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

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# Revision History

|  |  |  |
| --- | --- | --- |
| **Revision Date** | **Revised By** | **Revision Description** |
| 1/22/2020 | Kevin Maas | Initial version |
| 1/30/2020 | Kevin Maas | Updated 0330\_InstrLtr |
| 3/02/2020 | Carolyn Daugherty | Added 320\_ChangeMenu  Updated .wav file names |
| 4/03/2020 | Carolyn Daugherty | Updated menu 310 |

# Overview

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

## Dialog Module Flow

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



## Dialog Module Config Parameters

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

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

# Global Behavior

## Global Commands

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

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

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

## Global Config Parameters

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

# Dialog Modules

## 0110\_MainMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for a call reason | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0110MainMenu.wav | Which would you like? You can say... reservations, payments and statements, title & ownership changes, or more options. |
| PROMPT-2 | -- | 0110MainMenuRetry.wav | For reservations, press 1, payments and statements 2, title & ownership changes 3, or more options 4. <pause> To speak to a representative, press 0. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <reservations>  Reservation(s) | Landmark | 0110aReservations.wav | Reservations. |
| <payments>  Payment(s)  Statement(s) | Landmark | 0110bPayments.wav | Payments and statements. |
| <title>  Title  Ownership change(s) | Landmark | 0110cTitle.wav | Title and ownership changes. |
| <hwse>  More options | Landmark | 0110dMoreOptions.wav | More options. |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0110\_MainMenu.grxml  0110\_MainMenu \_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0120\_MoreOptions

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for a menu choice | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0120HWSEMenu.wav | You can say... Wyndham rewards, points conversion, personal interval choice, or speak to a representative. |
| PROMPT-2 | -- | 0120HWSEMenuRetry.wav | For Wyndham rewards, press 1. Points conversion, 2. Questions about your personal interval choice, 3. To speak to a representative press 0. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <rewards>  Wyndham rewards | If necessary | 0120aRewards.wav | Wyndham rewards. |
| <points>  Points conversion | If necessary | 0120bPoints.wav | Points conversion. |
| <choice>  Personal interval choice | If necessary | 0120cInterval.wav | Personal interval choice. |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0120\_MoreOptions.grxml  0120\_MoreOptions\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0200\_AskAcctNbr

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

## 0210\_AskDOB

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for date of birth. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0210DOB.wav | And the date of birth for the primary owner? |
| PROMPT-2 | -- | 0210DOBRetry.wav | Please tell me the primary owner’s date of birth including month, day, and year or enter it using 2 digits for month, 2 digits for day, and 4 digits for year. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <dob>  Optional:   * It is/it’s * My/the (birthday/birth date/date of birth) is   Required:  8 digits in valid MMDDYYYY format | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0210\_AskDOB.grxml  0210\_AskDOB\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0220\_RetryAcctNbr

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Dialog Module** | | | | |
| Ask for the member number or contract number | | | | |
| **Prompts** | | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0220AccountRetry.wav | I couldn't find an account matching the information you provided. Let's try one more time. What is your account number? |
| PROMPT-2 | -- | 0220AccountRetry2.wav | Please say or enter your account number. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <account>  Optional:  It is/it’s  My number is  Required:  Any (x) digits 0-9 | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | | |
| <rep> | | | | |
| ***Config Parameters*** | | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0220\_RetryAcctNbr.grxml  0220\_RetryAcctNbr\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0300\_TitleSvcsMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller for a menu option. | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 300TitleSvcsMenu.wav | You can say ownership changes, check status, make a payment, or help me with something else. Which would you like? |
| PROMPT-2 | -- | 0300TitleSvcsMenuRetry.wav | To change ownership, press 1. Check the staus of a transfer that is already in progress, 2. Make a payment, 3. Something else 4. To speak to a representative, press 0. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <ownership>  Transfer ownership,  Transfer,  Ownership | If necessary |  |  |
| <status>  Check status,  Account status,  Status | If necessary |  |  |
| <payment>  Payment(s)  Make (a) payment | If necessary |  |  |
| <hwse>  Something else,  More options | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0300\_TitleSvcsMenu.grxml  0300\_TitleSvcsMenu\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0310\_ConfirmLtrYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want a confirmation letter | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 310StatusSendLetter1.wav | Your request to transfer ownership was processed on <date>. |
| PROMPT-2 | -- | 310StatusSendLetter2.wav | Would you like me to send you a copy of the confirmation letter? |
| PROMPT-3 | -- | 310StatusSendLetter3.wav | If you would like to speak with someone, just say "representative." |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes>  Yes | Never |  |  |
| <yn>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 320\_ChangeMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller what type of ownership change | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0320ChangeMenu.wav | I can help you add an owner, remove an owner, change your name, transfer ownership to someone else, or place ownership into your trust or company. Which would you like? <pause> To hear these options again, say repeat that. If you would like to speak with someone, say representative |
| PROMPT-2 | -- | 0320RepeatorRep.wav | To hear these options again, say repeat that. If you would like to speak with someone, say representative. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <letter>  Information letter,  Information,  Letter | Never |  |  |
| <repeat>  Repeat that,  Repeat | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0320\_ChangeMenu.grxml  0320\_ChangeMenu\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0330\_InstrLtrYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want an instructional letter | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0330Letter.wav | To hear this information again, say repeat that. If you would like me to send you a letter with instructions to start the process, say information letter. |
| PROMPT-2 | -- | 0330-2wav | To hear the instructions again, press 1. To receive a letter with instructions by mail, 2. To speak to a representative, press 0. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <letter>  Information letter,  Information,  Letter | Never |  |  |
| <repeat>  Repeat that,  Repeat | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0400\_FinSvcsMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller for a menu selection | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0400FinSvcs.wav | You can say make a payment, check account status, request a document, or more options. Which would you like? |
| PROMPT-2 | -- | 0400FinSvcsMenuRetry.wav | To make a payment, press 1. Check account status, 2. Request a document, 3. More options, 4. To speak to a representative, press 0. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <payment>  Make (a) payment,  Payment(s) | Landmark | 0400a.wav | Make a payment. |
| <status>  Account status,  Status | Landmark | 0400b.wav | Account status. |
| <documents>  Request a document,  Document(s) | Landmark | 0400c.wav | Documents. |
| <hwse>  More options | Landmark | 0400d.wav | More options. |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0400\_FinSvcsMenu.grxml 0400\_FinSvcsMenu\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0410\_FinSvcsHWSE

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller for a menu selection | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 405PaymentsSomethingElseMenu.wav | You can say Perks by Club Wyndham, mailing address, wire transfer information, down payment questions, or speak to a representative. Which would you like? |
| PROMPT-2 | -- | 405PaymentsSomethingElseMenuRetry.wav | For Perks by Club Wyndham, press 1, payment mailing address, 2, wire transfer information, 3, down payment questions, 4. To speak to a representative, press 0. |
| NoInputNoMatch-1 | -- | gl\_sorry.wav | Sorry. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Sorry, I’m having trouble. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <perks>  Perks,  Club Wyndham,  Perks by club Wyndham | If necessary | 410a.wav | Perks by Club Wyndham. |
| <address>  Mailing address,  Payment address, | If necessary | 410b.wav | Payment mailing address. |
| <downpayment>  Down payment questions,  Payment,  Questions | If necessary | 410c.wav | Down payment questions. |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0410\_FinSvcsHWSE.grxml 0410\_FinSvcsHWSE\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0450\_MakePaymentYN

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

## 0470\_DocMenu

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

## 0475\_CancelLtrYN

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

## 0480\_StatementTypeYN

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

## 0485 \_PayoffYN

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

## 0490 \_TaxDocYN

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

## 0500\_PayInFullYN

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

## 0920\_WrapMenu

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

## 0930 \_WrapMenu2

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