User Interface Specification

Convergys

FastPath Demo 1

Version 1.0

January 16, 2014

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Revision History

Date	Version	Summary of Changes	Revised By
12/03/2013	0.9	Initial demo creation	Jeff Kosa
01/16/2014	1.0	Edits to show change control	Jeff Kosa

State Legend

Call-flow diagrams built up of high-level process icons represent the global dialog structure of the application. These high-level diagrams parallel with the more detailed call-flow diagrams that outline every play-prompt, interaction state, data retrieval step, internal decision and possible ends of the call. These low-level charts give a precise graphical representation of the flow of the state tables in the detailed design specification.

The following shapes are used to convey the call-flow:

	A 'Play-prompt' state plays a waveform, or a series of waveforms, to the caller.
	An 'Interaction' state prompts the caller for input. It also handles all default timeout and retry behavior. It typically exits (continues to the next state) upon a successful recognition.
	The 'Data Retrieval' icon represents back-end transactions, to a database, for example.
	The 'Decision' icon represents a logical check in the program code to branch on decision.
	'Connectors' link different sections within the call-flow diagrams. Circles are on-page connectors while the pentagons are off-page connectors to elsewhere in the call-flow.
Return	A 'Sub-Dialog' indicates a series of play-prompt or interaction states or data retrieval steps, etc. that can be reused.
Transfer: Hang up	An end-of-call is a 'Transfer' to another service or customer representative, or a system 'Hang up'.

The Dialog States are color coded with the call flow:

State	Color coding	Example/Description
Play Prompt	MM1000_PlayPromptState	A prompt where input is not expected from the caller, such as a Welcome message.
Interaction	MM1000_InteractionState	"What's your phone number?"
Decision	MM1000_DecisionState	Account balance > $20?
Sub-Dialog Flow	MM1000_Sub-DialogFlowState	Portion of the UI which is used in multiple places
Data Retrieval	MM1000_DataRetrieval	Database look-up that results in a change in flow.

Call Flow Diagrams

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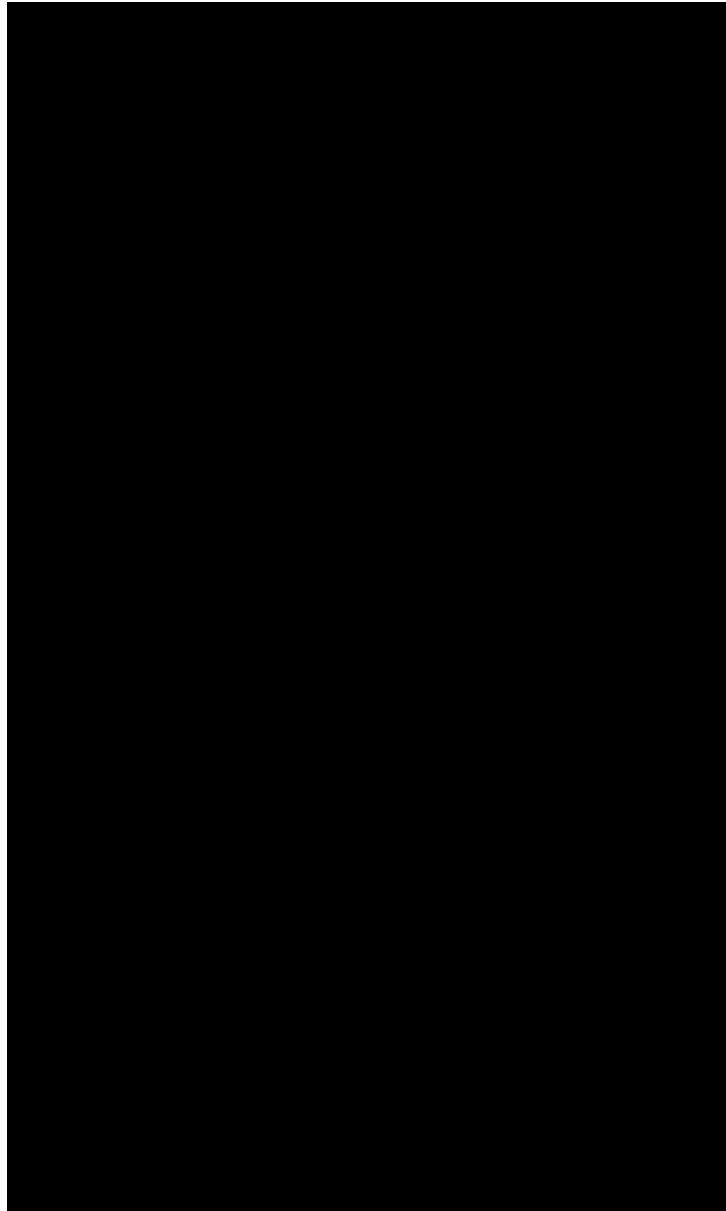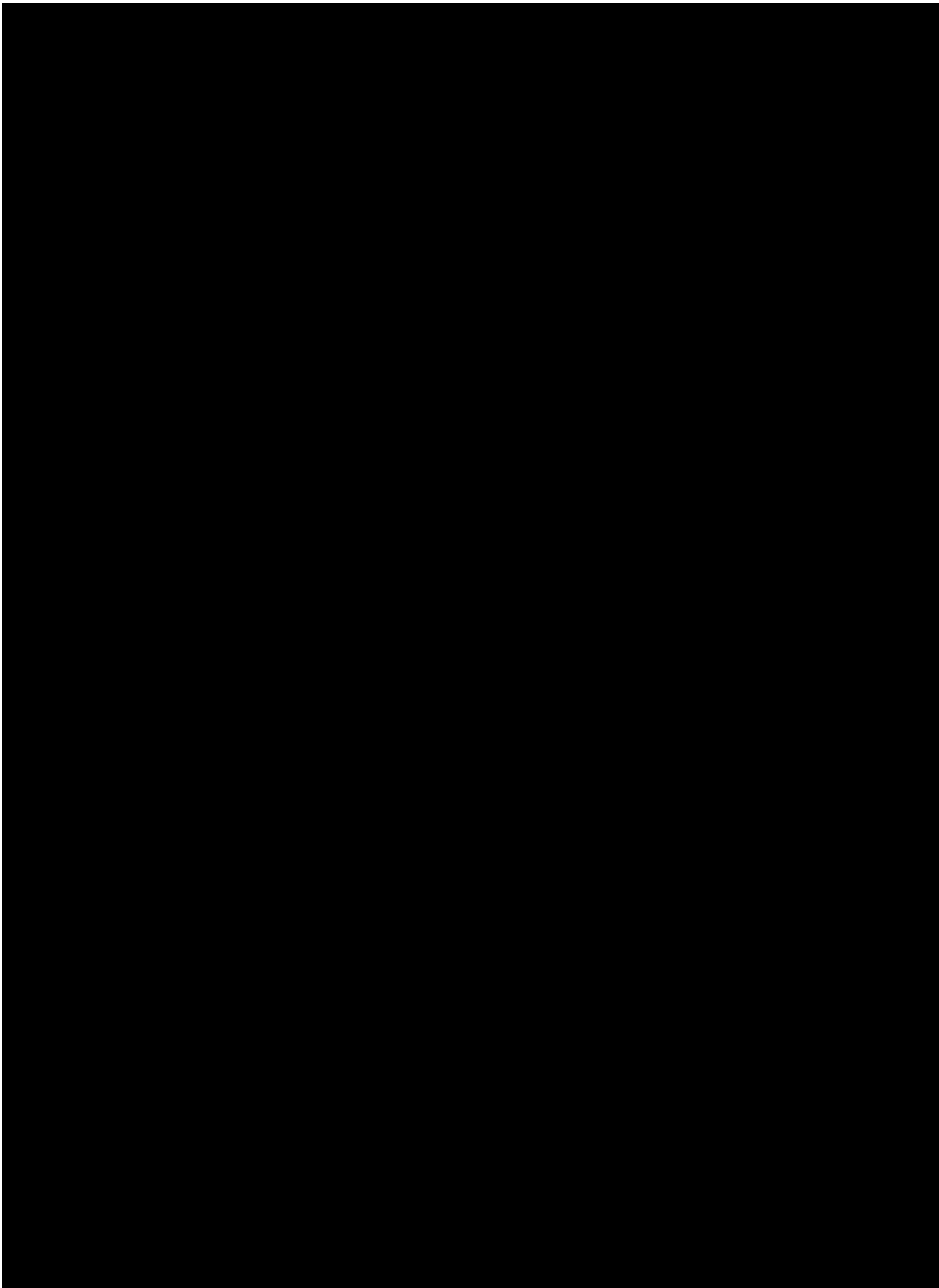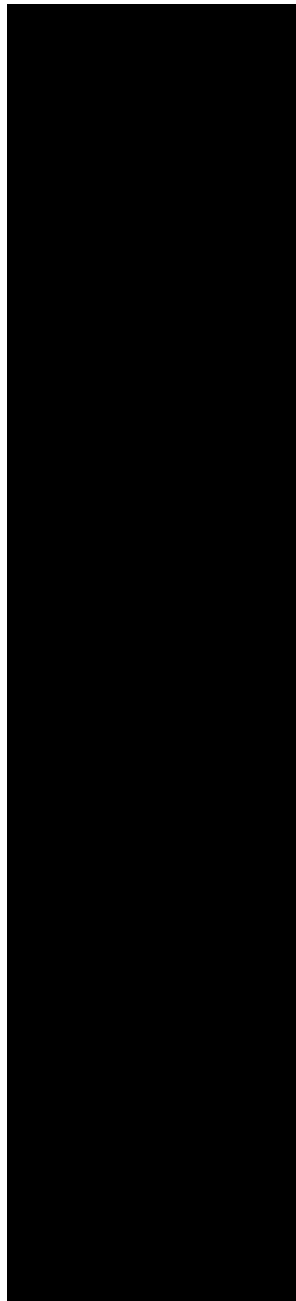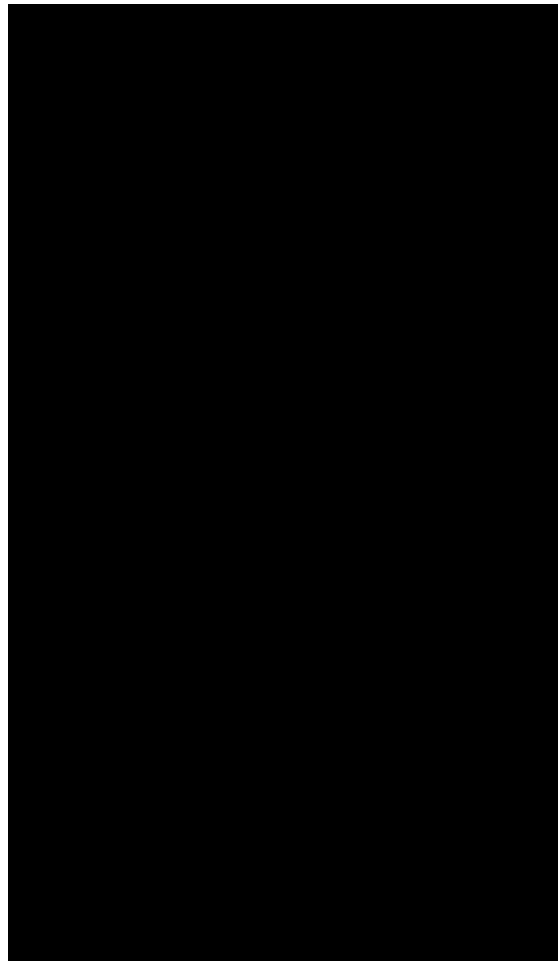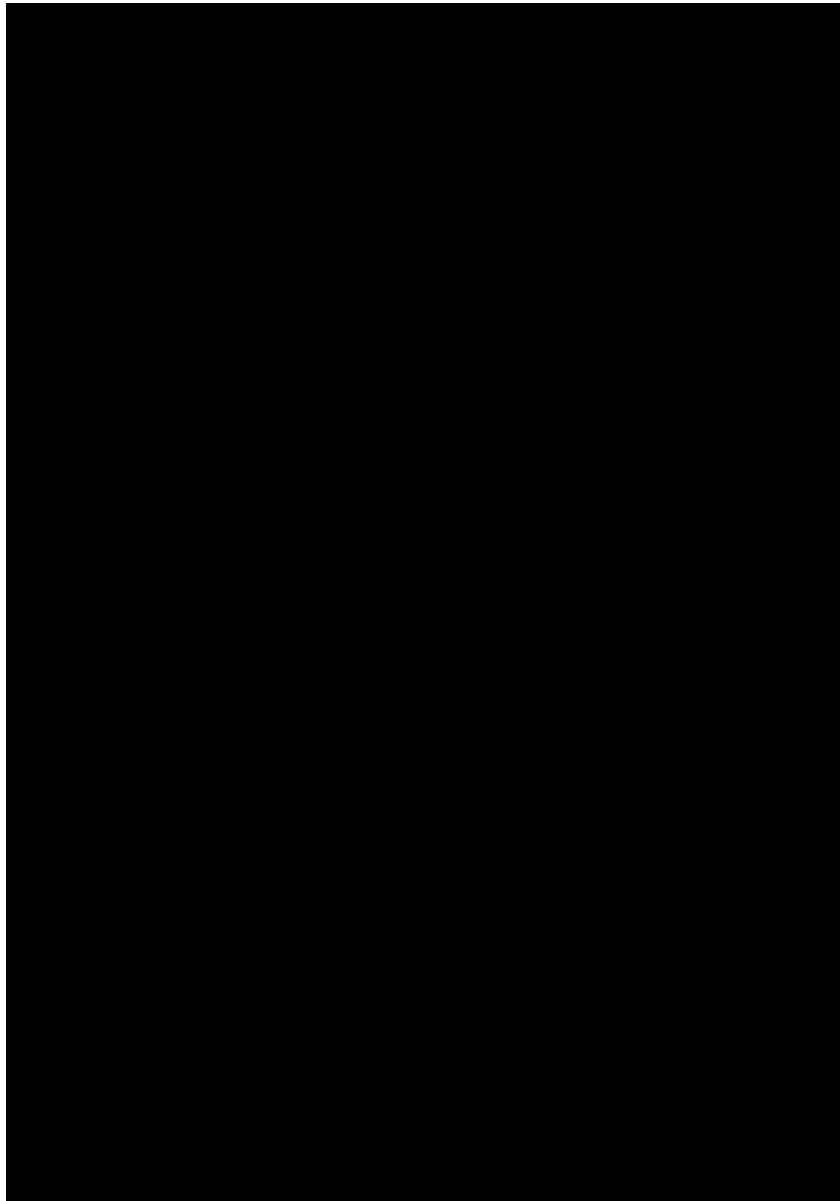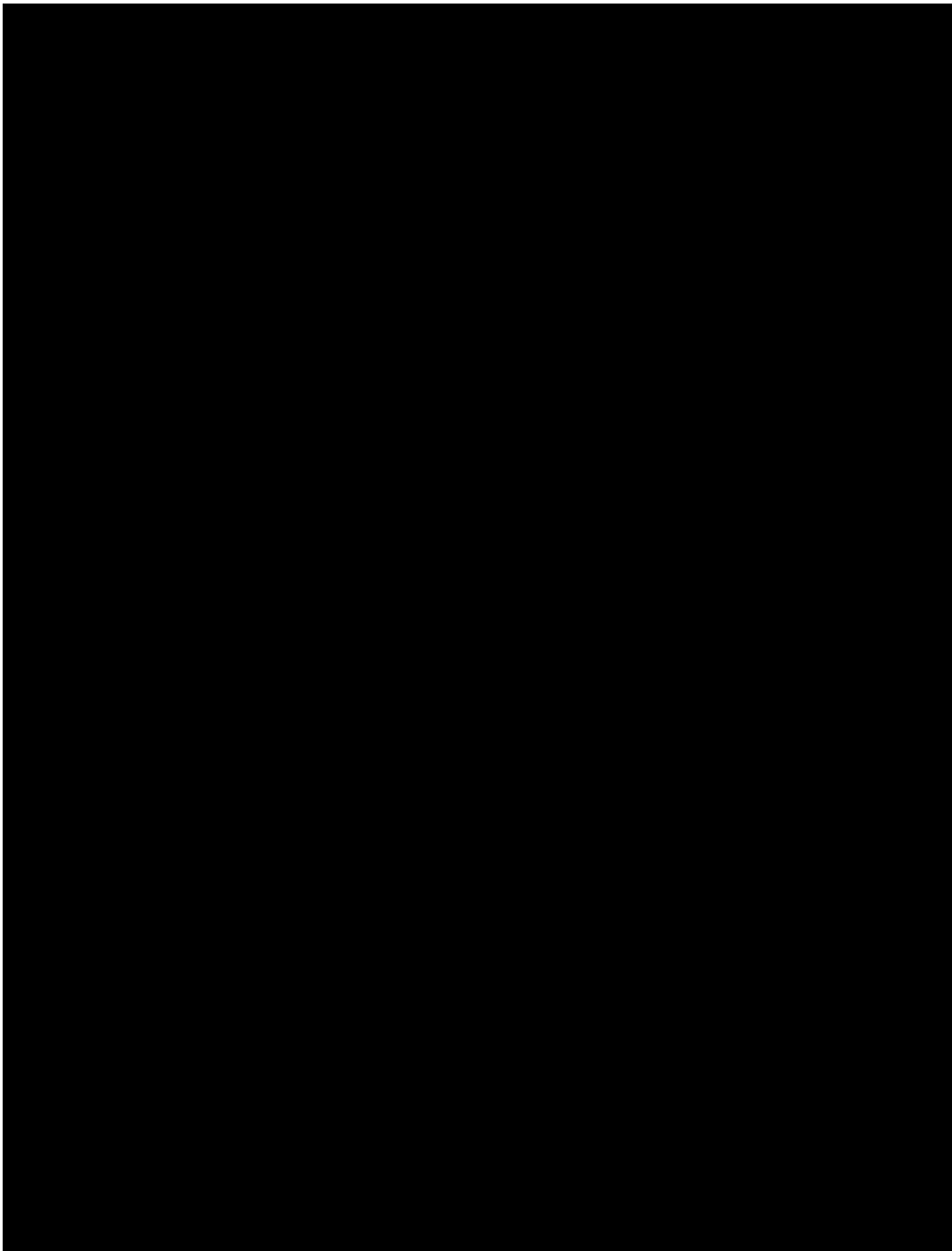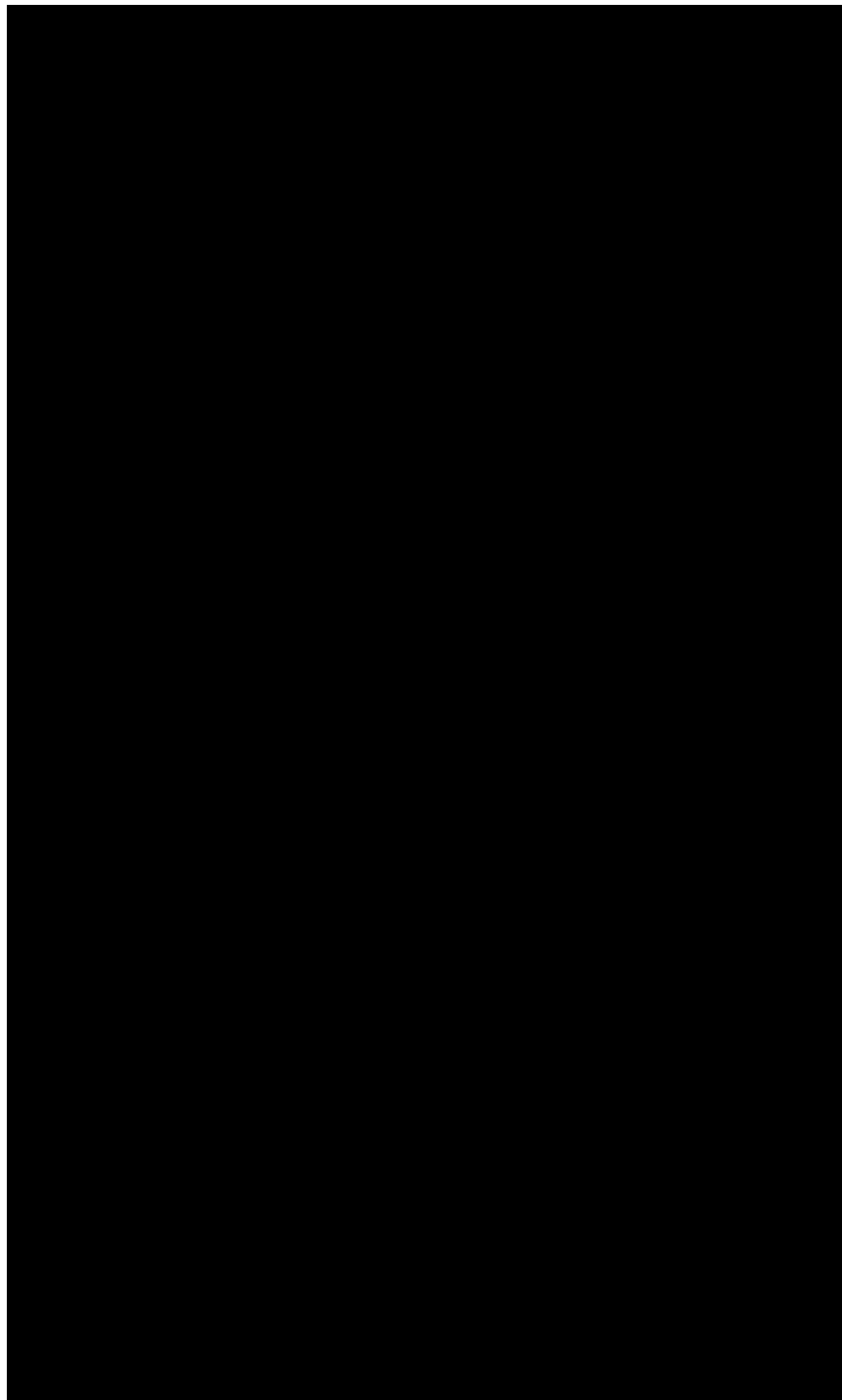
Understanding Dialog States

Below is an example Interaction state with the key

Default Interaction State Behavior

Retry and Timeout Handling

An interaction state typically has an initial prompt for input, a series of retry prompts to play if the recognizer rejects the caller's spoken input, and a series of timeout prompts to play if the recognizer does not detect any caller input during the timeout period. These additional prompts give the caller several chances to provide a valid response. For example:

Initial: *Main Menu. You can say Quotes, Trading, Account Information or Market News.*

Timeout 1: *I'm sorry, I didn't hear anything. For Quotes, press 1. For Trading, press 2. For Account Information, press 3. Or, for Market News, press 4.*

Timeout 2*: I'm sorry, I still didn't hear anything. For securities and mutual fund Quotes, press 1. To place a Trade, press 2. To hear balances and other Account Information, press 3. For Market News, press 4. Or, for a representative, press 0.*

The default maximum numbers of retries and timeouts and the behavior if they are exceeded will be specified in the start state. Any interaction state which deviates from the default will be called out in the state itself.

The speech recognizer uses a *confidence threshold* to determine whether to accept or reject the caller's input. An utterance is accepted if the recognizer's confidence level is above the threshold.   Anything below the threshold results in a retry. The default confidence threshold can be different for each interaction state, and, during the development and tuning process, our Speech Science team will optimize this value for each individual state.

Confidence-Based Confirmation

If an option in an interaction state is set to confirm *Always*, the application will always prompt the caller to verify his input. If an option is set to *Never*, the application will accept the response and move on.

There is also a third confirmation option - *If Necessary*. In these cases, if a caller's spoken input is recognized in the middle confidence range, the system asks the caller to confirm.

Threshold	Result
Confidence Above Upper Threshold	Accept and move on
Confidence Between Lower and Upper Thresholds	Confirm caller input
Confidence Below Lower Threshold	Reject and reprompt

For example:

I heard you say 301-12-3456. Is that right?

If the caller says yes to the confirmation question, they move on in the application. If they say no, the application will re-prompt with the appropriate disconfirm prompt, such as:

My mistake. Please enter your Social Security Number again. Or, if you've created a Customer ID to replace your Social Security Number, say Customer ID.

Only "yes" and "no" options are accepted as valid inputs during a confirmation. Any error during the confirmation will be treated as a disconfirm. After the maximum disconfirm errors have been exceeded in a confidence-based system, the application will take the action specified in the design. The value at which the middle range threshold is set is determined by the Speech Science team.

Grammar Strategy

The synonyms or alternate phrases for menu options or yes/no will not be shown in each State. The entries listed for each option are samples of anticipated phrases only and not necessarily representative of the final set of synonyms to be recognized by the application. After the UI Spec is approved, the Convergys Speech Science group will write grammars to support the application. In addition, any grammar exceptions will be noted in individual states.

Global Commands

These are commands that can be used in every Interaction State. The global commands won't be listed in every State but the ability to use them will be part of the code. They will be listed in the State if the action required is different than the default shown below.

Option	Vocabulary	DTMF	Conditions-Actions	Confirm?
Customer Service	customer service, representative	0	Go To: TR9100_Transfer_Message	Never
Confirmation Prompts				
Option	**Wording**			**Prompt ID**

Global Prompts

These are prompts that can be used for default handling.   These prompts won't be listed in every State but the ability to use them will be part of the code. Anywhere a prompt type is played (i.e. Initial, Timeout, Retry, Help, etc.), the behavior will be such that the global version of it will precede the local version. So, a global Retry prompt of "my mistake, let's try that again" would play ahead of the local version "what's your zip code?"

Prompts Type	Conditions and Wording	Prompt ID
Retry1	If NOT Current State = TF7400_Get_Transfer_Amount2 AND NOT Current State = TF7200_Get_Transfer_Amount	
	Sorry, I didn't understand.	Global_r_1
Retry2	If NOT Current State = TF7400_Get_Transfer_Amount2 AND NOT Current State = TF7200_Get_Transfer_Amount	
	I still didn't get that.	Global_r_2
Timeout1	Sorry, I didn't hear anything.	Global_t_1
Timeout2	I still didn't hear anything.	Global_t_2
Disconfirm1	My mistake.	Global_d_1
Disconfirm2	My mistake again.	Global_d_2

Note: During the data collection phase of tuning, a prompt should be played to the callers letting them know that the call is being recorded.

Default State Settings

Each Interaction and Play State has a table section for Special Settings. By default, State settings are only specified if the design needs to call out settings which are different from the best practice settings that would be put in place by the developers and speech scientists.

Setting	Default
Mode	Speech
Barge-in	Y
Prompt ID Format	Partial (aa1000_i_00)
Retries in Total Errors	Y
Timeouts in Total Errors	Y
Disconfirms in Total Errors	N
State Sort Order	Numerical-Alpha

Default Max Handling

These Max Handling settings identify the default behavior for max retry and timeout conditions within the Interaction dialog state. The table values indicate the maximum number of allowed retries, timeouts, disconfirms and total errors, the action that is taken for the condition and the next dialog state for the condition (go to). These Max Handling settings are the default behavior but may be modified for specific dialog states.

Max Condition	Count	Action
Max Retries	2	Go To: TR9000_Having_Trouble_Transfer
Max Timeouts	2	Go To: TR9000_Having_Trouble_Transfer
Max Disconfirms	2	Go To: TR9000_Having_Trouble_Transfer
Max Total Errors	3	Go To: TR9000_Having_Trouble_Transfer

Dialog States

Start	
First State	
AU0100_Get_Demo_DNIS	
Initial Assignments	

Name	Value	Notes
Greeting Found	False	12/03/2013
Language	English	12/03/2013

CS0025_Check_IDP_Greeting		Data Retrieval
Previous State		
AU0100_Get_Demo_DNIS		

Condition	Action
DNISGreetingFound	Greeting Found = true Go To: CS0050_Welcome
NOT DNISGreetingFound	Greeting Found = false Go To: CS0050_Welcome
Developer Notes	
Use DNIS to override greeting if a custom greeting is found in IDP	

CS0050_Welcome	Play Prompt
Previous State	
CS0025_Check_IDP_Greeting	
Prompts **Conditions and Wording**	**Prompt ID**
If Greeting Found	
<dynamic url and greeting audio>	
Else	
Welcome to the FastPath IVR Demo System..	CS0050_i_1
Always	
Your call may be monitored or recorded for quality purposes.	CS0050_i_2

Condition	**Action**
Always	Go To: TR9150_Check_Biometric_Config
Special Settings	
Developer Notes	

AU0100_Get_Demo_DNIS	Interaction
Previous State	
Start	

Prompts **Type**	**Conditions and Wording**	**Prompt ID**
Initial	Please say or enter the four digit DNIS. There are 2 values for normal authentication - 1 2 3 4 or 5 6 7 8.	AU0100_i_1
	Or you can enter 5 5 5 5 to simulate biometric authentication.	AU0100_i_2
Retry1/Timeout1/ Retry2/Timeout2	Please enter the four digit DNIS value for this demo. 1 2 3 4 and 5 6 7 8 can be used for normal authentication or 5 5 5 5 for biometric authentication.	AU0100_r_1

Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
Demo DNIS	<4 digits>	<4 digits>	Go To: CS0025_Check_IDP_Greeting	Never

Confirmation Prompts **Option**	**Wording**	**Prompt ID**
Special Settings		
Developer Notes		

BA1000_Bio_Auth_Intro	Play Prompt
Previous State	
TR9150_Check_Biometric_Config	
Prompts **Conditions and Wording**	**Prompt ID**
The system has looked up your account details based on your current phone number. Please listen carefully to the following prompts and the biometric security system will process your authentication request.	BA1000_i_1
Condition	**Action**
	Go To: BA1050_Bio_Auth_Factor_1
Special Settings	
Developer Notes	

BA1050_Bio_Auth_Factor_1	Play Prompt
Previous State	
BA1000_Bio_Auth_Intro	
Prompts **Conditions and Wording**	**Prompt ID**
Please speak the make and model of your first car. This must match the security data you have provided to Convergys when you opened your account.	BA1050_i_1
long pause	BA1050_i_3
tick tock tick tock tick tock	BA1050_i_2
Condition	**Action**
	Go To: BA1100_Bio_Auth_Factor_2
Special Settings	
Developer Notes	

BA1100_Bio_Auth_Factor_2	Play Prompt
Previous State	
BA1050_Bio_Auth_Factor_1	
Prompts **Conditions and Wording**	**Prompt ID**
Please say your mother's maiden name or other special name you provided to Convergys when you opened your account.	BA1100_i_1
long pause	BA1100_i_4
Thanks - the system will now process your data and determine if your voiceprint is a match.	BA1100_i_2
tick tock tick tock tick tock	BA1100_i_3
Condition	**Action**
	Go To: BA1150_Bio_Auth_Results
Special Settings	
Developer Notes	

BA1150_Bio_Auth_Results	Play Prompt
Previous State	
BA1100_Bio_Auth_Factor_2	
Prompts **Conditions and Wording**	**Prompt ID**
Your credentials have been authenticated by the system.	BA1150_i_1
Condition	**Action**
	cardNumber = "5555111122223333" Go To: CP5000_CardHolder_Main_Menu
Special Settings	
Developer Notes	

AU2000_Get_Card_Number					Interaction
Previous State					
AU2350_Card_PIN_Nomatch_More_Tries, TR9150_Check_Biometric_Config					
Prompts **Type**	**Conditions and Wording**				**Prompt ID**
Initial	Please say or enter your 16-digit card number. You can also say LOST CARD to speak with a representative.				AU2000_i_1
Retry1/Timeout1/ Retry2/Timeout2	Enter your 16 digit card number now. If you don't know it or need to report the card as lost or stolen, press *.				AU2000_r_1
Option	**Vocabulary**	**DTMF**	**Condition-Action**		**Confirm?**
Card Number	<16 digits>	<16 digits>	Go To: AU2250_Get_PIN		Never
I dont know	lost card	*	Go To: TR9075_Agent_Required		Never
Confirmation Prompts **Option**	**Wording**				**Prompt ID**
Special Settings					
Developer Notes					

AU2250_Get_PIN				Interaction
Previous State				
AU2000_Get_Card_Number				
Prompts				
Type	**Conditions and Wording**			**Prompt ID**
Initial	Enter your four digit PIN.			AU2250_i_1
Retry1/Timeout1/ Retry2/Timeout2	Please enter your four digit personal identification number.			AU2250_r_1
Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
PIN		<4 digits>	Go To: AU2300_Card_PIN_Match_Check	Never
Confirmation Prompts				
Option	**Wording**			**Prompt ID**
Special Settings				
Developer Notes				

AU2300_Card_PIN_Match_Check		Decision
Previous State		
AU2250_Get_PIN		
Condition	**Action**	
If Card PIN Match	Go To: CP2450_Activation_Required_Check	
Else if Card PIN Match = false AND times here < 3	Go To: AU2350_Card_PIN_Nomatch_More_Tries	
Else	Go To: AU2400_Card_PIN_Nomatch_Max	
Developer Notes		

AU2350_Card_PIN_Nomatch_More_Tries		Play Prompt
Previous State		
AU2300_Card_PIN_Match_Check		
Prompts		
Conditions and Wording		**Prompt ID**
I'm sorry ... I wasn't able to match your PIN and card number. Let's try again.		AU2350_i_1
Condition	**Action**	
Always	Go To: AU2000_Get_Card_Number	
Special Settings		
Developer Notes		

AU2400_Card_PIN_Nomatch_Max	Play Prompt
Previous State	
AU2300_Card_PIN_Match_Check	

Prompts	
Conditions and Wording	**Prompt ID**
I'm still not finding a match.	AU2400_i_1

Condition	**Action**
Always	Go To: TR9000_Having_Trouble_Transfer

Special Settings

Developer Notes

CP2450_Activation_Required_Check	Decision
Previous State	
AU2300_Card_PIN_Match_Check	

Condition	**Action**
If Activation is required	Go To: CA3000_Want_To_Activate
Else	Go To: CP2500_PIN_Change_Required_Check

Developer Notes

CP2500_PIN_Change_Required_Check	Decision
Previous State	
CA3100_Activation_Success, CP2450_Activation_Required_Check	

Condition	**Action**
If PIN Change is required	Go To: CH4000_Change_PIN_SD
Else	Go To: CP2550_Play_Balance

Developer Notes

CP2550_Play_Balance	Play Prompt
Previous State	
CH4000_Change_PIN_SD, CP5000_CardHolder_Main_Menu, CP2500_PIN_Change_Required_Check	

Prompts	
Conditions and Wording	**Prompt ID**
Your available balance is ...	CP2550_i_1
<balance>	

Condition	**Action**
Always	Go To: CP5000_CardHolder_Main_Menu

Special Settings

Developer Notes

CA3000_Want_To_Activate			Interaction
Previous State			
CP2450_Activation_Required_Check			
Prompts			
Type	**Conditions and Wording**		**Prompt ID**
Initial	Our security records show that you need to activate the card you are using today.		CA3000_i_2
	To activate your card, press 1. Otherwise, press 2.		CA3000_i_1
Retry1/Timeout1/ Retry2/Timeout2	If you'd like to activate your card, press 1. Otherwise, press 2.		CA3000_r_1

Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
Activate		1	Go To: CA3050_Activation_Success_Check	Never
Otherwise		2	Go To: TR9075_Agent_Required	Never

Confirmation Prompts		
Option	**Wording**	**Prompt ID**
Special Settings		
Developer Notes		

CA3050_Activation_Success_Check		Decision
Previous State		
CA3000_Want_To_Activate		
Condition	**Action**	
If Activation success	Go To: CA3100_Activation_Success	
Else	Go To: TR9050_Cant_Process_Transaction	
Developer Notes		

CA3100_Activation_Success		Play Prompt
Previous State		
CA3050_Activation_Success_Check		
Prompts		
Conditions and Wording		**Prompt ID**
Your card has been activated.		CA3100_i_1
Condition	**Action**	
Always	Go To: CP2500_PIN_Change_Required_Check	
Special Settings		
Developer Notes		

CH4000_Change_PIN_SD	Sub-Dialog Flow

Previous State		Returning To
CP2500_PIN_Change_Required_Check		CP2550_Play_Balance
CP5000_CardHolder_Main_Menu		CP5000_CardHolder_Main_Menu
Go To		
CH4025_Get_PIN		
Developer Notes		

CH4025_Get_PIN	Interaction

Previous State
CH4040_New_PINs_Dont_Match, CH4000_Change_PIN_SD

Prompts			
Type	**Conditions and Wording**		**Prompt ID**
Initial	*If PIN Change is required*		
	Our security records indicate that you must change the pin you are using. Please continue and select a new pin.		CH4025_i_2
	Always		
	Your new 4 digit PIN cannot be the same as the previous PIN. Please enter your new 4 digit PIN.		CH4025_i_1
Retry1/Timeout1/ Retry2/Timeout2	Please enter your new 4 digit personal identification number now. Remember it cannot be the same as your current pin.		CH4025_r_1

Option	Vocabulary	DTMF	Condition-Action	Confirm?
PIN	<4 digits>	<4 digits>	Go To: CH4030_Reenter_PIN	Never

Confirmation Prompts		
Option	**Wording**	**Prompt ID**

Special Settings

Developer Notes

CH4030_Reenter_PIN				Interaction
Previous State				
CH4025_Get_PIN				
Prompts				
Type	**Conditions and Wording**			**Prompt ID**
Initial/Retry1/Time out1/Retry2/Time out2	For verification, please re-enter your new 4 digit PIN.			CH4030_i_1
Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
PIN	<4 digits>	<4 digits>	Go To: CH4035_PINs_Match	Never
Confirmation Prompts				
Option	**Wording**			**Prompt ID**
Special Settings				
Developer Notes				

CH4035_PINs_Match	Decision
Previous State	
CH4030_Reenter_PIN	
Condition	**Action**
If New PINs Match	Go To: CH4050_PIN_Change_Success_Check
Else	Go To: CH4040_New_PINs_Dont_Match
Developer Notes	

CH4040_New_PINs_Dont_Match	Play Prompt
Previous State	
CH4035_PINs_Match	
Prompts	
Conditions and Wording	**Prompt ID**
The PIN numbers you have entered do not match. Let's try again.	CH4040_i_1
Condition	**Action**
Always	Go To: CH4025_Get_PIN
Special Settings	
Developer Notes	

CH4050_PIN_Change_Success_Check	Decision
Previous State	
CH4035_PINs_Match	
Condition	**Action**
If PIN Change success	Go To: CH4100_PIN_Change_Success
Else	Go To: TR9050_Cant_Process_Transaction
Developer Notes	

CH4100_PIN_Change_Success	Play Prompt
Previous State	
CH4050_PIN_Change_Success_Check	
Prompts	

Conditions and Wording	Prompt ID
Your PIN was successfully changed.	CH4100_i_1

Condition	**Action**
Always	Go To: Return from CH4000
Special Settings	
Developer Notes	

CP5000_CardHolder_Main_Menu	Interaction
Previous State	
CH4000_Change_PIN_SD, CP2550_Play_Balance, TF7050_Transfer_Was_Successful, TF7000_Transfer_Funds, BS6025_No_Summary_Info_Avail, BS6150_Summary_Info_Post, BA1150_Bio_Auth_Results	

Prompts		
Type	**Conditions and Wording**	**Prompt ID**
Initial	Here are your options. Just say the option name or press the corresponding key. CARD BALANCE or press 1. BENEFIT INFORMATION, 2. TRANSFER FUNDS, 3. PIN CHANGE, 4. Or, CUSTOMER SERVICE, press 0.	CP5000_i_1
Retry1/Timeout1/ Retry2/Timeout2	To get your card balance, press 1. If you'd like to hear benefit information, press 2.	

BS6050_Play_Summary_Details	Play Prompt
Previous State	
BS6150_Summary_Info_Post, BS6100_IDP_Lookup_APR_Closing_Day	

Prompts	
Conditions and Wording	**Prompt ID**
Here is a summary of your Convergys Card benefits:	BS6050_i_1
Annual Interest Rate:	BS6050_i_6
<annual interest rate>	
Statement Closing Date: the	BS6050_i_3
<closing day of month ordinal>	
of each month.	BS6050_i_9
Shopping Protection - doubles the original manufacturer's warranty for up to one year when you pay with your qualified card.	BS6050_i_2
Price Protection: Should you find a lower price for a new item within 60 days from the date of purchase with your eligible card, you may be reimbursed for the price difference.	BS6050_i_4
Roadside Assistance: Emergency assistance such as jump-starts, tire changes or towing can be arranged and charged to your eligible card at pre-negotiated rates.	BS6050_i_7

Condition	**Action**
Always	Go To: BS6150_Summary_Info_Post
Special Settings	
Developer Notes	

BS6100_IDP_Lookup_APR_Closing_Day	Data Retrieval
Previous State	
CP5000_CardHolder_Main_Menu	

Condition	**Action**
APR Closing Day Found	Go To: BS6050_Play_Summary_Details
	Go To: BS6025_No_Summary_Info_Avail
Developer Notes	
Use DNIS and Card Data to determine the APY and DOM closing day	

BS6150_Summary_Info_Post				Interaction
Previous State				
BS6050_Play_Summary_Details				
Prompts				
Type	**Conditions and Wording**			**Prompt ID**
Initial	To hear the summary details again, say REPEAT or press 1. Say MAIN MENU or press 2 to return to the menu.			BS6150_i_1
Retry1/Timeout1/ Retry2/Timeout2	If you'd like to hear the summary details again, press 1. Or, to return to the main menu, press 2.			BS6150_r_1
Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
Repeat	repeat	1	Go To: BS6050_Play_Summary_Details	Never
Main Menu	main menu	2	Go To: CP5000_CardHolder_Main_Menu	Never
Confirmation Prompts				
Option	**Wording**			**Prompt ID**
Special Settings				
Developer Notes				

TF7000_Transfer_Funds				Interaction
Previous State				
CP5000_CardHolder_Main_Menu				
Prompts				
Type	**Conditions and Wording**			**Prompt ID**
Initial	To transfer funds with English prompts, say ENGLISH or press 1. To use Spanish prompts say SPANISH or press 2. Or, you can say MAIN MENU or press 3 to return to the menu.			TF7000_i_1
Retry1/Timeout1/ Retry2/Timeout2	If you'd like to transfer funds with English prompts, press 1. To transfer with Spanish prompts, press 2. Or, to return to the main menu, press 3.			TF7000_r_1
Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
English	english	1	Language = English Go To: TF7350_Get_Card_Number_To_Transfer_To	Never
Main Menu	main menu	3	Go To: CP5000_CardHolder_Main_Menu	Never
Spanish	spanish	2	Language = Spanish Go To: TF7350_Get_Card_Number_To_Transfer_To	Never
Confirmation Prompts				
Option	**Wording**			**Prompt ID**
Special Settings				
Developer Notes				

TF7050_Transfer_Was_Successful	Play Prompt
Previous State	
TF7450_Card_To_Card_Transfer	

Prompts	
Conditions and Wording	**Prompt ID**
Your transaction has been processed successfully.	TF7050_i_1
Returning to the Main Menu.	TF7050_i_2

Condition	**Action**
	Go To: CP5000_CardHolder_Main_Menu

Special Settings

Developer Notes

TF7350_Get_Card_Number_To_Transfer_To	Interaction
Previous State	
TF7500_Card_To_Card_Xfer_Fail, TF7000_Transfer_Funds	

Prompts		
Type	**Conditions and Wording**	**Prompt ID**
Initial	Please enter the card number you wish to transfer to.	TF7350_i_1
Retry1/Timeout1/ Retry2/Timeout2	Using your keypad, please enter the sixteen digit card number you want to transfer to.	TF7350_r_1

Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
Card number		<16 digits>	Go To: TF7400_Get_Transfer_Amount2	Never

Confirmation Prompts		
Option	**Wording**	**Prompt ID**

Special Settings

Developer Notes

TF7400_Get_Transfer_Amount2				Interaction
Previous State				
TF7350_Get_Card_Number_To_Transfer_To				
Prompts				
Type	**Conditions and Wording**			**Prompt ID**
Initial	Your available balance is ...			TF7400_i_1
	<available balance>			
	Please enter the amount you want to transfer. Remember to use the star key to separate dollars and cents.			TF7400_i_2
Timeout1/Disconfirm1/Timeout2/Disconfirm2	Please enter the transfer amount in dollars and cents using your keypad. Remember to use the star key to separate dollars and cents.			TF7400_r_1
Retry1/Retry2	The amount you entered is invalid. Please enter the transfer amount in dollars and cents using your keypad. Remember to use the star key to separate dollars and cents.			TF7400_r_2
Option	**Vocabulary**	**DTMF**	**Condition-Action**	**Confirm?**
Amount	<amount>	<amount>	Go To: TF7450_Card_To_Card_Transfer	Always
Confirmation Prompts				
Option	**Wording**			**Prompt ID**
Amount	You want to transfer ...			TF7400_c_1
	<result>			
	If this is correct, press 1. If incorrect, press 2.			TF7400_c_2
Special Settings				
Developer Notes				
The maximum amount to transfer should be the available balance. On Retry1/Retry2, suppress the global Retry1/Retry 2 prompts.				

TF7450_Card_To_Card_Transfer		Data Retrieval
Previous State		
TF7400_Get_Transfer_Amount2		
Condition	**Action**	
If Card to Card transfer success	Go To: TF7050_Transfer_Was_Successful	
Else	Go To: TF7500_Card_To_Card_Xfer_Fail	
Developer Notes		

TF7500_Card_To_Card_Xfer_Fail	Play Prompt
Previous State	
TF7450_Card_To_Card_Transfer	
Prompts **_Conditions and Wording_**	**_Prompt ID_**
<failure reason message from TF7450>	
If Failure reason allows caller to try again	
If times here < 2	
Let's try again.	TF7500_i_2

TR9050_Cant_Process_Transaction	Play Prompt
Previous State	
CA3050_Activation_Success_Check, CH4050_PIN_Change_Success_Check	

Prompts *Conditions and Wording*	*Prompt ID*
We are unable to process your transaction.	TR9050_i_1

Condition	**Action**
Always	Go To: TR9100_Transfer_Message
Special Settings	
Developer Notes	

TR9075_Agent_Required	Play Prompt
Previous State	
CA3000_Want_To_Activate, AU2000_Get_Card_Number	

Prompts *Conditions and Wording*	*Prompt ID*
A customer service representative is required to complete this request.	TR9075_i_1

Condition	**Action**
Always	Go To: TR9100_Transfer_Message
Special Settings	
Developer Notes	

TR9100_Transfer_Message	Play Prompt
Previous State	
TR9000_Having_Trouble_Transfer, TR9050_Cant_Process_Transaction, TF7500_Card_To_Card_Xfer_Fail, CP5000_CardHolder_Main_Menu, TR9075_Agent_Required	

Prompts *Conditions and Wording*	*Prompt ID*
Please hold while you are transferred to customer service for assistance.	TR9100_i_1
Short selection of music on hold	TR9100_i_2
Thanks for using the FastPath demo IVR. Goodbye.	TR9100_i_3

Condition	**Action**
Always	Go To: Transfer:
Special Settings	
Developer Notes	

TR9150_Check_Biometric_Config	Decision
Previous State	
CS0050_Welcome	

Condition	**Action**
NOT Biometrics Enabled	Go To: AU2000_Get_Card_Number
Biometrics Enabled	Go To: BA1000_Bio_Auth_Intro
Developer Notes	