|  |  |  |
| --- | --- | --- |
| [LA Care Health Plan](http://www.lacare.org/) | **LA Care**  **Billing IVR**  **Voice User Interface (VUI)** |  |

**TABLE OF CONTENTS**

[Revision History 3](#_Toc49979708)

[Overview 6](#_Toc49979709)

[Header 6](#_Toc49979710)

[Module Settings 7](#_Toc49979711)

[Valid Utterances 7](#_Toc49979712)

[Prompting 8](#_Toc49979713)

[Global Grammar Properties 11](#_Toc49979714)

[Global Confirmation Loop 13](#_Toc49979715)

[States 14](#_Toc49979716)

[1000\_inAskAcct 14](#_Toc49979717)

[1200\_inAskInvNbr 15](#_Toc49979718)

[1400\_mnuAskPmtinFull 16](#_Toc49979719)

[1410\_inGetPmtAmt 17](#_Toc49979720)

[1515\_mnuAskPmt 19](#_Toc49979721)

[1530\_mnuAskUpdate 20](#_Toc49979722)

[1600\_AskStoredPmtMethod 21](#_Toc49979723)

[1610\_mnuStoredConfirm 23](#_Toc49979724)

[1700\_inGetPmtMethod 24](#_Toc49979725)

[1800\_inGetRouteNbr 26](#_Toc49979726)

[1810\_mnuConfirmRoute 27](#_Toc49979727)

[1820\_inBankAcct 28](#_Toc49979728)

[1900\_mnuConfirmBankPmt 30](#_Toc49979729)

[1910\_mnuConfirmNSF 31](#_Toc49979730)

[1920\_mnuAskBankRecurring 32](#_Toc49979731)

[2000\_mnuSetupBank 34](#_Toc49979732)

[2100\_inCardNbr 35](#_Toc49979733)

[2110\_mnuConfirmCardNbr 36](#_Toc49979734)

[2120\_inCardExp 37](#_Toc49979735)

[2130\_mnuConfirmCardPmt 39](#_Toc49979736)

[2200\_mnuAskCardRecurring 40](#_Toc49979737)

[2210\_mnuPmtDecline 41](#_Toc49979738)

[2300\_mnuSetupCard 42](#_Toc49979739)

[2420\_mnuOfferText 43](#_Toc49979740)

[2430\_mnuSMSPhone 44](#_Toc49979741)

[2500\_Title 45](#_Toc49979742)

[2510\_inAskPhoneNbr 46](#_Toc49979743)

[2520\_ConfirmPhoneNbr 47](#_Toc49979744)

[2620\_BalanceStillDue 48](#_Toc49979745)

# 

# 

# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision #** | **Revision Description** | **Revision Date** | **Revised By** |
| 1.0 | First draft | 09/03/2020 | Carolyn Daugherty |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Overview

This document describes the inner workings at every speech state.

It includes the inputs that can be taken at each state, the interaction with the user (prompting) to collect the desired input, and the possible outputs. Please note that this document does NOT contain where the application will go to after this speech state is completed. Refer to the call flow documentation for this level of detailed information.

## Header

The header identifies which speech input prompt is being defined. Below is an example header for a speech state.

|  |
| --- |
| **Prompt: 1510\_RepeatAcctInfo**  **Description: Caller indicates if they would like the account information, they just heard repeated** |

## Module Settings

The following table lists all the settings applicable to each speech state depicted in the call flow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Peg** | The peg number defined at this speech state, used for tracking and reporting | | | | |
| **InitialTimeout** | Time in seconds to wait for the caller to start speaking. | | | | |
| **MaxRetriesOnNoInput** | After the initial prompt, how many retries are allowed on caller no entry. | **MaxRetriesOnNoMatch** | | | After the initial prompt, how many retries are allowed on invalid or unrecognized user input |
| **Speech Settings** | | | | | |
| **Grammar Name(s):** | The grammar file used at this speech state | | | | |
| **MinConfidenceScore** | Accept utterances with confidence scores above this setting, reject any that are below  Valid range is 0-100. | **MedConfidenceScore** | | Confirm utterances that are between this setting and the minconfidencescore setting | |
| **NBest** | Number of “guesses” that should be returned | **BargeIn** | | If true let the caller speak over the prompt. | |
| **Completetimeout** | 0 | **Incompletetimeout** | | 1500 ms | |
| **MaxSpeechTimeout** | Maximum of speech allowed by caller in seconds | **Sensitivity** | | 0.4 | |
| **DTMF Settings** | | | | | |
| **DTMF Allowed?** | Yes | | | | |
| **MinDigits** | The minimum number of DTMF digits allowed. | **MaxDigits** | The maximum number of DTMF digits allowed. | | |
| **TerminationDigit** | Used for variable length prompts, the DTMF digit that indicates the caller entry is complete. | **Interdigit Timeout** | Timeout allowed between digits if min and max digits > 1 | | |

## Valid Utterances

Finally, the Valid Utterances defines possible input the caller may speak at this state, and what slot name and value the grammar will return based on that input. It also defines mapping of DTMF (if applicable to the option, and whether or not a confirmation should be spoken.. parenthesis () indicate optional verbiage.

In this application DTMF is not available at the main menu, or the system menus, but is available after that point. DTMF is allowed at any time during the prompts where it is active, but it isn’t spoken until the 2nd retry prompt.

|  |  |  |  |
| --- | --- | --- | --- |
| ***Valid Utterances*** | ***DTMF*** | ***Response*** | ***Confirm*** |
| I have (an) existing ticket  an existing ticket  a ticket  help with an existing ticket | -- | iSystemType = ticket  iProduct = unknown | Never |

## 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 accepted as valid input at all speech prompts defined in this application – unless otherwise noted in the prompt itself.

The table below identifies the global commands: Not utilized for this client.

|  |  |  |  |
| --- | --- | --- | --- |
| ***Global Command*** | ***Valid Utterances*** | ***DTMF*** | ***Message/Action*** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

If a state uses the default global command logic, there will be no specifics entered in this section for the state:

|  |
| --- |
| **Globals** |
| See [Global Grammar Properties](#_Global_Commands) |

If a state uses logic that is different from the default global command logic, the specifics will be entered in this section for the state.

|  |  |  |
| --- | --- | --- |
| **Globals** |  |  |
| ***Global Utterances*** | ***Voicefile*** | ***Message Text*** |
|  |  |  |

# Global Grammar Properties

The table below identifies the global grammar properties, these will be used as noted in each DM.

|  |  |  |
| --- | --- | --- |
| ***Global Property*** | ***Valid Utterances*** | ***Message/Action*** |
| Pre-filler | Um  uh  ah | Pre-pend optionally to all grammar items (except products) and deweight. |
| Post-filler | thank you” (ma’am/ sir)  please (ma’am/ sir) | Post-pend optionally to all grammar items (except products) and deweight. |
| Yes | * yes * Yep * yup * yeah * that’s/that is right * that’s/that is correct * correct (yes) * sure * okay * positive * affirmative * agreed * right (yes) * absolutely |  |
| YesIAm | * yes I am * I am |  |
| YesIWould | * Yes I would * I would |  |
| YesIDo | * Yes I do * I Do |  |
| YesItIs | * Yes it is * It is |  |
| YesIHave | * Yes I have * I have |  |
| No | * no * nope * incorrect (no) * negative * wrong (no) |  |
| NoIAmNot | * I’m not * I am not * No I’m not * No I am not |  |
| NoIWouldnt | * I wouldn’t * I would not * No I wouldn’t * No I would not |  |
| NoIDoNot | * I don’t * I do not * No I don’t * No I do Not |  |
| NoItIsNot | * It isn’t * It is not * No It isn’t * No it is not |  |
| NoIHaveNot | * I haven’t * I have not * No I haven’t * No I have not |  |

If a state uses the default global property logic, there will be no specifics entered in this section for the state.

|  |
| --- |
| ***Global Utterances*** |
| Following Global Property Logic |

# Global Confirmation Loop



## Confirmation States

N/A for this customer

# States

## 1000\_inAskAcct

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks the caller for their account number.** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 1000 | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | |
| **Grammar Name(s):** | | 1000\_AskAcct.grxml  1000\_AskAcctDTMF.grxml | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | 0 | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | TBD | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 1000-1a.wav | Initial | | To get started, tell me your Account Number | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| 1011-1.wav | No Match 1 | | I did not find an account. | | | | | -- |
| 1000-2.wav | ^^ | | Just tell me your account number. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | -- |
| 1000-3.wav | ^^ | | Just enter your account number using your touchtone keypad. If your account number includes letters, enter only the numbers. | | | | | Rerecognition |
| -- | No Match 3 | | -- | | | | | [1200\_inAskInvNbr](#_1200_inAskInvNbr) |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | -- |
| 1000-2.wav | ^^ | | Just tell me your account number. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | -- |
| 1000-3.wav | ^^ | | Just enter your account number using your touchtone keypad. If your account number includes letters, enter only the numbers. | | | | | -- |
|  | No Input 3 | |  | | | | | [1200\_inAskInvNbr](#_1200_inAskInvNbr) |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| Optional:   * (my/the) account number (is) * It is/it’s * That is/that’s   Required:   * <1-11 digits numeric> 0-9 * <2 Alpha (IH) +7 digits> * <2 Alpha (CC) + 9 digits> | | 0-9, 11 digits | | idnumber=digits.value | | | | Never |
| **Globals** | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | |

## 1200\_inAskInvNbr

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Asks caller for Invoice Number.** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 1200 | | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | | 3 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 1200\_AskInvNbr.grxml  1200\_AskInvNbrDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | 0 | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | TBD | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1200-1.wav |  | | Let's try looking by your invoice number. Using your touchtone keypad, enter the numbers one digit at a time. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| 1211-1.wav | No Match 1 | | | I did not find an account matching that invoice number. | | | | | | -- |
| 1200-2.wav | ^^ | | | Just enter the numbers using your touchtone keypad. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 1200 -3.wav | ^^ | | | Using your touchtone keypad, enter the numbers one digit at a time. Your invoice number can be found in the upper right corner of your statement. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | |  |
| 1200 -2.wav | ^^ | | | Just enter the numbers using your touchtone keypad. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | | -- |
| 1200 -3.wav | ^^ | | | Using your touchtone keypad, enter the numbers one digit at a time. Your invoice number can be found in the upper right corner of your statement. | | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * (my/the) account number (is) * It is/it’s * That is/that’s   Required:   * <1-10 digits numeric> 0-9 | | 0-9, 10 digits | | | idnumber=digits.value | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |

## 1400\_mnuAskPmtinFull

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller elects to pay in full.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1400 | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1400\_AskPmtinFull.grxml  1400\_AskPmtinFullDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | N/A | | | |
| **NBest** | | 0 | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1400-1.wav | Always | | Would you like to pay this in full today? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | | | -- |
| 1400-2.wav | ^^ | | Would you like to pay this in full today? Just say yes or no. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | |  |
| 1400-3.wav | ^^ | | Just say yes or press 1 to pay in full. Otherwise say no, or press 2 | | | | | | Rerecognition |
| -- | No Match 3 | | -- | | | | | | [1410\_inGetPmtAmt](#_1410_inGetPmtAmt) |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | |  |
| 1400-2.wav | ^^ | | Would you like to pay this in full today? Just say yes or no. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | |  |
| 1400-3.wav | ^^ | | Just say yes or press 1 to pay in full. Otherwise say no, or press 2 | | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | | [1410\_inGetPmtAmt](#_1410_inGetPmtAmt) |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | ***Confirm*** | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | yes | | | Never | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | no | | | Never | | |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | | |

## 1410\_inGetPmtAmt

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller states what amount to pay.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1410 | | | | | | | |
| **InitialTimeout** | | 5 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1410\_GetPmtAmt.grxml  1410\_GetPmtAmtDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | 0 | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 3 | | | **MaxDigits** | 6 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | 5 seconds | | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1410-1.wav |  | | Ok, what amount do you want to pay? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1410-2.wav | ^^ | | | What amount do you want to pay? Just say the amount like this “forty dollars and fifty cents. Now go ahead. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | |  |
| 1410-3.wav | ^^ | | | Just tell me the amount you want to pay today or enter it on your telephone keypad in dollars and cents. For example, to enter forty dollars and fifty cents enter 4-5-5-0. Now go ahead. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | |  |
| 1410-2.wav | ^^ | | | What amount do you want to pay? Just say the amount like this “forty dollars and fifty cents. Now go ahead. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | |  |
| 1410-3.wav | ^^ | | | Just tell me the amount you want to pay today or enter it on your telephone keypad in dollars and cents. For example, to enter forty dollars and fifty cents enter 4-5-5-0. Now go ahead. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | |
| Optional:   * I want (to) (pay) (an amount of) * I would like (to) (pay) (an amount of) * I need (to) (pay) (an amount of)   Required:   * Currency (i.e. forty dollars, eighty-five dollars and seventy cents, etc.) | | 1st digit 1-9  Digits 2-6, 9-0 | | | iPmtAmt=digits/currency entered | | | Never | |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1515\_mnuAskPmt

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Ask caller to make a payment.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1515 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1515\_AskPmt.grxml  1515\_AskPmtDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | 0 | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1515-1.wav |  | | Would you like to make a payment now? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1515-2.wav | ^^ | | | If you would like to make a payment, just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | |  |
| 1515-3.wav | ^^ | | | To make a payment say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | |  |
| 1515-2.wav | ^^ | | | If you would like to make a payment, just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | |  |
| 1515-3.wav | ^^ | | | To make a payment say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | no | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1530\_mnuAskUpdate

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Ask caller to update payment information.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1530 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | 0 | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1530-1.wav |  | | Do you need to update your payment information? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1530-2.wav | ^^ | | | Do you need to update your payment information? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | |  |
| 1530-3.wav | ^^ | | | If you need to update your payment information, say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER1 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | |  |
| 1530-2.wav | ^^ | | | Do you need to update your payment information? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | |  |
| 1530-3.wav | ^^ | | | If you need to update your payment information, say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER1 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | no | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1600\_AskStoredPmtMethod

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller states if they want to use existing account on file.** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 1140 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 2 | | | | **MaxRetriesOnNoMatch** | | 2 | | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 1600\_AskStoredPmtMethod.grxml  1600\_AskStoredPmtMethodDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | No | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1600-1a.wav |  | | Do you want to use the checking account on file ending in… | | | | | | | |
| 1600-1b.wav |  | | Do you want to use the savings account on file ending in… | | | | | | | |
| 1600-1c.wav |  | | Do you want to use the card account on file ending in… | | | | | | | |
| Digits |  | | <SAP01\_storedPmtLast4Digits> | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- | |
| 1600-2a.wav | ^^ | | | Do you want to use the checking account on file ending in… | | | | | -- | |
| 1600-2b.wav | ^^ | | | Do you want to use the savings account on file ending in… | | | | | -- | |
| 1600-2c.wav | ^^ | | | Do you want to use the card account on file ending in… | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| YesorNo1.wav | ^^ | | | Just say yes or no. | | | | | Rerecognition | |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- | |
| 1600-3a.wav | ^^ | | | If you want to use the checking account on file ending in… | | | | | -- | |
| 1600-3b.wav | ^^ | | | If you want to use the savings account on file ending in… | | | | | -- | |
| 1600-3c.wav | ^^ | | | If you want to use the card account on file ending in… | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| YesorNo2.wav | ^^ | | | You can say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition | |
| -- | No Match 3 | | | -- | | | | | END1 | |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- | |
| 1600-2a.wav | ^^ | | | Do you want to use the checking account on file ending in… | | | | | -- | |
| 1600-2b.wav | ^^ | | | Do you want to use the savings account on file ending in… | | | | | -- | |
| 1600-2c.wav | ^^ | | | Do you want to use the card account on file ending in… | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| Yesorno.wav | ^^ | | | Just say yes or no. | | | | | Rerecognition | |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- | |
| 1600-3a.wav | ^^ | | | If you want to use the checking account on file ending in… | | | | | -- | |
| 1600-3b.wav | ^^ | | | If you want to use the savings account on file ending in… | | | | | -- | |
| 1600-3c.wav | ^^ | | | If you want to use the card account on file ending in… | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| YesorNo2.wav | ^^ | | | You can say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition | |
| -- | No Input 3 | | | -- | | | | | END1 | |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Yes | | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | No | | | | | Never |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |

## 1610\_mnuStoredConfirm

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms payment amount and account** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1610 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1610\_StoredConfirm.grxml  1610\_StoredConfirmDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1610-1a.wav | Initial | | To confirm, you want to pay | | | | | | |
| $DD.CC |  | | <ivrPmtAmt> | | | | | | |
| 1610-1b.wav |  | | ….with the account ending in… | | | | | | |
| DIGITS |  | | <SAP01\_storedPmtLast4Digits> | | | | | | |
| 1610-1c.wav |  | | Is that right? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1610-2.wav |  | | | Is this information correct? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | |  |
| 1610-3.wav |  | | | To confirm this payment, say yes or press 1.  Otherwise say no or press 2. | | | | | Rerecognition |
|  | No Match 3 | | |  | | | | | XFER1 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | |  |
| 1610-2.wav |  | | | Is this information correct? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | |  |
| 1610-3.wav |  | | | To confirm this payment, say yes or press 1.  Otherwise say no or press 2. | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | XFER1 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | no | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1700\_inGetPmtMethod

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller selects account type for payment** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1170 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 2 | | | | **MaxRetriesOnNoMatch** | | 2 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1700\_GetPmtMethod.grxml  1700\_GetPmtMethodDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1700-1.wav | Initial | | Ok, are you using Credit, Debit, Checking or Savings? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1700-2.wav | ^^ | | | Are you using Credit, Debit, Checking, or Savings? | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 1700-3.wav | ^^ | | | To use a credit card, press 1  Debit card, press 2  Checking account press 3  Savings account press 4 | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | |  |
| 1700-2.wav | ^^ | | | Are you using Credit, Debit, Checking, or Savings? | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | |  |
| 1700-3.wav | ^^ | | | To use a credit card, press 1  Debit card, press 2  Checking account press 3  Savings account press 4 | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| Optional:   * (I’m/I am using) * It is/It’s * That is/that’s * (my/the) credit card (is)   Required:   * Credit * Credit card * Credit number * Credit card number | | 1 | | | credit | | | | Never |
| Optional:   * (I’m/I am using) * It is/It’s * That is/that’s * (my/the) debit card (is)   Required:   * Debit * Debit card * Debit number * Debit card number | | 2 | | | debit | | | | Never |
| Optional:   * (I’m/I am using) * It is/It’s * That is/that’s * (my/the) checking (is)   Required:   * Checking (is) * Checking account (is) * Checking number(is) * Checking account number (is) | | 3 | | | chk | | | | Never |
| Optional:   * (I’m/I am using) * It is/It’s * That is/that’s * (my/the) checking (is)   Required:   * Savings (is) * Savings account (is) * Savings number (is) * Savings account number (is) | | 4 | | | sav | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1800\_inGetRouteNbr

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to collect the bank routing number.** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 1800 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | | 3 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 1800\_GetRouteNbr.grxml  1800\_GetRouteNbrDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | No | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 9 | | | **MaxDigits** | | 9 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1800-1.wav | Initial | | Tell me your 9-digit routing number. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- |
| 1800-2.wav | ^^ | | | Just say your 9-digit routing number. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 1800-3.wav | ^^ | | | You can say or enter your 9-digit routing number using your telephone keypad. | | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | |  |
| 1800-2.wav | ^^ | | | Just say your 9-digit routing number. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | |  |
| 1800-3.wav | ^^ | | | You can say or enter your 9-digit routing number using your telephone keypad. | | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * (my/the) routing number (is) * It is/it’s * That is/that’s   Required:  <9 digits numeric> 0-9 | | 0-9,  9 digits | | | ivrBankKey=digits.value | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |

## 1810\_mnuConfirmRoute

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms routing number** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 1810 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 2 | | | | **MaxRetriesOnNoMatch** | | | 2 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 1190\_CorporateSupport.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | No | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1810-1a.wav | Initial | | Is | | | | | | | |
| DIGITS |  | | <ivrBankKey> | | | | | | | |
| 1810-1b.wav |  | | the right number? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- |
| 1810-2.wav | ^^ | | | Is that the right routing number? Just say yes or no. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 1810-3.wav | ^^ | | | If that number is correct, say yes or press 1.  Otherwise say no or press 2. | | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | |  |
| 1810-2.wav | ^^ | | | Is that the right routing number? Just say yes or no. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | |  |
| 1810-3.wav | ^^ | | | If that number is correct, say yes or press 1.  Otherwise say no or press 2. | | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * (my/the) routing number (is) * It is/it’s * That is/that’s   Required:  <9 digits numeric> 0-9 | | 0-9,  9 digits | | | ivrBankKey=digits.value | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |

## 1820\_inBankAcct

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to collect bank account number.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1820 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1820\_BankAcct.grxml  1820\_BankAcctDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 10 | | | **MaxDigits** | | 10 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1820-1a.wav | ivrPmtMethod=CHK | | Now what is your checking account number. | | | | | | |
| 1820-1b.wav | ivrPmtMethod=SAV | | Now what is your savings account number. | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1820-2a.wav | ivrPmtMethod=CHK | | | Tell me the checking account number you would like to use. | | | | | Rerecognition |
| 1820-2b.wav | ivrPmtMethod=SAV | | | Tell me the savings account number you would like to use. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 1820-3a.wav | ivrPmtMethod=CHK | | | Just say or enter the checking account number, 1 digit at a time. | | | | | Rerecognition |
| 1820-3b.wav | ivrPmtMethod=SAV | | | Just say or enter the savings account number, 1 digit at a time. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 1820-2a.wav | ivrPmtMethod=CHK | | | Tell me the checking account number you would like to use. | | | | | Rerecognition |
| 1820-2b.wav | ivrPmtMethod=SAV | | | Tell me the savings account number you would like to use. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 1820-3a.wav | ivrPmtMethod=CHK | | | Just say or enter the checking account number, 1 digit at a time. | | | | | Rerecognition |
| 1820-3b.wav | ivrPmtMethod=SAV | | | Just say or enter the savings account number, 1 digit at a time. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| Optional:   * (my/the) (checking/savings) account (number) (is) * It is/it’s * That is/that’s   Required:  <10 digits numeric> 0-9 | | 0-9,  10 digits | | | ivrBankAcct=digits.value | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1830\_ConfirmBankAcct

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms bank account number.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1830 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1830\_ConfirmBankAcct.grxml  1830\_ConfirmBankAcctDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 10 | | | **MaxDigits** | | 10 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1830-1a.wav | Initial | | Is… | | | | | | |
| DIGITS |  | | <ivrBankAcct> | | | | | | |
| 1830-1b.wav |  | | …the right number? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1830-2.wav | ivrPmtMethod=CHK | | | Is this the correct number? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 1820-3.wav | ivrPmtMethod=CHK | | | If that number is correct, say yes or press 1. Otherwise, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 1830-2.wav | ivrPmtMethod=CHK | | | Is this the correct number? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 1820-3.wav | ivrPmtMethod=CHK | | | If that number is correct, say yes or press 1. Otherwise, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | No | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1900\_mnuConfirmBankPmt

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms bank account number.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1900 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1900\_ConfirmBankPmt.grxml  1900\_ConfirmBankPmtDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | 40 | | | | **MedConfidenceScore** | N/A | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1900-1a.wav | Initial | | Today | | | | | | |
| MMDDYY |  | | <SAP01\_SystemDate> | | | | | | |
| 1900-1b.wav |  | | I’d like to confirm that you | | | | | | |
| TTS |  | | <ivrPmtPayerFullName> | | | | | | |
| 1900-1c.wav |  | | are authorizing a payment in the amount of | | | | | | |
| $DD.CC |  | | <ivrPmtAmt> | | | | | | |
| 1900-1d.wav |  | | to be processed as an electronic funds transfer, or draft drawn from your account. Do you agree? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1900-2.wav | ^^ | | | Do you agree? Just say yes or no | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 1900-3.wav | ^^ | | | If you agree, say yes or press 1. If you wish to cancel this payment, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 1900-2.wav | ^^ | | | Do you agree? Just say yes or no | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 1900-3.wav | ^^ | | | If you agree, say yes or press 1. If you wish to cancel this payment, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | no | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1910\_mnuConfirmNSF

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller states authorization of payment.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1910 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1910\_ConfirmNSF.grxml  1910\_ConfirmNSFDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | 40 | | | | **MedConfidenceScore** | N/A | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1910-1a.wav | Initial | | If your payment is returned unpaid, you authorize us or our service provider to collect the payment and your State’s return item fee of | | | | | | |
| $DD.CC |  | | <SAP01\_NSFAmount> | | | | | | |
| 1910-1b.wav |  | | by electronic funds transfer(s) or draft(s) drawn from your account. Do you agree and authorize the payment? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1910-2.wav | ^^ | | | Do you agree? Just say yes or no | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 1910-3.wav | ^^ | | | To finalize the payment, just say yes or press 1. To cancel, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 1910-2.wav | ^^ | | | Do you agree? Just say yes or no | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 1910-3.wav | ^^ | | | To finalize the payment, just say yes or press 1. To cancel, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | no | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 1920\_mnuAskBankRecurring

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to request setup of recurring monthly payments.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 1920 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 1920\_AskBankRecurring.grxml  1920\_AskBankRecurringDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1920-1.wav | Initial | | Before I give you the confirmation number, would you like to use this account to setup recurring monthly payments? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 1920-2.wav | ^^ | | | Would you like to setup recurring monthly payments? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 1920-3.wav | ^^ | | | To setup recurring payments, say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | CONFIRM1 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 1920-2.wav | ^^ | | | Would you like to setup recurring monthly payments? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 1920-3.wav | ^^ | | | To setup recurring payments, say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | CONFIRM1 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Grammar** | | | |
| ***Valid Utterances*** | ***DTMF*** | ***Response*** | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | 1 | yes | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | 2 | no | Never |
| **Globals** | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) |  |  | |

## 2000\_mnuSetupBank

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms updates to bank for recurring payments.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 2000 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 2000\_SetupBank.grxml  2000-SetupBankDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 2000-1a.wav |  | | To confirm, you want to update your payment method using the account ending in | | | | | | |
| DIGITS |  | | <last 4 digits of ivrBankAcct> | | | | | | |
| 2000-1b.wav |  | | Is that right? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 2000-2.wav | ^^ | | | Is this information correct? Just say yes or no | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 2000-3.wav | ^^ | | | To setup recurring payments, just say yes or press 1. To cancel, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | END1 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 2000-2.wav | ^^ | | | Is this information correct? Just say yes or no | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 2000-3.wav | ^^ | | | To setup recurring payments, just say yes or press 1. To cancel, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | END1 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | no | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 2100\_inCardNbr

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to collect card number.** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 2100 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | | 3 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 2100\_CardNbr.grxml  2100\_CardNbrDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | No | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 16 | | | **MaxDigits** | | 16 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2100-1.wav | Initial | | Tell me the card number you wish to use. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- |
| 2100-1.wav | ^^ | | | Tell me the card number you wish to use. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 2100-2.wav | ^^ | | | Just say or enter the card number 1 digit at a time. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | | -- |
| 2100-1.wav | ^^ | | | Tell me the card number you wish to use. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | | -- |
| 2100-2.wav | ^^ | | | Just say or enter the card number 1 digit at a time. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * (my/the) card number (is) * (my/the) credit card number (is) * (my/the) debit card number (is) * (the) number (is) * It is/it’s * That is/that’s   Required:   * <16 digits numeric> 0-9 | | 0-9,  16 digits | | | ivrCardNbr=digits.value | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |

## 2110\_mnuConfirmCardNbr

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms card number.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 2110 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 2110\_ConfirmCardNbr.grxml  2110\_ConfirmCardNbrDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 2110-1a.wav | Initial | | Is | | | | | | |
| DIGITS |  | | <ivrCardNbr> | | | | | | |
| 2110-1b.wav |  | | the right number? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 2110-2.wav | ^^ | | | Is that the right card number? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 2110-3.wav | ^^ | | | If the card number is correct, say yes or press 1. If not correct, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 2110-2.wav | ^^ | | | Is that the right card number? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 2110-3.wav | ^^ | | | If the card number is correct, say yes or press 1. If not correct, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | | no | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 2120\_inCardExp

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to collect expiration date.** | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | |
| **Peg** | | 2120 | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | | |
| **Grammar Name(s):** | | 2120\_CardExp.grxml  2120\_CardExpDTMF.grxml | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | |
| **MinDigits** | | 6 | | | **MaxDigits** | | 6 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 2120-1a.wav | Initial | | Now, what is the expiration date? Just say it like this, March…. | | | | | | |
| YYYY |  | | <Current Year +3> i.e. “two thousand twenty-five” | | | | | | |
| 2120-1b.wav |  | | Now go ahead. | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | -- |
| 2120-2a.wav | ^^ | | | Just tell me the expiration date. Say it like this…March… | | | | | -- |
| YYYY | ^^ | | | <Current Year +3> i.e. “two thousand twenty-five” | | | | | -- |
| 2120-2b.wav |  | | | Now go ahead. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | -- |
| 2120-3.wav | ^^ | | | Tell me the expiration date of enter it on your telephone keypad using 2 digits for the month and 4 digits for the year. For example, For March 2025 enter 0-3-2-0-2-5. Now go ahead. | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | -- |
| 2120-2a.wav | ^^ | | | Just tell me the expiration date. Say it like this…March… | | | | | -- |
| YYYY | ^^ | | | <Current Year +3> i.e. “two thousand twenty-five” | | | | | -- |
| 2120-2b.wav |  | | | Now go ahead. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | -- |
| 2120-3.wav | ^^ | | | Tell me the expiration date of enter it on your telephone keypad using 2 digits for the month and 4 digits for the year. For example, For March 2025 enter 0-3-2-0-2-5. Now go ahead. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| Optional:   * It is/It’s * (the) (expiration) date is * Expiration (date) (of) * Expiry (date) (of)   Required:   * Digits: 1st:0, 2nd:1-9 or 1st:1, 2nd:0,1, or 2 3rd:2 4th:0 5th and 6th 20-99 * Dates spoken in mmyyyy using the built-in dates grammar- date must be future, current month/year is ok | | 6 digits follow rules under valid utterances | | | ivrCardExp = digits/date entered in this format mmyyyy | | | | Never |
| **Globals** | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | |

## 2130\_mnuConfirmCardPmt

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms payment amount and account.** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 2130 | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | |
| **Grammar Name(s):** | | 2130\_ConfirmCardPmt.grxml  2130\_ConfirmCardPmtDTFM.grmxl | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2130-1a.wav | Initial | | To confirm, you want to pay… | | | | | |
| $DD.CC | ^^ | | <ivrPmtAmt> | | | | | |
| 2130-1b.wav | ^^ | | …with a card ending in… | | | | | |
| DIGITS | ^^ | | <ivrCardLast4> | | | | | |
| 2130-1c.wav | ^^ | | Is that right? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | | -- |
| 2130-2.wav | ^^ | | Is this information correct? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | -- |
| 2130-3.wav | ^^ | | If that is correct, say yes or press 1.  If not, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | -- |
| 2130-2.wav | ^^ | | Is that information correct? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | -- |
| 2130-3.wav | ^^ | | If that is correct, say yes or press 1.  If not, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | no | | | | Never |
| **Globals** | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | |

## 2200\_mnuAskCardRecurring

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Requests setup for recurring monthly payments.** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 1240 | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | |
| **Grammar Name(s):** | | 2200\_AskCardRecurring.grxml  2200\_AskCardRecurringDTMF.grxml | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2200-1.wav | Initial | | Before I give you the confirmation number, would you like to use this account to setup recurring monthly payments? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | | -- |
| 2200-2.wav | ^^ | | Would you like to setup recurring monthly payments? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | -- |
| 2200-3.wav | ^^ | | To setup recurring payments, say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | -- |
| 2200-2.wav | ^^ | | Would you like to setup recurring monthly payments? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | -- |
| 2200-3.wav | ^^ | | To setup recurring payments, say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | no | | | | Never |
| **Globals** | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | |

## 2210\_mnuPmtDecline

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to notify caller payment was declined and offer to use a different method.** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 2210 | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | |
| **Grammar Name(s):** | | 2210\_PmtDecline.grxml  2210\_PmtDeclineDTMF.grxml | | | | | | |
| **MinConfidenceScore** | | 40 | | | **MedConfidenceScore** | N/A | | |
| **NBest** | | No | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2210-1.wav |  | | I was unable to process a payment using the card provided. Would you like to use a different payment method? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | | -- |
| 2210-2.wav | ^^ | | Would you like to use a different payment method? Just say yes or no | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | -- |
| 2210-3wav | ^^ | | To use another payment method just say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | -- |
| 2210-2.wav | ^^ | | Would you like to use a different payment method? Just say yes or no | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | -- |
| 2210-3wav | ^^ | | To use another payment method just say yes or press 1. Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | no | | | | Never |
| **Globals** | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | |

## 2300\_mnuSetupCard

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Caller confirms update to payment method** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 2300 | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | |
| **Grammar Name(s):** | | 2300\_SetupCard.grxml  2300­\_SetupCardDTMF.grxml | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2300-1a.wav | Initial | | To confirm, you want to update your account with a card ending in | | | | | |
| DIGITS |  | | <ivrCardLast4> | | | | | |
| 2300-1b.wav |  | | Is that right? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | | -- |
| 2300-2.wav | ^^ | | Is this information correct? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | -- |
| 2300-3.wav | ^^ | | If that is correct, say yes or press 1.  Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | END1 |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | -- |
| 2300-2.wav | ^^ | | Is that information correct? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | -- |
| 2300-3.wav | ^^ | | If that is correct, say yes or press 1.  Otherwise say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | END1 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | no | | | | Never |
| **Globals** | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | |

## 2420\_mnuOfferText

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt asking to text confirmation number to caller.** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 2420 | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | |
| **Grammar Name(s):** | | 2420\_AskSMS.grxml  2420\_AskSMSDTMF.grxml | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2420-1.wav | Initial | | Would you like me to text the confirmation number? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | | -- |
| 2420-2.wav | ^^ | | Would you like me to text the confirmation number? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | -- |
| 2420-3.wav | ^^ | | To receive your confirmation number by text, say yes or press 1. Otherwise, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | END3 |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | -- |
| 2420-2.wav | ^^ | | Would you like me to text the confirmation number? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | -- |
| 2420-3.wav | ^^ | | To receive your confirmation number by text, say yes or press 1. Otherwise, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | END3 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | no | | | | Never |
| **Globals** | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | |

## 2430\_mnuSMSPhone

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt asking to text confirmation number to caller’s number.** | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | |
| **Peg** | | 2430 | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | **MaxRetriesOnNoMatch** | | 3 | |
| **Speech Settings** | | | | | | | | |
| **Grammar Name(s):** | | TBD | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | .6 | | |
| **NBest** | | No | | | **BargeIn** | True | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | 1500 ms | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | 0.4 | | |
| **DTMF Settings** | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2430-1.wav | Initial | | Would you like me to text the confirmation to the phone number ending in | | | | | |
| DIGITS | ^^ | | <Last 4 ANI digits> | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Sorry, I didn’t understand. | | | | | -- |
| 2430-2.wav | ^^ | | Is that the right number? Just say yes or no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Let’s try that one more time. | | | | | -- |
| 2430-3.wav | ^^ | | To receive a text confirmation just say yes or press 1. To use a different number, say no or press 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | CONFIRM2 |
| NoInput1.wav | No Input 1 | | I didn’t get that. | | | | | -- |
| 2430-2.wav | ^^ | | Is that the right number? Just say yes or no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | I still didn’t get that. | | | | | -- |
| 2430-3.wav | ^^ | | To receive a text confirmation just say yes or press 1. To use a different number, say no or press 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | CONFIRM2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | yes | | | | Never |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 2 | | no | | | | Never |
| **Globals** | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | |  | | | | |

## 2500\_inAskDiffPhone

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt asking if the caller wants to use a different number for text confirmation.** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 2500 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | | 3 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 2500\_AskDiffPhone.grxml  2500\_AskDiffPhoneDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | No | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2500-1.wav | Initial | | Would you like to use a different phone number? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- |
| 2500-2.wav | ^^ | | | Would you like to use a different number? Just say yes or no. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 2500-3.wav | ^^ | | | To use a different number just say yes or press 1. Otherwise, say no or press 2. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | |  |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | | -- |
| 2500-2.wav | ^^ | | | Would you like to use a different number? Just say yes or no. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | | -- |
| 2500-3.wav | ^^ | | | To use a different number just say yes or press 1. Otherwise, say no or press 2. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | |  |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | Never | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | no | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |

## 2510\_inAskPhoneNbr

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt asking if the caller wants to use a different number for text confirmation.** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 2510 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 2 | | | **MaxRetriesOnNoMatch** | | | | 2 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 2510\_AskPhoneNbr.grxml  2510\_AskPhoneNbrDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | **MedConfidenceScore** | | .6 | | | |
| **NBest** | | No | | | **BargeIn** | | True | | | |
| **Completetimeout** | | 0 | | | **Incompletetimeout** | | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | **Sensitivity** | | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 10 | | | | **MaxDigits** | 10 | | | |
| **TerminationDigit** | | N/A | | | | **Interdigit Timeout** | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2510-1.wav | Initial | | Tell me the phone number you would like to use. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- |
| 2510-2.wav | ^^ | | | Just say the phone number you would like to use. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 2510-3.wav | ^^ | | | You can say or enter the phone number using your touchtone keypad. | | | | | | Rerecognition |
| Else | No Match 3 | | | -- | | | | | | END3 |
| Update | No Match 3 | | | -- | | | | | | END2 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | | -- |
| 2510-2.wav | ^^ | | | Just say the phone number you would like to use. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | | -- |
| 2510-3.wav | ^^ | | | You can say or enter the phone number using your touchtone keypad. | | | | | | Rerecognition |
| Else | No Input 3 | | | -- | | | | | | END3 |
| Update | No Input 3 | | | -- | | | | | | END2 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | | ***Response*** | | ***Confirm*** | | |
| Optional:   * (my/the) phone number (is) * (my/the) phone (is) * (my/the) number (is)   Required:   * 10 digits: First digit (2-9 only) All other remaining digits 0-9 are valid | | 0-9, 10 digits | | | | iSMSPhoneNbr = digits.value | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | | |  | | | | |

## 2520\_ConfirmPhoneNbr

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to confirm phone number** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 2520 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | | 3 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 2520\_ConfirmPhoneNbr.grxml  2520\_ConfirmPhoneNbrDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | No | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2520-1a.wav |  | | That was | | | | | | | |
| DIGITS |  | | <iSMSPhoneNbr> | | | | | | | |
| 2520-1b.wav |  | | Is that right? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- |
| 2520-2.wav | ^^ | | | Is that the correct number? Just say yes or no. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 2520-3.wav | ^^ | | | If that number is correct, just say yes or press 1. If not, then say no and press 2. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | END3 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | | -- |
| 2520-2.wav | ^^ | | | Is that the correct number? Just say yes or no. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | | -- |
| 2520-3.wav | ^^ | | | If that number is correct, just say yes or press 1. If not, then say no and press 2. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | | END3 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | yes | | | Never | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | no | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |

## 2620\_BalanceStillDue

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description: Prompt to collect remaining balance due.** | | | | | | | | | | |
| **Dialog Module Settings** | | | | | | | | | | |
| **Peg** | | 2620 | | | | | | | | |
| **InitialTimeout** | | 6 seconds | | | | | | | | |
| **MaxRetriesOnNoInput** | | 3 | | | | **MaxRetriesOnNoMatch** | | | 3 | |
| **Speech Settings** | | | | | | | | | | |
| **Grammar Name(s):** | | 2620\_BalanceStillDue.grxml  2620\_BalanceStillDueDTMF.grxml | | | | | | | | |
| **MinConfidenceScore** | | .4 | | | | **MedConfidenceScore** | .6 | | | |
| **NBest** | | No | | | | **BargeIn** | True | | | |
| **Completetimeout** | | 0 | | | | **Incompletetimeout** | 1500 ms | | | |
| **MaxSpeechTimeout** | | 22 seconds | | | | **Sensitivity** | 0.4 | | | |
| **DTMF Settings** | | | | | | | | | | |
| **DTMF Allowed?** | | Yes | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2620-1.wav | Initial | | Would you like to use a different account to pay the remaining balance? Your account will be suspended if payment is not received within 60 days. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Sorry, I didn’t understand. | | | | | | -- |
| 2620-2.wav | ^^ | | | To use a different account to pay the remaining balance, say yes. Otherwise, say no. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Let’s try that one more time. | | | | | | -- |
| 2620-3.wav | ^^ | | | To use a different account to pay the remaining balance, say yes or press 1. Otherwise, say no or press 2. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | END3 |
| NoInput1.wav | No Input 1 | | | I didn’t get that. | | | | | | -- |
| 2620-2.wav | ^^ | | | Is that the correct number? Just say yes or no. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | I still didn’t get that. | | | | | | -- |
| 2620-3.wav | ^^ | | | To use a different account to pay the remaining balance, say yes or press 1. Otherwise, say no or press 2. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | | END3 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
|  | | 1 | | | yes | | | Never | | |
|  | | 1 | | | no | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |