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	07-14-2020	Added FNL10_PreviousInteractions; updated 2-ANI-PoneLookup, Added in Tech Notes on Pages 2, 8, 9: Mark Stallings
1.3	07-16-2020	Added States: Sherry Luoma

Finish Line
IVA
Main Start

DENOTES BARGE IN OFF!

START

1000_GREETING

1000

spkGreeting

DYNAMIC <CFG01_DynamicGreetingWav>
i.e. Thank you for calling Finish Line Customer Care

FLDfltGreeting.wav Thank you for calling Finish Line Customer Care.
JDDfltGreeting.wav Thank you for calling J D Sports Customer Care.

Initialize Variables
iPhoneNbr = currentSession.getCall().getANI()
IDType = 'ANI'
Personalization = ''
zipCounter=0
phoneCounter = 0
RepeatCaller = FALSE

1005_OFFER_SPANISH

1005

mnuOfferSpanish

1005-1.wav <In Spanish> To continue in Spanish say 'speak Spanish'

spanish

NM/NI
english

Set Language
currentSession.setLanguageToSpanish()

CFG03

Config DB – CFG03_GetSpecialMessage

lookup by: CFG01.AppBusinessUnitId, slot = 'CALL_START'

returns: CFG03.StatusCode, CFG03.BargeIn, CFG03.FileName, CFG03.Name, CFG03.Text

SUCCESS

NODATA
ERROR
EXCEPTION

1010_SPK_SPECIAL_MSG

1010

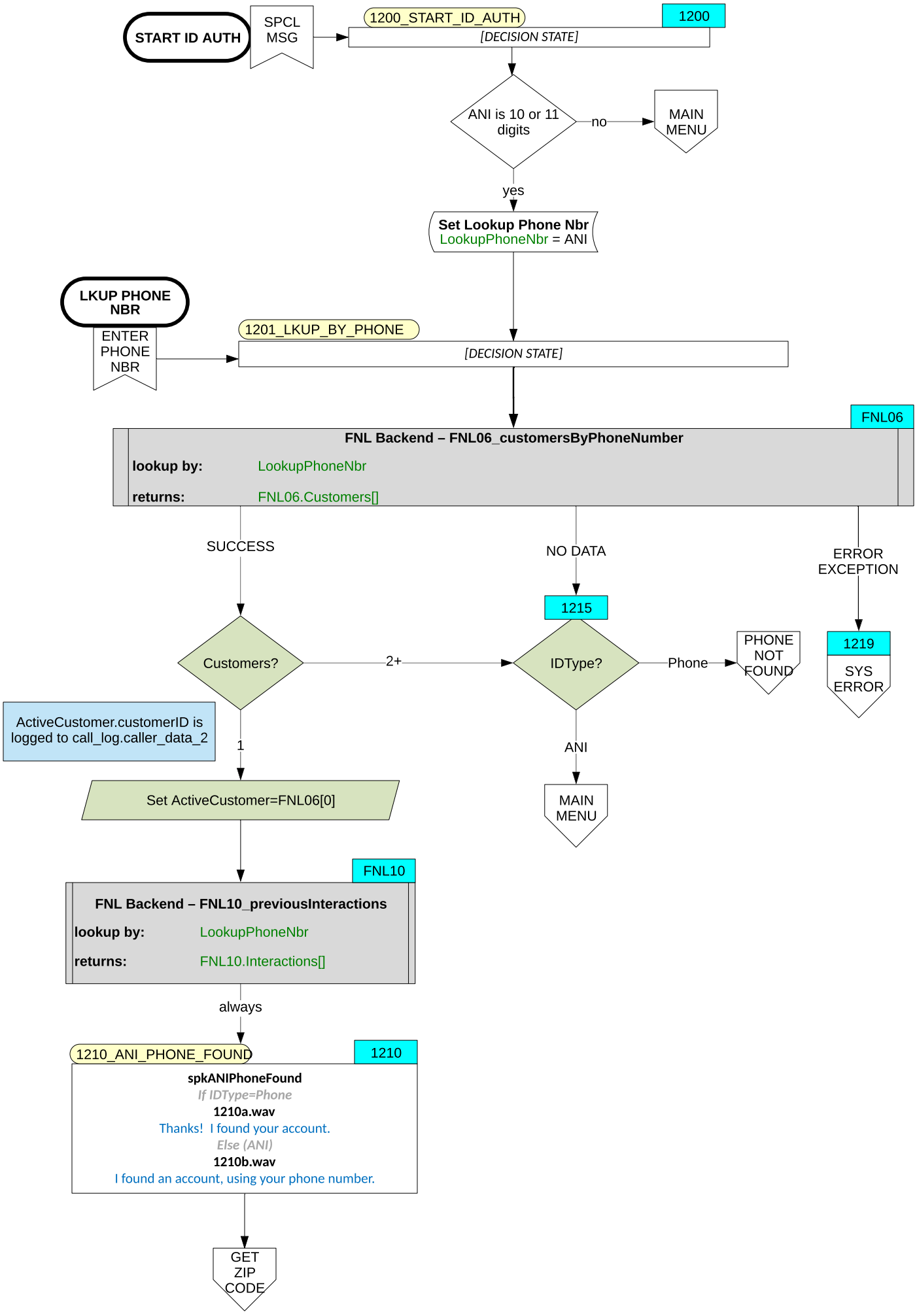
spkSpecialMsg

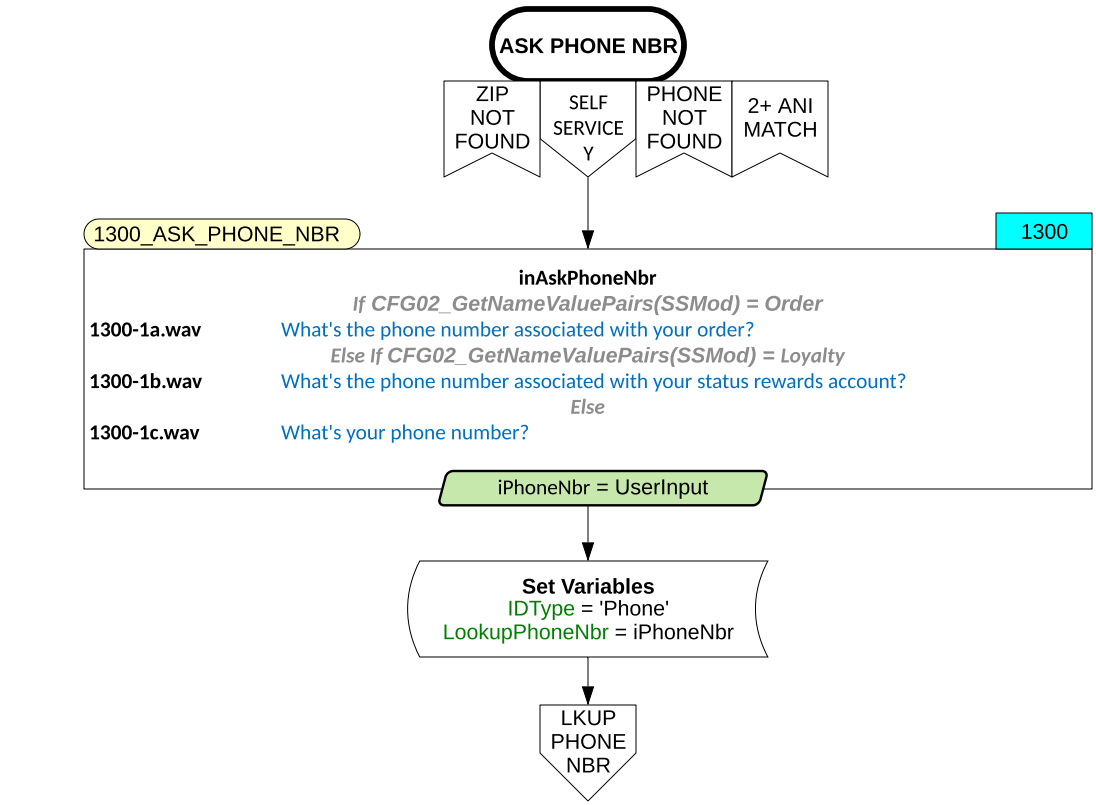
DYNAMIC_WAV <DynamicAudioPath> + CFG03_SpecialMessage.FileName
i.e. "For a limited time, you can get....."
Set BargeIn to CFG03_SpecialMessage.BargeIn

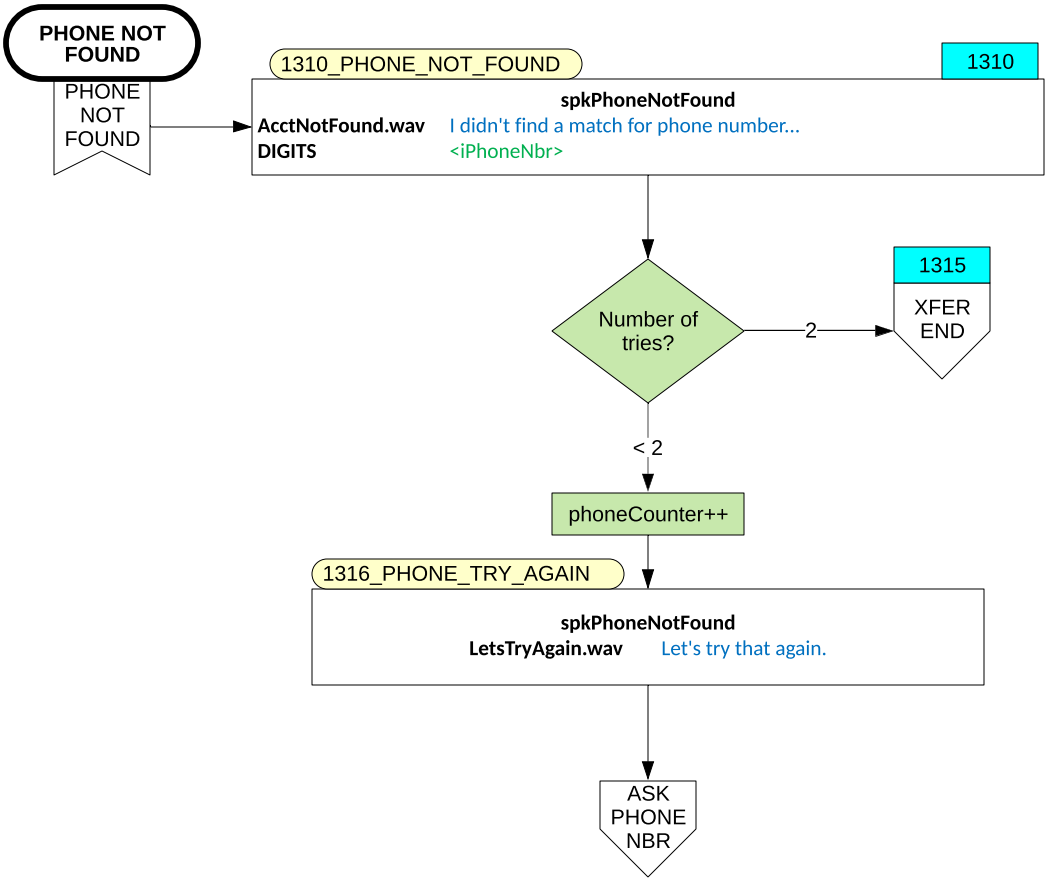
START
ID AUTH

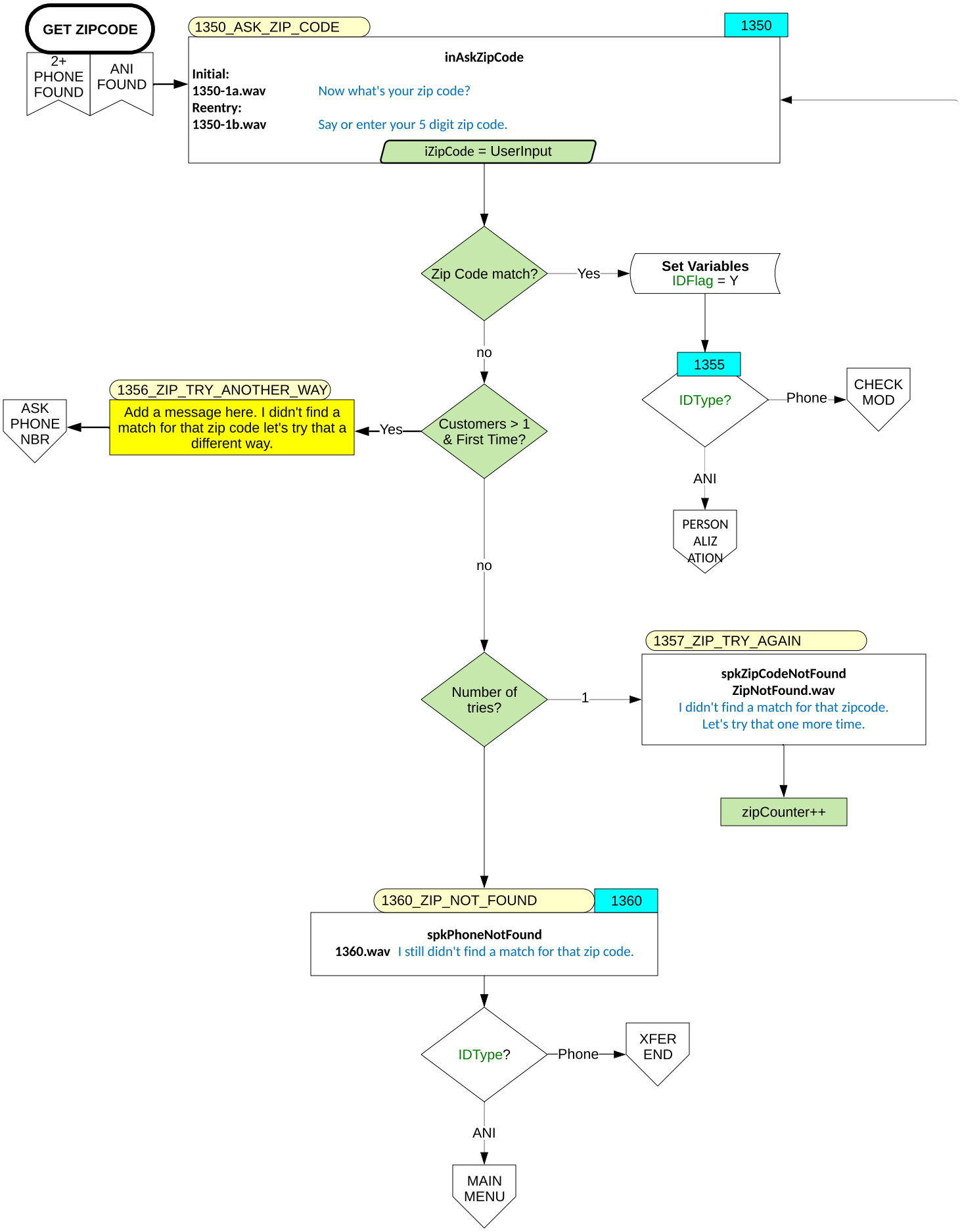
Special Message Basics

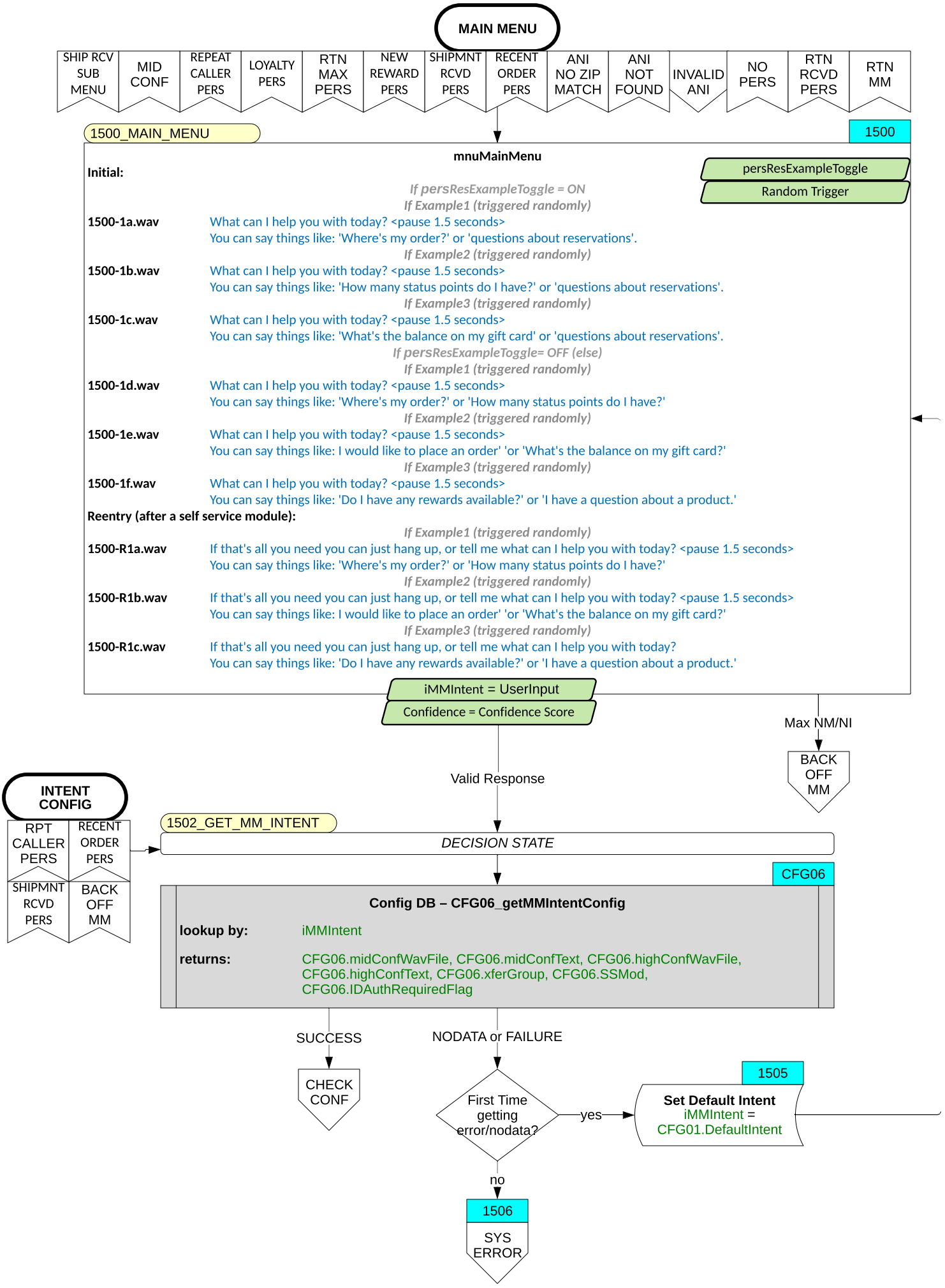
Special Messages are configurable via the WebAdmin at a Business Unit level
SLOT_NAME: Identifies where in the application flow the message is played
(i.e. "CALL_START")
BUSINESS_UNIT: Identifies which business unit the message is associated to
SCHEDULE: START and END DATE during which the message should play
(date ranges cannot overlap – only one active at a time)
BARGE_IN: determines if the caller can key past the message, or if they must listen to it.

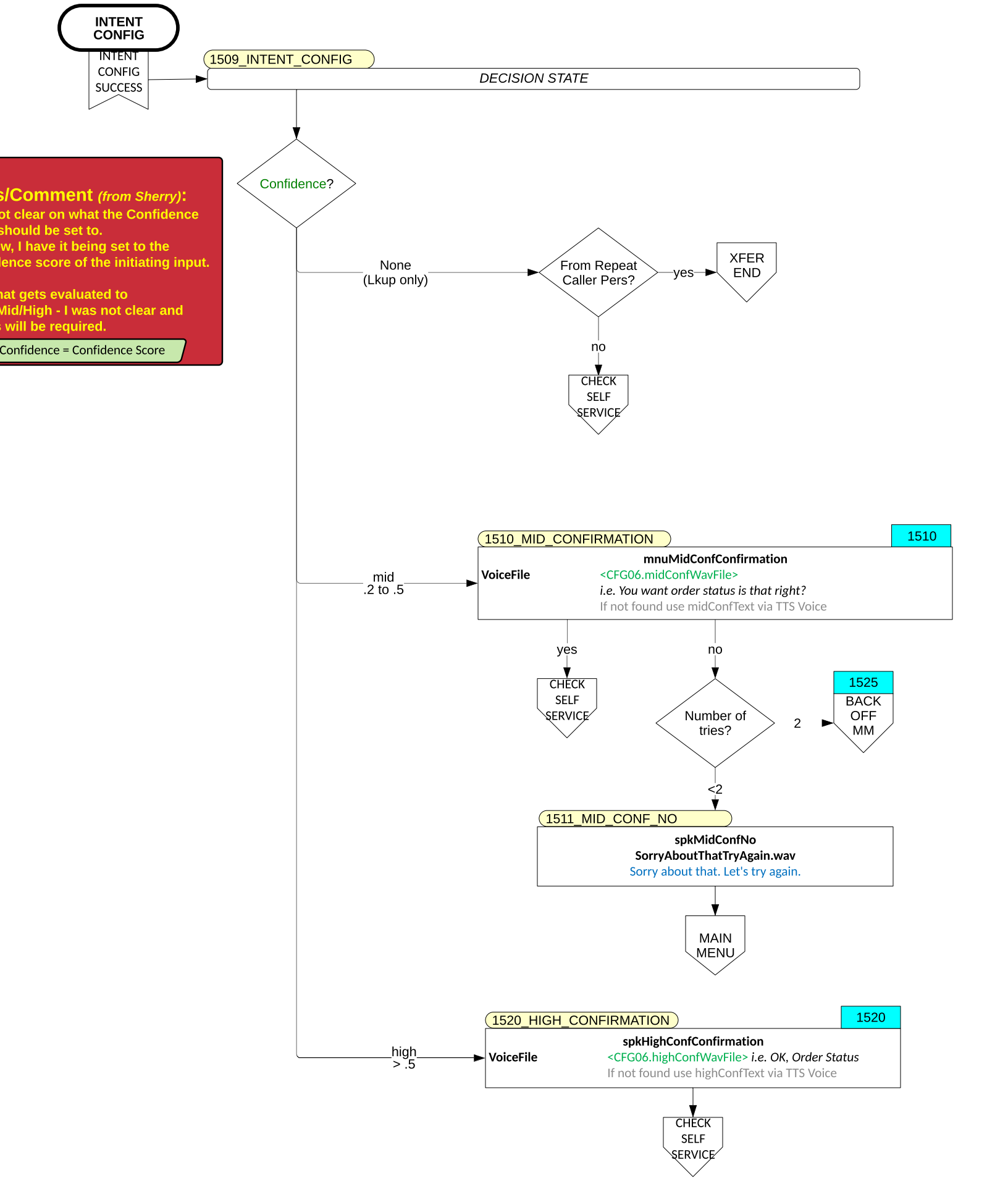

START ID AUTH
SPCL MSG
1200_START_ID_AUTH
1200
[DECISION STATE]
ANI is 10 or 11 digits
no
MAIN MENU
yes
Set Lookup Phone Nbr
LookupPhoneNbr = ANI
LKUP PHONE NBR
ENTER PHONE NBR
1201_LKUP_BY_PHONE
[DECISION STATE]
FNL06
FNL Backend – FNL06_customersByPhoneNumber
lookup by: LookupPhoneNbr
returns: FNL06.Customers[]
SUCCESS
NO DATA
ERROR EXCEPTION
1215
Customers?
2+
IDType?
Phone
PHONE NOT FOUND
1219
SYS ERROR
ActiveCustomer.customerID is logged to call_log.caller_data_2
1
ANI
MAIN MENU
Set ActiveCustomer=FNL06[0]
FNL10
FNL Backend – FNL10_previousInteractions
lookup by: LookupPhoneNbr
returns: FNL10.Interactions[]
always
1210_ANI_PHONE_FOUND
1210
spkANIPhoneFound
If IDType=Phone
1210a.wav
Thanks! I found your account.
Else (ANI)
1210b.wav
I found an account, using your phone number.
GET ZIP CODE

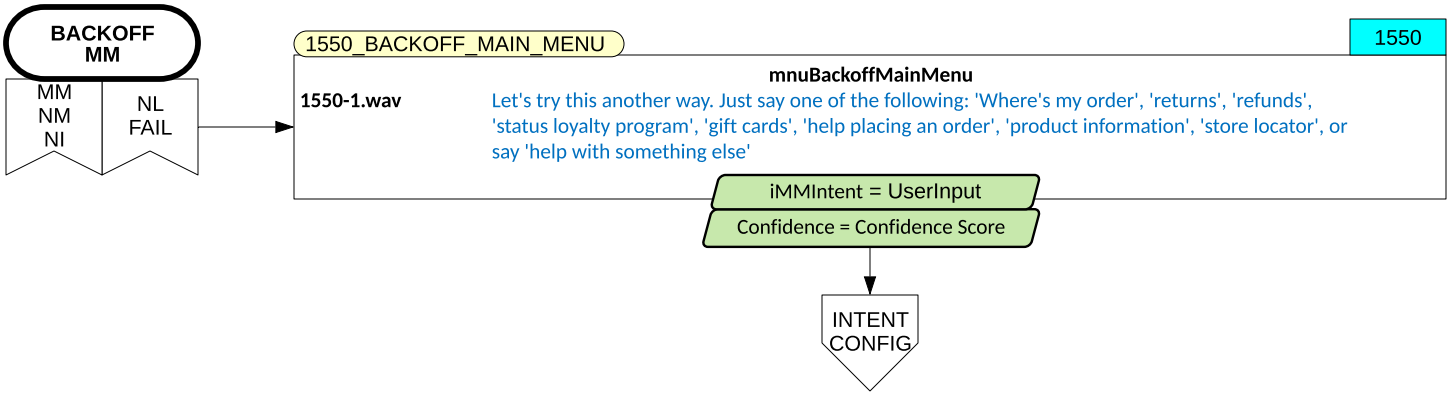

ASK PHONE NBR
ZIP NOT FOUND
SELF SERVICE Y
PHONE NOT FOUND
2+ ANI MATCH
1300_ASK_PHONE_NBR
1300
inAskPhoneNbr
If CFG02_GetNameValuePairs(SSMod) = Order
1300-1a.wav
What's the phone number associated with your order?
Else If CFG02_GetNameValuePairs(SSMod) = Loyalty
1300-1b.wav
What's the phone number associated with your status rewards account?
Else
1300-1c.wav
What's your phone number?
iPhoneNbr = UserInput
Set Variables
IDType = 'Phone'
LookupPhoneNbr = iPhoneNbr
LKUP PHONE NBR

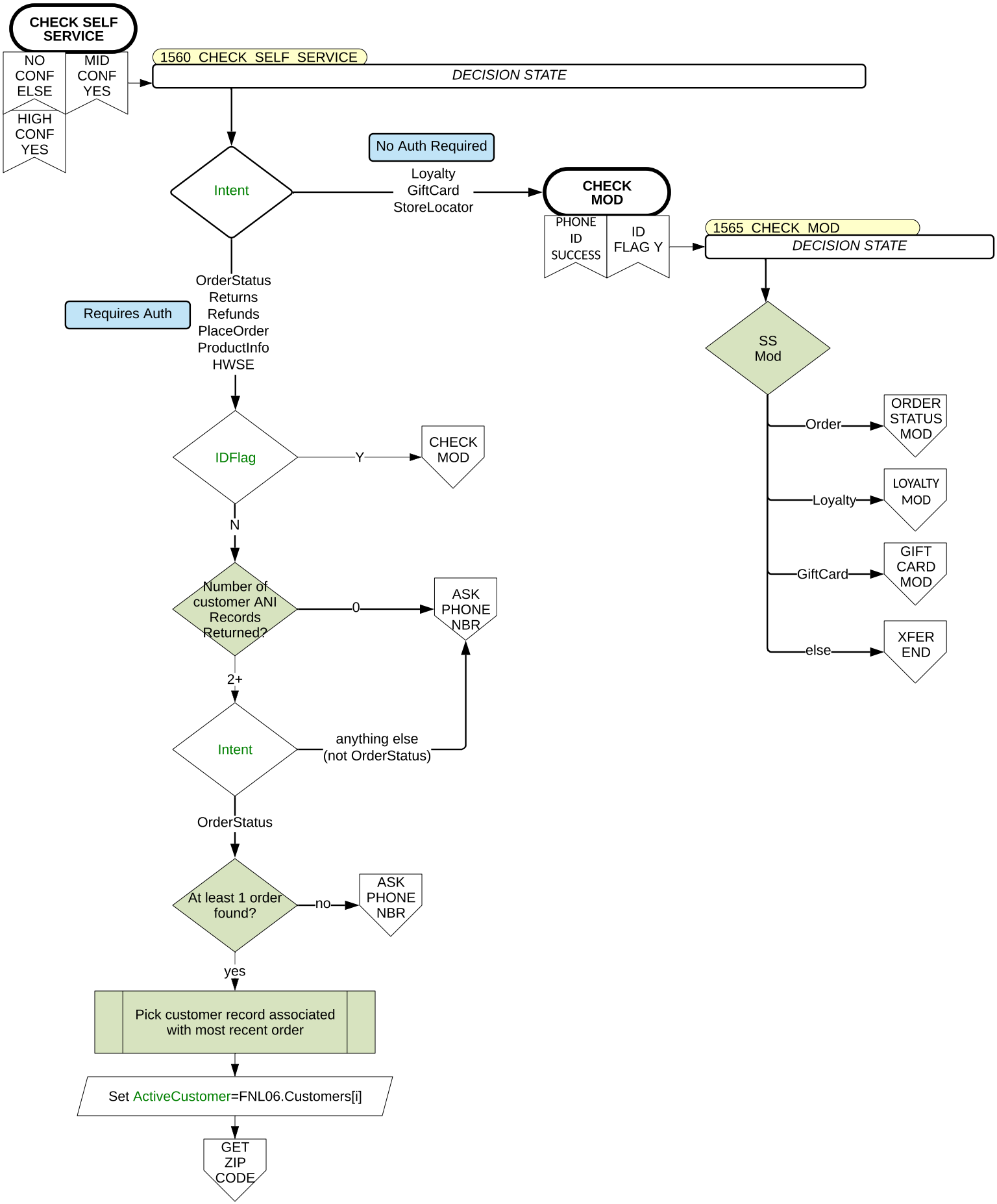

PHONE NOT FOUND
PHONE NOT FOUND
1310_PHONE_NOT_FOUND
1310
spkPhoneNotFound
AcctNotFound.wav
I didn't find a match for phone number...
DIGITS
<iPhoneNbr>
Number of tries?
2
1315
XFER END
< 2
phoneCounter++
1316_PHONE_TRY_AGAIN
spkPhoneNotFound
LetsTryAgain.wav
Let's try that again.
ASK PHONE NBR

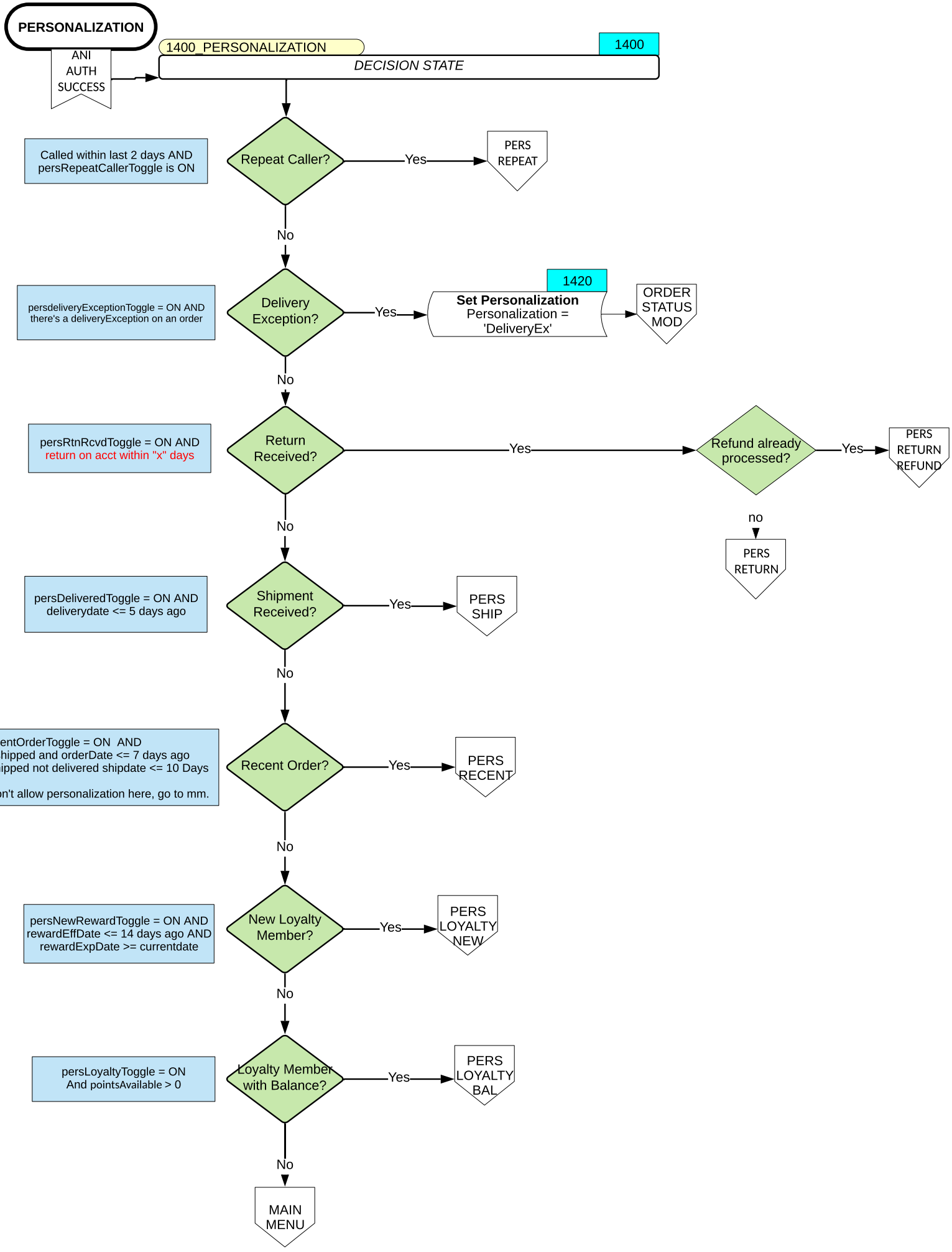

GET ZIPCODE
2+ PHONE FOUND
ANI FOUND
1350_ASK_ZIP_CODE
1350
inAskZipCode
Initial:
1350-1a.wav
Now what's your zip code?
Reentry:
1350-1b.wav
Say or enter your 5 digit zip code.
iZipCode = UserInput
Zip Code match?
Yes
Set Variables
IDFlag = Y
no
1355
IDType?
Phone
CHECK MOD
ANI
PERSON ALIZ ATION
1356_ZIP_TRY_ANOTHER_WAY
ASK PHONE NBR
Add a message here. I didn't find a match for that zip code let's try that a different way.
Yes
Customers > 1 & First Time?
no
Number of tries?
1
1357_ZIP_TRY_AGAIN
spkZipCodeNotFound
ZipNotFound.wav
I didn't find a match for that zipcode.
Let's try that one more time.
zipCounter++
1360_ZIP_NOT_FOUND
1360
spkPhoneNotFound
1360.wav I still didn't find a match for that zip code.
IDType?
Phone
XFER END
ANI
MAIN MENU

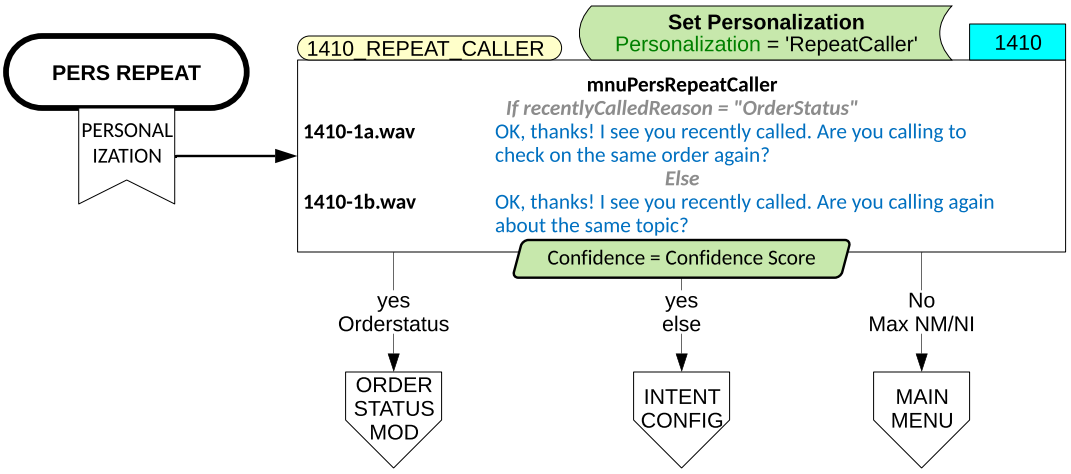

MAIN MENU
SHIP RCV SUB MENU
MID CONF
REPEAT CALLER PERS
LOYALTY PERS
RTN MAX PERS
NEW REWARD PERS
SHIPMNT RCVD PERS
RECENT ORDER PERS
ANI NO ZIP MATCH
ANI NOT FOUND
INVALID ANI
NO PERS
RTN RCVD PERS
RTN MM
1500_MAIN_MENU
1500
mnuMainMenu
Initial:
persResExampleToggle
Random Trigger
If persResExampleToggle = ON
If Example1 (triggered randomly)
1500-1a.wav What can I help you with today? <pause 1.5 seconds>
You can say things like: 'Where's my order?' or 'questions about reservations'.
If Example2 (triggered randomly)
1500-1b.wav What can I help you with today? <pause 1.5 seconds>
You can say things like: 'How many status points do I have?' or 'questions about reservations'.
If Example3 (triggered randomly)
1500-1c.wav What can I help you with today? <pause 1.5 seconds>
You can say things like: 'What's the balance on my gift card' or 'questions about reservations'.
If persResExampleToggle= OFF (else)
If Example1 (triggered randomly)
1500-1d.wav What can I help you with today? <pause 1.5 seconds>
You can say things like: 'Where's my order?' or 'How many status points do I have?'
If Example2 (triggered randomly)
1500-1e.wav What can I help you with today? <pause 1.5 seconds>
You can say things like: I would like to place an order' 'or 'What's the balance on my gift card?'
If Example3 (triggered randomly)
1500-1f.wav What can I help you with today? <pause 1.5 seconds>
You can say things like: 'Do I have any rewards available?' or 'I have a question about a product.'
Reentry (after a self service module):
If Example1 (triggered randomly)
1500-R1a.wav If that's all you need you can just hang up, or tell me what can I help you with today? <pause 1.5 seconds>
You can say things like: 'Where's my order?' or 'How many status points do I have?'
If Example2 (triggered randomly)
1500-R1b.wav If that's all you need you can just hang up, or tell me what can I help you with today? <pause 1.5 seconds>
You can say things like: I would like to place an order' 'or 'What's the balance on my gift card?'
If Example3 (triggered randomly)
1500-R1c.wav If that's all you need you can just hang up, or tell me what can I help you with today?
You can say things like: 'Do I have any rewards available?' or 'I have a question about a product.'
iMMIntent = UserInput
Confidence = Confidence Score
Max NM/NI
BACK OFF MM
Valid Response
INTENT CONFIG
RPT CALLER PERS
RECENT ORDER PERS
SHIPMNT RCVD PERS
BACK OFF MM
1502_GET_MM_INTENT
DECISION STATE
CFG06
Config DB – CFG06_getMMIntentConfig
lookup by: iMMIntent
returns: CFG06.midConfWavFile, CFG06.midConfText, CFG06.highConfWavFile, CFG06.highConfText, CFG06.xferGroup, CFG06.SSMod, CFG06.IDAuthRequiredFlag
SUCCESS
NODATA or FAILURE
CHECK CONF
First Time getting error/nodata?
yes
1505
Set Default Intent
iMMIntent = CFG01.DefaultIntent
no
1506
SYS ERROR

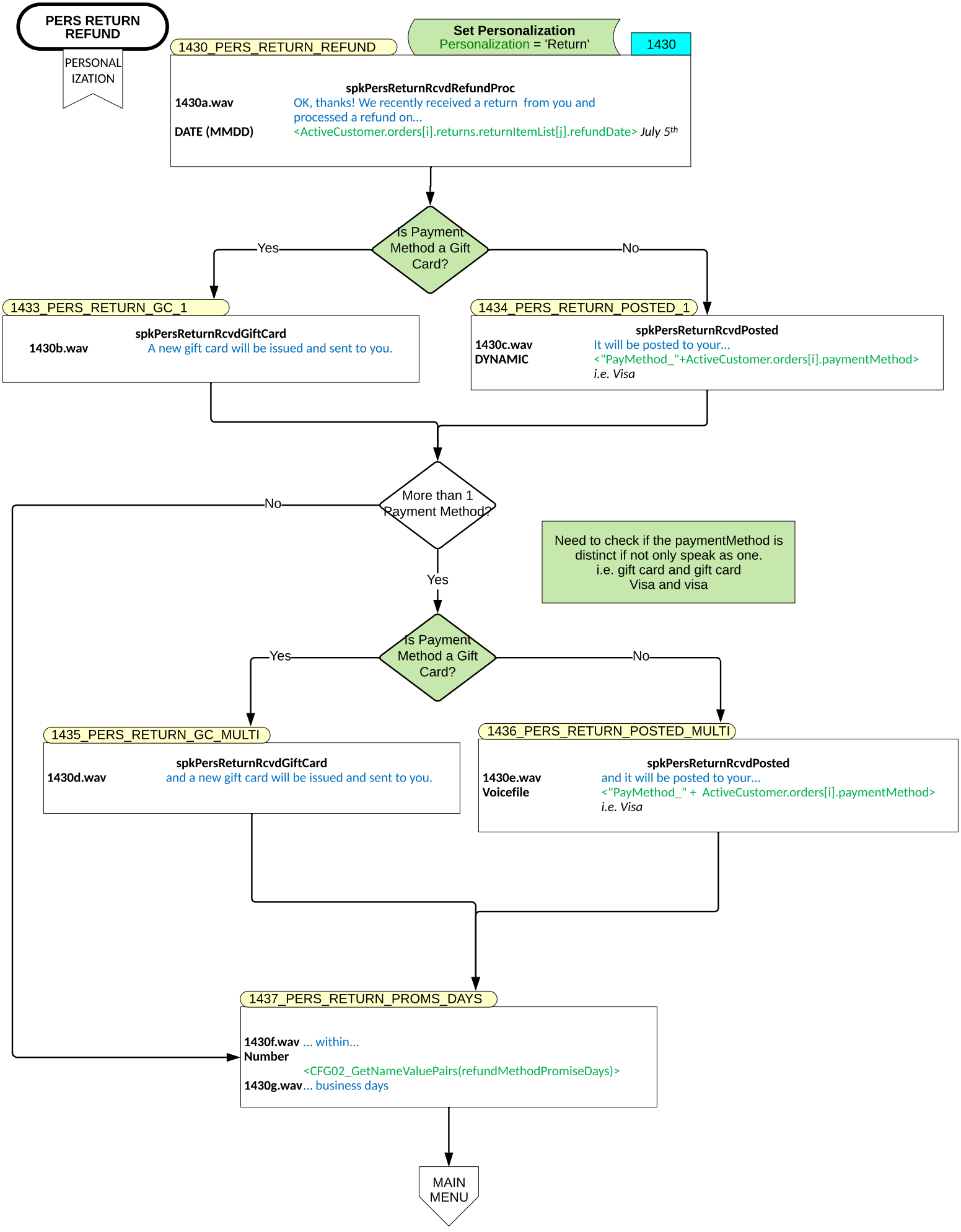

INTENT CONFIG
INTENT CONFIG SUCCESS
1509_INTENT_CONFIG
DECISION STATE
Confidence?
s/Comment (from Sherry):
ot clear on what the Confidence
should be set to.
w, I have it being set to the
lence score of the initiating input.
hat gets evaluated to
Mid/High - I was not clear and
will be required.
Confidence = Confidence Score
None
(Lkup only)
From Repeat Caller Pers?
yes
XFER END
no
CHECK SELF SERVICE
mid
.2 to .5
1510_MID_CONFIRMATION
1510
mnuMidConfConfirmation
VoiceFile
<CFG06.midConfWavFile>
i.e. You want order status is that right?
If not found use midConfText via TTS Voice
yes
no
CHECK SELF SERVICE
Number of tries?
2
1525
BACK OFF MM
<2
1511_MID_CONF_NO
spkMidConfNo
SorryAboutThatTryAgain.wav
Sorry about that. Let's try again.
MAIN MENU
high
> .5
1520_HIGH_CONFIRMATION
1520
spkHighConfConfirmation
VoiceFile
<CFG06.highConfWavFile> i.e. OK, Order Status
If not found use highConfText via TTS Voice
CHECK SELF SERVICE

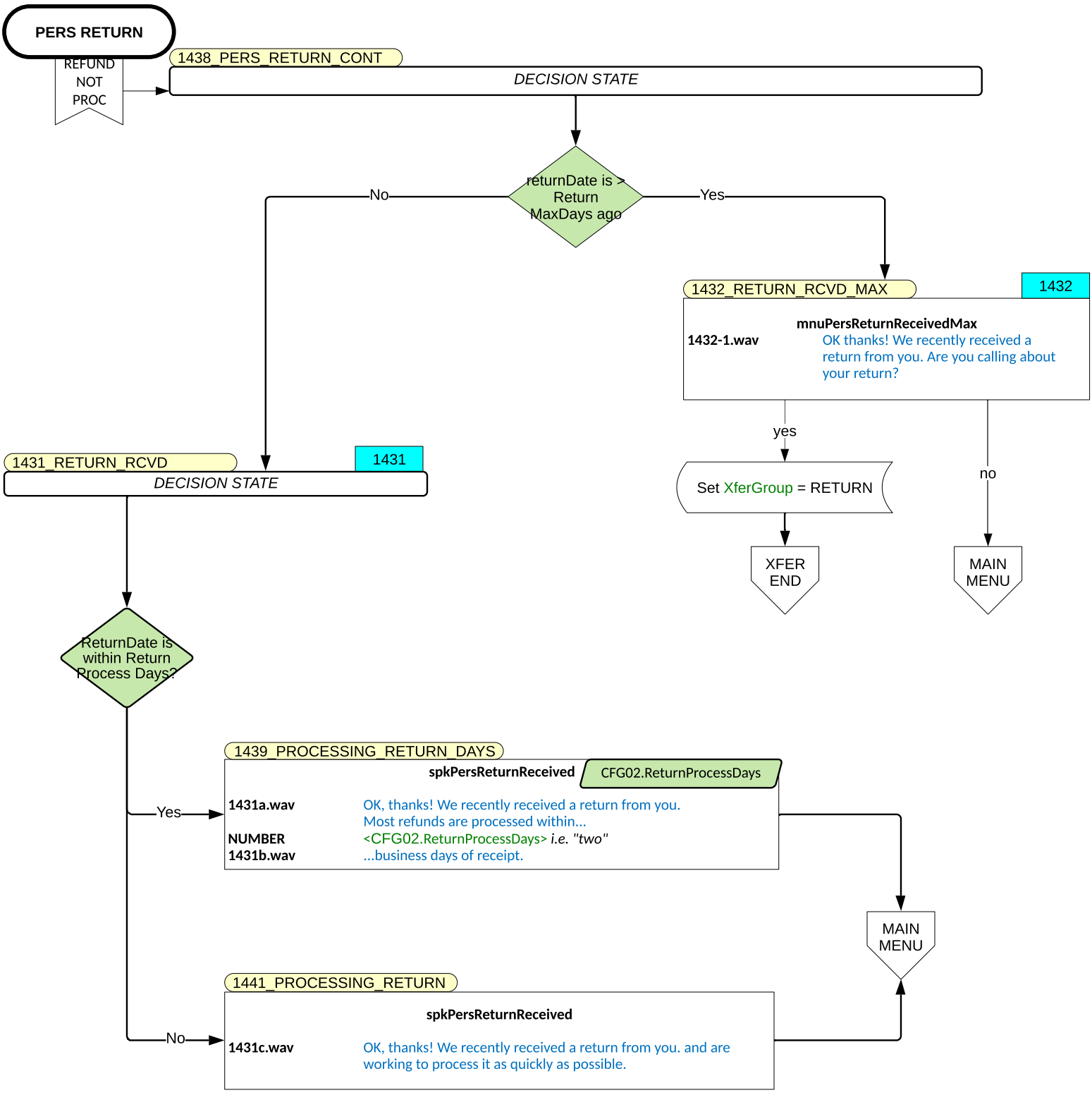

BACKOFF
MM
MM
NM
NI
NL
FAIL
1550_BACKOFF_MAIN_MENU
1550
mnuBackoffMainMenu
1550-1.wav
Let's try this another way. Just say one of the following: 'Where's my order', 'returns', 'refunds', 'status loyalty program', 'gift cards', 'help placing an order', 'product information', 'store locator', or say 'help with something else'
iMMIntent = UserInput
Confidence = Confidence Score
INTENT
CONFIG

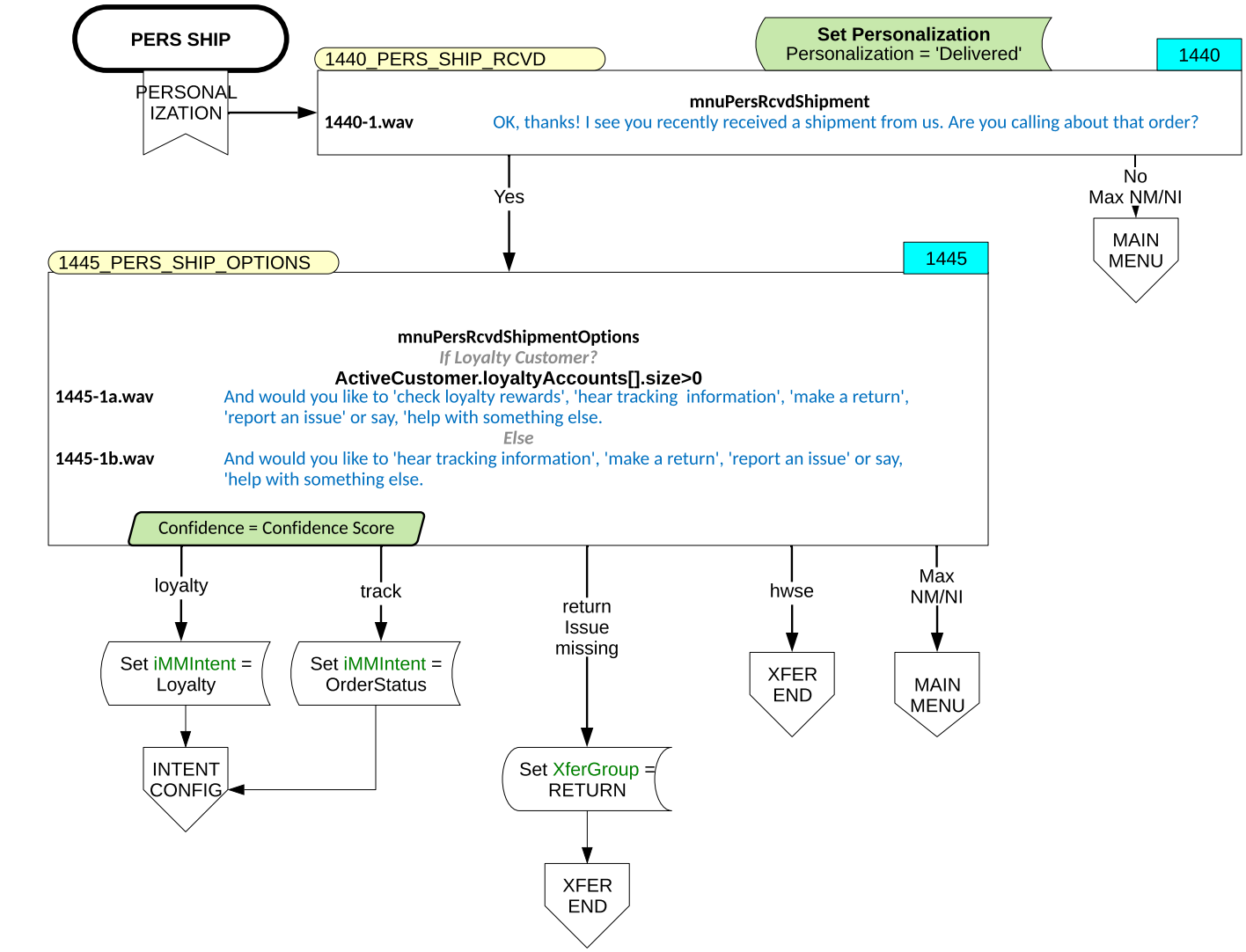

CHECK SELF SERVICE
NO CONF ELSE
MID CONF YES
HIGH CONF YES
1560_CHECK_SELF_SERVICE
DECISION STATE
Intent
No Auth Required
Loyalty
GiftCard
StoreLocator
CHECK MOD
PHONE ID SUCCESS
ID FLAG Y
1565_CHECK_MOD
DECISION STATE
SS Mod
Order
ORDER STATUS MOD
Loyalty
LOYALTY MOD
GiftCard
GIFT CARD MOD
else
XFER END
Requires Auth
OrderStatus
Returns
Refunds
PlaceOrder
ProductInfo
HWSE
IDFlag
Y
CHECK MOD
N
Number of customer ANI Records Returned?
0
ASK PHONE NBR
2+
Intent
anything else (not OrderStatus)
OrderStatus
At least 1 order found?
no
ASK PHONE NBR
yes
Pick customer record associated with most recent order
Set ActiveCustomer=FNL06.Customers[i]
GET ZIP CODE

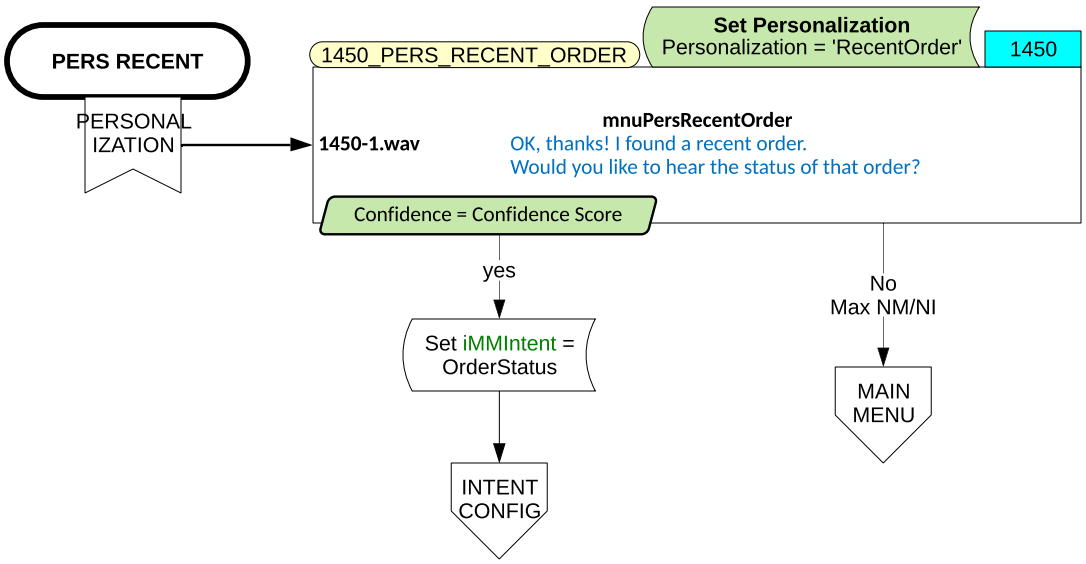

PERSONALIZATION
ANI
AUTH
SUCCESS
1400_PERSONALIZATION
1400
DECISION STATE
Called within last 2 days AND
persRepeatCallerToggle is ON
Repeat Caller?
Yes
PERS
REPEAT
No
persdeliveryExceptionToggle = ON AND
there's a deliveryException on an order
Delivery
Exception?
Yes
1420
Set Personalization
Personalization =
'DeliveryEx'
ORDER
STATUS
MOD
No
persRtnRcvdToggle = ON AND
return on acct within "x" days
Return
Received?
Yes
Refund already
processed?
Yes
PERS
RETURN
REFUND
no
PERS
RETURN
No
persDeliveredToggle = ON AND
deliverydate <= 5 days ago
Shipment
Received?
Yes
PERS
SHIP
No
ersRecentOrderToggle = ON AND
tus != shipped and orderDate <= 7 days ago
us = shipped not delivered shipdate <= 10 Days
ed… don't allow personalization here, go to mm.
Recent Order?
Yes
PERS
RECENT
No
persNewRewardToggle = ON AND
rewardEffDate <= 14 days ago AND
rewardExpDate >= currentdate
New Loyalty
Member?
Yes
PERS
LOYALTY
NEW
No
persLoyaltyToggle = ON
And pointsAvailable > 0
Loyalty Member
with Balance?
Yes
PERS
LOYALTY
BAL
No
MAIN
MENU

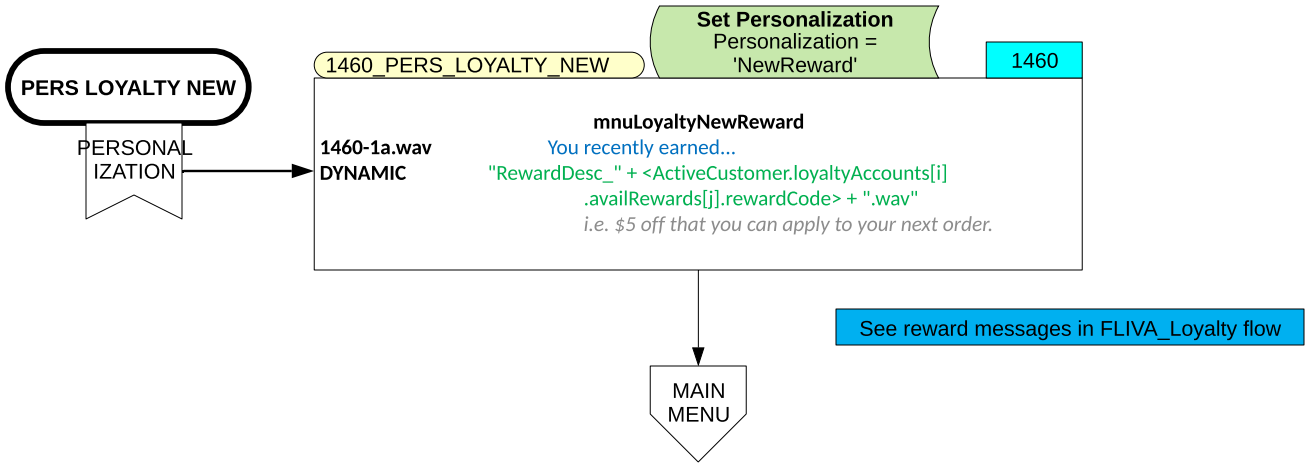

PERS REPEAT
PERSONAL IZATION
1410_REPEAT_CALLER
Set Personalization
Personalization = 'RepeatCaller'
1410
mnuPersRepeatCaller
If recentlyCalledReason = "OrderStatus"
1410-1a.wav
OK, thanks! I see you recently called. Are you calling to check on the same order again?
Else
1410-1b.wav
OK, thanks! I see you recently called. Are you calling again about the same topic?
Confidence = Confidence Score
yes
Orderstatus
yes
else
No
Max NM/NI
ORDER STATUS MOD
INTENT CONFIG
MAIN MENU

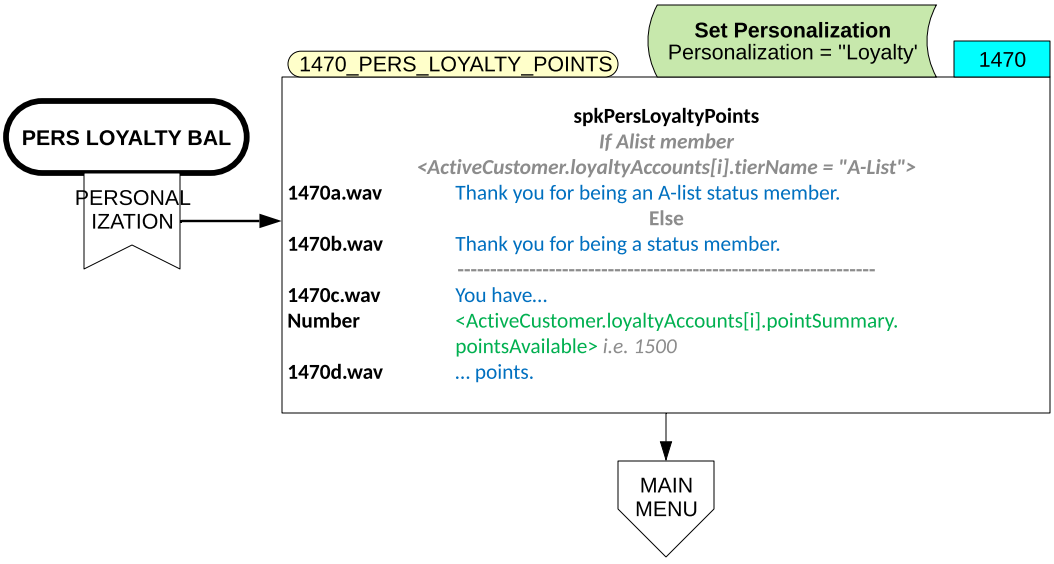

PERS RETURN REFUND
PERSONALIZATION
1430_PERS_RETURN_REFUND
Set Personalization
Personalization = 'Return'
1430
spkPersReturnRcvdRefundProc
1430a.wav
OK, thanks! We recently received a return from you and processed a refund on...
DATE (MMDD)
<ActiveCustomer.orders[i].returns.returnItemList[j].refundDate> July 5th
Is Payment Method a Gift Card?
Yes
No
1433_PERS_RETURN_GC_1
spkPersReturnRcvdGiftCard
1430b.wav
A new gift card will be issued and sent to you.
1434_PERS_RETURN_POSTED_1
spkPersReturnRcvdPosted
1430c.wav
It will be posted to your...
DYNAMIC
<"PayMethod_"+ActiveCustomer.orders[i].paymentMethod>
i.e. Visa
More than 1 Payment Method?
No
Yes
Need to check if the paymentMethod is distinct if not only speak as one.
i.e. gift card and gift card
Visa and visa
Is Payment Method a Gift Card?
Yes
No
1435_PERS_RETURN_GC_MULTI
spkPersReturnRcvdGiftCard
1430d.wav
and a new gift card will be issued and sent to you.
1436_PERS_RETURN_POSTED_MULTI
spkPersReturnRcvdPosted
1430e.wav
and it will be posted to your...
Voicefile
<"PayMethod_" + ActiveCustomer.orders[i].paymentMethod>
i.e. Visa
1437_PERS_RETURN_PROMS_DAYS
1430f.wav ... within...
Number
<CFG02_GetNameValuePairs(refundMethodPromiseDays)>
1430g.wav... business days
MAIN MENU

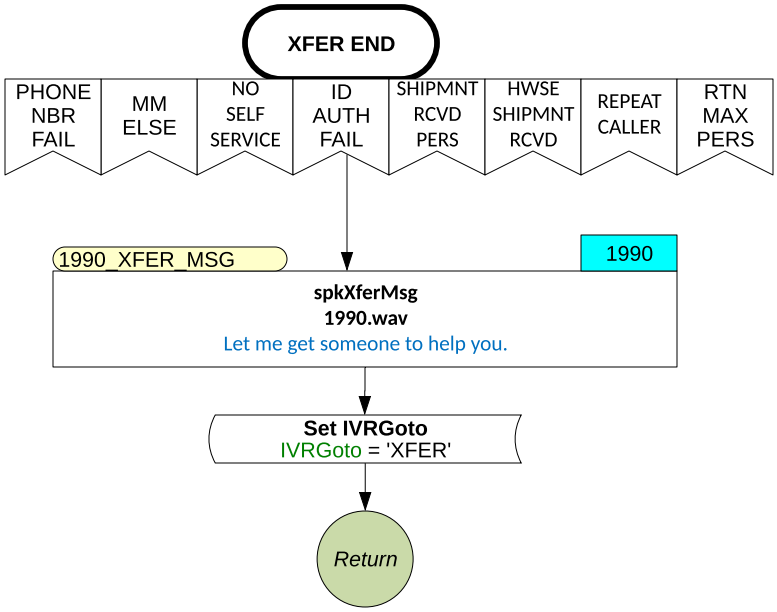

PERS RETURN
REFUND NOT PROC
1438_PERS_RETURN_CONT
DECISION STATE
returnDate is > Return MaxDays ago
No
Yes
1432_RETURN_RCVD_MAX
1432
mnuPersReturnReceivedMax
1432-1.wav
OK thanks! We recently received a return from you. Are you calling about your return?
yes
no
Set XferGroup = RETURN
XFER END
MAIN MENU
1431_RETURN_RCVD
1431
DECISION STATE
ReturnDate is within Return Process Days?
Yes
1439_PROCESSING_RETURN_DAYS
spkPersReturnReceived
CFG02.ReturnProcessDays
1431a.wav
OK, thanks! We recently received a return from you. Most refunds are processed within...
NUMBER
<CFG02.ReturnProcessDays> i.e. "two"
1431b.wav
...business days of receipt.
MAIN MENU
No
1441_PROCESSING_RETURN
spkPersReturnReceived
1431c.wav
OK, thanks! We recently received a return from you. and are working to process it as quickly as possible.

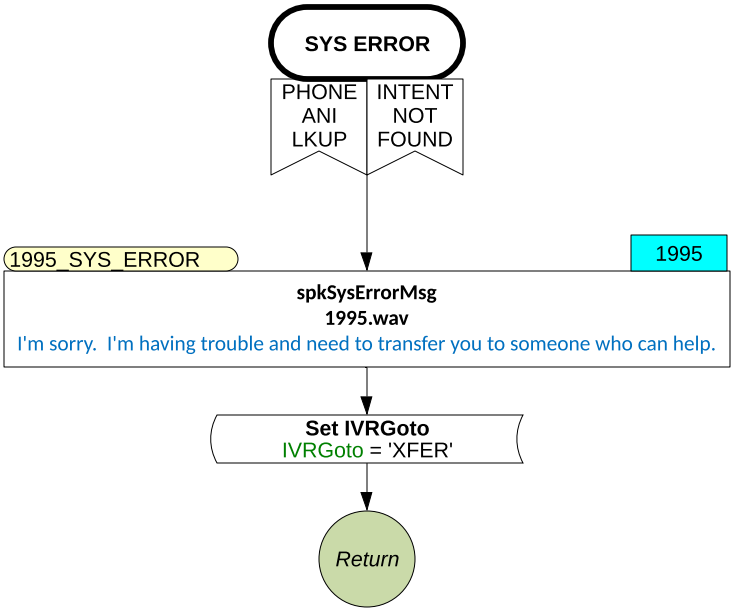

PERS SHIP
PERSONAL IZATION
1440_PERS_SHIP_RCVD
Set Personalization
Personalization = 'Delivered'
1440
mnuPersRcvdShipment
1440-1.wav
OK, thanks! I see you recently received a shipment from us. Are you calling about that order?
Yes
No
Max NM/NI
MAIN MENU
1445_PERS_SHIP_OPTIONS
1445
mnuPersRcvdShipmentOptions
If Loyalty Customer?
ActiveCustomer.loyaltyAccounts[].size>0
1445-1a.wav
And would you like to 'check loyalty rewards', 'hear tracking information', 'make a return', 'report an issue' or say, 'help with something else.
Else
1445-1b.wav
And would you like to 'hear tracking information', 'make a return', 'report an issue' or say, 'help with something else.
Confidence = Confidence Score
loyalty
track
return Issue missing
hwse
Max NM/NI
Set iMMIntent = Loyalty
Set iMMIntent = OrderStatus
INTENT CONFIG
Set XferGroup = RETURN
XFER END
XFER END
MAIN MENU

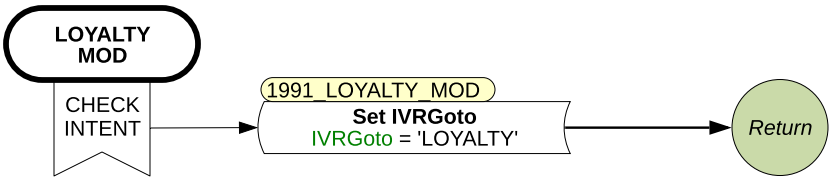

PERS RECENT
PERSONAL IZATION
1450_PERS_RECENT_ORDER
Set Personalization
Personalization = 'RecentOrder'
1450
mnuPersRecentOrder
1450-1.wav
OK, thanks! I found a recent order.
Would you like to hear the status of that order?
Confidence = Confidence Score
yes
No
Max NM/NI
Set iMMIntent = OrderStatus
INTENT CONFIG
MAIN MENU

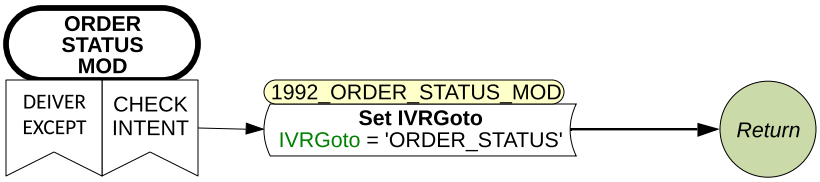

PERS LOYALTY NEW
PERSONAL IZATION
1460_PERS_LOYALTY_NEW
Set Personalization
Personalization = 'NewReward'
1460
mnuLoyaltyNewReward
1460-1a.wav
You recently earned...
DYNAMIC
"RewardDesc_" + <ActiveCustomer.loyaltyAccounts[i]
.availRewards[j].rewardCode> + ".wav"
i.e. $5 off that you can apply to your next order.
See reward messages in FLIVA_Loyalty flow
MAIN MENU

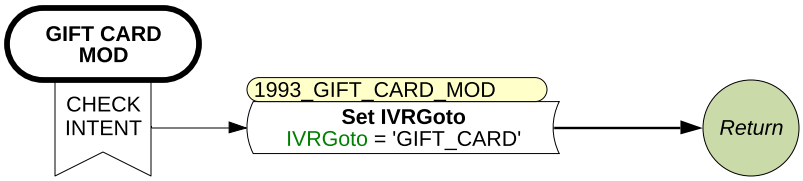

PERS LOYALTY BAL
PERSONAL IZATION
1470_PERS_LOYALTY_POINTS
Set Personalization
Personalization = "Loyalty'
1470
spkPersLoyaltyPoints
If Alist member
<ActiveCustomer.loyaltyAccounts[i].tierName = "A-List">
1470a.wav
Thank you for being an A-list status member.
Else
1470b.wav
Thank you for being a status member.
1470c.wav
You have...
Number
<ActiveCustomer.loyaltyAccounts[i].pointSummary.
pointsAvailable> i.e. 1500
1470d.wav
... points.
MAIN MENU

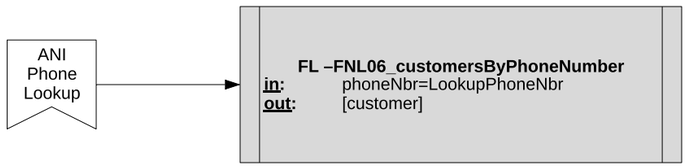

XFER END
PHONE NBR FAIL
MM ELSE
NO SELF SERVICE
ID AUTH FAIL
SHIPMNT RCVD PERS
HWSE SHIPMNT RCVD
REPEAT CALLER
RTN MAX PERS
1990_XFER_MSG
1990
spkXferMsg
1990.wav
Let me get someone to help you.
Set IVRGoto
IVRGoto = 'XFER'
Return


SYS ERROR
PHONE ANI LKUP
INTENT NOT FOUND
1995_SYS_ERROR
1995
spkSysErrorMsg
1995.wav
I'm sorry. I'm having trouble and need to transfer you to someone who can help.
Set IVRGoto
IVRGoto = 'XFER'
Return


LOYALTY MOD
CHECK INTENT
1991_LOYALTY_MOD
Set IVRGoto
IVRGoto = 'LOYALTY'
Return

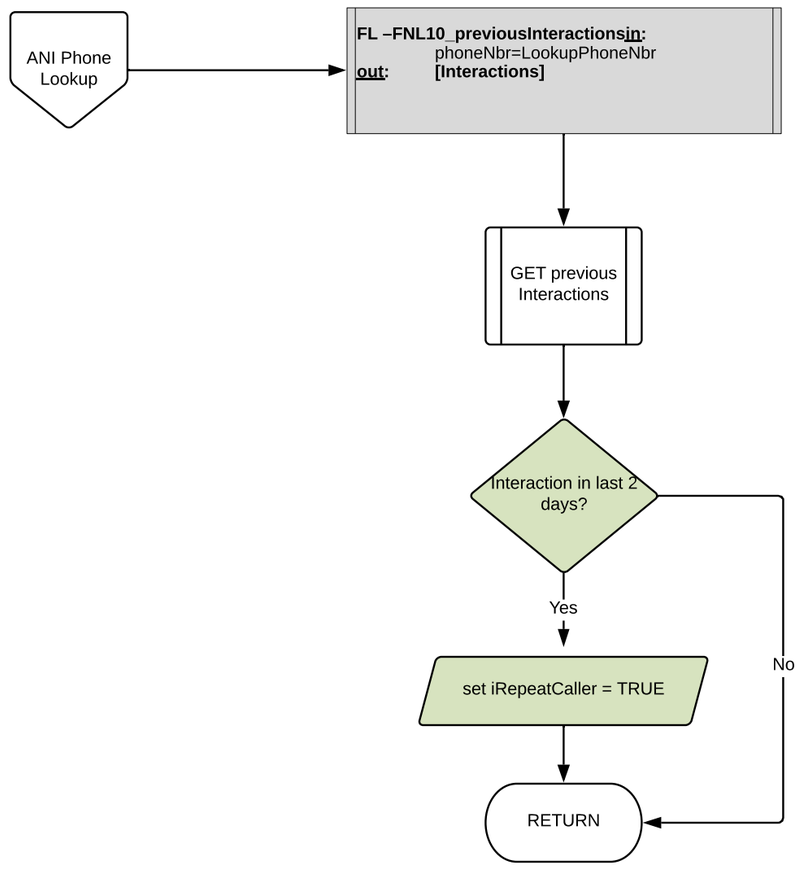

ORDER STATUS MOD
DEIVER EXCEPT
CHECK INTENT
1992_ORDER_STATUS_MOD
Set IVRGoto
IVRGoto = 'ORDER_STATUS'
Return


GIFT CARD MOD
CHECK INTENT
1993_GIFT_CARD_MOD
Set IVRGoto
IVRGoto = 'GIFT_CARD'
Return



`customersByPhoneNumber(phoneNumber: String!)[Customer]`
Lookup customer by phone number, could return multiple customers

```
type Customer {
    customerId: String!
    profileId: String,
    fascia: String,
    firstName: String,
    lastName: String,
    email: String,
    previousEmails: [String],
    phoneNumber: PhoneNumber,
    dateOfBirth: String,
    contactAddress: Address,
    pushNotificationAccountId: String,
    subscribedToMarketingEmails: Boolean,
    loyaltyAccounts: [LoyaltyAccount],
    sourceInfo: SourceInfo,
    lastUpdatedDateTime: String,
    lastUpdatedBy: String,
    orders(daysBack: Int, all: Boolean = false): [CustomerOrder],
    transactions : [Transactions]
}
```


ANI Phone Lookup
FL –FNL10_previousInteractionsin:
phoneNbr=LookupPhoneNbr
out: [Interactions]
GET previous Interactions
Interaction in last 2 days?
Yes
No
set iRepeatCaller = TRUE
RETURN