entering From</b>                                      |                    |                                   |
| mm0325_IsDirectDepositEnabled_DS                          |                    |                                   |
| <b>Dialog called</b>                                      |                    |                                   |
| Proceed to initial node in: <a href="#">DirectDeposit</a> |                    |                                   |
| <b>Input parameters</b>                                   |                    |                                   |
| Parameter   | Value              |                                   |
| --  | --                 |                                   |
| <b>Output parameters</b>                                  |                    |                                   |
| Variable  | Subdialog Variable |                                   |
| --  | --                 |                                   |
| <b>Actions</b>  |                    |                                   |
| Condition   | Action             | Transition                        |
| If attestation_confirmed=declined                         | --                 | <b>goto</b> : mm3000_ABRStatus_DS |
| Elseif dd_transaction_status=success                      | --                 | <b>goto</b> : 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 |
| <b>Recovery Behavior</b>                         |                                   |                            |
| <a href="#">See 1.1 Global Recovery Behavior</a> |                                   |                            |
| <b>Developer Notes</b>                           |                                   |                            |
| --   |                                   |                            |

### mm0400\_GetTaxesBroadcast\_DB

| Data Access  |  |                           |
|---|--|---------------------------|
| Database lookup to retrieve information related to the tax informational broadcast message.     |  |                           |
| <b>Entering From</b>  |  |                           |
| <a href="#">mm0210_SFMainMenu_DM</a>  |  |                           |
| <b>Input parameters</b>   |  |                           |
| Parameter   | Value  |                           |
| broadcastName   | The wav file to be played.   |                           |
| language  | English  |                           |
| <b>Output parameters</b>  |  |                           |
| 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.           |                           |
| <b>Actions</b>  |  |                           |
| Condition   | Action   | Transition                |
| Always  | --   | goto : mm0405_TaxesMsg_PP |
| <b>Recovery Behavior</b>  |  |                           |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |  |                           |
| <b>Developer Notes</b>  |  |                           |
| --  |  |                           |


### mm0405\_TaxesMsg\_PP

| Complex Play Prompt  |           |      |         |
|---|-----------|------|---------|
| This state plays the pre-recorded tax information message.  |           |      |         |
| <b>Entering From</b>  |           |      |         |
| <a href="#">mm0400_GetTaxesBroadcast_DB</a> , <a href="#">mm0410_AskRepeatTaxes_DM</a>                    |           |      |         |
| <b>Initial Prompts</b> [Barge-in is OFF]  |           |      |         |
| Type  | Condition | Name | Wording |

|         |        |               |   |
|---------|--------|---------------|---|
| initial | Always | mm0405_ini_01 | Whenever you work in a job that's covered by Social Security, your employer must deduct your Social Security and Medicare taxes from your salary, and must pay an equal employer's share of the taxes. If you're self-employed and the net profit from your business is more than \$400, that, too, is covered by Social Security and Medicare. You must report those earnings and pay the Social Security and Medicare taxes when you file your personal income tax return for the year.<br>-- |
| initial | ^      | mm0405_ini_02 | <500ms silence><br>--   |
| initial | ^      | mm0405_ini_03 | <Play the taxBroadcastPrompt (wav file)><br>--  |
| initial | ^      | mm0405_ini_04 | <500ms silence><br>--   |
| initial | ^      | mm0405_ini_05 | You can claim a refund for the excess taxes that were withheld when you file your personal income tax return with the Internal Revenue Service. If you're receiving Social Security benefits and continue to work, these extra earnings may help increase the amount of your benefits. We check these additional earnings each year, and if they raise your benefits, we'll notify you of the new amount.<br>--   |
| initial | ^      | mm0400_ini_06 | <500ms silence><br>--   |

|                        |               |                                 |
|------------------------|---------------|---------------------------------|
| <b>Actions</b>         |               |                                 |
| <b>Condition</b>       | <b>Action</b> | <b>Transition</b>               |
| Always                 | --            | goto : mm0410_AskRepeatTaxes_DM |
| <b>Developer Notes</b> |               |                                 |
| --                     |               |                                 |

**mm0410\_AskRepeatTaxes\_DM**

|   |                  |               |   |   |
|---|------------------|---------------|---|---|
| <b>CustomContext Recognition</b>                                |                  |               |   |  |
| Asks the caller if they'd like to hear the taxes message again. |                  |               |   |   |
| <b>Entering From</b>  |                  |               |   |   |
| <a href="#">mm0405_TaxesMsg_PP</a>                              |                  |               |   |   |
| <b>Initial Prompts</b>  |                  |               |   |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>                                |   |
| initial   | Always           | mm0410_ini_01 | Now, would you like to hear that again?<br>-- |   |
| <b>Grammar</b>  |                  |               |   |   |
| <b>Sample Expressions</b>                                       |                  | <b>DTMF</b>   | <b>Reco Var/Option</b>                        | <b>Confirm</b>  |
| yes, yes please<br>--<br>// yes                                 |                  | 1             | <cola_msg_yesno yes>                          | Never   |
| no, no thanks<br>--<br>// no                                    |                  | 2             | <cola_msg_yesno no>                           | Never   |
| <b>Actions</b>  |                  |               |   |   |



| Option | Condition | Action   | Transition                       |
|--------|-----------|--|----------------------------------|
| no     | Always    | <b>Prompt :</b> [mm0410_out_01]<br>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.<br>-- | <b>goto :</b> mm0200_SFToggle_DS |
| yes    | Always    | <b>Prompt :</b> [mm0410_out_02]<br>Sure.<br>--   | <b>goto :</b> mm0405_TaxesMsg_PP |

**Recovery Behavior**

| Type      | Condition                 | Action  | Transition                       |
|-----------|---------------------------|---|----------------------------------|
| nomatch 1 | Always                    | <b>Prompt :</b> [mm0410_nm1_01]<br>Let's try again...Would you like to hear that tax information again?<br>--   | <b>Re-Recognition :</b>          |
| nomatch 2 | Always                    | <b>Prompt :</b> [mm0410_nm2_01]<br>Sorry. To hear the information about taxes and the Social Security Administration again, press 1. If you don't want to hear it again, press 2.<br>-- | <b>Re-Recognition :</b>          |
| nomatch 3 | If office_hours=true      | <b>Prompt :</b> [mm0410_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...<br>--   | <b>goto :</b> mm0200_SFToggle_DS |
| nomatch 3 | Else (office_hours=false) | <b>Prompt :</b> [mm0410_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b> mm0200_SFToggle_DS |
| noinput 1 | Always                    | <b>Prompt :</b> [mm0410_ni1_01]<br>If you'd like me to repeat that tax information, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--  | <b>Re-Recognition :</b>          |
| noinput 2 | If office_hours=true      | <b>Prompt :</b> [mm0410_ni2_01]<br>To speak with someone, press 0.<br>Otherwise,...<br>--   | <b>goto :</b> mm0200_SFToggle_DS |
| noinput 2 | Else (office_hours=false) | <b>Prompt :</b> [mm0410_ni2_02]<br>Let's keep going...<br>--  | <b>goto :</b> mm0200_SFToggle_DS |

**Commands: State-Specific Behavior**

| Type   | Condition | Action | Transition                       |
|--------|-----------|--------|----------------------------------|
| repeat | --        | --     | <b>goto :</b> mm0405_TaxesMsg_PP |

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**mm0420\_AddressVerifyMsg\_DM**

| CustomContext Recognition  |           |  |  |
|---|-----------|--|--|
| Informational message for callers wanting to verify their name or address.                                    |           |  |  |
| <b>Entering From</b>  |           |  |  |
| mm0210_SFMainMenu_DM  |           |  |  |
| <b>Initial Prompts</b>  |           |  |  |
| Type  | Condition | Name   | Wording  |
| initial   | Always    | mm0420_ini_01  | If you've recently submitted a change of name or address, you should know that it takes approximately three business days to change our records. Social Security will send a confirmation letter to your old address a few days after your request. If you have your check mailed to you, it may take three WEEKS from the date of your confirmation letter to change your address on your benefit check. If you requested that the change take place as soon as possible, the notice and your check may still go to your old address until we've had a chance to update our records. Oh, and to make sure you get all of your mail, don't forget to contact the Post Office to register your change of address.<br>-- |
| initial   | ^         | mm0420_ini_02  | <500ms silence><br>--  |
| initial   | ^         | mm0420_ini_03  | Now, would you like to hear that information again?<br>--  |
| <b>Grammar</b>  |           |  |  |
| Sample Expressions  | DTMF      | Reco Var/Option  | Confirm  |
| yes, yes please<br>--<br>// yes   | 1         | <ss5verify_msg_yesno yes>  | Never  |
| no, no thanks<br>--<br>// no  | 2         | <ss5verify_msg_yesno no>   | Never  |
| <b>Actions</b>  |           |  |  |
| Option  | Condition | Action   | Transition   |
| no  | Always    | <b>Prompt :</b> [mm0420_out_01]<br>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.<br>-- | <b>goto :</b> mm0200_SFToggle_DS   |
| yes   | Always    | <b>Prompt :</b> [mm0420_out_02]<br>Sure.<br>--   | <b>Re-Recognition :</b> Reprompt   |
| <b>Recovery Behavior</b>  |           |  |  |
| Type  | Condition | Action   | Transition   |
| nomatch 1   | Always    | <b>Prompt :</b> [mm0420_nm1_01]<br>Let's try again...Would you like to hear that information again?<br>--  | <b>Re-Recognition :</b>  |
| nomatch 2   | Always    | <b>Prompt :</b> [mm0420_nm2_01]<br>Sorry. To hear the information again, press 1. If you don't want to hear it   | <b>Re-Recognition :</b>  |

|  |                           |  |  |
|--|---------------------------|--|--|
|  |                           | again, press 2.<br>--  |  |
| nomatch 3  | If office_hours=true      | <b>Prompt :</b> [mm0420_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...                | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| nomatch 3  | Else (office_hours=false) | <b>Prompt :</b> [mm0420_nm3_02]<br>Sorry we're having trouble. Let's keep going...   | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| noinput 1  | Always                    | <b>Prompt :</b> [mm0420_ni1_01]<br>If you'd like me to repeat that information, say 'Yes' or press 1. If not, say 'No' or press 2. | <b>Re-Recognition :</b>                          |
| noinput 2  | If office_hours=true      | <b>Prompt :</b> [mm0420_ni2_01]<br>To speak with someone, press 0.<br>Otherwise,...  | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| noinput 2  | Else (office_hours=false) | <b>Prompt :</b> [mm0420_ni2_02]<br>Let's keep going...   | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| <b>Commands: State-Specific Behavior</b>           |                           |  |  |
| <a href="#">See 1.2 Global Commands</a>            |                           |  |  |
| <b>Commands: Confirmations</b>                     |                           |  |  |
| <a href="#">See 1.2 Global Commands</a>            |                           |  |  |
| <b>Config Parameters</b>                           |                           |  |  |
| <b>Parameter</b>                                   |                           | <b>Value</b>   |  |
| --   |                           | --   |  |
| <b>Developer Notes</b>                             |                           |  |  |
| Automatically returns to SFMainMenu on 2nd noinput |                           |  |  |

### mm0430\_AddressDisambig\_DM

| CustomContext Recognition  |           |               |   |              |
|--|-----------|---------------|---|--------------|
| This is a disambiguation state to determine if the caller wants to update their personal address or find a Social Security field office. |           |               |   |              |
| <b>Entering From</b>   |           |               |   |              |
| <a href="#">mm0210_SFMainMenu_DM</a>   |           |               |   |              |
| <b>Initial Prompts</b>   |           |               |   |              |
| Type   | Condition | Name          | Wording   |              |
| initial  | Always    | mm0430_ini_01 | Which would you like to do -- 'Update Your Address' or 'Find a Social Security Office'?<br>-- |              |
| <b>Grammar</b>   |           |               |   |              |
| Sample Expressions   |           | DTMF          | Reco Var/Option   | Confirm      |
| update address, update my address<br>--  |           | 1             | <address_disambig_menu update_address>  | If Necessary |
| find a Social Security office, Social Security office, find an office, office<br>--  |           | 2             | <address_disambig_menu office>  | If Necessary |
| <b>Actions</b>   |           |               |   |              |

| Option         | Condition | Action  | Transition                                       |
|----------------|-----------|---|--|
| update_address | Always    | <b>Assign</b> : current_task =change_address        | --   |
| ^              | ^         | <b>Assign</b> : final_intent =change_of_address     | --   |
| ^              | ^         | <b>Prompt</b> : [mm0430_out_01]<br>All right.<br>-- | <b>goto</b> : mm0305_IsChangeOfAddressEnabled_DS |
| office         | Always    | <b>Assign</b> : current_task =field_office_locator  | --   |
| ^              | ^         | <b>Assign</b> : final_intent =field_office_locator  | --   |
| ^              | ^         | <b>Prompt</b> : [mm0430_out_02]<br>All right.<br>-- | <b>goto</b> : mm0320_FieldOfficeLocator_SD       |

**Confirmation Prompts**

| Option         | Condition | Name              | Wording   |
|----------------|-----------|-------------------|---|
| update_address | Always    | mm0430_cnf_ini_01 | You want to update YOUR address. Right?<br>--                   |
| office         | Always    | mm0430_cnf_ini_02 | You'd like to find a local Social Security office. Right?<br>-- |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition                        |
|-----------|-----------|--|-----------------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [mm0430_nm1_01]<br>Let's try again...You can say 'Update Address' or 'Find an Office'.<br>--   | <b>Re-Recognition</b> :           |
| nomatch 2 | Always    | <b>Prompt</b> : [mm0430_nm2_01]<br>Sorry. If you would like to update your address, say 'Update Address' or press 1. Otherwise, if you'd like to find a local Social Security office, say 'Find an Office' or press 2.<br>-- | <b>Re-Recognition</b> :           |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                                |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1 | Always    | <b>Prompt</b> : [mm0430_ni1_01]<br>If you want to update your address, say 'Update Address'. Otherwise, to find a Social Security office, say 'Find an Office'.<br>--  | <b>Re-Recognition</b> :           |
| noinput 2 | Always    | <b>Prompt</b> : [mm0430_ni2_01]<br>Sorry. If you would like to update your address, say 'Update Address' or press 1. Otherwise, if you'd like to find a local Social Security office, say 'Find an Office' or press 2.<br>-- | <b>Re-Recognition</b> :           |
| noinput 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                                |

|  |              |   |                                   |
|--|--------------|---|-----------------------------------|
| noinput 3                                | Always       | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |              |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                                   |
| <b>Commands: Confirmations</b>           |              |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                                   |
| <b>Config Parameters</b>                 |              |   |                                   |
| <b>Parameter</b>                         | <b>Value</b> |   |                                   |
| --                                       | --           |   |                                   |
| <b>Developer Notes</b>                   |              |   |                                   |
| --                                       |              |   |                                   |

**mm0440\_DisabilityDisambig\_DM**

| CustomContext Recognition    |           |   |  |
|---|-----------|---|--|
| This is a disambiguation state to determine if the caller wants to apply for benefits, check on the status of a claim, or if they're calling about a benefit check. |           |   |  |
| <b>Entering From</b>  |           |   |  |
| <a href="#">mm0210_SFMainMenu_DM</a>  |           |   |  |
| <b>Initial Prompts</b>  |           |   |  |
| 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'.<br>-- |
| <b>Grammar</b>  |           |   |  |
| Sample Expressions  | DTMF      | Reco Var/Option                                     | Confirm  |
| apply, apply for benefits<br>--   | 1         | <disability_disambig_menu apply>                    | If Necessary   |
| claim status, status of a claim<br>--   | 2         | <disability_disambig_menu claim_status>             | If Necessary   |
| benefit check, check<br>--  | 3         | <disability_disambig_menu check>                    | If Necessary   |
| something else, it's something else<br>--   | 4         | <disability_disambig_menu else>                     | If Necessary   |
| <b>Actions</b>  |           |   |  |
| Option  | Condition | Action  | Transition   |
| apply   | Always    | <b>Assign :</b> final_intent =apply                 | --   |
| ^   | ^         | <b>Prompt :</b> [mm0440_out_01]<br>All right.<br>-- | <b>goto :</b> mm3000_ABRStatus_DS  |
| claim_status  | Always    | <b>Assign :</b> current_task =application_status    | --   |
| ^   | ^         | <b>Assign :</b> final_intent =claims_status_general | --   |
| ^   | ^         | <b>Prompt :</b> [mm0440_out_02]<br>All right.<br>-- | <b>goto :</b> mm0515_ApplicationStatusKBA_DS   |

|       |        |   |  |
|-------|--------|---|--|
| check | Always | <b>Assign</b> : current_task =checks                | --   |
| ^     | ^      | <b>Prompt</b> : [mm0440_out_03]<br>All right.<br>-- | <b>goto</b> :<br><a href="#">mm1900_ReceivingBenefits_DM</a> |
| else  | Always | <b>Assign</b> : final_intent<br>=<current_intent>   | --   |
| ^     | ^      | <b>Prompt</b> : [mm0440_out_04]<br>All right.<br>-- | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>            |

**Confirmation Prompts**

| Option       | Condition | Name              | Wording   |
|--------------|-----------|-------------------|---|
| apply        | Always    | mm0440_cnf_ini_01 | You want to 'Apply for Benefits'. Right?<br>--          |
| check        | Always    | mm0440_cnf_ini_02 | Your calling about a 'Benefit Check'. Right?<br>--      |
| claim_status | Always    | mm0440_cnf_ini_03 | You want to check the 'Status of a Claim'. Right?<br>-- |
| else         | Always    | mm0440_cnf_ini_04 | You're calling about 'Something Else.' Right?<br>--     |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition  |
|-----------|-----------|---|---|
| nomatch 1 | Always    | <b>Prompt</b> : [mm0440_nm1_01]<br>Let's try again...You can say 'Apply for Benefits', 'Claim Status', 'Benefit Check', or 'It's Something Else'.<br>--   | <b>Re-Recognition</b> :                           |
| nomatch 2 | Always    | <b>Prompt</b> : [mm0440_nm2_01]<br>Sorry. If you need to apply for disability benefits, say 'Apply for Benefits' or press 1. If you need to check the status of a disability claim, say 'Claim Status' or press 2. If you are calling about a disability check, say 'Benefit Check' or press 3. OR, for anything else, press 4.<br>-- | <b>Re-Recognition</b> :                           |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error  | --  |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1 | Always    | <b>Prompt</b> : [mm0440_ni1_01]<br>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.<br>--            | <b>Re-Recognition</b> :                           |
| noinput 2 | Always    | <b>Prompt</b> : [mm0440_ni2_01]<br>Sorry. If you need to apply for disability benefits, say 'Apply for Benefits' or press 1. If you need to   | <b>Re-Recognition</b> :                           |


|  |        |   |                                   |
|--|--------|---|-----------------------------------|
|  |        | check the status of a disability claim, say 'Claim Status' or press 2. If you are calling about a disability check, say 'Benefit Check' or press 3. OR, for anything else, press 4.<br>-- |                                   |
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error  | --                                |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Commands: Confirmations</b>           |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Config Parameters</b>                 |        |   |                                   |
| <b>Parameter</b>                         |        | <b>Value</b>  |                                   |
| --                                       |        | --  |                                   |
| <b>Developer Notes</b>                   |        |   |                                   |
| --                                       |        |   |                                   |

### mm0450\_EmploymentDisambig\_DM

| CustomContext Recognition    |           |   |  |
|---|-----------|---|--|
| This is a disambiguation state to determine if the caller needs a copy of their work history (form 7004) or if they are calling about something else related to employment. |           |   |  |
| <b>Entering From</b>  |           |   |  |
| <a href="#">mm0210_SFMainMenu_DM</a>  |           |   |  |
| <b>Initial Prompts</b>  |           |   |  |
| Type  | Condition | Name  | Wording  |
| initial   | Always    | mm0450_ini_01                                       | Do you need a copy of your work history?<br>-- |
| <b>Grammar</b>  |           |   |  |
| Sample Expressions  | DTMF      | Reco Var/Option                                     | Confirm  |
| yes<br>--   | 1         | <employment_disambig_menu_yes<br>no yes>            | Never  |
| no<br>--  | 2         | <employment_disambig_menu_yes<br>no no>             | Never  |
| <b>Actions</b>  |           |   |  |
| Option  | Condition | Action  | Transition                                     |
| no  | Always    | <b>Assign</b> : final_intent<br>=<current_intent>   | --   |
| ^   | ^         | <b>Prompt</b> : [mm0450_out_01]<br>All right.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS              |
| yes   | Always    | <b>Assign</b> : current_task<br>=transcription_7004 | --   |
| ^   | ^         | <b>Assign</b> : final_intent<br>=transcription_7004 | --   |
| ^   | ^         | <b>Prompt</b> : [mm0450_out_02]                     | <b>goto</b> :                                  |

|  |           | All right.<br>--  | <a href="#">mm2000_ReceivingBenefits_DM</a>       |
|--|-----------|---|---|
| <b>Recovery Behavior</b>                 |           |   |   |
| Type                                     | Condition | Action  | Transition  |
| nomatch 1                                | Always    | <b>Prompt :</b> [mm0450_nm1_01]<br>Let's try again...DO you need a copy of your work history?<br>--   | <b>Re-Recognition :</b>                           |
| nomatch 2                                | Always    | <b>Prompt :</b> [mm0450_nm2_01]<br>Sorry. If you need a copy of your work history, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>                           |
| nomatch 3                                | Always    | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3                                | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1                                | Always    | <b>Prompt :</b> [mm0450_ni1_01]<br>If you need a copy of your work history, also known as form 7004, say 'Yes'. If not, say 'No'.<br>--     | <b>Re-Recognition :</b>                           |
| noinput 2                                | Always    | <b>Prompt :</b> [mm0450_ni2_01]<br>Sorry. If you need a copy of your work history, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>                           |
| noinput 3                                | Always    | <b>Assign :</b> transfer_reason =error  | --  |
| noinput 3                                | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| <b>Commands: State-Specific Behavior</b> |           |   |   |
| <a href="#">See 1.2 Global Commands</a>  |           |   |   |
| <b>Commands: Confirmations</b>           |           |   |   |
| <a href="#">See 1.2 Global Commands</a>  |           |   |   |
| <b>Config Parameters</b>                 |           |   |   |
| Parameter                                | Value     |   |   |
| --                                       | --        |   |   |
| <b>Developer Notes</b>                   |           |   |   |
| --                                       |           |   |   |

**mm0460\_SSNVerification\_DM**

| CustomContext Recognition                        |           |               |   |
|---|-----------|---------------|---|
| This state advises the caller on how to verify a Social Security number, whether they are an employer or calling to verify their own. |           |               |   |
| <b>Entering From</b>  |           |               |   |
| <a href="#">mm0210_SFMainMenu_DM</a>  |           |               |   |
| <b>Initial Prompts</b>  |           |               |   |
| Type  | Condition | Name          | Wording   |
| initial   | Always    | mm0460_ini_01 | If you're an employer calling ot verify the Social Security numbers of current or former employees, |



|         |   |               |   |
|---------|---|---------------|---|
|         |   |               | you'll need to visit our website at 'Social Security dot G O V, slash B S O'. If you're calling verify your OWN Social Security number, you'll need to visit your local Social Security Field Office.<br>-- |
| initial | ^ | mm0460_ini_02 | <500ms silence><br>--   |
| initial | ^ | mm0460_ini_03 | You can say 'Repeat That' or 'Find an Office'. Or, if you're finished, just say 'I'm Finished'.<br>--   |

**Grammar**

| Sample Expressions                 | DTMF | Reco Var/Option            | Confirm      |
|------------------------------------|------|----------------------------|--------------|
| repeat, repeat that<br>--          | 1    | <ssn_verify_menu repeat>   | Never        |
| find an office, local office<br>-- | 2    | <ssn_verify_menu office>   | If Necessary |
| i'm finished, i'm done<br>--       | 3    | <ssn_verify_menu finished> | Never        |

**Actions**

| Option   | Condition | Action   | Transition   |
|----------|-----------|--|--|
| office   | Always    | <b>Assign</b> : current_task =field_office_locator   | --   |
| ^        | ^         | <b>Assign</b> : final_intent =field_office_locator   | --   |
| ^        | ^         | <b>Prompt</b> : [mm0460_out_01]<br>All right.<br>--  | <b>goto</b> : <a href="#">mm0320_FieldOfficeLocator_SD</a> |
| finished | Always    | <b>Assign</b> : final_intent =<current_intent>   | --   |
| ^        | ^         | <b>Prompt</b> : [mm0460_out_02]<br>If you're done, feel free to hang up. Otherwise,...<br>-- | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>           |

**Confirmation Prompts**

| Option | Condition | Name              | Wording   |
|--------|-----------|-------------------|---|
| office | Always    | mm0460_cnf_ini_01 | You'd like to find a local Social Security office. Right?<br>-- |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [mm0460_nm1_01]<br>Let's try again...You can say 'Repeat', 'Find an Office', or 'I'm Finished'.<br>--   | <b>Re-Recognition</b> : |
| nomatch 2 | Always    | <b>Prompt</b> : [mm0460_nm2_01]<br>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. | <b>Re-Recognition</b> : |

|  |                  |  |                                   |
|--|------------------|--|-----------------------------------|
|  |                  | --   |                                   |
| nomatch 3                                | Always           | <b>Assign</b> : transfer_reason =error   | --                                |
| nomatch 3                                | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1                                | Always           | <b>Prompt</b> : [mm0460_ni1_01]<br>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'.<br>-- | <b>Re-Recognition</b> :           |
| noinput 2                                | Always           | <b>Prompt</b> : [mm0460_ni2_01]<br>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.<br>--            | <b>Re-Recognition</b> :           |
| noinput 3                                | Always           | <b>Assign</b> : transfer_reason =error   | --                                |
| noinput 3                                | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |                  |  |                                   |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                 |
| repeat                                   | --               | <b>Prompt</b> : [mm0460_repeat_01]<br>Sure.<br>Por supuesto.   | <b>Re-Recognition</b> : Reprompt  |
| <b>Commands: Confirmations</b>           |                  |  |                                   |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |                                   |
| <b>Commands: Grammar</b>                 |                  |  |                                   |
| <b>Sample Expressions</b>                | <b>DTMF</b>      | <b>Command</b>   | <b>Confirm</b>                    |
| repeat that, repeat                      | 9                | repeat   | Never                             |
| <b>Config Parameters</b>                 |                  |  |                                   |
| <b>Parameter</b>                         | <b>Value</b>     |  |                                   |
| --                                       | --               |  |                                   |
| <b>Developer Notes</b>                   |                  |  |                                   |
| --                                       |                  |  |                                   |


**mm0470\_ReplacementDisambig\_DM**

| CustomContext Recognition      |                  |               |   |
|---|------------------|---------------|---|
| This is a disambiguation state to determine if the caller wants to get a replacement 1099, card, or something else. |                  |               |   |
| <b>Entering From</b>  |                  |               |   |
| <a href="#">mm0210_SFMainMenu_DM</a>  |                  |               |   |
| <b>Initial Prompts</b>  |                  |               |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| initial   | Always           | mm0470_ini_01 | Which of these do you need to replace -- a 'Benefits Statement (or '1099')', a 'Medicare or Social Security |


|   |                  |   |   |
|---|------------------|---|---|
|   |                  |   | Card', or say 'It's Something Else?'<br>--                              |
| <b>Grammar</b>                                  |                  |   |   |
| <b>Sample Expressions</b>                       |                  | <b>DTMF</b>   | <b>Reco Var/Option</b>  |
| benefits statement, 1099<br>--                  |                  | 1   | <replacement_disambig_menu<br>1099>                                     |
| medicare card, social security card, card<br>-- |                  | 2   | <replacement_disambig_menu<br>card>                                     |
| something else<br>--                            |                  | 3   | <replacement_disambig_menu<br>else>                                     |
| <b>Actions</b>                                  |                  |   |   |
| <b>Option</b>                                   | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |
| 1099  | Always           | <b>Assign</b> : current_task<br>=benefits_statement   | --  |
| ^   | ^                | <b>Assign</b> : final_intent<br>=1099_benefits_statement  | --  |
| ^   | ^                | <b>Prompt</b> : [mm0470_out_01]<br>All right. Replacement Benefits<br>Statement (or '1099').<br>--  | <b>goto</b> :<br><a href="#">mm0525_BenefitsStatementKBA_DS</a>         |
| card  | Always           | <b>Prompt</b> : [mm0470_out_02]<br>All right. Replacement Card.<br>--   | <b>goto</b> : <a href="#">mm1300_WhichCard_DM</a>                       |
| else  | Always           | <b>Assign</b> : final_intent<br>=<current_intent>   | --  |
| ^   | ^                | <b>Prompt</b> : [mm0470_out_03]<br>All right.<br>--   | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>                       |
| <b>Confirmation Prompts</b>                     |                  |   |   |
| <b>Option</b>                                   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| 1099  | Always           | mm0470_cnf_ini_01   | You want a replacement 'Benefits Statement (or 1099)'. Right?<br>--     |
| card  | Always           | mm0470_cnf_ini_02   | You want a replacement 'Medicare or Social Security Card'. Right?<br>-- |
| else  | Always           | mm0470_cnf_ini_03   | You're calling about 'Something Else.' Right?<br>--                     |
| <b>Confirmation Recovery Behavior</b>           |                  |   |   |
| <a href="#">See 1.3 Global Confirmation</a>     |                  |   |   |
| <b>Recovery Behavior</b>                        |                  |   |   |
| <b>Type</b>                                     | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |
| nomatch 1                                       | Always           | <b>Prompt</b> : [mm0470_nm1_01]<br>Let's try again...You can say 'Benefits Statement', 'Medicare or Social Security Card', OR say 'It's Something Else'.<br>--            | <b>Re-Recognition</b> :   |
| nomatch 2                                       | Always           | <b>Prompt</b> : [mm0470_nm2_01]<br>Sorry. If you need to get a replacement 'Benefits Statement (or 1099)', press 1. For a replacement 'Medicare or Social Security Card', | <b>Re-Recognition</b> :   |

|  |        |  |                                   |
|--|--------|--|-----------------------------------|
|  |        | press 2. OR, for anything else, press 3.<br>--   |                                   |
| nomatch 3                                | Always | <b>Assign</b> : transfer_reason =error   | --                                |
| nomatch 3                                | Always | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1                                | Always | <b>Prompt</b> : [mm0470_ni1_01]<br>You can say 'Benefits Statement' or press 1, 'Medicare or Social Security Card' or press 2, OR say 'It's Something Else' or press 3.<br>--  | <b>Re-Recognition</b> :           |
| noinput 2                                | Always | <b>Prompt</b> : [mm0470_ni2_01]<br>Sorry. If you need to get a replacement 'Benefits Statement (or 1099)', press 1. For a replacement 'Medicare or Social Security Card', press 2. OR, for anything else, press 3.<br>-- | <b>Re-Recognition</b> :           |
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error   | --                                |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |  |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                                   |
| <b>Commands: Confirmations</b>           |        |  |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                                   |
| <b>Config Parameters</b>                 |        |  |                                   |
| <b>Parameter</b>                         |        | <b>Value</b>   |                                   |
| --                                       |        | --   |                                   |
| <b>Developer Notes</b>                   |        |  |                                   |
| --                                       |        |  |                                   |


**mm0500\_BEVEKBA\_DS**

|  |  |                              |   |
|--|--|------------------------------|---|
| <b>Decision</b>  |  |                              |  |
| Sets variable for use by the KBA for the 'Benefits Verification' task  |  |                              |   |
| <b>Entering From</b>   |  |                              |   |
| mm0900_BenefitsMoreOptions_DM, mm2010_BenefitsEarnings_DM, mm2300_FormsGeneral_DM, mm2400_EarningsMenu_DM, mm0610_BackoffOtherOptionsMenu_DM |  |                              |   |
| <b>Actions</b>   |  |                              |   |
| <b>Condition</b>   | <b>Action</b>                                      | <b>Transition</b>            |   |
| Always   | <b>Assign</b> : beve_transaction_status =Undefined | <b>goto</b> : mm0505_BEVE_SD |   |
| <b>Developer Notes</b>   |  |                              |   |
| --   |  |                              |   |


**mm0505\_BEVE\_SD**

| Subdialog Call  |  |  |
|--|--|--|
| Subdialog call for Benefits Verification   |  |  |
| <b>Entering From</b>   |  |  |
| <a href="#">mm0500_BEVEKBA_DS</a>  |  |  |
| <b>Dialog called</b>   |  |  |
| Proceed to initial node in: <a href="#">BenefitsVerification</a>                                   |  |  |
| <b>Input parameters</b>  |  |  |
| Parameter  | Value                                    |  |
| --   | --                                       |  |
| <b>Output parameters</b>   |  |  |
| Variable   | Subdialog Variable                       |  |
| --   | --                                       |  |
| <b>Actions</b>   |  |  |
| Condition  | Action                                   | Transition                                 |
| If attestation_confirmed=declined  | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a> |
| Elseif beve_transaction_status=success   | --                                       | <a href="#">goto : mm0200_SFToggle_DS</a>  |
| Elseif beve_transaction_status=change_address  | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a> |
| Else (beve_transaction_status=failure)   | <b>Assign</b> : transfer_reason =failure | <a href="#">goto : mm3000_ABRStatus_DS</a> |
| <b>Recovery Behavior</b>   |  |  |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |  |  |
| <b>Developer Notes</b>   |  |  |
| --   |  |  |

**mm0515\_ApplicationStatusKBA\_DS**


| Decision    |  |  |
|--|--|--|
| Sets variable for use by the KBA for the 'Claim Status' task   |  |  |
| <b>Entering From</b>   |  |  |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0600_BackoffMainMenu_DM</a> , <a href="#">mm0700_Benefits_DM</a> , <a href="#">mm0810_ApplicationStatusQuestion_DM</a> , <a href="#">mm0440_DisabilityDisambig_DM</a> |  |  |
| <b>Actions</b>   |  |  |
| Condition  | Action   | Transition   |
| Always   | <b>Assign</b> : claims_transaction_status =Undefined | <a href="#">goto : mm0520_ApplicationStatus_SD</a> |
| <b>Developer Notes</b>   |  |  |
| --   |  |  |

**mm0520\_ApplicationStatus\_SD**


| Subdialog Call  |  |  |
|--|--|--|
| Subdialog call for Claim Status  |  |  |
| <b>Entering From</b>   |  |  |
| <a href="#">mm0515_ApplicationStatusKBA_DS</a>   |  |  |

|   |  |  |
|---|--|--|
| <b>Dialog called</b>  |  |  |
| Proceed to initial node in: <a href="#">ClaimStatusRequests</a> |  |  |
| <b>Input parameters</b>   |  |  |
| <b>Parameter</b>  | <b>Value</b>                             |  |
| --  | --                                       |  |
| <b>Output parameters</b>  |  |  |
| <b>Variable</b>   | <b>Subdialog Variable</b>                |  |
| --  | --                                       |  |
| <b>Actions</b>  |  |  |
| <b>Condition</b>  | <b>Action</b>                            | <b>Transition</b>                          |
| If attestation_confirmed=declined                               | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a> |
| Elseif claims_transaction_status=success                        | --                                       | <a href="#">goto : mm0200_SFToggle_DS</a>  |
| Elseif claims_transaction_status=no_confirmation_number         | --                                       | <a href="#">goto : mm3000_ABRStatus_DS</a> |
| Else (claims_transaction_status=failure)                        | <b>Assign</b> : transfer_reason =failure | <a href="#">goto : mm3000_ABRStatus_DS</a> |
| <b>Recovery Behavior</b>  |  |  |
| <a href="#">See 1.1 Global Recovery Behavior</a>                |  |  |
| <b>Developer Notes</b>  |  |  |
| --  |  |  |

**mm0525\_BenefitsStatementKBA\_DS**


|   |   |  |
|---|---|--|
| <b>Decision</b>    |   |  |
| Sets variable for use by the KBA for the 'Benefits statement' task  |   |  |
| <b>Entering From</b>  |   |  |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm2010_BenefitsEarnings_DM</a> , <a href="#">mm2300_FormsGeneral_DM</a> , <a href="#">mm2400_EarningsMenu_DM</a> , <a href="#">mm0610_BackoffOtherOptionsMenu_DM</a> , <a href="#">mm0470_ReplacementDisambig_DM</a> |   |  |
| <b>Actions</b>  |   |  |
| <b>Condition</b>  | <b>Action</b>   | <b>Transition</b>                                  |
| Always  | <b>Assign</b> :<br>benefits_statement_transaction_status =Undefined | <a href="#">goto : mm0530_BenefitsStatement_SD</a> |
| <b>Developer Notes</b>  |   |  |
| --  |   |  |

**mm0530\_BenefitsStatement\_SD**

|   |  |
|---|--|
| <b>Subdialog Call</b>  |  |
| Subdialog call for Benefits Statement   |  |
| <b>Entering From</b>  |  |
| <a href="#">mm0525_BenefitsStatementKBA_DS</a>  |  |
| <b>Dialog called</b>  |  |
| Proceed to initial node in: <a href="#">ReplacementBenefitStatement</a>                                     |  |
| <b>Input parameters</b>   |  |

| Parameter  |  | Value                               |
|--|--|-------------------------------------|
| --   |  | --                                  |
| Output parameters  |  |                                     |
| Variable   | Subdialog Variable   |                                     |
| --   | --   |                                     |
| Actions  |  |                                     |
| Condition  | Action   | Transition                          |
| If attestation_confirmed=declined                          | --   | goto : mm3000_ABRStatus_DS          |
| Elseif benefits_statement_transaction_status=success       | <b>Prompt</b> : [mm0530_out_01]<br>If you're finished, feel free to hang up.<br>Otherwise...<br>-- | goto : mm0200_SFToggle_DS           |
| Elseif benefits_statement_transaction_status=previous_year | --   | goto : mm3000_ABRStatus_DS          |
| Elseif benefits_statement_transaction_status=field_office  | --   | goto : mm0320_FieldOfficeLocator_SD |
| Elseif benefits_statement_transaction_status=replacement   | --   | goto : mm3000_ABRStatus_DS          |
| Else (benefits_statement_transaction_status=failure)       | <b>Assign</b> : transfer_reason =failure   | goto : mm3000_ABRStatus_DS          |
| Recovery Behavior  |  |                                     |
| <a href="#">See 1.1 Global Recovery Behavior</a>           |  |                                     |
| Developer Notes  |  |                                     |
| --   |  |                                     |

**mm0540\_BestTimeMsg\_PP**

| Play Prompt  |           |                           |   |
|---|-----------|---------------------------|---|
| Informational message about the best time to call   |           |                           |   |
| Entering From   |           |                           |   |
| --  |           |                           |   |
| Initial Prompts [Barge-in is OFF]   |           |                           |   |
| Type  | Condition | Name                      | Wording   |
| initial   | Always    | mm0540_out_01             | Agents are available Monday through Friday from 7 AM to 7 PM (except for holidays). Our lines are busiest early in the week and early in the month. You can call any time - 24 hours a day, 7 days a week - to use our automated services. And when you call, it'll help to have your Social Security number handy.<br>-- |
| initial   | ^         | mm0540_out_02             | <500ms silence><br>--   |
| initial   | ^         | mm0540_out_03             | Now,...<br>--   |
| Actions   |           |                           |   |
| Condition   | Action    | Transition                |   |
| Always  | --        | goto : mm0200_SFToggle_DS |   |
| Developer Notes   |           |                           |   |
| NOTE: this state is currently NOT called  |           |                           |   |

### mm0545\_TranscriptionKBA\_DS

| Decision  |   |   |
|---|---|---|
| Sets variable for use by the KBA for the 'Transcription' tasks  |   |   |
| <b>Entering From</b>  |   |   |
| mm0210_SFMainMenu_DM, mm0900_BenefitsMoreOptions_DM, mm2040_FutureBenefits_DM, mm2400_EarningsMenu_DM, mm1520_GetForm_DM, mm1770_OrderDrugFormQuestion_DM |   |   |
| <b>Actions</b>  |   |   |
| Condition   | Action  | Transition  |
| If current_task = transcription_7004  | AND If form_7004_delivery = false                           | --  |
| ^   | Else (form_7004_delivery != false)                          | <b>Assign</b> : transcription_transaction_status =Undefined |
| Else  | <b>Assign</b> : transcription_transaction_status =Undefined | <b>goto</b> : mm3000_ABRStatus_DS                           |
|   |   | <b>goto</b> : mm0550_Transcription_SD                       |
|   |   | <b>goto</b> : mm0550_Transcription_SD                       |
| <b>Developer Notes</b>  |   |   |
| --  |   |   |

### mm0550\_Transcription\_SD

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

### mm0560\_MRCKBA\_DS

| Decision |
|----------|
|          |



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

### mm0565\_MRC\_SD

| Subdialog Call  |                                   |                            |
|---|-----------------------------------|----------------------------|
| Subdialog call for Medicare Replacement Card                        |                                   |                            |
| <b>Entering From</b>  |                                   |                            |
| mm0560_MRCKBA_DS  |                                   |                            |
| <b>Dialog called</b>  |                                   |                            |
| Proceed to initial node in: <a href="#">MedicareReplacementCard</a> |                                   |                            |
| <b>Input parameters</b>   |                                   |                            |
| <b>Parameter</b>  | <b>Value</b>                      |                            |
| --  | --                                |                            |
| <b>Output parameters</b>  |                                   |                            |
| <b>Variable</b>   | <b>Subdialog Variable</b>         |                            |
| --  | --                                |                            |
| <b>Actions</b>  |                                   |                            |
| <b>Condition</b>  | <b>Action</b>                     | <b>Transition</b>          |
| 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_reason =failure | goto : mm3000_ABRStatus_DS |
| <b>Recovery Behavior</b>  |                                   |                            |
| <a href="#">See 1.1 Global Recovery Behavior</a>                    |                                   |                            |
| <b>Developer Notes</b>  |                                   |                            |
| --  |                                   |                            |

### mm0600\_BackoffMainMenu\_DM

| CustomContext Recognition   |                  |             |                |
|---|------------------|-------------|----------------|
| Directed Dialog version of the Main Menu.                                   |                  |             |                |
| <b>Entering From</b>  |                  |             |                |
| mm0210_SFMainMenu_DM, mm0200_SFToggle_DS, mm0610_BackoffOtherOptionsMenu_DM |                  |             |                |
| <b>Initial Prompts</b>  |                  |             |                |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b> | <b>Wording</b> |

|          |                                   |                                    |               |   |
|----------|-----------------------------------|------------------------------------|---------------|---|
| initial  | If first_entry=true               | If non_national_transfer=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.'<br>--                         |
| initial  | ^                                 | Else (non_national_transfer=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.'<br>-- |
| initial  | Else (first_entry=false)          | If backoff_menu_go_back=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.'<br>--                              |
| initial  | ^                                 | Else (backoff_menu_go_back=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.'<br>--   |
| 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.'<br>--                   |

**Grammar**

| Sample Expressions  | DTMF | Reco Var/Option                        | Confirm      |
|---|------|--|--------------|
| check claim status, claim status, application status, check application status<br>--<br>// claim status | 1    | <backoff_main_menu application_status> | If Necessary |
| ?update personal information, update ?personal information<br>--<br>// update personal information      | 2    | <backoff_main_menu update>             | If Necessary |
| ?[new replacement (new or replacement)] ?[(social security) medicare] card[s]<br>--<br>// cards         | 3    | <backoff_main_menu cards>              | If Necessary |
| medicare<br>--<br>// medicare   | 4    | <backoff_main_menu medicare>           | If Necessary |
| find ?(a social security) office, office ?locations<br>--<br>// office locations                        | 5    | <backoff_main_menu office_locations>   | If Necessary |
| [other more] options, something else, none ?(of [them those])<br>--<br>// other options                 | 6    | <backoff_main_menu other_options>      | Always       |
| repeat, repeat that<br>--<br>// repeat  | 9    | <backoff_main_menu repeat>             | Never        |
| <dtmf_7><br>--<br>// Spanish  | 7    | <backoff_main_menu Spanish>            | Never        |

**Actions**

| <b>Option</b>      | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |
|--------------------|------------------|---|---|
| application_status | Always           | <b>Assign</b> : current_task =application_status                      | --  |
| ^                  | ^                | <b>Assign</b> : current_intent =claims_status_general                 | --  |
| ^                  | ^                | <b>Assign</b> : final_intent =claims_status_general                   | --  |
| ^                  | ^                | <b>Assign</b> : first_entry =false                                    | --  |
| ^                  | ^                | <b>Assign</b> : backoff_menu_go_back =false                           | --  |
| ^                  | ^                | <b>Prompt</b> : [mm0600_out_01]<br>Okay. Claim Status.<br>--          | <b>goto</b> : <a href="#">mm0515_ApplicationStatusKBA_DS</a>    |
| cards              | Always           | <b>Assign</b> : backoff_menu_go_back =false                           | --  |
| ^                  | ^                | <b>Assign</b> : current_intent =cards_general                         | --  |
| ^                  | ^                | <b>Assign</b> : first_entry =false                                    | --  |
| ^                  | ^                | <b>Prompt</b> : [mm0600_out_02]<br>All right. Cards.<br>--            | <b>goto</b> : <a href="#">mm1300_WhichCard_DM</a>               |
| medicare           | Always           | <b>Assign</b> : backoff_menu_go_back =false                           | --  |
| ^                  | ^                | <b>Assign</b> : current_intent =medicare                              | --  |
| ^                  | ^                | <b>Assign</b> : first_entry =false                                    | --  |
| ^                  | ^                | <b>Prompt</b> : [mm0600_out_03]<br>All right. Medicare.<br>--         | <b>goto</b> : <a href="#">mm1700_MedicareApplyMenu_DM</a>       |
| office_locations   | Always           | <b>Assign</b> : backoff_menu_go_back =false                           | --  |
| ^                  | ^                | <b>Assign</b> : current_task =field_office_locator                    | --  |
| ^                  | ^                | <b>Assign</b> : current_intent =field_office_locator                  | --  |
| ^                  | ^                | <b>Assign</b> : final_intent =field_office_locator                    | --  |
| ^                  | ^                | <b>Assign</b> : first_entry =false                                    | --  |
| ^                  | ^                | <b>Prompt</b> : [mm0600_out_04]<br>All right. Office Locations.<br>-- | <b>goto</b> : <a href="#">mm0320_FieldOfficeLocator_SD</a>      |
| other_options      | Always           | <b>Assign</b> : first_entry =false                                    | --  |
| ^                  | ^                | <b>Prompt</b> : [mm0600_out_05]<br>All right.<br>--                   | <b>goto</b> : <a href="#">mm0610_BackoffOtherOptionsMenu_DM</a> |
| update             | Always           | <b>Assign</b> : backoff_menu_go_back =false                           | --  |
| ^                  | ^                | <b>Assign</b> : current_intent =update_information                    | --  |
| ^                  | ^                | <b>Assign</b> : first_entry =false                                    | --  |
| ^                  | ^                | <b>Prompt</b> : [mm0600_out_06]<br>Okay. Update Information.<br>--    | <b>goto</b> : <a href="#">mm0910_UpdatePersonalInfo_DM</a>      |

|         |        |  |   |
|---------|--------|--|---|
| repeat  | Always | <b>Prompt</b> : [mm0600_out_07]<br>Sure.<br>-- | <b>Re-Recognition</b> : Reprompt                      |
| Spanish | Always | <b>Assign</b> : current_intent =spanish        | --  |
| ^       | ^      | <b>Assign</b> : final_intent =spanish          | <b>goto</b> :<br><a href="#">mm0150_SpanishApp_EC</a> |

**Confirmation Prompts**

| Option             | Condition | Name              | Wording  |
|--------------------|-----------|-------------------|--|
| application_status | Always    | mm0600_cnf_ini_01 | You're calling about the 'Status of a Claim.'<br>--    |
| cards              | Always    | mm0600_cnf_ini_02 | You want 'Cards.'<br>--                                |
| medicare           | Always    | mm0600_cnf_ini_03 | You want 'Medicare.'<br>--                             |
| office_locations   | Always    | mm0600_cnf_ini_04 | You're calling to find a Social Security office.<br>-- |
| other_options      | Always    | mm0600_cnf_ini_05 | You'd like to hear 'Other Options.'<br>--              |
| update             | Always    | mm0600_cnf_ini_06 | You're calling to Update Personal Information.<br>--   |
| --                 | Always    | gl_cnf_ini_02     | Right?<br>--   |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition  |
|-----------|-----------|--|---|
| nomatch 1 | Always    | <b>Prompt</b> : [mm0600_nm1_01]<br>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.<br>--   | <b>Re-Recognition</b> :                           |
| nomatch 2 | ^         | <b>Prompt</b> : [mm0600_nm2_01]<br>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.<br>-- | <b>Re-Recognition</b> :                           |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --  |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1 | ^         | <b>Prompt</b> : [mm0600_ni1_01]<br>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   | <b>Re-Recognition</b> :                           |

|           |        |  |                                   |
|-----------|--------|--|-----------------------------------|
|           |        | 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.<br>--  |                                   |
| noinput 2 | ^      | <b>Prompt :</b> [mm0600_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b>           |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error   | --                                |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |

| <b>Commands: State-Specific Behavior</b> |           |                                       |                                   |
|--|-----------|---------------------------------------|-----------------------------------|
| Type                                     | Condition | Action                                | Transition                        |
| operator                                 | --        | <b>Confirm :</b> --                   | --                                |
| operator                                 | --        | <b>Assign :</b> current_intent =agent | --                                |
| operator                                 | --        | <b>Assign :</b> final_intent =agent   | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Commands: Disabled Globals</b>        |           |                                       |                                   |
| StartOver, repeat                        |           |                                       |                                   |
| <b>Commands: Confirmations</b>           |           |                                       |                                   |
| <a href="#">See 1.2 Global Commands</a>  |           |                                       |                                   |
| <b>Config Parameters</b>                 |           |                                       |                                   |
| Parameter                                | Value     |                                       |                                   |
| --                                       | --        |                                       |                                   |
| <b>Developer Notes</b>                   |           |                                       |                                   |
| --                                       |           |                                       |                                   |

**mm0610\_BackoffOtherOptionsMenu\_DM**

| <b>CustomContext Recognition</b>              |           |               |   |
|---|-----------|---------------|---|
| Additional Directed Dialog Main Menu options. |           |               |   |
| <b>Entering From</b>                          |           |               |   |
| <a href="#">mm0600_BackoffMainMenu_DM</a>     |           |               |   |
| <b>Initial Prompts</b>                        |           |               |   |
| Type  | Condition | Name          | Wording   |
| initial                                       | Always    | mm0610_ini_01 | You can also set up or change 'Direct Deposit,' 'Apply for Benefits,' request a 'Proof of Income' letter, or get a replacement '1099 Benefits |

|          |                                   |               |  |
|----------|-----------------------------------|---------------|--|
|          |                                   |               | Statement.' For anything else, just say 'It's Something Else.' Or, to hear the other options again, say 'go back.'<br>--   |
| reprompt | After 'repeat' or disconfirmation | mm0610_ree_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.' For anything else, just say 'It's Something Else.' Or, to hear the first set of options again, say 'go back.'<br>-- |

**Grammar**

| Sample Expressions   | DTMF | Reco Var/Option                                    | Confirm      |
|--|------|--|--------------|
| ?([(set up) change (set up or change)] direct deposit<br>--<br>// direct_deposit                           | 1    | <backoff_other_options_menu<br>direct_deposit>     | If Necessary |
| apply ?(for benefits)<br>--<br>// application  | 2    | <backoff_other_options_menu<br>application>        | If Necessary |
| ?([request get] a) proof of income ?letter<br>--<br>// proof_of_income                                     | 3    | <backoff_other_options_menu<br>proof_of_income>    | If Necessary |
| ?(get a) ?replacement [1099 (benefits statment) (1099 ?benefits statement)]<br>--<br>// benefits_statement | 4    | <backoff_other_options_menu<br>benefits_statement> | If Necessary |
| ?[it's (i'm calling about)] something else, other<br>--<br>// something_else                               | 5    | <backoff_other_options_menu<br>something_else>     | If Necessary |
| go back ?(to previous menu)<br>--<br>// go_back  | 6    | <backoff_other_options_menu<br>go_back>            | If Necessary |
| repeat, repeat that<br>--<br>// repeat   | 9    | <backoff_other_options_menu<br>repeat>             | Never        |

**Actions**

| Option             | Condition | Action   | Transition   |
|--------------------|-----------|--|--|
| application        | Always    | <b>Assign</b> : current_intent<br>=benefits_application            | --   |
| ^                  | ^         | <b>Prompt</b> : [mm0610_out_01]<br>Okay. Apply for Benefits.<br>-- | <b>goto</b> :<br><a href="#">mm0800_BenefitsApplicationMenu_DM</a> |
| benefits_statement | Always    | <b>Assign</b> : current_task<br>=benefits_statement                | --   |
| ^                  | ^         | <b>Assign</b> : current_intent<br>=1099_benefits_statement         | --   |
| ^                  | ^         | <b>Assign</b> : final_intent<br>=1099_benefits_statement           | --   |
| ^                  | ^         | <b>Prompt</b> : [mm0610_out_02]<br>Okay. 1099 Statement.<br>--     | <b>goto</b> :<br><a href="#">mm0525_BenefitsStatementKBA_DS</a>    |
| direct_deposit     | Always    | <b>Assign</b> : current_task =direct_deposit                       | --   |
| ^                  | ^         | <b>Assign</b> : current_intent<br>=direct_deposit                  | --   |
| ^                  | ^         | <b>Assign</b> : final_intent =direct_deposit                       | --   |

|                 |        |  |   |
|-----------------|--------|--|---|
| ^               | ^      | <b>Prompt :</b> [mm0610_out_03]<br>Okay. Direct Deposit.<br>--                 | <b>goto :</b><br><a href="#">mm0325_IsDirectDepositEnabled_DS</a> |
| go_back         | Always | <b>Assign :</b> backoff_menu_go_back =true                                     | --  |
| ^               | ^      | <b>Prompt :</b> [mm0610_out_04]<br>Sure. Here are those options again...<br>-- | <b>goto :</b><br><a href="#">mm0600_BackoffMainMenu_DM</a>        |
| proof_of_income | Always | <b>Assign :</b> current_task =benefits_verification                            | --  |
| ^               | ^      | <b>Assign :</b> current_intent =benefits_verification                          | --  |
| ^               | ^      | <b>Assign :</b> final_intent =benefits_verification                            | --  |
| ^               | ^      | <b>Prompt :</b> [mm0610_out_05]<br>Okay. Proof Of Income.<br>--                | <b>goto :</b> <a href="#">mm0500_BEVEKBA_DS</a>                   |
| something_else  | Always | <b>Assign :</b> current_intent =something_else                                 | --  |
| ^               | ^      | <b>Assign :</b> final_intent =something_else                                   | --  |
| ^               | ^      | <b>Prompt :</b> [mm0610_out_06]<br>Okay.<br>--                                 | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>                 |
| repeat          | Always | <b>Prompt :</b> [mm0610_out_07]<br>Sure.<br>--                                 | <b>Re-Recognition :</b> Reprompt                                  |

**Confirmation Prompts**

| Option             | Condition | Name              | Wording   |
|--------------------|-----------|-------------------|---|
| application        | Always    | mm0610_cnf_ini_01 | You want to 'Apply for Benefits.'<br>--               |
| benefits_statement | Always    | mm0610_cnf_ini_02 | You want to get a 'Replacement 1099' statement.<br>-- |
| direct_deposit     | Always    | mm0610_cnf_ini_03 | You want 'Direct Deposit.'<br>--                      |
| go_back            | Always    | mm0610_cnf_ini_04 | You want to 'Go Back' to the previous menu.<br>--     |
| proof_of_income    | Always    | mm0610_cnf_ini_05 | You're calling about 'Proof of Income.'<br>--         |
| something_else     | Always    | mm0610_cnf_ini_06 | You're calling about 'Something Else.'<br>--          |
| --                 | Always    | gl_cnf_ini_02     | Right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm0610_nm1_01]<br>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 | <b>Re-Recognition :</b> |

|  |                  |   |   |
|--|------------------|---|---|
|  |                  | Back' or press 6.<br>--   |   |
| nomatch 2                                | ^                | <b>Prompt :</b> [mm0610_nm2_01]<br>Sorry. To set up or change direct deposit, press 1. To apply for benefits, press 2. To get a proof of income letter, 3. To get a replacement 1099 benefits statement, 4. For anything else, 5. Or, to go back to the PREVIOUS menu options, press 6.<br>--   | <b>Re-Recognition :</b>                           |
| nomatch 3                                | Always           | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3                                | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1                                | ^                | <b>Prompt :</b> [mm0610_ni1_01]<br>To set up or change direct deposit of your Social Security benefits, say 'Direct Deposit' or press 1. To apply for benefits, say 'Apply for Benefits' or press 2. To request a proof of income or benefits verification letter, say 'Proof of Income' or press 3. To get a replacement 1099 benefits statement, say 'Replacement 1099' or press 4. For anything else, say 'It's Something Else' or press 5. Or, to go back to the PREVIOUS menu options, say 'Go Back' or press 6.<br>-- | <b>Re-Recognition :</b>                           |
| noinput 2                                | ^                | <b>Prompt :</b> [mm0610_ni2_01]<br>Sorry. To set up or change direct deposit, press 1. To apply for benefits, press 2. To get a proof of income letter, 3. To get a replacement 1099 benefits statement, 4. For anything else, 5. Or, to go back to the PREVIOUS menu options, press 6.<br>--   | <b>Re-Recognition :</b>                           |
| noinput 3                                | Always           | <b>Assign :</b> transfer_reason =error  | --  |
| noinput 3                                | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| <b>Commands: State-Specific Behavior</b> |                  |   |   |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                                 |
| operator                                 | --               | <b>Confirm :</b> --   | --  |
| operator                                 | --               | <b>Assign :</b> current_intent =agent   | --  |
| operator                                 | --               | <b>Assign :</b> final_intent =agent   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| <b>Commands: Disabled Globals</b>        |                  |   |   |
| StartOver, repeat                        |                  |   |   |
| <b>Commands: Confirmations</b>           |                  |   |   |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |   |
| <b>Config Parameters</b>                 |                  |   |   |
| <b>Parameter</b>                         | <b>Value</b>     |   |   |
| --                                       | --               |   |   |



|                        |
|------------------------|
| <b>Developer Notes</b> |
| --                     |

**mm0700\_Benefits\_DM**

|                                  |   |
|----------------------------------|---|
| <b>CustomContext Recognition</b> |  |
|----------------------------------|---|

Benefits disambiguation menu

**Entering From**

[mm0210\\_SFMainMenu\\_DM](#)

**Initial Prompts**

| Type    | Condition | Name          | Wording  |
|---------|-----------|---------------|--|
| initial | Always    | mm0700_ini_01 | Which do you want to do - 'Apply For Benefits,' check the 'Status of a Claim,' set up or change 'Direct Deposit,' or ask about a 'Benefits Payment?' (To hear more options, just say 'Other Options.') |
|         |           |               | --   |

**Grammar**

| Sample Expressions   | DTMF | Reco Var/Option                    | Confirm      |
|--|------|------------------------------------|--------------|
| apply ?(for ?[(social security) medicare] benefits)<br>--<br>// apply                                    | 1    | <benefits_menu apply>              | If Necessary |
| [claim application] status, ?(check the) status of an [application claim]<br>--<br>// application_status | 2    | <benefits_menu application_status> | If Necessary |
| ?[(set up) change] direct deposit<br>--<br>// direct_deposit   | 3    | <benefits_menu direct_deposit>     | If Necessary |
| ?(benefits) payment ?(question)<br>--<br>// payment  | 4    | <benefits_menu payment>            | If Necessary |
| ?(hear) [other more] options<br>--<br>// other_options   | 5    | <benefits_menu other_options>      | If Necessary |

**Actions**

| Option             | Condition | Action   | Transition  |
|--------------------|-----------|--|---|
| application_status | Always    | <b>Assign</b> : current_task =application_status                   | --  |
| ^                  | ^         | <b>Assign</b> : final_intent =claims_status_general                | --  |
| ^                  | ^         | <b>Prompt</b> : [mm0700_out_01]<br>Okay. Claim Status.<br>--       | <b>goto</b> : <a href="#">mm0515_ApplicationStatusKBA_DS</a>    |
| apply              | Always    | <b>Prompt</b> : [mm0700_out_02]<br>Okay. Apply for Benefits.<br>-- | <b>goto</b> : <a href="#">mm0800_BenefitsApplicationMenu_DM</a> |
| direct_deposit     | Always    | <b>Assign</b> : current_task =direct_deposit                       | --  |
| ^                  | ^         | <b>Assign</b> : final_intent =direct_deposit                       | --  |
| ^                  | ^         | <b>Prompt</b> : [mm0700_out_03]<br>Okay. Direct Deposit.<br>--     | <b>goto</b> : <a href="#">mm0325_IsDirectDepositEnabled_DS</a>  |
| other_options      | Always    | <b>Prompt</b> : [mm0700_out_04]<br>Sure.                           | <b>goto</b> : <a href="#">mm0900_BenefitsMoreOptions_</a>       |

|   |                  |   |   |
|---|------------------|---|---|
|   |                  | --  | DM  |
| payment                                     | Always           | <b>Prompt :</b> [mm0700_out_05]<br>Okay. Payments.<br>--  | <b>goto :</b><br>mm1900_ReceivingBenefits_DM                                  |
| <b>Confirmation Prompts</b>                 |                  |   |   |
| <b>Option</b>                               | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| application_status                          | Always           | mm0700_cnf_ini_01   | You're calling about the 'Status of a Claim.' Right?<br>--                    |
| apply                                       | Always           | mm0700_cnf_ini_02   | Sounds like you're calling for help with an application. Is that right?<br>-- |
| direct_deposit                              | Always           | mm0700_cnf_ini_03   | You want 'Direct Deposit.' Right?<br>--                                       |
| other_options                               | Always           | mm0700_cnf_ini_04   | You'd like to hear more options. Right?<br>--                                 |
| payment                                     | Always           | mm0700_cnf_ini_05   | You want 'Payments.' Right?<br>--   |
| <b>Confirmation Recovery Behavior</b>       |                  |   |   |
| <a href="#">See 1.3 Global Confirmation</a> |                  |   |   |
| <b>Recovery Behavior</b>                    |                  |   |   |
| <b>Type</b>                                 | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |
| nomatch 1                                   | Always           | <b>Prompt :</b> [mm0700_nm1_01]<br>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 to hear more options, just say 'Other Options' or press 5.<br>--   | <b>Re-Recognition :</b>   |
| nomatch 2                                   | ^                | <b>Prompt :</b> [mm0700_nm2_01]<br>Sorry. To get help with an application for benefits, press 1. To check the status of a claim or application you've ALREADY filed, press 2. If you'd like to set up or change direct deposit of your benefits payments, press 3. For questions about your benefits payments, press 4. Or to hear additional benefits options, press 5.<br>--  | <b>Re-Recognition :</b>   |
| nomatch 3                                   | Always           | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3                                   | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS   |
| noinput 1                                   | ^                | <b>Prompt :</b> [mm0700_ni1_01]<br>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, say 'Claim Status' or press 2. If you'd like to set up or change direct deposit of your benefits payments, say 'Direct Deposit' or press 3. For questions about your benefits payments, say 'Benefits Payment' or press 4. Or to hear additional benefits options, just | <b>Re-Recognition :</b>   |

|           |        |  |                                   |
|-----------|--------|--|-----------------------------------|
|           |        | say 'Other Options' or press 5.<br>--  |                                   |
| noinput 2 | ^      | <b>Prompt :</b> [mm0700_ni2_01]<br>Sorry. To get help with an application for benefits, press 1. To check the status of a claim or application you've ALREADY filed, press 2. If you'd like to set up or change direct deposit of your benefits payments, press 3. For questions about your benefits payments, press 4. Or to hear additional benefits options, press 5.<br>-- | <b>Re-Recognition :</b>           |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error   | --                                |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | 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**

| Type     | Condition                         | Name          | Wording  |
|----------|-----------------------------------|---------------|--|
| initial  | First entry                       | mm0800_ini_01 | Now, which are you calling about - 'Social Security Benefits' (including disability, survivor, retirement, or supplemental security income), 'Medicare and Prescription Drug Benefits,' or 'Something Else?'<br>-- |
| reprompt | After 'repeat' or disconfirmation | mm0800_ree_01 | Which are you calling about - 'Social Security Benefits,' 'Medicare and Prescription Drug Benefits,' or 'Something Else?'<br>--  |

**Grammar**

| Sample Expressions  | DTMF | Reco Var/Option                             | Confirm      |
|---|------|---|--------------|
| [(social security) disability survivor retirement, '(supplemental security ?income)] benefits<br>--<br>// social_security | 1    | <benefits_application_menu social_security> | If Necessary |
| [medicare (medicare or prescription ?drug)] benefits<br>--  | 2    | <benefits_application_menu medicare>        | If Necessary |

|  |    |  |              |
|--|----|--|--------------|
| // medicare  |    |  |              |
| ?[it's (i'm calling about)] something else, other<br>--<br>// something_else | 3  | <benefits_application_menu something_else> | If Necessary |
| [?medicare (prescription ?drug) drug] benefits<br>--<br>// prescription      | -- | <benefits_application_menu prescription>   | If Necessary |
| repeat, repeat that<br>--<br>// repeat                                       | 9  | <benefits_application_menu repeat>         | Never        |

**Actions**

| Option          | Condition | Action  | Transition   |
|-----------------|-----------|---|--|
| medicare        | Always    | <b>Prompt :</b> [mm0800_out_01]<br>Okay. Medicare.<br>--        | <b>goto :</b><br><a href="#">mm1700_MedicareApplyMenu_DM</a>         |
| prescription    | Always    | <b>Prompt :</b> [mm0800_out_05]<br>Okay. Drug benefits.<br>--   | <b>goto :</b> <a href="#">mm1750_AskPartD_DM</a>                     |
| social_security | Always    | <b>Prompt :</b> [mm0800_out_02]<br>Okay. Social Security.<br>-- | <b>goto :</b><br><a href="#">mm0810_ApplicationStatusQuestion_DM</a> |
| something_else  | Always    | <b>Assign :</b> final_intent<br>=<current_intent>               | --   |
| ^               | ^         | <b>Prompt :</b> [mm0800_out_03]<br>Okay.<br>--                  | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>                    |
| repeat          | Always    | <b>Prompt :</b> [mm0800_out_04]<br>Sure.<br>--                  | <b>Re-Recognition :</b> Reprompt                                     |

**Confirmation Prompts**

| Option          | Condition | Name              | Wording  |
|-----------------|-----------|-------------------|--|
| medicare        | Always    | mm0800_cnf_ini_01 | You're calling about 'Medicare Benefits.'<br>--        |
| prescription    | Always    | mm0800_cnf_ini_04 | You're calling about 'Drug Benefits.'<br>--            |
| social_security | Always    | mm0800_cnf_ini_02 | You're calling about 'Social Security Benefits.'<br>-- |
| something_else  | Always    | mm0800_cnf_ini_03 | You're calling about 'Something Else.'<br>--           |
| --              | Always    | gl_cnf_ini_02     | Right?<br>--   |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm0800_nm1_01]<br>Let's try again. You can say 'Social Security Benefits' or press 1, 'Medicare Benefits' or press 2, or for anything else, say 'It's Something Else' or press 3.<br>-- | <b>Re-Recognition :</b> |
| nomatch 2 | ^         | <b>Prompt :</b> [mm0800_nm2_01]  | <b>Re-Recognition :</b> |

|           |        |   |                                   |
|-----------|--------|---|-----------------------------------|
|           |        | Sorry. For help applying for Social Security benefits (including disability, survivor, retirement, or supplemental security income), press 1. For Medicare benefits (including Prescription Drug benefits), press 2. Or, for anything else, press 3.<br>--  |                                   |
| nomatch 3 | Always | <b>Assign</b> : transfer_reason =error  | --                                |
| nomatch 3 | Always | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1 | ^      | <b>Prompt</b> : [mm0800_ni1_01]<br>For help applying for Social Security benefits (including disability, survivor, retirement, or supplemental security income), say 'Social Security Benefits' or press 1. For Medicare benefits (including Prescription Drug benefits), say 'Medicare Benefits' pr press 2. Or, for anything else, just say 'It's Something Else' or press 3.<br>-- | <b>Re-Recognition</b> :           |
| noinput 2 | ^      | <b>Prompt</b> : [mm0800_ni2_01]<br>Sorry. For help applying for Social Security benefits (including disability, survivor, retirement, or supplemental security income), press 1. For Medicare benefits (including Prescription Drug benefits), press 2. Or, for anything else, press 3.<br>--   | <b>Re-Recognition</b> :           |
| noinput 3 | Always | <b>Assign</b> : transfer_reason =error  | --                                |
| noinput 3 | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |

**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**

'prescription' added as an implicit (hidden) option.


**mm0810\_ApplicationStatusQuestion\_DM**

| CustomContext Recognition  |  |
|---|--|
| Asks the caller if he/she is calling about an existing application.   |  |
| Entering From   |  |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0800_BenefitsApplicationMenu_DM</a>                        |  |

| <b>Initial Prompts</b>    |                  |   |   |                |
|---------------------------|------------------|---|---|----------------|
| <b>Type</b>               | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |                |
| initial                   | Always           | mm0810_ini_01   | Are you calling about a claim you've already filed?<br>-- |                |
| <b>Grammar</b>            |                  |   |   |                |
| <b>Sample Expressions</b> |                  | <b>DTMF</b>   | <b>Reco Var/Option</b>                                    | <b>Confirm</b> |
| yes<br>--<br>// yes       |                  | 1   | <application_status_yesno yes>                            | Never          |
| no<br>--<br>// no         |                  | 2   | <application_status_yesno no>                             | Never          |
| <b>Actions</b>            |                  |   |   |                |
| <b>Option</b>             | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |                |
| no                        | Always           | <b>Assign</b> : final_intent<br>=<current_intent>   | --  |                |
| ^                         | ^                | <b>Prompt</b> : [mm0810_out_01]<br>To apply for benefits you'll need to speak to someone.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS                         |                |
| yes                       | Always           | <b>Assign</b> : current_task<br>=application_status   | --  |                |
| ^                         | ^                | <b>Assign</b> : final_intent<br>=claims_status_general  | --  |                |
| ^                         | ^                | <b>Prompt</b> : [mm0810_out_02]<br>All right.<br>--   | <b>goto</b> :<br>mm0515_ApplicationStatusKBA_DS           |                |
| <b>Recovery Behavior</b>  |                  |   |   |                |
| <b>Type</b>               | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |                |
| nomatch 1                 | Always           | <b>Prompt</b> : [mm0810_nm1_01]<br>Let's try again...ARE you calling about a claim or application you've already filed?<br>--                                     | <b>Re-Recognition</b> :                                   |                |
| nomatch 2                 | ^                | <b>Prompt</b> : [mm0810_nm2_01]<br>Sorry. If you're calling about a claim you've ALREADY filed with us, press 1. Otherwise, press 2.<br>--                        | <b>Re-Recognition</b> :                                   |                |
| nomatch 3                 | Always           | <b>Assign</b> : transfer_reason =error  | --  |                |
| nomatch 3                 | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS                         |                |
| noinput 1                 | ^                | <b>Prompt</b> : [mm0810_ni1_01]<br>If you ARE calling about a claim or application you've already filed, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> :                                   |                |
| noinput 2                 | ^                | <b>Prompt</b> : [mm0810_ni2_01]<br>Sorry. If you're calling about a claim you've ALREADY filed with us, press 1. Otherwise, press 2.<br>--                        | <b>Re-Recognition</b> :                                   |                |

|  |        |   |                                   |
|--|--------|---|-----------------------------------|
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error                                    | --                                |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Commands: Confirmations</b>           |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Config Parameters</b>                 |        |   |                                   |
| <b>Parameter</b>                         |        | <b>Value</b>  |                                   |
| --                                       |        | --  |                                   |
| <b>Developer Notes</b>                   |        |   |                                   |
| --                                       |        |   |                                   |

**mm0900\_BenefitsMoreOptions\_DM**

| CustomContext Recognition  |                                   |  |   |
|---|-----------------------------------|--|---|
| Additional Benefits options menu.   |                                   |  |   |
| <b>Entering From</b>  |                                   |  |   |
| <a href="#">mm0700_Benefits_DM</a>  |                                   |  |   |
| <b>Initial Prompts</b>  |                                   |  |   |
| Type  | Condition                         | Name   | Wording   |
| initial   | First entry                       | mm0900_ini_01                                    | Here are some more benefits options - you can say 'Proof of Income,' 'Earnings Statement,' 'Update Personal Information,' 'Forms,' 'Pamphlets,' or for anything else, just say 'It's Something Else.'<br>-- |
| reprompt  | After 'repeat' or disconfirmation | mm0900_ree_01                                    | Which are you calling about - you can say 'Proof of Income,' 'Earnings Statement,' 'Update Personal Information,' 'Forms,' 'Pamphlets,' or for anything else, just say 'It's Something Else.'<br>--         |
| <b>Grammar</b>  |                                   |  |   |
| Sample Expressions  | DTMF                              | Reco Var/Option                                  | Confirm   |
| proof of income ?letter<br>--<br>// proof_of_income   | 1                                 | <benefits_other_options_menu proof_of_income>    | If Necessary  |
| [benefits earnings] statment, 1099<br>--<br>// earnings_statement   | 2                                 | <benefits_other_options_menu earnings_statement> | If Necessary  |
| update ?(?my ?personal information ?on file)<br>--<br>// update   | 3                                 | <benefits_other_options_menu update>             | If Necessary  |
| forms<br>--<br>// forms   | 4                                 | <benefits_other_options_menu forms>              | If Necessary  |
| pamphlets<br>--<br>// pamphlets   | 5                                 | <benefits_other_options_menu pamphlets>          | If Necessary  |
| ?[it's (i'm calling about)] something else, other<br>--   | 6                                 | <benefits_other_options_menu something_else>     | If Necessary  |

|  |   |   |       |
|--|---|---|-------|
| // something_else                      |   |   |       |
| repeat, repeat that<br>--<br>// repeat | 9 | <benefits_other_options_menu<br>repeat> | Never |

**Actions**

| Option             | Condition | Action   | Transition  |
|--------------------|-----------|--|---|
| earnings_statement | Always    | <b>Prompt</b> : [mm0900_out_01]<br>Okay. Earnings Statement.<br>--   | <b>goto</b> :<br><a href="#">mm2400_EarningsMenu_DM</a>       |
| forms              | Always    | <b>Prompt</b> : [mm0900_out_02]<br>All right. Forms.<br>--           | <b>goto</b> :<br><a href="#">mm2300_FormsGeneral_DM</a>       |
| pamphlets          | Always    | <b>Assign</b> : current_task<br>=transcription_pamphlet              | --  |
| ^                  | ^         | <b>Assign</b> : final_intent<br>=transcription_pamphlets             | --  |
| ^                  | ^         | <b>Prompt</b> : [mm0900_out_03]<br>All right. Pamphlets.<br>--       | <b>goto</b> :<br><a href="#">mm0545_TranscriptionKBA_DS</a>   |
| proof_of_income    | Always    | <b>Prompt</b> : [mm0900_out_04]<br>All right. Proof of Income.<br>-- | --  |
| ^                  | ^         | <b>Assign</b> : final_intent<br>=benefits_verification               | --  |
| ^                  | ^         | <b>Assign</b> : current_task<br>=benefits_verification               | <b>goto</b> : <a href="#">mm0500_BEVEKBA_DS</a>               |
| something_else     | Always    | <b>Assign</b> : final_intent<br>=<current_intent>                    | --  |
| ^                  | ^         | <b>Prompt</b> : [mm0900_out_05]<br>Okay.<br>--                       | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>             |
| update             | Always    | <b>Prompt</b> : [mm0900_out_06]<br>Okay. Update Information.<br>--   | <b>goto</b> :<br><a href="#">mm0910_UpdatePersonalInfo_DM</a> |
| repeat             | Always    | <b>Prompt</b> : [mm0900_out_07]<br>Sure.<br>--                       | <b>Re-Recognition</b> : Reprompt                              |

**Confirmation Prompts**


| Option             | Condition | Name              | Wording   |
|--------------------|-----------|-------------------|---|
| earnings_statement | Always    | mm0900_cnf_ini_01 | You're calling about an 'Earnings Statement.'<br>-- |
| forms              | Always    | mm0900_cnf_ini_02 | You want 'Forms.'<br>--                             |
| pamphlets          | Always    | mm0900_cnf_ini_03 | You want 'Pamphlets.'<br>--                         |
| proof_of_income    | Always    | mm0900_cnf_ini_04 | You're calling about 'Proof of Income.'<br>--       |
| something_else     | Always    | mm0900_cnf_ini_05 | You're calling about 'Something Else.'<br>--        |
| update             | Always    | mm0900_cnf_ini_06 | You want to 'Update Personal Information.'<br>--    |
| --                 | Always    | gl_cnf_ini_02     | Right?<br>--  |



| <b>Confirmation Recovery Behavior</b>       |                  |  |   |
|---|------------------|--|---|
| <a href="#">See 1.3 Global Confirmation</a> |                  |  |   |
| <b>Recovery Behavior</b>                    |                  |  |   |
| <b>Type</b>                                 | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                                 |
| nomatch 1                                   | Always           | <b>Prompt :</b> [mm0900_nm1_01]<br>Let's try again. You can say 'Proof of Income' or press 1, 'Earnings Statement' or press 2, Update Personal Information' or 3, 'Forms' or 4, 'Pamphlets' or 5, or say 'It's Something Else' or press 6.<br>--   | <b>Re-Recognition :</b>                           |
| nomatch 2                                   | ^                | <b>Prompt :</b> [mm0900_nm2_01]<br>Sorry. If you need proof of your Social Security income, press 1. For a copy of your annual earnings statement or '1099 form,' press 2. To update personal information you have on file (name or address changes, for example), press 3. To hear about Social Security forms, press 4. To receive information about Social Security benefits in the mail, press 5. Or, for anything else, press 6.<br>--  | <b>Re-Recognition :</b>                           |
| nomatch 3                                   | Always           | <b>Assign :</b> transfer_reason =error   | --  |
| nomatch 3                                   | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1                                   | ^                | <b>Prompt :</b> [mm0900_ni1_01]<br>For a proof of Social Security income letter, say 'Proof of Income' or press 1. For a copy of your annual earnings statement or '1099 form,' say 'Earnings Statement' or press 2. To update personal information you have on file (name or address changes, for example), say 'Update Information' or press 3. To hear about Social Security forms (other than proof of income or a 1099), say 'Forms' or press 4. To receive information about Social Security benefits in the mail, say 'Pamphlets' or press 5. Or, for anything else, just say 'It's Something Else' or press 6.<br>-- | <b>Re-Recognition :</b>                           |
| noinput 2                                   | ^                | <b>Prompt :</b> [mm0900_ni2_01]<br>Sorry. If you need proof of your Social Security income, press 1. For a copy of your annual earnings statement or '1099 form,' press 2. To update personal information you have on file (name or address changes, for example), press 3. To hear about Social Security forms, press 4. To receive information about Social Security benefits in the mail, press 5. Or, for anything else, press 6.<br>--  | <b>Re-Recognition :</b>                           |
| noinput 3                                   | Always           | <b>Assign :</b> transfer_reason =error   | --  |

|  |              |   |                                   |
|--|--------------|---|-----------------------------------|
| noinput 3                                | Always       | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |              |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                                   |
| <b>Commands: Disabled Globals</b>        |              |   |                                   |
| repeat                                   |              |   |                                   |
| <b>Commands: Confirmations</b>           |              |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                                   |
| <b>Config Parameters</b>                 |              |   |                                   |
| <b>Parameter</b>                         | <b>Value</b> |   |                                   |
| --                                       | --           |   |                                   |
| <b>Developer Notes</b>                   |              |   |                                   |
| --                                       |              |   |                                   |

### mm0910\_UpdatePersonalInfo\_DM

| CustomContext Recognition   |           |   |   |
|--|-----------|---|---|
| 'Update Personal Information' disambiguation menu  |           |   |   |
| <b>Entering From</b>   |           |   |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0600_BackoffMainMenu_DM</a> , <a href="#">mm0900_BenefitsMoreOptions_DM</a>   |           |   |   |
| <b>Initial Prompts</b>   |           |   |   |
| Type   | Condition | Name  | Wording   |
| initial  | Always    | mm0910_ini_01                                     | Which do you want to update - your 'Name,' your 'Address or Phone Number,' 'Direct Deposit Information' (like bank information), or 'Something Else?'<br>-- |
| <b>Grammar</b>   |           |   |   |
| Sample Expressions   | DTMF      | Reco Var/Option                                   | Confirm   |
| ?(i [want need] to [change update] my) name, [change update] name, name change<br>--<br>// name  | 1         | <benefits_update_information_menu name>           | If Necessary  |
| ?(i [want need] to [change update] my) [address (?phone number) phone (address or phone number) (address and phone number)], [change update] [address (?phone number) phone (address or phone number) (address and phone number)], [address (?phone number) phone (address or phone number) (address and phone number)] change<br>--<br>// address | 2         | <benefits_update_information_menu address>        | If Necessary  |
| ?(i [want need] to [change update] my) direct deposit ?information, [change update] direct deposit ?information, direct deposit change<br>--   | 3         | <benefits_update_information_menu direct_deposit> | If Necessary  |
| ?(it's (i'm calling about)) something else, other<br>--<br>// something_else   | 4         | <benefits_update_information_menu something_else> | If Necessary  |
| <b>Actions</b>   |           |   |   |
| Option   | Condition | Action  | Transition  |

|                |        |  |  |
|----------------|--------|--|--|
| address        | Always | <b>Assign</b> : current_task =change_address                             | --   |
| ^              | ^      | <b>Assign</b> : final_intent =change_of_address                          | --   |
| ^              | ^      | <b>Prompt</b> : [mm0910_out_01]<br>All right. Change your Address.<br>-- | <b>goto</b> : mm0305_IsChangeOfAddressEnabled_DS |
| direct_deposit | Always | <b>Assign</b> : current_task =direct_deposit                             | --   |
| ^              | ^      | <b>Assign</b> : final_intent =direct_deposit                             | --   |
| ^              | ^      | <b>Prompt</b> : [mm0910_out_02]<br>All right. Direct Deposit.<br>--      | <b>goto</b> : mm0325_IsDirectDepositEnabled_DS   |
| name           | Always | <b>Assign</b> : card_action =Undefined                                   | --   |
| ^              | ^      | <b>Prompt</b> : [mm0910_out_03]<br>All right. Name Change.<br>--         | <b>goto</b> : mm1420_SSUpdateMsg_PP              |
| something_else | Always | <b>Assign</b> : final_intent =<current_intent>                           | --   |
| ^              | ^      | <b>Prompt</b> : [mm0910_out_04]<br>All right.<br>--                      | <b>goto</b> : mm3000_ABRStatus_DS                |

**Confirmation Prompts**

| Option         | Condition | Name              | Wording   |
|----------------|-----------|-------------------|---|
| address        | Always    | mm0910_cnf_ini_01 | You'd like to change your 'Address or Phone Number.'<br>--  |
| direct_deposit | Always    | mm0910_cnf_ini_02 | You'd like to change your Direct Deposit information.<br>-- |
| name           | Always    | mm0910_cnf_ini_03 | You'd like to change your 'Name.'<br>--                     |
| something_else | Always    | mm0910_cnf_ini_04 | You're calling about 'Something Else.'<br>--                |
| --             | Always    | gl_cnf_ini_02     | Right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [mm0910_nm1_01]<br>Let's try again. You can say 'Name' or press 1, 'Address or Phone Number' or press 2, 'Direct Deposit' or 3, OR for anything else, say 'It's Something Else' or press 4.<br>--                               | <b>Re-Recognition</b> : |
| nomatch 2 | ^         | <b>Prompt</b> : [mm0910_nm2_01]<br>Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS or PHONE NUMBER, press 2. For changes to Direct Deposit information, press 3. Or, to change anything else, press 4.<br>-- | <b>Re-Recognition</b> : |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error  | --                      |

|           |        |  |                                   |
|-----------|--------|--|-----------------------------------|
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^      | <b>Prompt :</b> [mm0910_ni1_01]<br>To change the NAME we have on file for you (for example, if you've gotten married or had a legal name change), say 'name' or press 1. To change your ADDRESS or your PHONE NUMBER, say 'Address' or press 2. (To change BOTH, just choose the one you'd like to start with). For changes to your Direct Deposit information (like bank information), say 'Direct Deposit' or press 3. Or, to change anything else, just say 'It's Something Else' or press 4.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^      | <b>Prompt :</b> [mm0910_ni2_01]<br>Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS or PHONE NUMBER, press 2. For changes to Direct Deposit information, press 3. Or, to change anything else, press 4.<br>--  | <b>Re-Recognition :</b>           |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error   | --                                |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |

**mm1100\_SocialSecurityCardsMenu\_DM**

| CustomContext Recognition   |           |               |  |
|--|-----------|---------------|--|
| Social Security Cards disambiguation menu  |           |               |  |
| <b>Entering From</b>   |           |               |  |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm1300_WhichCard_DM</a> , <a href="#">mm1310_BothCardsMsg_PP</a> , <a href="#">mm0050_EntryRouting_DS</a> |           |               |  |
| <b>Initial Prompts</b>   |           |               |  |
| Type   | Condition | Name          | Wording  |
| initial  | Always    | mm1100_ini_01 | Which of these would you like to do - get a 'Replacement Social Security Card,' 'APPLY for a Social Security Number,' 'Update Your Personal Information,' or 'Something Else?'<br>-- |
| <b>Grammar</b>   |           |               |  |

| Sample Expressions  | DTMF | Reco Var/Option                              | Confirm      |
|---|------|--|--------------|
| ?(get a) replacement ?(social security) card, replace my ?(social security) card<br>--<br>// replacement_card | 1    | <card_menu_social_security replacement_card> | If Necessary |
| apply ?(for a social security number)<br>--<br>// new_card  | 2    | <card_menu_social_security new_card>         | If Necessary |
| update ?(?my ?personal information)<br>--<br>// update  | 3    | <card_menu_social_security update>           | If Necessary |
| ?[it's (i'm calling about)] something else, other<br>--<br>// something_else                                  | 4    | <card_menu_social_security something_else>   | If Necessary |

**Actions**

| Option           | Condition | Action  | Transition                          |
|------------------|-----------|---|-------------------------------------|
| new_card         | Always    | Assign : card_action =new   | --                                  |
| ^                | ^         | Prompt : [mm1100_out_01]<br>Okay. Apply for a Social Security Number.<br>-- | goto : mm1410_SSNewMsg_PP           |
| replacement_card | Always    | Assign : card_action =replace   | --                                  |
| ^                | ^         | Prompt : [mm1100_out_02]<br>Okay. Replacement Card.<br>--                   | goto : mm1400_SSReplacementMsg_PP   |
| update           | Always    | Assign : card_action =update  | --                                  |
| ^                | ^         | Prompt : [mm1100_out_03]<br>Okay. Update Information.<br>--                 | goto : mm1110_UpdatePersonalInfo_DM |
| something_else   | Always    | Assign : final_intent =<current_intent>                                     | --                                  |
| ^                | ^         | Prompt : [mm1100_out_04]<br>Okay.<br>--                                     | goto : mm3000_ABRStatus_DS          |

**Confirmation Prompts**

| Option           | Condition | Name              | Wording   |
|------------------|-----------|-------------------|---|
| new_card         | Always    | mm1100_cnf_ini_01 | You're calling to 'Apply for a Social Security Number.'<br>-- |
| replacement_card | Always    | mm1100_cnf_ini_02 | You're calling about a 'Replacement Card.'<br>--              |
| something_else   | Always    | mm1100_cnf_ini_03 | You're calling about 'Something Else.'<br>--                  |
| update           | Always    | mm1100_cnf_ini_04 | You want to 'Update Personal Information.'<br>--              |
| --               | Always    | gl_cnf_ini_02     | Right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action                   | Transition       |
|-----------|-----------|--------------------------|------------------|
| nomatch 1 | Always    | Prompt : [mm1100_nm1_01] | Re-Recognition : |

|  |        |  |                                   |
|--|--------|--|-----------------------------------|
|  |        | 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 4.<br>--   |                                   |
| nomatch 2                                | ^      | <b>Prompt :</b> [mm1100_nm2_01]<br>Sorry. To get a REPLACEMENT Social Security card, press 1. If you've never had a social security number and you need to apply for one, press 2. To update personal information you have on file, press 3. Or for anything else, press 4.<br>--  | <b>Re-Recognition :</b>           |
| nomatch 3                                | Always | <b>Assign :</b> transfer_reason =error   | --                                |
| nomatch 3                                | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1                                | ^      | <b>Prompt :</b> [mm1100_ni1_01]<br>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' or press 3. Or for anything else, just say 'It's Something Else' or press 4.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2                                | ^      | <b>Prompt :</b> [mm1100_ni2_01]<br>Sorry. To get a REPLACEMENT Social Security card, press 1. If you've never had a social security number and you need to apply for one, press 2. To update personal information you have on file, press 3. Or for anything else, press 4.<br>--  | <b>Re-Recognition :</b>           |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error   | --                                |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |  |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                                   |
| <b>Commands: Confirmations</b>           |        |  |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                                   |
| <b>Config Parameters</b>                 |        |  |                                   |
| <b>Parameter</b>                         |        | <b>Value</b>   |                                   |
| --                                       |        | --   |                                   |
| <b>Developer Notes</b>                   |        |  |                                   |
| --                                       |        |  |                                   |

**mm1105\_MedicareCardsMenu\_DM**

| CustomContext Recognition  |           |   |   |
|--|-----------|---|---|
| Medicare Cards disambiguation menu   |           |   |   |
| <b>Entering From</b>   |           |   |   |
| mm1300_WhichCard_DM, mm1520_GetForm_DM, mm1600_SubmitForm_DM, mm0320_FieldOfficeLocator_SD, mm1510_CitizenDocumentsMsgPart1_DM, mm1512_CitizenDocumentsMsgPart2_DM, mm1515_NonCitizenDocumentsMsgPart1_DM, mm1517_NonCitizenDocumentsMsgPart2_DM, mm1519_NonCitizenDocumentsMsgPart3_DM, mm1530_WebsiteInstructions_DM |           |   |   |
| <b>Initial Prompts</b>   |           |   |   |
| Type   | Condition | Name  | Wording   |
| initial  | Always    | mm1105_ini_01   | Which of these would you like to do - get a 'Replacement Medicare Card,' 'APPLY for a Card,' or 'Something Else?'<br>-- |
| <b>Grammar</b>   |           |   |   |
| Sample Expressions   | DTMF      | Reco Var/Option   | Confirm   |
| ?(get a) replacement ?medicare card, replace my ?medicare card<br>--<br>// replacement_card  | 1         | <card_menu_medicare replacement_card>                     | If Necessary  |
| apply for a ?medicare card<br>--<br>// new_card  | 2         | <card_menu_medicare new_card>                             | If Necessary  |
| ?[it's (i'm calling about)] something else, other<br>--<br>// something_else   | 3         | <card_menu_medicare something_else>                       | If Necessary  |
| <b>Actions</b>   |           |   |   |
| Option   | Condition | Action  | Transition  |
| new_card   | Always    | Assign : card_action =new                                 | --  |
| ^  | ^         | Prompt : [mm1105_out_01]<br>Okay. Get a New Card.<br>--   | goto : mm1700_MedicareApplyMenu_DM  |
| replacement_card   | Always    | Assign : current_task =card_medicare                      | --  |
| ^  | ^         | Assign : final_intent =medicare_replacement_card          | --  |
| ^  | ^         | Assign : card_action =replace                             | --  |
| ^  | ^         | Prompt : [mm1105_out_02]<br>Okay. Replacement Card.<br>-- | goto : mm0560_MRCKBA_DS   |
| something_else   | Always    | Assign : final_intent =<current_intent>                   | --  |
| ^  | ^         | Prompt : [mm1105_out_03]<br>Okay.<br>--                   | goto : mm3000_ABRStatus_DS  |
| <b>Confirmation Prompts</b>  |           |   |   |
| Option   | Condition | Name  | Wording   |
| new_card   | Always    | mm1105_cnf_ini_01   | You're calling to 'Apply for a Card.'<br>--   |
| replacement_card   | Always    | mm1105_cnf_ini_02   | You're calling about a 'Replacement Card.'<br>--  |

|                |        |                   |  |
|----------------|--------|-------------------|--|
| something_else | Always | mm1105_cnf_ini_03 | You're calling about 'Something Else.'<br>-- |
| --             | Always | gl_cnf_ini_02     | Right?<br>--                                 |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition                        |
|-----------|-----------|---|-----------------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm1105_nm1_01]<br>Let's try again. You can say 'REPLACEMENT Card' or press 1, 'Apply for a Card' or press 2, or for anything else, say 'It's Something Else' or press 3.<br>--   | <b>Re-Recognition :</b>           |
| nomatch 2 | ^         | <b>Prompt :</b> [mm1105_nm2_01]<br>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.<br>--                              | <b>Re-Recognition :</b>           |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^         | <b>Prompt :</b> [mm1105_ni1_01]<br>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.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^         | <b>Prompt :</b> [mm1105_ni2_01]<br>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.<br>--                              | <b>Re-Recognition :</b>           |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**



--

**mm1110\_UpdatePersonalInfo\_DM**

| CustomContext Recognition   |           |   |  |
|---|-----------|---|--|
| Update Personal Information disambiguation menu   |           |   |  |
| <b>Entering From</b>  |           |   |  |
| mm1100_SocialSecurityCardsMenu_DM   |           |   |  |
| <b>Initial Prompts</b>  |           |   |  |
| Type  | Condition | Name  | Wording  |
| initial   | Always    | mm1110_ini_01   | Which do you want to update, your 'Name,' your 'Address,' 'Both,' or 'Something Else'? |
| <b>Grammar</b>  |           |   |  |
| Sample Expressions  | DTMF      | Reco Var/Option   | Confirm  |
| ?(i [want need] to [change update] my) name, [change update] name, name change<br>--<br>// name             | 1         | <cards_update_information_menu name>                              | If Necessary   |
| ?(i [want need] to [change update] my) address, [change update] address, address change<br>--<br>// address | 2         | <cards_update_information_menu address>                           | If Necessary   |
| ?(i [want need] to [change update] both<br>--<br>// both  | 3         | <cards_update_information_menu both>                              | If Necessary   |
| ?[it's (i'm calling about)] something else, other<br>--<br>// something_else                                | 4         | <cards_update_information_menu something_else>                    | If Necessary   |
| <b>Actions</b>  |           |   |  |
| Option  | Condition | Action  | Transition   |
| address   | Always    | Assign : current_task =change_address                             | --   |
| ^   | ^         | Assign : final_intent =change_of_address                          | --   |
| ^   | ^         | Prompt : [mm1110_out_01]<br>All right. Change your Address.<br>-- | goto : mm0305_IsChangeOfAddressEnabled_DS  |
| name  | Always    | Assign : card_action =Undefined                                   | --   |
| ^   | ^         | Prompt : [mm1110_out_02]<br>All right. Name Change.<br>--         | goto : mm1420_SSUpdateMsg_PP   |
| something_else  | Always    | Assign : final_intent =<current_intent>                           | --   |
| ^   | ^         | Prompt : [mm1110_out_03]<br>All right.<br>--                      | goto : mm3000_ABRStatus_DS   |
| both  | Always    | Assign : final_intent =update_information                         | --   |
| ^   | ^         | Prompt : [mm1110_out_04]<br>All right. Both.<br>--                | goto : mm3000_ABRStatus_DS   |

| <b>Confirmation Prompts</b> |                  |                   |  |
|-----------------------------|------------------|-------------------|--|
| <b>Option</b>               | <b>Condition</b> | <b>Name</b>       | <b>Wording</b>                               |
| address                     | Always           | mm1110_cnf_ini_01 | You'd like to change your 'Address.'<br>--   |
| name                        | Always           | mm1110_cnf_ini_02 | You'd like to change your 'Name.'<br>--      |
| something_else              | Always           | mm1110_cnf_ini_03 | You're calling about 'Something Else.'<br>-- |
| both                        | Always           | mm1110_cnf_ini_04 | You're calling about 'Both.'<br>--           |
| --                          | Always           | gl_cnf_ini_02     | Right?<br>--                                 |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| <b>Type</b> | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                 |
|-------------|------------------|---|-----------------------------------|
| nomatch 1   | Always           | <b>Prompt :</b> [mm1110_nm1_01]<br>Let's try again. You can say 'Name' or press 1, 'Address' or press 2, 'Both' or press 3 or for anything else, say 'It's Something Else' or press 4.<br>--  | <b>Re-Recognition :</b>           |
| nomatch 2   | ^                | <b>Prompt :</b> [mm1110_nm2_01]<br>Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS, press 2. To change BOTH your name and address, press 3. Or, to change anything else, press 4.<br>--  | <b>Re-Recognition :</b>           |
| nomatch 3   | Always           | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3   | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1   | ^                | <b>Prompt :</b> [mm1110_ni1_01]<br>To change the NAME we have on file for you (for example, if you've gotten married or had a legal name change), say 'name' or press 1. To change your ADDRESS, say 'Address' or press 2. To change BOTH your name and address, say 'both' or press 3. Or, to change anything else, just say 'It's Something Else' or press 4.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2   | ^                | <b>Prompt :</b> [mm1110_ni2_01]<br>Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS, press 2. To change BOTH your name and address, press 3. Or, to change anything else, press 4.<br>--  | <b>Re-Recognition :</b>           |
| noinput 3   | Always           | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3   | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b>   |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>   |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>   |              |
| <b>Parameter</b>   | <b>Value</b> |
| --   | --           |
| <b>Developer Notes</b>   |              |
| 10/10/14 - Both is being added as an option. The 'both' path will currently transfer to an agent. Once the Change of Address (COA) module is enabled, "both" would require an update to include prompting (First, let's change your address") followed by Change of Address, followed by name collection or transfer to agent for name collection. |              |


**mm1210\_InternetAddress\_DM**

|  |                  |   |   |   |
|--|------------------|---|---|---|
| <b>CustomContext Recognition</b>   |                  |   |   |  |
| Internet Address message   |                  |   |   |   |
| <b>Entering From</b>   |                  |   |   |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm1210_InternetAddress_DM</a> |                  |   |   |   |
| <b>Initial Prompts</b>   |                  |   |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>                             | <b>Wording</b>  |   |
| initial  | Always           | mm1210_ini_01                           | You can find our website at 'social security dot G O V.'<br>--  |   |
| initial  | ^                | mm1210_ini_02                           | <500ms silence><br>--   |   |
| initial  | ^                | mm1210_ini_03                           | To hear a detailed list of the services available online, say 'Details.' If you're experiencing trouble online, say 'Problem.' Otherwise, just hold on and I'll take you back to the Main Menu...<br>-- |   |
| <b>Grammar</b>   |                  |   |   |   |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>                             | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| repeat ?that<br>--<br>// repeat  |                  | 1                                       | <internet_address_menu repeat>  | Never   |
| ?hear ?website details, details about ?the website<br>--<br>// details           |                  | 2                                       | <internet_address_menu details>   | If Necessary  |
| trouble online, problem, online problem<br>--<br>// problem                      |                  | 3                                       | <internet_address_menu problem>   | If Necessary  |
| <b>Actions</b>   |                  |   |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>                           |   | <b>Transition</b>   |
| repeat   | Always           | Prompt : [mm1210_out_01]<br>Sure.<br>-- |   | goto :<br><a href="#">mm1210_InternetAddress_DM</a>                                 |
| details  | Always           | Prompt : [mm1210_out_01]<br>Sure.<br>-- |   | goto :<br><a href="#">mm1220_InternetInformation_DM</a>                             |
| problem  | Always           | Prompt : [mm1210_out_02]                |   | goto : <a href="#">mm3000_ABRStatus_DS</a>  |

|   |                           |  |   |
|---|---------------------------|--|---|
|   |                           | Okay.<br>--  |   |
| <b>Confirmation Prompts</b>                 |                           |  |   |
| <b>Option</b>                               | <b>Condition</b>          | <b>Name</b>  | <b>Wording</b>  |
| details                                     | Always                    | mm1210_cnf_ini_01  | You want to hear more Details.<br>--                    |
| problem                                     | Always                    | mm1210_cnf_ini_02  | You're having trouble when you visit our website.<br>-- |
| --  | Always                    | gl_cnf_ini_02  | Right?<br>--  |
| <b>Confirmation Recovery Behavior</b>       |                           |  |   |
| <a href="#">See 1.3 Global Confirmation</a> |                           |  |   |
| <b>Recovery Behavior</b>                    |                           |  |   |
| <b>Type</b>                                 | <b>Condition</b>          | <b>Action</b>  | <b>Transition</b>                                       |
| nomatch 1                                   | Always                    | <b>Prompt :</b> [mm1210_nm1_01]<br>Let's try again. You can say 'Repeat That' or press 1, 'Details' or press 2, 'Problem' or press 3, OR if you're finished, just hang up. Otherwise, hold on and I'll take you back to the Main Menu...<br>--   | <b>Re-Recognition :</b>                                 |
| nomatch 2                                   | ^                         | <b>Prompt :</b> [mm1210_nm2_01]<br>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...<br>-- | <b>Re-Recognition :</b>                                 |
| nomatch 3                                   | If office_hours=true      | <b>Prompt :</b> [mm1210_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...<br>--  | <b>goto :</b> mm0200_SFToggle_DS                        |
| nomatch 3                                   | Else (office_hours=false) | <b>Prompt :</b> [mm1210_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--   | <b>goto :</b> mm0200_SFToggle_DS                        |
| noinput 1                                   | --                        | --   | <b>goto :</b> mm0200_SFToggle_DS                        |
| <b>Commands: State-Specific Behavior</b>    |                           |  |   |
| <a href="#">See 1.2 Global Commands</a>     |                           |  |   |
| <b>Commands: Disabled Globals</b>           |                           |  |   |
| repeat                                      |                           |  |   |
| <b>Commands: Confirmations</b>              |                           |  |   |
| <a href="#">See 1.2 Global Commands</a>     |                           |  |   |
| <b>Config Parameters</b>                    |                           |  |   |
| <b>Parameter</b>                            | <b>Value</b>              |  |   |
| --  | --                        |  |   |
| <b>Developer Notes</b>                      |                           |  |   |

--

**mm1220\_InternetInformation\_DM**

| CustomContext Recognition  |           |  |   |
|---|-----------|--|---|
| Internet 'more information' message   |           |  |   |
| <b>Entering From</b>  |           |  |   |
| mm1210_InternetAddress_DM   |           |  |   |
| <b>Initial Prompts</b>  |           |  |   |
| Type  | Condition | Name   | Wording   |
| initial   | Always    | mm1220_ini_01  | In addition to general information, on the website you can apply for retirement, disability, or spouse's benefits; find the location, hours of operation, and directions for your nearest local Social Security office; download forms to apply for a new or replacement Social Security card, or to change or correct the name on your Social Security account. You can use the online Social Security Benefits Planner to calculate an estimate of future Social Security benefits, or the Benefit Eligibility Screening Tool to find out what benefits you might be eligible for. You can also request a replacement Medicare card; a benefit verification or 'proof of income' letter, with information about your Social Security and SSI eligibility and benefit amounts; or a replacement 1099 Social Security Benefit Statement summarizing the Social Security benefits you received during the previous year.<br>-- |
| initial   | ^         | mm1220_ini_02  | <500ms silence><br>--   |
| initial   | ^         | mm1220_ini_03  | The web address, again, is 'social security dot G O V.<br>--  |
| initial   | ^         | mm1220_ini_04  | <500ms silence><br>--   |
| initial   | ^         | mm1220_ini_05  | Now, would you like to hear that again?<br>--   |
| <b>Grammar</b>  |           |  |   |
| Sample Expressions  | DTMF      | Reco Var/Option  | Confirm   |
| yes<br>--<br>// yes   | 1         | <internet_information_yesno yes>   | Never   |
| no<br>--<br>// no   | 2         | <internet_information_yesno no>  | Never   |
| <b>Actions</b>  |           |  |   |
| Option  | Condition | Action   | Transition  |
| no  | Always    | <b>Prompt</b> : [mm1220_out_01]<br>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.<br>-- | <b>goto</b> : mm0200_SFToggle_DS  |
| yes   | Always    | <b>Prompt</b> : [mm1220_out_02]<br>Sure.<br>--   | <b>Re-Recognition</b> : Reprompt  |

| <b>Recovery Behavior</b>                 |                  |  |                                  |
|--|------------------|--|----------------------------------|
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                |
| nomatch 1                                | Always           | <b>Prompt :</b> [mm1220_nm1_01]<br>Let's try again...Would you like to hear the website information again?<br>--   | <b>Re-Recognition :</b>          |
| nomatch 2                                | ^                | <b>Prompt :</b> [mm1220_nm2_01]<br>Sorry. To hear the information about the Social Security Administration website again, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition :</b>          |
| nomatch 3                                | Always           | <b>Prompt :</b> [mm1220_nm3_01]<br>Sorry we're having trouble. Let's keep going...<br>--   | <b>goto :</b> mm0200_SFToggle_DS |
| noinput 1                                | Always           | <b>Prompt :</b> [mm1220_ni1_01]<br>If you'd like to hear the website information again, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--             | <b>Re-Recognition :</b>          |
| noinput 2                                | Always           | <b>Prompt :</b> [mm1220_ni2_01]<br>Let's keep going...<br>--   | <b>goto :</b> mm0200_SFToggle_DS |
| <b>Commands: State-Specific Behavior</b> |                  |  |                                  |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |                                  |
| <b>Commands: Confirmations</b>           |                  |  |                                  |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |                                  |
| <b>Config Parameters</b>                 |                  |  |                                  |
| <b>Parameter</b>                         | <b>Value</b>     |  |                                  |
| --                                       | --               |  |                                  |
| <b>Developer Notes</b>                   |                  |  |                                  |
| --                                       |                  |  |                                  |

**mm1300\_WhichCard\_DM**

| <b>CustomContext Recognition</b>   |                  |                                   |   |
|--|------------------|-----------------------------------|---|
| Which Card (Social Security or Medicare) question  |                  |                                   |   |
| <b>Entering From</b>   |                  |                                   |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0600_BackoffMainMenu_DM</a> , <a href="#">mm0470_ReplacementDisambig_DM</a> |                  |                                   |   |
| <b>Initial Prompts</b>   |                  |                                   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>                       | <b>Wording</b>  |
| initial  | Always           | mm1300_ini_01                     | Which are you calling about - a 'Social Security Card,' a 'Medicare Card,' 'Both Cards,' or 'Something Else?'<br>-- |
| <b>Grammar</b>   |                  |                                   |   |
| <b>Sample Expressions</b>  | <b>DTMF</b>      | <b>Reco Var/Option</b>            | <b>Confirm</b>  |
| ?(i'm calling about [a my]) social security ?card<br>--<br>// social_security  | 1                | <which_card_menu social_security> | If Necessary  |

|   |   |                                  |              |
|---|---|----------------------------------|--------------|
| ?(i'm calling about [a my]) medicare ?card<br>--<br>// medicare   | 2 | <which_card_menu medicare>       | If Necessary |
| ?(i'm calling about) both ?[cards (of them)]<br>--<br>// both   | 3 | <which_card_menu both>           | If Necessary |
| ?(it's (i'm calling about)) something else, other, ?[(a different) another] card<br>--<br>// something_else | 4 | <which_card_menu something_else> | If Necessary |

**Actions**

| Option         | Condition | Action  | Transition                               |
|----------------|-----------|---|--|
| both           | Always    | Assign : current_task =card_social_security           | --                                       |
| ^              | ^         | Assign : card_type =both                              | --                                       |
| ^              | ^         | Prompt : [mm1300_out_01] Okay.<br>--                  | goto : mm1310_BothCardsMsg_PP            |
| medicare_card  | Always    | Assign : card_type =medicare                          | --                                       |
| ^              | ^         | Prompt : [mm1300_out_02] Okay. Medicare.<br>--        | goto : mm1105_MedicareCardsMenu_DM       |
| something_else | Always    | Assign : final_intent =<current_intent>               | --                                       |
| ^              | ^         | Prompt : [mm1300_out_03] Okay<br>--                   | goto : mm3000_ABRStatus_DS               |
| ss_card        | Always    | Assign : card_type =social_security                   | --                                       |
| ^              | ^         | Prompt : [mm1300_out_04] Okay. Social Security.<br>-- | goto : mm1100_SocialSecurityCardsMenu_DM |

**Confirmation Prompts**

| Option          | Condition | Name              | Wording  |
|-----------------|-----------|-------------------|--|
| both            | Always    | mm1300_cnf_ini_01 | You're calling about BOTH cards.<br>--             |
| medicare        | Always    | mm1300_cnf_ini_02 | You're calling about a Medicare card.<br>--        |
| social_security | Always    | mm1300_cnf_ini_03 | You're calling about a Social Security card.<br>-- |
| something_else  | Always    | mm1300_cnf_ini_04 | You're calling about 'Something Else.'<br>--       |
| --              | Always    | gl_cnf_ini_02     | Right?<br>--                                       |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| Type      | Condition | Action  | Transition       |
|-----------|-----------|---|------------------|
| nomatch 1 | Always    | Prompt : [mm1300_nm1_01] Let's try again. You can say 'Social Security' or press 1, 'Medicare' or press 2, 'Both Cards' or 3, OR for anything else, say 'It's Something | Re-Recognition : |

|           |        |   |                                   |
|-----------|--------|---|-----------------------------------|
|           |        | Else' or press 4.<br>--   |                                   |
| nomatch 2 | ^      | <b>Prompt :</b> [mm1300_nm2_01]<br>Sorry. If you're calling about a Social Security card, press 1. For a Medicare card, press 2. If you'd like help with BOTH cards, press 3. Or, for anything else, press 4.<br>--   | <b>Re-Recognition :</b>           |
| nomatch 3 | Always | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^      | <b>Prompt :</b> [mm1300_ni1_01]<br>For help with a Social Security card, say 'Social Security' or press 1. For help with Medicare cards, say 'Medicare' or press 2. If you'd like help with BOTH Social Security AND Medicare cards, just say 'Both' or press 3. Or, for anything else, say 'It's Something Else' or press 4.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^      | <b>Prompt :</b> [mm1300_ni2_01]<br>Sorry. If you're calling about a Social Security card, press 1. For a Medicare card, press 2. If you'd like help with BOTH cards, press 3. Or, for anything else, press 4.<br>--   | <b>Re-Recognition :</b>           |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |


**mm1310\_BothCardsMsg\_PP**

|   |                  |               |   |
|---|------------------|---------------|---|
| Play Prompt  |                  |               |   |
| If caller chooses 'both [cards]' at mm1300_WhichCard_DM, plays message                            |                  |               |   |
| <b>Entering From</b>  |                  |               |   |
| <a href="#">mm1300_WhichCard_DM</a>   |                  |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |               |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>                                    |
| 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.<br>-- |
| initial                | ^ | mm1310_out_02 | <1000ms silence><br>--  |
| initial                | ^ | mm1310_out_03 | Now, the Social Security Card.<br>--  |
| <b>Actions</b>         |   |               |   |
| <b>Condition</b>       |   | <b>Action</b> | <b>Transition</b>   |
| Always                 |   | --            | <b>goto :</b><br><a href="#">mm1100_SocialSecurityCardsMenu_DM</a>  |
| <b>Developer Notes</b> |   |               |   |
| --                     |   |               |   |

**mm1400\_SSReplacementMsg\_PP**


|  |                  |               |   |
|--|------------------|---------------|---|
| <b>Play Prompt</b>   |                  |               |    |
| Social Security replacement card message   |                  |               |   |
| <b>Entering From</b>   |                  |               |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm1100_SocialSecurityCardsMenu_DM</a> |                  |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                  |               |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| initial  | 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 called '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, after you submit it, it might take a few weeks to get a reply.<br>-- |
| <b>Actions</b>   |                  |               |   |
| <b>Condition</b>   |                  | <b>Action</b> | <b>Transition</b>   |
| Always   |                  | --            | <b>goto :</b><br><a href="#">mm1430_SocialSecurityCardMenu_DM</a>   |
| <b>Developer Notes</b>   |                  |               |   |
| --   |                  |               |   |

**mm1410\_SSNewMsg\_PP**


|   |                  |               |  |
|---|------------------|---------------|--|
| <b>Play Prompt</b>                                |                  |               |   |
| New Social Security Card message.                 |                  |               |  |
| <b>Entering From</b>                              |                  |               |  |
| <a href="#">mm1100_SocialSecurityCardsMenu_DM</a> |                  |               |  |
| <b>Initial Prompts</b> [Barge-in is OFF]          |                  |               |  |
| <b>Type</b>                                       | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>   |
| 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.<br>-- |
| <b>Actions</b>         |               |  |  |
| <b>Condition</b>       | <b>Action</b> | <b>Transition</b>  |  |
| Always                 | --            | goto :<br><a href="#">mm1430_SocialSecurityCardMenu_DM</a> |  |
| <b>Developer Notes</b> |               |  |  |
| --                     |               |  |  |

**mm1420\_SSUpdateMsg\_PP**

|   |                  |  |   |
|---|------------------|--|---|
| <b>Play Prompt</b>  |                  |  |    |
| Update personal Information message.  |                  |  |   |
| <b>Entering From</b>  |                  |  |   |
| <a href="#">mm0910_UpdatePersonalInfo_DM</a> , <a href="#">mm1110_UpdatePersonalInfo_DM</a> |                  |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |  |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>  | <b>Wording</b>  |
| initial   | Always           | mm1420_out_01  | There's no charge to correct or change your information. To make 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 reason 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.<br>-- |
| <b>Actions</b>  |                  |  |   |
| <b>Condition</b>  | <b>Action</b>    | <b>Transition</b>  |   |
| Always  | --               | goto :<br><a href="#">mm1430_SocialSecurityCardMenu_DM</a> |   |
| <b>Developer Notes</b>  |                  |  |   |
| --  |                  |  |   |

**mm1430\_SocialSecurityCardMenu\_DM**

|   |                  |               |   |
|---|------------------|---------------|---|
| <b>CustomContext Recognition</b>  |                  |               |    |
| Social Security Card task disambiguation menu.  |                  |               |   |
| <b>Entering From</b>  |                  |               |   |
| <a href="#">mm1400_SSReplacementMsg_PP</a> , <a href="#">mm1410_SSNewMsg_PP</a> , <a href="#">mm1420_SSUpdateMsg_PP</a> |                  |               |   |
| <b>Initial Prompts</b>  |                  |               |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| initial   | First entry      | 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 | Which would you 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.'<br>-- |

**Grammar**

| Sample Expressions   | DTMF | Reco Var/Option                               | Confirm      |
|--|------|---|--------------|
| get ?an application ?form<br>--<br>// get_form                                       | 1    | <social_security_card_menu<br>get_form>       | If Necessary |
| ?(get help with) ?[a (an application)] form<br>--<br>// help_with_form               | 2    | <social_security_card_menu<br>help_with_form> | If Necessary |
| submit ?an [(application ?form) form]<br>--<br>// submit_form                        | 3    | <social_security_card_menu<br>submit_form>    | If Necessary |
| ?(get information about) ?supporting [documents documentation]<br>--<br>// documents | 4    | <social_security_card_menu<br>documents>      | If Necessary |
| ?(find a) ?(social security ?field) office<br>--<br>// office                        | 5    | <social_security_card_menu<br>office>         | If Necessary |
| ?[it's (i'm calling about)] something else, other<br>--<br>// something_else         | 6    | <social_security_card_menu<br>something_else> | If Necessary |
| repeat, repeat that<br>--<br>// repeat   | 9    | <social_security_card_menu<br>repeat>         | Never        |

**Actions**

| Option         | Condition | Action   | Transition  |
|----------------|-----------|--|---|
| document       | Always    | Assign : final_intent<br>=citizenship_documents                    | --  |
| ^              | ^         | Prompt : [mm1430_out_01]<br>All right. Supporting Documents.<br>-- | goto :<br><a href="#">mm1500_CitizenshipQuestion_DM</a> |
| get_form       | Always    | Assign : final_intent<br>=sscard_get_form                          | --  |
| ^              | ^         | Prompt : [mm1430_out_02]<br>All right. Get a Form.<br>--           | goto : <a href="#">mm1520_GetForm_DM</a>                |
| help_with_form | Always    | Assign : final_intent<br>=sscard_form_help                         | --  |
| ^              | ^         | Prompt : [mm1430_out_03]<br>All right.<br>--                       | goto : <a href="#">mm3000_ABRStatus_DS</a>              |
| office         | Always    | Assign : current_task<br>=field_office_locator                     | --  |
| ^              | ^         | Assign : ss_card_requested =true                                   | --  |
| ^              | ^         | Assign : final_intent<br>=field_office_locator                     | --  |
| ^              | ^         | Prompt : [mm1430_out_04]<br>All right. Office Locations.           | goto :<br><a href="#">mm0320_FieldOfficeLocator_SD</a>  |

|                |        |  |                                    |
|----------------|--------|--|------------------------------------|
|                |        | --   |                                    |
| something_else | Always | <b>Assign</b> : final_intent =<current_intent>                   | --                                 |
| ^              | ^      | <b>Prompt</b> : [mm1430_out_06]<br>All right.<br>--              | <b>goto</b> : mm3000_ABRStatus_DS  |
| submit_form    | Always | <b>Prompt</b> : [mm1430_out_07]<br>All right. Submit Form.<br>-- | <b>goto</b> : mm1600_SubmitForm_DM |
| repeat         | Always | <b>Prompt</b> : [mm1430_out_08]<br>Sure.<br>--                   | <b>Re-Recognition</b> : Reprompt   |

**Confirmation Prompts**

| Option         | Condition | Name              | Wording  |
|----------------|-----------|-------------------|--|
| documents      | Always    | mm1430_cnf_ini_01 | You'd like information about Supporting Documents.<br>-- |
| get_form       | Always    | mm1430_cnf_ini_02 | You'd like help Getting a Form.<br>--                    |
| help_with_form | Always    | mm1430_cnf_ini_03 | You'd like help Filling Out a Form.<br>--                |
| office         | Always    | mm1430_cnf_ini_04 | You're calling to find a Social Security office.<br>--   |
| something_else | Always    | mm1430_cnf_ini_05 | You're calling about 'Something Else.'<br>--             |
| submit_form    | Always    | mm1430_cnf_ini_06 | You'd like help Submitting a Form.<br>--                 |
| --             | Always    | gl_cnf_ini_02     | Right?<br>--   |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| Type      | Condition | Action   | Transition                        |
|-----------|-----------|--|-----------------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [mm1430_nm1_01]<br>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' or 4, 'Find an Office' or 5, or for anything else, say 'Something Else' or press 6.<br>--  | <b>Re-Recognition</b> :           |
| nomatch 2 | ^         | <b>Prompt</b> : [mm1430_nm2_01]<br>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.<br>-- | <b>Re-Recognition</b> :           |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                                |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |

|           |        |  |                                   |
|-----------|--------|--|-----------------------------------|
| noinput 1 | ^      | <b>Prompt :</b> [mm1430_ni1_01]<br>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.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^      | <b>Prompt :</b> [mm1430_ni2_01]<br>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.<br>--   | <b>Re-Recognition :</b>           |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error   | --                                |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Disabled Globals</b>        |              |
| repeat                                   |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |


**mm1500\_CitizenshipQuestion\_DM**

|  |                  |               |   |
|--|------------------|---------------|---|
| <b>CustomContext Recognition</b>   |                  |               |   |
|                             |                  |               |   |
| asks the caller if he/she is a US citizen in order to provide appropriate information about supporting documents |                  |               |   |
| <b>Entering From</b>   |                  |               |   |
| <a href="#">mm1430_SocialSecurityCardMenu_DM</a>   |                  |               |   |
| <b>Initial Prompts</b>   |                  |               |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| initial  | Always           | mm1500_ini_01 | Is the person who needs the card a United States citizen?<br>-- |

| <b>Grammar</b>                                  |                  |  |  |                |
|---|------------------|--|--|----------------|
| <b>Sample Expressions</b>                       |                  | <b>DTMF</b>  | <b>Reco Var/Option</b>   | <b>Confirm</b> |
| yes ?[(i am) ([he she] is)]<br>--<br>// yes     |                  | 1  | <citizenship_question_yesno yes>                                       | Never          |
| no ?[(i'm not) ([he she] isn't)]<br>--<br>// no |                  | 2  | <citizenship_question_yesno no>  | Never          |
| <b>Actions</b>                                  |                  |  |  |                |
| <b>Option</b>                                   | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>  |                |
| yes   | Always           | <b>Prompt :</b> [mm1500_out_01]<br>Okay.<br>--   | <b>goto :</b><br><a href="#">mm1510_CitizenDocumentsMsgPart1_DM</a>    |                |
| no  | Always           | <b>Prompt :</b> [mm1500_out_02]<br>No problem.<br>--   | <b>goto :</b><br><a href="#">mm1515_NonCitizenDocumentsMsgPart1_DM</a> |                |
| <b>Recovery Behavior</b>                        |                  |  |  |                |
| <b>Type</b>                                     | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>  |                |
| nomatch 1                                       | Always           | <b>Prompt :</b> [mm1500_nm1_01]<br>Let's try again... IS the person applying for a card a U.S. citizen?<br>--  | <b>Re-Recognition :</b>  |                |
| nomatch 2                                       | ^                | <b>Prompt :</b> [mm1500_nm2_01]<br>Sorry. If the person applying is a U.S. citizen, press 1. Otherwise, press 2.<br>--   | <b>Re-Recognition :</b>  |                |
| nomatch 3                                       | Always           | <b>Assign :</b> transfer_reason =error   | --   |                |
| nomatch 3                                       | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>                      |                |
| noinput 1                                       | ^                | <b>Prompt :</b> [mm1500_ni1_01]<br>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. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>  |                |
| noinput 2                                       | ^                | <b>Prompt :</b> [mm1500_ni2_01]<br>Sorry. If the person applying is a U.S. citizen, press 1. Otherwise, press 2.<br>--   | <b>Re-Recognition :</b>  |                |
| noinput 3                                       | Always           | <b>Assign :</b> transfer_reason =error   | --   |                |
| noinput 3                                       | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>                      |                |
| <b>Commands: State-Specific Behavior</b>        |                  |  |  |                |
| <a href="#">See 1.2 Global Commands</a>         |                  |  |  |                |
| <b>Commands: Confirmations</b>                  |                  |  |  |                |
| <a href="#">See 1.2 Global Commands</a>         |                  |  |  |                |
| <b>Config Parameters</b>                        |                  |  |  |                |
| <b>Parameter</b>                                | <b>Value</b>     |  |  |                |
| --  | --               |  |  |                |

|                        |
|------------------------|
| <b>Developer Notes</b> |
| --                     |

**mm1510\_CitizenDocumentsMsgPart1\_DM**

| CustomContext Recognition                        |                         |               |  |
|---|-------------------------|---------------|--|
| First section of informational message about Supporting Documents needed to apply or change personal information for U.S. citizens. |                         |               |  |
| <b>Entering From</b>  |                         |               |  |
| <a href="#">mm1500_CitizenshipQuestion_DM</a>   |                         |               |  |
| <b>Initial Prompts</b>  |                         |               |  |
| Type  | Condition               | Name          | Wording  |
| initial   | Always                  | mm1510_ini_01 | I have a lot of information, which I'll give to you in two 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. 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. If you don't have any of those, we may accept other documents, like a U.S. military ID, 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.<br>-- |
| initial   | ^                       | mm1510_ini_02 | <1000ms silence><br>--   |
| initial   | ^                       | mm1510_ini_03 | To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--  |
| reprompt  | (after disconfirmation) | mm1510_ree_01 | To hear the information again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--   |
| reprompt  | (after repeat)          | mm1510_ree_02 | 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. If you don't have any of those, we may accept other documents, like a U.S. military ID, 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.<br>--  |
| reprompt  | ^                       | mm1510_ree_03 | <1000ms silence><br>--   |
| reprompt  | ^                       | mm1510_ree_04 | To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--  |

| <b>Grammar</b>                       |             |   |                |
|--------------------------------------|-------------|---|----------------|
| <b>Sample Expressions</b>            | <b>DTMF</b> | <b>Reco Var/Option</b>                              | <b>Confirm</b> |
| repeat that<br>--<br>// repeat       | 1           | <supporting_documents_nonfinal_<br>menu repeat>     | Never          |
| keep going<br>--<br>// keep_going    | 2           | <supporting_documents_nonfinal_<br>menu keep_going> | If Necessary   |
| ?(i'm) finished<br>--<br>// finished | 3           | <supporting_documents_nonfinal_<br>menu finished>   | If Necessary   |

| <b>Actions</b> |                   |   |  |
|----------------|-------------------|---|--|
| <b>Option</b>  | <b>Condition</b>  | <b>Action</b>   | <b>Transition</b>  |
| finished       | If card_type=both | <b>Prompt</b> : [mm1510_out_01]<br>Now let's take care of your Medicare card...<br>-- | <b>goto</b> : <a href="#">mm1105_MedicareCardsMenu_DM</a>        |
| ^              | Else              | <b>Assign</b> : card_type =Undefined  | --   |
| ^              | ^                 | <b>Prompt</b> : [mm1510_out_02]<br>All right. Feel free to hang up. Or...<br>--       | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>                 |
| keep_going     | Always            | <b>Prompt</b> : [mm1510_out_03]<br>All right.<br>--                                   | <b>goto</b> : <a href="#">mm1512_CitizenDocumentsMsgPart2_DM</a> |
| repeat         | Always            | <b>Prompt</b> : [mm1510_out_04]<br>Sure.<br>--  | <b>Re-Recognition</b> : Reprompt                                 |

| <b>Confirmation Prompts</b> |                  |                   |   |
|-----------------------------|------------------|-------------------|---|
| <b>Option</b>               | <b>Condition</b> | <b>Name</b>       | <b>Wording</b>                                    |
| keep_going                  | Always           | mm1510_cnf_ini_01 | You want to hear more information, right?<br>--   |
| finished                    | Always           | mm1510_cnf_ini_02 | Sounds like you're finished. Is that right?<br>-- |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| <b>Type</b> | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>  |
|-------------|------------------|---|--|
| nomatch 1   | Always           | <b>Prompt</b> : [mm1510_nm1_01]<br>Let's try again... You can say 'Repeat That' (or press 1), 'Keep Going' (or press 2), or 'I'm Finished' (or press 3).<br>--              | <b>Re-Recognition</b> :  |
| nomatch 2   | Always           | <b>Prompt</b> : [mm1510_nm2_01]<br>Sorry. To hear that again, press 1. To hear MORE information about supporting documents, press 2. Or, if you're finished, press 3.<br>-- | <b>Re-Recognition</b> :  |
| nomatch 3   | Always           | <b>Prompt</b> : [mm1510_nm3_01]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto</b> : <a href="#">mm1512_CitizenDocumentsMsgPart2_DM</a> |
| noinput 1   | Always           | <b>Prompt</b> : [mm1510_ni1_01]   | <b>Re-Recognition</b> :  |



|  |        |   |   |
|--|--------|---|---|
|  |        | To hear that information again, say 'Repeat 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).<br>-- |   |
| noinput 2                                | Always | <b>Prompt :</b> [mm1510_ni2_01]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b><br><a href="#">mm1512_CitizenDocumentsMsgPart2_DM</a> |
| <b>Commands: State-Specific Behavior</b> |        |   |   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |   |
| <b>Commands: Disabled Globals</b>        |        |   |   |
| repeat                                   |        |   |   |
| <b>Commands: Confirmations</b>           |        |   |   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |   |
| <b>Config Parameters</b>                 |        |   |   |
| <b>Parameter</b>                         |        | <b>Value</b>  |   |
| --                                       |        | --  |   |
| <b>Developer Notes</b>                   |        |   |   |
| --                                       |        |   |   |

### mm1512\_CitizenDocumentsMsgPart2\_DM

|  |                  |               |   |   |
|--|------------------|---------------|---|---|
| <b>CustomContext Recognition</b>   |                  |               |   |  |
| Second section of informational message about Supporting Documents needed to apply or change personal information for U.S. citizens. |                  |               |   |   |
| <b>Entering From</b>   |                  |               |   |   |
| <a href="#">mm1510_CitizenDocumentsMsgPart1_DM</a>   |                  |               |   |   |
| <b>Initial Prompts</b>   |                  |               |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |   |
| initial  | Always           | mm1512_ini_01 | Here's the last 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 an identity document with your old name (like a drivers' license or passport) AND another one with your new legal name, in addition to the name change document. Note that we can only accept original documents, but we'll return your documents after we've seen them.<br>-- |   |
| initial  | ^                | mm1512_ini_02 | <1000ms silence><br>--  |   |
| initial  | ^                | mm1512_ini_03 | Would you like to hear that again?<br>--  |   |
| <b>Grammar</b>   |                  |               |   |   |

| Sample Expressions      | DTMF | Reco Var/Option                            | Confirm |
|-------------------------|------|--|---------|
| yes<br>--<br>// yes     | 1    | <supporting_documents_final_yes<br>no yes> | Never   |
| no<br>--<br>// finished | 2    | <supporting_documents_final_yes<br>no no>  | Never   |

**Actions**

| Option | Condition         | Action  | Transition  |
|--------|-------------------|---|---|
| no     | If card_type=both | <b>Prompt</b> : [mm1512_out_01]<br>Now let's take care of your Medicare card...<br>--                           | <b>goto</b> : <a href="#">mm1105_MedicareCardsMenu_DM</a> |
| ^      | Else              | <b>Assign</b> : card_type =Undefined  | --  |
| ^      | ^                 | <b>Prompt</b> : [mm1512_out_02]<br>All right. Now, if you're finished, feel free to hang up. Otherwise...<br>-- | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>          |
| yes    | Always            | <b>Prompt</b> : [mm1512_out_03]<br>Sure.<br>--  | <b>Re-Recognition</b> : Reprompt                          |

**Recovery Behavior**


| Type      | Condition         | Action  | Transition  |
|-----------|-------------------|---|---|
| nomatch 1 | Always            | <b>Prompt</b> : [mm1512_nm1_01]<br>Would you like to hear that information again?<br>--   | <b>Re-Recognition</b> :                                   |
| nomatch 2 | Always            | <b>Prompt</b> : [mm1512_nm2_01]<br>If you'd like to hear that information again, press 1. If not, press 2<br>--                           | <b>Re-Recognition</b> :                                   |
| nomatch 3 | If card_type=both | <b>Prompt</b> : [mm1512_nm3_01]<br>Sorry we're having trouble. Let's take care of your Medicare card...<br>--                             | <b>goto</b> : <a href="#">mm1105_MedicareCardsMenu_DM</a> |
| nomatch 3 | Else              | <b>Assign</b> : card_type =Undefined  | --  |
| nomatch 3 | ^                 | <b>Prompt</b> : [mm1512_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>          |
| noinput 1 | Always            | <b>Prompt</b> : [mm1512_ni1_01]<br>If you'd like to hear that information again, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> :                                   |
| noinput 2 | If card_type=both | <b>Prompt</b> : [mm1512_ni2_01]<br>Let's take care of your Medicare card...<br>--   | <b>goto</b> : <a href="#">mm1105_MedicareCardsMenu_DM</a> |
| noinput 2 | Else              | <b>Assign</b> : card_type =Undefined  | --  |
| noinput 2 | ^                 | <b>Prompt</b> : [mm1512_ni2_02]<br>Let's keep going...<br>--  | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>          |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

|   |              |
|---|--------------|
| <b>Commands: Confirmations</b>          |              |
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |

**mm1515\_NonCitizenDocumentsMsgPart1\_DM**

|  |                         |               |   |   |
|--|-------------------------|---------------|---|---|
| <b>CustomContext Recognition</b>   |                         |               |   |  |
| First section of informational message about Supporting Documents needed to apply or change personal information for non-citizens. |                         |               |   |   |
| <b>Entering From</b>   |                         |               |   |   |
| <a href="#">mm1500_CitizenshipQuestion_DM</a>  |                         |               |   |   |
| <b>Initial Prompts</b>   |                         |               |   |   |
| <b>Type</b>  | <b>Condition</b>        | <b>Name</b>   | <b>Wording</b>  |   |
| 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.<br>--   |   |
| initial  | ^                       | mm1515_ini_02 | <1000ms silence><br>--  |   |
| 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.<br>-- |   |
| initial  | ^                       | mm1515_ini_04 | <1000ms silence><br>--  |   |
| initial  | ^                       | mm1515_ini_05 | To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--   |   |
| reprompt   | (after disconfirmation) | mm1515_ree_01 | To hear the information again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--  |   |
| initial  | (after repeat)          | mm1515_ini_06 | Here's the first part again. 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.<br>--  |
| initial | ^ | mm1515_ini_07 | <1000ms silence><br>--  |
| initial | ^ | mm1515_ini_08 | 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.<br>-- |
| initial | ^ | mm1515_ini_09 | <1000ms silence><br>--  |
| initial | ^ | mm1515_ini_10 | To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--   |

**Grammar**

| Sample Expressions                   | DTMF | Reco Var/Option                                 | Confirm      |
|--------------------------------------|------|---|--------------|
| repeat that<br>--<br>// repeat       | 1    | <supporting_documents_nonfinal_menu repeat>     | Never        |
| keep_going<br>--<br>// keep_going    | 2    | <supporting_documents_nonfinal_menu keep_going> | If Necessary |
| ?(i'm) finished<br>--<br>// finished | 3    | <supporting_documents_nonfinal_menu finished>   | If Necessary |

**Actions**


| Option     | Condition         | Action  | Transition  |
|------------|-------------------|---|---|
| finished   | If card_type=both | <b>Prompt</b> : [mm1515_out_01]<br>Now let's take care of your Medicare card...<br>-- | <b>goto</b> : <a href="#">mm1105_MedicareCardsMenu_DM</a>           |
| ^          | Else              | <b>Assign</b> : card_type =Undefined  | --  |
| ^          | ^                 | <b>Prompt</b> : [mm1515_out_02]<br>All right. Feel free to hang up. Or...<br>--       | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>                    |
| keep_going | Always            | <b>Prompt</b> : [mm1515_out_03]<br>All right.<br>--                                   | <b>goto</b> : <a href="#">mm1517_NonCitizenDocumentsMsgPart2_DM</a> |
| repeat     | Always            | <b>Prompt</b> : [mm1515_out_04]<br>Sure.<br>--  | <b>Re-Recognition</b> : Reprompt                                    |

**Confirmation Prompts**

| Option     | Condition | Name            | Wording                                   |
|------------|-----------|-----------------|---|
| keep_going | Always    | mm1515_cnf_ini_ | You want to hear more information, right? |

|   |           | 01  | --   |
|---|-----------|---|--|
| finished                                    | Always    | mm1515_cnf_ini_02   | Sounds like you're finished. Is that right?<br>--                      |
| <b>Confirmation Recovery Behavior</b>       |           |   |  |
| <a href="#">See 1.3 Global Confirmation</a> |           |   |  |
| <b>Recovery Behavior</b>                    |           |   |  |
| Type  | Condition | Action  | Transition   |
| nomatch 1                                   | Always    | <b>Prompt :</b> [mm1515_nm1_01]<br>Let's try again... You can say 'Repeat That' (or press 1), 'Keep Going' (or press 2), or 'I'm Finished' (or press 3).<br>--  | <b>Re-Recognition :</b>  |
| nomatch 2                                   | Always    | <b>Prompt :</b> [mm1515_nm2_01]<br>Sorry. To hear that again, press 1. To hear MORE information about supporting document, press 2. Or, if you're finished, press 3.<br>--  | <b>Re-Recognition :</b>  |
| nomatch 3                                   | Always    | <b>Prompt :</b> [mm1515_nm3_01]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b><br><a href="#">mm1517_NonCitizenDocumentsMsgPart2_DM</a> |
| noinput 1                                   | Always    | <b>Prompt :</b> [mm1515_ni1_01]<br>To hear the information again, say 'Repeat 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).<br>-- | <b>Re-Recognition :</b>  |
| noinput 2                                   | Always    | <b>Prompt :</b> [mm1515_ni2_01]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b><br><a href="#">mm1517_NonCitizenDocumentsMsgPart2_DM</a> |
| <b>Commands: State-Specific Behavior</b>    |           |   |  |
| <a href="#">See 1.2 Global Commands</a>     |           |   |  |
| <b>Commands: Disabled Globals</b>           |           |   |  |
| repeat                                      |           |   |  |
| <b>Commands: Confirmations</b>              |           |   |  |
| <a href="#">See 1.2 Global Commands</a>     |           |   |  |
| <b>Config Parameters</b>                    |           |   |  |
| Parameter                                   | Value     |   |  |
| --  | --        |   |  |
| <b>Developer Notes</b>                      |           |   |  |
| --  |           |   |  |

**mm1517\_NonCitizenDocumentsMsgPart2\_DM**

|   |   |
|---|---|
| <b>CustomContext Recognition</b>  |  |
| Second section of informational message about Supporting Documents needed to apply or change personal information for non-citizens. |   |
| <b>Entering From</b>  |   |
| <a href="#">mm1515_NonCitizenDocumentsMsgPart1_DM</a>   |   |

| <b>Initial Prompts</b>               |                         |   |   |                |
|--------------------------------------|-------------------------|---|---|----------------|
| <b>Type</b>                          | <b>Condition</b>        | <b>Name</b>   | <b>Wording</b>  |                |
| 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 an identity document with your old name (like a drivers' license or passport) AND another one with your new legal name, in addition to the name change document.<br>-- |                |
| initial                              | ^                       | mm1517_ini_02   | <1000ms silence><br>--  |                |
| initial                              | ^                       | mm1517_ini_03   | To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--   |                |
| reprompt                             | (after disconfirmation) | mm1517_ree_01   | To hear the information again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'<br>--  |                |
| <b>Grammar</b>                       |                         |   |   |                |
| <b>Sample Expressions</b>            |                         | <b>DTMF</b>   | <b>Reco Var/Option</b>  | <b>Confirm</b> |
| repeat that<br>--<br>// repeat       |                         | 1   | <supporting_documents_nonfinal_menu repeat>   | Never          |
| keep going<br>--<br>// keep_going    |                         | 2   | <supporting_documents_nonfinal_menu keep_going>   | If Necessary   |
| ?(i'm) finished<br>--<br>// finished |                         | 3   | <supporting_documents_nonfinal_menu finished>   | If Necessary   |
| <b>Actions</b>                       |                         |   |   |                |
| <b>Option</b>                        | <b>Condition</b>        | <b>Action</b>   | <b>Transition</b>   |                |
| finished                             | If card_type=both       | <b>Prompt</b> : [mm1517_out_01]<br>Now let's take care of your Medicare card...<br>-- | <b>goto</b> : mm1105_MedicareCardsMenu_DM   |                |
| ^                                    | Else                    | <b>Assign</b> : card_type =Undefined  | --  |                |
| ^                                    | ^                       | <b>Prompt</b> : [mm1517_out_02]<br>All right. Feel free to hang up. Or...<br>--       | <b>goto</b> : mm0200_SFToggle_DS  |                |
| keep_going                           | Always                  | <b>Prompt</b> : [mm1517_out_03]<br>All right.<br>--                                   | <b>goto</b> : mm1519_NonCitizenDocumentsMsgPart3_DM   |                |
| repeat                               | Always                  | <b>Prompt</b> : [mm1517_out_04]<br>Sure.<br>--  | <b>Re-Recognition</b> : Reprompt  |                |
| <b>Confirmation Prompts</b>          |                         |   |   |                |

| Option     | Condition | Name              | Wording   |
|------------|-----------|-------------------|---|
| keep_going | Always    | mm1517_cnf_ini_01 | You want to hear more information, right?<br>--   |
| finished   | Always    | mm1517_cnf_ini_02 | Sounds like you're finished. Is that right?<br>-- |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition   |
|-----------|-----------|---|--|
| nomatch 1 | Always    | <b>Prompt :</b> [mm1517_nm1_01]<br>Let's try again... You can say 'Repeat That' (or press 1), 'Keep Going' (or press 2), or 'I'm Finished' (or press 3).<br>--  | <b>Re-Recognition :</b>  |
| nomatch 2 | Always    | <b>Prompt :</b> [mm1517_nm2_01]<br>Sorry. To hear that again, press 1. To hear MORE information about supporting document, press 2. Or, if you're finished, press 3.<br>--  | <b>Re-Recognition :</b>  |
| nomatch 3 | Always    | <b>Prompt :</b> [mm1517_nm3_01]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b><br><a href="#">mm1519_NonCitizenDocumentsMsgPart3_DM</a> |
| noinput 1 | Always    | <b>Prompt :</b> [mm1517_ni1_01]<br>To hear the information again, say 'Repeat 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).<br>-- | <b>Re-Recognition :</b>  |
| noinput 2 | Always    | <b>Prompt :</b> [mm1517_ni2_01]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b><br><a href="#">mm1519_NonCitizenDocumentsMsgPart3_DM</a> |

**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 Recognition  |
|--|
| Third section of informational message about Supporting Documents needed to apply or change personal information for non-citizens. |

| <b>Entering From</b>                  |                   |   |   |
|---------------------------------------|-------------------|---|---|
| mm1517_NonCitizenDocumentsMsgPart2_DM |                   |   |   |
| <b>Initial Prompts</b>                |                   |   |   |
| Type                                  | Condition         | Name  | Wording   |
| initial                               | Always            | mm1519_ini_01   | Here's the last part. For proof of citizenship, we can accept your U.S. birth certificate or U.S. passport. If you were born outside the U.S., we can also accept a Consular Report of Birth, a Certificate of Citizenship, or a Certificate of Naturalization. If you're NOT a U.S. citizen, we need to see a current document issued to you by the Department of Homeland Security showing your immigration status, such as form 'I five five one,' 'I nine four,' 'I six eight eight B,' or 'I seven six six.' If you are not authorized to work in the U.S., then you'll need to provide a document from a U.S. federal, state, or local government agency, that explains WHY you need a social security number and which proves that you meet all the requirements for receiving benefits. If you're not sure if your reason qualifies, please speak with one of our agents. Note that we can only accept original documents, but we'll return your documents after we've seen them.<br>-- |
| initial                               | ^                 | mm1519_ini_02   | <1000ms silence><br>--  |
| initial                               | ^                 | mm1519_ini_03   | Would you like to hear that again?<br>--  |
| <b>Grammar</b>                        |                   |   |   |
| Sample Expressions                    | DTMF              | Reco Var/Option   | Confirm   |
| yes<br>--<br>// yes                   | 1                 | <supporting_documents_final_yes no yes>   | Never   |
| no<br>--<br>// finished               | 2                 | <supporting_documents_final_yes no no>  | Never   |
| <b>Actions</b>                        |                   |   |   |
| Option                                | Condition         | Action  | Transition  |
| no                                    | If card_type=both | <b>Prompt</b> : [mm1519_out_01]<br>Now let's take care of your Medicare card...<br>--                           | <b>goto</b> : mm1105_MedicareCardsMenu_DM   |
| ^                                     | Else              | <b>Assign</b> : card_type =Undefined  | --  |
| ^                                     | ^                 | <b>Prompt</b> : [mm1519_out_02]<br>All right. Now, if you're finished, feel free to hang up. Otherwise...<br>-- | <b>goto</b> : mm0200_SFToggle_DS  |
| yes                                   | Always            | <b>Prompt</b> : [mm1519_out_03]<br>Sure.<br>--  | <b>Re-Recognition</b> : Reprompt  |
| <b>Recovery Behavior</b>              |                   |   |   |
| Type                                  | Condition         | Action  | Transition  |
| nomatch 1                             | Always            | <b>Prompt</b> : [mm1519_nm1_01]<br>Would you like to hear that information again?<br>--                         | <b>Re-Recognition</b> :   |



|           |                   |   |   |
|-----------|-------------------|---|---|
| nomatch 2 | Always            | <b>Prompt :</b> [mm1519_nm2_01]<br>If you'd like to hear that information again, press 1. If not, press 2<br>--                           | <b>Re-Recognition :</b>                                   |
| nomatch 3 | If card_type=both | <b>Prompt :</b> [mm1519_nm3_01]<br>Sorry we're having trouble. Let's take care of your Medicare card...<br>--                             | <b>goto :</b> <a href="#">mm1105_MedicareCardsMenu_DM</a> |
| nomatch 3 | Else              | <b>Assign :</b> card_type =Undefined  | --  |
| nomatch 3 | ^                 | <b>Prompt :</b> [mm1519_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a>          |
| noinput 1 | Always            | <b>Prompt :</b> [mm1519_ni1_01]<br>If you'd like to hear that information again, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>                                   |
| noinput 2 | If card_type=both | <b>Prompt :</b> [mm1519_ni2_01]<br>Let's take care of your Medicare card...<br>--   | <b>goto :</b> <a href="#">mm1105_MedicareCardsMenu_DM</a> |
| noinput 2 | Else              | <b>Assign :</b> card_type =Undefined  | --  |
| noinput 2 | ^                 | <b>Prompt :</b> [mm1519_ni2_02]<br>Let's keep going...<br>--  | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a>          |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**mm1520\_GetForm\_DM**

| CustomContext Recognition  |                                |               |   |
|---|--------------------------------|---------------|---|
| Menu of options for getting a Social Security application form.   |                                |               |   |
| <b>Entering From</b>  |                                |               |   |
| <a href="#">mm1430_SocialSecurityCardMenu_DM</a>  |                                |               |   |
| <b>Initial Prompts</b>  |                                |               |   |
| Type  | Condition                      | Name          | Wording   |
| initial   | If card_action=new             | mm1520_ini_01 | There are three ways to get an application - from our website, 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.' To find a Social Security office in your area, say 'Office.' Or, say 'Main Menu' and I'll take you back.<br>-- |
| initial   | Elseif card_action=replacement | mm1520_ini_02 | Note that, in general, you're limited to a maximum of   |

|         |      |               |  |
|---------|------|---------------|--|
|         |      |               | 3 replacement cards per year, and 10 in a lifetime. However, changes in your legal name or work authorization do NOT count toward the limit. Also, you may be given an exception if you can prove that you need a card in order to get benefits.<br>--   |
| initial | ^    | mm1520_ini_03 | <500ms silence><br>--  |
| initial | ^    | mm1520_ini_04 | Now, there are three ways to get an application - from our website, 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.' To find a Social Security office in your area, say 'Office.' Or, say 'Main Menu' and I'll take you back.<br>-- |
| initial | Else | mm1520_ini_05 | Note that, in general, you're limited to a maximum of 3 replacement cards per year, and 10 in a lifetime. However, changes in your legal name or work authorization do NOT count toward the limit.<br>--   |
| initial | ^    | mm1520_ini_06 | <500ms silence><br>--  |
| initial | ^    | mm1520_ini_07 | Now, there are three ways to get an application - from our website, 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.' To find a Social Security office in your area, say 'Office.' Or, say 'Main Menu' and I'll take you back.<br>-- |

**Grammar**

| Sample Expressions  | DTMF | Reco Var/Option            | Confirm      |
|---|------|----------------------------|--------------|
| ?(get an application on the) website<br>--<br>// website    | 1    | <get_form_menu website>    | If Necessary |
| order?(an application) form<br>--<br>// order_form          | 2    | <get_form_menu order_form> | If Necessary |
| ?(find a)?(social security?field) office<br>--<br>// office | 3    | <get_form_menu office>     | If Necessary |
| main menu<br>--<br>// main_menu                             | 4    | <get_form_menu main_menu>  | If Necessary |

**Actions**

| Option    | Condition         | Action   | Transition  |
|-----------|-------------------|--|---|
| main_menu | If card_type=both | <b>Prompt</b> : [mm1520_out_01]<br>All right. Now let's take care of your Medicare card...<br>-- | <b>goto</b> : <a href="#">mm1105_MedicareCardsMenu_DM</a> |
| ^         | Else              | <b>Assign</b> : card_type =Undefined   | --  |
| ^         | ^                 | <b>Prompt</b> : [mm1520_out_02]<br>All right.<br>--  | <b>goto</b> : <a href="#">mm0200_SFToggle_DS</a>          |
| office    | Always            | <b>Assign</b> : current_task =field_office_locator   | --  |

|            |        |   |  |
|------------|--------|---|--|
| ^          | ^      | <b>Assign</b> : final_intent =field_office_locator                              | --   |
| ^          | ^      | <b>Assign</b> : ss_card_requested =true   | --   |
| ^          | ^      | <b>Prompt</b> : [mm1520_out_03]<br>All right. Let's look for an office...<br>-- | <b>goto</b> :<br><a href="#">mm0320_FieldOfficeLocator_SD</a>  |
| order_form | Always | <b>Assign</b> : current_task =transcription_ss5                                 | --   |
| ^          | ^      | <b>Assign</b> : final_intent =transcription_ss5                                 | --   |
| ^          | ^      | <b>Prompt</b> : [mm1520_out_04]<br>All right.<br>--                             | <b>goto</b> :<br><a href="#">mm0545_TranscriptionKBA_DS</a>    |
| website    | Always | <b>Assign</b> : final_intent =website   | --   |
| ^          | ^      | <b>Prompt</b> : [mm1520_out_05]<br>All right.<br>--                             | <b>goto</b> :<br><a href="#">mm1530_WebsiteInstructions_DM</a> |

**Confirmation Prompts**

| Option     | Condition | Name              | Wording  |
|------------|-----------|-------------------|--|
| main_menu  | Always    | mm1520_cnf_ini_01 | You want to go back to the "Main Menu."<br>--      |
| office     | Always    | mm1520_cnf_ini_02 | You'd like to find a Social Security office.<br>-- |
| order_form | Always    | mm1520_cnf_ini_03 | You'd like to order a form over the phone.<br>--   |
| website    | Always    | mm1520_cnf_ini_04 | You'd like 'Website' instructions.<br>--           |
| --         | Always    | gl_cnf_ini_02     | Right?<br>--                                       |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition  |
|-----------|-----------|---|---|
| nomatch 1 | Always    | <b>Prompt</b> : [mm1520_nm1_01]<br>Let's try again. You can say 'Website' or press 1, 'Order Form' or press 2, 'Office' or 3, OR 'Main Menu' or press 4.<br>--  | <b>Re-Recognition</b> :                           |
| nomatch 2 | ^         | <b>Prompt</b> : [mm1520_nm2_01]<br>Sorry. For instructions on downloading the form from our website, press 1. To order one now, over the phone, press 2. To find a Social Security office in your area, press 3. Otherwise, to go back to the main menu, press 4.<br>-- | <b>Re-Recognition</b> :                           |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error  | --  |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1 | ^         | <b>Prompt</b> : [mm1520_ni1_01]<br>There are three ways to get an   | <b>Re-Recognition</b> :                           |

|  |        |  |                                   |
|--|--------|--|-----------------------------------|
|  |        | 'Application for a Social Security Card,' (which is called 'form S S 5') - from our website, over the phone, or at a local Social Security field office. For instructions on downloading the form from our website, say 'Website' or press 1. To order one now, over the phone, say 'Order Form' or press 2. To find a Social Security office in your area, say 'Office' or press 3. Or, to go back to the main menu, just say 'Main Menu' or press 4.<br>-- |                                   |
| noinput 2                                | ^      | <b>Prompt :</b> [mm1520_ni2_01]<br>Sorry. For instructions on downloading the form from our website, press 1. To order one now, over the phone, press 2. To find a Social Security office in your area, press 3. Otherwise, to go back to the main menu, press 4.<br>--  | <b>Re-Recognition :</b>           |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error   | --                                |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |  |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                                   |
| <b>Commands: Disabled Globals</b>        |        |  |                                   |
| StartOver                                |        |  |                                   |
| <b>Commands: Confirmations</b>           |        |  |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                                   |
| <b>Config Parameters</b>                 |        |  |                                   |
| <b>Parameter</b>                         |        | <b>Value</b>   |                                   |
| --                                       |        | --   |                                   |
| <b>Developer Notes</b>                   |        |  |                                   |
| --                                       |        |  |                                   |


**mm1530\_WebsiteInstructions\_DM**

| CustomContext Recognition  |           |               |   |
|---|-----------|---------------|---|
| Instructions for downloading an application form from the website.  |           |               |   |
| <b>Entering From</b>  |           |               |   |
| <a href="#">mm1520_GetForm_DM</a>   |           |               |   |
| <b>Initial Prompts</b>  |           |               |   |
| Type  | Condition | Name          | Wording   |
| initial   | Always    | mm1530_ini_01 | To download an 'Application for a Social Security Card' from our website, go to 'Social Security dot G O V,' then click on the link labeled 'Get or replace a Social Security card.' That'll take you to a page with a link to the 'Form SS5' that you can print out, along with instructions for filling out and submitting it. That web address, again, is 'social security dot G O V,'<br>-- |

|                                 |                           |  |   |
|---------------------------------|---------------------------|--|---|
| initial                         | ^                         | mm1530_ini_02  | <500ms silence><br>--                         |
| initial                         | ^                         | mm1530_ini_03  | Now, would you like to hear that again?<br>-- |
| <b>Grammar</b>                  |                           |  |   |
| <b>Sample Expressions</b>       |                           | <b>DTMF</b>  | <b>Reco Var/Option</b>                        |
| yes, yes please<br>--<br>// yes |                           | 1  | <web_instructions_yesno yes>                  |
| no, no thanks<br>--<br>// no    |                           | 2  | <web_instructions_yesno no>                   |
| <b>Actions</b>                  |                           |  |   |
| <b>Option</b>                   | <b>Condition</b>          | <b>Action</b>  | <b>Transition</b>                             |
| no                              | If card_type=both         | <b>Prompt</b> : [mm1530_out_01]<br>All right. Now let's take care of your Medicare card...<br>--   | <b>goto</b> :<br>mm1105_MedicareCardsMenu_DM  |
| ^                               | Else                      | <b>Assign</b> : card_type =Undefined   | --  |
| ^                               | ^                         | <b>Prompt</b> : [mm1530_out_02]<br>All right. Now, if you're finished, feel free to hang up. Otherwise...<br>--  | <b>goto</b> : mm0200_SFToggle_DS              |
| yes                             | Always                    | <b>Prompt</b> : [mm1530_out_03]<br>Sure.<br>--   | <b>Re-Recognition</b> : Reprompt              |
| <b>Recovery Behavior</b>        |                           |  |   |
| <b>Type</b>                     | <b>Condition</b>          | <b>Action</b>  | <b>Transition</b>                             |
| nomatch 1                       | Always                    | <b>Prompt</b> : [mm1530_nm1_01]<br>Let's try again...Would you like to hear that information again?<br>--  | <b>Re-Recognition</b> :                       |
| nomatch 2                       | Always                    | <b>Prompt</b> : [mm1530_nm2_01]<br>Sorry. To hear the information about applying online again, press 1. If you don't want to hear it again, press 2.<br>-- | <b>Re-Recognition</b> :                       |
| nomatch 3                       | If office_hours=true      | <b>Prompt</b> : [mm1530_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...<br>--                                  | <b>goto</b> : mm0200_SFToggle_DS              |
| nomatch 3                       | Else (office_hours=false) | <b>Prompt</b> : [mm1530_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--   | <b>goto</b> : mm0200_SFToggle_DS              |
| noinput 1                       | Always                    | <b>Prompt</b> : [mm1530_ni1_01]<br>If you'd like me to repeat that information, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--                   | <b>Re-Recognition</b> :                       |
| noinput 2                       | If office_hours=true      | <b>Prompt</b> : [mm1530_ni2_01]<br>To speak with someone, press 0. Otherwise,...<br>--   | <b>goto</b> : mm0200_SFToggle_DS              |

|  |                           |  |  |
|--|---------------------------|--|--|
| nomatch 2                                | Else (office_hours=false) | <b>Prompt :</b> [mm1530_nm2_02]<br>Let's keep going...<br>-- | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a> |
| <b>Commands: State-Specific Behavior</b> |                           |  |  |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |  |
| <b>Commands: Confirmations</b>           |                           |  |  |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |  |
| <b>Config Parameters</b>                 |                           |  |  |
| <b>Parameter</b>                         | <b>Value</b>              |  |  |
| --                                       | --                        |  |  |
| <b>Developer Notes</b>                   |                           |  |  |
| --                                       |                           |  |  |

### mm1600\_SubmitForm\_DM

| CustomContext Recognition  |                   |  |   |
|---|-------------------|--|---|
| Instructions for submitting an application form, with option to find a Social Security office.                |                   |  |   |
| <b>Entering From</b>  |                   |  |   |
| <a href="#">mm1430_SocialSecurityCardMenu_DM</a>  |                   |  |   |
| <b>Initial Prompts</b>  |                   |  |   |
| Type  | Condition         | Name   | Wording   |
| initial   | Always            | mm1600_ini_01  | First-time applicants who are age 12 or older, and who have NOT had a Social Security Number before, must apply in person. You're also required to apply in person at a local Social Security Card Center, no matter how old you are, if you live in any of the following places: Orlando, Florida; Brooklyn or Queens, New York; Las Vegas, Nevada; Sacramento County, California; Phoenix, Arizona; or the Greater Twin Cities Metropolitan Area in Minnesota. All OTHER applicants have the choice to MAIL their application, along with the required documents, or take it to a Social Security office.<br>-- |
| initial   | ^                 | mm1600_ini_02  | <500ms silence><br>--   |
| initial   | ^                 | mm1600_ini_03  | Would you like to find a Social Security office near you?<br>--   |
| <b>Grammar</b>  |                   |  |   |
| Sample Expressions  | DTMF              | Reco Var/Option  | Confirm   |
| yes ?(i would)<br>--<br>// yes  | 1                 | <submit_form_yesno yes>  | Never   |
| no ?(i wouldn't)<br>--<br>// no   | 2                 | <submit_form_yesno no>   | Never   |
| <b>Actions</b>  |                   |  |   |
| Option  | Condition         | Action   | Transition  |
| no  | If card_type=both | <b>Prompt :</b> [mm1600_out_01]<br>All right. Now let's take care of your Medicare card... | <b>goto :</b> <a href="#">mm1105_MedicareCardsMenu_DM</a>   |

|     |        |   |  |
|-----|--------|---|--|
|     |        | --  |  |
| ^   | Else   | <b>Assign</b> : card_type =Undefined  | --   |
| ^   | ^      | <b>Prompt</b> : [mm1600_out_02]<br>All right. Now, if you're finished, feel free to hang up. Otherwise...<br>-- | <b>goto</b> : mm0200_SFToggle_DS           |
| yes | Always | <b>Assign</b> : current_task =field_office_locator  | --   |
| ^   | ^      | <b>Assign</b> : final_intent =field_office_locator  | --   |
| ^   | ^      | <b>Assign</b> : ss_card_requested =true   | --   |
| ^   | ^      | <b>Prompt</b> : [mm1600_out_03]<br>All right.<br>--   | <b>goto</b> : mm0320_FieldOfficeLocator_SD |

**Recovery Behavior**

| Type      | Condition | Action   | Transition                        |
|-----------|-----------|--|-----------------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [mm1600_nm1_01]<br>Let's try again... WOULD you like to find a Social Security office near you?<br>--  | <b>Re-Recognition</b> :           |
| nomatch 2 | ^         | <b>Prompt</b> : [mm1600_nm2_01]<br>Sorry. To find a Social Security office in your area, press 1. Otherwise, press 2.<br>--  | <b>Re-Recognition</b> :           |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                                |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1 | ^         | <b>Prompt</b> : [mm1600_ni1_01]<br>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.<br>-- | <b>Re-Recognition</b> :           |
| noinput 2 | ^         | <b>Prompt</b> : [mm1600_ni2_01]<br>Sorry. To find a Social Security office in your area, press 1. Otherwise, press 2.<br>--  | <b>Re-Recognition</b> :           |
| noinput 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                                |
| noinput 3 | Always    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--


**mm1700\_MedicareApplyMenu\_DM**

| CustomContext Recognition   |                          |  |   |
|---|--------------------------|--|---|
| To pre-qualify the caller. asks he/she is already enrolled in Medicare.   |                          |  |   |
| <b>Entering From</b>  |                          |  |   |
| mm0210_SFMainMenu_DM, mm0600_BackoffMainMenu_DM, mm0800_BenefitsApplicationMenu_DM, mm1105_MedicareCardsMenu_DM |                          |  |   |
| <b>Initial Prompts</b>  |                          |  |   |
| Type  | Condition                | Name   | Wording                                     |
| initial   | Always                   | mm1700_ini_01  | Are you already enrolled in Medicare?<br>-- |
| <b>Grammar</b>  |                          |  |   |
| Sample Expressions  | DTMF                     | Reco Var/Option  | Confirm                                     |
| [yes yeah]?(i am?(?already enrolled?(in medicare)))<br>--<br>// yes   | 1                        | <medicare_apply_menu >   | Never                                       |
| no?(i'm not?(?already enrolled?(in medicare)))<br>--<br>// no   | 2                        | <medicare_apply_menu >   | Never                                       |
| <b>Actions</b>  |                          |  |   |
| Option  | Condition                | Action   | Transition                                  |
| no  | Always                   | Assign : final_intent =medicare_enroll   | --  |
| ^   | If office_hours = false  | Prompt : [mm1700_out_01]<br>All right.<br>--   | goto : mm1720_MedicareEnrollMsg_DM          |
| ^   | Else (office_hours=true) | Prompt : [mm1700_out_02]<br>All right.<br>--   | goto : mm3000_ABRStatus_DS                  |
| yes   | Always                   | --   | goto : mm1710_ReplacementCardQuestion_DM    |
| <b>Recovery Behavior</b>  |                          |  |   |
| Type  | Condition                | Action   | Transition                                  |
| nomatch 1   | Always                   | Prompt : [mm1700_nm1_01]<br>Let's try again... Are you ALREADY receiving Medicare benefits?<br>--                                | Re-Recognition :                            |
| nomatch 2   | ^                        | Prompt : [mm1700_nm2_01]<br>Sorry. If you ARE currently receiving Medicare, press 1. Otherwise, press 2.<br>--                   | Re-Recognition :                            |
| nomatch 3   | Always                   | Assign : transfer_reason =error  | --  |
| nomatch 3   | Always                   | Prompt : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | goto : mm3000_ABRStatus_DS                  |
| noinput 1   | ^                        | Prompt : [mm1700_ni1_01]<br>If you're ALREADY receiving Medicare benefits, say 'Yes' or press 1. Otherwise, say 'No' or press 2. | Re-Recognition :                            |




|  |        |   |                                   |
|--|--------|---|-----------------------------------|
|  |        | --  |                                   |
| noinput 2                                | ^      | <b>Prompt :</b> [mm1700_ni2_01]<br>Sorry. If you ARE currently receiving Medicare, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition :</b>           |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Commands: Confirmations</b>           |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Config Parameters</b>                 |        |   |                                   |
| <b>Parameter</b>                         |        | <b>Value</b>  |                                   |
| --                                       |        | --  |                                   |
| <b>Developer Notes</b>                   |        |   |                                   |
| --                                       |        |   |                                   |

### mm1710\_ReplacementCardQuestion\_DM

| CustomContext Recognition  |           |  |   |
|---|-----------|--|---|
| Asks the caller if he/she is calling to get a replacement card.   |           |  |   |
| <b>Entering From</b>  |           |  |   |
| <a href="#">mm1700_MedicareApplyMenu_DM</a>   |           |  |   |
| <b>Initial Prompts</b>  |           |  |   |
| Type  | Condition | Name   | Wording   |
| initial   | Always    | mm1710_ini_01  | Do you need to get a replacement Medicare card?<br>--           |
| <b>Grammar</b>  |           |  |   |
| Sample Expressions  | DTMF      | Reco Var/Option  | Confirm   |
| yes?(i am)<br>--<br>// yes  | 1         | <replacement_medicare_card_yes<br>o yes>                   | Never   |
| no?(i'm not)<br>--<br>// no   | 2         | <replacement_medicare_card_yes<br>o no>                    | Never   |
| <b>Actions</b>  |           |  |   |
| Option  | Condition | Action   | Transition  |
| no  | Always    | <b>Prompt :</b> [mm1710_out_01]<br>Okay.<br>--             | <b>goto :</b><br><a href="#">mm1730_MedicareDrugQuestion_DM</a> |
| yes   | Always    | <b>Assign :</b> current_task<br>=card_medicare             | --  |
| ^   | ^         | <b>Assign :</b> final_intent<br>=medicare_replacement_card | --  |
| ^   | ^         | <b>Prompt :</b> [mm1710_out_02]<br>Okay.                   | <b>goto :</b> mm0560_MRCKBA_DS                                  |

|  |           | --  |                                   |
|--|-----------|---|-----------------------------------|
| <b>Recovery Behavior</b>                 |           |   |                                   |
| Type                                     | Condition | Action  | Transition                        |
| nomatch 1                                | Always    | <b>Prompt</b> : [mm1710_nm1_01]<br>Let's try again... DO you want to get a copy of your medicare card?<br>--  | <b>Re-Recognition</b> :           |
| nomatch 2                                | ^         | <b>Prompt</b> : [mm1710_nm2_01]<br>Sorry. If you DO want to get a replacement copy of your Medicare card, press 1. If not, press 2.<br>--                   | <b>Re-Recognition</b> :           |
| nomatch 3                                | Always    | <b>Assign</b> : transfer_reason =error  | --                                |
| nomatch 3                                | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1                                | ^         | <b>Prompt</b> : [mm1710_ni1_01]<br>If you want to get a replacement copy of your Medicare card, say 'Yes' or press 1. Otherwise, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> :           |
| noinput 2                                | ^         | <b>Prompt</b> : [mm1710_ni2_01]<br>Sorry. If you DO want to get a replacement copy of your Medicare card, press 1. If not, press 2.<br>--                   | <b>Re-Recognition</b> :           |
| noinput 3                                | Always    | <b>Assign</b> : transfer_reason =error  | --                                |
| noinput 3                                | Always    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |           |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |           |   |                                   |
| <b>Commands: Confirmations</b>           |           |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |           |   |                                   |
| <b>Config Parameters</b>                 |           |   |                                   |
| Parameter                                | Value     |   |                                   |
| --                                       | --        |   |                                   |
| <b>Developer Notes</b>                   |           |   |                                   |
| --                                       |           |   |                                   |


**mm1720\_MedicareEnrollMsg\_DM**

| CustomContext Recognition  |           |               |  |
|---|-----------|---------------|--|
| Informational message about enrolling in Medicare for callers who are NOT enrolled.                             |           |               |  |
| <b>Entering From</b>  |           |               |  |
| <a href="#">mm1700_MedicareApplyMenu_DM</a>   |           |               |  |
| <b>Initial Prompts</b>  |           |               |  |
| Type  | Condition | Name          | Wording  |
| initial   | Always    | mm1720_ini_01 | You can get more information about Medicare, including the prescription drug program (known as |

|                           |                           |   |  |
|---------------------------|---------------------------|---|--|
|                           |                           |   | 'Part D') or State Programs that can help with your Medicare health costs, by calling 1-800-Medicare. That number, again, is 1-800-633-4227. This information is also available on their website at 'Medicare dot G O V.<br>-- |
| initial                   | ^                         | mm1720_ini_02   | <500ms silence><br>--  |
| initial                   | ^                         | mm1720_ini_03   | Now, would you like to hear that again?<br>--  |
| <b>Grammar</b>            |                           |   |  |
| <b>Sample Expressions</b> |                           | <b>DTMF</b>   | <b>Reco Var/Option</b>   |
| yes<br>--<br>// yes       |                           | 1   | <medicare_enroll_msg_yesno yes> Never  |
| no<br>--<br>// no         |                           | 2   | <medicare_enroll_msg_yesno no> Never   |
| <b>Actions</b>            |                           |   |  |
| <b>Option</b>             | <b>Condition</b>          | <b>Action</b>   | <b>Transition</b>  |
| no                        | Always                    | <b>Prompt</b> : [mm1720_out_02]<br>If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.<br>-- | <b>goto</b> : mm0200_SFToggle_DS   |
| yes                       | Always                    | <b>Prompt</b> : [mm1720_out_03]<br>Sure.<br>--  | <b>Re-Recognition</b> : Reprompt   |
| <b>Recovery Behavior</b>  |                           |   |  |
| <b>Type</b>               | <b>Condition</b>          | <b>Action</b>   | <b>Transition</b>  |
| nomatch 1                 | Always                    | <b>Prompt</b> : [mm1720_nm1_01]<br>Let's try again... Would you like to hear that enrollment information again?<br>--                               | <b>Re-Recognition</b> :  |
| nomatch 2                 | ^                         | <b>Prompt</b> : [mm1720_nm2_01]<br>Sorry. To hear the information again, press 1. Otherwise, press 2.<br>--   | <b>Re-Recognition</b> :  |
| nomatch 3                 | If office_hours=true      | <b>Prompt</b> : [mm1720_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...<br>--                           | <b>goto</b> : mm0200_SFToggle_DS   |
| nomatch 3                 | Else (office_hours=false) | <b>Prompt</b> : [mm1720_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto</b> : mm0200_SFToggle_DS   |
| noinput 1                 | Always                    | <b>Prompt</b> : [mm1720_ni1_01]<br>If you'd like to hear the enrollment information again, say 'yes' or press 1. If not, say 'no' or press 2.<br>-- | <b>Re-Recognition</b> :  |
| noinput 2                 | If office_hours=true      | <b>Prompt</b> : [mm1720_ni2_01]<br>To speak with someone, press 0. Otherwise...<br>--   | <b>goto</b> : mm0200_SFToggle_DS   |


|  |                           |  |                                  |
|--|---------------------------|--|----------------------------------|
| noinput 2                                | Else (office_hours=false) | <b>Prompt :</b> [mm1720_ni2_02]<br>Let's keep going...<br>-- | <b>goto :</b> mm0200_SFToggle_DS |
| <b>Commands: State-Specific Behavior</b> |                           |  |                                  |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |                                  |
| <b>Commands: Confirmations</b>           |                           |  |                                  |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |                                  |
| <b>Config Parameters</b>                 |                           |  |                                  |
| <b>Parameter</b>                         | <b>Value</b>              |  |                                  |
| --                                       | --                        |  |                                  |
| <b>Developer Notes</b>                   |                           |  |                                  |
| --                                       |                           |  |                                  |

### mm1730\_MedicareDrugQuestion\_DM

| CustomContext Recognition  |           |  |   |
|---|-----------|--|---|
| To pre-qualify the caller. asks he/she is calling about drug benefits.  |           |  |   |
| <b>Entering From</b>  |           |  |   |
| <a href="#">mm1710_ReplacementCardQuestion_DM</a>   |           |  |   |
| <b>Initial Prompts</b>  |           |  |   |
| Type  | Condition | Name   | Wording   |
| initial   | Always    | mm1730_ini_01  | Are you calling about prescription drugs?<br>-- |
| <b>Grammar</b>  |           |  |   |
| Sample Expressions  | DTMF      | Reco Var/Option  | Confirm   |
| yes?(i am)<br>--<br>// yes  | 1         | <medicare_information_yesno yes>   | Never   |
| no?(im not)<br>--<br>// no  | 2         | <medicare_information_yesno no>  | Never   |
| <b>Actions</b>  |           |  |   |
| Option  | Condition | Action   | Transition                                      |
| no  | Always    | <b>Assign :</b> final_intent<br>=<current_intent>  | --  |
| ^   | ^         | <b>Prompt :</b> [mm1730_out_01]<br>Okay, thanks.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS               |
| yes   | Always    | --   | <b>goto :</b> mm1750_AskPartD_DM                |
| <b>Recovery Behavior</b>  |           |  |   |
| Type  | Condition | Action   | Transition                                      |
| nomatch 1   | Always    | <b>Prompt :</b> [mm1730_nm1_01]<br>Let's try again... ARE you calling about Medicare Prescription Drug benefits?<br>-- | <b>Re-Recognition :</b>                         |
| nomatch 2   | ^         | <b>Prompt :</b> [mm1730_nm2_01]<br>Sorry. If you're calling for information about prescription drug benefits,          | <b>Re-Recognition :</b>                         |

|  |        |   |                                   |
|--|--------|---|-----------------------------------|
|  |        | press 1. If you're calling about anything else, press 2<br>--   |                                   |
| nomatch 3                                | Always | <b>Assign</b> : transfer_reason =error  | --                                |
| nomatch 3                                | Always | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| noinput 1                                | ^      | <b>Prompt</b> : [mm1730_ni1_01]<br>If you ARE calling about Medicare Prescription Drug benefits, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--                   | <b>Re-Recognition</b> :           |
| noinput 2                                | ^      | <b>Prompt</b> : [mm1730_ni2_01]<br>Sorry. If you're calling for information about prescription drug benefits, press 1. If you're calling about anything else, press 2<br>-- | <b>Re-Recognition</b> :           |
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error  | --                                |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Commands: Confirmations</b>           |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Config Parameters</b>                 |        |   |                                   |
| <b>Parameter</b>                         |        | <b>Value</b>  |                                   |
| --                                       |        | --  |                                   |
| <b>Developer Notes</b>                   |        |   |                                   |
| --                                       |        |   |                                   |


**mm1740\_MedicareSusidyMsg\_DM**

| CustomContext Recognition  |           |               |  |
|---|-----------|---------------|--|
| Informational message about Medicare Prescription Drug benefits.  |           |               |  |
| <b>Entering From</b>  |           |               |  |
| <a href="#">mm1750_AskPartD_DM</a>  |           |               |  |
| <b>Initial Prompts</b>  |           |               |  |
| Type  | Condition | Name          | Wording  |
| initial   | Always    | mm1740_ini_01 | To enroll in the regular Medicare Prescription Drug program, 'Part D,' you must be enrolled in, or entitled to, Medicare 'Part A' which provides hospital coverage, or 'Part B' which provides doctor's services, outpatient care coverage, and other services not covered by part A. Once you're in Part A or Part B, you can enroll YOURSELF in the Part D Medicare prescription drug program through an approved Medicare prescription drug provider, or through a Medicare Advantage plan that offers prescription drug coverage. For more information call 1-800-633-4227. That number, again, is 1-800-633-4227 or visit the website 'Medicare dot G O V'.<br>-- |

|                           |                           |   |   |
|---------------------------|---------------------------|---|---|
| initial                   | ^                         | mm1740_ini_02   | <500ms silence><br>--                         |
| initial                   | ^                         | mm1740_ini_03   | Now, would you like to hear that again?<br>-- |
| <b>Grammar</b>            |                           |   |   |
| <b>Sample Expressions</b> |                           | <b>DTMF</b>   | <b>Reco Var/Option</b>                        |
| yes<br>--<br>// yes       |                           | 1   | <medicare_subsidy_msg_yesno<br>yes>           |
| no<br>--<br>// no         |                           | 2   | <medicare_subsidy_msg_yesno<br>no>            |
| <b>Actions</b>            |                           |   |   |
| <b>Option</b>             | <b>Condition</b>          | <b>Action</b>   | <b>Transition</b>                             |
| no                        | Always                    | <b>Prompt :</b> [mm1740_out_01]<br>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.<br>--                  | <b>goto :</b> mm0200_SFToggle_DS              |
| yes                       | Always                    | <b>Prompt :</b> [mm1740_out_02]<br>Sure.<br>--  | <b>Re-Recognition :</b> Reprompt              |
| <b>Recovery Behavior</b>  |                           |   |   |
| <b>Type</b>               | <b>Condition</b>          | <b>Action</b>   | <b>Transition</b>                             |
| nomatch 1                 | Always                    | <b>Prompt :</b> [mm1740_nm1_01]<br>Let's try again... Would you like to hear Prescription Drug information again?<br>--   | <b>Re-Recognition :</b>                       |
| nomatch 2                 | ^                         | <b>Prompt :</b> [mm1740_nm2_01]<br>Sorry. To hear the information about Medicare's prescription drug subsidy again, press 1. If you don't want to hear it again, press 2.<br>-- | <b>Re-Recognition :</b>                       |
| nomatch 3                 | If office_hours=true      | <b>Prompt :</b> [mm1740_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise...<br>--  | <b>goto :</b> mm0200_SFToggle_DS              |
| nomatch 3                 | Else (office_hours=false) | <b>Prompt :</b> [mm1740_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b> mm0200_SFToggle_DS              |
| noinput 1                 | Always                    | <b>Prompt :</b> [mm1740_ni1_01]<br>If you'd like to hear the prescription drug information again, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--                      | <b>Re-Recognition :</b>                       |
| noinput 2                 | If office_hours=true      | <b>Prompt :</b> [mm1740_ni2_01]<br>To speak with someone, say press 0. Otherwise...<br>--   | <b>goto :</b> mm0200_SFToggle_DS              |
| nomatch 2                 | Else (office_hours=false) | <b>Prompt :</b> [mm1740_nm2_04]<br>Let's keep going...<br>--  | <b>goto :</b> mm0200_SFToggle_DS              |


|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |

**mm1750\_AskPartD\_DM**

|  |                  |   |   |   |
|--|------------------|---|---|---|
| <b>CustomContext Recognition</b>   |                  |   |   |  |
| Asks the caller if he/she is ALREADY enrolled in Medicare Part D.                                  |                  |   |   |   |
| <b>Entering From</b>   |                  |   |   |   |
| <a href="#">mm0800_BenefitsApplicationMenu_DM</a> , <a href="#">mm1730_MedicareDrugQuestion_DM</a> |                  |   |   |   |
| <b>Initial Prompts</b>   |                  |   |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>                                   | <b>Wording</b>  |   |
| initial  | Always           | mm1750_ini_01                                 | And are you already enrolled in the prescription drug plan, part D?<br>-- |   |
| reprompt   | (after 'repeat') | mm1750_ree_01                                 | Are you already enrolled in the prescription drug plan, part D?<br>--     |   |
| <b>Grammar</b>   |                  |   |   |   |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>                                   | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| [yes yeah]?(i am?(?already enrolled?(in medicare part d)))<br>--<br>// yes                         |                  | 1   | <ask_partd_enrolled_yesno yes>  | Never   |
| no?(i'm not?(?already enrolled?(in medicare part d)))<br>--<br>// no                               |                  | 2   | <ask_partd_enrolled_yesno no>   | Never   |
| repeat, repeat that<br>--<br>// repeat   |                  | 9   | <ask_partd_enrolled_yesno repeat>   | Never   |
| <b>Actions</b>   |                  |   |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>                                 |   | <b>Transition</b>   |
| no   | Always           | Assign : final_intent<br>=medicare_subsidy    |   | --  |
| ^  | ^                | Prompt : [mm1750_out_01]<br>All right.<br>--  |   | goto :<br><a href="#">mm1740_MedicareSusidyMsg_DM</a>                               |
| yes  | Always           | Assign : final_intent<br>=medicare_drug_costs |   | --  |
| ^  | ^                | Prompt : [mm1750_out_02]<br>All right.<br>--  |   | goto :<br><a href="#">mm1760_HelpWithDrugCosts_DM</a>                               |
| repeat   | Always           | Prompt : [mm1750_out_03]<br>Sure.             |   | Re-Recognition : Reprompt   |

|  |           | --  |                                   |
|--|-----------|---|-----------------------------------|
| <b>Recovery Behavior</b>                 |           |   |                                   |
| Type                                     | Condition | Action  | Transition                        |
| nomatch 1                                | Always    | <b>Prompt :</b> [mm1750_nm1_01]<br>Let's try again... Are you ALREADY enrolled in 'Medicare Part D,' the Prescription Drug program?<br>--                                   | <b>Re-Recognition :</b>           |
| nomatch 2                                | ^         | <b>Prompt :</b> [mm1750_nm2_01]<br>Sorry. If you ARE enrolled in 'Medicare Part D,' press 1. Otherwise, press 2<br>--   | <b>Re-Recognition :</b>           |
| nomatch 3                                | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3                                | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1                                | ^         | <b>Prompt :</b> [mm1750_ni1_01]<br>If you're ALREADY enrolled in 'Medicare Part D,' the Prescription Drug program, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2                                | ^         | <b>Prompt :</b> [mm1750_ni2_01]<br>Sorry. If you ARE enrolled in 'Medicare Part D,' press 1. Otherwise, press 2<br>--   | <b>Re-Recognition :</b>           |
| noinput 3                                | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3                                | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |           |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |           |   |                                   |
| <b>Commands: Disabled Globals</b>        |           |   |                                   |
| repeat                                   |           |   |                                   |
| <b>Commands: Confirmations</b>           |           |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |           |   |                                   |
| <b>Config Parameters</b>                 |           |   |                                   |
| Parameter                                | Value     |   |                                   |
| --                                       | --        |   |                                   |
| <b>Developer Notes</b>                   |           |   |                                   |
| --                                       |           |   |                                   |

**mm1760\_HelpWithDrugCosts\_DM**

| CustomContext Recognition  |  |
|---|--|
| Informational message about Prescription Drug help, then asks the caller if he/she wants to get an application. |  |
| Entering From   |  |
| <a href="#">mm1750_AskPartD_DM</a>  |  |
| Initial Prompts   |  |



| Type                            | Condition        | Name   | Wording   |
|---------------------------------|------------------|--|---|
| initial                         | Always           | mm1760_ini_01  | Some individuals may be eligible for extra help with their prescription drug costs. To qualify for the extra help, your resources must be limited to...<br>--   |
| initial                         | ^                | mm1760_ini_02  | <individual resource max><br>--   |
| initial                         | ^                | mm1760_ini_03  | ... for an individual or...<br>--   |
| initial                         | ^                | mm1760_ini_04  | <couple resources max><br>--  |
| initial                         | ^                | mm1760_ini_05  | ... for a married couple living together. Resources include, for example, your savings, investments and real estate. We do NOT include the home you live in, vehicles, burial plots, or personal possessions. However, there are income limits we will consider if 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 as income, or any life insurance policies, as a resource when determining your eligibility. You may also be able to get help with 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 help you apply for the Medicare Savings Programs, unless you tell us not to.<br>-- |
| initial                         | ^                | mm1760_ini_06  | <500ms silence><br>--   |
| initial                         | ^                | mm1760_ini_07  | Now, would you like to hear that again?<br>--   |
| <b>Grammar</b>                  |                  |  |   |
| <b>Sample Expressions</b>       |                  | <b>DTMF</b>  | <b>Reco Var/Option</b>  |
| yes ?(i would)<br>--<br>// yes  |                  | 1  | <help_with_drug_costs_yesno yes>  |
| no ?(i wouldn't)<br>--<br>// no |                  | 2  | <help_with_drug_costs_yesno no>   |
| <b>Actions</b>                  |                  |  |   |
| <b>Option</b>                   | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>   |
| no                              | Always           | <b>Prompt :</b> [mm1760_out_01]<br>Okay.<br>--   | <b>goto :</b><br><a href="#">mm1770_OrderDrugFormQuestion_DM</a>  |
| yes                             | Always           | <b>Prompt :</b> [mm1760_out_02]<br>Sure.<br>--   | <b>Re-Recognition :</b> Reprompt  |
| <b>Recovery Behavior</b>        |                  |  |   |
| <b>Type</b>                     | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>   |
| nomatch 1                       | Always           | <b>Prompt :</b> [mm1760_nm1_01]<br>Let's try again... Would you like to hear the information about help with prescription costs again?<br>-- | <b>Re-Recognition :</b>   |

|           |                           |  |  |
|-----------|---------------------------|--|--|
| nomatch 2 | ^                         | <b>Prompt :</b> [mm1760_nm2_01]<br>Sorry. To hear the information about getting help with prescription drug costs again, press 1. If you don't want to hear it again, press 2.<br>--     | <b>Re-Recognition :</b>  |
| nomatch 3 | If office_hours=true      | <b>Prompt :</b> [mm1760_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise...<br>--   | <b>goto :</b><br><a href="#">mm1770_OrderDrugFormQuestion_DM</a> |
| nomatch 3 | Else (office_hours=false) | <b>Prompt :</b> [mm1760_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--   | <b>goto :</b><br><a href="#">mm1770_OrderDrugFormQuestion_DM</a> |
| noinput 1 | Always                    | <b>Prompt :</b> [mm1760_ni1_01]<br>If you'd like to hear the information about getting help with prescription drug costs again, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>  |
| noinput 2 | If office_hours=true      | <b>Prompt :</b> [mm1760_ni2_01]<br>To speak with someone, say 'Agent.'<br>Otherwise...<br>--   | <b>goto :</b><br><a href="#">mm1770_OrderDrugFormQuestion_DM</a> |
| noinput 2 | Else (office_hours=false) | <b>Prompt :</b> [mm1760_ni2_02]<br>Let's keep going...<br>--   | <b>goto :</b><br><a href="#">mm1770_OrderDrugFormQuestion_DM</a> |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**mm1770\_OrderDrugFormQuestion\_DM**

**CustomContext Recognition** 

New DM, asks the caller if he/she wants to get an application.

**Entering From**

[mm1760\\_HelpWithDrugCosts\\_DM](#)

**Initial Prompts**

| Type    | Condition | Name          | Wording   |
|---------|-----------|---------------|---|
| initial | Always    | mm1770_ini_01 | Would you like to request an application for help with Medicare Prescription Drug Plan Costs?<br>-- |


**Grammar**

| Sample Expressions | DTMF | Reco Var/Option             | Confirm |
|--------------------|------|-----------------------------|---------|
| yes ?(i would)     | 1    | <order_drug_help_form_yesno | Never   |

|  |                  |  |  |
|--|------------------|--|--|
| --<br>// yes                             |                  | yes>   |  |
| no ?(i wouldn't)<br>--<br>// no          | 2                | <order_drug_help_form_yesno no>  | Never                                    |
| <b>Actions</b>                           |                  |  |  |
| <b>Option</b>                            | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                        |
| no                                       | Always           | <b>Prompt</b> : [mm1770_out_01]<br>All right. Now, if you're finished, feel free to hang up. Otherwise...<br>--  | <b>goto</b> : mm0200_SFToggle_DS         |
| yes                                      | Always           | <b>Assign</b> : current_task =transcription_1020   | --                                       |
| ^  | ^                | <b>Prompt</b> : [mm1770_out_02]<br>Okay.<br>--   | <b>goto</b> : mm0545_TranscriptionKBA_DS |
| <b>Recovery Behavior</b>                 |                  |  |  |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                        |
| nomatch 1                                | Always           | <b>Prompt</b> : [mm1770_nm1_01]<br>Let's try again... WOULD you like to get an application for help with Prescription Drug costs?<br>--                                | <b>Re-Recognition</b> :                  |
| nomatch 2                                | ^                | <b>Prompt</b> : [mm1770_nm2_01]<br>Sorry. To get an application for help with Prescription Drug costs, press 1. Otherwise, press 2.<br>--                              | <b>Re-Recognition</b> :                  |
| nomatch 3                                | Always           | <b>Assign</b> : transfer_reason =error   | --                                       |
| nomatch 3                                | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS        |
| noinput 1                                | ^                | <b>Prompt</b> : [mm1770_ni1_01]<br>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.<br>-- | <b>Re-Recognition</b> :                  |
| noinput 2                                | ^                | <b>Prompt</b> : [mm1770_ni2_01]<br>Sorry. To get an application for help with Prescription Drug costs, press 1. Otherwise, press 2.<br>--                              | <b>Re-Recognition</b> :                  |
| noinput 3                                | Always           | <b>Assign</b> : transfer_reason =error   | --                                       |
| noinput 3                                | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : mm3000_ABRStatus_DS        |
| <b>Commands: State-Specific Behavior</b> |                  |  |  |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |  |
| <b>Commands: Confirmations</b>           |                  |  |  |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |  |
| <b>Config Parameters</b>                 |                  |  |  |
| <b>Parameter</b>                         | <b>Value</b>     |  |  |

|                        |    |
|------------------------|----|
| --                     | -- |
| <b>Developer Notes</b> |    |
| --                     |    |

**mm1800\_SSIMenu\_DM**

| CustomContext Recognition      |           |  |   |
|---|-----------|--|---|
| Supplemental Security Income disambiguation menu.   |           |  |   |
| <b>Entering From</b>  |           |  |   |
| <a href="#">mm0210_SFMainMenu_DM</a>  |           |  |   |
| <b>Initial Prompts</b>  |           |  |   |
| Type  | Condition | Name   | Wording   |
| initial   | Always    | mm1800_ini_01  | Supplemental Security Income, or 'SSI,' is a program that pays monthly benefits to U.S. citizens (and some non-citizens) who are 65 or older or blind or disabled, and who have limited income and assets. Now, to hear that again, say 'Repeat that.' Otherwise, to apply for the program, say 'Apply for SSI.' If you have a question or problem, say 'SSI Problem.' Or, for information about obtaining U.S. citizenship, say 'Citizenship.'<br>-- |
| <b>Grammar</b>  |           |  |   |
| Sample Expressions  | DTMF      | Reco Var/Option  | Confirm   |
| repeat that<br>--<br>// repeat  | 1         | <ssi_menu repeat>  | Never   |
| apply ?(for [((ssi) (supplemental security income)) ?benefits) benefits])<br>--<br>// apply                       | 2         | <ssi_menu apply>   | If Necessary  |
| ?(ssi) problem, problem with [((ssi) (supplemental security income)) ?benefits) benefits]<br>--<br>// problem     | 3         | <ssi_menu problem>   | If Necessary  |
| ?(information about ?[obtaining getting]) citizenship, citizenship [question information]<br>--<br>// citizenship | 4         | <ssi_menu citizenship>   | If Necessary  |
| <b>Actions</b>  |           |  |   |
| Option  | Condition | Action   | Transition  |
| apply   | Always    | <b>Prompt :</b> [mm1800_out_01]<br>Okay. Apply for Benefits.<br>-- | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>   |
| citizenship   | Always    | <b>Prompt :</b> [mm1800_out_02]<br>Okay. Citizenship.<br>--        | <b>goto :</b> <a href="#">mm1810_CitizenshipMsg_DM</a>  |
| problem   | Always    | <b>Prompt :</b> [mm1800_out_03]<br>Okay. SSI Problem.<br>--        | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>   |
| repeat  | Always    | <b>Prompt :</b> [mm1800_out_04]<br>Sure.<br>--                     | <b>Re-Recognition :</b> Reprompt  |
| <b>Confirmation Prompts</b>   |           |  |   |

| Option      | Condition | Name              | Wording   |
|-------------|-----------|-------------------|---|
| apply       | Always    | mm1800_cnf_ini_01 | You want to 'Apply for SSI benefits.'<br>--                 |
| citizenship | Always    | mm1800_cnf_ini_02 | You're calling about 'Citizenship.'<br>--                   |
| problem     | Always    | mm1800_cnf_ini_03 | Sounds like you have a problem or question about SSI.<br>-- |
| --          | Always    | gl_cnf_ini_02     | Right?<br>--  |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition                        |
|-----------|-----------|---|-----------------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm1800_nm1_01]<br>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).<br>--   | <b>Re-Recognition :</b>           |
| nomatch 2 | ^         | <b>Prompt :</b> [mm1800_nm2_01]<br>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 U.S. citizen, press 4.<br>--   | <b>Re-Recognition :</b>           |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^         | <b>Prompt :</b> [mm1800_ni1_01]<br>To hear the information about Supplemental Security Income benefits again, say 'Repeat That' or press 1. If you'd like to apply for Supplemental Security Income benefits, say 'Apply for SSI' or press 2. If you have a question or problem, say 'SSI Problem' or press 3. Or, for information about becoming a U.S. citizen, say 'Citizenship' or press 4.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^         | <b>Prompt :</b> [mm1800_ni2_01]<br>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 U.S. citizen, press 4.<br>--   | <b>Re-Recognition :</b>           |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Disabled Globals</b>        |              |
| repeat                                   |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |

**mm1810\_CitizenshipMsg\_DM**

|   |                  |  |   |   |
|---|------------------|--|---|---|
| <b>CustomContext Recognition</b>                              |                  |  |   |  |
| Informational message about citizenship requirements for SSI. |                  |  |   |   |
| <b>Entering From</b>  |                  |  |   |   |
| <a href="#">mm1800_SSIMenu_DM</a>                             |                  |  |   |   |
| <b>Initial Prompts</b>  |                  |  |   |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>                                    | <b>Wording</b>  |   |
| initial   | Always           | mm1810_ini_01                                  | To become a U.S. citizen, you must be 18 years of age or older; have lived in the United States as a legal permanent resident for at least 5 years (or 3 years if you're married to a U.S. citizen); be of 'good moral character;' be able to speak, read, write, and understand common English words and phrases; and be able to show knowledge and understanding of U.S. history and government. To request an Application for Naturalization (which is I N S form 'N-400') and detailed instructions, please call the Immigration and Naturalization Service at 1-800-870-3676. That number, again, is 1-800-870-3676.<br>-- |   |
| initial   | ^                | mm1810_ini_02                                  | <1000ms silence><br>--  |   |
| initial   | ^                | mm1810_ini_03                                  | Now, would you like to hear that again?<br>--   |   |
| <b>Grammar</b>  |                  |  |   |   |
| <b>Sample Expressions</b>                                     |                  | <b>DTMF</b>                                    | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| yes ?(i would)<br>--<br>// yes                                |                  | 1  | <citizenship_msg_yesno yes>   | Never   |
| no ?(i wouldn't)<br>--<br>// no                               |                  | 2  | <citizenship_msg_yesno no>  | Never   |
| <b>Actions</b>  |                  |  |   |   |
| <b>Option</b>   | <b>Condition</b> | <b>Action</b>                                  |   | <b>Transition</b>   |
| yes   | Always           | <b>Prompt</b> : [mm1810_out_01]<br>Sure.<br>-- |   | <b>Re-Recognition</b> : Reprompt  |

|  |                           |  |                                  |
|--|---------------------------|--|----------------------------------|
| no                                       | Always                    | <b>Prompt :</b> [mm1810_out_02]<br>All right. Now, if you're finished, feel free to hang up. Otherwise...<br>--  | <b>goto :</b> mm0200_SFToggle_DS |
| <b>Recovery Behavior</b>                 |                           |  |                                  |
| <b>Type</b>                              | <b>Condition</b>          | <b>Action</b>  | <b>Transition</b>                |
| nomatch 1                                | Always                    | <b>Prompt :</b> [mm1810_nm1_01]<br>Let's try again... Would you like to hear the information becoming a citizen again?<br>--   | <b>Re-Recognition :</b>          |
| nomatch 2                                | ^                         | <b>Prompt :</b> [mm1810_nm2_01]<br>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.<br>-- | <b>Re-Recognition :</b>          |
| nomatch 3                                | If office_hours=true      | <b>Prompt :</b> [mm1810_nm3_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...<br>--  | <b>goto :</b> mm0200_SFToggle_DS |
| nomatch 3                                | Else (office_hours=false) | <b>Prompt :</b> [mm1810_nm3_02]<br>Sorry we're having trouble. Let's keep going...<br>--   | <b>goto :</b> mm0200_SFToggle_DS |
| noinput 1                                | Always                    | <b>Prompt :</b> [mm1810_ni1_01]<br>If you'd like to hear the information on becoming a citizen again, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--           | <b>Re-Recognition :</b>          |
| noinput 2                                | If office_hours=true      | <b>Prompt :</b> [mm1810_ni2_01]<br>Sorry we're having trouble. To speak with someone, say 'Agent.'<br>Otherwise,...<br>--  | <b>goto :</b> mm0200_SFToggle_DS |
| noinput 2                                | Else (office_hours=false) | <b>Prompt :</b> [mm1810_ni2_02]<br>Sorry we're having trouble. Let's keep going...<br>--   | <b>goto :</b> mm0200_SFToggle_DS |
| <b>Commands: State-Specific Behavior</b> |                           |  |                                  |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |                                  |
| <b>Commands: Confirmations</b>           |                           |  |                                  |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |                                  |
| <b>Config Parameters</b>                 |                           |  |                                  |
| <b>Parameter</b>                         | <b>Value</b>              |  |                                  |
| --                                       | --                        |  |                                  |
| <b>Developer Notes</b>                   |                           |  |                                  |
| --                                       |                           |  |                                  |

**mm1900\_ReceivingBenefits\_DM**


|  |   |
|--|---|
| <b>YesNo Recognition</b>   |  |
| Asks callers whether or not they are already receiving benefits. |   |

| <b>Entering From</b>                             |           |  |   |
|--|-----------|--|---|
| mm0700_Benefits_DM, mm0440_DisabilityDisambig_DM |           |  |   |
| <b>Initial Prompts</b>                           |           |  |   |
| Type   | Condition | Name   | Wording   |
| initial  | Always    | mm1900_ini_01  | Are you already receiving Social Security benefits?<br>-- |
| <b>Grammar</b>                                   |           |  |   |
| Sample Expressions                               | DTMF      | Reco Var/Option  | Confirm   |
| yes ?(i am)<br>--<br>// yes                      | 1         | <receiving_benefits_yesno yes>   | Never   |
| no ?(i'm not)<br>--<br>// no                     | 2         | <receiving_benefits_yesno no>  | Never   |
| <b>Actions</b>                                   |           |  |   |
| Option   | Condition | Action   | Transition  |
| no   | Always    | <b>Prompt :</b> [mm1900_out_01]<br>Okay.<br>--   | <b>goto :</b><br>mm2030_OtherQuestions_DM                 |
| yes  | Always    | <b>Assign :</b> current_task =checks   | --  |
| ^  | ^         | <b>Prompt :</b> [mm1900_out_02]<br>All right.<br>--  | <b>goto :</b><br>mm1902_CheckDeliveryDates_D<br>B         |
| <b>Recovery Behavior</b>                         |           |  |   |
| Type   | Condition | Action   | Transition  |
| nomatch 1  | Always    | <b>Prompt :</b> [mm1900_nm1_01]<br>Let's try again... ARE you currently getting benefits?<br>--  | <b>Re-Recognition :</b>                                   |
| nomatch 2  | ^         | <b>Prompt :</b> [mm1900_nm2_01]<br>Sorry. If you are receiving Social Security benefits, press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b>                                   |
| nomatch 3  | Always    | <b>Assign :</b> transfer_reason =error   | --  |
| nomatch 3  | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS                         |
| noinput 1  | ^         | <b>Prompt :</b> [mm1900_ni1_01]<br>I need to know if you're receiving Social Security benefits. If you are, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>                                   |
| noinput 2  | ^         | <b>Prompt :</b> [mm1900_ni2_01]<br>Sorry. If you're receiving Social Security benefits, press 1. Otherwise, press 2.<br>--   | <b>Re-Recognition :</b>                                   |
| noinput 3  | Always    | <b>Assign :</b> transfer_reason =error   | --  |
| noinput 3  | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS                         |



|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |

**mm1902 CheckDeliveryDates DB**

|   |  |   |
|---|--|---|
| <b>Data Access</b>  |  |  |
| Database call to determine what the next check delivery dates are based on the current date (today's date). |  |   |
| <b>Entering From</b>  |  |   |
| <a href="#">mm1900_ReceivingBenefits_DM</a>   |  |   |
| <b>Input parameters</b>   |  |   |
| <b>Parameter</b>  | <b>Value</b>                                     |   |
| current_date  | --   |   |
| <b>Output parameters</b>  |  |   |
| <b>Variable</b>   | <b>Description</b>                               |   |
| firstMonth  | first month of scheduled payment delivery dates  |   |
| firstMonth.ssiPaymentDate   | ssi payment date for first month                 |   |
| firstMonth.firstPaymentDate   | first wednesday payment of the first month       |   |
| firstMonth.secondPaymentDate  | second wednesday payment of the first month      |   |
| firstMonth.thirdPaymentDate   | third wednesday payment of the first month       |   |
| firstMonth.fourthPaymentDate  | fourth wednesday payment of the first month      |   |
| secondMonth   | second month of scheduled payment delivery dates |   |
| secondMonth.ssiPaymentDate  | ssi payment date for second month                |   |
| secondMonth.firstPaymentDate  | first wednesday payment of the second month      |   |
| secondMonth.secondPaymentDate   | second wednesday payment of the second month     |   |
| secondMonth.thirdPaymentDate  | third wednesday payment of the first month       |   |
| secondMonth.fourthPaymentDate   | fourth wednesday payment of the second month     |   |
| <b>Actions</b>  |  |   |
| <b>Condition</b>  | <b>Action</b>                                    | <b>Transition</b>   |
| Always  | --   | <a href="#">goto : mm1905_Checks_DM</a>   |
| <b>Recovery Behavior</b>  |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |  |   |
| <b>Developer Notes</b>  |  |   |
| --  |  |   |

**mm1905\_Checks\_DM**

|                          |   |
|--------------------------|---|
| <b>YesNo Recognition</b> |  |
|--------------------------|---|

| Tells callers the scheduled delivery date and asks whether or not they are calling about a late payment. |                              |  |               |   |
|--|------------------------------|--|---------------|---|
| <b>Entering From</b>   |                              |  |               |   |
| mm0210_SFMainMenu_DM, mm1902_CheckDeliveryDates_DB   |                              |  |               |   |
| <b>Initial Prompts</b>   |                              |  |               |   |
| Type   | Condition                    |  | Name          | Wording   |
| initial  | If current_task=late_payment | If first entry (i.e. do NOT play after repeat) | mm1905_ini_01 | First, let me give you some information...<br>--  |
| initial  | ^                            |  | mm1905_ini_02 | <500ms silence><br>--   |
| initial  | Always                       |  | mm1905_ini_17 | Here are the scheduled payment delivery dates for...<br>--                                    |
| initial  | ^                            |  | mm1905_ini_18 | {firstMonth/final /say_as=date// January 2016}<br>--  |
| initial  | ^                            |  | mm1905_ini_19 | SSI payments will arrive on...<br>--  |
| initial  | ^                            |  | mm1905_ini_20 | {firstMonth.ssiPaymentDate /final /say_as=date// December 31st}<br>--                         |
| initial  | ^                            |  | mm1905_ini_21 | Social Security benefits normally received on the third of the month, will arrive on...<br>-- |
| initial  | ^                            |  | mm1905_ini_22 | {firstMonth.firstPaymentDate /final /say_as=date// January 2nd}<br>--                         |
| initial  | ^                            |  | mm1905_ini_23 | Second Wednesday benefits arrive on...<br>--  |
| initial  | ^                            |  | mm1905_ini_24 | {firstMonth.secondPaymentDate /final /say_as=date// January 14th}<br>--                       |
| initial  | ^                            |  | mm1905_ini_25 | Third Wednesday benefits arrive on...<br>--   |
| initial  | ^                            |  | mm1905_ini_26 | {firstMonth.thirdPaymentDate /final /say_as=date// January 21st}<br>--                        |
| initial  | ^                            |  | mm1905_ini_27 | Fourth Wednesday benefits arrive on...<br>--  |
| initial  | --                           |  | mm1905_ini_28 | {firstMonth.fourthPaymentDate /final /say_as=date// January 28th}<br>--                       |
| initial  | ^                            |  | mm1905_ini_29 | For...<br>--  |
| initial  | --                           |  | mm1905_ini_30 | {secondMonth/final /say_as=date// February 2016}<br>--  |
| initial  | --                           |  | mm1905_ini_31 | SSI payments will arrive on...<br>--  |
| initial  | --                           |  | mm1905_ini_32 | {secondMonth.ssiPaymentDate /final /say_as=date// January 30th}<br>--                         |
| initial  | --                           |  | mm1905_ini_33 | Social Security benefits normally received on the third of the month will arrive on...<br>--  |
| initial  | --                           |  | mm1905_ini_34 | {secondMonth.firstPaymentDate /final  |

|         |    |               |   |
|---------|----|---------------|---|
|         |    |               | /say_as=date// February 3rd}<br>--  |
| initial | -- | mm1905_ini_35 | Second Wednesday benefits arrive on...<br>--                                  |
| initial | -- | mm1905_ini_36 | {secondMonth.secondPaymentDate} /final<br>/say_as=date// February 11th}<br>-- |
| initial | -- | mm1905_ini_37 | Third Wednesday benefits arrive on...<br>--                                   |
| initial | -- | mm1905_ini_38 | {secondMonth.thirdPaymentDate} /final<br>/say_as=date// February 18th}<br>--  |
| initial | -- | mm1905_ini_39 | Fourth Wednesday benefits arrive on...<br>--                                  |
| initial | -- | mm1905_ini_40 | {secondMonth.fourthPaymentDate} /final<br>/say_as=date// February 25th}<br>-- |
| initial | ^  | mm1905_ini_15 | <1000ms silence><br>--  |
| initial | ^  | mm1905_ini_16 | Now, would you like to hear that again?<br>--                                 |

**Grammar**

| Sample Expressions                     | DTMF | Reco Var/Option              | Confirm |
|--|------|------------------------------|---------|
| yes ?(i would)<br>--<br>// yes         | 1    | <checks_repeat_yesno yes>    | Never   |
| no ?(i wouldn't)<br>--<br>// no        | 2    | <checks_repeat_yesno no>     | Never   |
| repeat, repeat that<br>--<br>// repeat | 9    | <checks_repeat_yesno repeat> | Never   |

**Actions**


| Option | Condition                        | Action  | Transition                                     |
|--------|----------------------------------|---|--|
| no     | If current_task=checks           | <b>Prompt :</b> [mm1905_out_01]<br>Okay.<br>--                          | <b>goto :</b><br>mm1907_LatePaymentQuestion_DM |
| ^      | Else (current_task=late_payment) | <b>Prompt :</b> [mm1905_out_02]<br>Now, about the late payment...<br>-- | <b>goto :</b><br>mm1910_LatePaymentMenu_DM     |
| yes    | Always                           | <b>Prompt :</b> [mm1905_out_03]<br>Sure.<br>--                          | <b>Re-Recognition :</b> Reprompt               |
| repeat | Always                           | <b>Prompt :</b> [mm1905_out_04]<br>Sure.<br>--                          | <b>Re-Recognition :</b> Reprompt               |

**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm1905_nm1_01]<br>Let's try again... Would you like to hear the payment dates again?<br>-- | <b>Re-Recognition :</b> |
| nomatch 2 | Always    | <b>Prompt :</b> [mm1905_nm2_01]<br>Sorry. To hear the scheduled   | <b>Re-Recognition :</b> |

|  |        |   |  |
|--|--------|---|--|
|  |        | payment dates again, press 1. If you don't want to hear it again, press 2.<br>--  |  |
| nomatch 3  | Always | <b>Prompt :</b> [mm1905_nm3_01]<br>Sorry we're having trouble. Let's keep going...<br>--  | <b>goto :</b><br><a href="#">mm1907_LatePaymentQuestion_DM</a> |
| noinput 1  | Always | <b>Prompt :</b> [mm1905_ni1_01]<br>If you'd like to hear the scheduled payment delivery dates again, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>  |
| noinput 2  | Always | <b>Prompt :</b> [mm1905_ni2_01]<br>Let's keep going...<br>--  | <b>goto :</b><br><a href="#">mm1907_LatePaymentQuestion_DM</a> |
| <b>Commands: State-Specific Behavior</b>   |        |   |  |
| <a href="#">See 1.2 Global Commands</a>  |        |   |  |
| <b>Commands: Disabled Globals</b>  |        |   |  |
| repeat   |        |   |  |
| <b>Commands: Confirmations</b>   |        |   |  |
| <a href="#">See 1.2 Global Commands</a>  |        |   |  |
| <b>Config Parameters</b>   |        |   |  |
| <b>Parameter</b>   |        | <b>Value</b>  |  |
| --   |        | --  |  |
| <b>Developer Notes</b>   |        |   |  |
| SSA will need to provide the new check delivery dates and operation dates as they become available each year. The new table will support all future months, so there will no longer be a 12 month restriction on existing prompting. |        |   |  |

**mm1907\_LatePaymentQuestion\_DM**

|  |                  |                       |   |   |
|--|------------------|-----------------------|---|---|
| <b>YesNo Recognition</b>                                 |                  |                       |   |  |
| Asks the caller if they're calling about a late payment. |                  |                       |   |   |
| <b>Entering From</b>                                     |                  |                       |   |   |
| <a href="#">mm1905_Checks_DM</a>                         |                  |                       |   |   |
| <b>Initial Prompts</b>                                   |                  |                       |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>           | <b>Wording</b>                              |   |
| initial  | Always           | mm1907_ini_01         | Are you calling about a LATE payment?<br>-- |   |
| <b>Grammar</b>   |                  |                       |   |   |
| <b>Sample Expressions</b>                                |                  | <b>DTMF</b>           | <b>Reco Var/Option</b>                      | <b>Confirm</b>  |
| yes ?(a late payment)<br>--<br>// yes                    |                  | 1                     | <check_late_yesno yes>                      | Never   |
| no ?(it's not late)<br>--<br>// no                       |                  | 2                     | <check_late_yesno no>                       | Never   |
| <b>Actions</b>   |                  |                       |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>         |   | <b>Transition</b>   |
| no   | Always           | Assign : final_intent |   | --  |

|  |                  |   |  |
|--|------------------|---|--|
|  |                  | =<current_intent>   |  |
| ^  | ^                | <b>Prompt :</b> [mm1907_out_01]<br>All right. Now, if you're finished, feel free to hang up. Otherwise...<br>--   | <b>goto :</b> mm0200_SFToggle_DS           |
| yes                                      | Always           | <b>Assign :</b> final_intent =payment_late  | --   |
| ^  | ^                | <b>Prompt :</b> [mm1907_out_02]<br>Hmmm... Okay.<br>--  | <b>goto :</b><br>mm1910_LatePaymentMenu_DM |
| <b>Recovery Behavior</b>                 |                  |   |  |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                          |
| nomatch 1                                | Always           | <b>Prompt :</b> [mm1907_nm1_01]<br>Let's try again... ARE you calling about a late payment?<br>--   | <b>Re-Recognition :</b>                    |
| nomatch 2                                | ^                | <b>Prompt :</b> [mm1907_nm2_01]<br>Sorry. If you're calling about a payment that's LATE, press 1. Otherwise, press 2.<br>--                                       | <b>Re-Recognition :</b>                    |
| nomatch 3                                | Always           | <b>Assign :</b> transfer_reason =error  | --   |
| nomatch 3                                | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS          |
| noinput 1                                | ^                | <b>Prompt :</b> [mm1907_ni1_01]<br>If you're calling about a payment that's LATE, say 'yes' or press 1. Otherwise, say 'no' or press 2.<br>--                     | <b>Re-Recognition :</b>                    |
| noinput 2                                | ^                | <b>Prompt :</b> [mm1907_ni2_01]<br>Sorry. If you'd like information on a payment that's LATE, press 1. If you're calling about an on-time payment, press 2.<br>-- | <b>Re-Recognition :</b>                    |
| noinput 3                                | Always           | <b>Assign :</b> transfer_reason =error  | --   |
| noinput 3                                | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS          |
| <b>Commands: State-Specific Behavior</b> |                  |   |  |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |  |
| <b>Commands: Confirmations</b>           |                  |   |  |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |  |
| <b>Config Parameters</b>                 |                  |   |  |
| <b>Parameter</b>                         | <b>Value</b>     |   |  |
| --                                       | --               |   |  |
| <b>Developer Notes</b>                   |                  |   |  |
| --                                       |                  |   |  |

**mm1910\_LatePaymentMenu\_DM**

|   |   |
|---|---|
| <b>CustomContext Recognition</b>              |  |
| Asks callers how they receive their payments. |   |

| <b>Entering From</b>  |                                   |   |  |
|---|-----------------------------------|---|--|
| mm0210_SFMainMenu_DM, mm1905_Checks_DM, mm1907_LatePaymentQuestion_DM |                                   |   |  |
| <b>Initial Prompts</b>  |                                   |   |  |
| Type  | Condition                         | Name  | Wording  |
| initial   | If current_task=checks            | mm1910_ini_01                                       | How are you expecting your payment - by 'Mail' or 'Direct Deposit?'<br>--  |
| initial   | ^                                 | mm1910_ini_03                                       | <2500ms silence><br>--   |
| initial   | ^                                 | mm1910_ini_04                                       | (If you're not sure, just say 'I'm Not Sure.')                             |
| initial   | Else (current_task=late_payment)  | mm1910_ini_02                                       | How were you expecting it - by 'Mail' or 'Direct Deposit?'<br>--           |
| initial   | ^                                 | mm1910_ini_03                                       | <2500ms silence><br>--   |
| initial   | ^                                 | mm1910_ini_04                                       | (If you're not sure, just say 'I'm Not Sure.')                             |
| reprompt  | (after repeat or disconfirmation) | mm1910_ree_01                                       | How were you expecting your payment - by 'Mail' or 'Direct Deposit?'<br>-- |
| initial   | ^                                 | mm1910_ini_03                                       | <2500ms silence><br>--   |
| initial   | ^                                 | mm1910_ini_04                                       | (If you're not sure, just say 'I'm Not Sure.')                             |
| <b>Grammar</b>  |                                   |   |  |
| Sample Expressions  | DTMF                              | Reco Var/Option                                     | Confirm  |
| mail, [check payment] by mail<br>--<br>// mail                        | 1                                 | <late_payment_menu mail>                            | If Necessary   |
| direct deposit ?payment<br>--<br>// direct_deposit                    | 2                                 | <late_payment_menu direct_deposit>                  | If Necessary   |
| ?i'm not sure<br>--<br>// not_sure                                    | 3                                 | <late_payment_menu not_sure>                        | If Necessary   |
| repeat, repeat that<br>--<br>// repeat                                | 9                                 | <late_payment_menu repeat>                          | Never  |
| <b>Actions</b>  |                                   |   |  |
| Option  | Condition                         | Action  | Transition   |
| direct_deposit  | Always                            | <b>Assign</b> : final_intent<br>=<current_intent>   | --   |
| ^   | ^                                 | <b>Assign</b> : payment_method<br>=direct_deposit   | --   |
| ^   | ^                                 | <b>Prompt</b> : [mm1910_out_01]<br>All right.<br>-- | <b>goto</b> : mm1920_DepositMsg_PP   |
| mail  | Always                            | <b>Assign</b> : final_intent<br>=<current_intent>   | --   |
| ^   | ^                                 | <b>Assign</b> : payment_method =mail                | --   |

|          |        |   |                                   |
|----------|--------|---|-----------------------------------|
| ^        | ^      | <b>Prompt :</b> [mm1910_out_02]<br>All right.<br>-- | <b>goto :</b> mm1930_MailMsg_PP   |
| not_sure | Always | <b>Assign :</b> final_intent<br>=<current_intent>   | --                                |
| ^        | ^      | <b>Prompt :</b> [mm1910_out_03]<br>Okay.<br>--      | <b>goto :</b> mm3000_ABRStatus_DS |
| repeat   | Always | <b>Prompt :</b> [mm1910_out_04]<br>Sure.<br>--      | <b>Re-Recognition :</b> Reprompt  |

**Confirmation Prompts**

| Option         | Condition | Name              | Wording  |
|----------------|-----------|-------------------|--|
| mail           | Always    | mm1910_cnf_ini_01 | You're expecting a check in the mail, right?<br>--                         |
| direct_deposit | Always    | mm1910_cnf_ini_02 | You're waiting for a direct deposit, right?<br>--                          |
| not_sure       | Always    | mm1910_cnf_ini_03 | You're not sure of HOW you'll be receiving your next payment, right?<br>-- |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**


| Type      | Condition | Action  | Transition                        |
|-----------|-----------|---|-----------------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm1910_nm1_01]<br>Let's try again. You can say "Mail" or press 1, 'Direct Deposit' or press 2, or 'I'm Not Sure' or press 3.<br>--   | <b>Re-Recognition :</b>           |
| nomatch 2 | ^         | <b>Prompt :</b> [mm1910_nm2_01]<br>Sorry. If you're expecting to receive your payment by mail, press 1. If you're expecting a direct deposit instead, press 2. Or, if you're not sure, press 3.<br>--   | <b>Re-Recognition :</b>           |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^         | <b>Prompt :</b> [mm1910_ni1_01]<br>If you're expecting your next payment by mail, say 'mail' or press 1. If you're waiting for your payment to be deposited into your bank account, say 'direct deposit' or press 2. Or, if you're not sure, say 'I'm not sure' or press 3.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^         | <b>Prompt :</b> [mm1910_ni2_01]<br>Sorry. I need to know what method of payment you are expecting. If you're expecting a check in the mail, press 1. If a direct deposit, press 2. If you're not sure, press 3.<br>--   | <b>Re-Recognition :</b>           |

|  |        |   |                                   |
|--|--------|---|-----------------------------------|
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error                                    | --                                |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Commands: Disabled Globals</b>        |        |   |                                   |
| repeat                                   |        |   |                                   |
| <b>Commands: Confirmations</b>           |        |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                                   |
| <b>Config Parameters</b>                 |        |   |                                   |
| <b>Parameter</b>                         |        |   | <b>Value</b>                      |
| --                                       |        |   | --                                |
| <b>Developer Notes</b>                   |        |   |                                   |
| --                                       |        |   |                                   |

**mm1920\_DepositMsg\_PP**

|   |                  |               |   |
|---|------------------|---------------|---|
| <b>Simple Play Prompt</b>  |                  |               |   |
| Plays information and suggestions on how callers can troubleshoot a direct deposit.                           |                  |               |   |
| <b>Entering From</b>  |                  |               |   |
| <a href="#">mm1910_LatePaymentMenu_DM</a> , <a href="#">mm1940_LatePaymentExit_DM</a>                         |                  |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |               |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| 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 account. It might also have something to do with your bank's policy on the time and date when accounts are updated, so you should ask your bank if any other payments posted to your account on the day you were expecting the deposit.<br>-- |
| <b>Actions</b>  |                  |               |   |
| <b>Condition</b>  | <b>Action</b>    |               | <b>Transition</b>   |
| Always  | --               |               | <b>goto</b> : <a href="#">mm1940_LatePaymentExit_DM</a>   |
| <b>Developer Notes</b>  |                  |               |   |
| --  |                  |               |   |


**mm1930\_MailMsg\_PP**

|   |                  |               |   |
|---|------------------|---------------|---|
| <b>Simple Play Prompt</b>  |                  |               |   |
| Plays information about why a check may not have been received yet.   |                  |               |   |
| <b>Entering From</b>  |                  |               |   |
| <a href="#">mm1910_LatePaymentMenu_DM</a> , <a href="#">mm1940_LatePaymentExit_DM</a>                           |                  |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |               |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>                                    |
| 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 holidays are not mail delivery days.) Also, if you've recently moved, your check may have been sent to your previous address.<br>-- |
| <b>Actions</b>         |               |  |   |
| <b>Condition</b>       | <b>Action</b> |  | <b>Transition</b>   |
| Always                 | --            |  | goto : mm1940_LatePaymentExit_DM  |
| <b>Developer Notes</b> |               |  |   |
| --                     |               |  |   |

**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.) |                                  |  |   |
| <b>Entering From</b>   |                                  |  |   |
| mm1920_DepositMsg_PP , mm1930_MailMsg_PP   |                                  |  |   |
| <b>Initial Prompts</b>   |                                  |  |   |
| Type   | Condition                        | Name   | Wording                                       |
| initial  | Always                           | mm1940_ini_01  | Now, would you like to hear that again?<br>-- |
| <b>Grammar</b>   |                                  |  |   |
| Sample Expressions   | DTMF                             | Reco Var/Option  | Confirm                                       |
| yes<br>--<br>// yes  | 1                                | <late_payment_exit_yesno yes>  | Never   |
| no<br>--<br>// no  | 2                                | <late_payment_exit_yesno no>   | Never   |
| <b>Actions</b>   |                                  |  |   |
| Option   | Condition                        | Action   | Transition                                    |
| no   | If office_hours=true             | <b>Prompt :</b> [mm1940_out_01]<br>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.<br>-- | --  |
| ^  | Else (office_hours=false)        | <b>Prompt :</b> [mm1940_out_02]<br>If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.<br>--  | --  |
| ^  | Always                           | --   | goto : mm0200_SFToggle_DS                     |
| yes  | If payment_method=direct_deposit | <b>Prompt :</b> [mm1940_out_03]<br>Sure.<br>--   | goto : mm1920_DepositMsg_PP                   |
| ^  | Else (payment_method=mail)       | <b>Prompt :</b> [mm1940_out_04]<br>Sure.<br>--   | goto : mm1930_MailMsg_PP                      |
| <b>Recovery Behavior</b>   |                                  |  |   |

| Type      | Condition | Action   | Transition  |
|-----------|-----------|--|---|
| nomatch 1 | Always    | <b>Prompt</b> : [mm1940_nm1_01]<br>Let's try again... Would you like to hear that payment information again?<br>--                                       | <b>Re-Recognition</b> :                           |
| nomatch 2 | ^         | <b>Prompt</b> : [mm1940_nm2_01]<br>Sorry. To hear about the late payment again, press 1. Otherwise, press 2.<br>--                                       | <b>Re-Recognition</b> :                           |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --  |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1 | ^         | <b>Prompt</b> : [mm1940_ni1_01]<br>If you'd like to hear the late payment information again, say 'Yes' or press 1. Otherwise, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> :                           |
| noinput 2 | ^         | <b>Prompt</b> : [mm1940_ni2_01]<br>Sorry. To hear about the late payment again, press 1. Otherwise, press 2.<br>--                                       | <b>Re-Recognition</b> :                           |
| noinput 3 | Always    | <b>Assign</b> : transfer_reason =error   | --  |
| noinput 3 | Always    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a> |

**Commands: State-Specific Behavior**

| Type   | Condition                            | Action  | Transition   |
|--------|--------------------------------------|---|--|
| repeat | If payment_method=mail               | <b>Prompt</b> : [gl_repeat_01]<br>Sure.<br>-- | <b>goto</b> : <a href="#">mm1930_MailMsg_PP</a>    |
| repeat | Else (payment_method=direct_deposit) | <b>Prompt</b> : [gl_repeat_01]<br>Sure.<br>-- | <b>goto</b> : <a href="#">mm1920_DepositMsg_PP</a> |

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--


**mm2000\_ReceivingBenefits\_DM**

|   |   |
|---|---|
| <b>YesNo Recognition</b>  |  |
| Asks callers whether or not they are already receiving benefits.                    |   |
| <b>Entering From</b>  |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0450_EmploymentDisambig_DM</a> |   |
| <b>Initial Prompts</b>  |   |

| Type                                     | Condition                       | Name  | Wording   |         |
|--|---------------------------------|---|---|---------|
| initial                                  | Always                          | mm2000_ini_01   | Are you already receiving Social Security benefits?<br>--             |         |
| <b>Grammar</b>                           |                                 |   |   |         |
| Sample Expressions                       |                                 | DTMF  | Reco Var/Option   | Confirm |
| yes ?(i am)<br>--<br>// yes              |                                 | 1   | <receiving_benefits_yesno yes>  | Never   |
| no ?(i'm not)<br>--<br>// no             |                                 | 2   | <receiving_benefits_yesno no>   | Never   |
| <b>Actions</b>                           |                                 |   |   |         |
| Option                                   | Condition                       | Action  | Transition  |         |
| no                                       | If form_7004_delivery=true      | <b>Prompt :</b> [mm2000_out_01]<br>Okay.<br>--  | <b>goto :</b><br><a href="#">mm2040_FutureBenefits_DM</a>             |         |
| ^  | Else (form_7004_delivery=false) | <b>Prompt :</b> [mm2000_out_02]<br>Okay.<br>--  | <b>goto :</b><br><a href="#">mm2050_FutureBenefitsBudgetaryMsg_PP</a> |         |
| yes                                      | Always                          | <b>Prompt :</b> [mm2000_out_03]<br>All right.<br>--   | <b>goto :</b><br><a href="#">mm2010_BenefitsEarnings_DM</a>           |         |
| <b>Recovery Behavior</b>                 |                                 |   |   |         |
| Type                                     | Condition                       | Action  | Transition  |         |
| nomatch 1                                | Always                          | <b>Prompt :</b> [mm2000_nm1_01]<br>Let's try again... ARE you currently getting benefits?<br>--   | <b>Re-Recognition :</b>   |         |
| nomatch 2                                | ^                               | <b>Prompt :</b> [mm2000_nm2_01]<br>Sorry. If you are receiving Social Security benefits, press 1. Otherwise, press 2.<br>--   | <b>Re-Recognition :</b>   |         |
| nomatch 3                                | Always                          | <b>Assign :</b> transfer_reason =error  | --  |         |
| nomatch 3                                | Always                          | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>                     |         |
| noinput 1                                | ^                               | <b>Prompt :</b> [mm2000_ni1_01]<br>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.<br>-- | <b>Re-Recognition :</b>   |         |
| noinput 2                                | ^                               | <b>Prompt :</b> [mm2000_ni2_01]<br>Sorry. If you're receiving Social Security benefits, press 1. Otherwise, press 2.<br>--  | <b>Re-Recognition :</b>   |         |
| noinput 3                                | Always                          | <b>Assign :</b> transfer_reason =error  | --  |         |
| noinput 3                                | Always                          | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>                     |         |
| <b>Commands: State-Specific Behavior</b> |                                 |   |   |         |
| <a href="#">See 1.2 Global Commands</a>  |                                 |   |   |         |

|   |              |
|---|--------------|
| <b>Commands: Confirmations</b>          |              |
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |


**mm2010\_BenefitsEarnings\_DM**

| CustomContext Recognition  |           |  |   |
|---|-----------|--|---|
| Asks callers if they need a 1099, a proof of income statement, or something else.                             |           |  |   |
| <b>Entering From</b>  |           |  |   |
| <a href="#">mm2000_ReceivingBenefits_DM</a>   |           |  |   |
| <b>Initial Prompts</b>  |           |  |   |
| Type  | Condition | Name   | Wording   |
| initial   | Always    | 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 letter of proof of your income for anything OTHER than taxes, say 'Proof of Income.' For anything else, just say 'It's Something Else.'<br>-- |
| <b>Grammar</b>  |           |  |   |
| Sample Expressions  | DTMF      | Reco Var/Option  | Confirm   |
| ?(?form 1099) (?tax benefits statement), (?form 1099)<br>--<br>// benefits_statement                          | 1         | <benefits_earnings_menu<br>benefits_statement>                     | If Necessary  |
| proof of income ?letter<br>--<br>// proof_of_income   | 2         | <benefits_earnings_menu<br>proof_of_income>                        | If Necessary  |
| ?it's something else<br>--<br>// something_else   | 3         | <benefits_earnings_menu<br>something_else>                         | If Necessary  |
| <b>Actions</b>  |           |  |   |
| Option  | Condition | Action   | Transition  |
| benefits_statement  | Always    | <b>Assign</b> : current_task<br>=benefits_statement                | --  |
| ^   | ^         | <b>Assign</b> : final_intent<br>=1099_benefits_statement           | --  |
| ^   | ^         | <b>Prompt</b> : [mm2010_out_01]<br>Okay. Benefits Statement.<br>-- | <b>goto</b> :<br><a href="#">mm0525_BenefitsStatementKBA_DS</a>   |
| proof_of_income   | Always    | <b>Assign</b> : current_task<br>=benefits_verification             | --  |
| ^   | ^         | <b>Assign</b> : final_intent<br>=benefits_verification             | --  |
| ^   | ^         | <b>Prompt</b> : [mm2010_out_02]<br>Okay. Proof of Income.<br>--    | <b>goto</b> : <a href="#">mm0500_BEVEKBA_DS</a>   |
| something_else  | Always    | <b>Assign</b> : final_intent                                       | --  |

|   |           | =<current_intent>  |   |
|---|-----------|--|---|
| ^   | ^         | <b>Prompt :</b> [mm2010_out_03]<br>Okay.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS   |
| <b>Confirmation Prompts</b>                 |           |  |   |
| Option                                      | Condition | Name   | Wording   |
| benefits_statement                          | Always    | mm2010_cnf_ini_01  | You'd like a replacement Form 1099 benefits statement.<br>--              |
| proof_of_income                             | Always    | mm2010_cnf_ini_02  | You need a proof of income document that's not for your tax return.<br>-- |
| something_else                              | Always    | mm2010_cnf_ini_03  | You'd like help with something else.<br>--                                |
| --  | Always    | gl_cnf_ini_02  | Right?<br>--  |
| <b>Confirmation Recovery Behavior</b>       |           |  |   |
| <a href="#">See 1.3 Global Confirmation</a> |           |  |   |
| <b>Recovery Behavior</b>                    |           |  |   |
| Type  | Condition | Action   | Transition  |
| nomatch 1                                   | Always    | <b>Prompt :</b> [mm2010_nm1_01]<br>Let's try again. You can say 'Benefits Statement' or press 1, 'Proof of Income' or press 2, or 'It's Something Else' or press 3.<br>--  | <b>Re-Recognition :</b>   |
| nomatch 2                                   | ^         | <b>Prompt :</b> [mm2010_nm2_01]<br>Sorry. If you need a replacement Form 1099 benefits statement for filing your tax return, press 1. If you need a document of your income for anything other than your tax return, press 2. For anything else, press 3.<br>--  | <b>Re-Recognition :</b>   |
| nomatch 3                                   | Always    | <b>Assign :</b> transfer_reason =error   | --  |
| nomatch 3                                   | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS   |
| noinput 1                                   | ^         | <b>Prompt :</b> [mm2010_ni1_01]<br>If you need a replacement benefits statement, or 'Form 1099,' for filing your tax return, say 'benefits statement' or press 1. For a document of your income for anything other than your tax return, say 'proof of income' or press 2. If you need something else, say 'it's something else' or press 3.<br>-- | <b>Re-Recognition :</b>   |
| noinput 2                                   | ^         | <b>Prompt :</b> [mm2010_ni2_01]<br>Sorry. If you need a replacement Form 1099 benefits statement for filing your tax return, press 1. If you need a document of your income for anything other than a tax return, press 2. For anything else, press 3.<br>--   | <b>Re-Recognition :</b>   |

|  |              |   |                                   |
|--|--------------|---|-----------------------------------|
| noinput 3                                | Always       | <b>Assign</b> : transfer_reason =error                                    | --                                |
| noinput 3                                | Always       | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | <b>goto</b> : mm3000_ABRStatus_DS |
| <b>Commands: State-Specific Behavior</b> |              |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                                   |
| <b>Commands: Confirmations</b>           |              |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                                   |
| <b>Config Parameters</b>                 |              |   |                                   |
| <b>Parameter</b>                         | <b>Value</b> |   |                                   |
| --                                       | --           |   |                                   |
| <b>Developer Notes</b>                   |              |   |                                   |
| --                                       |              |   |                                   |

**mm2030\_OtherQuestions\_DM**

| CustomContext Recognition  |                                 |  |   |
|---|---------------------------------|--|---|
| Asks callers whether they are calling about an estimate of future benefits.                                   |                                 |  |   |
| <b>Entering From</b>  |                                 |  |   |
| <a href="#">mm1900_ReceivingBenefits_DM</a>   |                                 |  |   |
| <b>Initial Prompts</b>  |                                 |  |   |
| Type  | Condition                       | Name   | Wording   |
| initial   | Always                          | mm2030_ini_01  | Are you calling about an estimate of FUTURE benefits?<br>--           |
| <b>Grammar</b>  |                                 |  |   |
| Sample Expressions  | DTMF                            | Reco Var/Option  | Confirm   |
| yes<br>--<br>// yes   | 1                               | <future_benefits_yesno yes>  | Never   |
| no<br>--<br>// no   | 2                               | <future_benefits_yesno no>   | Never   |
| <b>Actions</b>  |                                 |  |   |
| Option  | Condition                       | Action   | Transition  |
| yes   | If form_7004_delivery=true      | <b>Prompt</b> : [mm2030_out_01]<br>All right.<br>--                                      | <b>goto</b> :<br><a href="#">mm2040_FutureBenefits_DM</a>             |
| ^   | Else (form_7004_delivery=false) | <b>Assign</b> : final_intent<br>=<current_intent>  | --  |
| ^   | ^                               | <b>Prompt</b> : [mm2030_out_02]<br>All right.<br>--                                      | <b>goto</b> :<br><a href="#">mm2050_FutureBenefitsBudgetaryMsg_PP</a> |
| no  | Always                          | <b>Assign</b> : final_intent<br>=<current_intent>  | --  |
| ^   | ^                               | <b>Prompt</b> : [mm2030_out_03]<br>All right. You'll need to speak with someone...<br>-- | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>                     |

| <b>Recovery Behavior</b>                 |                  |  |   |
|--|------------------|--|---|
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                                 |
| nomatch 1                                | Always           | <b>Prompt :</b> [mm2030_nm1_01]<br>Let's try again... ARE you calling about an estimate of future benefits?<br>--                            | <b>Re-Recognition :</b>                           |
| nomatch 2                                | ^                | <b>Prompt :</b> [mm2030_nm2_01]<br>Sorry. If you'd like an estimate of future benefits, press 1. Otherwise, press 2.<br>--                   | <b>Re-Recognition :</b>                           |
| nomatch 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --  |
| nomatch 3                                | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1                                | ^                | <b>Prompt :</b> [mm2030_ni1_01]<br>If you'd like an estimate of future benefits, say 'Yes' or press 1. Otherwise, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>                           |
| noinput 2                                | ^                | <b>Prompt :</b> [mm2030_ni2_01]<br>Sorry. For an estimate of FUTURE benefits, press 1. For anything else, press 2.<br>--                     | <b>Re-Recognition :</b>                           |
| noinput 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --  |
| noinput 3                                | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| <b>Commands: State-Specific Behavior</b> |                  |  |   |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |   |
| <b>Commands: Confirmations</b>           |                  |  |   |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |   |
| <b>Config Parameters</b>                 |                  |  |   |
| <b>Parameter</b>                         |                  | <b>Value</b>   |   |
| --                                       |                  | --   |   |
| <b>Developer Notes</b>                   |                  |  |   |
| --                                       |                  |  |   |

**mm2040\_FutureBenefits\_DM**

| <b>CustomContext Recognition</b>   |                  |               |   |
|--|------------------|---------------|---|
| Tells callers how to request an estimate of future benefits, and offers an option to request a mail-in form. |                  |               |   |
| <b>Entering From</b>   |                  |               |   |
| <a href="#">mm2000_ReceivingBenefits_DM</a> , <a href="#">mm2030_OtherQuestions_DM</a>                       |                  |               |   |
| <b>Initial Prompts</b>   |                  |               |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| initial  | Always           | mm2040_ini_01 | Estimates of your future benefits are on your social security statement, which is sent to you automatically every three years or so, starting about three months before you turn 25. To request a |

|  |  |  |   |
|--|--|--|---|
|  |  |  | statement now, you can do it on our website at 'social security dot G O V' and it will take about 2 to 4 weeks to receive it. You can also request a statement by MAIL, by filling out form number '7004.' Mail orders take 4 to 6 weeks. To order a 'Form 7004' over the phone, just say 'Order Form.' Or, if you have OTHER questions about earnings and benefits, say 'Other Questions.'<br>-- |
|--|--|--|---|

**Grammar**

| Sample Expressions                                      | DTMF | Reco Var/Option                        | Confirm      |
|---|------|--|--------------|
| repeat, repeat that, hear that again<br>--<br>// repeat | 1    | <future_benefits_menu repeat>          | Never        |
| order_form<br>--<br>// order_form                       | 2    | <future_benefits_menu order_form>      | If Necessary |
| other_questions<br>--<br>// other_questions             | 3    | <future_benefits_menu other_questions> | If Necessary |

**Actions**

| Option          | Condition | Action   | Transition   |
|-----------------|-----------|--|--|
| order_form      | Always    | <b>Assign</b> : current_task =transcription_7004 | --   |
| ^               | ^         | <b>Assign</b> : final_intent =transcription_7004 | --   |
| ^               | ^         | <b>Prompt</b> : [mm2040_out_01] Sure.<br>--      | <b>goto</b> : <a href="#">mm0545_TranscriptionKBA_DS</a> |
| other_questions | Always    | <b>Assign</b> : final_intent =<current_intent>   | --   |
| ^               | ^         | <b>Prompt</b> : [mm2040_out_02] Okay.<br>--      | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>        |

**Confirmation Prompts**

| Option          | Condition | Name              | Wording  |
|-----------------|-----------|-------------------|--|
| order_form      | Always    | mm2040_cnf_ini_01 | You'd like to request that a Form 7004 be mailed to you.<br>-- |
| other_questions | Always    | mm2040_cnf_ini_02 | You'd like other information on earnings and benefits.<br>--   |
| --              | Always    | gl_cnf_ini_02     | Right?<br>--   |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [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. | <b>Re-Recognition</b> : |



|  |                  |   |   |
|--|------------------|---|---|
|  |                  | --  |   |
| nomatch 2                                | ^                | <b>Prompt :</b> [mm2040_nm2_01]<br>Sorry. To hear the information again, press 1. To order Form 7004, press 2. Or, for other information about earnings and benefits, press 3.<br>--  | <b>Re-Recognition :</b>                           |
| nomatch 3                                | Always           | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3                                | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1                                | ^                | <b>Prompt :</b> [mm2040_ni1_01]<br>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.<br>-- | <b>Re-Recognition :</b>                           |
| noinput 2                                | ^                | <b>Prompt :</b> [mm2040_ni2_01]<br>Sorry. If you'd like to hear the information again, press 1. To order Form 7004 now, press 2. Or, for other information about earnings and benefits, press 3.<br>--  | <b>Re-Recognition :</b>                           |
| noinput 3                                | Always           | <b>Assign :</b> transfer_reason =error  | --  |
| noinput 3                                | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| <b>Commands: State-Specific Behavior</b> |                  |   |   |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                                 |
| repeat                                   | --               | <b>Prompt :</b> [mm2040_repeat_01]<br>Sure.<br>--   | <b>Re-Recognition :</b> Reprompt                  |
| <b>Commands: Confirmations</b>           |                  |   |   |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |   |
| <b>Commands: Grammar</b>                 |                  |   |   |
| <b>Sample Expressions</b>                | <b>DTMF</b>      | <b>Command</b>  | <b>Confirm</b>                                    |
| repeat that, repeat                      | 1                | repeat  | Never   |
| <b>Config Parameters</b>                 |                  |   |   |
| <b>Parameter</b>                         | <b>Value</b>     |   |   |
| --                                       | --               |   |   |
| <b>Developer Notes</b>                   |                  |   |   |
| --                                       |                  |   |   |

**mm2050\_FutureBenefitsBudgetaryMsg\_PP**

|  |   |
|--|---|
| <b>Simple Play Prompt</b>  |  |
| If 'form_7004_delivery=false,' this state plays informational message explaining whay form 7004 will not be delivered, due to budgetary constraints. |   |
| <b>Entering From</b>   |   |

| <a href="#">mm2000_ReceivingBenefits_DM</a> , <a href="#">mm2030_OtherQuestions_DM</a> |                           |   |   |
|--|---------------------------|---|---|
| <b>Initial Prompts</b> [Barge-in is OFF]   |                           |   |   |
| Type   | 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.'<br>-- |
| initial  | ^                         | mm2050_out_02                             | <1000ms silence><br>--  |
| initial  | If office_hours=true      | mm2050_out_03                             | Now, if you're finished, feel free to hang up. If you'd like to speak to someone about your benefits, say 'Agent.' Otherwise...<br>--   |
| initial  | Else (office_hours=false) | mm2050_out_04                             | Now, if you're finished, feel free to hang up. Otherwise...<br>--   |
| <b>Actions</b>   |                           |   |   |
| Condition  | Action                    | Transition                                |   |
| Always   | --                        | goto : <a href="#">mm0200_SFToggle_DS</a> |   |
| <b>Developer Notes</b>   |                           |   |   |
| --   |                           |   |   |

**mm2100\_RepPayeeMenu\_DM**

| CustomContext Recognition   |           |                         |  |
|---|-----------|-------------------------|--|
| Presents six payee options - hear about the program, change payees, report misuse, become a payee, questions about filing a payee report, or something else.                                      |           |                         |  |
| <b>Entering From</b>  |           |                         |  |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm2110_ProgramMsg_DM</a> , <a href="#">mm2120_ChangeMsg_DM</a> , <a href="#">mm2200_BecomePayee_DM</a> , <a href="#">mm2210_PayeeMisuse_DM</a> |           |                         |  |
| <b>Initial Prompts</b>  |           |                         |  |
| Type  | 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.'<br>-- |
| <b>Grammar</b>  |           |                         |  |
| Sample Expressions  | DTMF      | Reco Var/Option         | Confirm  |
| [change different] ?[payee representative]<br>--<br>// change   | 1         | <rep_payee_menu change> | If Necessary   |
| (misuse ?(of benefits)), benefits misuse<br>--<br>// misuse   | 2         | <rep_payee_menu misuse> | If Necessary   |

|  |   |                                 |              |
|--|---|---------------------------------|--------------|
| become ?a payee<br>--<br>// become                                 | 3 | <rep_payee_menu become>         | If Necessary |
| (?payee report), [file filing]?(a payee) report<br>--<br>// report | 4 | <rep_payee_menu report>         | If Necessary |
| ?payee responsibilities<br>--<br>// program                        | 5 | <rep_payee_menu program>        | If Necessary |
| ?it's something else<br>--<br>// something_else                    | 6 | <rep_payee_menu something_else> | If Necessary |

**Actions**

| Option         | Condition | Action  | Transition                             |
|----------------|-----------|---|--|
| become         | Always    | <b>Prompt :</b> [mm2100_out_01]<br>All right.<br>--                     | <b>goto :</b><br>mm2200_BecomePayee_DM |
| change         | Always    | --  | <b>goto :</b><br>mm2120_ChangeMsg_DM   |
| misuse         | Always    | <b>Prompt :</b> [mm2100_out_02]<br>All right. Misuse of Benefits.<br>-- | <b>goto :</b><br>mm2210_PayeeMisuse_DM |
| program        | Always    | --  | <b>goto :</b><br>mm2110_ProgramMsg_DM  |
| report         | Always    | <b>Prompt :</b> [mm2100_out_03]<br>Okay.<br>--                          | <b>goto :</b> mm3000_ABRStatus_DS      |
| something_else | Always    | <b>Prompt :</b> [mm2100_out_04]<br>Okay.<br>--                          | <b>goto :</b> mm3000_ABRStatus_DS      |

**Confirmation Prompts**

| Option         | Condition | Name              | Wording   |
|----------------|-----------|-------------------|---|
| program        | Always    | mm2100_cnf_ini_01 | You'd like information on what a payee representative DOES. Is that right?<br>--          |
| change         | Always    | mm2100_cnf_ini_02 | You'd like to change your payee, right?<br>--   |
| misuse         | Always    | mm2100_cnf_ini_03 | You suspect there may be a problem with how your benefits are being handled, right?<br>-- |
| become         | Always    | mm2100_cnf_ini_04 | You're interested in BECOMING a payee, right?<br>--                                       |
| report         | Always    | mm2100_cnf_ini_05 | You have questions about filing a payee report, right?<br>--                              |
| something_else | Always    | mm2100_cnf_ini_06 | You'd like help with something else, right?<br>--   |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm2100_nm1_01]<br>Let's try again. You can say 'Change | <b>Re-Recognition :</b> |

|           |        |   |                                   |
|-----------|--------|---|-----------------------------------|
|           |        | Payee' (or press 1); 'Misuse Of Benefits' (or 2), 'Become a Payee' (3); 'Payee Report' (4); 'Payee Responsibilities' (5); or say 'It's Something Else' or press 6.<br>--  |                                   |
| nomatch 2 | ^      | <b>Prompt :</b> [mm2100_nm2_01]<br>Sorry. If you'd like to CHANGE your payee, press 1. If you suspect a problem with how your benefits are being handled, press 2. For information on BECOMING a payee, press 3. For questions about filing a REPORT, press 4. For information on what a payee DOES, press 5. Or, for all other questions, press 6.<br>--   | <b>Re-Recognition :</b>           |
| nomatch 3 | Always | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^      | <b>Prompt :</b> [mm2100_ni1_01]<br>To request a different payee, say 'Change Payee' (or press 1). If you think there's a problem with how your benefits are being handled, say 'Misuse Of Benefits' (or 2). If you'd like to BECOME a payee, say 'Become A Payee' (3). For questions about filing a report, say 'Payee Report' (4). If you'd like to hear what a payee DOES, say 'Payee Responsibilities' (5). Or, for any other information, say 'It's Something Else' (or press 6).<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^      | <b>Prompt :</b> [mm2100_ni2_01]<br>Sorry. If you'd like to CHANGE your payee, press 1. If you suspect a problem with how your benefits are being handled, press 2. For information on BECOMING a payee, press 3. For questions about filing a REPORT, press 4. For information on what a payee DOES, press 5. Or, for all other questions, press 6.<br>--   | <b>Re-Recognition :</b>           |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--


**mm2110\_ProgramMsg\_DM**

| CustomContext Recognition  |                           |                      |                             |   |
|--|---------------------------|----------------------|-----------------------------|---|
| Plays information about the Payee Representative program and offers options to hear it again, hear the payee options again, speak with an agent, or continue in the IVR. |                           |                      |                             |   |
| <b>Entering From</b>   |                           |                      |                             |   |
| mm2100_RepPayeeMenu_DM   |                           |                      |                             |   |
| <b>Initial Prompts</b>   |                           |                      |                             |   |
| Type   | 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.<br>-- |
| initial  | ^                         |                      | mm2110_ini_02               | <500ms silence><br>--   |
| 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...<br>--   |
| initial  | Else (office_hours=false) |                      | 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...<br>--  |
| reprompt   | (after disconfirmation)   | If office_hours=true | mm2110_ree_01               | To hear the information 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...<br>--  |
| reprompt   | ^                         |                      | mm2110_ree_02               | To hear the information 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...<br>--   |
| <b>Grammar</b>   |                           |                      |                             |   |
| Sample Expressions   | DTMF                      |                      | Reco Var/Option             | Confirm   |
| repeat, repeat that<br>--<br>// repeat   | 1                         |                      | <payee_program_menu repeat> | Never   |
| ?hear ?the ?representative ?payee options ?again   | 2                         |                      | <payee_program_menu         | If Necessary  |

|   |                           |  |   |   |
|---|---------------------------|--|---|---|
| --<br>// payee_options                      |                           |  | payee_options>  |   |
| <b>Actions</b>                              |                           |  |   |   |
| <b>Option</b>                               | <b>Condition</b>          | <b>Action</b>  |   | <b>Transition</b>                                       |
| payee_options                               | Always                    | <b>Prompt :</b> [mm2110_out_01]<br>Sure. Here are those options again...<br>--   |   | <b>goto :</b><br><a href="#">mm2100_RepPayeeMenu_DM</a> |
| <b>Confirmation Prompts</b>                 |                           |  |   |   |
| <b>Option</b>                               | <b>Condition</b>          | <b>Name</b>  | <b>Wording</b>  |   |
| payee_options                               | Always                    | mm2110_cnf_ini_01  | You'd like to choose another payee option, right?<br>-- |   |
| <b>Confirmation Recovery Behavior</b>       |                           |  |   |   |
| <a href="#">See 1.3 Global Confirmation</a> |                           |  |   |   |
| <b>Recovery Behavior</b>                    |                           |  |   |   |
| <b>Type</b>                                 | <b>Condition</b>          | <b>Action</b>  |   | <b>Transition</b>                                       |
| nomatch 1                                   | If office_hours=true      | <b>Prompt :</b> [mm2110_nm1_01]<br>Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2; 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 Menu...<br>--  |   | <b>Re-Recognition :</b>                                 |
| nomatch 1                                   | Else (office_hours=false) | <b>Prompt :</b> [mm2110_nm1_02]<br>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 Menu...<br>--  |   | <b>Re-Recognition :</b>                                 |
| nomatch 2                                   | If office_hours=true      | <b>Prompt :</b> [mm2110_nm2_01]<br>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...<br>-- |   | <b>Re-Recognition :</b>                                 |
| nomatch 2                                   | Else (office_hours=false) | <b>Prompt :</b> [mm2110_nm1_03]<br>Sorry. To hear the information about the representative payees again, press 1. To choose another payee option, press 2. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...<br>--  |   | <b>Re-Recognition :</b>                                 |
| nomatch 3                                   | Always                    | <b>Assign :</b> transfer_reason =error   |   | --  |
| nomatch 3                                   | Always                    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  |   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a>       |
| noinput 1                                   | Always                    | --   |   | <b>goto :</b> <a href="#">mm0200_SFToggle_DS</a>        |
| <b>Commands: State-Specific Behavior</b>    |                           |  |   |   |

| Type                                    | Condition | Action  | Transition                       |
|---|-----------|---|----------------------------------|
| repeat                                  | --        | <b>Prompt :</b> [mm2110_repeat_01]<br>Sure.<br>-- | <b>Re-Recognition :</b> Reprompt |
| <b>Commands: Confirmations</b>          |           |   |                                  |
| <a href="#">See 1.2 Global Commands</a> |           |   |                                  |
| <b>Commands: Grammar</b>                |           |   |                                  |
| Sample Expressions                      | DTMF      | Command   | Confirm                          |
| repeat that, repeat                     | 1         | repeat  | Never                            |
| <b>Config Parameters</b>                |           |   |                                  |
| Parameter                               | Value     |   |                                  |
| --                                      | --        |   |                                  |
| <b>Developer Notes</b>                  |           |   |                                  |
| --                                      |           |   |                                  |

### mm2120\_ChangeMsg\_DM

| CustomContext Recognition  |                      |               |    |
|--|----------------------|---------------|---|
| Plays information on how to change payees and offers options to repeat, choose another payee option, find a field office, speak with an agent, or continue in the IVR. |                      |               |   |
| <b>Entering From</b>   |                      |               |   |
| <a href="#">mm2100_RepPayeeMenu_DM</a>   |                      |               |   |
| <b>Initial Prompts</b>   |                      |               |   |
| Type   | 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.<br>--  |
| initial  | ^                    | mm2120_ini_02 | <500ms silence><br>--   |
| 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.<br>-- |
| initial  | ^                    | mm2120_ini_04 | <500ms silence><br>--   |
| 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.<br>--   |
| initial  | ^                    | mm2120_ini_06 | <1000ms silence><br>--  |
| 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.<br>--  |  |
| initial  | Else (office_hours=false) | mm2120_ini_08             | To hear that again, say 'Repeat That.' If you'd like to hear the other '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.<br>-- |  |
| reprompt | (after disconfirmation)   | 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 '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.<br>-- |
| reprompt | ^                         | Else (office_hours=false) | mm2120_ree_02   | To hear the information again, say 'Repeat That.' If you'd like to hear the other '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.<br>--   |

**Grammar**

| Sample Expressions  | DTMF | Reco Var/Option                   | Confirm      |
|---|------|-----------------------------------|--------------|
| repeat, repeat that<br>--<br>// repeat  | 1    | <payee_change_menu repeat>        | Never        |
| ?hear ?the ?representative ?payee options ?again<br>--<br>// payee_options  | 2    | <payee_change_menu payee_options> | If Necessary |
| (find an office), (?find ?a ?field office ?location), (?find ?the? ?(location of a) ?field office)<br>--<br>// office | 3    | <payee_change_menu office>        | If Necessary |

**Actions**

| Option        | Condition | Action   | Transition                                 |
|---------------|-----------|--|--|
| payee_options | Always    | <b>Prompt</b> : [mm2120_out_01]<br>Sure. Here are those options again...<br>-- | <b>goto</b> : mm2100_RepPayeeMenu_DM       |
| office        | Always    | <b>Assign</b> : final_intent<br>=field_office_locator                          | --   |
| ^             | ^         | <b>Assign</b> : current_task<br>=field_office_locator                          | <b>goto</b> : mm0320_FieldOfficeLocator_SD |

**Confirmation Prompts**

| Option        | Condition | Name              | Wording   |
|---------------|-----------|-------------------|---|
| payee_options | Always    | mm2120_cnf_ini_01 | You'd like to choose another payee option.<br>--  |
| office        | Always    | mm2120_cnf_ini_02 | You'd like to find a field office location.<br>-- |
| --            | Always    | gl_cnf_ini_02     | Right?<br>--                                      |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**



| Type                                     | Condition                 | Action  | Transition                        |
|--|---------------------------|---|-----------------------------------|
| nomatch 1                                | If office_hours=true      | <b>Prompt :</b> [mm2120_nm1_01]<br>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 Menu...<br>--  | <b>Re-Recognition :</b>           |
| nomatch 1                                | Else (office_hours=false) | <b>Prompt :</b> [mm2120_nm1_02]<br>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...<br>--  | <b>Re-Recognition :</b>           |
| nomatch 2                                | If office_hours=true      | <b>Prompt :</b> [mm2120_nm2_01]<br>Sorry. To hear the information again, press 1. To choose another payee option, press 2. For field office locations, press 3. 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...<br>-- | <b>Re-Recognition :</b>           |
| nomatch 2                                | Else (office_hours=false) | <b>Prompt :</b> [mm2120_nm2_02]<br>Sorry. To hear the information again, press 1. To choose another payee option, press 2. For field office locations, press 3. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...<br>--  | <b>Re-Recognition :</b>           |
| nomatch 3                                | Always                    | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3                                | Always                    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1                                | Always                    | --  | <b>goto :</b> mm0200_SFToggle_DS  |
| <b>Commands: State-Specific Behavior</b> |                           |   |                                   |
| Type                                     | Condition                 | Action  | Transition                        |
| repeat                                   | --                        | <b>Prompt :</b> [mm2120_repeat_01]<br>Sure.<br>--   | <b>Re-Recognition :</b> Reprompt  |
| <b>Commands: Confirmations</b>           |                           |   |                                   |
| <a href="#">See 1.2 Global Commands</a>  |                           |   |                                   |
| <b>Commands: Grammar</b>                 |                           |   |                                   |
| Sample Expressions                       | DTMF                      | Command   | Confirm                           |
| repeat that, repeat                      | 1                         | repeat  | Never                             |
| <b>Config Parameters</b>                 |                           |   |                                   |
| Parameter                                | Value                     |   |                                   |
| --                                       | --                        |   |                                   |
| <b>Developer Notes</b>                   |                           |   |                                   |

--

**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 Prompts**

| Type     | 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 license), as well as the name and contact information of the beneficiary's doctor. If, on the other hand, a beneficiary wants to obtain a payee, or wants to change their current payee, the potential payee must be interviewed in person, and complete a form at a Social Security office. Again, the potential payee will need their social security number, proof of identification, as well as the name and contact information of the beneficiary's doctor. In addition, although a potential payee may have 'power of attorney,' Social Security does not recognize 'power of attorney' for purposes of managing benefit payments. Finally, if you want to become your OWN payee, you need to show evidence (a doctor's statement, for example) that you're now able to handle your money yourself.<br>-- |
| initial  | ^  | mm2200_ini_02 | <1000ms silence><br>--   |
| initial  | If office_hours=true                         | mm2200_ini_03 | 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 a Social Security representative about the program, say 'Agent.' Otherwise, to go back to the main menu, just say 'I'm Finished.'<br>--  |
| initial  | Else (office_hours=false)                    | mm2200_ini_04 | To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to find the location of a field office in your area, say 'Find an Office.' Otherwise, to go back to the main menu, just say 'I'm Finished.'<br>--  |
| reprompt | (after disconfirmation) If office_hours=true | mm2200_ree_01 | To hear the information 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 a Social Security representative  |

|          |   |                           |                |  |
|----------|---|---------------------------|----------------|--|
|          |   |                           |                | about the program, say 'Agent.' Otherwise, to go back to the main menu, just say 'I'm Finished.'<br>--   |
| reprompt | ^ | Else (office_hours=false) | mrm2200_ree_02 | To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to find the location of a field office in your area, say 'Find an Office.' Otherwise, to go back to the main menu, just say 'I'm Finished.'<br>-- |

**Grammar**

| Sample Expressions  | DTMF | Reco Var/Option                   | Confirm      |
|---|------|-----------------------------------|--------------|
| repeat, repeat that<br>--<br>// repeat  | 1    | <payee_become_menu repeat>        | Never        |
| ?hear ?the ?representative ?payee options ?again<br>--<br>// payee_options  | 2    | <payee_become_menu payee_options> | If Necessary |
| (find an office), (?find ?a ?field office ?location), (?find ?the? ?(location of a) ?field office)<br>--<br>// office | 3    | <payee_become_menu office>        | If Necessary |
| ?(i'm) (finished done)<br>--<br>// finished   | 4    | <payee_become_menu finished>      | If Necessary |

**Actions**

| Option        | Condition | Action   | Transition                                 |
|---------------|-----------|--|--|
| finished      | Always    | <b>Prompt</b> : [mm2200_out_01]<br>All right.<br>--                            | <b>goto</b> : mm0200_SFToggle_DS           |
| payee_options | Always    | <b>Prompt</b> : [mm2200_out_02]<br>Sure. Here are those options again...<br>-- | <b>goto</b> : mm2100_RepPayeeMenu_DM       |
| office        | Always    | <b>Assign</b> : current_task<br>=field_office_locator                          | --   |
| ^             | ^         | <b>Assign</b> : final_intent<br>=field_office_locator                          | --   |
| ^             | ^         | <b>Prompt</b> : [mm2200_out_03]<br>Sure.<br>--                                 | <b>goto</b> : mm0320_FieldOfficeLocator_SD |

**Confirmation Prompts**

| Option        | Condition | Name              | Wording   |
|---------------|-----------|-------------------|---|
| finished      | Always    | mm2200_cnf_ini_01 | Sounds like you're finished with Payee Information.<br>-- |
| payee_options | Always    | mm2200_cnf_ini_02 | You'd like to choose another payee option.<br>--          |
| office        | Always    | mm2200_cnf_ini_03 | You'd like to find a field office location.<br>--         |
| --            | Always    | gl_cnf_ini_02     | Right?<br>--  |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type                                     | Condition                 | Action  | Transition  |
|--|---------------------------|---|---|
| nomatch 1                                | Always                    | <b>Prompt :</b> [mm2200_nm1_01]<br>Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, 'Office Locations' or press 3, or if you're finished, just say 'I'm Finished' or press 4.<br>--   | <b>Re-Recognition :</b>                           |
| nomatch 2                                | If office_hours=true      | <b>Prompt :</b> [mm2200_nm2_01]<br>Sorry. To hear the information again, press 1. To choose another payee option, press 2. To find a field office in your area, press 3. If you're finished, press 4. Or, to speak to someone now, press 0.<br>--   | <b>Re-Recognition :</b>                           |
| nomatch 2                                | Else (office_hours=false) | <b>Prompt :</b> [mm2200_nm2_02]<br>Sorry, I still didn't get it. To hear the information 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.<br>--  | <b>Re-Recognition :</b>                           |
| nomatch 3                                | Always                    | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3                                | Always                    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1                                | Always                    | <b>Prompt :</b> [mm2200_ni1_01]<br>To hear the information again, say 'Repeat That' or press 1. To choose another payee option, say 'Payee Options' or press 2. To find a field office in your area, say 'Office Locations' or press 3. Or, If you're finished, just say 'I'm Finished' or press 4.<br>-- | <b>Re-Recognition :</b>                           |
| noinput 2                                | If office_hours=true      | <b>Prompt :</b> [mm2200_ni2_01]<br>Sorry. To hear the information again, press 1. To choose another payee option, press 2. To find a field office in your area, press 3. If you're finished, press 4. Or, to speak to someone now, press 0.<br>--   | <b>Re-Recognition :</b>                           |
| noinput 2                                | Else (office_hours=false) | <b>Prompt :</b> [mm2200_ni2_02]<br>Sorry. To hear the information 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.<br>--   | <b>Re-Recognition :</b>                           |
| noinput 3                                | Always                    | <b>Assign :</b> transfer_reason =error  | --  |
| noinput 3                                | Always                    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> <a href="#">mm3000_ABRStatus_DS</a> |
| <b>Commands: State-Specific Behavior</b> |                           |   |   |
| Type                                     | Condition                 | Action  | Transition  |
| repeat                                   | --                        | <b>Prompt :</b> [mm2200_repeat_01]<br>Sure.   | <b>Re-Recognition :</b> Reprompt                  |

|   |              |                |                |
|---|--------------|----------------|----------------|
|   |              |                |                |
| --                                      |              |                |                |
| <b>Commands: Confirmations</b>          |              |                |                |
| <a href="#">See 1.2 Global Commands</a> |              |                |                |
| <b>Commands: Grammar</b>                |              |                |                |
| <b>Sample Expressions</b>               | <b>DTMF</b>  | <b>Command</b> | <b>Confirm</b> |
| repeat that, repeat                     | 1            | repeat         | Never          |
| <b>Config Parameters</b>                |              |                |                |
| <b>Parameter</b>                        | <b>Value</b> |                |                |
| --                                      | --           |                |                |
| <b>Developer Notes</b>                  |              |                |                |
| --                                      |              |                |                |

**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. |                            |                           |  |   |
| <b>Entering From</b>   |                            |                           |  |   |
| <a href="#">mm2100_RepPayeeMenu_DM</a>   |                            |                           |  |   |
| <b>Initial Prompts</b>   |                            |                           |  |   |
| Type   | Condition                  | Name                      | Wording  |   |
| initial  | Always                     | mm2210_ini_01             | If you suspect your payee is misusing your benefits, you should contact the hotline for the Office of the Inspector General -- or OIG. They will ensure that proper action is taken. The phone number for the OIG is: 1-800-269-0271. Again, that's 1-800-269-0271. Their office hours are Monday through Friday, 10 AM to 4 PM Eastern Time. You can also look on the Web, at 'social security dot G O V, slash-O I G.'<br>-- |   |
| initial  | ^                          | mm2210_ini_02             | <1000ms silence><br>--   |   |
| initial  | If office_hours=true       | mm2210_ini_03             | To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to talk to a Social Security representative about the program, say 'Agent.' Otherwise, to go back to the main menu, just say 'I'm Finished.'<br>--   |   |
| initial  | Else (office_hopurs=false) | mm2210_ini_04             | 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.'<br>--   |   |
| reprompt   | (after disconfirmation)    | If office_hours=true      | mm2210_ree_01  | To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to talk to a Social Security representative about the program, say 'Agent.' Otherwise, to go back to the main menu, just say 'I'm Finished.'<br>-- |
| 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.'<br>--           |
| <b>Grammar</b>   |                           |  |   |   |
| <b>Sample Expressions</b>  |                           | <b>DTMF</b>  | <b>Reco Var/Option</b>                                    | <b>Confirm</b>  |
| repeat, repeat that<br>--<br>// repeat                                     |                           | 1  | <payee_misuse_menu repeat>                                | Never   |
| ?hear ?the ?representative ?payee options ?again<br>--<br>// payee_options |                           | 2  | <payee_misuse_menu payee_options>                         | If Necessary  |
| ?(i'm) (finished done)<br>--<br>// finished                                |                           | 3  | <payee_misuse_menu finished>                              | If Necessary  |
| <b>Actions</b>   |                           |  |   |   |
| <b>Option</b>  | <b>Condition</b>          | <b>Action</b>  |   | <b>Transition</b>                                       |
| finished   | Always                    | <b>Prompt :</b> [mm2210_out_01]<br>All right.<br>--  |   | <b>goto :</b><br><a href="#">mm0210_SFMainMenu_DM</a>   |
| payee_options  | Always                    | <b>Prompt :</b> [mm2210_out_02]<br>Sure. Here are those options again...<br>--   |   | <b>goto :</b><br><a href="#">mm2100_RepPayeeMenu_DM</a> |
| <b>Confirmation Prompts</b>  |                           |  |   |   |
| <b>Option</b>  | <b>Condition</b>          | <b>Name</b>  | <b>Wording</b>  |   |
| finished   | Always                    | mm2210_cnf_ini_01  | Sounds like you're finished with Payee Information.<br>-- |   |
| payee_options  | Always                    | mm2210_cnf_ini_02  | You want to choose another payee option.<br>--            |   |
| --   | Always                    | gl_cnf_ini_02  | Right?<br>--  |   |
| <b>Confirmation Recovery Behavior</b>                                      |                           |  |   |   |
| <a href="#">See 1.3 Global Confirmation</a>                                |                           |  |   |   |
| <b>Recovery Behavior</b>   |                           |  |   |   |
| <b>Type</b>  | <b>Condition</b>          | <b>Action</b>  |   | <b>Transition</b>                                       |
| nomatch 1  | Always                    | <b>Prompt :</b> [mm2210_nm1_01]<br>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.<br>--   |   | <b>Re-Recognition :</b>                                 |
| nomatch 2  | If office_hours=true      | <b>Prompt :</b> [mm2210_nm2_01]<br>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.<br>-- |   | <b>Re-Recognition :</b>                                 |
| nomatch 2  | Else (office_hours=false) | <b>Prompt :</b> [mm2210_nm2_02]<br>Sorry, I still didn't get it. 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.<br>--            |   | <b>Re-Recognition :</b>                                 |

|           |                           |  |   |
|-----------|---------------------------|--|---|
| nomatch 3 | Always                    | <b>Assign</b> : transfer_reason =error   | --  |
| nomatch 3 | Always                    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a> |
| noinput 1 | Always                    | <b>Prompt</b> : [mm2210_ni1_01]<br>To hear the information again, say 'Repeat That' or press 1. To choose another payee option, say 'Payee Options' or press 2. Or, If you're finished, just say 'I'm Finished' or press 3.<br>--        | <b>Re-Recognition</b> :                           |
| noinput 2 | If office_hours=true      | <b>Prompt</b> : [mm2210_ni2_01]<br>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.<br>-- | <b>Re-Recognition</b> :                           |
| noinput 2 | Else (office_hours=false) | <b>Prompt</b> : [mm2210_ni2_02]<br>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.<br>--                                   | <b>Re-Recognition</b> :                           |
| noinput 3 | Always                    | <b>Assign</b> : transfer_reason =error   | --  |
| noinput 3 | Always                    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a> |

**Commands: State-Specific Behavior**

| Type   | Condition | Action  | Transition                       |
|--------|-----------|---|----------------------------------|
| repeat | --        | <b>Prompt</b> : [mm2210_repeat_01]<br>Sure.<br>-- | <b>Re-Recognition</b> : Reprompt |

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Commands: Grammar**

| Sample Expressions  | DTMF | Command | Confirm |
|---------------------|------|---------|---------|
| repeat that, repeat | 1    | repeat  | Never   |


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**mm2300\_FormsGeneral\_DM**

|  |   |
|--|---|
| <b>CustomContext Recognition</b>   |  |
| Asks callers if they need a 1099, a proof of income statement, an earnings statement, or something else. |   |
| <b>Entering From</b>   |   |
| <a href="#">mm0210_SFMainMenu_DM</a> , <a href="#">mm0900_BenefitsMoreOptions_DM</a>                     |   |

| <b>Initial Prompts</b>   |                  |   |   |
|--|------------------|---|---|
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| initial  | Always           | mm2300_ini_01   | Which of these forms are you calling about - a '1099' (or 'Benefits Statement'), 'Proof of Income,' an 'Earnings Statement,' or 'Something Else?'<br>-- |
| <b>Grammar</b>   |                  |   |   |
| <b>Sample Expressions</b>  | <b>DTMF</b>      | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| ?(?form 1099) (?tax benefits statement), (?form 1099)<br>--<br>// benefits_statement                   | 1                | <forms_general_menu<br>benefits_statement>                              | If Necessary  |
| proof of income ?[letter form], benefits verification ?[letter form]<br>--<br>// benefits_verification | 2                | <forms_general_menu<br>proof_of_income>                                 | If Necessary  |
| earnings [statement form]<br>--<br>// earnings_statement   | 3                | <forms_general_menu<br>earnings_statement>                              | If Necessary  |
| ?it's something else<br>--<br>// something_else  | 4                | <forms_general_menu<br>something_else>                                  | If Necessary  |
| <b>Actions</b>   |                  |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |
| benefits_statement   | Always           | <b>Assign</b> : current_task<br>=benefits_statement                     | --  |
| ^  | ^                | <b>Assign</b> : final_intent<br>=1099_benefits_statement                | --  |
| ^  | ^                | <b>Prompt</b> : [mm2300_out_01]<br>All right. Benefits Statement.<br>-- | <b>goto</b> :<br><a href="#">mm0525_BenefitsStatementKBA_DS</a>   |
| proof_of_income  | Always           | <b>Assign</b> : current_task<br>=benefits_verification                  | --  |
| ^  | ^                | <b>Assign</b> : final_intent<br>=benefits_verification                  | --  |
| ^  | ^                | <b>Prompt</b> : [mm2300_out_02]<br>All right. Proof of Income.<br>--    | <b>goto</b> : <a href="#">mm0500_BEVEKBA_DS</a>   |
| earnings_statement   | Always           | <b>Prompt</b> : [mm2300_out_03]<br>All right.<br>--                     | <b>goto</b> :<br><a href="#">mm2400_EarningsMenu_DM</a>   |
| something_else   | Always           | <b>Assign</b> : final_intent<br>=<current_intent>                       | --  |
| ^  | ^                | <b>Prompt</b> : [mm2300_out_04]<br>Okay.<br>--                          | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>   |
| <b>Confirmation Prompts</b>  |                  |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |
| benefits_stat<br>ement   | Always           | mm2300_cnf_ini_01   | You'd like a replacement Form 1099 benefits statement, right?<br>--   |
| proof_of_inco<br>me  | Always           | mm2300_cnf_ini_02   | You need a proof of income document that's not for your tax return, right?<br>--  |
| earnings_stat  | Always           | mm2300_cnf_ini_   | You need an earnings statement, right?  |



|                |        |                   |   |
|----------------|--------|-------------------|---|
| ement          |        | 03                | --  |
| something_else | Always | mm2300_cnf_ini_04 | You'd like help with something other than a Form 1099, a proof of income document, or an earnings statement. Is that right?<br>-- |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition                        |
|-----------|-----------|---|-----------------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [mm2300_nm1_01]<br>Let's try again. You can say 'Benefits Statement' or press 1; 'Proof of Income' or press 2; 'Earnings Statement' or 3, or say 'It's Something Else' or press 4.<br>--  | <b>Re-Recognition :</b>           |
| nomatch 2 | ^         | <b>Prompt :</b> [mm2300_nm2_01]<br>Sorry. If you need a replacement Form 1099 benefits statement for filing your tax return, press 1. If you need a document of your income for anything other than your tax return, press 2. If you need an earnings statement, press 3. For anything else, press 4.<br>--   | <b>Re-Recognition :</b>           |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^         | <b>Prompt :</b> [mm2300_ni1_01]<br>If you need a replacement benefits statement for filing your tax return, or a Form 1099, say 'benefits statement' or press 1. For a document of your income for anything other than your tax return, say 'proof of income' or press 2. For an earnings statement, say 'earnings statement' or press 3. If you need something else, say 'it's something else' or press 4.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^         | <b>Prompt :</b> [mm2300_ni2_01]<br>Sorry. If you need a replacement Form 1099 benefits statement for filing your tax return, press 1. If you need a document of your income for anything other than a tax return, press 2. For an earnings statement, press 3. For anything else, press 4.<br>--  | <b>Re-Recognition :</b>           |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |


**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

|   |              |
|---|--------------|
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |

**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'. |           |   |  |
| <b>Entering From</b>  |           |   |  |
| mm0900_BenefitsMoreOptions_DM, mm2300_FormsGeneral_DM, mm0050_EntryRouting_DS   |           |   |  |
| <b>Initial Prompts</b>  |           |   |  |
| Type  | Condition | Name                                      | Wording  |
| initial   | Always    | mm2400_ini_01                             | There are different forms used to send your earnings information. Information about BENEFIT PAYMENTS you received this year and last year is sent on Internal Revenue Service form '1099.' Information about your past earnings, along with estimates of FUTURE Social Security benefits, in your 'Earning Statement,' which you receive every three years. And Proof of Income or benefits verification is sent in a letter from Social Security.<br>-- |
| initial   | ^         | mm2400_ini_02                             | <1000ms silence><br>--   |
| initial   | ^         | mm2400_ini_03                             | Which would you like - your '1099' benefits statement, your 'EARNINGS Statement,' or a 'Proof of Income' letter?<br>--   |
| <b>Grammar</b>  |           |   |  |
| Sample Expressions  | DTMF      | Reco Var/Option                           | Confirm  |
| 1099, benefits statement<br>--<br>// benefits_statement   | 1         | <earnings_menu benefits_statement>        | If Necessary   |
| earnings statement<br>--<br>// earnings_statement   | 2         | <earnings_menu earnings_statement>        | If Necessary   |
| proof of income ?[letter form], benefits verification ?[letter form]<br>--<br>// proof_of_income  | 3         | <earnings_menu proof_of_income>           | If Necessary   |
| ?it's something else<br>--<br>// something_else   | 4         | <earnings_menu something_else>            | If Necessary   |
| <b>Actions</b>  |           |   |  |
| Option  | Condition | Action                                    | Transition   |
| benefits_statement  | Always    | Assign : current_task =benefits_statement | --   |
| ^   | ^         | Assign : final_intent                     | --   |

|                    |        |   |   |
|--------------------|--------|---|---|
|                    |        | =1099_benefits_statement  |   |
| ^                  | ^      | <b>Prompt</b> : [mm2400_out_01]<br>Sure.<br>--                  | <b>goto</b> :<br><a href="#">mm0525_BenefitsStatementKBA_DS</a> |
| earnings_statement | Always | <b>Assign</b> : current_task<br>=transcription_7004             | --  |
| ^                  | ^      | <b>Assign</b> : final_intent<br>=transcription_7004             | --  |
| ^                  | ^      | <b>Prompt</b> : [mm2400_out_02]<br>Sure.<br>--                  | <b>goto</b> :<br><a href="#">mm0545_TranscriptionKBA_DS</a>     |
| proof_of_income    | Always | <b>Assign</b> : current_task<br>=benefits_verification          | --  |
| ^                  | ^      | <b>Assign</b> : final_intent<br>=benefits_verification          | --  |
| ^                  | ^      | <b>Prompt</b> : [mm2400_out_03]<br>Okay. Proof Of Income.<br>-- | <b>goto</b> : <a href="#">mm0500_BEVEKBA_DS</a>                 |
| something_else     | Always | <b>Assign</b> : final_intent<br>=<current_intent>               | --  |
| ^                  | ^      | <b>Prompt</b> : [mm2400_out_04]<br>Okay.<br>--                  | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>               |

**Confirmation Prompts**

| Option             | Condition | Name              | Wording  |
|--------------------|-----------|-------------------|--|
| benefits_statement | Always    | mm2400_cnf_ini_01 | You'd like a copy of your 1099 benefits statement.<br>-- |
| earnings_statement | Always    | mm2400_cnf_ini_02 | You'd like a copy of your earnings statement.<br>--      |
| proof_of_income    | Always    | mm2400_cnf_ini_03 | You need a proof of income letter.<br>--                 |
| something_else     | Always    | mm2400_cnf_ini_04 | You'd like help with something else.<br>--               |
| --                 | Always    | gl_cnf_ini_02     | Right?<br>--   |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [mm2400_nm1_01]<br>Let's try again. You can say '1099' or press 1, 'Earnings Statement' or press 2, 'Proof of Income' or 3, or for anything else, say 'It's Something Else' or press 4.<br>--        | <b>Re-Recognition</b> : |
| nomatch 2 | ^         | <b>Prompt</b> : [mm2400_nm2_01]<br>Sorry. To get a copy of your '1099' benefits statement, press 1. For an earnings Statement, press 2. For a Proof of Income letter, press 3. Or, for anything else, press 4.<br>-- | <b>Re-Recognition</b> : |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                      |

|           |        |   |                                   |
|-----------|--------|---|-----------------------------------|
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |
| noinput 1 | ^      | <b>Prompt :</b> [mm2400_ni1_01]<br>To get a copy of your '1099' benefits statement, say '1099' or press 1. For an earnings Statement, say 'Earnings Statement' or press 2. For a Proof of Income letter, say 'Proof of Income, or press 3. Or, for anything else, say 'It's Something Else' or press 4.<br>-- | <b>Re-Recognition :</b>           |
| noinput 2 | ^      | <b>Prompt :</b> [mm2400_ni2_01]<br>Sorry. To get a copy of your '1099' benefits statement, press 1. For an earnings Statement, press 2. For a Proof of Income letter, press 3. Or, for anything else, press 4.<br>--  | <b>Re-Recognition :</b>           |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error  | --                                |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto :</b> mm3000_ABRStatus_DS |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**mm3000\_ABRStatus\_DS**

| Decision   |        |            |
|---|--------|------------|
| Checks the value of the abr variable.   |        |            |
| <b>Entering From</b>  |        |            |
| mm0210_SFMainMenu_DM, mm0800_BenefitsApplicationMenu_DM, mm0900_BenefitsMoreOptions_DM, mm1100_SocialSecurityCardsMenu_DM, mm1300_WhichCard_DM, mm1430_SocialSecurityCardMenu_DM, mm1700_MedicareApplyMenu_DM, mm1800_SSIMenu_DM, mm1910_LatePaymentMenu_DM, mm2010_BenefitsEarnings_DM, mm2030_OtherQuestions_DM, mm2040_FutureBenefits_DM, mm2100_RepPayeeMenu_DM, mm2300_FormsGeneral_DM, mm2400_EarningsMenu_DM, mm0505_BEVE_SD, mm0520_ApplicationStatus_SD, mm0310_ChangeOfAddress_SD, mm0320_FieldOfficeLocator_SD, mm0330_DirectDeposit_SD, mm0530_BenefitsStatement_SD, mm0910_UpdatePersonalInfo_DM, mm1110_UpdatePersonalInfo_DM, mm0550_Transcription_SD, mm0810_ApplicationStatusQuestion_DM, mm1210_InternetAddress_DM, mm0305_IsChangeOfAddressEnabled_DS, mm0325_IsDirectDepositEnabled_DS, mm0545_TranscriptionKBA_DS, mm1730_MedicareDrugQuestion_DM, mm0565_MRC_SD, mm1105_MedicareCardsMenu_DM, mm0610_BackoffOtherOptionsMenu_DM, mm0125_ABRStatus_DS, mm0450_EmploymentDisambig_DM, mm0440_DisabilityDisambig_DM, mm0470_ReplacementDisambig_DM |        |            |
| <b>Actions</b>  |        |            |
| Condition   | Action | Transition |

|                                    |                           |   |   |
|------------------------------------|---------------------------|---|---|
| If abr=1 (no agents)               |                           | --  | <b>goto</b> : mm3020_ProcessTransfer_DS   |
| Elseif abr=2 (screen_pop)          | If office_hours=true      | <b>Assign</b> : current_task =screen_pop    | <b>goto</b> : mm3005_KBAAuthentication_SD |
| ^                                  | Else (office_hours=false) | --  | <b>goto</b> : mm3020_ProcessTransfer_DS   |
| Elseif abr=3 (screen_splash)       | If office_hours=true      | <b>Assign</b> : current_task =screen_splash | <b>goto</b> : mm3002_PingHost_DB          |
| ^                                  | Else (office_hours=false) | --  | <b>goto</b> : mm3020_ProcessTransfer_DS   |
| Elseif abr=4 (immediate transfer)  |                           | --  | <b>goto</b> : mm3020_ProcessTransfer_DS   |
| Elseif abr=5 (courtesy disconnect) |                           | --  | <b>goto</b> : mm3020_ProcessTransfer_DS   |
| Else                               |                           | --  | <b>goto</b> : mm3020_ProcessTransfer_DS   |
| <b>Developer Notes</b>             |                           |   |   |
| --                                 |                           |   |   |

### mm3002\_PingHost\_DB

| Data Access  |  |            |   |
|--|--|------------|---|
| Pings the host database to ensure the host is available. |  |            |   |
| <b>Entering From</b>                                     |  |            |   |
| <a href="#">mm3000_ABRStatus_DS</a>                      |  |            |   |
| <b>Input parameters</b>                                  |  |            |   |
| Parameter  | Value  |            |   |
| processID  | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSSESSION, NONE.                             |            |   |
| requestID  | Unique 10 digit ID for the request. 10 zeros, if not used.   |            |   |
| timestamp  | Transaction timestamp.   |            |   |
| version  | Version of the xml schema used.  |            |   |
| <b>Output parameters</b>                                 |  |            |   |
| Variable   | Description  |            |   |
| mm_statusCode  | Possible values that can be returned are: 0000=Success, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure. |            |   |
| mm_statusDescription                                     | Status code text description.  |            |   |
| <b>Actions</b>   |  |            |   |
| Condition  | Action   | Transition |   |
| If mm_statusCode=0000 (success)                          | Always   | --         | <b>goto</b> : mm3005_KBAAuthentication_SD |
| Else (failure)   | Always   | --         | <b>goto</b> : mm3020_ProcessTransfer_DS   |
| <b>Recovery Behavior</b>                                 |  |            |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>         |  |            |   |
| <b>Developer Notes</b>                                   |  |            |   |
| --   |  |            |   |

### mm3005\_KBAAuthentication\_SD

| Subdialog Call                                       |
|--|
| Sub dialogue call to Knowledge Based Authentication. |
| <b>Entering From</b>                                 |

|  |                           |                                  |
|--|---------------------------|----------------------------------|
| mm3000_ABRStatus_DS, mm3002_PingHost_DB                                  |                           |                                  |
| <b>Dialog called</b>   |                           |                                  |
| Proceed to initial node in: <a href="#">KnowledgeBasedAuthentication</a> |                           |                                  |
| <b>Input parameters</b>  |                           |                                  |
| <b>Parameter</b>   | <b>Value</b>              |                                  |
| --   | --                        |                                  |
| <b>Output parameters</b>   |                           |                                  |
| <b>Variable</b>  | <b>Subdialog Variable</b> |                                  |
| --   | --                        |                                  |
| <b>Actions</b>   |                           |                                  |
| <b>Condition</b>   | <b>Action</b>             | <b>Transition</b>                |
| Always   | --                        | goto : mm3020_ProcessTransfer_DS |
| <b>Recovery Behavior</b>   |                           |                                  |
| <a href="#">See 1.1 Global Recovery Behavior</a>                         |                           |                                  |
| <b>Developer Notes</b>   |                           |                                  |
| --   |                           |                                  |

**mm3020\_ProcessTransfer\_DS**

| Decision  |                      |  |                               |
|---|----------------------|--|-------------------------------|
| Determines if an agent is available, and if not plays a message that an agent if not available before returning to the main menu. |                      |  |                               |
| <b>Entering From</b>  |                      |  |                               |
| mm3000_ABRStatus_DS, mm3005_KBAuthentication_SD, mm3002_PingHost_DB   |                      |  |                               |
| <b>Actions</b>  |                      |  |                               |
| <b>Condition</b>  | <b>Action</b>        | <b>Transition</b>  |                               |
| If office_hours=true  | If abr=1 (no agents) | <b>Prompt :</b> [mm3020_out_01]<br>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 hang up. Otherwise,...<br>-- | goto : mm0200_SFToggle_DS     |
| ^   | Elseif (abr=5)       | <b>Prompt :</b> [mm3020_out_15]<br>I'm very sorry but none of our agents are available right now. Please call back again, and keep in mind our busiest times are early in the month and early in the week. Thank you for calling. Goodbye.<br>--       | goto : mm3040_EndCall_CT      |
| ^   | Else (abr =1)        | <b>Prompt :</b> [mm3020_out_02]<br>Hold on while I get someone to help you.<br>--  | goto : mm3030_CallTransfer_CX |
| Else (office_hours=false)<br>AND If transfer_reason=error or failure AND  | If ccs = 2 (holiday) | <b>Prompt :</b> [mm3020_out_11]<br>And, unfortunately, due to the holiday our offices are currently closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:<br>--                                  | --                            |
| ^   | Else if ccs = 4      | <b>Prompt :</b> [mm3020_out_12]  | --                            |


|   |  |  |                                  |
|---|--|--|----------------------------------|
|   | (emergency)                              | And, unfortunately, due to an emergency our offices are currently closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:<br>--  |                                  |
| ^   | Else                                     | <b>Prompt :</b> [mm3020_out_04]<br>And, unfortunately, our offices are currently closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:<br>--   | --                               |
| Else<br>\\ (office_hours=false) AND<br>transfer_reason is not error<br>or failure | If ccs = 2 (holiday)                     | <b>Prompt :</b> [mm3020_out_13]<br>Normally I'd get an agent to help you but, unfortunately, due to the holiday our offices are closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:<br>--  | --                               |
| ^   | Else f ccs = 4 (emergency)               | <b>Prompt :</b> [mm3020_out_14]<br>Normally I'd get an agent to help you but, unfortunately, due to an emergency our offices are closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:<br>-- | --                               |
| ^   | Else                                     | <b>Prompt :</b> [mm3020_out_05]<br>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:<br>--                     | --                               |
| If office_hours=false   | If Hawaii                                | <b>Prompt :</b> [mm3020_out_07]<br>7 A.M. to 5 P.M.<br>--  | --                               |
| ^   | If Alaska, Standard Time                 | <b>Prompt :</b> [mm3020_out_08]<br>7 A.M. to 6 P.M.<br>--  | --                               |
| ^   | If Guam or the Northern Marianas Islands | <b>Prompt :</b> [mm3020_out_09]<br>11 P.M. to 9 A.M.<br>--   | --                               |
| ^   | If American Samoa                        | <b>Prompt :</b> [mm3020_out_10]<br>5 A.M. to 3 P.M.<br>--  | --                               |
| ^   | Else (if unknown or any other territory) | <b>Prompt :</b> [mm3020_out_06]<br>7 A.M. to 7 P.M.<br>--  | --                               |
| ^   | Always                                   | <b>Prompt :</b> [mm3020_out_03]<br>...except for holidays. If you're finished for now, feel free to hang up. Otherwise...<br>--  | <b>goto :</b> mm0200_SFToggle_DS |
| <b>Developer Notes</b>  |  |  |                                  |
| --  |  |  |                                  |

**mm3030\_CallTransfer\_CX**

|                       |   |
|-----------------------|---|
| <b>Call Transfer</b>  |  |
| Transfer to an agent. |   |

|  |   |                   |
|--|---|-------------------|
| <b>Entering From</b>   |   |                   |
| <a href="#">mm3020_ProcessTransfer_DS</a> , <a href="#">mm0182_MySSAAfterHoursCheck_DS</a> |   |                   |
| <b>Actions</b>   |   |                   |
| <b>Condition</b>   | <b>Action</b>                                 | <b>Transition</b> |
| Always   | <b>Comment</b> : transfer to N8NN agent queue | --                |
| <b>Recovery Behavior</b>   |   |                   |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |   |                   |
| <b>Config Parameters</b>   |   |                   |
| <b>Parameter</b>   | <b>Value</b>                                  |                   |
| --   | --  |                   |
| <b>Developer Notes</b>   |   |                   |
| --   |   |                   |

**mm3040\_EndCall\_CT**


|  |               |   |
|--|---------------|---|
| <b>Call Terminate</b>  |               |  |
| Terminate the call.  |               |   |
| <b>Entering From</b>   |               |   |
| <a href="#">mm3020_ProcessTransfer_DS</a> , <a href="#">mm0182_MySSAAfterHoursCheck_DS</a> |               |   |
| <b>Actions</b>   |               |   |
| <b>Condition</b>   | <b>Action</b> | <b>Transition</b>   |
| --   | --            | --  |
| <b>Developer Notes</b>   |               |   |
| --   |               |   |




## 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.   |        |                          |
| <b>Entering From</b>   |        |                          |
| ad0050_EntryPrompt_DM, ca0330_AddressOSDM_SD, tr0140_AddressOSDM_SD                          |        |                          |
| <b>Actions</b>   |        |                          |
| Condition  | Action | Transition               |
| IF parameter collectedzipcode is not set   | --     | goto : ad0110_zipcode_DM |
| IF parameter collectedzipcode is set   | --     | --                       |
| <b>Developer Notes</b>   |        |                          |
| --   |        |                          |

### ad0050\_EntryPrompt\_DM

| CustomContext Recognition  |           |                 |   |
|--|-----------|-----------------|---|
| This is a placeholder state that plays an entry prompt and routes the call.                                    |           |                 |   |
| <b>Entering From</b>   |           |                 |   |
| --   |           |                 |   |
| <b>Grammar</b>   |           |                 |   |
| Sample Expressions   | DTMF      | Reco Var/Option | Confirm                                   |
| --   | --        | --              | --  |
| <b>Actions</b>   |           |                 |   |
| Option   | Condition | Action          | Transition                                |
| --   | --        | --              | goto :<br>ad0100_BranchCollectedZipSet_DS |
| <b>Recovery Behavior</b>   |           |                 |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |           |                 |   |
| <b>Commands: State-Specific Behavior</b>   |           |                 |   |
| <a href="#">See 1.2 Global Commands</a>  |           |                 |   |
| <b>Commands: Confirmations</b>   |           |                 |   |
| <a href="#">See 1.2 Global Commands</a>  |           |                 |   |
| <b>Config Parameters</b>   |           |                 |   |
| Parameter  | Value     |                 |   |
| --   | --        |                 |   |
| <b>Developer Notes</b>   |           |                 |   |

NOTE: for SSA this DM is bypassed (the initial node is ad0100\_BranchCollectedZipSet\_DS)

**ad0110\_zipcode\_DM**

| ZipCode Recognition     |                  |  |   |
|--|------------------|--|---|
| Asks the caller for there zip code.  |                  |  |   |
| <b>Entering From</b>   |                  |  |   |
| <a href="#">ad0100_BranchCollectedZipSet_DS</a>  |                  |  |   |
| <b>Initial Prompts</b>   |                  |  |   |
| Type   | Condition        | Name   | Wording   |
| initial  | Always           | ad0110_ini_01  | Then please tell me the 5-digit zip code for the new address now.<br>-- |
| reprompt   | Always           | ad0110_ree_02  | Please say or enter the 5 digit ZIP code again.<br>--                   |
| <b>Grammar</b>   |                  |  |   |
| Sample Expressions   | DTMF             | Reco Var/Option  | Confirm   |
| <valid US zip><br>--<br>// NOTE: this state recognized only VALID zipcodes (i.e. not any numerical string) | <5-digit string> | <collectaddress_zip zip>   | If Necessary  |
| <b>Actions</b>   |                  |  |   |
| Option   | Condition        | Action   | Transition  |
| zip  | Always           | <b>Prompt</b> : [ad0110_out_01]<br>Okay.<br>--   | <b>goto</b> : <a href="#">ad0140_FullAddress_DM</a>                     |
| <b>Confirmation Prompts</b>  |                  |  |   |
| Option   | Condition        | Name   | Wording   |
| --   | Always           | ad0110_cnf_ini_0<br>1  | That zip code is...<br>--   |
| --   | --               | ad0110_cnf_ini_0<br>2  | <zip code><br>--  |
| --   | --               | ad0110_cnf_ini_0<br>3  | Is that right?<br>--  |
| <b>Confirmation Recovery Behavior</b>  |                  |  |   |
| <a href="#">See 1.3 Global Confirmation</a>  |                  |  |   |
| <b>Recovery Behavior</b>   |                  |  |   |
| Type   | Condition        | Action   | Transition  |
| nomatch 1  | Always           | <b>Prompt</b> : [ad0110_ree_03]<br>Let's try again. Please say or enter your new 5 digit zip code.<br>--     | <b>Re-Recognition</b> :   |
| nomatch 2  | ^                | <b>Prompt</b> : [ad0110_ree_04]<br>Sorry. Using your telephone keypad, enter the new 5 digit ZIP code.<br>-- | <b>Re-Recognition</b> :   |
| nomatch 3  | Always           | <b>Assign</b> : transfer_reason =error   | --  |
| nomatch 3  | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--                                    | --  |

|           |        |  |                         |
|-----------|--------|--|-------------------------|
| noinput 1 | ^      | <b>Prompt :</b> [ad0110_ree_05]<br>Please say or enter your new 5 digit zip code.<br>--                      | <b>Re-Recognition :</b> |
| noinput 2 | ^      | <b>Prompt :</b> [ad0110_ree_06]<br>Sorry. Using your telephone keypad, enter the new 5 digit ZIP code.<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--                                    | --                      |

**Commands: State-Specific Behavior**

[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.

NOTE: this state recognized only VALID zipcodes (i.e. not any numerical string)

**ad0140\_FullAddress\_DM**

**CustomContext Recognition**

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**

[ad0110\\_zipcode\\_DM](#), [ad0220\\_CheckPreviousConfirmations\\_DS](#)

**Initial Prompts**

| Type     | Condition   | Name          | Wording  |
|----------|---|---------------|--|
| initial  | Always  | ad0140_ree_01 | I got the city and state information from your zip code. Now I need 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.<br>-- |
| reprompt | Always (After Disconfirmation or from CheckPreviousConfirmations) | ad0140_ree_02 | Please say your address again. For example, you could say 1 24 Belvedere Street or PO Box 1 2 3 4 5. I also understand rural routes. Go ahead and say your address.<br>--  |

**Grammar**

| Sample Expressions                                  | DTMF | Reco Var/Option                 | Confirm      |
|---|------|---------------------------------|--------------|
| a valid street address with optional prefix, suffix | --   | <1300_street@CollectAddress_Zip | If Necessary |

|  |    |  |              |
|--|----|--|--------------|
| --   |    | <b>Code</b> streetnamenumber>  |              |
| a valid street address with optional prefix, suffix and apartment#<br>-- | -- | < <b>1300_street@CollectAddress_Zip</b><br><b>Code</b> streetnamenumber> | Never        |
| a PO Box number<br>--  | -- | < <b>1300_street@CollectAddress_Zip</b><br><b>Code</b> poboxnumber>      | If Necessary |
| a rural route number<br>--   | -- | < <b>1300_street@CollectAddress_Zip</b><br><b>Code</b> ruralroutenumber> | If Necessary |

**Actions**

| Option                          | Condition  | Action   | Transition                                    |
|---------------------------------|--|--|---|
| ruralroutenumber OR poboxnumber | --   | <b>Prompt</b> : [ad0140_out_01]<br>Thanks.<br>-- | <b>goto</b> :<br>ad0160_BranchConfirmOrNot_DS |
| streetnamenumber                | IF unit# entered OR<br>address does not require unit #<br>OR previously confirmed unit # | <b>Prompt</b> : [ad0140_out_02]<br>Thanks.<br>-- | <b>goto</b> :<br>ad0160_BranchConfirmOrNot_DS |
| ^                               | Else If street address only was collected  | <b>Prompt</b> : [ad0140_out_03]<br>And...<br>--  | <b>goto</b> :<br>ad0150_SecondaryAddress_DM   |

**Confirmation Prompts**

| Option            | Condition                             | Name              | Wording                                       |
|-------------------|---------------------------------------|-------------------|---|
| Always            | --                                    | ad0140_cnf_ini_01 | I think you said...<br>--                     |
| IF Street Address | Always                                | ad0140_cnf_ini_03 | <street number><br>--                         |
| ^                 | IF address contains pre-directional   | ad0140_cnf_ini_04 | <predirectional><br>--                        |
| ^                 | IF no prompt available for StreetName | ad0140_cnf_ini_12 | <street name><br>--                           |
| ^                 | ^                                     | ad0140_cnf_ini_05 | <Street Type (i.e. street/avenue)><br>--      |
| ^                 | IF address contains post-directional  | ad0140_cnf_ini_06 | <Postdirectional><br>--                       |
| IF Rural Route    | Always                                | ad0140_cnf_ini_07 | <route number   Highway Contract Route><br>-- |
| ^                 | ^                                     | ad0140_cnf_ini_08 | <Route Number><br>--                          |
| ^                 | ^                                     | ad0140_cnf_ini_10 | <box number><br>--                            |
| IF PO Box         | Always                                | ad0140_cnf_ini_09 | <PO box number><br>--                         |
| Always            | --                                    | ad0140_cnf_ini_11 | Is that correct?<br>--                        |


**Confirmation Recovery Behavior**

| Type      | Condition | Action  | Transition |
|-----------|-----------|---|------------|
| nomatch 1 | --        | <b>Prompt</b> : [ad0140_cnf_nm1_01]<br>Please say Yes or No. You can also say "repeat that" if you'd like me to read the address again.<br>-- | --         |
| nomatch 2 | --        | <b>Prompt</b> : [ad0140_cnf_nm2_01]<br>Please say Yes or press 1, say No or press 2., or say "repeat that" or press                           | --         |

|  |                  |  |                                   |
|--|------------------|--|-----------------------------------|
|  |                  | 3.<br>--   |                                   |
| noinput 1                                | --               | <b>Prompt :</b> [ad0140_cnf_ni1_01]<br>Sorry, I didn't hear you. Please say Yes or No. You can also say "Repeat that" if you'd like me to read the address again.<br>--  | --                                |
| noinput 2                                | --               | <b>Prompt :</b> [ad0140_cnf_ni2_01]<br>Sorry, I still didn't hear you. Please say yes or no, or to have me read the address back to you, just say "repeat that"<br>--  | --                                |
| noinput 3                                | --               | <b>Prompt :</b> [gl_cnf_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |
| nomatch 3                                | --               | <b>Prompt :</b> [gl_cnf_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |
| <b>Recovery Behavior</b>                 |                  |  |                                   |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                 |
| nomatch 1                                | Always           | <b>Prompt :</b> [ad0140_ree_03]<br>Let's try again. What's your address?<br>--   | <b>Re-Recognition :</b>           |
| nomatch 2                                | ^                | <b>Prompt :</b> [ad0140_ree_04]<br>Sorry. I need your street address or PO box number. For example, you can say 1 2 4 Belvedere Street or PO Box 1 2 3 4 5. I also understand rural routes. Please say your address now.<br>-- | <b>Re-Recognition :</b>           |
| nomatch 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --                                |
| nomatch 3                                | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                                |
| noinput 1                                | ^                | <b>Prompt :</b> [ad0140_ree_05]<br>What's your address?<br>--  | <b>Re-Recognition :</b>           |
| noinput 2                                | ^                | <b>Prompt :</b> [ad0140_ree_06]<br>Sorry. I need your street address or PO box number. For example, you can say 1 2 4 Belvedere Street or PO Box 1 2 3 4 5. I also understand rural routes. Please say your address now.<br>-- | <b>Re-Recognition :</b>           |
| noinput 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --                                |
| noinput 3                                | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                                |
| <b>Commands: State-Specific Behavior</b> |                  |  |                                   |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                 |
| repeat                                   | --               | <b>Prompt :</b> [ad0140_repeat_01]<br>Sure.<br>--  | --                                |

|   |              |  |                                  |
|---|--------------|--|----------------------------------|
| repeat                                  | --           | <b>Script</b> : Play default_address_fulladdress_collection_initialprompt2 | <b>Re-Recognition</b> : Reprompt |
| <b>Commands: Confirmations</b>          |              |  |                                  |
| <a href="#">See 1.2 Global Commands</a> |              |  |                                  |
| <b>Config Parameters</b>                |              |  |                                  |
| <b>Parameter</b>                        | <b>Value</b> |  |                                  |
| --                                      | --           |  |                                  |
| <b>Developer Notes</b>                  |              |  |                                  |
| --                                      |              |  |                                  |

### 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. |   |  |  |
| <b>Entering From</b>  |   |  |  |
| <a href="#">ad0140_FullAddress_DM</a> , <a href="#">ad0220_CheckPreviousConfirmations_DS</a>  |   |  |  |
| <b>Initial Prompts</b>  |   |  |  |
| Type  | Condition   | Name   | Wording  |
| reprompt  | Always  | ad0150_ree_01  | If there's an apartment number or suite number, please say it now. Otherwise, just say "No Apartment".<br>-- |
| reprompt  | Always (upon disconfirmation //if caller says 'no' to confirmation)     | ad0150_ree_02  | Please say your apartment or unit number again.<br>--  |
| <b>Grammar</b>  |   |  |  |
| Sample Expressions  | DTMF  | Reco Var/Option  | Confirm  |
| apartment_<number>, <number><br>--  | --  | <1350_apartment@CollectAddress_ZipCode apt_<number>>                     | If Necessary   |
| building_<number><br>--   | --  | <1350_apartment@CollectAddress_ZipCode bldg_<number>>                    | If Necessary   |
| floor_<number><br>--  | --  | <1350_apartment@CollectAddress_ZipCode fl_<number>>                      | If Necessary   |
| mailstop_<number><br>--   | --  | <1350_apartment@CollectAddress_ZipCode msc_<number>>                     | If Necessary   |
| suite_<number><br>--  | --  | <1350_apartment@CollectAddress_ZipCode ste_<number>>                     | If Necessary   |
| unit_<number><br>--   | --  | <1350_apartment@CollectAddress_ZipCode unit_<number>>                    | If Necessary   |
| no apartment<br>--  | --  | <1350_apartment@CollectAddress_ZipCode no_apt>                           | If Necessary   |
| <b>Actions</b>  |   |  |  |
| Option  | Condition   | Action   | Transition   |
| [(apartment), (unit), (apartment number), (suite), (building), (floor), (mailstop)]<br><number> or no_apt   | <number> or no_apt successful collection (even upon 'yes' confirmation) | street confirmed<br><br><b>Prompt</b> : [ad0150_out_01]<br>Thanks.<br>-- | <b>goto</b> :<br><a href="#">ad0160_BranchConfirmOrNot_DS</a>  |

| <b>Confirmation Prompts</b> |                  |                   |                                |
|-----------------------------|------------------|-------------------|--------------------------------|
| <b>Option</b>               | <b>Condition</b> | <b>Name</b>       | <b>Wording</b>                 |
| --                          | Always           | ad0150_cnf_ini_01 | I think you said...<br>--      |
| apt_<number>, <number>      | --               | ad0150_cnf_ini_05 | ...apartment <number>...<br>-- |
| bldg_<number>               | --               | ad0150_cnf_ini_06 | ...building <number>...<br>--  |
| fl_<number>                 | --               | ad0150_cnf_ini_07 | ...floor <number>...<br>--     |
| msc_<number>                | --               | ad0150_cnf_ini_08 | ...mailstop <number>...<br>--  |
| ste_<number>                | --               | ad0150_cnf_ini_09 | ...suite <number>...<br>--     |
| unit_<number>               | --               | ad0150_cnf_ini_10 | ...unit <number>...<br>--      |
| no_apt                      | --               | ad0150_cnf_ini_03 | ...no apartment...<br>--       |
| --                          | Always           | ad0150_cnf_ini_04 | Is that correct?<br>--         |

| <b>Confirmation Recovery Behavior</b> |                  |  |                                   |
|---------------------------------------|------------------|--|-----------------------------------|
| <b>Type</b>                           | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                 |
| nomatch 1                             | --               | <b>Prompt :</b> [ad0150_cnf_nm1_01]<br>Please say yes or no.<br>--   | --                                |
| nomatch 2                             | --               | <b>Prompt :</b> [ad0150_cnf_nm2_01]<br>Please say yes or press one, or say no or press two.<br>--  | --                                |
| noinput 1                             | --               | <b>Prompt :</b> [ad0150_cnf_ni1_01]<br>Sorry..... Please say yes or no.<br>--  | --                                |
| noinput 2                             | --               | <b>Prompt :</b> [ad0150_cnf_ni2_01]<br>(Sorry, but I still didn't get that).<br>Please say yes or press one, or say no or press 2.<br>-- | --                                |
| noinput 3                             | --               | <b>Prompt :</b> [gl_cnf_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |
| nomatch 3                             | --               | <b>Prompt :</b> [gl_cnf_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>goto :</b> mm3000_ABRStatus_DS |

| <b>Recovery Behavior</b> |                  |  |                         |
|--------------------------|------------------|--|-------------------------|
| <b>Type</b>              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>       |
| nomatch 1                | Always           | <b>Prompt :</b> [ad0150_ree_03]<br>Let's try again. Say or enter your apartment or unit number. If there isn't any, just say "No Apartment".<br>-- | <b>Re-Recognition :</b> |
| nomatch 2                | ^                | <b>Prompt :</b> [ad0150_ree_04]<br>Sorry. Using your keypad, enter your apartment or unit number. If you don't have an apartment or unit number,   | <b>Re-Recognition :</b> |

|           |        |   |                         |
|-----------|--------|---|-------------------------|
|           |        | just say 'No Apartment'.<br>--  |                         |
| nomatch 3 | Always | <b>Assign</b> : transfer_reason =error  | --                      |
| nomatch 3 | Always | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^      | <b>Prompt</b> : [ad0150_ree_05]<br>Say or enter your apartment or unit number. If there isn't any, just say "No Apartment".<br>--   | <b>Re-Recognition</b> : |
| noinput 2 | ^      | <b>Prompt</b> : [ad0150_ree_06]<br>Sorry. Using your keypad, enter your apartment or unit number. If you don't have an apartment or unit number, just say 'No Apartment'.<br>-- | <b>Re-Recognition</b> : |
| noinput 3 | Always | <b>Assign</b> : transfer_reason =error  | --                      |
| noinput 3 | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |


**Developer Notes**

We will interpret a digit string entry here as the apartment number. On re-entry, do not play the initial prompt. If the caller just says a number app will automatically append with apartment.

**ad0160\_BranchConfirmOrNot\_DS**

| Decision                      |        |  |
|--|--------|--|
| Determines if confirmation is needed and routes accordingly. Value can be chosen depending on customer experience. |        |  |
| <b>Entering From</b>   |        |  |
| <a href="#">ad0140_FullAddress_DM</a> , <a href="#">ad0150_SecondaryAddress_DM</a>                                 |        |  |
| <b>Actions</b>   |        |  |
| Condition  | Action | Transition   |
| overallconfirmation = ALWAYS   | --     | <b>goto</b> : <a href="#">ad0200_ConfirmFull_DM</a>        |
| overallconfirmation = NEVER  | --     | <b>goto</b> : <a href="#">ad0240_ExitSuccessPrompts_PP</a> |
| <b>Developer Notes</b>   |        |  |
| --   |        |  |

**ad0200\_ConfirmFull\_DM**

| YesNo Recognition    |
|---|
| Confirm the full address given by the caller. Prompts, grammars, and logic are provided for reference only - it is actually a 'black-box' module. |




| <b>Entering From</b>                         |                   |   |                                 |   |
|--|-------------------|---|---------------------------------|---|
| <a href="#">ad0160_BranchConfirmOrNot_DS</a> |                   |   |                                 |   |
| <b>Initial Prompts</b>                       |                   |   |                                 |   |
| <b>Type</b>                                  | <b>Condition</b>  |   | <b>Name</b>                     | <b>Wording</b>  |
| reprompt                                     | Always            |   | ad0200_ree_01                   | Let me make sure everything is correct. I have...<br>-- |
| reprompt                                     | If Street address | Always                                  | TTS Prompt :<br>[ad0200_ree_02] | <street number><br>--                                   |
| reprompt                                     | ^                 | IF contains pre-directional             | TTS Prompt :<br>[ad0200_ree_03] | <predirectional><br>--                                  |
| reprompt                                     | ^                 | IF no prompt for StreetName             | TTS Prompt :<br>[ad0200_ree_04] | <StreetName ><br>--                                     |
| reprompt                                     | ^                 | Always                                  | TTS Prompt :<br>[ad0200_ree_05] | <Street Type (i.e. street/avenue)<br>--                 |
| reprompt                                     | ^                 | IF contains post-directional            | TTS Prompt :<br>[ad0200_ree_06] | <postdirectional><br>--                                 |
| initial                                      | ^                 | IF contains<br>'apartment_<number>'     | TTS Prompt :<br>[ad0200_ini_01] | apartment<br>--   |
| initial                                      | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ini_02] | apt_<number><br>--                                      |
| initial                                      | ^                 | ELSE IF contains<br>'building_<number>' | TTS Prompt :<br>[ad0200_ini_03] | building<br>--  |
| initial                                      | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ini_04] | bldg_<number><br>--                                     |
| initial                                      | ^                 | ELSE IF contains<br>'floor_<number>'    | TTS Prompt :<br>[ad0200_ini_05] | floor<br>--   |
| initial                                      | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ini_06] | fl_<number><br>--                                       |
| initial                                      | ^                 | ELSE IF contains<br>'mailstop_<number>' | TTS Prompt :<br>[ad0200_ini_07] | mail stop<br>--   |
| initial                                      | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ini_08] | msc_<number><br>--                                      |
| initial                                      | ^                 | ELSE IF contains<br>'suite_<number>'    | TTS Prompt :<br>[ad0200_ini_09] | suite<br>--   |
| initial                                      | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ini_10] | ste_<number><br>--                                      |
| initial                                      | ^                 | ELSE<br>(contains 'unit_<number>')      | TTS Prompt :<br>[ad0200_ini_11] | unit<br>--  |
| initial                                      | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ini_12] | unit_<number><br>--                                     |
| reprompt                                     | IF Rural Route    | Always                                  | TTS Prompt :<br>[ad0200_ree_07] | <route number   Highway Contract Route><br>--           |
| reprompt                                     | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ree_08] | <Route Number><br>--                                    |
| reprompt                                     | IF PO Box         | Always                                  | TTS Prompt :<br>[ad0200_ree_09] | <PO Box number><br>--                                   |
| reprompt                                     | ^                 | ^                                       | TTS Prompt :<br>[ad0200_ree_10] | <box number><br>--                                      |
| reprompt                                     | City              | Always                                  | TTS Prompt :<br>[ad0200_ree_11] | <city name><br>--                                       |
| reprompt                                     | State             | Always                                  | TTS Prompt :                    | <State>   |

|          |                   |                                      |                                 |   |
|----------|-------------------|--------------------------------------|---------------------------------|---|
|          |                   |                                      | [ad0200_ree_12]                 | --  |
| reprompt | Zip Code          | Always                               | TTS Prompt :<br>[ad0200_ree_13] | <zip code><br>--                              |
| reprompt | Always            | Always                               | ad0200_ree_14                   | Is that correct?<br>--                        |
| reprompt | Always            |                                      | ad0200_ree_15                   | Again, the address I have is....<br>--        |
| reprompt | If Street address | Always                               | TTS Prompt :<br>[ad0200_ree_16] | <street number><br>--                         |
| reprompt | ^                 | IF contains pre-directional          | TTS Prompt :<br>[ad0200_ree_17] | <predirectional><br>--                        |
| reprompt | ^                 | IF no prompt for StreetName          | TTS Prompt :<br>[ad0200_ree_18] | <StreetName ><br>--                           |
| reprompt | ^                 | Always                               | TTS Prompt :<br>[ad0200_ree_19] | <Street Type (i.e. street/avenue)><br>--      |
| reprompt | ^                 | IF contains post-directional         | TTS Prompt :<br>[ad0200_ree_20] | <postdirectional><br>--                       |
| reprompt | ^                 | IF contains 'apartment_<number>'     | TTS Prompt :<br>[ad0200_ree_33] | apartment<br>--                               |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_34] | apt_<number><br>--                            |
| reprompt | ^                 | ELSE IF contains 'building_<number>' | TTS Prompt :<br>[ad0200_ree_35] | building<br>--                                |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_36] | bldg_<number><br>--                           |
| reprompt | ^                 | ELSE IF contains 'floor_<number>'    | TTS Prompt :<br>[ad0200_ree_37] | floor<br>--                                   |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_38] | fl_<number><br>--                             |
| reprompt | ^                 | ELSE IF contains 'mailstop_<number>' | TTS Prompt :<br>[ad0200_ree_39] | mail stop<br>--                               |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_40] | msc_<number><br>--                            |
| reprompt | ^                 | ELSE IF contains 'suite_<number>'    | TTS Prompt :<br>[ad0200_ree_41] | suite<br>--                                   |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_42] | ste_<number><br>--                            |
| reprompt | ^                 | ELSE (contains 'unit_<number>')      | TTS Prompt :<br>[ad0200_ree_43] | unit<br>--                                    |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_44] | unit_<number><br>--                           |
| reprompt | IF Rural Route    | Always                               | TTS Prompt :<br>[ad0200_ree_21] | <route number   Highway Contract Route><br>-- |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_22] | <Route Number><br>--                          |
| reprompt | IF PO Box         | Always                               | TTS Prompt :<br>[ad0200_ree_23] | <PO Box number><br>--                         |
| reprompt | ^                 | ^                                    | TTS Prompt :<br>[ad0200_ree_24] | <box number><br>--                            |
| reprompt | City              | Always                               | TTS Prompt :<br>[ad0200_ree_25] | <city name><br>--                             |
| reprompt | State             | Always                               | TTS Prompt :                    | <State>                                       |


|  |                  |  |                                 |  |
|--|------------------|--|---------------------------------|--|
|  |                  |  | [ad0200_ree_26]                 | --   |
| reprompt                                 | Zip Code         | Always   | TTS Prompt :<br>[ad0200_ree_27] | <zip code><br>--                                   |
| reprompt                                 | Always           | Always   | ad0200_ree_28                   | Is that correct?<br>--                             |
| <b>Grammar</b>                           |                  |  |                                 |  |
| <b>Sample Expressions</b>                |                  |  | <b>DTMF</b>                     | <b>Reco Var/Option</b>                             |
| yes, correct, right<br>--                |                  |  | 1                               | <collectaddress_confirm_address<br>yes>            |
| no, wrong<br>--                          |                  |  | 2                               | <collectaddress_confirm_address<br>no>             |
| <b>Actions</b>                           |                  |  |                                 |  |
| <b>Option</b>                            | <b>Condition</b> | <b>Action</b>  |                                 | <b>Transition</b>                                  |
| yes                                      | --               |  |                                 | goto :<br>ad0240_ExitSuccessPrompts_P<br>P         |
| no                                       | --               | Assign :<br>collectaddress_corrections_counter<br>=increment counter   |                                 | goto :<br>ad0210_BranchExceedMaxCorre<br>ctions_DS |
| <b>Recovery Behavior</b>                 |                  |  |                                 |  |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  |                                 | <b>Transition</b>                                  |
| nomatch 1                                | Always           | Prompt : [ad0200_ree_29]<br>Let's try again... IS that address<br>correct?<br>--   |                                 | Re-Recognition :                                   |
| nomatch 2                                | ^                | Prompt : [ad0200_ree_30]<br>Sorry. If I got everything right, press<br>1. If not, press 2. Or, to hear the<br>address again, press 9.<br>--  |                                 | Re-Recognition :                                   |
| nomatch 3                                | Always           | Assign : transfer_reason =error  |                                 | --   |
| nomatch 3                                | Always           | Prompt : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   |                                 | --   |
| noinput 1                                | ^                | Prompt : [ad0200_ree_31]<br>If I got everything right say 'Yes' or<br>press 1. If not, say 'No' or press 2.<br>You can also say 'Repeat That' or<br>press 9 to hear the address again.<br>-- |                                 | Re-Recognition :                                   |
| noinput 2                                | ^                | Prompt : [ad0200_ree_32]<br>Sorry. If I got everything right, press<br>1. If not, press 2. Or, to hear the<br>address again, press 9.<br>--  |                                 | Re-Recognition :                                   |
| noinput 3                                | Always           | Assign : transfer_reason =error  |                                 | --   |
| noinput 3                                | Always           | Prompt : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   |                                 | --   |
| <b>Commands: State-Specific Behavior</b> |                  |  |                                 |  |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  |                                 | <b>Transition</b>                                  |
| repeat                                   | --               | Prompt : [ad0200_repeat_01]<br>Sure.   |                                 | Re-Recognition : Reprompt                          |

|   |              |    |  |
|---|--------------|----|--|
|   |              | -- |  |
| <b>Commands: Confirmations</b>  |              |    |  |
| <a href="#">See 1.2 Global Commands</a>                               |              |    |  |
| <b>Config Parameters</b>  |              |    |  |
| <b>Parameter</b>  | <b>Value</b> |    |  |
| --  | --           |    |  |
| <b>Developer Notes</b>  |              |    |  |
| The reprompt in this state is only played after someone says 'repeat' |              |    |  |


**ad0210\_BranchExceedMaxCorrections\_DS**

|  |               |   |   |
|--|---------------|---|---|
| <b>Decision</b>  |               |   |  |
| Determines if the maximum number of corrections have been reached. |               |   |   |
| <b>Entering From</b>   |               |   |   |
| <a href="#">ad0200_ConfirmFull_DM</a>                              |               |   |   |
| <b>Actions</b>   |               |   |   |
| <b>Condition</b>   | <b>Action</b> | <b>Transition</b>   |   |
| IF corrections <= maxcorrections                                   | --            | <b>goto :</b><br><a href="#">ad0220_CheckPreviousConfirmations_DS</a> |   |
| Else   | --            | <b>goto :</b> <a href="#">ad0230_ExitFailurePrompts_PP</a>            |   |
| <b>Developer Notes</b>   |               |   |   |
| --   |               |   |   |

**ad0220\_CheckPreviousConfirmations\_DS**


|   |               |  |   |
|---|---------------|--|---|
| <b>Decision</b>   |               |  |  |
| Determines if primary and/or secondary address has already been confirmed and routes accordingly. |               |  |   |
| <b>Entering From</b>  |               |  |   |
| <a href="#">ad0210_BranchExceedMaxCorrections_DS</a>  |               |  |   |
| <b>Actions</b>  |               |  |   |
| <b>Condition</b>  | <b>Action</b> | <b>Transition</b>  |   |
| If we previously positively confirmed both full and secondary addresses                           | --            | <b>goto :</b> <a href="#">ad0230_ExitFailurePrompts_PP</a> |   |
| If we previously positively confirmed full address (but not secondary)                            | --            | <b>goto :</b> <a href="#">ad0150_SecondaryAddress_DM</a>   |   |
| Else (no confirmations have taken place) -- we'll begin at the beginning.                         | --            | <b>goto :</b> <a href="#">ad0140_FullAddress_DM</a>        |   |
| <b>Developer Notes</b>  |               |  |   |
| --  |               |  |   |

**ad0230\_ExitFailurePrompts\_PP**


|   |  |   |
|---|--|---|
| <b>Simple Play Prompt</b>   |  |  |
| Plays a message preparing the caller for transfer to an agent due to trouble understanding them.            |  |   |
| <b>Entering From</b>  |  |   |
| <a href="#">ad0220_CheckPreviousConfirmations_DS</a> , <a href="#">ad0210_BranchExceedMaxCorrections_DS</a> |  |   |

| <b>Initial Prompts</b> [Barge-in is OFF] |           |  |   |
|--|-----------|--|---|
| Type                                     | Condition | Name   | Wording   |
| initial                                  | Always    | ad0230_out_01  | Sorry, I'm having trouble getting this...<br>-- |
| <b>Actions</b>                           |           |  |   |
| Condition                                | Action    | Transition   |   |
| Always                                   | --        | <b>Return to calling dialog :</b><br><a href="#">ChangeOfAddress</a><br><a href="#">[ca0330_AddressOSDM_SD]</a><br><a href="#">Transcription [tr0140_AddressOSDM_SD]</a> |   |
| <b>Developer Notes</b>                   |           |  |   |
| --                                       |           |  |   |


### ad0240\_ExitSuccessPrompts\_PP

| <b>Simple Play Prompt</b>  |           |  |  |
|--|-----------|--|---|
| Plays a successful exit message to the caller before transferring back to the calling dialogue.  |           |  |   |
| <b>Entering From</b>   |           |  |   |
| <a href="#">ad0160_BranchConfirmOrNot_DS</a> , <a href="#">ad0200_ConfirmFull_DM</a> , <a href="#">ad0250_BranchRecordOrNot_DS</a>   |           |  |   |
| <b>Initial Prompts</b>   |           |  |   |
| Type   | Condition | Name   | Wording   |
| initial  | Always    | ad0240_out_01  | Got it.<br>--   |
| <b>Actions</b>   |           |  |   |
| Condition  | Action    | Transition   |   |
| Always   | --        | <b>Return to calling dialog :</b><br><a href="#">ChangeOfAddress</a><br><a href="#">[ca0330_AddressOSDM_SD]</a><br><a href="#">Transcription [tr0140_AddressOSDM_SD]</a> |   |
| <b>Developer Notes</b>   |           |  |   |
| No barge-in<br>Note: This is the exitsuccessprompts and can be configured by setting this parameter.<br>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

| <b>Decision</b>  |   |  |  |
|--|---|--|---|
| Determines if the address needs to be recorded based on the value of the variable 'collectfortranscription'. |   |  |   |
| <b>Entering From</b>   |   |  |   |
| --   |   |  |   |
| <b>Actions</b>   |   |  |   |
| Condition  | Action  | Transition   |   |
| IF collectfortranscription = TRUE  | --  | <b>goto :</b> <a href="#">ad0260_Recording_DM</a>          |   |
| Else   | <b>Assign :</b> collectaddress_exit_reason =Failure | <b>goto :</b> <a href="#">ad0240_ExitSuccessPrompts_PP</a> |   |
| <b>Developer Notes</b>   |   |  |   |
| --   |   |  |   |


**ad0260\_Recording\_DM**

| CustomContext Recognition  |           |  |   |
|---|-----------|--|---|
| Asks the caller for their full address, including zip code, to be recorded.                                   |           |  |   |
| <b>Entering From</b>  |           |  |   |
| <a href="#">ad0250_BranchRecordOrNot_DS</a>   |           |  |   |
| <b>Initial Prompts</b>  |           |  |   |
| Type  | Condition | Name   | Wording   |
| initial   | Always    | ad0260_ree_01  | I don't want to take too much of your time. I'll just record you saying your address and have someone take it down later. After the beep, please say your full address, including the zip code.<br>-- |
| reprompt  | ^         | ad0260_ree_02  | <1000ms silence><br>--  |
| reprompt  | ^         | ad0260_ree_03  | <beep><br>--  |
| <b>Grammar</b>  |           |  |   |
| Sample Expressions  | DTMF      | Reco Var/Option  | Confirm   |
| --  | --        | --   | --  |
| <b>Actions</b>  |           |  |   |
| Option  | Condition | Action   | Transition  |
| --  | Always    | <b>Prompt</b> : [ad0260_ree_04]<br>I've recorded your address.<br>-- | --  |
| --  | --        | <b>Assign</b> : collectaddress_exit_reason<br>=Failure               | --  |
| <b>Recovery Behavior</b>  |           |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |           |  |   |
| <b>Commands: State-Specific Behavior</b>  |           |  |   |
| <a href="#">See 1.2 Global Commands</a>   |           |  |   |
| <b>Commands: Confirmations</b>  |           |  |   |
| <a href="#">See 1.2 Global Commands</a>   |           |  |   |
| <b>Config Parameters</b>  |           |  |   |
| Parameter   | Value     |  |   |
| --  | --        |  |   |
| <b>Developer Notes</b>  |           |  |   |
| NOTE: this DM will never 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


| Data Access  |  |   |
|---|--|---|
| Pings the host database to ensure the host is available.  |  |   |
| <b>Entering From</b>  |  |   |
| <a href="#">mm0505_BEVE_SD</a>  |  |   |
| <b>Input parameters</b>   |  |   |
| Parameter   | Value  |   |
| processID   | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, NONE.                             |   |
| requestID   | Unique 10 digit ID for the request. 10 zeros, if not used.   |   |
| timestamp   | Transaction timestamp.   |   |
| version   | Version of the xml schema used.  |   |
| <b>Output parameters</b>  |  |   |
| 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.  |   |
| <b>Actions</b>  |  |   |
| Condition   | Action   | Transition  |
| If bv_statusCode=0000 (success)   | --   | <b>goto</b> : <a href="#">bv0130_KBAAuthentication_SD</a>   |
| Else (failure)  | Always   | <b>Assign</b> : beve_transaction_status =failure  |
| ^   | If bv_statusCode=0152 (off hour request)   | <b>Prompt</b> : [bv0100_out_01]<br>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...<br>-- |
| ^   | Else   | <b>Prompt</b> : [bv0100_out_02]<br>Sorry, I'm having trouble getting access to your records...<br>--  |
| <b>Recovery Behavior</b>  |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |  |   |
| <b>Developer Notes</b>  |  |   |
| --  |  |   |

#### bv0130\_KBAAuthentication\_SD

| Subdialog Call  |
|--|
| Sub dialogue call to 'Knowledge Based Authentication'.   |

|  |  |  |
|--|--|--|
| <b>Entering From</b>   |  |  |
| <a href="#">bv0100_PingHost_DB</a>   |  |  |
| <b>Dialog called</b>   |  |  |
| Proceed to initial node in: <a href="#">KnowledgeBasedAuthentication</a>                             |  |  |
| <b>Input parameters</b>  |  |  |
| <b>Parameter</b>   | <b>Value</b>                                     |  |
| --   | --   |  |
| <b>Output parameters</b>   |  |  |
| <b>Variable</b>  | <b>Subdialog Variable</b>                        |  |
| --   | --   |  |
| <b>Actions</b>   |  |  |
| <b>Condition</b>   | <b>Action</b>                                    | <b>Transition</b>  |
| If kba_transaction_status=success  | --   | <a href="#">goto : bv0210_BEVESuccess_PP</a>                               |
| Elseif kba_transaction_status=account_blocked  | <b>Assign</b> : beve_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0505_BEVE_SD]</a> |
| Elseif kba_transaction_status=attestation_declined   | <b>Assign</b> : beve_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0505_BEVE_SD]</a> |
| Else (kba_transaction_status=failure)  | <b>Assign</b> : beve_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0505_BEVE_SD]</a> |
| <b>Recovery Behavior</b>   |  |  |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |  |  |
| <b>Developer Notes</b>   |  |  |
| The request for the benefits verification letter is processed in authentication (ka0910_QueryKB_DB). |  |  |

**bv0210\_BEVESuccess\_PP**

|   |                  |   |  |   |
|---|------------------|---|--|---|
| <b>Simple Play Prompt</b>   |                  |   |  |  |
| Informs the caller how long it will take to receive the request and that it was submitted successfully. |                  |   |  |   |
| <b>Entering From</b>  |                  |   |  |   |
| <a href="#">bv0130_KBAAuthentication_SD</a>   |                  |   |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |   |  |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>                                     | <b>Wording</b>   |   |
| initial   | Always           | bv0210_out_01                                   | You should receive your 'Proof of Income' Letter in the mail within two weeks at the address we have on file for you. If you've moved, or you're planning to move, make sure to give the post office your new address.<br>-- |   |
| <b>Actions</b>  |                  |   |  |   |
| <b>Condition</b>  | <b>Action</b>    | <b>Transition</b>                               |  |   |
| Always  | --               | <a href="#">goto : bv0220_TransactionEnd_PP</a> |  |   |
| <b>Developer Notes</b>  |                  |   |  |   |
| --  |                  |   |  |   |

**bv0220\_TransactionEnd\_PP**

|                           |  |  |  |   |
|---------------------------|--|--|--|---|
| <b>Simple Play Prompt</b> |  |  |  |  |
|---------------------------|--|--|--|---|




|   |   |  |  |
|---|---|--|--|
| Gives the caller the option to hang up if they're finished. |   |  |  |
| <b>Entering From</b>  |   |  |  |
| <a href="#">bv0210_BEVESuccess_PP</a>                       |   |  |  |
| <b>Initial Prompts</b> [Barge-in is OFF]                    |   |  |  |
| <b>Type</b>   | <b>Condition</b>                                    | <b>Name</b>  | <b>Wording</b>   |
| initial   | Always  | bv0220_out_01  | If you're finished, feel free to hang up. Otherwise...<br>-- |
| <b>Actions</b>  |   |  |  |
| <b>Condition</b>  | <b>Action</b>                                       | <b>Transition</b>  |  |
| Always  | <b>Assign</b> : beve_transaction_status<br>=success | --   |  |
| Always  | --  | <b>Return to calling dialog</b> :<br><a href="#">main [mm0505_BEVE_SD]</a> |  |
| <b>Developer Notes</b>                                      |   |  |  |
| --  |   |  |  |


## 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 Access  |  |   |
|---|--|---|
| Pings the host database to ensure the host is available.  |  |   |
| <b>Entering From</b>  |  |   |
| <a href="#">mm0310_ChangeOfAddress_SD</a>   |  |   |
| <b>Input parameters</b>   |  |   |
| Parameter   | Value  |   |
| processID   | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, NONE.   |   |
| requestID   | Unique 10 digit ID for the request. 10 zeros, if not used.   |   |
| timestamp   | Transaction timestamp.   |   |
| version   | Version of the xml schema used.  |   |
| <b>Output parameters</b>  |  |   |
| 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  | Status code text description.  |   |
| <b>Actions</b>  |  |   |
| Condition   | Action   | Transition  |
| If ca_statusCode=0000 (success)   | --   | <a href="#">goto : ca0200_IntroMsg_PP</a>   |
| Else (failure)  | Always   | <b>Assign</b> : coa_transaction_status =failure   |
| ^   | If ca_statusCode=0152 (off hours request)  | <b>Prompt</b> : [ca0100_out_01]<br>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...<br>-- |
| ^   | Else   | <b>Prompt</b> : [ca0100_out_02]<br>Sorry, I'm having trouble getting access to your records...<br>--  |
| <b>Return to calling dialog :</b><br><a href="#">main [mm0310_ChangeOfAddress_SD]</a>           |  |   |
| <b>Return to calling dialog :</b><br><a href="#">main [mm0310_ChangeOfAddress_SD]</a>           |  |   |
| <b>Recovery Behavior</b>  |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |  |   |
| <b>Developer Notes</b>  |  |   |
| --  |  |   |

### ca0200\_IntroMsg\_PP

| Simple Play Prompt  |  |
|--|--|
| Introduction prompt for the Change of Address application.   |  |
| <b>Entering From</b>   |  |


| <a href="#">ca0100_PingHost_DB</a>       |           |  |   |
|--|-----------|--|---|
| <b>Initial Prompts</b> [Barge-in is OFF] |           |  |   |
| Type                                     | Condition | Name   | Wording   |
| initial                                  | Always    | ca0200_out_01                                      | To get started, I have a couple of questions...<br>-- |
| <b>Actions</b>                           |           |  |   |
| Condition                                | Action    | Transition   |   |
| Always                                   | --        | goto : <a href="#">ca0220_ReceivingBenefits_DM</a> |   |
| <b>Developer Notes</b>                   |           |  |   |
| --                                       |           |  |   |

**ca0220\_ReceivingBenefits\_DM**

| <b>YesNo Recognition</b>  |           |   |   |
|---|-----------|---|---|
|  |           |   |   |
| Asks callers whether or not they are receiving benefits.                            |           |   |   |
| <b>Entering From</b>  |           |   |   |
| <a href="#">ca0200_IntroMsg_PP</a>  |           |   |   |
| <b>Initial Prompts</b>  |           |   |   |
| Type  | Condition | Name  | Wording   |
| initial   | Always    | ca0220_ini_01   | Are you receiving retirement, survivor, or disability benefits?<br>-- |
| <b>Grammar</b>  |           |   |   |
| Sample Expressions  | DTMF      | Reco Var/Option   | Confirm   |
| no<br>--  | 2         | <cd_receiving_benefits_yesno no>  | Never   |
| yes, retirement, survivor, disability<br>--   | 1         | <cd_receiving_benefits_yesno yes>   | Never   |
| <b>Actions</b>  |           |   |   |
| Option  | Condition | Action  | Transition  |
| yes   | Always    | --  | goto : <a href="#">ca0260_CallingAboutSelf_DM</a>                     |
| no  | Always    | --  | goto : <a href="#">ca0230_NotEligible_DM</a>                          |
| <b>Recovery Behavior</b>  |           |   |   |
| Type  | Condition | Action  | Transition  |
| nomatch 1   | Always    | <b>Prompt</b> : [ca0220_nm1_01]<br>Let's try again...ARE you receiving retirement, survivor, or disability benefits?<br>--  | <b>Re-Recognition</b> :   |
| nomatch 2   | ^         | <b>Prompt</b> : [ca0220_nm2_01]<br>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.<br>-- | <b>Re-Recognition</b> :   |
| nomatch 3   | Always    | <b>Assign</b> : transfer_reason =error  | --  |
| nomatch 3   | Always    | <b>Prompt</b> : [gl_nm3_01]   | --  |

|  |        |   |                         |
|--|--------|---|-------------------------|
|  |        | Sorry, we seem to be having trouble.<br>--  |                         |
| noinput 1                                | ^      | <b>Prompt :</b> [ca0220_ni1_01]<br>If you ARE receiving benefits for retirement, survivorship, or disability, say 'Yes' or press 1. If not, say 'No', or press 2.<br>--   | <b>Re-Recognition :</b> |
| noinput 2                                | ^      | <b>Prompt :</b> [ca0220_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| <b>Commands: State-Specific Behavior</b> |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Commands: Confirmations</b>           |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Config Parameters</b>                 |        |   |                         |
| <b>Parameter</b>                         |        | <b>Value</b>  |                         |
| --                                       |        | --  |                         |
| <b>Developer Notes</b>                   |        |   |                         |
| --                                       |        |   |                         |


**ca0230\_NotEligible\_DM**

|  |                  |               |   |   |
|--|------------------|---------------|---|---|
| <b>CustomContext Recognition</b>   |                  |               |   |  |
| Informs callers that they must be receiving benefits in order to change their address. |                  |               |   |   |
| <b>Entering From</b>   |                  |               |   |   |
| <a href="#">ca0220_ReceivingBenefits_DM</a>  |                  |               |   |   |
| <b>Initial Prompts</b>   |                  |               |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |   |
| initial  | Always           | ca0230_ini_01 | In order to change your address, even with the help of an agent, you must already be receiving benefits. Otherwise, we don't keep your address on file. For more details, and tips about what you CAN do, say 'More Information.' If you're finished, feel free to hang up. Otherwise, hold on and I'll take you back to the Main Menu...<br>-- |   |
| <b>Grammar</b>   |                  |               |   |   |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>   | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| more information<br>--   |                  | 1             | <cd_not_eligible_menu<br>more_information>  | If Necessary  |
| <b>Actions</b>   |                  |               |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b> |   | <b>Transition</b>   |

|   |                           |  |   |
|---|---------------------------|--|---|
| more_information                            | Always                    | --   | <b>goto :</b><br><a href="#">ca0240_NotEligibleDetails_DM</a>   |
| <b>Confirmation Prompts</b>                 |                           |  |   |
| <b>Option</b>                               | <b>Condition</b>          | <b>Name</b>  | <b>Wording</b>  |
| more_informa<br>tion                        | Always                    | ca0230_cnf_ini_0<br>1  | You'd like more information, right?<br>--   |
| <b>Confirmation Recovery Behavior</b>       |                           |  |   |
| <a href="#">See 1.3 Global Confirmation</a> |                           |  |   |
| <b>Recovery Behavior</b>                    |                           |  |   |
| <b>Type</b>                                 | <b>Condition</b>          | <b>Action</b>  | <b>Transition</b>   |
| nomatch 1                                   | Always                    | <b>Prompt :</b> [ca0230_nm1_01]<br>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...<br>--                  | <b>Re-Recognition :</b>   |
| nomatch 2                                   | Always                    | <b>Prompt :</b> [ca0230_nm2_01]<br>Sorry. In order to change your address, you must ALREADY be receiving benefits. For more information, press 1. Otherwise, feel free to hang up, or just hold on and we'll continue.<br>-- | <b>Re-Recognition :</b>   |
| nomatch 3                                   | Always                    | <b>Assign :</b> coa_transaction_status =not_eligible   | --  |
| nomatch 3                                   | If office_hours=true      | <b>Prompt :</b> [ca0230_nm3_01]<br>To speak with someone, say 'Agent.' Otherwise...<br>--  | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0310_ChangeOfAddress_S D]</a> |
| nomatch 3                                   | Else (office_hours=false) | <b>Prompt :</b> [ca0230_nm3_02]<br>Let's keep going...<br>--   | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0310_ChangeOfAddress_S D]</a> |
| noinput 1                                   | Always                    | <b>Assign :</b> coa_transaction_status =not_eligible   | --  |
| noinput 1                                   | If office_hours=true      | <b>Prompt :</b> [ca0230_ni1_01]<br>To speak with someone, say 'Agent.' Otherwise...<br>--  | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0310_ChangeOfAddress_S D]</a> |
| noinput 1                                   | Else (office_hours=false) | <b>Prompt :</b> [ca0230_ni1_02]<br>Let's keep going...<br>--   | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0310_ChangeOfAddress_S D]</a> |
| <b>Commands: State-Specific Behavior</b>    |                           |  |   |
| <a href="#">See 1.2 Global Commands</a>     |                           |  |   |
| <b>Commands: Confirmations</b>              |                           |  |   |
| <a href="#">See 1.2 Global Commands</a>     |                           |  |   |
| <b>Config Parameters</b>                    |                           |  |   |
| <b>Parameter</b>                            | <b>Value</b>              |  |   |
| --  | --                        |  |   |
| <b>Developer Notes</b>                      |                           |  |   |

--


**ca0240\_NotEligibleDetails\_DM**

| CustomContext Recognition  |           |   |   |
|---|-----------|---|---|
| Provides callers with more information about why they are not eligible to change address.                     |           |   |   |
| <b>Entering From</b>  |           |   |   |
| ca0230_NotEligible_DM   |           |   |   |
| <b>Initial Prompts</b>  |           |   |   |
| Type  | 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.<br>-- |
| initial   | ^         | ca0240_ini_02                                 | <1000ms silence><br>--  |
| initial   | ^         | ca0240_ini_03                                 | Now, do you want to hear that again?<br>--  |
| 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 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.<br>--                                     |
| reprompt  | ^         | ca0240_ree_02                                 | <1000ms silence><br>--  |
| reprompt  | ^         | ca0240_ree_03                                 | Now, do you want to hear that again?<br>--  |
| <b>Grammar</b>  |           |   |   |
| Sample Expressions  | DTMF      | Reco Var/Option                               | Confirm   |
| yes<br>--   | 1         | <not_eligible_details_yesno yes>              | Never   |
| no<br>--  | 2         | <not_eligible_details_yesno no>               | Never   |
| <b>Actions</b>  |           |   |   |
| Option  | Condition | Action  | Transition  |
| no  | --        | Assign : coa_transaction_status =not_eligible | --  |

|                          |                           |  |  |
|--------------------------|---------------------------|--|--|
| ^                        | --                        | <p><b>Prompt :</b> [ca0240_out_01]<br/>                 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.<br/>                 --</p> | <p><b>Return to calling dialog :</b><br/> <a href="#">main</a><br/> <a href="#">[mm0310_ChangeOfAddress_S D]</a></p> |
| yes                      | Always                    | <p><b>Prompt :</b> [ca0240_out_02]<br/>                 Sure.<br/>                 --</p>  | <p><b>Re-Recognition :</b> Reprompt</p>  |
| <b>Recovery Behavior</b> |                           |  |  |
| <b>Type</b>              | <b>Condition</b>          | <b>Action</b>  | <b>Transition</b>  |
| nomatch 1                | Always                    | <p><b>Prompt :</b> [ca0240_nm1_01]<br/>                 Let's try again... Would you like to hear that information again?<br/>                 --</p>  | <p><b>Re-Recognition :</b></p>   |
| nomatch 2                | If office_hours=true      | <p><b>Prompt :</b> [ca0240_nm2_01]<br/>                 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 to change your address, press 0 and I'll get someone to help you.<br/>                 --</p>            | <p><b>Re-Recognition :</b></p>   |
| nomatch 2                | Else (office_hours=false) | <p><b>Prompt :</b> [ca0240_nm2_02]<br/>                 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.<br/>                 --</p>   | <p><b>Re-Recognition :</b></p>   |
| nomatch 3                | Always                    | <p><b>Assign :</b> coa_transaction_status =not_eligible</p>  | <p>--</p>  |
| nomatch 3                | If office_hours=true      | <p><b>Prompt :</b> [ca0240_nm3_01]<br/>                 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,...<br/>                 --</p>   | <p><b>Return to calling dialog :</b><br/> <a href="#">main</a><br/> <a href="#">[mm0310_ChangeOfAddress_S D]</a></p> |
| nomatch 3                | Else (office_hours=false) | <p><b>Prompt :</b> [ca0240_nm3_02]<br/>                 Sorry we're having trouble. Let's keep going...<br/>                 --</p>  | <p><b>Return to calling dialog :</b><br/> <a href="#">main</a><br/> <a href="#">[mm0310_ChangeOfAddress_S D]</a></p> |
| noinput 1                | Always                    | <p><b>Prompt :</b> [ca0240_ni1_01]<br/>                 If you'd like to hear the information again, say 'Yes' or press 1. If not, say 'No' or press 2.<br/>                 --</p>  | <p><b>Re-Recognition :</b></p>   |
| noinput 2                | Always                    | <p><b>Assign :</b> coa_transaction_status =not_eligible</p>  | <p>--</p>  |
| noinput 2                | If office_hours=true      | <p><b>Prompt :</b> [ca0240_ni2_01]<br/>                 If you've APPLIED to receive benefits and need to change your address, press 0 and I'll get someone to help you. Otherwise,...<br/>                 --</p>   | <p><b>Return to calling dialog :</b><br/> <a href="#">main</a><br/> <a href="#">[mm0310_ChangeOfAddress_S D]</a></p> |

|  |                           |  |   |
|--|---------------------------|--|---|
| noinput 2                                | Else (office_hours=false) | <b>Prompt :</b> [ca0240_ni2_02]<br>Let's keep going...<br>-- | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0310_ChangeOfAddress_S D]</a> |
| <b>Commands: State-Specific Behavior</b> |                           |  |   |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |   |
| <b>Commands: Confirmations</b>           |                           |  |   |
| <a href="#">See 1.2 Global Commands</a>  |                           |  |   |
| <b>Config Parameters</b>                 |                           |  |   |
| <b>Parameter</b>                         | <b>Value</b>              |  |   |
| --                                       | --                        |  |   |
| <b>Developer Notes</b>                   |                           |  |   |
| --                                       |                           |  |   |

### ca0260\_CallingAboutSelf\_DM

| YesNo Recognition  |                |   |   |
|---|----------------|---|---|
| Asks callers whether or not they are calling about their own benefits (as opposed to someone else's). |                |   |   |
| <b>Entering From</b>  |                |   |   |
| <a href="#">ca0220_ReceivingBenefits_DM</a>   |                |   |   |
| <b>Initial Prompts</b>  |                |   |   |
| Type  | Condition      | Name  | Wording   |
| initial   | Always         | ca0260_ini_01   | And, is this change for yourself?<br>--   |
| reprompt  | (after repeat) | ca0260_ree_01   | Is the change you're calling about for your OWN benefit or payment?<br>--                                 |
| <b>Grammar</b>  |                |   |   |
| Sample Expressions  | DTMF           | Reco Var/Option   | Confirm   |
| no, not mine<br>--<br>// no   | 2              | <cd_calling_about_self_yesno no>  | Never   |
| yes, my own<br>--<br>// yes   | 1              | <cd_calling_about_self_yesno yes>   | Never   |
| repeat, repeat that<br>--<br>// repeat  | 9              | <cd_calling_about_self_yesno repeat>  | Never   |
| <b>Actions</b>  |                |   |   |
| Option  | Condition      | Action  | Transition  |
| no  | Always         | <b>Assign :</b> coa_transaction_status =not_self  | --  |
| ^   | ^              | <b>Prompt :</b> [ca0260_out_01]<br>All right. To change the address of another person, they'll need to be with you while you speak with an agent...<br>-- | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0310_ChangeOfAddress_S D]</a> |
| yes   | Always         | --  | <b>goto :</b><br><a href="#">ca0300_KBAAuthentication_SD</a>  |
| repeat  | Always         | <b>Prompt :</b> [ca0260_out_02]   | <b>Re-Recognition :</b> Reprompt  |




|  |                  |   |                         |
|--|------------------|---|-------------------------|
|  |                  | Sure.<br>--   |                         |
| <b>Recovery Behavior</b>                 |                  |   |                         |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>       |
| nomatch 1                                | Always           | <b>Prompt</b> : [ca0260_nm1_01]<br>Let's try again... Is the change you're calling about for your OWN benefit or payment?<br>--   | <b>Re-Recognition</b> : |
| nomatch 2                                | ^                | <b>Prompt</b> : [ca0260_nm2_01]<br>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.<br>-- | <b>Re-Recognition</b> : |
| nomatch 3                                | Always           | <b>Assign</b> : transfer_reason =error  | --                      |
| nomatch 3                                | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1                                | ^                | <b>Prompt</b> : [ca0260_ni1_01]<br>If the change you'd like to make is for your OWN benefit or payment, say 'Yes' or press 1. If you're calling for someone else, say 'No' or press 2.<br>--            | <b>Re-Recognition</b> : |
| noinput 2                                | ^                | <b>Prompt</b> : [ca0260_ni2_01]<br>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.<br>--                           | <b>Re-Recognition</b> : |
| noinput 3                                | Always           | <b>Assign</b> : transfer_reason =error  | --                      |
| noinput 3                                | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| <b>Commands: State-Specific Behavior</b> |                  |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |                         |
| <b>Commands: Disabled Globals</b>        |                  |   |                         |
| repeat                                   |                  |   |                         |
| <b>Commands: Confirmations</b>           |                  |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |                  |   |                         |
| <b>Config Parameters</b>                 |                  |   |                         |
| <b>Parameter</b>                         |                  |   | <b>Value</b>            |
| --                                       |                  |   | --                      |
| <b>Developer Notes</b>                   |                  |   |                         |
| --                                       |                  |   |                         |

**ca0300\_KBAAuthentication\_SD**

|   |   |
|---|---|
| <b>Subdialog Call</b>   |  |
| Sub dialogue call to the Knowledge Based Authentication module to collect: SSN, name, DOB, POB, and last payment. |   |

|  |   |   |
|--|---|---|
| <b>Entering From</b>   |   |   |
| <a href="#">ca0260_CallingAboutSelf_DM</a>                               |   |   |
| <b>Dialog called</b>   |   |   |
| Proceed to initial node in: <a href="#">KnowledgeBasedAuthentication</a> |   |   |
| <b>Input parameters</b>  |   |   |
| <b>Parameter</b>   | <b>Value</b>                                    |   |
| --   | --  |   |
| <b>Output parameters</b>   |   |   |
| <b>Variable</b>  | <b>Subdialog Variable</b>                       |   |
| --   | --  |   |
| <b>Actions</b>   |   |   |
| <b>Condition</b>   | <b>Action</b>                                   | <b>Transition</b>   |
| If kba_transaction_status=success  | --  | <a href="#">goto : ca0310_TypeOfChange_DM</a>   |
| Elseif kba_transaction_status=account_blocked                            | <b>Assign</b> : coa_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0310_ChangeOfAddress_SD]</a> |
| Elseif kba_transaction_status=attestation_declined                       | <b>Assign</b> : coa_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0310_ChangeOfAddress_SD]</a> |
| Else (kba_transaction_status=failure)                                    | <b>Assign</b> : coa_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0310_ChangeOfAddress_SD]</a> |
| <b>Recovery Behavior</b>   |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>                         |   |   |
| <b>Developer Notes</b>   |   |   |
| --   |   |   |

### ca0310\_TypeOfChange\_DM

|  |                  |                                      |   |   |
|--|------------------|--------------------------------------|---|---|
| <b>CustomContext Recognition</b>   |                  |                                      |   |  |
| Asks callers whether they want to change address, phone number, or both. |                  |                                      |   |   |
| <b>Entering From</b>   |                  |                                      |   |   |
| <a href="#">ca0300_KBAAuthentication_SD</a>                              |                  |                                      |   |   |
| <b>Initial Prompts</b>   |                  |                                      |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>                          | <b>Wording</b>  |   |
| initial  | Always           | ca0310_ini_01                        | What would you like to change - your 'Address,' your 'Phone Number,' or 'Both.'<br>-- |   |
| <b>Grammar</b>   |                  |                                      |   |   |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>                          | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| change both, both<br>--  |                  | 3                                    | <cd_type_of_change_menu both>   | If Necessary  |
| change my phone number, my phone, phone number<br>--                     |                  | 2                                    | <cd_type_of_change_menu phone>  | If Necessary  |
| change my address, my address, address<br>--                             |                  | 1                                    | <cd_type_of_change_menu address>  | If Necessary  |
| <b>Actions</b>   |                  |                                      |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>                        | <b>Transition</b>   |   |
| address  | --               | <b>Assign</b> : change_what =address | --  |   |

|       |    |   |   |
|-------|----|---|---|
| ^     | -- | <b>Prompt :</b> [ca0310_out_01]<br>Okay. Address.<br>--                         | <b>goto :</b><br>ca0320_SetAddressParameters_DS |
| both  | -- | <b>Assign :</b> change_what =both   | --  |
| ^     | -- | <b>Prompt :</b> [ca0310_out_02]<br>Okay. Let's start with your address...<br>-- | <b>goto :</b><br>ca0320_SetAddressParameters_DS |
| phone | -- | <b>Assign :</b> change_what =phone  | --  |
| ^     | -- | <b>Prompt :</b> [ca0310_out_03]<br>Okay.<br>--                                  | <b>goto :</b><br>ca0400_RemoveOrChangePhone_DM  |

**Confirmation Prompts**

| Option  | Condition | Name              | Wording  |
|---------|-----------|-------------------|--|
| address | Always    | ca0310_cnf_ini_01 | You'd like to change your address, right?<br>--                                    |
| phone   | Always    | ca0310_cnf_ini_02 | You'd like to change your phone number, right?<br>--                               |
| both    | Always    | ca0310_cnf_ini_03 | You'd like to change both your address AND your phone number. Is that right?<br>-- |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [ca0310_nm1_01]<br>Let's try again. You can say 'Address' or press 1, 'Phone Number' or press 2, OR say 'Both' or press 3.<br>--  | <b>Re-Recognition :</b> |
| nomatch 2 | ^         | <b>Prompt :</b> [ca0310_nm2_01]<br>Sorry. If you'd like to change your address, press 1. To change your phone number, press 2. If you need to change both your address AND your phone number, press 3.<br>--                              | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^         | <b>Prompt :</b> [ca0310_ni1_01]<br>If you're calling to change your address, say 'Address' or press 1. To change your phone number, say 'Phone Number' or press 2. Or, if you'd like to change both of them, say 'Both' or press 3.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | ^         | <b>Prompt :</b> [ca0310_ni2_01]<br>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.<br>--                          | <b>Re-Recognition :</b> |

|  |        |   |    |
|--|--------|---|----|
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error                                    | -- |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | -- |
| <b>Commands: State-Specific Behavior</b> |        |   |    |
| <a href="#">See 1.2 Global Commands</a>  |        |   |    |
| <b>Commands: Confirmations</b>           |        |   |    |
| <a href="#">See 1.2 Global Commands</a>  |        |   |    |
| <b>Config Parameters</b>                 |        |   |    |
| <b>Parameter</b>                         |        | <b>Value</b>  |    |
| --                                       |        | --  |    |
| <b>Developer Notes</b>                   |        |   |    |
| --                                       |        |   |    |

### ca0320\_SetAddressParameters\_DS

| Decision  |   |   |
|---|---|---|
| Sets parameters needed for entering the address module. |   |   |
| <b>Entering From</b>                                    |   |   |
| <a href="#">ca0310_TypeOfChange_DM</a>                  |   |   |
| <b>Actions</b>  |   |   |
| Condition   | Action  | Transition  |
| Always  | <b>Comment</b> : set parameters before entering AddressOSDM   | --  |
| ^   | <b>Assign</b> : collectaddress_entryprompt ='empty'   | --  |
| ^   | <b>Assign</b> : collectaddress_collectedzipcode ='FALSE'  | --  |
| ^   | <b>Assign</b> : collectaddress_overallconfirmation ='ALWAYS'  | --  |
| ^   | <b>Assign</b> : collectaddress_collectfortranscription ='FALSE'                                       | --  |
| ^   | <b>Assign</b> : collectaddress_ziplookuperrorprompt =default_address_ziplookuperrorprompt             | --  |
| ^   | <b>Assign</b> : collectaddress_citystatelookuperrorprompt =default_address_citystatelookuperrorprompt | --  |
| ^   | <b>Assign</b> : collectaddress_exitsuccessprompt =default_address_exitsuccessprompt                   | --  |
| ^   | --  | <b>goto</b> : <a href="#">ca0330_AddressOSDM_SD</a> |
| <b>Developer Notes</b>                                  |   |   |
| --  |   |   |

**ca0330\_AddressOSDM\_SD**

| Subdialog Call  |   |   |
|---|---|---|
| Calls the address module.                               |   |   |
| <b>Entering From</b>                                    |   |   |
| <a href="#">ca0320_SetAddressParameters_DS</a>          |   |   |
| <b>Dialog called</b>                                    |   |   |
| Proceed to initial node in: <a href="#">AddressOSDM</a> |   |   |
| <b>Input parameters</b>                                 |   |   |
| <b>Parameter</b>  | <b>Value</b>                                    |   |
| --  | --  |   |
| <b>Output parameters</b>                                |   |   |
| <b>Variable</b>   | <b>Subdialog Variable</b>                       |   |
| --  | --  |   |
| <b>Actions</b>  |   |   |
| <b>Condition</b>  | <b>Action</b>                                   | <b>Transition</b>   |
| success   | If change_what=address                          | --  |
| ^   | Else (change_what=both)                         | <b>Prompt :</b> [ca0330_out_01]<br>Now let's take care of your phone number...<br>--  |
| failure   | <b>Assign :</b> coa_transaction_status =failure | <b>Return to calling dialog :</b><br><a href="#">main [mm0310_ChangeOfAddress_SD]</a> |
| <b>Recovery Behavior</b>                                |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>        |   |   |
| <b>Developer Notes</b>                                  |   |   |
| --  |   |   |


**ca0400\_RemoveOrChangePhone\_DM**

| CustomContext Recognition  |                  |               |  |
|--|------------------|---------------|--|
| Asks the caller if they want to remove their phone number or change it.        |                  |               |  |
| <b>Entering From</b>   |                  |               |  |
| <a href="#">ca0310_TypeOfChange_DM</a> , <a href="#">ca0330_AddressOSDM_SD</a> |                  |               |  |
| <b>Initial Prompts</b>   |                  |               |  |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>   |
| initial  | Always           | ca0400_ini_01 | Do you want to 'Change' or 'Remove' your number?<br>-- |
| <b>Grammar</b>   |                  |               |  |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>   | <b>Reco Var/Option</b>                                 |
| change, change my number, change phone number<br>--<br>// change               |                  | 1             | <remove_phone_menu change>                             |
| remove, remove my number, remove phone number<br>--<br>// remove               |                  | 2             | <remove_phone_menu remove>                             |
|  |                  |               | <b>Confirm</b>   |
|  |                  |               | If Necessary   |
|  |                  |               | If Necessary   |

| <b>Actions</b>                              |                  |   |  |
|---|------------------|---|--|
| <b>Option</b>                               | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                                  |
| change                                      | Always           | <b>Prompt</b> : [ca0400_out_01]<br>All right.<br>--   | <b>goto</b> :<br>ca0410_TypeOfPhone_DM             |
| remove                                      | Always           | <b>Prompt</b> : [ca0400_out_02]<br>All right.<br>--   | <b>goto</b> :<br>ca0430_COAEffectiveASAP_DM        |
| <b>Confirmation Prompts</b>                 |                  |   |  |
| <b>Option</b>                               | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>                                     |
| change                                      | Always           | ca0400_cnf_ini_0<br>1   | You want to change your phone number, right?<br>-- |
| remove                                      | Always           | ca0400_cnf_ini_0<br>2   | You want to remove your phone number, right?<br>-- |
| <b>Confirmation Recovery Behavior</b>       |                  |   |  |
| <a href="#">See 1.3 Global Confirmation</a> |                  |   |  |
| <b>Recovery Behavior</b>                    |                  |   |  |
| <b>Type</b>                                 | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>                                  |
| nomatch 1                                   | Always           | <b>Prompt</b> : [ca0400_nm1_01]<br>Let's try again... You can say<br>'Change' phone number, or press 1,<br>OR say 'Remove' phone number, or<br>press 2.<br>--               | <b>Re-Recognition</b> :                            |
| nomatch 2                                   | ^                | <b>Prompt</b> : [ca0400_nm2_01]<br>Sorry. If you'd like to change your<br>phone number, press 1. If want to<br>remove your phone number from our<br>records, press 2.<br>-- | <b>Re-Recognition</b> :                            |
| nomatch 3                                   | Always           | <b>Assign</b> : transfer_reason =error  | --   |
| nomatch 3                                   | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --   |
| noinput 1                                   | ^                | <b>Prompt</b> : [ca0400_ni1_01]<br>Let's try again... You can say<br>'Change' phone number, or press 1,<br>OR say 'Remove' phone number, or<br>press 2.<br>--               | <b>Re-Recognition</b> :                            |
| noinput 2                                   | ^                | <b>Prompt</b> : [ca0400_ni2_01]<br>Sorry. If you'd like to change your<br>phone number, press 1. If want to<br>remove your phone number from our<br>records, press 2.<br>-- | <b>Re-Recognition</b> :                            |
| noinput 3                                   | Always           | <b>Assign</b> : transfer_reason =error  | --   |
| noinput 3                                   | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --   |
| <b>Commands: State-Specific Behavior</b>    |                  |   |  |
| <a href="#">See 1.2 Global Commands</a>     |                  |   |  |
| <b>Commands: Confirmations</b>              |                  |   |  |

|   |              |
|---|--------------|
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |

**ca0410\_TypeOfPhone\_DM**

|  |                  |                               |   |   |
|--|------------------|-------------------------------|---|---|
| <b>CustomContext Recognition</b>   |                  |                               |   |  |
| Asks callers which phone number to change.   |                  |                               |   |   |
| <b>Entering From</b>   |                  |                               |   |   |
| <a href="#">ca0400_RemoveOrChangePhone_DM</a>  |                  |                               |   |   |
| <b>Initial Prompts</b>   |                  |                               |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>                   | <b>Wording</b>  |   |
| initial  | Always           | ca0410_ini_01                 | For our records, what type of number is this - 'Home,' 'Work,' 'Cell,' your 'Attorney's' number, or 'Something Else.'<br>-- |   |
| <b>Grammar</b>   |                  |                               |   |   |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>                   | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| ?[it's (i'm calling about)] [(something else) (a different ?phone ?number)], other<br>-- |                  | 5                             | <cd_phone_type_menu something_else>   | Never   |
| ?(it's my) [attorney attorney's lawyer lawyer's] ?phone ?number<br>--                    |                  | 4                             | <cd_phone_type_menu attorney>   | Never   |
| ?(it's [my a]) [mobile cell] ?phone ?number<br>--  |                  | 3                             | <cd_phone_type_menu cell>   | Never   |
| ?(it's [my a]) [work office business] ?phone ?number<br>--                               |                  | 2                             | <cd_phone_type_menu work>   | Never   |
| ?(it's [my a]) home ?phone ?number<br>--   |                  | 1                             | <cd_phone_type_menu home>   | Never   |
| <b>Actions</b>   |                  |                               |   |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>                 |   | <b>Transition</b>   |
| attorney   | --               | Assign : phone_type =attorney |   | goto :<br><a href="#">ca0420_CollectPhoneNumber_DM</a>                              |
| home   | --               | Assign : phone_type =home     |   | goto :<br><a href="#">ca0420_CollectPhoneNumber_DM</a>                              |
| cell   | --               | Assign : phone_type =cell     |   | goto :<br><a href="#">ca0420_CollectPhoneNumber_DM</a>                              |
| something_else   | --               | Assign : phone_type =other    |   | goto :<br><a href="#">ca0420_CollectPhoneNumber_DM</a>                              |
| work   | --               | Assign : phone_type =work     |   | goto :<br><a href="#">ca0420_CollectPhoneNumber_DM</a>                              |
| <b>Recovery Behavior</b>   |                  |                               |   |   |

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [ca0410_nm1_01]<br>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.<br>--            | <b>Re-Recognition :</b> |
| nomatch 2 | ^         | <b>Prompt :</b> [ca0410_nm2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | ^         | <b>Prompt :</b> [ca0410_ni1_01]<br>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.<br>--                             | <b>Re-Recognition :</b> |
| noinput 2 | ^         | <b>Prompt :</b> [ca0410_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**ca0420\_CollectPhoneNumber\_DM**


| Phone Recognition  |  |
|---|--|
| Asks callers for 10-digit phone number.   |  |
| <b>Entering From</b>  |  |
| <a href="#">ca0410_TypeOfPhone_DM</a>   |  |



| <b>Initial Prompts</b>                      |                                   |   |  |                |
|---|-----------------------------------|---|--|----------------|
| <b>Type</b>                                 | <b>Condition</b>                  | <b>Name</b>   | <b>Wording</b>   |                |
| initial                                     | Always                            | ca0420_ini_01   | And, starting with the area code, what's your new number?<br>--      |                |
| reprompt                                    | (after repeat or disconfirmation) | ca0420_ree_01   | Starting with the area code, what's your new telephone number?<br>-- |                |
| <b>Grammar</b>                              |                                   |   |  |                |
| <b>Sample Expressions</b>                   |                                   | <b>DTMF</b>   | <b>Reco Var/Option</b>   | <b>Confirm</b> |
| <10-digit phone number><br>--               |                                   | <10-digit string]   | <cd_phone_number<br>phone_number>                                    | Always         |
| repeat, repeat that<br>--<br>// repeat      |                                   | 9   | <cd_phone_number repeat>   | Never          |
| <b>Actions</b>                              |                                   |   |  |                |
| <b>Option</b>                               | <b>Condition</b>                  | <b>Action</b>   | <b>Transition</b>  |                |
| phone_number                                | Always                            | <b>Prompt :</b> [ca0420_out_01]<br>All right.<br>--   | <b>goto :</b><br>ca0430_COAEffectiveASAP_DM                          |                |
| repeat                                      | Always                            | <b>Prompt :</b> [ca0420_out_02]<br>Sure.<br>--  | <b>Re-Recognition :</b> Reprompt                                     |                |
| <b>Confirmation Prompts</b>                 |                                   |   |  |                |
| <b>Option</b>                               | <b>Condition</b>                  | <b>Name</b>   | <b>Wording</b>   |                |
| phone_number                                | Always                            | ca0420_cnf_ini_01   | That phone number is...<br>--  |                |
| ^   | Always                            | ca0420_cnf_ini_02   | ...[phone_number].<br>--   |                |
| --  | Always                            | gl_cnf_ini_02   | Right?<br>--   |                |
| <b>Confirmation Recovery Behavior</b>       |                                   |   |  |                |
| <a href="#">See 1.3 Global Confirmation</a> |                                   |   |  |                |
| <b>Recovery Behavior</b>                    |                                   |   |  |                |
| <b>Type</b>                                 | <b>Condition</b>                  | <b>Action</b>   | <b>Transition</b>  |                |
| nomatch 1                                   | Always                            | <b>Prompt :</b> [ca0420_nm1_01]<br>Let's try again. Please say or enter the new area code and phone number now.<br>-- | <b>Re-Recognition :</b>  |                |
| nomatch 2                                   | ^                                 | <b>Prompt :</b> [ca0420_nm2_01]<br>Sorry. Please enter the new area code and phone number now.<br>--                  | <b>Re-Recognition :</b>  |                |
| nomatch 3                                   | Always                            | <b>Assign :</b> transfer_reason =error  | --   |                |
| nomatch 3                                   | Always                            | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --   |                |
| noinput 1                                   | ^                                 | <b>Prompt :</b> [ca0420_ni1_01]<br>Please say or enter the new area code and phone number now.<br>--                  | <b>Re-Recognition :</b>  |                |

|  |        |  |                         |
|--|--------|--|-------------------------|
| noinput 2                                | ^      | <b>Prompt</b> : [ca0420_ni2_01]<br>Sorry. Please enter the new area code and phone number now.<br>-- | <b>Re-Recognition</b> : |
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error   | --                      |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--                            | --                      |
| <b>Commands: State-Specific Behavior</b> |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Commands: Disabled Globals</b>        |        |  |                         |
| repeat                                   |        |  |                         |
| <b>Commands: Confirmations</b>           |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Config Parameters</b>                 |        |  |                         |
| <b>Parameter</b>                         |        | <b>Value</b>   |                         |
| --                                       |        | --   |                         |
| <b>Developer Notes</b>                   |        |  |                         |
| --                                       |        |  |                         |

**ca0430\_COAEffectiveASAP\_DM**

|  |                  |  |  |
|--|------------------|--|--|
| <b>Date Recognition</b>  |                  |  |  |
| Asks caller if they would like the change of address/phone number to be effective as soon as possible.                               |                  |  |  |
| <b>Entering From</b>   |                  |  |  |
| <a href="#">ca0420_CollectPhoneNumber_DM</a> , <a href="#">ca0330_AddressOSDM_SD</a> , <a href="#">ca0400_RemoveOrChangePhone_DM</a> |                  |  |  |
| <b>Initial Prompts</b>   |                  |  |  |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>  | <b>Wording</b>   |
| initial  | Always           | ca0430_ini_01  | Would you like this change to take effect as soon as possible?<br>--                 |
| <b>Grammar</b>   |                  |  |  |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>  | <b>Reco Var/Option</b>   |
| yes, yeah, as soon as possible<br>--   |                  | 1  | <cd_effective_asap_yesno >   |
| no<br>--   |                  | 2  | <cd_effective_asap_yesno >   |
| <b>Actions</b>   |                  |  |  |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>  |
| no   | Always           | <b>Prompt</b> : [ca0430_out_01]<br>Okay.<br>--   | <b>goto</b> :<br><a href="#">ca0435_EffectiveDate_DM</a>                             |
| yes  | Always           | <b>Assign</b> : effective_date =<current date>   | --   |
| ^  | ^                | <b>Prompt</b> : [ca0430_out_02]<br>Great. Hold on while I process this. (It may take a few seconds...)<br>-- | <b>goto</b> :<br><a href="#">ca0440_SendAddressPhone_DB</a>                          |

| <b>Recovery Behavior</b>                 |                  |  |                         |
|--|------------------|--|-------------------------|
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>       |
| nomatch 1                                | Always           | <b>Prompt</b> : [ca0430_nm1_01]<br>Let's try again...Would you like this change to take effect as soon as possible?<br>--  | <b>Re-Recognition</b> : |
| nomatch 2                                | ^                | <b>Prompt</b> : [ca0430_nm2_01]<br>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 to go into effect.<br>-- | <b>Re-Recognition</b> : |
| nomatch 3                                | Always           | <b>Assign</b> : transfer_reason =error   | --                      |
| nomatch 3                                | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1                                | ^                | <b>Prompt</b> : [ca0430_ni1_01]<br>If you want the change to take effect as soon as possible say 'Yes' or press 1. If not, say 'No' or press 2.<br>--  | <b>Re-Recognition</b> : |
| noinput 2                                | ^                | <b>Prompt</b> : [ca0430_ni2_01]<br>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 to go into effect.<br>-- | <b>Re-Recognition</b> : |
| noinput 3                                | Always           | <b>Assign</b> : transfer_reason =error   | --                      |
| noinput 3                                | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| <b>Commands: State-Specific Behavior</b> |                  |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |                         |
| <b>Commands: Confirmations</b>           |                  |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |                         |
| <b>Config Parameters</b>                 |                  |  |                         |
| <b>Parameter</b>                         |                  | <b>Value</b>   |                         |
| --                                       |                  | --   |                         |
| <b>Developer Notes</b>                   |                  |  |                         |
| --                                       |                  |  |                         |


**ca0435\_EffectiveDate\_DM**

| <b>CustomContext Recognition</b>  |  |
|---|--|
| 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. |  |
| <b>Entering From</b>  |  |
| <a href="#">ca0430_COAEffectiveASAP_DM</a>  |  |
| <b>Initial Prompts</b>  |  |

| Type   | Condition                     | Name   | Wording  |
|--|-------------------------------|--|--|
| initial  | Always                        | ca0435_ini_01  | Tell me the date, within the next three months, that you want the change to take effect.<br>-- |
| <b>Grammar</b>   |                               |  |  |
| <b>Sample Expressions</b>                                      |                               | <b>DTMF</b>  | <b>Reco Var/Option</b>   |
| mm/dd/yyyy, mm/dd, April tenth, April tenth 2011, etc...<br>-- |                               | 4-8 digit string   | <cd_effective_date_menu<br><effective_date>>   |
| <b>Actions</b>   |                               |  |  |
| Option   | Condition                     | Action   | Transition   |
| <effective_date>   | If <date> => <current date>   | <b>Assign</b> : effective_date =<date>   | --   |
| ^  | Else (<date> < <current date> | <b>Assign</b> : effective_date<br>=<current_date>  | --   |
| ^  | Always                        | <b>Prompt</b> : [ca0435_out_01]<br>Great. Hold on while I submit this. (It may take a few seconds...)<br>--  | <b>goto</b> :<br><a href="#">ca0440_SendAddressPhone_DB</a>                                    |
| <b>Confirmation Prompts</b>                                    |                               |  |  |
| Option   | Condition                     | Name   | Wording  |
| <date>   | Always                        | ca0435_cnf_ini_01  | You'd like the change to take effect on...<br>--   |
| ^  | Always                        | ca0435_cnf_ini_02  | <date><br>--   |
| --   | Always                        | gl_cnf_ini_02  | Right?<br>--   |
| <b>Confirmation Recovery Behavior</b>                          |                               |  |  |
| <a href="#">See 1.3 Global Confirmation</a>                    |                               |  |  |
| <b>Recovery Behavior</b>                                       |                               |  |  |
| Type   | Condition                     | Action   | Transition   |
| nomatch 1  | Always                        | <b>Prompt</b> : [ca0435_nm1_01]<br>Let's try again. You can say a month and day within the next three months, such as April 21st, or enter zero four two one.<br>--                                | <b>Re-Recognition</b> :  |
| nomatch 2  | ^                             | <b>Prompt</b> : [ca0435_nm2_01]<br>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.<br>-- | <b>Re-Recognition</b> :  |
| nomatch 3  | Always                        | <b>Assign</b> : transfer_reason =error   | --   |
| nomatch 3  | Always                        | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --   |
| noinput 1  | ^                             | <b>Prompt</b> : [ca0435_ni1_01]<br>You can say a month and day within the next three months, such as April 21st, or enter zero four two one.<br>--   | <b>Re-Recognition</b> :  |
| noinput 2  | ^                             | <b>Prompt</b> : [ca0435_ni2_01]<br>Sorry. Enter the two-digit month and  | <b>Re-Recognition</b> :  |

|   |        |  |    |
|---|--------|--|----|
|   |        | two-digit day that you want the change to take effect. For example, for April 21st, enter zero four two one.<br>-- |    |
| noinput 3   | Always | <b>Assign</b> : transfer_reason =error   | -- |
| noinput 3   | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | -- |
| <b>Commands: State-Specific Behavior</b>  |        |  |    |
| <a href="#">See 1.2 Global Commands</a>   |        |  |    |
| <b>Commands: Confirmations</b>  |        |  |    |
| <a href="#">See 1.2 Global Commands</a>   |        |  |    |
| <b>Config Parameters</b>  |        |  |    |
| <b>Parameter</b>  |        | <b>Value</b>   |    |
| --  |        | --   |    |
| <b>Developer Notes</b>  |        |  |    |
| NOTE: the grammar will accept a rolling 90 day range - projecteing into the future - relative to the current date |        |  |    |

**ca0440\_SendAddressPhone\_DB**

| Data Access  |  |
|---|--|
| Changes address and/or phone number in the backend database.                                    |  |
| <b>Entering From</b>  |  |
| <a href="#">ca0430_COAEffectiveASAP_DM</a> , <a href="#">ca0435_EffectiveDate_DM</a>            |  |
| <b>Input parameters</b>   |  |
| Parameter   | Value  |
| processID   | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, 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  |
| 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 abbreviation   |
| zip   | 5 digit zip code   |
| phoneArea   | 3 digit phone area code  |
| phoneExch   | 3 digit phone exchange   |
| phoneNum  | 4 digit phone number   |
| telephoneType   | 1 character phone type. The available choices are: H (home), W (work), M (mobile), A (attorney), O (other), D (remove telephone number), and a space (no change) |

|                |   |
|----------------|---|
| effectiveMonth | 2-digit string representing the effective month in the format MM. The months (MM) are in the range of 01 to 12                                |
| effectiveDay   | 2-digit string representing the effective day in the format DD. The days (DD) are in the range of 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>  |

**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 description.   |

**Actions**

| Condition                                      | Action  | Transition  |
|--|---|---|
| If success                                     | <b>Assign</b> : coa_transaction_status =success   | --  |
| ^<br>Always                                    | <b>Prompt</b> : [ca0440_out_01]<br>All set! Your information change has been sent for processing which may take up to three business days. As requested...<br>--  | --  |
| ^<br>If effective_date=current date            | <b>Prompt</b> : [ca0440_out_02]<br>...this change will take effect as soon as possible.<br>--   | --  |
| ^<br>Else                                      | <b>Prompt</b> : [ca0440_out_03]<br>...this change will be effective on...<br>--   | --  |
| ^<br>^   | <b>Prompt</b> : [ca0440_out_04]<br><date><br>--   | --  |
| ^<br>Always                                    | <b>Prompt</b> : [ca0440_out_05]<br>If you're done, feel free to hang up. Otherwise...<br>--   | <b>Return to calling dialog</b> :<br><a href="#">main [mm0310_ChangeOfAddress_SD]</a> |
| Else (failure)                                 | <b>Assign</b> : coa_transaction_status =failure   | --  |
| ^<br>If ca_statusCode=0152 (off hours request) | <b>Prompt</b> : [ca0440_out_06]<br>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...<br>-- | <b>Return to calling dialog</b> :<br><a href="#">main [mm0310_ChangeOfAddress_SD]</a> |
| ^<br>Else                                      | <b>Prompt</b> : [ca0440_out_07]<br>Sorry, but I'm having trouble processing this request.<br>--   | <b>Return to calling dialog</b> :<br><a href="#">main [mm0310_ChangeOfAddress_SD]</a> |

**Recovery Behavior**

[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 to ensure the host is available.  |  |   |   |
| <b>Entering From</b>  |  |   |   |
| <a href="#">mm0520_ApplicationStatus_SD</a>   |  |   |   |
| <b>Input parameters</b>   |  |   |   |
| Parameter   | Value  |   |   |
| processID   | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, NONE.                             |   |   |
| requestID   | Unique 10 digit ID for the request. 10 zeros, if not used.   |   |   |
| timestamp   | Transaction timestamp.   |   |   |
| version   | Version of the xml schema used.  |   |   |
| <b>Output parameters</b>  |  |   |   |
| 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.  |   |   |
| <b>Actions</b>  |  |   |   |
| Condition   | Action   | Transition  |   |
| If cs_statusCode=0000 (success)   | Always   | --  | <b>goto</b> : <a href="#">cs0110_KBAAuthentication_SD</a>                               |
| Else (failure)  | Always   | <b>Assign</b> : claims_transaction_status =failure  | --  |
| ^   | If cs_statusCode=0152 (off hours request)  | <b>Prompt</b> : [cs0100_out_01]<br>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...<br>-- | <b>Return to calling dialog</b> :<br><a href="#">main [mm0520_ApplicationStatus_SD]</a> |
| ^   | Else   | <b>Prompt</b> : [cs0100_out_02]<br>Sorry, I'm having trouble getting access to your records...<br>--  | <b>Return to calling dialog</b> :<br><a href="#">main [mm0520_ApplicationStatus_SD]</a> |
| <b>Recovery Behavior</b>  |  |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |  |   |   |
| <b>Developer Notes</b>  |  |   |   |
| --  |  |   |   |

### cs0110\_KBAAuthentication\_SD

| Subdialog Call  |
|--|
| Sub dialogue call to 'Knowledge Based Authentication' to get caller's SSN and DOB.                   |

|  |  |   |
|--|--|---|
| <b>Entering From</b>   |  |   |
| <a href="#">cs0100_PingHost_DB</a>                                       |  |   |
| <b>Dialog called</b>   |  |   |
| Proceed to initial node in: <a href="#">KnowledgeBasedAuthentication</a> |  |   |
| <b>Input parameters</b>  |  |   |
| <b>Parameter</b>   | <b>Value</b>                                       |   |
| --   | --   |   |
| <b>Output parameters</b>   |  |   |
| <b>Variable</b>  | <b>Subdialog Variable</b>                          |   |
| --   | --   |   |
| <b>Actions</b>   |  |   |
| <b>Condition</b>   | <b>Action</b>                                      | <b>Transition</b>   |
| If kba_transaction_status=success  | --   | <b>goto</b> : <a href="#">cs0120_ConfirmationNumber_DM</a>                              |
| Elseif kba_transaction_status=account_blocked                            | <b>Assign</b> : claims_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0520_ApplicationStatus_SD]</a> |
| Elseif kba_transaction_status=attestation_declined                       | <b>Assign</b> : claims_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0520_ApplicationStatus_SD]</a> |
| Else (kba_transaction_status=failure)                                    | <b>Assign</b> : claims_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0520_ApplicationStatus_SD]</a> |
| <b>Recovery Behavior</b>   |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>                         |  |   |
| <b>Developer Notes</b>   |  |   |
| --   |  |   |

### cs0120\_ConfirmationNumber\_DM

|   |  |               |   |   |
|---|--|---------------|---|---|
| <b>Digits Recognition</b>   |  |               |   |  |
| Asks the caller for the 8 digit confirmation number of the claim.<br>Added ability to say 'more information' for instructions on where to find their claim confirmation number.   |  |               |   |   |
| <b>Entering From</b>  |  |               |   |   |
| <a href="#">cs0110_KBAAuthentication_SD</a> , <a href="#">cs0120_ConfirmationNumber_DM</a> , <a href="#">cs0240_OneClaimEnd_DM</a> , <a href="#">cs0250_MultiClaimEnd_DM</a> ,<br><a href="#">cs0260_NoStatusEnd_DM</a> , <a href="#">cs0270_MultiLastClaimEnd_DM</a> |  |               |   |   |
| <b>Initial Prompts</b>  |  |               |   |   |
| <b>Type</b>   | <b>Condition</b>                             | <b>Name</b>   | <b>Wording</b>  |   |
| initial   | If confirmation_number_first_entry=true      | cs0120_ini_01 | Now, let's look up your claim. When you first submitted your claim, you should have received an 8-digit confirmation number. Please say or enter your confirmation number now. For help locating it, just say 'More Information'.<br>-- |   |
| initial   | Else (confirmation_number_first_entry=false) | cs0120_ini_02 | What's the confirmation number for the next claim?<br>--  |   |
| reprompt  | (after repeat or disconfirmation)            | cs0120_ree_01 | Say or enter your confirmation number. For help locating your confirmation number, just say 'More Information'.<br>--   |   |
| reinvoke  | "More Information" requested,                | cs0120_ree_02 | Okay. If you filed your application online, your 8-digit confirmation number is located towards the top of  |   |



|  |  |  |  |
|--|--|--|--|
|  |  |  | your confirmation page, just below your name. If you filed in person, your 8-digit confirmation number is located on your confirmation page, just below the "Checking the Status of Your Claim" paragraph. <1 sec pause> Please say or enter your confirmation number now.<br>-- |
|--|--|--|--|

**Grammar**

| Sample Expressions          | DTMF             | Reco Var/Option                                    | Confirm |
|-----------------------------|------------------|--|---------|
| <confirmation number><br>-- | <8-digit string> | <get_confirmation_number<br><confirmation number>> | Always  |
| more_information<br>--      | 1                | <get_confirmation_number<br>more_information>      | Never   |
| dont_have<br>--             | 2                | <get_confirmation_number<br>dont_have>             | Always  |
| repeat, repeat that<br>--   | 9                | <get_confirmation_number repeat>                   | Never   |

**Actions**

| Option                 | Condition                               | Action   | Transition   |
|------------------------|---|--|--|
| <confirmation_number > | If confirmation_number_first_entry=true | <b>Assign :</b><br>confirmation_number_first_entry =false                  | --   |
| ^                      | Always                                  | <b>Assign :</b> confirmation_number =<confirmation number>                 | --   |
| ^                      | ^                                       | <b>Prompt :</b> [cs0120_out_01]<br>Great. Thanks.<br>--                    | <b>goto :</b><br><a href="#">cs0200_ClaimsRetrieval_DB</a>   |
| dont_have              | Always                                  | <b>Assign :</b> claims_transaction_status =no_confirmation_number          | --   |
| ^                      | ^                                       | <b>Prompt :</b> [cs0120_out_02]<br>All right.<br>--                        | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0520_ApplicationStatus_SD]</a> |
| repeat                 | Never                                   | <b>Prompt :</b> [cs0120_out_03]<br>Sure.<br>--                             | <b>Re-Recognition :</b> Reprompt   |
| more_information       | Never                                   | <b>Comment :</b> Stay in this state and play the "More Information" prompt | <b>goto :</b><br><a href="#">cs0120_ConfirmationNumber_DM</a>  |

**Confirmation Prompts**

| Option                | Condition | Name              | Wording   |
|-----------------------|-----------|-------------------|---|
| <confirmation number> | Always    | cs0120_cnf_ini_01 | Just to make sure, your confirmation number is...<br>-- |
| ^                     | Always    | cs0120_cnf_ini_02 | ...<confirmation number>.<br>--                         |
| ^                     | Always    | cs0120_cnf_ini_03 | Right?<br>--  |
| dont_have             | Always    | cs0120_cnf_ini_04 | You don't HAVE your confirmation number, right?<br>--   |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type | Condition | Action | Transition |
|------|-----------|--------|------------|
|------|-----------|--------|------------|

|           |        |   |                         |
|-----------|--------|---|-------------------------|
| nomatch 1 | Always | <b>Prompt :</b> [cs0120_nm1_01]<br>Please say or enter your 8-digit confirmation number. You can also say 'More Information' or press 1.<br>--                | <b>Re-Recognition :</b> |
| nomatch 2 | ^      | <b>Prompt :</b> [cs0120_nm2_01]<br>Sorry. Please say or enter your 8-digit confirmation number. If you don't have it, say 'I Don't Have It' or press 2.<br>-- | <b>Re-Recognition :</b> |
| nomatch 3 | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^      | <b>Prompt :</b> [cs0120_ni1_01]<br>Please say or enter your 8-digit confirmation number. You can also say 'More Information' or press 1.<br>--                | <b>Re-Recognition :</b> |
| noinput 2 | ^      | <b>Prompt :</b> [cs0120_ni2_01]<br>Sorry. Please say or enter your 8-digit confirmation number. If you don't have it, say 'I Don't Have It' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

| Type      | Condition | Action   | Transition |
|-----------|-----------|--|------------|
| StartOver | --        | <b>Assign :</b><br>confirmation_number_first_entry =true | --         |

**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.  
 Changed 'don't have' dtmf from 1 to 2.  
 'More information' dtmf is now 1.

**cs0200\_ClaimsRetrieval\_DB**

| Data Access   |
|---|
| This is a database query to retrieve the claim(s) associated with the caller's confirmation number. There can be up to 3 associated claims found, but it is most common to have just one. |
| Entering From   |
| <a href="#">cs0120_ConfirmationNumber_DM</a>  |


| <b>Input parameters</b>  |  |
|--------------------------|--|
| <b>Parameter</b>         | <b>Value</b>   |
| processID                | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, 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.   |
| <b>Output parameters</b> |  |
| <b>Variable</b>          | <b>Description</b>   |
| 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:<br>10 (Retirement Benefits)<br>11 (Hospital Insurance Only)<br>20 (Disability Benefits)<br>31 (Widow's or Widower's Insurance Benefits)<br>32 (Mother's or Father's Benefits)<br>33 (Child's Insurance Benefits – Survivor)<br>34 (Parent's Benefits)<br>36 (Widow's or Widower's Insurance Benefits)<br>41 (Wife's or Husband's Insurance Benefits)<br>42 (Spouse With Child in Care Benefits)<br>43 (Child's Insurance Benefits – Life)<br>46 (Wife's or Husband's Insurance Benefits)<br>47 (Widow's or Widower's Insurance Benefit)<br>48 (Childhood Disability Benefits)<br>49 (Student Benefits)<br>50 (Hospital Insurance)<br>60 (Lump Sum Death Payments)<br>70 (Benefits at Age 72 for Uninsured Individuals)<br>80 (Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease) |
| cs_claimStatus           | 1 character status: A (Adjudicated) or P (Pending)   |
| cs_pendingIssues         | Y (if issues pending other than <toDDS1>, <reconDecReq1>, <fedRevDec1>, or <inOHA1>)   |
| cs_toDDS                 | The Disability Determination Service in your state is processing the medical portion of your claim.  |
| cs_reconDecReq           | As of today's date, a decision has not been made on your reconsideration request.  |
| cs_fedRevDec             | As of today's date, a decision has not been made on your request for Federal Reviewing Official Review.  |
| cs_inOHA                 | As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal request.   |
| cs_age                   | Proof of age pending.  |
| cs_ammendedApp           | Amended application pending.   |
| cs_citizen               | Proof of citizenship pending.  |

|                       |  |
|-----------------------|--|
| cs_nhNameChange       | Proof of number holder name change pending.  |
| cs_claimantNameChange | Proof of claimant name change pending.   |
| cs_earnings           | Proof of earnings pending.   |
| cs_lawfulPresence     | Proof of lawful presence pending.  |
| cs_marriage           | Proof of marriage pending.   |
| cs_military           | Proof of military service pending.   |
| cs_specialWage        | Proof of special wages pending.  |
| cs_death              | Proof of death pending.  |
| cs_relationship       | Proof of relationship pending.   |
| cs_support            | Proof that you provided at least one-half support to your parents pending.             |
| cs_endStateRenal      | Proof of End Stage Renal Disease pending.  |
| cs_schoolAttend       | Proof of full-time school attendance pending.  |
| cs_attorneyRep        | Proof of attorney representation pending.  |
| cs_foreignBenefits    | Application for benefits under a U.S. International Social Security agreement pending. |
| cs_hearingRequest     | Request for hearing pending.   |
| cs_reconRequest       | Request for reconsideration pending.   |
| cs_cause              | Proof of good cause for filing late appeal request pending.                            |
| cs_medicalRecon       | Medical information for your reconsideration request (Form SSA-3441) pending.          |
| cs_medicalHearing     | Medical information for your hearing request (Form SSA-3441) pending.                  |
| cs_fedRevReq          | Request for Federal Reviewing Official Review pending.                                 |

| <b>Actions</b>                  |   |  |   |
|---------------------------------|---|--|---|
| <b>Condition</b>                |   | <b>Action</b>  | <b>Transition</b>   |
| If cs_statusCode=0000 (success) | If > 1 claim                              | --   | goto : cs0210_WhichClaim_DM   |
| ^                               | Elseif 1 claim                            | --   | goto : cs0220_ClaimStatusMsg_PP   |
| ^                               | Else (0 claims)                           | <b>Comment</b> : This condition is currently unreachable because, while correct as designed, the backend is currently returning a generic '9999' error code in the event of 0 claims   | --  |
| ^                               | ^   | <b>Assign</b> : claims_transaction_status =no_application  | --  |
| ^                               | ^   | <b>Prompt</b> : [cs0200_out_01]<br>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.<br>-- | goto : cs0260_NoStatusEnd_DM  |
| Else (failure)                  | Always                                    | <b>Assign</b> : claims_transaction_status =failure   | --  |
| ^                               | If cs_statusCode=0152 (off hours request) | <b>Prompt</b> : [cs0200_out_02]<br>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...  | <b>Return to calling dialog</b> :<br>main [mm0520_ApplicationStatus_SD] |

|  |      |  |   |
|--|------|--|---|
|  |      | --   |   |
| ^  | Else | <b>Prompt :</b> [cs0200_out_03]<br>Sorry, I'm having trouble getting access to your records...<br>-- | <b>Return to calling dialog :</b><br><a href="#">main [mm0520_ApplicationStatus_SD]</a> |
| <b>Recovery Behavior</b>                         |      |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a> |      |  |   |
| <b>Developer Notes</b>                           |      |  |   |
| --   |      |  |   |

**cs0210\_WhichClaim\_DM**

| YesNo Recognition   |   |               |  |
|--|---|---------------|--|
| Since multiple claims were found, this dialogue module asks the caller which claim they would like to hear the status of.  |   |               |  |
| <b>Entering From</b>   |   |               |  |
| <a href="#">cs0200_ClaimsRetrieval_DB</a> , <a href="#">cs0210_WhichClaim_DM</a> , <a href="#">cs0250_MultiClaimEnd_DM</a> , <a href="#">cs0270_MultiLastClaimEnd_DM</a> |   |               |  |
| <b>Initial Prompts</b>   |   |               |  |
| 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.<br>--   |
| 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.<br>-- |
| initial  | Always                                  | cs0210_ini_03 | <500ms silence><br>--  |
| initial  | If current_claim=1                      | cs0210_ini_04 | The first claim is for...<br>--  |
| initial  | Elsif current_claim=2 AND num_claims=2  | cs0210_ini_05 | The other claim is for...<br>--  |
| initial  | Elseif current_claim=2 AND num_claims=3 | cs0210_ini_06 | The next claim is for...<br>--   |
| initial  | Else (current_claim=3 AND num_claims=3) | cs0210_ini_07 | The last claim is for...<br>--   |
| initial  | If <claimTypeN>=10                      | cs0210_ini_08 | Retirement Benefits.<br>--   |
| initial  | Elseif <claimTypeN>=11                  | cs0210_ini_09 | Hospital Insurance Only.<br>--   |
| initial  | Elseif <claimTypeN>=20                  | cs0210_ini_10 | Disability Benefits.<br>--   |
| initial  | Elseif <claimTypeN>=31 OR 36 OR 47      | cs0210_ini_11 | Widowed Spouse's Insurance Benefits.<br>--   |
| initial  | Elseif <claimTypeN>=32                  | cs0210_ini_12 | Mother's or Father's Benefits.<br>--   |
| initial  | Elseif <claimTypeN>=33                  | cs0210_ini_13 | Child's 'Survivor' Insurance Benefits.<br>--   |
| initial  | Elseif <claimTypeN>=34                  | cs0210_ini_14 | Parent's Benefits.<br>--   |
| initial  | Elseif <claimTypeN>=41 OR 46            | cs0210_ini_15 | Wife's or Husband's Insurance Benefits.<br>--  |

|         |                        |               |  |
|---------|------------------------|---------------|--|
| initial | Elseif <claimTypeN>=42 | cs0210_ini_16 | Spouse With Child in Care Benefits.<br>--  |
| initial | Elseif <claimTypeN>=43 | cs0210_ini_17 | Child's 'Life' Insurance Benefits.<br>--   |
| initial | Elseif <claimTypeN>=48 | cs0210_ini_18 | Childhood Disability Benefits.<br>--   |
| initial | Elseif <claimTypeN>=49 | cs0210_ini_19 | Student Benefits.<br>--  |
| initial | Elseif <claimTypeN>=50 | cs0210_ini_20 | Hospital Insurance.<br>--  |
| initial | Elseif <claimTypeN>=60 | cs0210_ini_21 | Lump Sum Death Payments.<br>--   |
| initial | Elseif <claimTypeN>=70 | cs0210_ini_22 | Benefits at Age 72 for Uninsured Individuals.<br>--  |
| initial | Elseif <claimTypeN>=80 | cs0210_ini_23 | Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease.<br>-- |
| initial | Always                 | cs0210_ini_24 | <1000ms silence><br>--   |
| initial | If current_claim=1     | cs0210_ini_25 | Is that the claim you'd like to hear the status of?<br>--                                  |
| initial | Elseif current_claim=2 | cs0210_ini_26 | Do you want to hear the status of THAT claim?<br>--  |
| initial | Else (current_claim=3) | cs0210_ini_27 | Would you like to hear the status?<br>--   |

**Grammar**

| Sample Expressions      | DTMF | Reco Var/Option            | Confirm |
|-------------------------|------|----------------------------|---------|
| no<br>--                | 2    | <cs_which_claim_ynsno no>  | Never   |
| yes, yes that one<br>-- | 1    | <cs_which_claim_ynsno yes> | Never   |

**Actions**

| Option | Condition              |                | Action  | Transition  |
|--------|------------------------|----------------|---|---|
| no     | If current_claim=1     | Always         | <b>Assign</b> : current_claim =2  | --  |
| ^      | ^                      | ^              | <b>Prompt</b> : [cs0210_out_01]<br>All right.<br>--   | <b>goto</b> : <a href="#">cs0210_WhichClaim_DM</a>        |
| ^      | Elseif current_claim=2 | num_claims = 3 | <b>Assign</b> : current_claim =3  | --  |
| ^      | ^                      | ^              | <b>Prompt</b> : [cs0210_out_02]<br>Okay.<br>--  | <b>goto</b> : <a href="#">cs0210_WhichClaim_DM</a>        |
| ^      | Else                   | Always         | <b>Prompt</b> : [cs0210_out_03]<br>All right. That was the last claim for that confirmation number.<br>-- | <b>goto</b> : <a href="#">cs0270_MultiLastClaimEnd_DM</a> |
| yes    | Always                 |                | <b>Prompt</b> : [cs0210_out_04]<br>All right.<br>--   | <b>goto</b> : <a href="#">cs0220_ClaimStatusMsg_PP</a>    |

**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [cs0210_nm1_01]<br>Let's try again... WOULD you like to | <b>Re-Recognition</b> : |

|           |        |   |                         |
|-----------|--------|---|-------------------------|
|           |        | hear the status?<br>--  |                         |
| nomatch 2 | ^      | <b>Prompt</b> : [cs0210_nm2_01]<br>Sorry. If you'd like to hear the status of that claim application, press 1. Otherwise, press 2.<br>--        | <b>Re-Recognition</b> : |
| nomatch 3 | Always | <b>Assign</b> : transfer_reason =error  | --                      |
| nomatch 3 | Always | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^      | <b>Prompt</b> : [cs0210_ni1_01]<br>If you WOULD like to hear the status of that claim, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> : |
| noinput 2 | ^      | <b>Prompt</b> : [cs0210_ni2_01]<br>Sorry. To hear the status of that claim application, press 1. Otherwise, press 2.<br>--                      | <b>Re-Recognition</b> : |
| noinput 3 | Always | <b>Assign</b> : transfer_reason =error  | --                      |
| noinput 3 | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**cs0220\_ClaimStatusMsg\_PP**

**Complex Play Prompt** 

Tells the caller if a decision has been made about their claim and if the agency is awaiting further documentation.

**Entering From**

[cs0200\\_ClaimsRetrieval\\_DB](#), [cs0210\\_WhichClaim\\_DM](#), [cs0230\\_RepeatStatus\\_DM](#)

**Initial Prompts** [Barge-in is OFF]

| Type    | Condition   | Name          | Wording  |
|---------|---|---------------|--|
| initial | Always  | cs0220_out_01 | As of today...<br>--   |
| initial | If <claimStatusN>=A (claim HAS been adjudicated)                  | cs0220_out_02 | A decision HAS been made on your claim, and you'll receive an explanation of the decision in the mail.<br>-- |
| initial | Elseif <claimStatusN>=P (claim is pending) AND <pendingIssues1>=Y | cs0220_out_03 | A decision has NOT been made on your claim.<br>--  |

|         |   |                             |               |   |
|---------|---|-----------------------------|---------------|---|
|         | (<ageN> OR<br><ammendedAppN> OR<br><citizenN> OR<br><nhNameChangeN> OR<br><claimantNameChangeN><br>OR <earningsN> OR<br><lawfulPresenceN> OR<br><marriageN> OR<br><militaryN> OR<br><specialWageN> OR<br><deathN> OR<br><relationshipN> OR<br><supportN> OR<br><endStageRenalN> OR<br><schoolAttendN> OR<br><attorneyRepN> OR<br><foreignBenefitsN> OR<br><hearingRequestN> OR<br><reconRequestN> OR<br><fedRevReqN> OR<br><causeN> OR<br><medicalReconN> OR<br><medicalHearingN> is<br>filled with a valid entry (i.e.,<br>not null AND not<br>00000000):) |                             |               |   |
| initial | ^   | If <toDDSN> is filled       | cs0220_out_04 | The Disability Determination Service in your state is processing the medical portion of your claim.<br>-- |
| initial | ^   | ^                           | cs0220_out_05 | <500ms silence><br>--   |
| initial | ^   | If <reconDecReqN> is filled | cs0220_out_06 | A decision has not been made on your reconsideration request.<br>--                                       |
| initial | ^   | ^                           | cs0220_out_07 | <500ms silence><br>--   |
| initial | ^   | If <fedRevDecN> is filled   | cs0220_out_08 | A decision has not been made on your request for Federal Reviewing Official Review.<br>--                 |
| initial | ^   | ^                           | cs0220_out_09 | <500ms silence><br>--   |
| initial | ^   | If <inOHAN> is filled       | cs0220_out_10 | The Office of Disability Adjudication and Review has not made a decision on your appeal request.<br>--    |
| initial | ^   | ^                           | cs0220_out_11 | <500ms silence><br>--   |
| initial | ^   | Always                      | cs0220_out_12 | We've requested, and are still waiting to receive, the following documentation:<br>--                     |
| initial | ^   | ^                           | cs0220_out_13 | <500ms silence><br>--   |
| initial | ^   | If <ageN> is filled         | cs0220_out_14 | 'Proof of age' was requested on<br>--   |
| initial | ^   | ^                           | cs0220_out_15 | <date>.<br>--   |
| initial | ^   | ^                           | cs0220_out_16 | <500ms silence><br>--   |
| initial | ^   | If <ammendedAppN> is filled | cs0220_out_17 | Your 'amended application' was requested on   |




|         |   |                                    |               |   |
|---------|---|------------------------------------|---------------|---|
|         |   |                                    |               | --  |
| initial | ^ | ^                                  | cs0220_out_18 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_19 | <500ms silence><br>--   |
| initial | ^ | If <citizenN> is filled            | cs0220_out_20 | 'Proof of citizenship' was requested on<br>--                     |
| initial | ^ | ^                                  | cs0220_out_21 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_22 | <500ms silence><br>--   |
| initial | ^ | If <nhNameChangeN> is filled       | cs0220_out_23 | Proof of the number holder's 'name change' was requested on<br>-- |
| initial | ^ | ^                                  | cs0220_out_24 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_25 | <500ms silence><br>--   |
| initial | ^ | If <claimantNameChangeN> is filled | cs0220_out_26 | Proof of the claimant's 'name change' was requested on<br>--      |
| initial | ^ | ^                                  | cs0220_out_27 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_28 | <500ms silence><br>--   |
| initial | ^ | If <earningsN> is filled           | cs0220_out_29 | 'Proof of earnings' was requested on<br>--                        |
| initial | ^ | ^                                  | cs0220_out_30 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_31 | <500ms silence><br>--   |
| initial | ^ | If <lawfulPresenceN> is filled     | cs0220_out_32 | 'Proof of lawful presence' was requested on<br>--                 |
| initial | ^ | ^                                  | cs0220_out_33 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_34 | <500ms silence><br>--   |
| initial | ^ | If <marriageN> is filled           | cs0220_out_35 | 'Proof of marriage' was requested on<br>--                        |
| initial | ^ | ^                                  | cs0220_out_36 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_37 | <500ms silence><br>--   |
| initial | ^ | If <militaryN> is filled           | cs0220_out_38 | 'Proof of military service' was requested on<br>--                |
| initial | ^ | ^                                  | cs0220_out_39 | <date>.<br>--   |
| initial | ^ | ^                                  | cs0220_out_40 | <500ms silence><br>--   |
| initial | ^ | If <specialWageN> is filled        | cs0220_out_41 | Proof of 'special wages' was requested on<br>--                   |
| initial | ^ | ^                                  | cs0220_out_42 | <date>.<br>--   |

|         |   |                               |               |  |
|---------|---|-------------------------------|---------------|--|
| initial | ^ | ^                             | cs0220_out_43 | <500ms silence><br>--  |
| initial | ^ | If <deathN> is filled         | cs0220_out_44 | 'Proof of death' was requested on<br>--  |
| initial | ^ | ^                             | cs0220_out_45 | <date>.<br>--  |
| initial | ^ | ^                             | cs0220_out_46 | <500ms silence><br>--  |
| initial | ^ | If <relationshipN> is filled  | cs0220_out_47 | 'Proof of relationship' was requested on<br>--   |
| initial | ^ | ^                             | cs0220_out_48 | <date>.<br>--  |
| initial | ^ | ^                             | cs0220_out_49 | <500ms silence><br>--  |
| initial | ^ | If <supportN> is filled       | cs0220_out_50 | Proof that you provided at least 'one-half support to your parents' was requested on<br>--               |
| initial | ^ | ^                             | cs0220_out_51 | <date>.<br>--  |
| initial | ^ | ^                             | cs0220_out_52 | <500ms silence><br>--  |
| initial | ^ | If <endStageRenalN> is filled | cs0220_out_53 | 'Proof of End Stage Renal Disease' was requested on<br>--  |
| initial | ^ | ^                             | cs0220_out_54 | <date>.<br>--  |
| initial | ^ | ^                             | cs0220_out_55 | <500ms silence><br>--  |
| initial | ^ | If <schoolAttendN> is filled  | cs0220_out_56 | Proof of 'full-time school attendance' was requested on<br>--  |
| initial | ^ | ^                             | cs0220_out_57 | <date>.<br>--  |
| initial | ^ | ^                             | cs0220_out_58 | <500ms silence><br>--  |
| initial | ^ | If <attorneyRepN> is filled   | cs0220_out_59 | Proof of 'attorney representation' was requested on<br>--  |
| initial | ^ | ^                             | cs0220_out_60 | <date>.<br>--  |
| initial | ^ | ^                             | cs0220_out_61 | <500ms silence><br>--  |
| initial | ^ | If <causeN> is filled         | cs0220_out_62 | Proof of 'good cause for filing a late appeal request' was requested on<br>--                            |
| initial | ^ | ^                             | cs0220_out_63 | <date>.<br>--  |
| initial | ^ | ^                             | cs0220_out_64 | <500ms silence><br>--  |
| initial | ^ | If <medicalReconN> is filled  | cs0220_out_65 | Medical information for your reconsideration request - which is 'Form SSA-3441' - was requested on<br>-- |
| initial | ^ | ^                             | cs0220_out_66 | <date>.<br>--  |

|         |  |                                 |               |   |
|---------|--|---------------------------------|---------------|---|
| initial | ^  | ^                               | cs0220_out_67 | <500ms silence><br>--   |
| initial | ^  | If <medicalHearingN> is filled  | cs0220_out_68 | Medical information for your hearing request - which is 'Form SSA-3441' - was requested on<br>--  |
| initial | ^  | ^                               | cs0220_out_69 | <date>.<br>--   |
| initial | ^  | ^                               | cs0220_out_70 | <500ms silence><br>--   |
| initial | ^  | If <foreignBenefitsN> is filled | cs0220_out_71 | Your application for benefits under a U.S. International Social Security agreement was requested on<br>--   |
| initial | ^  | ^                               | cs0220_out_72 | <date>.<br>--   |
| initial | ^  | ^                               | cs0220_out_73 | <500ms silence><br>--   |
| initial | ^  | If <hearingRequestN> is filled  | cs0220_out_74 | We asked for your 'Request for hearing' form on<br>--   |
| initial | ^  | ^                               | cs0220_out_75 | <date>.<br>--   |
| initial | ^  | ^                               | cs0220_out_76 | <500ms silence><br>--   |
| initial | ^  | If <reconRequestN> is filled    | cs0220_out_77 | We asked for your 'Request for Reconsideration' form on<br>--   |
| initial | ^  | ^                               | cs0220_out_78 | <date>.<br>--   |
| initial | ^  | ^                               | cs0220_out_79 | <500ms silence><br>--   |
| initial | ^  | If <fedRevReqN> is filled       | cs0220_out_80 | We asked for your 'Request for Federal Reviewing Official Review' form on<br>--   |
| initial | ^  | ^                               | cs0220_out_81 | <date>.<br>--   |
| initial | ^  | ^                               | cs0220_out_82 | <500ms silence><br>--   |
| initial | ^  | Always                          | cs0220_out_83 | If you haven't already, please send or take those documents to the office that's processing your claim. We need to get the ORIGINAL documents, but we'll return them when we're finished.<br>-- |
| initial | Else (<claimStatusN>=P (claim is pending) AND <pendingIssues1>= Y) | If <toDDSN> is filled           | cs0220_out_84 | The Disability Determination Service in your state is processing the medical portion of your claim.<br>--   |
| initial | ^  | ^                               | cs0220_out_85 | <500ms silence><br>--   |
| initial | ^  | If <reconDecReqN> is filled     | cs0220_out_86 | A decision has not been made on your reconsideration request.<br>--   |
| initial | ^  | ^                               | cs0220_out_87 | <500ms silence><br>--   |
| initial | ^  | If <fedRevDecN> is filled       | cs0220_out_88 | A decision has not been made on your request for Federal Reviewing Official Review.<br>--   |

|                        |   |                       |   |   |
|------------------------|---|-----------------------|---|---|
| initial                | ^ | ^                     | cs0220_out_89                                 | <500ms silence><br>--   |
| initial                | ^ | If <inOHAN> is filled | cs0220_out_90                                 | The Office of Disability Adjudication and Review has not made a decision on your appeal request.<br>--  |
| initial                | ^ | ^                     | cs0220_out_91                                 | <500ms silence><br>--   |
| 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.<br>-- |
| <b>Actions</b>         |   |                       |   |   |
| <b>Condition</b>       |   | <b>Action</b>         | <b>Transition</b>                             |   |
| Always                 |   | --                    | goto : <a href="#">cs0230_RepeatStatus_DM</a> |   |
| <b>Developer Notes</b> |   |                       |   |   |
| --                     |   |                       |   |   |

**cs0230\_RepeatStatus\_DM**

|  |   |   |  |   |
|--|---|---|--|---|
| <b>CustomContext Recognition</b>   |   |   |  |  |
| Asks callers that have more than one claim application if they would like to hear again the status of the application they just heard. |   |   |  |   |
| <b>Entering From</b>   |   |   |  |   |
| <a href="#">cs0220_ClaimStatusMsg_PP</a>   |   |   |  |   |
| <b>Initial Prompts</b>   |   |   |  |   |
| <b>Type</b>  | <b>Condition</b>                                    | <b>Name</b>   | <b>Wording</b>                           |   |
| initial  | Always  | cs0230_ini_01   | Would you like to hear that again?<br>-- |   |
| <b>Grammar</b>   |   |   |  |   |
| <b>Sample Expressions</b>  |   | <b>DTMF</b>   | <b>Reco Var/Option</b>                   | <b>Confirm</b>  |
| no, no thanks<br>--  |   | 2   | <cs_repeat_status_yesno no>              | Never   |
| yes, yes please<br>--  |   | 1   | <cs_repeat_status_yesno yes>             | Never   |
| <b>Actions</b>   |   |   |  |   |
| <b>Option</b>  | <b>Condition</b>                                    | <b>Action</b>   |  | <b>Transition</b>   |
| yes  | --  | <b>Prompt</b> : [cs0230_out_01]<br>Okay. Again...<br>--                               |  | goto : <a href="#">cs0220_ClaimStatusMsg_PP</a>                                     |
| no   | If num_claims = 1                                   | <b>Prompt</b> : [cs0230_out_02]<br>Okay.<br>--  |  | goto : <a href="#">cs0240_OneClaimEnd_DM</a>  |
| ^  | If num_claims > 1 AND current_claim < num_claims    | <b>Prompt</b> : [cs0230_out_03]<br>Okay.<br>--  |  | goto : <a href="#">cs0250_MultiClaimEnd_DM</a>                                      |
| ^  | Else (num_claims > 1 AND current_claim = num_claims | <b>Prompt</b> : [cs0230_out_04]<br>Okay. That was the last claim on the list...<br>-- |  | goto : <a href="#">cs0270_MultiLastClaimEnd_DM</a>                                  |

| <b>Recovery Behavior</b>                 |                  |  |                         |
|--|------------------|--|-------------------------|
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>       |
| nomatch 1                                | Always           | <b>Prompt :</b> [cs0230_nm1_01]<br>Let's try again...WOULD you like to hear that again?<br>--  | <b>Re-Recognition :</b> |
| nomatch 2                                | ^                | <b>Prompt :</b> [cs0230_nm2_01]<br>Sorry. If you'd like to hear the status of that claim application again, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition :</b> |
| nomatch 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3                                | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1                                | ^                | <b>Prompt :</b> [cs0230_ni1_01]<br>If you want me to repeat the status of that claim, say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2                                | ^                | <b>Prompt :</b> [cs0230_ni2_01]<br>Sorry. To hear the status of that claim application again, press 1. Otherwise, press 2.<br>--               | <b>Re-Recognition :</b> |
| noinput 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3                                | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| <b>Commands: State-Specific Behavior</b> |                  |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |                         |
| <b>Commands: Confirmations</b>           |                  |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |                         |
| <b>Config Parameters</b>                 |                  |  |                         |
| <b>Parameter</b>                         |                  | <b>Value</b>   |                         |
| --                                       |                  | --   |                         |
| <b>Developer Notes</b>                   |                  |  |                         |
| --                                       |                  |  |                         |

**cs0240\_OneClaimEnd\_DM**

| <b>CustomContext Recognition</b>  |                      |               |   |
|---|----------------------|---------------|---|
| 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. |                      |               |   |
| <b>Entering From</b>  |                      |               |   |
| <a href="#">cs0230_RepeatStatus_DM</a>  |                      |               |   |
| <b>Initial Prompts</b>  |                      |               |   |
| <b>Type</b>   | <b>Condition</b>     | <b>Name</b>   | <b>Wording</b>  |
| initial   | If office_hours=true | cs0240_ini_01 | To look up a different confirmation number, say 'Different Number.' If you'd like to speak to someone about THIS claim, say 'Agent.' Or, if you're finished, just say 'I'm Finished.' |

|   |                           |   |  |
|---|---------------------------|---|--|
|   |                           |   | --   |
| initial                                     | Else (office_hours=false) | cs0240_ini_02   | To look up a different confirmation number, say 'Different Number.' Or, if you're finished, just say 'I'm Finished.'<br>-- |
| <b>Grammar</b>                              |                           |   |  |
| <b>Sample Expressions</b>                   |                           | <b>DTMF</b>   | <b>Reco Var/Option</b>   |
| [different new] ?confirmation number<br>--  |                           | 1   | <cs_one_claim_end_menu<br>different_number>  |
| ?'m [finished done]<br>--                   |                           | 2   | <cs_one_claim_end_menu<br>finished>  |
| <b>Actions</b>                              |                           |   |  |
| <b>Option</b>                               | <b>Condition</b>          | <b>Action</b>   | <b>Transition</b>  |
| different_number                            | Always                    | --  | goto :<br>cs0120_ConfirmationNumber_DM   |
| finished                                    | Always                    | Assign : claims_transaction_status<br>=success  | --   |
| ^   | ^                         | Prompt : [cs0240_out_01]<br>If you're done, feel free to hang up.<br>Otherwise,...  | Return to calling dialog :<br>main<br>[mm0520_ApplicationStatus_SD]  |
| <b>Confirmation Prompts</b>                 |                           |   |  |
| <b>Option</b>                               | <b>Condition</b>          | <b>Name</b>   | <b>Wording</b>   |
| different_number                            | Always                    | cs0240_cnf_ini_01   | You'd like to look up a different confirmation number, right?<br>--  |
| finished                                    | Always                    | cs0240_cnf_ini_02   | You're finished with looking up application status, right?<br>--   |
| <b>Confirmation Recovery Behavior</b>       |                           |   |  |
| <a href="#">See 1.3 Global Confirmation</a> |                           |   |  |
| <b>Recovery Behavior</b>                    |                           |   |  |
| <b>Type</b>                                 | <b>Condition</b>          | <b>Action</b>   | <b>Transition</b>  |
| nomatch 1                                   | If office_hours=true      | Prompt : [cs0240_nm1_01]<br>Let's try again... You can say 'Different Number' or press 1, 'I'm Finished' or press 2, OR say 'Agent' or press 0.<br>--   | Re-Recognition :   |
| nomatch 1                                   | Else (office_hours=false) | Prompt : [cs0240_nm1_02]<br>Let's try again... You can say 'Different Number' or press 1, OR 'I'm Finished' or press 2.<br>--   | Re-Recognition :   |
| nomatch 2                                   | If office_hours=true      | Prompt : [cs0240_nm2_01]<br>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.<br>-- | Re-Recognition :   |
| nomatch 2                                   | Else (office_hours=false) | Prompt : [cs0240_nm2_02]  | Re-Recognition :   |

|           |                           |   |                         |
|-----------|---------------------------|---|-------------------------|
|           |                           | Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2.<br>--  |                         |
| nomatch 3 | Always                    | <b>Assign</b> : transfer_reason =error  | --                      |
| nomatch 3 | Always                    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | If office_hours=true      | <b>Prompt</b> : [cs0240_ni1_01]<br>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.<br>--   | <b>Re-Recognition</b> : |
| noinput 1 | Else (office_hours=false) | <b>Prompt</b> : [cs0240_ni1_02]<br>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.<br>--  | <b>Re-Recognition</b> : |
| noinput 2 | If office_hours=true      | <b>Prompt</b> : [cs0240_ni2_01]<br>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.<br>-- | <b>Re-Recognition</b> : |
| noinput 2 | Else (office_hours=false) | <b>Prompt</b> : [cs0240_ni2_02]<br>Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2.<br>--   | <b>Re-Recognition</b> : |
| noinput 3 | Always                    | <b>Assign</b> : transfer_reason =error  | --                      |
| noinput 3 | Always                    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**cs0250\_MultiClaimEnd\_DM**

|   |   |
|---|---|
| <b>CustomContext Recognition</b>  |  |
| <p>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.</p> |   |


| <b>Entering From</b>                            |                           |  |   |
|---|---------------------------|--|---|
| <a href="#">cs0230_RepeatStatus_DM</a>          |                           |  |   |
| <b>Initial Prompts</b>                          |                           |  |   |
| Type  | Condition                 | Name   | Wording   |
| initial   | If office_hours=true      | cs0250_ini_01  | To hear the next claim on the list, say 'Next Claim'<br>To look up a different confirmation number, say 'Different Number.' If you'd like to speak to someone about THIS claim, say 'agent.' Or, if you're finished, just say 'I'm Finished.'<br>-- |
| initial   | Else (office_hours=false) | cs0250_ini_02  | To hear the next claim on the list, say 'Next Claim.'<br>To look up a different confirmation number, say 'Different Number.' Or, if you're finished, just say 'I'm Finished.'<br>--   |
| <b>Grammar</b>                                  |                           |  |   |
| Sample Expressions                              | DTMF                      | Reco Var/Option  | Confirm   |
| next [application claim status], next one<br>-- | 1                         | <cs_multi_claim_end_menu<br>next_claim>  | If Necessary  |
| ?i'm [finished done]<br>--                      | 3                         | <cs_multi_claim_end_menu<br>finished>  | If Necessary  |
| [different new] ?confirmation number<br>--      | 2                         | <cs_multi_claim_end_menu<br>different_number>  | If Necessary  |
| <b>Actions</b>                                  |                           |  |   |
| Option  | Condition                 | Action   | Transition  |
| different_number                                | Always                    | --   | goto : <a href="#">cs0120_ConfirmationNumber_DM</a>   |
| finished  | Always                    | Assign : claims_transaction_status =success  | --  |
| ^   | ^                         | Prompt : [cs0250_out_01]<br>If you're done, feel free to hang up.<br>Otherwise,...<br>-- | Return to calling dialog :<br><a href="#">main</a><br><a href="#">[mm0520_ApplicationStatus_SD]</a>   |
| next_claim                                      | If current_claim=1        | Assign : current_claim =2  | --  |
| ^   | Else (current_claim=2)    | Assign : current_claim =3  | --  |
| ^   | Always                    | Prompt : [cs0250_out_02]<br>All right.<br>--   | goto : <a href="#">cs0210_WhichClaim_DM</a>   |
| <b>Confirmation Prompts</b>                     |                           |  |   |
| Option  | Condition                 | Name   | Wording   |
| next_claim                                      | Always                    | cs0250_cnf_ini_01  | You'd like the status for the next claim application, right?<br>--  |
| different_number                                | Always                    | cs0250_cnf_ini_02  | You'd like to look up a different confirmation number, right?<br>--   |
| finished  | Always                    | cs0250_cnf_ini_03  | You're done with looking up claim status, right?<br>--  |
| <b>Confirmation Recovery Behavior</b>           |                           |  |   |
| <a href="#">See 1.3 Global Confirmation</a>     |                           |  |   |



| <b>Recovery Behavior</b> |                           |  |                         |
|--------------------------|---------------------------|--|-------------------------|
| <b>Type</b>              | <b>Condition</b>          | <b>Action</b>  | <b>Transition</b>       |
| nomatch 1                | If office_hours=true      | <b>Prompt :</b> [cs0250_nm1_01]<br>Let's try again... 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.<br>--  | <b>Re-Recognition :</b> |
| nomatch 1                | Else (office_hours=false) | <b>Prompt :</b> [cs0250_nm1_02]<br>Let's try again...You can say 'Next Claim' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3<br>--  | <b>Re-Recognition :</b> |
| nomatch 2                | If office_hours=true      | <b>Prompt :</b> [cs0250_nm2_01]<br>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.<br>--       | <b>Re-Recognition :</b> |
| nomatch 2                | Else (office_hours=false) | <b>Prompt :</b> [cs0250_nm2_02]<br>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.<br>--  | <b>Re-Recognition :</b> |
| nomatch 3                | Always                    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3                | Always                    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1                | If office_hours=true      | <b>Prompt :</b> [cs0250_ni1_01]<br>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.<br>--   | <b>Re-Recognition :</b> |
| noinput 1                | Else (office_hours=false) | <b>Prompt :</b> [cs0250_ni1_02]<br>You can say 'Next Claim' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3<br>--  | <b>Re-Recognition :</b> |
| noinput 2                | If office_hours=true      | <b>Prompt :</b> [cs0250_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 2                | Else (office_hours=false) | <b>Prompt :</b> [cs0250_ni2_02]<br>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.<br>--  | <b>Re-Recognition :</b> |
| noinput 3                | Always                    | <b>Assign :</b> transfer_reason =error   | --                      |

|  |              |   |    |
|--|--------------|---|----|
| noinput 3                                | Always       | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | -- |
| <b>Commands: State-Specific Behavior</b> |              |   |    |
| <a href="#">See 1.2 Global Commands</a>  |              |   |    |
| <b>Commands: Confirmations</b>           |              |   |    |
| <a href="#">See 1.2 Global Commands</a>  |              |   |    |
| <b>Config Parameters</b>                 |              |   |    |
| <b>Parameter</b>                         | <b>Value</b> |   |    |
| --                                       | --           |   |    |
| <b>Developer Notes</b>                   |              |   |    |
| --                                       |              |   |    |

**cs0260\_NoStatusEnd\_DM**

| CustomContext Recognition   |  |  |  |
|--|--|--|--|
| <p>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.</p> <p>NOTE: This state is currently unreachable because, while correct as designed, the backend is currently returning a generic '9999' error code in the event of 0 claims</p> |  |  |  |
| <b>Entering From</b>   |  |  |  |
| <a href="#">cs0200_ClaimsRetrieval_DB</a>  |  |  |  |
| <b>Initial Prompts</b>   |  |  |  |
| Type   | Condition  | Name   | Wording  |
| initial  | If claims_transaction_status=no_application AND If office_hours=true | cs0260_ini_01  | Now, to look up a different confirmation number, say 'Different Number.' To speak to someone about THIS claim, say 'Agent.' Or, if you're finished, just say 'I'm Finished.'<br>--             |
| 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.'<br>--   |
| reprompt   | (after repeat or disconfirmation)                                    | If claims_transaction_status=no_application AND If office_hours=true | cs0260_ree_01<br>To look up a different confirmation number, say 'Different Number.' To speak to someone about THIS claim, say 'Agent.' Or, if you're finished, just say 'I'm Finished.'<br>-- |
| <b>Grammar</b>   |  |  |  |
| Sample Expressions   | DTMF   | Reco Var/Option  | Confirm  |
| [different new] ?confirmation number<br>--<br>// different_number  | 1  | <cs_no_status_end_menu different_number>                             | If Necessary   |
| ?i'm [finished done]<br>--<br>// finished  | 2  | <cs_no_status_end_menu finished>                                     | If Necessary   |
| repeat, repeat that<br>--<br>// repeat   | 9  | <cs_no_status_end_menu repeat>                                       | Never  |
| <b>Actions</b>   |  |  |  |

| Option           | Condition | Action   | Transition   |
|------------------|-----------|--|--|
| different_number | Always    | --   | <b>goto :</b><br><a href="#">cs0120_ConfirmationNumber_DM</a>  |
| finished         | Always    | <b>Assign :</b> claims_transaction_status =success                                     | --   |
| ^                | ^         | <b>Prompt :</b> [cs0260_out_01]<br>If you're done, feel free to hang up. Otherwise,... | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0520_ApplicationStatus_SD]</a> |
| repeat           | Always    | <b>Prompt :</b> [cs0260_out_02]<br>Sure.   | <b>Re-Recognition :</b> Reprompt   |

**Confirmation Prompts**

| Option           | Condition | Name              | Wording   |
|------------------|-----------|-------------------|---|
| different_number | Always    | cs0260_cnf_ini_01 | You'd like to look up a different confirmation number, right?<br>-- |
| finished         | Always    | cs0260_cnf_ini_02 | You're done with looking up claim status, right?<br>--              |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| Type      | Condition                 | Action  | Transition              |
|-----------|---------------------------|---|-------------------------|
| nomatch 1 | If office_hours=true      | <b>Prompt :</b> [cs0260_nm1_01]<br>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 'Agent' or press 0.<br>--  | <b>Re-Recognition :</b> |
| nomatch 1 | Else (office_hours=false) | <b>Prompt :</b> [cs0260_nm1_02]<br>Let's try again... You can say 'Different Number' or press 1, OR 'I'm Finished' or press 2.<br>--  | <b>Re-Recognition :</b> |
| nomatch 2 | If office_hours=true      | <b>Prompt :</b> [cs0260_nm2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| nomatch 2 | Else (office_hours=false) | <b>Prompt :</b> [cs0260_nm2_02]<br>Sorry. To look up a claim with a different confirmation number, press 1. Otherwise, if you're finished looking up claim status, press 2.<br>--   | <b>Re-Recognition :</b> |
| nomatch 3 | Always                    | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always                    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | If office_hours=true      | <b>Prompt :</b> [cs0260_ni1_01]   | <b>Re-Recognition :</b> |

|           |                           |   |                         |
|-----------|---------------------------|---|-------------------------|
|           |                           | 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.<br>--  |                         |
| noinput 1 | Else (office_hours=false) | <b>Prompt :</b> [cs0260_ni1_02]<br>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.<br>--  | <b>Re-Recognition :</b> |
| noinput 2 | If office_hours=true      | <b>Prompt :</b> [cs0260_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | Else (office_hours=false) | <b>Prompt :</b> [cs0260_ni2_02]<br>Sorry. If you'd like to try a different claim number, press 1. Otherwise, press 2.<br>--   | <b>Re-Recognition :</b> |
| noinput 3 | Always                    | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always                    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

|   |              |
|---|--------------|
| <b>Commands: State-Specific Behavior</b>  |              |
| <a href="#">See 1.2 Global Commands</a>   |              |
| <b>Commands: Disabled Globals</b>   |              |
| repeat  |              |
| <b>Commands: Confirmations</b>  |              |
| <a href="#">See 1.2 Global Commands</a>   |              |
| <b>Config Parameters</b>  |              |
| <b>Parameter</b>  | <b>Value</b> |
| --  | --           |
| <b>Developer Notes</b>  |              |
| This state is currently unreachable because, while correct as designed, the backend is currently returning a generic '9999' error code in the event of 0 claims |              |

**cs0270\_MultiLastClaimEnd\_DM**

|  |                      |               |   |
|--|----------------------|---------------|---|
| <b>CustomContext Recognition</b>   |                      |               |   |
|   |                      |               |   |
| 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. |                      |               |   |
| <b>Entering From</b>   |                      |               |   |
| <a href="#">cs0210_WhichClaim_DM</a> , <a href="#">cs0230_RepeatStatus_DM</a>  |                      |               |   |
| <b>Initial Prompts</b>   |                      |               |   |
| <b>Type</b>  | <b>Condition</b>     | <b>Name</b>   | <b>Wording</b>                                      |
| initial  | If office_hours=true | cs0270_ini_01 | To hear those claims again, say 'Repeat Claims.' To |

|         |                           |               |  |
|---------|---------------------------|---------------|--|
|         |                           |               | look up a different confirmation number, say 'Different Number.' If you'd like to speak to someone about THIS claim, say 'agent.' Or, if you're finished, just say 'I'm Finished.'<br>-- |
| 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.'<br>--              |

**Grammar**

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

**Actions**

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

**Confirmation Prompts**

| Option           | Condition | Name              | Wording   |
|------------------|-----------|-------------------|---|
| repeat_claims    | Always    | cs0270_cnf_ini_01 | You want to hear those claims again, right?<br>--                   |
| different_number | Always    | cs0270_cnf_ini_02 | You'd like to look up a different confirmation number, right?<br>-- |
| finished         | Always    | cs0270_cnf_ini_03 | You're done with looking up claim status, right?<br>--              |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition                 | Action   | Transition              |
|-----------|---------------------------|--|-------------------------|
| nomatch 1 | If office_hours=true      | <b>Prompt</b> : [cs0270_nm1_01]<br>Let's try again... 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.<br>-- | <b>Re-Recognition</b> : |
| nomatch 1 | Else (office_hours=false) | <b>Prompt</b> : [cs0270_nm1_02]  | <b>Re-Recognition</b> : |


|  |                           |   |                         |
|--|---------------------------|---|-------------------------|
|  |                           | Let's try again...You can say 'Repeat Claims' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3<br>--   |                         |
| nomatch 2                                | If office_hours=true      | <b>Prompt :</b> [cs0270_nm2_01]<br>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.<br>--                     | <b>Re-Recognition :</b> |
| nomatch 2                                | Else (office_hours=false) | <b>Prompt :</b> [cs0270_nm2_02]<br>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.<br>--  | <b>Re-Recognition :</b> |
| nomatch 3                                | Always                    | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3                                | Always                    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1                                | If office_hours=true      | <b>Prompt :</b> [cs0270_ni1_01]<br>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.<br>--   | <b>Re-Recognition :</b> |
| noinput 1                                | Else (office_hours=false) | <b>Prompt :</b> [cs0270_ni1_02]<br>You can say 'Repeat Claims' or press 1, 'Different Number' or press 2, OR say 'I'm Finished' or press 3<br>--  | <b>Re-Recognition :</b> |
| noinput 2                                | If office_hours=true      | <b>Prompt :</b> [cs0270_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 2                                | Else (office_hours=false) | <b>Prompt :</b> [cs0270_ni2_02]<br>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.<br>--  | <b>Re-Recognition :</b> |
| noinput 3                                | Always                    | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3                                | Always                    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| <b>Commands: State-Specific Behavior</b> |                           |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |                           |   |                         |
| <b>Commands: Disabled Globals</b>        |                           |   |                         |
| repeat                                   |                           |   |                         |

|   |              |
|---|--------------|
| <b>Commands: Confirmations</b>          |              |
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |


## 2.6 DirectDeposit Dialog

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

### dd0100\_PingHost\_DB

| Data Access  |  |   |
|---|--|---|
| Pings the host database to ensure the host is available.  |  |   |
| <b>Entering From</b>  |  |   |
| <a href="#">mm0330_DirectDeposit_SD</a>   |  |   |
| <b>Input parameters</b>   |  |   |
| Parameter   | Value  |   |
| processID   | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, NONE.   |   |
| requestID   | Unique 10 digit ID for the request. 10 zeros, if not used.   |   |
| timestamp   | Transaction timestamp.   |   |
| version   | Version of the xml schema used.  |   |
| <b>Output parameters</b>  |  |   |
| 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.  |   |
| <b>Actions</b>  |  |   |
| Condition   | Action   | Transition  |
| If dd_statusCode=0000 (success)   | --   | <a href="#">goto : dd0200_IntroMsg_PP</a>   |
| Else (failure)  | Always   | <b>Assign :</b> dd_transaction_status =failure  |
| ^   | If dd_statusCode=0152 (off hours request)  | <b>Prompt :</b> [dd0100_out_01]<br>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...<br>-- |
| ^   | Else   | <b>Prompt :</b> [dd0100_out_02]<br>Sorry, I'm having trouble getting access to your records...<br>--  |
| <b>Recovery Behavior</b>  |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |  |   |
| <b>Developer Notes</b>  |  |   |
| --  |  |   |


### dd0200\_IntroMsg\_PP

| Simple Play Prompt  |  |
|--|--|
| Plays an intro prompt.   |  |
| <b>Entering From</b>   |  |




| <a href="#">dd0100_PingHost_DB</a>       |           |  |   |
|--|-----------|--|---|
| <b>Initial Prompts</b> [Barge-in is OFF] |           |  |   |
| Type                                     | Condition | Name   | Wording   |
| initial                                  | Always    | dd0200_out_01                                      | To get started, I have a couple of questions...<br>-- |
| <b>Actions</b>                           |           |  |   |
| Condition                                | Action    | Transition   |   |
| Always                                   | --        | goto : <a href="#">dd0220_ReceivingBenefits_DM</a> |   |
| <b>Developer Notes</b>                   |           |  |   |
| --                                       |           |  |   |

**dd0220\_ReceivingBenefits\_DM**

| <b>YesNo Recognition</b>                                 |           |   |  |
|--|-----------|---|---|
| Asks callers whether or not they are receiving benefits. |           |   |   |
| <b>Entering From</b>                                     |           |   |   |
| <a href="#">dd0200_IntroMsg_PP</a>                       |           |   |   |
| <b>Initial Prompts</b>                                   |           |   |   |
| Type   | Condition | Name  | Wording   |
| initial  | Always    | dd0220_ini_01   | Are you receiving retirement, survivor, or disability benefits?<br>--               |
| <b>Grammar</b>   |           |   |   |
| Sample Expressions                                       | DTMF      | Reco Var/Option   | Confirm   |
| yes, retirement, survivor, disability<br>--              | 1         | <cd_receiving_benefits_yesno yes>   | Never   |
| no<br>--   | 2         | <cd_receiving_benefits_yesno no>  | Never   |
| <b>Actions</b>   |           |   |   |
| Option   | Condition | Action  | Transition  |
| yes  | Always    | --  | goto : <a href="#">dd0260_CallingAboutSelf_DM</a>                                   |
| no   | Always    | --  | goto : <a href="#">dd0230_NotEligible_PP</a>  |
| <b>Recovery Behavior</b>                                 |           |   |   |
| Type   | Condition | Action  | Transition  |
| nomatch 1  | Always    | <b>Prompt</b> : [dd0220_nm1_01]<br>Let's try again...ARE you receiving retirement, survivor, or disability benefits?<br>--  | <b>Re-Recognition</b> :   |
| nomatch 2  | ^         | <b>Prompt</b> : [dd0220_nm2_01]<br>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.<br>-- | <b>Re-Recognition</b> :   |
| nomatch 3  | Always    | <b>Assign</b> : transfer_reason =error  | --  |
| nomatch 3  | Always    | <b>Prompt</b> : [gl_nm3_01]   | --  |


|  |        |   |                         |
|--|--------|---|-------------------------|
|  |        | Sorry, we seem to be having trouble.<br>--  |                         |
| noinput 1                                | ^      | <b>Prompt :</b> [dd0220_ni1_01]<br>If you ARE receiving benefits for retirement, survivorship, or disability, say 'Yes' or press 1. If not, say 'No', or press 2.<br>--   | <b>Re-Recognition :</b> |
| noinput 2                                | ^      | <b>Prompt :</b> [dd0220_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| <b>Commands: State-Specific Behavior</b> |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Commands: Confirmations</b>           |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Config Parameters</b>                 |        |   |                         |
| <b>Parameter</b>                         |        | <b>Value</b>  |                         |
| --                                       |        | --  |                         |
| <b>Developer Notes</b>                   |        |   |                         |
| --                                       |        |   |                         |

**dd0230\_NotEligible\_PP**

|  |                  |   |   |   |
|--|------------------|---|---|---|
| <b>Simple Play Prompt</b>  |                  |   |   |  |
| Informs callers that they must be receiving benefits in order to set up direct deposits. |                  |   |   |   |
| <b>Entering From</b>   |                  |   |   |   |
| <a href="#">dd0220_ReceivingBenefits_DM</a>  |                  |   |   |   |
| <b>Initial Prompts</b>   |                  |   |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>  |   |
| initial  | Always           | dd0230_out_01                                       | You can only set up direct deposit if you're already receiving Social Security retirement, disability, or survivor benefit payments. In other words, you can't set them up in advance, even with the help of an agent. Now, if you're finished, feel free to hang up. Otherwise, hold on and I'll take you back to the Main Menu...<br>-- |   |
| <b>Actions</b>   |                  |   |   |   |
| <b>Condition</b>   |                  | <b>Action</b>                                       | <b>Transition</b>   |   |
| Always   |                  | <b>Assign :</b> dd_transaction_status =not_eligible | --  |   |
| Always   |                  | --  | <b>Return to calling dialog :</b><br><a href="#">main [mm0330_DirectDeposit_SD]</a>   |   |
| <b>Developer Notes</b>   |                  |   |   |   |


--

**dd0260\_CallingAboutSelf\_DM**

| YesNo Recognition  |                |  |  |
|---|----------------|--|--|
| Asks callers whether or not they are calling about their own benefits (as opposed to someone else's). |                |  |  |
| <b>Entering From</b>  |                |  |  |
| <a href="#">dd0220_ReceivingBenefits_DM</a>   |                |  |  |
| <b>Initial Prompts</b>  |                |  |  |
| Type  | Condition      | Name   | Wording  |
| initial   | Always         | dd0260_ini_01  | And, is this change for yourself?<br>--  |
| reprompt  | (after repeat) | dd0260_ree_01  | Is the change you're calling about for your OWN benefit or payment?<br>--                              |
| <b>Grammar</b>  |                |  |  |
| Sample Expressions  | DTMF           | Reco Var/Option  | Confirm  |
| yes, my own<br>--<br>// yes   | 1              | <cd_calling_about_self_yesno yes>  | Never  |
| no, not mine<br>--<br>// no   | 2              | <cd_calling_about_self_yesno no>   | Never  |
| repeat, repeat that<br>--<br>// repeat  | 9              | <cd_calling_about_self_yesno repeat>   | Never  |
| <b>Actions</b>  |                |  |  |
| Option  | Condition      | Action   | Transition   |
| no  | Always         | <b>Assign</b> : dd_transaction_status =not_self  | --   |
| ^   | ^              | <b>Prompt</b> : [dd0260_out_01]<br>Okay. To set up or change someone else's direct deposit, they'll need to be with you while you speak with an agent...<br>-- | <b>Return to calling dialog</b> :<br><a href="#">main</a><br><a href="#">[mm0330_DirectDeposit_SD]</a> |
| yes   | Always         | <b>Prompt</b> : [dd0260_out_02]<br>All right.<br>--  | <b>goto</b> :<br><a href="#">dd0300_KBAAuthentication_SD</a>   |
| repeat  | Always         | <b>Prompt</b> : [dd0260_out_03]<br>Sure<br>--  | <b>Re-Recognition</b> : Reprompt   |
| <b>Recovery Behavior</b>  |                |  |  |
| Type  | Condition      | Action   | Transition   |
| nomatch 1   | Always         | <b>Prompt</b> : [dd0260_nm1_01]<br>Let's try again... Is the change you're calling about for your OWN benefit or payment?<br>--                                | <b>Re-Recognition</b> :  |
| nomatch 2   | ^              | <b>Prompt</b> : [dd0260_nm2_01]<br>Sorry. If you're calling about a change that affects the benefits or payments that YOU receive, press 1.                    | <b>Re-Recognition</b> :  |

|  |        |  |                         |
|--|--------|--|-------------------------|
|  |        | If you're calling on behalf of someone else, press 2.<br>--  |                         |
| nomatch 3                                | Always | <b>Assign</b> : transfer_reason =error   | --                      |
| nomatch 3                                | Always | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1                                | ^      | <b>Prompt</b> : [dd0260_ni1_01]<br>If the change you'd like to make is for your OWN benefit or payment, say 'Yes' or press 1. If you're calling for someone else, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> : |
| noinput 2                                | ^      | <b>Prompt</b> : [dd0260_ni2_01]<br>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.<br>--                | <b>Re-Recognition</b> : |
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error   | --                      |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| <b>Commands: State-Specific Behavior</b> |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Commands: Disabled Globals</b>        |        |  |                         |
| repeat                                   |        |  |                         |
| <b>Commands: Confirmations</b>           |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Config Parameters</b>                 |        |  |                         |
| <b>Parameter</b>                         |        | <b>Value</b>   |                         |
| --                                       |        | --   |                         |
| <b>Developer Notes</b>                   |        |  |                         |
| --                                       |        |  |                         |

**dd0300\_KBAAuthentication\_SD**

|   |  |   |
|---|--|---|
| <b>Subdialog Call</b>   |  |  |
| Sub dialogue call to the Knowledge Based Authentication module to collect: SSN, name, DOB, POB, and last payment. |  |   |
| <b>Entering From</b>  |  |   |
| <a href="#">dd0260_CallingAboutSelf_DM</a>  |  |   |
| <b>Dialog called</b>  |  |   |
| Proceed to initial node in: <a href="#">KnowledgeBasedAuthentication</a>  |  |   |
| <b>Input parameters</b>   |  |   |
| <b>Parameter</b>  |  | <b>Value</b>  |
| --  |  | --  |
| <b>Output parameters</b>  |  |   |
| <b>Variable</b>   |  | <b>Subdialog Variable</b>   |
| --  |  | --  |

| <b>Actions</b>                                     |  |   |
|--|--|---|
| <b>Condition</b>                                   | <b>Action</b>  | <b>Transition</b>   |
| If kba_transaction_status=success                  | <b>Prompt</b> : [dd0300_out_01]<br>Let's move on to your direct deposit information...<br>-- | <b>goto</b> : dd0400_DDEffectiveASAP_DM                             |
| Elseif kba_transaction_status=account_blocked      | <b>Assign</b> : dd_transaction_status =failure   | <b>Return to calling dialog</b> :<br>main [mm0330_DirectDeposit_SD] |
| Elseif kba_transaction_status=attestation_declined | <b>Assign</b> : dd_transaction_status =failure   | <b>Return to calling dialog</b> :<br>main [mm0330_DirectDeposit_SD] |
| Else (kba_transaction_status=failure)              | <b>Assign</b> : dd_transaction_status =failure   | <b>Return to calling dialog</b> :<br>main [mm0330_DirectDeposit_SD] |
| <b>Recovery Behavior</b>                           |  |   |
| See 1.1 Global Recovery Behavior                   |  |   |
| <b>Developer Notes</b>                             |  |   |
| --   |  |   |

### dd0400\_DDEffectiveASAP\_DM

| <b>Date Recognition</b>   |                  |  |   |
|---|------------------|--|---|
| Asks caller if they would like the direct deposit to be effective asap. |                  |  |   |
| <b>Entering From</b>  |                  |  |   |
| dd0300_KBAAuthentication_SD   |                  |  |   |
| <b>Initial Prompts</b>  |                  |  |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>  | <b>Wording</b>  |
| initial   | Always           | dd0400_ini_01  | Would you like direct deposit to start as soon as possible?<br>-- |
| <b>Grammar</b>  |                  |  |   |
| <b>Sample Expressions</b>   | <b>DTMF</b>      | <b>Reco Var/Option</b>   | <b>Confirm</b>  |
| yes, yeah<br>--   | 1                | <cd_effective_asap_yesno >   | Never   |
| no<br>--  | 2                | <cd_effective_asap_yesno >   | Never   |
| <b>Actions</b>  |                  |  |   |
| <b>Option</b>   | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>   |
| no  | Always           | <b>Prompt</b> : [dd0400_out_01]<br>Okay.<br>--   | <b>goto</b> :<br>dd0410_EffectiveMonth_DM                         |
| yes   | Always           | <b>Assign</b> : effective_month<br>=<current_date>   | --  |
| ^   | ^                | <b>Prompt</b> : [dd0400_out_02]<br>Okay.<br>--   | <b>goto</b> :<br>dd0430_AccountType_DM                            |
| <b>Recovery Behavior</b>  |                  |  |   |
| <b>Type</b>   | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>   |
| nomatch 1   | Always           | <b>Prompt</b> : [dd0400_nm1_01]<br>Let's try again...Would you like direct deposit to start as soon as possible?<br>-- | <b>Re-Recognition</b> :   |

|           |        |   |                         |
|-----------|--------|---|-------------------------|
| nomatch 2 | ^      | <b>Prompt :</b> [dd0400_nm2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| nomatch 3 | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^      | <b>Prompt :</b> [dd0400_ni1_01]<br>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.<br>--   | <b>Re-Recognition :</b> |
| noinput 2 | ^      | <b>Prompt :</b> [dd0400_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| 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. |                                  |               |   |
| <b>Entering From</b>  |                                  |               |   |
| <a href="#">dd0400_DDEffectiveASAP_DM</a>   |                                  |               |   |
| <b>Initial Prompts</b>  |                                  |               |   |
| Type  | Condition                        | Name          | Wording   |
| initial   | Always                           | dd0410_ini_01 | What month would you like your direct deposit to start? You can choose...<br>-- |
| initial   | If current date = (january)      | dd0410_ini_02 | 'February', 'March' or 'April.'<br>--   |
| initial   | Elseif current date = (february) | dd0410_ini_03 | 'March', 'April' or 'May.'<br>--  |

|         |                                   |               |   |
|---------|-----------------------------------|---------------|---|
| initial | Elseif current date = (march)     | dd0410_ini_04 | 'April', 'May' or 'June.'<br>--             |
| initial | Elseif current date = (april)     | dd0410_ini_05 | 'May', 'June' or 'July.'<br>--              |
| initial | Elseif current date = (may)       | dd0410_ini_06 | 'June', 'July' or 'August.'<br>--           |
| initial | Elseif current date = (june)      | dd0410_ini_07 | 'July', 'August' or 'September.'<br>--      |
| initial | Elseif current date = (july)      | dd0410_ini_08 | 'August', 'September' or 'October.'<br>--   |
| initial | Elseif current date = (august)    | dd0410_ini_09 | 'September', 'October' or 'November.'<br>-- |
| initial | Elseif current date = (september) | dd0410_ini_10 | 'October', 'November' or 'December.'<br>--  |
| initial | Elseif current date = (october)   | dd0410_ini_11 | 'November', 'December' or 'January.'<br>--  |
| initial | Elseif current date = (november)  | dd0410_ini_12 | 'December', 'January' or 'February.'<br>--  |
| initial | Else (current date = (december))  | dd0410_ini_13 | 'January', 'February' or 'March.'<br>--     |

**Grammar**

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

**Actions**

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

**Confirmation Prompts**

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

|           |        |                   |                    |
|-----------|--------|-------------------|--------------------|
|           |        | 3                 | --                 |
| april     | Always | dd0410_cnf_ini_04 | 'April.'<br>--     |
| may       | Always | dd0410_cnf_ini_05 | 'May.'<br>--       |
| june      | Always | dd0410_cnf_ini_06 | 'June.'<br>--      |
| july      | Always | dd0410_cnf_ini_07 | 'July.'<br>--      |
| august    | Always | dd0410_cnf_ini_08 | 'August.'<br>--    |
| september | Always | dd0410_cnf_ini_09 | 'September.'<br>-- |
| october   | Always | dd0410_cnf_ini_10 | 'October.'<br>--   |
| november  | Always | dd0410_cnf_ini_11 | 'November.'<br>--  |
| december  | Always | dd0410_cnf_ini_12 | 'December.'<br>--  |
| --        | Always | gl_cnf_ini_02     | Right?<br>--       |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition                    | Action  | Transition              |
|-----------|------------------------------|---|-------------------------|
| nomatch 1 | Always                       | <b>Prompt :</b> [dd0410_nm1_01]<br>Let's try again... You can say...<br>--                                  | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (january)  | <b>Prompt :</b> [dd0410_nm1_02]<br>'February' or press 1, 'March' or press 2, OR 'April' or press 3.<br>--  | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (february) | <b>Prompt :</b> [dd0410_nm1_13]<br>'March' or press 1, 'April' or press 2, OR 'May' or press 3.<br>--       | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (march)    | <b>Prompt :</b> [dd0410_nm1_12]<br>'April' or press 1, 'May' or press 2, OR 'June' or press 3.<br>--        | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (april)    | <b>Prompt :</b> [dd0410_nm1_11]<br>'May' or press 1, 'June' or press 2, OR 'July' or press 3.<br>--         | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (may)      | <b>Prompt :</b> [dd0410_nm1_10]<br>'June' or press 1, 'July' or press 2, OR 'August' or press 3.<br>--      | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (june)     | <b>Prompt :</b> [dd0410_nm1_09]<br>'July' or press 1, 'August' or press 2, OR 'September' or press 3.<br>-- | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (july)     | <b>Prompt :</b> [dd0410_nm1_08]<br>'August' or press 1, 'September' or                                      | <b>Re-Recognition :</b> |



|           |                                  |   |                         |
|-----------|----------------------------------|---|-------------------------|
|           |                                  | press 2, OR 'October' or press 3.<br>--   |                         |
| nomatch 1 | If current date = (august)       | <b>Prompt :</b> [dd0410_nm1_07]<br>'September' or press 1, 'October' or<br>press 2, OR 'November' or press 3.<br>-- | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (september)    | <b>Prompt :</b> [dd0410_nm1_06]<br>'October' or press 1, 'November' or<br>press 2, OR 'December' or press 3.<br>--  | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (october)      | <b>Prompt :</b> [dd0410_nm1_05]<br>'November' or press 1, 'December' or<br>press 2, OR 'January' or press 3.<br>--  | <b>Re-Recognition :</b> |
| nomatch 1 | If current date = (november)     | <b>Prompt :</b> [dd0410_nm1_04]<br>'December' or press 1, 'January' or<br>press 2, OR 'February' or press 3.<br>--  | <b>Re-Recognition :</b> |
| nomatch 1 | Else (current date = (december)) | <b>Prompt :</b> [dd0410_nm1_03]<br>'January' or press 1, 'February' or<br>press 2, OR 'March' or press 3.<br>--     | <b>Re-Recognition :</b> |
| nomatch 2 | Always                           | <b>Prompt :</b> [dd0410_nm2_01]<br>Sorry. To start direct deposit in...<br>--                                       | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (january)      | <b>Prompt :</b> [dd0410_nm2_02]<br>February press 1, March press 2, or<br>for April, press 3.<br>--                 | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (february)     | <b>Prompt :</b> [dd0410_nm2_03]<br>March press 1, April press 2, or for<br>May, press 3.<br>--                      | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (march)        | <b>Prompt :</b> [dd0410_nm2_04]<br>April press 1, May press 2, or for<br>June, press 3.<br>--                       | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (april)        | <b>Prompt :</b> [dd0410_nm2_05]<br>May press 1, June press 2, or for<br>July, press 3.<br>--                        | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (may)          | <b>Prompt :</b> [dd0410_nm2_06]<br>June press 1, July press 2, or for<br>August, press 3.<br>--                     | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (june)         | <b>Prompt :</b> [dd0410_nm2_07]<br>July press 1, August press 2, or for<br>September, press 3.<br>--                | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (july)         | <b>Prompt :</b> [dd0410_nm2_08]<br>August press 1, September press 2,<br>or for October, press 3.<br>--             | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (august)       | <b>Prompt :</b> [dd0410_nm2_09]<br>September press 1, October press 2,<br>or for November, press 3.<br>--           | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (september)    | <b>Prompt :</b> [dd0410_nm2_10]<br>October press 1, November press 2,<br>--   | <b>Re-Recognition :</b> |

|           |                                  |   |                         |
|-----------|----------------------------------|---|-------------------------|
|           |                                  | or for December, press 3.<br>--   |                         |
| nomatch 2 | If current date = (october)      | <b>Prompt :</b> [dd0410_nm2_11]<br>November press 1, December press 2, or for January, press 3.<br>--                   | <b>Re-Recognition :</b> |
| nomatch 2 | If current date = (november)     | <b>Prompt :</b> [dd0410_nm2_12]<br>December press 1, January press 2, or for February, press 3.<br>--                   | <b>Re-Recognition :</b> |
| nomatch 2 | Else (current date = (december)) | <b>Prompt :</b> [dd0410_nm2_13]<br>January press 1, February press 2, or for March, press 3.<br>--                      | <b>Re-Recognition :</b> |
| nomatch 3 | Always                           | <b>Assign :</b> effective_month =<current month + 1>  | --                      |
| nomatch 3 | ^                                | <b>Prompt :</b> [dd0410_nm3_01]<br>Sorry, I'm having trouble. I'll go ahead and start them as soon as possible...<br>-- | --                      |
| noinput 1 | Always                           | <b>Prompt :</b> [dd0410_ni1_01]<br>You can say...<br>--   | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (january)      | <b>Prompt :</b> [dd0410_ni1_02]<br>'February' or press 1, 'March' or press 2, OR 'April' or press 3.<br>--              | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (february)     | <b>Prompt :</b> [dd0410_ni1_03]<br>'March' or press 1, 'April' or press 2, OR 'May' or press 3.<br>--                   | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (march)        | <b>Prompt :</b> [dd0410_ni1_04]<br>'April' or press 1, 'May' or press 2, OR 'June' or press 3.<br>--                    | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (april)        | <b>Prompt :</b> [dd0410_ni1_05]<br>'May' or press 1, 'June' or press 2, OR 'July' or press 3.<br>--                     | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (may)          | <b>Prompt :</b> [dd0410_ni1_06]<br>'June' or press 1, 'July' or press 2, OR 'August' or press 3.<br>--                  | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (june)         | <b>Prompt :</b> [dd0410_ni1_07]<br>'July' or press 1, 'August' or press 2, OR 'September' or press 3.<br>--             | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (july)         | <b>Prompt :</b> [dd0410_ni1_08]<br>'August' or press 1, 'September' or press 2, OR 'October' or press 3.<br>--          | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (august)       | <b>Prompt :</b> [dd0410_ni1_09]<br>'September' or press 1, 'October' or press 2, OR 'November' or press 3.<br>--        | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (september)    | <b>Prompt :</b> [dd0410_ni1_10]<br>'October' or press 1, 'November' or press 2, OR 'December' or press 3.<br>--         | <b>Re-Recognition :</b> |

|           |                                  |   |                         |
|-----------|----------------------------------|---|-------------------------|
| noinput 1 | If current date = (october)      | <b>Prompt :</b> [dd0410_ni1_11]<br>'November' or press 1, 'December' or press 2, OR 'January' or press 3.<br>-- | <b>Re-Recognition :</b> |
| noinput 1 | If current date = (november)     | <b>Prompt :</b> [dd0410_ni1_12]<br>'December' or press 1, 'January' or press 2, OR 'February' or press 3.<br>-- | <b>Re-Recognition :</b> |
| noinput 1 | Else (current date = (december)) | <b>Prompt :</b> [dd0410_ni1_13]<br>'January' or press 1, 'February' or press 2, OR 'March' or press 3.<br>--    | <b>Re-Recognition :</b> |
| noinput 2 | Always                           | <b>Assign :</b> effective_month =<current month + 1>  | --                      |
| noinput 2 | ^                                | <b>Prompt :</b> [dd0410_ni2_01]<br>Let's move on. I'll go ahead and start them as soon as possible...<br>--     | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

Code must calculate the three specific months based on current date and SSA business practices. The prompt MonthChoices is then the concatenation of the first and second month in medial inflection, and the third month in final inflection. "One Step Correction" strategy should be available to the Caller (e.g., "No, February") -- This means both the collection grammar and the confirmation grammar are active during the confirmation phase. (This can be done as a parallel grammar.) The grammar that should be accepted includes "as soon as possible" (ASAP) and its synonyms, the three specific months calculated above, and any additional months between the current month and the first of the calculated months. For example, if a call is received toward the end of September, the valid months are October, November and December, but the grammar should include September, 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**

| CustomContext Recognition  |                                   |               |   |
|---|-----------------------------------|---------------|---|
| Asks callers for the type of account for direct deposit setup.  |                                   |               |   |
| <b>Entering From</b>  |                                   |               |   |
| <a href="#">dd0410_EffectiveMonth_DM</a> , <a href="#">dd0400_DDEffectiveASAP_DM</a>                            |                                   |               |   |
| <b>Initial Prompts</b>  |                                   |               |   |
| Type  | Condition                         | Name          | Wording   |
| initial   | Always                            | dd0430_ini_01 | So, tell me the type of account you'd like to use: 'Checking,' 'Savings,' or 'Investment.' Or say 'I Don't Have One.'<br>-- |
| reprompt  | (after repeat or disconfirmation) | dd0430_ree_01 | Tell me the type of account you'd like to use: 'Checking,' 'Savings,' or 'Investment.' Or say 'I Don't Have One.'<br>--     |
| <b>Grammar</b>  |                                   |               |   |

| Sample Expressions  | DTMF | Reco Var/Option                   | Confirm      |
|---|------|-----------------------------------|--------------|
| checking, checking account<br>--<br>// checking                 | 1    | <cd_account_type_menu checking>   | If Necessary |
| savings, savings account<br>--<br>// savings                    | 2    | <cd_account_type_menu savings>    | If Necessary |
| investment, investment account<br>--<br>// investment           | 3    | <cd_account_type_menu investment> | If Necessary |
| i don't have one, i don't have an account<br>--<br>// dont_have | 4    | <cd_account_type_menu dont_have>  | If Necessary |
| repeat, repeat that<br>--<br>// repeat                          | 9    | <cd_account_type_menu repeat>     | Never        |

**Actions**

| Option     | Condition | Action  | Transition  |
|------------|-----------|---|---|
| checking   | Always    | Assign : bank_account_type =checking  | --  |
| ^          | ^         | Prompt : [dd0430_out_01]<br>Okay.<br>--   | goto :<br>dd0440_CollectRoutingNumber_DM                        |
| dont_have  | Always    | Assign : dd_transaction_status =dont_have_info  | --  |
| ^          | ^         | Prompt : [dd0430_out_02]<br>I'm afraid we can't go on if you don't have a bank account. Please call back as soon as you have one and I'll be glad to help you. For now I'll take you back to the main menu... | Return to calling dialog :<br>main<br>[mm0330_DirectDeposit_SD] |
| investment | Always    | Assign : bank_account_type =investment  | --  |
| ^          | ^         | Prompt : [dd0430_out_03]<br>Okay.<br>--   | goto :<br>dd0440_CollectRoutingNumber_DM                        |
| savings    | Always    | Assign : bank_account_type =savings   | --  |
| ^          | ^         | Prompt : [dd0430_out_04]<br>Okay.<br>--   | goto :<br>dd0440_CollectRoutingNumber_DM                        |
| repeat     | Always    | Prompt : [dd0430_out_05]<br>Sure.<br>--   | Re-Recognition : Reprompt                                       |


**Confirmation Prompts**

| Option     | Condition | Name              | Wording  |
|------------|-----------|-------------------|--|
| checking   | Always    | dd0430_cnf_ini_01 | You'd like to set up direct deposits into a CHECKING account, right?<br>--                 |
| dont_have  | Always    | dd0430_cnf_ini_02 | You don't have a checking, savings, or investment account for direct deposit, right?<br>-- |
| investment | Always    | dd0430_cnf_ini_03 | You'd like to set up direct deposits into an INVESTMENT account, right?                    |

|   |           |   | --  |
|---|-----------|---|---|
| savings                                     | Always    | dd0430_cnf_ini_04   | You'd like to set up direct deposits into a SAVINGS account, right?<br>-- |
| <b>Confirmation Recovery Behavior</b>       |           |   |   |
| <a href="#">See 1.3 Global Confirmation</a> |           |   |   |
| <b>Recovery Behavior</b>                    |           |   |   |
| Type  | Condition | Action  | Transition  |
| nomatch 1                                   | Always    | <b>Prompt :</b> [dd0430_nm1_01]<br>Let's try again. You can say 'Checking' or press 1, 'Savings' or press 2, 'Investment' or 3, OR say 'I Don't Have One' or press 4.<br>--   | <b>Re-Recognition :</b>   |
| nomatch 2                                   | ^         | <b>Prompt :</b> [dd0430_nm2_01]<br>Sorry. For direct deposit, you'll need a CHECKING, SAVINGS, or INVESTMENT account (with a BANK ROUTING number and an ACCOUNT number) that belongs to YOU and from which you can withdraw funds. To set up direct deposit into a checking account, press 1. To set up a savings account, press 2. For an investment account, press 3. Or, if you don't have any of those types of bank accounts, press 4.<br>--   | <b>Re-Recognition :</b>   |
| nomatch 3                                   | Always    | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3                                   | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --  |
| noinput 1                                   | ^         | <b>Prompt :</b> [dd0430_ni1_01]<br>For direct deposit, you'll need a CHECKING, SAVINGS, or INVESTMENT account (with a BANK ROUTING number and an ACCOUNT number) that belongs to YOU and from which you can withdraw funds. To set up direct deposit into a checking account, say 'Checking' (or press 1). To set up a savings account, say 'Savings' (or 2). For an investment account, 'Investment' (or 3). Or, if you don't have any of those types of bank accounts, say 'I Don't Have One' or press 4.<br>-- | <b>Re-Recognition :</b>   |
| noinput 2                                   | ^         | <b>Prompt :</b> [dd0430_ni2_01]<br>Sorry. To set up direct deposit into a checking account, press 1. To set up a savings account, press 2. For an investment account, press 3. Or, if you don't have any of those types of bank accounts, press 4.<br>--  | <b>Re-Recognition :</b>   |
| noinput 3                                   | Always    | <b>Assign :</b> transfer_reason =error  | --  |
| noinput 3                                   | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --  |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Disabled Globals</b>        |              |
| repeat                                   |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |


### dd0440\_CollectRoutingNumber\_DM

|   |                                   |  |  |  |
|---|-----------------------------------|--|--|--|
| <b>Digits Recognition</b>                     |                                   |  |  |                     |
| Asks callers for a nine-digit routing number. |                                   |  |  |  |
| <b>Entering From</b>                          |                                   |  |  |  |
| <a href="#">dd0430_AccountType_DM</a>         |                                   |  |  |  |
| <b>Initial Prompts</b>                        |                                   |  |  |  |
| <b>Type</b>                                   | <b>Condition</b>                  | <b>Name</b>  | <b>Wording</b>   |  |
| initial                                       | Always                            | dd0440_ini_01  | Next, say or enter the 9-digit ROUTING number.<br>--   |  |
| reprompt                                      | (after repeat or disconfirmation) | dd0440_ree_01  | Tell me the 9-digit routing number for your account, or enter it on your phone's keypad.<br>-- |  |
| <b>Grammar</b>                                |                                   |  |  |  |
| <b>Sample Expressions</b>                     |                                   | <b>DTMF</b>  | <b>Reco Var/Option</b>   | <b>Confirm</b>   |
| <routing number><br>--                        |                                   | <9-digit string>   | <cd_routing_number <routing number>>   | Always   |
| i don't know, don't know<br>--                |                                   | --   | <cd_routing_number dont_know>  | If Necessary   |
| repeat, repeat that<br>--                     |                                   | 9  | <cd_routing_number repeat>   | Never  |
| <b>Actions</b>                                |                                   |  |  |  |
| <b>Option</b>                                 | <b>Condition</b>                  | <b>Action</b>  |  | <b>Transition</b>  |
| <routing number>                              | Always                            | <b>Assign</b> : bank_routing_number<br>=<routing number>   |  | <b>goto</b> :<br><a href="#">dd0450_CollectAccountNumber_DM</a>  |
| dont_know                                     | Always                            | <b>Assign</b> : dd_transaction_status<br>=dont_know_info   |  | --   |
| ^   | ^                                 | <b>Prompt</b> : [dd0440_out_01]<br>I'm sorry, but without your bank routing number I won't be able to help you set up direct deposit. Please call back as soon as you have it and I'll be glad to help you. For now I'll take you back to the main menu...<br>-- |  | <b>Return to calling dialog</b> :<br><a href="#">main</a><br><a href="#">[mm0330_DirectDeposit_SD]</a> |
| repeat  | Always                            | <b>Prompt</b> : [dd0440_out_02]  |  | <b>Re-Recognition</b> : Reprompt   |

|   |                  |   |  |
|---|------------------|---|--|
|   |                  | Sure.<br>--   |  |
| <b>Confirmation Prompts</b>                 |                  |   |  |
| <b>Option</b>                               | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>   |
| <routing number>                            | Always           | dd0440_cnf_ini_01   | Just to confirm, the routing number is...<br>--                |
| ^   | Always           | dd0440_cnf_ini_02   | ...<routing number>.<br>--                                     |
| ^   | Always           | dd0440_cnf_ini_03   | Right?<br>--   |
| dont_know                                   | Always           | dd0440_cnf_ini_04   | You don't know your banks routing number, is that right?<br>-- |
| <b>Confirmation Recovery Behavior</b>       |                  |   |  |
| <a href="#">See 1.3 Global Confirmation</a> |                  |   |  |
| <b>Recovery Behavior</b>                    |                  |   |  |
| <b>Type</b>                                 | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>  |
| nomatch 1                                   | Always           | <b>Prompt</b> : [dd0440_nm1_01]<br>Let's try again. Say or enter your banks nine-digit routing number.<br>--  | <b>Re-Recognition</b> :  |
| nomatch 2                                   | ^                | <b>Prompt</b> : [dd0440_nm2_01]<br>Sorry. In order to set up your direct deposit I need your banks routing number. Please enter your banks nine digit routing number now.<br>-- | <b>Re-Recognition</b> :  |
| nomatch 3                                   | Always           | <b>Assign</b> : transfer_reason =error  | --   |
| nomatch 3                                   | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --   |
| noinput 1                                   | ^                | <b>Prompt</b> : [dd0440_ni1_01]<br>Say or enter the nine-digit routing number.<br>--  | <b>Re-Recognition</b> :  |
| noinput 2                                   | ^                | <b>Prompt</b> : [dd0440_ni2_01]<br>Sorry. In order to set up your direct deposit I need your banks routing number. Please enter your banks nine digit routing number now.<br>-- | <b>Re-Recognition</b> :  |
| noinput 3                                   | Always           | <b>Assign</b> : transfer_reason =error  | --   |
| noinput 3                                   | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --   |
| <b>Commands: State-Specific Behavior</b>    |                  |   |  |
| <a href="#">See 1.2 Global Commands</a>     |                  |   |  |
| <b>Commands: Disabled Globals</b>           |                  |   |  |
| repeat                                      |                  |   |  |
| <b>Commands: Confirmations</b>              |                  |   |  |
| <a href="#">See 1.2 Global Commands</a>     |                  |   |  |
| <b>Config Parameters</b>                    |                  |   |  |

| Parameter              | Value |
|------------------------|-------|
| --                     | --    |
| <b>Developer Notes</b> |       |
| --                     |       |

### dd0450\_CollectAccountNumber\_DM


| Digits Recognition                 |                                   |   |  |
|---|-----------------------------------|---|--|
| Asks callers for their bank account number.<br>NOTE: the range of acceptable values for account number is 4-17 digits |                                   |   |  |
| <b>Entering From</b>  |                                   |   |  |
| <a href="#">dd0440_CollectRoutingNumber_DM</a>  |                                   |   |  |
| <b>Initial Prompts</b>  |                                   |   |  |
| Type  | Condition                         | Name  | Wording  |
| initial   | Always                            | dd0450_ini_01   | And what's your ACCOUNT number?<br>--                                  |
| reprompt  | (after repeat or disconfirmation) | dd0450_ree_01   | Tell me your account number, or enter it on your phone's keypad.<br>-- |
| <b>Grammar</b>  |                                   |   |  |
| Sample Expressions  | DTMF                              | Reco Var/Option   | Confirm  |
| <account number><br>--<br>// the range of acceptable values for account number is 4-17 digits                         | --                                | <cd_account_number <account number>>  | Always   |
| repeat, repeat that<br>--<br>// repeat  | 9                                 | <cd_account_number repeat>  | Never  |
| <b>Actions</b>  |                                   |   |  |
| Option  | Condition                         | Action  | Transition   |
| <account number>  | Always                            | <b>Assign</b> : bank_account_number<br>=<account number>  | --   |
| ^   | ^                                 | <b>Prompt</b> : [dd0450_out_01]<br>Great. Hold on while I submit this. (It may take a few seconds...)<br>-- | <b>goto</b> :<br><a href="#">dd0460_SendDirectDepositInfo_DB</a>       |
| repeat  | Always                            | <b>Prompt</b> : [dd0450_out_02]<br>Sure.<br>--  | <b>Re-Recognition</b> : Reprompt                                       |
| <b>Confirmation Prompts</b>   |                                   |   |  |
| Option  | Condition                         | Name  | Wording  |
| <account number>  | Always                            | dd0450_cnf_ini_01   | Your account number is...<br>--  |
| ^   | Always                            | dd0450_cnf_ini_02   | ...<account number>.<br>--   |
| --  | Always                            | gl_cnf_ini_02   | Right?<br>--   |
| <b>Confirmation Recovery Behavior</b>   |                                   |   |  |
| <a href="#">See 1.3 Global Confirmation</a>   |                                   |   |  |
| <b>Recovery Behavior</b>  |                                   |   |  |



| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [dd0450_nm1_01]<br>Let's try again... Say or enter your bank account number one more time.<br>--   | <b>Re-Recognition :</b> |
| nomatch 2 | ^         | <b>Prompt :</b> [dd0450_nm2_01]<br>Sorry. You can find your account number on your bank statement or, if it's a checking account, at the bottom of your check, to the right of the routing number. Please enter your account number now.<br>-- | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | ^         | <b>Prompt :</b> [dd0450_ni1_01]<br>Go ahead an say or enter your bank account number.<br>--  | <b>Re-Recognition :</b> |
| noinput 2 | ^         | <b>Prompt :</b> [dd0450_ni2_01]<br>Sorry. You can find your account number on your bank statement or, if it's a checking account, at the bottom of your check, to the right of the routing number. Please enter your account number now.<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Disabled Globals</b>        |              |
| repeat                                   |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |

**dd0460\_SendDirectDepositInfo\_DB**

|  |   |
|--|---|
| <b>Data Access</b>                                 |  |
| Sends direct deposit info to the backend database. |   |
| <b>Entering From</b>                               |   |
| <a href="#">dd0450_CollectAccountNumber_DM</a>     |   |
| <b>Input parameters</b>                            |   |

| Parameter     | Value  |
|---------------|--|
| processID     | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, 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  |
| 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 parameters    |  |
|----------------------|--|
| 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. |
| dd_statusDescription | Status code text description.  |

| Actions       |   |  |   |
|---------------|---|--|---|
| Condition     |   | Action   | Transition  |
| If success    | Always                                    | <b>Assign</b> : dd_transaction_status =success   | --  |
| ^             | ^   | <b>Prompt</b> : [dd0460_out_01]<br>All set! Your direct deposit has been sent for processing which may take up to three business days. As requested...<br>-- | --  |
| ^             | If effective_month = <current_date>       | <b>Prompt</b> : [dd0460_out_02]<br>...this change will be effective as soon as possible.<br>--   | --  |
| ^             | Else                                      | <b>Prompt</b> : [dd0460_out_03]<br>...this change will go into effect in...<br>--  | --  |
| ^             | ^   | <b>Prompt</b> : [dd0460_out_04]<br><effective_month><br>--   | --  |
| ^             | Always                                    | <b>Prompt</b> : [dd0460_out_05]<br>You will receive a confirmation letter in the mail. Now, if you're finished, feel free to hang up. Otherwise...<br>--     | <b>Return to calling dialog :</b><br><a href="#">main [mm0330_DirectDeposit_SD]</a> |
| Else (failure | Always                                    | <b>Assign</b> : dd_transaction_status =failure   | --  |
| ^             | If dd_statusCode=0152 (off hours request) | <b>Prompt</b> : [dd0460_out_06]<br>Sorry, our system is undergoing routine maintenance and I'm unable to access  | <b>Return to calling dialog :</b><br><a href="#">main [mm0330_DirectDeposit_SD]</a> |

|  |      |   |   |
|--|------|---|---|
|  |      | your records at this time. Please try back in the morning. If you'd like to speak with someone...<br>-- |   |
| ^  | Else | <b>Prompt :</b> [dd0460_out_07]<br>Sorry, but I'm having trouble processing this request.<br>--         | <b>Return to calling dialog :</b><br><a href="#">main [mm0330_DirectDeposit_SD]</a> |
| <b>Recovery Behavior</b>                         |      |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a> |      |   |   |
| <b>Developer Notes</b>                           |      |   |   |
| --   |      |   |   |


## 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.

### f10100\_GetZipCode\_DM

| CustomContext Recognition          |                                      |   |   |
|---|--------------------------------------|---|---|
| Asks the caller for the zip code where they'd like to find a Social Security field office.                            |                                      |   |   |
| <b>Entering From</b>  |                                      |   |   |
| mm0320_FieldOfficeLocator_SD, f10120_OfficeLocationInfo_DM, f10140_ZipFailedFirstTimeMsg_PP, f10125_CardCenterInfo_DM |                                      |   |   |
| <b>Initial Prompts</b>  |                                      |   |   |
| Type  | Condition                            | Name  | Wording   |
| initial   | If fol_zip_code_entry=first          | f10100_ini_01                                   | Go ahead and say or enter the five-digit zip code of the area where you want to find an office.<br>Por favor marque el código postal de cinco dígitos en donde quiere que busque una oficina. |
| initial   | Elseif fol_zip_code_entry=change     | f10100_ini_02                                   | What's the zip code?<br>Por favor marque el código postal.  |
| initial   | Elseif fol_zip_code_entry=sacramento | f10100_ini_03                                   | What's the zip code for your home address?<br>Por favor marque el código postal de su domicilio.  |
| initial   | Else (fol_zip_code_entry=not_found): | f10100_ini_04                                   | Go ahead and say or enter the five-digit zip code of the area where I should search.<br>Por favor marque el código postal de cinco dígitos en donde quiere que busque una oficina.            |
| reprompt  | Always                               | f10100_ree_01                                   | WHAT's the five-digit zip code?<br>n/a  |
| <b>Grammar</b>  |                                      |   |   |
| Sample Expressions  | DTMF                                 | Reco Var/Option                                 | Confirm   |
| <zip code><br>--  | --                                   | <fol_zip_code_collection <zip code>>            | If Necessary  |
| I don't know, I'm not sure<br>--  | --                                   | <fol_zip_code_collection dont_know>             | If Necessary  |
| <b>Actions</b>  |                                      |   |   |
| Option  | Condition                            | Action  | Transition  |
| <zip code>  | --                                   | Assign : fol_zip_code =<zip code>               | --  |
| ^   | --                                   | Prompt : [f10100_out_09]<br>Thanks.<br>Gracias. | goto :<br>f10102_FindCCFromZip_DB   |
| dont_know   | --                                   | Assign : fol_transaction_status =dont_know_zip  | --  |
| ^   | --                                   | Prompt : [f10100_out_10]<br>Okay.<br>Está bien. | Return to calling dialog :<br>main<br>[mm0320_FieldOfficeLocator_SD]  |
| <b>Confirmation Prompts</b>   |                                      |   |   |

| Option    | Condition | Name              | Wording  |
|-----------|-----------|-------------------|--|
| <ssn>     | Always    | fl0100_cnf_ini_01 | That zip code is<br>n/a                                |
| ^         | Always    | fl0100_cnf_ini_02 | <ssn><br>n/a   |
| ^         | Always    | fl0100_cnf_ini_03 | Right?<br>n/a  |
| dont_know | Always    | fl0100_cnf_ini_04 | Sounds like you don't know the zip code, right?<br>n/a |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [fl0100_nm1_01]<br>Let's try again... Please say the five-digit zip code where you'd like me to search like this: 1 2 3 0 0, or enter it on your keypad.<br><i>Disculpe, el número que marcó no es válido. Por favor marque los 5 dígitos del código postal en donde quiere que busque una oficina.</i>                                      | <b>Re-Recognition :</b> |
| nomatch 2 | ^         | <b>Prompt :</b> [fl0100_nm2_01]<br>Sorry. I need to know the zip code where you'd like me to search for a local Social Security office. Using your telephone keypad, enter the five-digit zip code now.<br><i>Lo siento, el número que marcó tampoco es válido. Por favor marque los 5 dígitos del código postal en donde quiere que busque una oficina.</i> | <b>Re-Recognition :</b> |
| noinput 1 | ^         | <b>Prompt :</b> [fl0100_ni1_01]<br>Please say the five-digit zip code where you'd like me to search like this: 1 2 3 0 0, or enter it on your keypad.<br><i>Por favor marque el código postal de cinco dígitos en donde quiere que busque una oficina.</i>   | <b>Re-Recognition :</b> |
| noinput 2 | ^         | <b>Prompt :</b> [fl0100_ni2_01]<br>Sorry. I need to know the zip code where you'd like me to search for a local Social Security office. Using your telephone keypad, enter the five-digit zip code now.<br><i>Por favor marque el código postal de cinco dígitos en donde quiere que busque una oficina.</i>   | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |


|   |              |
|---|--------------|
| <b>Commands: State-Specific Behavior</b>    |              |
| <a href="#">See 1.2 Global Commands</a>     |              |
| <b>Commands: Confirmations</b>              |              |
| <a href="#">See 1.2 Global Commands</a>     |              |
| <b>Config Parameters</b>                    |              |
| <b>Parameter</b>                            | <b>Value</b> |
| --  | --           |
| <b>Developer Notes</b>                      |              |
| The Spanish application will never confirm. |              |

### fl0102\_FindCCFromZip\_DB

| Data Access  |  |
|---|--|
| Database hit to retrieve the closest card center office based on the zip code the caller gave.  |  |
| <b>Entering From</b>  |  |
| <a href="#">fl0100_GetZipCode_DM</a>  |  |
| <b>Input parameters</b>   |  |
| <b>Parameter</b>  | <b>Value</b>   |
| zipCode   | The five digit zip code where the caller would like to search. |
| <b>Output parameters</b>  |  |
| <b>Variable</b>   | <b>Description</b>   |
| 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  | --   |
| 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            | --  |  |  |
| <b>Actions</b>                     |   |  |  |
| <b>Condition</b>                   |   |  |  |
| <b>Action</b>                      |   |  |  |
| <b>Transition</b>                  |   |  |  |
| success                            | If card_center found<br>If ss_card_requested=true | --                                       | goto : fl0125_CardCenterInfo_DM                                |
| ^                                  | ^   | Else                                     | goto : fl0105_CardCenterNeededQuestion_DM                      |
| ^                                  | Else  | --                                       | goto : fl0135_FindFOFromZip_DB                                 |
| failure                            |   | Assign : fol_transaction_status =failure | Return to calling dialog : main [mm0320_FieldOfficeLocator_SD] |
| <b>Recovery Behavior</b>           |   |  |  |
| See 1.1 Global Recovery Behavior   |   |  |  |
| <b>Developer Notes</b>             |   |  |  |
| --                                 |   |  |  |

**fl0105\_CardCenterNeededQuestion\_DM**


|  |  |   |  |
|--|--|---|--|
| <b>CustomContext Recognition</b>   |  |   |  |
|   |  |   |  |
| Asks the caller if they need to get a Social Security card. If yes, they'll need to visit the card center instead of the field office in their area. |  |   |  |
| <b>Entering From</b>   |  |   |  |
| fl0102_FindCCFromZip_DB  |  |   |  |
| <b>Initial Prompts</b>   |  |   |  |
| <b>Type</b>  | <b>Condition</b>   | <b>Name</b>                                       | <b>Wording</b>   |
| initial  | Always   | fl0105_ini_01                                     | Do you need to get a Social Security card?<br>Si necesita una tarjeta del Seguro Social, marque 1.<br>De lo contrario, marque 2. |
| <b>Grammar</b>   |  |   |  |
| <b>Sample Expressions</b>  | <b>DTMF</b>  | <b>Reco Var/Option</b>                            | <b>Confirm</b>   |
| yes, yeah<br>--  | 1  | <card_center_needed_yesno yes>                    | Never  |
| no<br>--   | 2  | <card_center_needed_yesno no>                     | Never  |
| <b>Actions</b>   |  |   |  |
| <b>Option</b>  | <b>Condition</b>   | <b>Action</b>                                     | <b>Transition</b>  |
| yes  | Else (card_center =dptsscc OR npscc OR lvscc OR oscc OR brooklyn OR queens OR minneapolis OR pscc) | Prompt : [fl0105_out_02]<br>All right.<br>[blank] | goto : fl0125_CardCenterInfo_DM  |
| no   | Always   | --  | --   |
| ^  | ^  | --  | goto :   |

|  |              |   | f10135_FindFOFromZip_DB |
|--|--------------|---|-------------------------|
| <b>Recovery Behavior</b>                 |              |   |                         |
| Type                                     | Condition    | Action  | Transition              |
| nomatch 1                                | Always       | <b>Prompt :</b> [f10105_nm1_01]<br>Let's try again...DO you need to get a Social Security card?<br><i>Disculpe, el número que marcó no es válido. Si necesita una tarjeta del Seguro Social, marque 1. De lo contrario, marque 2.</i>   | <b>Re-Recognition :</b> |
| nomatch 2                                | ^            | <b>Prompt :</b> [f10105_nm2_01]<br>Sorry. In order to direct you to the correct office, I need to know if you'll be getting a Social Security card. If you need a Social Security card, press 1. If not, press 2.<br><i>Lo siento, el número que marcó tampoco es válido. Para poder darle información de la oficina correcta, necesito saber si necesita obtener una tarjeta del Seguro Social. Si es así, marque 1. De lo contrario, marque 2.</i>                                | <b>Re-Recognition :</b> |
| noinput 1                                | ^            | <b>Prompt :</b> [f10105_ni1_01]<br>If you need to get a Social Security card say 'Yes' or press 1. If not, say 'No', or press 2.<br><i>Si necesita una tarjeta del Seguro Social, marque 1. De lo contrario, marque 2.</i>  | <b>Re-Recognition :</b> |
| noinput 2                                | ^            | <b>Prompt :</b> [f10105_ni2_01]<br>Sorry. In order to direct you to the correct office, I need to know if you'll be getting a Social Security card. If you need a Social Security card, press 1. If not, press 2.<br><i>Para poder darle información de la oficina correcta, necesito saber si necesita obtener una tarjeta del Seguro Social. Por favor escoja una de las siguientes opciones. Si necesita una tarjeta del Seguro Social, marque 1. De lo contrario, marque 2.</i> | <b>Re-Recognition :</b> |
| nomatch 3                                | Always       | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3                                | Always       | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 3                                | Always       | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3                                | Always       | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| <b>Commands: State-Specific Behavior</b> |              |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                         |
| <b>Commands: Confirmations</b>           |              |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |              |   |                         |
| <b>Config Parameters</b>                 |              |   |                         |
| <b>Parameter</b>                         | <b>Value</b> |   |                         |



|                        |    |
|------------------------|----|
| --                     | -- |
| <b>Developer Notes</b> |    |
| --                     |    |

**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 another zip code, or return to the main menu (finished). |   |                        |  |
| <b>Entering From</b>  |   |                        |  |
| fl0125_CardCenterInfo_DM, fl0137_RetrieveOfficeDetails_DB   |   |                        |  |
| <b>Initial Prompts</b>  |   |                        |  |
| Type  | Condition                                     | Name                   | Wording  |
| initial   | If office_location_entry=first                | fl0120_ini_01          | Okay, here's information for the servicing office in the zip code you gave me.<br>Muy bien. Aquí tiene la información de la oficina que corresponde a ese código postal. |
| initial   | Elseif office_location_entry=from_card_center | fl0120_ini_02          | Okay, here's information for the local office in your zip code.<br>Muy bien. Aquí tiene la información de la oficina que corresponde a su código postal.                 |
| initial   | Else (office_location_entry=reentry)          | fl0120_ini_03          | Sure, here's that information again.<br>Aquí tiene la información otra vez.  |
| initial   | Always  | fl0120_ini_04          | The street address is<br>La dirección es   |
| initial   | ^   | fl0120_ini_05          | <ADDRLN_1> (plays silence instead of "Social Security")<br><ADDRLN_1>  |
| initial   | ^   | fl0120_ini_36          | <ADDRLN_3><br><ADDRLN_3>   |
| initial   | ^   | fl0120_ini_37          | <ADDRLN_2><br><ADDRLN_2>   |
| initial   | ^   | fl0120_ini_38          | <ADDRLN_4><br><ADDRLN_4>   |
| initial   | ^   | fl0120_ini_39          | <CITY28><br><CITY28>   |
| initial   | ^   | fl0120_ini_40          | <ST><br><ST>   |
| initial   | ^   | fl0120_ini_41          | <ZIP5><br><ZIP5>   |
| initial   | ^   | fl0120_ini_06          | <1000ms slience><br>--   |
| initial   | Begin hours playback                          | Note                   | [NOTE: If fo_hours_of_operation is NOT null, play the following hours prompts:]<br>--  |
| initial   | Always  | fl0120_ini_07          | The hours of operation are...<br>Las horas de operación son...   |
| initial   | ^   | fl0120_ini_08          | <100ms slience><br><100ms slience>   |
| initial   | ^   | Note                   | NOTE: Cycle through for all day ranges.<br>--  |
| initial   | If playing more than two                      | If Weekdays are Monday | fl0120_ini_17<br>Monday through Friday...  |

|         |   |   |               |   |
|---------|---|---|---------------|---|
|         | consecutive weekdays with the same operational hours  | through Friday  |               | de lunes a viernes...   |
| initial | ^   | Else  | f10120_ini_18 | <from_start_day_of_week_mid> (e.g., "Monday")<br><from_start_day_of_week_mid> (e.g., "de lunes")                |
| initial | ^   | ^   | f10120_ini_19 | <100ms slience><br><100ms slience>  |
| initial | ^   | ^   | f10120_ini_20 | <to_end_day_of_week_comma> (e.g., "through Thursday")<br><to_end_day_of_week_comma> (e.g., "a jueves")          |
| initial | ^   | Always  | f10120_ini_21 | <200ms silence><br><200ms silence>  |
| initial | Else If playing two weekdays with the same operational hours (consecutive or not)<br>OR<br>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)                                 | f10120_ini_22 | <and_start_day_of_week_mid> (e.g., "and monday")<br><and_start_day_of_week_mid> (e.g., "y lunes")               |
| initial | ^   | Else (Only one set of hours, OR not last set of hours OR Not last day in set)<br><br>(cycle through until the last day in the set, including the pause) | f10120_ini_23 | <start_day_of_week_mid> (e.g., "Monday")<br><start_day_of_week_mid> (e.g., "lunes")                             |
| initial | ^   | Always  | f10120_ini_24 | <100ms slience><br><100ms slience>  |
| initial | ^   | Always if last day in set   | f10120_ini_25 | <and_end_day_of_week_comma> (e.g., "and Friday")<br><and_end_day_of_week_comma> (e.g., "y viernes")             |
| initial | ^   | Always  | f10120_ini_26 | <200ms silence><br><200ms silence>  |
| initial | Else (playing weekdays one by one with different operational hours)   | If NOT playing the last single day of the week.<br><br>(cycle through until the last day in the set, including the pause)                               | f10120_ini_27 | <start_day_of_week_mid> (e.g., "Saturday")<br><start_day_of_week_mid> (e.g., "sábado")                          |
| initial | ^   | ^   | f10120_ini_28 | <100ms slience><br><100ms slience>  |
| initial | ^   | If last single day of the week  | f10120_ini_29 | <and_start_day_of_week_mid> (e.g., "and Sunday")<br><and_start_day_of_week_mid> (e.g., "y domingo")             |
| initial | ^   | Always  | f10120_ini_30 | <200ms silence><br><200ms silence>  |
| initial | If playing time   | Always  | f10120_ini_31 | <from_time_mid> (e.g., "from 7am")<br><from_time_mid> (e.g., "de las 7 de la mañana," or "de la 1 de la tarde") |
| initial | ^   | ^   | f10120_ini_32 | <100ms slience><br><100ms slience>  |
| initial | ^   | ^   | f10120_ini_33 | <to_time_fin> (e.g., to "7pm")<br><to_time_fin> (e.g., "a las 7 de la noche," or "a la 1 de la tarde")          |

|          |   |   |               |   |
|----------|---|---|---------------|---|
| initial  | ^ | ^   | f10120_ini_34 | <200ms slience><br><200ms slience>  |
| initial  |   | If played closed time for last group or weekdays                    | f10120_ini_35 | Except Federal holidays.<br>Excepto en días festivos federales.   |
| initial  | ^ |   | f10120_ini_09 | <1000ms slience><br>--  |
| initial  |   | End hours playback  | Note          | [NOTE: End hours playback]<br>--  |
| initial  |   | If fo_phone_number = undefined OR 18007721213 AND isPhasell = false | f10120_ini_10 | There is no direct phone number for this office.<br>No existe un número de teléfono directo para esta oficina.  |
| initial  | ^ |   | f10120_ini_11 | <1000ms slience><br><1000ms slience>  |
| initial  |   | Else  | f10120_ini_12 | And the phone number is<br>Y el número de teléfono es:  |
| initial  | ^ |   | f10120_ini_13 | <fo phone number><br><fo phone number>  |
| initial  | ^ |   | f10120_ini_14 | <1000ms slience><br><1000ms slience>  |
| initial  |   | If office_location_entry =reentry                                   | f10120_ini_15 | To hear that again, say 'Repeat that.' Otherwise, to search in a DIFFERENT zip code, say 'Change Zip Code.' Or, if you're finished, just say 'I'm finished.'<br>Para escuchar esa información otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar. |
| initial  |   | Else (office_location_entry=reentry)                                | f10120_ini_16 | To search in a DIFFERENT zip code, say 'Change Zip Code.' Or, if you're finished, just say 'I'm finished.'<br>Para escuchar esa información otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.   |
| reprompt |   | If office_location_entry =reentry                                   | f10120_ree_01 | My mistake. You can say 'Repeat That', 'Change Zip Code', or 'I'm Finished'.<br>n/a   |
| reprompt |   | Else (office_location_entry=reentry)                                | f10120_ree_02 | My mistake. You can say 'Change Zip Code' or 'I'm Finished'.<br>n/a   |

**Grammar**

| Sample Expressions                        | DTMF                 | Reco Var/Option                             | Confirm      |
|---|----------------------|---|--------------|
| i'm finished, i'm done<br>--              | En-us: 2,3; Es-us: 3 | <office_location_info_menu@import finished> | If Necessary |
| change zip code, different zip code<br>-- | En-us: 1,2; Es-us: 2 | <office_location_info_menu@import change>   | If Necessary |
| repeat, repeat that<br>--                 | En-us: 1; Es-us: 1   | <office_location_info_menu@import repeat>   | Never        |

**Actions**


| Option   | Condition | Action   | Transition                  |
|----------|-----------|--|-----------------------------|
| change   | Always    | Assign : fol_first_zip =true   | --                          |
| ^        | ^         | Prompt : [f10120_out_01]<br>All right. Let's look somewhere else.<br>Muy bien. | goto : f10100_GetZipCode_DM |
| finished | Always    | Assign : fol_transaction_status  | --                          |

|   |   |   |   |
|---|---|---|---|
|   |   | =success  |   |
| ^   | ^   | <b>Prompt :</b> [f10120_out_03]<br>All right.<br>[blank]  | <b>Return to calling dialog :</b><br>main<br>[mm0320_FieldOfficeLocator_SD<br>] |
| <b>Confirmation Prompts</b>                 |   |   |   |
| <b>Option</b>                               | <b>Condition</b>  | <b>Name</b>   | <b>Wording</b>  |
| change                                      | Always  | f10120_cnf_ini_02   | You'd like to search a different zip code, right?<br>n/a                        |
| finished                                    | Always  | f10120_cnf_ini_03   | You're finished, right?<br>n/a  |
| <b>Confirmation Recovery Behavior</b>       |   |   |   |
| <a href="#">See 1.3 Global Confirmation</a> |   |   |   |
| <b>Recovery Behavior</b>                    |   |   |   |
| <b>Type</b>                                 | <b>Condition</b>  | <b>Action</b>   | <b>Transition</b>   |
| nomatch 1                                   | If office_location_entry=reentry<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt :</b> [f10120_nm1_01]<br>Let's try again. You can say 'Change Zip Code' or press 1, OR say 'I'm Finished', or press 2.<br>Disculpe, el número que marcó no es válido. Para escuchar la información de la oficina otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.                    | <b>Re-Recognition :</b>   |
| nomatch 1                                   | Else (office_location_entry!=reentry)<br>//If this is the first time through                                    | <b>Prompt :</b> [f10120_nm1_02]<br>Let's try again. You can say 'Repeat That' or press 1, 'Change Zip Code' or 2, OR say 'I'm Finished' or press 3.<br>Disculpe, el número que marcó no es válido. Para escuchar la información de la oficina otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar. | <b>Re-Recognition :</b>   |
| nomatch 2                                   | If office_location_entry=reentry<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt :</b> [f10120_nm2_01]<br>Sorry. To search for a local office using a different zip code, press 1. Or, if your finished, press 2.<br>Lo siento, el número que marcó tampoco es válido. Para escuchar la información de la oficina otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.    | <b>Re-Recognition :</b>   |
| nomatch 2                                   | Else (office_location_entry!=reentry)<br>//If this is the first time through                                    | <b>Prompt :</b> [f10120_nm2_02]<br>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.<br>Lo siento, el número que marcó tampoco es válido. Para escuchar la información de la oficina otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al                    | <b>Re-Recognition :</b>   |

|  |   |   |                                  |
|--|---|---|----------------------------------|
|  |   | menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.   |                                  |
| noinput 1                                | If office_location_entry=reentry<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt :</b> [f10120_ni1_01]<br>Sorry. You can say 'Change Zip Code' or press 1, OR say 'I'm Finished', or press 2.<br>Para escuchar esa información otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.   | <b>Re-Recognition :</b>          |
| noinput 1                                | Else (office_location_entry!=reentry)<br>//If this is the first time through                                    | <b>Prompt :</b> [f10120_ni1_02]<br>You can say 'Repeat That' or press 1, 'Change Zip Code' or 2, OR say 'I'm Finished' or press 3.<br>Para escuchar esa información otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.   | <b>Re-Recognition :</b>          |
| noinput 2                                | If office_location_entry=reentry<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt :</b> [f10120_ni2_01]<br>Sorry. To search for a local office using a different zip code, press 1. Or, if your finished, press 2.<br>Por favor escoja una de las siguientes opciones. Para escuchar la información de la oficina otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.   | <b>Re-Recognition :</b>          |
| noinput 2                                | Else (office_location_entry!=reentry)<br>//If this is the first time through                                    | <b>Prompt :</b> [f10120_ni2_02]<br>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.<br>Por favor escoja una de las siguientes opciones. Para escuchar la información de la oficina otra vez, marque 1. Para buscar en otro código postal, marque 2. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar. | <b>Re-Recognition :</b>          |
| nomatch 3                                | Always  | <b>Assign :</b> transfer_reason =error  | --                               |
| nomatch 3                                | Always  | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                               |
| noinput 3                                | Always  | <b>Assign :</b> transfer_reason =error  | --                               |
| noinput 3                                | Always  | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                               |
| <b>Commands: State-Specific Behavior</b> |   |   |                                  |
| <b>Type</b>                              | <b>Condition</b>  | <b>Action</b>   | <b>Transition</b>                |
| repeat                                   | --  | <b>Assign :</b> office_location_entry =reentry  | <b>Re-Recognition :</b> Reprompt |

|  |              |                |                |
|--|--------------|----------------|----------------|
| <b>Commands: Confirmations</b>   |              |                |                |
| <a href="#">See 1.2 Global Commands</a>  |              |                |                |
| <b>Commands: Grammar</b>   |              |                |                |
| <b>Sample Expressions</b>  | <b>DTMF</b>  | <b>Command</b> | <b>Confirm</b> |
| repeat that, repeat  | 9            | repeat         | Never          |
| <b>Config Parameters</b>   |              |                |                |
| <b>Parameter</b>   | <b>Value</b> |                |                |
| --   | --           |                |                |
| <b>Developer Notes</b>   |              |                |                |
| The Spanish application will never confirm. If phase II and if admin number (ADM) matches the business number (BUS) then don't read back the phone number. |              |                |                |

**f10125\_CardCenterInfo\_DM**

|   |  |      |               |  |
|---|--|------|---------------|--|
| <b>CustomContext Recognition</b>  |  |      |               |   |
| 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). |  |      |               |  |
| <b>Entering From</b>  |  |      |               |  |
| <a href="#">f10105_CardCenterNeededQuestion_DM</a> , <a href="#">f10102_FindCCFromZip_DB</a>  |  |      |               |  |
| <b>Initial Prompts</b>  |  |      |               |  |
| <b>Type</b>   | <b>Condition</b>                                 |      | <b>Name</b>   | <b>Wording</b>   |
| initial   | If<br>card_center_info_first_entr<br>y=true      | Else | f10125_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...<br>Para pedir una tarjeta del seguro social nueva, debe ir al Centro de Tarjetas más cercana a su domicilio. Esta es la dirección: |
| initial   | Else<br>(card_center_info_first_entr<br>y=false) | Else | f10125_ini_04 | Sure. The Card Center is located at...<br>La dirección del Centro de Tarjetas es:  |
| initial   | Always   |      | f10125_ini_05 | <ADDRLN_1> (plays silence instead of "Social Security")<br><ADDRLN_1>  |
| initial   | ^  |      | f10125_ini_63 | <ADDRLN_3><br><ADDRLN_3>   |
| initial   | ^  |      | f10125_ini_64 | <ADDRLN_2><br><ADDRLN_2>   |
| initial   | ^  |      | f10125_ini_65 | <ADDRLN_4><br><ADDRLN_4>   |
| initial   | ^  |      | f10125_ini_66 | <CITY28><br><CITY28>   |
| initial   | ^  |      | f10125_ini_67 | <ST><br><ST>   |
| initial   | ^  |      | f10125_ini_68 | <ZIP5><br><ZIP5>   |
| initial   | Begin hours playback                             |      | f10125_ini_06 | [NOTE: If fo_hours_of_operation is NOT null, play the following hours prompts:]<br>--  |
| initial   | Always   |      | f10125_ini_07 | <1000ms silence><br>--   |

|         |   |   |               |  |
|---------|---|---|---------------|--|
| initial | ^   |   | f10125_ini_08 | The hours of operation are...<br>Las horas de operación son...   |
| initial | ^   |   | f10125_ini_09 | <100ms slience><br><100ms slience>   |
| initial | ^   |   | f10125_ini_10 | NOTE: Cycle through for all day ranges.<br>--  |
| initial | If playing more than two consecutive weekdays with the same operational hours   | If Weekdays are Monday through Friday   | f10125_ini_11 | Monday through Friday...<br>de lunes a viernes...  |
| initial | ^   | Else  | f10125_ini_12 | <from_start_day_of_week_mid> (e.g., "Monday")<br><from_start_day_of_week_mid> (e.g., "de lunes")       |
| initial | ^   | ^   | f10125_ini_16 | <100ms slience><br><100ms slience>   |
| initial | ^   | ^   | f10125_ini_17 | <to_end_day_of_week_comma> (e.g., "through Thursday")<br><to_end_day_of_week_comma> (e.g., "a jueves") |
| initial | ^   | Always  | f10125_ini_18 | <200ms silence><br><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)                                 | f10125_ini_19 | <and_start_day_of_week_mid> (e.g., "and monday")<br><and_start_day_of_week_mid> (e.g., "y lunes")      |
| initial | ^   | Else (Only one set of hours, OR not last set of hours OR Not last day in set)<br><br>(cycle through until the last day in the set, including the pause) | f10125_ini_20 | <start_day_of_week_mid> (e.g., "Monday")<br><start_day_of_week_mid> (e.g., "lunes")                    |
| initial | ^   | Always  | f10125_ini_21 | <100ms slience><br><100ms slience>   |
| initial | ^   | Always if last day in set   | f10125_ini_22 | <and_end_day_of_week_comma> (e.g., "and Friday")<br><and_end_day_of_week_comma> (e.g., "y viernes")    |
| initial | ^   | Always  | f10125_ini_23 | <200ms silence><br><200ms silence>   |
| initial | Else (playing weekdays one by one with different operational hours)   | If NOT playing the last single day of the week.<br><br>(cycle through until the last day in the set, including the pause)                               | f10125_ini_26 | <start_day_of_week_mid> (e.g., "Saturday")<br><start_day_of_week_mid> (e.g., "sábado")                 |
| initial | ^   | ^   | f10125_ini_27 | <100ms slience><br><100ms slience>   |
| initial | ^   | If last single day of the week  | f10125_ini_28 | <and_start_day_of_week_mid> (e.g., "and Sunday")<br><and_start_day_of_week_mid> (e.g., "y domingo")    |
| initial | ^   | Always  | f10125_ini_29 | <200ms silence><br><200ms silence>   |
| initial | If playing time   | Always  | f10125_ini_30 | <from_time_mid> (e.g., "from 7am")   |

|          |  |   |               |   |
|----------|--|---|---------------|---|
|          |  |   |               | <from_time_mid> (e.g., "de las 7 de la mañana," or "de la 1 de la tarde")   |
| initial  | ^  | ^ | f10125_ini_31 | <100ms slience><br><100ms slience>  |
| initial  | ^  | ^ | f10125_ini_32 | <to_time_fin> (e.g., to "7pm")<br><to_time_fin> (e.g., "a las 7 de la noche," or "a la 1 de la tarde")  |
| initial  | ^  | ^ | f10125_ini_33 | <200ms slience><br><200ms slience>  |
| initial  | If played closed time for last group or weekdays |   | f10125_ini_34 | Except Federal holidays.<br>Excepto en días festivos federales.   |
| initial  | ^  |   | f10125_ini_35 | <1000ms slience><br>--  |
| initial  | End hours playback                               |   | f10125_ini_36 | [NOTE: End hours playback]<br>--  |
| initial  | If card_center_info_first_entry=true             |   | f10125_ini_24 | 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.'<br>Para escuchar esa información otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar. |
| initial  | Else (card_center_info_first_entry=false)        |   | f10125_ini_25 | Now, 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.'<br>Para escuchar esa información otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.  |
| reprompt | If card_center_info_first_entry=true             |   | f10125_ree_01 | My mistake. You can say 'Repeat That', 'Local Office', 'Change Zip Code', or 'I'm Finished'.<br>n/a   |
| reprompt | Else (card_center_info_first_entry=false)        |   | f10125_ree_02 | My mistake. You can say 'Local Office', 'Change Zip Code', or 'I'm Finished'.<br>n/a  |

**Grammar**

| Sample Expressions                               | DTMF                 | Reco Var/Option                                       | Confirm      |
|--|----------------------|---|--------------|
| change zip code, different zip code<br>--        | En-us: 2,3; Es-us: 3 | <card_center_location_info_menu @import change>       | If Necessary |
| i'm finished, i'm done<br>--                     | En-us: 3,4; Es-us: 4 | <card_center_location_info_menu @import finished>     | If Necessary |
| local office, local Social Security office<br>-- | En-us: 1,2; Es-us: 2 | <card_center_location_info_menu @import field_office> | If Necessary |
| repeat, repeat that<br>--                        | En-us:1; ES-us:1     | <card_center_location_info_menu @import repeat>       | Never        |

**Actions**

| Option | Condition                            | Action                                       | Transition |
|--------|--------------------------------------|--|------------|
| --     | If card_center_info_first_entry=true | Assign : card_center_info_first_entry =false | --         |
| change | Always                               | Assign : fol_first_zip =true                 | --         |



|              |        |   |   |
|--------------|--------|---|---|
| ^            | ^      | <b>Prompt</b> : [fl0125_out_01]<br>All right. Let's look somewhere else.<br>Muy bien. | <b>goto</b> : fl0100_GetZipCode_DM  |
| finished     | Always | <b>Assign</b> : fol_transaction_status<br>=success                                    | --  |
| ^            | ^      | <b>Prompt</b> : [fl0125_out_03]<br>All right.<br>[blank]                              | <b>Return to calling dialog</b> :<br>main<br>[mm0320_FieldOfficeLocator_SD<br>] |
| field_office | Always | <b>Assign</b> : office_location_entry<br>=from_card_center                            | <b>goto</b> :<br>fl0120_OfficeLocationInfo_DM                                   |

**Confirmation Prompts**

| Option       | Condition | Name              | Wording   |
|--------------|-----------|-------------------|---|
| field_office | Always    | fl0125_cnf_ini_02 | You'd like information about a local Social Security office in your area, right?<br>n/a |
| change       | Always    | fl0125_cnf_ini_03 | You'd like to search a different zip code, right?<br>n/a                                |
| finished     | Always    | fl0125_cnf_ini_04 | You're finished, right?<br>n/a  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| Type      | Condition  | Action   | Transition              |
|-----------|--|--|-------------------------|
| nomatch 1 | If card_center_info_first_entry=true<br>//If this is the first time through  | <b>Prompt</b> : [fl0125_nm1_01]<br>Let's try again. You can say 'Repeat That' or press 1. 'Local Office' or 2, 'Change Zip Code' or 3, OR say 'I'm Finished' or press 4.<br>Disculpe, el número que marcó no es válido. Para escuchar esa información otra vez, marque 1.Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar. | <b>Re-Recognition</b> : |
| nomatch 1 | Else (card_center_info_first_entry=false)<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt</b> : [fl0125_nm1_02]<br>Let's try again. You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or press 3.<br>Disculpe, el número que marcó no es válido. Para escuchar esa información otra vez, marque 1.Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.              | <b>Re-Recognition</b> : |
| nomatch 2 | If card_center_info_first_entry=true<br>//If this is the first time through  | <b>Prompt</b> : [fl0125_nm2_01]<br>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.<br>Lo siento, el número que marcó  | <b>Re-Recognition</b> : |

|           |  |   |                         |
|-----------|--|---|-------------------------|
|           |  | tampoco es válido. Para escuchar la información del centro de tarjetas otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.  |                         |
| nomatch 2 | Else (card_center_info_first_entry=false)<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt :</b> [f10125_nm2_02]<br>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.<br>Lo siento, el número que marcó tampoco es válido. Para escuchar la información del centro de tarjetas otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.  | <b>Re-Recognition :</b> |
| noinput 1 | If card_center_info_first_entry=true<br>//If this is the first time through  | <b>Prompt :</b> [f10125_ni1_01]<br>You can say 'Repeat That' or press 1, 'Local Office' or 2, 'Change Zip Code' or3, OR say 'I'm Finished' or press 4.<br>Para escuchar esa información otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.   | <b>Re-Recognition :</b> |
| noinput 1 | Else (card_center_info_first_entry=false)<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt :</b> [f10125_ni1_02]<br>You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or press 3.<br>Para escuchar esa información otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar.   | <b>Re-Recognition :</b> |
| noinput 2 | If card_center_info_first_entry=true<br>//If this is the first time through  | <b>Prompt :</b> [f10125_ni2_01]<br>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, press 3. Or, if your finished, press 4.<br>Por favor escoja una de las siguientes opciones. Para escuchar la información del centro de tarjetas otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar. | <b>Re-Recognition :</b> |
| noinput 2 | Else (card_center_info_first_entry=false)<br>//If this is not the first time through, e.g., after the caller says repeat | <b>Prompt :</b> [f10125_ni2_02]<br>Sorry. For information about a local Social Security office in your area,  | <b>Re-Recognition :</b> |

|   |                  |  |                                  |
|---|------------------|--|----------------------------------|
|   |                  | press 1. To search using a different zip code, press 2. Or, if your finished, press 3.<br>Por favor escoja una de las siguientes opciones. Para escuchar la información del centro de tarjetas otra vez, marque 1. Para información de su oficina local, marque 2. Para buscar en otro código postal, marque 3. Para regresar al menú principal, marque asterisco, o si ya terminó con esta llamada, puede colgar. |                                  |
| nomatch 3                                   | Always           | <b>Assign</b> : transfer_reason =error   | --                               |
| nomatch 3                                   | Always           | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                               |
| noinput 3                                   | Always           | <b>Assign</b> : transfer_reason =error   | --                               |
| noinput 3                                   | Always           | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                               |
| <b>Commands: State-Specific Behavior</b>    |                  |  |                                  |
| <b>Type</b>                                 | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                |
| repeat                                      | --               | <b>Prompt</b> : [fl0125_repeat_01]<br>Sure.<br>Muy bien.   | <b>Re-Recognition</b> : Reprompt |
| <b>Commands: Confirmations</b>              |                  |  |                                  |
| <a href="#">See 1.2 Global Commands</a>     |                  |  |                                  |
| <b>Commands: Grammar</b>                    |                  |  |                                  |
| <b>Sample Expressions</b>                   | <b>DTMF</b>      | <b>Command</b>   | <b>Confirm</b>                   |
| repeat that, repeat                         | 9                | repeat   | Never                            |
| <b>Config Parameters</b>                    |                  |  |                                  |
| <b>Parameter</b>                            | <b>Value</b>     |  |                                  |
| --  | --               |  |                                  |
| <b>Developer Notes</b>                      |                  |  |                                  |
| The Spanish application will never confirm. |                  |  |                                  |

**fl0135\_FindFOFromZip\_DB**

|  |  |   |
|--|--|---|
| <b>Data Access</b>   |  |  |
| Database hit to retrieve the closest field office based on the zip code the caller gave.     |  |   |
| <b>Entering From</b>   |  |   |
| <a href="#">fl0105_CardCenterNeededQuestion_DM</a> , <a href="#">fl0102_FindCCFromZip_DB</a> |  |   |
| <b>Input parameters</b>  |  |   |
| <b>Parameter</b>   | <b>Value</b>   |   |
| zipCode  | The five digit zip code where the caller would like to search. |   |
| <b>Output parameters</b>   |  |   |
| <b>Variable</b>  | <b>Description</b>   |   |
| 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               | --                                     |
| 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**

| Condition                                       |  | Action                                   | Transition   |
|---|--|--|--|
| success   | If office found                                | Assign : office_location_entry =first    | goto : fl0137_RetrieveOfficeDetails_DB                         |
| ^   | Elseif office NOT found AND fol_first_zip=true | Assign : fol_first_zip =false            | goto : fl0140_ZipFailedFirstTimeMsg_PP                         |
| Else (office NOT found AND fol_first_zip=false) |  | --                                       | goto : fl0150_NoFOMsg_PP                                       |
| failure   |  | Assign : fol_transaction_status =failure | Return to calling dialog : main [mm0320_FieldOfficeLocator_SD] |

**Recovery Behavior**

[See 1.1 Global Recovery 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

**fl0137\_RetrieveOfficeDetails\_DB**


|             |   |
|-------------|---|
| Data Access |  |
|-------------|---|

|  |   |                                     |
|--|---|-------------------------------------|
| Database call to identify if the field office is Phase I or Phase II and transition accordingly. |   |                                     |
| <b>Entering From</b>   |   |                                     |
| <a href="#">fl0135_FindFOFromZip_DB</a>  |   |                                     |
| <b>Input parameters</b>  |   |                                     |
| <b>Parameter</b>   | <b>Value</b>  |                                     |
| zipCode  | The five digit zip code where the caller would like to search.  |                                     |
| <b>Output parameters</b>   |   |                                     |
| <b>Variable</b>  | <b>Description</b>  |                                     |
| isPhaseIIOffice  | Identifies if the office is phase I (false) or phase II (true). |                                     |
| <b>Actions</b>   |   |                                     |
| <b>Condition</b>   | <b>Action</b>   | <b>Transition</b>                   |
| Always   | --  | goto : fl0120_OfficeLocationInfo_DM |
| <b>Recovery Behavior</b>   |   |                                     |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |   |                                     |
| <b>Developer Notes</b>   |   |                                     |
| --   |   |                                     |

### fl0140\_ZipFailedFirstTimeMsg\_PP

|   |  |                             |   |   |
|---|--|-----------------------------|---|---|
| <b>Simple Play Prompt</b>   |  |                             |   |  |
| Informs the caller that a field office was not found (based on the zip code that was given), but we'll try searching again. |  |                             |   |   |
| <b>Entering From</b>  |  |                             |   |   |
| <a href="#">fl0135_FindFOFromZip_DB</a>   |  |                             |   |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |  |                             |   |   |
| <b>Type</b>   | <b>Condition</b>                       | <b>Name</b>                 | <b>Wording</b>  |   |
| initial   | Always                                 | fl0140_out_01               | Hmm... I didn't find anything. Let's try this again.<br>Hmm...No encontré ninguna oficina con ese código postal. Intentemos otra vez. |   |
| <b>Actions</b>  |  |                             |   |   |
| <b>Condition</b>  | <b>Action</b>                          | <b>Transition</b>           |   |   |
| Always  | Assign : fol_zip_code_entry =not_found | --                          |   |   |
| Always  | --                                     | goto : fl0100_GetZipCode_DM |   |   |
| <b>Developer Notes</b>  |  |                             |   |   |
| --  |  |                             |   |   |

### fl0150\_NoFOMsg\_PP

|   |                  |               |  |   |
|---|------------------|---------------|--|---|
| <b>Simple Play Prompt</b>   |                  |               |  |  |
| Informs the caller that a field office was not found (based on the zip code given), before transferring the call to an agent. |                  |               |  |   |
| <b>Entering From</b>  |                  |               |  |   |
| <a href="#">fl0135_FindFOFromZip_DB</a>   |                  |               |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |               |  |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>   |   |
| 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..... |   |

|                        |   |  |  |
|------------------------|---|--|--|
|                        |   |  | Lo siento, no encuentro ninguna oficina con ese código postal. |
| <b>Actions</b>         |   |  |  |
| <b>Condition</b>       | <b>Action</b>                                   | <b>Transition</b>  |  |
| Always                 | <b>Assign</b> : fol_transaction_status =failure | --   |  |
| Always                 | --  | <b>Return to calling dialog</b> :<br><a href="#">main [mm0320_FieldOfficeLocator_SD]</a> |  |
| <b>Developer Notes</b> |   |  |  |
| --                     |   |  |  |

## 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 Access   |   |                                   |
|---|---|-----------------------------------|
| checks backend to determine which data elements are required.   |   |                                   |
| <b>Entering From</b>  |   |                                   |
| mm3005_KBAAuthentication_SD, mr0130_KBAAuthentication_SD, bv0130_KBAAuthentication_SD, ca0300_KBAAuthentication_SD, dd0300_KBAAuthentication_SD, rb0300_KBAAuthentication_SD, cs0110_KBAAuthentication_SD |   |                                   |
| <b>Input parameters</b>   |   |                                   |
| Parameter   | Value   |                                   |
| applicationName   | The application mapped to this DNIS   |                                   |
| <b>Output parameters</b>  |   |                                   |
| Variable  | Description   |                                   |
| ka_collectSSN   | Boolean to determine if the application requires the caller to authenticate the social security number. |                                   |
| ka_collectName  | Boolean to determine if the application requires the caller to authenticate the first name.             |                                   |
| ka_collectDateOfBirth   | Boolean to determine if the application requires the caller to authenticate the date of birth.          |                                   |
| ka_collectPlaceOfBirth  | Boolean to determine if the application requires the caller to authenticate the place of birth.         |                                   |
| ka_collectMothersMaidenName   | Boolean to determine if the application requires the caller to authenticate the mother's maiden name.   |                                   |
| ka_collectPaymentAmount   | Boolean to determine if the application requires the caller to authenticate the payment amount.         |                                   |
| <b>Actions</b>  |   |                                   |
| Condition   | Action  | Transition                        |
| success   | If ka_collectSSN=true AND caller_ssn=NULL   | goto : ka0105__AttestFlagCheck_DS |
| ^   | Elseif ka_collectName=true AND caller_first_name=NULL OR caller_last_name=NULL                          | goto : ka0105__AttestFlagCheck_DS |
| ^   | Elseif ka_collectDateOfBirth=true AND caller_dob=NULL   | goto : ka0105__AttestFlagCheck_DS |
| ^   | Elseif ka_collectMothersMaidenName=true AND caller_maiden_name=NULL                                     | goto : ka0105__AttestFlagCheck_DS |
| ^   | Elseif ka_collectPlaceOfBirth=true AND caller_pob=NULL  | goto : ka0105__AttestFlagCheck_DS |
| ^   | Elseif ka_collectPaymentAmount=true AND caller_last_payment=NULL  | goto : ka0105__AttestFlagCheck_DS |

|         |   |   |  |
|---------|---|---|--|
| ^       | Elseif no information needs to be collected AND last two tasks were TK99 and TKCS, back-to-back and in that order | <b>Assign</b> : kba_transaction_status =success | --   |
| ^       | Else (no information needs to be collected)   | <b>Assign</b> : kba_transaction_status =success | --   |
| ^       | ^   | <b>Assign</b> : no_kba_info_needed =true        | <b>goto</b> : ka0900_CheckingInfoMsg_PP  |
| failure |   | <b>Assign</b> : kba_transaction_status =failure | <b>Return to calling dialog</b> :<br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD] |

**Recovery Behavior**


[See 1.1 Global Recovery Behavior](#)

**Developer Notes**

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

NOTE: if last two tasks were TK99 and TKCS, back-to-back and in that order, and if no further information needs to be collected, the call returns to the calling dialog. If, however, the last two tasks were NOT TK99 and TKCS (back-to-back and in that order) and no information is needed, the call will be transferred instead to ka0900\_CheckingInfoMsg\_PP


**ka0105\_\_AttestFlagCheck\_DS**

| Decision   |  |  |  |
|--|--|--|---|
| Checks whether the caller should hear the attestation, perjury, and O.M.B. messages and transitions accordingly. |  |  |   |
| Entering From  |  |  |   |
| <a href="#">ka0100_ElementsCheck_DB</a>  |  |  |   |
| Actions  |  |  |   |
| Condition  | Action   | Transition   |   |
| If play_attestation_flag = true  | --   | <b>goto</b> : ka0110_AttestCheck_DS  |   |
| Else<br>\\ if play_attestation_flag = false  | If current_task=change_addresses OR direct_deposit | <b>Prompt</b> : [ka0105_out_01]<br>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.<br>-- | --  |
| ^  | Else   | <b>Prompt</b> : [ka0105_out_02]<br>Before I can access your records, I'll need to ask a question or two to verify who you are.<br>--   | --  |
| ^  | Always   | --   | <b>goto</b> : ka0300_SSNNull_DS   |




|                        |
|------------------------|
| <b>Developer Notes</b> |
| --                     |

**ka0110\_AttestCheck\_DS**

| Decision        |  |                                    |
|--|--|------------------------------------|
| Determine transition based on whether or not the attestation message has been heard by the caller. |  |                                    |
| <b>Entering From</b>   |  |                                    |
| <a href="#">ka0105__AttestFlagCheck_DS</a>   |  |                                    |
| <b>Actions</b>   |  |                                    |
| Condition  | Action   | Transition                         |
| If attestation_heard=false   | --   | goto : ka0200_PreAttestationMsg_PP |
| Elseif attestation_heard=true  | If current_task=application_status AND application_status_OMB_heard=false    | --                                 |
|  |  | goto : ka0220_OMBNumber_PP         |
| ^  | Elseif current_task=application_status AND application_status_OMB_heard=true | --                                 |
|  |  | goto : ka0300_SSNNull_DS           |
| ^  | Elseif current_task!=application_status AND kba_OMB_heard=false              | --                                 |
|  |  | goto : ka0220_OMBNumber_PP         |
| ^  | Else (current_task!=application_status AND kba_OMB_heard=true)               | --                                 |
|  |  | goto : ka0300_SSNNull_DS           |
| <b>Developer Notes</b>   |  |                                    |
| --   |  |                                    |

**ka0200\_PreAttestationMsg\_PP**

| Simple Play Prompt  |  |               |   |
|--|--|---------------|---|
| Informs callers that they will be asked some questions.  |  |               |   |
| <b>Entering From</b>   |  |               |   |
| <a href="#">ka0110_AttestCheck_DS</a>  |  |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |  |               |   |
| Type   | 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.<br>-- |
| 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.<br>--   |
| 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.<br>--   |
| <b>Actions</b>   |  |               |   |

| Condition              | Action | Transition                           |
|------------------------|--------|--------------------------------------|
| Always                 | --     | goto : ka0210_AttestationQuestion_DM |
| <b>Developer Notes</b> |        |                                      |
| --                     |        |                                      |

**ka0210\_AttestationQuestion\_DM**

| YesNo Recognition  |  |               |   |
|--|--|---------------|---|
| Plays the attestation message and asks callers to agree. |  |               |   |
| <b>Entering From</b>                                     |  |               |   |
| ka0200_PreAttestationMsg_PP                              |  |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]                 |  |               |   |
| Type   | Condition                              | Name          | Wording   |
| initial  | If current_task=benefits_verification  | ka0210_ini_01 | Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 4 minutes.<br>--  |
| initial  | Elseif current_task=application_status | ka0210_ini_02 | Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 7 6 3.' The whole process should take about 2 minutes.<br>--  |
| initial  | Elseif current_task=change_address     | ka0210_ini_03 | Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 5 minutes.<br>--  |
| initial  | Elseif current_task=direct_deposit     | ka0210_ini_04 | Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 5 minutes.<br>--  |
| initial  | Elseif current_task=card_medicare      | ka0210_ini_05 | Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 4 minutes.<br>--  |
| initial  | Elseif current_task=screen_pop         | ka0210_ini_06 | Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 7 9 0.' The whole process should take about one minute.<br>-- |
| initial  | Elseif current_task=screen_splash      | ka0210_ini_07 | Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 4 minutes.<br>--  |
| initial  | Else (current_task=benefits_statement) | ka0210_ini_08 | Social Security is allowed to collect this information under the Social Security Act, and the collection  |

|         |        |               |   |
|---------|--------|---------------|---|
|         |        |               | meets the requirements of the Paperwork Reduction Act under O.M.B numbers 0 9 6 0 0 5 9 6 and 0 9 6 0 0 5 8 3. The whole process should take about 6 minutes.<br>-- |
| initial | Always | ka0210_ini_09 | <1000ms slience><br>--  |
| initial | ^      | ka0210_ini_10 | To hear detailed information about the Privacy Act or Paperwork Reduction Act, say 'More Information.' Otherwise, say 'Continue.'<br>--                             |

**Grammar**

| Sample Expressions     | DTMF | Reco Var/Option                         | Confirm      |
|------------------------|------|---|--------------|
| more information<br>-- | 1    | <attestation_question more_information> | If Necessary |
| continue<br>--         | 2    | <attestation_question continue>         | Never        |

**Actions**

| Option           | Condition                               | Action  | Transition   |
|------------------|---|---|--|
| Always           | If current_task=application_status      | <b>Assign :</b><br>application_status_OMB_heard =true | --   |
| ^                | Else (current_task!=application_status) | <b>Assign :</b> kba_OMB_heard =true                   | --   |
| more_information | Always                                  | --  | <b>goto :</b><br><a href="#">ka0225_WhichActDetails_DM</a> |
| continue         | Always                                  | --  | <b>goto :</b><br><a href="#">ka0270_PerjuryMessage_DM</a>  |

**Confirmation Prompts**

| Option               | Condition | Name                  | Wording   |
|----------------------|-----------|-----------------------|---|
| more_informa<br>tion | Always    | ka0210_cnf_ini_0<br>1 | You want to hear more information on the Privacy Act or Paperwork Reduction Act, right?<br>-- |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)


**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [ka0210_nm1_01]<br>Let's try again...You can say 'More Information' or press 1, OR say 'Continue', or press 2.<br>--                                      | <b>Re-Recognition :</b> |
| nomatch 2 | ^         | <b>Prompt :</b> [ka0210_nm2_01]<br>Sorry. If you'd like to hear detailed information about the Privacy Act or Paperwork Reduction Act, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^         | <b>Prompt :</b> [ka0210_ni1_01]<br>If you'd like to hear more information about the Privacy Act or Paperwork  | <b>Re-Recognition :</b> |

|           |        |   |                         |
|-----------|--------|---|-------------------------|
|           |        | Reduction Act say 'More Information' or press 1. Otherwise, say 'Continue' or press 2.<br>--  |                         |
| noinput 2 | ^      | <b>Prompt</b> : [ka0210_ni2_01]<br>Sorry. If you'd like to hear detailed information about the Privacy Act or Paperwork Reduction Act, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition</b> : |
| noinput 3 | Always | <b>Assign</b> : transfer_reason =error  | --                      |
| noinput 3 | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| Barge-in should be OFF.                  |              |

**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. |  |               |  |
| <b>Entering From</b>  |  |               |  |
| <a href="#">ka0110_AttestCheck_DS</a>   |  |               |  |
| <b>Initial Prompts</b> [Barge-in is OFF]  |  |               |  |
| Type  | Condition                              | Name          | Wording  |
| initial   | If current_task=benefits_verification  | ka0220_out_01 | 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.<br>--       |
| initial   | Elseif current_task=application_status | 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 7 6 3.' The whole process should take about 2 minutes.<br>-- |
| initial   | Elseif current_task=change_address     | ka0220_out_03 | 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 5 minutes.<br>--       |
| initial   | 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 6.' The process should take about 5 minutes.<br>--       |
| initial   | 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.<br>--  |
| initial | Elseif current_task=screen_pop         | ka0220_out_06 | So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 7 9 0.' The process should take about one minute.<br>--                   |
| initial | Elseif current_task=screen_splash      | 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.<br>--                    |
| initial | 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. numbers 0 9 6 0 0 5 9 6 and 0 9 6 0 0 5 8 3. The process should take about 6 minutes.<br>-- |


**Actions**

| Condition                              | Action   | Transition                      |
|--|--|---------------------------------|
| If current_task=benefits_verification  | <b>Assign</b> : kba_OMB_heard =true                | --                              |
| Elseif current_task=application_status | <b>Assign</b> : application_status_OMB_heard =true | --                              |
| Elseif current_task=change_address     | <b>Assign</b> : kba_OMB_heard =true                | --                              |
| Elseif current_task=direct_deposit     | <b>Assign</b> : kba_OMB_heard =true                | --                              |
| Elseif current_task=card_medicare      | <b>Assign</b> : kba_OMB_heard =true                | --                              |
| Elseif current_task=screen_pop         | <b>Assign</b> : kba_OMB_heard =true                | --                              |
| Elseif current_task=screen_splash      | <b>Assign</b> : kba_OMB_heard =true                | --                              |
| Else (current_task=benefits_statement) | <b>Assign</b> : kba_OMB_heard =true                | --                              |
| Always                                 | --   | <b>goto</b> : ka0300_SSNNull_DS |

**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.

**ka0225\_WhichActDetails\_DM**

| CustomContext Recognition  |           |                                 |  |
|---|-----------|---------------------------------|--|
| Disambiguates to determine if the caller wants to hear the Privacy Act, Paperwork Reduction Act, or both.       |           |                                 |  |
| <b>Entering From</b>  |           |                                 |  |
| <a href="#">ka0210_AttestationQuestion_DM</a>   |           |                                 |  |
| <b>Initial Prompts</b>  |           |                                 |  |
| Type  | Condition | Name                            | Wording  |
| initial   | Always    | ka0225_ini_01                   | Would you like to hear a detailed statement of the Privacy Act, Paperwork Reduction Act, both, or neither?<br>-- |
| <b>Grammar</b>  |           |                                 |  |
| Sample Expressions  | DTMF      | Reco Var/Option                 | Confirm  |
| privacy act   | 1         | <which_act_details privacy_act> | If Necessary   |

|                               |   |                                   |              |
|-------------------------------|---|-----------------------------------|--------------|
| --                            |   |                                   |              |
| paperwork reduction act<br>-- | 2 | <which_act_details paperwork_act> | If Necessary |
| both<br>--                    | 3 | <which_act_details both>          | If Necessary |
| neither<br>--                 | 4 | <which_act_details neither>       | If Necessary |

**Actions**

| Option        | Condition | Action  | Transition   |
|---------------|-----------|---|--|
| privacy_act   | Always    | <b>Prompt</b> : [ka0225_out_01]<br>All right.<br>--   | <b>goto</b> :<br><a href="#">ka0230_PrivacyActDetails_DM</a>   |
| paperwork_act | Always    | <b>Prompt</b> : [ka0225_out_02]<br>All right.<br>--   | <b>goto</b> :<br><a href="#">ka0240_PaperworkActDetails_DM</a> |
| both          | Always    | <b>Assign</b> : attestation_act_details<br>=both  | --   |
| ^             | ^         | <b>Prompt</b> : [ka0225_out_03]<br>All right. We'll start with the Privacy Act.<br>--             | <b>goto</b> :<br><a href="#">ka0230_PrivacyActDetails_DM</a>   |
| neither       | Always    | <b>Prompt</b> : [ka0225_out_04]<br>All right. Let's continue with the terms and conditions.<br>-- | <b>goto</b> :<br><a href="#">ka0270_PerjuryMessage_DM</a>      |

**Confirmation Prompts**

| Option        | Condition | Name              | Wording   |
|---------------|-----------|-------------------|---|
| privacy_act   | Always    | ka0225_cnf_ini_01 | You'd like to hear details of the Privacy Act, right?<br>--             |
| paperwork_act | Always    | ka0225_cnf_ini_02 | You'd like to hear details of the Paperwork Reduction Act, right?<br>-- |
| both          | Always    | ka0225_cnf_ini_03 | You want to hear the details of both, right?<br>--                      |
| neither       | Always    | ka0225_cnf_ini_04 | You don't want to hear either, is that right?<br>--                     |

**Confirmation Recovery Behavior**


[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [ka0225_nm1_01]<br>Let's try again...You can say 'Privacy Act' or press 1, 'Paperwork Reduction Act' press 2, 'Both' 3, OR 'Neither' 4.<br>--   | <b>Re-Recognition</b> : |
| nomatch 2 | ^         | <b>Prompt</b> : [ka0225_nm2_01]<br>Sorry. If you want to hear a detailed statement of the Privacy Act, press 1. To hear the Paperwork Reduction Act, press 2. To hear both, press 3. Or, if you don't want to hear either, press 4.<br>-- | <b>Re-Recognition</b> : |

|  |        |   |                         |
|--|--------|---|-------------------------|
| nomatch 3                                | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3                                | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1                                | ^      | <b>Prompt :</b> [ka0225_ni1_01]<br>You can say 'Privacy Act' or press 1, 'Paperwork Reduction Act' press 2, 'Both' 3, OR 'Neither' 4.<br>--   | <b>Re-Recognition :</b> |
| noinput 2                                | ^      | <b>Prompt :</b> [ka0225_ni2_01]<br>Sorry. If you want to hear a detailed statement of the Privacy Act, press 1. To hear the Paperwork Reduction Act, press 2. To hear both, press 3. Or, if you don't want to hear either, press 4.<br>-- | <b>Re-Recognition :</b> |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| <b>Commands: State-Specific Behavior</b> |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Commands: Confirmations</b>           |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Config Parameters</b>                 |        |   |                         |
| <b>Parameter</b>                         |        | <b>Value</b>  |                         |
| --                                       |        | --  |                         |
| <b>Developer Notes</b>                   |        |   |                         |
| --                                       |        |   |                         |

**ka0230\_PrivacyActDetails\_DM**


| CustomContext Recognition  |           |               |  |
|---|-----------|---------------|--|
| Plays the details of the Privacy Act, with the option to skip the message at anytime during the playback.       |           |               |  |
| <b>Entering From</b>  |           |               |  |
| <a href="#">ka0225_WhichActDetails_DM</a> , <a href="#">ka0260_PaperworkEndMenu_DM</a>                          |           |               |  |
| <b>Initial Prompts</b>  |           |               |  |
| Type  | Condition | Name          | Wording  |
| initial   | Always    | ka0230_ini_01 | To skip to the end of the message, at any time press the star <*> key.<br>-- |
| initial   | ^         | ka0230_ini_02 | <500ms slience><br>--  |
| initial   | ^         | ka0230_ini_03 | Privacy Act Statement.<br>--   |
| initial   | ^         | ka0230_ini_04 | <500ms slience><br>--  |
| initial   | ^         | ka0230_ini_05 | Collection and Use of Personal Information.<br>--                            |
| 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 provide the information, however, will prevent you from using our automated telephone services.<br>--   |
| initial        | ^ | ka0230_ini_08 | <500ms slience><br>--   |
| initial        | ^ | ka0230_ini_09 | We rarely use the information you give us for any purpose other than to grant access to our automated telephone services and for claims related business transactions. However, we may use the information you give us for the administration and integrity of our programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include, but are not limited to, the following: first, to comply with Federal laws requiring the release of information from Social Security records (e.g. to the Government Accountability Office and Department of Veterans Affairs); second, to facilitate statistical research, audit , or investigative activities necessary to assure the integrity and improvement of Social Security programs; third, to respond to a request on your behalf from a Congressional office or the Office of the President; and fourth, to other Federal agencies and our contractors, including external data sources, to assist us in efficiently administering our programs.<br>-- |
| initial        | ^ | ka0230_ini_10 | <500ms slience><br>--   |
| initial        | ^ | ka0230_ini_11 | We may also use the information you give us in computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. We use the information from these programs to establish or verify a person's eligibility for federal-funded or administered benefit programs and for repayment of incorrect payments or delinquent debts under these programs.<br>--  |
| initial        | ^ | ka0230_ini_12 | <500ms slience><br>--   |
| initial        | ^ | ka0230_ini_13 | A complete list of routine uses for this information is available in our Privacy Act System of Records Notice entitled, Claims Folder System number 'six zero dash zero zero eight nine.' Additional information regarding this information collection, routine uses of information, and other Social Security programs are available on our website at 'social security dot G O V' or at your local Social Security office.<br>--  |
| initial        | ^ | ka0230_ini_14 | <500ms slience><br>--   |
| <b>Grammar</b> |   |               |   |



| Sample Expressions   |           | DTMF  | Reco Var/Option                    | Confirm |
|--|-----------|---|------------------------------------|---------|
| skip it, skip<br>--  |           | 1,*   | <privacy_details skip_it>          | Never   |
| Actions  |           |   |                                    |         |
| Option   | Condition | Action  | Transition                         |         |
| skip_it  | Always    | --  | goto :<br>ka0250_PrivacyEndMenu_DM |         |
| Recovery Behavior  |           |   |                                    |         |
| Type   | Condition | Action  | Transition                         |         |
| nomatch 1  | Always    | <b>Prompt :</b> [ka0230_nm1_01]<br>If you're done listening to the message press the star (*) key. Otherwise... Under the Privacy Act Statement we collect facts needed to quickly identify who you are and provide the information you requested. Giving us these facts is voluntary. However, without them we may not be able to give you the information that you want. The Social Security Administration will not use the information for any other purpose.<br>-- | Re-Recognition :                   |         |
| nomatch 2  | Always    | <b>Prompt :</b> [ka0230_nm2_01]<br>Let's continue...<br>--  | goto :<br>ka0250_PrivacyEndMenu_DM |         |
| noinput 1  | Always    | <b>Prompt :</b> [ka0230_ni1_01]<br>Let's continue<br>--   | goto :<br>ka0250_PrivacyEndMenu_DM |         |
| Commands: State-Specific Behavior  |           |   |                                    |         |
| <a href="#">See 1.2 Global Commands</a>  |           |   |                                    |         |
| Commands: Disabled Globals   |           |   |                                    |         |
| StartOver  |           |   |                                    |         |
| Commands: Confirmations  |           |   |                                    |         |
| <a href="#">See 1.2 Global Commands</a>  |           |   |                                    |         |
| Config Parameters  |           |   |                                    |         |
| Parameter  | Value     |   |                                    |         |
| maxnoinputtotal  | 0         |   |                                    |         |
| Developer Notes  |           |   |                                    |         |
| 10/30/2014 - This is now a DTMF only state. Override command grammars for start over and main menu. The star key no longer applies to either, but will allow caller to skip ahead to ka0250_PrivacyEndMenu_DM. |           |   |                                    |         |

**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 From   |  |
| <a href="#">ka0225_WhichActDetails_DM</a> , <a href="#">ka0250_PrivacyEndMenu_DM</a>                                  |  |
| Initial Prompts   |  |

| Type    | Condition | Name          | Wording  |
|---------|-----------|---------------|--|
| initial | Always    | ka0240_ini_01 | To skip to the end of the message, at any time press the star <*> key.<br>--   |
| initial | ^         | ka0240_ini_02 | <500ms slience><br>--  |
| initial | ^         | ka0240_ini_03 | Paperwork Reduction Act Statement:<br>--   |
| initial | ^         | ka0240_ini_04 | <500ms slience><br>--  |
| initial | ^         | ka0240_ini_05 | This information collection meets the requirements of 44 U.S.C. Section three five zero seven, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we present a valid Office of Management and Budget control number. Send comments relating to our time estimate to: SSA, 6401 Security Boulevard, Baltimore, Maryland 21235-6401.<br>-- |
| initial | ^         | ka0240_ini_06 | <500ms slience><br>--  |

**Grammar**

| Sample Expressions  | DTMF | Reco Var/Option             | Confirm |
|---------------------|------|-----------------------------|---------|
| skip it, skip<br>-- | 1,*  | <paperwork_details skip_it> | Never   |

**Actions**

| Option  | Condition | Action | Transition                           |
|---------|-----------|--------|--------------------------------------|
| skip_it | Always    | --     | goto :<br>ka0260_PaperworkEndMenu_DM |

**Recovery Behavior**

| Type      | Condition | Action   | Transition                           |
|-----------|-----------|--|--------------------------------------|
| nomatch 1 | --        | <b>Prompt :</b> [ka0240_nm1_01]<br>If you're done listening to the message press the star (*) key. Otherwise...The Paperwork Reduction Act Statement information collection meets the requirements of 44 U.S.C. Section three five zero seven, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we present a valid Office of Management and Budget control number. Send comments relating to our time estimate to: SSA, 6401 Security Boulevard, Baltimore, Maryland 21235-6401.<br>-- | <b>Re-Recognition :</b>              |
| nomatch 2 | --        | <b>Prompt :</b> [ka0240_nm2_01]<br>Let's continue...<br>--   | goto :<br>ka0260_PaperworkEndMenu_DM |
| noinput 1 | Always    | --   | goto :<br>ka0260_PaperworkEndMenu_DM |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Disabled Globals**

StartOver

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter       | Value |
|-----------------|-------|
| maxnoinputtotal | 0     |

**Developer Notes**

10/30/2014 - This is now a DTMF only state.  
 Override command grammars for start over and main menu. The star key no longer applies to either, but will allow caller to skip ahead to ka0260\_PaperworkEndMenu\_DM.

**ka0250\_PrivacyEndMenu\_DM**

| CustomContext Recognition                      |                                   |                                  |  |
|---|-----------------------------------|----------------------------------|--|
| After the Privacy Act details are heard this end menu gives the options to repeat, hear the Paperwork Reduction Act, or continue. |                                   |                                  |  |
| <b>Entering From</b>  |                                   |                                  |  |
| <a href="#">ka0230_PrivacyActDetails_DM</a>   |                                   |                                  |  |
| <b>Initial Prompts</b>  |                                   |                                  |  |
| Type  | 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.'<br>-- |
| initial   | Else                              | ka0250_ini_02                    | To hear that again, say 'Repeat That.' To hear the 'Paperwork Reduction' Act now, say 'Paperwork.' Otherwise, say 'Continue.'<br>--              |
| <b>Grammar</b>  |                                   |                                  |  |
| Sample Expressions  | DTMF                              | Reco Var/Option                  | Confirm  |
| repeat that, repeat<br>--   | 1                                 | <privacy_end_menu repeat>        | If Necessary   |
| paperwork reduction act<br>--   | 2                                 | <privacy_end_menu paperwork_act> | If Necessary   |
| continue<br>--  | 3                                 | <privacy_end_menu continue>      | If Necessary   |
| <b>Actions</b>  |                                   |                                  |  |
| Option  | Condition                         | Action                           | Transition   |
| continue  | Always                            | --                               | goto :<br><a href="#">ka0270_PerjuryMessage_DM</a>   |
| paperwork_act   | Always                            | --                               | goto :<br><a href="#">ka0240_PaperworkActDetails_DM</a>  |
| <b>Confirmation Prompts</b>   |                                   |                                  |  |
| Option  | Condition                         | Name                             | Wording  |
| repeat  | Always                            | ka0250_cnf_ini_01                | You want to hear the Privacy Act details again, right?<br>--   |

|               |        |                   |   |
|---------------|--------|-------------------|---|
| paperwork_act | Always | ka0250_cnf_ini_02 | You'd like to hear details of the Paperwork Reduction Act, right?<br>-- |
| continue      | Always | ka0250_cnf_ini_03 | You want to continue, right?<br>--                                      |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition  |
|-----------|-----------|---|---|
| nomatch 1 | Always    | <b>Prompt :</b> [ka0250_nm1_01]<br>Let's try again... You can say 'Repeat That' or press 1, 'Paperwork Reduction Act' or press 2, OR say 'Continue' or press 3.<br>-- | <b>Re-Recognition :</b>   |
| nomatch 2 | Always    | <b>Prompt :</b> [ka0250_nm2_01]<br>Let's keep going...<br>--  | <b>goto :</b><br><a href="#">ka0270_PerjuryMessage_DM</a><br>-- |
| noinput 1 | Always    | <b>Prompt :</b> [ka0250_ni1_01]<br>Let's keep going...<br>--  | <b>goto :</b><br><a href="#">ka0270_PerjuryMessage_DM</a><br>-- |

**Commands: State-Specific Behavior**

| Type   | Condition | Action  | Transition   |
|--------|-----------|---|--|
| repeat | --        | <b>Prompt :</b> [ka0250_repeat_01]<br>Sure.<br>-- | <b>goto :</b><br><a href="#">ka0230_PrivacyActDetails_DM</a><br>-- |

**Commands: Confirmations**

[See 1.2 Global Commands](#)


**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**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. |           |                             |   |
| <b>Entering From</b>  |           |                             |   |
| <a href="#">ka0240_PaperworkActDetails_DM</a>   |           |                             |   |
| <b>Initial Prompts</b>  |           |                             |   |
| Type  | Condition | Name                        | Wording   |
| initial   | Always    | ka0260_ini_01               | To hear that again, say 'Repeat That.' To hear the 'Privacy' Act, say 'Privacy.' Otherwise, say 'Continue.'<br>-- |
| <b>Grammar</b>  |           |                             |   |
| Sample Expressions  | DTMF      | Reco Var/Option             | Confirm   |
| repeat that, repeat<br>--   | 1         | <paperwork_end_menu repeat> | If Necessary  |

|                   |   |                                     |              |
|-------------------|---|-------------------------------------|--------------|
| privacy act<br>-- | 2 | <paperwork_end_menu<br>privacy_act> | If Necessary |
| continue<br>--    | 3 | <paperwork_end_menu continue>       | If Necessary |

**Actions**

| Option   | Condition | Action | Transition                            |
|----------|-----------|--------|---------------------------------------|
| continue | --        | --     | goto :<br>ka0270_PerjuryMessage_DM    |
| privacy  | --        | --     | goto :<br>ka0230_PrivacyActDetails_DM |

**Confirmation Prompts**

| Option      | Condition | Name                  | Wording  |
|-------------|-----------|-----------------------|--|
| repeat      | Always    | ka0260_cnf_ini_0<br>1 | You want to hear the Paperwork Reduction Act details again, right?<br>-- |
| privacy_act | Always    | ka0260_cnf_ini_0<br>2 | You'd like to hear details of the Privacy Act, right?<br>--              |
| continue    | Always    | ka0260_cnf_ini_0<br>3 | You want to continue, right?<br>--                                       |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action  | Transition                         |
|-----------|-----------|---|------------------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [ka0260_nm1_01]<br>Let's try again... You can say 'Repeat That' or press 1, 'Privacy Act' or press 2, OR say 'Continue' or press 3.<br>-- | <b>Re-Recognition :</b>            |
| nomatch 2 | Always    | <b>Prompt :</b> [ka0260_nm2_01]<br>Let's keep going...<br>--  | goto :<br>ka0270_PerjuryMessage_DM |
| noinput 1 | Always    | <b>Prompt :</b> [ka0260_ni1_01]<br>Let's keep going...<br>--  | goto :<br>ka0270_PerjuryMessage_DM |

**Commands: State-Specific Behavior**

| Type   | Condition | Action  | Transition                              |
|--------|-----------|---|---|
| repeat | --        | <b>Prompt :</b> [ka0260_repeat_01]<br>Sure.<br>-- | goto :<br>ka0240_PaperworkActDetails_DM |

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**ka0270\_PerjuryMessage\_DM**

|                   |   |
|-------------------|---|
| YesNo Recognition |  |
|-------------------|---|

|  |                  |  |   |
|--|------------------|--|---|
| Plays the perjury disclaimer to the caller and verifies they understand and agree to the terms.                |                  |  |   |
| <b>Entering From</b>   |                  |  |   |
| ka0210_AttestationQuestion_DM, ka0225_WhichActDetails_DM, ka0250_PrivacyEndMenu_DM, ka0260_PaperworkEndMenu_DM |                  |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                  |  |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>  | <b>Wording</b>  |
| initial  | Always           | ka0270_ini_01  | Please note that any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree to these terms?<br>--  |
| <b>Grammar</b>   |                  |  |   |
| <b>Sample Expressions</b>  |                  | <b>DTMF</b>  | <b>Reco Var/Option</b>  |
| yes<br>--  |                  | 1  | <perjury_message_yesno yes><br>Never  |
| no<br>--   |                  | 2  | <perjury_message_yesno no><br>Never   |
| <b>Actions</b>   |                  |  |   |
| <b>Option</b>  | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>   |
| yes  | Always           | <b>Assign</b> : attestation_confirmed =true  | --  |
| ^  | ^                | <b>Prompt</b> : [ka0270_out_01]<br>Alright, thanks. Let's keep going.<br>--  | <b>goto</b> : ka0300_SSNNull_DS   |
| no   | Always           | <b>Assign</b> : attestation_confirmed =declined  | --  |
| ^  | ^                | <b>Assign</b> : kba_transaction_status =attestation_declined   | --  |
| ^  | ^                | <b>Prompt</b> : [ka0270_out_02]<br>Without your agreement, I won't be able to help you with anything that requires access to personal information.<br>--                                   | <b>Return to calling dialog</b> :<br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main<br>[mm3005_KBAAuthentication_SD] |
| <b>Recovery Behavior</b>   |                  |  |   |
| <b>Type</b>  | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>   |
| nomatch 1  | Always           | <b>Prompt</b> : [ka0270_nm1_01]<br>Let's try again...Do you understand and agree to these terms?<br>--   | <b>Re-Recognition</b> :   |
| nomatch 2  | ^                | <b>Prompt</b> : [ka0270_nm2_01]<br>Sorry. To hear the terms again, press 9. If you DO understand and agree to the terms, press 1. If you DON'T understand or agree to them, press 2.<br>-- | <b>Re-Recognition</b> :   |

|           |        |   |                         |
|-----------|--------|---|-------------------------|
| nomatch 3 | Always | <b>Assign</b> : transfer_reason =error  | --                      |
| nomatch 3 | Always | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^      | <b>Prompt</b> : [ka0270_ni1_01]<br>If you DO understand and agree to the terms, say 'Yes' or press 1. If you DON'T understand or agree to them, say 'No' or press 2.<br>--              | <b>Re-Recognition</b> : |
| noinput 2 | ^      | <b>Prompt</b> : [ka0270_ni2_01]<br>Sorry. To hear the terms again, press 9. If you understand and agree to the terms, press 1. If you DON'T understand or agree to them, press 2.<br>-- | <b>Re-Recognition</b> : |
| noinput 3 | Always | <b>Assign</b> : transfer_reason =error  | --                      |
| noinput 3 | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| Barge-in should be OFF.                  |              |

**ka0300\_SSNNull\_DS**

|   |                         |               |  |
|---|-------------------------|---------------|--|
| <b>Decision</b>   |                         |               |  |
| Determines transition, based on the value of the caller_ssn variable.   |                         |               |  |
| <b>Entering From</b>  |                         |               |  |
| <a href="#">ka0110_AttestCheck_DS</a> , <a href="#">ka0220_OMBNumber_PP</a> , <a href="#">ka0270_PerjuryMessage_DM</a> , <a href="#">ka0105__AttestFlagCheck_DS</a> |                         |               |  |
| <b>Actions</b>  |                         |               |  |
| <b>Condition</b>  |                         | <b>Action</b> | <b>Transition</b>                                |
| If ka_collectSSN=true   | If caller_ssn=NULL      | --            | <b>goto</b> : <a href="#">ka0310_GetSSN_DM</a>   |
| ^   | Else (caller_ssn!=NULL) | --            | <b>goto</b> : <a href="#">ka0320_NameNull_DS</a> |
| Else  | Always                  | --            | <b>goto</b> : <a href="#">ka0320_NameNull_DS</a> |
| <b>Developer Notes</b>  |                         |               |  |
| --  |                         |               |  |

**ka0310\_GetSSN\_DM**

|   |  |
|---|--|
| <b>SocialSecurity Recognition</b>             |  |
| Collects the caller's Social Security number. |  |
| <b>Entering From</b>                          |  |

| <a href="#">ka0300_SSNNNull_DS</a>          |                                   |  |   |
|---|-----------------------------------|--|---|
| <b>Initial Prompts</b>                      |                                   |  |   |
| Type  | Condition                         | Name   | Wording   |
| initial                                     | If current_task=screen_pop        | ka0310_ini_01  | Please say your Social Security Number, one digit at a time.<br>--            |
| initial                                     | Else (current_task!=screen_pop)   | ka0310_ini_02  | First, please say your Social Security number, one digit at a time.<br>--     |
| reprompt                                    | (after repeat or disconfirmation) | ka0310_ree_01  | Tell me your Social Security number or enter it on your phone's keypad.<br>-- |
| <b>Grammar</b>                              |                                   |  |   |
| Sample Expressions                          | DTMF                              | Reco Var/Option  | Confirm   |
| [9-digits]<br>--                            | [9-digits]                        | <get_ssn <ssn>>  | Always  |
| repeat, repeat that<br>--<br>// repeat      | 9                                 | <get_ssn repeat>   | Never   |
| <b>Actions</b>                              |                                   |  |   |
| Option                                      | Condition                         | Action   | Transition  |
| [9-digit string]                            | Always                            | <b>Assign</b> : caller_ssn =<ssn>  | --  |
| ^   | ^                                 | <b>Prompt</b> : [ka0310_out_01]<br>Thanks.<br>--   | <b>goto</b> : ka0320_NameNull_DS  |
| repeat                                      | Always                            | <b>Prompt</b> : [ka0310_out_02]<br>Sure.<br>--   | <b>Re-Recognition</b> : Reprompt  |
| <b>Confirmation Prompts</b>                 |                                   |  |   |
| Option                                      | Condition                         | Name   | Wording   |
| ssn   | --                                | ka0310_cnf_ini_01  | Just to make sure, your Social Security number is...<br>--                    |
| --  | --                                | ka0310_cnf_ini_02  | [ssn]<br>--   |
| --  | Always                            | gl_cnf_ini_02  | Right?<br>--  |
| <b>Confirmation Recovery Behavior</b>       |                                   |  |   |
| <a href="#">See 1.3 Global Confirmation</a> |                                   |  |   |
| <b>Recovery Behavior</b>                    |                                   |  |   |
| Type  | Condition                         | Action   | Transition  |
| nomatch 1                                   | Always                            | <b>Prompt</b> : [ka0310_nm1_01]<br>Let's try again... Please say or enter your nine-digit Social Security number, one digit at a time.<br>-- | <b>Re-Recognition</b> :   |
| nomatch 2                                   | ^                                 | <b>Prompt</b> : [ka0310_nm2_01]<br>Sorry. Please enter the nine digits of your Social Security number now.<br>--                             | <b>Re-Recognition</b> :   |
| nomatch 3                                   | Always                            | <b>Assign</b> : transfer_reason =error   | --  |
| nomatch 3                                   | Always                            | <b>Prompt</b> : [gl_nm3_01]  | --  |



|  |        |  |                         |
|--|--------|--|-------------------------|
|  |        | Sorry, we seem to be having trouble.<br>--   |                         |
| noinput 1                                | ^      | <b>Prompt :</b> [ka0310_ni1_01]<br>Please key-in or say your nine-digit Social Security number, like this: five six seven, eight nine, zero one two three.<br>-- | <b>Re-Recognition :</b> |
| noinput 2                                | ^      | <b>Prompt :</b> [ka0310_ni2_01]<br>Sorry. Please enter the nine digits of your Social Security number now.<br>--   | <b>Re-Recognition :</b> |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| <b>Commands: State-Specific Behavior</b> |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Commands: Disabled Globals</b>        |        |  |                         |
| repeat                                   |        |  |                         |
| <b>Commands: Confirmations</b>           |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Config Parameters</b>                 |        |  |                         |
| <b>Parameter</b>                         |        | <b>Value</b>   |                         |
| --                                       |        | --   |                         |
| <b>Developer Notes</b>                   |        |  |                         |
| --                                       |        |  |                         |

**ka0320\_NameNull\_DS**

| Decision   |   |  |
|--|---|--|
| Determines transition, based on the value of the caller_first_name variable. |   |  |
| <b>Entering From</b>   |   |  |
| <a href="#">ka0300_SSNNull_DS</a> , <a href="#">ka0310_GetSSN_DM</a>         |   |  |
| <b>Actions</b>   |   |  |
| Condition  | Action  | Transition   |
| If ka_collectName=true   | <b>Comment :</b> In practice, if the caller reaches this state, kba_collectName will ALWAYS be true; the Else condition is included in the interest of completeness | --   |
| ^  | If caller_first_name=NULL   | --<br><b>goto :</b> <a href="#">ka0325_TNRSLocation_DS</a> |
| ^  | Else<br>(caller_first_name= =NULL)  | --<br><b>goto :</b> <a href="#">ka0500_DOBNull_DS</a>      |
| Else   | Always  | --<br><b>goto :</b> <a href="#">ka0500_DOBNull_DS</a>      |
| <b>Developer Notes</b>   |   |  |
| --   |   |  |

### ka0325\_TNRSLocation\_DS


| Decision  |        |  |
|---|--------|--|
| This decision state determines if the TNRS database hit will be done before or after the first name collection. |        |  |
| <b>Entering From</b>  |        |  |
| ka0320_NameNull_DS  |        |  |
| <b>Actions</b>  |        |  |
| Condition   | Action | Transition   |
| If tnrs_db_upfront = false  | --     | <b>goto :</b><br>ka0330_SetCallerNameParameters_DS |
| Else (If tnrs_db_upfront = true)  | --     | <b>goto :</b> ka0350_TNRS_DB                       |
| <b>Developer Notes</b>  |        |  |
| --  |        |  |

### ka0330\_SetCallerNameParameters\_DS

| Decision  |  |            |
|---|--|------------|
| Sets parameter values that are needed by the NameOSDM dialog.     |  |            |
| <b>Entering From</b>  |  |            |
| ka0350_TNRS_DB, ka0325_TNRSLocation_DS, ka0352_CollectFullName_DS |  |            |
| <b>Actions</b>  |  |            |
| Condition   | Action   | Transition |
| Always  | <b>Comment :</b> set parameters before entering NameOSDM                                   | --         |
| ^   | <b>Assign :</b> collectname_alwaysaskspelling = 'FALSE'                                    | --         |
| ^   | <b>Assign :</b> collectname_confirmationapologyprompt = 'default_name_confirmationapology' | --         |
| ^   | <b>Assign :</b> collectname_entryprompt = 'default_name_entryprompt_firstname_lastname'    | --         |
| ^   | <b>Assign :</b> collectname_exitfailureprompt = 'default_name_exitfailureprompt'           | --         |
| ^   | <b>Assign :</b> collectname_exitsuccessprompt = 'default_name_exitsuccessprompt'           | --         |
| ^   | <b>Assign :</b> collectname_firstnamehighconfidencelevel = 'tbd' (default = 0.85f)         | --         |
| ^   | <b>Assign :</b> collectname_lastnamehighconfidencelevel = 'tbd' (default = 0.875f)         | --         |
| ^   | <b>Assign :</b> collectname_maxcorrections = 1   | --         |
| ^   | <b>Assign :</b> collectname_maxnoinputtotal = 2  | --         |
| ^   | <b>Assign :</b> collectname_maxnomatchestotal = 2  | --         |
| ^   | <b>Assign :</b> collectname_names_to_collect = 'FIRST_LAST'                                | --         |
| ^   | <b>Assign :</b> collectname_overallconfirmation = 'ALWAYS'                                 | --         |

|                        |  |   |
|------------------------|--|---|
| ^                      | <b>Assign</b> : collectname_spellingonly = 'FALSE' | --  |
| ^                      | <b>Assign</b> : name_collect_task = caller         | --  |
| ^                      | --   | <b>goto</b> : <a href="#">ka0340_GetCallerName_SD</a> |
| <b>Developer Notes</b> |  |   |
| --                     |  |   |

**ka0340\_GetCallerName\_SD**

| Subdialog Call                                       |   |  |   |
|--|---|---|---|
| Calls the NameOSDM module.                           |   |   |   |
| <b>Entering From</b>                                 |   |   |   |
| <a href="#">ka0330_SetCallerNameParameters_DS</a>    |   |   |   |
| <b>Dialog called</b>                                 |   |   |   |
| Proceed to initial node in: <a href="#">NameOSDM</a> |   |   |   |
| <b>Input parameters</b>                              |   |   |   |
| <b>Parameter</b>                                     | <b>Value</b>  |   |   |
| --   | --  |   |   |
| <b>Output parameters</b>                             |   |   |   |
| <b>Variable</b>                                      | <b>Subdialog Variable</b>   |   |   |
| --   | --  |   |   |
| <b>Actions</b>                                       |   |   |   |
| <b>Condition</b>                                     | <b>Action</b>   | <b>Transition</b>   |   |
| If name_status=success                               | Always  | <b>Assign</b> : caller_first_name =<first name>                                     | --  |
| ^  | ^   | <b>Assign</b> : caller_last_name =<last name>                                       | --  |
| ^  | If tnrs_checked = true and caller_first_name = tnrsfirstname and (caller_last_name = tnrslastname or caller_last_name = tnrsottherlastname) | --  | <b>goto</b> : <a href="#">ka0500_DOBNull_DS</a>   |
| ^  | Else  | --  | <b>goto</b> : <a href="#">ka0400_AltNameNull_DS</a>   |
| Else (name_status=failure)                           | If transfer_reason=error  | <b>Assign</b> : kba_transaction_status =failure                                     | <b>Return to calling dialog</b> : <a href="#">BenefitsVerification</a><br><a href="#">[bv0130_KBAAuthentication_SD]</a><br><a href="#">ChangeOfAddress</a><br><a href="#">[ca0300_KBAAuthentication_SD]</a><br><a href="#">ClaimStatusRequests</a><br><a href="#">[cs0110_KBAAuthentication_SD]</a><br><a href="#">DirectDeposit</a><br><a href="#">[dd0300_KBAAuthentication_SD]</a><br><a href="#">MedicareReplacementCard</a><br><a href="#">[mr0130_KBAAuthentication_SD]</a><br><a href="#">ReplacementBenefitStatement</a><br><a href="#">[rb0300_KBAAuthentication_SD]</a><br><a href="#">main</a> [ <a href="#">mm3005_KBAAuthentication_SD</a> ] |
| ^  | ELSE IF transfer_reason =error AND tnrs_checked=false   | <b>Assign</b> : name_status =Undefined  | <b>goto</b> : <a href="#">ka0350_TNRS_DB</a>  |
| ^  | ELSE  | <b>Comment</b> : If TNRS DB hit fails, the call                                     | --  |

|  |   |  |  |
|--|---|--|--|
|  | (transfer_reason= error AND tnrns_checked=true) | proceeds to the NameOSDM and attempts the match. |  |
| ^  | ^   | <b>Assign</b> : name_status =Undefined           | <b>goto</b> : <a href="#">ka0360_SetCallerNameRetryParameters_DS</a> |
| <b>Recovery Behavior</b>                         |   |  |  |
| <a href="#">See 1.1 Global Recovery Behavior</a> |   |  |  |
| <b>Developer Notes</b>                           |   |  |  |
| --   |   |  |  |

**ka0350\_TNRS\_DB**

| Data Access  |  |  |  |
|--|--|--|--|
| Accesses the TNRS DB if name collection fails                                    |  |  |  |
| <b>Entering From</b>   |  |  |  |
| <a href="#">ka0340_GetCallerName_SD</a> , <a href="#">ka0325_TNRSLocation_DS</a> |  |  |  |
| <b>Input parameters</b>  |  |  |  |
| Parameter  | Value  |  |  |
| wsse:Username  | Username   |  |  |
| wsse:Password  | Password   |  |  |
| wsse:Nonce   | --   |  |  |
| wsu:Created  | Transaction creation timestamp.  |  |  |
| wsu:Expired  | Transaction expiration timestamp.  |  |  |
| ssn  | 9 digis SSN  |  |  |
| associatedAppID  | 8 Characters max. Application ID calling the service.  |  |  |
| ani  | 10 digit caller ANI. If unavailable, value should be 10 zeros.                                     |  |  |
| <b>Output parameters</b>   |  |  |  |
| 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_otherLastName   | Other last name, max length 13   |  |  |
| <b>Actions</b>   |  |  |  |
| Condition  | Action   | Transition   |  |
| Always   | <b>Assign</b> : tnrns_checked =true  | --   |  |
| If tnrns_statusCode=0000 (success)   | If tnrns_db_upfront = false  | --   | <b>goto</b> : <a href="#">ka0360_SetCallerNameRetryParameters_DS</a> |
| ^  | Else (If tnrns_db_upfront = true)  | --   | <b>goto</b> : <a href="#">ka0352_CollectFullName_DS</a>              |
| Else   | If tnrns_db_upfront = false  | <b>Comment</b> : If tnrns_db_upfront=false, then this condition can only be reached if the initial Say and Spell collection in NameOSDM has failed | <b>goto</b> : <a href="#">ka0360_SetCallerNameRetryParameters_DS</a> |
| ^  | Else (If tnrns_db_upfront = true)  | <b>Comment</b> : If TNRS DB hit fails, the call proceeds to the NameOSDM and attempts  | <b>goto</b> : <a href="#">ka0330_SetCallerNameParameters_DS</a>      |

|   |  |            |  |
|---|--|------------|--|
|   |  | the match. |  |
| <b>Recovery Behavior</b>  |  |            |  |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |  |            |  |
| <b>Developer Notes</b>  |  |            |  |
| If last name matches on 'alternative' name we can accept it but we need to pass both last and alternative name to backend |  |            |  |

**ka0352\_CollectFullName\_DS**

| Decision  |        |  |
|---|--------|--|
| Determines if using the TNRS grammar (true) of if using NameOSDM (false). |        |  |
| <b>Entering From</b>  |        |  |
| <a href="#">ka0350_TNRS_DB</a>  |        |  |
| <b>Actions</b>  |        |  |
| Condition   | Action | Transition   |
| If collect_full_name=true   | --     | <a href="#">goto : ka0355_TNRSGetName_DM</a>             |
| Else (if collect_full_name=false)   | --     | <a href="#">goto : ka0330_SetCallerNameParameters_DS</a> |
| <b>Developer Notes</b>  |        |  |
| --  |        |  |

**ka0355\_TNRSGetName\_DM**

| CustomContext Recognition   |                |  |   |
|---|----------------|--|---|
| If tnrs_db_upfront = true, this DM gathers the caller's first and last name together. |                |  |   |
| <b>Entering From</b>  |                |  |   |
| <a href="#">ka0352_CollectFullName_DS</a>   |                |  |   |
| <b>Initial Prompts</b>  |                |  |   |
| Type  | Condition      | Name   | Wording   |
| initial   | Always         | ka0355_ini_01  | Now, tell me your full name, first then last.<br>--       |
| reprompt  | (after repeat) | ka0355_ree_01  | Please tell me your full name, both first and last.<br>-- |
| <b>Grammar</b>  |                |  |   |
| Sample Expressions  | DTMF           | Reco Var/Option  | Confirm   |
| <name><br>--  | --             | <TNRS_get_name <name>>                                   | Never   |
| repeat, repeat that<br>--<br>// repeat  | 9              | <TNRS_get_name repeat>                                   | Never   |
| <b>Actions</b>  |                |  |   |
| Option  | Condition      | Action   | Transition  |
| <name>  | Always         | <b>Assign</b> : caller_first_name =<caller's first name> | --  |
| ^   | ^              | <b>Assign</b> : caller_last_name =<caller's last name>   | --  |
| ^   | ^              | <b>Prompt</b> : [ka0355_out_01]<br>Thanks.<br>--         | --  |

|        |  |   |                              |
|--------|--|---|------------------------------|
| ^      | If caller_first_name = tnrsfirstname and (caller_last_name = tnrslastname or caller_last_name = tnrsotherlastname) | --                                      | goto : ka0500_DOBNull_DS     |
| ^      | Else   | --                                      | goto : ka0400_AltNameNull_DS |
| repeat | Always   | Prompt : [ka0355_out_02]<br>Sure.<br>-- | Re-Recognition : Reprompt    |

**Recovery Behavior**

| Type      | Condition | Action  | Transition                               |
|-----------|-----------|---|--|
| nomatch 1 | Always    | Prompt : [ka0355_nm1_01]<br>Let's try again... Please tell me your first AND last name.<br>-- | Re-Recognition :                         |
| nomatch 2 | Always    | Assign : name_collect_counter =increment+1  | --                                       |
| nomatch 2 | ^         | Prompt : [ka0355_nm2_01]<br>Sorry.<br>--  | goto : ka0330_SetCallerNameParameters_DS |
| noinput 1 | Always    | Prompt : [ka0355_ni1_01]<br>Please tell me your first AND last name.<br>--                    | Re-Recognition :                         |
| noinput 2 | Always    | Assign : name_collect_counter =increment+1  | --                                       |
| noinput 2 | ^         | --  | goto : ka0330_SetCallerNameParameters_DS |

**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**


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**

|   |                                 |                   |   |
|---|---------------------------------|-------------------|---|
| <b>Decision</b>   |                                 |                   |  |
| Sets parameter values that are needed by the NameOSDM dialog. |                                 |                   |   |
| <b>Entering From</b>  |                                 |                   |   |
| ka0340_GetCallerName_SD, ka0350_TNRS_DB                       |                                 |                   |   |
| <b>Actions</b>  |                                 |                   |   |
| <b>Condition</b>  | <b>Action</b>                   | <b>Transition</b> |   |
| Always  | Comment : set parameters before | --                |   |

|                                  |  |  |
|----------------------------------|--|--|
|                                  | entering NameOSDM  |  |
| ^                                | <b>Assign</b> : collectname_alwaysaskspelling = 'FALSE'                                    | --   |
| ^                                | <b>Assign</b> : collectname_confirmationapologyprompt = 'default_name_confirmationapology' | --   |
| ^                                | <b>Assign</b> : collectname_entryprompt = 'post_tnrs_entryprompt'                          | --   |
| ^                                | <b>Assign</b> : collectname_exitfailureprompt = 'default_name_exitfailureprompt'           | --   |
| ^                                | <b>Assign</b> : collectname_exitsuccessprompt = 'default_name_exitsuccessprompt'           | --   |
| ^                                | <b>Assign</b> : collectname_firstnamehighconfidencelevel = 'tbd' (default = 0.85f)         | --   |
| ^                                | <b>Assign</b> : collectname_lastnamehighconfidencelevel = 'tbd' (default = 0.875f)         | --   |
| ^                                | <b>Assign</b> : collectname_maxcorrections = 1   | --   |
| ^                                | <b>Assign</b> : collectname_maxnoinputtotal = 2  | --   |
| ^                                | <b>Assign</b> : collectname_maxnomatchestotal = 2  | --   |
| If caller_first_name = NULL      | <b>Assign</b> : collectname_names_to_collect = 'FIRST_LAST'                                | --   |
| Else                             | <b>Assign</b> : collectname_names_to_collect = 'LAST'                                      | --   |
| ^                                | <b>Assign</b> : collectname_overallconfirmation = 'ALWAYS'                                 | --   |
| IF name_collect_counter=1        | <b>Assign</b> : collectname_spellingonly = 'FALSE'   | --   |
| ELSE<br>(name_collect_counter>1) | <b>Assign</b> : collectname_spellingonly = 'TRUE'  | --   |
| Always                           | <b>Assign</b> : name_collect_task = caller   | --   |
| ^                                | --   | <b>goto</b> : ka0370_GetCallerNameRetry_SD |
| <b>Developer Notes</b>           |  |  |
| --                               |  |  |

**ka0370\_GetCallerNameRetry\_SD**

| Subdialog Call  |       |
|--|-------|
| Calls the NameOSDM module.   |       |
| <b>Entering From</b>   |       |
| <a href="#">ka0360_SetCallerNameRetryParameters_DS</a>   |       |
| <b>Dialog called</b>   |       |
| Proceed to initial node in: <a href="#">NameOSDM</a>   |       |
| <b>Input parameters</b>  |       |
| Parameter  | Value |
| --   | --    |
| <b>Output parameters</b>   |       |

| Variable   |        | Subdialog Variable   |  |
|--|--------|--|--|
| --   |        | --   |  |
| Actions  |        |  |  |
| Condition  |        | Action   | Transition   |
| If name_status=success                           | Always | <b>Assign</b> : caller_first_name =<first name>  | --   |
| ^  |        | <b>Assign</b> : caller_last_name =<last name>  | --   |
| ^  |        | If tnrs_checked = true and caller_first_name = tnrsfirstname and (caller_last_name = tnrslastname or caller_last_name = tnrsotherlastname) | --<br><b>goto</b> : ka0500_DOBNull_DS  |
| ^  |        | Else   | --<br><b>goto</b> : ka0400_AltNameNull_DS  |
| Else (name_status=failure)                       | Always | <b>Assign</b> : kba_transaction_status =failure  | <b>Return to calling dialog</b> :<br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD] |
| Recovery Behavior                                |        |  |  |
| <a href="#">See 1.1 Global Recovery Behavior</a> |        |  |  |
| Developer Notes                                  |        |  |  |
| --   |        |  |  |

### ka0400\_AltNameNull\_DS

| Decision   |        |   |
|--|--------|---|
| Determines transition, based on the value of the caller_alternative_name variable.   |        |   |
| Entering From  |        |   |
| <a href="#">ka0340_GetCallerName_SD</a> , <a href="#">ka0370_GetCallerNameRetry_SD</a> , <a href="#">ka0355_TNRSGetName_DM</a> |        |   |
| Actions  |        |   |
| Condition  | Action | Transition                              |
| If caller_alternative_name=NULL  | --     | <b>goto</b> : ka0410_AltNameQuestion_DM |
| Elseif (caller_alternative_name!=NULL)   | --     | <b>goto</b> : ka0500_DOBNull_DS         |
| Developer Notes  |        |   |
| --   |        |   |

### ka0410\_AltNameQuestion\_DM


| YesNo Recognition   |  |
|---|--|
| Asks callers whether or not they have an alternative last name. |  |
| Entering From   |  |



| ka0400_AltNameNull_DS |           |   |   |         |
|-----------------------|-----------|---|---|---------|
| Initial Prompts       |           |   |   |         |
| Type                  | Condition | Name  | Wording   |         |
| initial               | Always    | ka0410_ini_01   | Some people have ANOTHER last name that might be listed under their social security number (a professional or maiden name, for example). Do you have another last name, please say YES or NO.<br>-- |         |
| Grammar               |           |   |   |         |
| Sample Expressions    |           | DTMF  | Reco Var/Option   | Confirm |
| yes ?(i do)<br>--     |           | 1   | <alt_name_yesno yes>  | Never   |
| no ?(i don't)<br>--   |           | 2   | <alt_name_yesno no>   | Never   |
| Actions               |           |   |   |         |
| Option                | Condition | Action  | Transition  |         |
| no                    | Always    | Assign : caller_alternative_name =none  | --  |         |
| ^                     | ^         | Prompt : [ka0410_out_01]<br>Alright.<br>--  | goto : ka0500_DOBNull_DS  |         |
| yes                   | Always    | --  | goto : ka0420_SetAlternativeNameParameters_DS   |         |
| Recovery Behavior     |           |   |   |         |
| Type                  | Condition | Action  | Transition  |         |
| nomatch 1             | Always    | Prompt : [ka0410_nm1_01]<br>Let's try again...Do you have another last name, please say YES or NO.<br>--  | Re-Recognition :  |         |
| nomatch 2             | ^         | Prompt : [ka0410_nm2_01]<br>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.<br>--                                     | Re-Recognition :  |         |
| nomatch 3             | Always    | Assign : transfer_reason =error   | --  |         |
| nomatch 3             | Always    | Prompt : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --  |         |
| noinput 1             | ^         | Prompt : [ka0410_ni1_01]<br>If you DO have another last name that might be associated with your social security number, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--  | Re-Recognition :  |         |
| noinput 2             | ^         | Prompt : [ka0410_ni2_01]<br>Sorry. If you have another last name, such as a professional or maiden name that might be associated with your social security number, press 1. If you DON'T have another last name, press 2.<br>-- | Re-Recognition :  |         |


|  |        |   |    |
|--|--------|---|----|
| noinput 3                                | Always | <b>Assign</b> : transfer_reason =error                                    | -- |
| noinput 3                                | Always | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>-- | -- |
| <b>Commands: State-Specific Behavior</b> |        |   |    |
| <a href="#">See 1.2 Global Commands</a>  |        |   |    |
| <b>Commands: Confirmations</b>           |        |   |    |
| <a href="#">See 1.2 Global Commands</a>  |        |   |    |
| <b>Config Parameters</b>                 |        |   |    |
| <b>Parameter</b>                         |        | <b>Value</b>  |    |
| --                                       |        | --  |    |
| <b>Developer Notes</b>                   |        |   |    |
| --                                       |        |   |    |

**ka0420\_SetAlternativeNameParameters\_DS**

| Decision  |  |            |
|--|--|------------|
| Sets parameter values that are needed by the NameOSDM dialog.                                |  |            |
| <b>Entering From</b>   |  |            |
| <a href="#">ka0410_AltNameQuestion_DM</a> , <a href="#">ka0440_TNRSAlt_DB</a>                |  |            |
| <b>Actions</b>   |  |            |
| Condition  | Action   | Transition |
| If spell_name=true   | <b>Comment</b> : set 'spell' parameter before entering NameOSDM                          | --         |
| Always   | <b>Comment</b> : set parameters before entering NameOSDM                                 | --         |
| ^  | <b>Assign</b> : collectname_alwaysaskspelling =FALSE'                                    | --         |
| ^  | <b>Assign</b> : collectname_confirmationapologyprompt =default_name_confirmationapology' | --         |
| ^  | <b>Assign</b> : collectname_entryprompt =alt_name_entryprompt'                           | --         |
| ^  | <b>Assign</b> : collectname_exitfailureprompt =default_name_exitfailureprompt'           | --         |
| ^  | <b>Assign</b> : collectname_exitsuccessprompt =default_name_exitsuccessprompt'           | --         |
| ^  | <b>Assign</b> : collectname_firstnamehighconfidencelevel ='tbd' (default =0.85f)         | --         |
| ^  | <b>Assign</b> : collectname_lastnamehighconfidencelevel ='tbd' (default = 0.875f)        | --         |
| ^  | <b>Assign</b> : collectname_maxcorrections =1  | --         |
| ^  | <b>Assign</b> : collectname_maxnoinputtotal =2   | --         |
| ^  | <b>Assign</b> : collectname_maxnomatchestotal =2   | --         |
| ^  | <b>Assign</b> : collectname_names_to_collect ='LAST'                                     | --         |

|                        |  |  |
|------------------------|--|--|
| ^                      | <b>Assign</b> : collectname_overallconfirmation = 'ALWAYS' | --   |
| ^                      | <b>Assign</b> : collectname_spellingonly = 'FALSE'         | --   |
| Always                 | <b>Assign</b> : name_collect_task = alternative            | --   |
| ^                      | --   | <b>goto</b> : <a href="#">ka0430_GetAlternativeName_SD</a> |
| <b>Developer Notes</b> |  |  |
| --                     |  |  |

### ka0430\_GetAlternativeName\_SD


| Subdialog Call   |  |  |
|--|--|---|
| Calls the NameOSDM module.   |  |   |
| <b>Entering From</b>   |  |   |
| <a href="#">ka0420_SetAlternativeNameParameters_DS</a>             |  |   |
| <b>Dialog called</b>   |  |   |
| Proceed to initial node in: <a href="#">NameOSDM</a>               |  |   |
| <b>Input parameters</b>  |  |   |
| Parameter  | Value  |   |
| --   | --   |   |
| <b>Output parameters</b>   |  |   |
| Variable   | Subdialog Variable   |   |
| --   | --   |   |
| <b>Actions</b>   |  |   |
| Condition  | Action   | Transition  |
| If name_status=success   | <b>Assign</b> : caller_alternative_name = <name>   | <b>goto</b> : <a href="#">ka0500_DOBNull_DS</a>                                     |
| Else (name_status=failure)   If transfer_reason=error              | --   | <b>goto</b> : <a href="#">ka0500_DOBNull_DS</a>                                     |
| ^   ELSE IF<br>transfer_reason =error<br>AND<br>tnrs_checked=false | <b>Assign</b> : name_status = Undefined  | <b>goto</b> : <a href="#">ka0440_TNRSAlt_DB</a>                                     |
| ^   ELSE<br>(transfer_reason =error<br>AND<br>tnrs_checked=true)   | <b>Comment</b> : If TNRS DB hit fails, the call proceeds to the NameOSDM and attempts the match. | --  |
| ^   ^  | <b>Assign</b> : name_status = Undefined  | <b>goto</b> : <a href="#">ka0450_SetAlternativeNameRetryParameters_DS</a>           |
| <b>Recovery Behavior</b>   |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>                   |  |   |
| <b>Developer Notes</b>   |  |   |
| --   |  |   |

### ka0440\_TNRSAlt\_DB

| Data Access   |  |
|---|---|
| Accesses the TNRS DB if alternative name collection fails |   |

|  |  |   |
|--|--|---|
| <b>Entering From</b>                             |  |   |
| <a href="#">ka0430_GetAlternativeName_SD</a>     |  |   |
| <b>Input parameters</b>                          |  |   |
| <b>Parameter</b>                                 | <b>Value</b>   |   |
| wsse:Username                                    | Username   |   |
| wsse:Password                                    | Password   |   |
| wsse:Nonce                                       | --   |   |
| wsu:Created                                      | Transaction creation timestamp.  |   |
| wsu:Expired                                      | Transaction expiration timestamp.  |   |
| ssn  | 9 digis SSN  |   |
| associatedAppID                                  | 8 Characters max. Application ID calling the service.  |   |
| ani  | 10 digit caller ANI. If unavailable, value should be 10 zeros.                                     |   |
| <b>Output parameters</b>                         |  |   |
| <b>Variable</b>                                  | <b>Description</b>   |   |
| 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_otherLastName                               | Other last name, max length 13   |   |
| <b>Actions</b>                                   |  |   |
| <b>Condition</b>                                 | <b>Action</b>  | <b>Transition</b>   |
| Always   | <b>Assign</b> : tnrs_checked =true   | --  |
| If tnrs_statusCode=0000 (success)                | --   | <b>goto</b> : <a href="#">ka0450_SetAlternativeNameRetryParameters_DS</a> |
| Else   | <b>Comment</b> : If TNRS DB hit fails, the call proceeds to the NameOSDM and reattempts the match. | <b>goto</b> : <a href="#">ka0420_SetAlternativeNameParameters_DS</a>      |
| <b>Recovery Behavior</b>                         |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a> |  |   |
| <b>Developer Notes</b>                           |  |   |
| NOTE: added 050312                               |  |   |

**ka0450\_SetAlternativeNameRetryParameters\_DS**

|   |  |                   |
|---|--|-------------------|
| <b>Decision</b>   |  |                   |
|  |  |                   |
| Sets parameter values that are needed by the NameOSDM dialog (for alternative name).  |  |                   |
| <b>Entering From</b>  |  |                   |
| <a href="#">ka0430_GetAlternativeName_SD</a> , <a href="#">ka0440_TNRSAlt_DB</a>      |  |                   |
| <b>Actions</b>  |  |                   |
| <b>Condition</b>  | <b>Action</b>  | <b>Transition</b> |
| Always  | <b>Comment</b> : set parameters before entering NameOSDM | --                |
| ^   | <b>Assign</b> : collectname_alwaysaskspelling =FALSE'    | --                |


|                                  |   |  |
|----------------------------------|---|--|
| ^                                | <b>Assign :</b><br>collectname_confirmationapologyprompt<br>='default_name_confirmationapology' | --   |
| ^                                | <b>Assign :</b> collectname_entryprompt<br>='post_tnrs_entryprompt'                             | --   |
| ^                                | <b>Assign :</b> collectname_exitfailureprompt<br>='default_name_exitfailureprompt'              | --   |
| ^                                | <b>Assign :</b> collectname_exitsuccessprompt<br>='default_name_exitsuccessprompt'              | --   |
| ^                                | <b>Assign :</b><br>collectname_lastnamehighconfidencelevel<br>='tbd' (default = 0.875f)         | --   |
| ^                                | <b>Assign :</b> collectname_maxcorrections =1   | --   |
| ^                                | <b>Assign :</b> collectname_maxnoinputtotal =2  | --   |
| ^                                | <b>Assign :</b> collectname_maxnomatchestotal<br>=2   | --   |
| ^                                | <b>Assign :</b> collectname_names_to_collect<br>='LAST'   | --   |
| ^                                | <b>Assign :</b> collectname_overallconfirmation<br>='ALWAYS'                                    | --   |
| IF name_collect_counter=1        | <b>Assign :</b> collectname_spellingonly<br>='FALSE'  | --   |
| ELSE<br>(name_collect_counter>1) | <b>Assign :</b> collectname_spellingonly<br>='TRUE'   | --   |
| Always                           | <b>Assign :</b> name_collect_task =alternative  | --   |
| ^                                | --  | <b>goto :</b><br><a href="#">ka0460_GetAlternativeNameRetry_SD</a> |
| <b>Developer Notes</b>           |   |  |
| NOTE: added 050312               |   |  |

### ka0460\_GetAlternativeNameRetry\_SD


| Subdialog Call  |  |                   |
|---|--|-------------------|
| Calls the NameOSDM module.                                  |  |                   |
| <b>Entering From</b>  |  |                   |
| <a href="#">ka0450_SetAlternativeNameRetryParameters_DS</a> |  |                   |
| <b>Dialog called</b>  |  |                   |
| Proceed to initial node in: <a href="#">NameOSDM</a>        |  |                   |
| <b>Input parameters</b>                                     |  |                   |
| <b>Parameter</b>  | <b>Value</b>   |                   |
| --  | --   |                   |
| <b>Output parameters</b>                                    |  |                   |
| <b>Variable</b>   | <b>Subdialog Variable</b>                                    |                   |
| --  | --   |                   |
| <b>Actions</b>  |  |                   |
| <b>Condition</b>  | <b>Action</b>  | <b>Transition</b> |
| If name_status=success                                      | Always<br><b>Assign :</b> caller_alternative_name<br>=<name> | --                |

|  |   |    |                          |
|--|---|----|--------------------------|
| Always   | ^ | -- | goto : ka0500_DOBNull_DS |
| <b>Recovery Behavior</b>                         |   |    |                          |
| <a href="#">See 1.1 Global Recovery Behavior</a> |   |    |                          |
| <b>Developer Notes</b>                           |   |    |                          |
| NOTE: added 050312                               |   |    |                          |

**ka0500\_DOBNull\_DS**

| Decision    |                         |            |                                 |
|--|-------------------------|------------|---------------------------------|
| Determines transition, based on the value of the caller_dob variable.  |                         |            |                                 |
| <b>Entering From</b>   |                         |            |                                 |
| <a href="#">ka0320_NameNull_DS</a> , <a href="#">ka0400_AltNameNull_DS</a> , <a href="#">ka0410_AltNameQuestion_DM</a> , <a href="#">ka0340_GetCallerName_SD</a> , <a href="#">ka0430_GetAlternativeName_SD</a> , <a href="#">ka0370_GetCallerNameRetry_SD</a> , <a href="#">ka0355_TNRSGetName_DM</a> , <a href="#">ka0460_GetAlternativeNameRetry_SD</a> |                         |            |                                 |
| <b>Actions</b>   |                         |            |                                 |
| Condition  | Action                  | Transition |                                 |
| If ka_collectDateOfBirth=true  | If caller_dob=NULL      | --         | goto : ka0510_GetDOB_DM         |
| ^  | Else (caller_dob!=NULL) | --         | goto : ka0600_MaidenNameNull_DS |
| Else (ka_collectDateOfBirth=false)   | Always                  | --         | goto : ka0600_MaidenNameNull_DS |
| <b>Developer Notes</b>   |                         |            |                                 |
| --   |                         |            |                                 |

**ka0510\_GetDOB\_DM**

| Date Recognition                                   |  |                             |  |
|---|--|-----------------------------|--|
| Collects caller's date of birth.  |  |                             |  |
| <b>Entering From</b>  |  |                             |  |
| <a href="#">ka0500_DOBNull_DS</a>   |  |                             |  |
| <b>Initial Prompts</b>  |  |                             |  |
| Type  | Condition                              | Name                        | Wording  |
| initial   | Always                                 | ka0510_ini_01               | Now, what's your date of birth?<br>--  |
| reprompt  | Else (after repeat or disconfirmation) | ka0510_ree_01               | Please say or enter the month, day, and year you were born. For example, say 'May fifth, 1945' or enter '0 5 0 5 1 9 4 5.'<br>-- |
| <b>Grammar</b>  |  |                             |  |
| Sample Expressions  | DTMF                                   | Reco Var/Option             | Confirm  |
| may fifth 1937, may five 1937, 5 may 1937, fifth of may 1937<br>--<br>// valid date formats are MMDDYY (6-digit) and MMDDYYYY (8-digit) | <6 or 8 digit string>                  | <get_dob dob>               | Always   |
| <b>Actions</b>  |  |                             |  |
| Option  | Condition                              | Action                      | Transition   |
| dob   | --                                     | Assign : caller_dob =<date> | --   |
| ^   | --                                     | Prompt : [ka0510_out_01]    | goto :   |

|   |           | Thank you.<br>--   | ka0600_MaidenNameNull_DS |
|---|-----------|--|--------------------------|
| <b>Confirmation Prompts</b>                 |           |  |                          |
| Option                                      | Condition | Name   | Wording                  |
| --  | --        | ka0510_cnf_ini_01  | That was...<br>--        |
| dob   | --        | ka0510_cnf_ini_02  | [dob]<br>--              |
| --  | Always    | gl_cnf_ini_02  | Right?<br>--             |
| <b>Confirmation Recovery Behavior</b>       |           |  |                          |
| <a href="#">See 1.3 Global Confirmation</a> |           |  |                          |
| <b>Recovery Behavior</b>                    |           |  |                          |
| Type  | Condition | Action   | Transition               |
| nomatch 1                                   | Always    | <b>Prompt :</b> [ka0510_nm1_01]<br>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.'<br>--                | <b>Re-Recognition :</b>  |
| nomatch 2                                   | ^         | <b>Prompt :</b> [ka0510_nm2_01]<br>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.'<br>-- | <b>Re-Recognition :</b>  |
| nomatch 3                                   | Always    | <b>Assign :</b> transfer_reason =error   | --                       |
| nomatch 3                                   | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                       |
| noinput 1                                   | ^         | <b>Prompt :</b> [ka0510_ni1_01]<br>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.'<br>--                                   | <b>Re-Recognition :</b>  |
| noinput 2                                   | ^         | <b>Prompt :</b> [ka0510_ni2_01]<br>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.'<br>-- | <b>Re-Recognition :</b>  |
| noinput 3                                   | Always    | <b>Assign :</b> transfer_reason =error   | --                       |
| noinput 3                                   | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                       |
| <b>Commands: State-Specific Behavior</b>    |           |  |                          |
| <a href="#">See 1.2 Global Commands</a>     |           |  |                          |

|   |              |
|---|--------------|
| <b>Commands: Confirmations</b>  |              |
| <a href="#">See 1.2 Global Commands</a>   |              |
| <b>Config Parameters</b>  |              |
| <b>Parameter</b>  | <b>Value</b> |
| --  | --           |
| <b>Developer Notes</b>  |              |
| NOTE: the grammar will accept a rolling 115 year range - projecteing into the past (i.e. back) - relative to the current date |              |
| NOTE: valid date formats are MMDDYY (6-digit) and MMDDYYYY (8-digit)  |              |

**ka0600\_MaidenNameNull\_DS**

|  |                                    |               |   |
|--|------------------------------------|---------------|---|
| <b>Decision</b>  |                                    |               |   |
| Determines transition, based on the value of the maiden_name variable. |                                    |               |   |
| <b>Entering From</b>   |                                    |               |   |
| <a href="#">ka0500_DOBNull_DS</a> , <a href="#">ka0510_GetDOB_DM</a>   |                                    |               |   |
| <b>Actions</b>   |                                    |               |   |
| <b>Condition</b>   |                                    | <b>Action</b> | <b>Transition</b>   |
| If<br>ka_collectMothersMaidenName=true                                 | If<br>caller_maiden_name=NULL      | --            | goto :<br><a href="#">ka0610_SetMaidenNameParameters_DS</a> |
| ^  | Else<br>(caller_maiden_name!=NULL) | --            | goto : <a href="#">ka0700_POBNull_DS</a>                    |
| Else<br>(ka_collectMothersMaidenName=false)                            | Always                             | --            | goto : <a href="#">ka0700_POBNull_DS</a>                    |
| <b>Developer Notes</b>   |                                    |               |   |
| --   |                                    |               |   |


**ka0610\_SetMaidenNameParameters\_DS**

|   |  |  |                   |
|---|--|--|-------------------|
| <b>Decision</b>   |  |  |                   |
| Sets parameter values that are needed by the NameOSDM dialog. |  |  |                   |
| <b>Entering From</b>  |  |  |                   |
| <a href="#">ka0600_MaidenNameNull_DS</a>                      |  |  |                   |
| <b>Actions</b>  |  |  |                   |
| <b>Condition</b>  |  | <b>Action</b>  | <b>Transition</b> |
| If spell_name=true  |  | <b>Comment</b> : set 'spell' parameter before entering NameOSDM                          | --                |
| Always  |  | <b>Comment</b> : set parameters before entering NameOSDM                                 | --                |
| ^   |  | <b>Assign</b> : collectname_alwaysaskspelling='FALSE'                                    | --                |
| ^   |  | <b>Assign</b> : collectname_confirmationapologyprompt='default_name_confirmationapology' | --                |
| ^   |  | <b>Assign</b> : collectname_entryprompt='maiden_name_entryprompt'                        | --                |
| ^   |  | <b>Assign</b> : collectname_exitfailureprompt  | --                |




|                        |   |   |
|------------------------|---|---|
|                        | =default_name_exitfailureprompt'  |   |
| ^                      | <b>Assign</b> : collectname_exitsuccessprompt<br>='default_name_exitsuccessprompt'      | --  |
| ^                      | <b>Assign</b> :<br>collectname_firstnamehighconfidencelevel<br>='tbd' (default =0.85f)  | --  |
| ^                      | <b>Assign</b> :<br>collectname_lastnamehighconfidencelevel<br>='tbd' (default = 0.875f) | --  |
| ^                      | <b>Assign</b> : collectname_maxcorrections =1   | --  |
| ^                      | <b>Assign</b> : collectname_maxnoinputtotal =2  | --  |
| ^                      | <b>Assign</b> : collectname_maxnomatchestotal<br>=2                                     | --  |
| ^                      | <b>Assign</b> : collectname_names_to_collect<br>='LAST'                                 | --  |
| ^                      | <b>Assign</b> : collectname_overallconfirmation<br>='ALWAYS'                            | --  |
| ^                      | <b>Assign</b> : collectname_spellingonly<br>='FALSE'                                    | --  |
| Always                 | <b>Assign</b> : name_collect_task =maiden   | --  |
| ^                      | --  | <b>goto</b> : <a href="#">ka0620_GetMaidenName_SD</a> |
| <b>Developer Notes</b> |   |   |
| --                     |   |   |

**ka0620\_GetMaidenName\_SD**


| Subdialog Call  |   |   |
|--|---|---|
| Calls the NameOSDM module.   |   |   |
| <b>Entering From</b>   |   |   |
| <a href="#">ka0610_SetMaidenNameParameters_DS</a>  |   |   |
| <b>Dialog called</b>   |   |   |
| Proceed to initial node in: <a href="#">NameOSDM</a>   |   |   |
| <b>Input parameters</b>  |   |   |
| Parameter  | Value   |   |
| --   | --  |   |
| <b>Output parameters</b>   |   |   |
| Variable   | Subdialog Variable                              |   |
| --   | --  |   |
| <b>Actions</b>   |   |   |
| Condition  | Action  | Transition  |
| If name_status=success   | <b>Assign</b> : caller_maiden_name =<name>      | <b>goto</b> : <a href="#">ka0700_POBNull_DS</a>   |
| Else (name_status=failure)   | <b>Assign</b> : kba_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">BenefitsVerification</a><br><a href="#">[bv0130_KBAAuthentication_SD]</a><br><a href="#">ChangeOfAddress</a><br><a href="#">[ca0300_KBAAuthentication_SD]</a><br><a href="#">ClaimStatusRequests</a><br><a href="#">[cs0110_KBAAuthentication_SD]</a><br><a href="#">DirectDeposit</a> |

|                                  |  |   |
|----------------------------------|--|---|
|                                  |  | [dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD] |
| <b>Recovery Behavior</b>         |  |   |
| See 1.1 Global Recovery Behavior |  |   |
| <b>Developer Notes</b>           |  |   |
| --                               |  |   |

**ka0700\_POBNull\_DS**

| Decision  |                         |            |  |
|---|-------------------------|------------|---|
| Determines transition, based on the value of the pob_needed variable. |                         |            |   |
| <b>Entering From</b>  |                         |            |   |
| ka0600_MaidenNameNull_DS, ka0620_GetMaidenName_SD                     |                         |            |   |
| <b>Actions</b>  |                         |            |   |
| Condition   | Action                  | Transition |   |
| If<br>ka_collectPlaceOfBirth=true                                     | If caller_pob=NULL      | --         | goto : ka0710_GetPlaceOfBirth_DM  |
| ^   | Else (caller_pob!=NULL) | --         | goto : ka0800_LastPaymentNull_DS  |
| Else<br>(ka_collectPlaceOfBirth=false)                                | Always                  | --         | goto : ka0800_LastPaymentNull_DS  |
| <b>Developer Notes</b>  |                         |            |   |
| --  |                         |            |   |

**ka0710\_GetPlaceOfBirth\_DM**

| CustomContext Recognition                                       |                                   |                 |   |  |
|---|-----------------------------------|-----------------|---|---|
| Collects the state or U.S. territory where the caller was born. |                                   |                 |   |   |
| <b>Entering From</b>  |                                   |                 |   |   |
| ka0700_POBNull_DS   |                                   |                 |   |   |
| <b>Initial Prompts</b>  |                                   |                 |   |   |
| Type  | Condition                         | Name            | Wording   |   |
| initial   | Always                            | ka0710_ini_01   | Now tell me the U.S. STATE or TERRITORY where you were born. If you were born somewhere else, just say 'Other.'<br>-- |   |
| reprompt  | (after repeat or disconfirmation) | ka0710_ree_01   | Tell me the U.S. STATE or TERRITORY where you were born or, if you were born somewhere else, say 'Other.'<br>--       |   |
| <b>Grammar</b>  |                                   |                 |   |   |
| Sample Expressions  | DTMF                              | Reco Var/Option | Confirm   |   |
| alaska<br>--  | n/a                               | <get_pob ak>    | Always  |   |
| alabama   | n/a                               | <get_pob al>    | Always  |   |

|  |     |                 |        |
|--|-----|-----------------|--------|
| --   |     |                 |        |
| arkansas<br>--                                   | n/a | <get_pob ar>    | Always |
| [american] samoa<br>--                           | n/a | <get_pob as>    | Always |
| arizona<br>--                                    | n/a | <get_pob ar>    | Always |
| armed forces africa<br>--                        | n/a | <get_pob af_af> | Always |
| armed forces americas<br>--                      | n/a | <get_pob af_am> | Always |
| armed forces canada<br>--                        | n/a | <get_pob af_ca> | Always |
| armed forces europe<br>--                        | n/a | <get_pob af_eu> | Always |
| armed forces middle east<br>--                   | n/a | <get_pob af_me> | Always |
| armed forces pacific<br>--                       | n/a | <get_pob af_pa> | Always |
| california<br>--                                 | n/a | <get_pob ca>    | Always |
| colorado<br>--                                   | n/a | <get_pob co>    | Always |
| connecticut<br>--                                | n/a | <get_pob ct>    | Always |
| delaware<br>--                                   | n/a | <get_pob de>    | Always |
| [the] district of columbia, washington d c<br>-- | n/a | <get_pob dc>    | Always |
| florida<br>--                                    | n/a | <get_pob fl>    | Always |
| georgia<br>--                                    | n/a | <get_pob ga>    | Always |
| guam<br>--                                       | n/a | <get_pob gu>    | Always |
| hawaii<br>--                                     | n/a | <get_pob hi>    | Always |
| idaho<br>--                                      | n/a | <get_pob id>    | Always |
| illinois<br>--                                   | n/a | <get_pob il>    | Always |
| indiana<br>--                                    | n/a | <get_pob in>    | Always |
| iowa<br>--                                       | n/a | <get_pob ia>    | Always |
| kansas<br>--                                     | n/a | <get_pob ks>    | Always |
| kentucky<br>--                                   | n/a | <get_pob ky>    | Always |
| louisiana<br>--                                  | n/a | <get_pob la>    | Always |
| maine  | n/a | <get_pob me>    | Always |

|   |     |              |        |
|---|-----|--------------|--------|
| --                                      |     |              |        |
| [the] marshall islands<br>--            | n/a | <get_pob mh> | Always |
| maryland<br>--                          | n/a | <get_pob md> | Always |
| massachusetts<br>--                     | n/a | <get_pob ma> | Always |
| michigan<br>--                          | n/a | <get_pob mi> | Always |
| minnesota<br>--                         | n/a | <get_pob mn> | Always |
| missouri<br>--                          | n/a | <get_pob mo> | Always |
| mississippi<br>--                       | n/a | <get_pob ms> | Always |
| montana<br>--                           | n/a | <get_pob mt> | Always |
| nebraska<br>--                          | n/a | <get_pob ne> | Always |
| nevada<br>--                            | n/a | <get_pob nv> | Always |
| new hampshire<br>--                     | n/a | <get_pob nh> | Always |
| new jersey<br>--                        | n/a | <get_pob nj> | Always |
| new mexico<br>--                        | n/a | <get_pob nm> | Always |
| new york<br>--                          | n/a | <get_pob ny> | Always |
| north carolina<br>--                    | n/a | <get_pob nc> | Always |
| north dakota<br>--                      | n/a | <get_pob nd> | Always |
| [the] [northern] marianas islands<br>-- | n/a | <get_pob mp> | Always |
| ohio<br>--                              | n/a | <get_pob oh> | Always |
| oklahoma<br>--                          | n/a | <get_pob ok> | Always |
| oregon<br>--                            | n/a | <get_pob or> | Always |
| palau<br>--                             | n/a | <get_pob pw> | Always |
| pennsylvania<br>--                      | n/a | <get_pob pa> | Always |
| puerto rico<br>--                       | n/a | <get_pob pr> | Always |
| rhode island<br>--                      | n/a | <get_pob ri> | Always |
| south carolina<br>--                    | n/a | <get_pob sc> | Always |
| south dakota                            | n/a | <get_pob sd> | Always |

|  |     |                     |        |
|--|-----|---------------------|--------|
| --   |     |                     |        |
| tennessee<br>--  | n/a | <get_pob tn>        | Always |
| texas<br>--  | n/a | <get_pob tx>        | Always |
| utah<br>--   | n/a | <get_pob ut>        | Always |
| vermont<br>--  | n/a | <get_pob vt>        | Always |
| [the] virgin islands<br>--   | n/a | <get_pob vi>        | Always |
| virginia<br>--   | n/a | <get_pob va>        | Always |
| washington<br>--   | n/a | <get_pob wa>        | Always |
| west virginia<br>--  | n/a | <get_pob wv>        | Always |
| wisconsin<br>--  | n/a | <get_pob wi>        | Always |
| wyoming<br>--  | n/a | <get_pob wy>        | Always |
| other, neither, none of them, none of those, ?(i was born) [(somewhere else) (out side the united states)]<br>-- | n/a | <get_pob other>     | Always |
| ?(US) state<br>--  | n/a | <get_pob state>     | Never  |
| ?(US) territory<br>--  | n/a | <get_pob territory> | Never  |
| repeat, repeat that<br>--<br>// repeat   | 9   | <get_pob repeat>    | Never  |

**Actions**

| Option            | Condition | Action   | Transition  |
|-------------------|-----------|--|---|
| <state territory> | Always    | Assign : caller_pob =<state territory>                             | --  |
| ^                 | ^         | Prompt : [ka0710_out_01]<br>Thanks.<br>--                          | goto :<br><a href="#">ka0800_LastPaymentNull_DS</a> |
| other             | Always    | Assign : caller_pob =other   | --  |
| ^                 | ^         | Prompt : [ka0710_out_02]<br>Okay, thanks.<br>--                    | goto :<br><a href="#">ka0800_LastPaymentNull_DS</a> |
| state             | Always    | Prompt : [ka0710_out_03]<br>What state were you born in?<br>--     | Re-Recognition :                                    |
| territory         | Always    | Prompt : [ka0710_out_04]<br>What territory were you born in?<br>-- | Re-Recognition :                                    |
| repeat            | Always    | Prompt : [ka0710_out_05]<br>Sure.<br>--                            | Re-Recognition : Reprompt                           |

**Confirmation Prompts**

| Option | Condition | Name | Wording |
|--------|-----------|------|---------|
|--------|-----------|------|---------|

|                   |        |                         |                                |
|-------------------|--------|-------------------------|--------------------------------|
| <state territory> | Always | ka0710_cnf_ini_01       | You were born in...<br>--      |
| af_af             | Always | ka0710_cnf_ini_02_af_af | Armed Forces Africa<br>--      |
| af_am             | Always | ka0710_cnf_ini_02_af_am | Armed forces Americas<br>--    |
| af_ca             | Always | ka0710_cnf_ini_02_af_ca | Armed Forces Canada<br>--      |
| af_ca             | Always | ka0710_cnf_ini_02       | Armed Forces Canada<br>--      |
| af_eu             | Always | ka0710_cnf_ini_02_af_eu | Armed forces Europe<br>--      |
| af_me             | Always | ka0710_cnf_ini_02_af_me | Armed Forces Middle East<br>-- |
| af_pa             | Always | ka0710_cnf_ini_02_af_pa | Armed Forces Pacific<br>--     |
| ak                | Always | ka0710_cnf_ini_02_ak    | Alaska<br>--                   |
| al                | Always | ka0710_cnf_ini_02_al    | Alabama<br>--                  |
| ar                | Always | ka0710_cnf_ini_02_ar    | Arkansas<br>--                 |
| as                | Always | ka0710_cnf_ini_02_as    | American Samoa<br>--           |
| az                | Always | ka0710_cnf_ini_02_az    | Arizona<br>--                  |
| ca                | Always | ka0710_cnf_ini_02_ca    | California<br>--               |
| co                | Always | ka0710_cnf_ini_02_co    | Colorado<br>--                 |
| ct                | Always | ka0710_cnf_ini_02_ct    | Connecticut<br>--              |
| dc                | Always | ka0710_cnf_ini_02_dc    | the District of Columbia<br>-- |
| de                | Always | ka0710_cnf_ini_02_de    | Delaware<br>--                 |
| fl                | Always | ka0710_cnf_ini_02_fl    | Florida<br>--                  |
| ga                | Always | ka0710_cnf_ini_02_ga    | Georgia<br>--                  |
| gu                | Always | ka0710_cnf_ini_02_gu    | Guam<br>--                     |
| hi                | Always | ka0710_cnf_ini_02_hi    | Hawaii<br>--                   |
| ia                | Always | ka0710_cnf_ini_02_ia    | Iowa<br>--                     |
| id                | Always | ka0710_cnf_ini_02_id    | Idaho<br>--                    |
| il                | Always | ka0710_cnf_ini_02_il    | Illinois<br>--                 |
| in                | Always | ka0710_cnf_ini_02_in    | Indiana<br>--                  |

|    |        |                          |                                     |
|----|--------|--------------------------|-------------------------------------|
| ks | Always | ka0710_cnf_ini_0<br>2_ks | Kansas<br>--                        |
| ky | Always | ka0710_cnf_ini_0<br>2_ky | Kentucky<br>--                      |
| la | Always | ka0710_cnf_ini_0<br>2_la | Louisiana<br>--                     |
| ma | Always | ka0710_cnf_ini_0<br>2_ma | Massachusetts<br>--                 |
| md | Always | ka0710_cnf_ini_0<br>2_md | Maryland<br>--                      |
| me | Always | ka0710_cnf_ini_0<br>2_me | Maine<br>--                         |
| mh | Always | ka0710_cnf_ini_0<br>2_mh | the Marshall Islands<br>--          |
| mi | Always | ka0710_cnf_ini_0<br>2_mi | Michigan<br>--                      |
| mn | Always | ka0710_cnf_ini_0<br>2_mn | Minnesota<br>--                     |
| mo | Always | ka0710_cnf_ini_0<br>2_mo | Missouri<br>--                      |
| mp | Always | ka0710_cnf_ini_0<br>2_mp | the Northern Marianas Islands<br>-- |
| ms | Always | ka0710_cnf_ini_0<br>2_ms | Mississippi<br>--                   |
| mt | Always | ka0710_cnf_ini_0<br>2_mt | Montana<br>--                       |
| nc | Always | ka0710_cnf_ini_0<br>2_nc | North Carolina<br>--                |
| nd | Always | ka0710_cnf_ini_0<br>2_nd | North Dakota<br>--                  |
| ne | Always | ka0710_cnf_ini_0<br>2_ne | Nebraska<br>--                      |
| nh | Always | ka0710_cnf_ini_0<br>2_nh | New Hampshire<br>--                 |
| nj | Always | ka0710_cnf_ini_0<br>2_nj | New Jersey<br>--                    |
| nm | Always | ka0710_cnf_ini_0<br>2_nm | New Mexico<br>--                    |
| nv | Always | ka0710_cnf_ini_0<br>2_nv | Nevada<br>--                        |
| ny | Always | ka0710_cnf_ini_0<br>2_ny | New York<br>--                      |
| oh | Always | ka0710_cnf_ini_0<br>2_oh | Ohio<br>--                          |
| ok | Always | ka0710_cnf_ini_0<br>2_ok | Oklahoma<br>--                      |
| or | Always | ka0710_cnf_ini_0<br>2_or | Oregon<br>--                        |
| pa | Always | ka0710_cnf_ini_0<br>2_pa | Pennsylvania<br>--                  |
| pr | Always | ka0710_cnf_ini_0<br>2_pr | Puerto Rico<br>--                   |

|       |        |                      |   |
|-------|--------|----------------------|---|
| pw    | Always | ka0710_cnf_ini_02_pw | Palau<br>--   |
| ri    | Always | ka0710_cnf_ini_02_ri | Rhode Island<br>--  |
| sc    | Always | ka0710_cnf_ini_02_sc | South Carolina<br>--  |
| sd    | Always | ka0710_cnf_ini_02_sd | South Dakota<br>--  |
| tn    | Always | ka0710_cnf_ini_02_tn | Tennessee<br>--   |
| tx    | Always | ka0710_cnf_ini_02_tx | Texas<br>--   |
| ut    | Always | ka0710_cnf_ini_02_ut | Utah<br>--  |
| va    | Always | ka0710_cnf_ini_02_va | Virginia<br>--  |
| vi    | Always | ka0710_cnf_ini_02_vi | the Virgin Islands<br>--  |
| vt    | Always | ka0710_cnf_ini_02_vt | Vermont<br>--   |
| wa    | Always | ka0710_cnf_ini_02_wa | Washington<br>--  |
| wi    | Always | ka0710_cnf_ini_02_wi | Wisconsin<br>--   |
| wv    | Always | ka0710_cnf_ini_02_wv | West Virginia<br>--   |
| wy    | Always | ka0710_cnf_ini_02_wy | Wyoming<br>--   |
| other | Always | ka0710_cnf_ini_03    | So you were NOT born in the United States or in a U.S. territory.<br>-- |
| --    | Always | gl_cnf_ini_02        | Right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | Always    | <b>Prompt</b> : [ka0710_nm1_01]<br>Let's try again... Please say the name of the U.S. state or territory where you were born. Or say, 'somewhere else'.<br>--  | <b>Re-Recognition</b> : |
| nomatch 2 | ^         | <b>Prompt</b> : [ka0710_nm2_01]<br>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.<br>-- | <b>Re-Recognition</b> : |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |




|  |        |  |                         |
|--|--------|--|-------------------------|
| noinput 1                                | ^      | <b>Prompt :</b> [ka0710_ni1_01]<br>If you were born in a U.S. state or territory, tell me which one. Otherwise, say 'somewhere else'.<br>--  | <b>Re-Recognition :</b> |
| noinput 2                                | ^      | <b>Prompt :</b> [ka0710_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| <b>Commands: State-Specific Behavior</b> |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Commands: Disabled Globals</b>        |        |  |                         |
| repeat                                   |        |  |                         |
| <b>Commands: Confirmations</b>           |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Config Parameters</b>                 |        |  |                         |
| <b>Parameter</b>                         |        | <b>Value</b>   |                         |
| --                                       |        | --   |                         |
| <b>Developer Notes</b>                   |        |  |                         |
| --                                       |        |  |                         |

### ka0800\_LastPaymentNull\_DS

| Decision  |                                   |            |  |
|---|-----------------------------------|------------|--|
| Determines transition based on the value of the last_payment_needed variable. |                                   |            |  |
| <b>Entering From</b>  |                                   |            |  |
| <a href="#">ka0700_POBNull_DS</a> , <a href="#">ka0710_GetPlaceOfBirth_DM</a> |                                   |            |  |
| <b>Actions</b>  |                                   |            |  |
| Condition   | Action                            | Transition |  |
| If current_task=screen_pop  | Always                            | --         | <b>goto :</b><br><a href="#">ka0830_ScreenPopSplashReturn_PP</a> |
| Elseif current_task=screen_splash   |                                   | --         | <b>goto :</b> <a href="#">ka0900_CheckingInfoMsg_PP</a>          |
| Elseif ka_collectPaymentAmount=true   | If caller_last_payment=NULL       | --         | <b>goto :</b><br><a href="#">ka0810_GetLastPaymentAmount_DM</a>  |
| ^   | Else (caller_last_payment= =NULL) | --         | <b>goto :</b> <a href="#">ka0900_CheckingInfoMsg_PP</a>          |
| Else (ka_collectPaymentAmount=false)  | Always                            | --         | <b>goto :</b> <a href="#">ka0900_CheckingInfoMsg_PP</a>          |
| <b>Developer Notes</b>  |                                   |            |  |
| --  |                                   |            |  |

### ka0810\_GetLastPaymentAmount\_DM

| Currency Recognition  |                                   |   |   |
|--|-----------------------------------|---|---|
| Asks callers for the amount of the last benefit check that they received.                                |                                   |   |   |
| <b>Entering From</b>   |                                   |   |   |
| <a href="#">ka0800_LastPaymentNull_DS</a>  |                                   |   |   |
| <b>Initial Prompts</b>   |                                   |   |   |
| Type   | Condition                         | Name  | Wording   |
| initial  | Always                            | ka0810_ini_01                                     | Last question - what was the amount of your last benefit check?<br>-- |
| reprompt   | (after repeat or disconfirmation) | ka0810_ree_01                                     | What was the amount of your last benefit check?<br>--                 |
| <b>Grammar</b>   |                                   |   |   |
| Sample Expressions   | DTMF                              | Reco Var/Option                                   | Confirm   |
| three hundred twenty six dollars and eighty two cents<br>--<br>// range - from \$0.01 to \$9,999.00      | 3 2 6 * 8 2                       | <get_last_payment_amount<br>last_payment_amount>  | Always  |
| i don't know, i don't remember<br>--   | 1                                 | <get_last_payment_amount<br>dont_know>            | If Necessary  |
| repeat, repeat that<br>--  | 9                                 | <get_last_payment_amount repeat>                  | Never   |
| <b>Actions</b>   |                                   |   |   |
| Option   | Condition                         | Action  | Transition  |
| last_payment_amount  | Always                            | <b>Assign</b> : caller_last_payment<br>=<amount>  | --  |
| ^  | ^                                 | --  | <b>goto</b> :<br><a href="#">ka0900_CheckingInfoMsg_PP</a>            |
| dont_know  | Always                            | <b>Assign</b> : caller_last_payment<br>=dont_know | <b>goto</b> :<br><a href="#">ka0820_CantProceedMsg_PP</a>             |
| repeat   | Always                            | <b>Prompt</b> : [ka0810_out_01]<br>Sure.<br>--    | <b>Re-Recognition</b> : Reprompt                                      |
| <b>Confirmation Prompts</b>  |                                   |   |   |
| Option   | Condition                         | Name  | Wording   |
| last_payment_amount  | --                                | ka0810_cnf_ini_01                                 | Just to make sure, the amount was...<br>--                            |
| ^  | --                                | ka0810_cnf_ini_02                                 | [last_payment_amount]<br>--   |
| dont_know  | --                                | ka0810_cnf_ini_03                                 | You don't know the amount of your last benefit check.<br>--           |
| --   | Always                            | gl_cnf_ini_02                                     | Right?<br>--  |
| <b>Confirmation Recovery Behavior</b>  |                                   |   |   |
| <a href="#">See 1.3 Global Confirmation</a>  |                                   |   |   |
| <b>Recovery Behavior</b>   |                                   |   |   |
| Type   | Condition                         | Action  | Transition  |
| nomatch 1  | Always                            | <b>Prompt</b> : [ka0810_nm1_01]                   | <b>Re-Recognition</b> :   |

|           |        |   |                         |
|-----------|--------|---|-------------------------|
|           |        | 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 'one hundred seventy five dollars and ten cents,' you'd press '1 7 5 star 1 zero.'<br>--  |                         |
| nomatch 2 | ^      | <b>Prompt :</b> [ka0810_nm2_01]<br>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.'<br>-- | <b>Re-Recognition :</b> |
| nomatch 3 | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^      | <b>Prompt :</b> [ka0810_ni1_01]<br>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.'<br>--                              | <b>Re-Recognition :</b> |
| noinput 2 | ^      | <b>Prompt :</b> [ka0810_ni2_01]<br>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.'<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**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**

The grammar shall accept a minimum of \$0.00 and a maximum of \$9,999.00.  
NOTE: grammar range revised - upper limit changed fro \$99,000 to \$9,999

**ka0820\_CantProceedMsg\_PP**


| Simple Play Prompt  |  |  |   |
|--|--|--|---|
| Tells callers that the IVR cannot help them without a check amount.                                    |  |  |   |
| <b>Entering From</b>   |  |  |   |
| ka0810_GetLastPaymentAmount_DM   |  |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |  |  |   |
| Type   | Condition                                | Name   | Wording   |
| initial  | Always                                   | ka0820_out_01  | Without the amount of your last payment I can't help you.<br>-- |
| <b>Actions</b>   |  |  |   |
| Condition  | Action                                   | Transition   |   |
| Always   | Assign : kba_transaction_status =failure | --   |   |
| Always   | --                                       | <b>Return to calling dialog :</b><br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD] |   |
| <b>Developer Notes</b>   |  |  |   |
| --   |  |  |   |

**ka0830\_ScreenPopSplashReturn\_PP**


| Simple Play Prompt  |                                   |   |                      |
|--|-----------------------------------|---|----------------------|
| Determines route of caller based on if current task is screen splash or screen pop.                      |                                   |   |                      |
| <b>Entering From</b>   |                                   |   |                      |
| ka0800_LastPaymentNull_DS, ka0905_ScreenSplashKB_DB  |                                   |   |                      |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                                   |   |                      |
| Type   | Condition                         | Name  | Wording              |
| initial  | Else (current_task=screen_splash) | ka0830_out_01   | We're all set.<br>-- |
| <b>Actions</b>   |                                   |   |                      |
| Condition  | Action                            | Transition  |                      |
| If current_task=screen_pop   | --                                | <b>Return to calling dialog :</b><br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard |                      |

|                                   |    |  |
|-----------------------------------|----|--|
|                                   |    | [mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD]  |
| Else (current_task=screen_splash) | -- | <b>Return to calling dialog :</b><br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD] |
| <b>Developer Notes</b>            |    |  |
| --                                |    |  |

**ka0900\_CheckingInfoMsg\_PP**

| Simple Play Prompt                                |                               |  |  |   |
|--|-------------------------------|--|--|---|
| Tells callers that there may be a delay (while the backend database is accessed).  |                               |  |  |   |
| <b>Entering From</b>   |                               |  |  |   |
| <a href="#">ka0800_LastPaymentNull_DS</a> , <a href="#">ka0810_GetLastPaymentAmount_DM</a> , <a href="#">ka0100_ElementsCheck_DB</a> |                               |  |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                               |  |  |   |
| Type   | Condition                     |  | Name                                   | Wording   |
| initial  | If current_task=screen_splash |  | ka0900_out_01                          | Please hold on...<br>--   |
| initial  | Else                          | If current_task=card_medicare OR benefits_verification | ka0900_out_03                          | I've got everything I need. Hold on while I submit this...<br>--        |
| initial  | ^                             | Elseif no_kba_info_needed = false                      | ka0900_out_02                          | Please hold on while I look this up. It may take a few seconds...<br>-- |
| initial  | ^                             | Else (no_kba_info_needed = true)                       | ka0900_out_04                          | Please hold on for just a second...<br>--                               |
| <b>Actions</b>   |                               |  |  |   |
| Condition  |                               | Action   | Transition                             |   |
| If current_task=screen_splash  |                               | --   | <b>goto</b> : ka0905_ScreenSplashKB_DB |   |
| Else   | Always                        | --   | <b>goto</b> : ka0910_QueryKB_DB        |   |
| <b>Developer Notes</b>   |                               |  |  |   |
| --   |                               |  |  |   |

**ka0905\_ScreenSplashKB\_DB**

| Data Access  |  |
|---|--|
| Submits query to backend database to verify authentication data for screen splash.                |  |
| <b>Entering From</b>  |  |
| <a href="#">ka0900_CheckingInfoMsg_PP</a>   |  |

| <b>Input parameters</b>                          |  |  |
|--|--|--|
| <b>Parameter</b>                                 | <b>Value</b>   |  |
| processID  | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSSESSION, NONE.   |  |
| requestID  | Unique 10 digit ID for the request. 10 zeros, if not used.   |  |
| timestamp  | Transaction timestamp.   |  |
| version  | Version of the xml schema used.  |  |
| <b>Output parameters</b>                         |  |  |
| <b>Variable</b>                                  | <b>Description</b>   |  |
| ss_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. |  |
| ss_statusDescription                             | Status code text description   |  |
| <b>Actions</b>                                   |  |  |
| <b>Condition</b>                                 | <b>Action</b>  | <b>Transition</b>  |
| Always   | --   | <b>goto :</b><br><a href="#">ka0830_ScreenPopSplashReturn_PP</a> |
| <b>Recovery Behavior</b>                         |  |  |
| <a href="#">See 1.1 Global Recovery Behavior</a> |  |  |
| <b>Developer Notes</b>                           |  |  |
| --   |  |  |

## ka0910\_QueryKB\_DB

| <b>Data Access</b>   |  |
|--|--|
| Submits query to backend database to verify authentication data. |  |
| <b>Entering From</b>   |  |
| <a href="#">ka0900_CheckingInfoMsg_PP</a>                        |  |
| <b>Input parameters</b>  |  |
| <b>Parameter</b>   | <b>Value</b>   |
| processID  | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSSESSION, 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.  |
| <b>Output parameters</b> |   |
| <b>Variable</b>          | <b>Description</b>  |
| 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.   |
| 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.                                    |
| 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.   |
| 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   |
|----------------|-----------------------|---|--|
| ALWAYS         | ^                     | <b>Assign</b> : no_kba_info_needed =false   | --   |
| If success     |                       | --  | <b>goto</b> : ka0920_SuccessMsg_PP   |
| Else (failure) | If ka_statusCode=0108 | --  | <b>goto</b> : ka0930_FailureMsg_PP   |
| ^              | If ka_statusCode=0508 | --  | <b>goto</b> : ka0940_AccountBlockedMsg_PP  |
| ^              | If ka_statusCode=0152 | <b>Assign</b> : kba_transaction_status =failure   | --   |
| ^              | ^                     | <b>Prompt</b> : [ka0910_out_01]<br>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...<br>-- | <b>Return to calling dialog</b> :<br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD] |
| ^              | Else                  | <b>Assign</b> : kba_transaction_status =failure   | --   |
| ^              | ^                     | <b>Prompt</b> : [ka0910_out_02]<br>Sorry, I'm having trouble getting access to your records...<br>--  | <b>Return to calling dialog</b> :<br>BenefitsVerification<br>[bv0130_KBAAuthentication_SD]<br>ChangeOfAddress<br>[ca0300_KBAAuthentication_SD]<br>ClaimStatusRequests<br>[cs0110_KBAAuthentication_SD]<br>DirectDeposit<br>[dd0300_KBAAuthentication_SD]<br>MedicareReplacementCard<br>[mr0130_KBAAuthentication_SD]<br>ReplacementBenefitStatement<br>[rb0300_KBAAuthentication_SD]<br>main [mm3005_KBAAuthentication_SD] |


**Recovery Behavior**

[See 1.1 Global Recovery Behavior](#)




|                        |
|------------------------|
| <b>Developer Notes</b> |
| --                     |

**ka0920\_SuccessMsg\_PP**


|   |   |  |   |
|---|---|--|---|
| <b>Simple Play Prompt</b>   |   |  |  |
| Conveys to callers that the information they have provided matched what is in the backend database. |   |  |   |
| <b>Entering From</b>  |   |  |   |
| <a href="#">ka0910_QueryKB_DB</a>   |   |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |   |  |   |
| <b>Type</b>   | <b>Condition</b>                                | <b>Name</b>  | <b>Wording</b>  |
| initial   | Always  | ka0920_out_01  | All right. We're all set.<br>--   |
| <b>Actions</b>  |   |  |   |
| <b>Condition</b>  | <b>Action</b>                                   | <b>Transition</b>  |   |
| Always  | <b>Assign</b> : kba_transaction_status =success | --   |   |
| Always  | --  | <b>Return to calling dialog :</b><br><a href="#">BenefitsVerification</a><br><a href="#">[bv0130_KBAAuthentication_SD]</a><br><a href="#">ChangeOfAddress</a><br><a href="#">[ca0300_KBAAuthentication_SD]</a><br><a href="#">ClaimStatusRequests</a><br><a href="#">[cs0110_KBAAuthentication_SD]</a><br><a href="#">DirectDeposit</a><br><a href="#">[dd0300_KBAAuthentication_SD]</a><br><a href="#">MedicareReplacementCard</a><br><a href="#">[mr0130_KBAAuthentication_SD]</a><br><a href="#">ReplacementBenefitStatement</a><br><a href="#">[rb0300_KBAAuthentication_SD]</a><br><a href="#">main</a> <a href="#">[mm3005_KBAAuthentication_SD]</a> |   |
| <b>Developer Notes</b>  |   |  |   |
| --  |   |  |   |

**ka0930\_FailureMsg\_PP**

|   |   |   |   |
|---|---|---|---|
| <b>Simple Play Prompt</b>   |   |   |  |
| Tells callers some of the information they have provided did not match what is in the backend database. |   |   |   |
| <b>Entering From</b>  |   |   |   |
| <a href="#">ka0910_QueryKB_DB</a>   |   |   |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |   |   |   |
| <b>Type</b>   | <b>Condition</b>                                | <b>Name</b>   | <b>Wording</b>  |
| initial   | Always  | ka0930_out_01   | Sorry, I'm having trouble processing this...<br>--                                    |
| <b>Actions</b>  |   |   |   |
| <b>Condition</b>  | <b>Action</b>                                   | <b>Transition</b>   |   |
| Always  | <b>Assign</b> : kba_transaction_status =failure | --  |   |
| Always  | --  | <b>Return to calling dialog :</b><br><a href="#">BenefitsVerification</a><br><a href="#">[bv0130_KBAAuthentication_SD]</a><br><a href="#">ChangeOfAddress</a><br><a href="#">[ca0300_KBAAuthentication_SD]</a><br><a href="#">ClaimStatusRequests</a> |   |

|                        |  |   |
|------------------------|--|---|
|                        |  | <a href="#">[cs0110_KBAAuthentication_SD]</a><br><a href="#">DirectDeposit</a><br><a href="#">[dd0300_KBAAuthentication_SD]</a><br><a href="#">MedicareReplacementCard</a><br><a href="#">[mr0130_KBAAuthentication_SD]</a><br><a href="#">ReplacementBenefitStatement</a><br><a href="#">[rb0300_KBAAuthentication_SD]</a><br><a href="#">main [mm3005_KBAAuthentication_SD]</a> |
| <b>Developer Notes</b> |  |   |
| --                     |  |   |


**ka0940\_AccountBlockedMsg\_PP**

| Simple Play Prompt  |   |  |   |
|--|---|--|---|
| Tells callers that there is a block on access to their account via IVR and web.                        |   |  |   |
| <b>Entering From</b>   |   |  |   |
| <a href="#">ka0910_QueryKB_DB</a>  |   |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |   |  |   |
| Type   | Condition   | Name   | Wording   |
| initial  | Always  | ka0940_out_01  | According to our records, you asked that this automated system 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.<br>-- |
| <b>Actions</b>   |   |  |   |
| Condition  | Action  | Transition   |   |
| Always   | <b>Assign</b> : kba_transaction_status =account_blocked | --   |   |
| Always   | --  | <b>Return to calling dialog :</b><br><a href="#">BenefitsVerification</a><br><a href="#">[bv0130_KBAAuthentication_SD]</a><br><a href="#">ChangeOfAddress</a><br><a href="#">[ca0300_KBAAuthentication_SD]</a><br><a href="#">ClaimStatusRequests</a><br><a href="#">[cs0110_KBAAuthentication_SD]</a><br><a href="#">DirectDeposit</a><br><a href="#">[dd0300_KBAAuthentication_SD]</a><br><a href="#">MedicareReplacementCard</a><br><a href="#">[mr0130_KBAAuthentication_SD]</a><br><a href="#">ReplacementBenefitStatement</a><br><a href="#">[rb0300_KBAAuthentication_SD]</a><br><a href="#">main [mm3005_KBAAuthentication_SD]</a> |   |
| <b>Developer Notes</b>   |   |  |   |
| --   |   |  |   |

## 2.9 MedicareReplacementCard Dialog

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

### mr0100\_PingHost\_DB


| Data Access  |   |    |
|--|---|---|
| Pings the host database to ensure the host is available. |   |   |
| <b>Entering From</b>                                     |   |   |
| <a href="#">mm0565_MRC_SD</a>                            |   |   |
| <b>Input parameters</b>                                  |   |   |
| Parameter  | Value   |   |
| processID  | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDESESSION, NONE.  |   |
| requestID  | Unique 10 digit ID for the request. 10 zeros, if not used.  |   |
| timestamp  | Transaction timestamp.  |   |
| version  | Version of the xml schema used.   |   |
| <b>Output parameters</b>                                 |   |   |
| 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.   |   |
| <b>Actions</b>   |   |   |
| Condition  | Action  | Transition  |
| If mr_statusCode=0000 (success)                          | --  | <b>goto</b> : <a href="#">mr0130_KBAAuthentication_SD</a>   |
| Else (failure)   | Always  | <b>Assign</b> : mrc_transaction_status =failure   |
| ^  | If mr_statusCode=0152 (off hours request)   | <b>Prompt</b> : [mr0100_out_01]<br>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...<br>-- |
| ^  | Else  | <b>Prompt</b> : [mr0100_out_02]<br>Sorry, I'm having trouble getting access to your records...<br>--  |
| <b>Recovery Behavior</b>                                 |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>         |   |   |
| <b>Developer Notes</b>                                   |   |   |
| --   |   |   |

### mr0130\_KBAAuthentication\_SD


| Subdialog Call   |  |
|--|---|
| Sub dialogue call to 'Knowledge Based Authentication'. |   |

|   |   |   |
|---|---|---|
| <b>Entering From</b>  |   |   |
| <a href="#">mr0100_PingHost_DB</a>  |   |   |
| <b>Dialog called</b>  |   |   |
| Proceed to initial node in: <a href="#">KnowledgeBasedAuthentication</a>                          |   |   |
| <b>Input parameters</b>   |   |   |
| <b>Parameter</b>  | <b>Value</b>                                    |   |
| --  | --  |   |
| <b>Output parameters</b>  |   |   |
| <b>Variable</b>   | <b>Subdialog Variable</b>                       |   |
| --  | --  |   |
| <b>Actions</b>  |   |   |
| <b>Condition</b>  | <b>Action</b>                                   | <b>Transition</b>   |
| If kba_transaction_status=success   | --  | <a href="#">goto : mr0210_MRCSuccess_PP</a>                               |
| Elseif kba_transaction_status=account_blocked   | <b>Assign</b> : mrc_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0565_MRC_SD]</a> |
| Elseif kba_transaction_status=attestation_declined  | <b>Assign</b> : mrc_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0565_MRC_SD]</a> |
| Else (kba_transaction_status=failure)   | <b>Assign</b> : mrc_transaction_status =failure | <b>Return to calling dialog</b> :<br><a href="#">main [mm0565_MRC_SD]</a> |
| <b>Recovery Behavior</b>  |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>  |   |   |
| <b>Developer Notes</b>  |   |   |
| The request for the replacement medicare card is processed in authentication (ka0910_QueryKB_DB). |   |   |

**mr0210\_MRCSuccess\_PP**

|   |                  |               |  |   |
|---|------------------|---------------|--|---|
| <b>Simple Play Prompt</b>   |                  |               |  |  |
| Informs the caller how long it will take to receive the request and that it was submitted successfully. |                  |               |  |   |
| <b>Entering From</b>  |                  |               |  |   |
| <a href="#">mr0130_KBAAuthentication_SD</a>   |                  |               |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |               |  |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>   |   |
| initial   | Always           | mr0210_out_01 | You should receive your Replacement Medicare Card in the mail within four weeks.<br>-- |   |
| <b>Actions</b>  |                  |               |  |   |
| <b>Condition</b>  | <b>Action</b>    |               | <b>Transition</b>  |   |
| Always  | --               |               | <a href="#">goto : mr0220_TransactionEnd_PP</a>  |   |
| <b>Developer Notes</b>  |                  |               |  |   |
| --  |                  |               |  |   |

**mr0220\_TransactionEnd\_PP**


|   |  |  |  |   |
|---|--|--|--|---|
| <b>Simple Play Prompt</b>                                   |  |  |  |  |
| Gives the caller the option to hang up if they're finished. |  |  |  |   |
| <b>Entering From</b>  |  |  |  |   |

|                                      |  |  |  |
|--------------------------------------|--|--|--|
| <a href="#">mr0210_MRCSuccess_PP</a> |  |  |  |
| <b>Initial Prompts</b>               |  |  |  |
| <b>Type</b>                          | <b>Condition</b>                         | <b>Name</b>  | <b>Wording</b>   |
| initial                              | Always                                   | mr0220_out_01  | If you're finished, feel free to hang up. Otherwise, ...<br>-- |
| <b>Actions</b>                       |  |  |  |
| <b>Condition</b>                     | <b>Action</b>                            | <b>Transition</b>  |  |
| Always                               | Assign : mrc_transaction_status =success | --   |  |
| Always                               | --                                       | Return to calling dialog :<br><a href="#">main [mm0565_MRC_SD]</a> |  |
| <b>Developer Notes</b>               |  |  |  |
| --                                   |  |  |  |


## 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].  |   |  |  |
| <b>Entering From</b>  |   |  |  |
| ka0340_GetCallerName_SD, ka0430_GetAlternativeName_SD, ka0620_GetMaidenName_SD, ka0370_GetCallerNameRetry_SD, ka0460_GetAlternativeNameRetry_SD |   |  |  |
| <b>Initial Prompts</b> [Barge-in is OFF]  |   |  |  |
| Type  | Condition   | Name   | Wording                                      |
| initial   | If names_to_collect == 'FIRST' or 'FIRST_LAST'    | entryprompt == 'default_name_entryprompt_firstname_lastname' | na0110_out_01<br>Now...<br>--                |
| initial   | ^   | entryprompt == 'post_tnrs_entryprompt'                       | na0110_out_02<br>Let's try this...<br>--     |
| initial   | Else (names_to_collect == 'LAST' or 'LAST_FIRST') | entryprompt == 'default_name_entryprompt_firstname_lastname' | na0110_out_03<br>Now...<br>--                |
| initial   | ^   | entryprompt == 'post_tnrs_entryprompt'                       | na0110_out_04<br>Let's try this again.<br>-- |
| initial   | ^   | entryprompt == 'alt_name_entryprompt'                        | na0110_out_05<br>Okay.<br>--                 |
| initial   | ^   | entryprompt == 'maiden_name_entryprompt'                     | na0110_out_06<br>Next...<br>--               |
| <b>Actions</b>  |   |  |  |
| Condition   | Action  |  | Transition                                   |
| Always  | Assign : name_collect_counter =increment+1        |  | --   |
| If names_to_collect == 'FIRST' or 'FIRST_LAST'  | spelling_only == 'false'                          | --   | goto : na0120_SayAndSpellFirst_DM            |
| ^   | spelling_only == 'true'                           | --   | goto : na0140_SpellFirst_DM                  |
| Else (names_to_collect == 'LAST' or 'LAST_FIRST')   | IF spelling_only == 'false'                       | --   | goto : na0130_SayAndSpellLast_DM             |
| ^   | ELSE (spelling_only == 'true')                    | --   | goto : na0150_SpellLast_DM                   |
| <b>Developer Notes</b>  |   |  |  |
| Disable barge-in<br>Check configuration for setting of entryprompt parameter  |   |  |  |

### na0120\_SayAndSpellFirst\_DM

| CustomContext Recognition  |
|---|
| Asks the caller to say and spell their first name.  |
| <b>Entering From</b>  |
| na0110_PlayEntryPrompt_PP, na0200_ConfirmName_DM  |

| <b>Initial Prompts</b>  |                             |  |   |                |
|---|-----------------------------|--|---|----------------|
| <b>Type</b>   | <b>Condition</b>            | <b>Name</b>  | <b>Wording</b>  |                |
| initial   | Always                      | na0120_ini_01  | Please say, then spell, just your first name. For example, if your first name was Robin, you'd say "Robin: R O B I N." Go ahead.<br>--  |                |
| <b>Grammar</b>  |                             |  |   |                |
| <b>Sample Expressions</b>   |                             | <b>DTMF</b>  | <b>Reco Var/Option</b>  | <b>Confirm</b> |
| robin r o b i n<br>--<br>// if name matches generic say and spell grammar       |                             | n/a  | <sayandspellfirst <name>>   | Never          |
| robin r o b i n<br>--<br>// if name provided matched grammar compiled from TNRS |                             | n/a  | <sayandspellfirst_tnrs <name_tnrs>  | Never          |
| <b>Actions</b>  |                             |  |   |                |
| <b>Option</b>   | <b>Condition</b>            | <b>Action</b>  | <b>Transition</b>   |                |
| <name>  | Always                      | <b>Prompt</b> : [na0120_out_01]<br>All right.<br>--  | <b>goto</b> :<br><a href="#">na0130_SayAndSpellLast_DM</a><br>--  |                |
| <name_tnrs>   | Always                      | <b>Prompt</b> : [na0120_out_02]<br>All right.<br>--  | <b>goto</b> :<br><a href="#">na0130_SayAndSpellLast_DM</a><br>--  |                |
| <b>Recovery Behavior</b>  |                             |  |   |                |
| <b>Type</b>   | <b>Condition</b>            | <b>Action</b>  | <b>Transition</b>   |                |
| nomatch 1   | If tnrs_checked=false       | <b>Comment</b> : exit with flag to indicate that first name was being collected (this will be used when returning to the NameOSDM)         | --  |                |
| nomatch 1   | ^                           | <b>Assign</b> : name_status =failure   | <b>Return to calling dialog</b> :<br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |                |
| nomatch 1   | Else<br>(tnrs_checked=true) | <b>Prompt</b> : [na0120_nm1_01]<br>Let's try again... please SAY, then SPELL, your first name like this - 'John, J O H N.' Go ahead.<br>-- | <b>Re-Recognition</b> :   |                |
| nomatch 2   | If tnrs_checked=false       | <b>Comment</b> : exit with flag to indicate that first name was being collected (this will be used when returning to the NameOSDM)         | --  |                |
| nomatch 2   | ^                           | <b>Assign</b> : name_status =failure   | <b>Return to calling dialog</b> :<br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a>  |                |

|           |                       |  |   |
|-----------|-----------------------|--|---|
|           |                       |  | KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]<br>KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]<br>KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]   |
| nomatch 2 | Else                  | <b>Assign</b> : collectname_spellingonly =true   | --  |
| nomatch 2 | ^                     | <b>Prompt</b> : [na0120_nm2_01]<br>Let's try this a different way...<br>--   | <b>goto</b> : na0140_SpellFirst_DM  |
| noinput 1 | Always                | <b>Prompt</b> : [na0120_ni1_01]<br>In order to look at your account, I need you to say, then spell, your first name. For example, if your name was 'Nick,' you'd say 'Nick, N I C K.' So, go ahead and say, then spell just your FIRST name.<br>-- | <b>Re-Recognition</b> :   |
| noinput 2 | If trns_checked=false | <b>Comment</b> : exit with flag to indicate that first name was being collected (this will be used when returning to the NameOSDM)   | --  |
| noinput 2 | ^                     | <b>Assign</b> : name_status =failure   | <b>Return to calling dialog</b> :<br>KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]<br>KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]<br>KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]<br>KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]<br>KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD] |
| noinput 2 | Else                  | <b>Assign</b> : collectname_spellingonly =true   | --  |
| noinput 2 | ^                     | <b>Prompt</b> : [na0120_ni2_01]<br>Let's try this a different way...<br>--   | <b>goto</b> : na0140_SpellFirst_DM  |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter | Value |
|-----------|-------|
| --        | --    |

**Developer Notes**

--

**na0130\_SayAndSpellLast\_DM**

|                           |   |
|---------------------------|---|
| CustomContext Recognition |  |
|---------------------------|---|



| If name_collect_task=calle, asks the caller to say and spell their last name. If name_collect_task=alternative, collects caller's other name. If name_collect_task=maiden, collects caller's mother's maiden name. |                                       |  |   |
|--|---------------------------------------|--|---|
| <b>Entering From</b>   |                                       |  |   |
| <a href="#">na0110_PlayEntryPrompt_PP</a> , <a href="#">na0120_SayAndSpellFirst_DM</a> , <a href="#">na0200_ConfirmName_DM</a>   |                                       |  |   |
| <b>Initial Prompts</b>   |                                       |  |   |
| Type   | Condition                             | Name   | Wording   |
| initial  | If name_collect_task=caller           | na0130_ini_01  | Now please say, then spell, just your last name. For example, if your last name was O'Brien, you'd say "O'Brien: O apostrophe B R I E N." Go ahead.<br>--   |
| initial  | Else if name_collect_task=alternative | na0130_ini_02  | Please say, then spell, your OTHER LAST NAME.<br>--   |
| initial  | Else (name_collect_task=maiden)       | na0130_ini_03  | Please say, then spell, your mother's MAIDEN NAME.<br>--  |
| <b>Grammar</b>   |                                       |  |   |
| Sample Expressions   | DTMF                                  | Reco Var/Option                                      | Confirm   |
| kusack K U S A C K<br>--<br>// if name matches generic say and spell grammar   | n/a                                   | <sayandspelllast <name>>                             | Never   |
| kusack K U S A C K<br>--<br>// if name provided matched grammar compiled from TNRS   | n/a                                   | <sayandspelllast_tnrs <name_tnrs>>                   | Never   |
| I don't know, I don't have one, none<br>--<br>// this option is available ONLY when name_collect_task=alternative  | n/a                                   | <alt_name_sayandspelllast none>                      | If Necessary  |
| <b>Actions</b>   |                                       |  |   |
| Option   | Condition                             | Action   | Transition  |
| <name>   | Always                                | <b>Prompt</b> : [na0130_out_01]<br>Thanks.<br>--     | <b>goto</b> :<br><a href="#">na0200_ConfirmName_DM</a>  |
| <name_tnrs>  | Always                                | --   | <b>goto</b> :<br><a href="#">na0210_ExitSuccessPrompts_PP</a>   |
| none   | Always                                | <b>Assign</b> : name_status =success                 | --  |
| ^  | ^                                     | <b>Prompt</b> : [na0130_out_02]<br>No problem.<br>-- | <b>Return to calling dialog</b> :<br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |
| <b>Confirmation Prompts</b>  |                                       |  |   |
| Option   | Condition                             | Name   | Wording   |
| none   | --                                    | na0130_cnf_ini_01                                    | You don't have another last name.<br>--   |
| --   | Always                                | gl_cnf_ini_02  | Right?  |

| <b>Confirmation Recovery Behavior</b> |   |   |   |
|---------------------------------------|---|---|---|
| <b>Type</b>                           | <b>Condition</b>  | <b>Action</b>   | <b>Transition</b>   |
| nomatch 1                             | --  | <b>Prompt</b> : [na0130_cnf_nm1_01]<br>Sorry, I didn't catch that. Please say "yes," or "no".<br>--   | <b>Re-Recognition</b> : Reprompt  |
| nomatch 2                             | --  | <b>Prompt</b> : [na0130_cnf_nm2_01]<br>Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.<br>--                         | <b>Re-Recognition</b> : Reprompt  |
| nomatch 3                             | --  | --  | --  |
| noinput 1                             | --  | <b>Prompt</b> : [na0130_cnf_ni1_01]<br>Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".<br>--       | <b>Re-Recognition</b> : Reprompt  |
| noinput 2                             | --  | <b>Prompt</b> : [na0130_cnf_ni2_01]<br>Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".<br>-- | <b>Re-Recognition</b> : Reprompt  |
| noinput 3                             | --  | --  | --  |
| noinput 1                             | --  | --  | <b>Re-Recognition</b> : Reprompt  |
| noinput 2                             | --  | <b>Prompt</b> : [gl_cnf_ni2_01]<br>Sorry.<br>n/a  | <b>Re-Recognition</b> : Reprompt  |
| noinput 3                             | --  | <b>Prompt</b> : [gl_cnf_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>   |
| nomatch 1                             | --  | <b>Prompt</b> : [gl_cnf_nm1_01]<br>Sorry. Please say 'yes' or 'no.'<br>n/a  | <b>Re-Recognition</b> : Reprompt  |
| nomatch 2                             | --  | <b>Prompt</b> : [gl_cnf_nm2_01]<br>Sorry. Please say 'yes' or 'no.'<br>n/a  | <b>Re-Recognition</b> : Reprompt  |
| nomatch 3                             | --  | <b>Prompt</b> : [gl_cnf_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>goto</b> : <a href="#">mm3000_ABRStatus_DS</a>   |
| <b>Recovery Behavior</b>              |   |   |   |
| <b>Type</b>                           | <b>Condition</b>  | <b>Action</b>   | <b>Transition</b>   |
| nomatch 1                             | If tnrs_checked=false<br>AND<br>name_collect_task=caller OR alternative | <b>Comment</b> : exit with flag to indicate that first name was being collected (this will be used when returning to the NameOSDM)              | --  |
| nomatch 1                             | ^   | <b>Assign</b> : name_status =failure  | <b>Return to calling dialog</b> :<br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a> |

|           |   |                                     |   |   |
|-----------|---|-------------------------------------|---|---|
|           |   |                                     |   | KnowledgeBasedAuthentication<br>[ka0620_GetMaidenName_SD]         |
| nomatch 1 | Else  | If<br>name_collect_task=caller      | <b>Prompt :</b> [na0130_nm1_01]<br>Let's try again... please SAY, then SPELL, your last name like this - 'O'Brien: O apostrophe B R I E N.' Go ahead.<br>--   | <b>Re-Recognition :</b>   |
| nomatch 1 | ^   | If<br>name_collect_task=alternative | <b>Prompt :</b> [na0130_nm1_02]<br>If you DON'T HAVE another last name, say 'I don't have one.' Otherwise, let's try again... please SAY, then SPELL, your other last name like this - 'O'Brien: O apostrophe B R I E N.' Go ahead.<br>--   | <b>Re-Recognition :</b>   |
| nomatch 1 | ^   | Else<br>(name_collect_task=maiden)  | <b>Prompt :</b> [na0130_nm1_03]<br>Let's try again... please SAY, then SPELL, your mother's maiden last name like this - 'O'Brien: O apostrophe B R I E N.' Go ahead.<br>--   | <b>Re-Recognition :</b>   |
| nomatch 2 | Always  |                                     | <b>Assign :</b> collectname_spellingonly =true  | --  |
| nomatch 2 | ^   |                                     | <b>Prompt :</b> [na0130_nm2_01]<br>Let's try this a different way...<br>--  | <b>goto :</b> na0150_SpellLast_DM                                 |
| noinput 1 | If name_collect_task=caller   |                                     | <b>Prompt :</b> [na0130_ni1_01]<br>In order to look at your account, I need you to say, then spell, your last name. For example, if your name was 'O'Brien,' you'd say 'O'Brien: O apostrophe B R I E N.' So, go ahead and say, then spell just your LAST name.<br>--   | <b>Re-Recognition :</b>   |
| noinput 1 | Else if name_collect_task=alternative                                   |                                     | <b>Prompt :</b> [na0130_ni1_02]<br>If you DON'T HAVE another last name, say 'I don't have one.' Otherwise, I need you to say, then spell, your OTHER last name. For example, if your name was 'O'Brien,' you'd say 'O'Brien: O apostrophe B R I E N.' So, go ahead and say, then spell just your other LAST name.<br>-- | <b>Re-Recognition :</b>   |
| noinput 1 | Else (name_collect_task=maiden)   |                                     | <b>Prompt :</b> [na0130_ni1_03]<br>In order to look at your account, I need you to say, then spell, your mother's maiden name. For example, if her maiden name was 'O'Brien,' you'd say 'O'Brien: O apostrophe B R I E N.' So, go ahead and say, then spell just your mother's maiden LAST name.<br>--                  | <b>Re-Recognition :</b>   |
| noinput 2 | If tnrs_checked=false<br>AND<br>name_collect_task=caller OR alternative |                                     | <b>Comment :</b> exit with flag to indicate that first name was being collected (this will be used when returning to the NameOSDM)  | --  |
| noinput 2 | ^   |                                     | <b>Assign :</b> name_status =failure  | <b>Return to calling dialog :</b><br>KnowledgeBasedAuthentication |

|  |      |  |   |
|--|------|--|---|
|  |      |  | [ka0340_GetCallerName_SD]<br>KnowledgeBasedAuthentication<br>[ka0370_GetCallerNameRetry_SD]<br>KnowledgeBasedAuthentication<br>[ka0430_GetAlternativeName_SD]<br>KnowledgeBasedAuthentication<br>[ka0460_GetAlternativeNameRetry_SD]<br>KnowledgeBasedAuthentication<br>[ka0620_GetMaidenName_SD] |
| noinput 2  | Else | <b>Assign</b> : collectname_spellingonly<br>=true                          | --  |
| noinput 2  | ^    | <b>Prompt</b> : [na0130_ni2_01]<br>Let's try this a different way...<br>-- | <b>goto</b> : na0150_SpellLast_DM   |
| <b>Commands: State-Specific Behavior</b>   |      |  |   |
| <a href="#">See 1.2 Global Commands</a>  |      |  |   |
| <b>Commands: Confirmations</b>   |      |  |   |
| <a href="#">See 1.2 Global Commands</a>  |      |  |   |
| <b>Config Parameters</b>   |      |  |   |
| <b>Parameter</b>   |      | <b>Value</b>   |   |
| --   |      | --   |   |
| <b>Developer Notes</b>   |      |  |   |
| ADDED 'none' option to be used ONLY when name_collect_task=alternative. Created new grammar 'alt_name_sayandspelllast' to handle the 'none' option, though if it is better to simply insinuate it in existing grammar we can revise. |      |  |   |


**na0140\_SpellFirst\_DM**

| CustomContext Recognition   |           |   |   |
|---|-----------|---|---|
| Asks the caller to just spell their first name.                                   |           |   |   |
| <b>Entering From</b>  |           |   |   |
| <a href="#">na0110_PlayEntryPrompt_PP</a> , <a href="#">na0200_ConfirmName_DM</a> |           |   |   |
| <b>Initial Prompts</b>  |           |   |   |
| Type  | Condition | Name  | Wording   |
| initial   | Always    | na0140_ini_01   | This time, just SPELL your first name for me.<br>-- |
| <b>Grammar</b>  |           |   |   |
| Sample Expressions  | DTMF      | Reco Var/Option   | Confirm   |
| R O B I N<br>--<br>// if name matches generic say and spell grammar               | n/a       | <spellfirst <name>>   | Never   |
| R O B I N<br>--<br>// if name provided matched grammar compiled from TNRS         | n/a       | <spellfirst_tnrs <name_tnrs>>   | Never   |
| <b>Actions</b>  |           |   |   |
| Option  | Condition | Action  | Transition  |
| --  | --        | <b>Comment</b> : If the caller has errored out of say and spell, we will continue, for last name collection, with spell | --  |

|                          |                  | only  |   |
|--------------------------|------------------|---|---|
| <name>                   | Always           | <b>Prompt :</b> [na0140_out_01]<br>All right.<br>--   | <b>goto :</b> na0150_SpellLast_DM   |
| <name_tnrs>              | Always           | <b>Prompt :</b> [na0140_out_02]<br>All right.<br>--   | <b>goto :</b> na0150_SpellLast_DM   |
| <b>Recovery Behavior</b> |                  |   |   |
| <b>Type</b>              | <b>Condition</b> | <b>Action</b>   | <b>Transition</b>   |
| nomatch 1                | Always           | <b>Prompt :</b> [na0140_nm1_01]<br>Let's try again... Go ahead and spell your first name for me again.<br>--  | <b>Re-Recognition :</b>   |
| nomatch 2                | ^                | <b>Prompt :</b> [na0140_nm2_01]<br>Sorry. Please spell your first name one more time. For example, if your name was Robin, you'd say "R O B I N."<br>-- | <b>Re-Recognition :</b>   |
| nomatch 3                | Always           | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3                | ^                | <b>Assign :</b> name_status =failure  | --  |
| nomatch 3                | ^                | <b>Prompt :</b> [na0140_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>Return to calling dialog :</b><br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |
| noinput 1                | Always           | <b>Prompt :</b> [na0140_ni1_01]<br>Go ahead and spell your first name for me, like this - 'R O B I N.'<br>--  | <b>Re-Recognition :</b>   |
| noinput 2                | ^                | <b>Prompt :</b> [na0140_ni2_01]<br>Sorry. Please spell your first name one more time. For example, if your name was Robin, you'd say "R O B I N."<br>-- | <b>Re-Recognition :</b>   |
| noinput 3                | Always           | <b>Assign :</b> transfer_reason =error  | --  |
| noinput 3                | ^                | <b>Assign :</b> name_status =failure  | --  |
| noinput 3                | ^                | <b>Prompt :</b> [na0140_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>Return to calling dialog :</b><br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a>   |

|  |              |  |   |
|--|--------------|--|---|
|  |              |  | KnowledgeBasedAuthentication<br>[ka0620_GetMaidenName_SD] |
| <b>Commands: State-Specific Behavior</b> |              |  |   |
| See 1.2 Global Commands                  |              |  |   |
| <b>Commands: Confirmations</b>           |              |  |   |
| See 1.2 Global Commands                  |              |  |   |
| <b>Config Parameters</b>                 |              |  |   |
| <b>Parameter</b>                         | <b>Value</b> |  |   |
| --                                       | --           |  |   |
| <b>Developer Notes</b>                   |              |  |   |
| --                                       |              |  |   |

**na0150\_SpellLast\_DM**


| CustomContext Recognition    |                                      |  |   |
|---|--------------------------------------|--|---|
| If name_collect_task=caller, 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. |                                      |  |   |
| <b>Entering From</b>  |                                      |  |   |
| na0110_PlayEntryPrompt_PP, na0140_SpellFirst_DM, na0200_ConfirmName_DM  |                                      |  |   |
| <b>Initial Prompts</b>  |                                      |  |   |
| Type  | Condition                            | Name   | Wording   |
| initial   | If name_collect_task=caller          | If entering from na0110_PlayEntryPrompt_PP       | na0150_ini_01<br>This time, just SPELL your last name for me.<br>--                 |
| initial   | ^                                    | Else   | na0150_ini_02<br>Now spell just your LAST name.<br>--                               |
| initial   | Elseif name_collect_task=alternative | Always   | na0150_ini_03<br>This time, just SPELL your other last name for me.<br>--           |
| initial   | Else (name_collect_task=maiden)      | Always   | na0150_ini_04<br>This time, just SPELL your mother's maiden last name for me.<br>-- |
| <b>Grammar</b>  |                                      |  |   |
| Sample Expressions  | DTMF                                 | Reco Var/Option                                  | Confirm   |
| S M I T H<br>--<br>// if name matches generic say and spell grammar   | n/a                                  | <spelllast <name>>                               | Never   |
| S M I T H<br>--<br>// if name provided matched grammar compiled from TNRS   | n/a                                  | <spelllast_tnrs <name_tnrs>>                     | Never   |
| <b>Actions</b>  |                                      |  |   |
| Option  | Condition                            | Action   | Transition  |
| <name>  | Always                               | <b>Prompt</b> : [na0150_out_01]<br>Thanks.<br>-- | <b>goto</b> :<br>na0200_ConfirmName_DM  |
| <name_tnrs>   | Always                               | --   | <b>goto</b> :<br>na0210_ExitSuccessPrompts_PP                                       |
| <b>Recovery Behavior</b>  |                                      |  |   |

| Type      | Condition                            | Action   | Transition  |
|-----------|--------------------------------------|--|---|
| nomatch 1 | If name_collect_task=caller          | <b>Prompt :</b> [na0150_nm1_01]<br>Let's try again... Go ahead and spell your last name for me again.<br>--  | <b>Re-Recognition :</b>   |
| nomatch 1 | Elseif name_collect_task=alternative | <b>Prompt :</b> [na0150_nm1_02]<br>Let's try again... Go ahead and spell your other last name for me again.<br>--  | <b>Re-Recognition :</b>   |
| nomatch 1 | Else (name_collect_task=maiden)      | <b>Prompt :</b> [na0150_nm1_03]<br>Let's try again... Go ahead and spell your mother's maiden last name for me again.<br>--                                      | <b>Re-Recognition :</b>   |
| nomatch 2 | If name_collect_task=caller          | <b>Prompt :</b> [na0150_nm2_01]<br>Sorry. Please spell your last name one more time. For example, if your name was Smith, you'd say 'S M I T H.'<br>--           | <b>Re-Recognition :</b>   |
| nomatch 2 | Elseif name_collect_task=alternative | <b>Prompt :</b> [na0150_nm2_02]<br>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.'<br>--     | <b>Re-Recognition :</b>   |
| nomatch 2 | Else (name_collect_task=maiden)      | <b>Prompt :</b> [na0150_nm2_03]<br>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.'<br>-- | <b>Re-Recognition :</b>   |
| nomatch 3 | Always                               | <b>Assign :</b> transfer_reason =error   | --  |
| nomatch 3 | ^                                    | <b>Assign :</b> name_status =failure   | --  |
| nomatch 3 | ^                                    | <b>Prompt :</b> [na0150_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>Return to calling dialog :</b><br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |
| noinput 1 | If name_collect_task=caller          | <b>Prompt :</b> [na0150_ni1_01]<br>Go ahead and spell your last name for me, like this - 'S M I T H.'<br>--  | <b>Re-Recognition :</b>   |
| noinput 1 | Elseif name_collect_task=alternative | <b>Prompt :</b> [na0150_ni1_02]<br>Go ahead and spell your other last name for me, like this - 'S M I T H.'<br>--  | <b>Re-Recognition :</b>   |
| noinput 1 | Else (name_collect_task=maiden)      | <b>Prompt :</b> [na0150_ni1_03]<br>Go ahead and spell your mother's maiden last name for me, like this - 'S M I T H.'<br>--                                      | <b>Re-Recognition :</b>   |

|           |                                      |  |   |
|-----------|--------------------------------------|--|---|
| noinput 2 | If name_collect_task=caller          | <b>Prompt :</b> [na0150_ni2_01]<br>Sorry. Please spell your last name one more time. For example, if your name was Smith, you'd say 'S M I T H.'<br>--           | <b>Re-Recognition :</b>   |
| noinput 2 | Elseif name_collect_task=alternative | <b>Prompt :</b> [na0150_ni2_02]<br>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.'<br>--     | <b>Re-Recognition :</b>   |
| noinput 2 | Else (name_collect_task=maiden)      | <b>Prompt :</b> [na0150_ni2_03]<br>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.'<br>-- | <b>Re-Recognition :</b>   |
| noinput 3 | Always                               | <b>Assign :</b> transfer_reason =error   | --  |
| noinput 3 | ^                                    | <b>Assign :</b> name_status =failure   | --  |
| noinput 3 | ^                                    | <b>Prompt :</b> [na0150_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | <b>Return to calling dialog :</b><br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |

|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |

**na0200\_ConfirmName\_DM**

|   |                  |               |                              |
|---|------------------|---------------|------------------------------|
| <b>YesNo Recognition</b>  |                  |               |                              |
|  |                  |               |                              |
| Asks the caller to confirm the name collected is correct.                             |                  |               |                              |
| <b>Entering From</b>  |                  |               |                              |
| <a href="#">na0130_SayAndSpellLast_DM</a> , <a href="#">na0150_SpellLast_DM</a>       |                  |               |                              |
| <b>Initial Prompts</b> [Barge-in is OFF]  |                  |               |                              |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>               |
| initial   | Always           | na0200_ini_01 | Let me read that back.<br>-- |



|         |  |                                      |                              |  |
|---------|--|--------------------------------------|------------------------------|--|
| initial | name_collect_task=caller and names_to_collect == 'FIRST'     | collectname_spelling_only == 'false' | na0200_ini_02                | Your first name is<br>--                             |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_03] | { firstname /medial /say-as=other }<br>--            |
| initial | ^  | ^                                    | na0200_ini_04                | ...spelled:<br>--                                    |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_05] | { firstnamespelling /final /say_as=alpha num }<br>-- |
| initial | ^  | collectname_spelling_only == 'true'  | na0200_ini_06                | Your first name is spelled...<br>--                  |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_07] | { firstnamespelling /final /say_as=alpha num }<br>-- |
| initial | name_collect_task=caller and names_to_collect == 'FIRST'     | collectname_spelling_only == 'false' | na0200_ini_08                | And last name:<br>--                                 |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_09] | { lastname /medial /say-as=other }<br>--             |
| initial | ^  | ^                                    | na0200_ini_10                | ...spelled:<br>--                                    |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_11] | { lastnamespelling /final /say_as=alpha num }<br>--  |
| initial | ^  | collectname_spelling_only == 'true'  | na0200_ini_12                | And last name spelled...<br>--                       |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_13] | { lastnamespelling /final /say_as=alpha num }<br>--  |
| initial | names_to_collect == 'LAST' AND name_collect_task=alternative | collectname_spelling_only == 'false' | na0200_ini_14                | Your other last name is<br>--                        |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_15] | { lastname /medial /say-as=other }<br>--             |
| initial | ^  | ^                                    | na0200_ini_16                | ...spelled:<br>--                                    |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_17] | { lastnamespelling /final /say_as=alpha num }<br>--  |
| initial | ^  | collectname_spelling_only == 'true'  | na0200_ini_18                | Your other last name is spelled...<br>--             |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_19] | { lastnamespelling /final /say_as=alpha num }<br>--  |
| initial | names_to_collect == 'LAST' AND name_collect_task=maiden      | collectname_spelling_only == 'false' | na0200_ini_20                | Your mother's maiden name is<br>--                   |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_21] | { lastname /medial /say-as=other }<br>--             |
| initial | ^  | ^                                    | na0200_ini_22                | ...spelled:<br>--                                    |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_23] | { lastnamespelling /final /say_as=alpha num }<br>--  |
| initial | ^  | collectname_spelling_only == 'true'  | na0200_ini_24                | Your mother's maiden name is spelled...<br>--        |
| initial | ^  | ^                                    | TTS Prompt : [na0200_ini_25] | { lastnamespelling /final /say_as=alpha num }<br>--  |

|   |                              |   |   |
|---|------------------------------|---|---|
| initial   | Always                       | na0200_ini_26   | Did I get that right, please say YES or NO?<br>--                       |
| <b>Grammar</b>                                    |                              |   |   |
| <b>Sample Expressions</b>                         |                              | <b>DTMF</b>   | <b>Reco Var/Option</b>  |
| yes<br>--   |                              | 1   | <confirmname yes>   |
| no<br>--  |                              | 2   | <confirmname no>  |
| repeat, hear it again, spell the name again<br>-- |                              | 3   | <confirmname repeat>  |
| <b>Actions</b>                                    |                              |   |   |
| <b>Option</b>                                     | <b>Condition</b>             |   | <b>Action</b>   |
| yes   | --                           |   | <b>Assign</b> : name_disconfirm_counter =0                              |
| no  | IF name_disconfirm_counter=0 | Always  | <b>Assign</b> : name_disconfirm_counter =increment+1                    |
| ^   | ^                            | IF name_collect_task=caller OR alternative AND tnrs_checked=false                 | <b>Assign</b> : name_status =failure                                    |
| ^   | ^                            | ^   | <b>Prompt</b> : [na0200_out_05]<br>My mistake.<br>--                    |
| ^   | ^                            | ELSE IF name_collect_task=caller AND tnrs_checked=true AND name_collect_counter=1 | <b>Assign</b> : name_collect_counter =increment+1                       |
| ^   | ^                            | ^   | <b>Prompt</b> : [na0200_out_02]<br>My mistake. Let's try again...<br>-- |
| ^   | ^                            | ELSE IF name_collect_task!=caller AND name_collect_counter=1                      | <b>Assign</b> : name_collect_counter =increment+1                       |
| ^   | ^                            | ^   | <b>Prompt</b> : [na0200_out_02]<br>My mistake. Let's try again...<br>-- |
| ^   | ^                            | ELSE IF name_collect_task=caller  | <b>Assign</b> : name_collect_counter =increment+1                       |

|                          |                                      |   |   |  |
|--------------------------|--------------------------------------|---|---|--|
|                          |                                      | AND<br>tnrs_checked=true<br>AND<br>name_collect_counter=2             |   |  |
| ^                        | ^                                    | ^   | <b>Assign</b> : collectname_spellingonly<br>=true                         | --   |
| ^                        | ^                                    | ^   | <b>Prompt</b> : [na0200_out_02]<br>My mistake. Let's try again...<br>--   | <b>goto</b> : na0140_SpellFirst_DM             |
| ^                        | ^                                    | ELSE IF<br>name_collect_task =caller<br>AND<br>name_collect_counter=2 | <b>Assign</b> : name_collect_counter<br>=increment+1                      | --   |
| ^                        | ^                                    | ^   | <b>Assign</b> : collectname_spellingonly<br>=true                         | --   |
| ^                        | ^                                    | ^   | <b>Prompt</b> : [na0200_out_02]<br>My mistake. Let's try again...<br>--   | <b>goto</b> : na0150_SpellLast_DM              |
| ^                        | ^                                    | ELSE<br>(name_collect_counter=3)                                      | --  | <b>goto</b> :<br>na0220_ConfirmationApology_PP |
| ^                        | ELSE IF<br>name_disconfirm_counter=1 | Always  | <b>Assign</b> : name_disconfirm_counter<br>=increment+1                   | --   |
| ^                        | ^                                    | ^   | <b>Assign</b> : collectname_spellingonly<br>=true                         | --   |
| ^                        | ^                                    | IF<br>name_collect_task=caller<br>AND<br>name_collect_counter=2       | <b>Assign</b> : collectname_spellingonly<br>=true                         | --   |
| ^                        | ^                                    | ^   | <b>Prompt</b> : [na0200_out_03]<br>Sorry. Let's try again...<br>--        | <b>goto</b> : na0140_SpellFirst_DM             |
| ^                        | ^                                    | ELSE IF<br>name_collect_task =caller<br>AND<br>name_collect_counter=2 | <b>Assign</b> : collectname_spellingonly<br>=true                         | --   |
| ^                        | ^                                    | ^   | <b>Prompt</b> : [na0200_out_03]<br>Sorry. Let's try again...<br>--        | <b>goto</b> : na0150_SpellLast_DM              |
| ^                        | ^                                    | ELSE<br>(name_collect_counter=3)                                      | --  | <b>goto</b> :<br>na0220_ConfirmationApology_PP |
| ^                        | ELSE<br>(name_disconfirm_counter>1)  | Always  | --  | <b>goto</b> :<br>na0220_ConfirmationApology_PP |
| repeat                   | --                                   |   | <b>Prompt</b> : [na0200_out_01]<br>Sure<br>--                             | <b>Re-Recognition</b> : Reprompt               |
| <b>Recovery Behavior</b> |                                      |   |   |  |
| <b>Type</b>              | <b>Condition</b>                     |   | <b>Action</b>   | <b>Transition</b>                              |
| nomatch 1                | If<br>name_collect_task=caller       | collectname_spellingonly == 'false'                                   | <b>Prompt</b> : [na0200_nm1_01]<br>Sorry. I heard the first name...<br>-- | --   |


|           |   |                                      |   |                         |
|-----------|---|--------------------------------------|---|-------------------------|
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_02]<br>{ firstname /medial /say-as=other }<br>--            | --                      |
| nomatch 1 | ^   | ^                                    | <b>Prompt :</b> [na0200_nm1_03]<br>... spelled...<br>--                                     | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_04]<br>{ firstnamespelling /final /say_as=alpha num }<br>-- | --                      |
| nomatch 1 | ^   | ^                                    | <b>Prompt :</b> [na0200_nm1_05]<br>... and the last name...<br>--                           | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_06]<br>{ lastname /medial /say-as=other }<br>--             | --                      |
| nomatch 1 | ^   | ^                                    | <b>Prompt :</b> [na0200_nm1_03]<br>... spelled...<br>--                                     | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_08]<br>{ lastnamespelling /final /say_as=alpha num }<br>--  | --                      |
| nomatch 1 | ^   | collectname_spelling_only == 'true'  | <b>Prompt :</b> [na0200_nm1_07]<br>Sorry. I heard the first name spelled...<br>--           | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_10]<br>{ firstnamespelling /final /say_as=alpha num }<br>-- | --                      |
| nomatch 1 | ^   | ^                                    | <b>Prompt :</b> [na0200_nm1_05]<br>... and the last name...<br>--                           | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_12]<br>{ lastnamespelling /final /say_as=alpha num }<br>--  | --                      |
| nomatch 1 | ^   | Always                               | <b>Prompt :</b> [na0200_nm1_09]<br>Did I get that right?<br>--                              | <b>Re-Recognition :</b> |
| nomatch 1 | Else<br>(name_collect_task=maiden or alternative) | collectname_spelling_only == 'false' | <b>Prompt :</b> [na0200_nm1_11]<br>Sorry. The name I heard was...<br>--                     | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_15]<br>{ lastname /medial /say-as=other }<br>--             | --                      |
| nomatch 1 | ^   | ^                                    | <b>Prompt :</b> [na0200_nm1_03]<br>... spelled...<br>--                                     | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_17]<br>{ lastnamespelling /final /say_as=alpha num }<br>--  | --                      |
| nomatch 1 | ^   | collectname_spelling_only == 'true'  | <b>Prompt :</b> [na0200_nm1_13]<br>Sorry. The name I heard was spelled...<br>--             | --                      |
| nomatch 1 | ^   | ^                                    | <b>TTS Prompt :</b> [na0200_nm1_19]<br>--   | --                      |

|           |  |                                      |   |   |
|-----------|--|--------------------------------------|---|---|
|           |  |                                      | { lastnamespelling /final /say_as=alpha num }<br>--   |   |
| nomatch 1 | ^  | Always                               | <b>Prompt</b> : [na0200_nm1_09]<br>Did I get that right?<br>--  | <b>Re-Recognition</b> :   |
| nomatch 2 | If name_collect_task=caller OR alternative |                                      | <b>Prompt</b> : [na0200_nm2_01]<br>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.<br>--                 | <b>Re-Recognition</b> :   |
| nomatch 2 | Else (name_collect_task=maiden)            |                                      | <b>Prompt</b> : [na0200_nm2_02]<br>Sorry. If I got your mother's maiden name right, press 1. If I got it WRONG, press 2. Or, to hear the name I got AGAIN, press 3.<br>-- | <b>Re-Recognition</b> :   |
| nomatch 3 | Always                                     |                                      | <b>Assign</b> : transfer_reason =error  | --  |
| nomatch 3 | ^  |                                      | <b>Assign</b> : name_status =failure  | --  |
| nomatch 3 | ^  |                                      | <b>Prompt</b> : [na0200_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>Return to calling dialog</b> :<br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |
| noinput 1 | If name_collect_task=caller                | collectname_spelling_only == 'false' | <b>Prompt</b> : [na0200_ni1_01]<br>Sorry. I heard the first name...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_02]<br>{ firstname /medial /say-as=other }<br>--  | --  |
| noinput 1 | ^  | ^                                    | <b>Prompt</b> : [na0200_ni1_03]<br>... spelled...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_04]<br>{ firstnamespelling /final /say_as=alpha num }<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>Prompt</b> : [na0200_ni1_05]<br>... and the last name...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_06]<br>{ lastname /medial /say-as=other }<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>Prompt</b> : [na0200_ni1_03]<br>... spelled...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_08]<br>{ lastnamespelling /final /say_as=alpha num }<br>--  | --  |


|           |  |                                      |   |   |
|-----------|--|--------------------------------------|---|---|
| noinput 1 | ^  | collectname_spelling_only == 'true'  | <b>Prompt</b> : [na0200_ni1_07]<br>Sorry. I heard the first name spelled...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_10]<br>{ firstnamespelling /final /say_as=alpha num }<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>Prompt</b> : [na0200_ni1_05]<br>... and the last name...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_12]<br>{ lastnamespelling /final /say_as=alpha num }<br>--  | --  |
| noinput 1 | ^  | Always                               | <b>Prompt</b> : [na0200_ni1_09]<br>Did I get that right?<br>--  | <b>Re-Recognition</b> :   |
| noinput 1 | Else (name_collect_task=maiden or alternative) | collectname_spelling_only == 'false' | <b>Prompt</b> : [na0200_ni1_11]<br>Sorry. The name I heard was...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_15]<br>{ lastname /medial /say-as=other }<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>Prompt</b> : [na0200_ni1_03]<br>... spelled...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_17]<br>{ lastnamespelling /final /say_as=alpha num }<br>--  | --  |
| noinput 1 | ^  | collectname_spelling_only == 'true'  | <b>Prompt</b> : [na0200_ni1_13]<br>Sorry. The name I heard was spelled...<br>--   | --  |
| noinput 1 | ^  | ^                                    | <b>TTS Prompt</b> : [na0200_ni1_19]<br>{ lastnamespelling /final /say_as=alpha num }<br>--  | --  |
| noinput 1 | ^  | Always                               | <b>Prompt</b> : [na0200_ni1_09]<br>Did I get that right?<br>--  | <b>Re-Recognition</b> :   |
| noinput 2 | If name_collect_task=caller OR alternative     |                                      | <b>Prompt</b> : [na0200_ni2_01]<br>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.<br>--                 | <b>Re-Recognition</b> :   |
| noinput 2 | Else (name_collect_task=maiden)                |                                      | <b>Prompt</b> : [na0200_ni2_02]<br>Sorry. If I got your mother's maiden name right, press 1. If I got it WRONG, press 2. Or, to hear the name I got AGAIN, press 3.<br>-- | <b>Re-Recognition</b> :   |
| noinput 3 | Always   |                                      | <b>Assign</b> : transfer_reason =error  | --  |
| noinput 3 | ^  |                                      | <b>Assign</b> : name_status =failure  | --  |
| noinput 3 | ^  |                                      | <b>Prompt</b> : [na0200_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | <b>Return to calling dialog</b> :<br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication</a> |

|  |              |  |  |
|--|--------------|--|--|
|  |              |  | [ka0370_GetCallerNameRetry_SD]<br>KnowledgeBasedAuthentication<br>[ka0430_GetAlternativeName_SD]<br>KnowledgeBasedAuthentication<br>[ka0460_GetAlternativeNameRetry_SD]<br>KnowledgeBasedAuthentication<br>[ka0620_GetMaidenName_SD] |
| <b>Commands: State-Specific Behavior</b> |              |  |  |
| See 1.2 Global Commands                  |              |  |  |
| <b>Commands: Disabled Globals</b>        |              |  |  |
| repeat                                   |              |  |  |
| <b>Commands: Confirmations</b>           |              |  |  |
| See 1.2 Global Commands                  |              |  |  |
| <b>Config Parameters</b>                 |              |  |  |
| <b>Parameter</b>                         | <b>Value</b> |  |  |
| --                                       | --           |  |  |
| <b>Developer Notes</b>                   |              |  |  |
| Barge-in turned off!!!                   |              |  |  |

**na0210\_ExitSuccessPrompts\_PP**

|   |                               |               |  |  |
|---|-------------------------------|---------------|--|--|
| <b>Simple Play Prompt</b>   |                               |               |  |  |
| Informs the caller that the name was successfully collected.          |                               |               |  |  |
| <b>Entering From</b>  |                               |               |  |  |
| na0130_SayAndSpellLast_DM, na0150_SpellLast_DM, na0200_ConfirmName_DM |                               |               |  |  |
| <b>Initial Prompts</b> [Barge-in is OFF]                              |                               |               |  |  |
| <b>Type</b>   | <b>Condition</b>              | <b>Name</b>   | <b>Wording</b>   |  |
| initial   | Always                        | na0210_out_01 | Great. Thanks.<br>--   |  |
| <b>Actions</b>  |                               |               |  |  |
| <b>Condition</b>  | <b>Action</b>                 |               | <b>Transition</b>  |  |
| Always  | Assign : name_status =success |               | --   |  |
| Always  | --                            |               | <b>Return to calling dialog :</b><br>KnowledgeBasedAuthentication<br>[ka0340_GetCallerName_SD]<br>KnowledgeBasedAuthentication<br>[ka0370_GetCallerNameRetry_SD]<br>KnowledgeBasedAuthentication<br>[ka0430_GetAlternativeName_SD]<br>KnowledgeBasedAuthentication<br>[ka0460_GetAlternativeNameRetry_SD]<br>KnowledgeBasedAuthentication<br>[ka0620_GetMaidenName_SD] |  |
| <b>Developer Notes</b>  |                               |               |  |  |
| --  |                               |               |  |  |

**na0220\_ConfirmationApology\_PP**

| Simple Play Prompt  |  |               |   |
|--|--|---------------|---|
| Plays an apology message to the caller.  |  |               |   |
| <b>Entering From</b>   |  |               |   |
| na0200_ConfirmName_DM  |  |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |  |               |   |
| Type   | Condition                              | Name          | Wording   |
| initial  | IF name_collect_task=alternative       | na0220_out_01 | Sorry about that.<br>--   |
| initial  | ELSEIF name_collect_task=maiden        | na0220_out_01 | Sorry about that.<br>--   |
| initial  | ELSE                                   | na0220_out_01 | Sorry about that.<br>--   |
| <b>Actions</b>   |  |               |   |
| Condition  | Action                                 | Transition    |   |
| IF name_collect_task=alternative   | <b>Assign</b> : name_status =failure   | --            |   |
| ^  | <b>Assign</b> : transfer_reason =error | --            |   |
| IF name_collect_task=alternative   | --                                     |               | <b>Return to calling dialog :</b><br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |
| ELSEIF name_collect_task=maiden  | <b>Assign</b> : name_status =failure   | --            |   |
| ^  | <b>Assign</b> : transfer_reason =error | --            |   |
| ELSEIF name_collect_task=maiden  | --                                     |               | <b>Return to calling dialog :</b><br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |
| ELSE   | <b>Assign</b> : name_status =failure   | --            |   |
| ^  | <b>Assign</b> : transfer_reason =error | --            |   |
| ELSE   | --                                     |               | <b>Return to calling dialog :</b><br><a href="#">KnowledgeBasedAuthentication [ka0340_GetCallerName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD]</a><br><a href="#">KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]</a> |




***Developer Notes***

--

## 2.11 ReplacementBenefitStatement Dialog

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

### rb0110\_CurrentYearQuestion\_DM


| CustomContext Recognition  |  |  |  |
|---|--|--|--|
| Determines what year the caller wants the replacement 1099 for.   |  |  |  |
| <b>Entering From</b>  |  |  |  |
| <a href="#">mm0530_BenefitsStatement_SD</a>   |  |  |  |
| <b>Initial Prompts</b>  |  |  |  |
| Type  | Condition                                      | Name   | Wording  |
| initial   | Always   | rb0110_ini_01  | Are you calling to get a replacement '1099' for the...<br>--   |
| initial   | If current date is Dec 15-31                   | rb0110_ini_02  | <current_year><br>--   |
| initial   | Else current date is NOT Dec 15-31             | rb0110_ini_03  | <current_year_minus_one><br>--   |
| initial   | Always   | rb0110_ini_04  | ...tax year?<br>--   |
| <b>Grammar</b>  |  |  |  |
| Sample Expressions  | DTMF   | Reco Var/Option  | Confirm  |
| yes, yeah<br>--   | 1  | <current_year_question_yesno yes>  | Never  |
| no<br>--  | 2  | <current_year_question_yesno no>   | Never  |
| <b>Actions</b>  |  |  |  |
| Option  | Condition                                      | Action   | Transition   |
| yes   | If <current_date> is between Dec 15 and Jan 31 | --   | <a href="#">goto : rb0130_1099JanuaryEnd_DM</a>  |
| ^   | Else   | <b>Prompt :</b> [rb0110_out_01]<br>All right.<br>--  | <a href="#">goto : rb0200_PingHost_DB</a>  |
| no  | Always   | <b>Assign :</b><br>benefits_statement_transaction_status =previous_year  | --   |
| ^   | ^  | <b>Prompt :</b> [rb0110_out_02]<br>To get a '1099' for a previous year you'll need to speak with an agent.<br>-- | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a> |
| <b>Recovery Behavior</b>  |  |  |  |
| Type  | Condition                                      | Action   | Transition   |
| nomatch 1   | Always   | <b>Prompt :</b> [rb0110_nm1_01]<br>Let's try again... ARE you calling to get a replacement 1099 for the...<br>-- | --   |
| nomatch 1   | If current date is Dec 15-31                   | <b>Prompt :</b> [rb0110_nm1_02]<br><current_year><br>--  | --   |
| nomatch 1   | Else if current date is NOT Dec 15 - 31        | <b>Prompt :</b> [rb0110_nm1_03]  | --   |

|           |        |   |   |                         |
|-----------|--------|---|---|-------------------------|
|           |        |   | <current_year_minus_one><br>--  |                         |
| nomatch 1 | Always |   | <b>Prompt :</b> [rb0110_nm1_04]<br>...tax year?<br>--   | <b>Re-Recognition :</b> |
| nomatch 2 | ^      | Always                                  | <b>Prompt :</b> [rb0110_nm2_01]<br>Sorry. If you'd like a replacement<br>1099 for the...<br>--              | --                      |
| nomatch 2 | ^      | If current date is Dec 15-31            | <b>Prompt :</b> [rb0110_nm2_02]<br><current_year><br>--   | --                      |
| nomatch 2 | ^      | Else if current date is NOT Dec 15 - 31 | <b>Prompt :</b> [rb0110_nm2_03]<br><current_year_minus_one><br>--   | --                      |
| nomatch 2 | ^      | Always                                  | <b>Prompt :</b> [rb0110_nm2_04]<br>...tax year, press 1. For any OTHER<br>year, press 2.<br>--              | <b>Re-Recognition :</b> |
| nomatch 3 | Always |   | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always |   | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--                                   | --                      |
| noinput 1 | Always |   | <b>Prompt :</b> [rb0110_ni1_01]<br>If you're calling to get a replacement<br>1099 for the...<br>--          | --                      |
| noinput 1 |        | If current date is Dec 15-31            | <b>Prompt :</b> [rb0110_ni1_02]<br><current_year><br>--   | --                      |
| noinput 1 |        | Else if current date is NOT Dec 15 - 31 | <b>Prompt :</b> [rb0110_ni1_03]<br><current_year_minus_one><br>--   | --                      |
| noinput 1 | Always |   | <b>Prompt :</b> [rb0110_ni1_04]<br>...tax year, say 'Yes' or press 1. If<br>not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | Always |   | <b>Prompt :</b> [rb0110_ni2_01]<br>Sorry. If you'd like a replacement<br>1099 for the...<br>--              | --                      |
| noinput 2 |        | If current date is Dec 15-31            | <b>Prompt :</b> [rb0110_ni2_02]<br><current_year><br>--   | --                      |
| noinput 2 |        | Else if current date is NOT Dec 15 - 31 | <b>Prompt :</b> [rb0110_ni2_03]<br><current_year_minus_one><br>--   | --                      |
| noinput 2 | Always |   | <b>Prompt :</b> [rb0110_ni2_04]<br>...tax year, press 1. For any OTHER<br>year, press 2.<br>--              | <b>Re-Recognition :</b> |
| noinput 3 | Always |   | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always |   | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--                                   | --                      |

**Commands: State-Specific Behavior**

| <a href="#">See 1.2 Global Commands</a> |       |
|---|-------|
| <b>Commands: Confirmations</b>          |       |
| <a href="#">See 1.2 Global Commands</a> |       |
| <b>Config Parameters</b>                |       |
| Parameter                               | Value |
| --                                      | --    |
| <b>Developer Notes</b>                  |       |
| --                                      |       |

**rb0130\_1099JanuaryEnd\_DM**

| CustomContext Recognition                 |                              |   |  |
|--|------------------------------|---|--|
| Advises the caller to continue to wait until the end of January for their 1099.  |                              |   |  |
| <b>Entering From</b>   |                              |   |  |
| <a href="#">rb0200_PingHost_DB</a> , <a href="#">rb0400_SendStatement_DB</a> , <a href="#">rb0110_CurrentYearQuestion_DM</a> |                              |   |  |
| <b>Initial Prompts</b>   |                              |   |  |
| Type   | Condition                    | Name  | Wording  |
| initial  | Always                       | rb0130_ini_01   | Social Security beneficiaries will receive their '1099' statement in the mail by the end of January showing benefits, they received in<br>-- |
| initial  | If current date is Dec 15-31 | rb0130_ini_02   | <current year><br>--   |
| initial  | Else                         | rb0130_ini_03   | <current year minus 1><br>--   |
| initial  | ^                            | rb0130_ini_04   | <500ms slience><br>--  |
| initial  | ^                            | rb0130_ini_05   | Would you like to hear that again?<br>--   |
| <b>Grammar</b>   |                              |   |  |
| Sample Expressions   | DTMF                         | Reco Var/Option   | Confirm  |
| no<br>--   | 2                            | <replacement_statement_end_men<br>u no>                           | Never  |
| yes<br>--  | 1                            | <replacement_statement_end_men<br>u yes>                          | Never  |
| <b>Actions</b>   |                              |   |  |
| Option   | Condition                    | Action  | Transition   |
| no   | Always                       | <b>Assign :</b><br>benefits_statement_transaction_status =success | --   |
| ^  | ^                            | <b>Prompt :</b> [rb0130_out_01]<br>Okay.<br>--                    | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a>                                   |
| yes  | Always                       | <b>Prompt :</b> [rb0130_out_02]<br>Sure.<br>--                    | <b>Re-Recognition :</b> Reprompt   |
| <b>Recovery Behavior</b>   |                              |   |  |
| Type   | Condition                    | Action  | Transition   |

|  |        |   |                         |
|--|--------|---|-------------------------|
| nomatch 1                                | Always | <b>Prompt :</b> [rb0130_nm1_01]<br>Let's try again... Would you like to hear that again?<br>--  | <b>Re-Recognition :</b> |
| nomatch 2                                | ^      | <b>Prompt :</b> [rb0130_nm2_01]<br>Sorry. To hear about when you can expect your 1099 again, press 1.Otherwise, press 2.<br>--                                | <b>Re-Recognition :</b> |
| nomatch 3                                | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3                                | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1                                | ^      | <b>Prompt :</b> [rb0130_ni1_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 2                                | ^      | <b>Prompt :</b> [rb0130_ni2_01]<br>Sorry. To hear about when you can expect your 1099 again, press 1.Otherwise, press 2.<br>--                                | <b>Re-Recognition :</b> |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| <b>Commands: State-Specific Behavior</b> |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Commands: Confirmations</b>           |        |   |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |   |                         |
| <b>Config Parameters</b>                 |        |   |                         |
| <b>Parameter</b>                         |        | <b>Value</b>  |                         |
| --                                       |        | --  |                         |
| <b>Developer Notes</b>                   |        |   |                         |
| --                                       |        |   |                         |

**rb0200\_PingHost\_DB**

| Data Access  |  |
|--|--|
| Pings the host database to ensure the host is available. |  |
| <b>Entering From</b>                                     |  |
| <a href="#">rb0110_CurrentYearQuestion_DM</a>            |  |
| <b>Input parameters</b>                                  |  |
| Parameter  | Value  |
| processID  | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSSESSION, NONE. |
| requestID  | Unique 10 digit ID for the request. 10 zeros, if not used.   |
| timestamp  | Transaction timestamp.   |
| version  | Version of the xml schema used.  |
| <b>Output parameters</b>                                 |  |


| Variable                           |   | Description  |
|------------------------------------|---|--|
| rb_statusCode                      |   | Possible values that can be returned are: 0000=Success, 0151=System Failure, 0152=Off hour request, 1111=Application is in off season (Dec. 15-Jan. 31) and 7777=Validation failure.                             |
| rb_statusDescription               |   | Status code text description   |
| Actions                            |   |  |
| Condition                          | Action                                    | Transition   |
| If rb_statusCode=0000 (success)    | --  | goto : rb0300_KBAAuthentication_SD   |
| If rb_statusCode=1111 (off season) | --  | goto : rb0130_1099JanuaryEnd_DM  |
| Else (failure)                     | Always                                    | Assign :<br>benefits_statement_transaction_status =failure   |
| ^                                  | If rb_statusCode=0152 (off hours request) | Prompt : [rb0200_out_01]<br>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...<br>-- |
| ^                                  | Else                                      | Prompt : [rb0200_out_02]<br>Sorry, I'm having trouble getting access to our records...<br>--   |
| Recovery Behavior                  |   |  |
| See 1.1 Global Recovery Behavior   |   |  |
| Developer Notes                    |   |  |
| --                                 |   |  |

### rb0300\_KBAAuthentication\_SD

| Subdialog Call   |  |  |
|--|--|--|
| Sub dialogue call to Knowledge Based Authentication to collect the caller's SSN, first name, last name, other name, and DOB. |  |  |
| Entering From  |  |  |
| <a href="#">rb0200_PingHost_DB</a>   |  |  |
| Dialog called  |  |  |
| Proceed to initial node in: <a href="#">KnowledgeBasedAuthentication</a>   |  |  |
| 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 :<br>benefits_statement_transaction_status =failure | Return to calling dialog :<br><a href="#">main [mm0530_BenefitsStatement_SD]</a> |


|  |   |   |
|--|---|---|
| Elseif kba_transaction_status=attestation_declined | <b>Assign :</b><br>benefits_statement_transaction_status =failure | <b>Return to calling dialog :</b><br><a href="#">main [mm0530_BenefitsStatement_SD]</a> |
| Else (kba_transaction_status=failure)              | <b>Assign :</b><br>benefits_statement_transaction_status =failure | <b>Return to calling dialog :</b><br><a href="#">main [mm0530_BenefitsStatement_SD]</a> |
| <b>Recovery Behavior</b>                           |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |   |   |
| <b>Developer Notes</b>                             |   |   |
| --   |   |   |

### rb0310\_FormForSelf\_DM

| CustomContext Recognition  |           |   |   |
|---|-----------|---|---|
| Asks the caller if they are calling for their own replacement 1099.   |           |   |   |
| <b>Entering From</b>  |           |   |   |
| <a href="#">rb0300_KBAAuthentication_SD</a>   |           |   |   |
| <b>Initial Prompts</b>  |           |   |   |
| Type  | Condition | Name  | Wording   |
| initial   | Always    | rb0310_ini_01   | Do you need a replacement 1099 for YOURSELF?<br>--            |
| reprompt  | Always    | rb0310_ree_01   | Are you calling to get a replacement 1099 for yourself?<br>-- |
| <b>Grammar</b>  |           |   |   |
| Sample Expressions  | DTMF      | Reco Var/Option   | Confirm   |
| no, ?for [someone somebody] else<br>--  | 2         | <form_for_self_yesno no>  | Never   |
| yes, yeah, (for myself)<br>--   | 1         | <form_for_self_yesno yes>   | Never   |
| <b>Actions</b>  |           |   |   |
| Option  | Condition | Action  | Transition  |
| no  | Always    | --  | <a href="#">goto : rb0320_PersonLiving_DM</a>                 |
| yes   | Always    | <b>Prompt :</b> [rb0310_out_01]<br>Just a moment while I process your request...<br>--  | <a href="#">goto : rb0400_SendStatement_DB</a>                |
| <b>Recovery Behavior</b>  |           |   |   |
| Type  | Condition | Action  | Transition  |
| nomatch 1   | Always    | <b>Prompt :</b> [rb0310_nm1_01]<br>Let's try again... Is the replacement 1099 for YOURSELF?<br>--                               | <b>Re-Recognition :</b>                                       |
| nomatch 2   | ^         | <b>Prompt :</b> [rb0310_nm2_01]<br>Sorry. If the replacement 1099 is for YOU, press 1. If it's for someone else, press 2.<br>-- | <b>Re-Recognition :</b>                                       |
| nomatch 3   | Always    | <b>Assign :</b> transfer_reason =error  | --  |
| nomatch 3   | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.   | --  |

|  |        |  |                         |
|--|--------|--|-------------------------|
|  |        | --   |                         |
| noinput 1                                | ^      | <b>Prompt :</b> [rb0310_ni1_01]<br>If you need a replacement 1099 for yourself say 'Yes' or press 1. Otherwise, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2                                | ^      | <b>Prompt :</b> [rb0310_ni2_01]<br>Sorry. If the replacement 1099 is for YOU, press 1. If it's for someone else, press 2.<br>--            | <b>Re-Recognition :</b> |
| noinput 3                                | Always | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3                                | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| <b>Commands: State-Specific Behavior</b> |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Commands: Confirmations</b>           |        |  |                         |
| <a href="#">See 1.2 Global Commands</a>  |        |  |                         |
| <b>Config Parameters</b>                 |        |  |                         |
| <b>Parameter</b>                         |        | <b>Value</b>   |                         |
| --                                       |        | --   |                         |
| <b>Developer Notes</b>                   |        |  |                         |
| --                                       |        |  |                         |

**rb0320\_PersonLiving\_DM**


|  |                                   |   |  |   |
|--|-----------------------------------|---|--|---|
| <b>CustomContext Recognition</b>   |                                   |   |  |  |
| Asks the caller if the replacement 1099 is for a person that is alive, after the caller said that the replacement 1099 was for someone else. |                                   |   |  |   |
| <b>Entering From</b>   |                                   |   |  |   |
| <a href="#">rb0310_FormForSelf_DM</a>  |                                   |   |  |   |
| <b>Initial Prompts</b>   |                                   |   |  |   |
| <b>Type</b>  | <b>Condition</b>                  | <b>Name</b>                                       | <b>Wording</b>   |   |
| initial  | Always                            | rb0320_ini_01                                     | Is the person it's for LIVING?<br>--                     |   |
| reprompt   | (after repeat or disconfirmation) | rb0320_ree_01                                     | Is the replacement 1099 for a person who's LIVING?<br>-- |   |
| <b>Grammar</b>   |                                   |   |  |   |
| <b>Sample Expressions</b>  |                                   | <b>DTMF</b>                                       | <b>Reco Var/Option</b>                                   | <b>Confirm</b>  |
| no, (?they're [dead deceased (not [alive living])])<br>--  |                                   | 2   | <person_living_yesno no>                                 | Never   |
| yes, yeah, (?they're [living alive])<br>--   |                                   | 1   | <person_living_yesno yes>                                | Never   |
| repeat, repeat that<br>--  |                                   | 9   | <person_living_yesno repeat>                             | Never   |
| <b>Actions</b>   |                                   |   |  |   |
| <b>Option</b>  | <b>Condition</b>                  | <b>Action</b>                                     |  | <b>Transition</b>   |
| no   | Always                            | <b>Assign :</b><br>replacement_statement_deceased |  | --  |



|  |                  |  |  |
|--|------------------|--|--|
|  |                  | =true  |  |
| ^  | ^                | <b>Prompt :</b> [rb0320_out_01]<br>Okay.<br>--   | <b>goto :</b><br><a href="#">rb0330_DeceasedSocial_DM</a>  |
| yes                                      | Always           | <b>Assign :</b><br>benefits_statement_transaction_status =replacement  | --   |
| ^  | ^                | <b>Prompt :</b> [rb0320_out_02]<br>To request a statement for someone else you'll need to speak to an agent.<br>--                                   | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a> |
| repeat                                   | Always           | <b>Prompt :</b> [rb0320_out_03]<br>Sure.<br>--   | <b>Re-Recognition :</b> Reprompt   |
| <b>Recovery Behavior</b>                 |                  |  |  |
| <b>Type</b>                              | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>  |
| nomatch 1                                | Always           | <b>Prompt :</b> [rb0320_nm1_01]<br>Let's try again...Is the person who needs the 1099 ALIVE?<br>--   | <b>Re-Recognition :</b>  |
| nomatch 2                                | ^                | <b>Prompt :</b> [rb0320_nm2_01]<br>Sorry. If the replacement 1099 is for a person that's LIVING, press 1. If the person's DECEASED, press 2.<br>--   | <b>Re-Recognition :</b>  |
| nomatch 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --   |
| nomatch 3                                | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --   |
| noinput 1                                | ^                | <b>Prompt :</b> [rb0320_ni1_01]<br>If the replacement 1099 is for someone that is alive, say 'Yes' or press 1. Otherwise, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b>  |
| noinput 2                                | ^                | <b>Prompt :</b> [rb0320_ni2_01]<br>Sorry. If the replacement 1099 is for a person that's LIVING, press 1. If the person's DECEASED, press 2.<br>--   | <b>Re-Recognition :</b>  |
| noinput 3                                | Always           | <b>Assign :</b> transfer_reason =error   | --   |
| noinput 3                                | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --   |
| <b>Commands: State-Specific Behavior</b> |                  |  |  |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |  |
| <b>Commands: Disabled Globals</b>        |                  |  |  |
| repeat                                   |                  |  |  |
| <b>Commands: Confirmations</b>           |                  |  |  |
| <a href="#">See 1.2 Global Commands</a>  |                  |  |  |
| <b>Config Parameters</b>                 |                  |  |  |
| <b>Parameter</b>                         | <b>Value</b>     |  |  |
| --                                       | --               |  |  |

|                        |
|------------------------|
| <b>Developer Notes</b> |
| --                     |

**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. |           |  |  |
| <b>Entering From</b>   |           |  |  |
| <a href="#">rb0320_PersonLiving_DM</a>   |           |  |  |
| <b>Initial Prompts</b>   |           |  |  |
| Type   | Condition | Name   | Wording  |
| initial  | Always    | rb0330_ini_01  | Please tell me the deceased person's Social Security number, or enter it on your keypad.<br>--             |
| <b>Grammar</b>   |           |  |  |
| Sample Expressions   | DTMF      | Reco Var/Option  | Confirm  |
| i don't know it<br>--  | 1         | <deceased_ssn_collection dont_know>  | Always   |
| <ssn><br>--  | --        | <deceased_ssn_collection <ssn>>  | Always   |
| <b>Actions</b>   |           |  |  |
| Option   | Condition | Action   | Transition   |
| <ssn>  | Always    | <b>Prompt :</b> [rb0330_out_01]<br>Great. Just a moment while I process your request...<br>--                              | <b>goto :</b> <a href="#">rb0400_SendStatement_DB</a>  |
| dont_know  | Always    | <b>Assign :</b><br>benefits_statement_transaction_status =replacement  | --   |
| ^  | ^         | <b>Prompt :</b> [rb0330_out_02]<br>If you don't know the Social Security number, you'll need to speak with an agent.<br>-- | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a> |
| <b>Confirmation Prompts</b>  |           |  |  |
| Option   | Condition | Name   | Wording  |
| <ssn>  | Always    | rb0330_cnf_ini_01  | Just to confirm, that Social Security number is...<br>--   |
| ^  | Always    | rb0330_cnf_ini_02  | <ssn><br>--  |
| ^  | Always    | rb0330_cnf_ini_03  | Right?<br>--   |
| dont_know  | Always    | rb0330_cnf_ini_04  | Sounds like you don't know their Social Security number. Is that right?<br>--                              |
| <b>Confirmation Recovery Behavior</b>  |           |  |  |
| <a href="#">See 1.3 Global Confirmation</a>  |           |  |  |
| <b>Recovery Behavior</b>   |           |  |  |
| Type   | Condition | Action   | Transition   |

|           |        |  |                         |
|-----------|--------|--|-------------------------|
| nomatch 1 | Always | <b>Prompt :</b> [rb0330_nm1_01]<br>Let's try again... Please say or enter the nine-digit Social Security number, one digit at a time, or say 'I Don't Know' or press 1.<br>--                                      | <b>Re-Recognition :</b> |
| nomatch 2 | ^      | <b>Prompt :</b> [rb0330_nm2_01]<br>Sorry. Enter the deceased person's nine digit Social Security number on your keypad or, if you don't know it, press 1.<br>--  | <b>Re-Recognition :</b> |
| nomatch 3 | Always | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | ^      | <b>Prompt :</b> [rb0330_ni1_01]<br>If you don't KNOW the person's Social Security number, say 'I Don't Know' or press 1. Otherwise, say or enter the nine-digit Social Security number, one digit at a time.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | ^      | <b>Prompt :</b> [rb0330_ni2_01]<br>Sorry. Enter the deceased person's nine digit Social Security number on your keypad or, if you don't know it, press 1.<br>--  | <b>Re-Recognition :</b> |
| noinput 3 | Always | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |


|  |              |
|--|--------------|
| <b>Commands: State-Specific Behavior</b> |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Commands: Confirmations</b>           |              |
| <a href="#">See 1.2 Global Commands</a>  |              |
| <b>Config Parameters</b>                 |              |
| <b>Parameter</b>                         | <b>Value</b> |
| --                                       | --           |
| <b>Developer Notes</b>                   |              |
| --                                       |              |

**rb0400\_SendStatement\_DB**

| Data Access  |  |
|--|--|
| Database hit to process the replacement 1099 request.                            |  |
| Entering From  |  |
| <a href="#">rb0310_FormForSelf_DM</a> , <a href="#">rb0330_DeceasedSocial_DM</a> |  |
| Input parameters   |  |
| Parameter  | Value  |
| processID  | Which process to pass the request to. Values are: PING, AUTH, INFO, AUTHINFO, MI, ENDSSESSION, 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.   |   |
| <b>Output parameters</b>                         |  |   |
| <b>Variable</b>                                  | <b>Description</b>   |   |
| 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, 1111=Application is in off season (Dec. 15-Jan. 31), 7777=Validation failure, 8888=Not authenticated/authorized, and 9999=Data is Invalid. |   |
| rb_statusDescription                             | Status code text description   |   |
| <b>Actions</b>                                   |  |   |
| <b>Condition</b>                                 | <b>Action</b>  | <b>Transition</b>   |
| Always (rb_statusCode=0000)                      | <b>Prompt</b> : [rb0400_out_01]<br>All set!<br>--  | <b>goto</b> : <a href="#">rb0410_SuccessMsg_PP</a>                                      |
| If rb_statusCode=0226                            | <b>Prompt</b> : [rb0400_out_02]<br>Sorry...<br>--  | <b>goto</b> : <a href="#">rb0420_NoRelationshipEnd_DM</a>                               |
| If rb_statusCode=1111                            | --   | <b>goto</b> : <a href="#">rb0130_1099JanuaryEnd_DM</a>                                  |
| If rb_statusCode=0152 (off hours request)        | <b>Assign</b> :<br>benefits_statement_transaction_status =failure  | --  |
| ^  | <b>Prompt</b> : [rb0400_out_03]<br>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...<br>--  | <b>Return to calling dialog</b> :<br><a href="#">main [mm0530_BenefitsStatement_SD]</a> |
| Else   | <b>Assign</b> :<br>benefits_statement_transaction_status =failure  | --  |
| ^  | <b>Prompt</b> : [rb0400_out_04]<br>I'm having trouble submitting your request...<br>--   | <b>Return to calling dialog</b> :<br><a href="#">main [mm0530_BenefitsStatement_SD]</a> |
| <b>Recovery Behavior</b>                         |  |   |
| <a href="#">See 1.1 Global Recovery Behavior</a> |  |   |
| <b>Developer Notes</b>                           |  |   |
| --   |  |   |

**rb0410\_SuccessMsg\_PP**

|  |   |
|--|---|
| <b>Simple Play Prompt</b>  |  |
| Informs the caller the replacement 1099 was processed successfully and when it should be expected. |   |

| <b>Entering From</b>   |   |   |   |
|--|---|---|---|
| <a href="#">rb0400_SendStatement_DB</a> , <a href="#">rb0440_BenefitsStatementEndMenu_DM</a> |   |   |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |   |   |   |
| Type   | Condition                                   | Name  | Wording   |
| initial  | If replacement_statement_deceased=true      | rb0410_out_01   | The deceased's replacement 1099 for<br>--   |
| initial  | Else (replacement_statement_deceased=false) | rb0410_out_02   | Your replacement 1099 for<br>--   |
| initial  | Always                                      | rb0410_out_03   | <current year minus one><br>--  |
| initial  | If replacement_statement_deceased=true      | rb0410_out_04   | will be sent to YOUR address on record. If you live in the United States or a U.S. territory, you should receive it by<br>--                |
| initial  | Else  | rb0410_out_05   | will be sent to the address we have on record for you. If you live in the United States or a U.S. territory, you should receive it by<br>-- |
| initial  | Always                                      | rb0410_out_06   | <current date + 14 days><br>--  |
| initial  | ^   | rb0410_out_07   | Otherwise, if you live outside the United States, you should receive it by<br>--  |
| initial  | ^   | rb0410_out_08   | <current date + 40 days><br>--  |
| initial  | ^   | rb0410_out_09   | If you haven't received it by then, please call us back.<br>--  |
| <b>Actions</b>   |   |   |   |
| Condition  | Action                                      | Transition  |   |
| Always   | --  | <b>goto :</b><br><a href="#">rb0440_BenefitsStatementEndMenu_DM</a> |   |
| <b>Developer Notes</b>   |   |   |   |
| --   |   |   |   |

**rb0420\_NoRelationshipEnd\_DM**

| <b>CustomContext Recognition</b>   |           |                 |  |
|--|-----------|-----------------|--|
|  <p>Upon a relationship mismatch (of caller and deceased person) the caller will be told they need to contact a Social Security field office and be given the option to locate an office in their area.</p> |           |                 |  |
| <b>Entering From</b>   |           |                 |  |
| <a href="#">rb0400_SendStatement_DB</a>  |           |                 |  |
| <b>Initial Prompts</b>   |           |                 |  |
| Type   | Condition | Name            | Wording  |
| initial  | Always    | rb0420_ini_01   | You'll need to submit your request in writing to a Social Security field office. Would you like to find an office now?<br>-- |
| <b>Grammar</b>   |           |                 |  |
| Sample Expressions   | DTMF      | Reco Var/Option | Confirm  |

|                     |   |                                |       |
|---------------------|---|--------------------------------|-------|
| yes, yeah<br>--     | 1 | <no_relationship_end_menu yes> | Never |
| no, no thanks<br>-- | 2 | <no_relationship_end_menu no>  | Never |

**Actions**

| Option | Condition | Action   | Transition   |
|--------|-----------|--|--|
| yes    | Always    | <b>Assign :</b><br>benefits_statement_transaction_status =field_office | --   |
| ^      | ^         | <b>Prompt :</b> [rb0420_out_01]<br>Okay.<br>--                         | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a> |
| no     | Always    | <b>Assign :</b><br>benefits_statement_transaction_status =success      | --   |
| ^      | ^         | <b>Prompt :</b> [rb0420_out_02]<br>Okay.<br>--                         | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a> |

**Recovery Behavior**


| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | Always    | <b>Prompt :</b> [rb0420_nm1_01]<br>Let's try again... Do you want to find a Social Security field office now?<br>--   | <b>Re-Recognition :</b> |
| nomatch 2 | ^         | <b>Prompt :</b> [rb0420_nm2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | ^         | <b>Prompt :</b> [rb0420_ni1_01]<br>Let's try again... Do you want to find a Social Security field office now?<br>--   | <b>Re-Recognition :</b> |
| noinput 2 | ^         | <b>Prompt :</b> [rb0420_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

|   |              |
|---|--------------|
| <b>Commands: Confirmations</b>          |              |
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |

**rb0440\_BenefitsStatementEndMenu\_DM**

|   |                  |   |   |   |
|---|------------------|---|---|---|
| <b>CustomContext Recognition</b>                              |                  |   |   |                              |
| Caller is given the option to hear the success message again. |                  |   |   |   |
| <b>Entering From</b>  |                  |   |   |   |
| <a href="#">rb0410_SuccessMsg_PP</a>                          |                  |   |   |   |
| <b>Initial Prompts</b>  |                  |   |   |   |
| <b>Type</b>   | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>                                |   |
| initial   | Always           | rb0440_ini_01   | Now, would you like to hear that again?<br>-- |   |
| reprompt  | (after repeat)   | rb0440_ree_01   | Would you like to hear that again?<br>--      |   |
| <b>Grammar</b>  |                  |   |   |   |
| <b>Sample Expressions</b>                                     |                  | <b>DTMF</b>   | <b>Reco Var/Option</b>                        | <b>Confirm</b>  |
| yes<br>--   |                  | 1   | <benefits_statement_end_menu<br>yes>          | Never   |
| no<br>--  |                  | 2   | <benefits_statement_end_menu<br>no>           | Never   |
| repeat, repeat that<br>--                                     |                  | 9   | <benefits_statement_end_menu<br>repeat>       | Never   |
| <b>Actions</b>  |                  |   |   |   |
| <b>Option</b>   | <b>Condition</b> | <b>Action</b>   |   | <b>Transition</b>   |
| no  | Always           | <b>Assign :</b><br>benefits_statement_transaction_status = success  |   | --  |
| ^   | ^                | <b>Prompt :</b> [rb0440_out_01]<br>All right.<br>--   |   | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_S<br/>D]</a> |
| yes   | Always           | <b>Prompt :</b> [rb0440_out_02]<br>Sure.<br>--  |   | <b>goto :</b> <a href="#">rb0410_SuccessMsg_PP</a>  |
| repeat  | Always           | <b>Prompt :</b> [rb0440_out_03]<br>Sure.<br>--  |   | <b>Re-Recognition :</b> Reprompt  |
| <b>Recovery Behavior</b>                                      |                  |   |   |   |
| <b>Type</b>   | <b>Condition</b> | <b>Action</b>   |   | <b>Transition</b>   |
| nomatch 1   | Always           | <b>Prompt :</b> [rb0440_nm1_01]<br>Let's try again... Would you like to hear when you can expect to receive the 1099 AGAIN?<br>-- |   | <b>Re-Recognition :</b>   |

|           |        |   |  |
|-----------|--------|---|--|
| nomatch 2 | ^      | <b>Prompt :</b> [rb0440_nm2_01]<br>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.<br>-- | <b>Re-Recognition :</b>  |
| nomatch 3 | Always | <b>Assign :</b><br>benefits_statement_transaction_status =success   | --   |
| nomatch 3 | ^      | <b>Prompt :</b> [rb0440_nm3_01]<br>Sorry. Let's keep going...<br>--   | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a> |
| noinput 1 | Always | <b>Prompt :</b> [rb0440_ni1_01]<br>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.<br>--                                  | <b>Re-Recognition :</b>  |
| noinput 2 | ^      | <b>Prompt :</b> [rb0440_ni2_01]<br>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.<br>-- | <b>Re-Recognition :</b>  |
| noinput 3 | Always | <b>Assign :</b><br>benefits_statement_transaction_status =success   | --   |
| noinput 3 | ^      | <b>Prompt :</b> [rb0440_ni3_01]<br>Let's keep going...<br>--  | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0530_BenefitsStatement_SD]</a> |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Disabled Globals**

repeat

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**

| Parameter     | Value |
|---------------|-------|
| __Maxnoinputs | 0     |

**Developer Notes**


--




## 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


| Simple Play Prompt    |  |  |   |
|--|--|--|---|
| 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). |  |  |   |
| NOTE: Barge-In is DISABLED in this state.  |  |  |   |
| <b>Entering From</b>   |  |  |   |
| <a href="#">mm0550_Transcription_SD</a>  |  |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |  |  |   |
| Type   | 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, say 'Repeat That.' And, at any time, you can say 'I'm Done' and I'll take you back to the Main Menu.<br>-- |
| initial  | Elseif current_task=transcription_ss5  | tr0105_out_02  | To begin, we'll need to get the address that the form will be mailed to.<br>--  |
| 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.<br>--                                      |
| initial  | Else (current_task=transcription_1020) | tr0105_out_04  | To do that, I need to get some information from you first.<br>--  |
| <b>Actions</b>   |  |  |   |
| Condition  | Action                                 | Transition   |   |
| If current_task=transcription_pamphlet   | --                                     | <b>goto</b> : <a href="#">tr0310_UnderstandingSS_DM</a>  |   |
| Elseif current_task=transcription_ss5  | --                                     | <b>goto</b> : <a href="#">tr0110_ReverseANILookup_DB</a> |   |
| Elseif current_task=transcription_7004   | --                                     | <b>goto</b> : <a href="#">tr0110_ReverseANILookup_DB</a> |   |
| Else (current_task=transcription_1020)   | --                                     | <b>goto</b> : <a href="#">tr0110_ReverseANILookup_DB</a> |   |
| <b>Developer Notes</b>   |  |  |   |
| --   |  |  |   |

### tr0110\_ReverseANILookup\_DB

| Data Access  |  |
|---|--|
| Database hit to determine if address can be found using the ANI.                                  |  |
| <b>Entering From</b>  |  |
| <a href="#">tr0105_PlayTransIntro_PP</a> , <a href="#">tr0550_ConcludeChoices_PP</a>              |  |
| <b>Input parameters</b>   |  |

| Parameter  | Value       |   |
|--|-------------|---|
| ani  | --          |   |
| <b>Output parameters</b>                         |             |   |
| Variable   | Description |   |
| tr_firstName                                     | --          |   |
| tr_lastName                                      | --          |   |
| tr_streetAddress                                 | --          |   |
| tr_city  | --          |   |
| tr_state   | --          |   |
| tr_zipCode                                       | --          |   |
| <b>Actions</b>                                   |             |   |
| Condition  | Action      | Transition  |
| If address_returned=true                         | --          | <a href="#">goto : tr0120_ConfirmAddress_DM</a>       |
| Else if address_returned=false                   | --          | <a href="#">goto : tr0130_SetAddressParameters_DS</a> |
| <b>Recovery Behavior</b>                         |             |   |
| <a href="#">See 1.1 Global Recovery Behavior</a> |             |   |
| <b>Developer Notes</b>                           |             |   |
| --   |             |   |

**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 would like their form/pamphlet to go. |  |                                 |  |
| <b>Entering From</b>   |  |                                 |  |
| <a href="#">tr0110_ReverseANILookup_DB</a>   |  |                                 |  |
| <b>Initial Prompts</b>   |  |                                 |  |
| Type   | Condition                              | Name                            | Wording  |
| initial  | Always                                 | tr0120_ini_01                   | It looks like the address for this telephone number is...<br>--            |
| initial  | ^                                      | TTS Prompt :<br>[tr0120_ini_02] | [street address only]<br>--  |
| initial  | ^                                      | tr0120_ini_03                   | <1000ms slience><br>--   |
| initial  | If current_task=transcription_pamphlet | If pamphlet_get_number=1        | tr0120_ini_04<br>Is that where you'd like me to send your pamphlet?<br>--  |
| initial  | ^                                      | Else                            | tr0120_ini_05<br>Is that where you'd like me to send your pamphlets?<br>-- |
| initial  | Else                                   |                                 | tr0120_ini_06<br>Is that where you'd like me to send your form?<br>--      |
| <b>Grammar</b>   |  |                                 |  |
| Sample Expressions   | DTMF                                   | Reco Var/Option                 | Confirm  |
| yes<br>--  | 1                                      | <tr_confirm_address_yesno yes>  | Never  |
| no, (somewhere else), (different address)  | 2                                      | <tr_confirm_address_yesno no>   | Never  |

| --                       |  |                          |  |   |
|--------------------------|--|--------------------------|--|---|
| <b>Actions</b>           |  |                          |  |   |
| Option                   | Condition                              |                          | Action   | Transition  |
| no                       | Always                                 |                          | <b>Prompt</b> : [tr0120_out_01]<br>Okay.<br>--   | <b>goto</b> :<br><a href="#">tr0130_SetAddressParameters_DS</a> |
| yes                      | Always                                 |                          | <b>Assign</b> : transcription_address<br>=[address]  | --  |
| ^                        | If current_task=transcription_pamphlet |                          | <b>Prompt</b> : [tr0120_out_02]<br>Okay. Just a moment while I submit this request....<br>--   | <b>goto</b> :<br><a href="#">tr0210_SubmitRequest_DB</a>        |
| ^                        | Else                                   |                          | --   | <b>goto</b> :<br><a href="#">tr0200_AskHowManyForms_DM</a>      |
| <b>Recovery Behavior</b> |  |                          |  |   |
| Type                     | Condition                              |                          | Action   | Transition  |
| nomatch 1                | If current_task=transcription_pamphlet | If pamphlet_get_number=1 | <b>Prompt</b> : [tr0120_nm1_01]<br>Let's try again... IS where you'd like me to send the pamphlet?<br>--   | <b>Re-Recognition</b> :   |
| nomatch 1                | ^                                      |                          | <b>Prompt</b> : [tr0120_nm1_02]<br>Let's try again... IS where you'd like me to send the pamphlets?<br>--  | <b>Re-Recognition</b> :   |
| nomatch 1                | Else                                   | Always                   | <b>Prompt</b> : [tr0120_nm1_03]<br>Let's try again... IS where you'd like me to send the form?<br>--   | <b>Re-Recognition</b> :   |
| nomatch 2                | Always                                 |                          | <b>Prompt</b> : [tr0120_nm2_01]<br>Sorry. The address for this telephone number is...<br>--  | <b>Re-Recognition</b> :   |
| nomatch 2                | ^                                      |                          | <b>Prompt</b> : [tr0120_nm2_02]<br><address><br>--   | <b>Re-Recognition</b> :   |
| nomatch 2                | ^                                      |                          | <b>Prompt</b> : [tr0120_nm2_03]<br>If that's where you'd like me to send your order, press 1. Otherwise, press 2.<br>--                                      | <b>Re-Recognition</b> :   |
| nomatch 3                | Always                                 |                          | <b>Assign</b> : transfer_reason =error   | --  |
| nomatch 3                | Always                                 |                          | <b>Prompt</b> : [g_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --  |
| noinput 1                | If current_task=transcription_pamphlet | If pamphlet_get_number=1 | <b>Prompt</b> : [tr0120_ni1_01]<br>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.<br>--  | <b>Re-Recognition</b> :   |
| noinput 1                | ^                                      |                          | <b>Prompt</b> : [tr0120_ni1_02]<br>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.<br>-- | <b>Re-Recognition</b> :   |
| noinput 1                | Else                                   | Always                   | <b>Prompt</b> : [tr0120_ni1_03]<br>If that's the address where you'd like  | <b>Re-Recognition</b> :   |

|           |        |  |   |                         |
|-----------|--------|--|---|-------------------------|
|           |        |  | me to send the form, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--   |                         |
| noinput 2 | Always |  | <b>Prompt :</b> [tr0120_ni2_01]<br>Sorry. The address for this telephone number is...<br>--                             | <b>Re-Recognition :</b> |
| noinput 2 | ^      |  | <b>Prompt :</b> [tr0120_ni2_02]<br><address><br>--  | <b>Re-Recognition :</b> |
| noinput 2 | ^      |  | <b>Prompt :</b> [tr0120_ni2_03]<br>If that's where you'd like me to send your order, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 3 | Always |  | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always |  | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Confirmations**

[See 1.2 Global Commands](#)

**Config Parameters**


| Parameter | Value |
|-----------|-------|
| --        | --    |

**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

NOTE: per usability recommendation ID#14, TTS address read-back should be slowed down slightly for clarity

**tr0130\_SetAddressParameters\_DS**

| Decision  |   |            |
|--|---|------------|
| Sets parameter values that are needed by the AddressOSDM dialog.                               |   |            |
| <b>Entering From</b>   |   |            |
| <a href="#">tr0110_ReverseANILookup_DB</a> , <a href="#">tr0120_ConfirmAddress_DM</a>          |   |            |
| <b>Actions</b>   |   |            |
| Condition  | Action  | Transition |
| Always   | <b>Comment :</b> set parameters before entering AddressOSDM     | --         |
| ^  | <b>Assign :</b> collectaddress_entryprompt ='empty'             | --         |
| ^  | <b>Assign :</b> collectaddress_collectedzipcode ='FALSE'        | --         |
| ^  | <b>Assign :</b> collectaddress_overallconfirmation ='ALWAYS'    | --         |
| ^  | <b>Assign :</b> collectaddress_collectfortranscription ='FALSE' | --         |

|                        |   |   |
|------------------------|---|---|
| ^                      | <b>Assign :</b><br>collectaddress_ziplookuperrorprompt<br>=default_address_ziplookuperrorprompt             | --  |
| ^                      | <b>Assign :</b><br>collectaddress_citystatelookuperrorprompt<br>=default_address_citystatelookuperrorprompt | --  |
| ^                      | <b>Assign :</b><br>collectaddress_exitsuccessprompt<br>=default_address_exitsuccessprompt                   | --  |
| ^                      | --  | <b>goto :</b> <a href="#">tr0140_AddressOSDM_SD</a> |
| <b>Developer Notes</b> |   |   |
| --                     |   |   |

### tr0140\_AddressOSDM\_SD

| Subdialog Call  |   |   |
|---|---|---|
| Sub dialogue call to the AddressOSDM to collect the caller's address. |   |   |
| <b>Entering From</b>  |   |   |
| <a href="#">tr0130_SetAddressParameters_DS</a>                        |   |   |
| <b>Dialog called</b>  |   |   |
| Proceed to initial node in: <a href="#">AddressOSDM</a>               |   |   |
| <b>Input parameters</b>   |   |   |
| Parameter   | Value   |   |
| --  | --  |   |
| <b>Output parameters</b>  |   |   |
| Variable  | Subdialog Variable  |   |
| --  | --  |   |
| <b>Actions</b>  |   |   |
| Condition   | Action  | Transition  |
| Success   | Always  | <b>Assign :</b> transcription_address =[address] --                                 |
| ^   | If<br>current_task=transcription_pamphlet   | --<br><b>goto :</b> <a href="#">tr0210_SubmitRequest_DB</a>                         |
| ^   | Else  | --<br><b>goto :</b> <a href="#">tr0200_AskHowManyForms_DM</a>                       |
| Failure   | <b>Assign :</b> transcription_transaction_status =failure                               | --  |
| ^   | <b>Prompt :</b> [tr0140_out_01]<br>I won't be able to go on without your address.<br>-- | <b>Return to calling dialog :</b><br><a href="#">main [mm0550_Transcription_SD]</a> |
| <b>Recovery Behavior</b>  |   |   |
| <a href="#">See 1.1 Global Recovery Behavior</a>                      |   |   |
| <b>Developer Notes</b>  |   |   |
| --  |   |   |

### tr0200\_AskHowManyForms\_DM

| CustomContext Recognition |
|---------------------------|
|---------------------------|

| Asks the caller how many forms they would like sent to them. They can not order more than 10 forms. |                                   |   |   |
|---|-----------------------------------|---|---|
| <b>Entering From</b>  |                                   |   |   |
| tr0120_ConfirmAddress_DM, tr0140_AddressOSDM_SD   |                                   |   |   |
| <b>Initial Prompts</b>  |                                   |   |   |
| Type  | Condition                         | Name  | Wording   |
| initial   | Always                            | tr0200_ini_01   | And how many copies of the form would you like?<br>-- |
| reprompt  | (after repeat or disconfirmation) | tr0200_ree_01   | HOW many forms would you like?<br>--                  |
| <b>Grammar</b>  |                                   |   |   |
| Sample Expressions  | DTMF                              | Reco Var/Option   | Confirm   |
| ?(i want) nine ?copies ?please<br>--  | 9                                 | <tr_how_many_forms_menu 9>  | If Necessary  |
| ?(i want) eight ?copies ?please<br>--   | 8                                 | <tr_how_many_forms_menu 8>  | If Necessary  |
| ?(i want) seven ?copies ?please<br>--   | 7                                 | <tr_how_many_forms_menu 7>  | If Necessary  |
| ?(i want) six ?copies ?please<br>--   | 6                                 | <tr_how_many_forms_menu 6>  | If Necessary  |
| ?(i want) five ?copies ?please<br>--  | 5                                 | <tr_how_many_forms_menu 5>  | If Necessary  |
| ?(i want) four ?copies ?please<br>--  | 4                                 | <tr_how_many_forms_menu 4>  | If Necessary  |
| ?(i want) three ?copies ?please<br>--   | 3                                 | <tr_how_many_forms_menu 3>  | If Necessary  |
| ?(i want) two ?copies ?please<br>--   | 2                                 | <tr_how_many_forms_menu 2>  | If Necessary  |
| ?(i want) ?just one ?copy ?please<br>--   | 1                                 | <tr_how_many_forms_menu 1>  | If Necessary  |
| ?(i want) [eleven twelve thirteen fourteen fifteen] ?copies ?please<br>--                           | 11, 12, 13, 14, 15                | <tr_how_many_forms_menu >   | Never   |
| ?(i want) ten ?copies ?please<br>--   | 10                                | <tr_how_many_forms_menu 10>   | If Necessary  |
| repeat, repeat that<br>--   | --                                | <tr_how_many_forms_menu repeat>   | Never   |
| <b>Actions</b>  |                                   |   |   |
| Option  | Condition                         | Action  | Transition  |
| over_10 (11, 12, 13, 14, or 15)   | Always                            | <b>Assign</b> : transcription_form_quantity =10   | --  |
| ^   | ^                                 | <b>Prompt</b> : [tr0200_out_01]<br>The most I can send is ten copies, but I'll go ahead and send the maximum. Just a moment while I submit this request..<br>-- | <b>goto</b> : tr0210_SubmitRequest_DB                 |
| Else (<number> under_10)  | Always                            | <b>Assign</b> : transcription_form_quantity =<number>   | --  |
| ^   | ^                                 | <b>Prompt</b> : [tr0200_out_02]<br>Okay, just a moment while I submit that request..<br>--  | <b>goto</b> : tr0210_SubmitRequest_DB                 |

|   |                  |  |                                  |
|---|------------------|--|----------------------------------|
| repeat                                      | Always           | <b>Prompt :</b> [tr0200_out_03]<br>Sure.<br>--   | <b>Re-Recognition :</b> Reprompt |
| <b>Confirmation Prompts</b>                 |                  |  |                                  |
| <b>Option</b>                               | <b>Condition</b> | <b>Name</b>  | <b>Wording</b>                   |
| <number>                                    | Always           | tr0200_cnf_ini_01  | You'd like us to send...<br>--   |
| ^   | ^                | tr0200_cnf_ini_02  | [number_forms]<br>--             |
| ^   | If >1            | tr0200_cnf_ini_03  | ... copies. Right?<br>--         |
| ^   | Else (= 1)       | tr0200_cnf_ini_04  | ... copy. Right?<br>--           |
| <b>Confirmation Recovery Behavior</b>       |                  |  |                                  |
| <a href="#">See 1.3 Global Confirmation</a> |                  |  |                                  |
| <b>Recovery Behavior</b>                    |                  |  |                                  |
| <b>Type</b>                                 | <b>Condition</b> | <b>Action</b>  | <b>Transition</b>                |
| nomatch 1                                   | Always           | <b>Prompt :</b> [tr0200_nm1_01]<br>Let's try again... The most I can send it ten copies. Please say or enter the number of copies you'd like me to send you.<br>-- | <b>Re-Recognition :</b>          |
| nomatch 2                                   | ^                | <b>Prompt :</b> [tr0200_nm2_01]<br>Sorry. I can send you up to 10 copies of the form. Enter the number of copies you'd like on your keypad.<br>--                  | <b>Re-Recognition :</b>          |
| nomatch 3                                   | Always           | <b>Assign :</b> transfer_reason =error   | --                               |
| nomatch 3                                   | Always           | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                               |
| noinput 1                                   | ^                | <b>Prompt :</b> [tr0200_ni1_01]<br>The most I can send is ten copies. Please say or enter the number of copies you'd like me to send you.<br>--                    | <b>Re-Recognition :</b>          |
| noinput 2                                   | ^                | <b>Prompt :</b> [tr0200_ni2_01]<br>Sorry. I can send you up to 10 copies of the form. Enter the number of copies you'd like on your keypad.<br>--                  | <b>Re-Recognition :</b>          |
| noinput 3                                   | Always           | <b>Assign :</b> transfer_reason =error   | --                               |
| noinput 3                                   | Always           | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                               |
| <b>Commands: State-Specific Behavior</b>    |                  |  |                                  |
| <a href="#">See 1.2 Global Commands</a>     |                  |  |                                  |
| <b>Commands: Disabled Globals</b>           |                  |  |                                  |
| repeat                                      |                  |  |                                  |
| <b>Commands: Confirmations</b>              |                  |  |                                  |
| <a href="#">See 1.2 Global Commands</a>     |                  |  |                                  |

| <b>Config Parameters</b>   |              |
|--|--------------|
| <b>Parameter</b>   | <b>Value</b> |
| --   | --           |
| <b>Developer Notes</b>   |              |
| 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**

| <b>Data Access</b>   |   |  |
|--|---|--|
| Database call to submit form/pamphlet request.   |   |  |
| <b>Entering From</b>   |   |  |
| <a href="#">tr0120_ConfirmAddress_DM</a> , <a href="#">tr0140_AddressOSDM_SD</a> , <a href="#">tr0200_AskHowManyForms_DM</a> |   |  |
| <b>Input parameters</b>  |   |  |
| <b>Parameter</b>   | <b>Value</b>                                      |  |
| --   | --  |  |
| <b>Output parameters</b>   |   |  |
| <b>Variable</b>  | <b>Description</b>                                |  |
| --   | --  |  |
| <b>Actions</b>   |   |  |
| <b>Condition</b>   | <b>Action</b>                                     | <b>Transition</b>                                  |
| Success  | <b>Prompt</b> : [tr0210_out_01]<br>All set!<br>-- | <b>goto</b> : <a href="#">tr0220_SuccessMsg_PP</a> |
| Failure  | --  | <b>goto</b> : <a href="#">tr0240_FailureMsg_PP</a> |
| <b>Recovery Behavior</b>   |   |  |
| <a href="#">See 1.1 Global Recovery Behavior</a>   |   |  |
| <b>Developer Notes</b>   |   |  |
| --   |   |  |

**tr0220\_SuccessMsg\_PP**


| <b>Simple Play Prompt</b>  |                  |                                     |  |   |
|--|------------------|-------------------------------------|--|---|
| Informs the caller that their order was successful and gives an estimate of when they should receive their forms or pamphlets. |                  |                                     |  |   |
| <b>Entering From</b>   |                  |                                     |  |   |
| <a href="#">tr0210_SubmitRequest_DB</a>  |                  |                                     |  |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                  |                                     |  |   |
| <b>Type</b>  | <b>Condition</b> |                                     | <b>Name</b>  | <b>Wording</b>  |
| initial  | If               | current_task=transcription_pamphlet | If pamphlet_get_number=1<br>tr0220_out_01              | I've put your order through and you should receive the pamphlet:<br>--  |
| initial  | ^                |                                     | Else (pamphlet_get_number>1)<br>tr0220_out_02          | I've put your order through and you should receive the pamphlets:<br>-- |
| initial  | ^                |                                     | If pamphlet_get_understanding_ss=true<br>tr0220_out_03 | Understanding Social Security<br>--                                     |
| initial  | ^                |                                     | If<br>tr0220_out_04                                    | Retirement Benefits   |



|         |      |   |               |  |
|---------|------|---|---------------|--|
|         |      | pamphlet_get_retirement_benefits=true           |               | --   |
| initial | ^    | If pamphlet_get_disability_benefits=true        | tr0220_out_05 | Disability Benefits<br>--  |
| initial | ^    | If pamphlet_get_survivor_benefits=true          | tr0220_out_06 | Survivor Benefits<br>--  |
| initial | ^    | If pamphlet_get_work_affects_benefits=true      | tr0220_out_07 | How Work Affects Benefits<br>--  |
| initial | ^    | If pamphlet_get_disabled_children_benefits=true | tr0220_out_08 | Benefits For Children With Disabilities<br>--  |
| initial | ^    | If pamphlet_get_woman_ss=true                   | tr0220_out_09 | What Every Woman Should Know About Social Security<br>--   |
| initial | ^    | Always  | tr0220_out_10 | ... in the mail within 2 weeks. Now, if you're finished, feel free to hang up. Otherwise...<br>--                          |
| initial | Else | Always  | tr0220_out_11 | I've put this through and you should receive form...<br>--   |
| initial | ^    | Elseif current_task=transcription_ss5           | tr0220_out_12 | ...S S 5...<br>--  |
| initial | ^    | Elseif current_task=transcription_7004          | tr0220_out_13 | ...S S A 7 0 0 4...<br>--  |
| initial | ^    | Else (current_task=transcription_1020)          | tr0220_out_14 | ...S S A 1 0 2 0...<br>--  |
| initial | ^    | Always  | tr0220_out_15 | ...along with instructions, in the mail within 2 weeks. Now, if you're finished, feel free to hang up. Otherwise,...<br>-- |


|                        |   |  |
|------------------------|---|--|
| <b>Actions</b>         |   |  |
| <b>Condition</b>       | <b>Action</b>   | <b>Transition</b>  |
| Always                 | <b>Assign</b> : transcription_transaction_status =success | --   |
| Always                 | --  | <b>Return to calling dialog</b> : <a href="#">main [mm0550_Transcription_SD]</a> |
| <b>Developer Notes</b> |   |  |
| --                     |   |  |

**tr0240\_FailureMsg\_PP**

|  |                  |               |   |   |
|--|------------------|---------------|---|---|
| <b>Simple Play Prompt</b>  |                  |               |   |  |
| Informs the caller that their request was not processed before transferring to an agent. |                  |               |   |   |
| <b>Entering From</b>   |                  |               |   |   |
| <a href="#">tr0210_SubmitRequest_DB</a>  |                  |               |   |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                  |               |   |   |
| <b>Type</b>  | <b>Condition</b> | <b>Name</b>   | <b>Wording</b>                                |   |
| initial  | Always           | tr0240_out_01 | Sorry. I wasn't able to process your request. |   |

|                        |  |  |  |
|------------------------|--|--|--|
|                        |  |  | --   |
| <b>Actions</b>         |  |  |  |
| <b>Condition</b>       | <b>Action</b>                                      |  | <b>Transition</b>  |
| Always                 | Assign : transcription_transaction_status =failure |  | --   |
| Always                 | --   |  | Return to calling dialog :<br><a href="#">main [mm0550_Transcription_SD]</a> |
| <b>Developer Notes</b> |  |  |  |
| --                     |  |  |  |

**tr0310\_UnderstandingSS\_DM**

| YesNo Recognition  |  |  |   |
|---|--|--|---|
| Asks the caller if they want the 'Understanding Social Security' pamphlet.                            |  |  |   |
| <b>Entering From</b>  |  |  |   |
| <a href="#">tr0105_PlayTransIntro_PP</a> , <a href="#">tr0545_PamphletCheck_DS</a>                    |  |  |   |
| <b>Initial Prompts</b>  |  |  |   |
| Type  | Condition  | Name   | Wording   |
| initial   | Always   | tr0310_ini_01                                | Now, to get started, do you want the pamphlet on 'Understanding Social Security'?<br>-- |
| reprompt  | (after repeat or disconfirmation or if pamphlets_first_time = false) | tr0310_ree_01                                | Do you want the pamphlet on 'Understanding Social Security'?<br>--                      |
| <b>Grammar</b>  |  |  |   |
| Sample Expressions  | DTMF   | Reco Var/Option                              | Confirm   |
| yes<br>--   | 1  | <tr_get_pamphlet_menu yes>                   | Never   |
| no<br>--  | 2  | <tr_get_pamphlet_menu no>                    | Never   |
| skip<br>--  | 3  | <tr_get_pamphlet_menu skip>                  | If Necessary  |
| i'm finished, i'm done<br>--  | 4  | <tr_get_pamphlet_menu finished>              | If Necessary  |
| repeat, repeat that<br>--   | 9  | <tr_get_pamphlet_menu repeat>                | Never   |
| <b>Actions</b>  |  |  |   |
| Option  | Condition  | Action                                       | Transition  |
| Always  | --   | Assign : next_pamphlet =retirement_benefits  | --  |
| no  | If pamphlets_first_time=true   | --   | goto :<br><a href="#">tr0320_RetirementBenefits_DM</a>                                  |
| ^   | Else   | Prompt : [tr0310_out_01]<br>Okay.<br>--      | goto : <a href="#">tr0540_MoreChoices_DM</a>  |
| yes   | Always   | Assign : pamphlet_get_understanding_ss =true | --  |
| ^   | ^  | Assign : pamphlet_get_number =increment+1    | --  |

|          |        |   |   |
|----------|--------|---|---|
| ^        | ^      | <b>Prompt :</b> [tr0310_out_02]<br>All right.<br>-- | <b>goto :</b> tr0540_MoreChoices_DM           |
| skip     | Always | --  | <b>goto :</b><br>tr0320_RetirementBenefits_DM |
| finished | Always | <b>Assign :</b> pamphlet_finished =true             | --  |
| ^        | ^      | <b>Prompt :</b> [tr0310_out_03]<br>Okay.<br>--      | <b>goto :</b><br>tr0550_ConcludeChoices_PP    |
| repeat   | Always | <b>Prompt :</b> [tr0310_out_04]<br>Sure.<br>--      | <b>Re-Recognition :</b> Reprompt              |

**Confirmation Prompts**

| Option   | Condition | Name              | Wording  |
|----------|-----------|-------------------|--|
| skip     | Always    | tr0310_cnf_ini_01 | You'd like to skip to the next topic, right?<br>-- |
| finished | Always    | tr0310_cnf_ini_02 | Sounds like you're finished. Is that right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**


| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | --        | <b>Prompt :</b> [tr0310_nm1_01]<br>Let's try again... Do you want the pamphlet on 'Understanding Social Security?'<br>--                                 | <b>Re-Recognition :</b> |
| nomatch 2 | --        | <b>Prompt :</b> [tr0310_nm2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Understanding Social Security', press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | --        | <b>Prompt :</b> [tr0310_ni1_01]<br>If you want the pamphlet on 'Understanding Social Security', say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | --        | <b>Prompt :</b> [tr0310_ni2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Understanding Social Security', press 1. If not, press .<br>--    | <b>Re-Recognition :</b> |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

|   |              |
|---|--------------|
| <b>Commands: Disabled Globals</b>       |              |
| repeat                                  |              |
| <b>Commands: Confirmations</b>          |              |
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |

**tr0320\_RetirementBenefits\_DM**

|   |  |  |  |   |
|---|--|--|--|---|
| <b>YesNo Recognition</b>  |  |  |  |  |
| Asks the caller if they want the 'Retirement Benefits' pamphlet.                    |  |  |  |   |
| <b>Entering From</b>  |  |  |  |   |
| <a href="#">tr0310_UnderstandingSS_DM</a> , <a href="#">tr0545_PamphletCheck_DS</a> |  |  |  |   |
| <b>Initial Prompts</b>  |  |  |  |   |
| <b>Type</b>   | <b>Condition</b>   | <b>Name</b>  | <b>Wording</b>   |   |
| initial   | Always   | tr0320_ini_01  | Next, do you want the pamphlet on 'Retirement Benefits'?<br>-- |   |
| reprompt  | (after repeat or disconfirmation or if pamphlets_first_time = false) | tr0320_ree_01  | Do you want the pamphlet on 'Retirement Benefits'?<br>--       |   |
| <b>Grammar</b>  |  |  |  |   |
| <b>Sample Expressions</b>   |  | <b>DTMF</b>  | <b>Reco Var/Option</b>   | <b>Confirm</b>  |
| yes<br>--   |  | 1  | <tr_get_pamphlet_menu yes>                                     | Never   |
| no<br>--  |  | 2  | <tr_get_pamphlet_menu no>                                      | Never   |
| skip<br>--  |  | 3  | <tr_get_pamphlet_menu skip>                                    | If Necessary  |
| i'm finished, i'm done<br>--  |  | 4  | <tr_get_pamphlet_menu finished>                                | If Necessary  |
| repeat, repeat that<br>--   |  | 9  | <tr_get_pamphlet_menu repeat>                                  | Never   |
| <b>Actions</b>  |  |  |  |   |
| <b>Option</b>   | <b>Condition</b>   | <b>Action</b>  |  | <b>Transition</b>   |
| Always  | --   | <b>Assign</b> : next_pamphlet =disability_benefits     |  | --  |
| no  | If pamphlets_first_time=true   | --   |  | <b>goto</b> : <a href="#">tr0330_DisabilityBenefits_DM</a>                          |
| ^   | Else   | <b>Prompt</b> : [tr0320_out_01] Okay.<br>--            |  | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>                                 |
| yes   | Always   | <b>Assign</b> : pamphlet_get_retirement_benefits =true |  | --  |
| ^   | ^  | <b>Assign</b> : pamphlet_get_number                    |  | --  |

|          |        |   |   |
|----------|--------|---|---|
|          |        | =increment=1  |   |
| ^        | ^      | <b>Prompt :</b> [tr0320_out_02]<br>All right.<br>-- | <b>goto :</b> tr0540_MoreChoices_DM           |
| skip     | Always | --  | <b>goto :</b><br>tr0330_DisabilityBenefits_DM |
| finished | Always | <b>Assign :</b> pamphlet_finished =true             | --  |
| ^        | ^      | <b>Prompt :</b> [tr0320_out_03]<br>Okay.<br>--      | <b>goto :</b><br>tr0550_ConcludeChoices_PP    |
| repeat   | Always | <b>Prompt :</b> [tr0320_out_04]<br>Sure.<br>--      | <b>Re-Recognition :</b> Reprompt              |

**Confirmation Prompts**

| Option   | Condition | Name              | Wording  |
|----------|-----------|-------------------|--|
| skip     | Always    | tr0320_cnf_ini_01 | You'd like to skip to the next topic, right?<br>-- |
| finished | Always    | tr0320_cnf_ini_02 | Sounds like you're finished. Is that right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | --        | <b>Prompt :</b> [tr0320_nm1_01]<br>Let's try again... Do you want the pamphlet on 'Retirement Benefits?'<br>--                                 | <b>Re-Recognition :</b> |
| nomatch 2 | --        | <b>Prompt :</b> [tr0320_nm2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Retirement Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | --        | <b>Prompt :</b> [tr0320_ni1_01]<br>If you want the pamphlet on 'Retirement Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | --        | <b>Prompt :</b> [tr0320_ni2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Retirement Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b> |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |


**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

**Commands: Disabled Globals**

| repeat                                  |       |
|---|-------|
| <b>Commands: Confirmations</b>          |       |
| <a href="#">See 1.2 Global Commands</a> |       |
| <b>Config Parameters</b>                |       |
| Parameter                               | Value |
| --                                      | --    |
| <b>Developer Notes</b>                  |       |
| --                                      |       |

### tr0330\_DisabilityBenefits\_DM

| YesNo Recognition  |  |  |  |
|---|--|--|--|
| Asks the caller if they want the 'Disability Benefits' pamphlet.                                      |  |  |  |
| <b>Entering From</b>  |  |  |  |
| <a href="#">tr0320_RetirementBenefits_DM</a>  |  |  |  |
| <b>Initial Prompts</b>  |  |  |  |
| Type  | Condition  | Name   | Wording  |
| initial   | Always   | tr0330_ini_01  | Do you want the pamphlet on 'Disability Benefits?'<br>-- |
| reprompt  | (after repeat or disconfirmation or if pamphlets_first_time = false) | tr0330_ree_01  | Do you want the pamphlet on 'Disability Benefits?'<br>-- |
| <b>Grammar</b>  |  |  |  |
| Sample Expressions  | DTMF   | Reco Var/Option  | Confirm  |
| yes<br>--   | 1  | <tr_get_pamphlet_menu yes>                             | Never  |
| no<br>--  | 2  | <tr_get_pamphlet_menu no>                              | Never  |
| skip<br>--  | 3  | <tr_get_pamphlet_menu skip>                            | If Necessary   |
| i'm finished, i'm done<br>--  | 4  | <tr_get_pamphlet_menu finished>                        | If Necessary   |
| repeat, repeat that<br>--   | 9  | <tr_get_pamphlet_menu repeat>                          | Never  |
| <b>Actions</b>  |  |  |  |
| Option  | Condition  | Action   | Transition   |
| Always  | --   | <b>Assign</b> : next_pamphlet =survivor_benefits       | --   |
| no  | If pamphlets_first_time=true   | --   | <b>goto</b> : <a href="#">tr0340_SurvivorBenefits_DM</a> |
| ^   | Else   | <b>Prompt</b> : [tr0330_out_01]<br>Okay.<br>--         | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>      |
| yes   | Always   | <b>Assign</b> : pamphlet_get_disability_benefits =true | --   |
| ^   | ^  | <b>Assign</b> : pamphlet_get_number =increment+1       | --   |
| ^   | ^  | <b>Prompt</b> : [tr0330_out_02]<br>All right.          | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>      |

|          |        |  |   |
|----------|--------|--|---|
|          |        | --   |   |
| skip     | Always | --   | <b>goto :</b><br><a href="#">tr0340_SurvivorBenefits_DM</a> |
| finished | Always | <b>Assign :</b> pamphlet_finished =true        | --  |
| ^        | ^      | <b>Prompt :</b> [tr0330_out_03]<br>Okay.<br>-- | <b>goto :</b><br><a href="#">tr0550_ConcludeChoices_PP</a>  |
| repeat   | Always | <b>Prompt :</b> [tr0330_out_04]<br>Sure.<br>-- | <b>Re-Recognition :</b> Reprompt                            |

**Confirmation Prompts**

| Option   | Condition | Name              | Wording  |
|----------|-----------|-------------------|--|
| skip     | Always    | tr0330_cnf_ini_01 | You'd like to skip to the next topic, right?<br>-- |
| finished | Always    | tr0330_cnf_ini_02 | Sounds like you're finished. Is that right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | --        | <b>Prompt :</b> [tr0330_nm1_01]<br>Let's try again... Do you want the pamphlet on 'Disability Benefits?'<br>--                                 | <b>Re-Recognition :</b> |
| nomatch 2 | --        | <b>Prompt :</b> [tr0330_nm2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Disability Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | --        | <b>Prompt :</b> [tr0330_ni1_01]<br>If you want the pamphlet on 'Disability Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | --        | <b>Prompt :</b> [tr0330_ni2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Disability Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b> |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)


**Commands: Disabled Globals**

repeat

**Commands: Confirmations**

| <a href="#">See 1.2 Global Commands</a> |       |
|---|-------|
| <b>Config Parameters</b>                |       |
| Parameter                               | Value |
| --                                      | --    |
| <b>Developer Notes</b>                  |       |
| --                                      |       |

**tr0340\_SurvivorBenefits\_DM**

| YesNo Recognition  |  |  |  |
|---|--|--|--|
| Asks the caller if they want the 'Survivor's Benefits' pamphlet.                                      |  |  |  |
| <b>Entering From</b>  |  |  |  |
| <a href="#">tr0330_DisabilityBenefits_DM</a> , <a href="#">tr0545_PamphletCheck_DS</a>                |  |  |  |
| <b>Initial Prompts</b>  |  |  |  |
| Type  | Condition  | Name   | Wording  |
| initial   | Always   | tr0340_ini_01  | Next, Do you want the pamphlet on 'Survivor's Benefits?'<br>-- |
| reprompt  | (after repeat or disconfirmation or if pamphlets_first_time = false) | tr0340_ree_01  | Do you want the pamphlet on 'Survivor's Benefits?'<br>--       |
| <b>Grammar</b>  |  |  |  |
| Sample Expressions  | DTMF   | Reco Var/Option                                      | Confirm  |
| yes<br>--   | 1  | <tr_get_pamphlet_menu yes>                           | Never  |
| no<br>--  | 2  | <tr_get_pamphlet_menu no>                            | Never  |
| skip<br>--  | 3  | <tr_get_pamphlet_menu skip>                          | If Necessary   |
| i'm finished, i'm done<br>--  | 4  | <tr_get_pamphlet_menu finished>                      | If Necessary   |
| repeat, repeat that<br>--   | 9  | <tr_get_pamphlet_menu repeat>                        | Never  |
| <b>Actions</b>  |  |  |  |
| Option  | Condition  | Action   | Transition   |
| Always  | --   | <b>Assign</b> : next_pamphlet =work_affects_benefits | --   |
| no  | If pamphlets_first_time=true   | --   | <b>goto</b> : <a href="#">tr0410_WorkAffectsBenefits_DM</a>    |
| ^   | Else   | <b>Prompt</b> : [tr0340_out_01]<br>Okay.<br>--       | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>            |
| yes   | Always   | <b>Assign</b> : pamphlet_get_survivor_benefits =true | --   |
| ^   | ^  | <b>Assign</b> : pamphlet_get_number =increment+1     | --   |
| ^   | ^  | <b>Prompt</b> : [tr0340_out_02]<br>All right.<br>--  | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>            |
| skip  | Always   | --   | <b>goto</b> :  |



|          |        |  |  |
|----------|--------|--|--|
|          |        |  | tr0410_WorkAffectsBenefits_DM              |
| finished | Always | <b>Assign</b> : pamphlet_finished =true        | --   |
| ^        | ^      | <b>Prompt</b> : [tr0340_out_03]<br>Okay.<br>-- | <b>goto</b> :<br>tr0550_ConcludeChoices_PP |
| repeat   | Always | <b>Prompt</b> : [tr0340_out_04]<br>Sure.<br>-- | <b>Re-Recognition</b> : Reprompt           |

**Confirmation Prompts**

| Option   | Condition | Name              | Wording  |
|----------|-----------|-------------------|--|
| skip     | Always    | tr0340_cnf_ini_01 | You'd like to skip to the next topic, right?<br>-- |
| finished | Always    | tr0340_cnf_ini_02 | Sounds like you're finished. Is that right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | --        | <b>Prompt</b> : [tr0340_nm1_01]<br>Let's try again... Do you want the pamphlet on 'Survivor Benefits?'<br>--                                 | <b>Re-Recognition</b> : |
| nomatch 2 | --        | <b>Prompt</b> : [tr0340_nm2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Survivor Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition</b> : |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | --        | <b>Prompt</b> : [tr0340_ni1_01]<br>If you want the pamphlet on 'Survivor Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> : |
| noinput 2 | --        | <b>Prompt</b> : [tr0340_ni2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Survivor Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition</b> : |
| noinput 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |

**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   |       |
| --                |       |

**tr0410\_WorkAffectsBenefits\_DM**

| YesNo Recognition  |  |  |  |
|---|--|--|--|
| Asks the caller if they want the 'How Work Affects Benefits' pamphlet.                                |  |  |  |
| Entering From   |  |  |  |
| tr0340_SurvivorBenefits_DM, tr0545_PamphletCheck_DS   |  |  |  |
| Initial Prompts   |  |  |  |
| Type  | Condition  | Name   | Wording  |
| initial   | Always   | tr0410_ini_01                                      | Do you want the pamphlet on 'How Work Affects Benefits'?<br>-- |
| reprompt  | (after repeat or disconfirmation or if pamphlets_first_time = false) | tr0410_ree_01                                      | Do you want the pamphlet on 'How Work Affects Benefits'?<br>-- |
| Grammar   |  |  |  |
| Sample Expressions  | DTMF   | Reco Var/Option                                    | Confirm  |
| yes<br>--   | 1  | <tr_get_pamphlet_menu yes>                         | Never  |
| no<br>--  | 2  | <tr_get_pamphlet_menu no>                          | Never  |
| skip<br>--  | 3  | <tr_get_pamphlet_menu skip>                        | If Necessary   |
| i'm finished, i'm done<br>--  | 4  | <tr_get_pamphlet_menu finished>                    | If Necessary   |
| repeat, repeat that<br>--   | 9  | <tr_get_pamphlet_menu repeat>                      | Never  |
| Actions   |  |  |  |
| Option  | Condition  | Action   | Transition   |
| Always  | --   | Assign : next_pamphlet =disabled_children_benefits | --   |
| no  | If pamphlets_first_time=true   | --   | goto : tr0420_DisabledChildrenBenefits_DM                      |
| ^   | Else   | Prompt : [tr0410_out_01]<br>Okay.<br>--            | goto : tr0540_MoreChoices_DM                                   |
| yes   | Always   | Assign : pamphlet_get_work_affects_benefits =true  | --   |
| ^   | ^  | Assign : pamphlet_get_number =increment+1          | --   |
| ^   | ^  | Prompt : [tr0410_out_02]<br>All right.<br>--       | goto : tr0540_MoreChoices_DM                                   |

|          |        |  |   |
|----------|--------|--|---|
| skip     | Always | --   | <b>goto :</b><br>tr0420_DisabledChildrenBenefits_DM |
| finished | Always | <b>Assign :</b> pamphlet_finished =true        | --  |
| ^        | ^      | <b>Prompt :</b> [tr0410_out_03]<br>Okay.<br>-- | <b>goto :</b><br>tr0550_ConcludeChoices_PP          |
| repeat   | Always | <b>Prompt :</b> [tr0410_out_04]<br>Sure.<br>-- | <b>Re-Recognition :</b> Reprompt                    |

**Confirmation Prompts**

| Option   | Condition | Name              | Wording  |
|----------|-----------|-------------------|--|
| skip     | Always    | tr0410_cnf_ini_01 | You'd like to skip to the next topic, right?<br>-- |
| finished | Always    | tr0410_cnf_ini_02 | Sounds like you're finished. Is that right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | --        | <b>Prompt :</b> [tr0410_nm1_01]<br>Let's try again... Do you want the pamphlet on 'How Work Affects Benefits?'<br>--                                 | <b>Re-Recognition :</b> |
| nomatch 2 | --        | <b>Prompt :</b> [tr0410_nm2_01]<br>Sorry. If you'd like me to send the pamphlet about 'How Work Affects Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b> |
| nomatch 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | --        | <b>Prompt :</b> [tr0410_ni1_01]<br>If you want the pamphlet on 'How Work Affects Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | --        | <b>Prompt :</b> [tr0410_ni2_01]<br>Sorry. If you'd like me to send the pamphlet about 'How Work Affects Benefits,' press 1. If not, press 2.<br>--   | <b>Re-Recognition :</b> |
| noinput 3 | Always    | <b>Assign :</b> transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)


**Commands: Disabled Globals**

repeat

**Commands: Confirmations**

| <a href="#">See 1.2 Global Commands</a> |       |
|---|-------|
| <b>Config Parameters</b>                |       |
| Parameter                               | Value |
| --                                      | --    |
| <b>Developer Notes</b>                  |       |
| --                                      |       |

**tr0420\_DisabledChildrenBenefits\_DM**

| YesNo Recognition  |  |   |  |
|---|--|---|--|
| Asks the caller if they want the 'Benefits for Children with Disabilities' pamphlet.                  |  |   |  |
| <b>Entering From</b>  |  |   |  |
| <a href="#">tr0410_WorkAffectsBenefits_DM</a> , <a href="#">tr0545_PamphletCheck_DS</a>               |  |   |  |
| <b>Initial Prompts</b>  |  |   |  |
| Type  | Condition  | Name  | Wording  |
| initial   | Always   | tr0420_ini_01   | Next. Do you want the pamphlet on 'Benefits for Children with Disabilities'?<br>-- |
| reprompt  | (after repeat or disconfirmation or if pamphlets_first_time = false) | tr0420_ree_01   | Do you want the pamphlet on 'Benefits for Children with Disabilities'?<br>--       |
| <b>Grammar</b>  |  |   |  |
| Sample Expressions  | DTMF   | Reco Var/Option   | Confirm  |
| yes<br>--   | 1  | <tr_get_pamphlet_menu yes>                                    | Never  |
| no<br>--  | 2  | <tr_get_pamphlet_menu no>                                     | Never  |
| skip<br>--  | 3  | <tr_get_pamphlet_menu skip>                                   | If Necessary   |
| i'm finished, i'm done<br>--  | 4  | <tr_get_pamphlet_menu finished>                               | If Necessary   |
| repeat, repeat that<br>--   | 9  | <tr_get_pamphlet_menu repeat>                                 | Never  |
| <b>Actions</b>  |  |   |  |
| Option  | Condition  | Action  | Transition   |
| Always  | --   | <b>Assign</b> : next_pamphlet =woman_ss                       | --   |
| no  | If pamphlets_first_time=true   | --  | <b>goto</b> : <a href="#">tr0430_WomanSS_DM</a>                                    |
| ^   | Else   | <b>Prompt</b> : [tr0420_out_01]<br>Okay.<br>--                | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>                                |
| yes   | Always   | <b>Assign</b> : pamphlet_get_disabled_children_benefits =true | --   |
| ^   | ^  | <b>Assign</b> : pamphlet_get_number =increment+1              | --   |
| ^   | ^  | <b>Prompt</b> : [tr0420_out_02]<br>All right.<br>--           | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>                                |
| skip  | Always   | --  | <b>goto</b> : <a href="#">tr0430_WomanSS_DM</a>                                    |

|          |        |  |  |
|----------|--------|--|--|
| finished | Always | <b>Assign</b> : pamphlet_finished =true        | --   |
| ^        | ^      | <b>Prompt</b> : [tr0420_out_03]<br>Okay.<br>-- | <b>goto</b> :<br><a href="#">tr0550_ConcludeChoices_PP</a> |
| repeat   | Always | <b>Prompt</b> : [tr0420_out_04]<br>Sure.<br>-- | <b>Re-Recognition</b> : Reprompt                           |

**Confirmation Prompts**

| Option   | Condition | Name              | Wording  |
|----------|-----------|-------------------|--|
| skip     | Always    | tr0420_cnf_ini_01 | You'd like to skip to the next topic, right?<br>-- |
| finished | Always    | tr0420_cnf_ini_02 | Sounds like you're finished. Is that right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**

| Type      | Condition | Action   | Transition              |
|-----------|-----------|--|-------------------------|
| nomatch 1 | --        | <b>Prompt</b> : [tr0420_nm1_01]<br>Let's try again... Do you want the pamphlet on 'Benefits for Children with Disabilities?'<br>--                                 | <b>Re-Recognition</b> : |
| nomatch 2 | --        | <b>Prompt</b> : [tr0420_nm2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Benefits for Children with Disabilities,' press 1. If not, press 2.<br>--   | <b>Re-Recognition</b> : |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                      |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |
| noinput 1 | --        | <b>Prompt</b> : [tr0420_ni1_01]<br>If you want the pamphlet on 'Benefits for Children with Disabilities,' say 'Yes' or press 1. If not, say 'No' or press 2.<br>-- | <b>Re-Recognition</b> : |
| noinput 2 | --        | <b>Prompt</b> : [tr0420_ni2_01]<br>Sorry. If you'd like me to send the pamphlet about 'Benefits for Children with Disabilities,' press 1. If not, press 2.<br>--   | <b>Re-Recognition</b> : |
| noinput 3 | Always    | <b>Assign</b> : transfer_reason =error   | --                      |
| noinput 3 | Always    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--  | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)


**Commands: Disabled Globals**

repeat

**Commands: Confirmations**

|   |              |
|---|--------------|
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |

**tr0430\_WomanSS\_DM**

|   |  |   |   |   |
|---|--|---|---|---|
| <b>YesNo Recognition</b>  |  |   |   |  |
| Asks the caller if they want the 'What Every Woman Should Know about Social Security' pamphlet. |  |   |   |   |
| <b>Entering From</b>  |  |   |   |   |
| <a href="#">tr0420_DisabledChildrenBenefits_DM</a> , <a href="#">tr0545_PamphletCheck_DS</a>    |  |   |   |   |
| <b>Initial Prompts</b>  |  |   |   |   |
| <b>Type</b>   | <b>Condition</b>   | <b>Name</b>   | <b>Wording</b>  |   |
| initial   | Always   | tr0430_ini_01   | Do you want the pamphlet on 'What Every Woman Should Know About Social Security'?<br>-- |   |
| reprompt  | (after repeat or disconfirmation or if pamphlets_first_time = false) | tr0430_ree_01   | Do you want the pamphlet on 'What Every Woman Should Know About Social Security'?<br>-- |   |
| <b>Grammar</b>  |  |   |   |   |
| <b>Sample Expressions</b>   |  | <b>DTMF</b>   | <b>Reco Var/Option</b>  | <b>Confirm</b>  |
| yes<br>--   |  | 1   | <tr_get_pamphlet_menu yes>  | Never   |
| no<br>--  |  | 2   | <tr_get_pamphlet_menu no>   | Never   |
| skip<br>--  |  | 3   | <tr_get_pamphlet_menu skip>   | If Necessary  |
| i'm finished, i'm done<br>--  |  | 4   | <tr_get_pamphlet_menu finished>   | If Necessary  |
| repeat, repeat that<br>--   |  | 9   | <tr_get_pamphlet_menu repeat>   | Never   |
| <b>Actions</b>  |  |   |   |   |
| <b>Option</b>   | <b>Condition</b>   | <b>Action</b>   |   | <b>Transition</b>   |
| Always  | --   | <b>Assign</b> : next_pamphlet =understanding_ss   |   | --  |
| ^   | --   | <b>Assign</b> : pamphlets_first_time =false   |   | --  |
| no  | Always   | <b>Prompt</b> : [tr0430_out_01]<br>Okay.<br>--  |   | <b>goto</b> : <a href="#">tr0540_MoreChoices_DM</a>                                 |
| yes   | Always   | <b>Assign</b> : pamphlet_get_woman_ss =true   |   | --  |
| ^   | ^  | <b>Assign</b> : pamphlet_get_number =increment+1  |   | --  |
| ^   | If pamphlet_get_number=7   | <b>Prompt</b> : [tr0430_out_02]<br>All right. That's all the pamphlets I have to offer.<br>-- |   | <b>goto</b> : <a href="#">tr0550_ConcludeChoices_PP</a>                             |

|          |        |   |  |
|----------|--------|---|--|
| ^        | Else   | <b>Prompt</b> : [tr0430_out_03]<br>All right.<br>-- | <b>goto</b> : tr0540_MoreChoices_DM        |
| skip     | Always | --  | <b>goto</b> : tr0540_MoreChoices_DM        |
| finished | Always | <b>Assign</b> : pamphlet_finished =true             | --   |
| ^        | ^      | <b>Prompt</b> : [tr0430_out_04]<br>Okay.<br>--      | <b>goto</b> :<br>tr0550_ConcludeChoices_PP |
| repeat   | Always | <b>Prompt</b> : [tr0430_out_05]<br>Sure.<br>--      | <b>Re-Recognition</b> : Reprompt           |

**Confirmation Prompts**

| Option   | Condition | Name              | Wording  |
|----------|-----------|-------------------|--|
| skip     | Always    | tr0430_cnf_ini_01 | You'd like to skip to the next topic, right?<br>-- |
| finished | Always    | tr0430_cnf_ini_02 | Sounds like you're finished. Is that right?<br>--  |

**Confirmation Recovery Behavior**

[See 1.3 Global Confirmation](#)

**Recovery Behavior**


| Type      | Condition | Action  | Transition              |
|-----------|-----------|---|-------------------------|
| nomatch 1 | --        | <b>Prompt</b> : [tr0430_nm1_01]<br>Let's try again... Do you want the pamphlet on 'What Every Woman Should Know About Social Security?'<br>--                                 | <b>Re-Recognition</b> : |
| nomatch 2 | --        | <b>Prompt</b> : [tr0430_nm2_01]<br>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.<br>--   | <b>Re-Recognition</b> : |
| nomatch 3 | Always    | <b>Assign</b> : transfer_reason =error  | --                      |
| nomatch 3 | Always    | <b>Prompt</b> : [gl_nm3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |
| noinput 1 | --        | <b>Prompt</b> : [tr0430_ni1_01]<br>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.<br>-- | <b>Re-Recognition</b> : |
| noinput 2 | --        | <b>Prompt</b> : [tr0430_ni2_01]<br>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.<br>--   | <b>Re-Recognition</b> : |
| noinput 3 | Always    | <b>Assign</b> : transfer_reason =error  | --                      |
| noinput 3 | Always    | <b>Prompt</b> : [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**Commands: State-Specific Behavior**

[See 1.2 Global Commands](#)

|   |              |
|---|--------------|
| <b>Commands: Disabled Globals</b>       |              |
| repeat                                  |              |
| <b>Commands: Confirmations</b>          |              |
| <a href="#">See 1.2 Global Commands</a> |              |
| <b>Config Parameters</b>                |              |
| <b>Parameter</b>                        | <b>Value</b> |
| --                                      | --           |
| <b>Developer Notes</b>                  |              |
| --                                      |              |

**tr0540\_MoreChoices\_DM**

|  |                                   |                                   |               |   |
|--|-----------------------------------|-----------------------------------|---------------|---|
| <b>YesNo Recognition</b>   |                                   |                                   |               |  |
| 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. |                                   |                                   |               |   |
| <b>Entering From</b>   |                                   |                                   |               |   |
| <a href="#">tr0310_UnderstandingSS_DM</a> , <a href="#">tr0320_RetirementBenefits_DM</a> , <a href="#">tr0330_DisabilityBenefits_DM</a> , <a href="#">tr0420_DisabledChildrenBenefits_DM</a> , <a href="#">tr0430_WomanSS_DM</a> , <a href="#">tr0410_WorkAffectsBenefits_DM</a> , <a href="#">tr0340_SurvivorBenefits_DM</a>          |                                   |                                   |               |   |
| <b>Initial Prompts</b>   |                                   |                                   |               |   |
| <b>Type</b>  | <b>Condition</b>                  |                                   | <b>Name</b>   | <b>Wording</b>  |
| initial  | If next_pamphlet=understanding_ss | If pamphlet_get_number=0          | tr0540_ini_01 | That was the last one. Would you like to hear those choices again?<br>--            |
| initial  | ^                                 | Else (pamphlet_get_number>0)      | tr0540_ini_02 | Before I get your mailing address, would you like to hear the choices again?<br>--  |
| initial  | Else                              | If pamphlet_get_number=0          | tr0540_ini_03 | Would you like to hear more choices?<br>--  |
| initial  | ^                                 | Else (pamphlet_get_number>0)      | tr0540_ini_04 | Before I get your mailing address, would you like to hear more choices?<br>--       |
| reprompt   | (after repeat)                    | If next_pamphlet=understanding_ss | tr0540_ree_01 | Would you like to hear those choices again?<br>--                                   |
| reprompt   | ^                                 | Else                              | tr0540_ree_02 | Would you like to hear more choices?<br>--  |
| <b>Grammar</b>   |                                   |                                   |               |   |
| <b>Sample Expressions</b>  |                                   |                                   | <b>DTMF</b>   | <b>Reco Var/Option</b>  |
| yes, ([more other] choices)<br>--  |                                   |                                   | 1             | <tr_pamphlet_more_choices_yesno yes>  |
| no<br>--   |                                   |                                   | 2             | <tr_pamphlet_more_choices_yesno no>   |
| repeat, repeat that<br>--  |                                   |                                   | 9             | <tr_pamphlet_more_choices_yesno repeat>   |
| <b>Actions</b>   |                                   |                                   |               |   |
| <b>Option</b>  | <b>Condition</b>                  | <b>Action</b>                     |               | <b>Transition</b>   |
| no   | Always                            | Assign : pamphlet_finished =true  |               | --  |



|        |                            |  |  |
|--------|----------------------------|--|--|
| ^      | If pamphlet_get_number=0   | <b>Assign :</b><br>transcription_transaction_status =success   | --   |
| ^      | ^                          | <b>Prompt :</b> [tr0540_out_01]<br>No problem. In that case, if you're finished, feel free to hang up. Otherwise,... | <b>Return to calling dialog :</b><br><a href="#">main</a><br><a href="#">[mm0550_Transcription_SD]</a> |
| ^      | Else                       | <b>Prompt :</b> [tr0540_out_02]<br>All right.  | <b>goto :</b><br><a href="#">tr0550_ConcludeChoices_PP</a>   |
| yes    | If pamphlet_get_number = 7 | <b>Prompt :</b> [tr0540_out_04]<br>That's all the pamphlets I have to offer.   | <b>goto :</b><br><a href="#">tr0550_ConcludeChoices_PP</a>   |
| ^      | Else                       | --   | <b>goto :</b><br><a href="#">tr0545_PamphletCheck_DS</a>   |
| repeat | Always                     | <b>Prompt :</b> [tr0540_out_03]<br>Sure.   | <b>Re-Recognition :</b> Reprompt   |

**Recovery Behavior**

| Type      | Condition                         | Action  | Transition              |
|-----------|-----------------------------------|---|-------------------------|
| nomatch 1 | If next_pamphlet=understanding_ss | <b>Prompt :</b> [tr0540_nm1_01]<br>Let's try again... Would you like to hear those choices again?   | <b>Re-Recognition :</b> |
| nomatch 1 | Else                              | <b>Prompt :</b> [tr0540_nm1_02]<br>Let's try again... Would you like to hear more choices?  | <b>Re-Recognition :</b> |
| nomatch 2 | If next_pamphlet=understanding_ss | If pamphlet_get_number=0<br><b>Prompt :</b> [tr0540_nm2_01]<br>Sorry. That was the last pamphlet I had to offer. If you'd like to hear all of the choices again, press 1. Otherwise, press 2.     | <b>Re-Recognition :</b> |
| nomatch 2 | ^                                 | Else (pamphlet_get_number>0)<br><b>Prompt :</b> [tr0540_nm2_02]<br>Sorry. If you're interested in receiving more pamphlets and you'd like to hear the choices again, press 1. Otherwise, press 2. | <b>Re-Recognition :</b> |
| nomatch 2 | Else                              | <b>Prompt :</b> [tr0540_nm2_03]<br>Sorry. If you're interested in receiving more pamphlets and you'd like to hear more choices, press 1. Otherwise, press 2.                                      | <b>Re-Recognition :</b> |
| nomatch 3 | Always                            | <b>Assign :</b> transfer_reason =error  | --                      |
| nomatch 3 | Always                            | <b>Prompt :</b> [gl_nm3_01]<br>Sorry, we seem to be having trouble.   | --                      |
| noinput 1 | If next_pamphlet=understanding_ss | <b>Prompt :</b> [tr0540_ni1_01]<br>If you'd like to hear those choices again, say 'Yes' or press 1. Otherwise, say 'No' or press 2.   | <b>Re-Recognition :</b> |
| noinput 1 | Else                              | <b>Prompt :</b> [tr0540_ni1_02]   | <b>Re-Recognition :</b> |

|           |                                   |                              |   |                         |
|-----------|-----------------------------------|------------------------------|---|-------------------------|
|           |                                   |                              | If you'd like to hear more choices, say 'Yes' or press 1. If not, say 'No' or press 2.<br>--  |                         |
| noinput 2 | If next_pamphlet=understanding_ss | If pamphlet_get_number=0     | <b>Prompt :</b> [tr0540_ni2_01]<br>Sorry. That was the last pamphlet I had to offer. If you'd like to hear all of the choices again, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | ^                                 | Else (pamphlet_get_number>0) | <b>Prompt :</b> [tr0540_ni2_02]<br>Sorry. If you're interested in receiving more pamphlets and you'd like to hear the choices again, press 1. Otherwise, press 2.<br>-- | <b>Re-Recognition :</b> |
| noinput 2 | Else                              |                              | <b>Prompt :</b> [tr0540_ni2_03]<br>Sorry. If you're interested in receiving more pamphlets and you'd like to hear more choices, press 1. Otherwise, press 2.<br>--      | <b>Re-Recognition :</b> |
| noinput 3 | Always                            |                              | <b>Assign :</b> transfer_reason =error  | --                      |
| noinput 3 | Always                            |                              | <b>Prompt :</b> [gl_ni3_01]<br>Sorry, we seem to be having trouble.<br>--   | --                      |

**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**

--

**tr0545\_PamphletCheck\_DS**

| Decision                                      |   |  |  |
|--|---|--|--|
| Determines which pamphlet needs to be spoken next based on the last pamphlet heard and which pamphlet's have already been ordered. |   |  |  |
| <b>Entering From</b>   |   |  |  |
| <a href="#">tr0540_MoreChoices_DM</a> , <a href="#">tr0545_PamphletCheck_DS</a>  |   |  |  |
| <b>Actions</b>   |   |  |  |
| Condition  | Action                                      | Transition   |  |
| If next_pamphlet=understanding_ss  | If pamphlet_get_understanding_ss=false      | --   | <a href="#">goto : tr0310_UnderstandingSS_DM</a> |
| ^  | Else (if pamphlet_get_understanding = true) | <b>Assign :</b> next_pamphlet =retirement_benefits | <a href="#">goto : tr0545_PamphletCheck_DS</a>   |

|  |   |   |  |
|--|---|---|--|
| Elseif<br>next_pamphlet=retirement_benefits        | If<br>pamphlet_get_retirement_benefits=false                | --  | <b>goto</b> : tr0320_RetirementBenefits_DM       |
| ^  | Else (if<br>pamphlet_get_retirement_benefits = true)        | <b>Assign</b> : next_pamphlet =disability_benefits        | <b>goto</b> : tr0545_PamphletCheck_DS            |
| Elseif<br>next_pamphlet=disability_benefits        | If<br>pamphlet_get_disability_benefits=false                | --  | <b>goto</b> : tr0310_UnderstandingSS_DM          |
| ^  | Else (if<br>pamphlet_get_disability_benefits = true)        | <b>Assign</b> : next_pamphlet =survivor_benefits          | <b>goto</b> : tr0545_PamphletCheck_DS            |
| Elseif<br>next_pamphlet=survivor_benefits          | If<br>pamphlet_get_survivor_benefits=false                  | --  | <b>goto</b> : tr0340_SurvivorBenefits_DM         |
| ^  | Else (if<br>pamphlet_get_survivor_benefits = true)          | <b>Assign</b> : next_pamphlet =work_affects_benefits      | <b>goto</b> : tr0545_PamphletCheck_DS            |
| Elseif<br>next_pamphlet=work_affects_benefits      | If<br>pamphlet_get_work_affects_benefits=false              | --  | <b>goto</b> : tr0410_WorkAffectsBenefits_DM      |
| ^  | Else (if<br>pamphlet_get_work_affects_benefits = true)      | <b>Assign</b> : next_pamphlet =disabled_children_benefits | <b>goto</b> : tr0545_PamphletCheck_DS            |
| Elseif<br>next_pamphlet=disabled_children_benefits | If<br>pamphlet_get_disabled_children_benefits=false         | --  | <b>goto</b> : tr0420_DisabledChildrenBenefits_DM |
| ^  | Else (if<br>pamphlet_get_disabled_children_benefits = true) | <b>Assign</b> : next_pamphlet =woman_ss                   | <b>goto</b> : tr0545_PamphletCheck_DS            |
| Elseif<br>next_pamphlet=woman_ss                   | If<br>pamphlet_get_woman_ss = false                         | --  | <b>goto</b> : tr0430_WomanSS_DM                  |
| ^  | Else (if<br>pamphlet_get_woman_ss = true)                   | <b>Assign</b> : next_pamphlet =understanding_ss           | <b>goto</b> : tr0545_PamphletCheck_DS            |
| <b>Developer Notes</b>                             |   |   |  |
| --   |   |   |  |

**tr0550\_ConcludeChoices\_PP**

| Simple Play Prompt   |                            |               |   |
|--|----------------------------|---------------|---|
| Thanks the caller for their order and prepares the caller for address collection.  |                            |               |   |
| <b>Entering From</b>   |                            |               |   |
| tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM, tr0410_WorkAffectsBenefits_DM, tr0340_SurvivorBenefits_DM, tr0540_MoreChoices_DM |                            |               |   |
| <b>Initial Prompts</b> [Barge-in is OFF]   |                            |               |   |
| Type   | Condition                  | Name          | Wording   |
| initial  | If pamphlet_get_number = 0 | tr0550_out_02 | If you're finished, feel free to hang up. Otherwise ...<br>-- |
| initial  | Else                       | tr0550_out_01 | Thanks for your order. Now, let's get your address...<br>--   |
| <b>Actions</b>   |                            |               |   |

| <b>Condition</b>           | <b>Action</b> | <b>Transition</b>   |
|----------------------------|---------------|---|
| If pamphlet_get_number = 0 | --            | <b>Return to calling dialog :</b><br><a href="#">main [mm0550_Transcription_SD]</a> |
| Else                       | --            | <b>goto :</b> <a href="#">tr0110_ReverseANILookup_DB</a>                            |
| <b>Developer Notes</b>     |               |   |
| --                         |               |   |

## Appendix A: Variable Table

### Variables

| Variable Name                | Description   | Possible Values                    | Initial Value | Type                 | 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            |
| aca_active                   | toggle - set by administrator - to control whether the ACA menus are on or off  | true, false                        | 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_needed      | indicates whether or not the alternative name needs to be collected   | true, false                        | true          | --                   | N            |
| application_status_OMB_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_back         | tracks whether caller said 'go back' in backoff other options menu  | true, false                        | true          | --                   | N            |
| bank_account_number          | holds the caller's bank account number  | <account number>                   | 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>                   | Undefined     | --                   | N            |
| benefits_statement_OMB_heard | tracks whether the OMB number for benefits statement has or has not been heard  | true, false                        | false         | --                   | N            |

|                                       |   |   |           |        |   |
|---------------------------------------|---|---|-----------|--------|---|
| benefits_statement_transaction_status | indicates status of the replacement benefits statement (1099) dialog                            | success, failure, replacement, field_office                           | Undefined | --     | N |
| beve_transaction_status               | indicates the status of the task in the benefits verification dialog                            | success, failure, change_address                                      | Undefined | --     | N |
| 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_name               | holds the caller's collected alternative name   | <name>  | Undefined | --     | N |
| caller_dob                            | holds the caller's collected date of birth  | <date>  | Undefined | --     | N |
| caller_first_name                     | holds the caller's collected first name   | <name>  | Undefined | --     | N |
| caller_last_name                      | holds the caller's collected last name  | <name>  | Undefined | --     | N |
| caller_last_payment                   | holds the caller's collected last payment amount  | <amount>, dont_know   | Undefined | --     | N |
| caller_maiden_name                    | holds the caller's collected mother's maiden name   | <name>  | Undefined | --     | N |
| caller_pob                            | holds the caller's collected place of birth (state or US territory)                             | <state territory>, other  | Undefined | --     | N |
| caller_ssn                            | holds the caller's collected Social Security number   | <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, npssc, lvssc, minneapolis, brooklyn, queens, sssc, ossc, 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 |
| ccs                                   | Variable passed from ICM - Call Center Status: open = 0, closed = 1, holiday = 2, emergency = 4 | open, closed, holiday, emergency                                      | 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 Deposit.                                 | --  | Undefined | string               | N |
| change_what                                | indicates what stored information the caller wants to change   | address, phone, both  | Undefined | --                   | N |
| citystate_collectaddress_zipcode           | holds the zip code for address collection  | --  | Undefined | --                   | N |
| claims_transaction_status                  | indicates the status of the task in the claims status dialog   | success, failure, no_confirmation_number, no_application                      | Undefined | --                   | N |
| coa_active                                 | Identifies if the caller should be allowed to reach the change of address module (true) or not (false) | true, false   | false     | boolean (true/false) | N |
| 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_citystate_lookuperrorprompt | indicates prompt to play   | --  | Undefined | --                   | N |
| collectaddress_collectdzpcode              | indicates whether to collect zip code first in Address   | true, false   | Undefined | --                   | N |
| collectaddress_collectortranscription      | indicates whether to collect recording fro transcription   | true, false   | Undefined | --                   | N |
| collectaddress_corrections_counter         | tracks the number of corrections made in address collection  | 0, 1, 2, 3, 4, 5  | 0         | --                   | N |
| collectaddress_entryprompt                 | indicates prompt to play?  | --  | Undefined | --                   | Y |
| collectaddress_exit_reason                 | indicates reason for exiting the Address collection dialog   | failure   | Undefined | --                   | N |
| collectaddress_exitsuccessprompt           | indicates the prompt to play   | --  | Undefined | --                   | N |
| collectaddress_overallconfirmation         | indicates whether or not to confirm  | always, if_necessary, never   | Undefined | --                   | N |
| collectaddress_ziplookuperrorprompt        | indicates prompt to play   | --  | Undefined | --                   | N |
| collectname_alwaysaskspelling              | indicates whether to always ask for name spelling  | true, false   | Undefined | --                   | Y |
| collectname_confirmationapologyprompt      | indicates prompt to play   | --  | Undefined | --                   | N |

|  |   |             |           |                         |   |
|--|---|-------------|-----------|-------------------------|---|
| collectname_entryprompt                  | indicates prompt to play  | --          | Undefined | --                      | N |
| collectname_exitfailureprompt            | indicates prompt to paly  | --          | Undefined | --                      | Y |
| collectname_exitsuccessprompt            | indicates prompt to play  | --          | Undefined | --                      | N |
| collectname_firstnamehighconfidencelevel | first name high confidence threshold  | --          | Undefined | --                      | N |
| collectname_lastnamehighconfidencelevel  | last name high confidence threshold   | --          | Undefined | --                      | N |
| collectname_maxcorrections               | maximum number od corrections (based on disconfirmation) to allow   | --          | Undefined | --                      | N |
| collectname_maxnoinputtotal              | indicates maximum noinputs in Name dialog   | --          | Undefined | --                      | N |
| collectname_maxnomatchestotal            | maximum nomatches allowed   | --          | Undefined | --                      | N |
| collectname_names_to_collect             | inidcates names to collect (las, first, etc)  | --          | Undefined | --                      | N |
| collectname_overallconfirmation          | indicates whether to confirm (always, never, if_necessary)  | --          | Undefined | --                      | N |
| collectname_spellingonly                 | indicates whether to use spelling only to collect name  | --          | Undefined | --                      | N |
| confirmation_number                      | holds the collected confirmation number   | --          | Undefined | --                      | N |
| confirmation_number_first_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_claimantNameChange                    | Proof of claimant name change pending.  | --          | Undefined | string                  | N |
| cs_claimStatus                           | 1 character status: A=Adjudicated or P=Pending.   | --          | Undefined | string                  | N |
| cs_claimType                             | 2 character claim type.   | --          | Undefined | string                  | N |
| cs_death                                 | Proof of death pending.   | --          | Undefined | string                  | N |
| cs_earnings                              | Proof of earnings pending.  | --          | Undefined | string                  | N |
| cs_endStateRenal                         | Proof of End Stage Renal Disease pending.   | --          | Undefined | string                  | N |
| 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                  | N |
| cs_foreignBenefits                       | Application for benefits under a  | --          | Undefined | string                  | N |



|                      |  |   |           |        |   |
|----------------------|--|---|-----------|--------|---|
|                      | U.S. International Social Security agreement pending.  |   |           |        |   |
| 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 request. | --  | Undefined | string | N |
| 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 | N |
| 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>)   | --  | Undefined | string | N |
| cs_reconDecReq       | Claim status pending issue: As of today's date, a decision has not been made on your reconsideration request.                            | --  | 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_storneyRep        | 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_intent       | holds the caller's intent at any given time  | --  | Undefined | --     | N |
| current_task         | keeps track of the current task  | change_address, checks, direct_deposit, field_office_locator, | Undefined | --     | N |

|                                  |   |   |           |                         |   |
|----------------------------------|---|---|-----------|-------------------------|---|
|                                  |   | application_status,<br>transcription_ss5, late_payment,<br>transcription_pamphlet,<br>benefits_statement,<br>transcription_7004,<br>transcription_1020,<br>social_security_replacement_car<br>d, aca_info, myssa_helpdesk |           |                         |   |
| dd_statusCode                    | --  | --  | Undefined | --                      | N |
| dd_statusDescription             | --  | --  | Undefined | --                      | N |
| dd_transaction_status            | indicates the status of the task in the first deposit dialog  | success, failure, receiving_ssi,<br>not_eligible, non_resident,<br>not_self, dont_know_info   | Undefined | --                      | N |
| direct_deposit_active            | Identifies if the caller should be allowed to reach the direct deposit module (true) or not (false) | true, false   | false     | boolean<br>(true/false) | 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>  | Undefined | --                      | N |
| effective_month                  | indicates the monthly when direct deposit should start  | <month>   | Undefined | --                      | N |
| endTime1                         | time when emergency broadcast message 1 should be played  | <time>  | Undefined | --                      | N |
| endTime2                         | time when emergency broadcast message 2 should be played  | <time>  | Undefined | --                      | N |
| endTime3                         | time when emergency broadcast message 3 should be played  | <time>  | Undefined | --                      | N |
| final_intent                     | holds the caller's ultimate task intent   | --  | Undefined | --                      | N |
| first_entry                      | indicates whether the caller is entering state for the first time                                   | true, false   | Undefined | boolean<br>(true/false) | N |
| fl_addressType                   | --  | --  | Undefined | string                  | N |
| fl_city                          | --  | --  | Undefined | string                  | N |
| fl_closingTime24HourTime         | --  | --  | 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_fieldOfficeStateAndCountyCode | --  | --  | 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_officeOpenCloseSwitch         | --  | --  | 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<br>Week           | --  | --                              | Undefined | string                  | N |
| fl_openingTime24Hour<br>Time           | --  | --                              | Undefined | string                  | N |
| fl_phoneNumber                         | The field office phone number.  | --                              | Undefined | string                  | N |
| fl_regionalOfficeNumbe<br>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 |
| fl_streetAddressLine2                  | --  | --                              | Undefined | string                  | N |
| fl_streetAddressLine3                  | --  | --                              | Undefined | string                  | N |
| fl_streetAddressLine4                  | --  | --                              | Undefined | string                  | N |
| fl_telephoneExtension                  | --  | --                              | Undefined | string                  | N |
| fl_telephoneNumber                     | --  | --                              | Undefined | string                  | N |
| fl_wrapperForGeneralD<br>irectionLines | --  | --                              | Undefined | string                  | N |
| fl_zip4                                | --  | --                              | Undefined | string                  | N |
| fl_zip5                                | --  | --                              | Undefined | string                  | N |
| fol_cardcenter_directio<br>ns          | Determines if the caller asked for card center directions   | --                              | Undefined | boolean<br>(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 | --                      | N |
| fol_zip_code                           | holds the zip code in which field offices should be found   | <zip code>                      | 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 |
| isPhaseIIOffice                        | Identifies if the office is phase I (false) or phase II (true).   | true, false                     | Undefined | boolean<br>(true/false) | 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                    | --                              | Undefined | string                  | N |

|                             |   |                            |           |                      |   |
|-----------------------------|---|----------------------------|-----------|----------------------|---|
|                             | verified using an SSN other than the SSN entered.   |                            |           |                      |   |
| 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_collectMothersMaidenName | 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_collectPaymentAmount     | 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               | N |
| ka_firstNameSsr             | SSR authentication status for first name.   | 01, 02, 03, 04, 05         | Undefined | string               | N |
| 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_mothersMaidenNameNumi    | 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 for kba (right now, used for everything BUT claim status) has or has not been heard  | true, false   | false     | --     | N |
| 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 |
| myss_helpdesk_active    | toggle - set by administrator - to control whether My SS Helpdesk is on or off   | true, false   | Undefined | --     | N |
| name_collect_counter    | keeps track of the number of times the caller has attempted name collection  | 0, 1, 2, 3  | 0         | --     | 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 | caller, alternative, maiden                             | Undefined | --     | N |
| name_disconfirm_counter | keeps track of how many times a particular name has been DISCONFIRMED by the caller  | 0, 1, 2   | 0         | --     | N |

|   |  |  |           |                      |   |
|---|--|--|-----------|----------------------|---|
| name_status                             | indicates the status - success or failure - 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 |
| no_kba_info_needed                      | keeps track of whether any information needed to be collected for purposes of prompting in ka0900                  | true, false  | false     | --                   | 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     | --                   | N |
| 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_retirement_benefits        | indicates whether the caller wants the receive the pamphlet  | true, false  | false     | --                   | N |
| pamphlet_get_survivor_benefits          | indicates whether the caller wants the receive the pamphlet  | true, false  | false     | --                   | N |
| pamphlet_get_understanding_ss           | indicates whether the caller wants the receive the pamphlet  | true, false  | false     | --                   | N |
| pamphlet_get_woman_ss                   | pamphlet_get_understanding_ss  | true, false  | false     | --                   | N |
| pamphlet_get_work_affects_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) | N |
| 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   | 0000, 0150, 0151, 0152, 0226, 0508, 1111, 7777, 8888   | Undefined | string               | N |

|                                |  |                              |           |                      |   |
|--------------------------------|--|------------------------------|-----------|----------------------|---|
|                                | available.   |                              |           |                      |   |
| 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      | --                   | N |
| speak_freely_active            | 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_card_requested              | keeps track of whether the caller has requested a social security card   | true, false                  | true      | --                   | N |
| ss_statusCode                  | --   | 0000, 0150, 0151, 0152, 7777 | Undefined | --                   | N |
| ss_statusDescription           | --   | --                           | Undefined | --                   | N |
| startTime1                     | start time when emergency broadcast message 1 should be played   | <time>                       | Undefined | --                   | N |
| startTime2                     | start time when emergency broadcast message 2 should be played   | <time>                       | Undefined | --                   | N |
| startTime3                     | start time when emergency broadcast message 3 should be played   | <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   | --                           | Undefined | --                   | N |

|                                  |  |                  |           |    |   |
|----------------------------------|--|------------------|-----------|----|---|
|                                  | which material should be sent from the Transcription dialog  |                  |           |    |   |
| transcription_form_quantity      | holds the number of forms requested by the caller            | --               | Undefined | -- | N |
| transcription_transaction_status | indicates 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

| <b>Variable Name</b>                  | <b>Description</b>  | <b>Possible Values</b>  | <b>Initial Value</b> | <b>Type</b>       | <b>Configurable</b> |
|---------------------------------------|---|---|----------------------|-------------------|---------------------|
| 1100_zip@CollectAddress_ZipCode       | --  | zip   | Undefined            | --                | N                   |
| 1300_cmd@CollectAddress_ZipCode       | --  | help  | Undefined            | --                | N                   |
| 1300_street@CollectAddress_ZipCode    | --  | poboxnumber, ruralroutenumber, streetnamenumber   | Undefined            | --                | N                   |
| 1350_apartment@CollectAddress_ZipCode | --  | apt_<number>, bldg_<number>, fl_<number>, msc_<number>, no_apt, ste_<number>, unit_<number>       | Undefined            | --                | N                   |
| 1500_cmd@CollectAddress_ZipCode       | --  | help  | Undefined            | --                | N                   |
| 1500_yesno@CollectAddress_ZipCode     | --  | yes, no   | Undefined            | --                | N                   |
| address_disambig_menu                 | 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_sayandspellast               | grammar addendum to allow for a 'none' option for alternate name collection ONLY                                    | none  | Undefined            | --                | N                   |
| alt_name_yesno                        | --  | no, yes   | Undefined            | --                | N                   |
| application_status_yesno              | --  | no, yes   | Undefined            | --                | N                   |
| ask_partd_enrolled_yesno              | --  | 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, Spanish, update     | Undefined            | --                | N                   |
| backoff_other_options_menu            | --  | application, benefits_statement, direct_deposit, go_back, proof_of_income, repeat, something_else | Undefined            | --                | N                   |
| benefits_application_menu             | --  | medicare, prescription, repeat, social_security, something_else                                   | Undefined            | --                | N                   |
| benefits_earnings_menu                | --  | benefits_statement, proof_of_income, something_else   | Undefined            | --                | N                   |
| benefits_menu                         | --  | application_status, apply, direct_deposit, other_options,   | Undefined            | --                | N                   |



|                                       |    |  |           |    |   |
|---------------------------------------|----|--|-----------|----|---|
|                                       |    | payment  |           |    |   |
| benefits_other_options_menu           | -- | earnings_statement, forms, pamphlets, proof_of_income, repeat, something_else, update                              | Undefined | -- | N |
| benefits_statement_end_menu           | -- | no, repeat, yes  | Undefined | -- | N |
| benefits_update_information_menu      | -- | address, direct_deposit, name, something_else  | Undefined | -- | N |
| card_center_location_info_menu        | -- | change, directions, field_office, finished, repeat   | Undefined | -- | N |
| card_center_location_info_menu@import | -- | change, field_office, finished, repeat   | Undefined | -- | N |
| card_center_location_info_menu@import | -- | change, field_office, finished, repeat   | Undefined | -- | N |
| card_center_location_info_menu@import | -- | change, field_office, finished, repeat   | Undefined | -- | N |
| card_center_location_info_menu@import | -- | change, field_office, finished, repeat   | Undefined | -- | N |
| card_center_location_info_menu@import | -- | change, field_office, finished, repeat   | Undefined | -- | N |
| card_center_needed_yesno              | -- | no, yes  | Undefined | -- | N |
| card_menu_medicare                    | -- | new_card, replacement_card, something_else   | Undefined | -- | N |
| card_menu_social_security             | -- | new_card, replacement_card, something_else, update   | Undefined | -- | N |
| cards_update_information_menu         | -- | address, both, name, something_else  | Undefined | -- | N |
| cd_account_number                     | -- | <account number>, repeat   | Undefined | -- | N |
| cd_account_type_menu                  | -- | checking, dont_have, investment, repeat, savings   | Undefined | -- | N |
| cd_calling_about_self_yesno           | -- | no, repeat, yes  | Undefined | -- | N |
| cd_effective_asap_yesno               | -- | no, yes  | Undefined | -- | N |
| cd_effective_date_menu                | -- | <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  | Undefined | -- | N |
| cd_type_of_change_menu                | -- | address, both, phone   | Undefined | -- | N |
| check_late_yesno                      | -- | no, yes  | Undefined | -- | N |
| checks_repeat_yesno                   | -- | no, repeat, yes  | Undefined | -- | N |

|                                    |   |   |           |                      |   |
|------------------------------------|---|---|-----------|----------------------|---|
| citizenship_msg_yesno              | --  | no, yes   | Undefined | --                   | N |
| citizenship_question_yesno         | --  | no, yes   | Undefined | --                   | N |
| cityState@CollectAddress_ZipCode   | --  | --  | Undefined | --                   | N |
| cola_msg_yesno                     | --  | no, yes   | Undefined | --                   | N |
| colaActiveFlag                     | indicator to determine if the message is active or not  | --  | Undefined | --                   | N |
| collectaddress_apartment_number    | --  | --  | Undefined | --                   | N |
| collectaddress_confirm_address     | --  | yes, no   | Undefined | --                   | N |
| collectaddress_street_address      | --  | --  | Undefined | --                   | N |
| collectaddress_zip                 | holds collected zip code for address collection   | zip   | Undefined | --                   | N |
| confirmname                        | --  | no, repeat, yes   | Undefined | --                   | N |
| corrections@CollectAddress_ZipCode | --  | --  | Undefined | --                   | N |
| cs_multi_claim_end_menu            | --  | different_number, finished, next_claim                                  | Undefined | --                   | N |
| cs_multi_last_claim_end_menu       | --  | different_number, finished, repeat_claims                               | Undefined | --                   | N |
| cs_no_status_end_menu              | --  | different_number, finished, repeat                                      | Undefined | --                   | N |
| cs_one_claim_end_menu              | --  | different_number, finished  | Undefined | --                   | N |
| cs_repeat_status_yesno             | --  | no, yes   | Undefined | --                   | N |
| cs_which_claim_yesno               | --  | no, yes   | Undefined | --                   | N |
| current_date                       | today's date  | --  | Undefined | --                   | N |
| current_year_question_yesno        | --  | no, yes   | Undefined | --                   | N |
| deceased_ssn_collection            | --  | <ssn>, dont_know  | Undefined | --                   | N |
| disability_disambig_menu           | 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@CollectAddress_ZipCode  | --  | Failure, Success  | Undefined | --                   | N |
| firstMonth                         | first month of scheduled payment delivery dates   | --  | Undefined | --                   | N |
| firstMonth.firstPaymentDate        | --  | --  | Undefined | --                   | N |

|                               |   |   |           |                      |   |
|-------------------------------|---|---|-----------|----------------------|---|
| firstMonth.fourthPaymentDate  | --  | --  | Undefined | --                   | N |
| firstMonth.secondPaymentDate  | --  | --  | Undefined | --                   | N |
| firstMonth.ssiPaymentDate     | --  | --  | Undefined | --                   | N |
| firstMonth.thirdPaymentDate   | --  | --  | 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   | Undefined | --                   | N |
| 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 | --                   | N |
| get_confirmation_number       | --  | <confirmation number>, dont_have, more_information, repeat  | Undefined | --                   | N |
| get_dob                       | --  | dob   | Undefined | --                   | N |
| get_form_menu                 | --  | main_menu, office, order_form, website  | Undefined | --                   | N |
| get_last_payment_amount       | --  | 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   | Undefined | --                   | N |
| help_with_drug_costs_yesno    | --  | no, yes   | Undefined | --                   | N |
| internet_address_menu         | --  | details, problem, repeat  | Undefined | --                   | N |
| internet_information_yesno    | --  | no, yes   | Undefined | --                   | N |
| language_selection            | --  | spanish   | Undefined | --                   | N |
| late_payment_exit_yesno       | --  | no, yes   | Undefined | --                   | N |
| late_payment_menu             | --  | direct_deposit, mail, not_sure, repeat  | Undefined | --                   | N |
| main_menu                     | --  | 1099_benefits_statement, aca_info, address_general, agent, benefits_application, benefits_general, benefits_other, benefits_verification,   | Undefined | --                   | N |

|  |  |   |  |  |  |
|--|--|---|--|--|--|
|  |  | <p>cards_general,<br/>change_of_address, checks,<br/>citizenship_general,<br/>claims_status_general,<br/>claims_status_new,<br/>cost_of_living_adjustment,<br/>direct_deposit,<br/>disability_application,<br/>disability_benefits_general,<br/>earnings_statement,<br/>employment_general,<br/>field_office_locator,<br/>forms_general, general,<br/>internet_general, main_menu,<br/>medicare,<br/>medicare_replacement_card,<br/>myssa_helpdesk,<br/>name_or_address_verify,<br/>payment_late, repeat,<br/>replacement_general,<br/>representative_payee,<br/>retirement_application,<br/>social_security_application,<br/>social_security_card_general,<br/>social_security_number_verification,<br/>social_security_replacement_card,<br/>spanish, ssi_application,<br/>supplemental_security_income,<br/>survivor_application,<br/>tax_general,<br/>transcription_pamphlets,<br/>transfer_appeal_new,<br/>transfer_appointment,<br/>transfer_back_payment,<br/>transfer_balance,<br/>transfer_benefits_problem,<br/>transfer_billing, transfer_birth,<br/>transfer_cancel,<br/>transfer_case_change,<br/>transfer_check_deductions,<br/>transfer_check_replacement,<br/>transfer_child_support,<br/>transfer_circuit_breaker,<br/>transfer_claims_medicare,<br/>transfer_claims_new,<br/>transfer_college,<br/>transfer_complaint,<br/>transfer_death,<br/>transfer_debit_card,<br/>transfer_dependent,<br/>transfer_disability,<br/>transfer_divorce,<br/>transfer_earnings_general,<br/>transfer_eligibility,<br/>transfer_employment_change,<br/>transfer_fax,<br/>transfer_food_stamps,<br/>transfer_forms_w2,<br/>transfer_fraud, transfer_housing,<br/>transfer_insurance,<br/>transfer_legal, transfer_letter,<br/>transfer_license, transfer_loans,<br/>transfer_marriage,<br/>transfer_military_service,<br/>transfer_password,<br/>transfer_payment_amount,<br/>transfer_payment_arrangement,</p> |  |  |  |
|--|--|---|--|--|--|

|                                  |   |   |           |                      |   |
|----------------------------------|---|---|-----------|----------------------|---|
|                                  |   | transfer_payment_over,<br>transfer_payment_stop,<br>transfer_pension,<br>transfer_refund,<br>transfer_retirement,<br>transfer_return_call,<br>transfer_ssi_change,<br>transfer_tax_withholding,<br>update_information |           |                      |   |
| medicare_apply_menu              | --  | no, yes   | Undefined | --                   | N |
| medicare_enroll_msg_yesno        | --  | no, yes   | Undefined | --                   | N |
| medicare_information_yesno       | --  | no, yes   | Undefined | --                   | N |
| medicare_subsidy_msg_yesno       | --  | no, yes   | Undefined | --                   | N |
| no_relationship_end_menu         | --  | no, yes   | Undefined | --                   | N |
| not_eligible_details_yesno       | --  | no, yes   | Undefined | --                   | N |
| office_directions_menu           | --  | change, finished, repeat  | Undefined | --                   | N |
| office_location_info_menu        | --  | change, directions, finished, repeat  | Undefined | --                   | N |
| office_location_info_menu@import | --  | change, finished, repeat  | Undefined | --                   | N |
| office_location_info_menu@import | --  | change, finished, repeat  | Undefined | --                   | N |
| office_location_info_menu@import | --  | change, finished, repeat  | Undefined | --                   | N |
| office_location_info_menu@import | --  | change, finished, repeat  | Undefined | --                   | N |
| office_location_info_menu@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 | --                   | N |
| payee_misuse_menu                | --  | finished, payee_options, repeat   | Undefined | --                   | N |
| payee_program_menu               | --  | payee_options, repeat   | Undefined | --                   | N |
| perjury_message_yesno            | 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_yesno         | --  | 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             | Identifies what the caller chooses                      | 1099, card, else  | Undefined | ECMAScript           | N |

|                                    |  |  |           |                   |   |
|------------------------------------|--|--|-----------|-------------------|---|
| _menu                              | in the replacement disambiguation menu (1099, card, something_else)                      |  |           | object            |   |
| replacement_medicare_card_yesno    | --   | no, yes  | Undefined | --                | N |
| replacement_statement_end_menu     | --   | no, yes  | Undefined | --                | N |
| result                             | generic recognition variable   | continue, insurance, repeat, help, main_menu                                     | Undefined | --                | N |
| sayandspellfirst                   | --   | <name>   | Undefined | --                | N |
| sayandspellfirst_tnrs              | grammar compiled from tnrs hit   | <name_tnrs>  | Undefined | --                | N |
| sayandspelllast                    | --   | <name>   | Undefined | --                | N |
| sayandspelllast_tnrs               | grammar compiled from tnrs hit   | <name_tnrs>  | Undefined | --                | N |
| sayandspellalastalternate          | an alternate say and spell last name grammar with the addition of the 'dont_know' option | <name>, none   | Undefined | --                | N |
| secondMonth                        | second month of scheduled payment delivery dates   | --   | Undefined | --                | N |
| secondMonth.firstPaymentDate       | --   | --   | Undefined | --                | N |
| secondMonth.fourthPaymentDate      | --   | --   | Undefined | --                | N |
| secondMonth.secondPaymentDate      | --   | --   | Undefined | --                | N |
| secondMonth.ssiPaymentDate         | --   | --   | Undefined | --                | N |
| secondMonth.thirdPaymentDate       | --   | --   | Undefined | --                | N |
| social_security_card_menu          | --   | documents, get_form, help_with_form, office, repeat, something_else, submit_form | Undefined | --                | N |
| spellfirst                         | --   | <name>   | Undefined | --                | N |
| spellfirst_tnrs                    | grammar compiled from tnrs hit   | <name_tnrs>  | Undefined | --                | N |
| spelllast                          | --   | <name>   | Undefined | --                | N |
| spelllast_tnrs                     | grammar compiled from tnrs hit   | <name_tnrs>  | Undefined | --                | N |
| ss5verify_msg_yesno                | --   | no, yes  | Undefined | --                | N |
| 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 | N |
| Status@CollectAddresses_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_ms_d_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  | Undefined | -- | N |
| tr_confirm_address_yesno       | --   | no, yes   | Undefined | -- | N |
| tr_get_pamphlet_menu           | --   | finished, no, repeat, skip, yes                           | Undefined | -- | N |
| tr_how_many_forms_menu         | --   | 1, 10, 11, 12, 13, 14, 15, 2, 3, 4, 5, 6, 7, 8, 9, repeat | Undefined | -- | N |
| tr_pamphlet_more_choices_yesno | --   | no, repeat, yes   | Undefined | -- | N |
| web_instructions_yesno         | --   | no, yes   | Undefined | -- | N |
| which_act_details              | --   | both, neither, paperwork_act, privacy_act                 | Undefined | -- | N |
| which_card_menu                | --   | both, medicare, social_security, something_else           | Undefined | -- | N |

## 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      |
| mm0171_ACAMainMenu_DM       | result               | insurance, continue  | result | dm_root      |
| mm0173_ACAWrapMenu_DM       | result               | repeat, continue   | result | dm_root      |
| mm0181_MySSMainMenu_DM      | result               | help, continue   | result | dm_root      |
| mm0184_MySSWrapMenu_DM      | result               | repeat, main_menu  | 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_child_support, transfer_circuit_breaker, transfer_claims_medicare, transfer_college, transfer_complaint, transfer_death, transfer_debit_card, direct_deposit, disability_benefits_general, earnings_statement, transfer_dependent, transfer_disability, transfer_divorce, transfer_earnings_general, 1099_benefits_statement, employment_general, field_office_locator, forms_general, transfer_eligibility, transfer_employment_change, transfer_fax, transfer_food_stamps, transfer_fraud, | result | dm_root      |

|                                     |                                  |   |         |         |
|-------------------------------------|----------------------------------|---|---------|---------|
|                                     |                                  | transfer_housing, internet_general, medicare, payment_late, tax_general, transcription_pamphlets, transfer_insurance, transfer_legal, transfer_letter, transfer_license, transfer_loans, transfer_marriage, agent, benefits_verification, claims_status_new, name_or_address_verify, transfer_military_service, transfer_password, transfer_payment_amount, transfer_payment_arrangement, transfer_payment_over, transfer_payment_stop, transfer_pension, replacement_general, representative_payee, social_security_number_verification, supplemental_security_income, transfer_refund, transfer_retirement, transfer_return_call, transfer_tax_withholding, spanish, transfer_forms_w2, update_information, transfer_claims_new, citizenship_general, transfer_billing, repeat, main_menu, social_security_application, disability_application, retirement_application, ssi_application, survivor_application, social_security_replacement_card, aca_info, myssa_helpdesk, benefits_other |         |         |
| mm0303_AskRepeatCola_DM             | cola_msg_yesno                   | no, yes   | result  | dm_root |
| mm0420_AddressVerifyMsg_DM          | ss5verify_msg_yesno              | no, yes   | result1 | dm_root |
| mm0430_AddressDisambig_DM           | address_disambig_menu            | office, update_address  | result  | dm_root |
| mm0450_EmploymentDisambig_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_menu         | apply, check, claim_status, else  | result  | dm_root |
| mm0470_ReplacementDisambig_DM       | replacement_disambig_menu        | 1099, card, else  | result  | dm_root |
| mm0410_AskRepeatTaxes_DM            | cola_msg_yesno                   | no, yes   | result  | dm_root |
| mm0600_BackoffMainMenu_DM           | backoff_main_menu                | cards, medicare, application_status, office_locations, other_options, update, repeat, Spanish   | result  | dm_root |
| mm0610_BackoffOtherOptionsMenu_DM   | backoff_other_options_menu       | application, benefits_statement, direct_deposit, proof_of_income, something_else, go_back, repeat   | result  | dm_root |
| mm0700_Benefits_DM                  | benefits_menu                    | apply, application_status, direct_deposit, payment, other_options   | result  | dm_root |
| mm0800_BenefitsApplicationMenu_DM   | benefits_application_menu        | medicare, social_security, something_else, repeat, prescription   | result  | dm_root |
| mm0810_ApplicationStatusQuestion_DM | application_status_yesno         | no, yes   | result  | dm_root |
| mm0900_BenefitsMoreOptions_DM       | benefits_other_options_menu      | something_else, update, earnings_statement, forms, pamphlets, proof_of_income, repeat   | result  | dm_root |
| mm0910_UpdatePersonalInfo_DM        | benefits_update_information_menu | address, name, something_else, direct_deposit   | result  | dm_root |
| mm1100_SocialSecurityCardsMenu_DM   | card_menu_social_security        | new_card, replacement_card, something_else, update  | result  | dm_root |
| mm1110_UpdatePersonalInfo_DM        | cards_update_information_menu    | address, name, something_else, both   | result  | dm_root |



|                                       |                                  |  |         |         |
|---------------------------------------|----------------------------------|--|---------|---------|
| mm1105_MedicareCardsMenu_DM           | card_menu_medicare               | new_card, replacement_card, something_else                                       | result  | dm_root |
| mm1210_InternetAddress_DM             | internet_address_menu            | details, problem, repeat   | result  | dm_root |
| mm1220_InternetInformation_DM         | internet_information_yesno       | no, yes  | result  | dm_root |
| mm1300_WhichCard_DM                   | which_card_menu                  | both, medicare, social_security, something_else                                  | result1 | dm_root |
| mm1430_SocialSecurityCardMenu_DM      | social_security_card_menu        | documents, get_form, help_with_form, submit_form, office, something_else, repeat | result  | dm_root |
| mm1500_CitizenshipQuestion_DM         | citizenship_question_yesno       | no, yes  | result  | dm_root |
| mm1520_GetForm_DM                     | get_form_menu                    | office, order_form, main_menu, website   | result  | dm_root |
| mm1510_CitizenDocumentsMsgPart1_DM    | supporting_documents_final_menu  | finished, keep_going, repeat   | result  | dm_root |
| mm1512_CitizenDocumentsMsgPart2_DM    | supporting_documents_final_yesno | no, yes  | result  | dm_root |
| mm1515_NonCitizenDocumentsMsgPart1_DM | supporting_documents_final_menu  | finished, keep_going, repeat   | result  | dm_root |
| mm1517_NonCitizenDocumentsMsgPart2_DM | supporting_documents_final_menu  | finished, keep_going, repeat   | result  | dm_root |
| mm1519_NonCitizenDocumentsMsgPart3_DM | supporting_documents_final_yesno | no, yes  | result  | dm_root |
| mm1530_WebsiteInstructions_DM         | web_instructions_yesno           | no, yes  | result  | dm_root |
| 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_yesno        | no, yes  | result  | dm_root |
| mm1730_MedicareDrugQuestion_DM        | medicare_information_yesno       | no, yes  | result  | dm_root |
| mm1740_MedicareSusidyMsg_DM           | medicare_subsidy_msg_yesno       | no, yes  | result1 | dm_root |
| mm1750_AskPartD_DM                    | ask_partd_enrolled_yesno         | no, yes, repeat  | result  | dm_root |
| mm1760_HelpWithDrugCosts_DM           | help_with_drug_costs_yesno       | no, yes  | result  | dm_root |
| mm1710_ReplacementCardQuestion_DM     | replacement_medicare_card_yesno  | no, yes  | result  | dm_root |
| mm1770_OrderDrugFormQuestion_DM       | order_drug_help_form_yesno       | 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_DM             | late_payment_exit_yesno          | no, yes  | result  | dm_root |
| mm1900_ReceivingBenefits_DM           | receiving_benefits_yesno         | no, yes  | result  | dm_root |
| mm1907_LatePaymentQuestion_DM         | check_late_yesno                 | no, yes  | result1 | dm_root |

|                              |                          |   |        |         |
|------------------------------|--------------------------|---|--------|---------|
| on_DM                        |                          |   |        |         |
| mrm2000_ReceivingBenefits_DM | receiving_benefits_yesno | no, yes   | result | dm_root |
| mrm2010_BenefitsEarnings_DM  | benefits_earnings_menu   | benefits_statement, proof_of_income, something_else                     | result | dm_root |
| mrm2030_OtherQuestions_DM    | future_benefits_yesno    | no, yes   | result | dm_root |
| mrm2040_FutureBenefits_DM    | future_benefits_menu     | order_form, other_questions, repeat                                     | result | dm_root |
| mrm2100_RepPayeeMenu_DM      | rep_payee_menu           | become, change, misuse, program, report, something_else                 | result | dm_root |
| mrm2110_ProgramMsg_DM        | payee_program_menu       | payee_options, repeat   | result | dm_root |
| mrm2120_ChangeMsg_DM         | payee_change_menu        | office, payee_options, repeat   | result | dm_root |
| mrm2200_BecomePayee_DM       | payee_become_menu        | office, payee_options, finished, repeat                                 | result | dm_root |
| mrm2210_PayeeMisuse_DM       | payee_misuse_menu        | payee_options, finished, repeat   | result | dm_root |
| mrm2300_FormsGeneral_DM      | forms_general_menu       | benefits_statement, proof_of_income, earnings_statement, something_else | result | dm_root |
| mrm2400_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      | 1300_street@CollectAddress_ZipCode    | ruralroutenumber, streetnamenumber, poboxnumber   | street    | dm_root      |
| ad0150_SecondaryAddress_DM | 1350_apartment@CollectAddress_ZipCode | no_apt, apt_<number>, bldg_<number>, fl_<number>, msc_<number>, ste_<number>, unit_<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                            | Key    | Grammar Slot |
|------------------------------|-----------------------------|--|--------|--------------|
| ca0220_ReceivingBenefits_DM  | cd_receiving_benefits_yesno | no, yes                                    | result | dm_root      |
| ca0260_CallingAboutSelf_DM   | cd_calling_about_self_yesno | no, yes, repeat                            | result | dm_root      |
| ca0230_NotEligible_DM        | cd_not_eligible_menu        | more_information                           | result | dm_root      |
| ca0240_NotEligibleDetails_DM | not_eligible_details_yesno  | no, yes                                    | result | dm_root      |
| ca0310_TypeOfChange_DM       | cd_type_of_change_menu      | 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_yesno     | no, yes                                    | result | dm_root      |

|                               |                        |                  |        |         |
|-------------------------------|------------------------|------------------|--------|---------|
| ca0435_EffectiveDate_DM       | cd_effective_date_menu | <effective_date> | result | dm_root |
| ca0400_RemoveOrChangePhone_DM | remove_phone_menu      | change, remove   | result | dm_root |

### ClaimStatusRequests

| Node Name                    | Recognition Variable         | Possible Values  | Key    | Grammar Slot |
|------------------------------|------------------------------|--|--------|--------------|
| cs0120_ConfirmationNumber_DM | get_confirmation_number      | <confirmation number>, dont_have, repeat, more_information | result | dm_root      |
| cs0210_WhichClaim_DM         | cs_which_claim_yesno         | no, yes  | result | dm_root      |
| cs0240_OneClaimEnd_DM        | cs_one_claim_end_menu        | different_number, finished                                 | result | dm_root      |
| cs0250_MultiClaimEnd_DM      | cs_multi_claim_end_menu      | 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_DM  | 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_DM    | cd_receiving_benefits_yesno | no, yes  | result | dm_root      |
| dd0260_CallingAboutSelf_DM     | cd_calling_about_self_yesno | 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_CollectRoutingNumber_DM | cd_routing_number           | <routing number>, dont_know, repeat  | result | dm_root      |
| dd0450_CollectAccountNumber_DM | cd_account_number           | <account number>, repeat   | result | dm_root      |
| dd0400_DDEffectiveASAP_DM      | cd_effective_asap_yesno     | 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                  | result | dm_root      |
| fl0120_OfficeLocationInfo_DM       | office_location_info_menu@import      | change, finished, repeat               | result | dm_root      |
| fl0105_CardCenterNeededQuestion_DM | card_center_needed_yesno              | no, yes                                | result | dm_root      |
| fl0125_CardCenterInfo_DM           | card_center_location_info_menu@import | change, finished, field_office, 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_DM    | 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   | result | dm_root |
| ka0355_TNRSGetName_DM          | TNRS_get_name           | <name>, repeat  | result | dm_root |
| ka0410_AltNameQuestion_DM      | 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_GetLastPaymentAmount_DM | get_last_payment_amount | 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_DM | sayandspellfirst         | <name>          | result  | dm_root      |
| na0120_SayAndSpellFirst_DM | sayandspellfirst_tnrs    | <name_tnrs>     | result1 | dm_slot1     |
| na0130_SayAndSpellLast_DM  | sayandspelllast          | <name>          | result  | dm_root      |
| na0130_SayAndSpellLast_DM  | sayandspelllast_tnrs     | <name_tnrs>     | result1 | dm_slot1     |
| na0130_SayAndSpellLast_DM  | alt_name_sayandspelllast | none            | result2 | dm_slot2     |
| na0140_SpellFirst_DM       | spellfirst               | <name>          | result  | dm_root      |
| na0140_SpellFirst_DM       | spellfirst_tnrs          | <name_tnrs>     | result1 | dm_slot1     |
| na0150_SpellLast_DM        | spelllast                | <name>          | result  | dm_root      |
| na0150_SpellLast_DM        | spelllast_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_yesno    | 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 | result | dm_root |
| rb0420_NoRelationshipEnd_DM        | no_relationship_end_menu    | no, yes          | result | dm_root |
| rb0440_BenefitsStatementEndMenu_DM | benefits_statement_end_menu | no, yes, repeat  | result | dm_root |

### Transcription

| <b>Node Name</b>                   | <b>Recognition Variable</b>    | <b>Possible Values</b>                                    | <b>Key</b> | <b>Grammar Slot</b> |
|------------------------------------|--------------------------------|---|------------|---------------------|
| tr0120_ConfirmAddress_DM           | tr_confirm_address_yesno       | no, yes   | result     | dm_root             |
| tr0200_AskHowManyForms_DM          | tr_how_many_forms_menu         | 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_DM       | 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_DisabledChildrenBenefits_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             |
| tr0410_WorkAffectsBenefits_DM      | tr_get_pamphlet_menu           | finished, no, skip, yes, repeat                           | result1    | dm_root             |
| tr0540_MoreChoices_DM              | tr_pamphlet_more_choices_yesno | no, yes, repeat   | result     | dm_root             |

