



AWS Lambda



Amazon  
Dynamo DB



Start



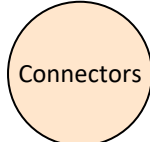
Agent



Amazon Lex



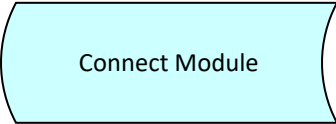
Location  
Service



Connectors



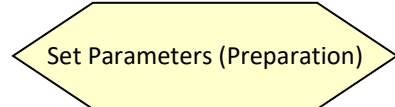
Comment



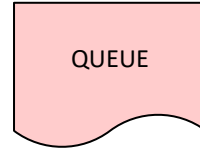
Connect Module



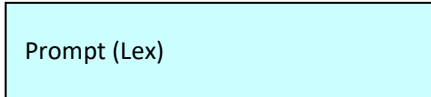
Host API



Set Parameters (Preparation)



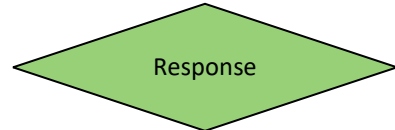
QUEUE



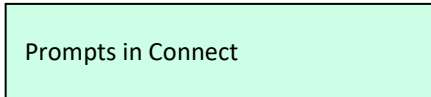
Prompt (Lex)



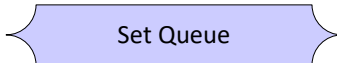
API Error



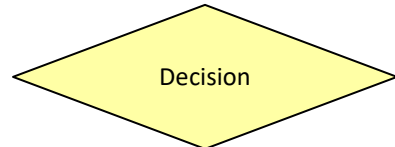
Response



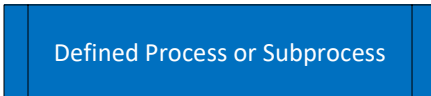
Prompts in Connect



Set Queue



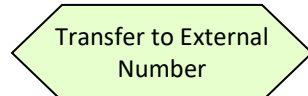
Decision



Defined Process or Subprocess



Disposition  
Codes



Transfer to External  
Number

Slots	Slot 1
	Slot 2
	Slot 3
	Slot 4

Intents	Intent 1
	Intent 2
	Intent 3
	Intent 4

Parameters/Information:	
1. xxxxxxx:	
•	Xxxx xxxxxx xx
•	Xxxx xxxxxx xx

## Assumptions

1. If backend API Call Fails, Lambda will retry calling that API internally 3 times before returning to contact flow
2. Contact flow on receiving error from lambda calling API calls, will play the Technical Difficulty Prompt and hang up
3. In any LEX menu, after three retries, call will be transferred to an agent
4. Voicemail will transfer the call to EDD's current VM 800 number – currently no new Voicemail call flow
5. Throughout call flow, 'Repeat' will be 3 times and then disconnect
6. Throughout call flow, 'Previous Menu' will be 3 times and then disconnect.

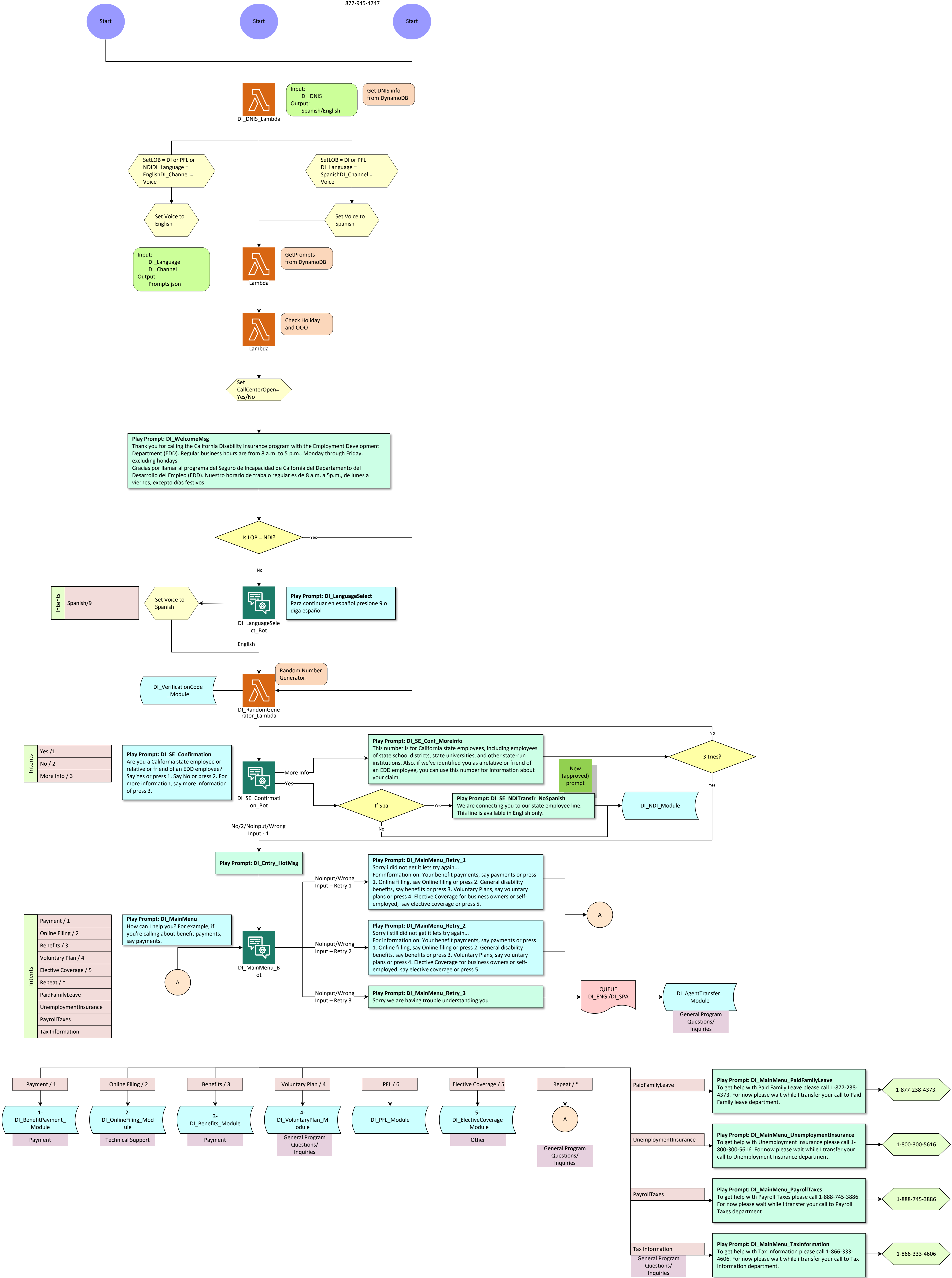
## Naming Conventions

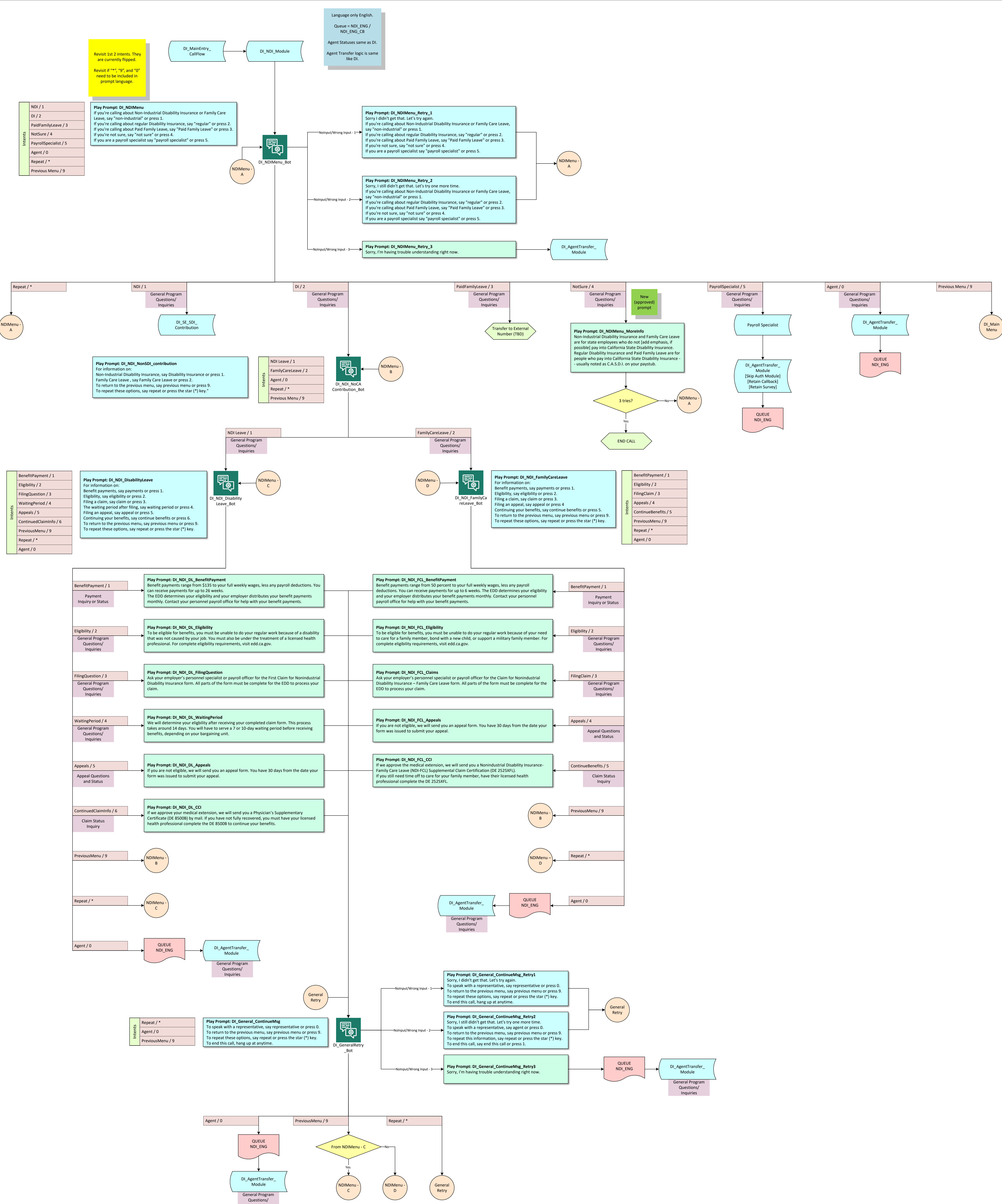
DI	Pattern	Example
Lambda	<LOB>_<Functionality>_Lambda	DI_GetPromptsFromDynamoDB_Lambda
Lex Bot	<LOB>_<Functionality>_Bot	DI_MainMenu_Bot
Connect Flow	<LOB>_<Functionality>_Flow	DI_MainMenu_Flow
Connect module	<LOB>_<Functionality>_Module	DI_BenefitPayment_Module
Dynamo DB	<LOB>_<Functionality>_DB	DI_Prompts_DB

800-480-3287 [English Toll Free number]

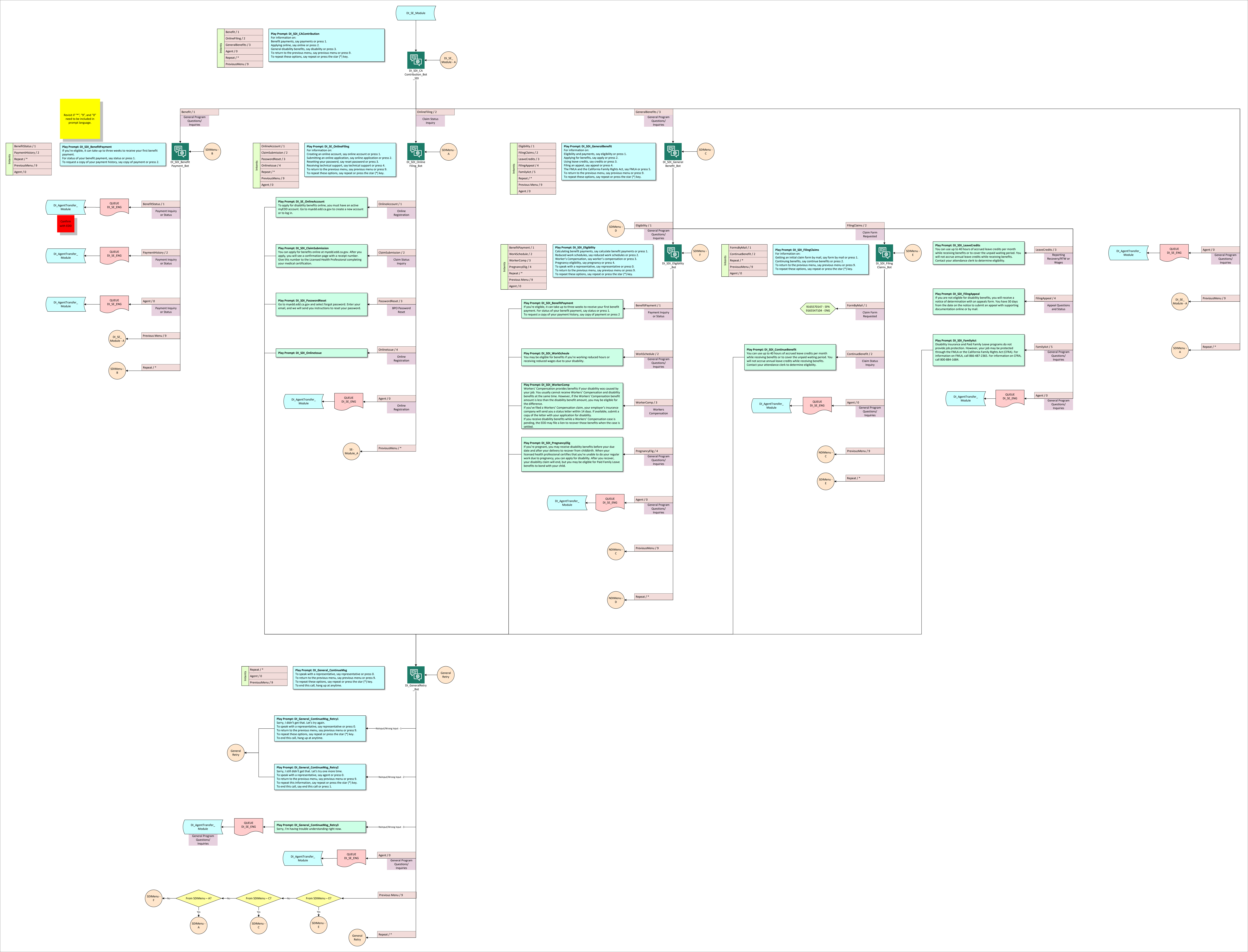
866-658-8846 [Spanish Toll Free number]

866-758-9768 [NDI toll Free numbers]  
866-352-7675  
877-945-4747









No validation, attribute indicators (NOT using API)

Intents  
GetSSN

Intents  
Yes  
No

Intents  
GetDOB

Intents  
Yes  
No

Prompt: DI\_Get\_SSN  
Say or enter your Social Security number.

Prompt: DI\_PlaybackSSN  
The Social Security Number you provided was xxx-xx-xxxx. Is this correct? If so, say yes, or press 1. If not, say no or press 2.

Prompt: DI\_GetDOB  
Say or enter your date of birth in month, date and year format.

Prompt: DI\_PlaybackDOB  
The date of birth you provided was XXXXXX; is this correct? Say yes, or press 1. Say No or press 2

From  
DI\_AgentTransfer  
CallFlow

Prompt: DI\_General\_AuthTransition  
Before we connect you to a representative, please provide the following information so we can better assist you.

Prompt: DI\_SSN\_Intro\_Message  
Listen carefully to the following instructions

DI\_GetSSN\_Bot

DI\_YesNo\_Bot

DI\_GetDOB\_Bot

DI\_YesNo\_Bot

Prompt: DI\_Get\_SSN\_Retry1  
Sorry, I didn't get that. Let's try again. Say or enter your Social Security number.

Prompt: DI\_Get\_SSN\_Retry2  
Sorry, I still didn't get that. Let's try one more time. Say or enter your Social Security number.

Prompt: DI\_AnotherData  
The information you entered is invalid or does not match our records. Lets try something else.

Prompt: DI\_PlaybackSSN\_Retry1  
Sorry, I didn't get that. Let's try again. The social security number you provided was <\$.FlowAttributes.ssn> Is this correct? If so, say yes, or press 1. If not, say No or press 2.

Prompt: DI\_PlaybackSSN\_Retry2  
Sorry, I still didn't get that. Let's try one more time. The social security number you provided was <\$.FlowAttributes.ssn>. Is this correct? If so, say yes, or press 1. If no, say No or press 2.

Prompt: DI\_GetDOB\_Retry1  
Sorry, I didn't get that. Let's try again. Say or enter your date of birth in the 2 digit month, 2 digit date and 4 digit year format.

Prompt: DI\_GetDOB\_Retry2  
Sorry, I still didn't get that. Let's try one more time. Say or enter your date of birth in the 2 digit month, 2 digit date and 4 digit year format.

Prompt: DI\_PlaybackDOB\_Retry1  
Sorry, I didn't get that. Let's try again. The date of birth you provided was XXXXXX; is this correct? Say yes, or press 1. Say No or press 2.

Prompt: DI\_PlaybackDOB\_Retry2  
Sorry, I still didn't get that. Let's try one more time. The date of birth you provided was XXXXXX; is this correct? Say yes, or press 1. Say No or press 2.

3 tries?

3 tries?

No

No / Silence

Yes

Yes

No / Silence

Yes

NoInput/Wrong Input - 1

NoInput/Wrong Input - 2

NoInput/Wrong Input - 3

NoInput/Wrong Input - 1

NoInput/Wrong Input - 2

NoInput/Wrong Input - 1

NoInput/Wrong Input - 2

NoInput/Wrong Input - 1

NoInput/Wrong Input - 2

NoInput/Wrong Input - 3

DI\_AgentTransfer  
CallFlow

DI\_AgentTransfer  
CallFlow