

DC TAX Refund

Documentation

Module Name: DCrefund.vpf
Date Created: 03/2004
Author: Sam Shum

Input Buffers:
=====
none
=====

Output Buffers
=====
none
=====

DESCRIPTION
=====
This module gets the SSN from DCmain
Prompts caller for a refund amount, looks up in a DB2 table using
SSN and refund amount for refund status and play refund status.
Gives caller option to speak to customer service rep.

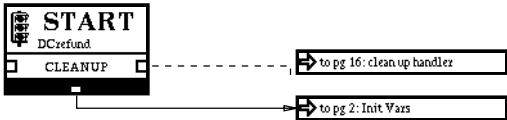
MODULES CALLED:
=====

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DCxfer for transfer

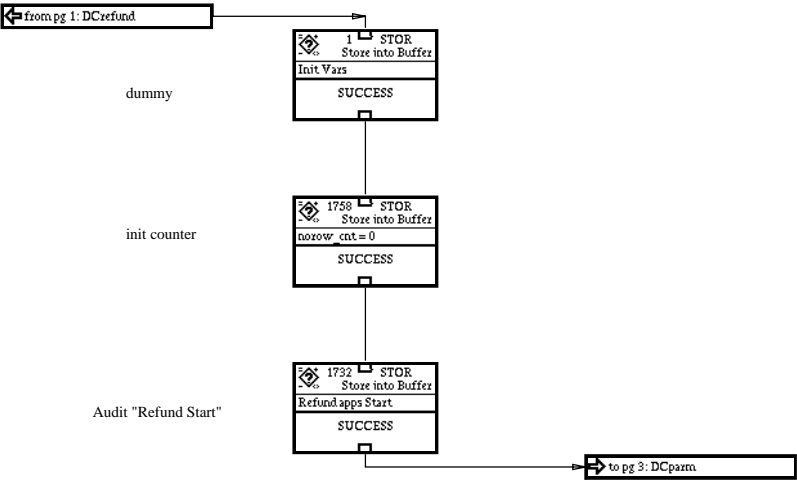
USER FUNCTIONS
=====
This module calls the following user functions:

- 1. VUtil
- 2. stats

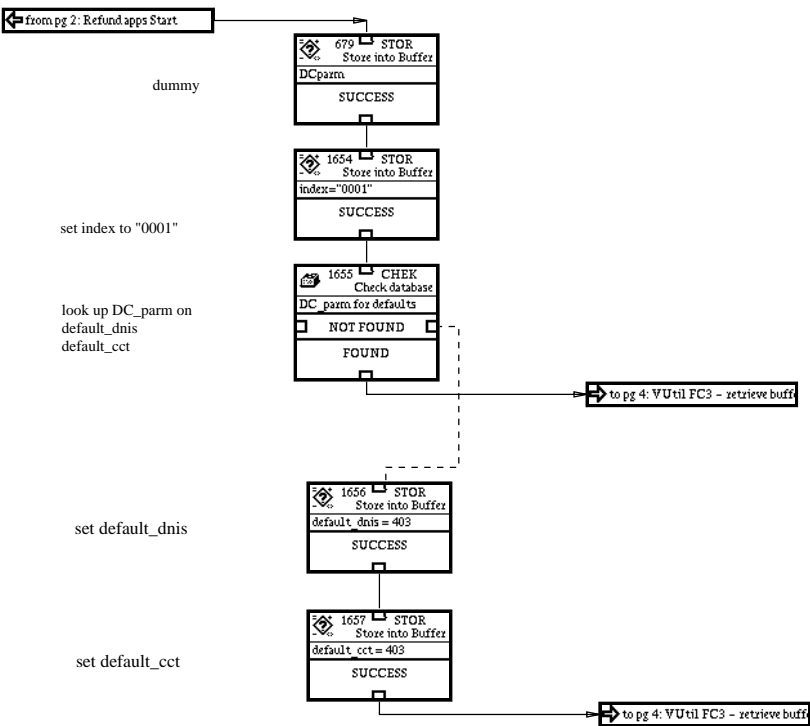


REVISION HISTORY		
=====		
03/09/2004	Sam Shum	Initial file
04/22/2004	Sam Shum	add new prompt 6119 for processed refund without a check date
04/23/2004	Sam Shum	use cd-type_trans = 204 for refund processed
05/05/2004	Sam Shum	retry query upon first DB fail
09/02/2004	Paul Wirtz	Modified DataE on transfer to add fields for screen pop
06/04/2010	Sam Shum	CSS 7.2 upgrade

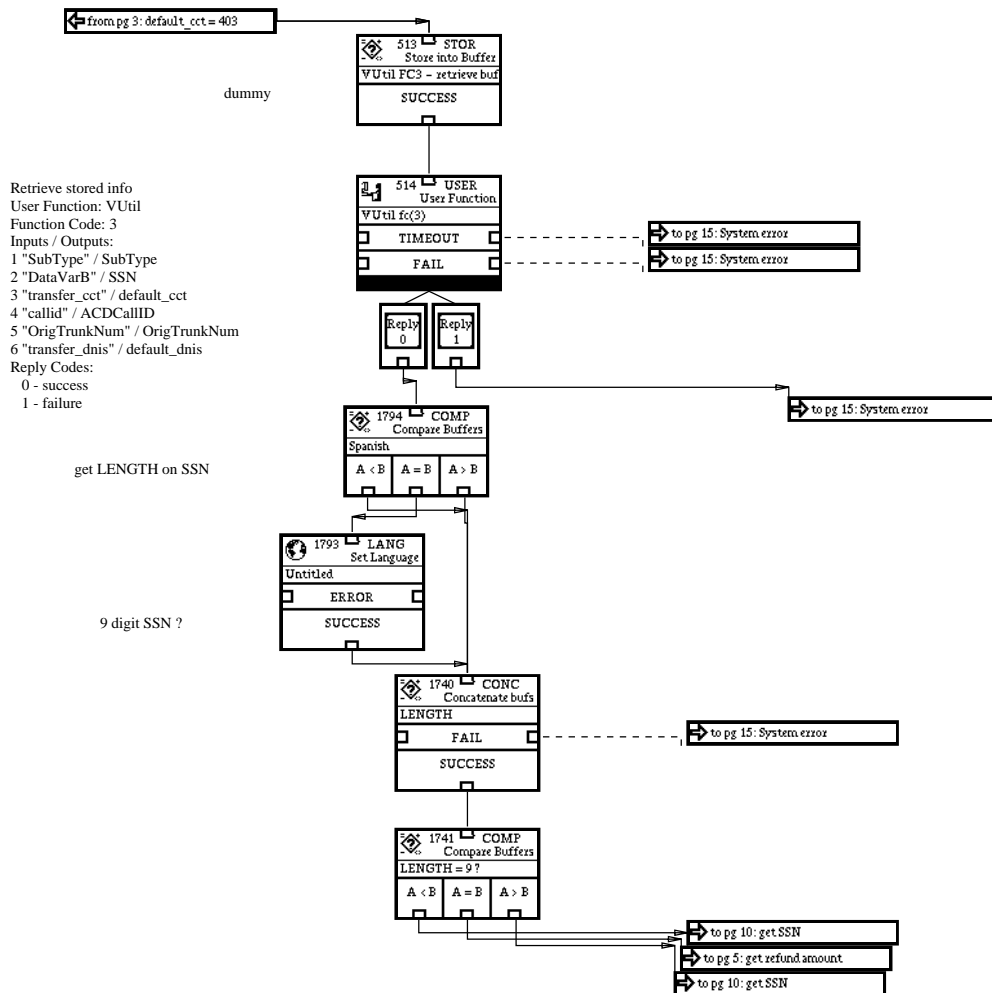
Initialize Variables



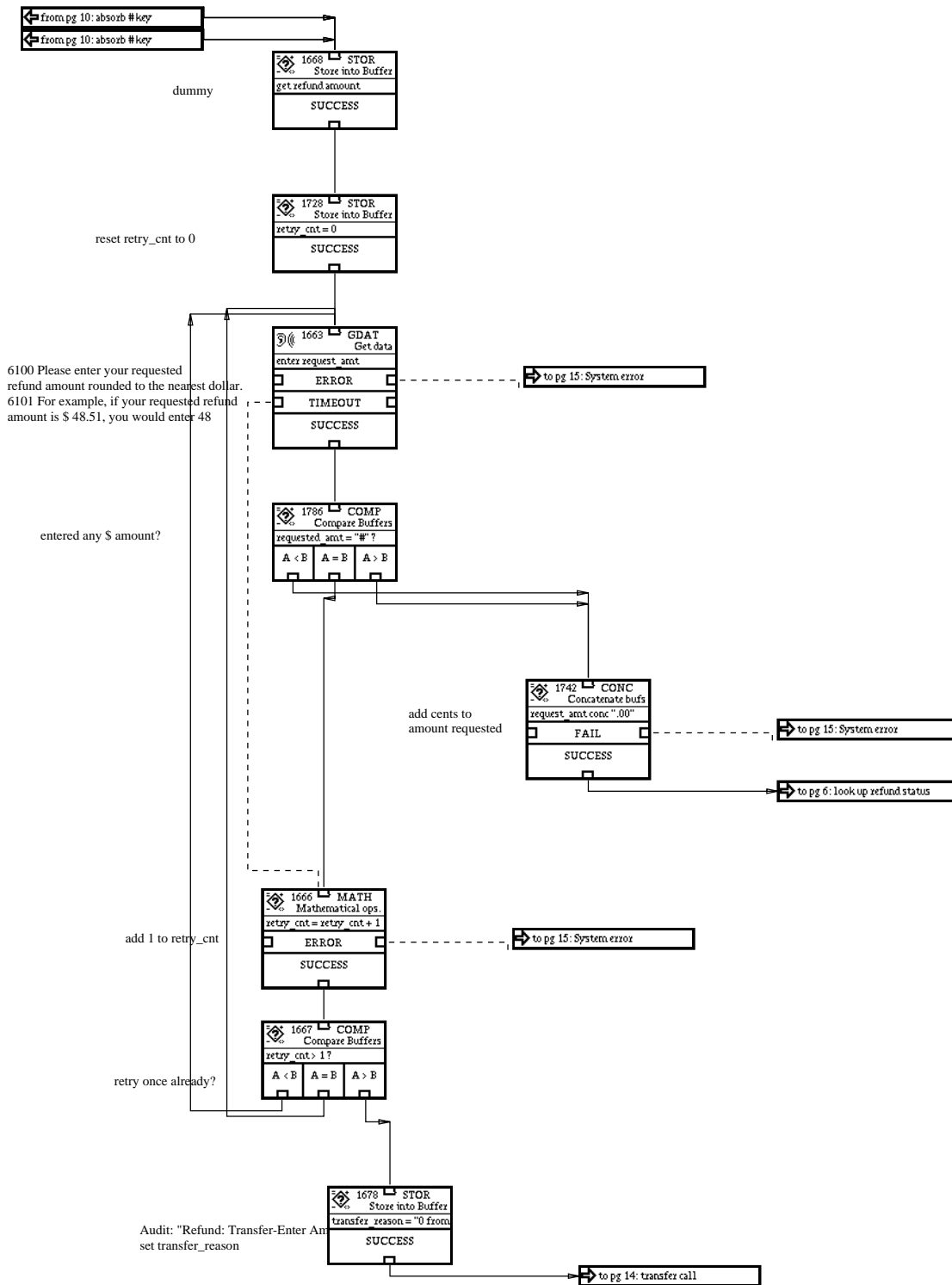
Look up CWparm Information Database



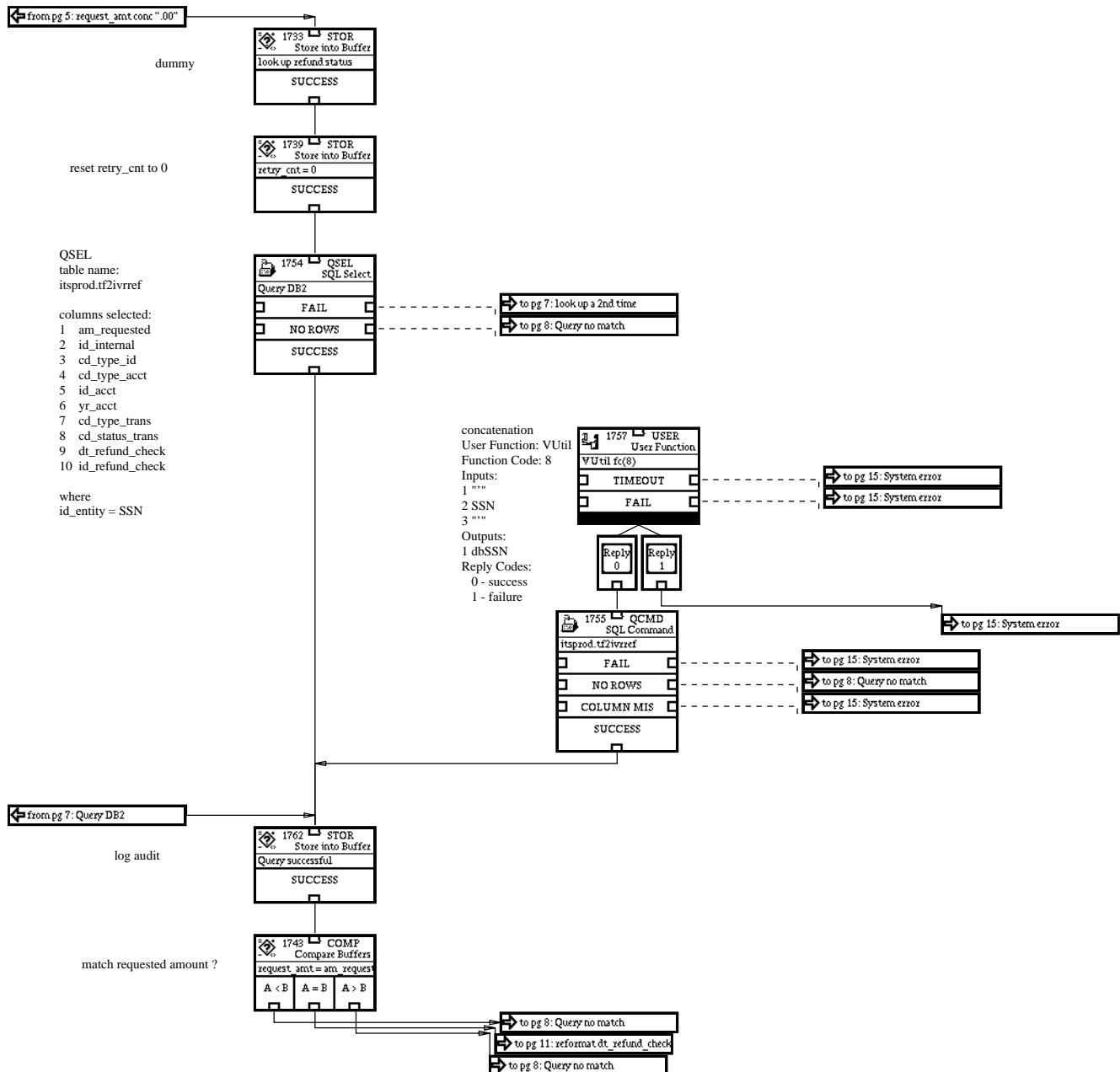
Retrieve buffers



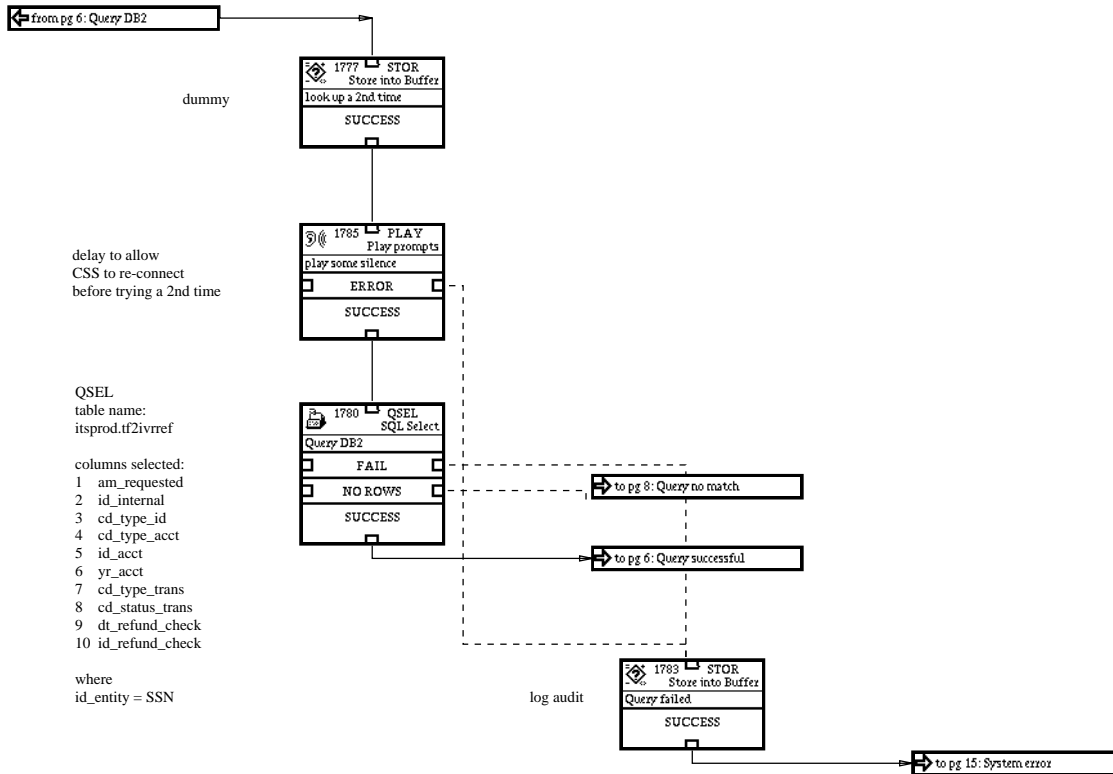
Get Refund Amount



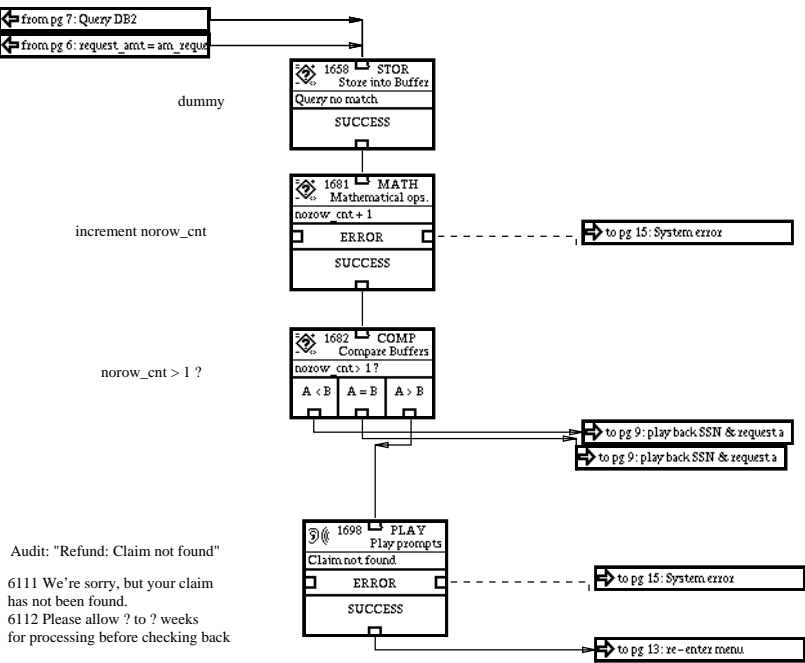
Look up Refund Status



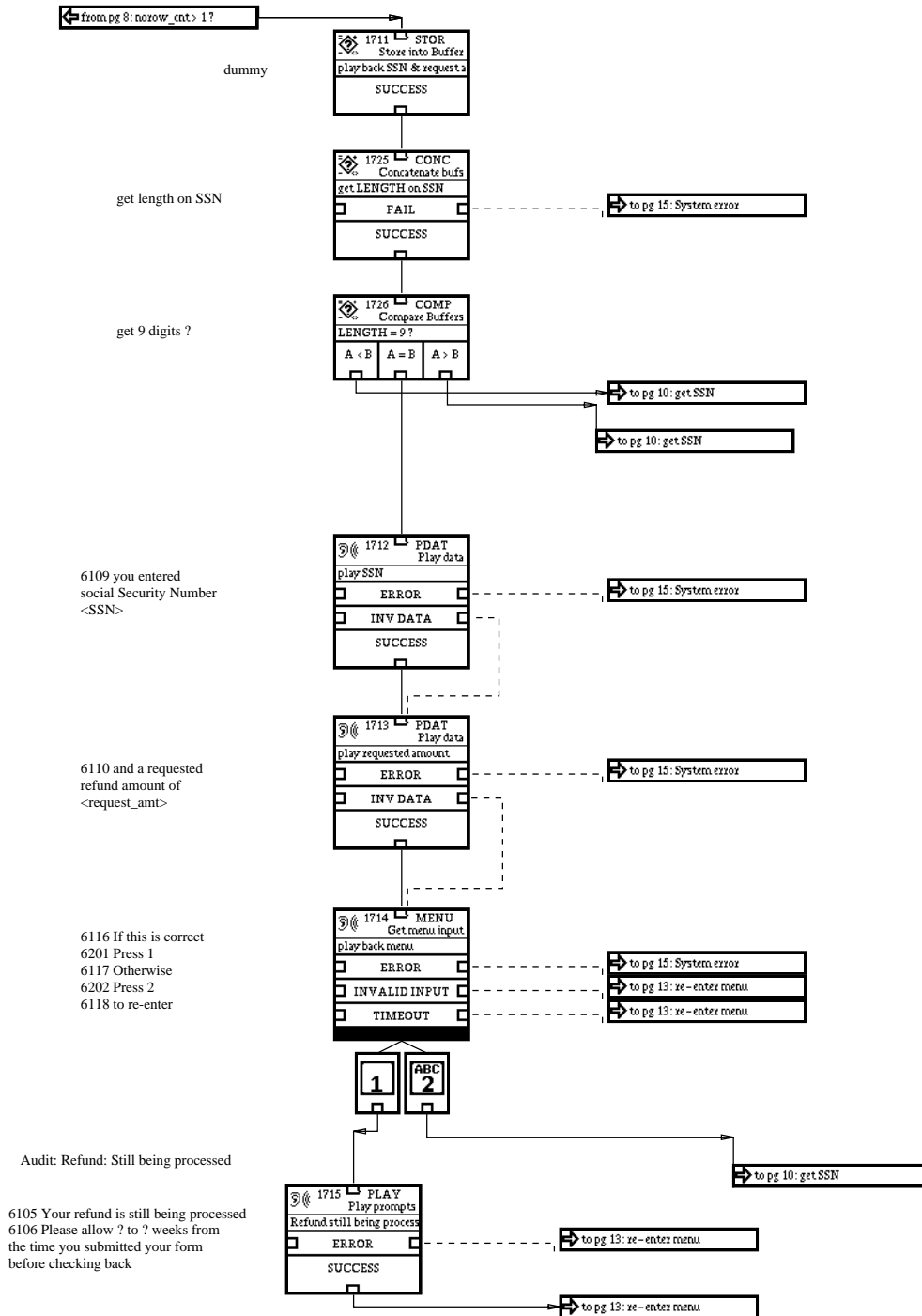
Look up Refund Status a Second Time



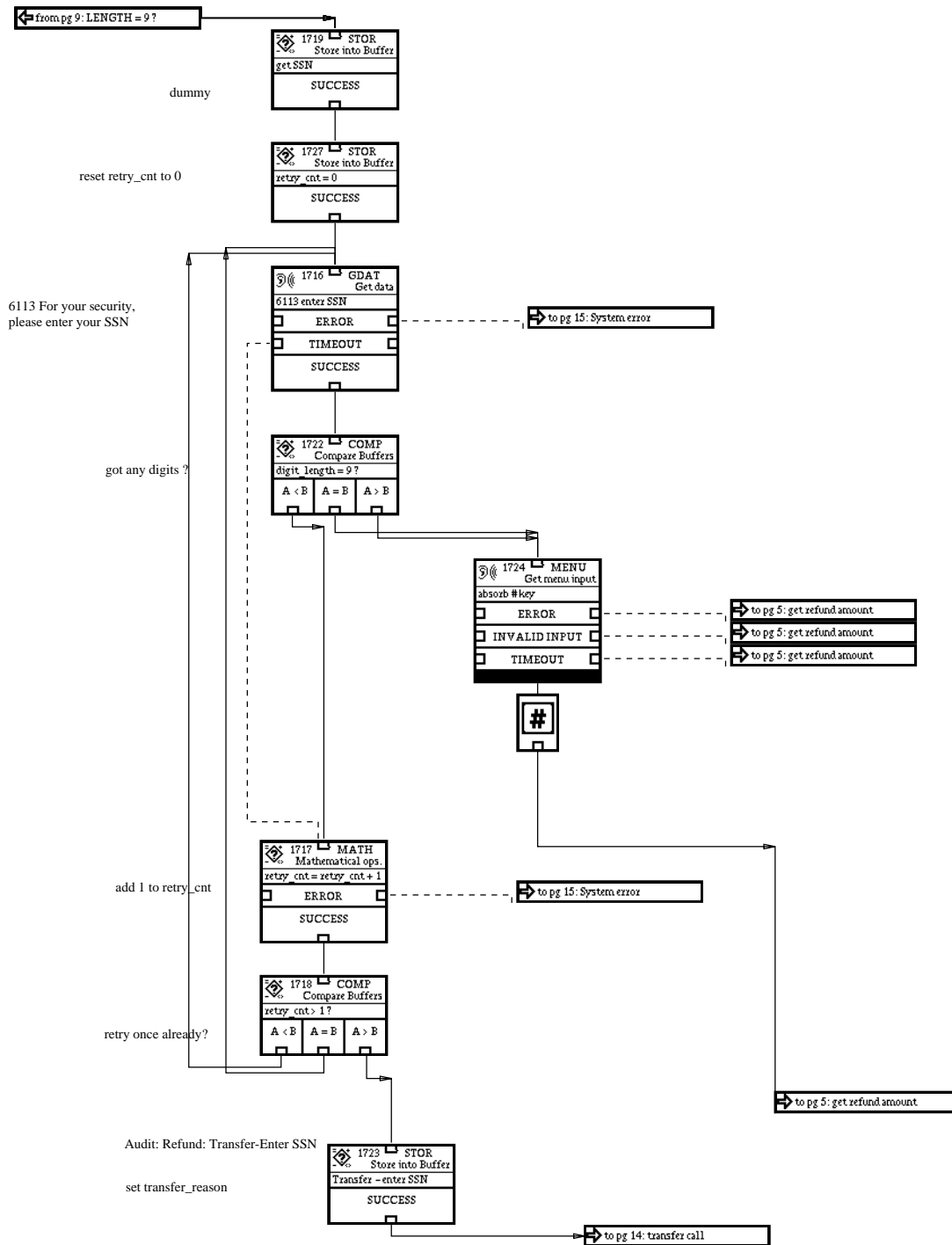
No Rows found



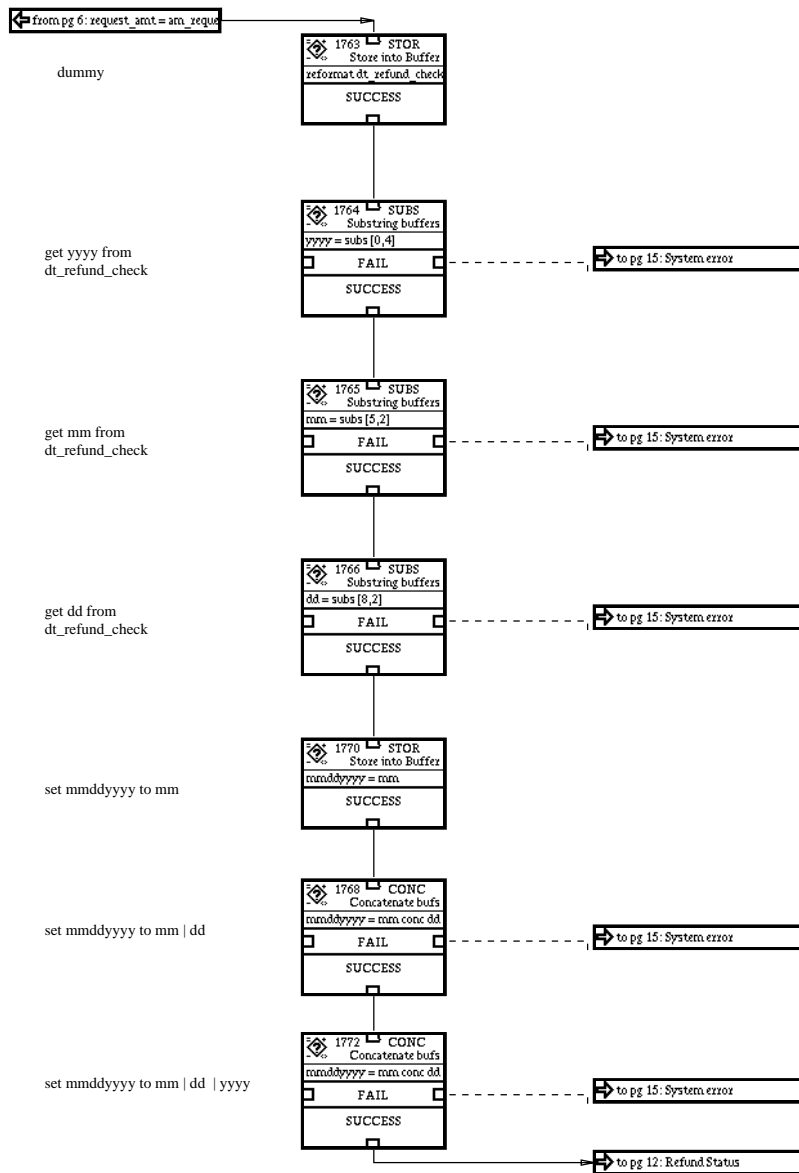
Play back SSN & Requested Amount



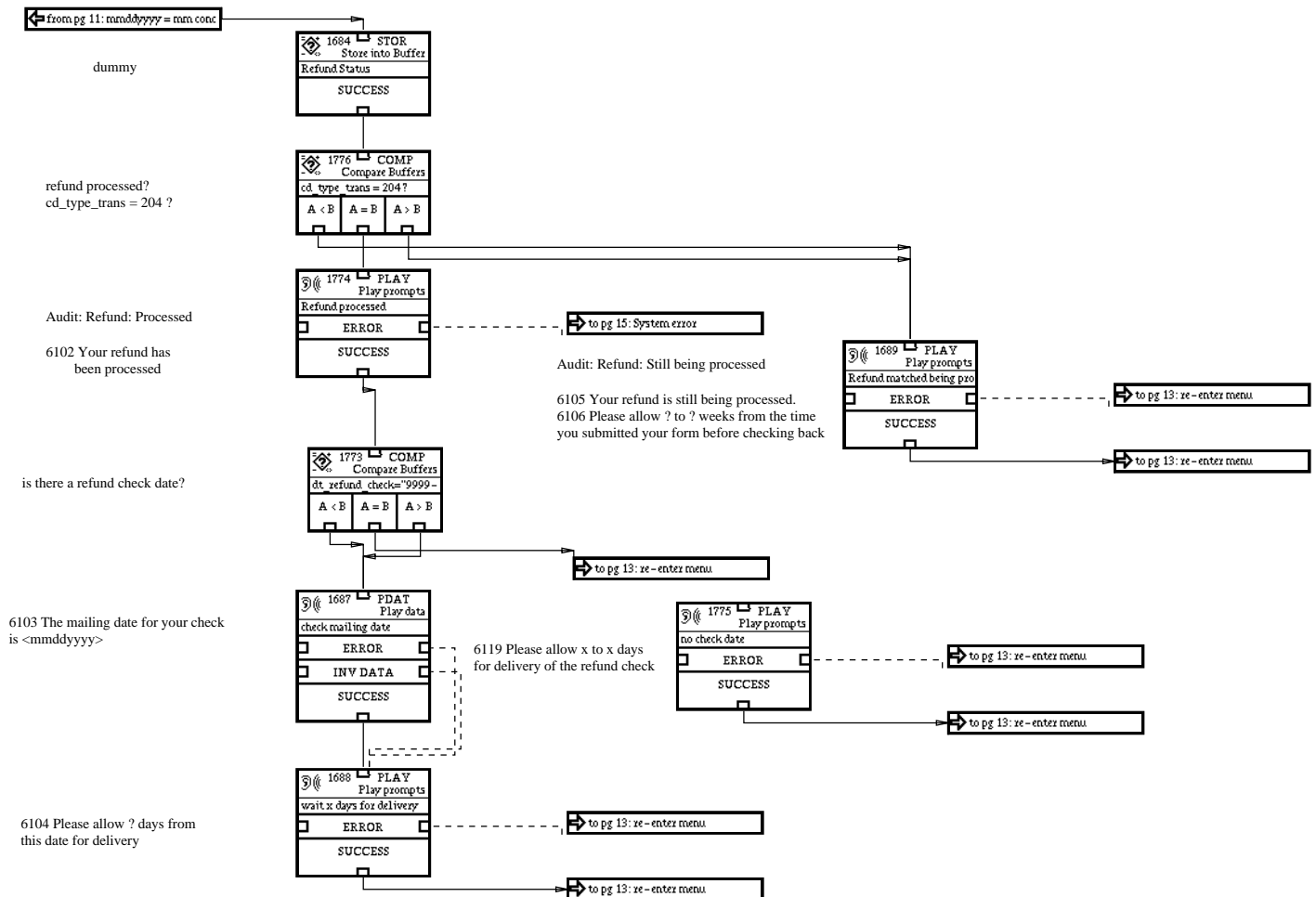
Get SSN



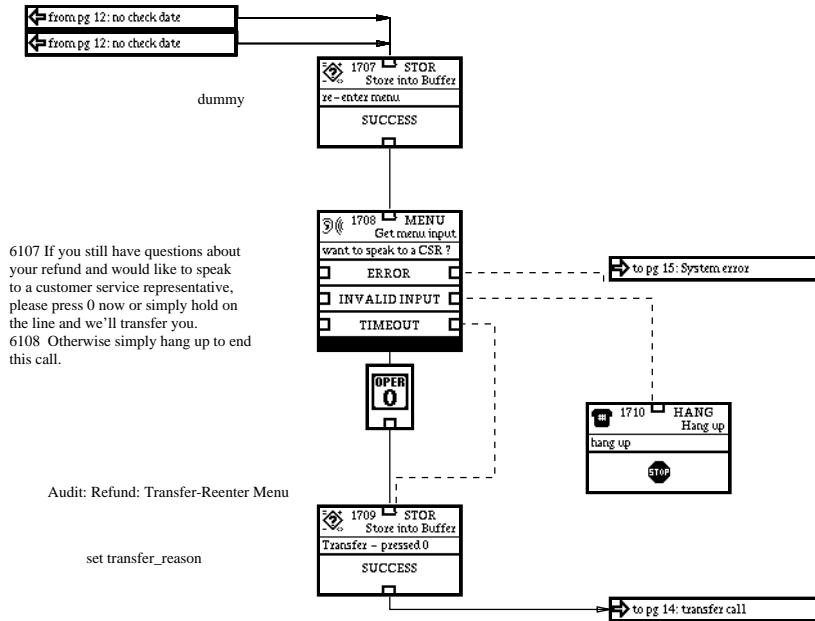
Reformat dt_refund_check



Refund Status



Re-enter Menu



Transfer Call

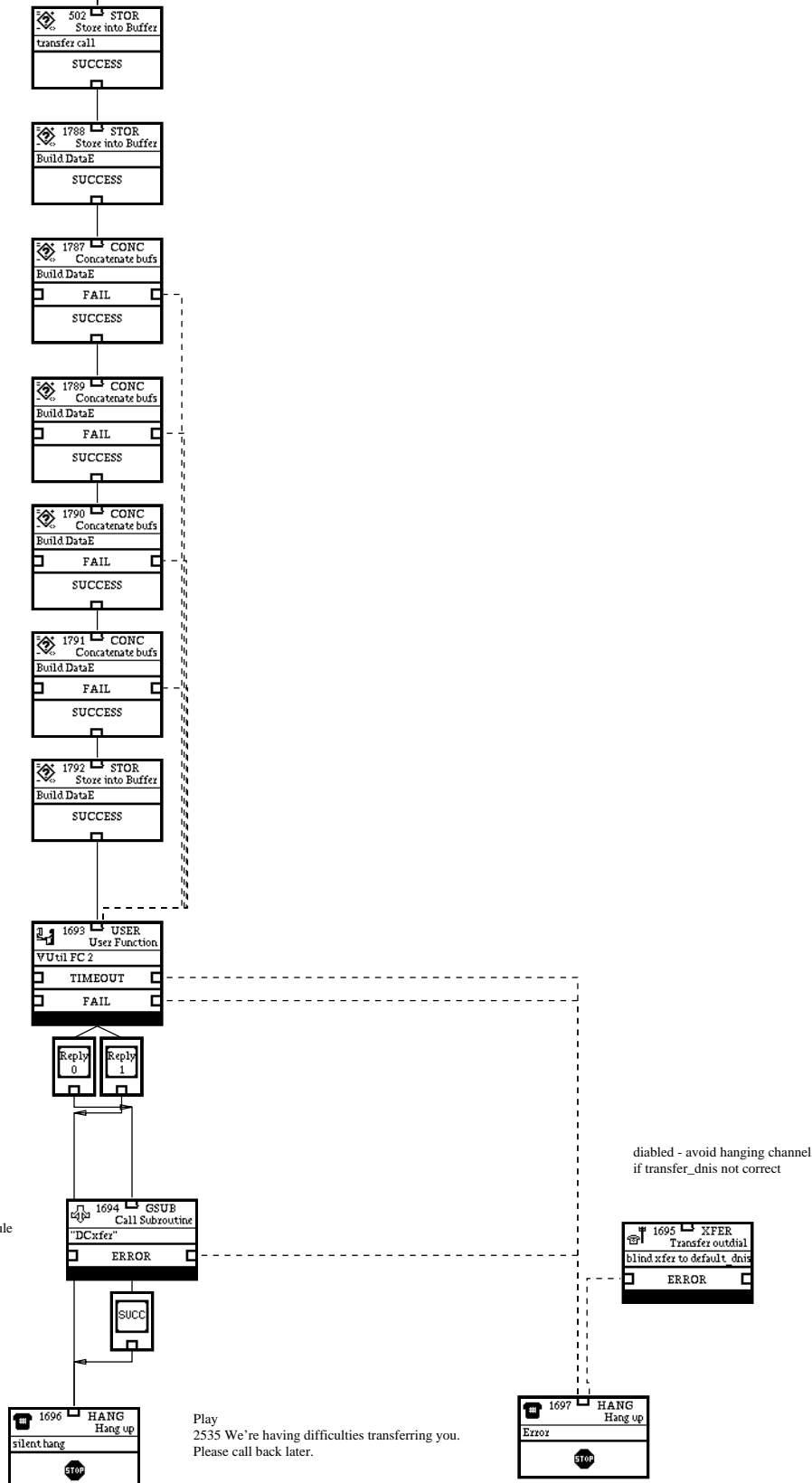
from pg 15: Transfer - system prot

dummy

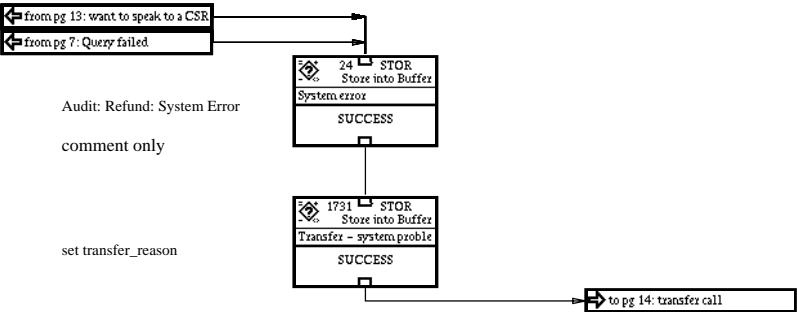
For Screen Pop, DataE needs to be in the following format:
reqamt,adjamt,transfer_reason.
The following steps will build the string which will transfer to the ACD as DataE

VUtil FC 2
Store data into buffers
Input buffers:
1 "transfer_cct"/default_cct
2 "DataVarB"/SSN
3 "DataVarE"/transfer_reason
4 "callid"/ACDCallID
5 "OrigTrunkNum"/OrigTrunkNum
6 "transfer_dnis"/default_dnis
Reply codes:
0 success
1 failed

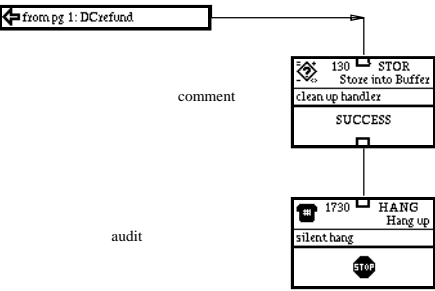
call transfer module



System Error



Cleanup Handler
End Call



APPLICATION PROMPTS

6006 Please allow ? to ? weeks from the time you submitted ...
1002 Press 2
1014 You entered
1015 If this is correct
1016 To re-enter
1096 Please enter the channel number followed by the pound key
2501
2502 The loan number you entered
2503 was invalid
2504 Please re-enter your loan number followed by the pound key
2521 press 1
2522 press 2
2523 press 3
2524 press 4
2535 We are having difficulty transferring you. Please call back later.
2557 to verify your account, please enter the zip code ...
2570 The total amount due on your account is
2572 if you will be paying the total amount due
2573 to repeat the total amount due
2574 if you will be paying the minimum amount
2575 to enter a different payment amount
2614 You did not enter a valid menu option
2618 Please enter our Countrywide loan number, followed by the pound key
2625 Please enter your loan number...
2676 Press pound if this is correct
2677 or star to re-enter
2980 ACD prompt
2981 Our records indicate that your loan number is
2989 Recent activities to your account indicate that a payoff demand statement .
2993 Without a valid loan number entry we cannot identify you ...
2994 WE were unable to identify you as an existing customer. Please hold for ..
2996 Welcome to Customer Service Department. For faster service, at the ...
3003 Thank you for calling the loan counseling dept, please be advised that we a
3004 Welcome to Texas State Banks mortgage loan servicing dept, for faster servi
3005 Thank you for calling the loan counseling dept, please be advised that we a
3006 Welcome to Texas State Bank loan servicing department
3007 Welcome to the Customer Service Dept.
3010 Valid Loan number entry identifies...
3022 If you are calling re: other Alaska USA accounts, please call
3023 For Faster service using our priority processing system.
3024 Welcome to United Financial, request loan number
3025 Welcome to United Financial private label initial greeting..
3026 Welcome to Alaska Usa Federal Credit Union's Mortgage loan Servicing dept.
3027 Thank you for calling Countrywide's customer service department.
3034 Welcome to Alaska Usa Federal Credit Union's Mortgage loan Servicing dept.
3035 Welcome to Hudson United Bank Mortgage loan Servicing dept.
3995 "Please enter your 7 digit dnis"
3996 "Please enter your 10 digit ANI"
3997
6100 Please enter your requested refund amount ...
6101 For example, if your requested refund amount is \$ 48.51...
6102 Your refund has been processed
6103 The mailing date for your check is
6104 Please allow x days from this date for delivery
6105 Your refund is still being processed

6107 If you still have questions about your refund, ...
6108 Otherwise simply hang up to end this call
6109 You entered Social Security Number
6110 and a requested refund amount of
6111 We're sorry, but your claim has not been found ...
6112 Please allow x to x weeks for processing before checking back.
6113 For your security please re-enter your Social Security Number
6116 If this is correct
6117 Otherwise
6118 to re-enter
6119 please allow x to x days for delivery of the refund check
6201 Press 1
6202 Press 2
12997 4 secs. of silence

DATABASES

DCparm

USER FUNCTIONS

VUtil

SQL Column Names

am_requested
id_internal
cd_type_id
cd_type_acct
id_acct
yr_acct
cd_type_trans
cd_status_trans
dt_refund_check
id_refund_check
id_entity

BUFFERS

DIGITS
NUMBER OF DIGITS
ANI DIGITS
NUMBER OF ANI DIGITS
CURRENT MESSAGE
PATH
MAILBOX ID
PASSWORD
NUMBER OF MESSAGES
SENDER ID
DATE
TIME
DELIVERY ATTEMPTS
DELIVERY INTERVAL
DELIVERY TIME
DATA EXCHANGE #1
DATA EXCHANGE #2
DATA EXCHANGE #3
DATA EXCHANGE #4
DATA EXCHANGE #5
DATA EXCHANGE #6
DATA EXCHANGE #7
DATA EXCHANGE #8
DATA EXCHANGE #9
DATA EXCHANGE #10
DAY
DELIVERY EVENT ID
SQL ROWS
SQL ERROR CODE
TERMINATION DIGIT
LENGTH
FAX DATA
RESULT
CELL STATUS
MESSAGE LENGTH
EXCEPTION STATUS
INPUT METHOD
NUMBER OF RESULTS
ISWEB
TONE DETECTION
CSS CALL ID
dummy
SubType
SSN
default_cct
ACDCallID
OrigTrunkNum
default_dnis
Lang Flag
index
request_amt
digit_length
retry_cnt
transfer_reason
norow_cnt

BUFFERS

dt_refund_check
mmddyyyy
cd_status_trans
am_requested
itsprod.tf2ivrref
id_internal
cd_type_id
cd_type_acct
id_acct
yr_acct
cd_type_trans
id_refund_check
dbSSN
yyyy
mm
dd
temp_dataE

Application Defaults

Location : Page 1
Name : DCrefund
Type : DFLT, DEFAULTS
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Write Audit Data to File? : YES
Write Audit Data to Database? : NO
Message Database : <NONE>
Pause Digit : None
Pause Prompt : 65 You have paused recording. To resume, press...
Resume Digit : None
Resume Prompt : 115 Resume recording at the tone.
Abort Digit : None
Abort Prompt : 117 Recording has been aborted. The message will not be saved.
Record/Play Termination Digit : None
Skip Ahead Digit : None
Back Track Digit : None
Skip To End Digit : None
Back To Beginning Digit : None
Speedup Digit : None
Slowdown Digit : None
Get Data Termination : * #
Maximum Pause Time (seconds) : 15
Skip Ahead/Back Track Time (seconds): 2
Pause Timeout Action : ABORT
Interdigit Timeout (seconds) : 5
SQL DBMS Type : ODBC
ODBC Data Source : DSNT
SQL Maximum Server Count : 1
User Name : itsgw03
Password : *****
CLEANUP : Cell #130 (clean up handler)
SUCCESS : Cell #1 (Init Vars)

Cell Number 1

Location : Page 1
Name : Init Vars
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : 0
Destination Buffer : dummy
SUCCESS : Cell #1758 (norow_cnt = 0)

Cell Number 24

Location : Page 4
Name : System error
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : YES
Call Audit Information : "Refund: transfer to CSR"
Source : 0

Destination Buffer : dummy
SUCCESS : Cell #1731 (Transfer - system problem)

Cell Number 130

Location : Page 1
Name : clean up handler
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : 0
Destination Buffer : dummy
SUCCESS : Cell #1730 (silent hang)

Cell Number 502

Location : Page 5
Name : transfer call
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "transfer call"
Destination Buffer : dummy
SUCCESS : Cell #1788 (Build DataE)

Cell Number 513

Location : Page 3
Name : VUtil FC3 - retrieve buffers
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : dummy
Destination Buffer : DATA EXCHANGE #7
SUCCESS : Cell #514 (VUtil fc(3))

Cell Number 514

Location : Page 4
Name : VUtil fc(3)
Type : USER, User Function
Comment : retrieve stored info
Call Audit Enabled? : NO
Call Audit Information : DIGITS
User Function File Name : VUtil
Case Number : 3
Timeout (seconds) : 15
Reply Codes : 0, 1
Branches : 1794, 24
Input Buffers
 Buffer 0 : "SubType"
 Buffer 1 : "DataVarB"
 Buffer 2 : "transfer_cct"
 Buffer 3 : "callid"
 Buffer 4 : "OrigTrunkNum"
 Buffer 5 : "transfer_dnis"

Buffer 6 : "DataVarA"

Output Buffers

Buffer 0 : SubType

Buffer 1 : SSN

Buffer 2 : default_cct

Buffer 3 : ACDCallID

Buffer 4 : OrigTrunkNum

Buffer 5 : default_dnis

Buffer 6 : Lang Flag

Interruptible Prompts? : NO

Repeat Prompts? : NO

Prompts

TIMEOUT : Cell #24 (System error)

FAIL : Cell #24 (System error)

Cell Number 679

Location : Page 2

Name : DCparm

Type : STOR, Store into Buffer

Comment :

Call Audit Enabled? : NO

Call Audit Information : DIGITS

Source : "lookup DCparm"

Destination Buffer : dummy

SUCCESS : Cell #1654 (index="0001")

Cell Number 1654

Location : Page 3

Name : index="0001"

Type : STOR, Store into Buffer

Comment :

Call Audit Enabled? : NO

Call Audit Information : DIGITS

Source : "0001"

Destination Buffer : index

SUCCESS : Cell #1655 (DC_parm for defaults)

Cell Number 1655

Location : Page 3

Name : DC_parm for defaults

Type : CHEK, Check database

Comment :

Call Audit Enabled? : NO

Call Audit Information : DIGITS

Database Name : DCparm

Record Number Buffer : index

Buffers

Buffer 1 : default_dnis

Buffer 2 : default_cct

NOT FOUND : Cell #1656 (default_dnis = 403)

FOUND : Cell #513 (VUtil FC3 - retrieve buffers)

Cell Number 1656

Location : Page 3

Name : default_dnis = 403

Type : STOR, Store into Buffer
 Comment :
 Call Audit Enabled? : NO
 Call Audit Information : DIGITS
 Source : 403
 Destination Buffer : default_dnis
 SUCCESS : Cell #1657 (default_cct = 403)

Cell Number 1657

Location : Page 3
 Name : default_cct = 403
 Type : STOR, Store into Buffer
 Comment :
 Call Audit Enabled? : NO
 Call Audit Information : DIGITS
 Source : 403
 Destination Buffer : default_cct
 SUCCESS : Cell #513 (VUtil FC3 - retrieve buffers)

Cell Number 1658

Location : Page 6
 Name : Query no match
 Type : STOR, Store into Buffer
 Comment :
 Call Audit Enabled? : YES
 Call Audit Information : request_amt
 Source : "no rows"
 Destination Buffer : dummy
 SUCCESS : Cell #1681 (norow_cnt + 1)

Cell Number 1663

Location : Page 5
 Name : enter request_amt
 Type : GDAT, Get data
 Comment :
 Call Audit Enabled? : NO
 Call Audit Information : DIGITS
 Input Length (digits) : 7
 Get Data Termination : Default
 Input Timeout (seconds) : 15
 Use default Interdigit Timeout : NO
 Interdigit Timeout (seconds) : 5
 Timeout Prompt : 87 (0.2 second of silence)
 Number of Timeout Retries : 0
 Abort Play on Input? : YES
 Allow Overdialing? : NO
 Input Buffer : request_amt
 Number of Digits Buffer : digit_length
 Term. Digit Buffer : TERMINATION DIGIT
 Confidence Level : RESULT
 Prompts
 Prompt 1 : 6100 Please enter your requested refund amount ...
 Prompt 2 : 6101 For example, if your requested refund amount is \$ 48.51...
 ERROR : Cell #24 (System error)
 TIMEOUT : Cell #1666 (retry_cnt = retry_cnt + 1)

SUCCESS : Cell #1786 (requested_amt = "#" ?)

Cell Number 1666

Location : Page 5
Name : retry_cnt = retry_cnt + 1
Type : MATH, Mathematical ops.
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : retry_cnt
Operator : +
Buffer B : 1
Result Buffer : retry_cnt
ERROR : Cell #24 (System error)
SUCCESS : Cell #1667 (retry_cnt > 1 ?)

Cell Number 1667

Location : Page 5
Name : retry_cnt > 1 ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : retry_cnt
Buffer B : 1
Step Flag : NONE
Type of Comparison : NUMERIC
A < B : Cell #1663 (enter request_amt)
A = B : Cell #1663 (enter request_amt)
A > B : Cell #1678 (transfer_reason = "0 from ...")

Cell Number 1668

Location : Page 4
Name : get refund amount
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "get refund amount"
Destination Buffer : dummy
SUCCESS : Cell #1728 (retry_cnt = 0)

Cell Number 1678

Location : Page 5
Name : transfer_reason = "0 from ..."
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : YES
Call Audit Information : "Refund: Transfer-Enter Amt"
Source : "0 from refund amount"
Destination Buffer : transfer_reason
SUCCESS : Cell #502 (transfer call)

Cell Number 1681

Location : Page 8

Name : norow_cnt + 1
Type : MATH, Mathematical ops.
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : norow_cnt
Operator : +
Buffer B : 1
Result Buffer : norow_cnt
ERROR : Cell #24 (System error)
SUCCESS : Cell #1682 (norow_cnt > 1 ?)

Cell Number 1682

Location : Page 8
Name : norow_cnt > 1 ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : norow_cnt
Buffer B : 1
Step Flag : NONE
Type of Comparison : NUMERIC
A < B : Cell #1711 (play back SSN & request amount)
A = B : Cell #1711 (play back SSN & request amount)
A > B : Cell #1698 (Claim not found)

Cell Number 1684

Location : Page 11
Name : Refund Status
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "refund status"
Destination Buffer : dummy
SUCCESS : Cell #1776 (cd_type_trans = 204 ?)

Cell Number 1687

Location : Page 12
Name : check mailing date
Type : PDAT, Play data
Comment :
Call Audit Enabled? : YES
Call Audit Information : dt_refund_check
Abort Play on Input? : NO
Allow Overdialing? : NO
Data Type (Standard) : Date
Data Type (Custom) : Integer
Playback Data Buffer : mmddyyyy
Prompts
Prompt 1 : 6103 The mailing date for your check is
ERROR : Cell #1688 (wait x days for delivery)
INV DATA : Cell #1688 (wait x days for delivery)
SUCCESS : Cell #1688 (wait x days for delivery)

Cell Number 1688

Location : Page 12
Name : wait x days for delivery
Type : PLAY, Play prompts
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Pause Allowed? : YES
Pause Digit : Default
Resume Digit : Default
Skip Ahead Digit : Default
Back Track Digit : Default
Skip To End Digit : Default
Back To Beginning Digit : Default
Speedup Digit : Default
Slowdown Digit : Default
Use default Pause Time : NO
Maximum Pause Time (seconds) : 15
Use default Ahead/Back Track Time: NO
Skip Ahead/Back Track Time (seconds): 2
Prompts
 Prompt 1 : 6104 Please allow x days from this date for delivery
ERROR : Cell #1707 (re-enter menu)
SUCCESS : Cell #1707 (re-enter menu)

Cell Number 1689

Location : Page 12
Name : Refund matched being processed
Type : PLAY, Play prompts
Comment :
Call Audit Enabled? : YES
Call Audit Information : cd_status_trans
Pause Allowed? : YES
Pause Digit : Default
Resume Digit : Default
Skip Ahead Digit : Default
Back Track Digit : Default
Skip To End Digit : Default
Back To Beginning Digit : Default
Speedup Digit : Default
Slowdown Digit : Default
Use default Pause Time : NO
Maximum Pause Time (seconds) : 15
Use default Ahead/Back Track Time: NO
Skip Ahead/Back Track Time (seconds): 2
Prompts
 Prompt 1 : 6105 Your refund is still being processed
 Prompt 2 : 6106 Please allow ? to ? weeks from the time you submitted ...
ERROR : Cell #1707 (re-enter menu)
SUCCESS : Cell #1707 (re-enter menu)

Cell Number 1693

Location : Page 14
Name : VUtil FC 2

Type : USER, User Function

Comment :

Call Audit Enabled? : NO

Call Audit Information : DIGITS

User Function File Name : VUtil

Case Number : 2

Timeout (seconds) : 15

Reply Codes : 1, 0

Branches : 1696, 1694

Input Buffers

Buffer 0 : "transfer_cct"

Buffer 1 : default_cct

Buffer 2 : "DataVarB"

Buffer 3 : SSN

Buffer 4 : "DataVarE"

Buffer 5 : transfer_reason

Buffer 6 : "callid"

Buffer 7 : ACDCallID

Buffer 8 : "OrigTrunkNum"

Buffer 9 : OrigTrunkNum

Buffer 10 : "transfer_dnis"

Buffer 11 : default_dnis

Output Buffers

Interruptible Prompts? : NO

Repeat Prompts? : NO

Prompts

TIMEOUT : Cell #1697 (Error)

FAIL : Cell #1697 (Error)

Cell Number 1694

Location : Page 14

Name : "DCxfer"

Type : GSUB, Call Subroutine

Comment :

Call Audit Enabled? : NO

Call Audit Information : DIGITS

Application Name : "DCxfer"

ERROR : Cell #1697 (Error)

SUCCESS : Cell #1696 (silent hang)

SUBROUTINE : <NONE>

Cell Number 1695

Location : Page 14

Name : blind xfer to default_dnis

Type : XFER, Transfer outdial

Comment :

Call Audit Enabled? : NO

Call Audit Information : DIGITS

Phone Number Buffer : default_dnis

ERROR : Cell #1697 (Error)

Cell Number 1696

Location : Page 14

Name : silent hang

Type : HANG, Hang up

Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Prompts

Cell Number 1697

Location : Page 14
Name : Error
Type : HANG, Hang up
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Prompts
 Prompt 1 : 2535 We are having difficulty transferring you. Please call back later.

Cell Number 1698

Location : Page 8
Name : Claim not found
Type : PLAY, Play prompts
Comment :
Call Audit Enabled? : YES
Call Audit Information : "play claim not found"
Pause Allowed? : YES
Pause Digit : Default
Resume Digit : Default
Skip Ahead Digit : Default
Back Track Digit : Default
Skip To End Digit : Default
Back To Beginning Digit : Default
Speedup Digit : Default
Slowdown Digit : Default
Use default Pause Time : NO
Maximum Pause Time (seconds) : 15
Use default Ahead/Back Track Time: NO
Skip Ahead/Back Track Time (seconds): 2
Prompts
 Prompt 1 : 6111 We're sorry, but your claim has not been found ...
 Prompt 2 : 6112 Please allow x to x weeks for processing before checking back.
ERROR : Cell #24 (System error)
SUCCESS : Cell #1707 (re-enter menu)

Cell Number 1707

Location : Page 8
Name : re-enter menu
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "re-enter menu"
Destination Buffer : dummy
SUCCESS : Cell #1708 (want to speak to a CSR ?)

Cell Number 1708

Location : Page 13
Name : want to speak to a CSR ?

Type : MENU, Get menu input
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Use Voice Energy Detect? : NO
Valid Inputs : 0
Branches : 1709
Invalid Input Prompt : 56 That is an invalid response.
Number of Invalid Input Retries: 0
Timeout Prompt : 56 That is an invalid response.
Input Timeout (seconds) : 5
Number of Timeout Retries : 0
Abort Play on Input? : YES
Allow Overdialing? : NO
Confidence Level : RESULT
Prompts
 Prompt 1 : 6107 If you still have questions about your refund, ...
 Prompt 2 : 6108 Otherwise simply hang up to end this call
ERROR : Cell #24 (System error)
INVALID INPUT : Cell #1710 (hang up)
TIMEOUT : Cell #1709 (Transfer - pressed 0)

Cell Number 1709

Location : Page 13
Name : Transfer - pressed 0
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : YES
Call Audit Information : "pressed 0"
Source : "0 from re-enter menu"
Destination Buffer : transfer_reason
SUCCESS : Cell #502 (transfer call)

Cell Number 1710

Location : Page 13
Name : hang up
Type : HANG, Hang up
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Prompts

Cell Number 1711

Location : Page 8
Name : play back SSN & request amount
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "play back SSN & requested amt"
Destination Buffer : dummy
SUCCESS : Cell #1725 (get LENGTH on SSN)

Cell Number 1712

Location : Page 9

Name : play SSN
Type : PDAT, Play data
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Abort Play on Input? : NO
Allow Overdialing? : NO
Data Type (Standard) : Digits
Data Type (Custom) : Integer
Playback Data Buffer : SSN
Prompts
 Prompt 1 : 6109 You entered Social Security Number
ERROR : Cell #24 (System error)
INV DATA : Cell #1713 (play requested amount)
SUCCESS : Cell #1713 (play requested amount)

Cell Number 1713

Location : Page 9
Name : play requested amount
Type : PDAT, Play data
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Abort Play on Input? : NO
Allow Overdialing? : NO
Data Type (Standard) : Gen. Currency
Data Type (Custom) : Integer
Playback Data Buffer : request_amt
Prompts
 Prompt 1 : 6110 and a requested refund amount of
ERROR : Cell #24 (System error)
INV DATA : Cell #1714 (play back menu)
SUCCESS : Cell #1714 (play back menu)

Cell Number 1714

Location : Page 9
Name : play back menu
Type : MENU, Get menu input
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Use Voice Energy Detect? : NO
Valid Inputs : 2, 1
Branches : 1719, 1715
Invalid Input Prompt : 56 That is an invalid response.
Number of Invalid Input Retries: 1
Timeout Prompt : 56 That is an invalid response.
Input Timeout (seconds) : 5
Number of Timeout Retries : 1
Abort Play on Input? : YES
Allow Overdialing? : NO
Confidence Level : RESULT
Prompts
 Prompt 1 : 6116 If this is correct
 Prompt 2 : 6201 Press 1

Prompt 3 : 6117 Otherwise
Prompt 4 : 6202 Press 2
Prompt 5 : 6118 to re-enter
ERROR : Cell #24 (System error)
INVALID INPUT : Cell #1707 (re-enter menu)
TIMEOUT : Cell #1707 (re-enter menu)

Cell Number 1715

Location : Page 9
Name : Refund still being processed
Type : PLAY, Play prompts
Comment :
Call Audit Enabled? : YES
Call Audit Information : "Play Still being processed"
Pause Allowed? : YES
Pause Digit : Default
Resume Digit : Default
Skip Ahead Digit : Default
Back Track Digit : Default
Skip To End Digit : Default
Back To Beginning Digit : Default
Speedup Digit : Default
Slowdown Digit : Default
Use default Pause Time : NO
Maximum Pause Time (seconds) : 15
Use default Ahead/Back Track Time: NO
Skip Ahead/Back Track Time (seconds): 2
Prompts

Prompt 1 : 6105 Your refund is still being processed
Prompt 2 : 6106 Please allow ? to ? weeks from the time you submitted ...
ERROR : Cell #1707 (re-enter menu)
SUCCESS : Cell #1707 (re-enter menu)

Cell Number 1716

Location : Page 10
Name : 6113 enter SSN
Type : GDAT, Get data
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Input Length (digits) : 9
Get Data Termination : Default
Input Timeout (seconds) : 15
Use default Interdigit Timeout : NO
Interdigit Timeout (seconds) : 5
Timeout Prompt : 87 (0.2 second of silence)
Number of Timeout Retries : 0
Abort Play on Input? : YES
Allow Overdialing? : NO
Input Buffer : SSN
Number of Digits Buffer : digit_length
Term. Digit Buffer : TERMINATION DIGIT
Confidence Level : RESULT

Prompts
Prompt 1 : 6113 For your security please re-enter your Social Security Number

ERROR : Cell #24 (System error)
TIMEOUT : Cell #1717 (retry_cnt = retry_cnt + 1)
SUCCESS : Cell #1722 (digit_length = 9 ?)

Cell Number 1717

Location : Page 10
Name : retry_cnt = retry_cnt + 1
Type : MATH, Mathematical ops.
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : retry_cnt
Operator : +
Buffer B : 1
Result Buffer : retry_cnt
ERROR : Cell #24 (System error)
SUCCESS : Cell #1718 (retry_cnt > 1 ?)

Cell Number 1718

Location : Page 10
Name : retry_cnt > 1 ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : retry_cnt
Buffer B : 1
Step Flag : NONE
Type of Comparison : NUMERIC
A < B : Cell #1716 (6113 enter SSN)
A = B : Cell #1716 (6113 enter SSN)
A > B : Cell #1723 (Transfer -enter SSN)

Cell Number 1719

Location : Page 4
Name : get SSN
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "get SSN"
Destination Buffer : dummy
SUCCESS : Cell #1727 (retry_cnt = 0)

Cell Number 1722

Location : Page 10
Name : digit_length = 9 ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : digit_length
Buffer B : 9
Step Flag : NONE
Type of Comparison : NUMERIC

A < B : Cell #1717 (retry_cnt = retry_cnt + 1)
A = B : Cell #1724 (absorb # key)
A > B : Cell #1724 (absorb # key)

Cell Number 1723

Location : Page 10
Name : Transfer -enter SSN
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : YES
Call Audit Information : "Enter SSN more than once"
Source : "Enter SSN more than once"
Destination Buffer : transfer_reason
SUCCESS : Cell #502 (transfer call)

Cell Number 1724

Location : Page 5
Name : absorb # key
Type : MENU, Get menu input
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Use Voice Energy Detect? : NO
Valid Inputs : #
Branches : 1668
Invalid Input Prompt : 0 zero
Number of Invalid Input Retries: 0
Timeout Prompt : 87 (0.2 second of silence)
Input Timeout (seconds) : 1
Number of Timeout Retries : 0
Abort Play on Input? : YES
Allow Overdialing? : YES
Confidence Level : RESULT
Prompts
ERROR : Cell #1668 (get refund amount)
INVALID INPUT : Cell #1668 (get refund amount)
TIMEOUT : Cell #1668 (get refund amount)

Cell Number 1725

Location : Page 9
Name : get LENGTH on SSN
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : ""
Destination Buffer : SSN
Dest String Length : LENGTH
FAIL : Cell #24 (System error)
SUCCESS : Cell #1726 (LENGTH = 9 ?)

Cell Number 1726

Location : Page 9
Name : LENGTH = 9 ?
Type : COMP, Compare Buffers

Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : LENGTH
Buffer B : 9
Step Flag : NONE
Type of Comparison : NUMERIC
A < B : Cell #1719 (get SSN)
A = B : Cell #1712 (play SSN)
A > B : Cell #1719 (get SSN)

Cell Number 1727

Location : Page 10
Name : retry_cnt = 0
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : 0
Destination Buffer : retry_cnt
SUCCESS : Cell #1716 (6113 enter SSN)

Cell Number 1728

Location : Page 5
Name : retry_cnt = 0
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : 0
Destination Buffer : retry_cnt
SUCCESS : Cell #1663 (enter request_amt)

Cell Number 1730

Location : Page 16
Name : silent hang
Type : HANG, Hang up
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Prompts

Cell Number 1731

Location : Page 14
Name : Transfer - system problem
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "lsystem error"
Destination Buffer : transfer_reason
SUCCESS : Cell #502 (transfer call)

Cell Number 1732

Location : Page 2

Name : Refund apps Start
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : YES
Call Audit Information : "Start Refund application"
Source : 0
Destination Buffer : dummy
SUCCESS : Cell #679 (DCparm)

Cell Number 1733

Location : Page 5
Name : look up refund status
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "lookup refund status"
Destination Buffer : dummy
SUCCESS : Cell #1739 (retry_cnt = 0)

Cell Number 1739

Location : Page 6
Name : retry_cnt = 0
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : 0
Destination Buffer : retry_cnt
SUCCESS : Cell #1754 (Query DB2)

Cell Number 1740

Location : Page 4
Name : LENGTH
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : ""
Destination Buffer : SSN
Dest String Length : LENGTH
FAIL : Cell #24 (System error)
SUCCESS : Cell #1741 (LENGTH = 9 ?)

Cell Number 1741

Location : Page 4
Name : LENGTH = 9 ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : LENGTH
Buffer B : 9
Step Flag : NONE
Type of Comparison : NUMERIC

A < B : Cell #1719 (get SSN)
A = B : Cell #1668 (get refund amount)
A > B : Cell #1719 (get SSN)

Cell Number 1742

Location : Page 5
Name : request_amt conc ".00"
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : ".00"
Destination Buffer : request_amt
Dest String Length : request_amt
FAIL : Cell #24 (System error)
SUCCESS : Cell #1733 (look up refund status)

Cell Number 1743

Location : Page 6
Name : request_amt = am_requested ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : request_amt
Buffer B : am_requested
Step Flag : NONE
Type of Comparison : STRING
A < B : Cell #1658 (Query no match)
A = B : Cell #1763 (reformat dt_refund_check)
A > B : Cell #1658 (Query no match)

Cell Number 1754

Location : Page 6
Name : Query DB2
Type : QSEL, SQL Select
Comment : itsprod.tf2ivrref
Call Audit Enabled? : YES
Call Audit Information : itsprod.tf2ivrref
SQL Table Name : "itsprod.tf2ivrref"
Maximum Rows to Select (0 = unlimited): 1
Column and Buffer Table

Order by	Column	Buffer
<NONE>	am_requested	am_requested
<NONE>	id_internal	id_internal
<NONE>	cd_type_id	cd_type_id
<NONE>	cd_type_acct	cd_type_acct
<NONE>	id_acct	id_acct
<NONE>	yr_acct	yr_acct
<NONE>	cd_type_trans	cd_type_trans
<NONE>	cd_status_trans	cd_status_trans
<NONE>	dt_refund_check	dt_refund_check
<NONE>	id_refund_check	id_refund_check

Where Clause

Logical ('s Column	Type	Operator	Value)'s

id_entity	String	=	SSN	
SUCCESS	: Cell #1762 (Query successful)			
FAIL	: Cell #1777 (look up a 2nd time)			
NO ROWS	: Cell #1658 (Query no match)			

Cell Number 1755

Location	: Page 6
Name	: itsprod.tf2ivrref
Type	: QCMD, SQL Command
Comment	:
Call Audit Enabled?	: NO
Call Audit Information	: DIGITS
Commit?	: YES
Maximum Rows to Select (0 = unlimited):	1
SQL Statement	: select am_requested from itsprod.tf2ivrref where id_entity = ?
Parameter Buffers	
Buffer 0	: dbSSN
Return Buffers	
Buffer 0	: am_requested
SUCCESS	: Cell #1762 (Query successful)
FAIL	: Cell #24 (System error)
NO ROWS	: Cell #1658 (Query no match)
COLUMN MIS	: Cell #24 (System error)

Cell Number 1757

Location	: Page 6
Name	: VUtil fc(8)
Type	: USER, User Function
Comment	: concat
Call Audit Enabled?	: NO
Call Audit Information	: DIGITS
User Function File Name	: VUtil
Case Number	: 8
Timeout (seconds)	: 15
Reply Codes	: 0, 1
Branches	: 1755, 24
Input Buffers	
Buffer 0	: ""
Buffer 1	: SSN
Buffer 2	: ""
Output Buffers	
Buffer 0	: dbSSN
Interruptible Prompts?	: NO
Repeat Prompts?	: NO
Prompts	
TIMEOUT	: Cell #24 (System error)
FAIL	: Cell #24 (System error)

Cell Number 1758

Location : Page 2
Name : norow_cnt = 0
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : 0
Destination Buffer : norow_cnt
SUCCESS : Cell #1732 (Refund apps Start)

Cell Number 1762

Location : Page 6
Name : Query successful
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : YES
Call Audit Information : request_amt
Source : 0
Destination Buffer : DIGITS
SUCCESS : Cell #1743 (request_amt = am_requested ?)

Cell Number 1763

Location : Page 6
Name : reformat dt_refund_check
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "reformat dt_refund_check"
Destination Buffer : dummy
SUCCESS : Cell #1764 (yyyy = subs [0,4])

Cell Number 1764

Location : Page 11
Name : yyyy = subs [0,4]
Type : SUBS, Substring buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : dt_refund_check
Destination Buffer : yyyy
Offset : 0
Length : 4
FAIL : Cell #24 (System error)
SUCCESS : Cell #1765 (mm = subs [5,2])

Cell Number 1765

Location : Page 11
Name : mm = subs [5,2]
Type : SUBS, Substring buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : dt_refund_check
Destination Buffer : mm

Offset : 5
Length : 2
FAIL : Cell #24 (System error)
SUCCESS : Cell #1766 (dd = subs [8,2])

Cell Number 1766

Location : Page 11
Name : dd = subs [8,2]
Type : SUBS, Substring buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : dt_refund_check
Destination Buffer : dd
Offset : 8
Length : 2
FAIL : Cell #24 (System error)
SUCCESS : Cell #1770 (mmddyyyy = mm)

Cell Number 1768

Location : Page 11
Name : mmddyyyy = mm conc dd
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : dd
Destination Buffer : mmddyyyy
Dest String Length : LENGTH
FAIL : Cell #24 (System error)
SUCCESS : Cell #1772 (mmddyyyy = mm conc dd)

Cell Number 1770

Location : Page 11
Name : mmddyyyy = mm
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : mm
Destination Buffer : mmddyyyy
SUCCESS : Cell #1768 (mmddyyyy = mm conc dd)

Cell Number 1772

Location : Page 11
Name : mmddyyyy = mm conc dd
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : yyyy
Destination Buffer : mmddyyyy
Dest String Length : LENGTH
FAIL : Cell #24 (System error)
SUCCESS : Cell #1684 (Refund Status)

Cell Number 1773

Location : Page 12
Name : dt_refund_check="9999-12-31" ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : dt_refund_check
Buffer B : "9999-12-31"
Step Flag : NONE
Type of Comparison : STRING
A < B : Cell #1687 (check mailing date)
A = B : Cell #1707 (re-enter menu)
A > B : Cell #1687 (check mailing date)

Cell Number 1774

Location : Page 12
Name : Refund processed
Type : PLAY, Play prompts
Comment :
Call Audit Enabled? : YES
Call Audit Information : "Refund Processed"
Pause Allowed? : YES
Pause Digit : Default
Resume Digit : Default
Skip Ahead Digit : Default
Back Track Digit : Default
Skip To End Digit : Default
Back To Beginning Digit : Default
Speedup Digit : Default
Slowdown Digit : Default
Use default Pause Time : NO
Maximum Pause Time (seconds) : 15
Use default Ahead/Back Track Time: NO
Skip Ahead/Back Track Time (seconds): 2
Prompts
 Prompt 1 : 6102 Your refund has been processed
ERROR : Cell #24 (System error)
SUCCESS : Cell #1773 (dt_refund_check="9999-12-31" ?)

Cell Number 1775

Location : Page 12
Name : no check date
Type : PLAY, Play prompts
Comment :
Call Audit Enabled? : YES
Call Audit Information : dt_refund_check
Pause Allowed? : YES
Pause Digit : Default
Resume Digit : Default
Skip Ahead Digit : Default
Back Track Digit : Default
Skip To End Digit : Default
Back To Beginning Digit : Default

Speedup Digit : Default
 Slowdown Digit : Default
 Use default Pause Time : NO
 Maximum Pause Time (seconds) : 15
 Use default Ahead/Back Track Time: NO
 Skip Ahead/Back Track Time (seconds): 2
 Prompts
 Prompt 1 : 6119 please allow x to x days for delivery of the refund check
 ERROR : Cell #1707 (re-enter menu)
 SUCCESS : Cell #1707 (re-enter menu)

Cell Number 1776

Location : Page 12
 Name : cd_type_trans = 204 ?
 Type : COMP, Compare Buffers
 Comment :
 Call Audit Enabled? : NO
 Call Audit Information : DIGITS
 Buffer A : cd_type_trans
 Buffer B : 204
 Step Flag : NONE
 Type of Comparison : NUMERIC
 A < B : Cell #1689 (Refund matched being processed)
 A = B : Cell #1774 (Refund processed)
 A > B : Cell #1689 (Refund matched being processed)

Cell Number 1777

Location : Page 6
 Name : look up a 2nd time
 Type : STOR, Store into Buffer
 Comment :
 Call Audit Enabled? : YES
 Call Audit Information : "loss database connection"
 Source : "lookup 2nd time"
 Destination Buffer : dummy
 SUCCESS : Cell #1785 (play some silence)

Cell Number 1780

Location : Page 6
 Name : Query DB2
 Type : QSEL, SQL Select
 Comment : itsprod.tf2ivrref
 Call Audit Enabled? : YES
 Call Audit Information : itsprod.tf2ivrref
 SQL Table Name : "itsprod.tf2ivrref"
 Maximum Rows to Select (0 = unlimited): 1
 Column and Buffer Table

Order by	Column	Buffer
<NONE>	am_requested	am_requested
<NONE>	id_internal	id_internal
<NONE>	cd_type_id	cd_type_id
<NONE>	cd_type_acct	cd_type_acct
<NONE>	id_acct	id_acct

<NONE> yr_acct yr_acct
<NONE> cd_type_trans cd_type_trans
<NONE> cd_status_trans cd_status_trans
<NONE> dt_refund_check dt_refund_check
<NONE> id_refund_check id_refund_check

Where Clause

Logical ('s Column	Type	Operator	Value)'s
id_entity	String	=	SSN	

SUCCESS : Cell #1762 (Query successful)
FAIL : Cell #1783 (Query failed)
NO ROWS : Cell #1658 (Query no match)

Cell Number 1783

Location : Page 7
Name : Query failed
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : YES
Call Audit Information : request_amt
Source : 0
Destination Buffer : dummy
SUCCESS : Cell #24 (System error)

Cell Number 1785

Location : Page 7
Name : play some silence
Type : PLAY, Play prompts
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Pause Allowed? : YES
Pause Digit : Default
Resume Digit : Default
Skip Ahead Digit : Default
Back Track Digit : Default
Skip To End Digit : Default
Back To Beginning Digit : Default
Speedup Digit : Default
Slowdown Digit : Default
Use default Pause Time : NO
Maximum Pause Time (seconds) : 15
Use default Ahead/Back Track Time: NO
Skip Ahead/Back Track Time (seconds): 2
Prompts
Prompt 1 : 89 (0.8 second of silence)
Prompt 2 : 87 (0.2 second of silence)
Prompt 3 : 89 (0.8 second of silence)
Prompt 4 : 87 (0.2 second of silence)
Prompt 5 : 89 (0.8 second of silence)
Prompt 6 : 87 (0.2 second of silence)
Prompt 7 : 89 (0.8 second of silence)

Prompt 8 : 87 (0.2 second of silence)
Prompt 9 : 89 (0.8 second of silence)
Prompt 10 : 87 (0.2 second of silence)
Prompt 11 : 89 (0.8 second of silence)
Prompt 12 : 87 (0.2 second of silence)
Prompt 13 : 89 (0.8 second of silence)
Prompt 14 : 87 (0.2 second of silence)
Prompt 15 : 89 (0.8 second of silence)
Prompt 16 : 87 (0.2 second of silence)
ERROR : Cell #1783 (Query failed)
SUCCESS : Cell #1780 (Query DB2)

Cell Number 1786

Location : Page 5
Name : requested_amt = "#" ?
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : request_amt
Buffer B : "#"
Step Flag : NONE
Type of Comparison : STRING
A < B : Cell #1742 (request_amt conc ".00")
A = B : Cell #1666 (retry_cnt = retry_cnt + 1)
A > B : Cell #1742 (request_amt conc ".00")

Cell Number 1787

Location : Page 14
Name : Build DataE
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : "|"
Destination Buffer : temp_dataE
Dest String Length : LENGTH
FAIL : Cell #1693 (VUtil FC 2)
SUCCESS : Cell #1789 (Build DataE)

Cell Number 1788

Location : Page 14
Name : Build DataE
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : request_amt
Destination Buffer : temp_dataE
SUCCESS : Cell #1787 (Build DataE)

Cell Number 1789

Location : Page 14
Name : Build DataE
Type : CONC, Concatenate bufs

Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : am_requested
Destination Buffer : temp_dataE
Dest String Length : LENGTH
FAIL : Cell #1693 (VUtil FC 2)
SUCCESS : Cell #1790 (Build DataE)

Cell Number 1790

Location : Page 14
Name : Build DataE
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : ""
Destination Buffer : temp_dataE
Dest String Length : LENGTH
FAIL : Cell #1693 (VUtil FC 2)
SUCCESS : Cell #1791 (Build DataE)

Cell Number 1791

Location : Page 14
Name : Build DataE
Type : CONC, Concatenate bufs
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : transfer_reason
Destination Buffer : temp_dataE
Dest String Length : LENGTH
FAIL : Cell #1693 (VUtil FC 2)
SUCCESS : Cell #1792 (Build DataE)

Cell Number 1792

Location : Page 14
Name : Build DataE
Type : STOR, Store into Buffer
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Source : temp_dataE
Destination Buffer : transfer_reason
SUCCESS : Cell #1693 (VUtil FC 2)

Cell Number 1793

Location : Page 4
Name : Untitled
Type : LANG, Set Language
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Sys. Prompts Offset : 0
App. Prompts Offset : 0

Language : "US ENGLISH"
SR Vocabulary Group : "NONE"
ERROR : <NONE>
SUCCESS : Cell #1740 (LENGTH)

Cell Number 1794

Location : Page 4
Name : Spanish
Type : COMP, Compare Buffers
Comment :
Call Audit Enabled? : NO
Call Audit Information : DIGITS
Buffer A : Lang Flag
Buffer B : "FT"
Step Flag : NONE
Type of Comparison : STRING
A < B : Cell #1740 (LENGTH)
A = B : Cell #1793 (Untitled)
A > B : Cell #1740 (LENGTH)
