

**Social Security Administration**  
**Change of Address / Direct Deposit**  
**User Interface Specification**  
Last Saved: April 02, 2010

# Knowledge-Based Authorization

# 4.15.4

**OMB Attestation Addition**  
**SARA3 DD-COA Module Change Request**



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# Document History

| <i>Date</i> | <i>Spec</i> | <i>App</i> | <i>Summary of Changes</i>  | <i>Revised by</i> |
|-------------|-------------|------------|--|-------------------|
| 12/20/04    | 1.0         | 1.0        | Initial version.   | Paul Sawyer       |
| 01/06/05    | 1.1         | 1.0        | <p>Minor corrections to prompt styles and formatting.<br/>           Filled in missing prompt text at 5150.<br/>           Fixed prompt names in 5040, 5900 (KBA instead of GLB).<br/>           Filled in list of U.S. territories.</p> <p><b>Changes based on review of 1/12/05:</b><br/>           Clarify the transfer of control between the Global section and this section – removed use of the word “caller” to mean transfer of control and reserve that word for humans dialing the telephone.<br/>           Add separate prompts within 1090 to handle different values of parameter which_name.<br/>           Correct GO TO error in 1000: if names_to_collect is LAST and spelling_only is true, then go to 1010.<br/>           Correct GO TO error in 1060: If BOTH and names_to_collect is FIRST_LAST, then go to 1070.<br/>           Clarify different kinds of confirmation prompts in 1070.<br/>           Add Requirement IDs where needed, mostly. Requirement IDs are mostly not included in the GetName procedure because it reflects code that is being reused from BEVE. The nested conditionals in these DMs prevent the simple addition of Requirement IDs, and restructuring the DM specifications would put the DM specs out of sync with the existing code.</p> | Paul Sawyer       |
| 02/18/05    | 1.2         | 1.0        | <p>Change prompt name suffixes in 1090 to be more consistent with other DMs for the Full, Alt , and Maiden variations.<br/>           Fix prompt wording as adjusted during the recording session.<br/>           Change 5010 confirmations to “never” as is usual for yes/no dialogs.</p>   | Paul Sawyer       |
| 03/04/05    | 1.3         | 1.0        | Revised Requirement IDs in 5020, 5100, 5130, 5220, 5260, 5900, 1005, 1010, 1020, 1030, 1040, 1050, 1060, 1070, 1090, 1300, 1400  | Steven Ligi       |
| 03/09/05    | 2.0         | 1.0        | <ol style="list-style-type: none"> <li>1. Removed MaxNoMatch row from 1060. Normal max retries behavior applies to this DM – goes to 1300.</li> <li>2. Added clarification comment in 5210 for default confirmation prompt.</li> <li>3. Add success prompt for Yes in 5010.</li> <li>4. Add success prompt for Yes in 5130.</li> <li>5. Add success prompt for Yes in 5210.</li> <li>6. Disable DTMF input for yes/no confirmation in 5020 (SSN input).</li> <li>7. Add silence spacer prompts in 5200.</li> </ol>   | Paul Sawyer       |
| 04/11/05    | 2.1         | 1.0        | <p>Changes following user testing.</p> <ol style="list-style-type: none"> <li>1. Change prompts in 5020 to encourage callers to speak numbers quickly. Test participants came with the belief that the needed to speak s-l-o-w-l-y in order for the system to understand them, when in fact they were hitting timeouts due to speaking or punching keys too slowly. Also change timeout values.</li> <li>2. Similar changes in 1010 and 1030 to encourage callers to spell faster.</li> </ol>  | Paul Sawyer       |

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| 04/22/05   | 2.2 | 1.0 | Changes following review.<br>1. Show increased timeout value in 1030 (as in 1010)<br>2. Remove extra space between letters in 1040 spelling.   | Paul Sawyer                |
| 05/02/05   | 2.3 | 1.0 | Fixes to "administrative" bugs.<br>1. Fix prompt file names in 1040 – two prompts with same name.<br>2. Clarified timeout values in 5020 (getting SSN) and restore DTMF input for confirmation.  | Paul Sawyer                |
| 05/06/05   | 2.4 | 1.0 | 1. Fix prompt text that changed during recording.<br>2. Remove superfluous "Got it" from beginning of 5200. Calls to GetName always end with an acknowledgement, so no need to further acknowledge the user input of a name.   | Paul Sawyer                |
| 06/16/05   | 2.5 | 1.0 | 1. Clarify in 5900 that it handles DM failures only in the main part of KBA, not within GetName which has it's own failure handler (1300).<br>2. Clarify the values of maxnomatches and maxnoinputs within GetName.<br>3. 5150 prompt is set to short silence. The failure message to the caller has already been played within GetName.   | Paul Sawyer                |
| 08/12/2005 | 2.6 | 1.0 | Changes (Paul Sawyer):<br>1. In 1090, fix Nomatch1 & 2 prompts to have generic wording ("the" instead of "your") so that they prompts work for caller's last name, caller's alternate name, and mother's maiden last name.<br><br>Changes following the tuning report recommendations (Nadine Ozkan):<br>- Prompt changes are in red (style : Table: RevisedRecordings)<br>- Structural changes are highlighted in yellow:<br>o Replaced all GetName DMS (i.e. DMS 1000, 1005, 1010, 1020, 1030, 1040, 1050, 1060, 1070, 1090, 1300 and 1400) by new DMS corresponding to the Name OSDM version 2.0.1.<br>o The inclusion of the Name OSDM also affects parameters passing in DMS 5030, 5110 and 5140. | Paul Sawyer & Nadine Ozkan |
| 08/18/2005 | 2.7 | 1.0 | Changes highlighted in yellow (highlights from previous version have been removed)<br>- Changes to the Name OSMD specs:<br>o Changes to DMS : 1070 and 1080 – conditions and actions descriptions are clarified.<br>o DMS 1005 and 1020: removed the "NoMatch" condition<br>- DMS 5030, 5110 and 5140: Changes to parameters passed to Name OSDM (exitfailureprompt and exitsuccessprompts parameter). Correspondingly added a note about the exit success prompt in 1400.<br>- Prompt 1005-KBA-SayLastName-Prompt-initialprompt3-maiden: Minor prompt change.   | Nadine Ozkan               |

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|------------------|-------------|-----|---|-------------|
| <b>10/22/05</b>  | <b>2.8</b>  | 1.0 | <p>Changes following tuning 2.</p> <ol style="list-style-type: none"> <li>1. Speech parameter changes in Name DMs: 1005_SayLastName, 1020_SayFirstName, 1010_SpellLastName, 1030_SpellFirstName.</li> <li>2. Add synonyms in 1060_GetMistake.</li> <li>3. In 1070_RespellFirst and 1080_RespellLast, suggest adding silence between letters in playback of spelling.</li> <li>4. In 5130, suggest adding silence between parts of the date readback, and suggest supporting one-step correction in confirmation..</li> <li>5. Remove the word "spelled" from the prompts for say-and-spell in 1005 and 1020. The grammar for the Name OSDM does not include "spelled".</li> </ol> | Paul Sawyer |
| <b>11 Dec 05</b> | <b>2.9</b>  | 1.0 | <ol style="list-style-type: none"> <li>1. Restore name collection in Error: Reference source not found To use old code and tables instead of Name OSDM. These are NOT marked as revisions.</li> <li>2. Simplified 5020 Confirmation Retry and Confirmation Timeout prompts to use what can be implemented: I think you said &lt;SSN&gt;. Is that correct?"</li> <li>3. Edit prompt text of 5900-KBA-Dmfailure-Prompt1 to match what was recorded.</li> </ol>  | Paul Sawyer |
| <b>2 Feb 06</b>  | <b>2.10</b> | 1.0 | <p>Changes following Tuning 3:</p> <ol style="list-style-type: none"> <li>1. Specify one-step correction in 5130, 5200, 1070, 1090.</li> <li>2. Clarify that global grammars should not be active during name collection (1005, 1010, 1020, 1030, 1070, 1090).</li> <li>3. In 5020, add synonyms to catch OOVs. Add "Yes or No" to end of Initial prompt.</li> <li>4. Tweak prompts in 1005, 1010, 1020 to emphasize what caller should do.</li> <li>5. Change (or re-emphasize) barge-in sensitivity in several Name collections.</li> </ol>   | Paul Sawyer |
| <b>5 Feb 06</b>  | <b>2.11</b> | 1.0 | <p>Add support for blocked accounts. Affects 5230, and adds 5270.</p> <p>Remove restriction in 5130 on date of birth.</p>   | Paul Sawyer |
| <b>15 Feb 06</b> | <b>2.12</b> | 1.0 | <p>Changes following discussions and reviews: (previous revision marking left in place for SSA and CPT review):</p> <ol style="list-style-type: none"> <li>1. Back out recommendation for one-step correction in 5130, 1070, 1090. These were recommended back in Tuning 2 but are difficult to implement and not essential, so will be removed for now.</li> <li>2. Revised prompt in 5000 to encourage callers to stick with automation.</li> </ol>   | Paul Sawyer |

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|-------------------|-------------|-----|--|-----------------------|
| <b>21 Aug 06</b>  | <b>2.13</b> | 1.0 | Changes as a result of Tuning 4.<br>1. 5010: Remove agent synonyms from grammar. Tweak prompt to emphasize that exact dollar amount is needed (saves problems in 5210).<br>2. 5020: Increase incomplete timeout and max speech duration values.<br>3. 5020: Specify some optional prefixes to a SSN. Change low confidence threshold.<br>4. 1005: Tweak prompt to emphasize both saying and spelling. Tweak speech parameters.<br>5. 1005, 1010, 1020, 1030: Tweak speech parameters.<br>6. 1060: Add synonyms. Disable global commands.<br>7. 1070: Tweak speech parameters.<br>8. 5130: Tweak prompts to encourage correct statement of the date. Remove unneeded grammar options in dates. Remove global grammars.<br>9. 5200: Tweak prompt to encourage saying just STATE. Disable global Agent and Main Menu. Disable Agent from confirmation grammar.<br>10. 5210: Tweak speech parameters. Add "I don't know" option. | Paul Sawyer           |
| <b>19 Jan 07</b>  | <b>2.14</b> | 1.0 | Added Message Numbers to all prompts   | Sean Stallings<br>VZB |
| <b>04 May 07</b>  | <b>2.15</b> | 1.0 | Made minor corrections to 1010, 1060, 1070,1090  | Sean Stallings<br>VZB |
| <b>24 May 07</b>  | <b>2.16</b> | 1.0 | Made correction 5200   | Sean Stallings<br>VZB |
| <b>19 July 07</b> | <b>2.16</b> | 1.0 | Made correction 5000   | Carol Cummings<br>VZB |

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|-------------------|-------------|-----|--|-----------------------|
| <b>3 Aug 07</b>   | <b>2.17</b> | 1.0 | Removed "Quickly" from 50332 – 1030-SpellFirstName-VM<br>Removed "Please" from 50333 - 1030-SpellFirstName-VM<br>Added "Please say Yes or No" - 1040 ConfirmName Help Prompt<br>Moved "Now" - 50208 (5020-KBA-GetSSNumber-ConfPrompt-SSN2) | Carol Cummings<br>VZB |
| <b>15 Aug 07</b>  | <b>2.18</b> | 1.0 | Updated 50346  | Sean Stallings<br>VZB |
| <b>22 Aug 07</b>  | <b>2.19</b> | 1.0 | Updated Title and Headers  | Sean Stallings<br>VZB |
| <b>06 Sept 07</b> | <b>2.20</b> | 1.0 | Removed global defaults from retry 1 and retry 2 prompts   | Sean Stallings<br>VZB |
| <b>08 Oct 07</b>  | <b>2.21</b> | 1.0 | Updated 1090 to resolve prompting issue for callers who have not spelled their first or last name yet.   | Sean Stallings<br>VZB |
| <b>15 Oct 07</b>  | <b>2.22</b> | 1.0 | Added [Global Default] note to all retry 1 and 2 prompts (except for name capture)   | Sean Stallings<br>VZB |

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|--------------|------|-----|--|-------------------------|
| 17 Oct 07    | 2.23 | 1.0 | Corrected No Input/No match change to Timeout/ Retry   | Sean Stallings<br>VZB   |
| 19 Oct 07    | 2.24 | 1.0 | Updated message 50367  | Sean Stallings<br>VZB   |
| 20 Feb 08    | 2.25 | 1.0 | Added Check Condition modules, 5015, 5090, 5120, 5140,,<br>5190, 5205, 900<br>Added Privacy note to module notes for DM 5020, 5130, 5200,<br>5210, 1005, 1010, 1020, 1030, 1070, 1090<br>Added counter increment reporting to module notes for DM<br>5020, 5130, 5200, 5210, 1005, 1010, 1020, 1030, 1070, 1090  | Sean Stallings<br>VZB   |
| 26 Feb 08    | 2.26 | 1.0 | Added DM 4999<br>Corrected Pathing for Name Collection Process<br>Added DM 900   | Sean Stallings<br>VZB   |
| 27 Feb 08    | 2.27 | 1.0 | Removed Name Collection DM's (900-1400)<br>Added Name capture prompting/format from 1099   | Sean Stallings<br>VZB   |
| 28 Feb 08    | 2.28 | 1.0 | Updated DM's 5035, 5045, 5090, 5140, changed confirmation<br>from "if necessary" to ALWAYS.  | Sean Stallings<br>VZB   |
| 04 March 08  | 2.29 | 1.0 | Added Privacy section the Global Behavior chapter  | Sean Stallings<br>VZB   |
| 10 March 08  | 2.3  | 1.0 | Updated 5000 with new wording informer callers that they need<br>to know the exact dollar amount of their last benefits payment.<br>Removed 5010<br>Updated 5005, 5030, 5040, 5090, 5120, 5135, 5190, 5205;<br>Corrected reporting information for "if else" conditions.   | Sean Stallings<br>VZB   |
| 19 March 08  | 2.31 | 1.0 | Added new module, 5215 CantProceed-Msg.  | Sean Stallings<br>VZB   |
| 25 Mar 08    | 2.32 | 1.0 | Corrected reporting string in module 5120  | Sean Stallings<br>VZB   |
| 04 Apr 08    | 2.33 | 1.0 | Clarified wording for 4999 Check Null Condition<br>Removed module 5025   | Sean Stallings<br>VZB   |
| 11 Apr 08    | 2.34 | 1.0 | In order to assure that re-use items are properly reported, in<br>Check Null Condition, if TVDC items to collect = 0, the call must<br>then route to the next Check Condition Module.<br>Prompt 50306 has been corrected.<br>Module 5190 has been updated, added module note stating<br>that DTMF 9 is disabled for this module.   | Sean Stallings<br>VZB   |
| 1 May 08     | 2.35 | 1.0 | Added reporting string to modules 5020, 5035, 5045, 5100,<br>5110, 5130, 5140, 5200. 5210.   | Sean Stallings<br>VZB   |
| 12 May, 2008 | 2.36 | 1.0 | Added reference to Reverse ANI lookup, per SARA, part 3.<br><ul style="list-style-type: none"> <li>➤ Added module 5003 to perform lookup</li> <li>➤ Added text to Developer notes in module 5035 to<br/>reference use of parallel verification grammar for first<br/>name built from results of reverse ANI look-up</li> <li>➤ Added text to Developer notes in module 5045 to<br/>reference use of parallel verification grammar for<br/>family name built from results of reverse ANI look-up</li> </ul> | Peter Modesto<br>Nuance |
| 12 May, 2008 | 2.37 | 1.0 | Corrections from internal review: broken links, etc.   | PM                      |

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|--------------------------|-------------|-----|---|--------------------------|
| <b>14 May 2008</b>       | <b>2.38</b> | 1.0 | Added "avoidsamemistake" to Global descriptions, 2.3<br>Adjusted reporting tag in DM 5003 Reverse ANI Lookup  | Kim Rothlis<br>VzB       |
| <b>15 May 2008</b>       | <b>2.38</b> | 1.0 | Made minor grammatical error updates and adjusted the reporting triggers to have 4 digits (i.e. 0000 = success)   | Becky Stallings,<br>VzB  |
| <b>29 May 2008</b>       | <b>2.39</b> | 1.0 | Note how we will handle multiple first names and initials in first name collection using reverse ANI lookup (DM 5003).  | Peter Modesto,<br>Nuance |
| <b>30 May 2008</b>       | <b>2.40</b> | 1.0 | Added additional rules in handling of name collection using Reverse ANI Lookup (DM 5003)  | Kim Rothlis<br>VzB       |
| <b>2 June 2008</b>       | <b>2.41</b> | 1.0 | Clarification provided to handling of last name collection using Reverse ANI Look up (DM 5003)  | Kim Rothlis<br>VzB       |
| <b>24 June 08</b>        | <b>2.42</b> | 1.0 | Moved Module 5003 Reverse-ANI Look up. Is now 5032 Reverse-ANI Look up. ANI Look up should not occur until after 5030-GetFirstName Check Condition.   | Sean Stallings<br>VzB    |
| <b>11 July 2008</b>      | <b>2.43</b> | 1.0 | Updated module 4999, added in correct routing for 'If TVDC Items to collect= 0' condition, now routes to module 5003.<br>Moved Reverse ANI Look up module, it is now located just before the Social Security Check Condition module.  | Sean Stallings<br>VzB    |
| <b>23 July 2008</b>      | <b>2.44</b> | 1.0 | Updated Module 5003, added new field 'reporting'. Re-inserted module notes erroneously removed in 2.42  | Sean Stallings<br>VzB    |
| <b>04 September 2008</b> | <b>4.0</b>  | 1.0 | BBN Findings Effort <ul style="list-style-type: none"> <li>a. Updated module 5100, updated retry 2, message 51003</li> <li>b. Updated modules 5035, 5045, 5110, 5140, updated confirmation retry message 82055</li> <li>c. Highlighted all BBN Findings changes in Green</li> </ul> | Sean Stallings<br>VzB    |

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| <p><b>19 September 2008</b></p> | <p><b>4.01</b></p> | <p>1.0</p> | <p>Merged KBA_v3.04_TNRS and KBA_4 UI's.</p> <p>Updated module 4999, added in correct routing for 'If TVDC Items to collect= 0' condition, now routes to module 5003.</p> <p>Moved Reverse ANI Look up module, it is now located just before the Social Security Check Condition module.</p> <p>Broke Module 5035 GetFirstName into A and B sections, Say and Spell and Spell Only – for TNRS effort</p> <p>Broke Module 5045 GetLastName into A and B sections, Say and Spell and Spell Only – for TNRS effort</p> <p>Broke Module 5110 GetAltName into A and B sections, Say and Spell and Spell Only – for TNRS effort</p> <p>Added Module 5115 PostSSN-DB – for TNRS effort</p> <p>Updated Module 5003, added new field 'reporting'. Re-inserted module notes erroneously removed in 2.42</p> <p>Added REQ ID's to modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B – for TNRS effort.</p> <p>Added explanatory note to top of modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B – for TNRS effort.</p> <p>Updated Modules 5110 A and 5110 B, corrected message name for confirmation apology, corrected 'condition' field for confirmation apology and success messages – this resolves tickets 22308 and 22307.</p> <p>Updated Modules 5045 A and 5045 B, corrected 'condition' field for confirmation apology and success messages – for TNRS effort – this resolves tickets 22306 and 22305.</p> <p>Updated Module 5120, added module 5100 to 'entering from' field – this resolves ticket 22309.</p> <p>Updated module 5135, updated 'entering from' field to show that callers will be entering in from module 5130-DOB Check Condition – this resolves ticket 22311.</p> <p>TNRS changes highlighted in Yellow</p> <p>Verizon Business proprietary statement added to title page and page footers.</p> <p>Updated Module 5110B, removed [global default] tag from retry 1/timeout 1. Because wording for this is contained in the message itself, the apology was playing twice – this resolves ticket 22347.</p> <p>Updated Module 5035A and 5035B, corrected typo in confirmation apology condition field – this resolves ticket 22349</p> | <p>Sean Stallings<br/>VZB</p> |
| <p><b>22 September 2008</b></p> | <p><b>4.02</b></p> | <p>1.0</p> | <p>Updated Module 5045B, corrected typo in ReqID field for the confirmation apology prompt.</p>  | <p>Sean Stallings<br/>VZB</p> |
| <p><b>30 September 2008</b></p> | <p><b>4.03</b></p> | <p>1.0</p> | <p>Updated module 5140, updated wording for Retry 1 prompt. Since the name OSDM works best with spell only on the retry, new prompting will no longer ask callers to say and spell their name.</p>   | <p>Sean Stallings<br/>VZB</p> |
| <p><b>1 October 2008</b></p>    | <p><b>4.04</b></p> | <p>1.0</p> | <p>Updated module 5045A, added more explanation in module description, corrected typo's in timeout 1 and 2 message names.</p> <p>Updated module 5045B, corrected typo in Confirmation Apology message name.</p> <p>Updated module 5110A, added more explanation in module description.</p> <p>Updated module 5140, added correct text to confirmation retry 2, message 82055. Highlighted this change in Green.</p>  | <p>Sean Stallings<br/>VZB</p> |



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|------------------------|-------------|-----|--|-----------------------|
| <b>7 October 2008</b>  | <b>4.05</b> | 1.0 | Updated module 5110A, 'Confirmation' section 'Action' field now shows to play confirmation apology prompt on 'no' – this resolves ticket 22422.  | Sean Stallings<br>VZB |
| <b>21 October 2008</b> | <b>4.06</b> | 1.0 | Updated module 5035A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.<br><br>Updated module 5035B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.<br><br>Updated module 5045A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.<br><br>Updated module 5045B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.<br><br>Updated module 5110A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.<br><br>Updated module 5110B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.<br><br>Updated module 5115; consolidated all 'max retry' and 'no on confirmation' conditionals, since conditions are no longer in use. Conditions now only reference first, last and alt name. | Sean Stallings<br>VZB |
| <b>29 October 2008</b> | <b>4.07</b> | 1.0 | Added REQID's to modules 4999, 5000, 5003, 5005, 5155, 5030, 5040, 5050, 5090, 5120, 5135, 5190, 5200, 5205. Renamed 'name' column as 'REQID' in all modules that did not already have a REQID column. Removed 'name' column from modules that had both.<br><br>Renamed 'option' column as 'REQID' in all modules that did not already have a REQID column. Removed 'option' column from modules that had both   | Sean Stallings<br>VZB |
| <b>4 November 2008</b> | <b>4.08</b> | 1.0 | Updated module 5115, added parameters for reporting associated app ID.   | Sean Stallings<br>VZB |
| <b>7 November 2008</b> | <b>4.09</b> | 1.0 | Updated modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B. Corrected REQID columns to show the current requirement ID's being used by SSA.  | Sean Stallings<br>VZB |
| <b>1 December 2008</b> | <b>4.10</b> | 1.0 | COADD/BEVE-MRC Tuning 2 Effort-Recommendations From Nuance<br><br>1) Updated module 5035B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400.<br><br>2) Updated module 5045B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400.<br><br>3) Updated module 5110B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400.   | Sean Stallings<br>VZB |
| <b>2 February 2009</b> | <b>4.11</b> | 1.0 | Updated Header   | Sean Stallings<br>VZB |

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|---------------|--------|-----|--|-------------------------|
| 9 March 2009  | 4.12   | 1.0 | Updated modules 5035A and 5035B; added developer note stating that single character recognition will be treated as an out of grammar response.   | Sean Stallings<br>VZB   |
| 24 March 2009 | 4.13   | 1.0 | Updated module 5035B, changed note regarding max retries/timeouts now reads as 4—this resolves ticket 606153.  | Sean Stallings<br>VZB   |
| 28 April 2009 | 4.14   | 1.0 | Updated section 2.2 Timeouts and Retries. Added prompting for timeout global default.  | Sean Stallings<br>VZB   |
| 21 May 2009   | 4.15   | 1.0 | Added Chapter 3: Global Commands and Global Prompts, detailing global command exceptions for this application.<br>Updated module 4999, corrected entry for 'entering from' field, now reads COA-DD Global.<br>Updated modules 5045A and 5045B, corrected reporting tags for these modules. | Sean Stallings<br>VZB   |
| 25 June 2009  | 4.15.1 | 1.0 | Cover page update.   | Kim Rothlis<br>VzB      |
| 22 March 2010 | 4.15.2 | 1.0 | <b>OMB Attestation Addition Change</b><br>Added DM 5001_Attestation Flag Check and DM 5002 AttestationYN between modules 5000-Need2Ask-Msg and 5003-Reverse ANI Lookup.<br>Updated modules 5000 and 5003 with correct routing/hyperlinks.  | Kim Rothlis<br>VzB      |
| 01 Apr 2010   | 4.15.3 | 1.0 | <b>SARA3 DD-COA Module Change Request (OMB Attestation Change – additional requirements)</b><br>Updated the verbiage for message #'s 50001, 50002, and 50003 in DM 5000-Need2Ask-Msg   | Becky Stallings,<br>VzB |
| 02 Apr 2010   | 4.15.4 | 1.0 | <b>SARA3 DD-COA Module Change Request (OMB Attestation Change – additional requirements)</b><br>Updated wording to messages 50001, 50002 and 50003 in DM 5000-Need2Ask-Msg per customer review.  | Kim Rothlis<br>VzB      |

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# Chapter 1: Introduction

This document is one part of a set of documents that describe the user interface for the Social Security Administration (SSA) Change of Address (COA) and Direct Deposit (DD) application. This document describes only the interaction for **knowledge-based authentication** (KBA). The call flow has passed through initial introduction and caller qualification before getting to this section. A caller will pass through either this module, or through the password authentication (PWA) module, but not both.

Note that this entire section is jumped into from the Global part of the application and returns to it. The only entry point to this section is from COA-DD 1330-CallKBAAuth-Code. Exit from this section is by return to the same module (COA-DD 1330-CallKBAAuth-Code)

## Chapter 2: Global Behavior

### 2.1

#### Privacy

The following information is considered confidential; SSN, First Name, Last Name, Mother's Maiden Name, Other Last Name (as it appears on their Social Security card), Date of Birth, Place of Birth, and Payment Amount. The confidential flag should be set to true for all dialog modules collecting this information from the caller.

### 2.2

#### Timeouts and Retries

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

|                         |                |                             |                  |   |
|-------------------------|----------------|-----------------------------|------------------|---|
| Message Number<br>00110 | retry 1        | upon rejection of<br>speech | apology_re1      | I'm sorry, I didn't understand you.                         |
| Message Number<br>00111 |                | upon confirmation           | apology_re1<br>– | My mistake.   |
| Message Number<br>00112 | retry 2        | upon rejection of<br>speech | apology_re2      | I'm sorry, I still didn't understand you.                   |
| Message Number<br>00113 |                | upon confirmation           | apology_re2<br>– | My mistake again.   |
| Message Number<br>00132 | Timeout 1      | upon no input               | apology_re1      | I'm sorry, I didn't hear anything.                          |
| Message Number<br>00111 |                | upon confirmation           | apology_re1<br>– | My mistake.   |
| Message Number<br>00133 | Timeout 2      | upon no input               | apology_re2      | I'm sorry, I still didn't hear anything.                    |
| Message Number<br>00113 |                | upon confirmation           | apology_re2<br>– | My mistake again.   |
|                         | excess retries |                             | [...]            | <timeout / retry prompt(s) specified in DialogModule table> |

If callers reach maximum timeouts or retries they will be sent to 5900-DMfailure-Msg and then routed back to Global. For all other global behavior see chapter 4 in the Change of Address/Direct Deposit Global user interface document.

## 2.3 Avoid Same Mistake

(This section documents the already-existing system behavior. It is not a change.)

In accordance with OSDM default settings, "AvoidSameMistake" is allowed in all collection DMs unless specified otherwise. This is a global parameter and has no specific context.

"AvoidSameMistake" disallows an utterance that is recognized if the utterance was previously rejected by a negative response (i.e. No) during confirmation. The application advances to a retry because the No response given in the initial collection caused the DM to remove the spoken utterance from the list of possible interpretations.

"AvoidSameMistake" is set to TRUE by default and if it needs to be disabled in any individual DM, the Dialog Module Notes section or Developer Notes section will specify "avoidsamemistake = False".

## Chapter 3: Global Commands and Global Prompts

### 3.1 Global Commands

As per 4.5 Global Commands and Global Prompts section in COA-DD Global UI, 'Main Menu' global command will transfer to N8NN Main Menu module 1100-Main-DM.



# Chapter 4: Detailed Dialog Specification


## 4.1 Call-Flow Tables

### 4999-Check Null Condition




|   |                             |                                 |
|---|-----------------------------|---------------------------------|
| <b>Entering from</b>  |                             |                                 |
| COA-DD Global 1330-CallKBAAuth-Code   |                             |                                 |
| <b>REQID</b>  | <b>Condition</b>            | <b>Action</b>                   |
| 4999-KBA-Check Null Condition-Condition-0                                   | If TVDC Items to collect= 0 | Go to: 5003-Reverse ANI Look up |
| 4999-KBA-Check Null Condition-Condition-Else                                | If TVDC items else          | Go to: 5000-Need2Ask-Msg        |
| Developer Note:<br>Increment speak item counter for each item that is null. |                             |                                 |

### 5000-Need2Ask-Msg


|   |                       |   |  |
|---|-----------------------|---|--|
|   |                       | <b>Play Prompt</b>  |  |
| Prepare caller for sequence of questions. |                       |  |  |
| <b>Entering from</b>                      |                       |   |  |
| 4999- Check Null Condition                |                       |   |  |
| <b>Prompts REQID</b>                      | <b>Message Number</b> | <b>Condition</b>  | <b>Wording</b>   |
| 5000-KBA-Need2Ask-Prompt-LC-1             | 50001                 | If pieces to collect = 1  | Before I can make any changes, I'll need to ask a question to verify who you are. You will need to <b>know</b> the EXACT dollar amount of your last benefit payment <b>to complete your transaction.</b>                 |
| 5000-KBA-Need2Ask-Prompt-LC-2             | 50002                 | else  | Before I can make any changes, I'll need to ask <b>you</b> ...<br>speak item counter[2-8]  |
| 5000-KBA-Need2Ask-Prompt-LC-3             | 50003                 |   | questions to verify who you are. You will need to <b>know</b> the EXACT dollar amount of your last benefit payment <b>to complete your transaction.</b> If you'll work with me, <b>you can make this change quickly.</b> |
| <b>Req ID</b>                             | <b>Condition</b>      | <b>Action</b>   |  |
| 5000-KBA-Need2Ask-Condition-Always        | Always                | Go to: <b>5001-Attestation Flag Check</b>   |  |
| <b>Event logging</b>                      |                       |   |  |

|                        |
|------------------------|
| <b>Developer notes</b> |
| No barge-in            |

### 5001-Attestation Flag Check

|  |                            |   |
|--|----------------------------|---|
|  |                            |  |
| <b>Entering from</b>                           |                            |   |
| <a href="#">5000-Need2Ask-Msg</a>              |                            |   |
| <b>REQID</b>                                   | <b>Condition</b>           | <b>Action</b>   |
| 5001-KBA-Attestation Flag Check-Condition-0    | If Attestation Flag = 0    | Go to: <a href="#">5002-AttestationYN</a>   |
| 5001-KBA-Attestation Flag Check-Condition-else | If Attestation Flag = else | Go to: <a href="#">5003-Reverse ANI Look up</a>                                     |
| <b>Module Notes</b>                            |                            |   |
| V-KBPW-ATT_1-(duration),T-KBPW-0000-(duration) |                            |   |

### 5002-AttestationYN


|   |                                  |                  |   |                 |
|---|----------------------------------|------------------|---|-----------------|
|   |                                  | <b>YesNo</b>     |   |                 |
| <b>OMB Attestation</b>                      |                                  |                  |   |                 |
| <b>Entering from</b>                        |                                  |                  |   |                 |
| <a href="#">5001-Attestation Flag Check</a> |                                  |                  |   |                 |
| <b>Prompts</b>                              | <b>REQID</b>                     | <b>Condition</b> | <b>Wording</b>  | <b>Barge-in</b> |
| 55010                                       | 5002-KBA-AttestationYN-Initial 1 |                  | Social Security is allowed to collect this information under the Social Security Act. This information collection meets the requirements of the Paperwork Reduction Act under O.M.B. number zero, nine, six, zero, zero, five, nine, six. We estimate that it will take about 10 minutes to listen to the instructions, gather the facts, and answer the questions.<br><br>Please note that any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. | NO              |
| 55011                                       | 5002-KBA-AttestationYN-Initial 2 |                  | Do you understand and agree to these terms?   | Yes             |
| 55012                                       | 5002-KBA-AttestationYN-Retry1    |                  | [ Global Default] Do you understand and agree to these terms? Please say YES or NO.   | Yes             |
| 55013                                       | 5002-KBA-AttestationYN-Retry2    |                  | [ Global Default] Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. If you understand and agree to these terms, press one. Otherwise press two  | Yes             |

|       |                                 |                                     |  |     |
|-------|---------------------------------|-------------------------------------|--|-----|
| 55014 | 5002-KBA-AttestationYN-Timeout1 |                                     | Sorry, I didn't hear anything. Do you understand and agree to these terms? Please say YES or NO.   | Yes |
| 55015 | 5002-KBA-AttestationYN-Timeout2 |                                     | I'm sorry, but I still didn't hear anything. Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree with these terms? You can say YES or press 1; or NO or press 2.   | Yes |
| 55016 | 5002-KBA-AttestationYN-Help     |                                     | Before we can continue, I need to know that you understand and agree with the following warning. Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree to these terms? You can say YES or press 1, or NO or press 2. | Yes |
| 00120 | 5002-KBA-AttestationYN-Success1 | Caller says Yes                     | Alright.   | N/A |
| 12101 | 5002-KBA-AttestationYN-Success2 | Caller says No or max retry/timeout | Thank you for calling Social Security. Goodbye.  | N/A |

| REQID                             | Vocabulary                                      | DTMF | Action   | Confirm. |
|-----------------------------------|---|------|--|----------|
| 5002-KBA-AttestationYN-Option-Yes | Yes and usual synonyms (including "[Yes]   do") | 1    | Play 5002_AttestationYN-Prompt-Success-1<br>Set Attestation Flag to 1<br>Go to: <a href="#">5003-Reverse ANI Look up</a> | Never    |
| 5002-KBA-AttestationYN-Option-No  | No and usual synonyms                           | 2    | Play 5002_AttestationYN-Prompt-Success-2<br>And then hang up   | Never    |

| Reporting       |      |   |   |                               |
|-----------------|------|---|---|-------------------------------|
| Record = U-     | RECL | -DM_5002-(Call Duration at start),T-RECL- | 0000 = Success<br>0001 = Error<br>0002 = Max No Input<br>0003 = Max No Match<br>0200 = Caller Hang Up | -Call duration at process end |
| Developer notes |      |   |   |                               |
|                 |      |   |   |                               |

### 5003-Reverse ANI Look up

|   |   |
|---|---|
| <b>Reverse ANI Lookup</b>   |  |
| <b>Database Query</b>   |   |
| Upon Capturing ANI, acquire first and last name for this caller.  |   |
| <b>Entering from</b>  |   |
| 4999-Check Null Condition, <a href="#">5001-Attestation Flag Check</a> , <a href="#">5002-AttestationYN</a> |   |

| <b>Input Field</b>  | <b>Description</b>   |  |
|---|--|--|
| ANI Telephone number  | Caller telephone number  |  |
| <b>Output Field</b>   | <b>Description</b>   |  |
| Account Name  | Account Name per this telephone number. To be returned as: First_Name, Last_Name OR First_Initial, Last_Name as indicated by the telephone listing |  |
| <b>DB Return Value</b>  | <b>Action</b>  |  |
| Status Code = 00  | Write 0000 to reporting trigger, Go to: Condition Check  |  |
| Status Code = 08  | Write 0503 to reporting trigger, Go to: Condition DB failure   |  |
| Status Code = 09  | Write 0408 to reporting trigger, Go to: Condition DB failure   |  |
| <b>REQID</b>  | <b>Condition</b>   | <b>Action</b>  |
| 5003-KBA-Reverse ANI Look Up-Condition-No Match   | If no match for telephone  | Set Caller-First-name to NULL<br>Set Caller-Last-Name to NULL<br>Go to: 5005-Social Security Check Condition   |
| 5003-KBA-Reverse ANI Look Up-Condition-Match and Confidential   | If match and Name confidential   | Set Caller-First-name to NULL<br>Set Caller-Last-Name to NULL<br><b>Go to:</b> 5005-Social Security Check Condition  |
| 5003-KBA-Reverse ANI Look Up-Condition-Other  | Else   | Set Caller-First-name to first name found in White Pages, even if it is only an initial<br>Set Caller-Last-Name to last name found in White Pages<br>Go to: 5005-Social Security Check Condition |
| 5003-KBA-Reverse ANI Look Up-Condition-Data Base Failure  | DB failure   | Set Caller-First-name to NULL<br>Set Caller-Last-Name to NULL<br>Go to: 5005-Social Security Check Condition   |
| <b>Reporting</b>  |  |  |
| Save call duration at module start time   |  |  |
| [0000 = Success]  |  |  |
| [0001 = System Error]   |  |  |
| Record = D-KBPW-HDB_5003-(Call Duration at start),T-KBPW-[0408 = Resource Not Available]-Call duration at process end |  |  |
| [0503 = Not Valid Data]   |  |  |
| [0004 = Caller Hang Up]   |  |  |
| <b>Developer Notes</b>  |  |  |


Reverse ANI lookup returns name data in many formats. The following rules apply to the handling of first and last names received from the Reverse ANI Lookup string.

**For all names:**  
 All punctuation shall be removed  
 Numbers shall be removed  
 Single and double letters shall be ignored  
 Any titles or common suffixes shall be removed (Dr Jr II etc.)  
 Any contiguous collection of non-whitespace characters beside the above are taken as a name.  
 Very short names like 'A' will be ignored on the assumption that these would fail to match SSA records.

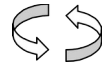
**First Names**  
 Multiple names shall be broken down to individual names (i.e. John & Joan would be added to the verification grammar as 2 entries 1 for John and a second for Joan). These names will be sent to the parallel grammar referenced in DM 5035.

**Last Name**  
 Multiple last names will not be added individually to the verification grammar, but as a single entry (i.e. Smith-Jones would be added to the grammar as one entry Smith Jones.). This name will be sent to the parallel grammar referenced in DM 5045.

### 5005-Social Security Check Condition

|   |                  |  |
|---|------------------|--|
|   |                  |             |
| <b>Entering from</b>                                    |                  |  |
| 5003-Reverse ANI Look up                                |                  |  |
| <b>REQID</b>  | <b>Condition</b> | <b>Action</b>  |
| 5005-KBA-Social Security Check Condition-Condition-0    | If SSN = null    | Go to: <a href="#">5020-GetSSNumber-SSN</a>  |
| 5005-KBA-Social Security Check Condition-Condition-else | If SSN else      | Report V Transaction per module note, Go to: <a href="#">5030-GetFirstName-Check Condition</a> |
| <b>Module Notes</b>                                     |                  |  |
| V-KBPW-SSN_1-(duration),T-KBPW-0000-(duration)          |                  |  |

### 5020-GetSSNumber-SSN

|   |                                     |  |
|---|-------------------------------------|--|
|   |                                     | <b>Social Security DialogModule™</b>                |
| Get the caller's Social Security Number |                                     |  |
| <b>Entering from</b>                    |                                     |  |
| 5005 Social Security Check Condition    |                                     |  |
| <b>Prompts</b>                          | <b>REQID</b>                        | <b>Wording</b>   |
| <b>Message Number</b>                   |                                     |  |
| 50201                                   | 5020-KBA-GetSSNumber-Prompt-Initial | Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.                                     |
| 50202                                   | 5020-KBA-GetSSNumber-Prompt-Retry1  | [Global Default] Please say your nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. |

|       |                                      |   |
|-------|--------------------------------------|---|
| 50203 | 5020-KBA-GetSSNumber-Prompt-Retry2   | [Global Default] Try entering it on the telephone keypad.   |
| 50204 | 5020-KBA-GetSSNumber-Prompt-Timeout1 | Sorry, I didn't hear anything. Please enter or say your nine digit social security number now.  |
| 50205 | 5020-KBA-GetSSNumber-Prompt-Timeout2 | I'm sorry, but I still didn't hear anything. Try saying your social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9.   |
| 50206 | 5020-KBA-GetSSNumber-Prompt-Help     | You can tell me your nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. Please try it again now. |

| Option                          | Vocabulary  | DTMF  | Action                        | Confirm. |
|---------------------------------|---|-------|-------------------------------|----------|
| 5020-KBA-GetSSNumber-Option-SSN | <SSN><br><br>Allow prefix phrases:<br><br>[ok   alright] [it is   [my] social security number is] | <SSN> | <no action here – confirm it> | Always   |

| Confirmation prompts |   |  |   |
|----------------------|---|--|---|
| Message Number       | REQID   | Wording  | Result  |
| 50207                | 5020-KBA-GetSSNumber-ConfPrompt-SSN1                    | This is important, so I want to make sure I have it right. Your social security number is: |   |
| 50208                | 5020-KBA-GetSSNumber-ConfPrompt-SSN2                    | Okay, now I think I've got it right. Your social security number is:                       |   |
|                      | <SS_Num>  | CPR  | 1 2 3 – 4 5 – 6 7 8 9   |
| 50209                | 5020-KBA-GetSSNumber-ConfPrompt-SSN3                    | Is that right?   | <i>This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right?</i> |
| 00118<br><SSN>       | 5020-KBA-GetSSNumber-ConfPrompt-SSNretry                | I think you said<br><SSN>.   |   |
| 00119                | <SSN><br><br>5020-KBA-GetSSNumber-ConfPrompt-SSNtimeout | Is that correct?   |   |

| REQID                               | Vocabulary   | Action   | Confirm. |
|-------------------------------------|--|--|----------|
| 5020-KBA-GetSSNumber-ConfOption-Yes | “Yes [it is]”<br>“[Yes] that's right”<br>“Right”<br>“[That's] correct” | Go to: <a href="#">5030-GetFirstName_Check_Condition</a> | Never    |
| 5020-KBA-GetSSNumber-ConfOption-No  | “No [it isn't]”<br>“[No] that's not right”                             | Re-enter Dialog Module per default behavior              | Never    |

| DialogModule parameters                         |             |
|---|-------------|
| Parameter                                       | Value       |
| 5020-KBA-GetSSNumber-Parameter                  |             |
| after_end_of_speech_timeout (incompletetimeout) | 2500 msec   |
| before_begin_of_speech_timeout                  | 7,000 ms    |
| allowing_barge_in                               | True        |
| max_speech_duration                             | 20,000 msec |

|                          |             |
|--------------------------|-------------|
| Interdigittimeout        | 5500 msec   |
| low confidence threshold | <b>.100</b> |

| <b>Event logging</b>                                     |                                   |                               |
|--|-----------------------------------|-------------------------------|
| Record = U-KBPW-DM_5020-(Call Duration at start),T-KBPW- | 0000 = Success                    | -Call duration at process end |
|  | 0001 = Error                      |                               |
|  | 0002 = Max No Input               |                               |
|  | 0003 = Max No Match               |                               |
|  | 0200 = Caller Hang Up             |                               |
|  | 0303 = Max No Confirm             |                               |
|  | 0304 = Max Help                   |                               |
|  | 0310 = Caller Requested Main Menu |                               |
| 0311 = Caller Requested Agent                            |                                   |                               |

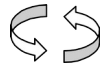
| <b>Developer notes</b>  |
|---|
| <p><b>DialogModule Notes</b></p> <ul style="list-style-type: none"> <li>• Area, group or serial number containing only zeros are invalid</li> <li>• “Dashes” and “hyphens” should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself</li> <li>• DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized (Note: Point to non-standard grammar that includes Natural Numbers)</li> </ul> <p>Fill semantic item &lt;SS_Num&gt;</p> <p><b>Set Confidential Flag to TRUE</b></p> |

## 5030-GetFirstName Check Condition



| <b>Entering from</b>                                       |                      |   |
|--|----------------------|---|
| 5005-Social Security Check Condition, 5020-GetSSNumber-SSN |                      |   |
| <b>REQID</b>   | <b>Condition</b>     | <b>Action</b>   |
| 5030-KBA-GetFirstName Check Condition-Condition-null       | If First Name = null | Go to: <a href="#">5035A-GetFirstName Say and Spell</a>                                     |
| 5030-KBA-GetFirstName Check Condition-Condition-else       | If First Name else   | Report V Transaction per module note, Go to: <a href="#">5040-Last Name Check Condition</a> |
| <b>Module Notes</b>  |                      |   |
| V-KBPW-FN_1-(duration),T-KBPW-0000-(duration)              |                      |   |

## 5035A-GetFirstName Say and Spell



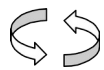
| <b>Name DialogModule™</b>  |  |  |  |   |
|--|--|--|--|---|
| Caller enters this module for standard name collection. No TNRS database check has occurred yet. |  |  |  |   |
| <b>Entering from</b>   |  |  |  |   |
| 5030-GetFirstName Check Condition  |  |  |  |   |
| <b>Prompts</b>   |  |  |  |   |
| Msg. Number  | REQ ID   | Condition  | Wording  |   |
| 82045  | 5035-A-KBA-GetFirstName Prompt-Initial-1       | Initial  | Now, please say and then spell just your FIRST name. [Short Pause] For example if your first name was Robin, you'd say "Robin, R O B I N". Go ahead. |   |
| 82046  | 5035-A-KBA-GetFirstName Prompt-Timeout1        | Time out 1   | Sorry, I didn't hear you. Go ahead and say, then spell, just your first name.  |   |
| 82047  | 5035-A-KBA-GetFirstName Prompt-Timeout2        | Time out 2   | I'm afraid I still can't hear you. Please say your first name and then spell it, like this: "Susan, S U S A N".                                      |   |
| 50328  | 5035-A-KBA-GetFirstName Prompt-SayHelp         | Help   | I need you to say your first name and then spell it for me, for example if your first name was Nick, you'd say "Nick N I C K."                       |   |
| REQ ID   | Vocabulary                                     | DTMF   | Action   | Confirm.  |
| 5035-A-KBA-GetFirstName Option-FirstName   | <first_name>                                   | --   | Play 5035-A-KBA-GetFirstName Prompt-Success-1<br><br>Go to: <u>5040-Last Name Check Condition</u>  | ALWAYS  |
| 5035-A-KBA-GetFirstName Option-MaxTimeout  | --   | --   | Go to: <u>5050-Name-ExitFailure-Msg</u>  | --  |
| 5035-A-KBA-GetFirstName Option-MaxRetry  | --   | --   | Play [Global Default] (I'm sorry, I didn't understand you)<br><br>Go to: <u>5115-PostSSN-DB</u> ,  | --  |
| <b>Confirmation Prompts</b>  |  |  |  |   |
| Msg. Number  | REQ ID   | Wording  | Result   | Action  |
| 82053  | 5035-A-KBA-GetFirstName ConfPrompt-FirstName-1 | Let me read that back. First name:                     | "Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?"  | If Yes:<br>Play 5035-A-KBA-GetFirstName Prompt-Success-1  |
|  |  | < First Name >   |  | Then Go to: <u>5040-Last Name Check Condition</u>   |
| 50337  | 5035-A-KBA-GetFirstName ConfPrompt-FirstName-2 | ...spelled:  |  | If No:<br>Play 5035-A-KBA-ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u>   |
|  | CPR  | < First Name Spelling >                                |  |   |
| 50342  | 5035-A-KBA-GetFirstName ConfPrompt-FirstName-3 | Did I get that right?                                  |  |   |
| 82054  | 5035-A-KBA-GetFirstName ConfPrompt-Retry1      | Sorry, I didn't catch that. Please say "yes," or "no". | Retry1 on Confirmation   | If Yes:<br>Play 5035-A-KBA-GetFirstName Prompt-Success-1<br>Then Go to: <u>5040-Last Name Check Condition</u><br><br>If No:<br>Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u> |



|  |   |   |  |   |
|--|---|---|--|---|
| 82055  | 5035-A-KBA-GetFirstName<br>ConfPrompt-Retry2            | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two   | Retry2 on Confirmation                   | If Yes:<br>Play 5035-A-KBA-GetFirstName Prompt-Success-1<br>Then Go to: <u>5040-Last Name Check Condition</u><br><br>If No:<br>Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u> |
| 82056  | 5035-A-KBA-GetFirstName<br>ConfPrompt-Timeout1          | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".  | Timeout1 on Confirmation                 | If Yes:<br>Play 5035-A-KBA-GetFirstName Prompt-Success-1<br>Then Go to: <u>5040-Last Name Check Condition</u><br><br>If No:<br>Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u> |
| 82057  | 5035-A-KBA-GetFirstName<br>ConfPrompt-Timeout2          | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no".  | Timeout2 on Confirmation                 | If Yes:<br>Play 5035-A-KBA-GetFirstName Prompt-Success-1<br>Then Go to: <u>5040-Last Name Check Condition</u><br><br>If No:<br>Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u> |
| 50348  | 5035-A-KBA-ConfirmationApology-Prompt                   | Sorry about that. Let's try again.  | Apology                                  |   |
| 00122  | 5035-A-KBA-GetFirstName<br>Prompt-Success-1             | Thanks  | Success                                  |   |
| 00250  | 5035-A-KBA-GetFirstName<br>ConfPrompt-InvalidOrTimeout3 | [250 ms silence]  | Max Timeout OR Max Retry at Confirmation | Go to: <u>5050-Name-ExitFailure-Msg</u>   |
| <b>Event logging</b>                                     |   |   |  |   |
| Record = U-KBPW-DM_5035-(Call Duration at start),T-KBPW- |   | 0000 = Success<br>0001 = Error<br>0002 = Max No Input<br>0003 = Max No Match<br>0200 = Caller Hang Up<br>0303 = Max No Confirm<br>0304 = Max Help<br>0310 = Caller Requested Main Menu<br>0311 = Caller Requested Agent |  | -Call duration at process end   |

| Developer notes  |
|--|
| Collection Max Retry is set to 0.  |
| Collection Max Timeout is set to 2   |
| Single character recognition will be treated as an out of grammar response.  |
| If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow. |
| <b>Set Confidential Flag to TRUE</b>   |

## 5035B-GetFirstName Spell Only



| Name DialogModule™   |  |   |   |  |  |
|--|--|---|---|--|--|
| Caller enters this module AFTER TNRS database transaction. |  |   |   |  |  |
| Entering from  |  |   |   |  |  |
| 5115-PostSSN-DB  |  |   |   |  |  |
| Prerequisite   |  |   |   |  |  |
| If SSN Post Flag = 1                                       |  | Load all <First Name> returned from SSN Post into custom spell-only grammar |   |  |  |
| Prompts  |  |   |   |  |  |
| Msg. Number  | Req ID   | Condition   | Wording   |  |  |
| 82049  | 5035-B-KBA-GetFirstName Prompt-Respell1        | Initial   | Please just SPELL your first name, like this: "J O H N".  |  |  |
| 82051  | 5035-B-KBA-GetFirstName Prompt-Respell2        | Timeout1/Retry1   | Sorry, I didn't catch that. Saying just the letters of the alphabet, please spell your first name quickly. For example, if your name were Robin, instead of saying R as in Radar, O as in Oscar, you could just say R O B I N. Go ahead. Spell your first name now. |  |  |
| 50333  | 5035-B-KBA-GetFirstName Prompt-Respell3        | Timeout2/Retry2   | [Global Default] Please spell your first name one more time. And remember, please use ONLY the letters of the alphabet and speak quickly. Go ahead.   |  |  |
| 82052  | 5035-B-KBA-GetFirstName Prompt-SpellHelp       | Help  | I need to get the spelling of your first name. For example, if your first name was Nick, you'd say "N I C K." Go ahead.   |  |  |
| Req ID   | Vocabulary                                     | DTMF  | Action  | Confirm.   |  |
| 5035-B-KBA-GetFirstName Option-FirstName                   | <first_name>                                   | --  | Play 5035-B-KBA-GetFirstName Prompt-Success-1<br>Go to: <a href="#">5040-Last Name Check Condition</a>  | ALWAYS   |  |
| 5035-B-KBA-GetFirstName Option-MaxTimeout                  | --   | --  | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>  | --   |  |
| 5035-B-KBA-GetFirstName Option-MaxRetry                    | --   | --  | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>  | --   |  |
| Confirmation   |  |   |   |  |  |
| Msg. Number  | REQ ID   | Wording   | Result  | Action   |  |
| 82053  | 5035-B-KBA-GetFirstName ConfPrompt-FirstName-1 | Let me read that back.<br>First name:<br><br>< First Name >                 | "Let me read that back. First Name < First Name > spelled   | If Yes:<br>Play 5035-B-KBA-GetFirstName Prompt-Success-1 |  |

|  |   |   |   |  |
|--|---|---|---|--|
| 50337  | 5035-B-KBA-GetFirstName<br>ConfPrompt-FirstName-2           | ...spelled:   | < First Name Spelling ><br>, did I get that right?" | Then Goto <u>5040- Last Name</u><br><u>Check Condition</u>   |
|  | CPR   | < First Name Spelling >   |   | If No:<br>Play 5035-B-KBA-<br>ConfirmationApology-Prompt, re-<br>enter this module.  |
| 50342  | 5035-B-KBA-GetFirstName<br>ConfPrompt-FirstName-3           | Did I get that right?   |   |  |
| 82054  | 5035-B-KBA-GetFirstName<br>ConfPrompt-Retry1                | Sorry, I didn't catch that.<br>Please say "yes," or<br>"no".  | Retry1 on<br>Confirmation                           | If Yes:<br>Play 5035-B-KBA-GetFirstName<br>Prompt-Success-1<br>Then Goto <u>5040- Last Name</u><br><u>Check Condition</u><br><br>If No: 5035-B-KBA-<br>ConfirmationApology-Prompt, re-<br>enter this module.         |
| 82055  | 5035-B-KBA-GetFirstName<br>ConfPrompt-Retry2                | Sorry, I still didn't catch<br>that. If 'yes' press one,<br>otherwise press two                             | Retry2 on<br>Confirmation                           | If Yes:<br>Play 5035-B-KBA-GetFirstName<br>Prompt-Success-1<br>Then Goto <u>5040- Last Name</u><br><u>Check Condition</u><br><br>If No:<br>Play 5035-B-KBA-<br>ConfirmationApology-Prompt, re-<br>enter this module. |
| 82056  | 5035-B-KBA-GetFirstName<br>ConfPrompt-Timeout1              | Sorry, I didn't hear you. I<br>need to know if I got<br>your name right. Please<br>say "yes" or "no".       | Timeout1 on<br>Confirmation                         | If Yes:<br>Play 5035-B-KBA-GetFirstName<br>Prompt-Success-1<br>Then Goto <u>5040- Last Name</u><br><u>Check Condition</u><br><br>If No:<br>Play 5035-B-KBA-<br>ConfirmationApology-Prompt, re-<br>enter this module. |
| 82057  | 5035-B-KBA-GetFirstName<br>ConfPrompt-Timeout2              | Sorry, I still didn't hear<br>you. I need to know if I<br>got your name right.<br>Please say "yes" or "no". | Timeout2 on<br>Confirmation                         | If Yes:<br>Play 5035-B-KBA-GetFirstName<br>Prompt-Success-1<br>Then Goto <u>5040- Last Name</u><br><u>Check Condition</u><br><br>If No:<br>Play 5035-B-KBA-<br>ConfirmationApology-Prompt, re-<br>enter this module. |
| 50348  | 5035-B-KBA-<br>ConfirmationApology-Prompt                   | Sorry about that. Let's<br>try again.   | Apology   |  |
| 00122  | 5035-B-KBA-GetFirstName<br>Prompt-Success-1                 | Thanks  | Success   |  |
| 00250  | 5035-B-KBA-GetFirstName<br>ConfPrompt-<br>InvalidOrTimeout3 | [250 ms silence]  | Max Timeout OR Max<br>Retry at Confirmation         | Go to: <u>5050-Name-ExitFailure-<br/>Msg</u>   |
| <b>Event logging</b>                                     |   |   |   |  |
| Record = U-KBPW-DM_5035-(Call Duration at start),T-KBPW- |   |   | 0000 = Success                                      | -Call duration at<br>process end   |
|  |   |   | 0001 = Error  |  |
|  |   |   | 0002 = Max No Input                                 |  |
|  |   |   | 0003 = Max No Match                                 |  |
|  |   |   | 0200 = Caller Hang Up                               |  |
|  |   |   | 0303 = Max No Confirm                               |  |
|  |   |   | 0304 = Max Help                                     |  |

|  |                                   |  |
|--|-----------------------------------|--|
|  | 0310 = Caller Requested Main Menu |  |
|  | 0311 = Caller Requested Agent     |  |

**Developer notes**

If condition = Success, load all returned names into custom spell-only grammar

If condition = Failure, use existing spell-only grammar

Single character recognition will be treated as an out of grammar response.

If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.

Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.

Max Timeout/ Retry set to 4

**Set Confidential Flag to TRUE**

When invoking recognition and the Caller-First-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-First-name variable.

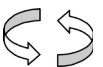
Set confidence levels to .400

### 5040-Last Name Check Condition



| Entering from  |                     |   |
|--|---------------------|---|
| 5030-GetFirstName Check Condition, 5035A-GetFirstName Say and Spell, 5035B-GetFirstName Spell Only |                     |   |
| REQID  | Condition           | Action  |
| 5040-KBA Last Name Check Condition-Condition-null  | If Last Name = null | Go to: <a href="#">5045A-GetLastName Say and Spell</a>                                    |
| 5040-KBA-Last Name Check Condition-Condition-else  | If Last Name else   | Report V Transaction per module note, Go to: <a href="#">5090-AltName Check Condition</a> |
| Module Notes   |                     |   |
| V-KBPW-LN_1-(duration),T-KBPW-0000-(duration)  |                     |   |

### 5045A-GetLastName Say and Spell



| Name DialogModule™   |  |
|--|--|
| Caller enters this module for standard name collection, TNRS data has not been collected or is not yet in use. |  |
| Entering from  |  |
| <a href="#">5040- Last Name Check Condition</a>  |  |

| <b>Prompts</b>                            |  |   |  |  |                 |
|---|--|---|--|--|-----------------|
| <b>Msg. Number</b>                        | <b>Req ID</b>                                | <b>Condition</b>  | <b>Wording</b>   |  |                 |
| 82058                                     | 5045-A-KBA-GetLastName Prompt-Initial-1      | Initial   | Now I just need your last name. Please SAY and then SPELL JUST your last name. For example, if your last name was Kusack, you'd say Kusack, K U S A C K. Go ahead. |  |                 |
| 82059                                     | 5045-A GetLastName-Prompt-Timeout1           | Time out 1  | Sorry, I didn't hear you. Go ahead and say, then spell, your last name, for example, "Smith, S M I T H."   |  |                 |
| 82060                                     | 5045-A-GetLastName-Prompt-Timeout2           | Time out 2  | I'm afraid I still can't hear you. Please say your last name and then spell it, for example, "Smith, S M I T H."   |  |                 |
| 82066                                     | 5045-A-KBA-GetLastName Prompt-SayHelp        | Help  | I need you to say your last name and then spell it for me. For example, if your last name was O'Neal, you'd say, "O'Neal, O N E A L."                              |  |                 |
| <b>Req ID</b>                             | <b>Vocabulary</b>                            |   | <b>DTMF</b>  | <b>Action</b>  | <b>Confirm.</b> |
| 5045-A-KBA-GetLastName Option-LastName    | <last_name>                                  |   | --   | Play 5045-A-KBA-GetLastName Prompt-Success-1<br>Go to: <a href="#">5090-AltName Check Condition</a>  | ALWAYS          |
| 5045-A-KBA-GetLastName Option-MaxTimeouts | --   |   | --   | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>   | --              |
| 5045-A-KBA-GetLastName Option-MaxRetry    | --   |   | --   | Play [Global Default] (I'm sorry, I didn't understand you)<br>Go to: <a href="#">5115-PostSSN-DB</a>   | --              |
| <b>Confirmation Prompts</b>               |  |   |  |  |                 |
| <b>Msg. Number</b>                        | <b>Req ID</b>                                | <b>Wording</b>  | <b>Result</b>  | <b>Action</b>  |                 |
| 82175                                     | 5045-A-KBA-GetLastName ConfPrompt-LastName-1 | Let me read that back. Last name:   | "Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"   | If Yes:<br>Play 5045-A-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a>  |                 |
|   |  | < Last Name >   |  | If No:<br>Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: <a href="#">5115-PostSSN-DB</a>  |                 |
| 50337                                     | 5045-A-KBA-GetLastName ConfPrompt-LastName-2 | ...spelled:   |  |  |                 |
|   |  | CPR   |  |  |                 |
| 50342                                     | 5045-A-KBA-GetLastName ConfPrompt-LastName-3 | Did I get that right?   |  |  |                 |
| 82054                                     | 5045-A-KBA-GetLastName ConfPrompt-Retry1     | Sorry, I didn't catch that. Please say "yes," or "no".                    | Retry1 on Confirmation   | If Yes:<br>Play 5045-A-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a><br>If No:<br>Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: <a href="#">5115-PostSSN-DB</a> |                 |
| 82055                                     | 5045-A-KBA-GetLastName ConfPrompt-Retry2     | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two | Retry2 on Confirmation   | If Yes:<br>Play 5045-A-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a><br>If No:<br>Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: <a href="#">5115-PostSSN-DB</a> |                 |

|       |  |  |  |  |
|-------|--|--|--|--|
| 82056 | 5045-A-KBA-GetLastName<br>ConfPrompt-Timeout1          | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".       | Timeout1 on Confirmation                 | If Yes:<br>Play 5045-A-KBA-GetLastName Prompt-Success-1<br>Then Go to: <u>5090-AltName Check Condition</u><br><br>If No:<br>Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u> |
| 82057 | 5045-A-KBA-GetLastName<br>ConfPrompt-Timeout2          | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation                 | If Yes:<br>Play 5045-A-KBA-GetLastName Prompt-Success-1<br>Then Go to: <u>5090-AltName Check Condition</u><br><br>If No:<br>Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u> |
| 50394 | 5045-A-KBA-GetLastName Prompt-Success-1                | Got it.  | Success                                  |  |
| 50348 | 5045-A-KBA-ConfirmationApology-Prompt                  | Sorry about that. Let's try again.   | Apology                                  |  |
| 00250 | 5045-A-KBA-GetLastName<br>ConfPrompt-InvalidOrTimeout3 | [250 ms silence]   | Max Timeout OR Max Retry at Confirmation | Go to: <u>5050-Name-ExitFailure-Msg</u>  |

**Event logging**

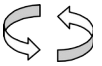
|  |                                   |                               |
|--|-----------------------------------|-------------------------------|
| Record = U-KBPW-DM_5045-(Call Duration at start),T-KBPW- | 0000 = Success                    | -Call duration at process end |
|  | 0001 = Error                      |                               |
|  | 0002 = Max No Input               |                               |
|  | 0003 = Max No Match               |                               |
|  | 0200 = Caller Hang Up             |                               |
|  | 0303 = Max No Confirm             |                               |
|  | 0304 = Max Help                   |                               |
|  | 0310 = Caller Requested Main Menu |                               |
|  | 0311 = Caller Requested Agent     |                               |

**Developer notes**

Collection Max Retry is set to 0.  
 Collection Max Timeout is set to 2  
 . If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.

**Set Confidential Flag to TRUE**

## 5045B-GetLastName Spell Only



| Name DialogModule™   |  |  |  |  |  |
|--|--|--|--|--|--|
| Caller enters this module AFTER TNRS database transaction. |  |  |  |  |  |
| <b>Entering from</b>                                       |  |  |  |  |  |
| 5115-PostSSN-DB  |  |  |  |  |  |
| <b>Prerequisite</b>  |  |  |  |  |  |
| If SSN Post Flag = 1                                       |  | Load all <Last Name> returned from SSN Post into custom spell-only grammar |  |  |  |
| <b>Prompts</b>   |  |  |  |  |  |
| Msg. Number  | REQ ID                                       | Condition  | Wording  |  |  |
| 82062  | 5045-B-KBA-GetLastName Prompt-Respell1       | Initial  | Please SPELL your last name for me, like this: "S M I T H".  |  |  |
| 82064  | 5045-B-KBA-GetLastName Prompt-Respell2       | Timeout1/Retry1  | Sorry, I didn't catch that. Go ahead and spell your last name again. For example, if your name was O'Neal, you would say "O N E A L".  |  |  |
| 50322  | 5045-B-KBA-GetLastName Prompt-Respell3       | Timeout2/Retry2  | [Global Default]. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two-part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time. |  |  |
| 82065  | 5045-B-KBA-GetLastName Prompt-SpellHelp      | Help   | I need you to spell your last name. For example, if your last name was O'Neal, you'd say "O N E A L."  |  |  |
| REQ ID   | Vocabulary                                   | DTMF   | Action   | Confirm.   |  |
| 5045-B-KBA-GetLastName Option-LastName                     | <last_name>                                  | --   | Play 5045-B-KBA-GetLastName Prompt-Success-1<br>Go to: <a href="#">5090-AltName Check Condition</a>  | ALWAYS   |  |
| 5045-B-KBA-GetLastName Option-MaxTimeouts                  | --   | --   | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>   | --   |  |
| 5045-B-KBA-GetLastName Option-MaxRetry                     | --   | --   | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>   | --   |  |
| <b>Confirmation Prompts</b>                                |  |  |  |  |  |
| Msg. Number  | REQ ID                                       | Wording  | Result   | Action   |  |
| 82175  | 5045-B-KBA-GetLastName ConfPrompt-LastName-1 | Let me read that back. Last name:  | "Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"   | If Yes:<br>Play 5045-B-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a><br><br>If No:<br>Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module. |  |
|  |  | < Last Name >  |  |  |  |
| 50337  | 5045-B-KBA-GetLastName ConfPrompt-LastName-2 | ...spelled:  |  |  |  |
|  | CPR  | < Last Name Spelling >   |  |  |  |
| 50342  | 5045-B-KBA-GetLastName ConfPrompt-LastName-3 | Did I get that right?  |  |  |  |

|       |  |  |  |  |
|-------|--|--|--|--|
| 82054 | 5045-B-KBA-GetLastName<br>ConfPrompt-Retry1            | Sorry, I didn't catch that. Please say "yes," or "no".   | Retry1 on Confirmation                   | If Yes:<br>Play 5045-B-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a><br><br>If No:<br>Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module. |
| 82055 | 5045-B-KBA-GetLastName<br>ConfPrompt-Retry2            | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two                          | Retry2 on Confirmation                   | If Yes:<br>Play 5045-B-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a><br><br>If No:<br>Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module. |
| 82056 | 5045-B-KBA-GetLastName<br>ConfPrompt-Timeout1          | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".       | Timeout1 on Confirmation                 | If Yes:<br>Play 5045-B-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a><br><br>If No:<br>Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module. |
| 82057 | 5045-B-KBA-GetLastName<br>ConfPrompt-Timeout2          | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation                 | If Yes:<br>Play 5045-B-KBA-GetLastName Prompt-Success-1<br>Then Go to: <a href="#">5090-AltName Check Condition</a><br><br>If No:<br>Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module. |
| 50394 | 5045-B-KBA-GetLastName Prompt-Success-1                | Got it.  | Success                                  |  |
| 50348 | 5045-B-KBA-GetLastName ConfirmationApology-A Prompt    | Sorry about that. Let's try again.   | Apology                                  |  |
| 00250 | 5045-B-KBA-GetLastName<br>ConfPrompt-InvalidOrTimeout3 | [250 ms silence]   | Max Timeout OR Max Retry at Confirmation | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>   |


**Event logging**

|  |                                   |                               |
|--|-----------------------------------|-------------------------------|
| Record = U-KBPW-DM_5045-(Call Duration at start),T-KBPW- | 0000 = Success                    | -Call duration at process end |
|  | 0001 = Error                      |                               |
|  | 0002 = Max No Input               |                               |
|  | 0003 = Max No Match               |                               |
|  | 0200 = Caller Hang Up             |                               |
|  | 0303 = Max No Confirm             |                               |
|  | 0304 = Max Help                   |                               |
|  | 0310 = Caller Requested Main Menu |                               |




|  |                               |  |
|--|-------------------------------|--|
|  | 0311 = Caller Requested Agent |  |
| <b>Developer notes</b>   |                               |  |
| If condition = Success, load all returned names into custom spell-only grammar   |                               |  |
| If condition = Failure, use existing spell-only grammar  |                               |  |
| If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow. |                               |  |
| Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.   |                               |  |
| <b>Set Confidential Flag to TRUE</b>   |                               |  |
| When invoking recognition and the Caller-Last-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-Last-name variable.  |                               |  |
| Set confidence levels to .400  |                               |  |


### 5050-Name-ExitFailure-Msg

|  |                                |  |   |
|--|--------------------------------|--|---|
|  |                                | <b>Play Prompt</b>                     |  |
| Apologize on exit  |                                |  |   |
| <b>Entering from</b>   |                                |  |   |
| 5035A-GetFirstName Say and Spell, 5035B-GetFirstName Spell Only, 5045A-GetLastName Say and Spell, 5045B-GetLastName Spell Only, 5110A-GetAltName Say and Spell, 5110B-GetAltName Spell Only, 5140- GetMother'sMaiden |                                |  |   |
| <b>Prompts</b>   |                                |  |   |
| <b>Message Number</b>  | <b>REQID</b>                   | <b>Wording</b>                         |   |
| 51008  | 5050-Name-ExitFailure-Prompt-1 | I'm sorry I'm having so much trouble.  |   |
| <b>REQID</b>   | <b>Condition</b>               | <b>Action</b>                          |   |
| 5050-KBA-Name-ExitFailure-Condition-Always   | Always                         | Go to: <a href="#">5150-NoName-Msg</a> |   |
| <b>Module Settings</b>   |                                |  |   |
| No barge-in  |                                |  |   |
| Note: This is the parameter exitfailureprompt and can be configured by setting this parameter.   |                                |  |   |

### 5090-AltName Check Condition

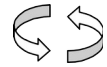
|   |                    |   |
|---|--------------------|---|
|   |                    |  |
| <b>Entering from</b>  |                    |   |
| 5040-Last Name Check Condition, 5045A-GetLastName Say and Spell, 5045B-GetLastName Spell Only |                    |   |
| <b>REQID</b>  | <b>Condition</b>   | <b>Action</b>   |
| 5090-KBA-AltName Check Condition-Condition-null   | If Alt Name = Null | Go to: <a href="#">5100-CheckForAltName-YN</a>  |
| 5090-KBA-AltName Check Condition-Condition-else   | If Alt Name else   | Report V Transaction per module note, Go to: <a href="#">5120-DOB Check Condition</a> |
| <b>Module Notes</b>   |                    |   |
| V-KBPW-OtherLastName_1-(duration),T-KBPW-0000-(duration)                                      |                    |   |

### 5100-CheckForAltName-YN

|  |   | YesNo  |  |          |  |
|--|---|--|---|----------|--|
| Check to see if Caller might be listed under an alternate name |   |  |   |          |  |
| <b>Entering from</b>   |   |  |   |          |  |
| 5090-AltName Check Condition                                   |   |  |   |          |  |
| <b>Prompts</b>   |   |  |   |          |  |
| Message Number   | REQID   | Wording  |   |          |  |
| 51001  | 5100-KBA-CheckForAltName-Prompt-Initial   | Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No.  |   |          |  |
| 51002  | 5100-KBA-CheckForAltName-Prompt-Retry1  | [Global Default] Would you like me to also check under another last name? Please say YES or NO.  |   |          |  |
| 51003  | 5100-KBA-CheckForAltName-Prompt-Retry2  | [Global Default] If you think you might be listed under another last name, press one. Otherwise, press two.  |   |          |  |
| 51004  | 5100-KBA-CheckForAltName-Prompt-Timeout1  | I'm sorry, but I didn't hear anything. Would you like me to also check under another last name? Please say YES or NO.  |   |          |  |
| 51005  | 5100-KBA-CheckForAltName-Prompt-Timeout2  | My apologies, but I still didn't hear if you said anything. Please say YES if you think you might be listed under another last name, otherwise, say NO.  |   |          |  |
| 51006  | 5100-KBA-CheckForAltName-Prompt-Help  | I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request? YES or NO. |   |          |  |
| REQID  | Vocabulary  | DTMF   | Action  | Confirm. |  |
| 5100-KBA-CheckForAltName-Option-Yes                            | "Yes [please]"<br>"[Yes] I do"<br>"[Yes] I would"<br>"Yeah"                                   | 1  | Go to: <a href="#">5110A-GetAltName Say and Spell</a>                               | Never    |  |
| 5100-KBA-CheckForAltName-Option-No                             | "No [thanks]"<br>"[No] I don't"<br>"[No] I do not"<br>"[No] I wouldn't"<br>"[No] I would not" | 2  | AltNameCollected := True<br>Go to: <a href="#">5120-DOB Check Condition</a>         | Never    |  |
| <b>DialogModule parameters</b>                                 |   |  |   |          |  |
| Parameter  | Value   |  |   |          |  |
| 5100-KBA-CheckForAltName-Parameter                             |   |  |   |          |  |
| after_end_of_speech_timeout                                    | 500 ms  |  |   |          |  |
| before_begin_of_speech_timeout                                 | 7,000 ms  |  |   |          |  |
| allowing_barge_in  | True  |  |   |          |  |
| <b>Event logging</b>   |   |  |   |          |  |
| Record = U-KBPW-DM_5100-(Call Duration at start),T-KBPW-       | 0000 = Success  | -Call duration at process end  |   |          |  |
|  | 0001 = Error  |  |   |          |  |

|                        |                                   |  |
|------------------------|-----------------------------------|--|
|                        | 0002 = Max No Input               |  |
|                        | 0003 = Max No Match               |  |
|                        | 0200 = Caller Hang Up             |  |
|                        | 0303 = Max No Confirm             |  |
|                        | 0304 = Max Help                   |  |
|                        | 0310 = Caller Requested Main Menu |  |
|                        | 0311 = Caller Requested Agent     |  |
| <b>Developer notes</b> |                                   |  |
|                        |                                   |  |

## 5110A-GetAltName Say and Spell

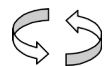


| <b>Name DialogModule™</b>  |  |                  |   |  |                 |
|--|--|------------------|---|--|-----------------|
| Caller enters this module for standard name collection. TNRS data has not been collected or is not yet in use. |  |                  |   |  |                 |
| <b>Entering from</b>   |  |                  |   |  |                 |
| 5100-CheckForAltName-YN  |  |                  |   |  |                 |
| <b>Prompts</b>   |  |                  |   |  |                 |
| <i>Msg. Number</i>   | <i>REQ ID</i>                          | <i>Condition</i> | <i>Wording</i>  |  |                 |
| 50305  | 5110-A-KBA-GetAltName Prompt-Initial-1 | Initial          | Please say your OTHER LAST name including the spelling. [Short Pause] For example if it was Jones, you'd say "Jones, J O N E S". Go ahead.      |  |                 |
| 82072  | 5110-A-KBA-GetAltName Prompt-Timeout1  | Time out 1       | Sorry, please say AND SPELL your other last name, for example, "Smith, S M I T H."  |  |                 |
| 82073  | 5110-A-KBA-GetAltName Prompt-Timeout2  | Time out 2       | I still didn't hear you. Please say your other last name, and then spell it, like this: "Smith, S M I T H".                                     |  |                 |
| 82080  | 5110-A-KBA-GetAltName Prompt-SayHelp   | Help             | I need you to say your other last name and then spell it for me. For example, if your other last name was Jones, you'd say, "Jones, J O N E S." |  |                 |
| <i>REQ ID</i>  | <i>Vocabulary</i>                      | <i>DTMF</i>      | <i>Action</i>   |  | <i>Confirm.</i> |
| 5110-A-KBA-GetAltName Option-Altname   | <other_last_name>                      | --               | Play 5110-A-KBA-GetAltName Prompt-Success-1<br>Go To: <a href="#">5120-DOB Check Condition</a>  |  | ALWAYS          |
| 5110-A-KBA-GetAltName Option-MaxTimeouts   | --                                     | --               | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>  |  | --              |
| 5110-A-KBA-GetAltName Option-MaxRetry  | --                                     | --               | Play [Global Default] (I'm sorry, I didn't understand you)<br>Go to: <a href="#">5115-PostSSN-DB</a>  |  | --              |

| <b>Confirmation Prompts</b> |  |  |  |   |
|-----------------------------|--|--|--|---|
| <b>Msg. Number</b>          | <b>REQID</b>                                   | <b>Wording</b>   | <b>Result</b>  | <b>Action</b>   |
| 82175                       | 5110-A-KBA-GetAltName<br>ConfPrompt-LastName-1 | Let me read that back. Last name:  | "Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?" | If Yes:<br>Play 5110-A-KBA-GetAltName<br>Prompt-Success-1<br>Then Go to: <u>5120-DOB Check Condition</u><br><br>If No:<br>Play 5110-A-KBA-GetAltName<br>ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> . |
|                             |  | < Other Last Name >  |  |   |
| 50337                       | 5110-A-KBA-GetAltName<br>ConfPrompt-LastName-2 | ...spelled:  |  |   |
|                             | CPR  | < Other Last Name Spelling >,<br>>,  |  |   |
| 50342                       | 5110-A-KBA-GetAltName<br>ConfPrompt-LastName-3 | Did I get that right?  |  |   |
| 82054                       | 5110-A-KBA-GetAltName<br>ConfPrompt-Retry1     | Sorry, I didn't catch that. Please say "yes," or "no".   | Retry1 on Confirmation   | If Yes:<br>Play 5110-A-KBA-GetAltName<br>Prompt-Success-1<br>Then Go to: <u>5120-DOB Check Condition</u><br><br>If No:<br>Play 5110-A-KBA-GetAltName<br>ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> . |
| 82055                       | 5110-A-KBA-GetAltName<br>ConfPrompt-Retry2     | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two                          | Retry2 on Confirmation   | If Yes:<br>Play 5110-A-KBA-GetAltName<br>Prompt-Success-1<br>Then Go to: <u>5120-DOB Check Condition</u><br><br>If No:<br>Play 5110-A-KBA-GetAltName<br>ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> . |
| 82056                       | 5110-A-KBA-GetAltName<br>ConfPrompt-Timeout1   | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".       | Timeout1 on Confirmation   | If Yes:<br>Play 5110-A-KBA-GetAltName<br>Prompt-Success-1<br>Then Go to: <u>5120-DOB Check Condition</u><br><br>If No:<br>Play 5110-A-KBA-GetAltName<br>ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> . |
| 82057                       | 5110-A-KBA-GetAltName<br>ConfPrompt-Timeout2   | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation   | If Yes:<br>Play 5110-A-KBA-GetAltName<br>Prompt-Success-1<br>Then Go to: <u>5120-DOB Check Condition</u><br><br>If No:<br>Play 5110-A-KBA-GetAltName<br>ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> . |

|  |  |                                    |  |                                  |
|--|--|------------------------------------|--|----------------------------------|
| 00120  | 5110-A-KBA-GetAltName Prompt-Success-1             | Alright.                           | Success                                  |                                  |
| 50348  | 5110-A-KBA-ConfirmationApology-Prompt              | Sorry about that. Let's try again. | Apology                                  |                                  |
| 00250  | 5110-A-KBA-GetAltName ConfPrompt-InvalidOrTimeout3 | [250 ms silence]                   | Max Timeout OR Max Retry at Confirmation | Go To: 5050-Name-ExitFailure-Msg |
| <b>Event logging</b>   |  |                                    |  |                                  |
| Record = U-KBPW-DM_5110-(Call Duration at start),T-KBPW-   |  | 0000 = Success                     | -Call duration at process end            |                                  |
|  |  | 0001 = Error                       |  |                                  |
|  |  | 0002 = Max No Input                |  |                                  |
|  |  | 0003 = Max No Match                |  |                                  |
|  |  | 0200 = Caller Hang Up              |  |                                  |
|  |  | 0303 = Max No Confirm              |  |                                  |
|  |  | 0304 = Max Help                    |  |                                  |
|  |  | 0310 = Caller Requested Main Menu  |  |                                  |
|  |  | 0311 = Caller Requested Agent      |  |                                  |
| <b>Developer notes</b>   |  |                                    |  |                                  |
| Collection Max Retry is set to 0.  |  |                                    |  |                                  |
| Collection Max Timeout is set to 2   |  |                                    |  |                                  |
| . If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow. |  |                                    |  |                                  |
| <b>Set Confidential Flag to TRUE</b>   |  |                                    |  |                                  |

### 5110B-GetAltName Spell Only



|  |   |
|--|---|
| <b>Name DialogModule™</b>                                  |   |
| Caller enters this module AFTER TNRS database transaction. |   |
| <b>Entering from</b>                                       |   |
| 5115-PostSSN-DB  |   |
| <b>Prerequisite</b>  |   |
| If SSN Post Flag = 1                                       | Load all <Alt Name> returned from SSN Post into custom spell-only grammar |

| <b>Prompts</b>                           |   |  |  |  |   |
|--|---|--|--|--|---|
| <b>Msg. Number</b>                       | <b>REQ ID</b>                               | <b>Condition</b>                                       | <b>Wording</b>   |  |   |
| 82075                                    | 5110-B-KBA-GetAltName Prompt-Respell1       | Initial  | Please SPELL your other last name for me, like this: "S M I T H".  |  |   |
| 82077                                    | 5110-B-KBA-GetAltName Prompt-Respell2       | Timeout1/Retry1  | Sorry, I didn't catch that. Go ahead and spell your other last name again. For example, if the name was O'Neal, you would say "O N E A L".   |  |   |
| 82149                                    | 5110-B-KBA-GetAltName Prompt-Respell3       | Timeout2/Retry2  | [Global Default]. If the name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the name one more time. |  |   |
| 82079                                    | 5110-B-KBA-GetAltName Prompt-SpellHelp      | Help   | I need you to spell your other last name. For example, if your other last name was Jones, you'd say "J O N E S."   |  |   |
| <b>REQ ID</b>                            | <b>Vocabulary</b>                           | <b>DTMF</b>  | <b>Action</b>  | <b>Confirm.</b>  |   |
| 5110-B-KBA-GetAltName Option-Altname     | <other_last_name>                           | --   | Play 5110-B-KBA-GetAltName Prompt-Success-1<br>Go To: <a href="#">5120-DOB Check Condition</a>   | ALWAYS   |   |
| 5110-B-KBA-GetAltName Option-MaxTimeouts | --  | --   | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>   | --   |   |
| 5110-B-KBA-GetAltName Option-MaxRetry    | --  | --   | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>   | --   |   |
| <b>Confirmation Prompts</b>              |   |  |  |  |   |
| <b>Msg. Number</b>                       | <b>REQ ID</b>                               | <b>Wording</b>   |  | <b>Result</b>  | <b>Action</b>   |
| 82175                                    | 5110-B-KBA-GetAltName ConfPrompt-LastName-1 | Let me read that back.<br>Last name:                   |  | "Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?" | If Yes:<br>Play 5110-B-KBA-GetAltName-B-KBA-Prompt-Success-1 Then Goto <a href="#">5120-DOB Check Condition</a><br><br>If No:<br>Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module |
|  |   | < Other Last Name >                                    |  |  |   |
| 50337                                    | 5110-B-KBA-GetAltName ConfPrompt-LastName-2 | ...spelled:  |  |  |   |
|  | CPR   | < Other Last Name Spelling > ,                         |  |  |   |
| 50342                                    | 5110-B-KBA-GetAltName ConfPrompt-LastName-3 | Did I get that right?                                  |  |  |   |
| 82054                                    | 5110-B-KBA-GetAltName ConfPrompt-Retry1     | Sorry, I didn't catch that. Please say "yes," or "no". |  | Retry1 on Confirmation   | If Yes:<br>Play 5110-B-KBA-GetAltName Prompt-Success-1 Then Goto <a href="#">5120-DOB Check Condition</a><br><br>If No:<br>Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module       |


|       |  |  |   |   |
|-------|--|--|---|---|
| 82055 | 5110-B-KBA-GetAltName ConfPrompt-<br>Retry2            | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two                          | Retry2 on Confirmation                      | If Yes:<br>Play 5110-B-KBA-GetAltName<br>Prompt-Success-1<br>Then Goto 5120-DOB Check<br>Condition<br><br>If No:<br>Play 5110-B-KBA-GetAltName<br>ConfirmationApology-Prompt re-enter this module |
| 82056 | 5110-B-KBA-GetAltName ConfPrompt-<br>Timeout1          | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".       | Timeout1 on Confirmation                    | If Yes:<br>Play 5110-B-KBA-GetAltName<br>Prompt-Success-1<br>Then Goto 5120-DOB Check<br>Condition<br><br>If No:<br>Play 5110-B-KBA-GetAltName<br>ConfirmationApology-Prompt re-enter this module |
| 82057 | 5110-B-KBA-GetAltName ConfPrompt-<br>Timeout2          | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation                    | If Yes:<br>Play 5110-B-KBA-GetAltName<br>Prompt-Success-1<br>Then Goto 5120-DOB Check<br>Condition<br><br>If No:<br>Play 5110-B-KBA-GetAltName<br>ConfirmationApology-Prompt re-enter this module |
| 00120 | 5110-B-KBA-GetAltName Prompt-Success-1                 | Alright.   | Success                                     |   |
| 50348 | 5110-B-KBA- ConfirmationApology-B Prompt               | Sorry about that. Let's try again.   | Apology                                     |   |
| 00250 | 5110-B-KBA-GetAltName ConfPrompt-<br>InvalidOrTimeout3 | [250 ms silence]   | Max Timeout OR<br>Max Retry at Confirmation | Go To: 5050-Name-ExitFailure-Msg  |

**Event logging**

|  |                                   |                               |
|--|-----------------------------------|-------------------------------|
| Record = U-KBPW-DM_5110-(Call Duration at start),T-KBPW- | 0000 = Success                    | -Call duration at process end |
|  | 0001 = Error                      |                               |
|  | 0002 = Max No Input               |                               |
|  | 0003 = Max No Match               |                               |
|  | 0200 = Caller Hang Up             |                               |
|  | 0303 = Max No Confirm             |                               |
|  | 0304 = Max Help                   |                               |
|  | 0310 = Caller Requested Main Menu |                               |
|  | 0311 = Caller Requested Agent     |                               |

| Developer notes  |
|--|
| <p>If condition = Success, load all returned names into custom spell-only grammar</p> <p>If condition = Failure, use existing spell-only grammar</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.</p> <p><b>Set Confidential Flag to TRUE</b><br/>Set confidence levels to .400</p> |


### 5115-PostSSN-DB

|   |  | Database Query   |  |
|---|--|--|---|
| In this DM, the collected SSN is "posted" using the TNRS request.                                 |  |  |   |
| Entering from   |  |  |   |
| 5035A-GetFirstName Say and Spell, 5045A-GetLastName Say and Spell, 5110A-GetAltName Say and Spell |  |  |   |
| Prerequisite  |  |  |   |
| REQID   | Condition  | Action   |   |
| --NA--  | SSN Post Flag = 0  | Continue in this form  |   |
| KBPW-PSSN-5115-Option-NC-7  | SSN Post Flag = 1, Entering from First Name                  | Go to: 5035B-GetFirstName Spell Only, Condition Failure  |   |
| KBPW-PSSN-5115-Option-NC-8  | SSN Post Flag = 1, Entering from Last Name                   | Go to:5045B-GetLastName Spell Only , Condition Failure   |   |
| KBPW-PSSN-5115-Option-NC-9  | SSN Post Flag = 1, Entering from Alt Name                    | Go to: 5110B-GetAltName Spell Only Condition Failure   |   |
| Input Field   | Description  | Value  |   |
| SSN   | The SSN collected in 5020-GetSSNumber-SSN                    | SSN: 9-digit SSN   |   |
| associatedAppID   | Varchar (8 max)  | TKCA, TKDD   |   |
| ANI   | System provided ANI  | ANI: 10-digit calling number, if no ANI available, or ANI is less than 10 digits send all zeros. |   |
| Output Field  | Description  |  |   |
| <FirstName> <LastName><br><OtherLastName>   | First Name, Last Name, Alt Name associated with the ANI/SSN. |  |   |
| Req ID  | Condition  | Action   |   |
| KBPW-PSSN-5115-Option-NC-1  | If Success and First Name                                    | Set SSN Post Flag to 1, Go to: 5035B-GetFirstName Spell Only, Condition Success                  |   |
| KBPW-PSSN-5115-Option-NC-2  | If Success and Last Name                                     | Set SSN Post Flag to 1, Go to:5045B-GetLastName Spell Only , Condition Success                   |   |
| KBPW-PSSN-5115-Option-NC-3  | If Success and Alt Name                                      | Set SSN Post Flag to 1, Go to: 5110B-GetAltName Spell Only Condition Success                     |   |

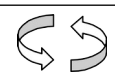


|   |                     |  |
|---|---------------------|--|
| KBPW-PSSN-5115-Option-NC-4  | Else and First Name | Set SSN Post Flag to 1, Go to: <a href="#">5035B-GetFirstName Spell Only</a> , Condition Failure |
| KBPW-PSSN-5115-Option-NC-5  | Else and Last Name  | Set SSN Post Flag to 1, Go to: <a href="#">5045B-GetLastName Spell Only</a> , Condition Failure  |
| KBPW-PSSN-5115-Option-NC-6  | Else and Alt Name   | Set SSN Post Flag to 1, Go to: <a href="#">5110B-GetAltName Spell Only</a> Condition Failure     |
| <b>Reporting</b>  |                     |  |
|   |                     |  |
| <b>Developer Notes</b>  |                     |  |
| For associatedAppID; TKCA = Change of Address, TKDD = Direct Deposit. |                     |  |

### 5120-DOB Check Condition

|   |                  |  |
|---|------------------|--|
|   |                  |               |
| <b>Entering from</b>  |                  |  |
| 5090-AltName Check Condition, 5100-CheckForAltName-YN, 5110A-GetAltName Say and Spell, 5110B-GetAltName Spell Only, |                  |  |
| <b>REQID</b>  | <b>Condition</b> | <b>Action</b>  |
| 5120 KBA- DOB Check Condition-Condition-null  | If DoB = null    | Go to: <a href="#">5130-GetDOB-Date</a>  |
| 5120-KBA-DOB Check Condition-Condition-else   | If DoB else      | Report V Transaction per module note, Go to: <a href="#">5135-Mother'sMaiden Check Condition</a> |
| <b>Module Notes</b>   |                  |  |
| V-KBPW-DOB_1 (duration),T-KBPW-0000-(duration)  |                  |  |

### 5130-GetDOB-Date

|                                |                       |                                 |   |
|--------------------------------|-----------------------|---------------------------------|---|
|                                |                       | <b>Date DialogModule™</b>       |    |
| Get the caller's Date Of Birth |                       |                                 |   |
| <b>Entering from</b>           |                       |                                 |   |
| 5120-DOB Check Condition       |                       |                                 |   |
| <b>Prompts</b>                 | <b>Message Number</b> | <b>REQID</b>                    | <b>Wording</b>  |
|                                | 51301                 | 5130-KBA-GetDOB-Prompt-Initial  | Now please tell me your date of birth. For example, you could say...May fifth, 1937. [Note: no pause between the 2 sentences]         |
|                                | 51302                 | 5130-KBA-GetDOB-Prompt-Retry1   | [Global Default] Try saying the month followed by the date and then the year you were born, for example May fifth, 1937.              |
|                                | 51303                 | 5130-KBA-GetDOB-Prompt-Retry2   | [Global Default] Just say the month followed by the date and then the year you were born. For example July fourth, 1976.              |
|                                | 51304                 | 5130-KBA-GetDOB-Prompt-Timeout1 | Sorry, I didn't hear you. Please tell me your birth date.. For example, you could say May fifth, 1937.                                |
|                                | 51305                 | 5130-KBA-GetDOB-Prompt-Timeout2 | I'm sorry, but I'm still having trouble hearing you. I need the month, day and year for your birthday, for example July fourth, 1976. |

|       |                                   |  |
|-------|-----------------------------------|--|
| 51307 | 5130-KBA-GetDOB-Prompt-Help       | I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say "July fourth, 1976", or "the fourth of July, 1976". Go ahead. What's YOUR date of birth? |
| 00122 | 5130-KBA-GetDOB-Prompt-SuccessYes | Thanks.  |

| REQID                       | Vocabulary   | DTMF  | Action | Confirm. |
|-----------------------------|--|-------|--------|----------|
| 5130-KBA-GetDOB-Option-Date | <date><br>Remove unneeded options from the DATE grammar – days of the week, and partially specified dates. Require a fully specified date. | <...> |        | Always   |
|                             | Remove all global grammars for this DM.  |       |        |          |


| Confirmation prompts |  |  |  |
|----------------------|--|--|--|
| Message Number       | REQID                                  | Wording  | Result   |
| 51308                | 5130-KBA-GetDOB-ConfPrompt-Date1       | Okay, so that's:   |  |
|                      | <Date>                                 | CPR  | January 12 <sup>th</sup> 1931  |
| 51309                | 5130-KBA-GetDOB-ConfPrompt-Date2       | Is THAT right?   | Okay, so that's: <January 12 <sup>th</sup> , 1931>. Is that right?             |
| 51310                | 5130-KBA-GetDOB-ConfPrompt-DateRetry   | Sorry. I didn't catch that. Please say "YES" if I have the right date.         | Sorry. I didn't catch that. Please say "YES" if I have the right date.         |
| 51311                | 5130-KBA-GetDOB-ConfPrompt-DateTimeout | I wasn't sure if you said anything. Please say "YES" if I have the right date. | I wasn't sure if you said anything. Please say "YES" if I have the right date. |

| Confirmation Option            | Vocabulary   | DTMF | Action   | Confirm. |
|--------------------------------|--|------|--|----------|
| 5130-KBA-GetDOB-ConfOption-Yes | "Yes [it is]"<br>"[Yes] that's right"<br>"Right"<br>"[That's] correct" | 1    | play SuccessYes prompt<br>Go to: <a href="#">5135-Mother'sMaiden Check Condition</a> | Never    |
| 5130-KBA-GetDOB-ConfOption-No  | "No [it isn't]"<br>"[No] that's not right"                             | 2    | Re-enter Dialog Module per default behavior  | Never    |

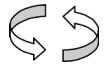
| DialogModule parameters                          |                  |
|--|------------------|
| Parameter  | Value            |
| 5130-KBA-GetDOB-Parameter                        |                  |
| date_reference_date                              | System date      |
| date_range_allowed_earliest                      | 1 January 1900   |
| date_range_allowed_latest                        | Today            |
| date_range_expected_earliest                     | Today – 75 years |
| date_range_expected_latest                       | Today – 25 years |
| date_disambiguation_mode                         | ASSUME_NOTHING   |
| after_end_of_speech_timeout (incomplete timeout) | 1500 msec        |
| max_speech_duration                              | 16,000 msec      |
| before_begin_of_speech_timeout                   | 7,000 msec       |
| allowing_barge_in                                | True             |

| <b>Event logging</b>   |   |                               |
|--|---|-------------------------------|
| Record = U-KBPW-DM_5130-(Call Duration at start),T-KBPW-   | 0000 = Success  | -Call duration at process end |
|  | 0001 = Error  |                               |
|  | 0002 = Max No Input   |                               |
|  | 0003 = Max No Match   |                               |
|  | 0200 = Caller Hang Up   |                               |
|  | 0303 = Max No Confirm   |                               |
|  | 0304 = Max Help   |                               |
|  | 0310 = Caller Requested Main Menu   |                               |
| 0311 = Caller Requested Agent  |   |                               |
| <b>DialogModule Notes</b>  |   |                               |
| <ul style="list-style-type: none"> <li>explicitly guide callers to use DTMF for the Date of Birth entry, it is enabled.</li> <li>MM/DD/YY to be accepted.</li> <li>of the week is not allowed</li> <li>insert 250 msec silence between month and day, and 500 msec silence between day and year.</li> <li>&lt;Date_Of_Birth&gt;</li> </ul> | <p>Although the application does not Date entry should be in the form of</p> <p>Trim the grammar so that the day</p> <p>For CPR of date playback,</p> <p>Fill semantic item</p> <p><b>Set Confidential Flag to TRUE</b></p> |                               |

### 5135-Mother'sMaiden Check Condition

|   |                                |        |
|---|--------------------------------|---|
| <b>Entering from</b>  |                                |   |
| 5090-AltName Check Condition 5100-CheckForAltName-YN 5130-GetDOB-Date |                                |   |
| <b>REQID</b>  | <b>Condition</b>               | <b>Action</b>   |
| 5135-KBA-Mother'sMaiden Check Condition-Condition-null                | If Mother's Maiden Name = null | Go to: <a href="#">5140-GetMother'sMaiden</a>   |
| 5135-KBA-Mother'sMaiden Check Condition-Condition-else                | If Mother's Maiden Name else   | Report V Transaction per module note, Go to: <a href="#">5190-WhereBorn Check Condition</a> |
| <b>Module Notes</b>   |                                |   |
| V-KBPW-MMName_1-(duration),T-KBPW-0000-(duration)                     |                                |   |

## 5140- GetMother'sMaiden



| Name DialogModule™                  |   |  |  |
|-------------------------------------|---|--|--|
| Entering from                       |   |  |  |
| 5135-Mother'sMaiden Check Condition |   |  |  |
| Prompts                             |   |  |  |
| Msg. Number                         | REQID                                   | Condition  | Wording  |
| 50306                               | 5140-GetMother'sMaiden-Prompt-Initial-1 |  | What was your mother's MAIDEN LAST name including the spelling? For example if the name was Smith, you'd say "Smith, S M I T H". Go ahead.   |
| 50307                               | 5140-GetMother'sMaiden-Prompt-Timeout1  |  | Sorry, I didn't hear you. Please give me the last name with the spelling.  |
| 50308                               | 5140-GetMother'sMaiden-Prompt-Timeout2  |  | I'm afraid I still can't hear you. Please give me the last name and spell it.  |
| 50311                               | 5140-GetMother'sMaiden-Prompt-Retry1    |  | [ Global Default ] Just spell your mother's maiden last name for me.   |
| 50348                               | 5140-FT-ConfirmationApology-Prompt      | If "no" on confirmation  | Sorry about that. Let's try again.   |
| 50321                               | 5140-GetMother'sMaiden-Prompt-Respell1  |  | Using only the letters of the alphabet, please spell your mother's maiden last name quickly. For example, if her name was O'Connor, you would say O C O N N O R. Please spell her maiden last name now   |
| 50317                               | 5140-GetMother'sMaiden-Prompt-Respell2  | If caller has Timeout1 OR Retry1   | Sorry I didn't hear you. Using only the letters of the alphabet, please spell your mother's maiden last name quickly, one letter at a time.  |
| 50322                               | 5140-GetMother'sMaiden-Prompt-Respell3  | If caller has Timeout OR Retry in response to the Respell2 prompt<br><br>This prompt may not always play depending on the number of retries/ confirmations played. | [Global Default] If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.  |
| 50323                               | 5140-GetMother'sMaiden-Prompt-SpellHelp | If last prompt was spell only  | I need you to spell just the last name. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. It works best if you use ONLY letters and speak at a quick pace. For example, to spell Smith, you don't need to say S as in Sam, M as in Michael, just say S M I T H ... try it again. Please spell the last name for me now. |
| 50312                               | 5140-GetMother'sMaiden-Prompt-SayHelp   | If last prompt was say and spell   | I need you to say the last name and then spell it for me. For example, if the last name was O'Neal, you'd say "O'Neal, O N E A L".   |

| 00120  | 5140-GetMother'sMaid en-Prompt-Success-1     |   | Alright.  |  |
|--|--|---|---|--|
| REQID  | Vocabulary                                   | DTMF  | Action  | Confirm.   |
| 5140-GetMother'sMaiden-Option-Altname  | <other_last_name>                            | <...>   | Play 5140-GetMother'sMaiden-Prompt-Success-1<br>Go To: <a href="#">5190-WhereBorn Check Condition</a>                       | ALWAYS   |
| 5140-GetMother'sMaiden-Option-MaxTimeouts  | --   | --  | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>  | --   |
| 5140-GetMother'sMaiden-Option-MaxRetries   | --   | --  | Go to: <a href="#">5050-Name-ExitFailure-Msg</a>  | --   |
| <b>Confirmation Prompts- The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, then the caller will proceed forward.</b> |  |   |   |  |
| Msg. Number  | REQID  | Wording   | Result  | Action   |
| 82175  | 5140-GetMother'sMaiden-ConfPrompt-LastName-1 | Let me read that back. Last name:   | "Let me read that back. Last Name < Mother's Maiden Name> spelled < Mother's Maiden Name Spelling >, did I get that right?" | If Yes:<br>Play 5140-GetMother'sMaiden-Prompt-Success-1<br>Then Go to: <a href="#">5190-WhereBorn Check Condition</a><br><br>If No:<br>Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1 |
|  |  | < Mother's Maiden Name Spelling >   |   |  |
| 50337  | 5140-GetMother'sMaiden-ConfPrompt-LastName-2 | ...spelled:   |   |  |
|  | CPR  | < Mother's Maiden Name Spelling >   |   |  |
| 50342  | 5140-GetMother'sMaiden-ConfPrompt-LastName-3 | Did I get that right?   |   |  |
| 82054  | 5140-GetMother'sMaiden-ConfPrompt-Retry1     | Sorry, I didn't catch that. Please say "yes," or "no,".                   | Retry1 on Confirmation  | If Yes:<br>Play 5140-GetMother'sMaiden-Prompt-Success-1<br>Then Go to: <a href="#">5190-WhereBorn Check Condition</a><br><br>If No:<br>Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1 |
| 82055  | 5140-GetMother'sMaiden-ConfPrompt-Retry2     | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two | Retry2 on Confirmation  | If Yes:<br>Play 5140-GetMother'sMaiden-Prompt-Success-1<br>Then Go to: <a href="#">5190-WhereBorn Check Condition</a><br><br>If No:<br>Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1 |

|       |   |  |  |   |
|-------|---|--|--|---|
| 82056 | 5140-GetMother'sMaiden-ConfPrompt-Timeout1          | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no".       | Timeout1 on Confirmation                 | <p>If Yes:<br/>Play 5140-GetMother'sMaiden-Prompt-Success-1<br/>Then Go to: <u>5190-WhereBorn-Check Condition</u></p> <p>If No:<br/>Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1</p> |
| 82057 | 5140-GetMother'sMaiden-ConfPrompt-Timeout2          | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation                 | <p>If Yes:<br/>Play 5140-GetMother'sMaiden-Prompt-Success-1<br/>Then Go to: <u>5190-WhereBorn-Check Condition</u></p> <p>If No:<br/>Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1</p> |
| 00250 | 5140-GetMother'sMaiden-ConfPrompt-InvalidOrTimeout3 | [250 ms silence]   | Max Timeout OR Max Retry at Confirmation | Go To: <u>5050-Name-ExitFailure-Msg</u>   |

**Event logging**

|  |                                   |                               |
|--|-----------------------------------|-------------------------------|
| Record = U-KBPW-DM_5140-(Call Duration at start),T-KBPW- | 0000 = Success                    | -Call duration at process end |
|  | 0001 = Error                      |                               |
|  | 0002 = Max No Input               |                               |
|  | 0003 = Max No Match               |                               |
|  | 0200 = Caller Hang Up             |                               |
|  | 0303 = Max No Confirm             |                               |
|  | 0304 = Max Help                   |                               |
|  | 0310 = Caller Requested Main Menu |                               |
|  | 0311 = Caller Requested Agent     |                               |

**Developer notes**

The following prompts use SAY AND SPELL grammars: Initial-1, Timeout1, Timeout2, and SayHelp.


If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system switches to the SPELL-ONLY fallback, which is announced in prompts Retry1, Retry2, Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.

In spell-only fallback collections, use spell-only grammar.


Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.

**Set Confidential Flag to TRUE**


### 5150-NoName-Msg

|  |                          |   |
|--|--------------------------|---|
| <b>Play Prompt</b>   |                          |  |
| Apologize to caller for not being able to collect a name.  |                          |   |
| <b>Entering from</b>   |                          |   |
| 5050-Name-ExitFailure-Msg  |                          |   |
| <b>Prompts</b>   |                          |   |
| <b>Message Number</b>  | <b>REQID</b>             | <b>Wording</b>  |
| 00250  | 5150-KBA-NoName-Prompt-1 | [250 ms silence]  |
| <b>Req ID</b>  | <b>Condition</b>         | <b>Action</b>   |
| 5150-KBA-NoName-Condition-Always   | Always                   | return status := failure<br>return to Global (COA-DD 1330-CallKBAAuth-Code)         |
| <b>Event logging</b>   |                          |   |
|  |                          |   |
| <b>Developer notes</b>   |                          |   |
| No barge-in<br><br>The prompt has been set to short silence. The failure message to the caller has already been said within GetName so no additional message is needed here. |                          |   |

### 5190-WhereBorn Check Condition

|  |                  |   |
|--|------------------|---|
|  |                  |       |
| <b>Entering from</b>                                       |                  |   |
| 5135-Mother'sMaiden Check Condition 5140-GetMother'sMaiden |                  |   |
| <b>REQID</b>   | <b>Condition</b> | <b>Action</b>   |
| 5190-KBA-WhereBorn Check Condition-Condition-null          | If PoB = null    | Go to: <a href="#">5200-WhereBorn-VM</a>  |
| 5190-KBA-WhereBorn Check Condition-Condition-else          | If PoB else      | Report V Transaction per module note, Go to: <a href="#">5205-LastPmt Check Condition</a> |
| <b>Module Notes</b>  |                  |   |
| V-KBPW-POB_1-(duration),T-KBPW-0000-(duration)             |                  |   |

### 5200-WhereBorn-VM

|   |  |   |
|---|--|---|
| <b>Custom Context DialogModule™</b>                     |  |  |
| Ask caller for state or territory where they were born. |  |   |
| <b>Entering from</b>                                    |  |   |
| <a href="#">5190-WhereBorn Check Condition</a>          |  |   |

| <b>Prompts</b>        |                                    |   |
|-----------------------|------------------------------------|---|
| <b>Message Number</b> | <b>REQID</b>                       | <b>Wording</b>  |
| 52001                 | 5200-KBA-WhereBorn-Prompt-Initial1 | Only two more questions.  |
| 00500                 | silence_500                        | [500 ms silence]  |
| 52002                 | 5200-KBA-WhereBorn-Prompt-Initial2 | Please say the name of the American STATE or TERRITORY where you were born, such as Texas, or say OTHER if you were born somewhere else.  |
| 52003                 | 5200-KBA-WhereBorn-Prompt-Retry1   | [Global Default] I don't need the city. Please say just the STATE or territory where you were born, Texas for example. If you were born somewhere else, just say "Other". If you aren't sure about the territories, say "Question".   |
| 52004                 | 5200-KBA-WhereBorn-Prompt-Retry2   | [Global Default] If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory.  |
| 52005                 | 5200-KBA-WhereBorn-Prompt-Timeout1 | I'm sorry, I didn't hear anything. If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory or say OTHER.   |
| 52006                 | 5200-KBA-WhereBorn-Prompt-Timeout2 | I'm sorry, I still didn't hear anything. If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory or say OTHER.   |
| 52007                 | 5200-KBA-WhereBorn-Prompt-Help1    | As part of the verification process, I need to know the name of the state or U S territory where you were born. If you aren't sure and would like to hear a list of the TERRITORIES, just hang on and I'll list them for you, otherwise please say the name of the state or territory now. [4 sec pause] The current and former territories of the United States are: |
| 00500                 | silence_500                        | [500 ms silence]  |
| 52008                 | 5200-KBA-WhereBorn-Prompt-Help2    | American Samoa, Federated States Of Micronesia, Guam , Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, and Virgin Islands.  |
| 01000                 | silence_1000                       | [1 sec silence]   |
| 52009                 | 5200-KBA-WhereBorn-Prompt-Help3    | So let me ask again: In which state or territory were you born?   |

| <b>REQID</b>                    | <b>Vocabulary</b>  | <b>DTMF</b> | <b>Action</b>                                       | <b>Confirm.</b>     |
|---------------------------------|--|-------------|---|---------------------|
| 5200-KBA-WhereBorn-Option-state | <50 states plus territories plus OTHER – see list below> | —           | Go to: <a href="#">5205-LastPmt Check Condition</a> | <i>If necessary</i> |
|                                 | Remove global Agent and Main Menu from this DM.          |             |   |                     |

| <b>Confirmation prompts</b> |   |                                |
|-----------------------------|---|--------------------------------|
| <b>Message Number</b>       | <b>REQID</b>                                  | <b>Wording</b>                 |
| 00118                       | 5200-KBA-WhereBorn-ConfPrompt-you_said        | [I think you said]<br><state>  |
| 00119                       | 5200-KBA-WhereBorn-ConfPrompt-is_that_correct | [Is that correct?]             |
| 52011                       | 5200-KBA-WhereBorn-ConfPrompt-AS              | American Samoa                 |
| 52012                       | 5200-KBA-WhereBorn-ConfPrompt-FM              | Federated States of Micronesia |
| 52013                       | 5200-KBA-WhereBorn-ConfPrompt-GU              | Guam                           |
| 52014                       | 5200-KBA-WhereBorn-ConfPrompt-MH              | Marshall Islands               |
| 52015                       | 5200-KBA-WhereBorn-ConfPrompt-MP              | Northern Mariana Islands       |
| 52016                       | 5200-KBA-WhereBorn-ConfPrompt-PW              | Palau                          |




|   |                                  |                |
|---|----------------------------------|----------------|
| 52017   | 5200-KBA-WhereBorn-ConfPrompt-PR | Puerto Rico    |
| 52018   | 5200-KBA-WhereBorn-ConfPrompt-VI | Virgin Islands |
| 52019   | 5200-KBA-WhereBorn-ConfPrompt-FF | Other          |
| Remove global Agent from confirmation grammars for this DM. |                                  |                |

| <b>DialogModule parameters</b> |              |
|--------------------------------|--------------|
| <b>Parameter</b>               | <b>Value</b> |
| 5200-KBA-WhereBorn-Parameter   |              |
| after_end_of_speech_timeout    | 1,000 ms     |
| before_begin_of_speech_timeout | 7,000 ms     |
| allowing_barge_in              | True         |

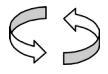
| <b>Event logging</b>                                     |                                   |                               |
|--|-----------------------------------|-------------------------------|
| Record = U-KBPW-DM_5200-(Call Duration at start),T-KBPW- | 0000 = Success                    | -Call duration at process end |
|  | 0001 = Error                      |                               |
|  | 0002 = Max No Input               |                               |
|  | 0003 = Max No Match               |                               |
|  | 0200 = Caller Hang Up             |                               |
|  | 0303 = Max No Confirm             |                               |
|  | 0304 = Max Help                   |                               |
|  | 0310 = Caller Requested Main Menu |                               |
|  | 0311 = Caller Requested Agent     |                               |

| <b>Developer notes</b>  |
|---|
| <p>DTMF 9 is disabled in this Module.</p> <p>State grammar: [note some synonyms for DC and Washington]</p> <p>Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming, District of Columbia, D C, Washington D C, Washington State</p> <p>Territory grammar:</p> <p>American Samoa, Guam, Puerto Rico, Virgin Islands, Federated States Of Micronesia, Marshall Islands, Northern Mariana Islands, Palau.</p> <p>Additional grammar:</p> <p>Other</p> <p>Implement <b>one-step correction</b> in confirmation: accept [no] [it's] (state name), confirm again if necessary, and route to 5210.</p> <p><b>Set Confidential Flag to TRUE</b></p> |

### 5205-LastPmt Check Condition

|  |                        |   |
|--|------------------------|---|
|  |                        |  |
| <b>Entering from</b>                             |                        |   |
| 5190-WhereBorn Check Condition 5200-WhereBorn-VM |                        |   |
| <b>REQID</b>                                     | <b>Condition</b>       | <b>Action</b>   |
| 5205-KBA-LastPmt Check Condition-Condition-null  | If Last Payment = null | Go to: <a href="#">5210-LastPmt-VM</a>  |
| 5205-KBA-LastPmt Check Condition-Condition-else  | If Last Payment else   | Report V Transaction per module note, Go to: <a href="#">5220-CheckingNow-Msg</a>   |
| <b>Module Notes</b>                              |                        |   |
| V-KBPW-LBP_1-(duration),T-KBPW-0000-(duration)   |                        |   |

### 5210-LastPmt-VM

|  |                                    |  |   |
|--|------------------------------------|--|---|
|  |                                    | <b>Currency DialogModule™</b>  |  |
| Ask caller the amount of the last benefit payment they received. |                                    |  |   |
| <b>Entering from</b>   |                                    |  |   |
| 5205-LastPmt Check Condition                                     |                                    |  |   |
| <b>Prompts</b>   |                                    |  |   |
| <b>Message Number</b>  | <b>REQID</b>                       | <b>Wording</b>   |   |
| 52101  | 5210-KBA-LastPmt-Prompt-Initial1   | One last question.   |   |
| 52102  | 5210-KBA-LastPmt-Prompt-Initial2   | What was the amount of the last benefit check you received in dollars and cents.   |   |
| 52103  | 5210-KBA-LastPmt-Prompt-Retry1     | [Global Default] I need the amount in dollars and cents, such as one hundred twenty nine DOLLARS and thirty seven CENTS. How much was your last payment?   |   |
| 52104  | 5210-KBA-LastPmt-Prompt-Retry2     | [Global Default] Please speak slowly and clearly and tell me the amount again.   |   |
| 52105  | 5210-KBA-LastPmt-Prompt-Timeout1   | I'm sorry, I didn't hear anything. I need the amount in dollars and cents, such as one hundred twenty nine DOLLARS and thirty seven CENTS. How much was your last payment?   |   |
| 52106  | 5210-KBA-LastPmt-Prompt-Timeout2   | I'm sorry, I still didn't hear anything. You'll need to know the exact amount of your last benefit check in dollars, but you can skip the cents. If you don't know the amount, we can't proceed and you'll need to call back later when you do know. So if you know the payment amount, please say it now. |   |
| 52107  | 5210-KBA-LastPmt-Prompt-Help       | You'll need to know the exact amount of your last benefit check in dollars, but you can skip the cents. If you don't know the amount, we can't proceed and you'll need to call back later when you do know. So if you know the payment amount, please say it now.  |   |
| 50394  | 5210-KBA-LastPmt-Prompt-SuccessYes | Got it.  |   |
| <b>REQID</b>   | <b>Vocabulary</b>                  | <b>DTMF</b>  | <b>Action</b>   |
| 5210-KBA-LastPmt-Option-Currency                                 | <currency>                         | <...>  | play SuccessYes prompt<br>Go to: <a href="#">5220-CheckingNow-Msg</a>               |
|  |                                    |  | <b>Confirm.</b><br><i>If necessary</i><br>Check This                                |

|                                  |  |   |   |       |
|----------------------------------|--|---|---|-------|
| 5210-KBA-LastPmt-Option-DontKnow | I don't know<br>I'm not sure                 | — | Go to: <u>5215-CantProceed-<br/>Msg</u> | Never |
|                                  | remove Agent from global grammar for this DM |   |   |       |


| <b>Confirmation prompts</b> |               |  |
|-----------------------------|---------------|--|
| Message Number              | Option / Name | Wording  |
|                             | Currency      | Default confirmation, as handled by DialogModule™<br>"I think you said xxx dollars and xxx cents. Is that correct?"<br>after Yes, play SuccessYes prompt |

| <b>DialogModule parameters</b>                   |                      |
|--|----------------------|
| Parameter  | Value                |
| 5210-KBA-LastPmt-Parameter                       |                      |
| Currency type                                    | US Dollars           |
| Allowed currency range                           | \$10.00 - \$9,999.00 |
| Expected currency range                          | \$10.00 - \$999.00   |
| Allowed currency granularity                     | 1 cent               |
| Expected currency granularity                    | 1 cent               |
| after_end_of_speech_timeout (incomplete timeout) | 1500 msec            |
| before_begin_of_speech_timeout                   | 7,000 msec           |
| allowing_barge_in                                | True                 |
| high confidence threshold                        | .995                 |
| max speech duration                              | 16,000 msec          |


| <b>Event logging</b>                                     |                                   |                               |
|--|-----------------------------------|-------------------------------|
| Record = U-KBPW-DM_5210-(Call Duration at start),T-KBPW- | 0000 = Success                    | -Call duration at process end |
|  | 0001 = Error                      |                               |
|  | 0002 = Max No Input               |                               |
|  | 0003 = Max No Match               |                               |
|  | 0200 = Caller Hang Up             |                               |
|  | 0303 = Max No Confirm             |                               |
|  | 0304 = Max Help                   |                               |
|  | 0310 = Caller Requested Main Menu |                               |
|  | 0311 = Caller Requested Agent     |                               |

| <b>Developer notes</b>  |
|---|
| Usability note: The back end will ignore the cents, but it's best to ask for it anyway to make explaining what to say easier. Also, the caller is likely to be looking at a written amount, so if they know the dollars they'll know the cents too. |
| <b>Set Confidential Flag to TRUE</b>  |


### 5215-CantProceed-Msg

|   |                               |   |
|---|-------------------------------|---|
| <b>Play Prompt</b>                                  |                               |                                    |
| Tell caller we can't proceed without those numbers. |                               |   |
| <b>Entering from</b>                                |                               |   |
| 5210-LastPmt-VM                                     |                               |   |
| <b>Prompts</b>                                      |                               |   |
| <b>Message Number</b>                               | <b>REQID</b>                  | <b>Wording</b>  |
| 50401   | 5215-KBA-CantProceed-Prompt-1 | I'm sorry but we can't proceed without those numbers. You may want to call back when you have those numbers with you. |
| <b>Req ID</b>                                       | <b>Condition</b>              | <b>Action</b>   |
| 5215-KBA-CantProceed-Condition-Always               | Always                        | return code := failure<br>return to Global (COA-DD 1330-CallKBAAuth-Code)   |
| <b>Event logging</b>                                |                               |   |
|   |                               |   |
| <b>Developer notes</b>                              |                               |   |
| No barge-in ← Be sure of this setting!              |                               |   |

### 5220-CheckingNow-Msg


|   |                              |   |
|---|------------------------------|---|
| <b>Play Prompt</b>  |                              |  |
| Tell the caller there may be a short delay while we check the information they gave us. |                              |   |
| <b>Entering from</b>  |                              |   |
| 5210-LastPmt-VM   |                              |   |
| <b>Prompts</b>  |                              |   |
| <b>Message Number</b>   | <b>REQID</b>                 | <b>Wording</b>  |
| 52201   | 5220-KBA-CheckingNow-Prompt1 | Hold on while I check our database. It may take a few seconds.                        |
| <b>Req ID</b>   | <b>Condition</b>             | <b>Action</b>   |
| 5220-KBA-CheckingNow-Condition-Always   | Always                       | Go to: 5230-QueryKB-DB  |
| <b>Event logging</b>  |                              |   |
|   |                              |   |
| <b>Developer notes</b>  |                              |   |
| No barge-in   |                              |   |

### 5230-QueryKB-DB

|                                    |  |   |
|------------------------------------|--|---|
| <b>Database Query</b>              |  |  |
| Check the Knowledge Base database. |  |   |
| <b>Entering from</b>               |  |   |
| 5220-CheckingNow-Msg               |  |   |

| <b>Input Field</b>                     |   | <b>Description</b>                     |
|--|---|--|
| SSN                                    |   |  |
| first name                             |   |  |
| last name                              |   |  |
| alternate last name                    |   | may be null                            |
| date of birth                          |   |  |
| mother's maiden last name              |   |  |
| state or territory of birth            |   |  |
| dollar amount of last payment          |   | set the cents to zero before the query |
| <b>Output Field</b>                    |   | <b>Description</b>                     |
| verification status                    |   | success or failure                     |
| <b>Req ID</b>                          | <b>Condition</b>                                  | <b>Action</b>                          |
| 5230-KBA-QueryKB-Condition-Succ        | <i>IF success</i>                                 | Go to: 5250-SaySuccess-Msg             |
| 5230-KBA-QueryKB-Condition-Fail        | <i>Else if failure because data doesn't match</i> | Go to: 5260-SayFailure-Msg             |
| 5230-KBA-QueryKB-Condition-AcctBlocked | <i>Else if failure because account is blocked</i> | Go to: 5270-AccountBlocked-Msg         |
| <b>Event logging</b>                   |   |  |
|  |   |  |

### 5250-SaySuccess-Msg


|                                      |                             | <b>Play Prompt</b>   |  |
|--------------------------------------|-----------------------------|--|---|
| Tell caller they've been verified.   |                             |  |   |
| <b>Entering from</b>                 |                             |  |   |
| 5230-QueryKB-DB                      |                             |  |   |
| <b>Prompts</b>                       |                             |  |   |
| <b>Message Number</b>                | <b>REQID</b>                | <b>Wording</b>   |   |
| 52501                                | 5250-KBA-SaySuccess-Prompt1 | OK, everything checks out.   |   |
| <b>Req ID</b>                        | <b>Condition</b>            | <b>Action</b>  |   |
| 5250-KBA-SaySuccess-Condition-Always | <i>Always</i>               | return code := success<br>return to Global COA-DD 1330-CallKBAAuth-Code) |   |
| <b>Event logging</b>                 |                             |  |   |
|                                      |                             |  |   |
| <b>Developer notes</b>               |                             |  |   |
| No barge-in                          |                             |  |   |

### 5260-SayFailure-Msg


|   |  | <b>Play Prompt</b> |  |
|---|--|--------------------|---|
| Tell caller they could not be verified. |  |                    |   |
| <b>Entering from</b>                    |  |                    |   |
| 5230-QueryKB-DB                         |  |                    |   |

| <b>Prompts</b>                       |                             |  |
|--------------------------------------|-----------------------------|--|
| <b>Message Number</b>                | <b>REQID</b>                | <b>Wording</b>   |
| 52601                                | 5260-KBA-SayFailure-Prompt1 | I'm afraid that some of the information you gave me doesn't match what we have in our records. |
|                                      |                             | <b>Condition</b>   |
| 5260-KBA-SayFailure-Condition-Always |                             | Always   |
|                                      |                             | <b>Action</b>  |
|                                      |                             | return code := failure<br>return to Global (COA-DD 1330-CallKBAAuth-Code)                      |
| <b>Event logging</b>                 |                             |  |
|                                      |                             |  |
| <b>Developer notes</b>               |                             |  |
| No barge-in                          |                             |  |

### 5270-AccountBlocked-Msg

|   |                                 | <b>Play Prompt</b>   |  |
|---|---------------------------------|--|---|
| Tell caller they blocked their own account from telephone access. |                                 |  |   |
| <b>Entering from</b>  |                                 |  |   |
| 5230-QueryKB-DB   |                                 |  |   |
| <b>Prompts</b>  |                                 |  |   |
| <b>Message Number</b>   | <b>REQID</b>                    | <b>Wording</b>   |   |
| 52701   | 5270-KBA-AccountBlocked-Prompt1 | Our records show that you requested that your account be blocked from access by this automated system, as well as by the Internet, even with a password, so I'll need to send you to an agent to complete this transaction. If you want to unblock your account, the agent must handle that as well. |   |
|   |                                 | <b>Condition</b>   | <b>Action</b>   |
| 5270-KBA-AccountBlocked-Condition-Always                          |                                 | Always   | return code := account_blocked<br>return to Global (COA-DD 1330-CallKBAAuth-Code)   |
| <b>Event logging</b>  |                                 |  |   |
|   |                                 |  |   |
| <b>Developer notes</b>  |                                 |  |   |
| No barge-in   |                                 |  |   |

### 5900-DMfailure-Msg

|   |                            | <b>Play Prompt</b>                           |  |
|---|----------------------------|--|---|
| Apologize that we can't understand the caller.  |                            |  |   |
| <b>Entering from</b>  |                            |  |   |
| any DM in the KBA (but <b>not</b> GetName module) that hits max retries or max timeouts |                            |  |   |
| <b>Prompts</b>  |                            |  |   |
| <b>Message Number</b>   | <b>REQID</b>               | <b>Wording</b>                               |   |
| 59001   | 5900-KBA-DMfailure-Prompt1 | I'm so sorry I'm not able to understand you. |   |

---

|                                     | <b>Condition</b> | <b>Action</b>   |
|-------------------------------------|------------------|---|
| 5900-KBA-DMfailure-Condition-Always | Always           | return status := failure<br>return to Global (COA-DD 1330-CallKBAAuth-Code) |
| <b>Event logging</b>                |                  |   |
|                                     |                  |   |
| <b>Developer notes</b>              |                  |   |
| No barge-in                         |                  |   |

—End of Specification —