

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

Knowledge-Based Authorization

4.15.4

OMB Attestation Addition
SARA3 DD-COA Module Change Request



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Chapter 1: Introduction

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

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

Chapter 2: Global Behavior

2.1 Privacy

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

2.2 Timeouts and Retries

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

Message Number 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-CallKBAAuth-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 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		

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

For all names:

All punctuation shall be removed

Numbers shall be removed

Single and double letters shall be ignored

Any titles or common suffixes shall be removed (Dr Jr II etc.)

Any contiguous collection of non-whitespace characters beside the above are taken as a name.

Very short names like 'A' will be ignored on the assumption that these would fail to match SSA records.

First Names

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

Last Name

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

5005-Social Security Check Condition

			
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)			

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5020-GetSSNumber-SSN

Social Security DialogModule™			
Get the caller's Social Security Number			
Entering from			
5005 Social Security Check Condition			
Prompts	REQID	Wording	
Message Number			
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: <u>5035A-GetFirstName Say and Spell</u>
5030-KBA-GetFirstName Check Condition-Condition-else	If First Name else	Report V Transaction per module note, Go to: <u>5040-Last Name Check Condition</u>
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: <u>5040-Last Name Check Condition</u>	ALWAYS
5035-A-KBA-GetFirstName Option-MaxTimeout			--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--
5035-A-KBA-GetFirstName Option-MaxRetry			--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: <u>5115-PostSSN-DB</u> ,	--
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 < First Name > spelled < First Name Spelling >, did I get that right?"	If Yes: Play 5035-A-KBA-GetFirstName Prompt-Success-1 Then Go to: <u>5040-Last Name Check Condition</u> If No: Play 5035-A-KBA-ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u>
		< First Name >				
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: <u>5040-Last Name Check Condition</u> If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u>
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: <u>5040-Last Name Check Condition</u> If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u>
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: <u>5040-Last Name Check Condition</u> If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u>
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: <u>5040-Last Name Check Condition</u> If No: Play 5035-A-KBA-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u>
50348	5035-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
00122	5035-A-KBA-GetFirstName Prompt-Success-1	Thanks	Success	
00250	5035-A-KBA-GetFirstName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go to: <u>5050-Name-ExitFailure-Msg</u>
Event logging				
Record = U-KBPW-DM_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

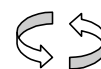
Collection Max Retry is set to 0.

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: <u>5040-Last Name Check Condition</u>	ALWAYS
5035-B-KBA-GetFirstName Option-MaxTimeout		--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--
5035-B-KBA-GetFirstName Option-MaxRetry		--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--
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	If Yes: Play 5035-B-KBA-GetFirstName Prompt-Success-1 Then Goto <u>5040-Last Name</u>	
		< First Name >			

50337	5035-B-KBA-GetFirstName ConfPrompt-FirstName-2	...spelled:	>, did I get that right?"	<u>Check Condition</u> If No: Play 5035-B-KBA- ConfirmationApology-Prompt, re- enter this module.
	CPR	< First Name Spelling >		
50342	5035-B-KBA-GetFirstName ConfPrompt-FirstName-3	Did I get that right?		
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 <u>5040- Last Name</u> <u>Check Condition</u> 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 <u>5040- Last Name</u> <u>Check Condition</u> 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 <u>5040- Last Name</u> <u>Check Condition</u> 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 <u>5040- Last Name</u> <u>Check Condition</u> 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: <u>5050-Name- ExitFailure-Msg</u>
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: <u>5090-AltName Check Condition</u> If No: Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u>
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: <u>5090-AltName Check Condition</u> If No: Play 5045-A-GetLastName-ConfirmationApology-Prompt Go to: <u>5115-PostSSN-DB</u>
50394	5045-A-KBA-GetLastName Prompt-Success-1	Got it.	Success	
50348	5045-A-KBA-ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
00250	5045-A-KBA-GetLastName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go to: <u>5050-Name-ExitFailure-Msg</u>

Event logging

Record = U-KBPW-DM_5045-(Call Duration at start),T-KBPW-

0000 = Success

-Call duration at process end

0001 = Error

0002 = Max No Input

0003 = Max No Match

0200 = Caller Hang Up

0303 = Max No Confirm

0304 = Max Help

0310 = Caller Requested Main Menu

0311 = Caller Requested Agent

Developer notes

Collection Max Retry is set to 0.

Collection Max Timeout is set to 2

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

Set Confidential Flag to TRUE

5045B-GetLastName Spell Only



Name DialogModule™					
Caller enters this module AFTER TNRS database transaction.					
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: <u>5090-AltName Check Condition</u>	ALWAYS
5045-B-KBA-GetLastName Option-MaxTimeouts		--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--
5045-B-KBA-GetLastName Option-MaxRetry		--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--
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: <u>5090-AltName Check Condition</u> 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: <u>5090-AltName Check Condition</u> 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: <u>5090-AltName Check Condition</u> 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: <u>5090-AltName Check Condition</u> 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: <u>5090-AltName Check Condition</u> 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: <u>5050-Name-ExitFailure-Msg</u>

Event logging

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

	0311 = Caller Requested Agent	
Developer notes		
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		
<u>5035A-GetFirstName Say and Spell</u> , <u>5035B-GetFirstName Spell Only</u> , <u>5045A-GetLastName Say and Spell</u> , <u>5045B-GetLastName Spell Only</u> , <u>5110A-GetAltName Say and Spell</u> , <u>5110B-GetAltName Spell Only</u> , <u>5140- GetMother'sMaiden</u>		
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: <u>5150-NoName-Msg</u>
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: <u>5110A-GetAltName Say and Spell</u>	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: <u>5120-DOB Check Condition</u>	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	
<i>Developer notes</i>		

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					
<u>5100-CheckForAltName-YN</u>					
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: <u>5120-DOB Check Condition</u>	ALWAYS	
5110-A-KBA-GetAltName Option-MaxTimeouts	--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--	
5110-A-KBA-GetAltName Option-MaxRetry	--	--	Play [Global Default] (I'm sorry, I didn't understand you) Go to: <u>5115-PostSSN-DB</u>	--	

Confirmation Prompts				
Msg. Number	REQID	Wording	Result	Action
82175	5110-A-KBA-GetAltName ConfPrompt-LastName-1	Let me read that back. Last name:	<i>"Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling >, did I get that right?"</i>	If Yes: Play 5110-A-KBA-GetAltName Prompt-Success-1 Then Go to: <u>5120-DOB Check Condition</u> If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> .
		< 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: <u>5120-DOB Check Condition</u> If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> .
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: <u>5120-DOB Check Condition</u> If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> .
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: <u>5120-DOB Check Condition</u> If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> .
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: <u>5120-DOB Check Condition</u> If No: Play 5110-A-KBA-GetAltName ConfirmationApology-Prompt, Go to: <u>5115-PostSSN-DB</u> .

00120	5110-A-KBA-GetAltName Prompt-Success-1	Alright.	Success	
50348	5110-A-KBA- ConfirmationApology-Prompt	Sorry about that. Let's try again.	Apology	
00250	5110-A-KBA-GetAltName ConfPrompt-InvalidOrTimeout3	[250 ms silence]	Max Timeout OR Max Retry at Confirmation	Go To: <u>5050-Name- ExitFailure-Msg</u>
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	
<u>5115-PostSSN-DB</u>	
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-B-KBA-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 <u>5120-DOB Check Condition</u> 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 <u>5120-DOB Check Condition</u> 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 <u>5120-DOB Check Condition</u> 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: <u>5050-Name-ExitFailure-Msg</u>
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			
<u>5035A-GetFirstName Say and Spell</u> , <u>5045A-GetLastName Say and Spell</u> , <u>5110A-GetAltName Say and Spell</u>			
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: <u>5035B-GetFirstName Spell Only</u> , Condition Failure	
KBPW-PSSN-5115-Option-NC-8	SSN Post Flag = 1, Entering from Last Name	Go to: <u>5045B-GetLastName Spell Only</u> , Condition Failure	
KBPW-PSSN-5115-Option-NC-9	SSN Post Flag = 1, Entering from Alt Name	Go to: <u>5110B-GetAltName Spell Only</u> Condition Failure	
Input Field	Description	Value	
SSN	The SSN collected in <u>5020-GetSSNNumber-SSN</u>	SSN: 9-digit SSN	
associatedApplID	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: <u>5035B-GetFirstName Spell Only</u> , Condition Success	
KBPW-PSSN-5115-Option-NC-2	If Success and Last Name	Set SSN Post Flag to 1, Go to: <u>5045B-GetLastName Spell Only</u> , Condition Success	
KBPW-PSSN-5115-Option-NC-3	If Success and Alt Name	Set SSN Post Flag to 1, Go to: <u>5110B-GetAltName Spell Only</u> 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	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.

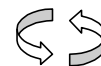
51307	5130-KBA-GetDOB-Prompt-Help	I need to know when you were born as a calendar date. You can say this in a number of ways. For example you can say "July fourth, 1976", or "the fourth of July, 1976". Go ahead. What's YOUR date of birth?			
00122	5130-KBA-GetDOB-Prompt-SuccessYes	Thanks.			
REQID		Vocabulary	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 12 th 1931		
51309	5130-KBA-GetDOB-ConfPrompt-Date2	Is THAT right?	Okay, so that's: <January 12 th , 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		
<u>5090-AltName Check Condition</u> <u>5100-CheckForAltName-YN</u> <u>5130-GetDOB-Date</u>		
REQID	Condition	Action
5135-KBA-Mother'sMaiden Check Condition-Condition-null	If Mother's Maiden Name = null	Go to: <u>5140-GetMother'sMaiden</u>
5135-KBA-Mother'sMaiden Check Condition-Condition-else	If Mother's Maiden Name else	Report V Transaction per module note, Go to: <u>5190-WhereBorn Check Condition</u>
Module Notes		
V-KBPW-MMName_1-(duration),T-KBPW-0000-(duration)		

5140- GetMother'sMaiden



Name DialogModule™			
Entering from			
5135-Mother'sMaiden Check Condition			
Prompts	REQID	Condition	Wording
Msg. Number			
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: <u>5190-WhereBorn Check Condition</u>	ALWAYS	
5140-GetMother'sMaiden-Option-MaxTimeouts	--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--	
5140-GetMother'sMaiden-Option-MaxRetries	--	--	Go to: <u>5050-Name-ExitFailure-Msg</u>	--	
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: <u>5190-WhereBorn Check Condition</u> 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: <u>5190-WhereBorn Check Condition</u> 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: <u>5190-WhereBorn Check Condition</u> 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: <u>5190-WhereBorn Check Condition</u> 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: <u>5190-WhereBorn Check Condition</u> 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: <u>5050-Name-ExitFailure-Msg</u>
Event logging				
Record = U-KBPW-DM_5140-(Call Duration at start),T-KBPW-		0000 = Success		-Call duration at process end
		0001 = Error		
		0002 = Max No Input		
		0003 = Max No Match		
		0200 = Caller Hang Up		
		0303 = Max No Confirm		
		0304 = Max Help		
		0310 = Caller Requested Main Menu		
		0311 = Caller Requested Agent		
Developer notes				
The following prompts use SAY AND SPELL grammars: Initial-1, Timeout1, Timeout2, and SayHelp. If there is a no-match/rejection error, OR if the caller gives a "No" confirmation to the name, the system switches to the SPELL-ONLY fallback, which is announced in prompts Retry1, Retry2, Respell1, Respell2, Respell3, and SpellHelp. This matches the spell-only fallback strategy in TPPW, which is based on the Nuance Name OSDM callflow. In spell-only fallback collections, use spell-only grammar. Respell 3 is conditional -- may not always play depending on the number of retries/confirmations played. Set Confidential Flag to TRUE				

5150-NoName-Msg

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-CallKBAAuth-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		
<u>5135-Mother'sMaiden Check Condition</u> <u>5140-GetMother'sMaiden</u>		
REQID	Condition	Action
5190-KBA-WhereBorn Check Condition-Condition-null	If PoB = null	Go to: <u>5200-WhereBorn-VM</u>
5190-KBA-WhereBorn Check Condition-Condition-else	If PoB else	Report V Transaction per module note, Go to: <u>5205-LastPmt Check Condition</u>
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		
<u>5190-WhereBorn Check Condition 5200-WhereBorn-VM</u>		
REQID	Condition	Action
5205-KBA-LastPmt Check Condition-Condition-null	If Last Payment = null	Go to: <u>5210-LastPmt-VM</u>
5205-KBA-LastPmt Check Condition-Condition-else	If Last Payment else	Report V Transaction per module note, Go to: <u>5220-CheckingNow-Msg</u>
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: <u>5215-CantProceed-Msg</u>	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-CallKBAAuth-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		
<u>5220-CheckingNow-Msg</u>		

<i>Input Field</i>	<i>Description</i>
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
<i>Output Field</i>	<i>Description</i>
verification status	success or failure

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

<i>Event logging</i>

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-CallKBAAuth-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
5260-KBA-SayFailure-Condition-Always		Always
		Action
		return code := failure return to Global (COA-DD 1330-CallKBAAuth-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-CallKBAAuth-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-CallKBAAuth-Code)
Event logging		
Developer notes		
No barge-in		

—End of Specification —