Intervoice Wisconsin Client Helpline Script
06/16/05

Script Instructions: This script provides the responses of the Automated Response Unit (ARU) when calling 1-877-415-5164. Begin by reading the information in the Speak column for Step 1 and select a response. In the Decision column, click on the step number identified in the "go to step" that follows the response you selected. You will move to the step you selected. (The Comment column also provides steps for no entry or incorrect entries). Continue selecting steps until no further steps are indicated.

The decision column may refer to error codes:
(0000) means there is no error.
(0001) means the card number is not found.
(0002) means the card number is for a non-working card.

Standard Error Handling/Rules:

- On host down, speak, "Sorry, I am not able to access account information at this time, so please try your call again later." (545) Then go to step 29.
- At any point where a call is transferred to the call center site, the following notification message should play before transfer:
  "To ensure that quality service is provided by our representatives, your call may be monitored or recorded for training and quality purposes." (881)

State	800 Number	BIN Number	Card Length
Wisconsin	(877) 415-5164	507708	16

STEP	M#	SPEAK	DECISION	COMMENT
1	*500*	*Welcome to the Customer Service Help Line.*	If 1 or 2 pressed, go to step 5.	Step 3 is spoken in English; 4 in Spanish.
2		*n/a*	If no option pressed, repeat menu options once, if still nothing pressed on 2nd attempt, speak, ***"I didn't get your selection so let's try this a different way." (512)*** Then go to step 47.	Accept entries of 1 or 2 only. All other entries speak, ***"I didn't get that, so here are those choices again." (511)*** Then allow one retry; if still invalid digit, go to step 29.
3	*501*	*For assistance in English, press 1.*		
4	*502*	*For assistance in Spanish, press 2.*		
		*NOTE: Caseworker option HIDDEN SPEAK, OPTION * will be used here. Once pressed, follow decision procedure.*	If Hidden Caseworker option is pressed, go to step 55.	**Caseworker Option * applies to all states:** Hidden speak for caseworker option will be made available only during opening greeting and language preference choices.

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5	*525*
	
	526
		Please enter your card number.
		
		When coming from step 47 or 48, speak, "Please press or speak your card number."
			If (0000), go to step 18.
			If (0001) returns from host, go to step 6.
			If (0002), go to step 49.
			
			If no entry, speak, "***Please enter your x-digit card number***. ***(533/532)*** If still no entry, speak, ***"Sorry, I wasn't able to get your card number. (534)*** Then go to step 30.
			
			If < or > digits entered, speak, ***"That doesn't appear to be a valid number. Please re-enter your (527) xx digit card number." (532)*** If still < or > digits entered, **"*Sorry, I'm still not able to recognize the card number*,"** ***(531)*** then go to step 32.
				For SIVR:
				If no match, speak***, "That doesn't appear to be a valid number. Please say or enter your xx digit card number." (535/536)*** If still no match, speak, ***"Sorry, I'm still not able to recognize the card number." (531)*** Go to step 32.
				
				If no entry, speak**, *"Please say or enter your x-digit card number."* (537/536)** If still no entry, speak, "***Sorry, I wasn't able to get your card number." (534)*** Go to step 30.
				
				If Host is down, speak, **"*Sorry, I'm not able to access account information at this time, so please try your call again later.*" *(545)*** Then go to step 29.

6	*538*
	
	539
	532
	537
	536
		Sorry, I'm having trouble locating that card number.
		
		Please re-enter your xx digit card number.
		Please say or enter your xx digit card number.
			If (0000), go to step 18.
			If (0001) returns from host, speak ***Sorry, I'm still not able to recognize the card number*,"** ***(531)*** then go to step 32.
			If (0002), go to step 49.
			
			If no entry, speak, "***Sorry, I wasn't able to get your card number." (534)*** Go to step 30.
			
			If < or > digits entered, speak, ***"That doesn't appear to be a valid number. Please re-enter your (527) xx digit card number." (532)*** If still < or > digits entered, **"*Sorry, I'm still not able to recognize the card number*,"** ***(531)*** then go to step 32.
				If Host is down, speak, **"*Sorry, I'm not able to access account information at this time, so please try your call again later.*" *(545)*** Then go to step 29.
				
				If incorrect number of digits or wrong digits is **SPOKEN** again or still no entry, speak, "***The card number is not found,*" *(1030)*** then go to step 30.

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7 7a	*10027* *608*	*Please hold while your call is transferred to a Customer Service Representative. To ensure that quality service is provided by our representatives, your call may be monitored or recorded for training and quality purposes.* *Your call will now be transferred to a Customer Service Representative who will assist you. Please be aware that only lost and stolen support can be provided via this access. So, if you're not reporting your card lost or stolen, then please hang up now and call back and have your card number ready to enter.*	Transfer the call to CSR.	
8-10 11	 *537*	*N/A* *If you are calling from a rotary phone, please stay on the line for assistance.*	 Go to step 7.	After speaking step 11 in English, repeat in Spanish, "***Si usted esta llamando de un teléfono de pulso, por favor mantengase en la línea.***" ***(638)***
12 13 14 15 16 17	 *572* *603* *573* *604* *574* *503* *509* *605*	*n/a* *To hear your last 10 transactions, press 1.* *To hear your last 10 transactions, press or say 1.* *To report your card lost stolen or damaged, press 2.* *To report your card lost, stolen or damaged, press or say 2.* *For PIN selection or replacement, press 3* *For PIN selection or replacement, press or say 3.* *n/a* *For additional options, press 4.* *For additional options, press or say 4.*	 If 1 pressed (last 10 transactions), go to step 21. If 2 pressed (lost, stolen or damaged), go to step 7. If 3 pressed (pin selection or replacement), go to step 36; If the 7th digit of the card is 9, go to step 37. If 4 pressed (additional options), go to step 33.	If no match, speak, "***Sorry, I did not recognize your entry. Please select from one of the following options.***" ***(1268)*** Then repeat the menu. If still no match, speak, "***Sorry, I did not recognize your entry. Please select from one of the following options.***" ***(1268)*** If still no match, go to step 29. If no entry, repeat menu. Allow 2 retries, if still invalid, go to step 29.

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18	*564* *1275* *566*	*Okay, I've pulled up your account information.* *Your Food Share Balance is $____.___ and/or.* *Your Cash Account Balance is $____.__ or.*	After speaking balance/s, speak: ***"As a reminder, by saving the receipt from your last purchase, you will always have your current balance available." (569)*** Then go to step 13.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later." (545)*** Then go to step 29.
19-20		n/a		
21	*1274* *1273* *585* *1161* *1272* *593* *597* *636* *599* *595* *600* *672* *673*	*Here are your recent Food Share transactions. Whenever you've heard enough, press any key on your phone's keypad.* *A Food Share deposit in the amount of $____.____.* *A point of sale purchase in the amount of $____.__* *was posted on mmdd (or).* *There have been no FoodShare transactions posted to this account.* *To repeat this information, press 1.* *To repeat this information, press or say 1.* *To return to the main menu, press 2.* *To return to the main menu, press or say 2.* *To end this call, press 9.* *To end this call, press or say 9.* *If you require Customer Service assistance, press zero.* *If you require Customer Service assistance, press or say zero.*	If 1 pressed, go to step 21. If 2 pressed, go to step 13. If 9 is pressed, go to step 29. If zero pressed, go to step 54.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later." (545)*** Then go to step 29. Repeat up to 10 times depending on number of transactions delivered from host. Accept only 1, 2, 9 or 0. Any other digits entered, speak, "***I didn't get that so here are those choices again."*** ***(511)*** Then repeat the menu from option 1. Allow 1 retry. If still invalid, speak, ***"Sorry, I still didn't recognize your selection." (1137)*** If still invalid go to step 29. If no entry, repeat. If still no entry, speak, ***"Sorry, I didn't get that." (561)*** If still no entry go to step 29. **NOTE:** If client has food stamp OR cash, they will hear the menu at step 21. If client has BOTH benefits, they will also be provided with an option to hear the other benefit.
22-28	*n/a*			
29	*524*	*Thank you for using the Customer Service Helpline.* *Good-Bye.*	Terminate call.	

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30 31	*558* *559*	*If you are calling to report your card lost, stolen, damaged or not received, press 1 now.* *If you are calling to report your card lost, stolen, damaged or not received, press or say 1.* n/a	If 1 pressed, go to step 7. FOR SIVR, if 1 spoken, go to step 7a.	Accept only 1. Any other digits entered, speak, "***Sorry, I didn't get that.*** ***(561)*** Then repeat the menu. If still invalid, go to step 29. If nothing pressed, go to step 29.
32	*606* *607*	*If you need assistance, please refer to the training brochure you received with your card.* *If you have not received a training brochure or need further help, then please contact your local office.*	After speaks, continue to step 33. This rule should apply only to customer coming from step 33 when option 2 is pressed. Customer coming from steps 5, 6 and 49 should be going to step 29.	
33	*609* *612* *610* *613* *611* *614* *594* *615*	*For inquiries on benefit amount, press 1.* *For inquiries on benefit amount, press or say .1* *For information on benefit availability, press 2.* *For information on benefit availability, press or say 2.* *For instructions on card usage, press 3.* *For instructions on card usage, press or say 3.* *Or, to return to the previous menu, press 4.* *Or, to return to the previous menu, press or say 4.*	If 1 pressed, go to step 34. If 2 pressed, go to step 42. If 3 pressed, go to step 43 If 4 pressed, go to step 13.	Accept all entries from 1-4. All other entries, speak, **"*I didn't get that, so here are those choices again.*"** ***(511)*** Repeat menu options. Then speak, ***"Sorry, I still didn't recognize your selection***." ***(1137)*** Repeat menu options again. If still incorrect, go to step 29. If no entry, repeat. If still no entry, speak, ***"Sorry, I didn't get that." (561)*** If still no entry go to step 29.
34	*616* *1000* *1170*	*If the amount is other than what you expected, please review your previous transactions, or contact your local office to verify the amount of your benefit.* *To review your last 10 transactions, press 1.* *To review your last 10 transactions, press or say1.*	If 1 pressed, go to step 21.	Accept entry of 1 only. All other entries, speak, **"*I didn't get that, so here are those choices again.*"** ***(511)*** Repeat menu options. Then speak, ***"Sorry, I still didn't recognize your selection***." ***(1137)*** Repeat menu options again. If still incorrect, go to step 29. If no entry, repeat. If still no entry, speak, ***"Sorry, I still didn't get that." (561)*** If still no entry go to step 29.
35		*n/a*		
36	*686*	*Before we select or change your PIN, I'll first need to get some information from you, to*	Go to step 77.	

	801	*verify the account.* *And please remember, if you are calling as an Authorized Representative, or Authorized Buyer, for someone, then you'll need to enter the information I ask for, for the person you're representing.*		
37	*808*	*The card number that you entered indicates that your card was issued at the local office. You must return to the local office to PIN the card.*	Go to step 29.	
38-41		*n/a*		
42	*803*	*Benefits are issued based on the second to last digit of your Social Security Number. If the second to last digit of your Social Security number is a zero, your benefits are available on the 2nd; if it is a 1, your benefits are available on the 3rd; if it is a 2, your benefits are available on the 5th; if it is a 3, your benefits are available on the 6th; if it is a 4, your benefits are available on the 8th; if it is a 5, your benefits are available on the 9th; if it is a 6, your benefits are available on the 11th; if it is a 7, your benefits are available on the 12th; if it is an 8, your benefits are available on the 14th, and if it is a 9, your benefits are available on the 15th. Benefits will be available on the day noted, regardless if it's a weekend or a holiday.*	Go to step 33.	
43	*1277*	*The card is accepted by numerous retailers. To access food share benefits, look for the logo where displayed at participating stores.*	Go to step 33.	
44-46		*n/a*		
47 48	*507* *508*	*For assistance in English, please press or say 1.* *For assistance in Spanish, press or say 2.*	If option pressed or spoken, go to step 5 then follow standard flow using speaks notated in GREEN! If no option pressed, speak, ***"In order for me to provide you with faster service using our automated***	Step 47 is spoken in English. Step 48 is spoken in Spanish. Accept entry or verbal speak of 1or 2 only. All other entries, speak, "***I didn't get that so here are those choices***

			system, I'll need to know which language you prefer. So here are your choices again." (510) Then repeat menu options once more. If still no entry or speak after 10 seconds, go to step 11.	***again." (511)*** Allow 1 retry; if still invalid entry, go to step 29.

49	*540*
	
	539
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	536
		My records indicate that the number you entered is for a non-working card.
		
		Please re-enter your xx-digit card number.
		Please say or enter your xx-digit card number.
			If (0000) go to step 18.
			If (0001) go to step 32.
			If (0002) go to step 50**.** If incorrect # of digits or wrong digits entered, speak, "***An incorrect number of digits has been entered; please enter the long number found in the center of your card.***" ***(1029)*** If incorrect number of digits or wrong digits is entered again, speak, "***The card number is not found,***" ***(1030)*** then go to step 32.
				For SIVR:
				If no match, speak***, "That doesn't appear to be a valid number. Please say or enter your xx digit card number." (535)*** If still no match, go to step 32.
				
				If no entry, speak***, "Please say or enter your (537) x-digit card number."*** If still no entry, speak, "***Sorry, I am not able to recognize the card number."*** Go to step 30.
				
				If Host is down, speak, **"*Sorry, I'm not able to access account information at this time, so please try your call again later.*"** ***(545)*** Then go to step 29.

50	*546* *547* *549* *548* *550*	*Sorry, that number still appears to be for a non-working card, so…..* *If you have reported this card lost, stolen or damaged, press 1.* *If you have reported this card lost, stolen or damaged, press or say 1.* *If you have not reported this card lost, stolen or damaged, press 2.* *If you have not reported this card lost, stolen or damaged, press or say 2.*	If 1 pressed, go to step 51. If 2 pressed, go to step 52.	Accept entries of 1or 2 only. All other entries, speak, "***I didn't get that so here are those choices again.*" *(511)*** Allow 1 retry. If still invalid, speak, ***"I still didn't recognize your selection." (1137)*** If still invalid, go to step 29. If no entry, repeat press options once. If still no entry, speak, ***"Sorry, I still didn't get that." (561)*** If still no entry, go to step 29.
51a 51b	*553* *800*	*When a card is reported lost, stolen or damaged, the card is cancelled.* *Please remember that you must wait 3 to 7*	Go to step 29.	

51c	*555*	*business days to receive your replacement card.* *If you have found a card that was previously cancelled, then it's no longer usable and you'll need to obtain a replacement card.*		
52	*556* *557*	*The number that was entered is not working because the card has been cancelled.* *If you did not cancel the card, please contact your local office to check the status of your account.*	Go to step 29.	
53		*n/a*		
54	*649* *650* *651* *652* *653* *654* *595* *600*	*If you do not agree with a transaction that you have just heard and wish to file a claim, you'll first need to speak with a Customer Service Representative, to provide details about the transaction you are questioning.* *Then it will take us approximately 15 days to research your claim, and if we find that there was an error, we will correct your account balance.* *If you wish to file a claim, or if you still have a question on an existing claim, press 1* *If you wish to file a claim, or if you still have a question on an existing claim, press or say 1.* *To return to the main menu, press 2.* *To return to the main menu, press or say 2.* *Or to end this call, press 9.* *Or to end this call, press or say 9.*	If 1 pressed, go to step 7. If 2 pressed, go to step 13. If 9 pressed, go to step 29.	Accept entries of 1, 2, 9 only; all other entries speak "***I didn't get that so here are those choices again."*** ***(511)*** and repeat press options. On next retry, speak, ***"Sorry, I didn't recognize your selection."*** ***(1137)*** If still incorrect, go to step 29. If no entry, repeat. If still no entry, speak, ***"Sorry, I still didn't get that."*** ***(561)*** If still no entry, go to step 29.
55	*513*	*Please enter your password.* **Intervoice validation of password will occur here. Password entry must be exact match; no transverse entry will be validated.**	If password matches, go to step 73. If NO ENTRY, speak, ***"Please enter your seven digit password."*** ***(518)*** If still no entry, speak, ***"In order for***	No host dips here (password validation should take place in the IVR).

			me to provide you with faster service, I'll first need to get your seven digit password. Please enter that number now." (519) If still no entry, go to step 29. If NO match, speak, ***"That number doesn't appear to match my records. Please re-enter your seven digit password." (515)*** If still no match, speak, "***Sorry, I'm not able to find a match, so let's try one more time. Please re-enter the seven digit password." (514)*** If still no match, speak***, "Since I'm not able to validate the password, please check to make sure that you have the most current password information***." ***(516)*** Then go to step 29.	
56-62		*n/a*		
73	*530* *520* *521*	*Thank you.* *If your call is regarding a pin selection device, press 1.* *For all other assistance, press 2.*	If 1 pressed, go to step 7. If 2 pressed, go to step 7.	Accept entries of 1, and 2 only; all other entries speak "***I didn't get that, so here are those choices again.***" ***(511)*** and repeat press options. If still invalid, speak, ***"Sorry, I still didn't recognize your selection so let's try one more time." (560)*** If still invalid, go to step 29. If no entry, repeat. If still no entry, go to step 29.
74-76		*n/a*		
77 **PIN**	*687* *689*	*Please enter your six digit birthdate, using two digits for the month, two digits for the day and two digits for the year.* *Please say or enter your six digit birthdate, using two digits for the month, two digits for the day and two digits for the year.*	If successful, go to step 80. If no entry, repeat options. If still no entry, go to step 89. If < or > digits entered, go to step 78.	If Host is down, speak**, "*Sorry, I'm not able to access account information at this time, so please try your call again later."* (545)** Then go to step 29.

			If no match, go to step 79.	
78	*692*	*Sorry, I didn't recognize that date. When entering a birthdate, for example March 1st, 1998, you would enter it as zero three, zero one, nine eight. So, let's try one more time. Please re-enter your six-digit birthdate.*	If successful, go to step 80. If no match or no entry, go to step 89.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later."*** ***(545)*** Then go to step 29.
79	*695* *696*	*That date doesn't match my records. So, to make sure I've got the right information, please re-enter the birthdate, and remember to use two digits for the month, two digits for the day, and two digits for the year.* *That date doesn't match my records. So, to make sure I've got the right information, please say or enter the birthdate again, and remember to use two digits for the month, two digits for the day, and two digits for the year.*	If successful, go to step 80. If no match or no entry, go to step 89.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later."*** ***(545)*** Then go to step 29.
80	*699* *701* *699* *698*	*And now……* *Please enter your social security number. Or if you do not have a social security number, press 1.* *And now…….* *Please say or enter your social security number. Or if you do not have a social security number, press or say 1.*	If successful, go to step 85. If 1 pressed, go to step 83. If no entry, speak, ***"Sorry, I didn't get that. Please enter your nine digit social security number."*** ***(713)*** If still no entry, go to step 89. If < or > digits entered, go to step 81. If no match, go to step 82.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later."*** ***(545)*** Then go to step 29.
81	*700*	*I'm sorry, that number doesn't match my records. Please re-enter your 9-digit social security number.*	If successful, go to step 85. If no match or no entry, go to step 89.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later."*** ***(545)*** Then go to step 29.
82	*702*	*I'm sorry, that number doesn't appear to match my records. So to make sure I've got the right information, please re-enter the nine-digit social security number.*	If successful, go to step 85. If no match or no entry, go to step 89. If 1 pressed, go to step 83.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later."*** ***(545)***

	703	*Or if you don't have a social security number, press 1.* *I'm sorry, that number doesn't appear to match my records. So to make sure I've got the right information, please say or enter the nine-digit social security number.* *Or if you don't have a social security number, press 1 or say 1.*		Then go to step 29.
83	*708* *709* *710*	*And finally,* *Please enter your case number.* *Please say or enter your case number.*	If successful, go to step 85. If < or > digits, go to step 84. If no match, go to step 84. If no entry, repeat prompt. If still no entry, go to step 89.	If Host is down, speak, **"*Sorry, I'm not able to access account information at this time, so please try your call again later.*"** ***(545)*** Then go to step 29.
84	*711/* *1162*	*That doesn't appear to be a valid number.* *Please re-enter your xx* *digit case number.*	If < or > digits or no match, go to step 89. If successful, go to step 85.	If Host is down, speak, **"*Sorry, I'm not able to access account information at this time, so please try your call again later.*"** ***(545)*** Then go to step 29.
84a	***704***	***Sorry, the PIN numbers entered did not match.***	**If successful, go to step 85a.** **If no entry, go to step 86.** **If < or > digits, go to step 85b.**	
85	*975* *706* *707*	*You are now ready to select a new PIN.* *Please enter a new 4-digit PIN number.* *Please say or enter a new 4-digit PIN number.*	If successful, go to step 85a. If no entry, go to step 86. If < or > digits, go to step 85b.	
85a	*720* *721* *722*	**Prompt to re-enter the PIN to verify.** *And to verify* *Please re-enter the new 4-digit PIN.* *Please say or enter the new 4-digit PIN number again.*	If successful, go to step 92. If < or > digits, go to step 85b. If no entry, go to step 85d. **If PIN numbers do not match, go to step 84a.**	If PIN numbers do not match after 4 attempts, go to step 90. If Host is down, speak, **"*Sorry, I'm not able to access account information at this time, so please try your call again later.*"** ***(545)*** Then go to step 29.
85b	*716*	*I'm sorry, that doesn't appear to be a valid PIN, so let's try again. Please re-enter a new digit PIN number.*	If successful, go to step 85a. If no match or no entry, go to step 85c.	
85c	*717*	*Sorry, that's still not a PIN number that I can accept. Let's try one more time. Please enter*	If successful, go to 92. If no match or no entry, go to step	If Host is down, speak, **"*Sorry, I'm not able to access account***

		a new four digit PIN number.	90.	***information at this time, so please try your call again later."*** ***(545)*** Then go to step 29.
85d	*722*	*Please say or enter the new four digit PIN number again.*	If successful, go to step 92. If no match or no entry, go to step 85e.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later."*** ***(545)*** Then go to step 29.
85e	*723*	*Sorry, I didn't get that so please go ahead and re-enter the four digit PIN number again.*	If successful, go to step 92. If no match or no entry, go to step 90.	If Host is down, speak, ***"Sorry, I'm not able to access account information at this time, so please try your call again later."*** ***(545)*** Then go to step 29.
86	*718*	*Please enter a new four-digit PIN number.*	If successful, go to step 85a. If no match or no entry, go to step 87.	
87	*719*	*Sorry, I didn't get your new PIN, so please go ahead and enter that four-digit number now.*	If successful, go to step 85a. If no match or no entry, go to step 90.	
88	*779*	*I'm having trouble setting your new PIN so let me get someone to help you.*		
89	*1175*	*I'm sorry; your security information did not match with our records. If you are having difficulty, please contact your local office.*	Go to step 29.	
90	*1172*	*Your PIN could not be selected. Please hold while your call is transferred to a Customer Service Representative.*	Go to step 7.	
91	*n/a*	*n/a*		
92	*780*	*Your new PIN has been selected and is effective immediately.*	Go to step 29.	