Social Security Administration

User Interface Specification
Last Saved: March 16, 2010

Replacement 1099/1042s
Revised Attestation

3.13.8

Document History

Date	Spec	Summary of Changes	Revised by
08/09/2007	1.0	Initial version. Skeleton Spec: The tables are complete, but there is not yet text for retry, timeout, and help prompts.	Daniel Engelberg, Jenny DeGroot (Nuance)
		Document history continues on next page	
08/17/2007	1.1	Updates based on 08/13/2007 review meeting. Changes highlighted in yellow. • In all tables that are based on a table in another spec, added the name of the origin spec. • Globally, removed many references in Module Settings (last section of table), as these were copied from previous specs and often did not apply to current context. • Globally, filled in vocabulary and dtmf keys in options. • Globally, updated all "Entering From" links. • In 7020, during the rest of the year, changed link to go to 7038-FT-NewAddresYN-DM • In 7025, corrected typo in name of Prompt-1, and added Developer note explaining relation of this table to 7035-FT-NowWhatYN-DM • In 7026, corrected prompt names • In 7030, clarified purpose of DM in internal note, fixed "Entering from" (now 7038-FT-NewAddressYN-DM), and added Developer note explaining relation of this table to 7035-FT-NowWhatYN-DM • In 7035, "Replacement" option, changed so goes to 7036-FT-WhichYear-DM (new DM). • Added new DM, 7036-FT-WhichYear-DM, to disambiguate the year of the replacement 1099. • In 7037, changed "Yes" action to go to 7070-FT-Need2Ask-Msg; updated attestation wording with privacy/paperwork text, and added in secondary prompts. • In 7038, corrected "Entering from" as 7020-FT-CurrentDate-BC, corrected Initial prompt to say "Social Security" in full, and added in secondary prompts. The "No" condition now has an exit prompt and goes to 7030-FT-NotJanuary-Msg. • In 7070, adjusted Prompt-1 wording to say "several" questions. • In 7080, adjusted name collection parameter to collect first name first and then last name. • In 7090, adjusted Failure condition to go to 7095-FT-DOB-DM. • In 7115, added additional conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) • In 7125, added reference to corresponding return code. • In 7150, changed Prompt-1 to say that we're starting with the FIRST name. • In 7165, added/changed prompt names for HighConf conditions. • In 7195, added/changed prompt names for "Yes" option. • Created new DMs 7121, 7122, and 7123 (Results of Aug 1 meeting with L. Moore and email from C. Walton.) • In 7125, added "Auth" to the DM title, changed prompt wording, and added developer note. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) • In 7130, added "Auth" to the DM title, changed prompt wording, and added developer note. (Results of Aug 1 meeting with L.	Daniel Engelberg

		Moore and email from C. Walton.) • In 7230, modified Initial prompt for clearer wording and added secondary prompts. • In 7235, added secondary prompts and option vocabulary. • In 7240, changed prompts to read "...deceased person's..." and corrected prompt names. • In 7255, added return codes to OffSeason and other conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.). • In 7260, corrected prompt terminology to read "replacement 1099". • In 7265, added exit prompt for "No" option. • In 7270, added secondary prompts and exit prompt for "Main Menu" option. • In 7275, added additional conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) • In 7280, corrected prompt terminology to read "replacement 1099", and corrected condition name. • In 7285, added Retry and ExitSuccess prompts. • In 7290, added Retry and ExitSuccess prompts. • In 7300, clarified Initial prompt wording and added secondary prompts. • Created new DMs 7301, 7302, 7303, 7304 (Results of Aug 1 meeting with L. Moore and email from C. Walton.). • In 7310, added prompt wording and developer note. (Results of Aug 16 meeting with L. Moore and email from C. Walton.) • After 7310, deleted note that referred to N8NN spec for return codes 151, 152, and others. These are handled in the new DMs within this spec. (Results of Aug 16 meeting with L. Moore and email from C. Walton.) • Throughout: Added Developer Notes about all parameter values that are shown here, stating that developer should validate these values against the parameters that are in currently deployed code. •	
08/20/2007	**1.2**	Made updates based on SSA email of Aug 17, 2007, highlighted green. 7025: Changed wording to "replacement 1099" in four places throughout the DM. 7030: Changed prompt 7030-FT-NotJanuary-Prompt-4 wording to "replacement 1099". 7035: Changed wording to "replacement 1099" 7036: Changed wording to "replacement 1099" in Help and Success-1-b prompts. 7070: Changed wording to "replacement 1099" 7230: Changed wording to "replacement 1099" throughout the DM. 7235: Changed wording to "replacement 1099" throughout the DM. 7260: Changed wording to remove the phrase "the form". 7280: Changed wording to remove the phrase "the form". Fixed typo in prompt number and Req ID number. 7305: Changed wording to "replacement 1099" in four places throughout the DM.	J. DeGroot
08/23/2007	**1.3**	Changes based on client comments. Changes highlighted in blue. • 7255 & 7275 Success condition: added (ie "<statusCode> = 0000") • 7255, 7275 & 7301: Removed references to "cannot match" and eliminated CannotMatch message table. • 7255 & 7275: Removed Account Blocked condition • 7304: Removed table	Daniel Engelberg

08/28/2007	1.4	Changes based on client comments. Changes highlighted in yellow. • Removed all highlighting carried over from previous versions. • Removed 7301 and 7304 tables that were struck out in previous version. • 7035: Added "replacement 1099" option; added note explaining behavior with respect to 7025 and 7030; changed module type to Custom Context; added "Main menu" option • 7095: Corrected error -- 7095-FT-DOB-Option-Date should have no action other than confirmation. • 7115: Added "return code = 0000" to Success condition	Daniel Engelberg
8/30/2007	1.5	Internal Nuance release. Changes based on client comments. Changes highlighted in blue. 7025: • Added conditions for playing CPR when the person is calling during Dec 15-31. • Changed the words "statements" and "form 1099" to "SSA 1099" in prompts. 7030: Changed the words "statements" and "form 1099" to "SSA 1099" in prompts. 7036-FT-WhichYear-DM: • Added conditions and actions for cases when caller requests current year and year minus one, in December 15-31 vs. January 1-31 of blackout period, and for invalid requests for future years. • Added conditions for playing CPR when person is calling during Dec 15-31 vs. Jan 1-31 in Success-1 prompt sequence. • Added confirmation prompts. 7037: Added pronunciation note for OMB number in the prompt. 7038: • Removed reference to Name confirmation (typo in description field). • Removed erroneous "entering from 7037." 7280: Added prompt names for the concatenated phrases in the prompt. 7305: Changed the words "statements" and "form 1099" to "SSA 1099" in prompts.	Jenny DeGroot

09/04/2007	1.6	(In addition to the changes listed below, see the v1.5 list above.)
		
		Changes highlighted in green.
		• Changed authentication sequence.
		   o Was SSN – First Name – Last Name – Alt Name – DOB
		   o Is now SSN – DOB – First Name – Last Name – Alt Name
		• Changed name collection approach from method used in KBA spec to method used in TPPW spec. See below for details. Functionally the approaches are almost identical, with the exception that now we confirm first name as soon as we collect it, rather than waiting to confirm first name and last name together. The main improvement is the simplification of the spec through reduction in the number of DMs; in addition the approach is more linear and no longer uses subroutines.
		• Globally, added dtmf options in Retry2, Timeout2 and Help prompts when missing. (Added in Retry1 in cases where there was no Retry2.)
		• Removed 7080, 7090, 7150, 7180, 7185, 7205
		• Changed numbering to retain sequential order following change in call-flow sequence:
		   o 7070 changed to 7055
		   o 7075 changed to 7060
		   o 7095 changed to 7065
		   o 7200 changed to 7085
			Daniel Engelberg

		o 7085 changed to 7090 • 7035: Added dtmf in secondary prompts • 7038: Clarified exit prompt reference in 7038-FT-NewAddressYN-Option-No • 7060: Added dtmf in secondary prompts; Changed 7060-FT-GetSSN-ConfOption-Yes to go to 7065 (DOB) • 7065: Changed "yes" option to go to 7075; Added dtmf in secondary prompts; clarified exit prompt references in Yes option • 7075: New DM combining previous 7165, 7170 and 7190 • 7080: New DM combining previous 7155, 7160 and 7195 • 7085: Deleted "with your name" from prompt-1 to make this DM more generic, as it is called by other parts of the spec. Updated "Entering from"; changed action to go to 6210. • 7090: Added dtmf to secondary prompts; Added exit prompts; updated go tos in Yes (to 7092) and No (to 7110) options • 7092: New DM (previously distributed across 7155, 7160 and 7195) • 7240: Added dtmf to secondary prompts. Corrected wording of Confirmation prompts to refer to the deceased person's SSN, not "your" SSN. • 7265: Added dtmf to secondary prompts; clarified exit prompt reference in No option. Corrected Goto statement for Timeout. • 7270: Added dtmf to secondary prompts; clarified exit prompt reference in Main Menu option. Removed erroneous "entering from 7035". • 7285: Added dtmf to secondary prompts • 7290: Added dtmf to secondary prompts • Throughout: Standardized the prompt names of Exit and Success prompts, so they are consistently named "...Success..." • 6210: Added DMs to "Entering from" section.	
09/04/2007	1.6.1	Changes highlighted in green. • 7025: Split up Prompt-4 into Prompts 4 and 5, and added CPR to play the year instead of saying "January of next year." The previously existing Prompt-5 was renamed Prompt-6.	J. DeGroot
09/12/2007	1.6.2	Removed Global Defaults from retry 1 and 2 prompts	Sean Stallings/VZB
09/19/2007	1.6.3	Added Message Numbers	Sean Stallings/VZB
09/21/2007	1.6.4	Made corrections to 7025	Sean Stallings/VZB
09/27/2007	1.6.5	Changed 6210 to 6211 Changed 6220 to 6221	Sean Stallings/VZB
09/28/2007	1.6.6	Added changes as recommended by Nuance Changes highlighted in yellow. S. Stallings' updates are still shown with changes tracked. All other previous changes have been accepted and previous highlighting removed. Added new section, Privacy, in Chapter 1, for clarification purposes. DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM: Changed DM type to Custom Context. 7037-FT-AttestationYN-DM: Now goes to the new module DM 7039. instead of 7055. DM 7039: New DM added.: New DM added. 7045: Added "entering from" new module 7039.	Sean Stallings/VZB

		: Changed DM type to Custom Context. 7121-FT-AuthSystemProblems-Msg: Added "entering from" DM 7039 7122-FT-AuthSystemUnavailable-Msg: Added "entering from DM 7039 7235-FT-ForDeceasedYN-DM: Changed DM type to Custom Context. 7285-FT-ValidateDeceasedRepeatYN-DM: Changed DM type to YesNo. ## 7300-FT-ValidateNoRelationshipMatch-DM: Added confirmation	
10/25/2007	**1.6.7**	Added message 82140 to 7040 Added message 86185 to 7080 and 7192	Sean Stallings/VZB
11/01/2007	**1.6.8**	Changed msg. 82140 to 85140	Sean Stallings/VZB
11/20/2007	**1.6.9**	Updated DM7260. Broke msg 82107 into messages 82131, 82132, 82133, 82134 Updated Msg. 82050 in DM7075 Updated Msg. 82063 in DM7080 Updated Msg. 82076 in DM7092 Fixed broken hyperlink for 7039-FT-Ping-DB Updated DM 7036-changed input field for Success Prompt 3 Updated DM 7075, removed retry 1, renamed retry 2 retry 1 Updated DM 7080, removed retry 1, renamed retry 2 retry 1 Updated DM 7092, removed retry 1, renamed retry 2 retry 1 Updated DM 7020, Removed msg. 82006 Updated DM 7030, Removed msg. 82010 Updated DM 7035, Added msg. 82006, 82010 Updated DM 7305, Removed msg. 82127	Sean Stallings/VZB
11/21/2007	**1.7.0**	Changed msg. 86185 to 82175	Sean Stallings/VZB
11/29/2007	**1.7.1**	Updated DM 7060, DM7240; Removed module note disabling DTMF in the confirmation.	Sean Stallings/VZB
01/04/2008	**1.7.2**	Updated Chapter 1 to clarify that all global default behavior found in N8NN is still valid for 1099. DM 7290- Updated developer notes. DM 7037 – replaced '#' with the word 'number' for message 82025.	Sean Stallings/VZB
01/04/2008	**1.7.3**	DM 6226-Corrected typo, message 120401 changed to 12041.	Sean Stallings/VZB
01/23/2008	**1.7.4**	Updated DM 7075, 7080 and 7092. Added msg. 50348, removed global defaults from Respell1 and 2.	Sean Stallings/VZB
03/03/2008	**1.7.5**	Added Privacy statement to Introduction Updated DM 7060, 7065, 7075, 7080, 7092; Added notes regarding confidentiality flag to module notes. Added module 7045 Added module 7059 Added module 7064 Added module 7079 Added module 7089	Sean Stallings/VZB
03/06/2008	**1.7.6**	Corrected hyperlink errors in document history Corrected typo in module 7064 DoB Check Condition Corrected broken hyperlinks in DM 6211	Sean Stallings/VZB
03/10/2008	**1.7.7**	Updated 7045, 7059, 7064, 7070, 7079, 7089; Corrected reporting for "if else" conditions.	Sean Stallings/VZB

03/13/2008	1.7.8	Updated DM 7035; removed 2 second silence, updated wording for message 82010. Removed message 82011. Updated DM 7075, 7080 and 7092; On 2nd no in confirmation callers will hear Retry 2 prompt. Updated msg. 82131; removed "Ok" from prompt.	Sean Stallings/VZB
04/01/2008	1.7.9	Updated Reporting Strings for Last Name, First Name, Alt Name	Sean Stallings/VZB
04/01/2008	1.8	Added message numbers 82131 and 82132 to 7055 Clarified wording for 7045 Check Null Condition	Sean Stallings/VZB
04/11/2008	1.81	In order to assure that re-use items are properly reported, in Check Null Condition, if TVDC items to collect = 0, the call must then route to the next Check Condition Module.	Sean Stallings/VZB
04/17/2008	1.82	Updated Module 7037 Added "Barge in" column to the prompt table, barge in is set to "false" for initial prompt, "true" for all others. Broke message 82025 into two separate messages, 82025 and 86238. Updated Module 7265 Silence is reduced from two seconds to one second. Updated Module 7285 Silence is reduced from two seconds to one second Updated all [1 sec silence] message numbers to 1000, instead of 10000 Removed incorrect spaces from the reporting strings	Sean Stallings/VZB Becky Stallings, VzB
05/06/2008	1.83	Updated Module 7036, added conditional logic for callers being routed to 7037 Updated Module 7037, added entry to 'go to' field, if callers exit this module Attestation Flag should be set to 1.	Sean Stallings/VZB
05/09/2008	1.84	Updated module 7055. Changed message number 82131 to 82135, and message number 82132 to 82136.	Sean Stallings/VZB
05/23/2008	1.85	Removed the barge-in settings for the Success prompts for DM7037. The recognizer is no longer listening for a response, so barge-in is not applicable at this point. Highlighted Barge-in changes in pink.	Becky Stallings, VzB
06/24/2008	1.86	Corrected reporting string for module 7064-FT-DoB Check Condition, replaced 'SSA' with 'DoB'	Sean Stallings/VZB

09/04/2008	3.0	Updated Module 7065, removed Note To Talent in the initial 1 prompt.
		Updated module 7035, fixed typo in message 82010.
		
		BBN Findings Update
		   1) Updated module 7037; updated wording for retry 2, message 82027
		   2) Updated module 7038, updated wording for retry 2, message 82033
		   3) Updated module 7090, updated wording for retry 2, message 82069
		   4) Updated module 7235, updated wording for retry 2, message 82094.
		   5) Updated module 7075, 7080, 7092, updated wording for confirmation retry 2, message 82055
		   6) Highlighted all BBN updates in Green
			Sean Stallings/VZB

09/11/2008	3.01	Updated module 7235; corrected wording for message 82094, now more closely resembles original – for BBN Findings Update.	Sean Stallings/VZB
09/18/2008	3.02	Merged 1099_v2.4_TNRS with 1099_TVDC_v3.01. Broke Module 7075 GetFirstName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 7080 GetLastName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 7092 GetAltName into A and B sections, Say and Spell and Spell Only – for TNRS effort Added Module 7095 PostSSN-DB – for TNRS effort Added REQ ID's to modules 7075A, 7075B, 7080A, 7080B, 7092A,	Sean Stallings/VZB

		7092B – for TNRS effort.		
		Added explanatory note to top of modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B – for TNRS effort.		
		Updated modules 7025 and 7065, removed 'note to talent' from initial prompt – this resolves ticket 22253.		
		Updated Module 7095, corrected hyperlink error in 'entering from field' – this resolves ticket 22262.		
		Updated module 7092B, corrected message name for confirmation apology prompt – this resolves ticket 22310.		
		Updated module 7092B, 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 22337.		
		TNRS changes highlighted in Yellow		
		Verizon Business proprietary statement added to title page and page footers.		
		Updated module 7092B, 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 22337.		
09/30/2008	3.03	Updated module 7035; added message 82011 to play after initial 1 – this resolves ticket 22404. Updated module 6226; updated wording so that it matches what is playing in N8NN Main Menu – this resolves ticket 22403.	Sean Stallings/VZB	

10/13/2008	3.04	Updated Chapter 1; added Timeouts and Retries section. This section explains how timeouts and retries are handled. This is more coherent than the previous system of only using module notes – this resolves ticket 22420.
		
		Updated input parameters for modules 7039, 7115 and 7225.
		
		Removed Max Timeout/Retry entry from 'Module Settings' section of modules 7035, 7036, 7037, 7038, 7060, 7230, 7235, 7240, 7300 – this resolves ticket 22420.
		
		Agent Transfer:
		Agent Transfer is actually being done in main menu. UI has been updated to correctly document this.
		  1) Updated module 6200, now shows that callers route back to Main Menu for Max Timeout/Retries and Agent Transfer.
		  2) Removed modules 6203, 6206, 6221, 6223, 6226. These modules are duplicates of what is already documented in Main Menu.
		  3) Updated modules 7075A, 7075B, 7080A, 7080B , 7092A, 7092B, 7302, 7303; 7310, these modules no longer route to module 6211, they now route to module 6200 on the Max Timeouts/ Retries condition.
		  4) Updated modules 7035, 7036, 7038, 7125, 7130, 7235, 7265, 7270, 7285, 7290, these modules no longer route to module 6221, they now route to module 6200 on the Agent Request condition.
			Sean Stallings/VZB	

10/15/2008	3.04	Removed double HC 4.0 descriptions from DM 7255 and added the FUNC parameter. Updated DM 7039 to reflect the HC 4.0 format per the HCID. Updated DM 6200 Agent Transfer with the 'as built' destination DM of 1201 in the N8NN Main Menu. Updated module 7235; added correct wording for retry 2, message 82094. Now has correct per BBN Findings effort – this resolves ticket 22431.	Kim Rothlis/VzB	
10/20/2008	3.05	Updated Table of Contents	Sean	

				Stallings/VZB
10/29/2008	**3.06**	Updated module 7075A; 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.		Sean Stallings/VZB
		Updated module 7075B; 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.		
		Updated module 7080A; 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.		
		Updated module 7080B; 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.		
		Updated module 7092A; 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.		
		Updated module 7092B; 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. Updated module 7095; 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. Added REQID's to modules 7045, 7055, 7059, 7064, 7070, 7079, 7089, 7095, and 6200. Renamed 'name' column as 'REQID' in all modules that did not already have a REQID column. Removed 'name' column from modules that had both. Renamed 'option' column as 'REQID' in all modules that did not already have a REQID column. Removed 'option' column from modules that had both. Updated module 7035, max retry is now documented to follow the same logic as max timeout – this resolves ticket 22439. Updated module 7300, added message number to confirmation prompt, now numbered 82135. Updated module 7065, renumbered message number 50209 to 51309. The wording remains the same, but 51309 is specific to this application. Added notation to DialogModule Notes stating that for confirmation we will play the timeout 1 message for the timeout 2 condition. We also play the retry 1 message for the retry 2 condition. This is only for the Confirmation prompting – this resolves tickets 22448 and 22449.		
11/04/2008	**3.07**	Updated module 7095, added parameters for reporting associated app ID.		Sean Stallings/VZB
11/06/2008	**3.08**	Updated modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B. Corrected REQID columns to show the current requirement ID's being used by SSA.		Sean Stallings/VZB
11/20/2008	**3.09**	Updated modules 7302, 7303 and 7310. These modules now route to Module 6211 – this resolves tickets 22474, 22473, and 22472. Updated module 6200; 'Entering From' now correctly shows all modules the that route to 6200. 'Agent Request' condition now routes to N8NN Main Menu, module 1220 NeedsAgentCheckAvailable. Updated module 7036, Success 3a and 3b prompts are now listed as 'Initial 2'. These will play when the caller re-enters the module. Updated modules 7075A and 7075B, corrected cut and paste error in confirmation section. On max timeout/ retry callers should route to module 7085. Corrected typo in confirmation apology prompt. Removed Confirmation Apology to avoid double apology. Updated modules 7080A and 7080B, corrected cut and paste error in		Sean Stallings/VZB

_____

		confirmation section. On max timeout/ retry callers should route to module 7085. Removed Confirmation Apology to avoid double apology. Updated modules 7092A and 7092B, corrected cut and paste error in confirmation section. On max timeout/ retry callers should route to module 7085. Removed Confirmation Apology to avoid double apology. Updated module 7085, added module 7075A, 7075B, 7080A, 7080B, 7092A, 7092B to 'Entering From' field. Updated module 6211, added additional clarification to module explanation. Note now states that callers will also come to 6211 for Agent assistance.	
12/08/2008	3.10	Updated module 7036, updated requirement ID's for Initial 2 prompts – this resolves ticket – 22481.	Sean Stallings/VZB
1/27/2009	3.11	Updated header	Sean Stallings/VZB
1/29/2009	3.12	Updated footer and incremented version number

Made the following tuning updates: DM 7036: Tuning report section 4.1.12 Change the initial prompt in node DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM to improve performance. Chose possibility one.

DM 7265: tuning report section 4.1.18 Remove state 7265-FT ValidateSelfRepeatYN DM and provide the same functionality by placing a "repeat that option in 7270-FT-ValidateSelfAnythingElse-DM

changes highlighted in yellow. | Aaron Harmon |
| 2/04/2009 | 3.12.1 | DM 7035: Added synonym recommendations from tuning 1 to module's Developer notes.

DM 7036: Added synonym recommendations from tuning 1 to module's Developer notes. Modified wording under direction from VzB to prompt for 'four-digit year' rather that 'full year'.

DM 7260: changed Go-to from 7265 to 7270

DM 7265: Demoted header, which has been deleted, to 'Normal' so that it no longer appears in TOC. Kept text for comparison. May be deleted in future revision.

DM 7270: Changed Main Menu option to DTMF 9 for consistency with other modules. | Peter Modesto |
| 2/05/2009 | 3.12.2 | Module 7260, updated 'entering from' field, removed module 7265. Module 7270, Highlighted '9' for the main menu DTMF. Module 7035, updated message 82012, main menu is now DTMF 9. Updated the 'DTMF' options to reflect this change. Highlighted new developer notes at bottom of module. Highlighted change in yellow. Module 7036, Highlighted new module notes. Modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B, 7095— removed old highlighting. Module 7290, updated message 82110, main menu is now DTMF 9. Updated the 'DTMF' options to reflect this change. Highlighted change in yellow. Module 7300, updated message 82117, and 82119, main menu is now DTMF 9. Updated the 'DTMF' options to reflect this change. Module 6200, removed 7265 from 'entering from' field. Highlighted change in yellow. | Sean Stallings/VZB |
| 2/10/2009 | 3.12.3 | Corrected doc history for version 3.12: changed reference in 2nd bullet | Peter Modesto Nuance |

_____

		from DM 7036 to DM 7265. DM 7036: changed reference to 'duplicate' 1099 to the more standard 'replacement 1099 DM 7260: added reference to DM 7270 in the Entering From field. DM 7270: added REQID for 'repeat' option Highlighted change in green.	
2/23/2009	3.12.4	Updated module 7270, renumbered message 82110 to 82137. renumbered message 82109 to 82138.	Sean Stallings/VZB
2/27/2009	3.12.5	Updated module 7300, renumbered message 82135 to correct number 82144—this resolves ticket 586997	Sean Stallings/VZB
3/05/2009	3.12.6	Updated module 7110, added 7090 to 'entering from' field.	Sean Stallings/VZB
3/13/2009	3.12.7	Added reporting tags to all modules except name capture modules. Updated module 7020, removed module 7265 from the 'entering from' field—595554. Updated module 6211, 'entering from' field now shows modules 7302 and 7303—this resolves ticket 593072. Updated module 7110, 'entering from' field now shows module 7090—this resolves ticket 589764.	Sean Stallings/VZB
4/28/2009	3.12.8	Updated Timeouts and Retries section. Added prompting for timeout global default.	Sean Stallings/VZB
5/26/2009	3.12.9	Updated module 6200, agent request now routes to module 1201. Removed struck through text from previous updates. Updated module 6211, removed modules 7075A, 7075B, 7080A, 7080B, 7092A, and 7092B from the 'entering from' field. Added module 7310 to 'entering from' field. Updated module 7270, corrected reporting tag, was showing 'EMPL' now shows 'RECL'.	Sean Stallings/VZB
6/24/2009	3.13.0	**Callflow modifications arising from SARA2, tuning 1:** - Created state 7032-WantLastYears1099YN-DM - 7020: changed go to link for else statement (now it goes to new state 7032) (used to be 7038) - States 6200, 7038: added entry point 7032 - States 7037, 7039: added entry point 7038 - State 7038: changed action go to links for "no" option - State 7035: changed action go to link for "1099" option **Tuning 2 changes:** *7035-FT-NowWhat-DM: - Added "re- replacement ten ninety nine", "ten ninety nine", "replacement for ten ninety nine" "replacement ninety nine", "replace" as synonyms for "replacement ten ninety nine". *7036-FT-WhichYear-DM: - Added developer notes to indicate the recommendation to increase the weight of the 7036-FT-WhichYear-DM.grxml in relation to GlobalCommands.grxml. The method for doing this is explained in the OSR Reference Manual, pages 35-38. We recommend applying a grammar weight of 2 to 7036-FT-WhichYear-DM.grxml and 1 to the other grammars. *7037-FT-AttestationYN-DM: - Added developer notes to indicate recommendation to lower the confidence threshold from .200 to .150 in order to reduce the RI by approximately 50%. - Added "[yes] I do" to grammar *7038-FT-NewAddressYN-DM: - Added "I don't know", "don't know", "I'm not sure", "possibly" as	Ilana Rozanes Nuance

		synonym for "yes" - Added "no no", "no ma'am", "no I haven't" as synonym for "no" *7090-FT-HaveAltNameYN-DM: - Added developer notes to indicate that params should be changed as follows: <var name="property_interdigittimeout" expr="'2200ms'"/> <var name="property_incompletetimeout" expr="'2200ms'"/> *7230-FT-ForSelfYN-DM: - Added "own", "mine" as synonym for "my own" *7270-FT-ValidateSelfAnythingElse-DM: - Added 'other request' as synonyms for 'Main menu' - Reworded the prompts of this state so that it is clear that callers can hang up right away. (i.e. put phrase encouraging to hang up if done at the beginning of the prompts) - Added developer notes to examine contents of parallel grammars to avoid double-parses. 'Main_menu' may be found in both main grammar and command grammar.	

6/25/2009	3.13.1	**Callflow modifications arising from SARA2, tuning 1:**
		
		Added grey highlighted markers referencing DMs
		
		  - 7030-FT-NotJanuary-Msg and
		  - 7036-FT-Which-Year-DM
		
		as decommissioned. This grey highlighting can be found over the body of the modules, as well as refences to them in other DMs, such as the 'entering-from' fields.
		
		This version is meant for internal release only with annotations meant to facilitate review of new call flow with internal team.
			Peter Modesto, Nuance

7/06/2009	3.13.2	**Callflow modifications arising from SARA2, tuning 1:** *7030: re-added this state to flow, which was originally removed in 3.13.1 (as it is necessary to give this intro message to callers who are not in the blackout period) *7020: changed go to link for no-blackout period to 7030 *7035: - Replacement 1099 option: added conditional so that if it is the blackout period, we send to agent. Otherwise, we send to 7032 - Replacement 1099 option: also applied conditional statement to exit prompt *7032: ****Changed the name of this state to 7036** (so that it follows the order in the flow) - Modified initial prompt (so that it flows better after state 7035) - "yes" option: changed go to link to 7039 (so that we can ping the system and check if it is up before asking any further questions to the caller) - "yes" option: added exit prompt *7039: - Changed entry point to state 7036 - In case of success, changed go to link to 7038 (used to be 7045) *7038: - "no" option: if attestation flag ==1, we now go to 7045 Check Null Condition (as we already pinged the system at this point) - Changed entry point to 7039	Ilana Rozanes Nuance

		*7037: - "yes" option: we now go to 7045 Check Null Condition (as we already pinged the system as this point) *7045: changed entry point to 7037 and 7038 **Callflow modifications arising from SARA2, tuning 2:** *7038: - Added "I'm not sure" option to error 1 prompts to make retry and timeout a little more robust (note that this option was already in grammar)	

7/7/2009	3.13.3	**After review with Verizon's dev team**,
		
		  - 7020 to 7039: determined to keep DM placement in the document in numerical order of the modules.
		  - 7032 reinstated from 7036 to avoid possible confusion in reporting with decommissioned DM 7036
		  - 7038 : applied tracking changes to small wording revisions in retry and timeout prompts
		  - 7039: cleaned open link to 7040.
		  - 7270 – cleaned up extraneous commenting from Developer Notes.
			Peter Modesto
			Nuance

7/8/2009	3.13.4	**Added previous wording to track changes for messages 82032 and 82034 in DM 7038.** **Fixed broken hyperlink in DM 7035.**	Kim Rothlis VzB
7/9/2009	3.13.5	Added message numbers to DM 7032.	Kim Rothlis VzB
8/12/09	3.12.6	**Misc:** -Fixed broken link in DM 7039. -Added DM 7035-FT-NowWhat-DM to the 'entering from' section of DM 7030 -Added DM 7035-FT-NowWhat-DM to the 'entering from' section of DM 7025 -DM 7038: Updated developers notes to reflect current logic. 7037 -Added retry to the success prompt to reflect current application logic. 7285 -Added retry option to the Action table to reflect current application logic.	Kim Rothlis VzB
11/25/09	3.12.7	<mark>Revised Attestation</mark> * Updated wording for Message 82025, DM 7037	Becky Stallings, VzB
3/16/10	3.12.8	Change to original Revised Attestation Effort - Updated with changed wording for Message 82025, DM 7037.	Kim Rothlis, VzB

Verizon Business --Confidential

Table of Contents

Chapter 1:   Introduction

This document is one part of a set of documents that describe the user interface for the Social Security Administration (SSA) N8NN SARA 2 application. This document describes only the interaction for ordering a replacement 1099/1042s form. The call flow has passed through Call Steering (in the N8NN application) before getting to this section.

Privacy

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

Timeouts and Retries

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

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

Note that Timeout prefixes for the *collection* phase (rejection of speech) are included as part of the Timeout prompts in each DM,

whereas Timeout prefixes for the *confirmation* phase are usually not specified in the DM tables.

Unless otherwise noted in the module, maximum timeouts and retries are set to two, for both regular and confirmation prompting. When a caller reaches Max Timeout or Max Retry, the call flow should go to 6200-GiveUpSendSomewhere-BC.

Developer Notes

The following notes apply throughout this document.

1. For all recognition modules in this spec, the return string for coding is the string that follows the last dash in the Option name.

For example (from DM 7035):

Option (shown in the DM tables in this spec)	Return string (specified in the grammar)
7035-FT-NowWhatYN-Option-Repeat	Repeat
7035-FT-NowWhatYN-Option-Replacement1099	Replacement1099
7035-FT-NowWhatYN-Option-MainMenu	MainMenu
7035-FT-NowWhatYN-Option-Agent	Agent

2. For each DM that contains a Help prompt in this spec, the grammar will provide a "help" return string. When **help** is returned, the app should play the DM-specific Help prompt and wait for a response.
      Speech Science note: For the "Help" option, the grammar should include the phrase "more information." The grammar should not include the word "help" itself because it can often be a false attractor.

3. On 3rd timeout or retry, the DM can be considered to have failed. Default behavior in this case is specified in DM 1130-GiveUpSendSomewhere-Check of the N8NN spec. All SARA1 and SARA2 behavior downstream of N8NN's speak-freely menu is considered as part of that app, and all of its defaults apply to the downstream apps, unless otherwise specified.

4. All other default behavior acts as specified in N8NN Main.

Chapter 2:   Detailed Dialog Specification

Eligibility check

7020-FT-CurrentDate-BC

Branch on Condition	
(Based on 1100 Main Menu from N8NN spec) Caller needs info on tax form 1099. What we say depends on the date.	
Entering from	
Main Menu, 7035-FT-NowWhat-DM, 7270-FT-ValidateSelfAnythingElse-DM, 7285-FT-ValidateDeceasedRepeatYN-DM, 7290-FT-ValidateDeceasedAnythingElse-DM	

Req ID	Condition	Action
7020-FT-CurrentDate-Condition-January	IF current date is between December 15 and January 31	Go to: 7025-FT-January-Msg
7020-FT-CurrentDate-Condition-Other	Else (the rest of the year)	Go to: 7030-FT-NotJanuary-Msg

Event logging

7025-FT-January-Msg

Play Prompt	
(Based on 1342_Form1099InfoJanuary_Msg from N8NN spec) Caller receives the January message.	
Entering from	
7020-FT-CurrentDate-BC, 7035-FT-NowWhat-DM	

Prompts		
Message Number	**REQID**	**Wording**
82001	7025-FT-January-Prompt-1	Social Security beneficiaries will receive SSA 1099's in the mail by the end of January showing benefits they received in ...
	If current date is Dec 15-31	[current year]
	ELSE if current date is Jan 1-31	[current year minus one]
1000	silence_1000	[1 sec silence]
82002	7025-FT-January-Prompt-2	You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. If you do not receive your SSA 1099 by February first, call back after February first to request a replacement 1099. Replacement 1099's for ...
	If current date is Dec 15-31	[current year]

	ELSE if current date is Jan 1-31	[current year minus one]		
82003	7025-FT-January-Prompt-3	... will not be available until that date, even from an agent, and statements for ...		
	If current date is Dec 15-31	[current year plus one]		
	ELSE if current date is Jan 1-31	[current year]		
82004	7025-FT-January-Prompt-4	... will not be available until January of...		
	If current date is Dec 15-31	[current year plus two]		
	ELSE if current date is Jan 1-31	[current year plus one]		
	silence_500	[500 msec silence]		
82005	7025-FT-January-Prompt-5	If you need a replacement 1099 for tax year ...		
	If current date is Dec 15-31	[current year minus one]		
	ELSE if current date is Jan 1-31	[current year minus two]		

Req ID	Condition	Action		
7025-FT-January-Condition-Always	Always	Go to: 7035-FT-NowWhat-DM		

Reporting					
Record = U-	RECL	-Msg_7025-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in

7026-FT-Year-CPR

Prompts		
Message Number	REQID	Wording
13426	7026-FT-Year-Prompt-Year2004	two thousand four
13427	7026-FT-Year-Prompt-Year2005	two thousand five
13428	7026-FT-Year-Prompt-Year2006	two thousand six
13429	7026-FT-Year-Prompt-Year2007	two thousand seven
13430	7026-FT-Year-Prompt-Year2008	two thousand eight
13431	7026-FT-Year-Prompt-Year2009	two thousand nine

13432	7026-FT-Year-Prompt-Year2010	twenty ten
13433	7026-FT-Year-Prompt-Year2011	twenty eleven
13434	7026-FT-Year-Prompt-Year2012	twenty twelve
13435	7026-FT-Year-Prompt-Year2013	twenty thirteen
13436	7026-FT-Year-Prompt-Year2014	twenty fourteen

7030-FT-NotJanuary-Msg

Play Prompt
(Based on 1344_Form1099InfoNotJanuary_Msg from N8NN spec)
Caller receives the message for the remainder of the year (not January), if hasn't had an unreported change of address.

Entering from
7020-FT-CurrentDate-BC, 7035-FT-NowWhat-DM

Prompts		
Message Number	**REQID**	**Wording**
82007	7030-FT-NotJanuary-Prompt-1	Social Security beneficiaries should have received SSA 1099's in the mail in January showing benefits they received in ...
--	CPR	[current year minus one]
1000	silence_1000	[1 sec silence]
82008	7030-FT-NotJanuary-Prompt-2	You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. SSA 1099's for this year, ...
500	silence_500	[500 msec silence]
--	CPR	[current year]
250	silence_250	[250 msec silence]
82009	7030-FT-NotJanuary-Prompt-3	... will not be available until January of next year. If you did not receive your SSA 1099 for tax year ...
--	CPR	[current year minus one]

Req ID	**Condition**	**Action**
7030-FT-NotJanuary-Condition-Always	Always	Go to: 7035-FT-NowWhat-DM

Reporting				
Record = U-	RECL	-Msg_7030-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in

7032-WantLastYears1099YN-DM

	YesNo	
Ask if the 1099 is for [current year minus one]. The IVR can only process requests for that year.		

Entering from
7035-FT-NowWhat-DM

Prompts Message Number	REQID	Wording
82150	7032-WantLastYears1099YN-Prompt-Initial-1	Do you want to receive the 1099 for the year…
	CPR	[current year minus one]
146	7032-WantLastYears1099YN-Prompt-Initial-2	Please say yes or no.
82152	7032-WantLastYears1099YN-Prompt-Retry1a	[Global Default] Are you calling to receive the replacement 1099 for the year…
	CPR	[current year minus one]
146	7032-WantLastYears1099YN-Prompt-Retry1b	Please say YES or NO.
82153	7032-WantLastYears1099YN-Prompt-Retry2a	[Global Default] If you want the replacement 1099 for the year…
	CPR	[current year minus one]
82154	7032-WantLastYears1099YN-Prompt-Retry2b	… press one. Otherwise, press two.
82155	7032-WantLastYears1099YN-Prompt-Timeout1a	Sorry, I didn't hear anything. Are you calling to receive the replacement 1099 for the year…
	CPR	[current year minus one]
146	7032-WantLastYears1099YN-Prompt-Timeout1b	Please say YES or NO.
82156	7032-WantLastYears1099YN-Prompt-Timeout2a	I'm sorry, but I still didn't hear anything. If you want the replacement 1099 for the year…
	CPR	[current year minus one]
82154	7032-WantLastYears1099YN-Prompt-Timeout2b	… press one. Otherwise, press two.
121	7032-WantLastYears1099YN-Prompt-Success-1	Ok.

REQID	Vocabulary	DTMF	Action	Confirm.
7032-WantLastYears1099YN-Option-Yes	Yes and usual synonyms	1	Play 7032-WantLastYears1099YN-Prompt-Success-1 Go to: 7039-FT-Ping-DB	*Never*
7032-WantLastYears1099YN-Option-No	No and usual synonyms	2	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	*Never*

Reporting				
			0000 = Success	

Record = U-	RECL	-DM_7032-(Call Duration at start),T-RECL-	0001 = Error	-Call duration at process end
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	
Developer notes				
--				

7035-FT-NowWhat-DM

Custom Context DialogModule™	
(Based on 1350-Form1099NowWhat-DM from N8NN spec)	
Caller got 1099 information. Ask what next.	

Entering from
7025-FT-January-Msg, 7030-FT-NotJanuary-Msg, 7305-FT-ValidateOffSeason-Msg

Prompts			
Message Number	**REQID**	**Condition**	**Wording**
82006	7035-FT-NowWhatYN-Prompt-Initial-1	IF entering from 7025-FT-January-Msg OR 7305-FT-ValidateOffSeason-Msg	... or earlier, you can say Replacement 1099.
82011	7035-FT-NowWhatYN-Prompt-Initial-2		To hear that information again, say "Repeat that". Otherwise, you can say "Replacement 1099". Or for a different request, say "Main menu".
82010	7035-FT-NowWhatYN-Prompt-Initial-3	ELSE if entering from 7030-FT-NotJanuary-Msg	... or if you need a replacement 1099 for that year or any previous year, you can say Replacement 1099. To hear that information again, say Repeat that. Or for a different request say Main Menu **.**
82012	7035-FT-NowWhatYN-Prompt-Retry1		[Global Default] To hear the information again, say "Repeat that" or press 1. Otherwise you can say "Replacement 1099" or press 2 or you can say "Main menu" or press 9.
82013	7035-FT-NowWhatYN-Prompt-Success-1	Exit on Replacement option	Ok, ordering a replacement ten ninety nine.
12101	7035-FT-NowWhatYN-Prompt-Success-2	Exit on max timeout or retry	Thank you for calling Social Security. Goodbye.

REQID	**Vocabulary**	**DTMF**	**Action**		**Confirm.**
7035-FT-NowWhatYN-Option-Repeat	Repeat [that]	1	Play 7030-FT-NotJanuary-Prompt-1 OR 7025-FT-January-Prompt-1, depending on the date of the call.		*Never*
7035-FT-NowWhatYN-Option-Replacement1099	-[[I] need] [a] replacement [ten ninety nine] [statement] [for a ten ninety nine] [please]	2	If entered from 7030	Play 7035-FT-NowWhatYN-Prompt-Success-1 Go to: 7032-WantLastYears1099YN-DM	*Never*

	"re- replacement ten ninety nine", "ten ninety nine", "replacement for ten ninety nine" "replacement ninety nine", "replace"		Else (blackout period)	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	
7035-FT-NowWhatYN-Option-MainMenu	Main menu	9		Go to: (Main menu)	*Never*
7035-FT-NowWhatYN-Option-Agent	Agent and usual synonyms	0		Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	*Never*
7035-FT-NowWhatYN-Option-Retry	—	—		Play 7035-FT-NowWhatYN-Prompt-Success-2 And then hang up	—
7035-FT-NowWhatYN-Option-Timeout	—	—		Play 7035-FT-NowWhatYN-Prompt-Success-2 And then hang up	—

DialogModule parameters

Parameter	Value
7035-FT-NowWhatYN-Parameter	
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms
bargein (formerly noted as allowing_barge_in)	True
maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0

Reporting

Record = U-	RECL	-DM_7035-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

For tuning 1, update grammars: Add synonyms for "Replacement 1099" to 7035-FT-NowWhat.grxml. Examples: "ten ninety nine", "replace ten ninety nine", "replacement ten ninety nine for <year>".

DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM

	Custom Context
Ask which year for replacement 1099	

Entering from			
7035-FT-NowWhat-DM			

Prompts

Msg. Number	REQID	Condition	Wording
82014	7036-FT-WhichYear-Prompt-Initial-1	Initial 1	To receive your replacement 1099, please tell me the four-digit year you'd like, or you can enter it on your telephone keypad.
82022	7036-FT-WhichYear-Prompt-Initial-2-a	Initial 2 (played only on re-entry)	I'm sorry, forms have not yet been issued for...
	(CPR)		[Year Requested]
82023	7036-FT-WhichYear-Prompt-Initial-2-b		Please say another year. Or if you're finished, you can just hang up.
82015	7036-FT-WhichYear-Prompt-Retry1		[Global Default] Please say the tax year for the replacement 1099, or enter it on your keypad.
82016	7036-FT-WhichYear-Prompt-Retry2		[Global Default] Try entering the four-digit year on your telephone keypad.
82017	7036-FT-WhichYear-Prompt-Timeout1		Sorry, I didn't hear anything. Please say or enter the year of the replacement 1099.
82018	7036-FT-WhichYear-Prompt-Timeout2		I'm sorry, but I still didn't hear anything. Please say or enter the year that you want.
82019	7036-FT-WhichYear-Prompt-Help		I need the year of the replacement 1099 that you'd like to order. Please say the year, for example, "two thousand six" or enter it on your keypad, for example by pressing 2, zero, zero 6. So, what year do you need?
82020	7036-FT-WhichYear-Prompt-Success-	Caller says <year minus one> during blackout period Jan 1-31 OR Caller says <current year> during blackout period Dec 15-31.	I'm sorry, replacement 1099s for...
	If current date is Dec 15-31 CPR		[current year]
	ELSE if current date is Jan 1-31 CPR		[year minus one]
82021	7036-FT-WhichYear-Prompt-Success-1-b		...aren't yet available. They will be sent by mail by the end of January.
00121	7036-FT-WhichYear-Prompt-Success-2	Caller says <year minus one> during rest of year	Ok.

REQID	Vocabulary	DTMF	Condition	Action	Confirm.
7036-FT-WhichYear-Option-YearMinusOneBlackoutJan	<year minus one>	<...>	If during blackout period AND during Jan 1-31	Play Success-1 prompts Go to: 7270-FT-ValidateSelfAnythingElse-DM	If necessary

Verizon Business --Confidential

7036-FT-WhichYear-Option-YearMinusOneBlackoutDec		<...>	Else if during blackout period AND during Dec 15-31	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	*If necessary*
7036-FT-WhichYear-Option-YearMinusOne		<...>	Else (not blackout period) and Attestation Flag = 0	Play Success-2 prompt Go to: 7037-FT-AttestationYN-DM	*If necessary*
			Else (not blackout period) and Attestation Flag = 1	Play Success-2 prompt Go to: 7039-FT-Ping-DB	
7036-FT-WhichYear-Option-CurrentYearBlackoutDec	<current year>	<...>	Else If during blackout period AND during Dec 15-31	Play Success-1 prompts Go to: 7270-FT-ValidateSelfAnythingElse-DM	*If necessary*
7036-FT-WhichYear-Option-CurrentYear		<...>	Else i.e., not during blackout period OR (during blackout AND during Jan 1-31)	Re-enter DM Play Initial 2	*If necessary*
7036-FT-WhichYear-Option-YearMinusTwo	<year minus two or earlier>	<...>	Always	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	*If necessary*
7036-FT-WhichYear-Option-YearPlusOne	<year plus one or later>	<...>	Always	Re-enter DM Play Initial 2	*If necessary*

Confirmation prompts			
Message Number	**REQID**	**Wording**	**Result**
82024	7036-FT-WhichYear-ConfPrompt-1	I heard:	
	<Date>	CPR	*2006*
00119	7036-FT-WhichYear-ConfPrompt-2	Is that correct?	*I heard: <2006>. Is that correct?*

Reporting				
Record = U-	RECL	-DM_7036-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

For tuning 1, grammar updates: Add single digits for years 2000+, e.g. "two oh oh seven",and two digits for 01 to 09 to 7036-FT-WhichYear-DM.grxml.

As of v.3.13.0 (Tuning 2), Increase the weight of the 7036-FT-WhichYear-DM.grxml in relation to GlobalCommands.grxml. The method for doing this is explained in the OSR Reference Manual, pages 35-38. We recommend applying a grammar weight of 2 to 7036-FT-WhichYear-DM.grxml and 1 to the other grammars.

7037-FT-AttestationYN-DM

YesNo		
(Based on 1040-ConfirmName-YN from KBA spec)		
Confirm name collection		

Entering from
7038-FT-NewAddressYN-DM

Prompts

Message Number	REQID	Condition	Wording	Barge-in
82025	7037-FT-AttestationYN-Prompt-Initial-1		Social Security is allowed to collect this information under the Social Security Act. This information collection meets the requirements of the Paperwork Reduction Act under O.M.B. number zero, nine, six, zero, zero, five, nine, six. We estimate that it will take about 10 minutes to listen to the instructions, gather the facts, and answer the questions. Please note that any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both.	NO
86238	7037-FT-AttestationYN-Prompt-Initial-2		Do you understand and agree to these terms?	Yes
82026	7037-FT-AttestationYN-Prompt-Retry1		[Global Default] Do you understand and agree to these terms? Please say YES or NO.	Yes
82027	7037-FT-AttestationYN-Prompt-Retry2		[Global Default] Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. If you understand and agree to these terms, press one. Otherwise press two	Yes
82028	7037-FT-AttestationYN-Prompt-Timeout1		Sorry, I didn't hear anything. Do you understand and agree to these terms? Please say YES or NO.	Yes
82029	7037-FT-AttestationYN-Prompt-Timeout2		I'm sorry, but I still didn't hear anything. Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree with these terms? You can say YES or press 1; or NO or press 2.	Yes

Verizon Business --Confidential

_____

82030	7037-FT-AttestationYN-Prompt-Help		Before we can continue, I need to know that you understand and agree with the following warning. Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree to these terms? You can say YES or press 1, or NO or press 2.	Yes
00120	7037-FT-AttestationYN-Prompt-Success-1	Caller says Yes	Alright.	N/A
12101	7037-FT-AttestationYN-Prompt-Success-2	Caller says No or max retry/timeout	Thank you for calling Social Security. Goodbye.	N/A

REQID	Vocabulary	DTMF	Action	Confirm.
7037-FT-AttestationYN-Option-Yes	Yes and usual synonyms (including "[Yes] I do")	1	Play 7037-FT-AttestationYN-Prompt-Success-1 Set Attestation Flag to 1 Go to: 7045 Check Null Condition	_Never_
7037-FT-AttestationYN-Option-No	No and usual synonyms	2	Play 7037-FT-AttestationYN-Prompt-Success-2 And then hang up	_Never_

Reporting				
Record = U-	RECL	-DM_7037-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes
As of v.3.13.0 (Tuning 2), lower the confidence threshold from .200 to .150 in order to reduce the RI by approximately 50%.

7038-FT-NewAddressYN-DM

YesNo	

Entering from
7039-FT-Ping-DB

Prompts		
Message Number	**REQID**	**Wording**
82031	7038-FT-NewAddressYN-Prompt-Initial-1	Have you had a change of address that has not been reported to Social Security?
82032	7038-FT-NewAddressYN-Prompt-Retry1	[Global Default] Have you changed your address without reporting the change to Social Security? Please say YES, NO or "I'm not sure".

82033	7038-FT-NewAddressYN-Prompt-Retry2	[Global Default] If you have changed addresses and Social Security is not aware of your new address, press one. Otherwise press two.
82034	7038-FT-NewAddressYN-Prompt-Timeout1	Sorry, I didn't hear anything. Have you changed your address without reporting the change to Social Security? Please say YES, NO or "I'm not sure".
82035	7038-FT-NewAddressYN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. If you have changed addresses and Social Security is not aware of your new address, say YES or press 1. Otherwise say NO or press 2.
82036	7038-FT-NewAddressYN-Prompt-Help	I need to know if you have a new address that isn't listed on our records. If you have changed addresses and Social Security is not aware of your new address, say YES or press 1. Otherwise say NO or press 2.
00121	7038-FT-NewAddressYN-Prompt-Success-1	Ok.

REQID	Vocabulary	DTMF	Action		Confirm.
7038-FT-NewAddressYN-Option-Yes	Yes and usual synonyms "I don't know", "don't know", "I'm not sure", "possibly", "maybe"	1	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.		Never
7038-FT-NewAddressYN-Option-No	No and usual synonyms "no no", "no ma'am", "no I haven't"	2	If Attestation Flag = 0	Play Success-1 prompt Go to: 7037-FT-AttestationYN-DM	Never
			Else (Attestation Flag = 1)	Play Success-1 prompt Go to: 7045 Check Null Condition	

Reporting					
Record = U-	RECL	-DM_7038-(Call Duration at start),T-RECL-	0000 = Success		-Call duration at process end
			0001 = Error		
			0002 = Max No Input		
			0003 = Max No Match		
			0200 = Caller Hang Up		

Developer notes

7039-FT-Ping-DB
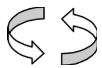
Database Query
Ping the system to ensure the back end is available and ready to take requests. The Conditions and Actions in this module are from SSA email from L. Moore dated 9/19.

Entering from
7032-WantLastYears1099YN-DM

Input Field	Description	
Parameter	Value	Description

sid	SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2	service id
func	PING	function code
requestId	numeric	10

Output Field	Description	
verification status	success or failure	

Req ID	Condition	Action
7039-FT-Ping-Condition-Success	IF success (i.e., <statusCode> = 0000)	Go to: 7038-FT-NewAddressYN-DM
7039-FT-Ping-Condition-SysProblems	Else if <statusCode> = 0151 or 7777	Go to:
7039-FT-Ping-Condition-SysUnavailable	Else if <statusCode> = 0152	Go to: 7122-FT-AuthSystemUnavailable-Msg
7039-FT-Ping-Condition-OtherIssue	Else if <statusCode> = 9999 or Other	Go to: 7121-FT-AuthSystemProblems-Msg

Reporting				
Record = D-	RECL	-HDB_7039-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = System Error	
			0408 = Resource Not Available	
			0503 = Not Valid Data	
			0004 = Caller Hang Up	

7040-FT-PingUnavailableMM-DM

CustomContext DialogModule™	
This DM is used for certain conditions returned in 7039-FT-Ping-DB . The caller does not reach an agent; they can either request the Main Menu or hang up.	

Entering from
7039-FT-Ping-DB

Prompts		
Msg. Number	REQID	Wording
85140	7040-FT-PingUnavailableMM-Initial-1	Due to system problems, we are unable to process your request at this time. If you'd like to return to the main menu, say "main menu" or press 9. Or, if you'd like to end this call, feel free to hang up.

Req ID	Vocabulary	DTMF	Action	Confirm.
7040-FT-PingUnavailableMM-Condition-MM	"Main Menu"	9	Go to: Main Menu in N8NN	never
7040-FT-PingUnavailableMM-Condition-Retry	--	--	Upon first retry or timeout, play the Initial-1 prompt again. Upon second retry or timeout, disconnect call.	never

DialogModule parameters	
Parameter	Value

_____

Reporting				
Record = U-	RECL	-DM_7040-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

Authentication

7045 Check Null Condition

Entering from
7037-FT-AttestationYN-DM, 7038-FT-NewAddressYN-DM

REQID	Condition	Action
7045-Check Null Condition-Condition-0	If TVDC Items to collect= 0	Go to: 7059- Social Security Check Condition
7045-Check Null Condition-Condition-else	If TVDC items else	Report V Transactions per module note, Go to: 7055-FT-Need2Ask-Msg
Developer Note: Increment speak item counter for each item that is null.		

7055-FT-Need2Ask-Msg
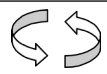
Play Prompt	
(Based on 5000-Need2Ask-Msg from KBA spec) Prepare caller for sequence of questions.	

Entering from
7045 Check Null Condition

Prompts			
Msg. Number	REQID	Condition	Wording
82037	7055-FT-Need2Ask-Prompt-1	If pieces to collect = 1	Before I can send the replacement 1099, I'll need to ask a question to verify who you are. This is the same question an agent would ask you to verify your identity, so if you'll work with me, you won't have long to wait for an agent.
82135	7055-FT-Need2Ask-Prompt-2	else	Before I can send the replacement 1099, I'll need to ask you
			Speak item counter [2-5]

82136	7055-FT-Need2Ask-Prompt-3		questions to verify who you are. There are several questions and it'll take a few minutes to go through them. These are the same questions an agent would ask you to verify your identity, so if you'll work with me, you won't have a long wait for an agent.
Req ID		**Condition**	**Action**
7055-FT-Need2Ask--Condition-Always		*Always*	Go to: 7059- Social Security Check Condition
Reporting			

Record = U-	RECL	-Msg_7055-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in

7059- Social Security Check Condition

Entering from	

Entering from
7045 Check Null Condition, 7055-FT-Need2Ask-Msg

REQID	**Condition**	**Action**
*7059-Social Security Check Condition-*Condition-Null	If SSN = null	Go to: 7060-FT-GetSSN-DM
*7059-Social Security Check Condition-*Condition-Else	If SSN else	Report V Transactions per module note, Go to: 7064- DoB Check Condition
Module Notes		

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

7060-FT-GetSSN-DM

Social Security DialogModule™	
(Based on 5020-GetSSNumber-SSN from KBA spec)	
Get the caller's Social Security Number	

Entering from
7059- Social Security Check Condition

Prompts		
Msg. Number	**REQID**	**Wording**
82038	7060-FT-GetSSN-Prompt-Initial-1	Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
82145	7060-FT-GetSSN-Prompt-Retry1	[Global Default] Please say your nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
82039	7060-FT-GetSSN-Prompt-Retry2	[Global Default] Try entering it on the telephone keypad.

70005	7060-FT-GetSSN-Prompt-Timeout1	Sorry, I didn't hear anything. Please enter or say your nine digit social security number now.
82146	7060-FT-GetSSN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. Try saying your social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9. Or you can enter it on your telephone keypad.
82147	7060-FT-GetSSN-Prompt-Help	You can tell me your nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. Or you can enter it on your telephone keypad. Please say or enter the social security number.

REQID	Vocabulary	DTMF	Action	Confirm.
7060-FT-GetSSN-Option-SSN	<SSN> Allow prefix phrases: [ok | alright] [it is | [my] social security number is]	<SSN>	<no action here – confirm it>	Always

Confirmation prompts			
Msg. Number	REQID	Wording	Result
70008	7060-FT-GetSSN-ConfPrompt-SSN1	This is important, so I want to make sure I have it right. Your social security number is:	
82148	7060-FT-GetSSN-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
82105	7060-FT-GetSSN-ConfPrompt-SSN3	Is that right?	This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right?
00118	7060-FT-GetSSN-ConfPrompt-SSNretry	I think you said	
		<SSN>	
00119		Is that correct?	
00118	7060-FT-GetSSN-ConfPrompt-SSNtimeout	I think you said	
		<SSN>	
00119		Is that correct?	

REQID	Vocabulary	DTMF	Action	Confirm.
7060-FT-GetSSN-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Go to: 7064- DoB Check Condition	Never
7060-FT-GetSSN-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	Never

DialogModule parameters	
Parameter	**Value**
7060-FT-GetSSN-Parameter	
after_end_of_speech_timeout (incompletetimeout)	2500 msec
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True
max speech duration	20,000 msec
Interdigittimeout	5500 msec
low confidence threshold	**.100**

Event logging
Fill semantic item <SS_Num>

Reporting				
Record = U-	RECL	-DM_7060-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes
The parameter values above are taken from 5020-GetSSNumber-SSN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code. • Area, group or serial number containing only zeros are invalid • Area numbers greater than or equal to 800 are invalid • "Dashes" and "hyphens" should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself • DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized Note: Point to non-standard grammar that includes Natural Numbers
Set Confidential Flag to TRUE

7064- DoB Check Condition

Entering from
7059- Social Security Check Condition, 7060-FT-GetSSN-DM

REQID	Condition	Action
*7064-DoB Check Condition-*Condition-Null	If DoB = null	Go to: 7065-FT-DOB-DM
*7064-DoB Check Condition-*Condition-Else	If DoB else	Report V Transactions per module note, Go to: 7070 FirstName Check Condition
Module Notes		
V-RECL-DOB_1-(duration),T-RECL-0000-(duration)		

7065-FT-DOB-DM

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

Entering from
7064- DoB Check Condition

Prompts

Msg. Number	REQID	Wording
51301	7065-FT-DOB-Prompt-Initial-1	Now please tell me your date of birth. For example, you could say…May fifth, 1937.
82040	7065-FT-DOB-Prompt-Retry1	[Global Default] Try saying the month followed by the date and then the year you were born, for example May fifth, 1937. Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year.
82041	7065-FT-DOB-Prompt-Retry2	[Global Default] Just say the month followed by the date and then the year you were born. For example July fourth, 1976. Or you can enter it on your telephone keypad using 2 digits for the month, then 2 digits for the day, and four digits for the year.
82042	7065-FT-DOB-Prompt-Timeout1	Sorry, I didn't hear you. Please tell me your birth date.. For example, you could say May fifth, 1937. Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year.
82043	7065-FT-DOB-Prompt-Timeout2	I'm sorry, but I'm still having trouble hearing you. I need the month, day and year for your birthday, for example July fourth, 1976. Or you can enter it on your telephone keypad using 2 digits for the month, then 2 digits for the day, and four digits for the year.
82044	7065-FT-DOB-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". Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year. Go ahead. What's YOUR date of birth?
00122	7065-FT-DOB-Prompt-Success-1	Thanks.

REQID	Vocabulary	DTMF	Action	Confirm.
7065-FT-DOB-Option-Date	<date>	<...>	<no action here – confirm it>	Always
	Remove all global grammars for this DM.			

Verizon Business --Confidential

Confirmation prompts

Message Number	REQID	Wording	Result
51308	7065-FT-DOB-ConfPrompt-Date1	Okay, so that's:	
	<Date>	CPR	January 12th 1931
51309	7065-FT-DOB-ConfPrompt-Date2	Is that right?	Okay, so that's: <January 12th, 1931>. Is that right?
51310	7065-FT-DOB-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	7065-FT-DOB-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.

REQID	Vocabulary	DTMF	Action	Confirm.
7065-FT-DOB-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Play 7065-FT-DOB-Prompt-Success-1 Go to: 7070 FirstName Check Condition	*Never*
7065-FT-DOB-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	*Never*

DialogModule parameters

Parameter	Value
7065-FT-DOB-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

Event logging

Fill semantic item <Date_Of_Birth>

Reporting

Record = U-	RECL	-DM_7065-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

The parameter values above are taken from 5130-GetDOB-Date in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

The confirmation timeout 2 prompt is the same as the confirmation timeout 1 prompt.

The confirmation retry 2 prompt is the same as the confirmation retry 1 prompt.

- ————————————————————————————————DTMF recognition is enabled.
- Date entry should be in the form of MM/DD/YYYY to be accepted.
- Trim the grammar so that the day of the week is not allowed
- For CPR of date playback, insert 250 msec silence between month and day, and 500 msec silence between day and year.

Set Confidential Flag to TRUE

7070 FirstName Check Condition

Entering from	
7064- DoB Check Condition, 7065-FT-DOB-DM	

REQID	Condition	Action
*7070-First Name Check Condition-*Condition-Null	If First Name = null	Go to: 7075A-GetFirstName Say and Spell
*7070-First Name Check Condition-*Condition-Else	If First Name else	Report V Transactions per module note, Go to: 7079- Last Name Check Condition
Module Notes		
V-RECL-FN_1-(duration),T-RECL-0000-(duration)		

7075A-GetFirstName Say and Spell

	Name DialogModule™
Caller enters this module for standard name collection. No TNRS database check has occurred yet.	
Entering from	
7070 FirstName Check Condition	

Prompts

Msg. Number	Req ID	Condition	Wording
82045	7075-A-FT-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	7075-A-FT-GetFirstName Prompt-Timeout1	Time out 1	Sorry, I didn't hear you. Go ahead and say, then spell, just your first name.
82047	7075-A-FT-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	7075-A-FT-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.
7075-GetFirstName-A Option-FirstName	<first_name>	--	Play 7075-A-FT-GetFirstName Prompt-Success-1 Go to: 7079- Last Name Check Condition	ALWAYS
7075-GetFirstName-A Option-MaxTimeout	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7075-GetFirstName-A Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB,	--

Confirmation Prompts				
Msg. Number	REQ ID	Wording	Result	Action
82053	7075-A-FT-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: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB,
		< First Name >	< First Name >	
50337	7075-A-FT-GetFirstName ConfPrompt-FirstName-2	...spelled:		
		< First Name Spelling >	< First Name Spelling >	
50342	7075-A-FT-GetFirstName ConfPrompt-FirstName-3	Did I get that right?		
82054	7075-A-FT-GetFirstName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB,
82055	7075-A-FT-GetFirstName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB,
82056	7075-A-FT-GetFirstName 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: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB,

82057	7075-A-FT-GetFirstName 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: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: *7079- Last Name Check Condition* If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*,
00122	7075-A-FT-GetFirstName-A Prompt-Success-1	Thanks.	Success	
50348	7075-A-FT-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg

Event logging		

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**

7075B-GetFirstName Spell Only

	Name DialogModule™
Caller enters this module AFTER TNRS database transaction.	

Entering from
7095-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	7075-B-FT-GetFirstName Prompt-Respell1	Initial	Please just SPELL your first name, like this: "J O H N".
82051	7075-B-FT-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.

Verizon Business --Confidential

50333	7075-B-FT-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	7075-B-FT-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.
7075-B-FT-GetFirstName Option-FirstName	<first_name>	--	Play 7075-B-FT-GetFirstName Prompt-Success-1 Go to: 7079- Last Name Check Condition	ALWAYS
7075-B-FT-GetFirstName Option-MaxTimeout	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7075-B-FT-GetFirstName Option-MaxRetry	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--

Confirmation Prompts

Msg. Number	REQ ID		Wording	Result	Action
82053	7075-B-FT-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: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module
		< First Name >	< First Name >		
50337	7075-B-FT-GetFirstName ConfPrompt-FirstName-2		...spelled:		
	CPR	< First Name Spelling >	< First Name Spelling >		
50342	7075-B-FT-GetFirstName ConfPrompt-FirstName-3		Did I get that right?		
82054	7075-B-FT-GetFirstName ConfPrompt-Retry1		Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module
82055	7075-B-FT-GetFirstName ConfPrompt-Retry2		Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module
82056	7075-B-FT-GetFirstName 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: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module

82057	7075-B-FT-GetFirstName 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: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: *7079- Last Name Check Condition* If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module
00122	7075-B-FT-GetFirstName Prompt-Success-1	Thanks.	Success	
50348	7075-B-FT-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: 7085-FT-Name-ExitFailure-Msg

Event logging		

Developer notes

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.

Max Timeout/ Retry set to 2

 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.

7079- Last Name Check Condition

Entering from
7070 FirstName Check Condition, 7075A-GetFirstName Say and Spell, 7075B-GetFirstName Spell Only

REQID	**Condition**	**Action**
7079-Last Name Check Condition-Condition-Null	If Last Name = null	Go to: 7080A-GetLastName Say and Spell
7079-Last Name Check Condition-Condition-Else	If Last Name else	Report V Transactions per module note, Go to: 7089 AltName Check Condition
Module Notes		
V-RECL-LN_1-(duration),T-RECL-0000-(duration)		

7080A-GetLastName Say and Spell

	Name DialogModule™

Caller enters this module for standard name collection. No TNRS database check has occurred yet.

Entering from

7079- Last Name Check Condition

Prompts

Msg. Number	REQ ID	Condition	Wording
82058	7080-A-FT-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	7080-A-FT-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	7080-A-FT-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	7080-A-FT-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."

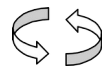| REQ ID	Vocabulary	DTMF	Action	Confirm.
7080-A-FT-GetLastName Option-LastName	<last_name>	--	Play 7080-A-FT-GetLastName Prompt-Success-1 Go to: 7089 AltName Check Condition	ALWAYS
7080-A-FT-GetLastName Option-MaxTimeouts	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7080-A-FT-GetLastName Option-MaxRetries	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB	--

Confirmation Prompts

Msg. Number	REQ ID		Wording	Result	Action
82175	7080-A-FT-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: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: 7089 AltName Check Condition
		< Last Name >	< Last Name >		
50337	7080-A-FT-GetLastName ConfPrompt-LastName-2		...spelled:		
	CPR	< Last Name Spelling >	< Last Name Spelling >		If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB
50342	7080-A-FT-GetLastName ConfPrompt-LastName-3		Did I get that right?		

82054	7080-A-FT-GetLastName-ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*
82055	7080-A-FT-GetLastName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*
82056	7080-A-FT-GetLastName 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: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*
82057	7080-A-FT-GetLastName 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: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*
50394	7080-A-FT-GetLastName Prompt-Success-1	Got it.	Success	
50348	7080-A-FT-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: *7085-FT-Name-ExitFailure-Msg*
Event logging				

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

7080B-GetLastName Spell Only

Name DialogModule™
Caller enters this module AFTER TNRS database transaction.

Entering from
7095-PostSSN-DB

Prerequisite	
If SSN Post Flag = 1	Load all <Last Name> returned from SSN Post into custom spell-only grammar

Prompts

Msg. Number	REQ ID	Condition	Wording
82062	7080-B-FT-GetLastName Prompt-Respell1	Initial	Please SPELL your last name for me, like this: "S M I T H".
82064	7080-B-FT-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	7080-B-FT-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	7080-B-FT-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.
7080-B-FT-GetLastName Option-LastName	<last_name>	--	Play 7080-B-FT-GetLastName Prompt-Success-1 Go to: 7089 AltName Check Condition	ALWAYS
7080-B-FT-GetLastName Option-MaxTimeouts	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7080-B-FT-GetLastName Option-MaxRetries	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--

Confirmation Prompts

Msg. Number	REQ ID	Wording	Result	Action
82175	7080-B-FT-GetLastName ConfPrompt-LastName-1	Let me read that back. Last name:	"Let me read that back. Last Name <	If Yes: Play 7080-B-FT-

		< Last Name >	< Last Name >	Last Name > spelled < Last Name Spelling >, did I get that right?"	GetLastName-Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module
50337	7080-B-FT-GetLastName ConfPrompt-LastName-2		...spelled:		
	CPR	< Last Name Spelling >	< Last Name Spelling >		
50342	7080-B-FT-GetLastName ConfPrompt-LastName-3		Did I get that right?		
82054	7080-B-FT-GetLastName ConfPrompt-Retry1		Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module
82055	7080-B-FT-GetLastName ConfPrompt-Retry2		Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module
82056	7080-B-FT-GetLastName 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: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module
82057	7080-B-FT-GetLastName 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: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: *7089 AltName Check Condition* If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module
50394	7080-B-FT-GetLastName Prompt-Success-1		Got it.	Success	
50348	7080-B-FT-ConfirmationApology-Prompt		Sorry about that. Let's try again.	Apology	

--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: *7085-FT-Name-ExitFailure-Msg*

Event logging		

Developer notes
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.
Set Confidential Flag to TRUE
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.

7085-FT-Name-ExitFailure-Msg

Play Prompt
(Based on 1300-ExitFailurePrompt-Msg from KBA spec)
Apologize on exit

Entering from
7075A-GetFirstName Say and Spell, 7075B-GetFirstName Spell Only, 7080A-GetLastName Say and Spell, 7080B-GetLastName Spell Only, 7092A-GetAltName Say and Spell, 7092B-GetAltName Spell Only, 7230-FT-ForSelfYN-DM, 7235-FT-ForDeceasedYN-DM,

Prompts		
Message Number	**REQID**	**Wording**
51008	7085-FT-Name-ExitFailure-Prompt-1	I'm sorry I'm having so much trouble.

Req ID	**Condition**	**Action**
7085-FT-Name-ExitFailure-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC

Reporting				
Record = U-	RECL	-Msg_7085-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
Note: This is the parameter exitfailureprompt and can be configured by setting this parameter

7089 AltName Check Condition

Entering from

7079- Last Name Check Condition, 7080A-GetLastName Say and Spell, 7080B-GetLastName Spell Only

REQID	Condition	Action
7089-AltName Check Condition- Condition-Null	If Alt Name = Null	Go to: 7090-FT-HaveAltNameYN-DM
7089-AltName Check Condition- Condition-Else	If Alt Name else	Report V Transactions per module note, Go to: 7110-FT-DBWait-Msg

Module Notes

V-RECL-ALN_1-(duration),T-RECL-0000-(duration)

7090-FT-HaveAltNameYN-DM

Custom Context	
(Based on 5100-CheckForAltName-YN from KBA spec) Check to see if Caller might be listed under an alternate name	

Entering from

7089 AltName Check Condition

Prompts

Msg. Number	REQID	Condition	Wording
51001	7090-FT-HaveAltNameYN-Prompt-Initial-1		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.
82068	7090-FT-HaveAltNameYN-Prompt-Retry1		[Global Default] Would you like me to also check under another last name? Please say YES or NO.
82069	7090-FT-HaveAltNameYN-Prompt-Retry2		[Global Default] If you think you might be listed under another last name, press one. Otherwise press two.
51004	7090-FT-HaveAltNameYN-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.
82070	7090-FT-HaveAltNameYN-Prompt-Timeout2		My apologies, but I still didn't hear if you said anything. if you think you might be listed under another last name, please say YES or press 1. Otherwise, say NO or press 2.
82071	7090-FT-HaveAltNameYN-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. If you would like me to include another last name with this request, say YES or press 1. Otherwise say NO or press 2.
00121	7090-FT-HaveAltNameYN-Prompt-Success-1	If "yes"	Okay
00120	7090-FT-HaveAltNameYN-Prompt-Success-2	If "no"	Alright.

REQID	Vocabulary	DTMF	Action	Confirm.
7090-FT-HaveAltNameYN-Option-Yes	"Yes [please]" "[Yes] I do" "[Yes] I would" "Yeah"	1	Play 7090-FT-HaveAltNameYN-Prompt-Success-1 Go to: 7092-GetAltName-A Say and Spell	*Never*
7090-FT-HaveAltNameYN-Option-No	"No [thanks]" "[No] I don't" "[No] I do not" "[No] I wouldn't" "[No] I would not"	2	Play 7090-FT-HaveAltNameYN-Prompt-Success-2 Go to: 7110-FT-DBWait-Msg	*Never*

DialogModule parameters	
Parameter	**Value**
7090-FT-HaveAltNameYN-Parameter	
after_end_of_speech_timeout	500 ms
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True

Event logging

Reporting

Record = U-	RECL	-DM_7090-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

The parameter values above are taken from 5100-CheckForAltName-YN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

Max Timeout/ Retry set to 2

As of v.3.13.0 (Tuning 2), modified params as follows:
```
    <var name="property_interdigittimeout"        expr="'2200ms'"/>
    <var name="property_incompletetimeout"        expr="'2200ms'"/>
```
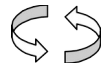
7092A-GetAltName Say and Spell

Name DialogModule™
Caller enters this module for standard name collection. No TNRS database check has occurred yet.
Entering from
7090-FT-HaveAltNameYN-DM

Prompts

Msg. Number	REQID	Condition	Wording
50305	7092-A-FT-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	7092-A-FT-GetAltName Prompt-Timeout1	Time out 1	Sorry, please say AND SPELL your other last name, for example, "Smith, S M I T H."
82073	7092-A-FT-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	7092-A-FT-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."

REQ ID	Vocabulary	DTMF	Action	Confirm.
7092-A-FT-GetAltName Option-Altname	<other_last_name>	<...>	Play 7092-A-FT-AltName-Prompt-Success-1 Go To: 7110-FT-DBWait-Msg	*ALWAYS*
7092-A-FT-GetAltName Option-MaxTimeouts	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7092-A-FT-GetAltName Option-MaxRetries	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB	--

Confirmation Prompts

Msg. Number	REQ ID		Wording	Result	Action
82175	7092-A-FT-GetAltName 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: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*,
		< Other Last Name >	< Other Last Name >		
50337	7092-A-FT-GetAltName ConfPrompt-LastName-2		...spelled:		
	CPR	< Other Last Name Spelling >,	< Other Last Name Spelling >,		
50342	7092-A-FT-GetAltName ConfPrompt-LastName-3		Did I get that right?		
82054	7092-A-FT-GetAltName ConfPrompt-Retry1		Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*

82055	7092-A-FT-GetAltName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*
82056	7092-A-FT-GetAltName 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: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*
82057	7092-A-FT-GetAltName 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: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: *7095-PostSSN-DB*
00120	7092-A-FT-GetAltName Prompt-Success-1	Alright.	Success	
50348	7092-A-FT-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
--NA--	--NA--	--NA--	Max Timeout OR Max Retry at Confirmation	Go to: *7085-FT-Name-ExitFailure-Msg*
Event logging				

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**

7092B-GetAltName Spell Only

Name DialogModule™
Caller enters this module AFTER TNRS database transaction.

Entering from
7095-PostSSN-DB

Prerequisite	
If SSN Post Flag = 1	Load all <Alt Name> returned from SSN Post into custom spell-only grammar

Prompts

Msg. Number	REQ ID	Condition	Wording
82075	7092-B-FT-GetAltName Prompt-Respell1	Initial	Please SPELL your other last name for me, like this: "S M I T H".
82077	7092-B-FT-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	7092-B-FT-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	7092-B-FT-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."

REQ ID	Vocabulary	DTMF	Action	Confirm.
7092-B-FT-GetAltName Option-Altname	<other_last_name>	<...>	Play 7092-B-FT-GetAltName-B Prompt-Success-1 Go To: 7110-FT-DBWait-Msg	ALWAYS
7092-B-FT-GetAltName Option-MaxTimeouts	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--
7092-B-FT-GetAltName Option-MaxRetries	--	--	Go to: 7085-FT-Name-ExitFailure-Msg	--

Confirmation Prompts

Msg. Number	REQ ID		Wording	Result	Action
82175	7092-B-FT-AltName-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	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1
		< Other Last Name >	< Other Last Name >		

50337	7092-B-FT-GetAltName-ConfPrompt-LastName-2		...spelled:	>, did I get that right?"	Then Go to: 7110-FT-DBWait-Msg
	CPR	< Other Last Name Spelling >,	< Other Last Name Spelling >,		If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module
50342	7092-B-FT-GetAltName-ConfPrompt-LastName-3		Did I get that right?		
82054	7092-B-FT-GetAltName-ConfPrompt-Retry1		Sorry, I didn't catch that. Please say "yes," or "no".	Retry1 on Confirmation	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module.
82055	7092-B-FT-GetAltName-ConfPrompt-Retry2		Sorry, I still didn't catch that. If 'yes' press one, otherwise press two.	Retry2 on Confirmation	If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module
82056	7092-B-FT-GetAltName-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: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module
82057	7092-B-FT-GetAltName-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: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module
00120	7092-B-FT-GetAltName Prompt-Success-1		Alright.	Success	
50348	7092-B-FT-ConfirmationApology-Prompt		Sorry about that. Let's try again.	Apology	
--NA--	--NA--		--NA--	Max Timeout OR Max Retry at Confirmation	Go to: *7085-FT-Name-ExitFailure-Msg*

Event logging		

Developer notes
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.

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

7095-PostSSN-DB

	Database Query
In this DM, the collected SSN is "posted" using the TNRS request.	

Entering from
7075A-GetFirstName Say and Spell,7080A-GetLastName Say and Spell , 7092A-GetAltName Say and Spell

Prerequisite		
REQID	**Condition**	**Action**
--NA--	SSN Post Flag = 0	Continue in this form
RECL-PSSN-7095-Option-NC-7	SSN Post Flag = 1, Entering from First Name, Max Retry	Go to: 7075B-GetFirstName Spell Only, Condition Failure
RECL-PSSN-7095-Option-NC-8	SSN Post Flag = 1, Entering from Last Name Max Retry	Go to: 7080B-GetLastName Spell Only , Condition Failure
RECL-PSSN-7095-Option-NC-9	SSN Post Flag = 1, Entering from Alt Name Max Retry	Go to: 7092B-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)	TK99
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> <OtherLastName>	All First Name, Last Name, Alt Name associated with the ANI/SSN.

Verizon Business --Confidential

Req ID	Condition	Action
RECL-PSSN-7095-Option-NC-1	If Success and First Name	Set SSN Post Flag to 1, Go to: <u>7075B-GetFirstName Spell Only</u>
RECL-PSSN-7095-Option-NC-2	If Success and Last Name	Set SSN Post Flag to 1, Go to: <u>7080B-GetLastName Spell Only</u>
RECL-PSSN-7095-Option-NC-3	If Success and Alt Name	Set SSN Post Flag to 1, Go to: <u>7092B-GetAltName Spell Only</u>
RECL-PSSN-7095-Option-NC-4	Else and First Name	Set SSN Post Flag to 1, Go to: <u>7075B-GetFirstName Spell Only</u>
RECL-PSSN-7095-Option-NC-5	Else and Last Name	Set SSN Post Flag to 1, Go to: <u>7080B-GetLastName Spell Only</u>
RECL-PSSN-7095-Option-NC-6	Else and Alt Name	Set SSN Post Flag to 1, Go to: <u>7092B-GetAltName Spell Only</u>

Reporting				
Record = D-	RECL	-HDB_7095-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = System Error	
			0408 = Resource Not Available	
			0503 = Not Valid Data	
			0004 = Caller Hang Up	

Developer Notes

7110-FT-DBWait-Msg

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

Entering from
<u>7089 AltName Check Condition</u>, <u>7090-FT-HaveAltNameYN-DM</u>, <u>7092A-GetAltName Say and Spell</u> <u>7092B-GetAltName Spell Only</u>

Prompts		
MSg. Number	**REQID**	**Wording**
52201	7110-FT-DBWait-Prompt-1	Hold on while I check our database. It may take a few seconds.

Req ID	Condition	Action
7110-FT-DBWait-Condition-Always	*Always*	Go to: 7115-FT-Authenticate-DB

Event logging

Reporting				
Record = U-	RECL	-Msg_7110-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in

1099_v3.13.8   16 March 2010   53 of 75

7115-FT-Authenticate-DB

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

Entering from		
7110-FT-DBWait-Msg		

Field	Values	Length/Description
sid	SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2	service id
func	AUTH	function code
requestId	numeric	10
ssn	numeric	9
firstName	alpha	15
lastName	alpha	20
otherLastName	alpha	20
dobMonth	01 -12	2
dobDay	01-31	2
dobYear	CCYY	4
ani	numeric	10

Output Field	Description	
verification status	success or failure	

Req ID	Condition	Action
7115-FT-Authenticate-Condition-Succ	IF success (return code = 0000)	Go to: 7120-FT-AuthSuccess-Msg
7115-FT-Authenticate-Condition-NoMatch	Else if return code = 0108	Go to: 7125-FT-AuthNoMatch-Msg
7115-FT-Authenticate-Condition-SysProblems	Else if return code = 0151 or 7777	Go to: 7121-FT-AuthSystemProblems-Msg
7115-FT-Authenticate-Condition-SysUnavailable	Else if return code = 0152	Go to: 7122-FT-AuthSystemUnavailable-Msg
7115-FT-Authenticate-Condition-AcctBlocked	Else if return code = 0508	Go to: 7130-FT-AuthAcctBlocked-Msg
7115-FT-Authenticate-Condition-OtherIssue	Else if return code = 9999 or other	Go to: 7123-FT-AuthOther-Msg

Reporting				
Record = D-	RECL	-HDB_7115-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = System Error	
			0408 = Resource Not Available	
			0503 = Not Valid Data	
			0004 = Caller Hang Up	

Developer Notes

7120-FT-AuthSuccess-Msg

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

Entering from
7115-FT-Authenticate-DB

Prompts		
Msg. Number	**REQID**	**Wording**
52501	7120-FT-AuthSuccess-Prompt-1	OK, everything checks out.

Req ID	Condition	Action
7120-FT-AuthSuccess-Condition-Always	*Always*	Go to: 7230-FT-ForSelfYN-DM

Event logging

Developer notes				
Record = U-	RECL	-Msg_7120-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in

7121-FT-AuthSystemProblems-Msg

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

Entering from
7039-FT-Ping-DB, 7115-FT-Authenticate-DB

Prompts		
Msg. Number	**REQID**	**Wording**
82081	7121-FT-AuthSystemProblems-Prompt-1	Due to system problems, we are unable to process your request at this time.

Req ID	Condition	Action
7121-FT-AuthSystemProblems-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Event logging

Reporting				
Record = U-	RECL	-Msg_7121-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is based on Message 9054 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.

7122-FT-AuthSystemUnavailable-Msg

	Play Prompt
Return code 0152 in Authentication or Ping.	

Entering from
7039-FT-Ping-DB, 7115-FT-Authenticate-DB

Prompts

MSg. Number	REQID	Wording
82082	7122-FT-AuthSystemUnavailable-Prompt-1	I'm sorry, but the system is unavailable at this time.

Req ID	Condition	Action
7122-FT-AuthSystemUnavailable-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC

Event logging

Reporting

Record = U-	RECL	-Msg_7122-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is based on Message 9051 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application

7123-FT-AuthOther-Msg

	Play Prompt
Return code 9999 from Authentication	

Entering from
7115-FT-Authenticate-DB

Prompts

Msg. Number	REQID	Wording
82083	7123-FT-AuthOther-Prompt-1	We're sorry, we are unable to process your request.

Req ID	Condition	Action
7123-FT-AuthOther-Condition-Always	Always	Go to: 6211-ForcedTransfer-BC

Event logging		

Reporting				
Record = U-	RECL	-Msg_7123-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is based on Message 9008 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application

7125-FT-AuthNoMatch-Msg

Play Prompt
(Based on 5260-SayFailure-Msg from KBA spec)
Tell caller they could not be verified (return code 0108)

Entering from
7115-FT-Authenticate-DB

Prompts		
Message Number	**REQID**	**Wording**
82084	7125-FT-NoMatch-Prompt-1	Sorry, we cannot match the information that you provided.

Req ID	Condition	Action
7125-FT-NoMatch-Condition-Always	*Always*	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.

Event logging		

Reporting				
Record = U-	RECL	-Msg_7125-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is based on Message 9052 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.

7130-FT-AuthAcctBlocked-Msg

Play Prompt
(Based on 5270-AccountBlocked-Msg from KBA spec)
Return code 0508

Entering from		
7115-FT-Authenticate-DB		

Prompts		
Msg. Number	**REQID**	**Wording**
82085	7130-FT-AuthAcctBlocked-Prompt-1	If the information you gave us is correct, we're sorry but this service is not available to you. If the information you gave is correct and you are currently receiving benefits, online and telephone access to your account may be blocked.

	Condition	**Action**
7130-FT-AuthAcctBlocked-Condition-Always	*Always*	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.

Event logging

Reporting				
Record = U-	RECL	-Msg_7130-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

| **Developer notes** |
|---|
| No barge-in |
| This prompt is based on Message 9019 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application |

Form Request

7230-FT-ForSelfYN-DM

	Custom Context	
(Based on 1040-ConfirmName-YN from KBA spec)		
Confirm name collection		

Entering from			
7120-FT-AuthSuccess-Msg			

Prompts			
Msg. Number	**Type**	**REQID**	**Wording**
82086	Initial	7230-FT-ForSelfYN-Prompt-Initial-1	Now, which of the following are you requesting: Your OWN replacement 1099, or someone ELSE's?
82087	retry 1	7230-FT-ForSelfYN-Prompt-Retry1	[Global Default] You can say "my OWN" or "someone else's".
82088	retry 2	7230-FT-ForSelfYN-Prompt-Retry2	[Global Default] You can say "my OWN" or press 1, or "someone else's" or press 2.
82089	Timeout 1	7230-FT-ForSelfYN-Prompt-Timeout1	Sorry, I didn't hear anything. If you are the beneficiary, say "my own replacement 1099". If someone else is the beneficiary, say "someone else's".
82090	Timeout 2	7230-FT-ForSelfYN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. You can say "my own replacement 1099" or press 1, or "someone else's", or press 2.
82091	Help	7230-FT-ForSelfYN-Prompt-Help	I need to know whether you are the beneficiary on the replacement 1099. If you are, then say "my own replacement 1099" or press 1. Otherwise if you're calling for a replacement 1099 for another beneficiary, say "someone else's" or press 2.

00121	Exit success	7230-FT-ForSelfYN-Prompt-Success-1	Ok.		

REQID	Vocabulary	DTMF	Action	Confirm.
7230-FT-ForSelfYN-Option-Own	My own; Your own; Yes "my own replacement 1099" "my own replacement" "my own 1099" "own", "mine"	1	7230-FT-ForSelfYN-Prompt-Success-1 Go to: 7255-FT-ValidateForSelf-DB	*Never*
7230-FT-ForSelfYN-Option-SomeoneElse	Someone else's	2	Go to: 7235-FT-ForDeceasedYN-DM	*Never*
7230-FT-ForSelfYN-Option-Failure			Go to: 7085-FT-Name-ExitFailure-Msg	

Reporting					
Record = U-	RECL	-DM_7230-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end	
			0001 = Error		
			0002 = Max No Input		
			0003 = Max No Match		
			0200 = Caller Hang Up		

Developer notes

7235-FT-ForDeceasedYN-DM

	Custom Context	
(Based on 1040-ConfirmName-YN from KBA spec) Confirm name collection		

Entering from
7230-FT-ForSelfYN-DM

Prompts

Msg. Number	REQID	Wording
82092	7235-FT-ForDeceasedYN-Prompt-Initial-1	Is the replacement 1099 for a deceased person?
82093	7235-FT-ForDeceasedYN-Prompt-Retry1	[Global Default] Is the replacement 1099 for a deceased person? Please say YES or NO.
82094	7235-FT-ForDeceasedYN-Prompt-Retry2	[Global Default] If the replacement 1099 is for a deceased person, please press 1. Otherwise if the replacement 1099 is for someone else press 2.
82095	7235-FT-ForDeceasedYN-Prompt-Timeout1	Sorry, I didn't hear anything. Are you requesting a replacement 1099 that was issued for a deceased person? Please say YES or NO.
82096	7235-FT-ForDeceasedYN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. If the replacement 1099 is for a beneficiary who is now deceased, please say YES or press 1. Otherwise say NO or press 2.
82097	7235-FT-ForDeceasedYN-Prompt-Help	In the previous question you said that the replacement 1099 isn't for yourself, so I'm trying to understand who it is for. If the replacement 1099 is for a beneficiary who is now deceased, say YES or press 1. Otherwise say NO.
00121	7235-FT-ForDeceasedYN-Prompt-Success-1	Ok.

REQID	Vocabulary	DTMF	Action	Confirm.
7235-FT-ForDeceasedYN-Option-Yes	Yes and usual synonyms; For a deceased person	1	7235-FT-ForDeceasedYN-Prompt-Success-1 Go to: 7240-FT-DeceasedSSN-DM	*Never*
7235-FT-ForDeceasedYN-Option-No	No and usual synonyms	2	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	*Never*
7235-FT-ForDeceasedYN-Option-Failure			Go to: 7085-FT-Name-ExitFailure-Msg	

Reporting

Record = U-	RECL	-DM_7235-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

7240-FT-DeceasedSSN-DM

Social Security DialogModule™	
(Based on 5020-GetSSNumber-SSN from KBA spec)	
Get the caller's Social Security Number	

Entering from

7235-FT-ForDeceasedYN-DM

Prompts

Msg. Number	REQID	Wording
82098	7240-FT-DeceasedSSN-Prompt-Initial-1	Please say the deceased person's Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
82099	7240-FT-DeceasedSSN-Prompt-Retry1	[Global Default] Please say the deceased person's nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
70004	7240-FT-DeceasedSSN-Prompt-Retry2	[Global Default] Try entering it on the telephone keypad.
82100	7240-FT-DeceasedSSN-Prompt-Timeout1	Sorry, I didn't hear anything. Please enter or say the deceased person's nine digit social security number now.
82101	7240-FT-DeceasedSSN-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. Try saying the deceased person's social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9. Or you can enter it on your telephone keypad.
82102	7240-FT-DeceasedSSN-Prompt-Help	You can tell me the deceased person's nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. You can also enter it on your telephone keypad. Please say or enter the person's social security number now.

REQID	Vocabulary	DTMF	Action	Confirm.
7240-FT-DeceasedSSN-Option-SSN	<SSN> Allow prefix phrases: [ok | alright] [it is | [his | her| their | the] social security number is]	<SSN>	<no action here – confirm it>	*Always*

Confirmation prompts

Msg. Number	REQID	Wording	Result
82103	7240-FT-DeceasedSSN-ConfPrompt-SSN1	That social security number is:	*That social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right?*
82104	7240-FT-DeceasedSSN-ConfPrompt-SSN2	Okay, now I think I've got it The number is:	*Okay, now I think I've got it. The number is: 1 2 3 - 4 5 - 6 7 8 9. Is that right?*
	<SS_Num>	CPR	*1 2 3 – 4 5 – 6 7 8 9*
82105	7240-FT-DeceasedSSN-ConfPrompt-SSN3	Is that right?	
00118 00119	7240-FT-DeceasedSSN-ConfPrompt-SSNretry	I think you said <SSN>. Is that correct?	

Verizon Business --Confidential

| 00118 00119 | 7240-FT-DeceasedSSN-ConfPrompt-SSNtimeout | I think you said <SSN>. Is that correct? | |
| 82106 | 7240-FT-DeceasedSSN-ConfPrompt-Success | Please hold while I check our database. | |

REQID	Vocabulary	DTMF	Action	Confirm.
7240-FT-DeceasedSSN-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	1	Play 7240-FT-DeceasedSSN-ConfPrompt-Success Go to: 7275-FT-ValidateForDeceased-DB	*Never*
7240-FT-DeceasedSSN-ConfOption-No	"No [it isn't]" "[No] that's not right"	2	Re-enter Dialog Module per default behavior	*Never*

DialogModule parameters

Parameter	Value
7240-FT-DeceasedSSN-Parameter	
after_end_of_speech_timeout (incompletetimeout)	2500 msec
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True
max speech duration	20,000 msec
Interdigittimeout	5500 msec
low confidence threshold	**.100**

Event logging

The parameter values above are taken from 5020-GetSSNumber-SSN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

Fill semantic item <SS_Num>

Reporting

Record = U-	RECL	-DM_7240-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

- Area, group or serial number containing only zeros are invalid
- Area numbers greater than or equal to 800 are invalid
- "Dashes" and "hyphens" should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself
- DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized

Note: Point to non-standard grammar that includes Natural Numbers

Set Confidential Flag to TRUE

1099_v3.13.8   16 March 2010   62 of 75

Validation

7255-FT-ValidateForSelf-DB

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

Entering from		
7230-FT-ForSelfYN-DM		

Field	Values	Length
sid	SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2	service id
func	INFO	
requestId	Numeric	10
deceasedSSN	Numeric	9 digit SSN (optional)
ani	Numeric string	10 digit ANI
jsessionid	alphanumeric string	Variable max 100 bytes
pd-h-session-id	Alpha numeric string	Variable max 100 bytes
pd_stateful	Alpha numeric string	Variable max 100 bytes
pd-id	Alpha numeric string	Variable max 100 bytes

Output Field	Description
verification status	success or failure

Req ID	Condition	Action
7255-FT-ValidateForSelf-Condition-Success	IF success (ie "<statusCode> = 0000")	Go to: 7260-FT-ValidateSelfSuccess-Msg
7255-FT-ValidateForSelf-Condition-OffSeason	Else if Off season (return code 1111)	Set return code = 1111. Go to: 7305-FT-ValidateOffSeason-Msg
7255-FT-ValidateForSelf-Condition-SysProblems	Else if return code = 0151 or 7777	Go to: 7302-FT-ValidateSystemProblems-Msg
7255-FT-ValidateForSelf-Condition-SysUnavailable	Else if return code = 0152	Go to: 7303-FT-ValidateSystemUnavailable-Msg
7255-FT-ValidateForSelf-Condition-OtherIssue	Else if Other issue (return code 9999 or other). This is returned if any of the other checks fail (e.g., the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons).	Set return code = 9999. Go to: 7310-FT-ValidateOther-Msg

Reporting				
Record = D-	RECL	-HDB_7255-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = System Error	
			0408 = Resource Not Available	
			0503 = Not Valid Data	

			0004 = Caller Hang Up	
Developer Notes				

7260-FT-ValidateSelfSuccess-Msg

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

Entering from
7255-FT-ValidateForSelf-DB, 7270-FT-ValidateSelfAnythingElse-DM

| ***Prompts***		
Msg. Number	***REQID***	***Wording***
82131	7260-FT-ValidateSelfSuccess-Prompt-1	Your replacement 1099 for
NA		for [current year minus one]
82132	7260-FT-ValidateSelfSuccess-Prompt-2	will be sent to your address on record. If you live in the United States, you should receive it by
NA		[current date + 10 days]
82133	7260-FT-ValidateSelfSuccess-Prompt-3	Otherwise if you live outside the United States, you should receive it by
NA		[current date + 30 days]
82134	7260-FT-ValidateSelfSuccess-Prompt-4	If you haven't received the replacement 1099 by then, please call us back.

Req ID	***Condition***	***Action***
7260-FT-ValidateSelfSuccess-Condition-Always	*Always*	return code := success Go to: 7270-FT-ValidateSelfAnythingElse-DM

Event logging

Reporting				
Record = U-	RECL	-Msg_7260-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in

7270-FT-ValidateSelfAnythingElse-DM

Custom Context DialogModule™
(Based on 1350-Form1099NowWhat-DM from N8NN spec)
Caller got 1099 information. What next?

Entering from		
DECOMMISSIONED 24-JUNE-2009 :: DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM, 7260-FT-ValidateSelfSuccess-Msg		

Prompts		
Msg. Number	**REQID**	**Wording**
82138	7270-FT-ValidateSelfAnythingElse-Initial-1	If you're finished, you can just hang up. Otherwise, to hear that information again, say "repeat that" or for any other requests, say "Main menu".
82137	7270-FT-ValidateSelfAnythingElse-Retry1	[Global Default] If you're finished, you can just hang up. Otherwise, to hear that again, say "repeat that" or press 1. To make another request, say "Main menu" or press 9
00121	7270-FT-ValidateSelfAnythingElse-Success-1	Ok.

REQID	Vocabulary	DTMF	Action	Confirm.
7270-FT-ValidateSelfAnythingElse-Option-RPT	repeat that	1	Play 7270-FT-ValidateSelfAnythingElse-Success-1 Go to: 7260-FT-ValidateSelfSuccess-Msg	*Never*
7270-FT-ValidateSelfAnythingElse-Option-MainMenu	Main menu "other request"	9	Play 7270-FT-ValidateSelfAnythingElse-Success-1 Go to: (Main menu)	*Never*
7270-FT-ValidateSelfAnythingElse-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	*Never*
7270-FT-ValidateSelfAnythingElse-Option-Timeout	—	—	Go to: 7020-FT-CurrentDate-BC	—

DialogModule parameters	
Parameter	**Value**
7270-FT-ValidateSelfAnythingElse-Parameter	
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms
bargein (formerly noted as allowing_barge_in)	True
maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0

Event logging

Reporting				
Record = U-	RECL	-DM_7270-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

7275-FT-ValidateForDeceased-DB

	Database Query

Entering from
7240-FT-DeceasedSSN-DM

Input Field	**Description**
SSN (caller)	
SSN (deceased beneficiary)	

Output Field	**Description**
verification status	success or failure

Req ID	**Condition**	**Action**
7275-FT-ValidateForDeceased-Condition-Succ	IF success (ie "<statusCode> = 0000")	Go to: 7280-FT-ValidateDeceasedSuccess-Msg
7275-FT-ValidateForDeceased-Condition-FailureNoRelMatch	Else if failure because relationship doesn't match (return code 226)	Go to: 7300-FT-ValidateNoRelationshipMatch-DM
7275-FT-ValidateForDeceased-Condition-OffSeason	Off season (return code 1111)	Go to: 7305-FT-ValidateOffSeason-Msg
7275-FT-ValidateForDeceased-Condition-SysProblems	Else if return code = 0151 or 7777	Go to: 7302-FT-ValidateSystemProblems-Msg
7275-FT-ValidateForDeceased-Condition-SysUnavailable	Else if return code = 0152	Go to: 7303-FT-ValidateSystemUnavailable-Msg
7275-FT-ValidateForDeceased-Condition-OtherIssue	Other issue (return code 9999 or other). This is returned if any of the other checks fail (e.g., the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons).	Go to: 7310-FT-ValidateOther-Msg

Reporting				
Record = D-	RECL	-HDB_7275-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = System Error	
			0408 = Resource Not Available	
			0503 = Not Valid Data	
			0004 = Caller Hang Up	

Developer Notes

7280-FT-ValidateDeceasedSuccess-Msg

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

Entering from		
7275-FT-ValidateForDeceased-DB, 7285-FT-ValidateDeceasedRepeatYN-DM		

Prompts		
Msg. Number	**REQID**	**Wording**
	(Result of the prompt sequence)	Ok, the replacement 1099 for the deceased person for [current year minus one] will be sent to YOUR address on record. If you live in the United States, you should receive it by [current date + 10 days]. Otherwise if you live outside the United States, you should receive it by [current date + 30 days]. If you haven't received the replacement 1099 by then, please call us back.
82111	7280-ValidateDeceasedSuccess-Prompt-1	Ok, the replacement 1099 for the deceased person for
	--	[current year minus one]
82112	7280-ValidateDeceasedSuccess-Prompt-2	...will be sent to YOUR address on record. If you live in the United States, you should receive it by
	--	[current date + 10 days]
82113	7280-ValidateDeceasedSuccess-Prompt-3	Otherwise if you live outside the United States, you should receive it by
	--	[current date + 30 days]
82114	7280-ValidateDeceasedSuccess-Prompt-4	If you haven't received the replacement 1099 by then, please call us back.

Req ID	Condition	Action
7280-FT-ValidateDeceasedSuccess-Condition-Always	Always	return code := success Go to: 7285-FT-ValidateDeceasedRepeatYN-DM

Event logging

Reporting				
Record = U-	RECL	-Msg_7280-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in

7285-FT-ValidateDeceasedRepeatYN-DM

	YesNo	
(Based on 1350-Form1099NowWhat-DM from N8NN spec) Caller got 1099 information. What next?		

Entering from
7280-FT-ValidateDeceasedSuccess-Msg

Verizon Business --Confidential

Prompts

Msg. Number	REQID	Wording
1000	7285-FT-ValidateDeceasedRepeatYN-Initial-1	[1 sec silence]
00124	7285-FT-ValidateDeceasedRepeatYN-Initial-2	Would you like to hear this message again?
82108	7285-FT-ValidateDeceasedRepeatYN-Retry1	[Global Default] If you'd like to hear the message again, say Yes or press 1. Otherwise say No or press 2.
00121	7285-FT-ValidateDeceasedRepeatYN-Success-1	Ok.

| REQID	Vocabulary	DTMF	Action	Confirm.
7285-FT-ValidateDeceasedRepeatYN-Option-Yes	Yes and usual synonyms	1	Go to: 7280-FT-ValidateDeceasedSuccess-Msg	*Never*
7285-FT-ValidateDeceasedRepeatYN-Option-No	No and usual synonyms	2	Play 7285-FT-ValidateDeceasedRepeatYN-Success-1 Go to: 7290-FT-ValidateDeceasedAnythingElse-DM	*Never*
7285-FT-ValidateDeceasedRepeatYN-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	*Never*
7285-FT-ValidateDeceasedRepeatYN-Option-Timeout	—	—	Go to: 7020-FT-CurrentDate-BC	—
7285-FT-ValidateDeceasedRepeatYN-Option-Retry	—	—	Go to: 7290-FT-ValidateDeceasedAnythingElse-DM	—

DialogModule parameters

Parameter	Value
7285-FT-ValidateDeceasedRepeatYN-Parameter	
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms
bargein (formerly noted as allowing_barge_in)	True
maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0

Event logging

Reporting

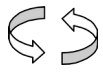| Record = U-	RECL	-DM_7285-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

7290-FT-ValidateDeceasedAnythingElse-DM

Custom Context DialogModule™	
(Based on 1350-Form1099NowWhat-DM from N8NN spec)	
Caller got 1099 information. What next?	

Entering from
7285-FT-ValidateDeceasedRepeatYN-DM

Prompts

Message Number	REQID	Wording
82109	7290-FT-ValidateDeceased AnythingElse-Initial-1	If you have any other requests, say "Main menu". Or if you're finished, you can just hang up.
82110	7290-FT-ValidateDeceased AnythingElse-Retry1	[Global Default] To make another request, say "Main menu" or press 9. Or you can just hang up.
00121	7290-FT-ValidateDeceased AnythingElse-Success-1	Ok.

REQID	Vocabulary	DTMF	Action	Confirm.
7290-FT-ValidateDeceasedAnythingElse-Option-MainMenu	Main menu	9	Play 7290-FT-ValidateDeceasedAnythingElse-Success-1 Go to: (Main menu)	Never
7290-FT-ValidateDeceasedAnythingElse-Option-Agent	Agent and usual synonyms	0	Go to: 6200-GiveUpSendSomewhere-BC, condition Agent Request.	Never
7290-FT-ValidateDeceasedAnythingElse-Option-Timeout	—	—	Go to: 7020-FT-CurrentDate-BC	—

DialogModule parameters

Parameter	Value
7290-FT-ValidateDeceasedAnythingElse-Parameter	
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms
bargein (formerly noted as allowing_barge_in)	True
maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0

Event logging

Reporting

Record = U-	RECL	-DM_7290-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes
Application will disconnect after SECOND invalid response.
The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

7300-FT-ValidateNoRelationshipMatch-DM

Custom Context DialogModule™	
Returned if caller does not have appropriate relationship to the deceased beneficiary (Return code 226)	

Entering from
7275-FT-ValidateForDeceased-DB

Prompts

Message Number	REQID	Wording
82115	7300-FT-ValidateNoRelationshipMatch-Initial-1	You'll need to submit your request in writing to a field office. If you'd like to find a mailing address using the field office locator, say "Find a field office". For a new request, say "Main menu". Or if you're finished, you can hang up now.
82116	7300-FT-ValidateNoRelationshipMatch-Retry1	[Global Default] You can say "Find a field office", "Main menu" or you can hang up now.
82117	7300-FT-ValidateNoRelationshipMatch-Retry2	[Global Default] You can say "Find a field office" or press 1, or "Main menu" or press 9. Or you can just hang up.
82118	7300-FT-ValidateNoRelationshipMatch-Timeout1	Sorry, I didn't hear anything. You can say "Find a field office", "Main menu" or you can hang up now.
82119	7300-FT-ValidateNoRelationshipMatch-Timeout2	I'm sorry, but I still didn't hear anything. You can say "Find a field office" or press 1, or "Main menu" or press 9. Or you can just hang up.
82120	7300-FT-ValidateNoRelationshipMatch-Success-1	Ok, field office locator.

REQID	Vocabulary	DTMF	Action	Confirm.
7300-FT-ValidateNoRelationshipMatch-Option-FieldOffice	[Find a] field office; [mailing] address	1	Play 7300-FT-ValidateNoRelationshipMatch-Success-1 Go to: (Field office locator)	*If necessary*
7300-FT-ValidateNoRelationshipMatch-Option-MainMenu	Main menu	9	Go to: (Main menu)	*Never*

Confirmation prompts

Message Number	REQID	Wording
82144	7300-FT-ValidateNoRelationshipMatch-ConfPrompt-FieldOffice	You'd like to find a field office, is that right?

DialogModule parameters

Parameter	Value
7300-FT-ValidateNoRelationshipMatch--Parameter	
incompletetimeout (formerly noted as after_end_of_speech_timeout)	500 ms
timeout (formerly noted as before_begin_of_speech_timeout)	7,000 ms

----

bargein (formerly noted as allowing_barge_in)	True
maxnomatches (formerly noted as retries)	1
maxnoinputs (formerly noted as timeouts)	0

Event logging

Reporting

Record = U-	RECL	-DM_7300-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0002 = Max No Input	
			0003 = Max No Match	
			0200 = Caller Hang Up	

Developer notes

The parameter values above are taken from 1350-Form1099NowWhat-DM in the N8NN spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

7302-FT-ValidateSystemProblems-Msg

Play Prompt	
Return code 0151 or 7777	

Entering from

7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB

Prompts

Msg. Number	REQID	Wording
82121	7302-FT-ValidateSystemProblems-Prompt-1	Due to system problems, we are unable to process your request at this time.

Req ID	Condition	Action
7302-FT-ValidateSystemProblems-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Event logging

Reporting

Record = U-	RECL	-Msg_7302-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes

No barge-in

This prompt is based on Message 9054 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.

7303-FT-ValidateSystemUnavailable-Msg

Play Prompt
Return code 0152

Entering from
7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB

Prompts		
Message Number	**REQID**	**Wording**
82122	7303-FT-ValidateSystemUnavailable-Prompt-1	I'm sorry, but the system is unavailable at this time.

Req ID	**Condition**	**Action**
7303-FT-ValidateSystemUnavailable-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Event logging

Reporting				
Record = U-	RECL	-Msg_7303-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is based on Message 9051 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application

7305-FT-ValidateOffSeason-Msg

Play Prompt
Tell callers that their request was made out of season. (return code 1111)
Same as 7025-FT-January-Msg

Entering from
7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB

| **Prompts**		
Message Number	**REQID**	**Wording**
82123	7305-FT-ValidateOffSeason-Prompt-1	Social Security beneficiaries will receive SSA 1099's in the mail by the end of January showing benefits they received in ...
	CPR	[current year minus one]
1000	silence_1000	[1 sec silence]
82124	7305-FT-ValidateOffSeason-Prompt-2	You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. If you do not receive your SSA 1099 by February first, call back after February first to request a replacement 1099. Replacement 1099's for ...
	CPR	[current year minus one]
82125	7305-FT-ValidateOffSeason-Prompt-3	... will not be available until that date, even from an agent, and statements for ...

	CPR	[current year]
82126	7305-FT-ValidateOffSeason-Prompt-4	... will not be available until January of next year. [2 sec pause] If you need a replacement 1099 for tax year ...
	CPR	[current year minus two]

Req ID	Condition	Action
7305-FT-ValidateOffSeason-Condition-Always	*Always*	Go to: 7035-FT-NowWhat-DM

Event logging

Reporting				
Record = U-	RECL	-Msg_7305-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

| Developer notes |
|---|
| No barge-in |

7310-FT-ValidateOther-Msg

Play Prompt
Other issue (return code 9999). Returned if any of the other checks fail (e.g. the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons.

Entering from
7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB

Prompts		
Message Number	REQID	Wording
82128	7310-FT-ValidateOther-Prompt-1	We're sorry, we are unable to process your request.

Req ID	Condition	Action
7310-FT-ValidateOther-Condition-Always	*Always*	Go to: 6211-ForcedTransfer-BC

Event logging

Reporting				
Record = U-	RECL	-Msg_7310-(Call Duration at start),T-RECL-	0000 = Success	-Call duration at process end
			0001 = Error	
			0200 = Caller Hang Up	

Developer notes
No barge-in
This prompt is based on Message 9008 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application.

Agent Transfer

6200-GiveUpSendSomewhere-BC

	Branch on Condition
(Based on 1130-GiveUpSendSomewhere-Check in N8NN spec) If the caller had max retries or max timeouts, they come to this DM.	

Entering from
Any DM (but not currently called in the Replacement 1099 functionality) – On a Max Timeout/ Retry Condition, 7035-FT-NowWhat-DM, DECOMMISSIONED 24-JUNE-2009 :: 7036-FT-WhichYear-DM, 7038-FT-NewAddressYN-DM, 7125-FT-AuthNoMatch-Msg, 7130-FT-AuthAcctBlocked-Msg, 7235-FT-ForDeceasedYN-DM, 7270-FT-ValidateSelfAnythingElse-DM, 7285-FT-ValidateDeceasedRepeatYN-DM, 7290-FT-ValidateDeceasedAnythingElse-DM. Error: Reference source not found

REQID	Condition	Action
6200-GiveUpSendSomewhere-Condition-MaxTimeout/Retry	Max Timeout/ Retry	Go to: N8NN Main Menu, Module 1130-GiveUpSendSomewhere-Check
6200-GiveUpSendSomewhere-Condition-Agent Request	Agent Request	Go to: N8NN Main Menu, Module 1201-BranchOnCondition-Check

Event logging

6211-ForcedTransfer-BC

	Branch on Condition
If the caller needs Agent assistance, or is required to go to an Agent due to an authentication failure or database failure, they come here.	

Entering from
7085-FT-Name-ExitFailure-Msg, 7121-FT-AuthSystemProblems-Msg, 7122-FT-AuthSystemUnavailable-Msg, 7123-FT-AuthOther-Msg, 7302-FT-ValidateSystemProblems-Msg, 7303-FT-ValidateSystemUnavailable-Msg, 7310-FT-ValidateOther-Msg

Req ID	Condition	Action
6211-ForcedTransfer-Condition-Day	IF Day	Go to: 6213-ForcedTransferToAgent-Msg
6211-ForcedTransfer-Condition-Night	Else Night or Holiday	Go to: 6216-ForcedTransferNoAgents-Msg

Event logging

6213-ForcedTransferToAgent-Msg

	Play Prompt

Entering from
6211-ForcedTransfer-BC

Prompts		
Message Number	**REQID**	**Wording**
82129	6213-ForcedTransferToAgent-Prompt-1	I'll transfer you to an agent who can help you. If you have a long wait for an agent, note that our lines are busiest early in the week and early in the month, so if your business can wait, it's best to call at other times. Hold on while I transfer you.

Req ID	**Action**
6213-ForcedTransferToAgent-Condition-Always	Transfer to Agent

Event logging

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

Developer notes
No barge-in

6216-ForcedTransferNoAgents-Msg

Play Prompt

Entering from
6211-ForcedTransfer-BC

Prompts		
Message Number	**REQID**	**Wording**
82130	6216-ForcedTransferNoAgents-Prompt-1	Unfortunately there are no agents available to help you because our offices are closed. Please call back during business hours, seven A M to seven P M, Monday through Friday, except for Federal holidays. Our lines are busiest early in the week and early in the month, so if your business can wait, it's best to call at other times. Thank you for calling Social Security. Goodbye.

Req ID	**Action**
6216-ForcedTransferNoAgents-Condition-Always	Hang Up

Event logging

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

Developer notes
No barge-in

—End of Specification —