USTelePunch

General Call Flow
Illustrating: Transactions

Flowchart:

- Employees Dial USTelePunch
- Greeting
- Employee Prompted for all appropriate Validation Information — May include: Company Code, PIN, Secret Code
  - → *
- Input Valid?
  - NO → (back to Employee Prompted)
  - YES → Prompt for Transaction
- Prompt for Transaction branches:
  - **Punch IN / OUT** → Verbal Confirm Punch Date/Time
  - **Transfer** → Prompt for 'Department' information → * / Valid? (NO loops back) / YES → Verbal Confirm Transfer Date/Time
  - **Credit Hours** → Prompt for Hours Input Date/Time → * / Valid? (NO loops back) / YES → Verbal Confirm Hours Input Date/Time
- Thank You Good-bye

Employees Dial-In

USTelePunch Picks Up

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USTelePunch offers many different call experiences. Examples of the most common three are illustrated in this document.

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"Welcome to USTelePunch. Please enter your 4 digit company code"

[Prompt for Company Code may be bypassed if customer uses private phone number]

"Please enter your Employee PIN, then press pound"

"You entered 1-2-3-4, press 1 to confirm, or 2 to cancel"

"That PIN is invalid, please re-enter your employee PIN, then press pound"

"Please enter your secret code, then press pound"

"That code is invalid, please re-enter"

To Punch   **Press 1**
To Transfer   **Press 2**
To Credit Worked Hours   **Press 3**
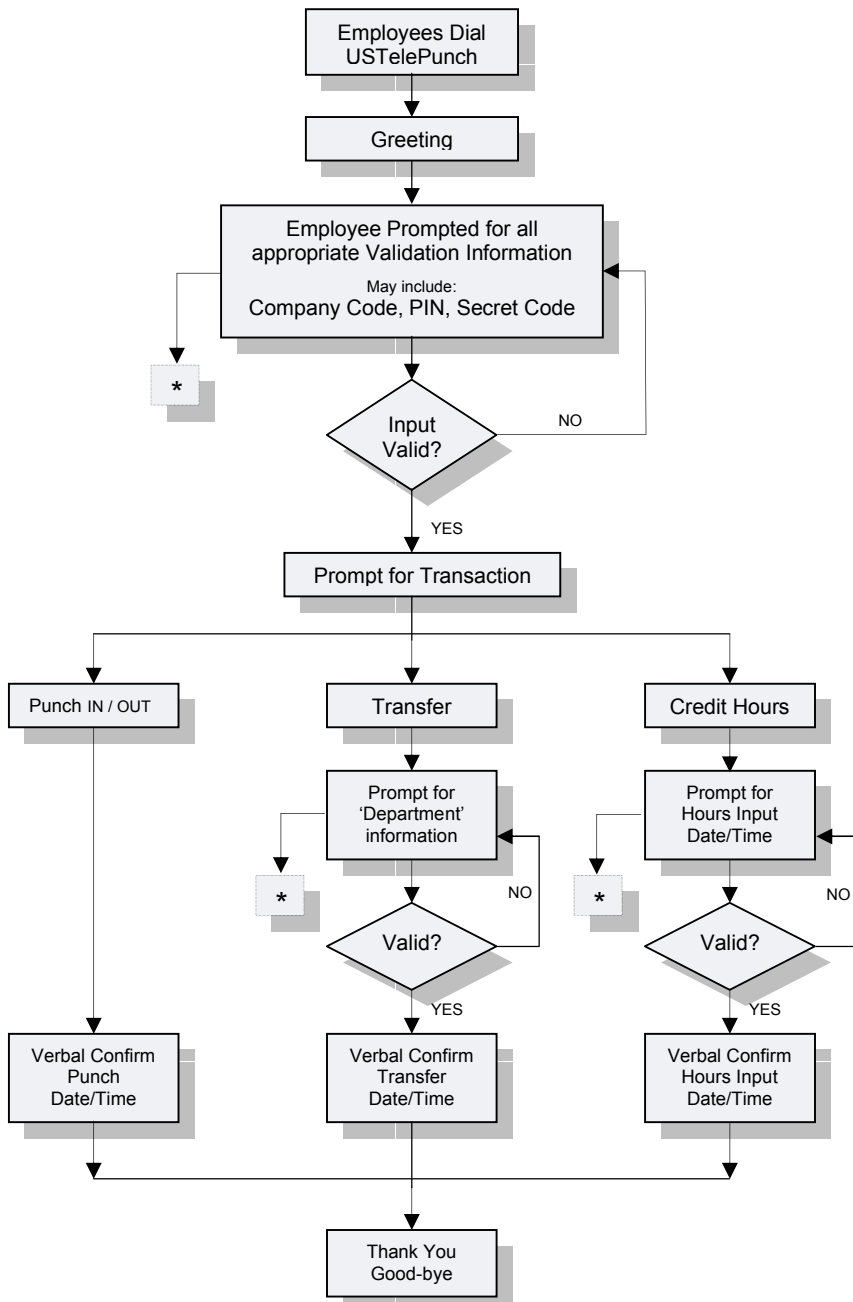
Press 1
"Great, you punched at <time/date>"

Press 2
"Please enter the new Department ♣ number, then press pound"

"I'm sorry, that department number is invalid. Please re-enter the new department, then press pound"

"You transferred at <time/date>"

Press 3
"To credit hours for this week, press 1"

"To credit hours for last week, press 2"

"For Sunday June 3rd, Press 1"

"For Monday June 4th, Press 2"
…etc.

"Enter the number of hours & minutes using the star key as a colon and press pound when complete. For example, 8 hours 15 minutes would be entered as 8*15#"

"I'm sorry, that is an invalid selection, please re-select"

"You entered 8 hours and 15 minutes"
"To confirm, press 1, to cancel, press 2"

"8 hours and 15 minutes has been successfully credited to Monday June 3rd"

♣ Transfers may contain as many as ten (10) organizational levels.

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* Callers are given repeated opportunities to input necessary information. When required data is not successfully captured, calls are respectfully terminated.

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The script outlined above is accurate in depicting the general process for only 3 of our call experiences. There are many call experiences. In addition, there are several *greeting; prompt*, and *confirmation* recordings which randomize on a limited basis, but do not change the order of the call flow.