<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Revision</th>
<th>Author</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/25/2013</td>
<td>1.0</td>
<td>A</td>
<td></td>
<td>Initial rough draft call flow.</td>
</tr>
<tr>
<td>4/11/2013</td>
<td>1.0</td>
<td>B</td>
<td></td>
<td>Updated based on client feedback.</td>
</tr>
<tr>
<td>4/16/2013</td>
<td>1.0</td>
<td>C</td>
<td></td>
<td>Updates based on client feedback.</td>
</tr>
<tr>
<td>4/29/2013</td>
<td>1.0</td>
<td>E</td>
<td></td>
<td>Final call flow details.</td>
</tr>
</tbody>
</table>
If applicable to your application, provide a list of DNIS numbers and corresponding information. This (optional) list is intended to provide additional clarity on the TFNs and DNIS numbers that are part of the IVR system.

<table>
<thead>
<tr>
<th>Description</th>
<th>DNIS</th>
<th>TFN</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Support Payment Line</td>
<td>800-723-9937</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main DHR Number</td>
<td>800-332-6347</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adoption Hotline</td>
<td>800-392-3678</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult Protective Services</td>
<td>800-917-7383</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy Hotline</td>
<td>800-352-1446</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Welcome to the Maryland Department of Human Resources automated information system.

Para continuar en Español, <Oprima 2>

Please listen carefully as the menu options have recently changed.

For Baltimore County…
- <Press 1>
- For information on the Child Support Program, <Press 2>
- To report abuse or neglect of a child or adult, <Press 3>
- To report a change such as income, address, or qualifying events, <Press 4>
- For SNAP or Food Stamps, Cash Assistance, or Medical Assistance Cash, <Press 5>
- For additional programs and services, <Press 6>
- To repeat these options, <Press *>

To transfer to Baltimore County: XXX-XXX-XXXX
To report abuse or neglect of a child or adult: 800-917-7383
To report a change such as income, address, or qualifying events: XXX-XXX-XXXX
For SNAP or Food Stamps, Cash Assistance, or Medical Assistance Cash: XXX-XXX-XXXX
For additional programs and services: XXX-XXX-XXXX
To repeat these options: *
If you are calling regarding Energy Assistance, Locating Shelter or Transitional Housing,  
<Press 1>

For Adoption, Foster Care, or Kinship Care,  
<Press 2>

For Long Term Care,  
<Press 3>

To report employee, welfare or business Fraud,  
<Press 4>

If you are a member of the press or media, please call 410-767-7758.

To repeat these options,  
<Press *>

To return to the main menu,  
<Press 9>
For information about your case you can also visit www.dhr.state.md.us. Click Child Support Enforcement and then eChild Support Electronic Payments. For Child Support within Baltimore City, press 1. For payments or other case related information, press 2. For general information about child support services, press 3. For tax refund intercept information, press 4. For all other inquiries, press 5. To repeat these options, press *1. To return to the main menu, press 9.
::Case Number Entry::
[519] For information about your case, you must have your nine digit child support case number. Please have your case number ready along with paper and pencil. If you are familiar with this system you may make your selections at any time.
[520] Please enter your 9-digit Child Support case number.

::Last 4 SSN Entry::
[524] Please enter the last four digits of your social security number.

::Case Not Found::
[525] The case number you entered was not found.
[526] Please try again.

3rd attempt, play these prompts:
[525] The case number you entered was not found.
[527] Please call back when you have the correct information.

::Case Number Confirm::
[521] You entered…
<case #>
[522] If this is correct,
<Press 1>
[523] If not,
<Press 2>

::SSN Entry Confirm::
[521] You entered…
<SSN #>
[522] If this is correct,
<Press 1>
[523] If not,
<Press 2>

::Case Found::
While transaction is processing, callers will hear:
[645] Please hold while we access your information.

Transfer

Case Info

While transaction is processing, callers will hear:
[645] Please hold while we access your information.

GSMDDHR Call Flow v1.0_revE Authentication Page 6 of 31
For payment or accounting information, <Press 1>
For court hearing or case status information, <Press 2>
For information on another case, <Press 3>
To repeat these options, <Press *>
To return to the main Child Support menu, <Press 8>
[532] For the amounts and dates of collections,
<Press 1>
[533] For the amount of the support order and the date payment is due,
<Press 2>
[534] For the total balance on your case,
<Press 3>
[535] For the arrears amount in each of your accounts,
<Press 4>
[1010] To repeat these options,
<Press *>
[1011] To return to the previous menu,
<Press 8>
::Case Payments::

[536] For the last payment disbursed to the payee, <Press 1>
[537] For the last four payments disbursed, <Press 2>
[538] For a summary of Child Support payments retained by the State to offset State benefits, <Press 3>

[1010] To repeat these options, <Press *>
[1011] To return to the previous menu, <Press 8>

::Payments Retained by State::

[539] Child Support payments were retained during the month of...
[540] ...in the amount of...

If no payments returned, play:
[541] There are no payments for this case.

[1013] To repeat this information, <Press *>
[542] For information on how to contact your local child support agency, <Press 1>
[543] For other information on this case, <Press 2>
[530] For information on another case, <Press 3>
GSMDDHR Call Flow

Last Payment

[541] There are no payments for this case.

[544] The most recent payment was made on ...
  <Payment-DT>
[540] ...in the amount of...
  <Payment-AMT>
[545] ...via...
  <Payment-SRC>

[1013] To repeat this information,
  <Press *>
[542] For information on how to contact your local child support agency,
  <Press 1>
[543] For other information on this case,
  <Press 2>
[530] For information on another case,
  <Press 3>

::019.M01.GXX.XXX::

C.S. Office Lookup
Case Info
Authentication
There are no payments for this case.

The following are the last four payments made on this case.

You may press the pound key at any time to interrupt this message and return to the previous menu.

The most recent payment was made on ...

... in the amount of...

... via...

::Last 4 Payments::
::020.XXX.GXX.XXX::

To repeat this information, press *.
For information on how to contact your local child support agency, press 1.
For other information on this case, press 2.
For information on another case, press 3.

::020.M01.GXX.XXX::

If less than 4 payments returned, play:
There are no additional payments made on this case.
::Support Order Info::

[549] The amount due for court order...
<CRTORD-NUM>
[550] ...is...
<SOA-Amt>
Optional: [551] ...and is due on a...
<CRTORD-FREQ>
[552] ...basis.
[553] The next payment is due on...
<Next-Due-Date>
**Repeats for each court order presented.**

[554] The total balance owed on this court order is...
<ACCT-TYPE>
[556] The total balance owed on this case is...
<CASE-BALANCE>

If no Support Order Data Returned:
[555] No accounts are associated with this case.

If no Balance Data Returned:
[541] There are no payments for this case. ??

::Support Order Menu::
[1013] To repeat this information,
<Press *>
[542] For information on how to contact your
local child support agency,
<Press 1>
[543] For other information on this case,
<Press 2>
[530] For information on another case,
<Press 3>

::Arrears Amounts::
[557] The arrears in this case are...
<ACCT-TYPE>
[540] ...in the amount of...
<ACCT-BAL-AMT>
**Repeats for up to five accounts presented.**

::Total Balance::

Repeat appropriate
information above.
::Hearings/Case Status Menu::
[558] For information about your court hearing date,
<Press 1>
[559] For the current status of your case,
<Press 2>

::025.M01.XXX.XXX::

Host Transaction to Xerox.
Input: SI2T

::Hearings Scheduled::
If no Hearings Data Returned:
[562] There are no court hearings scheduled for this case.
[1013] To repeat this information,
<Press *>
[542] For information on how to contact your local child support agency,
<Press 1>
[543] For other information on this case,
<Press 2>
[530] For information on another case,
<Press 3>

::025.M01.GXX.XXX::

::Case Status::
[563] This case is...
<STATUS>
[564] ...and...
<CURRENT-FUNCTION>
<SERVICES-RQD>
[1013] To repeat this information,
<Press *>
[542] For information on how to contact your local child support agency,
<Press 1>
[543] For other information on this case,
<Press 2>
[530] For information on another case,
<Press 3>

::026.XXX.GXX.XXX::

C.S. Office Lookup
Case Info
Authentication
::General Child Support Information::

[565] If you are owed or are receiving child support, <Press 1>
[566] If you are paying child support, <Press 2>
[567] For information on how to make payments, <Press 3>
[568] For local Child Support Agency office hours and locations in your county, <Press 4>

[1010] To repeat these options, <Press *>
[1011] To return to the previous menu, <Press 8>

::Owed/Rec C.S. Info::

[569] If you have not received a child support check in the past 30 days or would like to report new or changed information about yourself or the person who owes child support, such as social security number, change of address or place of employment, you may speak to a Customer Care Representative by pressing 5 from the main menu.

[1013] To repeat this information, <Press *>
[1011] To return to the previous menu, <Press 8>
[644] To return to the Child Support main menu, <Press 9>

::Paying C.S. Info::

[570] To request a listing of the payments made over a specific period of time or to inquire about an investigation on your child support case for other reasons, press 5 from the main menu to speak to a Customer Care Representative. Please be advised that failure to make child support payments on time will result in enforcement actions being taken.

[1013] To repeat this information, <Press *>
[1011] To return to the previous menu, <Press 8>
[644] To return to the Child Support main menu, <Press 9>

::Making Payments Info::

[571] If you are employed, a wage lien should be placed on your earnings. If you are making payments by check or money order, please mail your payments to the Maryland Child Support Account, P O Box 17396, Baltimore, MD 21297. Please make sure to include your case number on your check or money order.

[1013] To repeat this information, <Press *>
[572] To make a payment using your checking or savings account, <Press 1>
[573] To make a payment using your credit card, <Press 2>
[1011] To return to the previous menu, <Press 8>

::Transfer to ExpertPay::

1-866-645-6347

::Transfer to Credit Card Payments::

1-866-645-6348
If your child support payments are in the arrears, you may have been certified for interception of your state and federal income tax refunds. To file an appeal, please press 5 from the main menu and speak to a Customer Care Representative who will provide information on how to obtain the necessary forms to properly file an appeal.

To repeat this information, press *.
To return to the Child Support main menu, press 9.

::Tax Intercept Info::
::C.S. County Entry::

[574] For the Baltimore City Child Support office, please call 410-951-8000.
[575] For all other counties, please use your telephone keypad to enter the first two letters of your county name.
[576] For example, for Kent County, you would press the “K” key and then the “E” key, or five, three respectively. Please press the keys now for the county you want.

::033.A01.TXX.XXX::

[577] The letters you entered do not match any of the Maryland counties.
[526] Please try again.

::C.S. County Office Information::

[578] You selected…
[579] The office is located at…
[580] Another office is located at…

**Individual county prompt plays Address and Office Hours information**
If more than one office, play:
[581] To obtain information on another county, <Press 1>
[1011] To return to the previous menu, <Press 8>

::034.M01.GXX.XXX::

Callers coming from any case related information playback menu, return to Case Info Menu.
::Energy Assistance/Housing Menu::

[582] For information on home energy programs,
<Press 1>
[583] For locating shelters or transitional housing,
<Press 2>
[584] For information on how to apply for benefits,
<Press 3>
[585] To file a complaint,
<Press 4>

[1010] To repeat these options,
<Press *>
[1012] To return to the main menu,
<Press 9>

::035.M01.XXX.XXX::

::Shelter/Housing Info::

[586] If you are homeless and in need of Shelter or Transitional Housing, please contact your Local Department of Social Services for availability. The Office is open Monday through Friday, from 8:30 am to 4:30 pm.
[587] To look up your local Department of Social Services Office number,
<Press 1>
[1011] To return to the previous menu,
<Press 8>

::036.M01.XXX.XXX::

::How To Apply OHEP::

[588] OHEP is a year around program and you may apply for MEAP or EUSP at any time during the program year. You do not need a turn-off notice or be off service to apply. Applications are accepted from July thru May 31. Application process may take up to 45 days or more depending on the volume of applications received at the local office. You may apply in person by visiting the local office in your County or by US mail. For additional information or to download an OHEP application and brochure, please visit www.dhr.state.md.us/ohep or call your local office by phone. If you have a disconnect notice or are already off service, you must call your local office immediately for assistance. It is important that you continue to make payments on your energy bill in order to avoid termination of service. The grant does not pay the entire bill.
[1013] To repeat this information,
<Press *>
[1011] To return to the previous menu,
<Press 8>

::037.M01.GXX.XXX::
If you or someone you know needs help paying home energy bills, the Office of Home Energy Programs (OHEP) can help. OHEP programs assist Maryland families in making their energy costs affordable. OHEP helps in two ways. The Maryland Energy Assistance Program (MEAP) provides heating assistance benefits to fuel suppliers and utility companies on behalf of eligible applicants. The Electric Universal Service Program (EUSP) provides assistance with electric bills, whether it is for heating or cooling needs. You are strongly encouraged to apply before a crisis occurs. You do not need a utility turn-off notice to apply.

OHEP will also refer eligible customers to the Weatherization Assistance Program, which is offered through the Department of Housing and Community Development. For additional information on weatherization call 1-855-583-9876.

The following items are needed to complete the energy assistance application process:
- A copy of a photo identification card for the applicant;
- Proof of residence;
- Copies of social security cards for all household members including children;
- Proof of your household’s total gross income for the last 30 days from all sources of income;
- A copy of your most recent utility bill;
- Name and account number of your fuel supplier, if you have one; and,
- If you rent, a copy of your lease.

If your application for energy assistance is approved, there is an estimated processing time of forty-five (45) days or more for your energy supplier to receive your benefit. If your utility services have been terminated due to an outstanding bill or you have a termination notice or you are out of fuel, please contact your local office of Home Energy Programs immediately for information and assistance.

To repeat this information, <Press *>
To return to the previous menu, <Press 8>
To return to the main menu, <Press 9>
This automated service will provide you the address and telephone number of your local Office of Home Energy Programs. Please have a pen and paper handy so that you can write down the address and phone number.

Using your telephone keypad, enter the first two letters of your county name. For example, for Kent County, you would press the “K” key and then the “E” key, or five, three respectively. Please press the keys now for the county you want.

You selected…
<county name>
The office is located at...
<county prompt>
**Individual county prompt plays Address and Phone Number**

To repeat this information, <Press *>
To obtain information on another county, <Press 1>
To return to the previous menu, <Press 8>

The letters you entered do not match any of the Maryland counties.
Please try again.

The letters you entered do not match any of the Maryland counties.
Please call back when you have the correct information.

End Call
::Multiple OHEP Offices::

[578] You selected...
<county name>
[598] There are...
<# of offices>
[599] ...offices that serve this county.

<County prompt>
**Individual county prompt plays Address and Phone Number**

[1013] To repeat this information, 
<Press '>

::Multiple OHEP Offices After::

[601] That's all of the offices for this county.
[602] To hear the offices again, 
<Press 1>
[581] To obtain information on another county, 
<Press 2>
[1011] To return to the previous menu, 
<Press 8>

::043.M01.XXX.XXX::

::Multiple OHEP Offices::

[600] To hear the next office location, 
<Press 1>
[581] To obtain information on another county, 
<Press 2>
[1011] To return to the previous menu, 
<Press 8>

::042.M01.XXX.XXX::

::Energy Office Lookup::

::Energy Assistance Details::

Pressing 1 takes caller back to County Prompt.
For Baltimore City, please report any income changes or other changes to the Baltimore City Change Center at 410-244-3300.

For Baltimore County, please report changes to the Baltimore County Change Center at 410-853-3077.

For all other customers, please report any income changes or other changes to your caseworker.

To repeat this information, <Press *>.

To return to the main menu, <Press 9>.
::SNAP How To Apply::

[626] Anyone can apply for assistance. However, the Local Department of Social Services will determine if you are eligible. You can apply online at www.marylandsail.org or you can apply in person at the Local Department of Social Services in the jurisdiction where you live. Please keep in mind that the application process typically takes about 30 days, but could take longer. You will be notified by mail of your eligibility.

[1013] To repeat this information, <Press *>

[627] To locate your local Department of Social Services Office,

[1011] To return to the previous menu, <Press 8>

::SNAP, Cash, Medical Assistance Menu::

[584] For information on how to apply for benefits,

[621] For expedited food stamps,

[622] For missed appointments,

[623] For a replacement card,

[585] To file a complaint,

[625] For status of an application or closed case,

[1010] To repeat these options,

[1012] To return to the main menu,

::Expedited SNAP::

[628] Every Food Stamp application will be automatically considered for expedited food stamps. If deemed eligible, your food stamp benefits will be issued within 1 to 7 working days.

[1013] To repeat this information, <Press *>

[627] To locate your local Department of Social Services Office,

[1011] To return to the previous menu, <Press 8>

::Missed Appointments::

[629] If you have missed a scheduled appointment, or anticipate missing a scheduled appointment, please contact your caseworker immediately. Failure to notify your caseworker might result in a discontinuation of benefits.

::Replacement Cards::

[630] If your card has been lost or stolen, please call 1-800-997-2222 to report it. The waiting period may take up to 20 days for you to receive your new card.

[1013] To repeat this information, <Press *>

[1011] To return to the previous menu, <Press 8>

::File Complaint::

[631] If you would like to file a complaint regarding your case, you will need to contact your local Department of Social Services office. The office is open Monday through Friday, from 8:30AM to 4:30PM.

[610] To obtain their phone number, <Press 1>

[1011] To return to the previous menu, <Press 8>
This system will provide the main DSS office for your county. Please contact them for further information as additional office locations may be available.

Using your telephone keypad, enter the first two letters of your county name. For example, for Kent County, you would press the "K" key and then the "E" key, or five, three respectively. Please press the keys now for the county you want.

The letters you entered do not match any of the Maryland counties.

Please try again.

The letters you entered do not match any of the Maryland counties.

Please call back when you have the correct information.

To repeat this information, <Press *>

To obtain information on another county, <Press 1>

To return to the previous menu, <Press 8>
::Program County Entry::
[597] Using your telephone keypad, enter the first two letters of your county name.  
[576] For example, for Kent County, you would press the "K" key and then the "E" key, or five, three respectively. Please press the keys now for the county you want.

::059.A02.TXX.XXX::

::Program Office Number Lookup::
[578] You selected…
<County name>

[633] The office telephone number is…
<Telephone # from table>
If two numbers listed, play:
[534] …or…
<Telephone # from table>

[635] If you are unable to contact your Local Department of Social Services, please contact the Maryland Department of Human Resources at 410-767-7140.

[1013] To repeat this information, 
<Press *>
[581] To obtain information on another county, 
<Press 1>
[1011] To return to the previous menu, 
<Press 8>

::060.M01.GXX.XXX::
The keys you pressed represent more than one county. For Baltimore City, <Press 1> For Baltimore County, <Press 2> For Calvert County, <Press 3> For Caroline County, <Press 4> For Carroll County, <Press 5> To repeat these options, <Press *>

Note choice and continue.

Return to Previous Menu
::Closed Message::
[995] Thank you for calling the Maryland Department of Human Resources. Our office is currently closed. Our business hours are 8:00am to 5:00pm, Monday through Friday. Please call back during business hours when a customer service representative will be available to assist you. You may also obtain information on our website at www.dhr.state.md.us. Goodbye.
::XXX.XXX.XXX.XXX::

::Holiday Message::
[996] Thank you for calling the Maryland Department of Human Resources. Our office is currently closed in observance of the current holiday. Our business hours are 8:00am to 5:00pm, Monday through Friday. Please call back during business hours when a customer service representative will be available to assist you. You may also obtain information on our website at www.dhr.state.md.us. Goodbye.
::XXX.XXX.XXX.XXX::

::Emergency Closed Message::
[997] Thank you for calling the Maryland Department of Human Resources. Due to technical difficulties beyond our control, the call center is currently closed and we ask that you try your call again later. You may also obtain information on our website at www.dhr.state.md.us. Goodbye.
::XXX.XXX.XXX.XXX::

---

[994] Please hold as your call is being transferred. You will hear brief silence while your call is connected.

---

[999] Thank you for calling the Maryland Department of Human Resources. Goodbye.

---

[999] Thank you for calling the Maryland Department of Human Resources. Goodbye.
The table below provides a list of possible errors in the application.

<table>
<thead>
<tr>
<th>Error Number</th>
<th>Description (include condition)</th>
<th>Condition</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>M01</td>
<td>Menu Time Out- More than 5 seconds elapses while waiting for the caller selection.</td>
<td>1st and 2nd timeout - Play messages and re-prompt:</td>
<td>[1702] I'm sorry, I did not receive your entry. [526] Please try again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3rd timeout – Play messages and endcall:</td>
<td>[1702] I'm sorry, I did not receive your entry.</td>
</tr>
<tr>
<td></td>
<td>Menu Invalid Selection - Caller makes an invalid selection from a menu.</td>
<td>1st and 2nd timeout - Play messages and re-prompt:</td>
<td>[1703] I'm sorry, your menu selection is not available. [526] Please try again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3rd timeout – Play messages and endcall:</td>
<td>[1703] I'm sorry, your menu selection is not available.</td>
</tr>
<tr>
<td>A02</td>
<td>Ask For Number Timeout - More than 5 seconds elapses while waiting for caller input.</td>
<td>1st and 2nd timeout - Re-prompt</td>
<td>No specific error message; just re-prompt.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3rd timeout – Play messages and endcall:</td>
<td>[1702] I'm sorry, I did not receive your entry.</td>
</tr>
<tr>
<td></td>
<td>Ask For Number - Invalid - Caller enters an invalid set of digits.</td>
<td>1st and 2nd timeout - Play messages and re-prompt:</td>
<td>[1705] I'm sorry, you entered an invalid number of digits. [526] Please try again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3rd timeout – Play messages and endcall:</td>
<td>[1705] I'm sorry, you entered an invalid number of digits. [1704] Please call back later and make the correct selections.</td>
</tr>
</tbody>
</table>
The following pages provide a list of exit points in the application. Additional pages should be added as needed.

<table>
<thead>
<tr>
<th>Log #</th>
<th>Type</th>
<th>Name</th>
<th>Task #</th>
<th>Goal #</th>
<th>Length of Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log #</td>
<td>Type</td>
<td>Name</td>
<td>Task #</td>
<td>Goal #</td>
<td>Length of Name</td>
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</tbody>
</table>
The table below provides a list of custom columns in the application. **C** represents App Data Log and **E** represents Extended App Data Log.

<table>
<thead>
<tr>
<th>Col</th>
<th>Header</th>
<th>Expected</th>
<th>Notes</th>
<th>Call Flow Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1</td>
<td>Case Number</td>
<td>Case Number entered and confirmed by caller.</td>
<td></td>
<td>Authentication</td>
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<tr>
<td>C2</td>
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<td>C3</td>
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<td>C4</td>
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<td></td>
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<tr>
<td>C5</td>
<td>Self Service Option</td>
<td>Based on menu choice.</td>
<td></td>
<td>See pages 3 &amp; 4.</td>
</tr>
</tbody>
</table>