

Date	Version	Revision	Author	Description
3/25/2013	1.0	A		Initial rough draft call flow.
4/11/2013	1.0	В		Updated based on client feedback.
4/16/2013	1.0	С		Updates based on client feedback.
4/29/2013	1.0	E		Final call flow details.



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.

Description	DNIS	TFN	Additional Information
Child Support Payment Line		800-723-9937	
Main DHR Number		800-332-6347	
Adoption Hotline		800-392-3678	
Adult Protective Services		800-917-7383	
Energy Hotline		800-352-1446	

























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GSMDDHR Call Flow







Order Information

















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Main Menu



A Energy Assistance/ Housing	::Energy Assistance Menu:: [589] Welcome to the Energy Assistance section of the Maryland DHR Constituent Services automated system. For detailed information on the Office of Home Energy programs, <press 1=""> [590] To obtain the address and telephone number of your local Office of Home Energy Programs, <press 2=""> [591] To speak with a customer service representative, <press 3=""> [1010] To repeat these options, <press 9=""> ::038.M01.XXX.XXX::</press></press></press></press>	2 Cookup Transfer to 410- 767-7140 9 Main Menu					
	1	\mathbf{J}					
	::Energy Assistance Detail::						
	 [19/20] if you of someone you now needs need paying nome energy paying nome energy costs affordable. OHEP is an need a utility companies on behalf of eligible applicants. The Electric Universal Service Program (or 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. [593] 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. [594] 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 now recent utility bill; Name and account number of your fuel supplier, if you have one; and, If you rent, a copy of your lease. [595] 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 						
	<pre>[1013] To repeat this information, <press *=""> [1011] To return to the previous menu, <press 8=""> [1012] To return to the main menu, <press 9=""></press></press></press></pre>						
	::039.M01	I.GXX.XXX::					



































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The table below provides a list of possible errors in the application.

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

Log #	Туре	Name	Task #	Goal #	Length of Name



Log #	Туре	Name	Task #	Goal #	Length of Name



The table below provides a list of custom columns in the application. C represents App Data Log and E represents Extended App Data Log.

Col	Header	Expected	Notes	Call Flow Page(s)
C1	Case Number	Case Number entered and confirmed by caller.		Authentication
C2				
C3				
C4				
C5	Self Service Option	Based on menu choice.		See pages 3 & 4.