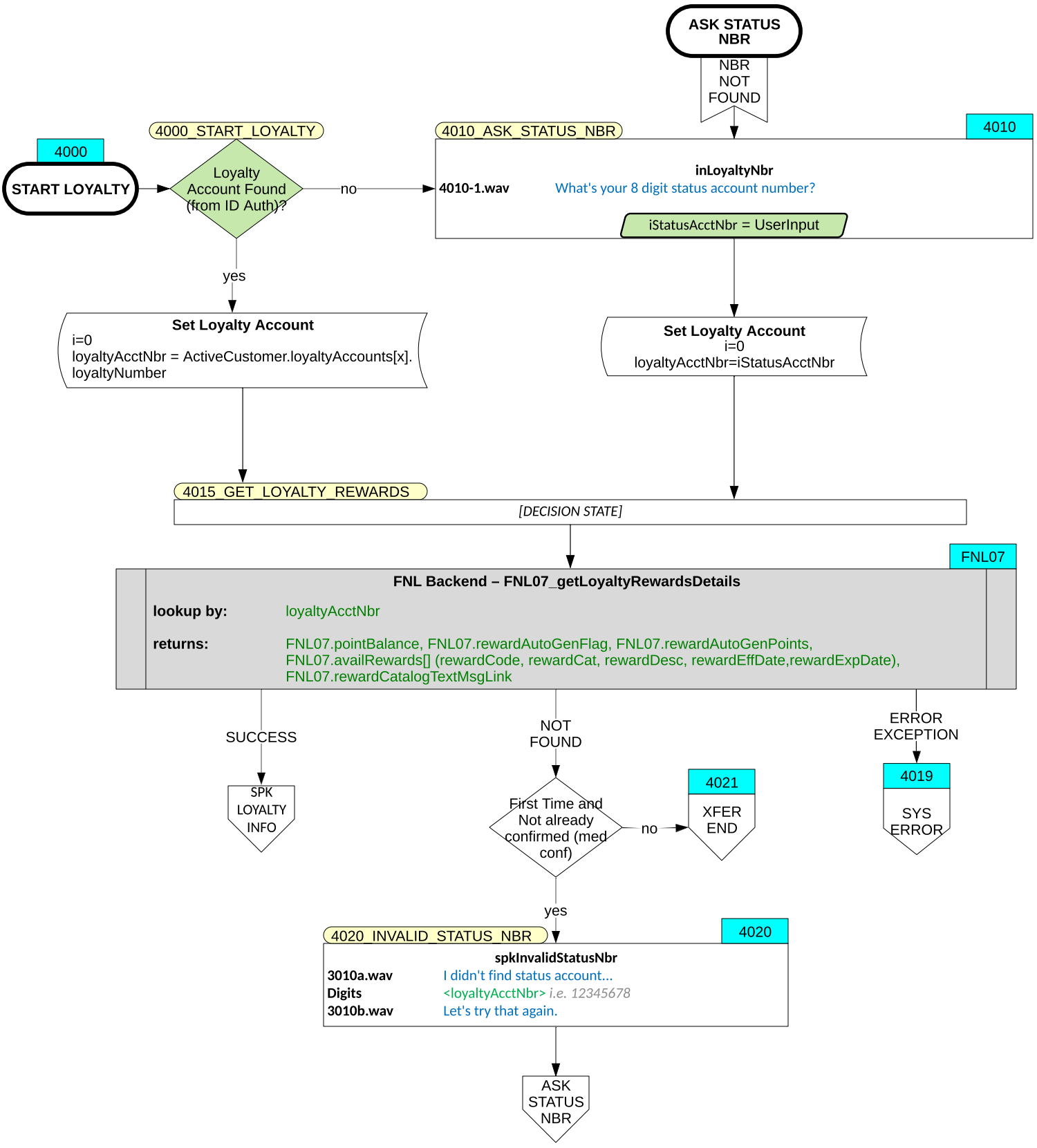
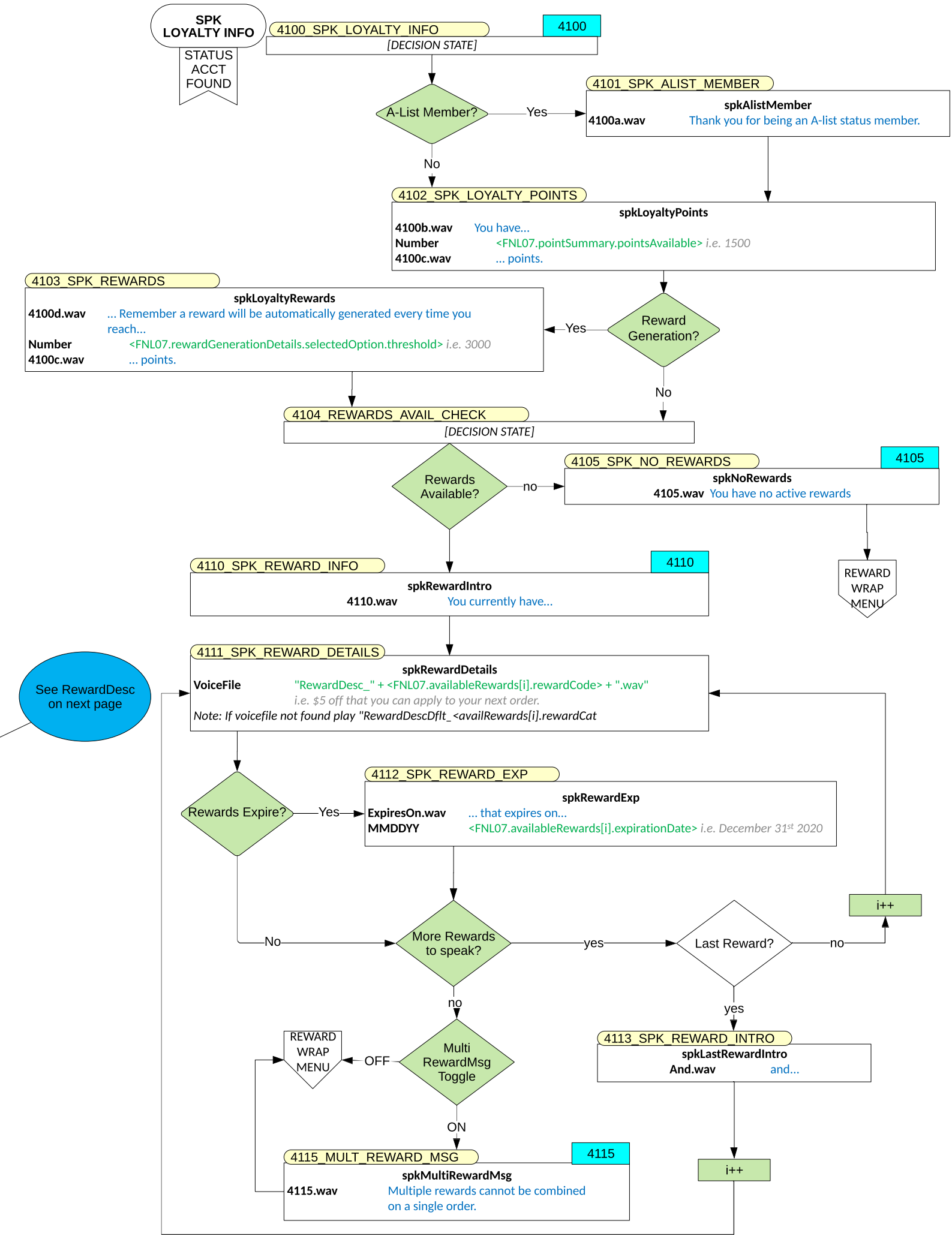
Revision History

Version	Revision Date	Summary of Changes: Author
1.0	06-01-2020	InitialDocumentation :Sarah Reitsma
1.1	07-14-2020	Migrated into LucidChart
1.2	07-15-2020	Added states for Front end development: Sherry Luoma

Finish Line
IVA
Loyalty

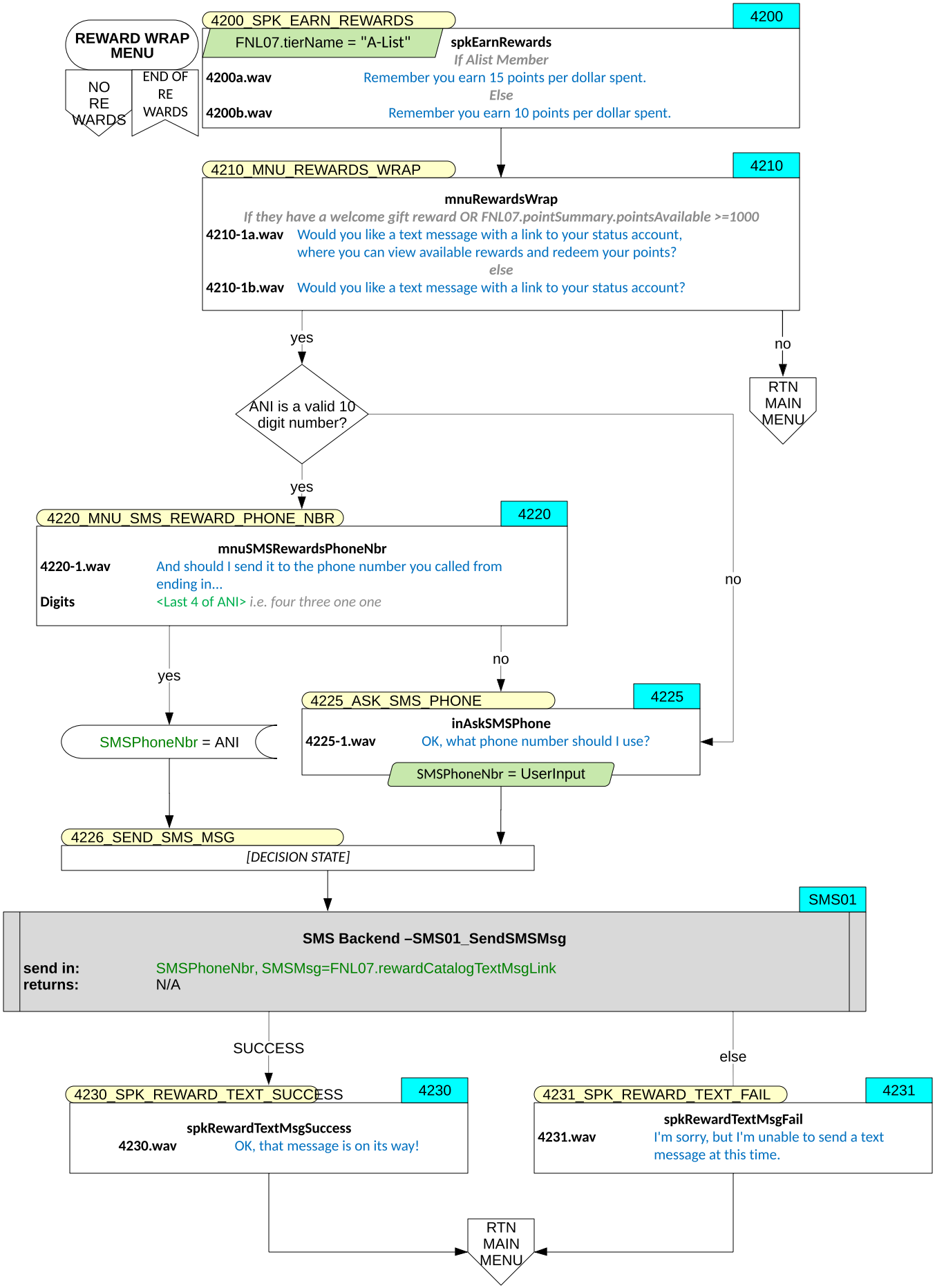
DENOTES BARGE IN OFF!

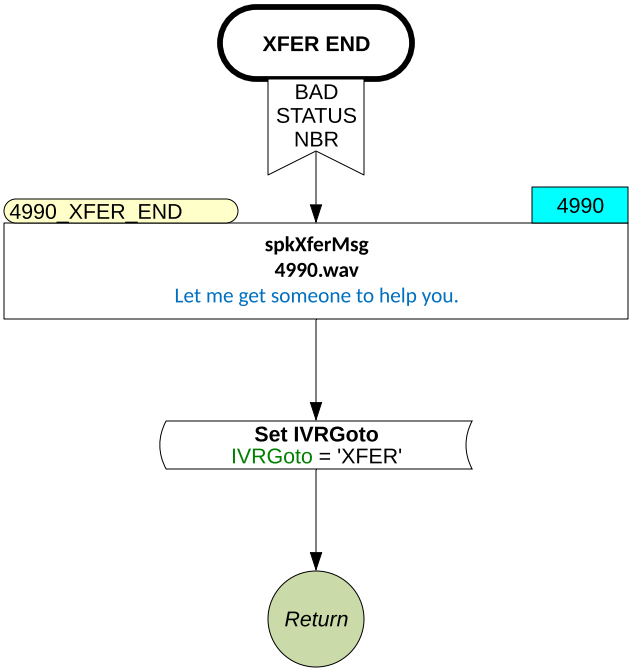


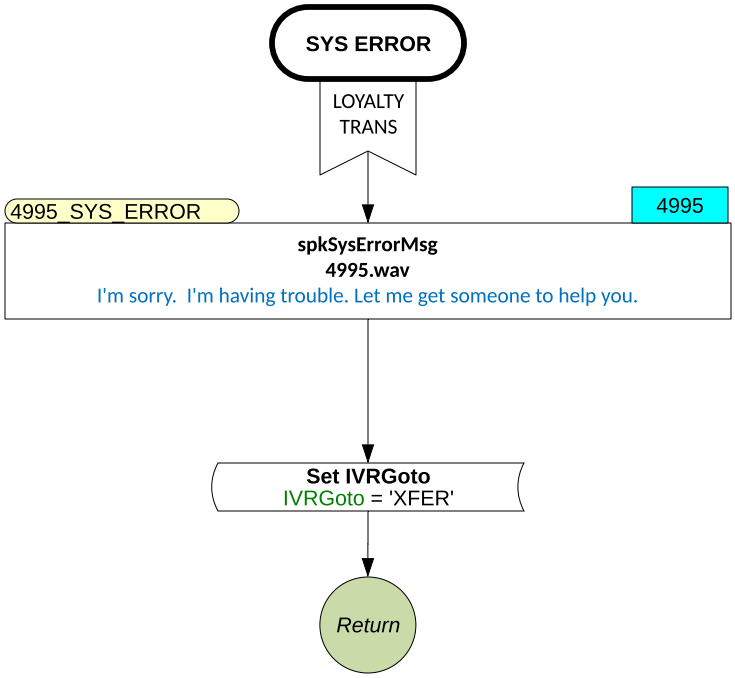

SPK LOYALTY INFO
STATUS ACCT FOUND
4100_SPK_LOYALTY_INFO
4100
[DECISION STATE]
A-List Member?
Yes
No
4101_SPK_ALIST_MEMBER
spkAlistMember
4100a.wav
Thank you for being an A-list status member.
4102_SPK_LOYALTY_POINTS
spkLoyaltyPoints
4100b.wav
You have...
Number
<FNL07.pointSummary.pointsAvailable> i.e. 1500
4100c.wav
... points.
4103_SPK_REWARDS
spkLoyaltyRewards
4100d.wav
... Remember a reward will be automatically generated every time you reach...
Number
<FNL07.rewardGenerationDetails.selectedOption.threshold> i.e. 3000
4100c.wav
... points.
Reward Generation?
Yes
No
4104_REWARDS_AVAIL_CHECK
[DECISION STATE]
Rewards Available?
no
4105_SPK_NO_REWARDS
4105
spkNoRewards
4105.wav
You have no active rewards
REWARD WRAP MENU
4110_SPK_REWARD_INFO
4110
spkRewardIntro
4110.wav
You currently have...
See RewardDesc on next page
4111_SPK_REWARD_DETAILS
spkRewardDetails
VoiceFile
"RewardDesc_" + <FNL07.availableRewards[i].rewardCode> + ".wav"
i.e. $5 off that you can apply to your next order.
Note: If voicefile not found play "RewardDescDflt_<availRewards[i].rewardCat
Rewards Expire?
Yes
4112_SPK_REWARD_EXP
spkRewardExp
ExpiresOn.wav
... that expires on...
MMDDYY
<FNL07.availableRewards[i].expirationDate> i.e. December 31st 2020
No
More Rewards to speak?
yes
Last Reward?
no
i++
no
yes
REWARD WRAP MENU
OFF
Multi RewardMsg Toggle
ON
4113_SPK_REWARD_INTRO
spkLastRewardIntro
And.wav
and...
4115_MULT_REWARD_MSG
4115
spkMultiRewardMsg
4115.wav
Multiple rewards cannot be combined on a single order.
i++

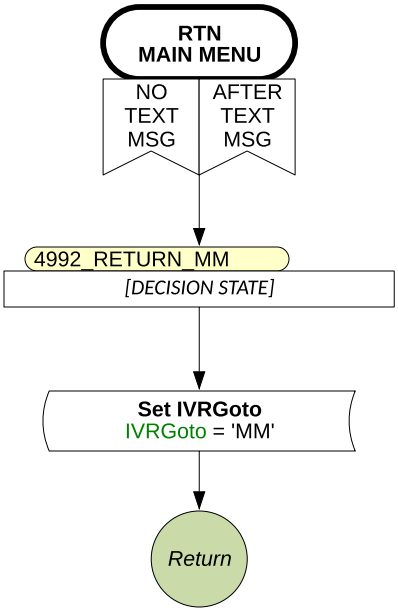
Reward Messages

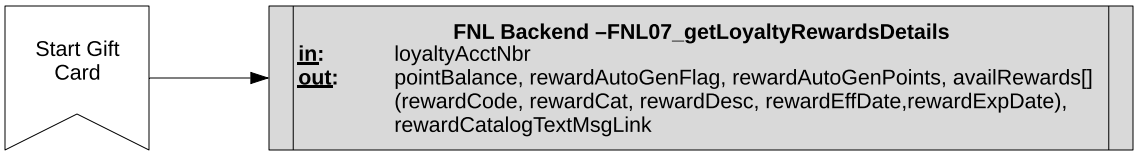
Category	Code	MsgText
Monetary	??	$5 off that you can apply to your next order.
Monetary	??	$10 off that you can apply to your next order.
Monetary	??	$15 off that you can apply to your next order.
Monetary	??	$20 off that you can apply to your next order.
Monetary	Default Msg	a reward that you can apply to your next order.
Shipping	??	one-time free express shipping that you can apply to your next order.
Shipping	??	one-time free rush shipping that you can apply to your next order.
Shipping	??	one-time free standard ground shipping that you can apply to your next order.
Shipping	??	free economy shipping that you can apply to all orders
Shipping	Default Msg	a shipping reward. Log on to your account to see the details.
Experience	Default Msg	an experience reward. Log on to your account to see the


REWARD WRAP MENU
NO RE WARDS
END OF RE WARDS
4200_SPK_EARN_REWARDS
4200
FNL07.tierName = "A-List"
spkEarnRewards
If Alist Member
4200a.wav
Remember you earn 15 points per dollar spent.
Else
4200b.wav
Remember you earn 10 points per dollar spent.
4210_MNU_REWARDS_WRAP
4210
mnuRewardsWrap
If they have a welcome gift reward OR FNL07.pointSummary.pointsAvailable >=1000
4210-1a.wav
Would you like a text message with a link to your status account, where you can view available rewards and redeem your points?
else
4210-1b.wav
Would you like a text message with a link to your status account?
yes
no
RTN MAIN MENU
ANI is a valid 10 digit number?
yes
no
4220_MNU_SMS_REWARD_PHONE_NBR
4220
mnuSMSRewardsPhoneNbr
4220-1.wav
And should I send it to the phone number you called from ending in...
Digits
<Last 4 of ANI> i.e. four three one one
yes
no
SMSPhoneNbr = ANI
4225_ASK_SMS_PHONE
4225
inAskSMSPhone
4225-1.wav
OK, what phone number should I use?
SMSPhoneNbr = UserInput
4226_SEND_SMS_MSG
[DECISION STATE]
SMS01
SMS Backend –SMS01_SendSMSMsg
send in:
SMSPhoneNbr, SMSMsg=FNL07.rewardCatalogTextMsgLink
returns:
N/A
SUCCESS
else
4230_SPK_REWARD_TEXT_SUCCESS
4230
spkRewardTextMsgSuccess
4230.wav
OK, that message is on its way!
4231_SPK_REWARD_TEXT_FAIL
4231
spkRewardTextMsgFail
4231.wav
I'm sorry, but I'm unable to send a text message at this time.
RTN MAIN MENU


XFER END
BAD STATUS NBR
4990_XFER_END
4990
spkXferMsg
4990.wav
Let me get someone to help you.
Set IVRGoto
IVRGoto = 'XFER'
Return


SYS ERROR
LOYALTY TRANS
4995_SYS_ERROR
4995
spkSysErrorMsg
4995.wav
I'm sorry. I'm having trouble. Let me get someone to help you.
Set IVRGoto
IVRGoto = 'XFER'
Return


RTN MAIN MENU
NO TEXT MSG
AFTER TEXT MSG
4992_RETURN_MM
[DECISION STATE]
Set IVRGoto
IVRGoto = 'MM'
Return


Start Gift Card
FNL Backend –FNL07_getLoyaltyRewardsDetails
in: loyaltyAcctNbr
out: pointBalance, rewardAutoGenFlag, rewardAutoGenPoints, availRewards[] (rewardCode, rewardCat, rewardDesc, rewardEffDate,rewardExpDate), rewardCatalogTextMsgLink