

2100_Welcome_Message



Play Prompt

Entering from

None

Prompts

Name	Condition	Wording
21001	always	Welcome to Lucky Star restaurant.

Condition

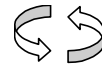
Action

Always Go to: "2101_Main_Menu "

Module Settings

Default

2101_Main_Menu



Speech Input

Entering from

2100_Welcome_Message

Prompts

Type	Name	Wording
Initial	21011	Main Menu: How can I help you? You can say
	21012	'Order'
	21013	"Delivery Information "
	21014	Tell me what you want
Timeout 1	21015	I'm sorry. I didn't hear you. Please say "Order", or "Delivery Information "
Timeout 2	21016	I'm sorry. I still didn't hear you. If you want to start ordering food say 'Order', or if you need to know the delivery hours say " Delivery Information "
Retry 1		

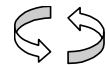
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	"Order"		Go to: "2102_Enter_User_Name"	<i>If necessary /always</i>
	"Delivery Information"		Go to: "2103_Delivery_Information"	<i>If necessary/ always</i>

Commands

Module Settings
Default

2103_ Delivery_ Information



Speech Input

Entering from
2101_Main_Menu

Prompts		
Type	Name	Wording
Initial	21031	Our Delivery Hours is: Monday through Saturday from 11:30am to 1:00am and Sunday starts at Noon until 12:00am
	21032	If you want to hear about delivery hours again say
	21033	"Repeat that"
	21034	or you can say
	21035	"Main Menu"
Timeout 1	21036	I'm sorry. I didn't hear you. Please say " Repeat that" or " Main Menu " if you need another thing or hang-up
Timeout 2	21037	I'm sorry. I still didn't hear you. If you want to hear the location say " Repeat that " or press 1 and if you want to go back to the main menu say "Main menu" or if you think that you don't need any thing else you can hang-up
Retry 1		

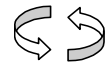
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	"Main menu"		Go to: "2101_Main_Menu "	<i>If necessary /always</i>
	"Repeat that"		Go to: "2103_Delivery_Hours "	<i>If necessary/ always</i>

Commands

Module Settings
Default

2102_Enter_User_Name



Speech Input

Entering from
2101_Main_Menu, 2107_Invalid_Username_And_Pswd

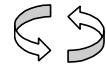
Prompts		
Type	Name	Wording
Initial 1	21021	Please say your email address
	21022	For example you might say "n...a...d...a...underscore...h... underscore ...a...at yahoo dot com"
Timeout 1	21023	I'm sorry. I didn't hear you. Please say your email address
Timeout 2	21024	I'm sorry. I still didn't hear you. If you want to order you should sign in by saying your email address for example say : "n...a...d...a...at yahoo dot com"
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	<var="user_name">		Go to: "2104_Enter_Password "	.

Commands	Action
Always	

Module Settings
Default

2104_Enter_Password



Speech Input

Entering from
2102_Enter_User_Name

Prompts		
Type	Name	Wording
Initial 1	21041	And what is your password?
	21042	For example, you might say " "1...2...4...e...d...Capital S...1...1"
Timeout 1	21043	I'm sorry. I didn't hear you. Please say your password
Timeout 2	21044	I'm sorry. I still didn't hear you. To confirm your login information I should know your password for example you might say " "1...2...4...e...d...Capital S...1...1"
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	<var="paswd">		Go to: "2105_Confirm_ID"	.

Commands	Action
Always	

Module Settings
Default

2105_Confirm_ID



Branch on Condition

Entering from
2104_Enter_Password

Condition	Action
IF (user_name && pswd== true)	Go to: "21010_Choose_Order_Type "
Else IF (username && pswd== false)	Go to: " 2107_Invalid_Username_And_Pswd "
Else IF	Go to:

2107_Invalid_Username_And_Pswd



Play Prompt

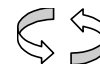
Entering from
2105_Confirm_ID

Prompts		
Name	Condition	Wording
21071	Always	That's an Invalid username and password

Condition	Action
Always	Go to: "2102_Enter_User_Name "

Module Settings
Default

21010_Choose_Order_Type



Speech Input

Entering from
2105_Confirm_ID

Prompts		
Type	Name	Wording
Initial 1	210101	OK...
	210102	Say "List Menu" to hear the list of categories or if you know already your order say "I know my order"
Timeout 1	210103	I'm sorry. I didn't hear you. Please say your "List Menu" or if you know already your order say "I know my order"
Timeout 2	210104	I'm sorry. I still didn't hear you. Please say your "List Menu" to hear all the type of categories like appetizers or chicken and so on or if you know already your order say "I know my order"
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	"List Menu"		Go to: "2106_List_Menu"	
	"I know my order"		Go to: "2109_Say_Order"	

Commands	Action
Always	

Module Settings
Default

2109_Say_Order



Speech Input

Entering from
21010_Choose_Order_Type

Prompts		
Type	Name	Wording
Initial 1	21091	What is the item you want?
	21092	For example you might say Chicken with Broccoli
Timeout 1	21093	I'm sorry. I didn't hear you. Please say your item
Timeout 2	21094	I'm sorry. I still didn't hear you. Please say the item example you might say Chicken with Broccoli
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	<ITEM= "var">		Go to: "2121_Confirm_Price "	

Commands	Action
Always	

Module Settings
Default

2106_List_Menu



Speech Input

Entering from
21010_Choose_Order_Type

Prompts

Type	Name	Wording
Initial	21061	Choose the category that you want
	21062	When you hear the category, you can say it, or wait to hear all the list of categories
	21063	We have: <CATEGORY=item[1...n]>
	21064	That's it, say the item you want or say
	21065	"Repeat that"
	21066	Go ahead
Timeout 1	21067	I'm sorry. I didn't hear you. Please say one of this list or say "Repeat that"
Timeout 2	21068	I'm sorry. I still didn't hear you. For example if you like to star by Appetizers say "Appetizers" or say "Repeat that" to hear the list again
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
.	"Repeat that"		Go to: "2106_List_Menu"	<i>If necessary /always</i>
	<CATEGORY=item [i]>		Go to: "2108_List_Item_In_Category "	<i>If necessary/ always</i>

Commands	Action

Module Settings
Default

2108_List_Items_In_Category



Speech Input

Entering from
2106_List_Menu, 2127_Same_Category

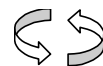
Prompts		
Type	Name	Wording
Initial	21081	When you hear the item that you want you can say it, or wait to hear all the list of <CATEGORY=item[i]>
	21082	Our list is
	21083	<ITEM=var[1...n]>
	21084	That's it, say the item you want or say
	21085	"Repeat that"
	21086	Go ahead
Timeout 1	21087	I'm sorry, I didn't hear you. Please say the name of the item if you want to order or "Repeat that" to hear the list of items
Timeout 2	21088	I'm sorry, I still didn't hear you. If you want to order on of the appetizers say for example " Fried Tofu", to hear the list of appetizers once again say " Repeat that "
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	"Repeat that "		Go to: "2108_List_Item_In_Category "	<i>If necessary /always</i>
	<ITEM= "var">		Go to: "2121_Confirm_Price "	<i>If necessary/ always</i>

Commands	Action

Module Settings
Default

2121_Confirm_Price



Speech Input

Entering from

2108_List_Item_In_Category

Prompts

Type	Name	Wording
Initial	21211	<ITEM= "var">
	21212	costs
	21213	\$<PRICE="var2">
	21214	would you like to add it to your order list?
Timeout 1	21215	I'm sorry. I didn't understand you. Please say "Yes" or "No"
Timeout 2	21216	I'm sorry. I still didn't understand you. Please say "Yes" if you want this order or "No" so, that I am not gonna add it to your orders
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	"Yes"		Go to: "2122_Add "	<i>If necessary /always</i>
	"No"		Go to: "2123_Drop "	<i>If necessary/ always</i>

Commands

Module Settings

Default

2122_Add



Play Prompt

Entering from

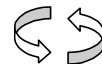
2121_Confirm_Price

Prompts		
Name	Condition	Wording
21221	<i>If</i> (order[i]==order[1...n])	You've already ordered <order[i]>
21222	<i>Else</i>	OK...I will add I to your order list

Condition	Action
If(order[i]=order[1...n])	Go to: "2125_Duplicate_Order "
else	Go to: "2124_Add_Another_Order"

Module Settings
Default

2125_Duplicate_Order



Speech Input

Entering from
2122_Add

Prompts		
Type	Name	Wording
Initial	21251	Do you want me to double it?
Timeout 1	21252	I'm sorry. I did not hear you. Please say "Yes" or "No"
Timeout 2	21253	I'm sorry. I still did not hear you. If you would like to ordered <order[i]> that you've already ordered say "Yes" or if you don't want from me to duplicate it say "No"
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
				.

	"Yes"		Go to: "2126_State_of_Duplicate_Order_Yes "	<i>If necessary /always</i>
	"No"		Go to: "2127_State_of_Duplicate_Order_No "	<i>If necessary/ always</i>

Commands

Module Settings
Default

2126_State_of_Duplicate_Order_Yes



Play Prompt

Entering from
2115_Duplicate_Order

Prompts		
Name	Condition	Wording
21261	<i>If(answer=="Yes")</i>	Ok... you have <number> of <order[i]>

Condition	Action
<i>Always</i>	Go to: "2124_Add_Another_Order"

Module Settings
Default

2127_State_of_Duplicate_Order_NO



Play Prompt

Entering from

2115_Duplicate_Order

Prompts

Name	Condition	Wording
21271	<i>If(answer=="No")</i>	ok...I will not add another order of <order[i]>

Condition

Condition	Action
Always	Go to: "2124_Add_Another_Order"

Module Settings

Default

2123_Drop



Play Prompt

Entering from

2121_Confirm_Price

Prompts

Name	Condition	Wording
21231		ok.. I'm not gonna add it...

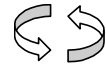
Condition

Condition	Action
<i>If()</i>	Go to: "2124_Add_Another_Order"
else	

Module Settings

Default

2124_Add_Another_Order



Speech Input

Entering from

2122_Add, 2126_State_of_Duplicate_Order, 2123_Drop

Prompts

Type	Name	Wording
Initial	21241	Do you want to add another item?
Timeout 1	21242	I'm sorry. I didn't hear you. Please say "Yes" or "No"
Timeout 2	21243	I'm sorry. I still didn't hear you. If you would like to add another item say "Yes" or if you don't want say "No"
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	"Yes"		Go to: "21010_Choose_Order_Type "	<i>If necessary</i> <i>/always</i>
	"No"		Go to: "2128_Confirm_All_prices"	<i>If necessary/</i> <i>always</i>

Commands

Module Settings

Default

2128_Confirm_All_prices



Speech Input

Entering from
2124_Add_Another_Order, 2131_Confirm_Drop

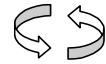
Prompts		
Type	Name	Wording
Initial	21281	OK...so you've ordered
	21282	<ITEM= 1..n"> for \$<PRICE= 1...n>
	21283	And the total price is
	21284	\$<TOTAL_PRICE>
	21285	If you want to confirm your order, say
	21286	"I'm Finished"
	21287	Otherwise, say
	21288	"remove item"
	21289	if you want to remove some items
Timeout 1	212810	I'm sorry. I didn't hear you. Please say "I'm Finished" or "Remove Item".
Timeout 2	212811	I'm sorry. I still didn't hear you. If you would like to confirm your order say "I'm Finished" or if you want delete some of orders from your order list say "remove item"
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	"I'm Finished"		Go to: "2130_Estimated_Time"	<i>If necessary /always</i>
	"Remove item"		Go to: "2129_Drop_Some_Item(s)"	<i>If necessary/ always</i>

Commands

Module Settings
Default

2129_Drop_Some_Item(s)



Speech Input

Entering from

2128_Confirm_All_prices, 2132_List_All_Order_Items

Prompts

Type	Name	Wording
Initial	21291	Which item do you want to remove
	21292	if you don't know say
	21293	"list them"
Timeout 1	21294	I'm sorry. I didn't hear you. Please say the name of the order you like to cancel or say "List them" to hear all your items.
Timeout 2	21295	I'm sorry. I still didn't hear you. If you would like to drop an item form your list say the name of the item or if you to hear the list of all the items in your order say "list them"
Retry 1		
Retry 2		
Help		

Option	Vocabulary	DTMF	Action	Confirm
	<item>		Go to: "2131_Confirm_Drop "	<i>if necessary</i> <i>/always</i>
	"list them"		Go to: "2132_List_All_Order_Items "	<i>if necessary/</i> <i>always</i>

Commands

Module Settings

Default

2131_Confirm_Drop



Play Prompt

Entering from

2129_Drop_Some_Item(s)

Prompts

Name	Condition	Wording
21311	Always	I removed it for you

Condition	Action
Always	Go to:" 2128_Confirm_All_prices"

Module Settings

Default

2132_List_All_Order_Items



Play Prompt

Entering from

2129_Drop_Some_Item(s)

Prompts

Name	Condition	Wording
21321	Always	You've ordered
21322		<ITEM= 1..n"> for \$<PRICE= 1...n>

Condition	Action
Always	Go to:" 2129_Drop_Some_Item(s) "

Module Settings

Default

2130_Estimated_Time



Play Prompt

Entering from

2128_Confirm_All_prices

Prompts

Name	Condition	Wording
21301	always	The estimated delivery time to your Tufts address will be in 60 minutes
21302		Thank you for choosing Lucky Star Good bye

Condition

Action

Always

Module Settings

Default