Mike’s Pizza

A Voice Ordering System by Michael Plasmeier

Contents

[Phone Number 2](#_Toc286966560)

[Scripts 3](#_Toc286966561)

[Order a new Pizza for Pick Up 3](#_Toc286966562)

[Order a new Pizza for Delivery 4](#_Toc286966563)

[Flow Diagram 5](#_Toc286966564)

[State Tables 6](#_Toc286966565)

[0 Welcome 6](#_Toc286966566)

[1 Main Menu 6](#_Toc286966567)

[1000 New Order 7](#_Toc286966568)

[1100 Get Size 7](#_Toc286966569)

[1120 Get Topping 8](#_Toc286966570)

[1130 Confirm Pizza 9](#_Toc286966571)

[1210 Get Delivery Method 9](#_Toc286966572)

[1220 Get Delivery Address 9](#_Toc286966573)

[1300 Final Confirmation 10](#_Toc286966574)

[1310 What’s Wrong 10](#_Toc286966575)

[1400 Thank You 11](#_Toc286966576)

# Phone Number

(877) 301-1967

# Scripts

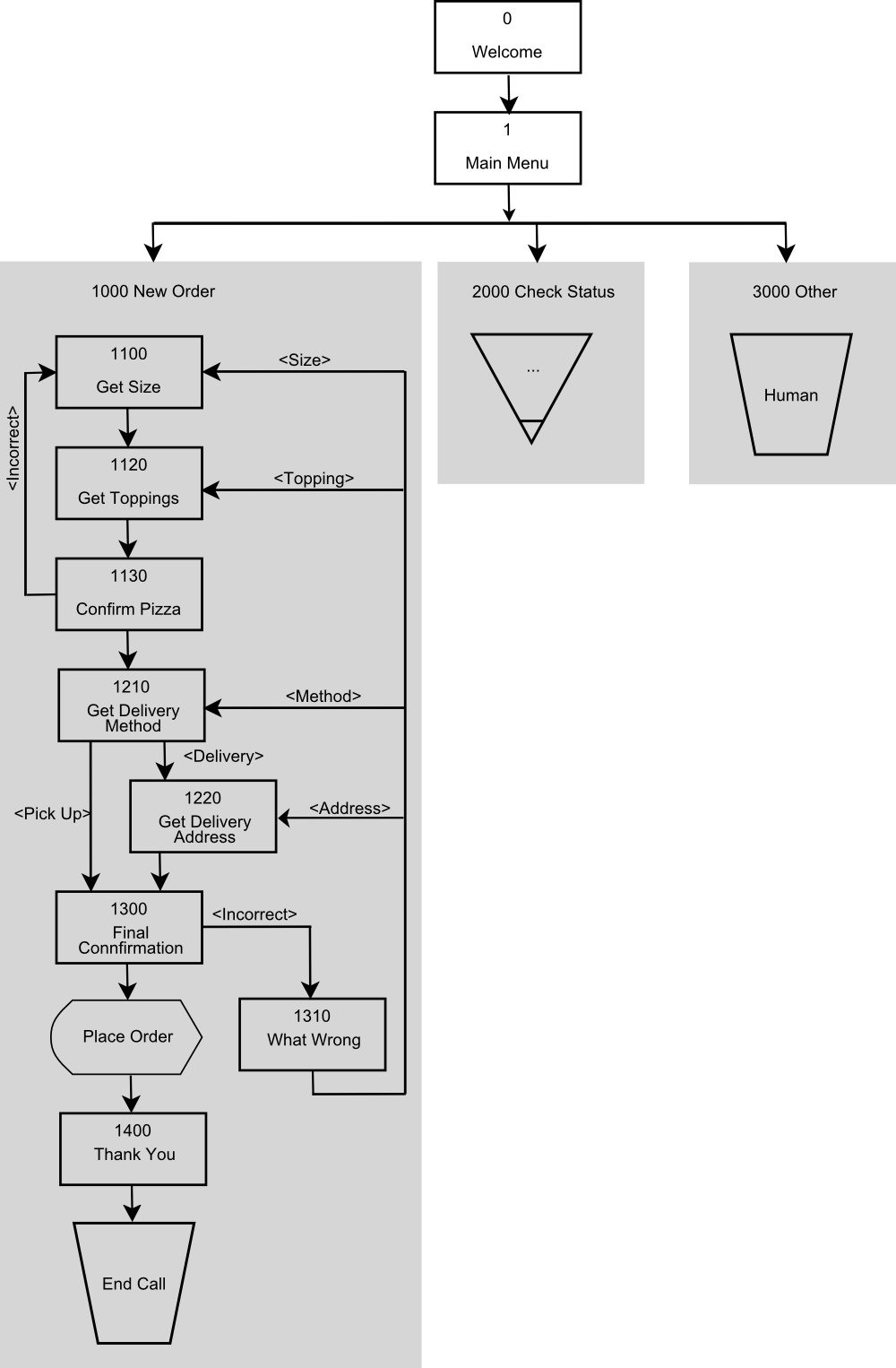
## Order a new Pizza for Pick Up

|  |  |  |
| --- | --- | --- |
| System | Welcome to Mike’s Pizza.  You can say “new order”, “check status” or “other” | Other sends caller to a human |
| Caller | New order |  |
| System | Great! Our fantastic pizzas are available in “small,” “medium,” and “large.” (Pause 1 sec) What would you like? | This system only allows a customer to order 1 pizza with one topping; no multiple toppings; no split toppings, no drinks, sides, etc  Prices provided in retry, timeout, help |
| Caller | <Medium> |  |
| System | Would you like your pizza “plain” or with a topping? | Can only have one topping  List of toppings in retry, timeout, help  Prices provided in retry, timeout, help |
| Caller | <Plain> |  |
| System | I head a <Medium> <Plain> pizza. Is that correct? You can say “Yes” or “No”? | Prompt cannot be skipped  Confirm pizza here |
| Caller | Yes |  |
| System | Great! “Pickup” or “delivery”? **(Pause 1 sec)** Pickup in <20> minutes or wait <60> minutes for delivery. | Use actual wait times  Emphasize wait time to encourage pick-up |
| Caller | Pickup |  |
| System | Ok. Your order comes to <$10>. Can I place your order? |  |
| Caller | Yes |  |
| System | Great! Your order has been placed. We will see you in <20> minutes at 200 Main Street in Cambridge. Thanks for calling! |  |

## Order a new Pizza for Delivery

|  |  |  |
| --- | --- | --- |
| System | Welcome to Mike’s Pizza.  You can say “new order”, “check status” or “other” | Other sends caller to a human |
| Caller | New order |  |
| System | Great! Our fantastic pizzas are available in “small,” “medium,” and “large.” (Pause 1 sec) What would you like? | This system only allows a customer to order 1 pizza with one topping; no multiple toppings; no split toppings, no drinks, sides, etc  Prices provided in retry, timeout, help |
| Caller | <Medium> |  |
| System | Would you like your pizza “plain” or with a topping? | Can only have one topping  List of toppings in retry, timeout, help  Prices provided in retry, timeout, help |
| Caller | <Plain> |  |
| System | I head a <Medium> <Plain> pizza. Is that correct? You can say “Yes” or “No”? | Prompt cannot be skipped  Confirm pizza here |
| Caller | Yes |  |
| System | Great! “Pickup” or “delivery”? **(Pause 1 sec)** Pickup in <20> minutes or wait <60> minutes for delivery. | Use actual wait times  Emphasize wait time to encourage pick-up |
| Caller | Delivery |  |
| System | Ok. Where would you like your pizza delivered to? Please speak your name, address, telephone number, and any additional instructions and then press pound. | Will be recorded to an audio file |
| Caller | <Michael Plasmeier. 362 Memorial Drive. Cambridge, Massachusetts. Please call me when you are here. 617 225 7262> **[#]** |  |
| System | Your order comes to <$10>. Our delivery drivers accept cash only. Can I place your order? | Split confirmation  Don’t reply delivery info |
| Caller | Yes |  |
| System | Great! Your order has been placed. Fresh Mike’s pizza will be at your door in about <60> minutes. Call us back to get status information. Thanks for calling! |  |

# Flow Diagram



Feature beyond the scope of this document

# State Tables

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 0 Welcome | | | | |  | |
| Play Prompt | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| <User Calls In> | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Name | Condition | | Wording | | | |
| Welcome | Always | | Welcome to Mike’s Pizza | | | |
|  | | | | | | |
| Condition | Action | | | | | |
| Always | 1 | | | | | |
|  | | | | | | |
| Module Settings / Notes | | | | | | |
|  | | | | | | |
| 1 Main Menu | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 0 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial | You can say “new order”, “check status,” or “other.” | | | | | |
| Timeout 1 | Sorry, I didn’t hear you. You can say “new order”, “check status,” or “other.” | | | | | |
| Timeout 2 | Sorry, I still did not hear you. To place a new order, press 1. To check the status of an existing order, press 2. Or for all other options press 3 to talk to an employee. | | | | | |
| Retry 1 | Sorry, I didn’t get that. You can say “new order”, “check status,” or “other.” | | | | | |
| Retry 2 | Sorry, I still did not get that. To place a new order, press 1. To check the status of an existing order, press 2. Or for all other options press 3 to talk to an employee. | | | | | |
| Help | You can start a new order, check the status of an existing order, or talk to a human who can handle all other questions | | | | | |
|  | | | | | | |
| Option | Vocabulary | DTMF | | Action | | Confirm. |
| New order | New Order  New  Place Order  Place | 1 | | 1000 | | If necessary |
| Check status | Check Status  Status | 2 | | 2000 | | If necessary |
| Other | Other  Human  Talk | 3 | | Send to Pizza Shop Human Representative | | If necessary |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| Other Module Settings / Notes | | | | | | |
|  | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1000 New Order | | | | |  | |
| Play Prompt | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Name | Condition | | Wording | | | |
| Welcome | Always | | Great! | | | |
|  | | | | | | |
| Condition | Action | | | | | |
| Always | <go to 1100> | | | | | |
|  | | | | | | |
| Module Settings / Notes | | | | | | |
| This welcomes the user to the new order subsystem. | | | | | | |
| 1100 Get Size | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1100  *Abnormal:* 1130, 1310 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial | Our fantastic pizzas are available in “small,” “medium,” and “large.” **(Pause 1 sec)** What would you like? | | | | | |
| Initial from Abnormal Entry | What size would you like? “Small”, “medium”, or “large”? | | | | | |
| Timeout 1 | Sorry, I didn’t hear you. What size would you like? “Small”, “medium”, or “large”? **(Pause 1 sec)** Small pizzas are 7 dollars; medium pizzas 10 dollars; and large pizzas 12 dollars. | | | | | |
| Timeout 2 | Sorry, I still did not hear you. To order a small 8 inch pizza for 7 dollars, press 1. To order a medium 10 inch pizza for 10 dollars, press 2. To order a large 12 inch pizza for 12 dollars, press 3. | | | | | |
| Retry 1 | Sorry, I didn’t get that. What size would you like? “Small”, “medium”, or “large”? **(Pause 1 sec)** Small pizzas are 7 dollars; medium pizzas 10 dollars; and large pizzas 12 dollars. | | | | | |
| Retry 2 | Sorry, I still did not get that. To order a small 8 inch pizza for 7 dollars, press 1. To order a medium 10 inch pizza for 10 dollars, press 2. To order a large 12 inch pizza for 12 dollars, press 3. | | | | | |
| Help | We sell pizzas in 3 sizes. Small pizzas are 8 inches and cost 7 dollars. Medium pizzas are 10 inches and cost 10 dollars. Large pizzas are 12 inches and cost 12 dollars. | | | | | |
|  | | | | | | |
| Option | Vocabulary | DTMF | | Action | | Confirm. |
| Small | Small  Seven dollars  Eight inches | 1 | | Record state. Go to 1120 | | If necessary |
| Medium | Medium  Ten dollars  Ten inches | 2 | | Record state. Go to 1120 | | If necessary |
| Large | Large  Twelve dollars  Twelve inches | 3 | | Record state. Go to 1120 | | If necessary |
| Personal | Personal  Extra Small |  | | *I’m sorry we don’t carry personal pizzas. The smallest we have is 8 inches. To order an 8 inch pizza, say “small”* | |  |
| Extra large | Extra Large  X L |  | | *I’m sorry we don’t carry extra-large pizzas. Our large is 12 inches; larger than some pizzeria’s extra-large! To order a 12 inch pizza say “large”* | |  |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| Other Module Settings / Notes | | | | | | |
|  | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1120 Get Topping | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1110  *Abnormal:* 1130, 1310 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial | Would you like your pizza “plain” or with a topping? | | | | | |
| Initial from Abnormal Entry | You can say “plain” or the name of a topping we carry. | | | | | |
| Timeout 1 | You can say “plain” or the name of a topping we carry: “pepperoni”, “sausage”, “mushrooms,” “olives,” “onions”, or “green peppers” **(Pause 1 sec)** We like to keep it simple, so we only put up to one topping on each pizza. Toppings cost an extra dollar. | | | | | |
| Timeout 2 | Sorry, I still did not hear you. For a plain pizza, press 1. For pepperoni, press 2. Sausage, 3. Mushrooms, 4. Olives, 5. Onions, 6. Green peppers, 7. We only put one topping on each pizza. Toppings cost 1 dollar extra. | | | | | |
| Retry 1 | Sorry, I didn’t get that. We only put one topping on each pizza. You can say “plain” or the name of a topping we carry: “pepperoni”, “sausage”, “mushrooms,” “olives,” “onions”, or “green peppers” | | | | | |
| Retry 2 | Sorry, I still did not get that. We only put one topping on each pizza. For a plain pizza, press 1. For pepperoni, press 2. Sausage, 3. Mushrooms, 4. Olives, 5. Onions, 6. Green peppers, 7. | | | | | |
| Help | We like to keep it simple, so we only put up to one topping on each pizza. We are unable to only put the topping on a fraction of the pizza. Toppings cost an extra dollar. We carry: pepperoni, sausage, mushrooms, olives, onions, and green peppers. | | | | | |
|  | | | | | | |
| Option | Vocabulary | DTMF | | Action | | Confirm. |
| Plain | Plain  Cheese  Tomato | 1 | | Record state. Go to 1130 | | If necessary |
| Pepperoni | Pepperoni | 2 | | Record state. Go to 1130 | | If necessary |
| Sausage | Sausage | 3 | | Record state. Go to 1130 | | If necessary |
| Mushrooms | Mushrooms  Mushroom | 4 | | Record state. Go to 1130 | | If necessary |
| Olives | Olives | 5 | | Record state. Go to 1130 | | If necessary |
| Onions | Onions | 6 | | Record state. Go to 1130 | | If necessary |
| Green Peppers | Green Peppers  Peppers | 7 | | Record state. Go to 1130 | | If necessary |
| Other toppings | <List of toppings other stores carry> |  | | *I am sorry. We do not carry that topping. We carry: pepperoni, sausage, mushrooms, olives, onions, and green peppers.* | | If necessary |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| Other Module Settings / Notes | | | | | | |
|  | | | | | | |
| 1130 Confirm Pizza | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1120 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial | I head a <Medium> <Plain> pizza. Is that correct? | | | | | |
| Timeout 1 | I head a <Medium> <Plain> pizza. Is that correct? You can say “Yes” or “No”? | | | | | |
| Timeout 2 | Sorry, I still did not hear you. If a <Medium> <Plain> Pizza is correct, press 1. Otherwise, press 2. | | | | | |
| Retry 1 | Sorry, I didn’t get that. Did you say you wanted a <Medium> <Plain> pizza. You can say “Yes” or “No”? | | | | | |
| Retry 2 | Sorry, I still did not get that. If a <Medium> <Plain> Pizza is correct, press 1. Otherwise, press 2. | | | | | |
| Help | If your order is incorrect, say “no” and we will rebuild your pizza | | | | | |
|  | | | | | | |
| Option | Vocabulary | DTMF | | Action | | Confirm. |
| Yes | <Standard Yes List>  Correct | 1 | | Go to 1210 | | If necessary |
| No | <Standard No List>  Incorrect | 2 | | Go to 1100 | | If necessary |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| Other Module Settings / Notes | | | | | | |
| Initial text cannot be skipped over | | | | | | |
| 1210 Get Delivery Method | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1130  *Abnormal:* 1310 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial | Great! “Pickup” or “delivery”? **(Pause 1 sec)** Pickup in <20> minutes or wait <60> minutes for delivery. | | | | | |
| Timeout 1 | Sorry, I didn’t hear you. You can say “pickup” or “delivery”? **(Pause 1 sec)** We deliver to Cambridge and Somerville at no extra charge. | | | | | |
| Timeout 2 | Sorry, I still did not hear you. To pick up your pizza in our store, press 1. For delivery, press 2. | | | | | |
| Retry 1 | Sorry, I didn’t get that. You can say “pickup” or “delivery”? **(Pause 1 sec)** We deliver to Cambridge and Somerville at no extra charge. | | | | | |
| Retry 2 | Sorry, I still did not get that. To pick up your pizza in our store, press 1. For delivery, press 2. | | | | | |
| Help |  | | | | | |
|  | | | | | | |
| Option | Vocabulary | DTMF | | Action | | Confirm. |
| Pickup | Pickup  Store | 1 | | Go to 1300 | | Always |
| Delivery | Delivery | 2 | | Go to 1220 | | Always |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| Other Module Settings / Notes | | | | | | |
|  | | | | | | |
| 1220 Get Delivery Address | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1210  *Abnormal:* 1310 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial | Ok. Where would you like your pizza delivered to? I am going to record you speaking your delivery information to the driver. Please include all information that the driver needs to deliver you pizza and then press pound. | | | | | |
| Initial Abnormal | Ok. Where would you like your pizza delivered to? I am going to record you speaking your delivery information to the driver. This will replace previous recordings. Please include all information that the driver needs to deliver you pizza and then press pound. | | | | | |
| Timeout 1 | I didn’t hear you. Please speak all information, such as your name, address, telephone number, and any additional instructions that the driver needs to deliver you pizza and then press pound. | | | | | |
| Timeout 2 | Sorry, I still did not hear anything. Please speak your name, address, telephone number, and any additional instructions that the driver needs to deliver you pizza and then press pound. **(Pause 1 sec)** If you would like pickup instead, press 1. | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| Other Module Settings / Notes | | | | | | |
| Record response up until press of pound and save as a “Voicemail”  Help prompts not possible here  If 1, go to 1300 | | | | | | |
| 1300 Final Confirmation | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1210, 1220 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial Pick up | Your order comes to <$10>. Can I place your order? | | | | | |
| Initial Delivery | Your order comes to <$10>. Our delivery drivers accept cash only. Can I place your order? | | | | | |
| Timeout 1 | Sorry, I didn’t hear you. Your order comes to <$10>. Can I place your order? You can say “yes” or “no” | | | | | |
| Timeout 2 | Sorry, I still did not hear you. To place your order, press 1. If something is incorrect, press 2. | | | | | |
| Retry 1 | Sorry, I didn’t get that. Can I place your order? You can say “yes” or “no” | | | | | |
| Retry 2 | Sorry, I still did not get that. To place your order, press 1. If something is incorrect, press 2. | | | | | |
| Help | If something is not right with your order, say “no”. Otherwise, say “yes” to place your order. | | | | | |
|  | | | | | | |
| Option | Vocabulary | DTMF | | Action | | Confirm. |
| Yes | <Standard Yes List> | 1 | | Go to 1300 | | If necessary |
| No | <Standard No List> | 2 | | Go to 1220 | | If necessary |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| Other Module Settings / Notes | | | | | | |
|  | | | | | | |
| 1310 What’s Wrong | | | | |  | |
| Speech Input | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1310 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Type | Wording | | | | | |
| Initial | I’m sorry. What’s wrong? <Play If Pickup or If Delivery> | | | | | |
| If Pickup | The “size,” the “topping,” or would you like “delivery” instead? | | | | | |
| If Delivery | The “size,” the “topping,” the “delivery address,” or would you like “pick up” instead? | | | | | |
| Timeout 1 | Sorry, I didn’t hear you. What’s wrong? <Play If Pickup or If Delivery> | | | | | |
| Timeout 2 | Sorry, I still did not hear you. If the size is incorrect, press 1. If you would like a different topping, or no topping at all, press 2. If you want <delivery> instead of <pickup> press 3. <If delivery> If you would like to change your delivery address and/or instructions press 4. <end If> | | | | | |
| Retry 1 | Sorry, I didn’t get that. What’s wrong? <Play If Pickup or If Delivery> | | | | | |
| Retry 2 | Sorry, I still did not get that. If the size is incorrect, press 1. If you would like a different topping, or no topping at all, press 2. If you want <delivery> instead of <pickup>, press 3. <If delivery> If you would like to change your delivery address and/or instructions press 4. <end If> | | | | | |
| Help | Please let me know what is incorrect with your order so we can go to that step to fix it. If the size is incorrect, say “size”. If you would like a different topping, or no topping at all, say “topping”. If you want <delivery> instead of <pickup>, say <delivery>. <If delivery> If you would like to change your delivery address and/or instructions, say “delivery address.” <end If> | | | | | |
|  | | | | | | |
| Option | Vocabulary | DTMF | | Action | | Confirm. |
| Size | Size  <the list of sizes> | 1 | | Go to 1100 | | If necessary |
| Topping | Topping  Toppings  No Topping  <the list of toppings> | 2 | | Go to 1120 | | If necessary |
| Delivery Method | Pick Up <if Delivery>  Delivery <if Pickup> | 3 | | Go to 1210 | | If necessary |
| Delivery Address | Delivery Address | 4 | | Go to 1220 | | If necessary |
| 1400 Thank You | | | | |  | |
| Play Prompt | | | | | | |
|  | | | | | | |
| Entering from | | | | | | |
| 1300 | | | | | | |
|  | | | | | | |
| Prompts | | | | | | |
| Name | Condition | | Wording | | | |
| If Pickup | If Pickup | | Great! Your order has been placed. We will see you in <20> minutes at 200 Main Street in Cambridge. Thanks for calling! | | | |
| If Delivery | If Delivery | | Great! Your order has been placed. Fresh Mike’s pizza will be at your door in about <60> minutes. Call us back to get status information. Thanks for calling! | | | |
|  | | | | | | |
| Condition | Action | | | | | |
| Always | <Hang Up> | | | | | |
|  | | | | | | |
| Module Settings / Notes | | | | | | |
|  | | | | | | |