Stop Service Scenario

High Level Requirements

**Overview: this Proof of Concept for Commonwealth Edison will allow users to stop service using either SMS or voice channels solely or together to complete the transaction**

**Required Variables**

* ID&V
* Confirmation of existing service address
* Stop date
* Final billing address

**Assumptions:**

**ID&V-** the POC will associate the following address with all phone numbers to simulate ID&V:

123 West Adams Street Chicago IL 60621

Confirm existing service address- if the caller answers “no” to this question the POC should play or display the following message:

“The proof of concept does not currently support this path. In the future the application could potentially perform some further account identification.”

If the caller says enters yes following this message allow them to continue the process.

Stop date- recognize the following formats:

* Days of the week- associate to the date when that day of the week next occurs
* Next “day of the week”- associate that day of the week with the date when it will occur in the following week.
* Numeric date (e.g. the 12th) - associate the date with the month when the date will next occur.
* Full date (e.g. January 24th) - associate the date with the year when the date will next occur.

Final Billing address- the only address we will accept for the POC will be “9910 Maple Road, Omaha NE 68134”, unless it is feasible to accept any address entered by the caller by early Feb.

**ANI Look up-** if it is feasible to do in the POC, I would like the POC to perform an ANI look up at the top of an inbound call to determine if the caller is on a landline or a cell.

Happy Path Call Flows

SMS Happy Path Flow

Caller: “I want to stop my service”

System: “Thanks for contacting Com Ed. I can help you with that, the service address I have associated to your number is 123 West Adams Street Chicago IL 60621. Is that correct?

Caller: “yep”

System: “what’s the date you want to stop service?”

Caller: “next Tuesday”

System: “Ok, we will stop your service at 123 West Adams Street on Tuesday dd/mm. What’s the address where I can send your final bill?”

Caller: “9910 Maple Road Omaha, NE 68134”

System: “Ok. I’ll send your final bill to 9910 Maple Road Omaha, NE 68134. You should receive your bill 30 to 45 days after your stop date. If you don’t not receive your bill please let us know. Is there anything else I help with today?

Caller: “nope”

System: “Thanks for contacting Com Ed. Have a great day.”

Voice Happy Path (No Ani Look up or Landline) Flow

System: “Thanks for calling Com Ed. How can I help you today?”

Caller: “I want to stop my service”

System: “I can help you with that, the service address I have associated to your number is 123 West Adams Street Chicago IL 60621. Is that correct?

Caller: “yep”

System: “Ok what date do you want to stop you service?”

Caller: “next Tuesday”

System: “All right, I will stop your service at 123 West Adams Street on Tuesday dd/mm. What is the address where I can send your final bill?”

Caller: “9910 Maple Road Omaha, NE 68134”

System: “Ok. I will send your final bill to 9910 Maple Road Omaha, NE 68134. You should receive your bill 30 to 45 days after your stop date. If you don’t not receive your bill please let us know. Is there anything else I can do for you today?

Caller: “nope”

System: “Thanks for calling Com Ed. Have a great day.”

Voice Happy Path (Cell) Flow

System: “Thanks for calling Com Ed. How can I help you today?”

Caller: “I want to stop my service”

System: “I understand that you want to stop your service. Is it ok if I text you with the service address I have on file.

Caller: “Yes:

System *(through text)*: The service address I have associated to your number is 123 West Adams Street Chicago IL 60621. Is that correct?

Caller *(through text)*: “yep”

System (through voice channel): “Ok what date do you want to stop you service?”

Caller: “next Tuesday”

System: “All right, I will stop your service at 123 West Adams Street on Tuesday dd/mm. Could you please text me with the address where I can send your final bill?”

Caller: “sure”

Caller through text: “9910 Maple Road Omaha, NE 68134”

System *(via voice channel*): “Ok. I will send you your final bill to 9910 Maple Road Omaha, NE 68134. You should receive your bill 30 to 45 days after your stop date. If you don’t not receive your bill please let us know. Is there anything else I can do for you today?

Caller: “nope”

System: “Thanks for calling Com Ed. Have a great day.”

No Stop Date Variable Call Flows

SMS “Don’t Know” Stop Date Variable Path Flow

Caller: “I want to stop my service”

System: “Thanks for contacting Com Ed. I can help you with that, the service address I have associated to your number is 123 West Adams Street Chicago IL 60621. Is that correct?

Caller: “yep”

System: “Ok what date do you want to stop you service?”

Caller: “I don’t know”

System: “Ok no problem, I will need a stop date in order to complete your stop order. You can call or text your stop date when you have one.”

SMS “Don’t Know Continued” Stop Date Variable Path Flow

**Note: caller’s number matches number that has previously called for stop service and stopped at the stop date.**

Caller: “I want to my stop service next Wednesday”

System: “All right, I will stop your service at 123 West Adams Street on Wednesday dd/mm. What is the address where I can send your final bill?”

Caller: “9910 Maple Road Omaha, NE 68134”

System: “Ok. I will send you your final bill to 9910 Maple Road Omaha, NE 68134. You should receive your bill 30 to 45 days after your stop date. If you don’t not receive your bill please let us know. Is there anything else I can do for you today?

Your confirmation number is 12345 if you need help call or text

Caller: “nope”

System: “Thanks for contacting Com Ed. Have a great day.”

Voice “Don’t Know” Stop Date Variable Path Flow

System: “Thanks for calling Com Ed. How can I help you today?”

Caller: “I want to stop my service”

System: “I understand that you want to stop your service. The service address I have associated to your number is 123 West Adams Street Chicago IL 60621. Is that correct?

Caller: “yep”

System: “Ok what date do you want to stop you service?”

Caller: “I don’t know”

System: “I need a stop date in order to complete your stop order. You can call or text your stop date when you have one. Thanks for contacting Com Ed. Have a great day.”

SMS “Don’t Know Continued” Stop Date Variable Path

**Note: caller’s number matches number that has previously called for stop service and stopped at the stop date.**

Caller: “I want to my stop service next Wednesday”

System: “All right, I will stop your service at 123 West Adams Street on Tuesday dd/mm. What is the address where I can send your final bill?”

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System: “Ok. I will send you your final bill to 9910 Maple Road Omaha, NE 68134. You should receive your bill 30 to 45 days after your stop date. If you don’t not receive your bill please let us know. Is there anything else I can do for you today?

Caller: “nope”

System: “Thanks for contacting Com Ed. Have a great day.”

Voice “Don’t Know Continued” Stop Date Variable Path (No Ani Look up or Landline)

**Note: caller’s number matches number that has previously called for stop service and stopped at the stop date.**

System: “Thanks for calling Com Ed. Would you like to continue your stop order?”

Caller; “Yep”

System: “Ok what date do you want to stop you service?”

Caller: “I want to my stop service next Wednesday”

System: “All right, I will stop your service at 123 West Adams Street on Tuesday dd/mm. What is the address where I can send your final bill?”

Caller: “9910 Maple Road Omaha, NE 68134”

System: “Ok. I will send your final bill to 9910 Maple Road Omaha, NE 68134. You should receive your bill 30 to 45 days after your stop date. If you don’t not receive your bill please let us know. Is there anything else I can do for you today?

Caller: “nope”

System: “Thanks for calling Com Ed. Have a great day.”

No Final Bill Address Call Flows

SMS “Don’t Know” Final Bill Address Variable Path Flow

Caller: “I want to stop my service”

System: ““Thanks for contacting Com Ed. I can help you with that, the service address I have associated to your number is 123 West Adams Street Chicago IL 60621. Is that correct?

Caller: “yep”

System: “Ok what date do you want to stop you service?”

Caller: “next Tuesday”

System: “All right, I will stop your service at 123 West Adams Street on Tuesday dd/mm. What is the address where I can send your final bill?”

Caller: “I don’t know yet.”

System: “I need a final billing address in order to complete your stop order. You can call or text your final billing address when you have one. Thanks for contacting Com Ed. Have a great day.”

SMS “Don’t Know Continued” Final Bill Address Variable Path Flow

**Note: caller’s number matches number that has previously called for stop service and stopped at the stop date.**

Caller: “My final billing address is 9910 Maple Road Omaha, NE 68134”

System: “Ok. To recap, I will be stopping service at 123 West Adams Street on <date from previous transaction> and I will be sending your final bill to 9910 Maple Road Omaha, NE 68134. Does that sound right?

Caller: “Yep”

System: “You should receive your bill 30 to 45 days after your stop date. If you don’t not receive your bill please let us know. Is there anything else I can do for you today?”

Caller: “nope”

System: “Thanks for contacting Com Ed. Have a great day.”

Voice “Don’t Know” Final Bill Address Variable Path Flow

System: “Thanks for calling Com Ed. How can I help you today?”

Caller: “I want to stop my service”

System: “I understand that you want to stop your service. The service address I have associated to your number is 123 West Adams Street Chicago IL 60621. Is that correct?

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Caller: “Yep”

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Caller: “nope”

System: “Thanks for contacting Com Ed. Have a great day.”

Voice “Don’t Know Continued” Final Bill Address Variable Path (No Ani Look up or Landline)

**Note: caller’s number matches number that has previously called for stop service and stopped at the stop date.**

System: “Thanks for calling Com Ed. Would you like to continue your stop order?”

Caller; “Yep”

System: “Ok what is the address where I can send your final bill?”

Caller: “9910 Maple Road Omaha, NE 68134”

System: “Ok. To recap, I will be stopping service at 123 West Adams Street on <date from previous transaction> and I will be sending your final bill to 9910 Maple Road Omaha, NE 68134. Does that sound right?

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