



Storytime Genie

Spread the **magic** of storytelling!

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EXECUTIVE SUMMARY

This document describes the conception, implementation, and testing of Storytime Genie, a phone system that automates reading of bedtime stories to children.

Children and parents alike cherish time spent reading stories to one another, but parents are frequently limited in the time and availability they have for this activity. Storytime Genie allows parents to call in and record their children's favorite stories at their convenience. Then, children are free to call in to the system and playback recordings of various stories. Additionally, Storytime Genie features a public bank of stories accessible by all children in addition to private story banks that parents can record specifically for their children.

Storytime Genie was implemented in Angel, a voice technology system. Then, two rounds of usability testing were conducted with parents and children of varying ages and backgrounds. The results of this testing indicated that parents and children found the system easy to use, and many respondents indicated that they were likely to use the system again. These responses demonstrate that Storytime Genie could allow busy parents to save time while preserving a personalized, enjoyable entertainment option for children.



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BACKGROUND INFORMATION

“If you want your children to be **intelligent**, read them **fairy tales**. If you want them to be **more intelligent**, read them **more fairy tales**.”

-Albert Einstein

Children love spending time with parents, and many people treasure their memories of being read stories when they were growing up. Unfortunately, many parents are busy and do not have enough time to spend with their children to read them stories. There are approximately 22 million children in the U.S. who are raised by single parents. That is about 1 in every 3 children. Single parents are often busy and have to work in order to provide for the children. On the other hand, children in divorced families spend much less time with their parents than children in non-divorced families.

We created Storytime Genie to help children to feel less lonely and more loved. Parents can call in to record stories and children can call in to listen to stories. A great benefit of our system in comparison to looking up stories online is that a child has the ability to listen to his/her parent's unique storytelling, an irreplaceable experience. We believe that companionship, especially in the form of storytelling, helps to build connections and establish trust between parents and children during childhood.

DESIGN CONSIDERATIONS

ELEMENT OF MAGIC

Storytime Genie speaks as if the phone system is a genie that lives in this world and answers phone calls. For example, for the listening part, the genie mentions that she can draw a story from her lamp if the child wishes to listen to a genie's story. This makes the genie character seem more alive and magical to the children who call in.

DIVERSE AUDIENCES

Storytime Genie recognizes that it must cater towards both parents and children. Thus, once the phone system determines whether or not the caller is a parent or child, the phone system is designed to best accommodate these different audiences. For example, when the caller wants to record a story, Storytime Genie recognizes the caller as a parent and speaks in a more formal tone. When the caller wants to listen to a story, Storytime Genie recognizes the caller as a child and uses a more simple and playful tone and accepts a wider variety of keywords, since children are more prone to being more creative with their answers.



CHILD ENGAGEMENT

Storytime Genie has a database that can hold a large number of both public and private stories, and users can add to these databases as they record more stories. When a child calls in to listen, a story is selected randomly based on the child's preference in order to decrease the chance of the story being heard before by the child. Furthermore, if a child gets bored from listening to a limited number of his/her parent's stories, he/she can always choose to listen to stories that are from the public story bank, also known as "the genie's lamp," which contains a large variety of stories.

TIME EFFICIENCY

Storytime Genie allows parents to record once and have their recorded stories saved forever such that the stories can be listened to by children for an unlimited number of times. This avoids the parents from re-reading the same stories repeatedly and saves valuable time.

HIGH-QUALITY STORIES

Storytime Genie let parents re-record a story as many times as they want before they decide the story is ready to be saved. This ensures that all stories stored in our database have minimal mistakes made during recordings and are of sufficient quality for children to listen to later.



USABILITY TESTING

EXPERIMENTATION

Usability testing was performed in two rounds. First, three parents and three children tested the system at the Margaret Fuller Neighborhood House in Cambridge, MA. All children tested were elementary school students, and all parents tested in this round were female. Additionally, a significant number of the parent testers were single parents. All subjects reported prior proficiency in using phone systems.

In the second round of usability testing, parents and children of a wider age range and from a wider variety of geographic, ethnic, and cultural backgrounds were surveyed. As in the first round of testing, these subjects each reported prior proficiency in using phone systems.

With each round of testing, subjects were requested to answer several pre- and post-test questionnaires, and were given a task to complete on a phone provided for them. One of four tasks was presented to each user:

1. Record a story that only your child will be able to hear [story provided]
2. Record a story call that any child will be able to hear [story provided]
3. Listen to a story that your parent recorded specifically for you
4. Listen to a story that the genie chooses for you

All participation in this study was voluntary, and participants were recorded upon giving consent. The suggested improvements and results of these usability tests are presented in the following sections.

IMPROVEMENT SUGGESTIONS

Suggestions from the first round of usability testing are presented in the table below, listed in order of priority of implementation:

USABILITY TESTING 1				
ISSUE NUMBER	DESCRIPTION	UI SEVERITY (1-5)	TECH COMPLEXITY (1-5)	RESOLUTION
1	System did not understand "parent" instead of "parent's story"	4	1	Add additional keywords
2	System did not understand "listen" or "listen to a story" due to background noise	4	3	Add touch tone options in error message
3	System did not understand "goodbye" due to background noise	4	3	Add touch tone options in error message
4	System did not recognize "parent's story"	4	3	Add touch tone options and add additional versions and pronunciations of keywords
5	System repeated question after every error prompt	3	1	Implement custom, shorter error prompts with enough information so user understands what keywords to say
6	Second retry started over from beginning	4	5	Should be addressed by previous fixes, including shorter error prompts and larger keyword bank

7	Use less boring words than "goodbye" and "start over"	1	2	Low priority to modify
8	Something more original than genie in a lamp	1	5	Do not modify

With the exception of issues 7 and 8, each of these modifications were implemented prior to the second round of usability testing. In the second round of testing, the following improvements were suggested, again listed in the order of priority of implementation:

USABILITY TESTING 1				
ISSUE NUMBER	DESCRIPTION	UI SEVERITY (1-5)	TECH COMPLEXITY (1-5)	RESOLUTION
1	System said "what was that again" after story started playing - might have heard a noise?	4	1	Turn off barge-in while story is being played
2	Parent did not understand that story should be saved as "private" in order for the story to be for her child	4	1	Alter wording of prompt
3	If no parent's story is saved, but child chooses "parent's story" anyways, the system does not have correct way of handling	4	5	Automatically detect whether parents have already recorded a story on this phone, and only ask user if they want to listen to a private story if one has already been recorded

Each of these modifications were incorporated into the final system.

RESULTS

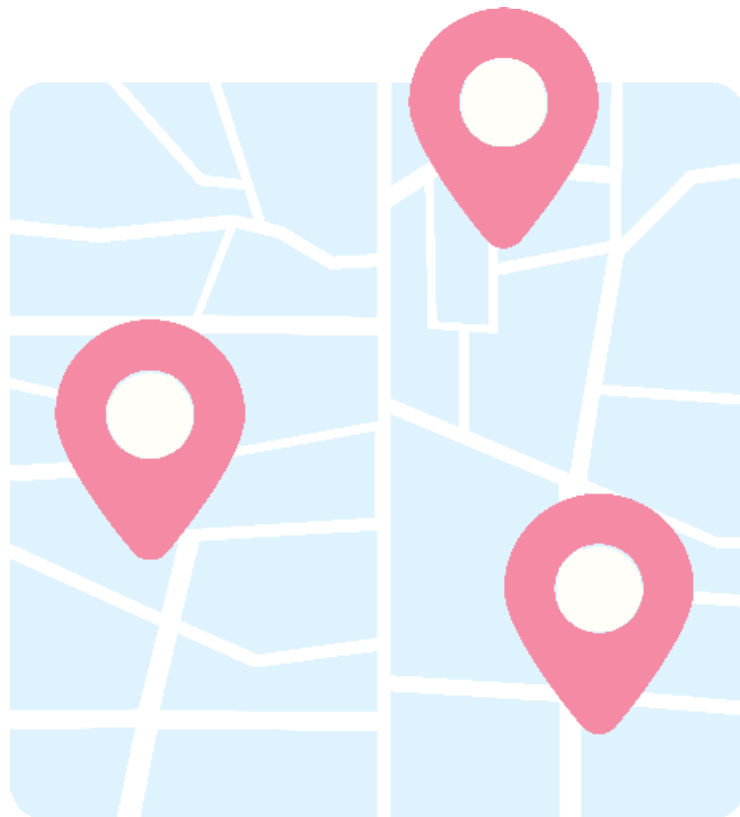
The data collected from usability testing provided significant insight into the necessity for use and quality of implementation of our system.

First, results from surveys conducted during usability testing indicated that a phone system such as Storytime Genie would be useful for parents and children alike. In particular, all parents reported reading stories to their children, with four of five parents reading stories to their children at least a few times a week, and two out of five parents reading stories to their children daily. On the flip side, three of five children surveyed reported never having been read stories. Combined, these results suggest some interesting insights. In particular, parents feel that they spend a significant amount of time reading to their children, and yet at the same time, many children report not feeling that they are read stories often. This reiterates the very gap that Storytime Genie aims to close – parents report storytelling as a meaningful but time-consuming interaction with their children, while many children report not having been read as many stories as they would have liked.

Further, the results of our usability testing suggest that Storytime Genie is a valuable tool for remedying this gap. In particular, 70% of testers reported that the system was easy to use, and 80% of testers said they were likely to use a phone system like this again. Additionally, these percentages increased from 40% to 100% and 60% to 80%, respectively, between the two rounds of usability testing, suggesting that the improvements made to the system were effective. Further, these results summarize only the two previous rounds of usability testing and do not encompass improvements that have been made to the system since then, suggesting that future satisfaction with Storytime Genie is likely higher than these numbers suggest.

SUMMARY

Storytime Genie allows busy parents the option to record stories for children to play-back at a later date. This process reduces the burden on parents, who enjoy the personal connection in reading stories to children but are frequently pressed for time to do so, while allowing children to listen to stories on demand in the voice of their loved ones. Storytime Genie was designed to have an engaging personality for children to comfortably interact with while maintaining efficiency of use by the busy parents the system was designed for. Two rounds of usability testing allowed the system to be refined in these aspects as well as in its technical implementation. Additionally, interviews conducted during these usability tests indicate that children and adults alike found the system easy and enjoyable to use.



SAMPLE CALLS

DESCRIPTION

The sample calls demonstrate caller interactions with the phone system. Since there are infinitely many ways in which calls can differ from one another, the sample calls only provide the most typical call examples. The first sample call demonstrates the case in which a parent calls into the system and wants to record a private story for his/her child to listen to later. The second sample call demonstrates the case in which a child calls in the system and wants to listen to his/her parent's story that was recorded from an earlier call.

SAMPLE CALL 1: PARENT

PARENT SAMPLE CALL		
WHO	WHAT	NOTES
System	Hi, thanks for calling Storytime Genie! Let's spread the magic of storytelling!	This is the prompt for users who have called into the system before. For first-time users, we provide a more detailed explanation of what Storytime Genie does. We use a more formal tone because all first-time users should be parents.
System	Would you like to record a story or listen to a story? Say record or listen.	This is the step to separate parents from children. Parents call in to record and children call in to listen. The recording section will have a more formal tone in comparison to the listening section. And likewise, the listening section will use simpler vocabularies than the recording section so children can understand easily.

Parent	Record.	
System	What's the name of the story you want to record?	
Parent	The Flower and the Grass.	
System	Make sure that your story is under five minutes. Please record the story after the beep.	The voice system that we are using is Angel and Angel has a limit for the size of the file we are storing so we need to limit the length of the story.
Parent	A long long time ago, there was a flower named Lily and ...	System will detect when user stopped recording, and will move on to next step.
System	You can save the story you just recorded or you can re-record the story. Say save or re-record.	Re-recording is available in case if parents are unsatisfied with what they have recorded (they might have missed a word or skipped a paragraph). Re-record will replace the story user has just recorded during this call.
Parent	Save.	
System	Would you like this story to be public to all users or private to children calling in from this phone number? Say public or private.	A public bank stores all public stories from all phone numbers who call in and every caller has access to those public stories. Only private stories are limited to users calling from the same phone number.
Parent	Private.	System stores the story as private with an access key being the phone number the user is calling in on. Later when children call in using the same phone, they can have access to all private stories from this phone number.
System	Do you want to record another story, start over, or say goodbye?	
Parent	Goodbye.	
System	Goodbye!	

SAMPLE CALL 2: CHILD

CHILD SAMPLE CALL		
WHO	WHAT	NOTES
System	Hi, thanks for calling Storytime Genie! Let's spread the magic of storytelling!	
System	Would you like to record a story or listen to a story? Say record or listen.	
Child	Listen.	Here child could have said anything that contains the word "listen" for the system to recognize the child's choice.
System	Great! I have a bunch of stories in my lamp for you to choose from. You can either choose one of your parent's stories, or I can pick one of my favorite ones for you. Either say parent's story or genie's story.	Parent's stories are private stories recorded by the child's parents who called in earlier on this phone. Genie's stories are stories from the public story bank mentioned earlier in this sample call.
Child	Parent's story.	
System	Today we will be listening to "The Flower and the Grass." Get ready, here we go! "A long long time ago, there was a flower named Lily and ..." That's the end of the story. Do you want to listen to another story, start over, or say goodbye?	System will pick a random story from the private stories to decrease the chance the child will listen to a story she already has heard. If there is only 1 story available, system will pick that story.
Child	Goodbye.	
System	Goodbye!	



CALL FLOW

DESCRIPTION

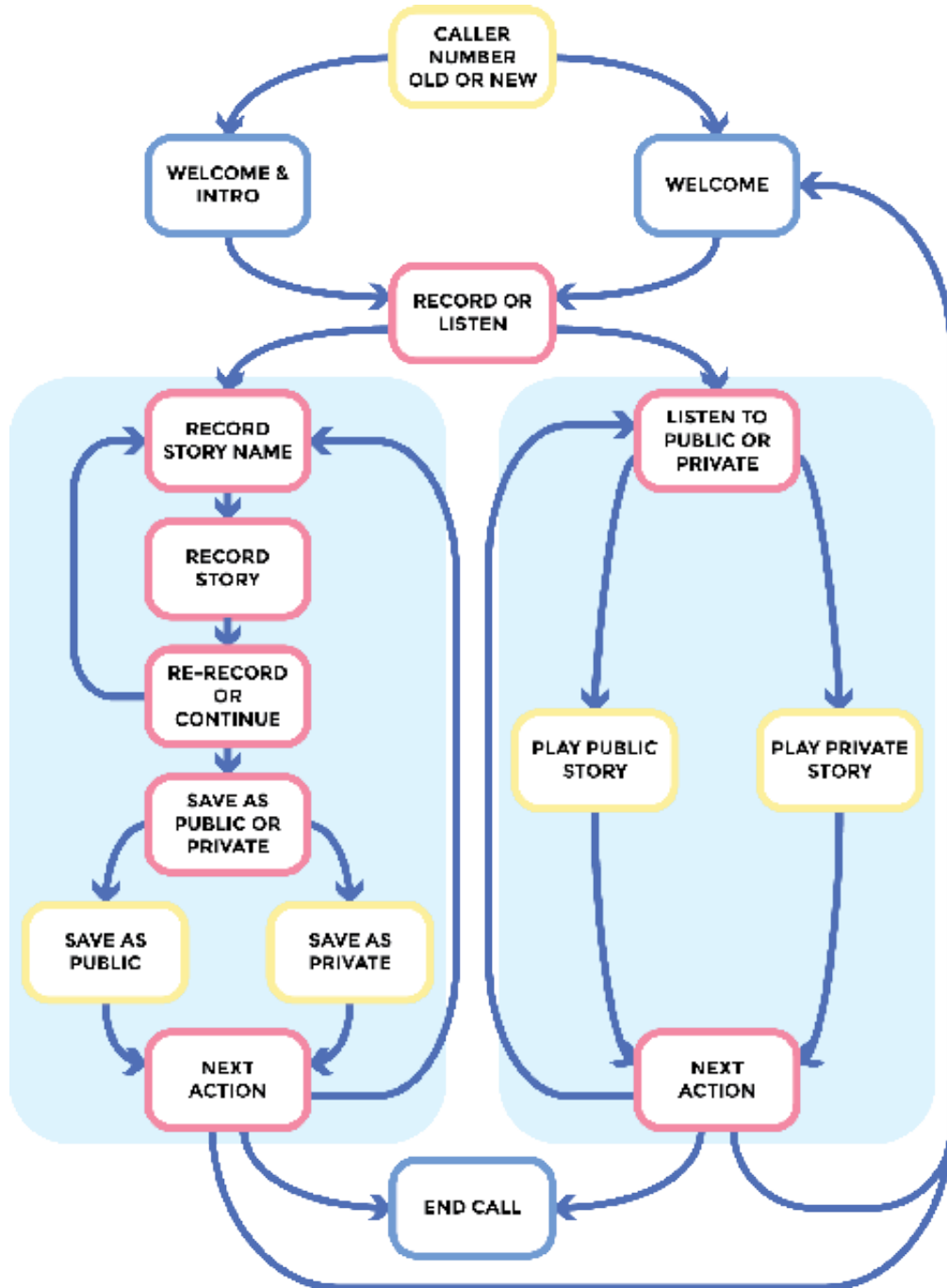
The call flow describes the general “flow” of the Storytime Genie phone system. Any user that calls into the system starts at the top of the diagram, where it is labeled *Caller Number Old or New*, and follows a path until it exits the diagram through the bottom of the diagram, where it is labeled *End Call*.

The first thing that the phone system does when a user calls in is check if the phone number is old or new. If the system cannot find the phone number in its phone number bank, the system will play the introduction prompt along with the welcome prompt. Otherwise, the system will just play the welcome prompt for users whom have already called in before. This way, new users can get acquainted with the system while older users do not have to hear extraneous information every time they call in to the system again.

After the system welcomes the user, the system is then separated into two main divisions, depending on whether the user wants to record a story or listen to a story. We designed the recording division to be geared towards parents and the listening division to be geared towards children. Parents can save their recorded stories as either public or private. Children can listen to a public story or private story. At the end of either recording or listening to a story, the user can either repeat the action, start over, or end the call.

CALL FLOW DIAGRAM

- MESSAGE
- QUESTION/PROMPT
- DATA INPUT/OUTPUT



STATE TABLES

DESCRIPTION

Although the call flow does not cover all the technical steps of the phone system, we have provided state tables for the steps that were outlined in the call flow diagram. These tables provide information about each main state of the phone system, including which previous state the caller enters from, exact wording of the prompts, voice and touchtone options, and which state the caller can go to. Basically, the state tables reveal how the phone system works on a deeper scale and show how we decided to execute our design decisions.



STATE TABLES

CALLER NUMBER OLD OR NEW

(010_Check_Caller_Number)

BRANCH ON CONDITION	
ENTERING FROM	
Call	
CONDITION	ACTION
If caller number in data file	Go to: Welcome (030_Welcome_Old)
Else	Go to: Welcome & Intro (020_Welcome_New)

WELCOME & INTRO

(020_Welcome_New)

PLAY PROMPT		
ENTERING FROM		
Caller Number Old or New (010_Check_Caller_Number)		
PROMPTS		
TYPE	CONDITION	WORDING
Initial	Always	Welcome to Storytime Genie! Where you can choose to either record your own stories or listen to stories from other users. Stories can be shared publicly with other users or be kept private for you and your loved ones. Let's spread the magic of storytelling!
CONDITION	ACTION	
Always	Go to: Record or Listen (040_Get_Record_or_Listen)	
MODULE SETTINGS		
Default		

WELCOME

(030_Welcome_Old)

PLAY PROMPT		
ENTERING FROM		
Caller Number Old or New (010_Check_Caller_Number)		
PROMPTS		
TYPE	CONDITION	WORDING
Initial	Always	Hi, thanks for calling Storytime Genie! Let's spread the magic of storytelling!
CONDITION	ACTION	
Always	Go to: Record or Listen (040_Get_Record_or_Listen)	
MODULE SETTINGS		
Default		

RECORD OR LISTEN

(040_Get_Record_or_Listen)

SPEECH INPUT				
ENTERING FROM				
Welcome & Intro (020_Welcome_New); Welcome (030_Welcome_Old)				
PROMPTS				
TYPE	CONDITION	WORDING		
Initial	Always	Would you like to record a story or listen to a story? Say record or listen.		
Timeout 1	No input on try 1	I'm sorry I didn't hear you. Say record or listen.		
Timeout 2	No input on try 2	I still can't hear you. If you want to record a story, press 1. If you want to listen to a story, press 2.		
Timeout 3	No input on try 3	Say record or listen. If you want to start from the beginning, say start over.		
Retry 1	No match on try 1	Say record or listen.		
Retry 2	No match on try 2	I didn't quite get that. If you want to record a story, press 1. If you want to listen to a story, press 2.		
Retry 3	No match on try 3	Say record or listen. If you want to start from the beginning, say start over.		
OPTION	VOCABULARY	DTMF	ACTION	CONFIRM
Record	record, record a story, I want to record a story, rec, ord, cord	1	Go to: Record Story Name (100_Record_Name_of_Story)	No
Listen	listen, listen to a story, I want to listen to a story, list, en, lis	2	Go to: Listen to Public or Private (210_Get_Listen_Public_or_Private)	No
MODULE SETTINGS				
Default				

RECORD STORY NAME

(100_Record_Name_of_Story)

PLAY PROMPT		
ENTERING FROM		
Record or Listen (040_Get_Record_or_Listen)		
PROMPTS		
TYPE	CONDITION	WORDING
Initial	Always	What's the name of the story you want to record?
Timeout 1	No input on try 1	I'm sorry, I didn't hear you. What's the name of the story you want to record?
Timeout 2	No input on try 2	I still can't hear you. Please visit me again in a few hours. Meanwhile, please check that your microphone is working.
CONDITION	ACTION	
Success	Go to: Record Story (110_Record_the_Story)	
Failure	Go to: End Call (410_Goodbye)	
MODULE SETTINGS		
Default		

RECORD STORY

(110_Record_the_Story)

PLAY PROMPT		
ENTERING FROM		
Record Story Name (100_Record_Name_of_Story)		
PROMPTS		
TYPE	CONDITION	WORDING
Initial	Always	Make sure your story is under 5 minutes. Please record the story after the beep.
Timeout 1	No input on try 1	I'm sorry, I didn't hear you. Please record the story after the beep.
Timeout 2	No input on try 2	I still can't hear you. Please visit me again in a few hours. Meanwhile, please check that your microphone is working.
CONDITION	ACTION	
Success	Go to: Re-record or Continue (115-rerecord or continue)	
Failure	Go to: End Call (410_Goodbye)	
MODULE SETTINGS		
Default		

RE-RECORD OR CONTINUE

(115-rerecord or continue)

SPEECH INPUT				
ENTERING FROM				
Record Story (110_Record_the_Story)				
PROMPTS				
TYPE	CONDITION	WORDING		
Initial	Always	You can save the story you just recorded, or you can re-record the story. You can say save or re-record.		
Timeout 1	No input on try 1	I'm sorry I didn't hear you. Say save or re-record.		
Timeout 2	No input on try 2	I still can't hear you. If you want to save the story you just recorded, press 1. If you want to re-record the story, press 2.		
Timeout 3	No input on try 3	You can say save or re-record. If you want to start from the beginning, say start over.		
Retry 1	No match on try 1	You can say save or re-record.		
Retry 2	No match on try 2	I didn't quite get that. If you want to save the story you just recorded, press 1. If you want to re-record the story, press 2.		
Retry 3	No match on try 3	You can say save or re-record. If you want to start from the beginning, say start over.		
OPTION	VOCABULARY	DTMF	ACTION	CONFIRM
Save	continue, save, save the story	1	Go to: Save as Public or Private (120_Recording_Public_or_Private)	No
Re-record	rerecord, re record, record again, record	2	Go to: Record Story Name (100_Record_Name_of_Story)	No
MODULE SETTINGS				
Default				

SAVE AS PUBLIC OR PRIVATE

(120_Recording_Public_or_Private)

SPEECH INPUT				
ENTERING FROM				
Re-record or Continue (115-rerecord or continue)				
PROMPTS				
TYPE	CONDITION	WORDING		
Initial	Always	Would you like this story to be public to all users or private to children calling in from this phone number? Say public or private.		
Timeout 1	No input on try 1	I'm sorry I didn't hear you. You can say public or private.		
Timeout 2	No input on try 2	I still can't hear you. If you want your story to be public, press 1. If you want your story to be private, press 2.		
Timeout 3	No input on try 3	You can say public or private. If you want to start from the beginning, say start over.		
Retry 1	No match on try 1	You can say public or private.		
Retry 2	No match on try 2	I didn't quite get that. If you want your story to be public, press 1. If you want your story to be private, press 2.		
Retry 3	No match on try 3	You can say public or private. If you want to start from the beginning, say start over.		
OPTION	VOCABULARY	DTMF	ACTION	CONFIRM
Public	public, to be public, public to all users, public to, say public	1	Go to: Save as Public (150_Store_Story_as_Public)	No
Private	private, to be private, private to callers from this phone, private to, private to callers from this phone number	2	Go to: Save as Private (162_Store_Story_as_Private)	No
MODULE SETTINGS				
Default				

SAVE AS PUBLIC

(150_Store_Story_as_Public)

BRANCH ON CONDITION	
ENTERING FROM	
Save as Public or Private (120_Recording_Public_or_Private)	
CONDITION	ACTION
Always	Go to: Next Action (310_Get_Next_After_Record)
NOTES	
This stores the name of the story and the body of the story in the database as a public story and increments the number of public stories by 1. Later during the listening part, if the child chooses to listen to a public story (genie's story), the system will be able to use the number of public stories to access a story randomly to play to the child.	

SAVE AS PRIVATE

(162_Store_Story_as_Private)

BRANCH ON CONDITION	
ENTERING FROM	
Save as Public or Private (120_Recording_Public_or_Private)	
CONDITION	ACTION
Always	Go to: Next Action (310_Get_Next_After_Record)
NOTES	
This stores the name of the story and the body of the story in the database as a private story with the key being the caller ID. We also increment number of private stories for that specific caller ID by 1. Later during the listening part, if the child chooses to listen to a private story (parent's story), we will be able to get the private stories from the child's caller ID and access a random one among them.	

NEXT ACTION (AFTER RECORD)

(310_Get_Next_After_Record)

SPEECH INPUT				
ENTERING FROM				
Save as Public (150_Store_Story_as_Public); Save as Private (162_Store_Story_as_Private)				
PROMPTS				
TYPE	CONDITION	WORDING		
Initial	Always	Do you want to record another story, start over, or say good-bye?		
Timeout 1	No input on try 1	I'm sorry I didn't hear you. Say record, start over, or good-bye.		
Timeout 2	No input on try 2	I still can't hear you. If you want to record another story, press 1. If you want to start over from the beginning, press 2. If you want to end the call, press 3.		
Timeout 3	No input on try 3	I still can't hear you. Please visit me again in a few hours. Meanwhile, please check that your microphone is working.		
Retry 1	No match on try 1	Say record, start over, or goodbye.		
Retry 2	No match on try 2	I didn't quite get that. If you want to record another story, press 1. If you want to start over from the beginning, press 2. If you want to end the call, press 3.		
Retry 3	No match on try 3	I still can't hear you. Please visit me again in a few hours. Meanwhile, please check that your microphone is working.		
OPTION	VOCABULARY	DTMF	ACTION	CONFIRM
Record	record, record another story, record story, rec, cord	1	Go to: Record Story Name (100_Record_Name_of_Story)	No
Start over	start over, start, over	2	Go to: Record or Listen (040_Get_Record_or_Listen)	No
Goodbye	goodbye, say, say goodbye, good, bye	3	Go to: End Call (410_Good-bye)	
MODULE SETTINGS				
Default				

LISTEN TO PUBLIC OR PRIVATE

(210_Get_Listen_Public_or_Private)

SPEECH INPUT				
ENTERING FROM				
Welcome & Intro (020_Welcome_New); Welcome (030_Welcome_Old)				
PROMPTS				
TYPE	CONDITION	WORDING		
Initial	Always	Great! I have a bunch of stories in my lamp for you to choose from. You can either choose one of your parents' stories, or I can pick one of my favorite ones for you. Either say parent's story or genie's story.		
Timeout 1	No input on try 1	I'm sorry I didn't hear you. Say parent's story or genie's story.		
Timeout 2	No input on try 2	I still can't hear you. If you want to listen to a parent's story, press 1. If you want to listen to a genie's story, press 2.		
Timeout 3	No input on try 3	Say parent's story or genie's story. If you want to start from the beginning, say start over.		
Retry 1	No match on try 1	Say parent's story or genie's story.		
Retry 2	No match on try 2	I didn't quite get that. If you want to listen to a parent's story, press 1. If you want to listen to a genie's story, press 2.		
Retry 3	No match on try 3	Say parent's story or genie's story. If you want to start from the beginning, say start over.		
OPTION	VOCABULARY	DTMF	ACTION	CONFIRM
Parent's story	parent's story, parents story, parent, pair, ent, ents	1	Go to: Play Private Story (270_Play_Story)	No
Genie's story	genie's story, genies story, genie, jean, knee, knees	2	Go to: Play Public Story (270_Play_Story)	No
MODULE SETTINGS				
Default				
NOTES				
Selecting either option results in generating an index for the user's story to be read out; based on the response to this question, this is either selected randomly from a public bank of pre-recorded stories or a private bank of stories recorded by callers at the current phone number.				

PLAY PUBLIC STORY

(270_Play_Story)

PLAY PROMPT		
ENTERING FROM		
Listen to Public or Private (210_Get_Listen_Public_or_Private)		
PROMPTS		
TYPE	CONDITION	WORDING
Initial	Always	<Plays back a randomly generated public story from the public bank>
CONDITION	ACTION	
Success	Go to: Next Action (320_Get_Next_After_Listen)	
MODULE SETTINGS		
Default		
NOTES		
In our Angel implementation, both public and private stories are played at 270_Play_Story, but internal logic in earlier pages sets up conditions such that the appropriate story is played.		

PLAY PRIVATE STORY


(270_Play_Story)

PLAY PROMPT		
ENTERING FROM		
Listen to Public or Private (210_Get_Listen_Public_or_Private)		
PROMPTS		
TYPE	CONDITION	WORDING
Initial	Always	<Plays back a randomly generated private story from the private bank>
CONDITION	ACTION	
Success	Go to: Next Action (320_Get_Next_After_Listen)	
MODULE SETTINGS		
Default		

NEXT ACTION (AFTER LISTEN)

(320_Get_Next_After_Listen)

SPEECH INPUT				
ENTERING FROM				
Play Public Story (270_Play_Story); Play Private Story (270_Play_Story)				
PROMPTS				
TYPE	CONDITION	WORDING		
Initial	Always	Do you want to listen to another story, start over, or say goodbye?		
Timeout 1	No input on try 1	I'm sorry I didn't hear you. Say listen, start over, or goodbye.		
Timeout 2	No input on try 2	I still can't hear you. If you want to listen to another story, press 1. If you want to start over from the beginning, press 2. If you want to end the call, press 3.		
Timeout 3	No input on try 3	I still can't hear you. Please visit me again in a few hours. Meanwhile, please check that your microphone is working.		
Retry 1	No match on try 1	Say listen, start over, or goodbye.		
Retry 2	No match on try 2	I didn't quite get that. If you want to listen to another story, press 1. If you want to start over from the beginning, press 2. If you want to end the call, press 3.		
Retry 3	No match on try 3	I still can't hear you. Please visit me again in a few hours. Meanwhile, please check that your microphone is working.		
OPTION	VOCABULARY	DTMF	ACTION	CONFIRM
Listen	listen, lis, list, en, listen to another story	1	Go to: Listen to Public or Private (210_Get_Listen_Public_or_Private)	No
Start over	start over, start, over	2	Go to: Record or Listen (040_Get_Record_or_Listen)	No
Goodbye	goodbye, say, say goodbye, good, bye	3	Go to: End Call (410_Goodbye)	
MODULE SETTINGS				
Default				



“Goodbye!”