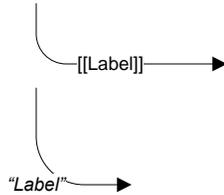




Begin call flow. (Usually represents incoming call).



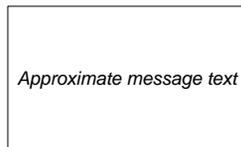
Process, procedure, protocol, or method – including data submittal and/or retrieval.



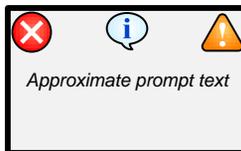
Indicates direction of call flow. Bracketed labels show conditions that do not involve caller's spoken or DTMF input. Italicized labels indicate speech or DTMF input.



Indicates branching made on value of a variable or other state-specific data. "Info" can be accessed via shape data (Data→Shape Data)



Indicates an announcement that does not solicit caller input, but simply provides information to the caller.



grammar.grxml

Indicates a prompt that solicits caller input (via DTMF). Orange icon indicates exception to universal behavior at this QA. (refer to shape data)
Info icon indicates presence of programming notes. (refer to shape data)
Red 'X' indicates Retries value other than default (3).
Green bubble indicates primary grammar invoked at this menu.



Solid black line below the prompt indicates a recognition. Only valid, in-grammar utterances are represented below the line.
Invalid speech and/or timeouts default to the Error Handling flow.



Indicates either an exit point (to another point in the call flow) or an entry/return point (from another point in the call flow). Solid lines generally refer to the top-level entry point of a page, which usually corresponds to the beginning of a QA. Dotted lines generally refer to an entry point *within* the QA (usually represented by a heavy black line on the call flow page).



Control of the call is transferred away from the automated IVR.

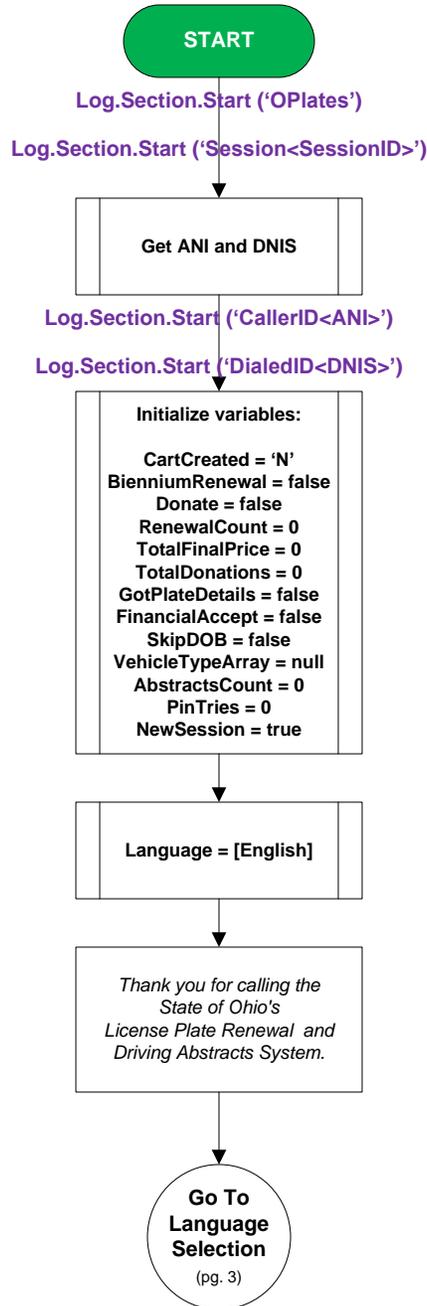


The IVR's involvement in the call is terminated, either because it has been transferred or disconnected.

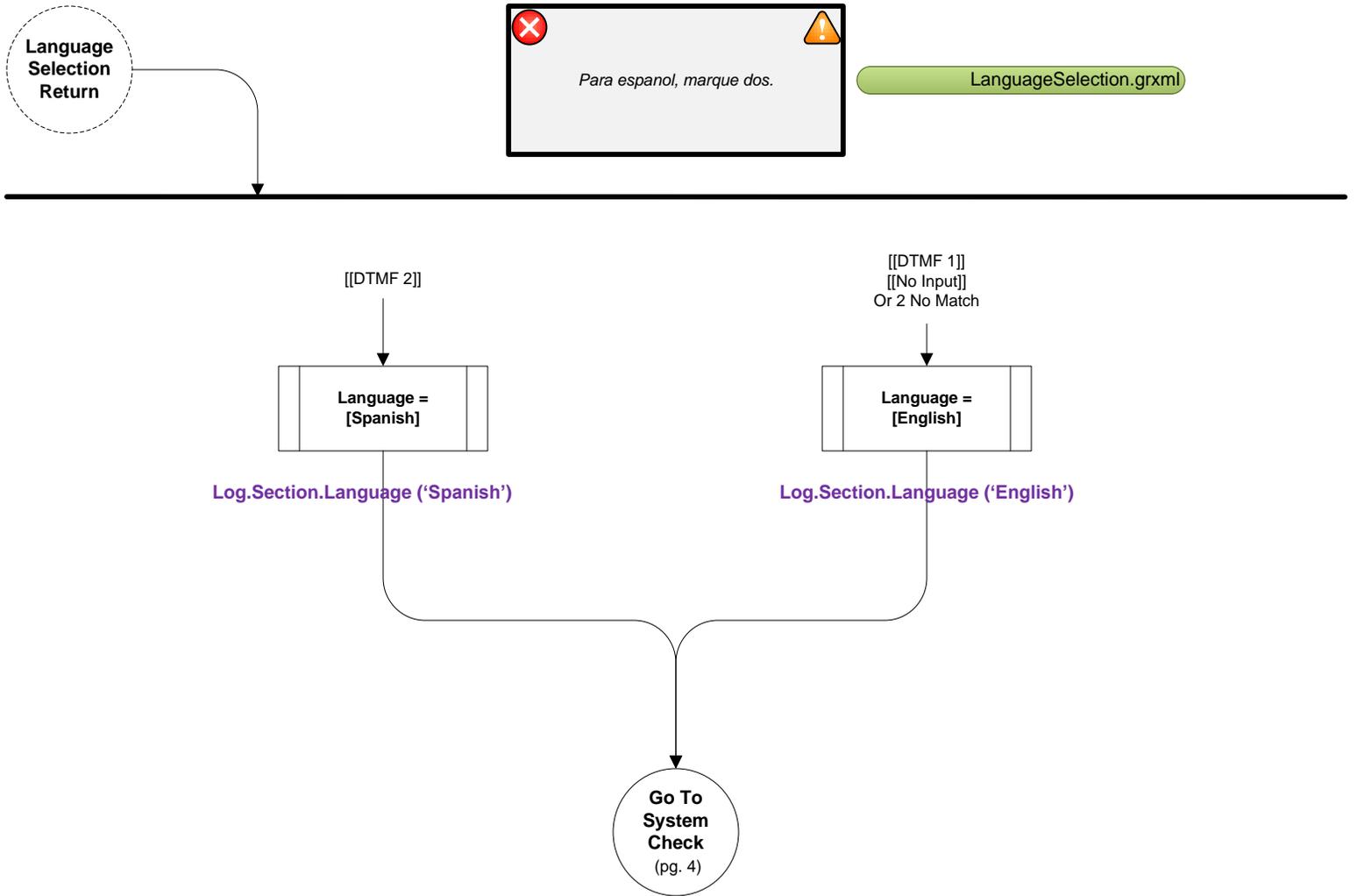
Log.Section.MainMenu ('Selection')

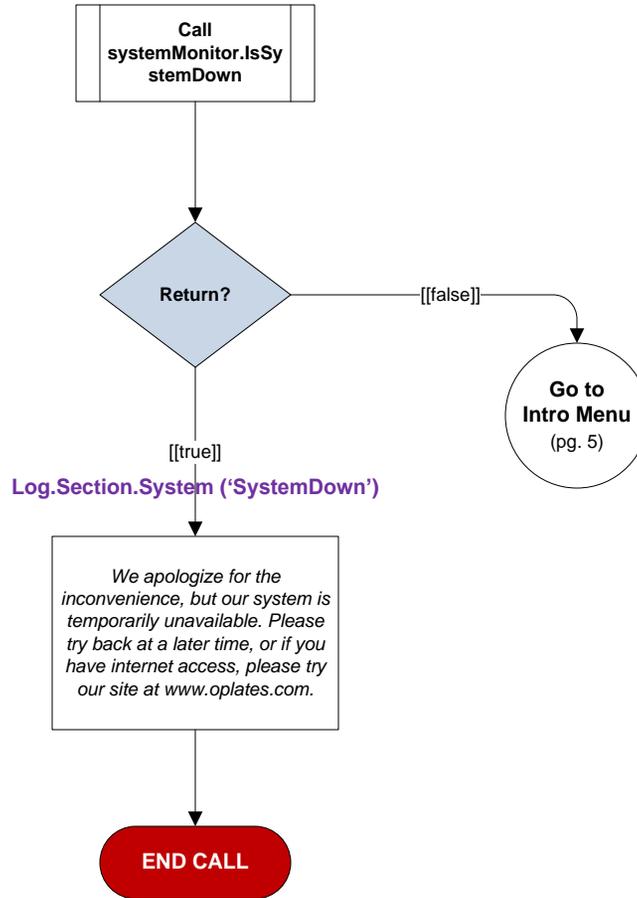
Indicates where a reporting event is logged – SectionName ('Description')

Entering from:
Call-in: Initial State

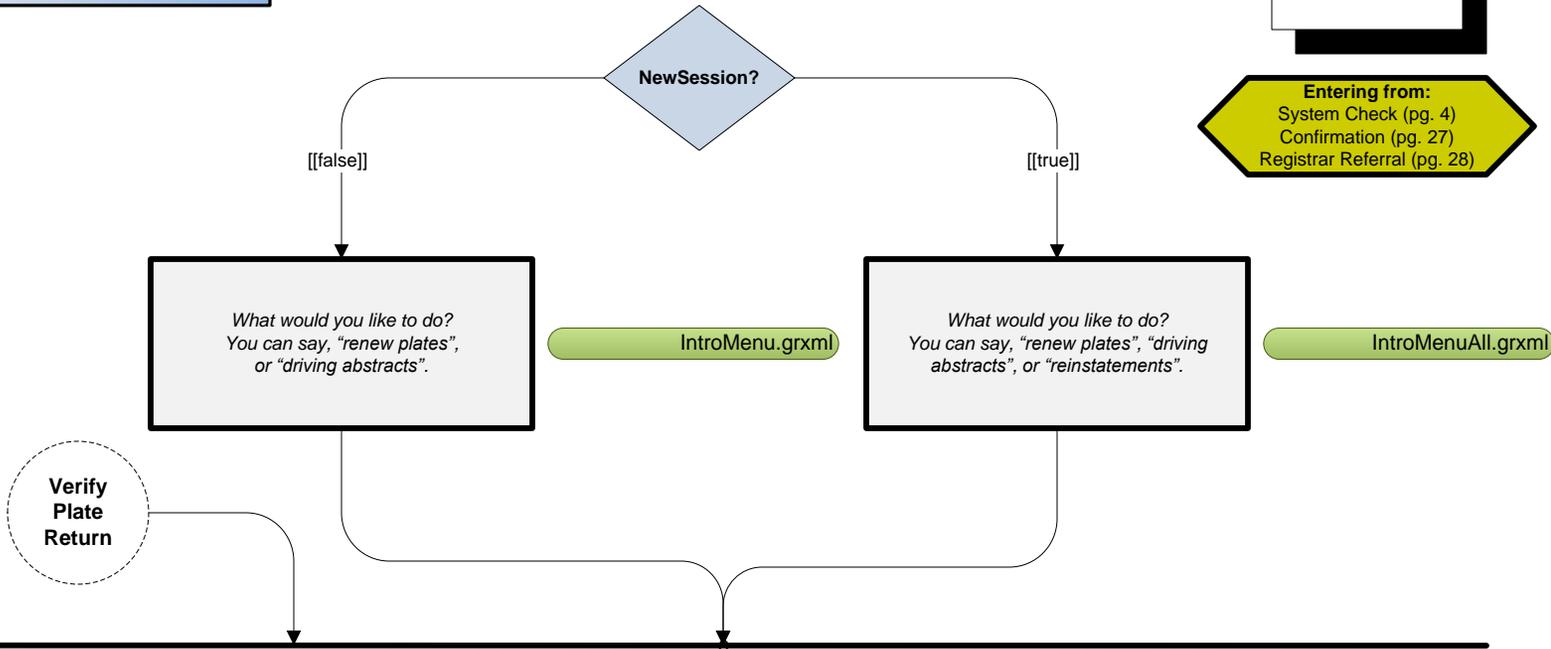


Entering from:
Start (pg. 2)





Entering from:
 System Check (pg. 4)
 Confirmation (pg. 27)
 Registrar Referral (pg. 28)



"Renew Plates"

Log.Section.IntroMenu ('Plates')

Set
callReason =
'plates'

Thank you for calling the State of Ohio's Automated License Plate Renewal System. This system conveniently allows you to renew your license plates over the phone. To successfully complete your telephone renewal, you will need your social security number, your plate number, and a valid credit card with its expiration date, or a valid check routing and account number. If at any time during this process you need help, just say, "Help". If you are renewing after your expiration date, then you will be charged a late fee of...

<lateFeeAmount>
in addition to your
annual renewal fees.

If you would like to renew on the internet, please visit us at www.oplates.com. If you are calling about the status of a mailed-in renewal, please call 1-800-589-8247.

NewSession = false

Go to
Login
(pg. 7)

"Driving Abstracts"

Log.Section.IntroMenu ('Abstracts')

Set
callReason =
'abstracts'

To successfully obtain a certified driving abstract, you will need to provide the following information: a 9-digit social security number, date of birth, a valid check routing and account number or a valid credit card number and expiration date.

NewSession = false

Go to
Abstracts
Consent
(pg. 6)

"Reinstatements"

Log.Section.IntroMenu ('Reinstatements')

Set
callReason =
'reinstatements'

NewSession = false

Reinstatements
Module

Entering from:
Intro Menu (pg. 5)

Is this request for you,
or for another individual?

AbstractsConsent.grxml

Abstracts
Consent
Return

"Yes/Me"

Log.Section.Abstracts ('Self')

PLEASE LISTEN TO
FOLLOWING STATEMENT:
I hereby certify the information
provided is true and accurate to
the best of my knowledge and
belief. I understand that providing
false information may constitute
a criminal offense of falsification
with a maximum penalty of 6
months in jail and a \$1000 fine.

"No/Another Individual"

Log.Section.Abstracts ('Other')

PLEASE LISTEN TO FOLLOWING STATEMENT:
I have received express consent from the following
individual, to receive personal information (name,
address, date of birth, and driver's license number, and
all other information.) This authorization extends to
information pertaining to their driving record. I
understand that I will not receive sensitive personal
information (social security number, medical information,
and photos.) I hereby certify the information provided is
true and accurate to the best of my knowledge and
belief. I understand that providing false information may
constitute a criminal offense of falsification with a
maximum penalty of 6 months in jail and a \$1000 fine.

Do you agree to these terms?

Please say 'yes' to continue, or 'no' to return
to the main menu.

AbstractsConsentConfirm.grxml

Abstracts
Consent
Confirm
Return

"Yes"

Log.Section.Abstracts ('ConsentAgree')

Go to
Login
(pg. 7)

"No"

Log.Section.Abstracts ('ConsentDecline')

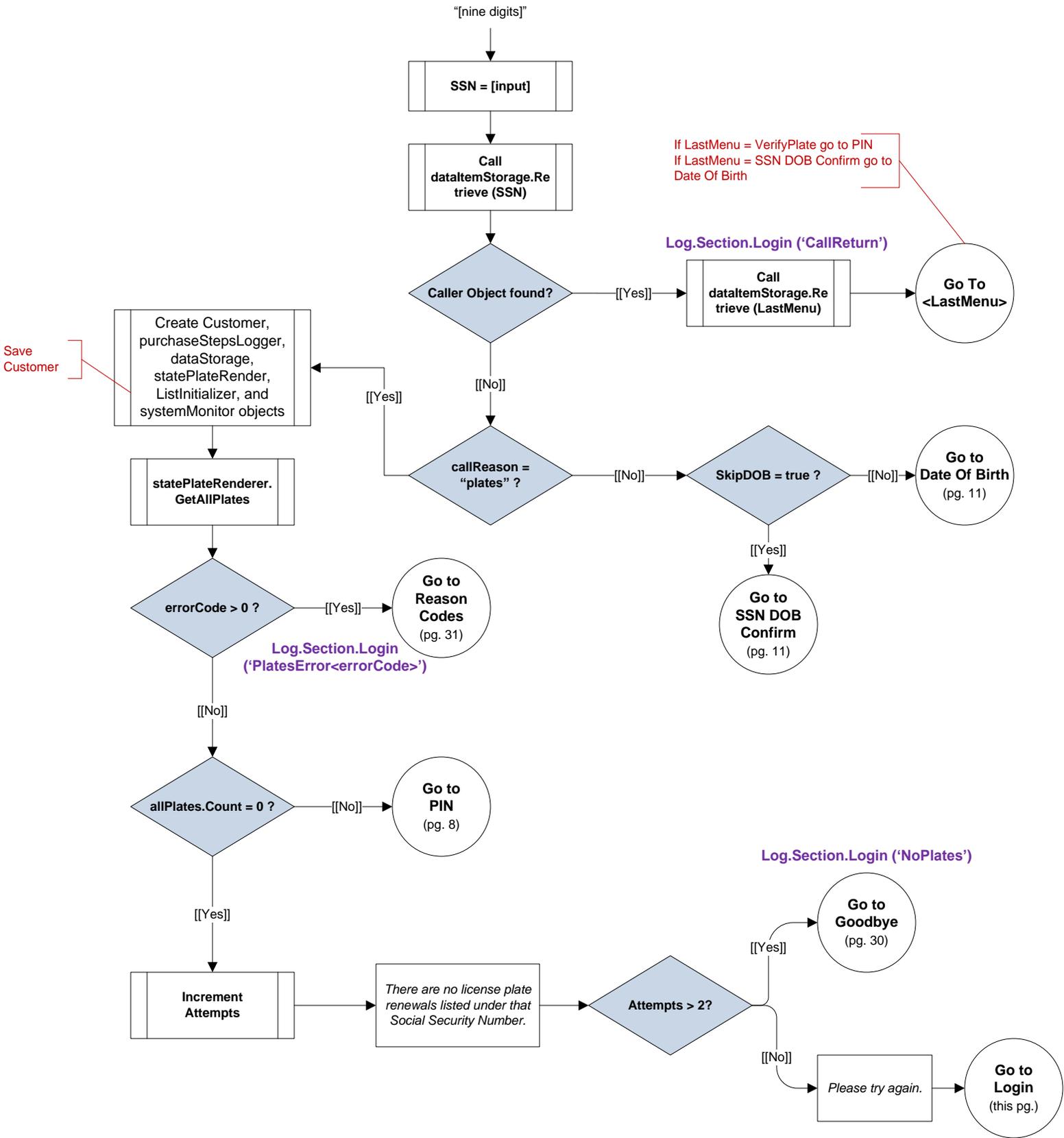
Go to
Intro Menu
(pg. 5)

Login
Return

Please speak or enter the 9-digit Social Security Number.

SSN.grxml

Entering from:
Intro Menu (pg. 5)
Abstracts Consent (pg. 6)
Close Or Continue (pg. 21)
Abstracts Continue (pg. 23)



Entering from:
Login (pg. 7)
Verify Plate (pg. 9)
Close Or Continue (pg. 21)
Abstracts Continue (pg. 23)

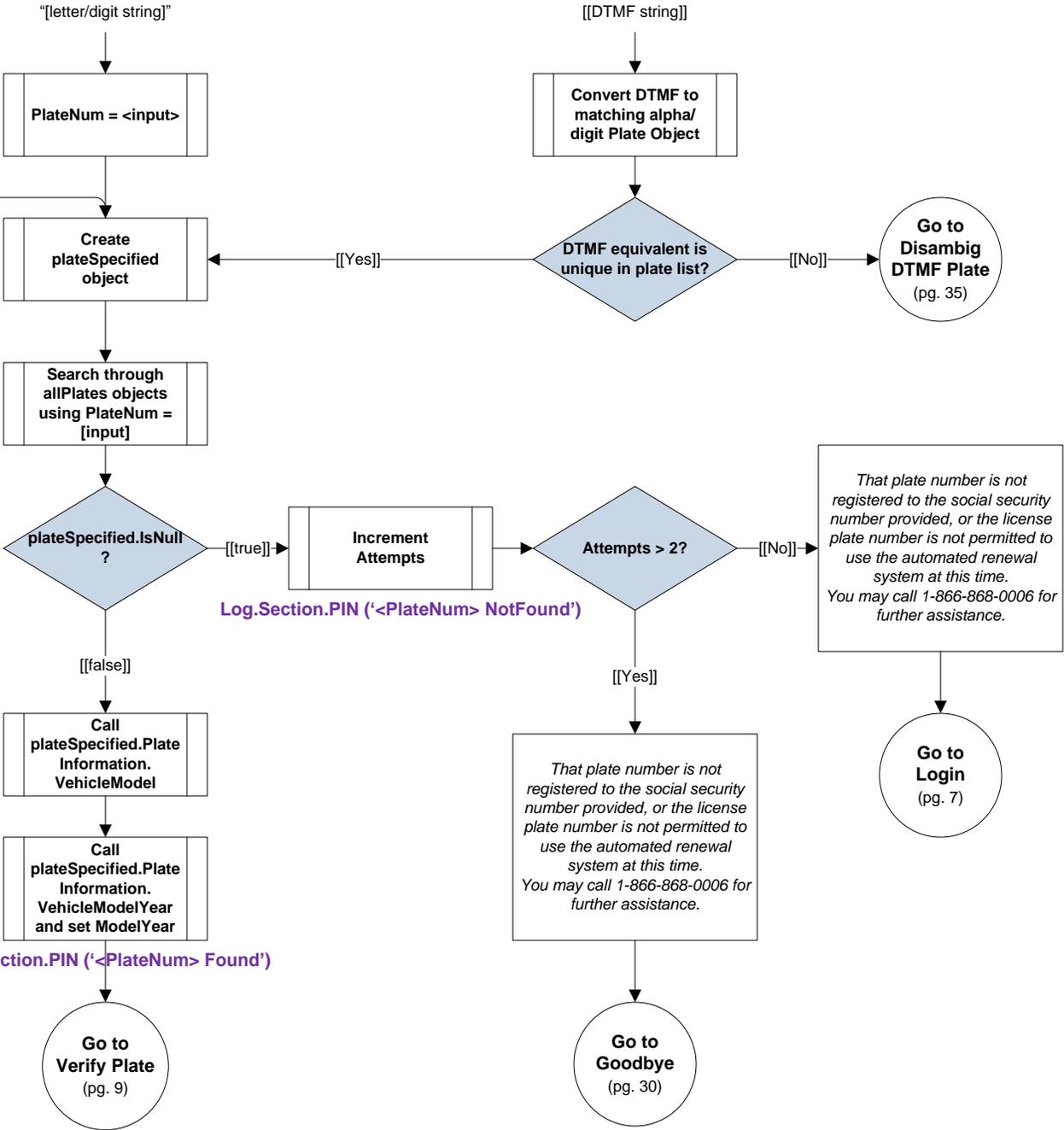
Create dynamic
grammar from
allPlates object list

*Please tell me the plate number
you would like to renew.
Speak each letter or digit individually.*

dynamic grammar

PIN
Return

PIN
Disambig
Reentry



Entering from:
PIN (pg. 8)

ConfirmYesNo.grxml

I heard plate number [PlateNum]
Which is registered to your
[ModelYear] vehicle.
Is that correct?

Verify
Plate
Return

"Yes"

"No"

statePlateRenderer.UpdatePlate(plateSpecified)
plateSpecified.Customer = customer

OplatesDIFactory.ResolveIPlateRepository

plateRepository.Add(plateSpecified)

PlateCandidateFactory.Create(plateSpecified)

Cart Created?

OplatesDIFactory.ResolveIRepository.Add(Cart);

Save Cart

Log.Section.VerifyPlate ('CartCreated')

Set
Cart Created = "Y"

Go to
Eligibility
(pg. 10)

PinTries =
PinTries + 1

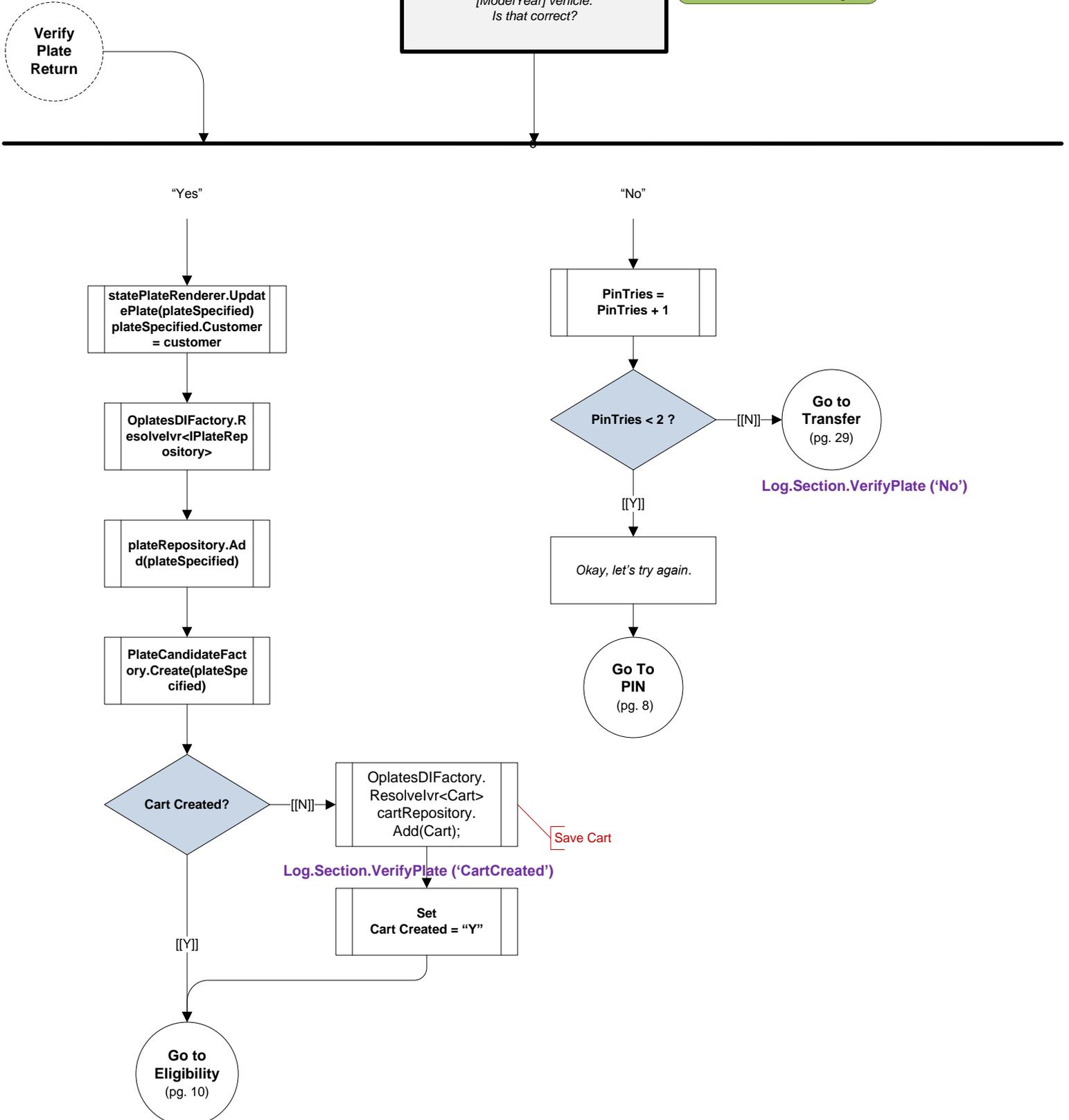
PinTries < 2 ?

Go to
Transfer
(pg. 29)

Log.Section.VerifyPlate ('No')

Okay, let's try again.

Go To
PIN
(pg. 8)



Entering from:
 Verify Plate (pg. 9)

PlateSpecificationFactory.Create(PlateSpecificationType.PlateHasAnErrorCode)
 hasErrors = PlateSpecificationType.PlateHasAnErrorCode

plateCandidate hasErrors?

[[true]]

Go to Reason Codes (pg. 31)

[[false]]

Log.Section.Eligibility ('PlateError<errorCode>')

PlateSpecificationFactory.Create(PlateSpecificationType.PlateMayExpireBeforeYouReceiveRenewal)
 mayExpire = PlateSpecificationType.PlateMayExpireBeforeYouReceiveRenewal

plateCandidate mayExpire?

[[true]]

The automated renewal system can still be used, but your license plates will expire before your new registration, stickers, and/or plates have been received. Ohio law requires the display of a valid validation sticker. You may be cited by law enforcement for driving without your updated registration.

Log.Section.Eligibility ('ExpireFiveDays')

[[false]]

PlateSpecificationFactory.Create(PlateSpecificationType.IsVehicleNonCommercialTrailer)

Add plateCandidate IsVehicleNonCommercialTrailer to [VehicleTypeArray]

PacketFactory informationPacket. PersonsStreet Address

PacketFactory informationPacket. PersonsFullZipCode

Go to Verify Address (pg. 13)

Date Of Birth
Return

Next, please say the individual's
date of birth.
For example, you can say:
"February 11, 1977".

DateOfBirth.grxml

Entering from:
Login (pg. 7.)

"Month, Day, Year"

DOB = [input]

SSN DOB
Confirm

SSN DOB
Confirm
Return

I heard Social Security Number [SSN]
And date of birth [DOB].
Is that correct?

ConfirmYesNo.grxml

"Yes"

Log.Section.DateOfBirth ('Confirmed')

CreateDriverInitializ
er(DOB.ToString(),
SSN)

stateAbstractRende
rer.Create(customer
, driverInitializer)

AbstractCandidateF
actory.Create(driver
sAbstract)

AbstractCandidate
isError?

AbstractCandidate
isVerified?

Increment
Attempts

We're sorry, we are unable
verify the information
provided with the Ohio
BMV database.

Attempts > 2?

Go to
Abstracts
Lookup
(pg. 12)

Go to
Date Of Birth
(this pg.)

Go to
Login
(pg. 7)

Log.Section.DateOfBirth ('NoAbstracts')

Go to
Transfer
(pg. 29)

Go to
Login
(pg. 7)

Please try again.

Okay. Which part was wrong—the Social
Security Number, Date of Birth, or Both?

WrongSSNOrDOB.grxml

Wrong SSN
Or DOB
Return

"No"

"SSN"

Log.Section.DateOfBirth ('WrongSSN')

SkipDOB = true

Go to
Login
(pg. 7)

"DOB"

Log.Section.DateOfBirth ('WrongDOB')

SkipDOB = false

Go to
Date Of Birth
(this pg.)

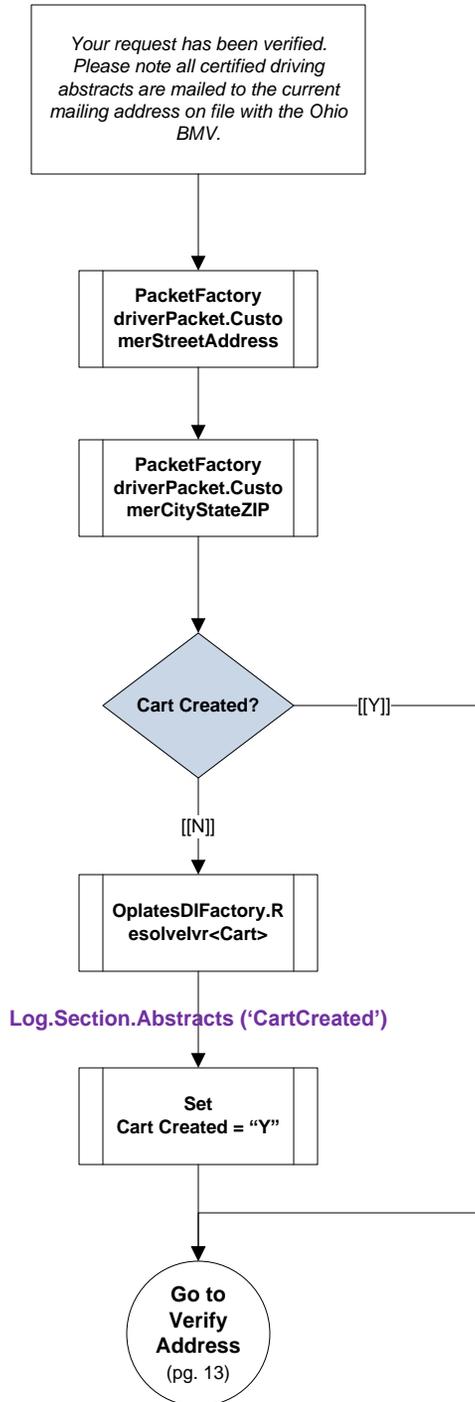
"Both"

Log.Section.DateOfBirth ('WrongBoth')

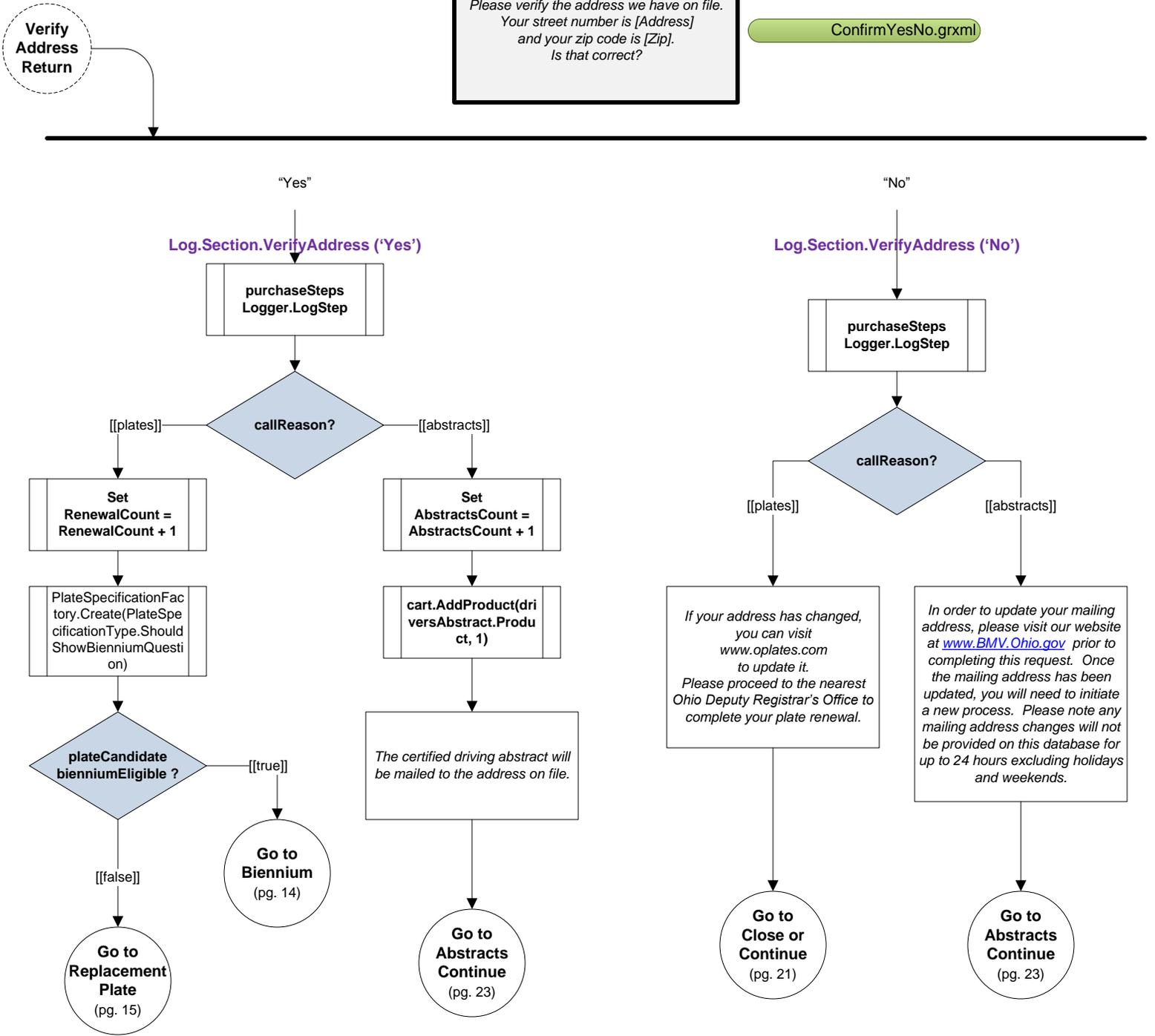
SkipDOB = false

Go to
Login
(pg. 7)

Entering from:
Date Of Birth (pg. 11)



Entering from:
Eligibility (pg. 10)
Abstracts Lookup (pg. 12)



The State of Ohio now offers the option to renew your registration for one year or two years.
Please note: you will not be entitled to a refund for any unused portion of your registration fees.

Entering from:
Verify Address (pg. 13)

Log.Section.Biennium ('Eligible')

How long would you like to renew for?
Say 'one' year, or 'two'.

Biennium.grxml

Biennium
Return

"One"

"Two"

Log.Section.Biennium ('RenewOne')

Log.Section.Biennium ('RenewTwo')

Packet Factory
informationPacket.V
ehicleRegistrationN
umberOfRegistratio
ns = 1

Calculate
NewExpiration =
Expiration + 1

Need to verify how NewExpiration
is determined, and how current
expiration is retrieved

Set
BienniumRenewal =
true

Packet Factory
informationPacket.V
ehicleRegistrationN
umberOfRegistratio
ns = 2

Calculate
NewExpiration =
Expiration + 2

statePlateRenderer.
UpdatePlate(plateS
pecified)

purchaseSteps
Logger.LogStep

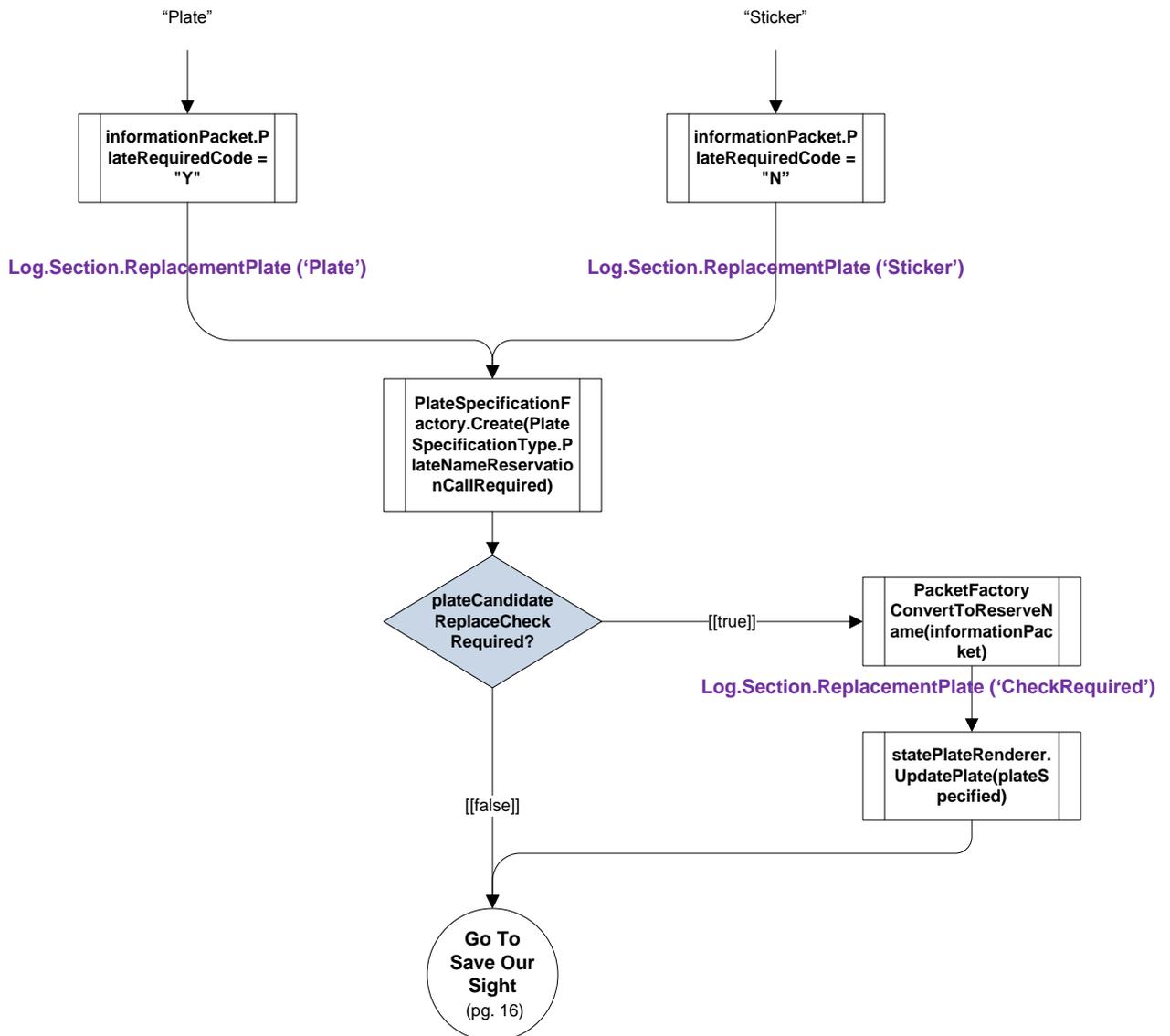
Go To
Replacement
Plate
(pg. 15)

Entering from:
Verify Address (pg. 13)
Biennium (pg. 14)

Replacement
Plate
Return

If you would like a replacement license plate
to be issued, say 'plate'.
To receive a renewal sticker only, say
'sticker'.

ReplacementPlate.grxml



Entering from:
Replacement Plate (pg. 15)

To donate a dollar to the Save Our Sight program, say 'donate'.
You can hear more information on this program by saying 'tell me more'.
<sil. 500 ms>
To continue your transaction without making a contribution, just say 'continue'.

SaveOurSight.grxml

Save Our
Sight
Return

"Donate"
Log.Section.SaveOurSight ('Donate')

Set
Donate = true
TotalDonations =
TotalDonations + 1

informationPacket.
DonationAmount,
informationPacket.
DonationTotal

plateRepository.Up
date(plateSpecified)

"Continue"
[[2 No Match/2 No Input]]
Log.Section.SaveOurSight ('Skip')

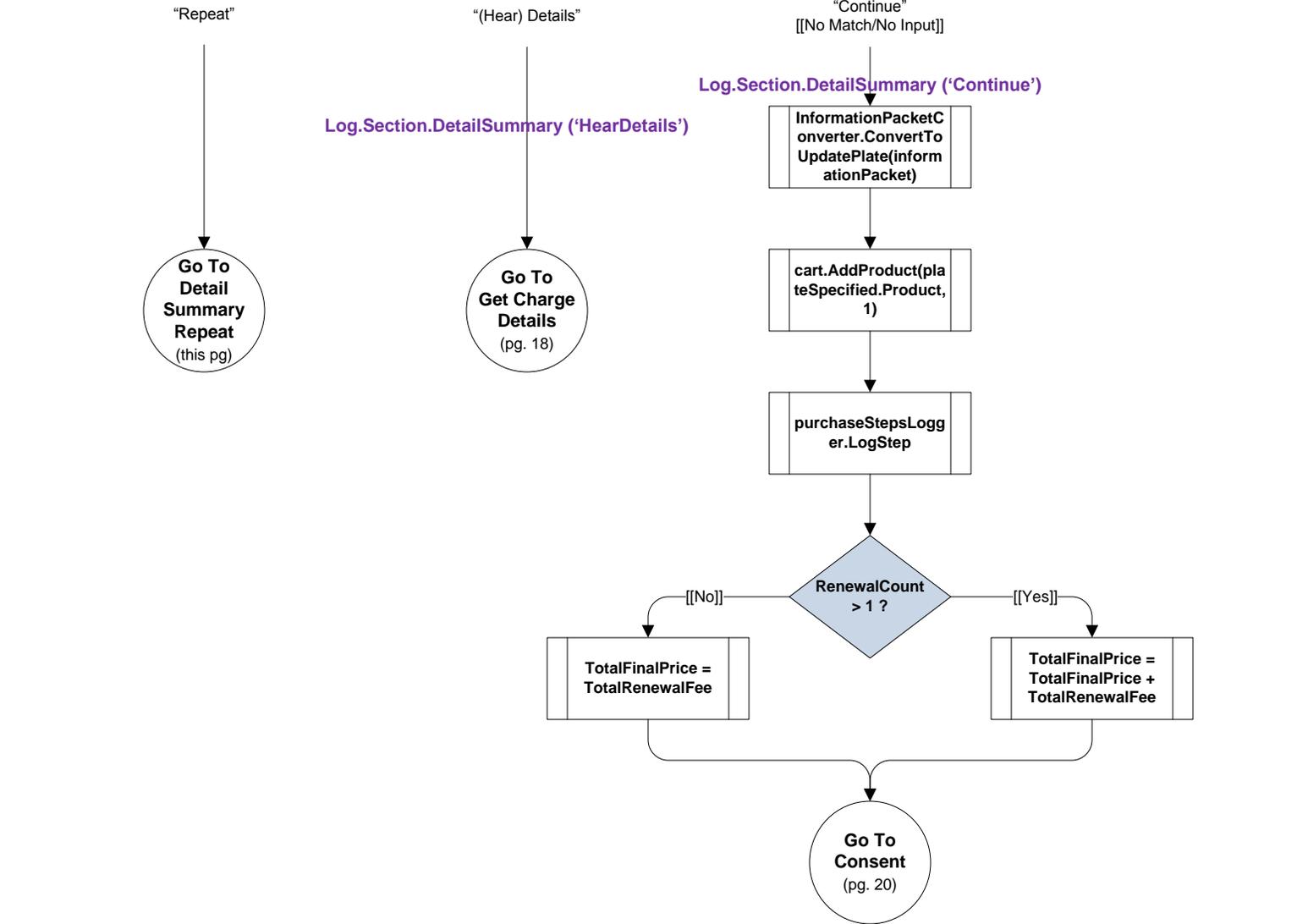
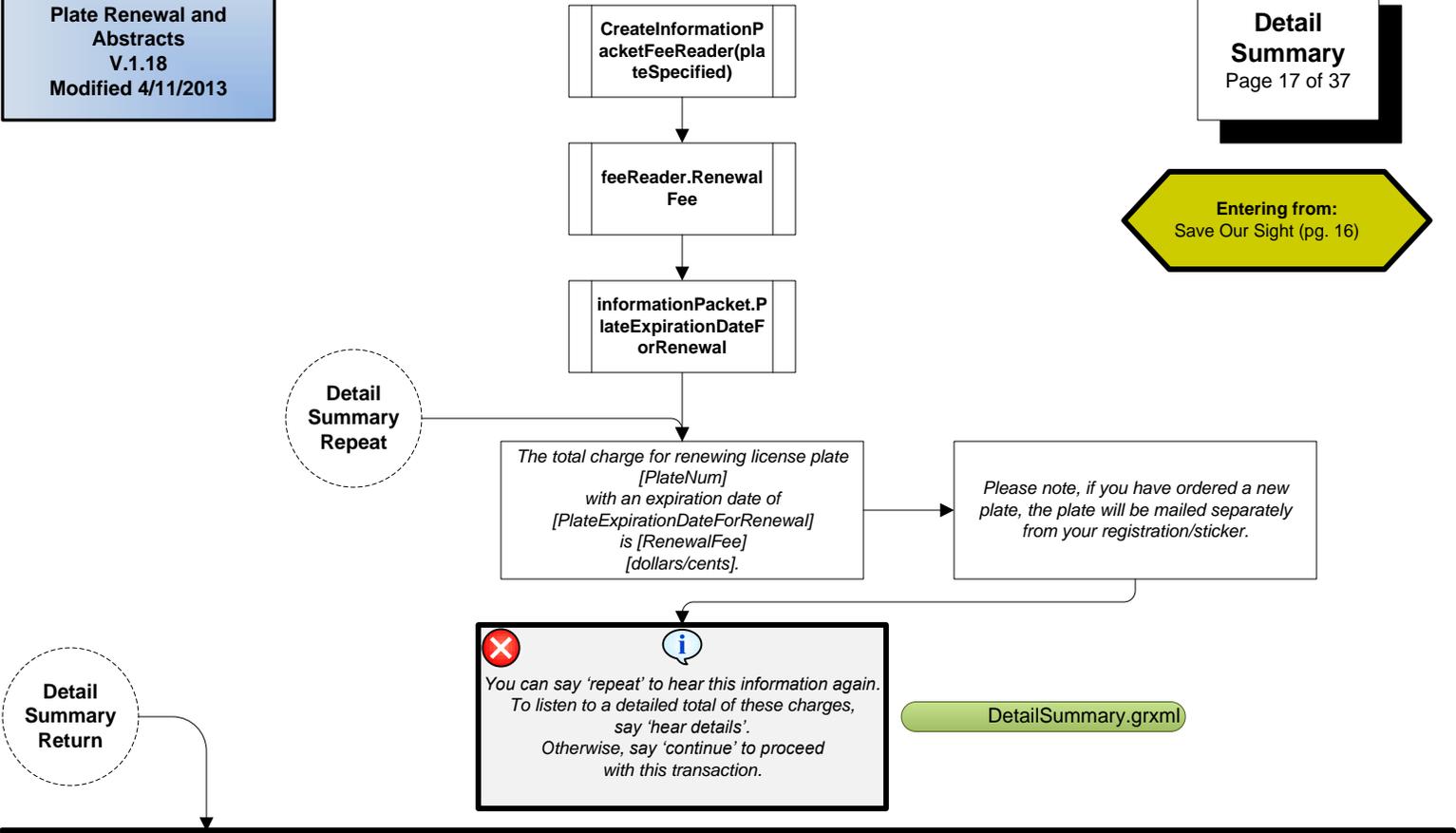
"Tell Me More"

The Save Our Sight Program is a charitable organization with a focus on early detection and prevention of vision problems in children. For additional information, please call 1-800-755-GROW.

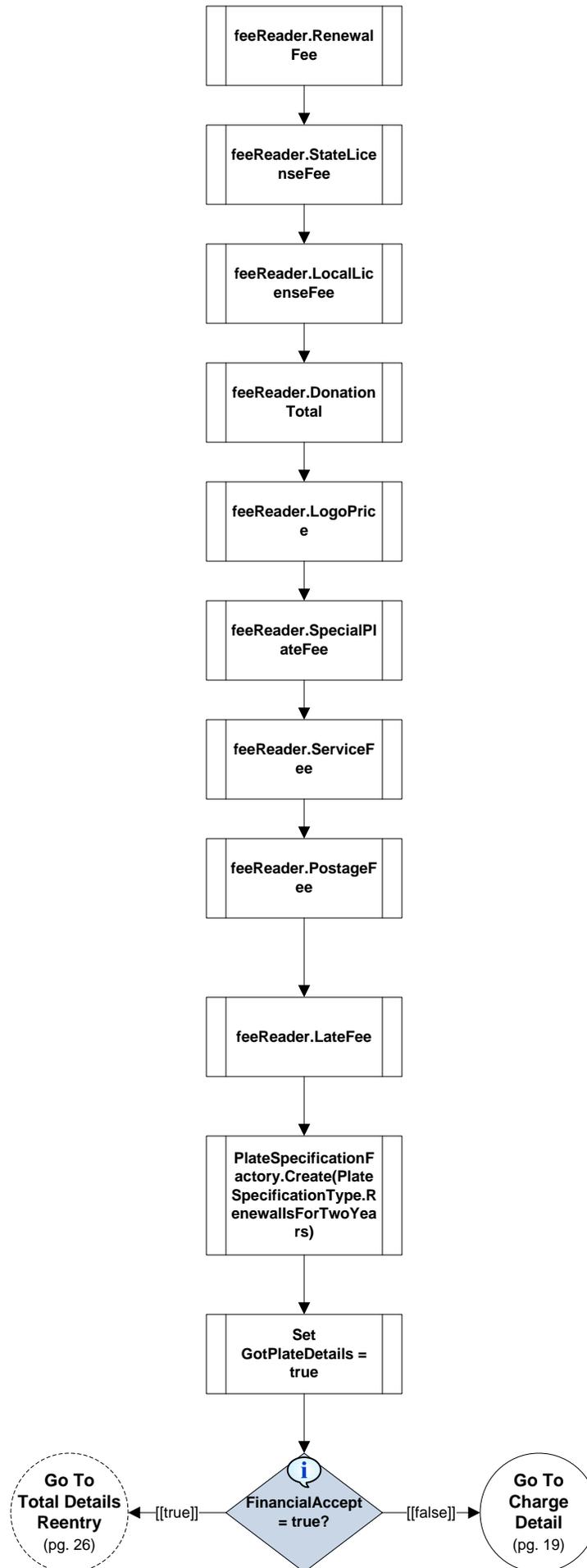
Go To
Save Our
Sight
(this pg)

Go To
Detail
Summary
(pg. 17)

Entering from:
Save Our Sight (pg. 16)



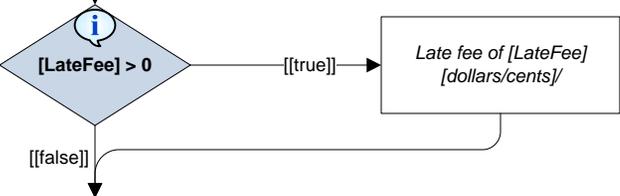
Entering from:
Detail Summary (pg. 17)
Get Total Details (pg. 26)



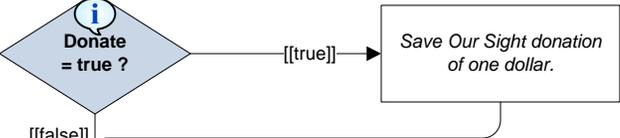


Entering from:
Get Charge Details (pg. 18)

State license tax of [StateLicenseFee] [dollars/cents].



Local/County license tax of [LocalLicenseFee] [dollars/cents].
Logo plate fee of [LogoFee] [dollars/cents].
Personalized plate fee of [SpecialPlateFee] [dollars/cents].
Service fee of [ServiceFee] [dollars/cents].
Postage fee of [PostageFee] [dollars/cents].

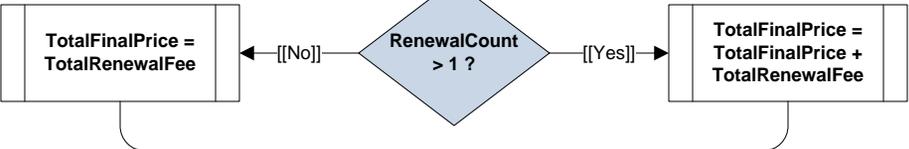
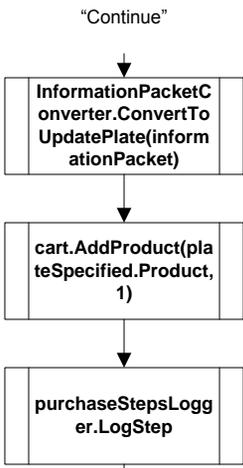
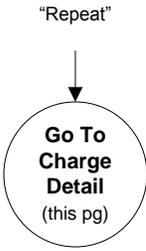


For a total price for this vehicle of [RenewalFee] [dollars/cents].

You can say 'repeat' to hear these detailed charges again.
Otherwise, say 'continue' to proceed with this transaction.

ChargeDetail.grxml

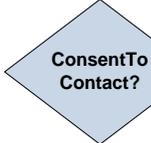
Charge Detail Return



Go To Consent
(pg. 20)

Entering from:
Detail Summary (pg. 17)
Charge Detail (pg. 19)

PlateSpecificationFactory.Create(PlateSpecificationType.ShouldShowConsentToContactQuestion)



RequestYesNo.grxml



Thank you for supporting this organization. Would you like to authorize us to provide the organization with your name and address for various contact purposes?

"Yes"

"No"

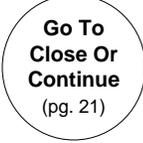
informationPacket.ConsentToContactC
customerResponse = "Y"

informationPacket.ConsentToContactC
customerResponse = "N"

Log.Section.Consent ('Accepted')

Log.Section.Consent ('Declined')

plateRepository.Update(plateSpecified)



Entering from:
Close Or Continue (pg. 21)

Read items in
[VehicleTypeArray]

IsVehicle
NonCommercial
Trailer?

Go To
Accept
Cost
(pg. 25)

Log.Section.FinancialResponsibility ('Bypassed')

*In Ohio, it is illegal to drive any motor vehicle
without insurance or other financial
responsibility coverage.*

Barge-in not allowed

*Do you acknowledge that you meet and understand the
minimum financial responsibility requirements and
accept the terms of this agreement?
<500 ms pause>
If you're not sure and would like to hear more about this
law, say 'hear details'.*

FinancialResponsibility.grxml

Financial
Responsibility
Return

"Yes"

"No"

"Hear Details"

Log.Section.FinancialResponsibility ('Accepted')

Log.Section.FinancialResponsibility ('Declined')

Log.Section.FinancialResponsibility ('Details')

Set
FinancialAccept =
true

Go To
Registrar
Referral
(pg. 28)

It is illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without financial responsibility coverage. At all times proof of coverage is required. Any driver or owner who fails to show proof of insurance or other coverage will:

- Lose his or her license for 90 days on the first offense, 1 year on the second offense and two years on additional offenses,
- Lose his or her license plates and vehicle registration having to pay reinstatement fees of \$75.00 first offense, \$250.00 second offense, and \$500.00 on any additional offenses and pay a \$50.00 penalty for any failure to surrender his or her driver's license, license plates, or registration;
- And then be required to maintain special financial responsibility coverage on file with the Bureau of Motor Vehicles for 5 years.
- Once this suspension is in effect, any driver or owner who violates this suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 days first offense and 60 days second offense.
- For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for 5 years.
- If you are involved in an accident without insurance or other financial responsibility coverage in addition to all the penalties listed above, you may have a security suspension for two years or more and a judgment suspension for seven years.

AbstractsCount
> 0 ?

[[Yes]]

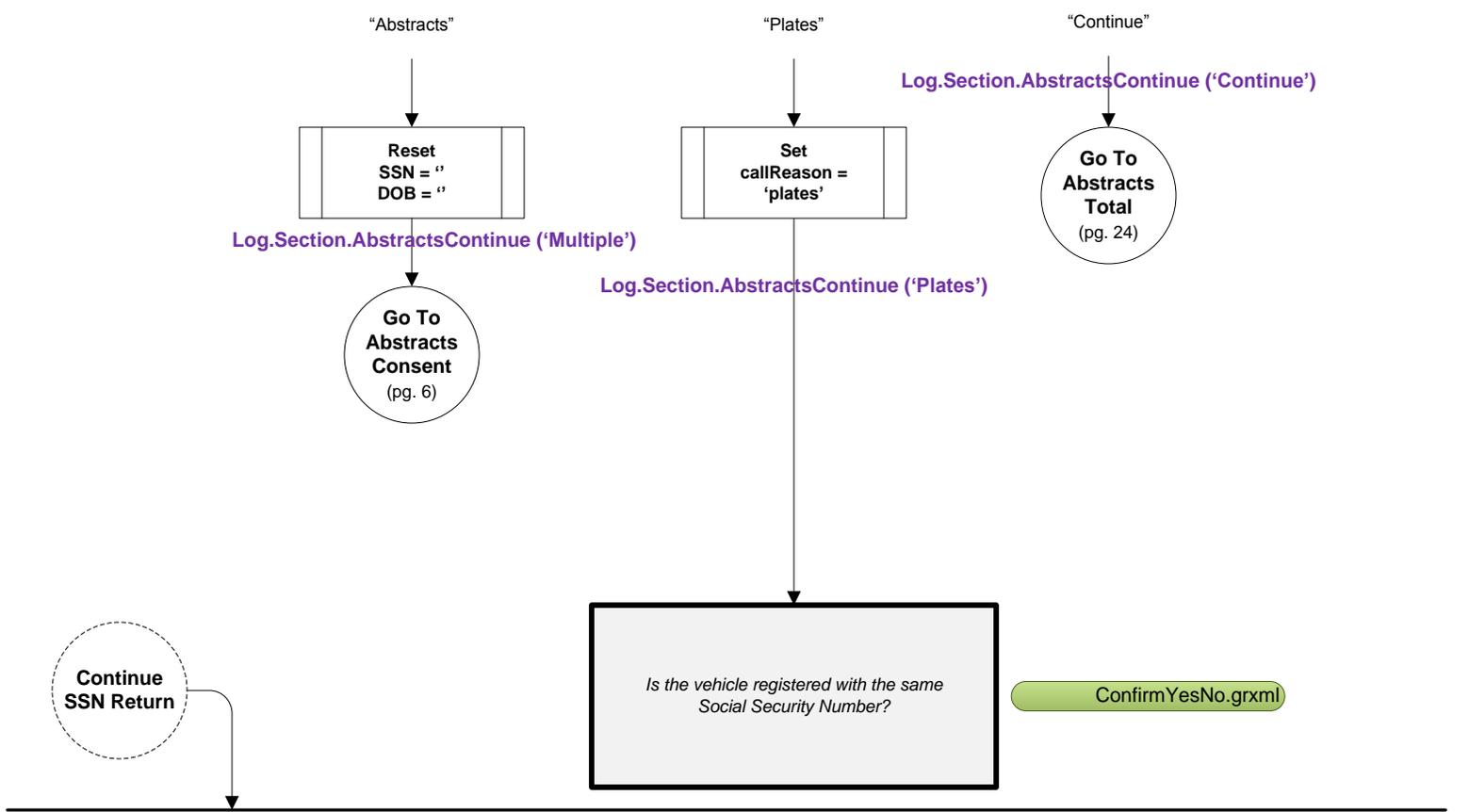
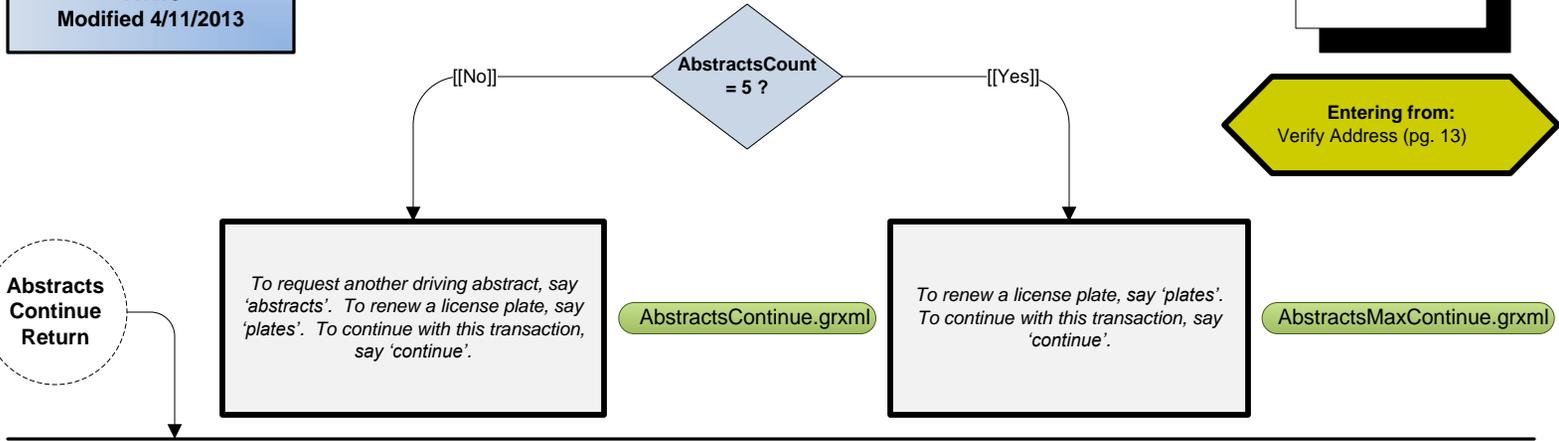
[[No]]

Go To
Accept
Cost
(pg. 25)

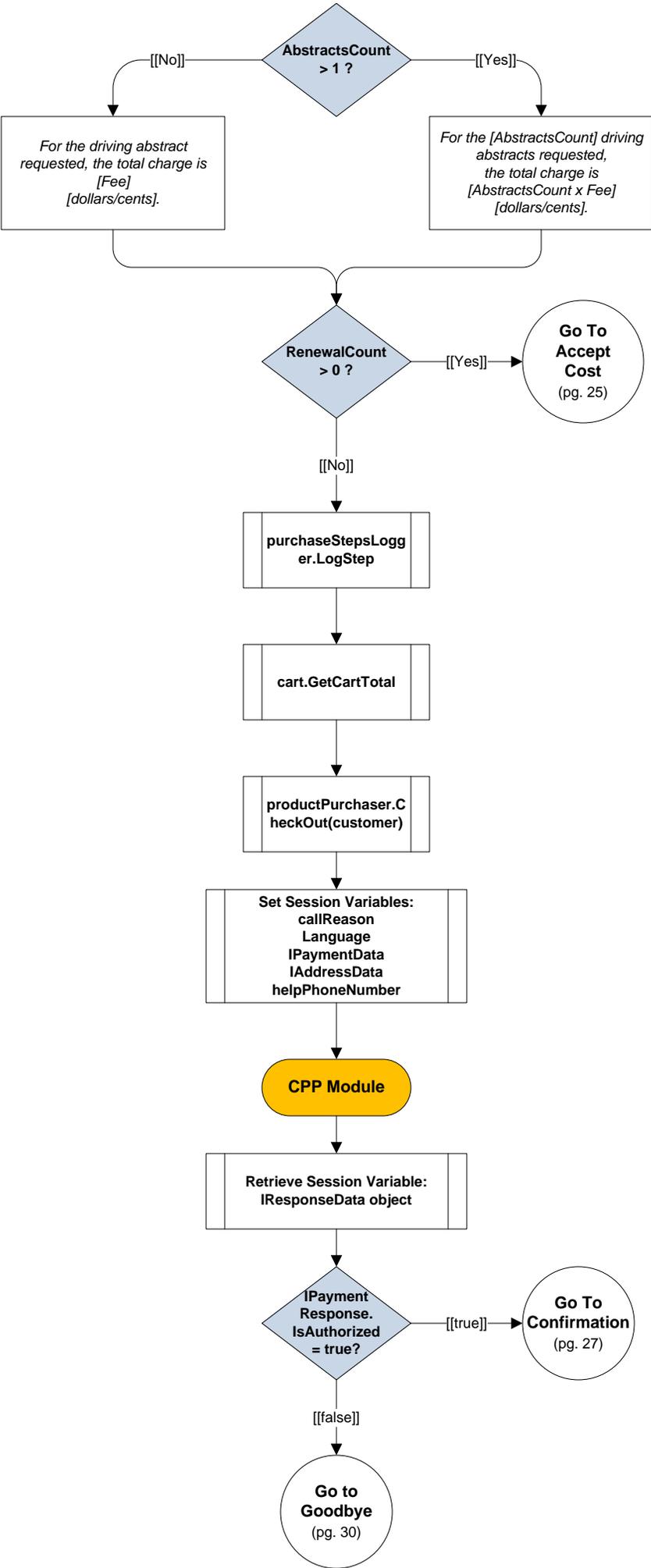
Go To
Abstracts
Total
(pg. 24)

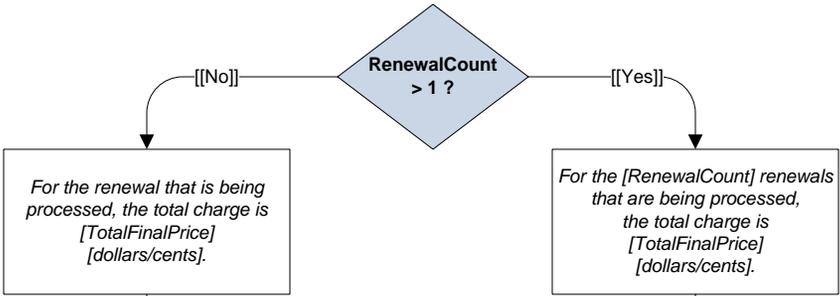
Go To
Financial
Responsibility
(this pg.)

Entering from:
Verify Address (pg. 13)



Entering from:
 Financial Responsibility
 (pg. 22)
 Abstracts Continue (pg. 23)





Entering from:
Financial Responsibility (pg. 22)
Abstracts Total (pg. 24)
Get Total Details (pg. 26)

If you agree to pay this renewal amount, say 'accept charges'.
To cancel this renewal process and begin again, say 'start over'.
Or, to listen to the details of this renewal total, say 'hear details'.

AcceptCost.grxml

Accept Cost Reentry

Accept Cost Return

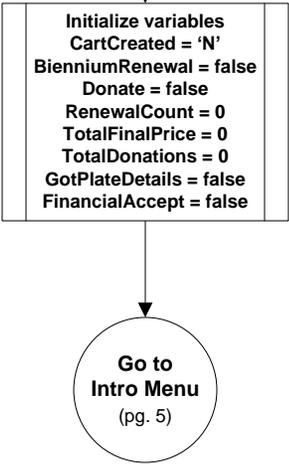
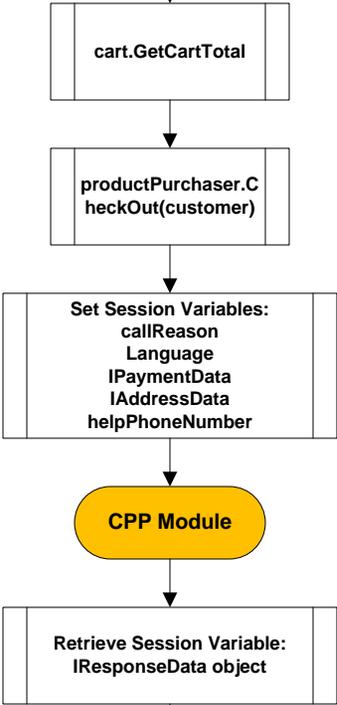
"Accept Charges"

"Start Over"

"(Hear) Details"

Log.Section.AcceptCost ('Agree')

Log.Section.AcceptCost ('Cancel')



Go To
Get Charge
Details
(pg. 18)

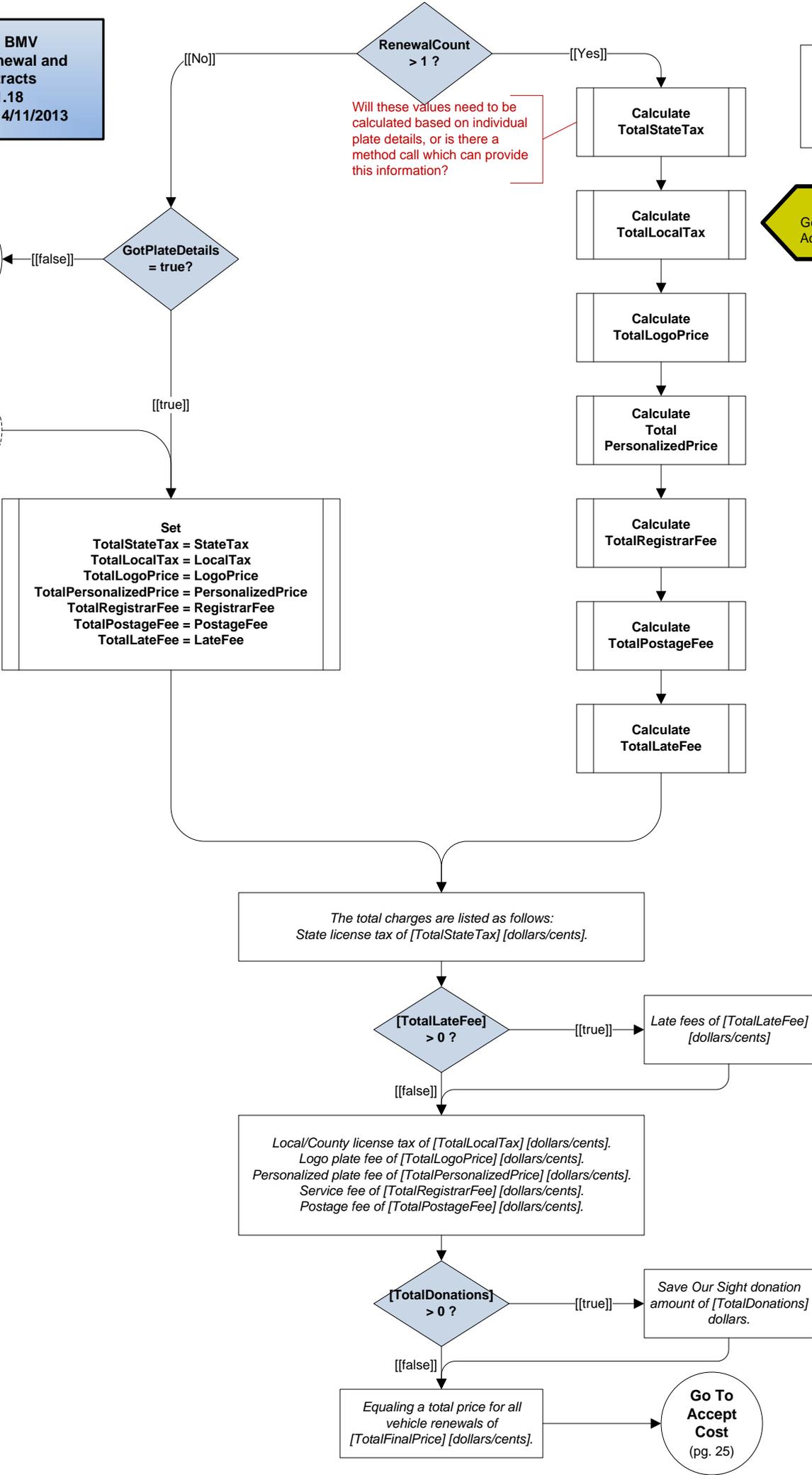
Total
Details
Reentry

RenewalCount
> 1 ?

Will these values need to be
calculated based on individual
plate details, or is there a
method call which can provide
this information?

Get Total
Details
(page 26 of 37)

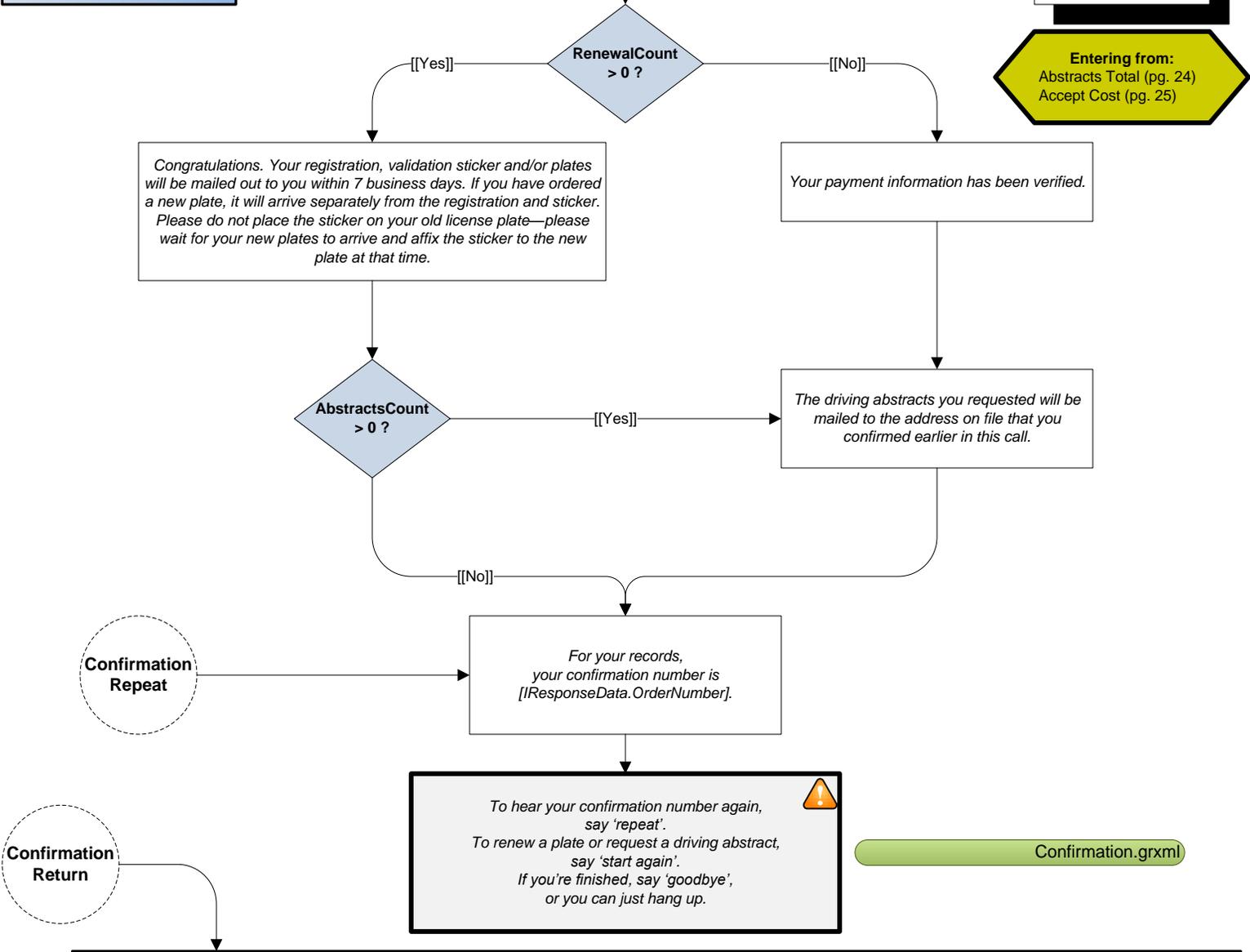
Entering from:
Get Charge Details (pg. 18)
Accept Cost (pg. 25)



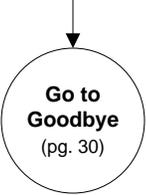
Retrieve Session Variable:
IResponseResponse object

Log.Section.Confirmation ('PaymentSuccessful')
Log.Section.Confirmation ('Number<ConfNum>')

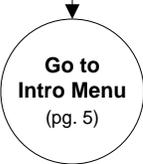
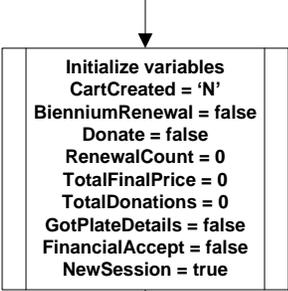
Entering from:
Abstracts Total (pg. 24)
Accept Cost (pg. 25)



"Goodbye"
[[No Input]]
Or 3 [[No Match]]



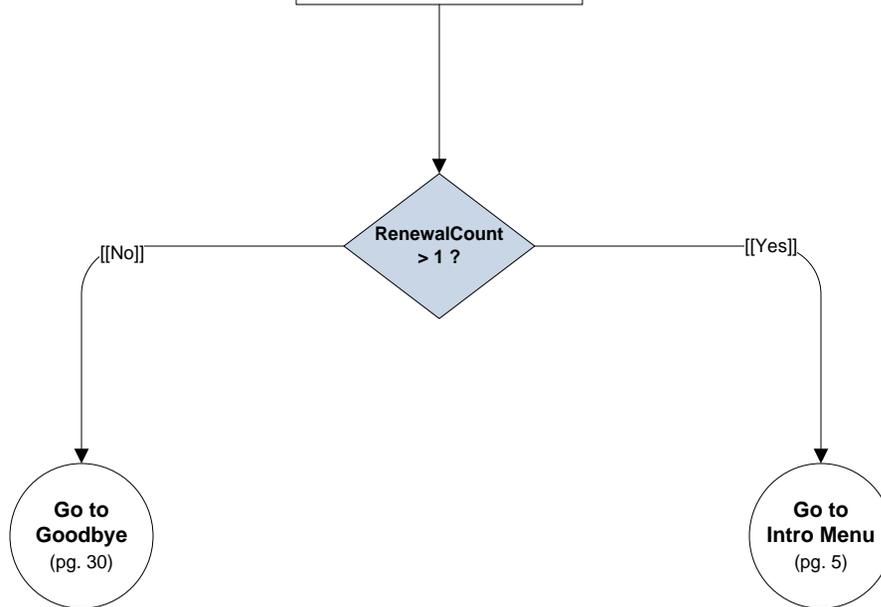
"Start Again"



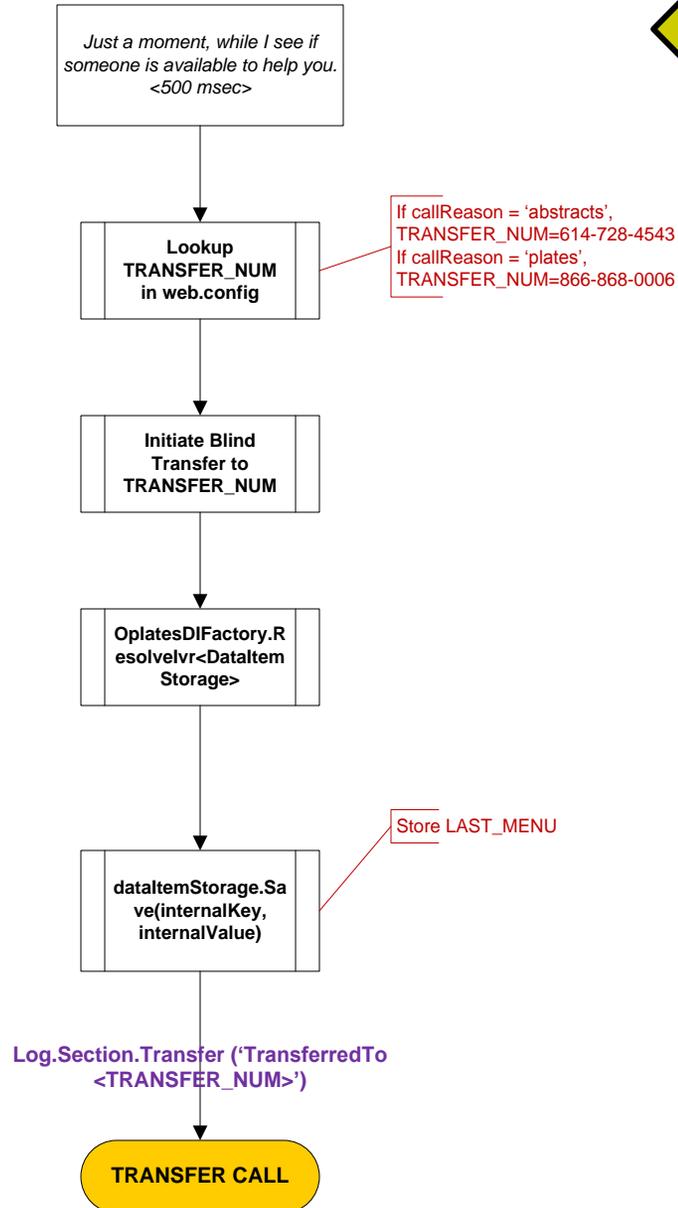
"Repeat"



We are sorry; the system cannot process your request at the present time. Please proceed to the nearest Ohio Deputy Registrar's Office to complete this transaction.



Entering from:
Date Of Birth (pg. 11)
Global Commands (pg. 34)



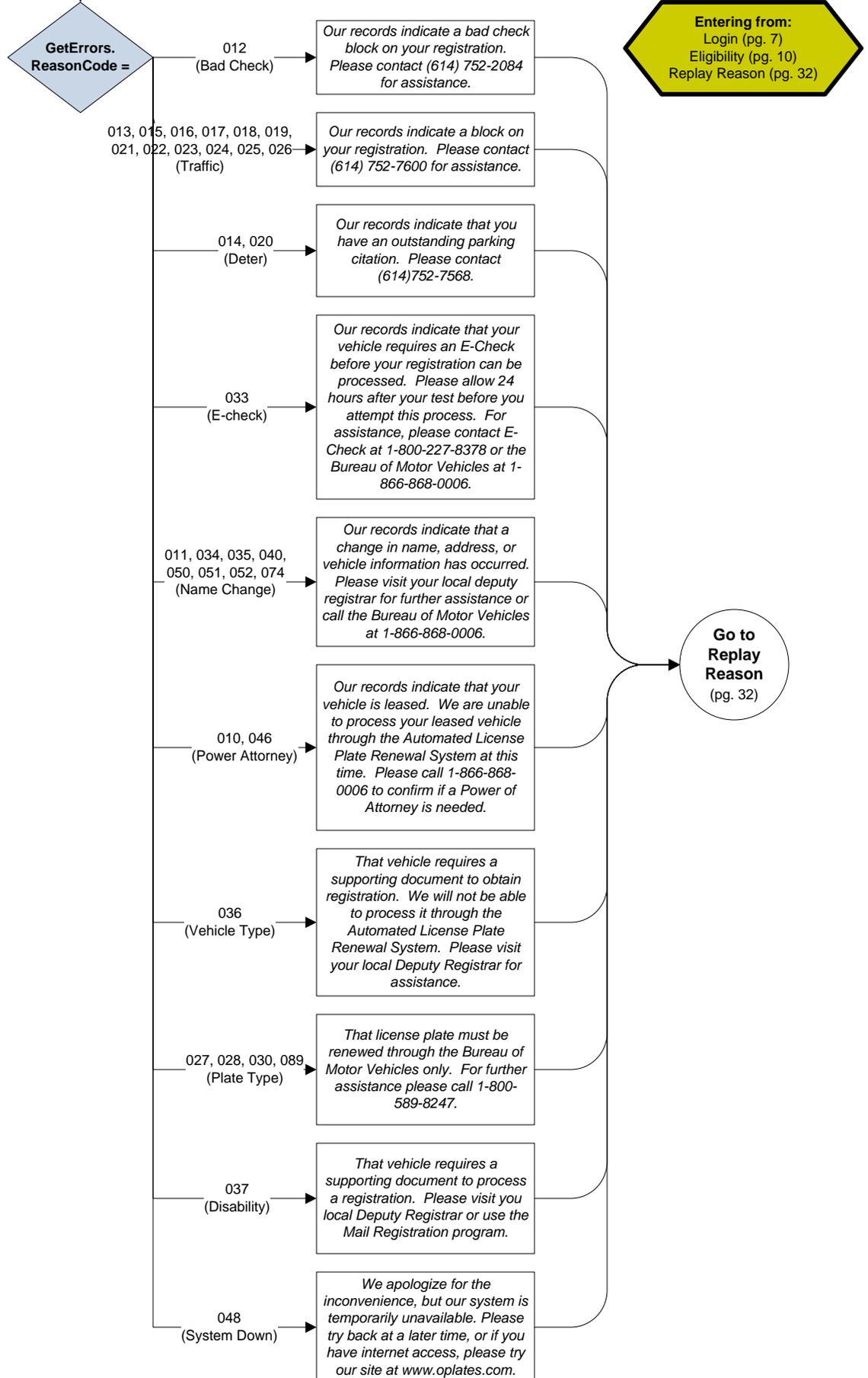
Entering from:
Login (pg. 7)
PIN (pg. 8)
Accept Cost (pg. 25)
Confirmation (pg. 27)
Registrar Referral (pg. 28)

*Thank you for using the Ohio
BMV Automated System.
Goodbye.*

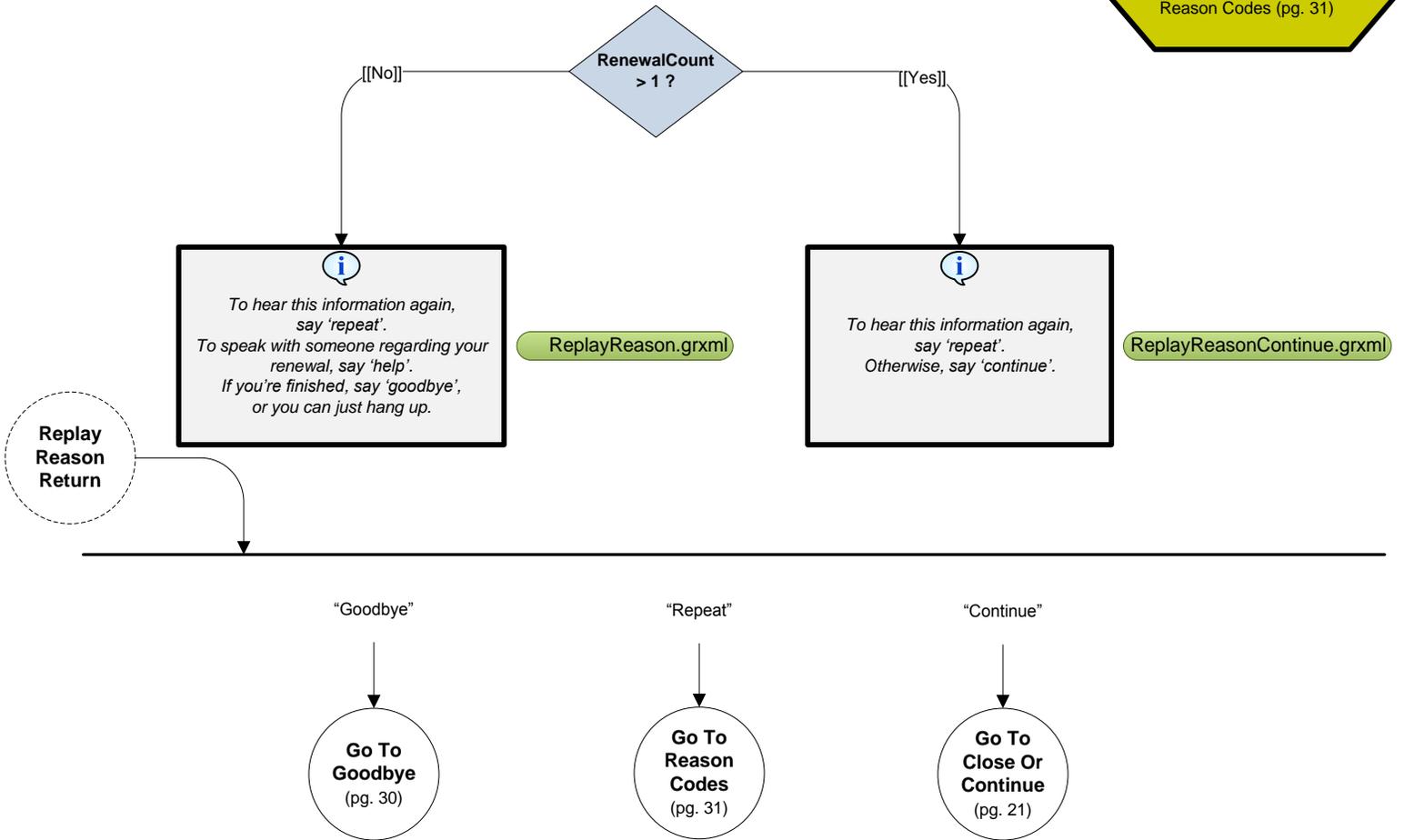
Log.Section.Goodbye ('End')

END CALL

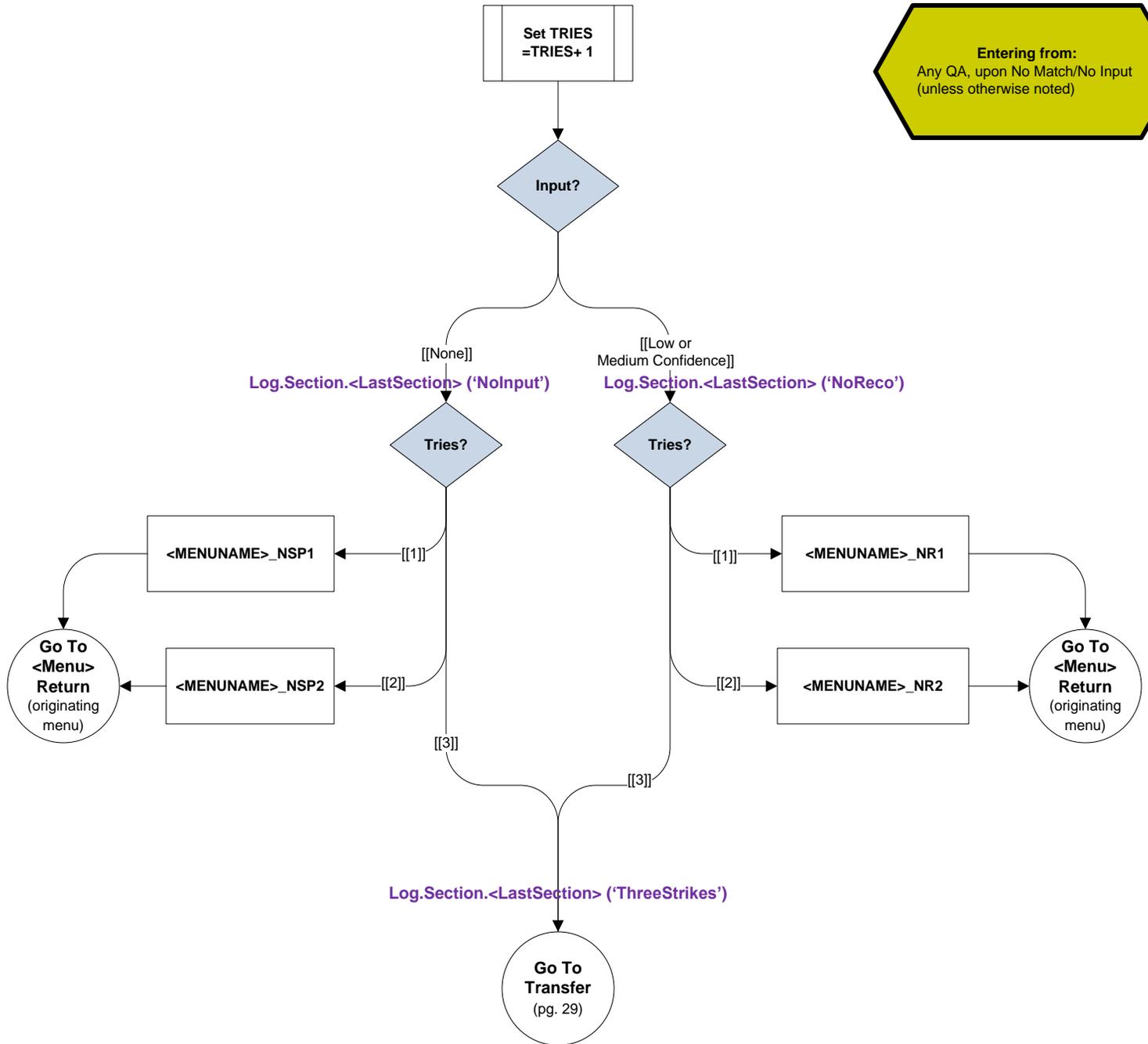
We are sorry, but the automated system is not presently permitted to renew your license plates due to the following reason:



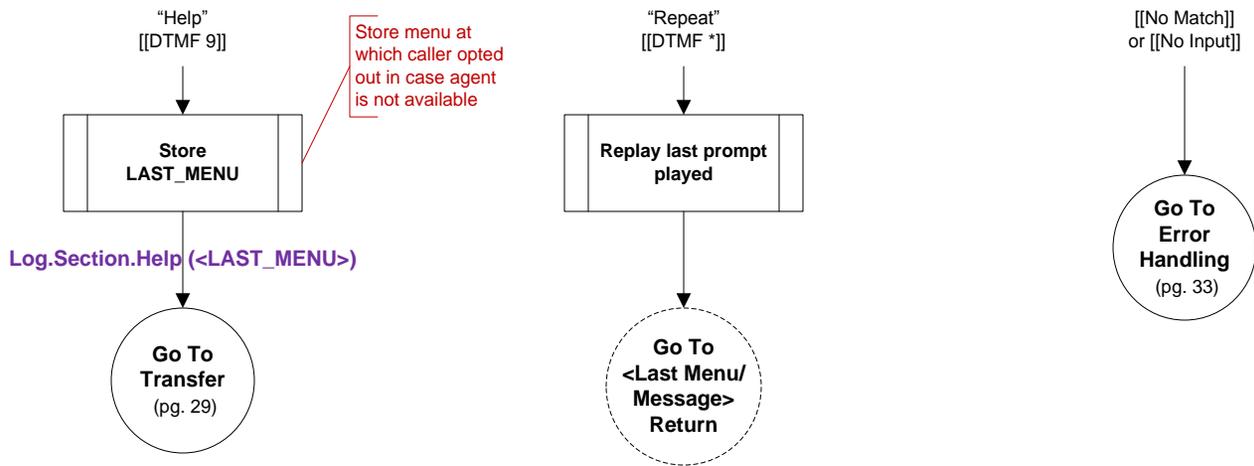
Entering from:
Reason Codes (pg. 31)

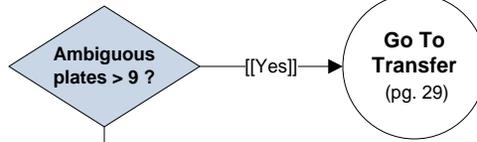


Entering from:
Any QA, upon No Match/No Input
(unless otherwise noted)



Entering from:
Any QA (unless otherwise
noted as disabled)





Go To
Transfer
(pg. 29)

Log.Section.DisambigDTMFPlate ('TooMany')

Entering from:
PIN (pg. 8)

Build dynamic prompt
from ambiguous DTMF
equivalents in allPlates
object list

Disambig
DTMF Plate
Return


Which plate are you calling about?
For <plate1>, say "One".
For <plate2>, say "Two".
...

DisambigDTMFPlate.grxml

"One" - "Nine"
[[DTMF 1-9]]

PlateNum =
<plateN>

Go to
PIN
Disambig
Reentry
(pg. 8)

DATE	VERSION	PAGE #	CHANGE
2009-05-21	v1.00	All	Initial draft
2009-06-01	v1.01	2, 4, 6	Removed steps to identify return callers by Agent DNIS
2009-07-07	v1.02	9	Added call to get plate Vehicle Type and store array of all vehicle types for use in Financial Resp.
		17	Created page for new Consent menu
		19	Inserted check for Vehicle Types=NT before playing Financial Resp. prompt
		22	Retrieve IPaymentResponse object from session after returning from CPP module
2009-07-17	v1.03	2	Updated greeting to include Abstracts
		5	Added 'Intro Menu' to split callers down Plates/Abstracts path
		6	Added Abstracts Consent prompts
		7	Updated SSN prompt from 'your SSN' to 'the SSN' to allow for generic use by all modules
		11,12	Added for Abstracts DOB prompt, confirm, and info lookup
		13	Added separate handling for plates vs. abstracts address verification
		21	Added abstracts option/handling to Close or Continue plates menu
		22	Direct callers to hear abstract fees prior to Accept Cost menu
		23	Created new menu to close abstracts routine and offer plate renewal option
		24	Created flow to play total abstracts fees prior to payment
		27	Modified confirmation routine to include messaging for abstracts
		All	Updated page numbering
2009-08-20	v1.04	19,26	Added [LateFee] to plate details and total charge details
		All	Updated API methods
2009-08-26	v1.05	7	Added creation of purchaseStepsLogger, dataStorage, statePlateRender, ListInitializer, and systemMonitor objects
		8	Added creation of plateSpecified object and search of allPlates for PlateNum = [input]
		9	Added cart initialization
		10	Added initialization of hasErrors and mayExpire
2009-09-03	v1.06	19,26	Moved [LateFee] phrases up in order of charge details prompts
		29	Added comment to show transfer numbers used for each callReason
2009-09-14	v1.07	8	Changed to remove PlateNumber.grxml as plate number is a dynamically generated grammar built from the list of plates associated with the previously collected SSN.
		2,7,11	Added SkipDOB flag and logic to determine which part of caller data was not correctly confirmed to eliminate unnecessary reprompting of valid data
		7	Added process call to represent retrieval of LastMenu value from dataStorage object
2009-10-07	v1.08	5	Split plates greeting into 2 phrases so that configurable late fee amount could be played
2009-10-09	v1.09	7	Added comment to show callers reentering IVR not returning to confirmation menus
		8	Included branch/logic for DTMF input of plate number
		9	Changed 'go to' from PIN Return to PIN so initial prompt will replay
		9	Added PinTries counter to prevent infinite loop in plate confirmation
		22	Removed special handling for no match/no input; go to standard error handling routine but include additional legal messaging in the NSP/NoReco prompts
		22	Split prompt into two parts so that only first part of phrase is non-bargeable
		33	Moved TRIES counter increment to top of flow
		35	Added new flow/prompt to disambiguate DTMF plate number inputs
		All	Added logging API event tags
2009-10-26	v1.10	3	Changed language prompt to DTMF only
		22,25	Remove purchaseStepsLogger logging API calls
2009-11-19	v1.11	29	Remove 'post-transfer' message to match CPP flow (prompt can not play after supervised xfer)
2009-12-17	v1.12	27	Changed IPaymentResponse.GetResponseMessage.ConfirmationNumber to ResponseData.OrderNumber
		24, 25	Replaced IPaymentResponse with IResponseData
2010-02-04	v1.13	29	Removed 'Agent Not Available' logic since supervised transfer not implemented

DATE	VERSION	PAGE #	CHANGE
2010-03-19	v1.14	5, 26	prompts surrounding late fee renewal changed to say "...a late fee of <amount> in addition.." Also removed replacement fee read back and calculations.
2010-05-11	v1.15	16,17	Changed number of retries and added note that NM/NI takes continue branch (per tuning changes)
2010-07-28	v1.17	2,5,27	Added reinstatements to the intro menu.
2013-04-11	v1.18	17	Added prompt regarding ordering a new plate.