|  |  |  |
| --- | --- | --- |
|  | **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 |
| 4/09/2020 | Leo Prada | Spanish Version |

# Overview

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

## Dialog Module Flow

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



## Dialog Module Config Parameters

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

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

# Global Behavior

## Global Commands

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

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

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

## Global Config Parameters

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

# Dialog Modules

## 0110\_MainMenu

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

## 0120\_MoreOptions

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

## 0200\_AskAcctNbr

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask for the account number | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0200AccountNum.wav | Para comenzar, ¿cual es el numero de su cuenta? |
| PROMPT-2 | -- | 0200AccountNumRetry.wav | Por favor diga o ingrese el numero de cuenta. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <account>  Opcional:  • Es  • Mi numero es  Required:  Any (x) digits 0-9 | If necessary |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | 0200\_AskMemberContract.grxml  0200\_AskMemberContract\_dtmf.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | .40-.60 | |

## 0210\_AskDOB

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

## 0220\_RetryAcctNbr

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

## 0300\_TitleSvcsMenu

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

## 0310\_ConfirmLtrYN

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

## 320\_ChangeMenu

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

## 0330\_InstrLtrYN

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

## 0400\_FinSvcsMenu

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

## 0410\_FinSvcsHWSE

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

## 0450\_MakePaymentYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want a confirmation | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0450AmountDue.wav | El monto a pagar es [amount] e incluye un pago de préstamo de [amount] para el contrato número [xxxxxxxxxx] y un saldo de análisis de [amount] |
| PROMPT-2 | -- | 0450PaymentToday.wav | ¿Desea realizar un pago ahora? Presione 1 para si, o 2 para no. Para hablar con un agente, presione 0 |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes> Si | Never |  |  |
| <yn>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0470\_DocMenu

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| Ask caller if they want a confirmation | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1 | -- | 0470SelectDoc.wav | Elija el documento, puede decir cotización de pago total, resumenes, carta de cancelacion o documentos impositivos. |
| PROMPT-2 | -- | 0470SelectDocRetry.wav | Para cotizacion de pago total, presione 1. Resumenes, 2. Carta de cancelacion, 3. Documentos impositivos, 4. Para hablar con un agente presione 0 |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas.. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <payoff>  Pago total,  Cotizacion pago total,  Total | Never |  |  |
| <statement>  Resumen(es) | Never |  |  |
| <cancel> Carta de cancelacion, Nota de cancelacion | Never |  |  |
| <tax>  Impuesto(s),  Documento(s) impositivo(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 | ¿Desea que le envíe una nota de cancelación a la dirección registrada? |
| PROMPT-2 | -- | 0475SendCancellationLetterRetry.wav | ¿Desea que le envíe una nota de cancelación a la dirección registrada? Si desea hablar con alguien, diga representante. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes> Si | Never |  |  |
| <yn>  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 | Puedo enviarle una copia de su ultimo resumen anual, o una copia de su resumen mensual mas reciente. ¿Cual desea, anual, o mensual? |
| PROMPT-2 | -- | 0480SelectStatementRetry.wav | Para recibir una copia de su resumen mensual mas reciente, presione 1. Para su ultimo resumen anual, 2. Para hablar con un agente presione 0. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <annual>  Anual | Never |  |  |
| <monthly>  Mensual | 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 | -- | 0485CurrentPayoff.wav | El monto de su pago total actual es [amount].  ¿Desea que le envíe una nota de pago total con esta información? |
| PROMPT-2 | -- | 0485SendLetter.wav | ¿Desea que le envíe una nota de pago total con esta información? |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes> Si | Never |  |  |
| <yn>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 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 | ¿Desea que le envie la copia mas reciente de su impuesto 1098 a la direccion que tenemos registrada? |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes> Si | Never |  |  |
| <yn>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 0500\_PayInFullYN

|  |  |  |  |
| --- | --- | --- | --- |
| **Dialog Module** | | | |
| After a caller | | | |
| **Prompts** | | | |
| ***Type*** | ***Condition*** | ***VoiceFile*** | ***Wording*** |
| PROMPT-1  and  PROMPT-2 | -- | 0500PastDue.wav | Tiene un saldo vencido de [amount].  ¿Desea pagar el total ahora? |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <yes> Si | Never |  |  |
| <yn>  No | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | YesNo.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |

## 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 | He procesado su solicitud ¿Hay algo mas con lo que lo pueda ayudar hoy? Puede decir menu principal o simplemente colgar. |
| PROMPT-2 | -- | 0920WrapMenuRetry.wav | ¿Hay algo mas con lo que lo pueda ayudar hoy? Puede decir menu principal o simplemente colgar. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <menu>  Menu principal,  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 | ¿Hay algo mas con lo que lo pueda ayudar hoy? Puede decir menu principal o simplemente colgar. |
| PROMPT-2 | -- | 0930WrapMenu2.wav | ¿Hay algo mas con lo que lo pueda ayudar hoy? Puede decir menu principal o simplemente colgar. |
| NoInputNoMatch-1 | -- | gl\_Lo siento.wav | Lo siento. |
| NoInputNoMatch-2 | -- | gl\_sorrytrouble.wav | Lo siento, estamos teniendo problemas. |
| ***Responses & Confirmation Prompts (***[***See Global Confirms***](#_Global_Confirmation_(the)***)*** | | | |
| ***<Response>***  ***Samples*** | ***Confirm*** | ***VoiceFile*** | ***Wording*** |
| <menu>  Menu principal,  Menu | Never |  |  |
| ***Globals (***[***See Global Commands***](#_Global_Grammar_Properties)***)*** | | | |
| <rep> | | | |
| ***Config Parameters*** | | | |
| ***Parameter*** | | ***Value*** | |
| Grammars | | WrapMenu.grxml | |
| Medium Confidence  (Confirm “If necessary” range) | | Never | |