

User Interface Design Specification

ONE Gas

Customer First

Version 5.1

March 20, 2025



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| Revision History |

This dialogue specification document is produced and controlled by Avaya. All requests to make changes to this document should be directed to the authors so that changes are made by the authors through Avaya’s version control procedures.

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| **Date** | **Version** | **JIRA** | **Details of changes** | **Author** |
| 11/30/2015 | 0.1 |  | Initial Draft | R. Hautsch |
| 12/14/2015 | 0.2 |  | Verbiage updates | R. Hautsch |
| 12/18/2015 | 0.3 |  | Internal review | R. Hautsch |
| 12/22/2015 | 0.4 |  | Move Bill Payment to the main menu.  Add retry prompting. | R. Hautsch |
| 12/28/2015 | 0.5 |  | Add payment arrangement and average payment. | R. Hautsch |
| 12/29/2015 | 0.6 |  | Update Main Menu and subsequent menus.  Removing module 10020\_deAccountEligible.  The Western Union message will be played for Texas and Kansas.  Overwriting bank info message.  Delete Checking Info message.  Provide payment amounts for Checking by Phone.  Average Billing – Change the menu option to Average Billing, AKA ABC for Texas.  Confirm the receipt entry.  Add year to receipt date entery.  Receipt - add the ability to pay a second account.  Auto Bill Pay – add the ability to add second account.  Round Up – change money check from Pay Arrangement to Average Payment.  Cancel STW – indicate the cancellation with take effect the next day, remove phone number. | R. Hautsch |
| 01/04/2016 | 0.7 |  | Require same last name check for pay-by-check | R. Hautsch |
| 01/05/2016 | 0.8 |  | Client Review:  Add CAVs for:  CAV.payArrangeHours (each division)  convenienceFee  Dynamic Messages – Payment messages are play prompts, MakePayment and ArrearsMenu offer “main menu”.  Account Number / Routing Number interdigit timeout – 5000ms.  Add “total amount due” to PayByPhoneMenu.  Add “total amount due” to ArrearsMenu.  Update Main Menu:  “Main menu.  To make a payment, enter a receipt or find payment locations, press 1.  To stop and start service and make scheduling changes, 2.  For account information including meter readings, 3.  For other billing options, 4.  For all other options, press 5.”  Update Account Information Menu:  “Account information.  For account status, press 1.  For paperless billing, 2.  To obtain the most recent billing statement or a credit reference letter, 3.  To enter a meter reading, 4.  Or, for share the warmth contributions, press 5.”  Update Other Billing Options Menu:  “Other billing options.  To enter your receipt, press 1.  For the automatic bill payment plan, 2.  For the average payment plan, 3.  To hear information about the Voluntary Fixed Price plan, 4.  To make a payment arrangement, press 5.”  Update Other menu:  “For our energy efficiency program, press 1.  For information on plan rates and the cost of gas, 2.  For Oklahoma Natural Gas Company contact information, press 3”.  Add Plan Rates Menu.  Add Receipt to MakePayment  Remove house list from GetAccount, max attempts = 2.  TX and KS receive the same credit/debit card treatment.  Remove Seasonal Rates.  Add ValidateSSN WS. | R. Hautsch |
| 01/07/2016 | 0.9 |  | Client Review:  Add SSN validation to get account. | R. Hautsch |
| 01/08/2016 | 1.0 |  | Back End Updates:  Add office open logic and flags to only offer CSR within office hours for all wrap up menus.  If multiple matches on house number prompt for account number.  Present payment locations in groups of 3.  Reiterate account number prior to transferring to ACI.  Allow caller to change specific parts of the receipt number input.  If the caller in NPSO and does not make the minimum payment, speak the additional amount.  Add change and cancel to Auto Bill Pay.  Update Cost of Gas dates.  Add wrap up menus to average payment. | K. Newcomb  R. Hautsch |
| 01/13/2016 | 1.1 |  | Updated all web services with new URL. Updated dialog states with new back end field names. | K. Newcomb |
| 01/14/2016 | 1.2 |  | Update office open agent referrences. Additional no match/no input prompting. | R. Hautsch |
| 01/14/2016 | 1.3 |  | Reconciled web service variables. | R. Hautsch |
| 01/15/2016 | 1.4 |  | Reconciled web service variables con't.  Update Average Payment verbiage.  Update Minimum Payment NPSO. | R. Hautsch |
| 01/15/2016 | 1.5 |  | Added EAP Payment Info. | K. Newcomb |
| 01/19/2016 | 1.6 |  | Add account summary refresh after all updates.  Update minimum payment. | R. Hautsch |
| 01/19/2016 | 1.7 |  | Add Report Nodes | K. Newcomb |
| 01/20/2016 | 1.8 |  | Remove Account Summary retrievals from STW, there is an over night refresh for those updates.  The condition for ElectronicCheck in module 8010 CheckStatus has been changed to FALSE.  IF Payload/EligibilityIndicators/CanPayByElectronicCheck = FALSE [not allowed]  Remove the prompts for credit/debit card. The prompt will be combined.Remove modules 9020 CreditCardMenu, 9060 DebitCardMsg.  Main Menu - switch Stop Start Service with Account Services.  Pay by Check - Add seperate WS for new bank account. | R. Hautsch |
| 01/22/2016 | 1.9 |  | Client Review:  Change the condition order for module 8010 ChekcStatus;  IF Payload/AccountStatus <> "A" or "I" [status not A or I]  IF Payload/EligibilityIndicators/CanPayByElectronicCheck = FALSE [not allowed]  IF CAV.location = "TX" [TX]  ELSE [ok]  Update module 30020 BillingOptionsMenu;  Other billing options.  To make a payment arrangement, press 1.  To enter your receipt, press 2.  For the automatic bill payment plan, 3.  For the average payment plan, 4.  To hear information about the Voluntary Fixed Price plan, 5. | R. Hautsch |
| 01/25/2016 | 1.10 |  | Add condition to Module 30020 Billing Options Menu, VFP is for OK only. Update No Match/No Input VFP prompt.  Remove module 8020 LastName. | R. Hautsch |
| 01/25/2016 | 1.11 | ONEGAS-10  ONEGAS-13 | Add TnR transfer module 90120 for ACI transfers.  Remove Paperless Billing enrollment note: "Need Verbiage"  Remove AuthEAP energy assistance note for OK and TX mail-in addresses.  Add credit card fee disclaimers for OK and TX in module 9040\_iaCreditCardMsg.  Add EAP mail-in addresses for TX and OK in module 26180 MailPayment.  JIRAs:  ONEGAS-10: Wrong CAV name on the design - Updated 3160 NewService CAV names.  ONEGAS-13: Wrong "wording" for an audio affecting the node '3160\_iaNewService' - Removed "If you are new to Texas Gas Service and would like to start new service press 1." from TX verbiage. | R. Hautsch |
| 02/03/2016 | 1.12 |  | Updated mis-matched transition gotos. | R. Hautsch |
| 02/09/2016 | 1.13 | ONEGAS-41 | Add noinput/nomatch to report node variables for prompts;  Add report nodes for confirmation prompts;  Add/update report nodes for ALL WS calls to report Status/StatusCode | K. Newcomb |
| 02/10/2016 | 1.14 | ONEGAS-61  ONEGAS-62 | 7020\_ AccountInfoMenu, audio menu does not match flow - Menu verbiage has been updated.  Module 18400 - Add "no" path.  Module 26080 - fix "no connector" max err. | R. Hautsch |
| 02/11/2016 | 1.15 | ONEGAS-63 | 1050 Language Selection - Wording seems to be repeated. - The second prompt was a placeholder as alternate verbiage, it has been removed. | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-64 | Global Max Handling is not specified on v 1.14 - The Global Max Handling Goto(s) have been added. Max Handler Overrides are only used where the Global Max Handler is not used. In model 3100 NewOrExisting the Global Max Handler is used, the Overrides are not necessary.  Module 31330 Installments has been updated with Max Override values.  Modules 31300 IncreaseDownPayment and 31330 Installments prompt type has been changed to just to "No Match".  Modules 3140 DownPaymentError and 31370 InstallmentError set firstPass to FALSE. | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-68 | 13260 - ChangeCancel - Option 3 is missing in the callflow. - Option 3 "otherwise" has been added to the module. | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-71 | 19060 - Pressing 3 Otherwise has no transition - Changed the option name from "none" to "otherwise". The transition for option 3 is to return from the ServiceCall sub-dialog which will play either module 18040 ServiceCallWrapUp or return to the main menu. | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-72 | Logic and outputs name missing on the node "31600 CheckWrapUp" - Logic added to module 31600 CheckWrapUp. | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-69 | 16420 RoundUpConfirm - Transitions options do not match with the options given in the menu. - The option names have been changed to, "roundup" and "otherwise". | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-61 | 7020\_ AccountInfoMenu, audio menu does not match flow - Module 7020 AccountInfoMenu paperless billing option has been changed to option 2. The CAV.enableSMS flag will indicate if the option includes mobile phone alerts. Updates have been made to both Initial and No Match / No Input prompts. | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-66 | 10040ReceiptNumber\_Add "digits" to dtmf input - Updated the dtmf input with "digits". Also, checked the rest of the modules that return multiple digits to ensure they are correct. | R. Hautsch |
| 02/12/2016 | 1.15 | ONEGAS-67 | 13040 EnrollAutoBillPay - Transition options do not match with the options given in the menu. - The option names have been changed to, "bill\_pay" and "otherwise". | R. Hautsch |
| 02/12/2016 | 1.16 | ONEGAS-61 | 7020\_ AccountInfoMenu, audio menu does not match flow - The verbiage "For paperless billing and alerts to your mobile phone press 2." prompt has been removed from prompt 7020\_iaAccountInfoMenuI4. | R. Hautsch |
| 02/12/2016 | 1.16 | ONEGAS-65 | 1100 No CSR\_ Repeated wording - The initial verbiage has been replaced with a shorter message. | R. Hautsch |
| 02/17/2016 | 1.17 | ONEGAS-79 | 8050 ConfirmPayment - Extra prompt - Update prompt type No Match 2/No Input 2 for prompt 8050\_iaConfirmPaymentN2. Remove dev note: Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | R. Hautsch |
| 02/17/2016 | 1.17 | ONEGAS-76 | 3.2\_SD\_ConfirmLocation - Logic for max errors not clear. Module 3580 CheckHouseNum, Increment errCnt on next attempt. | R. Hautsch |
| 02/17/2016 | 1.17 | ONEGAS-78 | 5.2\_HiddenMenu - Max errors logic not clear - Module 5200 Hidden Menu added max no input / max no match path back to the main menu validation check. | R. Hautsch |
| 02/17/2016 | 1.17 | ONEGAS-73 | 3200 GetAccountPhone - Max tries / timeouts logic - Removed Max Handler conditions. | R. Hautsch |
| 02/17/2016 | 1.17 | ONEGAS-61 | The verbiage "For paperless billing and alerts to your mobile phone press 2." prompt has been removed from prompt 7020\_iaAccountInfoMenuN1. | R. Hautsch |
| 02/18/2016 | 1.18 | ONEGAS-74 | 31300 - Remove ALWAYS condition. That phrase should only be spoken on first pass. | K. Newcomb |
| 02/18/2016 | 1.18 | ONEGAS-75 | 31420 - Update to use location specific CAVs for payArrangeHours. | K. Newcomb |
| 02/18/2016 | 1.19 | ONEGAS-80 | 8670 Reenter Payment - Transitions are missing  Updated modules:  8670 ReenterPayment Add option: paymentAmt.  13280 RoutingNumber Add condition: "IF reenterInfo = FALSE" routing number option. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-73 | 3200 GetAccountPhone - Max tries / timeouts logic - Removed Max Handler Override from module 3360 AccountNumber. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-81 | 13220 ConfirmAutoBillPay - Repeated Cav.DNIS Condition - Update first CAV.DNIS condition to "OK". | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-82 | 13220 Confirm AutoBillPay - DTMF options are missing at the initial audio. - Add prompt 13220\_iaConfirmAutoBillPayI7, "To confirm auto bill pay information is correct, press 1. Otherwise, press 2" | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-83 | 16040 STWMenu - Initial ELSE has only one dtmf option and No input has 2. Add IsVoluntaryFixedPriceEligible condition to No Match / No Input retries. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-84 | 18400 Confirm Date - Extra no match / No input prompt - repositioned the Prompt Types to align with the prompting. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-85 | 20020 MeterReading - Noinformation or dev notes regarding no match / No input 2 - Added dev note: Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-86 | 24280 VFPTerms - A condition is not fully displayed. - Removed "AND" from condition. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-87 | 33070 CheckWrapUp=true seems to be a no possible path- Added ELSE condition. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-88 | 4080 ServiceRequest - Need Max Handler Override Count - Add Max Handler Override counts (2) for Max No Match/Max No Input. | R. Hautsch |
| 02/24/2016 | 1.20 | ONEGAS-89 | Remove 0 count Max Handler Overrides - The 0 count Max Handler Override to No Input has been removed from the following modules:  16280 STWThankYou  16420 RoundUpConfirm  16620 FixedInfo  16820 CancelMenu  16500 NoRoundUp  16660 STWThankYou  16880 STWThankYouCancel  17040 Discontinue | R. Hautsch |
| 03/01/2016 | 1.21 | ONEGAS-87 | 33070 CheckWrapUp=true seems to be a no possible path.  5120 PlanrateMenu - added Set wrapUp = FALSE for option:  avg\_pay  30020 BillingOptionsMenu - added Set wrapUp = TRUE for options:  pay\_arrange, receipt, average\_pay  32040 PayByPhoneMenu - added Set wrapUp = TRUE for options:  checking, creditdebit, receipt, pay\_locations, pay\_arrange | R. Hautsch |
| 03/07/2016 | 1.22 | ONEGAS-90 | Change 18340 and 18380 | K. Newcomb |
| 03/11/2016 | 1.23 | ONEGAS-93 | Payload/CanUseIVR=False is not available in service - Module 3240 CheckAccountStatus, variable IVREligible has been replaced with CanUseWebAccess. | R. Hautsch |
| 03/18/2016 | 1.24 | ONEGAS-96 | Invalid Comparison on the node 18240 CheckAcct - Conditions have been updated:  IF Payload/ServiceOrders/PendingMoveOutNeedDate = null  IF Payload/ServiceOrders/Pending502NeedDate= null | R. Hautsch |
| 03/18/2016 | 1.24 | ONEGAS-95 | Invalid date behaviour not explicited - Added date conditions:  IF apptDate is invalid  Month check 01 - 12  31 day check, Jan, Mar, May, July, Aug, Oct, Dec  30 day check, Apr, Jun, Sept, Nov  28 day check, leap year 29, Feb  IF apptDate = todayDate  IF apptDate = weekendDate  IF apptDate > todayDate + 60 | R. Hautsch |
| 03/18/2016 | 1.24 | NEGAS-92 | Wrong verbiage and variable used in 31370\_pp\_InstallmentError - Verbiage has been changed to: "The number of installments must be no more than ..." | R. Hautsch |
| 03/18/2016 | 1.24 | ONEGAS-70 | Missing Verbiage for 17060\_Enroll - Verbiage has been updated: "Save time and paper by electing to receive and pay your monthly gas bill online; no paper, no postage, no hassle!" | R. Hautsch |
| 03/18/2016 | 1.24 | ONEGAS-94 | Issue with the types, list or one single object? - Always use the first occurrence . | R. Hautsch |
| 03/18/2016 | 1.24 | ONEGAS-145 | Needing clarifications about the node "16260 setShareTheWarmthStatusEnroll" - The variable todayDate is the date retrieved from the system for today's date. The endDate can remain blank. | R. Hautsch |
| 03/21/2016 | 1.25 | ONEGAS-518 | TX ABC Plan Enrollment - Add logic to check for TX in the following modules:  6060 ProgramEnrollment - If CAV.location = "tx", "You are currently enrolled in the ABC Plan."  33060 NextBill - IF CAV.location = "tx", "Your next bill will be on the ABC Plan."  16500 NoRoundUp - IF CAV.location = "tx", "Our records indicate your ABC Plan amount is ..." | R. Hautsch |
| 03/21/2016 | 1.25 | ONEGAS-519 | Gas Emeremergency  1080 GasEmergency Add option 8 to continue. Timeout and no match go to 1100 NoCSR  1100 NoCSR Add option 8 to continue. Timeout and no match transfer. | R. Hautsch |
| 03/21/2016 | 1.25 | ONEGAS-520 | Cost of Gas OK only.  5100 Other - No plan rates selection for TX and KS. Remove rates plans from prompts:  5100\_iaOtherI2  5100\_iaOtherI3  5100\_iaOtherN1B  5100\_iaOtherN1C  Update KS, TX transitions for cog.  5120 PlanRatesMenu - Is for OK only, remove references to TX.  Remove prompts 5120\_iaPlanRatesMenuI1, 5120\_iaPlanRatesMenuN1 and subseqent logic.  22040 Spring - Add specific messages for OK and KS. | R. Hautsch |
| 03/23/2016 | 1.25 | ONEGAS-521 | Service Order / Stop Service  18020 StartStopMenu - Add TX and OK websites.  18280 DateRestrictions - Remove move out verbiage;  remove prompt 18280\_ppDateRestrictionsI2. | R. Hautsch |
| 03/24/2016 | 1.26 | ONEGAS-515 | Trying to use values from Host without account validate - The "validated" flag is now set to false if a caller selects continue. This will send the caller to module 5100 Other.  Note: The sdAveragePayment has been updated. Modules 33010 CheckAvePay and 33020 AveragePayment now check the "validate" flag. | R. Hautsch |
| 03/24/2016 | 1.26 | ONEGAS-517 | Please clarify on prompt 23020\_iaEnergyEfficiencyMenu. - This module is only played for TX and OK.  The specific "Mother Nature" prompt is played for TX / OK . Both TX and OK play 23020\_iaEnergyEfficiencyMenuI6. | R. Hautsch |
| 03/24/2016 | 1.27 | ONEGAS-522 | Context Store Updates  Added 34.0\_ContextStore  Update 90.0\_Transfer and 100.0\_Hangup  Update 90020  Add 1120 | K. Newcomb |
| 03/25/2016 | 1.28 |  | ONE Gas verbiage updates | R. Hautsch |
| 04/01/2016 | 1.29 | ONEGAS-526 | Update 3.1\_SD\_GetAccountNum to confirm house number instead of going to 3500\_SD\_ConfirmLocation | K. Newcomb |
| 04/04/2016 | 1.30 | ONEGAS-529 | In 24280\_iaVFPTerms menu for the condition IF Services\_ServiceInfo\_IsVoluntaryFixedPriceEligible = TRUE we are playing To enroll in the plan, 1. If caller select 1 , where IVR should go?  Added connector for option 1. | R. Hautsch |
| 04/06/2016 | 1.31 | ONEGAS-530 | What is the date need to play from the list at 19080,19160 -  Module 19080\_iaConfirmCancel:  Date value Payload/ScheduledDate is retrieved from either the 18030\_dbGetOpenServiceOrders lookup or 4200\_dbGetOpenServiceOrders lookup.  Module 19160\_iaAlternateDate:  Date value Payload/AppointmentList/AppointmentAvailability/Start is retrieved from the 19130\_dbGetAppointmentAvailability lookup. | R. Hautsch |
| 04/11/2016 | 1.32 | ONEGAS-528 | Update node 4020 in 4.0\_DynamicMsg with new Alert info  Update node 34020 in 34.0\_ContextStore with new Context Store info | K. Newcomb |
| 04/11/2016 | 1.33 | ONEGAS-95 | The GetAppointmentAvailability will determine if an appointment date provided by the caller is in range.  Remove module 18320 CheckDate  Remove Grammar date check Dev note from module 19120 EnterMonth  Add appointmentDate\_DTMF.grxml grammar to modules 19120 EnterMonth and 18300 EnterMonth. | R. Hautsch |
| 04/15/2016 | 1.34 | ONEGAS-540 | Hours of Operation Check Before Transfer - Added a check on the Transfer page just before the agent transfer to determine if the call center is open. Sub Dialog 35000 OfficeHours is called at the start of the call. The wrap-up menus check the officeOpen flag to offer "representative" if the office is open. Sub Dialog 35000 OfficeHours is called prior to the transfer to determine if the call center is open | R. Hautsch |
| 04/15/2016 | 1.34 | ONEGAS-541 | Pay Arrangement transfers are subject to NCO office hours and transfer to NCO agents. The NCO office hours apply to OK and KS only. TX follows regular office hours.  Add 4 CAV fields for OK and KS NCO start and stop weekend hours:  CAV.satStartHoursOKNCO  CAV.satStartHoursKSNCO  CAV.satStopHoursOKNCO  CAV.satStopHoursKSNCO  Update to the PayArrangement pages include:  New agent gotos.  Localized handling for agent transfers from interaction modules.  Confirmation prompting for localized agent transfers.  Localized handling for Max No Match and Max No Input in interaction modules.  Updated check to offer "representative" using officeOpenNCO flag.  Add logic to Transfer page for NCO transfers:  Check NCO office open.  Check for TX transfers (no NCO transfer).  Add NCO TnT transfer (OK & KS). | R. Hautsch |
| 04/18/2016 | 1.35 | ONEGAS-544 | NCO TX hours check - Add TX hours check to the NCO Hours Check. | R. Hautsch |
| 04/18/2016 | 1.35 | ONEGAS-543 | Get Help Message - Move the GetHelp message in Transfer to after the hours check. Add the GetHelp message to PleaseHold. | R. Hautsch |
| 04/20/2016 | 1.36 |  | Updated AccountStatus in 3240 and 8010 | K. Newcomb |
| 04/22/2016 | 1.37 | ONEGAS-548 | Wrong links after 3260 ConfirmHouse - The connectors have been changed.  Yes now goes to 3240\_deCheckAccountStatus.  No now goes to 3120\_iaConfirmAcctNum. | R. Hautsch |
| 04/22/2016 | 1.38 |  | Modify 90.0\_Transfer to also pass Account Number in addition to Context ID. | K. Newcomb |
| 05/05/2016 | 1.39 | ONEGAS-550 | Add conditions to module 90140 - Module 90140 conditions:  IF officeOpenNCO = TRUE [office open]  ELSE [office closed] | R. Hautsch |
| 05/05/2016 | 1.39 | ONEGAS-551 | Add State Specific URLs - Add state specific URLs to modules:  90080\_ppOfficeClosed  90100\_ppTechnicalDifficulties | R. Hautsch |
| 05/06/2016 | 1.40 | ONEGAS-558 | Update data inputs in 13120; Add additional condition in 13200. | K. Newcomb |
| 05/09/2016 | 1.41 | ONEGAS-569 | Clarifications on 27.0\_VoiceAdmin - The password and audio code are properties files. The password file contains passwords that allow access to the temporary messages. The audio code file contains the audio wav file name and active flag (enabled / disabled). An Update module has been added, 27280 UpdateAudioCode to store the active flag setting. | R. Hautsch |
| 05/09/2016 | 1.41 | ONEGAS-574 | Update 4180 RecentPayment Verbiage - Verbiage update, change "we" to "you". | R. Hautsch |
| 05/10/2016 | 1.42 | ONEGAS-576 | The field 'ConsToRead ' from the WS request GetAccountSummary is null - Update module 20020 MeterReading, change <ConsFromRead> -> <ConsToRead>. Add check for <ConsToRead> null value. | R. Hautsch |
| 05/17/2016 | 1.43 | ONEGAS-567 | Change AccountType to Checking in 13120, 13300, 8640, 8645 and 8740 | K. Newcomb |
| 05/18/2016 | 1.44 | ONEGAS-569 | Clarifications on 27.0\_VoiceAdmin - The audio code now refers to one of the special/maintenance messages. Playing the message is controlled by the CAV. The properties files are local files. The audio is stored in $AUDIODIR. | R. Hautsch |
| 05/19/2016 | 1.45 | ONEGAS-569 | Voice admin updates in 2.0\_Messages and 27.0\_VoiceAdmin | K. Newcomb |
| 05/27/2016 | 1.46 | ONEGAS-578 | Change/Cancel Service Order - 19060 Change Order now goes to an agent. 19100 - Updated WS info. | K. Newcomb |
| 05/31/2016 | 1.47 | ONEGAS-642 | Module 2220 AudioIcon has been added after the special / maintenance messages. | R. Hautsch |
| 06/01/2016 | 1.48 | ONEGAS-637  ONEGAS-648  ONEGAS-578  ONEGAS-650 | Add transfer destination - 1100, 3160, 3260, 3540, 4160, 4520, 5020, 5200, 7020,  Add report nodes - All prompt report nodes updated to include "optout" in the variable value, Additional report nodes added to prompts  Remove disconnected change order flow from 19.0 Service Call  Update change/cancel flow in 19.0 Service Call - 19100  Update existing one time payment flow to use a different WS method - 8640 | K. Newcomb |
| 06/13/2016 | 1.49 | ONEGAS-654  ONEGAS-591 | Remove ability to enroll in bank draft using existing bank information. (13050, 13160)  No open Service Orders go to agent (18030) | K. Newcomb |
| 06/21/2016 | 1.50 | ONEGAS-692 | 90140 - Reversed transitions | K. Newcomb |
| 06/21/2016 | 1.51 | ONEGAS-687 | OneGas|Customer Env| Billing Options| Update Bank Draft Info |13180\_iaAutoPayWrapUp Intial wording not correct. Add PLAN to verbiage. Provided updated English and Spanish audio. | R. Hautsch |
| 06/21/2016 | 1.51 | ONEGAS-698 | Cost of Gas and Service Reactivation Verbiage Updates - ONG verbiage updates to Cost of Gas modules 22040 Spring, 22080 Fall, 22100 Winter.  Module 18050 Reactivation has been updated to include specific verbiage for KS. | R. Hautsch |
| 06/22/2016 | 1.52 | ONEGAS-699 | Existing Service Order Check - Add check for existing service order. If existing service order exists, then only allow change service order. If no service order exists, then allow, stop/start/new construction.  Add module 18015 CheckMoveOutEligibility.  Remove module 18010 ServiceOptions. | R. Hautsch |
| 06/24/2016 | 1.53 | ONEGAS-704 | 18015 pending service order when Payload/EligibilityIndicators/CanRequestMoveOut=FALSE, not TRUE | K. newcomb |
| 06/24/2016 | 1.54 | ONEGAS-715  ONEGAS-716 | Modify 1010\_CallStart - Global Events - Host Error Handling  Modify 4020\_CheckDynMsg  Modify 16840 so startDate is NULL and endDate is today | K. Newcomb |
| 06/29/2016 | 1.55 | ONEGAS-727 | Add error counter to receipt invalid date. | R. Hautsch |
| 06/30/2016 | 1.56 | ONEGAS-736 | 27.0\_VoiceAdmin - No retries for 27240 Voice AdminMenu. - Retry prompting added. Reuse No match 1/ No input 1 for No match 2/No input 2. | R. Hautsch |
| 07/01/2016 | 1.57 | ONEGAS-742 | Spanish - Several prompt inconsistences on 27260 - Added retry prompting. Provided audio. | R. Hautsch |
| 07/01/2016 | 1.57 | ONEGAS-740 | Spanish - 27260\_IaActivateMessage not matching with latest design - Added retry prompting. Provided audio. | R. Hautsch |
| 07/06/2016 | 1.58 | ONEGAS-762  ONGAS-765 | Check Payment Amount - Overpayment - Change module 8610 CheckPaymentAmount, Overpayment condition to:  IF paymentAmt > Payload/CurrentBill/TotalAmountDue.  Removed errCnt check from 8610 and added 2 new modules check errCnt, 8647 and 8657.  Added EMERGENCY transfer type when time out on 1100. | R. Hautsch |
| 07/07/2016 | 1.59 | ONEGAS-772 | Flip Paperless Billing Conditions - The conditions in module 17020 CheckPaperlessBilling have been flipped. | R. Hautsch |
| 07/11/2016 | 1.60 | ONEGAS-776 | Remove pendingmoveoutdate and pending502date checks from 18240 | K. Newcomb |
| 07/11/2016 | 1.61 | ONEGAS-661 | 16040 - Updated round up to 2. | K.Newcomb |
| 07/11/2016 | 1.62 | ONEGAS-779  ONEGAS-780 | Update 31030, 31300, 31060, 31330, 31390, and 31400 for payment arrangements.  Update 18220 to look at location | K. Newcomb |
| 07/12/2016 | 1.63 |  | Update bank info - 8740, 8645, 13080, 13120, 13240 and 13300 | K.Newcomb |
| 07/13/2016 | 1.64 | ONEGAS-786  ONEGAS-787  ONEGAS-788  ONEGAS-789 | Updates to 1080, 1100, 8910, and 8020.  Remove email confirmation sentence from 17180.  Turn barge in back on for prompt 1100. | K. Newcomb |
| 07/13/2016 | 1.65 | ONEGAS-790 | Transfer Updates nodes 90160, 90240, 90200, 90120 | K. Newcomb |
| 07/14/2016 | 1.66 | ONEGAS-793 | Remove tech diff message for host errors (90220) | K. Newcomb |
| 07/14/2016 | 1.67 | ONEGAS-794 | Need to add a high/low read check for meter read - 20140 and 20180 | K. Newcomb |
| 07/14/2016 | 1.68 | ONEGAS-796 | Add ABC Payment Plan for TX in Main Menu. | R. Hautsch |
| 07/15/2016 | 1.69 | ONEGAS-797  ONEGAS-798 | Update CC number - 90240  Remove VFP check for STW - 16040 | K. Newcomb |
| 07/16/2016 | 1.70 | ONEGAS-801 | Update 18420 confirmation number field | K. Newcomb |
| 07/17/2016 | 1.71 | ONEGAS-805 | Need to increase min/max digits on 8430 and 10040. | K. Newcomb |
| 07/18/2016 | 1.72 | ONEGAS-808 | Updates to report nodes on 3020, 3200, 3360. | K. Newcomb |
| 07/21/2016 | 1.73 | ONEGAS-811 | Add repeat option to 10200 and 18420 | K. Newcomb |
| 07/25/2016 | 1.74 | ONEGAS-814 | Remove subtraction of payment amount from 12090 | K. Newcomb |
| 08/04/2016 | 1.75 | ONEGAS-805 | Change min/max on 13080 and 13240 | K. Newcomb |
| 08/04/2016 | 1.76 | ONEGAS-820 | 90.0 transfer updated to use \*8 for KGS transfers | K. Newcomb |
| 08/08/2016 | 1.77 | ONEGAS-829 | Update 90080 phrasing to speak different phrases based on location. | K. Newcomb |
| 08/10/2016 | 1.78 | ONEGAS-820 | 90.0 update NCO and ACI transfers to \*8 | K. Newcomb |
| 08/10/2016 | 1.79 | ONEGAS-829 | Different message is for OK not TX. 90080 | K. Newcomb |
| 09/19/2016 | 1.80 | ONEGAS-834 | Add three new report nodes - 90160, 90240, 31020 | K. Newcomb |
| 09/20/2016 | 1.81 | ONEGAS-835 | Modify \*8 transfers to use transferVDN.properties file  90160, 90240, 90100 | K. Newcomb |
| 09/26/2016 | 1.82 | ONEGAS-837 | Modify payment arrangement transfers to use internal VDNs  90160 - re direct to internal transfer  31020 - add setting of transfer type | K. Newcomb |
| 07/28/2017 | 2.01 |  | 17OK1027 Modifications:  Module 1080 GasEmergency, add language selection (hidden option 2). Caller selects option 2, the language is set to Spanish and the Gas Emergency options are played again in Spanish. The remainder of the call is played in Spanish. | R. Hautsch |
| 11/13/2017 | 2.1.0 |  | 17OK1029  Add payment date. | R. Hautsch |
| 12/11/2017 | 2.2.0 |  | 17OK1012:  Callers requesting to enroll in the Average Payment Plan but who are already enrolled will now be given a message indicating that they are already enrolled and returned to the previous menu, instead of being transferred to an agent.  Payment amounts entered must be greater than 0.00.  For callers requesting to make a credit card payment, they will be given an option to repeat their account number prior to being transferred to credit card payment vendor.  Add an Agent (0) option to “5100 Other” during normal business hours. This option to offer an Agent (0) would not be made available after normal business hours. The zero option would be the last selection in the menu. | R. Hautsch |
| 12/20/2017 | 2.2.1 |  | 17OK1021:  The “group ID” field will be populated with caller’s customer account number. In the even that an account number is not available (as in the case of a new account) the ANI will be populated to “group ID”. | R. Hautsch |
| 01/09/2018 | 2.2.2 |  | Remove module 37020 ChkPaymentDate module. The date for LatestAllowedDateForPastDuePayment can never be less than today. | R. Hautsch |
| 01/12/2018 | 2.2.3 |  | Change module 37080 ValidDate check to include equal: IF paymentDate <= Payload/Payments/LatestAllowedDateForPastDuePayment. | R. Hautsch |
| 02/27/2018 | 2.2.4 |  | Add Set groupId = Payload/Account/AccountNumber to module 3580 CheckHouseNum. | R. Hautsch |
| 04/16/2018 | 2.2.5 | ONEGAS-883 | Remove module 1120\_dbContextStore. Multiple Context Store POST are not allowed. All Context Store POST will occurr at transfer. | R. Hautsch |
| 01/10/2019 | 2.2.6 |  | New vocab in 3200\_iaGetAcctPhone | davidson |
| 1/21/2019 | 3.0 |  | Restructure of the upper part of the call flow to bring main menu up, and move authentication down into the submenus  Key word for search is “purple” | Davidson |
| 12/19/2020 | 3.05 |  | Paymentus install...changes to 8155 and 9040 |  |
| 07/19/2021 | 3.1.0 |  | ASA First Project  All application changes will be in both English and Spanish  Transfers will continue in the VDN Properties with both English and Spanish transfer numbers and call types (by state)  All menus in call paths, both existing and new to record in the Avaya Experience database reporting (VPAppLog)  High Level  HOS Transfers in start and transfer services  Speak Balance Change. Will not require new balance pull from Banner in account summary  Transfer OK and KS Checking to payment vendor if CAV switch is enabled  Eliminating the auto transfer in payment arrangement ineligible and add a menu instead  Change in 5100- other to offer new choices and a choice for HOS question if needed  If time available, bug fixes that are found  1010\_dbGetCAVs  For checking OK and KS new fields  Adding OK, KS and TX Payment Arrangement Flags  For HOS “other’ option new field  3000\_sdGetAccount  New path for 5100 appointments (to existing 18030)  3240\_deCheckAccountStatus  Comment out “bad debt” status  3360\_iaAccountNumber  NON HOS, Add confirmation of the account entry  5100\_iaOther  New simpler ‘other menu’  Reuse existing authentication/billing/balance path  Reuse existing authentication/appointment path  Use CAV switch to activate ‘press 6’ DTMF  6020\_ppCurrentBill  Update bill balance  Add amount for payment arrangement  6060\_ppProgramEnrollment  Remove payment arrangement general message (as it will be in 6020)  8010\_deCheckStatus  Check CAV fields for OK and KS to transfer checking to payment vendor  8150\_iaTxCheckingMsg  Change message to speak fees if there are fees for that state  9040\_iaCreditCardMsg  Just Notational to make sure call type is correct  18020\_iaStartStopMenu  New verbiage and menu order  Starts and transfers send to new 18025\_iaStartBusRes  New Menu to ask if Bus or Residential  Note new transfer VDN and transfer types, will need new update to VDN properties  31020\_deCheckIndicator  Ineligible send to new 31025\_iaArrangmentIneligible Menu if CAV field is “true’  31025\_iaArrangmentIneligible  New menu to speak message and offer existing pay by phone, finances or return to main menu  Key word search is “**ASA-blue**” |  |
| August 19, 2021 | 4.1 |  | Code Word Green  Changing WAV  1050\_iaLanguageSelection  Vocab only..marque to Oprimo  3360\_iaAccountNumber  Vocab, clarifying existing 7 seconds interchar time out...documentation only  3540\_iaConfirmHouse  Vocab only  3560\_iaConfirmHouseNum  Vocab only, ‘followed by the pound key’  [6020\_ppCurrentBill](#bm6_0_AccountStatus),  add messages for shut off non pay alerts 7 and 8.  6060\_ppProgramEnrollment  Updating WAV field automatic pay plan, and electronic statements. No code change, no label change, move wave file  8120\_iaDollarAmt  Vocab only, ‘followed by the pound key’  8430\_iaCheckingNumber  Vocab only, ‘followed by the pound key’  8440\_iaDollarAmt  Vocab only, ‘followed by the pound key’  8620\_iaConfirmation  Vocab only Oklahoma Natural Gas Company, remove company  8720\_iaStoreMenu  Vocab only Oklahoma Natural Gas Company, remove company  8940\_iaDollarAmt  Vocab only  22040\_ppSpring  Vocab only Oklahoma Natural Gas Company, remove company  22060\_ppSummer  Vocab only Oklahoma Natural Gas Company, remove company  22080\_ppFall  Vocab only Oklahoma Natural Gas Company, remove company  22100\_ppWinter  Vocab only Oklahoma Natural Gas Company, remove company  24280\_iaVFPTerms  Vocab only Oklahoma Natural Gas Company, remove company  24320\_iaVFPConfirm  Vocab only Oklahoma Natural Gas Company, remove company  31300\_iaIncreaseDownPayment  Vocab only  31330\_iaInstallments  Vocab only |  |

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| Jan, 10 2022 | 4.2 | Pahse 2 Change\_Control | **Key word search is “Phase2\_ChangeControl”**  **Bug 1 : Speaking wrong menu on pressing 2 from 8150 :**  VUI and Test Script don't match. This was brought up to OG repeatedly and was verified that the VUI was what was supposed to be used prior to deploying to UAT.  OG requested change and have returned signed Change Order.  **Bug 2: Speaking wrong messages on Transfers...all menus ..not specific:**  The Vocab was correct, however, the emergency routing appears to be following a different path.  New audio doesn't appear to have been taken in some instances.  This is being investigated further, and a fix should be able to be rolled out in a future deployment.  **Bug 3 : 9040\_iaCreditCardMsg:**  Addressed and determined to be ok, however, ASA is waiting for new Spanish and English vocab files for 9040\_iaCreditCardMsgI  **Bug 9 : English vocab for 30050\_iaBillingplansMenuI7** | Mohit.S. |
| Jan, 12 2022 | 4.2 | Pahse 2 Change\_Control | **90040 ppPleaseHold**  Playing twice  **“please hold on while we transfer you”** prompt.  Updated Below menu:-  90040 ppPleaseHold  90120\_trTnRTransfer | Mohit.S. |
| Feb, 02 2022 | 4.2 | Pahse 2 Change\_Control | **3420\_deErrorCheck**  Updated else condition which goes to officeHours. | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | [**1010\_dbGetCAVs**](#bm1_0_CallStart)  added new CAV.OtherCSR for additional 5110\_iaOther menu. | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | **Change 5100\_iaOther and create 5110\_iaOther**  new OtherCSR CAV value to allow changing of 5100\_iaOther press 5 function | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | **30020\_iaBillingOptionsMenu**  updated 30020\_iaBillingOptionsMenu for press 6 option | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | **Change 31390\_iaConfirmArrangement.**  Press 2 for not accept payment to “go to the 31540\_iaPayArrangeNoWrapUp” | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | **Change appointment to speak status we are not speaking now (which is 99%)**  **18030\_dbGetOpenServiceOrders**  Added condition check for orderType and Scheduled date. | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | **19020\_deCheckInRoute**  Added condition for the order status. | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | **19040\_ppInRoute**  Updated prompts as per new conditions. | Mohit.S. |
| Feb, 18  2022 | 4.2 | Pahse 2 Change\_Control | **21040\_iaWebsiteInfo**  added 5110\_iaOther flag for different message | Mohit.S. |
| Apr, 04  2022 | 4.2 | Pahse 2 Change\_Control | [**31300\_iaIncreaseDownPayment**](#bm_31_1_SD_PayArrangement)  Updatd 31300\_iaIncreaseDownPaymentI2 and 31300\_iaIncreaseDownPaymentI3 vocabs | Mohit.S. |
| Apr, 08  2022 | 4.2 | Pahse 2 Change\_Control | [**21020\_iaAddressMenu**](#bm21_0_SD_CompanyInfo)  Updated AddressMenu vocabs for OK, KS and TX | Mohit.S. |
| Apr, 11  2022 | 4.2 | Pahse 2 Change\_Control | **23020\_iaEnergyEfficiencyMenu**  Updated 23020\_iaEnergyEfficiencyMenuI1 vocabs for OK | Mohit.S. |
| Apr, 20  2022 | - | - | Updated VUI for  **APP\_REJECT** transferType for agent and nomatch/noinput as per ACCOUNT\_AUTHORIZED field in **5020\_iaMainMen** menu. | Mohit.S. |
| July,14  2022 | 4.3 | Vocab Change | Updated Following vocabs as per request:  18020\_iaStartStopMenuI3, 18020\_iaStartStopMenuN1,  18025\_iaStartBusResL1,  18025\_iaStartBusResN1,  18050\_ppReactivationI1,  23020\_iaEnergyEfficiencyMenuI1, 23020\_iaEnergyEfficiencyMenuI2, 23020\_iaEnergyEfficiencyMenuI3, 23020\_iaEnergyEfficiencyMenuI4, 23020\_iaEnergyEfficiencyMenuI5 | Mohit.S. |
| Sep, 23 2022 | 4.4 | Phase 2C | Search by **Phase 2C** key word.  - **1010\_dbGetCAVs :** Added two new CAVs CAV.startPeriodVFP and CAV.endPeriodVFP.  - 3**040\_dbLookupBillingAccount** : added condition numAccts = 1  -**3320\_ppPhoneNotFound:** added err\_count < 2 condition and prompt.  - **5110\_iaOthe**r : Press 2 goes to 23000 all 3 states, Correct KS going to 21000  - **6020\_ppCurrentBill :** updated some conditions for amount due  **- 18050\_ppReactivation** : Ensure a message slot for all 3 states  Updated vocab for below prompts:  18050\_ppReactivationI2  18050\_ppReactivationI1  18050\_ppReactivationI3  **- 21040\_iaWebSiteInfo** : Eliminate KS efficiency message for 5110  **- 23020\_iaEnergyEfficiencyMenu** : Ensure KS message, Retries have messages for all 3 states  **- 24200\_sdVolunteerFixedPrice** : Go from 24220\_ppVFPGreeting to 24280\_iaVFPTerms, Eliminate 24240 and 24260 that just repeated same information  **- 24280\_iaVFPTerms** : Use of new CAV fields for VFP date, New menu structure  **- 18020\_iaStartStopMenu:**  a.Re-order of menu choices  b.Re-record vocab  i.18020\_iaStartStopMenuI3  ii.18020\_iaStartStopMenuN1  c.Change transfer method for reconnect  i.Saturday routing only  1. for KS only  2.Same hours as payment arrangement  a.Will use the same CAV fields as payment arrangement…IE 36000  b.CAV.satStartHoursKSNCO and CAV.satStopHoursKSNCO  3.Both English and Spanish  ii.M-F and Sunday….normal routing  d.Report updates are required  i.IVR VpsAppLog  ii.IVR CDR log  - **36000\_sdOfficeHoursNCO:** Added new state for 18020\_iaStartStopMenu  - **90140\_deOfficeOpenNCO:** Updated name of 90160\_deCheckTXNCO with 90160\_deOfficeOpenNCO  - **90100\_ppTechnicalDifficulties**; added new prompt node | Mohit S. |
| Dec, 13 2022 | 4.4 | Vocab Change | Added vocab as per request  -30020\_iaBillingOptionsMenuI2.wav  -30020\_iaBillingOptionsMenuN1.wav | Mohit S. |
| Mar, 1 2023 | 4.5 | **Phase 2D** | Search by **Phase 2D** key word.  **Vocab changes :-**  2140\_ppMaintenanceOK  2160\_ppMaintenanceTX  2180\_ppMaintenanceKS  8430\_iaCheckingNumber  8440\_iaDollarAmt  22120\_iaCostOfGasWrapUp  31025\_iaArrangmentIneligible  33010\_deCheckAvePay  Newly added :-   1. **1000\_Start\_Call**    * 1. Documentation only, no code      2. Give the documentation a ‘start’ point      3. More for documentation and readability…there was no ‘start’ previous versions of the documentation 2. **1010\_dbGetCAV\_ADMINs**    * 1. Breaking out the CAV files so each state is unique      2. Getting rid of each state having all cav field for every file, so TX wont be in TX, OK and KS      3. Admin is for general settings like winter rule      4. Admin is for vendor information      5. Also checks to see if CAVs in application are empty to read information from the files as a safety feature         + 1. Redesign CAV files to be state specific...only state information in state field           2. This first CAV is the ‘admin’ field and will be vendor information and values that are general programs such as VFP           3. Add full Sat and Sunday hours for all vendors           4. We don’t want to reload CAVs every call....so make sure fields are in working storage to reduce overhead...provide a method to clear out if new cav settings are changed           5. Have status check to confirm that all admin cav fields are present           6. Examples of new vendors. 3. **1011\_dbOKGetCAV\_ADMINs**    * 1. OK specific information such as hours and fees      2. Redesign CAV files to be state specific in this case for OK...only state information in state field. We don’t need to have TX or KS information in OK anymore. (and values that have to be set 3 times, and if not set causes system wide issues)      3. Add full Sat and Sunday hours, Holidays, financial messages which will be used in the next phase, vfp info for ok only 4. **1012\_dbTXGetCAV\_ADMINs**    * 1. TX specific information such as hours and fees      2. Redesign CAV files to be state specific in this case for TX...only state information in state field. We don’t need to have OK or KS information in OK anymore. (and values that have to be set 3 times, and if not set causes system wide issues)      3. Add full Sat and Sunday hours, Holidays, financial messages which will be used in the next phase, ABC info for TX only 5. **1013\_dbKSGetCAV\_ADMINs**     * 1. KS specific information such as hours and fees      2. Redesign CAV files to be state specific in this case for KS...only state information in state field. We don’t need to have OK or TX information in OK anymore. (and values that have to be set 3 times, and if not set causes system wide issues)      3. Add full Sat and Sunday hours, Holidays, financial messages which will be used in the next phase 6. **1200\_sdCheckOfficeHours**    * 1. Logic to send to specific flags      2. Incoming driver from CAV loading, start to check conditions for each call. 7. **1210\_deCheckMaintance**    * 1. Checking date to maintain time/date/hours      2. If today’s date is a maintenance day….and the current time is compared to the system time vs maintenance start/stop times. Let maintenance to true and check holiday. This is so this can be set and forget for the Banner outage windows. Currently someone has to go in a 1am and set it to yes, and log back in again at 5am and turn it off. This eliminates the manual process 8. **1220\_deCheckHoliday**    * 1. Checking date to holiday date, if not go to state specific hours      2. Check today's date with the holidays in each of 3 states CAV files depending on the state the call is from, OK, TX and KS. If today’ date is a holiday and TOD is between the CAV Files state holiday TOD hours, then set office closed. Then set provider to each state.      3. Example…if today's date is 01/01/2023, and its an OK call, check CAV Holiday list. The CAV holiday(state) format has a      4. comma delineated list of holiday dates/ holiday start hours-Holiday stop hours per each holiday ddmmyy:starthours/endhours, So for this date it would appear in the CAV as 01012023:0001/2359,,,showing Jan 1 2023 and 24 hours with start time of 0001 and closed time of 2359      5. then go to the appropriate state’s call to check open/closed hours. 9. **1240\_deCheckHoursOK**    * 1. Checking with CAV hours and set switches.      2. Take the Values from the CAV OK Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” 10. **1260\_deCheckHoursTX**     * 1. Checking with CAV hours and set switches       2. Take the Values from the CAV TX Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” 11. **1280\_deCheckHoursKS**     * 1. Checking with CAV hours and set switches.       2. Take the Values from the CAV KS Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” 12. **1400\_ppGreeting**     * 1. Changed node name from "1040\_ppGreeting" to "1400\_ppGreeting". 13. **1500\_iaLanguageSelection**     * 1. Changed node name from "1050\_iaLanguageSelection" to "1500\_iaLanguageSelection". 14. **1800\_deCheckSpecialMsg**     * 1. If holiday, go to holiday logic else check messages.       2. If the holiday switch was set in 1220\_deCheckHoliday go to: 1920\_deCheckHolidayMsg to see what state message needs to play for this call. Other wise if not a holiday go to 2020 and check to see if special message needs to be spoken 15. **1920\_deCheckHolidayMsg**     * 1. Check for state for specific state message          + 1. If call is in OK Go To: 1940\_ppHolidayMsgOk            2. If call is in TS Go To: 1960\_ppHolidayMsgTx            3. If call is in KS Go To: 1980\_ppHolidayMsgKs            4. Or default to the 2020\_deCheckSpecialMsg 16. **1940\_ppHolidayMsgOk**     * 1. Check to see if holiday message CAV label is present, if so speak message from CAV else speak message vocab label       2. If the special OK CAV Holiday message for the correct call language is not blank, speak that message (move the field to the open prompt and use the info in the CAV field as the vocab label. The business will need to make sure we move that label to the vocabulary and its recorded. This is in case we want a specific holiday or any specific message. ) if the holiday CAV field is blank speak the generic Spanish or English message as it exists in the vocabulary       3. Review the existing holiday generic message to encourage self service on the IVR. No need to mention the web. 17. **1960\_ppHolidayMsgTx**     * 1. Check to see if holiday message CAV label is present, if so speak message from CAV else speak message vocab label       2. If the special Tx CAV Holiday message for the correct call language is not blank, speak that message (move the field to the open prompt and use the info in the CAV field as the vocab label. The business will need to make sure we move that label to the vocabulary and its recorded. This is in case we want a specific holiday or any specific message. ) if the holiday CAV field is blank speak the generic Spanish or English message as it exists in the vocabulary       3. Review the existing holiday generic message to encourage self-service on the IVR. No need to mention the web. 18. **1980\_ppHolidayMsgKs**     * 1. Check to see if holiday message CAV label is present, if so speak message from CAV else speak message vocab label       2. If the special Tx CAV Holiday message for the correct call language is not blank, speak that message (move the field to the open prompt and use the info in the CAV field as the vocab label. The business will need to make sure we move that label to the vocabulary and its recorded. This is in case we want a specific holiday or any specific message.) if the holiday CAV field is blank speak the generic Spanish or English message as it exists in the vocabulary.       3. Review the existing holiday generic message to encourage self-service on the IVR. No need to mention the web. 19. **2020\_deCheckSpecialMsg**     * 1. Check to see if special message CAV switch is present, if so go to correct state else go to check maintenance       2. Special messages set by state CAV file. (Consider setting to greater detail like area code/prefix)       3. Verbiage can be set each condition in the vocab. Special message needs to be thought through ahead of time and loaded into vocab ahead of time. At no time should there be “our IVR system is down…” if they hear this message its not down.       4. Conditions can be storms, gas emergency, earthquakes, wildfires, tornadoes, explosions, flies, boils and locus 20. **2040\_ppSpecialMsgOk**     * 1. special message and go to check maintenance       2. IF CAV.specialMsgOK = true speak the message 2040\_ppSpecialMsgOkI1 21. **2060\_ppSpecialMsgTx**     * 1. special message and go to check maintenance       2. IF CAV.specialMsgTX = true speak the message 2060\_ppSpecialMsgTxI1. 22. **2080\_ppSpecialMsgKs**     * 1. special message and go to check maintenance       2. IF CAV.specialMsgKS = true speak the message 2080\_ppSpecialMsgKsI1. 23. **2120\_deCheckMaintenance**     * 1. Check CAV maintenance and maintenance switch..if yes go to appropriate state speak else go to start of normal application       2. If the CAV setting for the state or the maintenance switch = true go to the state specific maintenance message otherwise go to 2220\_ppAudioIcon which is the gateway to the main application 24. **3440\_ppAcctNotFoun**     * 1. Speak message to allow for a second account retry       2. Speaking a new prompt 3440\_ppAcctNotFoundI1 if coming from 3420\_deErrorCheck on invalid account entry retry. 25. **35005\_dbGetTransferVDN**     * 1. Looking up the VDN, keep the same keys of location, language, transfer type       2. Use updated VDN table with new field Transferlocation          + 1. Transferlocation will state OGS internal or one of the vendors. Will need to reconfigure the VDN table            2. Suggest VDN table is available to One Gas on editable table like CAV is today       3. Check logic for transfer type and location.       4. If vendor, load vendor information to array and go to the vendor transfer area of 36000       5. Lookup of the new VDN table. Evaluate the new “transfer location’ field.       6. If emergency call types which is specific to OGS, go to the 90040 please hold on…there is no TOD, DOW or Holiday for emergency, its 7/24/365.       7. If the value of the vendor is the same of the vendor in the CAV table, load that vendor information from that vendor CAV table to the appropriate DOW, TOD and Holiday array.       8. Build enough vendor possibilities up to X + 1 to fill the evaluation array. EI..if there is currently slots for 7 vendors in CAV build the evaluation with space available for more than 7 (prepare for future)       9. Example of new VDN table format and values in the DM below       10. Add new field to VDN table to state where this call type/VDN will go esp if case there are different hours for different VDN       11. Example is KS reconnects……ENG to one location …alorica and Spanish to another       12. Leave room in vendor array to have more 26. **35020\_deCheckHoliday**     * 1. Check CAV for location with holiday date, holiday start and end time. Set flag       2. Go to check state hours       3. Check today with the holidays in each of 3 states CAV files, OK, TX and KS. If today’ date is a holiday and TOD is between the CAV Files state holiday TOD hours, then set office closed. Then set provider to each state.       4. Example…if today's date is 01/01/2023, and its an OK call, check CAV Holiday list. The CAV holiday(state) format has a       5. comma delineated list of holiday dates/ holiday start hours-Holiday stop hours per each holiday ddmmyy:starthours/endhours, So for this date it would appear in the CAV as 01012023:0001/2359,,,showing Jan 1 2023 and 24 hours with start time of 0001 and closed time of 2359 27. **35040\_deCheckHoursOK**     * 1. Checking state start/end hours for the full 7 day array       2. Take the Values from the CAV OK Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” 28. **35060\_deCheckHoursTX**     * 1. Checking state start/end hours for the full 7 day array       2. Take the Values from the CAV TX Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” 29. **35080\_deCheckHoursKS**     * 1. Checking state start/end hours for the full 7 day array       2. Take the Values from the CAV KS Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” 30. **36000\_sdOfficeHoursVendor**     * 1. Check if transfer VDN is blank….(not coming from 35000) if blank go to 36005 to read VDN table       2. Else to 36020       3. If there is no VDN already loaded in the transfer table, go to the 36005 to look in the VDN table. If there is a value and the array is already built…was loaded in 35005…go right into the evaluation of TOD/DOW/Holiday.       4. Example: So if coming from 35000 there will values loaded into the array from 35005, is coming from payment arrangement it will come directly to 36000 and VDN and array will need to be loaded. Example of inbound directly to 36000 are          + 1. 31420\_ppPayArrangeConfirmed            2. 31390\_iaConfirmArrangement            3. 31350\_iaDownPaymentDefault            4. 1050\_iaLanguageSelection            5. 31520\_iaPayArrangeWrapUp 31. **36005\_dbGetTransferVDN**     * 1. Looking up the VDN, keep the same keys of location, language, transfer\_type       2. Use updated VDN table with new field Transferlocation          + 1. Transferlocation will state OGS internal or one of the vendors. Will need to reconfigure the VDN table            2. Suggest VDN table is available to One Gas on editable table like CAV is today       3. Check logic for transfer type and location       4. Lookup of the new VDN table. Evaluate the new “transfer location’ field.       5. If emergency call types which is specific to OGS, go to the 90040 please hold on…there is no TOD, DOW or Holiday for emergency, its 7/24/365.       6. If the value of the vendor is the same of the vendor in the CAV table, load that vendor information from that vendor CAV table to the appropriate DOW, TOD and Holiday array       7. Build enough vendor possibilities up to X + 1 to fill the evaluation array. ie..if there is currently slots for 7 vendors in CAV build the evaluation with space available for more than 7 (prepare for future)       8. VDN table will have a new field to hold the location description. Internal will be OGS, Vendor description will match the vendor description in the CAV table for that vendor.       9. When the VDN is looked up in 35005 and 36005, not only original data from VDN pulled but owner/vendor pulled.       10. This is how the transfer will be pulled from the CAVs and the proper array filled for dates, holidays, hours, etc.       11. This will handle the conditions where different languages or states go to different vendors, or locations.       12. Example is KS reconnects……ENG to one location …alorica and Spanish to another       13. Leave room in vendor array to have more       14. VDN table will have access to change like CAV, interface would be similar to CAV so OGS call centers can change on the fly like we can CAVs 32. **36020\_deCheckHoliday**     * 1. Check the array from the admin CAV for the various vendors       2. Key is from VDN table       3. Look that vendor holiday date/time and compare to system date/time and set switches       4. If not holiday check vendors working hours       5. Take the table in CAV and for that vendor set from the VDN table....and create array for each holiday and for that holidays start/stop time. Times needed for like a Christmas eve condition where the call center might be open for half a day. . Compare to system date. If open set to open true, if not set to false. Return from “call module” 33. **36060\_deCheckHoursVENDOR**     * 1. Check the array from the admin CAV for the various vendors       2. Key is from VDN table       3. Look that vendor working date/time and compare to system date/time and set switches       4. Check to see 36080 vendor emergency       5. Take the table in CAV and for that vendor set from the VDN table....and create array of 7 for each day of week with hours. Compare to system date. If open set to open true, if not set to false. Return from “call module”       6. Each CAV DOW has the format starthours, stopehours 34. **36080\_deCheckHoursEmergency**     * 1. Check CAV for vendor emergency and set switch       2. After the vendor for this particular transfer array has been built, Look for vendor emergency closed switch from the CAV file in the array. If vendor not in emergency state, set open flags to true, if emergency set to false. Return from “call module” 35. **34060\_sdContextStore** Rename to 90008\_sdContextStore     * 1. load CTI data and next steps       2. Change in logic flow due to having the VDN already looked up. Previous version would go look up the VDN, since VDN was looked up in 35005 and 36005, can proceed directly to transfer. 36. **34080\_sdContextStore** Rename to “90009\_sdContextStore”     * 1. Load specific CTI data       2. No change in code, just a rename to place the logic in the correct location of the documentation for call flow clarity. 37. **90030\_dbLookupBillingAccount**     * 1. Look up ANI and if only 1 account and premise send to confirm the house       2. Else send to 90015 to determine what to speak       3. Reuse the ani lookup logic if account is found with only a single account and premise move to confirm otherwise continue to transfer 38. **90545\_iaConfirmHouse**     * 1. Ask house number       2. Any choice, good bad, timeout, zero…continues the path to 90015       3. This is the one spot to disable global zero as it would put the callers in a loop       4. Allow the customer to validate the house number only one Attempt. No matter what condition continue the logic to 90015. Zero is disabled as this would put the customer/logic in a loop….so any key press, any time out just continues. If 1 is pressed moved the account information to the context store.   Updated Logic :-   1. **1000\_SetVariables**    * 1. Office\_open per vendor      2. Holiday\_Sw per location      3. Maintenance\_sw      4. Create new variables for holidays, maintenance and vendor office open 2. **1080\_iaGasEmergency** rename to "1600\_iaGasEmergency"    * 1. Changing to go to check for special messages      2. Global zero is Not active and goes to the 1800\_deCheckSpecialMsg logic. All actions that lead to the main application lead through 1800\_deCheckSpecialMsg logic This is because we want them to hear any special (emergency) messages, holiday messages ect, before they can press zero. Call type was set as NON Validated as default before the call started      3. observe the character time out and reset to 5 seconds leaving this DM 3. **1100\_iaNoCSR** rename to"**1700\_iaNoCSR**"    * 1. Change from Go To: 90008\_sdContextStore to Go To: 35000\_sdOfficeHours      2. Changing to go to check for special messages.      3. If pressing 1 for wanting to go to gas emergency now go to 35000 for CSR where it will do the VDN lookup for call type emergency. Emergency has no time of day, its 7/24/365 to emergency.      4. If timeout, no longer set the transfer type to emergency…as it’s not going to emergency, it’s going to the general app. To continue would set the transfer to the wrong VDN.      5. Global zero is Not active and goes to the 1800\_deCheckSpecialMsg logic. This is because we want them to hear any special (emergency) messages, holiday messages etc, before they can press zero. Call type was set as NON Validated as default before the call started      6. observe the inter character time out and reset to 5 seconds leaving this DM      7. Press 2 at this stage does not set language to Spanish 4. **3420\_deErrorCheck**    * 1. Adding a counter to allow 2 retries for invalid account entry      2. If coming from 3380\_dbgetAccountSummary with an invalid account entry (not found condition) and go to 3420\_ppAcctNotFound to speak a prompt. Give it 2 retries instead of the current 1. On the 3’d retry go to CSR 5. **8010\_deCheckStatus**    * 1. Add acceptable account status of “new”      2. Make sure statement is working as its not but documented         + 1. IF Payload/EligibilityIndicators/CanPayByElectronicCheck = FALSE      3. Add allow for “new” account type. This account type is a new item coming from banner in the last several years.      4. Fix EligibilityIndicators, currently bad debt checks are getting by and allowed to make payment, can make check payment as false (bad debt) needs to go to 8800 not allowed 6. **8420\_iaRoutingNumber**    * 1. Change input from string to only 9      2. Currently its timing out at the end of 9 or need to hit pound, or its not 9 digit specific….make it 9 digit specific      3. Add confirmation of the input      4. Confirm interchar time out of 7 seconds      5. Need to ask if we need to ask the verbiage any leading zeros. Make sure the min of 3 digits is enforced, we have seen accounts with as low as 1 digit accepted      6. Add confirmation and make sure interchar it turned on to 7000. 7. **8430\_iaCheckingNumber**    * 1. Add confirmation      2. Need to ask if we need to ask the verbiage any leading zeros. Make sure the min of 3 digits is enforced, we have seen accounts with as low as 1 digit accepted      3. Add confirmation and make sure interchar it turned on to 7000. 8. **8440\_iaDollarAmt**     * 1. Change vocab to give examples      2. Need to change vocab to add example      3. Add confirmation,      4. Set intercharater time out set to 7 seconds 9. **11020\_iaZipCodeChange** input from string to only 5    * 1. Add confirmation      2. Currently its timing out at the end of 5 or need to hit pound….make it 5 digit specific      3. Add confirmation to the entry      4. Confirm interdigit time out of 7 seconds 10. **18020\_iaStartStopMenu**     * 1. Speak web information only first time through DM       2. Speak the Web info prompts first time in the menu only, not on retries 11. **18030\_dbGetOpenServiceOrders**     * 1. Final “else condition” change from go to operator to speak prompt and go to service wrap          + 1. In the failed case…when we get to all fail which is the last ‘else’, Speak prompt 18030\_iaNoAppointmentPP1            2. “We currently don’t see an appointment scheduled for your account”            3. and to Go to 18040\_iaServiceCallWrapUp the wrap menu instead of automatically going to CSR 12. **22120\_iaCostOfGasWrapUp**     * 1. Fix the global ability to press 8 to go back to the main menu and zero to go to the CSR Logic       2. fix main menu global command to press 8 goes to main menu       3. Fix press zero to go to CSR       4. Change 22120\_iaCostOfGasWrapUpI1 and 22120\_iaCostOfGasWrapUpN1 vocabulary to not speak the operator 13. **33010\_deCheckAvePay**     * 1. Change ‘if’ statement from       2. IF Payload/AccountStatus="FINAL" to IF Payload/AccountStatus="Active" 14. **35000\_sdOfficeHours**      * 1. Changing Go To: 35010\_deCheckMaintance to go to 35005\_dbGetTransferVDN       2. No longer come to 35000 at the start of the call to load TOD.       3. Go to look up the VDN table to find out what values to load in the TOD/DOW/Holiday array from the 35005 15. **90010\_deOfficeOpen**     * 1. For non emergency calls (which we already stripped out in 35005) and its an OGS call, if office is open and they have not authenticated….example pressing zero at main menu….and have ANI in specific format….send them to ani auth       2. If office open sent them to please hold       3. If office close send them to 90015 to determine what to speak       4. For ani authentication we are going to try to pass to internal to OGS CSRs the customer account for screen pop for certain call types. Exclude emergency calls first step.       5. Check to see if Office is open and check to see if its an OGS or internal call. If so check to see if the ANI is no an 800 number...as 800 numbers are not going to be individual customers. Check to see if its numeric…IE not anonymous. And that it’s a 10 digit number…non 10 digit numbers wont be an individual customer either. If the ANI is 11 digits and the first digit is 1…strip the one. Re-evaluate the new 10 digit number for the previous conditions …IE not 800 number.       6. Once this conditions have been evaluated and checked…go to the DB lookup.       7. If these conditions are not met and office is open, proceed to ‘please hold’ DM. if conditions not met and office is closed proceed to 90015. 16. **90015\_deOfficeOpen**     * 1. If open go to please hold, if close go to office closed       2. If the office open switch has been set to true go to the please hold logic. If set to closed go to the closed message logic 17. **90020\_trTransfer**      * 1. Actual transfer       2. Actually, do the transfer, just changing the name to put it in logical order in the documentation. 18. **90040\_ppPleaseHold**     * 1. If CAV high volume field set to ‘y’, speak high volume message before please hold on       2. When high volume have the change switch and the high volume prompt would speak high volume vocab and then please hold…otherwise just speak the please hold 19. **90060\_dbGetTransferVDN**     * 1. Commented out…we now lookup VDN earlier in the transfer process.       2. Removing this VDN lookup due to moving the function earlier in the process to 35005 and 36005 logic. 20. **90140\_deOfficeOpenNCO**     * 1. If the phone number in CAV….CAV.holidayVend(X)\_phone not = blank use that VDN else use VDN from VDN table lookup       2. If office closed go to office closed       3. If the vendor open switch is true and the vendor CAV phone number field has a value, use the value as the VDN to transfer rather than the VDN from the VDN lookup. If the vendor is open and there is no vendor phone number from CAV, use the VDN from the VDN table lookup. Else if vendor is closed go to the closed messages. 21. **90160\_deOfficeOpenNCO**     * 1. Go to the office open that leads to please hold on logic       2. Go to the “please hold” on message depending on the state. | Mohit S. |
| Mar, 7 2023 | 4.5 | **Phase 2D** | 1. **1400\_ppGreeting**     * 1. Updated hyperlinks related to “1040\_ppGreeting” to “1400\_ppGreeting” and update prompt name. (mohitedit) 2. **1500\_iaLanguageSelection**    * 1. Updated hyperlinks related to “1050\_iaLanguageSelection” to “1500\_iaLanguageSelection” and update prompt name. (mohitedit) 3. **1080\_iaGasEmergency rename to "1600\_iaGasEmergency"**    * 1. Update hyperlink and prompt name for “1600\_iaGasEmergency” (mohitedit) 4. **1100\_iaNoCSR rename to "1700\_iaNoCSR”**    * 1. Update hyperlink and prompt name for “1700\_iaNoCSR” (mohitedit) | MJ |
| Mar, 10 2023 | 4.5 | **Phase 2D** | **1) 35000\_sdOfficeHours**   1. Verified all appropriate access points are included in this section. (mohitedit) | MJ |
| Mar, 13 2023 | 4.5 | **Phase 2D** | 1. **34060\_sdContextStore Rename to 90008\_sdContextStore**     * 1. Reordered and updated hyperlinks for the “90008\_sdContextStore” (mohitedit) 2. **34080\_sdContextStore Rename to “90009\_sdContextStore”**    * 1. Reordered and updated hyperlinks for the “90009\_sdContextStore” (mohitedit) 3. **3320\_ppPhoneNotFound**    * 1. Add increment condition to increase for error count and update logic to use max error variable. (mjedit) 4. **36005\_dbGetTransferVDN**    * 1. Added else condition for transferLocation and TransferType is not set. (mohitedit) | MJ |
| Mar, 14 2023 | 4.5 | **Phase 2D** | 1. **35005\_dbGetTransferVDN**     * 1. Added else condition for transferLocation and TransferType is not set. (mjedit) 2. **90010\_deOfficeOpen**    * 1. Adjusted logic for ANI transformation in ”90010\_deOfficeOpen” (mjedit) 3. **90040\_ppPleaseHold**    * 1. Added if else condition for emergency and authenticated calls. (mjedit) 4. **90140\_deOfficeOpenNCO**    * 1. Separated vendor holiday conditions for actions. (mjedit) 5. **36000\_sdOfficeHoursVendor**    * 1. Verified all appropriate access points are included in this section. (mohitedit) 6. **90120\_trTnRTransfer**    * 1. Updated logic to get VDN as getting direct transfer without check office hours process. (mohitedit) 7. **3320\_ppPhoneNotFound**    * 1. maxError intsead of 2 and added err\_count increment logic for user understanding (mohitedit)   Nodes “3160\_iaNewService”, “3100\_iaNewOrExisting” and “2100\_dbLookupAudioPhrase” Removed from VUI which are not in use. (mohitedit)  Modules "4.0\_DynamicMessage", "4.1\_MakePayment" and "10.Reciept" are removed from VUI and "10.Reciept" Module from the Visio. Those modules are not in use.(mohitedit) | MJ |
| April 3 2023 | 4.5 | **Phase 2D** | 8030\_deCheckPrevAccount Added additional conditions to logic to address bug. | MJ |
| April 11 2023 | 4.5 | **Phase 2D** | 1000\_SetVariables Added tollFreeVariable.  3320\_ppPhoneNotFound adjusted logic for retry to “<=” for error count added “else” for prompt.  18020\_iaStartStopMenu Adjusted conditional logic to reflect business requirements for 2D: keep existing logic for KS on Saturday, everything else goes to 35000  36000\_sdOfficeHoursVendor Removed strikethrough for previous state 18020 as it is an active path that routes there.  8420\_iaRoutingNumber Replaced “!=” with “=” for routingNumber DTMF condition-action check. Added area for firstPass to be set to FALSE if DTMF is not 9 digits in Properties.  90010\_deOfficeOpen  Adjusted logic for transfer to account for emergency routing and look for Numeric ANI.  90040\_ppPleaseHold Added not emergency condition for high volume prompt  8200\_sdAnotherAccount Added missing previous/return  8620\_iaConfirmation Adjusted conditions to match code and added wrapUp for for “Yes”  Variable: confirmPayment / confirmedPayment  Updated instances of “confirmPayment” variables to "confirmedPayment” for consistency | MJ |
| April 27 2023 | 4.5 | **Phase 2D** | Updated verbiage for multiple prompts | MJ |
| May 2 2023 | 4.5 | **Phase 2D** | 35005\_dbGetTransferVDN  Added additional rows to account for 7 + X vendors  90545\_iaConfirmHouse  Updated condition for “No (2)” to clear account information.  1010\_dbGetCAV\_ADMINs, 1011\_dbOKGetCAV\_ADMINs, 1012\_dbTXGetCAV\_ADMINs, 1013\_dbKSGetCAV\_ADMINs  Adjusted Cav for Maintenance/Holidays to: “comma delineated list of maintenance dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359)”  2020\_deCheckSpecialMsg  Added Location check to conditions.  2120\_deCheckMaintenance  Added Location check to conditions. | MJ |
| May 8 2023 | 4.5 | **Phase 2D** | Verbiage for the following prompts was updated.  11160\_iaLocationsWrapUpI4 11160\_iaLocationsWrapUpN3 13100\_iaConfirmAutoBillPayI1 13180\_iaAutoPayWrapUpI3 13180\_iaAutoPayWrapUpI4 13180\_iaAutoPayWrapUpI5 13180\_iaAutoPayWrapUpN1 13180\_iaAutoPayWrapUpN2 13180\_iaAutoPayWrapUpN3 13240\_iaCheckingNumberI1 13240\_iaCheckingNumberI2 13240\_iaCheckingNumberN1 13240\_iaCheckingNumberN2 1940\_ppHolidayMsgOkI1 1960\_ppHolidayMsgTxI1 1980\_ppHolidayMsgKsI1 22120\_iaCostOfGasWrapUpI1 22120\_iaCostOfGasWrapUpN1 33080\_iaAvePayWrapUpI1 33080\_iaAvePayWrapUpN1 37060\_iaPaymentDateI1 8070\_iaAccountWrapUpI1 8120\_iaDollarAmtI1 8430\_iaCheckingNumberI1 8430\_iaCheckingNumberI2 8440\_iaDollarAmtI1 8620\_iaConfirmationI7 8630\_ppPleaseWaitI1 8660\_iaOverpaymentI1 8670\_iaReenterPaymentI1 8670\_iaReenterPaymentN1 8670\_iaReenterPaymentN2 8680\_iaConfirmationNumberI1 8940\_iaDollarAmtI1 90040\_ppPleaseHoldI2 9040\_iaCreditCardMsgI8 90545\_iaConfirmHouseI1 | MJ |
| May 12 2023 | 4.5 | **Phase 2D** | * 3020\_deCheckAni   + Set *InitAuthCheck* = TRUE * 90010\_deOfficeOpen   + Add check for *InitAuthCheck* = TRUE to route to 90015\_deOfficeOpen | MJ |
| May 30 2023 | 4.5 | **Phase 2D** | * 35020, 1220, 36020   + Adjusted conditions to account for holiday hours to be used as hours of operation instead of closure hours. | MJ |
| June 22 2023 | 4.5 | **Phase 2D** | * 36005   + Adjusted else condition to set transfer VDN to “default” * 35020, 1220, 36020   + Adjusted conditions to account for holiday hours to be used as hours of closure instead of operation hours. | MJ |
| June 29 2023 | 4.5 | **Phase 2D** | * 30050   + Updated prompt verbiage to match wav files * 5140\_iaRatePlansI1   + New prompt verbiage | MJ |
| Jul, 26 2023 | 4.4.5 | **Phase 2D (Sprint 1)** | * 90040\_ppPleaseHold   + Updated conditions to address clearing buffer for Screen Pop fixes. * 90545\_iaConfirmHouse   + Updated conditions to address clearing buffer for Screen Pop fixes. | MJ |
| Aug, 9 2023 | 4.5 | **Phase 2D** | * Updated verbiage in below modules * 18020\_iaStartStopMenu * 1940\_ppHolidayMsgOk * 1960\_ppHolidayMsgTx * 1980\_ppHolidayMsgKs * 2040\_ppSpecialMsgOk * 2060\_ppSpecialMsgTx * 2080\_ppSpecialMsgKs * 2140\_ppMaintenanceOK * 2160\_ppMaintenanceTX * 2180\_ppMaintenanceKS * 22120\_iaCostOfGasWrapUp * 8430\_iaCheckingNumber * 8440\_iaDollarAmt * 90040\_ppPleaseHold * 90040\_ppPleaseHold * 90545\_iaConfirmHouse | MJ |
| Aug, 25 2023 | 4.5 | **Phase 2D (Sprint 1)** | * Updated verbiage in below modules * 3440\_ppAcctNotFound * 5020\_iaMainMenu * 8420\_iaRoutingNumber * 3200\_cnf\_ini\_02 - Reflect that firstPass value is set to FALSE when 2 is pressed. * 8430\_iaCheckingNumber * 3200\_cnf\_ini\_02 - Reflect that firstPass value is set to FALSE when 2 is pressed. | MJ |
| Aug, 29 2023 | 4.4.5 | **Phase 2D (Sprint 1)** | * Updated verbiage in below modules * 5140\_iaRatePlans | MJ |
| Sept, 8 2023 | 4.4.5 | **Phase 2D** | * Added missing AND for condition in global error handling * Updated some broken hyperlinks | MJ |
| Sept, 13 2023 | 4.4.5 | **Phase 2D** | * 35005\_dbGetTransferVDN * Added transfer type “NOT\_VALIDATED” to else condition. | MJ |
| Oct, 6 2023 | 4.4.5 | **Phase 2D** | * Updated verbiage in below modules * 2040\_ppSpecialMsgOk * 2060\_ppSpecialMsgTx * 2080\_ppSpecialMsgKs * 1940\_ppHolidayMsgOk * 1960\_ppHolidayMsgTx * 1980\_ppHolidayMsgKs * Added instructions for some fields in Description * 1010\_dbGetCAV\_ADMINs * 1011\_dbOKGetCAV\_ADMINs * 1012\_dbTXGetCAV\_ADMINs * 1011\_dbKSGetCAV\_ADMINs * Updated logic to use ***officeOpen(Vendor)*** * 31520\_iaPayArrangeWrapUp * 31540\_iaPayArrangeNoWrapUp * 31620\_iaNoPayWrapUp * 31640\_iaNoPayNoWrapUp | MJ |
| Oct, 10 2023 | 4.4.5 | **Phase 2D** | * Added examples for operating/closure hours usage. * 1010\_dbGetCAV\_ADMINs * 1011\_dbOKGetCAV\_ADMINs * 1012\_dbTXGetCAV\_ADMINs * 1013\_dbKSGetCAV\_ADMINs | MJ |
| Jan, 2 2024 | 4.5.1 | **Phase 2D** | * 1220\_deCheckHoliday * Added setting of ldcProvider variable inside holiday check logic. * 11020\_iaZipCode * Updated to only accept 5-digit input and exclude handling for universal options. | MJ |
| Apr 04th 2024 | 4.6 | **Phase 3.1** | AMHS Changes  * 1010\_dbGetCAV\_ADMINs Adding new CAV variable to toggle the menu on and off * [90010\_deOfficeOpen](#bm90_0_Transfer) if office open true then check for post menu 90535 * 90535\_iaAMHS\_Transfer * [90011\_deANICheck](#bm90_0_Transfer) * 95005\_dbGetTransferVDN * VDN Table will need expansion. * 90545\_iaConfirmHouse | Raj/Shashi |
| Apr 04th 2024 | 4.6.1 | **Phase 3.1** | 1. 5140\_iaRatePlans   Change the speak phrase. the individual RatePlans values are getting from the CAV fields. | Raj/Shashi |
| Aug 21, 2024 | 4.7 |  | Vocab update English/Spanish  13020\_ppAutoPayMsgI1.wav, 16220\_iaFixedAmountN1.wav  13040\_iaEnrollAutoBillPayI1.wav, 16220\_iaFixedAmountN2.wav  13040\_iaEnrollAutoBillPayN1.wav, 1940\_ppHolidayMsgOkI1.wav  13040\_iaEnrollAutoBillPayN2.wav, 1960\_ppHolidayMsgTxI1.wav  13080\_iaCheckingNumberI1.wav, 1980\_ppHolidayMsgKsI1.wav  13080\_iaCheckingNumberI2.wav, 21060\_iaFaxInfoI1.wav  13080\_iaCheckingNumberN1.wav, 21060\_iaFaxInfoI2.wav  13080\_iaCheckingNumberN2.wav, 21060\_iaFaxInfoI3.wav  13180\_iaAutoPayWrapUpI1.wav, 2140\_ppMaintenanceOKI1.wav  13220\_iaConfirmAutoBillPayI1.wav, 2160\_ppMaintenanceTXI1.wav  13220\_iaConfirmAutoBillPayN1.wav, 2180\_ppMaintenanceKSI1.wav  13260\_iaChangeCancelI1.wav, 8070\_iaAccountWrapUpI1.wav  13260\_iaChangeCancelN1.wav, 8070\_iaAccountWrapUpI2.wav  13340\_iaCancelWrapUpI1.wav, 8070\_iaAccountWrapUpN1.wav  13340\_iaCancelWrapUpI3.wav, 8070\_iaAccountWrapUpN2.wav  13340\_iaCancelWrapUpI4.wav, 8120\_iaDollarAmtI1.wav  13340\_iaCancelWrapUpN1.wav, 8430\_iaCheckingNumberI1.wav  13340\_iaCancelWrapUpN2.wav, 8430\_iaCheckingNumberI2.wav  13400\_iaAutoPayWrapUpI1.wav, 8650\_iaMaxOverPaymentN1.wav  13400\_iaAutoPayWrapUpI4.wav, 8650\_iaMaxOverPaymentN2.wav  13400\_iaAutoPayWrapUpI5.wav, 13400\_iaAutoPayWrapUpN3.wav  13400\_iaAutoPayWrapUpI6.wav, 13400\_iaAutoPayWrapUpN4.wav  13400\_iaAutoPayWrapUpN2.wav, 16220\_iaFixedAmountI1.wav  11020\_iaZipCodeI1.wav, 1940\_ppHolidayMsgOkI1.wav  11020\_iaZipCodeN1.wav, 1960\_ppHolidayMsgTxI1.wav  11020\_iaZipCodeN2.wav, 1980\_ppHolidayMsgKsI1.wav  11060\_ppNoLocationsI1.wav, 24240\_iaVFPMenuI4.wav  11160\_iaLocationsWrapUpI2.wav, 3120\_iaConfirmAcctNumI2.wav  11160\_iaLocationsWrapUpI3.wav, 31300\_iaIncreaseDownPaymentI3.wav  11160\_iaLocationsWrapUpI4.wav,31300\_iaIncreaseDownPaymentN1.wav  11160\_iaLocationsWrapUpN3.wav,31300\_iaIncreaseDownPaymentN2.wav  11200\_iaLocationsNoWrapUpI2.wav,31420\_ppPayArrangeConfirmedI2.wav  11200\_iaLocationsNoWrapUpI3.wav, 3440\_ppAcctNotFoundI1.wav  11200\_iaLocationsNoWrapUpI4.wav, 5140\_iaRatePlansN1.wav  11200\_iaLocationsNoWrapUpI5.wav, 7020\_iaAccountInfoMenuI4.wav  19060\_iaChangeCancelApptI1.wav, 7020\_iaAccountInfoMenuN4.wav  24220\_ppVFPGreetingI1.wav 24320\_iaVFPConfirmN1.wav  24240\_iaVFPMenuI2.wav 24360\_iaVFPEnrollConfirmI1.wav  24240\_iaVFPMenuN2.wav 30020\_iaBillingOptionsMenuI5.wav  24260\_iaVFPInfoI1.wav 30020\_iaBillingOptionsMenuN4.wav  24280\_iaVFPTermsI1.wav 30050\_iaBillingplansMenuI5.wav  24280\_iaVFPTermsI4.wav 30050\_iaBillingplansMenuN4.wav  24320\_iaVFPConfirmI1.wav 16500\_iaNoRoundUpI3.wav  6060\_ppProgramEnrollmentI5.wav 33020\_ppAveragePaymentI1.wav  30050\_iaBillingplansMenuN1.wav 30050\_iaBillingplansMenuN2.wav  30050\_iaBillingplansMenuI3.wav | Raj |
| Dec 23rd, 2024 | 4.8 | **Phase 3.1** | I3 Pay By Phone Changes:   * 1000\_SetVariables created a new variable for I3 * 1009\_GetI3\_Account\_Number look up for authenticated and unauthenticated * 1400\_ppGreeting if its i3 it will goto 1800\_deCheckSpecialMsg * 3020\_deCheckAni : ANI check for i3 * 3265\_iaConfirmHouse created a new DM after 3380\_dbgetAccountSummary * 3380\_dbgetAccountSummary : addred new conditons for I3 * 8150\_iaTxCheckingMsg , 9040\_iaCreditCardMsg: added PBP vender down message * 90008\_sdContextStore : VDN look up for PBP transfer * 90140\_deOfficeOpenNCO, 90160\_deOfficeOpenNCO: vend hours lookup * 90018\_deVendorCTITransfer: ceated new dm for Vend CTI transfer * 90119\_VendorCTI\_Process: created new DM for VendorCTI\_Process * 90120\_trTnRTransfer: 90018\_deVendorCTITransfer added Previous States | Raj/Shashi |
| Feb 9th 2025 | 4.9 | **Phase 3.1** | * 1005\_I3PhoneLookup look up for I3 Phone for language * Vovab Updates - 9040\_iaCreditCardEmergcyMsgI1, 8150\_iaTxCheckEmergMsgI1. |  |
| Feb 12th 2025 | | 5.0 | **Phase 3.1** | * 90125\_LookUpVDNByDID look up for VDN for the respective DID |  |
| Mar 20th 2025 | | 5.1 | **Phase 3.1** | * [1010\_dbGetCAV\_ADMINs](#bm1_0_CallStart) – added new CAV ***AuthI3Transfer*** * 90018\_deVendorCTITransfer: New CAV to handle I3 Authenticated transfer |  |

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[33060\_ppNextBill 402](#_Toc206332708)

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[33080\_iaAvePayWrapUp 403](#_Toc206332710)

[33100\_ppAlreadyEnrolled 403](#_Toc206332711)

[33140\_iaAvePayNoWrapUp 404](#_Toc206332712)

[~~34020\_dbContextStore~~ 404](#_Toc206332713)

[~~34040\_sdContextStore~~ 405](#_Toc206332714)

[35000\_sdOfficeHours 406](#_Toc206332715)

[35005\_dbGetTransferVDN 407](#_Toc206332716)

[35020\_deCheckHoliday 412](#_Toc206332717)

[35040\_deCheckHoursOK 413](#_Toc206332718)

[35060\_deCheckHoursTX 413](#_Toc206332719)

[35080\_deCheckHoursKS 414](#_Toc206332720)

[36000\_sdOfficeHoursVendor 414](#_Toc206332721)

[36005\_dbGetTransferVDN 415](#_Toc206332722)

[36020\_deCheckHoliday 420](#_Toc206332723)

[~~36040\_deCheckHoursOK~~ 420](#_Toc206332724)

[~~36060\_deCheckHoursTX~~ 421](#_Toc206332725)

[36060\_deCheckHoursVENDOR 421](#_Toc206332726)

[~~36080\_deCheckHoursKS~~ 421](#_Toc206332727)

[36080\_deCheckHoursEmergency 422](#_Toc206332728)

[37000\_sdPaymentDate 423](#_Toc206332729)

[37020\_deChkPaymentDate 423](#_Toc206332730)

[37040\_iaTodayDate 424](#_Toc206332731)

[37060\_iaPaymentDate 425](#_Toc206332732)

[37080\_deValidDate 426](#_Toc206332733)

[37100\_deErrCount 426](#_Toc206332734)

[37120\_ppInvalidDate 426](#_Toc206332735)

[90008\_sdContextStore 426](#_Toc206332736)

[90009\_sdContextStore 427](#_Toc206332737)

[90010\_deOfficeOpen 428](#_Toc206332738)

[90011\_deANICheck 428](#_Toc206332739)

[90015\_deOfficeOpen 429](#_Toc206332740)

[90020\_trTransfer 429](#_Toc206332741)

[90030\_dbLookupBillingAccount 430](#_Toc206332742)

[90040\_ppPleaseHold 431](#_Toc206332743)

[~~90060\_dbGetTransferVDN~~ 431](#_Toc206332744)

[90080\_ppOfficeClosed 432](#_Toc206332745)

[90100\_ppTechnicalDifficulties 432](#_Toc206332746)

[~~90100\_dbGetTransferVDN~~ 433](#_Toc206332747)

[90120\_trTnRTransfer 433](#_Toc206332748)

[90140\_deOfficeOpenNCO 434](#_Toc206332749)

[90018\_deVendorCTITransfer 434](#_Toc206332750)

[90119\_VendorCTI\_Process 435](#_Toc206332751)

[90125\_LookUpVDNByDID 435](#_Toc206332752)

[90160\_deOfficeOpenNCO 436](#_Toc206332753)

[90535\_iaAMHS\_Transfer 437](#_Toc206332754)

[90545\_iaConfirmHouse 439](#_Toc206332755)

[95005\_dbGetTransferVDN 440](#_Toc206332756)

|  |  |
| --- | --- |
| Global BehaviorGlobal Commands |  |

Global commands are commands that can be used in all interaction states. The global commands are not listed in the interaction state, but are available as responses within the interaction dialog state.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Option | Vocabulary | | DTMF | Conditions-Actions | Confirm? |
| agent |  | | 0 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | Never |
| main\_menu |  | | 8 | Go To: [5010\_deCheckValidated](#bm5010deCheckValidated) | Never |
| repeat |  | | \* | Go To: CURRENT STATE | Never |
| Confirmation Prompts | | | | | |
| Option | Type | Wording | | | Prompt ID |
| ~~agent~~ | ~~Initial~~ | ~~To speak with a customer service representative, press 1. To continue in self-service, press 2.~~ | | | ~~agent\_confirm\_init~~ |
|  | ~~Retry~~ | ~~If you'd like to speak with a customer service representative press 1. Otherwise, press 2.~~ | | | ~~agent\_confirm\_rty~~ |

|  |  |
| --- | --- |
| Global Prompts |  |

Global prompts are prompts that can be used for default handling. Global prompts are not listed in every interaction state but are available for use within the interaction dialog state. Anywhere a prompt type is played (i.e. Initial, Timeout, Retry, Help, etc.), the behavior will be such that the global version of it will precede the local version. A global rRetry prompt of “my mistake, let’s try again” would play ahead of the local version “what’s your zip code?”

|  |  |  |
| --- | --- | --- |
| Prompts | |  |
| Type | Conditions and Wording | Prompt ID |
| REJ1 | Sorry. | REJApology1 |
| REJ2 | I still didn't get that. | REJApology2 |
| NSP1 | Sorry. | NSPApology1 |
| NSP2 | I still didn't get that. | NSPApology2 |
| Deny1 | My mistake. | DenyApology1 |
| Deny2 | Sorry about that. Let’s try one more time. | DenyApology3 |
| WS\_TIMEOUT | Please hold while your call is transferred to a customer service representative. | WSTimeout |

|  |  |
| --- | --- |
| Global Events |  |

Global events are events that occur throughout the call flow. Global events eliminate the need to list events in every occurring module. Using global events can remove connector / off-page-reference clutter from the call flow pages. Some examples of global events are host errors, host timeout, java exception, disconnects, etc.

|  |  |  |
| --- | --- | --- |
| Event | Conditions | Actions |
| Host Error or any system/application | *IF StatusCode != 0* | Go To: [90100\_ppTechnicalDifficulties](#bm90100_ppTechnicalDifficulties)  AND Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) |
| ~~Host timer~~ | *~~Is silance > 10 seconds and each 10 seconds~~* | ~~Play prompt ID: 1001\_iaGlobalHost “please hold on”~~ |
| Phase 2C global behavior  Any condition that is not specifically handled |  | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) |

|  |  |
| --- | --- |
| Default Settings |  |

The default settings are applied to all the interaction and play states. The settings listed are the typical settings. Each interaction and play state has a table section for Special Settings. The default setting are superseded the local special setting.

|  |  |
| --- | --- |
| Setting | Default |
| App Type | APP |
| App Name | CustomerFirst |
| Mode | Touch Tone |
| Barge-in | Y |
| Recognizer | Nuance |
| Prompt ID Format | Full (1000\_aa<Module Name>I00) |
| Retries in Total Errors | Y |
| Timeouts in Total Errors | Y |
| Disconfirms in Total Errors | Y |
| Interdigittimeout | ~~4000~~ 7000 |
| Timeout | ~~3000~~ 5000 |
| Incompletetimeout | 1500 ???? |
| Completetimeout | 0 |
| highConfidenceLevel | 0.60 |
| lowConfidenceLevel | 0.15 |
| confirmationConfidenceLevel | 0.3 |
| terminatingTimeout | 2000 |
| sensitivity | 0.5 |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
| Max Handling |  |

The Max Handling settings identify the global behavior for max retry and timeout conditions within the interaction state. The table values indicate the maximum number of retries or timeouts, the action that is taken for the condition and the next dialog state for the condition (goto). The Max Handling settings are the default behavior but may be modified for specific dialog states. Changes from the default can be made in the Max Handling Override tab of the interaction state.

|  |  |  |
| --- | --- | --- |
| Max Condition | Count | Action |
| Max No Input | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) |
| Max No Match | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) |
| Max Disconfirms | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) |
| Max Total Errors | 5 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Dialog States | | |  | | |
| [1000\_Start\_Call](#bm1_0_CallStart) | | | Data Source  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | | |
| [Start](#bmApplicationStart) processing the call | | | |
| Input | Description | | |
|  |  | | |
| Output | Description | | |
| Condition | Action | | |
|  |  | | |
|  |  | | |
|  |  | | |
|  |  | | |
|  | Go to [1000\_SetVariables](#_1000_SetVariables) | | |
| Developer Notes | | | |
| **Phase 2D** 1000\_Start\_Call  More for documentation and readability…there was no ‘start’ previous versions of the documentation | | | |

|  |  |
| --- | --- |
| [1000\_SetVariables](#bm1_0_CallStart) | |
| First State | |
| [1000\_Start\_Call](#bm1000_Start_Call) | |
| Initial Assignments | |
| Name | Value |
| language |  |
| ANI |  |
| todayDate | Todays date retrieved from the system. |
| endDate | null |
| ldcProvider |  |
| numAccts |  |
| phoneNumber |  |
| phoneAcctNum |  |
| RejectReasonCode |  |
| SUCCESS |  |
| acctNum |  |
| firstName |  |
| lastName |  |
| last4SSN |  |
| houseNum |  |
| confirmHouse | FALSE |
| validated | FALSE |
| validAcct | FALSE |
| acctExist |  |
| errCnt | 0 |
| zipCode |  |
| maxError | 2 |
| firstPass | TRUE |
| reenterInfo | FALSE |
| invalidMonth | FALSE |
| invalidDay | FALSE |
| validAccount | FALSE |
| paymentAmt |  |
| paymentDate |  |
| receiptNum |  |
| listCntr |  |
| confirmCntr |  |
| extSystem | "IVR" |
| accountType |  |
| stwStatus |  |
| acctExists | FALSE |
| newAcct | FALSE |
| wrapUp | FALSE |
| acctReentry | FALSE |
| ssnValidated | FALSE |
| officeOpen | FALSE |
|  |  |
| confirmedPayment | FALSE |
| numLocs |  |
| locCntr |  |
| minPayment |  |
| routingNumber |  |
| checkingNumber |  |
| action |  |
| apptDate |  |
| pmtCntr |  |
| listPosition |  |
| meterReading |  |
| agencyCode |  |
| password |  |
| downPayment |  |
| installments |  |
| transferType | NOT\_VALIDATED |
| Holiday\_Sw | FALSE |
| Maintience\_SW | FALSE |
| officeOpen(Vendor) | FALSE |
| acctReentry | False |
| site\_access | “blocked” or “open”  Set initial to open |
| appliance\_sw | To to not\_move  “move” or not\_move  Set to “Not\_Move” |
| Autoclose\_sw | Set to No,  Yes/no |
| tollFreeVariable | 800, 888, 877, 866, 855, 844, 833 |
| **I3\_authenticated** | **False** |
| **~~If call from I3 Pay by phone~~**  **~~If I3 number and language = Spanish…set system to spanish~~**  **~~Go to 1009\_GetI3\_Account\_Number~~**  **~~Else~~**  **~~Go to~~** [~~1010\_dbGetCAV\_ADMINs~~](#bm1010dbGetCAV_ADMINs)  IF CAV.AuthI3Transfer = True  **Go to 1005\_I3PhoneLookup**  **Else**  **Go to**  [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs) |  |
| **Phase 2D** 1000\_SetVariables  Create new variables for holidays, maintenance and vendor office open  Added tollFreeVariable. 4/11/2023 (mjedit)  Phase5.1 Pay by phone  phase5.3 Stop …adding switches to drive gas appliance, access and autoclose |  |

|  |  |
| --- | --- |
| **1005\_I3PhoneLookup** | |
| Previous State | |
| [Start](#bmApplicationStart) 1000\_SetVariables | |
| Input | Description |
| VDN | VDN number of the call |
| Output | Description |
| Language | English or Spanish |
| Usage and Examples |  |
| Operating Hours |  |
| Holiday Closures |  |
| Condition | Action |
|  |  |
| If successful and Spanish and I3\_VDN | **set system to spanish**  **1009\_GetI3\_Account\_Number** |
| If successful and english I3\_VDN | **1009\_GetI3\_Account\_Number** |
| Else | **Go to**  [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs) |
|  |  |
| Developer Notes | |
| Set location based on DNIS.  Phase3.1 Pay by phone  phase5.3 Stop | |

|  |  |  |
| --- | --- | --- |
| **1009\_GetI3\_Account\_Number** | | Data Source  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [Start](#bmApplicationStart) , [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs), DB\_1005\_I3PhoneLookup | | |
| Input | Description | |
| Caller ANI | Caller ANI | |
| Output | Description | |
| sessionID | Avaya session ID | |
| contactId | AWS call identifier | |
| destination | OGSIvr|OGSCSR|OGSEmergency|Alorica | |
| origtollFreeNumber | original Avaya number dialed by caller | |
| transfer\_time | timestamp of when transfer was initiated | |
| AccountNumber | Customer AccountNumber | |
| basePaymentAmt | Customer Payment Amount | |
| CAV.location | OK, TX, KS...3 files, one for each state | |
| Usage and Examples |  | |
| Operating Hours |  | |
| Holiday Closures |  | |
| Condition | Action | |
| If successful | **Move account number to AcctNum**  **Set I3\_authenticated to true.**  **Go to**  [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs) | |
| Else | **Set I3\_authenticated to False**  **Go to**  [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs) | |
|  |  | |
| Developer Notes | | |
| Set location based on DNIS.  New process to look up Data for I3 Pay by Payphone  https://{aws-serialized-domain-name-generated-at-build-time}.execute-api.us-east-1.amazonaws.com/{Prod|Uat|Dev}/getCallData?automaticNumberIdentification={callerAni}&tollfreeNumber={AT&T number dialed by i3 to transfer caller back to OGS}  Phase3.1 Pay by phone | | |

|  |  |  |
| --- | --- | --- |
| [1010\_dbGetCAV\_ADMINs](#bm1_0_CallStart) | | Data Source  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [Start](#bmApplicationStart), [1000\_SetVariables](#bm1000SetVariables) | | |
| Input | Description | |
|  |  | |
| Output | Description | |
| Alorica |  | |
| CAV.Vend1Dec | Description of vendor 1 | |
| CAV.holidayVend1 *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend1\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_Vend1 | Y/N | |
| CAV.MondayHoursVEND1 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND1 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND1 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND1 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND1 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND1 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND1 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.Vend2Dec | Description of vendor 2 example HOS | |
| CAV.holidayVend2 *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend2\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_Vend2 | Y/N | |
| CAV.MondayHoursVEND2 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND2 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND2 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND2 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND2 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND2 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND2 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.Vend3Dec | Description of vendor 3 example Paymentus | |
| CAV.holidayVend3 *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend3\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_Vend3 | Y/N | |
| CAV.MondayHoursVEND3 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND3 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND3 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND3 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND3 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND3 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND3 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.Vend4Dec | Description of vendor 4 | |
| CAV.holidayVend4 *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend4\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_Vend4 | Y/N | |
| CAV.MondayHoursVEND4 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND4 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND4 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND4 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND4 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND4 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND4 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.Vend5Dec | Description of vendor 5 | |
| CAV.holidayVend5 *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend5\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_Vend5 | Y/N | |
| CAV.MondayHoursVEND5 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND5 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND5 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND5 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND5 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND5 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND5 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.Vend6Dec | Description of vendor 6 | |
| CAV.holidayVend6 *(Open Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend6\_phone | Holiday phone number | |
| ~~CAV.holiday\_Hours Vend6~~ | ~~Holiday start/stop hours of operation~~ | |
| CAV. Emergency\_SW\_Vend6 | Y/N | |
| CAV.MondayHoursVEND6 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND6 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND6 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND6 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND6 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND6 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND6 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.Vend7Dec | Description of vendor 7 | |
| CAV.holidayVend7 *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend7\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_Vend7 | Y/N | |
| CAV.MondayHoursVEND7 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND7 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND7 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND7 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND7 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND7 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND7 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.Vend8Dec | Description of vendor 8 | |
| CAV.holidayVend8 *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVend8\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_Vend8 | Y/N | |
| CAV.MondayHoursVEND8 | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVEND8 | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVEND8 | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVEND8 | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVEND8 | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVEND8 | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVEND8 | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| Extendable Using the below format for new | (example format) | |
| CAV.VendXDec | Description of vendor X | |
| CAV.holidayVendX *(Closed Hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| CAV.holidayVendX\_phone | Holiday phone number | |
| CAV. Emergency\_SW\_VendX | Y/N | |
| CAV.MondayHoursVENDX | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursVENDX | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursVENDX | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursVENDX | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursVENDX | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursVENDX | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursVENDX | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.HighVolumeMessage | Y or N for playing High Call Volume Message | |
| CAV.ContextStoreLeaseTime | Numeric in milliseconds | |
|  |  | |
| *CAV.OtherCSR* | *true/false* | |
| CAV.maintenance\_Days | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| *CAV.AMHS\_Transfer* | true/false, True is enable menu, False disable menu | |
| CAV.audioPassword |  | |
| *CAV.endPeriodVFP* | 4 digit DDMM | |
| *CAV.startPeriodVFP* | 4 digit DDMM | |
| *CAV.CS\_LeaseTime* | In milliseconds | |
| CAV.gasPriceVFP | $n.nnn | |
| CAV.startYearVFP | 4 digit year | |
| CAV.endYearVFP | 4 digit year | |
| CAV.enableSMS | true/false | |
| CAV.aniSSN | true/false | |
| CAV.phoneSSN | true/false | |
| CAV.HOSOtther | true/false | |
| CAV.PlanAPrice | *Plan a price in dollars* | |
| CAV.PlanBPrice | *Plan b price in dollars* | |
| CAV.PerDthFee | *Plan a decatherms* | |
| *CAV.WinterRuleStart* | *DDMMYY* | |
| *CAV.WinterRuleStop* | *DDMMYY* | |
| *CAV.PBP\_CC\_Vendor\_Down\_Message* | *CC temp message for vendor down. Should match full file name including “.wav”* | |
| *CAV.PBP\_CK\_Vendor\_Down\_Message* | *CK temp message for vendor down. Should match full file name including “.wav”* | |
|  |  | |
| CAV.PBPVendor\_Down | *true/false* | |
| CAV.PBPVendor\_Down\_Trans | *true/false* | |
| CAV.PBPVendor\_Down\_Message | *Prompt name. Should match full file name including “.wav”* | |
| ***CAV.AuthI3Transfer*** | true/false | |
| *CAV.OK\_Stop\_Move\_Appl\_Sw* | *true/false* | |
| *CAV.TX\_Stop\_Move\_Appl\_Sw* | *true/false* | |
| *CAV.KS\_Stop\_Move\_Appl\_Sw* | *true/false* | |
| Usage and Examples |  | |
| Operating Hours | Variables for operating hours are done by day. The individual start and stop times should be input in HHMM/HHMM format. For example: 0700/1900 is 7:00am to 7:00pm. These are local to the server of the IVR. | |
| Holiday Closures | To close during hours the contact center would normally be open, the appropriate holiday variable needs to encompass the operating hours for that day of the week.  This can be just the operating hours(as reflected for that DOW): 0700/1900 for 7am to 7pm, or 0000/2359 for all day.  To do a partial closure, the holiday variable needs to overlap the operating hours for that day of the week.  For example: if regular hours are 7am to 7pm and you want to close at noon, you would enter 1200/2359 or 1200/1900.  Anything past the 1900 or the 2359 in both scenarios would then go over to the standard operating hours logic. | |
| Condition | Action | |
| If CAV.Location = OK and CAV. For OK are blank | Go to [1011\_dbOKGetCAV\_ADMINs](#bm1011dbOKGetCAV_ADMINs) | |
| If CAV.Location = TX and CAV. For TX are blank | Go to [1012\_dbTXGetCAV\_ADMINs](#bm1012dbTXGetCAV_ADMINs) | |
| If CAV.Location = KS and CAV. For KS are blank | Go to [1013\_dbKSGetCAV\_ADMINs](#_1013_dbKSGetCAV_ADMINs) | |
| Else | Go to [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
|  |  | |
| Developer Notes | | |
| Phase5.3\_Stop add field to trigger state by state gas appliance menu | | |
| Below CAV variables are removed from the phase 2D changes. But we need to keep it as it is , as they are already using in some modules.  CAV.endPeriodVFP  CAV.startPeriodVFP  CAV.CS\_LeaseTime | | |
| Adjusted Cav for Maintenance/Holidays to: *“comma delineated list of* maintenance *dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359)”* 05/02/2023 (mjedit)  Adjusted conditions to account for holiday hours to be used as hours of operation instead of closure hours. 20230530 (mjedit)  Adjusted conditions to account for holiday hours to be used as hours of closure instead of operation hours. 20230622 (mjedit)  Added examples for operating/closure hours usage. 10/10/2023 (mjedit) | | |

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| [1011\_dbOKGetCAV\_ADMINs](#bm1_0_CallStart) | | Data Source  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [Start](#bmApplicationStart) , [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs) | | |
| Input | Description | |
|  |  | |
| Output | Description | |
| CAV.location | OK, TX, KS...3 files, one for each state | |
| CAV.holidayOK *(closed hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| *CAV.Holiday\_Msg\_OKENG* | *Holiday message prompt English. Should match full file name including “.wav”* | |
| *CAV.Holiday\_Msg\_OKSPA* | *Holiday message prompt Spanish. Should match full file name including “.wav”* | |
| CAV.MondayHoursOK | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursOK | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursOK | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursOK | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursOK | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursOK | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursOK | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.FinancialMsgOKSW | true/false | |
| CAV.FinancialMsgOK | *Should match full file name including “.wav”* | |
| CAV.specialMsgOK | true/false | |
| CAV.maintenanceOK | true/false | |
| CAV.gasPriceVFP | $n.nnn | |
| CAV.startYearVFP | 4 digit year | |
| CAV.endYearVFP | 4 digit year | |
| CAV.payArrangeHoursOK | 2 digits | |
| CAV.convenienceFeeOK | dollar and cents | |
| CAV.VendorCheckingOK | true/false | |
| *CAV.OKCheckfee* | dollar and cents | |
| *CAV.OKPaymentArrange* | *true/false* | |
| *CAV.OK\_Billing\_Message\_Sw* | *true/false* | |
| *CAV.OK\_Billing\_Message* | *Text Field X byles investigate how many bytes available to AES* | |
|  |  | |
|  |  | |
|  |  | |
| Usage and Examples |  | |
| Operating Hours | Variables for operating hours are done by day. The individual start and stop times should be input in HHMM/HHMM format. For example: 0700/1900 is 7:00am to 7:00pm. These are local to the server of the IVR. | |
| Holiday Closures | To close during hours the contact center would normally be open, the appropriate holiday variable needs to encompass the operating hours for that day of the week.  This can be just the operating hours(as reflected for that DOW): 0700/1900 for 7am to 7pm, or 0000/2359 for all day.  To do a partial closure, the holiday variable needs to overlap the operating hours for that day of the week.  For example: if regular hours are 7am to 7pm and you want to close at noon, you would enter 1200/2359 or 1200/1900.  Anything past the 1900 or the 2359 in both scenarios would then go over to the standard operating hours logic. | |
| Condition | Action | |
| If CAV.Location = TX and CAV. For TX are blank | Go to [1012\_dbTXGetCAV\_ADMINs](#bm1012dbTXGetCAV_ADMINs) | |
| If CAV.Location = KS and CAV. For KS are blank | Go to [1013\_dbKSGetCAV\_ADMINs](#_1013_dbKSGetCAV_ADMINs) | |
| Else | Go to [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
|  |  | |
| Developer Notes | | |
| Set location based on DNIS.  **Phase 2D** 1011\_dbOKGetCAV\_ADMINs  Redesign CAV files to be state specific in this case for OK...only state information in state field. We don’t need to have TX or KS information in OK anymore. (and values that have to be set 3 times, and if not set causes system wide issues)  Add full Sat and Sunday hours, Holidays, financial messages which will be used in the next phase, vfp info for ok only  Added instructions for some fields in Description. 10/04/2023 (mjedit)  Added examples for operating/closure hours usage. 10/10/2023 (mjedit)  Phase5.3\_Stop add field to trigger billing message and text to speak field | | |

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| [1012\_dbTXGetCAV\_ADMINs](#bm1_0_CallStart) | | Data Source  [1.0\_CallStart](#bm1_0_CallStart) | |
| Previous State | | | |
| [Start](#bmApplicationStart) , [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs), [1011\_dbOKGetCAV\_ADMINs](#bm1011dbOKGetCAV_ADMINs) | | | |
| Input | Description | | |
|  |  | | |
| Output | Description | | |
| CAV.location | OK, TX, KS...3 files, one for each state | | |
| CAV.holidayTX *(closed hours)* | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | | |
| *CAV.Holiday\_Msg\_TXENG* | *Holiday message prompt English. Should match full file name including “.wav”* | | |
| *CAV.Holiday\_Msg\_TXSPA* | *Holiday message prompt Spanish. Should match full file name including “.wav”* | | |
| CAV.MondayHoursTX | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | | |
| CAV.TuesdayHoursTX | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | | |
| CAV.WendsdayHoursTX | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | | |
| CAV.ThurdayHoursTX | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | | |
| CAV.FridayHoursTX | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | | |
| CAV.SaturdayHoursTX | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | | |
| CAV.SundayHoursTX | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | | |
|  |  | | |
| CAV.TXABCStartDateCHG | Date to start to speak the message of recalculate ABC plan | | |
| CAV.TXABCStoptDateCHG | Date to stop to speak the message of recalculate ABC Plan | | |
| CAV,TXABCCHPRMPT |  | | |
|  |  | | |
| CAV.FinancialMsgTXSW | true/false | | |
| CAV.FinancialMsgTX | *Should match full file name including “.wav”* | | |
| CAV.specialMsgTX | true/false | | |
| CAV.maintenanceTX | true/false | | |
| CAV.payArrangeHoursTX | 2 digits | | |
| CAV.convenienceFeeTX | dollar and cents | | |
| CAV.VendorCheckingTX | true/false | | |
| *CAV.TXCheckfee* | dollar and cents | | |
| *CAV.TXPaymentArrange* | *true/false* | | |
| *CAV.TX\_Billing\_Message\_Sw* | *true/false* | |
| *CAV.TX\_Billing\_Message* | *Text Field X byles investigate how many bytes available to AES* | |
| Usage and Examples |  | | |
| Operating Hours | Variables for operating hours are done by day. The individual start and stop times should be input in HHMM/HHMM format. For example: 0700/1900 is 7:00am to 7:00pm. These are local to the server of the IVR. | | |
| Holiday Closures | To close during hours the contact center would normally be open, the appropriate holiday variable needs to encompass the operating hours for that day of the week.  This can be just the operating hours(as reflected for that DOW): 0700/1900 for 7am to 7pm, or 0000/2359 for all day.  To do a partial closure, the holiday variable needs to overlap the operating hours for that day of the week.  For example: if regular hours are 7am to 7pm and you want to close at noon, you would enter 1200/2359 or 1200/1900.  Anything past the 1900 or the 2359 in both scenarios would then go over to the standard operating hours logic. | | |
| Condition | Action | | |
| If CAV.Location = KS and CAV. For KS are blank | Go to [1013\_dbKSGetCAV\_ADMINs](#bm1013dbKSGetCAV_ADMINs)l | | |
| Else | Go to [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | | |
|  |  | | |
| Developer Notes | | | |
| **Phase 2D** 1012\_dbTXGetCAV\_ADMINs  Redesign CAV files to be state specific in this case for TX...only state information in state field. We don’t need to have OK or KS information in OK anymore. (and values that have to be set 3 times, and if not set causes system wide issues)  Add full Sat and Sunday hours, Holidays, financial messages which will be used in the next phase, ABC info for TX only  Added instructions for some fields in Description. 10/04/2023 (mjedit)  Added examples for operating/closure hours usage. 10/10/2023 (mjedit)  Phase5.3\_Stop add field to trigger billing message and text to speak field | | | |

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| [1013\_dbKSGetCAV\_ADMINs](#bm1_0_CallStart) | | Data Source  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [Start](#bmApplicationStart) , [1010\_dbGetCAV\_ADMINs](#bm1010dbGetCAV_ADMINs), [1011\_dbOKGetCAV\_ADMINs](#bm1011dbOKGetCAV_ADMINs), [1012\_dbTXGetCAV\_ADMINs](#bm1012dbTXGetCAV_ADMINs) | | |
| Input | Description | |
|  |  | |
| Output | Description | |
| CAV.location *(closed hours)* | OK, TX, KS...3 files, one for each state | |
| CAV.holidayKS | Comma delineated list of closure dates and hours (Mmddyyyy;0001/2359, Mmddyyyy;0001/2359). 24-hour time format. | |
| *CAV.Holiday\_Msg\_KSENG* | *Holiday message prompt English. Should match full file name including “.wav”* | |
| *CAV.Holiday\_Msg\_KSSPA* | *Holiday message prompt Spanish. Should match full file name including “.wav”* | |
| CAV.MondayHoursKS | Monday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.TuesdayHoursKS | Tuesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm. | |
| CAV.WendsdayHoursKS | Wednesday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.ThurdayHoursKS | Thursday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.FridayHoursKS | Friday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SaturdayHoursKS | Saturday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
| CAV.SundayHoursKS | Sunday start/stop hours of operation. HHMM/HHMM 24-hour time format. Ex 1700 for 5:00pm | |
|  |  | |
| CAV.FinancialMsgKSSW | true/false | |
| CAV.FinancialMsgKS | *Should match full file name including “.wav”* | |
| CAV.specialMsgKS | true/false | |
| CAV.maintenanceKS | true/false | |
| CAV.payArrangeHoursKS | 2 digits | |
| CAV.convenienceFeeKS | dollar and cents | |
| CAV.VendorCheckingKS | true/false | |
| *CAV.KSCheckfee* | dollar and cents | |
| *CAV.KSPaymentArrange* | *true/false* | |
| *CAV.KS\_Billing\_Message\_Sw* | *true/false* | |
| *CAV.KS\_Billing\_Message* | *Text Field X byles investigate how many bytes available to AES* | |
| Usage and Examples |  | |
| Operating Hours | Variables for operating hours are done by day. The individual start and stop times should be input in HHMM/HHMM format. For example: 0700/1900 is 7:00am to 7:00pm. These are local to the server of the IVR. | |
| Holiday Closures | To close during hours the contact center would normally be open, the appropriate holiday variable needs to encompass the operating hours for that day of the week.  This can be just the operating hours(as reflected for that DOW): 0700/1900 for 7am to 7pm, or 0000/2359 for all day.  To do a partial closure, the holiday variable needs to overlap the operating hours for that day of the week.  For example: if regular hours are 7am to 7pm and you want to close at noon, you would enter 1200/2359 or 1200/1900.  Anything past the 1900 or the 2359 in both scenarios would then go over to the standard operating hours logic. | |
| Condition | Action | |
|  | Go to [1200\_sdCheckOfficeHours](#_1200_sdCheckOfficeHours) | |
| Developer Notes | | |
| Redesign CAV files to be state specific in this case for KS...only state information in state field. We don’t need to have OK or TX information in OK anymore. (and values that have to be set 3 times, and if not set causes system wide issues)  Add full Sat and Sunday hours, Holidays, financial messages which will be used in the next phase  Added instructions for some fields in Description. 10/04/2023 (mjedit)  Added examples for operating/closure hours usage. 10/10/2023 (mjedit)  Phase5.3\_Stop add field to trigger billing message and text to speak field | | |

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| [1200\_sdCheckOfficeHours](#bm17_0_SD_Paperless) | | | | | Sub-Dialog Flow  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | | Returning To | | |
| [1010\_dbGetCAV\_ADMINs](#_1010_dbGetCAV_ADMINs) | | | [1400\_ppGreeting](#bm1400_ppGreeting) | | |
| [1011\_dbOKGetCAV\_ADMINs](#bm1011dbOKGetCAV_ADMINs) | | | [1400\_ppGreeting](#bm1400_ppGreeting) | | |
| [1012\_dbTXGetCAV\_ADMINs](#bm1012dbTXGetCAV_ADMINs) | | | [1400\_ppGreeting](#bm1400_ppGreeting) | | |
| [1013\_dbKSGetCAV\_ADMINs](#bm1013dbKSGetCAV_ADMINs) | | | [1400\_ppGreeting](#bm1400_ppGreeting) | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [1210\_deCheckMaintance](#bm1210deCheckMaintenance) | | | |
| Developer Notes | | | | | |
| **Phase 2D** 1200\_sdCheckOfficeHours  Incoming driver from CAV loading, start to check conditions for each call. | | | | | |

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| 1210\_deCheckMaintenance | | Branch  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [1200\_sdCheckOfficeHours](#bm35000sdOfficeHours) | | |
| Condition | Action | |
| IF todayDate = CAV.Maintenance\_Days And  IF (sysTime => CAV.maintenance\_Hours\_Start and sysTime =< CAV.maintenance\_Hours\_Stop) | Set Maintenance\_SW = TRUE  Go To: [1220\_deCheckHoliday](#bm1220deCheckHoliday) | |
| Else | Set Maintenance\_SW = FALSE  Go To: [1220\_deCheckHoliday](#bm1220deCheckHoliday) | |
| Developer Notes | | |
| **Phase 2D** 1210\_deCheckMaintenance  If today’s date is a maintenance day….and the current time is compared to the system time vs maintenance start/stop times. Let maintenance to true and check holiday. This is so this can be set and forget for the Banner outage windows. Currently someone has to go in a 1am and set it to yes, and log back in again at 5am and turn it off. This eliminates the manual process  Added else condition with Maintenance\_SW is false. | | |

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| 1220\_deCheckHoliday | | Branch  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [1210\_deCheckMaintance](#bm1210deCheckMaintenance) | | |
| Condition | Action | |
| IF todayDate = CAV.holiday(CAV.location) and  ((sysTime > CAV.holiday\_Hours Start (location) and sysTime < CAV.holiday\_Hours\_End (location))) | Set officeOpen = FALSE  Set Holiday\_Sw = TRUE  If CAV.location = "OK"  Set ldcProvider = "Oklahoma”  If CAV.location = "TX"  Set ldcProvider = "Texas”  If CAV.location = "KS"  Set ldcProvider = "Kansas”  Return from: [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
| If CAV.location = "OK" | Set ldcProvider = "Oklahoma”  Go To: [1240\_deCheckHoursOK](#bm1240deCheckHoursOK) | |
| If CAV.location = "TX" | Set ldcProvider = "Texas”  Go To: [1260\_deCheckHoursTX](#bm1260deCheckHoursTX) | |
| If CAV.location = "KS" | Set ldcProvider = "Kansas”  Go To: [1280\_deCheckHoursKS](#bm1280deCheckHoursKS) | |
| Developer Notes | | |
| **Phase 2D** 1220\_deCheckHoliday  Check today's with the holidays in each of 3 states CAV files depending on the state the call is from, OK, TX and KS. If today’ date is a holiday and TOD is between the CAV Files state holiday TOD hours, then set office closed. Then set provider to each state.  Example…if today's date is 01/01/2023, and its an OK call, check CAV Holiday list. The CAV holiday(state) format has a comma delineated list of holiday dates/ holiday start hours-Holiday stop hours per each holiday ddmmyy:starthours/endhours, So for this date it would appear in the CAV as 01012023:0800/1200,showing Jan 1 2023 with start time of 8:00am to 1200 to be open, and closed outside of that then go to the appropriate state’s call to check open/closed hours.  Adjusted conditions to account for holiday hours to be used as hours of operation instead of closure hours. 20230530 (mjedit)  Adjusted conditions to account for holiday hours to be used as hours of closure instead of operation hours. 20230622 (mjedit)  Added setting of ldcProvider variable inside holiday check logic. 20240102 (mjedit) | | |

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| 1240\_deCheckHoursOK | | Branch  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [1220\_deCheckHoliday](#bm1220deCheckHoliday) | | |
| Condition | Action | |
| IF ((sysTime > CAV.StartHoursOK(DOW) and sysTime < CAV.StopHoursOK(DOW)) | Set officeOpen = TRUE  Return from: [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
| ELSE | Set officeOpen = FALSE  Return from: [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
| Developer Notes | | |
| **Phase 2D** 1240\_deCheckHoursOK  Take the Values from the CAV OK Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” | | |

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| 1260\_deCheckHoursTX | | Branch  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [1220\_deCheckHoliday](#bm1220deCheckHoliday) | | |
| Condition | Action | |
| IF ( (sysTime > CAV.StartHoursTX(DOW) and sysTime < CAV.StopHoursTX(DOW)) | Set officeOpen = TRUE  Return from: [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
| ELSE | Set officeOpen = FALSE  Return from: [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
| Developer Notes | | |
| **Phase 2D** 1260\_deCheckHoursTX  Take the Values from the CAV TX Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” | | |

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| 1280\_deCheckHoursKS | | Branch  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [1220\_deCheckHoliday](#bm1220deCheckHoliday) | | |
| Condition | Action | |
| IF ((sysTime > CAV.StartHoursKS(DOW) and sysTime < CAV.StopHoursKS(DOW)) | Set officeOpen = TRUE  Return from: [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
| ELSE | Set officeOpen = FALSE  Return from: [1200\_sdCheckOfficeHours](#bm1200sdCheckOfficeHours) | |
| Developer Notes | | |
| **Phase 2D** 1280\_deCheckHoursKS  Take the Values from the CAV KS Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” | | |
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| [1400\_ppGreeting](#bm1_0_CallStart) | | Play Prompt  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [1200\_sdCheckOfficeHours](#_1200_sdCheckOfficeHours) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *If CAV.location = "OK"* | |  |
| Thank you for calling Oklahoma Natural Gas. | | 1400\_ppGreetingI1 |
| *If CAV.location = "TX"* | |  |
| Thank you for calling Texas Gas Service | | 1400\_ppGreetingI2 |
| *If CAV.location = "KS"* | |  |
| Thank you for calling Kansas Gas Service | | 1400\_ppGreetingI3 |
| Condition | Action | |
| If not I3 Pay by phone | Go To: [1500\_iaLanguageSelection](#bm1500_iaLanguageSelection) | |
| If I3 Pay by phone | Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D**  Changed Node name from “1040\_ppGreeting” to “1400\_ppGreeting” as per requirement.- adjusted 3/07/23 (mjedit)  Updated hyperlinks related to “1040\_ppGreeting” to “1400\_ppGreeting” and update prompt name. - adjusted 3/07/23 (mohitedit)  Phase3.1 pay by phone ……will need new Spanish recordings | | |

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| [1500\_iaLanguageSelection](#bm1_0_CallStart) | | | | | | | | | Interaction  [1.0\_CallStart](#bm1_0_CallStart) | |
| Previous State | | | | | | | | | | |
| [1400\_ppGreeting](#bm1400_ppGreeting) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | Para Español, oprima dos.  ~~Para español, marque el dos.~~ | | | | | | | | 1500\_iaLanguageSelectionI1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| 2 |  | | 2 | Set language = "es"  Go to: [1600\_iaGasEmergency](#bm1600_iaGasEmergency) | | | | | Never | |
| timeout |  | | - | Set language = "en"  Go to: [1600\_iaGasEmergency](#bm1600_iaGasEmergency) | | | | | Never | |
| hidden\_menu |  | | 6 | Set language = "en"  Go to: [5200\_iaHiddenMenu](#bm5200iaHiddenMenu) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 0 | | | | *Set language = "en"*  Go to: [1600\_iaGasEmergency](#bm1600_iaGasEmergency) | | | | | |
| Max No Input | 0 | | | | *Set language = "en"*  Go to: [1600\_iaGasEmergency](#bm1600_iaGasEmergency) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| timeout | | | | | | 3000 | | | | |
| Developer Notes | | | | | | | | | | |
| Language selection default for no input and no match = "en"  Green  **Phase 2D**  Changed Node name from “1050\_iaLanguageSelection” to “1500\_iaLanguageSelection” as per requirement.- adjusted 3/07/23 (mjedit)  Updated hyperlinks related to “1050\_iaLanguageSelection” to “1500\_iaLanguageSelection” and update prompt name. - adjusted 3/07/23 (mohitedit) | | | | | | | | | | |

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| [1600\_iaGasEmergency](#bm1_0_CallStart) | | | | | | | | | Interaction  [1.0\_CallStart](#bm1_0_CallStart) | |
| Previous State | | | | | | | | | | |
| [1500\_iaLanguageSelection](#bm1500_iaLanguageSelection) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | To report a gas odor or gas emergency, press 1 now. Otherwise press 8 or stay on the line. | | | | | | | | 1600\_iaGasEmergencyI1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| gas emergency |  | | 1 | Go To: [1700\_iaNoCSR](#bm1700_iaNoCSR) | | | | | Never | |
| Spanish |  | | 2 | Set language = “es” ~~Go To:~~ [~~1080\_iaGasEmergency~~](#bm1080iaGasEmergency)  Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | Never | |
| timeout / no match |  | |  | ~~Go To:~~ [~~2100\_dbLookupAudioPhrase~~](#bm2100dbLookupAudioPhrase)  Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | Never | |
| hidden\_menu |  | | 6 | Go To: [5200\_iaHiddenMenu](#bm5200iaHiddenMenu) | | | | | Never | |
| Operator |  | | 0 | Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | Never | |
| continue (2) |  | | 8 | ~~Go To:~~ [~~2100\_dbLookupAudioPhrase~~](#bm2100dbLookupAudioPhrase)  Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 0 | | | | Go To: [1700\_iaNoCSR](#bm1700_iaNoCSR) | | | | | |
| Max No Input | 0 | | | | Go To: [1700\_iaNoCSR](#bm1700_iaNoCSR) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| timeout | | | | | | 3000 | | | | |
| Developer Notes | | | | | | | | | | |
| **Phase 2D** 1600\_iaGasEmergency  Global zero is Not active and goes to the 1800\_deCheckSpecialMsg logic. All actions that lead to the main application lead through 1800\_deCheckSpecialMsg logic This is because we want them to hear any special (emergency) messages, holiday messages etc, before they can press zero. Call type was set as NON Validated as default before the call started  observe the character time out and reset to 5 seconds leaving this DM  **Phase 2D**  Changed Node name from “1080\_iaGasEmergency” to “1600\_iaGasEmergency” as per requirement.- adjusted 3/07/23 (mjedit)  Updated hyperlinks related to “1080\_iaGasEmergency” to “1600\_iaGasEmergency” and update prompt name. - adjusted 3/07/23 (mohitedit) | | | | | | | | | | |

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| [1700\_iaNoCSR](#bm1_0_CallStart) | | | | | | | | | Interaction  [1.0\_CallStart](#bm1_0_CallStart) | |
| Previous State | | | | | | | | | | |
| [1600\_iaGasEmergency](#bm1600_iaGasEmergency) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | This is the gas emergency line. This line is reserved for hazardous situations, such as reports of gas odor or gas line damage. If this is not an emergency you will be placed back into the Customer Service Queue. To report a gas emergency, press 1. If you are not reporting a gas emergency, press 8 now. | | | | | | | | 1700\_iaNoCSRI1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| gas\_emergency |  | | 1 | Set transferType=EMERGENCY  ~~Go To:~~ [~~34040\_sdContextStore~~](#bm34040sdContextStore)  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| timeout /  no match |  | |  | ~~Set transferType=EMERGENCY~~  ~~Go To:~~ [~~2100\_dbLookupAudioPhrase~~](#bm2100dbLookupAudioPhrase)  Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | Never | |
| Operator |  | | 0 | Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | |  | |
| continue (8) |  | | 8 | ~~Go To:~~ [~~2100\_dbLookupAudioPhrase~~](#bm2100dbLookupAudioPhrase)  Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 0 | | | | Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | |
| Max No Input | 0 | | | | Go To: [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| timeout | | | | | | 3000 | | | | |
| Developer Notes | | | | | | | | | | |
| Verbiage only  **Phase 2D** 1100\_iaNoCSR  If pressing 1 for wanting to go to gas emergency now go to 35000 for CSR where it will do the VDN lookup for call type emergency. Emergency has no time of day, its 7/24/365 to emergency.  If timeout, no longer set the transfer type to emergency…as its not going to emergency, its going to the general app. To continue would set the transfer to the wrong VDN.  Global zero is Not active and goes to the 1800\_deCheckSpecialMsg logic. This is because we want them to hear any special (emergency) messages, holiday messages etc, before they can press zero. Call type was set as NON Validated as default before the call started  observe the inter character time out and reset to 5 seconds leaving this DM  Press 2 at this stage does not set language to Spanish  **Phase 2D**  Changed Node name from “1100\_iaNoCSR” to “1700\_iaNoCSR” as per requirement.-adjusted 3/07/23 (mjedit)  Updated hyperlinks related to “1100\_iaNoCSR” to “1700\_iaNoCSR” and update prompt name. - adjusted 3/07/23 (mohitedit) | | | | | | | | | | |

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| [1800\_deCheckSpecialMsg](#_2.0_Messages) | | Branch  [1.0\_CallStart](#bm1_0_CallStart) |
| Previous State | | |
| [1600\_iaGasEmergency](#bm1600_iaGasEmergency), [1700\_iaNoCSR](#bm1700_iaNoCSR) | | |
| Condition | Action | |
| If Holiday\_SW(CAV.LOC) = TRUE | Go To: [1920\_deCheckHolidayMsg](#bm1920deCheckHolidayMsg) | |
| ELSE | Go To: [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | |
| Developer Notes | | |
| **Phase 2D** 1800\_deCheckSpecialMsg  If the holiday switch was set in 1220\_deCheckHoliday go to: 1920\_deCheckHolidayMsg to see what state message needs to play for this call. Other wise if not a holiday go to 2020 and check to see if special message needs to be spoken | | |

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| [1920\_deCheckHolidayMsg](#_2.0_Messages) | | Branch  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg) | | |
| Condition | Action | |
| IF CAV.location = "OK" | Go To: [1940\_ppHolidayMsgOk](#bm1940ppHolidayMsgOk) | |
| IF CAV.location = "TX" | Go To: [1960\_ppHolidayMsgTx](#bm1960ppHolidayMsgTx) | |
| IF CAV.location = "KS" | Go To: [1980\_ppHolidayMsgKs](#bm1980ppHolidayMsgKs) | |
| ELSE | Go To: [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | |
| Developer Notes | | |
| **Phase 2D** 1920\_deCheckHolidayMsg  If call is in OK Go To: 1940\_ppHolidayMsgOk  If call is in TS Go To: 1960\_ppHolidayMsgTx  If call is in KS Go To: 1980\_ppHolidayMsgKs  Or default to the 2020\_deCheckSpecialMsg | | |

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| [1940\_ppHolidayMsgOk](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [1920\_deCheckHolidayMsg](#bm1920deCheckHolidayMsg) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| If *CAV.Holiday\_Msg\_OKENG or CAV.Holiday\_Msg\_OKSPA not blank* | | *CAV.Holiday\_Msg\_OKENG or SPA* |
| else | |  |
| We're sorry, our offices are currently closed for the holiday. Most of your requests can be completed here on our self service automated system or visit our website at Oklahoma Natural Gas dot com | | 1940\_ppHolidayMsgOkI1 |
| Condition | Action | |
|  | Go To: [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | |
| Holiday Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 1940\_ppHolidayMsgOk  If the special OK CAV Holiday message for the correct call language is not blank, speak that message (move the field to the open prompt and use the info in the CAV field as the vocab label. The business will need to make sure we move that label to the vocabulary and its recorded. This is in case we want a specific holiday or any specific message.) if the holiday CAV field is blank speak the generic Spanish or English message as it exists in the vocabulary.  Review the existing holiday generic message to encourage self service on the IVR. No need to mention the web.  Updated verbiage for 1940\_ppHolidayMsgOkI1. 5/8/2023 (mjedit)  Updated verbiage for 1940\_ppHolidayMsgOkI1 8/9/2023 (mjedit) Updated verbiage for 1940\_ppHolidayMsgOkI1 10/6/2023 (mjedit) | | |

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| [1960\_ppHolidayMsgTx](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [1920\_deCheckHolidayMsg](#bm1920deCheckHolidayMsg) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| If *CAV.Holiday\_Msg\_TXENG or CAV.Holiday\_Msg\_TXSPA not blank* | | *CAV.Holiday\_Msg\_TXENG or SPA* |
| else | |  |
| We're sorry, our offices are currently closed for the holiday. Most of your requests can be completed here on our self service automated system or visit our website at Texas Gas Service dot com | | 1960\_ppHolidayMsgTxI1 |
| Condition | Action | |
|  | Go To: [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | |
| Holiday Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 1960\_ppHolidayMsgTx  If the special Tx CAV Holiday message for the correct call language is not blank, speak that message (move the field to the open prompt and use the info in the CAV field as the vocab label. The business will need to make sure we move that label to the vocabulary and its recorded. This is in case we want a specific holiday or any specific message. ) if the holiday CAV field is blank speak the generic spanish or english message as it exists in the vocabulary  Review the existing holiday generic message to encourage self service on the IVR. No need to mention the web.  Updated verbiage for 1960\_ppHolidayMsgTxI1. 5/8/2023 (mjedit)  Updated verbiage for 1960\_ppHolidayMsgTxI1 8/9/2023 (mjedit) Updated verbiage for 1960\_ppHolidayMsgTxI1 10/6/2023 (mjedit) | | |

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| [1980\_ppHolidayMsgKs](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [1920\_deCheckHolidayMsg](#bm1920deCheckHolidayMsg) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| If *CA\_Holiday\_Msg\_KSENG or CA\_Holiday\_Msg\_KSSPA not blank* | | *CA\_Holiday\_Msg\_KSENG or SPA* |
| else | |  |
| We're sorry, our offices are currently closed for the holiday. Most of your requests can be completed here on our self service automated system or visit our website at Kansas Gas Service dot com | | 1980\_ppHolidayMsgKsI1 |
| Condition | Action | |
|  | Go To: [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | |
| Holiday Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 1980\_ppHolidayMsgKs  If the special Tx CAV Holiday message for the correct call language is not blank, speak that message (move the field to the open prompt and use the info in the CAV field as the vocab label. The business will need to make sure we move that label to the vocabulary and its recorded. This is in case we want a specific holiday or any specific message. ) if the holiday CAV field is blank speak the generic Spanish or English message as it exists in the vocabulary  Review the existing holiday generic message to encourage self service on the IVR. No need to mention the web.  Updated verbiage for 1980\_ppHolidayMsgKsI1. 5/8/2023 (mjedit)  Updated verbiage for 1980\_ppHolidayMsgKsI1 8/9/2023 (mjedit) Updated verbiage for 1980\_ppHolidayMsgKsI1 10/6/2023 (mjedit) | | |

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| [2020\_deCheckSpecialMsg](#_2.0_Messages) | | Branch  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2100\_dbLookupAudioPhrase](#bm2100dbLookupAudioPhrase), [1800\_deCheckSpecialMsg](#bm1800deCheckSpecialMsg), [1920\_deCheckHolidayMsg](#bm1920deCheckHolidayMsg), [1940\_ppHolidayMsgOk](#bm1940ppHolidayMsgOk) ,[1960\_ppHolidayMsgTx](#bm1960ppHolidayMsgTx), [1980\_ppHolidayMsgKs](#bm1980ppHolidayMsgKs) | | |
| Condition | Action | |
| ~~IF Phrase=2040\_ppSpecialMsgOkI1~~  ~~and Activate = true~~ IF Location = OK AND  IF CAV.specialMsgOK = true | Go To: [2040\_ppSpecialMsgOk](#bm2040ppSpecialMsgOk) | |
| ~~IF Phrase=2060\_ppSpecialMsgTxI1~~  ~~and Activate = true~~  IF Location = TX AND  IF CAV.specialMsgTX= true | Go To: [2060\_ppSpecialMsgTx](#bm2060ppSpecialMsgTx) | |
| ~~IF Phrase=2080\_ppSpecialMsgKsI1~~  ~~and Activate = true~~  IF Location = KS AND  IF CAV.specialMsgKS = true | Go To: [2080\_ppSpecialMsgKs](#bm2080ppSpecialMsgKs) | |
| ELSE | Go To: [2120\_deCheckMaintenance](#bm2120deCheckMaintenance) | |
| Developer Notes | | |
| Phase 2D 2020\_deCheckSpecialMsg  Special messages set by state CAV file. (consider setting to greater detail like area code/prefix)  Verbiage can be set each condition in the vocab. Special message needs to be thought through ahead of time and loaded into vocab ahead of time. At no time should there be “our IVR system is down”…if they hear this message its not down.  Conditions can be storms, gas emergency, earthquakes, wildfires, tornadoes, explosions, flies, boils and locus,  Added Location check to conditions. 05/02/2023 (mjedit) | | |

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| [2040\_ppSpecialMsgOk](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *Verbiage for special prompt can vary* | | 2040\_ppSpecialMsgOkI1 |
| Condition | Action | |
|  | Go To: [2120\_deCheckMaintenance](#bm2120deCheckMaintenance) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 2040\_ppSpecialMsgOk  IF CAV.specialMsgOK = true speak the message 2040\_ppSpecialMsgOkI1  Updated verbiage for 2040\_ppSpecialMsgOkI1 8/9/2023 (mjedit) Updated verbiage for 2040\_ppSpecialMsgOkI1 10/6/2023 (mjedit) | | |

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| [2060\_ppSpecialMsgTx](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *Verbiage for special prompt can vary* | | 2060\_ppSpecialMsgTxI1 |
| Condition | Action | |
|  | Go To: [2120\_deCheckMaintenance](#bm2120deCheckMaintenance) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 2060\_ppSpecialMsgTx  IF CAV.specialMsgTX = true speak the message 2060\_ppSpecialMsgTxI1.  Updated verbiage for 2060\_ppSpecialMsgTxI1 8/9/2023 (mjedit) Updated verbiage for 2060\_ppSpecialMsgOkI1 10/6/2023 (mjedit) | | |

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| [2080\_ppSpecialMsgKs](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *Verbiage for special prompt can vary* | | 2080\_ppSpecialMsgKsI1 |
| Condition | Action | |
|  | Go To: [2120\_deCheckMaintenance](#bm2120deCheckMaintenance) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 2080\_ppSpecialMsgKs  IF CAV.specialMsgKS = true speak the message 2080\_ppSpecialMsgKsI1.  Updated verbiage for 2080\_ppSpecialMsgKsI1 8/9/2023 (mjedit) Updated verbiage for 2080\_ppSpecialMsgOkI1 10/6/2023 (mjedit) | | |

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| [2120\_deCheckMaintenance](#_2.0_Messages) | | Branch  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2020\_deCheckSpecialMsg](#bm2020deCheckSpecialMsg),  [2040\_ppSpecialMsgOk](#bm2040ppSpecialMsgOk),  [2060\_ppSpecialMsgTx](#bm2060ppSpecialMsgTx),  [2080\_ppSpecialMsgKs](#bm2080ppSpecialMsgKs) | | |
| Condition | Action | |
| ~~IF CAV.maintenanceOK = true~~  IF Location = OK AND  IF CAV.maintenanceOK = true or Maintenance\_SW = TRUE | Go To: [2140\_ppMaintenanceOK](#bm2140ppMaintenanceOK) | |
| ~~IF CAV.maintenanceTX = true~~  IF Location = TX AND  IF CAV.maintenanceTX = true or Maintenance\_SW = TRUE | Go To: [2160\_ppMaintenanceOK](#bm2160ppMaintenanceOK) | |
| ~~IF CAV.maintenanceKS = true~~  IF Location = KS AND  IF CAV.maintenanceKS = true or Maintenance\_SW = TRUE | Go To: [2180\_ppMaintenanceKS](#bm2180ppMaintenanceKS) | |
| ELSE | Go To: [2220\_ppAudioIcon](#bm2220ppAudioIcon) | |
| Developer Notes | | |
| **Phase 2D** 2120\_deCheckMaintenance  If the CAV setting for the state or the maintenance switch = true go to the state specific maintenance message otherwise go to 2220\_ppAudioIcon which is the gateway to the main application  Added Location check to conditions. 05/02/2023 (mjedit) | | |

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| [2140\_ppMaintenanceOK](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2120\_deCheckMaintenance](#bm2120deCheckMaintenance) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Our interactive voice response system is currently down for maintenance. We apologize for any inconvenience. | | 2140\_ppMaintenanceOKI1 |
| Condition | Action | |
|  | Go To: [2220\_ppAudioIcon](#bm2220ppAudioIcon) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 2140\_ppMaintenanceOK  vocab change 2140\_ppMaintenanceOKI1 Prompt 2140\_ppMaintenanceOKI1 verbiage adjusted. 4/27/2023 (mjedit)  Updated verbiage for 2140\_ppMaintenanceOKI1 8/9/2023 (mjedit) | | |

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| [2160\_ppMaintenanceTX](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2120\_deCheckMaintenance](#bm2120deCheckMaintenance) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Our interactive voice response system is currently down for maintenance. We apologize for any inconvenience. | | 2160\_ppMaintenanceTXI1 |
| Condition | Action | |
|  | Go To: [2220\_ppAudioIcon](#bm2220ppAudioIcon) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| **Phase 2D** 2160\_ppMaintenanceTXI1  Vocab change 2160\_ppMaintenanceTXI1  Updated verbiage for 2160\_ppMaintenanceTXI1 8/9/2023 (mjedit) | | |

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| [2180\_ppMaintenanceKS](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2120\_deCheckMaintenance](#bm2120deCheckMaintenance) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Our interactive voice response system is currently down for maintenance. We apologize for any inconvenience. | | 2180\_ppMaintenanceKSI1 |
| Condition | Action | |
|  | Go To: [2220\_ppAudioIcon](#bm2220ppAudioIcon) | |
| Special Settings | | |
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| Developer Notes | | |
| **Phase 2D** 2180\_ppMaintenanceKS  Vocab change 2180\_ppMaintenanceKSI1  Updated verbiage for 2180\_ppMaintenanceKSI1 8/9/2023 (mjedit) | | |

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| [2220\_ppAudioIcon](#bm2_Messages) | | Play Prompt  [2.0\_Messages](#bm2_Messages) |
| Previous State | | |
| [2120\_deCheckMaintenance](#bm2120deCheckMaintenance),  [2140\_ppMaintenanceOK](#bm2140ppMaintenanceOK),  [2160\_ppMaintenanceT](#bm2160ppMaintenanceOK)X,  [2180\_ppMaintenanceKS](#bm2180ppMaintenanceKS) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| ~~audio icon~~ | | ~~audioicon~~ |
| Condition | Action | |
|  | Go To: [**5020\_iaMainMenu**](#bm5020iaMainMenu) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| , do not play audicone | | |

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| [3000\_sdGetAccount](#bm3_SD_GetAccount) | | | | | Sub-Dialog Flow  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | | Returning To | | |
| [~~2220\_ppAudioIcon~~](#bm2220ppAudioIcon) | | | [~~2200\_deCheckValidAcct~~](#bm2200deCheckValidAcct) | | |
| [8070\_iaAccountWrapUp](#bm8070iaAccountWrapUp) | | | [8010\_deCheckStatus](#bm8010deCheckStatus) | | |
| [8080\_iaAccountNoWrapUp](#bm8080iaAccountNoWrapUp) | | | [8010\_deCheckStatus](#bm8010deCheckStatus) | | |
| [10260\_iaReceiptWrapUp](#bm10260iaReceiptWrapUp) | | | [10040\_iaReceiptNumber](#bm10040iaReceiptNumber) | | |
| [10240\_iaReceiptNoWrapUp](#bm10240iaReceiptNoWrapUp) | | | [10040\_iaReceiptNumber](#bm10040iaReceiptNumber) | | |
| [13180\_iaAutoPayWrapUp](#bm13180iaAutoPayWrapUp) | | | [13040\_iaEnrollAutoBillPay](#bm13040iaEnrollAutoBillPay) | | |
| [8010\_deCheckStatus](#bm8010deCheckStatus) | | | [6000\_sdAccountStatus](#bm6000sdAccountStatus) | | |
| [30000\_sdBillingOptions](#bm30000sdBillingOptions) | | | [6000\_sdAccountStatus](#bm6000sdAccountStatus) | | |
| [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) (stop\_service) | | | [18200\_sdStopService](#bm18200sdStopService) | | |
| [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) (appointments) | | | [18030\_dbGetOpenServiceOrders](#bm18030_dbGetOpenServiceOrders) | | |
| [5100\_iaOther](#bm5100iaOther) (all except Appointments) | | | [6000\_sdAccountStatus](#bm6000sdAccountStatus) | | |
| [5100\_iaOther](#bm5100iaOther) (Appointments) | | | [18030\_dbGetOpenServiceOrders](#bm18030_dbGetOpenServiceOrders) | | |
| **Input Parameters** | | | **Description** | | |
|  |  | | | Input | |
| **Output Parameters** | **Description** | | |  | |
|  |  | | | Output | |
| **Action** | **Go To** | | |  | |
| Set validAcct = FALSE | | Go To: [3020\_deCheckAni](#bm3020deCheckAni) | | | |
| **Developer Notes** | |  | | | |
| On entering the Sub-Dialog, the valid account flag is set to FALSE. | | | | | |
| ASA-Blue..3000 Non HOS Containment Authentication | | | | | |

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| [3020\_deCheckAni](#bm3_SD_GetAccount) | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3000\_sdGetAccount](#bm3000sdGetAccount) | | |
| Condition | Action | |
| **If I3\_authenticated = True** | Go To: [3380\_dbgetAccountSummary](#bm3380dbgetAccountSummary) | |
| IF acctReentry = TRUE | Set *InitAuthCheck* = TRUE  Go To: [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | |
| IF ANI not null | Set *InitAuthCheck* = TRUE  Go To: [3040\_dbLookupBillingAccount](#bm3040dbLookupBillingAccount) | |
| ELSE | Set *InitAuthCheck* = TRUE  Go To: [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | |
| Developer Notes | | |
| Added and set variable *InitAuthCheck* = TRUE. 05/12/23 (mjedit)  Phase3.1 Pay by phone | | |

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| [3040\_dbLookupBillingAccount](#bm3_SD_GetAccount) | | Data Source  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3020\_deCheckAni](#bm3020deCheckAni) | | |
| Input | Description | |
| ANI |  | |
| ldcProvider | Location of caller (i.e., Kansas, Oklahoma, Texas) | |
| Output | Description | |
| Payload/Account/AccountNumber | Account number. | |
| Payload/Account/FirstName | First name on account. | |
| Payload/Account/LastName | Last name on account. | |
| Payload/Account/ServiceAddress | Service address on account. | |
| Payload/Account/AccountStatus | Status of account, i.e. Active. | |
| StatusCode | Status of the request; 0=Success, all else fails | |
| StatusMessage | The status message that accompanies the code, this message should be empty if the code is 0. | |
| TransactionID | The unique transaction id for the service response. | |
| Condition | Action | |
| IF StatusCode = 0  And numAccts = 1 | Set numAccts = Count.Payload/Account/  Set aniMatch=True  Go To: [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | |
| ELSE | ~~Go To:~~ [~~3100\_iaNewOrExisting~~](#bm3100iaNewOrExisting)  Go To: [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | |
| Developer Notes | | |
| <http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/LookupBillingAccount>  Purple..we are eliminating new/existing  Phase 2C - added condition numAccts = 1 | | |

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| [3060\_deValidAcct](#bm3_SD_GetAccount) | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | | |
| Condition | Action | |
| IF validAcct = FALSE | Go To: [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | |
| IF CAV.aniSSN = TRUE | Set ssnValidated = FALSE  Go To: [28000\_sdLast4SSN](#bm28000sdLast4SSN) | |
| ELSE | Go To: [3080\_dbgetAccountSummary](#bm3080dbgetAccountSummary) | |
| Developer Notes | | |
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| --- | --- | --- |
| [3080\_dbgetAccountSummary](#bm3_SD_GetAccount) | | Data Source  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3060\_deValidAcct](#bm3060deValidAcct),  [3180\_deCheckValidateSSN](#bm3180deCheckValidateSSN),  [28000\_sdLast4SSN](#bm28000sdLast4SSN) | | |
| Input | Description | |
| Payload/Account/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain status of account | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| **Payload/Collections/CuttOffDate** | **Cutoff date for the account due to collections.** | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| **Payload/CurrentIndicators/HasSoftDisconnect** | **True/False indicating whether account is under soft disconnect.** | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False indicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False indicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [3240\_deCheckAccountStatus](#bm3240deCheckAccountStatus) | |
| Developer Notes | | |
| <http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary> | | |

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| [3120\_iaConfirmAcctNum](#bm3_1_SD_GetAccountNum) | | | | | | | | | Interaction  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) | |
| Previous State | | | | | | | | | | |
| [3260\_iaConfirmHouse](#bm3260iaConfirmHouse) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Just to confirm that was account number ... | | | | | | | | 3120\_iaConfirmAcctNumI1 | |
|  | <accountNumber> spoken as digits | | | | | | | |  | |
|  | For yes, press one. For no, press two. | | | | | | | | 3120\_iaConfirmAcctNumI2 | |
| No Match 1/No Input 1 | If that was correct, press 1. Otherwise, press 2. | | | | | | | | 3120\_iaConfirmAcctNumN1 | |
| No Match 2/No Input 2 | If that account number was correct, press 1. Otherwise, press 2. | | | | | | | | 3120\_iaConfirmAcctNumN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| no |  | | 2 | Go To: [3360\_iaAccountNumber](#bm3360iaAccountNumber) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase 3 delete | | | | | | | | | | |

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| 3140\_deCheckNumber | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | | |
| Condition | Action | |
| IF Len(phoneAcctNum) = 10 | Go To: [3220\_dbLookupBillingAccount](#bm3220dbLookupBillingAccount) | |
| ELSE | Go To: [3380\_dbgetAccountSummary](#bm3380dbgetAccountSummary) | |
| Developer Notes | | |
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| 3180\_deCheckValidateSSN | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | | |
| Condition | Action | |
| IF validAcct = FALSE | Go To: [3360\_iaAccountNumber](#bm3360iaAccountNumber) | |
| IF CAV.phoneSSN = TRUE | Set ssnValidated = FALSE  Go To: [28000\_sdLast4SSN](#bm28000sdLast4SSN) | |
| ELSE | Go To: [3080\_dbgetAccountSummary](#bm3080dbgetAccountSummary) | |
| Developer Notes | | |
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| 3200\_iaGetAcctPhone | | | | | | | | | Interaction  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) | |
| Previous State | | | | | | | | | | |
| [3020\_deCheckAni](#bm3020deCheckAni),  [~~3100\_iaNewOrExisting~~](#bm3100iaNewOrExisting) , [3320\_ppPhoneNotFound](#bm3320ppPhoneNotFound), [3440\_ppAcctNotFound](#bm3440ppAcctNotFound) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter either the account number or the phone number associated with your account followed by the pound sign. | | | | | | | | 3200\_iaGetAcctPhoneI1 | |
| No Match 1/No Input 1 | You may enter either the account number or the phone number followed by the pound sign. | | | | | | | | 3200\_iaGetAcctPhoneN1 | |
| No Match 2/No Input 2 | Enter either the account number or the phone number associated with your account followed by the pound sign. | | | | | | | | 3200\_iaGetAcctPhoneN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| phoneAcctNum |  | | 10, 16,18 | Go To: [3140\_deCheckNumber](#bm3140deCheckNumber) | | | | | always | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| phoneAcctNum | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | phoneAcctNum | | | | | | | < phoneAcctNum r> {alphanumeric}{medial} | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| The phone number must be 10 digits. The account number may be either 16 or 18 digits.  Purple..confirm entry | | | | | | | | | | |

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| [3220\_dbLookupBillingAccount](#bm3_SD_GetAccount) | | Data Source  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3140\_deCheckNumber](#bm3140deCheckNumber) | | |
| Input | Description | |
| phoneNumber | Phone number associated with the account. | |
| ldcProvider | Location based on DNIS.  <location> | |
| Output | Description | |
| Payload/LookupAccountResult/AccountNumber | Account number. | |
| Payload/LookupAccountResult/AccountStatus | Status of Account. (i.e., Final, Active, Inactive) | |
| Payload/LookupAccountResult/FirstName | First name on account. | |
| Payload/LookupAccountResult/LastName | Last name on account. | |
| Payload/LookupAccountResult/ServiceAddress | Address of property. | |
| StatusCode | Status of the request, 0=Success; all else fails. | |
| StatusMessage | Status Message | |
| TransactionID | Unique transaction ID. | |
| Condition | Action | |
| IF RejectReasonCode = SUCCESS | Set numAccts = Count.Payload/LookupAccountResult Set groupid = Payload/AccountNumber  Go To: [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | |
| IF RejectReasonCode = 187 | Go To: [[332**5**\_pp**AcctNotAuthorized**](#bm3325_ppAcctNotAuthorized)](#bm3320ppPhoneNotFound) | |
| ELSE | Go To: [3320\_ppPhoneNotFound](#bm3320ppPhoneNotFound) | |
| Developer Notes | | |
| [http://schemas.microsoft.com/ws/2005/05/addressing/none">urn://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/LookupBillingAccount](http://schemas.microsoft.com/ws/2005/05/addressing/none%22%3eurn://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/LookupBillingAccount)  Phase5.3\_Stop adding web coding for new condition | | |

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| [3240\_deCheckAccountStatus](#bm3_SD_GetAccount) | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [3080\_dbgetAccountSummary](#bm3080dbgetAccountSummary),  [3260\_iaConfirmHouse](#bm3260iaConfirmHouse) | | |
| Condition | Action | |
| ~~IF Payload/CurrentIndicators/HasBadDebt=True~~ | ~~Go To:~~ [~~35000\_sdOfficeHours~~](#bm35000sdOfficeHours) | |
| ~~IF Payload/AccountStatus="Final"~~ | ~~Go To:~~ [~~35000\_sdOfficeHours~~](#bm35000sdOfficeHours) | |
| IF Payload/CurrentIndicators/IsMasterBilll = TRUE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF CanUseWebAccess = FALSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF StatusCode<>0 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Return from: [3000\_sdGetAccount](#bm3000sdGetAccount) | |
| Developer Notes | | |
| Purple \_rules  ASA-Blue 3240 Non HOS -comment out bad debt. Approved by Samette | | |

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| [3260\_iaConfirmHouse](#bm3_1_SD_GetAccountNum) | | | | | | | | | Interaction  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) | |
| Previous State | | | | | | | | | | |
| [3380\_dbgetAccountSummary](#bm3380dbgetAccountSummary) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | ~~Okay, I've~~ located ~~an account that may be associated with the phone number your calling from. To confirm, that's for house number ...~~  Okay, I've located your account. Just to confirm. That's for house number | | | | | | | | 3260\_iaConfirmHouseI1 | |
|  | <Account\_ServiceAddress> house number | | | | | | | |  | |
|  | If that's the property you're calling about, press 1. Otherwise, press 2. | | | | | | | | 3260\_iaConfirmHouseI2 | |
| No Match 1/No Input 1 | If that was correct, press 1. Otherwise, press 2. | | | | | | | | 3260\_iaConfirmHouseN2 | |
| No Match 2/No Input 2 | If that house number was correct, press 1. Otherwise, press 2. | | | | | | | | 3260\_iaConfirmHouseN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Yes |  | | 1 | Set validAcct = TRUE  Set transferType=IVR\_DEFAULT  Go To: [3240\_deCheckAccountStatus](#bm3240deCheckAccountStatus) | | | | | Never | |
| No |  | | 2 | Go To: [3120\_iaConfirmAcctNum](#bm3120iaConfirmAcctNum) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [3265\_iaConfirmHouse](#bm3_1_SD_GetAccountNum) | | | | | | | | | Interaction  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) | |
| Previous State | | | | | | | | | | |
| [3380\_dbgetAccountSummary](#bm3380dbgetAccountSummary) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | For your security we need to re-validate your address. Just to confirm. That's for house number | | | | | | | | 3265\_iaConfirmHouseI1 | |
|  | <Account\_ServiceAddress> house number | | | | | | | |  | |
|  | If that's the property you're calling about, press 1. Otherwise, press 2. | | | | | | | | 3265\_iaConfirmHouseI2 | |
| No Match 1/No Input 1 | For your security we need to re-validate your address. Just to confirm. That's for house number | | | | | | | | 3265\_iaConfirmHouseN1 | |
|  | <Account\_ServiceAddress> house number | | | | | | | |  | |
|  | If that was correct, press 1. Otherwise, press 2. | | | | | | | | 3265\_iaConfirmHouseN1 | |
| No Match 2/No Input 2 | If that house number was correct, press 1. Otherwise, press 2. | | | | | | | | 3265\_iaConfirmHouseN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Yes |  | | 1 | Set validAcct = TRUE  ~~Set transferType=IVR\_DEFAULT~~  Go To: [3240\_deCheckAccountStatus](#bm3240deCheckAccountStatus) | | | | | Never | |
| No |  | | 2 | Go To: 3200\_iaGetAcctPhone | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase3.1 Pay by Phone | | | | | | | | | | |

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| [3320\_ppPhoneNotFound](#bm3_1_SD_GetAccountNum) | | Play Prompt  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) |
| Previous State | | |
| [3220\_dbLookupBillingAccount](#bm3220dbLookupBillingAccount) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| err\_count = err\_count + 1  ~~If err\_count < 2~~ if err\_count <= maxError  We didn’t find a match for that phone number. | | 3320\_ppPhoneNotFoundI2 |
| Else | |  |
| I don’t see an account with that phone number. Let’s try this another way. | | 3320\_ppPhoneNotFoundI1 |
| Condition | Action | |
| ~~If err\_count < 2~~  If err\_count <= maxError | Go To: [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | |
| Else | Go To: [3360\_iaAccountNumber](#bm3360iaAccountNumber) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase 2C - added err\_count < 2 condition and prompt.  **Phase 2D**- adjusted 3/13/23  maxError instead of 2 and added err\_count increment logic for user understanding adjusted logic for retry to “<=” for error count added “else” for prompt. 3/11/2023 (mjedit) | | |

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| [3325\_pp](#bm3_1_SD_GetAccountNum)AcctNotAuthorized | | Play Prompt  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) |
| Previous State | | |
| [3220\_dbLookupBillingAccount](#bm3220dbLookupBillingAccount) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| You are not currently authorized to use ONEGas’s automated self service systems. Please try a different account or phone number. | | [3325\_pp](#bm3_1_SD_GetAccountNum)AcctNotAuthorizedl1 |
| Condition | Action | |
| If err\_count <= maxError | Go To: [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase5.3\_Stop | | |

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| [3360\_iaAccountNumber](#bm3_1_SD_GetAccountNum) | | | | | | | | | Interaction  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) | |
| Previous State | | | | | | | | | | |
| [3060\_deValidAcct](#bm3060deValidAcct),  [3180\_deCheckValidateSSN](#bm3180deCheckValidateSSN),  [3320\_ppPhoneNotFound](#bm3320ppPhoneNotFound),  [3120\_iaConfirmAcctNum](#bm3120iaConfirmAcctNum),  [3590\_ppMultiHouseNumber](#bm3590ppMultiHouseNumber) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter the account number followed by the pound sign  Please enter the account number. | | | | | | | | 3360\_iaAccountNumberI1 | |
| No Match 1/No Input 1 | Please enter the account number located on your bill followed by the pound sign  Please enter the account number located on your bill. | | | | | | | | 3360\_iaAccountNumberN1 | |
| No Match 2/No Input 2 | Please enter the account number followed by the pound sign  Please enter the account number. | | | | | | | | 3360\_iaAccountNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| acctNum |  | | 16,18 digits | Go To: [3380\_dbgetAccountSummary](#bm3380dbgetAccountSummary) | | | | | Always | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| phoneAcctNum | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | AcctNum | | | | | | | < AcctNum> {alphanumeric}{medial} | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| interdigitTimeout | | | | | | 7000 | | | | |
| Developer Notes | | | | | | | | | | |
| The account number may be either 16 or 18 digits.  ASA-blue 3360 NON HOS, add confirmation, NOTE,,,,intercharacter time out of 7 seconds  Green vocab. Interchar is 7 seconds in prod now... | | | | | | | | | | |

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| [3380\_dbgetAccountSummary](#bm3_1_SD_GetAccountNum) | | Data Source  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) |
| Previous State | | |
| [3140\_deCheckNumber](#bm3140deCheckNumber),  [3360\_iaAccountNumber](#bm3360iaAccountNumber) 3020\_deCheckAni | | |
| Input | Description | |
| acctNum | Account number entered by caller. | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain status of account. | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False ndicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested.3 | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF I3\_Authenticated = True and  IF StatusCode=0 | numAccts=1  Set groupid = Payload/AccountNumber  Go to 3265\_iaConfirmHouse | |
| IF I3\_Authenticated = True and  IF StatusCode=101 | Set I3\_Authenticated False  Go to 3200\_iaGetAcctPhone | |
| IF StatusCode=0 | numAccts=1  Set groupid = Payload/AccountNumber  Go To: [3260\_iaConfirmHouse](#bm3260iaConfirmHouse) | |
| IF StatusCode=187 | Go To: [[332**5**\_pp**AcctNotAuthorized**](#bm3325_ppAcctNotAuthorized)](#bm3320ppPhoneNotFound) | |
| IF StatusCode=101 | Go To: [3420\_deErrorCheck](#bm3420deErrorCheck) | |
| Developer Notes | | |
| <http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/GetAccountSummary>  Phase3.1 Pay by phone  Phase5.3\_Stop adding code 187 | | |

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| [3420\_deErrorCheck](#bm3_1_SD_GetAccountNum) | | Branch  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) |
| Previous State | | |
| [3380\_dbgetAccountSummary](#bm3380dbgetAccountSummary) | | |
| Condition | Action | |
| IF errCnt < maxError | increment errCnt+1  ~~Go To:~~ [~~3120\_iaConfirmAcctNum~~](#bm3120iaConfirmAcctNum)  Go to [3440\_ppAcctNotFound](#bm3440ppAcctNotFound) | |
| ELSE | ~~Return from:~~ [~~3000\_sdGetAccount~~](#bm3000sdGetAccount)  Go To : [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| **Phase2\_ChangeControl** Updated else condition which goes to officeHours.  **Phase2d**  If coming from 3380\_dbgetAccountSummary with an invalid account entry (not found condition) and go to 3420\_ppAcctNotFound to speak a prompt. Give it 2 retries instead of the current 1. On the 3’d retry go to CSR  errCnt=0 and maxError=2 | | |

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| [3440\_ppAcctNotFound](#bm3_1_SD_GetAccountNum) | | Branch  [3.1\_SD\_GetAccountNum](#bm3_1_SD_GetAccountNum) |
| Previous State | | |
| [3420\_deErrorCheck](#bm3420deErrorCheck) | | |
| Prompts | | |
| Conditions and Wording | |  |
| I didn't find a match for that entry. | | 3440\_ppAcctNotFoundI1 |
| Condition | | Action |
|  | Go To: [3200\_iaGetAcctPhone](#bm3200iaGetAcctPhone) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Changed prompt name as conflicting with 3420\_deErrorCheck  **Phase 2D** 3440\_ppAcctNotFound  Speaking a new prompt 3420\_ppAcctNotFoundI1 if coming from 3420\_deErrorCheck on invalid account entry retry.  Updated verbiage for 3440\_ppAcctNotFoundI1 8/25/2023 (mjedit) | | |

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| [3500\_sdConfirmLocation](#_3.2_SD_ConfirmLocation) | | | | | Sub-Dialog Flow  [3.2\_SD\_ConfirmLocation](#bm3_2_SD_ConfirmLocation) |
| Previous State | | | Returning To | | |
| [3040\_dbLookupBillingAccount](#bm3040dbLookupBillingAccount) | | | [3060\_deValidAcct](#bm3060deValidAcct) | | |
| [3220\_dbLookupBillingAccount](#bm3220dbLookupBillingAccount) | | | [3180\_deCheckValidateSSN](#bm3180deCheckValidateSSN) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [3520\_deMultiAccounts](#bm3520deMultiAccounts) | | | |
| Developer Notes | | | | | |
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| [3520\_deMultiAccounts](#_3.2_SD_ConfirmLocation) | | Branch  [3.2\_SD\_ConfirmLocation](#bm3_2_SD_ConfirmLocation) |
| Previous State | | |
| [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | | |
| Condition | Action | |
| IF numAccts > 1 | Set errCnt = 1  Go To: [3560\_iaConfirmHouseNum](#bm3560iaConfirmHouseNum) | |
| ELSE | Go To: [3540\_iaConfirmHouse](#bm3540iaConfirmHouse) | |
| Developer Notes | | |
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| [3540\_iaConfirmHouse](#_3.2_SD_ConfirmLocation) | | | | | | | | | Interaction  [3.2\_SD\_ConfirmLocation](#bm3_2_SD_ConfirmLocation) | |
| Previous State | | | | | | | | | | |
| [3520\_deMultiAccounts](#bm3520deMultiAccounts) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Okay, I've located an account that may be associated with the phone number your calling from. To confirm, that's for house number ...  Now, for your security, I'm going to ask you to verify the service address. To confirm that for house numer.... | | | | | | | | 3540\_iaConfirmHouseI1 | |
|  | <Account\_ServiceAddress> house number | | | | | | | |  | |
|  | If that's the property you're calling about, press 1. Otherwise, press 2. | | | | | | | | 3540\_iaConfirmHouseI2 | |
| No Match 1/No Input 1 | If that was correct, press 1. Otherwise, press 2. | | | | | | | | 3540\_iaConfirmHouseN1 | |
| No Match 2/No Input 2 | If that house number was correct, press 1. Otherwise, press 2. | | | | | | | | 3540\_iaConfirmHouseN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set validAcct = TRUE  Set transferType=IVR\_DEFAULT  Return from: [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | | | | | Never | |
| no |  | | 2 | Return from: [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Green, vocab only | | | | | | | | | | |

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| [3560\_iaConfirmHouseNum](#_3.2_SD_ConfirmLocation) | | | | | | | | | Interaction  [3.2\_SD\_ConfirmLocation](#bm3_2_SD_ConfirmLocation) | |
| Previous State | | | | | | | | | | |
| [3520\_deMultiAccounts](#bm3520deMultiAccounts),  [3580\_deCheckHouseNum](#bm3580deCheckHouseNum) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | I’ve located more than one account that may be associated with the phone number that you are calling from.  Now, for your security, I'm going to ask you to verify the service address. | | | | | | | | 3560\_iaConfirmHouseNumI1 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | Please enter the house number for the property you're calling about.  Please enter the house number for the property you're calling about followed by the pound sign | | | | | | | | 3560\_iaConfirmHouseNumI2 | |
| No Match 1/No Input 1 | Please enter the house number associated with the account.  Please enter the house number associated with the account followed by the pound sign | | | | | | | | 3560\_iaConfirmHouseNumN1 | |
| No Match 2/No Input 2 | Please enter the house number.  Please enter the house number followed by the pound sign | | | | | | | | 3560\_iaConfirmHouseNumN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| houseNum |  | | 1-6 | Go To: [3580\_deCheckHouseNum](#bm3580deCheckHouseNum) | | | | | always | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Green, vocab only  Phase 3 | | | | | | | | | | |

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| [3580\_deCheckHouseNum](#_3.2_SD_ConfirmLocation) | | Branch  [3.2\_SD\_ConfirmLocation](#bm3_2_SD_ConfirmLocation) |
| Previous State | | |
| [3560\_iaConfirmHouseNum](#bm3560iaConfirmHouseNum) | | |
| Condition | Action | |
| IF Count(houseNum = Payload/Account/ServiceAddress) > 1 | Go To: [3590\_ppMultiHouseNumber](#bm3590ppMultiHouseNumber) | |
| IF houseNum = Payload/Account/ServiceAddress | Set validAccount = TRUE  Return from: [3500\_sdConfirmLocation](#bm3500sdConfirmLocation) | |
| IF errCnt < 2 | Increment errCnt  Go To: [3560\_iaConfirmHouseNum](#bm3560iaConfirmHouseNum) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| If there are multiple house number matches (possible apartment building) get the account number. | | |

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| [3590\_ppMultiHouseNumber](#_3.2_SD_ConfirmLocation) | | Play Prompt  [3.2\_SD\_ConfirmLocation](#bm3_2_SD_ConfirmLocation) |
| Previous State | | |
| [3580\_deCheckHouseNum](#bm3580deCheckHouseNum) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| I see there is more than one account number listed for that location. I'm going to need the account number. | | 3590\_ppMultiHouseNumberI1 |
| Condition | Action | |
|  | Go To: [3360\_iaAccountNumber](#bm3360iaAccountNumber) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
|  | | |

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| [5010\_deCheckValidated](#_5.0_MainMenu) | | Branch  [5.0\_MainMenu](#bm5_0_MainMenu) |
| Previous State | | |
| [~~4020\_deCheckDynMsg~~](#bm4020deCheckDynMsg)~~,~~  [~~4080\_iaServiceRequest~~](#bm4080iaServiceRequest)~~,~~  [~~4180\_iaRecentPayment~~](#bm4180iaRecentPayment)~~,~~  [~~4500\_sdMakePayment~~](#bm4500sdMakePayment)~~,~~  [5140\_iaRatePlans](#bm5140iaRatePlans),  [5200\_iaHiddenMenu](#bm5200iaHiddenMenu),  [6000\_sdAccountStatus](#bm6000sdAccountStatus),  [19000\_sdServiceCall](#bm19000sdServiceCall),  [21000\_sdCompanyInfo](#bm21000sdCompanyInfo),  [22000\_sdCostOfGas](#bm22000sdCostOfGas),  [23000\_sdEnergyEfficiency](#bm23000sdEnergyEfficiency),  [27000\_sdVoiceAdmin](#bm27000sdVoiceAdmin),  [33000\_sdAveragePayment](#bm33000sdAveragePayment), [11000\_sdPaymentLocations](#bm11000sdPaymentLocations) | | |
| Condition | Action | |
| IF validated = TRUE | Go To: [5020\_iaMainMenu](#bm5020iaMainMenu) | |
| ELSE | Go To: [5020\_iaMainMenu](#bm5020iaMainMenu) | |
| Developer Notes | | |
|  | | |

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| [5020\_iaMainMenu](#_5.0_MainMenu) | | | | | | | | | Interaction  [5.0\_MainMenu](#bm5_0_MainMenu) | |
| Previous State | | | | | | | | | | |
| [5010\_deCheckValidated](#bm5010deCheckValidated),  [18000\_sdServiceOptions](#bm18000sdServiceOptions),  [30000\_sdBillingOptions](#bm30000sdBillingOptions),  [32000\_sdPayByPhone](#bm32000sdPayByPhone) , [2220\_ppAudioIcon](#bm2220ppAudioIcon) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | To pay your bill using your debit or credit card <pause> or checking account, Press 1  For Account information, payment plans or <pause> billing options Press 2  To start or stop service <pause> or to make an appointment change, Press 3  For all other options Press 4 | | | | | | | | 5020\_iaMainMenuI2 | |
|  | *ELSE* | | | | | | | |  | |
|  | To pay your bill using your debit or credit card <pause> or checking account, Press 1  For Account information, payment plans or <pause> billing options Press 2  To start or stop service <pause> or to make an appointment change, Press 3  For all other options Press 4 | | | | | | | | 5020\_iaMainMenuI1 | |
| No Match 1/No Input 1 | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | To pay your bill using your checking account, debit or credit card, Press 1  For Account information, payment plans or <pause> billing options Press 2  To start or stop service <pause> or to make an appointment change, Press 3  For all other options Press 4 | | | | | | | | 5020\_iaMainMenuN2 | |
|  | *ELSE* | | | | | | | |  | |
|  | To pay your bill using your checking account, debit or credit card, Press 1  For Account information, payment plans or <pause> billing options Press 2  To start or stop service <pause> or to make scheduling changes, Press 3  For all other options Press 4 | | | | | | | | 5020\_iaMainMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| pay\_phone |  | | 1 | Set wrapUp = TRUE  Set transferType=PAYMENTS  Go to: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | Never | |
| billing\_optons |  | | 2 | Set transferType=BILL\_OPTIONS  Go to: [30000\_sdBillingOptions](#bm30000sdBillingOptions) | | | | | Never | |
| service\_requests |  | | 3 | Set transferType=SERV\_ORDER  Go to: [18000\_sdServiceOptions](#bm18000sdServiceOptions) | | | | | Never | |
| other |  | | 4 | Set transferType=OTHER  Go to: [5100\_iaOther](#bm5100iaOther) | | | | | Never | |
| hidden\_menu |  | | 6 | Go to: [5200\_iaHiddenMenu](#bm5200iaHiddenMenu) | | | | | Never | |
| agent |  | | 0 | IF ACCOUNT\_AUTHORIZED = TRUE  Set transferType=APP\_REJECT  ELSE  Set transferType=NOT\_VALIDATED  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| NoMatch/NoInput |  | | - | IF ACCOUNT\_AUTHORIZED = TRUE  Set transferType=APP\_REJECT  ELSE  Set transferType=NOT\_VALIDATED  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Purple  Zero transfers use VDN ..depending on languages ...its is to maintain the volume flow through the allocator on the mix from Alorica/ONE Gas  4051011101  7851011101  9151011101  Updated transferType for agent and nomatch/noinput as per ACCOUNT\_AUTHORIZED field.  Verbiage updated to reflect production. 06/20/23 (mjedit)  Updated verbiage for 5020\_iaMainMenuN1 8/25/2023 (mjedit) | | | | | | | | | | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ~~5100\_iaOther~~ | | | | | | | | | ~~Interaction~~  [~~5.1\_OtherMenu~~](#bm5_1_OtherMenu) | |
| ~~Previous State~~ | | | | | | | | | | |
| ~~2200\_deCheckValidAcct, 5020\_iaMainMenu, 5010\_deCheckValidated~~ | | | | | | | | | | |
| ~~Prompts~~ | | | | | | | | | | |
| ~~Type~~ | ~~Conditions and Wording~~ | | | | | | | | ~~Prompt ID~~ | |
| ~~Example~~ | *~~IF CAV.location = "OK"~~*  ~~CAV.HOSOtther = True~~  ~~"To confirm a payment and enter the receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For our energy efficiency program, press 4~~  ~~For information on plan rates and the cost of gas, Press 5.~~  ~~If you are calling for the home warranty information, press 6.~~  *~~Else~~*  ~~"To confirm a payment and enter the receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For our energy efficiency program, press 4~~  ~~For information on plan rates and the cost of gas, Press 5.~~  ~~Oklahoma Natural Gas Company contact information, press 6.~~ | | | | | | | |  | |
| ~~Initial~~ | *~~IF CAV.location = "OK"~~* | | | | | | | |  | |
| ~~"To confirm a payment and enter the receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For our energy efficiency program, press 4~~  ~~For information on plan rates and the cost of gas, Press 5.~~  ~~Oklahoma Natural Gas Company contact information, press 6.~~ | | | | | | | | ~~5100\_iaOtherI1~~ | |
| *~~IF CAV.location = "TX"~~* | | | | | | | |  | |
| ~~" To confirm a payment and enter the receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For our energy efficiency program, press 4~~  ~~For information on the cost of gas, Press 5.~~  ~~Texas Gas Service contact information, press 6.~~ | | | | | | | | ~~5100\_iaOtherI2~~ | |
| *~~IF CAV.location = "KS"~~* | | | | | | | |  | |
| ~~"To enter a payment receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For information on the cost of gas, press 4.~~  ~~Or, for Kansas Gas Services contact information, press 5~~ | | | | | | | | ~~5100\_iaOtherI3~~ | |
| *~~IF officeOpen = TRUE~~* | | | | | | | |  | |
| ~~To speak with a representative, press 0.~~ | | | | | | | | ~~5100\_iaOtherI4~~ | |
| ~~No Match 1/No Input 1~~ | *~~IF CAV.location = "OK"~~* | | | | | | | |  | |
|  | ~~"To enter a payment receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For our energy efficiency program, press 4~~  ~~For information on plan rates and the cost of gas, Press 5.~~  ~~Oklahoma Natural Gas Company contact information, press 6.~~ | | | | | | | | ~~5100\_iaOtherN1A~~ | |
|  | *~~IF CAV.location = "TX"~~* | | | | | | | |  | |
|  | ~~"To enter a payment receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For our energy efficiency program, press 4~~  ~~For information on the cost of gas, Press 5.~~  ~~Texas Gas Service contact information, press 6.~~ | | | | | | | | ~~5100\_iaOtherN1B~~ | |
| *~~IF CAV.location = "KS"~~* | | | | | | | |  | |
| ~~"To enter a payment receipt, Press 1.~~  ~~To enter a meter reading press 2~~  ~~for "share the warmth" contribution programs, press 3~~  ~~For information on the cost of gas, press 4.~~  ~~Or, for Kansas Gas Services contact information, press 5~~ | | | | | | | | ~~5100\_iaOtherN1C~~ | |
| *~~IF officeOpen = TRUE~~* | | | | | | | |  | |
| ~~To speak to a representative, press 0.~~ | | | | | | | | ~~5100\_iaOtherN1D~~ | |
| ~~Option~~ | ~~Vocabulary~~ | | ~~DTMF~~ | ~~Condition-Action~~ | | | | | ~~Confirm?~~ | |
| ~~oklahoma~~ |  | |  |  | | | | |  | |
| ~~receipt~~ |  | | ~~1~~ | ~~If~~ *~~IF CAV.location = "OK" or “TX” or “KS”~~*  ~~Set wrapUp = FALSE~~  ~~Set = =~~  ~~Go to 3000\_sdGetAccount~~ | | | | | ~~Never~~ | |
| ~~meter\_reading~~ |  | | ~~2~~ | ~~If~~ *~~IF CAV.location = "OK" or “TX” or “KS”~~*  ~~Set transferType=MTRREAD~~  ~~Go to: 3000\_sdGetAccount~~ | | | | | ~~Never~~ | |
| ~~Share\_warmth~~ |  | | ~~3~~ | ~~If~~ *~~IF CAV.location = "OK" or “TX” or “KS”~~*  ~~Set transferType=STW~~  ~~Go to: 3000\_sdGetAccount~~ | | | | | ~~Never~~ | |
| ~~energy\_efficiency~~ |  | | ~~4~~ | *~~IF CAV.location = "OK"~~*  ~~Go to: 23000\_sdEnergyEfficiency~~ | | | | | ~~Never~~ | |
| ~~rates\_cog~~ |  | | ~~5~~ | ~~If~~ *~~IF CAV.location = "OK"~~*  ~~Go to: 5120\_iaPlanRatesMenu~~ | | | | |  | |
| ~~Company\_info~~ |  | | ~~6~~ | ~~CAV.HOSOtther = True~~  ~~Set transferType TBD~~  ~~Go To: 35000\_sdOfficeHours~~  ~~Else~~  ~~If~~ *~~IF CAV.location = "OK"~~*  ~~Go to: 21000\_sdCompanyInfo~~ | | | | |  | |
| ~~Texas~~ |  | |  |  | | | | |  | |
| ~~receipt~~ |  | | ~~1~~ | ~~If~~ *~~IF CAV.location = "OK" or “TX” or “KS”~~*  ~~Set wrapUp = FALSE~~  ~~Set transferType=MEMO~~  ~~Go to 3000\_sdGetAccount~~ | | | | | ~~Never~~ | |
| ~~meter\_reading~~ |  | | ~~2~~ | ~~If~~ *~~IF CAV.location = "OK" or “TX” or “KS”~~*  ~~Set transferType=MTRREAD~~  ~~Go to: 3000\_sdGetAccount~~ | | | | | ~~Never~~ | |
| ~~Share\_warmth~~ |  | | ~~3~~ | ~~If~~ *~~IF CAV.location = "OK" or “TX” or “KS”~~*  ~~Set transferType=STW~~  ~~Go to: 3000\_sdGetAccount~~ | | | | | ~~Never~~ | |
| ~~energy\_efficiency~~ |  | | ~~4~~ | *~~IF CAV.location = "TX"~~*  ~~Go to: 23000\_sdEnergyEfficiency~~ | | | | | ~~never~~ | |
| ~~Costof\_gas~~ |  | | ~~5~~ | *~~IF CAV.location = " “TX”~~*  ~~Go to: 22000\_sdCostOfGas~~ | | | | | ~~never~~ | |
| ~~Company\_info~~ |  | | ~~6~~ | ~~CAV.HOSOtther = True~~  ~~Set transferType=TBD~~  ~~Go To: 35000\_sdOfficeHours~~  ~~Else~~  *~~IF CAV.location = "TX"~~*  ~~Go to: 21000\_sdCompanyInfo~~ | | | | | ~~never~~ | |
| ~~Kanas~~ |  | |  |  | | | | |  | |
| ~~receipt~~ |  | | ~~1~~ | ~~Set wrapUp = FALSE~~  ~~Set transferType=MEMO~~  ~~Go to 3000\_sdGetAccount~~ | | | | | ~~never~~ | |
| ~~meter\_reading~~ |  | | ~~2~~ | ~~Set transferType=MTRREAD~~  ~~Go to: 3000\_sdGetAccount~~ | | | | | ~~Never~~ | |
| ~~Share\_warmth~~ |  | | ~~3~~ | ~~If~~ *~~IF CAV.location = "OK" or “TX” or “KS”~~*  ~~Set transferType=STW~~  ~~Go to: 3000\_sdGetAccount~~ | | | | | ~~never~~ | |
| *~~Cost\_Gas~~* |  | | *~~4~~* | *~~IF CAV.location = "KS"~~*  ~~Go to: 22000\_sdCostOfGas~~ | | | | | *~~Never~~* | |
| ~~Company\_info~~ |  | | ~~5~~ | *~~IF CAV.location = KS”~~*  ~~Go to: 21000\_sdCompanyInfo~~ | | | | | ~~Never~~ | |
| ~~HOS\_Market~~ |  | | ~~6~~ | ~~CAV.HOSOtther = True~~  ~~Set transferType TBD~~  ~~Go To: 35000\_sdOfficeHours~~  ~~Else~~  ~~Invalid~~ | | | | |  | |
| ~~Active Grammar~~ | | | | | | | ~~Condition~~ | ~~Barge-In~~ | | ~~NBest~~ |
|  | | | | | | |  |  | |  |
| ~~Confirmation Prompts~~ | | | | | | | | | | |
| ~~Option~~ | ~~Type~~ | ~~Wording~~ | | | | | | | ~~Prompt ID~~ | |
|  |  |  | | | | | | |  | |
| ~~Max Handler Override~~ | ~~Count~~ | | | | ~~Action~~ | | | | | |
|  |  | | | |  | | | | | |
| ~~Properties~~ | | | | | |  | | | | |
| ~~Parameter~~ | | | | | | ~~Value~~ | | | | |
|  | | | | | |  | | | | |
| ~~Developer Notes~~ | | | | | | | | | | |
| ~~Use No Match 1 / No Input 1 for No Match 2 / No Input 2.~~  ~~Purple~~  ~~see below~~ | | | | | | | | | | |

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| [5100\_iaOther](#_5.1_OtherMenu) | | | | | | | | | Interaction  [5.1\_OtherMenu](#bm5_1_OtherMenu) | |
| Previous State | | | | | | | | | | |
| [2200\_deCheckValidAcct](#bm2200deCheckValidAcct),  [5020\_iaMainMenu](#bm5020iaMainMenu), [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| example | CAV.HOSOtther = True  If you are calling to see how much you owe on your bill or if we received your last payment press 1  If you need information on your payment arrangement press 2  To pay your bill or help schedule an optional payment date press 3  If you are checking on the status of a service appointment press 4  For other services press 5  If you are calling for the home warranty information, press 6.  Else  If you are calling to see how much you owe on your bill or if we received your last payment press 1  If you need information on your payment arrangement press 2  To pay your bill or help schedule an optional payment date press 3  If you are checking on the status of a service appointment press 4  For all other services press 5 | | | | | | | |  | |
| Initial | If you are calling to see how much you owe on your bill or if we received your last payment press 1  If you need information on your payment arrangement press 2  To pay your bill or help schedule an optional payment date press 3  If you are checking on the status of a service appointment press 4  For all other services press 5 | | | | | | | | 5100\_iaOtherI1 | |
|  | If you are calling for the home warranty information, press 6. | | | | | | | | 5100\_iaOtherIHOS1 | |
| No Match 1/No Input 1 | If you are calling to see how much you owe on your bill or if we received your last payment press 1  If you need information on your payment arrangement press 2  To pay your bill or help schedule an optional payment date press 3  If you are checking on the status of a service appointment press 4  For anything else, press 5 | | | | | | | | 5100\_iaOtherN1A | |
|  | If you are calling for the home warranty information, press 6. | | | | | | | | 5100\_iaOtherIHOSN1A | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Bill\_Amount |  | | 1 | Set transferType=ACCT\_INFO  Go to [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| s |  | | 2 | Set transferType=BILL\_OPTIONS  Go to: [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| Other\_Payment |  | | 3 | Set transferType=PAYMENTS  Go to: [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| Service\_Appt |  | | 4 | Set transferType=SERVICE\_APPT  Go to: [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| Other\_Other |  | | 5 | Set transferType=OTHER  ~~Go To: [35000\_sdOfficeHour](#bm35000sdOfficeHours)~~  If CAV.OtherCSR = False  Go to: [5110\_iaOther](#bm5110_iaOther)  else  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| HOS\_Questions |  | | 6 | CAV.HOSOtther = True and location = TX or Loacation = OK  If Location = TX  Set transferType=TX\_HOS\_Market  Else  IF Location =OK  Set transferType=OK\_HOS\_Market  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours)  Else  Invalid key | | | | | Never | |
| Other\_operator |  | | 0 | Set transferType=OTHER  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  ASA-blue 5100 Non HOS containment 5100 Otherhave an option for HOS transfer on press 6..can change recording  Add 2 numbers to VDN Table for HOS  Phase 2, add CAV field to turn on/off secondary level Other menu  **Phase2\_ChangeControl -** updated option 5 for the new OtherCSR CAV for the new additional other menu. | | | | | | | | | | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [5110\_iaOther](#bm5110iaOther) | | | | | | | | | Interaction  [5.1\_OtherMenu](#bm5_1_OtherMenu) | |
| Previous State | | | | | | | | | | |
| [5100\_iaOther](#bm5100iaOther), [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "OK"* | | | | | | | |  | |
| To find a payment location, Press 1.  For energy efficiency program, press 2.  For information on plan rates and the cost of gas, press 3.  For Oklahoma Natural Gas contact information, press 4. | | | | | | | | 5110\_iaOtherI1 | |
| *IF CAV.location = "TX"* | | | | | | | |  | |
| To find a payment location, Press 1.  For energy efficiency program, press 2.  For information on plan rates and the cost of gas, press 3  For Texas Gas Service contact information, press 4. | | | | | | | | 5110\_iaOtherI2 | |
| *IF CAV.location = "KS"* | | | | | | | |  | |
| To find a payment location, Press 1.  For energy efficiency tips, press 2.  For information on plan rates and the cost of gas, press 3  For Kansas Gas Service contact information, press 4. | | | | | | | | 5110\_iaOtherI3 | |
| No Match 1 and 2/No Input 1 and 2 | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | To find a payment location, Press 1.  For energy efficiency program, press 2.  For information on plan rates and the cost of gas, press 3.  For Oklahoma Natural Gas contact information, press 4 | | | | | | | | 5110\_iaOtherN1A | |
|  | IF CAV.location = "TX" | | | | | | | |  | |
|  | To find a payment location, Press 1.  For energy efficiency program, press 2.  For information on plan rates and the cost of gas, press 3  For Texas Gas Service contact information, press 4. | | | | | | | | 5110\_iaOtherN1B | |
| IF CAV.location = "KS" | | | | | | | |  | |
| To find a payment location, Press 1.  For energy efficiency tips, press 2.  For information on plan rates and the cost of gas, press 3  For Kansas Gas Service contact information, press 4. | | | | | | | | 5110\_iaOtherN1C | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
|  |  | |  |  | | | | |  | |
| Payment\_locations |  | | 1 | *IF CAV.location = "OK" or “TX” or “KS”*  Set wrapUp = TRUE  Set transferType=PAY\_LOCS  Go to: [11000\_sdPaymentLocations](#bm11000sdPaymentLocations) | | | | | Never | |
| energy\_efficiency |  | | 2 | *IF CAV.location = "OK" or “TX” or “KS”*  Go to: [23000\_sdEnergyEfficiency](#bm23000sdEnergyEfficiency)  *~~IF CAV.location = “KS”~~*  *~~Go to~~* [~~21040\_iaWebSiteInfo~~](#bm21040iaWebSiteInfo) | | | | | Never | |
| *IF CAV.location = "OK"*  *Other\_rates*  *IF CAV.location = " “TX” or KS*  *Other\_CostGas* |  | | 3 | *IF CAV.location = "OK"*  Go to: [5120\_iaPlanRatesMenu](#bm5120iaPlanRatesMenu)  *IF CAV.location = " “TX” or KS*  Go to: [22000\_sdCostOfGas](#bm22000sdCostOfGas) | | | | | Never | |
| Company\_info |  | | 4 | *IF CAV.location = "OK" or "TX" or KS”*  Go to: [21000\_sdCompanyInfo](#bm21000sdCompanyInfo) | | | | |  | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  **Phase2\_ChangeControl** - created new additional 5110\_iaOther Menu  Before coming to this menu, call executing loadProperties common functionality and that common functionality is using before all modules. In common functionality, **other** transferType is overriding with **APP\_REJECT** when account is authenticated.  Phase 2C - Updated engergy\_efficiency option for KS. | | | | | | | | | | |

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| [5120\_iaPlanRatesMenu](#_5.1_OtherMenu) | | | | | | | | | Interaction  [5.1\_OtherMenu](#bm5_1_OtherMenu) | |
| Previous State | | | | | | | | | | |
| [5110\_iaOther](#bm5110_iaOther) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | For the cost of gas, press 1.  For information on our average payment plan, 2.  For information on rate plans, press 3. | | | | | | | | 5120\_iaPlanRatesMenuI2 | |
| No Match 1/No Input 1 | For the cost of gas, press 1.  For information on our average payment plan, press 2.  For information on rate plans, press 3. | | | | | | | | 5120\_iaPlanRatesMenuN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| cog |  | | 1 | Go To: [22000\_sdCostOfGas](#bm22000sdCostOfGas) | | | | | Never | |
| avg\_pay |  | | 2 | Set wrapUp = FALSE  Go To: [33000\_sdAveragePayment](#bm33000sdAveragePayment) | | | | | Never | |
| rates |  | | 3 | Go To: [5140\_iaRatePlans](#bm5140iaRatePlans) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [5140\_iaRatePlans](#_5.1_OtherMenu) | | | | | | | | | Interaction  [5.1\_OtherMenu](#bm5_1_OtherMenu) | |
| Previous State | | | | | | | | | | |
| [5120\_iaPlanRatesMenu](#bm5120iaPlanRatesMenu),  [5140\_iaRatePlans](#bm5140iaRatePlans) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Oklahoma Natural Gas offers two different residential rate plans to better match your individual natural gas consumption. Plan A and Plan B.  Plan A includes a fixed service charge of | | | | | | | | 5140\_iaRatePlansI1 | |
| $15.77 spoken as dollars | | | | | | | | CAV.PlanAPrice  Speak as dollars | |
| and a delivery fee of | | | | | | | | 5140\_iaRatePlansI2 | |
| $4.1134 spoken as dollars | | | | | | | | CAV.PerDthFee  Speak dollas and digits after dollars (4 dollars point 1 1 3 4) | |
| per dekatherm, which will vary month to month based on the actual amount of gas used.  Plan B includes a fixed service charge of | | | | | | | | 5140\_iaRatePlansI3 | |
| $32.91 spoken as dollars | | | | | | | | CAV.PlanBPrice  spoken as dollars | |
| ... and does not have a delivery fee for the gas you use. Plan A is designed for customers whose annual consumption is less than 50 dekatherms per year. This plan includes a lower monthly service charge coupled with a delivery fee based on the amount of dekatherms consumed. Plan B is designed for those customers who use larger annual volumes of natural gas, 50 dekatherms or more a year. This plan includes a higher monthly service charge, but does not include a delivery fee. You are entitled to select the plan that will best suit your needs. | | | | | | | | 5140\_iaRatePlansI4 | |
|  | To hear that again, press 1.  To return to the main menu, press 8.  To end this call simply hang up. | | | | | | | | 5140\_iaRatePlansI5 | |
| No Match 1 and 2/No Input 1 and 2 |  | | | | | | | |  | |
|  |  | | | | | | | |  | |
|  | To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 5140\_iaRatePlansN1 | |
|  | To hear that again, press 1.  To return to the main menu, press 8.  To end this call simply hang up. | | | | | | | | 5140\_iaRatePlansN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | 1 | Go to: [5140\_iaRatePlans](#bm5140iaRatePlans) | | | | | Never | |
| main\_menu |  | | 8 | Go to: [5010\_deCheckValidated](#bm5010deCheckValidated) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Phase 3\_1 5140\_iaRatePlans\_new  Put the rates in the CAV fields to make them dynamic May be there already  We might have vocabs already as well | | | | | | | | | | |

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| [5200\_iaHiddenMenu](#_5.2_HiddenMenu) | | | | | | | | | Interaction  [5.2\_HiddenMenu](#bm5_2_HiddenMenu) | |
| Previous State | | | | | | | | | | |
| [1500\_iaLanguageSelection](#bm1500_iaLanguageSelection), [1600\_iaGasEmergency](#bm1600_iaGasEmergency),  [5020\_iaMainMenu](#bm5020iaMainMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial |  | | | | | | | |  | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| 913-599-8911 (1) |  | | 1 | Set transferType=HDN\_DISP  Go to: [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | | | | Never | |
| social\_services |  | | 3 | Set ANI = null  Go to: [5220\_iaSocialServices](#bm5220iaSocialServices) | | | | | Never | |
| agent (4) |  | | 4 | Set transferType=PUBL\_AUTH  Go to: [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | | | | Never | |
| agent (5) |  | | 5 | Set transferType=INFO\_CNTR  Go to: [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | | | | Never | |
| voice\_admin |  | | 6 | Go to: [27000\_sdVoiceAdmin](#bm27000sdVoiceAdmin) | | | | | Never | |
| max no input / max no match |  | |  | Go to: [5010\_deCheckValidated](#bm5010deCheckValidated) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go to: [5010\_deCheckValidated](#bm5010deCheckValidated) | | | | | |
| Max No Input | 2 | | | | Go to: [5010\_deCheckValidated](#bm5010deCheckValidated) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [5220\_iaSocialServices](#_5.2_HiddenMenu) | | | | | | | | | Interaction  [5.2\_HiddenMenu](#bm5_2_HiddenMenu) | |
| Previous State | | | | | | | | | | |
| [5200\_iaHiddenMenu](#bm5200iaHiddenMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | For your client’s account balance and recent payment history, press 1.  To authorize an energy assistance payment for your client, 2.  Or to speak with a representative, press 0. | | | | | | | | 5220\_iaSocialServicesI1 | |
| No Match 1/No Input 1 | For client account balances and recent payment history, press 1.  To authorize an energy assistance payment, press 2.  Or to speak with a representative, press 0. | | | | | | | | 310605220\_iaSocialServicesN1 | |
| No Match 2/No Input 2 | For account balance and recent payment history, press 1.  To authorize an energy assistance promis of payment, press 2.  Or to speak with a representative, press 0. | | | | | | | | 5220\_iaSocialServicesN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| account\_balance |  | | 1 | Set acctReentry = TRUE  Go to: [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | Never | |
| energy\_assistance |  | | 2 | Set acctReentry = TRUE  Set transferType=EAP  Go to: [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [6000\_sdAccountStatus](#bm6_0_AccountStatus) | | | | | Sub-Dialog Flow  [6.0\_AccountStatus](#bm6_0_AccountStatus) |
| Previous State | | | Returning To | | |
| [~~4180\_iaRecentPayment~~](#bm4180iaRecentPayment) | | | [~~5010\_deCheckValidated~~](#bm5010deCheckValidated) | | |
| [~~7020\_iaAccountInfoMenu~~](#bm7020iaAccountInfoMenu) | | | [~~7040\_iaAccountWrapUp~~](#bm7040iaAccountWrapUp) | | |
| [3000\_sdGetAccount](#bm3000sdGetAccount) (checking [8010\_deCheckStatus](#bm8_0_SD_PayByCheck)) | | | [8030\_deCheckPrevAccount](#bm8030deCheckPrevAccount) | | |
| [30000\_sdBillingOptions](#bm30000sdBillingOptions) | | | [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | |
| [5100\_iaOther](#bm5100iaOther) (all except Appointments) | | | [30000\_sdBillingOptions](#bm30000sdBillingOptions) | | |
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| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go to: [6020\_ppCurrentBill](#bm6020ppCurrentBill) | | | |
| Developer Notes | | | | | |
| Purple | | | | | |

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| [6020\_ppCurrentBill](#bm6_0_AccountStatus) | | Play Prompt  [6.0\_AccountStatus](#bm6_0_AccountStatus) |
| Previous State | | |
| [6000\_sdAccountStatus](#bm6000sdAccountStatus) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *Play either recorded message. Lets try possibly use CAV Field for Speech to Text)* | |  |
| *If CAV.OK\_Billing\_Message\_Sw = Yes* | |  |
| *If CAV..OK\_Billing\_Message not blank speak Naunce Text to speach* | | *CAV.OK\_Billing\_Message* |
| *else* | |  |
| *Speak recorded message we can record ad hoc or from professional recording* | | 6020\_ppOKBillMsgl1 |
| *endif* | |  |
| *Else* | |  |
| *If CAV.KS\_Billing\_Message\_Sw = Yes* | |  |
| *If CAV..KS\_Billing\_Message not blank speak Naunce Text to speach* | | *CAV.KS\_Billing\_Message* |
| *else* | |  |
| *Speak recorded message we can record ad hoc or from professional recording* | | 6020\_ppKSBillMsgl1 |
| *endif* | |  |
| *Else* | |  |
| *If CAV.TX\_Billing\_Message\_Sw = Yes* | |  |
| *If CAV..TX\_Billing\_Message not blank speak Naunce Text to speach* | | *CAV.TX\_Billing\_Message* |
| *else* | |  |
| *Speak recorded message we can record ad hoc or from professional recording* | | 6020\_ppTXBillMsgl1 |
| *endif* | |  |
| *endif* | |  |
|  | |  |
|  | |  |
| *IF Payload/CurrentBill/TotalAccountBalance < 0* | |  |
| Your account has a credit balance of... | | 6020\_ppCurrentBillI1 |
| <Payload/CurrentBill/TotalAccountBalance> (Speak as positive number) | |  |
| ***IF Payload/CurrentBill/TotalAmountDue = 0*** | |  |
| Your account has no balance at this time. | | 6020\_ppCurrentBillI2 |
| *ELSE* | |  |
| ***IF Payload/CurrentBill/TotalAmountDue > 0*** | |  |
| ***If (/Alerts/AlertInfo/Priority= 7 and <Payload/CurrentBill/AmountPastDue> = 0) or*** | |  |
| Your service has been disconnected for non payment. You will need to pay the past due amount of your bill to restore service. | | 6020\_ppCurrentBillI3 |
| ***If (/Alerts/AlertInfo/Priority= 8 and <Payload/CurrentBill/AmountPastDue> = 0)*** | |  |
| Your service has been disconnected for non payment. You will need to pay the full amount of your bill to restore service. | | 6020\_ppCurrentBillI3B |
| *IF* *Payload/CurrentBill/TotalAmountDue > 0* | |  |
| Your total amount due is... | | 6020\_ppCurrentBillI4 |
| < Payload/CurrentBill/TotalAmountDue> | |  |
| *IF Payload/CurrentBill/AmountPastDue > 0* | |  |
| This includes a previous balance of ... | | 6020\_ppCurrentBillI5 |
| <Payload/CurrentBill/AmountPastDue> | |  |
| If /Alerts/AlertInfo/Priority= 2 or 3 or 4 and <Payload/CurrentBill/AmountPastDue> | |  |
| Which is past due and may be subject to disconnection. | | 6020\_ppCurrentBillI8 |
| Else <Payload/CurrentBill/AmountPastDue> | |  |
| ...which is past due. | | 6020\_ppCurrentBillI6 |
|  | |  |
| *IF Payload/CurrentIndicators/IsOnPayArrangement = True and Payload/PaymentArrangements/AmountDue > 0* | |  |
| You are currently enrolled in a Payment Arrangement. Your arrangement ... included in your bill is | | 6060\_ppProgramEnrollmentI4 |
| *~~Payload/PaymentArrangements/InstallmentBallance~~*  *Payload/PaymentArrangements/AmountDue* | | Spoken as dollars |
| Payment Arrangements must be paid by the due date to continue your arrangement. <pause 500ml> | | 6060\_ppProgramEnrollmentI7 |
| IF<Payload/CurrentBill/DueDate> not null and < Payload/CurrentBill/TotalAmountDue> > 0 | |  |
| Your payment is due on... | | 6020\_ppCurrentBillI7 |
| <Payload/CurrentBill/DueDate> | |  |
| Condition | Action | |
|  | Go To: [6040\_ppLastPayment](#bm6040ppLastPayment) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Purple...adding potential disconnect message  *Payload/CurrentIndicators/IsOnPayArrangement True/False indicating whether customer is currently on a payment arrangement.*  *Payload/PaymentArrangements/InstallmentBallance Payment arrangement installment balance.*  ASA-blue 6020-non HOS..Balance Updatefor containment..comm2140ent out total account balance to make the same as Paymentus.....speak abound of payment arrangement...folk as looking for it and going to CSR. Adding statements for Shut of non pay  Added log value for priority in VpAppLog.  Phase 2C - updated some conditions for total amount due and amount due.  Phase5.3\_stop….adding Cav activated billing related messages | | |

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| [6040\_ppLastPayment](#bm6_0_AccountStatus) | | Play Prompt  [6.0\_AccountStatus](#bm6_0_AccountStatus) |
| Previous State | | |
| [6020\_ppCurrentBill](#bm6020ppCurrentBill) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF Payload/Payments/LastPaymentAmount not null AND*  *Payload/Payments/LastPaymentDate not null* | |  |
| The most recent payment received was ... | | 6040\_ppLastPaymentI1 |
| <Payload/Payments/LastPaymentAmount> | |  |
| ... on ... | | 6040\_ppLastPaymentI2 |
| <Payload/Payments/LastPaymentDate> | |  |
| Condition | Action | |
|  | Go To: [6060\_ppProgramEnrollment](#bm6060ppProgramEnrollment) | |
| Special Settings | | |
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| Developer Notes | | |
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| [6060\_ppProgramEnrollment](#bm6_0_AccountStatus) | | Play Prompt  [6.0\_AccountStatus](#bm6_0_AccountStatus) |
| Previous State | | |
| [6040\_ppLastPayment](#bm6040ppLastPayment) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF Payload/CurrentIndicators/IsOnBankDraft = True* | |  |
| You are currently enrolled in the automatic payment plan | | 6060\_ppProgramEnrollmentI1 |
| *IF Payload/CurrentIndicators/IsOnEbill = True* | |  |
| You are currently enrolled in e-statements. | | 6060\_ppProgramEnrollmentI2 |
| *IF Payload/CurrentIndicators/IsOnBudget = True* | |  |
| *If CAV.location = "tx"* | |  |
| You are currently enrolled in the Average Payment Plan. | | 6060\_ppProgramEnrollmentI5 |
| *Else* | |  |
| You are currently enrolled in the Average Payment Plan. | | 6060\_ppProgramEnrollmentI3 |
| *~~IF Payload/CurrentIndicators/IsOnPayArrangement = True~~* | |  |
| ~~You are currently enrolled in a Payment Arrangement. Payment Arrangements must be paid by the due date to continue your arrangement.~~ | | ~~6060\_ppProgramEnrollmentI4~~ |
| Condition | Action | |
|  | Return from: [6000\_sdAccountStatus](#bm6000sdAccountStatus) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Green vocab only  ASA-blue 6060 -NON HOS..balance update remove any payment arrangement mention here  Yellow Update the plans like Payments for phase 3  Phase 2C - Vocab changes | | |

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| 7000\_sdAccountInformation | | | | | Sub-Dialog Flow  [7.0\_AccountInformation](#bm7_0_AccountInformation) |
| Previous State | | | Returning To | | |
| [5020\_iaMainMenu](#bm5020iaMainMenu) | | | [5020\_iaMainMenu](#bm5020iaMainMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | | |
| Developer Notes | | | | | |
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| 7020\_iaAccountInfoMenu | | | | | | | | | Interaction  [7.0\_AccountInformation](#bm7_0_AccountInformation) | |
| Previous State | | | | | | | | | | |
| [7040\_iaAccountWrapUp](#bm7040iaAccountWrapUp),  [16000\_sdShareTheWarmth](#bm16000sdShareTheWarmth),  [20000\_sdMeterReading](#bm20000sdMeterReading), [7000\_sdAccountInformation](#bm7000sdAccountInformation) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Account information.  For account status, press 1. | | | | | | | | 7020\_iaAccountInfoMenuI1 | |
|  | *IF CAV.enableSMS = TRUE* | | | | | | | |  | |
|  | For e-statements and alerts to your mobile phone, press two. | | | | | | | | 7020\_iaAccountInfoMenuI2 | |
|  | *ELSE* | | | | | | | |  | |
|  | For e-statements, press two. | | | | | | | | 7020\_iaAccountInfoMenuI3 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | To obtain the most recent billing statement or a credit reference letter, press three.  For share the warmth contributions, press five. | | | | | | | | 7020\_iaAccountInfoMenuI4 | |
| No Match 1/No Input 1 | *ALWAYS* | | | | | | | |  | |
|  | For account status, press 1. | | | | | | | | 7020\_iaAccountInfoMenuN1 | |
|  | *IF CAV.enableSMS = TRUE* | | | | | | | |  | |
|  | For e-statements and alerts to your mobile phone, press two. | | | | | | | | 7020\_iaAccountInfoMenuN2 | |
|  | *ELSE* | | | | | | | |  | |
|  | For e-statements, press two. | | | | | | | | 7020\_iaAccountInfoMenuN3 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | To obtain the most recent billing statement or a credit reference letter, press three.  Or, for share the warmth contributions, press five. | | | | | | | | 7020\_iaAccountInfoMenuN4 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| acct\_status |  | | 1 | Go to: [6000\_sdAccountStatus](#bm6000sdAccountStatus) | | | | | Never | |
| paperless\_sms |  | | 2 | *If CAV.enableSMS = TRUE*  Go to: [7080\_iaPaperlessSMSMenu](#bm_7080_iaPaperlessSMSMenu) | | | | | Never | |
| paperless\_only |  | | 2 | *If CAV.enableSMS = FALSE*  Set transferType=PAPERLESS  Go to: [17000\_sdPaperlessBilling](#bm17000sdPaperlessBilling) | | | | | Never | |
| billstmt\_creditref |  | | 3 | Go to: [7060\_iaBillingStatementCreditRef](#bm7060iaBillingStatementCreditRef) | | | | | Never | |
| meter\_reading |  | | 4 | Set transferType=MTRREAD  Go to: [20000\_sdMeterReading](#bm20000sdMeterReading) | | | | | Never | |
| stw |  | | 5 | Set transferType=STW  Go to: [16000\_sdShareTheWarmth](#bm16000sdShareTheWarmth) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Phase 2C - Vocab changes | | | | | | | | | | |

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| 7040\_iaAccountWrapUp | | | | | | | | | Interaction  [7.0\_AccountInformation](#bm7_0_AccountInformation) | |
| Previous State | | | | | | | | | | |
| [6000\_sdAccountStatus](#bm6000sdAccountStatus),  [14000\_sdBillingStatement](#bm14000sdBillingStatement),  [15000\_sdCreditReference](#bm15000sdCreditReference),  [17000\_sdPaperlessBilling](#bm17000sdPaperlessBilling) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For account information, press 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 7040\_iaAccountWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For account information, press 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 7040\_iaAccountWrapUpI2 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For account information, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 7040\_iaAccountWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For account information, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 7040\_iaAccountWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| acct\_info |  | | 7 | Set firstPass = FALSE  Go to: [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | | | | Never | |
| main\_menu |  | | 8 | Return from: [7000\_sdAccountServices](#bm7000sdAccountServices) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| 7060\_iaBillingStatementCreditRef | | | | | | | | Interaction  [7.0\_AccountInformation](#bm7_0_AccountInformation) | | |
| Previous State | | | | | | | | | | |
| [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu), [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | Prompt ID | | |
| Initial | For the most recent billing statement, press 1.  To obtain a credit reference letter, press 2. | | | | | | | 7060\_iaBillingStatementCreditRefI1 | | |
| No Match 1/No Input 1 | For the most recent billing statement, press 1.  To obtain a credit reference letter, press 2. | | | | | | | 7060\_iaBillingStatementCreditRefN1 | | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | Confirm? | | |
| billstmt |  | | 1 | Set transferType=BILL\_STATEMENT  Go to: [14000\_sdBillingStatement](#bm14000sdBillingStatement) | | | | Never | | |
| creditref |  | | 2 | Set transferType=CREDIT\_REF  Go to: [15000\_sdCreditReference](#bm15000sdCreditReference) | | | | Never | | |
| Active Grammar | | | | | | | Condition | | Barge-In | NBest |
|  | | | | | | |  | |  |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | Prompt ID | | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| 7080\_iaPaperlessSMSMenu | | | | | | | | | Interaction  [7.0\_AccountInformation](#bm7_0_AccountInformation) | |
| Previous State | | | | | | | | | | |
| [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | For e-statements billing, press 1.  For alerts to your mobile phone press 2. | | | | | | | | 7080\_iaPaperlessSMSMenuI1 | |
| No Match 1/No Input 1 | For e-statements billing, press 1.  For alerts to your mobile phone press 2. | | | | | | | | 7080\_iaPaperlessSMSMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paperless |  | | 1 | Set transferType=PAPERLESS  Go to: [17000\_sdPaperlessBilling](#bm17000sdPaperlessBilling) | | | | | Never | |
| sms |  | | 2 | Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Phase 2C - Vocab changes | | | | | | | | | | |

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| [8000\_sdPayByCheck](#bm8_0_SD_PayByCheck) | | | | | Sub-Dialog Flow  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) |
| Previous State | | | Returning To | | |
| [~~4520\_iaMakePaymentMenu~~](#bm4520iaMakePaymentMenu) | | | [~~Return from 4500\_sdMakePayment~~](#bmReturnfrom4500sdMakePayment) | | |
| [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | | [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
| wrapUp |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go to: [8010\_deCheckStatus](#bm8010deCheckStatus) | | | |
| Developer Notes | | | | | |
| The wrapUp flag is set prior to calling PayByCheck. | | | | | |

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| [8010\_deCheckStatus](#bm8_0_SD_PayByCheck) | | Branch  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) |
| Previous State | | |
| [3000\_sdGetAccount](#bm3000sdGetAccount), [8000\_sdPayByCheck](#bm8000sdPayByCheck) | | |
| Condition | Action | |
| IF Payload/AccountStatus <> "Active" or "Inactive" **<> Final<> NEW** | Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/EligibilityIndicators/CanPayByElectronicCheck = FALSE (review in future step\*) | Go to: [8800\_sdNotAllowed](#bm8800sdNotAllowed) | |
| IF CAV.location = "TX" | Set transferType=CC\_PAYMENT  Go to: [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg) | |
| IF CAV.location = "KS"  CAV.VendorCheckingKS = True | Set transferType=CC\_PAYMENT  Go to: [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg) | |
| IF CAV.location = "OK"  CAV.VendorCheckingOK= True | Set transferType=CC\_PAYMENT  Go to: [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg) | |
| ELSE | ~~Go to:~~ [~~8030\_deCheckPrevAccount~~](#bm8030deCheckPrevAccount)  Go to [**3000\_sdGetAccount**](#bm3000sdGetAccount) | |
| Developer Notes | | |
| Purple  Texas doesn’t go to authentication..directly to transfer  ASA-blue. 8010 NON HOS.send OK and KS checking to Payments...transfertype allows for same number to payment vendor as credit card..so no changes to either VDN table or telecom  **Phase 2D**  Add allow for “new” account type. This account type is a new item coming from banner in the last several years.  \*Fix Eligibility Indicators, currently bad debt checks are getting by and allowed to make payment, can make check payment as false (bad debt) needs to go to 8800 not allowed | | |

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| ~~[8010\_deCheckBalances](#bm8_0_SD_PayByCheck)~~ | | ~~Branch~~  [~~8.0\_SD\_PayByCheck~~](#bm8_0_SD_PayByCheck) |
| ~~Previous State~~ | | |
| [**~~8010\_deCheckStatus~~**](#bm8_0_SD_PayByCheck) | | |
| ~~Condition~~ | ~~Action~~ | |
|  | ~~Go to:~~ [~~8030\_deCheckPrevAccount~~](#bm8030deCheckPrevAccount) | |
| ~~Developer Notes~~ | | |
| ~~Purple ask about final~~  ~~Texas doesn’t go to authentication..directly to transfer~~ | | |

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| **[8020\_ppNoPaymentDue](#bm8_0_SD_PayByCheck)** | | Play Prompt  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) |
| Previous State | | |
| [8910\_deCheckStatus](#bm8910deCheckStatus) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF Payload/CurrentBill/TotalAccountBalance < 0* | |  |
| Your account balance has a credit of... | | 32020\_ppNoPaymentDueI1 |
| <Payload/CurrentBill/TotalAccountBalance> (Speak as positive number) | |  |
| *ELSE* | |  |
| There is no balance on the account. | | 32020\_ppNoPaymentDueI2 |
| Condition | Action | |
|  | Go To: [8940\_iaDollarAmt](#bm8940iaDollarAmt) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [8030\_deCheckPrevAccount](#bm8_0_SD_PayByCheck) | | Branch  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) |
| Previous State | | |
| [8010\_deCheckStatus](#bm8010deCheckStatus) | | |
| Condition | Action | |
| IF Payload/AccountStatus <> "Active" or "Inactive" **<> Final<> NEW** | Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/EligibilityIndicators/CanPayByElectronicCheck = FALSE | Go to: [8800\_sdNotAllowed](#bm8800sdNotAllowed) | |
| IF Payload/Payments/BankRoutingNumber not null | Go to: [8040\_iaExistingChecking](#bm8040iaExistingChecking) | |
| ELSE | Go to: [8200\_sdAnotherAccount](#bm8200sdAnotherAccount) | |
| Developer Notes | | |
| Added on 4/3 (MJ) | | |

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| [8040\_iaExistingChecking](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8130\_iaReenterMenu](#bm8130iaReenterMenu),  [8030\_deCheckPrevAccount](#bm8030deCheckPrevAccount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Our records indicate you previously paid by phone using the bank account ending in ... | | | | | | | | 8040\_iaExistingCheckingI1 | |
|  | <Payments/BankAccountNumber> last 4 digits | | | | | | | |  | |
|  | *ALWAYS* | | | | | | | |  | |
|  | To use the same account, press 1.  To use another checking account, 2.  Or, to delete the currently stored checking account information, press 3. | | | | | | | | 8040\_iaExistingCheckingI2 | |
| No Match 1/Disconfirm 1 | To use the same account, press 1.  To use another account, press 2.  Or, to delete the stored account information, press 3. | | | | | | | | 8040\_iaExistingCheckingN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| same account |  | | 1 | Go to: [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | | | | Never | |
| another\_account |  | | 2 | firstPass = TRUE  Go to: [8200\_sdAnotherAccount](#bm8200sdAnotherAccount) | | | | | Never | |
| delete\_account |  | | 3 | Go to: [8170\_dbRemoveBankAccountInformation](#bm8170dbRemoveBankAccountInformation) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [8050\_iaConfirmPayment](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8120\_iaDollarAmt](#bm8120iaDollarAmt),  [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | You'd like to pay ... | | | | | | | | 8050\_iaConfirmPaymentI1 | |
|  | <paymentAmt> | | | | | | | |  | |
|  | ... using checking account number ending in ... | | | | | | | | 8050\_iaConfirmPaymentI2 | |
|  | <Payments/BankAccountNumber> | | | | | | | |  | |
|  | If this is correct press 1. Otherwise, press 2. | | | | | | | | 8050\_iaConfirmPaymentI3 | |
| No Match 1/No Input 1 | If the payment amount and checking account are correct press 1. Otherwise, press 2. | | | | | | | | 8050\_iaConfirmPaymentN1 | |
| No Match 2/No Input 2 | To confirm the payment amount and checking account are correct press 1. Otherwise, press 2. | | | | | | | | 8050\_iaConfirmPaymentN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| confirmed |  | | 1 | Set newAcct = FALSE  Go to: [8600\_sdConfirmPayment](#bm8600sdConfirmPayment) | | | | | Never | |
| reenter |  | | 2 | firstPass = FALSE  Go to: [8130\_iaReenterMenu](#bm8130iaReenterMenu) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
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| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [8060\_deCheckWrapUp](#bm8_0_SD_PayByCheck) | | Branch  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) |
| Previous State | | |
| [8180\_iaDeletedAccount](#bm8180iaDeletedAccount),  [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg),  [8200\_sdAnotherAccount](#bm8200sdAnotherAccount),  [8600\_sdConfirmPayment](#bm8600sdConfirmPayment) | | |
| Condition | Action | |
| IF wrapUp = TRUE | Go To: [8070\_iaAccountWrapUp](#bm8070iaAccountWrapUp) | |
| ELSE | Go To: [8080\_iaAccountNoWrapUp](#bm8080iaAccountNoWrapUp) | |
| Developer Notes | | |
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| [8070\_iaAccountWrapUp](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8060\_deCheckWrapUp](#bm8060deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To make a payment on a different account, press one. To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 8070\_iaAccountWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | If you'd like to make a payment on a different account, press one.  To return to the main menu, press eight.  Or, to end this call, simply hang up. | | | | | | | | 8070\_iaAccountWrapUpI2 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | If you'd like to make a payment on a different account, press one.  To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 8070\_iaAccountWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | If you'd like to make a payment on a different account, press one.  To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 8070\_iaAccountWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| diff\_acct |  | | 1 | Go To: [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| previous\_menu |  | | 7 | Return from: [8000\_sdPayByCheck](#bm8000sdPayByCheck) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Updated verbiage for 8070\_iaAccountWrapUpI1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [8080\_iaAccountNoWrapUp](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8060\_deCheckWrapUp](#bm8060deCheckWrapUp),  [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To make a payment on a different account, press 1.  To continue to the main menu, press 8. | | | | | | | | 8080\_iaAccountNoWrapUpI1 | |
| No Match 1/No Input 1 | If you'd like to make a payment on a different account, press 1.  To continue to the main menu, press 8. | | | | | | | | 8080\_iaAccountNoWrapUpN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| diff\_acct |  | | 1 | Go To: [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [8100\_deChkPaymentAmt](#bm8_0_SD_PayByCheck) | | Interaction  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) |
| Previous State | | |
| [8940\_iaDollarAmt](#bm8060deCheckWrapUp) | | |
| Condition | Action | |
| *IF paymentAmt = 0 Then* | Go To: [8240\_deChkErrCnt](#bm8240_deChkErrCnt) | |
| *ELSE* | Return from: [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | |
| Developer Notes | | |
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| [8120\_iaDollarAmt](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8130\_iaReenterMenu](#bm8130iaReenterMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please, <pause> enter the amount you'd like to pay, in dollars and cents, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents, you would enter one, zero, nine <pause> three, five, and the pound sign. | | | | | | | | 8120\_iaDollarAmtI1 | |
| No Match 1/No Input 1 | Please enter your payment amount in dollars and cents followed by the pound sign | | | | | | | | 8120\_iaDollarAmtN1 | |
| No Match 2/No Input 2 | Please enter your payment amount followed by the pound sign | | | | | | | | 8120\_iaDollarAmtN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentAmt |  | | 1-7 digits | Go To: [8050\_iaConfirmPayment](#bm8050iaConfirmPayment) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Green vocab only  Updated verbiage for 8120\_iaDollarAmtI1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [8130\_iaReenterMenu](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8050\_iaConfirmPayment](#bm8050iaConfirmPayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To re-enter the payment amount, press 1. Or to change the checking account number, press 2. | | | | | | | | 8130\_iaReenterMenuI1 | |
| No Match 1/No Input 1 | If the payment amount is incorrect, press 1. Or to change the checking account number, press 2. | | | | | | | | 8130\_iaReenterMenuN1 | |
| No Match 2/No Input 2 | To change the payment amount, press 1. Or to change the checking account number, press 2. | | | | | | | | 8130\_iaReenterMenuN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| payment |  | | 1 | Go To: [8120\_iaDollarAmt](#bm8120iaDollarAmt) | | | | | Never | |
| account |  | | 2 | Go To: [8040\_iaExistingChecking](#bm8040iaExistingChecking) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| 8140\_ppPayGTZero | | Play Prompt  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) |
| Previous State | | |
| [8240\_deChkErrCnt](#bm8240_deChkErrCnt) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| **I'm sorry, payments must be greater than zero dollars.** | | 8140\_ppPayGTZeroI1 |
| Condition | Action | |
|  | Go To: [8940\_iaDollarAmt](#bm8940iaDollarAmt) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [8150\_iaTxCheckingMsg](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8010\_deCheckStatus](#bm8010deCheckStatus),  [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  |  | | | | | | | |  | |
|  | **<silence>**  **If CAV.PBPVendor\_Down = TRUE**  **If CAV.PBPVendor\_Down\_Message not blank**  **Speak message CAV.PBPVendor\_Down\_Message**  **Else speak default message (8150\_iaTxCheckEmergMsg1 see right)**  **If CAV.PBPVendor\_Down\_Trans = TRUE**  Go To: [36000\_sdOfficeHoursNCO](#bm36000sdOfficeHoursNCO)  Else  **Go To:** [**5020\_iaMainMenu**](#bm5020iaMainMenu)  Due to technical difficulties please be advised that checking and bank account payments cannot be processed at this time | | | | | | | | **8150\_iaTxCheckEmergMsg1** | |
| Initial |  | | | | | | | |  | |
|  | *IF CAV.location = "OK" and CAV.OKCheckfee > 0* | | | | | | | |  | |
|  | Our payment service charges a convenience fee for processing each payment. If you are paying a bill amount that requires several transactions, each transaction will include a fee. Oklahoma Natural Gas does not receive any portion of the convenience fee. The convenience fee is | | | | | | | | 8150\_iaTxCheckingMsgI1 | |
|  | *CAV.OKCheckfee* | | | | | | | | Speak as dollars | |
|  | *IF CAV.location = "TX" and CAV.TXCheckfee > 0* | | | | | | | |  | |
|  | Our payment service charges a convenience fee for processing each payment. If you are paying a bill amount that requires several transactions, each transaction will include a fee. Texas Gas Service does not receive any portion of the convenience fee. The convenience fee is | | | | | | | | 8150\_iaTxCheckingMsgI2 | |
|  | *CAV.TXCheckfee* | | | | | | | | Speak as dollars | |
|  | *IF CAV.location = "KS" and CAV.KSCheckfee > 0* | | | | | | | |  | |
|  | Our payment service charges a convenience fee for processing each payment. If you are paying a bill amount that requires several transactions, each transaction will include a fee. Kansas Gas Service does not receive any portion of the convenience fee. The convenience fee is | | | | | | | | 8150\_iaTxCheckingMsgI3 | |
|  | *CAV.KSCheckfee* | | | | | | | | Speak as dollars | |
|  | *IF CAV.location = "OK" and CAV.OKCheckfee = 0 or*  *IF CAV.location = "TX" and CAV.TXCheckfee = 0 or*  *IF CAV.location = "KS" and CAV.KSCheckfee = 0*  ~~Go to~~ [**~~90120\_trTnRTransfer~~**](#bm90120trTnRTransfer)  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours)  **~~<~~end-if> see note below** | | | | | | | |  | |
|  | To continue with the payment, press 1, Otherwise press 2. | | | | | | | | 8150\_iaTxCheckingMsgI4 | |
| No Match 1/No Input 1 | To continue with this payment, press 1, Otherwise press 2. | | | | | | | | 8150\_iaTxCheckingMsgN1 | |
| No Match 2/No Input 2 | To continue with the payment, press 1, Otherwise press 2. | | | | | | | | 8150\_iaTxCheckingMsgN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| payment |  | | 1 | ~~Go To:~~ [~~8160\_ppAccountInfo~~](#bm8160ppAccountInfo)  ~~Go to~~ [**~~90120\_trTnRTransfer~~**](#bm90120trTnRTransfer)  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| no\_payment |  | | 2 | ~~Go To:~~ [~~8060\_deCheckWrapUp~~](#bm8060deCheckWrapUp)  *Go To:* [*8080\_iaAccountNoWrapUp*](#bm8080iaAccountNoWrapUp) | | | | | Never | |
| noInput/noMatch |  | | - | Set transferType=PAYMENTS  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| agent |  | | 0 | Set transferType=PAYMENTS  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Purple...changing from the \*8 hard coded transfer to the regular VDN transfer  Adding emergency PBP vendor message  ASA-blue 8150 Non HOS OK and KS Checking..... all states already present, need to add CAV for checking fee as some are not the same as credit...IE KS charges card fee but not check fee..... change will be in the VDN file to transfer to the correct 800 number **NOTE: will not play menu if fees are zero**  **Phase2\_ChangeControl** updated no payment option, and added new transferType for noinput/nomatch and agent. Options.  Phase3.1 Pay by phone | | | | | | | | | | |

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| ~~[8160\_ppAccountInfo](#bm8_0_SD_PayByCheck)~~ | | ~~Play Prompt~~  [~~8.0\_SD\_PayByCheck~~](#bm8_0_SD_PayByCheck) |
| ~~Previous State~~ | | |
| [~~8150\_iaTxCheckingMsg~~](#bm8150iaTxCheckingMsg) | | |
| ~~Prompts~~ | | |
| ~~Conditions and Wording~~ | | ~~Prompt ID~~ |
| ~~Official Payments will need your account number to complete the transaction. As a reference your account number is ...~~ | | ~~8160\_ppAccountInfoI1~~ |
| ~~<AccountNumber>~~ | |  |
| ~~Condition~~ | ~~Action~~ | |
|  | ~~Go To:~~ [~~90240\_deSetTransferVDN~~](#bm90240deSetTransferVDN) | |
| ~~Special Settings~~ | | |
|  | | |
| ~~Developer Notes~~ | | |
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| [8170\_dbRemoveBankAccountInformation](#bm8_0_SD_PayByCheck) | | Data Source  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) |
| Previous State | | |
| [8040\_iaExistingChecking](#bm8040iaExistingChecking) | | |
| Input | Description | |
| Payload/AccountNumber | Account Number. | |
| Output | Description | |
| Payload | True/False bank account information removed. | |
| StatusCode | 0=Success; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [8180\_iaDeletedAccount](#bm8180iaDeletedAccount) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RemoveBankAccountInformation | | |

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| [8180\_iaDeletedAccount](#bm8_0_SD_PayByCheck) | | | | | | | | | Interaction  [8.0\_SD\_PayByCheck](#bm8_0_SD_PayByCheck) | |
| Previous State | | | | | | | | | | |
| [8170\_dbRemoveBankAccountInformation](#bm8170dbRemoveBankAccountInformation) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your stored account information has been deleted. | | | | | | | | 8180\_iaDeletedAccountI1 | |
|  | To continue with a payment using a different account, press 1. Otherwise, press 2. | | | | | | | | 8180\_iaDeletedAccountI2 | |
| No Match 1/No Input 1 | To continue with a payment using a different account, press 1. Otherwise, press 2. | | | | | | | | 8180\_iaDeletedAccountN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| diff\_acct |  | | 1 | Go To: [8200\_sdAnotherAccount](#bm8200sdAnotherAccount) | | | | | Never | |
| no\_payment |  | | 2 | Go To: [8060\_deCheckWrapUp](#bm8060deCheckWrapUp) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [8200\_sdAnotherAccount](#bm8_1_SD_AnotherAccount) | | | | | Sub-Dialog Flow  [8.1\_SD\_AnotherAccount](#bm8_1_SD_AnotherAccount) |
| Previous State | | | Returning To | | |
| [8030\_deCheckPrevAccount](#bm8030deCheckPrevAccount) | | | [8060\_deCheckWrapUp](#bm8060deCheckWrapUp) | | |
| [8040\_iaExistingChecking](#bm8040iaExistingChecking) | | | [8060\_deCheckWrapUp](#bm8060deCheckWrapUp) | | |
| [8180\_iaDeletedAccount](#bm8180iaDeletedAccount) | | | [8060\_deCheckWrapUp](#bm8060deCheckWrapUp) | | |
| [8400\_sdBankingInfo](#bm8400sdBankingInfo) | | | [8060\_deCheckWrapUp](#bm8060deCheckWrapUp) | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [8400\_sdBankingInfo](#bm8400sdBankingInfo) | | | |
| Developer Notes | | | | | |
| Added missing previous/return 4/6/2023 (MJedit) | | | | | |

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| [8220\_deCheckConfirmedPayment](#bm8_1_SD_AnotherAccount) | | Branch  [8.1\_SD\_AnotherAccount](#bm8_1_SD_AnotherAccount) |
| Previous State | | |
| [8600\_sdConfirmPayment](#bm8600sdConfirmPayment) | | |
| Condition | Action | |
| IF confirmedPayment = TRUE | Go To: [8700\_sdStoreChecking](#bm8700sdStoreChecking) | |
| ELSE | Return from: [8200\_sdAnotherAccount](#bm8200sdAnotherAccount) | |
| Developer Notes | | |
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| 8240\_deChkErrCnt | | Branch  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) |
| Previous State | | |
| [8100\_deChkPaymentAmt](#bm8100_deChkPaymentAmt) | | |
| Condition | Action | |
| IF errCnt < maxError | Increment errCnt  Go To: [8140\_ppPayGTZero](#bm8140ppPayGTZero) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
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| [8400\_sdBankingInfo](#bm8_2_SD_BankInfo) | | | | | Sub-Dialog Flow  [8.2\_SD\_BankingInfo](#bm8_2_SD_BankInfo) |
| Previous State | | | Returning To | | |
| [8200\_sdAnotherAccount](#bm8200sdAnotherAccount) | | | [8600\_sdConfirmPayment](#bm8600sdConfirmPayment) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
| *Set firstPass = TRUE;*  *Set reenterInfo = FALSE* | | Go To: [8420\_iaRoutingNumber](#bm8420iaRoutingNumber) | | | |
| Developer Notes | | | | | |
| Entry into Sub-Dialog, set firstPass and reenterInfo flags. | | | | | |

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| [8420\_iaRoutingNumber](#bm8_2_SD_BankInfo) | | | | | | | | | Interaction  [8.2\_SD\_BankingInfo](#bm8_2_SD_BankInfo) | |
| Previous State | | | | | | | | | | |
| [8460\_iaReenterMenu](#bm8460iaReenterMenu), [8400\_sdBankingInfo](#bm8400sdBankingInfo) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Please enter the 9-digit routing number located in the lower far left corner of your check. | | | | | | | | 8420\_iaRoutingNumberI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the 9-digit routing number. | | | | | | | | 8420\_iaRoutingNumberI2 | |
| No Match 1/No Input 1 | Please enter the 9-digit routing number. | | | | | | | | 8420\_iaRoutingNumberN1 | |
| No Match 2/No Input 2 | Please enter the bank's 9-digit routing number. | | | | | | | | 8420\_iaRoutingNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| routingNumber |  | | = 9 digits | *IF reenterInfo = TRUE*  Set firstPass = TRUE;  Go To: [8450\_iaConfirmPayment](#bm8450iaConfirmPayment) | | | | | always | |
| routingNumber |  | | = 9 digits | *ELSE*  Set firstPass = TRUE;  Go To: [8430\_iaCheckingNumber](#bm8430iaCheckingNumber) | | | | | always | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| routingNumber | Always | You entered | | | | | | | 3200\_cnf\_ini\_01 | |
| ^ | ^ | routingNumber | | | | | | | < routingNumber > {alphanumeric}{medial} | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | If that's right, press 1. If not, press 2. | | | | | | | 3200\_cnf\_ini\_02 | |
|  |  |  | | | | | | |  | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| interdigitTimeout | | | | | | ~~5000~~ 7000 | | | | |
| DTMF != 9 digits | | | | | | Set firstPass = FALSE | | | | |
| DTMF = 2 after 3200\_cnf\_ini\_02 | | | | | | Set firstPass = FALSE | | | | |
| Developer Notes | | | | | | | | | | |
| **Phase 2D** 8420\_iaRoutingNumber  Currently its timing out at the end of 9 or need to hit pound, or its not 9 digit specific… make it 9 digit specific  Add confirmation of the input  Confirm interchar time out of 7 seconds  Replaced “!=” with “=” for routingNumber DTMF condition-action check. Added area for firstPass to be set to FALSE if DTMF is not 9 digits in Properties. 4/11/2023 (mjedit)  Updated 3200\_cnf\_ini\_02 to show that firstPass value is set to FALSE when 2 is pressed. 8/25/2023 (mjedit) | | | | | | | | | | |

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| [8430\_iaCheckingNumber](#bm8_2_SD_BankInfo) | | | | | | | | | Interaction  [8.2\_SD\_BankingInfo](#bm8_2_SD_BankInfo) | |
| Previous State | | | | | | | | | | |
| [8420\_iaRoutingNumber](#bm8420iaRoutingNumber),  [8460\_iaReenterMenu](#bm8460iaReenterMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Next, enter the bank account number located to the right of the routing number, including any leading zeros, followed by the pound sign. | | | | | | | | 8430\_iaCheckingNumberI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the bank account number you'd like to use including any leading zeros followed by the pound sign | | | | | | | | 8430\_iaCheckingNumberI2 | |
| No Match 1/No Input 1 | Please enter the Bank account number you'd like to use followed by the pound sign | | | | | | | | 8430\_iaCheckingNumberN1 | |
| No Match 2/No Input 2 | Please enter the Bank account number followed by the pound sign | | | | | | | | 8430\_iaCheckingNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| checkingNumber |  | | 3-17 digits | *IF reenterInfo = TRUE*  Set firstPass = FALSE Go To: [8450\_iaConfirmPayment](#bm8450iaConfirmPayment) | | | | | ~~Never (will change to always)~~  always | |
| checkingNumber |  | | 3-17 digits | *ELSE*  Go To: [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | | | | ~~Never~~  always | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| checkingNumber | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | checkingNumber | | | | | | | < phoneAcctNum r> {alphanumeric}{medial} | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
|  |  |  | | | | | | |  | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| Interchar | | | | | | 7000 | | | | |
| DTMF = 2 after 3200\_cnf\_ini\_02 | | | | | | Set firstPass = FALSE | | | | |
| Developer Notes | | | | | | | | | | |
| Green vocab only  **Phase 2D** 8430\_iaCheckingNumber  Need to ask if we need to ask the verbiage any leading zeros. Make sure the min of 3 digits is enforced, we have seen accounts with as low as 1 digit accepted  Add confirmation and make sure interchar it turned on to 7000.  Updated verbiage for 8430\_iaCheckingNumberI1 and 8430\_iaCheckingNumberI2. 5/8/2023 (mjedit)  Updated verbiage for 8430\_iaCheckingNumberI1, 8430\_iaCheckingNumberI2 8/9/2023 (mjedit)  Updated 3200\_cnf\_ini\_02 to show that *firstPass* value is set to FALSE when 2 is pressed. 8/25/2023 (mjedit) | | | | | | | | | | |

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| [8440\_iaDollarAmt](#bm8_2_SD_BankInfo) | | | | | | | | | Interaction  [8.2\_SD\_BankingInfo](#bm8_2_SD_BankInfo) | |
| Previous State | | | | | | | | | | |
| [8460\_iaReenterMenu](#bm8460iaReenterMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF specific.firstPass = TRUE* | | | | | | | |  | |
|  | Please, <pause> enter the amount you'd like to pay, in dollars and cents, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents, you would enter one, zero, nine <pause> three, five, and the pound sign. | | | | | | | | 8440\_iaDollarAmtI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the payment amount, including cents followed by the pound sign | | | | | | | | 8440\_iaDollarAmtI2 | |
| No Match 1/No Input 1 | Please enter your payment amount in dollars and cents followed by the pound sign | | | | | | | | 8440\_iaDollarAmtN1 | |
| No Match 2/No Input 2 | Please enter your payment amount followed by the pound sign | | | | | | | | 8440\_iaDollarAmtIN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentAmt |  | | 1-7 digits | Soecific.firstPass = FALSE  Go To: [8450\_iaConfirmPayment](#bm8450iaConfirmPayment) | | | | | ~~Never~~  Always | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| paymentAmt | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | paymentAmt | | | | | | | < paymentAmt > {dollars) | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
|  |  |  | | | | | | |  | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| Interchar | | | | | | 7000 | | | | |
| specific.firstPass | | | | | | Boolean - Default is *TRUE* | | | | |
| Developer Notes | | | | | | | | | | |
| Green vocab only  **Phase 2D** 8440\_iaDollarAmt  Need to change vocab to add example  Add confirmation, and intercharater time out set to 7 seconds Clarified *specific.firstPass* as variable that applies to this current module only  Updated verbiage for 8440\_iaDollarAmtI1. 5/8/2023 (mjedit)  Updated verbiage for 8440\_iaDollarAmtI1 8/9/2023 (mjedit) | | | | | | | | | | |

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| [8450\_iaConfirmPayment](#bm8_2_SD_BankInfo) | | | | | | | | | Interaction  [8.2\_SD\_BankingInfo](#bm8_2_SD_BankInfo) | |
| Previous State | | | | | | | | | | |
| [8420\_iaRoutingNumber](#bm8420iaRoutingNumber),  [8430\_iaCheckingNumber](#bm8430iaCheckingNumber),  [8440\_iaDollarAmt](#bm8440iaDollarAmt),  [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | Just to confirm. You want to pay ... | | | | | | | | 8450\_iaConfirmPaymentI1 | |
|  | <paymentAmount> | | | | | | | |  | |
|  | ... using a bank account with routing number ... | | | | | | | | 8450\_iaConfirmPaymentI2 | |
|  | <routingNumber> | | | | | | | |  | |
|  | and checking account number ... | | | | | | | | 8450\_iaConfirmPaymentI3 | |
|  | <checkingNumber> | | | | | | | |  | |
|  | If this is correct press 1. Otherwise, press 2. | | | | | | | | 8450\_iaConfirmPaymentI4 | |
| No Match 1/No Input 1 | If the payment amount, routing number and checking account are correct press 1. Otherwise, press 2. | | | | | | | | 8450\_iaConfirmPaymentN1 | |
| No Match 2/No Input 2 | To confirm the payment amount, routing number and checking account are correct press 1. Otherwise, press 2 | | | | | | | | 8450\_iaConfirmPaymentN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set newAcct = TRUE  Return from: [8400\_sdBankingInfo](#bm8400sdBankingInfo) | | | | | Never | |
| no |  | | 2 | reenterInfo = TRUE; firstPass = FALSE  Go To: [8460\_iaReenterMenu](#bm8460iaReenterMenu) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
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| [8460\_iaReenterMenu](#bm8_2_SD_BankInfo) | | | | | | | | | Interaction  [8.2\_SD\_BankingInfo](#bm8_2_SD_BankInfo) | |
| Previous State | | | | | | | | | | |
| [8450\_iaConfirmPayment](#bm8450iaConfirmPayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To change the routing number, press 1.  The checking account number, 2.  Or the payment amount, press 3. | | | | | | | | 8460\_iaReenterMenuI1 | |
| No Match 1/No Input 1 | To change the routing number, press 1.  The checking account number, press 2.  Or the payment amount, press 3. | | | | | | | | 8460\_iaReenterMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| routing\_num |  | | 1 | Go To: [8420\_iaRoutingNumber](#bm8420iaRoutingNumber) | | | | | Never | |
| checking\_acct |  | | 2 | Go To: [8430\_iaCheckingNumber](#bm8430iaCheckingNumber) | | | | | Never | |
| payment\_amt |  | | 3 | Go To: [8440\_iaDollarAmt](#bm8440iaDollarAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [8600\_sdConfirmPayment](#bm8_3_SD_ConfirmPayment) | | | | | Sub-Dialog Flow  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | | Returning To | | |
| [8050\_iaConfirmPayment](#bm8050iaConfirmPayment) | | | [8060\_deCheckWrapUp](#bm8060deCheckWrapUp) | | |
| [8400\_sdBankingInfo](#bm8400sdBankingInfo) | | | [8220\_deCheckConfirmedPayment](#bm8220deCheckConfirmedPayment) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
| *Set errCnt = 1* | | Go To: [8610\_deCheckPaymentAmt](#bm8610deCheckPaymentAmt) | | | |
| Developer Notes | | | | | |
| Entry into Sub-Dialog, Set errCnt = 1. | | | | | |

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| [8610\_deCheckPaymentAmt](#bm8_3_SD_ConfirmPayment) | | Branch  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | |
| [8650\_iaMaxOverPayment](#bm8650iaMaxOverPayment),  [8670\_iaReenterPayment](#bm8670iaReenterPayment), [8600\_sdConfirmPayment](#bm8600sdConfirmPayment) | | |
| Condition | Action | |
| IF paymentAmt > Payload/Payments/MaxPaymentAmount | increment errCnt  Go To: [8647\_deErrCntMaxPayment](#bm8647deErrCntMaxPayment) | |
| IF paymentAmt > Payload/CurrentBill/TotalAmountDue | increment errCnt  Go To: [8657\_deErrCntOverPayment](#bm8657deErrCntOverPayment) | |
| ELSE | Go To: [37000\_sdPaymentDate](#bm37000_sdPaymentDate) | |
| Developer Notes | | |
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| [8620\_iaConfirmation](#bm8_3_SD_ConfirmPayment) | | | | | | | | | Interaction  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) | |
| Previous State | | | | | | | | | | |
| [8610\_deCheckPaymentAmt](#bm8610deCheckPaymentAmt),  [8660\_iaOverpayment](#bm8660iaOverpayment), [37080\_deValidDate](#bm37080_deValidDate) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To confirm: | | | | | | | | 8620\_iaConfirmationI1 | |
|  | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | You have authorized Oklahoma Natural Gas to withdraw… | | | | | | | | 8620\_iaConfirmationI2 | |
|  | *IF CAV.location = "KS"* | | | | | | | |  | |
|  | You have authorized Kansas Gas Service to withdraw ... | | | | | | | | 8620\_iaConfirmationI3 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | You have authorized Texas Gas Service to withdraw ... | | | | | | | | 8620\_iaConfirmationI4 | |
|  | <paymentAmt> | | | | | | | |  | |
|  | *IF paymentDate = Today* | | | | | | | |  | |
|  | from your account effective today ... | | | | | | | | 8620\_iaConfirmationI5 | |
|  | <todaysDate> | | | | | | | |  | |
|  | *ELSE* | | | | | | | |  | |
|  | from your account effective… | | | | | | | | 8620\_iaConfirmationI8 | |
|  | <paymentDate> | | | | | | | |  | |
|  | Your payment will be processed on the requested date. | | | | | | | | 8620\_iaConfirmationI6 | |
|  | To confirm, press one. To cancel this transaction, press two. To hear this information again, press star. | | | | | | | | 8620\_iaConfirmationI7 | |
| No Match 1/No Input 1 | If transaction information is correct, press 1. Otherwise, press 2. | | | | | | | | 8620\_iaConfirmationN1 | |
| No Match 2/No Input 2 | To confirm the transaction is correct, press 1. Otherwise, press 2. | | | | | | | | 8620\_iaConfirmationN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set wrapUp = TRUE Go To: [8630\_ppPleaseWait](#bm8630ppPleaseWait) | | | | | Never | |
| no |  | | 2 | Set confirmedPayment = FALSE  Go To: [8690\_ppPamentCancelled](#bm8690ppPamentCancelled) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Fixed missing logic to match code. (MJ)  ADD wrapUp for for Yes 4/6/2023 (MJ)  Updated verbiage for 8620\_iaConfirmationI7. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [8630\_ppPleaseWait](#bm8_3_SD_ConfirmPayment) | | Play Prompt  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | |
| [8620\_iaConfirmation](#bm8620iaConfirmation) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Please wait for your confirmation number. | | 8630\_ppPleaseWaitI1 |
| Condition | Action | |
| IF newAcct = TRUE | Go To: [8645\_dbNewTimePayment](#bm8645dbNewTimePayment) | |
| ELSE | Go To: [8640\_dbExistingTimePayment](#bm8640dbExistingTimePayment) | |
| Special Settings | | |
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| Developer Notes | | |
| Updated verbiage for 8630\_ppPleaseWaitI1. 5/8/2023 (mjedit) | | |

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| [8640\_dbExistingTimePayment](#bm8_3_SD_ConfirmPayment) | | Data Source  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | |
| [8630\_ppPleaseWait](#bm8630ppPleaseWait) | | |
| Input | Description | |
| Payload/AccountNumber | Customer’s account number. (/AccountInfo/AccountNumber) | |
| amount | Amount of payment. | |
| paymentDate | Date of payment. | |
| Output | Description | |
| Payload | Confirmation Number | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF StatusCode=0 | Set confirmedPayment = TRUE  Go To: [8680\_iaConfirmationNumber](#bm8680iaConfirmationNumber) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/MakeOneTimePaymentWithExistingBankAccount | | |

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| [8645\_dbNewTimePayment](#bm8_3_SD_ConfirmPayment) | | Data Source  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | |
| [8630\_ppPleaseWait](#bm8630ppPleaseWait) | | |
| Input | Description | |
| Payload/AccountNumber | Customer’s account number. (/AccountInfo/AccountNumber) | |
| amount | Amount of payment. | |
| bankAccount/AccountNumber | <checkingNumber> | |
| bankAccount/AccountType | "Checking" | |
| bankAccount/RoutingNumber | <routingNumber> | |
| paymentDate | Date of payment. | |
| Output | Description | |
| Payload | Confirmation Number | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [8680\_iaConfirmationNumber](#bm8680iaConfirmationNumber) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/MakeOneTimePayment | | |

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| [8647\_deErrCntMaxPayment](#bm8_3_SD_ConfirmPayment) | | Branch  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | |
| [8610\_deCheckPaymentAmt](#bm8610deCheckPaymentAmt) | | |
| Condition | Action | |
| IF errCnt > maxError | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Go To: [8650\_iaMaxOverPayment](#bm8650iaMaxOverPayment) | |
| Developer Notes | | |
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| [8650\_iaMaxOverPayment](#bm8_3_SD_ConfirmPayment) | | | | | | | | | Interaction  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) | |
| Previous State | | | | | | | | | | |
| [8647\_deErrCntMaxPayment](#bm8647deErrCntMaxPayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | I'm sorry, the amount entered exceeds the amount that can be accepted by our automated system. | | | | | | | | 8650\_iaMaxOverPaymentI1 | |
|  | Please enter an amount less than ... | | | | | | | | 8650\_iaMaxOverPaymentI2 | |
|  | <maxPayment> | | | | | | | |  | |
| No Match 1/No Input 1 | Please enter your payment amount in dollars and cents, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents, you would enter one zero nine <pause> three five and the pound sign. | | | | | | | | 8650\_iaMaxOverPaymentN1 | |
| No Match 2/No Input 2 | Please enter your payment amount in dollars and cents, followed by the pound sign. | | | | | | | | 8650\_iaMaxOverPaymentN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentAmt |  | | 1-7 digits | Go To: [8610\_deCheckPaymentAmt](#bm8610deCheckPaymentAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [8657\_deErrCntOverPayment](#bm8_3_SD_ConfirmPayment) | | Branch  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | |
| [8610\_deCheckPaymentAmt](#bm8610deCheckPaymentAmt) | | |
| Condition | Action | |
| IF errCnt > maxError | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Go To: [8660\_iaOverpayment](#bm8660iaOverpayment) | |
| Developer Notes | | |
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| [8660\_iaOverpayment](#bm8_3_SD_ConfirmPayment) | | | | | | | | | Interaction  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) | |
| Previous State | | | | | | | | | | |
| [8657\_deErrCntOverPayment](#bm8657deErrCntOverPayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | You would like to submit a payment that exceeds the account balance. | | | | | | | | 8660\_iaOverpaymentI1 | |
|  | <amt> | | | | | | | |  | |
|  | If this is correct, press 1. Otherwise, press 2. | | | | | | | | 8660\_iaOverpaymentI2 | |
| No Match 1/No Input 1 | If you would like to submit a payment that exceeds the account balance, press 1. Otherwise, press 2. | | | | | | | | 8660\_iaOverpaymentN1 | |
| No Match 2/No Input 2 | To submit a payment that exceeds the account balance, press 1. Otherwise, press 2. | | | | | | | | 8660\_iaOverpaymentN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [37000\_sdPaymentDate](#bm37000_sdPaymentDate) | | | | | Never | |
| no |  | | 2 | Go To: [8670\_iaReenterPayment](#bm8670iaReenterPayment) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Updated verbiage for 8660\_iaOverpaymentI1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [8670\_iaReenterPayment](#bm8_3_SD_ConfirmPayment) | | | | | | | | | Interaction  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) | |
| Previous State | | | | | | | | | | |
| [8660\_iaOverpayment](#bm8660iaOverpayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please, <pause> enter the amount you'd like to pay, in dollars and cents, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents, you would enter one, zero, nine <pause> three, five, and the pound sign. | | | | | | | | 8670\_iaReenterPaymentI1 | |
| No Match 1/No Input 1 | Please enter your payment amount in dollars and cents followed by the pound sign. | | | | | | | | 8670\_iaReenterPaymentN1 | |
| No Match 2/No Input 2 | Please enter your payment amount followed by the pound sign. | | | | | | | | 8670\_iaReenterPaymentN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentAmt |  | | 1-7 | Go To: [8610\_deCheckPaymentAmt](#bm8610deCheckPaymentAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Updated verbiage for multiple prompts. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [8680\_iaConfirmationNumber](#bm8_3_SD_ConfirmPayment) | | | | | | | | | Interaction  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) | |
| Previous State | | | | | | | | | | |
| [8680\_iaConfirmationNumber](#bm8680iaConfirmationNumber),  [8640\_dbExistingTimePayment](#bm8640dbExistingTimePayment),  [8645\_dbNewTimePayment](#bm8645dbNewTimePayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Thank you for your payment. For your records, your confirmation number is … | | | | | | | | 8680\_iaConfirmationNumberI1 | |
|  | <Payload> | | | | | | | |  | |
|  | To hear this information again, press \*. | | | | | | | | 8680\_iaConfirmationNumberI2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [8680\_iaConfirmationNumber](#bm8680iaConfirmationNumber) | | | | | Never | |
| timeout |  | |  | Go To: [12000\_sdMinPayment](#bm12000sdMinPayment) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 0 | | | | Go To: [12000\_sdMinPayment](#bm12000sdMinPayment) | | | | | |
| Max No Input | 0 | | | | Go To: [12000\_sdMinPayment](#bm12000sdMinPayment) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| timeout | | | | | | 1500 | | | | |
| Developer Notes | | | | | | | | | | |
| Added missing prompt ID (MJ)  Updated verbiage for 8680\_iaConfirmationNumberI1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [8690\_ppPamentCancelled](#bm8_3_SD_ConfirmPayment) | | Play Prompt  [8.3\_SD\_ConfirmPayment](#bm8_3_SD_ConfirmPayment) |
| Previous State | | |
| [8620\_iaConfirmation](#bm8620iaConfirmation) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Your payment has been cancelled. | | 8690\_ppPamentCancelledI1 |
| Condition | Action | |
|  | Return from: [8600\_sdConfirmPayment](#bm8600sdConfirmPayment) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [8700\_sdStoreChecking](#bm8_4_SD_StoreChecking) | | | | | Sub-Dialog Flow  [8.4\_SD\_StoreChecking](#bm8_4_SD_StoreChecking) |
| Previous State | | | Returning To | | |
| [8220\_deCheckConfirmedPayment](#bm8220deCheckConfirmedPayment) | | | [Return from 8200\_sdAnotherAccount](#bm8200sdAnotherAccount) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [8720\_iaStoreMenu](#bm8720iaStoreMenu) | | | |
| Developer Notes | | | | | |
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| [8720\_iaStoreMenu](#bm8_4_SD_StoreChecking) | | | | | | | | | Interaction  [8.4\_SD\_StoreChecking](#bm8_4_SD_StoreChecking) | |
| Previous State | | | | | | | | | | |
| [8700\_sdStoreChecking](#bm8700sdStoreChecking) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | Oklahoma Natural Gas has the ability to securely store your payment information. | | | | | | | | 8720\_iaStoreMenuI1 | |
|  | *IF CAV.location = "KS"* | | | | | | | |  | |
|  | Kansas Gas Service has the ability to securely store your payment information. | | | | | | | | 8720\_iaStoreMenuI2 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | Texas Gas Service has the ability to securely store your payment information. | | | | | | | | 8720\_iaStoreMenuI3 | |
|  | *IF Payments/BankRoutingNumber is not null* | | | | | | | |  | |
|  | You currently have information stored from a previous banking transaction. Storing the new payment information will overwrite the existing banking information. | | | | | | | | 8720\_iaStoreMenuI4 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | If you would like us to store this payment information for next time, press 1. Otherwise, press 2. | | | | | | | | 8720\_iaStoreMenuI5 | |
| No Match 1/No Input 1 | To store your payment information for next time, press 1. Otherwise, press 2. | | | | | | | | 8720\_iaStoreMenuN1 | |
| No Match 2/No Input 2 | If you would like to store your payment information, press 1. Otherwise, press 2. | | | | | | | | 8720\_iaStoreMenuN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| store |  | | 1 | Set accountType = "C"  Go To: [8740\_dbRegisterBankAccountInformation](#bm8740dbRegisterBankAccountInformation) | | | | | Never | |
| not\_saved |  | | 2 | Return from: [8700\_sdStoreChecking](#bm8700sdStoreChecking) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Green vocab only | | | | | | | | | | |

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| [8740\_dbRegisterBankAccountInformation](#bm8_4_SD_StoreChecking) | | Data Source  [8.4\_SD\_StoreChecking](#bm8_4_SD_StoreChecking) |
| Previous State | | |
| [8720\_iaStoreMenu](#bm8720iaStoreMenu) | | |
| Input | Description | |
| Payload/AccountNumber | Customer’s account number. (/AccountInfo/AccountNumber) | |
| Payload/Payments/BankAccountNumber | <checkingNumber> | |
| Payload/Payments/BankAccountType | "Checking" | |
| Payload/Payments/BankRoutingNumber | <routingNumber> | |
|  |  | |
| Output | Description | |
| Payload | True/False information registered. | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Return from: [8700\_sdStoreChecking](#bm8700sdStoreChecking) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RegisterBankAccountInformation | | |

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| [8800\_sdNotAllowed](#bm8_5_SD_NotAllowed) | | | | | Sub-Dialog Flow  [8.5\_SD\_NotAllowed](#bm8_5_SD_NotAllowed) |
| Previous State | | | Returning To | | |
| [8010\_deCheckStatus](#bm8010deCheckStatus) | | | [Return from 8000\_sdPayByCheck](#bmReturnfrom8000sdPayByCheck) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [8820\_iaNotAllowed](#bm8820iaNotAllowed) | | | |
| Developer Notes | | | | | |
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| [8820\_iaNotAllowed](#bm8_5_SD_NotAllowed) | | | | | | | | | Interaction  [8.5\_SD\_NotAllowed](#bm8_5_SD_NotAllowed) | |
| Previous State | | | | | | | | | | |
| [8800\_sdNotAllowed](#bm8800sdNotAllowed) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | At this time, we can no longer accept your checks. To pay with a credit or debit card, press 1.  Payments can also be made in cash, money order, or cashier’s checks at a local pay station. To find a pay station near you, press 2. | | | | | | | | 8820\_iaNotAllowedI1 | |
| No Match 1/No Input 1 | To pay with a credit or debit card, press 1.  Or, to find a pay station near you, press 2. | | | | | | | | 8820\_iaNotAllowedN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| creditdebit |  | | 1 | Go To: [9000\_sdPayByCreditDebit](#bm9000sdPayByCreditDebit) | | | | | Never | |
| paylocation |  | | 2 | Set wrapUp = FALSE  Go To: [11000\_sdPaymentLocations](#bm11000sdPaymentLocations) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [8900\_sdPaymentAmount](#bm8_6_SD_PaymentAmount) | | | | | Sub-Dialog Flow  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) |
| Previous State | | | Returning To | | |
| [8040\_iaExistingChecking](#bm8040iaExistingChecking) | | | [8050\_iaConfirmPayment](#bm8050iaConfirmPayment) | | |
| [8430\_iaCheckingNumber](#bm8430iaCheckingNumber) | | | [8450\_iaConfirmPayment](#bm8450iaConfirmPayment) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
| Set errCnt = 0 | | Go To: [8910\_deCheckStatus](#bm8910deCheckStatus) | | | |
| Developer Notes | | | | | |
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| [8910\_deCheckStatus](#bm8_6_SD_PaymentAmount) | | Branch  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) |
| Previous State | | |
| [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | |
| Condition | Action | |
| IF Payload/CurrentBill/TotalAmountDue > 0 AND  Payload/CurrentBill/AmountDue > 0 AND  Payload/CurrentBill/AmountPastDue > 0 | Go To: [8920\_iaPastDueAmount](#bm8920iaPastDueAmount) | |
| IF Payload/CurrentBill/TotalAccountBalance < 0 OR  Payload/CurrentBill/TotalAccountBalance = 0 | Go To: [8020\_ppNoPaymentDue](#bm8020ppNoPaymentDue) | |
| ELSE | Go To: [8930\_iaCurrentAmount](#bm8930iaCurrentAmount) | |
| Developer Notes | | |
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| [8920\_iaPastDueAmount](#bm8_6_SD_PaymentAmount) | | | | | | | | | Interaction  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) | |
| Previous State | | | | | | | | | | |
| [8910\_deCheckStatus](#bm8910deCheckStatus) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your total amount due is ... | | | | | | | | 8920\_iaPastDueAmountI1 | |
|  | <Payload/CurrentBill/TotalAmountDue> | | | | | | | |  | |
|  | This includes a previous balance of ... | | | | | | | | 8920\_iaPastDueAmountI2 | |
|  | <Payload/CurrentBill/AmountPastDue> | | | | | | | |  | |
|  | To pay the total amount of ... | | | | | | | | 8920\_iaPastDueAmountI3 | |
|  | <Payload/CurrentBill/TotalAmountDue> | | | | | | | |  | |
|  | ... press 1. | | | | | | | | 8920\_iaPastDueAmountI4 | |
|  | To pay the past due amount 2.  To pay another amount press 3. | | | | | | | | 8920\_iaPastDueAmountI5 | |
| No Match 1/No Input 1 | To pay the total amount press 1.  To pay the past due amount press 2.  To pay another amount press 3 | | | | | | | | 8920\_iaPastDueAmountN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| total\_amt |  | | 1 | Set paymentAmt = Payload/CurrentBill/TotalAmountDue  Return from: [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | | | | Never | |
| past\_due |  | | 2 | Set paymentAmt = Payload/CurrentBill/AmountPastDue  Return from: [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | | | | Never | |
| another\_amt |  | | 3 | Go To: [8940\_iaDollarAmt](#bm8940iaDollarAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [8930\_iaCurrentAmount](#bm8_6_SD_PaymentAmount) | | | | | | | | | Interaction  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) | |
| Previous State | | | | | | | | | | |
| [8910\_deCheckStatus](#bm8910deCheckStatus) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your total amount due is ... | | | | | | | | 8930\_iaCurrentAmountI1 | |
|  | <CurrentBill\_TotalAmountDue> | | | | | | | |  | |
|  | To pay the total amount of ... | | | | | | | | 8930\_iaCurrentAmountI2 | |
|  | <Payload/CurrentBill/TotalAmountDue> | | | | | | | |  | |
|  | ... press 1. | | | | | | | | 8930\_iaCurrentAmountI3 | |
|  | To pay another amount press 2. | | | | | | | | 8930\_iaCurrentAmountI4 | |
| No Match 1/No Input 1 | To pay the total amount press 1.  To pay another amount press 2. | | | | | | | | 8930\_iaCurrentAmountN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| total\_amt |  | | 1 | Set paymentAmt = Payload/CurrentBill/TotalAmountDue  Return from: [8900\_sdPaymentAmount](#bm8900sdPaymentAmount) | | | | | Never | |
| another\_amt |  | | 2 | Go To: [8940\_iaDollarAmt](#bm8940iaDollarAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [8940\_iaDollarAmt](#bm8_6_SD_PaymentAmount) | | | | | | | | | Interaction  [8.6\_SD\_PaymentAmount](#bm8_6_SD_PaymentAmount) | |
| Previous State | | | | | | | | | | |
| [8920\_iaPastDueAmount](#bm8920iaPastDueAmount),  [8930\_iaCurrentAmount](#bm8930iaCurrentAmount), [~~8020\_ppNoPaymentDue~~](#bm8020ppNoPaymentDue) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please, <pause> enter the amount you'd like to pay, in dollars and cents, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents, you would enter one, zero, nine <pause> three, five, and the pound sign. | | | | | | | | 8940\_iaDollarAmtI1 | |
| No Match 1/No Input 1 | Please enter your payment amount, in dollars and cents, followed by the pound sign. | | | | | | | | 8940\_iaDollarAmtN1 | |
| No Match 2/No Input 2 | Please enter your payment amount, in dollars and cents, followed by the pound sign. | | | | | | | | 8940\_iaDollarAmtN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentAmt |  | | 1-7 digits | Go To: [8100\_deChkPaymentAmt](#bm8100_deChkPaymentAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| Interchar | | | | | | 7000 | | | | |
| Developer Notes | | | | | | | | | | |
| Updated verbiage for 8940\_iaDollarAmtI1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [9000\_sdPayByCreditDebit](#bm9_0_PayByCreditDebit) | | | | | Sub-Dialog Flow  [9.0\_PayByCreditDebit](#bm9_0_PayByCreditDebit) |
| Previous State | | | Returning To | | |
| [~~4520\_iaMakePaymentMenu~~](#bm4520iaMakePaymentMenu) | | | [~~Return from 4500\_sdMakePayment~~](#bmReturnfrom4500sdMakePayment) | | |
| [8820\_iaNotAllowed](#bm8820iaNotAllowed) | | | [Return from 8800\_sdNotAllowed](#bmReturnfrom8800sdNotAllowed) | | |
| [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | | [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [9040\_iaCreditCardMsg](#bm9040iaCreditCardMsg) | | | |
| Developer Notes | | | | | |
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| [9040\_iaCreditCardMsg](#bm9_0_PayByCreditDebit) | | | | | | | | | Interaction  [9.0\_PayByCreditDebit](#bm9_0_PayByCreditDebit) | |
| Previous State | | | | | | | | | | |
| [9040\_iaCreditCardMsg](#bm9040iaCreditCardMsg), [9000\_sdPayByCreditDebit](#bm9000sdPayByCreditDebit) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  |  | | | | | | | |  | |
|  | **If CAV.PBPVendor\_Down = TRUE**  **If CAV.PBPVendor\_Down\_Message not blank**  **Speak message CAV.PBPVendor\_Down\_Message**  **Else speak default message (**9040\_iaCreditCardEmergcyMsgI1 **see right)**  **If CAV.PBPVendor\_Down\_Trans = TRUE**  Go To: [36000\_sdOfficeHoursNCO](#bm36000sdOfficeHoursNCO)  Else  **Go To:** [**5020\_iaMainMenu**](#bm5020iaMainMenu)  Due to technical difficulties  please be advised that debit and credit cards cannot be processed at this time | | | | | | | | 9040\_iaCreditCardEmergcyMsgI1 | |
| Initial | Visa, MasterCard, Discover credit cards, ATM or Debit Cards are accepted. | | | | | | | | 9040\_iaCreditCardMsgI1 | |
|  | *IF CAV.location = "OK" and Convenience fee > 0* | | | | | | | |  | |
|  | <CAV.convenienceFeeOK> | | | | | | | |  | |
|  | *IF CAV.location = "TX" and Convenience fee > 0* | | | | | | | |  | |
|  | <CAV.convenienceFeeTX> | | | | | | | |  | |
|  | *IF CAV.location = "KS" and Convenience fee > 0* | | | | | | | |  | |
|  | <CAV.convenienceFeeKS> | | | | | | | |  | |
|  | *If the convenience fee > 0* | | | | | | | |  | |
|  | our payment processing service charges for processing each credit or debit card payment the convenience fee is | | | | | | | | 9040\_iaCreditCardMsgI2 | |
|  | ... | | | | | | | |  | |
|  | There is a maximum payment amount of one thousand five hundred dollars  per transaction or five hundred dollars over the account balance. | | | | | | | | 9040\_iaCreditCardMsgI8 | |
|  | *IF CAV.location = "OK" and CAV.convenienceFeeOK > 0* | | | | | | | |  | |
|  |  | | | | | | | |  | |
|  | Oklahoma Natural Gas does not receive any portion of the convenience fee. | | | | | | | | 9040\_iaCreditCardMsgI6 | |
|  | *IF CAV.location = "TX" and CAV.convenienceFeeTX > 0* | | | | | | | |  | |
|  | Texas Gas Service does not receive any portion of the convenience fee. | | | | | | | | 9040\_iaCreditCardMsgI7 | |
|  | *IF CAV.location = "KS" and CAV.convenienceFeeKS > 0* | | | | | | | |  | |
|  | Kansas Gas Service does not receive any portion of the convenience fee. | | | | | | | | 9040\_iaCreditCardMsgI3 | |
|  |  | | | | | | | |  | |
|  | To continue with your payment, 1. Otherwise press 2. | | | | | | | | 9040\_iaCreditCardMsgI5 | |
| No Match 1/No Input 1 | To continue with your payment, press 1, Otherwise press 2. | | | | | | | | 9040\_iaCreditCardMsgN1 | |
| No Match 2/No Input 2 | To continue with your payment, press 1, Otherwise press 2. | | | | | | | | 9040\_iaCreditCardMsgN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| payment |  | | 1 | Set transferType=CC\_PAYMENT  ~~Go to~~ [**~~90120\_trTnRTransfer~~**](#bm90120trTnRTransfer)  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| no payment |  | | 2 | **Go To:** [**5020\_iaMainMenu**](#bm5020iaMainMenu) | | | | | Never | |
| repeat |  | | \* | Go To: [9040\_iaCreditCardMsg](#bm9040iaCreditCardMsg) | | | | | Never | |
| noInput/noMatch |  | | - | Set transferType=PAY\_CHK  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| agent |  | | 0 | Set transferType=PAY\_CHK  Go to: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Purple...adding a prequill message in case pay by phone vendor is down...if caller doesn’t want to make a payment, go back to main menu  Changing the transfer from a hard coded \*8 to a regular VDN Transfer  ASA-blue 9040 non HOS OK and KS checking -note transfer type for documentation only.…  **Phase2\_ChangeControl** updated noInput/noMatch and agent for transferType.  Updated verbiage for 9040\_iaCreditCardMsgI8. 5/8/2023 (mjedit) | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Phase3.1 Pay by Phone | | | | | | | | | | |

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| [11000\_sdPaymentLocations](#_11.0_SD_PaymentLocations) | | | | | Sub-Dialog Flow  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) |
| Previous State | | | Returning To | | |
| [8820\_iaNotAllowed](#bm8820iaNotAllowed) | | | [Return from 8800\_sdNotAllowed](#bmReturnfrom8800sdNotAllowed) | | |
| [21020\_iaAddressMenu](#bm21020iaAddressMenu) | | | [Return from 21000\_sdCompanyInfo](#bmReturnfrom21000sdCompanyInfo) | | |
| [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | | [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | |
| [5110\_iaOther](#bm5110_iaOther) | | | Return from [5010\_deCheckValidated](#bm5010deCheckValidated) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
| *Set firstPass = TRUE* | | Go To: [11020\_iaZipCode](#bm11020iaZipCode) | | | |
| Developer Notes | | | | | |
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| [11020\_iaZipCode](#_11.0_SD_PaymentLocations) | | | | | | | | | Interaction  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) | |
| Previous State | | | | | | | | | | |
| [11060\_ppNoLocations](#bm11060ppNoLocations),  [11160\_iaLocationsWrapUp](#bm11160iaLocationsWrapUp),  [11200\_iaLocationsNoWrapUp](#bm11200iaLocationsNoWrapUp), [11000\_sdPaymentLocations](#bm11000sdPaymentLocations) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter the five-digit zip code for a list of payment locations, followed by the pound sign. | | | | | | | | 11020\_iaZipCodeI1 | |
| No Match 1/No Input 1 | Please enter the five-digit zip code, followed by the pound sign. | | | | | | | | 11020\_iaZipCodeN1 | |
| No Match 2/No Input 2 | Please enter the zip code, followed by the pound sign. | | | | | | | | 11020\_iaZipCodeN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| zipCode |  | | 5 digits | Go To: [11040\_dbGetLocationsByZipCode](#bm11040dbGetLocationsByZipCode) | | | | | ~~Never~~  Yes | |
| Universal Options |  | | Global Options (0, 8, \*, etc.) | Disabled | | | | |  | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| ZipNum | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | ZipNum | | | | | | | < AcctNum> {alphanumeric}{medial} | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
|  |  |  | | | | | | |  | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| interdigitTimeout | | | | | | 7000 | | | | |
| Developer Notes | | | | | | | | | | |
| **Phase 2D** 11020\_iaEnterZipNum  Currently its timing out at the end of 5 or need to hit pound….make it 5 digit specific  Add confirmation to the entry  Confirm interdigit time out of 7 seconds  Updated to only accept 5-digit input and exclude handling for universal options. 20240102 (mjedit) | | | | | | | | | | |

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| [11040\_dbGetLocationsByZipCode](#_11.0_SD_PaymentLocations) | | Data Source  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) |
| Previous State | | |
| [11020\_iaZipCode](#bm11020iaZipCode) | | |
| Input | Description | |
| zipCode | Zip Code entered by caller. | |
| Output | Description | |
| Payload/LocationInfo/BusinessHours/OperatingHours/Day | Day of week | |
| Payload/LocationInfo/BusinessHours/OperatingHours/EndTime | Closed time | |
| Payload/LocationInfo/BusinessHours/OperatingHours/ID |  | |
| Payload/LocationInfo/BusinessHours/OperatingHours/Is24Hour | True/False - Open 24 hours | |
| Payload/LocationInfo/BusinessHours/OperatingHours/StartTime | Open time | |
| Payload/LocationInfo/LocationAddress/City | City | |
| Payload/LocationInfo/LocationAddress/State | State | |
| Payload/LocationInfo/LocationAddress/Street\_Address1 | Address | |
| Payload/LocationInfo/LocationAddress/Street\_Address2 | Additional address | |
| Payload/LocationInfo/LocationAddress/ZipCode | ZipCode | |
| Payload/LocationInfo/Name | Name of location (i.e. Walmart) | |
| Payload/LocationInfo/PhoneNumber | Phone number | |
| Payload/LocationInfo/ShowFeatures | N/A | |
| Payload/LocationInfo/ShowHours | True/False - Should hours be played? | |
| Payload/LocationInfo/WebsiteURL | N/A | |
| Condition | Action | |
| IF found | numLocs=locations found  Go To: [11070\_ppPaymentLocMsg](#bm11070ppPaymentLocMsg) | |
| ELSE | Go To: [11060\_ppNoLocations](#bm11060ppNoLocations) | |
| Developer Notes | | |
| http://schemas.microsoft.com/ws/2005/05/addressing/none">urn://ONEGas/IVRLocationService/2016/1/IIVRLocationService/GetLocationsByZipCode | | |

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| 11060\_ppNoLocations | | Play Prompt  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) |
| Previous State | | |
| [11040\_dbGetLocationsByZipCode](#bm11040dbGetLocationsByZipCode) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| We were unable to find payment locations for that zip code. Please enter another zip code, followed by the pound sign. | | 11060\_ppNoLocationsI1 |
| Condition | Action | |
|  | Go To: [11020\_iaZipCode](#bm11020iaZipCode) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [11070\_ppPaymentLocMsg](#_11.0_SD_PaymentLocations) | | Play Prompt  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) |
| Previous State | | |
| [11040\_dbGetLocationsByZipCode](#bm11040dbGetLocationsByZipCode),  [11160\_iaLocationsWrapUp](#bm11160iaLocationsWrapUp),  [11200\_iaLocationsNoWrapUp](#bm11200iaLocationsNoWrapUp) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF firstPass = TRUE* | |  |
| Please bring your statement when paying at a payment location. | | 11070\_ppPaymentLocMsgI1 |
| *If CAV.location = "OK"* | |  |
| Only payments made in an ONG office appear on your account immediately. Payments through any other source can take several days to post to your account. If you have a cutoff notice, it is extremely important that you contact us immediately with your payment information. | | 11070\_ppPaymentLocMsgI2 |
| *ALWAYS* | |  |
| The nearby payment locations are ... | | 11070\_ppPaymentLocMsgI3 |
| <Payload/LocationInfo/Name> tts | |  |
| <Payload/LocationInfo/LocationAddress/StreetAddress\_1> tts | |  |
| <Payload/LocationInfo/LocationAddress/StreetAddress\_2> tts | |  |
| <Payload/LocationInfo/LocationAddress/City> tts | |  |
| <Payload/LocationInfo/LocationAddress/State> tts | |  |
| <Payload/LocationInfo/LocationAddress/ZipCode> tts | |  |
| Condition | Action | |
|  | Set locCntr = 1  Go To: [11120\_deCheckLocCounter](#bm11120deCheckLocCounter) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [11120\_deCheckLocCounter](#_11.0_SD_PaymentLocations) | | Branch  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) |
| Previous State | | |
| [11160\_iaLocationsWrapUp](#bm11160iaLocationsWrapUp),  [11070\_ppPaymentLocMsg](#bm11070ppPaymentLocMsg),  [11140\_ppPaymentLocations](#bm11140ppPaymentLocations),  [11200\_iaLocationsNoWrapUp](#bm11200iaLocationsNoWrapUp) | | |
| Condition | Action | |
| IF locCntr < 3 AND locCntr < numLocs | increment locCntr  Go To: [11140\_ppPaymentLocations](#bm11140ppPaymentLocations) | |
| ELSE | Go To: [11180\_deCheckWrapUp](#bm11180deCheckWrapUp) | |
| Developer Notes | | |
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| [11140\_ppPaymentLocations](#_11.0_SD_PaymentLocations) | | Play Prompt  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) |
| Previous State | | |
| [11120\_deCheckLocCounter](#bm11120deCheckLocCounter) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF locCntr = numLocs* | |  |
| ... and ... | | 11140\_ppPaymentLocationsI1 |
| *ALWAYS* | |  |
| <Payload/LocationInfo/Name> tts  <Payload/LocationInfo/LocationAddress/StreetAddress\_1> tts  <Payload/LocationInfo/LocationAddress/StreetAddress\_2> tts  <Payload/LocationInfo/LocationAddress/City> tts  <Payload/LocationInfo/LocationAddress/State> tts  <Payload/LocationInfo/LocationAddress/ZipCode> tts | |  |
| Condition | Action | |
|  | Go To: [11120\_deCheckLocCounter](#bm11120deCheckLocCounter) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Added TTS info to reflect code/behavior 11/13/2023 (mjedit) | | |

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| [11160\_iaLocationsWrapUp](#_11.0_SD_PaymentLocations) | | | | | | | | | Interaction  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) | |
| Previous State | | | | | | | | | | |
| [11180\_deCheckWrapUp](#bm11180deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To repeat that information press \*. | | | | | | | | 11160\_iaLocationsWrapUpI1 | |
|  | *IF numLocs > locCntr* | | | | | | | |  | |
|  | To hear more payment locations for this zip code, press one. | | | | | | | | 11160\_iaLocationsWrapUpI2 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | To hear payment locations for a different zip code, press two. | | | | | | | | 11160\_iaLocationsWrapUpI3 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 11160\_iaLocationsWrapUpI4 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the previous menu, 7.  To return to the main menu, 8.  To end this call simply hang up. | | | | | | | | 11160\_iaLocationsWrapUpI5 | |
| No Match 1/No Input 1 | *IF numLocs > locCntr* | | | | | | | |  | |
|  | To hear more payment locations for this zip code, press 1. | | | | | | | | 11160\_iaLocationsWrapUpN1 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | To hear payment locations for a different zip code, press 2. | | | | | | | | 11160\_iaLocationsWrapUpN2 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 11160\_iaLocationsWrapUpN3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up. | | | | | | | | 11160\_iaLocationsWrapUpN4 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Set firstPass = FALSE  Go To: [11070\_ppPaymentLocMsg](#bm11070ppPaymentLocMsg) | | | | | Never | |
| new zip |  | | 2 | Go To: [11020\_iaZipCode](#bm11020iaZipCode) | | | | | Never | |
| previous\_menu |  | | 7 | Return from: [11000\_sdPaymentLocations](#bm11000sdPaymentLocations) | | | | | Never | |
| more locs |  | | 1 | Set locCntr = 0  Go To: [11120\_deCheckLocCounter](#bm11120deCheckLocCounter) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Updated verbiage for 11160\_iaLocationsWrapUpI4 and 11160\_iaLocationsWrapUpN3. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [11180\_deCheckWrapUp](#_11.0_SD_PaymentLocations) | | Branch  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) |
| Previous State | | |
| [11120\_deCheckLocCounter](#bm11120deCheckLocCounter) | | |
| Condition | Action | |
| IF wrapUp = TRUE | Go To: [11160\_iaLocationsWrapUp](#bm11160iaLocationsWrapUp) | |
| ELSE | Go To: [11200\_iaLocationsNoWrapUp](#bm11200iaLocationsNoWrapUp) | |
| Developer Notes | | |
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| [11200\_iaLocationsNoWrapUp](#_11.0_SD_PaymentLocations) | | | | | | | | Interaction  [11.0\_SD\_PaymentLocations](#bm11_0_SD_PaymentLocations) | | |
| Previous State | | | | | | | | | | |
| [11180\_deCheckWrapUp](#bm11180deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | Prompt ID | | |
| Initial | To repeat this information press \*. | | | | | | | 11200\_iaLocationsNoWrapUpI1 | | |
|  | *IF numLocs > locCntr* | | | | | | |  | | |
|  | To hear more payment locations for this zip code, press one. | | | | | | | 11200\_iaLocationsNoWrapUpI2 | | |
|  | *ALWAYS* | | | | | | |  | | |
|  | To hear payment locations for a different zip code, press two. | | | | | | | 11200\_iaLocationsNoWrapUpI3 | | |
|  | *IF officeOpen = TRUE* | | | | | | |  | | |
|  | For the main menu, press eight.  To end this call, simply hang up. | | | | | | | 11200\_iaLocationsNoWrapUpI4 | | |
|  | *ELSE* | | | | | | |  | | |
|  | For the main menu, press eight. To end this call, simply hang up. | | | | | | | 11200\_iaLocationsNoWrapUpI5 | | |
| No Match 1/No Input 1 | *IF numLocs > locCntr* | | | | | | |  | | |
|  | To hear more payment locations for this zip code, press 1. | | | | | | | 11200\_iaLocationsNoWrapUpN1 | | |
|  | *ALWAYS* | | | | | | |  | | |
|  | To hear payment locations for a different zip code, press 2. | | | | | | | 11200\_iaLocationsNoWrapUpN2 | | |
|  | *IF officeOpen = TRUE* | | | | | | |  | | |
|  | To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | 11200\_iaLocationsNoWrapUpN3 | | |
|  | *ELSE* | | | | | | |  | | |
|  | To return to the main menu, press 8.  To end this call simply hang up. | | | | | | | 11200\_iaLocationsNoWrapUpN4 | | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | Confirm? | | |
| repeat |  | | \* | Go To: [11070\_ppPaymentLocMsg](#bm11070ppPaymentLocMsg) | | | | Never | | |
| more\_locs |  | | 1 | Go To: [11120\_deCheckLocCounter](#bm11120deCheckLocCounter) | | | | Never | | |
| new\_zip |  | | 2 | Go To: [11020\_iaZipCode](#bm11020iaZipCode) | | | | Never | | |
| Active Grammar | | | | | | | Condition | | Barge-In | NBest |
|  | | | | | | |  | |  |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | Prompt ID | | |
|  |  |  | | | | | |  | | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [12000\_sdMinPayment](#_12.0_SD_MinPayment) | | | | | Sub-Dialog Flow  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | | Returning To | | |
| [8680\_iaConfirmationNumber](#bm8680iaConfirmationNumber) | | | [8600\_sdConfirmPayment](#bm8600sdConfirmPayment) | | |
| [10200\_ppReceiptConfrimation](#bm10200ppReceiptConfrimation) | | | [10220\_deCheckWrapUp](#bm10220deCheckWrapUp) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [12020\_deCheckArrears](#bm12020deCheckArrears) | | | |
| Developer Notes | | | | | |
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| [12020\_deCheckArrears](#_12.0_SD_MinPayment) | | Branch  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | |
| [12000\_sdMinPayment](#bm12000sdMinPayment) | | |
| Condition | Action | |
| If Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder = TRUE Or  Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder = TRUE Or  Payload/Collections/HasDisconnectLetter = TRUE | Go To: [12040\_deCheckPayment](#bm12040deCheckPayment) | |
| ELSE | Go To: [12030\_dbgetAccountSummary](#bm12030dbgetAccountSummary) | |
| Developer Notes | | |
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| [12030\_dbgetAccountSummary](#_12.0_SD_MinPayment) | | Data Source  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | |
| [12020\_deCheckArrears](#bm12020deCheckArrears),  [12060\_ppReceiptCancelCollections](#bm12060ppReceiptCancelCollections) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain account status. | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False ndicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of Round-up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Set minPayment = Payload/CurrentBill/AmountPastDue  Return from: [12000\_sdMinPayment](#bm12000sdMinPayment) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [12040\_deCheckPayment](#_12.0_SD_MinPayment) | | Branch  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | |
| [12020\_deCheckArrears](#bm12020deCheckArrears) | | |
| Condition | Action | |
| IF Payload/ServiceOrders/DisconnectOrderDispatchStatus = "ON-SITE" or "ENROUTE" | Set transferType=ENON\_MEMO  Go To: [90010\_deOfficeOpen](#bm90010deOfficeOpen) | |
| IF paymentAmt < Payload/CurrentBill/AmountPastDue | Set minPayment = Payload/CurrentBill/AmountPastDue  Go To: [12070\_dbgetAccountSummary](#bm12070dbgetAccountSummary) | |
| ELSE | Go To: [12060\_ppReceiptCancelCollections](#bm12060ppReceiptCancelCollections) | |
| Developer Notes | | |
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| [12060\_ppReceiptCancelCollections](#_12.0_SD_MinPayment) | | Play Prompt  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | |
| [12080\_deCheckAlert2](#bm12080deCheckAlert2),  [12040\_deCheckPayment](#bm12040deCheckPayment) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| An order has been sent to cancel collection activity on your account. | | 12060\_ppReceiptCancelCollectionsI1 |
| Condition | Action | |
|  | Go To: [12030\_dbgetAccountSummary](#bm12030dbgetAccountSummary) | |
| Special Settings | | |
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| Developer Notes | | |
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| [12070\_dbgetAccountSummary](#_12.0_SD_MinPayment) | | Data Source  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | |
| [12040\_deCheckPayment](#bm12040deCheckPayment) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain account status. | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False indicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of Round-up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [12080\_deCheckAlert2](#bm12080deCheckAlert2) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [12080\_deCheckAlert2](#_12.0_SD_MinPayment) | | Branch  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | |
| [12070\_dbgetAccountSummary](#bm12070dbgetAccountSummary) | | |
| Condition | Action | |
| IF Payload/Alert not null | Go To: [12090\_ppReceiptLessMin](#bm12090ppReceiptLessMin) | |
| ELSE | Go To: [12060\_ppReceiptCancelCollections](#bm12060ppReceiptCancelCollections) | |
| Developer Notes | | |
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| [12090\_ppReceiptLessMin](#_12.0_SD_MinPayment) | | Play Prompt  [12.0\_SD\_MinPayment](#bm12_0_SD_MinPayment) |
| Previous State | | |
| [12080\_deCheckAlert2](#bm12080deCheckAlert2) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| The amount paid does not meet the required minimum payment of ... | | 12090\_ppReceiptLessMinI1 |
| <minPayment> | |  |
| ... to cancel collection activity. | | 12090\_ppReceiptLessMinI2 |
| An additional payment of ... | | 12090\_ppReceiptLessMinI3 |
| <Payload/CurrentBill/AmountPastDue> | |  |
| is required to avoid collections. | | 12090\_ppReceiptLessMinI4 |
| Condition | Action | |
|  | Return from: [12000\_sdMinPayment](#bm12000sdMinPayment) | |
| Special Settings | | |
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| Developer Notes | | |
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| [13000\_sdAutoBillPay](#_13.0_SD_AutoBillPay) | | | | | Sub-Dialog Flow  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) |
| Previous State | | | Returning To | | |
| [30050iaPayPlanOptionsMenu](#bm30050iaPayPlanOptionsMenu) | | | [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [13200\_deCheckBankDrafttEnroll](#bm13200deCheckBankDrafttEnroll) | | | |
| Developer Notes | | | | | |
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| [13020\_ppAutoPayMsg](#_13.0_SD_AutoBillPay) | | Play Prompt  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) |
| Previous State | | |
| [13200\_deCheckBankDrafttEnroll](#bm13200deCheckBankDrafttEnroll) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| With automatic payments, your payment will be automatically paid from your bank account on the date your bill is due. Once enrolled, we will provide a confirmation letter of your enrollment that states the amount and date your payment will be automatically deducted from your bank account. | | 13020\_ppAutoPayMsgI1 |
| *IF CAV.location = "OK"* | |  |
| If you have elected to receive an e-statement, you will be notified by email when your statement is ready to view on Oklahoma Natural Gas dot com. | | 13020\_ppAutoPayMsgI2 |
| *IF CAV.location = "TX"* | |  |
| If you have elected to receive an e-statement, you will be notified by email when your statement is ready to view on Texas Gas Service dot com. | | 13020\_ppAutoPayMsgI3 |
| *IF CAV.location = "KS"* | |  |
| If you have elected to receive an e-statement, you will be notified by email when your statement is ready to view on Kansas Gas Service dot com. | | 13020\_ppAutoPayMsgI4 |
| *ALWAYS* | |  |
| The electronic statement will indicate your bill will be paid by automatic payment on the due date. | | 13020\_ppAutoPayMsgI5 |
| *IF CAV.location = "OK"* | |  |
| Additional information can be found in the customer service area of our web site at OklahomaNaturalGas.com. | | 13020\_ppAutoPayMsgI6 |
| *IF CAV.location = "TX"* | |  |
| Additional information can be found in the customer service area of our web site at TexasGasService.com. | | 13020\_ppAutoPayMsgI7 |
| *IF CAV.location = "KS"* | |  |
| Additional information can be found in the customer service area of our web site at KansasGasService.com. | | 13020\_ppAutoPayMsgI8 |
| Condition | Action | |
|  | Go To: [13040\_iaEnrollAutoBillPay](#bm13040iaEnrollAutoBillPay) | |
| Special Settings | | |
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| Developer Notes | | |
| Phase 2C - Vocab changes | | |

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| [13040\_iaEnrollAutoBillPay](#_13.0_SD_AutoBillPay) | | | | | | | | | Interaction  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) | |
| Previous State | | | | | | | | | | |
| [3000\_sdGetAccount](#bm3000sdGetAccount),  [13020\_ppAutoPayMsg](#bm13020ppAutoPayMsg) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To enroll in the automatic payment plan, press one. Otherwise, press two. | | | | | | | | 13040\_iaEnrollAutoBillPayI1 | |
| No Match 1/No Input 1 | For automatic payment enrollment, press one. Otherwise, press two. | | | | | | | | 13040\_iaEnrollAutoBillPayN1 | |
| No Match 2/No Input 2 | To enroll in the automatic payment plan, press one. Otherwise, press two. | | | | | | | | 13040\_iaEnrollAutoBillPayN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| bill\_pay |  | | 1 | Go To: [13060\_iaRoutingNumber](#bm13060iaRoutingNumber) | | | | | Never | |
| otherwise |  | | 2 | Return from: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Updated verbiage to match production. 4/13/2023 (mjedit) | | | | | | | | | | |

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| [13060\_iaRoutingNumber](#_13.0_SD_AutoBillPay) | | | | | | | | | Interaction  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13040\_iaEnrollAutoBillPay](#bm13040iaEnrollAutoBillPay),  [13140\_iaReenterMenu](#bm13140iaReenterMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Please enter the 9 digit routing number located in the lower far left corner of your check | | | | | | | | 13060\_iaRoutingNumberI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the 9 digit routing number. | | | | | | | | 13060\_iaRoutingNumberI2 | |
| No Match 1/No Input 1 | Please enter the 9 digit routing number. | | | | | | | | 13060\_iaRoutingNumberN1 | |
| No Match 2/No Input 2 | Please enter the bank's 9 digit routing number. | | | | | | | | 13060\_iaRoutingNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| routingNumber |  | | 9 digits | *IF reenterInfo = FALSE*  Go To: [13080\_iaCheckingNumber](#bm13080iaCheckingNumber) | | | | | Never | |
| routingNumber |  | | 9 digits | *IF reenterInfo = TRUE*  Go To: [13100\_iaConfirmAutoBillPay](#bm13100iaConfirmAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| interdigitTimeout | | | | | | 5000 | | | | |
| Developer Notes | | | | | | | | | | |
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| [13080\_iaCheckingNumber](#_13.0_SD_AutoBillPay) | | | | | | | | | Interaction  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13060\_iaRoutingNumber](#bm13060iaRoutingNumber),  [13140\_iaReenterMenu](#bm13140iaReenterMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Next, enter the checking account number, located to the right of the routing number, followed by the pound sign. | | | | | | | | 13080\_iaCheckingNumberI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the checking account number you'd like to use followed by the pound sign. | | | | | | | | 13080\_iaCheckingNumberI2 | |
| No Match 1/No Input 1 | Please enter the checking account number you'd like to use followed by the pound sign | | | | | | | | 13080\_iaCheckingNumberN1 | |
| No Match 2/No Input 2 | Please enter the checking account number, followed by the pound sign. | | | | | | | | 13080\_iaCheckingNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| checkingNumber |  | | 3-17 digits | Go To: [13100\_iaConfirmAutoBillPay](#bm13100iaConfirmAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [13100\_iaConfirmAutoBillPay](#_13.0_SD_AutoBillPay) | | | | | | | | | Interaction  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13080\_iaCheckingNumber](#bm13080iaCheckingNumber),  [13060\_iaRoutingNumber](#bm13060iaRoutingNumber) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Okay | | | | | | | | 13100\_iaConfirmAutoBillPayI1 | |
|  | *IF CAV.location = "ONG"* | | | | | | | |  | |
|  | You have authorized Oklahoma Natural Gas to automatically deduct your monthly payment from your bank account with routing number ... | | | | | | | | 13100\_iaConfirmAutoBillPayI2 | |
|  | *IF CAV.location = "TGS"* | | | | | | | |  | |
|  | You have authorized Texas Gas Service to automatically deduct your monthly payment from your bank account with routing number ... | | | | | | | | 13100\_iaConfirmAutoBillPayI3 | |
|  | *IF CAV.location = "KSG"* | | | | | | | |  | |
|  | You have authorized Kansas Gas Service to automatically deduct your monthly payment from the bank account with routing number ... | | | | | | | | 13100\_iaConfirmAutoBillPayI4 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | <routingNumber> | | | | | | | |  | |
|  | ... and checking account number ... | | | | | | | | 13100\_iaConfirmAutoBillPayI5 | |
|  | <checkingNumber> | | | | | | | |  | |
|  | The transaction will occur on your next payment due date. | | | | | | | | 13100\_iaConfirmAutoBillPayI6 | |
|  | To confirm the automatic payment information is correct, press 1. Otherwise, press 2 | | | | | | | | 13100\_iaConfirmAutoBillPayI7 | |
| No Match 1/No Input 1 | To confirm the automatic payment information is correct, press 1. Otherwise, press 2 | | | | | | | | 13100\_iaConfirmAutoBillPayN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes (1) |  | | 1 | Go To: [13120\_dbEnrollInBankDraft](#bm13120dbEnrollInBankDraft) | | | | | Never | |
| no (2) |  | | 2 | reenterInfo = TRUE; firstPass = FALSE  Go To: [13140\_iaReenterMenu](#bm13140iaReenterMenu) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Updated verbiage for 13100\_iaConfirmAutoBillPayI1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [13120\_dbEnrollInBankDraft](#_13.0_SD_AutoBillPay) | | Data Source  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) |
| Previous State | | |
| [13100\_iaConfirmAutoBillPay](#bm13100iaConfirmAutoBillPay) | | |
| Input | Description | |
| Payload/AccountNumber | Account nunmber. | |
| Payload/Payments/BankAccountNumber | <accountNumber> | |
| Payload/Payments/BankAccountType | "Checking" | |
| Payload/Payments/BankRoutingNumber | <routingNumber> | |
| Output | Description | |
| Payload | True/False enrollment successful | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [13380\_dbgetAccountSummary](#bm13380dbgetAccountSummary) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/EnrollInBankDraft | | |

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| [13140\_iaReenterMenu](#_13.0_SD_AutoBillPay) | | | | | | | | | Interaction  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13100\_iaConfirmAutoBillPay](#bm13100iaConfirmAutoBillPay) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To reenter the routing number, press 1. Or for the checking account number, press 2. | | | | | | | | 13140\_iaReenterMenuI1 | |
| No Match 1/No Input 1 | To re-enter the routing number, press 1.  Or, to change the checking account number, press 2. | | | | | | | | 13140\_iaReenterMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| routing\_num |  | | 1 | Go To: [13060\_iaRoutingNumber](#bm13060iaRoutingNumber) | | | | | Never | |
| checking\_acct |  | | 2 | Go To: [13080\_iaCheckingNumber](#bm13080iaCheckingNumber) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [13180\_iaAutoPayWrapUp](#_13.0_SD_AutoBillPay) | | | | | | | | | Interaction  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13380\_dbgetAccountSummary](#bm13380dbgetAccountSummary) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Thank you, your automatic payment enrollment is successful. | | | | | | | | 13180\_iaAutoPayWrapUpI1 | |
|  | This will not take effect until your next billing cycle. | | | | | | | | 13180\_iaAutoPayWrapUpI2 | |
|  | To pay your current balance, press one. To enroll another account in the automatic payment plan, press two. | | | | | | | | 13180\_iaAutoPayWrapUpI3 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 13180\_iaAutoPayWrapUpI4 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 13180\_iaAutoPayWrapUpI5 | |
| No Match 1/2  No Input 1/2 | To pay your current balance, press one. To enroll another account in the automatic payment plan, press two. | | | | | | | | 13180\_iaAutoPayWrapUpN1 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 13180\_iaAutoPayWrapUpN2 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 13180\_iaAutoPayWrapUpN3 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| payment |  | | 1 | Go To: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | Never | |
| diff\_account |  | | 2 | Set acctReentry = TRUE  Go To: [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| previous\_menu |  | | 7 | Return from: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. 13180\_iaAutoPayWrapUpN1 and 13180\_iaAutoPayWrapUpI3 need to be re-recorded  Updated verbiage for multiple prompts. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [13200\_deCheckBankDrafttEnroll](#_13.0_SD_AutoBillPay) | | Branch  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) |
| Previous State | | |
| [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | |
| Condition | Action | |
| IF CurrentIndicators/IsOnBankDraft = TRUE | Go To: [13260\_iaChangeCancel](#bm13260iaChangeCancel) | |
| IF EligibleIndicators/CanEnrollBankDraft = TRUE ~~AND Services/ServiceInfo/CanEnrollInBudget = TRUE~~ | Go To: [13020\_ppAutoPayMsg](#bm13020ppAutoPayMsg) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Indicators checked on AccountSummary Payload. | | |

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| [13220\_iaConfirmAutoBillPay](#_13.1_ChangeCancelAutoBillPay) | | | | | | | | | Interaction  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13240\_iaCheckingNumber](#bm13240iaCheckingNumber),  [13280\_iaRoutingNumber](#bm13280iaRoutingNumber) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | To confirm your automatic payment update… | | | | | | | | 13220\_iaConfirmAutoBillPayI1 | |
|  | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | You have authorized Oklahoma Natural Gas to automatically deduct your monthly payment from your bank account with routing number ... | | | | | | | | 13220\_iaConfirmAutoBillPayI2 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | You have authorized Texas Gas Service to automatically deduct your monthly payment from your bank account with routing number ... | | | | | | | | 13220\_iaConfirmAutoBillPayI3 | |
|  | *IF CAV.location = "KS"* | | | | | | | |  | |
|  | You have authorized Kansas Gas Service to automatically deduct your monthly payment from the bank account with routing number ... | | | | | | | | 13220\_iaConfirmAutoBillPayI4 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | <routingNumber> | | | | | | | |  | |
|  | ... and checking account number ... | | | | | | | | 13220\_iaConfirmAutoBillPayI5 | |
|  | <checkingNumber> | | | | | | | |  | |
|  | The transaction will occur on your next payment due date. | | | | | | | | 13220\_iaConfirmAutoBillPayI6 | |
|  | To confirm auto bill pay information is correct, press 1. Otherwise, press 2 | | | | | | | | 13220\_iaConfirmAutoBillPayI7 | |
| No Match 1/2 No Input 1/2 | To confirm automatic payment information is correct, press one. Otherwise, press two. | | | | | | | | 13220\_iaConfirmAutoBillPayN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| no (2) |  | | 2 | reenterInfo = TRUE; firstPass = FALSE  Go To: [13360\_iaReenterMenu](#bm13360iaReenterMenu) | | | | | Never | |
| yes (1) |  | | 1 | Go To: [13300\_dbUpdateBankDraftInfo](#bm13300dbUpdateBankDraftInfo) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [13240\_iaCheckingNumber](#_13.1_ChangeCancelAutoBillPay) | | | | | | | | | Interaction  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13280\_iaRoutingNumber](#bm13280iaRoutingNumber),  [13360\_iaReenterMenu](#bm13360iaReenterMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Please enter the bank account number you'd like to use including any leading zeros followed by the pound sign. | | | | | | | | 13240\_iaCheckingNumberI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the bank account number followed by the pound sign | | | | | | | | 13240\_iaCheckingNumberI2 | |
| No Match 1/No Input 1 | Please enter the bank account number you'd like to use followed by the pound sign | | | | | | | | 13240\_iaCheckingNumberN1 | |
| No Match 2/No Input 2 | Please enter the bank account number followed by the pound sign | | | | | | | | 13240\_iaCheckingNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| checkingNumber |  | | 3-17 digits | Go To: [13220\_iaConfirmAutoBillPay](#bm13220iaConfirmAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Updated verbiage for multiple prompts. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [13260\_iaChangeCancel](#_13.1_ChangeCancelAutoBillPay) | | | | | | | | | Interaction  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13200\_deCheckBankDrafttEnroll](#bm13200deCheckBankDrafttEnroll) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To change your automatic payment, press one.  To cancel your automatic payment, press two.  Otherwise, press three. | | | | | | | | 13260\_iaChangeCancelI1 | |
| No Match 1/No Input 1 | To change your automatic payment, press one.  Or, to cancel your automatic payment, press two.  Otherwise, press three. | | | | | | | | 13260\_iaChangeCancelN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| change |  | | 1 | Go To: [13280\_iaRoutingNumber](#bm13280iaRoutingNumber) | | | | | Never | |
| cancel |  | | 2 | Go To: [13320\_dbCancelBankDraft](#bm13320dbCancelBankDraft) | | | | | Never | |
| otherwise |  | | 3 | Return from: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [13280\_iaRoutingNumber](#_13.1_ChangeCancelAutoBillPay) | | | | | | | | | Interaction  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13260\_iaChangeCancel](#bm13260iaChangeCancel),  [13360\_iaReenterMenu](#bm13360iaReenterMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Please enter the 9-digit routing number located in the lower far left corner of your check | | | | | | | | 13280\_iaRoutingNumberI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the 9-digit routing number. | | | | | | | | 13280\_iaRoutingNumberI2 | |
| No Match 1/No Input 1 | Please enter the 9-digit routing number. | | | | | | | | 13280\_iaRoutingNumberN1 | |
| No Match 2/No Input 2 | Please enter the bank's 9-digit routing number. | | | | | | | | 13280\_iaRoutingNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| routingNumber |  | | 9 digits | *IF reenterInfo = TRUE*  Go To: [13220\_iaConfirmAutoBillPay](#bm13220iaConfirmAutoBillPay) | | | | | Never | |
| routingNumber |  | | 9 digits | *IF reenterInfo = FALSE*  Go To: [13240\_iaCheckingNumber](#bm13240iaCheckingNumber) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| interdigitTimeout | | | | | | 5000 | | | | |
| Developer Notes | | | | | | | | | | |
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| [13300\_dbUpdateBankDraftInfo](#_13.1_ChangeCancelAutoBillPay) | | Data Source  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) |
| Previous State | | |
| [13220\_iaConfirmAutoBillPay](#bm13220iaConfirmAutoBillPay) | | |
| Input | Description | |
| Payload/AccountNumber | Account nunmber. | |
| Payload/Payments/BankAccountNumber | <checkingNumber> | |
| Payload/Payments/BankAccountType | "Checking" | |
| Payload/Payments/BankRoutingNumber | <routingNumber> | |
| Output | Description | |
| Payload | True/False enrollment successful | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [13420\_dbgetAccountSummary](#bm13420dbgetAccountSummary) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/UpdateBankDraftInfo | | |

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| [13320\_dbCancelBankDraft](#_13.1_ChangeCancelAutoBillPay) | | Data Source  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) |
| Previous State | | |
| [13260\_iaChangeCancel](#bm13260iaChangeCancel) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload | True/False - Cancellation was successful. | |
| StatusCode | Success=0; all else fails. | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [13330\_dbgetAccountSummary](#bm13330dbgetAccountSummary) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/CancelBankDraft | | |

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| [13330\_dbgetAccountSummary](#_13.1_ChangeCancelAutoBillPay) | | Data Source  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) |
| Previous State | | |
| [13320\_dbCancelBankDraft](#bm13320dbCancelBankDraft) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain account status. | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False indicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [13340\_iaCancelWrapUp](#bm13340iaCancelWrapUp) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [13340\_iaCancelWrapUp](#_13.1_ChangeCancelAutoBillPay) | | | | | | | | | Interaction  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13330\_dbgetAccountSummary](#bm13330dbgetAccountSummary) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Thank you, your automatic payment has been canceled. | | | | | | | | 13340\_iaCancelWrapUpI1 | |
|  | This will not take effect until your next billing cycle. | | | | | | | | 13340\_iaCancelWrapUpI2 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To pay your current balance, press one.  To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 13340\_iaCancelWrapUpI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To pay your current balance, press one.  To return to the main menu, press eight.  Or, to end this call, simply hang up. | | | | | | | | 13340\_iaCancelWrapUpI4 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To pay your current balance, press one.  To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 13340\_iaCancelWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To pay your current balance, press one.  To return to the main menu, press eight.  Or, to end this call, simply hang up. | | | | | | | | 13340\_iaCancelWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| pay\_balance |  | | 1 | Go To: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | Never | |
| previous\_menu |  | | 7 | Return from: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [13360\_iaReenterMenu](#_13.1_ChangeCancelAutoBillPay) | | | | | | | | | Interaction  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13220\_iaConfirmAutoBillPay](#bm13220iaConfirmAutoBillPay) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To change the routing number, press 1. Or for the checking account number, press 2. | | | | | | | | 13360\_iaReenterMenuI1 | |
| No Match 1/No Input 1 | To change the routing number, press 1.  Or, to change the checking account number, press 2. | | | | | | | | 13360\_iaReenterMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| routing\_num |  | | 1 | Go To: [13280\_iaRoutingNumber](#bm13280iaRoutingNumber) | | | | | Never | |
| checking\_acct |  | | 2 | Go To: [13240\_iaCheckingNumber](#bm13240iaCheckingNumber) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [13380\_dbgetAccountSummary](#_13.0_SD_AutoBillPay) | | Data Source  [13.0\_SD\_AutoBillPay](#bm13_0_SD_AutoBillPay) |
| Previous State | | |
| [13120\_dbEnrollInBankDraft](#bm13120dbEnrollInBankDraft) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain account status. | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False ndicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [13180\_iaAutoPayWrapUp](#bm13180iaAutoPayWrapUp) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [13400\_iaAutoPayWrapUp](#_13.1_ChangeCancelAutoBillPay) | | | | | | | | | Interaction  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) | |
| Previous State | | | | | | | | | | |
| [13420\_dbgetAccountSummary](#bm13420dbgetAccountSummary) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Thank you, your automatic paymenthas been submitted. | | | | | | | | 13400\_iaAutoPayWrapUpI1 | |
|  | This will not take effect until your next billing cycle. | | | | | | | | 13400\_iaAutoPayWrapUpI2 | |
|  | To pay your current balance, press 1. | | | | | | | | 13400\_iaAutoPayWrapUpI3 | |
|  | *IF CurrentIndicators/IsOnBankDraft = FALSE* | | | | | | | |  | |
|  | To enroll another account in an automatic payment, press two. | | | | | | | | 13400\_iaAutoPayWrapUpI4 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 13400\_iaAutoPayWrapUpI5 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 13400\_iaAutoPayWrapUpI6 | |
| No Match 1/No Input 1 | To pay your current balance, press 1. | | | | | | | | 13400\_iaAutoPayWrapUpN1 | |
|  | *IF CurrentIndicators/IsOnBankDraft = FALSE* | | | | | | | |  | |
|  | To enroll another account in automatic payment plan, press two. | | | | | | | | 13400\_iaAutoPayWrapUpN2 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press eight.  To end this call, simply hang up. | | | | | | | | 13400\_iaAutoPayWrapUpN3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press eight.  Or, to end this call, simply hang up. | | | | | | | | 13400\_iaAutoPayWrapUpN4 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| pay\_balance |  | | 1 | Go To: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | Never | |
| another\_acct |  | | 2 | Return from: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [13420\_dbgetAccountSummary](#_13.1_ChangeCancelAutoBillPay) | | Data Source  [13.1\_ChangeCancelAutoBillPay](#bm13_1_ChangeCancelAutoBillPay) |
| Previous State | | |
| [13300\_dbUpdateBankDraftInfo](#bm13300dbUpdateBankDraftInfo) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain account status. | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False indicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [13400\_iaAutoPayWrapUp](#bm13400iaAutoPayWrapUp) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [14000\_sdBillingStatement](#_14.0_SD_BillingStatement) | | | | | Sub-Dialog Flow  [14.0\_SD\_BillingStatement](#bm14_0_SD_BillingStatement) |
| Previous State | | | Returning To | | |
| [7060\_iaBillingStatementCreditRef](#bm7060iaBillingStatementCreditRef) | | | [7040\_iaAccountWrapUp](#bm7040iaAccountWrapUp) | | |
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| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [14020\_iaBillStatementMenu](#bm14020iaBillStatementMenu) | | | |
| Developer Notes | | | | | |
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| [14020\_iaBillStatementMenu](#_14.0_SD_BillingStatement) | | | | | | | | | Interaction  [14.0\_SD\_BillingStatement](#bm14_0_SD_BillingStatement) | |
| Previous State | | | | | | | | | | |
| [14000\_sdBillingStatement](#bm14000sdBillingStatement) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | If you need your statement immediately, please visit our web site at OklahomaNaturalGas.com | | | | | | | | 14020\_iaBillStatementMenuI1 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | If you need your statement immediately, please visit our web site at TexasGasService.com | | | | | | | | 14020\_iaBillStatementMenuI2 | |
|  | *IF CAV.location = "KS"* | | | | | | | |  | |
|  | If you need your statement immediately, please visit our web site at KansasGasService.com | | | | | | | | 14020\_iaBillStatementMenuI3 | |
|  | To have a copy of your most recent billing statement sent to your current mailing address, press 1.  Or, to have your statement mailed to a different address, press 2. | | | | | | | | 14020\_iaBillStatementMenuI4 | |
| No Match 1/No Input 1 | To have a copy of your most recent billing statement sent to your current mailing address, press 1.  Or, to have your statement mailed to a different address, press 2. | | | | | | | | 14020\_iaBillStatementMenuN1 | |
| No Match 2/No Input 2 | To have a copy of your most recent billing statement sent to your current mailing address, press 1.  Or, to have your statement mailed to a different address, press 2. | | | | | | | | 14020\_iaBillStatementMenuN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| current\_addr |  | | 1 | Go To: [14040\_dbRequestDupilcateBill](#bm14040dbRequestDupilcateBill) | | | | | Never | |
| diff\_addr |  | | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
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| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [14040\_dbRequestDupilcateBill](#_14.0_SD_BillingStatement) | | Data Source  [14.0\_SD\_BillingStatement](#bm14_0_SD_BillingStatement) |
| Previous State | | |
| [14020\_iaBillStatementMenu](#bm14020iaBillStatementMenu) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload | True/False - Request was successful | |
| StatusCode | 0 = Success; all else fails | |
| StatusMessage | Possible message if failed. | |
| TransactionID |  | |
| Condition | Action | |
| IF Payload=True | Go To: [14060\_ppDuplicateBillConfirmed](#bm14060ppDuplicateBillConfirmed) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RequestDuplicateBill | | |

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| [14060\_ppDuplicateBillConfirmed](#_14.0_SD_BillingStatement) | | Play Prompt  [14.0\_SD\_BillingStatement](#bm14_0_SD_BillingStatement) |
| Previous State | | |
| [14040\_dbRequestDupilcateBill](#bm14040dbRequestDupilcateBill) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Your request has been submitted. | | 14060\_ppDuplicateBillConfirmedI1 |
| Condition | Action | |
|  | Return from: [14000\_sdBillingStatement](#bm14000sdBillingStatement) | |
| Special Settings | | |
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| Developer Notes | | |
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| [15000\_sdCreditReference](#_15.0_SD_CreditReference) | | | | | Sub-Dialog Flow  [15.0\_SD\_CreditReference](#bm15_0_SD_CreditReference) |
| Previous State | | | Returning To | | |
| [7060\_iaBillingStatementCreditRef](#bm7060iaBillingStatementCreditRef) | | | [7040\_iaAccountWrapUp](#bm7040iaAccountWrapUp) | | |
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| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [15020\_iaCreditReftMenu](#bm15020iaCreditReftMenu) | | | |
| Developer Notes | | | | | |
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| [15020\_iaCreditReftMenu](#_15.0_SD_CreditReference) | | | | | | | | | Interaction  [15.0\_SD\_CreditReference](#bm15_0_SD_CreditReference) | |
| Previous State | | | | | | | | | | |
| [15000\_sdCreditReference](#bm15000sdCreditReference) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | If you need the credit reference immediately, please visit our web site at www.oklahomanaturalgas.com | | | | | | | | 15020\_iaCreditReftMenuI1 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | If you need the credit reference immediately, please visit our web site at www.texasgasservice.com | | | | | | | | 15020\_iaCreditReftMenuI2 | |
|  | *IF CAV.location = "KS"* | | | | | | | |  | |
|  | If you need the credit reference immediately, please visit our web site at www.kansasgasservice.com | | | | | | | | 15020\_iaCreditReftMenuI3 | |
|  | To have a copy of your credit reference sent to your current mailing address, press 1.  To have the credit reference mailed to a different address, press 2. | | | | | | | | 15020\_iaCreditReftMenuI4 | |
| No Match 1/No Input 1 | To have a copy of your credit reference sent to your current mailing address, press 1.  Or, to have the statement mailed to a different address, press 2. | | | | | | | | 15020\_iaCreditReftMenuN1 | |
| No Match 2/No Input 2 | To have your credit reference sent to your current mailing address, press 1.  Or, to have the statement mailed to a different address, press 2. | | | | | | | | 15020\_iaCreditReftMenuN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| current\_addr |  | | 1 | Go To: [15040\_dbRequestLetterOfCredit](#bm15040dbRequestLetterOfCredit) | | | | | Never | |
| diff\_addr |  | | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
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| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [15040\_dbRequestLetterOfCredit](#_15.0_SD_CreditReference) | | Data Source  [15.0\_SD\_CreditReference](#bm15_0_SD_CreditReference) |
| Previous State | | |
| [15020\_iaCreditReftMenu](#bm15020iaCreditReftMenu) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| Output | Description | |
| Payload | True/False - Request was successful | |
| StatusCode | 0=Success; all else fails | |
| StatusMessage | Status message for failure | |
| TransactionID |  | |
| Condition | Action | |
| IF Payload=True | Go To: [15080\_ppCreditRefConfirmed](#bm15080ppCreditRefConfirmed) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RequestLetterOfCredit | | |

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| [15080\_ppCreditRefConfirmed](#_15.0_SD_CreditReference) | | Play Prompt  [15.0\_SD\_CreditReference](#bm15_0_SD_CreditReference) |
| Previous State | | |
| [15040\_dbRequestLetterOfCredit](#bm15040dbRequestLetterOfCredit) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Your request has been submitted. | | 15080\_ppCreditRefConfirmedI1 |
| Condition | Action | |
|  | Return from: [15000\_sdCreditReference](#bm15000sdCreditReference) | |
| Special Settings | | |
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| Developer Notes | | |
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| 16000\_sdShareTheWarmth | | | | | Sub-Dialog Flow  [16.0\_SD\_ShareTheWarmth](#bm16_0_SD_ShareTheWarmth) |
| Previous State | | | Returning To | | |
| [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | | [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | |
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| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [16020\_ppSTWInfo](#bm16020ppSTWInfo) | | | |
| Developer Notes | | | | | |
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| [16020\_ppSTWInfo](#bm16_0_SD_ShareTheWarmth) | | Play Prompt  [16.0\_SD\_ShareTheWarmth](#bm16_0_SD_ShareTheWarmth) |
| Previous State | | |
| [16000\_sdShareTheWarmth](#bm16000sdShareTheWarmth) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF CAV.location = "OK"* | |  |
| Share the Warmth contributions help Oklahoma families pay winter heating bills. | | 16020\_ppSTWInfoI1 |
| *IF CAV.location = "TX"* | |  |
| Share the Warmth contributions help Texas families pay winter heating bills. | | 16020\_ppSTWInfoI2 |
| *IF CAV.location = "KS"* | |  |
| Share the Warmth contributions help Kansas families pay winter heating bills. | | 16020\_ppSTWInfoI3 |
| Contributions are distributed through local, non-profit organizations to qualifying families, regardless of the energy used to heat their homes. | | 16020\_ppSTWInfoI4 |
| Condition | Action | |
|  | Go To: [16030\_deSTWStatus](#bm16030deSTWStatus) | |
| Special Settings | | |
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| Developer Notes | | |
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| [16030\_deSTWStatus](#bm16_0_SD_ShareTheWarmth) | | Branch  [16.0\_SD\_ShareTheWarmth](#bm16_0_SD_ShareTheWarmth) |
| Previous State | | |
| [16020\_ppSTWInfo](#bm16020ppSTWInfo) | | |
| Condition | Action | |
| IF Payload/IsRoundingUp = TRUE AND Payload/RoundUpAmount = 0 | Go To: [16080\_iaRoundUpMenu](#bm16080iaRoundUpMenu) | |
| IF Payload/IsRoundingUp = TRUE AND Payload/RoundUpAmount > 0 | Go To: [16060\_iaFixedMenu](#bm16060iaFixedMenu) | |
| ELSE | Set stwStatus = "I"  Go To: [16040\_iaSTWMenu](#bm16040iaSTWMenu) | |
| Developer Notes | | |
| Get data from getAccountSummary response Payload. | | |

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| 16040\_iaSTWMenu | | | | | | | | | Interaction  [16.0\_SD\_ShareTheWarmth](#bm16_0_SD_ShareTheWarmth) | |
| Previous State | | | | | | | | | | |
| [16030\_deSTWStatus](#bm16030deSTWStatus) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | You may contribute either a monthly fixed amount or by rounding up your monthly bill to the next whole dollar. To contribute a monthly fixed amount, press 1. Or, to contribute by rounding up your monthly bill, press 2. | | | | | | | | 16040\_iaSTWMenuI1 | |
| No Match 1/No Input 1 | For a monthly fixed amount contribution, press 1.  Or, to contribute by rounding up your monthly bill, press 2. | | | | | | | | 16040\_iaSTWMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| fixed\_amt |  | | 1 | Go To: [16200\_sdFixedAmount](#bm16200sdFixedAmount) | | | | | Never | |
| round\_up |  | | 2 | Go To: [16400\_sdRoundUp](#bm16400sdRoundUp) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [16060\_iaFixedMenu](#bm16_0_SD_ShareTheWarmth) | | | | | | | | | Interaction  [16.0\_SD\_ShareTheWarmth](#bm16_0_SD_ShareTheWarmth) | |
| Previous State | | | | | | | | | | |
| [16030\_deSTWStatus](#bm16030deSTWStatus) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Our records indicate you are currently contributing a monthly fixed amount. To change your fixed amount, press 1. Or, to cancel your contribution, press 2. | | | | | | | | 16060\_iaFixedMenuI1 | |
| No Match 1/No Input 1 | To change your fixed amount, press 1.  Or, to cancel your contribution, press 2. | | | | | | | | 16060\_iaFixedMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| change\_fixed |  | | 1 | Set stwStatus = "U"  Go To: [16600\_sdChangeFixedAmt](#bm16600sdChangeFixedAmt) | | | | | Never | |
| cancel |  | | 2 | Set stwStatus = "D"  Go To: [16800\_sdCancelSTW](#bm16800sdCancelSTW) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [16080\_iaRoundUpMenu](#bm16_0_SD_ShareTheWarmth) | | | | | | | | | Interaction  [16.0\_SD\_ShareTheWarmth](#bm16_0_SD_ShareTheWarmth) | |
| Previous State | | | | | | | | | | |
| [16030\_deSTWStatus](#bm16030deSTWStatus) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Our records indicate you are currently contributing by rounding up your monthly bill. To change your contribution to a fixed monthly amount, press 1. Or, to cancel your contribution, press 2. | | | | | | | | 16080\_iaRoundUpMenuI1 | |
| No Match 1/No Input 1 | To change your contribution to a fixed monthly amount, press 1.  Or, to cancel your contribution, press 2. | | | | | | | | 16080\_iaRoundUpMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| fixed\_amt |  | | 1 | Set stwStatus = "U"  Go To: [16200\_sdFixedAmount](#bm16200sdFixedAmount) | | | | | Never | |
| cancel |  | | 2 | Set stwStatus = "D"  Go To: [16800\_sdCancelSTW](#bm16800sdCancelSTW) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [16200\_sdFixedAmount](#bm16_1_SD_FixedAmount) | | | | | Sub-Dialog Flow  [16.1\_SD\_FixedAmount](#bm16_1_SD_FixedAmount) |
| Previous State | | | Returning To | | |
| [16040\_iaSTWMenu](#bm16040iaSTWMenu) | | | [Return from 16000\_sdShareTheWarmth](#bmReturnfrom16000sdShareTheWarmth) | | |
| [16080\_iaRoundUpMenu](#bm16080iaRoundUpMenu) | | | [Return from 16000\_sdShareTheWarmth](#bmReturnfrom16000sdShareTheWarmth) | | |
| [16500\_iaNoRoundUp](#bm16500iaNoRoundUp) | | | [Return from 16400\_sdRoundUp](#bmReturnfrom16400sdRoundUp) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [16220\_iaFixedAmount](#bm16220iaFixedAmount) | | | |
| Developer Notes | | | | | |
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| [16220\_iaFixedAmount](#bm16_1_SD_FixedAmount) | | | | | | | | | Interaction  [16.1\_SD\_FixedAmount](#bm16_1_SD_FixedAmount) | |
| Previous State | | | | | | | | | | |
| [16240\_iaConfirm](#bm16240iaConfirm), [16200\_sdFixedAmount](#bm16200sdFixedAmount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter your fixed contribution amount in dollars and cents, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents you would enter one zero nine <pause> three five and the pound sign. | | | | | | | | 16220\_iaFixedAmountI1 | |
| No Match 1/No Input 1 | Please enter your contribution amount in dollars and cents, followed by the pound sign. | | | | | | | | 16220\_iaFixedAmountN1 | |
| No Match 2/No Input 2 | Please enter your contribution amount in dollars and cents, followed by the pound sign. | | | | | | | | 16220\_iaFixedAmountN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentAmount |  | | 1-7 digits | Go To: [16240\_iaConfirm](#bm16240iaConfirm) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [16240\_iaConfirm](#bm16_1_SD_FixedAmount) | | | | | | | | | Interaction  [16.1\_SD\_FixedAmount](#bm16_1_SD_FixedAmount) | |
| Previous State | | | | | | | | | | |
| [16220\_iaFixedAmount](#bm16220iaFixedAmount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | That was a monthly contribution of ... | | | | | | | | 16240\_iaConfirmI1 | |
|  | <dollarAmount> | | | | | | | |  | |
|  | If this is correct, press 1; otherwise, press 2. | | | | | | | | 16240\_iaConfirmI2 | |
| No Match 1/No Input 1 | If the contribution information is correct, press 1. Otherwise, press 2. | | | | | | | | 16240\_iaConfirmN1 | |
| No Match 2/No Input 2 | To confirm contribution information is correct, press 1. Otherwise, press 2 | | | | | | | | 16240\_iaConfirmN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [16260\_dbSetShareTheWarmthStatus](#bm16260dbSetShareTheWarmthStatus) | | | | | Never | |
| no |  | | 2 | Go To: [16220\_iaFixedAmount](#bm16220iaFixedAmount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [16260\_dbSetShareTheWarmthStatus](#bm16_1_SD_FixedAmount) | | Data Source  [16.1\_SD\_FixedAmount](#bm16_1_SD_FixedAmount) |
| Previous State | | |
| [16240\_iaConfirm](#bm16240iaConfirm) | | |
| Input | Description | |
| Payload/AccountNumber | Customer’s account number. | |
| paymentAmount | Amount of contribution. | |
| action | "Enroll" | |
| startDate | Start date for contribution. | |
| endDate | End date for contribution, or leave blank if no end date. | |
| Output | Description | |
| Payload | True/False - enrollment successful | |
| StatusCode | 0=Success, all else fails. | |
| StatusMessage | Possible status message for fails | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [16280\_iaSTWThankYou](#bm16280iaSTWThankYou) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/SetShareTheWarmthStatus | | |

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| [16280\_iaSTWThankYou](#_16.1_SD_FixedAmount) | | | | | | | | | Interaction  [16.1\_SD\_FixedAmount](#bm16_1_SD_FixedAmount) | |
| Previous State | | | | | | | | | | |
| [16260\_dbSetShareTheWarmthStatus](#bm16260dbSetShareTheWarmthStatus),  [16280\_iaSTWThankYou](#bm16280iaSTWThankYou) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Thank you. Your monthly contribution of ... | | | | | | | | 16280\_iaSTWThankYouI1 | |
|  | <dollarAmt> | | | | | | | |  | |
|  | ... will go a long way in helping families stay warm. Your contribution will take 24 hours to become effective. | | | | | | | | 16280\_iaSTWThankYouI2 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 16280\_iaSTWThankYouI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 16280\_iaSTWThankYouI4 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the account information menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 16280\_iaSTWThankYouN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the account information menu, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 16280\_iaSTWThankYouN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [16280\_iaSTWThankYou](#bm16280iaSTWThankYou) | | | | | Never | |
| acct\_info |  | | 7 | Return from: [16200\_sdFixedAmount](#bm16200sdFixedAmount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [16400\_sdRoundUp](#bm16_2_SD_RoundUp) | | | | | Sub-Dialog Flow  [16.2\_SD\_RoundUp](#bm16_2_SD_RoundUp) |
| Previous State | | | Returning To | | |
| [16040\_iaSTWMenu](#bm16040iaSTWMenu) | | | [Return from 16000\_sdShareTheWarmth](#bmReturnfrom16000sdShareTheWarmth) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [16420\_iaRoundUpConfirm](#bm16420iaRoundUpConfirm) | | | |
| Developer Notes | | | | | |
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| [16420\_iaRoundUpConfirm](#bm16_2_SD_RoundUp) | | | | | | | | | Interaction  [16.2\_SD\_RoundUp](#bm16_2_SD_RoundUp) | |
| Previous State | | | | | | | | | | |
| [16400\_sdRoundUp](#bm16400sdRoundUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To round up your monthly bill amount to the next whole dollar and donate the excess to Share the Warmth, press 1. Otherwise, press 2. | | | | | | | | 16420\_iaRoundUpConfirmI1 | |
| No Match 1/No Input 1 | If you'd like to make a round-up donation to Share the Warmth, press 1. Otherwise, press 2. | | | | | | | | 16420\_iaRoundUpConfirmN1 | |
| No Match 2/No Input 2 | To make a round-up donation to Share the Warmth, press 1. Otherwise, press 2. | | | | | | | | 16420\_iaRoundUpConfirmN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| roundup |  | | 1 | Go To: [16440\_deCheckAvePayment](#bm16440deCheckAvePayment) | | | | | Never | |
| otherwise |  | | 2 | Return from: [16400\_sdRoundUp](#bm16400sdRoundUp) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [16440\_deCheckAvePayment](#bm16_2_SD_RoundUp) | | Branch  [16.2\_SD\_RoundUp](#bm16_2_SD_RoundUp) |
| Previous State | | |
| [16420\_iaRoundUpConfirm](#bm16420iaRoundUpConfirm) | | |
| Condition | Action | |
| IF Payload/Services/ServiceInfo/IsEnrolledInBudget= TRUE AND Payload/BudgetAmount (cents) = 0 | Go To: [16500\_iaNoRoundUp](#bm16500iaNoRoundUp) | |
| ELSE | Go To: [16460\_dbSetShareTheWarmthStatus](#bm16460dbSetShareTheWarmthStatus) | |
| Developer Notes | | |
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| [16460\_dbSetShareTheWarmthStatus](#bm16_2_SD_RoundUp) | | Data Source  [16.2\_SD\_RoundUp](#bm16_2_SD_RoundUp) |
| Previous State | | |
| [16440\_deCheckAvePayment](#bm16440deCheckAvePayment) | | |
| Input | Description | |
| Payload/AccountNumber | Customer’s account number. | |
| dollarAmount | "0" | |
| action | "Enroll" | |
| startDate | Start date for contribution. | |
| endDate | End date for contribution, or leave blank if no end date. | |
| Output | Description | |
| Payload | True/False - enrollment successful | |
| StatusCode | 0=Success, all else fails. | |
| StatusMessage | Possible status message for fails | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [16480\_iaSTWThankYou](#bm16480iaSTWThankYou) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/SetShareTheWarmthStatus | | |

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| [16480\_iaSTWThankYou](#bm16_2_SD_RoundUp) | | | | | | | | | Interaction  [16.2\_SD\_RoundUp](#bm16_2_SD_RoundUp) | |
| Previous State | | | | | | | | | | |
| [16480\_iaSTWThankYou](#bm16480iaSTWThankYou),  [16460\_dbSetShareTheWarmthStatus](#bm16460dbSetShareTheWarmthStatus) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Thank you. Your monthly roundup contribution will go a long way in helping families stay warm. Your contribution will take 24 hours to become effective. | | | | | | | | 16480\_iaSTWThankYouI1 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 16480\_iaSTWThankYouI2 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 16480\_iaSTWThankYouI3 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the account information menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 16480\_iaSTWThankYouN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  For the account information menu, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 16480\_iaSTWThankYouN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [16480\_iaSTWThankYou](#bm16480iaSTWThankYou) | | | | | Never | |
| acct\_info |  | | 7 | Return from: [16400\_sdRoundUp](#bm16400sdRoundUp) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [16500\_iaNoRoundUp](#bm16_2_SD_RoundUp) | | | | | | | | | Interaction  [16.2\_SD\_RoundUp](#bm16_2_SD_RoundUp) | |
| Previous State | | | | | | | | | | |
| [16440\_deCheckAvePayment](#bm16440deCheckAvePayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "tx"* | | | | | | | |  | |
|  | Our records indicate your Average Payment Plan amount is … | | | | | | | | 16500\_iaNoRoundUpI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | Our records indicate your Average Payment Plan amount is ... | | | | | | | | 16500\_iaNoRoundUpI1 | |
|  | <paymentAmt> need data | | | | | | | |  | |
|  | Whole dollar bill amounts cannot be rounded up for Share the Warmth contributions. To contribute a fixed amount, press 1. Otherwise, press 2. | | | | | | | | 16500\_iaNoRoundUpI2 | |
| No Match 1/No Input 1 | To make contributions as a fixed amount, press 1. Otherwise, press 2. | | | | | | | | 16500\_iaNoRoundUpN1 | |
| No Match 2/No Input 2 | To contribute a fixed amount, press 1. Otherwise, press 2. | | | | | | | | 16500\_iaNoRoundUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [16200\_sdFixedAmount](#bm16200sdFixedAmount) | | | | | Never | |
| no |  | | 2 | Return from: [16400\_sdRoundUp](#bm16400sdRoundUp) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [16600\_sdChangeFixedAmt](#bm16_3_SD_ChangeAmt) | | | | | Sub-Dialog Flow  [16.3\_SD\_ChangeAmt](#bm16_3_SD_ChangeAmt) |
| Previous State | | | Returning To | | |
| [16060\_iaFixedMenu](#bm16060iaFixedMenu) | | | [Return from 16000\_sdShareTheWarmth](#bmReturnfrom16000sdShareTheWarmth) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [16620\_iaFixedInfo](#bm16620iaFixedInfo) | | | |
| Developer Notes | | | | | |
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| [16620\_iaFixedInfo](#bm16_3_SD_ChangeAmt) | | | | | | | | | Interaction  [16.3\_SD\_ChangeAmt](#bm16_3_SD_ChangeAmt) | |
| Previous State | | | | | | | | | | |
| [16620\_iaFixedInfo](#bm16620iaFixedInfo), [16600\_sdChangeFixedAmt](#bm16600sdChangeFixedAmt) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | You are currently contributing ... | | | | | | | | 16620\_iaFixedInfoI1 | |
|  | <Payload/RoundUpAmount> | | | | | | | |  | |
|  | ... to Share the Warmth. To hear this information again, press \*. To change the fixed contribution amount, press 1. Otherwise, press 2. | | | | | | | | 16620\_iaFixedInfoI2 | |
| No Match 1/No Input 1 | If you'd like to change your fixed contribution amount, press 1. Otherwise, press 2. | | | | | | | | 16620\_iaFixedInfoN1 | |
| No Match 2/No Input 2 | To change your fixed contribution amount, press 1. Otherwise, press 2. | | | | | | | | 16620\_iaFixedInfoN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [16620\_iaFixedInfo](#bm16620iaFixedInfo) | | | | | Never | |
| yes |  | | 1 | Go To: [16630\_iaFixedAmount](#bm16630iaFixedAmount) | | | | | Never | |
| no |  | | 2 | Return from: [16600\_sdChangeFixedAmt](#bm16600sdChangeFixedAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Get RoundUpAmount from getAccountSummary response. | | | | | | | | | | |

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| [16630\_iaFixedAmount](#bm16_3_SD_ChangeAmt) | | | | | | | | | Interaction  [16.3\_SD\_ChangeAmt](#bm16_3_SD_ChangeAmt) | |
| Previous State | | | | | | | | | | |
| [16620\_iaFixedInfo](#bm16620iaFixedInfo),  [16640\_iaConfirm](#bm16640iaConfirm) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter your fixed contribution amount in dollars and cents. | | | | | | | | 16630\_iaFixedAmountI1 | |
| No Match 1/No Input 1 | Please enter your contribution amount in dollars and cents. | | | | | | | | 16630\_iaFixedAmountN1 | |
| No Match 2/No Input 2 | Please enter your contribution amount. | | | | | | | | 16630\_iaFixedAmountN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentAmt |  | | 1-7 digits | Go To: [16640\_iaConfirm](#bm16640iaConfirm) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [16640\_iaConfirm](#_16.3_SD_ChangeAmt) | | | | | | | | | Interaction  [16.3\_SD\_ChangeAmt](#bm16_3_SD_ChangeAmt) | |
| Previous State | | | | | | | | | | |
| [16630\_iaFixedAmount](#_16.3_SD_ChangeAmt) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | That was a new monthly contribution of ... | | | | | | | | 16640\_iaConfirmI1 | |
|  | <dollarAmount> | | | | | | | |  | |
|  | If this is correct, press 1; otherwise, press 2. | | | | | | | | 16640\_iaConfirmI2 | |
| No Match 1/No Input 1 | If your contribution information is correct, press 1. Otherwise, press 2. | | | | | | | | 16640\_iaConfirmN1 | |
| No Match 2/No Input 2 | To confirm contribution information is correct, press 1. Otherwise, press 2 | | | | | | | | 16640\_iaConfirmN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [16650\_dbSetShareTheWarmthStatus](#bm16650dbSetShareTheWarmthStatus) | | | | | Never | |
| no |  | | 2 | Go To: [16630\_iaFixedAmount](#bm16630iaFixedAmount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
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| [16650\_dbSetShareTheWarmthStatus](#bm16_3_SD_ChangeAmt) | | Data Source  [16.3\_SD\_ChangeAmt](#bm16_3_SD_ChangeAmt) |
| Previous State | | |
| [16640\_iaConfirm](#bm16640iaConfirm) | | |
| Input | Description | |
| Payload/AccountNumber | Customer’s account number. | |
| paymentAmt | Amount of contribution. | |
| action | "Update" | |
| startDate | Start date for contribution. | |
| endDate | End date for contribution, or leave blank if no end date. | |
| Output | Description | |
| Payload | True/False - enrollment successful | |
| StatusCode | 0=Success, all else fails. | |
| StatusMessage | Possible status message for fails | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [16660\_iaSTWThankYou](#bm16660iaSTWThankYou) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/SetShareTheWarmthStatus | | |

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| [16660\_iaSTWThankYou](#bm16_3_SD_ChangeAmt) | | | | | | | | | Interaction  [16.3\_SD\_ChangeAmt](#bm16_3_SD_ChangeAmt) | |
| Previous State | | | | | | | | | | |
| [16650\_dbSetShareTheWarmthStatus](#bm16650dbSetShareTheWarmthStatus),  [16660\_iaSTWThankYou](#bm16660iaSTWThankYou) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Thank you. Your monthly contribution of ... | | | | | | | | 16660\_iaSTWThankYouI1 | |
|  | <dollarAmt> | | | | | | | |  | |
|  | ... will go a long way in helping families stay warm. Your contribution will take 24 hours to become effective. | | | | | | | | 16660\_iaSTWThankYouI2 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 16660\_iaSTWThankYouI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 16660\_iaSTWThankYouI4 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the account information menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 16660\_iaSTWThankYouN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the account information menu, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 16660\_iaSTWThankYouN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [16660\_iaSTWThankYou](#bm16660iaSTWThankYou) | | | | | Never | |
| acct\_info |  | | 7 | Return from: [16600\_sdChangeFixedAmt](#bm16600sdChangeFixedAmt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [16800\_sdCancelSTW](#bm16_4_SD_CancelContribution) | | | | | Sub-Dialog Flow  [16.4\_SD\_CancelContribution](#bm16_4_SD_CancelContribution) |
| Previous State | | | Returning To | | |
| [16080\_iaRoundUpMenu](#bm16080iaRoundUpMenu) | | | [Return from 16000\_sdShareTheWarmth](#bm16000sdShareTheWarmth) | | |
| [16060\_iaFixedMenu](#bm16060iaFixedMenu) | | | [Return from 16000\_sdShareTheWarmth](#bm16000sdShareTheWarmth) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [16820\_iaCancelMenu](#bm16820iaCancelMenu) | | | |
| Developer Notes | | | | | |
|  | | | | | |

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| [16820\_iaCancelMenu](#bm16_4_SD_CancelContribution) | | | | | | | | | Interaction  [16.4\_SD\_CancelContribution](#bm16_4_SD_CancelContribution) | |
| Previous State | | | | | | | | | | |
| [16800\_sdCancelSTW](#bm16800sdCancelSTW) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To cancel your monthly Share the Warmth contribution, press 1. Otherwise, press 2. | | | | | | | | 16820\_iaCancelMenuI1 | |
| No Match 1/No Input 1 | If you would like to cancel your monthly Share the Warmth contribution, press 1. Otherwise, press 2. | | | | | | | | 16820\_iaCancelMenuN1 | |
| No Match 2/No Input 2 | To cancel your monthly Share the Warmth contribution, press 1. Otherwise, press 2. | | | | | | | | 16820\_iaCancelMenuN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set payAmount = 0  Go To: [16840\_dbSetShareTheWarmthStatus](#bm16840dbSetShareTheWarmthStatus) | | | | | Never | |
| no |  | | 2 | Return from: [16800\_sdCancelSTW](#bm16800sdCancelSTW) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
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| [16840\_dbSetShareTheWarmthStatus](#bm16_0_SD_ShareTheWarmth) | | Data Source  [16.4\_SD\_CancelContribution](#bm16_4_SD_CancelContribution) |
| Previous State | | |
| [16820\_iaCancelMenu](#bm16820iaCancelMenu) | | |
| Input | Description | |
| Payload/AccountNumber | Customer’s account number. | |
| payAmount | 0 | |
| action | "Unenroll" | |
| startDate | NULL | |
| endDate | Today's Date | |
| Output | Description | |
| Payload | True/False - enrollment successful | |
| StatusCode | 0=Success, all else fails. | |
| StatusMessage | Possible status message for fails | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [16860\_ppSTWCancelled](#bm16860ppSTWCancelled) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/SetShareTheWarmthStatus | | |

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| [16860\_ppSTWCancelled](#bm16_4_SD_CancelContribution) | | Play Prompt  [16.4\_SD\_CancelContribution](#bm16_4_SD_CancelContribution) |
| Previous State | | |
| [16840\_dbSetShareTheWarmthStatus](#bm16840dbSetShareTheWarmthStatus) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Your Share the Warmth contribution has been canceled. | | 16860\_ppSTWCancelledI1 |
| Condition | Action | |
|  | Go To: [16880\_iaSTWThankYouCancel](#bm16880iaSTWThankYouCancel) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [16880\_iaSTWThankYouCancel](#bm16_4_SD_CancelContribution) | | | | | | | | Interaction  [16.4\_SD\_CancelContribution](#bm16_4_SD_CancelContribution) | | |
| Previous State | | | | | | | | | | |
| [16860\_ppSTWCancelled](#bm16860ppSTWCancelled),  [16880\_iaSTWThankYouCancel](#bm16880iaSTWThankYouCancel) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | Prompt ID | | |
|  | *ALWAYS* | | | | | | |  | | |
|  | Thank you for contributing to Share the Warmth. You can resume monthly Share the Warmth contributions at any time. | | | | | | | 16880\_iaSTWThankYouCancelI1 | | |
| Initial | *IF CAV.location = "OK"* | | | | | | |  | | |
|  | You can also visit OklahomaNaturalGas.com to contribute to Share the Warmth. | | | | | | | 16880\_iaSTWThankYouCancelI2 | | |
|  | *IF CAV.location = "TX"* | | | | | | |  | | |
|  | You can also visit TexasGasService.com to contribute to Share the Warmth. | | | | | | | 16880\_iaSTWThankYouCancelI3 | | |
|  | *IF CAV.location = "KS"* | | | | | | |  | | |
|  | You can also visit KansasGasService.com to contribute to Share the Warmth. | | | | | | | 16880\_iaSTWThankYouCancelI4 | | |
|  | *ALWAYS* | | | | | | |  | | |
|  | Your cancellation request will take 24 hours to become effective. | | | | | | | 16880\_iaSTWThankYouCancelI5 | | |
|  | *IF officeOpen = TRUE* | | | | | | |  | | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | 16880\_iaSTWThankYouCancelI6 | | |
|  | *ELSE* | | | | | | |  | | |
|  | To hear this information again, press \*.  For the account information menu, 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | 16880\_iaSTWThankYouCancelI7 | | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | |  | | |
|  | For the account information menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | 16880\_iaSTWThankYouCancelN1 | | |
|  | *ELSE* | | | | | | |  | | |
|  | For the account information menu, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | 16880\_iaSTWThankYouCancelN2 | | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | Confirm? | | |
| repeat |  | | \* | Go To: [16880\_iaSTWThankYouCancel](#bm16880iaSTWThankYouCancel) | | | | Never | | |
| acct\_info |  | | 7 | Return from: [16800\_sdCancelSTW](#bm16800sdCancelSTW) | | | | Never | | |
| Active Grammar | | | | | | | Condition | | Barge-In | NBest |
|  | | | | | | |  | |  |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | Prompt ID | | |
|  |  |  | | | | | |  | | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [17000\_sdPaperlessBilling](#bm17_0_SD_Paperless) | | | | | Sub-Dialog Flow  [17\_SD\_Paperless](#bm17_0_SD_Paperless) |
| Previous State | | | Returning To | | |
| [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | | [7040\_iaAccountWrapUp](#bm7040iaAccountWrapUp) | | |
| [7080\_iaPaperlessSMSMenu](#bm7080iaPaperlessSMSMenu) | | | [7040\_iaAccountWrapUp](#bm7040iaAccountWrapUp) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [17020\_deCheckPaperlessBilling](#bm17020deCheckPaperlessBilling) | | | |
| Developer Notes | | | | | |
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| [17020\_deCheckPaperlessBilling](#bm17_0_SD_Paperless) | | Branch  [17\_SD\_Paperless](#bm17_0_SD_Paperless) |
| Previous State | | |
| [17000\_sdPaperlessBilling](#bm17000sdPaperlessBilling) | | |
| Condition | Action | |
| IF CurrentIndicators/IsOnEbill = TRUE | Go To: [17040\_iaDiscontinue](#bm17040iaDiscontinue) | |
| IF EligibleIndicators/CanEnrollInElectronicBilling = FALSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Go To: [17060\_iaEnroll](#bm17060iaEnroll) | |
| Developer Notes | | |
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| [17040\_iaDiscontinue](#bm17_0_SD_Paperless) | | | | | | | | | Interaction  [17\_SD\_Paperless](#bm17_0_SD_Paperless) | |
| Previous State | | | | | | | | | | |
| [17020\_deCheckPaperlessBilling](#bm17020deCheckPaperlessBilling) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Our records indicate you are currently enrolled in the e-statements program. To discontinue e-statements, press one.  To change your mailing address, press two.  Otherwise, press three. | | | | | | | | 17040\_iaDiscontinueI1 | |
| No Match 1/No Input 1 | If you would like to discontinue e-statements, press one.  To change your mailing address, press two.  Otherwise, press three. | | | | | | | | 17040\_iaDiscontinueN1 | |
| No Match 2/No Input 2 | To discontinue e-statements, press one.  To change your mailing address, press two.  Otherwise, press three. | | | | | | | | 17040\_iaDiscontinueN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| discontinue |  | | 1 | Set action="Unenroll"  Go To: [17140\_dbSetElectronicBillingStatus](#bm17140dbSetElectronicBillingStatus) | | | | | Never | |
| change\_address |  | | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| none |  | | 3 | Return from: [17000\_sdPaperlessBilling](#bm17000sdPaperlessBilling) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase 2C - Vocab changes | | | | | | | | | | |

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| [17060\_iaEnroll](#bm17_0_SD_Paperless) | | | | | | | | | Interaction  [17\_SD\_Paperless](#bm17_0_SD_Paperless) | |
| Previous State | | | | | | | | | | |
| [17020\_deCheckPaperlessBilling](#bm17020deCheckPaperlessBilling) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | Save time and paper by electing to receive and pay your monthly gas bill online – no paper, no postage, no hassle! | | | | | | | | 17060\_iaEnrollI1 | |
| Initial | To enroll in e-statements, press one.  Otherwise, press two. | | | | | | | | 17060\_iaEnrollI2 | |
| No Match 1/No Input 1 | To enroll in e-statements, press one.  Otherwise, press two. | | | | | | | | 17060\_iaEnrollN1 | |
| No Match 2/No Input 2 | To enroll in e-statements, press one.  Otherwise, press two. | | | | | | | | 17060\_iaEnrollN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [17080\_deCheckEmailAddr](#bm17080deCheckEmailAddr) | | | | | Never | |
| no |  | | 2 | Return from: [17000\_sdPaperlessBilling](#bm17000sdPaperlessBilling) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase 2C - Vocab changes | | | | | | | | | | |

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| [17080\_deCheckEmailAddr](#bm17_0_SD_Paperless) | | Branch  [17\_SD\_Paperless](#bm17_0_SD_Paperless) |
| Previous State | | |
| [17060\_iaEnroll](#bm17060iaEnroll) | | |
| Condition | Action | |
| IF EmailAddress not NULL | Go To: [17120\_iaConfirmEmail](#bm17120iaConfirmEmail) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
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| [17120\_iaConfirmEmail](#bm17_0_SD_Paperless) | | | | | | | | | Interaction  [17\_SD\_Paperless](#bm17_0_SD_Paperless) | |
| Previous State | | | | | | | | | | |
| [17080\_deCheckEmailAddr](#bm17080deCheckEmailAddr) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your billing statements will be sent to your email address ... | | | | | | | | 17120\_iaConfirmEmailI1 | |
|  | <email> spoken one character at a time. | | | | | | | |  | |
|  | If this is your correct email address, press 1. Otherwise, press 2. | | | | | | | | 17120\_iaConfirmEmailI2 | |
| No Match 1/No Input 1 | If your email address is correct, press 1. Otherwise, press 2. | | | | | | | | 17120\_iaConfirmEmailN1 | |
| No Match 2/No Input 2 | To confirm your email address, press 1. Otherwise, press 2. | | | | | | | | 17120\_iaConfirmEmailN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set action="Enroll"  Go To: [17140\_dbSetElectronicBillingStatus](#bm17140dbSetElectronicBillingStatus) | | | | | Never | |
| no |  | | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
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| [17140\_dbSetElectronicBillingStatus](#bm17_0_SD_Paperless) | | Data Source  [17\_SD\_Paperless](#bm17_0_SD_Paperless) |
| Previous State | | |
| [17040\_iaDiscontinue](#bm17040iaDiscontinue),  [17120\_iaConfirmEmail](#bm17120iaConfirmEmail) | | |
| Input | Description | |
| Payload/AccountNumber | Account Number | |
| Payload/EmailAddress | Payload/EmailAddress | |
| action | Action (i.e. Enroll or Unenroll) | |
| Output | Description | |
| Payload | True/False - enrollment or unenrollment was successful | |
| StatusCode | Success = 0; all else fails | |
| StatusMessage | Status message | |
| TransactionID | Unique transaction ID | |
| Condition | Action | |
| IF Payload=True | Go To: [17160\_dbgetAccountSummary](#bm17160dbgetAccountSummary) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/SetElectronicBillingStatus  Get EmailAddress from getAccountSummary response | | |

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| [17160\_dbgetAccountSummary](#bm17_0_SD_Paperless) | | Data Source  [17\_SD\_Paperless](#bm17_0_SD_Paperless) |
| Previous State | | |
| [17140\_dbSetElectronicBillingStatus](#bm17140dbSetElectronicBillingStatus) | | |
| Input | Description | |
| Payload/Account/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain status of account | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False indicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round-up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [17180\_ppPaperlessBillingConfirm](#bm17180ppPaperlessBillingConfirm) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [17180\_ppPaperlessBillingConfirm](#bm17_0_SD_Paperless) | | Play Prompt  [17\_SD\_Paperless](#bm17_0_SD_Paperless) |
| Previous State | | |
| [17160\_dbgetAccountSummary](#bm17160dbgetAccountSummary) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *ALWAYS* | |  |
| Your e-statement request has been submitted. | | 17180\_ppPaperlessBillingConfirmI1 |
| Condition | Action | |
|  | Return from: [17000\_sdPaperlessBilling](#bm17000sdPaperlessBilling) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase 2C - Vocab changes | | |
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| [18000\_sdServiceOptions](#bm18_0_SD_ServiceOrder) | | | | | Sub-Dialog Flow  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) |
| Previous State | | | Returning To | | |
| [5020\_iaMainMenu](#bm5020iaMainMenu) | | | [5020\_iaMainMenu](#bm5020iaMainMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | ~~Go To:~~ [~~18015\_deCheckMoveOutEligibility~~](#bm18015deCheckMoveOutEligibility)  Go To: [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) | | | |
| Developer Notes | | | | | |
| Purple need to authenticate first | | | | | |

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| [18015\_deCheckMoveOutEligibility](#bm18_0_SD_ServiceOrder) | | Branch  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) |
| Previous State | | |
| [18000\_sdServiceOptions](#bm18000sdServiceOptions) | | |
| Condition | Action | |
| IF Payload/EligibilityIndicators/CanRequestMoveOut = FALSE | Go To: [18030\_dbGetOpenServiceOrders](#bm18030_dbGetOpenServiceOrders) | |
| ELSE | Go To: [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) | |
| Developer Notes | | |
| Purple...check on appointments.....go to 18020 menu initially  Need to check this indicator purple | | |

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| [18020\_iaStartStopMenu](#bm18_0_SD_ServiceOrder) | | | | | | | | | Interaction  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) | |
| Previous State | | | | | | | | | | |
| [18000\_sdServiceOptions](#bm18000sdServiceOptions) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | *FIRST TIME ONLY SPEAK WEB* | | | | | | | |  | |
| Initial | *If CAV.location = "OK"* | | | | | | | |  | |
|  | Service order requests can also be completed on our web site, www.oklahomaNaturalGas.com. | | | | | | | | 18020\_iaStartStopMenuI4 | |
|  | *If CAV.location = "TX"* | | | | | | | |  | |
|  | Service order requests can also be completed on our web site, www.texasGasService.com. | | | | | | | | 18020\_iaStartStopMenuI5 | |
|  | *If CAV.location = "KS"* | | | | | | | |  | |
|  | Service order requests can also be completed on our web site at KansasGasService.com | | | | | | | | 18020\_iaStartStopMenuI1 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | *(UNUSED)* | | | | | | | | 18020\_iaStartStopMenuI2 | |
|  | If you currently have an account and need to reconnect or relight your service, press one. If you would like to start service or move your existing service, press two. To stop service, press three. For appointments, press four. Or, for anything else, press five. | | | | | | | | 18020\_iaStartStopMenuI3 | |
| No Match 1/No Input 1/2 | If you currently have an account and need to reconnect or relight your service, press one. If you would like to start service or move your existing service, press two. To stop service, press three. For appointments, press four. Or, for anything else, press five. | | | | | | | | 18020\_iaStartStopMenuN1 | |
|  |  | | | | | | | |  | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Reconnects |  | | 1 | Set transferType=Reconnect.  If DOW = Saturday AND CAV.location = "KS"  Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO)  else  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| startTranservice |  | | 2 | Set transferType=START\_SERV  Go to [18025\_iaStartBusRes](#bm18025_iaStartBusRes) | | | | | Never | |
| stop\_service |  | | 3 | Set transferType=STOP\_SERV  Go to [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | | Never | |
| Appointments |  | | 4 | Set transferType=SERVICE\_APPT  Go to [3000\_sdGetAccount](#bm3000sdGetAccount) | | | | |  | |
| Service\_other |  | | 5 | Set transferType=OTHER  Go to: [5100\_iaOther](#bm5100iaOther) | | | | | Never | |
| Service\_operator |  | | 0 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | |  | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Purple  Need to add in the future additional call type  ASA-blue 18020 HOS Main Service -add reconnects to menu choice.…  **Vocab Change -** Updated Prompts 18020\_iaStartStopMenuI3 and 18020\_iaStartStopMenuN1  Phase 2C - a.Re-order of menu choices  b.Re-record vocab  i.18020\_iaStartStopMenuI3  ii.18020\_iaStartStopMenuN1  c.Change transfer method for reconnect  i.Saturday routing only  1. for KS only  2.Same hours as payment arrangement  a.Will use the same CAV fields as payment arrangement…IE 36000  b.CAV.satStartHoursKSNCO and CAV.satStopHoursKSNCO  3.Both English and Spanish  ii.M-F and Sunday….normal routing  d.Report updates are required  i.IVR VpsAppLog  ii.IVR CDR log  **Phase 2D**  Speak the Web info prompts first time in the menu only, not on retries  Adjusted conditional logic to reflect business requirements for 2D: keep existing logic for KS on Saturday, everything else goes to 35000 4/11/2023 (mjedit) Updated verbiage for 18020\_iaStartStopMenuI3 and 18020\_iaStartStopMenuN1 4/27/2023 (mjedit)  Updated verbiage for 18020\_iaStartStopMenuI3, 18020\_iaStartStopMenuN1 8/9/2023 (mjedit) | | | | | | | | | | |

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| [18025\_iaStartBusRes](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) | |
| Previous State | | | | | | | | | | |
| [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | For a home or residence, press one.  For a business, press two.  If you need to restart your service or reconnect service, press zero | | | | | | | | 18025\_iaStartBusResL1 | |
| No Match 1/No Input 1/2 | For a home or residence, press one.  For a business, press two.  If you need to restart your service or reconnect service, press zero | | | | | | | | 18025\_iaStartBusResN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| HOS\_Res |  | | 1 | If Locaiton = KS  Set TransferType=START\_RES  Else  Set TransferType=START\_HOS  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| HOS\_Com |  | | 2 | Set TransferType=START\_COM  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| HOS\_Operator |  | | 0 | Set TransferType=START\_SERV  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | |  | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  ASA-blue-18025 HOS Bus Res Starts  All transfer numbers from the VDN table  Different numbers for English and Spanish  Don’t need to put a CAV.HOS-SW in for November 2021...the change be accomplished but changing the VDN on the VDN Property table when HOS goes live.  **Vocab Change -** Updated Prompts 18025\_iaStartBusResL1 and 18025\_iaStartBusResN1 | | | | | | | | | | |

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| 18030\_dbGetOpenServiceOrders | | Data Source  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) |
| Previous State | | |
| [18015\_deCheckMoveOutEligibility](#bm18015deCheckMoveOutEligibility), [3000\_sdGetAccount](#bm3000sdGetAccount) | | |
| Input | Description | |
| Payload/AccountNumber | Account Number | |
| Output | Description | |
| Payload/AccountNumber | Account number. | |
| Payload/Result | Result of service order. If SUCCESS continue, else go to agent. | |
| Payload/ServiceOrders/OpenServiceOrderDetail/AppointmentConfirmationNumber | Appointment confirmation number. | |
| Payloadl/ServiceOrders/OpenServiceOrderDetail/CreateDate | Creation date of the service order. | |
| Payload/ServiceOrders/OpenServiceOrderDetail/Duration | Duration of appointment (i.e., FourHour, AllDay) | |
| Payload/ServiceOrders/OpenServiceOrderDetail/Number | Service order number. | |
| Payload/ServiceOrders/OpenServiceOrderDetail/OrderType | Type of Service order (i.e., 505, 502) | |
| Payload/ServiceOrder/OpenServiceOrderDetail/ScheduledDate | Order scheduled date. | |
| Payload/ServiceOrder/OpenServiceOrderDetail/Status | Status of the order (i.e., ON-SITE, ENROUTE) | |
| Payload/ServiceOrder/OpenServiceOrderDetail/Window | Window of time for the appointment. (All Day, AM, PM) | |
| StatusCode | Status code for the result.  0=Success  All else fails | |
| StatusMessage | The status message that accompanies the code, this message should be empty if the code is 0. | |
| TransactionId | The unique transaction id for the service response. | |
| Condition | Action | |
| If Payload/ServiceOrders/OpenServiceOrderDetail/OrderType not ‘210’ or ‘211’ or 212’ or ‘210p’ (collection order)  and  Payload/ServiceOrder/OpenServiceOrderDetail/ScheduledDate not null  and  Payload/ServiceOrder/OpenServiceOrderDetail/ScheduledDate=> today | Go To: [19000\_sdServiceCall](#bm19000sdServiceCall) | |
| IF Payload/ServiceOrders is empty | Speak prompt 18030\_iaNoAppointmentPP1  “We currently don’t see an appointment scheduled for your account”  Go to[5020\_iaMainMenu](#bm5020iaMainMenu) | |
| else (ok) | ~~Go To:~~ [~~35000\_sdOfficeHours~~](#bm35000sdOfficeHours)  Speak prompt 18030\_iaNoAppointmentPP1  *“We currently don’t see an appointment scheduled for your account”*  Go to [18040\_iaServiceCallWrapUp](#bm18040iaServiceCallWrapUp) | |
|  |  | |
| Developer Notes | | |
| <http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/GetOpenServiceOrders>  Purple...if no appointment speak a prompt and don’t transfer to CSR...chnage to “ go to Main menu”  **Phase2\_ChangeControl -** added new conditions for appointment to check orderType and scheduledDate, and added new else condition to go to officeHours  **Phase 2D** 18030\_dbGetOpenServiceOrders  In the failed case…when we get to all fail which is the last ‘else’, Speak prompt 18030\_iaNoAppointmentPP1  “We currently don’t see an appointment scheduled for your account”  and to Go to 18040\_iaServiceCallWrapUp the wrap menu instead of automatically going to CSR | | |

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| [18040\_iaServiceCallWrapUp](#bm18_0_SD_ServiceOrder) | | | | | | | | | Interaction  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) | |
| Previous State | | | | | | | | | | |
| [19000\_sdServiceCall](#bm19000sdServiceCall), [18030\_dbGetOpenServiceOrders](#bm18030_dbGetOpenServiceOrders) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 18040\_iaServiceCallWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 18040\_iaServiceCallWrapUpI2 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 18040\_iaServiceCallWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 18040\_iaServiceCallWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| main\_menu |  | | 8 | Return from: [18000\_sdServiceOptions](#bm18000sdServiceOptions) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Phase5.3\_stop logging | | | | | | | | | | |

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| [18200\_sdStopService](#bm18_1_SD_StopService) | | | | | Sub-Dialog Flow  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | | Returning To | | |
| [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) | | | [18050\_ppReactivation](#bm18050ppReactivation) | | |
| [3000\_sdGetAccount](#bm3000sdGetAccount) | | | 18020\_iaStartStopMenu | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | ~~Go To:~~ [~~18220\_iaGasAppliance~~](#bm18220iaGasAppliance)  Go To: [28000\_sdLast4SSN](#bm28000sdLast4SSN) | | | |
| Developer Notes | | | | | |
| Phase5.3 Moving SSN higher up as sounding part of the authentication process  Pinka1 | | | | | |

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| [18210\_iaEnter](#bm18_1_SD_StopService)StopDate | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18200\_sdStopService](#bm18_1_SD_StopService) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | First\_Time | | | | | | | |  | |
| First\_Time | stop service requests can be scheduled Monday through Friday <pause> within the next 30 days <pause> > with the exception of holidays. | | | | | | | | 18210\_iaEnterMonthI1 | |
| Initial | Please enter the two-digit month, two-digit day you'd like the service disconnected. For example May 21st would be zero five two one | | | | | | | | 18210\_iaEnterMonthI2 | |
| No Match 1/No Input 1 | Please enter the two-digit month, two-digit day you'd like the service disconnected. | | | | | | | | 18210\_iaEnterMonthN1 | |
| No Match 2/No Input 2 | Please enter the date you'd like the service disconnected. | | | | | | | | 18210\_iaEnterMonthN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| apptDate |  | | 4-digit date | Go To: [18220\_deCheckValidateDate](#bm18220_deCheckValidateDate) | | | | | Yes | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| appointmentDate\_DTMF.grxml | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| Date | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | Transferform AppDate with full date MMDDYYYY | | | | | | | < Date as January seventeen two thousand and twenty five> | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop Convert the entered MMDD and add the year. This means that if the date is in December and the customer enters January you will have to make sure the date of YYYY is set correctly  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  first character time out is 5 seconds, Intercharactor time out is 7 seconds  no pound…fixed 4 digits  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| 18220\_deCheckValidateDate | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [18210\_iaEnter](#bm18_1_SD_StopService)StopDate | | |
| Condition | Action | |
| Add 1 to error\_counter |  | |
| IF valid date = FALSE and error counter < or equal to 3 | Go To [18230\_ppBadDate](#bm18230_ppBadDate) | |
| IF Valid Date = TRUE and error counter < or equal to 3 | Go to [18240\_dbGetAutoCloseService](#bm18240_dbGetAutoCloseService) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Phase5.3\_stop need to check to see if valid date..under 30 days…M-F and not a holiday  Check with web team for weekends  Pink1b | | |

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| [18230\_ppBadDate](#bm18_1_SD_StopService) | | Play Prompt  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| **18220**\_deCheckValidate**Date** | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| That is not a valid date, please try again | | 18230\_ppBadDatel1 |
| Condition | Action | |
|  | Go To: [18210\_iaEnterStopDate](#bm18210_iaEnterStopDate) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase5.3\_stop  Pink1c | | |

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| 18240\_dbGetAutoCloseService | | Data Source  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) |
| Previous State | | |
| **18220**\_deCheckValidate**Date** | | |
| Input | Description | |
| Payload/AccountNumber | Account Number | |
| requestedDate | Appointment Date | |
| serviceOrderType | MVOT | |
| Output | Description | |
| AccountNumber | Account Number | |
| AutoCloseEligibleInd | Yes/No | |
| InsideMeterInd | Yes/No | |
| SuccessionEligibleInd | Yes/No | |
| AskApplianceQuestionInd | Yes/No | |
| ServiceStatusInd | Active/Inactive | |
| MoveInRequestedDate |  | |
| MoveInEligible | Yes/No | |
| Result | Success / Fail | |
| isSuccessful | True / false | |
| isBannerOnline | True / false | |
| isBannerRestricted | True / false | |
| responseMessage | Response message | |
| trackingId | Unique Transaction ID | |
| Condition | Action | |
| If returncode not = zero | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/Result = SUCCESS and AutoCloseEligibleInd = Yes | Set Autoclose\_sw = Yes  Go To: [1824**5**\_deCheckAcct](#bm18245_deCheckAcct) | |
| IF Payload/Result = SUCCESS  and AutoCloseEligibleInd = No | Set Autoclose\_sw = No  Go To: 1824**5**\_deCheckAcct | |
| Developer Notes | | |
| Phase5.3\_Stop .getting autoclose states….DBD  Need full API information from web team  Pink2a | | |

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| 18245\_deCheckAcct | | Branch  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| 18240\_dbGetAutoCloseService | | |
| Condition | Action | |
| IF Payload/CurrentIndicators/IsMeterInside = TRUE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/AccountStatus <> "Active" |  | |
| **Autoclose\_sw = No** | 18220-iaGasAppliance | |
| *If CAV.location=OK and CAV.OK\_Stop\_Move\_Appl\_Sw = True* | Go to [18250\_iaGasAppliance](#bm18250_iaGasAppliance) | |
| *If CAV.location=KS and CAV.KS\_Stop\_Move\_Appl\_Sw = True* | Go to [18250\_iaGasAppliance](#bm18250_iaGasAppliance) | |
| *If CAV.location=TX and CAV.TX\_Stop\_Move\_Appl\_Sw = True* | Go to [18250\_iaGasAppliance](#bm18250_iaGasAppliance) | |
| *If CAV.location=OK and*  *CAV.OK\_Stop\_Move\_Appl\_Sw = false* | Go To: [18300\_iaDogObstruction](#bm18300_iaDogObstruction) | |
| *If CAV.location=TX and CAV.TX\_Stop\_Move\_Appl\_Sw = false* | Go To: [18300\_iaDogObstruction](#bm18300_iaDogObstruction) | |
| *If CAV.location=<KS and CAV.KS\_Stop\_Move\_Appl\_Sw = false* | Go To: [18300\_iaDogObstruction](#bm18300_iaDogObstruction) | |
| **Autoclose\_sw = Yes** |  | |
| If CAV.location=TX, OK and KS | Go To[: 18340\_ppStopRestrictions](#bm18340_ppStopRestrictions) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Phase5.3\_stop  We will not be doing the inside meter in this iteration  OK currently is the only gas appliance question the CSRs process, and we will only set CAV for OK per business  Pink2b | | |

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| [18250\_iaGasAppliance](#bm18_1_SD_StopService) | | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | | |
| 18245\_deCheckAcct | | | | | | | | | | | |
| Prompts | | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | | Prompt ID | |
| Initial | If you will be disconnecting or removing a gas appliance, press 1. Otherwise, press 2. | | | | | | | | | 18250\_iaGasApplianceI1 | |
| No Match 1/No Input 1 | To removing a gas appliance, press 1. Otherwise, press 2. | | | | | | | | | 18250\_iaGasApplianceN1 | |
| No Match 2/No Input 2 | To removing a gas appliance, press 1. Otherwise, press 2. | | | | | | | | | 18250\_iaGasApplianceN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | | Confirm? | |
| yes |  | | 1 | Set appliance\_sw to “move”  Go To: [18300\_iaDogObstruction](#bm18300_iaDogObstruction) | | | | | | Never | |
| no |  | | 2 | | Set appliance\_sw to “not\_move”  Go To: [18300\_iaDogObstruction](#bm18300_iaDogObstruction) | | | | | Never | |
| Active Grammar | | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | | |
| Option | Type | Wording | | | | | | | | Prompt ID | |
|  |  |  | | | | | | | |  | |
| Max Handler Override | Count | | | | | Action | | | | | |
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| Properties | | | | | | |  | | | | |
| Parameter | | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | | |
| Phase5.3\_stop  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | | |

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| [18300\_iaDogObstruction](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [**18250**\_iaGasAppliance](#bm18_1_SD_StopService) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| First time | For the safety of your pets and our technicians, all animals need to be placed in a secure location away from your natural gas meter | | | | | | | | 18300\_iaDogrObstructionI1 | |
| Initial | If there is a dog that may prevent access to your meter, press 1. Otherwise, press 2. | | | | | | | | 18300\_iaDogrObstructionI2 | |
| No Match 1/No Input 1 | If there is a dog that may prevent access to your meter, press 1. Otherwise, press 2. | | | | | | | | 18300\_iaDogObstructionN1 | |
| No Match 2/No Input 2 | If there is a dog that may prevent access to your meter, press 1. Otherwise, press 2. | | | | | | | | 18300\_iaDogObstructionN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set site\_access = “blocked”  Move “dogs” to notes in banner  Go To: [18**31**0\_iaMeterObstruction](#bm18310_iaMeterObstruction) | | | | | Never | |
| no |  | | 2 | Set site\_access = “open”  Go To: [18**31**0\_iaMeterObstruction](#bm18310_iaMeterObstruction) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop already did the SSN  Pink4b  If yes add to notes in service order,.,,,research what banner needs and document  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18310\_iaMeterObstruction](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18**30**0\_ia**Dog**Obstruction](#bm18_1_SD_StopService) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | If there any gates or locks on your property, that will be locked, that may prevent access to your meter, press 1. Otherwise, press 2. | | | | | | | | 18310\_iaMeterObstructionI1 | |
| No Match 1/No Input 1 | If there any gates or locks that may prevent access to your meter, press 1. Otherwise, press 2. | | | | | | | | 18310\_iaMeterObstructionN1 | |
| No Match 2/No Input 2 | If there any gates or locks that may prevent access to your meter, press 1. Otherwise, press 2. | | | | | | | | 18310\_iaMeterObstructionN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set site\_access = “blocked”  Add to notes “gate” in field …check with banner team  Go To:  [18320\_iaEnterGateCode](#bm18320_iaEnterGateCode) | | | | | Never | |
| no |  | | 2 | Set site\_access = “open”  Go To[: [18330\_iaGatedCommunityObstruction](#bm18330_iaGatedCommunityObstruction)](#bm18340_ppStopRestrictions) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop already did the SSN  Pink4c  If yes add to notes in service order research what banner needs and document  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18320\_iaEnter](#bm18_1_SD_StopService)GateCode | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18**31**0\_iaMeterObstruction](#bm18_1_SD_StopService) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  |  | | | | | | | |  | |
| Initial | Please enter the numeric gate code followed by the pound key | | | | | | | | 18320\_iaEnterGateCodel1 | |
| No Match 1/No Input 1 | Please enter the numeric gate code followed by the pound key. If you have letters and numbers just press pound | | | | | | | | 18320\_iaEnterGateCodeN1 | |
| No Match 2/No Input 2 | Please enter the numeric gate code followed by the pound key. If you have letters and numbers just press pound | | | | | | | | 18320\_iaEnterGateCodelN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| House\_Gate |  | | 2-11-digit | Add to notes lock code in field …check with banner team  Pound only notes to banner..check with banner team  Go To[: [18330\_iaGatedCommunityObstruction](#bm18330_iaGatedCommunityObstruction)](#bm18340_ppStopRestrictions) | | | | | no | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| appointmentDate\_DTMF.grxml | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop move gate code to notes  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  (find out if new need to disable \*)  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18330\_iaGatedCommunityObstruction](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18300\_iaDogObstruction](#bm18_1_SD_StopService) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Do you live in a gated community with a gate that has a security code? If Yes, press 1. Otherwise, press 2. | | | | | | | | [18330\_iaGatedCommunityObstruction](#bm18_1_SD_StopService)L1 | |
| No Match 1/No Input 1 | Do you live in a gated community with a gate that has a security code? If Yes, press 1. Otherwise, press 2.. | | | | | | | | [18330\_iaGatedCommunityObstruction](#bm18_1_SD_StopService)N1 | |
| No Match 2/No Input 2 | Do you live in a gated community with a gate that has a security code? If Yes, press 1. Otherwise, press 2.. | | | | | | | | [18330\_iaGatedCommunityObstruction](#bm18_1_SD_StopService)N2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set site\_access = “blocked”  Add to notes “gate” in field …check with banner team  Go To:  [18335\_iaEnterGateCode](#bm18335_iaEnterGateCode) | | | | | Never | |
| no |  | | 2 | Set site\_access = “open”  Go To[: 18340\_ppStopRestrictions](#bm18340_ppStopRestrictions) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop already did the SSN  Pink4c  If yes add to notes in service order  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18335\_iaEnter](#bm18_1_SD_StopService)GateCode | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [[183**3**0\_ia**GatedCommunity**Obstruction](#bm18_1_SD_StopService)](#bm18_1_SD_StopService) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  |  | | | | | | | |  | |
| Initial | Please enter the numeric gate code to your community gate followed by the pound key | | | | | | | | [183**35**\_iaEnter](#bm18_1_SD_StopService)GateCodel1 | |
| No Match 1/No Input 1 | Please enter the numeric gate code followed by the pound key. If you have letters and numbers just press pound | | | | | | | | [183**35**\_iaEnter](#bm18_1_SD_StopService)GateCodeN1 | |
| No Match 2/No Input 2 | Please enter the numeric gate code followed by the pound key. If you have letters and numbers just press pound | | | | | | | | [183**35**\_iaEnter](#bm18_1_SD_StopService)GateCodeN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Community\_Gate |  | | 2-11-digit | Add to notes lock code in field …check with banner team  Pound only notes to banner..check with banner team  Go To[: 18340\_ppStopRestrictions](#bm18340_ppStopRestrictions) | | | | | no | |
| Alpha\_Gate |  | | # only | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | no | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| appointmentDate\_DTMF.grxml | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop move gate code to notes  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  (find out if new need to disable \*)  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18340\_ppStopRestrictions](#bm18_1_SD_StopService) | | Play Prompt  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| 18330\_iaGatedCommunityObstruction, 18335\_iaEnterGateCode, 18245\_deCheckAcct | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF Payload/CurrentIndicators/IsOnBankDraft = True* | |  |
| Our records indicate your account is enrolled in automatic payments. Your final bill charges will be drafted from your bank. | | 18340\_ppStopRestrictionsl1 |
| End-if | |  |
| IF Payload/CurrentIndicators/IsOnPayArrangement = True and Payload/PaymentArrangements/AmountDue > 0 | |  |
| You currently have a payment arrangement on your account. All balances will become due on your final bill | | 18340\_ppStopRestrictionsl2 |
| End\_if | |  |
|  | |  |
| <pause1 seconds> | |  |
| After this stop request has been completed you will receive a final bill detailing the charges owed. | | 18340\_ppStopRestrictionsl3 |
| <pause1 seconds> | |  |
| Condition | Action | |
|  | Go To: [18**3**55\_ppReactivation](#bm18355_ppReactivation) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase5.3\_stop  Decide if we want the payment arrangement message..this is not on the web but recommend as CSR speak it  Pink6a | | |

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| [18355\_ppReactivation](#bm18_0_SD_ServiceOrder) | | Play Prompt  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) |
| Previous State | | |
| 18340\_ppStopRestrictions | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *If CAV.location = "KS"* | |  |
| Your final bill may be delayed up to thirty days after you have stopped service. Please be advised if you request the service to be reactivated at this address, there may be a same party reconnection charge assessed. | | [18355\_ppReactivation](#bm18_0_SD_ServiceOrder)l1 |
| *If CAV.location = "OK"* | |  |
| Your final bill may be delayed up to thirty days after you have stopped service. Please be advised if you reconnect gas service at this address within the next twelve months, you will incur a charge for the temporary disconnect. | | [18355\_ppReactivation](#bm18_0_SD_ServiceOrder)l2 |
| *If CAV.location = "TX"* | |  |
| Your final bill may be delayed up to thirty days after you have stopped service. | | [18355\_ppReactivation](#bm18_0_SD_ServiceOrder)l3 |
| Condition | Action | |
|  | [Go To: 18](#bm18365_iaConfirmStopMess)**[3](#bm18365_iaConfirmStopMess)**[65\_iaConfirmStopMess](#bm18365_iaConfirmStopMess) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| **Vocab Change -** Updated 18050\_ppReactivationI1 vocab.  Phase 2C - added condition for TX  Updated 18050\_ppReactivationI2 and 18050\_ppReactivationI1 prompts message  Updated verbiage to reflect production. 07/26/23 (mjedit)  Phase5.3\_stop, exact same verbiage in the existing 18050  Need to confirm if we are doing the confirmation  Business decision…if we want confirmation prompting…which will also need a banner call (to match web team)  Pink7a | | |

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| [18365\_ia](#bm18_1_SD_StopService)ConfirmStopMess | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18**3**55\_ppReactivation](#bm18_0_SD_ServiceOrder) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| initial | To awknowledge these messages and to continue your stop request press 1 to repeat these disclosures, press 2 otherwise press 3 | | | | | | | | 18365\_iaConfirmStopMessl1 | |
| No Match 1/No Input 1 | To awknowledge these messages and to continue your stop request press 1 to repeat these disclosures, press 2 otherwise press 3 | | | | | | | | 18365\_iaConfirmStopMessN1 | |
| No Match 2/No Input 2 | To awknowledge these messages and to continue your stop request press 1 to repeat these disclosures, press 2 otherwise press 3 | | | | | | | | 18365\_iaConfirmStopMessN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Stop\_Confirm |  | | 1 | Set “True” to tempDiscFeeConsentInd  Go to [18**370**\_deCheckAcct](#bm18370_deCheckAcct)  Purple….waiting for Devs | | | | | Never | |
| Stop\_Con\_Repeat |  | | 2 | Go to 18355\_ppReactivation | | | | | Never | |
| Stop\_Con\_Reject |  | | 3 | Add 1 to retry counter  If retry counter < 4 (IE 1-3 times)  Go To: 18365\_iaConfirmStopMess  Else  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| NO Match |  | | no match | Global invalid process with error messages  (Add 1 to retry counter  If retry counter < 4 (IE 1-3 times)  Go To: 18365\_iaConfirmStopMess  Else  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| NOINPUT |  | | timeoutt | Global invalid process with error messages  (Add 1 to retry counter  If retry counter < 4 (IE 1-3 times)  Go To: 18365\_iaConfirmStopMess  Else  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | never | |
| Stop\_Invalid\_Key |  | | any | Global invalid process with error messages  (Add 1 to retry counter  If retry counter < 4 (IE 1-3 times)  Go To: 18365\_iaConfirmStopMess  Else  Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Stop\_Con \_Zero |  | | 0 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Stop\_Con \_Main |  | | 8 | Go To: [5020\_iaMainMenu](#bm5020iaMainMenu) | | | | | Never | |
| Stop\_Con \_Repeat |  | | \* | Go To: 18365\_iaConfirmStopMess | | | | | Never | |
|  |  | |  |  | | | | |  | |
|  |  | |  |  | | | | |  | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| appointmentDate\_DTMF.grxml | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop  Aware press 2 loops  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| 18370\_deCheckAcct | | Branch  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
|  | | |
| Condition | Action | |
| IF autoclose = no  and (site\_access = “open” )  And appliance\_sw to “move” | Go to [[18390\_dbGetAppointmentAvailability](#bm18340dbGetAppointmentAvailability)](#bm18375_iaConfirmDate)  Use date entered above 18240  All day appointment with  24HR Appointment reminder | |
| IF autoclose = no  and (site\_access = “Blocked”)  And appliance\_sw to “move” | Go to [18375\_iaPickHourApptn](#bm18375_iaPickHourApptn)  4hr appointment with  24HR Appointment reminder | |
| IF autoclose = no  and site\_access = “Blocked”  And appliance\_sw to “not\_move” | Go to [18375\_iaPickHourApptn](#bm18375_iaPickHourApptn)  4hr appointment with  24HR Appointment reminder | |
| IF autoclose = No  and site\_access = “Open”  And appliance\_sw to “not\_move” | Go to [18375\_iaPickHourApptn](#bm18375_iaPickHourApptn) | |
| IF autoclose = Yes  and site\_access = “Open”  And appliance\_sw to “not\_move” | Go to [18600\_iaConfirmDate](#bm18375_iaConfirmDate) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Phase5.3\_stop  Use date entered above 18240  We will not be doing the inside meter in this iteration…..phase 2 for stop….to get autoclose in asap  OK currently is the only gas appliance question the CSRs process  Pink8a | | |

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| [18375\_iaPickHourApptn](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| 18**370**\_deCheckAcct | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| First time | You can choose to have an appointment that can be anytime in the day or in 4 hour segments , Morning 8 to noon, or afternoon 1pm to 6pm | | | | | | | | 18375\_iaPickHourApptnI1 | |
| Initial | To pick a full day appointment press 1, to choose to pick a 4 hour time appointment press 2 | | | | | | | | 18375\_iaPickHourApptnI2 | |
| No Match 1/No Input 1 | To pick a full day appointment press 1, to choose to pick a 4 hour time appointment press 2 | | | | | | | | 18375\_iaPickHourApptnN1 | |
| No Match 2/No Input 2 | To pick a full day appointment press 1, to choose to pick a 4 hour time appointment press 2 | | | | | | | | 18375\_iaPickHourApptnN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| FullDayAppt |  | | 1 | Go To: [18390\_dbGetAppointmentAvailability](#bm18340dbGetAppointmentAvailability) | | | | | Never | |
| 4HourAppt |  | | 2 | Go To[: [18500\_iaEnterHours](#bm18300_iaEnterHours)](#bm18340_ppStopRestrictions) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop already did the SSN  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18380\_iaEnterMonth](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18395\_iaAlternateDate](#bm18360iaAlternateDate),  [18280\_ppDateRestrictions](#bm18280ppDateRestrictions),  [18400\_iaConfirmDate](#bm18400iaConfirmDate) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter the two-digit month, two-digit day you'd like the service disconnected. For example May 21st would be zero five two one | | | | | | | | 18380\_iaEnterMonthI1 | |
| No Match 1/No Input 1 | Please enter the two-digit month, two-digit day you'd like the service disconnected. | | | | | | | | 18380\_iaEnterMonthN1 | |
| No Match 2/No Input 2 | Please enter the date you'd like the service disconnected. | | | | | | | | 18380\_iaEnterMonthN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| apptDate |  | | 4 digit date | Go To: 18382\_deCheckValidateDate | | | | | Yes | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| appointmentDate\_DTMF.grxml | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| Date | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | Transferform AppDate with full date MMDDYYYY | | | | | | | < Date as January seventeen two thousand and twenty five> | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop Phase5.3\_stop did enter date att 18210  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| 18382\_deCheckValidateDate | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| [18380\_iaEnterMonth](#bm18_1_SD_StopService) 18370\_deCheckAcct | | |
| Condition | Action | |
| Add 1 to error\_counter  IF valid date = FALSE and error counter < or equal to 3 | Go To [18383\_ppBadDate](#bm18_1_SD_StopService) | |
| IF Valid Date = TRUE and error counter < or equal to 3 | Go To: [18390\_dbGetAppointmentAvailability](#bm18340dbGetAppointmentAvailability) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Phase5.3\_stop | | |

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| [18383\_ppBadDate](#bm18_1_SD_StopService) | | Play Prompt  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| 18382\_deCheckValidateDate | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| That is not a valid date, please try again | | 18383\_ppBadDatel1 |
| Condition | Action | |
|  | Go To[18380\_iaEnterMonth](#bm18_1_SD_StopService) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase5.3\_stop  Pink10a | | |

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| [18390\_dbGetAppointmentAvailability](#bm18_1_SD_StopService) | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| [18380\_iaEnterMonth](#bm18300iaEnterMonth) | | |
| Input | Description | |
| Payload/AccountNumber | Account number | |
| appointment | "Move Out" | |
| appointmentDate | <mmddyyyy> date requested by caller | |
| duration | "All Day" | |
| Output | Description | |
| AccountNumber | Customer Account number | |
| Event Code | 505 | |
| Payload/AppointmentList/AppointmentAvailability/End | End date | |
| Payload/AppointmentList/AppointmentAvailability/Start | Start date | |
| Payload/AppointmentList/AppointmentAvailability/Window | Window (i.e. All Day) | |
| isSuccessful | True / falls | |
| responseMessage | Status message | |
| TransactionID | Unique transaction id | |
| isBannerOnline | True / falls | |
| isBannerRestricted | True / falls | |
|  |  | |
|  |  | |
| Condition | Action | |
| IF Payload/AppointmentList/AppointmentAvailability/start = appointmentDate | Go To: [**18600\_iaConfirmDate**](#bm18375_iaConfirmDate) | |
| ELSE | Go To: [18395\_iaAlternateDate](#bm18360_iaAlternateDate) | |
| If success not zero | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Multiple AppointmentLists will be returned for each day that is available.  GetApptAvailability: New Banner RestService for StopService: it will give us AllDay and 4Hrs available appointments  Dev URL: http://ogsbans01dtul.onegas.com/BannerApi/IVRServices/GetApptAvailability?distributionCompany=OK  Http Method : POST  AUthorization : Bearer token (from previous GetAuthorizationToken call)  Possible failure responses:  'RJT-MRIP'; -- Missing Required Input Parameters  'RJT-INSOTP' -- Invalid Service Order Type  'RJT-CLIK' -- No Response from PCAD  'RJT-DNA' -- Date Not Available  Phase5.3\_stop use the date from 18210  Pink3 | | |

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| [18395\_iaAlternateDate](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18390\_dbGetAppointmentAvailability](#bm18340dbGetAppointmentAvailability) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | I'm sorry, the date requested is not available. However, | | | | | | | | 18395\_iaAlternateDateI1 | |
|  | <Payload/AppointmentList/AppointmentAvailability/Start> | | | | | | | |  | |
|  | ... is available. To schedule this date, press 1. To request a different date, press 2. | | | | | | | | 18395\_iaAlternateDateI2 | |
| No Match 1/No Input 1 | To schedule the alternate date, press 1. To request a different date, press 2. | | | | | | | | 18395\_iaAlternateDateN1 | |
| No Match 2/No Input 2 | To schedule this date, press 1. To request a different date, press 2. | | | | | | | | 18395\_iaAlternateDateN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| altDate |  | | 1 | Set apptDate = Payload/AppointmentList/AppointmentAvailability/Start  [Go To: **18600\_iaConfirmDate**](#bm18375_iaConfirmDate) | | | | | Never | |
| diffDate |  | | 2 | Go To: [18380\_iaEnterMonth](#bm18300iaEnterMonth) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

Start of new 4 hour time window

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [18500\_iaEnterHours](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| 18260\_iaMeterObstruction | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| First time in process only, if return to enter another day don’t plan | You can pick a 4 hour window for the date of your service appointment. | | | | | | | | [18500\_iaEnterHours](#bm18_1_SD_StopService)l1 | |
| Second time +  initial message | For mornings 8am to noon press 1, for afternoons from 1pm to 6 pm press 2 | | | | | | | | [18500\_iaEnterHours](#bm18_1_SD_StopService)l2 | |
| No Match 1 /No Input 1 | For mornings press 1,for afternoons press 2 | | | | | | | | [18500\_iaEnterHours](#bm18_1_SD_StopService)N1 | |
| No Match 2/No Input 2 | For mornings 8am to noon press 1,for afternoons from 1pm to 6 pm press 2 | | | | | | | | [18500\_iaEnterHours](#bm18_1_SD_StopService)N2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| mornings |  | | 1 | *Set Stop\_appt to “am” (see banner team)*  Go To: [18505\_dbGet4HrAppointmentAvailability](#bm18505_dbGet4HrAppointmentAvailability) | | | | | Never | |
| Afternoons |  | | 2 | *Set Stop\_appt to “pm” ” (see banner team)*  Go To: [18505\_dbGet4HrAppointmentAvailability](#bm18505_dbGet4HrAppointmentAvailability) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop clarify verbiage,,,also changing logic on press 1  Save the slot for the API  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| --- | --- | --- |
| [18505\_dbGet4HrAppointmentAvailability](#bm18_1_SD_StopService) | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| [18380\_iaEnterMonth](#bm18300iaEnterMonth) | | |
| Input | Description | |
| Payload/AccountNumber | Customer Account Number | |
| serviceOrderType | MVOT(MoveOut) | |
| requestedDate | <mmddyyyy> date requested by caller | |
| appointmentType | 4HR | |
| Output | Description | |
| AccountNumber | Customer Account number | |
| AppointmentType | 4HR | |
| Event Code | 505 | |
| Payload/AppointmentList/AppointmentAvailability/End | End date | |
| Payload/AppointmentList/AppointmentAvailability/Start | Start date | |
| Payload/AppointmentList/AppointmentAvailability/Window | Window (i.e. All Day, AM, and PM) | |
| isSuccessful | True / Fals | |
| responseMessage | Status message | |
| TransactionID | Unique transaction id | |
| isBannerOnline | True / Fals | |
| isBannerRestricted | True / Fals | |
| Condition | Action | |
| IF Payload/AppointmentList/AppointmentAvailability/start = apptDate and Window | Go To: [**18530\_iaConfirmDate4hr**](#bm18375_iaConfirmDate4hr) | |
| IF Payload/AppointmentList/AppointmentAvailability/start = apptDate and NOT Window | Go To: [[18520\_iaAlternateTime](#bm18350_iaAlternateTime)](#bm18380dbcallReserveAppointment) | |
| ELSE | Go To: [[18510\_iaEnter](#bm18_1_SD_StopService)AltStopDate](#bm18360iaAlternateDate) | |
| If success not zero | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Find out API from the web team  Multiple AppointmentLists will be returned for each day that is available.  Phase5.3\_stop use the time from 18300  New Banner RestService for StopService: it will give us AllDay and 4Hrs available appointments  Dev URL: http://ogsbans01dtul.onegas.com/BannerApi/IVRServices/GetApptAvailability?distributionCompany=OK  Http Method : POST  AUthorization : Bearer token (from previous GetAuthorizationToken call)  Possible failure responses:  'RJT-MRIP'; -- Missing Required Input Parameters  'RJT-INSOTP' -- Invalid Service Order Type  'RJT-CLIK' -- No Response from PCAD  'RJT-DNA' -- Date Not Available | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [18510\_iaEnter](#bm18_1_SD_StopService)AltStopDate | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| 18505\_dbGet4HrAppointmentAvailability | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  |  | | | | | | | |  | |
| First\_Time | We are sorry, that date and time appointment is not available. Please enter a new date. stop service requests can be scheduled Monday through Friday <pause> within the next 30 days <pause> > with the exception of holidays. | | | | | | | | 18510\_iaEnterAltStopDatel1 | |
| Second times through initial message | Please enter the two-digit month, two-digit day you'd like the service disconnected. For example, May 21st would be zero five two one | | | | | | | | 18510\_iaEnterAltStopDatel2 | |
| No Match 1/No Input 1 | Please enter the two-digit month, two-digit day you'd like the service disconnected. | | | | | | | | 18510\_iaEnterAltStopDateN1 | |
| No Match 2/No Input 2 | Please enter the date you'd like the service disconnected. | | | | | | | | 18510\_iaEnterAltStopDateN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| apptDate |  | | 4-digit date | Go To: [18515\_deCheckAltValidateDate](#bm18347_deCheckAltValidateDate) | | | | | Yes | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| appointmentDate\_DTMF.grxml | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| Date | Always | 3200\_cnf\_ini\_01 | | | | | | | You entered | |
| ^ | ^ | Transferform AppDate with full date MMDDYYYY | | | | | | | < Date as January seventeen two thousand and twenty five> | |
| ^ | ^ | silence\_250ms | | | | | | | <silence250ms> | |
| ^ | ^ | 3200\_cnf\_ini\_02 | | | | | | | If that's right, press 1. If not, press 2. | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop Convert the entered MMDD and add the year. This means that if the date is in December and the customer enters January you will have to make sure the date of YYYY is set correctly  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| --- | --- | --- |
| 18515\_deCheckAltValidateDate | | Branch  [3.0\_SD\_GetAccount](#bm3_SD_GetAccount) |
| Previous State | | |
| 18510\_iaEnterAltStopDate | | |
| Condition | Action | |
| Add 1 to error\_counter  IF valid date = FALSE and error counter < or equal to 3 | Go To [18517\_ppBadAltDate](#bm18_1_SD_StopService) | |
| IF Valid Date = TRUE and error counter < or equal to 3 | Go to [18500\_iaEnterHours](#bm18300_iaEnterHours) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Phase5.3\_stop need to check to see if valid date..under 30 days…M-F and not a holiday  Check with web team for weekends  Pink6a | | |

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| --- | --- | --- |
| [18517\_ppBadAltDate](#bm18_1_SD_StopService) | | Play Prompt  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| 18515\_deCheckAltValidateDate | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| That is not a valid date, please try again | | [18517\_ppBadAltDate](#bm18_1_SD_StopService)l1 |
| Condition | Action | |
|  | Go To: 18510\_iaEnterAltStopDate | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase5.3\_stop  Pink6b | | |

|  |  |  |  |  |  |  |  |  |  |  |
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| [18520\_iaAlternateTime](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| 18505\_dbGet4HrAppointmentAvailability | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | I'm sorry, the time requested is not available. However, | | | | | | | | 18520\_iaAlternateTimeI1 | |
|  |  | | | | | | | |  | |
|  | If more than 1 slot avaiable | | | | | | | |  | |
|  | <Payload/AppointmentList/ time 1> | | | | | | | | Speak as date/time | |
|  | and | | | | | | | | 18520\_iaAlternateTimeI2 | |
|  | <Payload/AppointmentList/ time 2 | | | | | | | | Speak as date/time | |
|  | ... are available. To schedule | | | | | | | | 18520\_iaAlternateTimeI3 | |
|  | <slot 1> , | | | | | | | |  | |
|  | press 1. To schedule | | | | | | | | 18520\_iaAlternateTimeI4 | |
|  | <slot 2> , | | | | | | | |  | |
|  | press 2. To chose a different day and time press 3 | | | | | | | | 18520\_iaAlternateTimeI5 | |
|  | If one slot | | | | | | | |  | |
|  | <Payload/AppointmentList/ time 1> | | | | | | | | Speak as date/time | |
|  | …is available, to schedule this time perss 1 To chose a different day and time press 2 | | | | | | | | 18520\_iaAlternateTimeI6 | |
|  |  | | | | | | | |  | |
|  |  | | | | | | | |  | |
| No Match 1 and 2/No Input 1 and 2 | to choose | | | | | | | | 18520\_iaAlternateTimeN1 | |
|  | If more than 1 slot avaiable | | | | | | | |  | |
|  | <Payload/AppointmentList/ slot 1> | | | | | | | | Speak as date/time | |
|  | press 1. Or | | | | | | | | 18520\_iaAlternateTimeN2 | |
|  | <Payload/AppointmentList/ slot 2> | | | | | | | | Speak as date/time | |
|  | press 2. To choose a different day and time press 3 | | | | | | | | 18520\_iaAlternateTimeN3 | |
|  |  | | | | | | | |  | |
|  | If 1 slot avaiable | | | | | | | |  | |
|  | <Payload/AppointmentList/ time 1 | | | | | | | | Speak as date/time | |
|  | press 1. To choose a different day and time press 2 | | | | | | | | 18520\_iaAlternateTimeN4 | |
|  |  | | | | | | | |  | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Timeslot1 (value) |  | | 1 | Set appttimeslot = <Payload/AppointmentList/ time 1>  Go To: [18540\_dbcallReserve4HrAppointment](#bm18_1_SD_StopService) | | | | | Never | |
| If more 1 slot  **Timeslot2 (value)** |  | | 2 | Set appttimeslot = <Payload/AppointmentList/ time 2>  Go To: [18540\_dbcallReserve4HrAppointment](#bm18_1_SD_StopService) | | | | | Never | |
| If one slot  diffDate |  | | 2 | Go to 18510\_iaEnterAltStopDate | | | | | Never | |
| If more 1 slot  diffDate |  | | 3 | Go to 18510\_iaEnterAltStopDate | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop pink11  Time slots can be combo of am, pm  Speak <slot 1> and <slot2> as date/ appointment slot (morning, afternoon,)\_ example “March 25th, Morning”  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18530\_iaConfirmDate](#bm18_1_SD_StopService)4hr | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| [18620\_dbRequestMoveOutOrder](#bm18390dbRequestMoveOutOrder) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To confirm, Your stop service request is scheduled for ... | | | | | | | | 18530\_iaConfirmDateI4Hrl1 | |
|  | <Payload/AppointmentList/AppointmentAvailability/Start> | | | | | | | | Speak as date | |
|  | between | | | | | | | | 18530\_iaConfirmDateI4Hrl2 | |
|  | <Payload/AppointmentList/AppointmentAvailability/Slot> | | | | | | | | Speak as hours | |
|  | If this is correct press 1. Otherwise, press 2. | | | | | | | | 18530\_iaConfirmDate4hrI3 | |
| No Match 1/No Input 1 | If this date is correct press 1. Otherwise, press 2. | | | | | | | | 18530\_iaConfirmDate4hrN1 | |
| No Match 2/No Input 2 | To confirm this is correct press 1. Otherwise, press 2. | | | | | | | | 18530\_iaConfirmDate4hrN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To [18540\_dbcallReserve4HrAppointment](#bm18380_dbcallReserve4HrAppointment) | | | | | Never | |
| no |  | | 2 | Go to [18510\_iaEnterAltStopDate](#bm18346_iaEnterAltStopDate) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop  Should sound like ‘to confirm your stop service is scheduled for January 16th 2025 between 8am and 12pm”  mornings 8am to noon  afternoons from 1pm to 6 pm  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18540\_dbcallReserve4HrAppointment](#bm18_1_SD_StopService) | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| [18390\_dbGetAppointmentAvailability](#bm18340dbGetAppointmentAvailability),  [18395\_iaAlternateDate](#bm18360iaAlternateDate) | | |
| Input | Description | |
| billingAccountNumber | Account number | |
| serviceOrderType | "Move Out" | |
| requestedDate | <mmddyyyy> date requested by caller | |
| appointmentWindow | "ALLDAY / AM / PM” | |
| eventCode | 505 | |
| Output | Description | |
| Payload/BillingAccountNumber | Account number | |
| Payload/AppointmentWindow | "ALLDAY / AM / PM” | |
| Payload/ApptConfirmationNumber | Confirmation number. | |
| Payload/EventCode | 505 | |
| Payload/Result | Success/Fail | |
| StatusMessage | Status Message | |
| TransactionID | Unique trackid | |
|  |  | |
| Condition | Action | |
| If Payload/Result = SUCCESS | [Go To:18550\_dbRequest4HrMoveOutOrder](#bm18550_dbRequest4HrMoveOutOrde) | |
| If Payload/Result = fail | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Phase5.3\_stop get info on request from web team  ReserveAppointment API info:  New Banner RestServices for StopServices  Dev URL: http://ogsbans01dtul.onegas.com/BannerApi/IVRServices/ReserveAppointment?distributionCompany=OK  Http Method : POST  AUthorization : Bearer token (from previous GetAuthorizationToken call)  Possible failure responses:  'RJT-MRIP'; -- Missing Required Input Parameters  RJT-INSOTP'; -- Invalid Service Order Type | | |

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| [18550\_dbRequest4HrMoveOutOrder](#bm18_1_SD_StopService) | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| [18540\_dbcallReserve4HrAppointment](#bm18_1_SD_StopService) | | |
| Input | Description | |
| Payload/AccountNumber | Customer Account Number | |
| requestedDate | <mmddyyyy> date requested by caller | |
| phoneNumber | <phone number> | |
| Payload/ConfirmationNumber | Payload/ConfirmationNumber | |
| Payload/AppointmentList/AppointmentAvailability/Window | 4HR | |
| appointmentConfirmNum | Appointment Confirm Number from Reserve appointment | |
| Output | Description | |
| Payload/AccountNumber | Account number. | |
| Payload/ServiceOrderNumber | Service order number | |
| Payload/AppointmentConfirmationNumber | Appointment confirmation number | |
| Payload/MoveOutDate | Move out date provided caller | |
| Payload/MissedAppointmentTripCharge | Amount for missed appointment, if any. | |
| Payload/Result | SUCCESS or FAILURE | |
| isSuccessful | True / False | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TrackingID | Unique transaction id | |
| Condition | Action | |
| IF Payload/Result = SUCCESS | [Go To: 18555\_dbUpdateFeeFlagOnServiceOrder](#bm18555_dbUpdateFeeFlagOnServiceOrder) | |
| If Payload/Result = fail | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Phase5.3\_stop need api for window get info on request from web team  Pink7 | | |

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| [18555\_dbUpdateFeeFlagOnServiceOrder](#bm18_1_SD_StopService) | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | |
| [18620\_dbRequestMoveOutOrder](#bm18_1_SD_StopService) | | |
| Input | Description | |
| Payload/ServiceOrderNumber | Service order number from Previous Create Moveout service call | |
| tempDiscFeeConsentInd | True / False | |
| Output | Description | |
| isSuccessful | True / False | |
| StatusCode | Success=0; all else fails | |
| responseMessage | Status message. | |
| TrackingID | Unique transaction id | |
| Condition | Action | |
| IF Payload/Result = SUCCESS | Go To: [18630\_ppConfirmation](#bm18420ppConfirmation) | |
| If Payload/Result = fail | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |

Confirmation full day appt area

|  |  |  |  |  |  |  |  |  |  |  |
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| [18600\_iaConfirmDate](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| 18370\_deCheckAcct, 18390\_dbGetAppointmentAvailability 18395\_iaAlternateDate | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To finalize and receive your confirmation number, your service request is scheduled for ... | | | | | | | | 18600\_iaConfirmDateI1 | |
|  | <Payload/AppointmentList/AppointmentAvailability/Start> | | | | | | | |  | |
|  | If this is correct press 1. Otherwise, press 2. | | | | | | | | 18600\_iaConfirmDateI2 | |
| No Match 1/No Input 1 | If this date is correct press 1. Otherwise, press 2. | | | | | | | | 18600\_iaConfirmDateN1 | |
| No Match 2/No Input 2 | To confirm this is correct press 1. Otherwise, press 2. | | | | | | | | 18600\_iaConfirmDateN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | If Autoclose\_sw = Yes AutoClose uses a NONE Appointment Window, check with banner team  Go To: [18610\_dbcallReserveAppointment](#bm18380dbcallReserveAppointment) | | | | | Never | |
| no |  | | 2 | Go To: [18380\_iaEnterMonth](#bm18300iaEnterMonth) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18610\_dbcallReserveAppointment](#bm18_1_SD_StopService) | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| [18390\_dbGetAppointmentAvailability](#bm18340dbGetAppointmentAvailability),  [18395\_iaAlternateDate](#bm18360iaAlternateDate) | | |
| Input | Description | |
| billingAccountNumber | Account number | |
| serviceOrderType | "MVOT" | |
| requestedDate | <Payload/AppointmentList/AppointmentAvailability/Start> | |
| appointmentWindow | "All Day" | |
| eventCode | "505" | |
| Output | Description | |
| Payload/BillingAccountNumber | Account number | |
| Payload/AppointmentWindow | All Day | |
| Payload/ApptConfirmationNumber | Appointment Confirmation number. | |
| Payload/EventCode | 505 | |
| Payload/Result | SUCCESS or FAILED | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message with error code in case of failure | |
| TransactionID | Unique transaction id in case of failure | |
| Condition | Action | |
| If Payload/Result = SUCCESS | Go To: [18620\_dbRequestMoveOutOrder](#bm18390dbRequestMoveOutOrder) | |
| If Payload/Result = fail | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/ReserveAppointment  Phase5.3\_stop Logging  ReserveAppointment API info:  New Banner RestServices for StopServices  Dev URL: http://ogsbans01dtul.onegas.com/BannerApi/IVRServices/ReserveAppointment?distributionCompany=OK/TX/KS  Http Method : POST  AUthorization : Bearer token (from previous GetAuthorizationToken call)  Possible failure responses:  'RJT-MRIP'; -- Missing Required Input Parameters  RJT-INSOTP'; -- Invalid Service Order Type | | |

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| [18620\_dbRequestMoveOutOrder](#bm18_1_SD_StopService) | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) |
| Previous State | | |
| [18610\_dbcallReserveAppointment](#bm18380dbcallReserveAppointment) | | |
| Input | Description | |
| Payload/AccountNumber | Customer Account Number | |
| requestedDate | <mmddyyyy> date requested by caller | |
| phoneNumber | <phone number> | |
| Payload/ConfirmationNumber | Payload/ConfirmationNumber | |
| Payload/AppointmentList/AppointmentAvailability/Window | All Day | |
| appointmentConfirmNum | Appointment Confirm Number from Reserve appointment | |
| Output | Description | |
| Payload/AccountNumber | Account number. | |
| Payload/ServiceOrderNumber | Service order number | |
| Payload/AppointmentConfirmationNumber | Appointment confirmation number | |
| Payload/MoveOutDate | Move out date provided caller | |
| Payload/MissedAppointmentTripCharge | Amount for missed appointment, if any. | |
| Payload/Result | SUCCESS or FAILURE | |
| isSuccessful | True / False | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TrackingID | Unique transaction id | |
| Condition | Action | |
| IF Payload/Result = SUCCESS | Go to 18625\_dbUpdateFeeFlagOnServiceOrder | |
| If Payload/Result = fail | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RequestMoveOutOrder  Get name info from getAccountSummary response  Phase5.3\_stop Logging  http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RequestMoveOutOrder  CreateMVOTOrder:  New Baner Restservice for StopService  Dev URL: http://ogsbans01dtul.onegas.com/BannerApi/IVRServices/CreateMVOTOrder?distributionCompany=OK/KS/TX  Http Method : POST  AUthorization : Bearer token (from previous GetAuthorizationToken call)  Possible failure responses:  'RJT-MRIP'; -- Missing Required Input Parameters  'RJT-NSF'; -- No Service Found  'RJT-IMRD'; -- Invalid Move-Out Requested Date  'RJT-OSOF'; -- Open Service Order Found  'RJT-MVIN'; -- Move-in Order Exists  'RJT-NMAF'; -- No Matching Account Found  'RJT-DTF' -- DONOT\_TURNOFF\_FLAG  Get name info from getAccountSummary response | | |

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| [18625\_dbUpdateFeeFlagOnServiceOrder](#bm18_1_SD_StopService) | | | Data Source  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | |
| [18620\_dbRequestMoveOutOrder](#bm18_1_SD_StopService) | | | |
| Input | | Description | |
| Payload/ServiceOrderNumber | | Service order number from Previous Create Moveout service call | |
| tempDiscFeeConsentInd | | True / False | |
| Output | | Description | |
| isSuccessful | | True / False | |
| StatusCode | | Success=0; all else fails | |
| responseMessage | | Status message. | |
| TrackingID | | Unique transaction id | |
| Condition | | Action | |
| IF Payload/Result = SUCCESS | | Go To[: 18630\_ppConfirmation](#bm18630_ppConfirmation) | |
| If Payload/Result = fail | | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RequestMoveOutOrder  **UpdateFeeFlagOnServiceOrder:**  New Baner Restservice for StopService  Dev URL: http://ogsbans01dtul.onegas.com/BannerApi/Payment/UpdateStopService?distributionCompany=OK  Http Method : POST  AUthorization : Bearer token (from previous GetAuthorizationToken call)  Possible failure responses:  'RJT-MRIP' -- Missing Required Input Parameters  'RJT-ISSO' -- Invalid Stop Service Order  'RJT-SSNU' -- Stop Service not updated  Get name info from getAccountSummary response  Phase5.3\_stop Logging  Confirmation from the web team  Pink12b | | | |
| 18630\_ppConfirmation | | | Play Prompt  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | |
| [18400\_iaConfirmDate](#bm18400iaConfirmDate),  [18630\_ppConfirmation](#bm18420ppConfirmation) | | | | |
| Prompts | | | | |
| Conditions and Wording | | | Prompt ID | |
| *If CAV.Post\_Stop\_Sw = No* | | |  | |
| Your final bill will be forwarded to the address on file with the US Postal Service. | | | 18630\_ppConfirmationI1 | |
| For your records, your service order confirmation number is ... | | | 18630\_ppConfirmationI2 | |
| Payload/ServiceOrderNumber | | | Speak as number | |
| To hear this information again, press \*. | | | 18630\_ppConfirmationI3 | |
| Else | | |  | |
| Go to [18635\_iaConfirmationDate](#bm18365_iaConfirmStopMess) | | |  | |
| Condition | Action | | | |
| repeat (\*) | \*  Go To: [18630\_ppConfirmation](#bm18420ppConfirmation) | | | |
| timeout | Go to [18640\_iaStopOrderWrapUp](#bm18430_iaStopOrderWrapUp) | | | |
| Special Settings | | | | |
|  | | | | |
| Developer Notes | | | | |
| Phase5.3\_stop  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | |

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| [18635\_iaConfirmation](#bm18_1_SD_StopService) | | | | | | | | | Interaction  [18.1\_SD\_StopService](#bm18_1_SD_StopService) | |
| Previous State | | | | | | | | | | |
| ,  [18630\_ppConfirmation](#bm18420ppConfirmation) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| First Time Only | Your final bill will be forwarded to the address on file with the US Postal Service. | | | | | | | | 18635\_iaConfirmationI1 | |
|  | For your records, your service order confirmation number is ... | | | | | | | | 18635\_iaConfirmationI2 | |
| Initial | <Payload/ServiceOrderNumber> | | | | | | | |  | |
|  | To hear this information again press 1. If you need your final bill sent to an address that is not your US Postal Address or Forwarded by the US Postal service, press 2. Otherwise press 3 | | | | | | | | 18635\_iaConfirmationI2 | |
| No Match 1/No Input 1 | To hear your confirmation number again press 1.To speak to a customer service representative about your address , press 2. Otherwise press 3 | | | | | | | | 18635\_iaConfirmationN1 | |
| No Match 2/No Input 2 | To hear your confirmation number again press 1.To speak to a customer service representative about your address , press 2. Otherwise press 3 | | | | | | | | 18635\_iaConfirmationN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Confirmation |  | | 1 | If Autoclose\_sw = Yes AutoClose uses a NONE Appointment Window, check with banner team  Go To: 18635\_iaConfirmation | | | | | Never | |
| address |  | | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Continue |  | | 3 | Go to [18640\_iaStopOrderWrapUp](#bm18430_iaStopOrderWrapUp) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [18640\_iaStopOrderWrapUp](#bm18_0_SD_ServiceOrder) | | | | | | | | | Interaction  [18.0\_SD\_ServiceOrder](#bm18_0_SD_ServiceOrder) | |
| Previous State | | | | | | | | | | |
| 18630\_ppConfirmation | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | [18640\_iaStopOrderWrapUp](#bm18_0_SD_ServiceOrder)**l1** | |
| No Match 1 /No Input 1 | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | [18640\_iaStopOrderWrapUp](#bm18_0_SD_ServiceOrder)**N1** | |
| No Match 2/No Input 2 | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | [18640\_iaStopOrderWrapUp](#bm18_0_SD_ServiceOrder)**N2** | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| main\_menu |  | | 8 | Return from: [18000\_sdServiceOptions](#bm18000sdServiceOptions) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Phase5.3\_stop  specifications: first character time out is 5 seconds, Intercharactor time out is 7 seconds  Log menu even if caller hangs up with no input  VarValue is ...not the TT entered but the value assigned in the DM on "options"  Core Menu Functions with Associated Logging (meaning caller will be able to have these inputs and logging with show inputs  Repeat = Caller presses \* (example caller hears confirmaiton number presses \* to hear again and disconnects)  main = Caller presses 8  agent = Caller presses 0  NO INPUT = Caller presses nothing goes to operator on 3'd no input  NO MATCH = Caller presses invalid menu selection and goes to operator on 3'd try  DISC = Caller Disconnected | | | | | | | | | | |

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| [19000\_sdServiceCall](#bm19_0_SD_ServiceCall) | | | | | Sub-Dialog Flow  [19.0\_SD\_ServiceCall](#bm19_0_SD_ServiceCall) |
| Previous State | | | Returning To | | |
| [~~4080\_iaServiceRequest~~](#bm4080iaServiceRequest) | | | [~~5010\_deCheckValidated~~](#bm5010deCheckValidated) | | |
| [18030\_dbGetOpenServiceOrders](#bm18030_dbGetOpenServiceOrders) | | | [18040\_iaServiceCallWrapUp](#bm18040iaServiceCallWrapUp) | | |
| [19060\_iaChangeCancelAppt](#bm19060iaChangeCancelAppt) | | | [18040\_iaServiceCallWrapUp](#bm18040iaServiceCallWrapUp) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [19020\_deCheckInRoute](#bm19020deCheckInRoute) | | | |
| Developer Notes | | | | | |
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| [19020\_deCheckInRoute](#bm19_0_SD_ServiceCall) | | Branch  [19.0\_SD\_ServiceCall](#bm19_0_SD_ServiceCall) |
| Previous State | | |
| [19000\_sdServiceCall](#bm19000sdServiceCall) | | |
| Condition | Action | |
| IF Payload/ServiceOrder/OpenServiceOrderDetail/Status = "ON-SITE" or "ENROUTE" or manack or “Dispatch” or ‘-‘ or “Unspecified” or ‘”completion”  or  Payload/ServiceOrder/OpenServiceOrderDetail/ScheduledDate=> today | Go To: [19040\_ppInRoute](#bm19040ppinRoute) | |
| ELSE | Go To: [19060\_iaChangeCancelAppt](#bm19060iaChangeCancelAppt) | |
| Developer Notes | | |
| Check disconnect status in getAccountSummary response.  **Phase2\_ChangeControl -** updated the new conditions for appointment to check orderType and scheduledDate | | |

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| ~~19040\_ppInRoute~~ | | ~~Play Prompt~~  [~~19.0\_SD\_ServiceCall~~](#bm19_0_SD_ServiceCall) |
| ~~Previous State~~ | | |
| [~~19020\_deCheckInRoute~~](#bm19020deCheckInRoute) | | |
| ~~Prompts~~ | | |
| ~~Conditions and Wording~~ | | ~~Prompt ID~~ |
| *~~IF ServiceOrders\_DiscOrderDispatchStatus = "Enroute"~~* | |  |
| ~~Your service technician is currently en-route.~~ | | ~~19040\_ppInRouteI1~~ |
| *~~IF ServiceOrders\_DiscOrderDispatchStatus = "On Site"~~* | |  |
| ~~Your service technician is currently on-site.~~ | | ~~19040\_ppInRouteI2~~ |
| ~~Condition~~ | ~~Action~~ | |
|  | ~~Return from:~~ [~~19000\_sdServiceCall~~](#bm19000sdServiceCall) | |
| ~~Special Settings~~ | | |
|  | | |
| ~~Developer Notes~~ | | |
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| [19040\_ppInRoute](#bm19_0_SD_ServiceCall) | | Play Prompt  [19.0\_SD\_ServiceCall](#bm19_0_SD_ServiceCall) |
| Previous State | | |
| [19020\_deCheckInRoute](#bm19020deCheckInRoute) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Payload/ServiceOrder/OpenServiceOrderDetail/ScheduledDate => today's date | |  |
| There is service order scheduled for ... | | 19040\_iaServiceRequestI1 |
| If Payload/ServiceOrder/OpenServiceOrderDetail/ScheduledDate = today's date | |  |
| *“today”* | | 19040\_iaServiceRequestI2 |
| *else* | |  |
| Payload/ServiceOrder/OpenServiceOrderDetail/ScheduledDate | | speak as date |
| End\_if | |  |
| End\_if | |  |
|  | |  |
| If (Payload/ServiceOrders/OpenServiceOrderDetail/Duration *not null or* Payload/ServiceOrder/OpenServiceOrderDetail/Window not null)  Or  (Payload/ServiceOrders/OpenServiceOrderDetail/Duration not =Unspecified *and* Payload/ServiceOrder/OpenServiceOrderDetail/Window not = NONE) | |  |
| *If* Payload/ServiceOrder/OpenServiceOrderDetail/Window *= “*All Day” or  Payload/ServiceOrders/OpenServiceOrderDetail/Duration *= “*AllDay” | |  |
| *And its scheduled for an all day appointment. This means the service technician can arrive between 8am and until service order is completed<pause> up to 10pm* | | 19040\_iaServiceRequestI3 |
| *If* Payload/ServiceOrder/OpenServiceOrderDetail/Window *= “AM”* | |  |
| *And its scheduled for this morning between 8am and 12 noon* | | 19040\_iaServiceRequestI4 |
| *If* Payload/ServiceOrder/OpenServiceOrderDetail/Window *= ‘PM”* | |  |
| *And its scheduled for this afternoon between 1pm and until service order is completed<pause> up to 10pm* | | 19040\_iaServiceRequestI5 |
| *If* Payload/ServiceOrder/OpenServiceOrderDetail/Window *= ‘Evening”* | |  |
| *And its scheduled for this evening between 6pm and 10pm* | | 19040\_iaServiceRequestI6 |
| *End\_if* | |  |
| *End\_if* | |  |
|  | |  |
| *IF ServiceOrders\_DiscOrderDispatchStatus = "Enroute"* | |  |
| Your service technician is currently en-route. | | 19040\_ppInRouteI1 |
| *IF ServiceOrders\_DiscOrderDispatchStatus = "On Site"* | |  |
| Your service technician is currently on-site. | | 19040\_ppInRouteI2 |
| *IF ServiceOrders\_DiscOrderDispatchStatus = "manack"* | |  |
| *“Your Service technician has received and validated your order and is in the field today”* | | 19040\_ppInRouteI3 |
| *IF ServiceOrders\_DiscOrderDispatchStatus = "Dispatch"* | |  |
| *“Your Service technician has received your order and is in the field today* | | 19040\_ppInRouteI4 |
| *IF ServiceOrders\_DiscOrderDispatchStatus = "completion"* | |  |
| *“your service order is marked complete”* | | 19040\_ppInRouteI5 |
| *else* | |  |
| At this moment, we are unable to give you an exact time of arrival. We appreciate your patience. Please check the status again later. | | 19040\_iaServiceRequestI7 |
| *End\_if* | |  |
| Condition | Action | |
|  | ~~Return from:~~ [~~19000\_sdServiceCall~~](#bm19000sdServiceCall)  Go To: [19060\_iaChangeCancelAppt](#bm19060iaChangeCancelAppt) | |
|  |  | |
|  |  | |
| Special Settings | | |
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| Developer Notes | | |
| **Phase2\_ChangeControl -** added prompts for different window appointments | | |

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| [19060\_iaChangeCancelAppt](#bm19_0_SD_ServiceCall) | | | | | | | | | Interaction  [19.0\_SD\_ServiceCall](#bm19_0_SD_ServiceCall) | |
| Previous State | | | | | | | | | | |
| [19020\_deCheckInRoute](#bm19020deCheckInRoute), [19040\_ppInRoute](#bm19040ppinRoute) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To change a service order, press one.  To cancel a service order, press two.  Otherwise, press three. | | | | | | | | 19060\_iaChangeCancelApptI1 | |
| No Match 1/No Input 1 | To change a service order, press 1.  To cancel an appointment, press 2.  Otherwise, press 3. | | | | | | | | 19060\_iaChangeCancelApptN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| change |  | | 1 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| cancel |  | | 2 | Go To: [19080\_iaConfirmCancel](#bm19080iaConfirmCancel) | | | | | Never | |
| otherwise |  | | 3 | Return from: [19000\_sdServiceCall](#bm19000sdServiceCall) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [19080\_iaConfirmCancel](#bm19_0_SD_ServiceCall) | | | | | | | | | Interaction  [19.0\_SD\_ServiceCall](#bm19_0_SD_ServiceCall) | |
| Previous State | | | | | | | | | | |
| [19060\_iaChangeCancelAppt](#bm19060iaChangeCancelAppt) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To cancel your service order scheduled for ... | | | | | | | | 19080\_iaConfirmCancelI1 | |
|  | <Payload/ScheduledDate> | | | | | | | |  | |
|  | Press 1. Otherwise, press 2. | | | | | | | | 19080\_iaConfirmCancelI2 | |
| No Match 1/No Input 1 | If you would like to cancel your service order, press 1. Otherwise, press 2. | | | | | | | | 19080\_iaConfirmCancelN1 | |
| No Match 2/No Input 2 | To cancel your service order, press 1. Otherwise, press 2. | | | | | | | | 19080\_iaConfirmCancelN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [19100\_dbRequestServiceOrderCancel](#bm19100dbRequestServiceOrderCancel) | | | | | Never | |
| no |  | | 2 | Return from: [19000\_sdServiceCall](#bm19000sdServiceCall) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Date value Payload/ScheduledDate is retrieved from either the 18030\_dbGetOpenServiceOrders lookup or 4200\_dbGetOpenServiceOrders lookup.  Phase 2 just add to logging VPSAppLog | | | | | | | | | | |

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| [19100\_dbRequestServiceOrderCancel](#bm19_0_SD_ServiceCall) | | Data Source  [19.0\_SD\_ServiceCall](#bm19_0_SD_ServiceCall) |
| Previous State | | |
| [19080\_iaConfirmCancel](#bm19080iaConfirmCancel) | | |
| Input | Description | |
| Payload/AccountNumber | Account number. | |
| Payload/ServiceOrderNumber | Payload/ServiceOrderNumber | |
| Output | Description | |
| Payload | True/False order successfully cancelled. | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message | |
| TransactionID | Unique transaction id | |
| Condition | Action | |
| IF Payload = True | Go To: [19110\_iaApptCancelled](#bm19110iaApptCancelled) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/CancelServiceOrder | | |

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| [19110\_iaApptCancelled](#bm19_0_SD_ServiceCall) | | | | | | | | | Interaction  [19.0\_SD\_ServiceCall](#bm19_0_SD_ServiceCall) | |
| Previous State | | | | | | | | | | |
| [19100\_dbRequestServiceOrderCancel](#bm19100dbRequestServiceOrderCancel) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your service order has been canceled. To create another service order, press 1. Otherwise, press 2. | | | | | | | | 19110\_iaApptCancelledI1 | |
| No Match 1/No Input 1 | If you would like to create another service order, press 1. Otherwise, press 2. | | | | | | | | 19110\_iaApptCancelledN1 | |
| No Match 2/No Input 2 | To create another service order, press 1. Otherwise, press 2. | | | | | | | | 19110\_iaApptCancelledN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| another\_appt |  | | 1 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| no (2) |  | |  | Return from: [19000\_sdServiceCall](#bm19000sdServiceCall) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
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| [20000\_sdMeterReading](#bm20_0_SD_MeterReading) | | | | | Sub-Dialog Flow  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) |
| Previous State | | | Returning To | | |
| [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | | [7020\_iaAccountInfoMenu](#bm7020iaAccountInfoMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [20010\_deCheckEligibility](#bm20010deCheckEligibility) | | | |
| Developer Notes | | | | | |
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| [20010\_deCheckEligibility](#bm20_0_SD_MeterReading) | | Branch  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) |
| Previous State | | |
| [20000\_sdMeterReading](#bm20000sdMeterReading) | | |
| Condition | Action | |
| IF Services/Service.count > 1 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Services/ServiceInfo/CanReadMeter= False | Go To: [20160\_ppNotEligible](#bm20160ppNotEligible) | |
| ELSE | Go To: [20020\_iaMeterReading](#bm20020iaMeterReading) | |
| Developer Notes | | |
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| [20020\_iaMeterReading](#bm20_0_SD_MeterReading) | | | | | | | | | Interaction  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) | |
| Previous State | | | | | | | | | | |
| [20010\_deCheckEligibility](#bm20010deCheckEligibility),  [20020\_iaMeterReading](#bm20020iaMeterReading) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *If ConsToRead <> null* | | | | | | | |  | |
|  | Your last meter reading was ... | | | | | | | | 20020\_iaMeterReadingI1 | |
|  | <ConsToRead> | | | | | | | |  | |
|  | ... and you used ... | | | | | | | | 20020\_iaMeterReadingI2 | |
|  | <Services/ServicesInfo/Consumption> | | | | | | | |  | |
|  | ... units. | | | | | | | | 20020\_iaMeterReadingI6 | |
|  | *Always* | | | | | | | |  | |
|  | Your next meter read date is scheduled for ... | | | | | | | | 20020\_iaMeterReadingI3 | |
|  | <Services/ServiceInfo/NextReadDate> | | | | | | | |  | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press \*.  To enter your meter reading, 1.  For account information, 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 20020\_iaMeterReadingI4 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  To enter your meter reading, 1.  For account information, 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 20020\_iaMeterReadingI5 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To enter your meter reading, press 1.  For account information, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 20020\_iaMeterReadingN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To enter your meter reading, press 1.  For account information, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 20020\_iaMeterReadingN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [20020\_iaMeterReading](#bm20020iaMeterReading) | | | | | Never | |
| meter\_reading |  | | 1 | Set errCnt = 1  Go To: [20060\_iaMeterReading](#bm20060iaMeterReading) | | | | | Never | |
| acct\_info |  | | 7 | Return from: [20000\_sdMeterReading](#bm20000sdMeterReading) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Get previous meter reading from getAccountSummary response.  Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [20040\_iaMeterConfirmed](#bm20_0_SD_MeterReading) | | | | | | | | | Interaction  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) | |
| Previous State | | | | | | | | | | |
| [20180\_deCheckLowHighRead](#bm20180deCheckLowHighRead) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your meter reading entry has been confirmed. | | | | | | | | 20040\_iaMeterConfirmedI1 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the account information menu, press 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 20040\_iaMeterConfirmedI2 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the account information menu, press 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 20040\_iaMeterConfirmedI3 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For account information, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 20040\_iaMeterConfirmedN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For account information, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 20040\_iaMeterConfirmedN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| acct\_info |  | | 7 | Return from: [20000\_sdMeterReading](#bm20000sdMeterReading) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [20060\_iaMeterReading](#bm20_0_SD_MeterReading) | | | | | | | | | Interaction  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) | |
| Previous State | | | | | | | | | | |
| [20020\_iaMeterReading](#bm20020iaMeterReading),  [20100\_ppMeterError](#bm20100ppMeterError),  [20120\_iaConfirmReading](#bm20120iaConfirmReading) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Please enter all dial numbers. | | | | | | | | 20060\_iaMeterReadingI1 | |
|  | If the hand on the dial is between two numbers, use the lower number. If it’s between nine and zero, use nine. | | | | | | | | 20060\_iaMeterReadingI2 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | Please enter your ... | | | | | | | | 20060\_iaMeterReadingI3 | |
|  | <Services/ServiceInfo/MeterDials> spoken as digit | | | | | | | |  | |
|  | ... digit meter reading. | | | | | | | | 20060\_iaMeterReadingI4 | |
| No Match 1/No Input 1 | Please enter the meter reading. | | | | | | | | 20060\_iaMeterReadingN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| meterReading |  | | 1-4, 5,6 digits | Go To: [20080\_deCheckReading](#bm20080deCheckReading) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [20080\_deCheckReading](#bm20_0_SD_MeterReading) | | Branch  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) |
| Previous State | | |
| [20060\_iaMeterReading](#bm20060iaMeterReading) | | |
| Condition | Action | |
| IF Len(meterReading) <> Services/ServiceInfo/MeterDials | Increment errCnt  Go To: [20100\_ppMeterError](#bm20100ppMeterError) | |
| IF errCnt = maxError | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Go To: [20120\_iaConfirmReading](#bm20120iaConfirmReading) | |
| Developer Notes | | |
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| [20100\_ppMeterError](#bm20_0_SD_MeterReading) | | Play Prompt  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) |
| Previous State | | |
| [20080\_deCheckReading](#bm20080deCheckReading) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| You must enter all ... | | 20100\_ppMeterErrorI1 |
| <Services/ServiceInfo/MeterDials> | |  |
| digits. | | 20100\_ppMeterErrorI2 |
| Condition | Action | |
|  | firstPass = FALSE  Go To: [20060\_iaMeterReading](#bm20060iaMeterReading) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [20120\_iaConfirmReading](#bm20_0_SD_MeterReading) | | | | | | | | | Interaction  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) | |
| Previous State | | | | | | | | | | |
| [20080\_deCheckReading](#bm20080deCheckReading) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Just to confirm. That reading was ... | | | | | | | | 20120\_iaConfirmReadingI1 | |
|  | <meterReading> | | | | | | | |  | |
|  | If this is correct, press 1. Otherwise, press 2. | | | | | | | | 20120\_iaConfirmReadingI2 | |
| No Match 1/No Input 1 | If the meter reading is correct, press 1. Otherwise, press 2. | | | | | | | | 20120\_iaConfirmReadingN1 | |
| No Match 2/No Input 2 | To confirm the meter reading is correct, press 1. Otherwise, press 2 | | | | | | | | 20120\_iaConfirmReadingN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [20140\_dbEnterMeterRead](#bm20140dbEnterMeterRead) | | | | | Never | |
| no |  | | 2 | Go To: [20060\_iaMeterReading](#bm20060iaMeterReading) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [20140\_dbEnterMeterRead](#bm20_0_SD_MeterReading) | | Data Source  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) |
| Previous State | | |
| [20120\_iaConfirmReading](#bm20120iaConfirmReading) | | |
| Input | Description | |
| Payload/AccountNumber | AccountNumber | |
| Services/ServiceInfo/ID | Services/ServiceInfo/ID | |
| meterReading | <meterReading> | |
| forceEntry | "False" | |
| Output | Description | |
| Payload/ExistingRead | Customer's existing meter reading | |
| Payload/HighRead | True/False is the reading high? | |
| Payload/LowRead | True/False is the reading low? | |
| StatusCode | Success = 0, all else fails | |
| StatusMessage | Status message | |
| TransactionID | Unique transaction ID | |
| Condition | Action | |
| If Payload=True | Go To: [20180\_deCheckLowHighRead](#bm20180deCheckLowHighRead) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/EnterMeterRead  Get ID from getAccountSummary response | | |

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| [20160\_ppNotEligible](#bm20_0_SD_MeterReading) | | Play Prompt  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) |
| Previous State | | |
| [20010\_deCheckEligibility](#bm20010deCheckEligibility) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| I'm sorry, we are unable to take your meter reading over the phone. | | 20160\_ppNotEligibleI1 |
| Condition | Action | |
|  | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Special Settings | | |
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| Developer Notes | | |
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| [20180\_deCheckLowHighRead](#bm20_0_SD_MeterReading) | | Branch  [20.0\_SD\_MeterReading](#bm20_0_SD_MeterReading) |
| Previous State | | |
| [20140\_dbEnterMeterRead](#bm20140dbEnterMeterRead) | | |
| Condition | Action | |
| IF Payload/HighRead=True | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/LowRead=True | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Go To: [20040\_iaMeterConfirmed](#bm20040iaMeterConfirmed) | |
| Developer Notes | | |
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| [21000\_sdCompanyInfo](#bm21_0_SD_CompanyInfo) | | | | | Sub-Dialog Flow  [21.0\_SD\_CompanyInfo](#bm21_0_SD_CompanyInfo) |
| Previous State | | | Returning To | | |
| [5110\_iaOther](#bm5110_iaOther) | | | [5010\_deCheckValidated](#bm5010deCheckValidated) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [21020\_iaAddressMenu](#bm21020iaAddressMenu) | | | |
| Developer Notes | | | | | |
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| [21020\_iaAddressMenu](#bm21_0_SD_CompanyInfo) | | | | | | | | | Interaction  [21.0\_SD\_CompanyInfo](#bm21_0_SD_CompanyInfo) | |
| Previous State | | | | | | | | | | |
| [21020\_iaAddressMenu](#bm21020iaAddressMenu), [21000\_sdCompanyInfo](#bm21000sdCompanyInfo) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | ~~You can mail letters and other correspondence to PO Box 401, Oklahoma City, OK 73102.~~  You can mail payments, letters, and other correspondence to <pause> Oklahoma Natural Gas, P.O. Box 219296, Kansas City, Missouri 64121-9296. | | | | | | | | 21020\_iaAddressMenuI1 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | ~~You can mail payments, letters, and other correspondence to PO Box 219913, Kansas City, MO 64121-9913.~~  You can mail payments, letters, and other correspondence to <pause> Texas Gas Service PO Box 219913, Kansas City, Missouri 64121-9913. | | | | | | | | 21020\_iaAddressMenuI2 | |
|  | *IF CAV.location = "KS"* | | | | | | | |  | |
|  | ~~You can mail letters and other correspondence to PO Box 3535, Topeka, Kansas, 66601.~~  You can mail payments, letters, and other correspondence to <pause> Kansas Gas Service, P.O. Box 219046, Kansas City, Missouri 64121-9046. | | | | | | | | 21020\_iaAddressMenuI3 | |
|  | To hear this information again, press \*.  For our internet address, press 1.  Fax information, 2.  Payment location, press 3. | | | | | | | | 21020\_iaAddressMenuI4 | |
| No Match 1/No Input 1 | For our internet address, press 1.  Fax information, press 2.  Payment location, press 3. | | | | | | | | 21020\_iaAddressMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [21020\_iaAddressMenu](#bm21020iaAddressMenu) | | | | | Never | |
| web |  | | 1 | Go To: [21040\_iaWebSiteInfo](#bm21040iaWebSiteInfo) | | | | | Never | |
| fax |  | | 2 | Go To: [21060\_iaFaxInfo](#bm21060iaFaxInfo) | | | | | Never | |
| pay\_locations |  | | 3 | Set wrapUp = FALSE  Go To: [11000\_sdPaymentLocations](#bm11000sdPaymentLocations) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  **Phase2\_ChangeControl -** Updated AddressMenu vocabs for OK, KS & TX | | | | | | | | | | |

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| [21040\_iaWebSiteInfo](#bm21_0_SD_CompanyInfo) | | | | | | | | | Interaction  [21.0\_SD\_CompanyInfo](#bm21_0_SD_CompanyInfo) | |
| Previous State | | | | | | | | | | |
| [21020\_iaAddressMenu](#bm21020iaAddressMenu),  [21040\_iaWebSiteInfo](#bm21040iaWebSiteInfo), [~~5110\_iaOther~~](#bm5110_iaOther) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | Our web site is OklahomaNaturalGas.com. | | | | | | | | 21040\_iaWebSiteInfoI1 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | Our web site address is TexasGasService.com. | | | | | | | | 21040\_iaWebSiteInfoI2 | |
|  | *~~IF CAV.location = "KS" and from~~* [~~5110\_iaOther~~](#bm5110iaOther) | | | | | | | |  | |
|  | ~~You can find energy savings tips at our website KansasGasService.com. forward slash ‘save money’~~ | | | | | | | | ~~21040\_iaWebSiteInfoI6~~ | |
|  | *Else CAV.location = “KS”* | | | | | | | |  | |
|  | Our web site address is KansasGasService.com. | | | | | | | | 21040\_iaWebSiteInfoI3 | |
|  | End\_If | | | | | | | |  | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press \*.  To return to the main menu, press 8.  To end this call simply hang up.  ~~Or to speak with a representative, press 0.~~ | | | | | | | | 21040\_iaWebSiteInfoI4 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 21040\_iaWebSiteInfoI5 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  To end this call simply hang up.  ~~Or to speak with a representative, press 0.~~ | | | | | | | | 21040\_iaWebSiteInfoN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 21040\_iaWebSiteInfoN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [21040\_iaWebSiteInfo](#bm21040iaWebSiteInfo) | | | | | Never | |
| main\_menu |  | | 8 | Return from: [21000\_sdCompanyInfo](#bm21000sdCompanyInfo) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
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| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  disable main menu global command.  **Phase2\_ChangeControl -** added 5110\_iaOther flag for different message and option zero is on, only just not playing in prompt.  Phase 2C - Removed 5110\_iaOther flag conditions for KS. | | | | | | | | | | |

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| [21060\_iaFaxInfo](#bm21_0_SD_CompanyInfo) | | | | | | | | | Interaction  [21.0\_SD\_CompanyInfo](#bm21_0_SD_CompanyInfo) | |
| Previous State | | | | | | | | | | |
| [21020\_iaAddressMenu](#bm21020iaAddressMenu),  [21060\_iaFaxInfo](#bm21060iaFaxInfo) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | You can send a fax to Oklahoma Natural Gas at 877-525-5682. | | | | | | | | 21060\_iaFaxInfoI1 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | You can send a fax to Texas Gas Service at 877-525-5682. | | | | | | | | 21060\_iaFaxInfoI2 | |
|  | *IF CAV.location = "KS"* | | | | | | | |  | |
|  | You can send a fax to Kansas Gas Service at 866-643-1390. | | | | | | | | 21060\_iaFaxInfoI3 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press \*.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 21060\_iaFaxInfoI4 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 21060\_iaFaxInfoI5 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 21060\_iaFaxInfoN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 21060\_iaFaxInfoN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [21060\_iaFaxInfo](#bm21060iaFaxInfo) | | | | | Never | |
| main\_menu |  | | 8 | Return from: [21000\_sdCompanyInfo](#bm21000sdCompanyInfo) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  disable main menu global command. | | | | | | | | | | |

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| [22000\_sdCostOfGas](#bm22_0_SD_CostOfGas) | | | | | Sub-Dialog Flow  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | | Returning To | | |
| [5110\_iaOther](#bm5110_iaOther) | | | [5010\_deCheckValidated](#bm5010deCheckValidated) | | |
| [5120\_iaPlanRatesMenu](#bm5120iaPlanRatesMenu) | | | [5010\_deCheckValidated](#bm5010deCheckValidated) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [22010\_deCheckDNIS](#bm22010deCheckDNIS) | | | |
| Developer Notes | | | | | |
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| [22010\_deCheckDNIS](#bm22_0_SD_CostOfGas) | | Branch  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | |
| [22000\_sdCostOfGas](#bm22000sdCostOfGas) | | |
| Condition | Action | |
| IF CAV.location = "TX" | Go To: [22260\_ppTXCostOfGas](#bm22260ppTXCostOfGas) | |
| ELSE | Go To: [22020\_deCheckSeason](#bm22020deCheckSeason) | |
| Developer Notes | | |
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| [22020\_deCheckSeason](#bm22_0_SD_CostOfGas) | | Branch  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | |
| [22010\_deCheckDNIS](#bm22010deCheckDNIS),  [22120\_iaCostOfGasWrapUp](#bm22120iaCostOfGasWrapUp) | | |
| Condition | Action | |
| If todayDate(MMDD) > 0331 < 0701 | Go To: [22040\_ppSpring](#bm22040ppSpring) | |
| If todayDate(MMDD) > 0630 < 1001 | Go To: [22060\_ppSummer](#bm22060ppSummer) | |
| If todayDate(MMDD) > 0930 < 1201 | Go To: [22080\_ppFall](#bm22080ppFall) | |
| ELSE | Go To: [22100\_ppWinter](#bm22100ppWinter) | |
| Developer Notes | | |
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| [22040\_ppSpring](#bm22_0_SD_CostOfGas) | | Play Prompt  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | |
| [22020\_deCheckSeason](#bm22020deCheckSeason) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF CAV.location = "OK"* | |  |
| The cost of gas is the wholesale amount Oklahoma Natural Gas pays gas producers and pipeline suppliers for natural gas. | | 22040\_ppSpringI1 |
| Although the price of natural gas is at record levels, the hedge program will not lower natural gas prices; but it will protect customers from additional price increases that may otherwise occur. Our goal is to purchase safe, reliable natural gas at the best available price for our customers. Your natural gas billing statement includes a new gas hedge line item. This is not a new charge; it was previously included in the cost of gas and will appear on billing statements between the months of April through October. | | 22040\_ppSpringI3 |
| *IF CAV.location = "KS"* | |  |
| The cost of gas is the wholesale amount Kansas Gas Service pays gas producers and pipeline suppliers for natural gas. | | 22040\_ppSpringI2 |
| The wholesale price of natural gas changes monthly because it is driven solely by the gas commodity market. Rest assured that Kansas Gas Service is doing everything to keep your costs as low as possible. The price we pay for gas is the price you pay. There is no markup. Our goal is to purchase safe, reliable gas at the best available price for consumers. To help control your bills, Kansas Gas Service recommends the following efficiency tips:  Wrap your gas water heater in an insulation jacket and lower the temperature a few degrees.  Install a setback thermostat that automatically adjusts the temperature in your home.  Have a professional check your heating and cooling units to ensure peak efficiency.  Change or clean your furnace filter monthly.  Apply weather stripping and caulking to help guard against energy loss.  Sign-up for the Average Payment Plan. | | 22040\_ppSpringI6 |
| *IF CAV.location = "OK"* | |  |
| For more information about the cost of gas, or the Oklahoma Natural Gas gas hedge program, visit our web site at Oklahoma Natural Gas dot com. | | 22040\_ppSpringI4 |
| *IF CAV.location = "KS"* | |  |
| For more energy savings tips and payment options, log on to our web site at www.kansasgasservice.com. | | 22040\_ppSpringI5 |
| Condition | Action | |
|  | Go To: [22120\_iaCostOfGasWrapUp](#bm22120iaCostOfGasWrapUp) | |
| Special Settings | | |
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| Developer Notes | | |
| Green vocab only  Updated verbiage to reflect production. 06/21/23 (mjedit) | | |

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| [22060\_ppSummer](#bm22_0_SD_CostOfGas) | | Play Prompt  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | |
| [22020\_deCheckSeason](#bm22020deCheckSeason) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF CAV.location = "OK"* | |  |
| Oklahoma Natural Gas works hard to keep your costs as low as possible. | | 22060\_ppSummerI1 |
| *IF CAV.location = "KS"* | |  |
| Kansas Gas Service works hard to keep your costs as low as possible. | | 22060\_ppSummerI2 |
| *ALWAYS* | |  |
| The cost of gas is the wholesale price we pay gas producers and pipeline suppliers for natural gas. The wholesale price changes monthly because it is driven solely by the natural gas commodity market. Our goal is to purchase safe, reliable natural gas at the best available price for our consumers. | | 22060\_ppSummerI3 |
| *IF CAV.location = "OK"* | |  |
| For energy saving tips and payment options, log on to our web site at OklahomaNaturalGas.com. | | 22060\_ppSummerI4 |
| *IF CAV.location = "KS"* | |  |
| For energy saving tips and payment options, log on to our web site at kansasGasService.com. | | 22060\_ppSummerI5 |
| Condition | Action | |
|  | Go To: [22120\_iaCostOfGasWrapUp](#bm22120iaCostOfGasWrapUp) | |
| Special Settings | | |
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| Developer Notes | | |
| Green vocab only | | |

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| [22080\_ppFall](#bm22_0_SD_CostOfGas) | | Play Prompt  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | |
| [22020\_deCheckSeason](#bm22020deCheckSeason) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF CAV.location = "OK"* | |  |
| It’s fall and cold weather is just around the corner. Colder temperatures and an increased use of natural gas will result in higher winter heating bills, but rest assured that Oklahoma Natural Gas works hard to keep your costs as low as possible. | | 22080\_ppFallI1 |
| *IF CAV.location = "KS"* | |  |
| It’s fall and cold weather is just around the corner. Colder temperatures and an increased use of natural gas will result in higher winter heating bills, but rest assured Kansas Gas Service will continue to work hard to keep your costs as low as possible. | | 22080\_ppFallI2 |
| *ALWAYS* | |  |
| Our goal is to purchase safe, reliable gas at the best available price for our customers. The price we pay for natural gas is the price you pay for gas. There is no markup. | | 22080\_ppFallI3 |
| *IF CAV.location = "OK"* | |  |
| To help control your bills, Oklahoma Natural Gas recommends the following energy efficiency tips: | | 22080\_ppFallI4 |
| *IF CAV.location = "KS"* | |  |
| To help control your bills, Kansas Gas Service recommends the following efficiency tips: | | 22080\_ppFallI5 |
| *ALWAYS* | |  |
| \* Wrap your natural gas water heater in an insulation jacket and lower the temperature a few degrees.  \* Install a thermostat that automatically adjusts the temperature in your home.  \* Have a professional check your heating and cooling units to ensure peak efficiency.  \* Change or clean your furnace filter monthly.  \* Apply weather stripping and caulking to help guard against energy loss.  \* Sign up for the Average Payment Plan. | | 22080\_ppFallI6 |
| *IF CAV.location = "OK"* | |  |
| For more energy saving tips and payment options, visit our web site at OklahomaNaturalGas.com. | | 22080\_ppFallI7 |
| *IF CAV.location = "KS"* | |  |
| For more energy savings tips and payment options, log on to our web site at www.kansasgasservice.com. | | 22080\_ppFallI8 |
| Condition | Action | |
|  | Go To: [22120\_iaCostOfGasWrapUp](#bm22120iaCostOfGasWrapUp) | |
| Special Settings | | |
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| Developer Notes | | |
| Green vocab only | | |

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| [22100\_ppWinter](#bm22_0_SD_CostOfGas) | | Play Prompt  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | |
| [22020\_deCheckSeason](#bm22020deCheckSeason) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF CAV.location = "OK"* | |  |
| Winter is here, and Oklahoma Natural Gas would like to remind customers that colder temperatures may result in an increased use of natural gas. | | 22100\_ppWinterI1 |
| *IF CAV.location = "KS"* | |  |
| Winter is here, and Kansas Gas Service would like to remind customers that colder temperatures may result in an increased use of natural gas. | | 22100\_ppWinterI2 |
| *ALWAYS* | |  |
| Rest assured that we work hard to keep your winter heating costs as low as possible. Our goal is to purchase safe, reliable natural gas at the best available price for our customers. The price we pay for natural gas is the price you pay. There is no markup. | | 22100\_ppWinterI3 |
| *IF CAV.location = "OK"* | |  |
| To help control your bills, Oklahoma Natural Gas recommends the following energy efficiency tips: | | 22100\_ppWinterI4 |
| *IF CAV.location = "KS"* | |  |
| To help control your bills, Kansas Gas Service recommends the following efficiency tips: | | 22100\_ppWinterI5 |
| *ALWAYS* | |  |
| \* Wrap your natural gas water heater in an insulation jacket and lower the temperature a few degrees.  \* Install a thermostat that automatically adjusts the temperature in your home.  \* Have a professional check your heating and cooling units to ensure peak efficiency.  \* Change or clean your furnace filter monthly.  \* Apply weather stripping and caulking to help guard against energy loss.  \* Sign up for the Average Payment Plan. | | 22100\_ppWinterI6 |
| *IF CAV.location = "OK"* | |  |
| For more energy saving tips and payment options, visit our web site at OklahomaNaturalGas.com. | | 22100\_ppWinterI7 |
| *IF CAV.location = "KS"* | |  |
| For more energy savings tips and payment options, log on to our web site at www.kansasgasservice.com. | | 22100\_ppWinterI8 |
| Condition | Action | |
|  | Go To: [22120\_iaCostOfGasWrapUp](#bm22120iaCostOfGasWrapUp) | |
| Special Settings | | |
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| Developer Notes | | |
| Green vocab only | | |

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| [22120\_iaCostOfGasWrapUp](#bm22_0_SD_CostOfGas) | | | | | | | | | Interaction  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) | |
| Previous State | | | | | | | | | | |
| [22040\_ppSpring](#bm22040ppSpring),  [22060\_ppSummer](#bm22060ppSummer),  [22080\_ppFall](#bm22080ppFall),  [22100\_ppWinter](#bm22100ppWinter) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press STAR. To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 22120\_iaCostOfGasWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear this information again, press \*.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 22120\_iaCostOfGasWrapUpI2 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear this information again, press STAR. To return to the main menu, press eight. To end this call, simply hang up. | | | | | | | | 22120\_iaCostOfGasWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 22120\_iaCostOfGasWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [22020\_deCheckSeason](#bm22020deCheckSeason) | | | | | Never | |
| main\_menu |  | | 8 | Return from: [22000\_sdCostOfGas](#bm22000sdCostOfGas) | | | | | Never | |
| Operator |  | | 0 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  disable main menu global command.  **Phase 2D**  fix main menu global command to press 8 goes to main menu  Fix press zero to go to CSR  Updated verbiage for 22120\_iaCostOfGasWrapUpI1 and 22120\_iaCostOfGasWrapUpN1. 5/8/2023 (mjedit)  Updated verbiage for 22120\_iaCostOfGasWrapUpI1, 22120\_iaCostOfGasWrapUpN1 8/9/2023 (mjedit) | | | | | | | | | | |

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| [22140\_iaTXCostOfGasWrapUp](#bm22_0_SD_CostOfGas) | | | | | | | | Interaction  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) | | |
| Previous State | | | | | | | | | | |
| [22260\_ppTXCostOfGas](#bm22260ppTXCostOfGas) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | Prompt ID | | |
| Initial | *IF officeOpen = TRUE* | | | | | | |  | | |
|  | We hope we’ve answered your questions. But if you wish to speak to a customer service representative, please press 0.  To hear this information again, press \*.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | 22140\_iaTXCostOfGasWrapUpI1 | | |
|  | *ELSE* | | | | | | |  | | |
|  | We hope we’ve answered your questions.  To hear this information again, press \*.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | 22140\_iaTXCostOfGasWrapUpI2 | | |
| No Match 1/No Input 1 | To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | 22140\_iaTXCostOfGasWrapUpN1 | | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | Confirm? | | |
| repeat |  | | \* | Go To: [22260\_ppTXCostOfGas](#bm22260ppTXCostOfGas) | | | | Never | | |
| main\_menu |  | | 8 | Return from: [22000\_sdCostOfGas](#bm22000sdCostOfGas) | | | | Never | | |
| Active Grammar | | | | | | | Condition | | Barge-In | NBest |
|  | | | | | | |  | |  |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | Prompt ID | | |
|  |  |  | | | | | |  | | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  disable main menu global command. | | | | | | | | | | |

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| [22260\_ppTXCostOfGas](#bm22_0_SD_CostOfGas) | | Play Prompt  [22.0\_SD\_CostOfGas](#bm22_0_SD_CostOfGas) |
| Previous State | | |
| [22010\_deCheckDNIS](#bm22010deCheckDNIS),  [22140\_iaTXCostOfGasWrapUp](#bm22140iaTXCostOfGasWrapUp) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Texas Gas Service purchases natural gas for its customers’ year-round, using a competitive bidding process. Texas Gas Service calculates what it paid to purchase gas for its customers and expresses this, without markup, on the bill as the cost of gas. The cost of gas fluctuates each month with market conditions. Natural gas is a commodity and its price is constantly changing, reflecting current market conditions. It’s important for us in Texas to understand that the prices we pay are tied to the national demand and economy. That means factors such as weather (in the entire country, not just here) and the amount of natural gas in storage play a role in setting the market price. Texas Gas Service has no control over the market price of natural gas, but a systematic approach to purchasing natural gas ensures that our customers have a reliable, secure supply at the most reasonable prices we can obtain. Even when energy costs are high, natural gas is still your best value. | | 22260\_ppTXCostOfGasI1 |
| Condition | Action | |
|  | Go To: [22140\_iaTXCostOfGasWrapUp](#bm22140iaTXCostOfGasWrapUp) | |
| Special Settings | | |
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| Developer Notes | | |
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| [23000\_sdEnergyEfficiency](#bm23_0_SD_EnergyEfficiency) | | | | | Sub-Dialog Flow  [23.0\_SD\_EnergyEfficiency](#bm23_0_SD_EnergyEfficiency) |
| Previous State | | | Returning To | | |
| [5110\_iaOther](#bm5110_iaOther) | | | [5010\_deCheckValidated](#bm5010deCheckValidated) | | |
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| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [23020\_iaEnergyEfficiencyMenu](#bm23020iaEnergyEfficiencyMenu) | | | |
| Developer Notes | | | | | |
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| [23020\_iaEnergyEfficiencyMenu](#bm23_0_SD_EnergyEfficiency) | | | | | | | | Interaction  [23.0\_SD\_EnergyEfficiency](#bm23_0_SD_EnergyEfficiency) | | |
| Previous State | | | | | | | | | | |
| [23020\_iaEnergyEfficiencyMenu](#bm23020iaEnergyEfficiencyMenu), [23000\_sdEnergyEfficiency](#bm23000sdEnergyEfficiency) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | Prompt ID | | |
| Initial | *IF CAV.location = "OK"* | | | | | | |  | | |
|  | Learn how natural gas can help keep more money in your pocket with valuable rebates and offer great tips to make your home or business more efficient. For more details, visit our website at Oklahoma Natural Gas dot com forward slash save dash money. | | | | | | | 23020\_iaEnergyEfficiencyMenuI1 | | |
|  | *IF CAV.location = "TX"* | | | | | | |  | | |
|  | Learn how natural gas can help keep more money in your pocket with valuable rebates and offer great tips to make your home or business more efficient. For more details, visit our website at Texas Gas Service dot com forward slash save dash money. | | | | | | | 23020\_iaEnergyEfficiencyMenuI2 | | |
|  | *IF CAV.location = "KS"* | | | | | | |  | | |
|  | Learn how natural gas can help keep more money in your pocket with valuable rebates and offer great tips to make your home or business more efficient. For more details, visit our website at Kansas Gas Service dot com forward slash save dash money. | | | | | | | 23020\_iaEnergyEfficiencyMenuI3 | | |
|  | *ALWAYS* | | | | | | |  | | |
|  | If you are a residential customer and would like to speak with a representative about the plan, press 1.  If you are a Contractor or Builder, 2.  To return to the main menu, 8.  To end this call simply hang up. | | | | | | | 23020\_iaEnergyEfficiencyMenuI6 | | |
| No Match 1/No Input 1 | *IF CAV.location = "OK"* | | | | | | |  | | |
| Learn how natural gas can help keep more money in your pocket with valuable rebates and offer great tips to make your home or business more efficient. For more details, visit our website at Oklahoma Natural Gas dot com forward slash save dash money. | | | | | | | 23020\_iaEnergyEfficiencyMenuI1 | | |
| *IF CAV.location = "TX"* | | | | | | |  | | |
| Learn how natural gas can help keep more money in your pocket with valuable rebates and offer great tips to make your home or business more efficient. For more details, visit our website at Texas Gas Service dot com forward slash save dash money. | | | | | | | 23020\_iaEnergyEfficiencyMenuI2 | | |
| *IF CAV.location = "KS"* | | | | | | |  | | |
| Learn how natural gas can help keep more money in your pocket with valuable rebates and offer great tips to make your home or business more efficient. For more details, visit our website at Kansas Gas Service dot com forward slash save dash money. | | | | | | | 23020\_iaEnergyEfficiencyMenuI3 | | |
| *ALWAYS* | | | | | | |  | | |
| Residential customers, press 1.  Contractors and Builders, press 2.  To return to the main menu, press 8. To end this call simply hang up. | | | | | | | 23020\_iaEnergyEfficiencyMenuN1 | | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | Confirm? | | |
| repeat |  | | \* | Go To: [23020\_iaEnergyEfficiencyMenu](#bm23020iaEnergyEfficiencyMenu) | | | | Never | | |
| residential |  | | 1 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | Never | | |
| contractor |  | | 2 | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | Never | | |
| main\_menu |  | | 8 | Return from: [23000\_sdEnergyEfficiency](#bm23000sdEnergyEfficiency) | | | | Never | | |
| Active Grammar | | | | | | | Condition | | Barge-In | NBest |
|  | | | | | | |  | |  |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | Prompt ID | | |
|  |  |  | | | | | |  | | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| This module is only played for TX and OK.  The specific "Mother Nature" prompt is played for TX / OK. Both TX and OK play 23020\_iaEnergyEfficiencyMenuI6.  Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  disable main menu global command.  **Phase2\_ChangeControl -** Updated 23020\_iaEnergyEfficiencyMenuI1 vocabs for OK  **Vocab Change -** Updated 23020\_iaEnergyEfficiencyMenuI1, 23020\_iaEnergyEfficiencyMenuI2, 23020\_iaEnergyEfficiencyMenuI3, 23020\_iaEnergyEfficiencyMenuI4 and 23020\_iaEnergyEfficiencyMenuI5 vocabs .  Phase 2C - Updated prompts for KS and update prompts logic for noinput/nomatch. | | | | | | | | | | |

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| [24200\_sdVolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) | | | | | Sub-Dialog Flow  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) |
| Previous State | | | Returning To | | |
| [30050iaPayPlanOptionsMenu](#bm30050iaPayPlanOptionsMenu) | | | [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | |
| [24280\_iaVFPTerms](#bm24280iaVFPTerms) | | | [5020\_iaMainMenu](#bm5020iaMainMenu) | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | ~~Go To:~~ [~~24220\_ppVFPGreeting~~](#bm24220ppVFPGreeting)  Go To: [24280\_iaVFPTerms](#bm24280iaVFPTerms) | | | |
| Developer Notes | | | | | |
| Phase 2C - Updated another go to action. | | | | | |

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| ~~[24220\_ppVFPGreeting](#bm24_0_SD_VolunteerFixedPrice)~~ | | ~~Play Prompt~~  [~~24.0\_SD\_VolunteerFixedPrice~~](#bm24_0_SD_VolunteerFixedPrice) |
| ~~Previous State~~ | | |
| [~~24200\_sdVolunteerFixedPrice~~](#bm24200sdVolunteerFixedPrice) | | |
| ~~Prompts~~ | | |
| ~~Conditions and Wording~~ | | ~~Prompt ID~~ |
| ~~The Voluntary Fixed Price Program allows all residential, as well as some small commercial, industrial, school, and hospital consumers to lock in the gas cost used in calculating the gas cost portion of their bills. The fixed price will be ...~~ | | ~~24220\_ppVFPGreetingI1~~ |
| ~~<CAV.gasPriceVFP> dollar amount~~ | |  |
| ~~... per dekatherm for the twelve months from November ...~~ | | ~~24220\_ppVFPGreetingI2~~ |
| ~~<CAV.startYearVFP> (example: two thousand fifteen)~~ | |  |
| ~~... to October ...~~ | | ~~24220\_ppVFPGreetingI3~~ |
| ~~<CAV.endYearVFP> (example: two thousand sixteen)~~ | |  |
| ~~Enrollment is limited and will be on a first come, first serve basis.~~ | | ~~24220\_ppVFPGreetingI4~~ |
| ~~Condition~~ | ~~Action~~ | |
|  | ~~Go To:~~ [~~24240\_iaVFPMenu~~](#bm24240iaVFPMenu) | |
| ~~Special Settings~~ | | |
|  | | |
| ~~Developer Notes~~ | | |
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| [24240\_iaVFPMenu](#bm24_0_SD_VolunteerFixedPrice) | | | | | | | | | Interaction  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) | |
| Previous State | | | | | | | | | | |
| [~~24220\_ppVFPGreeting~~](#bm24220ppVFPGreeting)~~,~~  [24320\_iaVFPConfirm](#bm24320iaVFPConfirm) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | If you would like to hear general information about the plan, press 1.  If you would like to hear the plan terms, 2. | | | | | | | | 24240\_iaVFPMenuI1 | |
|  | *IF Services\_ServiceInfo\_IsVoluntaryFixedPriceEligible = TRUE AND*  *Services\_ServiceInfo\_HasPendingVoluntaryFixedPrice = FALSE*  ***~~And IF Playload/AccountStatus Not = “Final”~~*** | | | | | | | |  | |
|  | If you would like to enroll in the Voluntary Fixed Price Program, press three. | | | | | | | | 24240\_iaVFPMenuI2 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the previous menu, 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 24240\_iaVFPMenuI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the main menu, press eight.  Or, to end this call, simply hang up. | | | | | | | | 24240\_iaVFPMenuI4 | |
| No Match 1/No Input 1 | If you would like to hear general information about the plan, press 1.  If you would like to hear the plan terms, press 2. | | | | | | | | 24240\_iaVFPMenuN1 | |
|  | *IF Services\_ServiceInfo\_IsVoluntaryFixedPriceEligible = TRUE AND*  *Services\_ServiceInfo\_HasPendingVoluntaryFixedPrice = FALSE* | | | | | | | |  | |
|  | If you would like to enroll in the Voluntary Fixed Price Program, press three. | | | | | | | | 24240\_iaVFPMenuN2 | |
|  | *IF officeOPen = TRUE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or, to speak with a representative, press 0. | | | | | | | | 24240\_iaVFPMenuN3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 24240\_iaVFPMenuN4 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| info |  | | 1 | Go To: [24260\_iaVFPInfo](#bm24260iaVFPInfo) | | | | | Never | |
| term |  | | 2 | Go To: [24280\_iaVFPTerms](#bm24280iaVFPTerms) | | | | | Never | |
| vfp |  | | 3 | Go To: [24320\_iaVFPConfirm](#bm24320iaVFPConfirm) | | | | | Never | |
| previous\_menu |  | | 7 | Return from: [24200\_sdVolunteerFixedPrice](#bm24200sdVolunteerFixedPrice) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Purple plan account final | | | | | | | | | | |

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| [24260\_iaVFPInfo](#bm24_0_SD_VolunteerFixedPrice) | | | | | | | | | Interaction  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) | |
| Previous State | | | | | | | | | | |
| [24240\_iaVFPMenu](#bm24240iaVFPMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | The Voluntary Fixed Price Program reduces some of the volatility of your gas bill by fixing the cost of the natural gas you use at ... | | | | | | | | 24260\_iaVFPInfoI1 | |
|  | <CAV.gasPriceVFP> dollar amount | | | | | | | |  | |
|  | ... per dekatherm for the twelve months from November ... | | | | | | | | 24260\_iaVFPInfoI2 | |
|  | <CAV.startYearVFP> (example: two thousand fifteen) | | | | | | | |  | |
|  | ... to October ... | | | | | | | | 24260\_iaVFPInfoI3 | |
|  | <CAV.endYearVFP> (example: two thousand sixteen) | | | | | | | |  | |
|  | Knowing the price per unit allows you to better forecast and budget your gas bills. The fixed price paid by participants in the plan may be higher or may be lower than customers who do not participate in the plan. | | | | | | | | 24260\_iaVFPInfoI4 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear the plan terms, press 1.  To return to the previous menu, 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 24260\_iaVFPInfoI5 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear the plan terms, press 1.  To return to the previous menu, 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 24260\_iaVFPInfoI6 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To hear the plan terms, press 1.  To return to the previous menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 24260\_iaVFPInfoN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear the plan terms, press 1.  To return to the previous menu, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 24260\_iaVFPInfoN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| terms |  | | 1 | Go To: [24280\_iaVFPTerms](#bm24280iaVFPTerms) | | | | | Never | |
| previous menu |  | | 7 | Return from: [24200\_sdVolunteerFixedPrice](#bm24200sdVolunteerFixedPrice) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| ~~[24280\_iaVFPTerms](#bm24_0_SD_VolunteerFixedPrice)~~ | | | | | | | | | ~~Interaction~~  [~~24.0\_SD\_VolunteerFixedPrice~~](#bm24_0_SD_VolunteerFixedPrice) | |
| ~~Previous State~~ | | | | | | | | | | |
| [~~24240\_iaVFPMenu~~](#bm24240iaVFPMenu)~~,~~  [~~24280\_iaVFPTerms~~](#bm24280iaVFPTerms)~~,~~  [~~24260\_iaVFPInfo~~](#bm24260iaVFPInfo)~~,~~ [~~24200\_sdVolunteerFixedPrice~~](#bm24200sdVolunteerFixedPrice) | | | | | | | | | | |
| ~~Prompts~~ | | | | | | | | | | |
| ~~Type~~ | ~~Conditions and Wording~~ | | | | | | | | ~~Prompt ID~~ | |
| ~~Initial~~ | *~~ALWAYS~~* | | | | | | | |  | |
|  | ~~Customers must enroll for the entire 12-month period from November ...~~ | | | | | | | | ~~24280\_iaVFPTermsI1~~ | |
|  | ~~<CAV.startYearVFP> (example: two thousand fifteen)~~ | | | | | | | |  | |
|  | ~~... to October ...~~ | | | | | | | | ~~24280\_iaVFPTermsI2~~ | |
|  | ~~<CAV.endYearVFP> (example: two thousand sixteen)~~ | | | | | | | |  | |
|  | ~~All residential customers, as well as small commercial and industrial customers, schools, and hospitals, that use less than 150 dekatherms a year may participate in the plan. During the plan period, enrollees will pay a fixed price of ...~~ | | | | | | | | ~~24280\_iaVFPTermsI3~~ | |
|  | ~~<CAV.gasPriceVFP> dollar amount~~ | | | | | | | |  | |
|  | ~~... per dekatherm of gas used, in addition to the regular customer and delivery charges. If an enrollee moves within the Oklahoma Natural Gas Company’s service area during the plan period, enrollment will transfer to the new service location. Customers may simultaneously participate in the Voluntary Fixed Price plan and the Average Payment Program. Enrollees may not opt out of the Temperature Adjustment clause. Small commercial and industrial customers must enroll in the Automatic Bank Draft plan in-order to be eligible for the Voluntary Fixed Price plan.~~  ~~... per dekatherm of gas used, in addition to the regular customer and delivery charges. If an enrollee moves within the Oklahoma Natural Gas’s service area during the plan period, enrollment will transfer to the new service location. Customers may simultaneously participate in the Voluntary Fixed Price plan and the Average Payment Plan. Enrollees may not opt out of the Temperature Adjustment clause. Small commercial and industrial customers must enroll in the Automatic Payment Plan in order to be eligible for the Voluntary Fixed Price plan.~~ | | | | | | | | ~~24280\_iaVFPTermsI4~~ | |
|  | ~~To hear the plan terms again, press \*.~~ | | | | | | | | ~~24280\_iaVFPTermsI5~~ | |
|  | *~~IF Services\_ServiceInfo\_IsVoluntaryFixedPriceEligible = TRUE~~* | | | | | | | |  | |
|  | ~~To enroll in the plan, 1.~~ | | | | | | | | ~~24280\_iaVFPTermsI6~~ | |
|  | *~~IF officeOpen = TRUE~~* | | | | | | | |  | |
|  | ~~To return to the previous menu, 7.~~  ~~To return to the main menu, 8.~~  ~~To end this call simply hang up.~~  ~~Or to speak with a representative, press 0.~~ | | | | | | | | ~~24280\_iaVFPTermsI7~~ | |
|  | *~~ELSE~~* | | | | | | | |  | |
|  | ~~To return to the previous menu, 7.~~  ~~To return to the main menu, 8.~~  ~~Or, to end this call simply hang up.~~ | | | | | | | | ~~24280\_iaVFPTermsI8~~ | |
| ~~No Match 1/No Input 1~~ | *~~IF Services\_ServiceInfo\_IsVoluntaryFixedPriceEligible = TRUE~~* | | | | | | | |  | |
|  | ~~To enroll in the plan, press 1.~~ | | | | | | | | ~~24280\_iaVFPTermsN1~~ | |
|  | *~~IF officeOpen = TRUE~~* | | | | | | | |  | |
|  | ~~To return to the previous menu, press 7.~~  ~~To return to the main menu, press 8.~~  ~~To end this call simply hang up.~~  ~~Or to speak with a representative, press 0.~~ | | | | | | | | ~~24280\_iaVFPTermsN2~~ | |
|  | *~~ELSE~~* | | | | | | | |  | |
|  | ~~To return to the previous menu, press 7.~~  ~~To return to the main menu, press 8.~~  ~~Or, to end this call simply hang up.~~ | | | | | | | | ~~24280\_iaVFPTermsN3~~ | |
| ~~Option~~ | ~~Vocabulary~~ | | ~~DTMF~~ | ~~Condition-Action~~ | | | | | ~~Confirm?~~ | |
| ~~repeat~~ |  | | ~~\*~~ | ~~Go To:~~ [~~24280\_iaVFPTerms~~](#bm24280iaVFPTerms) | | | | | ~~Never~~ | |
| ~~enroll~~ |  | | ~~1~~ | ~~Go To:~~ [~~24320\_iaVFPConfirm~~](#bm24320iaVFPConfirm) | | | | | ~~Never~~ | |
| ~~previous\_menu~~ |  | | ~~7~~ | ~~Return from:~~ [~~24200\_sdVolunteerFixedPrice~~](#bm24200sdVolunteerFixedPrice) | | | | | ~~Never~~ | |
| ~~Active Grammar~~ | | | | | | | ~~Condition~~ | ~~Barge-In~~ | | ~~NBest~~ |
|  | | | | | | |  |  | |  |
| ~~Confirmation Prompts~~ | | | | | | | | | | |
| ~~Option~~ | ~~Type~~ | ~~Wording~~ | | | | | | | ~~Prompt ID~~ | |
|  |  |  | | | | | | |  | |
| ~~Max Handler Override~~ | ~~Count~~ | | | | ~~Action~~ | | | | | |
|  |  | | | |  | | | | | |
| ~~Properties~~ | | | | | |  | | | | |
| ~~Parameter~~ | | | | | | ~~Value~~ | | | | |
| ~~repeatManage~~ | | | | | | ~~TRUE~~ | | | | |
| ~~Developer Notes~~ | | | | | | | | | | |
| ~~Use No Match 1 / No Input 1 for No Match 2 / No Input 2.~~  ~~Green vocab only~~ | | | | | | | | | | |

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| [24280\_iaVFPTerms](#bm24_0_SD_VolunteerFixedPrice) | | | | | | | | | Interaction  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) | |
| Previous State | | | | | | | | | | |
| [24280\_iaVFPTerms](#bm24280iaVFPTerms), [24200\_sdVolunteerFixedPrice](#bm24200sdVolunteerFixedPrice), [24260\_iaVFPInfo](#bm24260iaVFPInfo) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | The Voluntary Fixed Price Program reduces some of the volatility of your gas bill by fixing the cost of the natural gas you use. All residential customers, as well as small commercial and industrial customers, schools, and hospitals, that use less than one hundred fifty dekatherms a year may participate in the program. Customers must enroll for the entire twelve-month period from November ... | | | | | | | | 24280\_iaVFPTermsI1 | |
|  | <CAV.startYearVFP> (example: two thousand fifteen) | | | | | | | |  | |
|  | ... to October ... | | | | | | | | 24280\_iaVFPTermsI2 | |
|  | <CAV.endYearVFP> (example: two thousand sixteen) | | | | | | | |  | |
|  | During the plan period, enrollees will pay a fixed price of ... | | | | | | | | 24280\_iaVFPTermsI3 | |
|  | <CAV.gasPriceVFP> dollar amount | | | | | | | |  | |
|  | ... per dekatherm of gas used, in addition to the regular customer and delivery charges. If an enrollee moves within the Oklahoma Natural Gas’s service area during the program period, enrollment will transfer to the new service location. Customers may simultaneously participate in the Voluntary Fixed Price Program and the Average Payment Plan. Enrollees may not opt out of the Temperature Adjustment clause. Small commercial and industrial customers must enroll in the Automatic Payment Plan in order to be eligible for the Voluntary Fixed Price Program. Enrollment is limited and will be on a first come, first serve basis | | | | | | | | 24280\_iaVFPTermsI4 | |
|  |  | | | | | | | |  | |
|  | *IF Services\_ServiceInfo\_IsVoluntaryFixedPriceEligible = TRUE AND*  *Services\_ServiceInfo\_HasPendingVoluntaryFixedPrice = FALSE*  *And IF Payload/AccountStatus not ="Final"*  ***And If CAV.startPeriodVFP and CAV.endPeriodVFP not blank***  ***if today’d date between CAV.startPeriodVFP and CAV.endPeriodVFP*** | | | | | | | |  | |
|  | To repeat this information press 1  To enroll in the plan, 2.  To return to the main menu, 8.  To end this call simply hang up. | | | | | | | | 24280\_iaVFPTermsI5 | |
|  | *Else* | | | | | | | |  | |
|  | To repeat this information press 1  To return to the main menu, 8.  To end this call simply hang up. | | | | | | | | 24280\_iaVFPTermsI6 | |
| No Match 1/No Input 1 | The Voluntary Fixed Price Program reduces some of the volatility of your gas bill by fixing the cost of the natural gas you use. All residential customers, as well as small commercial and industrial customers, schools, and hospitals, that use less than one hundred fifty dekatherms a year may participate in the program. Customers must enroll for the entire twelve-month period from November ... | | | | | | | | 24280\_iaVFPTermsI1 | |
|  | <CAV.startYearVFP> (example: two thousand fifteen) | | | | | | | |  | |
|  | ... to October ... | | | | | | | | 24280\_iaVFPTermsI2 | |
|  | <CAV.endYearVFP> (example: two thousand sixteen) | | | | | | | |  | |
|  | During the plan period, enrollees will pay a fixed price of ... | | | | | | | | 24280\_iaVFPTermsI3 | |
|  | <CAV.gasPriceVFP> dollar amount | | | | | | | |  | |
|  | ... per dekatherm of gas used, in addition to the regular customer and delivery charges. If an enrollee moves within the Oklahoma Natural Gas’s service area during the program period, enrollment will transfer to the new service location. Customers may simultaneously participate in the Voluntary Fixed Price Program and the Average Payment Plan. Enrollees may not opt out of the Temperature Adjustment clause. Small commercial and industrial customers must enroll in the Automatic Payment Plan in order to be eligible for the Voluntary Fixed Price Program. Enrollment is limited and will be on a first come, first serve basis | | | | | | | | 24280\_iaVFPTermsI4 | |
|  |  | | | | | | | |  | |
|  | *IF Services\_ServiceInfo\_IsVoluntaryFixedPriceEligible = TRUE AND*  *Services\_ServiceInfo\_HasPendingVoluntaryFixedPrice = FALSE*  *And IF Payload/AccountStatus not ="Final"*  ***And if today’d date between CAV.startPeriodVFP and CAV.endPeriodVFP*** | | | | | | | |  | |
|  | To repeat this information press 1  To enroll in the plan, 2.  To return to the main menu, 8.  To end this call simply hang up. | | | | | | | | 24280\_iaVFPTermsN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To repeat this information press 1  To return to the main menu, 8.  To end this call simply hang up. | | | | | | | | 24280\_iaVFPTermsN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | 1 | Go To: [24280\_iaVFPTerms](#bm24280iaVFPTerms) | | | | | Never | |
| enroll (if enabled invalid if not) |  | | 2 | Go To: [24320\_iaVFPConfirm](#bm24320iaVFPConfirm) | | | | | Never | |
| VFP\_CSR |  | | 0 | Go to [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | | | | Never | |
| main\_menu |  | | 8 | Return from [24200\_sdVolunteerFixedPrice](#bm24200sdVolunteerFixedPrice) | | | | | never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| repeatManage | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Green vocab only  Phase 2C - Updated Many prompts and options as well. | | | | | | | | | | |

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| [24320\_iaVFPConfirm](#bm24_0_SD_VolunteerFixedPrice) | | | | | | | | | Interaction  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) | |
| Previous State | | | | | | | | | | |
| [24240\_iaVFPMenu](#bm24240iaVFPMenu),  [24280\_iaVFPTerms](#bm24280iaVFPTerms) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | You have agreed to enroll in Oklahoma Natural Gas Company’s Voluntary Fixed Price plan beginning with your November ...  You have agreed to enroll in Oklahoma Natural Gas’s Voluntary Fixed Price Program beginning with your bill for November ... | | | | | | | | 24320\_iaVFPConfirmI1 | |
|  | <CAV.startYearVFP> | | | | | | | |  | |
|  | ... bill through your October ... | | | | | | | | 24320\_iaVFPConfirmI2 | |
|  | <CAV.endYearVFP> | | | | | | | |  | |
|  | ... bill. | | | | | | | | 24320\_iaVFPConfirmI3 | |
|  | If this is correct, press 1. Otherwise, press 2. | | | | | | | | 24320\_iaVFPConfirmI4 | |
| No Match 1/No Input 1 | To confirm you have agreed to enroll in the Voluntary Fixed Price Program, press one. Otherwise, press two. | | | | | | | | 24320\_iaVFPConfirmN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [24340\_dbEnrollForVoluntaryFixedPrice](#bm24340dbEnrollForVoluntaryFixedPrice) | | | | | Never | |
| no |  | | 2 | Go To: [24240\_iaVFPMenu](#bm24240iaVFPMenu) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Green vocab only | | | | | | | | | | |

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| [24340\_dbEnrollForVoluntaryFixedPrice](#bm24_0_SD_VolunteerFixedPrice) | | Data Source  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) |
| Previous State | | |
| [24320\_iaVFPConfirm](#bm24320iaVFPConfirm) | | |
| Input | Description | |
| Payload/AccountNumber | Account number. | |
| Output | Description | |
| Payload | True/False - enrollment successful | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [24380\_dbgetAccountSummary](#bm24380dbgetAccountSummary) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/EnrollForVoluntaryFixedPrice | | |

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| 24360\_iaVFPEnrollConfirm | | | | | | | | | Interaction  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) | |
| Previous State | | | | | | | | | | |
| [24380\_dbgetAccountSummary](#bm24380dbgetAccountSummary) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your voluntary fixed price enrollment has been submitted. Thank you. | | | | | | | | 24360\_iaVFPEnrollConfirmI1 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  To return to the main menu, 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 24360\_iaVFPEnrollConfirmI2 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  To return to the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 24360\_iaVFPEnrollConfirmI3 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  To return to the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 24360\_iaVFPEnrollConfirmN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  To return to the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 24360\_iaVFPEnrollConfirmN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| previous\_menu |  | | 7 | Return from: [24200\_sdVolunteerFixedPrice](#bm24200sdVolunteerFixedPrice) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [24380\_dbgetAccountSummary](#bm24_0_SD_VolunteerFixedPrice) | | Data Source  [24.0\_SD\_VolunteerFixedPrice](#bm24_0_SD_VolunteerFixedPrice) |
| Previous State | | |
| [24340\_dbEnrollForVoluntaryFixedPrice](#bm24340dbEnrollForVoluntaryFixedPrice) | | |
| Input | Description | |
| Payload/Account/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain status of account | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False ndicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round-up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [24360\_iaVFPEnrollConfirm](#bm24360iaVFPEnrollConfirm) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [25010\_ppAccountBalance](#bm25_0_SD_PastPayment) | | Play Prompt  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF Payload/CurrentBill/TotalAccountBalance < 0* | |  |
| The account has a credit balance of ... | | 25010\_ppAccountBalanceI1 |
| <Payload/CurrentBill/TotalAccountBalance> speak the balance as a positive dollar amount | |  |
| *IF Payload/CurrentBill/TotalAccountBalance > 0* | |  |
| The total account balance is ... | | 25010\_ppAccountBalanceI2 |
| <Payload/CurrentBill/TotalAccountBalance> dollar amount | |  |
| *ELSE* | |  |
| The account balance is zero dollars. | | 25010\_ppAccountBalanceI3 |
| Condition | Action | |
|  | Go To: [25020\_dbGetPaymentHistory](#bm25020dbGetPaymentHistory) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [25020\_dbGetPaymentHistory](#bm25_0_SD_PastPayment) | | Data Source  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25010\_ppAccountBalance](#bm25010ppAccountBalance) | | |
| Input | Description | |
| Payload/AccountNumber | Account number | |
| Output | Description | |
| Payload/AccountNumber |  | |
| Payload/Payments/PaymentInfo/Amount | Amount of payment | |
| Payload/Payments/PaymentInfo/IsPendingPayment | True/False is the payment pending? | |
| Payload/Payments/PaymentInfo/PaymentDate | Date of payment. | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [25040\_deCheckAcctHistory](#bm25040deCheckAcctHistory) | |
| IF StatusCode=101 | Go To: [25200\_ppNoPayments](#bm25200ppNoPayments) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/GetPaymentHistory  Multiple Payments/PaymentInfo objects returned. Keep playing until the end. | | |

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| [25040\_deCheckAcctHistory](#bm25_0_SD_PastPayment) | | Branch  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25020\_dbGetPaymentHistory](#bm25020dbGetPaymentHistory) | | |
| Condition | Action | |
| IF Payload.count > 0 | Set pmtCntr = 1; Set listCntr = 1  Go To: [25060\_ppPaymentIntro](#bm25060ppPaymentIntro) | |
| ELSE | Go To: [25200\_ppNoPayments](#bm25200ppNoPayments) | |
| Developer Notes | | |
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| [25060\_ppPaymentIntro](#bm25_0_SD_PastPayment) | | Play Prompt  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25040\_deCheckAcctHistory](#bm25040deCheckAcctHistory),  [25140\_iaMorePayments](#bm25140iaMorePayments) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| The following payment history is in descending order, starting with the most recent payment … | | 25060\_ppPaymentIntroI1 |
| Condition | Action | |
|  | Set pmtCntr = 1;  listCntr = 1;  listPosition = 1;  Go To: [25100\_ppPaymentList](#bm25100ppPaymentList) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| The payment list can only be spoken in the forward direction. The list will play in groups of 3. The repeat will replay the group just played. At the end of the list, the list can start over.  There are 4 counters that control the list:  pmtCntr - list index.  recordCnt - total records retrieved in the lookup.  listCntr - groups of 3.  listPosition - tracks the position in the list for repeat. | | |

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| [25100\_ppPaymentList](#bm25_0_SD_PastPayment) | | Play Prompt  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25060\_ppPaymentIntro](#bm25060ppPaymentIntro),  [25120\_deCheckPayment](#bm25120deCheckPayment),  [25140\_iaMorePayments](#bm25140iaMorePayments),  [25180\_ppNextPayments](#bm25180ppNextPayments) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| A payment of ... | | 25100\_ppPaymentListI1 |
| <Payload/Payments/PaymentInfo/Amount> | |  |
| ... was made on ... | | 25100\_ppPaymentListI2 |
| <Payload/Payments/PaymentInfo/PaymentDate> | |  |
| Condition | Action | |
|  | Increment pmtCntr; Increment listCntr  Go To: [25120\_deCheckPayment](#bm25120deCheckPayment) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [25120\_deCheckPayment](#bm25_0_SD_PastPayment) | | Branch  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25100\_ppPaymentList](#bm25100ppPaymentList) | | |
| Condition | Action | |
| IF pmtCntr < payload.count AND listCntr < 3 | Go To: [25100\_ppPaymentList](#bm25100ppPaymentList) | |
| IF pmtCntr < payload.count | Go To: [25140\_iaMorePayments](#bm25140iaMorePayments) | |
| ELSE | Go To: [25160\_ppNoMore](#bm25160ppNoMore) | |
| Developer Notes | | |
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| [25140\_iaMorePayments](#bm25_0_SD_PastPayment) | | | | | | | | | Interaction  [25.0\_PastPayment](#bm25_0_SD_PastPayment) | |
| Previous State | | | | | | | | | | |
| [25120\_deCheckPayment](#bm25120deCheckPayment),  [25160\_ppNoMore](#bm25160ppNoMore) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To repeat this information, press \*. | | | | | | | | 25140\_iaMorePaymentsI1 | |
|  | *IF pmtCntr < payload.count* | | | | | | | |  | |
|  | For the next group of payments, 1. | | | | | | | | 25140\_iaMorePaymentsI2 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear the list from the beginning, 1. | | | | | | | | 25140\_iaMorePaymentsI3 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To authorize an energy assistance payment, 2.  To hear balance and payments for a different account number 3.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 25140\_iaMorePaymentsI4 | |
|  | *ELSE* | | | | | | | |  | |
|  | To authorize an energy assistance payment, 2.  To hear balance and payments for a different account number, 3.  To end this call simply hang up. | | | | | | | | 25140\_iaMorePaymentsI5 | |
| No Match 1/No Input 1 | *IF pmtCntr < payload.count* | | | | | | | |  | |
|  | For the next group of payments, press 1. | | | | | | | | 25140\_iaMorePaymentsN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To hear the list from the beginning, press 1. | | | | | | | | 25140\_iaMorePaymentsN2 | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To authorize an energy assistance payment, press 2.  To hear balance and payments for a different account number, press 3.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 25140\_iaMorePaymentsN3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To authorize an energy assistance payment, press 2.  To hear balance and payments for a different account number, press 3.  Or, to end this call simply hang up. | | | | | | | | 25140\_iaMorePaymentsN4 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Set listCntr = 1;  Set pmtCntr= listPosition  Go To: [25100\_ppPaymentList](#bm25100ppPaymentList) | | | | | Never | |
| next\_group |  | | 1 | *IF pmtCntr < payload.count*  Set listCntr = 1;  Increment pmtCntr;  Set listPosition = pmtCntr  Go To: [25180\_ppNextPayments](#bm25180ppNextPayments) | | | | | Never | |
| begin\_list |  | | 1 | *ELSE*  Set listCntr = 1;  Set pmtCntr = 1;  Set listPosition = 1  Go To: [25060\_ppPaymentIntro](#bm25060ppPaymentIntro) | | | | | Never | |
| auth\_eap |  | | 2 | Set transferType=EAP  Go To: [26020\_iaPaymentAmount](#bm26020iaPaymentAmount) | | | | | Never | |
| diff\_acct |  | | 3 | Go To: [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [25160\_ppNoMore](#bm25_0_SD_PastPayment) | | Play Prompt  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25120\_deCheckPayment](#bm25120deCheckPayment) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| There are no more payments. | | 25160\_ppNoMoreI1 |
| Condition | Action | |
|  | Go To: [25140\_iaMorePayments](#bm25140iaMorePayments) | |
| Special Settings | | |
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| Developer Notes | | |
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| [25180\_ppNextPayments](#bm25_0_SD_PastPayment) | | Play Prompt  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25140\_iaMorePayments](#bm25140iaMorePayments) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| The next payments are ... | | 25180\_ppNextPaymentsI1 |
| Condition | Action | |
|  | Go To: [25100\_ppPaymentList](#bm25100ppPaymentList) | |
| Special Settings | | |
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| Developer Notes | | |
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| [25200\_ppNoPayments](#bm25_0_SD_PastPayment) | | Play Prompt  [25.0\_PastPayment](#bm25_0_SD_PastPayment) |
| Previous State | | |
| [25020\_dbGetPaymentHistory](#bm25020dbGetPaymentHistory),  [25040\_deCheckAcctHistory](#bm25040deCheckAcctHistory),  [25220\_iaEndPayments](#bm25220iaEndPayments) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| We are unable to find payment history for this account. | | 25200\_ppNoPaymentsI1 |
| Condition | Action | |
|  | Go To: [25220\_iaEndPayments](#bm25220iaEndPayments) | |
| Special Settings | | |
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| Developer Notes | | |
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| [25220\_iaEndPayments](#bm25_0_SD_PastPayment) | | | | | | | | | Interaction  [25.0\_PastPayment](#bm25_0_SD_PastPayment) | |
| Previous State | | | | | | | | | | |
| [25200\_ppNoPayments](#bm25200ppNoPayments) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To repeat this information, press \*.  To authorize an energy assistance payment, 1.  To hear balance and payments for a different account number, 2.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 25220\_iaEndPaymentsI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To repeat this information, press \*.  To authorize an energy assistance payment, 1.  To hear balance and payments for a different account number 2.  Or, to end this call simply hang up. | | | | | | | | 25220\_iaEndPaymentsI2 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | To authorize an energy assistance payment, press 1.  To hear balance and payments for a different account number, press 2.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 25220\_iaEndPaymentsN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To authorize an energy assistance payment, press 1.  To hear balance and payments for a different account number, press 2.  To end this call simply hang up. | | | | | | | | 25220\_iaEndPaymentsN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [25200\_ppNoPayments](#bm25200ppNoPayments) | | | | | Never | |
| auth\_eap |  | | 1 | Set transferType=EAP  Go To: [26020\_iaPaymentAmount](#bm26020iaPaymentAmount) | | | | | Never | |
| diff\_acct |  | | 2 | Go To: [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [26020\_iaPaymentAmount](#bm26_0_AuthEAP) | | | | | | | | | Interaction  [26.0\_AuthEAP](#bm26_0_AuthEAP) | |
| Previous State | | | | | | | | | | |
| [25140\_iaMorePayments](#bm25140iaMorePayments),  [25220\_iaEndPayments](#bm25220iaEndPayments),  [26120\_deCheckConfirmCnt](#bm26120deCheckConfirmCnt),  [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Agency payment authorizations will stop collection activity. The total account balance is ... | | | | | | | | 26020\_iaPaymentAmountI1 | |
|  | <Payload/CurrentBill/TotalAccountBalance> | | | | | | | |  | |
|  | Please enter the payment amount in dollars and cents. | | | | | | | | 26020\_iaPaymentAmountI2 | |
| No Match 1/No Input 1 | Please enter the payment amount in dollars and cents. | | | | | | | | 26020\_iaPaymentAmountN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| payAmount |  | | 1-6 digits | SET firstPass = TRUE;  Set errCnt = 1  Go To: [26040\_iaAgencyCode](#bm26040iaAgencyCode) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [26040\_iaAgencyCode](#bm26_0_AuthEAP) | | | | | | | | | Interaction  [26.0\_AuthEAP](#bm26_0_AuthEAP) | |
| Previous State | | | | | | | | | | |
| [26020\_iaPaymentAmount](#bm26020iaPaymentAmount),  [26080\_deCheckMaxErr](#bm26080deCheckMaxErr) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Next, enter your social service agency code. | | | | | | | | 26040\_iaAgencyCodeI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter your social service agency code. | | | | | | | | 26040\_iaAgencyCodeI2 | |
| No Match 1/No Input 1 | Please enter your social service agency code. | | | | | | | | 26040\_iaAgencyCodeN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| agencyCode |  | | 1-8 digits | Set firstPass = FALSE  Go To: [26060\_dbAgencyLookup](#bm26060dbAgencyLookup) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [26060\_dbAgencyLookup](#bm26_0_AuthEAP) | | Data Source  [26.0\_AuthEAP](#bm26_0_AuthEAP) |
| Previous State | | |
| [26040\_iaAgencyCode](#bm26040iaAgencyCode) | | |
| Input | Description | |
| agencyCode | Agency code entered by caller | |
| Output | Description | |
| EA\_Code | Energy assistance code to be passed in WS transaction. | |
| Condition | Action | |
| IF found | Go To: [26100\_iaConfirmPayment](#bm26100iaConfirmPayment) | |
| ELSE | Go To: [26080\_deCheckMaxErr](#bm26080deCheckMaxErr) | |
| Developer Notes | | |
| agency properties file. | | |

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| [26080\_deCheckMaxErr](#bm26_0_AuthEAP) | | Branch  [26.0\_AuthEAP](#bm26_0_AuthEAP) |
| Previous State | | |
| [26060\_dbAgencyLookup](#bm26060dbAgencyLookup) | | |
| Condition | Action | |
| IF errCnt < maxError | Increment errCnt  Go To: [26040\_iaAgencyCode](#bm26040iaAgencyCode) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
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| [26100\_iaConfirmPayment](#bm26_0_AuthEAP) | | | | | | | | | Interaction  [26.0\_AuthEAP](#bm26_0_AuthEAP) | |
| Previous State | | | | | | | | | | |
| [26060\_dbAgencyLookup](#bm26060dbAgencyLookup) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Just to confirm, you agree to a payment amount of ... | | | | | | | | 26100\_iaConfirmPaymentI1 | |
|  | <paymentAmount> | | | | | | | |  | |
|  | ... with social service agency code ... | | | | | | | | 26100\_iaConfirmPaymentI2 | |
|  | <agencyCode> | | | | | | | |  | |
|  | If this is correct, press 1; otherwise, press 2. | | | | | | | | 26100\_iaConfirmPaymentI3 | |
| No Match 1/No Input 1 | To confirm the payment amount, press 1; otherwise, press 2. | | | | | | | | 26100\_iaConfirmPaymentN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [26140\_dbSubmitEAP](#bm26140dbSubmitEAP) | | | | | Never | |
| no |  | | 2 | Go To: [26120\_deCheckConfirmCnt](#bm26120deCheckConfirmCnt) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [26120\_deCheckConfirmCnt](#bm26_0_AuthEAP) | | Branch  [26.0\_AuthEAP](#bm26_0_AuthEAP) |
| Previous State | | |
| [26100\_iaConfirmPayment](#bm26100iaConfirmPayment) | | |
| Condition | Action | |
| IF confirmCntr < maxError | Go To: [26020\_iaPaymentAmount](#bm26020iaPaymentAmount) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
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| [26140\_dbSubmitEAP](#bm26_0_AuthEAP) | | Data Source  [26.0\_AuthEAP](#bm26_0_AuthEAP) |
| Previous State | | |
| [26100\_iaConfirmPayment](#bm26100iaConfirmPayment) | | |
| Input | Description | |
| Payload/AccountNumber |  | |
| energyAssistanceCode | Energy assistance code from agencyCode.properties lookup (EA\_CODE) | |
| promiseAmount | Payment amount promised. | |
| Output | Description | |
| Payload | True/False - payment was successful. | |
| StatusCode | Success=0; all else fails. | |
| StatusMessage | Status message | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| If Payload=True | Go To: [26160\_ppPromiseToPay](#bm26160ppPromiseToPay) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/SubmitEnergyAssistancePromise | | |

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| [26160\_ppPromiseToPay](#bm26_0_AuthEAP) | | Play Prompt  [26.0\_AuthEAP](#bm26_0_AuthEAP) |
| Previous State | | |
| [26140\_dbSubmitEAP](#bm26140dbSubmitEAP) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Your 'promise to pay' has been accepted. | | 26160\_ppPromiseToPayI1 |
| Condition | Action | |
|  | Go To: [26180\_ppMailPayment](#bm26180ppMailPayment) | |
| Special Settings | | |
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| Developer Notes | | |
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| [26180\_ppMailPayment](#bm26_0_AuthEAP) | | Play Prompt  [26.0\_AuthEAP](#bm26_0_AuthEAP) |
| Previous State | | |
| [26160\_ppPromiseToPay](#bm26160ppPromiseToPay),  [26200\_iaAuthEAPWrapUP](#bm26200iaAuthEAPWrapUP) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *If CAV.location = "OK"* | |  |
| Mail energy assistance payments to: Oklahoma Natural Gas Cash Processing, P.O. Box 401, Oklahoma City, OK 73101. | | 26180\_ppMailPaymentI2 |
| *If CAV.location = "TX"* | |  |
| Mail energy assistance payments to: Texas Gas Service Cash Processing, P.O. Box 31427, El Paso, TX 79931. | | 26180\_ppMailPaymentI3 |
| *If CAV.location = "KS"* | |  |
| Mail energy assistance payments to: Kansas Gas Service Cash Processing, P.O. Box 3535, Topeka, KS, 66601. | | 26180\_ppMailPaymentI1 |
| Condition | Action | |
|  | Go To: [26200\_iaAuthEAPWrapUP](#bm26200iaAuthEAPWrapUP) | |
| Special Settings | | |
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| Developer Notes | | |
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| [26200\_iaAuthEAPWrapUP](#bm26_0_AuthEAP) | | | | | | | | | Interaction  [26.0\_AuthEAP](#bm26_0_AuthEAP) | |
| Previous State | | | | | | | | | | |
| [26180\_ppMailPayment](#bm26180ppMailPayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To hear the mailing address again, press \*.  To authorize payment on a different account, press 1.  To hear balance and payments for a different account, 2.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 26200\_iaAuthEAPWrapUPI1 | |
| No Match 1/No Input 1 | To authorize payment on a different account number, press 1.  To hear balance and payments for a different account, press 2.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 26200\_iaAuthEAPWrapUPN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [26180\_ppMailPayment](#bm26180ppMailPayment) | | | | | Never | |
| diff\_payment |  | | 1 | Set acctReentry = TRUE  Go To: [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | Never | |
| diff\_balance |  | | 2 | Set acctReentry = TRUE  Go To: [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
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| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| 26240\_dbgetAccountSummary | | Data Source  [26.1\_SD\_GetEAPAccount](#bm26_1_SD_GetEAPAccount) |
| Previous State | | |
| [26320\_iaAccountNumber](#bm26320iaAccountNumber) | | |
| Input | Description | |
| acctNum |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain status of account | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False ndicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round-up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Return from: [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | |
| IF Payload/CurrentIndicators/HasBadDebt=True | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/AccountStatus = "Final" | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/CurrentIndicators/IsMasterBilll = TRUE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| IF Payload/CanUseIVR=False | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| <http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary>  purple ask abiout final | | |

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| [26300\_sdGetEAPAccount](#bm26_0_AuthEAP) | | | | | Sub-Dialog Flow  [26.1\_SD\_GetEAPAccount](#bm26_1_SD_GetEAPAccount) |
| Previous State | | | Returning To | | |
| [5220\_iaSocialServices](#bm5220iaSocialServices) | | | [25010\_ppAccountBalance](#bm25010ppAccountBalance) | | |
| [25220\_iaEndPayments](#bm25220iaEndPayments) | | | [25010\_ppAccountBalance](#bm25010ppAccountBalance) | | |
| [5220\_iaSocialServices](#bm5220iaSocialServices) | | | [26020\_iaPaymentAmount](#bm26020iaPaymentAmount) | | |
| [26200\_iaAuthEAPWrapUP](#bm26200iaAuthEAPWrapUP) | | | [26020\_iaPaymentAmount](#bm26020iaPaymentAmount) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [26320\_iaAccountNumber](#bm26320iaAccountNumber) | | | |
| Developer Notes | | | | | |
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| 26320\_iaAccountNumber | | | | | | | | | Interaction  [26.1\_SD\_GetEAPAccount](#bm26_1_SD_GetEAPAccount) | |
| Previous State | | | | | | | | | | |
| [26300\_sdGetEAPAccount](#bm26300sdGetEAPAccount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter the customer's account number. | | | | | | | | 26320\_iaAccountNumberI1 | |
| No Match 1/No Input 1 | Please enter the customer's account number. | | | | | | | | 26320\_iaAccountNumberN1 | |
| No Match 2/No Input 2 | Please enter the account number. | | | | | | | | 26320\_iaAccountNumberN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| acctNum |  | | 16-18 digits | Go To: [26240\_dbgetAccountSummary](#bm26240dbgetAccountSummary) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match |  | | | |  | | | | | |
| Max No Input | 3 | | | | Return from: [3000 sdGetAccount](#bm3000sdGetAccount) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| interdigitTimeout | | | | | | 5000 | | | | |
| Developer Notes | | | | | | | | | | |
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| [27000\_sdVoiceAdmin](#bm27_VoiceAdmin) | | | | | Sub-Dialog Flow  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) |
| Previous State | | | Returning To | | |
| [5200\_iaHiddenMenu](#bm5200iaHiddenMenu) | | | [5010\_deCheckValidated](#bm5010deCheckValidated) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
| *Set errCnt = 1* | | Go To: [27020\_iaVoiceAdminPW](#bm27020iaVoiceAdminPW) | | | |
| Developer Notes | | | | | |
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| [27020\_iaVoiceAdminPW](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27180\_ppPasswordNoMatch](#bm27180ppPasswordNoMatch), [27000\_sdVoiceAdmin](#bm27000sdVoiceAdmin) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter your voice administrator password. | | | | | | | | 27020\_iaVoiceAdminPWI1 | |
| No Match 1/No Input 1 | Please enter your voice administrator password. | | | | | | | | 27020\_iaVoiceAdminPWN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| password |  | | 6 digits | Go To: [27160\_deCheckPassword](#bm27160deCheckPassword) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [27040\_iaActivateMenu](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27240\_iaVoiceAdminMenu](#bm27240iaVoiceAdminMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To activate the KGS Special message, press 1.  To activate the TGS Special message, press 2.  To activate the ONG Special message, press 3. | | | | | | | | 27040\_iaActivateMenuI1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| 1 |  | |  | Set audioPhrase= 2080\_ppSpecialMsgKsI1  Go To: [27220\_dbUpdateProperties](#bm27220dbUpdateProperties) | | | | | Never | |
| 2 |  | |  | Set audioPhrase= 2060\_ppSpecialMsgTxI1  Go To: [27220\_dbUpdateProperties](#bm27220dbUpdateProperties) | | | | | Never | |
| 3 |  | |  | Set audioPhrase= 2040\_ppSpecialMsgOkI1  Go To: [27220\_dbUpdateProperties](#bm27220dbUpdateProperties) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| [27060\_iaTempMsg](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27140\_iaAudioCode](#bm27140iaAudioCode) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Your current temporary message is ... | | | | | | | | 27060\_iaTempMsgI1 | |
|  | <audioPhrase> | | | | | | | |  | |
|  | To re-record the temporary message, press 1. | | | | | | | | 27060\_iaTempMsgI2 | |
| No Match 1/No Input 1 | To re-record the temporary message, press 1. | | | | | | | | 27060\_iaTempMsgN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| re\_record |  | | 1 | Go To: [27080\_iaRecordMsg](#bm27080iaRecordMsg) | | | | | Never | |
| main\_menu |  | | 8 | Return from: [27000\_sdVoiceAdmin](#bm27000sdVoiceAdmin) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Disable main menu global command.  Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  The audioFile contains the name of the message file. | | | | | | | | | | |

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| [27080\_iaRecordMsg](#bm27_VoiceAdmin) | | | | | | | | | Record  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27060\_iaTempMsg](#bm27060iaTempMsg),  [27100\_iaSaveRecording](#bm27100iaSaveRecording) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please record the message after the tone. Press any key to stop. | | | | | | | | 27080\_iaRecordMsgI1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| any\_key |  | | 0-9, \*, # | Go To: [27100\_iaSaveRecording](#bm27100iaSaveRecording) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match |  | | | |  | | | | | |
| Max No Input | 0 | | | | Go To: [27100\_iaSaveRecording](#bm27100iaSaveRecording) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| recordUtterance | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
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| [27100\_iaSaveRecording](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27080\_iaRecordMsg](#bm27080iaRecordMsg) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | <audioPhrase> | | | | | | | |  | |
| Initial | To accept this recording, press 1.  To re-record message, press 2. | | | | | | | | 27100\_iaSaveRecordingI1 | |
| No Match 1/No Input 1 | To accept this recording, press 1.  To re-record message, press 2. | | | | | | | | 27100\_iaSaveRecordingN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| accept |  | | 1 | Store updated audio file in $AUDIODIR  Go To: [27120\_iaVoiceAdminWapUp](#bm27120iaVoiceAdminWapUp) | | | | | Never | |
| reject |  | | 2 | Go To: [27080\_iaRecordMsg](#bm27080iaRecordMsg) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  The audio file will be stored in $AUDIODIR | | | | | | | | | | |

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| [27120\_iaVoiceAdminWapUp](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27100\_iaSaveRecording](#bm27100iaSaveRecording),  [27220\_dbUpdateProperties](#bm27220dbUpdateProperties),  [27280\_dbUpdateProperties](#bm27280dbUpdateProperties) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To activate or record another message, press 1.  Return to the main menu, press 8.  To end this call simply hang up. | | | | | | | | 27120\_iaVoiceAdminWapUpI1 | |
| No Match 1/No Input 1 | To activate or record another message, press 1.  Return to the main menu, press 8. To end this call simply hang up. | | | | | | | | 27120\_iaVoiceAdminWapUpN1 | |
|  |  | | | | | | | |  | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| 8 |  | |  | Return from: [27000\_sdVoiceAdmin](#bm27000sdVoiceAdmin) | | | | | Never | |
| 1 |  | | 1 | Go To: [27240\_iaVoiceAdminMenu](#bm27240iaVoiceAdminMenu) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  disable main menu global command. | | | | | | | | | | |

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| [27140\_iaAudioCode](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27240\_iaVoiceAdminMenu](#bm27240iaVoiceAdminMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To record the KGS Special message, press 1.  To record the TGS Special message, press 2.  To record the ONG Special message, press 3.  To record the KGS Maintenance message, press 4.  To record the TGS Maintenance message, press 5.  To record the ONG Maintenance message, press 6. | | | | | | | | 27140\_iaAudioCodeI1 | |
| No Match 1/No Input 1 | To record the KGS Special message, press 1.  To record the TGS Special message, press 2.  To record the ONG Special message, press 3.  To record the KGS Maintenance message, press 4.  To record the TGS Maintenance message, press 5.  To record the ONG Maintenance message, press 6. | | | | | | | | 27140\_iaAudioCodeN1 | |
| Option | Vocabulary | | DTMF | | Condition-Action | | | | Confirm? | |
| 1 | Due to inclement weather our offices are currently closed. Please visit our website, kansasgasservice.com for more self-service options. | | 1 | | Set audioPhrase = 2080\_ppSpecialMsgKsI1  Go To: [27060\_iaTempMsg](#bm27060iaTempMsg) | | | | Never | |
| 2 | Due to inclement weather our offices are currently closed. Please visit our website, texasgasservice.com for more self-service options. | | 2 | | Set audioPhrase = 2060\_ppSpecialMsgTxI1  Go To: [27060\_iaTempMsg](#bm27060iaTempMsg) | | | | Never | |
| 3 | Due to inclement weather our offices are currently closed. Please visit our website, oklahomanaturalgas.com for more self-service options. | | 3 | | Set audioPhrase = 2040\_ppSpecialMsgOkI1  Go To: [27060\_iaTempMsg](#bm27060iaTempMsg) | | | | Never | |
| 4 | Thank you for calling Oklahoma Natural Gas. To report a natural gas emergency, please hang up and call our emergency line at 1-800-458-4251. Our interactive voice response system is currently down for maintenance. We apologize for any inconvenience. As a reminder, if this is an emergency, please hang up and call the emergency line at 1-800-458-4521. | | 4 | | Set audioPhrase = 2180\_ppMaintenanceKSI1  Go To: [27060\_iaTempMsg](#bm27060iaTempMsg) | | | | Never | |
| 5 | Thank you for calling Texas Gas Service. To report a natural gas emergency, please hang up and call our emergency line at 1-800-959-5325. Our interactive voice response system is currently down for maintenance. We apologize for any inconvenience. As a reminder, if this is an emergency, please hang up and call the emergency line at 1-800-959-5325. | | 5 | | Set audioPhrase = 2160\_ppMaintenanceTXI1  Go To: [27060\_iaTempMsg](#bm27060iaTempMsg) | | | | Never | |
| 6 | Thank you for calling Kansas Gas Service. To report a natural gas emergency, please hang up and call our emergency line at 1-888-482-4950. Our interactive voice response system is currently down for maintenance. We apologize for any inconvenience. As a reminder, if this is an emergency, please hang up and call the emergency line at 1-888-482-4950. | | 6 | | Set audioPhrase = 2140\_ppMaintenanceOKI1  Go To: [27060\_iaTempMsg](#bm27060iaTempMsg) | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | Action | | | | | | |
|  |  | | |  | | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [27160\_deCheckPassword](#bm27_VoiceAdmin) | | Branch  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) |
| Previous State | | |
| [27020\_iaVoiceAdminPW](#bm27020iaVoiceAdminPW) | | |
| Condition | Action | |
| IF password=CAV.audioPassword | Go To: [27240\_iaVoiceAdminMenu](#bm27240iaVoiceAdminMenu) | |
| ELSE IF errCnt < maxError | Increment errCnt  Go To: [27180\_ppPasswordNoMatch](#bm27180ppPasswordNoMatch) | |
| ELSE | Go To: [27200\_ppBadPassword](#bm27200ppBadPassword) | |
| Developer Notes | | |
|  | | |

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| --- | --- | --- |
| [27180\_ppPasswordNoMatch](#bm27_VoiceAdmin) | | Play Prompt  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) |
| Previous State | | |
| [27160\_deCheckPassword](#bm27160deCheckPassword) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| The password entered did not match what is on file, please try again. | | 27180\_ppPasswordNoMatchI1 |
| Condition | Action | |
|  | Go To: [27020\_iaVoiceAdminPW](#bm27020iaVoiceAdminPW) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [27200\_ppBadPassword](#bm27_VoiceAdmin) | | Play Prompt  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) |
| Previous State | | |
| [27160\_deCheckPassword](#bm27160deCheckPassword) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| The password entered does not match what is on file. Please consult with the administrator to get a valid password. | | 27200\_ppBadPasswordI1 |
| Condition | Action | |
|  | End Call | |
| Special Settings | | |
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| Developer Notes | | |
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| [27220\_dbUpdateProperties](#bm27_VoiceAdmin) | | Data Source  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) |
| Previous State | | |
| [27040\_iaActivateMenu](#bm27040iaActivateMenu) | | |
| Input | Description | |
| Phrase | <audioPhrase> | |
| Activate | true | |
| Output | Description | |
|  |  | |
| Condition | Action | |
|  | Go To: [27120\_iaVoiceAdminWapUp](#bm27120iaVoiceAdminWapUp) | |
| Developer Notes | | |
| Update messageActivation properties file. | | |

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| [27240\_iaVoiceAdminMenu](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27120\_iaVoiceAdminWapUp](#bm27120iaVoiceAdminWapUp),  [27160\_deCheckPassword](#bm27160deCheckPassword) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To re-record a message, press 1.  To activate a message, press 2.  To de-activate a message, press 3. | | | | | | | | 27240\_iaVoiceAdminMenuI1 | |
| No Match 1/No Input 1 | To re-record a message, press 1.  To activate a message, press 2.  To de-activate a message, press 3. | | | | | | | | 27240\_iaVoiceAdminMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| 1 |  | | 1 | Go To: [27140\_iaAudioCode](#bm27140iaAudioCode) | | | | | Never | |
| 2 |  | | 2 | Go To: [27040\_iaActivateMenu](#bm27040iaActivateMenu) | | | | | Never | |
| 3 |  | | 3 | Go To: [27260\_iaDeActivateMenu](#bm27260iaDeActivateMenu) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [27260\_iaDeActivateMenu](#bm27_VoiceAdmin) | | | | | | | | | Interaction  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) | |
| Previous State | | | | | | | | | | |
| [27240\_iaVoiceAdminMenu](#bm27240iaVoiceAdminMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To de-activate the KGS Special message, press 1.  To de-activate the TGS Special message, press 2.  To de-activate the ONG Special message, press 3. | | | | | | | | 27260\_iaDeActivateMenuI1 | |
| No Match 1/No Input 1 | To de-activate the KGS Special message, press 1.  To de-activate the TGS Special message, press 2.  To de-activate the ONG Special message, press 3 | | | | | | | | 27260\_iaDeActivateMenuN1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| 1 |  | |  | Set audioPhrase= 2080\_ppSpecialMsgKsI1  Go To: [27280\_dbUpdateProperties](#bm27280dbUpdateProperties) | | | | | Never | |
| 2 |  | |  | Set audioPhrase= 2060\_ppSpecialMsgTxI1  Go To: [27280\_dbUpdateProperties](#bm27280dbUpdateProperties) | | | | | Never | |
| 3 |  | |  | Set audioPhrase= 2040\_ppSpecialMsgOkI1  Go To: [27280\_dbUpdateProperties](#bm27280dbUpdateProperties) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| [27280\_dbUpdateProperties](#bm27_VoiceAdmin) | | Data Source  [27.0\_VoiceAdmin](#bm27_VoiceAdmin) |
| Previous State | | |
| [27260\_iaDeActivateMenu](#bm27260iaDeActivateMenu) | | |
| Input | Description | |
| Phrase | <audioPhrase> | |
| Activate | false | |
| Output | Description | |
|  |  | |
| Condition | Action | |
|  | Go To: [27120\_iaVoiceAdminWapUp](#bm27120iaVoiceAdminWapUp) | |
| Developer Notes | | |
| Update messageActivation properties file. | | |

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| [28000\_sdLast4SSN](#bm28_0_SD_Last4SSN) | | | | | Sub-Dialog Flow  [28.0\_SD\_Last4SSN](#bm28_0_SD_Last4SSN) |
| Previous State | | | Returning To | | |
| [3180\_deCheckValidateSSN](#bm3180deCheckValidateSSN) | | | [3080\_dbgetAccountSummary](#bm3080dbgetAccountSummary) | | |
| [3060\_deValidAcct](#bm3060deValidAcct) | | | [28000\_sdLast4SSN](#bm28000sdLast4SSN) | | |
| [~~18260\_iaMeterObstruction~~](#bm18260iaMeterObstruction) | | | [~~18280\_ppDateRestrictions~~](#bm18280ppDateRestrictions) | | |
| [18200\_sdStopService](#bm18_1_SD_StopService) | | | [18210\_iaEnterStopDate](#bm18210_iaEnterStopDate) | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [28010\_deCheckSSNValidated](#bm28010deCheckSSNValidated) | | | |
| Developer Notes | | | | | |
| Phase5.3\_Stop setting SSN as part of the authenticaton for stop | | | | | |

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| [28010\_deCheckSSNValidated](#bm28_0_SD_Last4SSN) | | Branch  [28.0\_SD\_Last4SSN](#bm28_0_SD_Last4SSN) |
| Previous State | | |
| [28000\_sdLast4SSN](#bm28000sdLast4SSN) | | |
| Condition | Action | |
| IF ssnValidated = TRUE | Return from: [28000\_sdLast4SSN](#bm28000sdLast4SSN) | |
| ELSE | Set errCnt = 1  Go To: [28020\_iaLast4SSN](#bm28020iaLast4SSN) | |
| Developer Notes | | |
| Phase5.3\_Stop Continue to look at flag..if SSN was already used this will skip the process | | |

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| [28020\_iaLast4SSN](#bm28_0_SD_Last4SSN) | | | | | | | | | Interaction  [28.0\_SD\_Last4SSN](#bm28_0_SD_Last4SSN) | |
| Previous State | | | | | | | | | | |
| [28080\_ppSSNNotFound](#bm28080ppSSNNotFound),  [28010\_deCheckSSNValidated](#bm28010deCheckSSNValidated) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *If firstPass = TRUE and Stop\_Service* | | | | | | | |  | |
|  | Lastly, for security purposes, enter the last four digits of the primary account holder's social security number. | | | | | | | | 28020\_iaLast4SSNI3 | |
|  | *Else (on first pass)* | | | | | | | |  | |
|  | *If firstPass = TRUE and all others except for Stop\_service* | | | | | | | |  | |
|  | For security purposes, I'll need the last four digits of the primary account holder's social security number. | | | | | | | | 28020\_iaLast4SSNI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the last four digits of the primary account holder's social security number. | | | | | | | | 28020\_iaLast4SSNI2 | |
| No Match 1/No Input 1 | Please enter the last four digits of the primary account holder's social security number. | | | | | | | | 28020\_iaLast4SSNN1 | |
| No Match 2/No Input 2 | Please enter the last four digits of the social security number. | | | | | | | | 28020\_iaLast4SSNN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| last4SSN |  | | 4 digits | Set firstPass = FALSE  Go To: [28030\_dbValidateAccount](#bm28030dbValidateAccount) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Phase5.3\_Stop add verbiage so the 3’d step in the authentication sounds natural  First char 5s inter 7s time out  No # for string….just enter and receive 4 digit | | | | | | | | | | |

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| [28030\_dbValidateAccount](#bm28_0_SD_Last4SSN) | | Data Source  [28.0\_SD\_Last4SSN](#bm28_0_SD_Last4SSN) |
| Previous State | | |
| [28020\_iaLast4SSN](#bm28020iaLast4SSN) | | |
| Input | Description | |
| Payload/AccountNumber | Customer's Account number | |
| last4SSN | Last 4 of SSN entered by the caller. | |
| Output | Description | |
| Payload | True or False - does SSN match? | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage | The status message that accompanies the code, this message should be empty if the code is 0. | |
| TransactionID | The unique transaction id for the service response. | |
| Condition | Action | |
| IF Payload = True | Go To: [28100\_ppThankYou](#bm28100ppThankYou) | |
| IF errCnt < 2 | increment errCnt  Go To: [28080\_ppSSNNotFound](#bm28080ppSSNNotFound) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/ValidateAccount | | |

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| [28080\_ppSSNNotFound](#bm28_0_SD_Last4SSN) | | Play Prompt  [28.0\_SD\_Last4SSN](#bm28_0_SD_Last4SSN) |
| Previous State | | |
| [28030\_dbValidateAccount](#bm28030dbValidateAccount) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| I'm sorry, that social security number does not match the account information. | | 28080\_ppSSNNotFoundI1 |
| Condition | Action | |
|  | Go To: [28020\_iaLast4SSN](#bm28020iaLast4SSN) | |
| Special Settings | | |
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| Developer Notes | | |
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| [28100\_ppThankYou](#bm28_0_SD_Last4SSN) | | Play Prompt  [28.0\_SD\_Last4SSN](#bm28_0_SD_Last4SSN) |
| Previous State | | |
| [28030\_dbValidateAccount](#bm28030dbValidateAccount) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Thank you. | | 28100\_ppThankYouI1 |
| Condition | Action | |
|  | Return from: [28000\_sdLast4SSN](#bm28000sdLast4SSN) | |
| Special Settings | | |
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| Developer Notes | | |
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| [30000\_sdBillingOptions](#bm_30_0_SD_BillingOptions) | | | | | Sub-Dialog Flow  [30.0\_SD\_BillingOptions](#bm_30_0_SD_BillingOptions) |
| Previous State | | | Returning To | | |
| [5020\_iaMainMenu](#bm5020iaMainMenu) | | | [5020\_iaMainMenu](#bm5020iaMainMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go to [**3000\_sdGetAccount**](#bm3000sdGetAccount) | | | |
| Developer Notes | | | | | |
| Purple  Do authentication  Balance  Then billing menu  What the order will look like  3000 authentications  Go to: [6000\_sdAccountStatus](#bm6000sdAccountStatus)  Go To: [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | | | | |

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| [30020\_iaBillingOptionsMenu](#bm_30_0_SD_BillingOptions) | | | | | | | | | Interaction  [30.0\_SD\_BillingOptions](#bm_30_0_SD_BillingOptions) | |
| Previous State | | | | | | | | | | |
| [**~~30000\_sdBillingOptions~~**](#bm30000sdBillingOptions) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | <.5>Silence | | | | | | | | 30020\_iaBillingOptionsMenuI1 | |
|  | Repeat this information press 1  To pay your bill by phone press 2  To hear about payment Plans or payment arrangements, press 3  To receive a copy of your recent billing statement or obtain a credit reference letter, 4. | | | | | | | | 30020\_iaBillingOptionsMenuI2 | |
|  | IF CAV.enableSMS = TRUE | | | | | | | |  | |
|  | To enroll in e-statements and alerts to your mobile phone, press five. | | | | | | | | 30020\_iaBillingOptionsMenuI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | To enroll in e-statements, press five | | | | | | | | 30020\_iaBillingOptionsMenuI4 | |
|  | *~~IF CAV.location = "OK"~~* | | | | | | | |  | |
|  | ~~To hear information about the Voluntary Fixed Price Program, Press five.~~ | | | | | | | | ~~30020\_iaBillingOptionsMenuI5~~ | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For more choices, press 6 | | | | | | | | 30020\_iaBillingOptionsMenuI6 | |
|  | *ELSE* | | | | | | | |  | |
|  | For more choices, press 6 | | | | | | | | 30020\_iaBillingOptionsMenuI7 | |
| No Match 1/No Input 1 | Repeat this information press 1  To pay your bill by phone press 2  To hear about payment Plans or payment arrangements, press 3  To receive a copy of your recent billing statement or obtain a credit reference letter, 4. | | | | | | | | 30020\_iaBillingOptionsMenuN1 | |
|  | IF CAV.enableSMS = TRUE | | | | | | | |  | |
|  | To enroll in e-statements and alerts to your mobile phone, press five. | | | | | | | | 30020\_iaBillingOptionsMenuN2 | |
|  | *ELSE* | | | | | | | |  | |
|  | To enroll in e-statements, press five | | | | | | | | 30020\_iaBillingOptionsMenuN3 | |
|  | *~~IF CAV.location = "OK"~~* | | | | | | | |  | |
|  | ~~To hear information about the Voluntary Fixed Price Program, Press five.~~ | | | | | | | | ~~30020\_iaBillingOptionsMenuN4~~ | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For other choices, press 6  To end this call simply hang up. | | | | | | | | 30020\_iaBillingOptionsMenuN5 | |
|  | *ELSE* | | | | | | | |  | |
|  | For other choices, press 6  To end this call simply hang up. | | | | | | | | 30020\_iaBillingOptionsMenuN6 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| Repeat |  | | 1 | Go to: [6000\_sdAccountStatus](#bm6000sdAccountStatus)  And return | | | | | Never | |
| Bill\_PBP |  | | 2 | Set transferType=PAYMENTS  Go to: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | Never | |
| bill\_payplan |  | | 3 | Go to :  [30050iaPayPlanOptionsMenu](#bm30050iaPayPlanOptionsMenu) | | | | | Never | |
| CreditRef\_letter |  | | 4 | Go to: [7060\_iaBillingStatementCreditRef](#bm7060iaBillingStatementCreditRef) | | | | | Never | |
| Paperless |  | | 5 | *If CAV.enableSMS = TRUE*  *Go to:* *[7080\_iaPaperlessSMSMenu](#bm_7080_iaPaperlessSMSMenu)*  *If CAV.enableSMS = FALSE*  *Set transferType=PAPERLESS*  *Go to:* [*17000\_sdPaperlessBilling*](#bm17000sdPaperlessBilling) | | | | | Never | |
| Bill\_Other |  | | 6 | Set transferType=OTHER  ~~Go to: 5100\_iaOther~~  Go to: [5110\_iaOther](#bm5110_iaOther) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Purple  Pay options menu 30050 is new menu  **Phase2\_ChangeControl**, change Bill\_Other option to ‘Go to: the 5110\_iaOther” instead of 5100\_iaOther.  Phase 2C - Vocab changes  Updated verbiage to reflect production. 06/19/23 (mjedit) | | | | | | | | | | |

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| 30050\_iaPayPlanOptionsMenu | | | | | | | | | Interaction  [30.0\_SD\_BillingOptions](#bm_30_0_SD_BillingOptions) | |
| Previous State | | | | | | | | | | |
| [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | <pause> <pause> | | | | | | | | 30050\_iaBillingplansMenuI1 | |
|  | payment arrangements allow you to maintain service while paying off past due balances. <pause> To make a payment arrangement, press 1. <pause.5> | | | | | | | | 30050\_iaBillingplansMenuI2 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | the automatic payment plan automatically withdrawals from your checking or savings account. (pause) For   automatic payments, Press  3 | | | | | | | | 30050\_iaBillingplansMenuI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | average payment plans allows customers, with no past due bills, to pay the same amount monthly by averaging your bill. < pause> For the average payment plan, Press 2. <pause.5> | | | | | | | | 30050\_iaBillingplansMenuI4 | |
|  | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | With the Voluntary Fixed Price Program, customers may lock in the per unit cost of gas for the twelve billing months. <pause.5> To hear information about the Voluntary Fixed Price Program, press three. <pause.5> The automatic payment plan automatically withdrawals from your checking or savings account. <pause> For automatic payments, press four. | | | | | | | | 30050\_iaBillingplansMenuI5 | |
|  |  | | | | | | | |  | |
|  |  | | | | | | | | 30050\_iaBillingplansMenuI6 | |
|  | *ELSE* | | | | | | | |  | |
|  | the automatic payment plan automatically withdrawals from your checking or savings account. (pause) For automatic payments, Press 3 | | | | | | | | 30050\_iaBillingplansMenuI7 | |
| No Match 1/No Input 1 | For the average payment plan, two. | | | | | | | | 30050\_iaBillingplansMenuN1 | |
|  | *IF CAV.location = "TX"* | | | | | | | |  | |
|  | For the average payment plan, two. | | | | | | | | 30050\_iaBillingplansMenuN2 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the average payment plan, press 2. | | | | | | | | 30050\_iaBillingplansMenuN3 | |
|  | *IF CAV.location = "OK"* | | | | | | | |  | |
|  | To hear information about the Voluntary Fixed Price Program, press three. For automatic payments, press four. To return to the main menu, press eight. | | | | | | | | 30050\_iaBillingplansMenuN4 | |
|  |  | | | | | | | |  | |
|  |  | | | | | | | | 30050\_iaBillingplansMenuN5 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the automatic payments, Press 3  To return to the main menu, press 8 | | | | | | | | 30050\_iaBillingplansMenuN6 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| pay\_arrange |  | | 1 | Set wrapUp = TRUE  Go To: [31000\_sdPayArrangement](#bm31000sdPayArrangement) | | | | | Never | |
| average\_pay |  | | 2 | Set wrapUp = TRUE  Set transferType=BUDGET  Go To: [33000\_sdAveragePayment](#bm33000sdAveragePayment) | | | | | Never | |
| Vol\_fixedprice |  | | 3 | *IF CAV.location = "OK"*  Set transferType=VFP  Go To: [24200\_sdVolunteerFixedPrice](#bm24200sdVolunteerFixedPrice) | | | | |  | |
| auto\_draft\_plan |  | | 4 | *IF CAV.location = "OK"*  Set transferType=BNK\_DFT  Go To: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| auto\_draft\_plan |  | | 3 | *IF CAV.location NOT = "OK"*  Set transferType=BNK\_DFT  Go To: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| main\_menu |  | | 8 | Return from: [30000\_sdBillingOptions](#bm30000sdBillingOptions) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Purple, new menu  Need to have complete new verbiage  **Phase2\_ChangeControl** updated new vocabs  Verbiage updated to reflect production. 06/27/23 (mjedit) | | | | | | | | | | |

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| [31000\_sdPayArrangement](#bm_31_0_SD_PayArrangement) | | | | | Sub-Dialog Flow  [31.0\_SD\_PayArrangement](#bm_31_0_SD_PayArrangement) |
| Previous State | | | Returning To | | |
| [4520\_iaMakePaymentMenu](#bm4520iaMakePaymentMenu) | | | [Return from 4500\_sdMakePayment](#bmReturnfrom4500sdMakePayment) | | |
| [30050iaPayPlanOptionsMenu](#bm30050iaPayPlanOptionsMenu) | | | [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | |
| [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | | [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [31020\_deCheckIndicator](#bm31020deCheckIndicator) | | | |
| Developer Notes | | | | | |
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| [31020\_deCheckIndicator](#bm_31_0_SD_PayArrangement) | | Branch  [31.0\_SD\_PayArrangement](#bm_31_0_SD_PayArrangement) |
| Previous State | | |
| [31000\_sdPayArrangement](#bm31000sdPayArrangement) | | |
| Condition | Action | |
| IF EligibilityIndicators/CanMakePaymentArrangement = TRUE | Set transferType=PAY\_ARR\_OPT  Go To: [31030\_dbRequestPaymentArrangement](#bm31030dbRequestPaymentArrangement) | |
| ELSE | Set transferType=PAY\_ARR\_INEL  ~~Go To:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO)  If CAV.location = "OK" and IF CAV.OKPaymentArrange = True  Go to [31025\_iaArrangmentIneligible](#bm31025iaArrangmentIneligible)  Else  Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO)  If CAV.location = "TX" and IF CAV.TXPaymentArrange = True  Go to [31025\_iaArrangmentIneligible](#bm31025iaArrangmentIneligible)  Else  Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO)  If CAV.location = "KS" and IF CAV.KSPaymentArrange = True  Go to [31025\_iaArrangmentIneligible](#bm31025iaArrangmentIneligible)  Else  Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | |
| Developer Notes | | |
| Purple, Test to see if account is final it is also False for elibbility indicator  ASA-blue-31020 Not HOS Containment | | |

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| [31025\_ia](#_3.2_SD_ConfirmLocation)ArrangmentIneligible | | | | | | | | | Branch  [31.0\_SD\_PayArrangement](#bm_31_0_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31020\_deCheckIndicator](#bm31020deCheckIndicator) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | You are currently not eligible for a payment arrangement. Please note: our customer service respresentatives follow the same rules as this automated system. | | | | | | | | 31025\_iaArrangeIneligibleI1 | |
|  | If you would like to pay your bill, press 1.  To hear about financial assistance programs, press 2.  Otherwise, to return to the main menu, press 8 | | | | | | | | 31025\_iaArrangeIneligibleI2 | |
| No Match 1/No Input 1 | If you would like to pay your bill, press 1.  To hear about financial assistance programs, press 2.  Otherwise, to return to the main menu, press 8 | | | | | | | | 31025\_iaArrangeIneligibleN1 | |
| No Match 2/No Input 2 | If you would like to pay your bill, press 1.  To hear about financial assistance programs, press 2.  Otherwise, to return to the main menu, press 8 | | | | | | | | 31025\_iaArrangeIneligibleN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| PayIn\_Payment |  | | 1 | Set transferType=PAYMENTS  Go to: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | Never | |
| PayIn\_Finance |  | | 2 | IF CAV.location = "OK"  Set transferType=VFP  Go To: [24200\_sdVolunteerFixedPrice](#bm24200sdVolunteerFixedPrice)  else  IF CAV.location NOT = "OK"  Set transferType=BNK\_DFT  Go To: [13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | | | | Never | |
| PayIn\_operator |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
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| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| ASA-blue.31025..non HOS..for containment  Gaggle  2d fix  fix vocab on the press 1 to ‘to pay’ | | | | | | | | | | |

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| [31030\_dbRequestPaymentArrangement](#bm_31_0_SD_PayArrangement) | | Data Source  [31.0\_SD\_PayArrangement](#bm_31_0_SD_PayArrangement) |
| Previous State | | |
| [31020\_deCheckIndicator](#bm31020deCheckIndicator) | | |
| Input | Description | |
| Payload/AccountNumber | Account number. | |
| createArrangement | "False" | |
| installmentAmount | 0 | |
| numberOfPayments | 0 | |
| downPaymentAmount | PayArrangementDownPaymentAmount (from getAccountSummary) | |
| Output | Description | |
| Payload/InstallmentAmount | Amount due for down payment and each installment. | |
| Payload/InstallmentDueDate | Payment due date for installments | |
| Payload/Installments | Number of installments (1-11) | |
| Payload/TotalAmountDue | Total amount due on account. | |
| StatusCode | Success=0, all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [31040\_ppPayArrangement](#bm31040ppPayArrangement) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RequestPaymentArrangement | | |

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| [31040\_ppPayArrangement](#bm_31_0_SD_PayArrangement) | | Play Prompt  [31.0\_SD\_PayArrangement](#bm_31_0_SD_PayArrangement) |
| Previous State | | |
| [31030\_dbRequestPaymentArrangement](#bm31030dbRequestPaymentArrangement) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Payment arrangements allow you to maintain service while paying off past due balances. You will be required to make a down payment and agree to monthly installments in addition to paying your current monthly charges in full by the bill due date. If the payment arrangement is defaulted, the full balance owing will be due immediately and subject to collection activities. | | 31040\_ppPayArrangementI1 |
| Condition | Action | |
|  | Go To: [31300\_iaIncreaseDownPayment](#bm31300iaIncreaseDownPayment) | |
| Special Settings | | |
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| Developer Notes | | |
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| [31060\_dbRequestPaymentArrangement](#bm_31_1_SD_PayArrangement) | | Data Source  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31330\_iaInstallments](#bm31330iaInstallments),  [31360\_deCheckInstallments](#bm31360deCheckInstallments) | | |
| Input | Description | |
| Payload/AccountNumber | Account number | |
| createArrangement | False | |
| installmentAmount | 0 | |
| numberOfPayments | installments | |
| downPaymentAmount | downPayment | |
| Output | Description | |
| Payload/InstallmentAmount |  | |
| Payload/InstallmentDueDate | Due date for the installment payment | |
| Payload/Installments | Number of installments | |
| Payload/TotalAmountDue | Total amount due on the payment arrangement. | |
| StatusCode  StatusCode | Status code for the result.  0=Success  All else fails | |
| StatusMessage | The status message that accompanies the code, this message should be empty if the code is 0. | |
| TransactionId | The unique transaction id for the service response. | |
| Condition | Action | |
|  | Go To: [31390\_iaConfirmArrangement](#bm31390iaConfirmArrangement) | |
| Developer Notes | | |
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| [31300\_iaIncreaseDownPayment](#bm_31_1_SD_PayArrangement) | | | | | | | | Interaction  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) | | |
| Previous State | | | | | | | | | | |
| [31040\_ppPayArrangement](#bm31040ppPayArrangement),  [31340\_ppDownPaymentError](#bm31340ppDownPaymentError) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | Prompt ID | | |
| Initial | *IF firstPass = TRUE* | | | | | | |  | | |
|  | This payment arrangement will require a minimum down payment of ... | | | | | | | 31300\_iaIncreaseDownPaymentI1 | | |
|  | <Payload/PayArrangementDownPaymentAmount> spoken as dollars | | | | | | |  | | |
|  | ~~… which must be paid within 3 days. If you would like to increase the down payment, please enter it now by entering the dollars and cents with no decimal~~  ~~… which must be paid within 3 days. Increasing the down payment will decrease the monthly installment payment amounts. If you would like to increase the down payment, please enter it now by entering the dollars and cents. For example fifty five dollars and twelve cents would be 5 5 1 2.<coached> To keep this down payment amount, enter nothing.~~  … which must be paid within 3 days. Increasing the down payment will decrease the monthly installment payment amounts. If you would like to increase the down payment, please enter it now by entering the dollars and cents. ~~For example fifty five dollars and twelve cents would be 5 5 1 2.<coached>~~ To keep this down payment amount, enter nothing. | | | | | | | 31300\_iaIncreaseDownPaymentI2 | | |
|  | *ELSE* | | | | | | |  | | |
|  | Please enter the new down payment, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents, you would enter one zero nine <pause> three five and the pound sign. | | | | | | | 31300\_iaIncreaseDownPaymentI3 | | |
| No Match 1 | To increase the down payment, please enter it now, followed by the pound sign. | | | | | | | 31300\_iaIncreaseDownPaymentN1 | | |
| No Match 2 | Please enter the new down payment, followed by the pound sign. For example, if your payment is one hundred nine dollars and thirty-five cents, you would enter one zero nine <pause> three five and the pound sign. | | | | | | | 31300\_iaIncreaseDownPaymentN2 | | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | Confirm? | | |
| downPayment |  | | 3-6 digits | Go To: [31320\_deCheckDownPayment](#bm31320deCheckDownPayment) | | | | Never | | |
| timeout |  | |  | Set errCnt = 1;  Set firstPass = TRUE;  Set downPayment = Payload/PayArrangementDownPaymentAmount  Go To: [31330\_iaInstallments](#bm31330iaInstallments) | | | | Never | | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | never | | |
| max no match |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | Never | | |
| Active Grammar | | | | | | | Condition | | Barge-In | NBest |
|  | | | | | | |  | |  |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | Prompt ID | | |
|  |  |  | | | | | |  | | |
|  |  |  | | | | | |  | | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 0 | | | | *Set downPayment = downPaymentAmount;*  *Set errCnt = 1;*  *Set firstPass = TRUE*  Go To: [31330\_iaInstallments](#bm31330iaInstallments) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| timeout | | | | | | 3000 | | | | |
| Developer Notes | | | | | | | | | | |
| Disable Global Command, Agent  Green veriable  **Phase2\_ChangeControl :** Updatd 31300\_iaIncreaseDownPaymentI2 and 31300\_iaIncreaseDownPaymentI3 vocabs | | | | | | | | | | |

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| [31320\_deCheckDownPayment](#bm_31_1_SD_PayArrangement) | | Branch  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31300\_iaIncreaseDownPayment](#bm31300iaIncreaseDownPayment) | | |
| Condition | Action | |
| IF downPayment >= Payload/PayArrangementDownPaymentAmount | Set errCnt = 1; Set firstPass = TRUE  Go To: [31330\_iaInstallments](#bm31330iaInstallments) | |
| IF errCnt >= maxError | Go To: [31350\_iaDownPaymentDefault](#bm31350iaDownPaymentDefault) | |
| ELSE | increment errCnt  Go To: [31340\_ppDownPaymentError](#bm31340ppDownPaymentError) | |
| Developer Notes | | |
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| [31330\_iaInstallments](#bm_31_1_SD_PayArrangement) | | | | | | | | | Interaction  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31300\_iaIncreaseDownPayment](#bm31300iaIncreaseDownPayment),  [31320\_deCheckDownPayment](#bm31320deCheckDownPayment),  [31350\_iaDownPaymentDefault](#bm31350iaDownPaymentDefault),  [31370\_ppInstallmentError](#bm31370ppInstallmentError) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF firstPass = TRUE* | | | | | | | |  | |
|  | Your payment arrangement has a maximum of ... | | | | | | | | 31330\_iaInstallmentsI1 | |
|  | <Payload/Installments> | | | | | | | |  | |
|  | ... installments. | | | | | | | | 31330\_iaInstallmentsI2 | |
|  | *ALWAYS* | | | | | | | |  | |
|  | ~~How many installments would you like?~~  ~~Fewer monthly installments will create a higher monthly payment amounts~~. If you would like to have fewer payments, enter the the number of installments. If you would like to keep the number of payments, enter nothing. | | | | | | | | 31330\_iaInstallmentsI3 | |
|  | *ELSE* | | | | | | | |  | |
|  | Please enter the number of installments. | | | | | | | | 31330\_iaInstallmentsI4 | |
| No Match 1 | Please enter the number of installments you would like. | | | | | | | | 31330\_iaInstallmentsN1 | |
| No Match 2 | Please enter the number of installments. | | | | | | | | 31330\_iaInstallmentsN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| installments |  | | 1-2 digits | Go To: [31360\_deCheckInstallments](#bm31360deCheckInstallments) | | | | | Never | |
| timeout |  | |  | installments=Payload/Installments  Go To: [31060\_dbRequestPaymentArrangement](#bm31060dbRequestPaymentArrangement) | | | | | Never | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| max no match |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 0 | | | | Go To: [31390\_iaConfirmArrangement](#bm31390iaConfirmArrangement) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Disable Global Command, Agent  Green...vocab,  **Phase2\_ChangeControl -** updated vocab 31330\_iaInstallmentsI3 | | | | | | | | | | |

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| [31340\_ppDownPaymentError](#bm_31_1_SD_PayArrangement) | | Play Prompt  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31320\_deCheckDownPayment](#bm31320deCheckDownPayment) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| The down payment must be greater than ... | | 31340\_ppDownPaymentErrorI1 |
| <PayArrangementDownPaymentAmount> spoken as dollars | |  |
| Condition | Action | |
|  | Set firstPass = FALSE  Go To: [31300\_iaIncreaseDownPayment](#bm31300iaIncreaseDownPayment) | |
| Special Settings | | |
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| Developer Notes | | |
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| [31350\_iaDownPaymentDefault](#bm_31_1_SD_PayArrangement) | | | | | | | | | Interaction  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31320\_deCheckDownPayment](#bm31320deCheckDownPayment) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | This payment arrangement will require a down payment of ... | | | | | | | | 31350\_iaDownPaymentDefaultI1 | |
|  | <PayArrangementDownPaymentAmount> spoken as dollars | | | | | | | |  | |
|  | To continue with this down payment, press 1. Otherwise, press 2. | | | | | | | | 31350\_iaDownPaymentDefaultI2 | |
| No Match 1/No Input 1 | If you would like to continue with this down payment, press 1. Otherwise, press 2. | | | | | | | | 31350\_iaDownPaymentDefaultN1 | |
| No Match 2/No Input 2 | To continue with this down payment, press 1. Otherwise, press 2. | | | | | | | | 31350\_iaDownPaymentDefaultN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set errCnt = 1; Set firstPass = TRUE  Go To: [31330\_iaInstallments](#bm31330iaInstallments) | | | | | Never | |
| no |  | | 2 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Always | |
| max no match  max no input |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| agent | Initial | To speak with a customer service representative, press 1. To continue in self-service, press 2. | | | | | | | 31350\_iaDownPaymentDefaultC1 | |
|  | Retry | If you'd like to speak with a customer service representative press 1. Otherwise, press 2. | | | | | | | 31350\_iaDownPaymentDefaultC2 | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Disable Global Command, Agent | | | | | | | | | | |

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| [31360\_deCheckInstallments](#bm_31_1_SD_PayArrangement) | | Branch  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31330\_iaInstallments](#bm31330iaInstallments) | | |
| Condition | Action | |
| IF installments > Payload/Installments | increment errCnt  Go To: [31370\_ppInstallmentError](#bm31370ppInstallmentError) | |
| IF errCnt > maxError | Go To: [31380\_iaInstallmentDefault](#bm31380iaInstallmentDefault) | |
| ELSE | Go To: [31060\_dbRequestPaymentArrangement](#bm31060dbRequestPaymentArrangement) | |
| Developer Notes | | |
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| [31370\_ppInstallmentError](#bm_31_1_SD_PayArrangement) | | Play Prompt  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31360\_deCheckInstallments](#bm31360deCheckInstallments) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| The number of installments must be no more than... | | 31370\_ppInstallmentErrorI1 |
| <installCount> | |  |
| Condition | Action | |
|  | Set firstPass = FALSE  Go To: [31330\_iaInstallments](#bm31330iaInstallments) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [31380\_iaInstallmentDefault](#bm_31_1_SD_PayArrangement) | | | | | | | | | Interaction  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31360\_deCheckInstallments](#bm31360deCheckInstallments) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
|  | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Your payment arrangement has... | | | | | | | | 31380\_iaInstallmentDefaultI1 | |
|  | <Payload/Installments> | | | | | | | |  | |
|  | ...installments. | | | | | | | | 31380\_iaInstallmentDefaultI2 | |
|  | To continue with these installments, press 1. Otherwise, press 2. | | | | | | | | 31380\_iaInstallmentDefaultI3 | |
| No Match 1/No Input 1 | If you would like to continue with these installments, press 1. Otherwise, press 2. | | | | | | | | 31380\_iaInstallmentDefaultN1 | |
| No Match 2/No Input 2 | To continue with these installments, press 1. Otherwise, press 2. | | | | | | | | 31380\_iaInstallmentDefaultN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Set installments = Payload/Installments  Go To: [31390\_iaConfirmArrangement](#bm31390iaConfirmArrangement) | | | | | Never | |
| no |  | | 2 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Always | |
| max no match  max no input |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| agent | Initial | To speak with a customer service representative, press 1. To continue in self-service, press 2. | | | | | | | 31380\_iaInstallmentDefaultC1 | |
|  | Retry | If you'd like to speak with a customer service representative press 1. Otherwise, press 2. | | | | | | | 31380\_iaInstallmentDefaultC2 | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Disable Global Command, Agent | | | | | | | | | | |

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| [31390\_iaConfirmArrangement](#bm_31_1_SD_PayArrangement) | | | | | | | | | Interaction  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31380\_iaInstallmentDefault](#bm31380iaInstallmentDefault),  [31060\_dbRequestPaymentArrangement](#bm31060dbRequestPaymentArrangement) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | This payment arrangement you have selected will require a down payment of ... | | | | | | | | 31390\_iaConfirmArrangementI1 | |
|  | <downPayment> spoken as dollars | | | | | | | |  | |
|  | Within 3 days and has ... | | | | | | | | 31390\_iaConfirmArrangementI2 | |
|  | Payload/Installments | | | | | | | | 31390\_iaConfirmArrangementI7 | |
|  | monthly installments of ... | | | | | | | | 31390\_iaConfirmArrangementI3 | |
|  | Payload/InstallmentAmount spoken as dollars | | | | | | | | 31390\_iaConfirmArrangementI6 | |
|  | due with your next billing statement. | | | | | | | | 31390\_iaConfirmArrangementI4 | |
|  | If you agree to this payment arrangement press 1. Otherwise, press 2. | | | | | | | | 31390\_iaConfirmArrangementI5 | |
| No Match 1/No Input 1 | If you would like to begin this payment arrangement now, press 1. Otherwise, press 2. | | | | | | | | 31390\_iaConfirmArrangementN1 | |
| No Match 2/No Input 2 | To begin this payment arrangement now, press 1. Otherwise, press 2. | | | | | | | | 31390\_iaConfirmArrangementN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| yes |  | | 1 | Go To: [31400\_dbRequestPaymentArrangement](#bm31400dbRequestPaymentArrangement) | | | | | Never | |
| no |  | | 2 | ~~Go To:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO)  Go to  [31540\_iaPayArrangeNoWrapUp](#bm31540iaPayArrangeNoWrapUp) | | | | | Never | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Always | |
| max no match  max no input |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| agent | Initial | To speak with a customer service representative, press 1. To continue in self-service, press 2. | | | | | | | 31390\_iaConfirmArrangementC1 | |
|  | Retry | If you'd like to speak with a customer service representative press 1. Otherwise, press 2. | | | | | | | 31390\_iaConfirmArrangementC2 | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Disable Global Command, Agent  Yellow, change vocab to keep caller on the phone  **Phase2\_ChangeControl -** change press 2 path | | | | | | | | | | |

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| [31400\_dbRequestPaymentArrangement](#bm_31_1_SD_PayArrangement) | | Data Source  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31390\_iaConfirmArrangement](#bm31390iaConfirmArrangement) | | |
| Input | Description | |
| Payload/AccountNumber | Account number. | |
| createArrangement | "True" | |
| installmentAmount | Payload/InstallmentAmount | |
| installments | Payload/Installments | |
| downPayment | <downpayment> | |
| Output | Description | |
| Payload/InstallmentAmount | Amount due for each installment. | |
| Payload/InstallmentDueDate | Payment due date for installments | |
| Payload/Installments | Number of installments (1-11) | |
| Payload/TotalAmountDue | Total amount due on account. | |
| StatusCode | Success=0, all else fails | |
| StatusMessage | Status message. | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF Payload=True | Go To: [31410\_dbgetAccountSummary](#bm31410dbgetAccountSummary) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/RequestPaymentArrangement | | |

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| [31410\_dbgetAccountSummary](#bm_31_1_SD_PayArrangement) | | Data Source  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31400\_dbRequestPaymentArrangement](#bm31400dbRequestPaymentArrangement) | | |
| Input | Description | |
| Payload/Account/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain status of account | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False indicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round-up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangement/DownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [31420\_ppPayArrangeConfirmed](#bm31420ppPayArrangeConfirmed) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [31420\_ppPayArrangeConfirmed](#bm_31_1_SD_PayArrangement) | | Play Prompt  [31.1\_SD\_PayArrangement](#bm_31_1_SD_PayArrangement) |
| Previous State | | |
| [31410\_dbgetAccountSummary](#bm31410dbgetAccountSummary) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| Your payment arrangement has been submitted. As a reminder, the down payment must be paid within… | | 31420\_ppPayArrangeConfirmedI1 |
| *IF CAV.location=TX* | |  |
| <CAV.payArrangeHoursTX> spoken as number (twenty-four) | |  |
| *ELSEIF CAV.location=KS* | |  |
| <CAV.payArrangeHoursKS> spoken as number (twenty-four) | |  |
| *ELSE* | |  |
| <CAV.payArrangeHoursOK> spoken as number (twenty-four) | |  |
| … calendar days. The monthly installments will be shown on your future billing statements and must be paid with your current monthly charges by the due date shown on the statement. | | 31420\_ppPayArrangeConfirmedI2 |
| Condition | Action | |
|  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase 2 added logs | | |

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| 31500\_deCheckWrapUp | | Branch  [31.2\_SD\_PayArrangement](#bm_31_2_SD_PayArrangement) |
| Previous State | | |
| [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | |
| Condition | Action | |
| IF wrapUp = TRUE | Go To: [31520\_iaPayArrangeWrapUp](#bm31520iaPayArrangeWrapUp) | |
| ELSE | Go To: [31540\_iaPayArrangeNoWrapUp](#bm31540iaPayArrangeNoWrapUp) | |
| Developer Notes | | |
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| 31520\_iaPayArrangeWrapUp | | | | | | | | | Interaction  [31.2\_SD\_PayArrangement](#bm_31_2_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31500\_deCheckWrapUp](#bm31500deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | | |  | |
|  | To make a payment now, press 1..  For the main menu, press 8.  To end this call, simply hang up | | | | | | | | 31520\_iaPayArrangeWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To make a payment now, press 1..  For the main menu, press 8.  To end this call, simply hang up | | | | | | | | 31520\_iaPayArrangeWrapUpI2 | |
| No Match 1/No Input 1 | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | | |  | |
|  | To make a payment now, press 1..  For the main menu, press 8.  To end this call, simply hang up | | | | | | | | 31520\_iaPayArrangeWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To make a payment now, press 1.  For the main menu, press 8.  To end this call, simply hang. | | | | | | | | 31520\_iaPayArrangeWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| down\_payment |  | | 1 | Go To: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | Never | |
| previous\_menu |  | | 7 | Return from: [31000\_sdPayArrangement](#bm31000sdPayArrangement) | | | | | Never | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| max no match  max no input |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| agent | Initial | To speak with a customer service representative, press 1. To continue in self-service, press 2. | | | | | | | 31520\_iaPayArrangeWrapUpC1 | |
|  | Retry | If you'd like to speak with a customer service representative press 1. Otherwise, press 2. | | | | | | | 31520\_iaPayArrangeWrapUpC2 | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| ASA-blue, non hos change vocab only  Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Disable Global Command, Agent  Updated logic to use officeOpen(Vendor) = TRUE. 10/6/2023 (mjedit) | | | | | | | | | | |

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| 31540\_iaPayArrangeNoWrapUp | | | | | | | | Interaction  [31.2\_SD\_PayArrangement](#bm_31_2_SD_PayArrangement) | | |
| Previous State | | | | | | | | | | |
| [31500\_deCheckWrapUp](#bm31500deCheckWrapUp), [31390\_iaConfirmArrangement](#bm31390iaConfirmArrangement) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | Prompt ID | | |
| Initial | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | |  | | |
|  | To make a payment now, press 1..  For the main menu, press 8.  To end this call, simply hang up | | | | | | | 31540\_iaPayArrangeNoWrapUpI1 | | |
|  | *ELSE* | | | | | | |  | | |
|  | To make a payment now, press 1..  For the main menu, press 8.  To end this call, simply hang up | | | | | | | 31540\_iaPayArrangeNoWrapUpI2 | | |
| No Match 1/No Input 1 | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | |  | | |
|  | To make a payment now, press 1..  For the main menu, press 8.  To end this call, simply hang up | | | | | | | 31540\_iaPayArrangeNoWrapUpN1 | | |
|  | *ELSE* | | | | | | |  | | |
|  | To make a payment now, press 1..  For the main menu, press 8.  To end this call, simply hang up | | | | | | | 31540\_iaPayArrangeNoWrapUpN2 | | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | Confirm? | | |
| down\_payment |  | | 1 | Go To: [32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | Never | | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | Always | | |
| max no match  max no input |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | Never | | |
| Active Grammar | | | | | | | Condition | | Barge-In | NBest |
|  | | | | | | |  | |  |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | Prompt ID | | |
| agent | Initial | To speak with a customer service representative, press 1. To continue in self-service, press 2. | | | | | | 31540\_iaPayArrangeNoWrapUpC1 | | |
|  | Retry | If you'd like to speak with a customer service representative press 1. Otherwise, press 2. | | | | | | 31540\_iaPayArrangeNoWrapUpC2 | | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Disable Global Command, Agent  Yellow, update vocab to get rid of CSR  Updated logic to use officeOpen(Vendor) = TRUE. 10/6/2023 (mjedit) | | | | | | | | | | |

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| 31600\_deCheckWrapUp | | Branch  [31.2\_SD\_PayArrangement](#bm_31_2_SD_PayArrangement) |
| Previous State | | |
|  | | |
| Condition | Action | |
| IF wrapUp = TRUE | Go To: [31620\_iaNoPayWrapUp](#bm31620iaNoPayWrapUp) | |
| ELSE | Go To: [31640\_iaNoPayNoWrapUp](#bm31640iaNoPayNoWrapUp) | |
| Developer Notes | | |
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| 31620\_iaNoPayWrapUp | | | | | | | | | Interaction  [31.2\_SD\_PayArrangement](#bm_31_2_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31600\_deCheckWrapUp](#bm31600deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | | |  | |
|  | For the main menu, 8.  To end this call simply hang up. | | | | | | | | 31620\_iaNoPayWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 31620\_iaNoPayWrapUpI2 | |
| No Match 1/No Input 1 | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | | |  | |
|  | For the main menu, press 8.  To end this call simply hang up. | | | | | | | | 31620\_iaNoPayWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 31620\_iaNoPayWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| previous\_menu |  | | 7 | Return from: [31000\_sdPayArrangement](#bm31000sdPayArrangement) | | | | | Never | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Always | |
| max no match  max no input |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| agent | Initial | To speak with a customer service representative, press 1. To continue in self-service, press 2. | | | | | | | 31620\_iaNoPayWrapUpC1 | |
|  | Retry | If you'd like to speak with a customer service representative press 1. Otherwise, press 2. | | | | | | | 31620\_iaNoPayWrapUpC2 | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Disable Global Command, Agent  Green vocab only  Updated logic to use officeOpen(Vendor) = TRUE. 10/6/2023 (mjedit) | | | | | | | | | | |

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| 31640\_iaNoPayNoWrapUp | | | | | | | | | Interaction  [31.2\_SD\_PayArrangement](#bm_31_2_SD_PayArrangement) | |
| Previous State | | | | | | | | | | |
| [31600\_deCheckWrapUp](#bm31600deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | | |  | |
|  | For the main menu, 8.  To end this call simply hang up. | | | | | | | | 31640\_iaNoPayNoWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the main menu, 8.  To end this call simply hang up. | | | | | | | | 31640\_iaNoPayNoWrapUpI2 | |
| No Match 1/No Input 1 | *IF* ***officeOpen(Vendor) = TRUE****.* | | | | | | | |  | |
|  | For the main menu, 8.  To end this call simply hang up. | | | | | | | | 31640\_iaNoPayNoWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the main menu, 8.  To end this call simply hang up. | | | | | | | | 31640\_iaNoPayNoWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| main\_menu |  | | 8 | Return from: [31000\_sdPayArrangement](#bm31000sdPayArrangement) | | | | | Never | |
| agent |  | | 0 | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Always | |
| max no match  max no input |  | |  | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
| agent | Initial | To speak with a customer service representative, press 1. To continue in self-service, press 2. | | | | | | | 31640\_iaNoPayNoWrapUpC1 | |
|  | Retry | If you'd like to speak with a customer service representative press 1. Otherwise, press 2. | | | | | | | 31640\_iaNoPayNoWrapUpC2 | |
| Max Handler Override | Count | | | | Action | | | | | |
| Max No Match | 2 | | | | Go To: [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max No Input | 2 | | | | Go To:[36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | | | | |
| Max Disconfirms |  | | | |  | | | | | |
| Max Total Errors |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Disable main menu global command  Disable Global Command, Agent  Updated logic to use officeOpen(Vendor) = TRUE. 10/6/2023 (mjedit) | | | | | | | | | | |

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| [32000\_sdPayByPhone](#bm_32_0_SD_PayByPhone) | | | | | Sub-Dialog Flow  [32.0\_SD\_PayByPhone](#bm_32_0_SD_PayByPhone) |
| Previous State | | | Returning To | | |
| [5020\_iaMainMenu](#bm5020iaMainMenu) | | | [5020\_iaMainMenu](#bm5020iaMainMenu) | | |
| [13180\_iaAutoPayWrapUp](#bm13180iaAutoPayWrapUp) | | | [Return from 13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | |
| [13340\_iaCancelWrapUp](#bm13340iaCancelWrapUp) | | | [Return from 13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | |
| [13400\_iaAutoPayWrapUp](#bm13400iaAutoPayWrapUp) | | | [Return from 13000\_sdAutoBillPay](#bm13000sdAutoBillPay) | | |
| [31520\_iaPayArrangeWrapUp](#bm31520iaPayArrangeWrapUp) | | | [Return from 31000\_sdPayArrangement](#bm31000sdPayArrangement) | | |
| [31540\_iaPayArrangeNoWrapUp](#bm31540iaPayArrangeNoWrapUp) | | | [Return from 31000\_sdPayArrangement](#bm31000sdPayArrangement) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | | | |
| Developer Notes | | | | | |
| Purple Change will not go to the “short” balance speak...keeping in mind the “total” conversational call flow | | | | | |

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| ~~[32020\_ppCurrentBill](#bm_32_0_SD_PayByPhone)~~ | | ~~Play Prompt~~  [~~32.0\_SD\_PayByPhone~~](#bm_32_0_SD_PayByPhone) |
| ~~Previous State~~ | | |
| [~~32000\_sdPayByPhone~~](#bm32000sdPayByPhone) | | |
| ~~Prompts~~ | | |
| ~~Conditions and Wording~~ | | ~~Prompt ID~~ |
| *~~IF Payload/CurrentBill/TotalAccountBalance < 0~~* | |  |
| ~~Your account balance has a credit of...~~ | | ~~32020\_ppCurrentBillI1~~ |
| ~~<Payload/CurrentBill/TotalAccountBalance> (Speak as positive number)~~ | |  |
| *~~IF Payload/CurrentBill/TotalAccountBalance = 0~~* | |  |
| ~~There is no balance on the account.~~ | | ~~32020\_ppCurrentBillI2~~ |
| *~~ELSE~~* | |  |
| ~~Your account balance is...~~ | | ~~32020\_ppCurrentBillI3~~ |
| ~~<Payload/CurrentBill/TotalAccountBalance>~~ | |  |
| *~~IF Payload/CurrentBill/TotalAmountDue > 0~~* | |  |
| ~~Your total amount due is...~~ | | ~~32020\_ppCurrentBillI4~~ |
| ~~<Payload/CurrentBill/TotalAmountDue>~~ | |  |
| *~~IF Payload/CurrentBill/AmountPastDue > 0~~* | |  |
| ~~of which...~~ | | ~~32020\_ppCurrentBillI5~~ |
| ~~<Payload/CurrentBill/AmountPastDue>~~ | |  |
| ~~...is past due.~~ | | ~~32020\_ppCurrentBillI6~~ |
| *~~IF Payload/CurrentBill/TotalAmountDue > 0~~* | |  |
| ~~Your payment is due on...~~ | | ~~32020\_ppCurrentBillI7~~ |
| ~~<Payload/CurrentBill/DueDate>~~ | |  |
| Condition | Action | |
|  | Go To: [32040\_iaPayByPhoneMenu](#bm32040iaPayByPhoneMenu) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [32040\_iaPayByPhoneMenu](#bm_32_0_SD_PayByPhone) | | | | | | | | | Interaction  [32.0\_SD\_PayByPhone](#bm_32_0_SD_PayByPhone) | |
| Previous State | | | | | | | | | | |
| [8000\_sdPayByCheck](#bm8000sdPayByCheck),  [9000\_sdPayByCreditDebit](#bm9000sdPayByCreditDebit),  [~~10000\_sdReceipt~~](#bm10000sdReceipt)~~,~~  [11000\_sdPaymentLocations](#bm11000sdPaymentLocations),  [31000\_sdPayArrangement](#bm31000sdPayArrangement),  [32020\_ppCurrentBill](#bm32020ppCurrentBill),[32000\_sdPayByPhone](#bm32000sdPayByPhone) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To Pay by Phone using your credit or debit card, Press 1.  To pay your bill using your checking account, press 2.  If you need to pay in person, to find a payment location, Press 3. | | | | | | | | 32040\_iaPayByPhoneMenuI1 | |
| No Match 1/No Input 1 | To Pay by Phone using your credit or debit card, Press 1.  To pay your bill using your checking account, press 2.  If you need to pay in person, to find a payment location, Press 3. | | | | | | | | 32040\_iaPayByPhoneMenuN1 | |
| No Match 2/No Input 2 | To Pay by Phone using your credit or debit card, Press 1.  To pay your bill using your checking account, press 2.  If you need to pay in person, to find a payment location, Press 3. | | | | | | | | 32040\_iaPayByPhoneMenuN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
|  |  | |  |  | | | | |  | |
| creditdebit |  | | 1 | Set wrapUp = TRUE  Set transferType=PAY\_BY\_CCDC  Go to: [9000\_sdPayByCreditDebit](#bm9000sdPayByCreditDebit) | | | | | Never | |
| checking |  | | 2 | Set wrapUp = TRUE  Set transferType=PAY\_CHK  Go to: [8000\_sdPayByCheck](#bm8000sdPayByCheck) | | | | | Never | |
| pay\_locations |  | | 3 | Set wrapUp = TRUE  Set transferType=PAY\_LOCS  Go to: [11000\_sdPaymentLocations](#bm11000sdPaymentLocations) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Purple | | | | | | | | | | |

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| [33000\_sdAveragePayment](#bm_33_0_SD_AveragePayment) | | | | | Sub-Dialog Flow  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | | Returning To | | |
| [5120\_iaPlanRatesMenu](#bm5120iaPlanRatesMenu) | | | [5010\_deCheckValidated](#bm5010deCheckValidated) | | |
| [30050iaPayPlanOptionsMenu](#bm30050iaPayPlanOptionsMenu) | | | [30020\_iaBillingOptionsMenu](#bm30020iaBillingOptionsMenu) | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [33010\_deCheckAvePay](#bm33010deCheckAvePay) | | | |
| Developer Notes | | | | | |
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| [33010\_deCheckAvePay](#bm_33_0_SD_AveragePayment) | | Branch  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33000\_sdAveragePayment](#bm33000sdAveragePayment) | | |
| Condition | Action | |
| IF Payload/Services/ServiceInfo/IsEnrolledinBudget = TRUE | Go To: [33100\_ppAlreadyEnrolled](#bm33100_ppAlreadyEnrolled) | |
| IF validated = FALSE | Go To: [33020\_ppAveragePayment](#bm33020ppAveragePayment) | |
| IF Services/ServiceInfo/CanEnrollInBudget = TRUE AND Services/ServiceInfo.count = 1 AND IF Payload/Services/ServiceInfo/IsEnrolledInBudget = FALSE **~~and IF Payload/AccountStatus="Final"~~**  **and** **IF Payload/AccountStatus="Active"** | Go To: [33020\_ppAveragePayment](#bm33020ppAveragePayment) | |
| ELSE | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| Purple, add indicator for account final status  **Phase 2D** 33010\_deCheckAvePay  Change the payload/accountstatus check from final to active | | |

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| [33020\_ppAveragePayment](#bm_33_0_SD_AveragePayment) | | Play Prompt  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33010\_deCheckAvePay](#bm33010deCheckAvePay) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF CAV.location = "TX"* | |  |
| The Average Payment Plan reduces the ups and downs of your monthly natural gas bill caused by the seasonal differences in how much you use. Your average payment amount each month is based on a twelve month rolling average of your  natural gas bills. In this plan, your average monthly payment will be less than your actual bill in the high use months and more than the actual bill during low use months. Even though your bill will not be exactly the same each month, your expense will be spread more evenly throughout the year.  To be eligible, we must have at least six months of consumption history at your location and your account may not be past due. Qualified residential customers may enroll at any time throughout the year. Commercial customers may enroll from April through July. You will no longer be enrolled in the plan if payments are received late. | | 33020\_ppAveragePaymentI1 |
| *IF CAV.location = "OK"* | |  |
| The Average Payment Plan reduces the ups and downs of your monthly natural gas bill caused by the seasonal differences in how much you use. Your average payment amount each month is based on a 12-month rolling average of your Oklahoma Natural Gas bills. In this plan, your average monthly payment will be less than your actual bill in the high use months and more than the actual bill during low use months. Even though your bill will not be exactly the same each month, your expense will be spread more evenly throughout the year.  To be eligible, we must have at least 6 months of consumption history at your location and your account may not be past due. Qualified residential customers may enroll at any time throughout the year. Commercial customers may enroll from April through July. You will no longer be enrolled in the plan if payments are received late. | | 33020\_ppAveragePaymentI2 |
| *IF CAV.location = "KS"* | |  |
| Make budgeting for energy costs simple with our Average Payment Plan. The payment amount is based upon a rolling 12-month average of actual usage costs, allowing your bills to be relatively stable from month to month, regardless of usage. Your bills will fluctuate slightly each month; however, the change should be modest, since it will be based on actual costs over a 12-month period.  The Average Payment Plan is available to qualifying residential and general sales customers, as long as your account balance is not past due. To enroll, your account must be current. The plan ends if you move or if payments are received late. | | 33020\_ppAveragePaymentI3 |
| Condition | Action | |
| IF validated = TRUE | Go To: [33030\_dbGetAveragePaymentPlanAmount](#bm33030dbGetAveragePaymentPlanAmount) | |
| ELSE | Go To: [33070\_deCheckWrapUp](#bm33070deCheckWrapUp) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [33030\_dbGetAveragePaymentPlanAmount](#bm_33_0_SD_AveragePayment) | | Data Source  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33020\_ppAveragePayment](#bm33020ppAveragePayment) | | |
| Input | Description | |
| Payload/AccountNumber | Account number. | |
| Payload/Services/ServiceInfo/Id | Services/ServiceInfo/ID | |
| Output | Description | |
| Payload | Average payment amount. | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message | |
| TransactionID | Unique transaction id. | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [33040\_iaMonthlyAmt](#bm33040iaMonthlyAmt) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/GetAveragePaymentPlanAmount  Get service id from getAccountSummary response. | | |

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| [33040\_iaMonthlyAmt](#bm_33_0_SD_AveragePayment) | | | | | | | | | Interaction  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) | |
| Previous State | | | | | | | | | | |
| [33040\_iaMonthlyAmt](#bm33040iaMonthlyAmt),  [33030\_dbGetAveragePaymentPlanAmount](#bm33030dbGetAveragePaymentPlanAmount) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | *ALWAYS* | | | | | | | |  | |
|  | Currently the monthly average on this account is projected to be ... | | | | | | | | 33040\_iaMonthlyAmtI1 | |
|  | <Payload> spoken as dollars | | | | | | | |  | |
|  | This amount will adjust each month. To hear this information again, press \*.  To enroll for next month’s billing, press 1. Otherwise, press 2. | | | | | | | | 33040\_iaMonthlyAmtI2 | |
| No Match 1/No Input 1 | If you would like to enroll in the plan beginning with next month's bill, press 1. Otherwise, press 2. | | | | | | | | 33040\_iaMonthlyAmtN1 | |
| No Match 2/No Input 2 | If you would like to enroll in the plan beginning with next month's bill, press 1. Otherwise, press 2. | | | | | | | | 33040\_iaMonthlyAmtN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| repeat |  | | \* | Go To: [33040\_iaMonthlyAmt](#bm33040iaMonthlyAmt) | | | | | Never | |
| yes |  | | 1 | Go To: [33050\_dbEnrollForAveragePaymentPlan](#bm33050dbEnrollForAveragePaymentPlan) | | | | | Never | |
| no |  | | 2 | Go To: [33070\_deCheckWrapUp](#bm33070deCheckWrapUp) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
| manageRepeat | | | | | | TRUE | | | | |
| Developer Notes | | | | | | | | | | |
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| [33050\_dbEnrollForAveragePaymentPlan](#bm_33_0_SD_AveragePayment) | | Data Source  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33040\_iaMonthlyAmt](#bm33040iaMonthlyAmt) | | |
| Input | Description | |
| Payload/AccountNumber | Account number | |
| Payload/Services/ServiceInfo/Id | Services/ServiceInfo/Id | |
| Output | Description | |
| Payload | True/False enrollment was successful. | |
| StatusCode | Success=0; all else fails | |
| StatusMessage | Status message | |
| TransactionID | Unique transaction id | |
| Condition | Action | |
| IF Payload=True | Go To: [33055\_dbgetAccountSummary](#bm33055dbgetAccountSummary) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/EnrollForAveragePaymentPlan | | |

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| [33055\_dbgetAccountSummary](#bm_33_0_SD_AveragePayment) | | Data Source  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33050\_dbEnrollForAveragePaymentPlan](#bm33050dbEnrollForAveragePaymentPlan) | | |
| Input | Description | |
| Payload/Account/AccountNumber |  | |
| Output | Description | |
| Payload/AccountClass | Code representing the type of account. (i.e. Residential, Commercial) | |
| Payload/AccountNumber | Account number on account. | |
| Payload/AccountOwner/FirstName | First name on account. | |
| Payload/AccountOwner/MiddleName | Middle name on account. | |
| Payload/AccountOwner/LastName | Last name on account. | |
| Payload/AccountStatus | Status of account. i.e., Final, Active, Inactive | |
| Payload/Alerts | Alerts indicating certain status of account | |
| Payload/Balances/BalanceInfo/Amount | True or False if the account has a balance. | |
| Payload/Balances/BalanceInfo/Classification | Classification of the balance. Possible values are:  Days30  Days60  Days90  BadDebt | |
| Payload/BillingCycle | Number of days in billing cycle. | |
| Payload/BudgetAmount | Budget amount, if applicable. | |
| Payload/BudgetTrueUpAmount | Amount needed for budget true up. | |
| Payload/CanUseWebAccess | True or False, is caller eligible to use web access? | |
| Payload/CollectedDepositAmount | Amount of deposit paid. | |
| Payload/Collections/CreditScore | Customer’s credit score. | |
| Payload/Collections/CuttOffDate | Cutoff date for the account due to collections. | |
| Payload/Collections/DisconnectLetterDate | Date of the disconnect letter. | |
| Payload/Collections/HasDisconnectLetter | True/False - Account had a disconnect letter in the last 6 months. | |
| Payload/Collections/LateFeeDate | Date a late fee was applied to the account. | |
| Payload/Collections/NumberOfReturnChecks | Number of checks that have been returned on the account. | |
| Payload/CurrentBill/AmountDue | Payment due amount. | |
| Payload/CurrentBill/AmountPastDue | Past due amount. | |
| Payload/CurrentBill/DueDate | Payment due date. | |
| Payload/CurrentBill/PastDueDate | Past due date. | |
| Payload/CurrentBill/PrintDate | Bill print date. | |
| Payload/CurrentBill/TotalAccountBalance | Total account balance. | |
| Payload/CurrentBill/TotalAmountDue | Total current amount due. | |
| Payload/CurrentIndicators/BrokenPaymentArrangementCount | Number of broken payment arrangements for the account | |
| Payload/CurrentIndicators/HasBadDebt | True/False indicating whether account is a bad debt type. | |
| Payload/CurrentIndicators/HasPayByCheck | True/False indicating whether account has a pay by check pending. | |
| Payload/CurrentIndicators/HasPendingVariableFixedPrice | True/False indicating whether VFP is pending on account. | |
| Payload/CurrentIndicators/HasSoftDisconnect | True/False indicating whether account is under soft disconnect. | |
| Payload/CurrentIndicators/IsDuplicateBill | True/False indicating whether customer has requested a duplicate bill. | |
| Payload/CurrentIndicators/IsMasterBill | True/False indicating whether account is a master bill. | |
| Payload/CurrentIndicators/IsMeterInside | True/False indicating whether account has an inside meter. | |
| Payload/CurrentIndicators/IsOnBankDraft | True/False indicating whether customer is enrolled in Auto Pay. | |
| Payload/CurrentIndicators/IsOnBudget | True/False indicating whether account is on budget. | |
| Payload/CurrentIndicators/IsOnEbill | True/False indicating whether account has electronic billing. | |
| Payload/CurrentIndicators/IsOnPayArrangement | True/False indicating whether customer is currently on a payment arrangement. | |
| Payload/CurrentIndicators/IsSubordinateAccount | True/False ndicating whether account is subordinate to a master account. | |
| Payload/CurrentIndicators/LateFeeCount | Number of late fees for the account. | |
| Payload/CurrentSystemDate | Current Date | |
| Payload/EligibilityIndicators/CanEnrollBankDraft | True/False indicating whether customer is eligible for auto pay. | |
| Payload/EligibilityIndicators/CanEnrollInBudget | True/False indicating whether customer is eligible for budget payments. | |
| Payload/EligibilityIndicators/CanEnrollInElectronicBilling | True/False indicating whether customer is eligible for electronic billing. | |
| Payload/EligibilityIndicators/CanMakeDownPaymentForArrangement | True/False indicating whether customer can make a down payment for a payment arrangement. | |
| Payload/EligibilityIndicators/CanMakeMemoPayment | True/False indicating whether customer can make a memo payment. | |
| Payload/EligibilityIndicators/CanMakePaymentArrangement | True/False indicating whether account is eligible for a payment arrangement. | |
| Payload/EligibilityIndicators/CanManageAccountOnline | True/False indicating whether account is eligible to be managed online. | |
| Payload/EligibilityIndicators/CanPayByCreditCard | True/False indicating whether customer can make credit card payments. | |
| Payload/EligibilityIndicators/CanPayByElectronicCheck | True/False indicating whether customer is eligible for check by phone. | |
| Payload/EligibilityIndicators/CanRequestMoveOut | True/False indicating whether customer is eligible for move out. | |
| Payload/EligibilityIndicators/CanScheduleExtendedPastDuePayments | True/False indicating whether customer is eligible to extend their past due payment. | |
| Payload/EmailAddress | Customer’s email address. | |
| Payload/EndDayTime |  | |
| Payload/IsRoundingUp | Flag (Y/N) indicating if account is part of round-up. | |
| Payload/OriginalDepositAmount | Original deposit amount for the account. | |
| Payload/PaymentArrangementDownPayment | Down payment amount required for payment arrangement. | |
| Payload/PaymentArrangements/AmountDue | Amount due for payment arrangement. | |
| Payload/PaymentArrangements/CreationDate | Payment arrangement creation date. | |
| Payload/PaymentArrangements/InstallmentBallance | Payment arrangement installment balance. | |
| Payload/PaymentArrangements/InstallmentDueDate | Due date for payment arrangement installment. | |
| Payload/PaymentArrangements/PaymentArrangementType | Type of payment arrangement for the account. (LongTerm or ShortTerm). | |
| Payload/Payments/BankAccountNumber | Customer’s bank account number. | |
| Payload/Payments/BankAccountType | Type of account (Checking/Savings). | |
| Payload/Payments/BankName | Name of Bank. | |
| Payload/Payments/BankRoutingNumber | Bank Routing Number. | |
| Payload/Payments/LastPaymentDate | Date of last payment. | |
| Payload/Payments/LastPaymentAmount | Amount of last payment. | |
| Payload/Payments/LatestAllowedDateForPastDuePayment | Latest date to make a past due payment. | |
| Payload/Payments/LatestAllowedDateForElectronicCheck | Latest date to make a check by phone payment. | |
| Payload/Payments/MaxPaymentAmount | Maximum amount customer can pay. | |
| Payload/Payments/PendingBankDraftAmount | Amount of pending bank draft. | |
| Payload/Payments/PendingBankDraftHoldUntilDate | Date to hold pending draft until. | |
| Payload/Payments/PendingElectronicCheckAmount | Amount of any pending phone check payment. | |
| Payload/Payments/PendingElectronicCheckStatus | Status of pending phone check payment. | |
| Payload/Payments/PendingMemoPaymentAmount | Amount of any pending memo payment. | |
| Payload/PreviousBill/AmountDue | Previous bill payment due amount. | |
| Payload/PreviousBill/AmountPastDue | Previous bill past due amount. | |
| Payload/PreviousBill/DueDate | Previous bill payment due date. | |
| Payload/PreviousBill/PastDueDate | Previous bill past due date. | |
| Payload/PreviousBill/PrintDate | Previous bill print date. | |
| Payload/PreviousBill/TotalAccountBalance | Previous bill total account balance. | |
| Payload/PreviousBill/TotalAmountDue | Previous bill total current amount due. | |
| Payload/RoundUpAmount | Roundup amount. | |
| Payload/ServiceAddress/City | City of the account. | |
| Payload/ServiceAddress/PremiseCode |  | |
| Payload/ServiceAddress/State | State of the account. | |
| Payload/ServiceAddress/StreetAddress | House address of the premise. | |
| Payload/ServiceAddress/StreetAddress2 | Secondary house address, if applicable. | |
| Payload/ServiceAddress/ZipCode | Zip code of the account. | |
| Payload/ServiceOrders/CompletedNonPaymentShutOffOrderCount | Number of completed non-payment service orders for the account. | |
| Payload/ServiceOrders/DisconnectOrderDispatchStatus | Status of dispatched disconnect order. | |
| Payload/ServiceOrders/HasOpenNonPaymentShutOffOrder | True/False indicating if account has an open non-payment service order. | |
| Payload/ServiceOrders/HasPendingNonPaymentShutOffOrder | True/False indicating if account has a pending non-payment service order. | |
| Payload/ServiceOrders/NonPaymentShutOffOrderCompletedDate | Date the non-payment service order was completed. | |
| Payload/ServiceOrders/Pending502NeedDate | True/False indicating account needs a pending 502 | |
| Payload/ServiceOrders/PendingMoveOutNeedDate | Pending move out date requested. | |
| Payload/Services/ServiceInfo/ActualServiceType | Account type, i.e. RES, COM | |
| Payload/Services/ServiceInfo/CanEnrollInBudget | True/False indicating if account is eligible for budget billing. | |
| Payload/Services/ServiceInfo/CanReadMeter | True/False indicating if meter is eligible for customer read. | |
| Payload/Services/ServiceInfo/ConsFromRead | From meter number. | |
| Payload/Services/ServiceInfo/ConsFromReadDate | Date of customer from meter number. | |
| Payload/Services/ServiceInfo/ConsToRead | To meter number. | |
| Payload/Services/ServiceInfo/ConsToReadDate | Date of customer to meter number. | |
| Payload/Services/ServiceInfo/Consumption | Total consumption for meter read date. | |
| Payload/Services/ServiceInfo/HasPendingVoluntaryFixedPrice | Flag (Y/N) indicating if VFP is pending on account. | |
| Payload/Services/ServiceInfo/Id | Id number for the meter. | |
| Payload/Services/ServiceInfo/IsEnrolledInBudget | Flag (Y/N) indicating if account is enrolled in budget billing. | |
| Payload/Services/ServiceInfo/IsVoluntaryFixedPriceEligible | Flag (Y/N) indicating if account is eligible for VFP. | |
| Payload/Services/ServiceInfo/MeterDials | Number of meter dials. | |
| Payload/Services/ServiceInfo/MeterLocationCode | Code indicating where meter is located. | |
| Payload/Services/ServiceInfo/MeterNumber | Customer’s meter number. | |
| Payload/Services/ServiceInfo/NextReadDate | Date of next scheduled meter read. | |
| Payload/Services/ServiceInfo/RateCode | Rate code. | |
| Payload/Services/ServiceInfo/ServiceClass | Class of service. | |
| Payload/Services/ServiceInfo/ServiceType | Type of service, i.e. Gas | |
| Payload/Services/ServiceInfo/UnitOfMeasure |  | |
| Payload/StandardRemarkCode |  | |
| Payload/StartDaytime |  | |
| StatusCode | 0 = Success; All else fails | |
| StatusMessage |  | |
| TransactionId |  | |
|  |  | |
| Condition | Action | |
| IF StatusCode=0 | Go To: [33060\_ppNextBill](#bm33060ppNextBill) | |
| Developer Notes | | |
| http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/getAccountSummary | | |

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| [33060\_ppNextBill](#bm_33_0_SD_AveragePayment) | | Play Prompt  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33055\_dbgetAccountSummary](#bm33055dbgetAccountSummary) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *33100* | |  |
| Your next bill will be on Average Payment Plan. | | 33060\_ppNextBillI2 |
| *ELSE* | |  |
| Your next bill will be on Average Payment Plan. | | 33060\_ppNextBillI1 |
| Condition | Action | |
|  | Go To: [33070\_deCheckWrapUp](#bm33070deCheckWrapUp) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
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| [33070\_deCheckWrapUp](#bm_33_0_SD_AveragePayment) | | Branch  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33020\_ppAveragePayment](#bm33020ppAveragePayment),  [33040\_iaMonthlyAmt](#bm33040iaMonthlyAmt),  [33060\_ppNextBill](#bm33060ppNextBill) | | |
| Condition | Action | |
| IF wrapUp = TRUE | Go To: [33080\_iaAvePayWrapUp](#bm33080iaAvePayWrapUp) | |
| ELSE | Go To: [33140\_iaAvePayNoWrapUp](#bm33140iaAvePayNoWrapUp) | |
| Developer Notes | | |
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| [33080\_iaAvePayWrapUp](#bm_33_0_SD_AveragePayment) | | | | | | | | | Interaction  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) | |
| Previous State | | | | | | | | | | |
| [33070\_deCheckWrapUp](#bm33070deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the main menu, press eight. To end this call, simply hang up. | | | | | | | | 33080\_iaAvePayWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  For the main menu, 8.  Or, to end this call simply hang up. | | | | | | | | 33080\_iaAvePayWrapUpI2 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the main menu, press eight. To end this call, simply hang up. | | | | | | | | 33080\_iaAvePayWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | To return to the previous menu, press 7.  For the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 33080\_iaAvePayWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| previous\_menu |  | | 7 | Return from: [33000\_sdAveragePayment](#bm33000sdAveragePayment) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
|  | | | | | |  | | | | |
| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2.  Updated verbiage for 33080\_iaAvePayWrapUpI1 and 33080\_iaAvePayWrapUpN1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| 33100\_ppAlreadyEnrolled | | Play Prompt  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) |
| Previous State | | |
| [33010\_deCheckAvePay](#bm33010deCheckAvePay) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| You are already enrolled in the average payment plan. | | 33100\_ppAlreadyEnrolledI1 |
| Condition | Action | |
|  | Return from: [33000\_sdAveragePayment](#bm33000sdAveragePayment) | |
| Special Settings | | |
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| Developer Notes | | |
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| [33140\_iaAvePayNoWrapUp](#bm_33_0_SD_AveragePayment) | | | | | | | | | Interaction  [33.0\_SD\_AveragePayment](#bm_33_0_SD_AveragePayment) | |
| Previous State | | | | | | | | | | |
| [33070\_deCheckWrapUp](#bm33070deCheckWrapUp) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
|  | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 33140\_iaAvePayNoWrapUpI1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 33140\_iaAvePayNoWrapUpI2 | |
| No Match 1/No Input 1 | *IF officeOpen = TRUE* | | | | | | | |  | |
|  | For the main menu, press 8.  To end this call simply hang up.  Or to speak with a representative, press 0. | | | | | | | | 33140\_iaAvePayNoWrapUpN1 | |
|  | *ELSE* | | | | | | | |  | |
|  | For the main menu, press 8.  Or, to end this call simply hang up. | | | | | | | | 33140\_iaAvePayNoWrapUpN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| main\_menu |  | | 8 | Return from: [33000\_sdAveragePayment](#bm33000sdAveragePayment) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
|  | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Use No Match 1 / No Input 1 for No Match 2 / No Input 2. | | | | | | | | | | |

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| ~~[34020\_dbContextStore](#bm_34_0_SD_ContextStore)~~ | | ~~Data Source~~  [~~34.0\_ContextStore~~](#bm_34_0_SD_ContextStore) |
| ~~Previous State~~ | | |
| [~~34040\_sdContextStore~~](#bm34040sdContextStore) | | |
| ~~Input~~ | ~~Description~~ | |
| ~~contextId~~ | ~~ContextId~~ | |
| ~~key1\_name:value1\_data~~ | ~~"aniMatch":<aniMatch>~~ | |
| ~~key2\_name:value2\_data~~ | ~~"isValidated":<ssnValidated>~~ | |
| ~~key3\_name:value3\_data~~ | ~~"language":<language>~~ | |
| ~~key4\_name:value4\_data~~ | ~~"acctNumber":<Payload/AccountNumber>~~ | |
| ~~key5\_name:value5\_data~~ | ~~"lastName":<Payload/Account/LastName>~~ | |
| ~~key6\_name:value6\_data~~ | ~~"firstName":<Payload/Account/FirstName>~~ | |
| ~~key7\_name:value7\_data~~ | ~~"lastState":<last state visited i.e., 8070\_iaAccountWrapUp>~~ | |
| ~~key8\_name:value8\_data~~ | ~~"mainMenu":<MMOption>~~ | |
| ~~key9\_name:value9\_data~~ | ~~"otherMenu":<OtherOption>~~ | |
| ~~key10\_name:value10\_data~~ | ~~"billlingOptionsMenu":<BillingOptionsMenu>~~ | |
| ~~key11\_name:value11\_data~~ | ~~"paymentMenu":<PaymentType>~~ | |
| ~~key12\_name:value12\_data~~ | ~~"acctInfoMenu":<AcctInfoMenu>~~ | |
| ~~key13\_name:value13\_data~~ | ~~"hiddenMenu":<HiddenMenuOption>~~ | |
| ~~key14\_name:value14\_data~~ | ~~"serviceOptions":<ServiceOptionsMenu>~~ | |
| ~~key15\_name:value15\_data~~ | ~~"customerJourney":<list of report nodes collected during call, delimited by ,)~~ | |
| ~~lease~~ | ~~"2592000000"~~ | |
| ~~persistToEDM~~ | ~~"True"~~ | |
| ~~Output~~ | ~~Description~~ | |
|  |  | |
| ~~Condition~~ | ~~Action~~ | |
|  | ~~Return from:~~ [~~34040\_sdContextStore~~](#bm34040sdContextStore) | |
| ~~Developer Notes~~ | | |
| ~~postContext with Id~~ | | |

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| ~~[34040\_sdContextStore](#bm_34_0_SD_ContextStore)~~ | | | | | ~~Sub-Dialog Flow~~  [~~34.0\_ContextStore~~](#bm_34_0_SD_ContextStore) |
| ~~Previous State~~ | | | ~~Returning To~~ | | |
| [~~1100\_iaNoCSR~~](#bm1100iaNoCSR) | | | [~~90060\_dbGetTransferVDN~~](#bm90060dbGetTransferVDN) | | |
| [~~90040\_ppPleaseHold~~](#bm90040ppPleaseHold) | | | [~~90060\_dbGetTransferVDN~~](#bm90060dbGetTransferVDN) | | |
| [~~90100\_dbGetTransferVDN~~](#bm90100dbGetTransferVDN) | | | [~~34040\_sdContextStore~~](#bm34040sdContextStore) | | |
| [~~1010\_dbGetCAVs~~](#bm1010dbGetCAVs) | | | [~~End Call~~](#bmEndCall) | | |
|  | | |  | | |
| ~~Input Parameters~~ | ~~Description~~ | | | ~~Input~~ | |
|  |  | | |  | |
| ~~Output Parameters~~ | ~~Description~~ | | | ~~Output~~ | |
|  |  | | |  | |
| ~~Action~~ | | ~~Go To~~ | | | |
|  | | ~~Go To:~~ [~~34020\_dbContextStore~~](#bm34020dbContextStore) | | | |
| ~~Developer Notes~~ | | | | | |
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| [35000\_sdOfficeHours](#CallFlowDiagram_1) | | | | | Sub-Dialog Flow  [35.0\_SD\_OfficeHours](#bm_35_0_SD_OfficeHours) |
| Previous State | | | Returning To | | |
| [~~1120\_dbContextStore~~](#bm1120dbContextStore) | | | [~~1040\_ppGreeting~~](#bm1040ppGreeting) | | |
| [Global Command: agent](#bmGlobalCommandagent) | | | [Calling Dialog Module](#bmCallingDialogModule) | | |
| [~~1010\_dbGetCAVs~~](#_1010_dbGetCAVs) | | | [~~90010\_deOfficeOpen~~](#bm90010deOfficeOpen) | | |
| [14020\_iaBillStatementMenu](#bm14020iaBillStatementMenu) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [3120\_iaConfirmAcctNum](#bm3120iaConfirmAcctNum) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [1700\_iaNoCSR](#bm1700_iaNoCSR) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [5020\_iaMainMenu](#bm5020iaMainMenu) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [~~1040\_ppGreeting~~](#bm1040ppGreeting) | | | [~~90010\_deOfficeOpen~~](#bm90010deOfficeOpen) | | |
| [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [20160\_ppNotEligible](#bm20160ppNotEligible) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [23020\_iaEnergyEfficiencyMenu](#bm23020iaEnergyEfficiencyMenu) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [8647\_deErrCntMaxPayment](#bm8647deErrCntMaxPayment) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [9040\_iaCreditCardMsg](#bm9040iaCreditCardMsg) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [28030\_dbValidateAccount](#bm28030dbValidateAccount) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [26120\_deCheckConfirmCnt](#bm26120deCheckConfirmCnt) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [18220\_iaGasAppliance](#bm18220iaGasAppliance) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [13200\_deCheckBankDrafttEnroll](#bm13200deCheckBankDrafttEnroll) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [33010\_deCheckAvePay](#bm33010deCheckAvePay) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [~~3160\_iaNewService~~](#bm3160iaNewService) | | | [~~90010\_deOfficeOpen~~](#bm90010deOfficeOpen) | | |
| [8010\_deCheckStatus](#bm8010deCheckStatus) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [18200\_sdStopService](#bm18200sdStopService) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [19110\_iaApptCancelled](#bm19110iaApptCancelled) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [~~2120\_deCheckMaintenance~~](#bm2120deCheckMaintenance) | | | [~~90010\_deOfficeOpen~~](#bm90010deOfficeOpen) | | |
| [5100\_iaOther](#bm5100iaOther) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [3420\_deErrorCheck](#bm3420deErrorCheck) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [3580\_deCheckHouseNum](#bm3580deCheckHouseNum) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [7080\_iaPaperlessSMSMenu](#bm_7080_iaPaperlessSMSMenu) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [15020\_iaCreditReftMenu](#bm15020iaCreditReftMenu) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [8240\_deChkErrCnt](#bm8240_deChkErrCnt) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [17020\_deCheckPaperlessBilling](#bm17020deCheckPaperlessBilling) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [8657\_deErrCntOverPayment](#bm8657deErrCntOverPayment) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [17040\_iaDiscontinue](#bm17040iaDiscontinue) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [17080\_deCheckEmailAddr](#bm17080deCheckEmailAddr) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [17120\_iaConfirmEmail](#bm17120iaConfirmEmail) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [18240\_deCheckAcct](#bm18240deCheckAcct) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [19060\_iaChangeCancelAppt](#bm19060iaChangeCancelAppt) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [20010\_deCheckEligibility](#bm20010deCheckEligibility) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [20080\_deCheckReading](#bm20080deCheckReading) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [20140\_dbEnterMeterRead](#bm20140dbEnterMeterRead) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [20180\_deCheckLowHighRead](#bm20180deCheckLowHighRead) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [22120\_iaCostOfGasWrapUp](#bm22120iaCostOfGasWrapUp) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [23020\_iaEnergyEfficiencyMenu](#bm23020iaEnergyEfficiencyMenu) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [24280\_iaVFPTerms](#bm24280iaVFPTerms) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [26080\_deCheckMaxErr](#bm26080deCheckMaxErr) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [26140\_dbSubmitEAP](#bm26140dbSubmitEAP) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [26240\_dbgetAccountSummary](#bm26240dbgetAccountSummary) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| [90100\_ppTechnicalDifficulties](#bm90100_ppTechnicalDifficulties) | | | [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
|  | | |  | | |
|  | | |  | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | ~~Go To:~~ [~~35020\_deCheckHoliday~~](#bm35020deCheckHoliday)  Go to [35005\_dbGetTransferVDN](#bm35005_dbGetTransferVDN) | | | |
| Developer Notes | | | | | |
| No longer come to 35000 at the start of the call to load TOD.  Go to look up the VDN table to find out what values to load in the TOD/DOW/Holiday array from the 35005 Dm  **Phase 2D** adjusted 3/10/23(mohitedit) Verified all appropriate access points are included in this section.  Phase 3\_1. Adding a check for post zero menu | | | | | |

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| 35005\_dbGetTransferVDN | | Data Source  [35.0\_SD\_OfficeHours](#bm_35_0_SD_OfficeHours) |
| Previous State | | |
| [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | |
| Input | Description | |
| LOCATION | location (i.e., OK, TX, KS) | |
| LANGUAGE | language (i.e., en, es) | |
| TRANSFER\_TYPE | transferType | |
| Output | Description | |
| transferVDN | TRANSFER\_VDN | |
| TransferLocation | Transfer\_Dest on where to go for that call type and VDN | |
|  |  | |
| Condition | Action | |
| If transferType= emergency | To to [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| If TransferLocaiton = ‘ ‘ or OGS | Go to [35020\_deCheckHoliday](#bm35020deCheckHoliday) | |
| If TransferLocaiton = Vend1Dec | Move CAV.Vend1 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend2Dec | Move CAV.Vend2 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend3Dec | Move CAV.Vend3 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend4Dec | Move CAV.Vend4 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend5Dec | Move CAV.Vend5 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend6Dec | Move CAV.Vend6 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend7Dec | Move CAV.Vend7 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = VendXDec (example format) | Move CAV.VendX data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| else | Set transfer type to “NOT\_VALIDATED”  set transfer location OGS  goto [35020\_deCheckHoliday](#bm35020deCheckHoliday) | |
| Developer Notes | | |
| Lookup of the new VDN table. Evaluate the new “transfer location’ field.  If emergency call types which is specific to OGS, go to the 90040 please hold on…there is no TOD, DOW or Holiday for emergency, its 7/24/365.  If the value of the vendor is the same of the vendor in the CAV table, load that vendor information from that vendor CAV table to the appropriate DOW, TOD and Holiday array  Build enough vendor possibilities up to X + 1 to fill the evaluation array. Ex..if there are currently slots for 7 vendors in CAV build the evaluation with space available for more than 7 (prepare for future)  **Phase 2D** adjusted 3/07/23 (mjedit)  added else condition as per for default. Transfer. added additional rows for vendors 5-7 per business requirements. 05/02/223 (mjedit)  Added transfer type “NOT\_VALIDATED” to else condition. 9/13/2023 (mjedit) | | |
| Example of new VDN table format and values  Add new field to VDN table to state where this call type/VDN will go esp if case there are different hours for different VDN  Example is KS reconnects……ENG to one location …alorica and Spanish to another  Leave room in vendor array to have more   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | LOCATION | LANGUAGE | | TRANSFER\_TYPE | | TRANSFER\_VDN | | Transfer\_Dest | | VDN\_Additional (mjedit) | | KS | EN | | ACCT\_INFO | | 7851011132 | | OGS | |  | | KS | EN | | APP\_REJECT | | 7851011101 | | ADMS | |  | | KS | EN | | BILL\_OPTIONS | | 7851011133 | | OGS | |  | | KS | EN | | BILL\_STATEMENT | | 7851011117 | | Vend3Dec | |  | | KS | EN | | BNK\_DFT | | 7851011116 | | OGS | |  | | KS | EN | | BUDGET | | 7851011136 | | OGS | |  | | KS | EN | | CC\_PAYMENT | | 7851011111 | | OGS | |  | | KS | EN | | CHG\_CANCEL\_APPT | | 7851011126 | | OGS | |  | | KS | EN | | CREDIT\_REF | | 7851011118 | | OGS | |  | | KS | EN | | EAP | | 7851011129 | | OGS | |  | | KS | EN | | EMERGENCY | | 7851011100 | | OGS | |  | | KS | EN | | ENON\_MEMO | | 7851011115 | | OGS | |  | | KS | EN | | HDN\_DISP | | 7851011106 | | OGS | |  | | KS | EN | | INFO\_CNTR | | 7851011108 | | OGS | |  | | KS | EN | | IVR\_DEFAULT | | 7851011103 | | OGS | |  | | KS | EN | | LETTER | | 7851011105 | | OGS | |  | | KS | EN | | MEMO | | 7851011114 | | OGS | |  | | KS | EN | | MTRREAD | | 7851011127 | | OGS | |  | | KS | EN | | NEW\_SERVICE | | 7851011102 | | OGS | |  | | KS | EN | | NOT\_VALIDATED | | 7851011101 | | OGS | |  | | KS | EN | | OTHER | | 7851011101 | | OGS | |  | | KS | EN | | PAPERLESS | | 7851011119 | | OGS | |  | | KS | EN | | PAY\_ARR\_INEL | | 7851011146 | | Vend1Dec | |  | | KS | EN | | PAY\_ARR\_OPT | | 7851011124 | | Vend1Dec | |  | | KS | EN | | PAY\_BY\_CCDC | | 7851011113 | | Vend1Dec | |  | | KS | EN | | PAY\_CHK | | 7851011110 | | OGS | |  | | KS | EN | | PAY\_LOCS | | 7851011112 | | OGS | |  | | KS | EN | | PAYMENTS | | 7851011131 | | OGS | |  | | KS | EN | | PUBL\_AUTH | | 7851011107 | | OGS | |  | | KS | EN | | Reconnect | | 7851011280 | | KSReconnect | |  | | KS | EN | | SERV\_ORDER | | 7851011121 | | OGS | |  | | KS | EN | | SERVICE\_APPT | | 7851011121 | | OGS | |  | | KS | EN | | START\_COM | | 7851011284 | | OGS | |  | | KS | EN | | START\_Res | | 7851011282 | | OGS | |  | | KS | EN | | START\_SERV | | 7851011122 | | OGS | |  | | KS | EN | | STOP\_SERV | | 7851011123 | | OGS | |  | | KS | EN | | STW | | 7851011120 | | OGS | |  | | KS | EN | | TRANS\_SERV | | 7851011121 | | OGS | |  | | KS | EN | | VFP | | 7851011130 | | OGS | |  | | KS | ES | | ACCT\_INFO | | 7851011169 | | OGS | |  | | KS | ES | | APP\_REJECT | | 7851011138 | | OGS | |  | | KS | ES | | BILL\_OPTIONS | | 7851011170 | | OGS | |  | | KS | ES | | BILL\_STATEMENT | | 7851011154 | | OGS | |  | | KS | ES | | BNK\_DFT | | 7851011153 | | OGS | |  | | KS | ES | | BUDGET | | 7851011173 | | OGS | |  | | KS | ES | | CC\_PAYMENT | | 7851011141 | | OGS | |  | | KS | ES | | CHG\_CANCEL\_APPT | | 7851011163 | | OGS | |  | | KS | ES | | CREDIT\_REF | | 7851011155 | | OGS | |  | | KS | ES | | EAP | | 7851011166 | | OGS | |  | | KS | ES | | EMERGENCY | | 7851011137 | | OGS | |  | | KS | ES | | ENON\_MEMO | | 7851011152 | | OGS | |  | | KS | ES | | HDN\_DISP | | 7851011143 | | OGS | |  | | KS | ES | | INFO\_CNTR | | 7851011145 | | OGS | |  | | KS | ES | | IVR\_DEFAULT | | 7851011140 | | OGS | |  | | KS | ES | | LETTER | | 7851011142 | | OGS | |  | | KS | ES | | MEMO | | 7851011151 | | OGS | |  | | KS | ES | | MTRREAD | | 7851011164 | | OGS | |  | | KS | ES | | NEW\_SERVICE | | 7851011139 | | OGS | |  | | KS | ES | | NOT\_VALIDATED | | 7851011138 | | OGS | |  | | KS | ES | | OTHER | | 7851011171 | | OGS | |  | | KS | ES | | PAPERLESS | | 7851011156 | | OGS | |  | | KS | ES | | PAY\_ARR\_INEL | | 7851011148 | | Vend1Dec | |  | | KS | ES | | PAY\_ARR\_OPT | | 7851011125 | | Vend1Dec | |  | | KS | ES | | PAY\_BY\_CCDC | | 7851011150 | | Vend1Dec | |  | | KS | ES | | PAY\_CHK | | 7851011147 | | OGS | |  | | KS | ES | | PAY\_LOCS | | 7851011149 | | OGS | |  | | KS | ES | | PAYMENTS | | 7851011168 | | OGS | |  | | KS | ES | | PUBL\_AUTH | | 7851011144 | | OGS | |  | | KS | ES | | Reconnect | | 7851011281 | | OGS | |  | | KS | ES | | SERV\_ORDER | | 7851011158 | | OGS | |  | | KS | ES | | SERVICE\_APPT | | 7851011158 | | OGS | |  | | KS | ES | | START\_COM | | 7851011285 | | OGS | |  | | KS | ES | | START\_Res | | 7851011283 | | OGS | |  | | KS | ES | | START\_SERV | | 7851011159 | | OGS | |  | | KS | ES | | STOP\_SERV | | 7851011160 | | OGS | |  | | KS | ES | | STW | | 7851011157 | | OGS | |  | | KS | ES | | TRANS\_SERV | | 7851011158 | | OGS | |  | | KS | ES | | VFP | | 7851011167 | | OGS | |  | | KS | | EN | | AMHS\_START | | 7851011282 | | AMHS |  | | KS | | EN | | AMHS\_PAID | | 7851011280 | | AMHS |  | | OK | | EN | | AMHS\_PAID | | 4051011280 | | AMHS |  | | OK | | EN | | AMHS\_START | | 4051011290 | | AMHS |  | | TX | | EN | | AMHS\_START | | 9151011290 | | AMHS |  | | TX | | EN | | AMHS\_PAID | | 9151011280 | | AMHS |  | | KS | | ES | | AMHS\_START | | 7851011283 | | AMHS |  | | KS | | ES | | AMHS\_PAID | | 7851011281 | | AMHS |  | | TX | | ES | | AMHS\_PAID | | 9151011281 | | AMHS |  | | TX | | ES | | AMHS\_START | | 9151011291 | | AMHS |  | | OK | | ES | | AMHS\_PAID | | 4051011281 | | AMHS |  | | OK | | ES | | AMHS\_START | | 4051011291 | | AMHS |  | | | |

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| 35020\_deCheckHoliday | | Branch  [35.0\_SD\_OfficeHours](#bm_35_0_SD_OfficeHours) |
| Previous State | | |
| [35000\_sdOfficeHours](#bm35000sdOfficeHours), [35005\_dbGetTransferVDN](#bm35005_dbGetTransferVDN), [36005\_dbGetTransferVDN](#bm36005_dbGetTransferVDN) | | |
| Condition | Action | |
| ~~IF todayDate = CAV.holiday~~  IF todayDate = CAV.holiday(CAV.location) and  ((sysTime > CAV.holiday\_Hours Start (location) and sysTime < CAV.holiday\_Hours\_End (location))) | Set officeOpen = FALSE  Set Holiday\_Sw = TRUE  Return from: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| If CAV.location = "OK" | Set ldcProvider = "oklahoma"  Go To: [35040\_deCheckHoursOK](#bm35040deCheckHoursOK) | |
| If CAV.location = "TX" | Set ldcProvider = "texas"  Go To: [35060\_deCheckHoursTX](#bm35060deCheckHoursTX) | |
| If CAV.location = "KS" | Set ldcProvider = "kansas"  Go To: [35080\_deCheckHoursKS](#bm35080deCheckHoursKS) | |
| Developer Notes | | |
| **Phase 2D** 35020\_deCheckHoliday  Check today's with the holidays in each of 3 states CAV files, OK, TX and KS. If today’ date is a holiday and TOD is between the CAV Files state holiday TOD hours, then set office closed. Then set provider to each state.  Example…if today's date is 01/01/2023, and its an OK call, check CAV Holiday list. The CAV holiday(state) format has a comma delineated list of holiday dates/ holiday start hours-Holiday stop hours per each holiday ddmmyy:starthours/endhours, So for this date it would appear in the CAV as 01012023:0800/1200,showing Jan 1 2023 with start time of 8:00am to 1200 to be open, and closed outside of that. 20230530 (mjedit)  Adjusted conditions to account for holiday hours to be used as hours of operation instead of closure hours. 20230530 (mjedit)  Adjusted conditions to account for holiday hours to be used as hours of closure instead of operation hours. 20230622 (mjedit) | | |

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| 35040\_deCheckHoursOK | | Branch  [35.0\_SD\_OfficeHours](#bm_35_0_SD_OfficeHours) |
| Previous State | | |
| [35020\_deCheckHoliday](#bm35020deCheckHoliday) | | |
| Condition | Action | |
| ~~IF (weekDay And (sysTime > CAV.monfriStartHoursOK and sysTime < CAV.monfriStopHoursOK)) OR~~  ~~(weekEnd And (sysTime > CAV.satStartHoursOK and sysTime < CAV.satStopHoursOK))~~  IF ((sysTime > CAV.StartHoursOK(DOW) and sysTime < CAV.StopHoursOK(DOW)) | Set officeOpen = TRUE  Return from: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Set officeOpen = FALSE  Return from: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| **Phase 2D** 35040\_deCheckHoursOK  Take the Values from the CAV OK Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” | | |

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| 35060\_deCheckHoursTX | | Branch  [35.0\_SD\_OfficeHours](#bm_35_0_SD_OfficeHours) |
| Previous State | | |
| [35020\_deCheckHoliday](#bm35020deCheckHoliday) | | |
| Condition | Action | |
| ~~IF (weekDay And (sysTime > CAV.monfriStartHoursTX and sysTime < CAV.monfriStopHoursTX)) OR~~  ~~(weekEnd And (sysTime > CAV.satStartHoursTX and sysTime < CAV.satStopHoursTX))~~  IF ( (sysTime > CAV.StartHoursTX(DOW) and sysTime < CAV.StopHoursTX(DOW)) | Set officeOpen = TRUE  Return from: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Set officeOpen = FALSE  Return from: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| **Phase 2D** 35060\_deCheckHoursTX  Take the Values from the CAV TX Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” | | |

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| 35080\_deCheckHoursKS | | Branch  [35.0\_SD\_OfficeHours](#bm_35_0_SD_OfficeHours) |
| Previous State | | |
| [35020\_deCheckHoliday](#bm35020deCheckHoliday) | | |
| Condition | Action | |
| ~~IF (weekDay And (sysTime > CAV.monfriStartHoursKS and sysTime < CAV.monfriStopHoursKS)) OR~~  ~~(weekEnd And (sysTime > CAV.satStartHoursKS and sysTime < CAV.satStopHoursKS))~~  IF ( (sysTime > CAV.StartHoursKS(DOW) and sysTime < CAV.StopHoursKS(DOW)) | Set officeOpen = TRUE  Return from: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Set officeOpen = FALSE  Return from: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Developer Notes | | |
| **Phase 2D** 35080\_deCheckHoursKS  Take the Values from the CAV KS Table and create array of 7 for each day of week with hours. Compare to system date and time. If open set to open true, if not set to false. Return from “call module” | | |

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| [36000\_sdOfficeHoursVendor](#bm_36_0_SD_OfficeHoursNCO) | | | | | Sub-Dialog Flow  [36.0\_SD\_OfficeHoursNCO](#bm_36_0_SD_OfficeHoursNCO) |
| Previous State | | | Returning To | | |
| [31420\_ppPayArrangeConfirmed](#bm31420ppPayArrangeConfirmed) | | | [31500\_deCheckWrapUp](#bm31500deCheckWrapUp) | | |
| [31390\_iaConfirmArrangement](#bm31390iaConfirmArrangement) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31350\_iaDownPaymentDefault](#bm31350iaDownPaymentDefault) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [~~1050\_iaLanguageSelection~~](#bm1050iaLanguageSelection) | | | [~~90140\_deOfficeOpenNCO~~](#bm90140deOfficeOpenNCO) | | |
| [31520\_iaPayArrangeWrapUp](#bm31520iaPayArrangeWrapUp) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [18020\_iaStartStopMenu](#bm18020iaStartStopMenu) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31020\_deCheckIndicator](#bm31020deCheckIndicator) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31025\_iaArrangmentIneligible](#bm31025iaArrangmentIneligible) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31300\_iaIncreaseDownPayment](#bm31300iaIncreaseDownPayment) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31330\_iaInstallments](#bm31330iaInstallments) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31380\_iaInstallmentDefault](#bm31380iaInstallmentDefault) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31540\_iaPayArrangeNoWrapUp](#bm31540iaPayArrangeNoWrapUp) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31620\_iaNoPayWrapUp](#bm31620iaNoPayWrapUp) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| [31640\_iaNoPayNoWrapUp](#bm31640iaNoPayNoWrapUp) | | | [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
| If TranferVDN is blank | | ~~Go To:~~ [~~36020\_deCheckHoliday~~](#bm36020deCheckHoliday)  Go to [36005\_dbGetTransferVDN](#bm36005_dbGetTransferVDN) | | | |
| else | | Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | | |
| Developer Notes | | | | | |
| Phase 2C - Added new state for 18020\_iaStartStopMenu  **Phase 2D** 36000\_sdOfficeHoursVendor  If there is no VDN already loaded in the transfer table, go to the 36005 to look in the VDN table. If there is a value and the array is already built…was loaded in 35005…go right into the evaluation of TOD/DOW/Holiday.  Example: So if coming from 35000 there will values loaded into the array from 35005, is coming from payment arrangement it will come directly to 36000 and VDN and array will need to be loaded. Example of inbound directly to 36000 are  31420\_ppPayArrangeConfirmed  31390\_iaConfirmArrangement  31350\_iaDownPaymentDefault  1050\_iaLanguageSelection  31520\_iaPayArrangeWrapUp  **Phase 2D** adjusted 3/14/23(mohitedit) Verified all appropriate access points are included in this section Removed strikethrough for previous state 18020 as it is an active path that routes here. 4/11/2023 (mjedit) | | | | | |

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| [36005\_dbGetTransferVDN](#bm90_0_Transfer) | | Data Source  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [36000\_sdOfficeHoursVendor](#bm36000_sdOfficeHoursVendor) | | |
| Input | Description | |
| LOCATION | location (i.e., OK, TX, KS) | |
| LANGUAGE | language (i.e., en, es) | |
| TRANSFER\_TYPE | transferType | |
| Output | Description | |
| transferVDN | TRANSFER\_VDN | |
| TransferLocation | Transfer\_Dest on where to go for that call type and VDN | |
| Spare field | tBD | |
| Condition | Action | |
| If transferType = emergency | To to [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| If TransferLocaiton = ‘ ‘ or OGS | ~~Go To: 35010\_deCheckMaintance~~  Go to [35020\_deCheckHoliday](#bm35020deCheckHoliday) | |
| If TransferLocaiton = Vend1Dec | Move CAV.Vend1 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend2Dec | Move CAV.Vend2 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend3Dec | Move CAV.Vend3 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend4Dec | Move CAV.Vend4 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend5Dec | Move CAV.Vend5 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend6Dec | Move CAV.Vend6 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend7Dec | Move CAV.Vend7 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = Vend8Dec | Move CAV.Vend8 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | |
| If TransferLocaiton = VendXDec (example format) | Move CAV.VendX data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday)  Start off with at least enough spaces for 8 possibilities | |
| else | transfer vdn = default  transfer location OGS  goto [35020\_deCheckHoliday](#bm35020deCheckHoliday) | |
| Developer Notes | | |
| Lookup of the new VDN table. Evaluate the new “transfer location’ field.  If emergency call types which is specific to OGS, go to the 90040 please hold on…there is no TOD, DOW or Holiday for emergency, its 7/24/365.  If the value of the vendor is the same of the vendor in the CAV table, load that vendor information from that vendor CAV table to the appropriate DOW, TOD and Holiday array  Build enough vendor possibilities up to X + 1 to fill the evaluation array. Ex. if there is currently slots for 7 vendors in CAV build the evaluation with space available for more than 7 (prepare for future)  Adjust else to set transfer VDN to “default” 6/21/2023 (mjedit) | | |
| **Phase 2D** adjusted 3/13/23 (mohitedit)  added else condition as per suggestion.  Lookup in transferVDN.properties  **Phase 2D** 36005\_dbGetTransferVDN  VDN table will have a new field to hold the location description. Internal will be OGS, Vendor description will match the vendor description in the CAV table for that vendor.  When the VDN is looked up in 35005 and 36005, not only original data from VDN pulled but owner/vendor pulled.  This is how the transfer will be pulled from the CAVs and the proper array filled for dates, holidays, hours, etc.  This will handle the conditions where different languages or states go to different vendors, or locations.  Example is KS reconnects……ENG to one location …alorica and Spanish to another  Leave room in vendor array to have more  VDN table will have access to change like CAV, interface would be similar to CAV so OGS call centers can change on the fly like we can CAVs   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **LOCATION** | **LANGUAGE** | **TRANSFER\_TYPE** | **TRANSFER\_VDN** | **Transfer\_Dest** | **Extra in case** | | **KS** | **EN** | **ACCT\_INFO** | **7851011132** | **OGS** |  | | **KS** | **EN** | **APP\_REJECT** | **7851011101** | **Vend1Dec** |  | | **KS** | **EN** | **BILL\_OPTIONS** | **7851011133** | **Vend2Dec** |  | | **KS** | **EN** | **BILL\_STATEMENT** | **7851011117** | **Vend3Dec** |  | | **KS** | **EN** | **BNK\_DFT** | **7851011116** | **OGS** |  | | **KS** | **EN** | **BUDGET** | **7851011136** | **OGS** |  | | **KS** | **EN** | **CC\_PAYMENT** | **7851011111** | **OGS** |  | | **KS** | **EN** | **CHG\_CANCEL\_APPT** | **7851011126** | **OGS** |  | | **KS** | **EN** | **CREDIT\_REF** | **7851011118** | **OGS** |  | | **KS** | **EN** | **EAP** | **7851011129** | **OGS** |  | | **KS** | **EN** | **EMERGENCY** | **7851011100** | **OGS** |  | | **KS** | **EN** | **ENON\_MEMO** | **7851011115** | **OGS** |  | | **KS** | **EN** | **HDN\_DISP** | **7851011106** | **OGS** |  | | **KS** | **EN** | **INFO\_CNTR** | **7851011108** | **OGS** |  | | **KS** | **EN** | **IVR\_DEFAULT** | **7851011103** | **OGS** |  | | **KS** | **EN** | **LETTER** | **7851011105** | **OGS** |  | | **KS** | **EN** | **MEMO** | **7851011114** | **OGS** |  | | **KS** | **EN** | **MTRREAD** | **7851011127** | **OGS** |  | | **KS** | **EN** | **NEW\_SERVICE** | **7851011102** | **OGS** |  | | **KS** | **EN** | **NOT\_VALIDATED** | **7851011101** | **OGS** |  | | **KS** | **EN** | **OTHER** | **7851011101** | **OGS** |  | | **KS** | **EN** | **PAPERLESS** | **7851011119** | **OGS** |  | | **KS** | **EN** | **PAY\_ARR\_INEL** | **7851011146** | **Vend1Dec** |  | | **KS** | **EN** | **PAY\_ARR\_OPT** | **7851011124** | **Vend1Dec** |  | | **KS** | **EN** | **PAY\_BY\_CCDC** | **7851011113** | **Vend1Dec** |  | | **KS** | **EN** | **PAY\_CHK** | **7851011110** | **OGS** |  | | **KS** | **EN** | **PAY\_LOCS** | **7851011112** | **OGS** |  | | **KS** | **EN** | **PAYMENTS** | **7851011131** | **OGS** |  | | **KS** | **EN** | **PUBL\_AUTH** | **7851011107** | **OGS** |  | | **KS** | **EN** | **Reconnect** | **7851011280** | **Vend1Dec** |  | | **KS** | **EN** | **SERV\_ORDER** | **7851011121** | **OGS** |  | | **KS** | **EN** | **SERVICE\_APPT** | **7851011121** | **OGS** |  | | **KS** | **EN** | **START\_COM** | **7851011284** | **OGS** |  | | **KS** | **EN** | **START\_Res** | **7851011282** | **OGS** |  | | **KS** | **EN** | **START\_SERV** | **7851011122** | **OGS** |  | | **KS** | **EN** | **STOP\_SERV** | **7851011123** | **OGS** |  | | **KS** | **EN** | **STW** | **7851011120** | **OGS** |  | | **KS** | **EN** | **TRANS\_SERV** | **7851011121** | **OGS** |  | | **KS** | **EN** | **VFP** | **7851011130** | **OGS** |  | | **KS** | **ES** | **ACCT\_INFO** | **7851011169** | **OGS** |  | | **KS** | **ES** | **APP\_REJECT** | **7851011138** | **OGS** |  | | **KS** | **ES** | **BILL\_OPTIONS** | **7851011170** | **OGS** |  | | **KS** | **ES** | **BILL\_STATEMENT** | **7851011154** | **OGS** |  | | **KS** | **ES** | **BNK\_DFT** | **7851011153** | **OGS** |  | | **KS** | **ES** | **BUDGET** | **7851011173** | **OGS** |  | | **KS** | **ES** | **CC\_PAYMENT** | **7851011141** | **OGS** |  | | **KS** | **ES** | **CHG\_CANCEL\_APPT** | **7851011163** | **OGS** |  | | **KS** | **ES** | **CREDIT\_REF** | **7851011155** | **OGS** |  | | **KS** | **ES** | **EAP** | **7851011166** | **OGS** |  | | **KS** | **ES** | **EMERGENCY** | **7851011137** | **OGS** |  | | **KS** | **ES** | **ENON\_MEMO** | **7851011152** | **OGS** |  | | **KS** | **ES** | **HDN\_DISP** | **7851011143** | **OGS** |  | | **KS** | **ES** | **INFO\_CNTR** | **7851011145** | **OGS** |  | | **KS** | **ES** | **IVR\_DEFAULT** | **7851011140** | **OGS** |  | | **KS** | **ES** | **LETTER** | **7851011142** | **OGS** |  | | **KS** | **ES** | **MEMO** | **7851011151** | **OGS** |  | | **KS** | **ES** | **MTRREAD** | **7851011164** | **OGS** |  | | **KS** | **ES** | **NEW\_SERVICE** | **7851011139** | **OGS** |  | | **KS** | **ES** | **NOT\_VALIDATED** | **7851011138** | **OGS** |  | | **KS** | **ES** | **OTHER** | **7851011171** | **OGS** |  | | **KS** | **ES** | **PAPERLESS** | **7851011156** | **OGS** |  | | **KS** | **ES** | **PAY\_ARR\_INEL** | **7851011148** | **Vend1Dec** |  | | **KS** | **ES** | **PAY\_ARR\_OPT** | **7851011125** | **Vend1Dec** |  | | **KS** | **ES** | **PAY\_BY\_CCDC** | **7851011150** | **Vend1Dec** |  | | **KS** | **ES** | **PAY\_CHK** | **7851011147** | **OGS** |  | | **KS** | **ES** | **PAY\_LOCS** | **7851011149** | **OGS** |  | | **KS** | **ES** | **PAYMENTS** | **7851011168** | **OGS** |  | | **KS** | **ES** | **PUBL\_AUTH** | **7851011144** | **OGS** |  | | **KS** | **ES** | **Reconnect** | **7851011281** | **OGS** |  | | **KS** | **ES** | **SERV\_ORDER** | **7851011158** | **OGS** |  | | **KS** | **ES** | **SERVICE\_APPT** | **7851011158** | **OGS** |  | | **KS** | **ES** | **START\_COM** | **7851011285** | **OGS** |  | | **KS** | **ES** | **START\_Res** | **7851011283** | **OGS** |  | | **KS** | **ES** | **START\_SERV** | **7851011159** | **OGS** |  | | **KS** | **ES** | **STOP\_SERV** | **7851011160** | **OGS** |  | | **KS** | **ES** | **STW** | **7851011157** | **OGS** |  | | **KS** | **ES** | **TRANS\_SERV** | **7851011158** | **OGS** |  | | **KS** | **ES** | **VFP** | **7851011167** | **OGS** |  | | | |

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| [36020\_deCheckHoliday](#bm_36_0_SD_OfficeHoursNCO) | | Branch  [36.0\_SD\_OfficeHoursNCO](#bm_36_0_SD_OfficeHoursNCO) |
| Previous State | | |
| [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO), [35005\_dbGetTransferVDN](#bm35005_dbGetTransferVDN), [36005\_dbGetTransferVDN](#bm36005_dbGetTransferVDN) | | |
| Condition | Action | |
| IF todayDate = CAV.holiday(Vendor) and  ((sysTime > CAV.holiday\_Hours Vend(Vendor) AND sysTime < CAV.holiday\_Hours Vend (Vendor))) | ~~Set officeOpenNCO = FALSE~~  ~~Return from:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO)  Set officeOpen(Vendor) = FALSE  Set officeOpen = False  Return from: [36000\_sdOfficeHoursVendor](#bm36000_sdOfficeHoursVendor) | |
| ELSE | ~~Set officeOpenNCO = officeOpen~~  ~~Go To:~~ [~~36060\_deCheckHoursTX~~](#bm36060deCheckHoursTX)  Set officeOpen(Vendor) = officeOpen  Set officeOpen = TRUE  Go To: [36060\_deCheckHoursVENDOR](#bm36060_deCheckHoursVENDOR) | |
| Developer Notes | | |
| Use regular weekday and weekend hours for TX. Set the officeOpenNCO flag to officeOpen.  **Phase 2D** 36020\_deCheckHoliday  Take the table in CAV and for that vendor set from the VDN table....and create array for each holiday and for that holidays start/stop time. Times needed for like a Christmas eve condition where the call center might be open for half a day. Compare to system date. If open set to open true, if not set to false. Return from “call module”  Adjusted conditions to account for holiday hours to be used as hours of operation instead of closure hours. 20230530 (mjedit)  Adjusted conditions to account for holiday hours to be used as hours of closure instead of operation hours. 20230622 (mjedit) | | |

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| ~~[36040\_deCheckHoursOK](#bm_36_0_SD_OfficeHoursNCO)~~ | | ~~Branch~~  [~~36.0\_SD\_OfficeHoursNCO~~](#bm_36_0_SD_OfficeHoursNCO) |
| ~~Previous State~~ | | |
| [~~36020\_deCheckHoliday~~](#bm36020deCheckHoliday) | | |
| ~~Condition~~ | ~~Action~~ | |
| ~~IF (weekDay And (sysTime > CAV.monfriStartHoursOK and sysTime < CAV.monfriStopHoursOK)) OR~~  ~~(weekEnd And (sysTime > CAV.satStartHoursOKNCO and sysTime < CAV.satStopHoursOKNCO))~~ | ~~Set officeOpenNCO = TRUE~~  ~~Return from:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO) | |
| ~~ELSE~~ | ~~Set officeOpenNCO = FALSE~~  ~~Return from:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO) | |
| ~~Developer Notes~~ | | |
| ~~Use regular weekday hours and NCO weekend hours.~~ | | |

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| ~~36060\_deCheckHoursTX~~ | | ~~Branch~~  [~~36.0\_SD\_OfficeHoursNCO~~](#bm_36_0_SD_OfficeHoursNCO) |
| ~~Previous State~~ | | |
| [~~36020\_deCheckHoliday~~](#bm36020deCheckHoliday) | | |
| ~~Condition~~ | ~~Action~~ | |
| ~~IF (weekDay And (sysTime > CAV.monfriStartHoursTX and sysTime < CAV.monfriStopHoursTX)) OR~~  ~~(weekEnd And (sysTime > CAV.satStartHoursTX and sysTime < CAV.satStopHoursTX))~~ | ~~Set officeOpen = TRUE~~  ~~Return from:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO) | |
| ~~ELSE~~ | ~~Set officeOpen = FALSE~~  ~~Return from:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO) | |
| Developer Notes | | |
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| [36060\_deCheckHoursVENDOR](#bm_36_0_SD_OfficeHoursNCO) | | Branch  [36.0\_SD\_OfficeHoursNCO](#bm_36_0_SD_OfficeHoursNCO) |
| Previous State | | |
| [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| Condition | Action | |
| IF ((sysTime > CAV.StartHours(DOW) (Vendor) and sysTime < CAV.StopHours(DOW)(Vendor)) | Set officeOpen = TRUE  Set officeOpen(Vendor) = officeOpen  Go to [36080\_deCheckHoursEmergency](#bm36080deCheckHoursEmergency) | |
| ELSE | Set officeOpen = FALSE  Set officeOpen(Vendor) = officeClosed  Go to [36080\_deCheckHoursEmergency](#bm36080deCheckHoursEmergency) | |
| Developer Notes | | |
| **Phase 2D** 36060\_deCheckHoursVENDOR  Take the table in CAV and for that vendor set from the VDN table....and create array of 7 for each day of week with hours. Compare to system date. If open set to open true, if not set to false. Return from “call module”  Each CAV DOW has the format starthours, stophours | | |

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| ~~[36080\_deCheckHoursKS](#bm_36_0_SD_OfficeHoursNCO)~~ | | ~~Branch~~  [~~36.0\_SD\_OfficeHoursNCO~~](#bm_36_0_SD_OfficeHoursNCO) |
| ~~Previous State~~ | | |
| [~~36020\_deCheckHoliday~~](#bm36020deCheckHoliday) | | |
| ~~Condition~~ | ~~Action~~ | |
| ~~IF (weekDay And (sysTime > CAV.monfriStartHoursKS and sysTime < CAV.monfriStopHoursKS)) OR~~  ~~(weekEnd And (sysTime > CAV.satStartHoursKSNCO and sysTime < CAV.satStopHoursKSNCO))~~ | ~~Set officeOpenNCO = TRUE~~  ~~Return from:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO) | |
| ~~ELSE~~ | ~~Set officeOpenNCO = FALSE~~  ~~Return from:~~ [~~36000\_sdOfficeHoursNCO~~](#bm36000sdOfficeHoursNCO) | |
| ~~Developer Notes~~ | | |
| ~~Use regular weekday hours and NCO weekend hours.~~ | | |

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| [36080\_deCheckHoursEmergency](#bm_36_0_SD_OfficeHoursNCO) | | Branch  [36.0\_SD\_OfficeHoursNCO](#bm_36_0_SD_OfficeHoursNCO) |
| Previous State | | |
| [36060\_deCheckHoursVENDOR](#bm36060_deCheckHoursVENDOR) | | |
| Condition | Action | |
| IF (CAV. Emergency\_SW\_Vend(vendor) = ‘N’ | ~~Set officeOpen(Vendor) = TRUE~~  ~~Set officeOpen = TRUE~~  Return from: [36000\_sdOfficeHoursVendor](#bm36000_sdOfficeHoursVendor) | |
| ELSE | Set officeOpen(Vendor) = FALSE  Set officeOpen = FALSE  Return from: [36000\_sdOfficeHoursVendor](#bm36000_sdOfficeHoursVendor) | |
| Developer Notes | | |
| **Phase 2D** 36080\_deCheckHoursEmergency  After the vendor for this particular transfer array has been built, Look for vendor emergency closed switch from the CAV file in the array. If vendor not in emergency state, set open flags to true, if emergency set to false. Return from “call module” | | |

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| 37000\_sdPaymentDate | | | | | Sub-Dialog Flow  [37.0\_SD\_PaymentDate](#bm37_0_SD_PaymentDate) |
| Previous State | | | Returning To | | |
| [8610\_deCheckPaymentAmt](#bm8610deCheckPaymentAmt) | | | [8620\_iaConfirmation](#bm8620iaConfirmation) | | |
| [8660\_iaOverpayment](#bm8660iaOverpayment) | | | [8620\_iaConfirmation](#bm8620iaConfirmation) | | |
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| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
|  | | Go To: [37020\_deChkPaymentDate](#bm37020_deChkPaymentDate) | | | |
| Developer Notes | | | | | |
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| 37020\_deChkPaymentDate | | Branch  [37.0\_SD\_PaymentDate](#bm37_0_SD_PaymentDate) |
| Previous State | | |
| [37000\_sdPaymentDate](#bm37000sdPaymentDate) | | |
| Condition | Action | |
| IF Payload/Payments/LatestAllowedDateForPastDuePayment > todaysDate | Go To: [37040\_iaTodayDate](#bm37040_iaTodayDate) | |
| ELSE | paymentDate = todaysDate  Return from: [37000\_sdPaymentDate](#bm37000_sdPaymentDate) | |
| Developer Notes | | |
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| 37040\_iaTodayDate | | | | | | | | | Interaction  [37.0\_SD\_PaymentDate](#bm37_0_SD_PaymentDate) | |
| Previous State | | | | | | | | | | |
| [37020\_deChkPaymentDate](#bm37020deChkPaymentDate) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | To submit your payment using today's date, press 1. To submit the payment with another date, press 2. | | | | | | | | 37040\_iaTodayDateI1 | |
| No Match 1/No Input 1 | If you would like to submit your payment using today's date, press 1. To submit the payment with another date, press 2. | | | | | | | | 37040\_iaTodayDateN1 | |
| No Match 2/No Input 2 | To submit your payment using today's date, press 1. To submit the payment with another date, press 2. | | | | | | | | 37040\_iaTodayDateN2 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| today |  | | 1 | Set paymentDate = todaysDate  Return from: [37000\_sdPaymentDate](#bm37000_sdPaymentDate) | | | | | Never | |
| anotherDay |  | | 2 | Go To: [37060\_iaPaymentDate](#bm37060_iaPaymentDate) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| CustomerFirst\_37040\_TodayDate\_DTMF | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
|  |  | | | |  | | | | | |
| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
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| 37060\_iaPaymentDate | | | | | | | | | Interaction  [37.0\_SD\_PaymentDate](#bm37_0_SD_PaymentDate) | |
| Previous State | | | | | | | | | | |
| [37040\_iaTodayDate](#bm37040iaTodayDate),  [37120\_ppInvalidDate](#bm37120ppInvalidDate) | | | | | | | | | | |
| Prompts | | | | | | | | | | |
| Type | Conditions and Wording | | | | | | | | Prompt ID | |
| Initial | Please enter a payment date using two digits for the month, two digits for the day and four digits for the year, between today's date and ...... | | | | | | | | 37060\_iaPaymentDateI1 | |
|  | <Payload/Payments/LatestAllowedDateForPastDuePayment> spoken:date | | | | | | | |  | |
| No Match 1/No Input 1 | Please enter a payment date between today's date and ... | | | | | | | | 37060\_iaPaymentDateN1 | |
|  | <Payload/Payments/LatestAllowedDateForPastDuePayment> | | | | | | | |  | |
|  | ... as a two-digit month, two-digit day and 4-digit year. | | | | | | | | 37060\_iaPaymentDateN2 | |
| No Match 2/No Input 2 | Please enter a payment date between today's date and ... | | | | | | | | 37060\_iaPaymentDateN3 | |
|  | <Payload/Payments/LatestAllowedDateForPastDuePayment> | | | | | | | |  | |
|  | ... as a two-digit month, two-digit day and 4-digit year. | | | | | | | | 37060\_iaPaymentDateN4 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| paymentDate |  | | 8 digits | Go To: [37080\_deValidDate](#bm37080_deValidDate) | | | | | Never | |
| Active Grammar | | | | | | | Condition | Barge-In | | NBest |
| CustomerFirst\_37060\_PaymentDate\_DTMF | | | | | | |  |  | |  |
| Confirmation Prompts | | | | | | | | | | |
| Option | Type | Wording | | | | | | | Prompt ID | |
|  |  |  | | | | | | |  | |
| Max Handler Override | Count | | | | Action | | | | | |
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| Properties | | | | | |  | | | | |
| Parameter | | | | | | Value | | | | |
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| Developer Notes | | | | | | | | | | |
| Updated verbiage for 37060\_iaPaymentDateI1. 5/8/2023 (mjedit) | | | | | | | | | | |

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| [37080\_deValidDate](#bm37080deValidDate) | | Branch  [37.0\_SD\_PaymentDate](#bm37_0_SD_PaymentDate) |
| Previous State | | |
| [37000\_sdPaymentDate](#bm37000_sdPaymentDate) | | |
| Condition | Action | |
| IF  payment date >= today && payment date <= pastdue date | Go To: [8620\_iaConfirmation](#bm8620iaConfirmation) | |
| ELSE | Return from: [37100\_deErrCount](#bm37100deErrCount) | |
| Developer Notes | | |
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| 37100\_deErrCount | | Branch  [37.0\_SD\_PaymentDate](#bm37_0_SD_PaymentDate) |
| Previous State | | |
| [37080\_deValidDate](#bm37080_deValidDate) | | |
| Condition | Action | |
| IF errCnt > maxError | Go To: [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| ELSE | Go To: [37120\_ppInvalidDate](#bm37120_ppInvalidDate) | |
| Developer Notes | | |
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| 37120\_ppInvalidDate | | Play Prompt  [37.0\_SD\_PaymentDate](#bm37_0_SD_PaymentDate) |
| Previous State | | |
| [37100\_deErrCount](#bm37100deErrCount) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| I'm sorry that was an invalid date. | | 37120\_ppInvalidDateI1 |
| Condition | Action | |
|  | Go To: [37060\_iaPaymentDate](#bm37060_iaPaymentDate) | |
| Special Settings | | |
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| Developer Notes | | |
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| 90008\_sdContextStore | | | | | Sub-Dialog Flow  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | | Returning To | | |
| [90040\_ppPleaseHold](#bm90040ppPleaseHold) | | | [~~90060\_dbGetTransferVDN~~](#bm90060dbGetTransferVDN)  [90020\_trTransfer](#bm90020trTransfer) | | |
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| Input Parameters | Description | | | Input | |
|  |  | | |  | |
| Output Parameters | Description | | | Output | |
|  |  | | |  | |
| Action | | Go To | | | |
| IF INTERNAL TRANSFER | | Go To: [90009\_sdContextStore](#bm90009sdContextStore) | | | |
| IF PAY BY PHONE TRANSFER | | GO TO [90020\_trTransfer](#bm90020trTransfer) | | | |
| Developer Notes | | | | | |
| **Phase 2D**  Change in logic flow due to having the VDN already looked up. Previous version would go look up the VDN, since VDN was looked up in 35005 and 36005, can proceed directly to transfer.  Updated name "90008\_sdContextStore"- adjusted 3/13/23 (mjedit)  Updated connection and reorder from ContextStore to Transfer.- adjusted 3/13/23 (mohitedit)  Phase3.1 pay by phone | | | | | |

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| 90009\_sdContextStore | | Data Source  [90.0\_Transfer](#bm90_0_Transfer) |
| *Previous State* | | |
| [90008\_sdContextStore](#bm90008sdContextStore) | | |
| *Input* | *Description* | |
| contextId | ContextId | |
| key1\_name:value1\_data | "aniMatch":<aniMatch> | |
| key2\_name:value2\_data | "isValidated":<ssnValidated> | |
| key3\_name:value3\_data | "language":<language> | |
| key4\_name:value4\_data | "acctNumber":<Payload/AccountNumber> | |
| key5\_name:value5\_data | "lastName":<Payload/Account/LastName> | |
| key6\_name:value6\_data | "firstName":<Payload/Account/FirstName> | |
| key7\_name:value7\_data | "lastState":<last state visited i.e., 8070\_iaAccountWrapUp> | |
| key8\_name:value8\_data | "mainMenu":<MMOption> | |
| key9\_name:value9\_data | "otherMenu":<OtherOption> | |
| key10\_name:value10\_data | "billlingOptionsMenu":<BillingOptionsMenu> | |
| key11\_name:value11\_data | "paymentMenu":<PaymentType> | |
| key12\_name:value12\_data | "acctInfoMenu":<AcctInfoMenu> | |
| key13\_name:value13\_data | "hiddenMenu":<HiddenMenuOption> | |
| key14\_name:value14\_data | "serviceOptions":<ServiceOptionsMenu> | |
| key15\_name:value15\_data | "customerJourney":<list of report nodes collected during call, delimited by ,) | |
| lease | "2592000000" | |
| persistToEDM | "True" | |
| *Output* | *Description* | |
|  |  | |
| *Condition* | *Action* | |
|  | Return from: [90008\_sdContextStore](#bm90008sdContextStore) | |
| *Developer Notes* | | |
| **Phase 2D**  No change in code, just a rename to place the logic in the correct location of the documentation for call flow clarity.  Updated name "90009\_sdContextStore" **-** adjusted 3/13/23 (mjedit)  Updated connection and reorder from ContextStore to Transfer. - adjusted 3/13/23 (mohitedit) | | |

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| [90010\_deOfficeOpen](#bm90_0_Transfer) | | Branch  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [5200\_iaHiddenMenu](#bm5200iaHiddenMenu),  [12040\_deCheckPayment](#bm12040deCheckPayment),  [35000\_sdOfficeHours](#bm35000sdOfficeHours) | | |
| Condition | Action | |
| If transferType=EMERGENCY | Go To: [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| IF InitAuthCheck = TRUE | Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | |
| IF officeOpen = TRUE  If CAV.AMHS\_Transfer = True  If transferType=APP\_REJECT or transferType=OTHER or transferType=NOT\_VALIDATED | Go to 90535\_iaAMHS\_Transfer | |
| ELSE | Go To:[90011\_deANICheck](#bm90_0_Transfer) | |
| Developer Notes |  | |
| **Phase 2D**  For ani authentication we are going to try to pass to internal to OGS CSRs the customer account for screen pop for certain call types. Exclude emergency calls first step.  Check to see if Office is open and check to see if it’s an OGS or internal call. If so, check to see if the ANI is not an 800 number...as 800 numbers are not going to be individual customers. Check to see if its numeric…IE not anonymous. And that it’s a 10-digit number…non 10-digit numbers won’t be an individual customer either. If the ANI is 11 digits and the first digit is 1…strip the one. Re-evaluate the new 10-digit number for the previous conditions …IE not 800 number.  Once these conditions have been evaluated and checked…go to the DB lookup.  If these conditions are not met and office is open, proceed to ‘please hold’ DM. if conditions not met and office is closed proceed to 90015.  Toll free number starts with 800, 888, 877, 866, 855, 844, 833.  **Phase 2D** adjusted 3/14/23(mjedit)  Updated ANI logic.  Adjusted logic for transfer to account for emergency routing and look for Numeric ANI. 4/10/2023 (mjedit)  Added check for InitAuthCheck = TRUE to route to 90015\_deOfficeOpen. 05/12/2023 (mjedit) | | |
|  | | |

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| [90011\_deANICheck](#bm90_0_Transfer) | | Branch  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [5200\_iaHiddenMenu](#bm5200iaHiddenMenu),  [12040\_deCheckPayment](#bm12040deCheckPayment),  [35000\_sdOfficeHours](#bm35000sdOfficeHours), [90010\_deOfficeOpen](#bm90_0_Transfer) | | |
| Condition | Action | |
| *tollFreeVariable = (800, 888, 877, 866, 855, 844, 833);*  IF officeOpen = TRUE AND IF TransferLocaiton = ‘ ‘ or OGS AND Authenticate\_Attempt = No AND ANI IS Numeric  AND  *IF (ANI = 10 digits)*  *Else IF (ANI = 11 digits AND Left(1) ANI == 1) {*  *set ANI = right(10)*  *};*  *IF (ANI = 10 digits AND Left(3) Not In tollFreeVariable);* | Go To: [90030\_dbLookupBillingAccount](#bm90030dbLookupBillingAccount) | |
| IF officeOpen = TRUE | Go To: [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| ELSE | Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | |
| Developer Notes | | |
| **Phase 2D**  For ani authentication we are going to try to pass to internal to OGS CSRs the customer account for screen pop for certain call types. Exclude emergency calls first step.  Check to see if Office is open and check to see if it’s an OGS or internal call. If so, check to see if the ANI is not an 800 number...as 800 numbers are not going to be individual customers. Check to see if its numeric…IE not anonymous. And that it’s a 10-digit number…non 10-digit numbers won’t be an individual customer either. If the ANI is 11 digits and the first digit is 1…strip the one. Re-evaluate the new 10-digit number for the previous conditions …IE not 800 number.  Once these conditions have been evaluated and checked…go to the DB lookup.  If these conditions are not met and office is open, proceed to ‘please hold’ DM. if conditions not met and office is closed proceed to 90015.  Toll free number starts with 800, 888, 877, 866, 855, 844, 833.  **Phase 2D** adjusted 3/14/23(mjedit)  Updated ANI logic.  Adjusted logic for transfer to account for emergency routing and look for Numeric ANI. 4/10/2023 (mjedit)  Added check for *InitAuthCheck = TRUE* to route to 90015\_deOfficeOpen. 05/12/2023 (mjedit) | | |

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| [90015\_deOfficeOpen](#bm90_0_Transfer) | | Branch  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [5200\_iaHiddenMenu](#bm5200iaHiddenMenu),  [12040\_deCheckPayment](#bm12040deCheckPayment),  [35000\_sdOfficeHours](#bm35000sdOfficeHours), [90010\_deOfficeOpen](#bm90010deOfficeOpen), [90545\_iaConfirmHouse](#bm90545iaConfirmHouse), [90030\_dbLookupBillingAccount](#bm90030dbLookupBillingAccount) | | |
| Condition | Action | |
| IF officeOpen = TRUE | Go To: [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| ELSE | Go To: [90080\_ppOfficeClosed](#bm90080ppOfficeClosed) | |
| Developer Notes | | |
| **Phase 2D**  If the office open switch has been set to true go to the please hold logic. If set to closed go to the closed message logic | | |

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| [90020\_trTransfer](#bm90_0_Transfer) | | | Transfer  [90.0\_Transfer](#bm90_0_Transfer) | |
| Previous State | | | | |
| [90008\_sdContextStore](#bm90008sdContextStore) | | | | |
| Settings | | | | |
| Protocol | Transfer Type | Transfer To | | Call Data |
| SIP | Blind |  | | <ContextId>|<Payload/AccountNumber> |
| Condition | | | | | |
| End Call | | | | | |
| Developer Notes | | | | | |
| **Phase 2D**  Actually do the transfer, just changing the name to put it in logical order in the documentation | | | | | |

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| 90030\_dbLookupBillingAccount | | Data Source  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [90010\_deOfficeOpen](#bm90010deOfficeOpen) | | |
| Input | Description | |
| ANI |  | |
| ldcProvider | Location of caller (i.e., Kansas, Oklahoma, Texas) | |
| Output | Description | |
| Payload/Account/AccountNumber | Account number. | |
| Payload/Account/FirstName | First name on account. | |
| Payload/Account/LastName | Last name on account. | |
| Payload/Account/ServiceAddress | Service address on account. | |
| Payload/Account/AccountStatus | Status of account, i.e. Active. | |
| StatusCode | Status of the request; 0=Success, all else fails | |
| StatusMessage | The status message that accompanies the code, this message should be empty if the code is 0. | |
| TransactionID | The unique transaction id for the service response. | |
| Condition | Action | |
| IF StatusCode = 0 and IF numAccts = 1 | Set numAccts = Count.Payload/Account/  Set aniMatch=True  Go To: [90545\_iaConfirmHouse](#bm90545iaConfirmHouse) | |
| ELSE | Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | |
| Developer Notes | | |
| <http://ONEGas/IVRBillingAccountService/2015/12/IIVRBillingAccountService/LookupBillingAccount>  **Phase 2D** Changed node name from “9040\_dbLookupBillingAccount” to “90030\_dbLookupBillingAccount”  Reuse the ani lookup logic if account is found with only a single account and premise move to confirm otherwise continue to transfer | | |

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| [90040\_ppPleaseHold](#bm90_0_Transfer) | | Play Prompt  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [90010\_deOfficeOpen](#bm90010deOfficeOpen), [90160\_deOfficeOpenNCO](#bm_90160_deOfficeOpenNCO), [90120\_trTnRTransfer](#bm90120trTnRTransfer),[35005\_dbGetTransferVDN](#bm35005_dbGetTransferVDN), [36005\_dbGetTransferVDN](#bm36005_dbGetTransferVDN) , [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| IF Not Emergency AND IF CAV.HighVolumeMessage = Y and internal OGS call (not (vendor)) | |  |
| *We are currently experiencing high call volume and have longer than normal wait times.* | | 90040\_ppPleaseHoldI2 |
| Always | |  |
| Please hold on while we transfer you | | 90040\_ppPleaseHoldI1 |
| Condition | Action | |
| If not emergency AND Authenticated | Go To: [90008\_sdContextStore](#bm90008sdContextStore) | |
| else | Clear buffer | |
|  | Go To: [90008\_sdContextStore](#bm90008sdContextStore) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
|  | | |
| ASA-blue Non HOS, changing WAV file in 90040\_ppPleaseHoldI1 to Wav from prompt 90120\_ppPBPTranfer1  **Phase2\_ChangeControl** added 90120\_trTnTransfer in the Previous State  **Phase 2D** 90040\_ppPleaseHold  When high volume has the change switch and the high volume prompt would speak high volume vocab and then please hold…otherwise just speak the please hold  **Phase 2D** adjusted 3/13/23(mjedit)  Added if else condition for emergency and authenticated calls.  Added not emergency condition for high volume prompt 4/10/23 (mjedit)  Updated verbiage for 90040\_ppPleaseHoldI2. 5/8/2023 (mjedit) Updated conditions to address clearing buffer for Screen Pop fixes. 7/26/23 (mjedit)  Updated verbiage for 90040\_ppPleaseHoldI2 8/9/2023 (mjedit)  Phase3.1 Pay by Phone Vendor (do we need to go some where other th an 90008 to not change the CTI Data…just go to [90020\_trTransfer](#bm90020trTransfer)?) | | |

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| ~~[90060\_dbGetTransferVDN](#bm90_0_Transfer)~~ | | ~~Data Source~~  [~~90.0\_Transfer~~](#bm90_0_Transfer) |
| ~~Previous State~~ | | |
| [~~34040\_sdContextStore~~](#bm34040sdContextStore) | | |
| ~~Input~~ | ~~Description~~ | |
| ~~LOCATION~~ | ~~location (i.e., OK, TX, KS)~~ | |
| ~~LANGUAGE~~ | ~~language (i.e., en, es)~~ | |
| ~~TRANSFER\_TYPE~~ | ~~transferType~~ | |
| ~~Output~~ | ~~Description~~ | |
| ~~transferVDN~~ | ~~TRANSFER\_VDN~~ | |
| ~~Condition~~ | ~~Action~~ | |
|  | *~~Go To:~~* [*~~90020\_trTransfer~~*](#bm90020trTransfer) | |
| ~~Developer Notes~~ | | |
| ~~Lookup in transferVDN.properties~~ | | |

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| [90080\_ppOfficeClosed](#bm90_0_Transfer) | | Play Prompt  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [90010\_deOfficeOpen](#bm90010deOfficeOpen),  [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) , [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *IF CAV.location = "TX" or "KS"* | |  |
| We’re sorry our offices are currently closed.  Our Customer Service Representatives are available to assist you Monday through Friday from 7:00 am to 7:00 pm central time.  Did you know you can start, stop, transfer service or make a payment or payment arrangement on our website at | | 90080\_ppOfficeClosedI1 |
| *If CAV.location = "OK"* | |  |
| We’re sorry our offices are currently closed.  Our Customer Service Representatives are available to assist you Monday through Friday from 7:00 am to 7:00 pm central time.  Did you know you can start, stop, transfer service or make a payment or payment arrangement on our website at | | 90080\_ppOfficeClosedI5 |
| *If CAV.location = "OK" [ok]* | |  |
| [www.oklahomanaturalgas.com](http://www.oklahomanaturalgas.com). Thank you for calling! | | 90080\_ppOfficeClosedI2 |
| *If CAV.location = "TX" [tx]* | |  |
| www.texasgasservice.com. Thank you for calling! | | 90080\_ppOfficeClosedI3 |
| *If CAV.location = "KS" [ks]* | |  |
| www.kansasgasservice.com. Thank you for calling! | | 90080\_ppOfficeClosedI4 |
| Condition | Action | |
|  | End Call | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase 2 just add to logging VPSAppLog | | |

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| --- | --- | --- |
| 90100\_ppTechnicalDifficulties | | Play Prompt  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
|  | | |
| Prompts | | |
| Conditions and Wording | | Prompt ID |
| *always* | |  |
| I am sorry. We are currently facing technical difficulties. Did you know you can start, stop, transfer service or make a payment or payment arrangement on our website at | | 90100\_ppTechnicalDifficultiesI1.wav |
| *If CAV.location = "OK" [ok]* | |  |
| [www.oklahomanaturalgas.com](http://www.oklahomanaturalgas.com) | | 90100\_ppTechnicalDifficultiesI2.wav |
| *If CAV.location = "TX" [tx]* | |  |
| www.texasgasservice.com. | | 90100\_ppTechnicalDifficultiesI3.wav |
| *If CAV.location = "KS" [ks]* | |  |
| www.kansasgasservice.com. | | 90100\_ppTechnicalDifficultiesI4.wav |
| Condition | Action | |
|  | [35000\_sdOfficeHours](#bm35000sdOfficeHours) | |
| Special Settings | | |
|  | | |
| Developer Notes | | |
| Phase 2C - added this node | | |

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| ~~90100\_dbGetTransferVDN~~ | | ~~Data Source~~  [~~90.0\_Transfer~~](#bm90_0_Transfer) |
| ~~Previous State~~ | | |
| [~~90240\_deSetTransferVDN~~](#bm90240deSetTransferVDN) | | |
| ~~Input~~ | ~~Description~~ | |
| ~~LOCATION~~ | ~~location (i.e., OK, TX, KS)~~ | |
| ~~LANGUAGE~~ | ~~language (i.e., en, es)~~ | |
| ~~TRANSFER\_TYPE~~ | ~~transferType~~ | |
| ~~Output~~ | ~~Description~~ | |
| ~~transferVDN~~ | ~~TRANSFER\_VDN~~ | |
| ~~Condition~~ | ~~Action~~ | |
|  | ~~Go To:~~ [~~34040\_sdContextStore~~](#bm34040sdContextStore) | |
| ~~Developer Notes~~ | | |
| ~~Lookup in transferVDN.properties~~ | | |

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| [90120\_trTnRTransfer](#bm90_0_Transfer) | | Data Source  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [9040\_iaCreditCardMsg](#bm9040iaCreditCardMsg),  [8150\_iaTxCheckingMsg](#bm8150iaTxCheckingMsg) 90018\_deVendorCTITransfer | | |
| Input | | Description | | |
| LOCATION | | location (i.e., OK, TX, KS) | | |
| LANGUAGE | | language (i.e., en, es) | | |
| TRANSFER\_TYPE | | transferType | | |
| Output | | Description | | |
| transferVDN | | TRANSFER\_VDN | | |
| TransferLocation | | Transfer\_Dest on where to go for that call type and VDN | | |
|  | |  | | |
| Condition | Action | | | |
|  | ~~\*8 + transferVDN~~  [**~~90100\_dbGetTransferVDN~~**](#bm90_0_Transfer)  *Go To:*[*90040\_ppPleaseHold*](#bm90040ppPleaseHold) | | | |
| Condition | | | |
| End Call | | | |
| Developer Notes | | | |
| Take back and transfer. Dial \*8 plus the transferVDN  Purple not using the \*8 transfer...going to use the VDN Transfer  **Phase2\_ChangeControl** updated Transfer to Go To: the [**90040\_ppPleaseHold**](#bm90040ppPleaseHold) instead of [**90100\_dbGetTransferVDN**](#bm90_0_Transfer)**,** and added Previous States  **Phase 2D** adjusted 3/13/23(moitedit)  Updated “90120\_trTnRTransfer” node to get VDN as getting direct transfer without check office hours process.  Phase3.1 Pay by Phone | | | |

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| [90140\_deOfficeOpenNCO](#bm90_0_Transfer) | | Branch  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [36000\_sdOfficeHoursVendor](#bm36000sdOfficeHoursNCO) | | |
| Condition | Action | |
| ~~IF officeOpenNCO = TRUE~~  IF officeOpen(Vendor) = TRUE and  CAV.holidayVend(Vendor)\_phone not = blank | ~~Go To:~~ [~~90160\_deOfficeOpenNCO~~](#bm90160deCheckTXNCO)  Move CAV.holidayVendX\_phone(vendor) to transferVDN  ~~Go To:~~ [~~90160\_deOfficeOpenNCO~~](#bm_90160_deOfficeOpenNCO)  [90018\_deVendor](#bm90_0_Transfer)CTITransfer | |
| Else IF officeOpen(Vendor) = TRUE and  CAV.holidayVend(Vendor)\_phone = blank | ~~Go To:~~  [~~90160\_deOfficeOpenNCO~~](#bm_90160_deOfficeOpenNCO)  [90018\_deVendor](#bm90_0_Transfer)CTITransfer | |
| ELSE | Go To: [90080\_ppOfficeClosed](#bm90080ppOfficeClosed) | |
| Developer Notes | | |
| Phase 2C - Updated name of 90160\_deCheckTXNCO with 90160\_deOfficeOpenNCO  **Phase 2D** 90140\_deOfficeOpenNCO  If the vendor open switch is true and the vendor CAV phone number field has a value, use the value as the VDN to transfer rather than the VDN from the VDN lookup. If the vendor is open and there is no vendor phone number from CAV, use the VDN from the VDN table lookup. Else if vendor is closed go to the closed messages.  **Phase 2D** adjusted 3/13/23(mjedit)  Separate else condition.  Phase3.1 pay by phone | | |

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| [90018\_deVendor](#bm90_0_Transfer)CTITransfer | | Branch  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [90140\_deOfficeOpenNCO](#bm90_0_Transfer) | | |
| Condition | Action | |
| IF CAV.AuthI3Transfer = True and  Authenticated= TRUE and Pay\_by\_Phone\_vendor | Go To: [90119\_VendorCTI\_Process](#bm90_0_Transfer) | |
| ELSE | Go To:  [90160\_deOfficeOpenNCO](#bm_90160_deOfficeOpenNCO) | |
| Developer Notes | | |
| Phase3.1 Pay by phone CTI | | |

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| [90119\_VendorCTI\_Process](#bm90_0_Transfer) | Data Source  [90.0\_Transfer](#bm90_0_Transfer) | |
| Previous State | | |
| [90018\_deVendor](#bm90_0_Transfer)CTITransfer | | |
| Input | Description | | | |
| Caller ANI | Caller ANI | | | |
| Account Number | Customer Account Number | | | |
| Destination | (I3Ivr / I3Agent) | | | |
| StateCode | (ONG|TGS|KGS) | | | |
| language | {en\_US|es\_US} | | | |
| Output | Description | | | |
| mapped\_did | I3 Transfer number to be transferred from Onegas | | | |
|  |  | | | |
| Condition | | Action | | |
| If successful | | Go To: 90125\_LookUpVDNByDID | | |
| else | | Use VDNtransfer from VDN Table lookup  Go To:  [90160\_deOfficeOpenNCO](#bm_90160_deOfficeOpenNCO) | | |
| Condition | | | |
| End Call | | | |
| Developer Notes | | | |
| Phase3.1 pay by phone  New I3 call get back the DID information  https://{aws-serialized-domain-name-generated-at-build-time}.execute-api.us-east-1.amazonaws.com/{Prod|Uat|Dev}/getDid?tollFreeNumber={AT&T800#}&automaticNumberIdentification={callerAni}&billingAccountNumber={billingAccountNumber}&destination={I3Ivr|I3Agent}&stateCode={ONG|TGS|KGS}&language={en\_US|es\_US}&sessionID={sessionID} | | | |

|  |  |
| --- | --- |
| 90125\_LookUpVDNByDID | |
| Previous State | |
| [Start](#bmApplicationStart) 1000\_SetVariables | |
| Input | Description |
| DID | I3 DID Number |
| Output | Description |
| VDN | Assigned VDN number for the respective DID. |
| Usage and Examples |  |
| Operating Hours |  |
| Holiday Closures |  |
| Condition | Action |
| If successful | Move VDN\_TABLE To transferVdn  **90160\_deOfficeOpenNCO** |
| Else | Use VDNtransfer from VDN Table lookup  **90160\_deOfficeOpenNCO** |
|  |  |
| Developer Notes | |
| Set location based on DNIS.  New process to look up REST to I3 Pay by Payphone  for the VDNs informatin please refer the telecom matrix attachment  Phase3.1 Pay by phone | |

|  |  |  |
| --- | --- | --- |
| [90160\_deOfficeOpenNCO](#bm90_0_Transfer) | | Branch  [90.0\_Transfer](#bm90_0_Transfer) |
| Previous State | | |
| [90140\_deOfficeOpenNCO](#bm90140deOfficeOpenNCO) | | |
| Condition | Action | |
| IF CAV.location = "TX" | Go To: [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| IF CAV.location = "OK" | Go To: [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| ELSE | Go To: [90040\_ppPleaseHold](#bm90040ppPleaseHold) | |
| Developer Notes | | |
| TX DOES NOT utilize a transfer for NCO callers.  **Phase 2D** 90160\_deOfficeOpenNCO  Go to the “please hold” on message depending on the state.  Phase3.1 Pay by phone (could be coming from pay by phone vendor) | | |

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| 90535\_iaAMHS\_Transfer | | | | | | | | | Interaction  [90.0\_Transfer](#bm90_0_Transfer) | |
| *Previous State* | | | | | | | | | | |
| [90010\_deOfficeOpen](#bm90_0_Transfer) | | | | | | | | | | |
| *Prompts* | | | | | | | | | | |
| *Type* | *Conditions and Wording* | | | | | | | | *Prompt ID* | |
| Initial | In order to reach the best customer service representative please choose one of the following:  If you have paid your past due bill and would like to restart service press 1  To start, transfer or re-connect your service press 2  For anything else press 3 | | | | | | | | 90545\_iaAMHSTransferl1 | |
| Option | Vocabulary | | DTMF | Condition-Action | | | | | Confirm? | |
| AMHS\_PAID |  | | 1 | Set transferType=AMHS\_PAID  Go to 95005\_dbGetTransferVDN | | | | | Never | |
| AMHS\_START |  | | 2 | Set transferType=AMHS\_START  Go to 95005\_dbGetTransferVDN | | | | | Never | |
| AMHS\_REJECT |  | | 3 | Go To:[90011\_deANICheck](#bm90_0_Transfer) | | | | | Never | |
| NO Match |  | | timeout /  no match | Go To:[90011\_deANICheck](#bm90_0_Transfer) | | | | | Never | |
| AMHS Key |  | | any | Go To:[90011\_deANICheck](#bm90_0_Transfer) | | | | | Never | |
| AMHS \_Zero |  | | 0 | Go To:[90011\_deANICheck](#bm90_0_Transfer) | | | | | Never | |
| AMHS \_Main |  | | 8 | Go To:[90011\_deANICheck](#bm90_0_Transfer) | | | | | Never | |
| AMHS \_Repeat |  | | \* | Go To:[90011\_deANICheck](#bm90_0_Transfer) | | | | | Never | |
| *Active Grammar* | | | | | | | *Condition* | *Barge-In* | | *NBest* |
|  | | | | | | |  |  | |  |
| *Confirmation Prompts* | | | | | | | | | | |
| *Option* | *Type* | *Wording* | | | | | | | *Prompt ID* | |
|  |  |  | | | | | | |  | |
| *Max Handler Override* | *Count* | | | | *Action* | | | | | |
|  |  | | | |  | | | | | |
| *Properties* | | | | | |  | | | | |
| *Parameter* | | | | | | *Value* | | | | |
|  | | | | | |  | | | | |
| *Developer Notes* | | | | | | | | | | |
| **Phase 2D**  Allow the customer only one Attempt.  If press 1 or press 2…add call type for record keeping. 1 will use same VDN as reconnect, press 2 will use same vdn as start\_hos  . Zero is disabled as this would put the customer/logic in a loop….so any key press, any time out just continues  Do not need to go to ani authentication if 1 or 2 is pressed as this goes to AMHS which doesn’t use screen pop  3\_1 similar to 90545\_iaConfirmHouse  If anything other than 1 or 2 is pressed, return to 90010 next step which is the check toll free ANI step  If possible Change logging so logs start of DM to catch DM in VpAppLog if caller disconnect  2E.  Adding a step to pull new data for new call type  Go to new 90050 | | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 90545\_iaConfirmHouse | | | | | | | | | Interaction  [90.0\_Transfer](#bm90_0_Transfer) | |
| *Previous State* | | | | | | | | | | |
| [90030\_dbLookupBillingAccount](#bm90030dbLookupBillingAccount) | | | | | | | | | | |
| *Prompts* | | | | | | | | | | |
| *Type* | *Conditions and Wording* | | | | | | | | *Prompt ID* | |
| Initial | To expedite the handling of your call, We would just like to confirm your address. we have your house number as … | | | | | | | | 90545\_iaConfirmHouseI1 | |
|  | <Account\_ServiceAddress> speak as number | | | | | | | |  | |
|  | If that's right press one, If not, press two. | | | | | | | | 90545\_iaConfirmHouseI2 | |
| ~~No Match 1/No Input 1~~ | ~~<Pause 1 second> to expedite the handling of your call, We would just like to confirm your address. we have your house number as ...~~  ~~<Account\_ServiceAddress> speak as number~~  ~~If that was correct, press 1. Otherwise, press 2.~~ | | | | | | | | ~~90545\_iaConfirmHouseN1~~ | |
| *Option* | *Vocabulary* | | *DTMF* | *Condition-Action* | | | | | *Confirm?* | |
| yes |  | | 1 | Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | | | | Never | |
| no |  | | 2 | Set numAccts = null  Set aniMatch=False  Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | | | | Never | |
| timeout /  no match |  | |  | Set numAccts = null  Set aniMatch=False  Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | | | | Never | |
| Zero |  | | 0 | Set numAccts = null  Set aniMatch=False  Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | | | |  | |
|  |  | | 8 | Set numAccts = null  Set aniMatch=False  Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | | | | Never | |
|  |  | | \* | Set numAccts = null  Set aniMatch=False  Go To: [90015\_deOfficeOpen](#bm90015deOfficeOpen) | | | | | Never | |
| *Active Grammar* | | | | | | | *Condition* | *Barge-In* | | *NBest* |
|  | | | | | | |  |  | |  |
| *Confirmation Prompts* | | | | | | | | | | |
| *Option* | *Type* | *Wording* | | | | | | | *Prompt ID* | |
|  |  |  | | | | | | |  | |
| *Max Handler Override* | *Count* | | | | *Action* | | | | | |
|  |  | | | |  | | | | | |
| *Properties* | | | | | |  | | | | |
| *Parameter* | | | | | | *Value* | | | | |
|  | | | | | |  | | | | |
| *Developer Notes* | | | | | | | | | | |
| **Phase 2D** Changed name from “9545\_iaConfirmHouse" to “90545\_iaConfirmHouse"  Allow the customer to validate the house number only one Attempt. No matter what condition continue the logic to 90015. Zero is disabled as this would put the customer/logic in a loop….so any key press, any time out just continues. If 1 is pressed moved the account information to the context store.  Updated prompt 90545\_iaConfirmHouseI2 verbiage. 4/27/2023 (mjedit)  Updated condition for “No (2)” to clear account information. 05/02/2023 (mjedit)  Updated verbiage for 90545\_iaConfirmHouseI1. 5/8/2023 (mjedit)  Updated all conditions besides “Yes (1)” to clear account information. 07/26/2023 (mjedit)  Updated verbiage for 90545\_iaConfirmHouseI1, 90545\_iaConfirmHouseI2 8/9/2023 (mjedit) | | | | | | | | | | |

|  |  |  |
| --- | --- | --- |
| 95005\_dbGetTransferVDN | | Data Source  [35.0\_SD\_OfficeHours](#bm_35_0_SD_OfficeHours) |
| Previous State | | | |
| 90535\_iaAMHS\_Transfer | | | |
| Input | Description | | |
| LOCATION | location (i.e., OK, TX, KS) | | |
| LANGUAGE | language (i.e., en, es) | | |
| TRANSFER\_TYPE | transferType | | |
| Output | Description | | |
| transferVDN | TRANSFER\_VDN | | |
| TransferLocation | Transfer\_Dest on where to go for that call type and VDN | | |
|  |  | | |
| Condition | Action | | |
| If TransferLocaiton = ‘ ‘ or OGS | Go To:[90011\_deANICheck](#bm90_0_Transfer) | | |
| If TransferLocaiton = Vend1Dec | Move CAV.Vend1 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| If TransferLocaiton = Vend2Dec | Move CAV.Vend2 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| If TransferLocaiton = Vend3Dec | Move CAV.Vend3 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| If TransferLocaiton = Vend4Dec | Move CAV.Vend4 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| If TransferLocaiton = Vend5Dec | Move CAV.Vend5 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| If TransferLocaiton = Vend6Dec | Move CAV.Vend6 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| If TransferLocaiton = Vend7Dec | Move CAV.Vend7 data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| If TransferLocaiton = VendXDec (example format) | Move CAV.VendX data to Vendor holiday, TOD, DOW data array  Go To: [36020\_deCheckHoliday](#bm36020deCheckHoliday) | | |
| else | Set transfer type to “NOT\_VALIDATED”  set transfer location OGS  set VDN as “NOT\_VALIDATED” for state  Go To:[90011\_deANICheck](#bm90_0_Transfer) | | |
| Developer notes  Added new lookup to get information from the new call type from 90535  Return to 90011 if OGS to complete that flow  If vendor, load data as 35005 vendor para…a.nd go to 36020 vendor date lookup | | | |

VDN Table Expansion:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| KS | EN | AMHS\_START | 7851011282 | AMHS |  |
| KS | EN | AMHS\_PAID | 7851011280 | AMHS |  |
| OK | EN | AMHS\_PAID | 4051011280 | AMHS |  |
| OK | EN | AMHS\_START | 4051011290 | AMHS |  |
| TX | EN | AMHS\_START | 9151011290 | AMHS |  |
| TX | EN | AMHS\_PAID | 9151011280 | AMHS |  |
| KS | ES | AMHS\_START | 7851011283 | AMHS |  |
| KS | ES | AMHS\_PAID | 7851011281 | AMHS |  |
| TX | ES | AMHS\_PAID | 9151011281 | AMHS |  |
| TX | ES | AMHS\_START | 9151011291 | AMHS |  |
| OK | ES | AMHS\_PAID | 4051011281 | AMHS |  |
| OK | ES | AMHS\_START | 4051011291 | AMHS |  |