

User Interface Specification

Version Number 12.24
02/24/2021

Social Security Administration

SSA_N8NN

Revision History

Date	Version	Description	Author(s)
05/09/2011	1.0	Full Detailed Design – initial version	T. Sheeder, B. Mittelstedter, R. Ishihara
05/12/2011	1.1	Full Detailed Design – revised * Added global confirmation error handling * Revised global error handling prompting	T. Sheeder
05/13/2011	1.2	Full Detailed Design – revised * Revised conditional logic in mm0050_EntryRouting_DS	T. Sheeder
05/13/2011	1.3	Full Detailed Design – revised * mm1100_SocialSecurityCardsMenu_DM - removed extra 'goto' for 'update' option * mm0200_SFToggle_DS - changed variable 'nlu_enabled' to 'SPEAK_FREELY_ACTIVE' * mm0125_ABRStatus_DS - revised gotos to route to mm0130_GetVariablesAnn_DB (instead of deleted decision state) * mm0130_EmergencyAvailable_DS - eliminated this state (replaced with mm0130_GetVariablesAnn_DB) * mm0130_GetVariablesAnn_DB - added this DB state to retrieve emergency message information * mm0140_EmergencyMsg_PP - added conditional logic to play appropriate emergency message * mm0510_TNEV_SD - changed goto for conditions 'Elseif tnev_transaction_status=authorization_failed' and 'Elseif tnev_transaction_status=no_password' from mm0200_SFToggle_DS (main menu) to mm3000_ABRStatus_DS (transfer)	T. Sheeder
05/23/2011	1.4	Full Detailed Design – FINAL * incorporated changes, additions, and deletions per Full Detailed Design review (changes highlighted YELLOW)	T. Sheeder, B. Mittelstedter
06/06/2011	1.5	Full Detailed Design – FINAL (changes highlighted YELLOW) > global Command: updated to remove global 'Spanish' option (which suddenly appeared for reasons unknown) > global Recovery Behavior: updated to remove extraneous rows (which suddenly appeared for reasons unknown) > ka0355_TNRSGetName_DM: changed to confirm 'never' (and removed confirmation prompting) > ka0355_TNRSGetName_DM: revised error behavior to go to NameOSDM after 2nd error > na0130_SayAndSpellLast_DM: added condition, if tnrs_checked=true, to bypass confirmation > na0150_SpellLast_DM: added condition, if tnrs_checked=true, to bypass confirmation > na0120_SayAndSpellFirst_DM: added sayandspellfirst_tnrs grammar and logic > na0130_SayAndSpellLast_DM: added sayandspelllast_tnrs grammar and logic > na0140_SpellFirst_DM: added spellfirst_tnrs grammar and logic > na0150_SpellLast_DM: added spelllast_tnrs grammar and logic > ka0325_TNRSLocation_DS: added toggle (collect_full_name) to indicate whether full name collection is to be attempted	T. Sheeder
06/07/2011	1.6	Full Detailed Design – FINAL (changes highlighted YELLOW) * ka0900_CheckingInfoMsg_PP: added condition and prompt for current_task=card_medicare or benefits_verification * bv0140_SubmitMsg_PP, bv0200_BEVESubmitRequest_DB, mr0140_SubmitMsg_PP, and mr0200_MRCSSubmitRequest_DB: DELETED * bv0130_KBAAuthentication_SD: success goes to bv0210_BEVESuccess_PP instead	B. Mittelstedter

		<p>of bv0140_SubmitMsg_PP</p> <ul style="list-style-type: none"> * mr0130_KBAAuthentication_SD: success goes to mr0210_MRCSuccess_PP instead of mr0140_SubmitMsg_PP * mr0210_MRCSuccess_PP: updated prompt verbiage * bv0210_BEVESuccess_PP: updated prompt verbiage 	
06/10/2011	1.7	<p>Full Detailed Design – FINAL (changes highlighted GREEN)</p> <ul style="list-style-type: none"> > mm0140_EmergencyMsg_PP: revised logic such that the emergency messages associated with 'activeFlagx' variables are NOT mutually exclusive > mm2200_BecomePayee_DM: changed goto for 'finished' option from mm0210_SFMainMenu_DM to mm0200_SFToggle_DS > mm0050_EntryRouting_DS: added Developer Note (per J. Hardcastle) > removed 'coadd_task' variable, no longer needed since COA and DD were separated > mm0210_SFMainMenu_DM: removed assigning values of 'coadd_task' variable for 'change_address' and 'direct_deposit' options (since 'coadd_task' variable has been removed since COA and DD were separated) > mm0610_BackoffOtherOptionsMenu_DM: removed assigning values of 'coadd_task' variable for 'direct_deposit' option > mm0700_Benefits_DM: removed assigning values of 'coadd_task' variable for 'direct_deposit' option > mm0910_UpdatePersonalInfo_DM: removed assigning values of 'coadd_task' variable for 'change_address' and 'direct_deposit' options > mm1110_UpdatePersonalInfo_DM: removed assigning values of 'coadd_task' variable for 'change_address' option > mm0512_TNEVDisconnect_CT: modified prompts slightly re: web address > dd0300_KBAAuthentication_SD: corrected mistakes in Action table > mm0125_ABRStatus_DS: changed references to 'initial_abr' to 'initial_abr_transfer' 	T. Sheeder
06/14/2011	1.8	<p>Full Detailed Design – FINAL (changes highlighted GREEN)</p> <ul style="list-style-type: none"> ~ mm0210_SFMainMenu_DM - updated current_task for 'form_1099' from 'form_1099' to 'benefits_statement' ~ mm0545_TranscriptionKBA_DS, mm2040_FutureBenefits_DM, mm0610_BackoffOtherOptionsMenu_DM, mm1770_OrderDrugFormQuestion_DM, and mm2400_EarningsMenu_DM - updated condition to remove transcription_task ~ mm1430_SocialSecurityCardMenu_DM - assign current_task=form_ss5 instead of transcription_task=5 ~ tr0105_PlayTransIntro_PP, tr0120_ConfirmAddress_DM, tr0140_AddressOSDM_SD, and tr0220_SuccessMsg_PP: updated conditions to look at current_task instead of transcription_task ~ mm1520_GetForm_DM: corrected current_task for 'order_form' 	B. Mittelstedter
06/16/2011	1.9	<p>Full Detailed Design – FINAL (changes highlighted GREEN)</p> <ul style="list-style-type: none"> ~ mm0210_SFMainMenu_DM, mm1520_GetForm_DM, tr0105_PlayTransIntro_PP, and tr0220_SuccessMsg_PP: updated current_task=form_ss5 to current_task=transcription_ss5 ~ mm1430_SocialSecurityCardMenu_DM: removed assign current_task=form_ss5 from option get_form ~ mm1770_OrderDrugFormQuestion_DM, tr0105_PlayTransIntro_PP, and tr0220_SuccessMsg_PP: updated current_task=1020 to current_task=transcription_1020 ~ tr0105_PlayTransIntro_PP, tr0220_SuccessMsg_PP, mm2400_EarningsMenu_DM, mm2040_FutureBenefits_DM, and mm0545_TranscriptionKBA_DS: updated current_task=earnings statement to current_task=transcription_7004 ~ tr0120_ConfirmAddress_DM: Removed transcription_task=pamphlets and changed it to current_task=transcription_pamphlet in conditions for nomatch/no input 1. ~ updated current_task value from earnings_statement to transcription_7004 and from 1020 to transcription_1020 	B. Mittelstedter
06/21/2011	2.0	<p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> * ADDED dd0230_NotEligible_PP to replace dd0230_NotEligible_DM and 	T. Sheeder

		<p>dd0240_NotEligibleDetails_DM</p> <ul style="list-style-type: none"> * REMOVED dd0230_NotEligible_DM * REMOVED dd0240_NotEligibleDetails_DM * REMOVED 'EmployeeVerification_TNEV' subdialog (exported as DIALOG_EmployeeVerification_TNEV_06-21-11-114415.zip) * ka0100_ElementsCheck_DB: removed ka_collectOtherName variable; removed condition 'Elseif ka_collectOtherName=true AND caller_alternative_name=NULL' * ka0400_AltNameNull_DS: removed ka_collectOtherName conditions; removed Else condition * REMOVED ka_collectOtherName variable from design * Revised Global Command confirmations for 'operator' * Added Global Command confirmation for 'StartOver' * mm0910_UpdatePersonalInfo_DM: corrected value for 'direct_deposit' option in Sample Phrases * mm1105_MedicareCardsMenu_DM: revised initial prompt ('medicare' for 'social security') * mm1210_InternetAddress_DM: changed confirmation mode for 'repeat' option to 'never' * Global Confirmations: removed 'reentry' prompts and conditions * mm1905_Checks_DM: revised Sample Phrases * mm2040_FutureBenefits_DM: changed confirmation mode for 'repeat' option to 'never' * ka0410_AltNameQuestion_DM: removed exit prompt for 'yes' option * ka0810_GetLastPaymentAmount_DM: revised initial prompt for flow * ka0210_AttestationQuestion_DM: added time estimates to initial prompts * ka0220_OMBNumber_PP: added time estimates to prompts 	
06/22/2011	2.1	<p>Full Detailed Design – FINAL</p> <ul style="list-style-type: none"> ~ updated global commands - recovery behavior: removed the global error_counter for no match 1 and 2 and no input 1 and 2; deleted no match/no input 2 global_error_counter conditions (changed to always) ~ deleted global_error_counter variable ~ mm0300_COLAMsg_DM, mm0400_TaxesMsg_DM, mm0420_SS5VerifyMsg_DM, mm1740_MedicareSusidyMsg_DM, mm1720_MedicareEnrollMsg_DM, mm2110_ProgramMsg_DM: deleted no match 2, condition 'If global_error_counter>=6' ~ mm1210_InternetAddress_DM: deleted no match 1/2 office_hours_conditions ~ mm1720_MedicareEnrollMsg_DM: ~ mm1760_HelpWithDrugCosts_DM, mm1810_CitizenshipMsg_DM: deleted no match 2 and 3 condition 'If global_error_counter>=6' ~ na0120_SayAndSpellFirst_DM, na0130_SayAndSpellLast_DM, na0140_SpellFirst_DM, na0150_SpellLast_DM, na0200_ConfirmName_DM, rb0440_BenefitsStatementEndMenu_DM: removed no match/no input 2 condition 'If global_error_counter>=6' ~ imported FOL module that includes time readback 	B. Mittelstedter
06/24/2011	2.2	<p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> > mm1300_WhichCard_DM: for 'both' option, set 'card_type' to 'both' > ad0140_FullAddress_DM: on confirmation, removed condition 'Initial on repeat that' and changed 'Initial on entry' to 'Always' > removed global confirmation 'reentry' prompts (these keep getting reintroduced, somehow, after they are removed from the project) > rb0320_PersonLiving_DM: removed confirmation prompts (confirmation mode is 'never') > Global Confirmation Behavior: added behavior such that, on second disconfirmation, call is transferred to agent (mm3000_ABRStatus_DS); revised error behavior (to fix logic problem) > fl0105_CardCenterNeededQuestion_DM: changed condition 'Elseif (card_center = sacramento)' to 'Elseif (card_center = ssscc)' > card_center variable: added 'none' value > fl0100_GetZipCode_DM: modified logic (removed zip code evaluation, send all <zip 	T. Sheeder

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

		<p>tnev_employee_first_name, tnev_employee_last_name, tnev_employee_dob, tnev_employee_gender, tnev_OMB_heard, tnev_paperwork_details, tnev_perjury_message_yesno, dob (used only by TNEV), ev_employee_verification_yesno, ev_employee_ssn, employee_ssn_first_time, ev_employee_dob, ev_employee_gender, ev_employees_verified, ev_attestation_yesno, ev_verification_redirect_menu, ev_caller_ssn, ev_user_id, ev_disambiguate_problem_menu, ev_password, ev_ein, ev_verified_deceased_menu, ev_end_menu, ev_statusCode, employer_yesno</p> <p>> for variable applicationtag, removed value 'TNEV'</p> <p>> for variable current_task, removed value 'employee_verification'</p>	
06/28/2011	2.5	<p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <p>> fl0102_EvaluateZipCode_DB: in Returns table, changed 'card_center@import' variable to 'card_center'</p> <p>> fl0105_CardCenterNeededQuestion_DM: changed all references to 'card_center@import' variable (in conditions) to 'card_center'</p> <p>> deleted variable 'card_center@import'</p> <p>> mm0210_SFMainMenu_DM: removed action 'Assign: sf_main_menu_help_count=0'</p> <p>> deleted variable 'sf_main_menu_help_count'</p> <p>> deleted unused variables: svc_available, turs_statusCode, turs_userID1, turs_userID2, turs_userID3, turs_userID4, turs_userID5, turs_userID6, turs_userID7, turs_userID8, turs_userID9, turs_userID10, turs_userID11, turs_userID12, turs_userID13, turs_userID14, turs_userID15, turs_userID16, turs_userID17, turs_userID18, turs_userID19, turs_userID20, and TVDC_items_to_collect</p> <p>> deleted unused recognition variables: ssi_benefits_menu, medicare_benefits_menu, benefits_information_menu, proof_of_income_menu, general_information_menu, medicare_card_action_menu, social_security_card_action_menu, fill_form_instructions_commands, medicare_menu, processing_time_menu, proof_menu, earnings_information_end_menu, new_statement_menu, ssi_application_menu, last_years_statement_yesno, benefits_statement_new_address_menu, current_beneficiary_yesno, same_address_yesno, no_replacement_card_end_yesno, pending_check_status_yesno, get_alt_name, get_last_name, alt_name_spell, last_name_spell, first_name_spell, get_maiden_name, get_first_name, medicare_enroll, bv_same_address_yesno, cd_change_address_instead_yesno, mrc_same_address_yesno, and internet_msg_yesno</p> <p>> mm2010_BenefitsEarnings_DM: added prompt mm2010_ni1_01 (previously specified as 'script')</p> <p>> mm2030_OtherQuestions_DM: added prompt mm2030_ni2_01 (previously specified as 'script')</p> <p>> mm0320_FieldOfficeLocator_SD: added (missing) transition for condition 'If fol_transaction_status=success If card_type=both' (go to mm1105_MedicareCardsMenu_DM)</p> <p>> dd0450_CollectAccountNumber_DM: revised error prompting (to remove references to 'checking' accounts and '10-digit' numbers); revised Confirmation prompt for flow</p>	T. Sheeder
06/29/2011	2.6	<p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <p>> mm0600_BackoffMainMenu_DM: changed 'office' recognition value to 'office_locations'</p> <p>> mm1520_GetForm_DM: on Confirmation tab, changed 'keep_going' option to 'main_menu' (to match grammar)</p> <p>> mm2110_ProgramMsg_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'</p> <p>> mm2120_ChangeMsg_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never'</p> <p>> mm2200_BecomePayee_DM: for 'repeat' option, changed confirmation mode from</p>	T. Sheeder

		<p>'if necessary' to 'never'</p> <ul style="list-style-type: none"> > mm2210_PayeeMisuse_DM: for 'repeat' option, changed confirmation mode from 'if necessary' to 'never' > mm2300_FormsGeneral_DM: in Grammar, Actions, and Conformations, changed recognition value 'benefits_verification' to 'proof_of_income' > mm2400_EarningsMenu_DM: Grammars, set recognition values for 'benefits_statement' and 'earnings_statement' (previously unset) > mm2400_EarningsMenu_DM: enabled (previously overridden) Confirmation prompt gl_cnf_ini_02 (Always) > ca0410_TypeOfPhone_DM: corrected typos in Sample Phrases (changed '?i(t's...)' to '(it's...))') > ca0435_EffectiveDate_DM: enabled (previously overridden) Confirmation prompt gl_cnf_ini_02 (Always), and removed Local confirmation prompt ca0435_cnf_ini_03 	
06/30/2011	2.7	<p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> > ad0200_ConfirmFull_DM: switched dynamic prompts from pre-recorded audio to TTS > na0200_ConfirmName_DM: switched dynamic prompts from pre-recorded audio to TTS > rb0410_SuccessMsg_PP: revised prompt rb0410_out_05 to include reference to 'U.S. territory' > tr0120_ConfirmAddress_DM: switched dynamic prompts from pre-recorded audio to TTS > cs0240_OneClaimEnd_DM: changed confirmation mode for 'repeat' option from 'if necessary' to 'never' > cs0270_MultiLastClaimEnd_DM: updated sample phrases for 'repeat' option; disabled global 'repeat' command > ka0710_GetPlaceOfBirth_DM: added specific slot values for individual states and territories; add confirmation prompts for states and territories 	T. Sheeder
07/06/2011	2.8	<p>Full Detailed Design – FINAL (changes highlighted TURQUOISE)</p> <ul style="list-style-type: none"> - imported the updated FOL module into the project - fl0120_OfficeLocationInfo_DM: added the reco variables and values to the sample phrases - fl0125_CardCenterInfo_DM: added the reco variables and values to the sample phrases - fl0130_OfficeDirections_DM: added the reco variables and values to the sample phrases - dd0410_EffectiveMonth_DM: updated confirmation prompt names so that the index numbers match the month numbers - dd0410_EffectiveMonth_DM: added confirmation for option 'as soon as possible' and added 'this month' and 'next month' to the sample phrases - tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, and tr0430_WomanSS_DM: corrected the reco variable value for option 'skip' - fl0105_CardCenterNeededQuestion_DM: updated the conditions for option 'yes' on the actions tab - mm0600_BackoffMainMenu_DM: over rid the global repeat command and added repeat option to local DM grammar and actions tab (do not assign first_entry=false) - mm0610_BackoffOtherOptionsMenu_DM, mm0800_BenefitsApplicaitonMenu_DM, mm0900_BenefitsMoreOptions_DM, mm1430_SocialSecurityCardMenu_DM, mm1750_AskPartD_DM, mm1905_Checks_DM, mm1910_LatePaymentMenu_DM, ca0260_CallingAboutSelf_DM, ca0420_CollectPhoneNumber_DM, cs0120_ConfirmationNumber_DM, cs0260_NoStatusEnd_DM, dd0260_CallingAboutSelf_DM, dd0430_AccountType_DM, dd0440_CollectRoutingNumber_DM, dd0450_CollectAccountNumber_DM, ka0310_GetSSN_DM, ka0355_TNRSGetName_DM, ka0710_GetPlaceOfBirth_DM, ka0810_GetLastPaymentAmount_DM, rb0320_PersonLiving_DM, rb0440_BenefitsStatementEndMenu_DM, tr0200_AskHowManyForms_DM, 	B. Mittelstedter

		tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM, and tr0540_MoreChoices_DM: over rid the global repeat command and added repeat option to local DM grammar and actions tab	
07/11/2011	2.9	Full Detailed Design – FINAL (changes highlighted TURQUOISE) - cs0230_ni1_01: corrected verbiage from "If want me..." to "If you want me..." - cs0240_cnf_ini_02: updated verbiage: use 'claim' instead of 'application' - mm1430_SocialSecurityCardMenu_DM: corrected verbiage on ni 2 and nm2 to delete the additional option 3. - mm1905_Checks_DM: updated prompts mm1905_ini_05 and mm1905_ini_06 with correct third wednesday day (18th instead of 15th) - mm2120_ChangeMsg_DM: corrected re-entry verbiage from 'areas' to 'area' - mm2200_BecomePayee_DM: corrected re-entry verbiage from 'areas' to 'area'	B. Mittelstedter
07/14/2011	3.0	Full Detailed Design – FINAL (changes highlighted PINK): - mm0600_BackoffMainMenu_DM: over rid global 'StartOver' behavior - mm0210_SFMainMenu_DM: over rid global 'StartOver' behavior - fl0120_OfficeLocationInfo_DM: updated verbiage in fl0120_ini_35 - included 'Federal' - fl0125_CardCenterInfo_DM: updated verbiage in fl0125_ini_43 and fl0125_ini_69 to include 'Federal' holidays - fl0120_OfficeLocationInfo_DM: removed phone number reference - fl0125_CardCenterInfo_DM: removed phone number reference - Global StartOver: added prompt 'All right. Main Menu.' and go to mm0200_SFToggle_DS instead of ProcessStartOver_DS - ProcessStartOver_DS: Deleted - ka0352_CollectFullName_DS: NEW State - if collect_full_name=true go to ka0355_TNRSGetName_DM and if collect_full_name=false go to ka0330_SetCallerNameParameters_DS - ka0325_TNRSLocation_DS: removed 2nd 'collect_full_name' conditions; If tnrs_db_upfront=true then always go to ka0350_TNRS_DB - ka0350_TNRS_DB: update transition for the condition 'If tnrs_statusCode=0000 (success) AND tnrs_db_upfront' then go to new state ka0352_CollectFullName_DS - fl0115_PhysicalZipCode_DM: changed 2nd prompt from 'initial' to re-entry - mm0210_SFMainMenu_DM: correct prompt mm0210_cnf_ini_19 to say 'our' instead of 'or' - mm0210_SFMainMenu_DM: corrected prompt mm0210_cnf_ini_22 to remove 'the' - mm0900_BenefitsMoreOptions_DM: corrected prompt mm0900_out_01 to make 'Earning' plural - mm1105_MedicareCardsMenu_DM: corrected prompt mm1105_ni1_01 so first option is press 1 and prompt mm1105_nm1_01 added the missing [press] 2 - mm1500_CitizenshipQuestion_DM: corrected prompt mm1500_ni1_01 - added 'the' - mm1510_CitizenDocumentsMsgPart1_DM: corrected prompt mm1510_nm2_01 to make 'document' plural	B. Mittelstedter
07/20/2011	3.1	Full Detailed Design – FINAL (changes highlighted PINK): - fl0102_EvaluateZipCode_DB: added psscc to the success else condition on actions tab - fl0105_CardCenterNeededQuestion_DM: added psscc to the yes else condition on actions tab - fl0102_EvaluateZipCode_DB: added philly offices 'psscc' to the return card_center description - ka0360_SetCallerNameRetryParameters_DS and ka0330_SetCallerNameParameters_DS and ka0420_SetAlternativeNameParameters_DS and ka0610_SetMaidenNameParameters_DS: no longer assign 'collectname_collectfortranscription' - removed the variable 'collectname_collectfortranscription' - mm3020_ProcessTransfer_DS: added level 2 conditions 'If transfer_reason=error or	B. Mittelstedter

		<p>failure' and 'else'</p> <ul style="list-style-type: none"> - mm0310_ChangeOfAddress_SD: If coa_transaction_status=failure assign transfer_reason=failure - mm0320_FieldOfficeLocator_SD: If fol_transaction_status=failure assign transfer_reason=failure - mm0330_DirectDeposit_SD: If dd_transaction_status=failure assign transfer_reason=failure - mm0505_BEVE_SD: If beve_transaction_status=failure assign transfer_reason=failure - mm0520_ApplicationStatus_SD: If claims_transaction_status=failure assign transfer_reason=failure - mm0530_BenefitsStatement_SD: If benefits_transaction_status=failure assign transfer_reason=failure - mm0550_Transcription_SD: If transcription_transaction_status=failure assign transfer_reason=failure - mm0565_MRC_SD: If mrc_transaction_status=failure assign transfer_reason=failure - generated unnamed prompt names - mm0122_AfterHoursCheck_DS: NEW STATE - mm0124_OfficeClosedMsg_PP: NEW STATE - mm0120_RecordingMsg_DM: updated the transitions for no match 2 and no input 1 to go to mm0122_AfterHoursCheck_DS instead of mm0125_ABRStatus_DS - mm1810_CitizenshipMsg_DM :mm1810_ni1_01 - corrected verbiage, say '...on becoming...' instead of '...about becoming...' - mm1905_Checks_DM: mm1905_ini_04 - corrected verbiage, removed 'the' before February 3rd - na0150_SpellLast_DM: updated duplicate nm2 prompts to no input - mm3020_ProcessTransfer_DS: added territory conditions (once received, I'll need to add the hours for Guam, American Simoa, and Marietaa Islands) 	
07/22/2011	3.2	<p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> * fl0120_OfficeLocationInfo_DM: updated address readback * fl0125_CardCenterInfo_DM: updated address readback * mm1760_HelpWithDrugCosts_DM: updated verbiage in mm1760_ini_05 (...married couple living together.) and mm1760_ini_01 (resources must be limited to) * added variable address_returned to appendix (used in tr0110_ReverseANILookup_DB) * mm0530_BenefitsStatement_SD: added condition to actions 'Elseif benefits_statement_transaction_status=replacement go to MM3000' 	B. Mittelstedter
07/26/2011	3.3	<p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> - mm0124_OfficeClosedMsg_PP: updated office hours verbiage - mm3020_ProcessTransfer_DS: updated office hours verbiage - na0200_ConfirmName_DM: updated the first and last name conditions to always confirm first and last name if name_collect_task=caller - mm0900_BenefitsMoreOptions_DM: assigned 'current_task=benefits_verification' for the 'proof of income' option - mm1900_ReceivingBenefits_DM: assigned 'current_task=checks' for the 'yes' option - re-imported FOL module 	B. Mittelstedter
08/02/2011	3.4	<p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> - mm0600_BackoffMainMenu_DM: updated the comments in the sample expressions to accurately reflect the options - mm0600_BackoffMainMenu_DM: included the sample phrases 'application status' and 'check application status' for the return grammar value application_status - cs0240_OneClaimEnd_DM: removed the local repeat option from the grammar and the no match prompts if condition is office_hours=true - cs0120_ConfirmationNumber_DM: added a developer note and a local command action for 'StartOver' to assign confirmation_number_first_entry=true. 	B. Mittelstedter

		- Regenerated prompt names (mm0900_out_04 and mm1900_out_02 were missing, but are in UI now)	
08/04/2011	3.5	Full Detailed Design – FINAL: - - mm0110_LanguageSelection_DM: over rid the global operator and repeat commands	B. Mittelstedter
08/10/2011	3.6	Full Detailed Design – FINAL (changes highlighted PINK): * cs0260_NoStatusEnd_DM: updated prompt cs0260_nm1_01, removed repeat option (fix for CR3950) * mm1720_MedicareEnrollMsg_DM: updated the 2nd no match 2 (mm1720_nm2_04) to be no input 2 re-named prompt from mm1720_nm2_04 to mm1720_ni2_02 (fix for CR3975) * Appendix A: updated tnrs_checked variable default = false (fix for CR3967) * ka0410_AltNameQuestion_DM: updated no match 2 from a script to a prompt and named prompt (ka0410_nm2_01) * mm0130_GetVariablesAnn_DB: broke broadcastPrompt, startTime, and endTime into three separate variables. * mm0130_GetVariablesAnn_DB: simplified the condition in the actions tab that goes to mm0140 and added a developer note. * mm0140_EmergencyMsg_PP: added secondary conditions and included silence in the comments instead of as prompts (should play after) * mm0140_EmergencyMsg_PP: added 'Else' condition to the actions tab	B. Mittelstedter
08/15/2011	3.7	Full Detailed Design – FINAL (changes highlighted PINK): * fl0120_OfficeLocationInfo_DM: fl0120_ini_01 - updated prompt verbiage, changed 'nearest' to 'servicing' * fl0120_OfficeLocationInfo_DM: fl0120_ini_07 - updated prompt verbiage, changed 'their' to 'the' * fl0125_CardCenterInfo_DM: fl0125_ini_08 and fl0125_ini_39 - updated prompt verbiage, changed 'their' to 'the' * fl0115_PhysicalZipCode_DM: fl0115_out_01 - updated prompt verbiage, changed 'nearest' to 'servicing' * fl0120_OfficeLocationInfo_DM: updated verbiage in initial, no match, and no input prompts to remove directions option * fl0120_OfficeLocationInfo_DM: removed confirmation for 'directions' * fl0125_CardCenterInfo_DM: removed confirmation for 'directions' * fl0125_CardCenterInfo_DM: updated verbiage	B. Mittelstedter
08/22/2011	3.8	Full Detailed Design – FINAL (changes highlighted PINK): * ka0510_GetDOB_DM: clarified the initial prompt conditions * fl0100_GetZipCode_DM: clarified condition for reprompt (fix CR4005) * ad0240_ExitSuccessPrompts_PP: updated developer note; always play the same exit prompt instead of playing 1 random exit prompt out of 3 * global: gl_cnf_ni3_01 and gl_cnf_nm3_01 - updated prompt verbiage to accomodate dev restrictions * tr0550_ConcludeChoices_PP: add condition 'if pamphlet_get_number=0, prompt and return to calling dialogue and condition 'else' * ka0340_GetCallerName_SD: If name_status=success and tnrs_checked=true, updated second condition * ka0370_GetCallerNameRetry_SD: removed comment for condition 'If name_status = success and if tnrs_checked = true' and updated the level 2 condition; no longer assign the caller_alternative_name * ka0400_AltNameNull_DS: removed the second condition 'Else if caller_alternative_name=NULL AND tnrs_checked=true' and updated the first condition to remove tnrs_checked = false * ka0355_TNRSGetName_DM: Removed the comment and added the conditions	B. Mittelstedter

08/25/2011	3.9	<p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> * ca0435_EffectiveDate_DM: removed 'April' from the sample phrases * ad0140_FullAddress_DM: removed help command (ad0140_cnf_help1_01) * ad0150_SecondaryAddress_DM: removed help command (ad0150_cnf_help1_01) * tr0540_MoreChoices_DM: updated conditions if option = 'yes' * tr0545_PamphletCheck_DS: NEW STATE * tr0310_UnderstandingSS_DM: updated initial re-prompt condition * tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM: updated initial re-prompt condition 	B. Mittelstedter
09/06/2011	4.0	<p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> * ca0435_EffectiveDate_DM: removed 'April' from the sample phrases * ad0140_FullAddress_DM: removed help command (ad0140_cnf_help1_01) * ad0150_SecondaryAddress_DM: removed help command (ad0150_cnf_help1_01) * tr0540_MoreChoices_DM: updated conditions if option = 'yes' * tr0545_PamphletCheck_DS: NEW STATE * tr0310_UnderstandingSS_DM: updated initial re-prompt condition * tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM: updated initial re-prompt condition * cs0200_ClaimsRetrieval_DB: removed 1111=Application is in off season (Dec. 15 - Jan. 31) from the cs_statusCode return description. * ka0510_GetDOB_DM: specified that 6-8 digits should be allowed for DOB entry * ad0150_SecondaryAddress_DM: added suite, building, floor, and mailstop to sample phrases, grammar, and confirmation. * ad0150_SecondaryAddress_DM: overrid the global no match/no input confirmation prompts * ad0140_FullAddress_DM: overrid the global no match/no input confirmation prompts 	Brook Mittelstedter
09/23/2011	4.1	<p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <p>FOL</p> <ul style="list-style-type: none"> * Updated the following prompts to replace 'field office' with 'local office': fl0100_nm2_01fl0100_nm2_01, fl0100_ni2_01, fl0120_ini_02, fl0120_nm2_02, fl0120_ni2_01, fl0120_nm2_01, fl0120_ni2_02, fl0125_ini_24, fl0125_ini_25, fl0125_ree_01, fl0125_ree_02, fl0125_nm1_01, fl0125_nm1_02, fl0125_nm2_01, fl0125_nm2_02, fl0125_ni1_01, fl0125_ni1_02, fl0125_ni2_01, fl0125_ni2_02, fl0125_cnf_ini_02, fl0150_out_01 - fl0125_CardCenterInfo_DM: updated the sample phrase from 'field office' to 'local office' <p>Other updates</p> <ul style="list-style-type: none"> * ad0260_Recording_DM: grayed state out since doesn't apply to SSA design * ad0150_SecondaryAddress_DM: abbreviated return grammars (i.e. instead of apartment use apt) * mm0600_BackoffMainMenu_DM: assigned current task for office locations * * mm1720_MedicareEnrollMsg_DM: Updated verbiage in prompt mm1720_ini_01 and removed conditions for option 2 (remove prompt mm1720_out_01) 	B. Mittelstedter
10/18/2011	4.2	<p>Full Detailed Design – FINAL (changes highlighted PINK):</p> <ul style="list-style-type: none"> - ka0105_AttestFlagCheck_DS: NEW STATE - fl0125_CardCenterInfo_DM: removed exit prompt fl0125_out_04 - ka0220_OMBNumber_PP: added dev note - ka0100_ElementsCheck_DB: added dev note 	Brook Mittelstedter

10/27/2011	4.3	<p>NLU updates made after tagging (changes highlighted in ORANGE):</p> <ul style="list-style-type: none"> - mm0420_SS5VerifyMsg_DM: updated node name to mm0420_AddressVerifyMsg_DM - mm0210_SFMainMenu_DM: added the following options and corresponding actions /confirmations: address, disability, employment, proof_of_income, ssn_verify, replacement_general, update_info, appeal_new, appointment, back_payment, balance, benefits_problem, billing, birth, cancel, card_social_security, case_change, change_ssi, check_replacement, child_support, circuit_breaker, citizenship, claim_medicare, college, complaint, death, debit_card, deductions, dependent, disability_other, divorce, earnings_general, employment_change, fax, food_stamps, fraud, housing, insurance, legal, letter, license, loans, marriage, military, new_application_status, new_claim, password, payment_amount, payment_arrangement, payment_over, payment_stop, pension, refund, retirement, return_call, tax_withholding, w2_form - mm0210_SFMainMenu_DM: updated the option ss5_verify to name_address_verify - mm0430_AddressDisambig_DM: NEW STATE - mm0440_DisabilityDisambig_DM: NEW STATE - mm0450_EmploymentDisambig_DM: NEW STATE - mm0460_SSNVerification_DM: NEW STATE - mm0470_ReplacementDisambig_DM: NEW STATE - fl0105_out_05: deleted prompt - mm1210_InternetAddress_DM: added the option 'problem'. Updated all prompting and corresponding actions /confirmations. - mm0420_SS5VerifyMsg_DM: updated node name to mm0420_AddressVerifyMsg_DM - mm0210_SFMainMenu_DM: updated prompt verbiage - mm0210_cnf_ini_02, mm0210_cnf_ini_06, mm0210_out_07, and mm0210_cnf_ini_10 	Brook Mittelstedter
10/28/2011	4.4	<p>NLU updates made after tagging (changes highlighted in ORANGE):</p> <ul style="list-style-type: none"> * mm0210_SFMainMenu_DM: updated grammar options to match app tag * over rid the global agent option and added locally 	Brook Mittelstedter
10/31/2011	4.5	<p>Updated made per executive review changes highlighted in YELLOW):</p> <ul style="list-style-type: none"> * mm0610_BackoffOtherOptionsMenu_DM: Updated initial and no match /no input verbiage and DTMF grammar options to make 'apply for benefits' the second option instead of the fourth. 	Brook Mittelstedter
11/04/2011	4.6	<p>Cola and tax messages are dynamic and come from RAU Updated made per executive review changes highlighted in YELLOW):</p> <ul style="list-style-type: none"> - mm0300_COLAMsg_DM: DELETED - mm0300_GetCOLABroadcast_DB: NEW STATE - mm0302_COLAMsg_PP: NEW STATE - mm0303_AskRepeatCola_DM: NEW STATE - mm0400_TaxesMsg_DM: DELETED - mm0400_GetTaxesBroadcast_DB: NEW STATE - mm0405_TaxesMsg_PP: NEW STATE - mm0410_AskRepeatTaxes_DM: NEW STATE - mm0210_SFMainMenu_DM: updated the action for 'cost of living adjustment' to go to mm0300_GetCOLABroadcast_DB instead of mm0300_COLAMsg_DM - mm0210_SFMainMenu_DM: updated the action for 'tax_general' to go to mm0400_GetTaxesBroadcast_DB instead of mm0400_TaxesMsg_DM - mm0210_SFMainMenu_DM: updated the action for the option 'benefits_verification' to go to mm2000_ReceivingBenefits_DM instead of bv0100_PingHost_DB. - mm0440_DisabilityDisambig_DM: added sample expressions for 'else' - mm1210_InternetAddress_DM: corrected the grammar value for 'problem' 	Brook Mittelstedter
11/15/2011	4.7	<p>Changes made for NLU build out highlighted in YELLOW:</p>	Brook Mittelstedter

		<ul style="list-style-type: none"> - mm0210_SFMainMenu_DM: updated confirmation mode to 'always' for the agent option - mm0210_SFMainMenu_DM: added local main menu option to the grammars, action, and confirmation. - mm0405_TaxesMsg_PP: added static prompts 	
11/30/2011	4.8	<p>Changes made pursuant to NLU build out (highlighted in a sort of SAGE GREEN):</p> <ul style="list-style-type: none"> > corrected reco option '1099_benefits_statement' (changed upper to lower case) on the confirmation tab > corrected label for '1099_benefits_statement' (changed upper to lower case) on the actions tab > corrected reco option 'claims_status_general' (changed 'claim_...' to 'claims...') on the confirmation tab > corrected reco option 'claims_status_new' (changed 'status_...' to 'claims...') on the confirmation tab > corrected reco option 'transfer_check_replacement' (changed '...replacment' to '..._replacement') on the grammar tab > added 'spanish' option on the actions tab 	T. Sheeder
12/05/2011	4.9	<p>Changes per CRs (highlighted in a sort of TEAL):</p> <ul style="list-style-type: none"> > CR5006: mm0405_TaxesMsg_PP - revised prompt names and adjusted logic (to accomodate final silence) > CR5033: mm0410_AskRepeatTaxes_DM - revised summary (changed from COLA to taxes); changed 'go to' for repeat command (from 0302 to 0405) > CR5034: added 'go to' states for yes and no options (missing) > CR5037: removed (unshared) 'event.conf.noinput' from global Recovery Behavior > CR5040: added'repeat' option to Actions table (previously missing); removed (disabled) repeat command (global in conflict with state grammar) > CR5022: mm2050_FutureBenefitsBudgetaryMsg_PP - revised prompt text ('this' for 'the') to match recorded prompt > CR5043: mm1220_InternetInformation_DM - corrected 'noinput2' behavior (mislabeled 'nomatch2') and changed prompt name (from 'mm1220_nm2_03' to 'mm1220_ni2_01') > CR5049: mm1940_LatePaymentExit_DM - added prompts (global repeat prompt) to local repeat behavior > CR5025: changed max disconfirmation limit from 2 (global behavior) to 1 	T. Sheeder
12/13/2011	5.0	<p>Changes made pursuant to the NLU build out highlighted in LIGHT PURPLE:</p> <ul style="list-style-type: none"> - mm0210_SFMainMenu_DM - updated sample phrases for name_or_address_verify, and transfer_appeal_new, transfer_payment_amount, and transfer_check_replacement 	Brook Mittelstedter
01/05/2012	5.1	<p>Revised as follows:</p> <ul style="list-style-type: none"> > added 'current_intent' and 'final_intent' assignations to main and disambiguation menus > revised MM1430 to transfer all 'something else' callers to an agent 	T. Sheeder
01/09/2012	5.2	<p>Revised as follows:</p> <ul style="list-style-type: none"> > corrected 'current_intent' and 'final_intent' assignations to main and disambiguation menus 	T. Sheeder
01/11/2012	5.3	<p>Revised as follows:</p> <ul style="list-style-type: none"> > mm0440_DisabilityDisambig_DM: 'else' option, set final_intent=<current_intent> > mm0460_SSNVerification_DM: 'finished' option, set final_intent=<current_intent> > mm0470_ReplacementDisambig_DM: 'else' option, set final_intent=<current_intent> > mm1300_WhichCard_DM: 'something_else' option, set final_intent=<current_intent> > mm1430_SocialSecurityCardMenu_DM: 'help_with_form' option, set final_intent=sscard_form_help > mm1430_SocialSecurityCardMenu_DM: 'get_form' option, set 	T. Sheeder

		<p>final_intent=ssc_card_get_form</p> <ul style="list-style-type: none"> > mm1750_AskPartD_DM: 'no' option, set final_intent=medicare_subsidy > mm1750_AskPartD_DM: 'yes' option, set final_intent=medicare_drug_costs > mm1770_OrderDrugFormQuestion_DM: 'yes' option, removed set final_intent > mm1800_SSIMenu_DM: 'apply' option, removed set final_intent > mm1800_SSIMenu_DM: 'problem' option, removed set final_intent > mm1907_LatePaymentQuestion_DM: 'no' option, set final_intent=<current_intent> > mm1910_LatePaymentMenu_DM: 'direct_deposit' option, set final_intent=<current_intent> > mm1910_LatePaymentMenu_DM: 'mail' option, set final_intent=<current_intent> > mm2030_OtherQuestions_DM: 'yes'/Else condition, set final_intent=<current_intent> > mm2400_EarningsMenu_DM: 'earnings_statement' option, set final_intent=transcription_7004 	
01/13/2012	5.4	<p>Revisions as follows:</p> <ul style="list-style-type: none"> > mm0210_SFMainMenu_DM: assigned final_intent for citizenship_general option > mm0600_BackoffMainMenu_DM: revised global 'agent' behavior to set current_intent and final_intent variables prior to transfer > mm0610_BackoffOtherOptionsMenu_DM: revised global 'agent' behavior to set current_intent and final_intent variables prior to transfer > mm0610_BackoffOtherOptionsMenu_DM: assigned current_intent and final_intent for the 'something_else' option 	T. Sheeder
01/18/2012	5.5	<p>Revisions as follows:</p> <ul style="list-style-type: none"> > per CR 5160, in mm0545_TranscriptionKBA_DS, revised 'Else Else' condition to '^ Else (form_7004_delivery != false)' (i.e. current_task=transcription_7004 and form_7004_delivery != false) and added new 'Else' condition > added variable 'no_kba_info_needed' to keep track of whether any information needed to be collected for purposes of prompting in ka0900 > in ka0100_ElementsCheck_DB, added condition 'Elseif no information needs to be collected AND last two tasks were TK99 and TKCS, back-to-back and in that order' > in ka0100_ElementsCheck_DB, revised 'Else (no information needs to be collected)' condition to go to ka0900_CheckingInfoMsg_PP instead of return > in ka0900_CheckingInfoMsg_PP, changed 'Else' condition to 'Elseif no_kba_info_needed = false' > in ka0900_CheckingInfoMsg_PP, added condition 'Else (no_kba_info_needed = true)' with associated prompting > in ka0910_QueryKB_DB, added action condition 'ALWAYS' and action 'Assign no_kba_info_needed=false' 	T. Sheeder
02/06/2012	5.6	<p>Revised as follows:</p> <ul style="list-style-type: none"> > CR#5300: na0220_ConfirmationApology_PP - added logic and prompting to represent current 'alternative' and 'maiden' name capture implementation (Say and Spell, falls back to Spell only as opposed to Say and Spell, falls back to return) > CR#5349: mm1905_Checks_DM - revised prompt mm1905_ini_09 to correct incorrect date (June 25 for July 25) > ad0140_FullAddress_DM: revised per dev instructions 	T. Sheeder
03/01/2012	5.7	<p>Revised as follows:</p> <ul style="list-style-type: none"> > CR5511: rb0410_SuccessMsg_PP, revised prompt rb0410_out_05 > mm3030_CallTransfer_CX, removed the condition 'If non_national_transfer=true' altogether and changed the condition 'Else (non_national_transfer=false)' to 'Always.' > ad0200_ConfirmFull_DM, added prompting for 'secondary address' (i.e. apartment, unit, suite, etc) 	T. Sheeder
03/05/2012	5.8	<p>Revised as follows:</p> <ul style="list-style-type: none"> > added a variable (name_disconfirm_counter) to keep track of disconfirmations > added logic in na0200_ConfirmName_DM to handle disconfirmations (1st goes to say and spell, second to spell only, third out) > there is no change requires for full name collection since it's never confirmed and already backs of to the NameOSDM > we WILL need 2 new prompts (na0200_out_02 and na0200_out_03) in 	T. Sheeder

		na0200_ConfirmName_DM for transitional reasons, though these prompts could be built out of existing prompts.	
03/06/2012	5.9A	<p>Revised as follows:</p> <ul style="list-style-type: none"> > ka0355_TNRSGetName_DM - corrected mistaken 'goto previous node' designation in the action table > na0110_PlayEntryPrompt_PP - corrected prompting variable values > na0200_ConfirmName_DM - added condition 'ELSE IF name_collect_task=caller AND tnrs_checked=true AND spelling_only=true' > na0200_ConfirmName_DM - changed condition 'ELSE IF name_collect_task=caller AND tnrs_checked=true' to 'ELSE IF name_collect_task=caller AND tnrs_checked=true AND spelling_only=false' 	T. Sheeder
03/08/2012	5.9B	<p>Revised as follows:</p> <ul style="list-style-type: none"> > See above > added 'name_collect_counter' to keep track of the number of name collection attempts > ka0340_GetCallerName_SD - revised logic to normalize name collection > ka0355_TNRSGetName_DM - added logic to increment name_collect_counter > ka0360_SetCallerNameRetryParameters_DS - added name_collect_counter checks > na0110_PlayEntryPrompt_PP - added logic to increment name_collect_counter > na0200_ConfirmName_DM - revised logic to normalize name collection 	T. Sheeder
03/09/2012	6.0	<p>Revisions occasioned by usability as follows:</p> <p>ID#1</p> <ul style="list-style-type: none"> > added 'ss_card_requested' variable to keep track of whether caller has requested a social security card > mm1430_SocialSecurityCardMenu_DM - set ss_card_requested' variable for callers going to Field Office Locator > mm1520_GetForm_DM - set ss_card_requested' variable for callers going to Field Office Locator > mm1600_SubmitForm_DM - set ss_card_requested' variable for callers going to Field Office Locator > fl0102_EvaluateZipCode_DB - added logic to bypass 'card needed' question if card already requested <p>ID#2</p> <ul style="list-style-type: none"> > mm0210_SFMainMenu_DM - changed goto for 'payment_late' from mm1905_Checks_DM to mm1910_LatePaymentMenu_DM <p>ID#3</p> <ul style="list-style-type: none"> > mm0210_SFMainMenu_DM - added 'social_security_application,' 'disability_application,' 'survivor_application.' 'retirement_application,' and 'ssi_application' grammar options (all of which map to the same target but which are separated for purposed of confirmation) > mm0210_SFMainMenu_DM - added 'social_security_application,' 'disability_application,' 'survivor_application.' 'retirement_application,' and 'ssi_application' Action logic and prompting > mm0210_SFMainMenu_DM - added 'social_security_application,' 'disability_application,' 'survivor_application.' 'retirement_application,' and 'ssi_application' Confirmation prompts <p>ID#4</p> <ul style="list-style-type: none"> > mm0210_SFMainMenu_DM - added 'social_security_replacement_card' grammar option > mm0210_SFMainMenu_DM - added 'social_security_replacement_card' Action logic and prompting > mm0210_SFMainMenu_DM - added 'social_security_replacement_card' Confirmation prompt <p>ID#5</p>	T. Sheeder

		<p>> ka0210_AttestationQuestion_DM - changed barge-in to OFF > ka0270_PerjuryMessage_DM - changed barge-in to OFF</p> <p>ID#8 > bv0210_BEVESuccess_PP - revised text of prompt bv0210_out_01 for clarity</p> <p>ID#9 > mm0800_BenefitsApplicationMenu_DM -added 'prescription' grammar option > mm0800_BenefitsApplicationMenu_DM - added 'prescription' Action logic and prompting > mm0800_BenefitsApplicationMenu_DM -added 'prescription' Confirmation prompt</p> <p>ID#10 > mm0610_BackoffOtherOptionsMenu_DM - revised prompts mm0610_ini_01' and mm0610_ree_01' to provide explicit 'go back' instruction</p> <p>ID#11 > fl0115_PhysicalZipCode_DM - revised prompts fl0115_ini_01' and fl0115_ree_01' for clarity</p> <p>ID#12 > na0110_PlayEntryPrompt_PP - revised logic to route 'alternate' last name to na0131_SayAndSpellLast_Alternate_DM > na0130_SayAndSpellLast_DM - revised to remove 'alternate' last name collection logic > na0131_SayAndSpellLast_Alternate_DM - created alternate say and spell last name state for alternate last name to allow 'none' ('i don't know') option > na0200_ConfirmName_DM - revised logic to route 'alternate' last name to na0131_SayAndSpellLast_Alternate_DM</p> <p>ID#14 > tr0120_ConfirmAddress_DM - added developer note re: slowing down TTS address read-back</p> <p>ID#15 > na0200_ConfirmName_DM - added additional sample phrases for 'repeat' option to ensure adequate coverage in context > na0200_ConfirmName_DM - revised Recovery prompts to include name read-back</p> <p>ID#20 > mm1910_LatePaymentMenu_DM - revised prompts to add pause prior to 'not sure' instruction</p> <p>ID#21 > tr0200_AskHowManyForms_DM - added additional sample phrases for xxx options to ensure adequate coverage in context</p>	
<p>03/14/2012</p>	<p>6.1</p>	<p>Revised as follows:</p> <p>> ka0350_TNRS_DB - changed condition for Assign tnrs_checked = true to 'Always > na0130_SayAndSpellLast_DM - restored 'alternate' name collection conditions > na0130_SayAndSpellLast_DM - added 'alt_name_sayandspell' grammar to handle the 'none' option (ONLY used during alternate name collection) > na0131_SayAndSpellLast_Alternate_DM - DELETED (use na0130_SayAndSpellLast_DM instead) > na0110_PlayEntryPrompt_PP - revised Actions to route alternative name collection to na0130_SayAndSpellLast_DM (instead of na0131_SayAndSpellLast_Alternate_DM) > na0200_ConfirmName_DM - revised Actions to route alternative name collection to na0130_SayAndSpellLast_DM (instead of na0131_SayAndSpellLast_Alternate_DM)</p>	<p>T. Sheeder</p>

03/15/2012	6.2	<p>Revised as follows:</p> <ul style="list-style-type: none"> > na0131_SayAndSpellLast_Alternate_DM - DELETED (identified as deleted in previous version, but inadvertently kept in the design) > ka0810_GetLastPaymentAmount_DM - revised grammar (and added Developer Note) to change the upper limit of the grammar range from \$99,999 to \$9,999 > ka0510_GetDOB_DM - added grammar and Developer notes specifying valid date formats (MMDDYY 6-digit or MMDDYYYY 8-digit strings) 	T. Sheeder
03/16/2012	6.3	<p>Updated revisions occasioned by usability as follows:</p> <p>ID#1</p> <ul style="list-style-type: none"> > fl0100_GetZipCode_DM - revised prompting to clarify references to 'physical' address > fl0115_PhysicalZipCode_DM - revised prompting to clarify references to 'physical' address <p>ID#4</p> <ul style="list-style-type: none"> > mm0210_SFMainMenu_DM - revised sample expressions for 'replacement_general' option > mm0210_SFMainMenu_DM - revised sample expressions for 'replacement_social_security_card' option <p>ID#15</p> <ul style="list-style-type: none"> > na0200_ConfirmName_DM - added 'spell it again' to sample expressions <p>Additional revisions as follows:</p> <ul style="list-style-type: none"> > ka0210_AttestationQuestion_DM - revised the OMB number associated with 'screen pop' > ka0220_OMBNumber_PP - revised the OMB number associated with 'screen pop' > dd0450_CollectAccountNumber_DM - added grammar and Developer's notes specifying the format of the account number (4-17 digits) 	T. Sheeder
03/22/2012	6.4	<p>Additional changes following SSA review of usability changes, as follows:</p> <ul style="list-style-type: none"> > mm0210_SFMainMenu_DM - revised sample expressions for the 'social_security_card_general' option (to eliminate ambiguity vis-a-vis 'replacement_general' and 'social_security_replacement_card' options) > ka0510_GetDOB_DM - added sample expressions to reflect range of date structures accepted 	T. Sheeder
03/29/2012	6.5	<p>Revised as follows:</p> <ul style="list-style-type: none"> > mm0910_UpdatePersonallInfo_DM - revised initial, error, and confirmation prompting (to add 'phone number' to the 'address' option) and revised the sample phrases for the 'address' option accordingly 	T. Sheeder
04/03/2012	6.6	<p>Revised as follows:</p> <ul style="list-style-type: none"> > Updated the following play prompt states to indicate the barge-in should be turned off: mm0100_WelcomeMsg_PP, mm0124_OfficeClosedMsg_PP, mm0140_EmergencyMsg_PP, mm0140_EmergencyMsg_PP, mm0160_WebsiteInfo_PP, mm0405_TaxesMsg_PP, mm0540_BestTimeMsg_PP, mm1310_BothCardsMsg_PP, mm1400_SSReplacementMsg_PP, mm1410_SSNewMsg_PP, mm1420_SSUpdateMsg_PP, mm1920_DepositMsg_PP, mm1930_MailMsg_PP, mm2050_FutureBenefitsBudgetaryMsg_PP, ad0230_ExitFailurePrompts_PP, ad0240_ExitSuccessPrompts_PP, bv0210_BEVESuccess_PP, bv0220_TransactionEnd_PP, ca0200_IntroMsg_PP, cs0220_ClaimStatusMsg_PP, dd0200_IntroMsg_PP, fl0140_ZipFailedFirstTimeMsg_PP, fl0150_NoFOMsg_PP, ka0200_PreAttestationMsg_PP, ka0220_OMBNumber_PP, ka0820_CantProceedMsg_PP, ka0830_ScreenPopSplashReturn_PP, ka0900_CheckingInfoMsg_PP, ka0920_SuccessMsg_PP, ka0930_FailureMsg_PP, ka0940_AccountBlockedMsg_PP, mr0210_MRCSuccess_PP, mr0220_TransactionEnd_PP, na0210_ExitSuccessPrompts_PP, na0220_ConfirmationApology_PP, rb0410_SuccessMsg_PP, tr0105_PlayTransIntro_PP, tr0220_SuccessMsg_PP, tr0240_FailureMsg_PP, and 	T. Sheeder

		<p>tr0550_ConcludeChoices_PP</p> <ul style="list-style-type: none"> > Updated the following dialog module states to indicate that barge-in should be turned off: ka0210_AttestationQuestion_DM (already off), ka0270_PerjuryMessage_DM (already off) > ad0120_ZipLookup_DB: DELETED > ad0130_ZipLookupErrorPrompt_PP: DELETED > ad0110_zipcode_DM: changed transition (from ad0120_ZipLookup_DB to ad0140_FullAddress_DM) > na0210_ExitSuccessPrompts_PP: added missing transition (return) 	
04/08/2012	6.7	<p>Revised as follows:</p> <ul style="list-style-type: none"> > mm0140_EmergencyMsg_PP: added note that barge-in is disabled 	T. Sheeder
04/09/2012	6.8	<p>Revised as follows:</p> <ul style="list-style-type: none"> > tr0105_PlayTransIntro_PP: set barge-in to OFF > mm3000_ABRStatus_DS: for condition Elseif abr=2 (screen_pop)If office_hours=true' changed transition from mm3002_PingHost_DB to mm3005_KBAAuthentication_SD > per CR#5782 - mm0210_SFMainMenu_DM: for social_security_replacement_card option, assigned 'card_action = replacement' > mm0210_SFMainMenu_DM: updated sample phrases for social_security_replacement_card and social_security_application 	T. Sheeder
04/12/2012	6.9	<p>Revised as follows:</p> <ul style="list-style-type: none"> > mm0210_SFMainMenu_DM: revised sample phrases for 'social_security_application' > mm0210_SFMainMenu_DM: revised sample phrases for 'social_security_replacement_card' > mm0210_SFMainMenu_DM: revised sample phrases for 'cards_general' > mm0210_SFMainMenu_DM: revised sample phrases for 'social_security_card_general' > mm0210_SFMainMenu_DM: revised sample phrases for 'benefits_application' > mm0210_SFMainMenu_DM: revised sample phrases for 'supplemental_security_income' > mm0210_SFMainMenu_DM: revised sample phrases for 'ssi_application' 	T. Sheeder
05/03/2012	7.0	<p>Revised as follows:</p> <p>Added TNRS lookup to 'alternative' name flow (in the event that tnrs_checked=false AND nomatch1 in alternative name collection)</p> <ul style="list-style-type: none"> > ka0430_GetAlternativeName_SD: revised logic to incorporate TNRS check > ka0440_TNRSAlt_DB: ADDED > ka0450_SetAlternativeNameRetryParameters_DS: ADDED > ka0460_GetAlternativeNameRetry_SD: ADDED <p>Removed references to 'TKWR'</p> <ul style="list-style-type: none"> > na0120_SayAndSpellFirst_DM: removed inapplicable conditions > na0130_SayAndSpellLast_DM: revised description, action conditions, and recovery behavior > na0150_SpellLast_DM: revised description and recovery behavior 	T. Sheeder

		<p>> na0200_ConfirmName_DM: revised prompt and recovery behavior conditions > name_collect_task variable: removed 'tkwr' value</p> <p>Claim Status backend > cs0200_ClaimsRetrieval_DB: grayed out '0 claims' condition and added developer's note because condition not currently reachable > cs0260_NoStatusEnd_DM: grayed out and added developer's note because state not currently reachable</p> <p>Name OSDM > na0200_ConfirmName_DM: added variable assignment 'collectname_spellingonly=true' to recovery behaviors and, for 'yes' action, added variable assignment 'name_disconfirm_counter=0' > na0220_ConfirmationApology_PP: removed "collectname_spellingonly = 'TRUE'" conditions (impossible); added missing 'return' for 'ELSE' condition</p>	
05/08/2012	7.1	<p>Revised as follows:</p> <p>> revised transitional prompting to include reference to hanging up if finished. The following prompts have been changed: mm1510_out_02, mm1512_out_02, mm1515_out_02, mm1517_out_02, mm1519_out_02, mm1530_out_02, mm1600_out_02, mm1770_out_01, mm1810_out_01, and mm1907_out_01</p> <p>NOTE: all of the prompts cited above have identical verbiage and can be created by combining the existing mm1510_out_02 prompt with existing prompt bv0220_out_01 (i.e. they do not need to be recorded)</p> <p>> ADDED transitional prompts to two states: mm0320_FieldOfficeLocator_SD (mm0320_out_02) and mm0530_BenefitsStatement_SD (mm0530_out_01)</p> <p>NOTE: both of the prompts cited above have identical verbiage and can be created by simply copying existing prompt bv0220_out_01 (i.e. they do not need to be recorded)</p>	T. Sheeder
05/10/2012	7.2	<p>Revised as follows:</p> <p>> revised transitional prompts mm1510_out_02, 1515_out_02, and 1517_out_02 from "All right. Now, if you're finished, feel free to hang up. Otherwise..." to "All right. Feel free to hang up. Or..." to improve flow</p>	T. Sheeder
05/11/2012	7.3	<p>Revised as follows:</p> <p>> na0130_SayAndSpellLast_DM: changed condition for nomatch 2 from 'Else' to 'Always' > na0130_SayAndSpellLast_DM: changed noinput 2 condition from 'If tnrs_checked=false AND name_collect_task=caller' to 'If tnrs_checked=false AND name_collect_task=caller OR alternative' > na0200_ConfirmName_DM: changed condition 'no IF name_collect_task=caller AND tnrs_checked=false' to 'no IF name_collect_task=caller OR alternative AND tnrs_checked=false'</p>	T. Sheeder
05/18/2012	7.4	<p>Usability recommendation for re-mapping the Spanish DTMF option from DTMF* to DTMF7. Revised as follows:</p> <p>> Modified prompts and Grammars in mm0110_LanguageSelection_DM, mm0120_RecordingMsg_DM, mm0210_SFMainMenu_DM, mm0600_BackoffMainMenu_DM to change the Spanish DTMF option to DTMF7.</p>	John Ou

		Also deleted Spanish from the grammars in mm0610_BackoffOtherOptionsMenu_DM	
08/20/2012	7.5	Added additional holiday and emergency messaging - updates in green: <ul style="list-style-type: none"> > created new variable: css > mm0124_OfficeClosedMsg_PP: updated conditions and added new prompts mm0124_out_02 and mm0124_out_08 > mm1905_Checks_DM: updated check dates - prompts: mm1905_ini_03 - mm1905_ini_14 	Brook Mittelstedter
08/29/2012	7.6	Added additional holiday and emergency messaging - updates in green: <ul style="list-style-type: none"> > mm3020_ProcessTransfer_DS: updated conditions to add holiday and emergency messaging; new prompts mm3020_out_11 through mm3020_out_14 	Brook Mittelstedter
09/18/2012	7.7	Removed previous highlights. Updates in purple for FOL: <ul style="list-style-type: none"> > fl0120_OfficeLocationInfo_DM: added dev note; updated condition for prompt fl0120_ini_10 to add 'AND isPhaseII = false' > added new variable: isPhaseIIOffice > fl0135_FindFOFromZip_DB: updated success transition to go to fl0137 instead of fl0120 	Brook Mittelstedter
05/14/2013	7.8	Revisions for DD CR in green: <ul style="list-style-type: none"> > mm0325_DirectDepositKBA_DS: updated name to be mm0325_IsDirectDepositEnabled_DS > direct_deposit_active: new variable > mm0325_IsDirectDepositEnabled_DS: Repurposed state; updated description and conditions 	Brook Mittelstedter
06/12/2013	7.9	Added updates for ACA and My SSA CRs. All changes highlighted in yellow. ACA CR: <ul style="list-style-type: none"> - mm0040: Added new DB to set initial call properties values. - mm0120: Modified transition to check for upfront emergency broadcast messages. - mm0122: Modified handling to check for business hours right before reaching the NLU. - mm0124: Modified handling to playback after hours info right before reaching the NLU. - mm0140: Modified transition to reach the new ACA logic. - mm0160: Modified transition to reach the new ACA logic. - mm0170: Added new decision state. - mm0171: Added new menu to offer information about health insurance. - mm0172: Added new PP to provide ACA information. - mm0173: Added new wrap menu for ACA updates. My SSA CR: <ul style="list-style-type: none"> - mm0180: Added new decision state. - mm0181: Added new menu to offer My SS Helpdesk. - mm0182: Added new decision state. - mm0183: Added new PP for My SS Helpdesk after hours. - mm0184: Added new wrap menu for My SS Helpdesk updates. NLU <ul style="list-style-type: none"> - mm0210: Added aca_info and myssa_helpdesk caller intents and handling. Housekeeping <ul style="list-style-type: none"> - mm0540: Highlighted in gray to denote it is currently not reachable. 	Joaquín Rueda
06/21/2013	7.9.1	Generated prompt names for new states mm0171, mm0172, mm0173, mm0181, mm0183, mm0184, and new prompts at mm0210.	Joaquín Rueda

06/24/2013	7.10	Fixed defects reported by Vivian Chiu: - tr0105: Updated prompt tr0105_out_01. - Removed silence prompts and set timeout to 3 seconds instead at mm0171, mm0173, and mm0181. - mm0184: Removed unnecessary silence prompt.	Joaquín Rueda
06/26/2013	7.10.1	Added 'continue' as a hidden option in states mm0171, mm0173, and mm0181.	Joaquín Rueda
06/28/2013	7.11	Correction in purple: > mm3020_ProcessTransfer_DS: updated condition for mm3020_out_07 and following prompts to be 'if office_hours = false'	Brook Mittelstedter
07/11/2013	7.12	Prompt correction and COA revision in turquoise: > rb0410_SuccessMsg_PP: updated prompt verbiage for rb0410_out_04 and rb0410_out_05 > coa_active: new variable > mm0305_ChangeOfAddressKBA_DS: updated name to be mm0305_IsChangeOfAddressEnabled_DS; re-purposed state; updated description and conditions	Brook Mittelstedter
07/12/2013	7.13	Revision for COA restriction in turquoise: > mm0040_GetCallProperties_DB: added return 'coa_active'	Brook Mittelstedter
07/26/2013	7.14	Revisions for cFOLO CR in orange: > fl0100_GetZipCode_DM: updated action transition for option <zip code> > fl0102_FindCCFromZip_DB: NEW STATE > fl0115_PhysicalZipCode_DM: DELETED > fl0102_EvaluateZipCode_DB: DELETED > fl0105_CardCenterNeededQuestion_DM: updated action conditions for 'yes' option; deleted assignment for 'no' option card_center = undefined' > fl0125_CardCenterInfo_DM: deleted brooklyn and queens card center logic - conditions and corresponding prompts	Brook Mittelstedter
07/26/2013	7.15	Revisions for cFOLO CR: > fl0100_GetZipCode_DM: removed prompt fl0100_ini_03 > fl0125_CardCenterInfo_DM: Removed second hours playback prompts	Brook Mittelstedter
08/19/2013	7.2	> Cleaned up and removed existing highlighting > mm0210_SFMainMenu_DM: updated aca_info sample phrase	Brook Mittelstedter
08/23/2013	7.3	ABR revisions in yellow: > mm3000_ABRStatus_DS: added condition for abr=5 > mm3020_ProcessTransfer_DS: added prompt mm3020_out_15 and corresponding condition > mm3040_EndCall_CT: NEW STATE	Brook Mittelstedter
09/09/2013	7.4	Updated mm0182_MySSAAfterHoursCheck_DS; added 2 new conditions and prompts; If abr=1 (no agents) and Elseif (abr=5).	Margot Perry
11/20/2013	7.5	Updated state mm0910 and mm1110; changed "final_intent =change_address" to "final_intent =change_of_address". Updated state mm1710, changed "final_intent =card_medicare" to "final_intent =medicare_replacement_card". Updated states mm0210 and mm0600, and added assignments for "current_intent =spanish" and "final_intent =spanish" for the "Spanish" options.	Margot Perry
02/05/2014	7.6	* Cleaned up and removed existing highlighting. > mm0172_ACAMsg_PP for both English and Spanish: updated sample phrase and prompt mm0172__out_01 with new verbiage "Need health insurance? Beginning January, more Americans have coverage that fits their needs and budget – are you one of them? The Health Insurance Marketplace is your online resource to research and sign up for the best plan for you. Visit healthcare.gov or call 1-800-318-2596 to learn more." (Changes highlighted in blue.)	Margot Perry
04/10/2014	7.7	* CR 218 – New ACA message	Margot Perry

		> Updated mm0172_ACAMsg_PP for both English and Spanish: updated sample phrase and prompt mm0172__out_01 with new verbiage "Need health insurance? 2015 open enrollment at the Health Insurance Marketplace will begin for everyone on November 15, 2014 and run through February 15, 2015. You might still be able to enroll now if you've lost your health coverage, had another qualifying life event, or a special situation that kept you from enrolling. Visit Healthcare.gov or call the Marketplace at 1-800-318-2596 to learn more." (Changes highlighted in blue.)	
05/15/2014	7.8	*CR 221 – SPT QBR Updates: >Updated state cs0120_ConfirmationNumber_DM: >Created new 'More Information' prompt with instructions on where to find confirmation #. >Updated initial prompt verbiage, offering 'More Information' option. >Moved 'don't have' option down into 2nd error recovery prompts. >Changed dtmf options for 'don't have' from dtmf 1 to 2. 'More information' is now dtmf 1. >Updated error recovery prompts, grammars, and actions accordingly. (Changes highlighted in pink.)	Margot Perry
05/19/2014	7.9	*CR 203 - My SSA Updates: >Updated state mm0182_MySSAAfterHoursCheck_DS; updated 3rd condition for If office_hours=true mapped to MySSA Open Close Matrix to determine when to play Open message only. >Updated mm0183_MySSOfficeClosedMsg_PP, added new conditions mapped to MySSA Open Close Matrix to determine when to play, Closed, Holiday, Emergency and new No Agents Logged On messages. Only one new prompt mm0183_out_04 – "You've reached the MySocialSecurity Help Desk. We're sorry, but due to administrative reasons we are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight." (Changes highlighted in green.)	Margot Perry
05/20/2014	8.0	*CR 224 - SSA GOV Website: >Updated transition in state mm0140_EmergencyMsg_PP to go to mm0160_WebsiteInfo_PP, instead of mm0170_ACAEnabled_DS. (Changes highlighted in yellow.)	Margot Perry
06/03/2014	8.1	Added dev note to mm0140 per Lisa Tomlinson: All callers will hear the SSA.gov website info (mm0160), regardless of whether any broadcast/emergency messages are played to the caller.	Margot Perry
07/08/2014	8.2	*CR 246 - Updated all Check Delivery Dates in state mm1905_Checks_DM.	Margot Perry
09/25/2014	8.3	*CR 255 – Created new state, mm1902_Checks_DB to determine what the next check delivery dates are based on the current date (today's date). Updated conditions and verbiage in state mm1905_Checks_DM to play dynamically based on the current date.	Margot Perry
09/30/2014	8.4	Renamed all NEW prompts in state mm1905_Checks_DM, so there is no overlap.	Margot Perry
10/07/2014	8.5	*CR 241 - Tagging Guide updates. >Updated state mm0210_SFMainMenu_DM; Mapped health insurance to aca_info, created new application tag benefits_other and mapped semantic tags and utterances from the tagging guide accordingly. Also created a new transitional prompt mm0210_out_90 for new tag. New tag will transfer caller to agent. Mapped new semantic tags BenefitsSpouse and BenefitsDependent to existing application tag benefits_general. Added new semantic tag BenefitsStatus and mapped to the existing application tag claims_status_general. >Updated initial (randomly played) prompts mm0210_ini_04, mm0210_ini_05 and mm0210_ini_06 in state mm0210_SFMainMenu_DM to include an audio icon to notify callers that they are at the main menu. >Updated verbiage in prompt mm0210_out_09 for callers that give vague or general response to prepare them for the backoff menu.	Margot Perry
10/10/2014	8.6	>Updated verbiage in prompt mm1110_ini_01 in state	Margot Perry

		mm1110_UpdatePersonalInfo_DM to make "something else" a more attractive option. Added 'Both' as new option. Updated grammars, confirmation and error recovery prompts. >Disabled barge-in in state mm0171_ACAMainMenu_DM.	
10/13/2014	8.7	>Updated prompts ka0210_ini_01, ka0210_ini_08, ka0220_out_01, and ka0220_out_08 per CR 252.	Margot Perry
10/30/2014	8.8	*CR 240 - SPT QBR Updates. >Updated verbiage for prompts ka0225_ini_01 and ka0225_out_04 in state ka0225_WhichActDetails_DM. >Changed state ka0230_PrivacyActDetails_DM to DTMF only. Command grammars for start over and main menu no longer apply. Updated DTMF option for skip_it to include both the star (*) key and the 1 key. Updated verbiage for prompts ka0230_ini_01 and ka0230_nm1_01. >Changed state ka0240_PaperworkActDetails_DM to DTMF only. Command grammars for start over and main menu no longer apply. Updated DTMF option for skip_it to include both the star (*) key and the 1 key. Updated verbiage for prompts ka0240_ini_01 and ka0240_nm1_01. >Updated verbiage for prompt ka0250_ini_02 in state ka0250_PrivacyEndMenu_DM. >Update verbiage for prompts ka0410_ini_01 and ka0410_nm1_01 in state ka0410_AltNameQuestion_DM. >Updated example name in all prompts in state na0130_SayAndSpellLast_DM. >Updated verbiage for prompt na0200_ini_26 in state na0200_ConfirmName_DM. >Updated verbiage for prompt ka0310_ini_01 in state ka0310_GetSSN_DM.	Margot Perry
11/03/2014	8.9	>Updated verbiage for prompt ka0310_ini_01 and ka0310_ini_02 in state ka0310_GetSSN_DM to both include "one digit at a time." >Turned off confirmation in states ka0230_PrivacyActDetails_DM and ka0240_PaperworkActDetails_DM since DTMF input is never confirmed.	Margot Perry
12/12/2014	9.0	>Updated verbiage for prompt mm0172_out_01 for new ACA Message per CR 296.	Margot Perry
02/18/2015	9.1	*CR 311 >Created new play prompt state, rb0100_MySSAWebsite_PP, to encourage callers to use the MySSA website to request their 1099/1042 statements. >Turned barge-in off for this play prompt state.	Margot Perry
04/22/2015	9.2	*Updated the Privacy Statement Act Updated verbiage in prompts ka0230_ini_07 and ka0230_ini_13. Deleted prompts ka0230_ini_07 and ka0230_ini_09 as they no longer apply.	Margot Perry
04/30/2015	9.3	*CR 284 >Reduced length of silence prompts in states fl0120_OfficeLocationInfo_DM and fl0125_CardCenterInfo_DM. >Added "please say yes or no" to prompt mm2000_ini_01.	Margot Perry
05/04/2015	9.4	*CR 284 - added the following dev notes: >mm0440_DisabilityDisambig_DM - Added two synonyms for option 1 "Apply" and "Apply for benefits" and have confirmation set to ALWAYS: "yes" and "okay" >mm1100_SocialSecurityCardsMenu_DM - Added four synonyms for option 1 replacement_card and have confirmation set to ALWAYS: [a] social security card, duplicate, yes, and new card. >mm1300_WhichCard_DM - Added two synonyms for option 1 for social_security and have confirmation set to ALWAYS: "yes" and "yeah"	Margot Perry
05/06/2015	9.5	*CR 284 >Added "award letter" to grammar as a hidden option not voiced in the prompt, with the same action as "something else". Created a confirmation prompt for award_letter, mm2010_cnf_ini_04. >Added 'None of those' as a spoken option for prompt mm2400_ini_03. "Which would you like - your '1099' benefits statement, your 'EARNINGS Statement,' a 'Proof of Income' letter or, say 'None of those'."	Margot Perry

05/14/2015	9.6	<p>*CR 324</p> <p>>Created new informational play prompt state, mm0555_MRCMySSAWebsite_PP, to encourage callers to use the MySSA website to request their Medicare Replacement card (MRC).</p> <p>>Turned barge-in off for this play prompt state.</p> <p>>Updated the entry point into the MRC flow for the following 3 states: mm0210_SFMainMenu_DM, mm1105_MedicareCardsMenu_DM, and mm1710_ReplacementCardQuestion_DM. Callers now go to new state mm0555_MRCMySSAWebsite_PP first and then go to mm0560_MRCKBA_DS.</p>	Margot Perry
09/04/2015	9.7	<p>*CR 332 - Dynamic Messaging Enhancements</p> <p>>Added new state mm0302_COLAMsg_PP to play back the pre-recorded cost of living adjustment message dynamically, with and without Medicare Premium amount.</p> <p>> Created new decision state mm0300_GetCOLABroadcast_DS to see if information related to the cost of living adjustment is available.</p> <p>>Added dynamic variables for mm0302_COLAMsg_PP to mm0040_GetCallProperties_DB.</p> <p>>Updated state mm0405_TaxesMsg_PP and added prompting and dynamic variables for the Tax Broadcast Message to be played back to caller, which was previously a single prompt that played after mm0405_TaxesMsg_PP.</p> <p>>Created new decision state mm0400_GetTaxesBroadcast_DS to determine if information related to the tax informational is available.</p> <p>>Added dynamic variables for mm0405_TaxesMsg_PP to mm0040_GetCallProperties_DB.</p> <p>>Created new decision state mm1755_CheckDrugEligibility_DS to determine if the eligibility amounts for help with prescription drug costs are available.</p> <p>>Updated transition in mm1750_AskPartD_DM for Yes; goto new state mm1755_CheckDrugEligibility_DS first instead of mm1760_HelpWithDrugCosts_DM.</p> <p>>Updated conditions in state mm1760_HelpWithDrugCosts_DM to play amounts dynamically for single and couples.</p> <p>>Added dynamic variables for mm1760_HelpWithDrugCosts_DM to mm0040_GetCallProperties_DB.</p> <p>>Created new decision state mm1902_CheckDeliveryDates_DS to determine what the next check delivery dates are based on the current date (today's date) if available.</p> <p>>Updated transition in state mm1900_ReceivingBenefits_DM to point to new decision state mm1902_CheckDeliveryDates_DS.</p> <p>>Added dynamic variables for mm1905_Checks_DM to mm0040_GetCallProperties_DB.</p>	Margot Perry
09/08/2015	9.8	Updated variable names for Tax Broadcast.	Margot Perry
09/28/2015	9.9	Rolled back updates made for CR 349.	Margot Perry
10/06/2015	9.10	*CR 332 - Updated dynamic prompts for percentage in mm0405_TaxesMsg_PP.	Margot Perry
10/29/2015	9.11	*CR 364 - Updated mm0172_ACAMsg_PP with new 2016 ACA Message.	Margot Perry
10/30/2015	9.12	<p>*CR 365 - Created new db state mm0300_GetCOLABroadcast_DB to retrieve information related to the cost of living adjustment broadcast message. If COLA broadcast available go to new play prompt state mm0304_COLABroadcastMsg_PP. Else, go to mm0301_GetCOLABroadcast_DS to see if dynamic messaging should be played. If COLA information is available go to mm0302_COLAMsg_PP. Else, transfer caller to operator.</p> <p>>Updated transition for 'Yes' response in mm0303_AskRepeatCola_DM to go back to mm0300_GetCOLABroadcast_DB.</p> <p>Created new db state mm0400_GetTaxesBroadcast_DB to retrieve tax broadcast message. If tax broadcast available go to new play prompt state mm0404_TaxBroadcastMsg_PP. Else, go to mm0401_GetTaxesBroadcast_DS to see if dynamic messaging should be played. If tax information is available go to</p>	Margot Perry

		mm0405_TaxesMsg_PP. Else, transfer caller to operator. >Updated transition for 'Yes' response in mm0410_AskRepeatTaxes_DM to go back to mm0400_GetTaxesBroadcast_DB. >Updated the transition for 'COLA' in state mm0210_SFMainMenu_DM to point to mm0300_GetCOLABroadcast_DB. >Updated the transition for 'taxes' in state mm0210_SFMainMenu_DM to point to mm0400_GetTaxesBroadcast_DB.	
11/02/2015	9.13	>Updated the prompts in mm0405_TaxBroadcastMsg_PP to mimic what was there prior to CR 332, including prompt names.	Margot Perry
11/06/2015	9.14	>Updated the name of the COLA Broadcast message prompt. >Updated the name of the Tax Broadcast message prompt.	Margot Perry
11/16/2015	9.15	>Updated state mm0405_TaxBroadcastMsg_PP and deleted prompts mm0405_out_01 and mm0405_out_05. Now only the single, static tax broadcast message will play.	Margot Perry
12/11/2015	9.16	*CR 349 - Direct Deposit Messaging >Created new play prompt state, mm0323_DirectDepositMsg_PP, to play new direct deposit information to all callers. >Updated the transitions in the following states to point to the new play prompt state, if the caller selects 'Direct Deposit': mm0210_SFMainMenu_DM, mm0700_Benefits_DM, mm0910_UpdatePersonalInfo_DM, mm0610_BackoffOtherOptionsMenu_DM. >New play prompt will then goto mm0325_IsDirectDepositEnabled_DS to determine if direct deposit is enabled.	Margot Perry
08/25/2016	9.17	*CR 401 - Added new informational message, prompt mm1400_out_02, for iSSNRC to N8NN IVR call flow.	Margot Perry
09/16/2016	9.18	Updated state mm0545_TranscriptionKBA_DS and added a dev note: Form_7004_delivery is set to false in the current IVR configuration	Margot Perry
10/03/2016	9.19	Updated mm0172_ACAMsg_PP with new 2017 ACA Message.	Margot Perry
04/26/2017	9.20	*CR 442 - Created a new play prompt state called mm0503_BEVEMsg_PP to play new online advertising option for Benefits Verification (BEVE) message. Updated transition in mm0500_BEVEKBA_DS to goto new state. New state then goes to mm0505_BEVE_SD.	Margot Perry
04/27/2017	9.21	Turned Barge-In off in state mm0503_BEVEMsg_PP	Margot Perry
06/08/2017	9.22	>Release previous highlights. >Updated prompt bv0210_out_01 per CR 446. This change request is to modify the message played to the caller regarding the mailing time of the proof of Income letter when the Proof of Income option is selected under BEVE in the IVR. Current message played to English callers state that they will receive their proof of income letter within two weeks and the new message will change the mailing time duration to 7 days.	Margot Perry
07/13/2017	9.23	*CR420 - Created a new play prompt state, mm0518_ClaimsMsg_PP, to play the new advertising message informing callers about the new online claims status application behind the MySocialSecurity portal. >Updated the transition in state mm0515_ApplicationStatusKBA_DS to point to new play prompt state, prior to hitting state mm0520_ApplicationStatus_SD.	Margot Perry
06/22/2018	9.24	Added new event.system.error condition and prompt tech_diff to global error recovery behavior for documentation purposes.	Margot Perry
02/28/2019	9.25	*CR 516 - Added the following new prompt mm0518_out_02 - "To obtain a status of your claim, you will need the 8-digit confirmation number provided when you applied for benefits. If you do not have that information handy, please hang up and call us back once you do." to state mm0518_ClaimsMsg_PP.	Margot Perry
09/18/2019	9.26	*CR 541 - Callers requesting a change of address (COA) or direct deposit (DD) will	Margot Perry

		<p>be routed out to special agent training skill group.</p> <p>* Created new play prompt state mm0306_ChangeOfAddressMsg_PP for change of address to inform caller that they MUST have their old and new address information available. Similar flow to direct deposit.</p> <p>* Created new dialog module mm0327_ExpressCallService_DM to determine if caller wants to update both COA and DD.</p> <p>* Create new dialog module mm0329_AnythingElse_DM. to determine if caller needs help with anything else in addition to COA and DD.</p> <p>* Created new variable isSkillTransfer with default to true. If caller ONLY needs to update change of address and/or direct deposit, set variable to true. If caller needs help with anything else in addition to COA and DD, they will be transferred to the main N8NN agent queue.</p>	
09/27/2019	9.27	<p>Updated some of the prompt verbiage in the error handling for states mm0327_ExpressCallService_DM and mm0329_AnythingElse_DM.</p> <p>Updated the actions for state mm0327_ExpressCallService_DM so that there are only 2 transitions; one for yes and one for no.</p>	Margot Perry
11/04/2019	9.28	<p>Updated the transition for the first condition in state mm0305_IsChangeOfAddressEnabled_DS from mm3000 to mm0306.</p> <p>Updated the transition for the first condition in state mm0325_IsDirectDepositEnabled_DS from mm3000 to mm0327.</p> <p>Flip-flopped the exit prompts that are played in state mm0327_ExpressCallService_DM.</p> <p>Updated verbiage for prompts mm0327_nm2_01 and mm0327_ni1_01 so that all references to address use "change" and references to direct deposit use "update".</p>	Margot Perry
11/18/2019	9.29	<p>*CR 551 - Remove confirmation number from the Telephone Knowledge-Based Claims Status (TKCS) call flow.</p> <p>*mm0518_ClaimsMsg_PP - deleted prompt mm0518_out_02 where confirmation number is mentioned.</p> <p>*cs0120_ConfirmationNumber_DM - deleted state, as it is no longer needed.</p> <p>* cs0200_ClaimsRetrieval_DB - deleted references to confirmation number from prompts and added new exit prompt for when just one claim is returned. Also replaced confNumber with ssn on Inputs tab.</p> <p>*cs0210_WhichClaim_DM - deleted references to confirmation number from all prompts.</p> <p>*cs0240_OneClaimEnd_DM - - deleted references to confirmation number.</p> <p>*cs0250_MultiClaimEnd_DM - deleted references to confirmation number from all prompts and renumbered options.</p> <p>*cs0260_NoStatusEnd_DM - deleted references to confirmation number for all prompts and renumbered options. Also updated description of state, as callers where 0 claims were returned by the backend would come here.</p> <p>*cs0270_MultiLastClaimEnd_DM - deleted references to confirmation number from all prompts and renumbered options.</p> <p>* Updated transitions that enter state cs0120 as state was deleted: - cs0110_KBAAuthentication_SD – updated transition for If kba_transaction_status=success to go to state cs0200_ClaimsRetrieval_DB instead of cs0120_ConfirmationNumber_DM. - cs0240_OneClaimEnd_DM – deleted condition and transition back to cs0120_ConfirmationNumber_DM. - cs0250_MultiClaimEnd_DM - deleted condition and transition back to cs0120_ConfirmationNumber_DM.</p>	Margot Perry

		-cs0260_NoStatusEnd_DM - deleted condition and transition back to cs0120_ConfirmationNumber_DM. -cs0270_MultiLastClaimEnd_DM - deleted condition and transition back to cs0120_ConfirmationNumber_DM.	
12/04/2019	9.30	*CR 551 - Removed confirmation number from the Telephone Knowledge-Based Claims Status (TKCS) call flow. *cs0200_ClaimsRetrieval_DB - Updated the Else (0 claims) condition and added a second level condition to check office hours. Also set prompt cs0200_out_01 to Always play. *cs0230_RepeatStatus_DM - Updated the If num_claims = 1 condition and added a second level condition to check office hours. Also set prompt cs0230_out_02 to Always play. *cs0240_OneClaimEnd_DM - Deleted prompts and logic that checks office hours. Created new initial prompt and set to Always play prompt cs0240_ini_03. Also updated error recovery to remove logic that checks office hours. Cleaned up prompts accordingly. *cs0260_NoStatusEnd_DM - Deleted prompts and logic that checks office hours. Created new initial prompt and set to Always play prompt cs0260_ini_03.	Margot Perry
12/05/2019	9.31	*CR 551 - Removed confirmation number from the Telephone Knowledge-Based Claims Status (TKCS) call flow. *cs0120_ConfirmationNumber_DM - Struck through ni3/nm3 as this state has been deleted. *cs0110_KBAAuthentication_SD - Updated transition for If kba_transaction_status=success condition and changed from cs0120 to cs0200. *cs0200_ClaimsRetrieval_DB - cleaned up conditions/logic	Margot Perry
12/06/2019	9.32	*CR 551 - Removed confirmation number from the Telephone Knowledge-Based Claims Status (TKCS) call flow. *cs0220_ClaimStatusMsg_PP - Updated the verbiage for prompt cs0220_out_92 per email from Rebecca at SSA. New prompt says "A decision has NOT been made on your claim. If you have any further questions, please contact your local Field Office."	Margot Perry
01/23/2020	9.33	*CR 565 - Updated claims status prompt in cs0220_ClaimStatusMsg_PP. New verbiage is as follows: *cs0220_out_92 - "A decision has not been made on your claim. Once a decision has been made, you will receive an official notice in the mail. Note that it takes about 5 business days, from the time we receive your claim application, to begin processing it and provide any updated status."	Margot Perry
03/12/2020	9.34	*CR580 -Created new states bv0140_SubmitBEVERequest_DB, bv0145_PlayNeedAddress_PP, bv0150_AddressCollection_SD -Removed benefits_verification from condition in ka0900_out_03 -Changed transition for prompt mm0210_out_73 -Added condition to delay beve verification success message in ka0920_SuccessMsg_PP -Added prompts: bv0140_out_01, bv0140_out_02, bv0140_out_03, bv0150_out_01	Debbie Ou

		-Removed "Then" from prompt ad0110_ini_01 so it now reads: "Please tell me the 5-digit zip code for the new address now."	
03/20/2020	9.35	*CR580 -Update to prompt bv0150_out_01 so it now reads: "Please hold on while I submit that"	Debbie Ou
03/23/2020	9.36	*CR580 -Update to prompt bv0145_out_01 so it now reads: "To send you a letter, I need your address".	Debbie Ou
03/23/2020	9.37	*CR580 -Updated description of BenefitsVerification dialog to reflect the fact that callers not receiving benefits may request a proof of income letter.	Debbie Ou
06/22/2020	9.38	*CR596 (Highlights in green) NEW STATES ka0720_POBCityNull_DS, ka0730_GetPOBCity_DM, ka0915_PlayLastAccessDate_PP, ca0315_ConfirmChangeAllRecords_DM, ca0350_ConfirmIfResidentAddress_DM, ca0340_CheckWhichAddress_DS ca0230_NotEligible_DM: -Updated initial and recovery prompt verbiage -Removed more_information option from grammar and actions -Removed confirmation prompt for more_information ca0260_CallingAboutSelf_DM: -Updated prompt verbiage for ca0260_out_01 ca0270_COAEffectiveASAP_DM -Renamed from ca0430_COAEffectiveASAP_DM -Updated verbiage of ca0270_ini_01 -Added out prompt ca0270_out_01 -Updated actions for option "no" - assigned coa_transaction_staus=effective_later and changed transition to return ca0300_KBAAuthentication_SD -Added new actions for new status codes corresponding to coa_pending_changes, coa_no_benefits, success_multiple_address -Combined actions for account_blocked, arrestation_declined, and coa_not_eligible ca0310_TypeOfChange_DM: -Added handling for if caller has multiple addresses on file, goes to new state ca0315 to confirm address change -Updated prompt ca0310_out_02. ca0320_SetAddressParameters: -Assigned collectCurrentAddress to true ca0330_AddressOSDM_SD -Updated actions so phone number flow goes to ca0400_RemoveOrChangePhoneNumber_DM and address or both goes to new state ca0340_CheckWhichAddress_DS ca0440_SendAddressPhone_DB -Added new status codes to outputs -Added isResidentAddress, new address, and current address to inputs ka0100_ElementsCheck_DB: -Added output ka_collectPlaceOfBirthCity	Debbie Ou

		<p>ka0700_POBNull_DS: -Updated transitions to go to new state ka0720_POBCityNull_DS</p> <p>ka0710_GetPlaceOfBirth_DM -Changed <state territory> transition to go to new state ka0720.</p> <p>ka0910_QueryKB_DB: -Added new status codes 2000 - 2003 to returns -Added actions for new status codes</p> <p>ad0110_zipcode_DM -Added prompting and logic for COA new and current address collection -Updated existing prompt for other address collection flows to specify new address</p> <p>ad0140_FullAddress_DM -Updated prompt verbiage for ad0140_ini_01 (previously named ad0140_ree_02), ad0140_ree_01, and recovery behavior</p> <p>ad0240_ExitSuccessPrompts_PP -Added silence prompt and return for COA callers</p>	
07/06/2020	9.39	<p>*CR596 (Highlights in green) mm0310_ChangeOfAddress_SD: -Added handling for coa_transaction_status=effective_later</p> <p>ca0260_CallingAboutSelf_DM -Updated transition to go to ca0270_COAEffectiveASAP_DM -Updated prompt verbiage in ca0260_ini_01</p> <p>ca0430_COAEffectiveASAP_DM: -Updated numbering to ca0270_COAEffectiveASAP_DM -Updated transition to transfer for option 'no' -Updated transition to go to ca0300 for option 'yes' -Updated prompt verbiage in ca0270_ini_01</p> <p>ca0440_SendAddressPhone_DB -Updated inputs for current and new city, state, and zip code</p> <p>ka0910_QueryKB_DB -updated ka_lastAuthenticatedTimeStamp to ka_lastAuthenticatedDate to specify that date is being returned</p>	Debbie Ou
07/14/2020	9.40	<p>*CR 596 (Highlights in Yellow)</p> <p>ca0270_COAEffectiveASAP_DM -Added exit/transition prompt for the no response ca0430_out_03 – "Hold on while I get someone to help you." -Updated prompts ca0270_nm2_01 and ca0270_ni2_01 and deleted last sentence from both. "Sorry. If you want the change to take effect as soon as possible, press 1. Otherwise, press 2." -Updated the missing transitions in the following states and pointed them all to state ca0440_SendAddressPhone_DB: * ca0350_ConfirmIfResidentAddress_DM * ca0400_RemoveOrChangePhone_DM * ca0420_CollectPhoneNumber_DM</p> <p>ca0230_NotEligible_DM -Updated the verbiage for prompts ca0230_nm3_01 and ca0230_ni1_02 to "Hold on while I take you back to the main menu."</p>	Debbie Ou

07/22/2020	9.41	*CR 596 -Removed assignment kba_transaction_status=success under "Else" success condition at ka0910_Query_KB.	Debbie Ou
07/27/2020	10.0	*CR 603 - Folo Office Hours (Lilac highlights) Added new initial prompt to the beginning of state fl0100_GetZipCode_DM to inform callers that in-person services have been suspended. Updated state fl0120_OfficeLocationInfo_DM and disabled (placed strike through) the Hours Playback verbiage.	Margot Perry
08/18/2020	10.01	*CR 596 -ka0915_PlayLastAccessDate_PP: Added logic to play new prompts ka0915_out_10 and ka0915_out_11 for when ka_lastAuthenticatedDate is not returned	Debbie Ou
08/20/2020	10.02	*CR 596 -Updated prompt names ca0230_nm1_01, ca0230_ni1_01, ca0270_out_01, ca0270_out_02	Debbie Ou
08/27/2020	10.03	*CR596 -Updated prompt verbiage ca0260_out_01, ca0270_out_02	Debbie Ou
08/28/2020	10.04	-Updated 9.38 revision history to reflect current VUI -Cleaned up strikethrough prompting from CR596 updates	Debbie Ou
09/03/2020	10.05	*CR 603 - Folo Office Hours (Lilac highlights) Updated state fl0125_CardCenterInfo_DM and disabled (placed strike through) the Hours Playback verbiage to mirror what we did in fl0120_OfficeLocationInfo_DM.	Margot Perry
09/11/2020	11.0	Updates for Avaya platform migration Phase 1-2 Optimized logic in all states in main, claims status, FOLO, and KBA (ssn, attestation, DOB) for codegen. Removed screen_splash logic from all states: mm3000_ABRStatus_DS ka0200_PreAttestationMsg_PP ka0210_AttestationQuestion_DM ka0220_OMBNumber_PP ka0800_LastPaymentNull_DS ka0830_ScreenPopSplashReturn_PP Deleted state ka0905_ScreenSplashKB_DB and mm3002_PingHost_DB as screen_splash is no longer in use New states to initialize variables: mm0010_AppEntry_DS cs0050_InitializeClaimsStatus_DS fl0050_InitializeFOL_DS ka0050_InitializeAuth_DS Temporarily updated transitions for phase 1-2 codegen: mm0305_IsChangeOfAddressEnabled_DS: Updated transition for coa_active from mm0310_ChangeOfAddressSD to mm3000_ABRStatus_DS mm0325_IsDirectDepositEnabledDS: Updated transition for other task from mm0330_DirectDeposit_SD to mm3000_ABRStatus_DS mm0503_BEVEMsg_PP: Updated transition from mm0505_BEVE_SD to mm3000_ABRStatus_DS	Debbie Ou

		<p>mm0525_BenefitsStatementKBA_DS: Updated transition from mm0530_BenefitsStatement_SD to mm3000_ABRStatus_DS</p> <p>mm0545_TranscriptionKBA_DS: Updated transitions for form_7004_delivery==true and Else condition from mm0550_Transcription_SD to mm3000_ABRStatus_DS</p> <p>mm0560_MRCKBA_DS: Updated transition from mm0565_MRC_SD to mm3000_ABRStatus_DS</p>	
09/24/2020	11.1	<p>Updates for Avaya platform migration Phase 1-2</p> <p>mm0010_AppEntry_DS: Initalized variables broadcastName, broadcastNameTax and broadcastNameCOLA</p> <p>mm0140_EmergencyMsg_PP: Fixed broadcastCounter incrementation to refer to broadcastCounter instead of broadcastName</p> <p>mm0300_GetCOLABroadcast_DB: Updated input name to broadcastNameCOLA</p> <p>mm0400_GetTaxesBroadcast_DB: Updated input name to broadcastNameTax</p>	Debbie Ou
09/29/2020	11.01	<p>Updates for Avaya platform migration Phase 1-2</p> <p>cs0210_WhichClaim_DM: Resolved duplicate prompt names and created cs0210_out_05</p> <p>mm0150_SpanishApp_EC: Updated transition to transfer for phase 1-2 of migration</p>	Debbie Ou
10/07/2020	11.02	<p>Updates for Avaya platform migration Phase 1-2</p> <p>ka0800_ScreenPopSplashReturn_PP: Updated screen pop transition to return to calling dialog</p> <p>REMOVED state ka0830_ScreenPopSplashReturn_PP because screen splash no longer exists</p>	Debbie Ou
10/13/2020	11.06	<p>Updates for Avaya platform migration Phase 1-2</p> <p>mm1530_WebsiteInstructions_DM: Updated recovery behavior to correctly identify noinput 2</p> <p>mm1740_MedicareSubsidyMsg_DM: Updated recovery behavior to corectly identify noinput 2</p> <p>mm0404_TaxesMsg_PP: Updated prompts to correctly identify variable taxRate1ContEe within a dynamic prompt</p> <p>ka0270_PerjuryMessage_DM: Updated actions to show assignments of attestation_heard and attestation_confirmed.</p>	Debbie Ou
10/14/2020	11.07	<p>Updates for Avaya platform migration Phase 1-2</p> <p>cs0100_PingHostDB: Removed inputs that don't need to be represented in the front end</p> <p>cs0200_ClaimsRetrieval_DB: Removed inputs that don't need to be represented in the front end</p>	Debbie Ou

		<p>fl0102_FindCCFromZip_DB: Updated input to fol_zip_code to indicate variable collected at fl0100</p> <p>fl0135_FindFOFromZip_DB: Updated input to fol_zip_code to indicate variable collected at fl0100</p> <p>fl0137_RetrieveOfficeDetails_DB: Updated input to fol_zip_code to indicate variable collected at fl0100</p> <p>ka0910_QueryKB_DB: Removed inputs that don't need to be represented in front-end and referenced others.</p>	
10/15/2020	11.08	<p>Updates for Avaya Platform Migration Phase 1-2: (Green Highlights)</p> <p>mm0010_AppEntry_DS: Initialized variable attemptedAppID</p> <p>cs0100_PingHost_DB: Assigned attemptedAppID to TKCS prior to entering KBA</p> <p>ka0310_GetSSN_DM: Added logic so screen_pop returns following ssn collection</p> <p>Updates for Avaya Platform Migration Phase 4:</p> <p>bv0100_PingHost_DB: Assigned attemptedAppID to TBEV prior to entering KBA</p> <p>mr0100_PingHost_DB: Assigned attemptedAppID to TMRC prior to entering KBA</p> <p>rb0200_PingHost_DB: Assigned attemptedAppID to TK99 prior to entering KBA</p>	Debbie Ou
10/19/2020	11.09	<p>Updates for Avaya Platform Migration Phase 1-2:</p> <p>fl0122_OfficeLocationInfo_DM: -Moved repeat command behavior to actions -Disabled global command at this state -Updated transition to go to fl0120_OfficeLocationPreAddress_PP: -Added notes for dynamic grammar and added DTMF 9 as a repeat option</p> <p>fl0125_OfficeLocationInfo_DM: -Moved repeat command behavior to actions -Disabled global command at this state -Added notes for dynamic grammar and added DTMF 9 as a repeat option</p>	Debbie Ou
10/20/2020	11.10	<p>Updates for Avaya platform migration Phase 1-2 (Green Highlights):</p> <p>mm1512_CitizenDocumentsMsgPart2_DM: Disabled global repeat command</p> <p>mm2040_FutureBenefits_DM: Disabled global repeat command and moved repeat actions to actions tab</p> <p>mm2110_ProgramMsg_DM: Disabled global repeat command and moved repeat actions to actions tab</p> <p>mm2200_BecomePayee_DM: Disabled global repeat command and moved repeat actions to actions tab</p> <p>ka0260_PaperworkEndMenu_DM: Disabled global repeat command and moved repeat actions to actions tab</p>	Debbie Ou
10/15/2020	11.08	<p>Updates for Avaya Platform Migration Phase 1-2:</p>	Debbie Ou

		<p>mm0010_AppEntry_DS: Initialized variable attemptedAppID</p> <p>cs0100_PingHost_DB: Assigned attemptedAppID to TKCS prior to entering KBA</p> <p>ka0310_GetSSN_DM: Added logic so screen_pop returns following ssn collection</p> <p>Updates for Avaya Platform Migration Phase 4:</p> <p>bv0100_PingHost_DB: Assigned attemptedAppID to TBEV prior to entering KBA</p> <p>mr0100_PingHost_DB: Assigned attemptedAppID to TMRC prior to entering KBA</p> <p>rb0200_PingHost_DB: Assigned attemptedAppID to TK99 prior to entering KBA</p>	
11/05/2020	11.09	<p>Updates for Avaya platform migration phase 4 (purple highlights):</p> <p>Reversed all temporary transitions for phase 1-2 codegen:</p> <p>mm0305_IsChangeOfAddressEnabled_DS: Updated transition for coa_active from mm3000_ABRStatus_DS to mm0310_ChangeOfAddress_SD</p> <p>mm0325_IsDirectDepositEnabled_DS: Updated transition for other task from mm3000_AbrStatus_DS to mm0330_DirectDeposit_SD</p> <p>mm0503_BEVEmsg_PP: Updated transition from mm3000_ABRStatus_DS to mm0505_BEVE_SD</p> <p>mm0525_BenefitsStatementKBA_DS: Updated transition from mm3000_ABRStatus_DS to mm0530_BenefitsStatement_SD</p> <p>mm0545_TranscriptionKBA_DS: Updated transitions for form_7004_delivery==true and Else condition from mm3000_ABRStatus_DS to mm0550_Transcription_SD</p> <p>mm0560_MRCKBA_DS: Updated transition from mm0565_MRC_SD to mm3000_ABRStatus_DS</p>	Debbie Ou
11/12/2020	12.0	<p>Updates for Avaya Platform Migration Phase 4 (highlighted in purple):</p> <p>mm0010_AppEntry_DS: -Added variables needed for KBA that were previously initialized in ka0050_Initializeauth_DS -Initialized new variable bornInUS</p> <p>ka0050_InitializeAuth_DS: Added rows for variables collectedFullName</p> <p>ka0910_QueryKB_DB: Added input caller_pob_city for COA authentication</p> <p>ka0100_ElementsCheck_DB: Added output ka_collectPlaceOfBirthCity and new action row to check pob city elements</p>	Debbie Ou
11/23/2020	12.01	<p>Updates for Avaya Platform Migration Phase 1</p> <p>Added global operator behavior</p> <p>mm0327_ExpressCallService_DM: Updated conditions and switched placement of prompts so mm0327_out_02 matches direct_deposit intent and mm0327_out_03 matches change_of_address intent</p>	Debbie Ou

		mm0800_BenefitsApplicationMenu_DM: fixed typo in ni1 prompt	
11/25/2020	12.02	<p>Updates for Avaya Platform Migration Phase 1</p> <p>Added global StartOver prompts gl_StartOver_01 and gl_cnf_StartOver_01 to match recorded prompts</p> <p>mm1210_InternetAddress_DM: Updated out prompt name for option 'details' from mm1210_out_01 to mm1210_out_03 to resolve duplicate prompts</p> <p>mm1430_SocialSecurityCardMenu_DM: Updated confirmation mode for repeat option to Never</p>	Debbie Ou
11/30/2020	12.03	<p>Updates for Avaya Platform Migration Phase 2 :</p> <p>fl0135_FindFOFromZip_DB: Added output fl_officeCode</p> <p>fl0137_RetrieveOfficeDetails_DB: Changed input from fol_zip_code to fl_officeCode</p> <p>cs0200_ClaimsRetrieval_DB: Added output claimsList</p> <p>cs0205_PrepareClaimsStatusInfoMW: Added claimsList to inputs</p>	Debbie Ou
12/01/2020	12.04	<p>Updates for Avaya platform Migration Phase 1</p> <p>mm0210_SFMainMenu_DM: Added spanish speech input as an option in grammar</p> <p>mm1510_CitizenDocumentsMsgPart1_DM: Updated verbiage of mm1510_ini_01 to match recorded prompt Debbie Ou</p>	Debbie Ou
12/03/2020	12.05	<p>Updates for Avaya Platform Migration Phase 1</p> <p>Added missing prompt gl_repeat_01</p> <p>Filled out max repeat config parameter</p> <p>mm0183_MySSOfficeClosedMsg_PP: Updated prompt verbiage to match recorded prompts and resolved triplicate prompt name issue by creating prompt names mm0183_out_05 and mm0183_out_06</p> <p>mm0210_SFMainMenu_DM: Removed DTMF only comment from spanish option in grammar</p>	Debbie Ou
12/14/2020	12.06	<p>Updates for Avaya Platform Migration Phase 1</p> <p>mm0210_SFMainMenu_DM: Updated current_intent and final_intent assignments from payment_late to late_payment</p> <p>mm1905_Checks_DM: Removed conditions checking current_intent in initial prompt</p> <p>mm2010_BenefitsEarnings_DM: Removed confirmation prompt for award letter mm2010_cnf_ini_04</p>	Debbie Ou
12/14/2020	12.07	Updates for Avaya Platform Migration Phase 1	Debbie Ou

		mm0050_EntryRouting_DS: Removed logic for OIG transfers	
12/15/2020	12.08	<p>Updates for Avaya Platform Migration Phase 4 (Purple Highlights)</p> <p>ca0320_SetAddressParameters_DS, tr0130_SetAddressParameters_DS: Updated collectaddress_entryprompt assignment from 'empty' to ''</p> <p>ad0100_BranchCollectedZipSet_DS: made initial node and updated conditions to check for entry prompt</p> <p>ad0050_EntryPrompt_PP: Changed into DM, updated conditions to check for collectaddress_collectedzipcode</p> <p>ad0250_BranchRecordOrNot_DS: Updated transitions so Else condition returns</p> <p>ad0260_Recording_DM: Updated actions to return</p>	Debbie Ou
12/23/2020	12.09	<p>Updates for Avaya Platform Migration Phase 2</p> <p>cs0205_PrepareClaimsStatusInfoMW_DB: Added logic and transition so multiple claims goes to cs0210 and single claims goes to cs0220</p> <p>fl0122_OfficeLocationInfo_DM: set variable fol_zip_code_entry</p> <p>fl0125_CardCenterInfo_DM: set variable fol_zip_code_entry</p>	Debbie Ou
01/05/2021	12.10	<p>Updates for Avaya Platform Migration Phase 2</p> <p>fl0125_CardCenterInfo_DM: Updated field office transition to go to fl0135_FindFOFromZip_DB to match legacy code</p> <p>ka0270_PerjuryMessage_DM: Updated ka0270_ni1_01 verbiage to match recorded prompt</p>	Debbie Ou
01/15/2021	12.11	<p>Updates for Avaya Platform Migration Phase 4 (Name OSDM tech review - pink highlights)</p> <p>Tech review updates in the following states:</p> <p>ka0330_SetCallerNameParameters_DS ka0360_SetCallerNameRetryParametersDS ka0420_SetAlternativeNameParameters_DS ka0440_TNRSAIt_DB ka0450_SetAlternativeNameRetryParameters_DS ka0610_SetMaidenNameParameters_DS</p> <p>na0110_PlayEntryPrompt_PP na0120_SayAndSpellFirst_DM na0130_SayAndSpellLast_DM na0140_SpellFirst_DM na0150_SpellLast_DM na0200_ConfirmName_DM na0205_ConfirmationApology_PP na0210_ExitSuccessPrompts_PP na0220_ExitFailurePrompt_PP (new state)</p>	Debbie Ou
01/19/2021	12.12	<p>Updates for Avaya Platform Migration Phase 4 (Name OSDM CIT updates - orange highlights)</p>	Debbie Ou

		<p>ka0360_SetCallerNameRetryParameters_DS: -Changed firstName condition to caller_first_name -Changed saySpellLastGrammar2 assignment to spellLastNameGrammar2 to match the code</p> <p>ka0420_SetAlternativeNameParameters_DS: -Set spell_name to false</p> <p>ka0440_TNRSAIt_DB: Changed second saySpellLastNameGrammar assignment to spellLastNameGrammar</p> <p>na0200_ConfirmName_DM: -Updated logic so name_collect_task is checked first -Updated spellingOnly assignment in actions to use existing variable collectname_spellingonly</p>	
01/19/2021	12.13	<p>Updates for Avaya Platform Migration Phase 4 (Name OSDM CIT updates - orange highlights)</p> <p>ka0420_SetAlternativeNameParameters_DS: set sayandspelllastnomatchprompt2 to silence</p>	Debbie Ou
01/20/2021	12.14	<p>Updates for Avaya Platform Migration Phase 4 (purple highlights)</p> <p>Added comments in the following states to note unreachable conditions because direct_deposit self service is turned off</p> <p>ka0105_AttestFlagCheck_DS ka0200_PreAttestationMsg_PP ka0210_AttestationQuestion_DM ka0220_OMBNumber_PP</p> <p>direct deposit updates (light blue highlights)</p> <p>Updated condition at mm0325_IsDirectDepositEnabled_DS to check direct_deposit_active instead of current_task</p>	Debbie Ou
01/22/2021	12.15	<p>Updates for Avaya Platform Migration Phase 4 (Name OSDM CIT updates - orange highlights)</p> <p>na0110_PlayEntryPrompt_PP: Moved conditions for transitions to first level</p>	Debbie Ou
01/25/2021	12.16	<p>Updates for Avaya Platform Migration Phase 2:</p> <p>cs0050_InitializeClaimsStatus_DS: Added initialization of current_claim</p> <p>cs0205_PrepareClaimsStatusInfoMW_DB -Updated current_claim assignment for repeat_claims option to 1</p> <p>cs0270_MultiLastClaimEnd_DM: -Updated repeat_claims transition to cs0205</p>	Debbie Ou
01/27/2021	12.17	<p>Updates for Avaya Platform Migration Phase 4 (Name SDM CIT updates - orange highlights)</p> <p>updated variable assignment formatting in na0130_SayAndSpellLast_DM, na0150_SpellLast_DM, and na0200_ConfirmName_DM, ka0420_SetAlternativeNameParameters_DS, ka0450_SetAlternativeNameRetryParameters_DS,</p>	Debbie Ou

		na0150_SpellLast_DM: Updated transitions to match legacy code	
01/27/2021	12.18	Updates for Avaya Platform Migration Phase 4 (purple highlights): tr0200_AskHowManyForms_DM: updated form_ss5_quantity, form_7004_quantity, form_1020_quantity assignments to the chosen number of forms	Debbie Ou
01/28/2021	12.19	Updates for Avaya Platform Migration Phase 2: mm0010_AppEntry_DS: initialized fol_zip_code_entry to first fl0100_GetZipCode_DM: Added comment noting unreachable prompt for fol_zip_code_entry==sacramento	Debbie Ou
02/02/2021	12.20	Updates for Avaya Platform Migration Phase 4 (purple highlights): tr0545_PamphletCheck_DS: -Flipped pamphlet quantity conditions so callers who have already ordered next_pamphlet will move on to next pamphlet type -Updated transition for disability pamphlets to go to tr0330_DisabilityBenefits_DM to match the code Updates for Avaya Platform Migration Phase 2: cs0220_ClaimStatusMsg_PP: Updated logic for prompt cs0220_out_92 and added row of logic with 'Else' condition for new prompt cs0220_out_93	Debbie Ou
02/16/2021	12.21	Updates for Avaya Platform Migration Phase 4 (Name OSDM revision - sky blue highlights) ka0330_SetCallerNameParameters_DS: -Added conditions for tnrs_checked= true or false -Updated assignments saySpellFirstNoMatch1 and saySpellFirstNoMatch2 for If tnrs_checked==false na0110_PlayEntryPrompt_PP: Updated conditions to check for first_last collection order na0120_SayAndSpellFirst_DM: -Updated recovery behavior to reflect max error is 2 at this state. Removed nm3/ni3 behavior -Updated recovery behavior to account for tnrs_checked conditions and transitions na0130_SayAndSpellLast_DM: -Added logic in actions table to route callers in first_last collection. Removed unreachable Else row checking for collectname_names_to_collect -Updated recovery behavior to reflect max error is 2 at this state. Removed nm3/ni3 behavior -Updated recovery behavior to account for tnrs_checked conditions and transitions na0140_SpellFirst_DM: -Added logic in actions table to route callers in first_last collection -Added prompt na0140_out_01 na0150_SpellLast_DM: -Updated actions table to check for collectname_names_to_collect is first_last instead of last_first	Debbie Ou

		-Removed unreachable else condition checking collectname_names_to_collect na0200_ConfirmName_DM: -Updated initial prompt condition to reflect that last_first will not be collected	
02/18/2021	12.22	Updates for Avaya Platform Migration Phase 4: ad0150_SecondaryAddress_DM: Disabled global repeat	Debbie Ou
02/22/2021	12.23	Updates for Avaya Platform Migration Phase 4: COA KBA updates (green highlights) ka0700_POBNull_DS: Updated transitions to go to ka0720 instead of ka0800 ka0710_GetPlacefBirth_DM: Updated 'other' transition to go to ka0800 ka0910_QueryKB_DB: -Updated status code outputs for change of address task -Added outputs ka_lastAuthenticatedDate and ka_multipleAddresses -Updated actions for COA NEW STATE ka0915_PlayLastAccessDate_PP	Debbie Ou
02/24/2021	12.24	Updates for Avaya Platform Migration Phase 4 (purple highlights): ca0220_ReceivingBenefits_DM: Updated ca0220_ni1_01 verbiage to match recorded prompt rb0440_BenefitsStatementEndMenu_DM: Removed global nm3 behavior	Debbie Ou

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Chapter 1: Global Behavior

1.1 Recovery Behavior

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	--	--
nomatch 2	Always	--	--
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	--	--
noinput 2	Always	--	--
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
event.conf.noinput 1	Always	--	goto: mm3000_ABRStatus_DS
event.conf.nomatch 1	Always	--	goto: mm3000_ABRStatus_DS
event.nomatch 1	Always	--	goto: mm3000_ABRStatus_DS
event.operator 1	Always	--	goto: mm3000_ABRStatus_DS
event.system.error 1	Always	Prompt: [tech_diff] Sorry, but we seem to be having technical difficulties.	goto: mm3000_ABRStatus_DS
event.operator 1	--	--	--
event.StartOver 1	--	--	goto: mm0200_SFToggle_DS

1.2 Global Commands

Grammar			
Sample Expressions	DTMF	Command	Confirm
start over, main menu	*	StartOver	If Necessary
agent, operator, representative	0	operator	Always
repeat that, repeat	9	repeat	Never
Actions			
Command	Condition	Action	Transition
StartOver	Always	Prompt: [gl_StartOver_01] All right. Main Menu.	goto: mm0200_SFToggle_DS
operator	Always	--	goto: mm3000_ABRStatus_DS
repeat	Always	Prompt: [gl_repeat_01] Sure.	Re-Recognition: Reprompt
Command Confirmations			
Command	Condition	Name	Wording
StartOver	Always	gl_cnf_StartOver_01	Sounds like you want to go back to the main menu. Is that right?
operator	Always	gl_cnf_operator_01	You'd like to speak to someone. Right?

1.3 Global Confirmation

Initial Prompts			
Option	Condition	Name	Wording
Always	Always	gl_cnf_ini_01	You want
Always	Always	gl_cnf_ini_02	Right?
Grammar			
Sample Phrases: yes: yes, correct, right no: no, no that's not correct, no it's not, no that's not right			
Actions			
Condition	Action	Transition	
Upon negative confirmation	Prompt: [gl_cnf_out_01] My Mistake	Collection	
Upon positive confirmation	--	Node Action	
Recovery Behavior			
Type	Condition	Action	Transition
noinput1	Always	--	Re-Recognition: Reprompt
noinput2	Always	Prompt: [gl_cnf_ni2_01] Sorry.	Re-Recognition: Reprompt
noinput3	Always	Prompt: [gl_cnf_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch1	Always	Prompt: [gl_cnf_nm1_01] Sorry. Please say 'yes' or 'no.'	Re-Recognition: Reprompt
nomatch2	Always	Prompt: [gl_cnf_nm2_01] Sorry. Please say 'yes' or 'no.'	Re-Recognition: Reprompt
nomatch3	Always	Prompt: [gl_cnf_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Confirmation Commands			
--			
Config Parameters			
Parameter	Value		
Confirmation_MaxInvalidanswers	2		

1.4 Global Config Parameters

Config Parameters	
Parameter	Value
__Maxnoinputs	--
__Maxnomatches	--
__Maxrepeats	3
entryprompt	empty by default
exitfailureprompt	default_address_exitfailureprompt
exitsuccessprompts	default_successprompts(1,2,3)
fetchaudio	percolate
fetchtimeout	1000 ms


maxcorrections	1
maxnoinputtotal	2
maxnomatchestotal	2
overallconfirmation	Always //can also be set to never
collectedzipcode	empty by default
collectfortranscription	false
citystatelookuperrorprompt	default_address_citystateookuperrorprompt
ziplookuperrorprompt	default_address_ziplookuperrorprompt

Chapter 2: Detailed Dialog Specification

2.1 main Dialog

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


mm0010_AppEntry_DS

Decision 		
Initializes variables		
Entering From		
--		
Actions		
Condition	Action	Transition
Always	Assign: non_national_transfer =false	--
^	Assign: effective_date ="	--
^	Assign: current_task ="	--
^	Assign: first_entry =true	--
^	Assign: current_intent ="	--
^	Assign: final_intent ="	--
^	Assign: transfer_reason ="	--
^	Assign: isSkillTransfer =false	--
^	Assign: kba_transaction_status ="	--
^	Assign: beve_transaction_status ="	--
^	Assign: claims_transaction_status ="	--
^	Assign: transcription_transaction_status ="	--
^	Assign: benefits_statement_transaction_status ="	--
^	Assign: coa_transaction_status ="	--
^	Assign: mrc_transaction_status ="	--
^	Assign: backoff_menu_go_back =false	--
^	Assign: card_action ="	--
^	Assign: ss_card_requested =false	--
^	Assign: card_type ="	--
^	Assign: collectaddress_collectedzipcode =false	--
^	Assign: collectaddress_overallconfirmation =never	--
^	Assign: collectaddress_collectfortranscription =false	--
^	Assign: collectaddress_citystatelookuperrorprompt =default_address_citystatelookuperrorpro	--

	mpt	
^	Assign: collectaddress_ziplookuperrorprompt =default_address_ziplookuperrorprompt	--
^	Assign: collectaddress_collectfortranscription =false	--
^	Assign: collectaddress_exitsuccessprompt =default_address_exitsuccessprompt	--
^	Assign: collectCurrentAddress =false	--
^	Assign: dd_transaction_status ="	--
^	Assign: attestation_confirmed =false	--
^	Assign: name_collect_counter =0	--
^	Assign: checks_first_entry =true	--
^	Assign: broadcastCounter =1	--
^	Assign: language =en-us	--
^	Assign: selectedLanguage ="	--
^	Assign: broadcastNameCOLA =ColaMsg	--
^	Assign: broadcastNameTax =TaxMsg	--
^	Assign: broadcastName =EmergencyMsg	--
^	Assign: attemptedAppID ="	--
^	Assign: streetAddress ="	--
^	Assign: addressType ="	--
^	Assign: city ="	--
^	Assign: zip ="	--
^	Assign: streetName ="	--
^	Assign: houseNumber ="	--
^	Assign: address2ndLine ="	--
^	Assign: fullApt ="	--
^	Assign: caller_alternative_name ="	--
^	Assign: caller_first_name ="	--
^	Assign: caller_dob ="	--
^	Assign: caller_first_name ="	--
^	Assign: caller_last_name ="	--
^	Assign: caller_last_payment ="	--
^	Assign: caller_maiden_name ="	--
^	Assign: caller_pob ="	--
^	Assign: caller_pob_city ="	--
^	Assign: caller_ssn ="	--
^	Assign: bornInUS ="	--
^	Assign: name_disconfirm_counter =0	--
^	Assign: previousState ="	--

^	Assign: returnfirstname ="	--
^	Assign: returnlastname ="	--
^	Assign: namesToCorrect ="	--
^	Assign: fol_zip_code_entry =first	--
^	Assign: name_status ="	goto: mm0030_RetrieveCTI_DB
Developer Notes		
--		


mm0030_RetrieveCTI_DB

Database Call 	
Retrieves CTI data	
Entering From	
mm0010_AppEntry_DS	
Input parameters	
Parameter	Value
--	--
Output parameters	
Variable	Description
office_hours	true or false
application	application=N8NNApp
ani	concatenate ("ani=", Call.CallingLineID), ";dnis=", Call.DialedNumberString)
ccs	call center status open = 0 closed = 1 holiday = 2 emergency = 4
myccs	call center status open = 0 closed = 1 holiday = 2 emergency = 4 no agents = 5
ivrAction	ivr action
surveyFlag	survey flag offer on=1 off=0
lob	Line of Business (OIG, OCO, TKWR, OTS, RAU, HLN)
attestationMessagePlayed	Attestation Message Played flag. 0 = message not played, 1 = message played and declined, 2 = message played and accepted.
cdqp	COA DD initial questions played. 1 = played, 0 = not played
lang	1 = English or 2 = Spanish
abr	Agent busy rate. 0 = default 1 = no agents

	<p>2 = pop (ssn) 3 = splash (all questions) 4 = immediate transfer 5 = courtesy disconnect</p>
<p>VRUProgress</p>	<p>0 - Not a VRU call -- Indicates that this call is not a VRU call. It is the default value. 1 - VRU Unhandled - Indicates that the caller's needs have not been met at this point in the application. (VruUnhandledCallsToHalf) 2 - VRU Handled - Indicates that the caller's needs have been met by this point in the application. For example, the caller successfully received an account balance. (VruHandledCallsToHalf) 3 - VRU Assisted - Indicates that this call was transferred to an agent after the caller's needs were met with the application. For example, the caller successfully received account information and then requested to speak to an agent for a different reason or for additional information not available through automatic means. (VruAssistedCallsToHalf) 4 - VRU Opt Out Unhandled - Indicates that the call was transferred to an agent at the caller's request before the caller's needs were met by the application. For example, the caller pressed "0" to be transferred to an agent before performing automated transactions or while in the process of completing a transaction. (VruOptOutUnhandledCallsToHalf) 5 - VRU Scripted Transfer - Indicates that the call was transferred to an agent as part of the application design. For example, after the caller checked an account balance the application transferred the caller to agent to discuss new account options. Another example is that after a caller entered digits to request a particular type of service the call was transferred to an available agent to handle the request. (VruScriptedXferredCallsToHalf) 6 - VRU Forced Transfer - Indicates that the caller was transferred to an agent because of a system error. For example, a failure at a particular node in the application could lead to the call being transferred to the agent. (VruForcedXferredCallsToHalf) 7 - VRU Other- Indicates that the call disposition does not match any of the other VRUProgress variables. (VruOtherCallsToHalf) You can use the VRUProgress variable to indicate the final VRU status at the end of the application or to indicate changes in VRU status through the different transactions in the application.</p>
<p>regionCode</p>	<p>Region Code 0-7</p> <p>0: continental US 1: Hawaii 2: Alaska 3: Puerto Rico 4: US Virgin Islands 5: Guam 6: Northern Marianas Islands 7: American Samoa</p>
<p>mainMenuChoice</p>	<p>--</p>
<p>group</p>	<p>Specifies the OCO or hotline group that the user called in on. Also used for OCO routing.</p> <p>1 -- ERB Group 2 -- ERE Group 3 -- BSO Group 4 -- ERB Group -- Special Project 5 -- ERE Group -- Special Project 6 -- BSO Group -- Special Project 7 -- Transfer to OTS/N8NN</p>
<p>ombMessagePlayed</p>	<p>OMB Message played.</p> <p>a = application status OMB message played, k = kba (other than application status) OMB message played, b= both messages played, n = none played.</p>


transactionStatus	Transaction Status. Set prior to return to the calling application. See mapping below.	
callTypeID	Call type ID, sent from ICM for reporting purposes	
Actions		
Condition	Action	Transition
Always	--	goto: mm0040_GetCallProperties_DB
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mm0040_GetCallProperties_DB


Database Call 	
Retrieves initial properties values for the call.	
Entering From	
mm0030_RetrieveCTI_DB	
Input parameters	
Parameter	Value
current_date	today's date
Output parameters	
Variable	Description
aca_active	--
myss_helpdesk_active	--
collect_full_name	--
coa_active	--
direct_deposit_active	--
form_7004_delivery	--
play_attestation_flag	--
speak_freely_active	--
tnrs_db_upfront	--
colaYear	the cost of living adjustment year
colaRate	cost-of-living adjustment rate
colaPremiumAmount	cola medicare part b premium amount
colaSsiPaymentDate	Supplemental Security Income payments dated
colaSsPaymentDate	Social Security payments dated
taxYear	tax year
taxAmount1SelfEmp	self-employed minimum net profit amount
taxAmount2MaxTax	maximum taxable amount
taxAmount3MaxSs	maximum Social Security tax withheld
taxRate1ContEe	contribution rate for employees
taxRate2ConSelfEmp	contribution rate for self-employed people

taxRate3SsTax	Social Security tax rate	
taxRate4MedTax	Medicare tax rate	
individualResourceMax	individual resource max	
coupleResourceMax	couple resources max	
firstMonth	--	
firstMonth.ssiPaymentDate	--	
firstMonth.firstPaymentDate	--	
firstMonth.secondPaymentDate	--	
firstMonth.thirdPaymentDate	--	
firstMonth.fourthPaymentDate	--	
secondMonth	--	
secondMonth.ssiPaymentDate	--	
secondMonth.firstPaymentDate	--	
secondMonth.secondPaymentDate	--	
secondMonth.thirdPaymentDate	--	
secondMonth.fourthPaymentDate	--	
returnCode	0=success	
Actions		
Condition	Action	Transition
Always	--	goto: mm0050_EntryRouting_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		


mm0050_EntryRouting_DS

Decision 		
Evaluates applicationtag and lob variables to route the call upon entry.		
Entering From		
mm0040_GetCallProperties_DB, mm0210_SFMainMenu_DM		
Actions		
Condition	Action	Transition
If lob==OCO	Assign: non_national_transfer =true	Log: OCO, undefined goto: mm0200_SFToggle_DS
Else	--	Log: not from OCO goto: mm0100_WelcomeMsg_PP
Developer Notes		
applicationtag maps to MainMenuChoice in IVR to ICM. The following shows the value mappings for applicationtag to MainMenuChoice: applicationtag=order_ssn_card MainMenuChoice=card_social_security applicationtag=earnings_statement MainMenuChoice=earnings_statement		

mm0100_WelcomeMsg_PP


Play Prompt 		
This state plays a generic welcome to SSA message		
Entering From		
mm0050_EntryRouting_DS		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm0100_out_01] Thank you for calling Social Security.	goto: mm0110_LanguageSelection_DM
Developer Notes		
--		

mm0110_LanguageSelection_DM

CustomContext Recognition 			
Language selection (Spanish or English) - '*' goes to Spanish, noinput to English.			
Entering From			
mm0100_WelcomeMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0110_ini_01	Para español, marque siete.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
<None - DTMF only> // DTMF only	7	< language_selection spanish>	Never
Actions			
Option	Condition	Action	Transition
spanish	Always	Assign: language =es-us	--
^	^	Assign: selectedLanguage =spanish	goto: mm0150_SpanishApp_EC
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0110_nm1_01] Para español, marque siete. To continue in Spanish, press seven. Otherwise, just hold on and we'll continue in English.	Re-Recognition:
nomatch 2	Always	Assign: selectedLanguage =english	goto: mm0120_RecordingMsg_DM
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	--	goto: mm0120_RecordingMsg_DM
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			


StartOver, operator, repeat	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
--	

mm0120_RecordingMsg_DM


CustomContext Recognition 			
Presents standard monitoring message to English callers.			
Entering From			
mm0110_LanguageSelection_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0120_ini_01	To ensure quality, your call may be monitored or recorded.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
na // spanish	7	< language_selection spanish>	Never
Actions			
Option	Condition	Action	Transition
spanish	Always	--	goto: mm0150_SpanishApp_EC
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	--	Re-Recognition: Reprompt
nomatch 2	Always	--	goto: mm0125_ABRStatus_DS
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	--	goto: mm0125_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
StartOver, operator, repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		

Developer Notes
Accepts dtmf_* to capture late Spanish callers. Timeout should be set to 1000 ms (i.e. very short)

mm0150_SpanishApp_EC

External Call 		
Transfers call to the Spanish language application.		
Entering From		
mm0110_LanguageSelection_DM, mm0120_RecordingMsg_DM, mm0600_BackoffMainMenu_DM		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Description	
--	--	
Actions		
Condition	Action	Transition
Always	Comment: For phase 1-2 of the Avaya Platform migration, this transition will transfer to an agent instead of going to the spanish N8NN app.	goto: mm3000_ABRStatus_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mm0125_ABRStatus_DS

Decision 		
Evaluate A) whether ABR routing is in effect and B) abr variable to determine routing.		
Entering From		
mm0120_RecordingMsg_DM		
Actions		
Condition	Action	Transition
If abr==4 && office_hours==true	Log: abr=4 AND offices open	Log: abr=true AND offices open goto: mm3000_ABRStatus_DS
Else if abr==4 && office_hours==false	Log: abr=4 AND offices closed	Log: abr=true AND offices closed goto: mm0130_GetVariablesAnn_DB
Else //other abr	Log: other abr	Log: abr=false goto: mm0130_GetVariablesAnn_DB
Developer Notes		
--		

mm0122_AfterHoursCheck_DS

Decision 	
---	--

Determines if it is currently during or after business hours and transitions accordingly.


Entering From		
mm0173_ACAWrapMenu_DM, mm0180_MySSEnabled_DS, mm0181_MySSMainMenu_DM		
Actions		
Condition	Action	Transition
If office_hours==true	--	Log: office open goto: mm0200_SFToggle_DS
Else //office_hours==false	--	Log: office closed goto: mm0124_OfficeClosedMsg_PP
Developer Notes		
--		

mm0124_OfficeClosedMsg_PP


Simple Play Prompt		;))
Message that informs callers upfront that the offices are currently closed, so no agents are available.		
Entering From		
mm0122_AfterHoursCheck_DS		
Actions [Barge-in is OFF]		
Condition	Action	Transition
If ccs == 2 //holiday	Prompt: [mm0124_out_02] Due to the holiday our offices are currently closed, but *!* can help you. If you need to speak with someone, please call back during our regular office hours - Monday through Friday:	--
Else if ccs == 4 //emergency	Prompt: [mm0124_out_08] Due to an emergency our offices are currently closed, but *!* can help you. If you need to speak with someone, please call us back. Our regular office hours are - Monday through Friday:	--
Else	Prompt: [mm0124_out_01] Just so you're aware, our offices are currently closed, but *!* can help you. If you need to speak with someone, please call back during our regular office hours - Monday through Friday:	--
If regionCode==1 //Hawaii	Prompt: [mm0124_out_03] 7 A.M. to 5 P.M.	--
Else if regionCode==2 //Alaska, Standard Time	Prompt: [mm0124_out_04] 7 A.M. to 6 P.M.	--
Else if regionCode==5 regionCode==6 //Guam or the Northern Marianas Islands	Prompt: [mm0124_out_06] 11 P.M. to 9 A.M.	--
Else if regionCode==7 //American Samoa	Prompt: [mm0124_out_07] 5 A.M. to 3 P.M.	--
Else //Puerto Rico or Virgin Islands or unknown	Prompt: [mm0124_out_05] 7 A.M. to 7 P.M.	--

Always	--	goto: mm0200_SFToggle_DS
Developer Notes		
--		

mm0130_GetVariablesAnn_DB


Database Call		
Initial lookup to retrieve information related to optional 'emergency' messages.		
Entering From		
mm0125_ABRStatus_DS , mm0130_GetVariablesAnn_DB , mm0140_EmergencyMsg_PP		
Input parameters		
Parameter	Value	
broadcastName	EmergencyMsg	
broadcastCounter	counter to get Broadcast Prompt	
language	English	
Output parameters		
Variable	Description	
broadcastPrompt	the name of the recording (wav file)	
returnCode	0=success	
activeFlag	indicator that determines if emergency message 1 is active or not. Set to true if broadcastPrompt1 is populated.	
Actions		
Condition	Action	Transition
If activeFlag ==true	--	goto: mm0140_EmergencyMsg_PP
Else // activeFlag ==false	If broadcastCounter <=3 //need to check for more broadcast messages	Assign: broadcastCounter =< broadcastCounter + 1>
^	Else // broadcastCounter ==3	goto: mm0160_WebsiteInfo_PP
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
Move on to mm0140_EmergencyMsg_PP if any messages are returned.		

mm0140_EmergencyMsg_PP


Complex Play Prompt		
If 'emergency message' is available to be played, this state plays the pre-recorded message.		
NOTE: Barge-In is DISABLED in this state.		
Entering From		
mm0130_GetVariablesAnn_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition

Always	Prompt: [dynamic] <broadcastPrompt.wav>	--
^	Prompt: [silence_1000ms] <silence_1000ms>	--
If <code>broadcastCounter</code> <= 3	Assign: <code>broadcastCounter</code> =< <code>broadcastCounter</code> + 1>	goto: <code>mm0130_GetVariablesAnn_DB</code>
Else //checked for broadcast prompt three times	--	goto: <code>mm0160_WebsiteInfo_PP</code>
Developer Notes		
NOTE that the emergency messages associated with the 'activeFlagx' variables are NOT mutually exclusive. Any or all of the messages might be played, in any combination, based on the values of the variables. That said, care should be taken to use these messages judiciously in order to avoid front-loading the call with off-topic messaging, and to use these emergency messages only for legitimate emergencies (as opposed to less critical informational messaging). All callers will hear the SSA.gov website info (mm0160), regardless of whether any broadcast/emergency messages are played to the caller.		

mm0160_WebsiteInfo_PP

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

mm0170_ACAEnabled_DS


Decision 		
Determines if ACA functionality is enabled.		
Entering From		
<code>mm0160_WebsiteInfo_PP</code>		
Actions		
Condition	Action	Transition
If <code>aca_active</code> == true	--	Log: aca active goto: <code>mm0171_ACAMainMenu_DM</code>
Else	--	Log: aca not active goto: <code>mm0180_MySSEnabled_DS</code>
Developer Notes		
--		

mm0171_ACAMainMenu_DM


CustomContext Recognition 
--

Asks if caller needs to get information about health insurance. This is part of the Affordable Care Act (ACA) updates request.			
Entering From			
mm0170_ACAEnabled_DS			
Initial Prompts [Barge-in is OFF]			
Type	Condition	Name	Wording
initial	Never //example	example	If you need information about affordable health insurance and the new changes to the law, please say "health insurance". For anything else, please remain on the line.
initial	Always	mm0171_ini_01	If you need information about affordable health insurance and the new changes to the law, please say "health insurance". For anything else, please remain on the line.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
health insurance, insurance	1	<result insurance>	Never
continue	-	<result continue>	Never
Actions			
Option	Condition	Action	Transition
insurance	Always	Assign: <code>current_task =aca_info</code>	goto: mm0172_ACAMsg_PP
continue	Always	--	goto: mm0180_MySSEnabled_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0171_nm1_01] Let's try again... For information about health insurance and the new laws, say "health insurance" or press 1. For anything else, please remain on the line.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0171_nm2_01] Sorry. Let's move on.	goto: mm0180_MySSEnabled_DS
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Comment: No input is set to 3 seconds	goto: mm0180_MySSEnabled_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
Set timeout limit to 3 secs and move on to the next state. Only one retry is allowed upon the first no-match. If a second error occurs, the system should move on to the next state. Barge-in turned off!!!			

mm0172_ACAMsg_PP


Simple Play Prompt 		
Plays health insurance information.		
Entering From		
mm0171_ACAMainMenu_DM, mm0173_ACAWrapMenu_DM, mm0210_SFMainMenu_DM		
Actions		
Condition	Action	Transition
Never //example	Prompt: [example] Marketplace open enrollment for 2017 health coverage is November 1, 2016, through January 31, 2017. If you want your coverage to begin January 1st, you'll have to enroll by December 15th. Visit Healthcare.gov or call 1-800-318-2596 to learn more.	--
Always	Prompt: [mm0172_out_01] Marketplace open enrollment for 2017 health coverage is November 1, 2016, through January 31, 2017. If you want your coverage to begin January 1st, you'll have to enroll by December 15th. Visit Healthcare.gov or call 1-800-318-2596 to learn more.	--
^	Prompt: [silence_500ms] <silence_500ms>	--
^	Assign: first_entry =false	goto: mm0173_ACAWrapMenu_DM
Developer Notes		
--		

mm0173_ACAWrapMenu_DM

CustomContext Recognition 			
Provides post-ACA-readout options.			
Entering From			
mm0172_ACAMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Never //callflow example	example	To hear that again, say "repeat". Or to get help with anything else, please remain on the line.
initial	Always	mm0173_ini_01	To hear that again, say "repeat". Or to get help with anything else, please remain on the line.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat, repeat that	1	<result repeat>	Never
continue	-	<result continue>	Never
Actions			
Option	Condition	Action	Transition
repeat	Always	--	goto: mm0172_ACAMsg_PP

continue	Always	--	goto: mm0122_AfterHoursCheck_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0173_nm1_01] Let's try again... To hear that information again, say 'repeat' or press 1. For anything else, please remain on the line.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0173_nm2_01] Sorry. Let's move on.	goto: mm0122_AfterHoursCheck_DS
noinput 1	Always	Comment: No input is set to 3 seconds	goto: mm0122_AfterHoursCheck_DS
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
Set timeout limit to 3 secs and move on to the next state. Only one retry is allowed upon the first no-match. If a second error occurs, the system should move on to the next state. The 'repeat' global command is overridden by the local behavior.			

mm0180_MySSEnabled_DS

Decision 		
Determines if My Social Security Helpdesk functionality is enabled.		
Entering From		
mm0170_ACAEnabled_DS , mm0171_ACAMainMenu_DM		
Actions		
Condition	Action	Transition
If <code>myss_helpdesk_active == true</code>	--	Log: myss_helpdesk active goto: mm0181_MySSMainMenu_DM
Else	--	Log: myss_helpdesk not active goto: mm0122_AfterHoursCheck_DS
Developer Notes		
--		


mm0181_MySSMainMenu_DM

CustomContext Recognition 
--

Asks if caller needs help with My Social Security website.			
Entering From			
mm0180_MySSEnabled_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Never //example	example	If you need help registering or using the MySocialSecurity website, say "online help". For anything else, please remain on the line.
initial	If <code>aca_active == true</code>	mm0181_ini_01	If you need help registering or using the MySocialSecurity website, say "online help". Otherwise, please hold.
initial	Else // ACA not active	mm0181_ini_02	If you need help registering or using the MySocialSecurity website, say "online help". For anything else, please remain on the line.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
online, online help	1	<result help>	Never
continue	-	<result continue>	Never
Actions			
Option	Condition	Action	Transition
help	Always	Assign: <code>current_task = myssa_helpdesk</code>	goto: mm0182_MySSAfterHoursCheck_DS
continue	Always	--	goto: mm0122_AfterHoursCheck_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0181_nm1_01] Let's try again... For help registering or using the MySocialSecurity website, say "online help" or press 1. For anything else, please remain on the line.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0181_nm2_01] Sorry. Let's move on.	goto: mm0122_AfterHoursCheck_DS
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Comment: No input is set to 3 seconds	goto: mm0122_AfterHoursCheck_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			

Set timeout limit to 3 secs and move on to the next state.
 Only one retry is allowed upon the first no-match. If a second error occurs, the system should move on to the next state.

mm0182_MySSAfterHoursCheck_DS

			Decision 
Determines if it is currently during or after business hours and transitions accordingly.			
Entering From			
mm0181_MySSMainMenu_DM, mm0210_SFMainMenu_DM			
Actions			
Condition	Action	Transition	
If office_hours=true	If abr=1 //no agents	Prompt: [mm0182_out_02] Normally I'd get an agent to help you but, unfortunately, no one is available at the moment. To speak with someone, you'll need to call back. If you're finished for now, feel free to hang up. Otherwise,...	--
^	^	Log: no agents	goto: mm0200_SFToggle_DS
^	Else //abr=5	Prompt: [mm0182_out_03] I'm very sorry but none of our agents are available right now. Please call back again, and keep in mind our busiest times are early in the month and early in the week. Thank you for calling. Goodbye.	--
^	^	Log: end call	goto: mm3040_EndCall_CT
^	Else if (ccs == 0 && myccs==0) (ccs==1 && myccs==0) (ccs==0 && myccs==4) (ccs==0 && myccs==5) // If ccs == Open AND If myccs == Open OR If ccs == Closed AND myccs == Open OR If ccs == Open AND myccs== Emergency OR If ccs == Open AND myccs == No Agents	Prompt: [mm0182_out_01] Just a moment while I get someone to help you.	--
^	^	Comment: Route to the next available agent in the MySSA Helpdesk Skill Group	goto: mm3030_CallTransfer_CX
Else //office_hours=false		--	goto: mm0183_MySSOfficeClosedMsg_PP
Developer Notes			
--			


mm0183_MySSOfficeClosedMsg_PP

		Play Prompt 
Plays after hours information.		

Entering From		
mm0182_MySSAfterHoursCheck_DS, mm0184_MySSWrapMenu_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
If <code>ccs==2 myccs==2</code> //holiday	Prompt: [mm0183_out_02] You've reached the MySocialSecurity Help Desk. Due to the Federal holiday, our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight Eastern.	--
Else if <code>ccs == 0</code> //call center open	If <code>myccs == 1</code> //call center closed Prompt: [mm0183_out_03] You've reached the MySocialSecurity Help Desk. Our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight Eastern.	--
Else if <code>ccs == 1</code> //call center closed	If <code>myccs== 1</code> //call center closed Prompt: [mm0183_out_05] You've reached the MySocialSecurity Help Desk. Our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight Eastern.	--
^	Else if <code>myccs== 4</code> //emergency Prompt: [mm0183_out_01] You have reached the MySocialSecurity Help Desk. We are sorry but due to an emergency our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday 7 A.M. through midnight, Eastern Time, excluding Federal holidays.	--
^	Else // <code>myccs == 5</code> , no agents Prompt: [mm0183_out_04] You've reached the MySocialSecurity Help Desk. We're sorry, but due to administrative reasons we are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight Eastern.	--
Else // <code>ccs == 4</code> , Emergency	If <code>myccs == 0 myccs==4 myccs==5</code> //open or emergency or holiday Prompt: [mm0183_out_01] You have reached the MySocialSecurity Help Desk. We are sorry but due to an emergency our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday 7 A.M. through midnight, Eastern Time, excluding Federal holidays.	--
^	Else // <code>myccs == 1</code> , closed Prompt: [mm0183_out_06] You've reached the MySocialSecurity Help Desk. Our offices are currently closed. If you need to speak with someone, please call back during our regular office hours - Monday through Friday from 7 am to midnight Eastern.	--
Always	Prompt: [silence_500ms]	--


	<silence_500ms>	
^	Assign: first_entry =false	goto: mm0184_MySSWrapMenu_DM
Developer Notes		
--		

mm0184_MySSWrapMenu_DM

CustomContext Recognition 			
Provides post My SS Helpdesk readout options.			
Entering From			
mm0183_MySSOfficeClosedMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Never //example	example	To hear that again, say "repeat". For help with anything else, say "main menu". Or if you're done, just hang up.
initial	Always	mm0184_ini_01	To hear that again, say "repeat". For help with anything else, say "main menu". Or if you're done, just hang up.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat, repeat that	1	<result repeat>	Never
main menu	2	<result main_menu>	Never
Actions			
Option	Condition	Action	Transition
repeat	Always	--	goto: mm0183_MySSOfficeClosedMsg_PP
main_menu	Always	--	goto: mm0200_SFToggle_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0184_nm1_01] Let's try again... Say "repeat" or press 1, "main menu" or press 2. Or if you're finished for now, feel free to hang up.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0184_nm2_01] Sorry. To hear our regular business hours again, press 1. If you need help with something else and wish to be transferred to our automated service line, press 2. Or if you're finished for now, feel free to hang up.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0184_ni1_01] To hear our regular business hours again, say "repeat" or press 1. If you need help with anything else, say "main menu" or press 2. Or if you're	Re-Recognition:

		done, just hang up.	
noinput 2	Always	Prompt: [mm0184_ni2_01] Sorry. To hear our regular business hours again, press 1. If you need help with something else and wish to be transferred to our automated service line, press 2. Or if you're finished for now, feel free to hang up.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
StartOver, repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
The global commands 'repeat' and 'main menu' are overridden by the local behavior.			

mm0200_SFToggle_DS

Decision 		
Evaluates whether NLU is turned on or off and routes to SFMainMenu (if on) or BackoffMainMenu (if off)		
Entering From		
mm0050_EntryRouting_DS, mm0122_AfterHoursCheck_DS, mm0124_OfficeClosedMsg_PP, mm0182_MySSAfterHoursCheck_DS, mm0184_MySSWrapMenu_DM, mm0303_AskRepeatCola_DM, mm0310_ChangeOfAddress_SD, mm0320_FieldOfficeLocator_SD, mm0330_DirectDeposit_SD, mm0410_AskRepeatTaxes_DM, mm0420_AddressVerifyMsg_DM, mm0460_SSNVerification_DM, mm0505_BEVE_SD, mm0520_ApplicationStatus_SD, mm0530_BenefitsStatement_SD, mm0540_BestTimeMsg_PP, mm0550_Transcription_SD, mm0565_MRC_SD, mm1210_InternetAddress_DM, mm1220_InternetInformation_DM, mm1510_CitizenDocumentsMsgPart1_DM, mm1512_CitizenDocumentsMsgPart2_DM, mm1515_NonCitizenDocumentsMsgPart1_DM, mm1517_NonCitizenDocumentsMsgPart2_DM, mm1519_NonCitizenDocumentsMsgPart3_DM, mm1520_GetForm_DM, mm1530_WebsiteInstructions_DM, mm1600_SubmitForm_DM, mm1720_MedicareEnrollMsg_DM, mm1740_MedicareSusidyMsg_DM, mm1770_OrderDrugFormQuestion_DM, mm1810_CitizenshipMsg_DM, mm1907_LatePaymentQuestion_DM, mm1940_LatePaymentExit_DM, mm2050_FutureBenefitsBudgetaryMsg_PP, mm2110_ProgramMsg_DM, mm2120_ChangeMsg_DM, mm2200_BecomePayee_DM, mm3020_ProcessTransfer_DS Globals:event.StartOver		
Actions		
Condition	Action	Transition
If speak_freely_active==true	--	Log: nlu ON goto: mm0210_SFMainMenu_DM
Else //speak_freely_active==false	--	Log: nlu OFF goto: mm0600_BackoffMainMenu_DM

Developer Notes
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mm0210_SFMainMenu_DM

CustomContext Recognition					
Natural language ('speak Freely') main menu.					
Entering From					
mm0200_SFToggle_DS, mm0310_ChangeOfAddress_SD, mm2210_PayeeMisuse_DM					
Initial Prompts					
Type	Condition		Name	Wording	
initial	If <code>first_entry==true</code>	If <code>non_national_transfer==true</code> //play one of 3 randomized versions	mm0210_ini_01	Okay. To get started, you can say things like 'check claim status' or 'I need a replacement card.' So, briefly tell me why you're calling.	
initial	^	^	mm0210_ini_02	Okay. To get started, you can say things like 'update my personal information' or 'find a social security office.' So, briefly tell me why you're calling.	
initial	^	^	mm0210_ini_03	Okay. To get started, you can say things like 'set up direct deposit' or 'apply for benefits.' So, briefly tell me why you're calling.	
initial	^	Else // <code>non_national_transfer==false</code> e, play one of 3 randomized versions	mm0210_ini_04	<Chime> Main Menu. In a few words, please tell me what you're calling about. You can say things like 'check claim status' or 'I need a replacement card.' So, how can I help you?	
initial	^	^	mm0210_ini_05	<Chime> Main Menu. In a few words, please tell me what you're calling about. You can say things like 'update my personal information' or 'find a social security office.' So, how can I help you?	
initial	^	^	mm0210_ini_06	<Chime> Main Menu. In a few words, please tell me what you're calling about. You can say things like 'set up direct deposit' or 'apply for benefits.' So, how can I help you?	
initial	Else // <code>first_entry==false</code>	Always	mm0210_ini_07	Briefly tell me what else I can help you with. You can say things like 'get a replacement 1099' or 'update my personal information.' So, how can I help you?	
initial	^	^	mm0210_ini_08	Briefly tell me what else I can help you with. You can say things like 'find a social security office.' or 'set up direct deposit.' So, how can I help you?	
initial	^	^	mm0210_ini_09	Briefly tell me what else I can help you with. You can say things like 'update my personal information' or 'find a social security office.' So, how can I help you?	
Grammar					
Sample Expressions			DTMF	Reco Var/Option	Confirm
benefit letter, benefit statement, 1099, I need a replacment 1099 // 1099_benefits_statement			--	< main_menu 1099_benefits_statement>	If Necessary
affordable health insurance [information], affordable care act, health insurance // aca_menu			--	< main_menu aca_info>	If Necessary

my address, an address, address information, address // address_general	--	<main_menu address_general>	If Necessary
agent, operator, representative // agent	0	<main_menu agent>	Always
apply for benefits, applying for benefits, file for benefits, application for benefits // benefits_application	--	<main_menu benefits_application>	If Necessary
benefits, social security benefits, my benefits, benefit information, survivor benefits, retirement benefits, benefits spouse, benefits dependent // benefits_general	--	<main_menu benefits_general>	If Necessary
disability [report] appeal, reconsideration, disability report, hearing, denial // benefits_other	--	<main_menu benefits_other>	If Necessary
award letter, benefit amount, proof of benefits, benefit verification letter, income verification, proof of income // benefits_verification	--	<main_menu benefits_verification>	If Necessary
i need a card, card, lost my card, my card was stolen, new card // cards_general	--	<main_menu cards_general>	If Necessary
change of address, i need to change my address, address change, new address, i moved, change phone number, new phone number // change_of_address	--	<main_menu change_of_address>	If Necessary
check, benefits check, social security check, lost check, payment information, ssi payment // checks	--	<main_menu checks>	If Necessary
citizenship status, proof of citizenship, update citizenship status // citizenship_general	--	<main_menu citizenship_general>	If Necessary
application status, approval status, confirm award, claim status, check on a claim, check claim status, status of disability claim, benefits status // claims_status_general	--	<main_menu claims_status_general>	If Necessary
claims, social security claim, claim number, case, social security case, disability claim, ssi claim // claims_status_new	--	<main_menu claims_status_new>	If Necessary
cola, cost of living adjustment for next year, cost of living adjustment // cost_of_living_adjustment	--	<main_menu cost_of_living_adjustment>	If Necessary
direct deposit, setup direct deposit, change account number, new checking account, bank information, change deposit information // direct_deposit	--	<main_menu direct_deposit>	If Necessary
disability, disability insurance, disability benefits // disability_benefits_general	--	<main_menu disability_benefits_general>	If Necessary
earnings record, income statement, statement of earnings, copy of income, estimate, social security estimate, estimate calculator // earnings_statement	--	<main_menu earnings_statement>	If Necessary
unemployment, employment // employment_general	--	<main_menu employment_general>	If Necessary
i need the mailing address, local office, social security office, office hours, office location, office phone number // field_office_locator	--	<main_menu field_office_locator>	If Necessary
form, i need a form, tax form, enrollment form // forms_general	--	<main_menu forms_general>	If Necessary
what are my choices // general	--	<main_menu general>	Never
internet access, website, online help, online services	--	<main_menu internet_general>	If Necessary

// internet_general			
main menu, start over // main_menu	--	<main_menu main_menu>	If Necessary
medicare benefits, medical benefits, medicaid benefits,prescription drugs, drug coverage, prescription drug assistance, medicare form // medicare	--	<main_menu medicare>	If Necessary
medicare card, medicaid card, medical card, i need a medicare card, i lost my medicare card, lost medicaid card, missing medicaid card, missing medicare card // medicare_replacement_card	--	<main_menu medicare_replacement_card>	If Necessary
helpdesk // myssa_helpdesk	--	<main_menu myssa_helpdesk>	If Necessary
verify address, confirm address, address verification, name verification, verify last name, check my last name // name_or_address_verify	--	<main_menu name_or_address_verify>	If Necessary
late payment, delay in payment // payment_late	--	<main_menu payment_late>	If Necessary
i need a replacement, replacement, document replacement // replacement_general	--	<main_menu replacement_general>	If Necessary
change payee, payee change, change in beneficiary, new payee, representative payee, payee report, beneficiary // representative_payee	--	<main_menu representative_payee>	If Necessary
apply for social security, apply for social security benefits, get social security benefits // social_security_application	--	<main_menu social_security_application>	If Necessary
apply for disability, apply for disability benefits, get social security disability benefits // disability_application	--	<main_menu disability_application>	If Necessary
apply for survivor benefits, get social security survivor benefits // survivor_application	--	<main_menu survivor_application>	If Necessary
apply for retirement benefits, get social security retirement benefits // retirement_application	--	<main_menu retirement_application>	If Necessary
apply for supplemental security income, apply for supplemental security benefits, get SSI benefits, apply for SSI, SSI application // ssi_application	--	<main_menu ssi_application>	If Necessary
social security card // social_security_card_general	--	<main_menu social_security_card_general>	If Necessary
verify social security number, social security number verification, confirm social security number, employee verification // social_security_number_verification	--	<main_menu social_security_number_verification>	If Necessary
i need a social security card, i need a new social_security card, i lost my social security card, lost social security card, missing social security card,i need a replacement social security card, replace my social security card, new social_security card, my social_security card was stolen, apply for social_security card // social_security_replacement_card	--	<main_menu social_security_replacement_card>	If Necessary
supplemental security income, information on ssi // supplemental_security_income	--	<main_menu supplemental_security_income>	If Necessary
taxes, tax information, social_security taxes // tax_general	--	<main_menu tax_general>	If Necessary
i need a pamphlet, pamphlets, publication, booklet // transcription_pamphlets	--	<main_menu transcription_pamphlets>	If Necessary
file an appeal, reconsideration form, appeal form	--	<main_menu transfer_appeal_new>	If Necessary

// transfer_appeal_new			
cancel an appointment, reschedule appointment, change appointment, make an appointment // transfer_appointment	--	<main_menu transfer_appointment>	If Necessary
back pay, back payment, retro pay, retroactive check, disability back pay // transfer_back_payment	--	<main_menu transfer_back_payment>	If Necessary
balance, account balance, i want to find out how much money is in my account // transfer_balance	--	<main_menu transfer_balance>	If Necessary
benefits not received, lost benefits, missing benefits // transfer_benefits_problem	--	<main_menu transfer_benefits_problem>	If Necessary
billing, bill, billing information, medicare payment, medicare premium, medicare deduction // transfer_billing	--	<main_menu transfer_billing>	If Necessary
birth certificate, i need a birth certificate, lost birth certificate, date of birth, birthdate, check on birthdate, birth, new birth, birth verification, report a birth // transfer_birth	--	<main_menu transfer_birth>	If Necessary
stop benefits, cancel social security benefit, discontinue benefits, cancellation, cancel direct deposit // transfer_cancel	--	<main_menu transfer_cancel>	If Necessary
a change in my case, add information to case, update my case // transfer_case_change	--	<main_menu transfer_case_change>	If Necessary
i need to change my check, deductions from my social security check, tax deductions, federal deductions, check deductions // transfer_check_deductions	--	<main_menu transfer_check_deductions>	If Necessary
replacement check, i need a replacement check // transfer_check_replacement	--	<main_menu transfer_check_replacement>	If Necessary
child support, i'm calling about child support // transfer_child_support	--	<main_menu transfer_child_support>	If Necessary
circuit breaker patients, circuit breaker information // transfer_circuit_breaker	--	<main_menu transfer_circuit_breaker>	If Necessary
medicare claim number, medical claims, medicare claim // transfer_claims_medicare	--	<main_menu transfer_claims_medicare>	If Necessary
filing a claim, start a claim, new claim, open a claim // transfer_claims_new	--	<main_menu transfer_claims_new>	If Necessary
college, college program, college security check // transfer_college	--	<main_menu transfer_college>	If Necessary
complaint, i have a complaint, file a complaint // transfer_complaint	--	<main_menu transfer_complaint>	If Necessary
death benefits, deceased benefits, a death, someone passed away // transfer_death	--	<main_menu transfer_death>	If Necessary
debit cards, calling about debit card // transfer_debit_card	--	<main_menu transfer_debit_card>	If Necessary
dependent, new child // transfer_dependent	--	<main_menu transfer_dependent>	If Necessary
disability report, disability jobs, disabled work, disability paperwork // transfer_disability	--	<main_menu transfer_disability>	If Necessary
divorce, divorced spouse benefits, divorce benefits // transfer_divorce	--	<main_menu transfer_divorce>	If Necessary
change in income, incorrect earnings, social security income, earnings,	--	<main_menu	If Necessary

earned income // transfer_earnings_general		transfer_earnings_general>	
eligibility for benefits, benefit eligibility, disability eligibility, social security eligibility // transfer_eligibility	--	<main_menu transfer_eligibility>	If Necessary
return to work, going back to work, change in work status, loss of job // transfer_employment_change	--	<main_menu transfer_employment_change>	If Necessary
i need something faxed, fax number, i need your fax number // transfer_fax	--	<main_menu transfer_fax>	If Necessary
food stamps, food stamp card, apply for food stamps // transfer_food_stamps	--	<main_menu transfer_food_stamps>	If Necessary
w2, w2 form, i need a w2 form // transfer_forms_w2	--	<main_menu transfer_forms_w2>	If Necessary
fraud, identity theft, report fraud, stolen social security number // transfer_fraud	--	<main_menu transfer_fraud>	If Necessary
housing, options for housing // transfer_housing	--	<main_menu transfer_housing>	If Necessary
insurance, cancel insurance, supplemental insurance // transfer_insurance	--	<main_menu transfer_insurance>	If Necessary
power of attorney, attorney fees, a legal matter // transfer_legal	--	<main_menu transfer_legal>	If Necessary
a copy of a letter, a letter // transfer_letter	--	<main_menu transfer_letter>	If Necessary
driver's license, i need a license, fishing license, marriage license, hunting license // transfer_license	--	<main_menu transfer_license>	If Necessary
student loan, loans // transfer_loans	--	<main_menu transfer_loans>	If Necessary
marriage, i got married, change of marital status // transfer_marriage	--	<main_menu transfer_marriage>	If Necessary
extra earnings for military service, military service, military service and social security // transfer_military_service	--	<main_menu transfer_military_service>	If Necessary
password, i forgot my password, pin number, i need my pin // transfer_password	--	<main_menu transfer_password>	If Necessary
amount of payment, payment amount, social security amount // transfer_payment_amount	--	<main_menu transfer_payment_amount>	If Necessary
payment plan, payment arrangement, i need to make a payment arrangement // transfer_payment_arrangement	--	<main_menu transfer_payment_arrangement>	If Necessary
overpayment, overpayment information, notice of overpayment // transfer_payment_over	--	<main_menu transfer_payment_over>	If Necessary
stop payment, I need to stop a check // transfer_payment_stop	--	<main_menu transfer_payment_stop>	If Necessary
pension benefit information, pension // transfer_pension	--	<main_menu transfer_pension>	If Necessary
refund, i need to check on a refund, medicare refund // transfer_refund	--	<main_menu transfer_refund>	If Necessary
retirement information, early retirement, retirement age // transfer_retirement	--	<main_menu transfer_retirement>	If Necessary
return call, i returning a call	--	<main_menu transfer_return_call>	If Necessary

// transfer_return_call			
a change in ssi, supplemental security income change // transfer_ssi_change	--	<main_menu transfer_ssi_change>	If Necessary
federal tax withholding, withholding, withhold taxes // transfer_tax_withholding	--	<main_menu transfer_tax_withholding>	If Necessary
change account information, account correction, update, correction, update information, change information // update_information	--	<main_menu update_information>	If Necessary
spanish // spanish	7	<main_menu spanish>	Never

Actions

Option	Condition	Action	Transition
Always	Always	Assign: first_entry =false	--
1099_benefits_statement	Always	Assign: current_task =benefits_statement	--
^	^	Assign: current_intent =1099_benefits_statement	--
^	^	Assign: final_intent =1099_benefits_statement	--
^	^	Prompt: [mm0210_out_16] Okay. Benefits Statement (or '1099').	goto: mm0525_BenefitsStatementKBA_DS
aca_info	Always	Assign: current_task =aca_info	--
^	^	Assign: current_intent =aca_info	--
^	^	Assign: final_intent =aca_info	--
^	^	Prompt: [mm0210_out_88] Okay. Health insurance information.	goto: mm0172_ACAMsg_PP
address_general	Always	Assign: current_intent =address_general	--
^	^	Prompt: [mm0210_out_14] Okay. Address.	goto: mm0430_AddressDisambig_DM
agent	Always	Assign: current_intent =agent	--
^	^	Assign: final_intent =agent	--
^	^	Prompt: [mm0210_out_17] Okay.	goto: mm3000_ABRStatus_DS
benefits_application	Always	Assign: current_intent =benefits_application	--
^	^	Prompt: [mm0210_out_01] Okay. Applications.	goto: mm0800_BenefitsApplicationMenu_DM
benefits_general	Always	Assign: current_intent =benefits_general	--
^	^	Prompt: [mm0210_out_03] Okay. Benefits.	goto: mm0700_Benefits_DM
benefits_other	Always	Assign: current_intent =benefits_other	--
^	^	Assign: final_intent =benefits_other	--
^	^	Prompt: [mm0210_out_90] Okay.	goto: mm3000_ABRStatus_DS

benefits_verification	Always	Assign: current_task =benefits_verification	--
^	^	Assign: current_intent =benefits_verification	--
^	^	Assign: final_intent =benefits_verification	--
^	^	Prompt: [mm0210_out_73] Alright. Benefits Verification or Proof of Income.	goto: mm2010_BenefitsEarnings_DM
cards_general	Always	Assign: current_intent =cards_general	--
^	^	Prompt: [mm0210_out_05] Okay.	goto: mm1300_WhichCard_DM
change_of_address	Always	Assign: current_task =change_address	--
^	^	Assign: current_intent =change_of_address	--
^	^	Assign: final_intent =change_of_address	--
^	^	Prompt: [mm0210_out_07] Okay. Change Address or Phone Number.	goto: mm0305_IsChangeOfAddressEnabled_DS
checks	Always	Assign: current_task =checks	--
^	^	Assign: current_intent =checks	--
^	^	Prompt: [mm0210_out_08] Okay. Benefit Check.	goto: mm1905_Checks_DM
citizenship_general	Always	Assign: current_intent =citizenship_general	--
^	^	Assign: final_intent =citizenship_general	--
^	^	Prompt: [mm0210_out_40] Okay. Citizenship.	goto: mm3000_ABRStatus_DS
claims_status_general	Always	Assign: current_task =application_status	--
^	^	Assign: current_intent =claims_status_general	--
^	^	Assign: final_intent =claims_status_general	--
^	^	Prompt: [mm0210_out_02] Okay. Claim or Application Status.	goto: mm0515_ApplicationStatusKBA_DS
claims_status_new	Always	Assign: current_intent =claims_status_new	--
^	^	Prompt: [mm0210_out_65] Okay. Claims.	goto: mm0810_ApplicationStatusQuestion_DM
cost_of_living_adjustment	Always	Assign: current_intent =cost_of_living_adjustment	--
^	^	Assign: final_intent =cost_of_living_adjustment	--
^	^	Prompt: [mm0210_out_10]	goto: mm0300_GetCOLABroadcast_D

		Okay.	B
direct_deposit	Always	Assign: current_task =direct_deposit	--
^	^	Assign: current_intent =direct_deposit	--
^	^	Assign: final_intent =direct_deposit	--
^	^	Prompt: [mm0210_out_11] Okay. Direct Deposit.	goto: mm0323_DirectDepositMsg_PP
disability_application	Always	Assign: current_intent =social_security_application	--
^	^	Prompt: [mm0210_out_82] Okay. Apply for Disability benefits.	goto: mm0810_ApplicationStatusQuestion_DM
disability_benefits_general	Always	Assign: current_intent =disability_benefits_general	--
^	^	Prompt: [mm0210_out_48] Okay. Disability	goto: mm0440_DisabilityDisambig_DM
earnings_statement	Always	Assign: current_intent =earnings_statement	--
^	^	Prompt: [mm0210_out_12] Okay. Earnings or Benefits Statement.	goto: mm2000_ReceivingBenefits_DM
employment_general	Always	Assign: current_intent =employment_general	--
^	^	Prompt: [mm0210_out_52] Okay. Employment.	goto: mm0450_EmploymentDisambig_DM
field_office_locator	Always	Assign: current_task =field_office_locator	--
^	^	Assign: current_intent =field_office_locator	--
^	^	Assign: final_intent =field_office_locator	--
^	^	Prompt: [mm0210_out_15] Okay. Office Information.	goto: mm0320_FieldOfficeLocator_SD
forms_general	Always	Assign: current_intent =forms_general	--
^	^	Prompt: [mm0210_out_18] Okay.	goto: mm2300_FormsGeneral_DM
general	Always	Prompt: [mm0210_out_09] I need a little more detail to get you to the right place. Let's try this a different way.	goto: mm0600_BackoffMainMenu_DM
internet_general	Always	Assign: current_intent =internet_general	--
^	^	Assign: final_intent =internet_general	--
^	^	Prompt: [mm0210_out_21] Okay.	goto: mm1210_InternetAddress_DM
main_menu	Always	--	goto: mm0600_BackoffMainMenu_DM
medicare	Always	Assign: current_intent =medicare	--
^	^	Prompt: [mm0210_out_23]	goto:

		Okay. Medicare.	mm1700_MedicareApplyMenu_DM
medicare_replacement_card	Always	Assign: current_task =card_medicare	--
^	^	Assign: current_intent =medicare_replacement_card	--
^	^	Assign: final_intent =medicare_replacement_card	--
^	^	Prompt: [mm0210_out_04] Okay. Medicare Replacement Card.	goto: mm0555_MRCMySSAWebsite_PP
myssa_helpdesk	Always	Assign: current_task =myssa_helpdesk	--
^	^	Assign: current_intent =myssa_helpdesk	--
^	^	Assign: final_intent =myssa_helpdesk	--
^	^	Prompt: [mm0210_out_89] Okay. My Social Security Helpdesk.	goto: mm0182_MySSAAfterHoursCheck_DS
name_or_address_verify	^	Assign: current_intent =name_or_address_verify	--
^	^	Assign: final_intent =name_or_address_verify	--
^	^	Prompt: [mm0210_out_25] Okay. Check on an Address or Name Change.	goto: mm0420_AddressVerifyMsg_DM
payment_late	Always	Assign: current_task =late_payment	--
^	^	Assign: current_intent =late_payment	--
^	^	Assign: final_intent =late_payment	--
^	^	Prompt: [mm0210_out_22] Alright. Late Benefit Payment.	goto: mm1910_LatePaymentMenu_DM
replacement_general	Always	Assign: current_intent =replacement_general	--
^	^	Prompt: [mm0210_out_75] Okay.	goto: mm0470_ReplacementDisambig_DM
representative_payee	Always	Assign: current_intent =representative_payee	--
^	^	Assign: final_intent =representative_payee	--
^	^	Prompt: [mm0210_out_24] Okay. Representative Payees.	goto: mm2100_RepPayeeMenu_DM
retirement_application	Always	Assign: current_intent =social_security_application	--
^	^	Prompt: [mm0210_out_83] Okay. Apply for Retirement benefits.	goto: mm0810_ApplicationStatusQuestion_DM
social_security_application	Always	Assign: current_intent =social_security_application	--
^	^	Prompt: [mm0210_out_84]	goto:

		Okay. Apply for Social Security benefits.	mm0810_ApplicationStatusQuestion_DM
social_security_card_general	Always	Assign: card_type =social_security	--
^	^	Assign: current_intent =social_security_card_general	--
^	^	Prompt: [mm0210_out_06] Okay. Social Security Card.	goto: mm1100_SocialSecurityCardsMenu_DM
social_security_number_verification	Always	Assign: current_intent =social_security_number_verification	--
^	^	Prompt: [mm0210_out_78] Okay. Social Security Number Verification.	goto: mm0460_SSNVerification_DM
social_security_replacement_card	Always	Assign: current_task =social_security_replacement_card	--
^	^	Assign: current_intent =social_security_replacement_card	--
^	^	Assign: final_intent =social_security_replacement_card	--
^	^	Assign: card_action =replacement	--
^	^	Prompt: [mm0210_out_87] Okay. Replacement Social Security Card.	goto: mm1400_SSNReplacementMsg_PP
spanish	Always	Assign: current_intent =spanish	--
^	^	Assign: final_intent =spanish	goto: mm0050_EntryRouting_DS
ssi_application	Always	Assign: current_intent =social_security_application	--
^	^	Prompt: [mm0210_out_85] Okay. Apply for Supplemental Security Income benefits.	goto: mm0810_ApplicationStatusQuestion_DM
supplemental_security_income	Always	Assign: current_intent =supplemental_security_income	--
^	^	Assign: final_intent =supplemental_security_income	--
^	^	Prompt: [mm0210_out_26] Okay. Supplemental Security Income.	goto: mm1800_SSIMenu_DM
survivor_application	Always	Assign: current_intent =social_security_application	--
^	^	Prompt: [mm0210_out_86] Okay. Apply for Survivor benefits.	goto: mm0810_ApplicationStatusQuestion_DM
tax_general	Always	Assign: current_intent =tax_general	--
^	^	Assign: final_intent =tax_general	--
^	^	Prompt: [mm0210_out_20] Okay. Tax Information.	goto: mm0400_GetTaxesBroadcast_DB
transcription_pamphlets	Always	Assign: current_task =transcription_pamphlet	--
^	^	Assign: current_intent	--

		=transcription_pamphlets	
^	^	Assign: final_intent =transcription_pamphlets	--
^	^	Prompt: [mm0210_out_19] Okay. Pamphlets.	goto: mm0545_TranscriptionKBA_DS
transfer_appeal_new	^	Assign: current_intent =transfer_appeal_new	--
^	^	Assign: final_intent =transfer_appeal_new	--
^	^	Prompt: [mm0210_out_27] Okay. File an Appeal.	goto: mm3000_ABRStatus_DS
transfer_appointment	Always	Assign: current_intent =transfer_appointment	--
^	^	Assign: final_intent =transfer_appointment	--
^	^	Prompt: [mm0210_out_28] Okay. Appointment.	goto: mm3000_ABRStatus_DS
transfer_back_payment	Always	Assign: current_intent =transfer_back_payment	--
^	^	Assign: final_intent =transfer_back_payment	--
^	^	Prompt: [mm0210_out_29] Okay.	goto: mm3000_ABRStatus_DS
transfer_balance	Always	Assign: current_intent =transfer_balance	--
^	^	Assign: final_intent =transfer_balance	--
^	^	Prompt: [mm0210_out_30] Okay. Account Balance.	goto: mm3000_ABRStatus_DS
transfer_benefits_probl em	Always	Assign: current_intent =transfer_benefits_problem	--
^	^	Assign: final_intent =transfer_benefits_problem	--
^	^	Prompt: [mm0210_out_31] Okay.	goto: mm3000_ABRStatus_DS
transfer_billing	Always	Assign: current_intent =transfer_billing	--
^	^	Assign: final_intent =transfer_billing	--
^	^	Prompt: [mm0210_out_32] Okay. Billing Question.	goto: mm3000_ABRStatus_DS
transfer_birth	Always	Assign: current_intent =transfer_birth	--
^	^	Assign: final_intent =transfer_birth	--
^	^	Prompt: [mm0210_out_33] Okay.	goto: mm3000_ABRStatus_DS
transfer_cancel	Always	Assign: current_intent =transfer_cancel	--
^	^	Assign: final_intent =transfer_cancel	--
^	^	Prompt: [mm0210_out_34] Okay.	goto: mm3000_ABRStatus_DS

transfer_case_change	Always	Assign: current_intent = transfer_case_change	--
^	^	Assign: final_intent = transfer_case_change	--
^	^	Prompt: [mm0210_out_35] Okay.	goto: mm3000_ABRStatus_DS
transfer_check_deductions	Always	Assign: current_intent = transfer_check_deductions	--
^	^	Assign: final_intent = transfer_check_deductions	--
^	^	Prompt: [mm0210_out_46] Okay. Benefit Check Deductions.	goto: mm3000_ABRStatus_DS
transfer_check_replacement	Always	Assign: current_intent = transfer_check_replacement	--
^	^	Assign: final_intent = transfer_check_replacement	--
^	^	Prompt: [mm0210_out_37] Okay. Replacement Benefit Check.	goto: mm3000_ABRStatus_DS
transfer_child_support	Always	Assign: current_intent = transfer_child_support	--
^	^	Assign: final_intent = transfer_child_support	--
^	^	Prompt: [mm0210_out_38] Okay. Child Support.	goto: mm3000_ABRStatus_DS
transfer_circuit_breaker	Always	Assign: current_intent = transfer_circuit_breaker	--
^	^	Assign: final_intent = transfer_circuit_breaker	--
^	^	Prompt: [mm0210_out_39] Okay.	goto: mm3000_ABRStatus_DS
transfer_claims_medicare	Always	Assign: current_intent = transfer_claims_medicare	--
^	^	Assign: final_intent = transfer_claims_medicare	--
^	^	Prompt: [mm0210_out_41] Okay. Medicare Claim.	goto: mm3000_ABRStatus_DS
transfer_claims_new	Always	Assign: current_intent = transfer_claims_new	--
^	^	Assign: final_intent = transfer_claims_new	--
^	^	Prompt: [mm0210_out_66] Okay. Claims.	goto: mm3000_ABRStatus_DS
transfer_college	Always	Assign: current_intent = transfer_college	--
^	^	Assign: final_intent = transfer_college	--
^	^	Prompt: [mm0210_out_42] Okay.	goto: mm3000_ABRStatus_DS
transfer_complaint	Always	Assign: current_intent = transfer_complaint	--
^	^	Assign: final_intent = transfer_complaint	--

^	^	Prompt: [mm0210_out_43] Okay.	goto: mm3000_ABRStatus_DS
transfer_death	Always	Assign: current_intent =transfer_death	--
^	^	Assign: final_intent =transfer_death	--
^	^	Prompt: [mm0210_out_44] Okay.	goto: mm3000_ABRStatus_DS
transfer_debit_card	Always	Assign: current_intent =transfer_debit_card	--
^	^	Assign: final_intent =transfer_debit_card	--
^	^	Prompt: [mm0210_out_45] Okay. Debit Card.	goto: mm3000_ABRStatus_DS
transfer_dependent	Always	Assign: current_intent =transfer_dependent	--
^	^	Assign: final_intent =transfer_dependent	--
^	^	Prompt: [mm0210_out_47] Okay.	goto: mm3000_ABRStatus_DS
transfer_disability	Always	Assign: current_intent =transfer_disability	--
^	^	Assign: final_intent =transfer_disability	--
^	^	Prompt: [mm0210_out_49] Okay. Disability.	goto: mm3000_ABRStatus_DS
transfer_divorce	Always	Assign: current_intent =transfer_divorce	--
^	^	Assign: final_intent =transfer_divorce	--
^	^	Prompt: [mm0210_out_50] Okay.	goto: mm3000_ABRStatus_DS
transfer_earnings_general	Always	Assign: current_intent =transfer_earnings_general	--
^	^	Assign: final_intent =transfer_earnings_general	--
^	^	Prompt: [mm0210_out_51] Okay. Earnings.	goto: mm3000_ABRStatus_DS
transfer_eligibility	Always	Assign: current_intent =transfer_eligibility	--
^	^	Assign: final_intent =transfer_eligibility	--
^	^	Prompt: [mm0210_out_13] Okay. Benefit Eligibility.	goto: mm3000_ABRStatus_DS
transfer_employment_change	Always	Assign: current_intent =transfer_employment_change	--
^	^	Assign: final_intent =transfer_employment_change	--
^	^	Prompt: [mm0210_out_53] Okay.	goto: mm3000_ABRStatus_DS
transfer_fax	Always	Assign: current_intent =transfer_fax	--
^	^	Assign: final_intent =transfer_fax	--

^	^	Prompt: [mm0210_out_54] Okay.	goto: mm3000_ABRStatus_DS
transfer_food_stamps	Always	Assign: current_intent =transfer_food_stamps	--
^	^	Assign: final_intent =transfer_food_stamps	--
^	^	Prompt: [mm0210_out_55] Okay. Food Stamps.	goto: mm3000_ABRStatus_DS
transfer_forms_w2	Always	Assign: current_intent =transfer_forms_w2	--
^	^	Assign: final_intent =transfer_forms_w2	--
^	^	Prompt: [mm0210_out_81] Okay. W2 Forms.	goto: mm3000_ABRStatus_DS
transfer_fraud	Always	Assign: current_intent =transfer_fraud	--
^	^	Assign: final_intent =transfer_fraud	--
^	^	Prompt: [mm0210_out_56] Okay.	goto: mm3000_ABRStatus_DS
transfer_housing	Always	Assign: current_intent =transfer_housing	--
^	^	Assign: final_intent =transfer_housing	--
^	^	Prompt: [mm0210_out_57] Okay.	goto: mm3000_ABRStatus_DS
transfer_insurance	Always	Assign: current_intent =transfer_insurance	--
^	^	Assign: final_intent =transfer_insurance	--
^	^	Prompt: [mm0210_out_58] Okay. Insurance.	goto: mm3000_ABRStatus_DS
transfer_legal	Always	Assign: current_intent =transfer_legal	--
^	^	Assign: final_intent =transfer_legal	--
^	^	Prompt: [mm0210_out_59] Okay.	goto: mm3000_ABRStatus_DS
transfer_letter	Always	Assign: current_intent =transfer_letter	--
^	^	Assign: final_intent =transfer_letter	--
^	^	Prompt: [mm0210_out_60] Okay.	goto: mm3000_ABRStatus_DS
transfer_license	Always	Assign: current_intent =transfer_license	--
^	^	Assign: final_intent =transfer_license	--
^	^	Prompt: [mm0210_out_61] Okay. License.	goto: mm3000_ABRStatus_DS
transfer_loans	Always	Assign: current_intent =transfer_loans	--
^	^	Assign: final_intent =transfer_loans	--

^	^	Prompt: [mm0210_out_62] Okay. Loans.	goto: mm3000_ABRStatus_DS
transfer_marriage	Always	Assign: current_intent =transfer_marriage	--
^	^	Assign: final_intent =transfer_marriage	--
^	^	Prompt: [mm0210_out_63] Okay.	goto: mm3000_ABRStatus_DS
transfer_military_service	Always	Assign: current_intent =transfer_military_service	--
^	^	Assign: final_intent =transfer_military_service	--
^	^	Prompt: [mm0210_out_64] Okay. Military Service.	goto: mm3000_ABRStatus_DS
transfer_password	Always	Assign: current_intent =transfer_password	--
^	^	Assign: final_intent =transfer_password	--
^	^	Prompt: [mm0210_out_67] Okay. Pin or Password.	goto: mm3000_ABRStatus_DS
transfer_payment_amount	Always	Assign: current_intent =transfer_payment_amount	--
^	^	Assign: final_intent =transfer_payment_amount	--
^	^	Prompt: [mm0210_out_68] Okay. Payment Amount.	goto: mm3000_ABRStatus_DS
transfer_payment_arrangement	Always	Assign: current_intent =transfer_payment_arrangement	--
^	^	Assign: final_intent =transfer_payment_arrangement	--
^	^	Prompt: [mm0210_out_69] Okay. Payment Arrangements.	goto: mm3000_ABRStatus_DS
transfer_payment_over	Always	Assign: current_intent =transfer_payment_over	--
^	^	Assign: final_intent =transfer_payment_over	--
^	^	Prompt: [mm0210_out_70] Okay.	goto: mm3000_ABRStatus_DS
transfer_payment_stop	Always	Assign: current_intent =transfer_payment_stop	--
^	^	Assign: final_intent =transfer_payment_stop	--
^	^	Prompt: [mm0210_out_71] Okay.	goto: mm3000_ABRStatus_DS
transfer_pension	Always	Assign: current_intent =transfer_pension	--
^	^	Assign: final_intent =transfer_pension	--
^	^	Prompt: [mm0210_out_72] Okay. Pensions.	goto: mm3000_ABRStatus_DS
transfer_refund	Always	Assign: current_intent	--

		=transfer_refund	
^	^	Assign: final_intent =transfer_refund	--
^	^	Prompt: [mm0210_out_74] Okay. Refunds.	goto: mm3000_ABRStatus_DS
transfer_retirement	Always	Assign: current_intent =transfer_retirement	--
^	^	Assign: final_intent =transfer_retirement	--
^	^	Prompt: [mm0210_out_76] Okay. Retirement Benefits.	goto: mm3000_ABRStatus_DS
transfer_return_call	Always	Assign: current_intent =transfer_return_call	--
^	^	Assign: final_intent =transfer_return_call	--
^	^	Prompt: [mm0210_out_77] Okay.	goto: mm3000_ABRStatus_DS
transfer_ssi_change	Always	Assign: current_intent =transfer_ssi_change	--
^	^	Assign: final_intent =transfer_ssi_change	--
^	^	Prompt: [mm0210_out_36] Okay. Update Supplemental Security Income Benefits.	goto: mm3000_ABRStatus_DS
transfer_tax_withholding	Always	Assign: current_intent =transfer_tax_withholding	--
^	^	Assign: final_intent =transfer_tax_withholding	--
^	^	Prompt: [mm0210_out_79] Okay.	goto: mm3000_ABRStatus_DS
update_information	Always	Assign: current_intent =update_information	--
^	^	Prompt: [mm0210_out_80] Okay. Change or Update Information.	goto: mm0910_UpdatePersonalInfo_DM

Confirmation Prompts			
Option	Condition	Name	Wording
1099_benefits_statement	Always	mm0210_cnf_ini_14	You're calling about your '1099' statement. Right?
aca_info	Always	mm0210_cnf_ini_88	You're calling about health insurance information. Right?
address_general	Always	mm0210_cnf_ini_12	You're calling about an address. Right?
agent	Always	mm0210_cnf_ini_15	You'd like to speak to someone. Right?
benefits_application	Always	mm0210_cnf_ini_02	You're calling about an application for benefits. Right?
benefits_general	Always	mm0210_cnf_ini_03	Sounds like you're calling about 'Benefits' Right?
benefits_other	Always	mm0210_cnf_ini_03	Sounds like you're calling about 'Benefits' Right?

benefits_verification	Always	mm0210_cnf_ini_72	You're calling about benefits verification, or proof of income. Right?
cards_general	Always	mm0210_cnf_ini_05	Sounds like you're calling about a 'Card.' Is that right?
change_of_address	Always	mm0210_cnf_ini_06	You'd like to change the address or phone number on file. Right?
checks	Always	mm0210_cnf_ini_07	Sounds like you're calling about a benefits payment. Is that right?
citizenship_general	Always	mm0210_cnf_ini_39	You're calling about citizenship. Right?
claims_status_general	Always	mm0210_cnf_ini_01	You're calling to check the status of a claim or application. Right?
claims_status_new	Always	mm0210_cnf_ini_64	Sounds like you're calling about a claim or application. Is that right?
cost_of_living_adjustment	Always	mm0210_cnf_ini_08	You're calling about the Cost of Living Adjustment. Right?
direct_deposit	Always	mm0210_cnf_ini_09	You're calling about direct deposit. Right?
disability_application	Always	mm0210_cnf_ini_81	You're calling to apply for disability benefits. Right?
disability_benefits_general	Always	mm0210_cnf_ini_47	You're calling about disability benefits. Is that right?
earnings_statement	Always	mm0210_cnf_ini_10	You're calling for an 'Earnings' or 'Benefits' Statement. Right?
employment_general	Always	mm0210_cnf_ini_51	Sounds like you're calling about employment. Is that right?
field_office_locator	Always	mm0210_cnf_ini_13	You'd like information about a Social Security office. Right?
forms_general	Always	mm0210_cnf_ini_16	Sounds like you're calling about a 'form.' Is that right?
internet_general	Always	mm0210_cnf_ini_19	You're calling about our website. Right?
main_menu	Always	mm0210_cnf_ini_82	Sounds like you want to go back to the main menu. Is that right?
medicare	Always	mm0210_cnf_ini_21	Sounds like you're calling about Medicare benefits. Is that right?
medicare_replacement_card	Always	mm0210_cnf_ini_04	You're calling about your 'Medicare card.' Right?
myssa_helpdesk	Always	mm0210_cnf_ini_89	You need help with the My Social Security website. Right?
name_or_address_verify	Always	mm0210_cnf_ini_23	Sounds like you're calling about a recent name or address change. Is that right?
payment_late	Always	mm0210_cnf_ini_20	You're calling about a late benefit payment. Right?
replacement_general	Always	mm0210_cnf_ini_74	Sounds like you're calling to get a replacement card or document. Is that right?
representative_payee	Always	mm0210_cnf_ini_22	Sounds like you're calling about 'Representative Payees.' Is that right?
retirement_application	Always	mm0210_cnf_ini_83	You're calling to apply for retirement benefits. Right?

social_security_application	Always	mm0210_cnf_ini_84	You're calling to apply for social security benefits. Right?
social_security_card_general	Always	mm0210_cnf_ini_33	Sounds like you're calling about a 'Social Security card' or a 'Social Security number'. Is that right?
social_security_number_verification	Always	mm0210_cnf_ini_77	You're calling to verify a Social Security number. Right?
social_security_replacement_card	Always	mm0210_cnf_ini_87	You're calling about your 'Social Security card.' Right?
ssi_application	Always	mm0210_cnf_ini_85	You're calling to apply for supplemental security income benefits. Right?
supplemental_security_income	Always	mm0210_cnf_ini_24	You're calling about 'Supplemental Security Income' benefits. Right?
survivor_application	Always	mm0210_cnf_ini_86	You're calling to apply for survivor benefits. Right?
tax_general	Always	mm0210_cnf_ini_18	You're calling about tax information. Right?
transcription_pamphlets	Always	mm0210_cnf_ini_17	Sounds like you're calling to get a pamphlet. Is that right?
transfer_appeal_new	Always	mm0210_cnf_ini_25	You're calling to file an appeal. Right?
transfer_appointment	Always	mm0210_cnf_ini_26	You're calling about an appointment. Right?
transfer_back_payment	Always	mm0210_cnf_ini_27	You're calling about back payment. Right?
transfer_balance	Always	mm0210_cnf_ini_28	You're calling about your balance. Right?
transfer_benefits_problem	Always	mm0210_cnf_ini_29	Sounds like you're calling about a problem with benefits. Right?
transfer_billing	Always	mm0210_cnf_ini_30	Sounds like you have a billing question. Is that right?
transfer_birth	Always	mm0210_cnf_ini_31	Sounds like you're calling about a birth date or birth certificate. Right?
transfer_cancel	Always	mm0210_cnf_ini_32	Sounds like you're calling to cancel benefits or direct deposit. Right?
transfer_case_change	Always	mm0210_cnf_ini_34	You're calling about your Social Security case. Right?
transfer_check_deductions	Always	mm0210_cnf_ini_45	You're calling about a change to, or deductions from, your benefits check. Is that right?
transfer_check_replacement	Always	mm0210_cnf_ini_36	You're calling about a replacement check. Right?
transfer_child_support	Always	mm0210_cnf_ini_37	You're calling about child support. Right?
transfer_circuit_breaker	Always	mm0210_cnf_ini_38	Sounds like you're calling for circuit breaker information. Is that right?
transfer_claims_medicare	Always	mm0210_cnf_ini_40	You're calling about a Medicare claim. Right?
transfer_claim	Always	mm0210_cnf_ini_	You're calling about a new claim. Right?

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ms_new		65	
transfer_college	Always	mm0210_cnf_ini_41	Sounds like your calling about college. Right?
transfer_complaint	Always	mm0210_cnf_ini_42	Sounds like your calling about a complaint. Is that right?
transfer_death	Always	mm0210_cnf_ini_43	You're calling to report a death or get information about death benefits. Right?
transfer_debit_card	Always	mm0210_cnf_ini_44	Sounds like you're calling about a 'Debit Card.' Is that right?
transfer_dependent	Always	mm0210_cnf_ini_46	You're calling about a dependent. Is that right?
transfer_disability	Always	mm0210_cnf_ini_48	Your calling about disability benefits or a disability report. Is that right?
transfer_divorce	Always	mm0210_cnf_ini_49	Sounds like you're calling about a divorce. Is that right?
transfer_earnings_general	Always	mm0210_cnf_ini_50	Sounds like you're calling about earnings. Is that right?
transfer_eligibility	Always	mm0210_cnf_ini_11	Sounds like you have a question about eligibility for benefits. Is that right?
transfer_employment_change	Always	mm0210_cnf_ini_52	You're calling about a change to your employment. Is that right?
transfer_fax	Always	mm0210_cnf_ini_53	Sounds like you're calling to get a fax number or a document faxed. Is that right?
transfer_food_stamps	Always	mm0210_cnf_ini_54	Sounds like you're calling about food stamps. Is that right?
transfer_forms_w2	Always	mm0210_cnf_ini_80	You're calling about a W2 form. Is that right?
transfer_fraud	Always	mm0210_cnf_ini_55	Sounds like you're calling about fraud. Is that right?
transfer_housing	Always	mm0210_cnf_ini_56	You're calling about housing options. Right?
transfer_insurance	Always	mm0210_cnf_ini_57	Sounds like you're calling about insurance. Is that right?
transfer_legal	Always	mm0210_cnf_ini_58	Sounds like you're calling about a legal issue. Is that right?
transfer_letter	Always	mm0210_cnf_ini_59	Sounds like you're calling about a letter. Is that right?
transfer_license	Always	mm0210_cnf_ini_60	You're calling about a license. Right?
transfer_loans	Always	mm0210_cnf_ini_61	You're calling about a loan. Is that right?
transfer_marriage	Always	mm0210_cnf_ini_62	You're calling about a change in marital status. Is that right?
transfer_military_service	Always	mm0210_cnf_ini_63	You're calling about military service. Is that right?
transfer_password	Always	mm0210_cnf_ini_66	Sounds like you're calling about a password. Is that right?
transfer_payment_amount	Always	mm0210_cnf_ini_67	Sounds like you're calling about a payment amount. Is that right?
transfer_pay	Always	mm0210_cnf_ini_	Sounds like you're calling about a payment

ment_arrangement		68	arrangement. Is that right?
transfer_payment_over	Always	mm0210_cnf_ini_69	Sounds like you're calling about an overpayment. Is that right?
transfer_payment_stop	Always	mm0210_cnf_ini_70	You're calling to stop payment. Is that right?
transfer_pension	Always	mm0210_cnf_ini_71	Sounds like you're calling about a pension. Is that right?
transfer_refund	Always	mm0210_cnf_ini_73	You're calling about a refund. Right?
transfer_retirement	Always	mm0210_cnf_ini_75	You're calling about retirement benefits. Right?
transfer_return_call	Always	mm0210_cnf_ini_76	You're returning a call. Right?
transfer_ssi_change	Always	mm0210_cnf_ini_35	You're calling about a change to your Supplemental Security Income benefits. Is that right?
transfer_tax_withholding	Always	mm0210_cnf_ini_78	Sounds like you're calling about tax withholding. Is that right?
update_information	Always	mm0210_cnf_ini_79	Your calling to change or update information. Is that right?

Confirmation Recovery Behavior

Type	Condition	Action	Transition
noinput 1	Always	Prompt: [mm0210_cnf_ni1_01] Sorry. Please say 'yes' or 'no.'	Re-Recognition: Reprompt
noinput 2	Always	Prompt: [mm0210_cnf_ni2_01] Let's try this a different way.	goto: mm0600_BackoffMainMenu_DM
nomatch 1	Always	Prompt: [gl_cnf_nm1_01] Sorry. Please say 'yes' or 'no.'	Re-Recognition: Reprompt
nomatch 2	Always	Prompt: [mm0210_cnf_nm2_01] Let's try this a different way.	goto: mm0600_BackoffMainMenu_DM

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	--	Prompt: [mm0210_nm1_01] Let's try this a different way.	goto: mm0600_BackoffMainMenu_DM
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	--	Prompt: [mm0210_ni1_01] Let's try this a different way.	goto: mm0600_BackoffMainMenu_DM

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

StartOver, operator

Commands: Confirmations


[See 1.2 Global Commands](#)

Config Parameters


Parameter	Value
maxnomatchtotal	1

maxnoinputtotal	1
Developer Notes	
note that the ultimate array of tags in the NLU grammar will be determined by analysis of collected data	

mm0300_GetCOLABroadcast_DB

Database Call 		
Database lookup to retrieve information related to the cost of living adjustment Broadcast message.		
Entering From		
mm0210_SFMainMenu_DM , mm0303_AskRepeatCola_DM		
Input parameters		
Parameter	Value	
broadcastNameCOLA	The wav file to be played.	
language	English	
Output parameters		
Variable	Description	
colaBroadcastPrompt	The name of the recording (wav file)	
colaMsgStartTime	The beginning of the time range when the message needs to be played.	
colaMsgEndTime	The end of the time range when the message needs to be played.	
colaActiveFlag	Indicator that determines if the message is active or not.	
Actions		
Condition	Action	Transition
If colaBroadcastPrompt !="	--	goto: mm0304_COLABroadcastMsg_PP
Else //COLA broadcast not available	--	goto: mm0301_GetCOLABroadcast_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
10/30/2015 - Added db state back in.		

mm0301_GetCOLABroadcast_DS

Decision 		
Check to see if dynamic COLA messaging should be played.		
Entering From		
mm0300_GetCOLABroadcast_DB		
Actions		
Condition	Action	Transition
If colaYear !=" && colaRate !=" && colaSsiPaymentDate !=" && colaSsPaymentDate !="	Log: cola info available	Log: cola info available goto: mm0302_COLAMsg_PP
Else //COLA info not available	Log: cola info not available	throwevent: event=event.operator
Developer Notes		

If any of these variables are null, then the Cola information is not available and caller needs to be transferred.
 colaYear
 colaRate
 colaSsiPaymentDate
 colaSsPaymentDate

mm0302_COLAMsg_PP

Complex Play Prompt 

This state plays the pre-recorded cost of living adjustment information dynamically.

Entering From


[mm0301_GetCOLABroadcast_DS](#), [mm0303_AskRepeatCola_DM](#)

Actions

Condition	Action	Transition
Always	Prompt: [mm0302_out_01] The...	--
^	Prompt: [dynamic] {colaYear /medial /CPR=date/example=two thousand sixteen}	--
^	Prompt: [mm0302_out_03] ...cost-of-living adjustment, or COLA, for Social Security and Supplemental Security Income, or, SSI beneficiaries, will be...	--
^	Prompt: [dynamic] {colaRate /final /CPR=number/example=one point seven percent}	--
^	Prompt: [mm0302_out_05] Changes in payment amount resulting from the COLA, will be included in the SSI payments dated...	--
^	Prompt: [dynamic] {colaSsiPaymentDate /medial /CPR=date/example=December thirty first two thousand sixteen}	--
^	Prompt: [mm0302_out_07] ... and the Social Security payments dated...	--
^	Prompt: [dynamic] {colaSsPaymentDate /final /CPR=date/example=January two thousand sixteen}	--
If <code>colaPremiumAmount!=</code> "	Prompt: [mm0302_out_09] The Centers for Medicare and Medicaid Services have announced that the standard Medicare Part B premium for...	--
^	Prompt: [dynamic] {colaYear /medial /CPR=date/example=two thousand sixteen}	--
^	Prompt: [mm0302_out_11] ...is...	--
^	Prompt: [dynamic] {colaPremiumAmount /medial/CPR=currency/example=one	--

	hundred four dollars and ninety cents}	
^	Prompt: [mm0302_out_13] ... per month.	--
Else //Medicare Part B premium is null	Prompt: [mm0302_out_23] The Centers for Medicare and Medicaid Services have not yet announced the standard Medicare Part B premium for...	--
^	Prompt: [dynamic] {colaYear /final /CPR=date/example= two thousand sixteen}	--
^	Prompt: [mm0302_out_25] We will update this message after announcement of the new Medicare premium amount.	--
Always	Prompt: [silence_500ms] <silence_500ms>	goto: mm0303_AskRepeatCola_DM
Developer Notes		
9/4/15 - Changed mm0302_COLAMsg_PP state to dynamic play prompt as part of CR 332.		

mm0303_AskRepeatCola_DM

YesNo Recognition				
Asks the caller if they'd like to hear the cost of living adjustment message again.				
Entering From				
mm0302_COLAMsg_PP, mm0304_COLABroadcastMsg_PP				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	mm0303_ini_01	Now, would you like to hear that again?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes, yes please // yes		1	<cola_msg_yesno yes>	Never
no, no thanks // no		2	<cola_msg_yesno no>	Never
Actions				
Option	Condition	Action		Transition
no	Always	Prompt: [mm0303_out_01] All right. If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.		goto: mm0200_SFToggle_DS
yes	Always	Prompt: [mm0303_out_02] Sure.		goto: mm0300_GetCOLABroadcast_D B
Recovery Behavior				
Type	Condition	Action		Transition
nomatch 1	Always	Prompt: [mm0303_nm1_01] Let's try again...Would you like to hear that COLA information again?		Re-Recognition:
nomatch 2	Always	Prompt: [mm0303_nm2_01]		Re-Recognition:


		Sorry. To hear the information about this year's 'Cost of Living Adjustment' again, press 1. If you don't want to hear it again, press 2.	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If office_hours==true	Prompt: [mm0303_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS
nomatch 3	Else //office_hours==false)	Prompt: [mm0303_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm0303_ni1_01] If you'd like me to repeat that COLA information, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [mm0303_ni2_01] To speak with someone, press 0. Otherwise,...	goto: mm0200_SFToggle_DS
noinput 2	Else //office_hours==false	Prompt: [mm0303_ni2_02] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
repeat	Always	--	goto: mm0302_COLAMsg_PP
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm0304_COLABroadcastMsg_PP


Simple Play Prompt :))		
This state plays the COLA Broadcast message.		
Entering From		
mm0300_GetCOLABroadcast_DB		
Actions		
Condition	Action	Transition
Never //example	Prompt: [mm0304_out_01] By law, there will not be an automatic increase, also known as a cost-of-living adjustment or COLA, in Social Security benefits or Supplemental Security Income payments in two thousand sixteen. Additional information is available on our web site at w w w dot social security dot g o v slash cola. Our telephone agents and field office staff do not have any additional	--

	information about the two thousand sixteen COLA.	
Always	Prompt: [colaBroadcastPrompt.wav] <COLABroadcastMessage>	--
^	Prompt: [silence_500ms] <silence_500ms>	goto: mm0303_AskRepeatCola_DM
Developer Notes		
10/30/15 - Created new state to play back simple COLA broadcast message.		

mm0305_IsChangeOfAddressEnabled_DS

Decision 		
Identifies if change of address is enabled or not and transitions accordingly.		
Entering From		
mm0210_SFMainMenu_DM, mm0430_AddressDisambig_DM, mm0910_UpdatePersonallInfo_DM, mm1110_UpdatePersonallInfo_DM		
Actions		
Condition	Action	Transition
If coa_active==false	--	Log: coa not active goto: mm0306_ChangeOfAddressMsg_PP
Else //coa_active==true	--	Log: coa active goto: mm0310_ChangeOfAddress_SD
Developer Notes		
--		

mm0306_ChangeOfAddressMsg_PP


Simple Play Prompt 		
Informs callers that they will need their bank routing number and account number in order to continue.		
New state added as part of CR 541 Sept 2019.		
Entering From		
mm0305_IsChangeOfAddressEnabled_DS		
Actions		
Condition	Action	Transition
Always	Prompt: [mm0306_out_01] To change your address, you must have your complete old and new address information available. If you have this information, please hold. If you do not have this information, call us back once you locate it so that we can assist you.	goto: mm0327_ExpressCallService_DM
Developer Notes		
--		

mm0310_ChangeOfAddress_SD

Subdialog Call 		
Subdialog call for Change of Address		


Entering From		
mm0305_IsChangeOfAddressEnabled_DS		
Dialog called		
Proceed to initial node in: ChangeOfAddress		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If <code>attestation_confirmed=declined</code>	--	goto: mm3000_ABRStatus_DS
Else if <code>coa_transaction_status=success</code>	--	goto: mm0210_SFMainMenu_DM
Else if <code>coa_transaction_status=receiving_ssi</code>	--	goto: mm3000_ABRStatus_DS
Else if <code>coa_transaction_status=not_eligible</code>	--	goto: mm0200_SFToggle_DS
Else if <code>coa_transaction_status=non_resident</code>	--	goto: mm3000_ABRStatus_DS
Else if <code>coa_transaction_status=not_self</code>	--	goto: mm3000_ABRStatus_DS
Else if <code>coa_transaction_status=no_zip</code>	--	goto: mm0200_SFToggle_DS
Else if <code>coa_transaction_status=effective_later</code>	--	goto: mm3000_ABRStatus_DS
Else <code>//coa_transaction_status=failure</code>	Assign: transfer_reason=failure	goto: mm3000_ABRStatus_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mm0320_FieldOfficeLocator_SD


Subdialog Call 	
Subdialog call for Field Office Locator	
Entering From	
mm0210_SFMainMenu_DM, mm0430_AddressDisambig_DM, mm0460_SSNVerification_DM, mm0530_BenefitsStatement_SD, mm0600_BackoffMainMenu_DM, mm1430_SocialSecurityCardMenu_DM, mm1520_GetForm_DM, mm1600_SubmitForm_DM, mm2120_ChangeMsg_DM, mm2200_BecomePayee_DM	
Dialog called	
Proceed to initial node in: FieldOfficeLocator	
Input parameters	
Parameter	Value
--	--
Output parameters	

Variable		Subdialog Variable	
--		--	
Actions			
Condition		Action	Transition
If fol_transaction_status ==success	If card_type ==both	Prompt: [mm0320_out_01] Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Prompt: [mm0320_out_02] If you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
Else if fol_transaction_status ==dont_know_zip		--	goto: mm3000_ABRStatus_DS
Else //If fol_transaction_status ==failure)		Assign: transfer_reason =failure	goto: mm3000_ABRStatus_DS
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

mm0323_DirectDepositMsg_PP

Simple Play Prompt 		
Informs callers that they can enroll or make changes to their Direct Deposit online.		
Updated as part of CR 541 Sept 2019.		
Entering From		
mm0210_SFMainMenu_DM , mm0610_BackoffOtherOptionsMenu_DM , mm0700_Benefits_DM , mm0910_UpdatePersonalInfo_DM		
Actions		
Condition	Action	Transition
Always	Prompt: [mm0323_out_01] Did you know you can enroll in or make changes to your direct deposit account by going online and using your MySocialSecurity account? Go to www dot Social Security dot G-O-V and click on my Social Security. To change your direct deposit, you must have your current bank routing number and account number. If you have this information, please hold. If you do not have this information, call us back once you locate it so that we can assist you.	goto: mm0325_IsDirectDepositEnabled_DS
Developer Notes		
--		

mm0325_IsDirectDepositEnabled_DS

Decision 	
Identifies if direct deposit is enabled or not and transitions accordingly.	
Entering From	
mm0323_DirectDepositMsg_PP	


Actions		
Condition	Action	Transition
If <code>direct_deposit_active==false</code>	--	Log: if direct deposit not active goto: mm0327_ExpressCallService_DM
Else	--	Log: direct deposit active goto: mm0330_DirectDeposit_SD
Developer Notes		
--		

mm0327_ExpressCallService_DM

YesNo Recognition			
Asks the caller if they ALSO want to update their direct deposit or change of address.			
New state added as part of CR 541 Sept 2019.			
Entering From			
mm0306_ChangeOfAddressMsg_PP , mm0325_IsDirectDepositEnabled_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	If <code>final_intent == direct_deposit</code>	mm0327_ini_01	Do you also want to change your address?
initial	Else // <code>final_intent == change_of_address</code>	mm0327_ini_02	Do you also want to update your direct deposit information?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	< result yes>	Never
no	2	< result no>	Never
Actions			
Option	Condition	Action	Transition
yes	If <code>final_intent==direct_deposit</code>	Prompt: [mm0327_out_02] Alright. Please make sure you ALSO have your current bank routing number and account number available.	--
^	Else // <code>final_intent==change_of_address</code>	Prompt: [mm0327_out_03] Alright. Please make sure you ALSO have your complete old and new address information available.	--
^	Always	--	goto: mm0329_AnythingElse_DM
no	Always	--	goto: mm0329_AnythingElse_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	If <code>final_intent == direct_deposit</code>	Prompt: [mm0327_nm1_01] Do you also want to change your address in *addition* to updating your direct deposit information? Please say Yes or No.	Re-Recognition:

nomatch 1	Else //final_intent == change_of_address	Prompt: [mm0327_nm1_02] Do you also want to update your direct deposit information in *addition* to changing your address? Please say Yes or No.	Re-Recognition:
nomatch 2	If final_intent == direct_deposit	Prompt: [mm0327_nm2_01] Sorry. If you need to change your address in *addition* to updating your direct deposit information, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
nomatch 2	Else //final_intent == change_of_address	Prompt: [mm0327_nm2_02] Sorry. If you need to update your direct deposit information in *addition* to changing your address, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	If final_intent == direct_deposit	Prompt: [mm0327_ni1_01] If you'd like to change your address in *addition* to updating your direct deposit, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 1	Else //final_intent == change_of_address	Prompt: [mm0327_ni1_02] If you'd like to update your direct deposit in *addition* to changing your address, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If final_intent == direct_deposit	Prompt: [mm0327_ni2_01] Sorry. To change your address in *addition* to updating your direct deposit information, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Else //final_intent == change_of_address	Prompt: [mm0327_ni2_02] Sorry. To update your direct deposit information in *addition* to changing your address, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm0329_AnythingElse_DM

YesNo Recognition 				
New state added as part of CR 541 Sept 2019.				
Entering From				
mm0327_ExpressCallService_DM				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	mm0329_ini_01	Now, will you need help with anything ELSE today?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes		1	<result yes>	Never
no		2	<result no>	Never
Actions				
Option	Condition	Action	Transition	
yes	Always	--	goto: mm3000_ABRStatus_DS	
no	Always	Assign: isSkillTransfer =true	goto: mm3000_ABRStatus_DS	
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [mm0329_nm1_01] Do you need help with anything else BESIDES changing your address or updating your direct deposit? Please say Yes or No.	Re-Recognition:	
nomatch 2	Always	Prompt: [mm0329_nm2_01] If you need help with anything else BESIDES changing your address or updating your direct deposit, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:	
nomatch 3	Always	Assign: transfer_reason =error	--	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS	
noinput 1	Always	Prompt: [mm0329_ni1_01] Sorry. Do you need help with anything else BESIDES changing your address or updating your direct deposit information? Please say Yes or No.	Re-Recognition:	
noinput 2	Always	Prompt: [mm0329_ni2_01] Sorry. If you need help with anything else BESIDES changing your address or updating your direct deposit information, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:	
noinput 3	Always	Assign: transfer_reason =error	--	
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS	
Commands: State-Specific Behavior				
See 1.2 Global Commands				
Commands: Confirmations				


[See 1.2 Global Commands](#)

Config Parameters	
Parameter	Value
--	--


Developer Notes

Created new boolean variable [isSkillTransfer](#) with default to false. It will be passed to ICM to assist with call routing.

mm0330_DirectDeposit_SD


Subdialog Call 		
Subdialog call for Direct Deposit		
Entering From		
mm0325_IsDirectDepositEnabled_DS		
Dialog called		
Proceed to initial node in: DirectDeposit		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If attestation_confirmed ==declined	--	goto: mm3000_ABRStatus_DS
Else if dd_transaction_status ==success	--	goto: mm0200_SFToggle_DS
Else if dd_transaction_status ==receiving_ssi	--	goto: mm3000_ABRStatus_DS
Else if dd_transaction_status ==not_eligible	--	goto: mm0200_SFToggle_DS
Else if dd_transaction_status ==non_resident	--	goto: mm3000_ABRStatus_DS
Else if dd_transaction_status ==not_self	--	goto: mm3000_ABRStatus_DS
Else if dd_transaction_status ==dont_know_info	--	goto: mm0200_SFToggle_DS
Else // dd_transaction_status =failure	Assign: transfer_reason =failure	goto: mm3000_ABRStatus_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mm0400_GetTaxesBroadcast_DB

Database Call 	
Database lookup to retrieve information related to the tax informational Broadcast message.	
Entering From	

mm0210_SFMainMenu_DM, mm0410_AskRepeatTaxes_DM		
Input parameters		
Parameter	Value	
broadcastNameTax	The wav file to be played.	
language	English	
Output parameters		
Variable	Description	
taxBroadcastPrompt	The name of the recording (wav file)	
taxMsgStartTime	The beginning of the time range when the message needs to be played.	
taxMsgEndTime	The end of the time range when the message needs to be played.	
taxActiveFlag	Indicator that determines if the message is active or not.	
Actions		
Condition	Action	Transition
If taxBroadcastPrompt!="	--	goto: mm0405_TaxBroadcastMsg_PP
Else	--	goto: mm0401_GetTaxesBroadcast_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
10/30/2015 - Added db state back in.		

mm0401_GetTaxesBroadcast_DS

Decision 		
Check to see if dynamic tax messaging should be played.		
Entering From		
mm0400_GetTaxesBroadcast_DB		
Actions		
Condition	Action	Transition
If taxYear!=" && taxAmount1SelfEmp!=" && taxAmount2MaxTax!=" && taxAmount3MaxSs!=" && taxRate1ContEe!=" && taxRate2ConSelfEmp!=" && taxRate3SsTax!=" && taxRate4MedTax!="	Log: tax info available	Log: tax info available goto: mm0404_TaxesMsg_PP
Else //tax info not available	Log: tax info not available	throwevent: event=event.operator
Developer Notes		
If any of these variables are null, then the Tax information is not available and caller needs to be transferred. taxYear taxAmount1SelfEmp taxAmount2MaxTax taxAmount3MaxSs taxRate1ContEe taxRate2ConSelfEmp taxRate3SsTax taxRate4MedTax		


mm0404_TaxesMsg_PP

Complex Play Prompt :))		
This state plays the pre-recorded tax information message.		
Entering From		
mm0401_GetTaxesBroadcast_DS, mm0410_AskRepeatTaxes_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm0404_out_05] Whenever you work in a job that's covered by Social Security, your employer must deduct your Social Security and Medicare taxes from your salary, and must pay an equal employer's share of the taxes. If you're self-employed and the net profit from your business is more than...	--
^	Prompt: [dynamic] {taxAmount1SelfEmp /medial /CPR=currency/example=four hundred dollars}	--
^	Prompt: [mm0404_out_07] ...that, too, is covered by Social Security and Medicare. You must report those earnings and pay the Social Security and Medicare taxes when you file your personal income tax return for the year.	--
^	Prompt: [silence_500ms] <silence_500ms>	--
^	Prompt: [mm0404_out_09] The...	--
^	Prompt: [dynamic] {taxYear/medial /CPR=date/example= two thousand sixteen}	--
^	Prompt: [mm0404_out_11] ...contribution rate is...	--
^	Prompt: [dynamic] {taxRate1ContEe /medial /CPR=ratnum/example=seven point six five}	--
^	Prompt: [mm0404_out_13] ...percent...	--
^	Prompt: [mm0404_out_14] ... for employees and...	--
^	Prompt: [dynamic] {taxRate2ConSelfEmp /medial /CPR=ratnum/example=seven point six five}	--
^	Prompt: [mm0404_out_16] ...percent...	--
^	Prompt: [mm0404_out_17] ... for self-employed people. The rates are broken out as follows: The Social Security tax rate is...	--
^	Prompt: [dynamic]	--


	{taxRate3SsTax /medial /CPR=natnum/example=seven point six five}	
^	Prompt: [mm0404_out_19] ...percent...	--
^	Prompt: [mm0404_out_20] ...up to the maximum taxable amount of...	--
^	Prompt: [dynamic] {taxAmount2MaxTax /medial /CPR=currency/example=four hundred dollars}	--
^	Prompt: [mm0404_out_22] ...in...	--
^	Prompt: [dynamic] {taxYear /medial /CPR=date/example= two thousand sixteen}	--
^	Prompt: [mm0404_out_24] Thus, the maximum Social Security tax withheld is...	--
^	Prompt: [dynamic] {taxAmount3MaxSs /final /CPR=currency/example=four hundred dollars}	--
^	Prompt: [mm0404_out_26] The Medicare tax rate is...	--
^	Prompt: [dynamic] {taxRate4MedTax /medial /CPR=natnum/example=seven point six five}	--
^	Prompt: [mm0404_out_28] ...percent.	--
^	Prompt: [mm0404_out_29] Both amounts are doubled for self-employed individuals. When you have more than one job in a year, each of your employers must withhold Social Security taxes on your wages without regard to what the other employers may have withheld. You may then end up with total Social Security taxes withheld that exceed the maximum.	--
^	Prompt: [silence_500ms] <silence_500ms>	--
^	Prompt: [mm0404_out_31] You can claim a refund for the excess taxes that were withheld when you file your personal income tax return with the Internal Revenue Service. If you're receiving Social Security benefits and continue to work, these extra earnings may help increase the amount of your benefits. We check these additional earnings each year, and if they raise your benefits, we'll notify you of the new amount.	--
Always	Prompt: [silence_500ms] <silence_500ms>	goto: mm0410_AskRepeatTaxes_DM
Developer Notes		

--

mm0405_TaxBroadcastMsg_PP


Simple Play Prompt 		
This state plays the Tax Broadcast message.		
Entering From		
mm0400_GetTaxesBroadcast_DB		
Actions		
Condition	Action	Transition
Always	Prompt: [taxBroadcastPrompt.wav] <TaxBroadcastMessage>	--
^	Prompt: [silence_500ms] <silence_500ms>	goto: mm0410_AskRepeatTaxes_DM
Developer Notes		
--		

mm0410_AskRepeatTaxes_DM

YesNo Recognition 			
Asks the caller if they'd like to hear the taxes message again.			
Entering From			
mm0404_TaxesMsg_PP, mm0405_TaxBroadcastMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0410_ini_01	Now, would you like to hear that again?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes, yes please // yes	1	<cola_msg_yesno yes>	Never
no, no thanks // no	2	<cola_msg_yesno no>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Prompt: [mm0410_out_01] All right. If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.	goto: mm0200_SFToggle_DS
yes	Always	Prompt: [mm0410_out_02] Sure.	goto: mm0400_GetTaxesBroadcast_D B
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0410_nm1_01] Let's try again...Would you like to hear that tax information again?	Re-Recognition:

nomatch 2	Always	Prompt: [mm0410_nm2_01] Sorry. To hear the information about taxes and the Social Security Administration again, press 1. If you don't want to hear it again, press 2.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If <code>office_hours==true</code>	Prompt: [mm0410_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS
nomatch 3	Else // <code>office_hours=false</code>	Prompt: [mm0410_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm0410_ni1_01] If you'd like me to repeat that tax information, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If <code>office_hours==true</code>	Prompt: [mm0410_ni2_01] To speak with someone, press 0. Otherwise,...	goto: mm0200_SFToggle_DS
noinput 2	Else // <code>office_hours=false</code>	Prompt: [mm0410_ni2_02] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
repeat	--	--	goto: mm0404_TaxesMsg_PP
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm0420_AddressVerifyMsg_DM

YesNo Recognition 			
Informational message for callers wanting to verify their name or address.			
Entering From			
mm0210_SFMainMenu_DM , mm0420_AddressVerifyMsg_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0420_ini_01	If you've recently submitted a change of name or address, you should know that it takes approximately three business days to change our records. Social Security will send a confirmation letter to your old address a few days after your request. If you have your check mailed to you, it may take three WEEKS from the date of your confirmation letter to change your address on your benefit check. If you requested that the change take

			place as soon as possible, the notice and your check may still go to your old address until we've had a chance to update our records. Oh, and to make sure you get all of your mail, don't forget to contact the Post Office to register your change of address.
initial	^	silence_500ms	<500ms silence>
initial	^	mm0420_ini_03	Now, would you like to hear that information again?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes, yes please // yes		1	<ss5verify_msg_yesno yes>
no, no thanks // no		2	<ss5verify_msg_yesno no>
Actions			
Option	Condition	Action	Transition
no	Always	Prompt: [mm0420_out_01] All right. If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.	goto: mm0200_SFToggle_DS
yes	Always	Prompt: [mm0420_out_02] Sure.	goto: mm0420_AddressVerifyMsg_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0420_nm1_01] Let's try again...Would you like to hear that information again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm0420_nm2_01] Sorry. To hear the information again, press 1. If you don't want to hear it again, press 2.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If office_hours==true	Prompt: [mm0420_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS
nomatch 3	Else //office_hours==false	Prompt: [mm0420_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm0420_ni1_01] If you'd like me to repeat that information, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [mm0420_ni2_01] To speak with someone, press 0. Otherwise,...	goto: mm0200_SFToggle_DS
noinput 2	Else //office_hours==false	Prompt: [mm0420_ni2_02] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			


Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
Automatically returns to SFMainMenu on 2nd noinput	

mm0430_AddressDisambig_DM

CustomContext Recognition			
This is a disambiguation state to determine if the caller wants to update their personal address or find a Social Security field office.			
Entering From			
mm0210_SFMainMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0430_ini_01	Which would you like to do -- 'Update Your Address' or 'Find a Social Security Office'?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
update address, update my address	1	< address_disambig_menu update_address>	If Necessary
find a Social Security office, Social Security office, find an office, office	2	< address_disambig_menu office>	If Necessary
Actions			
Option	Condition	Action	Transition
update_address	Always	Assign: current_task =change_address	--
^	^	Assign: final_intent =change_of_address	--
^	^	Prompt: [mm0430_out_01] All right.	goto: mm0305_IsChangeOfAddressEnabled_DS
office	Always	Assign: current_task =field_office_locator	--
^	^	Assign: final_intent =field_office_locator	--
^	^	Prompt: [mm0430_out_02] All right.	goto: mm0320_FieldOfficeLocator_SD
Confirmation Prompts			
Option	Condition	Name	Wording
update_address	Always	mm0430_cnf_ini_01	You want to update YOUR address. Right?
office	Always	mm0430_cnf_ini_02	You'd like to find a local Social Security office. Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0430_nm1_01] Let's try again...You can say 'Update Address' or 'Find an Office'.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0430_nm2_01] Sorry. If you would like to update your address, say 'Update Address' or press 1. Otherwise, if you'd like to find a local Social Security office, say 'Find an Office' or press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0430_ni1_01] If you want to update your address, say 'Update Address'. Otherwise, to find a Social Security office, say 'Find an Office'.	Re-Recognition:
noinput 2	Always	Prompt: [mm0430_ni2_01] Sorry. If you would like to update your address, say 'Update Address' or press 1. Otherwise, if you'd like to find a local Social Security office, say 'Find an Office' or press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm0440_DisabilityDisambig_DM

CustomContext Recognition 			
This is a disambiguation state to determine if the caller wants to apply for benefits, check on the status of a claim, or if they're calling about a benefit check.			
Entering From			
mm0210_SFMainMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0440_ini_01	Which of these are you calling about -- you can say 'Apply for Benefits', 'Claim Status', 'Benefit Check', or say 'It's Something Else'.

Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
apply, apply for benefits	1	<disability_disambig_menu apply>	If Necessary
claim status, status of a claim	2	<disability_disambig_menu claim_status>	If Necessary
benefit check, check	3	<disability_disambig_menu check>	If Necessary
something else, it's something else	4	<disability_disambig_menu else>	If Necessary
Actions			
Option	Condition	Action	Transition
apply	Always	Assign: final_intent =apply	--
^	^	Prompt: [mm0440_out_01] All right.	goto: mm3000_ABRStatus_DS
claim_status	Always	Assign: current_task =application_status	--
^	^	Assign: final_intent =claims_status_general	--
^	^	Prompt: [mm0440_out_02] All right.	goto: mm0515_ApplicationStatusKBA_DS
check	Always	Assign: current_task =checks	--
^	^	Prompt: [mm0440_out_03] All right.	goto: mm1900_ReceivingBenefits_DM
else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm0440_out_04] All right.	goto: mm3000_ABRStatus_DS
Confirmation Prompts			
Option	Condition	Name	Wording
apply	Always	mm0440_cnf_ini_01	You want to 'Apply for Benefits'. Right?
check	Always	mm0440_cnf_ini_02	Your calling about a 'Benefit Check'. Right?
claim_status	Always	mm0440_cnf_ini_03	You want to check the 'Status of a Claim'. Right?
else	Always	mm0440_cnf_ini_04	You're calling about 'Something Else.' Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0440_nm1_01] Let's try again...You can say 'Apply for Benefits', 'Claim Status', 'Benefit Check', or 'It's Something Else'.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0440_nm2_01] Sorry. If you need to apply for disability benefits, say 'Apply for Benefits' or press 1. If you need to check the status of a disability claim,	Re-Recognition:

		say 'Claim Status' or press 2. If you are calling about a disability check, say 'Benefit Check' or press 3. OR, for anything else, press 4.	
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0440_ni1_01] If you need to apply for disability benefits, say 'Apply for Benefits'. If you need to check the status of a disability claim, say 'Claim Status'. If you are calling about a disability check, say 'Benefit Check'. OR, for anything else, say 'It's Something Else' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm0440_ni2_01] Sorry. If you need to apply for disability benefits, say 'Apply for Benefits' or press 1. If you need to check the status of a disability claim, say 'Claim Status' or press 2. If you are calling about a disability check, say 'Benefit Check' or press 3. OR, for anything else, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
--	--

Developer Notes


5/4/2015 - Added two synonyms for option 1 "Apply" and "Apply for benefits" and have confirmation set to ALWAYS: "yes" and "okay"

mm0450_EmploymentDisambig_DM

CustomContext Recognition 			
This is a disambiguation state to determine if the caller needs a copy of their work history (form 7004) or if they are calling about something else related to employment.			
Entering From			
mm0210_SFMainMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0450_ini_01	Do you need a copy of your work history?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm


yes	1	<employment_disambig_menu_yes no yes>	Never
no	2	<employment_disambig_menu_yes no no>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: final_intent =<current_intent>	--
^	^	Prompt: [mm0450_out_01] All right.	goto: mm3000_ABRStatus_DS
yes	Always	Assign: current_task =transcription_7004	--
^	^	Assign: final_intent =transcription_7004	--
^	^	Prompt: [mm0450_out_02] All right.	goto: mm2000_ReceivingBenefits_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0450_nm1_01] Let's try again...DO you need a copy of your work history?	Re-Recognition:
nomatch 2	Always	Prompt: [mm0450_nm2_01] Sorry. If you need a copy of your work history, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0450_ni1_01] If you need a copy of your work history, also known as form 7004, say 'Yes'. If not, say 'No'.	Re-Recognition:
noinput 2	Always	Prompt: [mm0450_ni2_01] Sorry. If you need a copy of your work history, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm0460_SSNVerification_DM

CustomContext Recognition 			
This state advises the caller on how to verify a Social Security number, whether they are an employer or calling to verify their own.			
Entering From			
mm0210_SFMainMenu_DM, mm0460_SSNVerification_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0460_ini_01	If you're an employer calling to verify the Social Security numbers of current or former employees, you'll need to visit our website at 'Social Security dot G O V, slash B S O'. If you're calling verify your OWN Social Security number, you'll need to visit your local Social Security Field Office.
initial	^	silence_500ms	<500ms silence>
initial	^	mm0460_ini_03	You can say 'Repeat That' or 'Find an Office'. Or, if you're finished, just say 'I'm Finished'.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat, repeat that	1	<ssn_verify_menu repeat>	Never
find an office, local office	2	<ssn_verify_menu office>	If Necessary
i'm finished, i'm done	3	<ssn_verify_menu finished>	Never
Actions			
Option	Condition	Action	Transition
office	Always	Assign: current_task =field_office_locator	--
^	^	Assign: final_intent =field_office_locator	--
^	^	Prompt: [mm0460_out_01] All right.	goto: mm0320_FieldOfficeLocator_SD
finished	Always	Assign: final_intent =<current_intent>	--
^	^	Prompt: [mm0460_out_02] If you're done, feel free to hang up. Otherwise,...	goto: mm0200_SFToggle_DS
Confirmation Prompts			
Option	Condition	Name	Wording
office	Always	mm0460_cnf_ini_01	You'd like to find a local Social Security office. Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0460_nm1_01] Let's try again...You can say 'Repeat', 'Find an Office', or 'I'm Finished'.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0460_nm2_01] Sorry. To hear that information again,	Re-Recognition:

		say 'Repeat' or press 1. If you want to find a local Social Security office, say 'Find an Office' or press 2. OR, if you're finished, simply say 'I'm Finished' or press 3.	
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0460_ni1_01] To hear that information again, say 'Repeat'. If you need to verify your own Social Security number and want to find a local Social Security office, say 'Find an Office'. OR, if you're finished, simply say 'I'm Finished'.	Re-Recognition:
noinput 2	Always	Prompt: [mm0460_ni2_01] Sorry. To hear that information again, say 'Repeat' or press 1. If you want to find a local Social Security office, say 'Find an Office' or press 2. OR, if you're finished, simply say 'I'm Finished' or press 3.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
repeat	--	Prompt: [mm0460_repeat_01] Sure.	goto: mm0460_SSNVerification_DM
Commands: Confirmations			
See 1.2 Global Commands			
Commands: Grammar			
Sample Expressions	DTMF	Command	Confirm
repeat that, repeat	9	repeat	Never
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			


mm0470_ReplacementDisambig_DM

CustomContext Recognition 			
This is a disambiguation state to determine if the caller wants to get a replacement 1099, card, or something else.			
Entering From			
mm0210_SFMainMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0470_ini_01	Which of these do you need to replace -- a 'Benefits


			Statement (or '1099'), a 'Medicare or Social Security Card', or say 'It's Something Else'?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
benefits statement, 1099	1	<replacement_disambig_menu 1099>	If Necessary
medicare card, social security card, card	2	<replacement_disambig_menu card>	If Necessary
something else	3	<replacement_disambig_menu else>	If Necessary
Actions			
Option	Condition	Action	Transition
1099	Always	Assign: current_task =benefits_statement	--
^	^	Assign: final_intent =1099_benefits_statement	--
^	^	Prompt: [mm0470_out_01] All right. Replacement Benefits Statement (or '1099').	goto: mm0525_BenefitsStatementKBA_DS
card	Always	Prompt: [mm0470_out_02] All right. Replacement Card.	goto: mm1300_WhichCard_DM
else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm0470_out_03] All right.	goto: mm3000_ABRStatus_DS
Confirmation Prompts			
Option	Condition	Name	Wording
1099	Always	mm0470_cnf_ini_01	You want a replacement 'Benefits Statement (or 1099)'. Right?
card	Always	mm0470_cnf_ini_02	You want a replacement 'Medicare or Social Security Card'. Right?
else	Always	mm0470_cnf_ini_03	You're calling about 'Something Else.' Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0470_nm1_01] Let's try again...You can say 'Benefits Statement', 'Medicare or Social Security Card', OR say 'It's Something Else'.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0470_nm2_01] Sorry. If you need to get a replacement 'Benefits Statement (or 1099)', press 1. For a replacement 'Medicare or Social Security Card', press 2. OR, for anything else, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01]	goto: mm3000_ABRStatus_DS

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

mm0500_BEVEKBA_DS


Decision 		
Sets variable for use by the KBA for the 'Benefits Verification' task		
Entering From		
mm0610_BackoffOtherOptionsMenu_DM , mm0900_BenefitsMoreOptions_DM , mm2010_BenefitsEarnings_DM , mm2300_FormsGeneral_DM , mm2400_EarningsMenu_DM		
Actions		
Condition	Action	Transition
Always	Assign: beve_transaction_status ="	Log: always goto: mm0503_BEVEMsg_PP
Developer Notes		
--		

mm0503_BEVEMsg_PP


Simple Play Prompt 	
New play prompt state to play new online advertising option for Benefits Verification (BEVE).	
Entering From	
mm0500_BEVEKBA_DS	
Actions [Barge-in is OFF]	

Condition	Action	Transition
Always	Prompt: [mm0503_out_01] You may be able to obtain a benefit verification, sometimes called a proof of income letter, as verification that you do or do not receive benefits, by going online and using your MySocialSecurity account. Go to www dot Social Security dot GOV and click on my Social Security.	goto: mm0505_BEVE_SD
Developer Notes		
Barge-in turned off!		

mm0505_BEVE_SD


Subdialog Call 		
Subdialog call for Benefits Verification		
Entering From		
mm0503_BEVEMsg_PP		
Dialog called		
Proceed to initial node in: BenefitsVerification		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If <code>attestation_confirmed==declined</code>	--	goto: mm3000_ABRStatus_DS
Else if <code>beve_transaction_status==success</code>	--	goto: mm0200_SFToggle_DS
Else if <code>beve_transaction_status==change_address</code>	--	goto: mm3000_ABRStatus_DS
Else // <code>beve_transaction_status == failure</code>	Assign: <code>transfer_reason =failure</code>	goto: mm3000_ABRStatus_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mm0515_ApplicationStatusKBA_DS


Decision 
Sets variable for use by the KBA for the 'Claim Status' task
Entering From
mm0210_SFMainMenu_DM, mm0440_DisabilityDisambig_DM, mm0600_BackoffMainMenu_DM, mm0700_Benefits_DM, mm0810_ApplicationStatusQuestion_DM
Actions

Condition	Action	Transition
Always	Assign: <code>claims_transaction_status ="</code>	Log: always goto: mm0518_ClaimsMsg_PP
Developer Notes		
--		

mm0518_ClaimsMsg_PP


Simple Play Prompt 		
New play prompt state advertising the new online claims status application behind the MySocialSecurity portal.		
Entering From		
mm0515_ApplicationStatusKBA_DS		
Actions		
Condition	Action	Transition
Always	Prompt: [mm0518_out_01] You may be able to request the status of a claim or appeal by going online and using your MySSA account. Go to www dot Social Security dot GOV and click on my Social Security.	goto: mm0520_ApplicationStatus_SD
Developer Notes		
--		

mm0520_ApplicationStatus_SD


Subdialog Call 		
Subdialog call for Claim Status		
Entering From		
mm0518_ClaimsMsg_PP		
Dialog called		
Proceed to initial node in: ClaimStatusRequests		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If <code>attestation_confirmed==declined</code>	--	goto: mm3000_ABRStatus_DS
Else if <code>claims_transaction_status==success</code>	--	goto: mm0200_SFToggle_DS
Else if <code>claims_transaction_status==no_confirmation_number</code>	--	goto: mm3000_ABRStatus_DS
Else <code>//claims_transaction_status==failure</code>	Assign: <code>transfer_reason =failure</code>	goto: mm3000_ABRStatus_DS
Recovery Behavior		

See 1.1 Global Recovery Behavior
Developer Notes
--

mm0525_BenefitsStatementKBA_DS


Decision 		
Sets variable for use by the KBA for the 'Benefits statement' task		
Entering From		
mm0210_SFMainMenu_DM, mm0470_ReplacementDisambig_DM, mm0610_BackoffOtherOptionsMenu_DM, mm2010_BenefitsEarnings_DM, mm2300_FormsGeneral_DM, mm2400_EarningsMenu_DM		
Actions		
Condition	Action	Transition
Always	Assign: benefits_statement_transaction_status ="	Log: always goto: mm0530_BenefitsStatement_SD
Developer Notes		
--		

mm0530_BenefitsStatement_SD


Subdialog Call 		
Subdialog call for Benefits Statement		
Entering From		
mm0525_BenefitsStatementKBA_DS		
Dialog called		
Proceed to initial node in: ReplacementBenefitStatement		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If attestation_confirmed==declined	--	goto: mm3000_ABRStatus_DS
Else if benefits_statement_transaction_status==success	Prompt: [mm0530_out_01] If you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
Else if benefits_statement_transaction_status==previous_year	--	goto: mm3000_ABRStatus_DS
Else if benefits_statement_transaction_status==field_office	--	goto: mm0320_FieldOfficeLocator_SD
Else if benefits_statement_transaction_status==replacement	--	goto: mm3000_ABRStatus_DS
Else	Assign: transfer_reason =failure	goto: mm3000_ABRStatus_DS

//benefits_statement_transaction_status==failure		
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		


mm0540_BestTimeMsg_PP

		Play Prompt 
Informational message about the best time to call		
Entering From		
--		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm0540_out_01] Agents are available Monday through Friday from 7 AM to 7 PM (except for holidays). Our lines are busiest early in the week and early in the month. You can call any time - 24 hours a day, 7 days a week - to use our automated services. And when you call, it'll help to have your Social Security number handy.	--
^	Prompt: [silence_500ms] <500ms silence>	--
^	Prompt: [mm0540_out_03] Now,...	goto: mm0200_SFToggle_DS
Developer Notes		
NOTE: this state is currently NOT called		


mm0545_TranscriptionKBA_DS

		Decision 
Sets variable for use by the KBA for the 'Transcription' tasks		
Entering From		
mm0210_SFMainMenu_DM, mm0900_BenefitsMoreOptions_DM, mm1520_GetForm_DM, mm1770_OrderDrugFormQuestion_DM, mm2040_FutureBenefits_DM, mm2400_EarningsMenu_DM		
Actions		
Condition	Action	Transition
If current_task == transcription_7004	If form_7004_delivery == false	-- Log: 7004 forms will not be delivered goto: mm3000_ABRStatus_DS
^	Else //form_7004_delivery ==true	Assign: transcription_transaction_status =" Log: 7004 forms will be delivered goto: mm0550_Transcription_SD
Else	Assign: transcription_transaction_status ="	Log: other task (not transcription_7004) goto: mm0550_Transcription_SD
Developer Notes		
Form_7004_delivery is set to false in the current IVR configuration		

mm0550_Transcription_SD

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

mm0555_MRCKBAWebsite_PP


Simple Play Prompt 		
Created new play prompt to encourage callers to use the MySSA website to request their 1099/1042 statements.		
Entering From		
mm0210_SFMainMenu_DM , mm1105_MedicareCardsMenu_DM , mm1710_ReplacementCardQuestion_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm0555_out_01] Did you know you can request a replacement Medicare card by going online and using your MySSA account? Go to www dot Social Security dot GOV and click on my Social Security.	goto: mm0560_MRCKBA_DS
Developer Notes		
Barge-in turned off!		

mm0560_MRCKBA_DS


Decision 
--

Sets variable for use by the KBA for the 'Medicare Replacement Card' task		
Entering From		
mm0555_MRCMySSAWebsite_PP		
Actions		
Condition	Action	Transition
Always	Assign: <code>mrc_transaction_status = "</code>	Log: always goto: mm0565_MRC_SD
Developer Notes		
--		

mm0565_MRC_SD

Subdialog Call 		
Subdialog call for Medicare Replacement Card		
Entering From		
mm0560_MRCKBA_DS		
Dialog called		
Proceed to initial node in: MedicareReplacementCard		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If <code>attestation_confirmed==declined</code>	--	goto: mm3000_ABRStatus_DS
Else if <code>mrc_transaction_status==success</code>	--	goto: mm0200_SFToggle_DS
Else if <code>mrc_transaction_status==change_address</code>	--	goto: mm3000_ABRStatus_DS
Else // <code>mrc_transaction_status==failure</code>	Assign: <code>transfer_reason =failure</code>	goto: mm3000_ABRStatus_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mm0600_BackoffMainMenu_DM

CustomContext Recognition 
Directed Dialog version of the Main Menu.
Entering From
mm0200_SFToggle_DS , mm0210_SFMainMenu_DM , mm0610_BackoffOtherOptionsMenu_DM
Initial Prompts

Type	Condition	Name	Wording
initial	If <code>first_entry==true</code>	If <code>non_national_transfer==true</code>	mm0600_ini_01 Okay. Which of these are you calling about - 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'
initial	^	Else <code>//non_national_transfer==false</code>	mm0600_ini_02 Tell me which of these sounds closest to what you're calling about - 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'
initial	Else <code>//first_entry==false</code>	If <code>backoff_menu_go_back==false</code>	mm0600_ini_03 Tell me what else I can help you with - 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'
initial	^	Else <code>//backoff_menu_go_back=true</code>	mm0600_ini_04 You can say 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear the OTHER options again, say 'Other Options.'
reprompt	Always <code>//after disconfirm</code>	mm0600_ree_01	Which of these are you calling about - you can say 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'

Grammar

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

Actions


Option	Condition	Action	Transition
application_status	Always	Assign: current_task =application_status	--
^	^	Assign: current_intent =claims_status_general	--
^	^	Assign: final_intent =claims_status_general	--

^	^	Assign: first_entry =false	--
^	^	Assign: backoff_menu_go_back =false	--
^	^	Prompt: [mm0600_out_01] Okay. Claim Status.	goto: mm0515_ApplicationStatusKBA_DS
cards	Always	Assign: backoff_menu_go_back =false	--
^	^	Assign: current_intent =cards_general	--
^	^	Assign: first_entry =false	--
^	^	Prompt: [mm0600_out_02] All right. Cards.	goto: mm1300_WhichCard_DM
medicare	Always	Assign: backoff_menu_go_back =false	--
^	^	Assign: current_intent =medicare	--
^	^	Assign: first_entry =false	--
^	^	Prompt: [mm0600_out_03] All right. Medicare.	goto: mm1700_MedicareApplyMenu_DM
office_locations	Always	Assign: backoff_menu_go_back =false	--
^	^	Assign: current_task =field_office_locator	--
^	^	Assign: current_intent =field_office_locator	--
^	^	Assign: final_intent =field_office_locator	--
^	^	Assign: first_entry =false	--
^	^	Prompt: [mm0600_out_04] All right. Office Locations.	goto: mm0320_FieldOfficeLocator_SD
other_options	Always	Assign: first_entry =false	--
^	^	Prompt: [mm0600_out_05] All right.	goto: mm0610_BackoffOtherOptionsMenu_DM
update	Always	Assign: backoff_menu_go_back =false	--
^	^	Assign: current_intent =update_information	--
^	^	Assign: first_entry =false	--
^	^	Prompt: [mm0600_out_06] Okay. Update Information.	goto: mm0910_UpdatePersonalInfo_DM
repeat	Always	Prompt: [mm0600_out_07] Sure.	--
^	^	Prompt: [mm0600_out_08] Which of these are you calling about - you can say 'Claim Status,' 'Update Personal Information,' 'New or Replacement Cards,' 'Medicare,' or 'Office Locations.' Or, to hear more options, say 'Other Options.'	Re-Recognition:

Spanish	Always	Assign: <code>current_intent =spanish</code>	--
^	^	Assign: <code>final_intent =spanish</code>	goto: <code>mm0150_SpanishApp_EC</code>
Confirmation Prompts			
Option	Condition	Name	Wording
application_status	Always	mm0600_cnf_ini_01	You're calling about the 'Status of a Claim.'
cards	Always	mm0600_cnf_ini_02	You want 'Cards.'
medicare	Always	mm0600_cnf_ini_03	You want 'Medicare.'
office_locations	Always	mm0600_cnf_ini_04	You're calling to find a Social Security office.
other_options	Always	mm0600_cnf_ini_05	You'd like to hear 'Other Options.'
update	Always	mm0600_cnf_ini_06	You're calling to Update Personal Information.
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0600_nm1_01] Let's try again. You can say 'Claim Status' or press 1, 'Update Information' or press 2, 'Cards' or 3, 'Medicare' or 4, 'Office Locations' or 5, or say 'Other Options' or press 6.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0600_nm2_01] Sorry. To check the status of an application or claim you've already filed, press 1. To update personal information (like your name, address, or direct deposit information), press 2. To request a new or replacement CARD, 3. For questions about Medicare, 4. To find a Social Security office in your area, 5. Or, to hear additional options, press 6.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
noinput 1	Always	Prompt: [mm0600_ni1_01] If you're calling to check the status of an application or claim you've already filed, say 'Claim Status' or press 1. To update personal information (like your name or address), say 'Update Information' or press 2. To request a new or replacement CARD, say 'Cards' or press 3. For questions about Medicare benefits or eligibility, say 'Medicare' or press 4. To find a Social Security office in your area, say 'Office Locations' or press 5. Or, to hear additional options, say 'Other	Re-Recognition:

		Options' or press 6.	
noinput 2	Always	Prompt: [mm0600_ni2_01] Sorry. To check the status of an application or claim you've already filed, press 1. To update personal information (like your name, address, or direct deposit information), press 2. To request a new or replacement CARD, 3. For questions about Medicare, 4. To find a Social Security office in your area, 5. Or, to hear additional options, press 6.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
operator	--	Confirm: .	--
operator	--	Assign: current_intent =agent	--
operator	--	Assign: final_intent =agent	goto: mm3000_ABRStatus_DS
operator	Always	--	goto: mm3000_ABRStatus_DS
Commands: Disabled Globals			
StartOver, repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm0610_BackoffOtherOptionsMenu_DM

CustomContext Recognition 			
Additional Directed Dialog Main Menu options.			
Entering From			
mm0600_BackoffMainMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0610_ini_01	You can also set up or change 'Direct Deposit,' 'Apply for Benefits,' request a 'Proof of Income' letter, or get a replacement '1099 Benefits Statement.' For anything else, just say 'It's Something Else.' Or, to hear the other options again, say 'go back.'
reprompt	Always //after disconfirmation	mm0610_ree_01	You can set up or change 'Direct Deposit,' 'Apply for Benefits,' request a 'Proof of Income' letter, or get a replacement '1099 Benefits Statement.' For anything else, just say 'It's Something Else.' Or, to hear the

			first set of options again, say 'go back.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?((set up) change (set up or change)) direct deposit // direct_deposit	1	<backoff_other_options_menu direct_deposit>	If Necessary
apply ?(for benefits) // application	2	<backoff_other_options_menu application>	If Necessary
?([request get] a) proof of income ?letter // proof_of_income	3	<backoff_other_options_menu proof_of_income>	If Necessary
?(get a) ?replacement [1099 (benefits statement) (1099 ?benefits statement)] // benefits_statement	4	<backoff_other_options_menu benefits_statement>	If Necessary
?[it's (i'm calling about)] something else, other // something_else	5	<backoff_other_options_menu something_else>	If Necessary
go back ?(to previous menu) // go_back	6	<backoff_other_options_menu go_back>	If Necessary
repeat, repeat that // repeat	9	<backoff_other_options_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
application	Always	Assign: current_intent =benefits_application	--
^	^	Prompt: [mm0610_out_01] Okay. Apply for Benefits.	goto: mm0800_BenefitsApplicationMe nu_DM
benefits_statement	Always	Assign: current_task =benefits_statement	--
^	^	Assign: current_intent =1099_benefits_statement	--
^	^	Assign: final_intent =1099_benefits_statement	--
^	^	Prompt: [mm0610_out_02] Okay. 1099 Statement.	goto: mm0525_BenefitsStatementKBA _DS
direct_deposit	Always	Assign: current_task =direct_deposit	--
^	^	Assign: current_intent =direct_deposit	--
^	^	Assign: final_intent =direct_deposit	--
^	^	Prompt: [mm0610_out_03] Okay. Direct Deposit.	goto: mm0323_DirectDepositMsg_PP
go_back	Always	Assign: backoff_menu_go_back =true	--
^	^	Prompt: [mm0610_out_04] Sure. Here are those options again...	goto: mm0600_BackoffMainMenu_DM
proof_of_income	Always	Assign: current_task =benefits_verification	--
^	^	Assign: current_intent =benefits_verification	--
^	^	Assign: final_intent =benefits_verification	--

^	^	Prompt: [mm0610_out_05] Okay. Proof Of Income.	goto: mm0500_BEVEKBA_DS
something_else	Always	Assign: current_intent =something_else	--
^	^	Assign: final_intent =something_else	--
^	^	Prompt: [mm0610_out_06] Okay.	goto: mm3000_ABRStatus_DS
repeat	Always	Prompt: [mm0610_out_07] Sure.	--
^	^	Prompt: [mm0610_out_08] You can set up or change 'Direct Deposit,' 'Apply for Benefits,' request a 'Proof of Income' letter, or get a replacement '1099 Benefits Statement.' For anything else, just say 'It's Something Else.' Or, to hear the first set of options again, say 'go back.'	Re-Recognition:

Confirmation Prompts

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

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0610_nm1_01] Let's try again. You can say 'Direct Deposit' or press 1, 'Apply for Benefits' or press 2, 'Proof of Income' or 3, 'Replacement 1099' or 4, 'It's Something Else' or 5, or to go back to the previous menu of options, say 'Go Back' or press 6.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0610_nm2_01] Sorry. To set up or change direct deposit, press 1. To apply for benefits, press 2. To get a proof of income letter, 3. To get a replacement 1099 benefits statement, 4. For anything else, 5. Or, to go back to the PREVIOUS menu options, press 6.	Re-Recognition:

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

mm0700_Benefits_DM

CustomContext Recognition	
Benefits disambiguation menu	
Entering From	
mm0210_SFMainMenu_DM	


Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0700_ini_01	Which do you want to do - 'Apply For Benefits,' check the 'Status of a Claim,' set up or change 'Direct Deposit,' or ask about a 'Benefits Payment?' To hear more options, just say 'Other Options.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
apply ?(for ?[(social security) medicare] benefits) // apply	1	<benefits_menu apply>	If Necessary
[claim application] status, ?(check the) status of an [application claim] // application_status	2	<benefits_menu application_status>	If Necessary
?[(set up) change] direct deposit // direct_deposit	3	<benefits_menu direct_deposit>	If Necessary
?(benefits) payment ?(question) // payment	4	<benefits_menu payment>	If Necessary
?(hear) [other more] options // other_options	5	<benefits_menu other_options>	If Necessary
Actions			
Option	Condition	Action	Transition
application_status	Always	Assign: current_task =application_status	--
^	^	Assign: final_intent =claims_status_general	--
^	^	Prompt: [mm0700_out_01] Okay. Claim Status.	goto: mm0515_ApplicationStatusKBA_DS
apply	Always	Prompt: [mm0700_out_02] Okay. Apply for Benefits.	goto: mm0800_BenefitsApplicationMenu_DM
direct_deposit	Always	Assign: current_task =direct_deposit	--
^	^	Assign: final_intent =direct_deposit	--
^	^	Prompt: [mm0700_out_03] Okay. Direct Deposit.	goto: mm0323_DirectDepositMsg_PP
other_options	Always	Prompt: [mm0700_out_04] Sure.	goto: mm0900_BenefitsMoreOptions_DM
payment	Always	Prompt: [mm0700_out_05] Okay. Payments.	goto: mm1900_ReceivingBenefits_DM
Confirmation Prompts			
Option	Condition	Name	Wording
application_status	Always	mm0700_cnf_ini_01	You're calling about the 'Status of a Claim.' Right?
apply	Always	mm0700_cnf_ini_02	Sounds like you're calling for help with an application. Is that right?
direct_deposit	Always	mm0700_cnf_ini_03	You want 'Direct Deposit.' Right?
other_options	Always	mm0700_cnf_ini_04	You'd like to hear more options. Right?

payment	Always	mm0700_cnf_ini_05	You want 'Payments.' Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0700_nm1_01] Let's try again... You can say 'Apply For Benefits' or press 1, 'Claim Status' or press 2, 'Direct Deposit' or 3, 'Benefits Payment' or 4, Or to hear more options, just say 'Other Options' or press 5.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0700_nm2_01] Sorry. To get help with an application for benefits, press 1. To check the status of a claim or application you've ALREADY filed, press 2. If you'd like to set up or change direct deposit of your benefits payments, press 3. For questions about your benefits payments, press 4. Or to hear additional benefits options, press 5.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0700_ni1_01] To get help with an application for Social Security or Medicare benefits, say 'Apply For Benefits' or press 1. To check the status of a claim or application you've ALREADY filed, say 'Claim Status' or press 2. If you'd like to set up or change direct deposit of your benefits payments, say 'Direct Deposit' or press 3. For questions about your benefits payments, say 'Benefits Payment' or press 4. Or to hear additional benefits options, just say 'Other Options' or press 5.	Re-Recognition:
noinput 2	Always	Prompt: [mm0700_ni2_01] Sorry. To get help with an application for benefits, press 1. To check the status of a claim or application you've ALREADY filed, press 2. If you'd like to set up or change direct deposit of your benefits payments, press 3. For questions about your benefits payments, press 4. Or to hear additional benefits options, press 5.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			

[See 1.2 Global Commands](#)

Config Parameters	
Parameter	Value
--	--
Developer Notes	
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mm0800_BenefitsApplicationMenu_DM

CustomContext Recognition 			
Benefits application disambiguation menu.			
Entering From			
mm0210_SFMainMenu_DM , mm0610_BackoffOtherOptionsMenu_DM , mm0700_Benefits_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0800_ini_01	Now, which are you calling about - 'Social Security Benefits' (including disability, survivor, retirement, or supplemental security income), 'Medicare and Prescription Drug Benefits,' or 'Something Else?'
reprompt	Always //after disconfirmation	mm0800_ree_01	Which are you calling about - 'Social Security Benefits,' 'Medicare and Prescription Drug Benefits,' or 'Something Else?'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
[(social security) disability survivor retirement, '(supplemental security ?income)] benefits // social_security	1	<benefits_application_menu social_security>	If Necessary
[medicare (medicare or prescription ?drug)] benefits // medicare	2	<benefits_application_menu medicare>	If Necessary
?[it's (i'm calling about)] something else, other // something_else	3	<benefits_application_menu something_else>	If Necessary
[?medicare (prescription ?drug) drug] benefits // prescription	--	<benefits_application_menu prescription>	If Necessary
repeat, repeat that // repeat	9	<benefits_application_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
medicare	Always	Prompt: [mm0800_out_01] Okay. Medicare.	goto: mm1700_MedicareApplyMenu_DM
prescription	Always	Prompt: [mm0800_out_05] Okay. Drug benefits.	goto: mm1750_AskPartD_DM
social_security	Always	Prompt: [mm0800_out_02] Okay. Social Security.	goto: mm0810_ApplicationStatusQuestion_DM
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm0800_out_03] Okay.	goto: mm3000_ABRStatus_DS

repeat	Always	Prompt: [mm0800_out_04] Sure.	--
^	^	Prompt: [mm0800_out_06] Which are you calling about - 'Social Security Benefits,' 'Medicare and Prescription Drug Benefits,' or 'Something Else?'	Re-Recognition:

Confirmation Prompts

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

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0800_nm1_01] Let's try again. You can say 'Social Security Benefits' or press 1, 'Medicare Benefits' or press 2, or for anything else, say 'It's Something Else' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0800_nm2_01] Sorry. For help applying for Social Security benefits (including disability, survivor, retirement, or supplemental security income), press 1. For Medicare benefits (including Prescription Drug benefits), press 2. Or, for anything else, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0800_ni1_01] For help applying for Social Security benefits (including disability, survivor, retirement, or supplemental security income), say 'Social Security Benefits' or press 1. For Medicare benefits (including Prescription Drug benefits), say 'Medicare Benefits' or press 2. Or, for anything else, just say 'It's Something Else' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [mm0800_ni2_01] Sorry. For help applying for Social Security benefits (including disability, survivor, retirement, or supplemental security income), press 1. For Medicare benefits (including	Re-Recognition:

		Prescription Drug benefits), press 2. Or, for anything else, press 3.	
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
'prescription' added as an implicit (hidden) option.			

mm0810_ApplicationStatusQuestion_DM

YesNo Recognition			
Asks the caller if he/she is calling about an existing application.			
Entering From			
mm0210_SFMainMenu_DM , mm0800_BenefitsApplicationMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0810_ini_01	Are you calling about a claim you've already filed?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes // yes		1	< application_status_yesno yes>
no // no		2	< application_status_yesno no>
Confirm			
			Never
			Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: <code>final_intent =current_intent</code>	--
^	^	Prompt: [mm0810_out_01] To apply for benefits you'll need to speak to someone.	goto: <code>mm3000_ABRStatus_DS</code>
yes	Always	Assign: <code>current_task =application_status</code>	--
^	^	Assign: <code>final_intent =claims_status_general</code>	--
^	^	Prompt: [mm0810_out_02] All right.	goto: <code>mm0515_ApplicationStatusKBA_DS</code>

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0810_nm1_01] Let's try again...ARE you calling about a claim or application you've already filed?	Re-Recognition:
nomatch 2	Always	Prompt: [mm0810_nm2_01] Sorry. If you're calling about a claim you've ALREADY filed with us, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0810_ni1_01] If you ARE calling about a claim or application you've already filed, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm0810_ni2_01] Sorry. If you're calling about a claim you've ALREADY filed with us, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm0900_BenefitsMoreOptions_DM


CustomContext Recognition			
Additional Benefits options menu.			
Entering From			
mm0700_Benefits_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0900_ini_01	Here are some more benefits options - you can say 'Proof of Income,' 'Earnings Statement,' 'Update Personal Information,' 'Forms,' 'Pamphlets,' or for anything else, just say 'It's Something Else.'
reprompt	Always //after disconfirmation	mm0900_ree_01	Which are you calling about - you can say 'Proof of Income,' 'Earnings Statement,' 'Update Personal

			Information, 'Forms,' 'Pamphlets,' or for anything else, just say 'It's Something Else.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
proof of income ?letter // proof_of_income	1	<benefits_other_options_menu proof_of_income>	If Necessary
[benefits earnings] statment, 1099 // earnings_statement	2	<benefits_other_options_menu earnings_statement>	If Necessary
update ?(?my ?personal information ?on file) // update	3	<benefits_other_options_menu update>	If Necessary
forms // forms	4	<benefits_other_options_menu forms>	If Necessary
pamphlets // pamphlets	5	<benefits_other_options_menu pamphlets>	If Necessary
?[it's (i'm calling about)] something else, other // something_else	6	<benefits_other_options_menu something_else>	If Necessary
repeat, repeat that // repeat	9	<benefits_other_options_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
earnings_statement	Always	Prompt: [mm0900_out_01] Okay. Earnings Statement.	goto: mm2400_EarningsMenu_DM
forms	Always	Prompt: [mm0900_out_02] All right. Forms.	goto: mm2300_FormsGeneral_DM
pamphlets	Always	Assign: current_task =transcription_pamphlet	--
^	^	Assign: final_intent =transcription_pamphlets	--
^	^	Prompt: [mm0900_out_03] All right. Pamphlets.	goto: mm0545_TranscriptionKBA_DS
proof_of_income	Always	Prompt: [mm0900_out_04] All right. Proof of Income.	--
^	^	Assign: final_intent =benefits_verification	--
^	^	Assign: current_task =benefits_verification	goto: mm0500_BEVEKBA_DS
something_else	Always	Assign: final_intent =<current_intent>	--
^	^	Prompt: [mm0900_out_05] Okay.	goto: mm3000_ABRStatus_DS
update	Always	Prompt: [mm0900_out_06] Okay. Update Information.	goto: mm0910_UpdatePersonalInfo_DM
repeat	Always	Prompt: [mm0900_out_07] Sure.	--
^	^	Prompt: [mm0900_out_08] Which are you calling about - you can say 'Proof of Income,' 'Earnings Statement,' 'Update Personal Information,' 'Forms,' 'Pamphlets,' or for anything else, just say 'It's Something Else.'	Re-Recognition:

Confirmation Prompts			
Option	Condition	Name	Wording
earnings_statement	Always	mm0900_cnf_ini_01	You're calling about an 'Earnings Statement.'
forms	Always	mm0900_cnf_ini_02	You want 'Forms.'
pamphlets	Always	mm0900_cnf_ini_03	You want 'Pamphlets.'
proof_of_income	Always	mm0900_cnf_ini_04	You're calling about 'Proof of Income.'
something_else	Always	mm0900_cnf_ini_05	You're calling about 'Something Else.'
update	Always	mm0900_cnf_ini_06	You want to 'Update Personal Information.'
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0900_nm1_01] Let's try again. You can say 'Proof of Income' or press 1, 'Earnings Statement' or press 2, 'Update Personal Information' or 3, 'Forms' or 4, 'Pamphlets' or 5, or say 'It's Something Else' or press 6.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0900_nm2_01] Sorry. If you need proof of your Social Security income, press 1. For a copy of your annual earnings statement or '1099 form,' press 2. To update personal information you have on file (name or address changes, for example), press 3. To hear about Social Security forms, press 4. To receive information about Social Security benefits in the mail, press 5. Or, for anything else, press 6.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm0900_ni1_01] For a proof of Social Security income letter, say 'Proof of Income' or press 1. For a copy of your annual earnings statement or '1099 form,' say 'Earnings Statement' or press 2. To update personal information you have on file (name or address changes, for example), say 'Update Information' or press 3. To hear about Social Security forms (other than proof of income or a 1099), say 'Forms' or press 4. To receive information about Social Security benefits in the mail, say 'Pamphlets' or press 5. Or, for	Re-Recognition:

		anything else, just say 'It's Something Else' or press 6.	
noinput 2	Always	Prompt: [mm0900_ni2_01] Sorry. If you need proof of your Social Security income, press 1. For a copy of your annual earnings statement or '1099 form,' press 2. To update personal information you have on file (name or address changes, for example), press 3. To hear about Social Security forms, press 4. To receive information about Social Security benefits in the mail, press 5. Or, for anything else, press 6.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			

mm0910_UpdatePersonalInfo_DM

CustomContext Recognition 			
'Update Personal Information' disambiguation menu			
Entering From			
mm0210_SFMainMenu_DM , mm0600_BackoffMainMenu_DM , mm0900_BenefitsMoreOptions_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm0910_ini_01	Which do you want to update - your 'Name,' your 'Address or Phone Number,' 'Direct Deposit Information' (like bank information), or 'Something Else?'
Grammar			
Sample Expressions		DTMF	Reco Var/Option
?(i [want need] to [change update] my) name, [change update] name, name change // name		1	<benefits_update_information_men u name>
?(i [want need] to [change update] my) [address (?phone number) phone (address or phone number) (address and phone number)], [change update] [address (?phone number) phone (address or phone number) (address and phone number)], [address (?phone number)		2	<benefits_update_information_men u address>
Confirm			
			If Necessary
			If Necessary

phone (address or phone number) (address and phone number)] change // address			
?(i [want need] to [change update] my) direct deposit ?information, [change update] direct deposit ?information, direct deposit change	3	<benefits_update_information_men u direct_deposit>	If Necessary
?[it's (i'm calling about)] something else, other // something_else	4	<benefits_update_information_men u something_else>	If Necessary

Actions			
Option	Condition	Action	Transition
address	Always	Assign: current_task =change_address	--
^	^	Assign: final_intent =change_of_address	--
^	^	Prompt: [mm0910_out_01] All right. Change your Address.	goto: mm0305_IsChangeOfAddressEn abled_DS
direct_deposit	Always	Assign: current_task =direct_deposit	--
^	^	Assign: final_intent =direct_deposit	--
^	^	Prompt: [mm0910_out_02] All right. Direct Deposit.	goto: mm0323_DirectDepositMsg_PP
name	Always	Assign: card_action ="	--
^	^	Prompt: [mm0910_out_03] All right. Name Change.	goto: mm1420_SSUpdateMsg_PP
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm0910_out_04] All right.	goto: mm3000_ABRStatus_DS


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

Confirmation Recovery Behavior
[See 1.3 Global Confirmation](#)

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm0910_nm1_01] Let's try again. You can say 'Name' or press 1, 'Address or Phone Number' or press 2, 'Direct Deposit' or 3, OR for anything else, say 'It's Something Else' or press 4.	Re-Recognition:
nomatch 2	Always	Prompt: [mm0910_nm2_01] Sorry. To change the NAME we have	Re-Recognition:

		on file for you, press 1. To change your ADDRESS or PHONE NUMBER, press 2. For changes to Direct Deposit information, press 3. Or, to change anything else, press 4.	
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
noinput 1	Always	Prompt: [mm0910_ni1_01] To change the NAME we have on file for you (for example, if you've gotten married or had a legal name change), say 'name' or press 1. To change your ADDRESS or your PHONE NUMBER, say 'Address' or press 2. (To change BOTH, just choose the one you'd like to start with). For changes to your Direct Deposit information (like bank information), say 'Direct Deposit' or press 3. Or, to change anything else, just say 'It's Something Else' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm0910_ni2_01] Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS or PHONE NUMBER, press 2. For changes to Direct Deposit information, press 3. Or, to change anything else, press 4.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
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mm1100_SocialSecurityCardsMenu_DM

CustomContext Recognition			
Social Security Cards disambiguation menu			
Entering From			
mm0210_SFMainMenu_DM , mm1300_WhichCard_DM , mm1310_BothCardsMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1100_ini_01	Which of these would you like to do - get a 'Replacement Social Security Card,' 'APPLY for a

			Social Security Number,' 'Update Your Personal Information,' or 'Something Else?'
--	--	--	---

Grammar

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

Actions

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

Confirmation Prompts

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

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1100_nm1_01] Let's try again. You can say 'Replacement Card' or press 1, 'Apply	Re-Recognition:

		for a Number' or press 2, 'Update Personal Information' or 3, OR for anything else, say 'It's Something Else' or press 4.	
nomatch 2	Always	Prompt: [mm1100_nm2_01] Sorry. To get a REPLACEMENT Social Security card, press 1. If you've never had a social security number and you need to apply for one, press 2. To update personal information you have on file, press 3. Or for anything else, press 4.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1100_ni1_01] To get a REPLACEMENT Social Security card, say 'Replacement Card' or press 1. If you've never had a social security number and you need to apply for one, say 'Apply for a Number' or press 2. To update personal information you have on file (name or address changes, for example), say 'Update Personal Information' or press 3. Or for anything else, just say 'It's Something Else' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm1100_ni2_01] Sorry. To get a REPLACEMENT Social Security card, press 1. If you've never had a social security number and you need to apply for one, press 2. To update personal information you have on file, press 3. Or for anything else, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
5/4/2015 - Added four synonyms for option 1 replacement_card and have confirmation set to ALWAYS: - [a] social security card - duplicate - yes - new card			

mm1105_MedicareCardsMenu_DM

CustomContext Recognition 			
Medicare Cards disambiguation menu			
Entering From			
mm0320_FieldOfficeLocator_SD, mm1300_WhichCard_DM, mm1510_CitizenDocumentsMsgPart1_DM, mm1512_CitizenDocumentsMsgPart2_DM, mm1515_NonCitizenDocumentsMsgPart1_DM, mm1517_NonCitizenDocumentsMsgPart2_DM, mm1519_NonCitizenDocumentsMsgPart3_DM, mm1520_GetForm_DM, mm1530_WebsiteInstructions_DM, mm1600_SubmitForm_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1105_ini_01	Which of these would you like to do - get a 'Replacement Medicare Card,' 'APPLY for a Card,' or 'Something Else?'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?(get a) replacement ?medicare card, replace my ?medicare card // replacement_card	1	<card_menu_medicare replacement_card>	If Necessary
apply for a ?medicare card // new_card	2	<card_menu_medicare new_card>	If Necessary
?[it's (i'm calling about)] something else, other // something_else	3	<card_menu_medicare something_else>	If Necessary
Actions			
Option	Condition	Action	Transition
new_card	Always	Assign: card_action =new	--
^	^	Prompt: [mm1105_out_01] Okay. Get a New Card.	goto: mm1700_MedicareApplyMenu_DM
replacement_card	Always	Assign: current_task =card_medicare	--
^	^	Assign: final_intent =medicare_replacement_card	--
^	^	Assign: card_action =replace	--
^	^	Prompt: [mm1105_out_02] Okay. Replacement Card.	goto: mm0555_MRCMySSAWebsite_PP
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm1105_out_03] Okay.	goto: mm3000_ABRStatus_DS
Confirmation Prompts			
Option	Condition	Name	Wording
new_card	Always	mm1105_cnf_ini_01	You're calling to 'Apply for a Card.'
replacement_card	Always	mm1105_cnf_ini_02	You're calling about a 'Replacement Card.'
something_else	Always	mm1105_cnf_ini_03	You're calling about 'Something Else.'
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			

See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1105_nm1_01] Let's try again. You can say 'REPLACEMENT Card' or press 1, 'Apply for a Card' or press 2, or for anything else, say 'It's Something Else' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1105_nm2_01] Sorry. To get a REPLACEMENT card, press 1. If you've never had a Medicare card and you need to apply for one, say 'Apply for a Card' or press 2. Or for anything else, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1105_ni1_01] To get a REPLACEMENT card, say 'Replacement Card' or press 1. For help applying for a NEW Medicare card, say 'Apply for a Card' or press 2. Or for anything else, just say 'It's Something Else' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [mm1105_ni2_01] Sorry. To get a REPLACEMENT card, press 1. If you've never had a Medicare card and you need to apply for one, say 'Apply for a Card' or press 2. Or for anything else, press 3.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm1110_UpdatePersonalInfo_DM

CustomContext Recognition 
Update Personal Information disambiguation menu
Entering From

Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1110_ini_01	Which do you want to update, your 'Name,' your 'Address,' 'Both,' or 'Something Else'?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?(i [want need] to [change update] my) name, [change update] name, name change // name	1	<cards_update_information_menu name>	If Necessary
?(i [want need] to [change update] my) address, [change update] address, address change // address	2	<cards_update_information_menu address>	If Necessary
?(i [want need] to [change update] both // both	3	<cards_update_information_menu both>	If Necessary
?[it's (i'm calling about)] something else, other // something_else	4	<cards_update_information_menu something_else>	If Necessary
Actions			
Option	Condition	Action	Transition
address	Always	Assign: current_task =change_address	--
^	^	Assign: final_intent =change_of_address	--
^	^	Prompt: [mm1110_out_01] All right. Change your Address.	goto: mm0305_IsChangeOfAddressEnabled_DS
name	Always	Assign: card_action ="	--
^	^	Prompt: [mm1110_out_02] All right. Name Change.	goto: mm1420_SSUpdateMsg_PP
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm1110_out_03] All right.	goto: mm3000_ABRStatus_DS
both	Always	Assign: final_intent =update_information	--
^	^	Prompt: [mm1110_out_04] All right. Both.	goto: mm3000_ABRStatus_DS
Confirmation Prompts			
Option	Condition	Name	Wording
address	Always	mm1110_cnf_ini_01	You'd like to change your 'Address.'
name	Always	mm1110_cnf_ini_02	You'd like to change your 'Name.'
something_else	Always	mm1110_cnf_ini_03	You're calling about 'Something Else.'
both	Always	mm1110_cnf_ini_04	You're calling about 'Both.'
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			

See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1110_nm1_01] Let's try again. You can say 'Name' or press 1, 'Address' or press 2, 'Both' or press 3 or for anything else, say 'It's Something Else' or press 4.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1110_nm2_01] Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS, press 2. To change BOTH your name and address, press 3. Or, to change anything else, press 4.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1110_ni1_01] To change the NAME we have on file for you (for example, if you've gotten married or had a legal name change), say 'name' or press 1. To change your ADDRESS, say 'Address' or press 2. To change BOTH your name and address, say 'both' or press 3. Or, to change anything else, just say 'It's Something Else' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm1110_ni2_01] Sorry. To change the NAME we have on file for you, press 1. To change your ADDRESS, press 2. To change BOTH your name and address, press 3. Or, to change anything else, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
10/10/14 - Both is being added as an option. The 'both' path will currently transfer to an agent. Once the Change of Address (COA) module is enabled, "both" would require an update to include prompting (First, let's change your address") followed by Change of Address, followed by name collection or transfer to agent for name collection.			


mm1210_InternetAddress_DM

CustomContext Recognition	
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Internet Address message			
Entering From			
mm0210_SFMainMenu_DM, mm1210_InternetAddress_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1210_ini_01	You can find our website at 'social security dot G O V.'
initial	^	silence_500ms	<500ms silence>
initial	^	mm1210_ini_03	To hear a detailed list of the services available online, say 'Details.' If you're experiencing trouble online, say 'Problem.' Otherwise, just hold on and I'll take you back to the Main Menu...
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat ?that // repeat	1	<internet_address_menu repeat>	Never
?hear ?website details, details about ?the website // details	2	<internet_address_menu details>	If Necessary
trouble online, problem, online problem // problem	3	<internet_address_menu problem>	If Necessary
Actions			
Option	Condition	Action	Transition
repeat	Always	Prompt: [mm1210_out_01] Sure.	goto: mm1210_InternetAddress_DM
details	Always	Prompt: [mm1210_out_03] Sure.	goto: mm1220_InternetInformation_DM
problem	Always	Prompt: [mm1210_out_02] Okay.	goto: mm3000_ABRStatus_DS
Confirmation Prompts			
Option	Condition	Name	Wording
details	Always	mm1210_cnf_ini_01	You want to hear more Details.
problem	Always	mm1210_cnf_ini_02	You're having trouble when you visit our website.
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1210_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Details' or press 2, 'Problem' or press 3, OR if you're finished, just hang up. Otherwise, hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 2	Always	Prompt: [mm1210_nm2_01]	Re-Recognition:

		Sorry. To hear that web address again, press 1. For more details about our website, press 2. If your experiencing problems when you go to our website, press 3. Or if you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If <code>office_hours==true</code>	Prompt: [mm1210_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS
nomatch 3	Else <code>//office_hours=false</code>	Prompt: [mm1210_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	--	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
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mm1220_InternetInformation_DM

YesNo Recognition 			
Internet 'more information' message			
Entering From			
mm1210_InternetAddress_DM , mm1220_InternetInformation_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1220_ini_01	In addition to general information, on the website you can apply for retirement, disability, or spouse's benefits; find the location, hours of operation, and directions for your nearest local Social Security office; download forms to apply for a new or replacement Social Security card, or to change or correct the name on your Social Security account. You can use the online Social Security Benefits Planner to calculate an estimate of future Social Security benefits, or the Benefit Eligibility Screening Tool to find out what benefits you might be eligible for. You can also request a replacement Medicare card; a benefit verification or 'proof of income' letter, with information about your Social Security and SSI

			eligibility and benefit amounts; or a replacement 1099 Social Security Benefit Statement summarizing the Social Security benefits you received during the previous year.
initial	^	silence_500ms	<500ms silence>
initial	^	mm1220_ini_03	The web address, again, is 'social security dot G O V.
initial	^	silence_500ms	<500ms silence>
initial	^	mm1220_ini_05	Now, would you like to hear that again?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes // yes		1	<internet_information_yesno yes>
no // no		2	<internet_information_yesno no>
Actions			
Option	Condition	Action	Transition
no	Always	Prompt: [mm1220_out_01] All right. If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.	goto: mm0200_SFToggle_DS
yes	Always	Prompt: [mm1220_out_02] Sure.	goto: mm1220_InternetInformation_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1220_nm1_01] Let's try again...Would you like to hear the website information again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1220_nm2_01] Sorry. To hear the information about the Social Security Administration website again, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Prompt: [mm1220_nm3_01] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1220_ni1_01] If you'd like to hear the website information again, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1220_ni2_01] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			

Parameter	Value
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Developer Notes	
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mm1300_WhichCard_DM

CustomContext Recognition 			
Which Card (Social Security or Medicare) question			
Entering From			
mm0210_SFMainMenu_DM, mm0470_ReplacementDisambig_DM, mm0600_BackoffMainMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1300_ini_01	Which are you calling about - a 'Social Security Card,' a 'Medicare Card,' 'Both Cards,' or 'Something Else?'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?(i'm calling about [a my]) social security ?card // social_security	1	<which_card_menu social_security>	If Necessary
?(i'm calling about [a my]) medicare ?card // medicare	2	<which_card_menu medicare>	If Necessary
?(i'm calling about) both ?[cards (of them)] // both	3	<which_card_menu both>	If Necessary
?[it's (i'm calling about)] something else, other, ?[(a different) another] card // something_else	4	<which_card_menu something_else>	If Necessary
Actions			
Option	Condition	Action	Transition
both	Always	Assign: current_task =card_social_security	--
^	^	Assign: card_type =both	--
^	^	Prompt: [mm1300_out_01] Okay.	goto: mm1310_BothCardsMsg_PP
medicare_card	Always	Assign: card_type =medicare	--
^	^	Prompt: [mm1300_out_02] Okay. Medicare.	goto: mm1105_MedicareCardsMenu_DM
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm1300_out_03] Okay	goto: mm3000_ABRStatus_DS
ss_card	Always	Assign: card_type =social_security	--
^	^	Prompt: [mm1300_out_04] Okay. Social Security.	goto: mm1100_SocialSecurityCardsMenu_DM
Confirmation Prompts			
Option	Condition	Name	Wording

both	Always	mm1300_cnf_ini_01	You're calling about BOTH cards.
medicare	Always	mm1300_cnf_ini_02	You're calling about a Medicare card.
social_security	Always	mm1300_cnf_ini_03	You're calling about a Social Security card.
something_else	Always	mm1300_cnf_ini_04	You're calling about 'Something Else.'
Always	Always	gl_cnf_ini_02	Right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1300_nm1_01] Let's try again. You can say 'Social Security' or press 1, 'Medicare' or press 2, 'Both Cards' or 3, OR for anything else, say 'It's Something Else' or press 4.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1300_nm2_01] Sorry. If you're calling about a Social Security card, press 1. For a Medicare card, press 2. If you'd like help with BOTH cards, press 3. Or, for anything else, press 4.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1300_ni1_01] For help with a Social Security card, say 'Social Security' or press 1. For help with Medicare cards, say 'Medicare' or press 2. If you'd like help with BOTH Social Security AND Medicare cards, just say 'Both' or press 3. Or, for anything else, say 'It's Something Else' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm1300_ni2_01] Sorry. If you're calling about a Social Security card, press 1. For a Medicare card, press 2. If you'd like help with BOTH cards, press 3. Or, for anything else, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
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Developer Notes	
5/4/2015 - Added two synonyms for option 1 for social_security and have confirmation set to ALWAYS: "yes" and "yeah"	

mm1310_BothCardsMsg_PP


Play Prompt :))		
If caller chooses 'both [cards]' at mm1300_WhichCard_DM, plays message		
Entering From		
mm1300_WhichCard_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm1310_out_01] We'll have to handle the two cards one at a time. We'll do the Social Security card first. After we've done that, we'll take care of the Medicare Card.	--
^	Prompt: [silence_1000ms] <1000ms silence>	--
^	Prompt: [mm1310_out_03] Now, the Social Security Card.	goto: mm1100_SocialSecurityCardsMenu_DM
Developer Notes		
--		

mm1400_SSReplacementMsg_PP


Simple Play Prompt :))		
Social Security replacement card message		
Entering From		
mm0210_SFMainMenu_DM , mm1100_SocialSecurityCardsMenu_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Never //example	Prompt: [example] You may be able to request a replacement social security card online with a my social security account. For more information, go to W W W dot social security dot G O V / ss number. There's no charge to get a replacement card. To order one, you need to fill out an 'Application for a Social Security Card' (it's called 'form S S 5') and show proof of your identity and, if you weren't born in the U.S., proof of citizenship. You should know that, after you submit it, it might take a few weeks to get a reply.	--
Always	Prompt: [mm1400_out_02] You may be able to request a replacement social security card online with a my social security account. For more information, go to W W W dot social security dot G O V / ss number.	--

^	<p>Prompt: [mm1400_out_01] There's no charge to get a replacement card. To order one, you need to fill out an 'Application for a Social Security Card' (it's called 'form S S 5') and show proof of your identity and, if you weren't born in the U.S., proof of citizenship. You should know that, after you submit it, it might take a few weeks to get a reply.</p>	<p>goto: mm1430_SocialSecurityCardMenu_DM</p>
<p>Developer Notes</p>		
<p>--</p>		

mm1410_SSNewMsg_PP

<p>Play Prompt </p>		
<p>New Social Security Card message.</p>		
<p>Entering From</p>		
<p>mm1100_SocialSecurityCardsMenu_DM</p>		
<p>Actions [Barge-in is OFF]</p>		
<p>Condition</p>	<p>Action</p>	<p>Transition</p>
<p>Always</p>	<p>Prompt: [mm1410_out_01] There's no charge to get a Social Security number and card. For newborns, it's usually taken care of by the hospital when they're born. For everyone else, you'll need to fill out an 'Application for a Social Security Card' (it's called 'form S S 5') and show proof of your age, identity, and U.S. citizenship. If you're not a citizen, you need to show proof that you have current lawful, work-authorized immigration status. If you're NOT authorized to work, you'll have to prove that you have a valid non-work reason for requesting a card.</p>	<p>goto: mm1430_SocialSecurityCardMenu_DM</p>
<p>Developer Notes</p>		
<p>--</p>		

mm1420_SSUpdateMsg_PP

<p>Play Prompt </p>		
<p>Update personal Information message.</p>		
<p>Entering From</p>		
<p>mm0910_UpdatePersonallInfo_DM, mm1110_UpdatePersonallInfo_DM</p>		
<p>Actions [Barge-in is OFF]</p>		
<p>Condition</p>	<p>Action</p>	<p>Transition</p>
<p>Always</p>	<p>Prompt: [mm1420_out_01] There's no charge to correct or change your information. To make changes or corrections, you need to fill out an 'Application for a Social Security Card' (it's called 'form S S 5') and show proof of your identity AND documents to support the change and the reason for making it (a legal name change, for example). If you weren't born in the United States, you also</p>	<p>goto: mm1430_SocialSecurityCardMenu_DM</p>

	need to prove your U.S. citizenship or current lawful, work-authorized immigration status.	
Developer Notes		
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mm1430_SocialSecurityCardMenu_DM

CustomContext Recognition			
Social Security Card task disambiguation menu.			
Entering From			
mm1400_SSReplacementMsg_PP, mm1410_SSNewMsg_PP, mm1420_SSUpdateMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1430_ini_01	Now, tell me which you'd like to do - 'Get an Application Form,' get help 'Filling Out a Form,' 'Submit a Form,' get information about 'Supporting Documents,' or 'Find a Social Security Office.' Or, for anything else, just say 'It's Something Else.'
reprompt	Always //After disconfirmation	mm1430_ree_01	Which would you like to do - 'Get an Application Form,' get help 'Filling Out a Form,' 'Submit a Form,' get information about 'Supporting Documents,' or 'Find a Social Security Office.' Or, for anything else, just say 'It's Something Else.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
get ?an application ?form // get_form	1	<social_security_card_menu get_form>	If Necessary
?(get help with) ?[a (an application)] form // help_with_form	2	<social_security_card_menu help_with_form>	If Necessary
submit ?an [(application ?form) form] // submit_form	3	<social_security_card_menu submit_form>	If Necessary
?(get information about) ?supporting [documents documentation] // documents	4	<social_security_card_menu documents>	If Necessary
?(find a) ?(social security ?field) office // office	5	<social_security_card_menu office>	If Necessary
?[it's (i'm calling about)] something else, other // something_else	6	<social_security_card_menu something_else>	If Necessary
repeat,repeat that // repeat	9	<social_security_card_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
document	Always	Assign: final_intent =citizenship_documents	--
^	^	Prompt: [mm1430_out_01] All right. Supporting Documents.	goto: mm1500_CitizenshipQuestion_DM
get_form	Always	Assign: final_intent =ssc_card_get_form	--
^	^	Prompt: [mm1430_out_02]	goto: mm1520_GetForm_DM

		All right. Get a Form.	
help_with_form	Always	Assign: final_intent =sscard_form_help	--
^	^	Prompt: [mm1430_out_03] All right.	goto: mm3000_ABRStatus_DS
office	Always	Assign: current_task =field_office_locator	--
^	^	Assign: ss_card_requested =true	--
^	^	Assign: final_intent =field_office_locator	--
^	^	Prompt: [mm1430_out_04] All right. Office Locations.	goto: mm0320_FieldOfficeLocator_SD
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm1430_out_06] All right.	goto: mm3000_ABRStatus_DS
submit_form	Always	Prompt: [mm1430_out_07] All right. Submit Form.	goto: mm1600_SubmitForm_DM
repeat	Always	Prompt: [mm1430_out_05] Sure.	--
^	^	Prompt: [mm1430_out_08] Which would you like to do - 'Get an Application Form,' get help 'Filling Out a Form,' 'Submit a Form,' get information about 'Supporting Documents,' or 'Find a Social Security Office.' Or, for anything else, just say 'It's Something Else.'	Re-Recognition:

Confirmation Prompts

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

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1430_nm1_01] Let's try again. You can say 'Get an Application' or press 1, help 'Filling Out a Form' or press 2, 'Submit a	Re-Recognition:

		Form' or 3, 'Supporting Documents' or 4, 'Find an Office' or 5, or for anything else, say 'Something Else' or press 6.	
nomatch 2	Always	Prompt: [mm1430_nm2_01] Sorry. To get a copy of the 'S S 5 Form,' press 1. For help filling out the form, press 2. To get instructions for submitting the form, press 3. To hear about the supporting documents you'll need to provide, press 4. To find a Social Security office, press 5. Or, for anything else, press 6.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1430_ni1_01] For help getting a copy of the 'S S 5 Form' you use to apply for benefits, say 'Get an Application' or press 1. For help filling out the form, say 'Fill Out Form' or press 2. To get instructions for submitting the form, say 'Submit Form' or press 3. To hear information about the documents you'll need to provide when you make an application, say 'Supporting Documents' or press 4. To find a Social Security office in your area, say 'Office Locations' or press 5. Or, for anything else, just say 'It's Something Else' or press 6.	Re-Recognition:
noinput 2	Always	Prompt: [mm1430_ni2_01] Sorry. To get a copy of the 'S S 5 Form,' press 1. For help filling out the form, press 2. To get instructions for submitting the form, press 3. To hear about the supporting documents you'll need to provide, press 4. To find a Social Security office, press 5. Or, for anything else, press 6.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1500_CitizenshipQuestion_DM

YesNo Recognition 			
asks the caller if he/she is a US citizen in order to provide appropriate information about supporting documents			
Entering From			
mm1430_SocialSecurityCardMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1500_ini_01	Is the person who needs the card a United States citizen?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?[(i am) ([he she] is)] // yes	1	<citizenship_question_yesno yes>	Never
no ?[(i'm not) ([he she] isn't)] // no	2	<citizenship_question_yesno no>	Never
Actions			
Option	Condition	Action	Transition
yes	Always	Prompt: [mm1500_out_01] Okay.	goto: mm1510_CitizenDocumentsMsgPart1_DM
no	Always	Prompt: [mm1500_out_02] No problem.	goto: mm1515_NonCitizenDocumentsMsgPart1_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1500_nm1_01] Let's try again... IS the person applying for a card a U.S. citizen?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1500_nm2_01] Sorry. If the person applying is a U.S. citizen, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1500_ni1_01] The kinds of documentation we need depends, in part, on whether the person who's applying for benefits is a U.S. citizen. So, if the person who's applying IS a citizen, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1500_ni2_01] Sorry. If the person applying is a U.S. citizen, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			

See 1.2 Global Commands	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
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mm1510_CitizenDocumentsMsgPart1_DM

CustomContext Recognition			
First section of informational message about Supporting Documents needed to apply or change personal information for U.S. citizens.			
Entering From			
mm1500_CitizenshipQuestion_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1510_ini_01	I have a lot of information, which I'll give you in two parts. (And just so you know, all of this information can be found on the back of the Application form). Now, Here's the first part. Your proof of identity must show your legal name, and we can accept any of the following: your U.S. driver's license, your U.S. state-issued ID, or your U.S. passport. If you don't have any of those, we may accept other documents, like a U.S. military ID, a Certificate of Naturalization, or an employee identity card. For young children, we may accept medical records maintained by the child's medical provider, a final adoption decree, a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.
initial	^	silence_1000ms	<silence_1000ms>
initial	^	mm1510_ini_03	To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'
reprompt	Always //after disconfirmation	mm1510_ree_01	To hear the information again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat that // repeat	1	<supporting_documents_nonfinal_menu repeat>	Never
keep going // keep_going	2	<supporting_documents_nonfinal_menu keep_going>	If Necessary
?(i'm) finished // finished	3	<supporting_documents_nonfinal_menu finished>	If Necessary
Actions			
Option	Condition	Action	Transition

finished	If <code>card_type==both</code>	Prompt: [mm1510_out_01] Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Assign: <code>card_type = "</code>	--
^	^	Prompt: [mm1510_out_02] All right. Feel free to hang up. Or...	goto: mm0200_SFToggle_DS
keep_going	Always	Prompt: [mm1510_out_03] All right.	goto: mm1512_CitizenDocumentsMsgPart2_DM
repeat	Always	Prompt: [mm1510_out_04] Sure.	--
^	^	Prompt: [mm1510_out_05] Here's the first part again. Your proof of identity must show your legal name, and we can accept any of the following: your U.S. driver's license, your U.S. state-issued ID, or your U.S. passport. If you don't have any of those, we may accept other documents, like a U.S. military ID, a Certificate of Naturalization, or an employee identity card. For young children, we may accept medical records maintained by the child's medical provider, a final adoption decree, a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.	--
^	^	Prompt: [silence_1000ms] <silence_1000ms>	--
^	^	Prompt: [mm1510_out_06] To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
keep_going	Always	mm1510_cnf_ini_01	You want to hear more information, right?
finished	Always	mm1510_cnf_ini_02	Sounds like you're finished. Is that right?

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1510_nm1_01] Let's try again... You can say 'Repeat That' or press 1, 'Keep Going' or press 2, or 'I'm Finished' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1510_nm2_01] Sorry. To hear that again, press 1. To hear MORE information about supporting documents, press 2. Or, if you're finished, press 3.	Re-Recognition:

nomatch 3	Always	Prompt: [mm1510_nm3_01] Sorry we're having trouble. Let's keep going...	goto: mm1512_CitizenDocumentsMsgPart2_DM
noinput 1	Always	Prompt: [mm1510_ni1_01] To hear that information again, say 'Repeat That' or press 1. To hear MORE information about supporting documents, say 'Keep Going' or press 2. Or, if you're finished, just say 'I'm Finished' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [mm1510_ni2_01] Sorry we're having trouble. Let's keep going...	goto: mm1512_CitizenDocumentsMsgPart2_DM
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm1512_CitizenDocumentsMsgPart2_DM

YesNo Recognition 			
Second section of informational message about Supporting Documents needed to apply or change personal information for U.S. citizens.			
Entering From			
mm1510_CitizenDocumentsMsgPart1_DM , mm1512_CitizenDocumentsMsgPart2_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1512_ini_01	Here's the last part. The documents you'll need depends on what you need to change and why. For example, if you're correcting your date of birth, you can show a birth certificate. If you're changing your name, you'll need to show either a Marriage document; a Divorce decree; a Certificate of Naturalization showing a new name; or a Court order for a name change. Your name change document has to show both your old AND new names. If it doesn't have enough identifying information, you'll need to provide an identity document with your old name (like a drivers' license or passport) AND another one with your new legal name, in addition to the name change document. Note that we can only accept original documents, but we'll return your documents after we've seen them.

initial	^	silence_1000ms	<1000ms silence>
initial	^	mm1512_ini_03	Would you like to hear that again?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes // yes		1	<supporting_documents_final_yes no yes>
no // finished		2	<supporting_documents_final_yes no no>
Actions			
Option	Condition	Action	Transition
no	If <code>card_type==both</code>	Prompt: [mm1512_out_01] Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Assign: <code>card_type =</code> "	--
^	^	Prompt: [mm1512_out_02] All right. Now, if you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
yes	Always	Prompt: [mm1512_out_03] Sure.	goto: mm1512_CitizenDocumentsMsgPart2_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1512_nm1_01] Would you like to hear that information again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1512_nm2_01] If you'd like to hear that information again, press 1. If not, press 2	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If <code>card_type==both</code>	Prompt: [mm1512_nm3_01] Sorry we're having trouble. Let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
nomatch 3	Else	Assign: <code>card_type =</code> "	--
nomatch 3	^	Prompt: [mm1512_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm1512_ni1_01] If you'd like to hear that information again, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If <code>card_type==both</code>	Prompt: [mm1512_ni2_01] Let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
noinput 2	Else	Assign: <code>card_type =</code> "	--
noinput 2	^	Prompt: [mm1512_ni2_02] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			

Commands: Disabled Globals	
repeat	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
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Developer Notes	
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mm1515_NonCitizenDocumentsMsgPart1_DM

CustomContext Recognition 			
First section of informational message about Supporting Documents needed to apply or change personal information for non-citizens.			
Entering From			
mm1500_CitizenshipQuestion_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1515_ini_01	I have a lot of information, which I'll give to you in three parts. And just so you know, all of this information can be found on the back of the Application form. Now, Here's the first part. To correct information on your card or in our records, for example, a name change or corrected date of birth, you'll need to prove your identity AND provide documents that support the change and explain the reason for the change.
initial	^	silence_1000ms	<silence_1000ms>
initial	^	mm1515_ini_03	Your proof of identity must show your legal name, and we can accept any of the following: your U.S. driver's license, your U.S. state-issued non-driver identity card, or your U.S. passport. If you don't have any of those, we may accept other documents, like a U.S. military identity card, a Certificate of Naturalization, or an employee identity card. For young children, we may accept medical records maintained by the child's medical provider, a final adoption decree, a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.
initial	^	silence_1000ms	<silence_1000ms>
initial	^	mm1515_ini_05	To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'
reprompt	Always //after disconfirmation	mm1515_ree_01	To hear the information again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat that	1	<supporting_documents_nonfinal_	Never

// repeat		menu repeat>	
keep going // keep_going	2	<supporting_documents_nonfinal_ menu keep_going>	If Necessary
?(i'm) finished // finished	3	<supporting_documents_nonfinal_ menu finished>	If Necessary

Actions

Option	Condition	Action	Transition
finished	If card_type==both	Prompt: [mm1515_out_01] Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Assign: card_type ="	--
^	^	Prompt: [mm1515_out_02] All right. Feel free to hang up. Or...	goto: mm0200_SFToggle_DS
keep_going	Always	Prompt: [mm1515_out_03] All right.	goto: mm1517_NonCitizenDocumentsMsgPart2_DM
repeat	Always	Prompt: [mm1515_out_04] Sure.	--
^	^	Prompt: [mm1515_out_05] Here's the first part again. To correct information on your card or in our records, for example, a name change or corrected date of birth, you'll need to prove your identity AND provide documents that support the change and explain the reason for the change.	--
^	^	Prompt: [silence_1000ms] <silence_1000ms>	--
^	^	Prompt: [mm1515_out_06] Your proof of identity must show your legal name, and we can accept any of the following: your U.S. driver's license, your U.S. state-issued non-driver identity card, or your U.S. passport. If you don't have any of those, we may accept other documents, like a U.S. military identity card, a Certificate of Naturalization, or an employee identity card. For young children, we may accept medical records maintained by the child's medical provider, a final adoption decree, a school ID card or records maintained by the school. But, we CANNOT accept birth certificates as proof of identity.	--
^	^	Prompt: [silence_1000ms] <silence_1000ms>	--
^	^	Prompt: [mm1515_out_07] To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
keep_going	Always	mm1515_cnf_ini_01	You want to hear more information, right?
finished	Always	mm1515_cnf_ini_02	Sounds like you're finished. Is that right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1515_nm1_01] Let's try again... You can say 'Repeat That' or press 1, 'Keep Going' or press 2, or 'I'm Finished' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1515_nm2_01] Sorry. To hear that again, press 1. To hear MORE information about supporting document, press 2. Or, if you're finished, press 3.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	Always	Prompt: [mm1515_nm3_01] Sorry we're having trouble. Let's keep going...	goto: mm1517_NonCitizenDocumentsMsgPart2_DM
noinput 1	Always	Prompt: [mm1515_ni1_01] To hear the information again, say 'Repeat That' or press 1. To hear MORE information about supporting documents, say 'Keep Going' or press 2. Or, if you're finished, just say 'I'm Finished' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [mm1515_ni2_01] Sorry we're having trouble. Let's keep going...	goto: mm1517_NonCitizenDocumentsMsgPart2_DM

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
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Developer Notes

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mm1517_NonCitizenDocumentsMsgPart2_DM

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

Entering From			
mm1515_NonCitizenDocumentsMsgPart1_DM, mm1517_NonCitizenDocumentsMsgPart2_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1517_ini_01	Here's the second part. The documents you'll need depends on what you need to change and why. For example, if you're correcting your date of birth, you can show a birth certificate. If you're changing your name, you'll need to show either a Marriage document; a Divorce decree; a Certificate of Naturalization showing a new name; or a Court order for a name change. Your name change document has to show both your old AND new names. If it doesn't have enough identifying information, you'll need to provide an identity document with your old name (like a drivers' license or passport) AND another one with your new legal name, in addition to the name change document.
initial	^	silence_1000ms	<1000ms silence>
initial	^	mm1517_ini_03	To hear that again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'
reprompt	Always //after disconfirmation	mm1517_ree_01	To hear the information again, say 'Repeat That.' Otherwise, to hear more information about supporting documents, say 'Keep Going.' Or, if you're finished, just say 'I'm Finished.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat that // repeat	1	<supporting_documents_nonfinal_menu repeat>	Never
keep going // keep_going	2	<supporting_documents_nonfinal_menu keep_going>	If Necessary
?(i'm) finished // finished	3	<supporting_documents_nonfinal_menu finished>	If Necessary
Actions			
Option	Condition	Action	Transition
finished	If card_type==both	Prompt: [mm1517_out_01] Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Assign: card_type ="	--
^	^	Prompt: [mm1517_out_02] All right. Feel free to hang up. Or...	goto: mm0200_SFToggle_DS
keep_going	Always	Prompt: [mm1517_out_03] All right.	goto: mm1519_NonCitizenDocumentsMsgPart3_DM
repeat	Always	Prompt: [mm1517_out_04] Sure.	goto: mm1517_NonCitizenDocumentsMsgPart2_DM
Confirmation Prompts			
Option	Condition	Name	Wording
keep_going	Always	mm1517_cnf_ini_	You want to hear more information, right?

		01	
finished	Always	mm1517_cnf_ini_02	Sounds like you're finished. Is that right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1517_nm1_01] Let's try again... You can say 'Repeat That' or press 1, 'Keep Going' or press 2, or 'I'm Finished' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1517_nm2_01] Sorry. To hear that again, press 1. To hear MORE information about supporting document, press 2. Or, if you're finished, press 3.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	Always	Prompt: [mm1517_nm3_01] Sorry we're having trouble. Let's keep going...	goto: mm1519_NonCitizenDocumentsMsgPart3_DM
noinput 1	Always	Prompt: [mm1517_ni1_01] To hear the information again, say 'Repeat That' or press 1. To hear MORE information about supporting documents, say 'Keep Going' or press 2. Or, if you're finished, just say 'I'm Finished' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [mm1517_ni2_01] Sorry we're having trouble. Let's keep going...	goto: mm1519_NonCitizenDocumentsMsgPart3_DM
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm1519_NonCitizenDocumentsMsgPart3_DM

CustomContext Recognition 
Third section of informational message about Supporting Documents needed to apply or change personal information for non-citizens.
Entering From
mm1517_NonCitizenDocumentsMsgPart2_DM , mm1519_NonCitizenDocumentsMsgPart3_DM

Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	mm1519_ini_01	Here's the last part. For proof of citizenship, we can accept your U.S. birth certificate or U.S. passport. If you were born outside the U.S., we can also accept a Consular Report of Birth, a Certificate of Citizenship, or a Certificate of Naturalization. If you're NOT a U.S. citizen, we need to see a current document issued to you by the Department of Homeland Security showing your immigration status, such as form 'I five five one,' 'I nine four,' 'I six eight eight B,' or 'I seven six six.' If you are not authorized to work in the U.S., then you'll need to provide a document from a U.S. federal, state, or local government agency, that explains WHY you need a social security number and which proves that you meet all the requirements for receiving benefits. If you're not sure if your reason qualifies, please speak with one of our agents. Note that we can only accept original documents, but we'll return your documents after we've seen them.	
initial	^	silence_1000ms	<1000ms silence>	
initial	^	mm1519_ini_03	Would you like to hear that again?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes // yes		1	<supporting_documents_final_yes no yes>	Never
no // finished		2	<supporting_documents_final_yes no no>	Never
Actions				
Option	Condition	Action	Transition	
no	If <code>card_type==both</code>	Prompt: [mm1519_out_01] Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM	
^	Else	Assign: <code>card_type ="</code>	--	
^	^	Prompt: [mm1519_out_02] All right. Now, if you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS	
yes	Always	Prompt: [mm1519_out_03] Sure.	goto: mm1519_NonCitizenDocumentsMsgPart3_DM	
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [mm1519_nm1_01] Would you like to hear that information again?	Re-Recognition:	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS	
nomatch 2	Always	Prompt: [mm1519_nm2_01] If you'd like to hear that information again, press 1. If not, press 2	Re-Recognition:	
nomatch 3	If <code>card_type==both</code>	Prompt: [mm1519_nm3_01] Sorry we're having trouble. Let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM	

nomatch 3	Else	Assign: <code>card_type =Undefined</code>	--
nomatch 3	^	Prompt: [mm1519_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm1519_ni1_01] If you'd like to hear that information again, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If <code>card_type==both</code>	Prompt: [mm1519_ni2_01] Let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
noinput 2	Else	Assign: <code>card_type =Undefined</code>	--
noinput 2	^	Prompt: [mm1519_ni2_02] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm1520_GetForm_DM

CustomContext Recognition 			
Menu of options for getting a Social Security application form.			
Entering From			
mm1430_SocialSecurityCardMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	If <code>card_action==new</code>	mm1520_ini_01	There are three ways to get an application - from our website, over the phone, or at a local Social Security field office. For instructions on downloading the form from our website, say 'Website.' To order one now, on the phone, say 'Order Form.' To find a Social Security office in your area, say 'Office.' Or, say 'Main Menu' and I'll take you back.
initial	Else if <code>card_action==replacement</code>	mm1520_ini_02	Note that, in general, you're limited to a maximum of 3 replacement cards per year, and 10 in a lifetime. However, changes in your legal name or work authorization do NOT count toward the limit. Also, you may be given an exception if you can prove that you need a card in order to get benefits.
initial	^	silence_500ms	<500ms silence>
initial	^	mm1520_ini_04	Now, there are three ways to get an application - from our website, over the phone, or at a local Social Security field office. For instructions on downloading the form from our website, say 'Website.' To order one now, on the phone, say 'Order Form.' To find a

			Social Security office in your area, say 'Office.' Or, say 'Main Menu' and I'll take you back.
initial	Else	mm1520_ini_05	Note that, in general, you're limited to a maximum of 3 replacement cards per year, and 10 in a lifetime. However, changes in your legal name or work authorization do NOT count toward the limit.
initial	^	silence_500ms	<500ms silence>
initial	^	mm1520_ini_07	Now, there are three ways to get an application - from our website, over the phone, or at a local Social Security field office. For instructions on downloading the form from our website, say 'Website.' To order one now, on the phone, say 'Order Form.' To find a Social Security office in your area, say 'Office.' Or, say 'Main Menu' and I'll take you back.

Grammar

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

Actions

Option	Condition	Action	Transition
main_menu	If card_type==both	Prompt: [mm1520_out_01] All right. Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Assign: card_type ="	--
^	^	Prompt: [mm1520_out_02] All right.	goto: mm0200_SFToggle_DS
office	Always	Assign: current_task =field_office_locator	--
^	^	Assign: final_intent =field_office_locator	--
^	^	Assign: ss_card_requested =true	--
^	^	Prompt: [mm1520_out_03] All right. Let's look for an office...	goto: mm0320_FieldOfficeLocator_SD
order_form	Always	Assign: current_task =transcription_ss5	--
^	^	Assign: final_intent =transcription_ss5	--
^	^	Prompt: [mm1520_out_04] All right.	goto: mm0545_TranscriptionKBA_DS
website	Always	Assign: final_intent =website	--
^	^	Prompt: [mm1520_out_05] All right.	goto: mm1530_WebsiteInstructions_DM

Confirmation Prompts

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

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1520_nm1_01] Let's try again. You can say 'Website' or press 1, 'Order Form' or press 2, 'Office' or 3, OR 'Main Menu' or press 4.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1520_nm2_01] Sorry. For instructions on downloading the form from our website, press 1. To order one now, over the phone, press 2. To find a Social Security office in your area, press 3. Otherwise, to go back to the main menu, press 4.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1520_ni1_01] There are three ways to get an 'Application for a Social Security Card,' (which is called 'form S S 5') - from our website, over the phone, or at a local Social Security field office. For instructions on downloading the form from our website, say 'Website' or press 1. To order one now, over the phone, say 'Order Form' or press 2. To find a Social Security office in your area, say 'Office' or press 3. Or, to go back to the main menu, just say 'Main Menu' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm1520_ni2_01] Sorry. For instructions on downloading the form from our website, press 1. To order one now, over the phone, press 2. To find a Social Security office in your area, press 3. Otherwise, to go back to the main menu, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS

Commands: State-Specific Behavior	
See 1.2 Global Commands	
Commands: Disabled Globals	
StartOver	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
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Developer Notes	
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mm1530_WebsiteInstructions_DM

YesNo Recognition			
Instructions for downloading an application form from the website.			
Entering From			
mm1520_GetForm_DM , mm1530_WebsiteInstructions_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1530_ini_01	To download an 'Application for a Social Security Card' from our website, go to 'Social Security dot G O V,' then click on the link labeled 'Get or replace a Social Security card.' That'll take you to a page with a link to the 'Form SS5' that you can print out, along with instructions for filling out and submitting it. That web address, again, is 'social security dot G O V,'
initial	^	silence_500ms	<500ms silence>
initial	^	mm1530_ini_03	Now, would you like to hear that again?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes, yes please // yes		1	< web_instructions_yesno yes>
no, no thanks // no		2	< web_instructions_yesno no>
Actions			
Option	Condition	Action	Transition
no	If <code>card_type==both</code>	Prompt: [mm1530_out_01] All right. Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Assign: <code>card_type ="</code>	--
^	^	Prompt: [mm1530_out_02] All right. Now, if you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
yes	Always	Prompt: [mm1530_out_03] Sure.	goto: mm1530_WebsiteInstructions_DM

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1530_nm1_01] Let's try again...Would you like to hear that information again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1530_nm2_01] Sorry. To hear the information about applying online again, press 1. If you don't want to hear it again, press 2.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If office_hours==true	Prompt: [mm1530_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS
nomatch 3	Else //office_hours==false	Prompt: [mm1530_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm1530_ni1_01] If you'd like me to repeat that information, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [mm1530_ni2_01] To speak with someone, press 0. Otherwise,...	goto: mm0200_SFToggle_DS
noinput 2	Else //office_hours==false	Prompt: [mm1530_nm2_02] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1600_SubmitForm_DM

CustomContext Recognition			
Instructions for submitting an application form, with option to find a Social Security office.			
Entering From			
mm1430_SocialSecurityCardMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1600_ini_01	First-time applicants who are age 12 or older, and who have NOT had a Social Security Number before, must apply in person. You're also required to apply in person at a local Social Security Card Center, no matter how old you are, if you live in any

			of the following places: Orlando, Florida; Brooklyn or Queens, New York; Las Vegas, Nevada; Sacramento County, California; Phoenix, Arizona; or the Greater Twin Cities Metropolitan Area in Minnesota. All OTHER applicants have the choice to MAIL their application, along with the required documents, or take it to a Social Security office.
initial	^	silence_500ms	<500ms silence>
initial	^	mm1600_ini_03	Would you like to find a Social Security office near you?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes ?(i would) // yes		1	<submit_form_yesno yes>
no ?(i wouldn't) // no		2	<submit_form_yesno no>
Actions			
Option	Condition	Action	Transition
no	If card_type==both	Prompt: [mm1600_out_01] All right. Now let's take care of your Medicare card...	goto: mm1105_MedicareCardsMenu_DM
^	Else	Assign: card_type ="	--
^	^	Prompt: [mm1600_out_02] All right. Now, if you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
yes	Always	Assign: current_task =field_office_locator	--
^	^	Assign: final_intent =field_office_locator	--
^	^	Assign: ss_card_requested =true	--
^	^	Prompt: [mm1600_out_03] All right.	goto: mm0320_FieldOfficeLocator_SD
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1600_nm1_01] Let's try again... WOULD you like to find a Social Security office near you?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1600_nm2_01] Sorry. To find a Social Security office in your area, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1600_ni1_01] If you'd like to find a Social Security office in your area where you can apply for a card in person or by mail, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1600_ni2_01] Sorry. To find a Social Security office	Re-Recognition:


		in your area, press 1. Otherwise, press 2.	
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1700_MedicareApplyMenu_DM

YesNo Recognition 			
To pre-qualify the caller. asks he/she is already enrolled in Medicare.			
Entering From			
mm0210_SFMainMenu_DM , mm0600_BackoffMainMenu_DM , mm0800_BenefitsApplicationMenu_DM , mm1105_MedicareCardsMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1700_ini_01	Are you already enrolled in Medicare?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes,yeah,[i am] already enrolled [in medicare] // yes		1	<result yes>
no,i'm not [already enrolled in medicare] // no		2	<result no>
Actions			
Option	Condition	Action	Transition
no	Always	Assign: <code>final_intent =medicare_enroll</code>	--
^	If <code>office_hours == false</code>	Prompt: [mm1700_out_01] All right.	goto: mm1720_MedicareEnrollMsg_DM
^	Else // <code>office_hours==true</code>	Prompt: [mm1700_out_02] All right.	goto: <code>mm3000_ABRStatus_DS</code>
yes	Always	--	goto: mm1710_ReplacementCardQuestion_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1700_nm1_01] Let's try again... Are you ALREADY	Re-Recognition:

		receiving Medicare benefits?	
nomatch 2	Always	Prompt: [mm1700_nm2_01] Sorry. If you ARE currently receiving Medicare, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1700_ni1_01] If you're ALREADY receiving Medicare benefits, say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1700_ni2_01] Sorry. If you ARE currently receiving Medicare, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1710_ReplacementCardQuestion_DM

YesNo Recognition 			
Asks the caller if he/she is calling to get a replacement card.			
Entering From			
mm1700_MedicareApplyMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1710_ini_01	Do you need to get a replacement Medicare card?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?(i am) // yes	1	<replacement_medicare_card_yes o yes>	Never
no ?(i'm not) // no	2	<replacement_medicare_card_yes o no>	Never
Actions			
Option	Condition	Action	Transition

no	Always	Prompt: [mm1710_out_01] Okay.	goto: mm1730_MedicareDrugQuestion_DM
yes	Always	Assign: <code>current_task =card_medicare</code>	--
^	^	Assign: <code>final_intent =medicare_replacement_card</code>	--
^	^	Prompt: [mm1710_out_02] Okay.	goto: mm0555_MRCMySSAWebsite_PP

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1710_nm1_01] Let's try again... DO you want to get a copy of your medicare card?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1710_nm2_01] Sorry. If you DO want to get a replacement copy of your Medicare card, press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1710_ni1_01] If you want to get a replacement copy of your Medicare card, say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1710_ni2_01] Sorry. If you DO want to get a replacement copy of your Medicare card, press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
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Developer Notes

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mm1720_MedicareEnrollMsg_DM

YesNo Recognition 
Informational message about enrolling in Medicare for callers who are NOT enrolled.
Entering From
mm1700_MedicareApplyMenu_DM , mm1720_MedicareEnrollMsg_DM

Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	mm1720_ini_01	You can get more information about Medicare, including the prescription drug program (known as 'Part D') or State Programs that can help with your Medicare health costs, by calling 1-800-Medicare. That number, again, is 1-800-633-4227. This information is also available on their website at 'Medicare dot G O V.	
initial	^	silence_500ms	<500ms silence>	
initial	^	mm1720_ini_03	Now, would you like to hear that again?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes // yes		1	<medicare_enroll_msg_yesno yes>	Never
no // no		2	<medicare_enroll_msg_yesno no>	Never
Actions				
Option	Condition	Action	Transition	
no	Always	Prompt: [mm1720_out_02] If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.	goto: mm0200_SFToggle_DS	
yes	Always	Prompt: [mm1720_out_03] Sure.	goto: mm1720_MedicareEnrollMsg_DM	
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [mm1720_nm1_01] Let's try again... Would you like to hear that enrollment information again?	Re-Recognition:	
nomatch 2	Always	Prompt: [mm1720_nm2_01] Sorry. To hear the information again, press 1. Otherwise, press 2.	Re-Recognition:	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS	
nomatch 3	If office_hours==true	Prompt: [mm1720_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS	
nomatch 3	Else //office_hours=false	Prompt: [mm1720_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS	
noinput 1	Always	Prompt: [mm1720_ni1_01] If you'd like to hear the enrollment information again, say 'yes' or press 1. If not, say 'no' or press 2.	Re-Recognition:	
noinput 2	If office_hours==true	Prompt: [mm1720_ni2_01] To speak with someone, press 0. Otherwise...	goto: mm0200_SFToggle_DS	
noinput 2	Else	Prompt: [mm1720_ni2_02]	goto: mm0200_SFToggle_DS	


	//office_hours==false	Let's keep going...	
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter			Value
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Developer Notes			
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mm1730_MedicareDrugQuestion_DM

YesNo Recognition 			
To pre-qualify the caller. asks he/she is calling about drug benefits.			
Entering From			
mm1710_ReplacementCardQuestion_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1730_ini_01	Are you calling about prescription drugs?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?(i am) // yes	1	<medicare_information_yesno yes>	Never
no ?(im not) // no	2	<medicare_information_yesno no>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm1730_out_01] Okay, thanks.	goto: mm3000_ABRStatus_DS
yes	Always	--	goto: mm1750_AskPartD_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1730_nm1_01] Let's try again... ARE you calling about Medicare Prescription Drug benefits?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1730_nm2_01] Sorry. If you're calling for information about prescription drug benefits, press 1. If you're calling about anything else, press 2	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS


noinput 1	Always	Prompt: [mm1730_ni1_01] If you ARE calling about Medicare Prescription Drug benefits, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1730_ni2_01] Sorry. If you're calling for information about prescription drug benefits, press 1. If you're calling about anything else, press 2	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1740_MedicareSusidyMsg_DM

			YesNo Recognition	
Informational message about Medicare Prescription Drug benefits.				
Entering From				
mm1740_MedicareSusidyMsg_DM , mm1750_AskPartD_DM				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	mm1740_ini_01	To enroll in the regular Medicare Prescription Drug program, 'Part D,' you must be enrolled in, or entitled to, Medicare 'Part A' which provides hospital coverage, or 'Part B' which provides doctor's services, outpatient care coverage, and other services not covered by part A. Once you're in Part A or Part B, you can enroll YOURSELF in the Part D Medicare prescription drug program through an approved Medicare prescription drug provider, or through a Medicare Advantage plan that offers prescription drug coverage. For more information call 1-800-633-4227. That number, again, is 1-800-633-4227 or visit the website 'Medicare dot G O V'.	
initial	^	silence_500ms	<500ms silence>	
initial	^	mm1740_ini_03	Now, would you like to hear that again?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes // yes		1	<medicare_subsidy_msg_yesno yes>	Never
no		2	<medicare_subsidy_msg_yesno no>	Never


// no		no>	
Actions			
Option	Condition	Action	Transition
no	Always	Prompt: [mm1740_out_01] All right. If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.	goto: mm0200_SFToggle_DS
yes	Always	Prompt: [mm1740_out_02] Sure.	goto: mm1740_MedicareSusidyMsg_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1740_nm1_01] Let's try again... Would you like to hear Prescription Drug information again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1740_nm2_01] Sorry. To hear the information about Medicare's prescription drug subsidy again, press 1. If you don't want to hear it again, press 2.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If office_hours==true	Prompt: [mm1740_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise...	goto: mm0200_SFToggle_DS
nomatch 3	Else //office_hours==false	Prompt: [mm1740_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm1740_ni1_01] If you'd like to hear the prescription drug information again, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [mm1740_ni2_01] To speak with someone, say press 0. Otherwise...	goto: mm0200_SFToggle_DS
noinput 2	Else //office_hours==false	Prompt: [mm1740_nm2_04] Let's keep going...	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1750_AskPartD_DM


CustomContext Recognition 			
Asks the caller if he/she is ALREADY enrolled in Medicare Part D.			
Entering From			
mm0800_BenefitsApplicationMenu_DM, mm1730_MedicareDrugQuestion_DM, mm1750_AskPartD_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1750_ini_01	And are you already enrolled in the prescription drug plan, part D?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
[yes yeah]?(i am?(?already enrolled?(in medicare part d))) // yes	1	<ask_partd_enrolled_yesno yes>	Never
no?(i'm not?(?already enrolled?(in medicare part d))) // no	2	<ask_partd_enrolled_yesno no>	Never
repeat, repeat that // repeat	9	<ask_partd_enrolled_yesno repeat>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: final_intent =medicare_subsidy	--
^	^	Prompt: [mm1750_out_01] All right.	goto: mm1740_MedicareSusidyMsg_DM
yes	Always	Assign: final_intent =medicare_drug_costs	--
^	^	Prompt: [mm1750_out_02] All right.	goto: mm1755_CheckDrugEligibility_DS
repeat	Always	Prompt: [mm1750_out_03] Sure.	goto: mm1750_AskPartD_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1750_nm1_01] Let's try again... Are you ALREADY enrolled in 'Medicare Part D,' the Prescription Drug program?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1750_nm2_01] Sorry. If you ARE enrolled in 'Medicare Part D,' press 1. Otherwise, press 2	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1750_ni1_01] If you're ALREADY enrolled in 'Medicare Part D,' the Prescription Drug program, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:

noinput 2	Always	Prompt: [mm1750_ni2_01] Sorry. If you ARE enrolled in 'Medicare Part D,' press 1. Otherwise, press 2	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
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Developer Notes			
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mm1755_CheckDrugEligibility_DS

Decision 		
Check to determine if the eligibility amounts for help with prescription drug costs are available.		
Entering From		
mm1750_AskPartD_DM		
Actions		
Condition	Action	Transition
If individualResourceMax!=" && coupleResourceMax!=" //eligibility info available	Log: eligibility info available	Log: eligibility info available goto: mm1760_HelpWithDrugCosts_DM
Else //eligibility info not available	Log: eligibility info not available	throwevent: event=event.operator
Developer Notes		
If individualResourceMax or coupleResourceMax is null, then the eligibility information is not available and caller needs to be transferred.		

mm1760_HelpWithDrugCosts_DM

YesNo Recognition 			
Informational message about Prescription Drug help, then asks the caller if they want to get an application.			
Entering From			
mm1755_CheckDrugEligibility_DS , mm1760_HelpWithDrugCosts_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1760_ini_01	Some individuals may be eligible for extra help with their prescription drug costs. To qualify for the extra help, your resources must be limited to...

initial	^	dynamic	{ individualResourceMax /medial /CPR=currency /example=five dollars and seventeen cents }
initial	^	mm1760_ini_03	... for an individual or...
initial	^	dynamic	{ coupleResourceMax /medial /CPR=currency /example=five dollars and seventeen cents }
initial	^	mm1760_ini_05	... for a married couple living together. Resources include, for example, your savings, investments and real estate. We do NOT include the home you live in, vehicles, burial plots, or personal possessions. However, there are income limits we will consider if you decide to file for this help. Changes in the law will make it easier for some people to qualify for extra help. Social Security won't count the help you receive with your household expenses as income, or any life insurance policies, as a resource when determining your eligibility. You may also be able to get help with Medicare costs from your state under a Medicare Savings Program. Applications for extra help can initiate the application process for the Medicare Savings Programs in your state. We'll send your information to your state and they'll contact you to help you apply for the Medicare Savings Programs, unless you tell us not to.
initial	^	silence_500ms	<500ms silence>
initial	^	mm1760_ini_07	Now, would you like to hear that again?

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?(i would) // yes	1	< help_with_drug_costs_yesno yes>	Never
no ?(i wouldn't) // no	2	< help_with_drug_costs_yesno no>	Never

Actions

Option	Condition	Action	Transition
no	Always	Prompt: [mm1760_out_01] Okay.	goto: mm1770_OrderDrugFormQuestion_DM
yes	Always	Prompt: [mm1760_out_02] Sure.	goto: mm1760_HelpWithDrugCosts_DM

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1760_nm1_01] Let's try again... Would you like to hear the information about help with prescription costs again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1760_nm2_01] Sorry. To hear the information about getting help with prescription drug costs again, press 1. If you don't want to hear it again, press 2.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If office_hours ==true	Prompt: [mm1760_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.'	goto: mm1770_OrderDrugFormQuestion_DM

		Otherwise...	
nomatch 3	Else //office_hours==false	Prompt: [mm1760_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm1770_OrderDrugFormQuestion_DM
noinput 1	Always	Prompt: [mm1760_ni1_01] If you'd like to hear the information about getting help with prescription drug costs again, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [mm1760_ni2_01] To speak with someone, say 'Agent.' Otherwise...	goto: mm1770_OrderDrugFormQuestion_DM
noinput 2	Else //office_hours==false)	Prompt: [mm1760_ni2_02] Let's keep going...	goto: mm1770_OrderDrugFormQuestion_DM

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
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Developer Notes

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mm1770_OrderDrugFormQuestion_DM

YesNo Recognition 

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

Entering From

[mm1760_HelpWithDrugCosts_DM](#)

Initial Prompts

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

Grammar


Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?(i would) // yes	1	< order_drug_help_form_yesno yes>	Never
no ?(i wouldn't) // no	2	< order_drug_help_form_yesno no>	Never

Actions

Option	Condition	Action	Transition
no	Always	Prompt: [mm1770_out_01] All right. Now, if you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
yes	Always	Assign: current_task =transcription_1020	--

^	^	Prompt: [mm1770_out_02] Okay.	goto: mm0545_TranscriptionKBA_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1770_nm1_01] Let's try again... WOULD you like to get an application for help with Prescription Drug costs?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1770_nm2_01] Sorry. To get an application for help with Prescription Drug costs, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1770_ni1_01] If you'd like to get an application for help with Prescription Drug costs, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1770_ni2_01] Sorry. To get an application for help with Prescription Drug costs, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1800_SSIMenu_DM

CustomContext Recognition 			
Supplemental Security Income disambiguation menu.			
Entering From			
mm0210_SFMainMenu_DM , mm1800_SSIMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1800_ini_01	Supplemental Security Income, or 'SSI,' is a program that pays monthly benefits to U.S. citizens (and some non-citizens) who are 65 or older or blind or disabled, and who have limited income and assets.

			Now, to hear that again, say 'Repeat that.' Otherwise, to apply for the program, say 'Apply for SSI.' If you have a question or problem, say 'SSI Problem.' Or, for information about obtaining U.S. citizenship, say 'Citizenship.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat that // repeat	1	<ssi_menu repeat>	Never
apply ?(for [([ssi) (supplemental security income)] ?benefits) benefits] // apply	2	<ssi_menu apply>	If Necessary
?(ssi) problem, problem with [([ssi) (supplemental security income)] ?benefits) benefits] // problem	3	<ssi_menu problem>	If Necessary
?(information about ?[obtaining getting]) citizenship, citizenship [question information] // citizenship	4	<ssi_menu citizenship>	If Necessary
Actions			
Option	Condition	Action	Transition
apply	Always	Prompt: [mm1800_out_01] Okay. Apply for Benefits.	goto: mm3000_ABRStatus_DS
citizenship	Always	Prompt: [mm1800_out_02] Okay. Citizenship.	goto: mm1810_CitizenshipMsg_DM
problem	Always	Prompt: [mm1800_out_03] Okay. SSI Problem.	goto: mm3000_ABRStatus_DS
repeat	Always	Prompt: [mm1800_out_04] Sure.	goto: mm1800_SSIMenu_DM
Confirmation Prompts			
Option	Condition	Name	Wording
apply	Always	mm1800_cnf_ini_01	You want to 'Apply for SSI benefits.'
citizenship	Always	mm1800_cnf_ini_02	You're calling about 'Citizenship.'
problem	Always	mm1800_cnf_ini_03	Sounds like you have a problem or question about SSI.
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1800_nm1_01] Let's try again. You can say 'Repeat That' (or press 1). 'Apply for SSI' (or 2), 'SSI Problem' (3), or 'Citizenship Information' (or press 4).	Re-Recognition:
nomatch 2	Always	Prompt: [mm1800_nm2_01] Sorry. To hear that information again, say 'Repeat That' or press 1. To apply for Supplemental Security Income benefits, press 2. If you have a question or problem with SSI, press 3.	Re-Recognition:

		Or, for information about becoming a U.S. citizen, press 4.	
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1800_ni1_01] To hear the information about Supplemental Security Income benefits again, say 'Repeat That' or press 1. If you'd like to apply for Supplemental Security Income benefits, say 'Apply for SSI' or press 2. If you have a question or problem, say 'SSI Problem' or press 3. Or, for information about becoming a U.S. citizen, say 'Citizenship' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm1800_ni2_01] Sorry. To hear that information again, say 'Repeat That' or press 1. To apply for Supplemental Security Income benefits, press 2. If you have a question or problem with SSI, press 3. Or, for information about becoming a U.S. citizen, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
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Developer Notes			
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mm1810_CitizenshipMsg_DM

YesNo Recognition 			
Informational message about citizenship requirements for SSI.			
Entering From			
mm1800_SSIMenu_DM , mm1810_CitizenshipMsg_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1810_ini_01	To become a U.S. citizen, you must be 18 years of age or older; have lived in the United States as a legal permanent resident for at least 5 years (or 3

			years if you're married to a U.S. citizen); be of 'good moral character;' be able to speak, read, write, and understand common English words and phrases; and be able to show knowledge and understanding of U.S. history and government. To request an Application for Naturalization (which is I N S form 'N-400') and detailed instructions, please call the Immigration and Naturalization Service at 1-800-870-3676. That number, again, is 1-800-870-3676.
initial	^	silence_1000ms	<1000ms silence>
initial	^	mm1810_ini_03	Now, would you like to hear that again?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes ?(i would) // yes		1	<citizenship_msg_yesno yes>
no ?(i wouldn't) // no		2	<citizenship_msg_yesno no>
Actions			
Option	Condition	Action	Transition
yes	Always	Prompt: [mm1810_out_01] Sure.	goto: mm1810_CitizenshipMsg_DM
no	Always	Prompt: [mm1810_out_02] All right. Now, if you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1810_nm1_01] Let's try again... Would you like to hear the information becoming a citizen again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1810_nm2_01] Sorry. To hear the information about applying for U.S. citizenship again, press 1. If you don't want to hear it again, press 2.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	If office_hours==true	Prompt: [mm1810_nm3_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS
nomatch 3	Else //office_hours==false	Prompt: [mm1810_nm3_02] Sorry we're having trouble. Let's keep going...	goto: mm0200_SFToggle_DS
noinput 1	Always	Prompt: [mm1810_ni1_01] If you'd like to hear the information on becoming a citizen again, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [mm1810_ni2_01] Sorry we're having trouble. To speak with someone, say 'Agent.' Otherwise,...	goto: mm0200_SFToggle_DS
noinput 2	Else	Prompt: [mm1810_ni2_02] Sorry we're having trouble. Let's keep	goto: mm0200_SFToggle_DS


	//office_hours==false	going...	
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter			Value
--			--
Developer Notes			
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mm1900_ReceivingBenefits_DM

YesNo Recognition 			
Asks callers whether or not they are already receiving benefits.			
Entering From			
mm0440_DisabilityDisambig_DM , mm0700_Benefits_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1900_ini_01	Are you already receiving Social Security benefits?
Grammar			
Sample Expressions		DTMF	Reco Var/Option Confirm
yes ?(i am) // yes		1	<receiving_benefits_yesno yes> Never
no ?(i'm not) // no		2	<receiving_benefits_yesno no> Never
Actions			
Option	Condition	Action	Transition
no	Always	Prompt: [mm1900_out_01] Okay.	goto: mm2030_OtherQuestions_DM
yes	Always	Assign: current_task =checks	--
^	^	Prompt: [mm1900_out_02] All right.	goto: mm1902_CheckDeliveryDates_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1900_nm1_01] Let's try again... ARE you currently getting benefits?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1900_nm2_01] Sorry. If you are receiving Social Security benefits, press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01]	goto: mm3000_ABRStatus_DS

		Sorry, we seem to be having trouble.	
noinput 1	Always	Prompt: [mm1900_ni1_01] I need to know if you're receiving Social Security benefits. If you are, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1900_ni2_01] Sorry. If you're receiving Social Security benefits, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
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Developer Notes			
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mm1902_CheckDeliveryDates_DS

Decision 		
Check to determine what the next check delivery dates are based on the current date (today's date) if available.		
Entering From		
mm1900_ReceivingBenefits_DM		
Actions		
Condition	Action	Transition
If firstMonth!=" && firstMonth.ssiPaymentDate!=" && firstMonth.firstPaymentDate!=" && firstMonth.secondPaymentDate!=" && firstMonth.thirdPaymentDate !=" && firstMonth.fourthPaymentDate !=" && secondMonth !=" && secondMonth.ssiPaymentDate!=" && secondMonth.firstPaymentDate !=" && secondMonth.secondPaymentDate !=" && secondMonth.thirdPaymentDate !=" && secondMonth.fourthPaymentDate!=" //check delivery dates info available	--	Log: delivery dates info available goto: mm1905_Checks_DM
Else //check delivery dates not available	--	throwevent: event=event.operator
Developer Notes		
If any of the following variables are null, then the eligibility information is not available and caller needs to be transferred. firstMonth firstMonth.ssiPaymentDate firstMonth.firstPaymentDate firstMonth.secondPaymentDate firstMonth.thirdPaymentDate		

firstMonth.fourthPaymentDate
 secondMonth
 secondMonth.ssiPaymentDate
 secondMonth.firstPaymentDate
 secondMonth.secondPaymentDate
 secondMonth.thirdPaymentDate
 secondMonth.fourthPaymentDate

mm1905_Checks_DM

YesNo Recognition 

Tells callers the scheduled delivery date and asks whether or not they are calling about a late payment.

Entering From

[mm0210_SFMainMenu_DM](#), [mm1902_CheckDeliveryDates_DS](#), [mm1905_Checks_DM](#)


Initial Prompts

Type	Condition	Name	Wording
initial	If checks_first_entry ==true	mm1905_ini_01	First, let me give you some information...
initial	^	silence_500ms	<500ms silence>
initial	Always	mm1905_ini_17	Here are the scheduled payment delivery dates for...
initial	^	dynamic	{ firstMonth /final /CPR=date/example=January 2016}
initial	^	mm1905_ini_19	SSI payments will arrive on...
initial	^	dynamic	{ firstMonth.ssiPaymentDate /final /CPR=date/example=December 31st}
initial	^	mm1905_ini_21	Social Security benefits normally received on the third of the month, will arrive on...
initial	^	dynamic	{ firstMonth.firstPaymentDate /final /CPR=date/example=January 2nd}
initial	^	mm1905_ini_23	Second Wednesday benefits arrive on...
initial	^	dynamic	{ firstMonth.secondPaymentDate /final /CPR=date/example=January 14th}
initial	^	mm1905_ini_25	Third Wednesday benefits arrive on...
initial	^	dynamic	{ firstMonth.thirdPaymentDate /final /CPR=date/example=January 21st}
initial	^	mm1905_ini_27	Fourth Wednesday benefits arrive on...
initial	^	dynamic	{ firstMonth.fourthPaymentDate /final /CPR=date/example=January 28th}
initial	^	mm1905_ini_29	For...
initial	^	dynamic	{ secondMonth /final /CPR=date/example=February 2016}
initial	^	mm1905_ini_31	SSI payments will arrive on...
initial	^	dynamic	{ secondMonth.ssiPaymentDate /final /CPR=date/example=January 30th}
initial	^	mm1905_ini_33	Social Security benefits normally received on the third of the month will arrive on...
initial	^	dynamic	{ secondMonth.firstPaymentDate /final /CPR=date/example=February 3rd}
initial	^	mm1905_ini_35	Second Wednesday benefits arrive on...
initial	^	dynamic	{ secondMonth.secondPaymentDate /final

			/CPR=date/example= February 11th}
initial	^	mm1905_ini_37	Third Wednesday benefits arrive on...
initial	^	dynamic	{secondMonth.thirdPaymentDate /final /CPR=date/example=February 18th}
initial	^	mm1905_ini_39	Fourth Wednesday benefits arrive on...
initial	^	dynamic	{secondMonth.fourthPaymentDate /final /CPR=date/example=February 25th}
initial	^	silence_1000ms	<1000ms silence>
initial	^	mm1905_ini_16	Now, would you like to hear that again?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes ?(i would) // yes		1	<checks_repeat_yesno yes>
no ?(i wouldn't) // no		2	<checks_repeat_yesno no>
repeat, repeat that // repeat		9	<checks_repeat_yesno repeat>
Actions			
Option	Condition	Action	Transition
no	If <code>current_task==checks</code>	Prompt: [mm1905_out_01] Okay.	goto: mm1907_LatePaymentQuestion_DM
^	Else // <code>current_task==late_payment</code> , this condition is unreachable	Prompt: [mm1905_out_02] Now, about the late payment...	goto: mm1910_LatePaymentMenu_DM
yes	Always	Prompt: [mm1905_out_03] Sure.	--
^	^	Assign: <code>checks_first_entry =false</code>	goto: mm1905_Checks_DM
repeat	Always	Prompt: [mm1905_out_04] Sure.	--
^	^	Assign: <code>checks_first_entry =false</code>	goto: mm1905_Checks_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1905_nm1_01] Let's try again... Would you like to hear the payment dates again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1905_nm2_01] Sorry. To hear the scheduled payment dates again, press 1. If you don't want to hear it again, press 2.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
nomatch 3	Always	Prompt: [mm1905_nm3_01] Sorry we're having trouble. Let's keep going...	goto: mm1907_LatePaymentQuestion_DM
noinput 1	Always	Prompt: [mm1905_ni1_01] If you'd like to hear the scheduled payment delivery dates again, say 'Yes' or press 1. If not, say 'No' or	Re-Recognition:


		press 2.	
noinput 2	Always	Prompt: [mm1905_ni2_01] Let's keep going...	goto: mm1907_LatePaymentQuestion_DM
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
SSA will need to provide the new check delivery dates and operation dates as they become available each year. The new table will support all future months, so there will no longer be a 12 month restriction on existing prompting.			

mm1907_LatePaymentQuestion_DM

YesNo Recognition			
Asks the caller if they're calling about a late payment.			
Entering From			
mm1905_Checks_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1907_ini_01	Are you calling about a LATE payment?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?(a late payment) // yes	1	< check_late_yesno yes>	Never
no ?(it's not late) // no	2	< check_late_yesno no>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm1907_out_01] All right. Now, if you're finished, feel free to hang up. Otherwise...	goto: mm0200_SFToggle_DS
yes	Always	Assign: final_intent =payment_late	--
^	^	Prompt: [mm1907_out_02] Hmmm... Okay.	goto: mm1910_LatePaymentMenu_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1907_nm1_01]	Re-Recognition:

		Let's try again... ARE you calling about a late payment?	
nomatch 2	Always	Prompt: [mm1907_nm2_01] Sorry. If you're calling about a payment that's LATE, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1907_ni1_01] If you're calling about a payment that's LATE, say 'yes' or press 1. Otherwise, say 'no' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1907_ni2_01] Sorry. If you'd like information on a payment that's LATE, press 1. If you're calling about an on-time payment, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
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mm1910_LatePaymentMenu_DM

CustomContext Recognition			
Asks callers how they receive their payments.			
Entering From			
mm0210_SFMainMenu_DM , mm1905_Checks_DM , mm1907_LatePaymentQuestion_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	If <code>current_task==checks</code>	mm1910_ini_01	How are you expecting your payment - by 'Mail' or 'Direct Deposit?'
initial	^	silence_2500ms	<2500ms silence>
initial	^	mm1910_ini_04	If you're not sure, just say 'I'm Not Sure.'
initial	Else // <code>current_task==late_payment</code>	mm1910_ini_02	How were you expecting it - by 'Mail' or 'Direct Deposit?'
initial	^	silence_2500ms	<2500ms silence>
initial	^	mm1910_ini_04	If you're not sure, just say 'I'm Not Sure.'

reprompt	Always// after disconfirmation	mm1910_ree_01	How were you expecting your payment - by 'Mail' or 'Direct Deposit?'
initial	^	silence_2500ms	<2500ms silence>
initial	^	mm1910_ini_04	If you're not sure, just say 'I'm Not Sure.'
Grammar			
Sample Expressions		DTMF	Reco Var/Option
Confirm			
mail, [check payment] by mail // mail		1	<late_payment_menu mail>
direct deposit ?payment // direct_deposit		2	<late_payment_menu direct_deposit>
?i'm not sure // not_sure		3	<late_payment_menu not_sure>
repeat, repeat that // repeat		9	<late_payment_menu repeat>
Actions			
Option	Condition	Action	Transition
direct_deposit	Always	Assign: final_intent =current_intent	--
^	^	Assign: payment_method =direct_deposit	--
^	^	Prompt: [mm1910_out_01] All right.	goto: mm1920_DepositMsg_PP
mail	Always	Assign: final_intent =current_intent	--
^	^	Assign: payment_method =mail	--
^	^	Prompt: [mm1910_out_02] All right.	goto: mm1930_MailMsg_PP
not_sure	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm1910_out_03] Okay.	goto: mm3000_ABRStatus_DS
repeat	Always	Prompt: [mm1910_out_04] Sure.	--
^	^	Prompt: [mm1910_out_05] How were you expecting your payment - by 'Mail' or 'Direct Deposit?'	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	^	Prompt: [mm1910_out_06] If you're not sure, just say 'I'm Not Sure.'	Re-Recognition:
Confirmation Prompts			
Option	Condition	Name	Wording
mail	Always	mm1910_cnf_ini_01	You're expecting a check in the mail, right?
direct_deposit	Always	mm1910_cnf_ini_02	You're waiting for a direct deposit, right?
not_sure	Always	mm1910_cnf_ini_03	You're not sure of HOW you'll be receiving your next payment, right?
Confirmation Recovery Behavior			

[See 1.3 Global Confirmation](#)


Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1910_nm1_01] Let's try again. You can say "Mail" or press 1, 'Direct Deposit' or press 2, or 'I'm Not Sure' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm1910_nm2_01] Sorry. If you're expecting to receive your payment by mail, press 1. If you're expecting a direct deposit instead, press 2. Or, if you're not sure, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1910_ni1_01] If you're expecting your next payment by mail, say 'mail' or press 1. If you're waiting for your payment to be deposited into your bank account, say 'direct deposit' or press 2. Or, if you're not sure, say 'I'm not sure' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [mm1910_ni2_01] Sorry. I need to know what method of payment you are expecting. If you're expecting a check in the mail, press 1. If a direct deposit, press 2. If you're not sure, press 3.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes			
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mm1920_DepositMsg_PP


Simple Play Prompt :))
Plays information and suggestions on how callers can troubleshoot a direct deposit.
Entering From

mm1910_LatePaymentMenu_DM, mm1940_LatePaymentExit_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm1920_out_01] If you've recently changed bank accounts, you should check to make sure that the payment wasn't deposited to your old account. It might also have something to do with your bank's policy on the time and date when accounts are updated, so you should ask your bank if any other payments posted to your account on the day you were expecting the deposit.	goto: mm1940_LatePaymentExit_DM
Developer Notes		
--		

mm1930_MailMsg_PP

Simple Play Prompt 		
Plays information about why a check may not have been received yet.		
Entering From		
mm1910_LatePaymentMenu_DM, mm1940_LatePaymentExit_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm1930_out_01] Just so you know, a payment isn't considered late until the third mail delivery date after its due date. (Sundays and Federal holidays are not mail delivery days.) Also, if you've recently moved, your check may have been sent to your previous address.	goto: mm1940_LatePaymentExit_DM
Developer Notes		
--		


mm1940_LatePaymentExit_DM

CustomContext Recognition 			
Offers a menu of options for transition to next state. (Note that only the global command grammar is active for this state.)			
Entering From			
mm1920_DepositMsg_PP, mm1930_MailMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm1940_ini_01	Now, would you like to hear that again?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes // yes	1	<late_payment_exit_yesno yes>	Never

no // no	2	<late_payment_exit_yesno no>	Never
Actions			
Option	Condition	Action	Transition
no	If office_hours==true	Prompt: [mm1940_out_01] All right. If you still have questions, and you'd like to speak to someone about your payment, say 'Agent.' Or, if you're finished, feel free to hang up. Otherwise, hold on and I'll take you back to the Main Menu.	--
^	Else //office_hours==false	Prompt: [mm1940_out_02] If you're finished, feel free to hang up. Otherwise, just hang on and I'll take you back to the Main Menu.	--
^	Always	--	goto: mm0200_SFToggle_DS
yes	If payment_method==direct_deposit	Prompt: [mm1940_out_03] Sure.	goto: mm1920_DepositMsg_PP
^	Else //payment_method==mail	Prompt: [mm1940_out_04] Sure.	goto: mm1930_MailMsg_PP
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm1940_nm1_01] Let's try again... Would you like to hear that payment information again?	Re-Recognition:
nomatch 2	Always	Prompt: [mm1940_nm2_01] Sorry. To hear about the late payment again, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm1940_ni1_01] If you'd like to hear the late payment information again, say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm1940_ni2_01] Sorry. To hear about the late payment again, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
repeat	If payment_method==mail	Prompt: [gl_repeat_01] Sure.	goto: mm1930_MailMsg_PP
repeat	Else //payment_method==direct_deposit	Prompt: [gl_repeat_01] Sure.	goto: mm1920_DepositMsg_PP
Commands: Confirmations			
See 1.2 Global Commands			


Config Parameters	
Parameter	Value
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Developer Notes	
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mm2000_ReceivingBenefits_DM

YesNo Recognition 			
Asks callers whether or not they are already receiving benefits.			
Entering From			
mm0210_SFMainMenu_DM, mm0450_EmploymentDisambig_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm2000_ini_01	Are you already receiving Social Security benefits, please say YES or NO?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?(i am) // yes	1	<receiving_benefits_yesno yes>	Never
no ?(i'm not) // no	2	<receiving_benefits_yesno no>	Never
Actions			
Option	Condition	Action	Transition
no	If form_7004_delivery==true	Prompt: [mm2000_out_01] Okay.	goto: mm2040_FutureBenefits_DM
^	Else //form_7004_delivery==false	Prompt: [mm2000_out_02] Okay.	goto: mm2050_FutureBenefitsBudgetaryMsg_PP
yes	Always	Prompt: [mm2000_out_03] All right.	goto: mm2010_BenefitsEarnings_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm2000_nm1_01] Let's try again... ARE you currently getting benefits?	Re-Recognition:
nomatch 2	Always	Prompt: [mm2000_nm2_01] Sorry. If you are receiving Social Security benefits, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm2000_ni1_01] I need to know if you're receiving Social Security benefits. If you are, say 'Yes' or press 1. If you AREN'T, say 'No' or press 2.	Re-Recognition:

noinput 2	Always	Prompt: [mm2000_ni2_01] Sorry. If you're receiving Social Security benefits, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm2010_BenefitsEarnings_DM

CustomContext Recognition 			
Asks callers if they need a 1099, a proof of income statement, or something else.			
Entering From			
mm0210_SFMainMenu_DM, mm2000_ReceivingBenefits_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm2010_ini_01	If you're doing your taxes and you need a replacement benefits statement (or '1099'), say 'Benefits Statement.' If you need a letter of proof of your income for anything OTHER than taxes, say 'Proof of Income.' For anything else, just say 'It's Something Else.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?(?form 1099) (?tax benefits statement), (?form 1099) // benefits_statement	1	<benefits_earnings_menu benefits_statement>	If Necessary
proof of income ?letter // proof_of_income	2	<benefits_earnings_menu proof_of_income>	If Necessary
?it's something else // something_else	3	<benefits_earnings_menu something_else>	If Necessary
Actions			
Option	Condition	Action	Transition
benefits_statement	Always	Assign: current_task =benefits_statement	--
^	^	Assign: final_intent =1099_benefits_statement	--
^	^	Prompt: [mm2010_out_01] Okay. Benefits Statement.	goto: mm0525_BenefitsStatementKBA

			_DS
proof_of_income	Always	Assign: current_task =benefits_verification	--
^	^	Assign: final_intent =benefits_verification	--
^	^	Prompt: [mm2010_out_02] Okay. Proof of Income.	goto: mm0500_BEVEKBA_DS
something_else	Always	Assign: final_intent = current_intent	--
^	^	Prompt: [mm2010_out_03] Okay.	goto: mm3000_ABRStatus_DS

Confirmation Prompts

Option	Condition	Name	Wording
benefits_statement	Always	mm2010_cnf_ini_01	You'd like a replacement Form 1099 benefits statement.
proof_of_income	Always	mm2010_cnf_ini_02	You need a proof of income document that's not for your tax return.
something_else	Always	mm2010_cnf_ini_03	You'd like help with something else.
Always	Always	gl_cnf_ini_02	Right?

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm2010_nm1_01] Let's try again. You can say 'Benefits Statement' or press 1, 'Proof of Income' or press 2, or 'It's Something Else' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm2010_nm2_01] Sorry. If you need a replacement Form 1099 benefits statement for filing your tax return, press 1. If you need a document of your income for anything other than your tax return, press 2. For anything else, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm2010_ni1_01] If you need a replacement benefits statement, or 'Form 1099,' for filing your tax return, say 'benefits statement' or press 1. For a document of your income for anything other than your tax return, say 'proof of income' or press 2. If you need something else, say 'it's something else' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [mm2010_ni2_01] Sorry. If you need a replacement Form 1099 benefits statement for filing your tax return, press 1. If you need a document of your income for	Re-Recognition:

		anything other than a tax return, press 2. For anything else, press 3.	
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
Added "award letter" to grammar as a hidden option not voiced in the prompt, with the same action as "something else". Added a confirmation prompt for award_letter to confirm caller's intent.			

mm2030_OtherQuestions_DM

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

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm2030_nm1_01] Let's try again... ARE you calling about an estimate of future benefits?	Re-Recognition:
nomatch 2	Always	Prompt: [mm2030_nm2_01] Sorry. If you'd like an estimate of future benefits, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm2030_ni1_01] If you'd like an estimate of future benefits, say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [mm2030_ni2_01] Sorry. For an estimate of FUTURE benefits, press 1. For anything else, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

Developer Notes

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mm2040_FutureBenefits_DM

CustomContext Recognition 

Tells callers how to request an estimate of future benefits, and offers an option to request a mail-in form.

Entering From

[mm2000_ReceivingBenefits_DM](#), [mm2030_OtherQuestions_DM](#), [mm2040_FutureBenefits_DM](#)

Initial Prompts

Type	Condition	Name	Wording
initial	Always	mm2040_ini_01	Estimates of your future benefits are on your social security statement, which is sent to you automatically every three years or so, starting about three months before you turn 25. To request a statement now, you can do it on our website at 'social security dot G O V' and it will take about 2 to 4 weeks to receive it. You can also request a statement by MAIL, by filling out form number '7004.' Mail orders take 4 to 6 weeks. To order a 'Form 7004' over the phone, just say 'Order Form.' Or, if

			you have OTHER questions about earnings and benefits, say 'Other Questions.'
Grammar			
Sample Expressions		DTMF	Reco Var/Option
repeat, repeat that, hear that again // repeat		1	<future_benefits_menu repeat>
order_form // order_form		2	<future_benefits_menu order_form>
other_questions // other_questions		3	<future_benefits_menu other_questions>
Actions			
Option	Condition	Action	Transition
order_form	Always	Assign: current_task =transcription_7004	--
^	^	Assign: final_intent =transcription_7004	--
^	^	Prompt: [mm2040_out_01] Sure.	goto: mm0545_TranscriptionKBA_DS
other_questions	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm2040_out_02] Okay.	goto: mm3000_ABRStatus_DS
repeat	Always	Prompt: [mm2040_out_03] Sure.	goto: mm2040_FutureBenefits_DM
Confirmation Prompts			
Option	Condition	Name	Wording
order_form	Always	mm2040_cnf_ini_01	You'd like to request that a Form 7004 be mailed to you.
other_questions	Always	mm2040_cnf_ini_02	You'd like other information on earnings and benefits.
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm2040_nm1_01] Let's try again. You can say 'Repeat That' or press 1. Otherwise, if you'd like to order form 7004, say 'Order Form' or press 2. OR, say 'Other Questions' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [mm2040_nm2_01] Sorry. To hear the information again, press 1. To order Form 7004, press 2. Or, for other information about earnings and benefits, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm2040_ni1_01]	Re-Recognition:


		To hear the information again, say 'Repeat That' or press 1. If you'd like to order Form 7004 now, say 'Order Form' or press 2. Or, for other questions about earnings and benefits, say 'Other Questions' or press 3.	
noinput 2	Always	Prompt: [mm2040_ni2_01] Sorry. If you'd like to hear the information again, press 1. To order Form 7004 now, press 2. Or, for other information about earnings and benefits, press 3.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm2050_FutureBenefitsBudgetaryMsg_PP

Simple Play Prompt :))		
If 'form_7004_delivery=false,' this state plays informational message explaining why form 7004 will not be delivered, due to budgetary constraints.		
Entering From		
mm2000_ReceivingBenefits_DM , mm2030_OtherQuestions_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mm2050_out_01] Estimates of your future benefits are on your social security statement, which is normally sent to you automatically every three years or so, starting about three months before you turn 25. However, due to budgetary constraints, the Social Security Administration has temporarily suspended delivery of all benefits statements. We apologize for this inconvenience. For more information, visit our website at 'social security dot G O V.'	--
^	Prompt: [silence_1000ms] <1000ms silence>	--

If <code>office_hours==true</code>	Prompt: [mm2050_out_03] Now, if you're finished, feel free to hang up. If you'd like to speak to someone about your benefits, say 'Agent.' Otherwise...	--
Else <code>//office_hours==false</code>	Prompt: [mm2050_out_04] Now, if you're finished, feel free to hang up. Otherwise...	--
Always	--	goto: <code>mm0200_SFToggle_DS</code>
Developer Notes		
--		


mm2100_RepPayeeMenu_DM

CustomContext Recognition 			
Presents six payee options - hear about the program, change payees, report misuse, become a payee, questions about filing a payee report, or something else.			
Entering From			
<code>mm0210_SFMainMenu_DM, mm2110_ProgramMsg_DM, mm2120_ChangeMsg_DM, mm2200_BecomePayee_DM, mm2210_PayeeMisuse_DM</code>			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm2100_ini_01	Which would you like to do - you can say 'Change Payee,' report 'Misuse of Benefits,' 'Become a Payee,' get information about filing a 'Payee Report,' or to hear what a representative payee DOES, say 'Payee Responsibilities.' For help with anything else say 'It's Something Else.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
[change different] ?[payee representative] <code>// change</code>	1	< <code>rep_payee_menu</code> change>	If Necessary
(misuse ?(of benefits)), benefits misuse <code>// misuse</code>	2	< <code>rep_payee_menu</code> misuse>	If Necessary
become ?a payee <code>// become</code>	3	< <code>rep_payee_menu</code> become>	If Necessary
(?payee report), [file filing] ?(a payee) report <code>// report</code>	4	< <code>rep_payee_menu</code> report>	If Necessary
?payee responsibilities <code>// program</code>	5	< <code>rep_payee_menu</code> program>	If Necessary
?it's something else <code>// something_else</code>	6	< <code>rep_payee_menu</code> something_else>	If Necessary
Actions			
Option	Condition	Action	Transition
become	Always	Prompt: [mm2100_out_01] All right.	goto: <code>mm2200_BecomePayee_DM</code>
change	Always	--	goto: <code>mm2120_ChangeMsg_DM</code>
misuse	Always	Prompt: [mm2100_out_02] All right. Misuse of Benefits.	goto: <code>mm2210_PayeeMisuse_DM</code>
program	Always	--	goto:

			mm2110_ProgramMsg_DM
report	Always	Prompt: [mm2100_out_03] Okay.	goto: mm3000_ABRStatus_DS
something_else	Always	Prompt: [mm2100_out_04] Okay.	goto: mm3000_ABRStatus_DS
Confirmation Prompts			
Option	Condition	Name	Wording
program	Always	mm2100_cnf_ini_01	You'd like information on what a payee representative DOES. Is that right?
change	Always	mm2100_cnf_ini_02	You'd like to change your payee, right?
misuse	Always	mm2100_cnf_ini_03	You suspect there may be a problem with how your benefits are being handled, right?
become	Always	mm2100_cnf_ini_04	You're interested in BECOMING a payee, right?
report	Always	mm2100_cnf_ini_05	You have questions about filing a payee report, right?
something_else	Always	mm2100_cnf_ini_06	You'd like help with something else, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm2100_nm1_01] Let's try again. You can say 'Change Payee' (or press 1); 'Misuse Of Benefits' (or 2), 'Become a Payee' (3); 'Payee Report' (4); 'Payee Responsibilities' (5); or say 'It's Something Else' or press 6.	Re-Recognition:
nomatch 2	Always	Prompt: [mm2100_nm2_01] Sorry. If you'd like to CHANGE your payee, press 1. If you suspect a problem with how your benefits are being handled, press 2. For information on BECOMING a payee, press 3. For questions about filing a REPORT, press 4. For information on what a payee DOES, press 5. Or, for all other questions, press 6.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm2100_ni1_01] To request a different payee, say 'Change Payee' (or press 1). If you think there's a problem with how your benefits are being handled, say 'Misuse Of Benefits' (or 2). If you'd like to BECOME a payee, say 'Become A Payee' (3). For questions about filing a report, say 'Payee Report' (4). If you'd like to hear what a payee DOES, say 'Payee Responsibilities' (5). Or, for any other	Re-Recognition:

		information, say 'It's Something Else' (or press 6).	
noinput 2	Always	Prompt: [mm2100_ni2_01] Sorry. If you'd like to CHANGE your payee, press 1. If you suspect a problem with how your benefits are being handled, press 2. For information on BECOMING a payee, press 3. For questions about filing a REPORT, press 4. For information on what a payee DOES, press 5. Or, for all other questions, press 6.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			

mm2110_ProgramMsg_DM

			CustomContext Recognition 
Plays information about the Payee Representative program and offers options to hear it again, hear the payee options again, speak with an agent, or continue in the IVR.			
Entering From			
mm2100_RepPayeeMenu_DM , mm2110_ProgramMsg_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm2110_ini_01	When a beneficiary needs help managing their Social Security or SSI benefits, we appoint a Representative Payee for them. The payee can be a relative or friend, or a nursing home or hospital. The payee receives the monthly benefits and uses them to pay for the beneficiary's needs. The payee must keep accurate records of how the money is spent, and report this to Social Security using the Representative Payee Report form. The payee must also report any changes to a beneficiary's situation (like a change of address, medical condition, or income). Finally, although someone may have 'power of attorney' to conduct business for a beneficiary, the Social Security Administration does not recognize 'power of attorney' for purposes of managing a beneficiary's payments.
initial	^	silence_500ms	<500ms silence>
initial	If office_hours ==true	mm2110_ini_03	To hear that again, say 'Repeat That.' To hear the other 'Representative Payee' options again, say

			'Payee Options.' Or, to speak to someone about the program, say 'Agent.' Otherwise, hold on and I'll take you back to the Main Menu...	
initial	Else //office_hours==false	mm2110_ini_04	To hear that again, say 'Repeat That.' Or to hear the other 'Representative Payee' options again, say 'Payee Options.' Otherwise, hold on and I'll take you back to the Main Menu...	
reprompt	Always //after disconfirmation	If office_hours==true	mm2110_ree_01	To hear the information again, say 'Repeat That.' To hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to speak to someone about the program, say 'Agent.' Otherwise, hold on and I'll take you back to the Main Menu...
reprompt	^	Else //office_hours==false)	mm2110_ree_02	To hear the information again, say 'Repeat That.' Or to hear the other 'Representative Payee' options again, say 'Payee Options.' Otherwise, hold on and I'll take you back to the Main Menu...

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat, repeat that // repeat	1,9	<payee_program_menu repeat>	Never
?hear ?the ?representative ?payee options ?again // payee_options	2	<payee_program_menu payee_options>	If Necessary

Actions

Option	Condition	Action	Transition
payee_options	Always	Prompt: [mm2110_out_01] Sure. Here are those options again...	goto: mm2100_RepPayeeMenu_DM
repeat	Always	Prompt: [mm2110_out_02] Sure.	goto: mm2110_ProgramMsg_DM

Confirmation Prompts

Option	Condition	Name	Wording
payee_options	Always	mm2110_cnf_ini_01	You'd like to choose another payee option, right?

Confirmation Recovery Behavior


See 1.3 Global Confirmation

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	If office_hours==true	Prompt: [mm2110_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2; or 'Agent' or press 0. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 1	Else //office_hours==false	Prompt: [mm2110_nm1_02] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2; or if you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 2	If office_hours==true	Prompt: [mm2110_nm2_01] Sorry. To hear the information about the representative payees again,	Re-Recognition:

		press 1. To choose another payee option, press 2. To speak with an agent about the payee program, press 0. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	
nomatch 2	Else //office_hours==false)	Prompt: [mm2110_nm1_03] Sorry. To hear the information about the representative payees again, press 1. To choose another payee option, press 2. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	--	goto: mm0200_SFToggle_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm2120_ChangeMsg_DM

CustomContext Recognition 			
Plays information on how to change payees and offers options to repeat, choose another payee option, find a field office, speak with an agent, or continue in the IVR.			
Entering From			
mm2100_RepPayeeMenu_DM , mm2120_ChangeMsg_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm2120_ini_01	Social Security usually chooses a representative payee for you, and we send you a letter telling you who that payee is. If you want a different payee, you have 60 days to appeal our choice by contacting us.
initial	^	silence_500ms	<500ms silence>
initial	^	mm2120_ini_03	If, on the other hand, you already have a payee and want to change, your potential new payee must file an application in person at a Social Security office. They'll need to provide their Social Security Number, a proof of identification (like a driver's license), as well as their doctor's name and contact information.

initial	^		silence_500ms	<500ms silence>
initial	^		mm2120_ini_05	And finally, if you want to become your OWN payee, you'll need to show the Social Security Administration evidence - a doctor's statement, for example - indicating that you're now able to manage your own benefits.
initial	^		silence_100ms	<1000ms silence>
initial	If <code>office_hours==true</code>		mm2120_ini_07	To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' To find the location of a field office in your area, say 'Find an Office.' Or, to talk to someone about the program, say 'Agent.' Otherwise, hold on and I'll take you back to the Main Menu.
initial	Else // <code>office_hours==false</code>		mm2120_ini_08	To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or to find the location of a field office in your area, say 'Find an Office.' Otherwise, hold on and I'll take you back to the Main Menu.
reprompt	Always //after disconfirmation	If <code>office_hours==true</code>	mm2120_ree_01	To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' To find the location of a field office in your area, say 'Find an Office.' Or, to talk to someone about the program, say 'Agent.' Otherwise, hold on and I'll take you back to the Main Menu.
reprompt	^		mm2120_ree_02	To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or to find the location of a field office in your area, say 'Find an Office.' Otherwise, hold on and I'll take you back to the Main Menu.

Grammar

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

Actions

Option	Condition	Action	Transition
payee_options	Always	Prompt: [mm2120_out_01] Sure. Here are those options again...	goto: mm2100_RepPayeeMenu_DM
office	Always	Assign: final_intent =field_office_locator	--
^	^	Assign: current_task =field_office_locator	goto: mm0320_FieldOfficeLocator_SD
repeat	Always	Prompt: [mm2120_out_02] Sure.	goto: mm2120_ChangeMsg_DM


Confirmation Prompts

Option	Condition	Name	Wording
payee_options	Always	mm2120_cnf_ini_01	You'd like to choose another payee option.

office	Always	mm2120_cnf_ini_02	You'd like to find a field office location.
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	If <code>office_hours==true</code>	Prompt: [mm2120_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, 'Find An Office' or press 3; or 'Agent' or press 0. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 1	Else // <code>office_hours==false</code>	Prompt: [mm2120_nm1_02] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, 'Find An Office' or press 3; or if you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 2	If <code>office_hours==true</code>	Prompt: [mm2120_nm2_01] Sorry. To hear the information again, press 1. To choose another payee option, press 2. For field office locations, press 3. To speak with an agent about the payee program, press 0. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 2	Else // <code>office_hours==false</code>	Prompt: [mm2120_nm2_02] Sorry. To hear the information again, press 1. To choose another payee option, press 2. For field office locations, press 3. If you're finished, feel free to hang up. Otherwise, just hold on and I'll take you back to the Main Menu...	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
noinput 1	Always	--	goto: <code>mm0200_SFToggle_DS</code>
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
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Developer Notes
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mm2200_BecomePayee_DM

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

Entering From
mm2100_RepPayeeMenu_DM , mm2200_BecomePayee_DM

Initial Prompts

Type	Condition	Name	Wording
initial	Always	mm2200_ini_01	There are three ways someone can become a representative payee: a payee may be appointed by the Social Security Administration; a payee may be requested by a beneficiary - whether they currently have one or not - or someone who already has a payee may become their own payee. When we find that a beneficiary needs help managing their Social Security or SSI benefits, we appoint a Representative Payee for them. Appointed payees must be interviewed in person, and complete a form at a Social Security office. There, the appointed payee will need their social security number, proof of identification (like a driver's license), as well as the name and contact information of the beneficiary's doctor. If, on the other hand, a beneficiary wants to obtain a payee, or wants to change their current payee, the potential payee must be interviewed in person, and complete a form at a Social Security office. Again, the potential payee will need their social security number, proof of identification, as well as the name and contact information of the beneficiary's doctor. In addition, although a potential payee may have 'power of attorney,' Social Security does not recognize 'power of attorney' for purposes of managing benefit payments. Finally, if you want to become your OWN payee, you need to show evidence (a doctor's statement, for example) that you're now able to handle your money yourself.
initial	^	silence_1000ms	<1000ms silence>
initial	If <code>office_hours==true</code>	mm2200_ini_03	To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' To find the location of a field office in your area, say 'Find an Office.' Or, to talk to a Social Security representative about the program, say 'Agent.' Otherwise, to go back to the main menu, just say 'I'm Finished.'
initial	Else // <code>office_hours==false</code>	mm2200_ini_04	To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to find the location of a field office in your area, say 'Find an Office.' Otherwise, to go back to the main menu, just say 'I'm Finished.'
reprompt	Always //after disconfirmation	If <code>office_hours==true</code> mm2200_ree_01	To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' To find the location of a field office in your area, say 'Find an Office.' Or, to talk to a Social Security representative about the program, say 'Agent.' Otherwise, to go

				back to the main menu, just say 'I'm Finished.'
reprompt	^	Else //office_hours==false	mm2200_ree_02	To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to find the location of a field office in your area, say 'Find an Office.' Otherwise, to go back to the main menu, just say 'I'm Finished.'
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
repeat, repeat that // repeat		1,9	<payee_become_menu repeat>	Never
?hear ?the ?representative ?payee options ?again // payee_options		2	<payee_become_menu payee_options>	If Necessary
(find an office), (?find ?a ?field office ?location), (?find ?the? ?(location of a) ?field office) // office		3	<payee_become_menu office>	If Necessary
?(i'm) (finished done) // finished		4	<payee_become_menu finished>	If Necessary
Actions				
Option	Condition	Action		Transition
finished	Always	Prompt: [mm2200_out_01] All right.		goto: mm0200_SFToggle_DS
payee_options	Always	Prompt: [mm2200_out_02] Sure. Here are those options again...		goto: mm2100_RepPayeeMenu_DM
office	Always	Assign: current_task =field_office_locator		--
^	^	Assign: final_intent =field_office_locator		--
^	^	Prompt: [mm2200_out_03] Sure.		goto: mm0320_FieldOfficeLocator_SD
repeat	Always	Prompt: [mm2200_out_04] Sure.		goto: mm2200_BecomePayee_DM
Confirmation Prompts				
Option	Condition	Name	Wording	
finished	Always	mm2200_cnf_ini_01	Sounds like you're finished with Payee Information.	
payee_options	Always	mm2200_cnf_ini_02	You'd like to choose another payee option.	
office	Always	mm2200_cnf_ini_03	You'd like to find a field office location.	
Always	Always	gl_cnf_ini_02	Right?	
Confirmation Recovery Behavior				
See 1.3 Global Confirmation				
Recovery Behavior				
Type	Condition	Action		Transition
nomatch 1	Always	Prompt: [mm2200_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, 'Office Locations' or press 3,		Re-Recognition:

		or if you're finished, just say 'I'm Finished' or press 4.	
nomatch 2	If <code>office_hours==true</code>	Prompt: [mm2200_nm2_01] Sorry. To hear the information again, press 1. To choose another payee option, press 2. To find a field office in your area, press 3. If you're finished, press 4. Or, to speak to someone now, press 0.	Re-Recognition:
nomatch 2	Else // <code>office_hours==false</code>	Prompt: [mm2200_nm2_02] Sorry, I still didn't get it. To hear the information again, press 1. To choose another payee option, press 2. To find a field office in your area, press 3. Or, If you're finished, press 4.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
noinput 1	Always	Prompt: [mm2200_ni1_01] To hear the information again, say 'Repeat That' or press 1. To choose another payee option, say 'Payee Options' or press 2. To find a field office in your area, say 'Office Locations' or press 3. Or, If you're finished, just say 'I'm Finished' or press 4.	Re-Recognition:
noinput 2	If <code>office_hours==true</code>	Prompt: [mm2200_ni2_01] Sorry. To hear the information again, press 1. To choose another payee option, press 2. To find a field office in your area, press 3. If you're finished, press 4. Or, to speak to someone now, press 0.	Re-Recognition:
noinput 2	Else // <code>office_hours==false</code>	Prompt: [mm2200_ni2_02] Sorry. To hear the information again, press 1. To choose another payee option, press 2. To find a field office in your area, press 3. Or, If you're finished, press 4.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm2210_PayeeMisuse_DM

CustomContext Recognition				
Plays information about how to report misuse and offers options to hear it again, hear the payee options again, speak with an agent, or continue in the IVR.				
Entering From				
mm2100_RepPayeeMenu_DM, mm2210_PayeeMisuse_DM				
Initial Prompts				
Type	Condition		Name	Wording
initial	Always		mm2210_ini_01	If you suspect your payee is misusing your benefits, you should contact the hotline for the Office of the Inspector General -- or OIG. They will ensure that proper action is taken. The phone number for the OIG is: 1-800-269-0271. Again, that's 1-800-269-0271. Their office hours are Monday through Friday, 10 AM to 4 PM Eastern Time. You can also look on the Web, at 'social security dot G O V, slash-O I G.'
initial	^		silence_1000ms	<1000ms silence>
initial	If office_hours==true		mm2210_ini_03	To hear that again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to talk to a Social Security representative about the program, say 'Agent.' Otherwise, to go back to the main menu, just say 'I'm Finished.'
initial	Else //office_hours==false		mm2210_ini_04	To hear that again, say 'Repeat That.' Or, to hear the other 'Representative Payee' options again, say 'Payee Options.' Otherwise, to go back to the main menu, just say 'I'm Finished.'
reprompt	Always //after disconfirmation	If office_hours==true	mm2210_ree_01	To hear the information again, say 'Repeat That.' If you'd like to hear the other 'Representative Payee' options again, say 'Payee Options.' Or, to talk to a Social Security representative about the program, say 'Agent.' Otherwise, to go back to the main menu, just say 'I'm Finished.'
reprompt	^		mm2210_ree_02	To hear the information again, say 'Repeat That.' Or, to hear the other 'Representative Payee' options again, say 'Payee Options.' Otherwise, to go back to the main menu, just say 'I'm Finished.'
Grammar				
Sample Expressions	DTMF	Reco Var/Option	Confirm	
repeat, repeat that // repeat	1,9	<payee_misuse_menu repeat>	Never	
?hear ?the ?representative ?payee options ?again // payee_options	2	<payee_misuse_menu payee_options>	If Necessary	
?(i'm) (finished done) // finished	3	<payee_misuse_menu finished>	If Necessary	
Actions				
Option	Condition	Action	Transition	
finished	Always	Prompt: [mm2210_out_01] All right.	goto: mm0210_SFMainMenu_DM	
payee_options	Always	Prompt: [mm2210_out_02] Sure. Here are those options again...	goto: mm2100_RepPayeeMenu_DM	
repeat	Always	--	goto:	

			mm2210_PayeeMisuse_DM
Confirmation Prompts			
Option	Condition	Name	Wording
finished	Always	mm2210_cnf_ini_01	Sounds like you're finished with Payee Information.
payee_options	Always	mm2210_cnf_ini_02	You want to choose another payee option.
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm2210_nm1_01] Let's try again. You can say 'Repeat That' or press 1, 'Payee Options' or press 2, or if you're finished, just say 'I'm Finished' or press 3.	Re-Recognition:
nomatch 2	If <code>office_hours==true</code>	Prompt: [mm2210_nm2_01] Sorry. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. If you're finished, press 3. Or, to speak to someone now, press 0.	Re-Recognition:
nomatch 2	Else <code>//office_hours==false</code>	Prompt: [mm2210_nm2_02] Sorry, I still didn't get it. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. Or, If you're finished, press 3.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
noinput 1	Always	Prompt: [mm2210_ni1_01] To hear the information again, say 'Repeat That' or press 1. To choose another payee option, say 'Payee Options' or press 2. Or, If you're finished, just say 'I'm Finished' or press 3.	Re-Recognition:
noinput 2	If <code>office_hours==true</code>	Prompt: [mm2210_ni2_01] Sorry. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. If you're finished, press 3. Or, to speak to someone now, press 0.	Re-Recognition:
noinput 2	Else <code>//office_hours==false</code>	Prompt: [mm2210_ni2_02] Sorry. To hear the information about reporting a misuse of benefits again, press 1. To choose another payee option, press 2. Or, If you're finished, press 3.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--

noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm2300_FormsGeneral_DM

CustomContext Recognition			
Asks callers if they need a 1099, a proof of income statement, an earnings statement, or something else.			
Entering From			
mm0210_SFMainMenu_DM , mm0900_BenefitsMoreOptions_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm2300_ini_01	Which of these forms are you calling about - a '1099' (or 'Benefits Statement'), 'Proof of Income,' an 'Earnings Statement,' or 'Something Else?'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?(?form 1099) (?tax benefits statement), (?form 1099) // benefits_statement	1	<forms_general_menu benefits_statement>	If Necessary
proof of income ?[letter form], benefits verification ?[letter form] // benefits_verification	2	<forms_general_menu proof_of_income>	If Necessary
earnings [statement form] // earnings_statement	3	<forms_general_menu earnings_statement>	If Necessary
?it's something else // something_else	4	<forms_general_menu something_else>	If Necessary
Actions			
Option	Condition	Action	Transition
benefits_statement	Always	Assign: current_task =benefits_statement	--
^	^	Assign: final_intent =1099_benefits_statement	--
^	^	Prompt: [mm2300_out_01] All right. Benefits Statement.	goto: mm0525_BenefitsStatementKBA_DS
proof_of_income	Always	Assign: current_task =benefits_verification	--

^	^	Assign: final_intent =benefits_verification	--
^	^	Prompt: [mm2300_out_02] All right. Proof of Income.	goto: mm0500_BEVEKBA_DS
earnings_statement	Always	Prompt: [mm2300_out_03] All right.	goto: mm2400_EarningsMenu_DM
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm2300_out_04] Okay.	goto: mm3000_ABRStatus_DS

Confirmation Prompts

Option	Condition	Name	Wording
benefits_statement	Always	mm2300_cnf_ini_01	You'd like a replacement Form 1099 benefits statement, right?
proof_of_income	Always	mm2300_cnf_ini_02	You need a proof of income document that's not for your tax return, right?
earnings_statement	Always	mm2300_cnf_ini_03	You need an earnings statement, right?
something_else	Always	mm2300_cnf_ini_04	You'd like help with something other than a Form 1099, a proof of income document, or an earnings statement. Is that right?

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

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

		Sorry. If you need a replacement Form 1099 benefits statement for filing your tax return, press 1. If you need a document of your income for anything other than a tax return, press 2. For an earnings statement, press 3. For anything else, press 4.	
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: mm3000_ABRStatus_DS
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

mm2400_EarningsMenu_DM

CustomContext Recognition 			
Presents seven earnings options - new statement, proof of income letter, information on why caller has received an earnings statement, information on how the caller's address has been determined, information on the earnings statement, an option to hear all the information options, and an option for 'something else'.			
Entering From			
mm0900_BenefitsMoreOptions_DM , mm2300_FormsGeneral_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	mm2400_ini_01	There are different forms used to send your earnings information. Information about BENEFIT PAYMENTS you received this year and last year is sent on Internal Revenue Service form '1099.' Information about your past earnings, along with estimates of FUTURE Social Security benefits, in your 'Earning Statement,' which you receive every three years. And Proof of Income or benefits verification is sent in a letter from Social Security.
initial	^	silence_1000ms	<1000ms silence>
initial	^	mm2400_ini_03	Which would you like - your '1099' benefits statement, your 'EARNINGS Statement,' a 'Proof of Income' letter or, say 'None of those'.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
1099, benefits statement // benefits_statement	1	<earnings_menu benefits_statement>	If Necessary
earnings statement // earnings_statement	2	<earnings_menu earnings_statement>	If Necessary
proof of income ?[letter form], benefits verification ?[letter form]	3	<earnings_menu proof_of_income>	If Necessary

// proof_of_income			
?it's something else // something_else	4	<earnings_menu something_else>	If Necessary

Actions			
Option	Condition	Action	Transition
benefits_statement	Always	Assign: current_task =benefits_statement	--
^	^	Assign: final_intent =1099_benefits_statement	--
^	^	Prompt: [mm2400_out_01] Sure.	goto: mm0525_BenefitsStatementKBA_DS
earnings_statement	Always	Assign: current_task =transcription_7004	--
^	^	Assign: final_intent =transcription_7004	--
^	^	Prompt: [mm2400_out_02] Sure.	goto: mm0545_TranscriptionKBA_DS
proof_of_income	Always	Assign: current_task =benefits_verification	--
^	^	Assign: final_intent =benefits_verification	--
^	^	Prompt: [mm2400_out_03] Okay. Proof Of Income.	goto: mm0500_BEVEKBA_DS
something_else	Always	Assign: final_intent =current_intent	--
^	^	Prompt: [mm2400_out_04] Okay.	goto: mm3000_ABRStatus_DS

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

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [mm2400_nm1_01] Let's try again. You can say '1099' or press 1, 'Earnings Statement' or press 2, 'Proof of Income' or 3, or for anything else, say 'It's Something Else' or press 4.	Re-Recognition:
nomatch 2	Always	Prompt: [mm2400_nm2_01]	Re-Recognition:

		Sorry. To get a copy of your '1099' benefits statement, press 1. For an earnings Statement, press 2. For a Proof of Income letter, press 3. Or, for anything else, press 4.	
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
noinput 1	Always	Prompt: [mm2400_ni1_01] To get a copy of your '1099' benefits statement, say '1099' or press 1. For an earnings Statement, say 'Earnings Statement' or press 2. For a Proof of Income letter, say 'Proof of Income, or press 3. Or, for anything else, say 'It's Something Else' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [mm2400_ni2_01] Sorry. To get a copy of your '1099' benefits statement, press 1. For an earnings Statement, press 2. For a Proof of Income letter, press 3. Or, for anything else, press 4.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	goto: <code>mm3000_ABRStatus_DS</code>
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
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mm3000_ABRStatus_DS

Decision	
Checks the value of the abr variable.	
Entering From	
<p>mm0125_ABRStatus_DS, mm0150_SpanishApp_EC, mm0210_SFMainMenu_DM, mm0310_ChangeOfAddress_SD, mm0320_FieldOfficeLocator_SD, mm0329_AnythingElse_DM, mm0330_DirectDeposit_SD, mm0440_DisabilityDisambig_DM, mm0450_EmploymentDisambig_DM, mm0470_ReplacementDisambig_DM, mm0505_BEVE_SD, mm0520_ApplicationStatus_SD, mm0530_BenefitsStatement_SD, mm0545_TranscriptionKBA_DS, mm0550_Transcription_SD, mm0565_MRC_SD, mm0600_BackoffMainMenu_DM, mm0610_BackoffOtherOptionsMenu_DM, mm0800_BenefitsApplicationMenu_DM, mm0810_ApplicationStatusQuestion_DM, mm0900_BenefitsMoreOptions_DM, mm0910_UpdatePersonalInfo_DM, mm1100_SocialSecurityCardsMenu_DM, mm1105_MedicareCardsMenu_DM, mm1110_UpdatePersonalInfo_DM, mm1210_InternetAddress_DM, mm1300_WhichCard_DM, mm1430_SocialSecurityCardMenu_DM, mm1700_MedicareApplyMenu_DM, mm1730_MedicareDrugQuestion_DM, mm1800_SSIMenu_DM, mm1910_LatePaymentMenu_DM, mm2010_BenefitsEarnings_DM,</p>	


mm2030_OtherQuestions_DM, mm2040_FutureBenefits_DM, mm2100_RepPayeeMenu_DM, mm2300_FormsGeneral_DM, mm2400_EarningsMenu_DM
 Globals:event.conf.noinput, event.conf.nomatch, event.nomatch, event.operator, event.system.error, noinput, nomatch

Actions		
Condition	Action	Transition
If abr==1 //no agents	Log: abr==1, no agents	Log: abr==1, no agents goto: mm3020_ProcessTransfer_DS
Else if abr==2 //screen_pop	If office_hours==true Assign: current_task =screen_pop	goto: mm3005_KBAAuthentication_SD
^	^	Log: abr==2 (screen pop), office open --
^	Else //office_hours==false	Log: abr==2 (screen pop), office closed goto: mm3020_ProcessTransfer_DS
Else if abr==4 //immediate transfer	Log: abr==4, immediate transfer	Log: abr=4, immediate transfer goto: mm3020_ProcessTransfer_DS
Else if abr==5 //courtesy disconnect	Log: abr==5, courtesy disconnect	Log: abr==5, courtesy disconnect goto: mm3020_ProcessTransfer_DS
Else	Log: abr ==0	Log: abr ==0 goto: mm3020_ProcessTransfer_DS
Developer Notes		
--		

mm3005_KBAAuthentication_SD


Subdialog Call		
Subdialog call to Knowledge Based Authentication.		
Entering From		
mm3000_ABRStatus_DS		
Dialog called		
Proceed to initial node in: KnowledgeBasedAuthentication		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
Always	--	goto: mm3020_ProcessTransfer_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mm3020_ProcessTransfer_DS

Decision 			
Determines if an agent is available, and if not plays a message that an agent if not available before returning to the main menu.			
Entering From			
mm3000_ABRStatus_DS, mm3005_KBAuthentication_SD			
Actions			
Condition		Action	Transition
If office_hours==true	If abr==1 //no agents	Prompt: [mm3020_out_01] Normally I'd get an agent to help you but, unfortunately, no one is available at the moment. To speak with someone, you'll need to call back. If you're finished for now, feel free to hang up. Otherwise,...	--
^	^	Log: office_hours=true AND abr=1	Log: office_hours=true AND abr=1 goto: mm0200_SFToggle_DS
^	Else if abr==5	Prompt: [mm3020_out_15] I'm very sorry but none of our agents are available right now. Please call back again, and keep in mind our busiest times are early in the month and early in the week. Thank you for calling. Goodbye.	--
^	^	Log: office_hours=true AND abr=5	Log: office_hours=true AND abr=5 goto: mm3040_EndCall_CT
^	Else //abr =1	Prompt: [mm3020_out_02] Hold on while I get someone to help you.	--
^	^	Log: abr not 1 or 5, office open	Log: abr not 1 or 5, office open goto: mm3030_CallTransfer_CX
Else if office_hours==false	If transfer_reason=error transfer_reason=failure	If ccs == 2 //holiday	Prompt: [mm3020_out_11] And, unfortunately, due to the holiday our offices are currently closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:
^	^	Else if ccs == 4 //emergency	Prompt: [mm3020_out_12] And, unfortunately, due to an emergency our offices are currently closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:
^	^	Else	Prompt: [mm3020_out_04] And, unfortunately, our offices are currently closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:
^	Else //transfer_reason is not error or failure	If ccs == 2 //holiday	Prompt: [mm3020_out_13] Normally I'd get an agent to help you but, unfortunately, due to the holiday our offices are closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:
^	^	Else if ccs == 4 //emergency	Prompt: [mm3020_out_14] Normally I'd get an agent to help you but, unfortunately, due to an emergency our offices are closed. To speak with an agent, please call back during our regular

			business hours - Monday through Friday:	
^	^	Else	Prompt: [mm3020_out_05] Normally I'd get an agent to help you but, unfortunately, our offices are closed. To speak with an agent, please call back during our regular business hours - Monday through Friday:	--
^	If regionCode ==1 //Hawaii		Prompt: [mm3020_out_07] 7 A.M. to 5 P.M.	--
^	Else if regionCode ==2 //Alaska, standard time		Prompt: [mm3020_out_08] 7 A.M. to 6 P.M.	--
^	Else if regionCode ==5 regionCode ==6 //Guam or the Northern Marianas Islands		Prompt: [mm3020_out_09] 11 P.M. to 9 A.M.	--
^	Else if regionCode ==7 //American Samoa		Prompt: [mm3020_out_10] 5 A.M. to 3 P.M.	--
^	Else //Puerto Rico, US Virgin Islands, or unknown		Prompt: [mm3020_out_06] 7 A.M. to 7 P.M.	--
^	Always		Prompt: [mm3020_out_03] ...except for holidays. If you're finished for now, feel free to hang up. Otherwise...	--
^	^		Log: office_hours =false	Log: office_hours =false AND else goto: mm0200_SFToggle_DS
Developer Notes				
--				

mm3030_CallTransfer_CX

Call Transfer 		
Transfer to an agent.		
Entering From		
mm0182_MySSAAfterHoursCheck_DS , mm3020_ProcessTransfer_DS		
Actions		
Condition	Action	Transition
Always	Comment: transfer to N8NN agent queue	--
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Config Parameters		
Parameter	Value	
--	--	
Developer Notes		
--		

mm3040_EndCall_CT


Call Terminate 
Terminate the call.

Entering From		
mm0182_MySSAfterHoursCheck_DS, mm3020_ProcessTransfer_DS		
Actions		
Condition	Action	Transition
--	--	--
Developer Notes		
--		


2.2 AddressOSDM Dialog

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


ad0100_BranchCollectedZipSet_DS

Decision 		
Determines if a zip code has already been collected.		
Entering From		
bv0150_AddressOSDM_SD, ca0330_AddressOSDM_SD, tr0140_AddressOSDM_SD		
Actions		
Condition	Action	Transition
If collectaddress_entryprompt!="	--	goto: ad0050_EntryPrompt_PP
Else	If collectaddress_collectedzipcode==false	goto: ad0110_zipcode_DM
^	Else	goto: ad0140_FullAddress_DM
Developer Notes		
--		

ad0050_EntryPrompt_PP

Play Prompt 		
This is a placeholder state that plays an entry prompt and routes the call.		
Entering From		
ad0100_BranchCollectedZipSet_DS		
Actions		
Condition	Action	Transition
Always	Prompt: [] {collectaddress_entryprompt}	--
If collectaddress_collectedzipcode==false	Prompt: []	goto: ad0110_zipcode_DM
Else	Prompt: []	goto: ad0140_FullAddress_DM
Developer Notes		
collectaddress_entryprompt is set to false in address parameters, so this state will not be reached		

ad0110_zipcode_DM

ZipCode Recognition 			
Asks the caller for their zip code.			
Entering From			
ad0050_EntryPrompt_PP, ad0100_BranchCollectedZipSet_DS			
Initial Prompts			
Type	Condition	Name	Wording

initial	If <code>current_task==change_address</code>	If <code>collectCurrentAddress==true</code>	ad0110_ini_02	What's the 5-digit zip code for the address where you *currently* receive benefits?
initial	^	Else <code>//collectCurrentAddress==false</code>	ad0110_ini_03	Now, what's the 5-digit zip code for the new address?
initial	Else <code>//different task</code>		ad0110_ini_01	Please tell me your 5-digit zip code now.
reprompt	Always		ad0110_ree_02	Please say or enter the 5 digit ZIP code again.
Grammar				
Sample Expressions			DTMF	Reco Var/Option
<valid US zip> // NOTE: this state recognized only VALID zipcodes (i.e. not any numerical string)			<5-digit string>	< <code>collectaddress_zip</code> zip>
Actions				
Option	Condition	Action	Transition	
zip	Always	Prompt: [ad0110_out_01] Okay.	goto: ad0140_FullAddress_DM	
Confirmation Prompts				
Option	Condition	Name	Wording	
--	Always	ad0110_cnf_ini_01	That zip code is...	
--	--	ad0110_cnf_ini_02	<zip code>	
--	--	ad0110_cnf_ini_03	Is that right?	
Confirmation Recovery Behavior				
See 1.3 Global Confirmation				
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	If <code>current_task==change_address</code>	If <code>collectCurrentAddress==true</code>	Prompt: [ad0110_nm1_01] Let's try again. Please say or enter the 5-digit zip code where you currently receive benefits.	Re-Recognition:
nomatch 1	^	Else <code>//collecting new address</code>	Prompt: [ad0110_nm1_02] Let's try again. Please say or enter the new 5-digit zip code.	Re-Recognition:
nomatch 1	Else <code>//other task</code>	Always	Prompt: [ad0110_nm1_03] Let's try again. Please say or enter your 5-digit zip code.	Re-Recognition:
nomatch 2	If <code>current_task==change_address</code>	If <code>collectCurrentAddress==true</code>	Prompt: [ad0110_nm2_01] Sorry. Enter the 5-digit zip code of the address where you currently receive benefits.	Re-Recognition:
nomatch 2	^	Else <code>//collecting new address</code>	Prompt: [ad0110_nm2_02] Sorry. Enter the 5-digit zip code of your new address.	Re-Recognition:
nomatch 2	Else <code>//other task</code>	Always	Prompt: [ad0110_nm2_03] Sorry. Enter your 5-digit zip code.	Re-Recognition:
nomatch 3	Always		Assign: <code>transfer_reason =error</code>	--

nomatch 3	^		Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	If <code>current_task ==change_address</code>	If <code>collectCurrentAddress =true</code>	Prompt: [ad0110_ni1_01] Please say or enter the 5-digit zip code where you currently receive benefits.	Re-Recognition:
noinput 1	^	Else //collecting new address	Prompt: [ad0110_ni1_02] Let's try again. Please say or enter the new 5-digit zip code.	Re-Recognition:
noinput 1	Else //other task	Always	Prompt: [ad0110_ni1_03] Let's try again. Please say or enter your 5-digit zip code.	Re-Recognition:
noinput 2	If <code>current_task ==change_address</code>	If <code>collectCurrentAddress =true</code>	Prompt: [ad0110_ni2_01] Sorry. Enter the 5-digit zip code of the address where you currently receive benefits.	Re-Recognition:
noinput 2	^	Else //collecting new address	Prompt: [ad0110_ni2_02] Sorry. Enter the 5-digit zip code of your new address.	Re-Recognition:
noinput 2	Else //other task	Always	Prompt: [ad0110_ni2_03] Sorry. Enter your 5-digit zip code.	Re-Recognition:
noinput 3	Always		Assign: <code>transfer_reason =error</code>	--
noinput 3	^		Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters


Parameter	Value
--	--

Developer Notes

This DM needs to confirm pretty much all the time. In this case use default confirmation prompts. Set confidencelevel to .8 or higher. Alternatively, we might specify a parameter that controls confirmation for this DM alone. Suppress successprompts and failureprompt. Please note that as with the behavior of all the other OSDMs the sequence of Retry prompts is as follows: If caller's utterance is low confidence, play noanswerapologies followed by re-prompts. If caller said "no" after confirmation, play wronganswerapologies followed by re-prompts.

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

ad0140_FullAddress_DM

CustomContext Recognition 			
Following the successful lookup of the city and state associated with the address, as for the street name and number. Prompts, grammars, and logic are provided for reference only - it is actually a 'black-box' module.			
Entering From			
ad0050_EntryPrompt_PP , ad0100_BranchCollectedZipSet_DS , ad0110_zipcode_DM , ad0220_CheckPreviousConfirmations_DS			
Initial Prompts			
Type	Condition	Name	Wording

initial	Always	ad0140_ini_01	I got the city and state information from the zip code. Now I need just the street address, PO box or rural route number. For example, you could say 1 2 3 Main Street West, or PO box 12345. Go ahead and say the address.
reprompt	Always (After Disconfirmation or from CheckPreviousConfirmations)	ad0140_ree_02	Please say the address again. For example, you could say 1 24 Belvedere Street or PO Box 1 2 3 4 5. I also understand rural routes. Go ahead and say the address.

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
a valid street address with optional prefix, suffix	--	<1300_street@CollectAddress_Zip Code streetnamenumber>	If Necessary
a valid street address with optional prefix, suffix and apartment#	--	<1300_street@CollectAddress_Zip Code streetnamenumber>	Never
a PO Box number	--	<1300_street@CollectAddress_Zip Code poboxnumber>	If Necessary
a rural route number	--	<1300_street@CollectAddress_Zip Code ruralroutenumber>	If Necessary

Actions

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


Confirmation Prompts

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

Always	--	ad0140_cnf_ini_1 1	Is that correct?
Confirmation Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	--	Prompt: [ad0140_cnf_nm1_01] Please say Yes or No. You can also say "repeat that" if you'd like me to read the address again.	--
nomatch 2	--	Prompt: [ad0140_cnf_nm2_01] Please say Yes or press 1, say No or press 2., or say "repeat that" or press 3.	--
noinput 1	--	Prompt: [ad0140_cnf_ni1_01] Sorry, I didn't hear you. Please say Yes or No. You can also say "Repeat that" if you'd like me to read the address again.	--
noinput 2	--	Prompt: [ad0140_cnf_ni2_01] Sorry, I still didn't hear you. Please say yes or no, or to have me read the address back to you, just say "repeat that"	--
noinput 3	Always	Prompt: [gl_cnf_ni3_01] Sorry, we seem to be having trouble.	event: event.conf.noinput goto: mm3000_ABRStatus_DS
nomatch 3	Always	Prompt: [gl_cnf_nm3_01] Sorry, we seem to be having trouble.	event: event.conf.nomatch goto: mm3000_ABRStatus_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ad0140_nm1_01] Let's try again. What's the address?	Re-Recognition:
nomatch 2	Always	Prompt: [ad0140_nm2_01] Sorry. I need the street address or PO box number. For example, you can say 1 2 4 Belvedere Street or PO Box 1 2 3 4 5. I also understand rural routes. Please say the address now.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ad0140_ni1_01] What's the address?	Re-Recognition:
noinput 2	Always	Prompt: [ad0140_ni2_01] Sorry. I need the street address or PO box number. For example, you can say 1 2 4 Belvedere Street or PO Box 1 2 3 4 5. I also understand rural routes. Please say the address now.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
repeat	--	Prompt: [ad0140_repeat_01]	--

		Sure.	
repeat	--	Script: Play default_address_fulladdress_collection_initialprompt2	Re-Recognition: Reprompt
repeat	Always	Prompt: [gl_repeat_01] Sure.	Re-Recognition: Reprompt
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			

ad0150_SecondaryAddress_DM

CustomContext Recognition 			
Ask if there is a unit or apartment number to be added, and if there is, the caller can say it. Prompts, grammars, and logic are provided for reference only - it is actually a 'black-box' module.			
Entering From			
ad0140_FullAddress_DM , ad0220_CheckPreviousConfirmations_DS			
Initial Prompts			
Type	Condition	Name	Wording
reprompt	Always	ad0150_ree_01	If there's an apartment number or suite number, please say it now. Otherwise, just say "No Apartment".
reprompt	Always (upon disconfirmation //if caller says 'no' to confirmation)	ad0150_ree_02	Please say your apartment or unit number again.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
apartment_<number>, <number>	--	<1350_apartment@CollectAddress_ZipCode apt_<number>>	If Necessary
building_<number>	--	<1350_apartment@CollectAddress_ZipCode bldg_<number>>	If Necessary
floor_<number>	--	<1350_apartment@CollectAddress_ZipCode fl_<number>>	If Necessary
mailstop_<number>	--	<1350_apartment@CollectAddress_ZipCode msc_<number>>	If Necessary
suite_<number>	--	<1350_apartment@CollectAddress_ZipCode ste_<number>>	If Necessary
unit_<number>	--	<1350_apartment@CollectAddress_ZipCode unit_<number>>	If Necessary
no apartment	--	<1350_apartment@CollectAddress_ZipCode no_apt>	If Necessary
Actions			
Option	Condition	Action	Transition
[(apartment), (unit),	<number> or no_apt	street confirmed	Prompt: [ad0150_out_01] goto:

(apartment number), (suite), (building), (floor), (mailstop)] <number> or no_apt	successful collection (even upon 'yes' confirmation)		Thanks.	ad0160_BranchConfirmOrNot_DS
--	--	--	---------	------------------------------

Confirmation Prompts

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

Confirmation Recovery Behavior

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

Recovery Behavior

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

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

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
--	--


Developer Notes

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

ad0160_BranchConfirmOrNot_DS

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

ad0200_ConfirmFull_DM

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

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


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

reprompt	State	Always	TTS Prompt : [ad0200_ree_26]	<State>
reprompt	Zip Code	Always	TTS Prompt : [ad0200_ree_27]	<zip code>
reprompt	Always	Always	ad0200_ree_28	Is that correct?
Grammar				
Sample Expressions			DTMF	Reco Var/Option
yes, correct, right			1	<collectaddress_confirm_address yes>
no, wrong			2	<collectaddress_confirm_address no>
Actions				
Option	Condition	Action		Transition
yes	Always	--		goto: ad0240_ExitSuccessPrompts_P P
no	--	Assign: collectaddress_corrections_counter =increment counter		goto: ad0210_BranchExceedMaxCorre ctions_DS
Recovery Behavior				
Type	Condition	Action		Transition
nomatch 1	Always	Prompt: [ad0200_ree_29] Let's try again... IS that address correct?		Re-Recognition:
nomatch 2	^	Prompt: [ad0200_ree_30] Sorry. If I got everything right, press 1. If not, press 2. Or, to hear the address again, press 9.		Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error		--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.		--
noinput 1	^	Prompt: [ad0200_ree_31] If I got everything right say 'Yes' or press 1. If not, say 'No' or press 2. You can also say 'Repeat That' or press 9 to hear the address again.		Re-Recognition:
noinput 2	^	Prompt: [ad0200_ree_32] Sorry. If I got everything right, press 1. If not, press 2. Or, to hear the address again, press 9.		Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error		--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.		--
Commands: State-Specific Behavior				
Type	Condition	Action		Transition
repeat	--	Prompt: [ad0200_repeat_01] Sure.		Re-Recognition: Reprompt
repeat	Always	Prompt: [gl_repeat_01] Sure.		Re-Recognition: Reprompt
Commands: Confirmations				


[See 1.2 Global Commands](#)

Config Parameters	
Parameter	Value
--	--
Developer Notes	
The reprompt in this state is only played after someone says 'repeat'	


ad0210_BranchExceedMaxCorrections_DS

Decision 		
Determines if the maximum number of corrections have been reached.		
Entering From		
ad0200_ConfirmFull_DM		
Actions		
Condition	Action	Transition
If collectaddress_corrections_counter <= maxcorrections	--	goto: ad0220_CheckPreviousConfirmations_DS
Else	--	goto: ad0230_ExitFailurePrompts_PP
Developer Notes		
--		

ad0220_CheckPreviousConfirmations_DS

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

ad0230_ExitFailurePrompts_PP

Simple Play Prompt 	
Plays a message preparing the caller for transfer to an agent due to trouble understanding them.	
Entering From	
ad0210_BranchExceedMaxCorrections_DS , ad0220_CheckPreviousConfirmations_DS	
Actions [Barge-in is OFF]	

Condition	Action	Transition
Always	Prompt: [ad0230_out_01] Sorry, I'm having trouble getting this...	Return to calling dialog: BenefitsVerification [bv0150_AddressOSDM_SD] ChangeOfAddress [ca0330_AddressOSDM_SD] Transcription [tr0140_AddressOSDM_SD]
Developer Notes		
--		

ad0240_ExitSuccessPrompts_PP

Simple Play Prompt :))		
Plays a successful exit message to the caller before transferring back to the calling dialogue.		
Entering From		
ad0160_BranchConfirmOrNot_DS, ad0200_ConfirmFull_DM		
Actions		
Condition	Action	Transition
If current_task = change_address	Prompt: [silence_0ms] <silence_0ms>	Return to calling dialog: BenefitsVerification [bv0150_AddressOSDM_SD] ChangeOfAddress [ca0330_AddressOSDM_SD] Transcription [tr0140_AddressOSDM_SD]
Else	Prompt: [ad0240_out_01] Got it.	Return to calling dialog: BenefitsVerification [bv0150_AddressOSDM_SD] ChangeOfAddress [ca0330_AddressOSDM_SD] Transcription [tr0140_AddressOSDM_SD]
Developer Notes		
No barge-in Note: This is the exitsuccessprompts and can be configured by setting this parameter. The prompts are played as follows: sum the maxcorrections variables. Compare this to the number of nomatches throughout. Choose the highest of these two values to arrive at N. Play successprompts(N+1). If N>3, play successprompts3		

ad0250_BranchRecordOrNot_DS

Decision ◇		
Determines if the address needs to be recorded based on the value of the variable 'collectfortranscription'.		
Entering From		
--		
Actions		
Condition	Action	Transition
If collectfortranscription == TRUE	--	goto: ad0260_Recording_DM
Else	Assign: collectaddress_exit_reason =Failure	Return to calling dialog: BenefitsVerification [bv0150_AddressOSDM_SD] ChangeOfAddress [ca0330_AddressOSDM_SD] Transcription [tr0140_AddressOSDM_SD]

Developer Notes
--


ad0260_Recording_DM

CustomContext Recognition			
Asks the caller for their full address, including zip code, to be recorded.			
Entering From			
ad0250_BranchRecordOrNot_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ad0260_ree_01	I don't want to take too much of your time. I'll just record you saying your address and have someone take it down later. After the beep, please say your full address, including the zip code.
reprompt	^	ad0260_ree_02	<1000ms silence>
reprompt	^	ad0260_ree_03	<beep>
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
--	--	--	--
Actions			
Option	Condition	Action	Transition
<any>	Always	Prompt: [ad0260_ree_04] I've recorded your address.	--
^	^	Assign: collectaddress_exit_reason =Failure	Return to calling dialog: BenefitsVerification [bv0150_AddressOSDM_SD] ChangeOfAddress [ca0330_AddressOSDM_SD] Transcription [tr0140_AddressOSDM_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
NOTE: this DM will never be used in the current SSA design.			


2.3 BenefitsVerification Dialog

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

bv0050_InitializeBEVE_DS


Decision 		
Initializes the benefits verification module.		
Entering From		
mm0505_BEVE_SD		
Actions		
Condition	Action	Transition
Always	Assign: <code>missingAddressCollected =false</code>	goto: bv0100_PingHost_DB
Developer Notes		
--		

bv0100_PingHost_DB


Database Call 		
Pings the host database to ensure the host is available.		
Entering From		
bv0050_InitializeBEVE_DS		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Description	
bv_statusCode	Possible values that can be returned are: 0000=Success, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.	
bv_statusDescription	Status code text description.	
Actions		
Condition	Action	Transition
If <code>bv_statusCode==0000</code> //success	--	--
^	Assign: <code>attemptedAppID =TBEV</code>	goto: bv0130_KBAAuthentication_SD
Else //failure	Always Assign: <code>beve_transaction_status =failure</code>	--
^	If <code>bv_statusCode==0152</code> //off hour request	Prompt: [bv0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...
^	Else	Prompt: [bv0100_out_02] Sorry, I'm having trouble getting access to
		Return to calling dialog: main [mm0505_BEVE_SD]
		Return to calling dialog: main [mm0505_BEVE_SD]

		your records...	
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

bv0130_KBAAuthentication_SD

Subdialog Call 		
Sub dialog call to 'Knowledge Based Authentication'.		
Entering From		
bv0100_PingHost_DB		
Dialog called		
Proceed to initial node in: KnowledgeBasedAuthentication		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If kba_transaction_status ==success	--	goto: bv0140_SubmitBEVERequest_DB
Else if kba_transaction_status ==account_blocked	Assign: beve_transaction_status =failure	Return to calling dialog: main [mm0505_BEVE_SD]
Else if kba_transaction_status ==attestation_declined	Assign: beve_transaction_status =failure	Return to calling dialog: main [mm0505_BEVE_SD]
Else //kba_transaction_status ==failure	Assign: beve_transaction_status =failure	Return to calling dialog: main [mm0505_BEVE_SD]
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
The request for the benefits verification letter is processed in authentication (ka0910_QueryKB_DB).		

bv0140_SubmitBEVERequest_DB

Database Call 	
Database query that lets us know the status of the data submission request and whether the caller's address needs to be collected. The first time callers go through this state, only SSN and ANI are submitted (no address info). The web service will then return a value indicating is the address is needed and must be collected. Once collected, the flow will pass through this DB for a second time with the address fields now populated.	
Entering From	
bv0130_KBAAuthentication_SD , bv0150_AddressOSDM_SD	
Input parameters	


Parameter	Value
caller_ssn	a 9-digit ssn
ani	A phone number that the user uses to reach Verizon. The IVR platform will perform validation to ensure that an ANI is submitted and is exactly 10 digits. If an ANI is not available, fill the field with 10 zeros.
streetAddress	Street address
fullApt	Secondary address
city	City
state	2 Character state abbreviation
zip	5 digit zip code

Output parameters	
Variable	Description
bv_statusCode	0000 - for "data submission" request: data is valid and processed/ BEVE letter request queued. 0001 - For "data submission" request: No Beve, address not found, must be collected. "NOBEVE Data Processed" 0004 - For "data submission" request: address not found, must be collected. "Collect Address" 0108 - For "data submission" request: cannot match the information provided (unable to authenticate) 0151 - For all requests: system failure 0152 - For "data submission" or "ping" request: application is in off-hours 0508 - For "data submission" request: block access (opt out) 7777 - For all requests: surface or relational edits validation failure 9999 - For "data submission" or "end session" request: data is invalid (this is the expected status code when "end session submission" request is sent)
bv_statusDescription	"Data Processed" / "Ping Successful": Description of status code 0000 "NOBEVE Data Processed": Description of status code 0001 "Collect Address": Description of status code 0004 "Cannot Match Information": Description of status code 0108 "System Failure": Description of status code 0151 "Off-Hours": Description of status code 0152 "Opt Out": Description of status code 0508 "Validation Future": Description of status code 7777 "Not Authenticated or Authorized": Description of status code 8888 "Data Invalid": Description of status code 9999


Actions			
Condition		Action	Transition
If bv_statusCode == 0000 bv_statusCode==0001	Always	Prompt: [bv0140_out_01] All right, we're all set.	goto: bv0210_BEVESuccess_PP
Else if bv_statusCode == 0004	^	--	goto: bv0145_PlayNeedAddress_PP
Else //any other status code	^	Assign: beve_transaction_status =failure	--
^	If bv_statusCode == 0152	Prompt: [bv0140_out_02] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning.	Return to calling dialog: main [mm0505_BEVE_SD]
^	Else	Prompt: [bv0140_out_03] Sorry, I'm having trouble getting access to your records...	Return to calling dialog: main [mm0505_BEVE_SD]

Recovery Behavior
See 1.1 Global Recovery Behavior
Developer Notes
--

bv0145_PlayNeedAddress_PP

Play Prompt 		
Lets caller know they will need to provide an address for proof of income letter to be sent.		
Entering From		
bv0140_SubmitBEVERequest_DB		
Actions		
Condition	Action	Transition
Always	Prompt: [bv0145_out_01] To send you a letter, I need your address.	--
^	Comment: Comment: set parameters before entering AddressOSDM	--
^	Assign: collectaddress_collectedzipcode =false	--
^	Assign: collectaddress_overallconfirmation =always	--
^	Assign: collectaddress_collectfortranscription =false	--
^	Assign: collectaddress_ziplookuperrorprompt =default_address_ziplookuperrorprompt	--
^	Assign: collectaddress_citystatelookuperrorprompt =default_address_citystatelookuperrorprompt	--
^	Assign: collectaddress_collectfortranscription =false	goto: bv0150_AddressOSDM_SD
Developer Notes		
--		

bv0150_AddressOSDM_SD

Subdialog Call 	
Subdialog call to "Address Collection"	
Entering From	
bv0145_PlayNeedAddress_PP	
Dialog called	
Proceed to initial node in: AddressOSDM	
Input parameters	
Parameter	Value

--		--	
Output parameters			
Variable		Subdialog Variable	
addressType		--	
city		--	
state		--	
zip		--	
streetName		--	
houseNumber		--	
address2ndLine		--	
fullApt		--	
Actions			
Condition		Action	Transition
If success	If addressType== 'STREET'	Assign: streetAddress =houseNumber+' '+streetName	--
^	Else //POBOX or RR	Assign: streetAddress =address2ndLine	--
^		Assign: missingAddressCollected =true	--
^		Prompt: [bv0150_out_01] Please hold on while I submit that.	goto: bv0140_SubmitBEVERequest_DB
Else //failure		Assign: beve_transaction_status =failure	Return to calling dialog: main [mm0505_BEVE_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

bv0210_BEVESuccess_PP

Simple Play Prompt :))		
Informs the caller how long it will take to receive the request and that it was submitted successfully.		
Entering From		
bv0140_SubmitBEVERequest_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
If missingAddressCollected==true	Prompt: [bv0210_out_02] You should receive your 'Proof of Income' letter in the mail within seven days.	--
Else	Prompt: [bv0210_out_01] You should receive your 'Proof of Income' letter in the mail within seven days at the address we have on file for you. If you've moved, or you're planning to move, make sure to give the post office your new address.	--

Always	--	goto: bv0220_TransactionEnd_PP
Developer Notes		
--		


bv0220_TransactionEnd_PP

		Simple Play Prompt :))
Gives the caller the option to hang up if they're finished.		
Entering From		
bv0210_BEVESuccess_PP		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: beve_transaction_status =success	--
^	Prompt: [bv0220_out_01] If you're finished, feel free to hang up. Otherwise...	Return to calling dialog: main [mm0505_BEVE_SD]
Developer Notes		
--		


2.4 ChangeOfAddress Dialog

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

ca0050_InitializeCOA_DS


Decision 		
Initializes variables used in the change of address module.		
Entering From		
mm0310_ChangeOfAddress_SD		
Actions		
Condition	Action	Transition
Always	Assign: isResidentAddress ="	--
^	Assign: collectedPhoneNum ="	--
^	Assign: phone_type ="	--
^	Assign: change_what ="	goto: ca0100_PingHost_DB
Developer Notes		
--		

ca0100_PingHost_DB


Database Call 		
Pings the host database to ensure the host is available.		
Entering From		
ca0050_InitializeCOA_DS		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Description	
ca_statusCode	Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.	
ca_statusDescription	Status code text description.	
Actions		
Condition	Action	Transition
If ca_statusCode==000 //success	--	goto: ca0200_IntroMsg_PP
Else //failure	Always Assign: coa_transaction_status =failure	--
^	If ca_statusCode==0152 //off hours request Prompt: [ca0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...	Return to calling dialog: main [mm0310_ChangeOfAddress_SD]

^	Else	Prompt: [ca0100_out_02] Sorry, I'm having trouble getting access to your records...	Return to calling dialog: main [mm0310_ChangeOfAddress_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

ca0200_IntroMsg_PP


Simple Play Prompt 		
Introduction prompt for the Change of Address application.		
Entering From		
ca0100_PingHost_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [ca0200_out_01] To get started, I have a couple of questions...	goto: ca0220_ReceivingBenefits_DM
Developer Notes		
--		

ca0220_ReceivingBenefits_DM

YesNo Recognition 			
Asks callers whether or not they are receiving benefits.			
Entering From			
ca0200_IntroMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0220_ini_01	Are you receiving retirement, survivor, or disability benefits?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
no		2	< cd_receiving_benefits_yesno no>
yes, retirement, survivor, disability		1	< cd_receiving_benefits_yesno yes>
Actions			
Option	Condition	Action	Transition
yes	Always	--	goto: ca0260_CallingAboutSelf_DM
no	Always	--	goto: ca0230_NotEligible_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0220_nm1_01] Let's try again...ARE you receiving	Re-Recognition:


		retirement, survivor, or disability benefits?	
nomatch 2	Always	Prompt: [ca0220_nm2_01] Sorry. If you're currently receiving retirement benefits, survivor benefits, or disability benefits, press 1. If you are NOT receiving any of those benefits, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0220_ni1_01] If you ARE receiving benefits for retirement, survivor, or disability, say 'Yes' or press 1. If not, say 'No', or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [ca0220_ni2_01] Sorry. If you're currently receiving retirement benefits, survivor benefits, or disability benefits, press 1. If you are NOT receiving any of those benefits, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			

ca0230_NotEligible_DM

CustomContext Recognition 			
Informs callers that they must be receiving benefits in order to change their address.			
Entering From			
ca0220_ReceivingBenefits_DM , ca0300_KBAAuthentication_SD			
Initial Prompts			
Type	Condition	Name	Wording
initial	If office_hours ==true	ca0230_ini_01	You must already be receiving benefits to change your contact information. To speak with someone, say 'agent'. Or if you're finished, you can hang up. Otherwise, hold on and I'll take you back to the Main Menu.
initial	Else //office_hours ==false	ca0230_ini_02	You must already be receiving benefits to change your contact information. If you're finished, you can

		hang up. Otherwise, hold on and I'll take you back to the Main Menu.	
Grammar			
Sample Expressions		DTMF	Reco Var/Option
--		--	--
Actions			
Option	Condition	Action	Transition
--	--	--	--
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
nomatch 1	Always	Assign: coa_transaction_status =not_eligible	--
nomatch 1	^	Prompt: [ca0230_nm1_01] Hold on while I take you back to the main menu.	Return to calling dialog: main [mm0310_ChangeOfAddress_S D]
noinput 1	Always	Assign: coa_transaction_status =not_eligible	--
noinput 1	^	Prompt: [ca0230_ni1_01] Hold on while I take you back to the main menu.	Return to calling dialog: main [mm0310_ChangeOfAddress_S D]
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			


ca0260_CallingAboutSelf_DM

YesNo Recognition			
Asks callers whether or not they are calling about their own benefits (as opposed to someone else's).			
Entering From			
ca0220_ReceivingBenefits_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0260_ini_01	Is this change for yourself?

Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
no, not mine // no	2	<cd_calling_about_self_yesno no>	Never
yes, my own // yes	1	<cd_calling_about_self_yesno yes>	Never
repeat, repeat that // repeat	9	<cd_calling_about_self_yesno repeat>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: coa_transaction_status =not_self	--
^	^	Prompt: [ca0260_out_01] Okay. To change the address of another person, they'll need to be with you. If they are not with you then please call back when they are. Otherwise...	Return to calling dialog: main [mm0310_ChangeOfAddress_S D]
yes	Always	--	goto: ca0270_COAEffectiveASAP_DM
repeat	Always	Prompt: [ca0260_out_02] Sure.	--
^	^	Prompt: [ca0260_out_02] Is the change you're calling about for your OWN benefit or payment?	Re-Recognition:
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0260_nm1_01] Let's try again... Is the change you're calling about for your OWN benefit or payment?	Re-Recognition:
nomatch 2	Always	Prompt: [ca0260_nm2_01] Sorry. If you're calling about a change that affects the benefits or payments that YOU receive, press 1. If you're calling on behalf of someone else, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0260_ni1_01] If the change you'd like to make is for your OWN benefit or payment, say 'Yes' or press 1. If you're calling for someone else, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [ca0260_ni2_01] Sorry. If you're calling about benefits of payments that YOU receive, press 1. If you're calling on behalf of someone else, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--


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

ca0270_COAEffectiveASAP_DM

Date Recognition			
Asks caller if they would like the change of address/phone number to be effective as soon as possible.			
CR596: Renamed from ca0430_COAEffectiveASAP_DM			
Entering From			
ca0260_CallingAboutSelf_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0270_ini_01	And , would you like this change to take effect as soon as possible?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes, yeah, as soon as possible	1	<cd_effective_asap_yesno >	Never
no	2	<cd_effective_asap_yesno >	Never
Actions			
Option	Condition	Action	Transition
<any>	Always	Prompt: [ca0270_out_01] Okay.	--
no	Always	Assign: coa_transaction_status =effective_later	Return to calling dialog: main [mm0310_ChangeOfAddress_SD]
yes	Always	Assign: effective_date =<current date>	goto: ca0300_KBAAuthentication_SD
^	^	--	goto: ca0300_KBAAuthentication_SD
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0270_nm1_01] Let's try again...Would you like this change to take effect as soon as possible?	Re-Recognition:


nomatch 2	Always	Prompt: [ca0270_nm2_01] Sorry. If you want the change to take effect as soon as possible, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0270_ni1_01] If you want the change to take effect as soon as possible say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [ca0270_ni2_01] Sorry. If you want the change to take effect as soon as possible, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			

ca0300_KBAAuthentication_SD

Subdialog Call 		
Sub dialogue call to the Knowledge Based Authentication module to collect: SSN, name, DOB, POB, and last payment.		
Entering From		
ca0270_COAEffectiveASAP_DM		
Dialog called		
Proceed to initial node in: KnowledgeBasedAuthentication		
Input parameters		
Parameter		Value
--		--
Output parameters		
Variable		Subdialog Variable
--		--
Actions		
Condition	Action	Transition
If kba_transaction_status =success OR success_multiple_address	--	goto: ca0310_TypeOfChange_DM

Else if <code>kba_transaction_status=coa_no_benefits</code>	--	goto: <code>ca0230_NotEligible_DM</code>
Else if <code>kba_transaction_status =coa_pending_changes</code>	Assign: <code>coa_transaction_status =failure</code>	Return to calling dialog: <code>main [mm0310_ChangeOfAddress_SD]</code>
Else <code>//kba_transaction_status=account_blocked OR attestation_declined OR failure OR coa_not_eligible</code>	Assign: <code>coa_transaction_status =failure</code>	Return to calling dialog: <code>main [mm0310_ChangeOfAddress_SD]</code>
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
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ca0310_TypeOfChange_DM

CustomContext Recognition 			
Asks callers whether they want to change address, phone number, or both.			
Entering From			
<code>ca0300_KBAAuthentication_SD</code>			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0310_ini_01	What would you like to change - your 'Address,' your 'Phone Number,' or 'Both.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
change both, both	3	< <code>cd_type_of_change_menu</code> both>	If Necessary
change my phone number, my phone, phone number	2	< <code>cd_type_of_change_menu</code> phone>	If Necessary
change my address, my address, address	1	< <code>cd_type_of_change_menu</code> address>	If Necessary
Actions			
Option	Condition	Action	Transition
address	Always	Assign: <code>change_what =address</code>	--
^	If <code>kba_transaction_status == success_multiple_address</code>	--	goto: <code>ca0315_ConfirmChangeAllRecords_DM</code>
^	Else	Prompt: [ca0310_out_01] Okay. Before you tell me your new address, I'll need the address where you currently receive benefits.	goto: <code>ca0320_SetAddressParameters_DS</code>
both	--	Assign: <code>change_what =both</code>	--
^	If <code>kba_transaction_status == success_multiple_address</code>	--	goto: <code>ca0315_ConfirmChangeAllRecords_DM</code>
^	Else	Prompt: [ca0310_out_02] Okay. Before you tell me your new address, I'll need the address where you currently receive benefits.	goto: <code>ca0320_SetAddressParameters_DS</code>
phone	--	Assign: <code>change_what =phone</code>	--
^	--	Prompt: [ca0310_out_03] Okay. In order to change your phone	goto: <code>ca0320_SetAddressParameters_DS</code>

		number, I need your address.	DS
Confirmation Prompts			
Option	Condition	Name	Wording
address	Always	ca0310_cnf_ini_01	You'd like to change your address, right?
phone	Always	ca0310_cnf_ini_02	You'd like to change your phone number, right?
both	Always	ca0310_cnf_ini_03	You'd like to change both your address AND your phone number. Is that right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0310_nm1_01] Let's try again. You can say 'Address' or press 1, 'Phone Number' or press 2, OR say 'Both' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [ca0310_nm2_01] Sorry. If you'd like to change your address, press 1. To change your phone number, press 2. If you need to change both your address AND your phone number, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0310_ni1_01] If you're calling to change your address, say 'Address' or press 1. To change your phone number, say 'Phone Number' or press 2. Or, if you'd like to change both of them, say 'Both' or press 3.	Re-Recognition:
noinput 2	Always	Prompt: [ca0310_ni2_01] Sorry. If you'd like to change your address, press 1. To change your phone number, press 2. Or, if you need to change both your address AND your phone number, press 3.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			


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ca0315_ConfirmChangeAllRecords_DM

YesNo Recognition 				
Asks callers with multiple addresses on file to confirm that address will be changed on all records.				
Entering From				
ca0310_TypeOfChange_DM				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	ca0315_ini_01	This will change the address on all your eligible records, is that okay?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes		1	<result yes>	Never
no		2	<result no>	Never
Actions				
Option	Condition	Action	Transition	
yes	Always	Prompt: [ca0315_out_01] To begin, we'll need your current address.	--	
^	Always	--	goto: ca0320_SetAddressParameters_DS	
no	Always	Assign: coa_transaction_status =failure	Return to calling dialog: main [mm0310_ChangeOfAddress_S D]	
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [ca0315_nm1_01] Let's try again. Changing your address here means it will also be changed on all eligible records. Is that okay?	Re-Recognition:	
nomatch 2	Always	Prompt: [ca0315_nm2_01] Sorry. If you're okay with changing the address on all your eligible records, press 1. If not, press 2.	Re-Recognition:	
nomatch 3	Always	Assign: transfer_reason =error	--	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--	
noinput 1	Always	Prompt: [ca0315_ni1_01] If you want your address to be changed on all eligible records, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:	
noinput 2	Always	Prompt: [ca0315_ni2_01] Sorry. If you're okay with changing the address on all your eligible records, press 1. If not, press 2.	Re-Recognition:	

noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: <code>[gl_ni3_01]</code> Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
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ca0320_SetAddressParameters_DS


			Decision 
Sets parameters needed for entering the address module.			
Entering From			
ca0310_TypeOfChange_DM , ca0315_ConfirmChangeAllRecords_DM			
Actions			
Condition	Action	Transition	
Always	Comment: set parameters before entering AddressOSDM	--	
^	Assign: <code>collectaddress_entryprompt ="</code>	--	
^	Assign: <code>collectaddress_collectedzipcode =FALSE'</code>	--	
^	Assign: <code>collectaddress_overallconfirmation =ALWAYS'</code>	--	
^	Assign: <code>collectaddress_collectfortranscription =FALSE'</code>	--	
^	Assign: <code>collectaddress_ziplookuperrorprompt =default_address_ziplookuperrorprompt</code>	--	
^	Assign: <code>collectaddress_citystatelookuperrorprompt =default_address_citystatelookuperrorprompt</code>	--	
^	Assign: <code>collectaddress_exitsuccessprompt =default_address_exitsuccessprompt</code>	--	
^	Assign: <code>collectCurrentAddress =true</code>	--	
^	--	goto: ca0330_AddressOSDM_SD	
Developer Notes			
--			

ca0330_AddressOSDM_SD


Subdialog Call			☐
Calls the address module.			
Entering From			
ca0320_SetAddressParameters_DS, ca0340_CheckWhichAddress_DS			
Dialog called			
Proceed to initial node in: AddressOSDM			
Input parameters			
Parameter	Value		
--	--		
Output parameters			
Variable	Subdialog Variable		
addressType	--		
city	--		
state	--		
zip	--		
streetName	--		
houseNumber	--		
address2ndLine	--		
fullApt	--		
Actions			
Condition	Action	Transition	
success	If collectCurrentAddress ==true //caller just finished curent address collection	Assign: currentAddressCity =city	--
^		Assign: currentAddressState =state	--
^		Assign: currentAddressZip =zip	--
^		Assign: currentFullApt =fullApt	--
^	If addressType ==street	Assign: currentStreetAddress = houseNumber + ' ' + streetName	--
^	Else //POBOX or RR	Assign: currentStreetAddress = address2ndLine	--
Else //caller just finished new address collection		Assign: newAddressCity =city	--
^		Assign: newAddressState =state	--
^		Assign: newAddressZip =zip	--
^		Assign: newFullApt =fullApt	--
^	If addressType ==street	Assign: newStreetAddress = houseNumber + ' ' + streetName	--
^	Else //POBOX or RR	Assign: newStreetAddress = address2ndLine	--

^	If <code>change_what == phone</code>	Prompt: [ca0330_out_01] Now let's take care of your phone number...	goto: ca0400_RemoveOrChangePhone_DM
^	Else // <code>change_what == address</code> OR both	--	goto: ca0340_CheckWhichAddress_DS
failure		Assign: <code>coa_transaction_status =failure</code>	Return to calling dialog: main [mm0310_ChangeOfAddress_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

ca0340_CheckWhichAddress_DS


Decision 		
Checks which address collection flow the caller is in.		
Entering From		
ca0330_AddressOSDM_SD		
Actions		
Condition	Action	Transition
If <code>collectCurrentAddress ==true</code> //caller finishing current address collection for COA	Assign: <code>collectCurrentAddress =false</code>	goto: ca0330_AddressOSDM_SD
Else // <code>collectCurrentAddress==false</code> , caller finishing new address collection for COA	--	goto: ca0350_ConfirmIfResidentAddress_DM
Developer Notes		
--		

ca0350_ConfirmIfResidentAddress_DM

YesNo Recognition 			
Asks caller if the provided address is their resident address.			
Entering From			
ca0340_CheckWhichAddress_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0350_ini_01	Is the address you provided your resident address?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes		1	< result yes>
no		2	< result no>
Actions			
Option	Condition	Action	Transition
yes	Always	Assign: <code>isResidentAddress =Y</code>	--
no	Always	Assign: <code>isResidentAddress =N</code>	--

Always	If <code>change_what==address</code>	--	goto: <code>ca0440_SendAddressPhone_DB</code>
^	Else <code>//change_what==both</code>	Prompt: [ca0350_out_01] Now let's take care of your phone number.	goto: <code>ca0400_RemoveOrChangePhone_DM</code>
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0350_nm1_01] Let's try again. Is this new address your resident address?	Re-Recognition:
nomatch 2	Always	Prompt: [ca0350_nm2_01] Sorry. If this address is your resident address, press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0350_ni1_01] If this is your resident address, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [ca0350_ni2_01] Sorry. If this address is your resident address, press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

ca0400_RemoveOrChangePhone_DM

CustomContext Recognition			
Asks the caller if they want to remove their phone number or change it.			
Entering From			
ca0330_AddressOSDM_SD , ca0350_ConfirmIfResidentAddress_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0400_ini_01	Do you want to 'Change' or 'Remove' your number?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm

change, change my number, change phone number // change	1	<remove_phone_menu change>	If Necessary
remove, remove my number, remove phone number // remove	2	<remove_phone_menu remove>	If Necessary
Actions			
Option	Condition	Action	Transition
change	Always	Prompt: [ca0400_out_01] All right.	goto: ca0410_TypeOfPhone_DM
remove	Always	Prompt: [ca0400_out_02] All right.	goto: ca0440_SendAddressPhone_DB
Confirmation Prompts			
Option	Condition	Name	Wording
change	Always	ca0400_cnf_ini_0 1	You want to change your phone number, right?
remove	Always	ca0400_cnf_ini_0 2	You want to remove your phone number, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0400_nm1_01] Let's try again... You can say 'Change' phone number, or press 1, OR say 'Remove' phone number, or press 2.	Re-Recognition:
nomatch 2	Always	Prompt: [ca0400_nm2_01] Sorry. If you'd like to change your phone number, press 1. If want to remove your phone number from our records, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0400_ni1_01] Let's try again... You can say 'Change' phone number, or press 1, OR say 'Remove' phone number, or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [ca0400_ni2_01] Sorry. If you'd like to change your phone number, press 1. If want to remove your phone number from our records, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			


Config Parameters	
Parameter	Value
--	--
Developer Notes	
--	

ca0410_TypeOfPhone_DM

CustomContext Recognition			
Asks callers which phone number to change.			
Entering From			
ca0400_RemoveOrChangePhone_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0410_ini_01	For our records, what type of number is this - 'Home,' 'Work,' 'Cell,' your 'Attorney's' number, or 'Something Else.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?[it's (i'm calling about)] [(something else) (a different ?phone ?number)], other	5	<cd_phone_type_menu something_else>	Never
?(it's my) [attorney attorney's lawyer lawyer's] ?phone ?number	4	<cd_phone_type_menu attorney>	Never
?(it's [my a]) [mobile cell] ?phone ?number	3	<cd_phone_type_menu cell>	Never
?(it's [my a]) [work office business] ?phone ?number	2	<cd_phone_type_menu work>	Never
?(it's [my a]) home ?phone ?number	1	<cd_phone_type_menu home>	Never
Actions			
Option	Condition	Action	Transition
attorney	--	Assign: phone_type =attorney	goto: ca0420_CollectPhoneNumber_DM
home	--	Assign: phone_type =home	goto: ca0420_CollectPhoneNumber_DM
cell	--	Assign: phone_type =cell	goto: ca0420_CollectPhoneNumber_DM
something_else	--	Assign: phone_type =other	goto: ca0420_CollectPhoneNumber_DM
work	--	Assign: phone_type =work	goto: ca0420_CollectPhoneNumber_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0410_nm1_01] Let's try again. You can say 'Home Number' or press 1, 'Work Number' or press 2, 'Cell Number' or 3, 'Attorney's	Re-Recognition:

		Number' or 4, or for anything else, say 'It's Something Else' or press 5.	
nomatch 2	Always	Prompt: [ca0410_nm2_01] Sorry. If it's your HOME phone number, press 1. If it's a WORK phone number, press 2. If it's your Cell number, press 3. If it's your ATTORNEY's number, press 4. Or, if it's anything else, press 5.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0410_ni1_01] You can say 'Home Number' or press 1, 'Work Number' or press 2, 'Cell Number' or 3, 'Attorney's Number' or 4, or for anything else, say 'It's Something Else' or press 5.	Re-Recognition:
noinput 2	Always	Prompt: [ca0410_ni2_01] Sorry. If it's your HOME phone number, press 1. If it's a WORK phone number, press 2. If it's your Cell number, press 3. If it's your ATTORNEY's number, press 4. Or, if it's anything else, press 5.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			


ca0420_CollectPhoneNumber_DM

Phone Recognition			
Asks callers for 10-digit phone number.			
Entering From			
ca0410_TypeOfPhone_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ca0420_ini_01	And, starting with the area code, what's your new number?
reprompt	Always //after disconfirmation	ca0420_ree_01	Starting with the area code, what's your new telephone number?

Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
<10-digit phone number>	<10-digit string]	<cd_phone_number phone_number>	Always
repeat, repeat that // repeat	9	<cd_phone_number repeat>	Never
Actions			
Option	Condition	Action	Transition
phone_number	Always	Prompt: [ca0420_out_01] All right.	--
^	^	Assign: collectedPhoneNum =result	goto: ca0440_SendAddressPhone_DB
repeat	Always	Prompt: [ca0420_out_02] Sure.	--
^	^	Prompt: [ca0420_out_03] Starting with the area code, what's your new telephone number?	Re-Recognition:
Confirmation Prompts			
Option	Condition	Name	Wording
phone_number	Always	ca0420_cnf_ini_01	That phone number is...
^	Always	ca0420_cnf_ini_02	...[phone_number].
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ca0420_nm1_01] Let's try again. Please say or enter the new area code and phone number now.	Re-Recognition:
nomatch 2	Always	Prompt: [ca0420_nm2_01] Sorry. Please enter the new area code and phone number now.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ca0420_ni1_01] Please say or enter the new area code and phone number now.	Re-Recognition:
noinput 2	Always	Prompt: [ca0420_ni2_01] Sorry. Please enter the new area code and phone number now.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			

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

ca0440_SendAddressPhone_DB


Database Call 	
Changes address and/or phone number in the backend database.	
Entering From	
ca0350_ConfirmIfResidentAddress_DM , ca0400_RemoveOrChangePhone_DM , ca0420_CollectPhoneNumber_DM	
Input parameters	
Parameter	Value
isResidentAddress	indicates whether caller's new address is a resident address Y or N
currentStreetAddress	current street address
currentFullApt	current secondary address
currentAddressCity	city of caller's current address
currentAddressState	state of caller's current address
currentAddressZip	5 digit zip code for caller's current address
newStreetAddress	new street address
newFullApt	new secondary address
newAddressCity	city of caller's new address
newAddressState	state of caller's new address
newAddressZip	5 digit zip code for caller's new address
phone_type	1 character phone type. The available choices are: H (home), W (work), M (mobile), A (attorney), O (other), D (remove telephone number), and a space (no change)
effective_date	effective date of address and/or phone number change
collectedPhoneNum	caller's collected phone number
ani	<ani number>
Output parameters	
Variable	Description
ca_statusCode	Possible values that can be returned are: 0000=Success, 0001=data is valid and processed and the user already has direct deposit, 0002=data is valid and processed and the user does not have direct deposit, 0150=System Failure-connected but failed for other reasons,

		0151=System Failure, 0152=Off hour request, 0508=Block Access, 7777=Validation failure, and 9999=Data is invalid, 2000 = authentication pass but SSN not receiving benefits, 2001/2002 = authentication pass but SSN is ineligible to use IVR, 2003 = authentication pass but SSN has pending changes.	
ca_statusDescription		Status code text description.	
Actions			
Condition		Action	Transition
If ca_statusCode ==0000		Assign: coa_transaction_status =success	--
^	Always	Prompt: [ca0440_out_01] All set! Your information change has been sent for processing which may take up to three business days. As requested...	--
^	If effective_date ==current date	Prompt: [ca0440_out_02] ...this change will take effect as soon as possible.	--
^	Else	Prompt: [ca0440_out_03] ...this change will be effective on...	--
^	^	Prompt: [dynamic] { effective_date / final / CPR=date / example=March 5th, 2021}	--
^	Always	Prompt: [ca0440_out_05] If you're done, feel free to hang up. Otherwise...	Return to calling dialog: main [mm0310_ChangeOfAddress_SD]
Else //failure	Always	Assign: coa_transaction_status =failure	--
^	If ca_statusCode ==0152 //off hours request	Prompt: [ca0440_out_06] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...	Return to calling dialog: main [mm0310_ChangeOfAddress_SD]
^	Else	Prompt: [ca0440_out_07] Sorry, but I'm having trouble processing this request.	Return to calling dialog: main [mm0310_ChangeOfAddress_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			


2.5 ClaimStatusRequests Dialog

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

cs0050_InitializeClaimsStatus_DS


Decision 		
Initializes variables needed for claims status module.		
Entering From		
mm0520_ApplicationStatus_SD		
Actions		
Condition	Action	Transition
Always	Assign: current_claim =1	--
^	Assign: claims_transaction_status ="	Log: Always goto: cs0100_PingHost_DB
Developer Notes		
--		

cs0100_PingHost_DB


Database Call 		
Pings the host database to ensure the host is available.		
Entering From		
cs0050_InitializeClaimsStatus_DS		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Description	
cs_statusCode	Possible values that can be returned are: 0000=Success, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.	
cs_statusDescription	Status code text description.	
Actions		
Condition	Action	Transition
If cs_statusCode ==0000 //success	Always Assign: attemptedAppID =TKCS	goto: cs0110_KBAAuthentication_SD
Else //failure	^ Assign: claims_transaction_status =failure	--
^	If cs_statusCode ==0152 //off hours request Prompt: [cs0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
^	Else Prompt: [cs0100_out_02] Sorry, I'm having trouble getting access to your records...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]

Recovery Behavior
See 1.1 Global Recovery Behavior
Developer Notes
--

cs0110_KBAAuthentication_SD

Subdialog Call 		
Sub dialog call to 'Knowledge Based Authentication' to get caller's SSN and DOB.		
Entering From		
cs0100_PingHost_DB		
Dialog called		
Proceed to initial node in: KnowledgeBasedAuthentication		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If kba_transaction_status ==success	--	goto: cs0200_ClaimsRetrieval_DB
Else if kba_transaction_status ==account_blocked	Assign: claims_transaction_status =failure	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
Else if kba_transaction_status ==attestation_declined	Assign: claims_transaction_status =failure	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
Else	Assign: claims_transaction_status =failure	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

cs0200_ClaimsRetrieval_DB


Database Call 	
This is a database query to retrieve the claim(s) associated with the caller's confirmation number. There can be up to 3 associated claims found, but it is most common to have just one.	
Entering From	
cs0110_KBAAuthentication_SD	
Input parameters	
Parameter	Value
caller_ssn	9 digit Social Security Number
ani	Caller's 10 digit ANI. All zeros if unavailable.

Output parameters	
Variable	Description
cs_statusCode	Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, 0508=Block Access, 7777=Validation failure, 8888=Not authenticated/authorized, and 9999=Data is invalid.
cs_statusDescription	Status code text description.
cs_claimType	2 character claim type: 10 (Retirement Benefits) 11 (Hospital Insurance Only) 20 (Disability Benefits) 31 (Widow's or Widower's Insurance Benefits) 32 (Mother's or Father's Benefits) 33 (Child's Insurance Benefits – Survivor) 34 (Parent's Benefits) 36 (Widow's or Widower's Insurance Benefits) 41 (Wife's or Husband's Insurance Benefits) 42 (Spouse With Child in Care Benefits) 43 (Child's Insurance Benefits – Life) 46 (Wife's or Husband's Insurance Benefits) 47 (Widow's or Widower's Insurance Benefit) 48 (Childhood Disability Benefits) 49 (Student Benefits) 50 (Hospital Insurance) 60 (Lump Sum Death Payments) 70 (Benefits at Age 72 for Uninsured Individuals) 80 (Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease)
cs_claimStatus	1 character status: A (Adjudicated) or P (Pending)
cs_pendingIssues	Y (if issues pending other than <toDDS1>, <reconDecReq1>, <fedRevDec1>, or <inOHA1>)
cs_toDDS	The Disability Determination Service in your state is processing the medical portion of your claim.
cs_reconDecReq	As of today's date, a decision has not been made on your reconsideration request.
cs_fedRevDec	As of today's date, a decision has not been made on your request for Federal Reviewing Official Review.
cs_inOHA	As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal request.
cs_age	Proof of age pending.
cs_ammendedApp	Amended application pending.
cs_citizen	Proof of citizenship pending.
cs_nhNameChange	Proof of number holder name change pending.
cs_claimantNameChange	Proof of claimant name change pending.
cs_earnings	Proof of earnings pending.
cs_lawfulPresence	Proof of lawful presence pending.
cs_marriage	Proof of marriage pending.
cs_military	Proof of military service pending.
cs_specialWage	Proof of special wages pending.
cs_death	Proof of death pending.
cs_relationship	Proof of relationship pending.

cs_support	Proof that you provided at least one-half support to your parents pending.		
cs_endStateRenal	Proof of End Stage Renal Disease pending.		
cs_schoolAttend	Proof of full-time school attendance pending.		
cs_attorneyRep	Proof of attorney representation pending.		
cs_foreignBenefits	Application for benefits under a U.S. International Social Security agreement pending.		
cs_hearingRequest	Request for hearing pending.		
cs_reconRequest	Request for reconsideration pending.		
cs_cause	Proof of good cause for filing late appeal request pending.		
cs_medicalRecon	Medical information for your reconsideration request (Form SSA-3441) pending.		
cs_medicalHearing	Medical information for your hearing request (Form SSA-3441) pending.		
cs_fedRevReq	Request for Federal Reviewing Official Review pending.		
num_claims	Indicates the number of claims returned by the DB		
claimsList	List of claims objects		
Actions			
Condition			
Action			
Transition			
If cs_statusCode ==0000 //success	If num_claims >1	--	goto: cs0205_PrepareClaimsStatusInfoMW_DB
^	Else if num_claims ==1	Prompt: [cs0200_out_04] I found one claim.	goto: cs0205_PrepareClaimsStatusInfoMW_DB
^	Else //no claims	Comment: This condition is currently unreachable because, while correct as designed, the backend is currently returning a generic '9999' error code in the event of 0 claims	--
^	^	Assign: claims_transaction_status =no_application	--
^	^	Prompt: [cs0200_out_01] Hmm... I couldn't find any claims... There are a number of reasons why this might have happened. If you filed your claim just a few days ago, it might not be available yet, and you might want to wait a few days and call back.	--
^	^	If office_hours ==true	goto: cs0260_NoStatusEnd_DM
^	^	Else	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
Else //failure	Always	Assign: claims_transaction_status =failure	--
^	If cs_statusCode ==0152 //off hours request	Prompt: [cs0200_out_02] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]

^	Else	Prompt: [cs0200_out_03] Sorry, I'm having trouble getting access to your records...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

cs0205 PrepareClaimsStatusInfoMW_DB

Database Call		
Middleware state that prepares Claim Status info for playback		
Entering From		
cs0200_ClaimsRetrieval_DB , cs0210_WhichClaim_DM , cs0270_MultiLastClaimEnd_DM		
Input parameters		
Parameter	Value	
current_claim	indicates which claim middleware state is retrieving information for	
claimsList	List of claims objects	
Output parameters		
Variable	Description	
pendingIssues	Y (if issues pending other than <toDDS1>, <reconDecReq1>, <fedRevDec1>, or <inOHA1>)	
claimStatus	1 character status: A (Adjudicated) or P (Pending)	
claimType	2 character claim type: 10 (Retirement Benefits) 11 (Hospital Insurance Only) 20 (Disability Benefits) 31 (Widow's or Widower's Insurance Benefits) 32 (Mother's or Father's Benefits) 33 (Child's Insurance Benefits -- Survivor) 34 (Parent's Benefits) 36 (Widow's or Widower's Insurance Benefits) 41 (Wife's or Husband's Insurance Benefits) 42 (Spouse With Child in Care Benefits) 43 (Child's Insurance Benefits -- Life) 46 (Wife's or Husband's Insurance Benefits) 47 (Widow's or Widower's Insurance Benefit) 48 (Childhood Disability Benefits) 49 (Student Benefits) 50 (Hospital Insurance) 60 (Lump Sum Death Payments) 70 (Benefits at Age 72 for Uninsured Individuals) 80 (Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease)	
toDDS	The Disability Determination Service in your state is processing the medical portion of your claim.	
reconDecReq	As of today's date, a decision has not been made on your reconsideration request.	
fedRevDec	As of today's date, a decision has not been made on your request for Federal Reviewing Official Review.	
inOHA	As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal request.	

age	Proof of age pending.
ammendedApp	Amended application pending.
citizen	Proof of citizenship pending.
nhNameChange	Proof of number holder name change pending.
claimantNameChange	Proof of claimant name change pending.
earnings	Proof of earnings pending.
lawfulPresence	Proof of lawful presence pending.
marriage	Proof of marriage pending.
military	Proof of military service pending.
specialWage	Proof of special wages pending.
death	Proof of death pending.
relationship	Proof of relationship pending.
support	Proof that you provided at least one-half support to your parents pending.
endStageRenal	Proof of End Stage Renal Disease pending.
schoolAttend	Proof of full-time school attendance pending.
attorneyRep	Proof of attorney representation pending.
foreignBenefits	Application for benefits under a U.S. International Social Security agreement pending.
hearingRequest	Request for hearing pending.
reconRequest	Request for reconsideration pending.
fedRevReq	Request for Federal Reviewing Official Review pending.
cause	Proof of good cause for filing late appeal request pending.
medicalRecon	Medical information for your reconsideration request (Form SSA-3441) pending.
medicalHearing	Medical information for your hearing request (Form SSA-3441) pending.

Actions		
Condition	Action	Transition
If num_claims > 1	--	goto: cs0210_WhichClaim_DM
Else //single claim	--	goto: cs0220_ClaimStatusMsg_PP
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

cs0210_WhichClaim_DM

YesNo Recognition
Since multiple claims were found, this dialogue module asks the caller which claim they would like to hear the status of.
Entering From
cs0205_PrepareClaimsStatusInfoMW_DB, cs0250_MultiClaimEnd_DM
Initial Prompts

Type	Condition		Name	Wording
initial	If <code>current_claim==1</code>	If <code>num_claims==2</code>	cs0210_ini_01	I found two claims. I'll read them one at a time.
initial	^	Else // <code>num_claims==3</code>	cs0210_ini_02	I found three claims. I'll read them one at a time.
initial	Always		silence_500ms	<silence_500ms>
initial	If <code>current_claim==1</code>		cs0210_ini_04	The first claim is for...
initial	Else if <code>current_claim==2</code>	If <code>num_claims==2</code>	cs0210_ini_05	The other claim is for...
initial	^	Else // <code>num_claims==3</code>	cs0210_ini_06	The next claim is for...
initial	Else // <code>current_claim==3</code>		cs0210_ini_07	The last claim is for...
initial	If <code>claimType==10</code>		cs0210_ini_08	Retirement Benefits.
initial	Else if <code>claimType==11</code>		cs0210_ini_09	Hospital Insurance Only.
initial	Else if <code>claimType==20</code>		cs0210_ini_10	Disability Benefits.
initial	Else if <code>claimType==31 claimType==36 claimType==47</code>		cs0210_ini_11	Widowed Spouse's Insurance Benefits.
initial	Else if <code>claimType==32</code>		cs0210_ini_12	Mother's or Father's Benefits.
initial	Else if <code>claimType==33</code>		cs0210_ini_13	Child's 'Survivor' Insurance Benefits.
initial	Else if <code>claimType==34</code>		cs0210_ini_14	Parent's Benefits.
initial	Else if <code>claimType==41 claimType==46</code>		cs0210_ini_15	Wife's or Husband's Insurance Benefits.
initial	Else if <code>claimType==42</code>		cs0210_ini_16	Spouse With Child in Care Benefits.
initial	Else if <code>claimType==43</code>		cs0210_ini_17	Child's 'Life' Insurance Benefits.
initial	Else if <code>claimType==48</code>		cs0210_ini_18	Childhood Disability Benefits.
initial	Else if <code>claimType==49</code>		cs0210_ini_19	Student Benefits.
initial	Else if <code>claimType==50</code>		cs0210_ini_20	Hospital Insurance.
initial	Else if <code>claimType==60</code>		cs0210_ini_21	Lump Sum Death Payments.
initial	Else if <code>claimType==70</code>		cs0210_ini_22	Benefits at Age 72 for Uninsured Individuals.
initial	Else <code>claimType==80</code>		cs0210_ini_23	Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease.
initial	Always		silence_1000ms	<silence_1000ms>
initial	If <code>current_claim==1</code>		cs0210_ini_25	Is that the claim you'd like to hear the status of?
initial	Else if <code>current_claim==2</code>		cs0210_ini_26	Do you want to hear the status of THAT claim?
initial	Else		cs0210_ini_27	Would you like to hear the status?
Grammar				
Sample Expressions			DTMF	Reco Var/Option
no			2	<cs_which_claim_yesno no>
yes, yes that one			1	<cs_which_claim_yesno yes>
Actions				
Option	Condition		Action	Transition
no	If <code>current_claim ==1</code>	Always	Assign: <code>current_claim</code> =<current_claim + 1>	--
^	^	^	Prompt: [cs0210_out_01]	goto:

			All right.	cs0205_PrepareClaimsStatusInfoMW_DB
^	Else if current_claim==2	If num_claims== 3	Assign: current_claim =<current_claim +1>	--
^	^	^	Prompt: [cs0210_out_02] Okay.	goto: cs0205_PrepareClaimsStatusInfoMW_DB
^	^	Else //num_claims==2	Prompt: [cs0210_out_04] All right. That was the last claim.	goto: cs0270_MultiLastClaimEnd_DM
^	Else	Always	Prompt: [cs0210_out_03] All right. That was the last claim.	goto: cs0270_MultiLastClaimEnd_DM
yes	Always		Prompt: [cs0210_out_05] All right.	goto: cs0220_ClaimStatusMsg_PP

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [cs0210_nm1_01] Let's try again... WOULD you like to hear the status?	Re-Recognition:
nomatch 2	^	Prompt: [cs0210_nm2_01] Sorry. If you'd like to hear the status of that claim application, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	^	Prompt: [cs0210_ni1_01] If you WOULD like to hear the status of that claim, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	^	Prompt: [cs0210_ni2_01] Sorry. To hear the status of that claim application, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

Developer Notes

--

cs0220_ClaimStatusMsg_PP

Complex Play Prompt 
--

Tells the caller if a decision has been made about their claim and if the agency is awaiting further documentation.		
Entering From		
cs0205_PrepareClaimsStatusInfoMW_DB, cs0210_WhichClaim_DM, cs0230_RepeatStatus_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [cs0220_out_01] As of today...	--
If <code>claimStatus==A</code>	Prompt: [cs0220_out_02] A decision HAS been made on your claim, and you'll receive an explanation of the decision in the mail.	--
Else if <code>claimStatus==P && pendingIssues==Y</code> //age OR ammendedApp OR citizen OR nhNameChange OR claimantNameChange OR earnings OR lawfulPresence OR marriage OR military OR specialWage OR death OR relationship OR support OR endStageRenal OR schoolAttend OR attorneyRep OR foreignBenefits OR hearingRequest OR reconRequest OR fedRevReq OR cause OR medicalRecon OR medicalHearing is filled with a valid entry (i.e., not null AND not 00000000):)	Always Prompt: [cs0220_out_03] A decision has NOT been made on your claim.	--
^	If <code>toDDS!="</code> Prompt: [cs0220_out_04] The Disability Determination Service in your state is processing the medical portion of your claim.	--
^	^ Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>reconDecReq!="</code> Prompt: [cs0220_out_06] A decision has not been made on your reconsideration request.	--
^	^ Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>fedRevDec!="</code> Prompt: [cs0220_out_08] A decision has not been made on your request for Federal Reviewing Official Review.	--
^	^ Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>inOHA!="</code> Prompt: [cs0220_out_10] The Office of Disability Adjudication and Review has not made a decision on your appeal request.	--
^	^ Prompt: [silence_500ms]	--

		<silence_500ms>	
^	Always	Prompt: [cs0220_out_12] We've requested, and are still waiting to receive, the following documentation:	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If age! ="	Prompt: [cs0220_out_14] 'Proof of age' was requested on	--
^	^	Prompt: [dynamic] { age /final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If ammendedApp! ="	Prompt: [cs0220_out_17] Your 'amended application' was requested on	--
^	^	Prompt: [dynamic] { ammendedApp /final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If citizen! ="	Prompt: [cs0220_out_20] 'Proof of citizenship' was requested on	--
^	^	Prompt: [dynamic] { citizen /final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If nhNameChange! ="	Prompt: [cs0220_out_23] Proof of the number holder's 'name change' was requested on	--
^	^	Prompt: [dynamic] { nhNameChange /final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If claimantNameChange! ="	Prompt: [cs0220_out_26] Proof of the claimant's 'name change' was requested on	--
^	^	Prompt: [dynamic] { claimantNameChange /final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If earnings! ="	Prompt: [cs0220_out_29] 'Proof of earnings' was requested on	--
^	^	Prompt: [dynamic] { earnings /final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If lawfulPresence! ="	Prompt: [cs0220_out_32] 'Proof of lawful presence' was requested	--


		on	
^	^	Prompt: [dynamic] {lawfulPresence/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If marriage! ="	Prompt: [cs0220_out_35] 'Proof of marriage' was requested on	--
^	^	Prompt: [dynamic] {marriage/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If military! ="	Prompt: [cs0220_out_38] 'Proof of military service' was requested on	--
^	^	Prompt: [dynamic] {military/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If specialWage! ="	Prompt: [cs0220_out_41] Proof of 'special wages' was requested on	--
^	^	Prompt: [dynamic] {specialWage/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If death! ="	Prompt: [cs0220_out_44] 'Proof of death' was requested on	--
^	^	Prompt: [dynamic] {death/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If relationship! ="	Prompt: [cs0220_out_47] 'Proof of relationship' was requested on	--
^	^	Prompt: [dynamic] {relationship/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If support! ="	Prompt: [cs0220_out_50] Proof that you provided at least 'one-half support to your parents' was requested on	--
^	^	Prompt: [dynamic] {support/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If endStageRenal! ="	Prompt: [cs0220_out_53] 'Proof of End Stage Renal Disease' was requested on	--

^	^	Prompt: [dynamic] {endStageRenal/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If schoolAttend! !="	Prompt: [cs0220_out_56] Proof of 'full-time school attendance' was requested on	--
^	^	Prompt: [dynamic] {schoolAttend/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If attorneyRep! !="	Prompt: [cs0220_out_59] Proof of 'attorney representation' was requested on	--
^	^	Prompt: [dynamic] {attorneyRep/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If cause! !="	Prompt: [cs0220_out_62] Proof of 'good cause for filing a late appeal request' was requested on	--
^	^	Prompt: [dynamic] {cause/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If medicalRecon! !="	Prompt: [cs0220_out_65] Medical information for your reconsideration request - which is 'Form SSA-3441' - was requested on	--
^	^	Prompt: [dynamic] {medicalRecon/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If medicalHearing! !="	Prompt: [cs0220_out_68] Medical information for your hearing request - which is 'Form SSA-3441' - was requested on	--
^	^	Prompt: [dynamic] {medicalHearing/final/CPR=date/example=March5th,2003}	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If foreignBenefits! !="	Prompt: [cs0220_out_71] Your application for benefits under a U.S. International Social Security agreement was requested on	--
^	^	Prompt: [dynamic] {foreignBenefits/final/CPR=date/example=March5th,2003}	--

^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>hearingRequest!=""</code>	Prompt: [cs0220_out_74] We asked for your 'Request for hearing' form on	--
^	^	Prompt: [dynamic] { <code>hearingRequest/final/CPR=date/example=March5th,2003</code> }	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>reconRequest!=""</code>	Prompt: [cs0220_out_77] We asked for your 'Request for Reconsideration' form on	--
^	^	Prompt: [dynamic] { <code>reconRequest/final/CPR=date/example=March5th,2003</code> }	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>fedRevReq!=""</code>	Prompt: [cs0220_out_80] We asked for your 'Request for Federal Reviewing Official Review' form on	--
^	^	Prompt: [dynamic] { <code>fedRevReq/final/CPR=date/example=March5th,2003</code> }	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	Always	Prompt: [cs0220_out_83] If you haven't already, please send or take those documents to the office that's processing your claim. We need to get the ORIGINAL documents, but we'll return them when we're finished.	--
Else <code>//claimStatus==P && pendingIssues =Y</code>	If <code>toDDS!=""</code>	Prompt: [cs0220_out_84] The Disability Determination Service in your state is processing the medical portion of your claim.	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>reconDecReq!=""</code>	Prompt: [cs0220_out_86] A decision has not been made on your reconsideration request.	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>fedRevDec!=""</code>	Prompt: [cs0220_out_88] A decision has not been made on your request for Federal Reviewing Official Review.	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--
^	If <code>inOHA!=""</code>	Prompt: [cs0220_out_90] The Office of Disability Adjudication and Review has not made a decision on your appeal request.	--
^	^	Prompt: [silence_500ms] <silence_500ms>	--

^	If toDDS==" && reconDecReq==" && inOHA==" && fedRevDec=="	Prompt: [cs0220_out_92] A decision has NOT been made on your claim. Once a decision has been made, you'll receive an official notice in the mail. Note that it takes about 5 business days, from the time we receive your claim application, to begin processing it and provide any updated status.	--
Else		Prompt: [cs0220_out_93] A decision has NOT been made on your claim. Once a decision has been made, you'll receive an official notice in the mail. Note that it takes about 5 business days, from the time we receive your claim application, to begin processing it and provide any updated status.	--
Always		--	goto: cs0230_RepeatStatus_DM
Developer Notes			
--			

cs0230_RepeatStatus_DM

CustomContext Recognition 			
Asks callers that have more than one claim application if they would like to hear again the status of the application they just heard.			
Entering From			
cs0220_ClaimStatusMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	cs0230_ini_01	Would you like to hear that again?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
no, no thanks	2	<cs_repeat_status_yesno no>	Never
yes, yes please	1	<cs_repeat_status_yesno yes>	Never
Actions			
Option	Condition	Action	Transition
yes	Always	Prompt: [cs0230_out_01] Okay. Again...	goto: cs0220_ClaimStatusMsg_PP
no	If num_claims == 1	Always Prompt: [cs0230_out_02] Okay.	--
^	^	If office_hours==true	goto: cs0240_OneClaimEnd_DM
^	^	Else Comment: Return to calling dialog: main [mm0520_ApplicationStatus_SD]	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
^	If num_claims > 1 && current_claim < num_claims	Prompt: [cs0230_out_03] Okay.	goto: cs0250_MultiClaimEnd_DM
^	Else //num_claims > 1 && current_claim== num_claims	Prompt: [cs0230_out_04] Okay. That was the last claim on the list...	goto: cs0270_MultiLastClaimEnd_DM
Recovery Behavior			

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [cs0230_nm1_01] Let's try again...WOULD you like to hear that again?	Re-Recognition:
nomatch 2	Always	Prompt: [cs0230_nm2_01] Sorry. If you'd like to hear the status of that claim application again, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [cs0230_ni1_01] If you want me to repeat the status of that claim, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [cs0230_ni2_01] Sorry. To hear the status of that claim application again, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
--	--

Developer Notes

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cs0240_OneClaimEnd_DM

CustomContext Recognition 			
This is an end menu for callers that have one claim. They are given the options to repeat the previous claim, go to the main menu, or ask a question about another claim.			
Entering From			
cs0230_RepeatStatus_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	cs0240_ini_03	If you'd like to speak to someone about this claim, say 'Agent.' Or, if you're finished, just say 'I'm Finished.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?i'm [finished done]	1	<cs_one_claim_end_menu finished>	If Necessary

Actions			
Option	Condition	Action	Transition
finished	Always	Assign: <code>claims_transaction_status</code> =success	--
^	^	Prompt: [cs0240_out_01] If you're done, feel free to hang up. Otherwise,...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]

Confirmation Prompts			
Option	Condition	Name	Wording
finished	Always	cs0240_cnf_ini_02	You're finished with looking up application status, right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [cs0240_nm1_01] If you're finished, say 'I'm Finished' or press 1. Otherwise, if you'd like to speak to someone about this claim, say 'Agent' or press 0.	Re-Recognition:
nomatch 2	Always	Prompt: [cs0240_nm2_01] If you're finished looking up claim status, press 1. Or, to speak with someone about this application, press 0.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason</code> =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [cs0240_ni1_01] If you're finished, say 'I'm Finished' or press 1. Otherwise, if you'd like to speak to someone about this claim, say 'Agent' or press 0.	Re-Recognition:
noinput 2	Always	Prompt: [cs0240_ni2_01] Sorry. If you're finished looking up claim status, press 1. OR, if you'd like to speak with someone, press 0, and I'll get someone to help you.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason</code> =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

Developer Notes

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cs0250_MultiClaimEnd_DM

CustomContext Recognition 

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

Entering From

[cs0230_RepeatStatus_DM](#)

Initial Prompts

Type	Condition	Name	Wording
initial	If <code>office_hours==true</code>	cs0250_ini_01	To hear the next claim on the list, say 'Next Claim.' If you'd like to speak to someone about this claim, say 'agent.' Or, if you're finished, just say 'I'm Finished.'
initial	Else	cs0250_ini_02	To hear the next claim on the list, say 'Next Claim.' Or, if you're finished, just say 'I'm Finished.'

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
next [application claim status], next one	1	<cs_multi_claim_end_menu next_claim>	If Necessary
?i'm [finished done]	2	<cs_multi_claim_end_menu finished>	If Necessary

Actions

Option	Condition	Action	Transition
finished	Always	Assign: <code>claims_transaction_status=success</code>	--
^	^	Prompt: [cs0250_out_01] If you're done, feel free to hang up. Otherwise,...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
next_claim	If <code>current_claim==1</code>	Assign: <code>current_claim=<current_claim+1></code>	--
^	Else	Assign: <code>current_claim=<current_claim +1 ></code>	--
^	Always	Prompt: [cs0250_out_02] All right.	goto: cs0210_WhichClaim_DM

Confirmation Prompts

Option	Condition	Name	Wording
next_claim	Always	cs0250_cnf_ini_01	You'd like the status for the next claim application, right?
finished	Always	cs0250_cnf_ini_03	You're done with looking up claim status, right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	If <code>office_hours==true</code>	Prompt: [cs0250_nm1_01] Let's try again... You can say 'Next Claim' or press 1, 'I'm Finished' or	Re-Recognition:

		press 2, OR say 'Agent' or press 0.	
nomatch 1	Else	Prompt: [cs0250_nm1_02] Let's try again...You can say 'Next Claim' or press 1,OR say 'I'm Finished' or press 2.	Re-Recognition:
nomatch 2	If office_hours==true	Prompt: [cs0250_nm2_01] Sorry. If you'd like to hear the status of the next claim, press 1. If you're finished, press 2. Or, to speak with someone about this application, press 0.	Re-Recognition:
nomatch 2	Else	Prompt: [cs0250_nm2_02] Sorry. If you'd like to hear the status of the next claim, press 1. Or, if you're finished, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	If office_hours==true	Prompt: [cs0250_ni1_01] You can say 'Next Claim' or press 1, 'I'm Finished' or press 2, OR say 'Agent' or press 0.	Re-Recognition:
noinput 1	Else	Prompt: [cs0250_ni1_02] You can say 'Next Claim' or press 1, OR say 'I'm Finished' or press 2.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [cs0250_ni2_01] Sorry. To hear the status of the next claim, press 1. If you're done with claim status, press 2. Or, to speak with someone about this claim application, press 0.	Re-Recognition:
noinput 2	Else	Prompt: [cs0250_ni2_02] Sorry. If you'd like to hear the status of the next claim, press 1. Or, if you're finished, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

Developer Notes

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cs0260_NoStatusEnd_DM

CustomContext Recognition



This state is for callers where 0 claims were returned by the backend. This state also is for callers who have heard the final claim application for a

given confirmation number.			
NOTE: This state is currently unreachable because, while correct as designed, the backend is currently returning a generic '9999' error code in the event of 0 claims			
Entering From			
cs0200_ClaimsRetrieval_DB			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	cs0260_ini_03	If you'd still like to speak to someone, say 'agent'. Or, if you're finished, just say 'I'm Finished.'
reprompt	Always //after disconfirmation	cs0260_ree_01	If you'd still like to speak to someone, say 'agent'. Or, if you're finished, just say 'I'm Finished.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
?i'm [finished done] // finished	1	<cs_no_status_end_menu finished>	If Necessary
repeat, repeat that // repeat	9	<cs_no_status_end_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
finished	Always	Assign: claims_transaction_status =success	--
^	^	Prompt: [cs0260_out_01] If you're done, feel free to hang up. Otherwise,...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
repeat	Always	Prompt: [cs0260_out_02] Sure.	--
^	^	Prompt: [cs0260_out_03] If you'd still like to speak to someone, say 'agent'. Or, if you're finished, just say 'I'm Finished.'	Re-Recognition:
Confirmation Prompts			
Option	Condition	Name	Wording
finished	Always	cs0260_cnf_ini_02	You're done with looking up claim status, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	If office_hours ==true	Prompt: [cs0260_nm1_01] If you're finished, say 'I'm Finished' or press 1. Otherwise, if you'd still like to speak to someone, say 'Agent' or press 0.	Re-Recognition:
nomatch 1	Else	Prompt: [cs0260_nm1_02] If you're finished, say 'I'm Finished' or press 1.	Re-Recognition:
nomatch 2	If office_hours ==true	Prompt: [cs0260_nm2_01] If you're finished, press 1. Otherwise, if you'd still like to speak to someone,	Re-Recognition:

		press 0, and I'll get someone to help you.	
nomatch 2	Else	Prompt: [cs0260_nm2_02] Sorry. If you're finished, press 1.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	If office_hours==true	Prompt: [cs0260_ni1_01] You can say 'I'm Finished' or press 1. OR , if you'd like to speak with someone say 'Agent' or press 0.	Re-Recognition:
noinput 1	Else	Prompt: [cs0260_ni1_02] If you're finished, say 'I'm Finished' or press 1.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [cs0260_ni2_01] Sorry. If you're finished, press 1. OR, if you'd like to speak with someone, press 0, and I'll get someone to help you.	Re-Recognition:
noinput 2	Else	Prompt: [cs0260_ni2_02] Sorry. If you're finished, press 1.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
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Developer Notes

This state is currently unreachable because, while correct as designed, the backend is currently returning a generic '9999' error code in the event of 0 claims

cs0270_MultiLastClaimEnd_DM

CustomContext Recognition 			
This is an end menu for callers that have more than one claim. They are given the options to hear the next claim, go to the main menu, or to look up another claim with a different confirmation number.			
Entering From			
cs0210_WhichClaim_DM , cs0230_RepeatStatus_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	If office_hours==true	cs0270_ini_01	To hear those claims again, say 'Repeat Claims.' If you'd like to speak to someone about this claim, say


			'agent.' Or, if you're finished, feel free to hang up.
initial	Else	cs0270_ini_02	To hear those claims again, say 'Repeat Claims.' Or, if you're finished, feel free to hang up.
Grammar			
Sample Expressions		DTMF	Reco Var/Option
repeat claims, repeat ?[this that]		1	<cs_multi_last_claim_end_menu repeat_claims>
?'i'm [finished done]		2	<cs_multi_last_claim_end_menu finished>
?'i'm [finished done]2		3	<cs_multi_last_claim_end_menu finished>
[different new] ?confirmation number		2	<cs_multi_last_claim_end_menu different_number>
Actions			
Option	Condition	Action	Transition
repeat_claims	Always	Assign: current_claim =1	--
^	^	Prompt: [cs0270_out_01] All right.	goto: cs0205_PrepareClaimsStatusInf oMW_DB
finished	Always	Assign: claims_transaction_status =success	--
^	^	Prompt: [cs0270_out_02] If you're done, feel free to hang up. Otherwise,...	Return to calling dialog: main [mm0520_ApplicationStatus_SD]
Confirmation Prompts			
Option	Condition	Name	Wording
repeat_claims	Always	cs0270_cnf_ini_01	You want to hear those claims again, right?
finished	Always	cs0270_cnf_ini_03	You're done with looking up claim status, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	If office_hours==true	Prompt: [cs0270_nm1_01] Let's try again... You can say 'Repeat Claims' or press 1, 'Agent' or press 0, or if you're finished, feel free to hang up.	Re-Recognition:
nomatch 1	Else	Prompt: [cs0270_nm1_02] Let's try again... You can say 'Repeat Claims' or press 1, or if you're finished, feel free to hang up.	Re-Recognition:
nomatch 2	If office_hours==true	Prompt: [cs0270_nm2_01] Sorry. If you'd like to hear all of those claims again, press 1. To speak with someone about this application, press 0. Otherwise, if you're finished, feel free to hang up.	Re-Recognition:
nomatch 2	Else	Prompt: [cs0270_nm2_02] Sorry. If you'd like to hear all of those	Re-Recognition:

		claims again, press 1. Otherwise, if you're finished, feel free to hang up.	
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	If office_hours==true	Prompt: [cs0270_ni1_01] You can say 'Repeat Claims' or press 1, 'Agent' or press 0, or if you're finished, feel free to hang up.	Re-Recognition:
noinput 1	Else	Prompt: [cs0270_ni1_02] You can say 'Repeat Claims' or press 1, or if you're finished, feel free to hang up.	Re-Recognition:
noinput 2	If office_hours==true	Prompt: [cs0270_ni2_01] Sorry. If you'd like to hear all of those claims again, press 1. To speak with someone about this claim application, press 0. Otherwise, if you're finished, feel free to hang up.	Re-Recognition:
noinput 2	Else	Prompt: [cs0270_ni2_02] Sorry. If you'd like to hear all of those claims again, press 1. Otherwise, if you're finished, feel free to hang up.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			


2.6 DirectDeposit Dialog

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

dd0050_InitializeDirectDeposit_DS


Decision 		
Initializes direct deposit dialog.		
Entering From		
mm0330_DirectDeposit_SD		
Actions		
Condition	Action	Transition
Always	Assign: <code>bank_account_type = "</code>	goto: dd0100_PingHost_DB
Developer Notes		
--		

dd0100_PingHost_DB


Database Call 		
Pings the host database to ensure the host is available.		
Entering From		
dd0050_InitializeDirectDeposit_DS		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Description	
dd_statusCode	Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.	
dd_statusDescription	Status code text description.	
Actions		
Condition	Action	Transition
If <code>dd_statusCode==0000</code> //success	--	goto: dd0200_IntroMsg_PP
Else //failure	Always Assign: <code>dd_transaction_status =failure</code>	--
^	If <code>dd_statusCode==0152</code> //off hours request	Prompt: [dd0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...
^	Else	Prompt: [dd0100_out_02] Sorry, I'm having trouble getting access to your records...
Return to calling dialog: main [mm0330_DirectDeposit_SD]		
Recovery Behavior		

See 1.1 Global Recovery Behavior
Developer Notes
--

dd0200_IntroMsg_PP


Simple Play Prompt 		
Plays an intro prompt.		
Entering From		
dd0100_PingHost_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [dd0200_out_01] To get started, I have a couple of questions...	goto: dd0220_ReceivingBenefits_DM
Developer Notes		
--		

dd0220_ReceivingBenefits_DM

YesNo Recognition 			
Asks callers whether or not they are receiving benefits.			
Entering From			
dd0200_IntroMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	dd0220_ini_01	Are you receiving retirement, survivor, or disability benefits?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes, retirement, survivor, disability	1	< cd_receiving_benefits_yesno yes>	Never
no	2	< cd_receiving_benefits_yesno no>	Never
Actions			
Option	Condition	Action	Transition
yes	Always	--	goto: dd0260_CallingAboutSelf_DM
no	Always	--	goto: dd0230_NotEligible_PP
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [dd0220_nm1_01] Let's try again...ARE you receiving retirement, survivor, or disability benefits?	Re-Recognition:
nomatch 2	Always	Prompt: [dd0220_nm2_01] Sorry. If you're currently receiving	Re-Recognition:


		retirement benefits, survivor benefits, or disability benefits, press 1. If you are NOT receiving any of those benefits, press 2.	
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [dd0220_ni1_01] If you ARE receiving benefits for retirement, survivorship, or disability, say 'Yes' or press 1. If not, say 'No', or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [dd0220_ni2_01] Sorry. If you're currently receiving retirement benefits, survivor benefits, or disability benefits, press 1. If you are NOT receiving any of those benefits, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			

dd0230_NotEligible_PP

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


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dd0260_CallingAboutSelf_DM

			YesNo Recognition	
Asks callers whether or not they are calling about their own benefits (as opposed to someone else's).				
Entering From				
dd0220_ReceivingBenefits_DM				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	dd0260_ini_01	And, is this change for yourself?	
reprompt	Always //after repeat	dd0260_ree_01	Is the change you're calling about for your OWN benefit or payment?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes, my own // yes		1	<cd_calling_about_self_yesno yes>	Never
no, not mine // no		2	<cd_calling_about_self_yesno no>	Never
repeat, repeat that // repeat		9	<cd_calling_about_self_yesno repeat>	Never
Actions				
Option	Condition	Action	Transition	
no	Always	Assign: dd_transaction_status =not_self	--	
^	^	Prompt: [dd0260_out_01] Okay. To set up or change someone else's direct deposit, they'll need to be with you while you speak with an agent...	Return to calling dialog: main [mm0330_DirectDeposit_SD]	
yes	Always	Prompt: [dd0260_out_02] All right.	goto: dd0300_KBAAuthentication_SD	
repeat	Always	Prompt: [dd0260_out_03] Sure.	Re-Recognition: Reprompt	
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [dd0260_nm1_01] Let's try again... Is the change you're calling about for your OWN benefit or payment?	Re-Recognition:	
nomatch 2	Always	Prompt: [dd0260_nm2_01] Sorry. If you're calling about a change that affects the benefits or payments that YOU receive, press 1. If you're calling on behalf of someone else, press 2.	Re-Recognition:	
nomatch 3	Always	Assign: transfer_reason =error	--	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--	


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

dd0300_KBAAuthentication_SD

Subdialog Call 		
Sub dialog call to the Knowledge Based Authentication module to collect: SSN, name, DOB, POB, and last payment.		
Entering From		
dd0260_CallingAboutSelf_DM		
Dialog called		
Proceed to initial node in: KnowledgeBasedAuthentication		
Input parameters		
Parameter		Value
--		--
Output parameters		
Variable		Subdialog Variable
--		--
Actions		
Condition	Action	Transition
If kba_transaction_status ==success	Prompt: [dd0300_out_01] Let's move on to your direct deposit information...	goto: dd0400_DDEffectiveASAP_DM
Else if kba_transaction_status ==account_blocked	Assign: dd_transaction_status =failure	Return to calling dialog: main [mm0330_DirectDeposit_SD]


Else if <code>kba_transaction_status==attestation_declined</code>	Assign: <code>dd_transaction_status =failure</code>	Return to calling dialog: main [mm0330_DirectDeposit_SD]
Else // <code>kba_transaction_status==failure</code>	Assign: <code>dd_transaction_status =failure</code>	Return to calling dialog: main [mm0330_DirectDeposit_SD]
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
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dd0400_DDEffectiveASAP_DM

Date Recognition 				
Asks caller if they would like the direct deposit to be effective asap.				
Entering From				
dd0300_KBAAuthentication_SD				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	dd0400_ini_01	Would you like direct deposit to start as soon as possible?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes, yeah		1	< cd_effective_asap_yesno >	Never
no		2	< cd_effective_asap_yesno >	Never
Actions				
Option	Condition	Action	Transition	
no	Always	Prompt: [dd0400_out_01] Okay.	goto: dd0410_EffectiveMonth_DM	
yes	Always	Assign: <code>effective_month =current_date</code>	--	
^	^	Prompt: [dd0400_out_02] Okay.	goto: dd0430_AccountType_DM	
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [dd0400_nm1_01] Let's try again...Would you like direct deposit to start as soon as possible?	Re-Recognition:	
nomatch 2	Always	Prompt: [dd0400_nm2_01] Sorry. If you want the direct deposit to take effect as soon as possible, press 1. Otherwise, press 2, and I'll get the month you would like them to go into effect.	Re-Recognition:	
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--	
noinput 1	Always	Prompt: [dd0400_ni1_01] If you want the direct deposit to take effect as soon as possible say 'Yes' or	Re-Recognition:	

		press 1. If not, say 'No' or press 2.	
noinput 2	Always	Prompt: [dd0400_ni2_01] Sorry. If you want the direct deposit to take effect as soon as possible, press 1. Otherwise, press 2, and I'll get the month you would like them to go into effect.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			

dd0410_EffectiveMonth_DM

CustomContext Recognition			
After the caller indicates that they don't want their direct deposit to start as soon as possible, asks what month they want their direct deposit to take effect.			
Entering From			
dd0400_DDEffectiveASAP_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	dd0410_ini_01	What month would you like your direct deposit to start? You can choose...
initial	If current date = (january)	dd0410_ini_02	'February', 'March' or 'April.'
initial	Elseif current date = (february)	dd0410_ini_03	'March', 'April' or 'May.'
initial	Elseif current date = (march)	dd0410_ini_04	'April', 'May' or 'June.'
initial	Elseif current date = (april)	dd0410_ini_05	'May', 'June' or 'July.'
initial	Elseif current date = (may)	dd0410_ini_06	'June', 'July' or 'August.'
initial	Elseif current date = (june)	dd0410_ini_07	'July', 'August' or 'September.'
initial	Elseif current date = (july)	dd0410_ini_08	'August', 'September' or 'October.'
initial	Elseif current date = (august)	dd0410_ini_09	'September', 'October' or 'November.'
initial	Elseif current date = (september)	dd0410_ini_10	'October', 'November' or 'December.'
initial	Elseif current date = (october)	dd0410_ini_11	'November', 'December' or 'January.'
initial	Elseif current date = (november)	dd0410_ini_12	'December', 'January' or 'February.'
initial	Else (current date = (december))	dd0410_ini_13	'January', 'February' or 'March.'
Grammar			
Sample Expressions		DTMF	Reco Var/Option
			Confirm

January, February, March, April, May, June, July, August, September, October, November, December, this month, next month	1, 2, 3	<cd_effective_month >	If Necessary
as soon as possible	--	<cd_effective_month soon_as_possible>	If Necessary

Actions

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

Confirmation Prompts

Option	Condition	Name	Wording
as soon as possible	--	dd0410_cnf_ini_1 4	You want deposits to start as soon as possible...
<month>	Always	dd0410_cnf_ini_1 3	You want deposits to start in...
january	Always	dd0410_cnf_ini_0 1	'January.'
february	Always	dd0410_cnf_ini_0 2	'February.'
march	Always	dd0410_cnf_ini_0 3	'March.'
april	Always	dd0410_cnf_ini_0 4	'April.'
may	Always	dd0410_cnf_ini_0 5	'May.'
june	Always	dd0410_cnf_ini_0 6	'June.'
july	Always	dd0410_cnf_ini_0 7	'July.'
august	Always	dd0410_cnf_ini_0 8	'August.'
september	Always	dd0410_cnf_ini_0 9	'September.'
october	Always	dd0410_cnf_ini_1 0	'October.'
november	Always	dd0410_cnf_ini_1 1	'November.'
december	Always	dd0410_cnf_ini_1 2	'December.'
Always	Always	gl_cnf_ini_02	Right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [dd0410_nm1_01] Let's try again... You can say...	Re-Recognition:
nomatch 1	If current date = (january)	Prompt: [dd0410_nm1_02] 'February' or press 1, 'March' or press 2, OR 'April' or press 3.	Re-Recognition:
nomatch 1	If current date = (february)	Prompt: [dd0410_nm1_13] 'March' or press 1, 'April' or press 2, OR 'May' or press 3.	Re-Recognition:
nomatch 1	If current date = (march)	Prompt: [dd0410_nm1_12] 'April' or press 1, 'May' or press 2, OR 'June' or press 3.	Re-Recognition:
nomatch 1	If current date = (april)	Prompt: [dd0410_nm1_11] 'May' or press 1, 'June' or press 2, OR 'July' or press 3.	Re-Recognition:
nomatch 1	If current date = (may)	Prompt: [dd0410_nm1_10] 'June' or press 1, 'July' or press 2, OR 'August' or press 3.	Re-Recognition:
nomatch 1	If current date = (june)	Prompt: [dd0410_nm1_09] 'July' or press 1, 'August' or press 2, OR 'September' or press 3.	Re-Recognition:
nomatch 1	If current date = (july)	Prompt: [dd0410_nm1_08] 'August' or press 1, 'September' or press 2, OR 'October' or press 3.	Re-Recognition:
nomatch 1	If current date = (august)	Prompt: [dd0410_nm1_07] 'September' or press 1, 'October' or press 2, OR 'November' or press 3.	Re-Recognition:
nomatch 1	If current date = (september)	Prompt: [dd0410_nm1_06] 'October' or press 1, 'November' or press 2, OR 'December' or press 3.	Re-Recognition:
nomatch 1	If current date = (october)	Prompt: [dd0410_nm1_05] 'November' or press 1, 'December' or press 2, OR 'January' or press 3.	Re-Recognition:
nomatch 1	If current date = (november)	Prompt: [dd0410_nm1_04] 'December' or press 1, 'January' or press 2, OR 'February' or press 3.	Re-Recognition:
nomatch 1	Else (current date = (december))	Prompt: [dd0410_nm1_03] 'January' or press 1, 'February' or press 2, OR 'March' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [dd0410_nm2_01] Sorry. To start direct deposit in...	Re-Recognition:
nomatch 2	If current date = (january)	Prompt: [dd0410_nm2_02] February press 1, March press 2, or for April, press 3.	Re-Recognition:
nomatch 2	If current date = (february)	Prompt: [dd0410_nm2_03] March press 1, April press 2, or for May, press 3.	Re-Recognition:
nomatch 2	If current date = (march)	Prompt: [dd0410_nm2_04] April press 1, May press 2, or for June, press 3.	Re-Recognition:
nomatch 2	If current date = (april)	Prompt: [dd0410_nm2_05] May press 1, June press 2, or for July, press 3.	Re-Recognition:

nomatch 2	If current date = (may)	Prompt: [dd0410_nm2_06] June press 1, July press 2, or for August, press 3.	Re-Recognition:
nomatch 2	If current date = (june)	Prompt: [dd0410_nm2_07] July press 1, August press 2, or for September, press 3.	Re-Recognition:
nomatch 2	If current date = (july)	Prompt: [dd0410_nm2_08] August press 1, September press 2, or for October, press 3.	Re-Recognition:
nomatch 2	If current date = (august)	Prompt: [dd0410_nm2_09] September press 1, October press 2, or for November, press 3.	Re-Recognition:
nomatch 2	If current date = (september)	Prompt: [dd0410_nm2_10] October press 1, November press 2, or for December, press 3.	Re-Recognition:
nomatch 2	If current date = (october)	Prompt: [dd0410_nm2_11] November press 1, December press 2, or for January, press 3.	Re-Recognition:
nomatch 2	If current date = (november)	Prompt: [dd0410_nm2_12] December press 1, January press 2, or for February, press 3.	Re-Recognition:
nomatch 2	Else (current date = (december))	Prompt: [dd0410_nm2_13] January press 1, February press 2, or for March, press 3.	Re-Recognition:
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
nomatch 3	Always	Assign: effective_month =<current month + 1>	--
nomatch 3	^	Prompt: [dd0410_nm3_01] Sorry, I'm having trouble. I'll go ahead and start them as soon as possible...	goto: dd0430_AccountType_DM
noinput 1	Always	Prompt: [dd0410_ni1_01] You can say...	Re-Recognition:
noinput 1	If current date = (january)	Prompt: [dd0410_ni1_02] 'February' or press 1, 'March' or press 2, OR 'April' or press 3.	Re-Recognition:
noinput 1	If current date = (february)	Prompt: [dd0410_ni1_03] 'March' or press 1, 'April' or press 2, OR 'May' or press 3.	Re-Recognition:
noinput 1	If current date = (march)	Prompt: [dd0410_ni1_04] 'April' or press 1, 'May' or press 2, OR 'June' or press 3.	Re-Recognition:
noinput 1	If current date = (april)	Prompt: [dd0410_ni1_05] 'May' or press 1, 'June' or press 2, OR 'July' or press 3.	Re-Recognition:
noinput 1	If current date = (may)	Prompt: [dd0410_ni1_06] 'June' or press 1, 'July' or press 2, OR 'August' or press 3.	Re-Recognition:
noinput 1	If current date = (june)	Prompt: [dd0410_ni1_07] 'July' or press 1, 'August' or press 2, OR 'September' or press 3.	Re-Recognition:
noinput 1	If current date = (july)	Prompt: [dd0410_ni1_08] 'August' or press 1, 'September' or press 2, OR 'October' or press 3.	Re-Recognition:

noinput 1	If current date = (august)	Prompt: [dd0410_ni1_09] 'September' or press 1, 'October' or press 2, OR 'November' or press 3.	Re-Recognition:
noinput 1	If current date = (september)	Prompt: [dd0410_ni1_10] 'October' or press 1, 'November' or press 2, OR 'December' or press 3.	Re-Recognition:
noinput 1	If current date = (october)	Prompt: [dd0410_ni1_11] 'November' or press 1, 'December' or press 2, OR 'January' or press 3.	Re-Recognition:
noinput 1	If current date = (november)	Prompt: [dd0410_ni1_12] 'December' or press 1, 'January' or press 2, OR 'February' or press 3.	Re-Recognition:
noinput 1	Else (current date = (december))	Prompt: [dd0410_ni1_13] 'January' or press 1, 'February' or press 2, OR 'March' or press 3.	Re-Recognition:
noinput 2	Always	Assign: <code>effective_month =<current month + 1></code>	--
noinput 2	^	Prompt: [dd0410_ni2_01] Let's move on. I'll go ahead and start them as soon as possible...	goto: dd0430_AccountType_DM

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
--	--

Developer Notes

Code must calculate the three specific months based on current date and SSA business practices. The prompt MonthChoices is then the concatenation of the first and second month in medial inflection, and the third month in final inflection. "One Step Correction" strategy should be available to the Caller (e.g., "No, February") -- This means both the collection grammar and the confirmation grammar are active during the confirmation phase. (This can be done as a parallel grammar.) The grammar that should be accepted includes "as soon as possible" (ASAP) and its synonyms, the three specific months calculated above, and any additional months between the current month and the first of the calculated months. For example, if a call is received toward the end of September, the valid months are October, November and December, but the grammar should include September, October, November, December, and the ASAP synonyms, and September and October should be mapped the same as ASAP. The current month is not prompted, but it should be recognized and handled the same as ASAP.

dd0430_AccountType_DM

CustomContext Recognition 			
Asks callers for the type of account for direct deposit setup.			
Entering From			
dd0400_DDEffectiveASAP_DM , dd0410_EffectiveMonth_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	dd0430_ini_01	So, tell me the type of account you'd like to use: 'Checking,' 'Savings,' or 'Investment.' Or say 'I Don't Have One.'
reprompt	Always //after disconfirmation	dd0430_ree_01	Tell me the type of account you'd like to use: 'Checking,' 'Savings,' or 'Investment.' Or say 'I Don't

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


Actions			
Option	Condition	Action	Transition
checking	Always	Assign: bank_account_type =checking	--
^	^	Prompt: [dd0430_out_01] Okay.	goto: dd0440_CollectRoutingNumber_DM
dont_have	Always	Assign: dd_transaction_status =dont_have_info	--
^	^	Prompt: [dd0430_out_02] I'm afraid we can't go on if you don't have a bank account. Please call back as soon as you have one and I'll be glad to help you. For now I'll take you back to the main menu...	Return to calling dialog: main [mm0330_DirectDeposit_SD]
investment	Always	Assign: bank_account_type =investment	--
^	^	Prompt: [dd0430_out_03] Okay.	goto: dd0440_CollectRoutingNumber_DM
savings	Always	Assign: bank_account_type =savings	--
^	^	Prompt: [dd0430_out_04] Okay.	goto: dd0440_CollectRoutingNumber_DM
repeat	Always	Prompt: [dd0430_out_05] Sure.	--
^	^	Prompt: [dd0430_out_06] Tell me the type of account you'd like to use: 'Checking,' 'Savings,' or 'Investment.' Or say 'I Don't Have One.'	Re-Recognition:

Confirmation Prompts			
Option	Condition	Name	Wording
checking	Always	dd0430_cnf_ini_01	You'd like to set up direct deposits into a CHECKING account, right?
dont_have	Always	dd0430_cnf_ini_02	You don't have a checking, savings, or investment account for direct deposit, right?
investment	Always	dd0430_cnf_ini_0	You'd like to set up direct deposits into an

		3	INVESTMENT account, right?
savings	Always	dd0430_cnf_ini_0 4	You'd like to set up direct deposits into a SAVINGS account, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [dd0430_nm1_01] Let's try again. You can say 'Checking' or press 1, 'Savings' or press 2, 'Investment' or 3, OR say 'I Don't Have One' or press 4.	Re-Recognition:
nomatch 2	Always	Prompt: [dd0430_nm2_01] Sorry. For direct deposit, you'll need a CHECKING, SAVINGS, or INVESTMENT account (with a BANK ROUTING number and an ACCOUNT number) that belongs to YOU and from which you can withdraw funds. To set up direct deposit into a checking account, press 1. To set up a savings account, press 2. For an investment account, press 3. Or, if you don't have any of those types of bank accounts, press 4.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [dd0430_ni1_01] For direct deposit, you'll need a CHECKING, SAVINGS, or INVESTMENT account (with a BANK ROUTING number and an ACCOUNT number) that belongs to YOU and from which you can withdraw funds. To set up direct deposit into a checking account, say 'Checking' (or press 1). To set up a savings account, say 'Savings' (or 2). For an investment account, 'Investment' (or 3). Or, if you don't have any of those types of bank accounts, say 'I Don't Have One' or press 4.	Re-Recognition:
noinput 2	Always	Prompt: [dd0430_ni2_01] Sorry. To set up direct deposit into a checking account, press 1. To set up a savings account, press 2. For an investment account, press 3. Or, if you don't have any of those types of bank accounts, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			

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

dd0440_CollectRoutingNumber_DM

Digits Recognition 			
Asks callers for a nine-digit routing number.			
Entering From			
dd0430_AccountType_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	dd0440_ini_01	Next, say or enter the 9-digit ROUTING number.
reprompt	Always //after disconfirmation	dd0440_ree_01	Tell me the 9-digit routing number for your account, or enter it on your phone's keypad.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
<routing number>	<9-digit string>	<cd_routing_number <routing number>>	Always
i don't know, don't know	--	<cd_routing_number dont_know>	If Necessary
repeat, repeat that	9	<cd_routing_number repeat>	Never
Actions			
Option	Condition	Action	Transition
<routing number>	Always	Assign: bank_routing_number =<routing number>	goto: dd0450_CollectAccountNumber_DM
dont_know	Always	Assign: dd_transaction_status =dont_know_info	--
^	^	Prompt: [dd0440_out_01] I'm sorry, but without your bank routing number I won't be able to help you set up direct deposit. Please call back as soon as you have it and I'll be glad to help you. For now I'll take you back to the main menu...	Return to calling dialog: main [mm0330_DirectDeposit_SD]
repeat	Always	Prompt: [dd0440_out_02] Sure.	--
^	^	Prompt: [dd0440_out_03] Tell me the 9-digit routing number for your account, or enter it on your phone's keypad.	Re-Recognition:
Confirmation Prompts			

Option	Condition	Name	Wording
<routing number>	Always	dd0440_cnf_ini_01	Just to confirm, the routing number is...
^	Always	dd0440_cnf_ini_02	{routing number / final / CPR=number / example =012345678}
^	Always	dd0440_cnf_ini_03	Right?
dont_know	Always	dd0440_cnf_ini_04	You don't know your banks routing number, is that right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [dd0440_nm1_01] Let's try again. Say or enter your banks nine-digit routing number.	Re-Recognition:
nomatch 2	Always	Prompt: [dd0440_nm2_01] Sorry. In order to set up your direct deposit I need your banks routing number. Please enter your banks nine digit routing number now.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [dd0440_ni1_01] Say or enter the nine-digit routing number.	Re-Recognition:
noinput 2	Always	Prompt: [dd0440_ni2_01] Sorry. In order to set up your direct deposit I need your banks routing number. Please enter your banks nine digit routing number now.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

Developer Notes


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dd0450_CollectAccountNumber_DM

Digits Recognition			
Asks callers for their bank account number. NOTE: the range of acceptable values for account number is 4-17 digits			
Entering From			
dd0440_CollectRoutingNumber_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	dd0450_ini_01	And what's your ACCOUNT number?
reprompt	Always //after disconfirmation	dd0450_ree_01	Tell me your account number, or enter it on your phone's keypad.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
<account number> // the range of acceptable values for account number is 4-17 digits	--	<cd_account_number <account number>>	Always
repeat, repeat that // repeat	9	<cd_account_number repeat>	Never
Actions			
Option	Condition	Action	Transition
<account number>	Always	Assign: bank_account_number =<account number>	--
^	^	Prompt: [dd0450_out_01] Great. Hold on while I submit this. (It may take a few seconds...)	goto: dd0460_SendDirectDepositInfo_DB
repeat	Always	Prompt: [dd0450_out_02] Sure.	Re-Recognition: Reprompt
^	^	Prompt: [dd0450_out_03] Tell me your account number, or enter it on your phone's keypad.	--
Confirmation Prompts			
Option	Condition	Name	Wording
<account number>	Always	dd0450_cnf_ini_01	Your account number is...
^	Always	dd0450_cnf_ini_02	...<account number>.
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [dd0450_nm1_01] Let's try again... Say or enter your bank account number one more time.	Re-Recognition:
nomatch 2	Always	Prompt: [dd0450_nm2_01] Sorry. You can find your account number on your bank statement or, if it's a checking account, at the bottom	Re-Recognition:

		of your check, to the right of the routing number. Please enter your account number now.	
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [dd0450_ni1_01] Go ahead an say or enter your bank account number.	Re-Recognition:
noinput 2	Always	Prompt: [dd0450_ni2_01] Sorry. You can find your account number on your bank statement or, if it's a checking account, at the bottom of your check, to the right of the routing number. Please enter your account number now.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

dd0460_SendDirectDepositInfo_DB

Database Call		
Sends direct deposit info to the backend database.		
Entering From		
dd0450_CollectAccountNumber_DM		
Input parameters		
Parameter	Value	
accountType	1 character account type. The available choices are C (for checking), S (for savings), and I (for investment).	
routingNumber	Bank routing number	
accountNumber	Account Number	
effective	2-digit string representing the effective month in the format MM. The months (MM) are in the range of 01 to 12	
ani	Caller's 10 digit ANI. All zeros if unavailable.	
Output parameters		

Variable		Description
dd_statusCode		Possible values that can be returned are: 0000=Success, 0001=Data is valid and processed and the user already has direct deposit, 0002=Data is valid and processed and the user does not have direct deposit, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, 0508=Block Access, 7777=Validation failure, 8888=Not authenticated/authorized, and 9999=Data is invalid.
dd_statusDescription		Status code text description.
Actions		
Condition	Action	Transition
If dd_statusCode==0000	Always	Assign: dd_transaction_status =success
^	^	Prompt: [dd0460_out_01] All set! Your direct deposit has been sent for processing which may take up to three business days. As requested...
^	If effective_month == current_date	Prompt: [dd0460_out_02] ...this change will be effective as soon as possible.
^	Else	Prompt: [dd0460_out_03] ...this change will go into effect in...
^	^	Prompt: [dd0460_out_04] <effective_month>
^	Always	Prompt: [dd0460_out_05] You will receive a confirmation letter in the mail. Now, if you're finished, feel free to hang up. Otherwise...
Else //failure	Always	Assign: dd_transaction_status =failure
^	If dd_statusCode==0152 //off hours request	Prompt: [dd0460_out_06] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...
^	Else	Prompt: [dd0460_out_07] Sorry, but I'm having trouble processing this request.
Return to calling dialog: main [mm0330_DirectDeposit_SD]		
Return to calling dialog: main [mm0330_DirectDeposit_SD]		
Return to calling dialog: main [mm0330_DirectDeposit_SD]		
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
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2.7 FieldOfficeLocator Dialog

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


Spanish Notes:

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

f10050_InitializeFOL_DS

Decision 		
Initializes variables needed for the field office locator module		
Entering From		
mm0320_FieldOfficeLocator_SD		
Actions		
Condition	Action	Transition
Always	Assign: office_location_entry ="	--
^	Assign: fol_first_zip =true	--
^	Assign: card_center_info_first_entry =true	Log: Always goto: f10100_GetZipCode_DM
Developer Notes		
--		


f10100_GetZipCode_DM

CustomContext Recognition 			
Asks the caller for the zip code where they'd like to find a Social Security field office.			
Entering From			
f10050_InitializeFOL_DS, f10122_OfficeLocationInfo_DM, f10125_CardCenterInfo_DM, f10140_ZipFailedFirstTimeMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	If fol_zip_code_entry==first	f10100_ini_01	Go ahead and say or enter the five-digit zip code of the area where you want to find an office.
initial	Else if fol_zip_code_entry==change	f10100_ini_02	What's the zip code?
initial	Else if fol_zip_code_entry==sacramento //this prompt is not currently reachable as fol_zip_code is never set to sacramento	f10100_ini_03	What's the zip code for your home address?
initial	Else //fol_zip_code_entry==not_found	f10100_ini_04	Go ahead and say or enter the five-digit zip code of the area where I should search.
reprompt	Always //after disconfirmation	f10100_ree_01	WHAT's the five-digit zip code?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
<zip code>	--	<fol_zip_code_collection <zip code>>	If Necessary

I don't know, I'm not sure		--	<fol_zip_code_collection dont_know>	If Necessary
Actions				
Option	Condition	Action	Transition	
<zip code>	Always	Assign: fol_zip_code =<zip code>	--	
^	^	Prompt: [fl0100_out_09] Thanks.	goto: fl0102_FindCCFromZip_DB	
dont_know	Always	Assign: fol_transaction_status =dont_know_zip	--	
^	^	Prompt: [fl0100_out_10] Okay.	Return to calling dialog: main [mm0320_FieldOfficeLocator_SD]	
Confirmation Prompts				
Option	Condition	Name	Wording	
<ssn>	Always	fl0100_cnf_ini_01	That zip code is...	
^	^	dynamic	{<zip code> / final / CPR = digits / example = 02134}	
^	^	fl0100_cnf_ini_03	Right?	
dont_know	Always	fl0100_cnf_ini_04	Sounds like you don't know the zip code, right?	
Confirmation Recovery Behavior				
See 1.3 Global Confirmation				
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [fl0100_nm1_01] Let's try again... Please say the five-digit zip code where you'd like me to search like this: 1 2 3 0 0, or enter it on your keypad.	Re-Recognition:	
nomatch 2	Always	Prompt: [fl0100_nm2_01] Sorry. I need to know the zip code where you'd like me to search for a local Social Security office. Using your telephone keypad, enter the five-digit zip code now.	Re-Recognition:	
nomatch 3	Always	Assign: transfer_reason =error	--	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--	
noinput 1	Always	Prompt: [fl0100_ni1_01] Please say the five-digit zip code where you'd like me to search like this: 1 2 3 0 0, or enter it on your keypad.	Re-Recognition:	
noinput 2	Always	Prompt: [fl0100_ni2_01] Sorry. I need to know the zip code where you'd like me to search for a local Social Security office. Using your telephone keypad, enter the five-digit zip code now.	Re-Recognition:	
noinput 3	Always	Assign: transfer_reason =error	--	
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--	

Commands: State-Specific Behavior	
See 1.2 Global Commands	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
The Spanish application will never confirm.	

fl0102_FindCCFromZip_DB


Database Call 	
Database hit to retrieve the closest card center office based on the zip code the caller gave.	
Entering From	
fl0100_GetZipCode_DM	
Input parameters	
Parameter	Value
fol_zip_code	The five digit zip code where the caller would like to search.
Output parameters	
Variable	Description
fl_hoursOfOperation	The field office hours of operation.
fl_drivingDirections	Driving directions to the field office.
fl_phoneNumber	The field office phone number.
fl_serviceProvided	Services provided by the field office.
fl_officeName	The name of the field office.
fl_officeType	The type of field office.
fl_officeTypeText	--
fl_regionalOfficeNumber	--
fl_officeOpenCloseSwitch	--
fl_officeAddress	The field office's physical address.
fl_addressType	--
fl_streetAddressLine1	--
fl_streetAddressLine2	--
fl_streetAddressLine3	--
fl_streetAddressLine4	--
fl_city	--
fl_state	--
fl_zip5	--
fl_zip4	--
fl_officeTelephone	--

fl_telephoneNumber	--
fl_telephoneExtension	--
fl_faxNumber	--
fl_faxNumberExtension	--
fl_fieldOfficeStateAndCountyCode	--
fl_openAndCloseDayOfWeek	--
fl_openingTime24HourTime	--
fl_closingTime24HourTime	--
fl_wrapperForGeneralDirectionLines	--
fl_generalDirectionLine	--
cardCenterFound	indicates if card center was found true or false
statusCode	0 is success, anything else is failure

Actions				
Condition			Action	Transition
If statusCode==0 //success	If cardCenterFound==true	If ss_card_requested=true	--	goto: fl0125_CardCenterInfo_DM
^	^	Else	--	goto: fl0105_CardCenterNeededQuestion_DM
^	Else		--	goto: fl0135_FindFOFromZip_DB
Else // if statusCode!=0			Assign: fol_transaction_status =failure	Return to calling dialog: main [mm0320_FieldOfficeLocator_SD]


Recovery Behavior
See 1.1 Global Recovery Behavior
Developer Notes
--

fl0105_CardCenterNeededQuestion_DM

CustomContext Recognition 			
Asks the caller if they need to get a Social Security card. If yes, they'll need to visit the card center instead of the field office in their area.			
Entering From			
fl0102_FindCCFromZip_DB			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	fl0105_ini_01	Do you need to get a Social Security card?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes, yeah	1	<card_center_needed_yesno yes>	Never
no	2	<card_center_needed_yesno no>	Never
Actions			


Option	Condition	Action	Transition
yes	Always	Prompt: [fl0105_out_02] All right.	goto: fl0125_CardCenterInfo_DM
no	Always	--	goto: fl0135_FindFOFromZip_DB
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [fl0105_nm1_01] Let's try again...DO you need to get a Social Security card?	Re-Recognition:
nomatch 2	Always	Prompt: [fl0105_nm2_01] Sorry. In order to direct you to the correct office, I need to know if you'll be getting a Social Security card. If you need a Social Security card, press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [fl0105_ni1_01] If you need to get a Social Security card say 'Yes' or press 1. If not, say 'No', or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [fl0105_ni2_01] Sorry. In order to direct you to the correct office, I need to know if you'll be getting a Social Security card. If you need a Social Security card, press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

fl0120_OfficeLocationPreAddress_PP


Play Prompt 
Reads out preamble to the office location to caller
Entering From
fl0122_OfficeLocationInfo_DM , fl0137_RetrieveOfficeDetails_DB
Actions

Condition	Action	Transition
If <code>office_location_entry==first</code>	Prompt: [fl0120_ini_01] Okay, here's information for the servicing office in the zip code you gave me.	--
Else if <code>office_location_entry==from_card_center</code>	Prompt: [fl0120_ini_02] Okay, here's information for the local office in your zip code.	--
Else // <code>office_location_entry==reentry</code>	Prompt: [fl0120_ini_03] Sure, here's that information again.	--
Always	Prompt: [fl0120_ini_04] The street address is...	goto: fl0121_OfficeLocationAddress_PP
Developer Notes		
--		

fl0121_OfficeLocationAddress_PP

		Play Prompt 
Reads out street address of the office location to caller		
Entering From		
fl0120_OfficeLocationPreAddress_PP		
Actions		
Condition	Action	Transition
If <code>language == es-us</code>	Assign: <code>language =en-us</code>	--
Always	TTS Prompt: [dynamic] {fl_streetAddressLine1/medial/example=12 North Street}	--
^	TTS Prompt: [Dynamic] {fl_streetAddressLine3/medial}	--
^	TTS Prompt: [Dynamic] {fl_streetAddressLine2/medial}	--
^	TTS Prompt: [Dynamic] {fl_streetAddressLine4/medial}	--
^	TTS Prompt: [Dynamic] {fl_city/medial/example=Burlington}	--
^	TTS Prompt: [Dynamic] {fl_state/medial/example=Massachusetts}	--
^	TTS Prompt: [Dynamic] {fl_zip5/final/CPR=digits/example=01805}	--
^	Prompt: [silence_100ms] <silence_100ms>	--
If <code>selectedLanguage == spanish</code>	Assign: <code>language =es-us</code>	--
Always	Assign: .	goto: fl0122_OfficeLocationInfo_DM
Developer Notes		
--		

fl0122_OfficeLocationInfo_DM

CustomContext Recognition 
Plays back the hours of operation and phone number for the closest field office correlating to the zip code given and then gives the options to

repeat, search another zip code, or return to the main menu (finished).					
Entering From					
fl0121_OfficeLocationAddress_PP					
Initial Prompts					
Type	Condition			Name	Wording
initial	If fl_hoursOfOperation!="			fl0120_ini_07	The hours of operation are...
initial	^			silence_100ms	<silence_100ms>
initial	^			Note	NOTE: Cycle through for all day ranges.
initial	^	If playing more than two consecutive weekdays with the same operational hours	If Weekdays are Monday through Friday	fl0120_ini_17	Monday through Friday...
initial	^	^	Else	fl0120_ini_18	<from_start_day_of_week_mid> (e.g., "Monday")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	^	^	fl0120_ini_20	<to_end_day_of_week_comma> (e.g., "through Thursday")
initial	^	^	Always	silence_100ms	<silence_100ms>
initial	^	Else If playing two weekdays with the same operational hours (consecutive or not) OR More than two non-consecutive weekdays with the same operational hours	If playing last set of hours when there is more than 1 set (e.g, not when we *only* say Monday and Friday from 9am-5pm)	fl0120_ini_22	<and_start_day_of_week_mid> (e.g., "and monday")
initial	^	^	Else (Only one set of hours, OR not last set of hours OR Not last day in set) (cycle through until the last day in the set, including the pause)	fl0120_ini_23	<start_day_of_week_mid> (e.g., "Monday")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	^	Always if last day in set	fl0120_ini_25	<and_end_day_of_week_comma> (e.g., "and Friday")
initial	^	^	Always	silence_100ms	<silence_100ms>
initial	^	Else //playing weekdays one by one with different operational hours	If NOT playing the last single day of the week. //cycle through until the last day in the set, including the pause	fl0120_ini_27	<start_day_of_week_mid> (e.g., "Saturday")
initial	^	^	^	silence_100ms	<silence_100ms>

initial	^	^	If last single day of the week	fl0120_ini_29	<and_start_day_of_week_mid> (e.g., "and Sunday")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	If playing time	Always	fl0120_ini_31	<from_time_mid> (e.g., "from 7am")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	^	^	fl0120_ini_33	<to_time_fin> (e.g., to "7pm")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	If played closed time for last group or weekdays	^	fl0120_ini_35	Except Federal holidays.
initial	^	^	^	silence_100ms	<silence_100ms>
initial	If fl_phoneNumber==" fl_phoneNumber==18007721213 && isPhaseII==false			fl0120_ini_10	There is no direct phone number for this office.
initial	^			silence_100ms	<silence_100ms>
initial	Else			fl0120_ini_12	And the phone number is
initial	^			fl0120_ini_13	<fo phone number>
initial	^			silence_100ms	<silence_100ms>
initial	If office_location_entry != reentry			fl0120_ini_15	To hear that again, say 'Repeat that.' Otherwise, to search in a DIFFERENT zip code, say 'Change Zip Code.' Or, if you're finished, just say 'I'm finished.'
initial	Else //office_location_entry==reentry			fl0120_ini_16	To search in a DIFFERENT zip code, say 'Change Zip Code.' Or, if you're finished, just say 'I'm finished.'
reprompt	If office_location_entry!=reentry //after disconfirmation on first time through			fl0120_ree_01	My mistake. You can say 'Repeat That', 'Change Zip Code', or 'I'm Finished'.
reprompt	Else //office_location_entry==reentry, after disconfirmation after second time through			fl0120_ree_02	My mistake. You can say 'Change Zip Code' or 'I'm Finished'.

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
i'm finished, i'm done // If office_location==reentry, DTMF is 2 for this option. Otherwise, if first time through this state, DTMF is 3.	2,3	<office_location_info_menu finished>	If Necessary
change zip code, different zip code // If office_location==reentry, DTMF is 1 for this option. Otherwise, if first time through this state, DTMF is 2.	1,2	<office_location_info_menu change>	If Necessary
repeat, repeat that // Only recognize repeat option if office_location!=reentry (first time through this state).	1,9	<office_location_info_menu repeat>	Never


Actions

Option	Condition	Action	Transition
change	Always	Assign: fol_first_zip =true	--
^	^	Assign: fol_zip_code_entry =change	--
^	^	Prompt: [fl0120_out_01] All right. Let's look somewhere else.	goto: fl0100_GetZipCode_DM
finished	Always	Assign: fol_transaction_status =success	--

^	^	Prompt: [fl0120_out_03] All right.	Return to calling dialog: main [mm0320_FieldOfficeLocator_SD]
repeat	Always	Assign: office_location_entry =reentry	goto: fl0120_OfficeLocationPreAddress_PP
Confirmation Prompts			
Option	Condition	Name	Wording
change	Always	fl0120_cnf_ini_02	You'd like to search a different zip code, right?
finished	Always	fl0120_cnf_ini_03	You're finished, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	If office_location_entry==reentry //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0120_nm1_01] Let's try again. You can say 'Change Zip Code' or press 1, OR say 'I'm Finished', or press 2.	Re-Recognition:
nomatch 1	Else //office_location_entry!=reentry, first time through	Prompt: [fl0120_nm1_02] Let's try again. You can say 'Repeat That' or press 1, 'Change Zip Code' or 2, OR say 'I'm Finished' or press 3.	Re-Recognition:
nomatch 2	If office_location_entry==reentry //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0120_nm2_01] Sorry. To search for a local office using a different zip code, press 1. Or, if your finished, press 2.	Re-Recognition:
nomatch 2	Else //office_location_entry!=reentry, first time through	Prompt: [fl0120_nm2_02] Sorry. If you'd like to hear that information again, press 1. Otherwise, to search for a local office using a different zip code, press 2. Or, if your finished, press 3.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	If office_location_entry==reentry //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0120_ni1_01] Sorry. You can say 'Change Zip Code' or press 1, OR say 'I'm Finished', or press 2.	Re-Recognition:
noinput 1	Else //office_location_entry!=reentry, first time through	Prompt: [fl0120_ni1_02] You can say 'Repeat That' or press 1, 'Change Zip Code' or 2, OR say 'I'm Finished' or press 3.	Re-Recognition:
noinput 2	If office_location_entry==reentry //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0120_ni2_01] Sorry. To search for a local office using a different zip code, press 1. Or, if your finished, press 2.	Re-Recognition:
noinput 2	Else //office_location_entry!=reentry, first time through	Prompt: [fl0120_ni2_02] Sorry. If you'd like to hear that information again, press 1. Otherwise, to search for a local office using a different zip code, press 2. Or, if your finished, press 3.	Re-Recognition:

noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: <code>[gl_ni3_01]</code> Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
repeat	--	Assign: <code>office_location_entry =reentry</code>	Re-Recognition: Reprompt
repeat	Always	Prompt: <code>[gl_repeat_01]</code> Sure.	Re-Recognition: Reprompt
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
If phase II and if admin number (ADM) matches the business number (BUS) then don't read back the phone number.			
Re-reco: reprompt is different for disconfirmation and repeat. For repeat, play regular initial prompts. For disconfirmation, play Reprompts.			
SpSci: Dynamic grammar at this state			

f10125_CardCenterInfo_DM

CustomContext Recognition 			
Callers that indicated they needed a new Social Security card are given the address and phone number of the nearest card center correlating to the zip code they entered. They are then given the options to repeat, find a field office, search another zip code, or return to the main menu (finished).			
Entering From			
f10102_FindCCFromZip_DB , f10105_CardCenterNeededQuestion_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	If <code>card_center_info_first_entry==true</code>	f10125_ini_02	To apply for a new or replacement social security card, you'll need to visit the Card Center in your area, which is located at...
initial	Else	f10125_ini_04	Sure. The Card Center is located at...
initial	Always	TTS Prompt : [dynamic]	{fl_streetAddressLine1/medial/example=12 North Street}
initial	^	TTS Prompt : [dynamic]	{fl_streetAddressLine3/medial}
initial	^	TTS Prompt : [dynamic]	{fl_streetAddressLine2/medial}
initial	^	TTS Prompt : [dynamic]	{fl_streetAddressLine4/medial}
initial	^	TTS Prompt : [dynamic]	{fl_city/medial/example=Burlington}

initial	^			TTS Prompt : [dynamic]	{fl_state/medial/example=Massachusetts}
initial	^			TTS Prompt : [dynamic]	{fl_zip5/final/CPR=digits/example=01805}
initial	If fl_hoursOfOperation!="			f10125_ini_08	The hours of operation are...
initial	^			silence_100ms	<silence_100ms>
initial	^			f10125_ini_10	NOTE: Cycle through for all day ranges.
initial	^	If playing more than two consecutive weekdays with the same operational hours	If Weekdays are Monday through Friday	f10125_ini_11	Monday through Friday...
initial	^	^	Else	f10125_ini_12	<from_start_day_of_week_mid> (e.g., "Monday")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	^	^	f10125_ini_17	<to_end_day_of_week_comma> (e.g., "through Thursday")
initial	^	^	Always	silence_100ms	<silence_100ms>
initial	^	Else If playing two weekdays with the same operational hours (consecutive or not) OR More than two non-consecutive weekdays with the same operational hours	If playing last set of hours when there is more than 1 set (e.g, not when we *only* say Monday and Friday from 9am-5pm)	f10125_ini_19	<and_start_day_of_week_mid> (e.g., "and monday")
initial	^	^	Else //Only one set of hours, OR not last set of hours OR Not last day in set. Cycle through until the last day in the set, including the pause	f10125_ini_20	<start_day_of_week_mid> (e.g., "Monday")
initial	^	^	Always	silence_100ms	<silence_100ms>
initial	^	^	Always if last day in set	f10125_ini_22	<and_end_day_of_week_comma> (e.g., "and Friday")
initial	^	^	Always	silence_100ms	<silence_100ms>
initial	^	Else //playing weekdays one by one with different operational hours	If NOT playing the last single day of the week. //cycle through until the last day in the set, including the pause	f10125_ini_26	<start_day_of_week_mid> (e.g., "Saturday")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	^	If last single day of the week	f10125_ini_28	<and_start_day_of_week_mid> (e.g., "and Sunday")

initial	^	^	Always	silence_100ms	<silence_100ms>
initial	^	If playing time	Always	f10125_ini_30	<from_time_mid> (e.g., "from 7am")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	^	^	f10125_ini_32	<to_time_fin> (e.g., to "7pm")
initial	^	^	^	silence_100ms	<silence_100ms>
initial	^	If played closed time for last group or weekdays	^	f10125_ini_34	Except Federal holidays.
initial	^	^	^	silence_100ms	<silence_100ms>
initial	If <code>card_center_info_first_entry==true</code>			f10125_ini_24	To hear that again, say 'Repeat that.' Otherwise, for information about a local Social Security office, say 'Local Office.' To search in a DIFFERENT zip code, say 'Change Zip Code.' Or, if you're finished, just say 'I'm Finished.'
initial	Else //after repeat			f10125_ini_25	Now, for information about a local Social Security office, say 'Local Office.' To search in a DIFFERENT zip code, say 'Change Zip Code.' Or, if you're finished, just say 'I'm Finished.'
reprompt	If <code>card_center_info_first_entry==true</code> //after disconfirmation on first time through			f10125_ree_01	My mistake. You can say 'Repeat That', 'Local Office', 'Change Zip Code', or 'I'm Finished'.
reprompt	Else // <code>card_center_info_first_entry == false</code> , after disconfirmation and not first time through			f10125_ree_02	My mistake. You can say 'Local Office', 'Change Zip Code', or 'I'm Finished'.

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
change zip code, different zip code // If <code>card_center_info_first_entry=true</code> , DTMF 3. Otherwise, DTMF 2.	2,3	< <code>card_center_location_info_menu</code> change>	If Necessary
i'm finished, i'm done // If <code>card_center_info_first_entry=true</code> , DMF 4. Otherwise, DTMF 3.	3,4	< <code>card_center_location_info_menu</code> finished>	If Necessary
local office, local Social Security office // If <code>card_center_info_first_entry=true</code> , DTMF 2. Otherwise, DTMF 1.	1,2	< <code>card_center_location_info_menu</code> field_office>	If Necessary
repeat, repeat that // Only recognize repeat option if <code>card_center_info_first_entry=true</code> .	1,9	< <code>card_center_location_info_menu</code> repeat>	Never


Actions

Option	Condition	Action	Transition
Always	If <code>card_center_info_first_entry==true</code>	Assign: <code>card_center_info_first_entry =false</code>	--
change	Always	Assign: <code>fol_first_zip =true</code>	--
^	^	Assign: <code>fol_zip_code_entry =change</code>	--
^	^	Prompt: [f10125_out_01] All right. Let's look somewhere else.	goto: f10100_GetZipCode_DM
finished	Always	Assign: <code>fol_transaction_status =success</code>	--
^	^	Prompt: [f10125_out_03] All right.	Return to calling dialog: <code>main</code> [<code>mm0320_FieldOfficeLocator_SD</code>]
field_office	Always	Assign: <code>office_location_entry</code>	goto:

		=from_card_center	fl0135_FindFOFromZip_DB
repeat	Always	--	Re-Recognition: Reprompt
Confirmation Prompts			
Option	Condition	Name	Wording
field_office	Always	fl0125_cnf_ini_02	You'd like information about a local Social Security office in your area, right?
change	Always	fl0125_cnf_ini_03	You'd like to search a different zip code, right?
finished	Always	fl0125_cnf_ini_04	You're finished, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	If card_center_info_first_entry==true //If this is the first time through	Prompt: [fl0125_nm1_01] Let's try again. You can say 'Repeat That' or press 1. 'Local Office' or 2, 'Change Zip Code' or 3, OR say 'I'm Finished' or press 4.	Re-Recognition:
nomatch 1	Else //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0125_nm1_02] Let's try again. You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or press 3.	Re-Recognition:
nomatch 2	If card_center_info_first_entry==true //If this is the first time through	Prompt: [fl0125_nm2_01] Sorry. For information about a local Social Security office in your area, press 1. To search using a different zip code, press 2. Or, if your finished, press 3.	Re-Recognition:
nomatch 2	Else //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0125_nm2_02] Sorry. For information about a local Social Security office in your area, press 1. To search using a different zip code, press 2. Or, if your finished, press 3.	Re-Recognition:
noinput 1	If card_center_info_first_entry==true //If this is the first time through	Prompt: [fl0125_ni1_01] You can say 'Repeat That' or press 1, 'Local Office' or 2, 'Change Zip Code' or 3, OR say 'I'm Finished' or press 4.	Re-Recognition:
noinput 1	Else //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0125_ni1_02] You can say 'Local Office' or press 1, 'Change Zip Code' or press 2, OR say 'I'm Finished', or press 3.	Re-Recognition:
noinput 2	If card_center_info_first_entry==true //If this is the first time through	Prompt: [fl0125_ni2_01] Sorry. If you'd like to hear that information again, press 1. Otherwise, for information about a local Social Security office in your area, press 2. To search using a different zip code, press 3. Or, if your finished, press 4.	Re-Recognition:
noinput 2	Else //If this is not the first time through, e.g., after the caller says repeat	Prompt: [fl0125_ni2_02] Sorry. For information about a local Social Security office in your area, press 1. To search using a different zip code, press 2. Or, if your finished,	Re-Recognition:


		press 3.	
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
Type	Condition	Action	Transition
repeat	--	Prompt: [fl0125_repeat_01] Sure.	Re-Recognition: Reprompt
repeat	Always	Prompt: [gl_repeat_01] Sure.	Re-Recognition: Reprompt
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
Re-reco: reprompt is different for disconfirmation and repeat. For repeat, play regular initial prompts. For disconfirmation, play Reprompts.			

fl0135_FindFOFromZip_DB


Database Call 	
Database hit to retrieve the closest field office based on the zip code the caller gave.	
Entering From	
fl0102_FindCCFromZip_DB , fl0105_CardCenterNeededQuestion_DM , fl0125_CardCenterInfo_DM	
Input parameters	
Parameter	Value
fol_zip_code	The five digit zip code where the caller would like to search.
Output parameters	
Variable	Description
fl_hoursOfOperation	The field office hours of operation.
fl_drivingDirections	Driving directions to the field office.
fl_phoneNumber	The field office phone number.
fl_serviceProvided	Services provided by the field office.
fl_officeName	The name of the field office.
fl_officeType	The type of field office.
fl_officeTypeText	--
fl_regionalOfficeNumber	--
fl_officeOpenCloseSwitch	--

fl_officeAddress	The field office's physical address.		
fl_addressType	--		
fl_streetAddressLine1	--		
fl_streetAddressLine2	--		
fl_streetAddressLine3	--		
fl_streetAddressLine4	--		
fl_city	--		
fl_state	--		
fl_zip5	--		
fl_zip4	--		
fl_officeTelephone	--		
fl_telephoneNumber	--		
fl_telephoneExtension	--		
fl_faxNumber	--		
fl_faxNumberExtension	--		
fl_fieldOfficeStateAndCountyCode	--		
fl_openAndCloseDayOfWeek	--		
fl_openingTime24HourTime	--		
fl_closingTime24HourTime	--		
fl_wrapperForGeneralDirectionLines	--		
fl_generalDirectionLine	--		
returnCode	0 is success, anything else is failure		
officeFound	Indicates if an office was found true or false		
fl_officeCode	Office code of the field office		
Actions			
Condition			
Action			
Transition			
If returnCode==0 //office found	If officeFound==true	Assign: office_location_entry =first	goto: fl0137_RetrieveOfficeDetails_DB
^	Else if officeFound==false	If fol_first_zip==true Assign: fol_first_zip =false	goto: fl0140_ZipFailedFirstTimeMsg_PP
^	^	Else //fol_first_zip==false	-- goto: fl0150_NoFOMsg_PP
Else		Assign: fol_transaction_status =failure	Return to calling dialog: main [mm0320_FieldOfficeLocator_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
If no field office is mapped to the zip code provided, we need to log the zipcode and send it to SSA			


fl0137_RetrieveOfficeDetails_DB

Database Call 		
Database call to identify if the field office is Phase I or Phase II and transition accordingly.		
Entering From		
fl0135_FindFOFromZip_DB		
Input parameters		
Parameter	Value	
fl_officeCode	Office code of the field office	
Output parameters		
Variable	Description	
returnCode	0 is success, anything else is failure	
isPhaseIIOffice	Identifies if the office is phase I (false) or phase II (true).	
Actions		
Condition	Action	Transition
Always	--	goto: fl0120_OfficeLocationPreAddress_PP
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

fl0140_ZipFailedFirstTimeMsg_PP

Simple Play Prompt 		
Informs the caller that a field office was not found (based on the zip code that was given), but we'll try searching again.		
Entering From		
fl0135_FindFOFromZip_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: fol_zip_code_entry =not_found	--
^	Prompt: [fl0140_out_01] Hmm... I didn't find anything. Let's try this again.	goto: fl0100_GetZipCode_DM
Developer Notes		
--		

fl0150_NoFOMsg_PP


Simple Play Prompt 		
Informs the caller that a field office was not found (based on the zip code given), before transferring the call to an agent.		
Entering From		
fl0135_FindFOFromZip_DB		
Actions [Barge-in is OFF]		

Condition	Action	Transition
Always	Assign: fol_transaction_status =failure	--
^	Prompt: [fl0150_out_01] I'm sorry, but I can't seem to find a local office for the zip code you gave me.....	Return to calling dialog: main [mm0320_FieldOfficeLocator_SD]
Developer Notes		
--		


2.8 KnowledgeBasedAuthentication Dialog

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

ka0050_InitializeAuth_DS

Decision 		
Initializes variables needed for the knowledge based authentication module		
Entering From		
bv0130_KBAAuthentication_SD, ca0300_KBAAuthentication_SD, cs0110_KBAAuthentication_SD, dd0300_KBAAuthentication_SD, mm3005_KBAAuthentication_SD, mr0130_KBAAuthentication_SD, rb0300_KBAAuthentication_SD		
Actions		
Condition	Action	Transition
Always	Assign: attestation_heard =false	--
^	Assign: attestation_act_details ="	--
^	Assign: application_status_OMB_heard =false	--
^	Assign: kba_OMB_heard =false	--
^	Assign: caller_alternative_name ="	--
^	Assign: caller_first_name ="	--
^	Assign: caller_dob ="	--
^	Assign: caller_first_name ="	--
^	Assign: caller_last_name ="	--
^	Assign: caller_last_payment ="	--
^	Assign: caller_maiden_name ="	--
^	Assign: caller_pob ="	--
^	Assign: caller_pob_city ="	--
^	Assign: caller_ssn ="	--
^	Assign: collectedFullName ="	--
^	Assign: bornInUS ="	Log: always goto: ka0100_ElementsCheck_DB
Developer Notes		
--		

ka0100_ElementsCheck_DB

Database Call 	
checks backend to determine which data elements are required.	
Entering From	
ka0050_InitializeAuth_DS	
Input parameters	
Parameter	Value
appName	The application mapped to this DNIS

		(beve_ivr, claimstatus_ivr, coa_ivr, directdeposit_ivr, fieldoffice_ivr, intrans_ivr, kba_ivr, mainmenu_ivr, mrc_ivr, oco_ivr, oig_ivr, rau_ivr, replace1099_ivr, tkwr_ivr)	
Output parameters			
Variable		Description	
returnCode		0=success -1=failure	
ka_collectSSN		Boolean to determine if the application requires the caller to authenticate the social security number.	
ka_collectName		Boolean to determine if the application requires the caller to authenticate the first name.	
ka_collectDateOfBirth		Boolean to determine if the application requires the caller to authenticate the date of birth.	
ka_collectPlaceOfBirth		Boolean to determine if the application requires the caller to authenticate the place of birth.	
ka_collectPlaceOfBirthCity		Boolean to determine if the application requires the caller to authenticate the city of birth.	
ka_collectMothersMaidenName		Boolean to determine if the application requires the caller to authenticate the mother's maiden name.	
ka_collectPaymentAmount		Boolean to determine if the application requires the caller to authenticate the payment amount.	
Actions			
Condition		Action	Transition
If returnCode==0	If ka_collectSSN==true && caller_ssn==NULL	--	goto: ka0105_AttestFlagCheck_DS
^	Else if ka_collectName==true && (caller_first_name==" caller_last_name==")	--	goto: ka0105_AttestFlagCheck_DS
^	Else if ka_collectDateOfBirth==true && caller_dob==NULL	--	goto: ka0105_AttestFlagCheck_DS
^	Else if ka_collectMothersMaidenName==true && caller_maiden_name=="	--	goto: ka0105_AttestFlagCheck_DS
^	Else if ka_collectPlaceOfBirth==true && caller_pob=="	--	goto: ka0105_AttestFlagCheck_DS
^	Else if ka_collectPlaceOfBirthCity=true AND caller_pob_city=NULL	--	goto: ka0105_AttestFlagCheck_DS
^	Else if ka_collectPaymentAmount==true && caller_last_payment=="	--	goto: ka0105_AttestFlagCheck_DS
^	Else //no information needs to be collected	Assign: kba_transaction_status =success	--
^	^	Assign: no_kba_info_needed =true	goto: ka0900_CheckingInfoMsg_PP
Else		Assign: kba_transaction_status =failure	Return to calling dialog:

//failure		BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
-----------	--	---

Recovery Behavior


[See 1.1 Global Recovery Behavior](#)

Developer Notes


The data elements that need to be collected for each app is as follows:
 Screen Pop (abr = 2): SSN
 Claim Status: SSN, DOB
 BEVE, MRC, or ReplacementBenefitStatement: SSN, Name, DOB
 COA, DD, or Screen Splash (abr = 3) need all data elements: SSN, Name, DOB, POB, Mother's Maiden, PaymentAmount

NOTE: if last two tasks were TK99 and TKCS, back-to-back and in that order, and if no further information needs to be collected, the call returns to the calling dialog. If, however, the last two tasks were NOT TK99 and TKCS (back-to-back and in that order) and no information is needed, the call will be transferred instead to ka0900_CheckingInfoMsg_PP


ka0105_AttestFlagCheck_DS

			Decision 
Checks whether the caller should hear the attestation, perjury, and O.M.B. messages and transitions accordingly.			
Entering From			
ka0100_ElementsCheck_DB			
Actions			
Condition	Action	Transition	
If <code>play_attestation_flag == true</code>	--	Log: <code>play_attestation_flag = true</code> goto: ka0110_AttestCheck_DS	
Else \\ if <code>play_attestation_flag == false</code>	If <code>current_task==change_address current_task == direct_deposit</code> //direct deposit self-service is turned off so this condition can only be reached with <code>change_address</code> task	Prompt: [ka0105_out_01] Before I can access your records, I'll need to ask a question or two to verify who you are, including the EXACT dollar amount of your last benefit payment.	--
^	Else	Prompt: [ka0105_out_02] Before I can access your records, I'll need to ask a question or two to verify who you are.	--
^	Always	--	Log: <code>play_attestation_flag = false</code> goto: ka0300_SSNNull_DS
Developer Notes			
--			


ka0110_AttestCheck_DS

Decision 			
Determine transition based on whether or not the attestation message has been heard by the caller.			
Entering From			
ka0105_AttestFlagCheck_DS			
Actions			
Condition		Action	Transition
If <code>attestation_heard==false</code>		--	Log: attestation NOT heard goto: ka0200_PreAttestationMsg_PP
Else	If <code>current_task==application_status</code>	If <code>application_status_OMB_heard==false</code>	-- Log: application_status AND OMB heard=false goto: ka0220_OMBNumber_PP
^	^	Else <code>//application_status_OMB_heard==true</code>	-- Log: application_status AND OMB heard=true goto: ka0300_SSNNull_DS
^	Else <code>//current_task!=application_status && kba_OMB_heard==false</code>	If <code>kba_OMB_heard==false</code>	-- Log: not application status and OMB heard=false goto: ka0220_OMBNumber_PP
^	^	Else <code>//kba_OMB_heard=true</code>	-- Log: not application status and OMB heard=true goto: ka0300_SSNNull_DS
Developer Notes			
--			

ka0200_PreAttestationMsg_PP

Simple Play Prompt 			
Informs callers that they will be asked some questions.			
Entering From			
ka0110_AttestCheck_DS			
Actions [Barge-in is OFF]			
Condition		Action	Transition
If <code>current_task==change_address current_task==direct_deposit</code> <i>//direct deposit self-service is turned off so this condition can only be reached with change_address task</i>		Prompt: [ka0200_out_01] Before I can access your records, I'll need to ask a question or two to verify who you are, including the EXACT dollar amount of your last benefit payment.	--
Else if <code>current_task==screen_pop</code>		Prompt: [ka0200_out_02] I'm going to get someone to help you, but first I need to get some information.	--
Else		Prompt: [ka0200_out_03] Before I can access your records, I'll need to ask a question or two to verify who you are.	--
Always		--	goto: ka0210_AttestationQuestion_DM
Developer Notes			
--			


ka0210_AttestationQuestion_DM

YesNo Recognition 			
Plays the attestation message and asks callers to agree.			
Entering From			
ka0200_PreAttestationMsg_PP			
Initial Prompts [Barge-in is OFF]			
Type	Condition	Name	Wording
initial	If <code>current_task==benefits_verification</code>	ka0210_ini_01	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 4 minutes.
initial	Else if <code>current_task==application_status</code>	ka0210_ini_02	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 7 6 3.' The whole process should take about 2 minutes.
initial	Else if <code>current_task==change_address</code>	ka0210_ini_03	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 5 minutes.
initial	Else if <code>current_task==direct_deposit</code> //direct deposit self-service is turned off so this condition is unreachable	ka0210_ini_04	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 5 minutes.
initial	Else if <code>current_task==card_medicare</code>	ka0210_ini_05	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The whole process should take about 4 minutes.
initial	Else if <code>current_task==screen_pop</code>	ka0210_ini_06	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 7 9 0.' The whole process should take about one minute.
initial	Else // <code>current_task==benefits_statement</code>	ka0210_ini_08	Social Security is allowed to collect this information under the Social Security Act, and the collection meets the requirements of the Paperwork Reduction Act under O.M.B numbers 0 9 6 0 0 5 9 6 and 0 9 6 0 0 5 8 3. The whole process should take about 6 minutes.
initial	Always	silence_1000ms	<silence_1000ms>
initial	^	ka0210_ini_10	To hear detailed information about the Privacy Act or Paperwork Reduction Act, say 'More Information.' Otherwise, say 'Continue.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
more information	1	<attestation_question more_information>	If Necessary
continue	2	<attestation_question continue>	Never
Actions			

Option	Condition	Action	Transition
Always	If <code>current_task==application_status</code>	Assign: <code>application_status_OMB_heard =true</code>	--
^	Else <code>//current_task!=application_status</code>	Assign: <code>kba_OMB_heard =true</code>	--
more_information	Always	--	goto: <code>ka0225_WhichActDetails_DM</code>
continue	Always	--	goto: <code>ka0270_PerjuryMessage_DM</code>
Confirmation Prompts			
Option	Condition	Name	Wording
more_informa tion	Always	ka0210_cnf_ini_0 1	You want to hear more information on the Privacy Act or Paperwork Reduction Act, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0210_nm1_01] Let's try again...You can say 'More Information' or press 1, OR say 'Continue', or press 2.	Re-Recognition:
nomatch 2	Always	Prompt: [ka0210_nm2_01] Sorry. If you'd like to hear detailed information about the Privacy Act or Paperwork Reduction Act, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0210_ni1_01] If you'd like to hear more information about the Privacy Act or Paperwork Reduction Act say 'More Information' or press 1. Otherwise, say 'Continue' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [ka0210_ni2_01] Sorry. If you'd like to hear detailed information about the Privacy Act or Paperwork Reduction Act, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		


--	--
Developer Notes	
Barge-in should be OFF.	

ka0220_OMBNumber_PP

Simple Play Prompt 		
Reads back the Office of Management and Budget (O.M.B.) clearance numbers and the process time for the requested application.		
Entering From		
ka0110_AttestCheck_DS		
Actions [Barge-in is OFF]		
Condition	Action	Transition
If <code>current_task==benefits_verification</code>	Prompt: [ka0220_out_01] So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The process should take about 4 minutes.	--
^	Assign: <code>kba_OMB_heard =true</code>	--
Else if <code>current_task==application_status</code>	Prompt: [ka0220_out_02] So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 7 6 3.' The whole process should take about 2 minutes.	--
^	Assign: <code>application_status_OMB_heard =true</code>	--
Else if <code>current_task==change_address</code>	Prompt: [ka0220_out_03] So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The process should take about 5 minutes.	--
^	Assign: <code>kba_OMB_heard =true</code>	--
Else if <code>current_task==direct_deposit</code> <i>//direct deposit self-service is turned off so this condition is unreachable</i>	Prompt: [ka0220_out_04] So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The process should take about 5 minutes.	--
^	Assign: <code>kba_OMB_heard =true</code>	--
Else if <code>current_task==card_medicare</code>	Prompt: [ka0220_out_05] So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 5 9 6.' The process should take about 4 minutes.	--
^	Assign: <code>kba_OMB_heard =true</code>	--
Else if <code>current_task==screen_pop</code>	Prompt: [ka0220_out_06] So you know, this collection meets the requirements of the Paperwork Reduction Act under O.M.B. number '0 9 6 0 0 7 9 0.' The process should take about one minute.	--
^	Assign: <code>kba_OMB_heard =true</code>	--
Else <i>//current_task==benefits_statement</i>	Prompt: [ka0220_out_08] So you know, this collection meets the	--

	requirements of the Paperwork Reduction Act under O.M.B. numbers 0 9 6 0 0 5 9 6 and 0 9 6 0 0 5 8 3. The process should take about 6 minutes.	
^	Assign: <code>kba_OMB_heard =true</code>	--
Always	--	goto: <code>ka0300_SSNNNull_DS</code>
Developer Notes		
Prompt ka0220_out_06 should never actually be reached in this state because if they've already gone through kba once then the SSN should have already been collected and a caller with task = screen pop would not reach this state. Same with prompt ka0220_out_06 and second time through main menu because all other elements already collect SSN and DOB.		

ka0225_WhichActDetails_DM

CustomContext Recognition 			
Disambiguates to determine if the caller wants to hear the Privacy Act, Paperwork Reduction Act, or both.			
Entering From			
ka0210_AttestationQuestion_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0225_ini_01	Would you like to hear a detailed statement of the Privacy Act, Paperwork Reduction Act, both, or neither?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
privacy act	1	< which_act_details privacy_act>	If Necessary
paperwork reduction act	2	< which_act_details paperwork_act>	If Necessary
both	3	< which_act_details both>	If Necessary
neither	4	< which_act_details neither>	If Necessary
Actions			
Option	Condition	Action	Transition
privacy_act	Always	Prompt: [ka0225_out_01] All right.	goto: ka0230_PrivacyActDetails_DM
paperwork_act	Always	Prompt: [ka0225_out_02] All right.	goto: ka0240_PaperworkActDetails_DM
both	Always	Assign: <code>attestation_act_details =both</code>	--
^	^	Prompt: [ka0225_out_03] All right. We'll start with the Privacy Act.	goto: ka0230_PrivacyActDetails_DM
neither	Always	Prompt: [ka0225_out_04] All right. Let's continue with the terms and conditions.	goto: ka0270_PerjuryMessage_DM
Confirmation Prompts			
Option	Condition	Name	Wording
privacy_act	Always	ka0225_cnf_ini_01	You'd like to hear details of the Privacy Act, right?
paperwork_act	Always	ka0225_cnf_ini_02	You'd like to hear details of the Paperwork Reduction Act, right?

both	Always	ka0225_cnf_ini_03	You want to hear the details of both, right?
neither	Always	ka0225_cnf_ini_04	You don't want to hear either, is that right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0225_nm1_01] Let's try again...You can say 'Privacy Act' or press 1, 'Paperwork Reduction Act' press 2, 'Both' 3, OR 'Neither' 4.	Re-Recognition:
nomatch 2	Always	Prompt: [ka0225_nm2_01] Sorry. If you want to hear a detailed statement of the Privacy Act, press 1. To hear the Paperwork Reduction Act, press 2. To hear both, press 3. Or, if you don't want to hear either, press 4.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0225_ni1_01] You can say 'Privacy Act' or press 1, 'Paperwork Reduction Act' press 2, 'Both' 3, OR 'Neither' 4.	Re-Recognition:
noinput 2	Always	Prompt: [ka0225_ni2_01] Sorry. If you want to hear a detailed statement of the Privacy Act, press 1. To hear the Paperwork Reduction Act, press 2. To hear both, press 3. Or, if you don't want to hear either, press 4.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
--	--

Developer Notes

--


ka0230_PrivacyActDetails_DM

CustomContext Recognition 
Plays the details of the Privacy Act, with the option to skip the message at anytime during the playback.

Entering From			
ka0225_WhichActDetails_DM, ka0250_PrivacyEndMenu_DM, ka0260_PaperworkEndMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0230_ini_01	To skip to the end of the message, at any time press the star <*> key.
initial	^	silence_500ms	<silence_500ms>
initial	^	ka0230_ini_03	Privacy Act Statement.
initial	^	silence_500ms	<silence_500ms>
initial	^	ka0230_ini_05	Collection and Use of Personal Information.
initial	^	silence_500ms	<silence_500ms>
initial	^	ka0230_ini_07	Section 205 of the Social Security Act as amended, authorizes us to request and collect certain information about you for us to permit access to our automated telephone application system. The Privacy Act (5 U.S.C. § 552a(b)) permits us to disclose the information you provide to us in accordance with approved routine uses. You do not have to use our telephone services, and your responses to the questions we ask are voluntary. However, failure to provide the information will prevent you from using our automated telephone services.
initial	^	silence_500ms	<silence_500ms>
initial	^	ka0230_ini_13	Additional information regarding this system's collection of identity data elements, routine uses of information, and other Social Security programs are available on our Internet website, www.socialsecurity.gov, or at your local Social Security office.
initial	^	silence_500ms	<silence_500ms>
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
skip it, skip	1,*	<privacy_details skip_it>	Never
Actions			
Option	Condition	Action	Transition
skip_it	Always	--	goto: ka0250_PrivacyEndMenu_DM
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0230_nm1_01] If you're done listening to the message press the star (*) key. Otherwise... Under the Privacy Act Statement we collect facts needed to quickly identify who you are and provide the information you requested. Giving us these facts is voluntary. However, without them we may not be able to give you the information that you want. The Social Security Administration will not use	Re-Recognition:

		the information for any other purpose.	
nomatch 2	Always	Prompt: [ka0230_nm2_01] Let's continue.	goto: ka0250_PrivacyEndMenu_DM
noinput 1	Always	Prompt: [ka0230_ni1_01] Let's continue.	goto: ka0250_PrivacyEndMenu_DM
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
StartOver			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
maxnoinputtotal	0		
Developer Notes			
10/30/2014 - This is now a DTMF only state. Override command grammars for start over and main menu. The star key no longer applies to either, but will allow caller to skip ahead to ka0250_PrivacyEndMenu_DM.			


ka0240_PaperworkActDetails_DM

CustomContext Recognition			
Plays the details of the Paperwork Reduction Act, with the option to skip the message at anytime during the playback.			
Entering From			
ka0225_WhichActDetails_DM , ka0250_PrivacyEndMenu_DM , ka0260_PaperworkEndMenu_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0240_ini_01	To skip to the end of the message, at any time press the star <*> key.
initial	^	silence_500ms	<silence_500ms>
initial	^	ka0240_ini_03	Paperwork Reduction Act Statement:
initial	^	silence_500ms	<silence_500ms>
initial	^	ka0240_ini_05	This information collection meets the requirements of 44 U.S.C. Section three five zero seven, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we present a valid Office of Management and Budget control number. Send comments relating to our time estimate to: SSA, 6401 Security Boulevard, Baltimore, Maryland 21235-6401.
initial	^	silence_500ms	<silence_500ms>
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
skip it, skip	1,*	< paperwork_details skip_it>	Never
Actions			

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

Commands: State-Specific Behavior	
See 1.2 Global Commands	
Commands: Disabled Globals	
StartOver	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
maxnoinputtotal	0
Developer Notes	
10/30/2014 - This is now a DTMF only state. Override command grammars for start over and main menu. The star key no longer applies to either, but will allow caller to skip ahead to ka0260_PaperworkEndMenu_DM.	


ka0250_PrivacyEndMenu_DM

CustomContext Recognition 			
After the Privacy Act details are heard this end menu gives the options to repeat, hear the Paperwork Reduction Act, or continue.			
Entering From			
ka0230_PrivacyActDetails_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	If <code>attestation_act_details == both</code>	ka0250_ini_01	To hear that again, say 'Repeat That.' To go ahead

			and hear the 'Paperwork Reduction' Act now, say 'Paperwork.' Otherwise, say 'Continue.'
initial	Else	ka0250_ini_02	To hear that again, say 'Repeat That.' To hear the 'Paperwork Reduction' Act now, say 'Paperwork.' Otherwise, say 'Continue.'
Grammar			
Sample Expressions		DTMF	Reco Var/Option
repeat that, repeat		1	<privacy_end_menu repeat>
paperwork reduction act		2	<privacy_end_menu paperwork_act>
continue		3	<privacy_end_menu continue>
Actions			
Option	Condition	Action	Transition
continue	Always	--	goto: ka0270_PerjuryMessage_DM
paperwork_act	Always	--	goto: ka0240_PaperworkActDetails_DM
repeat	Always	Prompt: [ka0250_out_01] Sure.	goto: ka0230_PrivacyActDetails_DM
Confirmation Prompts			
Option	Condition	Name	Wording
repeat	Always	ka0250_cnf_ini_01	You want to hear the Privacy Act details again, right?
paperwork_act	Always	ka0250_cnf_ini_02	You'd like to hear details of the Paperwork Reduction Act, right?
continue	Always	ka0250_cnf_ini_03	You want to continue, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0250_nm1_01] Let's try again... You can say 'Repeat That' or press 1, 'Paperwork Reduction Act' or press 2, OR say 'Continue' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [ka0250_nm2_01] Let's keep going...	goto: ka0270_PerjuryMessage_DM
noinput 1	Always	Prompt: [ka0250_ni1_01] Let's keep going...	goto: ka0270_PerjuryMessage_DM
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			


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

ka0260_PaperworkEndMenu_DM

CustomContext Recognition 			
After the Paperwork Reduction Act details are heard this end menu gives the options to repeat, hear the Privacy Act, or continue.			
Entering From			
ka0240_PaperworkActDetails_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0260_ini_01	To hear that again, say 'Repeat That.' To hear the 'Privacy' Act, say 'Privacy.' Otherwise, say 'Continue.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
repeat that, repeat	1	<paperwork_end_menu repeat>	If Necessary
privacy act	2	<paperwork_end_menu privacy_act>	If Necessary
continue	3	<paperwork_end_menu continue>	If Necessary
Actions			
Option	Condition	Action	Transition
continue	Always	--	goto: ka0270_PerjuryMessage_DM
privacy	Always	--	goto: ka0230_PrivacyActDetails_DM
repeat	Always	Prompt: [ka0260_out_01] Sure.	goto: ka0240_PaperworkActDetails_DM
Confirmation Prompts			
Option	Condition	Name	Wording
repeat	Always	ka0260_cnf_ini_01	You want to hear the Paperwork Reduction Act details again, right?
privacy_act	Always	ka0260_cnf_ini_02	You'd like to hear details of the Privacy Act, right?
continue	Always	ka0260_cnf_ini_03	You want to continue, right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0260_nm1_01] Let's try again... You can say 'Repeat That' or press 1, 'Privacy Act' or press 2, OR say 'Continue' or press 3.	Re-Recognition:
nomatch 2	Always	Prompt: [ka0260_nm2_01] Let's keep going...	goto: ka0270_PerjuryMessage_DM
noinput 1	Always	Prompt: [ka0260_ni1_01] Let's keep going...	goto: ka0270_PerjuryMessage_DM
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

ka0270_PerjuryMessage_DM

YesNo Recognition			
Plays the perjury disclaimer to the caller and verifies they understand and agree to the terms.			
Entering From			
ka0210_AttestationQuestion_DM , ka0225_WhichActDetails_DM , ka0250_PrivacyEndMenu_DM , ka0260_PaperworkEndMenu_DM			
Initial Prompts [Barge-in is OFF]			
Type	Condition	Name	Wording
initial	Always	ka0270_ini_01	Please note that any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree to these terms?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	< perjury_message_yesno yes>	Never
no	2	< perjury_message_yesno no>	Never
Actions			
Option	Condition	Action	Transition
yes	Always	Assign: attestation_confirmed =true	--
^	^	Assign: attestation_heard =true	--
^	^	Prompt: [ka0270_out_01]	goto: ka0300_SSNNul_DS

		Alright, thanks. Let's keep going.	
no	Always	Assign: attestation_confirmed =declined	--
^	^	Assign: attestation_heard =true	--
^	^	Assign: kba_transaction_status =attestation_declined	--
^	^	Prompt: [ka0270_out_02] Without your agreement, I won't be able to help you with anything that requires access to personal information.	Return to calling dialog: BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0270_nm1_01] Let's try again...Do you understand and agree to these terms?	Re-Recognition:
nomatch 2	Always	Prompt: [ka0270_nm2_01] Sorry. To hear the terms again, press 9. If you DO understand and agree to the terms, press 1. If you DON'T understand or agree to them, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0270_ni1_01] If you DO understand and agree to these terms, say 'Yes' or press 1. If you DON'T understand or agree to them, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [ka0270_ni2_01] Sorry. To hear the terms again, press 9. If you understand and agree to the terms, press 1. If you DON'T understand or agree to them, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations


[See 1.2 Global Commands](#)

Config Parameters


Parameter	Value
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--	--
Developer Notes	
Barge-in should be OFF.	

ka0300_SSNNull_DS

Decision 		
Determines transition, based on the value of the caller_ssn variable.		
Entering From		
ka0105_AttestFlagCheck_DS, ka0110_AttestCheck_DS, ka0220_OMBNumber_PP, ka0270_PerjuryMessage_DM		
Actions		
Condition	Action	Transition
If ka_collectSSN==true	If caller_ssn==NULL	--
		Log: ka_collectSSN=true AND caller_ssn=NULL goto: ka0310_GetSSN_DM
^	Else //caller_ssn!=NULL	--
		Log: ka_collectSSN=true AND caller_ssn!=NULL goto: ka0320_NameNull_DS
Else	Always	--
		Log: ka_collectSSN=false goto: ka0320_NameNull_DS
Developer Notes		
--		

ka0310_GetSSN_DM

SocialSecurity Recognition 			
Collects the caller's Social Security number.			
Entering From			
ka0300_SSNNull_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	If current_task==screen_pop	ka0310_ini_01	Please say your Social Security Number, one digit at a time.
initial	Else //current_task!=screen_pop	ka0310_ini_02	First, please say your Social Security number, one digit at a time.
reprompt	Always //after disconfirmation	ka0310_ree_01	Tell me your Social Security number or enter it on your phone's keypad.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
[9-digits]	[9-digits]	<get_ssn ssn>	Always
repeat, repeat that // repeat	9	<get_ssn repeat>	Never
Actions			
Option	Condition	Action	Transition
ssn	Always	Assign: caller_ssn =result	--
^	^	Prompt: [ka0310_out_01]	--

		Thanks.	
^	If <code>current_task==screen_pop</code>	Assign: <code>kba_transaction_status</code> = <code>success</code>	Return to calling dialog: <code>BenefitsVerification</code> <code>[bv0130_KBAAuthentication_SD]</code> <code>ChangeOfAddress</code> <code>[ca0300_KBAAuthentication_SD]</code> <code>ClaimStatusRequests</code> <code>[cs0110_KBAAuthentication_SD]</code> <code>DirectDeposit</code> <code>[dd0300_KBAAuthentication_SD]</code> <code>MedicareReplacementCard</code> <code>[mr0130_KBAAuthentication_SD]</code> <code>ReplacementBenefitStatement</code> <code>[rb0300_KBAAuthentication_SD]</code> <code>main</code> <code>[mm3005_KBAAuthentication_SD]</code>
^	Else	--	goto: <code>ka0320_NameNull_DS</code>
repeat	Always	Prompt: <code>[ka0310_out_02]</code> Sure.	--
^	^	Prompt: <code>[ka0310_out_03]</code> Tell me your Social Security number or enter it on your phone's keypad.	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
ssn	Always	<code>ka0310_cnf_ini_01</code>	Just to make sure, your Social Security number is...
ssn	^	dynamic	{ <code>caller_ssn</code> / final / CPR=digits / example = 111-222-3333}
Always	Always	<code>gl_cnf_ini_02</code>	Right?

Confirmation Recovery Behavior


See 1.3 Global Confirmation

Recovery Behavior


Type	Condition	Action	Transition
nomatch 1	Always	Prompt: <code>[ka0310_nm1_01]</code> Let's try again... Please say or enter your nine-digit Social Security number, one digit at a time.	Re-Recognition:
nomatch 2	Always	Prompt: <code>[ka0310_nm2_01]</code> Sorry. Please enter the nine digits of your Social Security number now.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason</code> = <code>error</code>	--
nomatch 3	^	Prompt: <code>[gl_nm3_01]</code> Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: <code>[ka0310_ni1_01]</code> Please key-in or say your nine-digit Social Security number, like this: five six seven, eight nine, zero one two three.	Re-Recognition:
noinput 2	Always	Prompt: <code>[ka0310_ni2_01]</code> Sorry. Please enter the nine digits of your Social Security number now.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason</code> = <code>error</code>	--
noinput 3	^	Prompt: <code>[gl_ni3_01]</code>	--

Sorry, we seem to be having trouble.	
Commands: State-Specific Behavior	
See 1.2 Global Commands	
Commands: Disabled Globals	
repeat	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
--	

ka0320_NameNull_DS


Decision 		
Determines transition, based on the value of the caller_first_name variable.		
Entering From		
ka0300_SSNNull_DS , ka0310_GetSSN_DM		
Actions		
Condition	Action	Transition
If <code>ka_collectName==true</code> If <code>caller_first_name=="</code>	--	Log: <code>ka_collectFirstName=true AND caller_first_name=NULL</code> goto: ka0325_TNRSLocation_DS
^	Else <code>//caller_first_name!="</code>	Log: <code>ka_collectFirstName=true AND caller_first_name =NULL</code> goto: ka0500_DOBNull_DS
Else	Always	Log: <code>ka_collectFirstName=false</code> goto: ka0500_DOBNull_DS
Developer Notes		
--		

ka0325_TNRSLocation_DS

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

--


ka0330_SetCallerNameParameters_DS

Decision 		
Sets parameter values that are needed by the NameOSDM dialog.		
Entering From		
ka0325_TNRSLocation_DS, ka0350_TNRS_DB, ka0352_CollectFullName_DS, ka0355_TNRSGetName_DM		
Actions		
Condition	Action	Transition
Always	Comment: set parameters before entering NameOSDM	--
^	Assign: collectname_alwaysaskspelling =false	--
^	Assign: collectname_confirmationapologyprompt =na0220_out_01	--
^	Assign: collectname_entryprompt =na0110_out_01	--
^	Assign: collectname_exitfailureprompt =silence	--
^	Assign: collectname_exitsuccessprompt =na0210_out_01	--
^	Assign: collectname_firstnamehighconfidencelevel =0.035	--
^	Assign: collectname_lastnamehighconfidencelevel =0.020	--
^	Assign: collectname_maxcorrections =1	--
^	Assign: collectname_maxnoinputtotal =2	--
^	Assign: collectname_maxnomatchestotal =2	--
If tnrs_checked==true	Assign: collectname_maxnomatchestotal =2	--
Else	Assign: collectname_maxnomatchestotal =1	--
Always	Assign: collectname_names_to_collect =first_last	--
^	Assign: collectname_overallconfirmation =always	--
^	Assign: collectname_spellingonly =false	--
^	Assign: spellfirstinitialprompt1 =na0140_ini_01	--
^	Assign: spellfirstinitialprompt2 =na0140_ini_01	--
^	Assign: spellfirstnoinputprompt1 =na0140_ni1_01	--
^	Assign: spellfirstnoinputprompt2 =na0140_ni2_01	--

^	Assign: spellfirstnomatchprompt1 =na0140_nm1_01	--
^	Assign: spellfirstnomatchprompt2 =na0140_nm2_01	--
^	Assign: spellfirsthelpprompt =silence	--
^	Assign: sayandspellfirstinitialprompt1 =na0120_ini_01	--
^	Assign: sayandspellfirstinitialprompt2 =na0120_ini_01	--
^	Assign: sayandspellfirstnoinputprompt1 =na0120_ni1_01	--
If <code>tnrs_checked==true</code>	Assign: saySpellFirstNoInput2 =na0120_ni2_01	--
^	Assign: saySpellFirstNoMatch1 =na0120_nm1_01	--
^	Assign: saySpellFirstNoMatch2 =na0120_nm2_01	--
Else	Assign: saySpellFirstNoInput2 =silence	--
^	Assign: saySpellFirstNoMatch1 =silence	--
^	Assign: saySpellFirstNoMatch2 =silence	--
Always	Assign: sayandspellfirsthelpprompt =silence	--
^	Assign: sayandspellastinitialprompt1 =na0130_ini_01	--
^	Assign: sayandspellastinitialprompt2 =na0130_ini_01	--
^	Assign: sayandspellastnoinputprompt1 =na0130_ni1_01	--
^	Assign: sayandspellasthelpprompt =silence	--
If <code>tnrs_checked==true</code>	Assign: saySpellLastNoInput2 =na0130_ni2_01	--
^	Assign: saySpellLastNoMatch1 =na0130_nm1_01	--
^	Assign: saySpellLastNoMatch2 =na0130_nm2_01	--
Else	Assign: saySpellLastNoInput2 =silence	--
^	Assign: saySpellLastNoMatch1 =silence	--
^	Assign: saySpellLastNoMatch2 =silence	--
Always	Assign: spellastinitialprompt1 =na0150_ini_02	--
^	Assign: spellastinitialprompt2 =na0150_ini_02	--
^	Assign: spellastnoinputprompt1 =na0150_ni1_01	--
^	Assign: spellastnoinputprompt2 =na0150_nm2_05	--
^	Assign: spellastnomatchprompt1 =na0150_nm1_01	--


^	Assign: spellastnomatchprompt2 =na0150_nm2_01	--
^	Assign: spellasthelpprompt =silence	--
^	Assign: saySpellFirstNameGrammar2 =name/firstNameSaySpellWrapper.grxml	--
^	Assign: saySpellLastNameGrammar2 =name/lastNameSaySpellWrapper.grxml	--
^	Assign: spellFirstNameGrammar2 =name/firstNameSpellWrapper.grxml	--
^	Assign: spellLastNameGrammar2 =name/lastNameSpellWrapper.grxml	--
^	Assign: name_collect_task =caller	Log: always goto: ka0340_GetCallerName_SD
Developer Notes		
--		

ka0340_GetCallerName_SD

		Subdialog Call 	
Calls the NameOSDM module.			
Entering From			
ka0330_SetCallerNameParameters_DS			
Dialog called			
Proceed to initial node in: NameOSDM			
Input parameters			
Parameter	Value		
--	--		
Output parameters			
Variable	Subdialog Variable		
returnCode	--		
returnvalue	--		
returnfirstname	--		
returnlastname	--		
Actions			
Condition	Action	Transition	
If returnCode ==success	Always	Assign: caller_first_name =returnfirstname	--
^	^	Assign: caller_last_name =returnlastname	--
^	If tnrs_checked == true && caller_first_name == firstNameTNRS && (caller_last_name == lastNameTNRS caller_last_name == otherLastNameTNRS)	--	goto: ka0500_DOBNull_DS
^	Else	--	goto: ka0400_AltNameNull_DS
Else	If transfer_reason ==error	Assign: kba_transaction_status =failure	Return to calling dialog:

//returnCode==failure			BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
^	Else if transfer_reason!=error && tnrs_checked==false	--	goto: ka0350_TNRS_DB
^	Else //transfer_reason!=error && tnrs_checked==true	Comment: If TNRS DB hit fails, the call proceeds to the NameOSDM and attempts the match.	--
^	^	--	goto: ka0360_SetCallerNameRetryParameters_DS
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

ka0350_TNRS_DB

Database Call 		
Accesses the TNRS DB if name collection fails		
Entering From		
ka0325_TNRSLocation_DS, ka0340_GetCallerName_SD		
Input parameters		
Parameter	Value	
caller_ssn	9 digit SSN collected from caller	
associatedAppID	8 Characters max. Application ID calling the service.	
ani	10 digit caller ANI. If unavailable, value should be 10 zeros.	
Output parameters		
Variable	Description	
tnrs_statusCode	Possible values that can be returned are: 0000=Success, 0151=System Failure, or 9999=Unsuccessful.	
firstNameTNRS	First name, max length 10	
lastNameTNRS	Last name, max length 13	
otherLastNameTNRS	Other last name, max length 13	
Actions		
Condition	Action	Transition

Always		Assign: <code>tnrs_checked =true</code>	--
If <code>tnrs_statusCode==0000</code> //success	If <code>tnrs_db_upfront == false</code>	--	goto: ka0360_SetCallerNameRetryParameters_DS
^	Else //If <code>tnrs_db_upfront == true</code>	--	goto: ka0352_CollectFullName_DS
Else	If <code>tnrs_db_upfront == false</code>	Comment: If <code>tnrs_db_upfront=false</code> , then this condition can only be reached if the initial Say and Spell collection in NameOSDM has failed	goto: ka0360_SetCallerNameRetryParameters_DS
^	Else //If <code>tnrs_db_upfront == true</code>	Comment: If TNRS DB hit fails, the call proceeds to the NameOSDM and attempts the match.	goto: ka0330_SetCallerNameParameters_DS


Recovery Behavior

[See 1.1 Global Recovery Behavior](#)


Developer Notes

If last name matches on 'alternative' name we can accept it but we need to pass both last and alternative name to backend

ka0352_CollectFullName_DS

Decision 		
Determines if using the TNRS grammar (true) or if using NameOSDM (false).		
Entering From		
ka0350_TNRS_DB		
Actions		
Condition	Action	Transition
If <code>collect_full_name==true</code>	--	goto: ka0355_TNRSGetName_DM
Else //if <code>collect_full_name==false</code>	--	goto: ka0330_SetCallerNameParameters_DS
Developer Notes		
--		

ka0355_TNRSGetName_DM

CustomContext Recognition 			
If <code>tnrs_db_upfront = true</code> , this DM gathers the caller's first and last name together.			
Entering From			
ka0352_CollectFullName_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0355_ini_01	Now, tell me your full name, first then last.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
<name>	--	< TNRS_get_name <name>>	Never
repeat, repeat that // repeat	9	< TNRS_get_name repeat>	Never

Actions			
Option	Condition	Action	Transition
<name>	Always	Assign: collectedFullName =result	goto: ka0357_SetNameVariablesMW_DB
repeat	Always	Prompt: [ka0355_out_02] Sure.	--
^	^	Prompt: [ka0355_out_01] Please tell me your full name, both first and last.	Re-Recognition:

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0355_nm1_01] Let's try again... Please tell me your first AND last name.	Re-Recognition:
nomatch 2	Always	Assign: name_collect_counter =<name_collect_counter+1>	--
nomatch 2	^	Prompt: [ka0355_nm2_01] Sorry.	goto: ka0330_SetCallerNameParameters_DS
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0355_ni1_01] Please tell me your first AND last name.	Re-Recognition:
noinput 2	Always	Assign: name_collect_counter =<name_collect_counter+1>	--
noinput 2	^	--	goto: ka0330_SetCallerNameParameters_DS

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

Developer Notes

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

ka0357_SetNameVariablesMW_DB


Database Call 

Middleware state to split up the collectedFullName into caller_first_name and caller_last_name variables.

Entering From

ka0355_TNRSGetName_DM		
Input parameters		
Parameter	Value	
collectedFullName	full name collected from caller at TNRS name collection	
firstNameTNRS	first name returned from TNRS lookup	
lastNameTNRS	last name returned from TNRS lookup	
otherLastNameTNRS	other last name returned from TNRS lookup	
Output parameters		
Variable	Description	
caller_first_name	set to first name portion of collectedFullName	
caller_last_name	set to last name portion of collectedFullName	
isTNRSNameMatch	indicates whether first name matches first name from TNRS lookup and last name matches one of the last names returned form TNRS lookup true or false	
Actions		
Condition	Action	Transition
If isTNRSNameMatch ==true	--	goto: ka0500_DOBNull_DS
Else	--	goto: ka0400_AltNameNull_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

ka0360_SetCallerNameRetryParameters_DS

Decision 		
Sets parameter values that are needed by the NameOSDM dialog.		
Entering From		
ka0340_GetCallerName_SD , ka0350_TNRS_DB		
Actions		
Condition	Action	Transition
Always	Comment: set parameters before entering NameOSDM	--
^	Assign: collectname_alwaysaskspelling =false	--
^	Assign: collectname_confirmationapologyprompt = na0220_out_01	--
If tnrs_db_upfront ==true && tnrs_checked ==true	Assign: collectname_entryprompt =silence	--
Else if caller_first_name !="	Assign: collectname_entryprompt = na0110_out_04	--
Else	Assign: collectname_entryprompt = na0110_out_02	--


Always	Assign: collectname_exitfailureprompt =na0150_nm3_01	--
^	Assign: collectname_exitsuccessprompt =na0210_out_01	--
^	Assign: collectname_firstnamehighconfidencelevel =0.035	--
^	Assign: collectname_lastnamehighconfidencelevel =0.020	--
^	Assign: collectname_maxcorrections =1	--
^	Assign: collectname_maxnoinputtotal =2	--
^	Assign: collectname_maxnomatchestotal =2	--
If caller_first_name=="	Assign: collectname_names_to_collect =first_last	--
Else	Assign: collectname_names_to_collect =last	--
^	Assign: collectname_overallconfirmation =always	--
If name_collect_counter<=1	Assign: collectname_spellingonly =false	--
Else //name_collect_counter>1	Assign: collectname_spellingonly =true	--
Always	Assign: spellLastInitial =na0150_ini_01	--
^	Assign: spellLastInitial2 =na0150_ini_02	--
If tnrs_checked==true	Assign: saySpellFirstNoMatch1 =na0120_nm1_01	--
^	Assign: saySpellFirstNoMatch2 =na0120_nm2_01	--
^	Assign: saySpellFirstNoInput1 =na0120_ni1_01	--
^	Assign: saySpellFirstNoInput2 =na0120_ni2_01	--
^	Assign: saySpellLastNoMatch1 =na0130_nm1_01	--
^	Assign: saySpellLastNoMatch2 =na0130_nm2_01	--
^	Assign: saySpellLastNoInput1 =na0130_ni1_01	--
^	Assign: saySpellLastNoInput2 =na0130_ni2_01	--
Else	Assign: saySpellFirstNoMatch1 =silence	--
^	Assign: saySpellFirstNoMatch2 =silence	--
^	Assign: saySpellFirstNoInput1 =na0120_ni1_01	--
^	Assign: saySpellFirstNoInput2 =silence	--
^	Assign: saySpellLastNoMatch1 =silence	--
^	Assign: saySpellLastNoMatch2 =silence	--
^	Assign: saySpellLastNoInput1	--

	=na0130_ni1_01	
^	Assign: saySpellLastNoInput2 =silence	--
Always	Assign: spellfirstinitialprompt1 =na0140_ini_01	--
^	Assign: spellfirstinitialprompt2 =na0140_ini_01	--
^	Assign: spellfirstnoinputprompt1 =na0140_ni1_01	--
^	Assign: spellfirstnoinputprompt2 =na0140_ni2_01	--
^	Assign: spellfirstnomatchprompt1 =na0140_nm1_01	--
^	Assign: spellfirstnomatchprompt2 =na0140_nm2_01	--
^	Assign: spellfirsthelpprompt =silence	--
^	Assign: spelllastnoinputprompt1 =na0150_ni1_01	--
^	Assign: spelllastnoinputprompt2 =na0150_nm2_05	--
^	Assign: spelllastnomatchprompt1 =na0150_nm1_01	--
^	Assign: spelllastnomatchprompt2 =na0150_nm2_01	--
^	Assign: spelllasthelpprompt =silence	--
^	Assign: sayandspellfirstinitialprompt1 =na0120_ini_01	--
^	Assign: sayandspellfirstinitialprompt2 =na0120_ini_01	--
^	Assign: sayandspellfirsthelpprompt =silence	--
^	Assign: sayandspelllastinitialprompt1 =na0130_ini_01	--
^	Assign: sayandspelllastinitialprompt2 =na0130_ini_01	--
^	Assign: sayandspelllasthelpprompt =silence	--
^	Assign: saySpellFirstNameGrammar2 =name/firstNameSaySpellWrapper.grxml	--
^	Assign: saySpellLastNameGrammar2 =name/lastNameSaySpellWrapper.grxml	--
^	Assign: spellFirstNameGrammar2 =name/firstNameSpellWrapper.grxml	--
^	Assign: spellLastNameGrammar2 =name/lastNameSpellWrapper.grxml	--
^	Assign: name_collect_task =caller	Log: always goto: ka0370_GetCallerNameRetry_SD
Developer Notes		
--		


ka0370_GetCallerNameRetry_SD

Subdialog Call			
Calls the NameOSDM module.			
Entering From			
ka0360_SetCallerNameRetryParameters_DS			
Dialog called			
Proceed to initial node in: NameOSDM			
Input parameters			
Parameter	Value		
--	--		
Output parameters			
Variable	Subdialog Variable		
returnCode	--		
returnvalue	--		
returnfirstname	--		
returnlastname	--		
Actions			
Condition	Action	Transition	
If returnCode ==success	Assign: caller_first_name = returnfirstname	--	
^	Assign: caller_last_name = returnlastname	--	
^	If tnrs_checked == true && caller_first_name == firstNameTNRS && (caller_last_name == lastNameTNRS caller_last_name == otherLastNameTNRS)	--	goto: ka0500_DOBNull_DS
^	Else	--	goto: ka0400_AltNameNull_DS
Else // returnCode ==failure	Always	Assign: kba_transaction_status =failure	Return to calling dialog: BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

ka0400_AltNameNull_DS


Decision 		
Determines transition, based on the value of the caller_alternative_name variable.		
Entering From		
ka0340_GetCallerName_SD, ka0357_SetNameVariablesMW_DB, ka0370_GetCallerNameRetry_SD		
Actions		
Condition	Action	Transition
If caller_alternative_name=="	--	Log: caller_alternative_name is null goto: ka0410_AltNameQuestion_DM
Else // caller_alternative_name!="	--	Log: caller_alternative_name not null goto: ka0500_DOBNull_DS
Developer Notes		
--		

ka0410_AltNameQuestion_DM

YesNo Recognition 			
Asks callers whether or not they have an alternative last name.			
Entering From			
ka0400_AltNameNull_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0410_ini_01	Some people have ANOTHER last name that might be listed under their social security number (a professional or maiden name, for example). Do you have another last name, please say YES or NO.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes ?(i do)	1	<alt_name_yesno yes>	Never
no ?(i don't)	2	<alt_name_yesno no>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: caller_alternative_name =none	--
^	^	Prompt: [ka0410_out_01] Alright.	goto: ka0500_DOBNull_DS
yes	Always	--	goto: ka0420_SetAlternativeNameParameters_DS
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0410_nm1_01] Let's try again...Do you have another last name, please say YES or NO.	Re-Recognition:
nomatch 2	Always	Prompt: [ka0410_nm2_01] Sorry. If you DO have another last	Re-Recognition:

		name that might be associated with your social security number, press 1. If you DON'T have another last name, press 2.	
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: <code>[gl_nm3_01]</code> Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: <code>[ka0410_ni1_01]</code> If you DO have another last name that might be associated with your social security number, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: <code>[ka0410_ni2_01]</code> Sorry. If you have another last name, such as a professional or maiden name that might be associated with your social security number, press 1. If you DON'T have another last name, press 2.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: <code>[gl_ni3_01]</code> Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
--		--	
Developer Notes			
--			


ka0420_SetAlternativeNameParameters_DS

Decision 		
Sets parameter values that are needed by the NameOSDM dialog.		
Entering From		
ka0410_AltNameQuestion_DM , ka0440_TNRSAlt_DB		
Actions		
Condition	Action	Transition
If <code>spell_name == true</code>	Comment: set 'spell' parameter before entering NameOSDM	--
Always	Comment: set parameters before entering NameOSDM	--
^	Assign: <code>spell_name =false</code>	--
^	Assign: <code>collectname_alwaysaskspelling =false</code>	--
^	Assign: <code>collectname_confirmationapologyprompt</code>	--


	=na0220_out_01	
^	Assign: collectname_entryprompt =na0220_out_05	--
^	Assign: collectname_exitfailureprompt =na0130_nm2_01	--
^	Assign: collectname_exitsuccessprompt =na0210_out_01	--
^	Assign: collectname_firstnamehighconfidencelevel =0.035	--
^	Assign: collectname_lastnamehighconfidencelevel =0.020	--
^	Assign: collectname_maxcorrections =1	--
^	Assign: collectname_maxnoinputtotal =2	--
^	Assign: collectname_maxnomatchestotal =2	--
^	Assign: collectname_names_to_collect =last	--
^	Assign: collectname_overallconfirmation =always	--
^	Assign: collectname_spellingonly =false	--
Always	Assign: name_collect_task =alternative	--
^	Assign: saySpellLastNameGrammar =name/lastNameSaySpellWrapper.grxml ?SWI_vars.TYPE	--
^	Assign: sayandspellinitialprompt1 =na0130_ini_02	--
^	Assign: sayandspellinitialprompt2 =na0130_ini_02	--
^	Assign: sayandspellnoinputprompt1 =na0130_ni1_02	--
^	Assign: sayandspellnoinputprompt2 =silence	--
^	Assign: sayandspellnomatchprompt1 =na0130_nm1_02	--
^	Assign: sayandspellnomatchprompt2 =silence	--
^	Assign: sayandspellsthepprompt =silence	--
^	Assign: spellinitialprompt1 =na0150_ini_03	--
^	Assign: spellinitialprompt2 =na0150_ini_03	--
^	Assign: spellnoinputprompt1 =na0150_ni1_02	--
^	Assign: spellnoinputprompt2 =na0150_nm2_06	--
^	Assign: spellnomatchprompt1 =na0150_nm1_02	--

^	Assign: spellastnomatchprompt2 =na0150_nm2_02	--
^	Assign: spellasthelprompt =silence	goto: ka0430_GetAlternativeName_SD
Developer Notes		
--		

ka0430_GetAlternativeName_SD

Subdialog Call		
Calls the NameOSDM module.		
Entering From		
ka0420_SetAlternativeNameParameters_DS		
Dialog called		
Proceed to initial node in: NameOSDM		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
returnCode	--	
returnvalue	--	
returnfirstname	--	
returnlastname	--	
Actions		
Condition	Action	Transition
If returnCode ==success	Assign: caller_alternative_name = returnlastname	goto: ka0500_DOBNull_DS
Else // returnCode ==failure	If transfer_reason =error	goto: ka0500_DOBNull_DS
^	Else if transfer_reason !=error && tnrs_checked =false	goto: ka0440_TNRSAlt_DB
^	Else // transfer_reason !=error && tnrs_checked ==true)	Comment: If TNRS DB hit fails, the call proceeds to the NameOSDM and attempts the match.
^	^	goto: ka0450_SetAlternativeNameRetryParameters_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

ka0440_TNRSAlt_DB

Database Call		
Accesses the TNRS DB if alternative name collection fails		
Entering From		
ka0430_GetAlternativeName_SD		
Input parameters		
Parameter	Value	
caller_ssn	9 digit SSN collected from caller	
associatedAppID	8 characters max. Application ID calling the service.	
ani	10 digit caller ANI. If unavailable, value should be 10 zeros.	
Output parameters		
Variable	Description	
tnrs_statusCode	Possible values that can be returned are: 0000=Success, 0151=System Failure, or 9999=Unsuccessful.	
firstNameTNRS	First name, max length 10	
lastNameTNRS	Last name, max length 13	
otherLastNameTNRS	Other last name, max length 13	
Actions		
Condition	Action	Transition
Always	Assign: tnrs_checked =true	--
If tnrs_statusCode==0000 //success	Assign: lastNames =lastNameTNRS	--
^	If otherLastNameTNRS!=" Assign: lastNames =lastNames+ "^" + otherLastNameTNRS	--
^	Always Assign: saySpellLastNameGrammar =na0130_SayAndSpellLast_DM.jsp?NAME	--
^	Assign: saySpellLastNameGrammar2 =name/lastNameSaySpellWrapper.grxml ?SWI_vars.TYPE	--
^	Assign: saySpellLastNameGrammar =na0150_SpellLast_DM.jsp?NAME	--
^	Assign: spellLastNameGrammar2 =name/lastNameSpellWrapper.grxml	goto: ka0450_SetAlternativeNameRetryParameters_DS
Else	Assign: saySpellLastNameGrammar =name/lastNameSaySpellWrapper.grxml	--
^	Assign: spellLastNameGrammar =name/lastNameSpellWrapper.grxml	--
^	Comment: If TNRS DB hit fails, the call proceeds to the NameOSDM and reattempts the match.	goto: ka0420_SetAlternativeNameParameters_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
NOTE: added 050312		

ka0450_SetAlternativeNameRetryParameters_DS

Decision 		
Sets parameter values that are needed by the NameOSDM dialog (for alternative name).		
Entering From		
ka0430_GetAlternativeName_SD, ka0440_TNRSAlt_DB		
Actions		
Condition	Action	Transition
Always	Comment: set parameters before entering NameOSDM	--
^	Assign: collectname_alwaysaskspelling =false	--
^	Assign: collectname_confirmationapologyprompt =na0220_out_01	--
^	Assign: collectname_entryprompt ='post_tnrs_entryprompt'	--
^	Assign: collectname_exitfailureprompt ='default_name_exitfailureprompt'	--
^	Assign: collectname_exitsuccessprompt =na0210_out_01	--
^	Assign: collectname_lastnamehighconfidencelevel =0.020	--
^	Assign: collectname_maxcorrections =1	--
^	Assign: collectname_maxnoinputtotal =2	--
^	Assign: collectname_maxnomatchestotal =2	--
^	Assign: collectname_names_to_collect =last	--
^	Assign: collectname_overallconfirmation =always	--
If name_collect_counter<=1	Assign: collectname_spellingonly =false	--
Else //name_collect_counter>1	Assign: collectname_spellingonly =true	--
Always	Assign: name_collect_task =alternative	--
^	Assign: sayandspellinitialprompt1 =na0130_ini_02	--
^	Assign: sayandspellinitialprompt2 =na0130_ini_02	--
^	Assign: sayandspellnoinputprompt1 =na0130_ni1_02	--
^	Assign: sayandspellnoinputprompt2 =na0130_ni2_01	--
^	Assign: sayandspellnomatchprompt1 =na0130_nm1_02	--
^	Assign: sayandspellnomatchprompt2 =na0130_nm2_01	--
^	Assign: sayandspellhelpprompt	--


	=silence	
^	Assign: spellastinitialprompt1 =na0150_ini_03	--
^	Assign: spellastinitialprompt2 =na0150_ini_03	--
^	Assign: spellastnoinputprompt1 =na0150_ni1_02	--
^	Assign: spellastnoinputprompt2 =na0150_nm2_06	--
^	Assign: spellastnomatchprompt1 =na0150_nm1_02	--
^	Assign: spellastnomatchprompt2 =na0150_nm2_02	--
^	Assign: spellasthelpprompt =silence	goto: ka0460_GetAlternativeNameRetry_SD

Developer Notes
NOTE: added 050312


ka0460_GetAlternativeNameRetry_SD

Subdialog Call		
Calls the NameOSDM module.		
Entering From		
ka0450_SetAlternativeNameRetryParameters_DS		
Dialog called		
Proceed to initial node in: NameOSDM		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
returnCode	--	
returnvalue	--	
returnfirstname	--	
returnlastname	--	
Actions		
Condition	Action	Transition
If returnCode ==success	Assign: caller_alternative_name =returnlastname	--
Always	--	goto: ka0500_DOBNull_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
NOTE: added 050312		

ka0500_DOBNull_DS

Decision			
Determines transition, based on the value of the caller_dob variable.			
Entering From			
ka0320_NameNull_DS, ka0340_GetCallerName_SD, ka0357_SetNameVariablesMW_DB, ka0370_GetCallerNameRetry_SD, ka0400_AltNameNull_DS, ka0410_AltNameQuestion_DM, ka0430_GetAlternativeName_SD, ka0460_GetAlternativeNameRetry_SD			
Actions			
Condition	Action	Transition	
If ka_collectDateOfBirth==true	If caller_dob=="	--	Log: ka_collectDateOfBirth=true AND caller_dob=NULL goto: ka0510_GetDOB_DM
^	Else //caller_dob!="	--	Log: caller_dob =NULL goto: ka0600_MaidenNameNull_DS
Else //ka_collectDateOfBirth==false	Always	--	Log: ka_collectDateOfBirth=false goto: ka0600_MaidenNameNull_DS
Developer Notes			
--			


ka0510_GetDOB_DM

Date Recognition				
Collects caller's date of birth.				
Entering From				
ka0500_DOBNull_DS				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	ka0510_ini_01	Now, what's your date of birth?	
reprompt	Else //after disconfirmation	ka0510_ree_01	Please say or enter the month, day, and year you were born. For example, say 'May fifth, 1945' or enter '0 5 0 5 1 9 4 5.'	
Grammar				
Sample Expressions	DTMF	Reco Var/Option	Confirm	
repeat,repeat that	9	<get_dob repeat>	If Necessary	
may fifth 1937, may five 1937, 5 may 1937, fifth of may 1937 // valid date formats are MMDDYY (6-digit) and MMDDYYYY (8-digit)	<6 or 8 digit string>	<get_dob dob>	Always	
Actions				
Option	Condition	Action	Transition	
dob	Always	Assign: caller_dob =<date>	--	
^	^	Prompt: [ka0510_out_01] Thank you.	goto: ka0600_MaidenNameNull_DS	
repeat	Always	Prompt: [ka0510_out_02] Please say or enter the month, day, and year you were born. For example, say 'May fifth, 1945' or enter '0 5 0 5 1 9 4 5.'	Re-Recognition:	


Confirmation Prompts			
Option	Condition	Name	Wording
dob	Always	ka0510_cnf_ini_01	That was...
^	^	dynamic	{dob / final / CPR=date / example=January 1st, 2001}
Always	Always	gl_cnf_ini_02	Right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0510_nm1_01] Let's try again... Please say the month, day, and year that you were born, or enter it on your keypad. For example, if you were born on 'May fifth 1945', you'd enter' zero 5 zero 5 1 9 4 5.'	Re-Recognition:
nomatch 2	Always	Prompt: [ka0510_nm2_01] Sorry. Please enter your birth date using two digits for the month, two for the day, and four digits for the year. For example, if you were born on 'November second 1942', you'd enter' 1 1 zero 2 1 9 4 2.'	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0510_ni1_01] Please say the month, day, and year that you were born, or enter it on your keypad. For example, if you were born on 'May fifth 1945', you'd enter' zero 5 zero 5 1 9 4 5.'	Re-Recognition:
noinput 2	Always	Prompt: [ka0510_ni2_01] Sorry. Please enter your birth date using two digits for the month, two for the day, and four digits for the year. For example, if you were born on 'November second 1942', you'd enter' 1 1 zero 2 1 9 4 2.'	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			

Parameter	Value
--	--
Developer Notes	
NOTE: the grammar will accept a rolling 115 year range - projecteing into the past (i.e. back) - relative to the current date NOTE: valid date formats are MMDDYY (6-digit) and MMDDYYYY (8-digit)	

ka0600_MaidenNameNull_DS


Decision 		
Determines transition, based on the value of the maiden_name variable.		
Entering From		
ka0500_DOBNull_DS, ka0510_GetDOB_DM		
Actions		
Condition	Action	Transition
If ka_collectMothersMaidenName==true	If caller_maiden_name=="	-- Log: ka_collectMothersMaidenName=true AND caller_maiden_name=NULL goto: ka0610_SetMaidenNameParameters_DS
^	Else //caller_maiden_name!="	-- Log: ka_collectMothersMaidenName=true AND caller_maiden_name!=NULL goto: ka0700_POBNull_DS
Else //ka_collectMothersMaidenName==false	Always	-- Log: ka_collectMothersMaidenName=false goto: ka0700_POBNull_DS
Developer Notes		
--		

ka0610_SetMaidenNameParameters_DS


Decision 		
Sets parameter values that are needed by the NameOSDM dialog.		
Entering From		
ka0600_MaidenNameNull_DS		
Actions		
Condition	Action	Transition
Always	Comment: set parameters before entering NameOSDM	--
^	Assign: collectname_alwaysaskspelling =false	--
^	Assign: collectname_confirmationapologyprompt =na0220_out_01	--
^	Assign: collectname_entryprompt =na0110_out_06	--
^	Assign: collectname_exitfailureprompt =na0130_nm2_01	--
^	Assign: collectname_exitsuccessprompt =na0210_out_01	--

^	Assign: collectname_firstnamehighconfidencelevel =0.035	--
^	Assign: collectname_lastnamehighconfidencelevel =0.020	--
^	Assign: collectname_maxcorrections =1	--
^	Assign: collectname_maxnoinputtotal =2	--
^	Assign: collectname_maxnomatchestotal =2	--
^	Assign: collectname_names_to_collect =last	--
^	Assign: collectname_overallconfirmation =always	--
^	Assign: collectname_spellingonly =false	--
^	Assign: name_collect_task =maiden	--
^	Assign: sayandspellinitialprompt1 =na0130_ini_03	--
^	Assign: sayandspellinitialprompt2 =na0130_ini_03	--
^	Assign: sayandspellnoinputprompt1 =na0130_ni1_03	--
^	Assign: sayandspellnoinputprompt2 =na0130_ni2_01	--
^	Assign: sayandspellnomatchprompt1 =na0130_nm1_03	--
^	Assign: sayandspellnomatchprompt2 =na0130_nm2_01	--
^	Assign: sayandspellhelpprompt =silence	--
^	Assign: spellinitialprompt1 =na0150_ini_04	--
^	Assign: spellinitialprompt2 =na0150_ini_04	--
^	Assign: spellnoinputprompt1 =na0150_ni1_03	--
^	Assign: spellnoinputprompt2 =na0150_nm2_07	--
^	Assign: spellnomatchprompt1 =na0150_nm1_03	--
^	Assign: spellnomatchprompt2 =na0150_nm2_03	--
^	Assign: spellhelpprompt =silence	--
^	Assign: saySpellLastNameGrammar =name/lastNameSaySpellWrapper.grxml	--
^	Assign: spellLastNameGrammar =name/lastNameSpellWrapper.grxml	Log: always goto: ka0620_GetMaidenName_SD
Developer Notes		
--		

ka0620_GetMaidenName_SD


Subdialog Call 		
Calls the NameOSDM module.		
Entering From		
ka0610_SetMaidenNameParameters_DS		
Dialog called		
Proceed to initial node in: NameOSDM		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
returnCode	--	
returnvalue	--	
returnfirstname	--	
returnlastname	--	
Actions		
Condition	Action	Transition
If returnCode ==success	Assign: caller_maiden_name = returnlastname	goto: ka0700_POBNull_DS
Else // returnCode ==failure	Assign: kba_transaction_status =failure	Return to calling dialog: BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

ka0700_POBNull_DS

Decision 	
Determines transition, based on the value of the pob_needed variable.	
Entering From	
ka0600_MaidenNameNull_DS , ka0620_GetMaidenName_SD	
Actions	

Condition		Action	Transition
If ka_collectPlaceOfBirth==true	If caller_pob=="	--	Log: ka_collectPlaceOfBirth=true AND caller_pob=NULL goto: ka0710_GetPlaceOfBirth_DM
^	Else //caller_pob!="	--	Log: ka_collectPlaceOfBirth=true AND caller_pob!=NULL goto: ka0720_POBCityNull_DS
Else //ka_collectPlaceOfBirth==false	Always	--	Log: ka_collectPlaceOfBirth=false goto: ka0720_POBCityNull_DS
Developer Notes			
--			

ka0710_GetPlaceOfBirth_DM

CustomContext Recognition 			
Collects the state or U.S. territory where the caller was born.			
Entering From			
ka0700_POBNull_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0710_ini_01	Now tell me the U.S. STATE or TERRITORY where you were born. If you were born somewhere else, just say 'Other.'
reprompt	Always //after disconfirmation	ka0710_ree_01	Tell me the U.S. STATE or TERRITORY where you were born or, if you were born somewhere else, say 'Other.'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
alaska	n/a	<get_pob ak>	Always
alabama	n/a	<get_pob al>	Always
arkansas	n/a	<get_pob ar>	Always
[american] samoa	n/a	<get_pob as>	Always
arizona	n/a	<get_pob ar>	Always
armed forces africa	n/a	<get_pob af_af>	Always
armed forces americas	n/a	<get_pob af_am>	Always
armed forces canada	n/a	<get_pob af_ca>	Always
armed forces europe	n/a	<get_pob af_eu>	Always
armed forces middle east	n/a	<get_pob af_me>	Always
armed forces pacific	n/a	<get_pob af_pa>	Always
california	n/a	<get_pob ca>	Always
colorado	n/a	<get_pob co>	Always
connecticut	n/a	<get_pob ct>	Always
delaware	n/a	<get_pob de>	Always
[the] district of columbia, washington d c	n/a	<get_pob dc>	Always
florida	n/a	<get_pob fl>	Always

georgia	n/a	<get_pob ga>	Always
guam	n/a	<get_pob gu>	Always
hawaii	n/a	<get_pob hi>	Always
idaho	n/a	<get_pob id>	Always
illinois	n/a	<get_pob il>	Always
indiana	n/a	<get_pob in>	Always
iowa	n/a	<get_pob ia>	Always
kansas	n/a	<get_pob ks>	Always
kentucky	n/a	<get_pob ky>	Always
louisiana	n/a	<get_pob la>	Always
maine	n/a	<get_pob me>	Always
[the] marshall islands	n/a	<get_pob mh>	Always
maryland	n/a	<get_pob md>	Always
massachusetts	n/a	<get_pob ma>	Always
michigan	n/a	<get_pob mi>	Always
minnesota	n/a	<get_pob mn>	Always
missouri	n/a	<get_pob mo>	Always
mississippi	n/a	<get_pob ms>	Always
montana	n/a	<get_pob mt>	Always
nebraska	n/a	<get_pob ne>	Always
nevada	n/a	<get_pob nv>	Always
new hampshire	n/a	<get_pob nh>	Always
new jersey	n/a	<get_pob nj>	Always
new mexico	n/a	<get_pob nm>	Always
new york	n/a	<get_pob ny>	Always
north carolina	n/a	<get_pob nc>	Always
north dakota	n/a	<get_pob nd>	Always
[the] [northern] marianas islands	n/a	<get_pob mp>	Always
ohio	n/a	<get_pob oh>	Always
oklahoma	n/a	<get_pob ok>	Always
oregon	n/a	<get_pob or>	Always
palau	n/a	<get_pob pw>	Always
pennsylvania	n/a	<get_pob pa>	Always
puerto rico	n/a	<get_pob pr>	Always
rhode island	n/a	<get_pob ri>	Always
south carolina	n/a	<get_pob sc>	Always
south dakota	n/a	<get_pob sd>	Always
tennessee	n/a	<get_pob tn>	Always
texas	n/a	<get_pob tx>	Always
utah	n/a	<get_pob ut>	Always
vermont	n/a	<get_pob vt>	Always

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

Actions

Option	Condition	Action	Transition
<state territory> //caller named specific state or territory	Always	Assign: caller_pob =result	--
^	^	Assign: bornInUS =Y	--
^	^	Prompt: [ka0710_out_01] Thanks.	goto: ka0720_POBCityNull_DS
other	Always	Assign: caller_pob =other	--
^	^	Assign: bornInUS =N	--
^	^	Prompt: [ka0710_out_02] Okay, thanks.	goto: ka0800_LastPaymentNull_DS
state	Always	Prompt: [ka0710_out_03] What state were you born in?	Re-Recognition:
territory	Always	Prompt: [ka0710_out_04] What territory were you born in?	Re-Recognition:
repeat	Always	Prompt: [ka0710_out_05] Sure.	--
^	^	Prompt: [ka0710_out_06] Tell me the U.S. STATE or TERRITORY where you were born or, if you were born somewhere else, say 'Other.'	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
<state territory>	Always	ka0710_cnf_ini_01	You were born in...
af_af	Always	ka0710_cnf_ini_02_af_af	...Armed Forces Africa.
af_am	Always	ka0710_cnf_ini_02_af_am	...Armed forces Americas.
af_ca	Always	ka0710_cnf_ini_02_af_ca	...Armed Forces Canada.
af_ca	Always	ka0710_cnf_ini_02	...Armed Forces Canada.

af_eu	Always	ka0710_cnf_ini_02_af_eu	...Armed forces.
af_me	Always	ka0710_cnf_ini_02_af_me	...Armed Forces Middle East.
af_pa	Always	ka0710_cnf_ini_02_af_pa	...Armed Forces Pacific.
ak	Always	ka0710_cnf_ini_02_ak	...Alaska.
al	Always	ka0710_cnf_ini_02_al	...Alabama.
ar	Always	ka0710_cnf_ini_02_ar	...Arkansas.
as	Always	ka0710_cnf_ini_02_as	...American Samoa.
az	Always	ka0710_cnf_ini_02_az	...Arizona.
ca	Always	ka0710_cnf_ini_02_ca	...California.
co	Always	ka0710_cnf_ini_02_co	...Colorado.
ct	Always	ka0710_cnf_ini_02_ct	...Connecticut.
dc	Always	ka0710_cnf_ini_02_dc	...the District of Columbia.
de	Always	ka0710_cnf_ini_02_de	...Delaware.
fl	Always	ka0710_cnf_ini_02_fl	...Florida.
ga	Always	ka0710_cnf_ini_02_ga	...Georgia.
gu	Always	ka0710_cnf_ini_02_gu	...Guam.
hi	Always	ka0710_cnf_ini_02_hi	...Hawaii.
ia	Always	ka0710_cnf_ini_02_ia	...Iowa.
id	Always	ka0710_cnf_ini_02_id	...Idaho.
il	Always	ka0710_cnf_ini_02_il	...Illinois.
in	Always	ka0710_cnf_ini_02_in	...Indiana.
ks	Always	ka0710_cnf_ini_02_ks	...Kansas.
ky	Always	ka0710_cnf_ini_02_ky	...Kentucky.
la	Always	ka0710_cnf_ini_02_la	...Louisiana.
ma	Always	ka0710_cnf_ini_02_ma	...Massachusetts.
md	Always	ka0710_cnf_ini_02_md	...Maryland.

		2_md	
me	Always	ka0710_cnf_ini_0 2_me	...Maine.
mh	Always	ka0710_cnf_ini_0 2_mh	...the Marshall Islands.
mi	Always	ka0710_cnf_ini_0 2_mi	...Michigan.
mn	Always	ka0710_cnf_ini_0 2_mn	...Minnesota.
mo	Always	ka0710_cnf_ini_0 2_mo	...Missouri.
mp	Always	ka0710_cnf_ini_0 2_mp	...the Northern Marianas Islands.
ms	Always	ka0710_cnf_ini_0 2_ms	...Mississippi.
mt	Always	ka0710_cnf_ini_0 2_mt	...Montana.
nc	Always	ka0710_cnf_ini_0 2_nc	...North Carolina.
nd	Always	ka0710_cnf_ini_0 2_nd	...North Dakota.
ne	Always	ka0710_cnf_ini_0 2_ne	...Nebraska.
nh	Always	ka0710_cnf_ini_0 2_nh	...New Hampshire.
nj	Always	ka0710_cnf_ini_0 2_nj	...New Jersey.
nm	Always	ka0710_cnf_ini_0 2_nm	...New Mexico.
nv	Always	ka0710_cnf_ini_0 2_nv	...Nevada.
ny	Always	ka0710_cnf_ini_0 2_ny	...New York.
oh	Always	ka0710_cnf_ini_0 2_oh	...Ohio.
ok	Always	ka0710_cnf_ini_0 2_ok	...Oklahoma.
or	Always	ka0710_cnf_ini_0 2_or	...Oregon.
pa	Always	ka0710_cnf_ini_0 2_pa	...Pennsylvania.
pr	Always	ka0710_cnf_ini_0 2_pr	...Puerto Rico.
pw	Always	ka0710_cnf_ini_0 2_pw	...Palau.
ri	Always	ka0710_cnf_ini_0 2_ri	...Rhode Island.
sc	Always	ka0710_cnf_ini_0 2_sc	...South Carolina.
sd	Always	ka0710_cnf_ini_0 2_sd	...South Dakota.

tn	Always	ka0710_cnf_ini_02_tn	...Tennessee.
tx	Always	ka0710_cnf_ini_02_tx	...Texas.
ut	Always	ka0710_cnf_ini_02_ut	...Utah.
va	Always	ka0710_cnf_ini_02_va	...Virginia.
vi	Always	ka0710_cnf_ini_02_vi	...the Virgin Islands.
vt	Always	ka0710_cnf_ini_02_vt	...Vermont.
wa	Always	ka0710_cnf_ini_02_wa	...Washington.
wi	Always	ka0710_cnf_ini_02_wi	...Wisconsin.
wv	Always	ka0710_cnf_ini_02_wv	...West Virginia.
wy	Always	ka0710_cnf_ini_02_wy	...Wyoming.
other	Always	ka0710_cnf_ini_03	So you were NOT born in the United States or in a U.S. territory.
Always	Always	gl_cnf_ini_02	Right?

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior


Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0710_nm1_01] Let's try again... Please say the name of the U.S. state or territory where you were born. Or say, 'somewhere else'.	Re-Recognition:
nomatch 2	Always	Prompt: [ka0710_nm2_01] Sorry. If you were NOT born in the U.S. or one of its territories, say 'somewhere else'. Otherwise, tell me the name of the state or territory where you were born.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0710_ni1_01] If you were born in a U.S. state or territory, tell me which one. Otherwise, say 'somewhere else'.	Re-Recognition:
noinput 2	Always	Prompt: [ka0710_ni2_01] Sorry. If you were NOT born in the U.S. or one of its territories, say 'somewhere else'. Otherwise, tell me the name of the state or territory where you were born.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01]	--

Sorry, we seem to be having trouble.	
Commands: State-Specific Behavior	
See 1.2 Global Commands	
Commands: Disabled Globals	
repeat	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
--	

ka0720_POBCityNull_DS

Decision 		
Determines transition, based on the value of the pob_needed variable.		
Entering From		
ka0700_POBNull_DS , ka0710_GetPlaceOfBirth_DM		
Actions		
Condition	Action	Transition
If ka_collectPlaceOfBirthCity ==true	If caller_pob_city =="	-- Log: ka_collectPlaceOfBirthCity =true and caller_pob_city is null goto: ka0730_GetPOBCity_DM
^	Else //caller_pob_city !="	-- Log: caller_pob_city collected goto: ka0800_LastPaymentNull_DS
Else	Always	-- Log: ka_collectPlaceOfBirthCity ==false goto: ka0800_LastPaymentNull_DS
Developer Notes		
--		

ka0730_GetPOBCity_DM

CustomContext Recognition 			
Collects caller's city of birth.			
Entering From			
ka0720_POBCityNull_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0730_ini_01	Now, tell me the name of the city where you were born.
reprompt	Always	ka0730_ree_01	What's the name of the city where you were born?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm

kansas city,los angeles,camden,rohrert park //any valid city name	N/A	<result pob_city>	If Necessary
--	-----	-------------------	--------------

Actions

Option	Condition	Action	Transition
<city>	Always	Prompt: [ka0730_out_01] Thanks.	--
^	^	Assign: caller_pob_city =result	goto: ka0800_LastPaymentNull_DS

Confirmation Prompts

Option	Condition	Name	Wording
pob_city	Always	ka0730_cnf_ini_01	That was...
^	^	TTS Prompt : [dynamic]	{pob_city / final / example= Denver}
^	^	ka0730_cnf_ini_02	Right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0730_nm1_01] Let's try again. Please say the name of the city where you were born.	Re-Recognition:
nomatch 2	Always	Prompt: [ka0730_nm2_01] Sorry. Please tell me the full name of the city where you were born. You can say things like 'Madison' or 'Bakersfield'.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0730_ni1_01] Please say the name of the city where you were born.	Re-Recognition:
noinput 2	Always	Prompt: [ka0730_ni2_01] Sorry. Please tell me the full name of the city where you were born. You can say things like 'Madison' or 'Bakersfield'.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations


[See 1.2 Global Commands](#)

Config Parameters


Parameter	Value
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Developer Notes	
--	

ka0800_LastPaymentNull_DS

Decision 		
Determines transition based on the value of the last_payment_needed variable.		
Entering From		
ka0710_GetPlaceOfBirth_DM, ka0720_POBCityNull_DS, ka0730_GetPOBCity_DM		
Actions		
Condition	Action	Transition
If current_task==screen_pop	Always	--
Else if ka_collectPaymentAmount==true	If caller_last_payment=="	--
^	Else //caller_last_payment!="	--
Else //ka_collectPaymentAmount==false	Always	--
Developer Notes		
--		

ka0810_GetLastPaymentAmount_DM

Currency Recognition 			
Asks callers for the amount of the last benefit check that they received.			
Entering From			
ka0800_LastPaymentNull_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	ka0810_ini_01	Last question - what was the amount of your last benefit check?
reprompt	Always //after disconfirmation	ka0810_ree_01	What was the amount of your last benefit check?
Grammar			

Sample Expressions	DTMF	Reco Var/Option	Confirm
three hundred twenty six dollars and eighty two cents // range - from \$0.01 to \$9,999.00	3 2 6 * 8 2	<get_last_payment_amount last_payment_amount>	Always
i don't know, i don't remember	1	<get_last_payment_amount dont_know>	If Necessary
repeat, repeat that	9	<get_last_payment_amount repeat>	Never

Actions			
Option	Condition	Action	Transition
last_payment_amount	Always	Assign: caller_last_payment =<amount>	--
^	^	--	goto: ka0900_CheckingInfoMsg_PP
dont_know	Always	Assign: caller_last_payment =dont_know	goto: ka0820_CantProceedMsg_PP
repeat	Always	Prompt: [ka0810_out_01] Sure.	--
^	^	Prompt: [ka0810_out_02] What was the amount of your last benefit check?	Re-Recognition:

Confirmation Prompts			
Option	Condition	Name	Wording
last_payment_amount	Always	ka0810_cnf_ini_01	Just to make sure, the amount was...
^	^	dynamic	{last_payment_amount / final / CPR = currency / example =two hundred eighty dollars and sixty eight cents}
dont_know	Always	ka0810_cnf_ini_03	You don't know the amount of your last benefit check.
Always	Always	gl_cnf_ini_02	Right?

Confirmation Recovery Behavior
[See 1.3 Global Confirmation](#)

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [ka0810_nm1_01] Let's try again... Please say the exact amount of your last benefit check or enter it on your phone, using the 'star' key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,', you'd press '1 7 5 star 1 zero.'	Re-Recognition:
nomatch 2	Always	Prompt: [ka0810_nm2_01] Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and no cents,' you'd press '2 3 5 star zero zero.'	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--


nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [ka0810_ni1_01] Please say the exact amount of your last benefit check or enter it on your phone, using the 'star' key for the decimal point. For example, if you received 'one hundred seventy five dollars and ten cents,' you'd press '1 7 5 star 1 zero.'	Re-Recognition:
noinput 2	Always	Prompt: [ka0810_ni2_01] Sorry. If you don't know the exact amount of your last payment, press 1. Otherwise, tell me the amount, in dollars AND cents, or enter it on your keypad. For example, if you received 'two hundred thirty five dollars and no cents,' you'd press '2 3 5 star zero zero.'	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
The grammar shall accept a minimum of \$0.00 and a maximum of \$9,999.00. NOTE: grammar range revised - upper limit changed fro \$99,000 to \$9,999			

ka0820_CantProceedMsg_PP


Simple Play Prompt :))		
Tells callers that the IVR cannot help them without a check amount.		
Entering From		
ka0810_GetLastPaymentAmount_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: kba_transaction_status =failure	--
^	Prompt: [ka0820_out_01] Without the amount of your last payment I can't help you.	Return to calling dialog: BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD]

		DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
Developer Notes		
--		

ka0900_CheckingInfoMsg_PP

		Simple Play Prompt 
Tells callers that there may be a delay (while the backend database is accessed).		
Entering From		
ka0100_ElementsCheck_DB , ka0800_LastPaymentNull_DS , ka0810_GetLastPaymentAmount_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
If current_task==card_medicare	Prompt: [ka0900_out_03] I've got everything I need. Hold on while I submit this...	--
Else if no_kba_info_needed == false	Prompt: [ka0900_out_02] Please hold on while I look this up. It may take a few seconds...	--
Else // no_kba_info_needed == true	Prompt: [ka0900_out_04] Please hold on for just a second...	--
Always	--	goto: ka0910_QueryKB_DB
Developer Notes		
--		

ka0910_QueryKB_DB

		Database Call 
Submits query to backend database to verify authentication data.		
Entering From		
ka0900_CheckingInfoMsg_PP		
Input parameters		
Parameter	Value	
caller_ssn	9 digit Social Security Number	
caller_first_name	15 character First Name, upper case	
caller_last_name	20 character Last Name, upper case	
caller_alternative_name	Other last name, max length 20	
caller_dob	caller's date of birth	
attemptedAppID	Application making the request, 8 characters max.	
caller_maiden_name	Mothers maiden name, 20 characters max, upper case	
caller_pob	2 character state abbreviation for birth place. FF for foreign born.	
caller_pob_city	name of city	

bornInUS	Y or N
caller_last_payment	Payment amount, right justified, zero padded to 4 digits. For example, for \$234.00, send 0234
ani	Caller's 10 digit ANI. All zeros if unavailable.
Output parameters	
Variable	Description
ka_statusCode	Possible values that can be returned are: 0000=Success, 0001 = Data is valid and processed and the user already has direct deposit, 0002 = Data is valid and processed and the user does not have direct deposit, 0108=cannot match the information provided (unable to authenticate), 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, 0226=Survivor is not a spouse, parent or child on MBR, 0508=Block Access, 1111=Application is in off season (Dec. 15-Jan. 31), 7777=Validation failure, 8888=Not authenticated/authorized and 9999=Data Invalid. 2000 = authentication pass but SSN not receiving benefits, 2001/2002 = authentication pass but SSN is ineligible to use IVR, 2003 = authentication pass but SSN has pending changes
ka_statusDescription	Status code text description
ka_firstNameMbr	MBR authentication status for first name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_firstNameSsr	SSR authentication status for first name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_firstNameNumi	Numident authentication status for first name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_lastNameMbr	MBR authentication status for last name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_lastNameSsr	SSR authentication status for last name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_lastNameNumi	Numident authentication status for last name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_dobMbr	MBR authentication status for date of birth: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received, 06 = Non numeric DOB received, 07 = Non numeric DOB on database.
ka_dobSsr	SSR authentication status for date of birth: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received, 06 = Non numeric DOB received, 07 = Non numeric DOB on database.
ka_dobNumi	Numident authentication status for date of birth: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received, 06 = Non numeric DOB received, 07 = Non numeric DOB on database.
ka_mothersMaidenNameNumi	Numident authentication status for mothers maiden name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_placeOfBirthNumi	Numident authentication status for mothers maiden name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received
ka_nhSsnFirstName	9 digit Social Security Number (SSN). This tag will be returned when

	the user's first name is verified using an SSN other than the SSN entered.
ka_bicFirstName	1 or 2-digit alpha or alpha-numeric string representing the Beneficiary Identification Code (BIC). This tag will be returned when the user's first name is verified using an SSN other than the SSN entered.
ka_nhSsnLastName	9 digit Social Security Number (SSN). This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.
ka_bicLastName	1 or 2-digit alpha or alpha-numeric string representing the BIC. This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.
ka_nhSsnDob	9 digit Social Security Number (SSN). This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.
ka_bicDob	1 or 2-digit alpha or alpha-numeric string representing the BIC. This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.
ka_lastAuthenticatedDate	The date account was last authenticated (specific to TKBV/TCOA service)
ka_multipleAddresses	Indicates whether caller has multiple addresses on file (specific to TKBV/TCOA service) Y or N

Actions

Condition	Action	Transition
Always	Assign: no_kba_info_needed =false	--
If ka_statusCode == 0000 ka_statusCode == 0001 ka_statusCode == 0002 //success	If current_task==change_address If ka_multipleAddresses==Y //pass and multiple addresses n record	Assign: kba_transaction_status =success_multiple_address goto: ka0915_PlayLastAccessDate_PP
^	Else //ka_multipleAddresses==N	Assign: kba_transaction_status =success goto: ka0915_PlayLastAccessDate_PP
^	Else //different task	-- goto: ka0920_SuccessMsg_PP
Else //failure	If ka_statusCode ==2000	Assign: kba_transaction_status =coa_no_benefits goto: ka0915_PlayLastAccessDate_PP
^	Else if ka_statusCode== 2001 ka_statusCode==2002 //pass but SSN ineligible to use IVR	Assign: kba_transaction_status =coa_not_eligible --
^	^	Prompt: [ka0910_out_03] You'll need to speak with an agent to continue. goto: ka0915_PlayLastAccessDate_PP
^	Else if ka_statusCode=2003 //pass but SSN has pending changes	-- goto: ka0915_PlayLastAccessDate_PP
^	Else if ka_statusCode==0108	-- goto: ka0930_FailureMsg_PP
^	Else if ka_statusCode==0508	-- goto: ka0940_AccountBlockedMsg_PP
^	Else if ka_statusCode==0152	Assign: kba_transaction_status =failure --
^	^	Prompt: [ka0910_out_01] Sorry, our system is undergoing routine Return to calling dialog: BenefitsVerification

		<p>maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...</p>	<p>[bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]</p>
^	Else	Assign: <code>kba_transaction_status =failure</code>	--
^	^	<p>Prompt: [ka0910_out_02] Sorry, I'm having trouble getting access to your records...</p>	<p>Return to calling dialog: BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]</p>
Recovery Behavior			
See 1.1 Global Recovery Behavior			
Developer Notes			
--			

ka0915_PlayLastAccessDate_PP

Play Prompt :))			
--			
Entering From			
ka0910_QueryKB_DB			
Actions			
Condition		Action	Transition
If <code>ka_lastAuthenticatedDate!="</code>	If account was last accessed today	If <code>kba_transaction_status ==coa_pending_changes</code>	Prompt: [ka0915_out_01] It looks like you currently have changes pending. The last time you accessed your account was earlier today, on...
^	^	Else if <code>kba_transaction_status ==success kba_transaction_status ==success_multiple_address</code>	Prompt: [ka0915_out_02] Alright, we're all set. Just so you know, the last time you accessed your account was earlier today, on...
^	^	Else	Prompt: [ka0915_out_03] Just so you know, the last time you accessed your account was earlier today, on...
^	Else if account	If	Prompt: [ka0915_out_04]

	was last accessed yesterday	<code>kba_transaction_status ==coa_pending_changes</code>	It looks like you currently have changes pending. The last time you accessed your account was yesterday, on...	
^	^	Else if <code>kba_transaction_status ==success kba_transaction_status ==success_multiple_address</code>	Prompt: [ka0915_out_05] Alright, we're all set. Just so you know, the last time you accessed your account was yesterday, on...	--
^	^	Else	Prompt: [ka0915_out_06] Just so you know, the last time you accessed your account was yesterday, on...	--
^	Else // account was last accessed on earlier date	If <code>kba_transaction_status ==coa_pending_changes</code>	Prompt: [ka0915_out_07] It looks like you currently have changes pending. The last time you accessed your account was on...	--
^	^	Else if <code>kba_transaction_status ==success kba_transaction_status ==success_multiple_address</code>	Prompt: [ka0915_out_08] Alright, we're all set. Just so you know, the last time you accessed your account was on...	--
^	^	Else	Prompt: [ka0915_out_09] Just so you know, the last time you accessed your account was on...	--
^	Always		Prompt: [dynamic] {ka_lastAuthenticatedDate / final / CPR=date / example= June twentieth two thousand nineteen}	--
Else //no ka_lastAuthenticatedDate returned	If <code>kba_transaction_status ==coa_pending_changes</code>		Prompt: [ka0915_out_10] It looks like you currently have changes pending.	--
^	Else // <code>kba_transaction_status ==success kba_transaction_status ==success_multiple_address</code>		Prompt: [ka0915_out_11] Alright, we're all set.	--
Always			--	Return to calling dialog: BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
Developer Notes				
--				

ka0920_SuccessMsg_PP

Simple Play Prompt :))		
Conveys to callers that the information they have provided matched what is in the backend database.		
Entering From		
ka0910_QueryKB_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: kba_transaction_status =success	--
If current_task==benefits_verification	--	Return to calling dialog: BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]
Else	Prompt: [ka0920_out_01] All right. We're all set.	Return to calling dialog: BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD] ClaimStatusRequests [cs0110_KBAuthentication_SD] DirectDeposit [dd0300_KBAuthentication_SD] MedicareReplacementCard [mr0130_KBAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAuthentication_SD] main [mm3005_KBAuthentication_SD]
Developer Notes		
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ka0930_FailureMsg_PP

Simple Play Prompt :))		
Tells callers some of the information they have provided did not match what is in the backend database.		
Entering From		
ka0910_QueryKB_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: kba_transaction_status =failure	--
^	Prompt: [ka0930_out_01] Sorry, I'm having trouble processing this...	Return to calling dialog: BenefitsVerification [bv0130_KBAuthentication_SD] ChangeOfAddress [ca0300_KBAuthentication_SD]

		ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
Developer Notes		
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ka0940_AccountBlockedMsg_PP

		Simple Play Prompt :))
Tells callers that there is a block on access to their account via IVR and web.		
Entering From		
ka0910_QueryKB_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: kba_transaction_status =account_blocked	--
^	Prompt: [ka0940_out_01] According to our records, you asked that this automated system and our website block access to your account, so you'll need to speak to someone. By the way, if you want to unblock your account, the agent can help you do that as well.	Return to calling dialog: BenefitsVerification [bv0130_KBAAuthentication_SD] ChangeOfAddress [ca0300_KBAAuthentication_SD] ClaimStatusRequests [cs0110_KBAAuthentication_SD] DirectDeposit [dd0300_KBAAuthentication_SD] MedicareReplacementCard [mr0130_KBAAuthentication_SD] ReplacementBenefitStatement [rb0300_KBAAuthentication_SD] main [mm3005_KBAAuthentication_SD]
Developer Notes		
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2.9 MedicareReplacementCard Dialog

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

mr0100_PingHost_DB

Database Call		
Pings the host database to ensure the host is available.		
Entering From		
mm0565_MRC_SD		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Description	
mr_statusCode	Determines if the backend system is available. Possible values that can be returned are: 0000=Success, 0150=System Failure-connected but failed for other reasons, 0151=System Failure, 0152=Off hour request, and 7777=Validation failure.	
mr_statusDescription	Status code text description.	
Actions		
Condition	Action	Transition
If mr_statusCode ==0000 //success	Assign: attemptedAppID =TMRC	goto: mr0130_KBAAuthentication_SD
Else //failure	Always Assign: mrc_transaction_status =failure	--
^	If mr_statusCode ==0152 //off hours request	Prompt: [mr0100_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...
^	Else	Prompt: [mr0100_out_02] Sorry, I'm having trouble getting access to your records...
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

mr0130_KBAAuthentication_SD

Subdialog Call		
Sub dialogue call to 'Knowledge Based Authentication'.		
Entering From		
mr0100_PingHost_DB		
Dialog called		

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

mr0210_MRCSuccess_PP

Simple Play Prompt :))		
Informs the caller how long it will take to receive the request and that it was submitted successfully.		
Entering From		
mr0130_KBAAuthentication_SD		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [mr0210_out_01] You should receive your Replacement Medicare Card in the mail within four weeks.	goto: mr0220_TransactionEnd_PP
Developer Notes		
--		

mr0220_TransactionEnd_PP


Simple Play Prompt :))		
Gives the caller the option to hang up if they're finished.		
Entering From		
mr0210_MRCSuccess_PP		
Actions		
Condition	Action	Transition
Always	Assign: <code>mrc_transaction_status =success</code>	--

^	Prompt: [mr0220_out_01] If you're finished, feel free to hang up. Otherwise,...	Return to calling dialog: main [mm0565_MRC_SD]
Developer Notes		
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2.10 NameOSDM Dialog

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

na0110_PlayEntryPrompt_PP

		Simple Play Prompt 
Plays an introduction message letting the caller know what name will be collected [first].		
Entering From		
ka0340_GetCallerName_SD, ka0370_GetCallerNameRetry_SD, ka0430_GetAlternativeName_SD, ka0460_GetAlternativeNameRetry_SD, ka0620_GetMaidenName_SD		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: name_collect_counter =<name_collect_counter+1>	--
^	Assign: previousState =na0110	--
If entryprompt!="	Prompt: [dynamic] {entryprompt}	--
Else	If collectname_names_to_collect=first_last Prompt: [default_name_entryprompt_firstname_lastname] Let's start with your first name.	--
^	Else //collectname_names_to_collect=last Prompt: [default_name_entryprompt_lastname_firstname] Let's start with your last name.	--
If collectname_names_to_collect==last	If collectname_spellingonly==false	goto: na0130_SayAndSpellLast_DM
^	Else //collectname_spellingonly==true	goto: na0150_SpellLast_DM
Else //collectname_names_to_collect==first_last	If collectname_spellingonly==false	goto: na0120_SayAndSpellFirst_DM
^	Else //collectname_spellingonly==true	goto: na0140_SpellFirst_DM
Developer Notes		
Disable barge-in Check configuration for setting of entryprompt parameter		

na0120_SayAndSpellFirst_DM

		CustomContext Recognition 
Asks the caller to say and spell their first name.		
Entering From		
na0110_PlayEntryPrompt_PP, na0200_ConfirmName_DM		
Initial Prompts		

Type	Condition	Name	Wording
initial	If <code>previousState == na0110</code>	If <code>sayandspellfirstinitialprompt1 != ""</code>	dynamic {sayandspellfirstinitialprompt1}
initial	^	Else	default_name_sayandspellfirst_collection_initialprompt1 Please say and spell your first name. For example, if your first name was Robin, you'd say "Robin: R O B I N." Go ahead.
initial	Else // <code>previousState</code> is na0200	If <code>sayandspellfirstinitialprompt2 != ""</code>	dynamic {sayandspellfirstinitialprompt2}
initial	^	Else	default_name_sayandspellfirst_collection_initialprompt2 And now let me get your first name including the spelling.

Grammar

Sample Expressions	DTMF	Reco Var/Option	Confirm
robin robin // if name matches generic say and spell grammar	n/a	<sayandspellfirst <name>>	Never
robin robin // if name provided matched grammar compiled from TNRS	n/a	<sayandspellfirst_tnrs <name_tnrs>	Never

Actions


Option	Condition	Action	Transition
<any>	Always	Assign: <code>previousState =na0120</code>	--
^	^	Assign: <code>returnfirstname =result</code>	--
^	If high confidence	If <code>collectname_names_to_collect ==first_last</code> Prompt: [na0120_out_01] All right.	goto: na0130_SayAndSpellLast_DM
^	^	Else // <code>collectname_names_to_collect =last</code>	goto: na0200_ConfirmName_DM
^	Else if low/medium confidence	--	goto: na0140_SpellFirst_DM
^	Else //failure	--	goto: na0220_ExitFailurePrompt_PP

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	If <code>tnrs_checked ==false</code>	Assign: <code>returnCode =failure</code>	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
nomatch 1	Else if <code>sayandspellfirstnomatchprompt1 != ""</code>	Prompt: [dynamic] {sayandspellfirstnomatchprompt1}	Re-Recognition:
nomatch 1	Else	Prompt:	Re-Recognition:

			[default_name_sayandspellfirst_collection_reprompts1] Sorry, please say and spell your first name again, or for more information say "help".	
nomatch 2	If sayandspellfirstnomatchprompt2!="		Prompt: [dynamic] {sayandspellfirstnomatchprompt2}	--
nomatch 2	Else		Prompt: [silence.wav] <silence_200ms>	--
nomatch 2	Always		Assign: collectname_spellingonly =true	goto: na0140_SpellFirst_DM
noinput 1	If sayandspellfirstnoinputprompt1!="		Prompt: [dynamic] {sayandspellfirstnoinputprompt1}	Re-Recognition:
noinput 1	Else		Prompt: [default_name_sayandspellfirst_collection_noinputprompts1] Sorry, please say and spell your first name, or for more information say "help".	Re-Recognition:
noinput 2	If tnrs_checked==false		Assign: returnCode =failure	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
noinput 2	Else //tnrs_checked==true	If sayandspellfirstnoinputprompt2!="	Prompt: [dynamic] {sayandspellfirstnoinputprompt2}	--
noinput 2	^	Else	Prompt: [default_name_sayandspellfirst_collection_noinputprompts2] I still didn't hear you. Please say and then spell your first name.	--
noinput 2	^	Always	Assign: collectname_spellingonly =true	goto: na0140_SpellFirst_DM
Commands: State-Specific Behavior				
See 1.2 Global Commands				
Commands: Confirmations				
See 1.2 Global Commands				
Config Parameters				
Parameter		Value		
--		--		
Developer Notes				
--				

na0130_SayAndSpellLast_DM

CustomContext Recognition 					
If name_collect_task=caller, asks the caller to say and spell their last name. If name_collect_task=alternative, collects caller's other name. If name_collect_task=maiden, collects caller's mother's maiden name.					
Entering From					
na0110_PlayEntryPrompt_PP, na0120_SayAndSpellFirst_DM, na0140_SpellFirst_DM, na0200_ConfirmName_DM					
Initial Prompts					
Type	Condition		Name	Wording	
initial	If previousState==na0110 previousState==na0200		If sayandspellinitialprompt1!="	dynamic {sayandspellinitialprompt1}	
initial	^		Else	default_name_sayandspelllast_collection_initialprompt1 Please say and spell your last name. [Pause] For example, if your last name was Kusack, you'd say "Kusack K U S A C K". Go ahead.	
initial	Else// previousState==na0120 previousState== na0140		If sayandspellinitialprompt2!="	dynamic {sayandspellinitialprompt2}	
initial	^		Else	default_name_sayandspelllast_collection_initialprompt2 And now let me get your last name, including the spelling.	
Grammar					
Sample Expressions		DTMF	Reco Var/Option	Confirm	
kusack K U S A C K // if name matches generic say and spell grammar		n/a	<sayandspelllast <name>>	Never	
kusack K U S A C K // if name provided matched grammar compiled from TNRS		n/a	<sayandspelllast_tnrs <name_tnrs>>	Never	
I don't know, I don't have one, none // this option is available ONLY when name_collect_task=alternative		n/a	<alt_name_sayandspelllast none>	If Necessary	
Actions					
Option	Condition			Action	Transition
<any>	Always			Assign: previousState =na0130	--
none	Always			Assign: returnlastname ="	--
^	^			Assign: lastnamespell ="	--
^	^			Prompt: [na0130_out_02] No problem.	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
<name>, <name_tnrs>	Always			Assign: returnlastname =result	--
^	If high	If	If	If	-- goto:

	confidence	collectname_names_to_collect=last	firstNameTNRS!=" //firstNameTNRS is populated	firstNameTNRS!=" && lastNameTNRS!=" && (caller_first_name==firstNameTNRS) && (caller_last_name==lastNameTNRS) //if firstNameTNRS and lastNameTNRS are populated and collected first and last name match TNRS		na0210_ExitSuccessPrompts_PP
^	^	^	^	Else	--	goto: na0200_ConfirmName_DM
^	^	^	Else //no firstNameTNRS	If lastNameTNRS!=" && (caller_last_name==lastNameTNRS) //if lastNameTNRS is populated and matches collected last name	--	goto: na0210_ExitSuccessPrompts_PP
^	^	^	^	Else	--	goto: na0200_ConfirmName_DM
^	^	Else //collectname_names_to_collect=last_first	If firstNameTNRS!=" && lastNameTNRS!=" && (caller_first_name==firstNameTNRS) && (caller_last_name==lastNameTNRS) //If firstNameTNRS and lastNameTNRS are populated and collected first and last name match TNRS	--		goto: na0210_ExitSuccessPrompts_PP
^	^	^	Else		--	goto: na0200_ConfirmName_DM
^	Else if low or medium confidence				--	goto: na0150_SpellLast_DM
^	Else //failure				--	goto: na0220_ExitFailurePrompt_PP

Confirmation Prompts

Option	Condition	Name	Wording
none	Always	na0130_cnf_ini_01	You don't have another last name.
Always	Always	gl_cnf_ini_02	Right?

Confirmation Recovery Behavior			
Type	Condition	Action	Transition
noinput 1	Always	--	Re-Recognition: Reprompt
noinput 2	Always	Prompt: [gl_cnf_ni2_01] Sorry.	Re-Recognition: Reprompt
noinput 3	Always	Prompt: [gl_cnf_ni3_01] Sorry, we seem to be having trouble.	goto: na0220_ExitFailurePrompt_PP
nomatch 1	Always	Prompt: [gl_cnf_nm1_01] Sorry. Please say 'yes' or 'no.'	Re-Recognition: Reprompt
nomatch 2	Always	Prompt: [gl_cnf_nm2_01] Sorry. Please say 'yes' or 'no.'	Re-Recognition: Reprompt
nomatch 3	Always	Prompt: [gl_cnf_nm3_01] Sorry, we seem to be having trouble.	goto: na0220_ExitFailurePrompt_PP
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	If <code>tnrs_checked==false</code>	Assign: <code>returnCode =failure</code>	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
nomatch 1	Else if <code>sayandspelllastnomatchprompt1!="</code>	Prompt: [dynamic] {sayandspelllastnomatchprompt1}	Re-Recognition:
nomatch 1	Else	Prompt: [default_name_sayandspelllast_collection_reprompts1] Sorry, please tell me your last name with the spelling, or for more information just say "help".	Re-Recognition:
nomatch 2	If <code>sayandspelllastnomatchprompt2!="</code>	Prompt: [dynamic] {sayandspelllastnomatchprompt2}	--
nomatch 2	Else	Prompt: [silence.wav] <silence_200ms>	--
nomatch 2	Always	Assign: <code>collectname_spellingonly =true</code>	goto: na0150_SpellLast_DM
noinput 1	If <code>sayandspelllastnoinputprompt1!="</code>	Prompt: [dynamic] {sayandspelllastnoinputprompt1}	Re-Recognition:
noinput 1	Else	Prompt: [default_name_sayandspelllast_collection_noinputprompts1] Sorry, please tell me your last name with the spelling, or for more information just say "help".	Re-Recognition:
noinput 2	If <code>tnrs_checked==false</code>	Assign: <code>returnCode =failure</code>	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication

				[ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
noinput 2	Else //tnrs_checked==true	If sayandspellastnoinputprompt2!="	Prompt: [dynamic] {sayandspellastnoinputprompt2}	--
noinput 2	^	Else	Prompt: [default_name_sayandspellastcollection_noinputprompts2] I still didn't hear you. Please say and then spell your last name.	--
noinput 2	^	Always	Assign: collectname_spellingonly=true	goto: na0150_SpellLast_DM

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)


Config Parameters

Parameter	Value
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Developer Notes

ADDED 'none' option to be used ONLY when name_collect_task=alternative. Created new grammar 'alt_name_sayandspellast' to handle the 'none' option, though if it is better to simply insinuate it in existing grammar we can revise.


na0140_SpellFirst_DM

CustomContext Recognition 			
Asks the caller to just spell their first name.			
Entering From			
na0110_PlayEntryPrompt_PP, na0120_SayAndSpellFirst_DM, na0200_ConfirmName_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	If spellfirstinitialprompt1!="	dynamic	{spellfirstinitialprompt1}
initial	Else	default_name_spellfirst_collection_initialprompt1	Please spell your first name.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
ROBIN // if name matches generic say and spell grammar	n/a	<spellfirst <name>>	Never
ROBIN // if name provided matched grammar compiled from TNRS	n/a	<spellfirst_tnrs <name_tnrs>>	Never

Actions					
Option	Condition		Action	Transition	
<any>	Always		Assign: previousState =na0140	--	
^	If high confidence	If collectname_names_to_collected==first_last	If collectname_spellonly==false	--	goto: na0130_SayAndSpellLast_DM
^	^	^	Prompt: [na0140_out_01] All right.	--	goto: na0150_SpellLast_DM
^	^		Assign: returnfirstname =result	--	goto: na0200_ConfirmName_DM
^	Else //failure or low or medium confidence		--	--	goto: na0220_ExitFailurePrompt_PP
Recovery Behavior					
Type	Condition		Action	Transition	
nomatch 1	If spellfirstnomatchprompt1!="		Prompt: [dynamic] {spellfirstnomatchprompt1}	--	
nomatch 1	Else		Prompt: [default_name_spellfirst_collection_nomatchprompts1] Sorry I didn't catch that. Go ahead and spell your first name again for me.	--	
nomatch 2	If spellfirstnomatchprompt2!="		Prompt: [dynamic] {spellfirstnomatchprompt2}	--	
nomatch 2	Else		Prompt: [default_name_spellfirst_collection_nomatchprompts2] Sorry, I still didn't get that. Please spell your first name one more time. [Pause] For example, if your name was Robin, you'd say "R O B I N."	--	
nomatch 3	Always		--	--	goto: na0220_ExitFailurePrompt_PP
noinput 1	If spellfirstnoinputprompt1!="		Prompt: [dynamic] {spellfirstnoinputprompt1}	--	
noinput 1	Else		Prompt: [default_name_spellfirst_collection_noinputprompts1] Sorry -- please spell your first name.	--	
noinput 2	If spellfirstnoinputprompt2!="		Prompt: [dynamic] {spellfirstnoinputprompt2}	--	
noinput 2	Else		Prompt: [default_name_spellfirst_collection_noinputprompts2] I still didn't hear you. Please go ahead spell your first name for me, or for more information say "help".	--	
noinput 3	Always		--	--	goto: na0220_ExitFailurePrompt_PP
Commands: State-Specific Behavior					
See 1.2 Global Commands					

Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
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na0150_SpellLast_DM

CustomContext Recognition 				
If name_collect_task=caller, asks the caller to spell their last name. If name_collect_task=alternative, collects caller's alternative last name or, if name_collect_task=maiden, collects caller's mother's maiden name.				
Entering From				
na0110_PlayEntryPrompt_PP, na0130_SayAndSpellLast_DM, na0140_SpellFirst_DM, na0200_ConfirmName_DM				
Initial Prompts				
Type	Condition		Name	Wording
initial	If previousState==na0110		If spelllastinitialprompt1!="	dynamic {spelllastinitialprompt1}
initial	^		Else	default_name_spelllast_collection_initialprompt1 Please spell your last name.
initial	^		If spelllastinitialprompt2!="	dynamic {spelllastinitialprompt2}
initial	^		Else	default_name_spelllast_collection_initialprompt2 Sorry, just *spell* your last name for me.
Grammar				
Sample Expressions			DTMF	Reco Var/Option
<last name> // if name matches generic say and spell grammar			n/a	<spelllast <name>>
<last name tnrs> // if name provided matched grammar compiled from TNRS			n/a	<spelllast_tnrs <name_tnrs>>
Actions				
Option	Condition		Action	Transition
<any>	Always		Assign: previousState =na0150	--
^	^		Assign: returnlastname =result	--
^	If high confidence	If collectname_names_to_collect==first_last	If firstNameTNRS!=" && lastNameTNRS!=" && (caller_first_name==firstNameTNRS) && (caller_last_name==lastNameTNRS)	-- goto: na0210_ExitSuccessPrompts_PP
^	^	^	Else	-- goto: na0200_ConfirmName_DM
^	^	Else //collectname_names_to_collect==last	If firstNameTNRS!=" If firstNameTNRS!=" && lastNameTNRS!=" &&	-- goto: na0210_ExitSuccessPrompts_PP

				(caller_first_name==first NameTNRS) && (caller_last_name==last NameTNRS)		
^	^	^	^	Else	--	goto: na0200_ConfirmName_DM
^	^	^	Else	If lastNameTNRS!=" && (caller_last_name == lastNameTNRS)	--	goto: na0210_ExitSuccessPrompts_PP
^	Else //failure				--	goto: na0220_ExitFailurePrompt_PP


Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	If spelllastnomatchprompt1!="	Prompt: [dynamic] {spelllastnomatchprompt1}	--
nomatch 1	Else	Prompt: [default_name_spelllast_collection_nomatchprompts1_part2] Sorry, please spell that again for me.	Re-Recognition:
nomatch 2	If spelllastnomatchprompt2!="	Prompt: [dynamic] {spelllastnomatchprompt2}	--
nomatch 2	Else	Prompt: [default_name_spelllast_collection_nomatchprompts2_part2] I still didn't hear you. Please go ahead and spell your last name for me, or for more information say "help".	Re-Recognition:
noinput 3	Always	--	goto: na0220_ExitFailurePrompt_PP
noinput 1	If spelllastnoinputprompt1!="	Prompt: [dynamic] {spelllastnoinputprompt1}	--
noinput 1	Else	Prompt: [default_name_spelllast_collection_noinputprompts1] Sorry, I didn't catch that. Go ahead and spell your last name for me.	Re-Recognition:
noinput 2	If spelllastnoinputprompt2!="	Prompt: [dynamic] {spelllastnoinputprompt2}	--
noinput 2	Else	Prompt: [default_name_spelllast_collection_noinputprompts2] Sorry I still didn't get that. Please spell your last name for me one more time. [Pause] For example, if your last name was Rafter, you'd just say "R A F T E R"	Re-Recognition:
noinput 3	Always	--	goto: na0220_ExitFailurePrompt_PP

Commands: State-Specific Behavior

See 1.2 Global Commands	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
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na0200_ConfirmName_DM

			YesNo Recognition		
Asks the caller to confirm the name collected is correct.					
Entering From					
na0120_SayAndSpellFirst_DM, na0130_SayAndSpellLast_DM, na0140_SpellFirst_DM, na0150_SpellLast_DM, na0200_ConfirmName_DM					
Initial Prompts [Barge-in is OFF]					
Type	Condition		Name	Wording	
initial	Always		na0200_ini_01	Let me read that back:	
initial	If caller_first_name !="	If collectname_spellingonly==true	na0200_ini_06	Your first name is spelled...	
initial	^	Else	na0200_ini_02	Your first name is...	
initial	^	^	TTS Prompt : [dynamic]	{caller_first_name / medial / example = John}	
initial	^	^	na0200_ini_04	...spelled...	
initial	^	Always	dynamic	{caller_first_name / final / CPR=alphanum / example = J-O-H-N}	
initial	If collectname_names_to_collect==last or last_first	If collectname_spellingonly==true	If name_collect_task==caller	na0200_ini_12	And last name spelled...
initial	^	^	Else if name_collect_task==alternative	na0200_ini_18	Your other last name is spelled...
initial	^	^	Else //name_collect_task==maiden	na0200_ini_24	Your mother's maiden name is spelled...
initial	^	Else	If name_collect_task==caller	na0200_ini_08	And last name...
initial	^	^	Else if name_collect_task==alternative	na0200_ini_14	Your other last name is...
initial	^	^	Else //name_collect_task==maiden	na0200_ini_20	Your mother's maiden name is...
initial	^	^	Always	TTS Prompt : [dynamic]	{caller_last_name / medial /example=Smith}

initial	^	^	^	na0200_ini_10	...spelled...	
initial	^	Always		dynamic	{ caller_last_name / final / CPR=alphanum / example=S-M-I-T-H}	
initial	Always			na0200_ini_26	Did I get that right?	
Grammar						
Sample Expressions				DTMF	Reco Var/Option	Confirm
yes				1	< confirmname yes>	Never
no				2	< confirmname no>	Never
repeat, hear it again, spell the name again, spell it again				3	< confirmname repeat>	Never
Actions						
Option	Condition			Action	Transition	
<any>	Always			Assign: previousState =na0200	--	
yes	Always			--	goto: na0210_ExitSuccessPrompts_P P	
no	Always			Assign: returnfirstname ="	--	
^	^			Assign: returnlastname ="	--	
^	If name_disconfirm_counter ==0			Assign: name_disconfirm_counter =< name_disconfirm_counter +1>	--	
^	^	If name_collect_task = =caller	If tnrs_checked ==true	If name_collect_counter ==1 Assign: name_collect_counter =< name_collect_counter +1> Prompt: [na0200_out_02] [na0200_out_02] My mistake. Let's try again...	goto: na0120_SayAndSpellFirst_DM	
^	^	^	^	Else if name_collect_counter ==2 Assign: collectname_spellingonly = collectname_spellingonly =true Assign: name_collect_counter =< name_collect_counter +1> Prompt: [na0200_out_02] [na0200_out_02] My mistake. Let's try again...	goto: na0140_SpellFirst_DM	
^	^	^	^	Else name_collect_counter ==3 --	goto: na0205_ConfirmationApology_P P	
^	^	Else if (name_collect_task = =caller name_collect_task = alternative)	If tnrs_checked ==false	Prompt: [na0200_out_05] My mistake.	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]	
^	^	Else if name_collect_task != caller	If name_collect_counter ==1	Assign: name_collect_counter =< name_collect_counter +1>	--	
^	^	^	^	Prompt: [na0200_out_02]	goto:	

				My mistake. Let's try again...	na0130_SayAndSpellLast_DM
^	^	^	Else if name_collect_counter==2	Assign: name_collect_counter=<name_collect_counter+1>	--
^	^	^	^	Prompt: [na0200_out_02] My mistake. Let's try again...	goto: na0150_SpellLast_DM
^	^	^	Else //name_collect_counter==3	--	goto: na0205_ConfirmationApology_PP
^	^	Else		--	goto: na0205_ConfirmationApology_PP
^	Else if name_disconfirm_counter==1			Assign: name_disconfirm_counter=<name_disconfirm_counter+1>	--
^	^			Assign: collectname_spellingonly=true	--
^	^	If name_collect_task=caller	If name_collect_counter==2	Prompt: [na0200_out_03] Sorry. Let's try again...	goto: na0140_SpellFirst_DM
^	^	^		Prompt: [na0200_out_03] Sorry. Let's try again...	goto: na0150_SpellLast_DM
^	^	Else		--	goto: na0205_ConfirmationApology_PP
^	Else			--	goto: na0205_ConfirmationApology_PP
repeat	Always			Prompt: [na0200_out_01] Sure.	goto: na0200_ConfirmName_DM
failure	Always			--	goto: na0220_ExitFailurePrompt_PP

Recovery Behavior

Type	Condition		Action	Transition	
nomatch 1	If caller_first_name!="	If collectname_spellingonly==true	Prompt: [na0200_nm1_07] Sorry. I heard the first name spelled...	--	
nomatch 1	^	Else	Prompt: [na0200_nm1_01] Sorry. I heard the first name...	--	
nomatch 1	^	^	TTS Prompt: [dynamic] {caller_first_name / medial / example=John}	--	
nomatch 1	^	^	Prompt: [na0200_nm1_03] ...spelled...	--	
nomatch 1	^	Always	Prompt: [dynamic] {caller_first_name / medial / CPR=alphanumeric / example=J-O-H-N}	--	
nomatch 1	If collectname_names_to_collect==last collectname_names_to_collect==last_first	If collectname_spellingonly==true	If name_collect_task=caller	Prompt: [na0200_nm1_05] ...and last name...	--

nomatch 1	^	^	Else if name_collect_task==alternative	Prompt: [na0200_nm1_13] Sorry. The name I heard was spelled...	--
nomatch 1	^	^	Else //name_collect_task==maiden	Prompt: [na0200_nm1_13] Sorry. The name I heard was spelled...	--
nomatch 1	^	Else	If name_collect_task==caller	Prompt: [na0200_nm1_05] ...and the last name...	--
nomatch 1	^	^	Else if name_collect_task==alternative	Prompt: [na0200_nm1_11] Sorry. The name I heard was...	--
nomatch 1	^	^	Else //name_collect_task==maiden	Prompt: [na0200_nm1_11] Sorry. The name I heard was...	--
nomatch 1	^	^	Always	TTS Prompt: [dynamic] { caller_last_name / medial / example=Smith}	--
nomatch 1	^	^	^	Prompt: [na0200_nm1_03] ...spelled...	--
nomatch 1	^	Always		Prompt: [dynamic] { caller_last_name / final / CPR=alphanum / example=S-M-I-T-H}	--
nomatch 1	Always			Prompt: [na0200_nm1_09] Did I get that right?	Re-Recognition:
nomatch 2	If name_collect_task==maiden			Prompt: [na0200_nm2_02] Sorry. If I got your name right, press 1. If I got it WRONG, press 2. Or, to hear the name I got AGAIN, press 3.	Re-Recognition:
nomatch 2	Else //name_collect_task is caller or alternative			Prompt: [na0200_nm2_01] Sorry. If I got your mother's maiden name right, press 1. If I got it WRONG, press 2. Or, to hear the name I got AGAIN, press 3.	Re-Recognition:
nomatch 3	Always			Assign: name_disconfirm_counter =0	--
nomatch 3	^			Assign: returnCode =failure	--
nomatch 3	^			Assign: returnfirstname ="	--
nomatch 3	^			Assign: returnlastname ="	--
nomatch 3	^			Assign: transfer_reason =error	--
nomatch 3	^			--	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
noinput 1	If	If collectname_spellingonly==true		Prompt: [na0200_ni1_07]	--

	caller_first_name!="			Sorry. I heard the first name spelled...	
noinput 1	^	Else		Prompt: [na0200_ni1_01] Sorry. I heard the first name...	--
noinput 1	^	^		TTS Prompt: [dynamic] {caller_first_name / medial / example=John}	--
noinput 1	^	^		Prompt: [na0200_ni1_03] ...spelled...	--
noinput 1	^	Always		Prompt: [dynamic] {caller_first_name / medial / CPR=alphanum / example=J-O-H-N}	--
noinput 1	If collectnames_to_collect==last collectnames_to_collect==last_first	If collectname_spellonly==true	If name_collect_task==caller	Prompt: [na0200_ni1_05] ...and last name...	--
noinput 1	^	^	Else if name_collect_task==alternative	Prompt: [na0200_ni1_13] Sorry. The name I heard was spelled...	--
noinput 1	^	^	Else //name_collect_task==maiden	Prompt: [na0200_ni1_13] Sorry. The name I heard was spelled...	--
noinput 1	^	Else	If name_collect_task==caller	Prompt: [na0200_ni1_05] ...and the last name...	--
noinput 1	^	^	Else if name_collect_task==alternative	Prompt: [na0200_ni1_11] Sorry. The name I heard was...	--
noinput 1	^	^	Else //name_collect_task==maiden	Prompt: [na0200_ni1_11] Sorry. The name I heard was...	--
noinput 1	^	^	Always	TTS Prompt: [dynamic] {caller_last_name / medial / example=Smith}	--
noinput 1	^	^	^	Prompt: [na0200_ni1_03] ...spelled...	--
noinput 1	^	Always		Prompt: [dynamic] {caller_last_name / final / CPR=alphanum / example=S-M-I-T-H}	--
noinput 1	Always			Prompt: [na0200_ni1_09] Did I get that right?	Re-Recognition:
noinput 2	If name_collect_task==maiden			Prompt: [na0200_ni2_02] Sorry. If I got your mother's maiden name right, press 1. If I got it WRONG, press 2. Or, to hear the name I got AGAIN, press 3.	Re-Recognition:
noinput 2	Else //name_collect_task=caller or alternative			Prompt: [na0200_ni2_01] Sorry. If I got your name right, press 1. If I got it WRONG, press 2. Or, to hear the name I got AGAIN, press 3.	Re-Recognition:
noinput 3	Always			Assign: name_disconfirm_counter=0	--

nomatch 3	^	Assign: returnCode =failure	--
nomatch 3	^	Assign: returnfirstname ="	--
nomatch 3	^	Assign: returnlastname ="	--
nomatch 3	^	Assign: transfer_reason =error	--
nomatch 3	^	--	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
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Developer Notes


Barge-in turned off!!!

na0205_ConfirmationApology_PP


Simple Play Prompt :))		
Plays an apology message to the caller.		
Entering From		
na0200_ConfirmName_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: previousState =na0205	--
If confirmationapologyprompt!="	Prompt: [dynamic] {confirmationapologyprompt}	--
Else	Prompt: [default_name_confirmationapology] Sorry about that.	--
Always	Assign: name_disconfirm_counter =0	--
^	Assign: returnCode =failure	--
^	Assign: returnfirstname ="	--
^	Assign: returnlastname ="	--

^	Assign: <code>transfer_reason =error</code>	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
Developer Notes		
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na0210_ExitSuccessPrompts_PP

		Simple Play Prompt 
Informs the caller that the name was successfully collected.		
Entering From		
na0130_SayAndSpellLast_DM, na0150_SpellLast_DM, na0200_ConfirmName_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: <code>previousState ="</code>	--
^	Assign: <code>returnCode =success</code>	--
If <code>exitsuccessprompt!="</code>	Prompt: [dynamic] { <code>exitsuccessprompt</code> }	--
Else	Prompt: [default_successprompt] Got it.	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
Developer Notes		
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na0220_ExitFailurePrompt_PP


		Play Prompt 
Plays name collection failure prompt		
Entering From		
na0120_SayAndSpellFirst_DM, na0130_SayAndSpellLast_DM, na0140_SpellFirst_DM, na0150_SpellLast_DM, na0200_ConfirmName_DM		
Actions		
Condition	Action	Transition
Always	Assign: <code>previousState ="</code>	--
^	Assign: <code>transfer_reason =error</code>	--

^	Assign: <code>returnCode =failure</code>	--
If <code>exitfailureprompt!=""</code>	Prompt: [dynamic] { <code>exitfailureprompt</code> }	--
Else	Prompt: [default_name_exitfailureprompt] Sorry I'm having so much trouble.	--
Always	Assign: <code>name_disconfirm_counter =0</code>	Return to calling dialog: KnowledgeBasedAuthentication [ka0340_GetCallerName_SD] KnowledgeBasedAuthentication [ka0370_GetCallerNameRetry_SD] KnowledgeBasedAuthentication [ka0430_GetAlternativeName_SD] KnowledgeBasedAuthentication [ka0460_GetAlternativeNameRetry_SD] KnowledgeBasedAuthentication [ka0620_GetMaidenName_SD]
Developer Notes		
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2.11 ReplacementBenefitStatement Dialog

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


rb0050_InitializeReplacementBenefitStatement_DS

Decision 		
Initializes the replacement benefit statement module.		
Entering From		
mm0530_BenefitsStatement_SD		
Actions		
Condition	Action	Transition
Always	Assign: replacement_statement_deceased =false	--
^	Assign: deceasedSSN ="	goto: rb0100_MySSAWebsite_PP
Developer Notes		
--		

rb0100_MySSAWebsite_PP

Simple Play Prompt 		
Created new play prompt to encourage callers to use the MySSA website to request their 1099/1042 statements.		
Entering From		
rb0050_InitializeReplacementBenefitStatement_DS		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Prompt: [rb0100_out_01] Did you know you can view, print, save or request a copy of your SSA-1099 or SSA-1042S by going online and using your MySSA account? Go to www dot Social Security dot GOV and click on my Social Security.	goto: rb0110_CurrentYearQuestion_DM
Developer Notes		
Barge-in turned off!		


rb0110_CurrentYearQuestion_DM

CustomContext Recognition 			
Determines what year the caller wants the replacement 1099 for.			
Entering From			
rb0100_MySSAWebsite_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	rb0110_ini_01	Are you calling to get a replacement '1099' for the...
initial	If current date is Dec 15-31	dynamic	{current_year/medial/CPR=date/example=2020}
initial	Else current date is NOT Dec 15-31	dynamic	{current_year_minus_one/medial/CPR=date/exampl

			e=2019}
initial	Always	rb0110_ini_04	...tax year?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
yes, yeah		1	<current_year_question_yesno yes>
no		2	<current_year_question_yesno no>
Actions			
Option	Condition	Action	Transition
yes	If <current_date> is between Dec 15 and Jan 31	--	goto: rb0130_1099JanuaryEnd_DM
^	Else	Prompt: [rb0110_out_01] All right.	goto: rb0200_PingHost_DB
no	Always	Assign: benefits_statement_transaction_status =previous_year	--
^	^	Prompt: [rb0110_out_02] To get a '1099' for a previous year you'll need to speak with an agent.	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [rb0110_nm1_01] Let's try again... ARE you calling to get a replacement 1099 for the...	--
nomatch 1	If current date is Dec 15-31	Prompt: [dynamic] {current_year/medial/CPR=date/example=2020}	--
nomatch 1	Else if current date is NOT Dec 15 - 31	Prompt: [dynamic] {current_year_minus_one/medial/CPR=date/example=2019}	--
nomatch 1	Always	Prompt: [rb0110_nm1_04] ...tax year?	Re-Recognition:
nomatch 2	^	Always	Prompt: [rb0110_nm2_01] Sorry. If you'd like a replacement 1099 for the...
nomatch 2	^	If current date is Dec 15-31	Prompt: [dynamic] {current_year/medial/CPR=date/example=2020}
nomatch 2	^	Else if current date is NOT Dec 15 - 31	Prompt: [dynamic] {current_year_minus_one/medial/CPR=date/example=2019}
nomatch 2	^	Always	Prompt: [rb0110_nm2_04] ...tax year, press 1. For any OTHER year, press 2.
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [rb0110_ni1_01] If you're calling to get a replacement 1099 for the...	--

noinput 1	If current date is Dec 15-31	Prompt: [dynamic] {current_year/medial/CPR=date/example=2020}	--
noinput 1	Else if current date is NOT Dec 15 - 31	Prompt: [rb0110_ni1_03] {current_year_minus_one/medial/CP R=date/example=2019}	--
noinput 1	Always	Prompt: [rb0110_ni1_04] ...tax year, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [rb0110_ni2_01] Sorry. If you'd like a replacement 1099 for the...	--
noinput 2	If current date is Dec 15-31	Prompt: [dynamic] {current_year/medial/CPR=date/exam ple=2020}	--
noinput 2	Else if current date is NOT Dec 15 - 31	Prompt: [dynamic] {current_year_minus_one/medial/CP R=date/example=2019}	--
noinput 2	Always	Prompt: [rb0110_ni2_04] ...tax year, press 1. For any OTHER year, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			


rb0130_1099JanuaryEnd_DM

CustomContext Recognition 			
Advises the caller to continue to wait until the end of January for their 1099.			
Entering From			
rb0110_CurrentYearQuestion_DM , rb0200_PingHost_DB , rb0400_SendStatement_DB			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	rb0130_ini_01	Social Security beneficiaries will receive their '1099' statement in the mail by the end of January showing benefits, they received in
initial	If current date is Dec 15-31	rb0130_ini_02	<current year>
initial	Else	rb0130_ini_03	<current year minus 1>
initial	^	silence_500ms	<silence_500ms>


initial	^	rb0130_ini_05	Would you like to hear that again?
Grammar			
Sample Expressions		DTMF	Reco Var/Option
no		2	<replacement_statement_end_menu no>
yes		1	<replacement_statement_end_menu yes>
Actions			
Option	Condition	Action	Transition
no	Always	Assign: benefits_statement_transaction_statuses =success	--
^	^	Prompt: [rb0130_out_01] Okay.	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
yes	Always	Prompt: [rb0130_out_02] Sure.	Re-Recognition: Reprompt
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [rb0130_nm1_01] Let's try again... Would you like to hear that again?	Re-Recognition:
nomatch 2	Always	Prompt: [rb0130_nm2_01] Sorry. To hear about when you can expect your 1099 again, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [rb0130_ni1_01] If you'd like to hear when you expect to receive your 1099 again, say 'yes' or press 1. If not, say 'no' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [rb0130_ni2_01] Sorry. To hear about when you can expect your 1099 again, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			

--

rb0200_PingHost_DB

Database Call		
Pings the host database to ensure the host is available.		
Entering From		
rb0110_CurrentYearQuestion_DM		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Description	
rb_statusCode	Possible values that can be returned are: 0000=Success, 0151=System Failure, 0152=Off hour request, 1111=Application is in off season (Dec. 15-Jan. 31) and 7777=Validation failure.	
rb_statusDescription	Status code text description	
Actions		
Condition	Action	Transition
If rb_statusCode ==0000 //success	Assign: attemptedAppID =TK99	goto: rb0300_KBAAuthentication_SD
Else If rb_statusCode ==1111 //off season	--	goto: rb0130_1099JanuaryEnd_DM
Else //failure	Always Assign: benefits_statement_transaction_status =failure	--
^	If rb_statusCode ==0152 //off hours request	Prompt: [rb0200_out_01] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...
^	Else	Prompt: [rb0200_out_02] Sorry, I'm having trouble getting access to our records...
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

rb0300_KBAAuthentication_SD

Subdialog Call		
Sub dialogue call to Knowledge Based Authentication to collect the caller's SSN, first name, last name, other name, and DOB.		
Entering From		
rb0200_PingHost_DB		
Dialog called		
Proceed to initial node in: KnowledgeBasedAuthentication		


Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
--	--	
Actions		
Condition	Action	Transition
If <code>kba_transaction_status==success</code>	--	goto: rb0310_FormForSelf_DM
Else if <code>kba_transaction_status==account_blocked</code>	Assign: <code>benefits_statement_transaction_status=failure</code>	Return to calling dialog: <code>main [mm0530_BenefitsStatement_SD]</code>
Else if <code>kba_transaction_status==attestation_declined</code>	Assign: <code>benefits_statement_transaction_status=failure</code>	Return to calling dialog: <code>main [mm0530_BenefitsStatement_SD]</code>
Else <code>//kba_transaction_status==failure</code>	Assign: <code>benefits_statement_transaction_status=failure</code>	Return to calling dialog: <code>main [mm0530_BenefitsStatement_SD]</code>
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

rb0310_FormForSelf_DM

CustomContext Recognition			
Asks the caller if they are calling for their own replacement 1099.			
Entering From			
rb0300_KBAAuthentication_SD			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	rb0310_ini_01	Do you need a replacement 1099 for YOURSELF?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
no, ?for [someone somebody] else	2	< form_for_self_ynsno no>	Never
yes, yeah, (for myself)	1	< form_for_self_ynsno yes>	Never
repeat, repeat that	9	< form_for_self_ynsno no>	Never
Actions			
Option	Condition	Action	Transition
no	Always	--	goto: rb0320_PersonLiving_DM
yes	Always	Prompt: [rb0310_out_01] Just a moment while I process your request...	goto: rb0400_SendStatement_DB
repeat	Always	Prompt: [rb0310_out_02] Are you calling to get a replacement	Re-Recognition:

		1099 for yourself?	
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [rb0310_nm1_01] Let's try again... Is the replacement 1099 for YOURSELF?	Re-Recognition:
nomatch 2	Always	Prompt: [rb0310_nm2_01] Sorry. If the replacement 1099 is for YOU, press 1. If it's for someone else, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [rb0310_ni1_01] If you need a replacement 1099 for yourself say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [rb0310_ni2_01] Sorry. If the replacement 1099 is for YOU, press 1. If it's for someone else, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			


rb0320_PersonLiving_DM

CustomContext Recognition 			
Asks the caller if the replacement 1099 is for a person that is alive, after the caller said that the replacement 1099 was for someone else.			
Entering From			
rb0310_FormForSelf_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	rb0320_ini_01	Is the person it's for LIVING?
Grammar			

Sample Expressions		DTMF	Reco Var/Option	Confirm
no, (?they're [dead deceased (not [alive living])		2	<person_living_ynsno no>	Never
yes, yeah, (?they're [living alive])		1	<person_living_ynsno yes>	Never
repeat, repeat that		9	<person_living_ynsno repeat>	Never
Actions				
Option	Condition	Action	Transition	
no	Always	Assign: replacement_statement_deceased =true	--	
^	^	Prompt: [rb0320_out_01] Okay.	goto: rb0330_DeceasedSocial_DM	
yes	Always	Assign: benefits_statement_transaction_statuses =replacement	--	
^	^	Prompt: [rb0320_out_02] To request a statement for someone else you'll need to speak to an agent.	Return to calling dialog: main [mm0530_BenefitsStatement_S D]	
repeat	Always	Prompt: [rb0320_out_03] Sure.	--	
^	^	Prompt: [rb0320_out_04] Is the replacement 1099 for a person who's LIVING?	Re-Recognition:	
Recovery Behavior				
Type	Condition	Action	Transition	
nomatch 1	Always	Prompt: [rb0320_nm1_01] Let's try again...Is the person who needs the 1099 ALIVE?	Re-Recognition:	
nomatch 2	Always	Prompt: [rb0320_nm2_01] Sorry. If the replacement 1099 is for a person that's LIVING, press 1. If the person's DECEASED, press 2.	Re-Recognition:	
nomatch 3	Always	Assign: transfer_reason =error	--	
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--	
noinput 1	Always	Prompt: [rb0320_ni1_01] If the replacement 1099 is for someone that is alive, say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition:	
noinput 2	Always	Prompt: [rb0320_ni2_01] Sorry. If the replacement 1099 is for a person that's LIVING, press 1. If the person's DECEASED, press 2.	Re-Recognition:	
noinput 3	Always	Assign: transfer_reason =error	--	
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--	
Commands: State-Specific Behavior				
See 1.2 Global Commands				
Commands: Disabled Globals				

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

rb0330_DeceasedSocial_DM

CustomContext Recognition 			
Asks for the deceased person's Social Security number after the caller indicated they are requesting the replacement 1099 for someone that is not alive.			
Entering From			
rb0320_PersonLiving_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	rb0330_ini_01	Please tell me the deceased person's Social Security number, or enter it on your keypad.
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
i don't know it	1	<deceased_ssn_collection dont_know>	Always
<ssn>	--	<deceased_ssn_collection <ssn>>	Always
Actions			
Option	Condition	Action	Transition
<ssn>	Always	Assign: deceasedSSN =result	--
^	^	Prompt: [rb0330_out_01] Great. Just a moment while I process your request...	goto: rb0400_SendStatement_DB
dont_know	Always	Assign: benefits_statement_transaction_statuses =replacement	--
^	^	Prompt: [rb0330_out_02] If you don't know the Social Security number, you'll need to speak with an agent.	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
Confirmation Prompts			
Option	Condition	Name	Wording
<ssn>	Always	rb0330_cnf_ini_01	Just to confirm, that Social Security number is...
^	Always	dynamic	{result/final/CPR=digits/ex. 111-11-1111}
^	Always	rb0330_cnf_ini_03	Right?
dont_know	Always	rb0330_cnf_ini_04	Sounds like you don't know their Social Security number. Is that right?
Confirmation Recovery Behavior			

[See 1.3 Global Confirmation](#)

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [rb0330_nm1_01] Let's try again... Please say or enter the nine-digit Social Security number, one digit at a time, or say 'I Don't Know' or press 1.	Re-Recognition:
nomatch 2	Always	Prompt: [rb0330_nm2_01] Sorry. Enter the deceased person's nine digit Social Security number on your keypad or, if you don't know it, press 1.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [rb0330_ni1_01] If you don't KNOW the person's Social Security number, say 'I Don't Know' or press 1. Otherwise, say or enter the nine-digit Social Security number, one digit at a time.	Re-Recognition:
noinput 2	Always	Prompt: [rb0330_ni2_01] Sorry. Enter the deceased person's nine digit Social Security number on your keypad or, if you don't know it, press 1.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

rb0400_SendStatement_DB

Database Call	
Database hit to process the replacement 1099 request.	
Entering From	
rb0310_FormForSelf_DM , rb0330_DeceasedSocial_DM	
Input parameters	
Parameter	Value
deceasedSSN	The deceased individual's SSN. Sent only if the caller is requesting a


	replacement form on the behalf of a deceased person, 9 digits.	
ani	Caller's 10 digit ANI. All zeros if unavailable.	
Output parameters		
Variable	Description	
rb_statusCode	Possible values that can be returned are: 0000=Success, 0108= Cannot match the information provided (unable to authenticate), 0151=System Failure, 0152=Off hour request, 0226=Survivor is not a spouse, parent or child on MBR, 0508=Block Access, 1111=Application is in off season (Dec. 15-Jan. 31), 7777=Validation failure, 8888=Not authenticated/authorized, and 9999=Data is Invalid.	
rb_statusDescription	Status code text description	
Actions		
Condition	Action	Transition
Always // rb_statusCode ==0000	Prompt: [rb0400_out_01] All set!	goto: rb0410_SuccessMsg_PP
Else If rb_statusCode ==0226	Prompt: [rb0400_out_02] Sorry...	goto: rb0420_NoRelationshipEnd_DM
Else If rb_statusCode ==1111	--	goto: rb0130_1099JanuaryEnd_DM
Else If rb_statusCode ==0152 //off hours request	Assign: benefits_statement_transaction_status =failure	--
^	Prompt: [rb0400_out_03] Sorry, our system is undergoing routine maintenance and I'm unable to access your records at this time. Please try back in the morning. If you'd like to speak with someone...	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
Else	Assign: benefits_statement_transaction_status =failure	--
^	Prompt: [rb0400_out_04] I'm having trouble submitting your request...	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

rb0410_SuccessMsg_PP

Simple Play Prompt		:))
Informs the caller the replacement 1099 was processed successfully and when it should be expected.		
Entering From		
rb0400_SendStatement_DB , rb0440_BenefitsStatementEndMenu_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
If replacement_statement_deceased ==true	Prompt: [rb0410_out_01] The deceased's replacement 1099 for...	--
Else	Prompt: [rb0410_out_02]	--

//replacement_statement_deceased==false	Your replacement 1099 for...	
Always	Prompt: [dynamic] {current year-1/medial/CPR=date/example=2019}	--
If replacement_statement_deceased==true	Prompt: [rb0410_out_04] ...will be sent to YOUR address on record. If you live in the United States or a U.S. territory, you should receive it by	--
Else	Prompt: [rb0410_out_05] ...will be sent to the address we have on record for you. If you live in the United States or a U.S. territory, you should receive it by	--
Always	Prompt: [dynamic] {current date + 14 days/final/CPR=date/example=November 20th,2020}	--
^	Prompt: [rb0410_out_07] Otherwise, if you live outside the United States, you should receive it by...	--
^	Prompt: [rb0410_out_08] {current date + 40 days/final/CPR=date/example=December 16th,2020}	--
^	Prompt: [rb0410_out_09] If you haven't received it by then, please call us back.	goto: rb0440_BenefitsStatementEndMenu_DM
Developer Notes		
--		

rb0420_NoRelationshipEnd_DM

CustomContext Recognition 				
Upon a relationship mismatch (of caller and deceased person) the caller will be told they need to contact a Social Security field office and be given the option to locate an office in their area.				
Entering From				
rb0400_SendStatement_DB				
Initial Prompts				
Type	Condition	Name	Wording	
initial	Always	rb0420_ini_01	You'll need to submit your request in writing to a Social Security field office. Would you like to find an office now?	
Grammar				
Sample Expressions		DTMF	Reco Var/Option	Confirm
yes, yeah		1	< no_relationship_end_menu yes>	Never
no, no thanks		2	< no_relationship_end_menu no>	Never
Actions				
Option	Condition	Action	Transition	
yes	Always	Assign: benefits_statement_transaction_statuses =field_office	--	

^	^	Prompt: [rb0420_out_01] Okay.	Return to calling dialog: main [mm0530_BenefitsStatement_S D]
no	Always	Assign: <code>benefits_statement_transaction_statuses = success</code>	--
^	^	Prompt: [rb0420_out_02] Okay.	Return to calling dialog: main [mm0530_BenefitsStatement_S D]

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [rb0420_nm1_01] Let's try again... Do you want to find a Social Security field office now?	Re-Recognition:
nomatch 2	Always	Prompt: [rb0420_nm2_01] Sorry. You'll need to submit your request for a replacement 1099 in writing to a Social Security field office. To find the mailing address of an office in your area, press 1. For help with anything else, press 2.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason = error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [rb0420_ni1_01] Let's try again... Do you want to find a Social Security field office now?	Re-Recognition:
noinput 2	Always	Prompt: [rb0420_ni2_01] Sorry. You'll need to submit your request for a replacement 1099 in writing to a Social Security field office. To find the mailing address of an office in your area, press 1. For help with anything else, press 2.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason = error</code>	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

Developer Notes

--

rb0440_BenefitsStatementEndMenu_DM

CustomContext Recognition


Caller is given the option to hear the success message again.			
Entering From			
rb0410_SuccessMsg_PP			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	rb0440_ini_01	Now, would you like to hear that again?
reprompt	Always //after repeat	rb0440_ree_01	Would you like to hear that again?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	<benefits_statement_end_menu yes>	Never
no	2	<benefits_statement_end_menu no>	Never
repeat, repeat that	9	<benefits_statement_end_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
no	Always	Assign: benefits_statement_transaction_status =success	--
^	^	Prompt: [rb0440_out_01] All right.	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
yes	Always	Prompt: [rb0440_out_02] Sure.	goto: rb0410_SuccessMsg_PP
repeat	Always	Prompt: [rb0440_out_03] Sure.	Re-Recognition: Reprompt
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [rb0440_nm1_01] Let's try again... Would you like to hear when you can expect to receive the 1099 AGAIN?	Re-Recognition:
nomatch 2	Always	Prompt: [rb0440_nm2_01] Sorry. I've processed your request for a replacement 1099. If you'd like to hear the details about when to expect it in the mail AGAIN, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: benefits_statement_transaction_status =success	--
nomatch 3	Always	Prompt: [rb0440_nm3_01] Sorry. Let's keep going...	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
noinput 1	Always	Prompt: [rb0440_ni1_01] If you'd like to hear when you can expect to receive the replacement	Re-Recognition:

		1099 AGAIN, say 'yes' or press 1. If not, say 'no' or press 2.	
noinput 2	Always	Prompt: [rb0440_ni2_01] Sorry. I've processed your request for a replacement 1099. If you'd like to hear the details about when to expect it in the mail AGAIN, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always	Assign: benefits_statement_transaction_statuses =success	--
noinput 3	Always	Prompt: [rb0440_ni3_01] Let's keep going...	Return to calling dialog: main [mm0530_BenefitsStatement_SD]
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter		Value	
__Maxnoinputs		0	
Developer Notes			
--			


2.12 Transcription Dialog

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

tr0100_InitializeTranscription_DS

Decision 		
Initializes variables needed for the transcription module.		
Entering From		
mm0550_Transcription_SD		
Actions		
Condition	Action	Transition
Always	Assign: number_pamphlets_requested =0	--
^	Assign: customerName ="	--
^	Assign: transcription_transaction_status ="	--
^	Assign: form_ss5_quantity =0	--
^	Assign: form_7004_quantity =0	--
^	Assign: form_1020_quantity =0	--
^	Assign: next_pamphlet ="	--
^	Assign: pamphlet_finished =true	--
^	Assign: pamphlet_1_quantity =0	--
^	Assign: pamphlet_2_quantity =0	--
^	Assign: pamphlet_3_quantity =0	--
^	Assign: pamphlet_4_quantity =0	--
^	Assign: pamphlet_5_quantity =0	--
^	Assign: pamphlet_6_quantity =0	--
^	Assign: pamphlet_7_quantity =0	--
^	Assign: pamphlet_8_quantity =0	--
^	Assign: pamphlet_9_quantity =0	--
^	Assign: pamphlets_first_time =true	Log: always goto: tr0105_PlayTransIntro_PP
Developer Notes		
--		

tr0105_PlayTransIntro_PP

Simple Play Prompt 
Plays an introduction and prepares the caller for the information that will need to be collected in subsequent states (message is specific to caller's task, specified before entering this module).
NOTE: Barge-In is DISABLED in this state.
Entering From
tr0100_InitializeTranscription_DS


Actions [Barge-in is OFF]		
Condition	Action	Transition
If <code>current_task==transcription_pamphlet</code>	Prompt: [tr0105_out_01] There are several pamphlet topics to choose from. I'll take you through the list and you can select the ones you want. To skip ahead to the next topic, just say 'Skip Topic'. To hear it again, say 'Repeat That.' And, at any time, you can say 'I'm Done' and I'll take you back to the Main Menu.	goto: tr0310_UnderstandingSS_DM
Else if <code>current_task==transcription_ss5</code>	Prompt: [tr0105_out_02] To begin, we'll need to get the address that the form will be mailed to.	goto: tr0110_ReverseANILookup_DB
Else if <code>current_task==transcription_7004</code>	Prompt: [tr0105_out_03] To request a Social Security Statement, or to calculate your benefits using a different estimate of future earnings, you'll need to fill out form 'S S A 7004.' We can send you the form in the mail. To do that, I need to get some information from you first.	goto: tr0110_ReverseANILookup_DB
Else <code>//current_task==transcription_1020</code>	Prompt: [tr0105_out_04] To do that, I need to get some information from you first.	goto: tr0110_ReverseANILookup_DB
Developer Notes		
--		

tr0110_ReverseANILookup_DB

Database Call		
Database hit to determine if address can be found using the ANI.		
Entering From		
tr0105_PlayTransIntro_PP , tr0550_ConcludeChoices_PP		
Input parameters		
Parameter	Value	
<code>ani</code>	--	
Output parameters		
Variable	Description	
<code>returnCode</code>	0=success	
<code>tr_firstName</code>	--	
<code>tr_lastName</code>	--	
<code>tr_streetAddress</code>	--	
<code>tr_city</code>	--	
<code>tr_state</code>	--	
<code>tr_zipCode</code>	--	
Actions		
Condition	Action	Transition
If <code>returnCode==0</code>	Assign: <code>customerName =tr_firstName + '+' tr_lastName</code>	goto: tr0120_ConfirmAddress_DM

Else	--	goto: tr0130_SetAddressParameters_DS
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		


tr0120_ConfirmAddress_DM

			CustomContext Recognition 
If address was found in the previous state, the caller is provided the address associated with the ANI and asked if this is where they would like their form/pamphlet to go.			
Entering From			
tr0110_ReverseANILookup_DB , tr0120_ConfirmAddress_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0120_ini_01	It looks like the address for this telephone number is...
initial	^	TTS Prompt : [dynamic]	{ tr_streetAddress / final / example = 123 Oak Street}
initial	^	silence_1000ms	<silence_1000ms>
initial	If current_task ==transcription_pamphlet	If number_pamphlets_requested ==1	tr0120_ini_04
			Is that where you'd like me to send your pamphlet?
initial	^	Else //more than one pamphlet ordered	tr0120_ini_05
			Is that where you'd like me to send your pamphlets?
initial	Else	tr0120_ini_06	Is that where you'd like me to send your form?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	< tr_confirm_address_yesno yes>	Never
no, (somewhere else), (different address)	2	< tr_confirm_address_yesno no>	Never
repeat,repeat that	9	< tr_confirm_address_yesno repeat>	If Necessary
Actions			
Option	Condition	Action	Transition
no	Always	Prompt: [tr0120_out_01] Okay.	goto: tr0130_SetAddressParameters_DS
yes	Always	Assign: streetAddress = tr_streetAddress	--
^	^	Assign: city = tr_city	--
^	^	Assign: state = tr_state	--
^	^	Assign: zip = tr_zipCode	--
^	If current_task ==transcription_pamphlet	Prompt: [tr0120_out_02] Okay. Just a moment while I submit this request...	goto: tr0210_SubmitRequest_DB

^	Else	--	goto: tr0200_AskHowManyForms_DM	
repeat	Always	--	goto: tr0120_ConfirmAddress_DM	
Recovery Behavior				
Type	Condition		Action	Transition
nomatch 1	If current_task==transcription_pamphlet	If number_pamphlets_requested==1	Prompt: [tr0120_nm1_01] Let's try again... IS where you'd like me to send the pamphlet?	Re-Recognition:
nomatch 1	^	Else	Prompt: [tr0120_nm1_02] Let's try again... IS where you'd like me to send the pamphlets?	Re-Recognition:
nomatch 1	Else	Always	Prompt: [tr0120_nm1_03] Let's try again... IS where you'd like me to send the form?	Re-Recognition:
nomatch 2	Always		Prompt: [tr0120_nm2_01] Sorry. The address for this telephone number is...	Re-Recognition:
nomatch 2	^		Prompt: [tr0120_nm2_02] <address>	Re-Recognition:
nomatch 2	^		Prompt: [tr0120_nm2_03] If that's where you'd like me to send your order, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always		Assign: transfer_reason =error	--
nomatch 3	^		Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	If current_task==transcription_pamphlet	If number_pamphlets_requested==1	Prompt: [tr0120_ni1_01] If that's the address where you'd like me to send the pamphlet, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 1	^	Else	Prompt: [tr0120_ni1_02] If that's the address where you'd like me to send the pamphlets, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 1	Else	Always	Prompt: [tr0120_ni1_03] If that's the address where you'd like me to send the form, say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always		Prompt: [tr0120_ni2_01] Sorry. The address for this telephone number is...	Re-Recognition:
noinput 2	^		Prompt: [tr0120_ni2_02] <address>	Re-Recognition:
noinput 2	^		Prompt: [tr0120_ni2_03] If that's where you'd like me to send your order, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always		Assign: transfer_reason =error	--
noinput 3	^		Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior				
See 1.2 Global Commands				

Commands: Disabled Globals	
repeat	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
NOTE: when confirming the address, we read back the street address only - e.g. 123 main street - excluding city, state, and zip code	
NOTE: per usability recommendation ID#14, TTS address read-back should be slowed down slightly for clarity	

tr0130_SetAddressParameters_DS

Decision 		
Sets parameter values that are needed by the AddressOSDM dialog.		
Entering From		
tr0110_ReverseANILookup_DB , tr0120_ConfirmAddress_DM		
Actions		
Condition	Action	Transition
Always	Comment: set parameters before entering AddressOSDM	--
^	Assign: collectaddress_entryprompt = <input type="text"/>	--
^	Assign: collectaddress_collectedzipcode =false	--
^	Assign: collectaddress_overallconfirmation =always	--
^	Assign: collectaddress_collectfortranscription =false	--
^	Assign: collectaddress_ziplookuperrorprompt =default_address_ziplookuperrorprompt	--
^	Assign: collectaddress_cystatelookuperrorprompt =default_address_cystatelookuperrorprompt	--
^	Assign: collectaddress_exitsuccessprompt =default_address_exitsuccessprompt	--
^	--	Log: always goto: tr0140_AddressOSDM_SD
Developer Notes		
--		

tr0140_AddressOSDM_SD

Subdialog Call		
Sub dialogue call to the AddressOSDM to collect the caller's address.		
Entering From		
tr0130_SetAddressParameters_DS		
Dialog called		
Proceed to initial node in: AddressOSDM		
Input parameters		
Parameter	Value	
--	--	
Output parameters		
Variable	Subdialog Variable	
addressType	--	
city	--	
state	--	
zip	--	
streetName	--	
houseNumber	--	
address2ndLine	--	
fullApt	--	
Actions		
Condition	Action	Transition
If success	If addressType ==STREET Assign: streetAddress = houseNumber + " + streetName	--
^	Else //POBOX or RR Assign: streetAddress = address2ndLine	--
^	If current_task ==transcription_ pamphlet	goto: tr0210_SubmitRequest_DB
^	Else	goto: tr0200_AskHowManyForms_DM
Else	Assign: transcription_transaction_status =failure	--
^	Prompt: [tr0140_out_01] I won't be able to go on without your address.	Return to calling dialog: main [mm0550_Transcription_SD]
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		
--		

tr0200_AskHowManyForms_DM

CustomContext Recognition
Asks the caller how many forms they would like sent to them. They can not order more than 10 forms.

Entering From			
tr0120_ConfirmAddress_DM, tr0140_AddressOSDM_SD			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0200_ini_01	And how many copies of the form would you like?
reprompt	Always //after disconfirmation	tr0200_ree_01	HOW many forms would you like?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
one [copy], i [just] want one copy [please]	1	<tr_how_many_forms_menu 1>	If Necessary
two [copies], i want two copies [please]	2	<tr_how_many_forms_menu 2>	If Necessary
three [copies], i want three copies [please]	3	<tr_how_many_forms_menu 3>	If Necessary
four [copies], i want four copies [please]	4	<tr_how_many_forms_menu 4>	If Necessary
five [copies], i want five copies [please]	5	<tr_how_many_forms_menu 5>	If Necessary
six [copies], i want six copies [please]	6	<tr_how_many_forms_menu 6>	If Necessary
seven [copies], i want seven copies [please]	7	<tr_how_many_forms_menu 7>	If Necessary
eight [copies], i want eight copies [please]	8	<tr_how_many_forms_menu 8>	If Necessary
nine [copies], i want nine copies [please]	9	<tr_how_many_forms_menu 9>	If Necessary
ten [copies], i want ten copies [please]	10	<tr_how_many_forms_menu 10>	If Necessary
eleven [copies], i want eleven copies [please]	11	<tr_how_many_forms_menu 11>	Never
twelve [copies], i want twelve copies [please]	12	<tr_how_many_forms_menu 12>	Never
thirteen [copies], i want thirteen copies [please]	13	<tr_how_many_forms_menu 13>	Never
fourteen [copies], i want fourteen copies [please]	14	<tr_how_many_forms_menu 14>	Never
fifteen [copies], i want fifteen copies [please]	15	<tr_how_many_forms_menu 15>	Never
repeat, repeat that	--	<tr_how_many_forms_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
11,12,13,14,15 //over 10	If current_task==transcription_ss5	Assign: form_ss5_quantity =10	--
^	Else if current_task==transcription_7004	Assign: form_7004_quantity =10	--
^	Else //current_task==transcription_1020	Assign: form_1020_quantity =10	--
^	^	Prompt: [tr0200_out_01] The most I can send is ten copies, but I'll go ahead and send the maximum. Just a moment while I submit this request...	goto: tr0210_SubmitRequest_DB
1,2,3,4,5,6,7,8,9,10	If current_task==transcription_ss5	Assign: form_ss5_quantity =result	--
^	Else if current_task==transcription_7004	Assign: form_7004_quantity =result	--
^	Else //current_task==transcription_1020	Assign: form_1020_quantity =result	--
^	^	Prompt: [tr0200_out_02] Okay, just a moment while I submit	goto: tr0210_SubmitRequest_DB

		that request...	
repeat	Always	Prompt: [tr0200_out_03] Sure.	--
^	^	Prompt: [tr0200_out_04] HOW many forms would you like?	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
<number>	Always	tr0200_cnf_ini_01	You'd like us to send...
^	^	dynamic	{result / medial / CPR=number / example = 2}
^	^	tr0200_cnf_ini_03	... copies. Right?
^	^	tr0200_cnf_ini_04	... copy. Right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0200_nm1_01] Let's try again... The most I can send it ten copies. Please say or enter the number of copies you'd like me to send you.	Re-Recognition:
nomatch 2	Always	Prompt: [tr0200_nm2_01] Sorry. I can send you up to 10 copies of the form. Enter the number of copies you'd like on your keypad.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [tr0200_ni1_01] The most I can send is ten copies. Please say or enter the number of copies you'd like me to send you.	Re-Recognition:
noinput 2	Always	Prompt: [tr0200_ni2_01] Sorry. I can send you up to 10 copies of the form. Enter the number of copies you'd like on your keypad.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat

Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--

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

tr0210_SubmitRequest_DB

Database Call		
Database call to submit form/pamphlet request.		
Entering From		
tr0120_ConfirmAddress_DM , tr0140_AddressOSDM_SD , tr0200_AskHowManyForms_DM		
Input parameters		
Parameter	Value	
customerName	customer's full name returned from reverse ANI lookup. If not populated, 'SSA customer'	
streetAddress	Full street address	
fullApt	secondary address	
city	caller's city	
state	2 character state abbreviation	
zip	5 digit zip code	
form_ss5_quantity	quantity of ss5 forms chosen by caller	
form_7004_quantity	quantity of 7004 forms chosen by caller	
form_1020_quantity	quantity of 1020 forms chosen by caller	
pamphlet_1_quantity	Basic facts about social security pamphlet quantity	
pamphlet_2_quantity	Understanding social security pamphlet quantity	
pamphlet_3_quantity	Retirement pamphlet quantity	
pamphlet_4_quantity	Disability pamphlet quantity	
pamphlet_5_quantity	Survivor's pamphlet quantity	
pamphlet_6_quantity	How work affects social security benefits pamphlet quantity	
pamphlet_7_quantity	Social security and SSI benefits for children with disabilities pamphlet quantity	
pamphlet_8_quantity	What every woman should know pamphlet quantity	
pamphlet_9_quantity	The future of social security pamphlet quantity	
Output parameters		
Variable	Description	
returnCode	0=success	
Actions		
Condition	Action	Transition
If returnCode ==0	Prompt: [tr0210_out_01] All set!	goto: tr0220_SuccessMsg_PP
Else	--	goto: tr0240_FailureMsg_PP
Recovery Behavior		
See 1.1 Global Recovery Behavior		
Developer Notes		

--

tr0220_SuccessMsg_PP

Simple Play Prompt 

Informs the caller that their order was successful and gives an estimate of when they should receive their forms or pamphlets.

Entering From


tr0210_SubmitRequest_DB

Actions [Barge-in is OFF]


Condition		Action	Transition
Always		Assign: transcription_transaction_status=success	--
If current_task==transcription_pamphlet	If number_pamphlets_requested==1	Prompt: [tr0220_out_01] I've put your order through and you should receive the pamphlet:	--
^	Else //number_pamphlets_requested>1	Prompt: [tr0220_out_02] I've put your order through and you should receive the pamphlets:	--
^	If pamphlet_2_quantity>0	Prompt: [tr0220_out_03] Understanding Social Security	--
^	If pamphlet_3_quantity>0	Prompt: [tr0220_out_04] Retirement Benefits	--
^	If pamphlet_4_quantity>0	Prompt: [tr0220_out_05] Disability Benefits	--
^	If pamphlet_5_quantity>0	Prompt: [tr0220_out_06] Survivor Benefits	--
^	If pamphlet_6_quantity>0	Prompt: [tr0220_out_07] How Work Affects Benefits	--
^	If pamphlet_7_quantity>0	Prompt: [tr0220_out_08] Benefits For Children With Disabilities	--
^	If pamphlet_8_quantity>0	Prompt: [tr0220_out_09] What Every Woman Should Know About Social Security	--
^	Always	Prompt: [tr0220_out_10] ... in the mail within 2 weeks. Now, if you're finished, feel free to hang up. Otherwise...	--
Else	Always	Prompt: [tr0220_out_11] I've put this through and you should receive form...	--
^	If current_task==transcription_s5	Prompt: [tr0220_out_12] ...S S 5...	--
^	Else if current_task==transcription_7004	Prompt: [tr0220_out_13] ...S S A 7 0 0 4...	--
^	Else //current_task==transcription_1020	Prompt: [tr0220_out_14] ...S S A 1 0 2 0...	--
^	Always	Prompt: [tr0220_out_15] ...along with instructions, in the mail within 2 weeks. Now, if you're finished, feel free	--

		to hang up. Otherwise,...	
Always	--		Return to calling dialog: main [mm0550_Transcription_SD]
Developer Notes			
--			

tr0240_FailureMsg_PP

Simple Play Prompt 		
Informs the caller that their request was not processed before transferring to an agent.		
Entering From		
tr0210_SubmitRequest_DB		
Actions [Barge-in is OFF]		
Condition	Action	Transition
Always	Assign: transcription_transaction_status =failure	--
^	Prompt: [tr0240_out_01] Sorry. I wasn't able to process your request.	Return to calling dialog: main [mm0550_Transcription_SD]
Developer Notes		
--		

tr0310_UnderstandingSS_DM

YesNo Recognition 			
Asks the caller if they want the 'Understanding Social Security' pamphlet.			
Entering From			
tr0105_PlayTransIntro_PP, tr0545_PamphletCheck_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0310_ini_01	Now, to get started, do you want the pamphlet on 'Understanding Social Security'?
reprompt	Always //after disconfirmation or if pamphlets_first_time==false	tr0310_ree_01	Do you want the pamphlet on 'Understanding Social Security'?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	<tr_get_pamphlet_menu yes>	Never
no	2	<tr_get_pamphlet_menu no>	Never
skip	3	<tr_get_pamphlet_menu skip>	If Necessary
i'm finished, i'm done	4	<tr_get_pamphlet_menu finished>	If Necessary
repeat, repeat that	9	<tr_get_pamphlet_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
Always	--	Assign: next_pamphlet =retirement_benefits	--

no	If <code>pamphlets_first_time==true</code>	--	goto: tr0320_RetirementBenefits_DM
^	Else	Prompt: [tr0310_out_01] Okay.	goto: tr0540_MoreChoices_DM
yes	Always	Assign: <code>pamphlet_2_quantity =1</code>	--
^	^	Assign: <code>number_pamphlets_requested</code> <code>=<number_pamphlets_requested+1></code>	--
^	^	Prompt: [tr0310_out_02] All right.	goto: tr0540_MoreChoices_DM
skip	Always	--	goto: tr0320_RetirementBenefits_DM
finished	Always	Assign: <code>pamphlet_finished =true</code>	--
^	^	Prompt: [tr0310_out_03] Okay.	goto: tr0550_ConcludeChoices_PP
repeat	Always	Prompt: [tr0310_out_04] Sure.	--
^	^	Prompt: [tr0310_out_05] Do you want the pamphlet on 'Understanding Social Security'?	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
skip	Always	tr0310_cnf_ini_01	You'd like to skip to the next topic, right?
finished	Always	tr0310_cnf_ini_02	Sounds like you're finished. Is that right?

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0310_nm1_01] Let's try again... Do you want the pamphlet on 'Understanding Social Security?'	Re-Recognition:
nomatch 2	Always	Prompt: [tr0310_nm2_01] Sorry. If you'd like me to send the pamphlet about 'Understanding Social Security', press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [tr0310_ni1_01] If you want the pamphlet on 'Understanding Social Security', say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [tr0310_ni2_01] Sorry. If you'd like me to send the pamphlet about 'Understanding Social Security', press 1. If not, press .	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: [gl_ni3_01]	--

Sorry, we seem to be having trouble.	
Commands: State-Specific Behavior	
See 1.2 Global Commands	
Commands: Disabled Globals	
repeat	
Commands: Confirmations	
See 1.2 Global Commands	
Config Parameters	
Parameter	Value
--	--
Developer Notes	
--	

tr0320_RetirementBenefits_DM

YesNo Recognition 			
Asks the caller if they want the 'Retirement Benefits' pamphlet.			
Entering From			
tr0310_UnderstandingSS_DM , tr0545_PamphletCheck_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0320_ini_01	Next, do you want the pamphlet on 'Retirement Benefits'?
reprompt	Always //after disconfirmation or if <code>pamphlets_first_time == false</code>	tr0320_ree_01	Do you want the pamphlet on 'Retirement Benefits'?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	<tr_get_pamphlet_menu yes>	Never
no	2	<tr_get_pamphlet_menu no>	Never
skip	3	<tr_get_pamphlet_menu skip>	If Necessary
i'm finished, i'm done	4	<tr_get_pamphlet_menu finished>	If Necessary
repeat, repeat that	9	<tr_get_pamphlet_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
Always	--	Assign: <code>next_pamphlet =disability_benefits</code>	--
no	If <code>pamphlets_first_time==true</code>	--	goto: tr0330_DisabilityBenefits_DM
^	Else	Prompt: [tr0320_out_01] Okay.	goto: tr0540_MoreChoices_DM
yes	Always	Assign: <code>pamphlet_3_quantity =1</code>	--
^	^	Assign: <code>number_pamphlets_requested =<number_pamphlets_requested+1></code>	--

^	^	Prompt: [tr0320_out_02] All right.	goto: tr0540_MoreChoices_DM
skip	Always	--	goto: tr0330_DisabilityBenefits_DM
finished	Always	Assign: pamphlet_finished =true	--
^	^	Prompt: [tr0320_out_03] Okay.	goto: tr0550_ConcludeChoices_PP
repeat	Always	Prompt: [tr0320_out_04] Sure.	--
^	^	Prompt: [tr0320_out_05] Do you want the pamphlet on 'Retirement Benefits'?	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
skip	Always	tr0320_cnf_ini_01	You'd like to skip to the next topic, right?
finished	Always	tr0320_cnf_ini_02	Sounds like you're finished. Is that right?

Confirmation Recovery Behavior

[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0320_nm1_01] Let's try again... Do you want the pamphlet on 'Retirement Benefits'?	Re-Recognition:
nomatch 2	Always	Prompt: [tr0320_nm2_01] Sorry. If you'd like me to send the pamphlet about 'Retirement Benefits,' press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [tr0320_ni1_01] If you want the pamphlet on 'Retirement Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [tr0320_ni2_01] Sorry. If you'd like me to send the pamphlet about 'Retirement Benefits,' press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--

Commands: State-Specific Behavior

[See 1.2 Global Commands](#)

Commands: Disabled Globals

repeat


Commands: Confirmations

[See 1.2 Global Commands](#)

Config Parameters

Parameter	Value
--	--
Developer Notes	
--	

tr0330_DisabilityBenefits_DM

YesNo Recognition 			
Asks the caller if they want the 'Disability Benefits' pamphlet.			
Entering From			
tr0320_RetirementBenefits_DM, tr0545_PamphletCheck_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0330_ini_01	Do you want the pamphlet on 'Disability Benefits?'
reprompt	Always //after disconfirmation or if <code>pamphlets_first_time == false</code>	tr0330_ree_01	Do you want the pamphlet on 'Disability Benefits?'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	<tr_get_pamphlet_menu yes>	Never
no	2	<tr_get_pamphlet_menu no>	Never
skip	3	<tr_get_pamphlet_menu skip>	If Necessary
i'm finished, i'm done	4	<tr_get_pamphlet_menu finished>	If Necessary
repeat, repeat that	9	<tr_get_pamphlet_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
Always	--	Assign: <code>next_pamphlet = survivor_benefits</code>	--
no	If <code>pamphlets_first_time == true</code>	--	goto: tr0340_SurvivorBenefits_DM
^	Else	Prompt: [tr0330_out_01] Okay.	goto: tr0540_MoreChoices_DM
yes	Always	Assign: <code>pamphlet_4_quantity = 1</code>	--
^	^	Assign: <code>number_pamphlets_requested = <number_pamphlets_requested + 1></code>	--
^	^	Prompt: [tr0330_out_02] All right.	goto: tr0540_MoreChoices_DM
skip	Always	--	goto: tr0340_SurvivorBenefits_DM
finished	Always	Assign: <code>pamphlet_finished = true</code>	--
^	^	Prompt: [tr0330_out_03] Okay.	goto: tr0550_ConcludeChoices_PP
repeat	Always	Prompt: [tr0330_out_04] Sure.	--
^	^	Prompt: [tr0330_out_05] Do you want the pamphlet on	Re-Recognition:

		'Disability Benefits'?	
Confirmation Prompts			
Option	Condition	Name	Wording
skip	Always	tr0330_cnf_ini_01	You'd like to skip to the next topic, right?
finished	Always	tr0330_cnf_ini_02	Sounds like you're finished. Is that right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0330_nm1_01] Let's try again... Do you want the pamphlet on 'Disability Benefits'?	Re-Recognition:
nomatch 2	Always	Prompt: [tr0330_nm2_01] Sorry. If you'd like me to send the pamphlet about 'Disability Benefits,' press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [tr0330_ni1_01] If you want the pamphlet on 'Disability Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [tr0330_ni2_01] Sorry. If you'd like me to send the pamphlet about 'Disability Benefits,' press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			


tr0340_SurvivorBenefits_DM

YesNo Recognition	
Asks the caller if they want the 'Survivor's Benefits' pamphlet.	

Entering From			
tr0330_DisabilityBenefits_DM, tr0545_PamphletCheck_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0340_ini_01	Next, Do you want the pamphlet on 'Survivor's Benefits?'
reprompt	Always //after disconfirmation or if <code>pamphlets_first_time == false</code>	tr0340_ree_01	Do you want the pamphlet on 'Survivor's Benefits?'
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	<tr_get_pamphlet_menu yes>	Never
no	2	<tr_get_pamphlet_menu no>	Never
skip	3	<tr_get_pamphlet_menu skip>	If Necessary
i'm finished, i'm done	4	<tr_get_pamphlet_menu finished>	If Necessary
repeat, repeat that	9	<tr_get_pamphlet_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
Always	--	Assign: <code>next_pamphlet =work_affects_benefits</code>	--
no	If <code>pamphlets_first_time==true</code>	--	goto: tr0410_WorkAffectsBenefits_DM
^	Else	Prompt: [tr0340_out_01] Okay.	goto: tr0540_MoreChoices_DM
yes	Always	Assign: <code>pamphlet_5_quantity =1</code>	--
^	^	Assign: <code>number_pamphlets_requested =<number_pamphlets_requested+1></code>	--
^	^	Prompt: [tr0340_out_02] All right.	goto: tr0540_MoreChoices_DM
skip	Always	--	goto: tr0410_WorkAffectsBenefits_DM
finished	Always	Assign: <code>pamphlet_finished =true</code>	--
^	^	Prompt: [tr0340_out_03] Okay.	goto: tr0550_ConcludeChoices_PP
repeat	Always	Prompt: [tr0340_out_04] Sure.	--
^	^	Prompt: [tr0340_out_05] Do you want the pamphlet on 'Disability Benefits?'	Re-Recognition:
Confirmation Prompts			
Option	Condition	Name	Wording
skip	Always	tr0340_cnf_ini_01	You'd like to skip to the next topic, right?
finished	Always	tr0340_cnf_ini_02	Sounds like you're finished. Is that right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			

Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0340_nm1_01] Let's try again... Do you want the pamphlet on 'Survivor Benefits?'	Re-Recognition:
nomatch 2	Always	Prompt: [tr0340_nm2_01] Sorry. If you'd like me to send the pamphlet about 'Survivor Benefits,' press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [tr0340_ni1_01] If you want the pamphlet on 'Survivor Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [tr0340_ni2_01] Sorry. If you'd like me to send the pamphlet about 'Survivor Benefits,' press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			


tr0410_WorkAffectsBenefits_DM

YesNo Recognition 			
Asks the caller if they want the 'How Work Affects Benefits' pamphlet.			
Entering From			
tr0340_SurvivorBenefits_DM , tr0545_PamphletCheck_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0410_ini_01	Do you want the pamphlet on 'How Work Affects Benefits'?
reprompt	Always //after disconfirmation or if pamphlets_first_time == false	tr0410_ree_01	Do you want the pamphlet on 'How Work Affects Benefits'?

Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	<tr_get_pamphlet_menu yes>	Never
no	2	<tr_get_pamphlet_menu no>	Never
skip	3	<tr_get_pamphlet_menu skip>	If Necessary
i'm finished, i'm done	4	<tr_get_pamphlet_menu finished>	If Necessary
repeat, repeat that	9	<tr_get_pamphlet_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
Always	--	Assign: next_pamphlet =disabled_children_benefits	--
no	If pamphlets_first_time==true	--	goto: tr0420_DisabledChildrenBenefits_DM
^	Else	Prompt: [tr0410_out_01] Okay.	goto: tr0540_MoreChoices_DM
yes	Always	Assign: pamphlet_6_quantity =1	--
^	^	Assign: number_pamphlets_requested =<number_pamphlets_requested+1>	--
^	^	Prompt: [tr0410_out_02] All right.	goto: tr0540_MoreChoices_DM
skip	Always	--	goto: tr0420_DisabledChildrenBenefits_DM
finished	Always	Assign: pamphlet_finished =true	--
^	^	Prompt: [tr0410_out_03] Okay.	goto: tr0550_ConcludeChoices_PP
repeat	Always	Prompt: [tr0410_out_04] Sure.	--
^	^	Prompt: [tr0410_out_05] Do you want the pamphlet on 'How Work Affects Benefits'?	Re-Recognition:
Confirmation Prompts			
Option	Condition	Name	Wording
skip	Always	tr0410_cnf_ini_01	You'd like to skip to the next topic, right?
finished	Always	tr0410_cnf_ini_02	Sounds like you're finished. Is that right?
Confirmation Recovery Behavior			
See 1.3 Global Confirmation			
Recovery Behavior			
Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0410_nm1_01] Let's try again... Do you want the pamphlet on 'How Work Affects Benefits'?	Re-Recognition:
nomatch 2	Always	Prompt: [tr0410_nm2_01] Sorry. If you'd like me to send the	Re-Recognition:

		pamphlet about 'How Work Affects Benefits,' press 1. If not, press 2.	
nomatch 3	Always	Assign: <code>transfer_reason =error</code>	--
nomatch 3	^	Prompt: <code>[gl_nm3_01]</code> Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: <code>[tr0410_ni1_01]</code> If you want the pamphlet on 'How Work Affects Benefits,' say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: <code>[tr0410_ni2_01]</code> Sorry. If you'd like me to send the pamphlet about 'How Work Affects Benefits,' press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: <code>[gl_ni3_01]</code> Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

tr0420_DisabledChildrenBenefits_DM

YesNo Recognition 			
Asks the caller if they want the 'Benefits for Children with Disabilities' pamphlet.			
Entering From			
tr0410_WorkAffectsBenefits_DM , tr0545_PamphletCheck_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0420_ini_01	Next. Do you want the pamphlet on 'Benefits for Children with Disabilities'?
reprompt	Always //after disconfirmation or if <code>pamphlets_first_time == false</code>	tr0420_ree_01	Do you want the pamphlet on 'Benefits for Children with Disabilities'?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	< tr_get_pamphlet_menu yes>	Never
no	2	< tr_get_pamphlet_menu no>	Never
skip	3	< tr_get_pamphlet_menu skip>	If Necessary

i'm finished, i'm done	4	<tr_get_pamphlet_menu finished>	If Necessary
repeat, repeat that	9	<tr_get_pamphlet_menu repeat>	Never

Actions

Option	Condition	Action	Transition
Always	--	Assign: next_pamphlet =woman_ss	--
no	If pamphlets_first_time==true	--	goto: tr0430_WomanSS_DM
^	Else	Prompt: [tr0420_out_01] Okay.	goto: tr0540_MoreChoices_DM
yes	Always	Assign: pamphlet_7_quantity =1	--
^	^	Assign: number_pamphlets_requested =<number_pamphlets_requested+1>	--
^	^	Prompt: [tr0420_out_02] All right.	goto: tr0540_MoreChoices_DM
skip	Always	--	goto: tr0430_WomanSS_DM
finished	Always	Assign: pamphlet_finished =true	--
^	^	Prompt: [tr0420_out_03] Okay.	goto: tr0550_ConcludeChoices_PP
repeat	Always	Prompt: [tr0420_out_04] Sure.	--
^	^	Prompt: [tr0420_out_05] Do you want the pamphlet on 'Benefits for Children with Disabilities'?	Re-Recognition:

Confirmation Prompts

Option	Condition	Name	Wording
skip	Always	tr0420_cnf_ini_01	You'd like to skip to the next topic, right?
finished	Always	tr0420_cnf_ini_02	Sounds like you're finished. Is that right?

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0420_nm1_01] Let's try again... Do you want the pamphlet on 'Benefits for Children with Disabilities?'	Re-Recognition:
nomatch 2	Always	Prompt: [tr0420_nm2_01] Sorry. If you'd like me to send the pamphlet about 'Benefits for Children with Disabilities,' press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [tr0420_ni1_01] If you want the pamphlet on 'Benefits for Children with Disabilities,' say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:

noinput 2	Always	Prompt: [tr0420_ni2_01] Sorry. If you'd like me to send the pamphlet about 'Benefits for Children with Disabilities,' press 1. If not, press 2.	Re-Recognition:
noinput 3	Always	Assign: transfer_reason =error	--
noinput 3	^	Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

tr0430_WomanSS_DM

YesNo Recognition 			
Asks the caller if they want the 'What Every Woman Should Know about Social Security' pamphlet.			
Entering From			
tr0420_DisabledChildrenBenefits_DM , tr0545_PamphletCheck_DS			
Initial Prompts			
Type	Condition	Name	Wording
initial	Always	tr0430_ini_01	Do you want the pamphlet on 'What Every Woman Should Know About Social Security'?
reprompt	Always //after disconfirmation or if pamphlets_first_time == false	tr0430_ree_01	Do you want the pamphlet on 'What Every Woman Should Know About Social Security'?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes	1	< tr_get_pamphlet_menu yes>	Never
no	2	< tr_get_pamphlet_menu no>	Never
skip	3	< tr_get_pamphlet_menu skip>	If Necessary
i'm finished, i'm done	4	< tr_get_pamphlet_menu finished>	If Necessary
repeat, repeat that	9	< tr_get_pamphlet_menu repeat>	Never
Actions			
Option	Condition	Action	Transition
Always	--	Assign: next_pamphlet =understanding_ss	--
^	--	Assign: pamphlets_first_time =false	--

no	Always	Prompt: [tr0430_out_01] Okay.	goto: tr0540_MoreChoices_DM
yes	Always	Assign: pamphlet_8_quantity =1	--
^	^	Assign: number_pamphlets_requested =<number_pamphlets_requested+1>	--
^	If number_pamphlets_requested==7	Prompt: [tr0430_out_02] All right. That's all the pamphlets I have to offer.	goto: tr0550_ConcludeChoices_PP
^	Else	Prompt: [tr0430_out_03] All right.	goto: tr0540_MoreChoices_DM
skip	Always	--	goto: tr0540_MoreChoices_DM
finished	Always	Assign: pamphlet_finished =true	--
^	^	Prompt: [tr0430_out_04] Okay.	goto: tr0550_ConcludeChoices_PP
repeat	Always	Prompt: [tr0430_out_05] Sure.	--
^	^	Prompt: [tr0430_out_06] Do you want the pamphlet on 'What Every Woman Should Know About Social Security'?	Re-Recognition: Reprompt

Confirmation Prompts

Option	Condition	Name	Wording
skip	Always	tr0430_cnf_ini_01	You'd like to skip to the next topic, right?
finished	Always	tr0430_cnf_ini_02	Sounds like you're finished. Is that right?

Confirmation Recovery Behavior


[See 1.3 Global Confirmation](#)

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	Always	Prompt: [tr0430_nm1_01] Let's try again... Do you want the pamphlet on 'What Every Woman Should Know About Social Security?'	Re-Recognition:
nomatch 2	Always	Prompt: [tr0430_nm2_01] Sorry. If you'd like me to send the pamphlet about 'What Every Woman Should Know About Social Security,' press 1. If not, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	Always	Prompt: [tr0430_ni1_01] If you want the pamphlet on 'What Every Woman Should Know About Social Security,' say 'Yes' or press 1. If not, say 'No' or press 2.	Re-Recognition:
noinput 2	Always	Prompt: [tr0430_ni2_01] Sorry. If you'd like me to send the pamphlet about 'What Every Woman Should Know About Social Security,' press 1. If not, press 2.	Re-Recognition:

noinput 3	Always	Assign: <code>transfer_reason =error</code>	--
noinput 3	^	Prompt: <code>[gl_ni3_01]</code> Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior			
See 1.2 Global Commands			
Commands: Disabled Globals			
repeat			
Commands: Confirmations			
See 1.2 Global Commands			
Config Parameters			
Parameter	Value		
--	--		
Developer Notes			
--			

tr0540_MoreChoices_DM

YesNo Recognition 			
If the caller enters this state after all pamphlet options have been given they will be asked if they want to hear all of their choices again. If the caller enters this state after indicating that they want to order a pamphlet then they will be asked if they want to hear more pamphlet options before collecting their address.			
Entering From			
tr0310_UnderstandingSS_DM , tr0320_RetirementBenefits_DM , tr0330_DisabilityBenefits_DM , tr0340_SurvivorBenefits_DM , tr0410_WorkAffectsBenefits_DM , tr0420_DisabledChildrenBenefits_DM , tr0430_WomanSS_DM			
Initial Prompts			
Type	Condition	Name	Wording
initial	If <code>next_pamphlet==understanding_ss</code>	If <code>number_pamphlets_requested==0</code>	tr0540_ini_01 That was the last one. Would you like to hear those choices again?
initial	^	Else <code>//number_pamphlets_requested>0</code>	tr0540_ini_02 Before I get your mailing address, would you like to hear the choices again?
initial	Else	If <code>number_pamphlets_requested==0</code>	tr0540_ini_03 Would you like to hear more choices?
initial	^	Else <code>//number_pamphlets_requested>0</code>	tr0540_ini_04 Before I get your mailing address, would you like to hear more choices?
Grammar			
Sample Expressions	DTMF	Reco Var/Option	Confirm
yes, ([more other] choices)	1	< <code>tr_pamphlet_more_choices_yesno</code> yes>	Never
no	2	< <code>tr_pamphlet_more_choices_yesno</code> no>	Never
repeat, repeat that	9	< <code>tr_pamphlet_more_choices_yesno</code> repeat>	Never
Actions			


Option	Condition	Action	Transition
no	Always	Assign: pamphlet_finished =true	--
^	If number_pamphlets_requested==0	Assign: transcription_transaction_status =success	--
^	^	Prompt: [tr0540_out_01] No problem. In that case, if you're finished, feel free to hang up. Otherwise,...	Return to calling dialog: main [mm0550_Transcription_SD]
^	Else	Prompt: [tr0540_out_02] All right.	goto: tr0550_ConcludeChoices_PP
yes	If number_pamphlets_requested==7	Prompt: [tr0540_out_04] That's all the pamphlets I have to offer.	goto: tr0550_ConcludeChoices_PP
^	Else	--	goto: tr0545_PamphletCheck_DS
repeat	Always	Prompt: [tr0540_out_03] Sure.	--
^	If next_pamphlet==understanding_ss	Prompt: [tr0540_out_05] Would you like to hear those choices again?	Re-Recognition:
^	Else	Prompt: [tr0540_out_06] Would you like to hear more choices?	Re-Recognition:

Recovery Behavior

Type	Condition	Action	Transition
nomatch 1	If next_pamphlet==understanding_ss	Prompt: [tr0540_nm1_01] Let's try again... Would you like to hear those choices again?	Re-Recognition:
nomatch 1	Else	Prompt: [tr0540_nm1_02] Let's try again... Would you like to hear more choices?	Re-Recognition:
nomatch 2	If next_pamphlet==understanding_ss If number_pamphlets_requested==0	Prompt: [tr0540_nm2_01] Sorry. That was the last pamphlet I had to offer. If you'd like to hear all of the choices again, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 2	^ Else //number_pamphlets_requested>0	Prompt: [tr0540_nm2_02] Sorry. If you're interested in receiving more pamphlets and you'd like to hear the choices again, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 2	Else	Prompt: [tr0540_nm2_03] Sorry. If you're interested in receiving more pamphlets and you'd like to hear more choices, press 1. Otherwise, press 2.	Re-Recognition:
nomatch 3	Always	Assign: transfer_reason =error	--
nomatch 3	^	Prompt: [gl_nm3_01] Sorry, we seem to be having trouble.	--
noinput 1	If next_pamphlet==understanding_ss	Prompt: [tr0540_ni1_01] If you'd like to hear those choices again, say 'Yes' or press 1. Otherwise, say 'No' or press 2.	Re-Recognition:
noinput 1	Else	Prompt: [tr0540_ni1_02]	Re-Recognition:

			If you'd like to hear more choices, say 'Yes' or press 1. If not, say 'No' or press 2.	
noinput 2	If <code>next_pamphlet==understanding_ss</code>	If <code>number_pamphlets_requested==0</code>	Prompt: [tr0540_ni2_01] Sorry. That was the last pamphlet I had to offer. If you'd like to hear all of the choices again, press 1. Otherwise, press 2.	Re-Recognition:
noinput 2	^	Else <code>//number_pamphlets_requested>0</code>	Prompt: [tr0540_ni2_02] Sorry. If you're interested in receiving more pamphlets and you'd like to hear the choices again, press 1. Otherwise, press 2.	Re-Recognition:
noinput 2	Else		Prompt: [tr0540_ni2_03] Sorry. If you're interested in receiving more pamphlets and you'd like to hear more choices, press 1. Otherwise, press 2.	Re-Recognition:
noinput 3	Always		Assign: <code>transfer_reason =error</code>	--
noinput 3	^		Prompt: [gl_ni3_01] Sorry, we seem to be having trouble.	--
Commands: State-Specific Behavior				
See 1.2 Global Commands				
Commands: Disabled Globals				
repeat				
Commands: Confirmations				
See 1.2 Global Commands				
Config Parameters				
Parameter		Value		
--		--		
Developer Notes				
--				

tr0545_PamphletCheck_DS

Decision 			
Determines which pamphlet needs to be spoken next based on the last pamphlet heard and which pamphlet's have already been ordered.			
Entering From			
tr0540_MoreChoices_DM , tr0545_PamphletCheck_DS			
Actions			
Condition	Action	Transition	
If <code>next_pamphlet==understanding_ss</code>	If <code>pamphlet_2_quantity==0</code>	--	goto: tr0310_UnderstandingSS_DM
^	Else <code>//pamphlet_2_quantity>0</code>	Assign: <code>next_pamphlet =retirement_benefits</code>	goto: tr0545_PamphletCheck_DS
Else if <code>next_pamphlet==retirement_benefits</code>	If <code>pamphlet_3_quantity==0</code>	--	goto: tr0320_RetirementBenefits_DM

^	Else //pamphlet_3_quantity>0	Assign: next_pamphlet =disability_benefits	goto: tr0545_PamphletCheck_DS
Else if next_pamphlet==disability_benefits	If pamphlet_4_quantity==0	--	goto: tr0330_DisabilityBenefits_DM
^	Else //pamphlet_4_quantity>0	Assign: next_pamphlet =survivor_benefits	goto: tr0545_PamphletCheck_DS
Else if next_pamphlet==survivor_benefits	If pamphlet_5_quantity==0	--	goto: tr0340_SurvivorBenefits_DM
^	Else //pamphlet_5_quantity>0	Assign: next_pamphlet =work_affects_benefits	goto: tr0545_PamphletCheck_DS
Else if next_pamphlet==work_affects_benefits	If pamphlet_6_quantity==0	--	goto: tr0410_WorkAffectsBenefits_DM
^	Else //pamphlet_6_quantity>0	Assign: next_pamphlet =disabled_children_benefits	goto: tr0545_PamphletCheck_DS
Else if next_pamphlet==disabled_children_benefits	If pamphlet_7_quantity==0	--	goto: tr0420_DisabledChildrenBenefits_DM
^	Else //pamphlet_7_quantity>0	Assign: next_pamphlet =woman_ss	goto: tr0545_PamphletCheck_DS
Else //next_pamphlet==woman_ss	If pamphlet_8_quantity==0	--	goto: tr0430_WomanSS_DM
^	Else //pamphlet_8_quantity>0	Assign: next_pamphlet =understanding_ss	goto: tr0545_PamphletCheck_DS
Developer Notes			
--			

tr0550_ConcludeChoices_PP

Simple Play Prompt :))		
Thanks the caller for their order and prepares the caller for address collection.		
Entering From		
tr0310_UnderstandingSS_DM, tr0320_RetirementBenefits_DM, tr0330_DisabilityBenefits_DM, tr0340_SurvivorBenefits_DM, tr0410_WorkAffectsBenefits_DM, tr0420_DisabledChildrenBenefits_DM, tr0430_WomanSS_DM, tr0540_MoreChoices_DM		
Actions [Barge-in is OFF]		
Condition	Action	Transition
If number_pamphlets_requested==0	Prompt: [tr0550_out_02] If you're finished, feel free to hang up. Otherwise ...	Return to calling dialog: main [mm0550_Transcription_SD]
Else	Prompt: [tr0550_out_01] Thanks for your order. Now, let's get your address...	goto: tr0110_ReverseANILookup_DB
Developer Notes		
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Appendix A: Variable Table

Variables

Variable Name	Description	Possible Values	Initial Value	Type	Configurable
abr	'Agent Busy Rate,' determines agent routing logic: 0==default, 1==no agents, 2==screen pop, 3==screen splash, 4==immediate transfer	0, 1, 2, 3, 4	Undefined	--	N
aca_active	toggle - set by administrator - to control whether the ACA menus are on or off	true, false	Undefined	--	N
activeFlag	indicator that determines if emergency message 1 is active or not	true, false	Undefined	--	N
address2ndLine	--	--	Undefined	--	N
address_returned	Determines if an address is returned from the reverse ANI lookup (true=it was returned and false=it was not returned)	--	Undefined	boolean (true/false)	N
addressType	--	--	Undefined	--	N
age	Proof of age pending.	--	Undefined	--	N
alternative_name_needed	indicates whether or not the alternative name needs to be collected	true, false	true	--	N
ammendedApp	Amended application pending.	--	Undefined	--	N
ani	concatenate ("ani=", Call.CallingLineID), ";dnis=", Call.DialedNumberString)	--	Undefined	--	N
application	application=N8NNAApp	--	Undefined	--	N
application_status_OMB_heard	tracks whether the OMB number for application_status has or has not been heard	true, false	false	--	N
applicationtag	variable passed from OCO for transfer routing	order_ssn_card, earnings_statement	Undefined	--	N
appName	The application mapped to this DNIS (beve_ivr, claimstatus_ivr, coa_ivr, directdeposit_ivr, fieldoffice_ivr, intrans_ivr, kba_ivr, mainmenu_ivr, mrc_ivr, oco_ivr, oig_ivr, rau_ivr, replace1099_ivr, tkwr_ivr)	--	Undefined	--	N
associatedAppID	8 characters max. Application ID calling the service	--	Undefined	--	N
attemptedAppID	--	--	Undefined	--	N
attestation_confirmed	indicates whether the perjury message (in attestation flow) has been confirmed (yes), declined (declined), or not yet heard (no)	true, false, declined	true	--	N
attestation_heard	tracks whether the attestation message (including OMB #, estimated time, etc) has been heard	true, false	true	--	N

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attestationMessagePlayed	Attestation Message Played flag. 0 = message not played, 1 = message played and declined, 2 = message played and accepted.	0, 1, 2	Undefined	--	N
attorneyRep	Proof of attorney representation pending.	--	Undefined	--	N
backoff_menu_go_back	tracks whether caller siad 'go back' in backoff other options menu	true, false	true	--	N
bank_account_number	holds the caller's bank account number	<account number>	Undefined	--	N
bank_account_type	indicates what type of the account the caller wants to use for direct deposit	checking, savings, investment	Undefined	--	N
bank_routing_number	holds the caller's bank routing number	<routing number>	Undefined	--	N
benefits_statement_OMB_heard	tracks whether the OMB number for benefits statement has or has not been heard	true, false	false	--	N
benefits_statement_transaction_status	indicates status of the replacement benefits statement (1099) dialog	success, failure, replacement, field_office	Undefined	--	N
beve_transaction_statuses	indicates the status of the task in the benefits verification dialog	success, failure, change_address	Undefined	--	N
bevemrc_OMB_heard	tracks whether the OMB number for bevemrc has or has not been heard	true, false	false	--	N
bornInUS	--	--	Undefined	--	N
broadcastCounter	keeps track of which broadcast prompt/emergency message is being checked	1, 2, 3	Undefined	integer (whole number)	N
broadcastName	--	--	Undefined	--	N
broadcastNameCOLA	--	--	Undefined	--	N
broadcastNameTax	--	--	Undefined	--	N
broadcastPrompt	name of emergency broadcast wav file	--	Undefined	--	N
bv_statusCode	Variable returned determines if the host backend system is available.	0000, 0001, 0004, 0108, 0150, 0151, 0152, 0508, 7777, 9999	Undefined	string	N
bv_statusDescription	Status code text description for Benefits Verification.	--	Undefined	string	N
ca_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777, 0226, 0508, 1111, 8888	Undefined	string	N
ca_statusDescription	Status code text description for Change of Address and Direct Deposit.	--	Undefined	string	N
caller_alternative_name	holds the caller's collected alternative name	<name>	Undefined	--	N
caller_dob	holds the caller's collected date of birth	<date>	Undefined	--	N
caller_first_name	holds the caller's collected first	<name>	Undefined	--	N

	name				
caller_last_name	holds the caller's collected last name	<name>	Undefined	--	N
caller_last_payment	holds the caller's collected last payment amount	<amount>, dont_know	Undefined	--	N
caller_maiden_name	holds the caller's collected mother's maiden name	<name>	Undefined	--	N
caller_pob	holds the caller's collected place of birth (state or US territory)	<state territory>, other	Undefined	--	N
caller_pob_city	--	--	Undefined	--	N
caller_ssn	holds the caller's collected Social Security number	<ssn>	Undefined	--	N
callTypeID	--	--	Undefined	--	N
card_action	indicates whether the caller needs a new or replacement card	new, replacement	Undefined	--	N
card_center	indicates which card center is covered by a particular recognized zip code in FOL	dtpsc, npssc, lvssc, minneapolis, brooklyn, queens, sssc, ossc, none	Undefined	--	N
card_center_info_first_entry	indicates whether this is the first entry into the card center information state	true, false	Undefined	--	N
card_type	indicates what type of card the caller is interested in	social_security, medicare, both	Undefined	--	N
cardCenterFound	indicates whether card center was found	true, false	Undefined	boolean (true/false)	N
cause	Proof of good cause for filing late appeal request pending.	--	Undefined	--	N
ccs	Variable passed from ICM - Call Center Status: open = 0, closed = 1, holiday = 2, emergency = 4	open, closed, holiday, emergency	Undefined	--	N
cd_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777, 0226, 0508, 1111, 8888	Undefined	string	N
cd_statusDescription	Status code text description for Change of Address and Direct Deposit.	--	Undefined	string	N
cdqp	COA DD initial questions played. 1 = played, 0 = not played	0, 1	Undefined	--	N
change_what	indicates what stored information the caller wants to change	address, phone, both	Undefined	--	N
checks_first_entry	indicates whether caller said repeat at mm1905. If yes, set to false. Initialized to true.	true, false	Undefined	boolean (true/false)	N
citizen	Proof of citizenship pending.	--	Undefined	--	N
city	--	--	Undefined	--	N
citystate_collectaddresses_zipcode	holds the zip code for address collection	--	Undefined	--	N
claimantNameChange	Proof of claimant name change	--	Undefined	--	N

	pending.				
claims_transaction_status	indicates the status of the task in the claims status dialog	success, failure, no_confirmation_number, no_application	Undefined	--	N
claimsList	--	--	Undefined	--	N
claimStatus	A (Adjudicated) or P (Pending)	A (Adjudicated) or P (Pending)	Undefined	--	N
claimType	2 character claim type: 10 (Retirement Benefits) 11 (Hospital Insurance Only) 20 (Disability Benefits) 31 (Widow's or Widower's Insurance Benefits) 32 (Mother's or Father's Benefits) 33 (Child's Insurance Benefits – Survivor) 34 (Parent's Benefits) 36 (Widow's or Widower's Insurance Benefits) 41 (Wife's or Husband's Insurance Benefits) 42 (Spouse With Child in Care Benefits) 43 (Child's Insurance Benefits – Life) 46 (Wife's or Husband's Insurance Benefits) 47 (Widow's or Widower's Insurance Benefit) 48 (Childhood Disability Benefits) 49 (Student Benefits) 50 (Hospital Insurance) 60 (Lump Sum Death Payments) 70 (Benefits at Age 72 for Uninsured Individuals) 80 (Health Insurance Benefits Under Medicare for Individuals with Chronic Renal Disease)	--	Undefined	--	N
coa_active	Identifies if the caller should be allowed to reach the change of address module (true) or not (false)	true, false	false	boolean (true/false)	N
coa_transaction_status	indicates status of the task in the change address dialog	success, failure, receiving_ssi, not_eligible, non_resident, not_self, no_zip	Undefined	--	N
coadd_OMB_heard	tracks whether the OMB number for coadd has or has not been heard	true, false	false	--	N
colaBroadcastPrompt	The name of the cost of living adjustment broadcast wav file	--	Undefined	--	N
colaMsgEndTime	end time when cost of living adjustment broadcast message should be played	--	Undefined	--	N
colaMsgStartTime	start time when cola broadcast message should be played	--	Undefined	--	N
colaSsiPaymentDate	Supplemental Security Income payments date	--	Undefined	--	N
colaSsPaymentDate	Social Security payments date	--	Undefined	--	N
collect_full_name	if true, collect full name (using	true, false	Undefined	--	N

	TNRS grammar); if false, use NameOSDM				
collectaddress_cystatelooperrorprompt	indicates prompt to play	--	Undefined	--	N
collectaddress_collectdzipcode	indicates whether to collect zip code first in Address	true, false	Undefined	--	N
collectaddress_collectfortranscription	indicates whether to collect recording fro transcription	true, false	Undefined	--	N
collectaddress_corrections_counter	tracks the number of corrections made in address collection	0, 1, 2, 3, 4, 5	0	--	N
collectaddress_entryprompt	indicates prompt to play?	--	Undefined	--	Y
collectaddress_exitreason	indicates reason for exiting the Address collection dialog	failure	Undefined	--	N
collectaddress_exitsuccessprompt	indicates the prompt to play	--	Undefined	--	N
collectaddress_overallconfirmation	indicates whether or not to confirm	always, if_necessary, never	Undefined	--	N
collectaddress_ziplooperrorprompt	indicates prompt to play	--	Undefined	--	N
collectCurrentAddress	Indicates whether system is collecting current address or new address from caller in address collection flow.	true, false	Undefined	boolean (true/false)	N
collectedFullName	full name collected from caller in TNRS name collection	--	Undefined	--	N
collectedPhoneNum	phone number collected from caller	--	Undefined	--	N
collectname_alwaysaskspelling	indicates whether to always ask for name spelling	true, false	Undefined	--	Y
collectname_confirmationapologyprompt	indicates prompt to play	--	Undefined	--	N
collectname_entryprompt	indicates prompt to play	--	Undefined	--	N
collectname_exitfailureprompt	indicates prompt to paly	--	Undefined	--	Y
collectname_exitsuccessprompt	indicates prompt to play	--	Undefined	--	N
collectname_firstnamehighconfidencelevel	first name high confidence threshold	--	Undefined	--	N
collectname_lastnamehighconfidencelevel	last name high confidence threshold	--	Undefined	--	N
collectname_maxcorrections	maximum number od corrections (based on disconfirmation) to allow	--	Undefined	--	N
collectname_maxnoinputtotal	indicates maximum noinputs in Name dialog	--	Undefined	--	N
collectname_maxnomatchestotal	maximum nomatches allowed	--	Undefined	--	N
collectname_names_to_collect	inidcates names to collect (last, first, etc)	--	Undefined	--	N
collectname_overallcon	indicates whether to confirm	--	Undefined	--	N

firmation	(always, never, if_necessary)				
collectname_spellingonly	indicates whether to use spelling only to collect name	--	Undefined	--	N
confirmation_number	holds the collected confirmation number	--	Undefined	--	N
confirmation_number_first_entry	indicates whether this is the first time confirmation number collection is attempted	true, false	Undefined	--	N
confirmationapologyprompt	--	--	Undefined	--	N
cs_age	Proof of age pending.	--	Undefined	string	N
cs_ammendedApp	Amended application pending.	--	Undefined	string	N
cs_attorneyRep	Proof of attorney representation pending.	--	Undefined	double (decimal number)	N
cs_cause	Proof of good cause for filing late appeal request pending.	--	Undefined	string	N
cs_citizen	Proof of citizenship pending.	--	Undefined	string	N
cs_claimantNameChange	Proof of claimant name change pending.	--	Undefined	string	N
cs_claimStatus	1 character status: A=Adjudicated or P=Pending.	--	Undefined	string	N
cs_claimType	2 character claim type.	--	Undefined	string	N
cs_death	Proof of death pending.	--	Undefined	string	N
cs_earnings	Proof of earnings pending.	--	Undefined	string	N
cs_endStateRenal	Proof of End Stage Renal Disease pending.	--	Undefined	string	N
cs_fedRevDec	Claim status pending issue: As of today's date, a decision has not been made on your request for Federal Reviewing Official Review.	--	Undefined	string	N
cs_fedRevReq	Request for Federal Reviewing Official Review pending.	--	Undefined	string	N
cs_foreignBenefits	Application for benefits under a U.S. International Social Security agreement pending.	--	Undefined	string	N
cs_hearingRequest	Request for hearing pending.	--	Undefined	string	N
cs_inOHA	Claim status issue: As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal request.	--	Undefined	string	N
cs_lawfulPresence	Proof of lawful presence pending.	--	Undefined	string	N
cs_marriage	Proof of marriage pending.	--	Undefined	string	N
cs_medicalHearing	Medical information for your hearing request (Form SSA-3441) pending.	--	Undefined	string	N
cs_medicalRecon	Medical information for your reconsideration request (Form SSA-3441) pending.	--	Undefined	string	N

cs_military	Proof of military service pending.	--	Undefined	string	N
cs_nhNameChange	Proof of number holder name change pending.	--	Undefined	string	N
cs_pendingIssues	Y (if issues pending other than <toDDS1>, <reconDecReq1>, <fedRevDec1>, or <inOHA1>)	--	Undefined	string	N
cs_reconDecReq	Claim status pending issue: As of today's date, a decision has not been made on your reconsideration request.	--	Undefined	string	N
cs_reconRequest	Request for reconsideration pending.	--	Undefined	string	N
cs_relationship	Proof of relationship pending.	--	Undefined	string	N
cs_schoolAttend	Proof of full-time school attendance pending.	--	Undefined	string	N
cs_specialWage	Proof of special wages pending.	--	Undefined	string	N
cs_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777, 0226, 0508, 1111, 8888	Undefined	string	N
cs_statusDescription	Status code text description for Claims Status.	--	Undefined	string	N
cs_storneyRep	Proof of attorney representation pending.	--	Undefined	string	N
cs_support	Proof that you provided at least one-half support to your parents pending.	--	Undefined	string	N
cs_toDDS	Claim status pending issue: The Disability Determination Service in your state is processing the medical portion of your claim.	--	Undefined	string	N
current_claim	indicates which of the three claims returned by the DB is currently being addressed	1, 2, 3	Undefined	--	N
current_intent	holds the caller's intent at any given time	--	Undefined	--	N
current_task	keeps track of the current task	change_address, checks, direct_deposit, field_office_locator, application_status, transcription_ss5, late_payment, transcription_pamphlet, benefits_statement, transcription_7004, transcription_1020, social_security_replacement_card, aca_info, myssa_helpdesk	Undefined	--	N
currentAddressCity	collected current city	--	Undefined	--	N
currentAddressState	state of the caller's current address	--	Undefined	--	N
currentAddressZip	zipcode for the caller's current address	--	Undefined	--	N
currentFullApt	collected current secondary address	--	Undefined	--	N
currentStreetAddress	collected current street address	--	Undefined	--	N

customerName	--	--	Undefined	--	N
dd_statusCode	--	--	Undefined	--	N
dd_statusDescription	--	--	Undefined	--	N
dd_transaction_status	indicates the status of the task in the first deposit dialog	success, failure, receiving_ssi, not_eligible, non_resident, not_self, dont_know_info	Undefined	--	N
death	Proof of death pending.	--	Undefined	--	N
deceasedSSN	--	--	Undefined	--	N
direct_deposit_active	Identifies if the caller should be allowed to reach the direct deposit module (true) or not (false)	true, false	false	boolean (true/false)	N
dob_needed	indicates whether we need to collect the caller's date of birth	true, false	true	--	N
earnings	Proof of earnings pending.	--	Undefined	--	N
effective_date	keeps track of the date when change is supposed to take place	<date>	Undefined	--	N
effective_month	indicates the monthly when direct deposit should start	<month>	Undefined	--	N
enableRespell	--	--	Undefined	--	N
endStageRenal	Proof of End Stage Renal Disease pending.	--	Undefined	--	N
endTime1	time when emergency broadcast message 1 should be played	<time>	Undefined	--	N
endTime2	time when emergency broadcast message 2 should be played	<time>	Undefined	--	N
endTime3	time when emergency broadcast message 3 should be played	<time>	Undefined	--	N
entryprompt	--	--	Undefined	--	N
exitfailureprompt	--	--	Undefined	--	N
exitsuccessprompt	--	--	Undefined	--	N
fedRevDec	As of today's date, a decision has not been made on your request for Federal Reviewing Official Review.	--	Undefined	--	N
fedRevReq	Request for Federal Reviewing Official Review pending.	--	Undefined	--	N
final_intent	holds the caller's ultimate task intent	--	Undefined	--	N
first_entry	indicates whether the caller is entering state for the first time	true, false	Undefined	boolean (true/false)	N
firstNameTNRS	First name, max length 10	--	Undefined	string	N
fl_addressType	--	--	Undefined	string	N
fl_city	--	--	Undefined	string	N
fl_closingTime24HourTime	--	--	Undefined	string	N

fl_drivingDirections	Driving directions to the field office.	--	Undefined	string	N
fl_faxNumber		--	Undefined	string	N
fl_faxNumberExtension		--	Undefined	string	N
fl_fieldOfficeStateAndCountyCode		--	Undefined	string	N
fl_generalDirectionLine		--	Undefined	string	N
fl_hoursOfOperation	The field office hours of operation.	--	Undefined	--	N
fl_officeAddress	The field office's physical address.	--	Undefined	string	N
fl_officeCode	office code of the field office	--	Undefined	--	N
fl_officeName	The name of the field office.	--	Undefined	string	N
fl_officeOpenCloseSwitch		--	Undefined	string	N
fl_officeTelephone		--	Undefined	string	N
fl_officeType	The type of field office.	--	Undefined	string	N
fl_officeTypeText		--	Undefined	string	N
fl_openAndCloseDayOfWeek		--	Undefined	string	N
fl_openingTime24HourTime		--	Undefined	string	N
fl_phoneNumber	The field office phone number.	--	Undefined	string	N
fl_regionalOfficeNumber		--	Undefined	string	N
fl_serviceProvided	Services provided by the field office.	--	Undefined	string	N
fl_state		--	Undefined	string	N
fl_streetAddressLine1		--	Undefined	string	N
fl_streetAddressLine1		--	Undefined	string	N
fl_streetAddressLine2		--	Undefined	string	N
fl_streetAddressLine3		--	Undefined	string	N
fl_streetAddressLine4		--	Undefined	string	N
fl_telephoneExtension		--	Undefined	string	N
fl_telephoneNumber		--	Undefined	string	N
fl_wrapperForGeneralDirections		--	Undefined	string	N
fl_zip4		--	Undefined	string	N
fl_zip5		--	Undefined	string	N
fol_cardcenter_directions	Determines if the caller asked for card center directions	--	Undefined	boolean (true/false)	N
fol_first_zip	indicates whether this is the first zip code searched by the caller	true, false	Undefined	--	N
fol_transaction_status	indicates the status of the task in the field office locator dialog	success, failure, dont_know_zip	Undefined	--	N

fol_zip_code	holds the zip code in which field offices should be found	<zip code>	Undefined	--	N
fol_zip_code_entry	tracks the status of entry to zip code collection	first, change, not_found	Undefined	--	N
foreignBenefits	Application for benefits under a U.S. International Social Security agreement pending.	--	Undefined	--	N
form_1020_quantity	quantity of 1020 forms the caller requests	--	Undefined	--	N
form_7004_delivery	toggle that indicates whether, due to budgetary constraints, 7004 forms will (true) or will not (false) be delivered	true, false	Undefined	--	N
form_7004_quantity	quantity of 7004 forms the caller requests	--	Undefined	--	N
form_ss5_quantity	quantity of ss5 forms the caller requests	--	Undefined	--	N
fullApt	--	--	Undefined	--	N
getmistakeinitialprompt	--	--	Undefined	--	N
getmistakenoinputprompt1	--	--	Undefined	--	N
getmistakenoinputprompt2	--	--	Undefined	--	N
getmistakenomatchprompt1	--	--	Undefined	--	N
getmistakenomatchprompt2	--	--	Undefined	--	N
group	Specifies hotline or group user called in on. 1 – ERB Group 2 – ERE Group 3 – BSO Group 4 – ERB Group – Special Project 5 – ERE Group – Special Project 6 – BSO Group – Special Project 7 – Transfer to OTS/N8NN	1, 2, 3, 4, 5, 6, 7	Undefined	--	N
hearingRequest	Request for hearing pending.	--	Undefined	--	N
houseNumber	--	--	Undefined	--	N
initial_abr_transfer	set outside IVR, determines whether abr 'immediate transfer' is toggled on (true) or off (false)	true, false	true	--	N
inOHA	As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal request.	--	Undefined	--	N
isPhaseIIOffice	Identifies if the office is phase I (false) or phase II (true).	true, false	Undefined	boolean (true/false)	N
isResidentAddress	--	--	Undefined	--	N

isResidentAddress	indicates whether new address is caller's resident address	--	Undefined	--	N
isSkillTransfer	Variable is defaulted to false. It will be passed to ICM to assist with call routing.	true, false	false	boolean (true/false)	N
isTNRSNameMatch	indicates whether first name matches first name returned from TNRS lookup and last name matches one of the last names returned from TNRS lookup true or false	--	Undefined	--	N
ivrAction	ivr action	--	Undefined	--	N
ka_bicDob	1 or 2-digit alpha or alpha-numeric string representing the BIC. This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.	--	Undefined	string	N
ka_bicFirstName	1 or 2-digit alpha or alpha-numeric string representing the Beneficiary Identification Code (BIC). This tag will be returned when the user's first name is verified using an SSN other than the SSN entered.	--	Undefined	string	N
ka_bicLastName	1 or 2-digit alpha or alpha-numeric string representing the BIC. This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.	--	Undefined	string	N
ka_collectDateOfBirth	Boolean to determine if the application requires the caller to authenticate the date of birth.	true, false	Undefined	boolean (true/false)	N
ka_collectMothersMaidenName	Boolean to determine if the application requires the caller to authenticate the mother's maiden name.	true, false	Undefined	string	N
ka_collectName	Boolean to determine if the application requires the caller to authenticate the first name.	true, false	Undefined	boolean (true/false)	N
ka_collectPaymentAmount	Boolean to determine if the application requires the caller to authenticate the payment amount.	true, false	Undefined	boolean (true/false)	N
ka_collectPlaceOfBirth	Boolean to determine if the application requires the caller to authenticate the place of birth.	true, false	Undefined	boolean (true/false)	N
ka_collectPlaceOfBirthCity	--	--	Undefined	--	N
ka_collectSSN	Boolean to determine if the application requires the caller to authenticate the social security number.	true, false	Undefined	boolean (true/false)	N
ka_dobMbr	--	01, 02, 03, 04, 05, 06, 07	Undefined	string	N
ka_dobNumi	--	01, 02, 03, 04, 05, 06, 07	Undefined	string	N
ka_dobSsr	--	01, 02, 03, 04, 05, 06, 07	Undefined	string	N

ka_firstNameMbr	MBR authentication status for first name: 01 = Element verified, 02 = Element on database-not verified, 03 = Element not on database, 04 = Unable to access database, 05 = Element not received	01, 02, 03, 04, 05	Undefined	string	N
ka_firstNameNumi	Numident authentication status for first name.	01, 02, 03, 04, 05	Undefined	string	N
ka_firstNameSsr	SSR authentication status for first name.	01, 02, 03, 04, 05	Undefined	string	N
ka_lastAuthenticatedDate	--	--	Undefined	--	N
ka_lastNameMbr	MBR authentication status for last name.	01, 02, 03, 04, 05	Undefined	string	N
ka_lastNameNumi	Numident authentication status for last name.	01, 02, 03, 04, 05	Undefined	string	N
ka_lastNameSsr	SSR authentication status for last name.	01, 02, 03, 04, 05	Undefined	string	N
ka_mothersMaidenNameNumi	Numident authentication status for mothers maiden name.	01, 02, 03, 04, 05	Undefined	string	N
ka_multipleAddresses	--	--	Undefined	--	N
ka_nhSsnDob	9 digit Social Security Number (SSN). This tag will be returned when the user's date of birth is verified using an SSN other than the SSN entered.	--	Undefined	string	N
ka_nhSsnFirstName	9 digit Social Security Number (SSN). This tag will be returned when the user's first name is verified using an SSN other than the SSN entered.	--	Undefined	string	N
ka_nhSsnLastName	9 digit Social Security Number (SSN). This tag will be returned when the user's last name is verified using an SSN other than the SSN entered.	--	Undefined	string	N
ka_placeOfBirthNumi	Numident authentication status for mothers maiden name.	01, 02, 03, 04, 05	Undefined	string	N
ka_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 0226, 0508, 1111, 7777, 8888	Undefined	string	N
ka_statusDescription	Status code text description for Benefits Verification.	--	Undefined	string	N
kba_OMB_heard	tracks whether the OMB number for kba (right now, used for everything BUT claim status) has or has not been heard	true, false	false	--	N
kba_transaction_status	indicates the status of the task in the KBA dialog	success, failure, account_blocked, attestation_declined	Undefined	--	N
lang	1 = English or 2 = Spanish	1, 2	Undefined	--	N
language	--	--	Undefined	--	N
last_payment_needed	indicates whether we need to collect the caller's last payment	true, false	true	--	N

	amount				
lastName	--	--	Undefined	--	N
lastnamespell	--	--	Undefined	--	N
lastNameTNRS	Last name, max length 13	--	Undefined	string	N
lawfulPresence	Proof of lawful presence pending.	--	Undefined	--	N
lob	line of business	--	Undefined	--	N
maiden_name_needed	indicates whether we need to collect the caller's mother's maiden name	true, false	Undefined	--	N
mainMenuChoice	--	--	Undefined	--	N
marriage	Proof of marriage pending	--	Undefined	--	N
medicalHearing	Medical information for your hearing request (Form SSA-3441) pending.	--	Undefined	--	N
medicalRecon	Medical information for your reconsideration request (Form SSA-3441) pending.	--	Undefined	--	N
military	Proof of military service pending.	--	Undefined	--	N
missingAddressCollected	--	--	Undefined	--	N
mm_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777	Undefined	--	N
mm_statusDescription	Status code text description for Benefits Verification.	--	Undefined	--	N
mr_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 7777	Undefined	string	N
mr_statusDescription	Status code text description for Medicare Replacement Card.	--	Undefined	string	N
mrc_transaction_status	indicates status of the task in the medicare replacement card dialog	success, failure, change_address	Undefined	--	N
myccs	--	--	Undefined	--	N
myss_helpdesk_active	toggle - set by administrator - to control whether My SS Helpdesk is on or off	true, false	Undefined	--	N
name_collect_counter	keeps track of the number of times the caller has attempted name collection	0, 1, 2, 3	0	--	N
name_collect_task	indicates the type of name being collected - 'caller' = caller's first and last names; 'alternative' = caller's alternative name (if any); 'maiden' = mother's maiden name	caller, alternative, maiden	Undefined	--	N
name_disconfirm_counter	keeps track of how many times a particular name has been DISCONFIRMED by the caller	0, 1, 2	0	--	N

name_status	indicates the status - success or failure - of name collection	success, failure	Undefined	--	N
nameDisconfirmCounter		--	Undefined	--	N
namesToCorrect		--	Undefined	--	N
newAddressCity	collected new city	--	Undefined	--	N
newAddressState	state of the caller's new address	--	Undefined	--	N
newAddressZip	zipcode for the caller's new address	--	Undefined	--	N
newFullApt	collected new secondary address	--	Undefined	--	N
newStreetAddress	collected new street address	--	Undefined	--	N
next_pamphlet	indicates the next pamphlet on the list in the Transcription dialog allowing caller's to choose pamphlets by title	understanding_ss, retirement_benefits, disability_benefits, survivor_benefits, work_affects_benefits, disabled_children_benefits, woman_ss	Undefined	--	N
nhNameChange	Proof of number holder name change pending.	--	Undefined	--	N
no_kba_info_needed	keeps track of whether any information needed to be collected for purposes of prompting in ka0900	true, false	false	--	N
non_national_transfer	for OCO transfers, controls OCO-specific prompting	true, false	true	--	N
num_claims	indicates the number of claims returned by the DB	1, 2, 3	Undefined	--	N
number_pamphlets_requested	indicates the number of different pamphlets the caller has requested	0, 1, 2, 3, 4, 5, 6, 7	Undefined	--	N
office_hours	'true' means the offices are open, 'false' means they're closed	true, false	Undefined	--	N
office_location_entry	indicates the origin of a call to the Field Office Locator dialog	first, from_card_center, reentry	Undefined	--	N
officeFound	Indicates if an office was found	true, false	true	boolean (true/false)	N
ombMessagePlayed	OMB Message played. a = application status OMB message played, k = kba (other than application status) OMB message played, b= both messages played, n = none played.	a, k, b, n	Undefined	--	N
otherLastNameTNRS	Other last name, max length 13	--	Undefined	string	N
pamphlet_1_quantity	basic facts about social security pamphlet quantity	0, 1	Undefined	integer (whole number)	N
pamphlet_2_quantity	understanding social security pamphlet quantity	0, 1	Undefined	integer (whole number)	N
pamphlet_3_quantity	retirement pamphlet quantity	0, 1	Undefined	integer (whole number)	N
pamphlet_4_quantity	disability pamphlet quantity	0, 1	Undefined	integer (whole number)	N

pamphlet_5_quantity	survivor's pamphlet quantity	0, 1	Undefined	integer (whole number)	N
pamphlet_6_quantity	how work affects social security benefits pamphlet quantity	0, 1	Undefined	integer (whole number)	N
pamphlet_7_quantity	social security and SSI benefits for children with disabilities pamphlet quantity	0, 1	Undefined	integer (whole number)	N
pamphlet_8_quantity	what every woman should know pamphlet quantity	--	Undefined	--	N
pamphlet_9_quantity	the future of social security pamphlet quantity	--	Undefined	--	N
pamphlet_finished	indicates whether the caller has indicated they are finished choosing pamphlets	true, false	true	--	N
pamphlets_first_time	tracks whether this is the first or second time through the list	true, false	Undefined	--	N
payment_method	indicates how the caller is expecting to receive their payment	mail, direct_deposit	Undefined	--	N
pendingIssues	--	Y	Undefined	--	N
phone_type	indicates what type of phone the caller wants to change	home, work, mobile, attorney, other	Undefined	--	N
play_attestation_flag	Identifies if the attestation /OMB /perjury messages need to be heard. Y = true and N = false	true, false	Undefined	boolean (true/false)	N
pob_needed	indicates whether we need to collect the caller's place of birth	true, false	true	--	N
previousState	--	--	Undefined	--	N
rb_statusCode	Variable returned determines if the host backend system is available.	0000, 0150, 0151, 0152, 0226, 0508, 1111, 7777, 8888	Undefined	string	N
rb_statusDescription	Status code text description for Replacement 1099.	--	Undefined	string	N
reconDecReq	As of today's date, a decision has not been made on your reconsideration request.	--	Undefined	--	N
reconRequest	Request for reconsideration pending.	--	Undefined	--	N
regionCode	region code returned from ICM	0, 1, 2, 3, 4, 5, 6, 7	Undefined	--	N
relationship	Proof of relationship pending.	--	Undefined	--	N
replacement_statement_deceased	indicates whether the replacement 1099 requested is for a deceased person	true, false	true	--	N
respellfirstinitialprompt1	--	--	Undefined	--	N
respellfirstinitialprompt2	--	--	Undefined	--	N
respellfirstnoinputprompt1	--	--	Undefined	--	N

respellfirstnoinputprompt2	--	--	Undefined	--	N
respellfirstnomatchprompt1	--	--	Undefined	--	N
respellfirstnomatchprompt2	--	--	Undefined	--	N
respelllastinitialprompt1	--	--	Undefined	--	N
respelllastinitialprompt2	--	--	Undefined	--	N
respelllastnoinputprompt1	--	--	Undefined	--	N
respelllastnoinputprompt2	--	--	Undefined	--	N
respelllastnomatchprompt1	--	--	Undefined	--	N
respelllastnomatchprompt2	--	--	Undefined	--	N
returnalternativename	alternative name collected at the name OSDM	--	Undefined	--	N
returnCode	--	0, -1	Undefined	--	N
returnfirstname	value of the first name returned from the Name OSDM	--	Undefined	--	N
returnlastname	value of the last name returned from the name OSDM	--	Undefined	--	N
returnvalue	lastName firstName	--	Undefined	--	N
sayandspellfirsthelpprompt	--	--	Undefined	--	N
sayandspellfirstinitialprompt1	--	--	Undefined	--	N
sayandspellfirstinitialprompt2	--	--	Undefined	--	N
sayandspellfirstnoinputprompt1	--	--	Undefined	--	N
sayandspellfirstnoinputprompt2	--	--	Undefined	--	N
sayandspellfirstnomatchprompt1	--	--	Undefined	--	N
sayandspellfirstnomatchprompt2	--	--	Undefined	--	N
sayandspelllasthelpprompt	--	--	Undefined	--	N
sayandspelllastinitialprompt1	--	--	Undefined	--	N
sayandspelllastinitialprompt2	--	--	Undefined	--	N
sayandspelllastnoinputprompt1	--	--	Undefined	--	N
sayandspelllastnoinputprompt2	--	--	Undefined	--	N
sayandspelllastnomatchprompt1	--	--	Undefined	--	N

sayandspellastnomatchprompt2	--	--	Undefined	--	N
saySpellFirstNameGrammar2	--	--	Undefined	--	N
saySpellFirstNoInput1	--	--	Undefined	--	N
saySpellFirstNoInput2	--	--	Undefined	--	N
saySpellFirstNoMatch1	--	--	Undefined	--	N
saySpellFirstNoMatch2	--	--	Undefined	--	N
saySpellLastNameGrammar	--	--	Undefined	--	N
saySpellLastNameGrammar2	--	--	Undefined	--	N
saySpellLastNoInput1	--	--	Undefined	--	N
saySpellLastNoInput2	--	--	Undefined	--	N
saySpellLastNoMatch1	--	--	Undefined	--	N
saySpellLastNoMatch2	--	--	Undefined	--	N
schoolAttend	Proof of full-time school attendance pending.	--	Undefined	--	N
selectedLanguage	language chosen by caller at language selection	--	Undefined	--	N
speak_freely_active	toggle - set by administrator - to control whether NLU is on or off	true, false	Undefined	--	N
specialWage	Proof of special wages pending.	--	Undefined	--	N
spell_name	indicates whether name collection should be attempted using spell-only	true, false	true	--	N
spellfirsthelpprompt	--	--	Undefined	--	N
spellfirstinitialprompt1	--	--	Undefined	--	N
spellfirstinitialprompt2	--	--	Undefined	--	N
spellFirstNameGrammar2	--	--	Undefined	--	N
spellfirstnoinputprompt1	--	--	Undefined	--	N
spellfirstnoinputprompt2	--	--	Undefined	--	N
spellfirstnomatchprompt1	--	--	Undefined	--	N
spellfirstnomatchprompt2	--	--	Undefined	--	N
spellingOnly	--	--	Undefined	--	N
spellasthelpprompt	--	--	Undefined	--	N
spellLastInitial	--	--	Undefined	--	N
spellLastInitial2	--	--	Undefined	--	N
spellastinitialprompt1	--	--	Undefined	--	N
spellastinitialprompt2	--	--	Undefined	--	N

spellLastNameGrammar	--	--	Undefined	--	N
spellLastNameGrammar2	--	--	Undefined	--	N
spellLastnoinputprompt1	--	--	Undefined	--	N
spellLastnoinputprompt2	--	--	Undefined	--	N
spellLastnomatchprompt1	--	--	Undefined	--	N
spellLastnomatchprompt2	--	--	Undefined	--	N
ss_card_requested	keeps track of whether the caller has requested a social security card	true, false	true	--	N
ss_statusCode	--	0000, 0150, 0151, 0152, 7777	Undefined	--	N
ss_statusDescription	--	--	Undefined	--	N
startTime1	start time when emergency broadcast message 1 should be played	<time>	Undefined	--	N
startTime2	start time when emergency broadcast message 2 should be played	<time>	Undefined	--	N
startTime3	start time when emergency broadcast message 3 should be played	<time>	Undefined	--	N
state	--	--	Undefined	--	N
status_collectaddress_zipcode	indicates whether zip code is a valid, USPS zip code	valid	Undefined	--	N
statusCode	Variable returned determines if the host backend system is available.	--	Undefined	--	N
statusDescription	--	--	Undefined	--	N
streetAddress	--	--	Undefined	--	N
streetName	--	--	Undefined	--	N
support	Proof that you provided at least one-half support to your parents pending.	--	Undefined	--	N
surveyFlag	survey flag offer on=1 off=0	--	Undefined	--	N
taxActiveFlag	indicator to determine if the tax information broadcast message is active or not	--	Undefined	--	N
taxBroadcastPrompt	The name of the tax information broadcast wav file	--	Undefined	--	N
tnrs_checked	keeps track of whether or not the TNRS database has been checked	true, false	false	--	N
tnrs_db_upfront	Determines if the TNRS database should be called prior to (true), or after (false), the first name collection.	true, false	Undefined	boolean (true/false)	N

tnrs_statusCode	Variable returned determines if the host backend system is available.	0000, 0151, 9999	Undefined	string	N
toDDS	The Disability Determination Service in your state is processing the medical portion of your claim.	--	Undefined	--	N
tr_city	--	--	Undefined	string	N
tr_firstName	--	--	Undefined	string	N
tr_lastName	--	--	Undefined	string	N
tr_state	--	--	Undefined	string	N
tr_streetAddress	--	--	Undefined	string	N
tr_zipCode	--	--	Undefined	string	N
transactionStatus	set prior to return to the calling application.	--	Undefined	--	N
transcription_form_quantity	holds the number of forms requested by the caller	--	Undefined	--	N
transcription_ss5	--	--	Undefined	--	N
transcription_transaction_status	indicates the status of the task in the Transcription dialog	success, failure	Undefined	--	N
transfer_reason	indicates the reason for caller transfer	error, failure	Undefined	--	N
VRUProgress	--	--	Undefined	--	N
zip	--	--	Undefined	--	N
zipcode	--	--	Undefined	--	N

Recognition Variables

<i>Variable Name</i>	<i>Description</i>	<i>Possible Values</i>	<i>Initial Value</i>	<i>Type</i>	<i>Configurable</i>
1100_zip@CollectAddress_ZipCode	--	zip	Undefined	--	N
1300_cmd@CollectAddress_ZipCode	--	help	Undefined	--	N
1300_street@CollectAddress_ZipCode	--	poboxnumber, ruralroutenumber, streetnamenumber	Undefined	--	N
1350_apartment@CollectAddress_ZipCode	--	apt_<number>, bldg_<number>, fl_<number>, msc_<number>, no_apt, ste_<number>, unit_<number>	Undefined	--	N
1500_cmd@CollectAddress_ZipCode	--	help	Undefined	--	N
1500_yesno@CollectAddress_ZipCode	--	yes, no	Undefined	--	N
address_disambig_menu	Identifies what the caller chooses in the address disambiguation menu (update personal address or find a SS office)	office, update_address	Undefined	ECMAScript object	N
alt_name_sayandspellast	grammar addendum to allow for a 'none' option for alternate name collection ONLY	none	Undefined	--	N
alt_name_yesno	--	no, yes	Undefined	--	N

application_status_yes no	--	no, yes	Undefined	--	N
ask_partd_enrolled_ye sno	--	no, repeat, yes	Undefined	--	N
attestation_act_details	--	--	Undefined	--	N
attestation_question	--	continue, more_information	Undefined	--	N
backoff_main_menu	--	application_status, cards, medicare, office_locations, other_options, repeat, Spanish, update	Undefined	--	N
backoff_other_options_ menu	--	application, benefits_statement, direct_deposit, go_back, proof_of_income, repeat, something_else	Undefined	--	N
benefits_application_m enu	--	medicare, prescription, repeat, social_security, something_else	Undefined	--	N
benefits_earnings_men u	--	benefits_statement, proof_of_income, something_else	Undefined	--	N
benefits_menu	--	application_status, apply, direct_deposit, other_options, payment	Undefined	--	N
benefits_other_options_ menu	--	earnings_statement, forms, pamphlets, proof_of_income, repeat, something_else, update	Undefined	--	N
benefits_statement_en d_menu	--	no, repeat, yes	Undefined	--	N
benefits_update_inform ation_menu	--	address, direct_deposit, name, something_else	Undefined	--	N
card_center_location_i nfo_menu	--	change, field_office, finished, repeat	Undefined	--	N
card_center_needed_y esno	--	no, yes	Undefined	--	N
card_menu_medicare	--	new_card, replacement_card, something_else	Undefined	--	N
card_menu_social_sec urity	--	new_card, replacement_card, something_else, update	Undefined	--	N
cards_update_informati on_menu	--	address, both, name, something_else	Undefined	--	N
cd_account_number	--	<account number>, repeat	Undefined	--	N
cd_account_type_men u	--	checking, dont_have, investment, repeat, savings	Undefined	--	N
cd_calling_about_self_ yesno	--	no, repeat, yes	Undefined	--	N
cd_effective_asap_yes no	--	no, yes	Undefined	--	N
cd_effective_date_men u	--	<effective_date>	Undefined	--	N
cd_effective_month	--	april, august, december, february, january, july, june, march, may, november, october, september, soon_as_possible	Undefined	--	N

cd_not_eligible_menu	--	--	Undefined	--	N
cd_phone_number	--	phone_number, repeat	Undefined	--	N
cd_phone_type_menu	--	attorney, cell, home, something_else, work	Undefined	--	N
cd_receiving_benefits_yesno	--	no, yes	Undefined	--	N
cd_routing_number	--	<routing number>, dont_know, repeat	Undefined	--	N
cd_type_of_change_menu	--	address, both, phone	Undefined	--	N
check_late_yesno	--	no, yes	Undefined	--	N
checks_repeat_yesno	--	no, repeat, yes	Undefined	--	N
citizenship_msg_yesno	--	no, yes	Undefined	--	N
citizenship_question_yesno	--	no, yes	Undefined	--	N
cityState@CollectAddress_ZipCode	--	--	Undefined	--	N
cola_msg_yesno	--	no, yes	Undefined	--	N
colaActiveFlag	indicator to determine if the message is active or not	--	Undefined	--	N
colaPremiumAmount	cola medicare part b premium amount	--	Undefined	--	N
colaRate	cost-of-living adjustment rate	--	Undefined	--	N
colaYear	the cost of living adjustment year	--	Undefined	--	N
collectaddress_apartment_number	--	--	Undefined	--	N
collectaddress_confirm_address	--	yes, no	Undefined	--	N
collectaddress_street_address	--	--	Undefined	--	N
collectaddress_zip	holds collected zip code for address collection	zip	Undefined	--	N
confirmname	--	no, repeat, yes	Undefined	--	N
corrections@CollectAddress_ZipCode	--	--	Undefined	--	N
coupleResourceMax	--	--	Undefined	--	N
cs_multi_claim_end_menu	--	finished, next_claim	Undefined	--	N
cs_multi_last_claim_end_menu	--	different_number, finished, repeat_claims	Undefined	--	N
cs_no_status_end_menu	--	different_number, finished, repeat	Undefined	--	N
cs_one_claim_end_menu	--	finished	Undefined	--	N
cs_repeat_status_yesno	--	no, yes	Undefined	--	N
cs_which_claim_yesno	--	no, yes	Undefined	--	N
current_date	today's date	--	Undefined	--	N

current_year_question_yesno	--	no, yes	Undefined	--	N
deceased_ssn_collection	--	<ssn>, dont_know	Undefined	--	N
disability_disambig_menu	Identifies what the caller chooses in the disability disambiguation menu (apply for benefits, claim status, or benefit check)	apply, check, claim_status, else	Undefined	ECMAScript object	N
earnings_menu	--	benefits_statement, earnings_statement, proof_of_income, something_else	Undefined	--	N
employment_disambig_menu_yesno	Identifies if the caller needs a copy of their work history (yes) or not (no)	no, yes	Undefined	boolean (true/false)	N
ExitReason@CollectAddress_ZipCode	--	Failure, Success	Undefined	--	N
firstMonth	first month of scheduled payment delivery dates	--	Undefined	--	N
firstMonth.firstPaymentDate	--	--	Undefined	--	N
firstMonth.fourthPaymentDate	--	--	Undefined	--	N
firstMonth.secondPaymentDate	--	--	Undefined	--	N
firstMonth.ssiPaymentDate	--	--	Undefined	--	N
firstMonth.thirdPaymentDate	--	--	Undefined	--	N
fol_physicalzipquestion_yesno	If a Sacramento zip code is entered in FOL determines if the zip code is for the caller's physical address.	no, repeat, yes	Undefined	boolean (true/false)	N
fol_zip_code_collection	--	<zip code>, dont_know	Undefined	--	N
form_for_self_yesno	--	no, repeat, yes	Undefined	--	N
forms_general_menu	--	benefits_statement, earnings_statement, proof_of_income, something_else	Undefined	--	N
future_benefits_menu	--	order_form, other_questions, repeat	Undefined	--	N
future_benefits_yesno	--	no, yes	Undefined	--	N
get_confirmation_number	--	<confirmation number>, dont_have, more_information, repeat	Undefined	--	N
get_dob	--	dob, repeat	Undefined	--	N
get_form_menu	--	main_menu, office, order_form, website	Undefined	--	N
get_last_payment_amount	--	dont_know, last_payment_amount, repeat	Undefined	--	N
get_pob	--	af_af, af_am, af_ca, af_eu, af_me, af_pa, ak, al, ar, as, az, ca, co, ct, dc, de, fl, ga, gu, hi, ia,	Undefined	--	N

		id, il, in, ks, ky, la, ma, md, me, mh, mi, mn, mo, mp, ms, mt, nc, nd, ne, nh, nj, nm, nv, ny, oh, ok, or, other, pa, pr, pw, repeat, ri, sc, sd, state, territory, tn, tx, ut, va, vi, vt, wa, wi, wv, wy			
get_ssn	--	repeat, ssn	Undefined	--	N
help_with_drug_costs_yesno	--	no, yes	Undefined	--	N
individualResourceMax	--	--	Undefined	--	N
internet_address_menu	--	details, problem, repeat	Undefined	--	N
internet_information_yesno	--	no, yes	Undefined	--	N
language_selection	--	spanish	Undefined	--	N
late_payment_exit_yesno	--	no, yes	Undefined	--	N
late_payment_menu	--	direct_deposit, mail, not_sure, repeat	Undefined	--	N
main_menu	--	1099_benefits_statement, aca_info, address_general, agent, benefits_application, benefits_general, benefits_other, benefits_verification, cards_general, change_of_address, checks, citizenship_general, claims_status_general, claims_status_new, cost_of_living_adjustment, direct_deposit, disability_application, disability_benefits_general, earnings_statement, employment_general, field_office_locator, forms_general, general, internet_general, main_menu, medicare, medicare_replacement_card, myssa_helpdesk, name_or_address_verify, payment_late, repeat, replacement_general, representative_payee, retirement_application, social_security_application, social_security_card_general, social_security_number_verification, social_security_replacement_card, spanish, ssi_application, supplemental_security_income, survivor_application, tax_general, transcription_pamphlets, transfer_appeal_new, transfer_appointment, transfer_back_payment, transfer_balance, transfer_benefits_problem, transfer_billing, transfer_birth,	Undefined	--	N

		transfer_cancel, transfer_case_change, transfer_check_deductions, transfer_check_replacement, transfer_child_support, transfer_circuit_breaker, transfer_claims_medicare, transfer_claims_new, transfer_college, transfer_complaint, transfer_death, transfer_debit_card, transfer_dependent, transfer_disability, transfer_divorce, transfer_earnings_general, transfer_eligibility, transfer_employment_change, transfer_fax, transfer_food_stamps, transfer_forms_w2, transfer_fraud, transfer_housing, transfer_insurance, transfer_legal, transfer_letter, transfer_license, transfer_loans, transfer_marriage, transfer_military_service, transfer_password, transfer_payment_amount, transfer_payment_arrangement, transfer_payment_over, transfer_payment_stop, transfer_pension, transfer_refund, transfer_retirement, transfer_return_call, transfer_ssi_change, transfer_tax_withholding, update_information			
medicare_apply_menu	--	no, yes	Undefined	--	N
medicare_enroll_msg_ yesno	--	no, yes	Undefined	--	N
medicare_information_ yesno	--	no, yes	Undefined	--	N
medicare_subsidy_ms g_ yesno	--	no, yes	Undefined	--	N
no_relationship_end_m enu	--	no, yes	Undefined	--	N
not_eligible_details_ ye sno	--	no, yes	Undefined	--	N
office_directions_menu	--	change, finished, repeat	Undefined	--	N
office_location_info_m enu	--	change, finished, repeat	Undefined	--	N
order_drug_help_form_ yesno	--	no, yes	Undefined	--	N
paperwork_details	--	skip_it	Undefined	--	N
paperwork_end_menu	--	continue, privacy_act, repeat	Undefined	--	N
payee_become_menu	--	finished, office, payee_options, repeat	Undefined	--	N

payee_change_menu	--	office, payee_options, repeat	Undefined	--	N
payee_misuse_menu	--	finished, payee_options, repeat	Undefined	--	N
payee_program_menu	--	payee_options, repeat	Undefined	--	N
perjury_message_yesno	Determines if the caller agrees to the perjury message.	no, yes	Undefined	boolean (true/false)	N
person_living_yesno	--	no, repeat, yes	Undefined	--	N
privacy_details	--	skip_it	Undefined	--	N
privacy_end_menu	--	continue, paperwork_act, repeat	Undefined	--	N
receiving_benefits_yesno	--	no, yes	Undefined	--	N
remove_phone_menu	--	change, remove	Undefined	--	N
rep_payee_menu	--	become, change, misuse, program, report, something_else	Undefined	--	N
replacement_disambig_menu	Identifies what the caller chooses in the replacement disambiguation menu (1099, card, something_else)	1099, card, else	Undefined	ECMAScript object	N
replacement_medicare_card_yesno	--	no, yes	Undefined	--	N
replacement_statement_end_menu	--	no, yes	Undefined	--	N
result	generic recognition variable	no, yes, pob_city, both, firstname, lastname, continue, insurance, repeat, help, main_menu	Undefined	--	N
sayandspellfirst	--	<name>	Undefined	--	N
sayandspellfirst_tnrs	grammar compiled from tnrs hit	<name_tnrs>	Undefined	--	N
sayandspelllast	--	<name>	Undefined	--	N
sayandspelllast_tnrs	grammar compiled from tnrs hit	<name_tnrs>	Undefined	--	N
sayandspelllastalternate	an alternate say and spell last name grammar with the addition of the 'dont_know' option	<name>, none	Undefined	--	N
secondMonth	second month of scheduled payment delivery dates	--	Undefined	--	N
secondMonth.firstPaymentDate	--	--	Undefined	--	N
secondMonth.fourthPaymentDate	--	--	Undefined	--	N
secondMonth.secondPaymentDate	--	--	Undefined	--	N
secondMonth.ssiPaymentDate	--	--	Undefined	--	N
secondMonth.thirdPaymentDate	--	--	Undefined	--	N
social_security_card_menu	--	documents, get_form, help_with_form, office, repeat, something_else, submit_form	Undefined	--	N
spellfirst	--	<name>	Undefined	--	N
spellfirst_tnrs	grammar compiled from tnrs hit	<name_tnrs>	Undefined	--	N

spellast	--	<name>	Undefined	--	N
spellast_tnrs	grammar compiled from tnrs hit	<name_tnrs>	Undefined	--	N
ss5verify_msg_yesno	--	no, yes	Undefined	--	N
ssColaPaymentDate	COLA social security payment date	--	Undefined	--	N
ssi_menu	--	apply, citizenship, problem, repeat	Undefined	--	N
ssiColaPaymentDate	COLA SSI payment date	--	Undefined	--	N
ssn_verify_menu	Identifies the caller option in the Social Security verification menu.	finished, office, repeat	Undefined	ECMAScript object	N
Status@CollectAddress_ZipCode	--	Valid	Undefined	--	N
submit_form_yesno	--	no, yes	Undefined	--	N
supporting_documents_final_yesno	--	no, yes	Undefined	--	N
supporting_documents_nonfinal_menu	menu of options for supporting dox message, NOT last message	finished, keep_going, repeat	Undefined	--	N
taxAmount1SelfEmp	self-employed minimum net profit amount	--	Undefined	--	N
taxAmount2MaxTax	maximum taxable amount	--	Undefined	--	N
taxAmount3MaxSs	maximum Social Security tax withheld	--	Undefined	--	N
taxes_msd_yesno	--	no, yes	Undefined	--	N
taxMsgEndTime	end time when tax information broadcast message should be played	--	Undefined	--	N
taxMsgStartTime	start time when tax information broadcast message should be played	--	Undefined	--	N
taxRate1ContEe	contribution rate for employees	--	Undefined	--	N
taxRate2ConSelfEmp	--	--	Undefined	--	N
taxRate3SsTax	Social Security tax rate	--	Undefined	--	N
taxRate4MedTax	Medicare tax rate	--	Undefined	--	N
taxYear	--	--	Undefined	--	N
TNRS_get_name	grammar, constructed from TNRS DB hit, collects caller's full name	<name>, repeat	Undefined	--	N
tr_confirm_address_yesno	--	no, repeat, yes	Undefined	--	N
tr_get_pamphlet_menu	--	finished, no, repeat, skip, yes	Undefined	--	N
tr_how_many_forms_menu	--	1, 10, 11, 12, 13, 14, 15, 2, 3, 4, 5, 6, 7, 8, 9, repeat	Undefined	--	N
tr_pamphlet_more_choices_yesno	--	no, repeat, yes	Undefined	--	N
web_instructions_yesno	--	no, yes	Undefined	--	N
which_act_details	--	both, neither, paperwork_act, privacy_act	Undefined	--	N

which_card_menu	--	both, medicare, social_security, something_else	Undefined	--	N
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Appendix B: Grammar Mapping Table

main

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
mm0110_LanguageSelection_DM	language_selection	spanish	result	dm_root
mm0120_RecordingMsg_DM	language_selection	spanish	result	dm_root
mm0171_ACAMainMenu_DM	result	insurance, continue	result	dm_root
mm0173_ACAWrapMenu_DM	result	repeat, continue	result	dm_root
mm0181_MySSMainMenu_DM	result	help, continue	result	dm_root
mm0184_MySSWrapMenu_DM	result	repeat, main_menu	result	dm_root
mm0210_SFMainMenu_DM	main_menu	address_general, benefits_application, claims_status_general, transfer_appeal_new, benefits_general, transfer_appointment, transfer_back_payment, transfer_balance, transfer_benefits_problem, transfer_birth, transfer_cancel, cards_general, medicare_replacement_card, social_security_card_general, change_of_address, checks, transfer_case_change, transfer_check_replacement, transfer_ssi_change, cost_of_living_adjustment, general, transfer_check_deductions, transfer_child_support, transfer_circuit_breaker, transfer_claims_medicare, transfer_college, transfer_complaint, transfer_death, transfer_debit_card, direct_deposit, disability_benefits_general, earnings_statement, transfer_dependent, transfer_disability, transfer_divorce, transfer_earnings_general, 1099_benefits_statement, employment_general, field_office_locator, forms_general, transfer_eligibility, transfer_employment_change, transfer_fax, transfer_food_stamps, transfer_fraud, transfer_housing, internet_general, medicare, payment_late, tax_general, transcription_pamphlets, transfer_insurance, transfer_legal, transfer_letter, transfer_license, transfer_loans, transfer_marriage, agent, benefits_verification, claims_status_new, name_or_address_verify, transfer_military_service, transfer_password, transfer_payment_amount, transfer_payment_arrangement, transfer_payment_over, transfer_payment_stop, transfer_pension, replacement_general, representative_payee, social_security_number_verification, supplemental_security_income, transfer_refund, transfer_retirement, transfer_return_call, transfer_tax_withholding, spanish, transfer_forms_v2, update_information, transfer_claims_new, citizenship_general, transfer_billing, repeat, main_menu, social_security_application, disability_application, retirement_application, ssi_application,	result	dm_root

		survivor_application, social_security_replacement_card, aca_info, myssa_helpdesk, benefits_other		
mm0303_AskRepeatCola_DM	cola_msg_yesno	no, yes	result	dm_root
mm0327_ExpressCallService_DM	result	yes, no	result	dm_root
mm0329_AnythingElse_DM	result	yes, no	result	dm_root
mm0420_AddressVerifyMsg_DM	ss5verify_msg_yesno	no, yes	result1	dm_root
mm0430_AddressDisambig_DM	address_disambig_menu	office, update_address	result	dm_root
mm0450_EmploymentDisambig_DM	employment_disambig_menu_yesno	no, yes	result	dm_root
mm0460_SSNVerification_DM	ssn_verify_menu	office, finished, repeat	result	dm_root
mm0440_DisabilityDisambig_DM	disability_disambig_menu	apply, check, claim_status, else	result	dm_root
mm0470_ReplacementDisambig_DM	replacement_disambig_menu	1099, card, else	result	dm_root
mm0410_AskRepeatTaxes_DM	cola_msg_yesno	no, yes	result	dm_root
mm0600_BackoffMainMenu_DM	backoff_main_menu	cards, medicare, application_status, office_locations, other_options, update, repeat, Spanish	result	dm_root
mm0610_BackoffOtherOptionsMenu_DM	backoff_other_options_menu	application, benefits_statement, direct_deposit, proof_of_income, something_else, go_back, repeat	result	dm_root
mm0700_Benefits_DM	benefits_menu	apply, application_status, direct_deposit, payment, other_options	result	dm_root
mm0800_BenefitsApplicationMenu_DM	benefits_application_menu	medicare, social_security, something_else, repeat, prescription	result	dm_root
mm0810_ApplicationStatusQuestion_DM	application_status_yesno	no, yes	result	dm_root
mm0900_BenefitsMoreOptions_DM	benefits_other_options_menu	something_else, update, earnings_statement, forms, pamphlets, proof_of_income, repeat	result	dm_root
mm0910_UpdatePersonalInfo_DM	benefits_update_information_menu	address, name, something_else, direct_deposit	result	dm_root
mm1100_SocialSecurityCardsMenu_DM	card_menu_social_security	new_card, replacement_card, something_else, update	result	dm_root
mm1110_UpdatePersonalInfo_DM	cards_update_information_menu	address, name, something_else, both	result	dm_root
mm1105_MedicareCardsMenu_DM	card_menu_medicare	new_card, replacement_card, something_else	result	dm_root
mm1210_InternetAddress_DM	internet_address_menu	details, problem, repeat	result	dm_root
mm1220_InternetInformation_DM	internet_information_yesno	no, yes	result	dm_root
mm1300_WhichCard_DM	which_card_menu	both, medicare, social_security, something_else	result1	dm_root
mm1430_SocialSecurityCardMenu_DM	social_security_card_menu	documents, get_form, help_with_form, submit_form, office, something_else, repeat	result	dm_root
mm1500_CitizenshipQuestion_DM	citizenship_question_yesno	no, yes	result	dm_root

mm1520_GetForm_DM	get_form_menu	office, order_form, main_menu, website	result	dm_root
mm1510_CitizenDocumentsMsgPart1_DM	supporting_documents_nofinal_menu	finished, keep_going, repeat	result	dm_root
mm1512_CitizenDocumentsMsgPart2_DM	supporting_documents_final_yesno	no, yes	result	dm_root
mm1515_NonCitizenDocumentsMsgPart1_DM	supporting_documents_nofinal_menu	finished, keep_going, repeat	result	dm_root
mm1517_NonCitizenDocumentsMsgPart2_DM	supporting_documents_nofinal_menu	finished, keep_going, repeat	result	dm_root
mm1519_NonCitizenDocumentsMsgPart3_DM	supporting_documents_final_yesno	no, yes	result	dm_root
mm1530_WebsiteInstructions_DM	web_instructions_yesno	no, yes	result	dm_root
mm1600_SubmitForm_DM	submit_form_yesno	no, yes	result	dm_root
mm1700_MedicareApplyMenu_DM	result	no, yes	result	dm_root
mm1720_MedicareEnrollMsg_DM	medicare_enroll_msg_yesno	no, yes	result	dm_root
mm1730_MedicareDrugQuestion_DM	medicare_information_yesno	no, yes	result	dm_root
mm1740_MedicareSubsidyMsg_DM	medicare_subsidy_msg_yesno	no, yes	result1	dm_root
mm1750_AskPartD_DM	ask_partd_enrolled_yesno	no, yes, repeat	result	dm_root
mm1760_HelpWithDrugCosts_DM	help_with_drug_costs_yesno	no, yes	result	dm_root
mm1710_ReplacementCardQuestion_DM	replacement_medicare_card_yesno	no, yes	result	dm_root
mm1770_OrderDrugFormQuestion_DM	order_drug_help_form_yesno	no, yes	result	dm_root
mm1800_SSIMenu_DM	ssi_menu	apply, citizenship, problem, repeat	result	dm_root
mm1810_CitizenshipMsg_DM	citizenship_msg_yesno	no, yes	result	dm_root
mm1905_Checks_DM	checks_repeat_yesno	no, yes, repeat	result	dm_root
mm1910_LatePaymentMenu_DM	late_payment_menu	direct_deposit, mail, not_sure, repeat	result	dm_root
mm1940_LatePaymentExit_DM	late_payment_exit_yesno	no, yes	result	dm_root
mm1900_ReceivingBenefits_DM	receiving_benefits_yesno	no, yes	result	dm_root
mm1907_LatePaymentQuestion_DM	check_late_yesno	no, yes	result1	dm_root
mm2000_ReceivingBenefits_DM	receiving_benefits_yesno	no, yes	result	dm_root
mm2010_BenefitsEarnings_DM	benefits_earnings_menu	benefits_statement, proof_of_income, something_else	result	dm_root
mm2030_OtherQuestions_DM	future_benefits_yesno	no, yes	result	dm_root
mm2040_FutureBenefits_DM	future_benefits_menu	order_form, other_questions, repeat	result	dm_root
mm2100_RepPayeeMenu_DM	rep_payee_menu	become, change, misuse, program, report, something_else	result	dm_root

mm2110_ProgramMsg_DM	payee_program_menu	payee_options, repeat	result	dm_root
mm2120_ChangeMsg_DM	payee_change_menu	office, payee_options, repeat	result	dm_root
mm2200_BecomePayee_DM	payee_become_menu	office, payee_options, finished, repeat	result	dm_root
mm2210_PayeeMisuse_DM	payee_misuse_menu	payee_options, finished, repeat	result	dm_root
mm2300_FormsGeneral_DM	forms_general_menu	benefits_statement, proof_of_income, earnings_statement, something_else	result	dm_root
mm2400_EarningsMenu_DM	earnings_menu	proof_of_income, something_else, benefits_statement, earnings_statement	result	dm_root

AddressOSDM

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
ad0110_zipcode_DM	collectaddress_zip	zip	zip	dm_root
ad0140_FullAddress_DM	1300_street@CollectAddress_ZipCode	ruralroutenumber, streetnamenumber, poboxnumber	street	dm_root
ad0150_SecondaryAddress_DM	1350_apartment@CollectAddress_ZipCode	no_apt, apt_<number>, bldg_<number>, fl_<number>, msc_<number>, ste_<number>, unit_<number>	apartment	dm_root
ad0200_ConfirmFull_DM	collectaddress_confirm_address	no, yes	yesno	dm_root

BenefitsVerification

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
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ChangeOfAddress

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
ca0220_ReceivingBenefits_DM	cd_receiving_benefits_yesno	no, yes	result	dm_root
ca0260_CallingAboutSelf_DM	cd_calling_about_self_yesno	no, yes, repeat	result	dm_root
ca0230_NotEligible_DM	cd_not_eligible_menu	--	result	dm_root
ca0270_COAEffectiveASAP_DM	cd_effective_asap_yesno	no, yes	result	dm_root
ca0310_TypeOfChange_DM	cd_type_of_change_menu	address, both, phone	result	dm_root
ca0315_ConfirmChangeAllRecords_DM	result	yes, no	result	dm_root
ca0350_ConfirmIfResidentAddress_DM	result	yes, no	result	dm_root
ca0410_TypeOfPhone_DM	cd_phone_type_menu	attorney, home, cell, something_else, work	result	dm_root
ca0420_CollectPhoneNumber_DM	cd_phone_number	phone_number, repeat	result	dm_root
ca0400_RemoveOrChangePhone_DM	remove_phone_menu	change, remove	result	dm_root

ClaimStatusRequests

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
cs0210_WhichClaim_DM	cs_which_claim_yesno	no, yes	result	dm_root

cs0240_OneClaimEnd_DM	cs_one_claim_end_menu	finished	result	dm_root
cs0250_MultiClaimEnd_DM	cs_multi_claim_end_menu	finished, next_claim	result	dm_root
cs0230_RepeatStatus_DM	cs_repeat_status_yesno	no, yes	result	dm_root
cs0260_NoStatusEnd_DM	cs_no_status_end_menu	different_number, finished, repeat	result	dm_root
cs0270_MultiLastClaimEnd_DM	cs_multi_last_claim_end_menu	different_number, finished, repeat_claims	result	dm_root

DirectDeposit

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
dd0220_ReceivingBenefits_DM	cd_receiving_benefits_yesno	no, yes	result	dm_root
dd0260_CallingAboutSelf_DM	cd_calling_about_self_yesno	no, yes, repeat	result	dm_root
dd0430_AccountType_DM	cd_account_type_menu	checking, dont_have, investment, savings, repeat	result	dm_root
dd0410_EffectiveMonth_DM	cd_effective_month	april, august, december, february, january, july, june, march, may, november, october, september, soon_as_possible	result	dm_root
dd0440_CollectRoutingNumber_DM	cd_routing_number	<routing number>, dont_know, repeat	result	dm_root
dd0450_CollectAccountNumber_DM	cd_account_number	<account number>, repeat	result	dm_root
dd0400_DDEffectiveASAP_DM	cd_effective_asap_yesno	no, yes	result	dm_root

FieldOfficeLocator

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
fl0100_GetZipCode_DM	fol_zip_code_collection	<zip code>, dont_know	result	dm_root
fl0122_OfficeLocationInfo_DM	office_location_info_menu	change, finished, repeat	result	dm_root
fl0105_CardCenterNeededQuestion_DM	card_center_needed_yesno	no, yes	result	dm_root
fl0125_CardCenterInfo_DM	card_center_location_info_menu	change, finished, field_office, repeat	result	dm_root

KnowledgeBasedAuthentication

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
ka0210_AttestationQuestion_DM	attestation_question	continue, more_information	result	dm_root
ka0225_WhichActDetails_DM	which_act_details	both, paperwork_act, privacy_act, neither	result	dm_root
ka0230_PrivacyActDetails_DM	privacy_details	skip_it	result	dm_root
ka0240_PaperworkActDetails_DM	paperwork_details	skip_it	result	dm_root
ka0250_PrivacyEndMenu_DM	privacy_end_menu	continue, paperwork_act, repeat	result	dm_root
ka0260_PaperworkEndMenu_DM	paperwork_end_menu	continue, privacy_act, repeat	result	dm_root
ka0270_PerjuryMessage_DM	perjury_message_yesno	no, yes	result	dm_root

ka0310_GetSSN_DM	get_ssn	ssn, repeat	result	dm_root
ka0355_TNRSGetName_DM	TNRS_get_name	<name>, repeat	result	dm_root
ka0410_AltNameQuestion_DM	alt_name_yesno	no, yes	result	dm_root
ka0510_GetDOB_DM	get_dob	dob, repeat	result	dm_root
ka0710_GetPlaceOfBirth_DM	get_pob	other, state, territory, ak, al, as, az, af_af, af_am, af_ca, af_eu, af_me, af_pa, ar, ca, co, ct, dc, de, fl, ga, gu, hi, ia, id, il, in, ks, ky, la, ma, md, me, mh, mi, mn, mo, mp, ms, mt, nc, nd, ne, nh, nj, nm, nv, ny, oh, ok, or, pa, pr, pw, ri, sc, sd, tn, tx, ut, va, vi, vt, wa, wi, wv, wy, repeat	result	dm_root
ka0730_GetPOBCity_DM	result	pob_city	result	dm_root
ka0810_GetLastPaymentAmount_DM	get_last_payment_amount	last_payment_amount, dont_know, repeat	result	dm_root

MedicareReplacementCard

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
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NameOSDM

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
na0120_SayAndSpellFirst_DM	sayandspellfirst	<name>	result	dm_root
na0120_SayAndSpellFirst_DM	sayandspellfirst_tnrs	<name_tnrs>	result1	dm_slot1
na0130_SayAndSpellLast_DM	sayandspelllast	<name>	result	dm_root
na0130_SayAndSpellLast_DM	sayandspelllast_tnrs	<name_tnrs>	result1	dm_slot1
na0130_SayAndSpellLast_DM	alt_name_sayandspelllast	none	result2	dm_slot2
na0140_SpellFirst_DM	spellfirst	<name>	result	dm_root
na0140_SpellFirst_DM	spellfirst_tnrs	<name_tnrs>	result1	dm_slot1
na0150_SpellLast_DM	spelllast	<name>	result	dm_root
na0150_SpellLast_DM	spelllast_tnrs	<name_tnrs>	result1	dm_slot1
na0200_ConfirmName_DM	confirmname	no, yes, repeat	result	dm_root

ReplacementBenefitStatement

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
rb0130_1099JanuaryEnd_DM	replacement_statement_end_menu	no, yes	result	dm_root
rb0110_CurrentYearQuestion_DM	current_year_question_yesno	no, yes	result	dm_root
rb0310_FormForSelf_DM	form_for_self_yesno	no, yes, repeat	result	dm_root
rb0320_PersonLiving_DM	person_living_yesno	no, yes, repeat	result	dm_root
rb0330_DeceasedSocial_DM	deceased_ssn_collection	<ssn>, dont_know	result	dm_root
rb0420_NoRelationshipEnd_DM	no_relationship_end_menu	no, yes	result	dm_root

rb0440_BenefitsStatementEndMenu_DM	benefits_statement_end_menu	no, yes, repeat	result	dm_root
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Transcription

Node Name	Recognition Variable	Possible Values	Key	Grammar Slot
tr0120_ConfirmAddress_DM	tr_confirm_address_yesno	no, yes, repeat	result	dm_root
tr0200_AskHowManyForms_DM	tr_how_many_forms_menu	1, 10, 11, 12, 13, 14, 15, 2, 3, 4, 5, 6, 7, 8, 9, repeat	result	dm_root
tr0310_UnderstandingSS_DM	tr_get_pamphlet_menu	no, yes, finished, skip, repeat	result	dm_root
tr0320_RetirementBenefits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0330_DisabilityBenefits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0340_SurvivorBenefits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0420_DisabledChildrenBenefits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0430_WomanSS_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0410_WorkAffectsBenefits_DM	tr_get_pamphlet_menu	finished, no, skip, yes, repeat	result1	dm_root
tr0540_MoreChoices_DM	tr_pamphlet_more_choices_yesno	no, yes, repeat	result	dm_root