|  |  |  |
| --- | --- | --- |
|  | **Wyndham Destinations**  **Owner Services IVR**  **Voice User Interface (VUI)** | waterfield-technologies |

**TABLE OF CONTENTS**

[Revision History 2](#_Toc34307539)

[Overview 3](#_Toc34307540)

[Dialog Module Flow 3](#_Toc34307541)

[Dialog Module Config Parameters 4](#_Toc34307542)

[Global Behavior 5](#_Toc34307543)

[Global Commands 5](#_Toc34307544)

[Global Confirms (the “If necessary” prompt) 6](#_Toc34307545)

[Global Config Parameters 7](#_Toc34307546)

[Dialog Modules 8](#_Toc34307547)

[0110\_MainMenu 8](#_Toc34307548)

[0120\_MoreOptions 9](#_Toc34307549)

[0200\_AskAcctNbr 10](#_Toc34307550)

[0210\_AskDOB 11](#_Toc34307551)

[0220\_RetryAcctNbr 12](#_Toc34307552)

[0300\_TitleSvcsMenu 13](#_Toc34307553)

[0310\_ConfirmLtrYN 14](#_Toc34307554)

[320\_ChangeMenu 15](#_Toc34307555)

[0330\_InstrLtrYN 16](#_Toc34307556)

[0400\_FinSvcsMenu 17](#_Toc34307557)

[0410\_FinSvcsHWSE 18](#_Toc34307558)

[0450\_MakePaymentYN 19](#_Toc34307559)

[0470\_DocMenu 20](#_Toc34307560)

[0475\_CancelLtrYN 21](#_Toc34307561)

[0480\_StatementTypeYN 22](#_Toc34307562)

[0485 \_PayoffYN 23](#_Toc34307563)

[0490 \_TaxDocYN 24](#_Toc34307564)

[0500\_PayInFullYN 25](#_Toc34307565)

[0920\_WrapMenu 26](#_Toc34307566)

[0930 \_WrapMenu2 27](#_Toc34307567)

# Revision History

|  |  |  |
| --- | --- | --- |
| **Revision Date** | **Revised By** | **Revision Description** |
| 1/22/2020 | Kevin Maas | Initial version |
| 1/30/2020 | Kevin Maas | Updated 0330\_InstrLtr |
| 3/02/2020 | Carolyn Daugherty | Added 320\_ChangeMenu  Updated .wav file names |
| 4/03/2020 | Carolyn Daugherty | Updated menu 310 |
| 7/03/2020 | Leo Prada | Spanish Version – Next node to translate 0450 in fine |

# Overview

This document is the functional specification for the Dialog Modules that are contained in the associated Visio call flow document for the application. A Dialog Module contains the configuration that is necessary to prompt the caller and collect their response. This includes configuration for reprompts and confirmation behavior. Each Dialog Module has the opportunity to utilize global commands and global confirmation behavior, if desired.

## Dialog Module Flow

Each Dialog Module consists of multiple prompts that work together to deliver a final **Response** to the call flow for it evaluate. The general process flow for executing a Dialog Module is depicted below using **0210\_AskDOB** as an example.



## Dialog Module Config Parameters

The following table lists settings that may be applicable at a given speech state. If used in a Dialog Module, they can be noted in the Configuration Parameters section of the Dialog Module.

|  |  |
| --- | --- |
| **Speech Settings** |  |
| **InitialTimeout** | Time to wait for the caller to start speaking. (seconds) |
| **Medium Confidence** | Range in decimal format to confirm utterances. (i.e. .10 - .55) |
| **NBest** | Number of “guesses” that should be returned from the grammar |
| **BargeIn** | If true let the caller speak over the prompt. |
| **Completetimeout** | Maximum time of wait after receiving recognized utterance input. (seconds) |
| **Incompletetimeout** | Maximum time of lack of additional utterance input. (seconds) |
| **MaxSpeechTimeout** | Maximum time of speech allowed by caller. (seconds) |
| **Sensitivity** | Speech sensitivity level for recognizer to engage in utterance capture. (i.e. 0.4) |
| **DTMF Settings** |  |
| **MinDigits** | The minimum number of DTMF digits allowed. |
| **MaxDigits** | The maximum number of DTMF digits allowed. |
| **TerminationDigit** | Used for variable length prompts, the DTMF digit that indicates the caller entry is complete. This is typically the # key. |
| **Interdigit Timeout** | Time allowed between digits if min and max digits > 1. (seconds) |

# Global Behavior

## Global Commands

|  |  |  |  |
| --- | --- | --- | --- |
| ***Global Functionality*** | | | |
| Global command are available at all dialog modules, unless it is noted as DISABLED. | | | |
| ***Prompts*** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| < See individual Dialog Modules > | | | |
| ***Responses & Confirmation Prompts*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <rep> operador, operadora, agente, representante, atencion al cliente | Never | -- | -- |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars – rep  (representative) | | Representative.grxml | |

## Global Confirms (the “If necessary” prompt)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Dialog Module*** | | | | |
| This is the logic for the Global Confirmation. This is a simple yes/no confirmation state that is used by any of the Dialog Modules that have “If necessary” Confirmation Prompts. The “If necessary” is determined by the Medium Confidence range. For example, if a Dialog Module has a Medium Confidence range configured and the caller’s utterance falls within that range, we will ask a follow-up confirmation prompt that accepts a yes/no answer. | | | | |
| ***Prompts*** | | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** | ***Transition*** |
| PROMPT-1 | -- | gl\_thatwas.wav | Eso fue… | -- |
|  |  | ^ | <Response> |  |
|  |  | gl\_isthatright.wav | … ¿es correcto? |  |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento | **PROMPT-2** |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. | **Response = “BAD”** |
| ***Responses*** | | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** |  |  | ***Transition*** |
| "<yes>  yes, yep, correct" | Never | -- | -- | **Response = DM.Response**  (i.e. “19431022”) |
| "<no>  no, nope, wrong" | Never | -- | -- | **Increment BadCount.** |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | | |
| Global Commands are DISABLED during Confirmation Prompts. | | | | |
| ***Config Parameters*** | | | | |
| ***Parameter*** | | ***Value*** | | |
| Grammars | | GlobalConfirmation.grxml | | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | | |

## Global Config Parameters

|  |  |
| --- | --- |
| ***Config Parameters*** | |
| ***Parameter*** | ***Value*** |
| initial\_timeout | 6 |

# Dialog Modules

## 0110\_MainMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for a call reason | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0110MainMenu.wav | ¿Qué desea hacer? Puede decir… reservas, pagos y resúmenes , cambios de titularidad, o más opciones. |
| PROMPT-2 | -- | 0110MainMenuRetry.wav | Para reservas, presione 1, pagos y resúmenes 2, cambios de titularidad 3, o más opciones 4. Para hablar con un representante, presione 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <reservations>  Reserva(s) | Landmark | 0110aReservations.wav | Reservas |
| <payments>  Pago(s)  Resumen(es) | Landmark | 0110bPayments.wav | Pagos y resúmenes |
| <title>  Cambio(s) de titularidad | Landmark | 0110cTitle.wav | Cambios de titularidad |
| <hwse>  Mas opciones | Landmark | 0110dMoreOptions.wav | Más opciones |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0110\_MainMenu.grxml  0110\_MainMenu \_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0120\_MoreOptions

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for a menu choice | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0120HWSEMenu.wav | Puede decir ... Programa Wyndham rewards, conversion de puntos, opcion de intervalo personal, o hablar con un agente. |
| PROMPT-2 | -- | 0120HWSEMenuRetry.wav | Para el programa Wyndham rewards, presione 1. Conversion de puntos, 2. Preguntas sobre su opcion de intervalo personal, 3. Para hablar con un agente presione 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <rewards>  Programa  Wyndham rewards | If necessary | 0120aRewards.wav | Premios Wyndham |
| <points>  Conversion de puntos | If necessary | 0120bPoints.wav | Conversion de puntos |
| <choice>  Opcion intervalo personal | If necessary | 0120cInterval.wav | Opción intervalo personal |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0120\_MoreOptions.grxml  0120\_MoreOptions\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0200\_AskAcctNbr

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for the account number | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0200AccountNum.wav | To get started, what is your account number? |
| PROMPT-2 | -- | 0200AccountNumRetry.wav | Please say or enter your account number. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <account>  Opcional:  • Es  • Mi numero es  Required:  Any (x) digits 0-9 | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0200\_AskMemberContract.grxml  0200\_AskMemberContract\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0210\_AskDOB

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for date of birth. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0210DOB.wav | ¿Y la fecha de nacimiento del titular? |
| PROMPT-2 | -- | 0210DOBRetry.wav | Por favor digame la fecha de nacimiento del titular, incluyendo mes, dia y año, o ingreselo utilizando 2 digitos para el mes, 2 para el dia y 4 para el año. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <dob>  Opcional:  • Es  • Mi/la (fecha/cumpleaños/fecha de cumpleaños/fecha de nacimiento) es  Required:  8 digits in valid MMDDYYYY format | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0210\_AskDOB.grxml  0210\_AskDOB\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0220\_RetryAcctNbr

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Dialog Module** | | | | |
| Ask for the member number or contract number | | | | |
| **Prompts** | | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0220AccountRetry.wav | No pude encontrar ninguna cuenta con la informacion que me proveyo. Probemos nuevamente, ¿cual es el numero de su cuenta? |
| PROMPT-2 | -- | 0220AccountRetry2.wav | Por favor diga o ingrese el numero de cuenta. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <account>  Opcional:  Es  Mi numero es  Required:  Any (x) digits 0-9 | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | | |
| <rep> | | | | |
| ***Config Parameters*** | | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0220\_RetryAcctNbr.grxml  0220\_RetryAcctNbr\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0300\_TitleSvcsMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller for a menu option. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 300TitleSvcsMenu.wav | Puede decir: cambio de titularidad, verificar estado, hacer un pago o necesito ayuda con otra cosa. ¿Cuál desea? |
| PROMPT-2 | -- | 0300TitleSvcsMenuRetry.wav | Para cambio de titularidad, presione 1. Verificar el estado de una cambio en progreso, 2. Hacer un pago, 3. Otra cosa, 4. Para hablar con un represenante, presione 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <ownership> Cambio de titularidad, Cambio, Transferencia, Transferir, Titularidad | If necessary |  |  |
| <status> Verificar estado, Estado de cuenta, Estado | If necessary |  |  |
| <payment>  Realizar un pago,  Pago(s) | If necessary |  |  |
| <hwse> Otra cosa, Mas opciones | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0300\_TitleSvcsMenu.grxml  0300\_TitleSvcsMenu\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0310\_ConfirmLtrYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want a confirmation letter | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 310StatusSendLetter1.wav | Su solicitud de cambio de titularidad fue procesada el <fecha> |
| PROMPT-2 | -- | 310StatusSendLetter2.wav | ¿Desea que le envíe una copia de la carta de confirmación? |
| PROMPT-3 | -- | 310StatusSendLetter3.wav | Si desea hablar con alguien, simplemente diga representante. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes> Si | Never |  |  |
| <yn>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 320\_ChangeMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller what type of ownership change | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0320ChangeMenu.wav | Puedo ayudarle a agregar un titular, quitar un titular, cambiar su nombre, cambiar la titularidad a alguien más, o cambiar la titularidad a su compañía o fideicomiso. ¿Cuál desea? <pausa> |
| PROMPT-2 | -- | 0320RepeatorRep.wav | Para oir estas opciones nuevamente, diga repetir eso. Si desea hablar con alguien, simplemente diga representante. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <letter>  carta de información | Never |  |  |
| <repeat>  Repetir,  repetir eso | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0320\_ChangeMenu.grxml  0320\_ChangeMenu\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0330\_InstrLtrYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want an instructional letter | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0330Letter.wav | Para oir esta información nuevamente, diga repetir. Si desea que le envíe una carta con las instrucciones para iniciar el proceso, diga carta de información. |
| PROMPT-2 | -- | 0330-2wav | Para oir las instrucciones nuevamente, presione 1. Para recibir una carta de instrucciones por correo, 2. Para hablar con un representante, presione 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <letter>  carta de información | Never |  |  |
| <repeat>  Repetir,  repetir eso | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0400\_FinSvcsMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller for a menu selection | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0400FinSvcs.wav | Puede decir: realizar un pago, verificar estado de cuenta, solicitar un documento o más opciones. ¿Cuál desea? |
| PROMPT-2 | -- | 0400FinSvcsMenuRetry.wav | Para hacer un pago, presione 1.Verificar el estado de su cuenta, 2. Solicitar un documento, 3. Mas opciones, 4. Para hablar con un agente, presion 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <status> Verificar estado, Estado de cuenta, Estado | Landmark | 0400a.wav | realizar un pago |
| <payment>  Realizar un pago,  Pago(s) | Landmark | 0400b.wav | estado de cuenta |
| <documents>  Solicitar un documento,  Documento(s) | Landmark | 0400c.wav | documentos |
| <hwse>  Mas opciones | Landmark | 0400d.wav | más opciones |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0400\_FinSvcsMenu.grxml 0400\_FinSvcsMenu\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0410\_FinSvcsHWSE

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller for a menu selection | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 405PaymentsSomethingElseMenu.wav | Puede decir Beneficios del Club Wyndham, direccion postal, informacion de transferencia electronica, preguntas de pago inicial, o hablar con un agente. ¿Cual desea? |
| PROMPT-2 | -- | 405PaymentsSomethingElseMenuRetry.wav | Para Beneficios del Club Wyndham, presion 1, direccion postal de pago, 2, informacion de transferencia electronica, 3, preguntas de pago inicial, 4, o hablar con un agente, presione 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <perks> Beneficios, Club Wyndham, Beneficios del club Wyndham | If necessary | 410a.wav | beneficios club Wyndham |
| <address>  Direccion postal,  Direccion de pago,  Direccion postal de pago. | If necessary | 410b.wav | Dirección postal de pago |
| <downpayment>  Preguntas deposito inicial,  Consultas deposito inicial,  Pagos,  Preguntas,  Consultas | If necessary | 410c.wav | Preguntas acerca de depósito inicial. |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0410\_FinSvcsHWSE.grxml 0410\_FinSvcsHWSE\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0450\_MakePaymentYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want a confirmation | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0450AmountDue.wav | Your current amount due is [amount] which includes a loan payment of [amount] for contract number(s) [xxxxxxxxxx] and an assessment balance of [amount]. Would you like to make a payment today? |
| PROMPT-2 | -- | 0450PaymentToday.wav | Would you like to make a payment today? Press 1 for yes or 2 for no. To speak to a representative, press 0 |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes>  Yes | Never |  |  |
| <no>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0470\_DocMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want a confirmation | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0470SelectDoc.wav | Which document would you like? You can say pay-off quote, statements, cancellation letter or tax documents. |
| PROMPT-2 | -- | 0470SelectDocRetry.wav | For a pay-off quote, press 1. Statements, 2. Cancellation letter, 3. Tax doucments 4. TO speak to a representative, press 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <payoff>  Payoff quote | Never |  |  |
| <statement>  Statement(s) | Never |  |  |
| <cancel>  Cancellation letter | Never |  |  |
| <tax>  Tax document(s),  1098 | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0470\_DocMenu.grxml  0470\_DocMenu\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0475\_CancelLtrYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want a confirmation | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0475SendCancellationLetter.wav | Would you like me to send you a copy of your cancellation letter to the address on file? |
| PROMPT-2 | -- | 0475SendCancellationLetterRetry.wav | Would you like me to send you a copy of your cancellation letter to the address on file? If you would like to speak with someone, just say "representative." |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes>  Yes | Never |  |  |
| <no>  No |  |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0480\_StatementTypeYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller what type of statement they want | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0480SelectStatement.wav | I can send you a copy of your most recent annual statement, or a copy of your most recent monthly statement. Which one would you like, annual or monthly? |
| PROMPT-2 | -- | 0480SelectStatementRetry.wav | To receive a copy of your most recent annual statement, press 1. For you most recent monthly statement, 2. To speak to a representative, press 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <annual>  Annual | Never |  |  |
| <monthly>  Monthly | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0480\_StatementType.grxml  0480\_StatementType\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0485 \_PayoffYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| After a caller has finished a self service option, ask them if they want to repeat, main menu, or representative. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1  And  PROMPT-2 | -- | 0485CurrentPayoff.wav | Your current payoff amount is [amount]. Would you like me to send you a payoff letter with this information? |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes>  Yes | Never |  |  |
| <no>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0490 \_TaxDocYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| After a caller has finished a self service option, ask them if they want to repeat, main menu, or representative. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1  And  PROMPT-2 | -- | 0490TaxDoc.wav | Would you like me to send a copy of your most recent 1098 tax document to the address on file? |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes>  Yes | Never |  |  |
| <no>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0500\_PayInFullYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| After a caller | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1  and  PROMPT-2 | -- | 0500PastDue.wav | You have a past due balance of [amount]. Would you like to make that payment in full today? |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes>  Yes | Never |  |  |
| <no>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0920\_WrapMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| After a caller has finished a self service option, ask them if they want to repeat, main menu, or representative. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0920WrapMenu.wav | I've processed your request. Is there anything else I can help you with today? You can say main menu or simply hang up. |
| PROMPT-2 | -- | 0920WrapMenuRetry.wav | Is there anything else I can help you with today? You can say main menu or simply hang up. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <menu>  Main menu,  Menu | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | WrapMenu.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0930 \_WrapMenu2

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| After a caller has finished a self service option, ask them if they want to repeat, main menu, or representative. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0930WrapMenu2.wav | Is there anything else I can help you with today? You can say main menu or simply hang up. |
| PROMPT-2 | -- | 0930WrapMenu2.wav | Is there anything else I can help you with today? You can say main menu or simply hang up. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <menu>  Main menu,  Menu | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | WrapMenu.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |