

Social Security Administration

User Interface Specification

Last Saved: March 16, 2010

Replacement 1099/1042s

Revised Attestation

3.13.8



Verizon Business Confidential & Proprietary.
This documentation is extremely sensitive; please limit distribution. No part of this document may be photocopied, disclosed, or otherwise provided to third parties without the consent of Verizon Business.



Document History

| <i>Date</i> | <i>Spec</i> | <i>Summary of Changes</i> | <i>Revised by</i> |
|-------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 08/09/2007 | 1.0 | Initial version. Skeleton Spec: The tables are complete, but there is not yet text for retry, timeout, and help prompts. | Daniel Engelberg, Jenny DeGroot (Nuance) |
| | | Document history continues on next page | |
| 08/17/2007 | 1.1 | <p>Updates based on 08/13/2007 review meeting. Changes highlighted in yellow.</p> <ul style="list-style-type: none"> In all tables that are based on a table in another spec, added the name of the origin spec. Globally, removed many references in Module Settings (last section of table), as these were copied from previous specs and often did not apply to current context. Globally, filled in vocabulary and dtmf keys in options. Globally, updated all "Entering From" links. In 7020, during the rest of the year, changed link to go to 7038-FT-NewAddressYN-DM In 7025, corrected typo in name of Prompt-1, and added Developer note explaining relation of this table to 7035-FT-NowWhatYN-DM In 7026, corrected prompt names In 7030, clarified purpose of DM in internal note, fixed "Entering from" (now 7038-FT-NewAddressYN-DM), and added Developer note explaining relation of this table to 7035-FT-NowWhatYN-DM In 7035, "Replacement" option, changed so goes to 7036-FT-WhichYear-DM (new DM). Added new DM, 7036-FT-WhichYear-DM, to disambiguate the year of the replacement 1099. In 7037, changed "Yes" action to go to 7070-FT-Need2Ask-Msg; updated attestation wording with privacy/paperwork text, and added in secondary prompts. In 7038, corrected "Entering from" as 7020-FT-CurrentDate-BC, corrected Initial prompt to say "Social Security" in full, and added in secondary prompts. The "No" condition now has an exit prompt and goes to 7030-FT-NotJanuary-Msg. In 7070, adjusted Prompt-1 wording to say "several" questions. In 7080, adjusted name collection parameter to collect first name first and then last name. In 7090, adjusted Failure condition to go to 7095-FT-DOB-DM. In 7115, added additional conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7125, added reference to corresponding return code. In 7150, changed Prompt-1 to say that we're starting with the FIRST name. In 7165, added/changed prompt names for HighConf conditions. In 7195, added/changed prompt names for "Yes" option. Created new DMs 7121, 7122, and 7123 (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7125, added "Auth" to the DM title, changed prompt wording, and added developer note. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7130, added "Auth" to the DM title, changed prompt wording, and added developer note. (Results of Aug 1 meeting with L. | Daniel Engelberg |

| | | | |
|------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| | | <p>Moore and email from C. Walton.)</p> <ul style="list-style-type: none"> In 7230, modified Initial prompt for clearer wording and added secondary prompts. In 7235, added secondary prompts and option vocabulary. In 7240, changed prompts to read "...deceased person's..." and corrected prompt names. In 7255, added return codes to OffSeason and other conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7260, corrected prompt terminology to read "replacement 1099". In 7265, added exit prompt for "No" option. In 7270, added secondary prompts and exit prompt for "Main Menu" option. In 7275, added additional conditions and actions. (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7280, corrected prompt terminology to read "replacement 1099", and corrected condition name. In 7285, added Retry and ExitSuccess prompts. In 7290, added Retry and ExitSuccess prompts. In 7300, clarified Initial prompt wording and added secondary prompts. Created new DMs 7301, 7302, 7303, 7304 (Results of Aug 1 meeting with L. Moore and email from C. Walton.) In 7310, added prompt wording and developer note. (Results of Aug 16 meeting with L. Moore and email from C. Walton.) After 7310, deleted note that referred to N8NN spec for return codes 151, 152, and others. These are handled in the new DMs within this spec. (Results of Aug 16 meeting with L. Moore and email from C. Walton.) Throughout: Added Developer Notes about all parameter values that are shown here, stating that developer should validate these values against the parameters that are in currently deployed code. | |
| 08/20/2007 | 1.2 | <p>Made updates based on SSA email of Aug 17, 2007, highlighted green.</p> <p>7025: Changed wording to "replacement 1099" in four places throughout the DM.</p> <p>7030: Changed prompt 7030-FT-NotJanuary-Prompt-4 wording to "replacement 1099".</p> <p>7035: Changed wording to "replacement 1099"</p> <p>7036: Changed wording to "replacement 1099" in Help and Success-1-b prompts.</p> <p>7070: Changed wording to "replacement 1099"</p> <p>7230: Changed wording to "replacement 1099" throughout the DM.</p> <p>7235: Changed wording to "replacement 1099" throughout the DM.</p> <p>7260: Changed wording to remove the phrase "the form".</p> <p>7280: Changed wording to remove the phrase "the form". Fixed typo in prompt number and Req ID number.</p> <p>7305: Changed wording to "replacement 1099" in four places throughout the DM.</p> | J. DeGroot |
| 08/23/2007 | 1.3 | <p>Changes based on client comments. Changes highlighted in blue.</p> <ul style="list-style-type: none"> 7255 & 7275 Success condition: added (ie "<statusCode> = 0000") 7255, 7275 & 7301: Removed references to "cannot match" and eliminated CannotMatch message table. 7255 & 7275: Removed Account Blocked condition 7304: Removed table | Daniel Engelberg |

| | | | |
|------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 08/28/2007 | 1.4 | <p>Changes based on client comments. Changes highlighted in yellow.</p> <ul style="list-style-type: none"> • Removed all highlighting carried over from previous versions. • Removed 7301 and 7304 tables that were struck out in previous version. • 7035: Added "replacement 1099" option; added note explaining behavior with respect to 7025 and 7030; changed module type to Custom Context; added "Main menu" option • 7095: Corrected error -- 7095-FT-DOB-Option-Date should have no action other than confirmation. • 7115: Added "return code = 0000" to Success condition | Daniel Engelberg |
| 8/30/2007 | 1.5 | <p>Internal Nuance release. Changes based on client comments. Changes highlighted in blue.</p> <p>7025:</p> <ul style="list-style-type: none"> • Added conditions for playing CPR when the person is calling during Dec 15-31. • Changed the words "statements" and "form 1099" to "SSA 1099" in prompts. <p>7030: Changed the words "statements" and "form 1099" to "SSA 1099" in prompts.</p> <p>7036-FT-WhichYear-DM:</p> <ul style="list-style-type: none"> • Added conditions and actions for cases when caller requests current year and year minus one, in December 15-31 vs. January 1-31 of blackout period, and for invalid requests for future years. • Added conditions for playing CPR when person is calling during Dec 15-31 vs. Jan 1-31 in Success-1 prompt sequence. • Added confirmation prompts. <p>7037: Added pronunciation note for OMB number in the prompt.</p> <p>7038:</p> <ul style="list-style-type: none"> • Removed reference to Name confirmation (typo in description field). • Removed erroneous "entering from 7037." <p>7280: Added prompt names for the concatenated phrases in the prompt.</p> <p>7305: Changed the words "statements" and "form 1099" to "SSA 1099" in prompts.</p> | Jenny DeGroot |
| 09/04/2007 | 1.6 | <p>(In addition to the changes listed below, see the v1.5 list above.)</p> <p>Changes highlighted in green.</p> <ul style="list-style-type: none"> • Changed authentication sequence. <ul style="list-style-type: none"> o Was SSN – First Name – Last Name – Alt Name – DOB o Is now SSN – DOB – First Name – Last Name – Alt Name • Changed name collection approach from method used in KBA spec to method used in TPPW spec. See below for details. Functionally the approaches are almost identical, with the exception that now we confirm first name as soon as we collect it, rather than waiting to confirm first name and last name together. The main improvement is the simplification of the spec through reduction in the number of DMs; in addition the approach is more linear and no longer uses subroutines. • Globally, added dtmf options in Retry2, Timeout2 and Help prompts when missing. (Added in Retry1 in cases where there was no Retry2.) • Removed 7080, 7090, 7150, 7180, 7185, 7205 • Changed numbering to retain sequential order following change in call-flow sequence: <ul style="list-style-type: none"> o 7070 changed to 7055 o 7075 changed to 7060 o 7095 changed to 7065 o 7200 changed to 7085 | Daniel Engelberg |

| | | | |
|------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| | | <ul style="list-style-type: none"> o 7085 changed to 7090 • 7035: Added dtmf in secondary prompts • 7038: Clarified exit prompt reference in 7038-FT-NewAddressYN-Option-No • 7060: Added dtmf in secondary prompts; Changed 7060-FT-GetSSN-ConfOption-Yes to go to 7065 (DOB) • 7065: Changed "yes" option to go to 7075; Added dtmf in secondary prompts; clarified exit prompt references in Yes option • 7075: New DM combining previous 7165, 7170 and 7190 • 7080: New DM combining previous 7155, 7160 and 7195 • 7085: Deleted "with your name" from prompt-1 to make this DM more generic, as it is called by other parts of the spec. Updated "Entering from"; changed action to go to 6210. • 7090: Added dtmf to secondary prompts; Added exit prompts; updated go tos in Yes (to 7092) and No (to 7110) options • 7092: New DM (previously distributed across 7155, 7160 and 7195) • 7240: Added dtmf to secondary prompts. Corrected wording of Confirmation prompts to refer to the deceased person's SSN, not "your" SSN. • 7265: Added dtmf to secondary prompts; clarified exit prompt reference in No option. Corrected Goto statement for Timeout. • 7270: Added dtmf to secondary prompts; clarified exit prompt reference in Main Menu option. Removed erroneous "entering from 7035". • 7285: Added dtmf to secondary prompts • 7290: Added dtmf to secondary prompts • Throughout: Standardized the prompt names of Exit and Success prompts, so they are consistently named "...Success..." • 6210: Added DMs to "Entering from" section. | |
| 09/04/2007 | 1.6.1 | <p>Changes highlighted in green.</p> <ul style="list-style-type: none"> • 7025: Split up Prompt-4 into Prompts 4 and 5, and added CPR to play the year instead of saying "January of next year." The previously existing Prompt-5 was renamed Prompt-6. | J. DeGroot |
| 09/12/2007 | 1.6.2 | Removed Global Defaults from retry 1 and 2 prompts | Sean Stallings/VZB |
| 09/19/2007 | 1.6.3 | Added Message Numbers | Sean Stallings/VZB |
| 09/21/2007 | 1.6.4 | Made corrections to 7025 | Sean Stallings/VZB |
| 09/27/2007 | 1.6.5 | <p>Changed 6210 to 6211 Changed 6220 to 6221</p> | Sean Stallings/VZB |
| 09/28/2007 | 1.6.6 | <p>Added changes as recommended by Nuance</p> <p>Changes highlighted in yellow. S. Stallings' updates are still shown with changes tracked. All other previous changes have been accepted and previous highlighting removed.</p> <p>Added new section, Privacy, in Chapter 1, for clarification purposes.</p> <p>DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM: Changed DM type to Custom Context.</p> <p>7037-FT-AttestationYN-DM: Now goes to the new module DM 7039. instead of 7055.</p> <p>DM 7039: New DM added.: New DM added.</p> <p>7045: Added "entering from" new module 7039.</p> | Sean Stallings/VZB |

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

| | | | |
|------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 03/13/2008 | 1.7.8 | Updated DM 7035; removed 2 second silence, updated wording for message 82010. Removed message 82011. Updated DM 7075, 7080 and 7092; On 2 nd no in confirmation callers will hear Retry 2 prompt. Updated msg. 82131; removed "Ok" from prompt. | Sean Stallings/VZB |
| 04/01/2008 | 1.7.9 | Updated Reporting Strings for Last Name, First Name, Alt Name | Sean Stallings/VZB |
| 04/01/2008 | 1.8 | Added message numbers 82131 and 82132 to 7055 Clarified wording for 7045 Check Null Condition | Sean Stallings/VZB |
| 04/11/2008 | 1.81 | In order to assure that re-use items are properly reported, in Check Null Condition, if TVDC items to collect = 0, the call must then route to the next Check Condition Module. | Sean Stallings/VZB |
| 04/17/2008 | 1.82 | Updated Module 7037 Added "Barge in" column to the prompt table, barge in is set to "false" for initial prompt, "true" for all others. Broke message 82025 into two separate messages, 82025 and 86238. Updated Module 7265 Silence is reduced from two seconds to one second. Updated Module 7285 Silence is reduced from two seconds to one second Updated all [1 sec silence] message numbers to 1000, instead of 10000 Removed incorrect spaces from the reporting strings | Sean Stallings/VZB Becky Stallings, VzB |
| 05/06/2008 | 1.83 | Updated Module 7036, added conditional logic for callers being routed to 7037 Updated Module 7037, added entry to 'go to' field, if callers exit this module Attestation Flag should be set to 1. | Sean Stallings/VZB |
| 05/09/2008 | 1.84 | Updated module 7055. Changed message number 82131 to 82135, and message number 82132 to 82136. | Sean Stallings/VZB |
| 05/23/2008 | 1.85 | Removed the barge-in settings for the Success prompts for DM7037. The recognizer is no longer listening for a response, so barge-in is not applicable at this point. Highlighted Barge-in changes in pink. | Becky Stallings, VzB |
| 06/24/2008 | 1.86 | Corrected reporting string for module 7064-FT-DoB Check Condition, replaced 'SSA' with 'DoB' | Sean Stallings/VZB |
| 09/04/2008 | 3.0 | Updated Module 7065, removed Note To Talent in the initial 1 prompt. Updated module 7035, fixed typo in message 82010. BBN Findings Update 1) Updated module 7037; updated wording for retry 2, message 82027 2) Updated module 7038, updated wording for retry 2, message 82033 3) Updated module 7090, updated wording for retry 2, message 82069 4) Updated module 7235, updated wording for retry 2, message 82094. 5) Updated module 7075, 7080, 7092, updated wording for confirmation retry 2, message 82055 6) Highlighted all BBN updates in Green | Sean Stallings/VZB |
| 09/11/2008 | 3.01 | Updated module 7235; corrected wording for message 82094, now more closely resembles original – for BBN Findings Update. | Sean Stallings/VZB |
| 09/18/2008 | 3.02 | Merged 1099_v2.4_TNRS with 1099_TVDC_v3.01. Broke Module 7075 GetFirstName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 7080 GetLastName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 7092 GetAltName into A and B sections, Say and Spell and Spell Only – for TNRS effort Added Module 7095 PostSSN-DB – for TNRS effort Added REQ ID's to modules 7075A, 7075B, 7080A, 7080B, 7092A, | Sean Stallings/VZB |

| | | | |
|------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| | | <p>7092B – for TNRS effort.</p> <p>Added explanatory note to top of modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B – for TNRS effort.</p> <p>Updated modules 7025 and 7065, removed 'note to talent' from initial prompt – this resolves ticket 22253.</p> <p>Updated Module 7095, corrected hyperlink error in 'entering from field' – this resolves ticket 22262.</p> <p>Updated module 7092B, corrected message name for confirmation apology prompt – this resolves ticket 22310.</p> <p>Updated module 7092B, removed [global default] tag from retry 1/timeout 1. Because wording for this is contained in the message itself, the apology was playing twice – this resolves ticket 22337.</p> <p>TNRS changes highlighted in Yellow</p> <p>Verizon Business proprietary statement added to title page and page footers.</p> <p>Updated module 7092B, removed [global default] tag from retry 1/timeout 1. Because wording for this is contained in the message itself, the apology was playing twice – this resolves ticket 22337.</p> | |
| 09/30/2008 | 3.03 | <p>Updated module 7035; added message 82011 to play after initial 1 – this resolves ticket 22404.</p> <p>Updated module 6226; updated wording so that it matches what is playing in N8NN Main Menu – this resolves ticket 22403.</p> | Sean Stallings/VZB |
| 10/13/2008 | 3.04 | <p>Updated Chapter 1; added Timeouts and Retries section. This section explains how timeouts and retries are handled. This is more coherent than the previous system of only using module notes – this resolves ticket 22420.</p> <p>Updated input parameters for modules 7039, 7115 and 7225.</p> <p>Removed Max Timeout/Retry entry from 'Module Settings' section of modules 7035, 7036, 7037, 7038, 7060, 7230, 7235, 7240, 7300 – this resolves ticket 22420.</p> <p>Agent Transfer: Agent Transfer is actually being done in main menu. UI has been updated to correctly document this.</p> <ol style="list-style-type: none"> 1) Updated module 6200, now shows that callers route back to Main Menu for Max Timeout/Retries and Agent Transfer. 2) Removed modules 6203, 6206, 6221, 6223, 6226. These modules are duplicates of what is already documented in Main Menu. 3) Updated modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B, 7302, 7303; 7310, these modules no longer route to module 6211, they now route to module 6200 on the Max Timeouts/ Retries condition. 4) Updated modules 7035, 7036, 7038, 7125, 7130, 7235, 7265, 7270, 7285, 7290, these modules no longer route to module 6221, they now route to module 6200 on the Agent Request condition. | Sean Stallings/VZB |
| 10/15/2008 | 3.04 | <p>Removed double HC 4.0 descriptions from DM 7255 and added the FUNC parameter.</p> <p>Updated DM 7039 to reflect the HC 4.0 format per the HCID.</p> <p>Updated DM 6200 Agent Transfer with the 'as built' destination DM of 1201 in the N8NN Main Menu.</p> <p>Updated module 7235; added correct wording for retry 2, message 82094. Now has correct per BBN Findings effort – this resolves ticket 22431.</p> | Kim Rothlis/VzB |
| 10/20/2008 | 3.05 | Updated Table of Contents | Sean |

| | | | |
|------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| | | | Stallings/VZB |
| 10/29/2008 | 3.06 | <p>Updated module 7075A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7075B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7080A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7080B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7092A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7092B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition.</p> <p>Updated module 7095; consolidated all 'max retry' and 'no on confirmation' conditionals, since conditions are no longer in use. Conditions now only reference first, last and alt name.</p> <p>Added REQID's to modules 7045, 7055, 7059, 7064, 7070, 7079, 7089, 7095, and 6200.</p> <p>Renamed 'name' column as 'REQID' in all modules that did not already have a REQID column. Removed 'name' column from modules that had both.</p> <p>Renamed 'option' column as 'REQID' in all modules that did not already have a REQID column. Removed 'option' column from modules that had both.</p> <p>Updated module 7035, max retry is now documented to follow the same logic as max timeout – this resolves ticket 22439.</p> <p>Updated module 7300, added message number to confirmation prompt, now numbered 82135.</p> <p>Updated module 7065, renumbered message number 50209 to 51309. The wording remains the same, but 51309 is specific to this application. Added notation to DialogModule Notes stating that for confirmation we will play the timeout 1 message for the timeout 2 condition. We also play the retry 1 message for the retry 2 condition. This is only for the Confirmation prompting – this resolves tickets 22448 and 22449.</p> | Sean Stallings/VZB |
| 11/04/2008 | 3.07 | Updated module 7095, added parameters for reporting associated app ID. | Sean Stallings/VZB |
| 11/06/2008 | 3.08 | Updated modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B. Corrected REQID columns to show the current requirement ID's being used by SSA. | Sean Stallings/VZB |
| 11/20/2008 | 3.09 | <p>Updated modules 7302, 7303 and 7310. These modules now route to Module 6211 – this resolves tickets 22474, 22473, and 22472.</p> <p>Updated module 6200; 'Entering From' now correctly shows all modules the that route to 6200. 'Agent Request' condition now routes to N8NN Main Menu, module 1220 NeedsAgentCheckAvailable.</p> <p>Updated module 7036, Success 3a and 3b prompts are now listed as 'Initial 2'. These will play when the caller re-enters the module.</p> <p>Updated modules 7075A and 7075B, corrected cut and paste error in confirmation section. On max timeout/ retry callers should route to module 7085. Corrected typo in confirmation apology prompt. Removed Confirmation Apology to avoid double apology.</p> <p>Updated modules 7080A and 7080B, corrected cut and paste error in</p> | Sean Stallings/VZB |

| | | | |
|------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| | | confirmation section. On max timeout/ retry callers should route to module 7085. Removed Confirmation Apology to avoid double apology. Updated modules 7092A and 7092B, corrected cut and paste error in confirmation section. On max timeout/ retry callers should route to module 7085. Removed Confirmation Apology to avoid double apology. Updated module 7085, added module 7075A, 7075B, 7080A, 7080B, 7092A, 7092B to 'Entering From' field. Updated module 6211, added additional clarification to module explanation. Note now states that callers will also come to 6211 for Agent assistance. | |
| 12/08/2008 | 3.10 | Updated module 7036, updated requirement ID's for Initial 2 prompts – this resolves ticket – 22481. | Sean Stallings/VZB |
| 1/27/2009 | 3.11 | Updated header | Sean Stallings/VZB |
| 1/29/2009 | 3.12 | Updated footer and incremented version number Made the following tuning updates: DM 7036: Tuning report section 4.1.12 Change the initial prompt in node DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM to improve performance. Chose possibility one. DM 7265: tuning report section 4.1.18 Remove state 7265-FT ValidateSelfRepeatYN DM and provide the same functionality by placing a "repeat that option in 7270-FT-ValidateSelfAnythingElse-DM changes highlighted in yellow. | Aaron Harmon |
| 2/04/2009 | 3.12.1 | DM 7035: Added synonym recommendations from tuning 1 to module's Developer notes. DM 7036: Added synonym recommendations from tuning 1 to module's Developer notes. Modified wording under direction from VzB to prompt for 'four-digit year' rather that 'full year'. DM 7260: changed Go-to from 7265 to 7270 DM 7265: Demoted header, which has been deleted, to 'Normal' so that it no longer appears in TOC. Kept text for comparison. May be deleted in future revision. DM 7270: Changed Main Menu option to DTMF 9 for consistency with other modules. | Peter Modesto |
| 2/05/2009 | 3.12.2 | Module 7260, updated 'entering from' field, removed module 7265. Module 7270, Highlighted '9' for the main menu DTMF. Module 7035, updated message 82012, main menu is now DTMF 9. Updated the 'DTMF' options to reflect this change. Highlighted new developer notes at bottom of module. Highlighted change in yellow. Module 7036, Highlighted new module notes. Modules 7075A, 7075B, 7080A, 7080B, 7092A, 7092B, 7095— removed old highlighting. Module 7290, updated message 82110, main menu is now DTMF 9. Updated the 'DTMF' options to reflect this change. Highlighted change in yellow. Module 7300, updated message 82117, and 82119, main menu is now DTMF 9. Updated the 'DTMF' options to reflect this change. Module 6200, removed 7265 from 'entering from' field. Highlighted change in yellow. | Sean Stallings/VZB |
| 2/10/2009 | 3.12.3 | Corrected doc history for version 3.12: changed reference in 2 nd bullet | Peter Modesto Nuance |

| | | | |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| | | <p>from DM 7036 to DM 7265.</p> <p>DM 7036: changed reference to 'duplicate' 1099 to the more standard 'replacement 1099</p> <p>DM 7260: added reference to DM 7270 in the Entering From field.</p> <p>DM 7270: added REQID for 'repeat' option</p> <p>Highlighted change in green.</p> | |
| 2/23/2009 | 3.12.4 | Updated module 7270, renumbered message 82110 to 82137. renumbered message 82109 to 82138. | Sean Stallings/VZB |
| 2/27/2009 | 3.12.5 | Updated module 7300, renumbered message 82135 to correct number 82144—this resolves ticket 586997 | Sean Stallings/VZB |
| 3/05/2009 | 3.12.6 | Updated module 7110, added 7090 to 'entering from' field. | Sean Stallings/VZB |
| 3/13/2009 | 3.12.7 | <p>Added reporting tags to all modules except name capture modules. Updated module 7020, removed module 7265 from the 'entering from' field—595554.</p> <p>Updated module 6211, 'entering from' field now shows modules 7302 and 7303—this resolves ticket 593072.</p> <p>Updated module 7110, 'entering from' field now shows module 7090—this resolves ticket 589764.</p> | Sean Stallings/VZB |
| 4/28/2009 | 3.12.8 | Updated Timeouts and Retries section. Added prompting for timeout global default. | Sean Stallings/VZB |
| 5/26/2009 | 3.12.9 | <p>Updated module 6200, agent request now routes to module 1201. Removed struck through text from previous updates.</p> <p>Updated module 6211, removed modules 7075A, 7075B, 7080A, 7080B, 7092A, and 7092B from the 'entering from' field. Added module 7310 to 'entering from' field.</p> <p>Updated module 7270, corrected reporting tag, was showing 'EMPL' now shows 'RECL'.</p> | Sean Stallings/VZB |
| 6/24/2009 | 3.13.0 | <p>Callflow modifications arising from SARA2, tuning 1:</p> <ul style="list-style-type: none"> - Created state 7032-WantLastYears1099YN-DM - 7020: changed go to link for else statement (now it goes to new state 7032) (used to be 7038) - States 6200, 7038: added entry point 7032 - States 7037, 7039: added entry point 7038 - State 7038: changed action go to links for "no" option - State 7035: changed action go to link for "1099" option <p>Tuning 2 changes:</p> <p>*7035-FT-NowWhat-DM: - Added "re- replacement ten ninety nine", "ten ninety nine", "replacement for ten ninety nine" "replacement ninety nine", "replace" as synonyms for "replacement ten ninety nine".</p> <p>*7036-FT-WhichYear-DM: - Added developer notes to indicate the recommendation to increase the weight of the 7036-FT-WhichYear-DM.grxml in relation to GlobalCommands.grxml. The method for doing this is explained in the OSR Reference Manual, pages 35-38. We recommend applying a grammar weight of 2 to 7036-FT-WhichYear-DM.grxml and 1 to the other grammars.</p> <p>*7037-FT-AttestationYN-DM: - Added developer notes to indicate recommendation to lower the confidence threshold from .200 to .150 in order to reduce the RI by approximately 50%. - Added "[yes] I do" to grammar</p> <p>*7038-FT-NewAddressYN-DM: - Added "I don't know", "don't know", "I'm not sure", "possibly" as</p> | Ilana Rozanes Nuance |

| | | | |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| | | <p>synonym for "yes"</p> <ul style="list-style-type: none"> - Added "no no", "no ma'am", "no I haven't" as synonym for "no" <p>*7090-FT-HaveAltNameYN-DM:</p> <ul style="list-style-type: none"> - Added developer notes to indicate that params should be changed as follows: <pre><var name="property_interdigittimeout" expr=""2200ms""/> <var name="property_incompletetimeout" expr=""2200ms""/></pre> <p>*7230-FT-ForSelfYN-DM:</p> <ul style="list-style-type: none"> - Added "own", "mine" as synonym for "my own" <p>*7270-FT-ValidateSelfAnythingElse-DM:</p> <ul style="list-style-type: none"> - Added 'other request' as synonyms for 'Main menu' - Reworded the prompts of this state so that it is clear that callers can hang up right away. (i.e. put phrase encouraging to hang up if done at the beginning of the prompts) - Added developer notes to examine contents of parallel grammars to avoid double-parses. 'Main_menu' may be found in both main grammar and command grammar. | |
| 6/25/2009 | 3.13.1 | <p>Callflow modifications arising from SARA2, tuning 1:</p> <p>Added grey highlighted markers referencing DMs</p> <ul style="list-style-type: none"> - 7030-FT-NotJanuary-Msg and - 7036-FT-Which-Year-DM <p>as decommissioned. This grey highlighting can be found over the body of the modules, as well as references to them in other DMs, such as the 'entering-from' fields.</p> <p>This version is meant for internal release only with annotations meant to facilitate review of new call flow with internal team.</p> | Peter Modesto, Nuance |
| 7/06/2009 | 3.13.2 | <p>Callflow modifications arising from SARA2, tuning 1:</p> <p>*7030: re-added this state to flow, which was originally removed in 3.13.1 (as it is necessary to give this intro message to callers who are not in the blackout period)</p> <p>*7020: changed go to link for no-blackout period to 7030</p> <p>*7035:</p> <ul style="list-style-type: none"> - Replacement 1099 option: added conditional so that if it is the blackout period, we send to agent. Otherwise, we send to 7032 - Replacement 1099 option: also applied conditional statement to exit prompt <p>*7032:</p> <p>**Changed the name of this state to 7036 (so that it follows the order in the flow)</p> <ul style="list-style-type: none"> - Modified initial prompt (so that it flows better after state 7035) - "yes" option: changed go to link to 7039 (so that we can ping the system and check if it is up before asking any further questions to the caller) - "yes" option: added exit prompt <p>*7039:</p> <ul style="list-style-type: none"> - Changed entry point to state 7036 - In case of success, changed go to link to 7038 (used to be 7045) <p>*7038:</p> <ul style="list-style-type: none"> - "no" option: if attestation flag ==1, we now go to 7045 Check Null Condition (as we already pinged the system at this point) - Changed entry point to 7039 | Ilana Rozanes Nuance |

| | | | |
|----------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| | | <p>*7037: - "yes" option: we now go to 7045 Check Null Condition (as we already pinged the system as this point)</p> <p>*7045: changed entry point to 7037 and 7038</p> <p>Callflow modifications arising from SARA2, tuning 2: *7038: - Added "I'm not sure" option to error 1 prompts to make retry and timeout a little more robust (note that this option was already in grammar)</p> | |
| 7/7/2009 | 3.13.3 | <p>After review with Verizon's dev team,</p> <ul style="list-style-type: none"> - 7020 to 7039: determined to keep DM placement in the document in numerical order of the modules. - 7032 reinstated from 7036 to avoid possible confusion in reporting with decommissioned DM 7036 - 7038 : applied tracking changes to small wording revisions in retry and timeout prompts - 7039: cleaned open link to 7040. - 7270 – cleaned up extraneous commenting from Developer Notes. | Peter Modesto Nuance |
| 7/8/2009 | 3.13.4 | <p>Added previous wording to track changes for messages 82032 and 82034 in DM 7038. Fixed broken hyperlink in DM 7035.</p> | Kim Rothlis VzB |
| 7/9/2009 | 3.13.5 | Added message numbers to DM 7032. | Kim Rothlis VzB |
| 8/12/09 | 3.12.6 | <p>Misc: -Fixed broken link in DM 7039. -Added DM 7035-FT-NowWhat-DM to the 'entering from' section of DM 7030 -Added DM 7035-FT-NowWhat-DM to the 'entering from' section of DM 7025 -DM 7038: Updated developers notes to reflect current logic. 7037 -Added retry to the success prompt to reflect current application logic. 7285 -Added retry option to the Action table to reflect current application logic.</p> | Kim Rothlis VzB |
| 11/25/09 | 3.12.7 | <p>Revised Attestation * Updated wording for Message 82025, DM 7037</p> | Becky Stallings, VzB |
| 3/16/10 | 3.12.8 | Change to original Revised Attestation Effort - Updated with changed wording for Message 82025, DM 7037. | Kim Rothlis, VzB |

Table of Contents

Chapter 1: Introduction.....16

- Privacy..... 16
- Timeouts and Retries..... 16
- Developer Notes..... 17
- Default behavior in this case is specified in DM 1130-GiveUpSendSomewhere-Check of the N8NN spec. All SARA1 and SARA2 behavior downstream of N8NN’s speak-freely menu is considered as part of that app, and all of its defaults apply to the downstream apps, unless otherwise specified..... 17

Chapter 2: Detailed Dialog Specification.....18

- Eligibility check..... 18
- 7020-FT-CurrentDate-BC..... 18
- 7025-FT-January-Msg..... 18
- 7026-FT-Year-CPR..... 19
- 7030-FT-NotJanuary-Msg..... 20
- 7032-WantLastYears1099YN-DM..... 21
- 7035-FT-NowWhat-DM..... 22
- DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM..... 23**
- 7037-FT-AttestationYN-DM..... 26
- 7038-FT-NewAddressYN-DM..... 27
- 7039-FT-Ping-DB..... 28
- 7040-FT-PingUnavailableMM-DM..... 29
- Authentication..... 30
- 7045 Check Null Condition..... 30
- 7055-FT-Need2Ask-Msg..... 30
- 7059- Social Security Check Condition..... 31
- 7060-FT-GetSSN-DM..... 32
- 7064- DoB Check Condition..... 34
- 7065-FT-DOB-DM..... 34
- 7070 FirstName Check Condition..... 36
- 7075A-GetFirstName Say and Spell..... 36
- 7075B-GetFirstName Spell Only..... 38
- 7079- Last Name Check Condition..... 40
- 7080A-GetLastName Say and Spell..... 41
- 7080B-GetLastName Spell Only..... 43
- 7085-FT-Name-ExitFailure-Msg..... 45
- 7089 AltName Check Condition..... 46
- 7090-FT-HaveAltNameYN-DM..... 46
- 7092A-GetAltName Say and Spell..... 48
- 7092B-GetAltName Spell Only..... 50
- 7095-PostSSN-DB..... 52

| | |
|----------------------------------------------|----|
| 7110-FT-DBWait-Msg..... | 53 |
| 7115-FT-Authenticate-DB..... | 54 |
| 7120-FT-AuthSuccess-Msg..... | 55 |
| 7121-FT-AuthSystemProblems-Msg..... | 55 |
| 7122-FT-AuthSystemUnavailable-Msg..... | 56 |
| 7123-FT-AuthOther-Msg..... | 56 |
| 7125-FT-AuthNoMatch-Msg..... | 57 |
| 7130-FT-AuthAcctBlocked-Msg..... | 58 |
| Form Request..... | 58 |
| 7230-FT-ForSelfYN-DM..... | 58 |
| 7235-FT-ForDeceasedYN-DM..... | 60 |
| 7240-FT-DeceasedSSN-DM..... | 61 |
| Validation..... | 63 |
| 7255-FT-ValidateForSelf-DB..... | 63 |
| 7260-FT-ValidateSelfSuccess-Msg..... | 64 |
| 7270-FT-ValidateSelfAnythingElse-DM..... | 65 |
| 7275-FT-ValidateForDeceased-DB..... | 66 |
| 7280-FT-ValidateDeceasedSuccess-Msg..... | 67 |
| 7285-FT-ValidateDeceasedRepeatYN-DM..... | 67 |
| 7290-FT-ValidateDeceasedAnythingElse-DM..... | 69 |
| 7300-FT-ValidateNoRelationshipMatch-DM..... | 70 |
| 7302-FT-ValidateSystemProblems-Msg..... | 71 |
| 7303-FT-ValidateSystemUnavailable-Msg..... | 72 |
| 7305-FT-ValidateOffSeason-Msg..... | 72 |
| 7310-FT-ValidateOther-Msg..... | 73 |
| Agent Transfer..... | 75 |
| 6200-GiveUpSendSomewhere-BC..... | 75 |
| 6211-ForcedTransfer-BC..... | 75 |
| 6213-ForcedTransferToAgent-Msg..... | 75 |
| 6216-ForcedTransferNoAgents-Msg..... | 76 |

Chapter 1: Introduction

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

Privacy

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

Timeouts and Retries

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

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

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

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

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

Developer Notes

The following notes apply throughout this document.

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

For example (from DM 7035):

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

2. For each DM that contains a Help prompt in this spec, the grammar will provide a “help” return string. When **help** is returned, the app should play the DM-specific Help prompt and wait for a response.

Speech Science note: For the “Help” option, the grammar should include the phrase “more information.” The grammar should not include the word “help” itself because it can often be a false attractor.


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

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


Chapter 2: Detailed Dialog Specification

Eligibility check

7020-FT-CurrentDate-BC

| Branch on Condition | |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------|
| (Based on 1100 Main Menu from N8NN spec) Caller needs info on tax form 1099. What we say depends on the date. | | |
| Entering from | | |
| Main Menu, 7035-FT-NowWhat-DM, 7270-FT-ValidateSelfAnythingElse-DM, 7285-FT-ValidateDeceasedRepeatYN-DM, 7290-FT-ValidateDeceasedAnythingElse-DM | | |
| Req ID | Condition | Action |
| 7020-FT-CurrentDate-Condition-January | IF current date is between December 15 and January 31 | Go to: 7025-FT-January-Msg |
| 7020-FT-CurrentDate-Condition-Other | Else (the rest of the year) | Go to: 7030-FT-NotJanuary-Msg |
| Event logging | | |
| | | |

7025-FT-January-Msg

| Play Prompt | |  |
|------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Based on 1342_Form1099InfoJanuary_Msg from N8NN spec) Caller receives the January message. | | |
| Entering from | | |
| 7020-FT-CurrentDate-BC, 7035-FT-NowWhat-DM | | |
| Prompts | REQID | Wording |
| Message Number | | |
| 82001 | 7025-FT-January-Prompt-1 | Social Security beneficiaries will receive SSA 1099's in the mail by the end of January showing benefits they received in ... |
| | If current date is Dec 15-31 | [current year] |
| | ELSE if current date is Jan 1-31 | [current year minus one] |
| 1000 | silence_1000 | [1 sec silence] |
| 82002 | 7025-FT-January-Prompt-2 | You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. If you do not receive your SSA 1099 by February first, call back after February first to request a replacement 1099. Replacement 1099's for ... |
| | If current date is Dec 15-31 | [current year] |


| | | |
|----------------------------------|----------------------------------|---------------------------------------------------------------------------------------|
| | ELSE if current date is Jan 1-31 | [current year minus one] |
| 82003 | 7025-FT-January-Prompt-3 | ... will not be available until that date, even from an agent, and statements for ... |
| | If current date is Dec 15-31 | [current year plus one] |
| | ELSE if current date is Jan 1-31 | [current year] |
| 82004 | 7025-FT-January-Prompt-4 | ... will not be available until January of... |
| | If current date is Dec 15-31 | [current year plus two] |
| | ELSE if current date is Jan 1-31 | [current year plus one] |
| | silence_500 | [500 msec silence] |
| 82005 | 7025-FT-January-Prompt-5 | If you need a replacement 1099 for tax year ... |
| | If current date is Dec 15-31 | [current year minus one] |
| | ELSE if current date is Jan 1-31 | [current year minus two] |
| Req ID | Condition | Action |
| 7025-FT-January-Condition-Always | Always | Go to: 7035-FT-NowWhat-DM |
| Reporting | | |
| Record = U- | RECL | -Msg_7025-(Call Duration at start),T-RECL- |
| | | 0000 = Success |
| | | 0001 = Error |
| | | 0200 = Caller Hang Up |
| | | -Call duration at process end |
| Developer notes | | |
| No barge-in | | |

7026-FT-Year-CPR


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

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

7030-FT-NotJanuary-Msg


| Play Prompt | | |
|-------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| (Based on 1344_Form1099InfoNotJanuary_Msg from N8NN spec) | |  |
| Caller receives the message for the remainder of the year (not January), if hasn't had an unreported change of address. | | |
| Entering from | | |
| 7020-FT-CurrentDate-BC, 7035-FT-NowWhat-DM | | |
| Prompts | | |
| Message Number | REQID | Wording |
| 82007 | 7030-FT-NotJanuary-Prompt-1 | Social Security beneficiaries should have received SSA 1099's in the mail in January showing benefits they received in ... |
| -- | CPR | [current year minus one] |
| 1000 | silence_1000 | [1 sec silence] |
| 82008 | 7030-FT-NotJanuary-Prompt-2 | You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. SSA 1099's for this year, ... |
| 500 | silence_500 | [500 msec silence] |
| -- | CPR | [current year] |
| 250 | silence_250 | [250 msec silence] |
| 82009 | 7030-FT-NotJanuary-Prompt-3 | ... will not be available until January of next year. If you did not receive your SSA 1099 for tax year ... |
| -- | CPR | [current year minus one] |
| Req ID | Condition | Action |
| 7030-FT-NotJanuary-Condition-Always | Always | Go to: 7035-FT-NowWhat-DM |
| Reporting | | |
| Record = U- | RECL | -Msg_7030-(Call Duration at start),T-RECL- |
| | | 0000 = Success |
| | | 0001 = Error |
| | | 0200 = Caller Hang Up |
| | | -Call duration at process end |
| Developer notes | | |
| No barge-in | | |

7032-WantLastYears1099YN-DM

| | | YesNo |  | | |
|---------------------------------------------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------|--|
| Ask if the 1099 is for [current year minus one]. The IVR can only process requests for that year. | | | | | |
| Entering from | | | | | |
| 7035-FT-NowWhat-DM | | | | | |
| Prompts Message Number | REQID | Wording | | | |
| 82150 | 7032-WantLastYears1099YN-Prompt-Initial-1 | Do you want to receive the 1099 for the year... | | | |
| | CPR | [current year minus one] | | | |
| 146 | 7032-WantLastYears1099YN-Prompt-Initial-2 | Please say yes or no. | | | |
| 82152 | 7032-WantLastYears1099YN-Prompt-Retry1a | [Global Default] Are you calling to receive the replacement 1099 for the year... | | | |
| | CPR | [current year minus one] | | | |
| 146 | 7032-WantLastYears1099YN-Prompt-Retry1b | Please say YES or NO. | | | |
| 82153 | 7032-WantLastYears1099YN-Prompt-Retry2a | [Global Default] If you want the replacement 1099 for the year... | | | |
| | CPR | [current year minus one] | | | |
| 82154 | 7032-WantLastYears1099YN-Prompt-Retry2b | ... press one. Otherwise, press two. | | | |
| 82155 | 7032-WantLastYears1099YN-Prompt-Timeout1a | Sorry, I didn't hear anything. Are you calling to receive the replacement 1099 for the year... | | | |
| | CPR | [current year minus one] | | | |
| 146 | 7032-WantLastYears1099YN-Prompt-Timeout1b | Please say YES or NO. | | | |
| 82156 | 7032-WantLastYears1099YN-Prompt-Timeout2a | I'm sorry, but I still didn't hear anything. If you want the replacement 1099 for the year... | | | |
| | CPR | [current year minus one] | | | |
| 82154 | 7032-WantLastYears1099YN-Prompt-Timeout2b | ... press one. Otherwise, press two. | | | |
| 121 | 7032-WantLastYears1099YN-Prompt-Success-1 | Ok. | | | |
| REQID | Vocabulary | DTMF | Action | Confirm. | |
| 7032-WantLastYears1099YN-Option-Yes | Yes and usual synonyms | 1 | Play 7032-WantLastYears1099YN-Prompt-Success-1 Go to: 7039-FT-Ping-DB | Never | |
| 7032-WantLastYears1099YN-Option-No | No and usual synonyms | 2 | Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request. | Never | |
| Reporting | | | | | |
| | | | 0000 = Success | | |

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

7035-FT-NowWhat-DM

| | | | | | |
|----------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Custom Context DialogModule™ | | | |  | |
| (Based on 1350-Form1099NowWhat-DM from N8NN spec) | | | | | |
| Caller got 1099 information. Ask what next. | | | | | |
| Entering from | | | | | |
| 7025-FT-January-Msg, 7030-FT-NotJanuary-Msg, 7305-FT-ValidateOffSeason-Msg | | | | | |
| Prompts | | | | | |
| Message Number | REQID | Condition | Wording | | |
| 82006 | 7035-FT-NowWhatYN-Prompt-Initial-1 | IF entering from 7025-FT-January-Msg | ... or earlier, you can say Replacement 1099. | | |
| 82011 | 7035-FT-NowWhatYN-Prompt-Initial-2 | OR 7305-FT-ValidateOffSeason-Msg | To hear that information again, say "Repeat that". Otherwise, you can say "Replacement 1099". Or for a different request, say "Main menu". | | |
| 82010 | 7035-FT-NowWhatYN-Prompt-Initial-3 | ELSE if entering from 7030-FT-NotJanuary-Msg | ... or if you need a replacement 1099 for that year or any previous year, you can say Replacement 1099. To hear that information again, say Repeat that. Or for a different request say Main Menu . | | |
| 82012 | 7035-FT-NowWhatYN-Prompt-Retry1 | | [Global Default] To hear the information again, say "Repeat that" or press 1. Otherwise you can say "Replacement 1099" or press 2 or you can say "Main menu" or press 9. | | |
| 82013 | 7035-FT-NowWhatYN-Prompt-Success-1 | Exit on Replacement option | Ok, ordering a replacement ten ninety nine. | | |
| 12101 | 7035-FT-NowWhatYN-Prompt-Success-2 | Exit on max timeout or retry | Thank you for calling Social Security. Goodbye. | | |
| REQID | | Vocabulary | DTMF | Action | Confirm. |
| 7035-FT-NowWhatYN-Option-Repeat | | Repeat [that] | 1 | Play 7030-FT-NotJanuary-Prompt-1 OR 7025-FT-January-Prompt-1, depending on the date of the call. | Never |
| 7035-FT-NowWhatYN-Option-Replacement1099 | | -[[I] need] [a] replacement [ten ninety nine] [statement] [for a ten ninety nine] [please] | 2 | If entered from 7030 Play 7035-FT-NowWhatYN-Prompt-Success-1 Go to: 7032-WantLastYears1099Y N-DM | Never |

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

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

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

Developer notes

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

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

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

| | |
|-------------------------------------|---------------------------------------------------------------------------------------|
| Custom Context |  |
| Ask which year for replacement 1099 | |

| Entering from | | | | | |
|--------------------------------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------|
| 7035-FT-NowWhat-DM | | | | | |
| Prompts | | | | | |
| Msg. Number | REQID | Condition | Wording | | |
| 82014 | 7036-FT-WhichYear-Prompt-Initial-1 | Initial 1 | To receive your replacement 1099, please tell me the four-digit year you'd like, or you can enter it on your telephone keypad. | | |
| 82022 | 7036-FT-WhichYear-Prompt-Initial-2-a | Initial 2 (played only on re-entry) | I'm sorry, forms have not yet been issued for... | | |
| | (CPR) | | [Year Requested] | | |
| 82023 | 7036-FT-WhichYear-Prompt-Initial-2-b | | Please say another year. Or if you're finished, you can just hang up. | | |
| 82015 | 7036-FT-WhichYear-Prompt-Retry1 | | [Global Default] Please say the tax year for the replacement 1099, or enter it on your keypad. | | |
| 82016 | 7036-FT-WhichYear-Prompt-Retry2 | | [Global Default] Try entering the four-digit year on your telephone keypad. | | |
| 82017 | 7036-FT-WhichYear-Prompt-Timeout1 | | Sorry, I didn't hear anything. Please say or enter the year of the replacement 1099. | | |
| 82018 | 7036-FT-WhichYear-Prompt-Timeout2 | | I'm sorry, but I still didn't hear anything. Please say or enter the year that you want. | | |
| 82019 | 7036-FT-WhichYear-Prompt-Help | | I need the year of the replacement 1099 that you'd like to order. Please say the year, for example, "two thousand six" or enter it on your keypad, for example by pressing 2, zero, zero 6. So, what year do you need? | | |
| 82020 | 7036-FT-WhichYear-Prompt-Success- | Caller says <year minus one> during blackout period Jan 1-31 OR Caller says <current year> during blackout period Dec 15-31. | I'm sorry, replacement 1099s for... | | |
| | If current date is Dec 15-31 CPR | | [current year] | | |
| | ELSE if current date is Jan 1-31 CPR | | [year minus one] | | |
| 82021 | 7036-FT-WhichYear-Prompt-Success-1-b | | ...aren't yet available. They will be sent by mail by the end of January. | | |
| 00121 | 7036-FT-WhichYear-Prompt-Success-2 | Caller says <year minus one> during rest of year | Ok. | | |
| REQID | Vocabulary | DTMF | Condition | Action | Confirm. |
| 7036-FT-WhichYear-Option-YearMinusOneBlackoutJan | <year minus one> | <...> | If during blackout period AND during Jan 1-31 | Play Success-1 prompts Go to: 7270-FT-ValidateSelfAnythingElse-DM | If necessary |

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

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


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

Developer notes

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

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

7037-FT-AttestationYN-DM

| | | | | YesNo |  |
|----------------------------------------------|----------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| (Based on 1040-ConfirmName-YN from KBA spec) | | | | | |
| Confirm name collection | | | | | |
| Entering from | | | | | |
| 7038-FT-NewAddressYN-DM | | | | | |
| Prompts | | | | | |
| Message Number | REQID | Condition | Wording | Barge-in | |
| 82025 | 7037-FT-AttestationYN-Prompt-Initial-1 | | <p>Social Security is allowed to collect this information under the Social Security Act. This information collection meets the requirements of the Paperwork Reduction Act under O.M.B. number zero, nine, six, zero, zero, five, nine, six. We estimate that it will take about 10 minutes to listen to the instructions, gather the facts, and answer the questions.</p> <p>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.</p> | NO | |
| 86238 | 7037-FT-AttestationYN-Prompt-Initial-2 | | Do you understand and agree to these terms? | Yes | |
| 82026 | 7037-FT-AttestationYN-Prompt-Retry1 | | [Global Default] Do you understand and agree to these terms? Please say YES or NO. | Yes | |
| 82027 | 7037-FT-AttestationYN-Prompt-Retry2 | | [Global Default] Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. If you understand and agree to these terms, press one. Otherwise press two | Yes | |
| 82028 | 7037-FT-AttestationYN-Prompt-Timeout1 | | Sorry, I didn't hear anything. Do you understand and agree to these terms? Please say YES or NO. | Yes | |
| 82029 | 7037-FT-AttestationYN-Prompt-Timeout2 | | I'm sorry, but I still didn't hear anything. Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. Do you understand and agree with these terms? You can say YES or press 1; or NO or press 2. | Yes | |

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


| REQID | Vocabulary | DTMF | Action | Confirm. |
|----------------------------------|-------------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------------|----------|
| 7037-FT-AttestationYN-Option-Yes | Yes and usual synonyms (including "[Yes] I do") | 1 | Play 7037-FT-AttestationYN-Prompt-Success-1 Set Attestation Flag to 1 Go to: 7045 Check Null Condition | Never |
| 7037-FT-AttestationYN-Option-No | No and usual synonyms | 2 | Play 7037-FT-AttestationYN-Prompt-Success-2 And then hang up | Never |

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

Developer notes

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

7038-FT-NewAddressYN-DM

| | | | YesNo |  |
|---------------------------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------|
| Entering from | | | | |
| 7039-FT-Ping-DB | | | | |
| Prompts | | | | |
| Message Number | REQID | Wording | | |
| 82031 | 7038-FT-NewAddressYN-Prompt-Initial-1 | Have you had a change of address that has not been reported to Social Security? | | |
| 82032 | 7038-FT-NewAddressYN-Prompt-Retry1 | [Global Default] Have you changed your address without reporting the change to Social Security? Please say YES, NO or "I'm not sure". | | |


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

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

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

| Developer notes |
|-----------------|
| |

7039-FT-Ping-DB

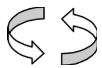
| Database Query |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Ping the system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

| Entering from |
|---------------------------------------------|
| 7032-WantLastYears1099YN-DM |

| Input Field Parameter | Description Value | Description |
|-----------------------|-------------------|-------------|
| | | |

| | | |
|---------------------------------------|-------------------------------------------------------------------------|--------------------------------------------|
| sid | SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2 | service id |
| func | PING | function code |
| requestId | numeric | 10 |
| Output Field | | Description |
| verification status | success or failure | |
| Req ID | Condition | Action |
| 7039-FT-Ping-Condition-Success | IF success (i.e., <statusCode> = 0000) | Go to: 7038-FT-NewAddressYN-DM |
| 7039-FT-Ping-Condition-SysProblems | Else if <statusCode> = 0151 or 7777 | Go to: |
| 7039-FT-Ping-Condition-SysUnavailable | Else if <statusCode> = 0152 | Go to: 7122-FT-AuthSystemUnavailable-Msg |
| 7039-FT-Ping-Condition-OtherIssue | Else if <statusCode> = 9999 or Other | Go to: 7121-FT-AuthSystemProblems-Msg |
| Reporting | | |
| Record = D- | RECL | -HDB_7039-(Call Duration at start),T-RECL- |
| | | 0000 = Success |
| | | 0001 = System Error |
| | | 0408 = Resource Not Available |
| | | 0503 = Not Valid Data |
| | | 0004 = Caller Hang Up |
| | | -Call duration at process end |

7040-FT-PingUnavailableMM-DM

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| CustomContext DialogModule™ | |  | |
| This DM is used for certain conditions returned in 7039-FT-Ping-DB . The caller does not reach an agent; they can either request the Main Menu or hang up. | | | |
| Entering from | | | |
| 7039-FT-Ping-DB | | | |
| Prompts | | | |
| Msg. Number | REQID | Wording | |
| 85140 | 7040-FT-PingUnavailableMM-Initial-1 | Due to system problems, we are unable to process your request at this time. If you'd like to return to the main menu, say "main menu" or press 9. Or, if you'd like to end this call, feel free to hang up. | |
| Req ID | Vocabulary | DTMF | Action |
| 7040-FT-PingUnavailableMM-Condition-MM | "Main Menu" | 9 | Go to: Main Menu in N8NN |
| 7040-FT-PingUnavailableMM-Condition-Retry | -- | -- | Upon first retry or timeout, play the Initial-1 prompt again. Upon second retry or timeout, disconnect call. |
| Confirm | | | |
| | never | | |
| | never | | |
| DialogModule parameters | | | |
| Parameter | Value | | |
| | | | |

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


Authentication

7045 Check Null Condition




| Entering from | | |
|-----------------------------------------------------------------------------|-----------------------------|------------------------------------------------------------------------------------|
| 7037-FT-AttestationYN-DM, 7038-FT-NewAddressYN-DM | | |
| REQID | Condition | Action |
| 7045-Check Null Condition-Condition-0 | If TVDC Items to collect= 0 | Go to: 7059- Social Security Check Condition |
| 7045-Check Null Condition-Condition-else | If TVDC items else | Report V Transactions per module note, Go to: 7055-FT-Need2Ask-Msg |
| Developer Note: Increment speak item counter for each item that is null. | | |

7055-FT-Need2Ask-Msg


| Play Prompt | | | |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Based on 5000-Need2Ask-Msg from KBA spec) Prepare caller for sequence of questions. |  | | |
| Entering from | | | |
| 7045 Check Null Condition | | | |
| Prompts Msg. Number | REQID | Condition | Wording |
| 82037 | 7055-FT-Need2Ask-Prompt-1 | If pieces to collect = 1 | Before I can send the replacement 1099, I'll need to ask a question to verify who you are. This is the same question an agent would ask you to verify your identity, so if you'll work with me, you won't have long to wait for an agent. |
| 82135 | 7055-FT-Need2Ask-Prompt-2 | else | Before I can send the replacement 1099, I'll need to ask you |
| | | | Speak item counter [2-5] |

| 82136 | 7055-FT-Need2Ask-Prompt-3 | | questions to verify who you are. There are several questions and it'll take a few minutes to go through them. These are the same questions an agent would ask you to verify your identity, so if you'll work with me, you won't have a long wait for an agent. | | | | |
|------------------------------------|-------------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------|--------------|-----------------------|
| Req ID | | Condition | Action | | | | |
| 7055-FT-Need2Ask--Condition-Always | | Always | Go to: 7059- Social Security Check Condition | | | | |
| Reporting | | | | | | | |
| Record = U- | RECL | -Msg_7055-(Call Duration at start),T-RECL- | <table border="1"> <tr> <td>0000 = Success</td> <td rowspan="3">-Call duration at process end</td> </tr> <tr> <td>0001 = Error</td> </tr> <tr> <td>0200 = Caller Hang Up</td> </tr> </table> | 0000 = Success | -Call duration at process end | 0001 = Error | 0200 = Caller Hang Up |
| 0000 = Success | -Call duration at process end | | | | | | |
| 0001 = Error | | | | | | | |
| 0200 = Caller Hang Up | | | | | | | |
| Developer notes | | | | | | | |
| No barge-in | | | | | | | |

7059- Social Security Check Condition

| | | |  |
|----------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Entering from | | | |
| 7045 Check Null Condition , 7055-FT-Need2Ask-Msg | | | |
| REQID | Condition | Action | |
| 7059-Social Security Check Condition-Condition-Null | If SSN = null | Go to: 7060-FT-GetSSN-DM | |
| 7059-Social Security Check Condition-Condition-Else | If SSN else | Report V Transactions per module note, Go to: 7064- DoB Check Condition | |
| Module Notes | | | |
| V-RECL-SSN_1-(duration),T-RECL-0000-(duration) | | | |

7060-FT-GetSSN-DM

| Social Security DialogModule™ | | |  |
|-------------------------------------------------------|-------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| (Based on 5020-GetSSNumber-SSN from KBA spec) | | | |
| Get the caller's Social Security Number | | | |
| Entering from | | | |
| 7059- Social Security Check Condition | | | |
| Prompts | Msg. Number | REQID | Wording |
| | 82038 | 7060-FT-GetSSN-Prompt-Initial-1 | Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. |
| | 82145 | 7060-FT-GetSSN-Prompt-Retry1 | [Global Default] Please say your nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. |
| | 82039 | 7060-FT-GetSSN-Prompt-Retry2 | [Global Default] Try entering it on the telephone keypad. |

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


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

| Confirmation prompts | | | |
|----------------------|--------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Msg. Number | REQID | Wording | Result |
| 70008 | 7060-FT-GetSSN-ConfPrompt-SSN1 | This is important, so I want to make sure I have it right. Your social security number is: | |
| 82148 | 7060-FT-GetSSN-ConfPrompt-SSN2 | Okay, now I think I've got it right. Your social security number is: | |
| | <SS_Num> | CPR | 1 2 3 – 4 5 – 6 7 8 9 |
| 82105 | 7060-FT-GetSSN-ConfPrompt-SSN3 | Is that right? | This is important, so I want to make sure I have it right. Your social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right? |
| 00118 | 7060-FT-GetSSN-ConfPrompt-SSNretry | I think you said | |
| | | <SSN> | |
| 00119 | | Is that correct? | |
| 00118 | 7060-FT-GetSSN-ConfPrompt-SSNtimeout | I think you said | |
| | | <SSN> | |
| 00119 | | Is that correct? | |


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

| DialogModule parameters | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------------------------------------|-------------------------------|
| Parameter | | Value | |
| 7060-FT-GetSSN-Parameter | | | |
| after_end_of_speech_timeout (incompletetimeout) | | 2500 msec | |
| before_begin_of_speech_timeout | | 7,000 ms | |
| allowing_barge_in | | True | |
| max speech duration | | 20,000 msec | |
| Interdigittimeout | | 5500 msec | |
| low confidence threshold | | .100 | |
| Event logging | | | |
| Fill semantic item <SS_Num> | | | |
| Reporting | | | |
| Record = U- | RECL | -DM_7060-(Call Duration at start),T-RECL- | 0000 = Success |
| | | | 0001 = Error |
| | | | 0002 = Max No Input |
| | | | 0003 = Max No Match |
| | | | 0200 = Caller Hang Up |
| | | | -Call duration at process end |
| Developer notes | | | |
| <p>The parameter values above are taken from 5020-GetSSNumber-SSN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.</p> <ul style="list-style-type: none"> Area, group or serial number containing only zeros are invalid Area numbers greater than or equal to 800 are invalid "Dashes" and "hyphens" should be ignored when uttered by the caller, but these utterances may be discarded by the recognizer itself DTMF and speech expect 9 digits. It may be possible to speak more than 9 digits, but only nine digits will be recognized <p>Note: Point to non-standard grammar that includes Natural Numbers</p> <p>Set Confidential Flag to TRUE</p> | | | |

7064- DoB Check Condition

| | |  |
|-------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------|
| Entering from | | |
| 7059- Social Security Check Condition , 7060-FT-GetSSN-DM | | |
| REQID | Condition | Action |
| 7064-DoB Check Condition-Condition-Null | If DoB = null | Go to: 7065-FT-DOB-DM |
| 7064-DoB Check Condition-Condition-Else | If DoB else | Report V Transactions per module note, Go to: 7070 FirstName Check Condition |
| Module Notes | | |
| V-RECL-DOB_1-(duration),T-RECL-0000-(duration) | | |

7065-FT-DOB-DM

| Date DialogModule™ | | |  | |
|-----------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------|
| (Based on 5130-GetDOB-Date from KBA spec) Get the caller's Date Of Birth | | | | |
| Entering from | | | | |
| 7064- DoB Check Condition | | | | |
| Prompts | | | | |
| Msg. Number | REQID | Wording | | |
| 51301 | 7065-FT-DOB-Prompt-Initial-1 | Now please tell me your date of birth. For example, you could say...May fifth, 1937. | | |
| 82040 | 7065-FT-DOB-Prompt-Retry1 | [Global Default] Try saying the month followed by the date and then the year you were born, for example May fifth, 1937. Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year. | | |
| 82041 | 7065-FT-DOB-Prompt-Retry2 | [Global Default] Just say the month followed by the date and then the year you were born. For example July fourth, 1976. Or you can enter it on your telephone keypad using 2 digits for the month, then 2 digits for the day, and four digits for the year. | | |
| 82042 | 7065-FT-DOB-Prompt-Timeout1 | Sorry, I didn't hear you. Please tell me your birth date.. For example, you could say May fifth, 1937. Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year. | | |
| 82043 | 7065-FT-DOB-Prompt-Timeout2 | I'm sorry, but I'm still having trouble hearing you. I need the month, day and year for your birthday, for example July fourth, 1976. Or you can enter it on your telephone keypad using 2 digits for the month, then 2 digits for the day, and four digits for the year. | | |
| 82044 | 7065-FT-DOB-Prompt-Help | I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say "July fourth, 1976", or "the fourth of July, 1976". Or you can enter it on your telephone keypad using 2 digits for the month, 2 digits for the day, and four digits for the year. Go ahead. What's YOUR date of birth? | | |
| 00122 | 7065-FT-DOB-Prompt-Success-1 | Thanks. | | |
| REQID | Vocabulary | DTMF | Action | Confirm. |
| 7065-FT-DOB-Option-Date | <date> | <...> | <no action here – confirm it> | Always |
| | Remove all global grammars for this DM. | | | |

| Confirmation prompts | | | | |
|--------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------|
| Message Number | REQID | Wording | Result | |
| 51308 | 7065-FT-DOB-ConfPrompt-Date1 | Okay, so that's: | | |
| | <Date> | CPR | January 12 th 1931 | |
| 51309 | 7065-FT-DOB-ConfPrompt-Date2 | Is that right? | Okay, so that's: <January 12 th , 1931>. Is that right? | |
| 51310 | 7065-FT-DOB-ConfPrompt-DateRetry | Sorry. I didn't catch that. Please say "YES" if I have the right date. | Sorry. I didn't catch that. Please say "YES" if I have the right date. | |
| 51311 | 7065-FT-DOB-ConfPrompt-DateTimeout | I wasn't sure if you said anything. Please say "YES" if I have the right date. | I wasn't sure if you said anything. Please say "YES" if I have the right date. | |
| REQID | Vocabulary | DTMF | Action | Confirm. |
| 7065-FT-DOB-ConfOption-Yes | "Yes [it is]" "[Yes] that's right" "Right" "[That's] correct" | 1 | Play 7065-FT-DOB-Prompt-Success-1 Go to: 7070 FirstName Check Condition | Never |
| 7065-FT-DOB-ConfOption-No | "No [it isn't]" "[No] that's not right" | 2 | Re-enter Dialog Module per default behavior | Never |
| DialogModule parameters | | | | |
| Parameter | Value | | | |
| 7065-FT-DOB-Parameter | | | | |
| date_reference_date | System date | | | |
| date_range_allowed_earliest | 1 January 1900 | | | |
| date_range_allowed_latest | Today | | | |
| date_range_expected_earliest | Today – 75 years | | | |
| date_range_expected_latest | Today – 25 years | | | |
| date_disambiguation_mode | ASSUME_NOTHING | | | |
| after_end_of_speech_timeout (incomplete timeout) | 1500 msec | | | |
| max speech duration | 16,000 msec | | | |
| before_begin_of_speech_timeout | 7,000 msec | | | |
| allowing_barge_in | True | | | |
| Event logging | | | | |
| Fill semantic item <Date_Of_Birth> | | | | |
| Reporting | | | | |
| Record = U- | RECL | -DM_7065-(Call Duration at start),T-RECL- | 0000 = Success 0001 = Error 0002 = Max No Input 0003 = Max No Match 0200 = Caller Hang Up | -Call duration at process end |
| Developer notes | | | | |

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

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

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

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

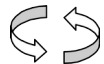
Set Confidential Flag to TRUE

7070 FirstName Check Condition



| Entering from | | |
|----------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------------|
| 7064- DoB Check Condition , 7065-FT-DOB-DM | | |
| REQID | Condition | Action |
| 7070-First Name Check Condition-Condition-Null | If First Name = null | Go to: 7075A-GetFirstName Say and Spell |
| 7070-First Name Check Condition-Condition-Else | If First Name else | Report V Transactions per module note, Go to: 7079- Last Name Check Condition |
| Module Notes | | |
| V-RECL-FN_1-(duration),T-RECL-0000-(duration) | | |

7075A-GetFirstName Say and Spell



| Name DialogModule™ | | | |
|--------------------------------------------------------------------------------------------------|-----------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Caller enters this module for standard name collection. No TNRS database check has occurred yet. | | | |
| Entering from | | | |
| 7070 FirstName Check Condition | | | |
| Prompts | Req ID | Condition | Wording |
| 82045 | 7075-A-FT-GetFirstName Prompt-Initial-1 | Initial | Now, please say and then spell just your FIRST name. [Short Pause] For example if your first name was Robin, you'd say "Robin, R O B I N". Go ahead. |
| 82046 | 7075-A-FT-GetFirstName Prompt-Timeout1 | Time out 1 | Sorry, I didn't hear you. Go ahead and say, then spell, just your first name. |
| 82047 | 7075-A-FT-GetFirstName Prompt-Timeout2 | Time out 2 | I'm afraid I still can't hear you. Please say your first name and then spell it, like this: "Susan, S U S A N". |

| 50328 | 7075-A-FT-GetFirstName Prompt-SayHelp | Help | I need you to say your first name and then spell it for me, for example if your first name was Nick, you'd say "Nick N I C K." | | |
|---------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Req ID | Vocabulary | DTMF | Action | Confirm. | |
| 7075-GetFirstName-A Option-FirstName | <first_name> | -- | Play 7075-A-FT-GetFirstName Prompt-Success-1 Go to: 7079- Last Name Check Condition | ALWAYS | |
| 7075-GetFirstName-A Option-MaxTimeout | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- | |
| 7075-GetFirstName-A Option-MaxRetry | -- | -- | Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB , | -- | |
| Confirmation Prompts | | | | | |
| Msg. Number | REQ ID | Wording | Result | Action | |
| 82053 | 7075-A-FT-GetFirstName ConfPrompt-FirstName-1 | Let me read that back. First name: | "Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?" | If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB , | |
| | < First Name > | < First Name > | | | |
| 50337 | 7075-A-FT-GetFirstName ConfPrompt-FirstName-2 | ...spelled: | | | |
| | < First Name Spelling > | < First Name Spelling > | | | |
| 50342 | 7075-A-FT-GetFirstName ConfPrompt-FirstName-3 | Did I get that right? | | | |
| 82054 | 7075-A-FT-GetFirstName ConfPrompt-Retry1 | Sorry, I didn't catch that. Please say "yes," or "no". | Retry1 on Confirmation | If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB , | |
| 82055 | 7075-A-FT-GetFirstName ConfPrompt-Retry2 | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two. | Retry2 on Confirmation | If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB , | |
| 82056 | 7075-A-FT-GetFirstName ConfPrompt-Timeout1 | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout1 on Confirmation | If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB , | |

| | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 82057 | 7075-A-FT-GetFirstName ConfPrompt-Timeout2 | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation | If Yes: Play 7075-A-FT-GetFirstName Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB , |
| 00122 | 7075-A-FT-GetFirstName-A Prompt-Success-1 | Thanks. | Success | |
| 50348 | 7075-A-FT-ConfirmationApology-Prompt | Sorry about that. Let's try again. | Apology | |
| --NA-- | --NA-- | --NA-- | Max Timeout OR Max Retry at Confirmation | Go to: 7085-FT-Name-ExitFailure-Msg |
| Event logging | | | | |
| Developer notes | | | | |
| <p>Collection Max Retry is set to 0.</p> <p>Collection Max Timeout is set to 2</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Set Confidential Flag to TRUE</p> | | | | |

7075B-GetFirstName Spell Only



| Name DialogModule™ | | | |
|------------------------------------------------------------|----------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Caller enters this module AFTER TNRS database transaction. | | | |
| Entering from | | | |
| 7095-PostSSN-DB | | | |
| Prerequisite | | | |
| If SSN Post Flag = 1 | | Load all <First Name> returned from SSN Post into custom spell-only grammar | |
| Prompts | | | |
| Msg. Number | REQ ID | Condition | Wording |
| 82049 | 7075-B-FT-GetFirstName Prompt-Respell1 | Initial | Please just SPELL your first name, like this: "J O H N". |
| 82051 | 7075-B-FT-GetFirstName Prompt-Respell2 | Timeout1/Retry1 | Sorry, I didn't catch that. Saying just the letters of the alphabet, please spell your first name quickly. For example, if your name were Robin, instead of saying R as in Radar, O as in Oscar, you could just say R O B I N. Go ahead. Spell your first name now. |

| | | | | | |
|------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 50333 | 7075-B-FT-GetFirstName Prompt-Respell3 | Timeout2/Retry2 | [Global Default] Please spell your first name one more time. And remember, please use ONLY the letters of the alphabet and speak quickly. Go ahead. | | |
| 82052 | 7075-B-FT-GetFirstName Prompt-SpellHelp | Help | I need to get the spelling of your first name. For example, if your first name was Nick, you'd say "N I C K." Go ahead. | | |
| REQ ID | | Vocabulary | DTMF | Action | Confirm. |
| 7075-B-FT-GetFirstName Option-FirstName | | <first_name> | -- | Play 7075-B-FT-GetFirstName Prompt-Success-1 Go to: 7079- Last Name Check Condition | ALWAYS |
| 7075-B-FT-GetFirstName Option-MaxTimeout | | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- |
| 7075-B-FT-GetFirstName Option-MaxRetry | | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- |
| Confirmation Prompts | | | | | |
| Msg. Number | REQ ID | Wording | | Result | Action |
| 82053 | 7075-B-FT-GetFirstName ConfPrompt-FirstName-1 | Let me read that back. First name: | | "Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?" | If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module |
| | < First Name > | < First Name > | | | |
| 50337 | 7075-B-FT-GetFirstName ConfPrompt-FirstName-2 | ...spelled: | | | |
| | CPR < First Name Spelling > | < First Name Spelling > | | | |
| 50342 | 7075-B-FT-GetFirstName ConfPrompt-FirstName-3 | Did I get that right? | | | |
| 82054 | 7075-B-FT-GetFirstName ConfPrompt-Retry1 | Sorry, I didn't catch that. Please say "yes," or "no". | | Retry1 on Confirmation | If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 82055 | 7075-B-FT-GetFirstName ConfPrompt-Retry2 | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two. | | Retry2 on Confirmation | If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 82056 | 7075-B-FT-GetFirstName ConfPrompt-Timeout1 | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | | Timeout1 on Confirmation | If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module |

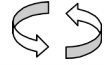
| | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 82057 | 7075-B-FT-GetFirstName ConfPrompt-Timeout2 | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation | If Yes: Play 7075-B-FT-GetFirstName-Prompt-Success-1 Then Go to: 7079- Last Name Check Condition If No: Play 7075-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 00122 | 7075-B-FT-GetFirstName Prompt-Success-1 | Thanks. | Success | |
| 50348 | 7075-B-FT-ConfirmationApology-Prompt | Sorry about that. Let's try again. | Apology | |
| --NA-- | --NA-- | --NA-- | Max Timeout OR Max Retry at Confirmation | Go to: 7085-FT-Name-ExitFailure-Msg |
| Event logging | | | | |
| Developer notes | | | | |
| <p>If condition = Success, load all returned names into custom spell-only grammar</p> <p>If condition = Failure, use existing spell-only grammar</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.</p> <p>Max Timeout/ Retry set to 2</p> <p>Set Confidential Flag to TRUE</p> <p>When invoking recognition and the Caller-First-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-First-name variable.</p> | | | | |

7079- Last Name Check Condition



| | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------|
| Entering from | | |
| 7070 FirstName Check Condition , 7075A-GetFirstName Say and Spell , 7075B-GetFirstName Spell Only | | |
| REQID | Condition | Action |
| 7079-Last Name Check Condition-Condition-Null | If Last Name = null | Go to: 7080A-GetLastName Say and Spell |
| 7079-Last Name Check Condition-Condition-Else | If Last Name else | Report V Transactions per module note, Go to: 7089 AltName Check Condition |
| Module Notes | | |
| V-RECL-LN_1-(duration),T-RECL-0000-(duration) | | |

7080A-GetLastName Say and Spell

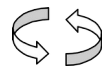


| Name DialogModule™ | | | | | |
|--------------------------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--|
| Caller enters this module for standard name collection. No TNRS database check has occurred yet. | | | | | |
| Entering from | | | | | |
| 7079- Last Name Check Condition | | | | | |
| Prompts | | | | | |
| Msg. Number | REQ ID | Condition | Wording | | |
| 82058 | 7080-A-FT-GetLastName Prompt-Initial-1 | Initial | Now I just need your last name. Please SAY and then SPELL JUST your last name. For example, if your last name was Kusack, you'd say Kusack, K U S A C K. Go ahead. | | |
| 82059 | 7080-A-FT-GetLastName Prompt-Timeout1 | Time out 1 | Sorry, I didn't hear you. Go ahead and say, then spell, your last name, for example, "Smith, S M I T H." | | |
| 82060 | 7080-A-FT-GetLastName Prompt-Timeout2 | Time out 2 | I'm afraid I still can't hear you. Please say your last name and then spell it, for example, "Smith, S M I T H." | | |
| 82066 | 7080-A-FT-GetLastName Prompt-SayHelp | Help | I need you to say your last name and then spell it for me. For example, if your last name was O'Neal, you'd say, "O'Neal, O N E A L." | | |
| REQ ID | Vocabulary | DTMF | Action | Confir m. | |
| 7080-A-FT-GetLastName Option-LastName | <last_name> | -- | Play 7080-A-FT-GetLastName Prompt-Success-1 Go to: 7089 AltName Check Condition | ALWAYS | |
| 7080-A-FT-GetLastName Option-MaxTimeouts | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- | |
| 7080-A-FT-GetLastName Option-MaxRetries | -- | -- | Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB | -- | |
| Confirmation Prompts | | | | | |
| Msg. Number | REQ ID | Wording | Result | Action | |
| 82175 | 7080-A-FT-GetLastName ConfPrompt-LastName-1 | Let me read that back. Last name: | "Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?" | If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: 7089 AltName Check Condition | |
| | < Last Name > | < Last Name > | | If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB | |
| 50337 | 7080-A-FT-GetLastName ConfPrompt-LastName-2 | ...spelled: | | | |
| | CPR | < Last Name Spelling > | | | |
| 50342 | 7080-A-FT-GetLastName ConfPrompt-LastName-3 | Did I get that right? | | | |

| | | | | |
|----------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 82054 | 7080-A-FT-GetLastName-ConfPrompt- Retry1 | Sorry, I didn't catch that. Please say "yes," or "no". | Retry1 on Confirmation | If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |
| 82055 | 7080-A-FT-GetLastName ConfPrompt- Retry2 | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two. | Retry2 on Confirmation | If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |
| 82056 | 7080-A-FT-GetLastName ConfPrompt- Timeout1 | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout1 on Confirmation | If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |
| 82057 | 7080-A-FT-GetLastName ConfPrompt- Timeout2 | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation | If Yes: Play 7080-A-FT-GetLastName Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |
| 50394 | 7080-A-FT-GetLastName Prompt- Success-1 | Got it. | Success | |
| 50348 | 7080-A-FT-ConfirmationApology-Prompt | Sorry about that. Let's try again. | Apology | |
| --NA-- | --NA-- | --NA-- | Max Timeout OR Max Retry at Confirmation | Go to: 7085-FT- Name-ExitFailure- Msg |
| Event logging | | | | |
| | | | | |

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

7080B-GetLastName Spell Only




| Name DialogModule™ | | | | | |
|------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--|
| Caller enters this module AFTER TNRS database transaction. | | | | | |
| Entering from | | | | | |
| 7095-PostSSN-DB | | | | | |
| Prerequisite | | | | | |
| If SSN Post Flag = 1 | | Load all <Last Name> returned from SSN Post into custom spell-only grammar | | | |
| Prompts | | | | | |
| Msg. Number | REQ ID | Condition | Wording | | |
| 82062 | 7080-B-FT-GetLastName Prompt-Respell1 | Initial | Please SPELL your last name for me, like this: "S M I T H". | | |
| 82064 | 7080-B-FT-GetLastName Prompt-Respell2 | Timeout1/ Retry1 | Sorry, I didn't catch that. Go ahead and spell your last name again. For example, if your name was O'Neal, you would say "O N E A L". | | |
| 50322 | 7080-B-FT-GetLastName Prompt-Respell3 | Timeout2/ Retry2 | [Global Default]. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two-part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time. | | |
| 82065 | 7080-B-FT-GetLastName Prompt-SpellHelp | Help | I need you to spell your last name. For example, if your last name was O'Neal, you'd say "O N E A L." | | |
| REQ ID | Vocabulary | DTM F | Action | Confirm. | |
| 7080-B-FT-GetLastName Option-LastName | <last_name> | -- | Play 7080-B-FT-GetLastName Prompt-Success-1 Go to: 7089 AltName Check Condition | ALWAYS | |
| 7080-B-FT-GetLastName Option-MaxTimeouts | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- | |
| 7080-B-FT-GetLastName Option-MaxRetries | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- | |
| Confirmation Prompts | | | | | |
| Msg. Number | REQ ID | Wording | Result | Action | |
| 82175 | 7080-B-FT-GetLastName ConfPrompt-LastName-1 | Let me read that back. Last name: | "Let me read that back. Last Name < | If Yes: Play 7080-B-FT- | |


| | | | | | |
|-------|---------------------------------------------|------------------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | < Last Name > | < Last Name > | Last Name > spelled < Last Name Spelling >, did I get that right?" | GetLastName-Prompt-Success-1 Then Go to: 7089 AltName Check Condition |
| 50337 | 7080-B-FT-GetLastName ConfPrompt-LastName-2 | | ...spelled: | | |
| | CPR | < Last Name Spelling > | < Last Name Spelling > | | If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 50342 | 7080-B-FT-GetLastName ConfPrompt-LastName-3 | | Did I get that right? | | |
| 82054 | 7080-B-FT-GetLastName ConfPrompt-Retry1 | | Sorry, I didn't catch that. Please say "yes," or "no". | Retry1 on Confirmation | If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 82055 | 7080-B-FT-GetLastName ConfPrompt-Retry2 | | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two. | Retry2 on Confirmation | If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 82056 | 7080-B-FT-GetLastName ConfPrompt-Timeout1 | | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout1 on Confirmation | If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 82057 | 7080-B-FT-GetLastName ConfPrompt-Timeout2 | | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation | If Yes: Play 7080-B-FT-GetLastName-Prompt-Success-1 Then Go to: 7089 AltName Check Condition If No: Play 7080-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 50394 | 7080-B-FT-GetLastName Prompt-Success-1 | | Got it. | Success | |
| 50348 | 7080-B-FT-ConfirmationApology-Prompt | | Sorry about that. Let's try again. | Apology | |

| | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|------------------------------------------------|-----------------------------------------------------|
| --NA-- | --NA-- | --NA-- | Max Timeout OR Max Retry at Confirmation | Go to: 7085-FT-Name-ExitFailure-Msg |
| Event logging | | | | |
| Developer notes | | | | |
| <p>If condition = Success, load all returned names into custom spell-only grammar</p> <p>If condition = Failure, use existing spell-only grammar</p> <p>If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow.</p> <p>Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played.</p> <p>Set Confidential Flag to TRUE</p> <p>When invoking recognition and the Caller-Last-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-Last-name variable.</p> | | | | |


7085-FT-Name-ExitFailure-Msg

| | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------|
| | | | Play Prompt |  |
| (Based on 1300-ExitFailurePrompt-Msg from KBA spec) | | | | |
| Apologize on exit | | | | |
| Entering from | | | | |
| 7075A-GetFirstName Say and Spell , 7075B-GetFirstName Spell Only , 7080A-GetLastName Say and Spell , 7080B-GetLastName Spell Only , 7092A-GetAltName Say and Spell , 7092B-GetAltName Spell Only , 7230-FT-ForSelfYN-DM, 7235-FT-ForDeceasedYN-DM, | | | | |
| Prompts | | | | |
| Message Number | REQID | Wording | | |
| 51008 | 7085-FT-Name-ExitFailure-Prompt-1 | I'm sorry I'm having so much trouble. | | |
| Req ID | | Condition | Action | |
| 7085-FT-Name-ExitFailure-Condition-Always | | Always | Go to: 6211-ForcedTransfer-BC | |
| Reporting | | | | |
| Record = U- | RECL | -Msg_7085-(Call Duration at start),T-RECL- | 0000 = Success | -Call duration at process end |
| | | | 0001 = Error | |
| | | | 0200 = Caller Hang Up | |
| Developer notes | | | | |
| No barge-in | | | | |
| Note: This is the parameter exitfailureprompt and can be configured by setting this parameter | | | | |

7089 AltName Check Condition

| | | |
|------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------|
| | |  |
| Entering from | | |
| 7079- Last Name Check Condition, 7080A-GetLastName Say and Spell, 7080B-GetLastName Spell Only | | |
| REQID | Condition | Action |
| 7089-AltName Check Condition-Condition-Null | If Alt Name = Null | Go to: 7090-FT-HaveAltNameYN-DM |
| 7089-AltName Check Condition-Condition-Else | If Alt Name else | Report V Transactions per module note, Go to: 7110-FT-DBWait-Msg |
| Module Notes | | |
| V-RECL-ALN_1-(duration),T-RECL-0000-(duration) | | |

7090-FT-HaveAltNameYN-DM

| | | | |
|----------------------------------------------------------------|----------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | Custom Context |  |
| (Based on 5100-CheckForAltName-YN from KBA spec) | | | |
| Check to see if Caller might be listed under an alternate name | | | |
| Entering from | | | |
| 7089 AltName Check Condition | | | |
| Prompts Msg. Number | REQID | Condition | Wording |
| 51001 | 7090-FT-HaveAltNameYN-Prompt-Initial-1 | | Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No. |
| 82068 | 7090-FT-HaveAltNameYN-Prompt-Retry1 | | [Global Default] Would you like me to also check under another last name? Please say YES or NO. |
| 82069 | 7090-FT-HaveAltNameYN-Prompt-Retry2 | | [Global Default] If you think you might be listed under another last name, press one. Otherwise press two. |
| 51004 | 7090-FT-HaveAltNameYN-Prompt-Timeout1 | | I'm sorry, but I didn't hear anything. Would you like me to also check under another last name? Please say YES or NO. |
| 82070 | 7090-FT-HaveAltNameYN-Prompt-Timeout2 | | My apologies, but I still didn't hear if you said anything. if you think you might be listed under another last name, please say YES or press 1. Otherwise, say NO or press 2. |
| 82071 | 7090-FT-HaveAltNameYN-Prompt-Help | | I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. If you would like me to include another last name with this request, say YES or press 1. Otherwise say NO or press 2. |
| 00121 | 7090-FT-HaveAltNameYN-Prompt-Success-1 | If "yes" | Okay |
| 00120 | 7090-FT-HaveAltNameYN-Prompt-Success-2 | If "no" | Alright. |

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

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

Event logging

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

Developer notes

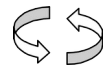
The parameter values above are taken from 5100-CheckForAltName-YN in the KBA spec. These are the latest ones we have on record. Please validate these against the ones that you have in the deployed code.

Max Timeout/ Retry set to 2

As of v.3.13.0 (Tuning 2), modified params as follows:

```
<var name="property_interdigittimeout" expr="'2200ms'"/>
<var name="property_incompletetimeout" expr="'2200ms'"/>
```

7092A-GetAltName Say and Spell



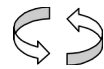
| Name DialogModule™ |
|--------------------------------------------------------------------------------------------------|
| Caller enters this module for standard name collection. No TNRS database check has occurred yet. |
| Entering from |
| 7090-FT-HaveAltNameYN-DM |

| Prompts | | | | | |
|-----------------------------------------|--------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Msg. Number | REQID | Condition | Wording | | |
| 50305 | 7092-A-FT-GetAltName Prompt-Initial-1 | Initial | Please say your OTHER LAST name including the spelling. [Short Pause] For example if it was Jones, you'd say "Jones, J O N E S". Go ahead. | | |
| 82072 | 7092-A-FT-GetAltName Prompt-Timeout1 | Time out 1 | Sorry, please say AND SPELL your other last name, for example, "Smith, S M I T H." | | |
| 82073 | 7092-A-FT-GetAltName Prompt-Timeout2 | Time out 2 | I still didn't hear you. Please say your other last name, and then spell it, like this: "Smith, S M I T H". | | |
| 82080 | 7092-A-FT-GetAltName Prompt-SayHelp | Help | I need you to say your other last name and then spell it for me. For example, if your other last name was Jones, you'd say, "Jones, J O N E S." | | |
| REQ ID | | Vocabulary | DTMF | Action | Confirm. |
| 7092-A-FT-GetAltName Option-Altname | | <other_last_name> | <...> | Play 7092-A-FT-AltName-Prompt-Success-1 Go To: 7110-FT-DBWait-Msg | ALWAYS |
| 7092-A-FT-GetAltName Option-MaxTimeouts | | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- |
| 7092-A-FT-GetAltName Option-MaxRetries | | -- | -- | Play [Global Default] (I'm sorry, I didn't understand you) Go to: 7095-PostSSN-DB | -- |
| Confirmation Prompts | | | | | |
| Msg. Number | REQ ID | Wording | | Result | Action |
| 82175 | 7092-A-FT-GetAltName ConfPrompt-LastName-1 | | Let me read that back. Last name: | "Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?" | If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB , |
| | | < Other Last Name > | < Other Last Name > | | |
| 50337 | 7092-A-FT-GetAltName ConfPrompt-LastName-2 | | ...spelled: | | If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB , |
| | CPR | < Other Last Name Spelling > , | < Other Last Name Spelling > , | | |
| 50342 | 7092-A-FT-GetAltName ConfPrompt-LastName-3 | | Did I get that right? | | |
| 82054 | 7092-A-FT-GetAltName ConfPrompt-Retry1 | | Sorry, I didn't catch that. Please say "yes," or "no". | Retry1 on Confirmation | If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |

| | | | | |
|----------------------|----------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 82055 | 7092-A-FT-GetAltName ConfPrompt- Retry2 | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two. | Retry2 on Confirmation | If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |
| 82056 | 7092-A-FT-GetAltName ConfPrompt- Timeout1 | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout1 on Confirmation | If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |
| 82057 | 7092-A-FT-GetAltName ConfPrompt- Timeout2 | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation | If Yes: Play 7092-A-FT-GetAltName Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-A-FT-ConfirmationApology-Prompt Go to: 7095-PostSSN-DB |
| 00120 | 7092-A-FT-GetAltName Prompt- Success-1 | Alright. | Success | |
| 50348 | 7092-A-FT-ConfirmationApology- Prompt | Sorry about that. Let's try again. | Apology | |
| --NA-- | --NA-- | --NA-- | Max Timeout OR Max Retry at Confirmation | Go to: 7085-FT-Name-ExitFailure-Msg |
| Event logging | | | | |
| | | | | |

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

7092B-GetAltName Spell Only




| Name DialogModule™ | | | | |
|------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Caller enters this module AFTER TNRS database transaction. | | | | |
| Entering from | | | | |
| 7095-PostSSN-DB | | | | |
| Prerequisite | | | | |
| If SSN Post Flag = 1 | | Load all <Alt Name> returned from SSN Post into custom spell-only grammar | | |
| Prompts | | | | |
| Msg. Number | REQ ID | Condition | Wording | |
| 82075 | 7092-B-FT-GetAltName Prompt-Respell1 | Initial | Please SPELL your other last name for me, like this: "S M I T H". | |
| 82077 | 7092-B-FT-GetAltName Prompt-Respell2 | Timeout1/Retry1 | Sorry, I didn't catch that. Go ahead and spell your other last name again. For example, if the name was O'Neal, you would say "O N E A L". | |
| 82149 | 7092-B-FT-GetAltName Prompt-Respell3 | Timeout2/Retry2 | [Global Default]. If the name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the name one more time. | |
| 82079 | 7092-B-FT-GetAltName Prompt-SpellHelp | Help | I need you to spell your other last name. For example, if your other last name was Jones, you'd say "J O N E S." | |
| REQ ID | Vocabulary | DTMF | Action | Confirm. |
| 7092-B-FT-GetAltName Option-Altname | <other_last_name> | <...> | Play 7092-B-FT-GetAltName-B Prompt-Success-1 Go To: 7110-FT-DBWait-Msg | ALWAYS |
| 7092-B-FT-GetAltName Option-MaxTimeouts | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- |
| 7092-B-FT-GetAltName Option-MaxRetries | -- | -- | Go to: 7085-FT-Name-ExitFailure-Msg | -- |
| Confirmation Prompts | | | | |
| Msg. Number | REQ ID | Wording | Result | Action |
| 82175 | 7092-B-FT-AltName-ConfPrompt-LastName-1 | Let me read that back. Last name: | "Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling | If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 |
| | | < Other Last Name > | < Other Last Name > | |

| | | | | |
|--------|--------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 50337 | 7092-B-FT-GetAltName-ConfPrompt-LastName-2 | ...spelled: | >, did I get that right?" | Then Go to: 7110-FT-DBWait-Msg |
| | CPR | < Other Last Name Spelling >, > | < Other Last Name Spelling >, > | If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 50342 | 7092-B-FT-GetAltName-ConfPrompt-LastName-3 | Did I get that right? | | |
| 82054 | 7092-B-FT-GetAltName-ConfPrompt-Retry1 | Sorry, I didn't catch that. Please say "yes," or "no". | Retry1 on Confirmation | If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module. |
| 82055 | 7092-B-FT-GetAltName-ConfPrompt-Retry2 | Sorry, I still didn't catch that. If 'yes' press one, otherwise press two. | Retry2 on Confirmation | If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 82056 | 7092-B-FT-GetAltName-ConfPrompt-Timeout1 | Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout1 on Confirmation | If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 82057 | 7092-B-FT-GetAltName-ConfPrompt-Timeout2 | Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" or "no". | Timeout2 on Confirmation | If Yes: Play 7092-B-FT-GetAltName-Prompt-Success-1 Then Go to: 7110-FT-DBWait-Msg If No: Play 7092-B-FT-ConfirmationApology-Prompt, re-enter this module |
| 00120 | 7092-B-FT-GetAltName Prompt-Success-1 | Alright. | Success | |
| 50348 | 7092-B-FT-ConfirmationApology-Prompt | Sorry about that. Let's try again. | Apology | |
| --NA-- | --NA-- | --NA-- | Max Timeout OR Max Retry at Confirmation | Go to: 7085-FT-Name-ExitFailure-Msg |


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

7095-PostSSN-DB


| | | Database Query |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| In this DM, the collected SSN is "posted" using the TNRS request. | | | |
| Entering from | | | |
| 7075A-GetFirstName Say and Spell , 7080A-GetLastName Say and Spell , 7092A-GetAltName Say and Spell | | | |
| Prerequisite | | | |
| REQID | Condition | Action | |
| --NA-- | SSN Post Flag = 0 | Continue in this form | |
| RECL-PSSN-7095-Option-NC-7 | SSN Post Flag = 1, Entering from First Name, Max Retry | Go to: 7075B-GetFirstName Spell Only , Condition Failure | |
| RECL-PSSN-7095-Option-NC-8 | SSN Post Flag = 1, Entering from Last Name Max Retry | Go to: 7080B-GetLastName Spell Only , Condition Failure | |
| RECL-PSSN-7095-Option-NC-9 | SSN Post Flag = 1, Entering from Alt Name Max Retry | Go to: 7092B-GetAltName Spell Only , Condition Failure | |
| Input Field | Description | Value | |
| SSN | The SSN collected in 5020-GetSSNumber-SSN | SSN: 9-digit SSN | |
| associatedAppID | Varchar (8 max) | TK99 | |
| ANI | System provided ANI | ANI: 10-digit calling number, if no ANI available, or ANI is less than 10 digits send all zeros. | |
| Output Field | Description | | |
| <FirstName> <LastName> <OtherLastName> | All First Name, Last Name, Alt Name associated with the ANI/SSN. | | |

| Req ID | Condition | Action |
|----------------------------|---------------------------|------------------------------------------------------------------------------|
| RECL-PSSN-7095-Option-NC-1 | If Success and First Name | Set SSN Post Flag to 1, Go to: 7075B-GetFirstName Spell Only |
| RECL-PSSN-7095-Option-NC-2 | If Success and Last Name | Set SSN Post Flag to 1, Go to: 7080B-GetLastName Spell Only |
| RECL-PSSN-7095-Option-NC-3 | If Success and Alt Name | Set SSN Post Flag to 1, Go to: 7092B-GetAltName Spell Only |
| RECL-PSSN-7095-Option-NC-4 | Else and First Name | Set SSN Post Flag to 1, Go to: 7075B-GetFirstName Spell Only |
| RECL-PSSN-7095-Option-NC-5 | Else and Last Name | Set SSN Post Flag to 1, Go to: 7080B-GetLastName Spell Only |
| RECL-PSSN-7095-Option-NC-6 | Else and Alt Name | Set SSN Post Flag to 1, Go to: 7092B-GetAltName Spell Only |
| Reporting | | |
| Record = D- | RECL | -HDB_7095-(Call Duration at start),T-RECL- |
| | | 0000 = Success |
| | | 0001 = System Error |
| | | 0408 = Resource Not Available |
| | | 0503 = Not Valid Data |
| | | 0004 = Caller Hang Up |
| | | -Call duration at process end |
| Developer Notes | | |

7110-FT-DBWait-Msg


| Play Prompt | |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------|
| (Based on 5220-CheckingNow-Msg from KBA spec) | | |
| Tell the caller there may be a short delay while we check the information they gave us. | | |
| Entering from | | |
| 7089 AltName Check Condition , 7090-FT-HaveAltNameYN-DM , 7092A-GetAltName Say and Spell 7092B-GetAltName Spell Only | | |
| Prompts | | |
| MSg. Number | REQID | Wording |
| 52201 | 7110-FT-DBWait-Prompt-1 | Hold on while I check our database. It may take a few seconds. |
| Req ID | Condition | Action |
| 7110-FT-DBWait-Condition-Always | Always | Go to: 7115-FT-Authenticate-DB |
| Event logging | | |
| Reporting | | |
| Record = U- | RECL | -Msg_7110-(Call Duration at start),T-RECL- |
| | | 0000 = Success |
| | | 0001 = Error |
| | | 0200 = Caller Hang Up |
| | | -Call duration at process end |
| Developer notes | | |
| No barge-in | | |

7115-FT-Authenticate-DB


| Database Query | |  | |
|--------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| (Based on 5230-QueryKB-DB from KBA spec) Check the Knowledge Base database. | | | |
| Entering from | | | |
| 7110-FT-DBWait-Msg | | | |
| <i>Field</i> | <i>Values</i> | <i>Length/Description</i> | |
| <i>sid</i> | SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2 | <i>service id</i> | |
| <i>func</i> | AUTH | <i>function code</i> | |
| <i>requestId</i> | numeric | 10 | |
| <i>ssn</i> | numeric | 9 | |
| <i>firstName</i> | alpha | 15 | |
| <i>lastName</i> | alpha | 20 | |
| <i>otherLastName</i> | alpha | 20 | |
| <i>dobMonth</i> | 01 -12 | 2 | |
| <i>dobDay</i> | 01-31 | 2 | |
| <i>dobYear</i> | CCYY | 4 | |
| <i>ani</i> | numeric | 10 | |
| Output Field | Description | | |
| verification status | success or failure | | |
| Req ID | Condition | Action | |
| 7115-FT-Authenticate-Condition-Succ | IF success (return code = 0000) | Go to: 7120-FT-AuthSuccess-Msg | |
| 7115-FT-Authenticate-Condition-NoMatch | Else if return code = 0108 | Go to: 7125-FT-AuthNoMatch-Msg | |
| 7115-FT-Authenticate-Condition-SysProblems | Else if return code = 0151 or 7777 | Go to: 7121-FT-AuthSystemProblems-Msg | |
| 7115-FT-Authenticate-Condition-SysUnavailable | Else if return code = 0152 | Go to: 7122-FT-AuthSystemUnavailable-Msg | |
| 7115-FT-Authenticate-Condition-AcctBlocked | Else if return code = 0508 | Go to: 7130-FT-AuthAcctBlocked-Msg | |
| 7115-FT-Authenticate-Condition-OtherIssue | Else if return code = 9999 or other | Go to: 7123-FT-AuthOther-Msg | |
| Reporting | | | |
| Record = D- | RECL | -HDB_7115-(Call Duration at start),T-RECL- | 0000 = Success 0001 = System Error 0408 = Resource Not Available 0503 = Not Valid Data 0004 = Caller Hang Up |
| | | | -Call duration at process end |

| |
|------------------------|
| Developer Notes |
| |

7120-FT-AuthSuccess-Msg


| | | | | | |
|------------------------------------------------------------------------------------|------------------------------|--------------------------------------------|-----------------------------|-------------------------------|-------------------------------------------------------------------------------------|
| | | | Play Prompt | |  |
| (Based on 5250-SaySuccess-Msg from KBA spec) Tell caller they've been verified. | | | | | |
| Entering from | | | | | |
| 7115-FT-Authenticate-DB | | | | | |
| Prompts | | | | | |
| Msg. Number | REQID | Wording | | | |
| 52501 | 7120-FT-AuthSuccess-Prompt-1 | OK, everything checks out. | | | |
| Req ID | | Condition | Action | | |
| 7120-FT-AuthSuccess-Condition-Always | | Always | Go to: 7230-FT-ForSelfYN-DM | | |
| Event logging | | | | | |
| | | | | | |
| Developer notes | | | | | |
| Record = U- | RECL | -Msg_7120-(Call Duration at start),T-RECL- | 0000 = Success | -Call duration at process end | |
| | | | 0001 = Error | | |
| | | | 0200 = Caller Hang Up | | |
| Developer notes | | | | | |
| No barge-in | | | | | |

7121-FT-AuthSystemProblems-Msg


| | | | | | |
|---------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------|-------------------------------|---------------------------------------------------------------------------------------|
| | | | Play Prompt | |  |
| Return code 0151 or 7777 in Authentication, or other codes in Ping. | | | | | |
| Entering from | | | | | |
| 7039-FT-Ping-DB , 7115-FT-Authenticate-DB | | | | | |
| Prompts | | | | | |
| Msg. Number | REQID | Wording | | | |
| 82081 | 7121-FT-AuthSystemProblems-Prompt-1 | Due to system problems, we are unable to process your request at this time. | | | |
| Req ID | | Condition | Action | | |
| 7121-FT-AuthSystemProblems-Condition-Always | | Always | Go to: 6211-ForcedTransfer-BC | | |
| Event logging | | | | | |
| | | | | | |
| Reporting | | | | | |
| Record = U- | RECL | -Msg_7121-(Call Duration at start),T-RECL- | 0000 = Success | -Call duration at process end | |
| | | | 0001 = Error | | |
| | | | 0200 = Caller Hang Up | | |

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

7122-FT-AuthSystemUnavailable-Msg

| | | Play Prompt |  | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------|--------------|-----------------------|
| Return code 0152 in Authentication or Ping. | | | | | | | |
| Entering from | | | | | | | |
| 7039-FT-Ping-DB, 7115-FT-Authenticate-DB | | | | | | | |
| Prompts | | | | | | | |
| Msg. Number | REQID | Wording | | | | | |
| 82082 | 7122-FT-AuthSystemUnavailable-Prompt-1 | I'm sorry, but the system is unavailable at this time. | | | | | |
| Req ID | | Condition | Action | | | | |
| 7122-FT-AuthSystemUnavailable-Condition-Always | | Always | Go to: 6211-ForcedTransfer-BC | | | | |
| Event logging | | | | | | | |
| | | | | | | | |
| Reporting | | | | | | | |
| Record = U- | RECL | -Msg_7122-(Call Duration at start),T-RECL- | <table border="1"> <tr> <td>0000 = Success</td> <td rowspan="3">-Call duration at process end</td> </tr> <tr> <td>0001 = Error</td> </tr> <tr> <td>0200 = Caller Hang Up</td> </tr> </table> | 0000 = Success | -Call duration at process end | 0001 = Error | 0200 = Caller Hang Up |
| 0000 = Success | -Call duration at process end | | | | | | |
| 0001 = Error | | | | | | | |
| 0200 = Caller Hang Up | | | | | | | |
| Developer notes | | | | | | | |
| <p>No barge-in</p> <p>This prompt is based on Message 9051 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application</p> | | | | | | | |


7123-FT-AuthOther-Msg

| | | Play Prompt |  |
|--------------------------------------|----------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------|
| Return code 9999 from Authentication | | | |
| Entering from | | | |
| 7115-FT-Authenticate-DB | | | |
| Prompts | | | |
| Msg. Number | REQID | Wording | |
| 82083 | 7123-FT-AuthOther-Prompt-1 | We're sorry, we are unable to process your request. | |
| Req ID | | Condition | Action |
| 7123-FT-AuthOther-Condition-Always | | Always | Go to: 6211-ForcedTransfer-BC |

| | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------|--------------|-----------------------|
| Entering from | | | | | | | |
| 7115-FT-Authenticate-DB | | | | | | | |
| Prompts | | | | | | | |
| Msg. Number | REQID | Wording | | | | | |
| 82085 | 7130-FT-AuthAcctBlocked-Prompt-1 | If the information you gave us is correct, we're sorry but this service is not available to you. If the information you gave is correct and you are currently receiving benefits, online and telephone access to your account may be blocked. | | | | | |
| | | Condition | Action | | | | |
| 7130-FT-AuthAcctBlocked-Condition-Always | | Always | Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request. | | | | |
| Event logging | | | | | | | |
| | | | | | | | |
| Reporting | | | | | | | |
| Record = U- | RECL | -Msg_7130-(Call Duration at start),T-RECL- | <table border="1"> <tr> <td>0000 = Success</td> <td rowspan="3">-Call duration at process end</td> </tr> <tr> <td>0001 = Error</td> </tr> <tr> <td>0200 = Caller Hang Up</td> </tr> </table> | 0000 = Success | -Call duration at process end | 0001 = Error | 0200 = Caller Hang Up |
| 0000 = Success | -Call duration at process end | | | | | | |
| 0001 = Error | | | | | | | |
| 0200 = Caller Hang Up | | | | | | | |
| Developer notes | | | | | | | |
| <p>No barge-in</p> <p>This prompt is based on Message 9019 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application</p> | | | | | | | |


Form Request

7230-FT-ForSelfYN-DM

| | | | | |
|----------------------------------------------|-------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| | | | Custom Context |  |
| (Based on 1040-ConfirmName-YN from KBA spec) | | | | |
| Confirm name collection | | | | |
| Entering from | | | | |
| 7120-FT-AuthSuccess-Msg | | | | |
| Prompts | | | | |
| Msg. Number | Type | REQID | Wording | |
| 82086 | Initial | 7230-FT-ForSelfYN-Prompt-Initial-1 | Now, which of the following are you requesting: Your OWN replacement 1099, or someone ELSE's? | |
| 82087 | retry 1 | 7230-FT-ForSelfYN-Prompt-Retry1 | [Global Default] You can say "my OWN" or "someone else's". | |
| 82088 | retry 2 | 7230-FT-ForSelfYN-Prompt-Retry2 | [Global Default] You can say "my OWN" or press 1, or "someone else's" or press 2. | |
| 82089 | Timeout 1 | 7230-FT-ForSelfYN-Prompt-Timeout1 | Sorry, I didn't hear anything. If you are the beneficiary, say "my own replacement 1099". If someone else is the beneficiary, say "someone else's". | |
| 82090 | Timeout 2 | 7230-FT-ForSelfYN-Prompt-Timeout2 | I'm sorry, but I still didn't hear anything. You can say "my own replacement 1099" or press 1, or "someone else's", or press 2. | |
| 82091 | Help | 7230-FT-ForSelfYN-Prompt-Help | I need to know whether you are the beneficiary on the replacement 1099. If you are, then say "my own replacement 1099" or press 1. Otherwise if you're calling for a replacement 1099 for another beneficiary, say "someone else's" or press 2. | |

| 00121 | Exit success | 7230-FT-ForSelfYN-Prompt-Success-1 | Ok. | |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------|
| REQID | Vocabulary | DTMF | Action | Confirm. |
| 7230-FT-ForSelfYN-Option-Own | My own; Your own; Yes "my own replacement 1099" "my own replacement" "my own 1099" "own", "mine" | 1 | 7230-FT-ForSelfYN-Prompt-Success-1 Go to: 7255-FT-ValidateForSelf-DB | Never |
| 7230-FT-ForSelfYN-Option-SomeoneElse | Someone else's | 2 | Go to: 7235-FT-ForDeceasedYN-DM | Never |
| 7230-FT-ForSelfYN-Option-Failure | | | Go to: 7085-FT-Name-ExitFailure-Msg | |
| Reporting | | | | |
| Record = U- | RECL | -DM_7230-(Call Duration at start),T-RECL- | 0000 = Success 0001 = Error 0002 = Max No Input 0003 = Max No Match 0200 = Caller Hang Up | -Call duration at process end |
| Developer notes | | | | |
| | | | | |

7235-FT-ForDeceasedYN-DM

| Custom Context | |
|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| (Based on 1040-ConfirmName-YN from KBA spec) Confirm name collection |  |
| Entering from | |
| 7230-FT-ForSelfYN-DM | |


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

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

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

| Developer notes |
|------------------------|
| |

7240-FT-DeceasedSSN-DM

| Social Security DialogModule™ | | | | |
|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------|
| (Based on 5020-GetSSNumber-SSN from KBA spec) Get the caller's Social Security Number | | |  | |
| Entering from | | | | |
| 7235-FT-ForDeceasedYN-DM | | | | |
| Prompts | | | | |
| Msg. Number | REQID | Wording | | |
| 82098 | 7240-FT-DeceasedSSN-Prompt-Initial-1 | Please say the deceased person's Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. | | |
| 82099 | 7240-FT-DeceasedSSN-Prompt-Retry1 | [Global Default] Please say the deceased person's nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad. | | |
| 70004 | 7240-FT-DeceasedSSN-Prompt-Retry2 | [Global Default] Try entering it on the telephone keypad. | | |
| 82100 | 7240-FT-DeceasedSSN-Prompt-Timeout1 | Sorry, I didn't hear anything. Please enter or say the deceased person's nine digit social security number now. | | |
| 82101 | 7240-FT-DeceasedSSN-Prompt-Timeout2 | I'm sorry, but I still didn't hear anything. Try saying the deceased person's social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9. Or you can enter it on your telephone keypad. | | |
| 82102 | 7240-FT-DeceasedSSN-Prompt-Help | You can tell me the deceased person's nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. You can also enter it on your telephone keypad. Please say or enter the person's social security number now. | | |
| REQID | Vocabulary | DTMF | Action | Confirm. |
| 7240-FT-DeceasedSSN-Option-SSN | <SSN> Allow prefix phrases: [ok alright] [it is [his her] their the] social security number is] | <SSN> | <no action here – confirm it> | Always |
| Confirmation prompts | | | | |
| Msg. Number | REQID | Wording | Result | |
| 82103 | 7240-FT-DeceasedSSN-ConfPrompt-SSN1 | That social security number is: | That social security number is: 1 2 3 – 4 5 – 6 7 8 9. Is that right? | |
| 82104 | 7240-FT-DeceasedSSN-ConfPrompt-SSN2 | Okay, now I think I've got it The number is: | Okay, now I think I've got it. The number is: 1 2 3 - 4 5 - 6 7 8 9. Is that right? | |
| | <SS_Num> | CPR | 1 2 3 – 4 5 – 6 7 8 9 | |
| 82105 | 7240-FT-DeceasedSSN-ConfPrompt-SSN3 | Is that right? | | |
| 00118 00119 | 7240-FT-DeceasedSSN-ConfPrompt-SSNretry | I think you said <SSN>. Is that correct? | | |

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

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

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

Event logging

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

Fill semantic item <SS_Num>

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

Developer notes


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

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

Set Confidential Flag to TRUE


Validation

7255-FT-ValidateForSelf-DB

| Database Query | | |  | |
|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------|
| (Based on 5230-QueryKB-DB from KBA spec) Check the Knowledge Base database. | | | | |
| Entering from | | | | |
| 7230-FT-ForSelfYN-DM | | | | |
| Field | Values | Length | | |
| sid | SSATK99HC, SSATK99DEV, SSATK99VAL, SSATK99INT1, SSATK99INT2 | service id | | |
| func | INFO | | | |
| requestId | Numeric | 10 | | |
| deceasedSSN | Numeric | 9 digit SSN (optional) | | |
| ani | Numeric string | 10 digit ANI | | |
| jsessionId | alphanumeric string | Variable max 100 bytes | | |
| pd-h-session-id | Alpha numeric string | Variable max 100 bytes | | |
| pd_stateful | Alpha numeric string | Variable max 100 bytes | | |
| pd-id | Alpha numeric string | Variable max 100 bytes | | |
| Output Field | Description | | | |
| verification status | success or failure | | | |
| Req ID | Condition | Action | | |
| 7255-FT-ValidateForSelf-Condition-Success | IF success (ie "<statusCode> = 0000") | Go to: 7260-FT-ValidateSelfSuccess-Msg | | |
| 7255-FT-ValidateForSelf-Condition-OffSeason | Else if Off season (return code 1111) | Set return code = 1111 Go to: 7305-FT-ValidateOffSeason-Msg | | |
| 7255-FT-ValidateForSelf-Condition-SysProblems | Else if return code = 0151 or 7777 | Go to: 7302-FT-ValidateSystemProblems-Msg | | |
| 7255-FT-ValidateForSelf-Condition-SysUnavailable | Else if return code = 0152 | Go to: 7303-FT-ValidateSystemUnavailable-Msg | | |
| 7255-FT-ValidateForSelf-Condition-OtherIssue | Else if Other issue (return code 9999 or other). This is returned if any of the other checks fail (e.g., the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons). | Set return code = 9999 Go to: 7310-FT-ValidateOther-Msg | | |
| Reporting | | | | |
| Record = D- | RECL | -HDB_7255-(Call Duration at start),T-RECL- | 0000 = Success | -Call duration at process end |
| | | | 0001 = System Error | |
| | | | 0408 = Resource Not Available | |
| | | | 0503 = Not Valid Data | |

| | | | | |
|------------------------|--|--|-----------------------|--|
| | | | 0004 = Caller Hang Up | |
| Developer Notes | | | | |
| | | | | |

7260-FT-ValidateSelfSuccess-Msg

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

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

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


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

| |
|----------------------|
| Event logging |
| |

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


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

7270-FT-ValidateSelfAnythingElse-DM


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

| Entering from | | | | |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------|
| DECOMMISSIONED 24-JUNE-2009 :: DECOMMISSIONED 24-June-2009 :: 7036-FT-WhichYear-DM, 7260-FT-ValidateSelfSuccess-Msg | | | | |
| Prompts | | | | |
| Msg. Number | REQID | Wording | | |
| 82138 | 7270-FT-ValidateSelfAnytingElse-Initial-1 | If you're finished, you can just hang up. Otherwise, to hear that information again, say "repeat that" or for any other requests, say "Main menu". | | |
| 82137 | 7270-FT-ValidateSelfAnytingElse-Retry1 | [Global Default] If you're finished, you can just hang up. Otherwise, to hear that again, say "repeat that" or press 1. To make another request, say "Main menu" or press 9 | | |
| 00121 | 7270-FT-ValidateSelfAnytingElse-Success-1 | Ok. | | |
| REQID | Vocabulary | DTMF | Action | Confirm. |
| 7270-FT-ValidateSelfAnythingElse-Option-RPT | repeat that | 1 | Play 7270-FT-ValidateSelfAnythingElse-Success-1 Go to: 7260-FT-ValidateSelfSuccess-Msg | Never |
| 7270-FT-ValidateSelfAnythingElse-Option-MainMenu | Main menu "other request" | 9 | Play 7270-FT-ValidateSelfAnythingElse-Success-1 Go to: (Main menu) | Never |
| 7270-FT-ValidateSelfAnythingElse-Option-Agent | Agent and usual synonyms | 0 | Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request. | Never |
| 7270-FT-ValidateSelfAnythingElse-Option-Timeout | — | — | Go to: 7020-FT-CurrentDate-BC | — |
| DialogModule parameters | | | | |
| Parameter | Value | | | |
| 7270-FT-ValidateSelfAnythingElse-Parameter | | | | |
| incompletetimeout (formerly noted as after_end_of_speech_timeout) | 500 ms | | | |
| timeout (formerly noted as before_begin_of_speech_timeout) | 7,000 ms | | | |
| bargein (formerly noted as allowing_barge_in) | True | | | |
| maxnomatches (formerly noted as retries) | 1 | | | |
| maxnoinputs (formerly noted as timeouts) | 0 | | | |
| Event logging | | | | |
| Reporting | | | | |
| Record = U- | RECL | -DM_7270-(Call Duration at start),T-RECL- | 0000 = Success 0001 = Error 0002 = Max No Input 0003 = Max No Match 0200 = Caller Hang Up | -Call duration at process end |
| Developer notes | | | | |
| | | | | |

7275-FT-ValidateForDeceased-DB


| Database Query | | | | | | | | | | |
|-------------------------------------------------------------------------------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------|---------------------|-------------------------------|-----------------------|-----------------------|--|
|  | | | | | | | | | | |
| Entering from | | | | | | | | | | |
| 7240-FT-DeceasedSSN-DM | | | | | | | | | | |
| Input Field | | Description | | | | | | | | |
| SSN (caller) | | | | | | | | | | |
| SSN (deceased beneficiary) | | | | | | | | | | |
| Output Field | | Description | | | | | | | | |
| verification status | | success or failure | | | | | | | | |
| Req ID | | Condition | Action | | | | | | | |
| 7275-FT-ValidateForDeceased-Condition-Succ | | IF success (ie "<statusCode> = 0000") | Go to: 7280-FT-ValidateDeceasedSuccess-Msg | | | | | | | |
| 7275-FT-ValidateForDeceased-Condition-FailureNoRelMatch | | Else if failure because relationship doesn't match (return code 226) | Go to: 7300-FT-ValidateNoRelationshipMatch-DM | | | | | | | |
| 7275-FT-ValidateForDeceased-Condition-OffSeason | | Off season (return code 1111) | Go to: 7305-FT-ValidateOffSeason-Msg | | | | | | | |
| 7275-FT-ValidateForDeceased-Condition-SysProblems | | Else if return code = 0151 or 7777 | Go to: 7302-FT-ValidateSystemProblems-Msg | | | | | | | |
| 7275-FT-ValidateForDeceased-Condition-SysUnavailable | | Else if return code = 0152 | Go to: 7303-FT-ValidateSystemUnavailable-Msg | | | | | | | |
| 7275-FT-ValidateForDeceased-Condition-OtherIssue | | Other issue (return code 9999 or other). This is returned if any of the other checks fail (e.g., the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons). | Go to: 7310-FT-ValidateOther-Msg | | | | | | | |
| Reporting | | | | | | | | | | |
| Record = D- | RECL | -HDB_7275-(Call Duration at start),T-RECL- | <table border="1"> <tr> <td>0000 = Success</td> <td rowspan="4" style="vertical-align: middle;">-Call duration at process end</td> </tr> <tr> <td>0001 = System Error</td> </tr> <tr> <td>0408 = Resource Not Available</td> </tr> <tr> <td>0503 = Not Valid Data</td> </tr> <tr> <td>0004 = Caller Hang Up</td> <td></td> </tr> </table> | 0000 = Success | -Call duration at process end | 0001 = System Error | 0408 = Resource Not Available | 0503 = Not Valid Data | 0004 = Caller Hang Up | |
| 0000 = Success | -Call duration at process end | | | | | | | | | |
| 0001 = System Error | | | | | | | | | | |
| 0408 = Resource Not Available | | | | | | | | | | |
| 0503 = Not Valid Data | | | | | | | | | | |
| 0004 = Caller Hang Up | | | | | | | | | | |
| Developer Notes | | | | | | | | | | |
| | | | | | | | | | | |

7280-FT-ValidateDeceasedSuccess-Msg

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

| Entering from | | | |
|---------------------------------------------------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 7275-FT-ValidateForDeceased-DB, 7285-FT-ValidateDeceasedRepeatYN-DM | | | |
| Prompts | | | |
| Msg. Number | REQID | Wording | |
| | (Result of the prompt sequence) | Ok, the replacement 1099 for the deceased person for [current year minus one] will be sent to YOUR address on record. If you live in the United States, you should receive it by [current date + 10 days]. Otherwise if you live outside the United States, you should receive it by [current date + 30 days]. If you haven't received the replacement 1099 by then, please call us back. | |
| 82111 | 7280-ValidateDeceasedSuccess-Prompt-1 | Ok, the replacement 1099 for the deceased person for | |
| | -- | [current year minus one] | |
| 82112 | 7280-ValidateDeceasedSuccess-Prompt-2 | ...will be sent to YOUR address on record. If you live in the United States, you should receive it by | |
| | -- | [current date + 10 days] | |
| 82113 | 7280-ValidateDeceasedSuccess-Prompt-3 | Otherwise if you live outside the United States, you should receive it by | |
| | -- | [current date + 30 days] | |
| 82114 | 7280-ValidateDeceasedSuccess-Prompt-4 | If you haven't received the replacement 1099 by then, please call us back. | |
| Req ID | Condition | Action | |
| 7280-FT-ValidateDeceasedSuccess-Condition-Always | Always | return code := success Go to: 7285-FT-ValidateDeceasedRepeatYN-DM | |
| Event logging | | | |
| | | | |
| Reporting | | | |
| Record = U- | RECL | -Msg_7280-(Call Duration at start),T-RECL- | 0000 = Success 0001 = Error 0200 = Caller Hang Up |
| | | | -Call duration at process end |
| Developer notes | | | |
| No barge-in | | | |

7285-FT-ValidateDeceasedRepeatYN-DM

| | | YesNo |  |
|---------------------------------------------------|--|--------------|---------------------------------------------------------------------------------------|
| (Based on 1350-Form1099NowWhat-DM from N8NN spec) | | | |
| Caller got 1099 information. What next? | | | |
| Entering from | | | |
| 7280-FT-ValidateDeceasedSuccess-Msg | | | |

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

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


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

| Event logging |
|----------------------|
| |

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

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

7290-FT-ValidateDeceasedAnythingElse-DM


| Custom Context DialogModule™ | | | | |
|----------------------------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| (Based on 1350-Form1099NowWhat-DM from N8NN spec) Caller got 1099 information. What next? | | | |  |
| Entering from | | | | |
| 7285-FT-ValidateDeceasedRepeatYN-DM | | | | |
| Prompts | | | | |
| Message Number | REQID | Wording | | |
| 82109 | 7290-FT-ValidateDeceasedAnythingElse-Initial-1 | If you have any other requests, say "Main menu". Or if you're finished, you can just hang up. | | |
| 82110 | 7290-FT-ValidateDeceasedAnythingElse-Retry1 | [Global Default] To make another request, say "Main menu" or press 9. Or you can just hang up. | | |
| 00121 | 7290-FT-ValidateDeceasedAnythingElse-Success-1 | Ok. | | |
| REQID | Vocabulary | DTMF | Action | Confirm. |
| 7290-FT-ValidateDeceasedAnythingElse-Option-MainMenu | Main menu | 9 | Play 7290-FT-ValidateDeceasedAnythingElse-Success-1 Go to: (Main menu) | Never |
| 7290-FT-ValidateDeceasedAnythingElse-Option-Agent | Agent and usual synonyms | 0 | Go to: 6200-GiveUpSendSomewhere-BC , condition Agent Request. | Never |
| 7290-FT-ValidateDeceasedAnythingElse-Option-Timeout | — | — | Go to: 7020-FT-CurrentDate-BC | — |
| DialogModule parameters | | | | |
| Parameter | Value | | | |
| 7290-FT-ValidateDeceasedAnythingElse-Parameter | | | | |
| incompletetimeout (formerly noted as after_end_of_speech_timeout) | 500 ms | | | |
| timeout (formerly noted as before_begin_of_speech_timeout) | 7,000 ms | | | |
| bargein (formerly noted as allowing_barge_in) | True | | | |
| maxnomatches (formerly noted as retries) | 1 | | | |
| maxnoinputs (formerly noted as timeouts) | 0 | | | |
| Event logging | | | | |
| Reporting | | | | |
| Record = U- | RECL | -DM_7290-(Call Duration at start),T-RECL- | 0000 = Success 0001 = Error 0002 = Max No Input 0003 = Max No Match 0200 = Caller Hang Up | -Call duration at process end |

Developer notes

Application will disconnect after SECOND invalid response.

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

7300-FT-ValidateNoRelationshipMatch-DM

| Custom Context DialogModule™ | | | |  |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Returned if caller does not have appropriate relationship to the deceased beneficiary (Return code 226) | | | | |
| Entering from | | | | |
| 7275-FT-ValidateForDeceased-DB | | | | |
| Prompts | | | | |
| Message Number | REQID | Wording | | |
| 82115 | 7300-FT-ValidateNoRelationshipMatch-Initial-1 | You'll need to submit your request in writing to a field office. If you'd like to find a mailing address using the field office locator, say "Find a field office". For a new request, say "Main menu". Or if you're finished, you can hang up now. | | |
| 82116 | 7300-FT-ValidateNoRelationshipMatch-Retry1 | [Global Default] You can say "Find a field office", "Main menu" or you can hang up now. | | |
| 82117 | 7300-FT-ValidateNoRelationshipMatch-Retry2 | [Global Default] You can say "Find a field office" or press 1, or "Main menu" or press 9. Or you can just hang up. | | |
| 82118 | 7300-FT-ValidateNoRelationshipMatch-Timeout1 | Sorry, I didn't hear anything. You can say "Find a field office", "Main menu" or you can hang up now. | | |
| 82119 | 7300-FT-ValidateNoRelationshipMatch-Timeout2 | I'm sorry, but I still didn't hear anything. You can say "Find a field office" or press 1, or "Main menu" or press 9. Or you can just hang up. | | |
| 82120 | 7300-FT-ValidateNoRelationshipMatch-Success-1 | Ok, field office locator. | | |
| REQID | Vocabulary | DTMF | Action | Confirm. |
| 7300-FT-ValidateNoRelationshipMatch-Option-FieldOffice | [Find a] field office; [mailing] address | 1 | Play 7300-FT-ValidateNoRelationshipMatch-Success-1 Go to: (Field office locator) | <i>If necessary</i> |
| 7300-FT-ValidateNoRelationshipMatch-Option-MainMenu | Main menu | 9 | Go to: (Main menu) | <i>Never</i> |
| Confirmation prompts | | | | |
| Message Number | REQID | Wording | | |
| 82144 | 7300-FT-ValidateNoRelationshipMatch-ConfPrompt-FieldOffice | You'd like to find a field office, is that right? | | |
| DialogModule parameters | | | | |
| Parameter | Value | | | |
| 7300-FT-ValidateNoRelationshipMatch--Parameter | | | | |
| incompletetimeout (formerly noted as after_end_of_speech_timeout) | 500 ms | | | |
| timeout (formerly noted as before_begin_of_speech_timeout) | 7,000 ms | | | |

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

Event logging


Reporting

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

Developer notes

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

7302-FT-ValidateSystemProblems-Msg

| | |
|--------------------------|-------------------------------------------------------------------------------------|
| Play Prompt |  |
| Return code 0151 or 7777 | |

Entering from

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

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

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

Event logging

Reporting


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

Developer notes


No barge-in

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

7303-FT-ValidateSystemUnavailable-Msg


| Play Prompt | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------|
| Return code 0152 | | |
|  | | |
| Entering from | | |
| 7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB | | |
| Prompts | | |
| Message Number | REQID | Wording |
| 82122 | 7303-FT-ValidateSystemUnavail-Prompt-1 | I'm sorry, but the system is unavailable at this time. |
| Req ID | | Action |
| 7303-FT-ValidateSystemUnavailable-Condition-Always | | Go to: 6211-ForcedTransfer-BC |
| Event logging | | |
| Reporting | | |
| Record = U- | RECL | -Msg_7303-(Call Duration at start),T-RECL- |
| | | 0000 = Success |
| | | 0001 = Error |
| | | 0200 = Caller Hang Up |
| | | -Call duration at process end |
| Developer notes | | |
| No barge-in | | |
| This prompt is based on Message 9051 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application | | |

7305-FT-ValidateOffSeason-Msg

| Play Prompt | | |
|---------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tell callers that their request was made out of season. (return code 1111) | | |
| Same as 7025-FT-January-Msg | | |
|  | | |
| Entering from | | |
| 7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB | | |
| Prompts | | |
| Message Number | REQID | Wording |
| 82123 | 7305-FT-ValidateOffSeason-Prompt-1 | Social Security beneficiaries will receive SSA 1099's in the mail by the end of January showing benefits they received in ... |
| | CPR | [current year minus one] |
| 1000 | silence_1000 | [1 sec silence] |
| 82124 | 7305-FT-ValidateOffSeason-Prompt-2 | You can use your SSA 1099 to determine if any of your benefits are subject to Federal Income Tax. If you do not receive your SSA 1099 by February first, call back after February first to request a replacement 1099. Replacement 1099's for ... |
| | CPR | [current year minus one] |
| 82125 | 7305-FT-ValidateOffSeason-Prompt-3 | ... will not be available until that date, even from an agent, and statements for ... |


| | | |
|--------------------------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| | CPR | [current year] |
| 82126 | 7305-FT-ValidateOffSeason-Prompt-4 | ... will not be available until January of next year. [2 sec pause] If you need a replacement 1099 for tax year ... |
| | CPR | [current year minus two] |
| Req ID | Condition | Action |
| 7305-FT-ValidateOffSeason-Condition-Always | Always | Go to: 7035-FT-NowWhat-DM |
| Event logging | | |
| Reporting | | |
| Record = U- | RECL | -Msg_7305-(Call Duration at start),T-RECL- |
| | | 0000 = Success |
| | | 0001 = Error |
| | | 0200 = Caller Hang Up |
| | | -Call duration at process end |
| Developer notes | | |
| No barge-in | | |

7310-FT-ValidateOther-Msg


| | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------|
| | | Play Prompt |  |
| Other issue (return code 9999). Returned if any of the other checks fail (e.g. the "deceased" beneficiary isn't deceased, the caller reported a change of address less than 30 days ago, or a variety of other reasons). | | | |
| Entering from | | | |
| 7255-FT-ValidateForSelf-DB, 7275-FT-ValidateForDeceased-DB | | | |
| Prompts | | | |
| Message Number | REQID | Wording | |
| 82128 | 7310-FT-ValidateOther-Prompt-1 | We're sorry, we are unable to process your request. | |
| Req ID | Condition | Action | |
| 7310-FT-ValidateOther-Condition-Always | Always | Go to: 6211-ForcedTransfer-BC | |
| Event logging | | | |
| Reporting | | | |
| Record = U- | RECL | -Msg_7310-(Call Duration at start),T-RECL- | |
| | | | 0000 = Success |
| | | | 0001 = Error |
| | | | 0200 = Caller Hang Up |
| | | | -Call duration at process end |
| Developer notes | | | |
| No barge-in | | | |
| This prompt is based on Message 9008 in email from C. Walton, August 16, 2007. Per C. Walton's instructions, the prompt wording that describes the system problem has been kept the same, while the end-of-prompt navigation instructions have been edited to fit this application. | | | |

Agent Transfer


6200-GiveUpSendSomewhere-BC

| Branch on Condition | |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------|
| (Based on 1130-GiveUpSendSomewhere-Check in N8NN spec) If the caller had max retries or max timeouts, they come to this DM. | | |
| Entering from | | |
| Any DM (but not currently called in the Replacement 1099 functionality) – On a Max Timeout/ Retry Condition, 7035-FT-NowWhat-DM , DECOMMISSIONED 24-JUNE-2009 :: 7036-FT-WhichYear-DM , 7038-FT-NewAddressYN-DM , 7125-FT-AuthNoMatch-Msg , 7130-FT-AuthAcctBlocked-Msg , 7235-FT-ForDeceasedYN-DM , 7270-FT-ValidateSelfAnythingElse-DM , 7285-FT-ValidateDeceasedRepeatYN-DM , 7290-FT-ValidateDeceasedAnythingElse-DM . Error: Reference source not found | | |
| REQID | Condition | Action |
| 6200-GiveUpSendSomewhere-Condition-MaxTimeout/Retry | Max Timeout/ Retry | Go to: N8NN Main Menu, Module 1130-GiveUpSendSomewhere-Check |
| 6200-GiveUpSendSomewhere-Condition-Agent Request | Agent Request | Go to: N8NN Main Menu, Module 1201-BranchOnCondition-Check |
| Event logging | | |
| | | |

6211-ForcedTransfer-BC


| Branch on Condition | |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------------------------------------|
| If the caller needs Agent assistance, or is required to go to an Agent due to an authentication failure or database failure, they come here. | | |
| Entering from | | |
| 7085-FT-Name-ExitFailure-Msg , 7121-FT-AuthSystemProblems-Msg , 7122-FT-AuthSystemUnavailable-Msg , 7123-FT-AuthOther-Msg , 7302-FT-ValidateSystemProblems-Msg , 7303-FT-ValidateSystemUnavailable-Msg , 7310-FT-ValidateOther-Msg | | |
| Req ID | Condition | Action |
| 6211-ForcedTransfer-Condition-Day | IF Day | Go to: 6213-ForcedTransferToAgent-Msg |
| 6211-ForcedTransfer-Condition-Night | Else Night or Holiday | Go to: 6216-ForcedTransferNoAgents-Msg |
| Event logging | | |
| | | |

6213-ForcedTransferToAgent-Msg

| Play Prompt |  |
|----------------------------------------|---------------------------------------------------------------------------------------|
| | |
| Entering from | |
| 6211-ForcedTransfer-BC | |

| Prompts | | | | |
|---------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------|
| Message Number | REQID | Wording | | |
| 82129 | 6213-ForcedTransferToAgent-Prompt-1 | I'll transfer you to an agent who can help you. If you have a long wait for an agent, note that our lines are busiest early in the week and early in the month, so if your business can wait, it's best to call at other times. Hold on while I transfer you. | | |
| Req ID | | Action | | |
| 6213-ForcedTransferToAgent-Condition-Always | | Transfer to Agent | | |
| Event logging | | | | |
| | | | | |
| Reporting | | | | |
| Record = U- | RECL | -Msg_6213-(Call Duration at start),T-RECL- | 0000 = Success | -Call duration at process end |
| | | | 0001 = Error | |
| | | | 0200 = Caller Hang Up | |
| Developer notes | | | | |
| No barge-in | | | | |

6216-ForcedTransferNoAgents-Msg

| | | | | Play Prompt |  |
|----------------------------------------------|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------|-------------------------------------------------------------------------------------|
| | | | | | |
| Entering from | | | | | |
| 6211-ForcedTransfer-BC | | | | | |
| Prompts | | | | | |
| Message Number | REQID | Wording | | | |
| 82130 | 6216-ForcedTransferNoAgents-Prompt-1 | Unfortunately there are no agents available to help you because our offices are closed. Please call back during business hours, seven A M to seven P M, Monday through Friday, except for Federal holidays. Our lines are busiest early in the week and early in the month, so if your business can wait, it's best to call at other times. Thank you for calling Social Security. Goodbye. | | | |
| Req ID | | Action | | | |
| 6216-ForcedTransferNoAgents-Condition-Always | | Hang Up | | | |
| Event logging | | | | | |
| | | | | | |
| Reporting | | | | | |
| Record = U- | RECL | -Msg_6216-(Call Duration at start),T-RECL- | 0000 = Success | -Call duration at process end | |
| | | | 0001 = Error | | |
| | | | 0200 = Caller Hang Up | | |
| Developer notes | | | | | |
| No barge-in | | | | | |

—End of Specification —