

**Leidos**

511 IVR Task Order 6.9

DRAFT Call Flow

May 12, 2015

511 IVR System: Traffic Redesign (under development), MainMenu Redesign, Favorites Features, Transit Enhancements, Full Transit Application, MY 511, All menu options from the MainMenu

## Key



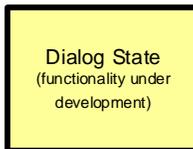
**Terminator:** represents an initial entry or a terminal exit to any dialog (e.g. a hangup). It also represents an entry or exit from a sub-process used throughout the application.



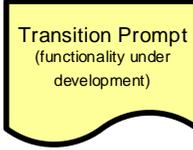
**Off-page Connector:** represents an outgoing connection to another dialog or state on a different page.



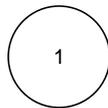
**Off-page Connector:** represents an incoming connection from another dialog or state on a different page.



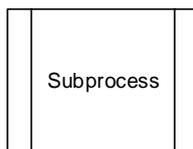
**Recognition Dialog State:** represents a state that plays a prompt and performs recognition of user utterances or touchtone inputs. When **green**, current functionality. When **yellow**, functionality under development.



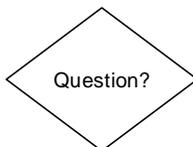
**Transitional Prompt:** represents system verbiage that is not associated with a request for user input. It may be used as a response to previous input or the dissemination of data. When **green**, current functionality. When **yellow**, functionality under development.



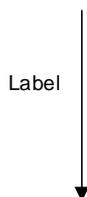
**On-Page Reference:** represents a connection on a page between one call flow location and another. It has no application functionality and is just used to make the call flow document appear cleaner.



**Subprocess:** represents any interaction with a subprocess used throughout the application. These are illustrated in the last tabs of the Call Flow.

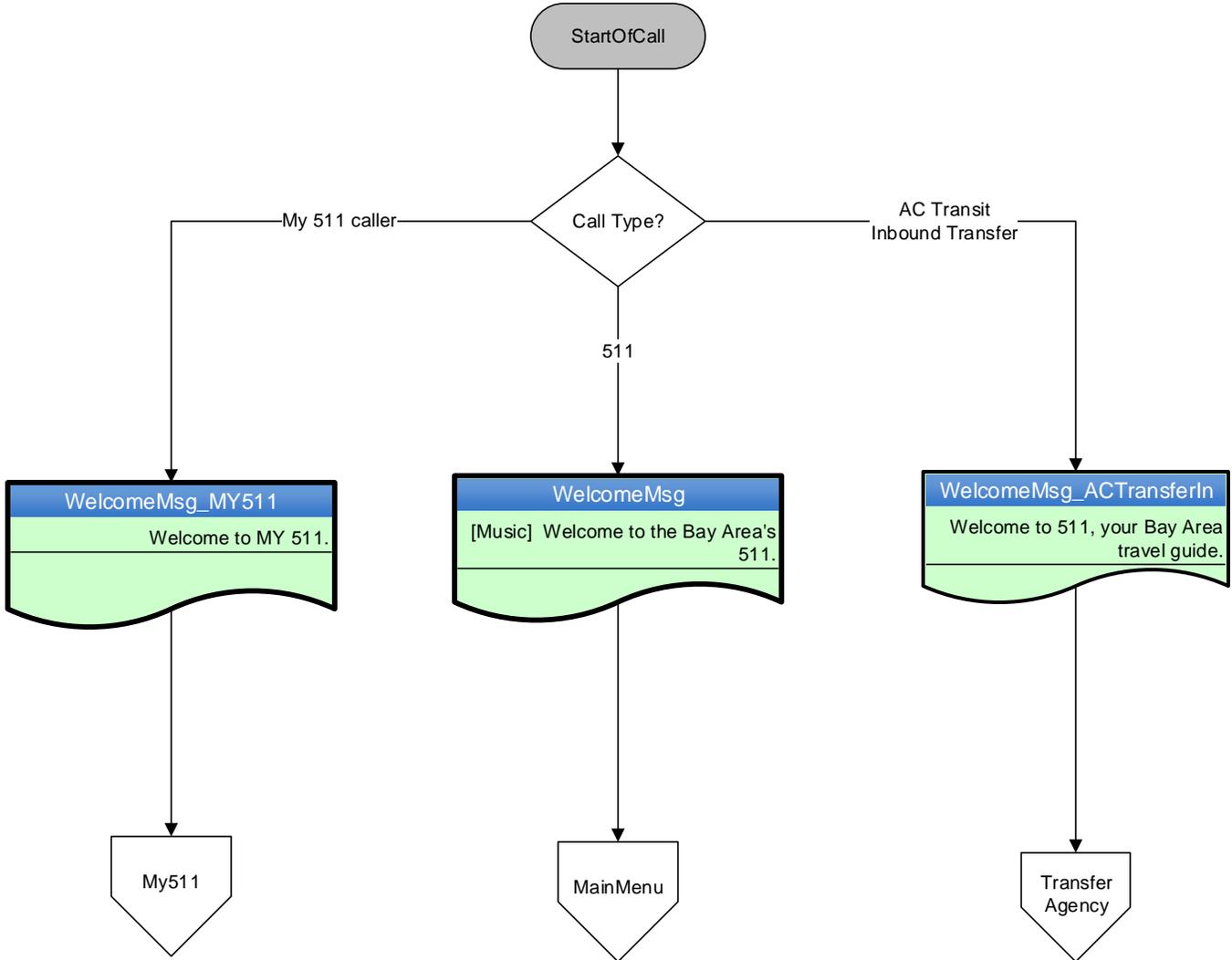


**Decision:** represents a moment in the dialog where the following state depends on the result of a decision. Each arc leaving a decision diamond indicates the condition it represents.



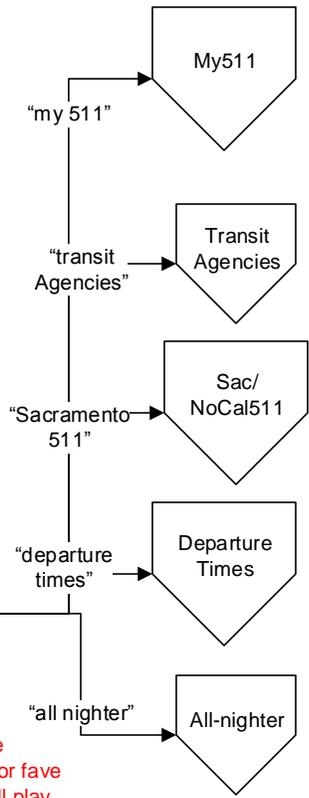
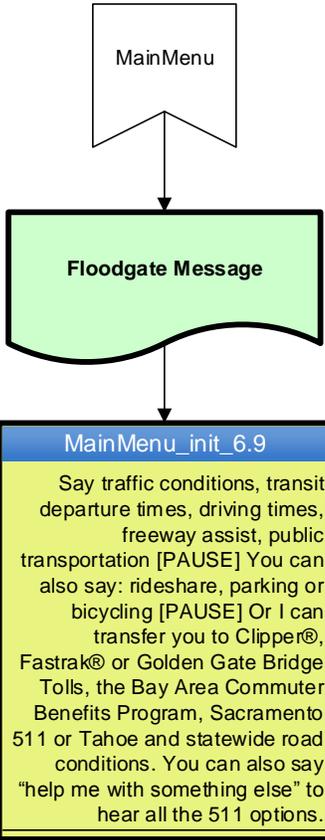
**Arc:** represents the transition between two states. The label can represent one of the following, according to specific context:

- A specific command utterances from the user in quotes (e.g. "Go to Main Menu.")
- A variable data type utterance from the user (e.g. "[city]")
- A decision condition (e.g. Yes/No Logic)
- A system action (e.g. [Move to next item])

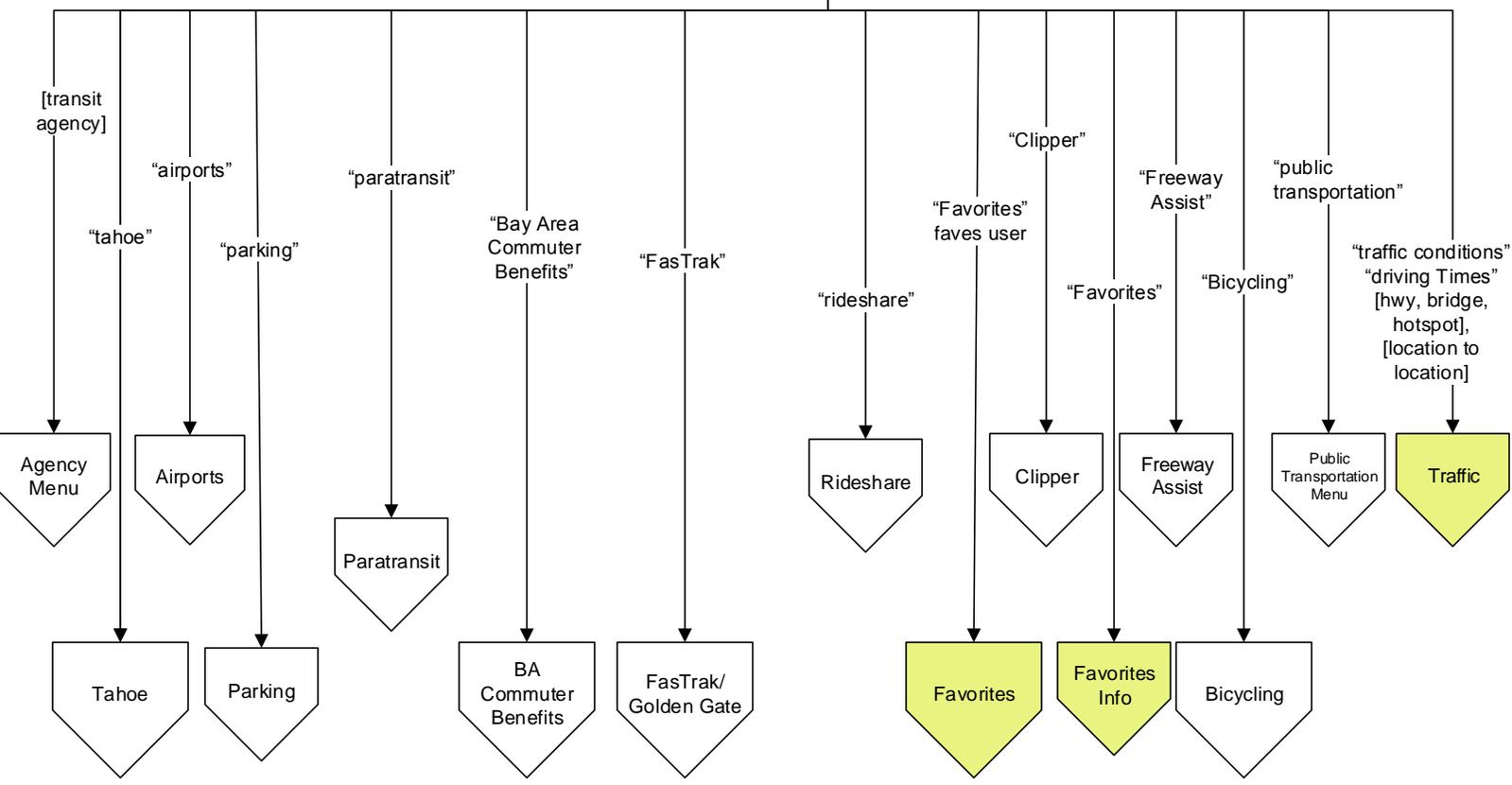


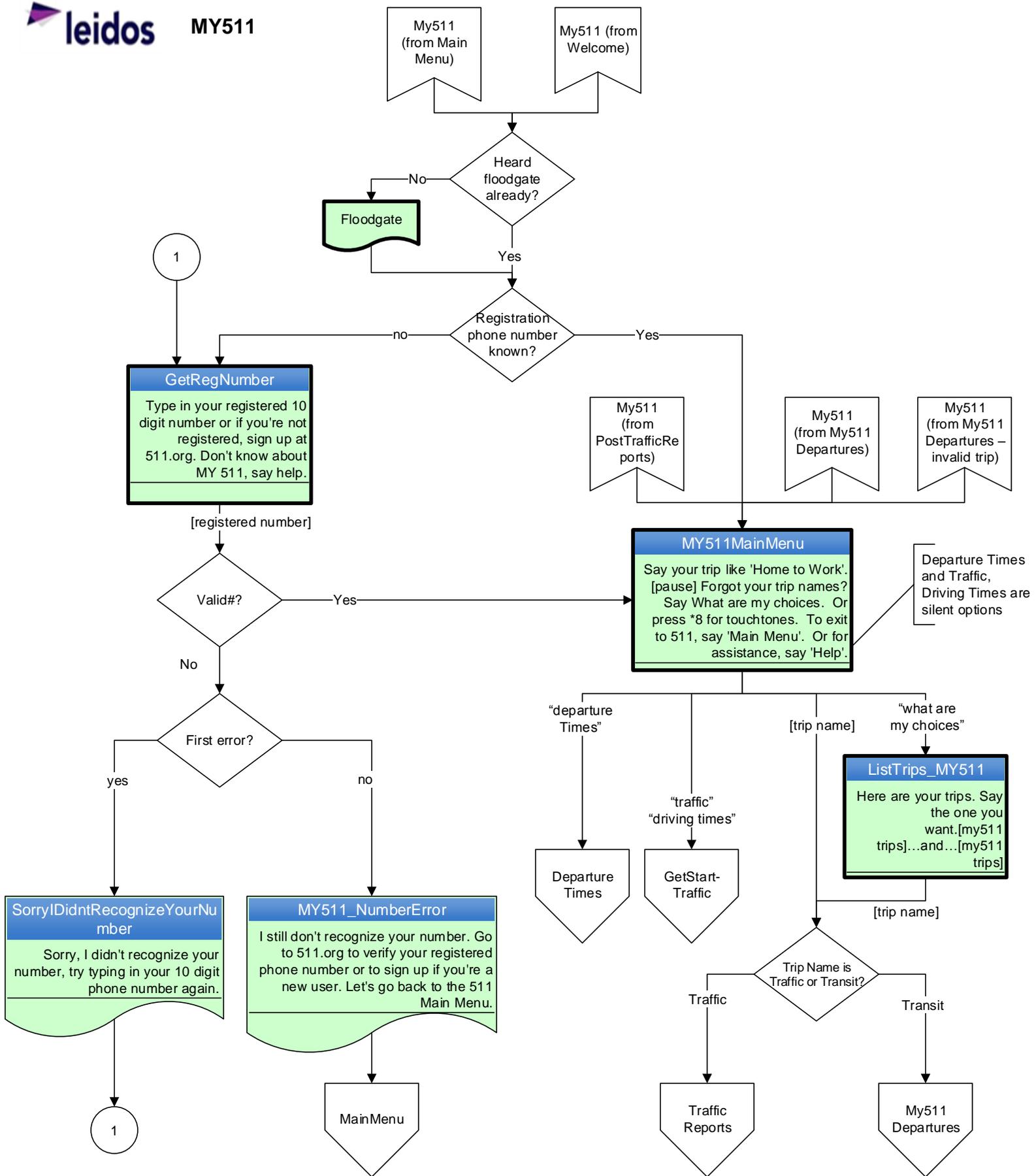
**WhatAreMyChoices\_6.9**

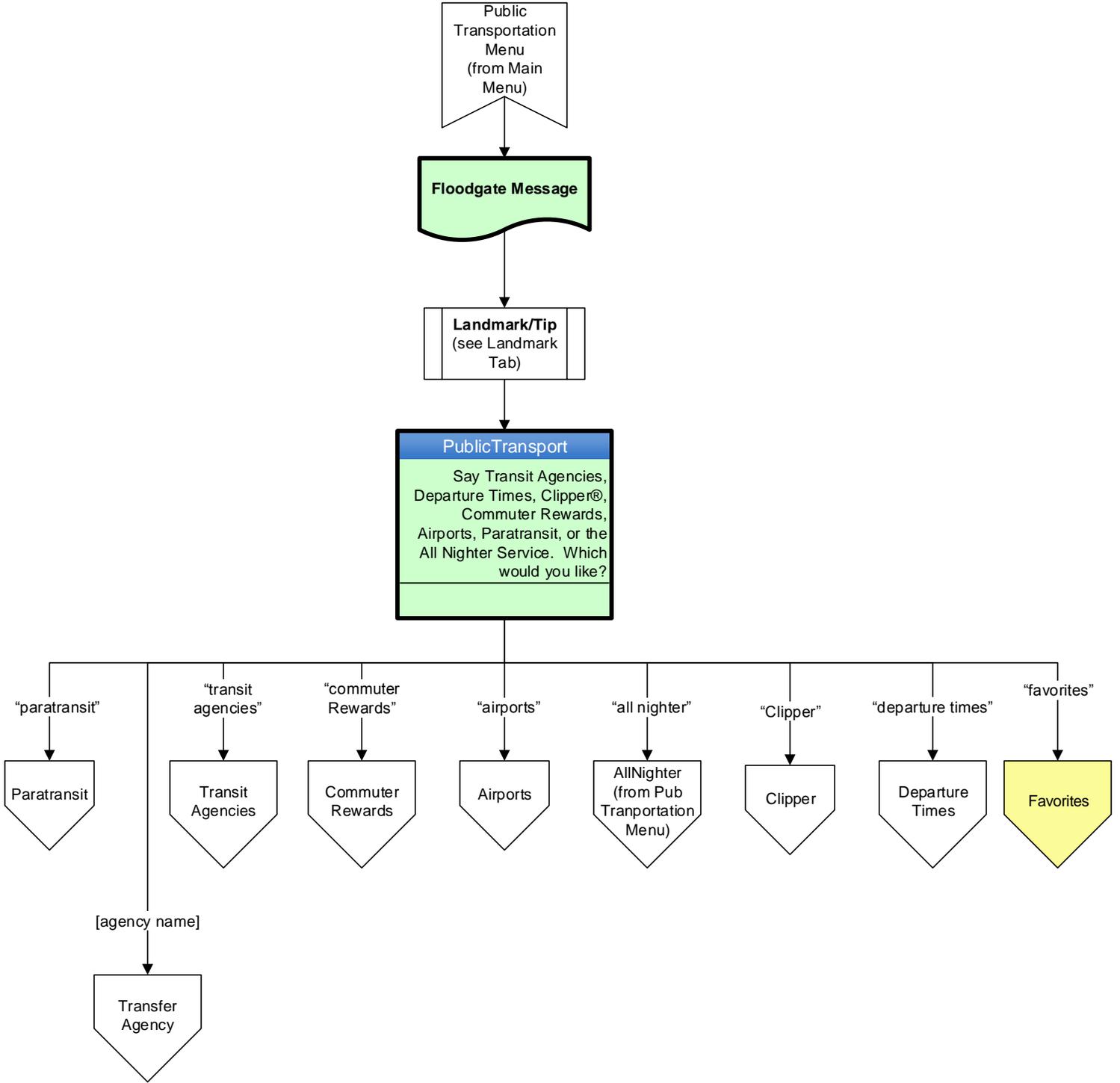
Here's a list of everything 511 offers. You can interrupt me if you hear the option you like. You can ask for traffic conditions, driving times, transit departure times, public transportation, parking, freeway aid, MY 511, Clipper®, ridesharing, bicycling, or Fastrak® or Golden Gate Bridge Tolls. You can say your traffic trip. You can also access your saved transit routes by saying 'favorites'. Or you can go directly to any of the following: transit agencies, airports, paratransit or the all nighter service. The following transit agencies are also available: AC Transit, Muni, BART, VTA, CalTrain, Golden Gate Transit, SamTrans. For information about the Sacramento and the Northern California region, say 'Sacramento 511'. You can also say "Bay Area Commuter benefits program". [pause] To give us your feedback, press 77 at any time. [pause] Finally, if you'd like information on our privacy policy, please go to 511.org."



Alternate prompt for fave users will play

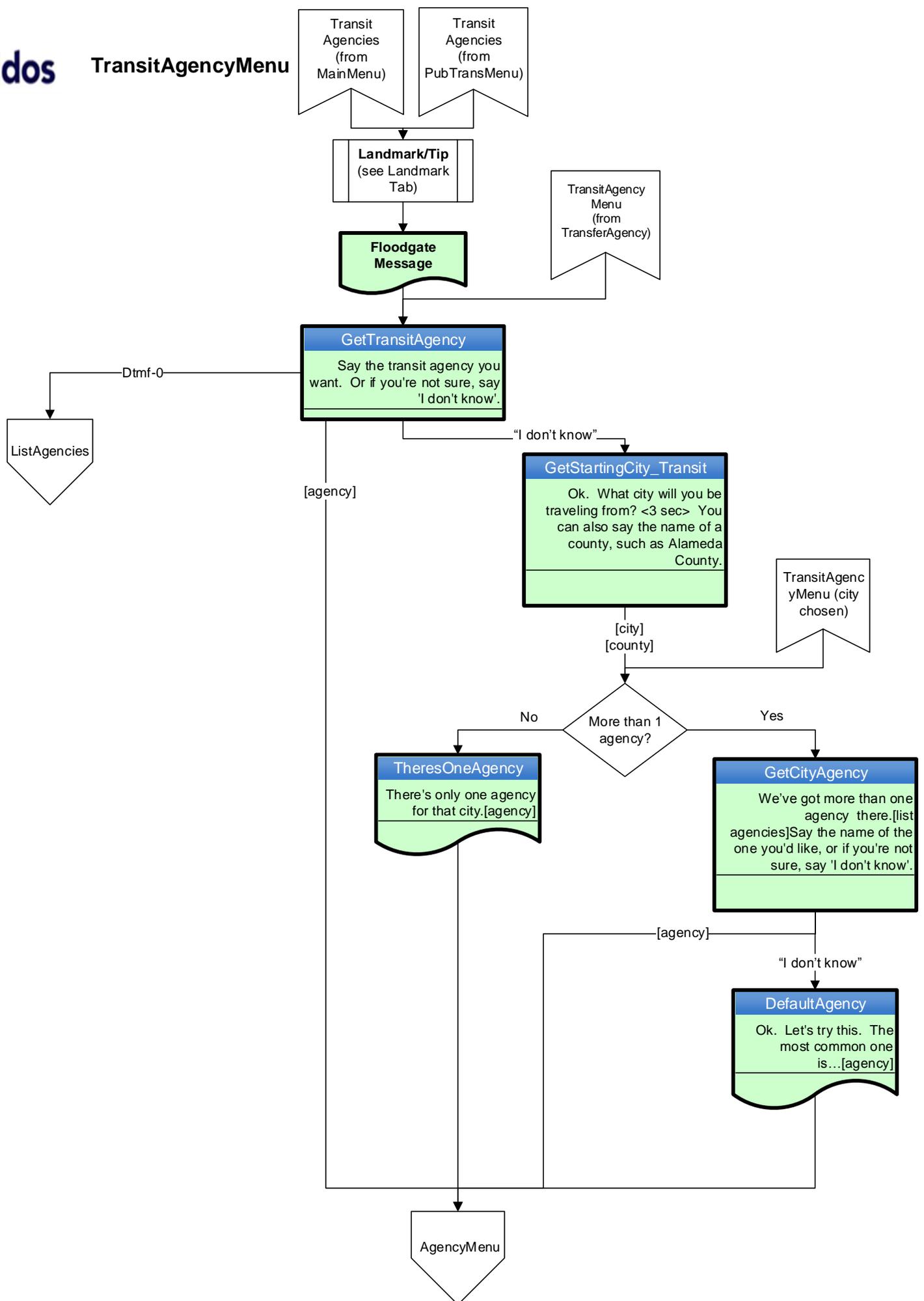


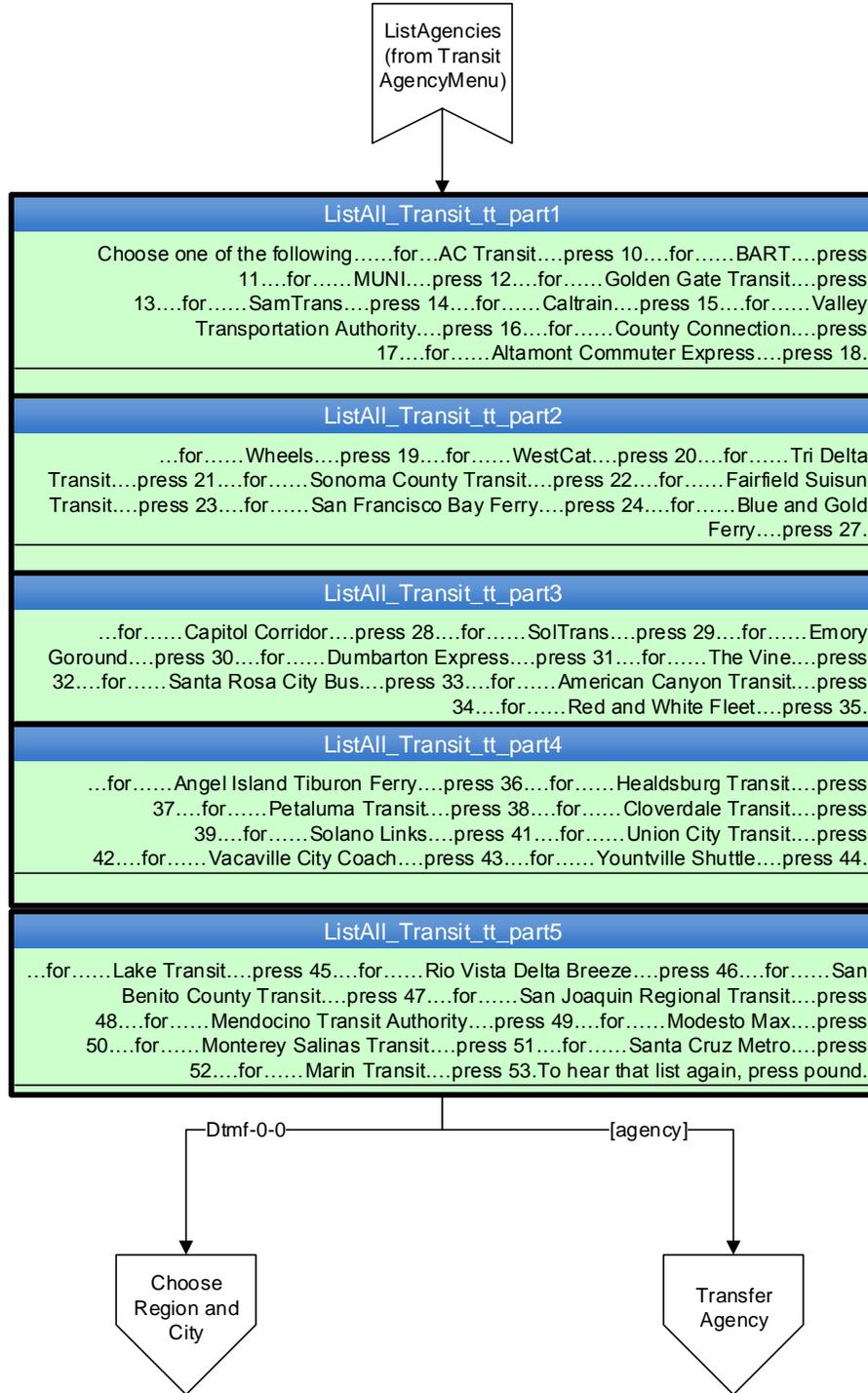






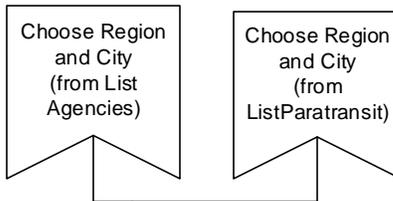
# TransitAgencyMenu







# ChooseRegionAndCity



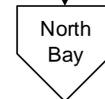
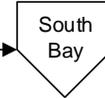
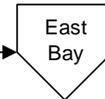
**GetRegion\_tt**

First I'll need to narrow it down a little. Choose one of the following 5 regions. ...for... San Francisco...press 1...for...The Peninsula...two...for...The East Bay...three...for...The South Bay...four...and finally, for...The North Bay...five...To hear that list again, press pound.

[choice]

**HoldOn**

Hold on while I get that information.



**ChooseCity\_tt\_SanFrancisco**

Choose one of the following cities...for... San Francisco...press 1...for... San Francisco County...press 2.

**ChooseCity\_tt\_Peninsula1**

Choose one of the following cities...for... Atherton...press 10...for... Belmont...press 11...for... Brisbane...press 12...for... Burlingame...press 13...for... Colma...press 14...for... Daly City...press 15...for... East Palo Alto...press 16...for... El Granada...press 17...for... Foster City...press 18.

**ChooseCity\_tt\_Peninsula2**

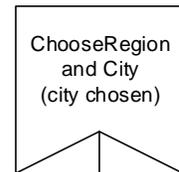
...for... Half Moon Bay...press 19...for... Hillsborough...press 20...for... La Honda...press 21...for... Menlo Park...press 22...for... Millbrae...press 23...for... Mirimar...press 24...for... Montara...press 25...for... Moss Beach...press 26...for... Pacifica...press 27.

**ChooseCity\_tt\_Peninsula3**

...for... Pescadero...press 28...for... Portola Valley...press 29...for... Princeton...press 30...for... Redwood City...press 31...for... San Bruno...press 32...for... San Carlos...press 33...for... San Gregario...press 34...for... San Mateo...press 35...for... San Mateo County...press 36.

**ChooseCity\_tt\_Peninsula4**

...for... South San Francisco...press 37...and finally, for... Woodside...press 38.To hear that list again, press pound.



[city]

[peninsula]

[east bay]

[south bay]

[north bay]

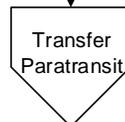
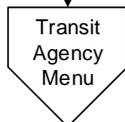
[city]

[city]

ListAgencies

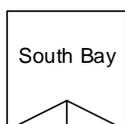
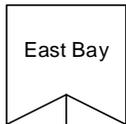
ListParatransit

From?





# ChooseCity\_NSE



**ChooseCity\_tt\_EastBay1**  
Choose one of the following cities...for.....Alameda...press 10...for.....Alameda County...eleven.....for.....Alamo...twelve.....for.....Albany...thirteen.....for.....Antioch...fourteen.....for.....Ashland...fifteen.....for.....Bay Point...sixteen.....for.....Berkeley...seventeen.....for.....Bethel Island...eighteen...

**ChooseCity\_tt\_EastBay2**  
...for.....Brentwood...nineteen.....for.....Byron...twenty.....for.....Castro Valley...twenty-one.....for.....Clayton...twenty-two.....for.....Concord...twenty-three.....for.....Contra Costa County...twenty-four.....for.....Crockett...twenty-five.....for.....Danville...twenty-six...

**ChooseCity\_tt\_EastBay3**  
...for.....Dublin...twenty-seven.....for.....El Cerrito...twenty-eight.....for.....El Sobrante...twenty-nine.....for.....Emeryville...thirty.....for.....Fairview...thirty-one.....for.....Fremont...thirty-two.....for.....Hayward...thirty-three.....for.....Hercules...thirty-four.....for.....Irvington...thirty-five...

**ChooseCity\_tt\_EastBay4**  
...for.....Kensington...thirty-six.....for.....Lafayette...thirty-seven.....for.....Livermore...thirty-eight.....for.....Martinez...thirty-nine.....for.....Moraga...forty.....for.....Newark...forty one.....for.....Oakland...forty two.....for.....Oakley...forty

**ChooseCity\_tt\_EastBay5**  
...for.....Pacheco...forty five.....for.....Piedmont...forty six.....for.....Pinole...forty seven.....for.....Pittsburg...forty eight.....for.....Pleasant Hill...forty nine.....for.....Pleasanton...fifty.....for.....Port Costa...fifty one.....for.....Richmond...fifty

**ChooseCity\_tt\_EastBay6**  
...for.....San Leandro...fifty four.....for.....San Lorenzo...fifty five.....for.....San Pablo...fifty six.....for.....San Ramon...fifty seven.....for.....Union City...fifty eight.....and finally, for.....Walnut Creek...fifty nine...To hear that list again, press pound.

**ChooseCity\_tt\_SouthBay1**  
Choose one of the following cities...for.....Aldercroft Heights...press 10...for.....Barry Essa...eleven.....for.....Campbell...twelve.....for.....Chemeketa Park...thirteen.....for.....Cupertino...fourteen.....for.....Gilroy...fifteen.....for.....Holy City...sixteen.....for.....Los Altos...seventeen.....for.....Los Altos Hills...eighteen.....for.....Los Gatos...nineteen...

**ChooseCity\_tt\_SouthBay2**  
...for.....Milpitas...twenty.....for.....Monte Sereno...twenty-one.....for.....Morgan Hill...twenty-two.....for.....Mountain View...twenty-three.....for.....Palo Alto...twenty-four.....for.....Redwood Estates...twenty-five.....for.....San Jose...twenty-six.....for.....San Martin...twenty-seven.....for.....San Tomas...twenty-eight...

**ChooseCity\_tt\_SouthBay3**  
...for.....Santa Clara...twenty-nine.....for.....Santa Clara County...thirty.....for.....Saratoga...thirty-one.....for.....Stanford...thirty-two.....and finally, for.....Sunnyvale...thirty-three... To hear that list again, press pound.

**ChooseCity\_tt\_NorthBay1**  
Choose one of the following cities...for.....American Canyon...press 10...for.....Belvedere...eleven.....for.....Benecia...thirteen.....for.....Calistoga...fourteen.....for.....Cloverdale...fifteen.....for.....Cortemadera...sixteen.....for.....Cotati...seventeen.....for.....Dixon...eighteen.....for.....Duncans Mills...nineteen...

**ChooseCity\_tt\_NorthBay2**  
...for.....Fairfax...twenty.....for.....Fairfield...twenty-one.....for.....Forest Knolls...twenty-two.....for.....Forestville...twenty-three.....for.....Fulton...twenty-four.....for.....Geyserville...twenty-five.....for.....Glenellen...twenty-six.....for.....Graton...twenty-seven.....for.....Greenbrae...twenty-eight...

**ChooseCity\_tt\_NorthBay3**  
...for.....Guerneville...twenty-nine.....for.....Healdsburg...thirty.....for.....Ignacio...thirty-one.....for.....Inverness...thirty-two.....for.....Kentfield...thirty-three.....for.....Kenwood...thirty-four.....for.....Lagunitas...thirty-five.....for.....Larkspur...thirty-six.....for.....Marin City...thirty-seven...

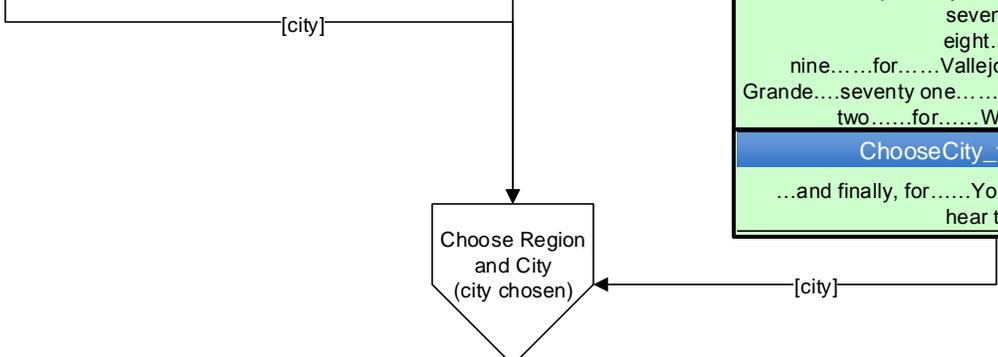
**ChooseCity\_tt\_NorthBay4**  
...for.....Marin County...thirty-eight.....for.....Mill Valley...thirty-nine.....for.....Monte Rio...forty.....for.....Napa...forty one.....for.....Napa County...forty two.....for.....Novato...forty three.....for.....Oakville...forty four.....for.....Occidental...forty

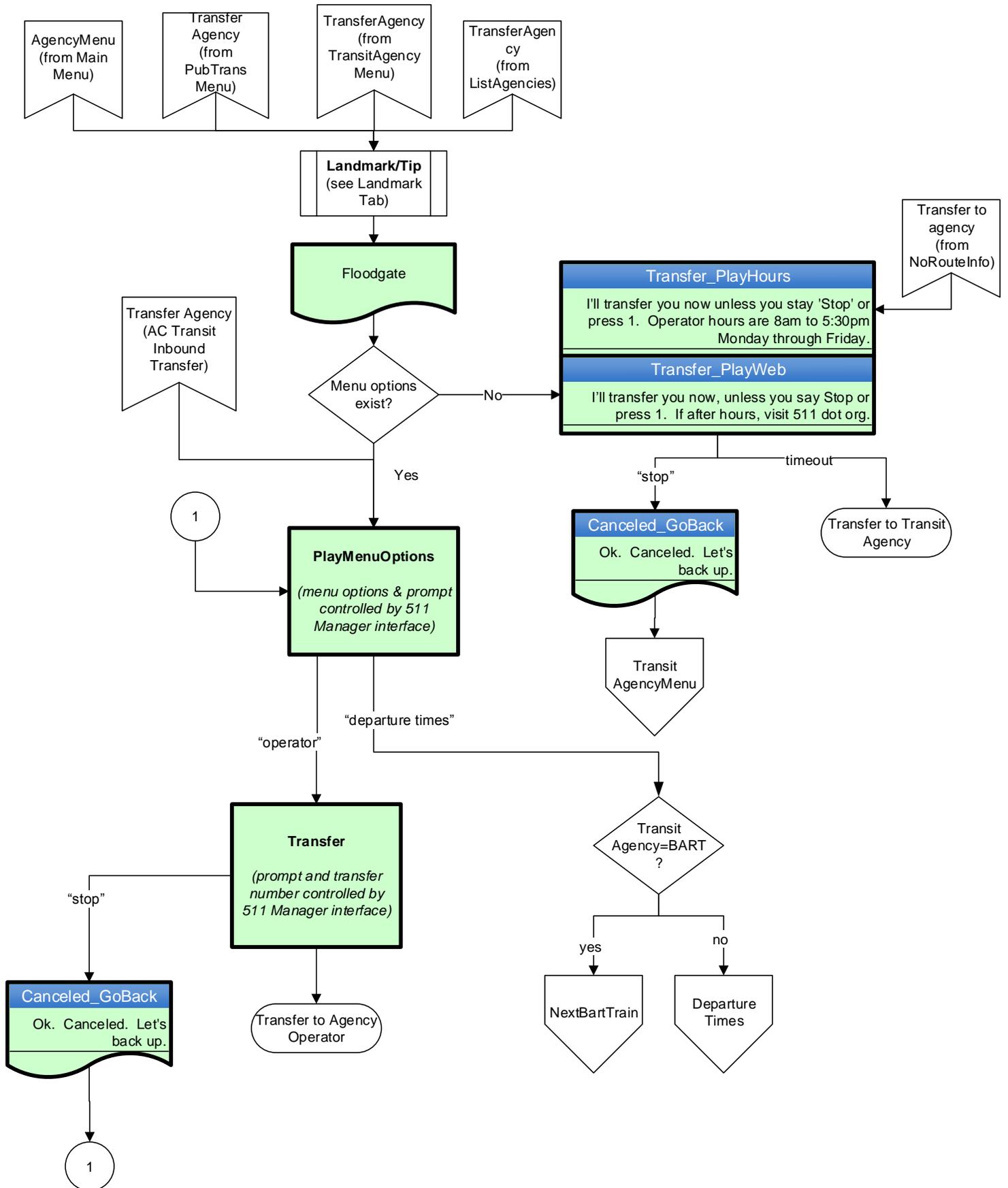
**ChooseCity\_tt\_NorthBay5**  
...for.....Penngrove...forty seven.....for.....Petaluma...forty eight.....for.....Point Reyes Station...forty nine.....for.....Rio Vista...fifty.....for.....Rohnert Park...fifty one.....for.....Ross...fifty two.....for.....Rutherford...fifty three.....for.....San Anselmo...fifty four.....for.....San Geronimo...fifty five

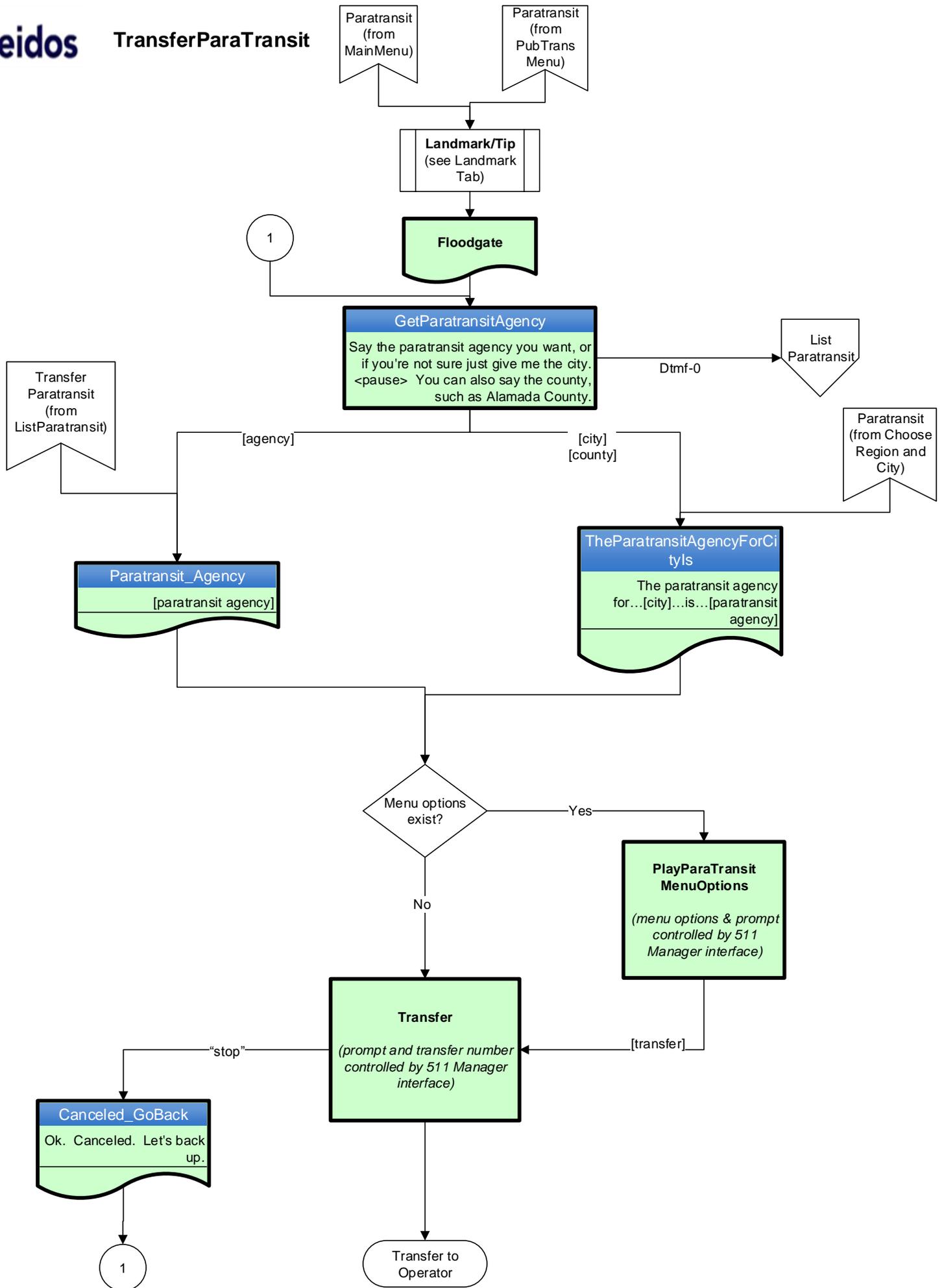
**ChooseCity\_tt\_NorthBay6**  
...for.....San Quentin...fifty six.....for.....San Rafael...fifty seven.....for.....Santa Rosa...fifty eight.....for.....Sausalito...fifty nine.....for.....Sebastopol...sixty.....for.....Solano County...sixty one.....for.....Sonoma...sixty two.....for.....Sonoma County...sixty three.....for.....St. Helena...sixty four...

**ChooseCity\_tt\_NorthBay7**  
...for.....Stinson Beach...sixty five.....for.....Suisun City...sixty six.....for.....Temelec...sixty seven.....for.....Tiburon...sixty eight.....for.....Vacaville...sixty nine.....for.....Vallejo...seventy.....for.....Villa Grande...seventy one.....for.....Windsor...Seventy-two.....for.....Woodacre...Seventy-three...

**ChooseCity\_tt\_NorthBay8**  
...and finally, for.....Yountville...Seventy-four... To hear that list again, press pound.







ListParatransit  
(from Transfer  
ParaTransit)

ListAll\_Paratransit\_tt  
To get a list of all paratransit agencies, press 1. To get a list of cities, press 2.

Dtmf-1

Dtmf-2

HoldOn  
Hold on while I get that information.

Choose  
Region and  
City

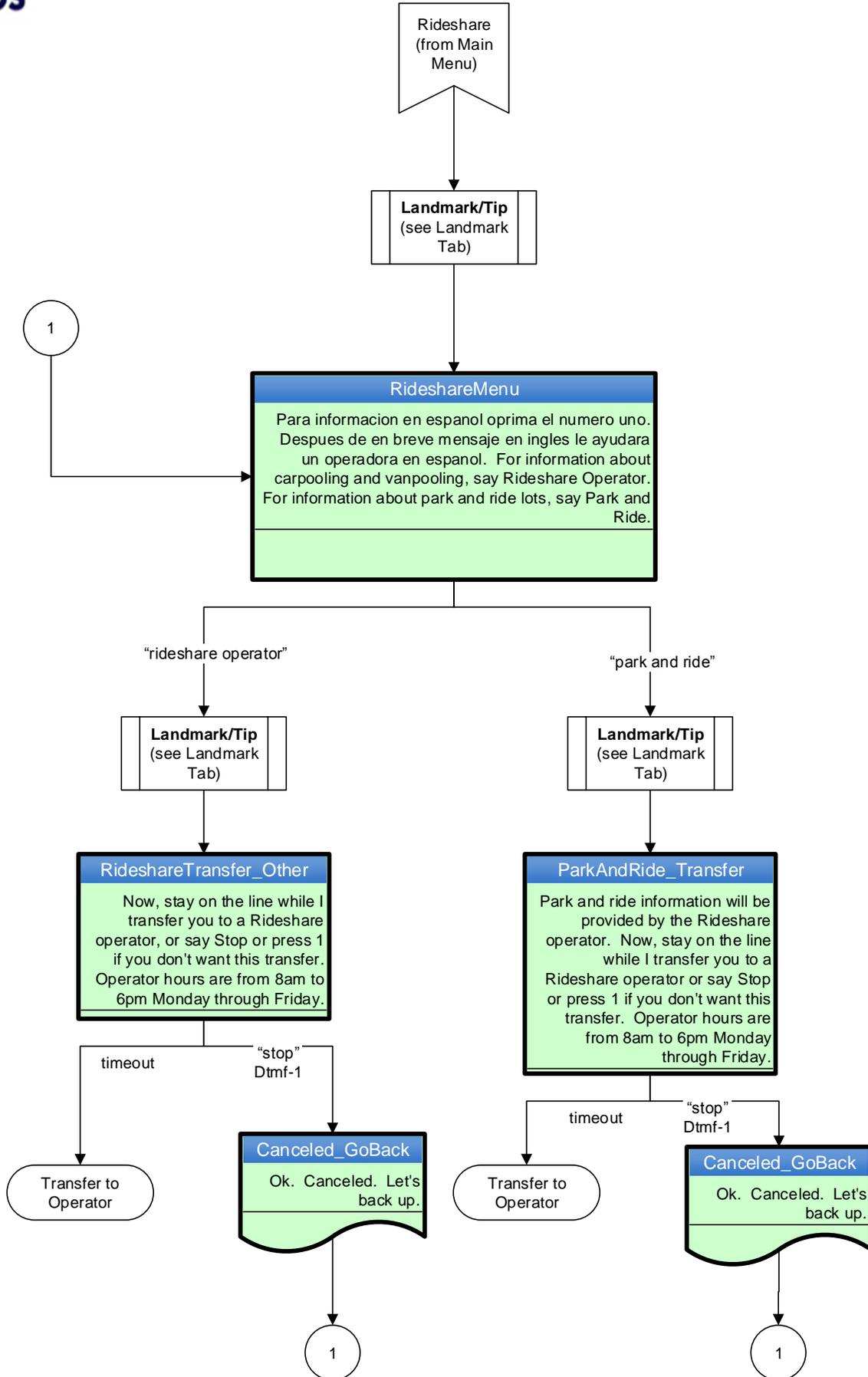
Paratransit\_List\_tt\_part1  
...for..... Eastbay Paratransit....press 10...for..... Outreach for Santa Clara County....press 11...for..... Whistle Stop Wheels for Marin County....press 12...for..... Redi-Wheels for San Mateo County....press 13...for..... County Connection Link for Central Contra Costa County....press 14...for..... Volunteer Wheels for Sonoma County....press 15...for..... San Francisco Paratransit....press 16...for..... Benicia Breeze Paratransit....press 17...for..... WestCat for Western Contra Costa County....press 18.

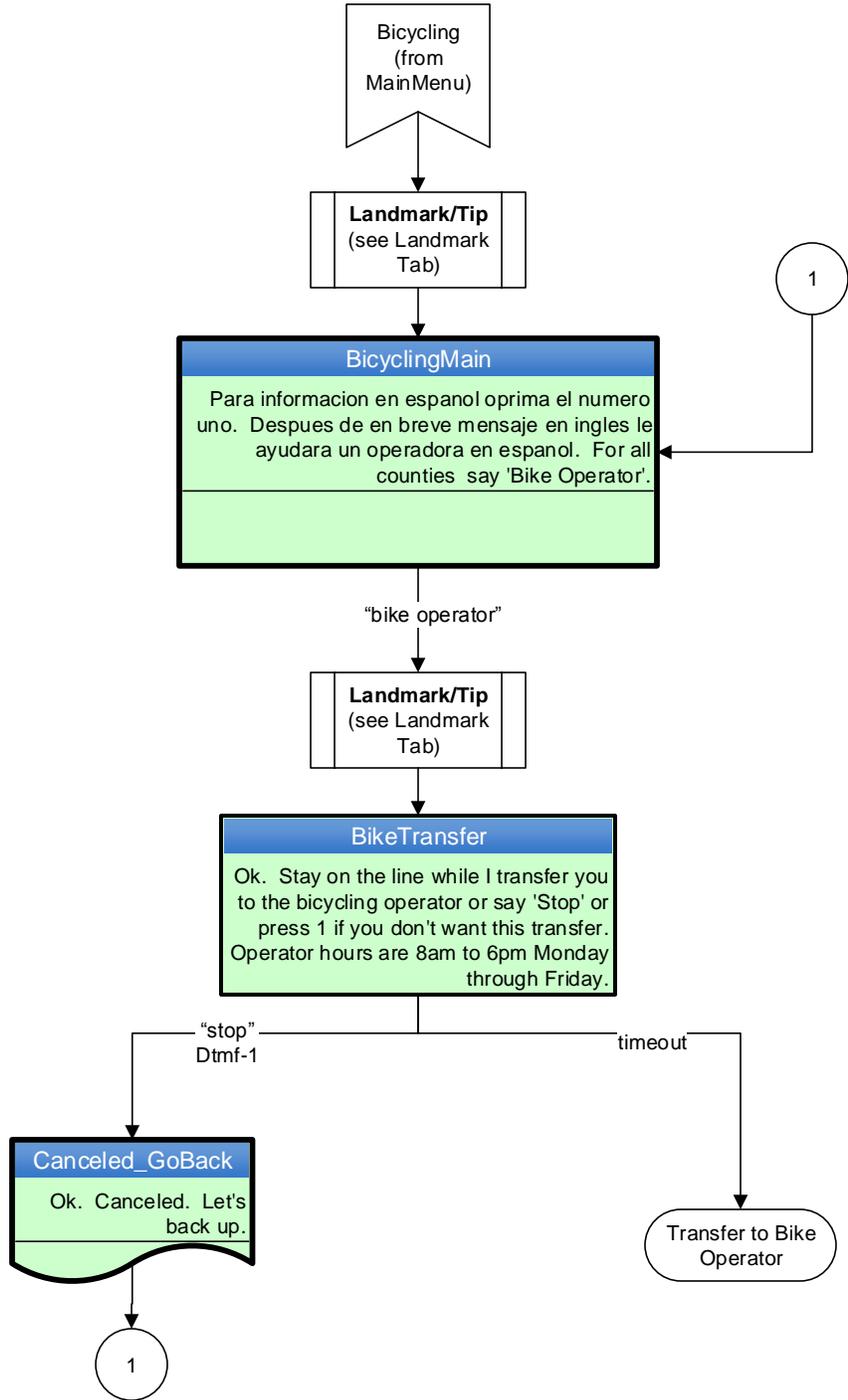
Paratransit\_List\_tt\_part2  
...for..... MV Transportation....press 19...for..... Petaluma People Services....press 20...for..... Dart for Fairfield-Suisun....press 21...for..... RediCoast....press 22...for..... Vine Go for Napa County....press 23...for..... Tri Delta Transit for Eastern Contra Costa County....press 24...for..... Wheels Dial-A-Ride for Livermore Amador Valley....press 25...for..... Union City Paratransit....press 26...for..... Vallejo Runabout....press 27.

Paratransit\_List\_tt\_part3  
...and finally, for.....Special Services for Vacaville....press 28.To hear that list again, press pound.

[agency]

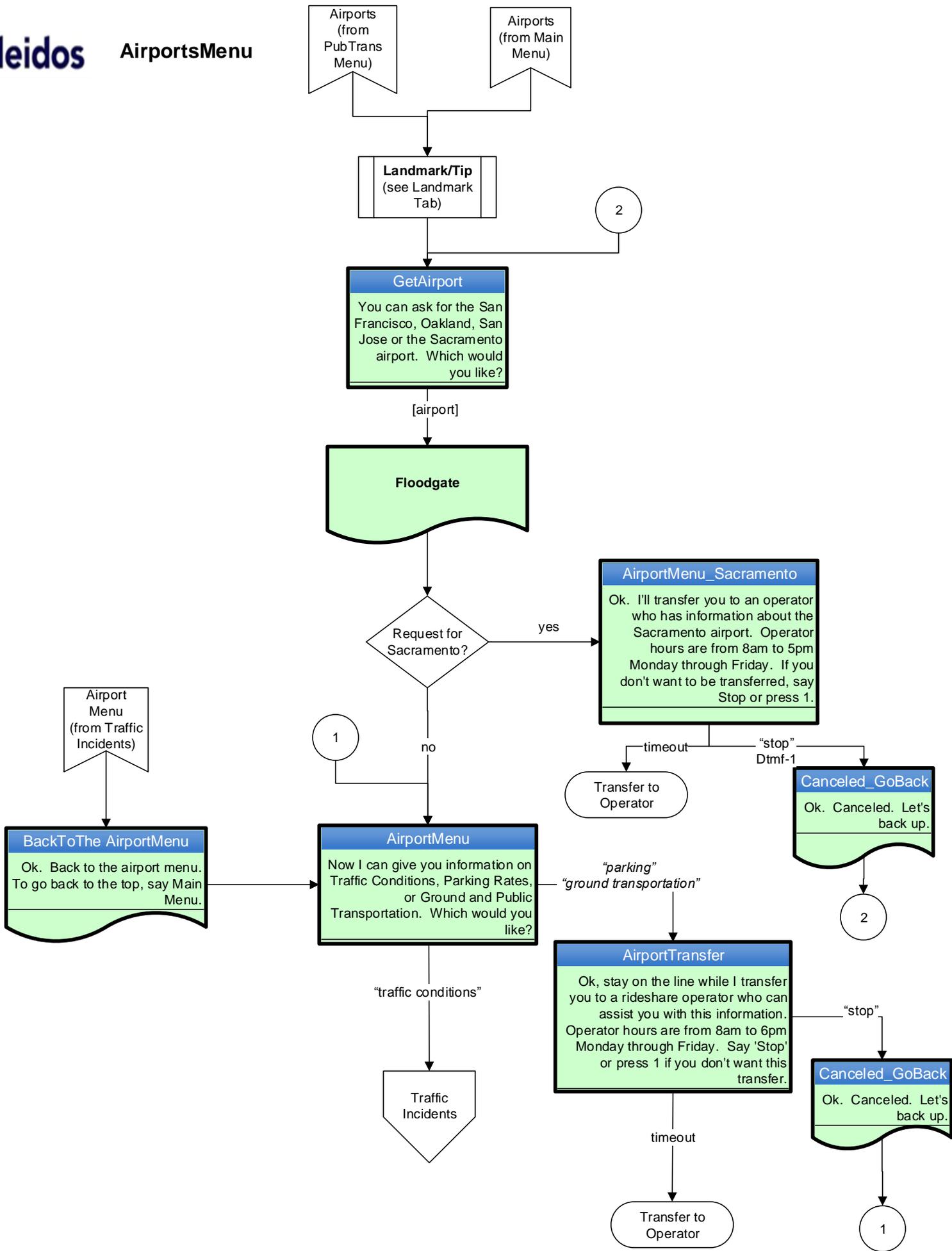
Transfer  
Paratransit

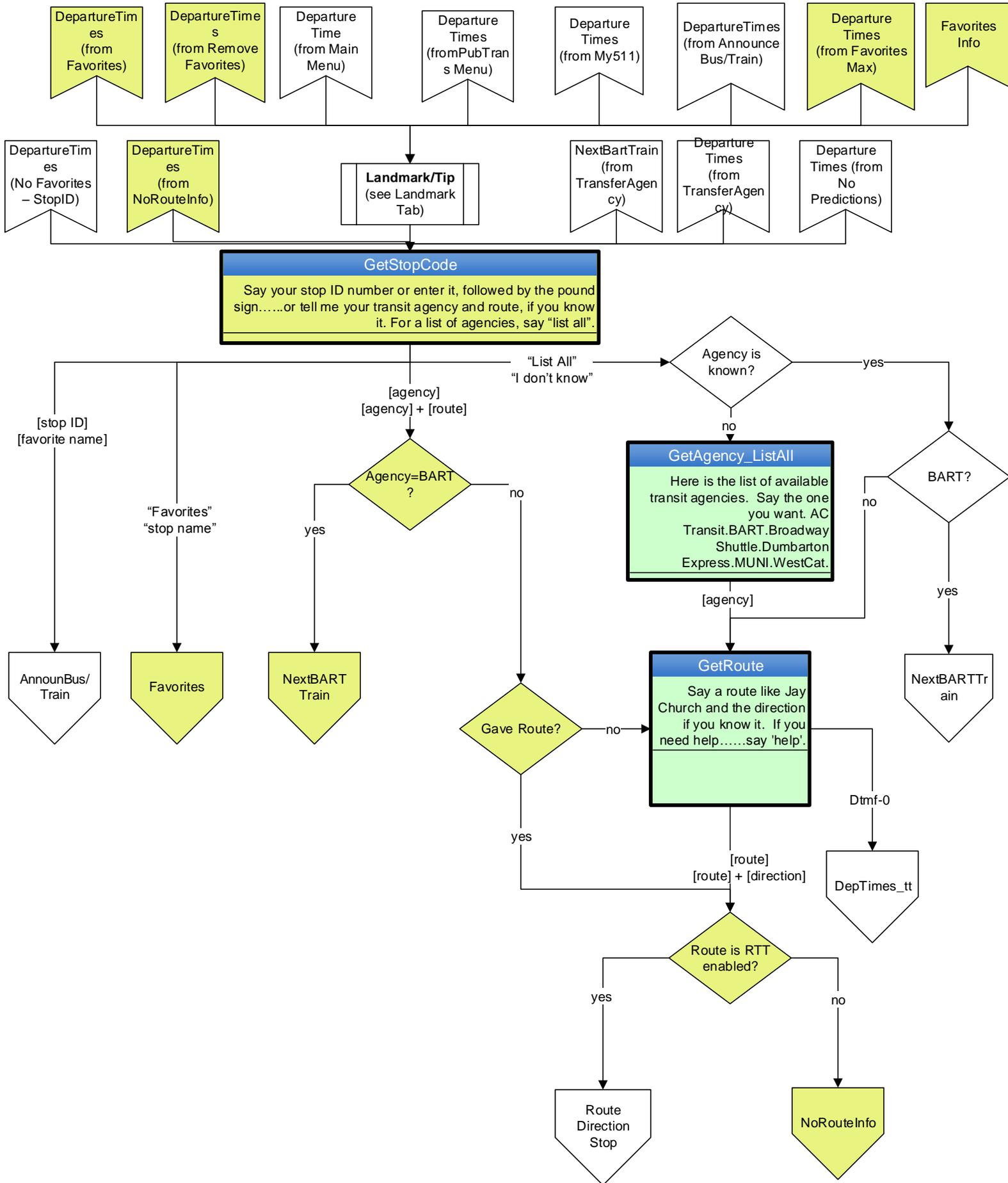






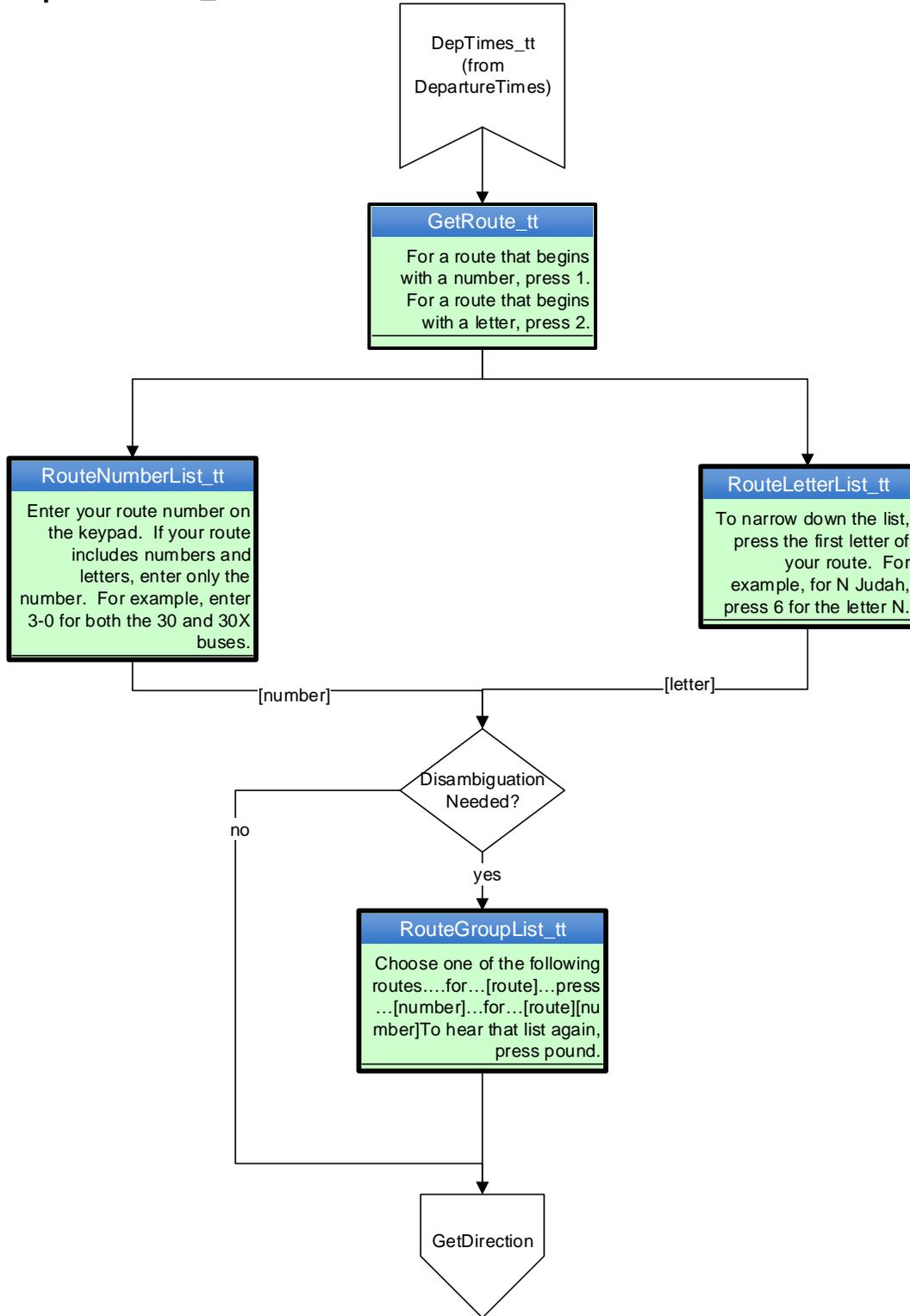
# AirportsMenu



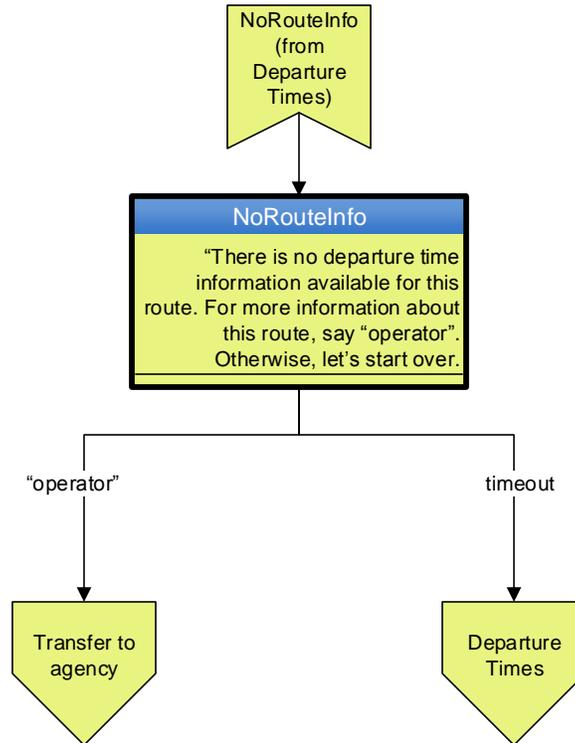


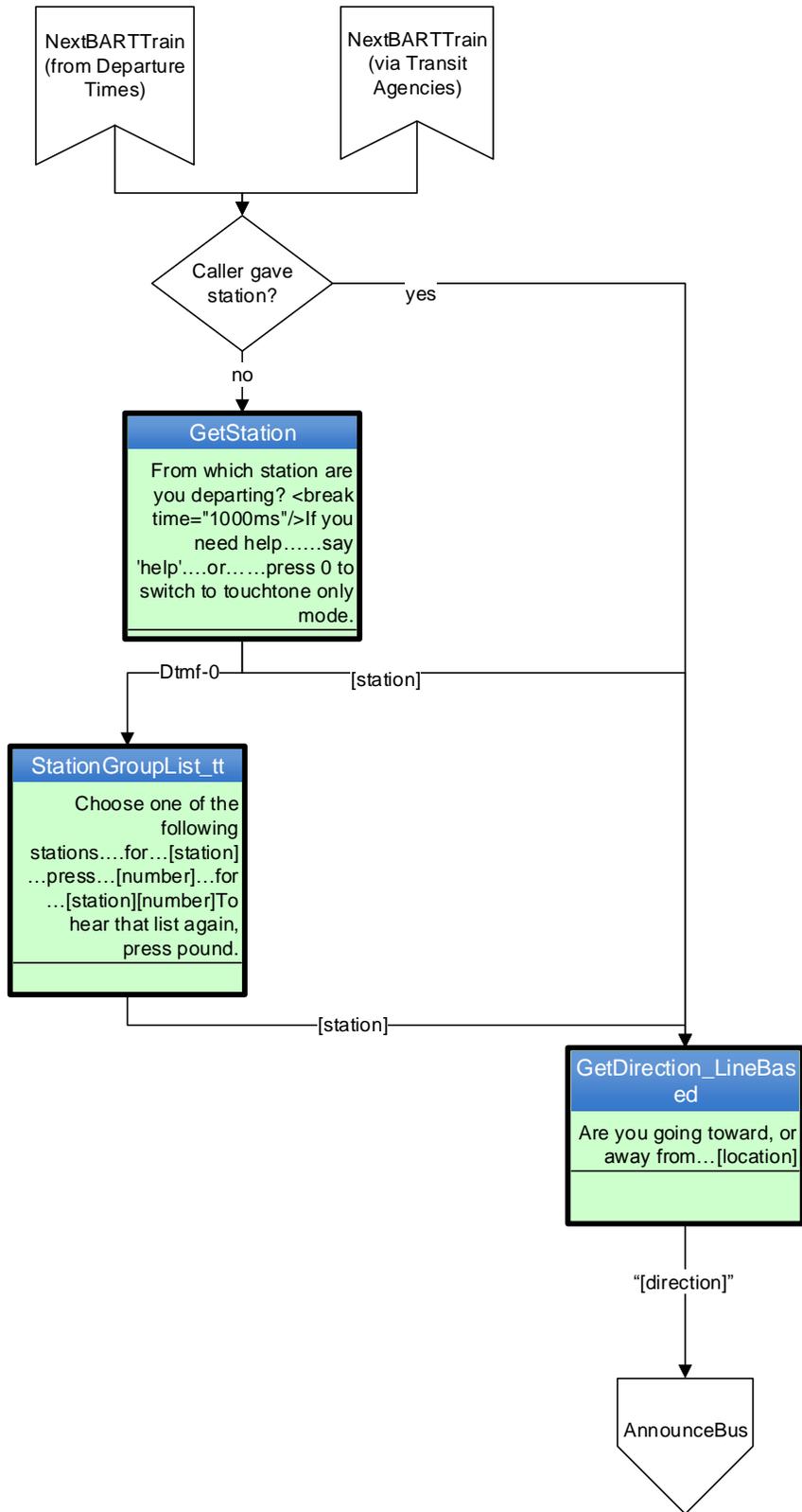




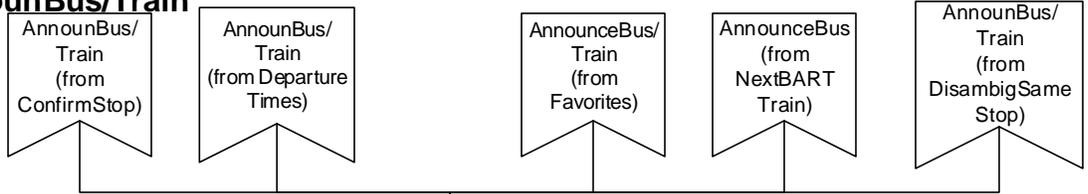


Note: This functionality is dependent on delivery of full configuration data for all non-covered routes.





# AnnounBus/Train



Predictions are available?

If Stop ID was used. All routes serving stop will play. If agency/route was used, only times for that route will play.

1

**AnnounceBus**  
The next departures are...[route][direction]...in.....twenty five minutes....thirty two minutes.....and.....forty five minutes.

**NoPredictions**  
There are no current predictions for this stop. Either the vehicle prediction device is not working or there are no predictions within the next 90 minutes.Let's go back.

**AllPredictions**  
All predictions are for...[stop or station]...and were updated at...[time]

Departure Times

Trip already in Faves?

Stop ID used?

Accessed from Favorites List?

**AdviseIDNumber**  
Please use stop ID...[stop ID]In the future, you can look up all other ID's at transit dot 5 1 1 dot org.

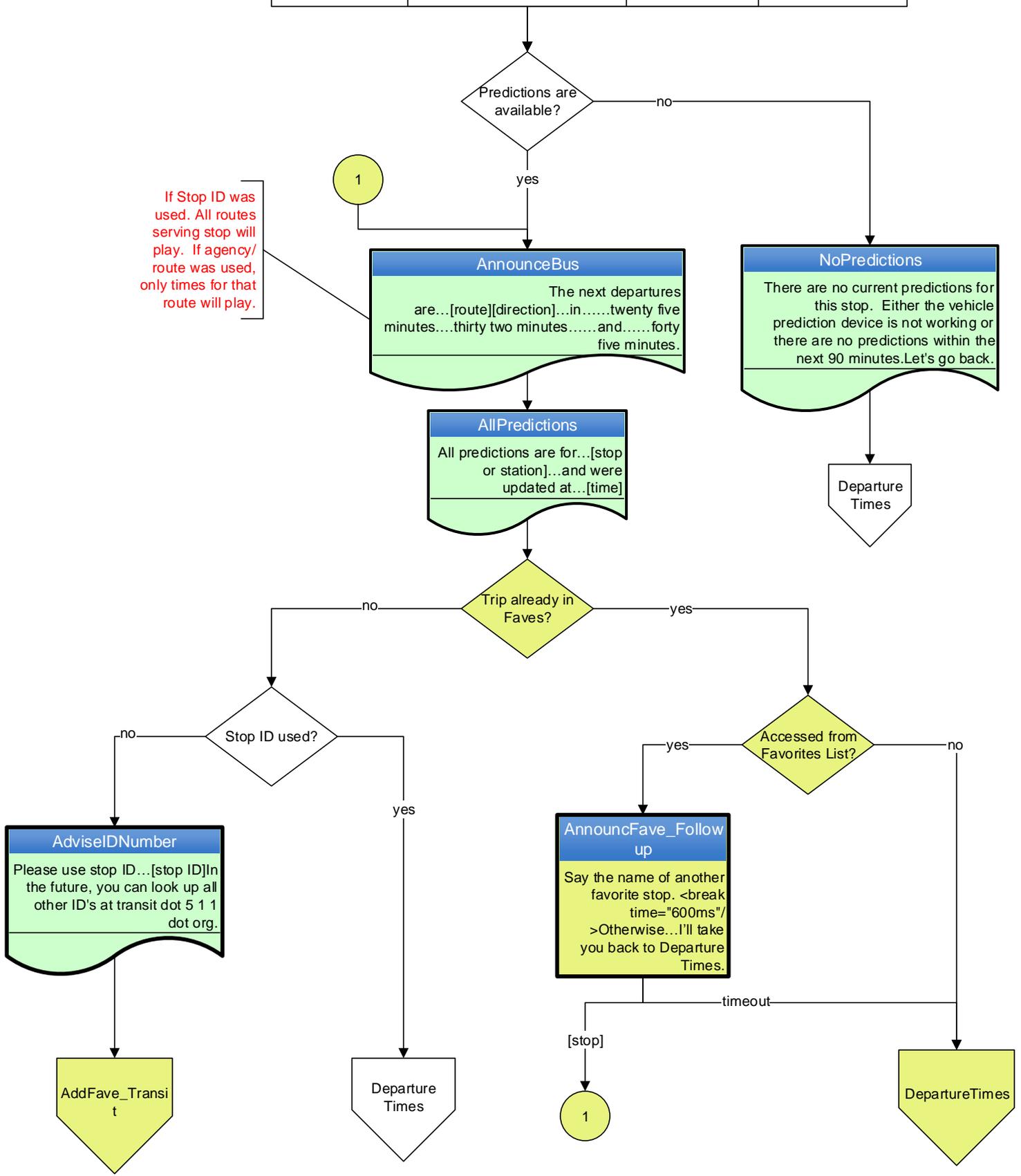
**AnnouncFave\_Follow up**  
Say the name of another favorite stop. <break time="600ms"/>Otherwise...I'll take you back to Departure Times.

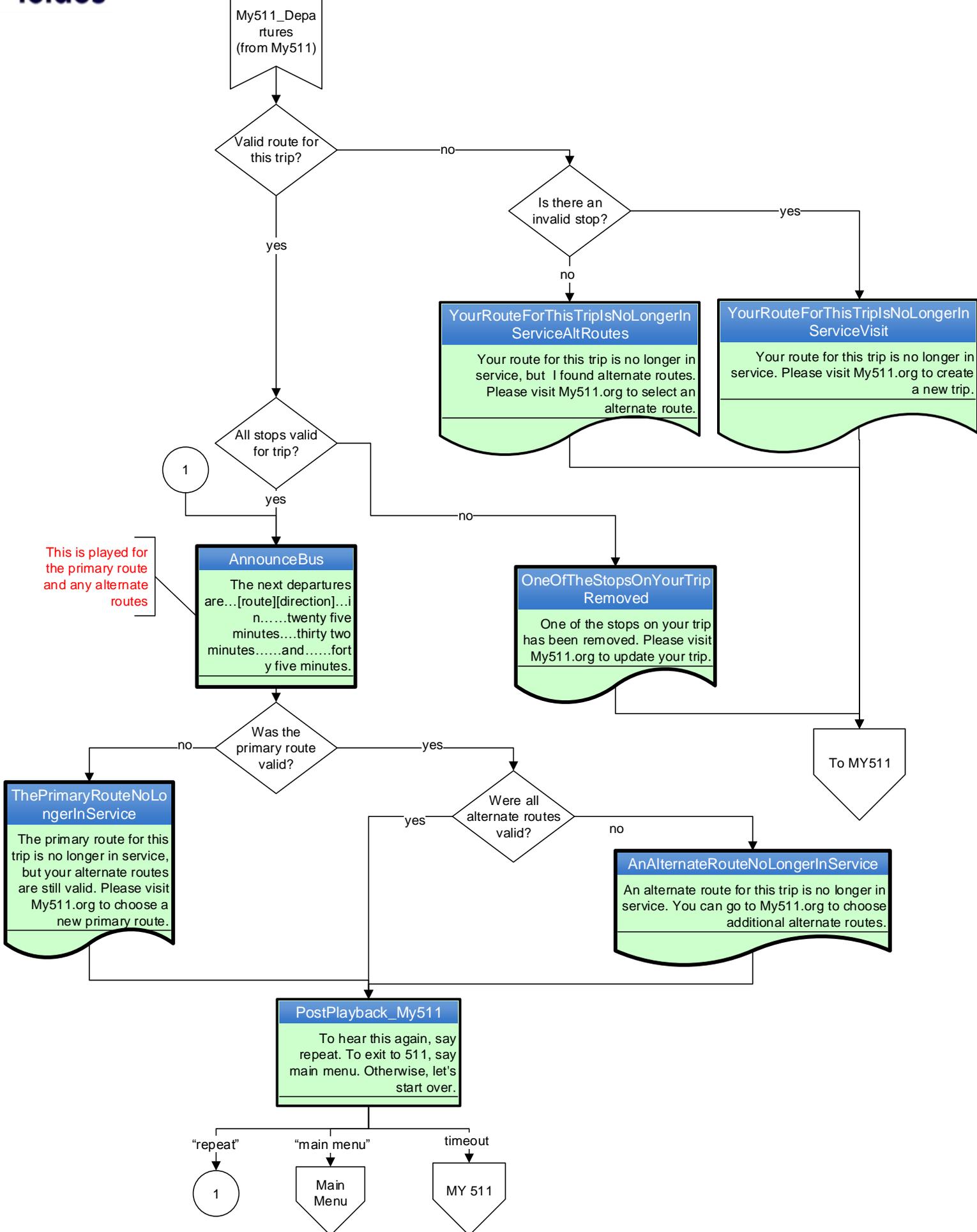
AddFave\_Transit

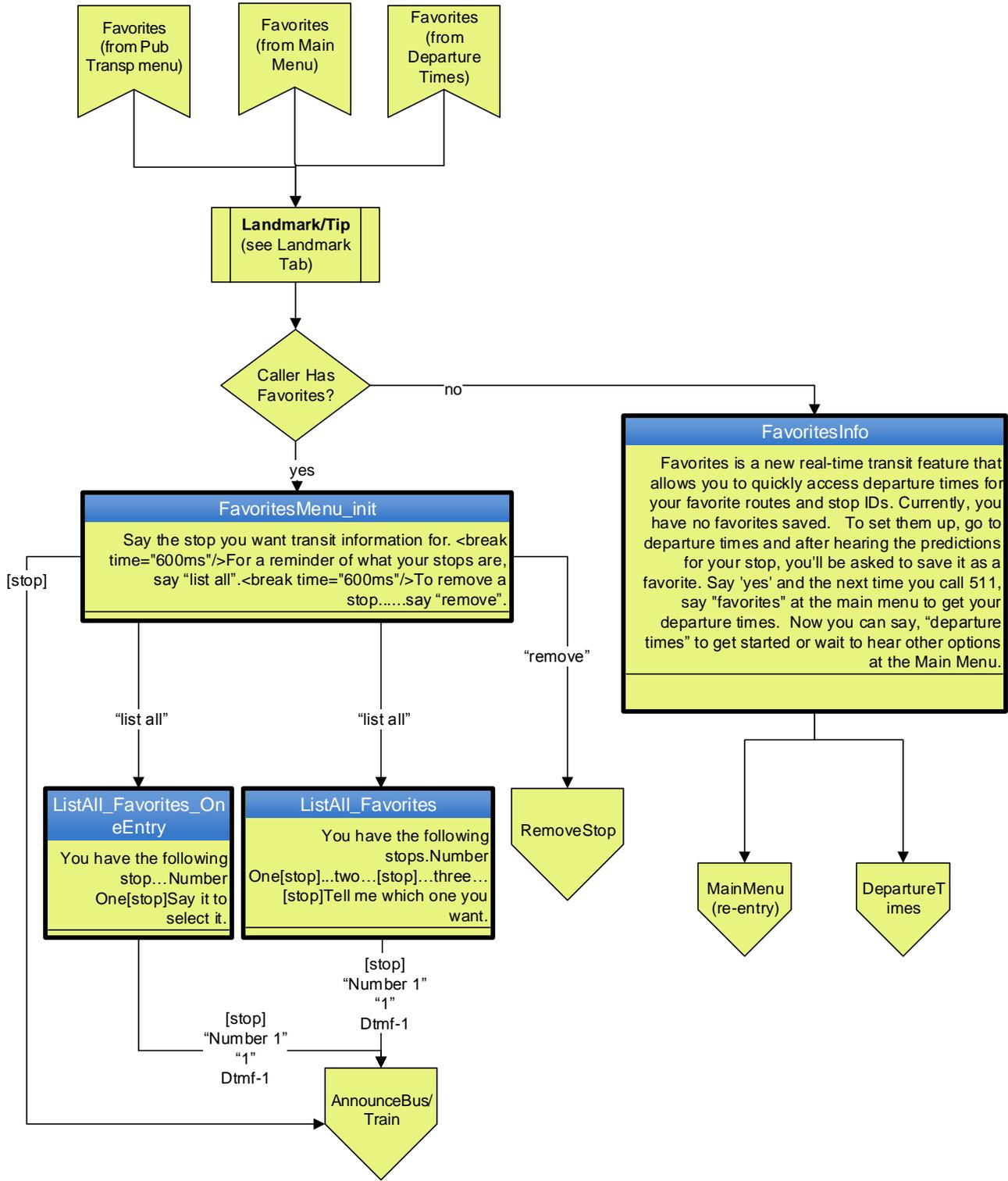
Departure Times

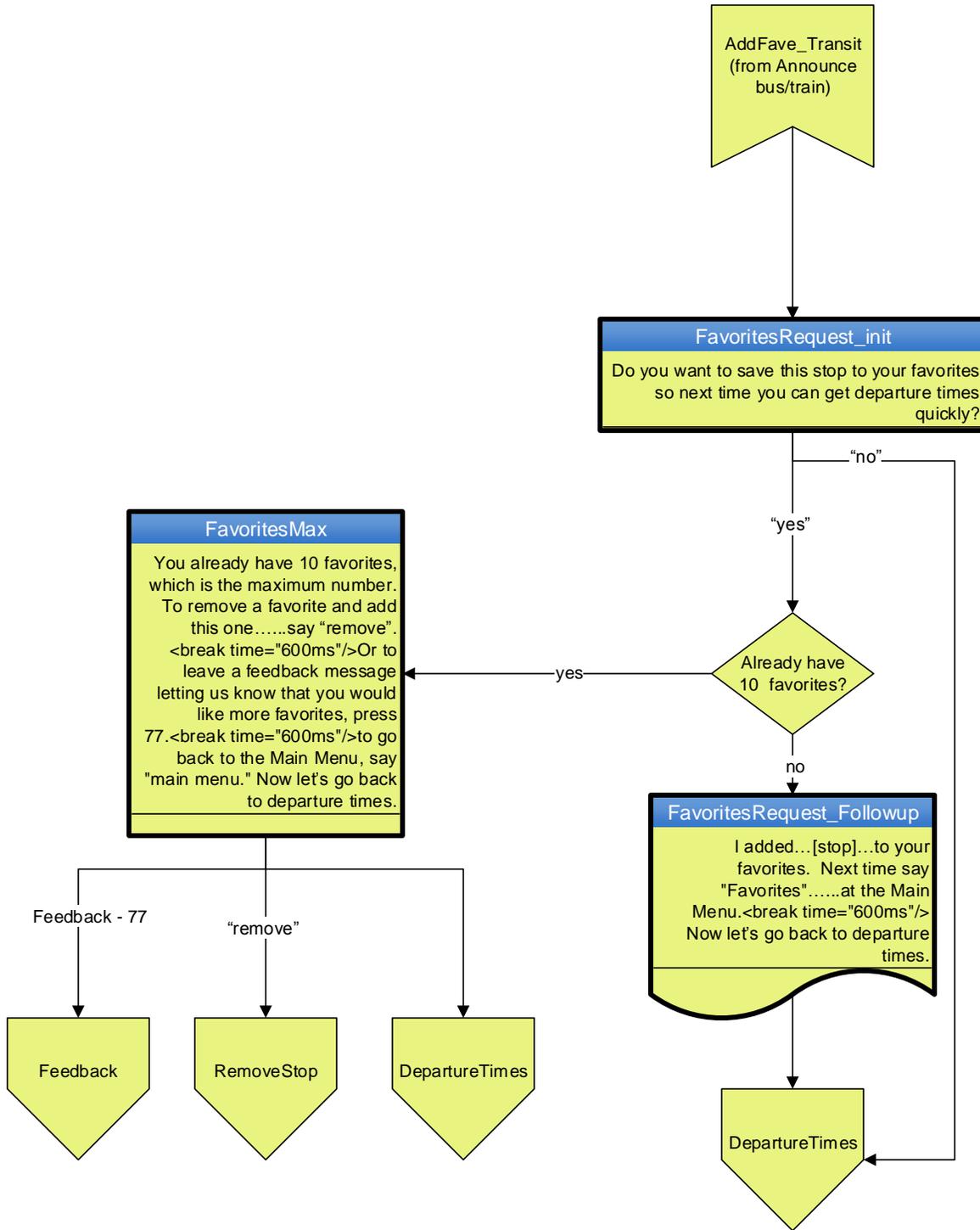
[stop]  
1

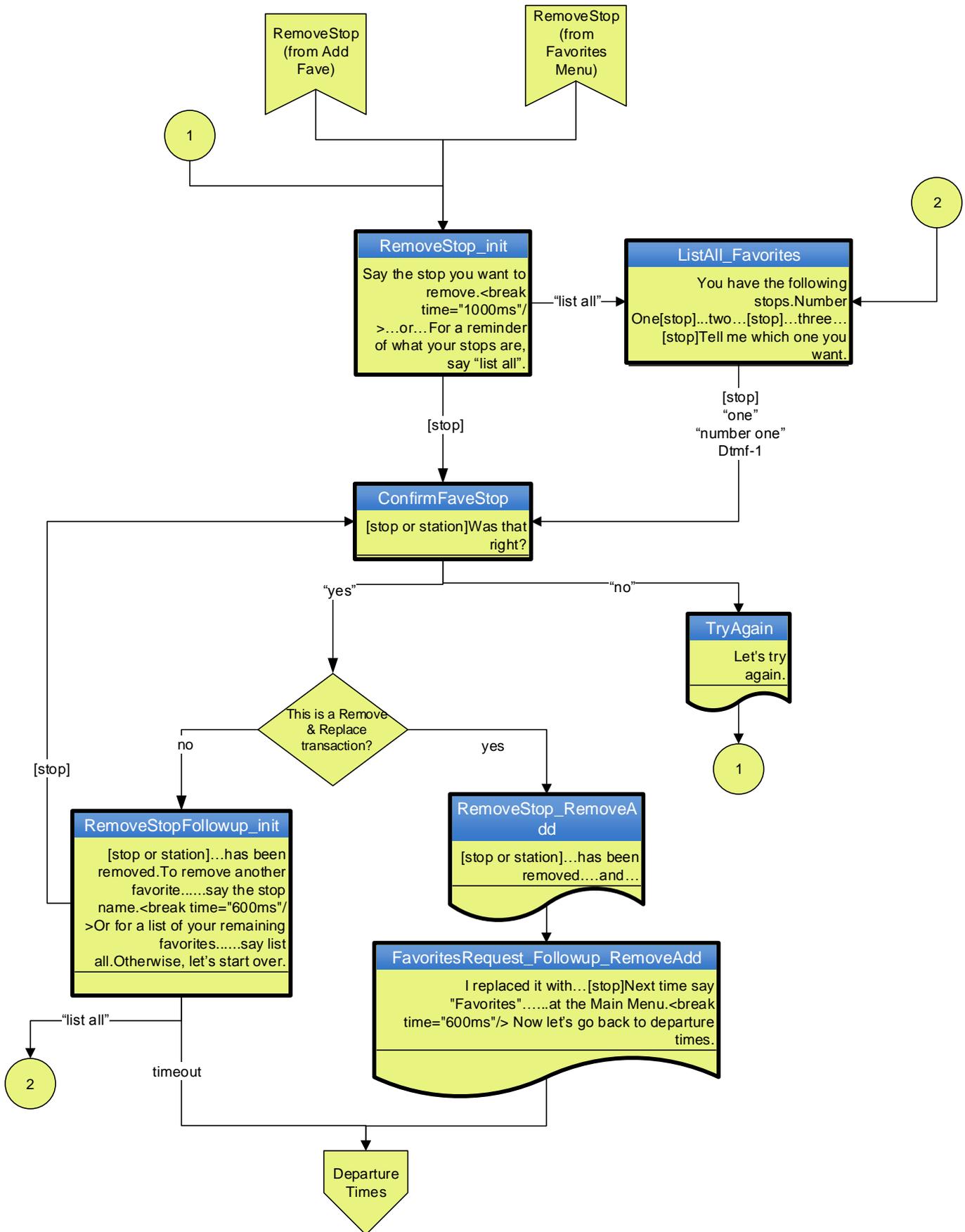
DepartureTimes

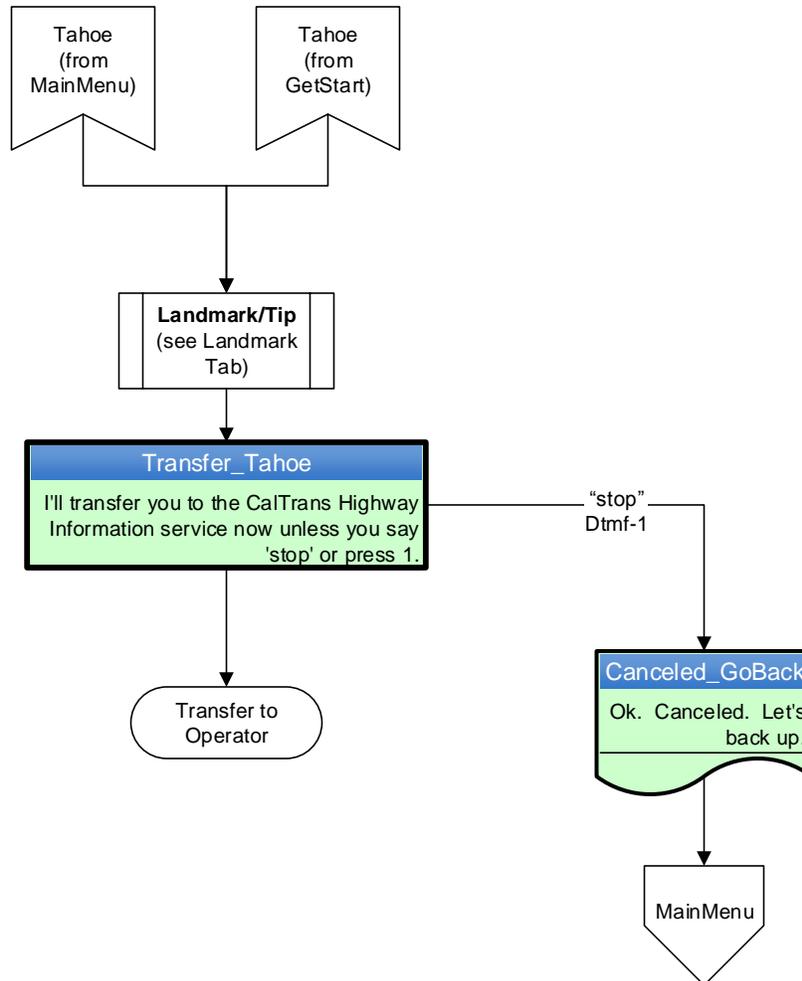


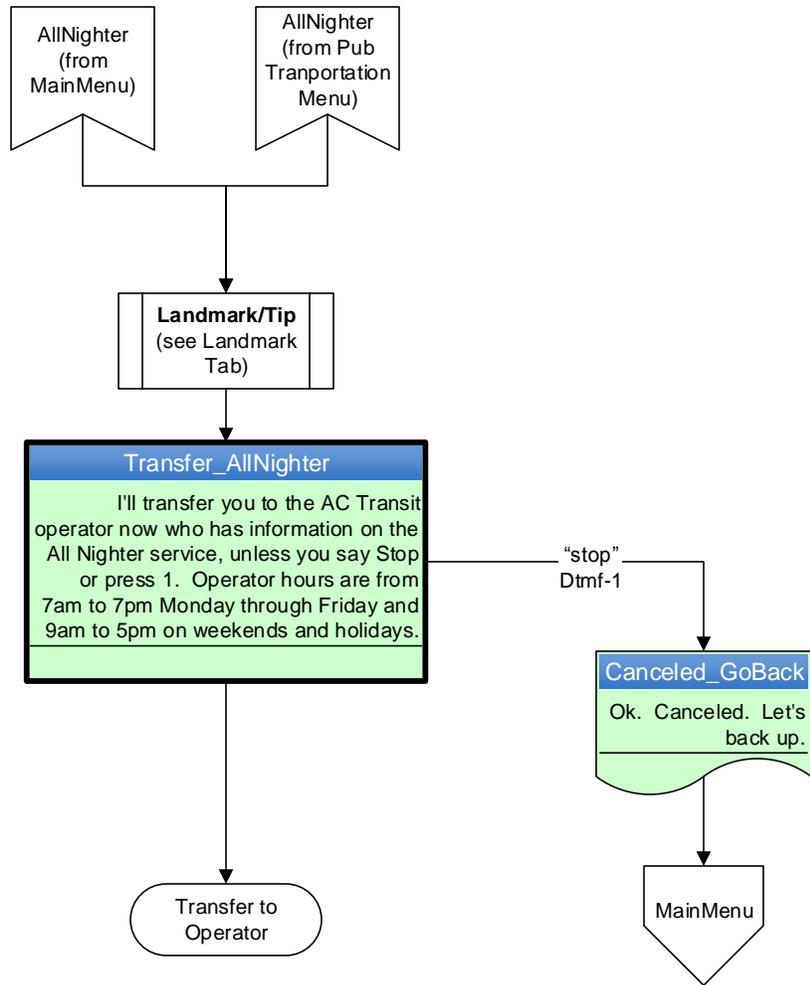


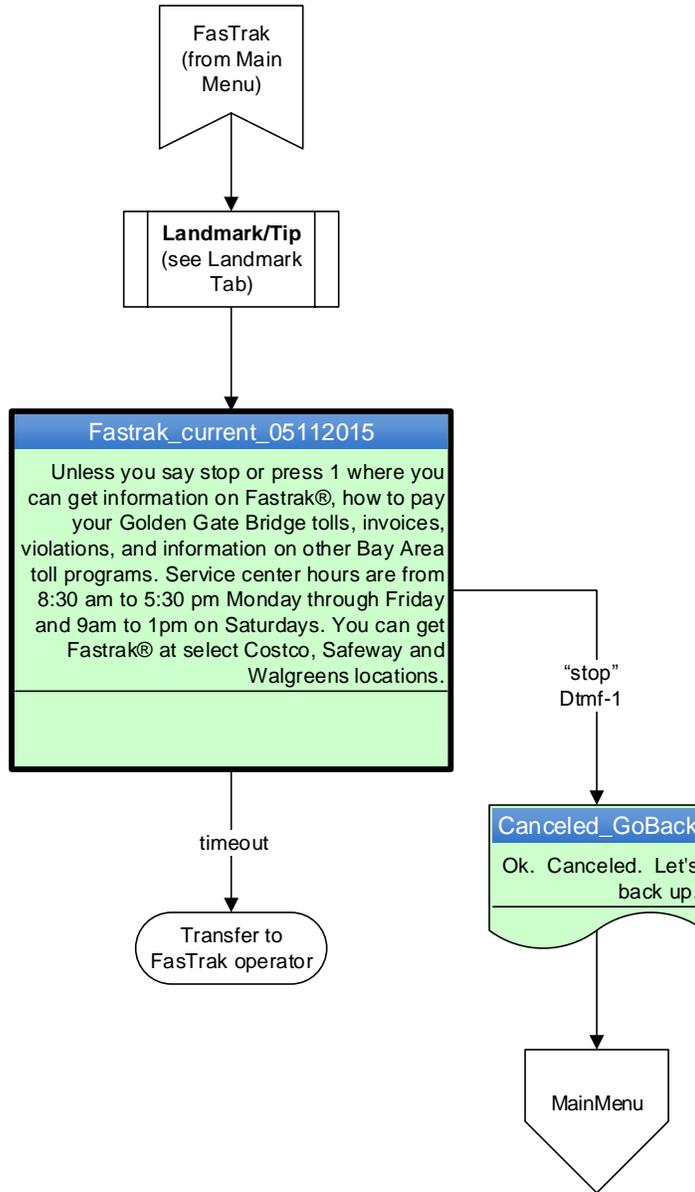


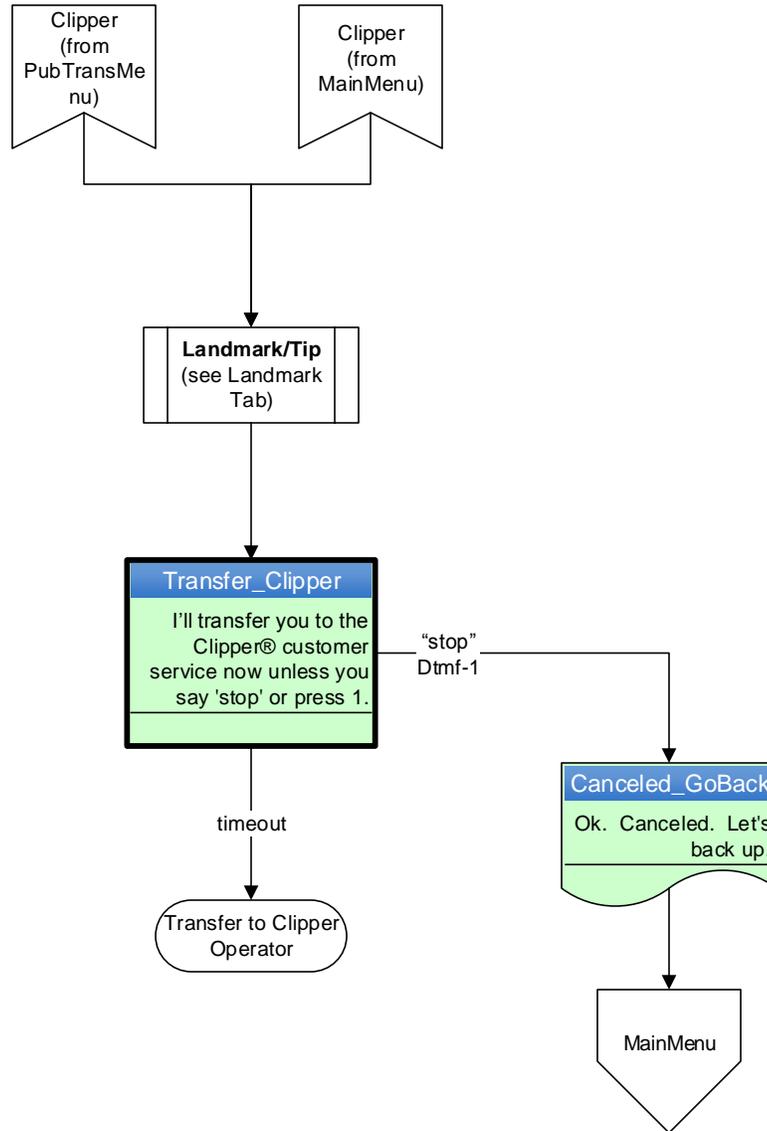


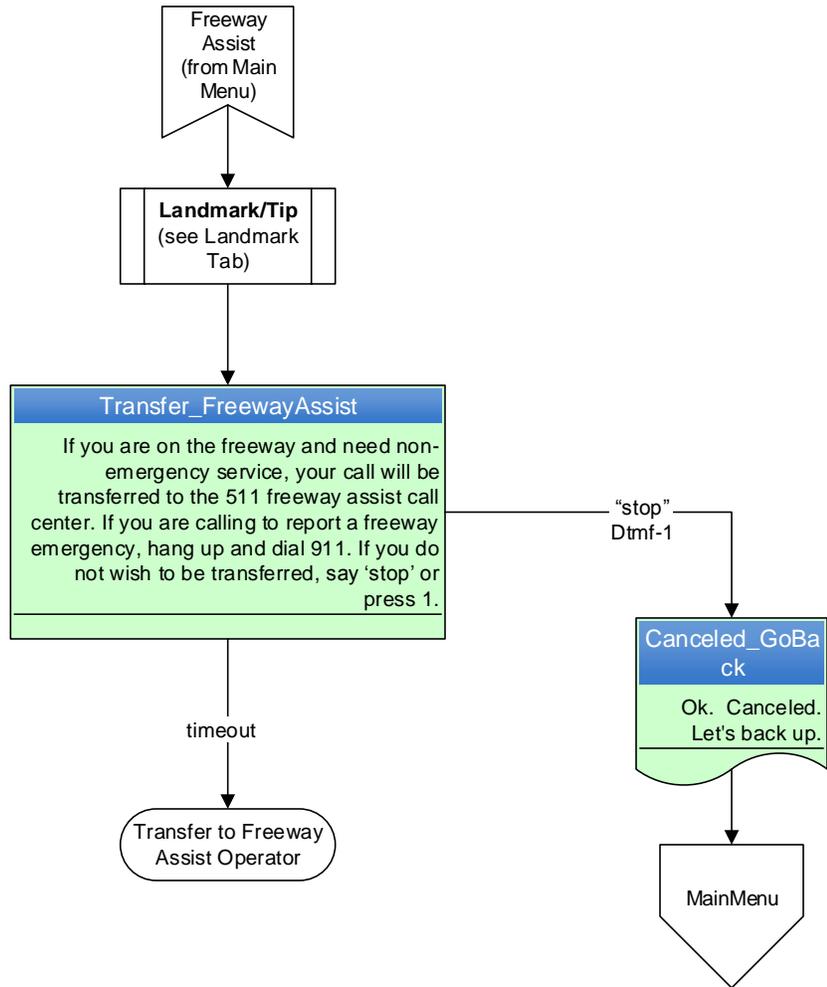


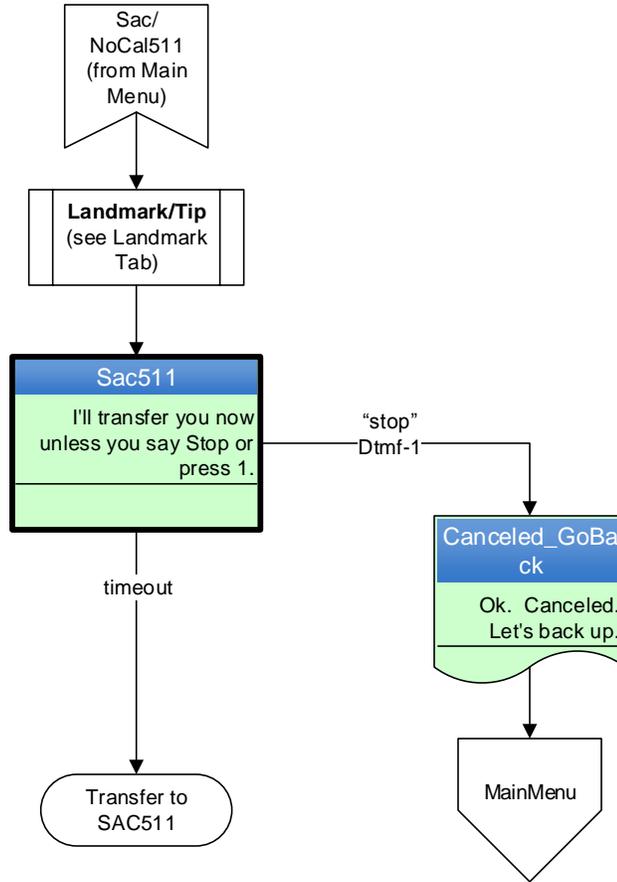


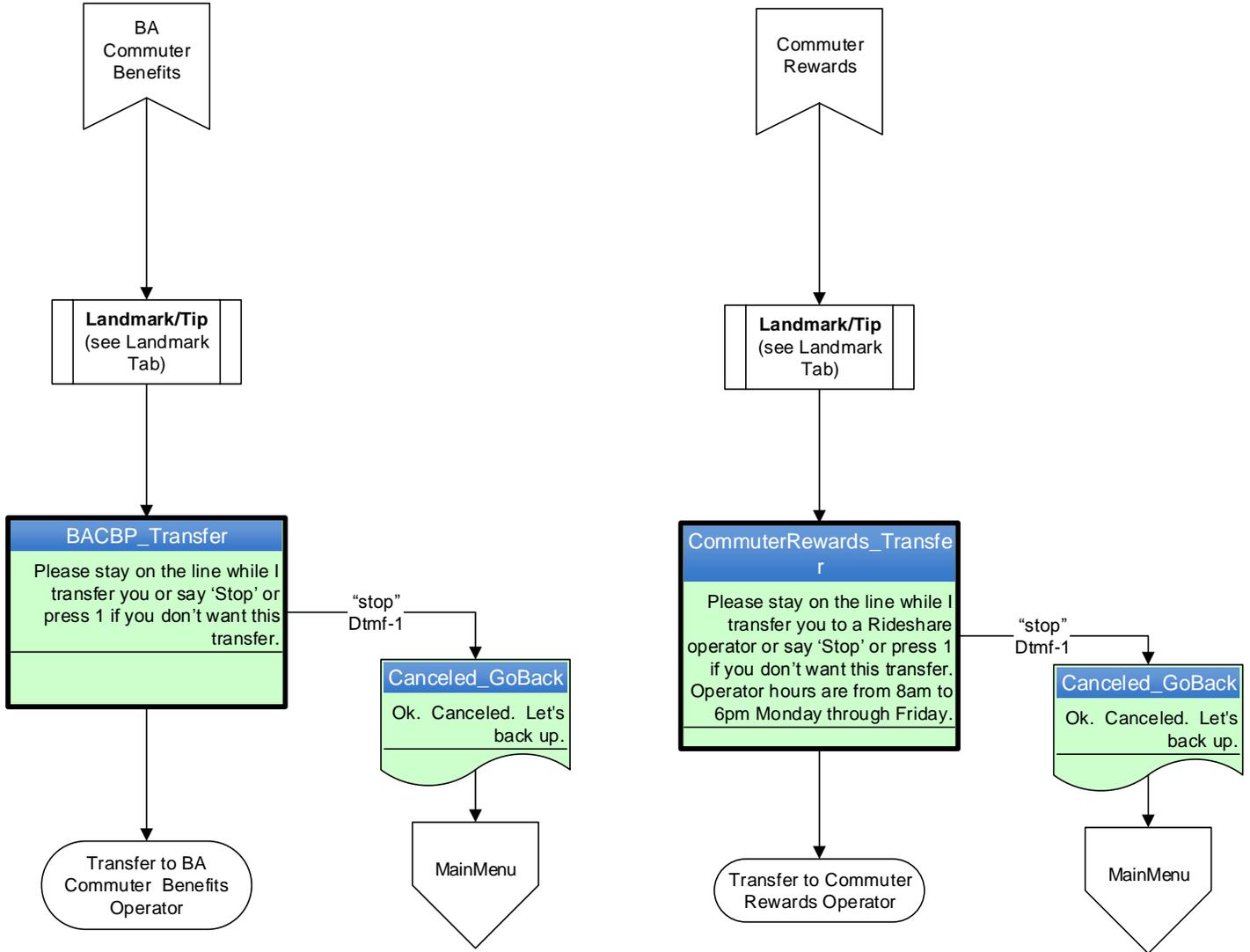


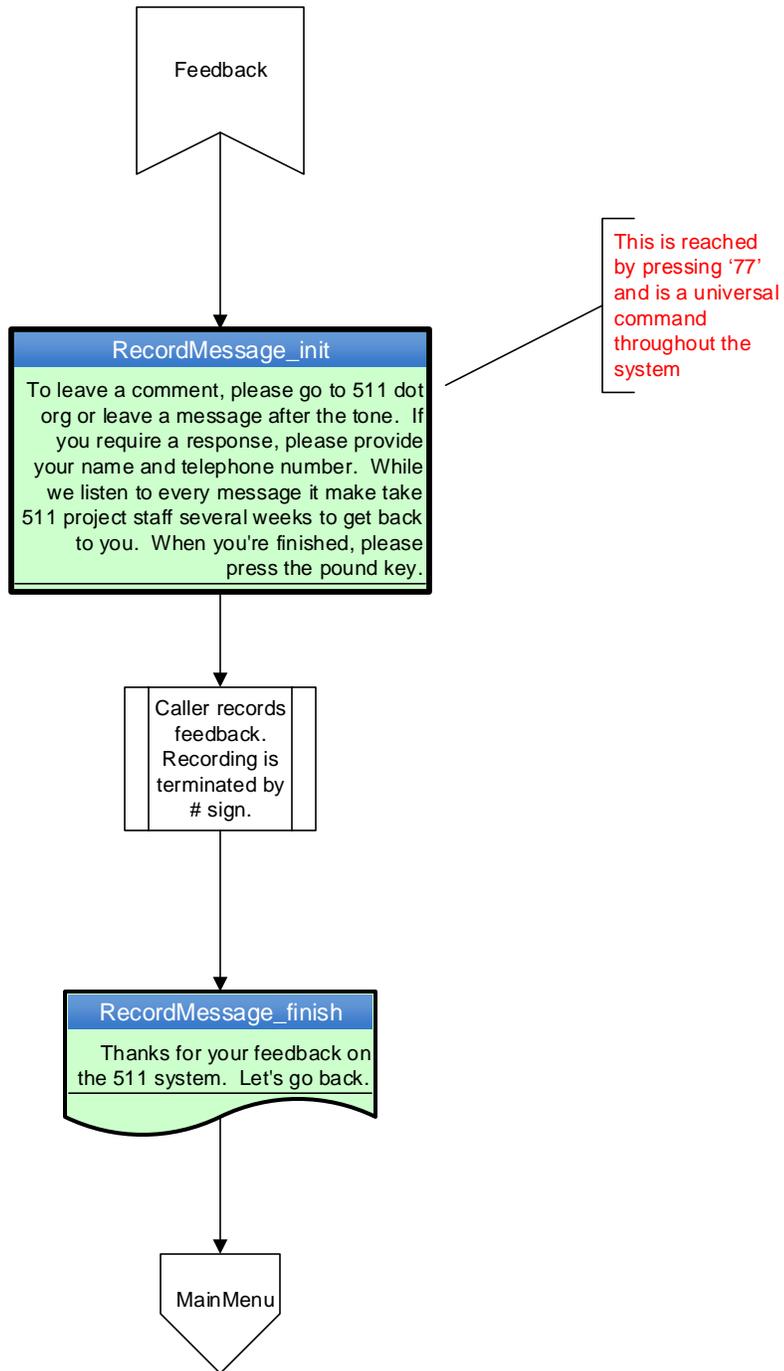




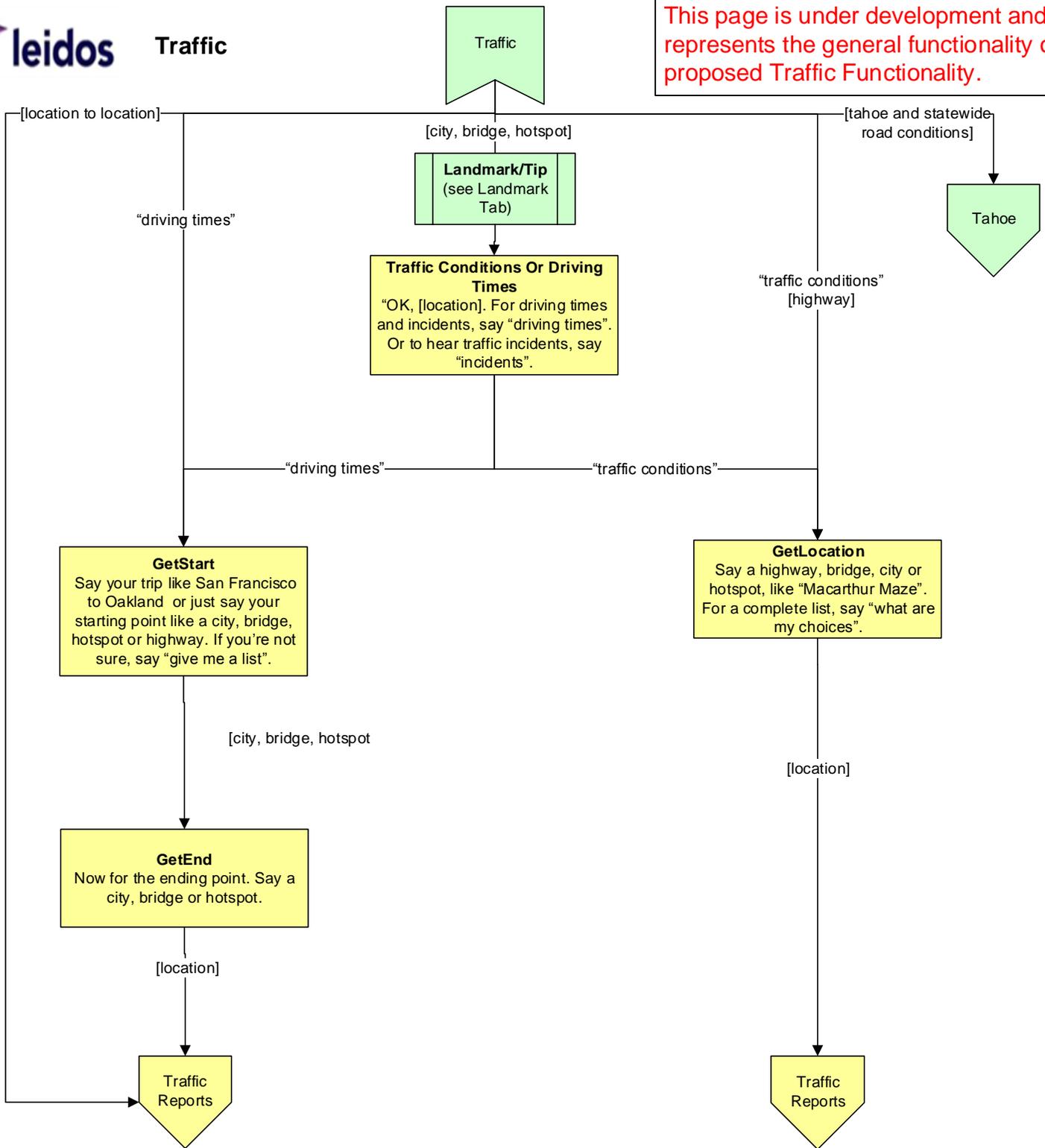


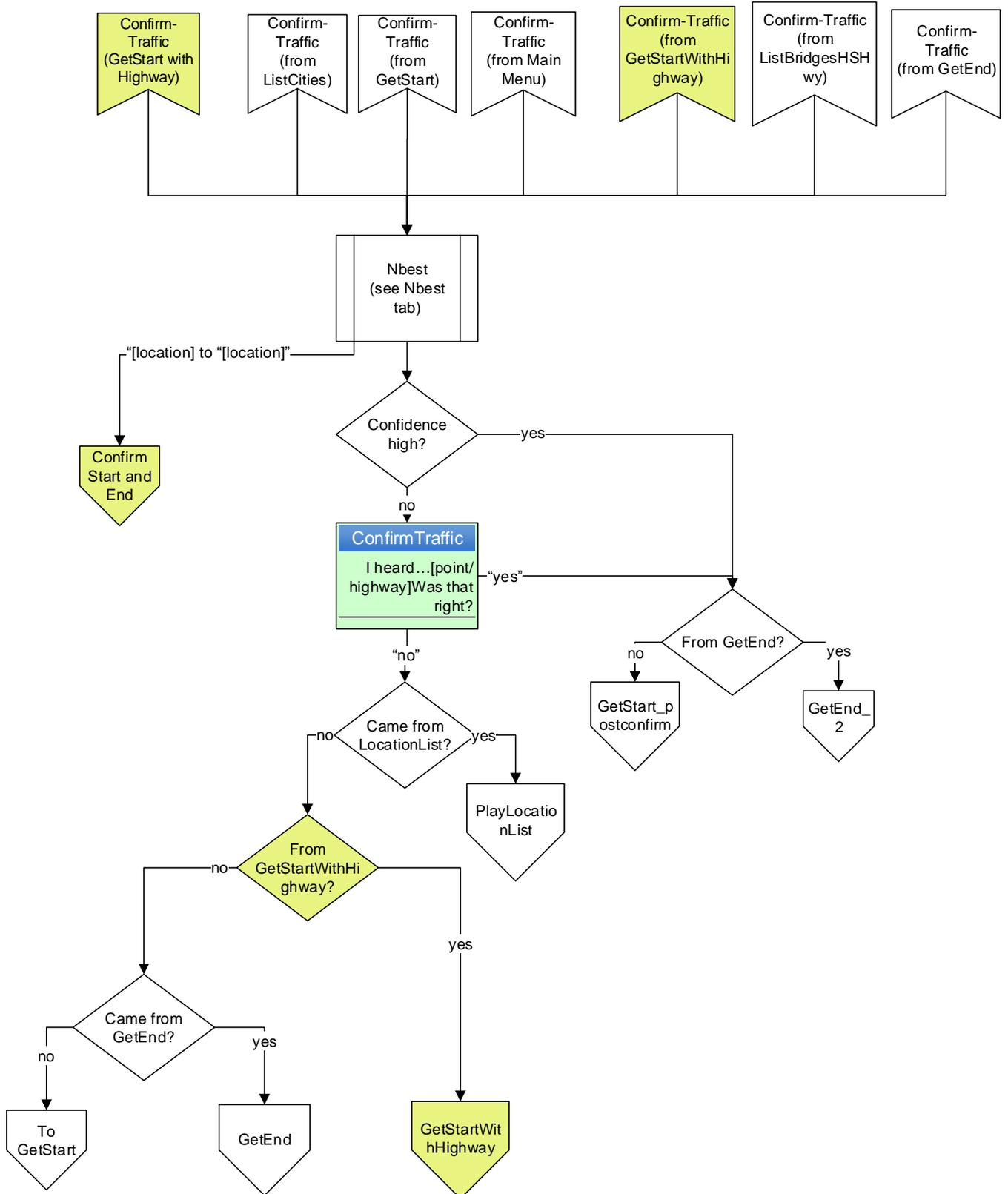


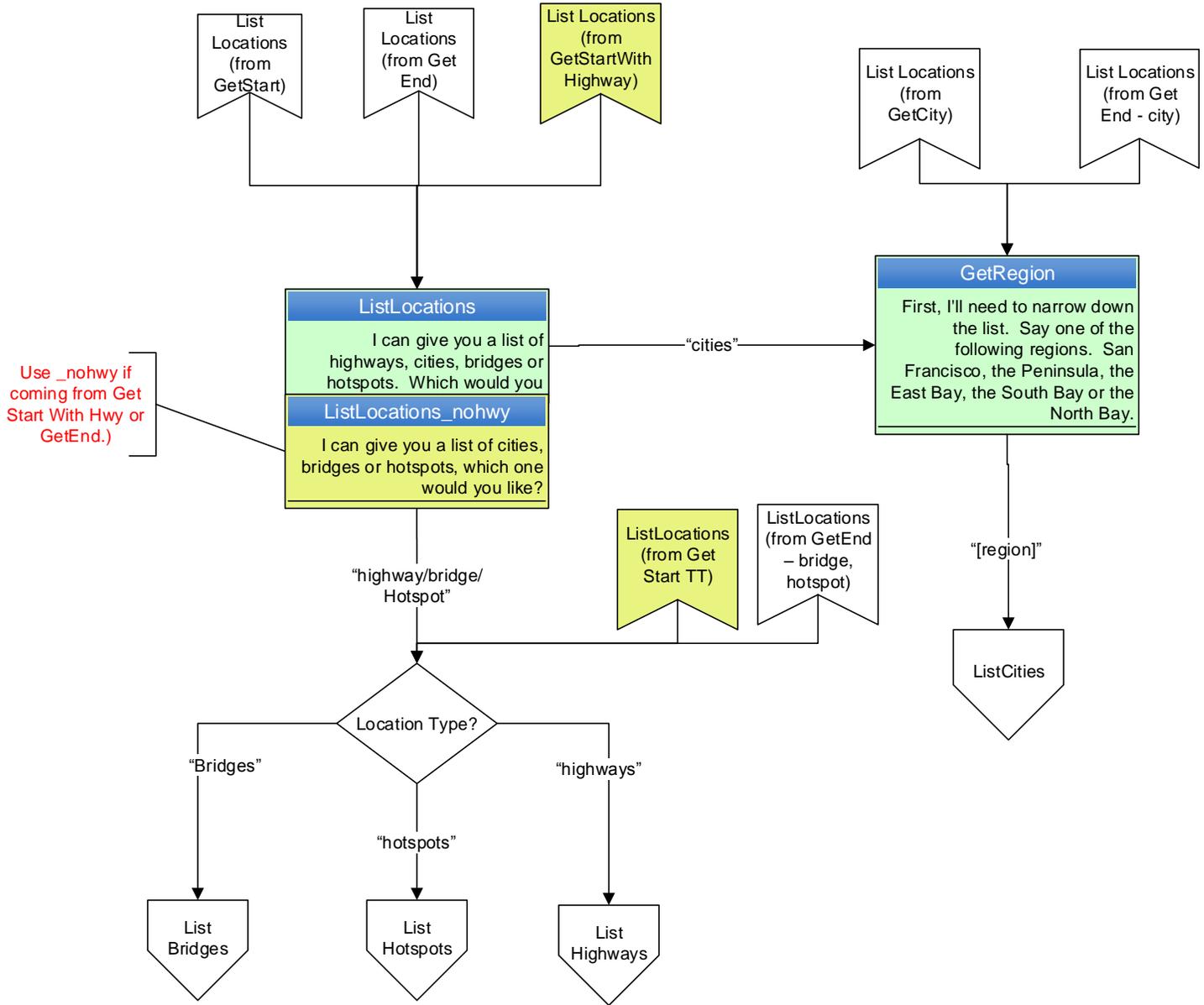




This page is under development and represents the general functionality of the proposed Traffic Functionality.









# ListBridgesHSHwy

List Hotspots  
(from List Locations)

List Bridges  
(from ListLocations)

List Highways  
(from ListLocations)

**PlayLocationList\_hotspots\_intro**  
Here's your list of hotspots. You can interrupt me at any time by saying the one you want or say 'Stop'.

**PlayLocationList\_bridges\_intro**  
Here's your list of bridges. You can interrupt me at any time by saying the one you want or say 'Stop'.

**PlayLocationList\_hwys\_intro**  
Here's your list of highways. You can interrupt me at any time by saying the one you want or say 'Stop'.

**PlayLocationList\_hotspots1**  
...Alamany Boulevard overpass...Altamont Pass...the Altamont Speedway...Anheiser Busch brewery...AT&T Park...San Francisco Anchorage...Bay Bridge toll plaza...Berkeley Curve...Buchanan Field...Butler Bridge...Calpark Hill...Caldecott Tunnel...Candlestick Park...Castro Valley Y...Central Freeway...Childrens Hospital...Concord Naval Weapon Station...Cordelia Junction...Cotati Grade...the Cow Palace...Devils Slide...the Dublin Grade...Dublin Interchange...Foothill College...Golden Gate Fields...Golden Gate Park...Great America Park...Hospital Curve.

**PlayLocationList\_hotspots2**  
...HP Pavillion...the 205 and 5 interchange...the 580, 205 interchange...Infineon Raceway...Lombard Street...MacArthur Maze...Mare Island...Marin Civic Center...Marine World...Moffet Field...Montclair...Muir Woods...New Park Mall...Novato Dumps...Nummi Plant...Nut Tree...Oakland Coliseum...Oakland International Airport...Oracle Arena...Port of Oakland...Pruneyard Towers...Puerto Suelo Hill...Richardson Bay Bridge...San Francisco International Airport...San Jose International Airport...Santana Row...Sonoma County Fairgrounds...Stinson Beach.

**PlayLocationList\_hotspots3**  
...Sunol Grade...The Brick Wall...the Cat's Restaurant...the Summit...Treasure Island...Valley Fair...Waldo Grade...and...Waldo Tunnel.

**PlayLocationList\_bridges**  
...the Antioch Bridge...the Bay Bridge...the Benecia Bridge...the Carquinez Bridge...the Dumbarton Bridge...the Golden Gate Bridge...the Richmond San Rafael Bridge...and...the San Mateo Bridge.

**PlayLocationList\_hwys1**  
...Highway 1...Highway 4...Highway 9...Almaden Expressway...Highway 12...Highway 13...Highway 17...Capitol Expressway...Highway 24...Highway 29...Central Expressway...Highway 37...Guadalupe Parkway...Lawrence Expressway...Mission Boulevard...Montague Expressway...San Tomas Expressway...Interstate 80...Highway 84...Highway 85...Highway 87...Highway 92...Highway 101...Highway 113...Highway 116...Highway 121...Highway 152...Highway 160.

**PlayLocationList\_hwys2**  
...Interstate 205...Highway 237...Interstate 238...Highway 242...Interstate 280...Interstate 380...Interstate 505...Interstate 580...Interstate 680...Interstate 780...Interstate 880...and...Interstate 980.

**PlayLocationList\_Followup**  
Tell me which one you'd like or say 'repeat' to hear that list again. To get another list, say 'go back'. You can also say "main menu", what would you like?

[bridge]  
[hotspot]  
[hwy]

Confirm-Traffic



ListCities  
(from List Locations)

PlayLocationList\_cities\_intro  
Here's your list of cities. You can interrupt me at any time by saying the one you want or say 'Stop'.

Region?

South Bay

North Bay

East Bay

Peninsula

PlayLocationList\_cities\_SouthBay

...Campbell...Cupertino...Gilroy...Los Altos...Los Altos Hills...Los Gatos...Milpitas...Monte Sereno...Morgan Hill...Mountain View...Palo Alto...San Jose...Santa Clara...Santa Cruz...Saratoga...Scotts Valley...and...Sunnyvale.

PlayLocationList\_cities\_Peninsula

...Atherton...Belmont...Brisbane...Burlingame...Colma...Daly City...East Palo Alto...El Granada...Foster City...Half Moon Bay...Hillsborough...Menlo Park...Millbrae...Montara...Moss Beach...Pacifica...Pescadero...Portola Valley...Redwood City...San Bruno...San Carlos...San Gregario...San Mateo...South San Francisco...and...Woodside.

PlayLocationList\_cities\_EastBay1

...Alameda...Alamo...Albany...Antioch...Bay Point...Berkeley...Bethel Island...Blackhawk...Brentwood...Byron...Castro Valley...Clayton...Concord...Crockett...Danville...Diablo...Discovery Bay...Dublin...El Cerrito...El Sobrante...Emeryville...Fremont...Hayward...Hercules...Kensington...Lafayette...Livermore.

PlayLocationList\_cities\_EastBay2

...Martinez...Moraga...Newark...Oakland...Oakley...Orinda...Pacheco...Piedmont...Pittsburg...Pleasant Hill...Pleasanton...Port Costa...Richmond...Rodeo...San Leandro...San Lorenzo...San Pablo...San Ramon...Sunol...Tracy...Union City...and...Walnut Creek.

PlayLocationList\_cities\_NorthBay1

...American Canyon...Angwin...Belvedere...Benecia...Bodega...Bodega Bay...Bolinas...Calistoga...Cazadero...Cloverdale...Cortemadera...Cotati...Deer Park...Dillon Beach...Dixon...Duncans Mills...Fairfax...Fairfield...Forest Knolls...Forestville...Fort Ross...Fulton...Geyserville...Glenellen...Graton...Greenbrae...Gualala...Guerneville.

PlayLocationList\_cities\_NorthBay2

...Healdsburg...Ignacio...Inverness...Jenner...Kentfield...Kenwood...Lagunitas...Larkspur...Marin City...Marshall...Mill Valley...Monte Rio...Napa...Nicasio...Novato...Occidental...Olema...Penngrrove...Petaluma...Point Reyes Station...Pope Valley...Rio Vista...Rohnert Park...Ross...Rutherford...San Anselmo...San Geronimo...San Quentin.

PlayLocationList\_cities\_NorthBay3

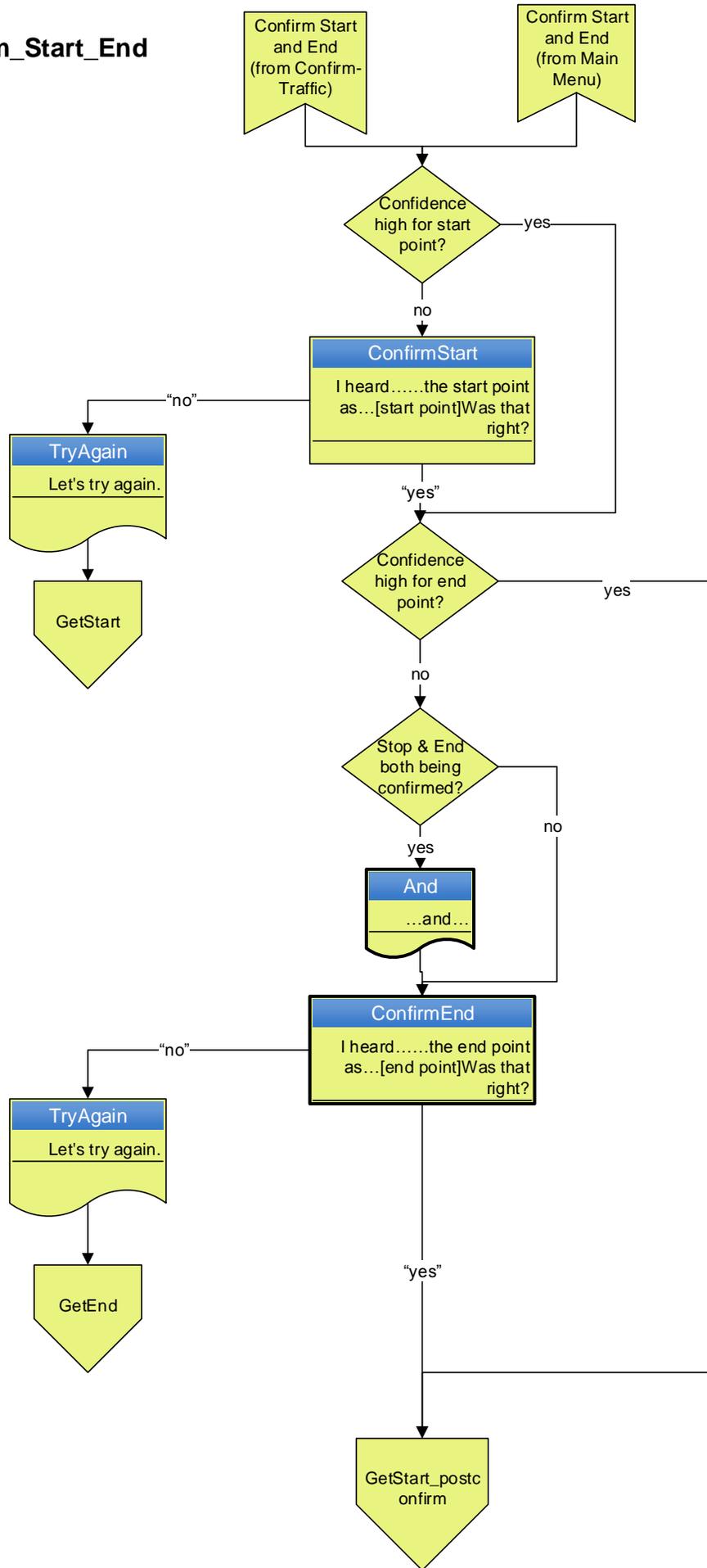
...San Rafael...Santa Rosa...Sausalito...Schellville...Sebastopol...Sonoma...St. Helena...Stinson Beach...Suisun City...Tiburon...Tomales...Vacaville...Vallejo...Valley Ford...Villa Grande...Windsor...Woodacre...and...Yountville.

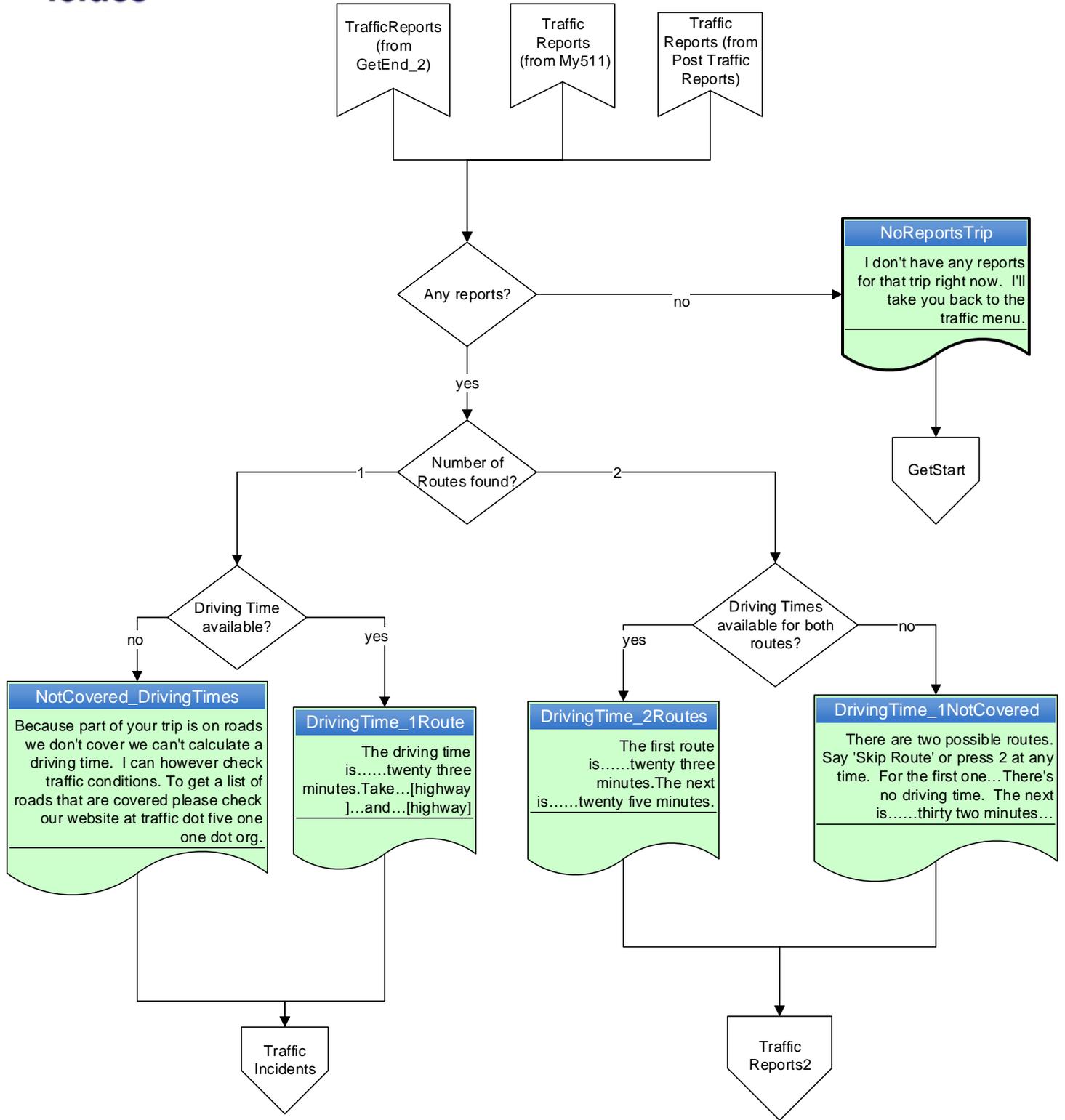
PlayLocationList\_Followup

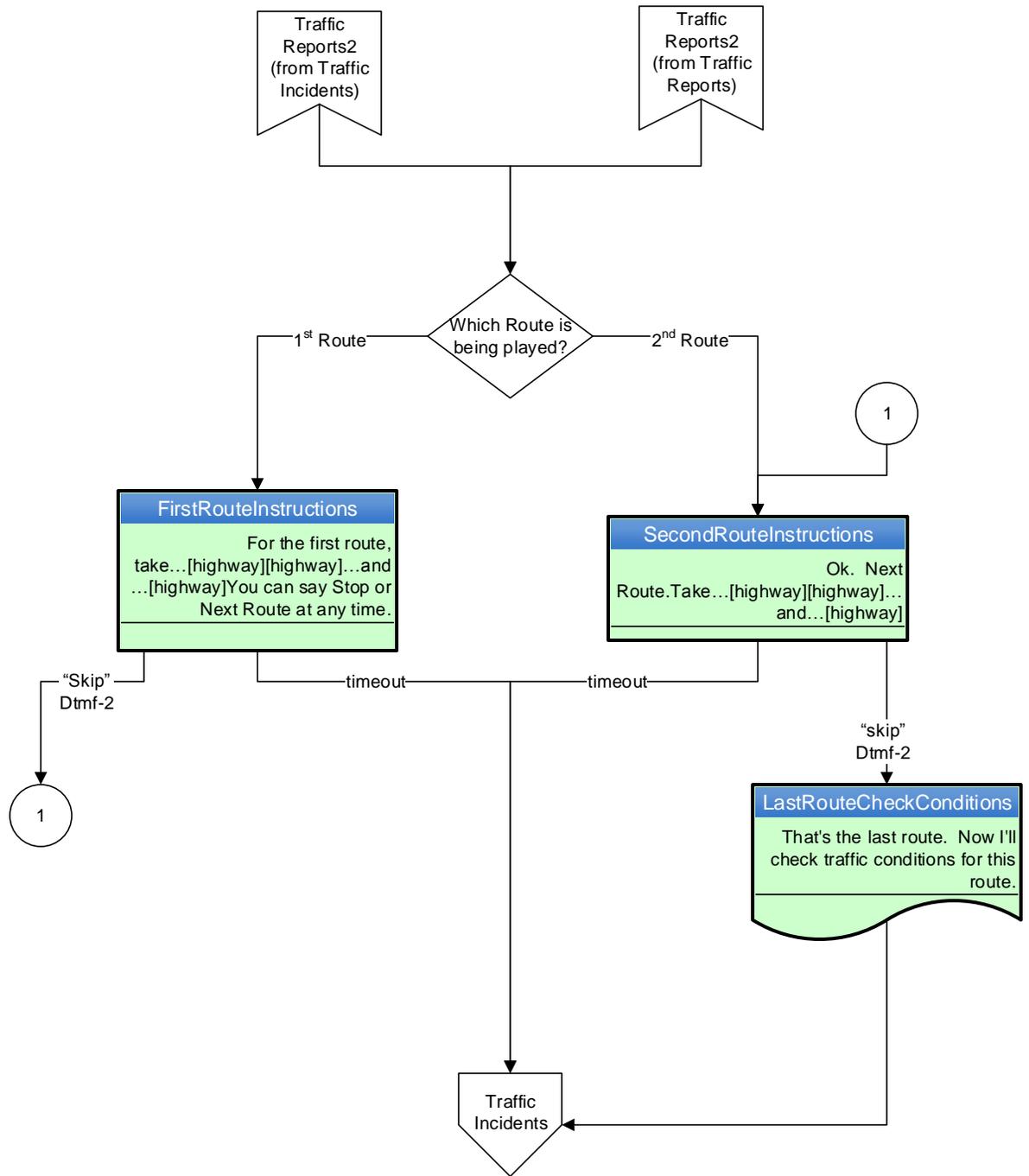
Tell me which one you'd like or say 'repeat' to hear that list again. To get another list, say 'go back'. You can also say "main menu", what would you like?

[city]

Confirm-Traffic

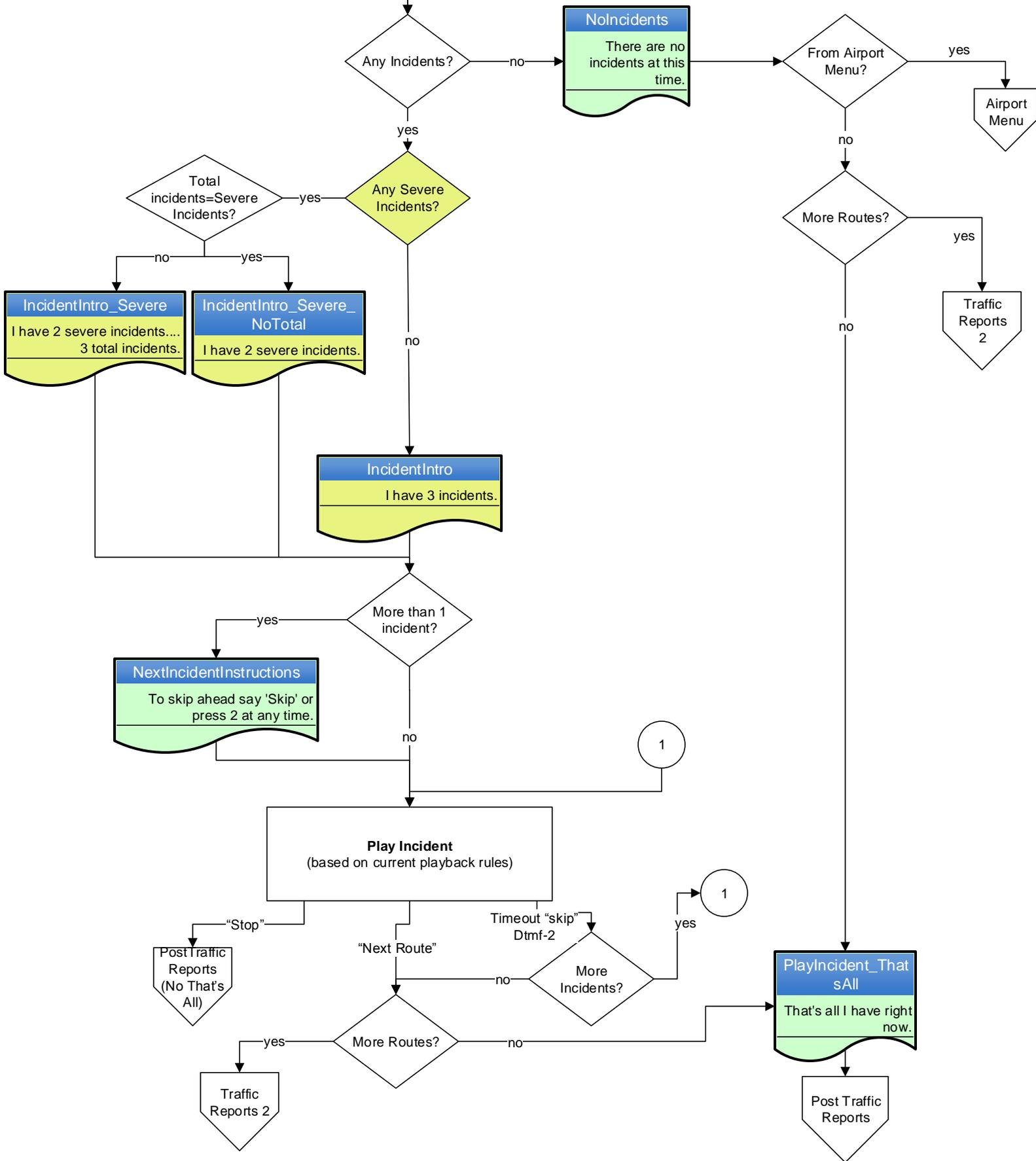
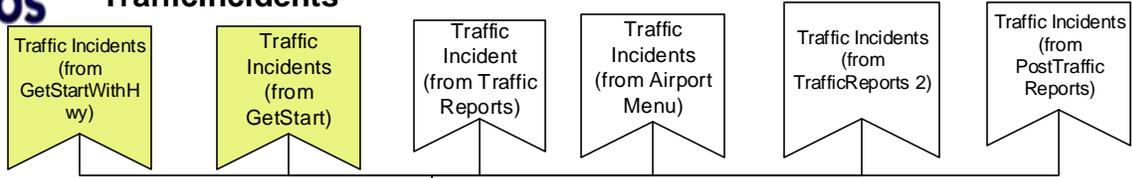




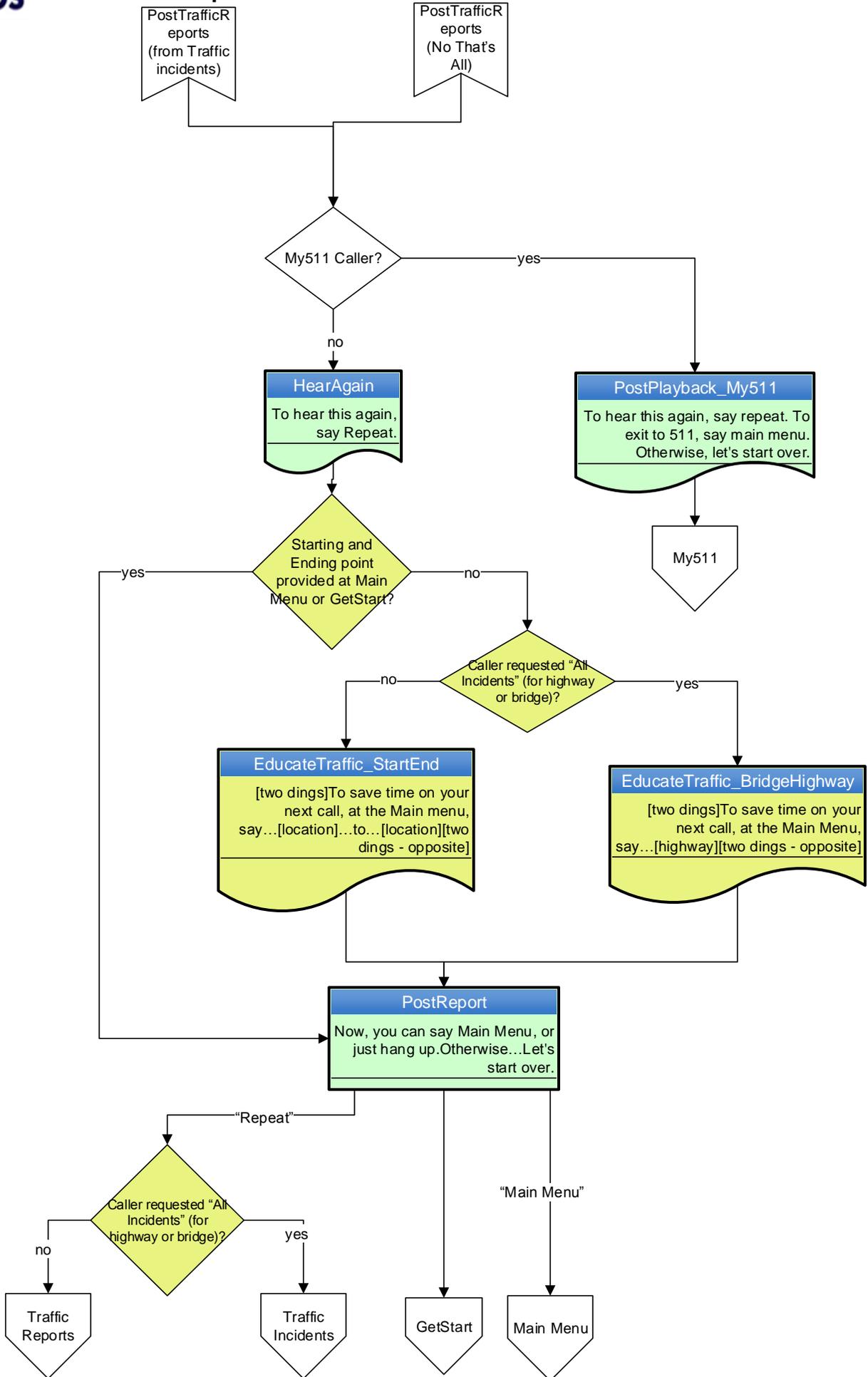


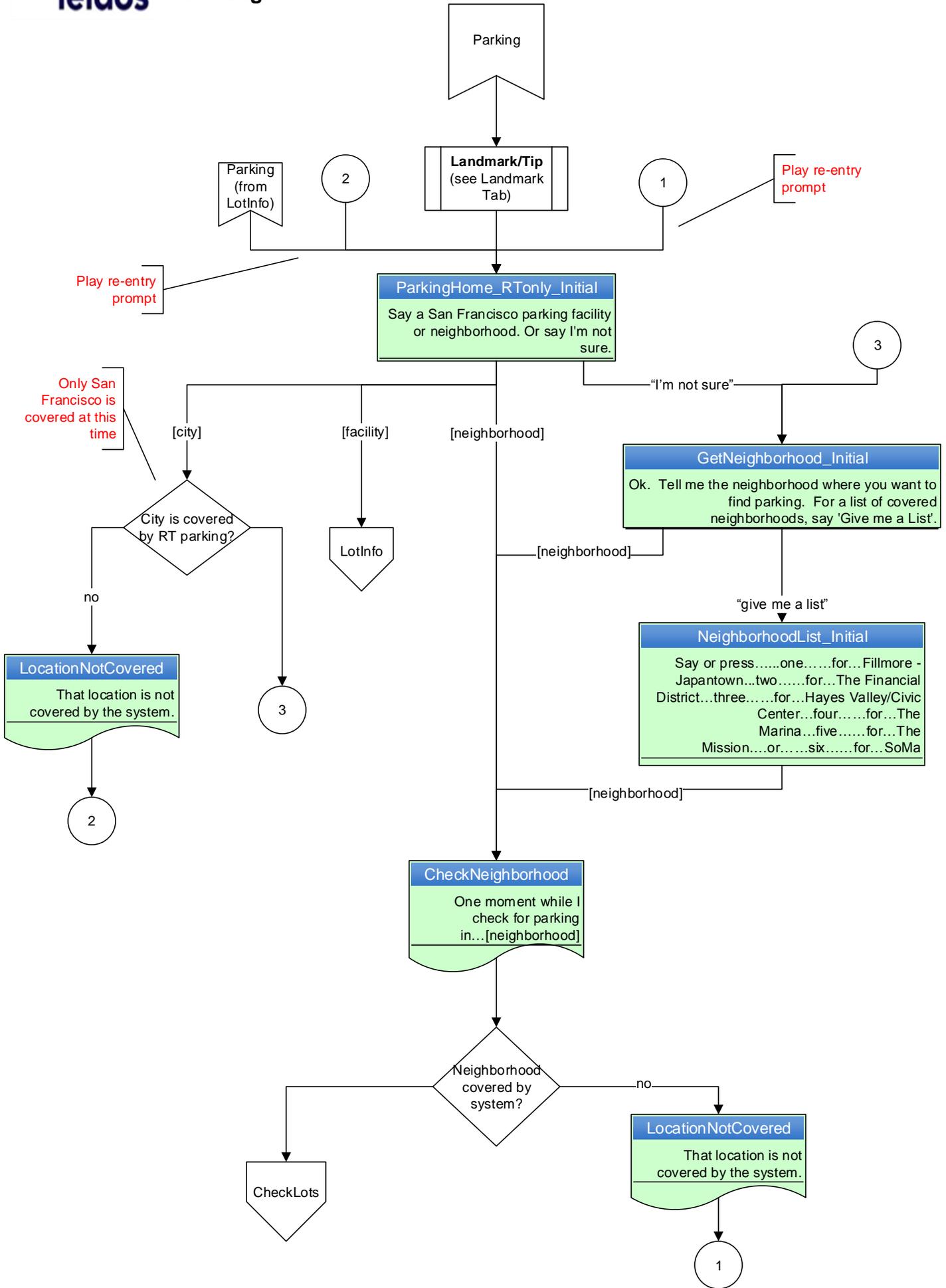


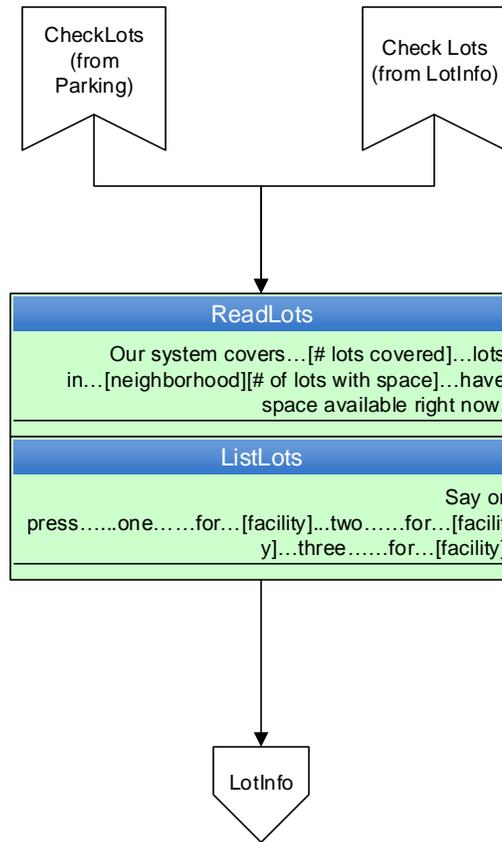
# TrafficIncidents

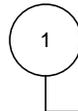
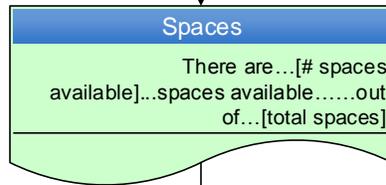
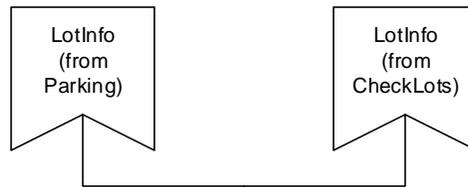


# PostTrafficReports

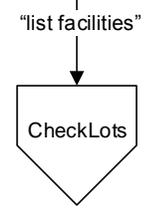
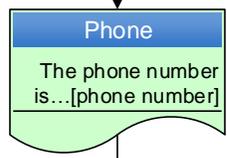
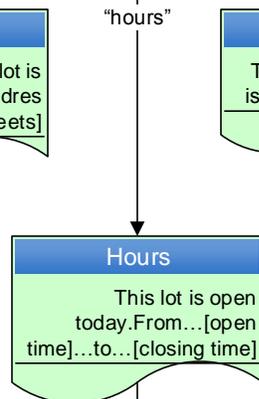
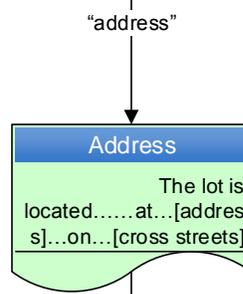
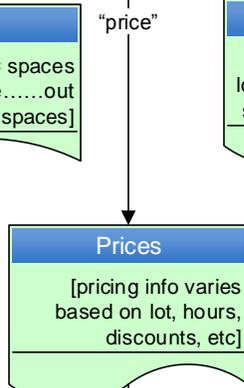
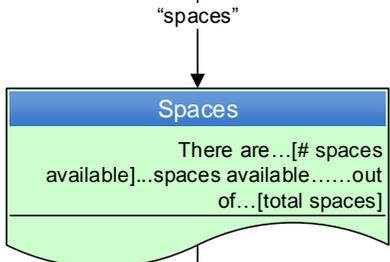
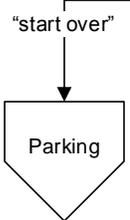






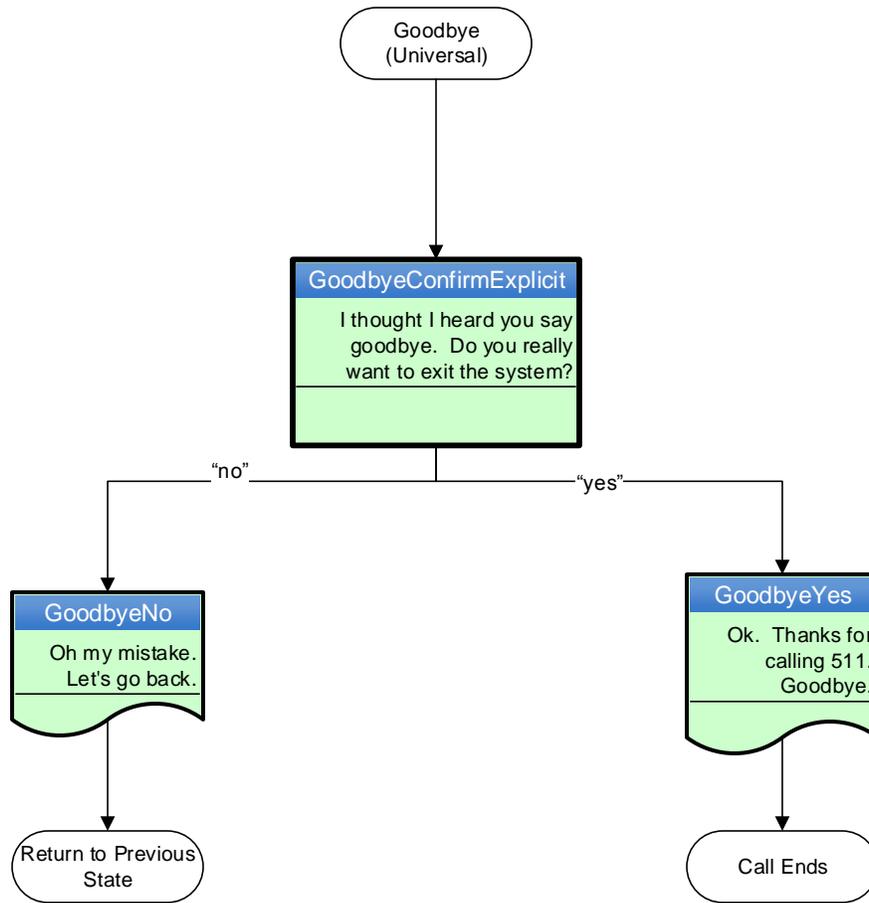


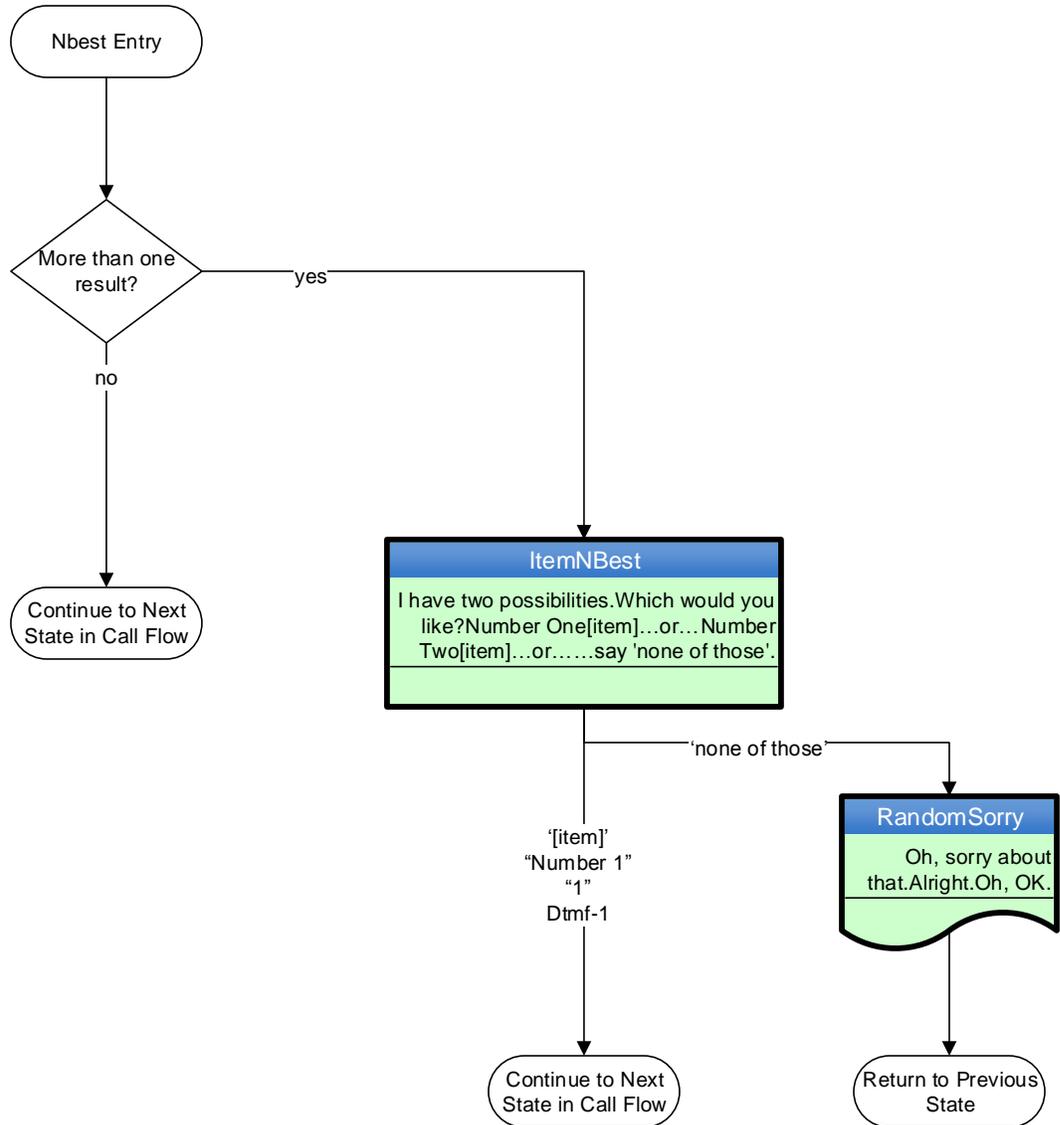
List items vary based on data available for lot



"all details"







The Nbest State is reached when the recognizer returns multiple possibilities with confidence scores within a predefined range, or when the caller has made a choice that matches more than one result. For example: the caller says "Maple" and the recognizer returns both "Maple Street" and "Maple Avenue". This state presents the possibilities and allows the caller to choose the item actually desired.

