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|  | **Finish Line**  **IVA**  **Voice User Interface (VUI)** |  |

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# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision #** | **Revision Description** | **Revision Date** | **Revised By** |
| 1.0 | First draft | 07/9/2020 | Sarah Reitsma |
| 1.1 | Updated reprompts for 3000 Gift Card to include information about e-gfit cards  Added FinishLine feedback | 7/15/2020 | Sarah Reitsma |
| 1.2 | Added logic/next order option to 2140  Clean up to various gift card/loyalty states to reference the correct globals and add optional phrases for GC PIN and number | 7/22/2020 | Sarah Reitsma |
| 1.3 | State 2005 was added – previously was missing | 7/24/2020 | Sarah Reitsma |
| 1.4 | Split 1445 into 1445 and 1446 per instructions from Sherry – no prompt updates needed | 7/30/2020 | Sarah Reitsma |
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# Overview Prompting

The diagram below serves as a visual aid to complement the settings detailed at each speech state‘s logically flow. Note that the diagram does not work for every speech state, for example a state where only a single timeout is allowed.

|  |
| --- |
| **Prompting** |
| **Macintosh HD:private:var:folders:54:x2gkmxts5fz5vwrrryxb17t8mlm9y_:T:TemporaryItems:Drawing59.emf** |

# Global Commands

The following commands are typical global intents throughout the application if referenced at a specific state. If it’s not referenced the global intent is not active at that state.

## #global\_repeat

|  |  |  |  |
| --- | --- | --- | --- |
| ***User Examples*** | ***Response*** | ***DTMF*** | ***Action*** |
| * repeat * repeat (these/those/the) choices/options/items * repeat (all of) that * repeat it * repeat list of choices/options/items * say it again * say that again * hear it again * I want to hear it again * I would like to hear it again * I need to hear it again * repeat it again * repeat that again * I want to hear (the) list of options (again) * I would like to hear (the) list of options (again) * I need to hear (the) list of options (again) | repeat | \* | Reprompt with Initial prompt .wav file.  Typically named:  <peg>-1.wav |

## #global\_mainmenu

|  |  |  |  |
| --- | --- | --- | --- |
| ***User Examples*** | ***Response*** | ***DTMF*** | ***Action*** |
| * Main menu * Return to the main menu * Go to the main menu * I want the main menu * I would like the main menu * I want to return to the main menu * I would like to return to the main menu * I want to go to the main menu * I would like to go to the main menu | mm | N/A | Return to  [1500\_mnuMainMenu](#_1500_mnuMainMenu) |

## #global\_agent

|  |  |  |  |
| --- | --- | --- | --- |
| ***User Examples*** | ***Response*** | ***DTMF*** | ***Action*** |
| * Agent * I want/would like an agent * (can I) talk to/with an agent * I want/would like to talk to/with an agent * (can I) Speak to/with an agent * I want/would like to Speak to/with an agent * Transfer (me) to an agent * Can I transfer to an agent? * I want/would like to Transfer to an agent * Get me (to) an agent * Call agent * Can I connect to an agent? * (I want/would like to) Connect to an agent * Connect me to an agent * Send me to an agent * (can I) Talk to/with a live agent * I want/would like to talk to/with a live agent * (can I) Speak to/with a live agent * I want/would like to speak to/with a live agent * Transfer (me) to a live agent * Can I transfer to a live agent? * I want/would like to Transfer to a live agent * (I want/would like to) Connect to a live agent * Connect me to a live agent * Get me (to) a live agent * Send me to a live agent * Agent help * I want/would like an agent to help me * I want/would like a live agent to help me * (customer service) Representative * I want/would like a (customer service) Representative * (can I) talk to/with a (customer service ) representative * I want/woud like to talk to/with a (customer service ) representative * (can I) Speak to/with a (customer service) representative * I want/woud like to Speak to/with a (customer service) representative * Transfer (me) to a (customer service) representative * Get me (to) a (customer service) representative * Call a (customer service) representative * I want/would like to Call a (customer service) representative * Can I connect to a (customer service) representative? * Connect to a (customer service) representative * Connect me to a (customer service) representative * I want/would like to connect to a (customer service) representative * Send me to a (customer service) representative * a representative help * customer service (please) * (can I) talk to/with customer service * I want/would like to talk to/with customer service * (can I) Speak to/with customer service * I want/would like to speak to/with customer service * Transfer (me) to customer service * Get (me to) customer service * Call customer service * I want/would like to call customer service * Can I connect to customer service? * Connect (me) to customer service * I want/would like to connect to customer service * Send me to customer service * (Hi) can you transfer me? * (Hi) can you connect me? * Transfer (Me) * Operator * I want/would like an operator * (can I) talk to/with an operator * I want/would like to talk to/with an operator * (can I) Speak to/with an operator * I want/would like to Speak to/with an operator * Transfer (me) to an operator * Can I transfer to an operator? * I want/would like to Transfer to an operator * Get me (to) an operator * Call operator * Can I connect to/with an operator? * Connect me to an operator * (I want/would like to) Connect to an operator * Send me to an operator * (can I) Talk to/with a live operator * I want/would like to talk to/with a live operator * (can I) Speak to/with a live operator * I want/would like to speak to/with a live operator * Transfer (me) to a live operator * Can I transfer to a live operator? * I want/would like to Transfer to a live operator * (I want/would like to) Connect to a live operator * Get me (to) a live operator * Send me to a live operator * Agent help * I want/would like an operator to help me * I want/would like a live operator to help me * Connect me to a live operator * Human/live person/real person * I want/would like a human/live person/real person * (can I) talk to/with a human/live person/real person * I want/would like to talk to/with a human/live person/real person * (can I) Speak to/with a human * I want/would like to Speak to/with a human/live person/real person * Transfer (me) to a human/live person/real person * Can I transfer to a human/live person/real person? * I want/would like to Transfer to a human/live person/real person * Get me (to) a human/live person/real person * Can I connect to a human/live person/real person? * (I want/would like to) Connect to a human/live person/real person * Connect/Send me to a human/live person/real person * (I) Need/want/would like help from human(s) /live person/real person * (can I) talk to/with somebody/someone? * I want/would like to talk to/with somebody/someone * (can I) Speak to/with somebody/someone * I want/would like to Speak to/with somebody/someone * Transfer (me) to somebody/someone * Can I transfer to somebody/someone? * I want/would like to Transfer to somebody/someone * Get me (to) somebody/someone * Can I connect to somebody/someone? * (I want/would like to) Connect to somebody/someone * Connect me to somebody/someone * Send me to somebody/someone * Put me through to somebody/someone * (could/can you) transfer me to your master * (I) Do not/don’t want a robot/bot * I don’t’/do not want to talk to/with a robot/bot * I don’t/do not want to speak to/with a robot/bot * I don’t/do not want to talk/speak to/with you | agent | 0 | XFER END |

# Global Intents/Entities

## Yes Variations

### @yes

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * Yes * Yes yes * yep * yeah * that’s/that is right * that’s it * that’s/that is correct * correct (yes) * sure * okay * positive * affirmative * agreed * right (yes) * absolutely | yes |

### @yesiam

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * yes I am * I am | yes |

### @yesiwould

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * Yes I would * I would | yes |

### @yesyoushould

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * Yes you should * You should | yes |

### @yesido

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * Yes I do * I do | yes |

## No Variations

### @no

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * No no * no * nope * incorrect (no) * negative * wrong (no) | no |

### @noiamnot

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * I’m not * I am not * No I’m not * No I am not | no |

### @noiwouldnot

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * I wouldn’t * I would not * No I wouldn’t * No I would not | no |

### @noyoushouldnot

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * no you should not * no you shouldn’t * you should not * you shouldn’t | no |

### @noidonot

|  |  |
| --- | --- |
| **Valid Utterances** | **Return** |
| * I don’t * I do not * No I don’t * No I do not | no |

# Global Confirmation Loop



# States

## Main Start

### 1005\_mnuOfferSpanish

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller if they want to continue in Spanish** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | | 2020 | | | | | | | | |
| **InitialTimeout** | | | 2 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 0 | | | **MaxRetriesOnNoMatch** | | | | 0 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | |  | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | | No | | | | | | | | |
| **MinDigits** | | |  | | **MaxDigits** | | |  | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 1005-1.wav | Initial | | | <In Spanish> To continue in Spanish say ‘speak Spanish’. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| -- | No Match 1 | | | -- | | | | | Continue | | |
| -- | No Input 1 | | | -- | | | | | Continue | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| #spanish | | To be provided by Spanish designer | | | | | spanish | N/A | | | Never |
| #english | | * I want/would like to speak English * English * Continue in english * Speak english | | | | | english | N/A | | | Never |

### 1300\_inAskPhoneNbr

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller for their phone number** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | | | 1300 | | | | | | | | |
| **InitialTimeout** | | | | 5 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | | | 2 | | | **MaxRetriesOnNoMatch** | | | 2 | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | | | .2 | | | **MedConfidenceScore** | | .5 | | | |
| **Completetimeout** | | | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | | | True | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | | | Yes | | | | | | | | |
| **MinDigits** | | | | 10 | | **MaxDigits** | | | 10 | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | | ***Condition*** | | | ***Wording*** | | | | | | | |
| 1300-1a.wav | | Initial  If CFG02\_GetName  ValuePairs(SSMod) = OrderStatus | | | What’s the phone number associated with your order? | | | | | | | |
| 1300-1b.wav | | Initial  If CFG02\_GetName  ValuePairs(SSMod) = Loyalty | | | What’s the phone number associated with your status rewards account? | | | | | | | |
| 1300-1c.wav | | Initial  Else | | | What’s your phone number? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | ***Transition*** | |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | | -- | |
| 1300-2.wav | ^^ | | | Just tell me your 10 digit phone number, one digit at a time. | | | | | | | Rerecognition | |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | | -- | |
| 1300-3.wav | ^^ | | | Tell me your phone number, or enter it on your telephone keypad. | | | | | | | Rerecognition | |
| -- | No Match 3 | | | -- | | | | | | | XFER END | |
| 1300-2.wav | No Input 1 | | | Just tell me your 10 digit phone number, one digit at a time. | | | | | | | Rerecognition | |
| NoInput.wav | No Input 2 | | | I still didn’t get that. | | | | | | | -- | |
| 1300-3.wav | ^^ | | | Tell me your phone number, or enter it on your telephone keypad. | | | | | | | Rerecognition | |
| -- | No Input 3 | | | -- | | | | | | | XFER END | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| @phonenbr | | | My/The phone number is…  <10 digits:  First digit 2-9  2nd/3rd digits: 0-9  4th Digit: 2-9  5-10th Digits: 0-9> | | | | | Digits.value | 0-9 | | | As needed |
| #global\_repeat | | | See global commands | | | | |  |  | | |  |
| #global\_agent | | | See global commands | | | | |  |  | | |  |

### 1350\_inAskZipCode

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller for their zip code** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | | | 1350 | | | | | | | | |
| **InitialTimeout** | | | | 5 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | | | 2 | | | **MaxRetriesOnNoMatch** | | | 2 | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | | | .2 | | | **MedConfidenceScore** | | .5 | | | |
| **Completetimeout** | | | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | | | True | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | | | Yes | | | | | | | | |
| **MinDigits** | | | | 5 | | **MaxDigits** | | | 5 | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | | ***Condition*** | | | ***Wording*** | | | | | | | |
| 1350-1a.wav | | Initial | | | Now what’s your zip code? | | | | | | | |
| 1350-1b.wav | | Reentry | | | Say or enter your 5 digit zip code. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | ***Transition*** | |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | | -- | |
| 1350-2.wav | ^^ | | | Just tell me your 5 digit zip code, one digit at a time. | | | | | | | Rerecognition | |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | | -- | |
| 1350-3.wav | ^^ | | | Tell me your zip code, or enter it on your telephone keypad. | | | | | | | Rerecognition | |
| -- | No Match 3 | | | -- | | | | | | | XFER END | |
| 1350-2.wav | No Input 1 | | | Just tell me your 5 digit zip code, one digit at a time. | | | | | | | Rerecognition | |
| NoInput.wav | No Input 2 | | | I still didn’t get that. | | | | | | | -- | |
| 1350-3.wav | ^^ | | | Tell me your zip code, or enter it on your telephone keypad. | | | | | | | Rerecognition | |
| -- | No Input 3 | | | -- | | | | | | | XFER END | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| @zipcode | | | My/The zip code is…  <5 digits numeric> 0-9 | | | | | Digits.value | 0-9 | | | As needed |
| #global\_repeat | | | See global commands | | | | |  |  | | |  |
| #global\_agent | | | See global commands | | | | |  |  | | |  |

### 1500\_mnuMainMenu

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: This is the natural language main menu** | | | | | | | |
| **Dialog Module Settings** | | | | | | | |
| **Peg** | | 1500 | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | **MaxRetriesOnNoMatch** | 1 | |
| **Speech Settings** | | | | | | | |
| **MinConfidenceScore** | | .2 | | | **MedConfidenceScore** | | N/A |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | | 1500 ms |
| **BargeIn** | | True | | |  | |  |
| **DTMF Settings** | | | | | | | |
| **DTMF Allowed?** | | No | | | | | |
| **MinDigits** | | N/A | | **MaxDigits** | | | N/A |
|  | | | | | | | |
| **Initial Prompts** | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | |
| 1500-1a.wav | Initial If CFG02\_GetNameValuePairs(ResExampleToggle) = ON  && If Example 1 | | What can I help you with today? <pause 1.5 seconds>  You can say things like: ‘Where’s my order?’ or ‘questions about reservations’. | | | | |
| 1500-1b.wav | Initial If CFG02\_GetNameValuePairs(ResExampleToggle) = ON  && If Example 2 | | 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’. | | | | |
| 1500-1c.wav | Initial If CFG02\_GetNameValuePairs(ResExampleToggle) = ON  && If Example 3 | | 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’. | | | | |
| 1500-1d.wav | Initial If CFG02\_GetNameValuePairs(ResExampleToggle) = OFF  && If Example 1 | | 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?’ | | | | |
| 1500-1e.wav | Initial If CFG02\_GetNameValuePairs(ResExampleToggle) = OFF  && If Example 2 | | 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?’ | | | | |
| 1500-1f.wav | Initial If CFG02\_GetNameValuePairs(ResExampleToggle) = OFF  && If Example 3 | | 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.’ | | | | |
| 1500-R1a.wav | Reentry  Example 1 | | 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?’ | | | | |
| 1500-R1b.wav | Reentry  Example 2 | | 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?’ | | | | |
| 1500-R1c.wav | Reentry  Example 3 | | 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.’ | | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | ***Transition*** | | | |
| NoMatch2.wav | No Match 1 | | Let’s try that one more time. | | -- | | | |
| 1500-2.wav | No Match 1 | | In just a few words, tell me what I can help you with today. | | Rerecognition | | | |
| -- | No Match 2 | | -- | | [1550\_mnuBackoffMainMenu](#_1550_mnuBackoffMainMenu) | | | |
| 1500-2.wav | No Input 1 | | In just a few words, tell me what I can help you with today. | | Rerecognition | | | |
| -- | No Input 2 | | -- | | [1550\_mnuBackoffMainMenu](#_1550_mnuBackoffMainMenu) | | | |
| **Grammar** | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | ***Response*** | | ***DTMF*** | ***Confirm*** |
| #mm\_orderstatus | | * Where is/Where’s my order/stuff? * Order Status * What’s the status of my order * Status of my order * I want (to know) (my/the) order status * I would like (to know) (my/the) order status * I want (to know) the status of (my/the) order * I would like (to know) the status of (my/the) order * When will my/the order ship? * I want to know when my/the order will ship * I would like to know when my/the order will ship * Shipping order * When will my/the order ship? * When will my order deliver/be delivered * (help) tracking my order * What is my tracking number * I paid extra for Rush/express shipping and it still hasn't shipped * I never got my stuff/shoes * I can’t find my package * I did not/didn’t receive my order * Package is delayed * I refused a package * My package was returned to sender * I want to cancel my/the order * I would like to cancel my/the order * UPS * USPS * Post Office * Fed-ex * Rush (shipping) * Express (shipping * Ground (shipping) * Economy (shipping) | | OrderStatus | | N/A | Never |
| #mm\_returns\_refunds | | * Returns * How do I return a product? * How do I return an item? * How do I send a product back? * How do I send an item back? * Can I return a product? * Can I return an item? * My product/item is damaged/defective * I don’t want my item/order/product * I need a return label * I would like a return label * I want a return label * Send me a return label * Can I take an/my item back to the/a store? * I was charged the wrong price * Refunds * Where is my refund * I want to know where is my refund? * I would like to know where is my refund? * I want a refund * I would like a refund * I need a refund * I did not/didn’t get my money back * Where is my money? * You received my package, where is my refund? * I want my money back * Where is/where’s my money? | | RetRefunds | | N/A | Never |
| #mm\_loyalty | | * Status Loyalty Program * Status Program * Loyalty Program * Rewards Program * Loyalty (account) * Winners Circle * Do I have a loyalty account? * Do I have a rewards account? * Rewards (account) * Loyalty Rewards * Check (my) (loyalty) rewards * I want to check (my) (loyalty) rewards * I would like to check (my) (loyalty) rewards * Do I have any (loyalty) rewards available? * Available (loyalty/status) Rewards * My reward is/isn’t not working * My rewards aren’t/are not working * Can I use a reward? * I want to use a reward * I would like to use a reward * My reward(s) expired * Are my rewards expired? * Is my reward expired? * Did my reward(s) expire? * How many (status/loyalty) points do I have? * I want to know how many (status/loyalty) points do I have? * I would like to know how many (status/loyalty) points do I have? * What are my (status/loyalty) points? * Number of (status/loyalty) points * Points for (my) last purchase * What are my points for my last purchase? * How many points did I make from my last purchase? * Missing (status/loyalty) points * My (status/loyalty) points are missing * Why are my (status/loyalty) points wrong? * My (status/loyalty) points are wrong * Why did I not/didn’t I get (status/loyalty) points for my last purchase? * Can I add (status/loyalty) points to my account? * I want to add (status/loyalty) points to my account * I would like to add (status/loyalty) points to my account * Why did I lose points? * Lost (status/loyalty) points * (My) (status/loyalty) point balance is wrong * I cannot/can’t login to my (loyalty/status/rewards) account * Reset (loyalty/rewards) (account) password | | Loyalty | | N/A | Never |
| #mm\_reservations | | * Reservation(s) * (I have) Questions about reservations * (I have a) Question about a/the/my reservation * (I have) Reservation questions * (I have a) reservation question * Reservation information * Reservation help * I want reservation help * I would like reservation help * I need reservation help * I want help with (a/the/my) reservation * I would like help with (a/the/my) reservation * I need reservation help * Did I win my/a reservation? * I want to know if I won my/a reservation? * I would like to know if I won my/a reservation? * I can’t check my ticket * Check my ticket * Pick up pass * My ticket/pickup pass disappeared * My ticket is missing * Missing ticket * Ticket is missing * I’m getting a phone number verification error * Phone number verification error | |  | |  |  |
| #mm\_giftcard | | * What’s the balance on my gift card? * I want to know what the is balance on my gift card? * I would like to know what the balance is on my gift card * Gift Card * Gift Card balance * I would like (my) gift card balance * I would like to know (my) gift card balance * I want (my) gift card balance * I want to know (my) gift card balance * What is/What’s my gift card balance? * Who stole my gift card * Stolen Gift card * Gift card stolen * My gift card was stolen * My gift card balance is wrong * Who used my gift card? * When was my gift card used (last)? * When was my gift card last used? | | GiftCard | | N/A | Never |
| #mm\_placeorder | | * Place (an) order (for shoes/sneakers) * I would like to place an order (for shoes/sneakers) * I want to place an order (for shoes/sneakers) * Can I place an order? (for shoes/sneakers) * Can you help me place an order (for shoes/sneakers)? * Could you help me place an order (for shoes/sneakers)? * Help placing an order (for shoes/sneakers) * Help me place an order (for shoes/sneakers) * I’m/I am having an issue placing an order (for shoes/sneakers) * Issue placing (an) order (for shoes/sneakers) * I want to buy (shoes/sneakers) * I would like to buy (shoes/sneakers) * Can I purchase a product/shoes/sneakers (through you)? * Purchase (shoes/sneakers) * Purchase a product * I’m/I am having problems checking out * I get an error when I try to buy an item * I’m getting an error when I try to buy an item * Website error * I get an error on your website * I’m getting an error on your website * Afterpay error * I’m getting an error when checking out with Afterpay * I get an error when checking out with Afterpay * Coupon Error * Error using a coupon * I’m/I am getting a coupon error * I get/got a coupon error * Wrong price * The prices don’t match * I am/I’m seeing the wrong price * I’m/I am having an issue with (the) shipping cost(s) * I have an issue with (the) shipping cost(s) * Why do I have to use a commercial address? * I’m/I am getting an error checking out * I’m/I am getting an error when I check out * I’m/I am getting an error at check out * Check out error * Error Checking out * Error (at) check out * Trouble checking out * I’m/I am having trouble checking out * Trouble at check out * I’m/I am having trouble at check out * Military discount * Do you honor a military discount? * Do you have a military discount? | | PlaceOrder | | N/A | Never |
| #mm\_ProductInfo | | * Product Information * I have a question about a (specific) product * Product question(s) * I have product question * When does <product name> launch? * When is <product name> being launched? * When is <product name> launching? * When does <product name> release? * When is <product name> being released? * When is <product name> releasing? * When does <product name> come out? * When is <product name> coming out? * When will you have <product name>? * Do I need a reservation to purchase <product name>? * Will you get <product name>? * Are you guys getting <product name>? * Retros * Yeezy * What size do you have in <product name>? * Size availability * Is there a limit to how many pairs I can buy? * Is my store getting <product name>? | | ProductInfo | | N/A | Never |
| #mm\_StoreLocator | | * Store Locator * (I’m/I am) looking for a (Finish Line/JD Sports) store * Is there a Finish Line store near me? * Is there JD Sports store near me? * Where’s the nearest (Finish Line/JD Sports) store? | | StoreLocator | | N/A | Never |
| #mm\_HWSE | | * (I) don’t know * General question * General help * Help with something else * I’m calling for help with something else * I need help with something else * I want help with something else * I would like help with something else * None of those * None of the above | | HWSE | | N/A | Never |
| #global\_mainmenu | | See global commands | | mm | | N/A | Never |
| #global\_repeat | | See global commands | | repeat | | \* | Never |
| #global\_agent | | See global commands | | agent | | 0 | Never |

### 1550\_mnuBackoffMainMenu

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: This is the directed version of the main menu** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | | 1550 | | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | | **MaxRetriesOnNoMatch** | | 2 | | | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | | N/A | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | | |  | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | | |
| **MinDigits** | | | 1 | | **MaxDigits** | | | | 1 | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | | |
| 1550-1.wav | Intial | | | 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’. | | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** | | |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- | | |
| 1550-2.wav | ^^ | | | What are you calling about today?  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’. | | | | | | Rerecognition | | |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- | | |
| 1550-3.wav | ^^ | | | Say where’s my order or press 1.  ‘Returns’ or press 2.  ‘Refunds’ or press 3.  ‘Status Loyalty Program’ or press 4.  ‘Gift Cards’ or press 5.  ‘Help Placing an order’ or press 6.  ‘Product Information’ or press 7.  ‘Store Locator’ or press 8.  Or say ‘help with something else’ or press 9. | | | | | | Rerecognition | | |
| -- | No Match 3 | | |  | | | | | | XFER END | | |
| 1550-2.wav | No Input 1 | | | What are you calling about today?  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’. | | | | | | Rerecognition | | |
| NoInput.wav | No Input 2 | | | I still didn’t get that. | | | | | | -- | | |
| 1550-2.wav | ^^ | | | Say where’s my order or press 1.  ‘Returns’ or press 2.  ‘Refunds’ or press 3.  ‘Status Loyalty Program’ or press 4.  ‘Gift Cards’ or press 5.  ‘Help Placing an order’ or press 6.  ‘Product Information’ or press 7.  ‘Store Locator’ or press 8.  Or say ‘help with something else’ or press 9. | | | | | | Rerecognition | | |
| -- | No Input 3 | | |  | | | | | | XFER END | | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | | ***DTMF*** | | ***Confirm*** |
| [Same as 1500](#_1500_mnuMainMenu) except add DTMF as spoken above | | | | | | | | | | | |

### 1410\_mnuPersRepeatCaller

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks a repeat caller if they’re calling about the same thing as last time.** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 1410 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | 1 | | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 1410-1a.wav | Initial  If recentlyCalledReason = “OrderStatus” | | | OK, thanks! I see you recently called. Are you calling to check on the same order again? | | | | | | | |
| 1410-1b.wav | Initial  Else | | | OK, thanks! I see you recently called. Are you calling again about the same topic? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** | |
| NoMatch2.wav | No Match 1  Always | | | Let’s try that one more time. | | | | | | -- | |
| 1410-2a.wav | No Match 1  If recentlyCalledReason = “OrderStatus” | | | If you’re calling about the same order say yes or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| 1410-2b.wav | No Match 1  Else | | | If you’re calling about the same topic say yes or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Match 2 | | | -- | | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | |
| 1410-2a.wav | No Input 1  If recentlyCalledReason = “OrderStatus” | | | If you’re calling about the same order say yes or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| 1410-2b.wav | No Input 1  Else | | | If you’re calling about the same topic say yes or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Input 2 | | | -- | | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never |
| [@yesiam](#_@yesiam) | | | See globals section | | | | yes | 1 | | | Never |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never |
| [@noiamnot](#_@noiamnot) | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

### 1432\_mnuPersReturnReceivedMax

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks a caller if they’re calling about a recent return** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 1432 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | 1 | | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 1432-1.wav | Initial | | | OK thanks! We recently received a return from you.  Are you calling about your return? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | | -- | |
| 1432-2.wav | ^^ | | | If you’re calling about a return you recently made say ‘yes’ or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Match 2 | | | -- | | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | |
| 1432-2.wav | No Input | | | If you’re calling about a return you recently made say ‘yes’ or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Input 2 | | | -- | | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never |
| [@yesiam](#_@yesiam) | | | See globals section | | | | yes | 1 | | | Never |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never |
| [@noiamnot](#_@noiamnot) | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

### 1440\_mnuPersRcvdShipment

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks a caller if they’re calling about a recent shipment** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 1440 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | 1 | | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 1440-1.wav | Initial | | | OK, thanks! I see you recently received a shipment from us.  Are you calling about that order? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | | -- | |
| 1440-2.wav | ^^ | | | If you’re calling about a shipment you recently received say ‘yes’ or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Match 2 | | | -- | | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | |
| 1440-2.wav | No Input | | | If you’re calling about a shipment you recently received say ‘yes’ or press 1. For anything else say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Input 2 | | | -- | | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never |
| [@yesiam](#_@yesiam) | | | See globals section | | | | yes | 1 | | | Never |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never |
| [@noiamnot](#_@noiamnot) | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

### 1445\_mnuPersRcvdShipmentOptionsLoyalty

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Offers options for a recent shipment** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | | 1445 | | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | | **MaxRetriesOnNoMatch** | | 2 | | | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | | | N/A | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | | | 1500 ms | | |
| **BargeIn** | | | True | | |  | | | |  | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | | |
| **MinDigits** | | | 1 | | **MaxDigits** | | | | | 1 | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | | |
| 1445.wav | Initial | | | And would you like to ‘check loyalty rewards’, ‘hear tracking information’, ‘make a return’, ‘report an issue’ or say, ‘help with something else. | | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | | |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- | | | |
| 1445-2.wav | ^^ | | | Just say ‘check loyalty rewards’, ‘hear tracking information’, ‘make a return’, ‘report an issue’, or say ‘help with something else’ | | | | | Rerecognition | | | |
|  | No Match 2 | | | Let’s try that one more time. | | | | | -- | | | |
| 1445-3.wav | ^^ | | | Just say ‘check loyalty rewards’ or press 1.  ‘hear tracking information’ or press 2.  ‘make a return’ or press 3.  ‘report an issue’, or press 4.  Or say, ‘help with something else’ or press 5. | | | | | Rerecognition | | | |
| -- | No Match 3 | | | -- | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | | | |
| 1445-2.wav | No Input 1 | | | Just say ‘check loyalty rewards’, ‘hear tracking information’, ‘make a return’, ‘report an issue’, or say ‘help with something else’ | | | | | Rerecognition | | | |
| NoInput.wav | No Input 2 | | | I still didn’t get that. | | | | | -- | | | |
| 1445-3.wav | ^^ | | | Just say ‘check loyalty rewards’ or press 1.  ‘hear tracking information’ or press 2.  ‘make a return’ or press 3.  ‘report an issue’, or press 4.  Or say, ‘help with something else’ or press 5. | | | | | Rerecognition | | | |
| -- | No Input 3 | | | -- | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | | | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | | | ***DTMF*** | ***Confirm*** |
| #mm\_loyalty | | *See* [*1500\_mnuMainMenu*](#_1500_mnuMainMenu) | | | | | Loyalty | | | 1 | Never |
| #hear\_tracking | | * Hear tracking (details/information) * I want to hear tracking (details/information) * I would like to hear tracking (details/information) | | | | | Hear | | | 2 | Never |
| #mm\_returns | | *See* [*1500\_mnuMainMenu*](#_1500_mnuMainMenu) | | | | | Returns | | | 3 | Never |
| #missing | | * (it’s) Missing * Missing order/package * My/the order/package is missing * My/the order/package wasn’t/was not delivered * My/the order/package was never delivered * I didn’t get my/the order/package * It wasn’t delivered * It was never delivered | | | | | Missing | | | N/A | Never |
| #reportissue | | * Report (an) issue * I want to report (an) issue * I would like to report (an) issue * I want to report (an) issue with my/the order * I would like to eport (an) issue with my/the order * Report (an) issue with my/the order * Report (an) issue with my/the shipment * (an) issue * There’s an issue * There’s an issue with my/the order * There’s an issue with my/the shipment | | | | | issue | | | 4 | Never |
| #HWSE | | *See* [*1500\_mnuMainMenu*](#_1500_mnuMainMenu) | | | | | HWSE | | | 5 | Never |
| #global\_mainmenu | | See global commands | | | | | mm | | | 3 | Never |
| #global\_repeat | | See global commands | | | | | repeat | | | \* | Never |
| #global\_agent | | See global commands | | | | | agent | | | 0 | Never |

### 1446\_mnuPersRcvdShipmentOptions

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Offers options for a recent shipment** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | | 1446 | | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | | **MaxRetriesOnNoMatch** | | 2 | | | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | | | N/A | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | | | 1500 ms | | |
| **BargeIn** | | | True | | |  | | | |  | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | | |
| **MinDigits** | | | 1 | | **MaxDigits** | | | | | 1 | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | | |
| 1446-1wav | Initial | | | And would you like to ‘hear tracking information’, ‘make a return’, ‘report an issue’ or say, ‘help with something else. | | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | | |
| NoMatch1.wav | No Match 1  Always | | | Sorry, I didn’t understand. | | | | | -- | | | |
| 1446-2.wav | No Match 1  Else | | | Just say ‘hear tracking information’, ‘make a return’, ‘report an issue’, or say ‘help with something else’ | | | | | Rerecognition | | | |
| NoMatch2.wav | No Match 2  Always | | | Let’s try that one more time. | | | | | -- | | | |
| 1446-3.wav | No Match 2  Else | | | Just say ‘hear tracking information’ or press 1.  ‘make a return’ or press 2.  ‘report an issue’, or press 3.  Or say, ‘help with something else’ or press 4. | | | | | Rerecognition | | | |
| -- | No Match 3 | | | -- | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | | | |
| 1446-2.wav | No Input 1  Else | | | Just say ‘hear tracking information’, ‘make a return’, ‘report an issue’, or say ‘help with something else’ | | | | | Rerecognition | | | |
| NoInput.wav | No Input 2  Always | | | I still didn’t get that. | | | | | -- | | | |
| 1446-3.wav | No Input 2  Else | | | Just say ‘hear tracking information’ or press 1.  ‘make a return’ or press 2.  ‘report an issue’, or press 3.  Or say, ‘help with something else’ or press 4. | | | | | Rerecognition | | | |
| -- | No Input 3 | | | -- | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | | | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | | | ***DTMF*** | ***Confirm*** |
| #hear\_tracking | | * Hear tracking (details/information) * I want to hear tracking (details/information) * I would like to hear tracking (details/information) | | | | | hear | | | 1 | Never |
| #mm\_returns | | *See* [*1500\_mnuMainMenu*](#_1500_mnuMainMenu) | | | | | Returns | | | 2 | Never |
| #missing | | * (it’s) Missing * Missing order/package * My/the order/package is missing * My/the order/package wasn’t/was not delivered * My/the order/package was never delivered * I didn’t get my/the order/package * It wasn’t delivered * It was never delivered | | | | | missing | | | N/A | Never |
| #reportissue | | * Report (an) issue * I want to report (an) issue * I would like to report (an) issue * I want to report (an) issue with my/the order * I would like to eport (an) issue with my/the order * Report (an) issue with my/the order * Report (an) issue with my/the shipment * (an) issue * There’s an issue * There’s an issue with my/the order * There’s an issue with my/the shipment | | | | | Issue | | | 3 | Never |
| #HWSE | | *See* [*1500\_mnuMainMenu*](#_1500_mnuMainMenu) | | | | | HWSE | | | 4 | Never |
| #global\_mainmenu | | See global commands | | | | | mm | | | 3 | Never |
| #global\_repeat | | See global commands | | | | | repeat | | | \* | Never |
| #global\_agent | | See global commands | | | | | agent | | | 0 | Never |

### 1450\_mnuPersRecentOrder

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller if they’re calling about a recent order status** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 1450 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | | 1 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 1450-1.wav | Initial | | | OK, thanks! I found a recent order.  Would you like to hear the status of that order? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 1450-2.wav | ^^ | | | Would you like to the status of your recent order? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | | |
| 1450-2.wav | No Input 1 | | | Would you like to the status of your recent order? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | | [1500\_mnuMainMenu](#_1500_mnuMainMenu) | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never |
| [@yesiwould](#_@yesiwould) | | | See globals section | | | | yes | 1 | | | Never |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never |
| [@noiwouldnot](#_@noiwouldnot) | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

## Order Status

### 2005\_mnuNoOrdersFound

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: If no orders are found, asks if they want to use a different phone number.** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 2005 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | | 1 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 2005-1.wav | Initial | | | I didn't find any orders in the last 90 days. Would you like to try a different phone number? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 2005-2.wav | ^^ | | | Would you like to try a different phone number? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | | 1500\_mnuMainMenu | | |
| 2005-2.wav | No Input 1 | | | Would you like to try a different phone number? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | | 1500\_mnuMainMenu | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| @yes | | | See globals section | | | | yes | 1 | | | Never |
| @yesiwould | | | See globals section | | | | yes | 1 | | | Never |
| @no | | | See globals section | | | | no | 2 | | | Never |
| @noiwouldnot | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

### 2020\_mnuMultiOrdersFound

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks a caller with multiple orders how they want to search** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 2020 | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 2 | | | **MaxRetriesOnNoMatch** | | | 2 |
| **Speech Settings** | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | **MedConfidenceScore** | .5 | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **BargeIn** | | True | | |  |  | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 4 | | **MaxDigits** | | 4 | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2020-1a.wav | Initial | | OK, I found... | | | | | |
| Number | ^^ | | <ActiveCustomer.orders[].size> i.e. two | | | | | |
| 2020-1b.wav | ^^ | | … orders in the last 45 days.  What’s the date of the order you’re calling about? Or say ‘most recent’ or ‘list all orders’. | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | ***Transition*** | |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | -- | |
| 2020-2.wav | ^^ | | Tell me the date of the order you’re calling about. Just say it like this: ‘June 9th”. You can also say ‘most recent’ or ‘list orders’. | | | | Rerecognition | |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | -- | |
| 2020-3.wav | ^^ | | Tell me the date of the order you’re calling about or, enter it on your telephone keypad using 2 digits for both the month and day. For example for June 9th enter 0-6-0-9. Now go ahead. | | | | Rerecognition | |
| -- | No Match 3 | | -- | | | | Return ‘recent’ | |
| 2020-2.wav | No Input 1 | | Tell me the date of the order you’re calling about. Just say it like this: ‘June 9th”. You can also say ‘most recent’ or ‘list orders’. | | | | Rerecognition | |
| NoInput.wav | No Input 2 | | I still didn’t get that. | | | | -- | |
| 2020-3.wav | ^^ | | Tell me the date of the order you’re calling about or, enter it on your telephone keypad using 2 digits for both the month and day. For example for June 9th enter 0-6-0-9. Now go ahead. | | | | Rerecognition | |
| -- | No Input 3 | | -- | | | | Return ‘recent’ | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Grammar** | | | | |
| ***Intent/Entity*** | ***User Examples*** | ***Response*** | ***DTMF*** | ***Confirm*** |
| #orderdate using @sys-date entity | * The date is <@sys-date> * The date of my/the order is <@sys-date> * @sys-date   *Notes: only month and day are required. Assume year is always in the past.*  *Restrictions: Only past dates, no future* | @sys-date.value | 4 digits  1-2: 0 or 1  3: 0-3  4: if 3rd = 0. 1. 2, 1-9 if = 3, 0-1 | As needed |
| #recent | * Most recent * My/the most recent order * The newest (one) | recent | N/A |  |
| #listorders | * List orders * List my/the orders * List all (orders) | list | N/A |  |
| #global\_mainmenu | See global commands |  |  |  |
| #global\_repeat | See global commands |  |  |  |
| #global\_agent | See global commands |  |  |  |

### 2025\_mnuNavigation

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: This state is active through all of order status for callers with multiple orders** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | | 2025 | | | | | | | | |
| **InitialTimeout** | | | 0 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 0 | | | **MaxRetriesOnNoMatch** | | | | 0 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | | .4 | | | **MedConfidenceScore** | | 0 | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | | No | | | | | | | | |
| **MinDigits** | | | N/A | | **MaxDigits** | | | N/A | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| *N/A this is at all order status conditions.* | | | | | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
|  |  | | |  | | | | |  | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| #nextorder | | * Next order to skip ahead * Next order * Skip ahead * Skip to the next order * Skip order | | | | | nextorder | N/A | | | Never |
| #repeatorder | | *Overrides global repeat* | | | | | repeat | N/A | | | Never |
| #global\_mainmenu | | See global commands | | | | |  | N/A | | | Never |
| #global\_agent | | See global commands | | | | |  | N/A | | | Never |

### 2030\_mnuNoSearchDateOrders

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: No orders found for date options** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 2030 | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 2 | | | **MaxRetriesOnNoMatch** | | | 2 |
| **Speech Settings** | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | **MedConfidenceScore** | .5 | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **BargeIn** | | True | | |  |  | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 4 | | **MaxDigits** | | 4 | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2030-1a.wav | Initial | | I didn’t find any orders for... | | | | | |
| MMDD | ^^ | | <iOrderSearchDate> i.e. “April 23rd | | | | | |
| 2030-1b.wav | ^^ | | Tell me a different date or say, ‘most recent’ or ‘list all orders’. | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | ***Transition*** | |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | -- | |
| 2030-2.wav | ^^ | | I didn’t find an order for that date.  Tell me a different date. Just say it like this: ‘June 9th”. You can also say ‘most recent’ or ‘list orders’. | | | | Rerecognition | |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | -- | |
| 2030-3.wav | ^^ | | Tell me the date of the order you’re calling about or, enter it on your telephone keypad using 2 digits for both the month and day. For example for June 9th enter 0-6-0-9. Now go ahead. | | | | Rerecognition | |
| -- | No Match 3 | | -- | | | | Return ‘recent’ | |
| 2020-2.wav | No Input 1 | | I didn’t find an order for that date.  Tell me a different date. Just say it like this: ‘June 9th”. You can also say ‘most recent’ or ‘list orders’. | | | | Rerecognition | |
| NoInput.wav | No Input 2 | | I still didn’t get that. | | | | -- | |
| 2020-3.wav | ^^ | | Tell me the date of the order you’re calling about or, enter it on your telephone keypad using 2 digits for both the month and day. For example for June 9th enter 0-6-0-9. Now go ahead. | | | | Rerecognition | |
| -- | No Input 3 | | -- | | | | Return ‘recent’ | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Grammar** | | | | |
| ***Intent/Entity*** | ***User Examples*** | ***Response*** | ***DTMF*** | ***Confirm*** |
| #orderdate using @sys-date entity | * The date is <@sys-date> * The date of my/the order is <@sys-date> * @sys-date   *Notes: only month and day are required. Assume year is always in the past.*  *Restrictions: Only past dates, no future* | @sys-date.value | 4 digits  1-2: 0 or 1  3: 0-3  4: if 3rd = 0. 1. 2, 1-9 if = 3, 0-1 | As needed |
| #recent | * Most recent * My/the most recent order * The newest (one) | recent | N/A |  |
| #listorders | * List orders * List my/the orders * List all (orders) | list | N/A |  |
| #global\_mainmenu | See global commands |  |  |  |
| #global\_repeat | See global commands |  |  |  |
| #global\_agent | See global commands |  |  |  |

### 2127\_mnuDeliverExceptionTracking

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller if they want a text message with tracking details** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 2127 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | | 1 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 2127-1.wav | Initial | | | Would you like a text message with tracking details? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 2127-2.wav | ^^ | | | Would you like a text message with tracking details? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | | MORE (9\_More) | | |
| 2127-2.wav | No Input 1 | | | Would you like a text message with tracking details? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | | MORE (9\_More) | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never |
| [@yesiwould](#_@yesiwould) | | | See globals section | | | | yes | 1 | | | Never |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never |
| [@noiwouldnot](#_@noiwouldnot) | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

### 2128\_mnuNoDeliverExceptionTracking

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller if they want a text message with tracking details** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 2128 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | 1 | | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | | | N/A | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | | | 1500 ms | |
| **BargeIn** | | True | | | |  | | | |  | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | | | 1 | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 2128-1.wav | Initial | | | Would you like to receive a text message with tracking details or, speak with a representative? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | ***Transition*** | | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | -- | | | |
| 2128-2.wav | ^^ | | | Just say ‘text message’ or press 1.  or ‘representative’ or press 0. | | | | Rerecognition | | | |
| -- | No Match 2 | | | -- | | | | MORE (9\_More) | | | |
| 2128-2.wav | No Input 1 | | | Just say ‘text message’ or press 1.  or ‘representative’ or press 0. | | | | Rerecognition | | | |
| -- | No Input 2 | | | -- | | | | MORE (9\_More) | | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | | | ***DTMF*** | ***Confirm*** |
| #textmsg\_tracking | | | Optional to any of the below:   * (receive) (a) text message * I would like (to receive) a text message * I want a text message * I want (to receive) a text message * message * (receive) (a) text message with tracking (details) * I would like (to receive) a text message with tracking (details)   I want (to receive) a text message with tracking (details) | | | | text | | | 1 | Never |
| #global\_mainmenu | | | See globals section | | | | mm | | |  | Never |
| #global\_repeat | | | See globals section | | | | repeat | | | \* | Never |
| #global\_agent | | | See globals section | | | | agent | | | 0 | Never |

### 2140\_mnuFLCancelled

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Menu that plays if Finish Line initated a cancel of the order** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | | 2140 | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 1 | | | **MaxRetriesOnNoMatch** | | | | 1 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | |
| **MinDigits** | | | 1 | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 2140-1a.wav | Initial  always | | | ...has been cancelled. We have not charged you, however, you may see a pending hold that will typically be released within 1-3 business days. If you have additional questions, please contact your financial institution. | | | | | | | |
| 2140-1b.wav | Initial  If more orders to speak | | | Would you like to place a new order, talk to someone about this order, hear the next order or, return to the main menu? | | | | | | | |
| 2140-1c.wav | Initial  else | | | Would you like to place a new order, talk to someone about this order or, return to the main menu. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 2140-2a.wav | No Match 1  If more orders to speak | | | Just say ‘place a new order’ or press 1.  ‘Talk to someone’ or press 2.  ‘Hear the next order’ or press 3.  Or ‘return to the main menu’ or press 4. | | | | | Rerecognition | | |
| 2140-2b.wav | No Match 1  else | | | Just say ‘place a new order’ or press 1.  ‘Talk to someone’ or press 2.  Or ‘return to the main menu’ or press 3. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | | RTN MM | | |
| 2140-2a.wav | No Input 1  If more orders to speak | | | Just say ‘place a new order’ or press 1.  ‘Talk to someone’ or press 2.  ‘Hear the next order’ or press 3.  Or ‘return to the main menu’ or press 4. | | | | | Rerecognition | | |
| 2140-2b.wav | No Input 2  else | | | Just say ‘place a new order’ or press 1.  ‘Talk to someone’ or press 2.  Or ‘return to the main menu’ or press 3. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | | RTN MM | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| #neworder | | * Place an order * Place a new order * New order | | | | | neworder | 1 | | |  |
| #nextorder  (Only if more orders to speak) | | * Next order * Hear (the) next order * Go to | | | | | nextorder | 3 | | |  |
| #global\_mainmenu | | See global commands | | | | | mm | 3 or 4 | | |  |
| #global\_repeat | | See global commands | | | | | repeat | \* | | |  |
| #global\_agent | | See global commands | | | | | agent | 2 | | |  |

### 2200\_mnuDetailsOnContents

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller if they want to hear details on the contents of their order** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 2200 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | | 1 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 2200-1.wav | Initial | | | Would you like details on the contents of this order? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 2200-2.wav | ^^ | | | Would you like details on the contents of this order? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | |  | | |
| 2200-2.wav | No Input 1 | | | Would you like details on the contents of this order? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | |  | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never |
| [@yesiwould](#_@yesiwould) | | | See globals section | | | | yes | 1 | | | Never |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never |
| [@noiwouldnot](#_@noiwouldnot) | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

### 2220\_mnuOfferTracking

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Offers a caller in Order Status to hear or get a text of tracking details** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | | 2220 | | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | | **MaxRetriesOnNoMatch** | | 2 | | | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | | N/A | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | | |  | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | | |
| **MinDigits** | | | 1 | | **MaxDigits** | | | | 1 | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | | |
| 2220-1a.wav | Initial  If more items or orders to speak | | | Would you like to receive a text message with the tracking details, hear the tracking details, or keep going? | | | | | | | | |
| 2220-1b.wav | Initial  else | | | Would you like to receive a text message with the tracking details, hear the tracking details, or return to the main menu? | | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** | | |
| NoMatch1.wav | No Match 1  Always | | | Sorry, I didn’t understand. | | | | | | -- | | |
| 2220-2a.wav | No Match 1  If more items or orders to speak | | | Just say ‘text message’ or ‘hear details’. If you want continue hearing order information say ‘keep going’. | | | | | | Rerecognition | | |
| 2220-2b.wav | No Match 1  Else | | | Just say ‘text message’, ‘hear details’, or ‘main menu’. | | | | | | Rerecognition | | |
| NoMatch2.wav | No Match 2  Always | | | Let’s try that one more time. | | | | | | -- | | |
| 2220-3a.wav | No Match 2  If more items or orders to speak | | | Just say ‘text message’ or press 1.  ‘hear details’ or press 2.  To continue, say ‘keep going’ or press 3. | | | | | | Rerecognition | | |
| 2220-3b.wav | No Match 2  Else | | | Just say ‘text message’ or press 1.  ‘hear details’, or press 2.  Or ‘main menu’ or press 3. | | | | | | Rerecognition | | |
| -- | No Match 3 | | | -- | | | | | | RTN MM | | |
| 2220-2a.wav | No Input 1  If more items or orders to speak | | | Just say ‘text message’ or ‘hear details’. If you want continue hearing order information say ‘keep going’. | | | | | | Rerecognition | | |
| 2220-2b.wav | No Input 1  Else | | | Just say ‘text message’, ‘hear details’, or ‘main menu’. | | | | | | Rerecognition | | |
| NoInput.wav | No Input 2  Always | | | I still didn’t get that. | | | | | | -- | | |
| 2220-3a.wav | No Input 2  If more items or orders to speak | | | Just say ‘text message’ or press 1.  ‘hear details’ or press 2.  To continue, say ‘keep going’ or press 3. | | | | | | Rerecognition | | |
| 2220-3b.wav | No Input 2  Else | | | Just say ‘text message’ or press 1.  ‘hear details’, or press 2.  Or ‘main menu’ or press 3. | | | | | | Rerecognition | | |
| -- | No Input 3 | | | -- | | | | | | RTN MM | | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | | ***DTMF*** | | ***Confirm*** |
| #textmsg\_tracking | | Optional to any of the below:   * (receive) (a) text message * I would like (to receive) a text message * I want a text message * I want (to receive) a text message * message * (receive) (a) text message with tracking (details) * I would like (to receive) a text message with tracking (details) * I want (to receive) a text message with tracking (details) | | | | | text | | 1 | | Never |
| #hear\_tracking | | * Hear tracking (details) * Hear details * I would like to hear (tracking) details * I want to hear (tracking) details | | | | | hear | | 2 | | Never |
| #keepgoing  *Only valid for multiple orders or items* | | * Keep going * I want to keep going * I would like to keep going * Continue hearing order (info/information) * I want to continue hearing order (info/information) * Continue to hear order (info/information) | | | | | keepgoing | | 3 | | Never |
| #missing  *Hidden option-not spoken* | | * (it’s) Missing * Missing order/package * My/the order/package is missing * My/the order/package wasn’t/was not delivered * My/the order/package was never delivered * I didn’t get my/the order/package * It wasn’t delivered * It was never delivered * I never got my product/item/order/stuff/package | | | | | missing | | N/A | | Never |
| #global\_mainmenu | | See global commands | | | | | mm | | 3 | | Never |
| #global\_repeat | | See global commands | | | | | repeat | | \* | | Never |
| #global\_agent | | See global commands | | | | | agent | | 0 | | Never |

### 2310\_mnuSMSOrderPhoneNbr

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks if the phone number on the order should be used to send the text** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | 2310 | | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | 1 | | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | | |
| **BargeIn** | | True | | | |  | |  | | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 2310-1.wav | Initial | | | And should I send it to the phone number associated with this order ending in… | | | | | | | |
| Digits | ^^ | | | <Last 4 of ActiveCustomer.orders[i].billingAddress .PhoneNumber> *i.e. four three one one* | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | | -- | |
| 2310-2a.wav | ^^ | | | If you want to use the phone number associated with this order ending in… | | | | | | -- | |
| Digits | ^^ | | | <Last 4 of ActiveCustomer.orders[i]  .billingAddress.PhoneNumber> | | | | | | -- | |
| 2310-2b.wav | ^^ | | | … say ‘yes’ or press 1. To use a different phone number say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Match 2 | | | -- | | | | | |  | |
| 2310-2a.wav | No Input 1 | | | If you want to use the phone number associated with this order ending in… | | | | | | -- | |
| Digits | ^^ | | | <Last 4 of ActiveCustomer.orders[i]  .billingAddress.PhoneNumber> | | | | | | -- | |
| 2310-2b.wav | ^^ | | | … say ‘yes’ or press 1. To use a different phone number say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Input 2 | | | -- | | | | | |  | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** | |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never | |
| [@yesyoushould](#_@yesyoushould) | | | See globals section | | | | yes | 1 | | | Never | |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never | |
| [@noyoushouldnot](#_@noyoushouldnot) | | | See globals section | | | | no | 2 | | | Never | |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never | |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never | |
| #global\_agent | | | See globals section | | | | agent |  | | | Never | |

### 2410\_mnuMissingPackageInfo

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks if the caller needs to report a missing package** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | 2410 | | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | 1 | | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | | |
| **BargeIn** | | True | | | |  | |  | | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 2410-1.wav | Initial | | | I’m sorry to hear that you have not yet received your package.  Here are some things to check:  Ensure your shipping address is correct.  Search the area of your delivery location for your package.  Check with neighbors or others in your household to see if someone else accepted the package.  Have you done all these steps and still need to report this package as missing? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | | -- | |
| 2410-2.wav | ^^ | | | If you need to report this package as missing say ‘yes’ or press 1. To return to the main menu, say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Match 2 | | | -- | | | | | | RTN MM | |
| 2410-2.wav | No Input 1 | | | If you need to report this package as missing say ‘yes’ or press 1. To return to the main menu, say ‘no’ or press 2. | | | | | | Rerecognition | |
| -- | No Input 2 | | | -- | | | | | | RTN MM | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** | |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never | |
| [@yesido](#_@yesido) | | | See globals section | | | | yes | 1 | | | Never | |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never | |
| [@noidonot](#_@noidonot) | | | See globals section | | | | no | 2 | | | Never | |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never | |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never | |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never | |

## Gift Card

### 3000\_inAskGiftCardNbr

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller for the gift card number** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | | 3000 | | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | | **MaxRetriesOnNoMatch** | | | | 2 | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | | .5 | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | | |  | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | | |
| **MinDigits** | | | 16 | | **MaxDigits** | | | | 16 | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | | ***Condition*** | | ***Wording*** | | | | | | | | |
| 3000-1.wav | | Initial | | What’s your gift card number? | | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | | ***Condition*** | | ***Wording*** | | | | | | | ***Transition*** | |
| NoMatch1.wav | | No Match 1 | | Sorry, I didn’t understand. | | | | | | | -- | |
| 3000-2.wav | | ^^ | | Just tell me your 16 digit gift card number, one digit at a time. | | | | | | | Rerecognition | |
| NoMatch2.wav | | No Match 2 | | Let’s try that one more time. | | | | | | | -- | |
| 3000-3.wav | | ^^ | | Tell me your gift card number or enter it on your telephone keypad. | | | | | | | Rerecognition | |
| -- | | No Match 3 | | -- | | | | | | | XFER END | |
| 3000-2.wav | | No Input 1 | | Just tell me your 16 digit gift card number, one digit at a time. | | | | | | | Rerecognition | |
| NoInput.wav | | No Input 2 | | I still didn’t get that. | | | | | | | -- | |
| 3000-3.wav | | ^^ | | Tell me your gift card number or enter it on your telephone keypad. | | | | | | | Rerecognition | |
| -- | | No Input 3 | | -- | | | | | | | XFER END | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | ***User Examples*** | | | | | | ***Response*** | ***DTMF*** | | | | ***Confirm*** |
| @giftcardnbr | Optional:  My/the (16 digit) gift card number is:   * Any 16 digits 0-9 | | | | | | iGiftCardNbr = Digits.value | 16 digits 0-9 | | | | As Needed |
| #global\_mainmenu | See globals section | | | | | | mm |  | | | | Never |
| #global\_repeat | See globals section | | | | | | repeat | \* | | | | Never |
| #global\_agent | See globals section | | | | | | agent | 0 | | | | Never |

### 3020\_inAskGCPIN

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller for the PIN on the gift card** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | | 3020 | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | **MaxRetriesOnNoMatch** | | 2 | |
| **Speech Settings** | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | **MedConfidenceScore** | | .5 | |
| **Completetimeout** | | | 0 | | **Incompletetimeout** | | 1500 ms | |
| **BargeIn** | | | True | |  | |  | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | |
| **MinDigits** | | | 4 | | **MaxDigits** | | 12 | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | | ***Condition*** | | ***Wording*** | | | | | |
| 3020-1.wav | | Initial | | And what’s the PIN? | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | | ***Condition*** | | ***Wording*** | | | | ***Transition*** | |
| NoMatch1.wav | | No Match 1 | | Sorry, I didn’t understand. | | | | -- | |
| 3020-2.wav | | ^^ | | Just tell me the PIN number. It’s 4 to 12 digits, and is located on the back of your gift card. It must be scratched off. If it’s an e-gift card, check your email. Now go ahead. | | | | Rerecognition | |
| NoMatch2.wav | | No Match 2 | | Let’s try that one more time. | | | | -- | |
| 3020-3.wav | | ^^ | | Tell me the PIN or enter it on your telephone keypad. | | | | Rerecognition | |
| -- | | No Match 3 | | -- | | | | XFER END | |
| 3020-2.wav | | No Input 1 | | Just tell me the PIN number. It’s 4 to 12 digits, and is located on the back of your gift card. It must be scratched off. If it’s an e-gift card, check your email. Now go ahead. | | | | Rerecognition | |
| NoInput.wav | | No Input 2 | | I still didn’t get that. | | | | -- | |
| 3020-3.wav | | ^^ | | Tell me the PIN or enter it on your telephone keypad. | | | | Rerecognition | |
| -- | | No Input 3 | | -- | | | | XFER END | |
| **Grammar** | | | | | | | | | |
| ***Intent/Entity*** | ***User Examples*** | | | | ***Response*** | ***DTMF*** | ***Confirm*** | | |
| @giftcardpin | Optional:  My/the PIN (number) is:   * Any 4-12 digits 0-9 | | | | iGCPIN = Digits.value | 4-12 digits 0-9 | As Needed | | |
| #global\_mainmenu | See globals section | | | | mm |  | Never | | |
| #global\_repeat | See globals section | | | | repeat | \* | Never | | |
| #global\_agent | See globals section | | | | agent | 0 | Never | | |

### 3060\_mnuTransDetail

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller if they want to hear transaction details** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | 3060 | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | | 1 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | True | | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 3060-1.wav | Initial | | | Would you like transaction details on this gift card? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 3060-2.wav | ^^ | | | Would you like transaction details on this gift card? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | | [3070\_mnuGCWrapMenu](#_3070_mnuGCWrapMenu) | | |
| 3060-2.wav | No Input 1 | | | Would you like transaction details on this gift card? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | |  | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never |
| [@yesiwould](#_@yesiwould) | | | See globals section | | | | yes | 1 | | | Never |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never |
| [@noiwouldnot](#_@noiwouldnot) | | | See globals section | | | | no | 2 | | | Never |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never |

### 3070\_mnuGCWrapMenu

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Description: Menu that plays after the caller here’s gift card information** | | | | | | |
| **Dialog Module Settings** | | | | | | |
| **Peg** | 3070 | | | | | |
| **InitialTimeout** | 5 seconds | | | | | |
| **MaxRetriesOnNoInput** | 1 | | **MaxRetriesOnNoMatch** | | 1 | |
| **Speech Settings** | | | | | | |
| **MinConfidenceScore** | .2 | | **MedConfidenceScore** | N/A | | |
| **Completetimeout** | 0 | | **Incompletetimeout** | 1500 ms | | |
| **BargeIn** | True | |  |  | | |
| **DTMF Settings** | | | | | | |
| **DTMF Allowed?** | Yes | | | | | |
| **MinDigits** | 1 | | **MaxDigits** | 1 | | |
|  | | | | | | |
| **Initial Prompts** | | | | | | |
| ***Name*** | ***Condition*** | ***Wording*** | | | | |
| 3070-1.wav | Initial | If that’s all you need you can just hang up. Or say, ‘check another gift card’ or, ‘return to the main menu’? | | | | |
| **Retry Prompts** | | | | | | |
| ***Name*** | ***Condition*** | ***Wording*** | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | Let’s try that one more time. | | -- | | |
| 3070-2.wav | ^^ | Just say ‘check another gift card’ or press 1.  ‘Return to the main menu’, or press 2. | | Rerecognition | | |
| -- | No Match 2 | -- | | RTN MM | | |
| 3070-2.wav | No Input 1 | Would you like transaction details on this gift card? Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | Rerecognition | | |
| -- | No Input 2 | -- | | RTN MM | | |
| **Grammar** | | | | | | |
| ***Intent/Entity*** | ***User Examples*** | | ***Response*** | ***DTMF*** | | ***Confirm*** |
| #another\_giftcard | * (I want/would like to) Check another gift card * Another gift card * Gift card | | another | 1 | | Never |
| #global\_mainmenu | See globals section | | mm |  | | Never |
| #global\_repeat | See globals section | | repeat | \* | | Never |
| #global\_agent | See globals section | | agent | 0 | | Never |

## Loyalty

### 4010\_inLoyaltyNbr

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller for their loyalty rewards number** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | | 4010 | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | | **MaxRetriesOnNoMatch** | | | | 2 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | .5 | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | |
| **MinDigits** | | | 8 | | **MaxDigits** | | | 8 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 4010-1.wav | Initial | | | What’s your 8 digit status account number? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- | | |
| 4010-2.wav | ^^ | | | Just tell me your 8 digit status account number, one digit at a time. | | | | | Rerecognition | | |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- | | |
| 4010-3.wav | ^^ | | | Tell me your status account number or enter it on your telephone keypad. | | | | | Rerecognition | | |
| -- | No Match 3 | | | -- | | | | | XFER END | | |
| 4010-2.wav | No Input 1 | | | Just tell me your 8 digit status account number, one digit at a time. | | | | | Rerecognition | | |
| NoInput.wav | No Input 2 | | | I still didn’t get that. | | | | | -- | | |
| 4010-3.wav | ^^ | | | Tell me your status account number or enter it on your telephone keypad. | | | | | Rerecognition | | |
| -- | No Input 3 | | | -- | | | | | XFER END | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| @status\_acctnbr | | My status account number is <8 digits>  My status number is <8 digits>  My account number is <8 digits>  My rewards number is 8 digits>  My loyalty number is 8 digits> | | | | | Digits.value | 0-9 | | | As needed |
| #global\_mainmenu | | See globals section | | | | | mm |  | | | Never |
| #global\_repeat | | See globals section | | | | | repeat | \* | | | Never |
| #global\_agent | | See globals section | | | | | agent | 0 | | | Never |

### 4210\_mnuRewardsWrap

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Menu at the end of hearing rewards info** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | 4210 | | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | | 1 | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | | |
| **BargeIn** | | True | | | |  | |  | | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 4210-1a.wav | Initial  If they have a welcome gift reward OR FL03\_PointBalance >=1000 | | | Would you like a text message with a link to your status account, where you can view available rewards and redeem your points? | | | | | | | |
| 4210-1b.wav | else | | | Would you like a text message with a link to your status account? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 4210-2.wav | ^^ | | | Would you like a text message with a link to your status account, Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | | RTN MM | | |
| 4210-2.wav | No Input 1 | | | Would you like a text message with a link to your status account, Just say ‘yes’ or press 1. Or say, ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | | RTN MM | | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** | |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never | |
| [@yesiwould](#_@yesiwould) | | | See globals section | | | | yes | 1 | | | Never | |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never | |
| [@noiwouldnot](#_@noiwouldnot) | | | See globals section | | | | no | 2 | | | Never | |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never | |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never | |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never | |

### 4220\_mnuSMSRewardsPhoneNbr

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks if the phone number they called from should be used to send the text** | | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | | |
| **Peg** | | 4220 | | | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | | | |
| **MaxRetriesOnNoInput** | | 1 | | | | **MaxRetriesOnNoMatch** | | | | 1 | | |
| **Speech Settings** | | | | | | | | | | | | |
| **MinConfidenceScore** | | .2 | | | | **MedConfidenceScore** | | N/A | | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | | 1500 ms | | | | |
| **BargeIn** | | True | | | |  | |  | | | | |
| **DTMF Settings** | | | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | | 1 | | | | |
|  | | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 4220-1.wav | Initial | | | 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* | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch2.wav | No Match 1 | | | Let’s try that one more time. | | | | | -- | | |
| 4220-2a.wav | ^^ | | | If you want to use the phone number you called from ending in… | | | | | -- | | |
| Digits | ^^ | | | <Last 4 of ANI> *i.e. four three one one* | | | | | -- | | |
| 4220-2b.wav | ^^ | | | … say ‘yes’ or pres 1. To use a different phone number say ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Match 2 | | | -- | | | | | RTN MM | | |
| 4220-2a.wav | No Input 1 | | | If you want to use the phone number you called from ending in… | | | | | -- | | |
| Digits | ^^ | | | <Last 4 of ANI> *i.e. four three one one* | | | | | -- | | |
| 4220-2b.wav | ^^ | | | … say ‘yes’ or pres 1. To use a different phone number say ‘no’ or press 2. | | | | | Rerecognition | | |
| -- | No Input 2 | | | -- | | | | | RTN MM | | |
| **Grammar** | | | | | | | | | | | | |
| ***Intent/Entity*** | | | ***User Examples*** | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** | |
| [@yes](#_@yes) | | | See globals section | | | | yes | 1 | | | Never | |
| [@yesyoushould](#_@yesyoushould) | | | See globals section | | | | yes | 1 | | | Never | |
| [@no](#_@no) | | | See globals section | | | | no | 2 | | | Never | |
| [@noyoushouldnot](#_@noyoushouldnot) | | | See globals section | | | | no | 2 | | | Never | |
| #global\_mainmenu | | | See globals section | | | | mm |  | | | Never | |
| #global\_repeat | | | See globals section | | | | repeat | \* | | | Never | |
| #global\_agent | | | See globals section | | | | agent | 0 | | | Never | |

### 4225/2315\_inAskSMSPhone

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller for the phone to send a text to** | | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | | |
| **Peg** | | | 4225  2315 | | | | | | | | |
| **InitialTimeout** | | | 5 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | | 2 | | | **MaxRetriesOnNoMatch** | | | | 2 | |
| **Speech Settings** | | | | | | | | | | | |
| **MinConfidenceScore** | | | .2 | | | **MedConfidenceScore** | | .5 | | | |
| **Completetimeout** | | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **BargeIn** | | | True | | |  | |  | | | |
| **DTMF Settings** | | | | | | | | | | | |
| **DTMF Allowed?** | | | Yes | | | | | | | | |
| **MinDigits** | | | 10 | | **MaxDigits** | | | 10 | | | |
|  | | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | | |
| 4225-1.wav | Initial | | | OK, what phone number should I use? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | | |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- | | |
| 4225-2.wav  2315-2.wav | ^^ | | | Just tell me your 10 digit phone number, one digit at a time. | | | | | Rerecognition | | |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- | | |
| 4225-3.wav  2315-3.wav | ^^ | | | Tell me your phone number, or enter it on your telephone keypad. | | | | | Rerecognition | | |
| -- | No Match 3 | | | -- | | | | | XFER END | | |
| 4225-2.wav  2315-2.wav | No Input 1 | | | Just tell me your 10 digit phone number, one digit at a time. | | | | | Rerecognition | | |
| NoInput.wav | No Input 2 | | | I still didn’t get that. | | | | | -- | | |
| 4225-3.wav  2315-3.wav | ^^ | | | Tell me your phone number, or enter it on your telephone keypad. | | | | | Rerecognition | | |
| -- | No Input 3 | | | -- | | | | | XFER END | | |
| **Grammar** | | | | | | | | | | | |
| ***Intent/Entity*** | | ***User Examples*** | | | | | ***Response*** | ***DTMF*** | | | ***Confirm*** |
| @phonenbr | | My/The phone number is…  <10 digits:  First digit 2-9  2nd/3rd digits: 0-9  4th Digit: 2-9  5-10th Digits: 0-9> | | | | | Digits.value | 0-9 | | | As needed |
| #global\_mainmenu | | See globals section | | | | | mm |  | | | Never |
| #global\_repeat | | See globals section | | | | | repeat | \* | | | Never |
| #global\_agent | | See globals section | | | | | agent | 0 | | | Never |