DMS-100 Family

ADAS Audio Prompts
Reference Guide

NORTEL

NORTHERN TELECOM

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Reference Guide

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Contents

1.0 Introduction

This reference guide describes the audio announcement files (sometimes referred to as audio prompt files) that are used with the ADAS (Automatic Directory Assistance Service). ADAS operates with TOPS MP, TOPS MPX, or TOPS IWS.

Information in this guide includes how to load audio files, manage ADAS announcements and prompts, and descriptions of each audio prompt file.

1.1 When to use this guide

ADAS is part of the TOPS line of products. This guide is written for ADAS OAM position workstations that have software release loads ADAS07 and up.

The version and issue (01.01) of this document are indicated at the foot of each even numbered page. The version (first two digits) increases by one each time the document is updated to support a new software release. For example, the first release of this guide was 01.01, and the second release will be 02.01.

The issue (second two digits) increases by one each time a guide is revised and re-released in the same software release cycle. For example, 01.02 indicates that the document was released two times in the 01 software release cycle.

2.0 Managing audio loads

Automatic Directory Assistance Service (ADAS) uses audio load files for announcements that either elicit information from a caller or provide information to the caller. ADAS audio load files of Nortel Networks (Northern Telecom) are prepared and packaged as a digital audio tape (DAT) that is separate from the DMS SuperNode.

An ADAS audio load includes the following information:

- audio files containing prerecorded digitized speech for announcements, silences, and tones required for ADAS services

- information files for configuring the application containing text, length, and other information about each audio file.

3.0 Custom audio loads

The initial (base) audio load delivered with ADAS by Nortel Networks can be customized. Operating companies can add their own customized set of prompts (audio files) to the base Nortel Networks-provided prompt set.

Audio loads can be customized by:

- Nortel Networks,

- the operating company, or

- private vendors contracted to the operating company.

3.1 Considerations for customizing audio load files

The following should be considered when customizing audio load files:

- A Vocabulary Development System (VDS) audio file must exist for each ADAS prompt to be converted.

- The VDS files must be present on the ADAS OAM position. The operating company is responsible for transferring these files from the VDS system to the ADAS OAM position.

- At least one VDS audio file name must be specified; however, multiple audio file names may be specified.

- The semantic context and intent for each ADAS prompt being converted must be entered. The semantic context and intent are multiline texts that describe the ADAS prompt.

- One or more category selections for each ADAS prompt being converted must be entered. Category selections determine which categories an ADAS prompt is assigned to.

- A name for each ADAS prompt must be entered. This name is used by the service data manager (SDM).

Note: The intent, context, tone, and category data for each audio file can be found in this document.

3.2 Maximum number of custom audio prompts

Currently, the number of custom audio prompts that can be uploaded into the ADAS service is 103. If the number of custom audio prompts exceeds the 103 limit, uploads in the SDM will fail.

If custom audio prompts have been installed and uploads to the CM are failing consistently, the number of installed custom audio prompts should be checked. The following UNIX system commands may be used to check the number of installed custom audio prompts.

```
cd /iws/vsd/custom_audio_envs
ls *d | wc -l
```

If the number returned exceeds the 103 limit, please contact the next Nortel Networks level of support. If no number is returned or the number is less than the limit, then the maximum number of custom audio prompts that may be uploaded has not been exceeded.

3.3 Service data manager files

The VDS-to-VRec (**vds2vrec**) conversion tool is used to add customized prompts to a standard Nortel Networks prompt set. The **vds2vrec** conversion tool uses the following SDM files:

- custom_audio/adscmmap.xxxxx (where xxxxx is a number from 32767 - 00001)
- custom_audio/custom_DARTlist

All files created by the **vds2vrec** conversion tool are stored in the custom_audio directory.

The custom_audio/adscmmap.xxxxx file maps custom audio to its proper categories.

The custom_DARTlist file tracks the allocation of DARTs to customized prompts. For custom DARTs, the maximum recorded DART value (32767) is issued to the first customized ADAS prompt. Subsequent customized ADAS prompts are issued in decreasing DART values. Once issued, a DART value is never reissued.

3.4 Installing custom audio prompts

1. Login to the OAM position as `admin.'

2. Open a UNIX shell from the OAM Positions Operations toolset.

3. In the UNIX shell window, enter the following command and press the enter key:

    ```
    cd /iws/vsd
    ```

4. For each audio file being installed, execute the **vds2vrec** command with the path name of the audio file:

```
./vds2vrec audio_loads/adas_def.XXNN/vds/
prompt_name.aud
```

Where **XXNN** is the version of the current audio load and prompt_name is the name of the custom audio being installed. The aud suffix identifies the file as an audio data file. For example, if the current audio load was ``adas_def.ab02'' and the prompt being installed is "list-yes-se,'' then the following command would be entered:

```
./vds2vrec audio_loads/adas_def.ab02/vds/list-yes-
se.aud
```

Note: Some audio files are stored in subdirectories under the vds directory. The subdirectories are `Intros-100ms-Silence`, `Beep-Frags`, and `Feedback-Strings`.

5. The **vds2vrec** command will prompt the user for additional information. The FILE DESTINATION field of a prompt indicates where an audio file is stored. For example, the destination for prompt `info-se' is stored in ``Intros-100ms-Silence.''

6. From the ``Advanced Services'' toolset, select ``Service Data Administration.'' Verify that the custom audio is available. Use the ``Service Data Manager'' to select the desired custom audio.

7. Perform an ``Upload'' in the ``Service Data Manager'' as detailed later in this chapter.

8. Verify service with test calls.

3.5 User prompts

The following prompt sequence is repeated for each audio file, beginning with prompt 1.

Prompt 1

The first user prompt has a maximum character input of 650 characters. This prompt is as follows:

```
Processing VDS audio_file < file_name >
```

```
The message text for this audio is:
 < message text >
Enter the Semantic Intent for this
message (terminate input with < cr >< Ctrl-D > ) :
```

Prompt 2

The second user prompt has a maximum character input of 650 characters. This prompt is as follows:

Enter the Semantic Context for this message

(terminate input with < cr >< Ctrl-D >

Prompt 3

The third user prompt is as follows:

Does the message have a tone at the end (y or n)? (terminate input with < cr >) :

Prompt 4

The fourth user prompt lists the following category selections:

```
Category Selection
1:
Intro-messages
2:
Location
3:
Listing
4:
Combined
5:
Loc_sil_reprompt
6:
List_sil_reprompt
7:
Com_sil_reprompt
8:
Loc_early_reprompt
9:
```

```
List_early_reprompt

10:

Com_early_reprompt

11:

Loc_late_reprompt

12:

List_late_reprompt

13:

Com_late_reprompt

14:

Input_complete

15:

Request_break

16:

Error_break

17:

Help

18:

Feedback

19-21: (These categories are not displayed.)

22:

Call_arrival
```

The following describes each category (except categories 19-21) listed in prompt 4.

Prompt 5

The fifth and final user prompt in the series is as follows:

```
Enter a name for this message

( terminate input with < cr > ) :
```

Prompt 6

The program repeats the accumulated information and requests confirmation before packaging begins, as shown in user prompt 6.

```
The current file is < input_filename >

Message text: < text >
```

```
You have entered the following information:

Message name: < name >

Semantic context: < text >

Semantic intent: < text >

Do you wish to continue with packaging ( y or n ) ?

( terminate input with < cr >) :
```

Prompt 7

If the user enters n for user prompt 6, the program requests further instructions, as follows:

```
Do you wish to re-enter information

for this message ( enter `r' ) or

exit the program (enter `e' ) ? ( terminate input with
< cr > ) :
```

Position messages

The following messages are displayed at the OAM position during message processing:

```
Processing message < message_name >

DART number < dartnum > assigned to

this message

VDS audio data converted

Audio and Information envelope files

created

Category-Message Map entry created
```

These processing messages and the user prompts are repeated once for each audio file name provided on the command line, except for the final processing message, which is repeated once for each separate category entered by the user. When all files are processed the command prints the following terminating message:

```
VDS to VRec conversion complete
```

3.6 Service data categories

ADAS prompts are played to a caller to elicit directory assistance (DA) information. In the SDM, operating companies can choose from a list of prerecorded prompts and associate them with certain points (called transactions) in the ADAS call flow. Each ADAS prompt is defined by an information file containing text and a data file containing PCM data.

Information files allow operating companies to view information associated with each prompt, such as text, semantic context and semantic intent. Audio data files are loaded by the voice processing unit (VPU) and played to a caller at the correct transaction. Each prompt is identified by a DART.

These prompts are categorized during the definition process so the operating company can only select from a list of appropriate prompts for each transaction. For example, a general hold prompt is not available for the instruction transaction. The relationships between prompts and categories are defined in the SDM file category-message map.

An ADAS prompt belongs to one or more categories.

Operating companies can re-map the category assigned to a particular transaction. Re-mapping a category changes the available ADAS prompts for the transaction. Category definitions are described in the following table.

3.6.0.1 Service data categories

Category name	Description
Intro-messages	Used in the introduction transaction of the application.
Location	Used in prompt-1 and prompt-2 transactions to request the recording of locality.
Listing	Used in the prompt-1 and prompt-2 transactions to request the recording of listing.
combined	Used in prompt-1 and prompt-2 transactions to request the recording of locality and listing.
com-sil-reprompt	Used in silence-reprompt-1 and silence-reprompt-2 transactions to re-request recording of locality and listing when a caller did not answer a prompt.
loc-early-reprompt	Used in too-soon-reprompt-1 and too-soon-reprompt-2 transactions to re-request recording locality when a caller began speaking too early.
list-early-reprompt	Used in too-soon-reprompt-1 and too-soon-reprompt-2 transactions to re-request recording listing when a caller began speaking too early.
com-early-reprompt	Used in too-soon-reprompt-1 and too-soon-reprompt-2 transactions to re-request recording locality and listing when a caller began speaking too early.
loc-late-reprompt	Used in the too-long-reprompt-1 and too-long-reprompt-2 transactions to re-request recording of locality when a caller spoke beyond the end of the recording period.
list-late-reprompt	Used in the too-long-reprompt-1 and too-long-reprompt-2 transactions to re-request recording of listing when a caller spoke beyond the end of the recording period.
com-late-reprompt	Used in the too-long-reprompt-1 and too-long-reprompt-2 transactions to re-request recording of locality and listing when a caller spoke beyond the end of the recording period.
input-complete	Used in the general-hold transaction when all caller responses have been successfully collected.
request-break	Used in the operator-requested transaction when a caller presses DTMF 0.
error-break	Used in the response-errors transaction when the number of caller errors to a prompt has exceeded the datafilled limit.
feedback	Used in the in-queue feedback transaction when a caller is queued for an operator.
help	Used in the DTMF-help transaction when the subscriber has pressed an Invalid DTMF key.

Category name	Description
ADAS call-arrival	Used in the call-arrival-signal transaction when a channel is open to the operator to play recorded subscriber responses.
record	Used in the record-tone transaction when a recording prompt has been played to the subscriber and the application is going to begin recording subscriber voice input.

3.7 Uploading audio load files

Use the toolset menu to upload audio load files from the OAM workstation to the DMS-Core.

The upload procedure is as follows:

1. Select the service data administration tool from the advanced services toolset menu.

2. Using the right mouse button, click on the graphical title-bar menu and drag the mouse to pull down (display) the menu.

3. Click on the upload option.

   Note: Uploading the audio load to the DMS-Core takes up to 45 minutes to complete.

   Each audio file played to a caller is tagged by a unique digital audio reference tag (DART) to be recognized by the service data manager (SDM). If the SDM does not recognize DARTs that reference new custom prompts and messages, a dialog for unavailable prompts appears automatically when an upload is attempted. This dialog displays a list that references prompts that cannot be identified.

4.0 VREC Messages

Message Identifier: call-arrival

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

Duration: 200 msec. Components:

- Linear amplitude rise time: 50 msec.

- Full amplitude duration: 50 msec.

- Linear amplitude decay time: 100 msec.

Components:

- first harmonic: 349.23 Hz

- second harmonic: 698.46 Hz, amplitude 6 dB down from that of the first.

- third harmonic: 1047.69 Hz, amplitude 12 dB down from that of the first.

The amplitude of the combined tones is -17dBm0. the digital level of the first tone is therefore 698.2, that of the second tone 349.1 and that of the third tone is 174.5.

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:
```
<ADAS call-arrival tone>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: call-arrival-c

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 300ms

- Linear rise time: 25ms

- Full amplitude time: 250ms

- Decay time: 25ms

- Fundamental frequencies: 390 Hz, 450 Hz, 300 Hz

- Special Features: 390 Hz lasts for 100ms followed by 450 Hz for 100ms followed by 300 Hz for 100ms

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-e

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 200ms

- Linear rise time: 25ms

- Full amplitude time: 150ms

- Decay time: 25ms

- Fundamental frequencies: 440 Hz (A4), 329.63 Hz (E4)

- Special Features: A4 lasts for 100 ms followed by E4 for 100 ms

TID:

Call-Arrival-Signal

Category:

Call-Arrival

call-arrival-e

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-l

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 300ms

- Linear rise time: 25ms

- Full amplitude time: 250ms

- Decay time: 25ms followed by

- Fundamental frequencies: 400 Hz, 300 Hz, 400 Hz

- Special Features: 400 Hz lasts for 100 ms followed by 300 Hz for 100 ms followed by 400 Hz for 100 ms

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-m

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 200ms

- Linear rise time: 50ms

- Full amplitude time: 50ms

- Decay time: 100ms followed by

- Fundamental frequencies: 349.23 (F4)

- Special Features: There are three harmonics: 349.23 Hz, 698.46 Hz and 1047.69 Hz; however, the 2nd harmonic is 6dB down and the 3rd harmonic is 12 dB down.

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:
```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-r

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 350ms

- Linear rise time: 50 ms

- Full amplitude time: 200 ms

- Decay time: 100 ms

- Fundamental frequencies: 349.23 Hz

- Special Features: There are three harmonics: 349.23 Hz, 698.46 Hz, and 1047.69 Hz; however, the 2nd harmonic is 6dB down and the 3rd harmonic is 12 dB down

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: com-early-und-now-se

Reference:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Intent:

> Make the subscriber wait for message completion before responding.

Context:

> This reprompt is played to a subscriber whose response began before the start of recording a response to a combined prompt.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Category:

> Com-Early-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city and the listing again now.
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: com-early-understand-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

Make the subscriber wait for message completion before responding.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a combined prompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This is the default announcement at this point in the application.

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Com-Early-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city and the listing again.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: com-late-und-only-now-se

Reference:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Intent:

> The subscriber will reduce the response to the names of the desired city and desired listing.

Context:

> The reprompt is played when the system detects a response which exceeds the maximum recording duration for a combined response.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

> This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Category:

> Com-Late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
only the name of the city and the listing now.
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: com-late-und-now-se

Reference:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Intent:

> The subscriber will reduce the response to the names of the desired city and desired listing.

Context:

> The reprompt is played when the system detects a response which exceeds the maximum recording duration for a combined response.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

> This is the default announcement at this point in the application.
>
> This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Category:

> Com-Late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
only the name of the city and the listing.
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: com-sil-und-now-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a combined prompt or combined reprompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Intent:

Obtain the locality and listing names from the subscriber.

Comments:

This reprompt can be used with or without the optional recording tone

being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city and the listing now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: com-sil-understand-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality and listing names from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a combined prompt or combined reprompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This is the default announcement at this point in the application.

This reprompt can be used with or without the optional recording tone being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Com-Sil-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city and the listing.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: combined-for-list-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain both the locality name and the listing name from the subscriber. The prompt conveys the need to give both answers in one response.

Context:

The introduction message has been successfully played. The customer has datafilled for combined listing and locality prompts.

If response recording proceeds successfully, the application plays a "call being processed" prompt and queue the call for a DA operator. If there is an error, the application plays a corresponding reprompt.

Comments:

This is the default announcement at this point in the application assuming the customer has datafilled for combined prompts.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Combined

Text:

```
For what city and what listing?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: combined-for-name-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain both the locality name and the listing name from the subscriber. The prompt conveys the need to give both answers in one response.

Context:

The introduction message has been successfully played. The customer has datafilled for combined listing and locality prompts.

If response recording proceeds successfully, the application plays a "call being processed" prompt and queue the call for a DA operator. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternate combined locality and listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Combined

Text:

```
For what city and what name?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: combined-list-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain both the locality name and the listing name from the subscriber. The prompt conveys the need to give both answers in one response.

Context:

The introduction message has been successfully played. The customer has datafilled for combined listing and locality prompts.

If response recording proceeds successfully, the application plays a "call being processed" prompt and queue the call for a DA operator. If there is an error, the application plays a corresponding reprompt.

Comments:

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Combined

Text:

```
What city and what listing?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: combined-name-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain both the locality name and the listing name from the subscriber. The prompt conveys the need to give both answers in one response.

Context:

The introduction message has been successfully played. The customer has datafilled for combined listing and locality prompts.

If response recording proceeds successfully, the application plays a "call being processed" prompt and queue the call for a DA operator. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternate combined locality and listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Combined

Text:
```
What city and what name?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: mom-pls-con-op-se

Reference:

Response-Errors

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

There are four ways of reaching this prompt.

- The subscriber has just pressed DTMF 0 or hookflash

- The subscriber has exceeded the maximum allowed number of DTMF errors.

- The subscriber has exceeded the maximum number of response errors.

- ADAS is unable to establish a noise floor for recording.

This is the last recorded voice played to a subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

None

TID:

Response-Errors

Category:

Error-Break

Text:

```
One moment please while we connect you to an operator.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: operator-hold-se

Reference:

Response-Errors

Intent:

The subscriber will wait for the operator to come on line.

Context:

There are four ways of reaching this prompt.

- The subscriber has just pressed DTMF 0 or hookflash

- The subscriber has exceeded the maximum allowed number of DTMF errors.

- The subscriber has exceeded the maximum number of response errors.

- ADAS is unable to establish a noise floor for recording.

This is the last recorded voice played to a subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

This is the default announcement at this point in the application.

TID:

Response-Errors

Category:

Error-Break

Text:

```
Please hold for an operator.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: pls-connect-operator-se

Reference:

Response-Errors

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

There are four ways of reaching this prompt.

- The subscriber has just pressed DTMF 0 or hookflash

- The subscriber has exceeded the maximum allowed number of DTMF errors.

- The subscriber has exceeded the maximum number of response errors.

- ADAS is unable to establish a noise floor for recording.

This is the last recorded voice played to a subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

None

TID:

Response-Errors

Category:

Error-Break

Text:

```
Please wait while we connect you with an operator.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being placed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to-operator prompt has been played.

Comments:

A tone sequence consisting of a 440 Hz tone played in the following patter:

- 200 msec on

- 200 msec off

- 200 msec on

Amplitude should be -10 dBm. This tone sequence is preceded by 6, 8, or 10 seconds of silence.

This tone is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer. Current default is 10 seconds.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
<feedback tone>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-cont-hold-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to-operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please continue to hold.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-pls-hold-proc-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please hold while your call is processed.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-thx-cont-hold-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

This is the default announcement at this point in the application.

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Thank you for continuing to hold.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-thx-wait-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Thank you for waiting. Your call will be directed to
the first available operator.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: dtmf-prs-0-long-se

Reference:

Help

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

At some point before ADAS finishes recording the first subscriber responses, the subscriber presses a DTMF key other than 0. If no DTMF is pushed in response to the help prompt, the interrupted recording prompt is repeated.

Comments:

In order to allow the subscriber time to decide whether or not to press DTMF 0, the audio file should have two seconds of silence following the end of the speech signal.

TID:

DTMF-Help

Category:

Help

Text:

```
To continue with this service, please wait for the
next question. To speak to an operator, press zero.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: dtmf-prs-0-se

Reference:

Help

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

At some point before ADAS finishes recording the first subscriber responses, the subscriber presses a DTMF key other than 0. If no DTMF is pushed in response to the help prompt, the interrupted recording prompt is repeated.

Comments:

This is the default announcement at this point in the application.

In order to allow the subscriber time to decide whether or not to press DTMF 0, the audio file should have two seconds of silence following the end of the speech signal.

TID:

DTMF-Help

Category:

Help

Text:

```
To speak to an operator, press zero.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: pls-hold-search-list-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses.

This is the last recorded voice played to a subscriber. The call goes on to the live operator queue.

The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Please hold for an operator who will complete the
search for your listing.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: pls-hold-search-request-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses.

This is the last recorded voice played to a subscriber. The call goes on to the live operator queue.

The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Please hold for an operator who will complete the
search for your request.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: pls-wait-number-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses. This is the last recorded voice played to a subscriber.

The call goes on to the live operator queue.

The next application playback is the call-arrival tone to the operator.

Comments:

This is the default announcement at this point in the application.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Please wait while the operator looks for that number.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thank-you-hold-op-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses.

This is the last recorded voice played to a subscriber. The call goes on to the live operator queue.

The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Thank you. Please hold for the first available
operator who will assist you with that information.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thank-you-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses.

This is the last recorded voice played to a subscriber. The call goes on to the live operator queue.

The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Thank you.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thx-wait-number-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses.

This is the last recorded voice played to a subscriber. The call goes on to the live operator queue.

The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Thank you. Please wait while the operator looks for
that number.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: wait-assist-info-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses.

This is the last recorded voice played to a subscriber. The call goes on to the live operator queue.

The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Thank you. Please wait. An operator will assist you
with that information.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Directory Assistance
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: intro-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
This is Directory Assistance.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thank-you-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Thank you for calling Directory Assistance.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thank-you-ring-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

The 500 ms of ringing has been increased to 600 ms to make up for the 100 ms of silence required at the beginning of all introduction prompts.

TID:

Introduction

Category:

Intro-Messages

Text:

```
[600 ms ringing] [100 ms silence] Thank you for
calling Directory Assistance.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: welcome-das-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to Directory Assistance Service.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: welcome-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is the default announcement at this point in the application and is the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:
```
Welcome to Directory Assistance.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: welcome-ring-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

The 500 ms of ringing has been increased to 600 ms to make up for the 100 ms of silence required at the beginning of all introduction prompts.

TID:

Introduction

Category:

Intro-Messages

Text:

```
[600 ms ringing] [100 ms silence] Welcome to Directory
Assistance.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-early-name-now-se

Reference:

 Too-Soon-Reprompt-1

 Too-Soon-Reprompt-2

Intent:

 The subscriber needs to wait for message completion before giving a listing response.

Context:

 This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

 If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

 This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

 This prompt must be trimmed to reduce spoke too soon errors.

TID:

 Too-Soon-Reprompt-1

 Too-Soon-Reprompt-2

Category:

 List-Early-Reprompt

Text:

```
Our system did not understand. Please say the name of
the listing again now.
```

File Destination:

 ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-early-pls-tone-incl-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt presupposes that the customer has datafilled to have the optional recording tone presented to the subscriber. The recording-tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
Please wait until after the tone before saying the
name of the listing. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-early-understand-now-se

Reference:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Intent:

> The subscriber needs to wait for message completion before giving a listing response.

Context:

> This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Category:

> List-Early-Reprompt

Text:

> ```
> We're sorry. Our system did not understand. Please say
> the listing again now.
> ```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-early-understand-se

Reference:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Intent:

> The subscriber needs to wait for message completion before giving a listing response.

Context:

> This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This is the default announcement at this point in the application.
>
> This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Category:

> List-Early-Reprompt

Text:

> ```
> We're sorry. Our system did not understand. Please say
> the listing again.
> ```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-late-name-only-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
Our system did not understand. Please say only the
name of the listing now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-late-sor-only-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This is the default announcement at this point in the application.

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
only the listing.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-late-tone-incl-pls-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt presupposes that the customer has datafilled to have the optional recording tone presented to the subscriber. The recording-tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
At the tone, please say the name of the listing only.
[beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-late-und-only-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
only the listing now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-sil-hear-name-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
We did not hear your response. Please say the name of
the listing now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-sil-shrt-name-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
Our system did not understand. Please say the name of
the listing now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-sil-sor-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This is the default announcement at this point in the application.

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the listing.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-sil-tone-incl-pls-se

Reference:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Intent:

> Obtain locality name from the subscriber.

Context:

> The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.
>
> If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This reprompt assumes that the customer has datafilled to have the optional recording prompt presented to the subscriber. The recording tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Category:

> List-Sil-Reprompt

Text:

```
At the tone, please say the name of the listing.
[beep]
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-sil-understand-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the listing now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-for-pls-se

Reference:

> Prompt-1
>
> Prompt-2

Intent:

> Obtain the listing name from the subscriber.
>
> If the prompt is used as a combined prompt, it assumes the caller will volunteer locality as well as listing information.

Context:

> The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.
>
> If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.
>
> If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

> This is an alternative listing prompt.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Prompt-1
>
> Prompt-2

Category:

> Listing

Text:

```
For what listing please?
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-for-short-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternative listing prompt.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

```
For what listing?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-pls-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.

If the prompt is used as a combined prompt, it assumes the caller will volunteer locality as well as listing information.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

This is an alternative listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

What listing please?

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-short-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.

If the prompt is used as a combined prompt, it assumes the caller will volunteer locality as well as listing information.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

```
What listing?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-thank-for-pls-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternative listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

```
Thank you. For what listing please?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thank-list-pls-se

Reference:

>   Prompt-1

>   Prompt-2

Intent:

>   Obtain the listing name from the subscriber.

Context:

>   The introduction message has been successfully played. The customer has datafilled for separate listing and locality prompts. The customer must also datafill for locality prompt first, since this prompt must be played after the locality prompt.

>   If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

>   This is the default announcement at this point in the application if the customer has datafilled for a listing prompt first.

>   This prompt must be trimmed to reduce spoke too soon errors.

TID:

>   Prompt-1

>   Prompt-2

Category:

>   Listing

Text:

>   Thank you. What listing please?

File Destination:

>   ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thank-list-short-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The introduction message has been successfully played. The customer has datafilled for separate listing and locality prompts. The customer must also datafill for locality prompt first, since this prompt must be played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternative locality prompt if the customer has datafilled for locality prompt first.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

```
Thank you. What listing?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-pls-aft-tn-inc-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a locality response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt presupposes that the customer has datafilled to have the optional recording tone presented to the subscriber. The recording-tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Loc-Early-Reprompt

Text:

```
Please wait until after the tone before saying the
name of the city. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-shrt-now-se

Reference:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Intent:

> The subscriber will wait for completion before giving a locality response.

Context:

> This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Category:

> Loc-Early-Reprompt

Text:

```
Our system did not understand. Please say the name of
the city again now.
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-understand-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber will wait for completion before giving a locality response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This is the default announcement at this point in the application.

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Loc-Early-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city again.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-only-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the locality response to the name of the desired city.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

Loc-Late-Reprompt

Text:

```
Our system did not understand. Please say only the
name of the city now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-tone-incl-pls-se

Reference:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Intent:

> The subscriber will reduce the locality response to the name of the desired city.

Context:

> The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

> This reprompt presupposes that the customer has datafilled to have the optional recording tone presented to the subscriber. The recording-tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Category:

> Loc-Late-Reprompt

Text:

```
At the tone, please say the name of the city only.
[beep]
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-und-only-now-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the locality response to the name of the desired city.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This prompt can be used with or without the optional recording tone being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

Loc-Late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
only the name of the city now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-understand-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the locality response to the name of the desired city.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This is the default announcement at this point in the application.

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

Loc-late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-now-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
Our system did not understand. Please say the name of
the city now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-hear-now-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
We did not hear your response. Please say the name of
the city now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-pls-tone-incl-se

Reference:

Silence Reprompt-1

Silence Reprompt-2

Intent:

Obtain locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes that the customer has datafilled to have the optional recording prompt presented to the subscriber. The recording tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
At the tone, please say the name of the city. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-understand-now-se

Reference:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Intent:

> Obtain the locality name from the subscriber.

Context:

> The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.
>
> If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Category:

> Loc-Sil-Reprompt

Text:

> ```
> We're sorry. Our system did not understand. Please say
> the name of the city now.
> ```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-understand-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This is the default announcement at this point in the application.

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-for-pls-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the locality name from the subscriber.

If the prompt is used as a combined prompt, it assumes the caller will volunteer listing as well as locality information.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for locality prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for listing prompt first, this is played after the listing prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

This is the default announcement at this point in the application assuming the customer has datafilled for a locality prompt first.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Location

Text:

```
For what city please?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-for-short-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the locality name from the subscriber.

If the prompt is used as a combined prompt, it assumes the caller will volunteer listing as well as locality information.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for locality prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for listing prompt first, this is played after the listing prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

This is an alternative locality prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Location

Text:

```
For what city?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-pls-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the locality name from the subscriber.

If the prompt is used as a combined prompt, it assumes the caller will volunteer listing as well as locality information.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for locality prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for listing prompt first, this is played after the listing prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

This is an alternative locality prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Location

Text:

```
What city please?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-short-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the locality name from the subscriber.

If the prompt is used as a combined prompt, it assumes the caller will volunteer listing as well as locality information.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for locality prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for listing prompt first, this is played after the listing prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Location

Text:

```
What city?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: record

Reference:

Record-Tone

Intent:

Give the subscriber a reference point at which to begin speaking.

Context:

A prompt has been played to elicit a subscriber response. At the end of the prompt, ADAS begins recording the response.

Comments:

This signal consists of 4000 samples value 0 (producing 500 ms of silence) followed by a 1300 Hz tone at -20 dBm lasting 500 ms.

This is a copy of the beep tone used in AABS.

TID:

Record-Tone

Category:

Record

Text:

```
<record tone>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: thx-operator-hold-se

Reference:

Operator-Requested

Intent:

The subscriber waits for the operator to come on line.

Context:

The subscriber has just pressed DTMF 0 or hookflashed. This is the last recorded voice played to the subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

This is the default announcement at this point in the application.

TID:

Operator-Requested

Category:

Request-Break

Text:

```
Thank you. Please hold for an operator.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: silence

Reference:

100ms-Silence

Intent:

To keep the subscriber playbacks separated from each other and from the ADAS call arrival tone.

Context:

A subscriber playback is about to be played to the operator.

Comments:

File whose audio section consists of 800 values of 0. In other words, this is 100 msec of "silence".

The application can play this file more than once in succession. There should be no discontinuity between the artificial silence and the silence recorded from an open microphone whose shielding causes 48dB attenuation of outside signals. The digitized values for silence at a recording boundary, when coded for ADAS, will be in the range 0-2. This is sufficiently close to zero that the difference is imperceptible.

TID:

100ms-Silence

Category:

Silence

Text:

```
<100 msec of silence>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: 10_msec_silence

Reference:

10ms-Silence

Intent:

To keep the subscriber playbacks and operator tones separated by the recommended interval.

Context:

Some repeated playback of this file is used to separate the initial call arrival tone from the first playback of a recorded subscriber's response to the operator, and to separate the final recorded subscriber playback from the ziptone.

This particular interval is needed to allow for recommended silence intervals of 20 and 50 msec in the operator studies document. Otherwise a separate silence would have to be made for each interval.

Comments:

File whose audio section consists of 80 values of zero, that is, one centisecond (10 msec) of "silence."

The application can play this file more than once in succession. There should be no discontinuity between the artificial silence and the silence recorded from an open microphone whose shielding causes 48dB attenuation of outside signals. The digitized values for silence at a recording boundary, when Ulaw coded for ADAS, will be in the range 0-2. This is sufficiently close to zero that the difference is imperceptible.

TID:

10ms-Silence

Category:

Silence-Short

Text:

```
<10 msec of silence>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: one_sec_silence

Reference:

1sec-Silence

Intent:

To keep the subscriber feedback tone sequences separated by the desired interval.

Context:

The application has the subscriber on hold while the call is in an operator queue. Feedback tones are being played separated by the desired interval.

Comments:

File whose audio section consists of 8000 values of 0. In other words, this is 1 sec of "silence".

The application can play this file more than once in succession. There should be no discontinuity between the artificial silence and the silence recorded from an open microphone whose shielding causes 48dB attenuation of outside signals. The digitized values for silence at a recording boundary, when Ulaw coded for ADAS, will be in the range 0-2. This is sufficiently close to zero that the difference is imperceptible.

TID:

1sec-Silence

Category:

Silence-Long

Text:

```
<1 second of silence>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: call-arrival-a

Reference:

Call-Arrival-Signal.aud

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 250ms

- Linear rise time: 25ms

- Full amplitude time: 200ms

- Decay time: 25ms

- Fundamental frequency: 329.63 Hz (E4)

- Special Features: 8Hz amplitude modulation, 100% depth

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-b

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 300ms

- Linear rise time: 25ms

- Full amplitude time: 250ms

- Decay time: 25ms

- Fundamental frequencies: 329.63 Hz (C5), 587.33 Hz (D5), 392 Hz (G4)

- Special Features: C5 lasts for 100ms followed by D5 for 100 ms followed by G4 for 100ms

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-d

Reference:

Call-Arrival-Signal

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Comments:

- Total length: 300ms

- Linear rise time: 25ms

- Full amplitude time: 250ms

- Decay time: 25ms

- Fundamental frequencies: 650 Hz, 750 Hz, 500 Hz

- Special Features: 650 Hz lasts for 100ms followed by 750 Hz for 100ms followed by 500 Hz for 100ms

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:
```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-f

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 200ms

- Linear rise time (of A4 tone): 25ms

- Full amplitude time (of A4 tone): 50ms

- Decay time (of A4 tone): 25ms followed by

- Linear rise time (of E4 tone): 25ms

- Full amplitude time (of E4 tone): 50ms

- Decay time (of E4 tone): 25ms followed by

- Fundamental frequencies: 329.63 Hz, 329.63 Hz

- Special Features: Each tone lasts for 100 ms. There are three harmonics: 329.63 Hz, 659.26 Hz, and 988.89; however, the 2nd harmonic is 6 dB down and the 3rd harmonic is 12 dB down.

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-g

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 200ms

- Linear rise time (of G4 tone): 25ms

- Full amplitude time (of G4 tone): 50ms

- Decay time (of G4 tone): 25ms followed by

- Linear rise time (of B4 tone): 25ms

- Full amplitude time (of B4 tone): 50ms

- Decay time (of B4 tone): 25ms

- Fundamental frequencies: 392 Hz, 493.88 Hz

- Special Features: G4 lasts for 100 ms followed by B4 for 100 ms

Text:
```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-h

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 250ms

- Linear rise time: 25ms

- Full amplitude time: 200ms

- Decay time: 25ms

- Fundamental frequencies: 329.63 Hz (E4)

- Special Features: 4 Hz amplitude modulation, 100% depth

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-i

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 250ms

- Linear rise time: 25ms

- Full amplitude time: 200ms

- Decay time: 25ms followed by

- Fundamental frequencies: 329.63 Hz

- Special Features: 12 Hz frequency modulation, 10% excursion.

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-j

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 250ms

- Linear rise time: 25ms

- Full amplitude time: 200ms

- Decay time: 25ms followed by

- Fundamental frequencies: 349.23 Hz

- Special Features: There are three harmonics: 349.23Hz, 698.46 Hz and 1047.69 Hz; however, the 2nd harmonic is 6 dB down and the 3rd harmonic is 12dB down

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:
```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-k

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 350ms

- Linear rise time: 25ms

- Full amplitude time: 300ms

- Decay time: 25ms followed by

- Fundamental frequencies: 329.63 Hz

- Special Features: 4 Hz frequency modulation, 10% excursion.

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-n

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 75ms

- Linear rise time: 25ms

- Full amplitude time: 25ms

- Decay time: 25ms

- Fundamental frequencies: Glides from 440Hz (A4) to 329.63 Hz (E4)

- Special Features: There are three harmonics: 349.23 Hz, 698.46 Hz and 1047.69 Hz; however, the 2nd harmonic is 6dB down and the 3rd harmonic is 12 dB down.

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:
```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-o

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 350ms

- Fundamental frequencies: 349.23 (F4)

- Special Features: Harp sound produced by taking a sampled harp sound from CD ROM, editing it in Sound Designer software on the Macintosh computer and transferring the edited sound to an Akai S900 digital sampler.

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-p

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 200ms

- Fundamental frequencies: 900 Hz, 850 Hz

- Special Features: 900 Hz sine wave lasts 100 ms followed by a 850 Hz sine wave lasting 100 ms

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: call-arrival-q

Reference:

   Call-Arrival-Signal

Intent:

   Alert the operator that recorded subscriber responses are about to be played.

Context:

   Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

   - Total length: 200ms

   - Fundamental frequencies: 600 Hz, 550 Hz

   - Special Features: 600 Hz sine wave lasts 100 ms followed by a 550 Hz sine wave lasting 100 ms

TID:

   Call-Arrival-Signal

Category:

   Call-Arrival

Text:
```
<ADAS call-arrival tone>
```

File Destination:

   .aud

Message Identifier: call-arrival-s

Reference:

Call-Arrival-Signal

Intent:

Alert the operator that recorded subscriber responses are about to be played.

Context:

Subscriber responses have been successfully recorded and are going to be played to the operator.

Comments:

- Total length: 300ms

- Linear rise time: 25ms

- Full amplitude time: 250ms

- Decay time: 25ms

- Fundamental frequencies: 390 Hz, 450 Hz, 500 Hz

- Special Features: 390 Hz lasts for 100ms followed by 450 Hz for 100ms followed by 500 Hz for 100ms

TID:

Call-Arrival-Signal

Category:

Call-Arrival

Text:

```
<ADAS call-arrival tone>
```

File Destination:

.aud

Message Identifier: com-early-long-pls-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

Make the subscriber wait for message completion before responding.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a combined prompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Com-Early-Reprompt

Text:

```
Please wait until the end of this message before
saying the name of the city and the name of the
listing.
```

File Destination:

.aud

Message Identifier: com-early-pls-list-se

Reference:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Intent:

> Make the subscriber wait for message completion before responding.

Context:

> This reprompt is played to a subscriber whose response began before the start of recording a response to a combined prompt.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Category:

> Com-Early-Reprompt

Text:

```
Please wait until the end of this message before
saying the name of the city and the listing.
```

File Destination:

> .aud

Message Identifier: com-early-pls-say-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

Make the subscriber wait for message completion before responding.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a combined prompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Com-Early-Reprompt

Text:

```
Please say the name of the city and the name of the
listing now.
```

File Destination:

.aud

Message Identifier: com-early-response-now-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

Make the subscriber wait for message completion before responding.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a combined prompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Com-Early-Reprompt

Text:

```
Your response was not understood. Please say the name
of the city and the name of the listing now.
```

File Destination:

.aud

Message Identifier: combined-for-list-short-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain both the locality name and the listing name from the subscriber. The prompt conveys the need to give both answers in one response.

Context:

The introduction message has been successfully played. The customer has datafilled for combined listing and locality prompts.

If response recording proceeds successfully, the application plays a "call being processed" prompt and queue the call for a DA operator. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternate combined locality and listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Combined

Text:

```
For what city and listing?
```

File Destination:

.aud

Message Identifier: thank-hold-op-se

Reference:

Response-Errors

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

There are four ways of reaching this prompt.

- The subscriber has just pressed DTMF 0 or hookflash

- The subscriber has exceeded the maximum allowed number of DTMF errors.

- The subscriber has exceeded the maximum number of response errors.

- ADAS is unable to establish a noise floor for recording.

This is the last recorded voice played to a subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

TID:

Response-Errors

Category:

Error-Break

Text:

```
Thank you. Please hold for an operator.
```

File Destination:

.aud

Message Identifier: pls-hold-con-op-se

Reference:

Response-Errors

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

There are four ways of reaching this prompt.

- The subscriber has just pressed DTMF 0 or hookflash

- The subscriber has exceeded the maximum allowed number of DTMF errors.

- The subscriber has exceeded the maximum number of response errors.

- ADAS is unable to establish a noise floor for recording.

This is the last recorded voice played to a subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

TID:

Response-Errors

Category:

Error-Break

Text:

```
Please hold while we connect you with an operator.
```

File Destination:

.aud

Message Identifier: feedback-avail-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Thank you for continuing to hold. Your call will be
directed to the first available operator.
```

File Destination:

.aud

Message Identifier: feedback-checking-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:
```
Checking
```

File Destination:

.aud

Message Identifier: feedback-cont-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Continue to hold while your call is processed.
```

File Destination:

.aud

Message Identifier: feedback-moment-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

One moment, please.

Message Identifier: feedback-pls-cont-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please continue to hold while your call is processed.
```

File Destination:

.aud

Message Identifier: feedback-pls-cont-opr-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:
```
Please continue to hold for an operator.
```

File Destination:

.aud

Message Identifier: feedback-string-a<6, 8 or 10>-se

Note: The numeric 6, 8 or 10 appears after the variable 'a.' This message identifier can appear as one of the following:

- feedback-string-a6-se
- feedback-string-a8-se
- feedback-string-a10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please wait. An operator will assist you with that
information.

feedback-avail-seduplicate

Thank you for continuing to hold.your call will be
directed to the first available.

feedback-mom-op-short-se

required

One moment. An operator will be with you shortly.

feedback-thx-hold-se

duplicate
```

```
Thank you for holding.
```

File Destination:

.aud

Message Identifier: feedback-string-b<6, 8, or 10>-se

Note: The numeric 6, 8 or 10 appears after the variable 'b.' This message identifier can appear as one of the following:

- feedback-string-b6-se
- feedback-string-b8-se
- feedback-string-b10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please hold for the first available operator who will
assist you with that information.
```

```
feedback-cll-imp-hld-prc-se
```

```
required
```

```
Your call is important to us. Please continue to hold
while your call is being processed.
```

```
feedback-rq-prc-thx-hld-se
```

required

Your request is still being processed. Thank you for holding.

feedback-thx-cont-hold-se

Thank you for continuing to hold.

feedback-pls-wt-op-shrt-se

required

Please wait. An operator will be with you shortly.

feedback-cll-imp-serequired

Your call is important to us.

feedback-thx-hold-se

Thank you for holding.

File Destination:

.aud

Message Identifier: feedback-string-c<6, 8 or 10> -se

Note: The numeric 6, 8 or 10 appears after the variable 'c.' This message identifier can appear as one of the following:

- feedback-string-c6-se
- feedback-string-c8-se
- feedback-string-c10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please wait while an operator looks for that number.

feedback-cont-hold-se

Duplicate

Please continue to hold.

feedback-cll-imp-hld-nm-se

Your call is important to us. Please

continue to hold while an operator

looks for that number.
```

```
feedback-thx-wt-se
```

```
Thank you for waiting.
```

File Destination:

.aud

Message Identifier: feedback-string-d<6, 8 or 10>-se

Note: The numeric 6, 8 or 10 appears after the variable 'd.' This message identifier can appear as one of the following:

- feedback-string-d6-se
- feedback-string-d8-se
- feedback-string-d10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Duplicate


Please wait. An operator will assist you with that
information.


feedback-avail-se


Duplicate


Thank you for continuing to hold. Your call will be
directed to the first available operator.


feedback-mom-op-short-se


Duplicate
```

One moment. An operator will be with you shortly.

feedback-thx-hold-se

Duplicate

Thank you for holding.

feedback-avail-se

Duplicate

Thank you for continuing to hold. Your call will be
directed to the first available operator.

feedback-mom-op-short-se

Duplicate

One moment. An operator will be with you shortly.

feedback-thx-cont-hold-se

Duplicate

Thank you for continuing to hold.

feedback-pls-wt-op-shrt-se

Duplicate

Please wait. An operator will be with you shortly.

File Destination:

.aud

Message Identifier: feedback-string-e<6, 8 or 10>-se

Note: The numeric 6, 8 or 10 appears after the variable 'e.' This message identifier can appear as one of the following:

- feedback-string-e6-se
- feedback-string-e8-se
- feedback-string-e10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please wait for the first available operator who will
assist you with that information.

feedback-cll-pls-wt-prc-se

Your call is important to us. Please wait while your
call is processed.

feedback-rq-prc-thx-wt-se

Your request is still being processed. Thank you for
waiting.

feedback-thx-cnt-wt-se

Thank you for continuing to wait.
```

```
feedback-pls-wt-op-shrt-se
```

Duplicate

```
Please wait. An operator will be with you shortly.
```

```
feedback-cll-imp-se
```

Duplicate

```
Your call is important to us.
```

```
feedback-thx-wt-se
```

Duplicate

```
Thank you for waiting.
```

File Destination:

.aud

Message Identifier: feedback-string-f<6, 8 or 10>-se

Note: The numeric 6, 8 or 10 appears after the variable 'f.' This message identifier can appear as one of the following:

- feedback-string-f6-se
- feedback-string-f8-se
- feedback-string-f10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Duplicate


Please hold for the first available operator who will
assist you with that information.


feedback-cll-imp-hld-prc-se


Duplicate


Your call is important to us. Please continue to hold
while your call is processed.


feedback-rq-prc-thx-hld-se


Duplicate
```

```
Your request is still being processed. Thank you for
holding.
```

```
feedback-thx-cont-hold-se
```

```
Duplicate
```

```
Thank you for continuing to hold.
```

File Destination:

.aud

Message Identifier: feedback-string-g<6, 8 or 10-se

Note: The numeric 6, 8 or 10 appears after the variable 'g.' This message identifier can appear as one of the following:

- feedback-string-g6-se
- feedback-string-g8-se
- feedback-string-g10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

Each section of this prompt will be recorded individually then padded with 6, 8, and 10 seconds of silence to produce a total of three prompts.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Duplicate

Please wait for the first available operator who will
assist you with that

information.

feedback-cll-imp-wt-prc-se

Text:

Your call is important to us. Please continue to wait
while your call is processed.
```

```
feedback-rq-prc-thx-wt-se
```

Duplicate

Your request is still being processed.

Thank you for waiting.

```
feedback-thx-cnt-wt-se
```

Duplicate

Thank you for continuing to wait.

File Destination:

.aud

Message Identifier: feedback-thx-hold-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Thank you for holding.
```

File Destination:

.aud

Message Identifier: dtmf-ass-prs-0-se

Reference:

Help

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

At some point before ADAS finishes recording the first subscriber responses, the subscriber presses a DTMF key other than 0. If no DTMF is pushed in response to the help prompt, the interrupted recording prompt is repeated.

Comments:

In order to allow the subscriber time to decide whether or not to press DTMF 0, the audio file should have two seconds of silence following the end of the speech signal.

TID:

DTMF-Help

Category:

Help

Text:

```
For operator assistance, press zero.
```

File Destination:

.aud

Message Identifier: dtmf-prs-0-flash-se

Reference:

Help

Intent:

If the subscriber wants to skip to an operator, he/she is to press DTMF 0.

Context:

At some point before ADAS finishes recording the first subscriber responses, the subscriber presses a DTMF key other than 0. If no DTMF is pushed in response to the help prompt, the interrupted recording prompt is repeated.

Comments:

In order to allow the subscriber time to decide whether or not to press DTMF 0, the audio file should have two seconds of silence following the end of the speech signal.

TID:

DTMF-Help

Category:

Help

Text:

```
You may press zero or hook flash for an operator.
```

File Destination:

.aud

Message Identifier: thx-operator-shrtly-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses. This is the last recorded voice played to a subscriber. The call goes on to the live operator queue. The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

General-Hold

Category:

Input-Complete

Text:
```
Thank you. An operator will be with you shortly.
```

File Destination:

.aud

Message Identifier: thx-please-hold-se

Reference:

General-Hold

Intent:

The subscriber waits for the operator to come on line.

Context:

This prompt is played upon successful collection of locality and listing responses. This is the last recorded voice played to a subscriber. The call goes on to the live operator queue. The next application playback is the call-arrival tone to the operator.

Comments:

This is an optional announcement at the point in the application.

TID:

General-Hold

Category:

Input-Complete

Text:

```
Thank you. Please hold while your call is processed.
```

File Destination:

.aud

Message Identifier: info-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Information
```

File Destination:

.aud

Message Identifier: intro-bct-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

Text:
```
This is BC Tel Directory Assistance
```

File Destination:

.aud

Message Identifier: intro-bcts-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
This is BC Tel's Directory Assistance.
```

File Destination:

.aud

Message Identifier: intro-nb-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
This is Nevada Bell Directory Assistance.
```

File Destination:

.aud

Message Identifier: intro-nbs-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
This is Nevada Bell's Directory Assistance.
```

File Destination:

.aud

Message Identifier: ring-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:
```
<1/2 second of ringing>
```

File Destination:

.aud

Message Identifier: thank-you-adas-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Thank you for calling the Advanced Directory
Assistance Service.
```

File Destination:

.aud

Message Identifier: thank-you-info-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Thank you for calling information.
```

File Destination:

.aud

Message Identifier: welcome-adas-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to the Advanced Directory Assistance Service.
```

File Destination:

.aud

Message Identifier: welcome-bcts-das-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:
```
Welcome to BC Tel's Directory Assistance Service.
```

File Destination:

.aud

Message Identifier: welcome-bct-das-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to BC Tel Directory Assistance Service.
```

File Destination:

.aud

Message Identifier: welcome-bcts-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to BC Tel's Directory Assistance.
```

File Destination:

.aud

Message Identifier: welcome-bct-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to BC Tel Directory Assistance.
```

File Destination:

.aud

Message Identifier: welcome-info-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to information.
```

File Destination:

.aud

Message Identifier: welcome-nbs-das-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to Nevada Bell's Directory Assistance Service.
```

File Destination:

.aud

Message Identifier: welcome-nb-das-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to Nevada Bell Directory Assistance Service.
```

File Destination:

.aud

Message Identifier: welcome-nbs-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to Nevada Bell's Directory Assistance.
```

File Destination:

.aud

Message Identifier: welcome-nb-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to Nevada Bell Directory Assistance.
```

File Destination:

.aud

Message Identifier: welcome-bas-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to Bell Atlantic's Directory Assistance
Service.
```

File Destination:

.aud

Message Identifier: list-early-now-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
Our system did not understand. Please say the listing
again now.
```

File Destination:

.aud

Message Identifier: list-early-rep-now-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
Our system did not understand. Please repeat the name
of the listing now.
```

File Destination:

.aud

Message Identifier: list-early-request-now-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
your request again now.
```

File Destination:

.aud

Message Identifier: list-early-request-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
your request again.
```

File Destination:

.aud

Message Identifier: list-early-sorry-pls-tone-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt presupposes that the customer has datafilled to have the optional recording tone presented to the subscriber. The recording-tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
We're sorry. Please wait until after the tone before
saying the name of the listing. [beep]
```

File Destination:

.aud

Message Identifier: list-early-tn-name-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
Our system did not understand. Please wait until after
the tone before saying the name of the listing. [beep]
```

File Destination:

.aud

Message Identifier: list-early-tn-again-se

Reference:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Intent:

> The subscriber needs to wait for message completion before giving a listing response.

Context:

> This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This reprompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Soon-Reprompt-1
>
> Too-Soon-Reprompt-2

Category:

> List-Early-Reprompt

Text:

> ```
> Our system did not understand. After the tone, please
> say the name of the listing again. [beep]
> ```

File Destination:

> .aud

Message Identifier: list-early-tn-rep-name-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber needs to wait for message completion before giving a listing response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a listing prompt or listing reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the listing prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes that the customer has datafilled to have the optional record tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

List-Early-Reprompt

Text:

```
Our system did not understand. After the tone, please
repeat the name of the listing. [beep]
```

File Destination:

.aud

Message Identifier: list-late-name-agn-now-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
Our system did not understand. Please say the name of
the listing again now.
```

File Destination:

.aud

Message Identifier: list-late-rep-name-now-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
Our system did not understand. Please repeat the name
of the listing now.
```

File Destination:

.aud

Message Identifier: list-late-tn-nm-agn-now-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt assumes the customer has datafilled to have the recording tone played to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
Our system did not understand. After the tone, say the
name of the listing again now. [beep]
```

File Destination:

.aud

Message Identifier: list-late-tn-only-name-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt assumes the customer has datafilled to have the recording tone played to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
Our system did not understand. After the tone, say
only the name of the listing. [beep]
```

File Destination:

.aud

Message Identifier: list-late-tn-rep-name-se

Reference:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Intent:

> The subscriber will reduce the listing response to the name of the desired listing.

Context:

> The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

> This reprompt assumes the customer has datafilled to have the recording tone played to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Category:

> List-Late-Reprompt

Text:

```
Our system did not understand. After the tone, please
repeat the name of the listing. [beep]
```

File Destination:

> .aud

Message Identifier: list-late-und-only-req-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
only your request now.
```

File Destination:

.aud

Message Identifier: list-late-und-req-now-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the listing response to the name of the desired listing.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a listing response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

List-Late-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
only your request.
```

File Destination:

.aud

Message Identifier: list-sil-sor-req-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
your request.
```

File Destination:

.aud

Message Identifier: list-sil-tn-hear-name-se

Reference:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Intent:

> Obtain the listing name from the subscriber.

Context:

> The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.
>
> If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> This reprompt assumes that the customer has datafilled to have the optional recording prompt presented to the subscriber.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Category:

> List-Sil-Reprompt

Text:

> ```
> We did not hear your response. After the tone, please
> say the name of the listing. [beep]
> ```

File Destination:

> .aud

Message Identifier: list-sil-hear-wh-name-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used with or without the optional recording tone being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
We did not hear your response. What is the name of the
listing?
```

File Destination:

.aud

Message Identifier: list-sil-tn-name-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
Our system did not understand. After the tone, please
say the name of the listing. [beep]
```

File Destination:

.aud

Message Identifier: list-sil-und-req-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

List-Sil-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
your request now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-sil-wh-name-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the listing name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

```
Silence-Reprompt-1

Silence-Reprompt-2
```

Category:

```
List-Sil-Reprompt
```

Text:

```
Our system did not understand. What is the name of the
listing?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-go-pls-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber. This prompt assumes the subscriber will offer listing information without directly asking for it.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternative listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

```
Go ahead please.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-go-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.This prompt assumes the subscriber will offer listing information without directly asking for it.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternative listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

    Go ahead.

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-help-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.This prompt assumes the subscriber will offer listing information without directly asking for it.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternative listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

```
May I help you?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-yes-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the listing name from the subscriber.This prompt assumes the subscriber will offer listing information without directly asking for it.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for listing prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for locality prompt first, this is played after the locality prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This is an alternative listing prompt.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Prompt-1

Prompt-2

Category:

Listing

Text:

```
Yes?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-shrt-rep-now-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber will wait for completion before giving a locality response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Loc-Early-Reprompt

Text:

```
Our system did not understand. Please repeat the name
of the city now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-shrt-rep-tn-se

Reference:

>   Too-Soon-Reprompt-1

>   Too-Soon-Reprompt-2

Intent:

>   The subscriber will wait for completion before giving a locality response.

Context:

>   This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

>   If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

>   This reprompt assumes the customer has datafilled to have the optional recording tone presented to the subscriber.

>   This prompt must be trimmed to reduce spoke too soon errors.

TID:

>   Too-Soon-Reprompt-1

>   Too-Soon-Reprompt-2

Category:

>   Loc-Early-Reprompt

Text:

```
Our system did not understand. After the tone, please
repeat the name of the city. [beep]
```

File Destination:

>   ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-shrt-tn-incl-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber will wait for completion before giving a locality response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Loc-Early-Reprompt

Text:

```
Our system did not understand. Please wait until after
the tone before saying the name of the city. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-shrt-tn-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber will wait for completion before giving a locality response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Loc-Early-Reprompt

Text:

```
Our system did not understand. After the tone, say the
name of the city again. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-sorry-tone-incl-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber will wait for completion before giving a locality response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt presupposes that the customer has datafilled to have the optional recording tone presented to the subscriber. The recording-tone option is not a default. If it is not explicitly selected, this reprompt is not to be used.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Loc-Early-Reprompt

Text:

```
We're sorry. Please wait until after the tone before
saying the name of the city. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-early-understand-now-se

Reference:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Intent:

The subscriber will wait for completion before giving a locality response.

Context:

This reprompt is played to a subscriber whose response began before the start of recording a response to a locality prompt or locality reprompt.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt can be used either with or without the optional recording prompt being presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Soon-Reprompt-1

Too-Soon-Reprompt-2

Category:

Loc-Early-Reprompt

Text:

```
We're sorry. Our system did not understand. Please say
the name of the city again now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-now-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the locality response to the name of the desired city.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

Loc-Late-Reprompt

Text:

```
Our system did not understand. Please say the name of
the city again now.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-rep-now-se

Reference:

>
> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Intent:

> The subscriber will reduce the locality response to the name of the desired city.

Context:

> The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.
>
> If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

> The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Too-Long-Reprompt-1
>
> Too-Long-Reprompt-2

Category:

> Loc-Late-Reprompt

Text:

```
Our system did not understand. Please repeat the name
of the city now.
```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-tn-now-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the locality response to the name of the desired city.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This re-prompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

Loc-Late-Reprompt

Text:

```
Our system did not understand. After the tone, say the
name of the city again now. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-tn-only-se

Reference:

>   Too-Long-Reprompt-1

>   Too-Long-Reprompt-2

Intent:

>   The subscriber will reduce the locality response to the name of the desired city.

Context:

>   The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.

>   If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

>   This re-prompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.

>   This prompt must be trimmed to reduce spoke too soon errors.

TID:

>   Too-Long-Reprompt-1

>   Too-Long-Reprompt-2

Category:

>   Loc-Late-Reprompt

Text:

```
Our system did not understand. After the tone, say
only the name of the city. [beep]
```

File Destination:

>   ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-late-tn-rep-se

Reference:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Intent:

The subscriber will reduce the locality response to the name of the desired city.

Context:

The reprompt is played when the system detects a response which exceeds the maximum recording duration for a locality response.

If response recording is successful, the next recording prompt or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt. If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call of to a live operator.

Comments:

This re-prompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Too-Long-Reprompt-1

Too-Long-Reprompt-2

Category:

Loc-Late-Reprompt

Text:

```
Our system did not understand. After the tone, please
repeat the name of the city. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-hear-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
We did not hear your response. What is the name of the
city?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-shrt-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
Our system did not understand. What is the name of the
city?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

1999

Message Identifier: loc-sil-tn-hear-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
We did not hear your response. After the tone, please
say the name of the city. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-tn-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

This reprompt assumes that the customer has datafilled to have the optional recording tone presented to the subscriber.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
Our system did not understand. After the tone, please
say the name of the city. [beep]
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-da-se

Reference:

Prompt-1

Prompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for locality prompt first, this prompt is played immediately following the introduction.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

Comments:

This prompt must be trimmed to reduce spoke too soon errors.

This prompt assumes the user will volunteer information about the city based on the "Directory Assistance" introduction.

Speak with a rising inflection as if to ask a question.

TID:

Prompt-1

Prompt-2

Category:

Location

Text:

```
Directory Assistance
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: hold-con-op-se

Reference:

Operator-Requested

Intent:

The subscriber waits for the operator to come on line.

Context:

The subscriber has just pressed DTMF 0 or hookflashed. This is the last recorded voice played to the subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

Operator-Requested

Category:

Request-Break

Text:

```
Please hold while we connect you with an operator.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: mom-pls-op-se

Reference:

Operator-Requested

Intent:

The subscriber waits for the operator to come on line.

Context:

The subscriber has just pressed DTMF 0 or hookflashed. This is the last recorded voice played to the subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

Operator-Requested

Category:

Request-Break

Text:

```
One moment please while we connect you to an operator.
```

Message Identifier: operator-hold-se

Reference:

Operator-Requested

Intent:

The subscriber waits for the operator to come on line.

Context:

The subscriber has just pressed DTMF 0 or hookflashed. This is the last recorded voice played to the subscriber. The next application playback is the call-arrival tone to the operator.

Comments:

This is an alternate general hold message.

TID:

Operator-Requested

Category:

Request-Break

Text:

```
Please hold for an operator.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-nyn1-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
We did not hear your response. What city please?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: list-sil-nyn2-se

Reference:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Intent:

> Obtain the listing name from the subscriber.

Context:

> The reprompt is played after ADAS fails to detect a subscriber response to a listing prompt or listing reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

> If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Category:

> Loc-Sil-Reprompt

Text:

> ```
> We did not hear your response. What listing?
> ```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: welcome-agt-da-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:
```
Welcome to AGT Directory Assistance.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-ba1-se

Reference:

Prompt-1

Prompt-2

Intent:

Combine the introduction prompt with the locality prompt to allow talk-over during the introduction portion.

Obtain the locality name from the subscriber.

Context:

If the customer has datafilled for separate listing and locality prompts, no introduction prompt, and for locality prompt first, this prompt is played.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the response recording proceeds successfully, the application plays a 'call being processed prompt' and plays the next recording prompt.

Comments:

This prompt must be trimmed to reduce spoke too soon errors.

Since this will be the first prompt played to the caller, 100ms of silence has been added to the beginning.

TID:

Prompt-1

Prompt-2

Category:

Location

Text:

```
This is Directory Assistance, for what city please?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-ba2-se

Reference:

Prompt-1

Prompt-2

Intent:

Combine the introduction prompt with the locality prompt to allow talk-over during the introduction portion.

Obtain the locality name from the subscriber.

Context:

If the customer has datafilled for separate listing and locality prompts, no introduction prompt, and for locality prompt first, this prompt is played.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the response recording proceeds successfully, the application plays a 'call being processed prompt' and plays the next recording prompt.

Comments:

This prompt must be trimmed to reduce spoke too soon errors.

Since this will be the first prompt played to the caller, 100ms of silence has been added to the beginning.

TID:

Prompt-1

Prompt-2

Category:

Location

Text:
```
This is Directory Assistance, for what city?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-ba3-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
We're sorry, due to a work stoppage there will be a
delay in an operator processing your request. Please
stay on the line and you will reach the next available
operator.
```

Message Identifier: feedback-ba4-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Your call is important to us. We apologize for any
inconvenience this delay has caused you.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-ba<6, 8, or 10>-se

Note: The numeric 6, 8 or 10 appears after the variables 'ba.' This message identifier can appear as one of the following:

- feedback-string-ba6-se
- feedback-string-ba8-se
- feedback-string-ba10-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to-operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
Please wait while the operator looks for that
number.Standard Load

Please hold for the first available operator who will
assist you with that information.

Your call is important to us. Please continue to hold
while your call is processed.

Your request is still being processed. Thank you for
holding.

Thank you for continuing to hold.

Please wait. An operator will be with you shortly.

Your call is important to us.
```

```
Thank you for holding.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: welcome-nyn3-se

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to NYNEX Directory Assistance.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-nyn4-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

Silence section will contain some background noise.

TID:

In-Queue-Feedback

Category:

Feedback

Text:

```
<2 seconds silence>

Standard Load

An operator will assist you with that

information.

<4 seconds silence>

An operator will be with you shortly.

<4 seconds silence>

Your call is important to us, an

operator will be with you shortly.

<4 seconds silence>

Thank you for waiting. The first
```

```
available operator will assist you.

<4 seconds silence>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: feedback-nyn5-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

Silence section will contain some background noise.

TID:

In-Queue-Feedback

Category:

Feedback

Text:
```
<2 seconds silence>

Standard Load

An operator will assist you with that information.

<4 seconds silence>

An operator will be with you shortly.

<4 seconds silence>

Your call is important to us, an

operator will be with you shortly.

<4 seconds silence>

Thank you for waiting. The first available operator
will assist you.
```

Message Identifier: feedback-nyn6-se

Reference:

In-Queue-Feedback

Intent:

Reassure the subscriber that the call is being processed.

Context:

Subscriber responses have been successfully recorded and the call is queued for an operator. A transfer-to -operator prompt has been played.

Comments:

The prompt is played repeatedly during the wait for an operator. The interval between repetitions can be datafilled by the customer.

Silence section will contain some background noise.

TID:

In-Queue-Feedback

Category:

Feedback

Text:
```
<2 seconds silence>

An operator will assist you with that information.

<4 seconds silence>

An operator will be with you shortly.

<4 seconds silence>

Your call is important to us, an operator will be with
you shortly.

<4 seconds silence>

Thank you for waiting. The first available operator
will assist you.

<4 seconds silence>

An operator will assist you with that information.
```

```
<4 seconds silence>

An operator will be with you shortly.

<4 seconds silence>

Your call is important to us, an operator will be with
you shortly.

<4 seconds silence>

Thank you for waiting. The first available operator
will assist you.

<4 seconds silence>

An operator will assist you with that information.

<4 seconds silence>

An operator will be with you shortly.

<4 seconds silence>

Your call is important to us, an operator will be with
you shortly.

<4 seconds silence>

Thank you for waiting. The first available operator
will assist you.

<4 seconds silence>
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: help-bco41-te

Reference:

Help

Intent:

To let the customer know an invalid DTMF key was pressed.

Context:

At some point before ADAS finishes recording the first subscriber responses, the subscriber presses a DTMF key other than 0. If no DTMF is pushed in response to the help prompt, the interrupted recording prompt is repeated.

Comments:

None

TID:

DTMF-Help

Category:

Help

Text:

```
Your response was not understood.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: welcome-ba8-jej

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to "Bell Atlantic w/tones "
```

Message Identifier: welcome-bct1-te

Reference:

Introduction

Intent:

Inform the subscriber that this is a directory assistance service.

Context:

The subscriber has dialed for directory assistance. The application next plays a recording prompt.

Comments:

This is one branding version of the first prompt the subscriber hears. No subscriber activity is required.

Add 100 msec of silence to the beginning of this prompt.

TID:

Introduction

Category:

Intro-Messages

Text:

```
Welcome to BC TEL Directory Assistance. New local
telephone numbers are provided at no charge. Other
numbers cost ninety five cents.
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-nyn7-se

Intent:

Obtain the locality name from the subscriber.

If the prompt is used as a combined prompt, it assumes the caller will volunteer listing as well as locality information.

Context:

The introduction message has been successfully played. If the customer has datafilled for separate listing and locality prompts, and datafilled for locality prompt first, this prompt is played immediately following the introduction. If the customer has datafilled for listing prompt first, this is played after the listing prompt.

If response recording proceeds successfully, the second recording prompt follows the first recording. If there is an error, the application plays a corresponding reprompt.

If the customer has datafilled for combined prompts, this prompt is played immediately following the introduction. If the response recording proceeds successfully, the application plays a 'call being processed prompt' and queues the call for a DA operator.

Comments:

This is an alternative locality prompt.

This prompt must be trimmed to reduce spoke too soon errors.

Text:

```
What town?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-nyn8-se

Reference:

Silence-Reprompt-1

Silence-Reprompt-2

Intent:

Obtain the locality name from the subscriber.

Context:

The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.

If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.

This prompt must be trimmed to reduce spoke too soon errors.

TID:

Silence-Reprompt-1

Silence-Reprompt-2

Category:

Loc-Sil-Reprompt

Text:

```
We did not hear your response. What city?
```

File Destination:

ADSxxxx1, ADSxxxxD (defined at the time of packaging)

Message Identifier: loc-sil-nyn9-se

Reference:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Intent:

> Obtain the locality name from the subscriber.

Context:

> The reprompt is played after ADAS fails to detect a subscriber response to a locality prompt or locality reprompt. If response recording is successful, the next recording prompt, or 'call being handled' prompt is played, depending on whether the locality prompt is the first or second recording prompt.
>
> If the re-recording is unsuccessful, a reprompt based on the error is played, until the datafillable error limit is reached, at which point the application plays a 'please hold' message and hands the call off to a live operator.

Comments:

> The customer has the option of datafilling for a recording tone following this reprompt. This prompt can be used either with or without the recording tone.
>
> This prompt must be trimmed to reduce spoke too soon errors.

TID:

> Silence-Reprompt-1
>
> Silence-Reprompt-2

Category:

> Loc-Sil-Reprompt

Text:

> ```
> We did not hear your response. What town?
> ```

File Destination:

> ADSxxxx1, ADSxxxxD (defined at the time of packaging)

DMS-100 Family

ADAS Audio Prompts

Reference Guide

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