|  |  |  |
| --- | --- | --- |
| [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 |
| 1.1 | Spanish Version | 09/25/2020 | Leo Prada |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# 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?** | Sí | | | | |
| **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 | Em  eh  este | Pre-pend optionally to all grammar items (except products) and deweight. |
| Post-filler | gracias, (señor/a)  por favor (señor/a) | Post-pend optionally to all grammar items (except products) and deweight. |
| Sí | * Sí * sí * sip * sip * es correcto * eso es correcto * sí, correcto * de acuerdo * okéi * positivo * afirmativo * estoy de acuerdo * correcto (sí) * así es |  |
| YesIAm | * sí * Sí lo soy/estoy |  |
| YesIWould | * Sí quisiera * sí |  |
| YesIDo | * Sí así es * Sí, así es |  |
| YesItIs | * Sí, es correcto * ASí es. |  |
| YesIHave | * Sí así es * I have |  |
| No | * no * nop * incorrecto (no) * negativo * incorrecto (no) |  |
| NoIAmNot | * No estoy (de acuerdo) * No lo estoy * No no estoy (de acuerdo) * No no estoy (de acuerdo) |  |
| NoIWouldnt | * No debería * No lo haría * No no debería * No No lo haría |  |
| NoIDoNot | * I don’t * no * No no estoy (de acuerdo) * No no estoy (de acuerdo) |  |
| NoItIsNot | * No, no es así * No lo es * No, no lo es * No lo es |  |
| NoIHaveNot | * No es así * No lo he hecho * No, no lo es * No lo he hecho |  |

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?** | | Sí | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | TBD | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 1000-1a.wav | Initial | | Para comenzar, dígame su Número de Cuenta | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| 1011-1.wav | No Match 1 | | No encontré una cuenta. | | | | | -- |
| 1000-2.wav | ^^ | | Simplemente, dígame su Número de Cuenta | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | -- |
| 1000-3.wav | ^^ | | Simplemente ingrese su número de cuenta utilizando el teclado de su teléfono. SI su número de cuenta incluye letras, ingrese sólamente los números. | | | | | Rerecognition |
| -- | No Match 3 | | -- | | | | | [1200\_inAskInvNbr](#_1200_inAskInvNbr) |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | -- |
| 1000-2.wav | ^^ | | Simplemente, dígame su Número de Cuenta | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | -- |
| 1000-3.wav | ^^ | | Simplemente ingrese su número de cuenta utilizando el teclado de su teléfono. SI su número de cuenta incluye letras, ingrese sólamente los números. | | | | | -- |
|  | No Input 3 | |  | | | | | [1200\_inAskInvNbr](#_1200_inAskInvNbr) |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| Optional:   * Mi/el número de cuenta (es) * Eso es * Eso es   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?** | | Sí | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | TBD | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1200-1.wav |  | | Intentemos encontrarlo por número de factura. Utilizando el teclado de su teléfono, ingrese los números un dígito a la vez. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| 1211-1.wav | No Match 1 | | | No econtré una cuenta con ese número de factura. | | | | | | -- |
| 1200-2.wav | ^^ | | | Simplemente ingrese los números utilizando el teclado de su teléfono. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 1200 -3.wav | ^^ | | | Utilizando el teclado de su teléfono, ingrese los números un dígito a la vez. Encontrará el número de factura en la esquina superior derecha de su resumen. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | |  |
| 1200 -2.wav | ^^ | | | Simplemente ingrese los números utilizando el teclado de su teléfono. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | | -- |
| 1200 -3.wav | ^^ | | | Utilizando el teclado de su teléfono, ingrese los números un dígito a la vez. Encontrará el número de factura en la esquina superior derecha de su resumen. | | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * Mi/el número de cuenta (es) * Eso es * Eso es   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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1400-1.wav | Always | | ¿Desearía realizar el pago total hoy? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Lo siento, no entendí. | | | | | | -- |
| 1400-2.wav | ^^ | | ¿Desearía realizar el pago total hoy? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | |  |
| 1400-3.wav | ^^ | | Simplemente diga ‘sí’ o marque 1 para pago total. De lo contrario diga 'no' o marque 2 | | | | | | Rerecognition |
| -- | No Match 3 | | -- | | | | | | [1410\_inGetPmtAmt](#_1410_inGetPmtAmt) |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | |  |
| 1400-2.wav | ^^ | | ¿Desearía realizar el pago total hoy? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | |  |
| 1400-3.wav | ^^ | | Simplemente diga ‘sí’ o marque 1 para pago total. De lo contrario diga 'no' o marque 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 | | Sí | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 3 | | | **MaxDigits** | 6 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | 5 seconds | | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1410-1.wav |  | | De acuerdo, ¿qué valor desea pagar? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1410-2.wav | ^^ | | | ¿Qué valor desea pagar? Diga el valor de este modo: "cuarenta dólares y cincuenta centavos". Dígalo ahora. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | |  |
| 1410-3.wav | ^^ | | | Simplemente díagame el valor que desea pagar hoy o ingréselo utilizando el teclado del teléfono con dólares y centavos. Por ejemplo, para ingresar cuarenta dólares y cincuenta centavos ingrese 4-5-5-0. Dígalo ahora. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | |  |
| 1410-2.wav | ^^ | | | ¿Qué valor desea pagar? Diga el valor de este modo: "cuarenta dólares y cincuenta centavos". Dígalo ahora. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | |  |
| 1410-3.wav | ^^ | | | Simplemente díagame el valor que desea pagar hoy o ingréselo utilizando el teclado del teléfono con dólares y centavos. Por ejemplo, para ingresar cuarenta dólares y cincuenta centavos ingrese 4-5-5-0. Dígalo ahora. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | |
| Optional:   * Quiero (pagar) (por un valor de) * Quisiera (pagar) (por un valor de) * Necesito (pagar) (por un valor de)   Required:   * Moneda (ej. cuarenta dólares, ochenta y cinco dólares y setenta centavos, 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1515-1.wav |  | | ¿Desearía realizar un pago hoy? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1515-2.wav | ^^ | | | SI desea realizar un pago, simplemente diga sí o no. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | |  |
| 1515-3.wav | ^^ | | | Para realizar un pago diga ‘sí’ o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | |  |
| 1515-2.wav | ^^ | | | SI desea realizar un pago, simplemente diga sí o no. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | |  |
| 1515-3.wav | ^^ | | | Para realizar un pago diga ‘sí’ o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1530-1.wav |  | | ¿Necesita actualizar su información de pago? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1530-2.wav | ^^ | | | ¿Necesita actualizar su información de pago? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | |  |
| 1530-3.wav | ^^ | | | Si necesita actualizar su información de pago, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER1 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | |  |
| 1530-2.wav | ^^ | | | ¿Necesita actualizar su información de pago? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | |  |
| 1530-3.wav | ^^ | | | Si necesita actualizar su información de pago, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER1 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1600-1a.wav |  | | Desea utilizar la cuenta corriente en nuestros registros que termina en ... | | | | | | | |
| 1600-1b.wav |  | | Desea utilizar la caja de ahorros en nuestros registros que termina en ... | | | | | | | |
| 1600-1c.wav |  | | Desea utilizar la cuenta de tarjeta en nuestros registros que termina en ... | | | | | | | |
| Digits |  | | <SAP01\_storedPmtLast4Digits> | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** | |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- | |
| 1600-2a.wav | ^^ | | | Desea utilizar la cuenta corriente en nuestros registros que termina en ... | | | | | -- | |
| 1600-2b.wav | ^^ | | | Desea utilizar la caja de ahorros en nuestros registros que termina en ... | | | | | -- | |
| 1600-2c.wav | ^^ | | | Desea utilizar la cuenta de tarjeta en nuestros registros que termina en ... | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| YesorNo1.wav | ^^ | | | Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition | |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- | |
| 1600-3a.wav | ^^ | | | Si desea utilizar la cuenta corriente en nuestros registros que termina en ... | | | | | -- | |
| 1600-3b.wav | ^^ | | | Si desea utilizar la caja de ahorros en nuestros registros que termina en ... | | | | | -- | |
| 1600-3c.wav | ^^ | | | Si desea utilizar la cuenta de tarjeta en nuestros registros que termina en ... | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| YesorNo2.wav | ^^ | | | Puede decir ‘sí’ o marcar 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition | |
| -- | No Match 3 | | | -- | | | | | END1 | |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- | |
| 1600-2a.wav | ^^ | | | Desea utilizar la cuenta corriente en nuestros registros que termina en ... | | | | | -- | |
| 1600-2b.wav | ^^ | | | Desea utilizar la caja de ahorros en nuestros registros que termina en ... | | | | | -- | |
| 1600-2c.wav | ^^ | | | Desea utilizar la cuenta de tarjeta en nuestros registros que termina en ... | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| Yesorno.wav | ^^ | | | Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition | |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- | |
| 1600-3a.wav | ^^ | | | Si desea utilizar la cuenta corriente en nuestros registros que termina en ... | | | | | -- | |
| 1600-3b.wav | ^^ | | | Si desea utilizar la caja de ahorros en nuestros registros que termina en ... | | | | | -- | |
| 1600-3c.wav | ^^ | | | Si desea utilizar la cuenta de tarjeta en nuestros registros que termina en ... | | | | | -- | |
| Digits | ^^ | | | <SAP01\_storedPmtLast4Digits> | | | | | -- | |
| YesorNo2.wav | ^^ | | | Puede decir ‘sí’ o marcar 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition | |
| -- | No Input 3 | | | -- | | | | | END1 | |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1610-1a.wav | Initial | | Para confrimar, desea pagar | | | | | | |
| $DD.CC |  | | <ivrPmtAmt> | | | | | | |
| 1610-1b.wav |  | | ... con la cuenta terminada en ... | | | | | | |
| DIGITS |  | | <SAP01\_storedPmtLast4Digits> | | | | | | |
| 1610-1c.wav |  | | ¿Es correcto? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1610-2.wav |  | | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | |  |
| 1610-3.wav |  | | | Para confirmar este pago diga ‘sí’ o marque 1.  De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
|  | No Match 3 | | |  | | | | | XFER1 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | |  |
| 1610-2.wav |  | | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | |  |
| 1610-3.wav |  | | | Para confirmar este pago diga ‘sí’ o marque 1.  De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | XFER1 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1700-1.wav | Initial | | De acuerdo, ¿Está utilizando Crédito, Débito, Cuenta Corriente o de Ahorros? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1700-2.wav | ^^ | | | ¿Está utilizando Crédito, Débito, Cuenta Corriente o de Ahorros? | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 1700-3.wav | ^^ | | | Para usar su tarjeta de crédito, marque 1  Tarjeta de débito, marque 2  Cuenta corriente, marque 3  Caja de ahorros, marque | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | |  |
| 1700-2.wav | ^^ | | | ¿Está utilizando Crédito, Débito, Cuenta Corriente o de Ahorros? | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | |  |
| 1700-3.wav | ^^ | | | Para usar su tarjeta de crédito, marque 1  Tarjeta de débito, marque 2  Cuenta corriente, marque 3  Caja de ahorros, marque | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| Optional:   * Estoy usando * Es * Eso es * (mi/el) (número de) tarjeta de crédito (es)   Required:   * Crédito * Tarjeta de Crédito * Número de Crédito * Número de tarjeta de crédito | | 1 | | | crédito | | | | Never |
| Optional:   * Estoy usando * Es * Eso es * (mi/el) (número de) tarjeta de débito (es)   Required:   * Débito * Tarjeta de Débito * Número de Débito * Número de tarjeta de débito | | 2 | | | Débito | | | | Never |
| Optional:   * Estoy usando * Es * Eso es * Mi/el número de (cuenta corriente) (es)   Required:   * La cuenta (es) * La cuenta corriente (es) * El número de la cuenta (es) * El número de la cuenta corriente (es) | | 3 | | | chk | | | | Never |
| Optional:   * Estoy usando * Es * Eso es * Mi/el número de (cuenta corriente) (es)   Required:   * Ahorros (es) * La caja de ahorros (es) * El número de ahorros (es) * El número de la caja de ahorros (es) | | 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?** | | Sí | | | | | | | | |
| **MinDigits** | | 9 | | | **MaxDigits** | | 9 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1800-1.wav | Initial | | Dígame su número de ruteo de 9 dígitos. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | | -- |
| 1800-2.wav | ^^ | | | Simplemente diga su número de ruteo de 9 dígitos. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 1800-3.wav | ^^ | | | Puede decir o ingresar su número de 9 dígitos usando el teclado de su teléfono. | | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | |  |
| 1800-2.wav | ^^ | | | Simplemente diga su número de ruteo de 9 dígitos. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | |  |
| 1800-3.wav | ^^ | | | Puede decir o ingresar su número de 9 dígitos usando el teclado de su teléfono. | | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * Mi/el número de ruteo (es) * Eso es * Eso es   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?** | | Sí | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 1810-1a.wav | Initial | | ¿Es | | | | | | | |
| DIGITS |  | | <ivrBankKey> | | | | | | | |
| 1810-1b.wav |  | | el número correcto? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | | -- |
| 1810-2.wav | ^^ | | | ¿Es ese el número de ruteo correcto? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 1810-3.wav | ^^ | | | Si el número es correcto, diga sí o marque 1.  De lo contrario diga 'no' o marque 2 | | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | |  |
| 1810-2.wav | ^^ | | | ¿Es ese el número de ruteo correcto? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | |  |
| 1810-3.wav | ^^ | | | Si el número es correcto, diga sí o marque 1.  De lo contrario diga 'no' o marque 2 | | | | | | Rerecognition |
|  | No Input 3 | | |  | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * Mi/el número de ruteo (es) * Eso es * Eso es   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?** | | Sí | | | | | | | |
| **MinDigits** | | 10 | | | **MaxDigits** | | 10 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1820-1a.wav | ivrPmtMethod=CHK | | Ahora, ¿Cuál es el número de su cuenta corriente? | | | | | | |
| 1820-1b.wav | ivrPmtMethod=SAV | | Ahora, ¿Cuál es el número de su caja de ahorros? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1820-2a.wav | ivrPmtMethod=CHK | | | Dígame el número de la cuenta corriente que desea usar. | | | | | Rerecognition |
| 1820-2b.wav | ivrPmtMethod=SAV | | | Dígame el número de la caja de ahorros que desea usar. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 1820-3a.wav | ivrPmtMethod=CHK | | | Simplemente diga o ingrese el número de la cuenta corriente, 1 dígito a la vez. | | | | | Rerecognition |
| 1820-3b.wav | ivrPmtMethod=SAV | | | Simplemente diga o ingrese el número de la caja de ahorros, 1 dígito a la vez. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 1820-2a.wav | ivrPmtMethod=CHK | | | Dígame el número de la cuenta corriente que desea usar. | | | | | Rerecognition |
| 1820-2b.wav | ivrPmtMethod=SAV | | | Dígame el número de la caja de ahorros que desea usar. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 1820-3a.wav | ivrPmtMethod=CHK | | | Simplemente diga o ingrese el número de la cuenta corriente, 1 dígito a la vez. | | | | | Rerecognition |
| 1820-3b.wav | ivrPmtMethod=SAV | | | Simplemente diga o ingrese el número de la caja de ahorros, 1 dígito a la vez. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| Optional:   * Mi/el número de (cuenta corriente/caja de ahorros) (es) * Eso es * Eso es   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?** | | Sí | | | | | | | |
| **MinDigits** | | 10 | | | **MaxDigits** | | 10 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1830-1a.wav | Initial | | ¿Es ... | | | | | | |
| DIGITS |  | | <ivrBankAcct> | | | | | | |
| 1830-1b.wav |  | | ... el número correcto? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1830-2.wav | ivrPmtMethod=CHK | | | ¿Es este el número correcto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 1820-3.wav | ivrPmtMethod=CHK | | | Si el número es correcto, diga sí o marque 1. De lo contrario diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 1830-2.wav | ivrPmtMethod=CHK | | | ¿Es este el número correcto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 1820-3.wav | ivrPmtMethod=CHK | | | Si el número es correcto, diga sí o marque 1. De lo contrario diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Sample Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1900-1a.wav | Initial | | Hoy | | | | | | |
| MMDDYY |  | | <SAP01\_SystemDate> | | | | | | |
| 1900-1b.wav |  | | Quisiera confirmar que usted ... | | | | | | |
| TTS |  | | <ivrPmtPayerFullName> | | | | | | |
| 1900-1c.wav |  | | ... está autorizando un pago por un valor de ... | | | | | | |
| $DD.CC |  | | <ivrPmtAmt> | | | | | | |
| 1900-1d.wav |  | | ... y que será procesado como una transferencia electrónica o débito de su cuenta. ¿Está de acuerdo? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1900-2.wav | ^^ | | | ¿Está de acuerdo? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 1900-3.wav | ^^ | | | Si está de acuerdo, diga 'sí' o marque 1. Si desea cancelar este pago, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 1900-2.wav | ^^ | | | ¿Está de acuerdo? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 1900-3.wav | ^^ | | | Si está de acuerdo, diga 'sí' o marque 1. Si desea cancelar este pago, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1910-1a.wav | Initial | | Si su pago es rechazado, nos autoriza a nosotros o nuestro servicio de cobranzas a cobrar el pago y el costo de reposición de su Estado de un valor de | | | | | | |
| $DD.CC |  | | <SAP01\_NSFAmount> | | | | | | |
| 1910-1b.wav |  | | mediante transferencia electrónica o débito de su cuenta. ¿Está de acuerdo y autoriza el pago? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1910-2.wav | ^^ | | | ¿Está de acuerdo? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 1910-3.wav | ^^ | | | Para completar el pago, diga 'sí' o marque 1. Para cancelar, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 1910-2.wav | ^^ | | | ¿Está de acuerdo? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 1910-3.wav | ^^ | | | Para completar el pago, diga 'sí' o marque 1. Para cancelar, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 1920-1.wav | Initial | | Antes de decirle el número de confirmación, ¿le gustaría fijar esta cuenta para hacer pagos mensuales recurrentes? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 1920-2.wav | ^^ | | | ¿Le gustaría fijar pagos mensuales recurrentes? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 1920-3.wav | ^^ | | | Para fijar pagos recurrentes, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | CONFIRM1 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 1920-2.wav | ^^ | | | ¿Le gustaría fijar pagos mensuales recurrentes? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 1920-3.wav | ^^ | | | Para fijar pagos recurrentes, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | CONFIRM1 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Grammar** | | | |
| ***Valid Utterances*** | ***DTMF*** | ***Response*** | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | 1 | Sí | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 2000-1a.wav |  | | Para confirmar, desea actualizar su método de pago usando la cuenta que termina en ... | | | | | | |
| DIGITS |  | | <last 4 digits of ivrBankAcct> | | | | | | |
| 2000-1b.wav |  | | ¿Es correcto? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 2000-2.wav | ^^ | | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 2000-3.wav | ^^ | | | Para fijar pagos recurrentes, simplemente diga 'sí' o marque 1. Para cancelar, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | END1 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 2000-2.wav | ^^ | | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 2000-3.wav | ^^ | | | Para fijar pagos recurrentes, simplemente diga 'sí' o marque 1. Para cancelar, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | END1 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | | |
| **MinDigits** | | 16 | | | **MaxDigits** | | 16 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2100-1.wav | Initial | | Dígame el número de tarjeta que desea utilizar. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | | -- |
| 2100-1.wav | ^^ | | | Dígame el número de tarjeta que desea utilizar. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 2100-2.wav | ^^ | | | Simplemente diga o ingrese el número de la tarjeta, 1 dígito a la vez. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | | -- |
| 2100-1.wav | ^^ | | | Dígame el número de tarjeta que desea utilizar. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | | -- |
| 2100-2.wav | ^^ | | | Simplemente diga o ingrese el número de la tarjeta, 1 dígito a la vez. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | | XFER2 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| Optional:   * (mi/el) número de tarjeta (es) * (el) número de (mi/la) tarjeta de crédito (es) * (el) número de (mi/la) tarjeta de débito (es) * (el) número (es) * Eso es * Eso es   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?** | | Sí | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 2110-1a.wav | Initial | | ¿Es | | | | | | |
| DIGITS |  | | <ivrCardNbr> | | | | | | |
| 2110-1b.wav |  | | el número correcto? | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 2110-2.wav | ^^ | | | ¿Es ese el número de tarjeta correcto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 2110-3.wav | ^^ | | | Si el número de tarjeta es correcto, diga sí o marque 1. Si no es correcto, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | | | -- | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 2110-2.wav | ^^ | | | ¿Es ese el número de tarjeta correcto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 2110-3.wav | ^^ | | | Si el número de tarjeta es correcto, diga sí o marque 1. Si no es correcto, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | | | -- | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | | 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?** | | Sí | | | | | | | |
| **MinDigits** | | 6 | | | **MaxDigits** | | 6 | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | 5 seconds | | |
| **Initial Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | |
| 2120-1a.wav | Initial | | Ahora, ¿cuál es la fecha de vencimiento? Dígala de este modo... Marzo ... | | | | | | |
| YYYY |  | | <Current Year +3> i.e. “two thousand twenty-five” | | | | | | |
| 2120-1b.wav |  | | Dígalo ahora. | | | | | | |
| **Retry Prompts** | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | -- |
| 2120-2a.wav | ^^ | | | Símplemente dígame la fecha de vencimiento. Dígala de este modo... Marzo .... | | | | | -- |
| YYYY | ^^ | | | <Current Year +3> i.e. “two thousand twenty-five” | | | | | -- |
| 2120-2b.wav |  | | | Dígalo ahora. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | -- |
| 2120-3.wav | ^^ | | | Dígame la fecha de vencimiento o ingrésela utilizando el teclado de su teléfono, utilizando 2 dígitos para el mes y 4 dígitos para el año. Por ejemplo, para marzo 2025, ingrese 0-3-2-0-2-5. Dígalo ahora. | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | -- |
| 2120-2a.wav | ^^ | | | Símplemente dígame la fecha de vencimiento. Dígala de este modo... Marzo .... | | | | | -- |
| YYYY | ^^ | | | <Current Year +3> i.e. “two thousand twenty-five” | | | | | -- |
| 2120-2b.wav |  | | | Dígalo ahora. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | -- |
| 2120-3.wav | ^^ | | | Dígame la fecha de vencimiento o ingrésela utilizando el teclado de su teléfono, utilizando 2 dígitos para el mes y 4 dígitos para el año. Por ejemplo, para marzo 2025, ingrese 0-3-2-0-2-5. Dígalo ahora. | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | | ***Confirm*** |
| Optional:   * Es * (la) fecha (de vencimiento) es * Fecha * Fecha de vencimiento   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?** | | Sí | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2130-1a.wav | Initial | | Para confrimar, desea pagar ... | | | | | |
| $DD.CC | ^^ | | <ivrPmtAmt> | | | | | |
| 2130-1b.wav | ^^ | | ... con una tarjeta que termina en ... | | | | | |
| DIGITS | ^^ | | <ivrCardLast4> | | | | | |
| 2130-1c.wav | ^^ | | ¿Es correcto? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Lo siento, no entendí. | | | | | -- |
| 2130-2.wav | ^^ | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | -- |
| 2130-3.wav | ^^ | | Si es correcto, diga 'sí' o marque 1.  De no ser así, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | -- |
| 2130-2.wav | ^^ | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | -- |
| 2130-3.wav | ^^ | | Si es correcto, diga 'sí' o marque 1.  De no ser así, diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | Sí | | | | 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?** | | Sí | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2200-1.wav | Initial | | Antes de decirle el número de confirmación, ¿le gustaría fijar esta cuenta para hacer pagos mensuales recurrentes? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Lo siento, no entendí. | | | | | -- |
| 2200-2.wav | ^^ | | ¿Le gustaría fijar pagos mensuales recurrentes? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | -- |
| 2200-3.wav | ^^ | | Para fijar pagos recurrentes, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | -- |
| 2200-2.wav | ^^ | | ¿Le gustaría fijar pagos mensuales recurrentes? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | -- |
| 2200-3.wav | ^^ | | Para fijar pagos recurrentes, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | Sí | | | | 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?** | | Sí | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2210-1.wav |  | | No pude procesar el pago utilizando la tarjeta suministrada. ¿Desearía usar un método de pago diferente? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Lo siento, no entendí. | | | | | -- |
| 2210-2.wav | ^^ | | ¿Desearía usar un método de pago diferente? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | -- |
| 2210-3wav | ^^ | | Para usar otro método de pago simplemente diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | XFER2 |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | -- |
| 2210-2.wav | ^^ | | ¿Desearía usar un método de pago diferente? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | -- |
| 2210-3wav | ^^ | | Para usar otro método de pago simplemente diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | XFER2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | Sí | | | | 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?** | | Sí | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2300-1a.wav | Initial | | Para confirmar, desea actualizar su cuenta usando la tarjeta que termina en ... | | | | | |
| DIGITS |  | | <ivrCardLast4> | | | | | |
| 2300-1b.wav |  | | ¿Es correcto? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Lo siento, no entendí. | | | | | -- |
| 2300-2.wav | ^^ | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | -- |
| 2300-3.wav | ^^ | | Si es correcto, diga 'sí' o marque 1.  De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | END1 |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | -- |
| 2300-2.wav | ^^ | | Esta información, ¿es correcta? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | -- |
| 2300-3.wav | ^^ | | Si es correcto, diga 'sí' o marque 1.  De lo contrario diga 'no' o marque 2 | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | END1 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | Sí | | | | 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?** | | Sí | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2420-1.wav | Initial | | ¿Desea que el envíe el número de confirmación via texto? | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Lo siento, no entendí. | | | | | -- |
| 2420-2.wav | ^^ | | ¿Desea que el envíe el número de confirmación via texto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | -- |
| 2420-3.wav | ^^ | | Para recibir el número de confirmación via texto, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | END3 |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | -- |
| 2420-2.wav | ^^ | | ¿Desea que el envíe el número de confirmación via texto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | -- |
| 2420-3.wav | ^^ | | Para recibir el número de confirmación via texto, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | END3 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | Sí | | | | 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?** | | Sí | | | | | | |
| **MinDigits** | | 1 | | **MaxDigits** | | 1 | | |
| **TerminationDigit** | | N/A | | **Interdigit Timeout** | | 5 seconds | | |
|  | | | | | | | | |
| **Initial Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | |
| 2430-1.wav | Initial | | ¿Desea que le envíe la confirmación vía texto al número de teléfono que termina en ... | | | | | |
| DIGITS | ^^ | | <Last 4 ANI digits> | | | | | |
| **Retry Prompts** | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | Lo siento, no entendí. | | | | | -- |
| 2430-2.wav | ^^ | | ¿Es ese el número correcto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | Probemos nuevamente. | | | | | -- |
| 2430-3.wav | ^^ | | Para recibir la confirmación via texto, simplemente diga 'sí' o marque 1. Para usar otro número diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Match 3 | |  | | | | | CONFIRM2 |
| NoInput1.wav | No Input 1 | | No entendí. | | | | | -- |
| 2430-2.wav | ^^ | | ¿Es ese el número correcto? Simplemente diga ‘sí’ o 'no'. | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | Sigo sin entender. | | | | | -- |
| 2430-3.wav | ^^ | | Para recibir la confirmación via texto, simplemente diga 'sí' o marque 1. Para usar otro número diga 'no' o marque 2. | | | | | Rerecognition |
| -- | No Input 3 | |  | | | | | CONFIRM2 |
| **Grammar** | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | ***Response*** | | | | ***Confirm*** |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | Sí | | | | 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?** | | Sí | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2500-1.wav | Initial | | ¿Desea utilizar otro número de teléfono? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | | -- |
| 2500-2.wav | ^^ | | | ¿Desea utilizar otro número? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 2500-3.wav | ^^ | | | Para usar otro número diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | |  |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | | -- |
| 2500-2.wav | ^^ | | | ¿Desea utilizar otro número? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | | -- |
| 2500-3.wav | ^^ | | | Para usar otro número diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | |  |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | 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?** | | Sí | | | | | | | | |
| **MinDigits** | | 10 | | | | **MaxDigits** | 10 | | | |
| **TerminationDigit** | | N/A | | | | **Interdigit Timeout** | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2510-1.wav | Initial | | Dígame el número telefónico que desea usar. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | | -- |
| 2510-2.wav | ^^ | | | Simplement dígame el número telefónico que desea usar. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 2510-3.wav | ^^ | | | Puede decir o ingresar su número telefónico usando el teclado de su teléfono. | | | | | | Rerecognition |
| Else | No Match 3 | | | -- | | | | | | END3 |
| Update | No Match 3 | | | -- | | | | | | END2 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | | -- |
| 2510-2.wav | ^^ | | | Simplement dígame el número telefónico que desea usar. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | | -- |
| 2510-3.wav | ^^ | | | Puede decir o ingresar su número telefónico usando el teclado de su teléfono. | | | | | | Rerecognition |
| Else | No Input 3 | | | -- | | | | | | END3 |
| Update | No Input 3 | | | -- | | | | | | END2 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | | ***Response*** | | ***Confirm*** | | |
| Optional:   * Mi/El número (de teléfono) es… * (mi/el) teléfono (es) * (mi/el) número (es)   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?** | | Sí | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2520-1a.wav |  | | Eso es ... | | | | | | | |
| DIGITS |  | | <iSMSPhoneNbr> | | | | | | | |
| 2520-1b.wav |  | | ¿Es correcto? | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | | -- |
| 2520-2.wav | ^^ | | | ¿Es este el número correcto? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 2520-3.wav | ^^ | | | Si el número es correcto, simplemente diga sí o marque 1. De no ser así, diga 'no' o marque 2. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | END3 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | | -- |
| 2520-2.wav | ^^ | | | ¿Es este el número correcto? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | | -- |
| 2520-3.wav | ^^ | | | Si el número es correcto, simplemente diga sí o marque 1. De no ser así, diga 'no' o marque 2. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | | END3 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | | 1 | | | Sí | | | 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?** | | Sí | | | | | | | | |
| **MinDigits** | | 1 | | | **MaxDigits** | | 1 | | | |
| **TerminationDigit** | | N/A | | | **Interdigit Timeout** | | N/A | | | |
|  | | | | | | | | | | |
| **Initial Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | ***Wording*** | | | | | | | |
| 2620-1.wav | Initial | | ¿Desea utilizar otra cuenta para pagar el saldo restante? Su cuenta será suspendida si no recibimos un pago dentro de los siguientes 60 días. | | | | | | | |
| **Retry Prompts** | | | | | | | | | | |
| ***Name*** | ***Condition*** | | | ***Wording*** | | | | | | ***Transition*** |
| NoMatch1.wav | No Match 1 | | | Lo siento, no entendí. | | | | | | -- |
| 2620-2.wav | ^^ | | | Para usar otra cuenta para pagar el saldo, diga 'sí'. De lo contratio, diga 'no'. | | | | | | Rerecognition |
| NoMatch2.wav | No Match 2 | | | Probemos nuevamente. | | | | | | -- |
| 2620-3.wav | ^^ | | | Para usar otra cuenta para pagar el saldo, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2. | | | | | | Rerecognition |
| -- | No Match 3 | | |  | | | | | | END3 |
| NoInput1.wav | No Input 1 | | | No entendí. | | | | | | -- |
| 2620-2.wav | ^^ | | | ¿Es este el número correcto? Simplemente diga ‘sí’ o 'no'. | | | | | | Rerecognition |
| NoInput2.wav | No Input 2 | | | Sigo sin entender. | | | | | | -- |
| 2620-3.wav | ^^ | | | Para usar otra cuenta para pagar el saldo, diga 'sí' o marque 1. De lo contrario diga 'no' o marque 2. | | | | | | Rerecognition |
| -- | No Input 3 | | |  | | | | | | END3 |
| **Grammar** | | | | | | | | | | |
| ***Valid Utterances*** | | ***DTMF*** | | | ***Response*** | | | ***Confirm*** | | |
|  | | 1 | | | Sí | | | Never | | |
|  | | 1 | | | no | | | Never | | |
| **Globals** | | | | | | | | | | |
| See [Global Grammar Properties](#_Global_Grammar_Properties_5) | |  | | |  | | | | | |