Social Security Administration
Change of Address / Direct Deposit
User Interface Specification
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Knowledge-Based Authorization

4.15.4

OMB Attestation Addition
SARA3 DD-COA Module Change Request

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Document History

Date	*Spec*	*App*	*Summary of Changes*	*Revised by*
12/20/04	**1.0**	1.0	Initial version.	Paul Sawyer
01/06/05	**1.1**	1.0	Minor corrections to prompt styles and formatting. Filled in missing prompt text at 5150. Fixed prompt names in 5040, 5900 (KBA instead of GLB). Filled in list of U.S. territories. **Changes based on review of 1/12/05:** Clarify the transfer of control between the Global section and this section – removed use of the word “caller” to mean transfer of control and reserve that word for humans dialing the telephone. Add separate prompts within 1090 to handle different values of parameter which_name. Correct GO TO error in 1000: if names_to_collect is LAST and spelling_only is true, then go to 1010. Correct GO TO error in 1060: If BOTH and names_to_collect is FIRST_LAST, then go to 1070. Clarify different kinds of confirmation prompts in 1070. Add Requirement IDs where needed, mostly. Requirement IDs are mostly not included in the GetName procedure because it reflects code that is being reused from BEVE. The nested conditionals in these DMs prevent the simple addition of Requirement IDs, and restructuring the DM specifications would put the DM specs out of sync with the existing code.	Paul Sawyer
02/18/05	**1.2**	1.0	Change prompt name suffixes in 1090 to be more consistent with other DMs for the Full, Alt , and Maiden variations. Fix prompt wording as adjusted during the recording session. Change 5010 confirmations to “never” as is usual for yes/no dialogs.	Paul Sawyer
03/04/05	**1.3**	1.0	Revised Requirement IDs in 5020, 5100, 5130, 5220, 5260, 5900, 1005, 1010, 1020, 1030, 1040, 1050, 1060, 1070, 1090, 1300, 1400	Steven Ligi
03/09/05	**2.0**	1.0	1. Removed MaxNoMatch row from 1060. Normal max retries behavior applies to this DM – goes to 1300. 2. Added clarification comment in 5210 for default confirmation prompt. 3. Add success prompt for Yes in 5010. 4. Add success prompt for Yes in 5130. 5. Add success prompt for Yes in 5210. 6. Disable DTMF input for yes/no confirmation in 5020 (SSN input). 7. Add silence spacer prompts in 5200.	Paul Sawyer
04/11/05	**2.1**	1.0	Changes following user testing. 1. Change prompts in 5020 to encourage callers to speak numbers quickly. Test participants came with the belief that the needed to speak s-l-o-w-l-y in order for the system to understand them, when in fact they were hitting timeouts due to speaking or punching keys too slowly. Also change timeout values. 2. Similar changes in 1010 and 1030 to encourage callers to spell faster.	Paul Sawyer
04/22/05	**2.2**	1.0	Changes following review. 1. Show increased timeout value in 1030 (as in 1010) 2. Remove extra space between letters in 1040 spelling.	Paul Sawyer

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

10/22/05	**2.8**	1.0	Changes following tuning 2. 1. Speech parameter changes in Name DMs: 1005_SayLastName, 1020_SayFirstName, 1010_SpellLastName, 1030_SpellFirstName. 2. Add synonyms in 1060_GetMistake. 3. In 1070_RespellFirst and 1080_RespellLast, suggest adding silence between letters in playback of spelling. 4. In 5130, suggest adding silence between parts of the date readback, and suggest supporting one-step correction in confirmation.. 5. Remove the word “spelled” from the prompts for say-and-spell in 1005 and 1020. The grammar for the Name OSDM does not include “spelled”.	Paul Sawyer
11 Dec 05	**2.9**	1.0	1. Restore name collection in Error: Reference source not found To use old code and tables instead of Name OSDM. These are NOT marked as revisions. 2. Simplified 5020 Confirmation Retry and Confirmation Timeout prompts to use what can be implemented: I think you said <SSN>. Is that correct?” 3. Edit prompt text of 5900-KBA-Dmfailure-Prompt1 to match what was recorded.	Paul Sawyer
2 Feb 06	**2.10**	1.0	Changes following Tuning 3: 1. Specify one-step correction in 5130, 5200, 1070, 1090. 2. Clarify that global grammars should not be active during name collection (1005, 1010, 1020, 1030, 1070, 1090). 3. In 5020, add synonyms to catch OOVs. Add “Yes or No” to end of Initial prompt. 4. Tweak prompts in 1005, 1010, 1020 to emphasize what caller should do. 5. Change (or re-emphasize) barge-in sensitivity in several Name collections.	Paul Sawyer
5 Feb 06	**2.11**	1.0	Add support for blocked accounts. Affects 5230, and adds 5270. Remove restriction in 5130 on date of birth.	Paul Sawyer
15 Feb 06	**2.12**	1.0	Changes following discussions and reviews: (previous revision marking left in place for SSA and CPT review): 1. Back out recommendation for one-step correction in 5130, 1070, 1090. These were recommended back in Tuning 2 but are difficult to implement and not essential, so will be removed for now. 2. Revised prompt in 5000 to encourage callers to stick with automation.	Paul Sawyer

21 Aug 06	**2.13**	1.0	Changes as a result of Tuning 4. 1. 5010: Remove agent synonyms from grammar. Tweak prompt to emphasize that exact dollar amount is needed (saves problems in 5210). 2. 5020: Increase incomplete timeout and max speech duration values. 3. 5020: Specify some optional prefixes to a SSN. Change low confidence threshold. 4. 1005: Tweak prompt to emphasize both saying and spelling. Tweak speech parameters. 5. 1005, 1010, 1020, 1030: Tweak speech parameters. 6. 1060: Add synonyms. Disable global commands. 7. 1070: Tweak speech parameters. 8. 5130: Tweak prompts to encourage correct statement of the date. Remove unneeded grammar options in dates. Remove global grammars. 9. 5200: Tweak prompt to encourage saying just STATE. Disable global Agent and Main Menu. Disable Agent from confirmation grammar. 10. 5210: Tweak speech parameters. Add “I don’t know” option.	Paul Sawyer
19 Jan 07	**2.14**	1.0	Added Message Numbers to all prompts	Sean Stallings VZB
04 May 07	**2.15**	1.0	Made minor corrections to 1010, 1060, 1070,1090	Sean Stallings VZB
24 May 07	**2.16**	1.0	Made correction 5200	Sean Stallings VZB
19 July 07	**2.16**	1.0	Made correction 5000	Carol Cummings VZB
3 Aug 07	**2.17**	1.0	Removed “Quickly” from 50332 – 1030-SpellFirstName-VM Removed “Please” from 50333 - 1030-SpellFirstName-VM Added “Please say Yes or No” - 1040 ConfirmName Help Prompt Moved “Now” - 50208 (5020-KBA-GetSSNumber-ConfPrompt-SSN2)	Carol Cummings VZB
15 Aug 07	**2.18**	1.0	Updated 50346	Sean Stallings VZB
22 Aug 07	**2.19**	1.0	Updated Title and Headers	Sean Stallings VZB
06 Sept 07	**2.20**	1.0	Removed global defaults from retry 1 and retry 2 prompts	Sean Stallings VZB
08 Oct 07	**2.21**	1.0	Updated 1090 to resolve prompting issue for callers who have not spelled their first or last name yet.	Sean Stallings VZB
15 Oct 07	**2.22**	1.0	Added [Global Default] note to all retry 1 and 2 prompts (except for name capture)	Sean Stallings VZB
17 Oct 07	**2.23**	1.0	Corrected No Input/No match change to Timeout/ Retry	Sean Stallings VZB

19 Oct 07	**2.24**	1.0	Updated message 50367	Sean Stallings VZB
20 Feb 08	**2.25**	1.0	Added Check Condition modules, 5015, 5090, 5120, 5140,, 5190, 5205, 900 Added Privacy note to module notes for DM 5020, 5130, 5200, 5210, 1005, 1010, 1020, 1030, 1070, 1090 Added counter increment reporting to module notes for DM 5020, 5130, 5200, 5210, 1005, 1010, 1020, 1030, 1070, 1090	Sean Stallings VZB
26 Feb 08	**2.26**	1.0	Added DM 4999 Corrected Pathing for Name Collection Process Added DM 900	Sean Stallings VZB
27 Feb 08	**2.27**	1.0	Removed Name Collection DM's (900-1400) Added Name capture prompting/format from 1099	Sean Stallings VZB
28 Feb 08	**2.28**	1.0	Updated DM's 5035, 5045, 5090, 5140, changed confirmation from "if necessary" to ALWAYS.	Sean Stallings VZB
04 March 08	**2.29**	1.0	Added Privacy section the Global Behavior chapter	Sean Stallings VZB
10 March 08	**2.3**	1.0	Updated 5000 with new wording informer callers that they need to know the exact dollar amount of their last benefits payment. Removed 5010 Updated 5005, 5030, 5040, 5090, 5120, 5135, 5190, 5205; Corrected reporting information for "if else" conditions.	Sean Stallings VZB
19 March 08	**2.31**	1.0	Added new module, 5215 CantProceed-Msg.	Sean Stallings VZB
25 Mar 08	**2.32**	1.0	Corrected reporting string in module 5120	Sean Stallings VZB
04 Apr 08	**2.33**	1.0	Clarified wording for 4999 Check Null Condition Removed module 5025	Sean Stallings VZB
11 Apr 08	**2.34**	1.0	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. Prompt 50306 has been corrected. Module 5190 has been updated, added module note stating that DTMF 9 is disabled for this module.	Sean Stallings VZB
1 May 08	**2.35**	1.0	Added reporting string to modules 5020, 5035, 5045, 5100, 5110, 5130, 5140, 5200. 5210.	Sean Stallings VZB
12 May, 2008	**2.36**	1.0	Added reference to Reverse ANI lookup, per SARA, part 3. ➢ Added module 5003 to perform lookup ➢ Added text to Developer notes in module 5035 to reference use of parallel verification grammar for first name built from results of reverse ANI look-up ➢ Added text to Developer notes in module 5045 to reference use of parallel verification grammar for family name built from results of reverse ANI look-up	Peter Modesto Nuance
12 May, 2008	**2.37**	1.0	Corrections from internal review: broken links, etc.	PM
14 May 2008	**2.38**	1.0	Added "avoidsamemistake" to Global descriptions, 2.3 Adjusted reporting tag in DM 5003 Reverse ANI Lookup	Kim Rothlis VZB
15 May 2008	**2.38**	1.0	Made minor grammatical error updates and adjusted the reporting triggers to have 4 digits (i.e. 0000 = success)	Becky Stallings, VzB

29 May 2008	**2.39**	1.0	Note how we will handle multiple first names and initials in first name collection using reverse ANI lookup (DM 5003).	Peter Modesto, Nuance
30 May 2008	**2.40**	1.0	Added additional rules in handling of name collection using Reverse ANI Lookup (DM 5003)	Kim Rothlis VzB
2 June 2008	**2.41**	1.0	Clarification provided to handling of last name collection using Reverse ANI Look up (DM 5003)	Kim Rothlis VzB
24 June 08	**2.42**	1.0	Moved Module 5003 Reverse-ANI Look up. Is now 5032 Reverse-ANI Look up. ANI Look up should not occur until after 5030-GetFirstName Check Condition.	Sean Stallings VZB
11 July 2008	**2.43**	1.0	Updated module 4999, added in correct routing for 'If TVDC Items to collect= 0" condition, now routes to module 5003. Moved Reverse ANI Look up module, it is now located just before the Social Security Check Condition module.	Sean Stallings VZB
23 July 2008	**2.44**	1.0	Updated Module 5003, added new field 'reporting'. Re-inserted module notes erroneously removed in 2.42	Sean Stallings VZB
04 September 2008	**4.0**	1.0	BBN Findings Effort a. Updated module 5100, updated retry 2, message 51003 b. Updated modules 5035, 5045, 5110, 5140, updated confirmation retry message 82055 c. Highlighted all BBN Findings changes in Green	Sean Stallings VZB

19 September 2008	**4.01**	1.0	Merged KBA_v3.04_TNRS and KBA_4 UI's. Updated module 4999, added in correct routing for 'If TVDC Items to collect= 0" condition, now routes to module 5003. Moved Reverse ANI Look up module, it is now located just before the Social Security Check Condition module. Broke Module 5035 GetFirstName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 5045 GetLastName into A and B sections, Say and Spell and Spell Only – for TNRS effort Broke Module 5110 GetAltName into A and B sections, Say and Spell and Spell Only – for TNRS effort Added Module 5115 PostSSN-DB – for TNRS effort Updated Module 5003, added new field 'reporting'. Re-inserted module notes erroneously removed in 2.42 Added REQ ID's to modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B – for TNRS effort. Added explanatory note to top of modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B – for TNRS effort. Updated Modules 5110 A and 5110 B, corrected message name for confirmation apology, corrected 'condition' field for confirmation apology and success messages – this resolves tickets 22308 and 22307. Updated Modules 5045 A and 5045 B, corrected 'condition' field for confirmation apology and success messages – for TNRS effort – this resolves tickets 22306 and 22305. Updated Module 5120, added module 5100 to 'entering from' field – this resolves ticket 22309. Updated module 5135, updated 'entering from' field to show that callers will be entering in from module 5130-DOB Check Condition – this resolves ticket 22311. TNRS changes highlighted in Yellow Verizon Business proprietary statement added to title page and page footers. Updated Module 5110B, removed [global default] tag from retry 1/timeout 1. Because wording for this is contained in the message itself, the apology was playing twice – this resolves ticket 22347. Updated Module 5035A and 5035B, corrected typo in confirmation apology condition field – this resolves ticket 22349	Sean Stallings VZB
22 September 2008	**4.02**	1.0	Updated Module 5045B, corrected typo in ReqID field for the confirmation apology prompt.	Sean Stallings VZB
30 September 2008	**4.03**	1.0	Updated module 5140, updated wording for Retry 1 prompt. Since the name OSDM works best with spell only on the retry, new prompting will no longer ask callers to say and spell their name.	Sean Stallings VZB
1 October 2008	**4.04**	1.0	Updated module 5045A, added more explanation in module description, corrected typo's in timeout 1 and 2 message names. Updated module 5045B, corrected typo in Confirmation Apology message name. Updated module 5110A, added more explanation in module description. Updated module 5140, added correct text to confirmation retry 2, message 82055. Highlighted this change in Green.	Sean Stallings VZB
7 October 2008	**4.05**	1.0	Updated module 5110A, 'Confirmation' section 'Action' field now shows to play confirmation apology prompt on 'no' – this resolves ticket 22422.	Sean Stallings VZB

21 October 2008	**4.06**	1.0	Updated module 5035A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition. Updated module 5035B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition. Updated module 5045A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition. Updated module 5045B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition. Updated module 5110A; Added note to Action field for 'Max Retry', now plays [Global Default] message on exit. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition. Updated module 5110B; consolidated initial 1 and initial 2, since callers will not be entering on a condition. Updated 'action' column for Confirmation section, removing notes adding 'no' on confirmation condition. Updated module 5115; consolidated all 'max retry' and 'no on confirmation' conditionals, since conditions are no longer in use. Conditions now only reference first, last and alt name.	Sean Stallings VZB
29 October 2008	**4.07**	1.0	Added REQID's to modules 4999, 5000, 5003, 5005,5155, 5030, 5040, 5050, 5090, 5120, 5135, 5190, 5200, 5205. Renamed 'name' column as 'REQID' in all modules that did not already have a REQID column. Removed 'name' column from modules that had both. Renamed 'option' column as 'REQID' in all modules that did not already have a REQID column. Removed 'option' column from modules that had both	Sean Stallings VZB
4 November 2008	**4.08**	1.0	Updated module 5115, added parameters for reporting associated app ID.	Sean Stallings VZB
7 November 2008	**4.09**	1.0	Updated modules 5035A, 5035B, 5045A, 5045B, 5110A, 5110B. Corrected REQID columns to show the current requirement ID's being used by SSA.	Sean Stallings VZB
1 December 2008	**4.10**	1.0	COADD/BEVE-MRC Tuning 2 Effort-Recommendations From Nuance 1) Updated module 5035B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400. 2) Updated module 5045B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400. 3) Updated module 5110B, added entry to 'Module Notes' stating that confidence levels for this module should be set to .400.	Sean Stallings VZB
2 February 2009	**4.11**	1.0	Updated Header	Sean Stallings VZB
9 March 2009	**4.12**	1.0	Updated modules 5035A and 5035B; added developer note stating that single character recognition will be treated as an out of grammar response.	Sean Stallings VZB
24 March 2009	**4.13**	1.0	Updated module 5035B, changed note regarding max retries/timeouts now reads as 4—this resolves ticket 606153.	Sean Stallings VZB
28 April 2009	**4.14**	1.0	Updated section 2.2 Timeouts and Retries. Added prompting for timeout global default.	Sean Stallings VZB

21 May 2009	**4.15**	1.0	Added Chapter 3: Global Commands and Global Prompts, detailing global command exceptions for this application. Updated module 4999, corrected entry for 'entering from' field, now reads COA-DD Global. Updated modules 5045A and 5045B, corrected reporting tags for these modules.	Sean Stallings VZB
25 June 2009	**4.15.1**	1.0	Cover page update.	Kim Rothlis VzB
22 March 2010	**4.15.2**	1.0	OMB Attestation Addition Change Added DM 5001_Attestation Flag Check and DM 5002 AttestationYN between modules 5000-Need2Ask-Msg and 5003-Reverse ANI Lookup. Updated modules 5000 and 5003 with correct routing/hyperlinks.	Kim Rothlis VzB
01 Apr 2010	**4.15.3**	1.0	SARA3 DD-COA Module Change Request (OMB Attestation Change – additional requirements) Updated the verbiage for message #'s 50001, 50002, and 50003 in DM 5000-Need2Ask-Msg	Becky Stallings, VzB
02 Apr 2010	**4.15.4**	1.0	SARA3 DD-COA Module Change Request (OMB Attestation Change – additional requirements) Updated wording to messages 50001, 50002 and 50003 in DM 5000-Need2Ask-Msg per customer review.	Kim Rothlis VzB

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Chapter 1: Introduction

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

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

Chapter 2: Global Behavior

2.1 Privacy

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

2.2 Timeouts and Retries

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

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

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

2.3 Avoid Same Mistake

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

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

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

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

Chapter 3: Global Commands and Global Prompts

3.1 Global Commands

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

Chapter 4: Detailed Dialog Specification

4.1 Call-Flow Tables

4999-Check Null Condition

Entering from
COA-DD Global 1330-CallKBAuth-Code

REQID	***Condition***	***Action***
4999-KBA-Check Null Condition-Condition-0	If TVDC Items to collect= 0	Go to: 5003-Reverse ANI Look up
4999-KBA-Check Null Condition-Condition-Else	If TVDC items else	Go to: 5000-Need2Ask-Msg
Developer Note: Increment speak item counter for each item that is null.		

5000-Need2Ask-Msg

Play Prompt
Prepare caller for sequence of questions.

Entering from
4999- Check Null Condition

Prompts

REQID	***Message Number***	***Condition***	***Wording***
5000-KBA-Need2Ask-Prompt-LC-1	50001	If pieces to collect = 1	Before I can make any changes, I'll need to ask a question to verify who you are. You will need to know the EXACT dollar amount of your last benefit payment to complete your transaction.
5000-KBA-Need2Ask-Prompt-LC-2	50002	else	Before I can make any changes, I'll need to ask you …
			speak item counter[2-8]
5000-KBA-Need2Ask-Prompt-LC-3	50003		questions to verify who you are. You will need to know the EXACT dollar amount of your last benefit payment to complete your transaction. If you'll work with me, you can make this change quickly .

Req ID	***Condition***	***Action***
5000-KBA-Need2Ask-Condition-Always	*Always*	Go to: 5001-Attestation Flag Check

Event logging

Developer notes
No barge-in

5001-Attestation Flag Check

Entering from

5000-Need2Ask-Msg

REQID	***Condition***	***Action***
5001-*KBA*-Attestation Flag Check-Condition-0	If Attestation Flag = 0	Go to: 5002-AttestationYN
5001-*KBA*-Attestation Flag Check-Condition-else	If Attestation Flag = else	Go to: 5003-Reverse ANI Look up

Module Notes

V-KBPW-ATT_1-(duration),T-KBPW-0000-(duration)

5002-AttestationYN

YesNo

OMB Attestation

Entering from

5001-Attestation Flag Check

Prompts

Message Number	***REQID***	***Condition***	***Wording***	***Barge-in***
55010	*5002-KBA-AttestationYN-Initial 1*		Social Security is allowed to collect this information under the Social Security Act. This information collection meets the requirements of the Paperwork Reduction Act under O.M.B. number zero, nine, six, zero, zero, five, nine, six. We estimate that it will take about 10 minutes to listen to the instructions, gather the facts, and answer the questions. Please note that any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both.	NO
55011	*5002-KBA-AttestationYN-Initial 2*		Do you understand and agree to these terms?	Yes
55012	*5002-KBA-AttestationYN-Retry1*		[Global Default] Do you understand and agree to these terms? Please say YES or NO.	Yes
55013	*5002-KBA-AttestationYN-Retry2*		[Global Default] Any person who makes a false representation in an effort to alter or obtain information from the Social Security Administration may be punished by a fine or imprisonment, or both. If you understand and agree to these terms, press one. Otherwise press two	Yes
55014	*5002-KBA-AttestationYN-Timeout1*		Sorry, I didn't hear anything. Do you understand and agree to these terms? Please say YES or NO.	Yes

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

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

Reporting				
Record = U-	RECL	-DM_5002-(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

5003-Reverse ANI Look up

Reverse ANI Lookup

Database Query

Upon Capturing ANI, acquire first and last name for this caller.

Entering from
4999-Check Null Condition, 5001-Attestation Flag Check, 5002-AttestationYN

Input Field	***Description***
ANI Telephone number	Caller telephone number

Output Field	***Description***
Account Name	Account Name per this telephone number. To be returned as: First_Name, Last_Name OR First_Initial, Last_Name as indicated by the telephone listing

DB Return Value	***Action***
Status Code = 00	Write 0000 to reporting trigger, Go to: Condition Check
Status Code = 08	Write 0503 to reporting trigger, Go to: Condition DB failure

Status Code = 09	Write 0408 to reporting trigger, Go to: Condition DB failure

REQID	***Condition***	***Action***
5003-KBA-Reverse ANI Look Up-Condition-No Match	*If no match for telephone*	Set Caller-First-name to NULL Set Caller-Last-Name to NULL Go to: 5005-Social Security Check Condition
5003-KBA-Reverse ANI Look Up-Condition-Match and Confidential	*If match and Name confidential*	Set Caller-First-name to NULL Set Caller-Last-Name to NULL Go to: 5005-Social Security Check Condition
5003-KBA-Reverse ANI Look Up-Condition-Other	*Else*	Set Caller-First-name to first name found in White Pages, even if it is only an initial Set Caller-Last-Name to last name found in White Pages Go to: 5005-Social Security Check Condition
5003-KBA-Reverse ANI Look Up-Condition-Data Base Failure	*DB failure*	Set Caller-First-name to NULL Set Caller-Last-Name to NULL Go to: 5005-Social Security Check Condition

Reporting

Save call duration at module start time

[0000 = Success]

[0001 = System Error]

Record = D-KBPW-HDB_5003-(Call Duration at start),T-KBPW-[0408 = Resource Not Available]–Call duration at process end

[0503 = Not Valid Data]

[0004 = Caller Hang Up]

Developer Notes

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

For all names:

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

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

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

5005-Social Security Check Condition

Entering from

5003-Reverse ANI Look up

REQID	Condition	Action
5005-*KBA*-Social Security Check Condition-Condition-0	If SSN = null	Go to: 5020-GetSSNumber-SSN
5005-*KBA*-Social Security Check Condition-Condition-else	If SSN else	Report V Transaction per module note, Go to: 5030-GetFirstName Check Condition
Module Notes		
V-KBPW-SSN_1-(duration),T-KBPW-0000-(duration)		

5020-GetSSNumber-SSN

Social Security DialogModule™
Get the caller's Social Security Number

Entering from
5005 Social Security Check Condition

Prompts

Message Number	REQID	Wording
50201	5020-KBA-GetSSNumber-Prompt-Initial	Please say your Social Security number like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
50202	5020-KBA-GetSSNumber-Prompt-Retry1	[Global Default] Please say your nine digit social security number quickly like this: 1 2 3 – 4 5 – 6 7 8 9, or enter it on your keypad.
50203	5020-KBA-GetSSNumber-Prompt-Retry2	[Global Default] Try entering it on the telephone keypad.
50204	5020-KBA-GetSSNumber-Prompt-Timeout1	Sorry, I didn't hear anything. Please enter or say your nine digit social security number now.
50205	5020-KBA-GetSSNumber-Prompt-Timeout2	I'm sorry, but I still didn't hear anything. Try saying your social security number one digit at a time. It works best if you speak at a normal pace. For example: 1 2 3 – 4 5 – 6 7 8 9.
50206	5020-KBA-GetSSNumber-Prompt-Help	You can tell me your nine digit social security number by simply saying it one digit at a time. For example: 1 2 3 – 4 5 – 6 7 8 9. It works best if you don't use double digit numbers like sixty-seven or eighty-nine. Please try it again now.

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

Confirmation prompts

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

REQID	***Vocabulary***	***Action***	***Confirm.***
5020-KBA-GetSSNumber-ConfOption-Yes	"Yes [it is]" "[Yes] that's right" "Right" "[That's] correct"	Go to: 5030-GetFirstName Check Condition	*Never*
5020-KBA-GetSSNumber-ConfOption-No	"No [it isn't]" "[No] that's not right"	Re-enter Dialog Module per default behavior	*Never*

DialogModule parameters	
Parameter	***Value***
5020-KBA-GetSSNumber-Parameter	
after_end_of_speech_timeout (incompletetimeout)	2500 msec
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True
max speech duration	20,000 msec
Interdigittimeout	5500 msec
low confidence threshold	**.100**

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

Developer notes

DialogModule Notes

- Area, group or serial number containing only zeros 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)

Fill semantic item <SS_Num>

Set Confidential Flag to TRUE

5030-GetFirstName Check Condition

Entering from
5005-Social Security Check Condition, 5020-GetSSNumber-SSN

REQID	Condition	Action
5030-KBA-GetFirstName Check Condition-Condition-null	If First Name = null	Go to: 5035A-GetFirstName Say and Spell
5030-KBA-GetFirstName Check Condition-Condition-else	If First Name else	Report V Transaction per module note, Go to: 5040-Last Name Check Condition

Module Notes
V-KBPW-FN_1-(duration),T-KBPW-0000-(duration)

5035A-GetFirstName Say and Spell

Name DialogModule™

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

Entering from

5030-GetFirstName Check Condition

Prompts

Msg. Number	REQ ID	Condition	Wording
82045	5035-A-KBA-GetFirstName Prompt-Initial-1	Initial	Now, please say and then spell just your FIRST name. [Short Pause] For example if your first name was Robin, you'd say "Robin, R O B I N". Go ahead.
82046	5035-A-KBA-GetFirstName Prompt-Timeout1	Time out 1	Sorry, I didn't hear you. Go ahead and say, then spell, just your first name.
82047	5035-A-KBA-GetFirstName Prompt-Timeout2	Time out 2	I'm afraid I still can't hear you. Please say your first name and then spell it, like this: "Susan, S U S A N".
50328	5035-A-KBA-GetFirstName Prompt-SayHelp	Help	I need you to say your first name and then spell it for me, for example if your first name was Nick, you'd say "Nick N I C K."

REQ ID	Vocabulary	DTMF	Action	Confirm.
5035-A-KBA-GetFirstName Option-FirstName	<first_name>	--	Play 5035-A-KBA-GetFirstName Prompt-Success-1 Go to: 5040-Last Name Check Condition	*ALWAYS*
5035-A-KBA-GetFirstName Option-MaxTimeout	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5035-A-KBA-GetFirstName Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 5115-PostSSN-DB,	--

Confirmation Prompts

Msg. Number	REQ ID	Wording	Result	Action
82053	5035-A-KBA-GetFirstName ConfPrompt-FirstName-1	Let me read that back. First name:	*"Let me read that back. First Name <*	*If Yes: Play 5035-A-KBA-GetFirstName*

		< First Name >	*First Name > spelled < First Name Spelling >, did I get that right?"*	*Prompt-Success-1* *Then Go to: 5040-Last Name Check Condition* *If No:* *Play 5035-A-KBA-ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB*
50337	5035-A-KBA-GetFirstName ConfPrompt-FirstName-2	...spelled:		
	CPR	< First Name Spelling >		
50342	5035-A-KBA-GetFirstName ConfPrompt-FirstName-3	Did I get that right?		
82054	5035-A-KBA-GetFirstName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	*Retry1 on Confirmation*	*If Yes:* *Play 5035-A-KBA-GetFirstName Prompt-Success-1* *Then Go to: 5040-Last Name Check Condition* *If No:* *Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
82055	5035-A-KBA-GetFirstName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	*Retry2 on Confirmation*	*If Yes:* *Play 5035-A-KBA-GetFirstName Prompt-Success-1* *Then Go to: 5040-Last Name Check Condition* *If No:* *Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
82056	5035-A-KBA-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 5035-A-KBA-GetFirstName Prompt-Success-1* *Then Go to: 5040-Last Name Check Condition* *If No:* *Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
82057	5035-A-KBA-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 5035-A-KBA-GetFirstName Prompt-Success-1* *Then Go to: 5040-Last Name Check Condition* *If No:* *Play 5035-A-KBA-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
50348	5035-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	*Apology*	
00122	5035-A-KBA-GetFirstName Prompt-Success-1	Thanks	*Success*	
00250	5035-A-KBA-GetFirstName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	*Go to:* 5050-Name-ExitFailure-Msg

Event logging		
Record = U-KBPW-DM_5035-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	

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

5035B-GetFirstName Spell Only

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

Prompts

Msg. Number	***Req ID***	***Condition***	***Wording***
82049	5035-B-KBA-GetFirstName Prompt-Respell1	Initial	Please just SPELL your first name, like this: “J O H N”.
82051	5035-B-KBA-GetFirstName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn’t catch that. Saying just the letters of the alphabet, please spell your first name quickly. For example, if your name were Robin, instead of saying R as in Radar, O as in Oscar, you could just say R O B I N. Go ahead. Spell your first name now.
50333	5035-B-KBA-GetFirstName Prompt-Respell3	Timeout2/Retry2	[Global Default] Please spell your first name one more time. And remember, please use ONLY the letters of the alphabet and speak quickly. Go ahead.
82052	5035-B-KBA-GetFirstName Prompt-SpellHelp	Help	I need to get the spelling of your first name. For example, if your first name was Nick, you’d say “N I C K.” Go ahead.

Req ID	***Vocabulary***	***DTMF***	***Action***	***Confirm.***
5035-B-KBA-GetFirstName Option-FirstName	<first_name>	--	Play 5035-B-KBA-GetFirstName Prompt-Success-1 Go to: 5040-Last Name Check Condition	*ALWAYS*
5035-B-KBA-GetFirstName Option-MaxTimeout	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5035-B-KBA-GetFirstName Option-MaxRetry	--	--	Go to: 5050-Name-ExitFailure-Msg	--

Confirmation

Msg. Number	***REQ ID***	***Wording***	***Result***	***Action***
82053	5035-B-KBA-GetFirstName ConfPrompt-FirstName-1	Let me read that back. First name:	*“Let me read that back. First Name < First Name > spelled < First Name Spelling >, did I get that right?”*	*If Yes:* *Play 5035-B-KBA-GetFirstName Prompt-Success-1* *Then Goto 5040- Last Name Check Condition* *If No:* *Play 5035-B-KBA-*
		< First Name >		
50337	5035-B-KBA-GetFirstName ConfPrompt-FirstName-2	...spelled:		
	CPR	< First Name Spelling >		

50342	5035-B-KBA-GetFirstName ConfPrompt-FirstName-3	Did I get that right?		*ConfirmationApology-Prompt, re-enter this module.*
82054	5035-B-KBA-GetFirstName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	*Retry1 on Confirmation*	*If Yes:* *Play 5035-B-KBA-GetFirstName Prompt-Success-1* *Then Goto 5040- Last Name Check Condition* *If No: 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.*
82055	5035-B-KBA-GetFirstName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	*Retry2 on Confirmation*	*If Yes:* *Play 5035-B-KBA-GetFirstName Prompt-Success-1* *Then Goto 5040- Last Name Check Condition* *If No:* *Play 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.*
82056	5035-B-KBA-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 5035-B-KBA-GetFirstName Prompt-Success-1* *Then Goto 5040- Last Name Check Condition* *If No:* *Play 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.*
82057	5035-B-KBA-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 5035-B-KBA-GetFirstName Prompt-Success-1* *Then Goto 5040- Last Name Check Condition* *If No:* *Play 5035-B-KBA-ConfirmationApology-Prompt, re-enter this module.*
50348	5035-B-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	*Apology*	
00122	5035-B-KBA-GetFirstName Prompt-Success-1	Thanks	*Success*	
00250	5035-B-KBA-GetFirstName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	*Go to:* 5050-Name-ExitFailure-Msg

Event logging

Record = U-KBPW-DM_5035-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	

Developer notes
If condition = Success, load all returned names into custom spell-only grammar If condition = Failure, use existing spell-only grammar Single character recognition will be treated as an out of grammar response. If there is a no-match/rejection error, OR if the caller gives a “No” confirmation to the name, the system checks the ANI and SSN, loads all associated names into a custom grammar and then switches to the SPELL-ONLY fallback, which is announced in prompts Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow. Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played. Max Timeout/ Retry set to 4 ***Set Confidential Flag to TRUE*** When invoking recognition and the Caller-First-name variable is not null, invoke a parallel verification grammar provided by Nuance as a JSP, seeded with the contents of the Caller-First-name variable. Set confidence levels to .400

5040-Last Name Check Condition

Entering from
5030-GetFirstName Check Condition, 5035A-GetFirstName Say and Spell, 5035B-GetFirstName Spell Only

REQID	***Condition***	***Action***
5040-KBA Last Name Check Condition-Condition-null	If Last Name = null	Go to: 5045A-GetLastName Say and Spell
5040-KBA-Last Name Check Condition-Condition-else	If Last Name else	Report V Transaction per module note, Go to: 5090-AltName Check Condition
Module Notes		
V-KBPW-LN_1-(duration),T-KBPW-0000-(duration)		

5045A-GetLastName Say and Spell

Name DialogModule™
Caller enters this module for standard name collection, TNRS data has not been collected or is not yet in use.
Entering from
5040- Last Name Check Condition
Prompts

Msg. Number	***Req ID***	***Condition***	***Wording***
82058	5045-A-KBA-GetLastName Prompt-Initial-1	Initial	Now I just need your last name. Please SAY and then SPELL JUST your last name. For example, if your last name was Kusack, you’d say Kusack, K U S A C K. Go ahead.
82059	5045-A GetLastName-Prompt-Timeout1	Time out 1	Sorry, I didn’t hear you. Go ahead and say, then spell, your last name, for example, “Smith, S M I T H.”

82060	5045-A-GetLastName-Prompt-Timeout2	Time out 2	I'm afraid I still can't hear you. Please say your last name and then spell it, for example, "Smith, S M I T H."
82066	5045-A-KBA-GetLastName Prompt-SayHelp	Help	I need you to say your last name and then spell it for me. For example, if your last name was O'Neal, you'd say, "O'Neal, O N E A L."

Req ID	***Vocabulary***	***DTMF***	***Action***	***Confirm.***
5045-A-KBA-GetLastName Option-LastName	<last_name>	--	Play 5045-A-KBA-GetLastName Prompt-Success-1 Go to: 5090-AltName Check Condition	*ALWAYS*
5045-A-KBA-GetLastName Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5045-A-KBA-GetLastName Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 5115-PostSSN-DB	--

Confirmation Prompts

Msg. Number	***Req ID***	***Wording***	***Result***	***Action***
82175	5045-A-KBA-GetLastName ConfPrompt-LastName-1	Let me read that back. Last name:	*"Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"*	*If Yes:* *Play 5045-A-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
		< Last Name >		
50337	5045-A-KBA-GetLastName ConfPrompt-LastName-2	...spelled:		
	CPR	< Last Name Spelling >		
50342	5045-A-KBA-GetLastName ConfPrompt-LastName-3	Did I get that right?		
82054	5045-A-KBA-GetLastName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	*Retry1 on Confirmation*	*If Yes:* *Play 5045-A-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
82055	5045-A-KBA-GetLastName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	*Retry2 on Confirmation*	*If Yes:* *Play 5045-A-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
82056	5045-A-KBA-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 5045-A-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*
82057	5045-A-KBA-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 5045-A-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: 5115-PostSSN-DB*

50394	5045-A-KBA-GetLastName Prompt-Success-1	Got it.	*Success*	
50348	5045-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	*Apology*	
00250	5045-A-KBA-GetLastName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	*Go to: 5050-Name-ExitFailure-Msg*

Event logging

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

Developer notes

Collection Max Retry is set to 0.

Collection Max Timeout is set to 2

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

Set Confidential Flag to TRUE

5045B-GetLastName Spell Only

Name DialogModule™

Caller enters this module AFTER TNRS database transaction.

Entering from

5115-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	5045-B-KBA-GetLastName Prompt-Respell1	Initial	Please SPELL your last name for me, like this: "S M I T H".
82064	5045-B-KBA-GetLastName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn't catch that. Go ahead and spell your last name again. For example, if your name was O'Neal, you would say "O N E A L".

50322	5045-B-KBA-GetLastName Prompt-Respell3	Timeout2/Retry2	[Global Default]. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two-part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.
82065	5045-B-KBA-GetLastName Prompt-SpellHelp	Help	I need you to spell your last name. For example, if your last name was O'Neal, you'd say "O N E A L."

REQ ID	***Vocabulary***	***DTMF***	***Action***	***Confirm.***
5045-B-KBA-GetLastName Option-LastName	<last_name>	--	Play 5045-B-KBA-GetLastName Prompt-Success-1 Go to: 5090-AltName Check Condition	*ALWAYS*
5045-B-KBA-GetLastName Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5045-B-KBA-GetLastName Option-MaxRetry	--	--	Go to: 5050-Name-ExitFailure-Msg	--

Confirmation Prompts

Msg. Number	***REQ ID***	***Wording***	***Result***	***Action***
82175	5045-B-KBA-GetLastName ConfPrompt-LastName-1	Let me read that back. Last name:	*"Let me read that back. Last Name < Last Name > spelled < Last Name Spelling >, did I get that right?"*	*If Yes:* *Play 5045-B-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.*
		< Last Name >		
50337	5045-B-KBA-GetLastName ConfPrompt-LastName-2	...spelled:		
	CPR	< Last Name Spelling >		
50342	5045-B-KBA-GetLastName ConfPrompt-LastName-3	Did I get that right?		
82054	5045-B-KBA-GetLastName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	*Retry1 on Confirmation*	*If Yes:* *Play 5045-B-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.*
82055	5045-B-KBA-GetLastName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	*Retry2 on Confirmation*	*If Yes:* *Play 5045-B-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.*
82056	5045-B-KBA-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 5045-B-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.*

82057	5045-B-KBA-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 5045-B-KBA-GetLastName Prompt-Success-1* *Then Go to: 5090-AltName Check Condition* *If No:* *Play 5045-B-KBA-GetLastName ConfirmationApology-Prompt, re-enter this module.*
50394	5045-B-KBA-GetLastName Prompt-Success-1	Got it.	*Success*	
50348	5045-B-KBA-GetLastName ConfirmationApology-A Prompt	Sorry about that. Let's try again.	*Apology*	
00250	5045-B-KBA-GetLastName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	*Go to: 5050-Name-ExitFailure-Msg*

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

Developer notes

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

If condition = Failure, use existing spell-only grammar

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

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

Set Confidential Flag to TRUE

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

Set confidence levels to .400

5050-Name-ExitFailure-Msg

Play Prompt	
Apologize on exit	
Entering from	
5035A-GetFirstName Say and Spell, 5035B-GetFirstName Spell Only, 5045A-GetLastName Say and Spell, 5045B-GetLastName Spell Only, 5110A-GetAltName Say and Spell, 5110B-GetAltName Spell Only, 5140- GetMother'sMaiden	

Prompts		
Message Number	**REQID**	**Wording**
51008	5050-Name-ExitFailure-Prompt-1	I'm sorry I'm having so much trouble.

REQID	Condition	Action
5050-KBA-Name-ExitFailure-Condition-Always	Always	Go to: 5150-NoName-Msg

Module Settings
No barge-in
Note: This is the parameter exitfailureprompt and can be configured by setting this parameter.

5090-AltName Check Condition

Entering from
5040-Last Name Check Condition, 5045A-GetLastName Say and Spell, 5045B-GetLastName Spell Only

REQID	Condition	Action
5090-KBA-AltName Check Condition-Condition-null	If Alt Name = Null	Go to: 5100-CheckForAltName-YN
5090-KBA-AltName Check Condition-Condition-else	If Alt Name else	Report V Transaction per module note, Go to: 5120-DOB Check Condition

Module Notes
V-KBPW-OtherLastName_1-(duration),T-KBPW-0000-(duration)

5100-CheckForAltName-YN

YesNo
Check to see if Caller might be listed under an alternate name

Entering from
5090-AltName Check Condition

Prompts		
Message Number	**REQID**	**Wording**
51001	5100-KBA-CheckForAltName-Prompt-Initial	Some people have another last name - for example, a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No.
51002	5100-KBA-CheckForAltName-Prompt-Retry1	[Global Default] Would you like me to also check under another last name? Please say YES or NO.
51003	5100-KBA-CheckForAltName-Prompt-Retry2	[Global Default] If you think you might be listed under another last name, press one. Otherwise, press two.
51004	5100-KBA-CheckForAltName-Prompt-Timeout1	I'm sorry, but I didn't hear anything. Would you like me to also check under another last name? Please say YES or NO.
51005	5100-KBA-CheckForAltName-Prompt-Timeout2	My apologies, but I still didn't hear if you said anything. Please say YES if you think you might be listed under another last name, otherwise, say NO.
51006	5100-KBA-CheckForAltName-Prompt-Help	I need to know if you might be listed under an alternate last name. For example you may also have a professional name, or a maiden name, or one from a previous marriage. Would you like me to include another last name with this request? YES or NO.

REQID	Vocabulary	DTMF	Action	Confirm.
5100-KBA-CheckForAltName-Option-Yes	"Yes [please]" "[Yes] I do" "[Yes] I would" "Yeah"	1	Go to: 5110A-GetAltName Say and Spell	*Never*
5100-KBA-CheckForAltName-Option-No	"No [thanks]" "[No] I don't" "[No] I do not" "[No] I wouldn't" "[No] I would not"	2	AltNameCollected := True Go to: 5120-DOB Check Condition	*Never*

DialogModule parameters	
Parameter	***Value***
5100-KBA-CheckForAltName-Parameter	
after_end_of_speech_timeout	500 ms
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True

Event logging		
Record = U-KBPW-DM_5100-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	

Developer notes

5110A-GetAltName Say and Spell

Name DialogModule™
Caller enters this module for standard name collection. TNRS data has not been collected or is not yet in use.
Entering from
5100-CheckForAltName-YN

Prompts			
Msg. Number	***REQ ID***	***Condition***	***Wording***
50305	5110-A-KBA-GetAltName Prompt-Initial-1	Initial	Please say your OTHER LAST name including the spelling. [Short Pause] For example if it was Jones, you'd say "Jones, J O N E S". Go ahead.
82072	5110-A-KBA-GetAltName Prompt-Timeout1	Time out 1	Sorry, please say AND SPELL your other last name, for example, "Smith, S M I T H."
82073	5110-A-KBA-GetAltName Prompt-Timeout2	Time out 2	I still didn't hear you. Please say your other last name, and then spell it, like this: "Smith, S M I T H".
82080	5110-A-KBA-GetAltName Prompt-SayHelp	Help	I need you to say your other last name and then spell it for me. For example, if your other last name was Jones, you'd say, "Jones, J O N E S."

REQ ID	***Vocabulary***	***DTMF***	***Action***	***Confirm.***
5110-A-KBA-GetAltName Option-Altname	<other_last_name>	--	Play 5110-A-KBA-GetAltName Prompt-Success-1 Go To: 5120-DOB Check Condition	*ALWAYS*
5110-A-KBA-GetAltName Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5110-A-KBA-GetAltName Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: 5115-PostSSN-DB	--

Confirmation Prompts				
Msg. Number	***REQID***	***Wording***	***Result***	***Action***
82175	5110-A-KBA-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 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition* *If No:* *Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB,*
		< Other Last Name >		
50337	5110-A-KBA-GetAltName ConfPrompt-LastName-2	...spelled:		
	CPR	< Other Last Name Spelling >,		
50342	5110-A-KBA-GetAltName ConfPrompt-LastName-3	Did I get that right?		
82054	5110-A-KBA-GetAltName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	*Retry1 on Confirmation*	*If Yes:* *Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition* *If No:* *Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB,*
82055	5110-A-KBA-GetAltName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	*Retry2 on Confirmation*	*If Yes:* *Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition* *If No:* *Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB,*

82056	5110-A-KBA-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 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition* *If No:* *Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB,*
82057	5110-A-KBA-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 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: 5120-DOB Check Condition* *If No:* *Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: 5115-PostSSN-DB,*
00120	5110-A-KBA-GetAltName Prompt-Success-1	Alright.	*Success*	
50348	5110-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	*Apology*	
00250	5110-A-KBA-GetAltName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	*Go To: 5050-Name-ExitFailure-Msg*

Event logging

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

Developer notes

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

5110B-GetAltName Spell Only

Name DialogModule™
Caller enters this module AFTER TNRS database transaction.
Entering from
5115-PostSSN-DB
Prerequisite

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

Prompts

Msg. Number	***REQ ID***	***Condition***	***Wording***
82075	5110-B-KBA-GetAltName Prompt-Respell1	Initial	Please SPELL your other last name for me, like this: “S M I T H”.
82077	5110-B-KBA-GetAltName Prompt-Respell2	Timeout1/Retry1	Sorry, I didn’t catch that. Go ahead and spell your other last name again. For example, if the name was O’Neal, you would say “O N E A L”.
82149	5110-B-KBA-GetAltName Prompt-Respell3	Timeout2/Retry2	[Global Default]. If the name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the name one more time.
82079	5110-B-KBA-GetAltName Prompt-SpellHelp	Help	I need you to spell your other last name. For example, if your other last name was Jones, you’d say “J O N E S.”

REQ ID	***Vocabulary***	***DTMF***	***Action***	***Confirm.***
5110-B-KBA-GetAltName Option-Altname	<other_last_name>	--	Play 5110-B-KBA-GetAltName Prompt-Success-1 Go To: 5120-DOB Check Condition	*ALWAYS*
5110-B-KBA-GetAltName Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--
5110-B-KBA-GetAltName Option-MaxRetry	--	--	Go to: 5050-Name-ExitFailure-Msg	--

Confirmation Prompts

Msg. Number	***REQ ID***	***Wording***	***Result***	***Action***
82175	5110-B-KBA-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 5110-GetAltName-B-KBA-Prompt-Success-1* *Then Goto 5120-DOB Check Condition* *If No:* *Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module*
		< Other Last Name >		
50337	5110-B-KBA-GetAltName ConfPrompt-LastName-2	...spelled:		
	CPR	< Other Last Name Spelling >,		
50342	5110-B-KBA-GetAltName ConfPrompt-LastName-3	Did I get that right?		

82054	5110-B-KBA-GetAltName ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no".	*Retry1 on Confirmation*	*If Yes:* *Play 5110-B-KBA-GetAltName Prompt-Success-1* *Then Goto 5120-DOB Check Condition* *If No:* *Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module*
82055	5110-B-KBA-GetAltName ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	*Retry2 on Confirmation*	*If Yes:* *Play 5110-B-KBA-GetAltName Prompt-Success-1* *Then Goto 5120-DOB Check Condition* *If No:* *Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module*
82056	5110-B-KBA-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 5110-B-KBA-GetAltName Prompt-Success-1* *Then Goto 5120-DOB Check Condition* *If No:* *Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module*
82057	5110-B-KBA-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 5110-B-KBA-GetAltName Prompt-Success-1* *Then Goto 5120-DOB Check Condition* *If No:* *Play 5110-B-KBA-GetAltName ConfirmationApology-Prompt re-enter this module*
00120	5110-B-KBA-GetAltName Prompt-Success-1	Alright.	*Success*	
50348	5110-B-KBA- ConfirmationApology-B Prompt	Sorry about that. Let's try again.	*Apology*	
00250	5110-B-KBA-GetAltName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	*Go To: 5050-Name-ExitFailure-Msg*

Event logging		
Record = U-KBPW-DM_5110-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	
	0304 = Max Help	

	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	

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

5115-PostSSN-DB

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

Entering from
5035A-GetFirstName Say and Spell, 5045A-GetLastName Say and Spell, 5110A-GetAltName Say and Spell

Prerequisite

REQID	***Condition***	***Action***
--NA--	SSN Post Flag = 0	Continue in this form
KBPW-PSSN-5115-Option-NC-7	*SSN Post Flag = 1, Entering from First Name*	Go to: 5035B-GetFirstName Spell Only, Condition Failure
KBPW-PSSN-5115-Option-NC-8	*SSN Post Flag = 1, Entering from Last Name*	Go to:5045B-GetLastName Spell Only , Condition Failure
KBPW-PSSN-5115-Option-NC-9	*SSN Post Flag = 1, Entering from Alt Name*	Go to: 5110B-GetAltName Spell Only Condition Failure

Input Field	***Description***	***Value***
SSN	The SSN collected in 5020-GetSSNumber-SSN	SSN: 9-digit SSN
associatedAppID	Varchar (8 max)	*TKCA, TKDD*
ANI	System provided ANI	ANI: 10-digit calling number, if no ANI available, or ANI is less than 10 digits send all zeros.

Output Field	***Description***
<FirstName> <LastName> <OtherLastName>	First Name, Last Name, Alt Name associated with the ANI/SSN.

Req ID	***Condition***	***Action***
KBPW-PSSN-5115-Option-NC-1	*If Success and First Name*	Set SSN Post Flag to 1, Go to: 5035B-GetFirstName Spell Only, Condition Success
KBPW-PSSN-5115-Option-NC-2	*If Success and Last Name*	Set SSN Post Flag to 1, Go to:5045B-GetLastName Spell Only , Condition Success
KBPW-PSSN-5115-Option-NC-3	*If Success and Alt Name*	Set SSN Post Flag to 1, Go to: 5110B-GetAltName Spell Only Condition Success

KBPW-PSSN-5115-Option-NC-4	*Else and First Name*	Set SSN Post Flag to 1, Go to: 5035B-GetFirstName Spell Only, Condition Failure
KBPW-PSSN-5115-Option-NC-5	*Else and Last Name*	Set SSN Post Flag to 1, Go to:5045B-GetLastName Spell Only , Condition Failure
KBPW-PSSN-5115-Option-NC-6	*Else and Alt Name*	Set SSN Post Flag to 1, Go to: 5110B-GetAltName Spell Only Condition Failure

Reporting

Developer Notes

For associatedAppID; *TKCA = Change of Address, TKDD = Direct Deposit.*

5120-DOB Check Condition

Entering from

5090-AltName Check Condition, 5100-CheckForAltName-YN, 5110A-GetAltName Say and Spell, 5110B-GetAltName Spell Only,

REQID	***Condition***	***Action***
5120 KBA- DOB Check Condition-Condition-null	If DoB = null	Go to: 5130-GetDOB-Date
5120-KBA-DOB Check Condition-Condition-else	If DoB else	Report V Transaction per module note, Go to: 5135-Mother'sMaiden Check Condition

Module Notes

V-KBPW-DOB_1 (duration),T-KBPW-0000-(duration)

5130-GetDOB-Date

Date DialogModule™

Get the caller's Date Of Birth

Entering from

5120-DOB Check Condition

Prompts

Message Number	***REQID***	***Wording***
51301	5130-KBA-GetDOB-Prompt-Initial	Now please tell me your date of birth. For example, you could say…May fifth, 1937. [Note: no pause between the 2 sentences]
51302	5130-KBA-GetDOB-Prompt-Retry1	[Global Default] Try saying the month followed by the date and then the year you were born, for example May fifth, 1937.
51303	5130-KBA-GetDOB-Prompt-Retry2	[Global Default] Just say the month followed by the date and then the year you were born. For example July fourth, 1976.
51304	5130-KBA-GetDOB-Prompt-Timeout1	Sorry, I didn't hear you. Please tell me your birth date.. For example, you could say May fifth, 1937.
51305	5130-KBA-GetDOB-Prompt-Timeout2	I'm sorry, but I'm still having trouble hearing you. I need the month, day and year for your birthday, for example July fourth, 1976.
51307	5130-KBA-GetDOB-Prompt-Help	I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say "July fourth, 1976", or "the fourth of July, 1976". Go ahead. What's YOUR date of birth?

00122	5130-KBA-GetDOB-Prompt-SuccessYes	Thanks.

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

Confirmation prompts

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

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

DialogModule parameters

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

Event logging

Record = U-KBPW-DM_5130-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	

	0303 = Max No Confirm	
	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	

DialogModule Notes
• Although the application does not explicitly guide callers to use DTMF for the Date of Birth entry, it is enabled. • Date entry should be in the form of MM/DD/YY 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. • Fill semantic item <Date_Of_Birth> • ***Set Confidential Flag to TRUE***

5135-Mother'sMaiden Check Condition

Entering from
5090-AltName Check Condition 5100-CheckForAltName-YN 5130-GetDOB-Date

REQID	***Condition***	***Action***
5135-KBA-Mother'sMaiden Check Condition-Condition-null	If Mother's Maiden Name = null	Go to: 5140-GetMother'sMaiden
5135-KBA-Mother'sMaiden Check Condition-Condition-else	If Mother's Maiden Name else	Report V Transaction per module note, Go to: 5190-WhereBorn Check Condition

Module Notes
V-KBPW-MMName_1-(duration),T-KBPW-0000-(duration)

5140- GetMother'sMaiden

Name DialogModule™
Entering from
5135-Mother'sMaiden Check Condition

Prompts			
Msg. Number	***REQID***	***Condition***	***Wording***
50306	5140-GetMother'sMaiden-Prompt-Initial-1		What was your mother's MAIDEN LAST name including the spelling? For example if the name was Smith, you'd say "Smith, S M I T H". Go ahead.
50307	5140-GetMother'sMaiden-Prompt-Timeout1		Sorry, I didn't hear you. Please give me the last name with the spelling.
50308	5140-GetMother'sMaiden-Prompt-Timeout2		I'm afraid I still can't hear you. Please give me the last name and spell it.
50311	5140-GetMother'sMaiden-Prompt-Retry1		[Global Default] Just spell your mother's maiden last name for me.
50348	5140-FT-ConfirmationApology-Prompt	If "no" on confirmation	Sorry about that. Let's try again.
50321	5140-GetMother'sMaiden-Prompt-Respell1		Using only the letters of the alphabet, please spell your mother's maiden last name quickly. For example, if her name was O'Connor, you would say O C O N N O R. Please spell her maiden last name now
50317	5140-GetMother'sMaiden-Prompt-Respell2	If caller has Timeout1 OR Retry1	Sorry I didn't hear you. Using only the letters of the alphabet, please spell your mother's maiden last name quickly, one letter at a time.
50322	5140-GetMother'sMaiden-Prompt-Respell3	If caller has Timeout OR Retry in response to the Respell2 prompt This prompt may not always play depending on the number of retries/ confirmations played.	[Global Default] If the last name has an apostrophe, space or a hyphen in it, you can just skip that. For example, if it's a two part name like Folsom hyphen Jones, you should just drop the hyphen and not worry about capital letters. Just say f-o-l-s-o-m-j-o-n-e-s. Try spelling the last name one more time.
50323	5140-GetMother'sMaiden-Prompt-SpellHelp	If last prompt was spell only	I need you to spell just the last name. If the last name has an apostrophe, space or a hyphen in it, you can just skip that. It works best if you use ONLY letters and speak at a quick pace. For example, to spell Smith, you don't need to say S as in Sam, M as in Michael, just say S M I T H … try it again. Please spell the last name for me now.
50312	5140-GetMother'sMaiden-Prompt-SayHelp	If last prompt was say and spell	I need you to say the last name and then spell it for me. For example, if the last name was O'Neal, you'd say "O'Neal, O N E A L".
00120	5140-GetMother'sMaiden-Prompt-Success-1		Alright.

REQID	***Vocabulary***	***DTMF***	***Action***	***Confirm.***
5140-GetMother'sMaiden-Option-Altname	<other_last_name>	<...>	Play 5140-GetMother'sMaiden-Prompt-Success-1 Go To: 5190-WhereBorn Check Condition	*ALWAYS*
5140-GetMother'sMaiden-Option-MaxTimeouts	--	--	Go to: 5050-Name-ExitFailure-Msg	--

5140-GetMother'sMaiden-Option-MaxRetries	--	--	Go to: 5050-Name-ExitFailure-Msg	--

Confirmation Prompts- The user is navigated to the Confirmation process only if the software receives a medium confidence level. If the confidence is low, the input is invalid. If the confidence is high, then the caller will proceed forward.

Msg. Number	***REQID***	***Wording***	***Result***	***Action***
82175	5140-GetMother'sMaiden-ConfPrompt-LastName-1	Let me read that back. Last name:	*"Let me read that back. Last Name < Mother's Maiden Name> spelled < Mother's Maiden Name Spelling >, did I get that right?"*	*If Yes:* *Play 5140-GetMother'sMaiden-Prompt-Success-1* *Then Go to: 5190-WhereBorn Check Condition* *If No:* *Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1*
		< Mother's Maiden Name Spelling >		
50337	5140-GetMother'sMaiden-ConfPrompt-LastName-2	...spelled:		
	CPR	< Mother's Maiden Name Spelling >		
50342	5140-GetMother'sMaiden-ConfPrompt-LastName-3	Did I get that right?		
82054	5140-GetMother'sMaiden-ConfPrompt-Retry1	Sorry, I didn't catch that. Please say "yes," or "no,".	*Retry1 on Confirmation*	*If Yes:* *Play 5140-GetMother'sMaiden-Prompt-Success-1* *Then Go to: 5190-WhereBorn Check Condition* *If No:* *Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1*
82055	5140-GetMother'sMaiden-ConfPrompt-Retry2	Sorry, I still didn't catch that. If 'yes' press one, otherwise press two	*Retry2 on Confirmation*	*If Yes:* *Play 5140-GetMother'sMaiden-Prompt-Success-1* *Then Go to: 5190-WhereBorn Check Condition* *If No:* *Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1*
82056	5140-GetMother'sMaiden-ConfPrompt-Timeout1	Sorry, I didn't hear you. I need to know if I got your name right. Please say "yes" *or "no"."*	*Timeout1 on Confirmation*	*If Yes:* *Play 5140-GetMother'sMaiden-Prompt-Success-1* *Then Go to: 5190-WhereBorn Check Condition* *If No:* *Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1*
82057	5140-GetMother'sMaiden-ConfPrompt-Timeout2	Sorry, I still didn't hear you. I need to know if I got your name right. Please say "yes" *or "no".*	*Timeout2 on Confirmation*	*If Yes:* *Play 5140-GetMother'sMaiden-Prompt-Success-1* *Then Go to: 5190-WhereBorn Check Condition* *If No:* *Play 5140-FT-ConfirmationApology-Prompt5140-GetMother'sMaiden-Prompt-Respell1*

00250	5140-GetMother'sMaiden-ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	*Go To: 5050-Name-ExitFailure-Msg*

Event logging

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

Developer notes

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

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

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

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

Set Confidential Flag to TRUE

5150-NoName-Msg

Play Prompt

Apologize to caller for not being able to collect a name.

Entering from

5050-Name-ExitFailure-Msg

Prompts

Message Number	***REQID***	***Wording***
00250	5150-KBA-NoName-Prompt-1	[250 ms silence]

Req ID	***Condition***	***Action***
5150-KBA-NoName-Condition-Always	*Always*	return status := failure return to Global (COA-DD 1330-CallKBAuth-Code)

Event logging

Developer notes
No barge-in The prompt has been set to short silence. The failure message to the caller has already been said within GetName so no additional message is needed here.

5190-WhereBorn Check Condition

Entering from
5135-Mother'sMaiden Check Condition 5140-GetMother'sMaiden

REQID	Condition	Action
5190-KBA-WhereBorn Check Condition-Condition-null	If PoB = null	Go to: 5200-WhereBorn-VM
5190-KBA-WhereBorn Check Condition-Condition-else	If PoB else	Report V Transaction per module note, Go to: 5205-LastPmt Check Condition

Module Notes
V-KBPW-POB_1-(duration),T-KBPW-0000-(duration)

5200-WhereBorn-VM

Custom Context DialogModule™
Ask caller for state or territory where they were born.

Entering from
5190-WhereBorn Check Condition

Prompts

Message Number	REQID	Wording
52001	5200-KBA-WhereBorn-Prompt-Initial1	Only two more questions.
00500	silence_500	[500 ms silence]
52002	5200-KBA-WhereBorn-Prompt-Initial2	Please say the name of the American STATE or TERRITORY where you were born, such as Texas, or say OTHER if you were born somewhere else.
52003	5200-KBA-WhereBorn-Prompt-Retry1	[Global Default] I don't need the city. Please say just the STATE or territory where you were born, Texas for example. If you were born somewhere else, just say "Other". If you aren't sure about the territories, say "Question".
52004	5200-KBA-WhereBorn-Prompt-Retry2	[Global Default] If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory.
52005	5200-KBA-WhereBorn-Prompt-Timeout1	I'm sorry, I didn't hear anything. If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory or say OTHER.
52006	5200-KBA-WhereBorn-Prompt-Timeout2	I'm sorry, I still didn't hear anything. If you aren't sure about territories, say Question. Otherwise, just say the name of the state or territory or say OTHER.
52007	5200-KBA-WhereBorn-Prompt-Help1	As part of the verification process, I need to know the name of the state or U S territory where you were born. If you aren't sure and would like to hear a list of the TERRITORIES, just hang on and I'll list them for you, otherwise please say the name of the state or territory now. [4 sec pause] The current and former territories of the United States are:

00500	silence_500	[500 ms silence]
52008	5200-KBA-WhereBorn-Prompt-Help2	American Samoa, Federated States Of Micronesia, Guam , Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, and Virgin Islands.
01000	silence_1000	[1 sec silence]
52009	5200-KBA-WhereBorn-Prompt-Help3	So let me ask again: In which state or territory were you born?

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

Confirmation prompts

Message Number	***REQID***	***Wording***
00118	5200-KBA-WhereBorn-ConfPrompt-you_said	[I think you said] <state>
00119	5200-KBA-WhereBorn-ConfPrompt-is_that_correct	[Is that correct?]
52011	5200-KBA-WhereBorn-ConfPrompt-AS	American Samoa
52012	5200-KBA-WhereBorn-ConfPrompt-FM	Federated States of Micronesia
52013	5200-KBA-WhereBorn-ConfPrompt-GU	Guam
52014	5200-KBA-WhereBorn-ConfPrompt-MH	Marshall Islands
52015	5200-KBA-WhereBorn-ConfPrompt-MP	Northern Mariana Islands
52016	5200-KBA-WhereBorn-ConfPrompt-PW	Palau
52017	5200-KBA-WhereBorn-ConfPrompt-PR	Puerto Rico
52018	5200-KBA-WhereBorn-ConfPrompt-VI	Virgin Islands
52019	5200-KBA-WhereBorn-ConfPrompt-FF	Other
Remove global Agent from confirmation grammars for this DM.		

DialogModule parameters

Parameter	***Value***
5200-KBA-WhereBorn-Parameter	
after_end_of_speech_timeout	1,000 ms
before_begin_of_speech_timeout	7,000 ms
allowing_barge_in	True

Event logging

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

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

5205-LastPmt Check Condition

Entering from
5190-WhereBorn Check Condition 5200-WhereBorn-VM

REQID	***Condition***	***Action***
5205-KBA-LastPmt Check Condition-Condition-null	If Last Payment = null	Go to: 5210-LastPmt-VM
5205-KBA-LastPmt Check Condition-Condition-else	If Last Payment else	Report V Transaction per module note, Go to: 5220-CheckingNow-Msg

Module Notes
V-KBPW-LBP_1-(duration),T-KBPW-0000-(duration)

5210-LastPmt-VM

Currency DialogModule™
Ask caller the amount of the last benefit payment they received.

Entering from
5205-LastPmt Check Condition

Prompts

Message Number	***REQID***	***Wording***
52101	5210-KBA-LastPmt-Prompt-Initial1	One last question.
52102	5210-KBA-LastPmt-Prompt-Initial2	What was the amount of the last benefit check you received in dollars and cents.
52103	5210-KBA-LastPmt-Prompt-Retry1	[Global Default] I need the amount in dollars and cents, such as one hundred twenty nine DOLLARS and thirty seven CENTS. How much was your last payment?
52104	5210-KBA-LastPmt-Prompt-Retry2	[Global Default] Please speak slowly and clearly and tell me the amount again.

52105	5210-KBA-LastPmt-Prompt-Timeout1	I'm sorry, I didn't hear anything. I need the amount in dollars and cents, such as one hundred twenty nine DOLLARS and thirty seven CENTS. How much was your last payment?
52106	5210-KBA-LastPmt-Prompt-Timeout2	I'm sorry, I still didn't hear anything. You'll need to know the exact amount of your last benefit check in dollars, but you can skip the cents. If you don't know the amount, we can't proceed and you'll need to call back later when you do know. So if you know the payment amount, please say it now.
52107	5210-KBA-LastPmt-Prompt-Help	You'll need to know the exact amount of your last benefit check in dollars, but you can skip the cents. If you don't know the amount, we can't proceed and you'll need to call back later when you do know. So if you know the payment amount, please say it now.
50394	5210-KBA-LastPmt-Prompt-SuccessYes	Got it.

REQID	***Vocabulary***	*DTMF*	***Action***	***Confirm.***
5210-KBA-LastPmt-Option-Currency	<currency>	<...>	play SuccessYes prompt Go to: 5220-CheckingNow-Msg	*If necessary* *Check This*
5210-KBA-LastPmt-Option-DontKnow	I don't know I'm not sure	—	Go to: 5215-CantProceed-Msg	*Never*
	remove Agent from global grammar for this DM			

Confirmation prompts

Message Number	***Option / Name***	***Wording***
	Currency	Default confirmation, as handled by DialogModule™ “I think you said xxx dollars and xxx cents. Is that correct?” after Yes, play SuccessYes prompt

DialogModule parameters

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

Event logging

Record = U-KBPW-DM_5210-(Call Duration at start),T-KBPW-	0000 = Success	-Call duration at process end
	0001 = Error	
	0002 = Max No Input	
	0003 = Max No Match	
	0200 = Caller Hang Up	
	0303 = Max No Confirm	

	0304 = Max Help	
	0310 = Caller Requested Main Menu	
	0311 = Caller Requested Agent	

Developer notes

Usability note: The back end will ignore the cents, but it's best to ask for it anyway to make explaining what to say easier. Also, the caller is likely to be looking at a written amount, so if they know the dollars they'll know the cents too.

Set Confidential Flag to TRUE

5215-CantProceed-Msg

Play Prompt

Tell caller we can't proceed without those numbers.

Entering from

5210-LastPmt-VM

Prompts

Message Number	*REQID*	*Wording*
50401	5215-KBA-CantProceed-Prompt-1	I'm sorry but we can't proceed without those numbers. You may want to call back when you have those numbers with you.

Req ID	*Condition*	*Action*
5215-KBA-CantProceed-Condition-Always	*Always*	return code := failure return to Global (COA-DD 1330-CallKBAuth-Code)

Event logging

Developer notes

No barge-in ← Be sure of this setting!

5220-CheckingNow-Msg

Play Prompt

Tell the caller there may be a short delay while we check the information they gave us.

Entering from

5210-LastPmt-VM

Prompts

Message Number	*REQID*	*Wording*
52201	5220-KBA-CheckingNow-Prompt1	Hold on while I check our database. It may take a few seconds.

Req ID	*Condition*	*Action*
5220-KBA-CheckingNow-Condition-Always	*Always*	Go to: 5230-QueryKB-DB

Event logging

Developer notes

No barge-in

5230-QueryKB-DB

Database Query
Check the Knowledge Base database.

Entering from
5220-CheckingNow-Msg

Input Field	*Description*
SSN	
first name	
last name	
alternate last name	may be null
date of birth	
mother's maiden last name	
state or territory of birth	
dollar amount of last payment	set the cents to zero before the query

Output Field	*Description*
verification status	success or failure

Req ID	*Condition*	*Action*
5230-KBA-QueryKB-Condition-Succ	*IF success*	Go to: 5250-SaySuccess-Msg
5230-KBA-QueryKB-Condition-Fail	*Else if failure because data doesn't match*	Go to: 5260-SayFailure-Msg
5230-KBA-QueryKB-Condition-AcctBlocked	*Else if failure because account is blocked*	Go to: 5270-AccountBlocked-Msg

Event logging

5250-SaySuccess-Msg

Play Prompt
Tell caller they've been verified.

Entering from
5230-QueryKB-DB

Prompts

Message Number	*REQID*	*Wording*
52501	5250-KBA-SaySuccess-Prompt1	OK, everything checks out.

Req ID	*Condition*	*Action*
5250-KBA-SaySuccess-Condition-Always	*Always*	return code := success return to Global COA-DD 1330-CallKBAuth-Code)

Event logging

Developer notes
No barge-in

5260-SayFailure-Msg

Play Prompt
Tell caller they could not be verified.

Entering from
5230-QueryKB-DB

Prompts

Message Number	*REQID*	*Wording*
52601	5260-KBA-SayFailure-Prompt1	I'm afraid that some of the information you gave me doesn't match what we have in our records.

	Condition	*Action*
5260-KBA-SayFailure-Condition-Always	*Always*	return code := failure return to Global (COA-DD 1330-CallKBAuth-Code)

Event logging

Developer notes
No barge-in

5270-AccountBlocked-Msg

Play Prompt
Tell caller they blocked their own account from telephone access.

Entering from
5230-QueryKB-DB

Prompts

Message Number	*REQID*	*Wording*
52701	5270-KBA-AccountBlocked-Prompt1	Our records show that you requested that your account be blocked from access by this automated system, as well as by the Internet, even with a password, so I'll need to send you to an agent to complete this transaction. If you want to unblock your account, the agent must handle that as well.

	Condition	*Action*
5270-KBA-AccountBlocked-Condition-Always	*Always*	return code := account_blocked return to Global (COA-DD 1330-CallKBAuth-Code)

Event logging

Developer notes
No barge-in

5900-DMfailure-Msg

Play Prompt
Apologize that we can't understand the caller.

Entering from
any DM in the KBA (but **not** GetName module) that hits max retries or max timeouts

Prompts		
Message Number	***REQID***	***Wording***
59001	5900-KBA-DMfailure-Prompt1	I'm so sorry I'm not able to understand you.

	Condition	***Action***
5900-KBA-DMfailure-Condition-Always	*Always*	return status := failure return to Global (COA-DD 1330-CallKBAuth-Code)

Event logging

Developer notes
No barge-in

—End of Specification —