Oracle Knowledge Intelligent Search Language Reference

Oracle Knowledge Application Intent Libraries

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Oracle, Inc.

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## Contents

**Preface**  
- About This Guide ................................................................. 1  
  - In This Guide ...................................................................... 1  
  - Screen and Text Representations ....................................... 1  
  - References to World Wide Web Resources ............................... 1

**Chapter 1 IML and VIL Reference** ............................................... 2  
- IML and VIL Quick Reference .................................................. 3  
- IML Processing ....................................................................... 4  
  - Direct IML Expressions ...................................................... 5  
  - Question Patterns .............................................................. 5  
- IML Syntax ............................................................................. 5  
  - General IML Syntax Rules ..................................................... 5  
  - IML Elements ...................................................................... 6  
  - Basic Expressions .................................................................. 6  
    - "..." (Double Quotes) Literal Expressions .......................... 7  
    - ‘...’ (Single Quotes) Canonical Form Expressions .............. 7  
    - <...> (Angle Brackets) Concept Expressions ..................... 8  
    - Default Concept Reference Values .................................. 8  
  - [...] (Square Brackets) Cluster Expressions ............................ 9  
  - Operators ........................................................................... 9  
  - Types of Operators ............................................................. 9
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range Operators</td>
<td>10</td>
</tr>
<tr>
<td>NEAR Proximity Operator</td>
<td>10</td>
</tr>
<tr>
<td>DOC Document Operator</td>
<td>11</td>
</tr>
<tr>
<td>SENT Sentence Operator</td>
<td>11</td>
</tr>
<tr>
<td>TITLE Title Operator</td>
<td>12</td>
</tr>
<tr>
<td>SUBTITLE Subtitle Operator</td>
<td>12</td>
</tr>
<tr>
<td>SECTION Section Operator</td>
<td>13</td>
</tr>
<tr>
<td>REFERENCE Reference Operator</td>
<td>13</td>
</tr>
<tr>
<td>FACET Facet Operator</td>
<td>14</td>
</tr>
<tr>
<td>CHARMATCH Character Match Operator</td>
<td>14</td>
</tr>
<tr>
<td>CHILDREN Children Operator</td>
<td>14</td>
</tr>
<tr>
<td>ALLCHILDREN All Children Operator</td>
<td>15</td>
</tr>
<tr>
<td>Combining Operators</td>
<td>15</td>
</tr>
<tr>
<td>IS Intersection Operator</td>
<td>16</td>
</tr>
<tr>
<td>OR Union Operator</td>
<td>16</td>
</tr>
<tr>
<td>X,Y(comma) or X AND Y</td>
<td>16</td>
</tr>
<tr>
<td>ISN'T Difference Operator</td>
<td>17</td>
</tr>
<tr>
<td>WITHOUT Difference Offset Operator</td>
<td>17</td>
</tr>
<tr>
<td>OVERLAP Offset Intersection Operator</td>
<td>18</td>
</tr>
<tr>
<td>NOOVERLAP Difference Intersection Operator</td>
<td>18</td>
</tr>
<tr>
<td>Keywords</td>
<td>19</td>
</tr>
<tr>
<td>WORD Keyword</td>
<td>19</td>
</tr>
<tr>
<td>BEGIN Keyword</td>
<td>20</td>
</tr>
<tr>
<td>END Keyword</td>
<td>20</td>
</tr>
<tr>
<td>THIS Keyword</td>
<td>21</td>
</tr>
<tr>
<td>Number Expressions</td>
<td>21</td>
</tr>
<tr>
<td>General Rules for Specifying Number Expressions</td>
<td>22</td>
</tr>
<tr>
<td>(...-...)Simple Range</td>
<td>22</td>
</tr>
<tr>
<td>(...) Ascending Range</td>
<td>23</td>
</tr>
<tr>
<td>(...) Descending Range</td>
<td>23</td>
</tr>
<tr>
<td>+ * Macros</td>
<td>24</td>
</tr>
<tr>
<td>Zero or More Words Macro</td>
<td>24</td>
</tr>
<tr>
<td>One or More Words Macro</td>
<td>24</td>
</tr>
<tr>
<td>IML Variables</td>
<td>25</td>
</tr>
<tr>
<td>==VARIABLE, =#VARIABLE Specifying Variables</td>
<td>25</td>
</tr>
<tr>
<td>Assigning Values to Variables</td>
<td>26</td>
</tr>
<tr>
<td>Referring to Variables</td>
<td>26</td>
</tr>
<tr>
<td>/<em>...</em>/ Comments</td>
<td>27</td>
</tr>
<tr>
<td>The Variable Instantiation Language (VIL)</td>
<td>27</td>
</tr>
<tr>
<td>VIL Syntax</td>
<td>28</td>
</tr>
<tr>
<td>VIL Function Processing</td>
<td>28</td>
</tr>
<tr>
<td>VIL Function Input</td>
<td>29</td>
</tr>
<tr>
<td>VIL Function Output</td>
<td>29</td>
</tr>
<tr>
<td>Combining VIL Functions</td>
<td>29</td>
</tr>
<tr>
<td>-&gt;</td>
<td></td>
</tr>
<tr>
<td>Non-Applicable and Null Output Strings</td>
<td>30</td>
</tr>
<tr>
<td>VIL Parameters</td>
<td>31</td>
</tr>
<tr>
<td>VIL Functions</td>
<td>32</td>
</tr>
<tr>
<td>ALIAS The Alias Function</td>
<td>32</td>
</tr>
<tr>
<td>INHERIT The Inherit Function</td>
<td>33</td>
</tr>
<tr>
<td>MORPH The Morphology Function</td>
<td>36</td>
</tr>
</tbody>
</table>
Chapter 3 The Automotive Intent Library Hierarchy .......................... 67

Automotive Product Research Intents ........................................... 67
Product Research ................................................................. 69
  Vehicle Adaptive Equipment .................................................. 69
  Competitive Comparison ...................................................... 70
  Concept Vehicle Inquiry ...................................................... 70
  Fuel Efficiency Research ..................................................... 71
  Environmental Impact Research ............................................ 71
  Model Price Research ......................................................... 72
  Used Vehicle Research ....................................................... 72
    Certified Vehicle Research .............................................. 73
  Vehicle Engineering Research ............................................ 73
  Vehicle Media Information ................................................ 74
    Model Picture Research .................................................. 74
  Vehicle Brochure Request .................................................. 75
  Vehicle Configuration Research ............................................ 75
    Vehicle Accessory Research ............................................ 76
    Model Exterior Color Research ....................................... 76
    Model Interior Color Research ....................................... 77
    Vehicle Option Research .............................................. 77
  Vehicle Model Line Research ............................................. 78
  Vehicle Model Research .................................................... 78
    Vehicle Model Trim Research ......................................... 79
    Forthcoming Model Research .......................................... 80
  Vehicle Safety Research .................................................... 80
  Vehicle Specs Research ..................................................... 81
    Towing Capacity Specs Research ..................................... 81
  Vehicle Type Research ...................................................... 82

Automotive Marketing Program Intents ......................................... 82
Marketing Programs ............................................................. 82
  Merchandise Research ...................................................... 83
  Racing Sponsorships Inquiry ............................................ 83
  Special Offer Inquiry ....................................................... 84
  Vehicle Show Information ................................................ 84

Automotive Financing and Sales Support Intents ............................. 84
Financing and Sales Support .................................................. 85
  Trade In Sales Inquiry ..................................................... 85
  Vehicle Financing Sales Inquiry ....................................... 85
  Vehicle Leasing Research .................................................. 86
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automotive Support and Maintenance Intents</td>
<td>87</td>
</tr>
<tr>
<td>Owner Support and Maintenance</td>
<td>87</td>
</tr>
<tr>
<td>Used Vehicle Market Value Support</td>
<td>88</td>
</tr>
<tr>
<td>Owner Manual Request</td>
<td>88</td>
</tr>
<tr>
<td>Radio Security Code Support</td>
<td>89</td>
</tr>
<tr>
<td>Scheduled Maintenance Support</td>
<td>89</td>
</tr>
<tr>
<td>Vehicle Parts Research</td>
<td>90</td>
</tr>
<tr>
<td>Vehicle Recall Inquiry</td>
<td>90</td>
</tr>
<tr>
<td>Vehicle Troubleshooting Support</td>
<td>91</td>
</tr>
<tr>
<td>Automotive Customer Service Inquiry Intents</td>
<td>91</td>
</tr>
<tr>
<td>Customer Service Inquiry</td>
<td>91</td>
</tr>
<tr>
<td>Contact Customer Service</td>
<td>92</td>
</tr>
<tr>
<td>Escalate Customer Service</td>
<td>92</td>
</tr>
<tr>
<td>Automotive General Company Inquiry Intents</td>
<td>92</td>
</tr>
<tr>
<td>General Company Inquiry</td>
<td>93</td>
</tr>
<tr>
<td>Dealer Locator Inquiry</td>
<td>93</td>
</tr>
<tr>
<td>Job Employment Inquiry</td>
<td>93</td>
</tr>
<tr>
<td>Automotive Website Inquiry Intents</td>
<td>94</td>
</tr>
<tr>
<td>Website Inquiry</td>
<td>94</td>
</tr>
<tr>
<td>Website Sitemap Inquiry</td>
<td>94</td>
</tr>
<tr>
<td>Website Spanish Language Support</td>
<td>95</td>
</tr>
<tr>
<td>Automotive Intent Parameters</td>
<td>95</td>
</tr>
<tr>
<td>Accessory Parameter</td>
<td>96</td>
</tr>
<tr>
<td>Brand Parameter</td>
<td>97</td>
</tr>
<tr>
<td>Car Type Parameter</td>
<td>97</td>
</tr>
<tr>
<td>Certified Year Parameter</td>
<td>97</td>
</tr>
<tr>
<td>City Parameter</td>
<td>98</td>
</tr>
<tr>
<td>Competitor Make Parameter</td>
<td>98</td>
</tr>
<tr>
<td>Competitor Model Parameter</td>
<td>98</td>
</tr>
<tr>
<td>Concept Car Parameter</td>
<td>99</td>
</tr>
<tr>
<td>Current Model Parameter</td>
<td>99</td>
</tr>
<tr>
<td>Current Year Parameter</td>
<td>99</td>
</tr>
<tr>
<td>Discontinued Model Parameter</td>
<td>100</td>
</tr>
<tr>
<td>Engineering Feature Parameter</td>
<td>100</td>
</tr>
<tr>
<td>Forthcoming Model Parameter</td>
<td>100</td>
</tr>
<tr>
<td>Maintenance Activity Parameter</td>
<td>101</td>
</tr>
<tr>
<td>Merchandise Parameter</td>
<td>101</td>
</tr>
<tr>
<td>Model Parameter</td>
<td>101</td>
</tr>
<tr>
<td>Non-Certified Year Parameter</td>
<td>103</td>
</tr>
<tr>
<td>Option Package Parameter</td>
<td>103</td>
</tr>
<tr>
<td>Part Parameter</td>
<td>103</td>
</tr>
<tr>
<td>Previous Year Parameter</td>
<td>104</td>
</tr>
<tr>
<td>Special Offer Parameter</td>
<td>104</td>
</tr>
<tr>
<td>Specification Parameter</td>
<td>104</td>
</tr>
<tr>
<td>Standard Option Parameter</td>
<td>105</td>
</tr>
<tr>
<td>State Parameter</td>
<td>105</td>
</tr>
<tr>
<td>Trim Parameter</td>
<td>105</td>
</tr>
<tr>
<td>Year Parameter</td>
<td>106</td>
</tr>
<tr>
<td>Zip Code Parameter</td>
<td>107</td>
</tr>
</tbody>
</table>
## Chapter 4 The Telecommunications Intent Library Hierarchy

<table>
<thead>
<tr>
<th>Using Product Research and Product Support Intents</th>
<th>108</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecom Product Research Intents</td>
<td>109</td>
</tr>
<tr>
<td>Product Research</td>
<td>110</td>
</tr>
<tr>
<td>Service Plan Research</td>
<td>111</td>
</tr>
<tr>
<td>Internet Services Research</td>
<td>111</td>
</tr>
<tr>
<td>Prepaid Services Research</td>
<td>112</td>
</tr>
<tr>
<td>Service Feature Research</td>
<td>113</td>
</tr>
<tr>
<td>Text Messaging Research</td>
<td>113</td>
</tr>
<tr>
<td>Instant Messaging Research</td>
<td>114</td>
</tr>
<tr>
<td>Email Management Research</td>
<td>115</td>
</tr>
<tr>
<td>Calling Areas / Coverage Research</td>
<td>115</td>
</tr>
<tr>
<td>Roaming and Cell Phone Network Research</td>
<td>116</td>
</tr>
<tr>
<td>Voicemail Management Research</td>
<td>116</td>
</tr>
<tr>
<td>Personalization and Content Management Research</td>
<td>117</td>
</tr>
<tr>
<td>Ringtones Research</td>
<td>118</td>
</tr>
<tr>
<td>Service Plan Minutes Research</td>
<td>118</td>
</tr>
<tr>
<td>Purchasing Minutes Research</td>
<td>119</td>
</tr>
<tr>
<td>Call Services Research (including Star Keys)</td>
<td>119</td>
</tr>
<tr>
<td>Call Block Research</td>
<td>120</td>
</tr>
<tr>
<td>Caller ID Research</td>
<td>121</td>
</tr>
<tr>
<td>Additional Line or Phone Request Research</td>
<td>121</td>
</tr>
<tr>
<td>Phone Equipment Research</td>
<td>122</td>
</tr>
<tr>
<td>Wireless Phone Research</td>
<td>122</td>
</tr>
<tr>
<td>Camera Phone Research</td>
<td>123</td>
</tr>
<tr>
<td>PDA Research</td>
<td>124</td>
</tr>
<tr>
<td>Non-Wireless Phone Research</td>
<td>124</td>
</tr>
<tr>
<td>Phone Equipment Accessory and Parts Research</td>
<td>125</td>
</tr>
<tr>
<td>Other Telco Services Research</td>
<td>125</td>
</tr>
<tr>
<td>International Calling Research</td>
<td>126</td>
</tr>
<tr>
<td>Calling Card Research</td>
<td>127</td>
</tr>
<tr>
<td>Disabled Services Research</td>
<td>127</td>
</tr>
<tr>
<td>Telecom Product Support Intents</td>
<td>128</td>
</tr>
<tr>
<td>Product Support</td>
<td>129</td>
</tr>
<tr>
<td>Service Plan Support</td>
<td>130</td>
</tr>
<tr>
<td>Internet Services Support</td>
<td>130</td>
</tr>
<tr>
<td>Prepaid Services Support</td>
<td>131</td>
</tr>
<tr>
<td>Change Plans</td>
<td>132</td>
</tr>
<tr>
<td>Change Service Providers</td>
<td>132</td>
</tr>
<tr>
<td>Relocation Support</td>
<td>133</td>
</tr>
<tr>
<td>Service Suspension / (Re-)Activation Support</td>
<td>133</td>
</tr>
<tr>
<td>Cancel Plan</td>
<td>134</td>
</tr>
<tr>
<td>Contract Expiration Support</td>
<td>135</td>
</tr>
<tr>
<td>Service Feature Support</td>
<td>135</td>
</tr>
<tr>
<td>Text Messaging Support</td>
<td>136</td>
</tr>
<tr>
<td>Instant Messaging Support</td>
<td>136</td>
</tr>
<tr>
<td>Email Management Support</td>
<td>137</td>
</tr>
<tr>
<td>Calling Areas / Coverage Support</td>
<td>138</td>
</tr>
<tr>
<td>Roaming and Cell Phone Network Support</td>
<td>138</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Payment Options and Payment Support</td>
<td>166</td>
</tr>
<tr>
<td>Dispute Bill</td>
<td>166</td>
</tr>
<tr>
<td>Balance Inquiry</td>
<td>167</td>
</tr>
<tr>
<td>View Bill Details</td>
<td>167</td>
</tr>
<tr>
<td>Understanding a Bill</td>
<td>168</td>
</tr>
<tr>
<td>Request Bill Copy</td>
<td>168</td>
</tr>
<tr>
<td>Billing Refund Inquiry</td>
<td>169</td>
</tr>
<tr>
<td>Telecom General Company Inquiry Intents</td>
<td>169</td>
</tr>
<tr>
<td>General Company Inquiry</td>
<td>170</td>
</tr>
<tr>
<td>Office Location Inquiry</td>
<td>170</td>
</tr>
<tr>
<td>Job Employment Inquiry</td>
<td>171</td>
</tr>
<tr>
<td>Privacy Inquiry</td>
<td>171</td>
</tr>
<tr>
<td>Company Business Hours Inquiry</td>
<td>172</td>
</tr>
<tr>
<td>Telecom Website Inquiry Intents</td>
<td>172</td>
</tr>
<tr>
<td>Website Inquiry</td>
<td>172</td>
</tr>
<tr>
<td>Website Spanish Language Support</td>
<td>173</td>
</tr>
<tr>
<td>Website Sitemap Inquiry</td>
<td>173</td>
</tr>
<tr>
<td>Telecom Intent Parameters</td>
<td>174</td>
</tr>
<tr>
<td>Call Services Parameter</td>
<td>174</td>
</tr>
<tr>
<td>Cell Phones Parameter</td>
<td>175</td>
</tr>
<tr>
<td>Internet Services Parameter</td>
<td>175</td>
</tr>
<tr>
<td>Internet Plans Parameter</td>
<td>175</td>
</tr>
<tr>
<td>Landline Phones Parameter</td>
<td>176</td>
</tr>
<tr>
<td>Pay As You Go Plans Parameter</td>
<td>176</td>
</tr>
<tr>
<td>PDA Parameter</td>
<td>176</td>
</tr>
<tr>
<td>Personalized Content Parameter</td>
<td>177</td>
</tr>
<tr>
<td>Prepaid Phone Cards Parameter</td>
<td>177</td>
</tr>
<tr>
<td>Telecom Accessories Parameter</td>
<td>177</td>
</tr>
<tr>
<td>Telecom Parts Parameter</td>
<td>178</td>
</tr>
<tr>
<td>Telecom Products Parameter</td>
<td>178</td>
</tr>
<tr>
<td>Telecom Service Plans Parameter</td>
<td>178</td>
</tr>
<tr>
<td>Telecom Service Providers Parameter</td>
<td>179</td>
</tr>
<tr>
<td>Telephones Parameter</td>
<td>179</td>
</tr>
<tr>
<td>Your Company Name Parameter</td>
<td>179</td>
</tr>
<tr>
<td>Telecom Standard Test Questions</td>
<td>179</td>
</tr>
<tr>
<td>Account Information Inquiry Standard Questions</td>
<td>180</td>
</tr>
<tr>
<td>Account Setup Support Standard Questions</td>
<td>182</td>
</tr>
<tr>
<td>Account Sign In Help Standard Questions</td>
<td>182</td>
</tr>
<tr>
<td>Account Support Standard Questions</td>
<td>185</td>
</tr>
<tr>
<td>Additional Line or Phone Request Research Standard Questions</td>
<td>185</td>
</tr>
<tr>
<td>Additional Line or Phone Request Support Standard Questions</td>
<td>186</td>
</tr>
<tr>
<td>Area Or Country Lookup Standard Questions</td>
<td>187</td>
</tr>
<tr>
<td>Balance Inquiry Standard Questions</td>
<td>187</td>
</tr>
<tr>
<td>Billing and Support Inquiry Standard Questions</td>
<td>191</td>
</tr>
<tr>
<td>Billing Refund Inquiry Standard Questions</td>
<td>194</td>
</tr>
<tr>
<td>Call Block Research Standard Questions</td>
<td>194</td>
</tr>
<tr>
<td>Call Block Support Standard Questions</td>
<td>194</td>
</tr>
<tr>
<td>Call Services Research Standard Questions</td>
<td>195</td>
</tr>
<tr>
<td>Call Services Support Standard Questions</td>
<td>195</td>
</tr>
<tr>
<td>Caller ID Research Standard Questions</td>
<td>197</td>
</tr>
<tr>
<td>Caller ID Support Standard Questions</td>
<td>197</td>
</tr>
</tbody>
</table>
About This Guide

This guide provides reference information for the Oracle Knowledge Intent Libraries. This guide is intended for Dictionary and application developers who need access to detailed information about Oracle Knowledge language processing components.

This preface includes information on:

- “In This Guide” - The general organization of this guide.
- “Screen and Text Representations”
- “References to World Wide Web Resources”

In This Guide

The Intelligent Search Language Reference is divided into the following sections:

**Chapter 1, IML and VIL Reference**
- This chapter describes the Oracle Knowledge Match Language (IML) and Variable Instantiation Language (VIL).

**Chapter 2, The General Intent Library Hierarchy**
- This chapter provides descriptions of the Intents and Concept Parameters in the standard General Application Intent Library.

**Chapter 3, The Automotive Intent Library Hierarchy**
- This chapter provides descriptions of the Intents and Concept Parameters in the standard Automotive Intent Library.

**Chapter 4, The Telecommunications Intent Library Hierarchy**
- This chapter provides descriptions of the Intents and Concept Parameters in the standard Telecommunications Intent Library.

Screen and Text Representations

The product screens, screen text, and file contents depicted in the documentation are examples. We attempt to convey the product's appearance and functionality as accurately as possible; however, the actual product contents and displays may differ from the published examples.

References to World Wide Web Resources

For your convenience, we refer to Uniform Resource Locators (URLs) for resources published on the World Wide Web when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.
Oracle Knowledge Match Language (IML) is a language for specifying conditions and actions based on matching words, phrases, and concepts in user requests and application content. IML consists of a set of symbols that define various functions and operations. You specify these symbols in combination with words of interest to form IML expressions. The set of characters, their functions, and the rules for using them to create IML expressions are described in “IML Syntax” on page 5.

IML provides a flexible means of matching the words in a user request. IML can match a literal word, multiple forms of a word, or even concepts that match or relate to a specified word in some way. You can create IML expressions that match very specifically-worded requests, or that match many general requests that express the same purpose, or intent.

IML expressions are components of Rules; the pre-defined Rules in the Dictionary contain IML expressions that specify both conditions and actions.

You can add and modify IML expressions in question patterns that set conditions and in Search Components that specify search criteria within Actions.

During request processing, the Rules Engine processes the IML within Rule conditions and actions, as described in “IML Processing” on page 4.

Please see “The Variable Instantiation Language (VIL)” on page 27 for more information on VIL.
IML and VIL Quick Reference

**“IML Syntax” on page 5**
- “...” (Double Quotes) Literal Expressions” on page 7
- “‘...’ (Single Quotes) Canonical Form Expressions” on page 7
- “<...> (Angle Brackets) Concept Expressions” on page 8
- “NEAR Proximity Operator” on page 10
- “DOC Document Operator” on page 11
- “SENT Sentence Operator” on page 11
- “TITLE Title Operator” on page 12
- “SUBTITLE Subtitle Operator” on page 12
- “SECTION Section Operator” on page 13
- “REFERENCE Reference Operator” on page 13
- “FACET Facet Operator” on page 14
- “CHARMATCH Character Match Operator” on page 14
- “ALLCHILDREN All Children Operator” on page 15
- “IS Intersection Operator” on page 16
- “X,Y(comma) or X AND Y” on page 16
- “OR Union Operator” on page 16

**“VIL Syntax” on page 28**
- “-> || VIL Operators and Delimiters” on page 30
- “ALIAS The Alias Function” on page 32
- “INHERIT The Inherit Function” on page 33
- “MORPH The Morphology Function” on page 36
- “NOVAR The Novar Function” on page 36
- “ONTOLEGY The Ontology Function” on page 37
- “REPLACE The Replace Function” on page 39
- “STRING The String Function” on page 39
- “TEXT The Text Function” on page 40
- “USERDATA The User Data Function” on page 46
- “DATE The Date Function” on page 47
IML Processing

The Rules Engine processes IML during request processing. You can specify IML expressions to match words and phrases in both user requests and application content.

To match words, phrases, and intents within user requests, you specify IML expressions to create question patterns within Rules. To match words and phrases within unstructured application content, you can:

- Use the Dictionary’s pre-defined Search Components, which are written in IML
- Specify IML expressions within custom Search Components
• Specify IML expressions to retrieve specific answers
• Specify IML expressions to restrict the results of SQL queries to configured sources of structured information

Direct IML Expressions

You can specify IML expressions to perform direct retrieval of excerpts from unstructured content. The Rules Engine's default ranking process uses IML to match indexed unstructured content to the user requests. In some cases, you may want to specify an explicit IML expression instead of using the default ranking function.

To specify a direct IML expression for document retrieval, you enter an IML expression in the Answer Section tab in the Actions section of the Dictionary Manager Rule window.

Question Patterns

A Question Pattern is an IML expression that is designed to match the intent of a user request. Question Patterns are one of the components of Rules that you can use to set conditions. Question Patterns range from simple, general expressions to complex, specific ones.

You specify Question Patterns using the various elements of IML to match the words and phrases that occur in user requests.

During request processing, the Rules Engine compares the request to the specified Question Pattern, and evaluates it as true or false. If a Rule is true, the Actions that it specifies will be added to the action list.

To use a Question Pattern within a Rule, you enter an IML expression in the Question Patterns tab in the Conditions section of the Dictionary Manager Rule window, as described in “Intelligent Search Optimization Guide”.

IML Syntax

The IML syntax defines multiple elements that you can use to create IML expressions within question patterns, search components, and direct index queries. You create IML expressions by combining the various elements according to the syntax rules.

General IML Syntax Rules

There are no special delimiters to indicate the beginning or end of IML expressions. You generally specify IML expressions in designated fields within Dictionary Manager windows.
You can organize IML expressions in Dictionary Manager fields in any way that you choose. The Rules Engine reads IML expressions from left to right, top to bottom. Line breaks and spaces do not have any function.

**NOTE:** The **AND** separator is a functionally identical alternative to the comma separator, and is not an operator. It separates arguments, but does not specify any operation.

Arguments for expressions are delimited by parentheses, and separated by commas, or by the string **AND** if preferred for clarity. You can create nested expressions using parentheses to delimit the enclosed expressions, and there is no limit to the levels of nesting.

**IML Elements**

IML supports the following types of elements:

- “Basic Expressions” on page 6
- “Operators” on page 9
- “Keywords” on page 19
- “+ * Macros” on page 24
- “Number Expressions” on page 21
- “IML Variables” on page 25
- “/...*/ Comments” on page 27

Some IML elements allow additional arguments that specify or modify their behavior.

**Basic Expressions**

Basic IML expressions are the means of specifying semantic matching for words and phrases in user requests and in the indexed content. Basic expressions generally resolve to single units of meaning within user requests or application content. Within indexed application content, single units of meaning occupy a designated position, and are referred to as offsets.

The various types of base expressions enable you to match words and phrases as literal character strings, canonical forms that include variations in wordform and punctuation, and concepts that include semantic relations as defined in the Ontology.

You can combine basic expressions with other IML elements to describe and match complex semantic structures. The following basic expressions are valid in IML:

- “...” (Double Quotes) Literal Expressions” on page 7
- “...' (Single Quotes) Canonical Form Expressions” on page 7
- “<...> (Angle Brackets) Concept Expressions” on page 8
- “[...] (Square Brackets) Cluster Expressions” on page 9
“…” (Double Quotes) Literal Expressions

A literal expression matches only the exact specified character string. Literal expressions are sensitive to punctuation and spacing.

**Syntax:**

Enclose the word or phrase within double quotes, in the form:

"expression"

**Example:**

<table>
<thead>
<tr>
<th>The expression…</th>
<th>matches…</th>
<th>and does not match…</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;cat&quot;</td>
<td>Cat</td>
<td>cats</td>
</tr>
<tr>
<td>cat</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

‘’’ (Single Quotes) Canonical Form Expressions

Canonical form expressions match the specified string and any variations in inflection or form, such as capitalization, tense, or other valid morphological variations as defined by the Language Analyzer.

**Syntax:**

Specify canonical form expressions using either of the following forms:

expression

‘expression’

where:

expression

‘expression’

<table>
<thead>
<tr>
<th>The expression…</th>
<th>matches…</th>
<th>and does not match…</th>
</tr>
</thead>
<tbody>
<tr>
<td>cat</td>
<td>Cat</td>
<td>catalog</td>
</tr>
<tr>
<td>‘cat’</td>
<td>cats</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cats</td>
<td></td>
</tr>
<tr>
<td></td>
<td>cat’s</td>
<td></td>
</tr>
<tr>
<td></td>
<td>catty</td>
<td></td>
</tr>
</tbody>
</table>
<...> (Angle Brackets) Concept Expressions

Concept expressions match occurrences of the specified concept and its synonyms. Concept expressions refer to the sense of the specified concept that is currently defined in the Dictionary. See the “Intelligent Search Language Tuning Guide” for information on defining concepts in the Dictionary.

Syntax:
Specify the concept name as defined in the Dictionary, within angle brackets. The Rules Engine assigns default values to the first two identifiers within a concept reference if they are not specified. You can omit one or both of these identifiers to apply the default values to the specified concept. The complete form of the concept reference is:

<pos.domain.name>

Other valid forms are:
<name>

where:

pos
Specifies the concept’s part of speech. Valid values are noun, adj (adjective), verb, and adv (adverb). This identifier is optional. The default part of speech value is noun.

domain
Specifies the domain that the concept is assigned to. This identifier is optional. The default domain is the application domain name, as specified in the Dictionary.

name
Specifies the concept name, which is an indicator for the collection of specified synonyms and other relationships that define the concept.

Example:
The expressions... | match... | and do not match...
--- | --- | ---
<noun.animal.cat> | Cat | catalog
<animal.cat> | cats kitten |

Default Concept Reference Values

The following table describes the default values that the Rules Engine assigns when processing concept references.

If you specify... | the Rules Engine assigns...
--- | ---
<pos.domain.headword> | No default values.
<headword> | The part of speech value noun and the default domain value application name, as specified on the Application Instance page of the Advanced Configuration Facility.
[...] (Square Brackets) Cluster Expressions

Cluster expressions match occurrences of the specified Cluster Object. Cluster expressions refer to the sense of the specified Cluster that is currently defined in the Dictionary. See the “Intelligent Search Language Tuning Guide” for information on defining Cluster in the Dictionary.

**Syntax:**

Specify the Cluster name as defined in the Dictionary, within square brackets. The Rules Engine assigns default values to the first two identifiers within a Cluster reference if they are not specified. You can omit one or both of these identifiers to apply the default values to the specified Cluster. The complete form of the concept reference is:

[name]

**Example:**

<table>
<thead>
<tr>
<th>The expressions...</th>
<th>match...</th>
<th>and do not match...</th>
</tr>
</thead>
<tbody>
<tr>
<td>[house pet]</td>
<td>Cat</td>
<td>catalog</td>
</tr>
<tr>
<td></td>
<td>dog</td>
<td></td>
</tr>
<tr>
<td></td>
<td>feline</td>
<td></td>
</tr>
</tbody>
</table>

**Operators**

You can specify IML operators to define the portion, or *range*, of a request or document that you want an IML expression to match.

For example, you can specify operators to apply expressions to:

- Sentences within documents
- Entire documents
- Sentences within documents having titles that match a specified expression

**Types of Operators**

The following types of operators are available in IML:

- Range operators
- Combining operators

Range operators specify the scope of the matching criteria set by a specified expression. For example, you could specify IML expressions to match the words cat and hat occurring within a single sentence, or within 5 words of each other. Some range operators apply to both conditions (requests) and actions (documents); others apply only to actions.

Combining operators specify operations on specified ranges to further define matching criteria. Examples of combinations include intersections, unions, and overlaps.
Range Operators

Range operators specify the scope of a matched expression. You can use range operators to specify the amount of content that the Rules Engine will associate with the matched expression.

For example, a literal expression "cat" will match any occurrences of the string cat. A sentence range operator specifies that this expression will apply to, or match, sentences that contain the string cat. A document range operator specifies that this expression will match documents that contain the string cat.

You specify range operators as prefixes to the expressions that they operate on. You specify the expressions that the range operator applies to as arguments enclosed within parentheses. You must specify at least one argument for an operator.

You separate arguments with a , (comma) or the string AND. The expressions that you specify as arguments can be any valid IML expressions.

You can use range operators within IML expressions that specify conditions and actions within Rules; however, not all range operators are valid in both contexts.

The following IML range operators apply to both conditions (requests) and actions (documents):

- Proximity (NEAR), as described in “NEAR Proximity Operator” on page 10
- Document (DOC), as described in “DOC Document Operator” on page 11

The following IML range operators apply only to actions:

- Sentence (SENT), as described in “SENT Sentence Operator” on page 11
- Title (TITLE), as described in “TITLE Title Operator” on page 12
- Subtitle (SUBTITLE), as described in “SUBTITLE Subtitle Operator” on page 12
- Section (SECTION), as described in “SECTION Section Operator” on page 13
- Reference (REFERENCE), as described in “REFERENCE Reference Operator” on page 13

NEAR Proximity Operator

The proximity (NEAR) operator returns a range of words that contains all of the expressions specified as arguments. You specify the size of the range as a parameter, n.

NEAR is valid within conditions and actions.

Syntax:

```
NEAR_n(expression){separator[expression]}...
```

where:

- n Specifies the number of words (offsets) that defines the range. Offsets indicate unique index positions, approximately equal to single words.
- expression Specifies a valid IML expression
- separator Specifies a separator, if required (, or AND)
Example:
Specify
To match

DOC Document Operator

The document (DOC) operator returns documents containing all of the expressions specified as arguments. Documents are identified during content processing. The sentence object, which contains the user request, is considered to be a document. See “Intelligent Search Optimization Guide” for more information about the sentence object.

DOC is valid within conditions and actions.

Syntax:

DOC([expression]{separator[expression]} }...}

where:

expression specifies a valid IML expression
separator specifies a separator, if required (, or AND)

Example:

Specify
To match

SENT Sentence Operator

The sentence (SENT) operator returns sentences that contain the specified expressions. Sentences are identified during content processing and are stored in the Content Store.

SENT is valid only within actions.

Syntax:

SENT([expression]{separator[expression]} }...}

where:

expression Specifies a valid IML expression
separator Specifies a separator, if required (, or AND)
**Example:**

Specify  
To match

---

**TITLE Title Operator**

The title (TITLE) operator returns document titles that contain the expressions specified as arguments. Document titles are identified during content processing and are stored in the Content Store.

**Syntax:**

```
TITLE([expression]{separator[expression]} }...}
```

where:

- **expression** specifies a valid IML expression
- **separator** specifies a separator, if required (, or AND)

**Example:**

Specify  
To match

---

**SUBTITLE Subtitle Operator**

The subtitle (SUBTITLE) operator returns document subtitles that contain all of the expressions specified as arguments. Document subtitles are determined by content processing.

**Syntax:**

```
SUBTITLE([expression]{separator[expression]} }...}
```

where:

- **expression** Specifies a valid IML expression
- **separator** Specifies a separator, if required (, or AND)
**Example:**

Specify SUBTITLE(<cat>,<hat>)
To match Document sections having subtitles that contain both of the concepts (synonyms of) `cat` and `hat`

**SECTION Section Operator**

The section (SECTION) operator returns document sections that contain all of the expressions specified as arguments. Document sections are determined by content processing.

SECTION is valid only within actions.

**Syntax:**

```
SECTION([expression][separator[expression]]...)
```

where:

- **expression** specifies a valid IML expression
- **separator** specifies a separator, if required (, or AND)

**Example:**

Specify SECTION(<cat>,<hat>)
To match Document sections that contain both of the concepts (synonyms of) `cat` and `hat`

**REFERENCE Reference Operator**

The reference (REFERENCE) operator returns references to documents, such as hypertext links, that contain the expressions specified as arguments.

REFERENCE is valid only within actions.

**NOTE:** Only use the REFERENCE operator if the reference index has been enabled. The reference index is disabled by default, to enable it modify the `.xml` file from `<referenceNamespace>false</referenceNamespace>` to `<referenceNamespace>true</referenceNamespace>`.

**Syntax:**

```
REFERENCE({expression} separator {expression})
```

where:

- **expression** specifies a valid IML expression
- **separator** specifies a separator, if required (, or AND)
Example:
Specify  REFERENCE(<cat>,<hat>)
To match  references that contain both of the concepts (synonyms of) cat and hat

FACET Facet Operator

The facet (FACET) operator returns documents assigned to a particular facet setup in the Personalized Navigation Facility.

Syntax:
FACET("name")

Example:
Specify  FACET("manual")
To match  returns documents assigned to the Manual facet as specified in the Personalized Navigation Setup.

CHARMATCH Character Match Operator

The character match (CHARMATCH) operator matches the query against the regular expression argument.

CHARMATCH assumes implicit BEGIN and END markers to its argument. CHARMATCH sends its argument to the JAVA regular rxpression engine, so it uses the Java regex syntax. Operators like “*” or “+” are fulfilled to the maximum stretch. “?” makes the preceeding character optional. For more information, search for Java Regex guides online.

Syntax:
CHARMATCH(regular expression)

Example:
<table>
<thead>
<tr>
<th>The expression...</th>
<th>matches...</th>
<th>and does not match...</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHARMATCH(&quot;c+ ?t&quot;)</td>
<td>cat</td>
<td>cats</td>
</tr>
<tr>
<td></td>
<td>Connecticut</td>
<td></td>
</tr>
</tbody>
</table>

CHILDREN Children Operator

The Children operator matches on the Concept and the first level Concepts related to the specified Concept with a “is this type” relationship. The Concept name used with the the CHILDREN operator will be the “Parent” Concept, and will return the “children” of the Concept.
**Syntax:**
CHILDREN(<conceptname>)

**Example:**

<table>
<thead>
<tr>
<th>The expression...</th>
<th>matches...</th>
<th>and does not match...</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHILDREN(&lt;animal&gt;)</td>
<td>cat, dog</td>
<td>Garfield, Odie</td>
</tr>
</tbody>
</table>

**ALLCHILDREN All Children Operator**

The All Children operator matches on the Concept and all the Concepts related to the specified Concept with a “is this type” relationship. The Concept name used with the CHILDREN operator will be the “Parent” Concept, and will return all the “children” of the Concept.

**Syntax:**
ALLCHILDREN(<conceptname>)

**Example:**

<table>
<thead>
<tr>
<th>The expression...</th>
<th>matches...</th>
<th>and does not match...</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALLCHILDREN(&lt;animal&gt;)</td>
<td>cat, dog, garfield, odie</td>
<td>sink</td>
</tr>
</tbody>
</table>

**Combining Operators**

Combining operators specify operations on expressions or their associated ranges.

You can use combining operators to match an area of content that you define as the result of an operation on two or more specified ranges. You specify combining operators inline, between the expressions that they operate on. The expressions that you combine can be any valid IML expressions.

The following combining operators are valid in IML:
- **IS**, which specifies the intersection of two ranges, as described in “IS Intersection Operator” on page 16
- **OR**, which specifies the union of two ranges, as described in “OR Union Operator” on page 16
• **ISNT**, which specifies the difference of two ranges, as described in “ISNT Difference Operator” on page 17

• **WITHOUT**, which specifies the difference of two specified ranges, as described in “WITHOUT Difference Offset Operator” on page 17

• **OVERLAP**, which specifies a range representing the overlap of two ranges, as described in “OVERLAP Offset Intersection Operator” on page 18

### IS Intersection Operator

The intersection (**IS**) combining operator specifies the intersection of the ranges of the specified expressions.

**Syntax:**

You specify the intersection combining operator in the form:

\{expression\} IS \{expression\}

where:

expression Specifies a valid IML expression

**Example:**

**Specify**  SENT(<cat> IS <hat>)

**To match** Sentences that contain the concepts (synonyms of) both cat and hat

### OR Union Operator

The union (**OR**) combining operator specifies the union of the ranges of the specified expressions.

**Syntax:**

\{expression\} OR \{expression\}

where:

expression Specifies a valid IML expression

**Example:**

**Specify**  SENT(<cat> OR <hat>)

**To match** Sentences that contain the either of the concepts (synonyms of) cat or hat

### X,Y(comma) or X AND Y

Using the comma or **AND** requires that all items must be matched in order for the question pattern to be satisfied. “,” and AND must be used in conjunction with “Range Operators” on page 10, for example DOC.
**Syntax:**

RANGE OPERATOR ((expression), (expression))
RANGE OPERATOR ((expression) AND (expressions))

**Example:**

<table>
<thead>
<tr>
<th>The expression…</th>
<th>matches…</th>
<th>and does not match…</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOC(cat, dog)</td>
<td>cat dog</td>
<td>cat</td>
</tr>
<tr>
<td>SENT(cat AND dog)</td>
<td>dog with cat</td>
<td>dog with a fat dog</td>
</tr>
</tbody>
</table>

**ISNT Difference Operator**

The difference (ISNT) combining operator specifies the difference of ranges of the specified expressions.

**Syntax:**

(expression) ISNT (expression)

where:

expression Specifies a valid IML expression

**Example:**

SpecifySENT(<cat>) ISNT SENT(<hat>)

To matchSentences that contain the concept (synonyms of) cat, excluding sentences that also include the concept hat

**WITHOUT Difference Offset Operator**

The difference offset (WITHOUT) combining operator specifies the range of difference of the specified expressions.

**Syntax:**

(expression) WITHOUT (expression)

where:

expression Specifies a valid IML expression
Example:

Specify   DOC(<cat>) WITHOUT SENT(<hat>)
To return  Documents that contain the concept (synonyms of) \texttt{cat}, excluding sentences that include the concept \texttt{hat}

\textbf{NOTE:} This example may return multiple matches within a single document.

\texttt{OVERLAP} Offset Intersection Operator

The offset intersection (\texttt{OVERLAP}) combining operator specifies the ranges representing the overlap of all arguments. The overlap operator returns the portion of the text that the specified expressions have in common.

\textbf{Syntax:}

{expression}\texttt{OVERLAP}{expression}

where:

expression  Specifies a valid IML expression that the operator will apply to.

\textbf{Example:}

Specify   SUBTITLE(cat) \texttt{OVERLAP} hat
To match   Occurrences of \texttt{hat} located within sections that have \texttt{cat} in their subtitles

\texttt{NOOVERLAP} Difference Intersection Operator

The difference offset (\texttt{NOOVERLAP}) combining operator specifies the difference of all ranges returned by a specified expression that are overlapped by the range of the following expression.

\textbf{Syntax:}

{expression} \texttt{NOOVERLAP} {expression}

where:

expression  Specifies a valid IML expression
**Example:**

Specify

**To return**

```
DOC(<cat>) WITHOUT SENT(<hat>)
```

Documents that contain the concept (synonyms of) *cat*, excluding sentences that contain the concept *hat*

**NOTE:** This example may return multiple matches within a single document.

**Keywords**

Keywords perform specific matching functions. You can use keywords to limit matching for an expression to the specified characteristic. For example, you can specify keywords to represent any single word, or to match an expression only if the matching offset is the first word in a document. You specify keywords inline within the expression that they apply to.

The following keywords are valid in IML:

- **WORD**, which matches any, but exactly one, token, as described in “WORD Keyword” on page 19.
- **BEGIN**, which matches before the first word in a document, as described in “BEGIN Keyword” on page 20.
- **END**, which matches after the last word in a document, as described in “END Keyword” on page 20.
- **THIS**, which assigns a concept sense to one or more tokens in IML expressions within the Dictionary, as described in “THIS Keyword” on page 21.

**WORD Keyword**

The WORD keyword matches any, and exactly one word.

**Syntax:**

```
[expression] WORD [expression]
```

where:

- **expression** Specifies a valid IML expression
**Example:**

Specify        this WORD house
To match       Any single word within a matched expression, for example:
                this old house
                this red house
And not match  this big old house
                this house

**NOTE:** You can modify the WORD keyword to match multiple words using number expressions, as described in “Number Expressions” on page 21.

**BEGIN Keyword**

The BEGIN keyword specifies the beginning of a document, prior to the first word. Use the BEGIN keyword to limit matching for an expression to the first word in a document.

**Syntax:**

BEGIN {expression}

where:

BEGIN          Specifies to match immediately before the first word in a document
expression      Specifies any valid IML expression

**Example:**

Specify        DOC (BEGIN <cat>)
To match       Documents having the concept (synonyms of) cat as the first word in the body of
                the document

**END Keyword**

The END keyword specifies the end of a document, after the last word. Use the END keyword to limit matching for an expression to the last word in a document.

**Syntax:**

END expression

where:

END            Specifies to match immediately after the last word in a document
expression     Specifies any valid IML expression
**Example:**

Specify: DOC (END <cat>)

To match: Documents having the concept (synonyms of) cat as the last word in the body of the document

**THIS Keyword**

The THIS keyword is valid only in IML expressions within concept definitions in the Dictionary. The THIS keyword specifies a part of an IML expression that represents the defined concept. You can use THIS to limit the part of expression that the Rules Engine will use as the concept in subsequent operations.

**Syntax:**

expression=THIS

where:

- **THIS** Specifies the portion of the expression to use as the concept in subsequent operations
- **expression** Specifies any valid IML expression that defines the concept

**Example:**

Specify: (online OR virtual) NEAR_5 banking=THIS

To define: A concept <online banking>

That matches: Portions of text like:

- banking online is fun and easy...
- try banking the virtual way with our...

And specifies that: The Rules Engine will use the word banking in subsequent operations on this concept

**Number Expressions**

Number expressions specify a number or range of occurrences to match for the expression they apply to. You can use number expressions to apply numeric ranges to any valid IML expressions.

For example, you can specify to match one or more occurrences of an expression, or up to five occurrences of a specified expression.

The following number expressions are valid in IML:

- Simple range number expressions, as described in “(...-...)Simple Range” on page 22
- Ascending range number expressions, as described in “(...-) Ascending Range” on page 23
- Descending range number expressions, as described in “(-...) Descending Range” on page 23
General Rules for Specifying Number Expressions

You specify number expressions as a single range of integers separated by a hyphen and enclosed within parentheses. Number expressions follow the expression they apply to.

**Syntax:**

expression(number_expression)

where:

- expression specifies a valid IML expression
- number_expression specifies a valid number expression of the following type:
  - "(...-...)Simple Range" on page 22
  - "(...-) Ascending Range" on page 23
  - "(-...) Descending Range" on page 23

(...-...)Simple Range

The simple range number expression specifies a range that spans the specified lower and upper boundaries.

**Syntax:**

expression(n-m)

where:

- n specifies the lower limit of the range
- m specifies the upper limit of the range. The value of m must be greater than the value of n
- expression specifies any valid IML expression

**Example:**

**Specify**

<hat>(2-3)

**To match**

Occurrences of the concept (synonyms of) hat in a series of two or three:

- hat
- hat hat

**And not match**

Single occurrences of the term hat, or a series of four or more hats

**NOTE:** In the match example, the Rules Engine would produce a total of four matches:

- a match for the series of two hats on the first line: {hat hat}
- a match for the first series of two hats on the second line: {hat hat} hat
- a match for the second series of two hats on the second line: hat {hat hat}
- a match for the series of three hats on the first line: {hat hat hat}
(...-) Ascending Range

The ascending range number expression specifies all integers greater than or equal to the specified lower boundary.

Syntax:

expression (n-) expression

where:

- \( n \) Specifies the lower limit of the range
- \( \text{expression} \) Specifies any valid IML expression

Example:

Specify cat WORD(2-) hat

To match Occurrences of the specified expressions cat and hat having intervening words within the specified range or two or more:

- cat and the hat
- cat and the red hat

And not match Occurrences of the specified expressions cat and hat having intervening words beyond the specified range or two or more:

- cat and hat

(-...) Descending Range

The descending range number expression specifies all integers less or equal to than the specified upper boundary, including 0.

Syntax:

expression(-n)

where:

- \( n \) Specifies the upper limit of the range
- \( \text{expression} \) Specifies any valid IML expression
Example:

Specify To match

Zero or More Words Macro

You can specify the macro * to match occurrences of zero or more words, in the following form:

\{expression\}*(expression)

where:

* Matches occurrences of zero or more words

expression Specifies any valid IML expression

NOTE: The * macro can be expressed in IML as the following keyword and number expression:

\text{WORD}(0-)

One or More Words Macro

You can specify the macro + to match occurrences of one or more words, in the following form:

\{expression\}+(expression)

where:

+ Matches occurrences of one or more words

expression Specifies any valid IML expression

Macros are assigned character substitutions for commonly specified IML expressions. You can use macros to specify 0 or more occurrences of any word, and 1 or more occurrences of any word. The following macros are defined in IML:

* Specifies 0 or more occurrences of a word. See “Zero or More Words Macro” on page 24

+ Specifies 1 or more occurrences of an expression. See “One or More Words Macro” on page 24

You specify macros inline within IML expressions, in the form:

\{expression\}macro\{expression\}
NOTE: The + macro can be expressed in IML as the following keyword and number expression: `WORD (1-)`

**IML Variables**

A variable is a symbol that represents a contiguous set of words in a user request. Variables are a method of associating a part of the user request with an expanded (more general) or reduced (more specific) set of meanings.

There are local and global variables. Local variables apply only within the Rule in which they are specified. Global variables apply within the Rule in which they are set, and also within subsequent Rules.

The Rules Engine processes variables during request processing. When the Rules Engine evaluates a Rule as true, it sets any variables specified within the Rule. Once a variable is set, its value is substituted when it is referenced from another expression using a Variable Instantiation Language (VIL) expression. Local variables can be referenced only by expressions within the same Rule (but not from within the expression in which they are set). Global variables can be referenced by any subsequent Rules.

NOTE: You cannot refer to a global variable in a Rule that precedes the Rule in which it is set. The Dictionary Manager automatically checks global variables for validity when you update Dictionary data, and will issue a warning if this occurs.

You use variables by:

- Specifying them within IML expressions, as described in “==VARIABLE, =#VARIABLE Specifying Variables” on page 25
- Assigning their values, as described in “Assigning Values to Variables” on page 26
- Referring to them, as described in “Referring to Variables” on page 26

**==VARIABLE, =#VARIABLE Specifying Variables**

You specify a variable within an IML expression in the format:

(expression)==variable

or

(expression)==#variable

where:

# Specifies a global variable, which applies to all subsequent rules. Omitting the # prefix specifies a local variable, which applies only to the current rule.
variable  Can be any alphanumeric string. The first character in the string must be a letter (alpha) character. Letter characters can be upper and lower case.

If you specify only upper case characters, you can also use the – (hyphen) character.

Global variables can also include the characters:

- _ (underscore)
- – (hyphen)
- $  
- %

You can specify the same string for multiple variables. If you specify the same string for multiple global variables, the Rules Engine adds each assignment as it is processed.

**Local Variable Example:**

(man OR guy OR male)=A

**Global Variable Example:**

(man OR guy OR male)=#male

**Assigning Values to Variables**

You assign the value of a variable using Variable Instantiation Language (VIL) functions. When you set a variable within an IML expression, you use various VIL functions to *instantiate*, or set its value in the context of an individual user request. You specify these functions using VIL expressions, usually within a Rule action. VIL expressions contain one or more function calls, and each function call has one or more optional parameters, as described in “VIL Syntax” on page 28.

**Referring to Variables**

You can include VIL expressions to refer to variables from within index queries, custom content, SQL queries, or other expressions. You specify references to variables within curly brackets `{ }`, in the form:

```
{VIL_expression}
```

where `{ }` delimits VIL expressions within surrounding text such as IML expressions or custom content.

**Example:**

You can use VIL expressions to refer to variables from within custom content specified in the answer section of a Rule:

You can buy a `{VIL_expression_1}` today for `{VIL_expression_2}`.
where:

**VIL_expression_1**
Refers to a variable set in a Rule condition that resolves to a product name or type of product mentioned in a user request that matched a price of product Rule.

**VIL_expression_2**
Refers to a variable instantiated from a database query for the price of the product mentioned in the user request.

The instantiated statement displayed by the User Interface might be:

You can buy the *Model 500 washer/dryer* today for $900.

You can also specify a variable to resolve to a valid IML expression, which the Rules Engine then evaluates as an action.

/*...*/ Comments

You can include comments within IML expressions. Comments are words or phrases, usually explanatory, that are present in the IML expression, but which are ignored by the Rules Engine. Comments are useful to provide inline explanation of some aspect of the IML function, and can also be used to isolate a portion of an expression for testing purposes.

You specify comments using special character strings as delimiters to define the beginning and end of the comment.

**Syntax:**

```ml
/* comment */
```

where:

- `/*` Specifies the beginning of the comment
- `comment` Specifies the comment, which can be any characters that you want the Rules Engine to ignore
- `*/` Specifies the end of the comment

**Example:**

Specify

- `SENT(<cat>,<hat>)*` matches sentences that contain either cat or hat*/

To add

- An explanation to the IML expression

And ensure that

- The Rules Engine will process only the IML expression

- `SENT(<cat>,<hat>)`

**The Variable Instantiation Language (VIL)**

Oracle Knowledge uses a special language, called the Variable Instantiation Language (VIL) to resolve, or *instantiate*, variables set within Rules. The Rules Engine uses VIL to generate and manipulate strings that ultimately determine values for variables.
You use VIL by specifying expressions within Rule conditions and actions. Within conditions, you can use VIL expressions to describe IML conditions based on request content. Within actions, you can specify VIL expressions within search components, custom content, or other text fields.

You specify VIL expressions in the form described in “VIL Syntax” on page 28. The Rules Engine processes VIL expressions, as described in “VIL Function Processing” on page 28.

**VIL Syntax**

The Variable Instantiation Language consists of functions, parameters, operators, and delimiters that you combine to create valid VIL expressions.

You specify VIL expressions in the form:

```
{variable}{operator}function([parameter=value, parameter=value, ...]){operator}function(...)
```

where:

- **variable** Is an optional variable passed to the function for instantiation
- **operator** Is a valid VIL operator, as described in “VIL Operators and Delimiters” on page 30
- **function** Is a valid VIL function, as described in “VIL Functions” on page 32
- **parameter** Is a valid parameter of the function. Parameters are described within the function descriptions to which they apply.
- **value** Is a specified value of the parameter

**VIL Function Processing**

VIL functions take information as input, and pass information as output. They can also refer to various services and data. Input is in the form of sets of strings, which are associated with words in user requests, as described in “VIL Function Input” on page 29.

Most VIL functions manipulate input according to specified parameters before passing them as output.

The Rules Engine generally applies functions to the input strings in sequence; however, it sometimes applies functions only to some strings, or to a combination of strings, depending on the functions and parameters that are specified.

VIL functions can refer to any of the strings in any of the input sets (corresponding to any word in the question) as they calculate their output.
VIL Function Input

The input to VIL functions is a set. Each input set refers to a wordform in the user request. The input set is composed of subsets, and the subsets are sets of strings.

The literal string contains disambiguation information for the wordform occurring in the user request. For each disambiguated wordform, the set of strings will be a single string, which is a normalized form (token) of the word, as determined by the Language Analyzer.

For example, consider a user request:

What does a hot dog cost?

and a Rule that assigns a variable A to the portion of the request hot dog cost.

The string-set associated with the words hot dog would contain a single string, hot dog. The string-set associated with the word cost would contain a single string, cost.

If, for the purpose of this example, the Rules Engine sends these strings to the following MORPH function, which generates morphological variants, as described in “MORPH The Morphology Function” on page 36:

A-> MORPH(FORMS=OP)

the MORPH function will generate the strings in their original forms (O) and in their plural form (P), resulting in the string sets:

hot dog
hot dogs

and
cost
costs

NOTE: The strings in these sets are always wordforms, and always occur in the Ontology, even if as the unknown wordform.

VIL Function Output

VIL function output is a set of sets of strings, where each of the higher order of sets corresponds to a wordform in the user request, except for the output of the STRING function.

The output of the STRING function is a single string that concatenates all of its input strings. The STRING function is always the last function in a VIL expression, either as an implied function, using the default values, or using explicitly specified values. See “STRING The String Function” on page 39 for more information.

Combining VIL Functions

You can specify multiple functions within a VIL expression. The Rules Engine performs the specified functions serially, in the order that it reads them, using the output from the preceding function as the input for the next.
Input and output strings may not always apply to the specified functions in a VIL expression.

**NOTE:** A non-applicable string is different than an applicable string that produces a null output. See “Non-Applicable and Null Output Strings” on page 30 for an explanation of the implications of this difference.

If a function receives a non-applicable input string, it will either pass that string, unprocessed, as input to the next function, or not, depending on the specified operator. Operators specify the ways in which function outputs will be used as input by subsequent functions, as described in “-> || VIL Operators and Delimiters” on page 30.

You can specify any number of VIL functions and operators in any order, except the STRING function. The STRING function must be the last specified function in a VIL expression. The Rules Engine assumes the STRING function's default values unless you explicitly specify the STRING function within a VIL expression.

### -> || VIL Operators and Delimiters

VIL uses the following operators to specify how the Rules Engine will pass data between specified functions.

- **->** Specifies to pass function output as input to a subsequent function. For example:
  
  \[
  \text{function}_1(\text{parameter}) \rightarrow \text{function}_2(\text{parameter})
  \]
  
  Specifies that the Rules Engine will send the output of `\text{function}_1` as input to `\text{function}_2`.

- **||** Specifies to pass function output as input to a subsequent function that will act on the input only if it is null. For example:
  
  \[
  \text{function}_1||\text{function}_2
  \]
  
  Specifies that the Rules Engine will pass the output to `\text{function}_2`, and that `\text{function}_2` will act on the input only if it is null.

### Non-Applicable and Null Output Strings

In VIL processing, there is an important difference between strings that do not apply to functions and applicable strings that return null values. The Rules Engine passes non-applicable strings to the next specified function, depending on the type intervening operator. The operators within VIL functions process strings that return null values differently than non-applicable strings, as described in the following table:

<table>
<thead>
<tr>
<th>If a string...</th>
<th>And the operator is...</th>
<th>The Rules Engine...</th>
</tr>
</thead>
<tbody>
<tr>
<td>does not apply</td>
<td>-&gt; or</td>
<td></td>
</tr>
<tr>
<td>returns a null value</td>
<td>-&gt;</td>
<td>passes the string resulting from the function (null) to the next function</td>
</tr>
</tbody>
</table>
For example, the function:

`ALIAS(LIST="skipwords")`

specifies that every string will be compared to a list of skipwords. The skipwords list refers to a data table that specifies a replacement string value of no-output.

If the next function is specified with the `||` combining operator, as follows:

`ALIAS(LIST="skipwords") || function_2(parameter)`

then:

- Strings that have no entry in the skipwords data table will be sent to `function_2`
- Strings that appeared in the skipwords table, and therefore produced no output will not be sent to `function_2`

**VIL Parameters**

You can specify parameters to control the behavior of VIL functions. Each parameter has a set or range of valid values.

For example, the `STRING` function has the following parameters that you can use to add additional contents to the string that is passed as input:

- `BEGIN`
- `END`
- `SEP`

Each of the parameters accepts a string as its value, so that if you specify:

`cat hat -> STRING(BEGIN=">>> ", END=" <<<", SEP=" --- ")`

The Rules Engine will produce the string:

`>>> cat --- hat <<<`
VIL Functions

You specify VIL functions within VIL expressions, along with the various parameters and operators that control how the Rules Engine processes the functions and passes data between them. The available VIL functions are:

- “ALIAS The Alias Function” on page 32
- “INHERIT The Inherit Function” on page 33
- “MORPH The Morphology Function” on page 36
- “NOVAR The Novar Function” on page 36
- “ONTOLOGY The Ontology Function” on page 37
- “REPLACE The Replace Function” on page 39
- “STRING The String Function” on page 39
- “TEXT The Text Function” on page 40
- “USERDATA The User Data Function” on page 46
- “DATE The Date Function” on page 47

ALIAS The Alias Function

The ALIAS function replaces strings based on configured Alias Lists that are stored in the Dictionary. Alias Lists enable transformations, such as conversion of text strings to corresponding database values to support SQL queries. For more information on Alias Lists, see “Intelligent Search Optimization Guide”.

Syntax:

```
ALIAS(LIST="list_name",[CASESENSITIVE=value])
```

where:

- **LIST** Specifies the name of the list, as defined in the Dictionary, enclosed in double quotes. There is no default value.
- **CASESENSITIVE** Specifies that the Rules Engine will perform transformations only when capitalization of terms matches. This parameter is optional. The default is FALSE.
- **KEYOUTONLY** Copies the list of keys in the alias list. (Intended for the query side to be used in rule conditions to provide a match.) This parameter is optional. The default is FALSE.
**Example:**

The following expression:

ALIAS(LIST="skipwords")

specifies that every input string will be compared to the entries in the skipwords alias list for processing.

**Example:**

Consider a Rule that assigns the variable A to the word *Accounting*:

Accounting=A

and an Alias List named PROGRAMS that specifies the alias entry:

"Accounting", "ACCT"

If a VIL function call within a Rule action specifies:

A->ALIAS(LIST="PROGRAMS")

the Rules Engine uses the VIL functions to transform the value of the variable A to the value ACCT.

**Example:**

The following expression:

\{A->ALIAS(LIST="US state abbreviation", KEYOUTONLY=TRUE)\} and "alabama"=A

produces:

<noun.location.nevada> <noun.location.oregon>
<noun.location.nebraska> <noun.location.wyoming>
<noun.location.connecticut>, etc

**INHERIT The Inherit Function**

The INHERIT function specifies inheritance criteria for Search Components. See “Intelligent Search Optimization Guide” for more information on Search Components and how they are assigned. The INHERIT function creates a string containing all assigned Search Components.
**Syntax:**

```
INHERIT(TYPE=value,SUBTYPE=value,[SCORE=number],[SEP=string],[EXACT=value],[NODUPS=value])
```

where:

- **TYPE** specifies the required type of search components to be inherited. Possible values are:
  - **Index**
    - Index Search Components use IML expressions to define criteria for searching the indexes of unstructured content in the Content Store.
  - **SQL**
    - SQL Search Components use SQL queries to define criteria for retrieving information from configured structured data sources.
    - The default value is **ALL**. See “Intelligent Search Optimization Guide” for more information.

- **SUBTYPE** specifies a Search Component subtype to be inherited. The default value is **ALL**. See “Intelligent Search Optimization Guide” for more information.

- **SCORE** specifies the allowed score range of search component levels to be inherited. The default value is **0**.

- **SEP** specifies an optional separator string to insert between output strings. This parameter is optional. The default value is null ("").

- **EXACT** specifies whether Search Components are inherited only if the variable range is also the exact range over which the Search Component is assigned. See “Intelligent Search Optimization Guide” for information on search components ranges.
  - Valid values are true and false. True specifies that the variable range and the search component range must match exactly. The default value is **FALSE**.

- **NODUPS** specifies whether identical search component levels will be inherited more than once. The default value is **FALSE**.

**Example:**

```
A->INHERIT(SCORE="20")
```

creates a string consisting of all search components already assigned to A, and having a score of 20.

**NOTE:** The Evaluator translates importance and quality values into absolute scores associated with each entry in a Search Component. See “Intelligent Search Optimization Guide” for more information.

When the Search Component covers only one string set, the inherited Search Component uses exactly that string set.

In cases where the Search Component covers more than one string set, the string sets are combined, separated by the value of the SEP argument.
**Example:**

Consider a query:

```
april shower
```

that has a variable A assigned to it, and that a search component is assigned to the portion "april":

```
(apr OR april)
```

with a score of 10.

Consider the VIL expression:

```
{{april} {shower}} -> INHERIT(SCORE=10) || MORPH(FORMS="O")
```

which produces the string:

```
(apr OR april) shower
```

If the original string has an additional search component assigned to the portion `april shower`:

```
(rain)
```

that has a score of 10:

```
{{april} {shower}} -> INHERIT(SCORE=10) || MORPH(FORMS="O") => {{(rain)} {}}
```

**Example:**

Consider a Rule that assigns the search component variable A to the word `Accounting`:

```
Accounting=A
```

and the corresponding standard index search components:

```
1000 ("Accounting") IS (<verb.possession:account>
1000 <noun.possession:account2>
1000 <noun.state:account>
```

If a VIL function call within a Rule action specifies:

```
A-> INHERIT( EXACT=TRUE,SCORE=1000,SEP = " OR (",TYPE = "index",SUBTYPE = "standard")
```

The Rules Engine uses the VIL functions to transform the value of the variable A to:

```
(("Accounting") IS (<verb.possession:account> OR <noun.possession:account2> OR <noun.state:account>))
```
MORPH The Morphology Function

The MORPH function creates specific morphological inflections of wordforms. The MORPH function can create the following forms:

- **B** generates base (stem) wordforms

**NOTE:** If the MORPH function is not called, the Rules Engine uses the stem of each wordform, as determined by the Language Analyzer.

**Syntax:**

MORH([FORMS="|B|", [SEP=<string>]])

where:

- **FORMS** Specifies one or more of the valid morphological forms. The default is O, which generates the original wordform used in the request.
- **SEP** Specifies an optional separator string to insert between output strings. This parameter is optional. The default value is OR.

**Example:**

Consider a Rule that assigns the search component variable A to the word Accounting:

A="Accounting"

and a VIL function call within a Rule action to generate the infinitive and plural forms of the stem word:

A->MORPH(FORMS="IP")

The Rules Engine processes the MORPH function and generates:

account OR accounts

NOVAR The Novar Function

NOVAR is a special function designed to handle cases in which there is no match for a variable. You specify the NOVAR function in the form:

NOVAR([ACTION="DROP" | <string>])

where:

- **ACTION** Specifies the action to perform. Valid values are a specified string to use as output, and DROP, which specifies to stop processing and discard this expression. The default is to output a null string (""").

**Example:**

Consider an IML expression to match a user name or account ID:

(<username>=username OR <account_id>)
and a request that contains an account ID. The username variable will be instantiated using the
NOVAR function,

username -> NOVAR(ACTION="Valued Customer")

which generates the string Valued Customer.

**Ontology The Ontology Function**

The ONTOLOGY function generates Ontology entities by traversing the Ontology hierarchy
using a starting point defined by the input, and a direction and distance defined by the
ONTOLOGY function parameters.

**Syntax:**

```
ONTOLOGY([EXACT=value],[CONTAINED=value],[TRAVERSAL=value],[SEP=<string>])
```

**where:**

- **EXACT** Specifies to use only concepts that encompass the exact range of tokens as the
  instantiated variable; the concept is therefore an exact match for the variable. Valid
  values are TRUE and FALSE. The default is FALSE.

- **CONTAINED** Specifies to use concepts that are contained within the range of tokens that make up
  the instantiated variable, for example a variable consisting of four tokens where
  tokens 2 and 3 denote a concept.

- **TRAVERSAL** Specifies the option that determines the direction and distance that the function will
  travel to generate output. See “Ontology Traversal Functions” on page 38 for valid
  traversal options.

- **SEP** Specifies an optional separator string to insert between output strings. This parameter
  is optional. The default value is null (" ").

**Example:**

Consider a Rule that assigns a variable A with a value Account.

A="Account"

and a VIL function call within a Rule action to generate the immediate parent noun concepts:

A->ONTOLOGY(EXACT=TRUE,CONTAINED=TRUE,TRAVERSAL="isaUpOneNoun",SEP=" OR ")

The Rules Engine uses the ONTOLOGY function to locate the specified Ontology relations and
generate the parent concepts for Account:

- (<noun.communication:statement1> OR <noun.state:account>)
## Ontology Traversal Functions

The Ontology traversal functions travel a specified number of links of a specified type within the Ontology hierarchy.

The Ontology traversal functions take a set of string-sets (wordforms) as input, locate the relevant link type for the specified function, and return the set of wordforms associated with the specified traversal options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>isaDnAllNoun</td>
<td>This option takes concepts as input and returns all child noun concepts that descend from the input concept.</td>
</tr>
<tr>
<td>isaSynDnAllNoun</td>
<td>This option takes concepts as input and returns the noun synonyms of all of their children.</td>
</tr>
<tr>
<td>isaDnAllVerb</td>
<td>This option takes concepts as input and returns all child verb concepts that descend from the input concept.</td>
</tr>
<tr>
<td>isaSynDnAllVerb</td>
<td>This option takes concepts as input and returns the verb synonyms of all of their children as a set of stem words.</td>
</tr>
<tr>
<td>isaUpOneNoun</td>
<td>This option takes concepts as input and returns the immediate parent noun concepts.</td>
</tr>
<tr>
<td>isaSynUpOneNoun</td>
<td>This option takes concepts as input and returns the immediate parent noun concepts as sets of stem words.</td>
</tr>
<tr>
<td>isaDnOneNoun</td>
<td>This option takes concepts as input and returns the immediate child noun concepts.</td>
</tr>
<tr>
<td>isaDnTwoNoun</td>
<td>This option takes concepts as input and returns the two levels of child noun concepts.</td>
</tr>
<tr>
<td>isaSynDnOneNoun</td>
<td>This option takes concepts as input and returns the immediate child noun concepts as sets of stem words.</td>
</tr>
<tr>
<td>isaSynDerDnAllNoun</td>
<td>This option takes concepts as input and returns the noun synonyms of all of their children as a set of stem words.</td>
</tr>
<tr>
<td>attrUpOneAdj</td>
<td>This option takes concepts as input and returns the immediate parent adjective concepts, for example, hot -&gt; temperature.</td>
</tr>
<tr>
<td>attrSynUpOneAdj</td>
<td>This option takes concepts as input and returns the immediate parent adjective concepts as a set of stem words.</td>
</tr>
<tr>
<td>attrUpOneNoun</td>
<td>This option takes concepts as input and returns the immediate parent noun concepts.</td>
</tr>
<tr>
<td>partofUpOneNoun</td>
<td>This option takes concepts as input and returns the immediate part-of parent noun concepts.</td>
</tr>
<tr>
<td>partofSynUpOneNoun</td>
<td>This option takes concepts as input and returns the immediate part-of parent noun concepts as sets of stem words.</td>
</tr>
<tr>
<td>partofSynDnAllNoun</td>
<td>This option takes concepts as input and returns the noun synonyms of all descendant concepts having part-of relations as a set of stem words.</td>
</tr>
<tr>
<td>partofDnAllNoun</td>
<td>This option takes concepts as input and returns all of the descendant concepts having part-of relations.</td>
</tr>
</tbody>
</table>
REPLACE The Replace Function

The REPLACE function replaces a specified string or a substring with a specified replacement string based on a specified pattern match.

The REPLACE function operates on single tokens; you can use REPLACE to match a multi-word string only if the words have been combined into a single token by a previous VIL operation.

Syntax:
You specify the REPLACE function in the form:

```
REPLACE(FIND=<string>,REPLACE=<string>,CASESENSITIVE=value,CONTAINS=value)
```

where:

- **FIND** specifies the string or substring to match. This is a required parameter. The default is "".
- **REPLACE** specifies a replacement string for the matched string or substring. This is a required parameter. The default is "".
- **CASESENSITIVE** specifies whether the Rules Engine will match strings only if upper- and lowercase characters match. Valid values are TRUE and FALSE. The default is FALSE.
- **CONTAINS** specifies whether to match a substring of the input string. Valid values are TRUE and FALSE. The default is FALSE.

Example:
Consider a rule that assigns the variable A to the string Account.

```
(Account)=A
```

and a VIL function call within a rule action to replace strings containing the substring Acc with the string ACCT:

```
A->REPLACE( FIND="cc" REPLACE="CCT" CONTAINS=TRUE )
```

The Rules Engine uses the REPLACE function to produce:

```
ACCT
```

STRING The String Function

The STRING function concatenates a set of input strings to create a single string. You can also specify parameters to:

- add strings to the beginning of the input strings
- add strings to the end of the input strings
- separate sets of input strings
- remove redundant strings from the final concatenated string

The STRING function is implied in any VIL expression. You do not need to specify the STRING function unless you want to use parameters other than the defaults.
You specify the STRING function in the following form:

```
STRING(BEGIN="string" | SEP="string" | END="string" | NODUPS=value | LOWERCASE=value | ALWAYSAFFIX=value, |ESCAPE=<string>)
```

where:

**BEGIN**
Specifies to insert a specified string at the beginning of each substring in the concatenated string. The default value is " (".

**SEP**
Specifies an optional separator string to insert between output strings. This parameter is optional. The default value is "."

**END**
Specifies to insert a specified string at the end of each substring in the concatenated string. The default value is ") ."

**NODUPS**
Specifies whether to remove redundant strings within the concatenated string. Valid values are **TRUE**, which specifies to remove redundant strings, and **FALSE**, which specifies to preserve redundant strings. The default value is **FALSE**.

**LOWERCASE**
Specifies to transform the output string to lowercase characters. Valid values are **TRUE** and **FALSE**. The default is **FALSE**.

**ALWAYSAFFIX**
Specifies whether the Rules Engine will add the specified BEGIN and END values to null strings. Valid values are **TRUE** and **FALSE**. The default is **FALSE**.

**ESCAPE**
Specifies a character for escape processing, so that characters immediately following the ESCAPE character will be processed as literal strings, not as syntax elements.

**Example:**

Consider a Rule that assigns the variable A to the string `cat dog`.

```
(cat dog)=A
```

and a VIL function call within a Rule action to add the specified elements to the input string:

```
A->STRING(BEGIN=">>>", END="<<<", SEP="---")
```

The Rules Engine uses the STRING function to produce:

```
>>> cat --- dog <<<
```

**TEXT The Text Function**

The TEXT function performs text editing operations on the input string according to specified parameters.

**Syntax:**

You specify the TEXT function in the form:

```
TEXT([(ARG1=<string>),[ARG2=<string>],(OPERATION=operator))
```

where:

**ARG1**
Specifies an argument to the specified operation.

**ARG2**
Specifies an argument to the specified operation.
OPERATION specifies one of the following operations:

- "The Capitalize Operation" on page 41
- "The Concatenate Operation" on page 42
- "The Count Operation" on page 42
- "The Lowercase Operation" on page 43
- "The Replace Character Operation" on page 43
- "The Sort Operation" on page 44
- "The Tokenize Operation" on page 44
- "The Trim Operation" on page 45
- "The Unique Operation" on page 45
- "The Uppercase Operation" on page 46

**Example:**

Consider a Rule that sets the variable A to the string:

"This is an Account" = A

and a VIL function call within a Rule action to replace the matching substring I with the specified string I:

A->TEXT(ARG1="I", ARG2="I", OPERATION="replacechar")

The Rules Engine uses the TEXT function to edit the input string and produce:

ThIs Is an Account

**The Capitalize Operation**

The Capitalize operation of the TEXT function capitalizes (transforms the initial character to uppercase) specified characters within the input string.

**Syntax:**

You specify the Capitalize operation in the form:

TEXT([delimiter="delimiter"], OPERATION="capitalize")

where:

**Argument** | **Description**
---|---
**delimiter** | Specifies one or more characters to delimit capitalization. The default is the set of non-alphanumeric characters (for example, ~!@#$%^&*()_+=\[\]{}|;':",./<>?).

The Capitalize operation capitalizes the character immediately following the delimiters, and preserves the delimiter character in the result string.
Examples:

Specify: TEXT(OPERATION="capitalize")
To process the input: this is the answer
And return the value: This Is The Answer

Specify: TEXT(delimiter="T",OPERATION="capitalize")
To process the input: this is the answer
And return the value: tThis is tHe answer

The Concatenate Operation

The Concatenate (concat) operation of the TEXT function adds specified strings as prefixes or suffixes to each word in the input string. The Concatenate operation has the following arguments:

<table>
<thead>
<tr>
<th>Argument</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARG1</td>
<td>specifies a prefix string to add to each word in the input string</td>
</tr>
<tr>
<td>ARG2</td>
<td>specifies a suffix string to add to each word in the input string</td>
</tr>
</tbody>
</table>

Example:

TEXT(ARG1="PREFIX", ARG2="SUFFIX", OPERATION="concat")

Input String:
This is the Answer

Result:
PREFIXThisSUFFIX PREFIXisSUFFIX PREFIXtheSUFFIX PREFIXAnswerSUFFIX

The Count Operation

The Count operation of the TEXT function transforms the input string to an integer corresponding to the number of tokens (words) in the string. The Count operation has no arguments.

Example:

TEXT(OPERATION="count")

Input String:
This is the Answer

Result:
4
The Lowercase Operation

The Lowercase operation of the TEXT function transforms specified characters within the input string to lowercase.

**Syntax:**

You specify the Lowercase operation in the form:

```
TEXT(delimiter=",delimiter",OPERATION="lowercase")
```

where:

<table>
<thead>
<tr>
<th>Argument</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>delimiter</td>
<td>Specifies a character or string within the input to transform to lowercase. The default is the set of non-alphanumeric characters (for example, `~!@#$%^&amp;*()_+=[]{}</td>
</tr>
</tbody>
</table>

**Example:**

Specify: TEXT(OPERATION="lowercase")
To process the input: This is the Answer
And return the value: this is the answer

Specify: TEXT(delimiter="T",OPERATION="lowercase")
To process the input: THIS IS THE ANSWER
And return the value: ThIS IS ThE ANSWER

The Replace Character Operation

The Replace Character (replacechar) operation of the TEXT function replaces a character specified as the initial argument with an alternate specified as the second argument. The Replace Character operation has the following arguments:

<table>
<thead>
<tr>
<th>Argument</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARG1</td>
<td>specifies the character to replace within the input string</td>
</tr>
<tr>
<td>ARG2</td>
<td>specifies a character to replace the specified character with</td>
</tr>
</tbody>
</table>

**Example:**

TEXT(ARG1="s", ARG2="t", OPERATION="replacechar")

**Input String:**

This is the Answer
The Sort Operation

The Sort operation of the TEXT function sorts the tokens (words) within the input string in alphabetical order. The Sort operation has the following arguments:

**Argument**  |  **Description**  
--- | ---  
ARG1  |  true specifies case-sensitive sorting. false specifies case-insensitive sorting. false is the default. Case-sensitive sorting is conducted according to ASCII sort standards (uppercase letters precede lowercase letters).  
ARG2  |  reverse specifies reverse (z-a) sorting. normal (or any value other than reverse) specifies a-z sorting.

**Example:**

TEXT(OPERATION="sort")

**Input String:**

This is the Answer

**Result:**

Answer is the This

**Example:**

text(ARG1="true", OPERATION="sort")

**Input String:**

This is the Answer

**Result:**

Answer This is the

The Tokenize Operation

The Tokenize TEXT operation transforms an input string into separate words, or tokens. You can use the Tokenize operation to break single entities into their constituent parts. For example, the Tokenize operation can separate a single multiword value (InQuira Corporation) into separate words (InQuira, Corporation) to enable further processing of the individual words.

**Syntax:**

You specify the Tokenize operation in the form:

TEXT([delimiter="delimiter"],OPERATION="tokenize")
where:

<table>
<thead>
<tr>
<th>Argument</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>delimiter</td>
<td>Specifies a character or string within the input to use as a boundary between tokens. The default is the set of non-alphanumeric characters (for example, ~!@#$%^&amp;*()_+=[]{};':&quot;,./&lt;&gt;?) which results in token differentiation at any of the default characters. The tokenization process preserves the delimiter character in the tokenized result.</td>
</tr>
</tbody>
</table>

**Examples:**

**Specify:**

- TEXT(delimiter=".",OPERATION="tokenize")
- To process the input: www.inquira.com
- And return the value: www . inquira . com

**Specify:**

- TEXT(OPERATION="tokenize")
- To process the input: The_quick?brown{fox}
- And return the value: The _ quick ? brown { fox }

**The Trim Operation**

The Trim operation of the TEXT function removes white space from before and after the string.

**Example:**

TEXT(OPERATION="trim")

**Input String:**

" This is the Answer "

**Result:**

"This is the Answer"

**The Unique Operation**

The Unique operation of the TEXT function removes duplicate tokens (words) within the input string. The Unique operation has no arguments.

**Example:**

TEXT(OPERATION="unique")

**Input String:**

This is the the Answer
**Result:**
This is the Answer

**The Uppercase Operation**

The Uppercase operation of the TEXT function transforms the input string to uppercase characters. The Uppercase operation has no arguments.

**Example:**

TEXT(OPERATION="uppercase")

**Input String:**
This is the Answer

**Result:**
THIS IS THE ANSWER

**USERDATA The User Data Function**

The USERDATA function returns the value of a configured preference.

**Syntax:**

You specify the USERDATA function in the form:

USERDATA(KEY=<string>)

where:

**KEY**
Specifies the key configured in the application associated with the defined preference. The default key is Date.

**Example:**

Consider a preference that obtains the user's name from a login process:

customer_name = Edwin

a VIL function call within a Rule action to retrieve that preference value:

A->USERDATA(KEY=customer_name)

and a managed response that includes the phrase:

Thank you for asking, <customer_name>

The Rules Engine uses the USERDATA function to transform the variable to the value associated with key customer_name in the Preference Service:

Thank you for asking, Edwin
DATE The Date Function

The DATE function returns the current date in a specified format, which is used to call java.text.SimpleDateFormat.

**Syntax:**

You specify the DATE function in the form:

```
DATE(FORMAT=...)
```

where:

- **FORMAT** The desired date format. The default format is MMM d, yyyy.

**Example:**

<table>
<thead>
<tr>
<th>Specifying...:</th>
<th>Results in:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE(FORMAT=yyyy.MM.dd G 'at' HH:mm:ss z)</td>
<td>2001.07.04 AD at 12:08:56 PDT</td>
</tr>
<tr>
<td>DATE(FORMAT=EEE, MMM d, ''yy)</td>
<td>Wed, Jul 4, '01</td>
</tr>
<tr>
<td>DATE(FORMAT=h:mm a)</td>
<td>12:08 PM</td>
</tr>
<tr>
<td>DATE(FORMAT=hh 'o''clock' a, zzzz)</td>
<td>12 o'clock PM, Pacific Daylight Time</td>
</tr>
<tr>
<td>DATE(FORMAT=K:mm a, z)</td>
<td>0:08 PM, PDT</td>
</tr>
<tr>
<td>yyyy.MM.dd GGG hh:mm aaa</td>
<td>02001.July.04 AD 12:08 PM</td>
</tr>
<tr>
<td>EEE, d MMM yyyy HH:mm:ss Z</td>
<td>Wed, 4 Jul 2001 12:08:56 -0700</td>
</tr>
</tbody>
</table>
The General Intent Library Hierarchy

The General Application Intents are intended for use in applications for which no specific industry-based Intent Library exists.

The sections in this guide are arranged to reflect the structure of the General Intent Library Hierarchy. For each Intent, the document includes information on:

- The parents of the Intent
- A description of its purpose
- Recommendations for configuring the Intent, where available
- Any Concept Parameters defined within the standard Intent Library
- A list of standard questions that the Intent should match, where available

The General Application Intent Library contains the following top-level intents and their children:

- “General Application Product Ordering and Sales Support Intents” on page 48
- “General Application Account Support Intents” on page 52
- “General Application Customer Service Inquiry Intents” on page 55
- “General Application Billing Inquiry and Support Intents” on page 57
- “General Application General Company Inquiry Intents” on page 61
- “General Application Website Inquiry Intents” on page 64

General Application Product Ordering and Sales Support Intents

The following hierarchy contains the General Application Product Ordering and Sales Support intents:

- “Product Ordering and Sales Support” on page 49
  - “Make Order” on page 49
  - “Track Order” on page 50
  - “Product Rebates Inquiry” on page 50
Product Ordering and Sales Support

**Description:**
Matches on questions on the company's product ordering and sales process. This intent is also designed to be default match for support questions on that process that do not have a more specific intent in place.

**Configuration Recommendations:**
This intent allows the configuration of answers that should be applied to all of the intents. Or, if desired, it can also be used to provide answers based on a specific returned parameterized value.

**Parameters:**
n/a

**Standard Questions:**
n/a

Make Order

“Product Ordering and Sales Support” on page 49

**Description:**
Matches on questions from customers looking to order products and/or services, whether online or not. Also matches on questions around the process of ordering those products and services.

**Configuration Recommendations:**
Answers should be content directed at customers who are ready to purchase a product or service. Also consider adding content for supporting the customer through the process of purchasing products and services.

**Parameters:**
n/a

**Standard Questions:**
n/a
Track Order

“Product Ordering and Sales Support” on page 49

**Description:**
Matches on questions from customers looking to find more about the status of their order (including shipping and delivery status).

**Configuration Recommendations:**
Answers should be content directed at customers who are ready to purchase a product or service. Also consider adding content for supporting the customer through the process of purchasing products and services.

**Parameters:**
n/a

**Standard Questions:**
n/a

Product Rebates Inquiry

“Product Ordering and Sales Support” on page 49

**Description:**
Matches on questions from customers looking to find more information on product rebates, including downloading rebate application forms, rebate credits status and rebates available.

**Configuration Recommendations:**
Answers should be content directed at customers who are looking to find out how to apply for rebates. Also include content on tracking rebate credits and how to download rebate forms.

**Parameters:**
n/a

**Standard Questions:**
n/a
Warranty Inquiry

Description:
Matches on questions from customers looking to find more information on product warranties, including the various warranty offerings available for a product, and how to use the warranty to repair, refund or replace previously purchased product.

Configuration Recommendations:
Answers should be content directed at customers who are looking to find more information on product warranties, including available offerings, how to make use of them, and the warranty details for a previously purchased product.

Parameters:
n/a

Standard Questions:
n/a

Product Insurance Inquiry

Description:
Matches on questions from customers looking to find more information on product insurance, including the various insurance offerings available for a product, and how to use the insurance to repair, refund or replace previously purchased product.

Configuration Recommendations:
Matches on questions from customers looking to find more information on product insurance, including the various insurance offerings available for a product, and how to use the insurance to repair, refund or replace previously purchased product.

Parameters:
n/a

Standard Questions:
n/a
General Application Account Support Intents

The following hierarchy contains the General Application Account Support Intents:

“Account Support” on page 52

“Update Account Profile” on page 52

“Close Account” on page 53

“Account Information Inquiry” on page 53

“Account Setup Support” on page 54

“Account Sign In Help” on page 54

Account Support

Description:
Matches on support questions from customers looking for assistance in managing their accounts. This intent is also designed to be default match for support questions on account management that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be to provide top level information (or links) on all online account support services available. Also use this intent for setting general help and other support information, and guidelines for browsing through the account support pages.

Parameters:

n/a

Standard Questions:

n/a

Update Account Profile

“Account Support” on page 52

User Account Profile

Description:
Matches on support questions from customers looking to update their account information and/or preferences; for example, address, email.
**Configuration Recommendations:**
Answer should be contents or links directed at customers looking to update their account profile. Consider also providing content that assists the customers through that process.

**Parameters:**
n/a

**Standard Questions:**
n/a

**Close Account**

“Account Support” on page 52

Description:
Matches on questions on customers who are looking to close their account(s). This intent will only match questions where the concept "account" has been identified.

**Configuration Recommendations:**
Answer configuration for this intent should be content directed at customers who are looking to close their account(s). Also consider providing answers for customers who are only looking to terminate their billing account, or components of their plans/accounts.

**Parameters:**
n/a

**Standard Questions:**
n/a

**Account Information Inquiry**

“Account Support” on page 52

Description:
Matches on questions on customers who are looking information about their accounts, including confirming existing plans and services under contract, phone numbers, etc.
Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are looking for detail information on their account(s). Consider providing them with links to accessing their account information, service plan contracts in place, etc.

Parameters:
- n/a

Standard Questions:
- n/a

Account Setup Support

Description:
Matches on questions on customers who are looking to setup their accounts online. It also matches on customers looking for support during the process of opening up an online account.

Configuration Recommendations:
Answer configuration for this intent should be content directed at supporting the account setup process. Consider including links to web pages where the customer can open an account online (or an online account). Also consider adding links for customer needing sign in support in a secondary portlet.

Parameters:
- n/a

Standard Questions:
- n/a

Account Sign In Help

Description:
Matches on questions on customers who are need help login in to their accounts, including errors in the sign-in process, password resets, etc.
**Configuration Recommendations:**

Answer configuration for this intent should be content directed at supporting the account sign in process. Consider including links to the sign up page or tool. Also consider adding links for customer looking to setup their accounts in a secondary portlet.

**Parameters:**

n/a

**Standard Questions:**

n/a

**General Application Customer Service Inquiry Intents**

The following hierarchy contains the General Customer Service Inquiry Intents:

- “Customer Service Inquiry” on page 55
  - “Contact Customer Service” on page 56
  - “Escalate Customer Help” on page 56

**Customer Service Inquiry**

**Description:**

Matches on support questions from customers looking for assistance from or information about the customer service department. This intent and its children do not match on questions specifically at getting product, account or billing support (see other intents for these). Rather, they are designed to match questions where the customer is looking to communicate to the customer department. This intent is also designed to be default match for support questions on customer services that do not have a more specific intent in place.

**Configuration Recommendations:**

Answer configuration for this intent should be to provide top level information (or links) on communicating with Customer Services. Also use this intent for setting general help and other support information, and guidelines for browsing through the customer services pages.

**Parameters:**

n/a

**Standard Questions:**

n/a
Contact Customer Service

“Customer Service Inquiry” on page 55

Contact Customer Service

**Description:**
Matches on support questions from customers looking to contact customer services through available communication channels (email, chat, phone, etc.)

**Configuration Recommendations:**
Answer configuration for this intent should be to provide all available means for communicating with customer services. Consider also providing information in contacting other departments (e.g. billing, system administration). Also consider re-displaying the available self-services tools and support content information.

**Parameters:**
n/a

**Standard Questions:**
n/a

Escalate Customer Help

“Customer Service Inquiry” on page 55

Escalate Customer Help

**Description:**
Matches on questions where the customer is looking to escalate an issue within customer services. It also matches on questions that were deemed to require intervention by a customer services representative; for example, the customer is identified as frustrated or unhappy with the services they have received online or otherwise.

**Configuration Recommendations:**
Answers configuration for this intent should be to provide the means for customers to reach a live representative or to provide them with an escalation vehicle or tool. Carefully consider ensuring that the content presented is appropriate with the state of mind of the customer and that the customer is not presented with content that may be interpreted as uncaring and/or ineffective.

**Parameters:**
n/a
Standard Questions:

n/a

General Application Billing Inquiry and Support Intents

The following hierarchy contains the General Application Billing and Support Intents:

“Billing Inquiry and Support” on page 57

“Payment Options and Payment Support” on page 58

“Dispute Bill” on page 58

“Balance Inquiry” on page 59

“View Bill Details” on page 59

“Understanding a Bill” on page 60

“Request Bill Copy” on page 60

“Billing Refund Inquiry” on page 61

Billing Inquiry and Support

Description:
Matches on support questions from customers looking for assistance in managing their accounts. This intent is also designed to be default match for support questions on account management that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be to provide top level information (or links) on all online account support services available. Also use this intent for setting general help and other support information, and guidelines for browsing through the account support pages.

Parameters:

n/a

Standard Questions:

n/a
Payment Options and Payment Support

Description:
Matches on support questions from customers looking for assistance in making payments and/or changing and verifying their payment schedule or options.

Configuration Recommendations:
Answer configuration for this intent should be to provide information on available options, how to configure/manage their payment schedules, and how to make payments using these options. Consider including additional customer service contact information should the customer need further assistance with their questions.

Parameters:
- n/a

Standard Questions:
- n/a

Dispute Bill

Description:
Matches on questions from customers who are disputing the charges or believe there are discrepancies on their bills.

Configuration Recommendations:
Answer configuration for this intent should be to provide information on the process for disputing a billing charge and/or reporting discrepancies on their bills. Consider providing content describing how to read a bill, and the explanation for the different fees and charges.

Parameters:
- n/a

Standard Questions:
- n/a
Balance Inquiry

"Billing Inquiry and Support" on page 57

**Description:**
Matches on questions from customers who are looking to find the current balance on their account. This intent does not match on questions on view or understanding a bill or looking for a copy of a current bill (see other intents for these questions).

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links for online accessing the balance on their accounts. Consider providing links for setting up for an online account and for signing in to an existing account. If possible, use the profile information to automatically provide the balance, if the customer has already logged in.

**Parameters:**
n/a

**Standard Questions:**
n/a

View Bill Details

"Billing Inquiry and Support" on page 57

**Description:**
Matches on questions from customers who are looking to view the details of a current bill, including the different credits, fees and charges. This intent will not match on questions about understanding the bill, checking the current balance or disputing a bill (see other intents for those questions).

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links for online accessing the bill details linked to their accounts. Consider providing links for setting up for an online account and for signing in to an existing account, so they can view the bill online. If possible, use the profile information to automatically bring up the bill details, if the customer has already logged in.

**Parameters:**
n/a
Standard Questions:
n/a

Understanding a Bill

Description:
Matches on questions from customers who are looking to understanding the details of a bill, including the different credits, fees and charges. This intent will not match on questions about viewing the bill or disputing a bill (see other intents for those questions).

Configuration Recommendations:
Answer configuration for this intent should be to provide information on how to read a bill, and the explanation for the different fees and charges. Also consider adding information to the process for disputing a billing charge and/or reporting discrepancies on their bills.

Parameters:
n/a

Standard Questions:
n/a

Request Bill Copy

Description:
Matches on questions from customers who are looking for a copy of their current or previous bills.

Configuration Recommendations:
Answer configuration for this intent should be to provide information on how to request for a copy of a current or a previous bill. Consider also providing links and/or instructions to view a current or previous bill online.

Parameters:
n/a
Standard Questions:

n/a

Billing Refund Inquiry

“Billing Inquiry and Support” on page 57

Description:
Matches on questions from customers who are looking for a status on receiving a refund or credit or how to apply for a refund or credit.

Configuration Recommendations:
Answer configuration for this intent should be to provide information on how to request for a copy of a current or a previous bill. Consider also providing links and/or instructions on the process for disputing a billing charge and/or reporting discrepancies on their bills.

Parameters:

n/a

Standard Questions:

n/a

General Application General Company Inquiry Intents

The following hierarchy contains the General Application General Company Inquiry Intents:

“General Company Inquiry” on page 62

“Office Location Inquiry” on page 62

“Job Employment Inquiry” on page 63

“Privacy Inquiry” on page 63

“Company Business Hours Inquiry” on page 64
General Company Inquiry

**Description:**
Matches on questions from customers looking for general corporate information about the company (rather than products or services). This intent is also designed to be default match for questions on the company that do not have a more specific intent in place.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide top level information (or links) on the company; for example, location, management, contact information, investor relations, human resources, partners and affiliates. Also use this intent for setting general help and other support information, and guidelines for browsing through these pages.

**Parameters:**
n/a

**Standard Questions:**
n/a

Office Location Inquiry

“General Company Inquiry” on page 62

**Description:**
Matches on questions from customers looking for location information on the company's offices, branches, stores or dealerships.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide tools or content for locating the company's various offices, branches, dealership and/or stores. Consider also providing links for other important addresses and phone numbers.

**Parameters:**
n/a

**Standard Questions:**
n/a
Job Employment Inquiry

"General Company Inquiry" on page 62

**Description:**
Matches on questions from individuals looking for employment information or looking to apply for a job opening.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links or tools for employment information or the job application process. Consider providing links to job openings descriptions and to general information on recruiting and/or human resources.

**Parameters:**
n/a

**Standard Questions:**
n/a

Privacy Inquiry

"General Company Inquiry" on page 62

**Description:**
Matches on questions from individuals looking for information on the company's policies around data privacy and security. This intent does not match to product related privacy questions.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide information around the company's policies for safe-guarding customer information and protecting the privacy of their customers. Consider also providing content around the company's position around using customer information for marketing purposes and processes for opting out from these programs.

**Parameters:**
n/a

**Standard Questions:**
n/a
Company Business Hours Inquiry

Description:
Matches on questions from individuals looking for company's business hours (including those from specific departments, such as billing and customer services).

Configuration Recommendations:
Answer configuration for this intent should be to provide business hours information (workdays, weekends, holidays) for the company and all relevant departments. Consider also adding contact information and the various ways/means available for getting support and services.

Parameters:
- n/a

Standard Questions:
- n/a

General Application Website Inquiry Intents

The following hierarchy contains the General Application Website Inquiry Intents:

- “Website Inquiry” on page 64
- “Website Spanish Language Support” on page 65
- “Website Sitemap Inquiry” on page 65

Website Inquiry

Description:
Matches on questions from customers looking for general assistance with using the company website. It will not match questions from customers looking for support on using the company products and services (e.g., account sign in). See other intents for those questions. This intent is also designed to be default match for questions on the website that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be to provide top-level information around how to use the company's website and to deal with the most common errors encountered in using the website.
Consider including sign-in help information and other online transactional support content for the more frequent questions; for example, online banking, online payment, etc., as content on secondary portlets.

**Parameters:**
- n/a

**Standard Questions:**
- n/a

### Website Spanish Language Support

**Description:**
Matches on questions from customers looking for Spanish content or support on the website.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links or information on obtaining Spanish content or support, whether available on the website or other channels.

**Parameters:**
- n/a

**Standard Questions:**
- n/a

### Website Sitemap Inquiry

**Description:**
Matches on questions from customers looking a map of the website. This intent matches only questions where the customer explicitly asked for the website map and not for the specific location of a particular content set.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links to the site map.
Parameters:
   n/a

Standard Questions:
   n/a

General Application Intent Parameters

The following parameters are used within the Automotive intents:

“Products Parameter” on page 66
“Your_Company_Name Parameter” on page 66

Products Parameter

Used In:
   “Product Ordering and Sales Support” on page 49
   “Product Rebates Inquiry” on page 50

Description:
   The range of the products offered by the company.

Root Concept:
   noun.artifact:merchandise

Your_Company_Name Parameter

Used In:
   “General Company Inquiry” on page 62

Description:
   Name of company and associated synonyms.

Root Concept:
   noun.customerhelp:Your_Company_Name
The sections in this guide are arranged to reflect the structure of the Telecommunications Intent Library Hierarchy. For each Intent, the document includes information on:

- The parents of the Intent
- A description of its purpose
- Recommendations for configuring the Intent, where available
- Any Concept Parameters defined within the standard Intent Library
- A list of standard questions that the Intent should match, where available

The Automotive Intent Library contains the following top-level Intents and their children:

- “Automotive Product Research Intents” on page 67
- “Automotive Marketing Program Intents” on page 82
- “Automotive Financing and Sales Support Intents” on page 84
- “Automotive Support and Maintenance Intents” on page 87
- “Automotive Customer Service Inquiry Intents” on page 91
- “Automotive General Company Inquiry Intents” on page 92
- “Automotive Website Inquiry Intents” on page 94

Automotive Product Research Intents

The following hierarchy describes the Automotive Product Research intents:

- “Product Research” on page 69
  - “Vehicle Adaptive Equipment” on page 69
  - “Competitive Comparison” on page 70
  - “Concept Vehicle Inquiry” on page 70
“Fuel Efficiency Research” on page 71
“Environmental Impact Research” on page 71
“Model Price Research” on page 72
“Used Vehicle Research” on page 72
   “Certified Vehicle Research” on page 73
“Vehicle Engineering Research” on page 73
“Vehicle Media Information” on page 74
   “Model Picture Research” on page 74
“Vehicle Brochure Request” on page 75
“Vehicle Configuration Research” on page 75
   “Vehicle Accessory Research” on page 76
   “Model Exterior Color Research” on page 76
   “Model Interior Color Research” on page 77
   “Vehicle Option Research” on page 77
“Vehicle Model Line Research” on page 78
“Vehicle Model Research” on page 78
   “Vehicle Model Trim Research” on page 79
   “Forthcoming Model Research” on page 80
“Vehicle Safety Research” on page 80
“Vehicle Specs Research” on page 81
   “Towing Capacity Specs Research” on page 81
“Vehicle Type Research” on page 82
Product Research

Description:
Matches on research questions on the company's products and service offerings. This intent is also designed to be the default match for research questions on products that do not have a more specific intent in place.

Parameters:
“Accessory Parameter” on page 96
“Car Type Parameter” on page 97
“Competitor Make Parameter” on page 98
“Competitor Model Parameter” on page 98
“Concept Car Parameter” on page 99
“Engineering Feature Parameter” on page 100
“Forthcoming Model Parameter” on page 100
“Model Parameter” on page 101
“Option Package Parameter” on page 103
“Specification Parameter” on page 104
“Standard Option Parameter” on page 105
“Trim Parameter” on page 105
“Year Parameter” on page 106

Standard Questions:
n/a

Vehicle Adaptive Equipment

“Product Research” on page 69

Vehicle Adaptive Equipment

Description:
Matches on questions about access to the company's products and services for people with disabilities or people with restricted accessibility.

Parameters:
n/a
**Standard Questions:**

n/a

**Competitive Comparison**

“Product Research” on page 69

**Description:**

Matches questions about other car brands or models, as well as questions directly asking for a comparison between the company's product line and that of competitors.

**Parameters:**

“Competitor Make Parameter” on page 98

“Competitor Model Parameter” on page 98

**Standard Questions:**

n/a

**Concept Vehicle Inquiry**

“Product Research” on page 69

**Description:**

Matches inquiries about concept cars or other vehicles that have been announced by the company, or that are related to the company's future offerings. Concept cars should be defined as future models not scheduled for production in the forthcoming year. For the latter types of questions, use “Vehicle Model Research” on page 78.

**Parameters:**

“Concept Car Parameter” on page 99

**Standard Questions:**

n/a
Fuel Efficiency Research

Description:
Matches questions aimed at realizing the savings in fuel consumption associated with a model, model type for the current or forthcoming year. Also covers a non-model/year specific inquiry, and inquiries about low-fuel consumption type of cars, such as hybrid vehicles. This intent does not include questions expressing concerns about the environment or energy policies, nor questions about mileage that don't reflect an interest in reducing cost of ownership.

Parameters:
n/a

Standard Questions:
n/a

Environmental Impact Research

Description:
Matches questions about environmental impact, such as emissions control, "clean" cars, or types of engines that are designed to minimize pollution, such as fuel cell, electric engines, etc. The focus of these questions is not on fuel economy but on environmental concerns and/or energy policies.

Parameters:
n/a
Standard Questions:

Model Price Research

“Product Research” on page 69

Model Price Research

Description:
Matches requests for pricing information, whether regarding MSRP, price ranges, or inexpensive models. This intent is designed for currently marketed models only.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106

Standard Questions:
n/a

Used Vehicle Research

“Product Research” on page 69

Used Vehicle Research

Description:
Matches on research questions about car models manufactured in any year prior to the current year. It is distinct from “Certified Vehicle Research” on page 73, as it does not convey an interest in the certification process.

Parameters:
“Model Parameter” on page 101
“Previous Year Parameter” on page 104
“Non-Certified Year Parameter” on page 103
“Certified Year Parameter” on page 97

Standard Questions:
n/a
Certified Vehicle Research

“Product Research” on page 69
“Used Vehicle Research” on page 72

Description:
Matches on all research questions pertaining to car models manufactured in years prior to the current year, and which are covered by the company's certified car program(s). It is only matched when concepts clustered around "certified" and/or "pre-owned" are in the question; when these concepts are not present, “Vehicle Model Research” on page 78 is matched instead.

Parameters:
“Model Parameter” on page 101
“Certified Year Parameter” on page 97

Standard Questions:
n/a

Vehicle Engineering Research

“Product Research” on page 69

Description:
Matches on questions about the company's distinctive engineering features and/or innovations in the automotive engineering field. Since these are a specific set of features, this intent differs from “Vehicle Specs Research” on page 81. Also, it does not apply to questions about concept cars, which instead match “Concept Vehicle Inquiry” on page 70.

Parameters:
“Engineering Feature Parameter” on page 100

Standard Questions:
n/a
Vehicle Media Information

“Product Research” on page 69

Vehicle Media Information

Description:
Matches questions about the company's products (and possibly, image) in the media. This is the parent intent of more targeted inquiries about model pictures, videos, or printed promotional materials.

Parameters:
“Model Parameter” on page 101
“Car Type Parameter” on page 97
“Year Parameter” on page 106

Standard Questions:
n/a

Model Picture Research

“Product Research” on page 69

Vehicle Media Information” on page 74

Model Picture Research

Description:
Matches requests for pictures (including videos) of the currently available (or forthcoming) models. It specifies parameters for model, model type, and current or forthcoming year.

Parameters:
“Model Parameter” on page 101
“Car Type Parameter” on page 97
“Year Parameter” on page 106

Standard Questions:
n/a
Vehicle Brochure Request

“Product Research” on page 69

“Vehicle Media Information” on page 74

Vehicle Brochure Request

**Description:**

Matches questions about obtaining a brochure for the current or forthcoming model. It also supports a generic question. This intent is distinct from “Model Picture Research” on page 74.

**Parameters:**

“Model Parameter” on page 101

“Year Parameter” on page 106

**Standard Questions:**

n/a

Vehicle Configuration Research

“Product Research” on page 69

Vehicle Configuration Research

**Description:**

This is the parent of the “Vehicle Accessory Research” on page 76, “Model Exterior Color Research” on page 76, “Model Interior Color Research” on page 77 and “Vehicle Option Research” on page 77 intents.

**Parameters:**

“Model Parameter” on page 101

“Year Parameter” on page 106

“Accessory Parameter” on page 96

“Standard Option Parameter” on page 105

“Option Package Parameter” on page 103

**Standard Questions:**

n/a
Vehicle Accessory Research

“Product Research” on page 69

“Vehicle Configuration Research” on page 75

Vehicle Accessory Research

Description:
Matches all questions concerning accessories. Accessories are defined by the associated concept tree, and cover broadly dealer-installed car components (as opposed to factory-installed ones, which are options). This intent also applies to a generic request.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106
“Accessory Parameter” on page 96

Standard Questions:
n/a

Model Exterior Color Research

“Product Research” on page 69

“Vehicle Configuration Research” on page 75

Model Exterior Color Research

Description:
Matches questions about available body color choices for a particular model, and also applies to generic questions about colors.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106

Standard Questions:
n/a
Model Interior Color Research

“Product Research” on page 69

“Vehicle Configuration Research” on page 75

Description:
Matches questions about available interior color choices for a particular model, and also applies to
generic questions about interior colors. Questions about leather seats (that are not about the color
of the leather) are covered by “Vehicle Option Research” on page 77.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106

Standard Questions:
n/a

Vehicle Option Research

“Product Research” on page 69

“Vehicle Configuration Research” on page 75

Description:
Matches questions about vehicle options. These are defined in the associated concept tree.
Broadly, an option is a factory-installed component that is selected during the sales process.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106
“Standard Option Parameter” on page 105
“Option Package Parameter” on page 103

Standard Questions:
n/a
Vehicle Model Line Research

“Product Research” on page 69

**Description:**
Matches questions that pertain to the entire model line. If a model is specified, then “Vehicle Model Research” on page 78 matches instead.

**Parameters:**
“Brand Parameter” on page 97

**Standard Questions:**
n/a

Vehicle Model Research

“Product Research” on page 69

**Description:**
Matches on research questions pertaining to models available on the domestic market. This intent usually applies only to models available in the current or forthcoming year.

**Parameters:**
“Current Model Parameter” on page 99
“Discontinued Model Parameter” on page 100
“Year Parameter” on page 106

**Standard Questions:**
n/a
Vehicle Model Trim Research

“Product Research” on page 69
“Vehicle Model Research” on page 78

Vehicle Model Trim Research

Description:
Similar to “Vehicle Model Research” on page 78, but matches on research questions about car models where only the trim is specified.

Parameters:
“Trim Parameter” on page 105

Standard Questions:

n/a
Forthcoming Model Research

“Product Research” on page 69

“Vehicle Model Research” on page 78

Forthcoming Model Research

Description:
Matches on research questions pertaining to models that will be available on the domestic market in the near future.

Parameters:
“Forthcoming Model Parameter” on page 100
“Year Parameter” on page 106

Standard Questions:
n/a

Vehicle Safety Research

“Product Research” on page 69

Vehicle Safety Research

Description:
Matches questions about the overall safety features associated with a model or model type. Also covers a non-model/year specific inquiry. This intent does not cover questions about parts, specs or accessories related to safety, such as air bags, brakes, ABS, etc.

Parameters:
“Model Parameter” on page 101
“Car Type Parameter” on page 97
“Year Parameter” on page 106

Standard Questions:
n/a
Vehicle Specs Research

“Product Research” on page 69

Vehicle Specs Research

Description:
Matches questions about car specifications. Specifications are defined in the "automotive spec" concept tree. Covers also a generic inquiry.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106
“Specification Parameter” on page 104

Standard Questions:
n/a

Towing Capacity Specs Research

“Product Research” on page 69

“Vehicle Specs Research” on page 81

Towing Capacity Specs Research

Description:
Matches questions about towing capacity. This is a child of “Vehicle Specs Research” on page 81; when no towing capacity information is available, this intent will degrade (match its parent) to the latter.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106

Standard Questions:
n/a
Vehicle Type Research

“Product Research” on page 69

Vehicle Type Research

Description:
Matches on research questions pertaining to categories of models for the current (or forthcoming) year. If a car model is specified, then the “Vehicle Model Research” on page 78 intent will match instead. Model types typically include sports-utility-vehicles, vans, minivans, trucks, pickup-trucks; but may also include convertibles, sports-cars, sedans, coupes, or wagons.

Parameters:
“Car Type Parameter” on page 97

Standard Questions:
n/a

Automotive Marketing Program Intent:
The following hierarchy describes the Automotive Marketing Program intents:

Marketing Programs

“Marketing Programs” on page 82

“Merchandise Research” on page 83

“Racing Sponsorships Inquiry” on page 83

“Special Offer Inquiry” on page 84

“Vehicle Show Information” on page 84

Marketing Programs

Description:
Parent intent of the marketing research intents, such as “Merchandise Research” on page 83, “Racing Sponsorships Inquiry” on page 83, “Special Offer Inquiry” on page 84, and “Vehicle Show Information” on page 84. This intent matches questions about marketing and promotions that are not covered by these more specific intents.

Parameters:
“Merchandise Parameter” on page 101

“Model Parameter” on page 101
Merchandise Research

**Description:**
Matches inquiries about brand merchandise or merchandise bearing the brand logo. A merchandise concept tree is defined to support this intent. It covers clothing, personal accessories, screen-savers, games, etc.

**Parameters:**
“Merchandise Parameter” on page 101

**Standard Questions:**
n/a

Racing Sponsorships Inquiry

**Description:**
Matches all questions about the company's involvement in racing and other automotive sporting events, and by extension, about the sporting events themselves and the car racing world.

**Parameters:**
n/a

**Standard Questions:**
n/a
Special Offer Inquiry

“Marketing Programs” on page 82

Special Offer Inquiry

Description:
Matches inquiries about incentive sales programs, whether targeted at types of customers, models, and/or years.

Parameters:
“Special Offer Parameter” on page 104

Standard Questions:
n/a

Vehicle Show Information

“Marketing Programs” on page 82

Vehicle Show Information

Description:
Matches questions regarding vehicle shows.

Parameters:
n/a

Standard Questions:
n/a

Automotive Financing and Sales Support Intents

The following hierarchy describes the Automotive Financing and Sales Support intents:

“Financing and Sales Support” on page 85

“Trade In Sales Inquiry” on page 85

“Vehicle Financing Sales Inquiry” on page 85

“Vehicle Leasing Research” on page 86

“Vehicle Warranty Research” on page 86
Financing and Sales Support

Description:
Parent intent that covers all sales support questions dealing with financial contracts between the company and the customer. Includes financing, leasing, trade-ins, warranty and extended warranty.

Parameters:
n/a

Standard Questions:
n/a

Trade In Sales Inquiry

“Financing and Sales Support” on page 85

Description:
Matches questions about whether trade-in programs are available, or about the value of a vehicle as trade-in.

Parameters:
n/a

Standard Questions:
n/a

Vehicle Financing Sales Inquiry

“Financing and Sales Support” on page 85

Description:
Matches questions about car loans and vehicle financing, including how to calculate payments given a certain model. This intent is distinct from “Vehicle Leasing Research” on page 86.
**Parameters:**

n/a

**Standard Questions:**

n/a

**Vehicle Leasing Research**

“Financing and Sales Support” on page 85

**Description:**

Matches questions about leasing, rate comparisons with respect to financing, terms and conditions of the lease, total cost of ownership, etc.

**Parameters:**

n/a

**Standard Questions:**

n/a

**Vehicle Warranty Research**

“Financing and Sales Support” on page 85

**Description:**

Matches questions about warranty. This intent does not apply to part- or accessory-warranty questions. It is also distinct from extended warranty and maintenance contract inquiries, which will match “Vehicle Extended Warranty Research” on page 87.

**Parameters:**

n/a

**Standard Questions:**

n/a
Vehicle Extended Warranty Research

"Financing and Sales Support" on page 85

- "Vehicle Warranty Research" on page 86

- Vehicle Extended Warranty Research

Description:

Matches questions about extended warranty and maintenance contracts.

Parameters:

n/a

Standard Questions:

n/a

Automotive Support and Maintenance Intents

The following hierarchy describes the Automotive Support and Maintenance intents:

- "Owner Support and Maintenance” on page 87
  - "Used Vehicle Market Value Support” on page 88
  - "Owner Manual Request” on page 88
  - "Radio Security Code Support” on page 89
  - "Scheduled Maintenance Support” on page 89
  - "Scheduled Maintenance Support” on page 89
  - "Vehicle Recall Inquiry” on page 90
  - "Vehicle Troubleshooting Support” on page 91

Owner Support and Maintenance

Description:

This is the parent intent for requests for information or support from owners, including “Scheduled Maintenance Support” on page 89, “Vehicle Recall Inquiry” on page 90, “Radio Security Code Support” on page 89, “Owner Manual Request” on page 88, and “Scheduled Maintenance Support” on page 89.
Parameters:

“Model Parameter” on page 101
“Year Parameter” on page 106
“Maintenance Activity Parameter” on page 101
“Part Parameter” on page 103

Standard Questions:

Used Vehicle Market Value Support

“Owner Support and Maintenance” on page 87

Description:

Matches questions aimed at finding out the current market value of a used vehicle. It is distinct from “Trade In Sales Inquiry” on page 85, which is about determining the availability of trade-in programs and/or the value of a used car as a trade-in, and from “Model Price Research” on page 72, which is about the current year's models.

Parameters:

n/a

Standard Questions:

n/a

Owner Manual Request

“Owner Support and Maintenance” on page 87

Description:

Matches questions regarding the availability of owner manuals. This intent is distinct both from a request for specifications, and for a brochure or photo pamphlet.

Parameters:

“Model Parameter” on page 101
“Year Parameter” on page 106
Standard Questions:
n/a

Radio Security Code Support

“Owner Support and Maintenance” on page 87

Description:
Matches questions about codes that can be entered through the radio or another communication device to disable security devices that control car components.

Parameters:
n/a

Standard Questions:
n/a

Scheduled Maintenance Support

“Owner Support and Maintenance” on page 87

Description:
Matches on questions about scheduled maintenance activities and intervals. In addition to the generic question, this intent covers a specific set of service activities, making it distinct from “Vehicle Troubleshooting Support” on page 91.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106
“Maintenance Activity Parameter” on page 101

Standard Questions:
n/a
Vehicle Parts Research

Description:
Matches all questions concerning car parts. Parts are defined via the "automotive part" concept tree. They are automotive replacement components that can be purchased individually through a dealership. Parts are distinct from accessories and options, as these are not replacement components.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106
“Part Parameter” on page 103

Standard Questions:

n/a

Vehicle Recall Inquiry

Description:
Matches questions about recalls.

Parameters:
“Model Parameter” on page 101
“Year Parameter” on page 106

Standard Questions:

n/a
Vehicle Troubleshooting Support

“Owner Support and Maintenance” on page 87

Vehicle Troubleshooting Support

Description:
Matches on all questions about repair, trouble-shooting, and diagnostics, which are distinct from questions about scheduled maintenance.

Parameters:
n/a

Standard Questions:
n/a

Automotive Customer Service Inquiry Intents

The following hierarchy describes the Automotive Customer Service intents:

“Model Price Research” on page 72

“Contact Customer Service” on page 92

“Escalate Customer Service” on page 92

Customer Service Inquiry

Description:
Matches on support questions from customers looking for assistance from or information about the customer service department. This intent and its children are designed to match questions about communicating with the customer service department. It is also designed as the default match for customer service support questions that do not match a more specific intent. This intent and its children do not match on questions specifically about product, account, or billing support.

Parameters:
n/a

Standard Questions:
n/a
Contact Customer Service

"Model Price Research" on page 72

**Description:**
Matches support questions from customers desiring to contact customer services through available communication channels (email, chat, phone, etc.)

**Parameters:**
n/a

**Standard Questions:**
n/a

Escalate Customer Service

"Model Price Research" on page 72

**Description:**
Matches on questions about escalating an issue within customer services. It also matches on questions that require intervention by a customer services representative (for example, if the customer uses language that indicates frustration or dissatisfaction with the services they have received online or otherwise).

**Parameters:**
n/a

**Standard Questions:**
n/a

Automotive General Company Inquiry Intents

The following hierarchy describes the Automotive General Company intents:

"General Company Inquiry" on page 93

"Dealer Locator Inquiry" on page 93

"Job Employment Inquiry" on page 93
General Company Inquiry

**Description:**
Matches on questions from customers looking for general corporate information (rather than products or services). This intent is also designed as the default match for questions about the company that do not match a more specific intent.

**Parameters:**
- “State Parameter” on page 105
- “City Parameter” on page 98
- “Zip Code Parameter” on page 107

**Standard Questions:**
- n/a

Dealer Locator Inquiry

“General Company Inquiry” on page 93

**Description:**
Matches inquiries about locations of dealerships and service locations.

**Parameters:**
- “State Parameter” on page 105
- “City Parameter” on page 98
- “Zip Code Parameter” on page 107

**Standard Questions:**
- n/a

Job Employment Inquiry

“General Company Inquiry” on page 93

**Description:**
Matches on requests for employment or job application information.
Automotive Website Inquiry Intents

The following hierarchy contains the Automotive Website Inquiry intents:

“Website Inquiry” on page 94
  “Website Sitemap Inquiry” on page 94
  “Website Spanish Language Support” on page 95

Website Inquiry

Description:
Matches on questions from customers looking for general assistance with using the company website. It will not match questions from customers looking for on using the company products and service support (for example, account sign in, company network and connectivity issues, internet services support). See other intents for those questions. This intent is also designed to be default match for questions about the website that do not match a more specific intent.

Parameters:
n/a

Standard Questions:
n/a

Website Sitemap Inquiry

“Website Inquiry” on page 94
  Website Sitemap Inquiry

Description:
Matches on questions from customers looking a map of the website. This intent matches only questions in which the customer explicitly asks for the website map and not for the specific location of a particular content set.
Parameters:
n/a

Standard Questions:
n/a

Website Spanish Language Support

“Website Inquiry” on page 94

Automotive Intent Parameters

The following parameters are used within the Automotive intents:

“Accessory Parameter” on page 96
“Brand Parameter” on page 97
“Car Type Parameter” on page 97
“Certified Year Parameter” on page 97
“City Parameter” on page 98
“Competitor Make Parameter” on page 98
“Competitor Model Parameter” on page 98
“Concept Car Parameter” on page 99
“Current Year Parameter” on page 99
“Discontinued Model Parameter” on page 100
“Engineering Feature Parameter” on page 100
“Forthcoming Model Parameter” on page 100
“Current Model Parameter” on page 99
“Maintenance Activity Parameter” on page 101
“Merchandise Parameter” on page 101
“Model Parameter” on page 101
“Non-Certified Year Parameter” on page 103
“Option Package Parameter” on page 103
“Part Parameter” on page 103
“Previous Year Parameter” on page 104
“Special Offer Parameter” on page 104
“Specification Parameter” on page 104
“Standard Option Parameter” on page 105
“State Parameter” on page 105
“Trim Parameter” on page 105
“Year Parameter” on page 106
“Zip Code Parameter” on page 107

Accessory Parameter

**Used In:**

“Product Research” on page 69
“Vehicle Configuration Research” on page 75
“Vehicle Accessory Research” on page 76

**Description:**

Names of vehicle accessories.

**Root Concept:**

noun.artifact:accessory
Brand Parameter

*Used In:*

“Vehicle Model Line Research” on page 78

*Description:*

The brand name(s) of the company(ies).

*Root Concept:*

noun.auto.model:parent_company_make

Car Type Parameter

*Used In:*

“Product Research” on page 69
“Vehicle Media Information” on page 74
“Model Picture Research” on page 74
“Vehicle Safety Research” on page 80
“Vehicle Type Research” on page 82

*Description:*

The vehicle type (for example, SUV, pickup, convertible).

*Root Concept:*

noun.auto.model:car_type

Certified Year Parameter

*Used In:*

“Used Vehicle Research” on page 72
“Certified Vehicle Research” on page 73

*Description:*

Any year prior to the current, covered by the certified vehicle program.

*Root Concept:*

noun.auto:model_year
City Parameter

*Used In:*

“General Company Inquiry” on page 93
“Dealer Locator Inquiry” on page 93

*Description:*

The city.

*Root Concept:*

noun.location:city

Competitor Make Parameter

*Used In:*

“Product Research” on page 69
“Competitive Comparison” on page 70

*Description:*

A make of car manufactured by a competing company.

*Root Concept:*

noun.auto:competitor_make

Competitor Model Parameter

*Used In:*

“Product Research” on page 69
“Competitive Comparison” on page 70

*Description:*

A model of car manufactured by a competing company.

*Root Concept:*

noun.auto:competitor_model
**Concept Car Parameter**

*Used In:*

“Product Research” on page 69
“Concept Vehicle Inquiry” on page 70

*Description:*

A model name or code name of a "concept car".

*Root Concept:*

noun.auto:concept_car

**Current Model Parameter**

*Used In:*

“Vehicle Model Research” on page 78

*Description:*

A vehicle that is included in the current product line.

*Root Concept:*

noun.auto.model:current_model

**Current Year Parameter**

*Used In:*

“Marketing Programs” on page 82

*Description:*

The current model year.

*Root Concept:*

noun.auto.model:current_year
Discontinued Model Parameter

**Used In:**
“Vehicle Model Research” on page 78

**Description:**
Names of discontinued models.

**Root Concept:**
noun.auto.model:discontinued_model

Engineering Feature Parameter

**Used In:**
“Product Research” on page 69
“Vehicle Engineering Research” on page 73

**Description:**
Name of the engineering feature.

**Root Concept:**
noun.auto:engineering_feature

Forthcoming Model Parameter

**Used In:**
“Product Research” on page 69
“Forthcoming Model Research” on page 80

**Description:**
Name of a model that is forthcoming, not currently available.

**Root Concept:**
noun.auto.model:forthcoming_model
Maintenance Activity Parameter

_used in:_
"Owner Support and Maintenance" on page 87
"Scheduled Maintenance Support" on page 89

description:
Name of the maintenance activity; for example, oil change, brakes.

_root concept:_
noun.auto:maintenance_activity

Merchandise Parameter

_used in:_
"Marketing Programs" on page 82
"Merchandise Research" on page 83

description:
Name of merchandise item.

_root concept:_
noun.artifact:merchandise

Model Parameter

_used in:_
"Product Research" on page 69
"Certified Vehicle Research" on page 73
"Marketing Programs" on page 82
"Model Exterior Color Research" on page 76
"Model Interior Color Research" on page 77
"Model Picture Research" on page 74
"Model Price Research" on page 72
"Owner Support and Maintenance" on page 87
"Owner Manual Request" on page 88
"Radio Security Code Support" on page 89
"Scheduled Maintenance Support" on page 89
"Towing Capacity Specs Research" on page 81
"Used Vehicle Market Value Support" on page 88
“Used Vehicle Research” on page 72
“Vehicle Accessory Research” on page 76
“Vehicle Brochure Request” on page 75
“Vehicle Configuration Research” on page 75
“Vehicle Extended Warranty Research” on page 87
“Vehicle Media Information” on page 74
“Vehicle Option Research” on page 77
“Scheduled Maintenance Support” on page 89
“Vehicle Recall Inquiry” on page 90
“Vehicle Safety Research” on page 80
“Vehicle Specs Research” on page 81
“Vehicle Troubleshooting Support” on page 91

“Vehicle Warranty Research” on page 86
**Description:**
The vehicle model name.

**Root Concept:**
noun.cognition:model3

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**Non-Certified Year Parameter**

**Used In:**
“Used Vehicle Research” on page 72

**Description:**
Any year prior to the current, not covered by the certified vehicle program.

**Root Concept:**
noun.auto:model_year

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**Option Package Parameter**

**Used In:**
“Vehicle Configuration Research” on page 75

**Description:**
The name of the option or option package

**Root Concept:**
noun.auto:option_package

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**Part Parameter**

**Used In:**
“Owner Support and Maintenance” on page 87
“Scheduled Maintenance Support” on page 89

**Description:**
Names of vehicle parts.

**Root Concept:**
noun.auto:car_part
Previous Year Parameter

*Used In:*

“Certified Vehicle Research” on page 73

*Description:*

The year prior to the current model year.

*Root Concept:*

noun.auto:model_year

Special Offer Parameter

*Used In:*

“Special Offer Inquiry” on page 84

*Description:*

The name of the special offer or program.

*Root Concept:*

noun.customerhelp:special_offer

Specification Parameter

*Used In:*

“Product Research” on page 69

“Vehicle Specs Research” on page 81

*Description:*

The vehicle specification.

*Root Concept:*

noun.communication:specification
Standard Option Parameter

*Used In:*

“Product Research” on page 69
“Vehicle Configuration Research” on page 75
“Vehicle Option Research” on page 77

*Description:*

The name of the standard equipment option.

*Root Concept:*

noun.auto:auto_standard_option

State Parameter

*Used In:*

“General Company Inquiry” on page 93
“Dealer Locator Inquiry” on page 93

*Description:*

The (USA) state.

*Root Concept:*

noun.location:American_state

Trim Parameter

*Used In:*

“Vehicle Model Trim Research” on page 79

*Description:*

The name of the trim element.

*Root Concept:*

noun.auto.model:trim
Year Parameter

**Used In:**

- "Product Research" on page 69
- "Certified Vehicle Research" on page 73
- "Marketing Programs" on page 82
- "Model Exterior Color Research" on page 76
- "Model Interior Color Research" on page 77
- "Model Picture Research" on page 74
- "Model Price Research" on page 72
- "Owner Support and Maintenance" on page 87
- "Owner Manual Request" on page 88
- "Radio Security Code Support" on page 89
- "Scheduled Maintenance Support" on page 89
- "Towing Capacity Specs Research" on page 81
- "Used Vehicle Market Value Support" on page 88
- "Used Vehicle Research" on page 72
- "Vehicle Accessory Research" on page 76
- "Vehicle Brochure Request" on page 75
- "Vehicle Configuration Research" on page 75
- "Vehicle Extended Warranty Research" on page 87
- "Vehicle Media Information" on page 74
- "Vehicle Option Research" on page 77
- "Scheduled Maintenance Support" on page 89
- "Vehicle Recall Inquiry" on page 90
- "Vehicle Safety Research" on page 80
- "Vehicle Specs Research" on page 81
- "Vehicle Troubleshooting Support" on page 91
- "Vehicle Warranty Research" on page 86

**Description:**

The model year.

**Root Concept:**

noun.auto:model_year
Zip Code Parameter

*Used In:*

“General Company Inquiry” on page 93
“Dealer Locator Inquiry” on page 93

*Description:*

The zip code.

*Root Concept:*

noun.location:zip_code
The sections in this guide are arranged to reflect the structure of the Telecommunications Intent Library Hierarchy. For each Intent, the document includes information on:

- The parents of the Intent
- A description of its purpose
- Recommendations for configuring the Intent, where available
- Any Concept Parameters defined within the standard Intent Library
- A list of standard questions that the Intent should match, where available

The Telecommunications Intent Library contains the following top-level Intents and their children:

- Telecom Product Research Intents on page 109
- Telecom Product Support Intents on page 128
- Telecom Product Ordering and Sales Support Intents on page 154
- Telecom Account Support Intents on page 157
- Telecom Customer Service Intents on page 161
- Telecom Billing and Support Intents on page 165
- Telecom General Company Inquiry Intents on page 169
- Telecom Website Inquiry Intents on page 172

Using Product Research and Product Support Intents

Product Research and Product Support Intents and their children are designed to match questions exclusively; a given question will match either a research intent or a support intent, but never both.

Product Support Intents address a more specific class of questions than Product Research Intents. Every Product Research intent has a counterpart Product Support intent; however, the opposite is
not true. There are Product Support intents that have no corresponding Product Research counterpart.

The Product Support Intents are, by design, more strictly matched than the Product Research counterparts. Product Support intents will match a question only if there are strong indications in the question that the customer is looking for assistance with an existing product or support they have acquired and/or contracted with the company.

Product Research intents are more generic, and designed to match the set of questions where the purpose (support vs. research) was not determined or where there is ambiguity in interpreting the customer’s question.

Answers to these product research and support intent pairs should reflect this design strategy. Product Research intents should be broad in nature, and not assume that customers are asking only pre-sales or sales questions. Consideration in the user responses (either in the primary or secondary portlets) should be given to providing information that also cover the support of those products.

Product Support intents, however, should reflect a much higher level of confidence that the customer is looking for support. Providing content research answers is not considered necessary (although links to the information in a secondary portlet is advisable/optional).

### Telecom Product Research Intents

The following hierarchy contains the Telecom Product Research Intents:

- **Product Research** on page 110
  - **Service Plan Research** on page 111
  - **Internet Services Research** on page 111
  - **Prepaid Services Research** on page 112
  - **Service Feature Research** on page 113
  - **Text Messaging Research** on page 113
  - **Instant Messaging Research** on page 114
  - **Email Management Research** on page 115
  - **Calling Areas / Coverage Research** on page 115
  - **Roaming and Cell Phone Network Research** on page 116
  - **Voicemail Management Research** on page 116
**Product Research**

**Description:**

Matches on research questions on the company's products and service offerings. This intent is also designed to be default match for research questions on products that do not have a more specific intent in place.

**Configuration Recommendations:**

This intent allows the configuration of answers that should be applied to all of the intents. Or, if desired, it can also be used to provide answers based on a specific returned parameter value.
Parameters:

n/a

Standard Questions:

Product Research Standard Questions on page 233

Service Plan Research

Product Research on page 110

Description:

Matches on research questions on the company's service plan offerings. Plans may be referred by their brand names or by popular categories (e.g., "Family Plans"). Whenever those appear in the question, parameter(s) will be set with this intent. This intent is also designed to be the default match for research questions on service plans that do not have a more specific intent in place.

Configuration Recommendations:

Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.

Parameters:

Telecom Service Plans Parameter on page 178

Standard Questions:

Service Plan Research Standard Questions on page 241

Internet Services Research

Product Research on page 110

Description:

Matches on research questions on the company's internet service plan offerings. Internet Plans may be referred by their brand names or by popular categories (e.g., "DSL"). Whenever those appear in the question, parameter(s) will be set with this intent. Definitions of plans that belong in this category can be customized by manipulating the variables for this intent.
**Configuration Recommendations:**
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, consider configuring answers with no parameter settings to setup broad answers on internet services for the ancillary portlets.

**Parameters:**
- Internet Plans Parameter on page 175
- Internet Services Parameter on page 175

**Standard Questions:**
Internet Services Research Standard Questions on page 213

Prepaid Services Research

*Product Research on page 110*

*Service Plan Research on page 111*

Prepaid Services Research

**Description:**
Matches on research questions on the company's prepaid service offerings (e.g., phone cards, prepaid plans). Plans may be referred by their brand names or by popular categories (e.g., "Phone Card"). Whenever those appear in the question, parameter(s) will be set with this intent. Definitions of plans that belong in this category can be customized by manipulating the variables for this intent.

**Configuration Recommendations:**
Answer configuration for this intent should be content directed at customers who are interested in knowing more about prepaid services offerings and their details.

**Parameters:**
Pay As You Go Plans Parameter on page 176

**Standard Questions:**
Prepaid Services Research Standard Questions on page 231
Service Feature Research

Description:
Matches on research questions on the features offered by the company with a service plan. Features may be referred by their brand names or by popular categories (e.g., "mobile-to-mobile minutes"). This intent is also designed to be default match for research questions on service features that do not have a more specific intent in place. Answers can be configured for these using the available parameter values.

Configuration Recommendations:
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.

Parameters:
n/a

Standard Questions:
Service Feature Research Standard Questions on page 238

Text Messaging Research

Description:
Matches on research questions on the different types of text messaging (with the exception of instant messaging, which is its own intent). This intent is also designed to be default match for research questions when the more generic "message" term is used.

Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are interested in knowing more about text messaging features. In addition, consider providing links for web-based text messaging tools and instructions on how to use text messaging. Since this intent is also the catch-all for questions using generic "message" term, consider providing related answers/links on ancillary portlets on instant messaging.
Parameters:
n/a

Standard Questions:

Text Messaging Research Standard Questions on page 244

Instant Messaging Research

Product Research on page 110

Service Feature Research on page 113

Instant Messaging Research

Description:

Matches on research questions on the different types of instant messaging. This intent is specifically designed to match only when it is clear that the question was about instant messaging. If the question is ambiguous about the messaging feature being asked (e.g. "Can I send a message?"), the intent will not match the question. Instead, it will match the Text Messaging Research Intent.

Configuration Recommendations:

Answer configuration for this intent should be content directed at customers who are interested in knowing more about instant messaging features. In addition, consider providing links for web-based instant messaging tools, software downloads and instructions on how to use instant messaging.

Parameters:

n/a

Standard Questions:

Instant Messaging Research Standard Questions on page 210
Email Management Research

*Description:* Matches on research questions on email feature offerings and email management options. This intent will be triggered for both wireless and non-wireless email service features and management questions.

*Configuration Recommendations:* Answer configuration for this intent should be content directed at customers who are interested in knowing more about email features and how to manage and maintain emails. In addition, consider providing links for email management tutorials and web-based email tool(s).

*Parameters:* n/a

*Standard Questions:* Email Management Research Standard Questions on page 208

Calling Areas / Coverage Research

*Description:* Matches on research questions on a service plan's coverage or calling areas and questions around service availability. This intent applies to both wireless and non-wireless plans.

*Configuration Recommendations:* Answer configuration for this intent should be content directed at customers who are interested in knowing more about cell networks, including definition, comparisons and availability. Content around roaming charges and applicability should also be considered. In addition, consider providing links for coverage area maps and network layouts.

*Parameters:* n/a
**Standard Questions:**

*Calling Areas And Coverage Research Standard Questions on page 197*

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### Roaming and Cell Phone Network Research

**Product Research on page 110**

**Service Feature Research on page 113**

**Roaming and Cell Phone Network Research**

**Description:**

Matches on research questions on voicemail feature offerings and voicemail management options. This intent will be triggered for both wireless and non-wireless voicemail service features and management questions.

**Configuration Recommendations:**

Answer configuration for this intent should be content directed at customers who are interested in knowing more about voicemail features and how to manage and maintain voicemail. In addition, consider providing links for voicemail management tutorials and web-based voicemail tool(s).

**Parameters:**

n/a

**Standard Questions:**

*Roaming and Cell Phone Network Research Standard Questions on page 237*

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### Voicemail Management Research

**Product Research on page 110**

**Service Feature Research on page 113**

**Voicemail Management Research**

**Description:**

Matches on research questions on voicemail feature offerings and voicemail management options. This intent will be triggered for both wireless and non-wireless voicemail service features and management questions.
**Configuration Recommendations:**

Answer configuration for this intent should be content directed at customers who are interested in knowing more about voicemail features and how to manage and maintain voicemail. In addition, consider providing links for voicemail management tutorials and web-based voicemail tool(s).

**Parameters:**

n/a

**Standard Questions:**

*Voicemail Management Research Standard Questions on page 254*

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**Personalization and Content Management Research**

*Product Research on page 110*

*Service Feature Research on page 113*

*Personalization and Content Management Research*

**Description:**

Matches on personalization feature research questions on the features offered by the company with a service plan. Personalization Features may be referred by their brand names or by popular categories (e.g., "alerts", "themes"). This also refers to feature/content provided and/or managed by the company (e.g., "album", "games", "themes"). This intent is designed to be default match for research questions on personalization and content management features that do not have a more specific intent in place. Answers can be configured for these using the available parameter values.

**Configuration Recommendations:**

Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Answers should be content directed at customers who are interested in a particular personalization feature. Consider adding links for download of content and/or managing/storing content. In addition, a non-parameterized answer presenting a top-level view of all the personalization features, content, and content management available should be considered.

**Parameters:**

*Personalized Content Parameter on page 177*

**Standard Questions:**

*Personalization and Content Management Research Standard Questions on page 222*
RINGTONES RESEARCH

Description:
Matches on research questions on phone ring tones personalization offerings and configuration options.

Configuration Recommendations:
Answers should be content directed at customers who are interested in a ring tones and ring tones configuration. Consider adding links for download or purchasing ring tones as well as configuring and managing them. In addition, consider ancillary portlets on popular ring tones, ring tones player(s), and promotional ring tones or ring tone themes.

Parameters:
n/a

Standard Questions:

Service Plan Minutes Research

Description:
Matches on research questions on minutes (e.g., night and weekends, mobile-to-mobile, etc.) feature offerings, details and management options available with a customer plan. This intent is also designed to be default match for research questions on minutes that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.
**Parameters:**

n/a

**Standard Questions:**

*Service Plan Minutes Research Standard Questions on page 239*

**Purchasing Minutes Research**

*Product Research on page 110*

*Service Feature Research on page 113*

*Service Plan Minutes Research on page 118*

*Purchasing Minutes Research*

**Description:**

Matches on research questions on acquiring or adding minutes to any service plan.

**Configuration Recommendations:**

Answers should be content directed at customers who are interested in purchasing, adding or finding more information on the different minutes categories available. Consider adding links for changing plans, purchasing minutes on pre-paid plans.

**Parameters:**

n/a

**Standard Questions:**

*Purchasing Minutes Research Standard Questions on page 233*

**Call Services Research (including Star Keys)**

*Product Research on page 110*

*Service Feature Research on page 113*

*Call Services Research (including Star Keys)*

**Description:**

Matches on research questions on the different call services (e.g., call forward, call waiting, 3-way calling, etc.) feature offerings, details and management options available. This intent is also designed to be default match for research questions on Call Services that do not have a more specific intent in place.
Configuration Recommendations:
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Consider adding links for changing and/or signing up for these service features. Also, use "parent" parameters to setup answers for the ancillary portlets.

Parameters:
Call Services Parameter on page 174

Standard Questions:
Call Services Research Standard Questions on page 195

CALL BLOCK RESEARCH

Description:
Matches on research questions on the different types of call blocking services available.

Configuration Recommendations:
Answers should be content directed at customers who are interested in purchasing, adding or finding more information on the different call block services available. Consider adding links for changing and/or signing up for these service features.

Parameters:
n/a

Standard Questions:
Call Block Research Standard Questions on page 194
CALLER ID RESEARCH

Product Research on page 110
Service Feature Research on page 113
Call Services Research (including Star Keys) on page 119
Caller ID Research

Description:
Matches on research questions on the different types of caller ID services available.

Configuration Recommendations:
Answers should be content directed at customers who are interested in purchasing, adding or finding more information on the different caller ID services available. Consider adding links for changing and/or signing up for these service features.

Parameters:
n/a

Standard Questions:
Caller ID Research Standard Questions on page 197

Additional Line or Phone Request Research

Product Research on page 110
Additional Line or Phone Request Research

Description:
Matches on research questions on adding line(s) or phone(s) to an existing service plan.

Configuration Recommendations:
Answer configuration for this intent should be to provide top level information (or links) on all phone equipment provided. Also use this intent for setting promotions and other product marketing information, and for guidelines for browsing through the phone equipment offerings.

Parameters:
n/a

Standard Questions:
Additional Line or Phone Request Research Standard Questions on page 185
Phone Equipment Research

*Product Research on page 110*

**Description:**

Matches on research questions on the company's phone equipment offerings. This intent is also designed to be default match for research questions on phone equipment that do not have a more specific intent in place. This intent is also designed to be default match for research questions when the more generic "phone" term is used.

**Configuration Recommendations:**

Answer configuration for this intent should be to provide top level information (or links) on all phone equipment provided. Also use this intent for setting promotions and other product marketing information, and for guidelines for browsing through the phone equipment offerings.

**Parameters:**

*Telephones Parameter on page 179*

**Standard Questions:**

*Phone Equipment Research Standard Questions on page 227*

Wireless Phone Research

*Product Research on page 110*

*Phone Equipment Research on page 122*

**Description:**

Matches on research questions on the wireless phones offerings. Phone may be referred in the question by their model/manufacturer or brand name or by popular categories and/or characteristics (e.g., "flip phones", "cheap cellphone"). Whenever the model/manufacturer or brand name is specified, parameter(s) will be set with this intent.

**Configuration Recommendations:**

Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets. Answers should be content directed at customers who are interested in purchasing or finding more information on wireless phones.
Parameters:
  Cell Phones Parameter on page 175

Standard Questions:
  Wireless Phone Research Standard Questions on page 256

CAMERA PHONE RESEARCH

Product Research on page 110
  Phone Equipment Research on page 122
    Wireless Phone Research on page 122
    Camera Phone Research

Description:
Matches on research questions on camera phones or camera phone features. Note that this intent only matches on questions where the concept of "camera" is identified. If a model/manufacturer and/or brand name is specified, it will be ignored by this intent (even if the model has a camera feature).

Configuration Recommendations:
Answers should be content directed at customers who are interested in purchasing or finding more information on camera phones. Consider showing popular and recent models that are available in the secondary portlets.

Parameters:
  n/a

Standard Questions:
  Camera Phone Research Standard Questions on page 199
PDA RESEARCH

*Product Research on page 110*

- *Phone Equipment Research on page 122*
- *Wireless Phone Research on page 122*
- PDA Research

**Description:**
Matches on research questions on PDA phones. Note that this intent only matches on questions where the concept of "PDA" is identified. If a model/manufacturer and/or brand name is specified, it will be ignored by this intent (even if the model is a PDA).

**Configuration Recommendations:**
Answers should be content directed at customers who are interested in purchasing or finding more information on PDA phones. Consider showing popular and recent models that are available in the secondary portlets.

**Parameters:**

*PDA Parameter on page 176*

**Standard Questions:**

*PDA Research Standard Questions on page 220*

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Non-Wireless Phone Research

*Product Research on page 110*

- *Phone Equipment Research on page 122*
- Non-Wireless Phone Research

**Description:**
Matches on research questions on non-wireless phones offerings. Phone may be referred in the question by their model/manufacturer or brand name or by popular categories and/or characteristics (e.g., "cordless phones"). Whenever the model/manufacturer or brand name is specified, parameter(s) will be set with this intent.

**Configuration Recommendations:**
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets. Answers should be content directed at customers who are interested in purchasing or finding more information on non-wireless phones.
Parameters:

Landline Phones Parameter on page 176

Standard Questions:

Non-Wireless Phone Research Standard Questions on page 216

Phone Equipment Accessory and Parts Research

Product Research on page 110

Phone Equipment Research on page 122

Phone Equipment Accessory and Parts Research

Description:

Matches on research questions on the company's phone equipment accessories and phone equipment parts offerings. Accessories and Parts may be referred by their brand names ("jabra") or by popular categories (e.g., "headphones", charges, batteries, etc.). Whenever those appear in the question, parameter(s) will be set with this intent.

Configuration Recommendations:

Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.

Parameters:

Telecom Accessories Parameter on page 177

Telecom Parts Parameter on page 178

Standard Questions:

Phone Equipment Accessory and Parts Research Standard Questions on page 224

Other Telco Services Research

Product Research on page 110

Other Telco Services Research

Description:

This intent is the parent intent for a collection of intents around other services provided by the company. Note that this intent is strictly a parent intent and will be triggered every time a child intent is triggered and will not be triggered otherwise.
**Configuration Recommendations:**

Consider using this intent for setting secondary portlets or answers which are common to all its children intents. Otherwise, this intent should not be configured.

**Parameters:**

n/a

**Standard Questions:**

n/a

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### International Calling Research

**Description:**

Matches on research questions on the company's on making or receiving international calls, and making or receiving calls or using phones and services in foreign countries.

**Configuration Recommendations:**

As this intent covers a myriad of international services research questions, consider providing content that covers all possible internationally related information, including international features or components of plans, calling and receiving international calls, and using services internationally.

**Parameters:**

n/a

**Standard Questions:**

*International Calling Research Standard Questions on page 211*
Calling Card Research

Description:
Matches on research questions on the company's calling card offerings, including applying, ordering and pricing, whether as part of the plan or as a separate offering. Note that this intent will not match on research questions on prepaid phone card or credit card offerings.

Configuration Recommendations:
Answers should be content directed at customers who are interested in acquiring or finding more information on calling cards and calling card features.

Parameters:

n/a

Standard Questions:

Calling Card Research Standard Questions on page 199

Disabled Services Research

Description:
Matches on research questions on the company's phone services or service features for disabled customers, whether as part of a company's plans or not.

Configuration Recommendations:
Answers should be content directed at customers who are interested in using or finding more information on the company's phone services and service features for the disabled.

Parameters:

n/a

Standard Questions:

n/a
Telecom Product Support Intents

The following hierarchy contains the Telecom Product Support Intents:

Product Support on page 129
   Service Plan Support on page 130
      Internet Services Support on page 130
      Prepaid Services Support on page 131
      Change Plans on page 132
      Change Service Providers on page 132
      Relocation Support on page 133
      Service Suspension / (Re-)Activation Support on page 133
      Cancel Plan on page 134
      Contract Expiration Support on page 135
   Service Feature Support on page 135
      Text Messaging Support on page 136
      Instant Messaging Support on page 136
      Email Management Support on page 137
      Calling Areas / Coverage Support on page 138
      Roaming and Cell Phone Network Support on page 138
      Voicemail Management Support on page 139
      Personalization and Content Management Support on page 139
         Ringtones Support on page 140
      Service Plan Minutes Support on page 141
         Purchasing Minutes Support on page 141
      Call Services Support (Star Keys) on page 142
         Call Block Support on page 142
         Caller ID Support on page 143
Additional Line or Phone Request Support on page 143

Phone Equipment Support on page 144

Wireless Phone Support on page 145

Wireless Camera Phone Support on page 145

Wireless PDA Support on page 146

Non-Wireless Phone Support on page 146

Phone Equipment Accessory and Parts Support on page 147

Upgrade Phone on page 148

Unlock Phone Password Codes on page 148

Phone Equipment Documentation on page 149

Other Telco Services Support on page 149

International Calling Support on page 150

Calling Card Support on page 150

Disabled Services Support on page 151

Directory Info Support on page 151

Number Portability Inquiry on page 152

Area/Country Lookup on page 153

Reverse Number Lookup on page 153

Product Support

Description:

Matches on support questions on the company's products and service offerings. This intent is also designed to be default match for support questions on products that do not have a more specific intent in place.
Configuration Recommendations:
Answer configuration for this intent should be to provide top level information (or links) on all the products and services support provided. Also use this intent for setting general help and other support information, and guidelines for browsing through the products and service support tools.

Parameters:
Telecom Products Parameter on page 178

Service Plan Support

Description:
Matches on support questions on the company's service plans. Plans may be referred by their brand names or by popular categories (e.g., "Family Plans"). Whenever those appear in the question, parameter(s) will be set with this intent. This intent is also designed to be the default match for support questions on service plans that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.

Parameters:
Telecom Service Plans Parameter on page 178

Standard Questions:
Service Plan Support Standard Questions on page 244

Internet Services Support

Description:
Matches on support questions on the company's internet service plans. Internet Plans may be referred by their brand names or by popular categories (e.g., "DSL"). Whenever those appear in
the question, parameter(s) will be set with this intent. Definitions of plans that belong in this
category can be customized by manipulating the variables for this intent.

**Configuration Recommendations:**
Answer configuration for this intent should be set based on the parameters that are returned, to
provide the most optimal user experience. Also, consider configuring answers with no parameter
settings to setup broad answers on internet services for the ancillary portlets.

**Parameters:**

- *Internet Plans Parameter* on page 175
- *Internet Services Parameter* on page 175

**Standard Questions:**

- *Internet Services Support Standard Questions* on page 215

### Prepaid Services Support

*Product Support* on page 129

*Service Plan Support* on page 130

*Prepaid Services Support*

**Description:**

Matches on support questions on the company's prepaid services (e.g., phone cards, prepaid
plans). Plans may be referred by their brand names or by popular categories (e.g., "Phone Card").
Whenever those appear in the question, parameter(s) will be set with this intent. Definitions of
plans that belong in this category can be customized by manipulating the variables for this intent.

**Configuration Recommendations:**
Answer configuration for this intent should be content directed at customers who are looking for
support on prepaid services offerings and their details.

**Parameters:**

- *Prepaid Phone Cards Parameter* on page 177

**Standard Questions:**

- *Prepaid Services Support Standard Questions* on page 231
Change Plans

Description:
Matches on questions about changing an existing plan (either to another plan or making a modification to the existing plan). This intent does not include changing from or to another service provider (see Change Service Provider, for those questions).

Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are looking to make changes to their current plan(s) or downgrade/upgrade to another plan. Also, consider adding links for changing to/from another service provider, as customers are occasionally confused about their intentions.

Parameters:
- n/a

Standard Questions:
- Change Plans Standard Questions on page 200

Change Service Providers

Description:
Matches on questions about changing to/from another service provider. This intent does not include questions about changing an existing plan. (see Change Plans, for those questions).

Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are looking at changing to/from another service provider. Also, consider adding links for information on how to make changes to their current plan(s) or downgrade/upgrade to another plan, as customers are occasionally confused about their intentions.
Parameters:

Telecom Service Providers Parameter on page 179

Standard Questions:

Change Service Providers Standard Questions on page 201

Relocation Support

Product Support on page 129

Service Plan Support on page 130

Relocation Support

Description:

Matches on questions about customers who looking to relocate their services to a new address or area. This intent does not include questions about changing features of an existing plan, or making changes to their account information. (see Change Plans and Update Account Profile, respectively, for those questions).

Configuration Recommendations:

Answer configuration for this intent should be content directed at supporting customers who are moving to a new area or address. Consider adding secondary answers on changing account profile, as customers sometimes confuse these two activities.

Parameters:

n/a

Standard Questions:

n/a

Service Suspension / (Re-)Activation Support

Product Support on page 129

Service Plan Support on page 130

Service Suspension / (Re-)Activation Support

Description:

Matches on questions about customers who are looking for support in suspending or (re-)activating their phone services. It also matches on questions on company initiated service suspension.
**Configuration Recommendations:**

Answer configuration for this intent should be content directed at supporting customers who are looking at suspending or (re-) activating their services, and answering questions on company initiated suspensions. Also consider providing links for managing the temporary stoppage of services (and reactivation), if these are available on line.

**Parameters:**

n/a

**Standard Questions:**

*Service Suspension Or Reactivation Support Standard Questions* on page 244

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**Cancel Plan**

*Product Support* on page 129

*Service Plan Support* on page 130

**Description:**

Matches on questions on customers who are looking to cancel their service plan(s). This intent will only match questions where the concept "plan" has been identified. Another intent, Close Account, will match questions where the term "account" has been identified. This has been done in this manner for companies where these intents are considered different.

**Configuration Recommendations:**

Answer configuration for this intent should be content directed at customers who are looking to cancel their plan(s). Also consider providing answers for customers who are only looking to terminate their billing account, or components of their plans/accounts. Also, consider keeping the content similar between this intent and "Close Account", if both intents are considered to be the same.

**Parameters:**

n/a

**Standard Questions:**

*Cancel Plan Standard Questions* on page 200
Contract Expiration Support

*Description:*
Matches on support questions from customers looking to learn more about their contract termination dates, what happens once a contract terminates and how to extend their contract. It will not match questions on terminating contract (see Cancel Plans) or modifying contracts (see Change Plans).

*Configuration Recommendations:*
n/a

*Parameters:*
n/a

*Standard Questions:*
Contract Expiration Support Standard Questions on page 205

Service Feature Support

*Description:*
Matches on support questions on the features offered by the company with a service plan. Features may be referred by their brand names or by popular categories (e.g., "mobile-to-mobile minutes"). This intent is also designed to be default match for support questions on service features that do not have a more specific intent in place. Answers can be configured for these using the available parameter values.

*Configuration Recommendations:*
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.

*Parameters:*
n/a
**Standard Questions:**

*Service Feature Support Standard Questions on page 239*

**Text Messaging Support**

*Product Support on page 129*

*Service Feature Support on page 135*

- Text Messaging Support

**Description:**

Matches on support questions on the different types of text messaging (with the exception of instant messaging, which is its own intent). This intent is also designed to be default match for support questions when the more generic "message" term is used.

**Configuration Recommendations:**

Answer configuration for this intent should be content directed at customers who are looking for support in using text messaging features. In addition, consider providing links for web-based text messaging tools and instructions on how to use text messaging. Since this intent is also the catch-all for questions using generic "message" term, consider providing related answers/links on ancillary portlets on all messaging features.

**Parameters:**

n/a

**Standard Questions:**

*Text Messaging Support Standard Questions on page 246*

**Instant Messaging Support**

*Product Support on page 129*

*Service Feature Support on page 135*

- Instant Messaging Support

**Description:**

Matches on support questions on the different types of instant messaging. This intent is specifically designed to match only when it is clear that the question was about instant messaging. If the question is ambiguous about the messaging feature being asked (e.g. "Can I send a message?"), the intent will not match the question. Instead, it will match the Text Messaging Support Intent.
**Configuration Recommendations:**
Answer configuration for this intent should be content directed at customers who are looking for support in using instant messaging features. In addition, consider providing links for web-based instant messaging tools, software downloads and instructions on how to use instant messaging.

**Parameters:**
n/a

**Standard Questions:**
n/a

**Email Management Support**

*Product Support on page 129*

*Service Feature Support on page 135*

*Email Management Support*

**Description:**
Matches on support questions on email features and email management options. This intent will be triggered for both wireless and non-wireless email service features and management questions.

**Configuration Recommendations:**
Answer configuration for this intent should be content directed at customers who are looking for support in using, managing and maintaining email features. In addition, consider providing links for email management tutorials and web-based email tool(s).

**Parameters:**
n/a

**Standard Questions:**
*Email Management Support Standard Questions on page 208*
Calling Areas / Coverage Support

Description:
Matches on support questions on a service plan's coverage or calling areas and questions around service availability. This intent applies to both wireless and non-wireless plans.

Configuration Recommendations:
Answer configuration for this intent should be support content around service area availability and/or coverage area (within country and outside). In addition, consider providing links for coverage area maps and service availability verification tool(s).

Parameters:
n/a

Standard Questions:
n/a

Roaming and Cell Phone Network Support

Description:
Matches on support questions on roaming and the different cell based network standards (e.g. GSM, GPRS). This intent applies only to wireless questions.

Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are looking for support in using cell networks. Content around roaming charges and applicability should also be considered. In addition, consider providing links to coverage area maps and network layouts

Parameters:
n/a

Standard Questions:
Roaming and Cell Phone Network Support Standard Questions on page 237
Voicemail Management Support

Description:
Matches on support questions on voicemail features and management options. This intent will be triggered for both wireless and non-wireless voicemail service features and management questions.

Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are looking for support in using, managing and maintaining voicemail features. In addition, consider providing links for voicemail management tutorials and web-based voicemail tool(s).

Parameters:

n/a

Standard Questions:
Voicemail Management Support Standard Questions on page 254

Personalization and Content Management Support

Description:
Matches on personalization feature support questions on the features offered by the company with a service plan. Personalization Features may be referred by their brand names or by popular categories (e.g., "alerts", "themes"). This also refers to feature/content provided and/or managed by the company (e.g., "album", "games", "themes"). This intent is designed to be default match for support questions on personalization and content management features that do not have a more specific intent in place. Answers can be configured for these using the available parameter values.
**Configuration Recommendations:**

Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Answers should be content directed at customers who are looking for support on a particular personalization feature. Consider adding links for download of content and/or managing/storing content. In addition, a non-parameterized answer presenting a top-level view of all support content for the personalization features, content, and content management available should be considered.

**Parameters:**

*Personalized Content Parameter on page 177*

**Standard Questions:**

*Personalization and Content Management Support Standard Questions on page 224*

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**Ringtones Support**

*Product Support on page 129*

*Service Feature Support on page 135*

*Personalization and Content Management Support on page 139*

*Ringtones Support*

**Description:**

Matches on research questions on phone ring tones personalization offerings and configuration options.

**Configuration Recommendations:**

Answers should be content directed at customers who are interested in a ring tones and ring tones configuration. Consider adding links for download or purchasing ring tones as well as configuring and managing them. In addition, consider ancillary portlets on popular ring tones, ring tones player(s), and promotional ring tones or ring tone themes.

**Parameters:**

n/a

**Standard Questions:**

*Ringtones Support Standard Questions on page 237*
Service Plan Minutes Support

Description:
Matches on research questions on minutes (e.g., night and weekends, mobile-to-mobile, etc.) feature offerings, details and management options available with a customer plan. This intent is also designed to be default match for research questions on minutes that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.

Parameters:

n/a

Standard Questions:

Service Plan Minutes Support Standard Questions on page 241

Purchasing Minutes Support

Description:
Matches on support questions on acquiring or adding minutes to any service plan.

Configuration Recommendations:
Answers should be content directed at customers who are looking for support in purchasing and/or adding minutes to their current plan(s). Consider adding links for changing plans, purchasing minutes on pre-paid plans.

Parameters:

n/a
Standard Questions:

Purchasing Minutes Support Standard Questions on page 233

Call Services Support (Star Keys)

Product Support on page 129

Service Feature Support on page 135

Service Plan Minutes Support on page 141

Call Services Support (Star Keys)

Description:

Matches on support questions on the different call services (e.g., call forward, call waiting, 3-way calling, etc.) feature offerings, details and management options. This intent is also designed to be default match for support questions on Call Services that do not have a more specific intent in place.

Configuration Recommendations:

Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Consider adding links for changing and/or signing up for these service features. Also, use "parent" parameters to setup answers for the ancillary portlets.

Parameters:

Call Services Parameter on page 174

Standard Questions:

Call Services Support Standard Questions on page 195

CALL BLOCK SUPPORT

Product Support on page 129

Service Feature Support on page 135

Call Services Support (Star Keys) on page 142

Call Block Support

Description:

Matches on support questions on the different types of call blocking services available.
**Configuration Recommendations:**

Answers should be content directed at customers who are looking for support using the different call block services. Consider adding links for changing and/or signing up for these service features.

**Parameters:**

n/a

**Standard Questions:**

*Call Block Support Standard Questions on page 194*

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### CALLER ID SUPPORT

**Description:**

Matches on support questions on the different types of caller ID services available.

**Configuration Recommendations:**

Answers should be content directed at customers who are looking for support using the different caller ID services. Consider adding links for changing and/or signing up for these service features.

**Parameters:**

n/a

**Standard Questions:**

*Caller ID Support Standard Questions on page 197*

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### Additional Line or Phone Request Support

**Description:**

Matches on support questions on adding line(s) or phone(s) to an existing service plan.
Configuration Recommendations:
Answers should be content directed at customers who are looking for support in adding an additional line or phone for an existing customer account.

Parameters:
n/a

Standard Questions:
Additional Line or Phone Request Support Standard Questions on page 186

Phone Equipment Support

Description:
Matches on support questions on the company's phone equipment. This intent is also designed to be default match for support questions on phone equipment that do not have a more specific intent in place. This intent is also designed to be default match for support questions when the more generic "phone" term is used.

Configuration Recommendations:
Answer configuration for this intent should be to provide top level information (or links) on all the phone equipment support provided. Also use this intent for setting general phone equipment help and other support information, and guidelines for browsing through the phone equipment support tools.

Parameters:
Telephones Parameter on page 179

Standard Questions:
Phone Equipment Support Standard Questions on page 227
**Wireless Phone Support**

*Product Support on page 129*

*Phone Equipment Support on page 144*

*Wireless Phone Support*

**Description:**
Matches on support questions on the wireless phones offerings. Phone may be referred in the question by their model/manufacturer or brand name or by popular categories and/or characteristics (e.g., "flip phones", "cheap cellphone"). Whenever the model/manufacturer or brand name is specified, parameter(s) will be set with this intent.

**Configuration Recommendations:**
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets. Answers should be content directed at customers who are looking for detail support on wireless phones.

**Parameters:**
*Cell Phones Parameter on page 175*

**Standard Questions:**
*Wireless Phone Support Standard Questions on page 258*

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**Wireless Camera Phone Support**

*Product Support on page 129*

*Phone Equipment Support on page 144*

*Wireless Phone Support on page 145*

*Wireless Camera Phone Support*

**Description:**
Matches on support questions on camera phones or camera phone features. Note that this intent only matches on questions where the concept of "camera" is identified. If a model/manufacturer and/or brand name is specified, it will be ignored by this intent (even if the model has a camera feature).

**Configuration Recommendations:**
Answers should be content directed at customers who are looking for support on camera phones and using the camera features of the phone. Also consider providing content on managing pictures.
and video information on phones, and ways in which to find support pages/documentation on using specific camera phones.

**Parameters:**

n/a

**Wireless PDA Support**

*Product Support on page 129*

*Phone Equipment Support on page 144*

*Wireless Phone Support on page 145*

*Wireless PDA Support*

**Description:**

Matches on support questions on PDA phones. Note that this intent ONLY matches on questions where the concept of "PDA" is identified. If a model/manufacturer and/or brand name is specified, it will be ignored by this intent (even if the model is a PDA).

**Configuration Recommendations:**

Answers should be content directed at customers who are looking for support on PDA phones and using its features. Also consider providing content on managing content on PDA phones, and ways in which to find support pages/documentation on using specific PDA phones.

**Parameters:**

n/a

**Standard Questions:**

*PDA Support Standard Questions on page 220*

**Non-Wireless Phone Support**

*Product Support on page 129*

*Phone Equipment Support on page 144*

*Non-Wireless Phone Support*

**Description:**

Matches on support questions on non-wireless phones offerings. Phone may be referred in the question by their model/manufacturer or brand name or by popular categories and/or
characteristics (e.g., "cordless phones"). Whenever the model/manufacturer or brand name is specified, parameter(s) will be set with this intent.

**Configuration Recommendations:**
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets. Answers should be content directed at customers who are looking for support on using non-wireless phones.

**Parameters:**
- Landline Phones Parameter on page 176

**Standard Questions:**
- Non-Wireless Phone Support Standard Questions on page 216

**Phone Equipment Accessory and Parts Support**

**Description:**
Matches on support questions on the company's phone equipment accessories and phone equipment parts. Accessories and Parts may be referred by their brand names ("jabra") or by popular categories (e.g., "headphones", charges, batteries, etc.). Whenever those appear in the question, parameter(s) will be set with this intent.

**Configuration Recommendations:**
Answer configuration for this intent should be set based on the parameters that are returned, to provide the most optimal user experience. Also, use "parent" parameters to setup answers for the ancillary portlets.

**Parameters:**
- Telecom Accessories Parameter on page 177
- Telecom Parts Parameter on page 178

**Standard Questions:**
- Phone Equipment Accessory and Parts Support Standard Questions on page 225
Upgrade Phone

Description:
Matches on questions from customers looking to upgrade their existing phones. This intent does not match on questions around customers looking to add a phone (see Additional Line or Phone Request Support or Research for those questions).

Configuration Recommendations:
Answers should be content directed at customers who are looking for support on upgrading their phones, including implications to their plans and additional costs they would incur. Consider also providing content on popular and/or recently released models and on special offers or discounts.

Parameters:
Cell Phones Parameter on page 175

Standard Questions:
Upgrade Phone Standard Questions on page 252

Unlock Phone Password Codes

Description:
Matches on support questions from customers looking for assistance on unlocking phone codes (PUK, PINs, etc.). This intent will not match on questions about online account, phone cards, calling cards or credit cards, and email/voicemail passwords (see other support intents for these questions).

Configuration Recommendations:
As this intent covers a myriad of phone password code support questions, consider providing content that covers all possible phone password related support information, including how to reset, change or remove password feature on phones.
Parameters:
  n/a

Standard Questions:
  Unlock Phone Password Codes Standard Questions on page 250

Phone Equipment Documentation
  Product Support on page 129
  Phone Equipment Support on page 144
  Phone Equipment Documentation

Description:
  Matches on questions from customers looking for operational manuals and technical spec
  information on phone offerings.

Configuration Recommendations:
  Answer configuration for this intent should be set based on the parameters that are returned, to
  provide the most optimal user experience. Also, use "parent" parameters to setup answers for the
  ancillary portlets and to setup more generic answers on how to retrieve phone documentation.

Parameters:
  n/a

Standard Questions:
  Phone Equipment Documentation Standard Questions on page 227

Other Telco Services Support
  Product Support on page 129
  Other Telco Services Support

Description:
  This intent is the parent intent for a collection of support intents around other services provided by
  the company. Note that this intent is strictly a parent intent and will be triggered every time a
  child intent is triggered and will not be triggered otherwise.

Configuration Recommendations:
  Consider using this intent for setting secondary portlets or answers which are common to all its
  children intents. Otherwise, this intent should not be configured.
International Calling Support

Product Support on page 129
Other Telco Services Support on page 149
Unlock Phone Password Codes

Description:
Matches on support questions on the company's on making or receiving international calls, and making or receiving calls or using phones and services in foreign countries.

Configuration Recommendations:
As this intent covers a myriad of international services support questions, consider providing content that covers all possible internationally related information, including support for international features or components of plans, calling and receiving international calls, and using services internationally.

Parameters:
n/a

Standard Questions:
International Calling Support Standard Questions on page 213

Calling Card Support

Product Support on page 129
Other Telco Services Support on page 149
Calling Card Support

Description:
Matches on support questions on the company's calling card offerings, including applying, ordering and pricing, whether as part of the plan or as a separate service. Note that this intent will not match on support questions on prepaid phone card or credit card service offerings.
**Configuration Recommendations:**

Answers should be content directed at customers who are looking for support on calling cards and calling card features.

**Parameters:**

n/a

**Standard Questions:**

*Calling Card Support Standard Questions* on page 199

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**Disabled Services Support**

*Product Support* on page 129

*Other Telco Services Support* on page 149

**Description:**

Matches on support questions on the company's phone services or service features for disabled customers, whether as part of a company's plans or not.

**Configuration Recommendations:**

Answers should be content directed at customers who are looking for support on the company's phone services and service features for the disabled.

**Parameters:**

n/a

**Standard Questions:**

n/a

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**Directory Info Support**

*Product Support* on page 129

*Other Telco Services Support* on page 149

**Description:**

Matches on questions about directory information or assistance services or that make use of directory information or assistance services.
Configuration Recommendations:
Answers should be content directed at how to use directory assistance services and the types of services that are available through them. Consider also providing links to directory assistance services tools and content which are available online.

Parameters:
n/a

Standard Questions:
Directory Info Support Standard Questions on page 207

Number Portability Inquiry
Product Support on page 129
Other Telco Services Support on page 149

Description:
Matches on questions on phone number portability for customers looking to moving to a new area or changing their cell phones.

Configuration Recommendations:
Answers should be content directed at both customers looking to take their number to a new address or take their number to a new cell phone. Matched questions may or may not be from existing customers, so consider providing promotional information for both instances on secondary portlets.

Parameters:
n/a

Standard Questions:
Number Portability Inquiry Standard Questions on page 216
Area/Country Lookup

Description:
Matches on questions from customers looking for area (including international) or country phone codes.

Configuration Recommendations:
Answers should be content directed at both customers looking for area codes (including international) and country codes. Also consider providing instructions for making long-distance and international calls.

Parameters:
n/a

Standard Questions:
Area Or Country Lookup Standard Questions on page 187

Reverse Number Lookup

Description:
Matches on questions from customers looking to identify the person/company, given a phone number. It will also match on questions where the only text is a phone number.

Configuration Recommendations:
Answers should be content directed at both customers looking to identify the owner of a phone number. If a query where the customer types only a phone number can potentially mean something other than this intent (e.g., when the phone number can also be an account number), consider providing additional information for those circumstances.

Parameters:
n/a
**Standard Questions:**
*Reverse Number Lookup Standard Questions* on page 235

Telecom Product Ordering and Sales Support Intents

The following hierarchy contains the Telecom Product Ordering and Sales Support Intents:

- **Product Ordering and Sales Support** on page 154
  - Make Order on page 155
  - Track Order on page 155
  - Product Rebates Inquiry on page 156
  - Warranty Inquiry on page 156
  - Product Insurance Inquiry on page 157

**Product Ordering and Sales Support**

**Description:**
Matches on questions on the company's product ordering and sales process. This intent is also designed to be default match for support questions on that process that do not have a more specific intent in place.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide top level information (or links) on all product ordering and sales support processes. Also use this intent for both online and non-online purchasing options.

**Parameters:**
n/a

**Standard Questions:**
n/a
Make Order

*Product Ordering and Sales Support on page 154*

**Description:**
Matches on questions from customers looking to order products and/or services, whether online or not. Also matches on questions around the process of ordering those products and services.

**Configuration Recommendations:**
Answers should be content directed at customers who are ready to purchase a product or service. Also consider adding content for supporting the customer through the process of purchasing products and services.

**Parameters:**

n/a

**Standard Questions:**

*Make Order Standard Questions on page 215*

Track Order

*Product Ordering and Sales Support on page 154*

**Description:**
Matches on questions from customers looking to find more about the status of their order (including shipping and delivery status).

**Configuration Recommendations:**
Answers should be content directed at customers who are looking to find out about the status of their orders. Also consider adding content for finding shipping and delivery information, including tools/links for tracking the order shipment.

**Parameters:**

n/a

**Standard Questions:**

*Track Order Standard Questions on page 248*
Product Rebates Inquiry

Description:
Matches on questions from customers looking to find more information on product rebates, including downloading rebate application forms, rebate credits status and rebates available.

Configuration Recommendations:
Answers should be content directed at customers who are looking to find out how to apply for rebates. Also include content on tracking rebate credits and how to download rebate forms.

Parameters:
Telecom Products Parameter on page 178

Standard Questions:
Product Rebates Inquiry Standard Questions on page 232

Warranty Inquiry

Description:
Matches on questions from customers looking to find more information on product warranties, including the various warranty offerings available for a product, and how to use the warranty to repair, refund or replace previously purchased product.

Configuration Recommendations:
Answers should be content directed at customers who are looking to find more information on product warranties, including available offerings, how to make use of them, and the warranty details for a previously purchased product.

Parameters:
Cell Phones Parameter on page 175

Standard Questions:
n/a
Product Insurance Inquiry

Description:
Matches on questions from customers looking to find more information on product insurance, including the various insurance offerings available for a product, and how to use the insurance to repair, refund or replace previously purchased product.

Configuration Recommendations:
Matches on questions from customers looking to find more information on product insurance, including the various insurance offerings available for a product, and how to use the insurance to repair, refund or replace previously purchased product.

Parameters:
Telecom Products Parameter on page 178

Standard Questions:
n/a

Telecom Account Support Intents
The following hierarchy contains the Telecom Account Support Intents:

Account Support on page 158

Update Account Profile on page 158

Close Account on page 159

Account Information Inquiry on page 159

Account Setup Support on page 160

Account Sign In Help on page 160
Account Support

Description:
Matches on support questions from customers looking for assistance in managing their accounts. This intent is also designed to be default match for support questions on account management that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be to provide top level information (or links) on all online account support services available. Also use this intent for setting general help and other support information, and guidelines for browsing through the account support pages.

Parameters:
n/a

Standard Questions:
Account Support Standard Questions on page 185

Update Account Profile

Description:
Matches on support questions from customers looking to update their account information and/or preferences (e.g., address, email, etc.).

Configuration Recommendations:
Answer should be contents or links directed at customers looking to update their account profile. Consider also providing content that assists the customers through that process.

Parameters:
n/a

Standard Questions:
Update Account Profile Standard Questions on page 250
Close Account

Description:
Matches on questions on customers who are looking to close their account(s). This intent will only match questions where the concept "account" has been identified. Another intent, Cancel Plan, will match questions where the term "plan" has been identified. This has been done in this manner for companies where these intents are considered different.

Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are looking to close their account(s). Also consider providing answers for customers who are only looking to terminate their billing account, or components of their plans/accounts. Also, consider keeping the content similar between this intent and "Cancel Plan", if both intents are considered to be the same.

Parameters:
n/a

Standard Questions:
Close Account Standard Questions on page 201

Account Information Inquiry

Description:
Matches on questions on customers who are looking information about their accounts, including confirming existing plans and services under contract, phone numbers, etc.

Configuration Recommendations:
Answer configuration for this intent should be content directed at customers who are looking for detail information on their account(s). Consider providing them with links to accessing their account information, service plan contracts in place, etc.

Parameters:
n/a
Standard Questions:
Account Information Inquiry Standard Questions on page 180

Account Setup Support
Account Support on page 158

Description:
Matches on questions on customers who are looking to setup their accounts online. It also matches on customers looking for support during the process of opening up an online account.

Configuration Recommendations:
Answer configuration for this intent should be content directed at supporting the account setup process. Consider including links to web pages where the customer can open an account online (or an online account). Also consider adding links for customer needing sign in support in a secondary portlet.

Parameters:
n/a

Standard Questions:
Account Setup Support Standard Questions on page 182

Account Sign In Help
Account Support on page 158

Description:
Matches on questions on customers who are need help login in to their accounts, including errors in the sign-in process, password resets, etc.

Configuration Recommendations:
Answer configuration for this intent should be content directed at supporting the account sign in process. Consider including links to the sign up page or tool. Also consider adding links for customer looking to setup their accounts in a secondary portlet.

Parameters:
n/a
**Standard Questions:**

*Account Sign In Help Standard Questions* on page 182

**Telecom Customer Service Intents**

The following hierarchy contains the Telecom Customer Service Intents:

- *Customer Service Inquiry* on page 161
  - *Contact Customer Service* on page 162
  - *Schedule Service Appointment* on page 162
  - *Escalate Customer Help* on page 163
  - *Report Abuse/Fraud* on page 163
  - *Report Network/Signal Problem* on page 164
  - *Report Lost Phone* on page 164

**Customer Service Inquiry**

**Description:**

Matches on support questions from customers looking for assistance from or information about the customer service department. This intent and its children do not match on questions specifically at getting product, account or billing support (see other intents for these). Rather, they are designed to match questions where the customer is looking to communicate to the customer department. This intent is also designed to be default match for support questions on customer services that do not have a more specific intent in place.

**Configuration Recommendations:**

Answer configuration for this intent should be to provide top level information (or links) on communicating with Customer Services. Also use this intent for setting general help and other support information, and guidelines for browsing through the customer services pages.

**Parameters:**

n/a

**Standard Questions:**

*Customer Service Inquiry Standard Questions* on page 205
Contact Customer Service

*Description:*
Matches on support questions from customers looking to contact customer services through available communication channels (email, chat, phone, etc.)

*Configuration Recommendations:*
Answer configuration for this intent should be to provide all available means for communicating with customer services. Consider also providing information in contacting other departments (e.g. billing, system administration). Also consider re-displaying the available self-services tools and support content information.

*Parameters:*

n/a

*Standard Questions:*

*Contact Customer Service Standard Questions on page 203*

Schedule Service Appointment

*Description:*
Matches on support questions from customers looking to schedule service appointments and/or make changes to them.

*Configuration Recommendations:*
Answer configuration for this intent should be to present them with information or tools for scheduling service visits. If available, it should also include information on accessing their appointments or making changes (online or otherwise).

*Parameters:*

n/a

*Standard Questions:*

*Schedule Service Appointment Standard Questions on page 238*
Escalate Customer Help

*Description:*
Matches on questions where the customer is looking to escalate an issue within customer services. It also matches on questions that were deemed to require intervention by a customer services representative (e.g., customer identified as frustrated or unhappy with the services they have received online or otherwise).

*Configuration Recommendations:*
Answers configuration for this intent should be to provide the means for customers to reach a live representative or to provide them with an escalation vehicle or tool. Carefully consider ensuring that the content presented is appropriate with the state of mind of the customer and that the customer is not presented with content that may be interpreted as uncaring and/or ineffective.

*Parameters:*
n/a

*Standard Questions:*
*Escalate Customer Help Standard Questions on page 210*

Report Abuse/Fraud

*Description:*
Matches on questions where the customer is looking for assistance with or reporting fraudulent or abusive use of their services or account.

*Configuration Recommendations:*
Answers configuration for this intent should be to provide instructions or content for reporting or dealing with these cases. Consider also ways in which to identify the different types of fraudulent/abusive usage.

*Parameters:*
n/a

*Standard Questions:*
*Report Abuse Or Fraud Standard Questions on page 233*
Report Network/Signal Problem

Description:
Matches on questions where the customer has identified problems with their service reception, network issues, or dead/intermittent signal problems and would like to report them or find out more about the status of these issues.

Configuration Recommendations:
Answers configuration for this intent should be to provide instructions or content for reporting or dealing with these cases. Consider also, if available, providing links to the latest or current information on previously identified network outages or issues.

Parameters:
n/a

Standard Questions:
Report Network Or Signal Problem Standard Questions on page 234

Report Lost Phone

Description:
Matches on questions where the customer has identified problems with their service reception, network issues, or dead/intermittent signal problems and would like to report them or find out more about the status of these issues.

Configuration Recommendations:
Answers configuration for this intent should be to provide instructions or content for reporting or dealing with these cases. Consider also, if available, providing links to the latest or current information on previously identified network outages or issues.

Parameters:
n/a
Standard Questions:

Report Lost Phone Standard Questions on page 234

Telecom Billing and Support Intents

The following hierarchy contains the Telecom Billing and Support Intents:

Billing and Support Inquiry on page 165
  Payment Options and Payment Support on page 166
  Dispute Bill on page 166
  Balance Inquiry on page 167
  View Bill Details on page 167
  Understanding a Bill on page 168
  Request Bill Copy on page 168
  Billing Refund Inquiry on page 169

Billing and Support Inquiry

Description:
Matches on support questions from customers looking for assistance in managing their accounts. This intent is also designed to be default match for support questions on account management that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be to provide top level information (or links) on all online account support services available. Also use this intent for setting general help and other support information, and guidelines for browsing through the account support pages.

Parameters:
n/a

Standard Questions:
Billing and Support Inquiry Standard Questions on page 191
Payment Options and Payment Support

*Billing and Support Inquiry on page 165

Description:
Matches on support questions from customers looking for assistance in making payments and/or changing and verifying their payment schedule or options.

Configuration Recommendations:
Answer configuration for this intent should be to provide information on available options, how to configure/manage their payment schedules, and how to make payments using these options. Consider including additional customer service contact information should the customer need further assistance with their questions.

Parameters:

n/a

Standard Questions:

*Payment Options and Payment Support Standard Questions on page 217

Dispute Bill

*Billing and Support Inquiry on page 165

Description:
Matches on questions from customers who are disputing the charges or believe there are discrepancies on their bills.

Configuration Recommendations:
Answer configuration for this intent should be to provide information on the process for disputing a billing charge and/or reporting discrepancies on their bills. Consider providing content describing how to read a bill, and the explanation for the different fees and charges.

Parameters:

n/a

Standard Questions:

*Dispute Bill Standard Questions on page 207
Balance Inquiry

**Description:**
Matches on questions from customers who are looking to find the current balance on their account. This intent does not match on questions on view or understanding a bill or looking for a copy of a current bill (see other intents for these questions).

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links for online accessing the balance on their accounts. Consider providing links for setting up for a online account and for signing in to an existing account. If possible, use the profile information to automatically provide the balance, if the customer has already logged in.

**Parameters:**
n/a

**Standard Questions:**
*Balance Inquiry Standard Questions on page 187*

View Bill Details

**Description:**
Matches on questions from customers who are looking to view the details of a current bill, including the different credits, fees and charges. This intent will not match on questions about understanding the bill, checking the current balance or disputing a bill (see other intents for those questions).

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links for online accessing the bill details linked to their accounts. Consider providing links for setting up for a online account and for signing in to an existing account, so they can view the bill online. If possible, use the profile information to automatically bring up the bill details, if the customer has already logged in.

**Parameters:**
n/a
Standard Questions:

*View Bill Details Standard Questions on page 252*

Understanding a Bill

*Billing and Support Inquiry on page 165

Understanding a Bill

Description:

Matches on questions from customers who are looking to understanding the details of a bill, including the different credits, fees and charges. This intent will not match on questions about viewing the bill or disputing a bill (see other intents for those questions).

Configuration Recommendations:

Answer configuration for this intent should be to provide information on how to read a bill, and the explanation for the different fees and charges. Also consider adding information to the process for disputing a billing charge and/or reporting discrepancies on their bills.

Parameters:

n/a

Standard Questions:

*Understanding a Bill Standard Questions on page 248*

Request Bill Copy

*Billing and Support Inquiry on page 165

Request Bill Copy

Description:

Matches on questions from customers who are looking for a copy of their current or previous bills.

Configuration Recommendations:

Answer configuration for this intent should be to provide information on how to request for a copy of a current or a previous bill. Consider also providing links and/or instructions to view a current or previous bill online.

Parameters:

n/a
Standard Questions:

Request Bill Copy Standard Questions on page 234

Billing Refund Inquiry

Billing and Support Inquiry on page 165

Billing Refund Inquiry

Description:

Matches on questions from customers who are looking for a status on receiving a refund or credit or how to apply for a refund or credit.

Configuration Recommendations:

Answer configuration for this intent should be to provide information on how to request for a copy of a current or a previous bill. Consider also providing links and/or instructions on the process for disputing a billing charge and/or reporting discrepancies on their bills.

Parameters:

n/a

Standard Questions:

Billing Refund Inquiry Standard Questions on page 194

Telecom General Company Inquiry Intents

The following hierarchy contains the Telecom General Company Inquiry Intents:

General Company Inquiry on page 170

Office Location Inquiry on page 170

Job Employment Inquiry on page 171

Privacy Inquiry on page 171

Company Business Hours Inquiry on page 172
General Company Inquiry

**Description:**
Matches on questions from customers looking for general corporate information about the company (rather than products or services). This intent is also designed to be default match for questions on the company that do not have a more specific intent in place.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide top level information (or links) on the company (e.g., location, management, contact information, investor relations, human resources, partners and affiliates, etc.). Also use this intent for setting general help and other support information, and guidelines for browsing through these pages.

**Parameters:**
- *Your Company Name Parameter on page 179*

**Standard Questions:**
- *General Company Inquiry Standard Questions on page 210*

Office Location Inquiry

*General Company Inquiry on page 170
Office Location Inquiry

**Description:**
Matches on questions from customers looking for location information on the company's offices, branches, stores or dealerships.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide tools or content for locating the company's various offices, branches, dealership and/or stores. Consider also providing links for other important addresses and phone numbers.

**Parameters:**
n/a

**Standard Questions:**
- *Office Location Inquiry Standard Questions on page 217*
Job Employment Inquiry

*Description:* Matches on questions from individuals looking for employment information or looking to apply for a job opening.

*Configuration Recommendations:* Answer configuration for this intent should be to provide links or tools for employment information or the job application process. Consider providing links to job openings descriptions and to general information on recruiting and/or human resources.

*Parameters:* n/a

*Standard Questions:* [Job Employment Inquiry Standard Questions on page 215](#)

Privacy Inquiry

*Description:* Matches on questions from individuals looking for information on the company's policies around data privacy and security. This intent does not match to product related privacy questions (e.g., caller id, unlisted phone numbers). See other intents for those questions.

*Configuration Recommendations:* Answer configuration for this intent should be to provide information around the company's policies for safe-guarding customer information and protecting the privacy of their customers. Consider also providing content around the company's position around using customer information for marketing purposes and processes for opting out from these programs.

*Parameters:* n/a

*Standard Questions:* [Privacy Inquiry Standard Questions on page 232](#)
Company Business Hours Inquiry

Description:
Matches on questions from individuals looking for company's business hours (including those from specific departments, such as billing and customer services).

Configuration Recommendations:
Answer configuration for this intent should be to provide business hours information (workdays, weekends, holidays) for the company and all relevant departments. Consider also adding contact information and the various ways/means available for getting support and services.

Parameters:
n/a

Standard Questions:
Company Business Hours Inquiry Standard Questions on page 203

Telecom Website Inquiry Intents

The following hierarchy contains the Telecom Website Inquiry Intents:
Website Inquiry on page 172
Website Spanish Language Support on page 173
Website Sitemap Inquiry on page 173

Website Inquiry

Description:
Matches on questions from customers looking for general assistance with using the company website. It will not match questions from customers looking for support on using the company products and services (e.g., account sign in, company network & connectivity issues, internet services support). See other intents for those questions. This intent is also designed to be default match for questions on the website that do not have a more specific intent in place.

Configuration Recommendations:
Answer configuration for this intent should be to provide top-level information around how to use the company's website and to deal with the most common errors encountered in using the
website. Consider including sign-in help information and other online transactional support content for the more frequent questions (e.g., online banking, online payment, etc.) as content on secondary portlets. Also consider providing information for internet services support, in case the customer is not referring to the company's website (but errors/problems with accessing other websites through the company's internet services).

Parameters:
- n/a

Website Spanish Language Support

**Description:**
Matches on questions from customers looking for Spanish content or support on the website. It will not match on questions around products or service plans supporting Spanish. See other intents for those questions.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links or information on obtaining Spanish content or support, whether available on the website or other channels.

Parameters:
- n/a

Standard Questions:
- Website Spanish Language Support Standard Questions on page 256

Website Sitemap Inquiry

**Description:**
Matches on questions from customers looking a map of the website. This intent matches only questions where the customer explicitly asked for the website map and not for the specific location of a particular content set.

**Configuration Recommendations:**
Answer configuration for this intent should be to provide links to the site map.
Parameters:

n/a

Telecom Intent Parameters

The following parameters are used within the Automotive intents:

*Call Services Parameter* on page 174
*Cell Phones Parameter* on page 175
*Internet Services Parameter* on page 175
*Internet Plans Parameter* on page 175
*Landline Phones Parameter* on page 176
*Pay As You Go Plans Parameter* on page 176
*PDA Parameter* on page 176
*Personalized Content Parameter* on page 177
*Prepaid Phone Cards Parameter* on page 177
*Telecom Accessories Parameter* on page 177
*Telecom Parts Parameter* on page 178
*Telecom Products Parameter* on page 178
*Your Company Name Parameter* on page 179

Call Services Parameter

*Used In:*

*Call Services Research (including Star Keys)* on page 119
*Call Services Support (Star Keys)* on page 142

*Description:*

Names of calling services and features offered with the company's service plans.

*Root Concept:*

noun.telecom:call_service
Cell Phones Parameter

*Used In:*
- Upgrade Phone on page 148
- Warranty Inquiry on page 156
- Wireless Phone Research on page 122
- Wireless Phone Support on page 145

*Description:*
Names of cell phones offered or supported by the company.

*Root Concept:*
noun.artifact:cellular_telephone

Internet Services Parameter

*Used In:*
- Internet Services Research on page 111
- Internet Services Support on page 130

*Description:*
Names of internet services provided by the company and typical industry names.

*Root Concept:*
noun.telecom:product

Internet Plans Parameter

*Used In:*
- Internet Services Research on page 111
- Internet Services Support on page 130

*Description:*
Names of internet services provided by the company and typical industry names.

*Root Concept:*
noun.telecom:internet_service
noune.telecom:internet_plan
Landline Phones Parameter

**Used In:**
- Non-Wireless Phone Research on page 124
- Non-Wireless Phone Support on page 146

**Description:**
Names of non-wireless phones offered or supported by the company.

**Root Concept:**
noun.telecom:landline_telephone

Pay As You Go Plans Parameter

**Used In:**
- Prepaid Services Support on page 131

**Description:**
Names of pay-as-you-go plans.

**Root Concept:**
noun.telecom:pay_as_you_go

PDA Parameter

**Used In:**
- PDA Research on page 124
- PDA Support <Intent tbd>

**Description:**
Names of PDA products.

**Root Concept:**
noun.customerhelp:PDA
Personalized Content Parameter

*Used In:*

- Personalization and Content Management Research on page 117
- Personalization and Content Management Support on page 139

*Description:*

Names of personalized content services and/or features offered by the company.

*Root Concept:*

noun.telecom:personalized_content

Prepaid Phone Cards Parameter

*Used In:*

- Prepaid Services Support on page 131

*Description:*

Names of prepaid phone cards.

*Root Concept:*

noun.telecom.technical:prepaid_phone_card

Telecom Accessories Parameter

*Used In:*

- Phone Equipment Accessory and Parts Research on page 125
- Phone Equipment Accessory and Parts Support on page 147

*Description:*

Names of phone accessories and common brand names available.

*Root Concept:*

noun.telecom:accessory
Telecom Parts Parameter

**Used In:**
- Phone Equipment Accessory and Parts Research on page 125
- Phone Equipment Accessory and Parts Support on page 147

**Description:**
Names of phone parts and common brand names available.

**Root Concept:**
noun.telecom:phone_part

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Telecom Products Parameter

**Used In:**
- Product Insurance Inquiry on page 157
- Product Rebates Inquiry on page 156
- Product Support on page 129

**Description:**
The range of products offered by the company.

**Root Concept:**
noun.telecom:product

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Telecom Service Plans Parameter

**Used In:**
- Service Plan Research on page 111
- Service Plan Support on page 130

**Description:**
Names of company's phone service plans and typical industry names.

**Root Concept:**
noun.telecom:calling_plan
Telecom Service Providers Parameter

**Used In:**

*Change Service Providers on page 132*

**Description:**
Names of companies offering telecom products.

**Root Concept:**
noun.telecom:service_provider

Telephones Parameter

**Used In:**

*Phone Equipment Research on page 122*

*Phone Equipment Support on page 144*

**Description:**
Parent concept for all phones.

**Root Concept:**
noun.artifact:telephone

Your Company Name Parameter

**Used In:**

*General Company Inquiry on page 170*

**Description:**
The name of the company and its associated synonyms.

**Root Concept:**
noun.telecom:Your_Company_Name

Telecom Standard Test Questions

The following sections list the questions used to test the various Telecom Application Intents.
Account Information Inquiry Standard Questions

Account Support on page 158

Account Information Inquiry on page 159

Standard Questions

e-mail address I enter does not match the address on my account

unable to log onto account

how do I check who my long distance carrier is

how do I get my user id?

it won't accept the user id

I enter my phone number for user id and system says it dose not match records

I have reset my password x 2 and cannot access my account please advise in

I do not have an account

I do not remember what my user id was

how can I start a new account

I entered my home phone as the user id

dsl account

where can I find my account number

I can not set my password or id number for my account

how can I talk to a real person about my account?

how do I add my wireless account to online billpay?

still can not access my account

how do I create my account

how can I access my on-hold account

nothing is matching the original account

can you describe my account to me?

how can I verify my accounts

old account

I'd like to cancel this account

how do I change the responsible party on this account?

Puerto Rico is not accepted to set my account

Online registration won't accept my bank account number. Why?

I am not able to sign on to review my account.

I need the amount past due on my account

will not accept user id which is my phone number

I using user id and is doesn't work

where do I find e-mail address on this account

how can I check to see if my account has a calling card

forgot user id

why can't I access my account
how do i e-mail accounts management
what e-mail address do you have for our account?
my account
how can i register to see my account
how do i view all phone numbers activity on my account
my account
how do i go to my account
who do i contact to get a copy of all the activity done on this account as of date of purchase.
another account
second account
Account Setup Support Standard Questions

Account Support on page 158

Account Setup Support on page 160

Standard Questions

my password i established when i set up my online account doesn't work.
i signed up for service, but need to pay a deposit, i have not received the
how can i start a new account
can i sign up for home phone service iwould like to swich carriers
tried to set up account on line would not except, why?
i did not sign up for the int'l savings plan. how do i get it removed?
how do i create my account
am i signed up for auto pay thru my checking acct?
how can i set up a new online account? i
create an on line account for first time user
i want to sign up a local line
how do i sighn up fo a calling card ?
setting up on line account
set up my online account
how do i get registered?
how can i register to see my account

Account Sign In Help Standard Questions

Account Support on page 158

Account Sign In Help on page 160

Standard Questions

i can't access my long distance bill with my current user id and passwork
not accepting my phone number
i just need my login and password please
system doesn't recognize my phone number or email address, so i can't login
can u help me with my password
how do i change my login script from my old number to my new number
my passwpd is not working
log in keeps failing
how do i get my user id?
how do i logon to pay my bill
i can't get to my account to pay my internet service bill
it won't accept the user id
why is my phone number not accepted
i enter my phone number for user id and system says it does not match records
how do i find my pin
i don't know my plan or password, i need to access on line.
i have reset my password x 2 and cannot access my account please advise in
nor can i reset my password
i do not remember what my user id was
my password i established when i set up my online account doesn't work.
how do i reset password
can't remember my wife's new cell phone number can you help
do not remember password
fix password
why doesn't my temporary password work?
why can't log on to pay my bill
i am unable to reset my password. please help
can you help with my password
i cannot login
i cant get my new phone number
what if i forgot my log on?-not password
how do i change my home phone number
i can not set my password or id number for my account
my phone number is not working with my password.
still can not access my account
i need a new password and user id
why cant i reset my password
i forgot my password and email
i cant log on
how can i access my on-hold account
why can't i log in?
i don't have a password, i'm not registered to pay my bill online yet
why can i not sign in
need help logging in-
when i try and log in the system keeps saying my phone number is wrong, why
forgot phone pin number
how do i change the phone number
need help with my password
password is invalid and i need to update my email address
they never gave me a password for online i need to check how many min. i have
i have never been able to log on. my e-mail address is febbecke@hotmail.com
i still can't reset my password.
can you help with my password
i have tried and it will not accept my phone number
why wont the password reset page register the new password that i entered
i reset my password, are you going to email me a new one?
have completed all the password info. why can't i view bill?
can you help me with my password?
i am not able to sign on to review my account.
log in help won't let me reset my password
will not except user id which is my phone number
cannot find password
can't log in
how do i get my password
my login and password are not working.
i forgot my password and it won't accept my phone number to reset it
why is my phone number not my password?
i do not know my password or email address that was used
i can not log in
forgotten user id
how do we sign in?
why can´t i access my account
how do i reset my password
i forgot my phone number can you give it to me
what is the phone number for repair service?
your site will not allow me to reset my password
why can´t i log on
how do i get my password
the password you sent doesn't work.
513-678-7777
log in with different phone number?
log in
change password
i am in ireland and have a signal but cannot get through to any phone number - local ireland nor us - how should i be dialling?
6173317777
how do i reset my log in
set up a password
how do i reset a password that i forgot
my password wont enter
i'm trying to set up my voice mail a/c. when i get connected they do not prompt me to set anything up, just ask for the ten digit phone number of the person i'm trying to reach. help!
log in by name
password will not work
Account Support Standard Questions

Account Support on page 158

Standard Questions

account setting

- e-mail address I enter does not match the address on my account
- unable to log onto account
- I have rese Y my password x 2 and cannot access my account please advise in
- I do not have an account
- my password I established when I set up my online account doesn’t work.
- how can I start a new account
- trying to update account, phone no no recognized?
- tried to set up account online would not except, why?
- why is when I go to set and account it don’t want me to
- how do I add my wireless account to online billpay?
- still can not access my account
- how do I create my account
- how can I set up a new online account? i
- changed account number
- updated e-mail address: d2453@mydomain.com
- how can I verify my accounts
- remove my email address I don’t have an account with you anymore
- how do I change the responsible party on this account?
- puerto rico is not accepted to set my account
- how do I change the account name?
- setting up on line account
- i need to check my account status online and does not let me do it?
- why can’t I access my account
- set up my online account
- how do I e-mail accounts management
- how can I register to see my account
- how do I change name on phone account
- how do I go to my account

Additional Line or Phone Request Research Standard Questions

Product Research on page 110

Additional Line or Phone Request Research on page 121
Standard Questions:

what is rate for second line?
adding phone number
additional line
how much will it cost for an additional telephone line?
two lines
add new telephone number for home
how much would adding a second line cost me
2nd line
can i add a second phone to my account?
how about if i want two camera phones
have two lines but only want one
can i have a different name on a second line?
can i get another free phone
can i add a phone to my plan?
how to get another phone if you are a current customer?
one phone two lines
we have a t-mobil family plan which will be end in this sept. may we add one more line to our plan now?
add an additional phone to plan
can i use a number from another phone
check usage of 2nd line
can i add an additional phone to my account
i need to view billing for the second phone on my account, how can i?
can i add a line to my moms contract and still get the nokia6800 for free
two phone lines in one account how do i check the bill on both?
how do i recieve wallpapers from another phone
how do i add a new phone to my account?
how do i purchase another phone?

Additional Line or Phone Request Support Standard Questions

Product Support on page 129

Additional Line or Phone Request Support on page 143

Standard Questions

how can i hook up a second phone line?
how do i add an additional line to my long distance bill
how do i add a second line to my auto pay
Area Or Country Lookup Standard Questions

Product Support on page 129
Other Telco Services Support on page 149
Area/Country Lookup on page 153

Standard Questions

area code
i need the city code for salamanca spain
area code availability

Balance Inquiry Standard Questions

Billing and Support Inquiry on page 165
Balance Inquiry on page 167

Standard Questions

i received my bill after you took out the payment.
i want to view my bill online. i did everything.
i do not receive paper bill even then i can not view my bill online
no billing detail shows on screen?
about my bill
i think this is the wrong bill you sent me, i received this one last month
get a copy of a past bill
i can't check my bills online
why can't my online bill be viewed at this time?
i simply want to view my bill - 844 360
how can i see my cell phone bill online?
when is my next bill due, and how much will it be
how do change my billing back to mailed
i want to view my bill for our shop
how do i cancel online billing?
phone bill
i was billed the right amount the first month, but then it went up. why?
how much is my august bill
please return to paper billing. i can't get online. i forgot everyth
i enrolled in the online payments and cannot view my bill, why?
can you tellme exactly how much my bill is for this month?
i want to view my bill. what must i do?
check status bill payments with visa
i already cancelled several weeks ago and received a bill. why?
always received email notice for bill until this month. why?
i do not have an e-mail and i want to know my balance
change to paper billing
can you disconnect this service and forward the bill?
bill from 1997
i am not your customer! why am i getting bills???
what is my bill balance
change billing date
i click on "view bill" but it does not appear
i changed my plan but my bill appears to be getting higher
need to talk to some one about billing problem?
why am i still being billed?
paper bill?
my view bill page shows no numbers called, yet the bill was for $85.56.
when i view my bill it does no list the calls that i made
i am wondering how my bill is so high. can i get a copy of the last three b
i did not receive a paper bill. why the online bill in incudes statements?
can i go back to mailed bills?
old bills
records indicate i am not a customer, why do i keep getting a bill?
my current bill, listing calls made, does not appear.
how do i stop getting a bill for services i never had?
how can i view my phone bill
did not get a bill
i have a mistake in my bill
why am i reciving a bill i do not have long dist
at 10 cents a minute and the minum is $7.00 does my bill gets higher each
i did not receive a paper bill, why the online bill in incudes statements?
how do i receive a paper bill?
i want to view my current bill
view my bill online
view my go phone bill
i don't want to view my bill i need help
how do i recieve my bill in the mail
i want to question a charge on my bill for a call to 425-635-2222.
can i review old bills?
due date
can i see my bill?
trying to view my phone bill online
i would like to view my phone bill on line
what is my current balance due?
why will the system not let me view the numbers on my bill?

negative balance on bill

i click on view bill but no billing information comes up

i should be on online billing

i do not have a bill yet.

can i read my phone bill on line

what is the minimum due on my bill?

how can i block my account to not allow ld charges on my bill

how do i cancel on-line billing?

i can not view my bill details on line

where is my bill for june 26-july25?

how to check your balance

i need to view billing for the second phone on my account, how can i?

post new bill

bill balance

my phone bill

need phone number to billing

last bill before change number

where is my total amount due?

current balance

two phone lines in one account how do i check the bill on both?

when is my monthly billing cycle

bill questions

see billing for entire account

when is my due date

is there a way that i can check my final bill?

view my bill

where is my bill from 01/10/05 to 02/08/05

i want to pay my bill online, but i have a family plan with three phones and i can only see the billing for my phone.

current bill

i would like to see my last bill, since it was never available everytime i logged on.

no bill

im looking for my total bill

how to find bill on phone

monthly amount due bil

need to view bill from oct. 2004

how do i know when is my new bill cycle for each month

february bill

my current bill activity

i need to see the entire bill including the amount for 2034348452. it is the same account number though.

amount of bill
invoice for december bill
view previous bill
last bill
checking the balance
Billing and Support Inquiry Standard Questions

Standard Questions

i can't access my long distance bill with my current user id and password.
i received my bill after you took out the payment.
i want to view my bill online. i did everything.
if i'm not on view and pay can i still view my bill
i do not receive paper bill even then i can not view my bill online
no billing detail shows on screen?
i think this is the wrong bill you sent me, i received this one last month
i can't check my bills online
why can't my online bill be viewed at this time?
i simply want to view my bill - 804 360
switch autopay to view-n-pay
when is my next bill due, and how much will it be?
i want to view my bill for our shop
i would like to see the charges for the aug 10th statement
am i going to see more charges from my current service provider?
i signed up for service, but need to pay a deposit, i have not received the
i entered my account and routing number but system won't allow payment
i enrolled in the online payments and cannot view my bill, why?
i have a call on my bill i didn't make
i want to view my bill. what must i do?
check status bill payments with visa
i already cancelled several weeks ago and received a bill. why?
always received email notice for bill until this month. why?
i want to make a call and charge it to my phone
what was i charged for my international call last night?
who do i call to pay my bill over the phone
how do i dispute a long distance call charged to me?
change billing date
i click on "view bill" but it does not appear
i got charged twice
payment was received. long distance is still blocked.
need to talk to some one about billing problem?
onece registered do i still receive a bill by mail?
i have long distance calls on my bill that don't belong to me how do you co
calls charged for not made
i have a question about my bill would please give me the number to contact
am i signed up for auto pay thru my checking acct?

my view bill page shows no numbers called, yet the bill was for $85.56.

connectivity charges
when i view my bill it does no list the calls that i made
my current bill, listing calls made, does not appear.
how can i view my phone bill

can i choose a date for online payment
what is the $5.00 one time phone charge
i did not receive a paper bill, why the online bill in incudes statements?
how do i receive a paper bill?

how do i check the status of payment made via an 800 number
i want to view my current bill
view my bill online
view my go phone bill
i don't want to view my bill i need help
how do i recive my bill in the mail
my payment doen't show as paid

i want to question a charge on my bill for a call to 425-635-7777.
can i review old bills ?
why is my online bill showing a diffent balance from my bill they mail to
calling card that is on my bill
usage fee
billing phone number

how can i view my cell phone bill?
trying to view my phone bill online

can you please send me another paper bill for the charges due in july 2004?
why won't my bill come up for me to view?
i would like to view my phone bill on line
have completed all the password info. why can't i view bill?
why will the system not let me view the numbers on my bill?
i click on view bill but no billing information comes up
i cancelled my service and i am being charged

cancelation fees
i want to see my current charges
why did i not receive a bill this month
i am trying to view my current bill and every time i click on that option i
what is the minimum due on my bill?

how do i pay my installation charge in installments?
it shows that you're unable to retrieve my bill
how can i block my account to not allow ld charges on my bill
i need help understanding a charge on my longdistance bill?
ordered $.07 plan being charged $.09
is there a michigan eucl charge
i can not view my bill details on line
i have call on my bill that i donot make , the call were to ny.
view previous statement
i need to view billing for the second phone on my account, how can i?
need phone number to billing
last bill before change number
are your customers charged for making 411
is there roaming charges?
what is the phone number for this jamster, jamba crap i am being billed for?
two phone lines in one account how do i check the bill on both?
when is my monthly billing cycle
explain taxes and surcharges
what extra fees are applied each month with my bill?
when will by easypay be taken from my checking account?
what us pending charges and credits
is there a way that i can check my final bill?
view my bill
receive international charge
what number do i dial on my mobile phone to pay my bill
can i switch from one plan to another without being charged a termination fee.
charges for the end of january
if i use my phone in another state do i get charged roaming charges
need to view bill from oct. 2004
what is usage charges?
how do i know when is my new bill cycle for each month
i need to see the entire bill including the amount for 2034377772. it is the same account number though.
view previous bill
how can i pay for my bill on line when my number is cancelled i'm over seas
Billing Refund Inquiry Standard Questions

Billing and Support Inquiry on page 165
Billing Refund Inquiry on page 169

Standard Questions

how to send check to me for credit balance
will you let me know how soon i can expect a credit on former service.
refund?
call credit
how do i get credit
dropped call credit
credit for dropped call
how do i get credits
can you check my credit

Call Block Research Standard Questions

Product Research on page 110
Service Feature Research on page 113

Call Services Research (including Star Keys) on page 119
Call Block Research on page 120

Standard Questions

how to block long distance calls
i need to put a callers block on long distance calls going out on my phone
where do i put in the numbers for call block
is there any way to find out what blocked numbers are
block your own number

Call Block Support Standard Questions

Product Support on page 129
Service Feature Support on page 135

Call Services Support (Star Keys) on page 142
Call Block Support on page 142
**Standard Questions**

- how do i block offensive calls
- how do i activate anonymous call rejection?
- can i block certain phone numbers so they are not called from my home?
- how do i block numbers
- how do i unblock my number?
- how do you block a number?
- how do i block calls from an international number
- how do you block incoming calls?

**Call Services Research Standard Questions**

*Product Research on page 110*

- Service Feature Research on page 113

- Call Services Research (including Star Keys) on page 119

**Standard Questions**

- can i get features like call waiting?
- monthly cost for caller id service
- directions for call forward
- call return
- you guys owe me about 72.00$. when will you send me a check?
- what is the call screening access code
- where do i put in the numbers for call block
- forward call

**Call Services Support Standard Questions**

*Product Support on page 129*

- Service Feature Support on page 135

- Service Plan Minutes Support on page 141

- Call Services Support (Star Keys) on page 142

**Standard Questions**

- how do i use call forwarding
- how do i activate my call forwarding option?
- how can i use 3 way calling, i dont know how to use it.
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>i no longer have your internet or the 3-way calling options.</td>
</tr>
<tr>
<td>how do i use the call forwarding feature on my phone?</td>
</tr>
<tr>
<td>how do i get me caller id to work</td>
</tr>
<tr>
<td>why wouldn't my caller id be working</td>
</tr>
<tr>
<td>how do i get caller id</td>
</tr>
<tr>
<td>how much does it cost to add caller id</td>
</tr>
<tr>
<td>what number do i use to set up call forwarding</td>
</tr>
<tr>
<td>how does call forward work</td>
</tr>
</tbody>
</table>
Caller ID Research Standard Questions

*Product Research on page 110*

*Service Feature Research on page 113*

*Call Services Research (including Star Keys) on page 119*

*Caller ID Research on page 121*

**Standard Questions**

- monthly cost for caller id service
- what is the call screening access code

Caller ID Support Standard Questions

*Product Support on page 129*

*Service Feature Support on page 135*

*Call Services Support (Star Keys) on page 142*

*Caller ID Support on page 143*

**Standard Questions**

- how do i get me caller id to work
- why wouldn't my caller id be working
- how do i get caller id
- how much does it cost to add caller id

Calling Areas And Coverage Research Standard Questions

*Product Research on page 110*

*Service Feature Research on page 113*

*Calling Areas / Coverage Research on page 115*

**Standard Questions**

- hr. for customer service in oh
- what national coverage i have?
- lynchburg va in service area?
- coverage for alaska
- coverage maps
can I use my phone in Las Vegas?

what frequency for local coverage

personal coverage

what is digital coverage
Calling Card Research Standard Questions

*Product Research on page 110*

- Other Telco Services Research on page 125
- Calling Card Research on page 127

**Standard Questions**

- apply for a calling card
- calling card rates call origin latvia
- calling card that is on my bill
- do you have calling card for international calls?
- calling cards

Calling Card Support Standard Questions

*Product Support on page 129*

- Other Telco Services Support on page 149
- Calling Card Support on page 150

**Standard Questions**

- what calls are on my calling card?
- i lost my calling card password
- how do i order a calling card
- how can i get a calling card?
- how do i sighn up fo a calling card ?
- how can i check to see if my account has a calling card
- lost calling card
- how do you activate a cell phone with a calling card?

Camera Phone Research Standard Questions

*Product Research on page 110*

- Phone Equipment Research on page 122
- Wireless Phone Research on page 122
- Camera Phone Research on page 123
Standard Questions

picture phones
how about if i want two camera phones
cameras
cf62t camera attachment
let me see camera phones
wifi phone camera

Camera Phone Support Standard Questions

Product Support on page 129
Phone Equipment Support on page 144
Wireless Phone Support on page 145
Wireless Camera Phone Support on page 145

Standard Questions

why can't i send and recieve picture messages from my camera phone?

Cancel Plan Standard Questions

Product Support on page 129
Service Plan Support on page 130
Cancel Plan on page 134

Standard Questions

how do i remove a calling plan?
i did not sign up for the int'l savings plan. how do i get it removed?
how do i cancel a plan online
cancel long distance plan

Change Plans Standard Questions

Product Support on page 129
Service Plan Support on page 130
Change Plans on page 132
Standard Questions

can i sign up for home phone service i would like to switch carriers

i talked to someone about my phone service and they said they were going to switch my plan

i changed my plan but my bill appears to be getting higher

how can i change my one rate plan?

change my service

how do i change calling plans

i'd like to change my service area

change to family plans

plan change

can i switch to a different plan when on a contract?

can i switch from one plan to another without being charged a termination fee.

can i change plans and keep the same number

can i change my minute plan

can i change my plan online?

change plan options

change price plans?

Change Service Providers Standard Questions

Product Support on page 129
Service Plan Support on page 130
Change Service Providers on page 132

Standard Questions

check status of new service

am i going to see more charges from my current service provider?

already asked for a new service what is the status

switch to a different company

customer migration form

get new service

check on new service

can i change to your company and keep the same number?

Close Account Standard Questions

Account Support on page 158
Close Account on page 159
### Standard Questions

<table>
<thead>
<tr>
<th>Terminating services</th>
<th>Closing an account?</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to discontinue a service</td>
<td>I need to cancel my long distance service as I no longer have a phone</td>
</tr>
<tr>
<td>Steps to cancel service</td>
<td>How do I cancel my service?</td>
</tr>
<tr>
<td>Cancel online account</td>
<td>How do I cancel long distant service</td>
</tr>
<tr>
<td>Cancel long distant service</td>
<td>How do I close out my account</td>
</tr>
<tr>
<td>How do I cancel internet service?</td>
<td>How do I cancel an account?</td>
</tr>
<tr>
<td>How to cancel my service</td>
<td>How to cancel my service?</td>
</tr>
<tr>
<td>I want to cancel internet service</td>
<td>How do I cancel long distance service</td>
</tr>
<tr>
<td>Want to cancel my DSL service</td>
<td>How do I cancel a service</td>
</tr>
<tr>
<td>How do I cancel the acceleration service?</td>
<td>Can I have my phone service canceled</td>
</tr>
<tr>
<td>How do I cancel my phone service?</td>
<td>How do I terminate my account?</td>
</tr>
<tr>
<td>I would like to cancel my long distance service</td>
<td>How do I cancel my service?</td>
</tr>
<tr>
<td>How do I cancel a service</td>
<td>Where can I write to cancel service</td>
</tr>
<tr>
<td>Can I have my phone service canceled</td>
<td>Stop service</td>
</tr>
<tr>
<td>How do I terminate my account?</td>
<td>Close an account</td>
</tr>
<tr>
<td>How do I cancel my service?</td>
<td>How can I go about canceling my long distance service?</td>
</tr>
<tr>
<td>Where can I write to cancel service</td>
<td>How do I close my dial-up account</td>
</tr>
<tr>
<td>Stop service</td>
<td>At this point I am so frustrated, I'm ready to cancel service</td>
</tr>
<tr>
<td>Close an account</td>
<td>Cancel long distance service</td>
</tr>
<tr>
<td>How to I terminate my service?</td>
<td>I cancelled my service and I am being charged</td>
</tr>
<tr>
<td>I cancelled my service and I am being charged</td>
<td>How to close my account</td>
</tr>
<tr>
<td>How to close my account</td>
<td>How do I cancel long distance service</td>
</tr>
<tr>
<td>How do I cancel long distance service</td>
<td>How do I close an account</td>
</tr>
<tr>
<td>How do I close an account</td>
<td>How do I cancel my long distance service</td>
</tr>
<tr>
<td>I want to cancel this service</td>
<td>Close my account</td>
</tr>
</tbody>
</table>
Company Business Hours Inquiry Standard Questions

**Standard Questions**

what hours are the call center open from

service office hours

where do i go to determine how many hours/minutes i have used this month.

hours

what time does credit department open

weekend hours

day time hours

Contact Customer Service Standard Questions

**Standard Questions**

can i talk to a human

how do i get a hold of an actual person to talk to?

what is the toll-free number to talk to a person in the credit dept.?

can i talk to a representative now

customer service 800 number

my phone is not working who do i contact

talk to a human how

what is the number to customer service?

what is your customer service number

how can i talk to a real person about my account?

contact information

talk to a rep

what is your customer service telephone number?

how do i talk to a live person

what number do i call to talk to customer service

i need the 1800 number

i need a talk with a representative

how can i reach customer service by phone

how can i speak with a real person

number for customer service
can you give me a 800 customer service number i can call

can i have the customer service telephone number?

contact by phone

why can't i talk to a customer service person directly.

i need to contact you but can't dial 1800 number

what is the phone number for customer service

how do i contact my e-mail administrator

customer service phone number

give me a phone number to your customer service

is there a phone number where i can speak to a live person????

phone number customer service

i want to speak to a person not a machine

1-800 number

your mailing address

contact info

contact via phone

what is your toll free number

telephone 800 number

how do i contact customer service using my phone

doyou have another way i can get a hold of a person who works their other than using 611?

customer service contact

i'm trying to set up my voice mail a/c. when i get connected they do not prompt me to set anything up, just ask for the ten digit phone number of the person i'm trying to reach. help!

contact customer care
Standard Questions

i would like to know where do i go to end my service.
my contract term
when do i renew?
term contract how long
when is my contract finished
how long is my term
expires
contract expiration
when does my service expire?
when does my contract expire

Customer Service Inquiry Standard Questions

customerservice.com
hr. for customer service in oh
i tried to pay my bill on the web but it says that the name is wrong for th
italian customer support
customer service 800 number
what is the number to customer service?
what is your customer service number
what is your costomer service telephone number?
what number do i call to talk to customer service
how can i reach customer service by phone
number for customer service
can you give me a 800 customer service number i can call
can i have the customer service telephone number?
why can't i talk to a customer service person directly.
what is the phone number for customer service
coustomer service phone number
give me a phone number to your customer service
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>phone number customer service</td>
</tr>
<tr>
<td>how do i email about poor customer service</td>
</tr>
<tr>
<td>customer service agreement</td>
</tr>
<tr>
<td>how do i contact customer service using my phone</td>
</tr>
<tr>
<td>what if i have lost my sales receipt and customer service agreement papers?</td>
</tr>
<tr>
<td>customer service contact</td>
</tr>
<tr>
<td>contact customer care</td>
</tr>
<tr>
<td>customer care from my phone</td>
</tr>
</tbody>
</table>
Directory Info Support Standard Questions

Product Support on page 129
Other Telco Services Support on page 149
Directory Info Support on page 151

Standard Questions

old number 954 646-4445 need new #
how can i change my number
unpublished number
no dial tone is my service disconnected
how do i get an unlisted number?
local telephone directory
how do i check local access numbers for dial-up internet service?
can i remove the ability to use directory assistance from my phone?
what is the telephone assistance program?
could you give me that number again?
toll free numbers
give me number for manchester ct. office
phone listing
directory assistance?
what number do i dial to get voicemail from a foreign country?
find people
411 services
i have a added number
how do i view multiple numbers
copy multiple numbers
can i use a number from another phone
whats my sms number?
service number
serial number

Dispute Bill Standard Questions

Billing and Support Inquiry on page 165
Dispute Bill on page 166

Standard Questions

i think this is the wrong bill you sent me, i received this one last month
Email Management Research Standard Questions

*Product Research on page 110*

**Service Feature Research on page 113**

**Email Management Research on page 115**

**Standard Questions**

delete e-mail without opening e-mail
email?
what is the website to get the voicemail email notification?
web base e.mail service
message e-mail notification
check my home e-mail messages
this is my e-mail address
what e-mail address do you have for our account?
why is email being bounced, it says over quota
forward texst to email?
email filter
what is my phones e-mail
emailo
check e-mail from other phone
can i ge a e-mail?
access blackberry email
e-mail a phone
can i text to an e-mail address
delete email server
send emai to phone
how to get to sidekick email from computer
balckberry email

Email Management Support Standard Questions

*Product Support on page 129*

**Service Feature Support on page 135**

**Email Management Support on page 137**

**Standard Questions**
i forgot my password and email
password is invalid and i need to update my email address
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>how do i access my email</td>
</tr>
<tr>
<td>how do i e-mail accounts management</td>
</tr>
<tr>
<td>how do i set up e-mail</td>
</tr>
<tr>
<td>how do i set up pop email forwarding</td>
</tr>
<tr>
<td>setting up my email at tmomail</td>
</tr>
</tbody>
</table>
Escalate Customer Help Standard Questions

Customer Service Inquiry on page 161
Escalate Customer Help on page 163

Standard Questions

are you an asshole?
slut
what address can i send a complaint to?
i want to talk to a manager about my cell phone
shit
complaints
complaint

General Company Inquiry Standard Questions

General Company Inquiry on page 170

Standard Questions

home office address

corporate headquarters address

Instant Messaging Research Standard Questions

Product Research on page 110
Service Feature Research on page 113
Instant Messaging Research on page 114

Standard Questions

hi im trying to acess my personal home phone info
im already a customer, but i want to buy a different phone
how much is aim on a prepaid
instant messaging aol
is aim free service
aim service
does my plan cover aim for free
how do i use instant messengers on siemans cf62t?
how to stop aim pop ups
International Calling Research Standard Questions

Product Research on page 110

Other Telco Services Research on page 125

International Calling Research on page 126

Standard Questions

service in kuwait
i need the city code for salamanca spain
will you have india on your unlimited international plan sometime
to call from us to spain and back what plain is cheapest
how much are international calls per minute?
overseas call information
is there an international call-home calling card.
can i call international without online
how much does it cost to make a call from dayton oh usa to london england (
what was i charged for my international call last night?
prepaid rates from costa rica to ecuador
what international plans are offered?
what is cost of calls to italy
can i make an international call on my home plan?
does ny unlimited calling plan now include canada?
is any service center in india
is this for new zealand?
calling card rates call origin latvia
can i call from italy?
what is the prepaid phone card rate to call us from fiji? i am considering
international internet service?
code for karachi in pakistan
phone number in italy
do you have the international servis
i’d like more details on international plans
do you have calling card for international calls?
scotland
what number do i dial to get voicemail from a foreign country?
international gprs roaming
making calls from puerto rico
pre-paid sim card mexico
international picture messaging
sms india
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>rates for incoming international calls</td>
</tr>
<tr>
<td>receive international charge</td>
</tr>
<tr>
<td>incoming calls from overseas</td>
</tr>
<tr>
<td>dialing internationally</td>
</tr>
<tr>
<td>does T mobile cover the Dominican Republic?</td>
</tr>
<tr>
<td>receiving international calls</td>
</tr>
<tr>
<td>text abroad</td>
</tr>
<tr>
<td>Johannesburg</td>
</tr>
<tr>
<td>can a pre-paid phone work in Mexico?</td>
</tr>
<tr>
<td>Guam</td>
</tr>
<tr>
<td>international calls to the Philippines</td>
</tr>
<tr>
<td>SMS international</td>
</tr>
</tbody>
</table>
International Calling Support Standard Questions

*Product Support* on page 129

- Other Telco Services Support on page 149
- International Calling Support on page 150

**Standard Questions**

- how do i call from europe?
- how do i block calls from an international number
- why can't i receive international text message?

Internet Services Research Standard Questions

*Product Research* on page 110

- Service Plan Research on page 111
- Internet Services Research on page 111

**Standard Questions:**

- eligibility requirements voice over ip
- i need to get my dsl rebate form
- i currently have 14.95 internet service, can i get the 11.95 service?
- is dsl is available in my area
- cellphone data plans
- how much is dsl after the 1st year
- can i get dsl and unlimited long distance?
- dsl in las vegas
- telephone number connecting me to internet
- contract for voip
- prepaid internet
- dsl account
- can i get unlimited mobile internet
- i want to verify that my dsl service was ordered.
- internet access numbers for the us
- web base e.mail service
- internet access from outside computer
- international internet service?
- question about standard dsl service plan
- what types of internet service do you offer
<table>
<thead>
<tr>
<th>wap technical information</th>
</tr>
</thead>
<tbody>
<tr>
<td>gps internet cards</td>
</tr>
<tr>
<td>how fast is internet</td>
</tr>
<tr>
<td>wap</td>
</tr>
<tr>
<td>wap addresses</td>
</tr>
<tr>
<td>blackberry internet service</td>
</tr>
<tr>
<td>cables to connect cellphone to computer</td>
</tr>
<tr>
<td>web mobile content</td>
</tr>
<tr>
<td>why does it take so long to connect</td>
</tr>
<tr>
<td>blackberry web mail</td>
</tr>
<tr>
<td>download internet accelerator</td>
</tr>
<tr>
<td>delete email server</td>
</tr>
</tbody>
</table>
Internet Services Support Standard Questions

*Product Support on page 129

Service Plan Support on page 130

Internet Services Support on page 130

**Standard Questions**

- can i set up more than one computer on the same dsl service?
- if i get this service-can i add internetservice
- i no longer want to be a online customer
- trouble connecting to dsl
- how do i check local access numbers for dial-up internet service?
- cannot get info correct online; can you do it for me?
- how do i get wap for my phone?
- how do i text page someone from the internet?
- how can i register online?
- add internet
- how do i download the internet manager
- how do i set upto the web
- why don't i have the internet on my nokia 3595

Job Employment Inquiry Standard Questions

*General Company Inquiry on page 170

Job Employment Inquiry on page 171

**Standard Questions**

- how can i a plyfor a job?????
- job opportunitieies

Make Order Standard Questions

*Product Ordering and Sales Support on page 154

Make Order on page 155

**Standard Questions**

- buy minutes online
- purchase phones online
Non-Wireless Phone Research Standard Questions

*Product Research* on page 110

- *Phone Equipment Research* on page 122

- *Non-Wireless Phone Research* on page 124

**Standard Questions**

can you please give me more information about the 5840 cordless phone.

Non-Wireless Phone Support Standard Questions

*Product Support* on page 129

- *Phone Equipment Support* on page 144

- *Non-Wireless Phone Support* on page 146

**Standard Questions**

why do i get static intermittently on my 5.8 ghz phones?

Number Portability Inquiry Standard Questions

*Product Support* on page 129

- *Other Telco Services Support* on page 149

- *Number Portability Inquiry* on page 152

**Standard Questions**

can i keep my current phone number

can i still keep my old numbers?

how do i keep my old number

- can i port old phone numbers?

- can i change plans and keep the same number

- transfer phone numbers

can i keep the same phone number?

how do i keep my old phone number?

- can i change to your company, and keep th same number?

- number porting
Office Location Inquiry Standard Questions

Standard Questions:
store nearest me
where is the closest store to me?
store located in petaluma
where are your stores located
payment locations
give me number for manchester ct. office
find location
stores in everett, wa?
are instant rebates available at store locations?
store
dealers
stores in lima ohio
locations
how to become dealer
miami store

Payment Options and Payment Support Standard Questions

Standard Questions:
how do i pay my bill on line
i already paid my bill but i don't have my services back what i do
i tried to pay my bill on the web but it says that the name is wrong for th
cancel automatic payments
how do i logon to pay my bill
i can't get to my account to pay my internet service bill
i want to cancel automatic payment
switch autopay to view-n-pay
it is not letting me pay my bill
can i pay a bill w/u allie
why can't i pay my bill online?
i want to pay my bill online
why can't log on to pay my bill
where can i pay my bill at??
when i do that nothing is appearing. i can see that i paid my bill not what
my phone is desconneted. i paid the bill yesterday with a credit card.
i believe i used the wrong credit card to make my recent payment on line
i want to stop online bill pay.
who do i call to pay my bill over the phone
am i signed up for auto pay thru my checking acct?
i tried to make paymant at payment center and was told i needed a 25 number
i need to make payment arrangements
i don't have a password. i'm not registerd to pay my bill online yet
cancel auto pay
i need to make arrangements to pay this bill on september 3,2004
why won't this let me pay my bill now
i dont see pay bill
how can i check the status of payment made via an 800 number
when i hit "pay bill" i'm told "page is not at this location". why?
payment options
my payment doen't show as paid
how do i make payment arrangements
i want to pay my bill
how do i cancel automatic bill pay?
i want to pay my bill now and i can't
make payment
i try to pay my bill online and it keeps saying temporarily unavailable
how do i pay my installation charge in installments?
can't find wireless link to pay bill????????
trying to pay my bill online, but telling me this page is not on this site.
how do i add a second line to my auto pay
hi! i paid my bill online last week and still do not see it in my payment
need help paying bill online
when i clik the bill pay and kick me back to same page. last time was ok.
would like to pay bill but won't except says system is down,
submit payment address
paying prepaid phone bill
want pay my bill
how do i submit a payment
make a opayment
want to pay my bill
what number do i dial on my mobile phone to pay my bill
how do you cancel easy pay?
pay my bill on line
how to pay bill online

bill pay address

offline bill pay

how can I pay for my bill online when my number is cancelled I'm overseas

why won't it let me pay my bill online

I want to make a payment

pay bill

payment was made around 2pm today service still not on why
PDA Research Standard Questions

*Product Research on page 110*

*Phone Equipment Research on page 122*

*Wireless Phone Research on page 122*

*PDA Research on page 124*

Standard Questions

blackberry licenses

do my blackberry have hifi ringer

blackberry 6710

set alarm sidkick 2

login desktop interface sidekick

do you have any sidekick promotions

1 year month sidekick then get new sidekick?

blackberry 7290

do i have free long distance with the smaretaccess pain

download blackberry

calendar treo

blackberry internet service

do you need a sidekick plan to use a sidekick

access blackberry email

blackberry selecting carriers

is there voice dial for the sidekick two

msn messenger sidekick

plans for the blackberry 7230

blackberry download

black berry

blackberry web mail

treo650

blackberry 7250

palm phone

blackberry email

pocket pc phone 2003

pocket pc+gprs

do offer services for pdas?

PDA Support Standard Questions

*Product Support on page 129*
Phone Equipment Support on page 144

Wireless Phone Support on page 145

Wireless PDA Support on page 146


**Standard Questions**

blackberry help

what does blackberry unlimited w/enterprise email add-on cost?

**Personalization and Content Management Research Standard Questions**

*Product Research on page 110*

*Service Feature Research on page 113*

*Personalization and Content Management Research on page 117*

**Standard Questions**

sending pictures

download address book

hifi ringers

upload photos

free valentine wallpaper

software download

free valentine downloads

do my blackberry have hifi ringer

sample ringtones

how to download pictures sent to non camera phone

my pics

saving a ringtone to sim card

ringtunes

insert title in picture

upload numbers

downloading caller tunes

international picture messaging

take out pictures

what kind cable wire do i need to be able to download ring tones on my pc for motorola v600?

additional megatones

can i download manuals for my phone

how much is it for the album?

themes

delete album pictures

group ringtones

download
download blackberry

game downloads for nokia 6800

 pics
calendar treo
download tetrus
send pictures to a cellphone
download messenger
background images
wi fi ring tones
indian ring tone
download tones
personalizations
what do you do to delete a ring tone that you have downloaded?
sending pictures messages
free ringtones?
blackberry download
how to get ringtones
v180 data download
can i put different ringtones with different people in my phonebook?
download ringtones
download internet accelerator
v300 download
can i listen to ringtones free
my ring tones have been deleted
how to download ringtones over the internet
personalizing callertunes
my albums
sign up for my album
ringtones with free wallpaper
download phone numbers to my phone
i want more ringtones where should i go to buy them
prepaid games
Personalization and Content Management Support Standard Questions

Standard Questions

- how do i erase pictures saved to my album?
- how can i get different ringtones from the download catalog
- how do i download the internet manager
- how do i get my wallpaper on my phone
- how do you get your regular ringtone back
- i can't tell if my phone is compatible for downloading ring tones
- why i can't receive pictures messages on my handset
- how do i sign in to my album
- set up picture album
- how do i keep picture
- how do i download phone numbers to my cell phone?
- how can i put up my email pictures that were lost because i had to reset my phone.
- why cant i get ringtones
- why am i unable to download a song to my phone
- how do i upload picture from my phone onto my computer?
- download upgrade
- why can't i download hifi ringers?
- how can i send a picture from my album to my phone?
- can't download picture message
- how do you email pictures
- how can i get ringtones for my phone
- how do you play games
- i dont know how to send pictures in any mobile phones
- how do you download wallpaper
- why cant my d415 phone recieve wallpaper?

Phone Equipment Accessory and Parts Research Standard Questions

Phone Equipment Accessory and Parts Research on page 125
Standard Questions

- are there any sim card just for a constant minute
- what is the d on the face of my phone
- model 2222 answering machine
- insert sim card motorola v60
- accesseries for motorola a630
- how to turn the keypad volume up
- how much are sim cards?
- network cards
- prise for sim card
- sim phone numbers
- i need a new antenna
- unlock sims
- pre-paid sim card mexico
- gps internet cards
- install smart cards
- can i switch sim card to new phone
- gsm sim card
- what does sim stand for
- phone accessories
- do you have leather cases for a motorola c650
- motorola v180 lens
- cables to connect cellphone to computer
- chargers
- data cable for motorola
- laptop internet cards
- where can i purchase a sidekick 2 carrying case at
- do you havecell pone faces?
- c650 case or clip
- where to get a sims card
- samsung antennas

Phone Equipment Accessory and Parts Support Standard Questions

Product Support on page 129
Phone Equipment Support on page 144
Phone Equipment Accessory and Parts Support on page 147

Standard Questions

- i am trying to get help with my answering machine
why does my phone have sim card rejected, how do i fix it?

i cant use the adapter i recieved

screen reads sim blocked how do i unlock

what is a sim error

how do i get my phone to ring through my ear piece

bad sims card
Phone Equipment Research Standard Questions

*Product Research on page 110*

Phone Equipment Research on page 122

**Standard Questions**

telephones
what is the radio frequency of my phone
cells phones
i want to make a call and charge it to my phone
activating a new phone
i need to put a callers block on long distance calls going out on my phone
operator assisted calls from my home phone
returning leased phones
list of recents calls made from my phone
i want to turn on privacy directory on my home phone
need a new phones
i want to buy a new phone onlines
new phones coming out
i need to buy a new phone
can i get a new phone?
i want to get a new phone
see the phones

Phone Equipment Documentation Standard Questions

*Product Support on page 129*

Phone Equipment Support on page 144

Phone Equipment Documentation on page 149

**Standard Questions**

where is a manual for my phone?
i need the owners manual for the 2444 phone
can i download manuals for my phone
v300 owners manual

Phone Equipment Support Standard Questions

*Product Support on page 129*
Phone Equipment Support on page 144
**Standard Questions**

- why has my phone been disconnected?
- how do i receive repairs work on my phone
- my phone is not working who do i contact
- how do i get wap for my phone?
- would i know if my phone was disconnected?
- forgot phone pin number
- how do i use the call forwarding feature on my phone?
- how come i cannot get anyone to help me resolve my telephone problem
- why do i get static intermittently on my 5.8 ghz phones?
- can i get a repairman to fix phone?
- our house phone only rings one time and it will hang up
- what is my phones e-mail
- i have no service right now. dont know why?
- broken phone
- can i use my phone in las vegas?
- how do i get my wallpaper on my phone
- how do i get my phone started?
- password you sent to my phone does not work for log in
- how can i hear my voice mails from another phone
- how do i change to different phone
- i can't tell if my phone is compatible for downloading ring tones
- add *67 on my phone
- where can i get my phone tested to see if it is working properly?
- damaged phone
- how could i get a free phone
- phone showing wrong network
- if i change my plan can i also change the phone?
- why am i unable to download a song to my phone
- how do i upload picture from my phone onto my computer?
- if i use my phone in another state do i get charged roming charges
- how can i recieve email from my siemens tmodile phone?
- can i change my current phone?
- why doesnt my phone get service?
- how do i change me phone
- how can i send a picture from my album to my phone?
- how can i get ringtones for my phone
- download phone numbers to my phone
- what do i do if my phone isn't working
- how do i check my voicemail from another phone?
- why cant my d415 phone recieve wallpaper?
no service-need to check messages from another phone, how to do this?
Prepaid Services Research Standard Questions

Standard Questions

- prepaid internet
- prepaid rates from costa rica to ecuador
- prior to my signing online i was promised a $20 phone card, where is it
- wish to purchase wireless prepaid minutes
- prepay call history
- what is the prepaid phone card rate to call us from fiji? i am considering
- pre paid phone refill
- purchase prepaid minutes on the net
- paying prepaid phone bill
- pay as yougo cards
- pre-paid sim card mexico
- motorola v180 can i use this phone as a pay as you go phone
- how to extend pre paid
- how much is aim on a prepaid
- prepaid cellulphones
- prepaidphones
- does it matter what phone you get if you have pay as you go?
- how much prepaid phones you have?
- prepaid cardphones
- can a pre-paid phone work in mexico
- do you have prepaid service
- prepaid cell phone
- prepaid phones
- prepaid games

Prepaid Services Support Standard Questions

Product Support on page 129

Service Plan Support on page 130
**Standard Questions**

how to add minutes to prepaid phone my card  
how do i activate my prepaid phone card  
how do i find out the minutes used on my pre paid phone?  
changing contract phones to pay as you go

**Privacy Inquiry Standard Questions**

*General Company Inquiry on page 170*

- Privacy Inquiry on page 171

**Standard Questions:**

privacy screener  
i want to turn on privacy directory on my home phone

**Product Rebates Inquiry Standard Questions**

*Product Ordering and Sales Support on page 154*

- Product Rebates Inquiry on page 156

**Standard Questions**

- i need to get my dsl rebate form  
- are instant rebates available at store locations?  
- where do i get my mail in rebate for a samung e105?  
- rebate form fo the seimen phone  
- i want to check my rebate  
- rebate online  
- where do i find rebate forms?  
- rebates  
- what is the status of my rebate?  
- can i get a rebate for buying a new phone?  
- how do i receive rebate form for motorola v300?  
- c250 rebates  
- sharp rebate  
- rebate for upgrading 6010  
- how do i get my rebate on-line  
- c650 rebate form  
- what if the rebate expiration date is after the fact?
Product Research Standard Questions

*Product Research* on page 110

**Standard Questions**

- sell our products

Purchasing Minutes Research Standard Questions

*Product Research* on page 110

- *Service Feature Research* on page 113

- *Service Plan Minutes Research* on page 118

- *Purchasing Minutes Research* on page 119

**Standard Questions**

- what site do i go to for getting more minutes for my go phone
- can i add more minutes online
- buy minutes online
- can minutes be added by phone

Purchasing Minutes Support Standard Questions

*Product Support* on page 129

- *Service Feature Support* on page 135

- *Service Plan Minutes Support* on page 141

- *Purchasing Minutes Support* on page 141

**Standard Questions**

- how do i get a web password
- increase minutes

- how do i put minutes on my phone?

Report Abuse Or Fraud Standard Questions

*Customer Service Inquiry* on page 161

- *Report Abuse/Fraud* on page 163
**Standard Questions**

hi allie, what is the code to punch in so unwanted callers are blocked?

how do i email you becuase you slammed me?

slam

telephone fraud

is there a “no call list” i can sign up on to stop these calls?

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**Report Lost Phone Standard Questions**

*Customer Service Inquiry on page 161*

Report Lost Phone on page 164

---

**Standard Questions**

lost phone

stolen phone

where do i go to report a lost phone?

how can i put up my email pictures that were lost because i had to reset my phone.

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**Report Network Or Signal Problem Standard Questions**

*Customer Service Inquiry on page 161*

Report Network/Signal Problem on page 164

---

**Standard Questions**

outage

why do i get static intermittently on my 5.8 ghz phones?

if i change to your network on the 1000 minute special can i add the mobil to mobil minutes?

network unavailable

how do i get a better signal at my house?

phone showing wrong network

bad reception

report bad coerage

why i get no reception

---

**Request Bill Copy Standard Questions**

*Billing and Support Inquiry on page 165*

Request Bill Copy on page 168
Standard Questions

get a copy of a past bill

i need a copy of the previous month statement
my past bills come up blank. how do i get copies?
can i rcv paper copy of past bills?
how much is my august bill
i am wondering how my bill is so high. can i get a copy of the last three b
i need to make arrangements to pay this bill on september 3,2004
i cancelled my account on august 1st why am i billed through september 1st?
can you please send me another paper bill for the charges due in july 2004?
need to see calling call summary
where is my bill for june 26-july25?
need to view bill from oct. 2004
february bill

invoice for december bill

Reverse Number Lookup Standard Questions

Product Support on page 129

Other Telco Services Support on page 149

Reverse Number Lookup on page 153

Standard Questions

513-678-7777
6173317777

Ringtones Research Standard Questions

Product Research on page 110

Service Feature Research on page 113

Personalization and Content Management Research on page 117

Ringtones Research on page 118

Standard Questions

is caller tunes free for the first month
where to find caller tunes
sample ringtones
saving a ringtone to sim card

ringtunes

downloading caller tunes

what kind cable wire do i need to able to down load ring tones on my pc for motorola v600?

additional megatones

group ringtones

voice ringers

wi fi ring tones

indian ring tone

what do you do to delete a ring tone that you have downloaded?

buy a new caller tune

free ringtones?

how to get ringtones

can i put different ringtones with different people in my phonebook?

download ringtones

can i listen to ringtones free

my ring tones have been deleted

how to download ringtones over the internet

want to hear the mega tone choices

ringtones with free wallpaper

i want more ringtones where should i go to buy them
Ringtones Support Standard Questions

Product Support on page 129
Service Feature Support on page 135
Personalization and Content Management Support on page 139
Ringtones Support on page 140

Standard Questions

how can i get different ringtones from the download catalog
how do you get the mega tones off
how do you get your regular ringtone back
i can't tell if my phone is compatible for downloading ring tones
why cant i get ringtones
how can i get ringtones for my phone

Roaming and Cell Phone Network Research Standard Questions

Product Research on page 110
Service Feature Research on page 113
Roaming and Cell Phone Network Research on page 116

Standard Questions

international gprs roaming
gsm sim card
roaming in alaska
regional roaming
gprs tools
gsm 1800
does my plan include free roaming and long distance
pocket pc+gprs

Roaming and Cell Phone Network Support Standard Questions

Product Support on page 129
Service Feature Support on page 135
Roaming and Cell Phone Network Support on page 138
Standard Questions

how do we get our gprs to work?
ipaq+gprs settings

Schedule Service Appointment Standard Questions

Customer Service Inquiry on page 161
Schedule Service Appointment on page 162

Standard Questions

how do I receive repairs work on my phone
how do I schedule a repair?
what is the repair number?
how can I cancel an appointment to have a tech come to house?
can I get a repairman to fix phone?
what is the phone number for repair service?

Service Feature Research Standard Questions

Product Research on page 110
Service Feature Research on page 113

Standard Questions

what number do I call to retrieve messages?
can you get copies or hear old deleted messages
what local service features do you provide
sending messages over the internet
message e-mail notification
check my home e-mail messages
can I view previous messages online
is bluetooth an extra service
sms message
aol alert
sending pictures messages
sned messages
send a text msg
message code
do weather alerts cost anything
are messages free?
Service Feature Support Standard Questions

*Product Support on page 129*

<table>
<thead>
<tr>
<th>Standard Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>how do i listen to old messages</td>
</tr>
<tr>
<td>message light on voice box not working</td>
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<tr>
<td>change alert sound for receiving a message</td>
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<td>how do i send a message</td>
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<td>want to remove alerts on acct.</td>
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<td>how do i cancel alerts on my account</td>
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<td>why i can't receive picture messages on my handset</td>
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<td>how do i set up my message</td>
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<td>i added 1000 text msg to my plan last month and i don't see that as apart of my service</td>
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<td>how do i change my message</td>
</tr>
<tr>
<td>no service-need to check messages from another phone, how to do this?</td>
</tr>
</tbody>
</table>

Service Plan Minutes Research Standard Questions

*Product Research on page 110*

<table>
<thead>
<tr>
<th>Standard Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>trying to check mins</td>
</tr>
<tr>
<td>what is the time limit on the nights and weekends long distance plan?</td>
</tr>
<tr>
<td>is there a 30 minute plan for 3.00</td>
</tr>
<tr>
<td>wireless rates</td>
</tr>
<tr>
<td>how much are international calls per minute?</td>
</tr>
<tr>
<td>where do i go to determine how many hours/minutes i have used this month.</td>
</tr>
<tr>
<td>are there any sim card just for a constant minute</td>
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<td>free minutes rebate form</td>
</tr>
<tr>
<td>how to check the minutes used for wireless</td>
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<td>night minutes start</td>
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<tr>
<td>do you have a plan that includes 600 minutes, free nights and weekends fr., sat. and sun.</td>
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<tr>
<td>what days are the weekends</td>
</tr>
<tr>
<td>when do free nights start?</td>
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<tr>
<td>free night and weekend</td>
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<tr>
<td>Question</td>
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<td>------------------------------------------------------------------------</td>
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<tr>
<td>If you are in another time zone, which time does off peak go by, home location or area calling from?</td>
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<tr>
<td>When do weeknights start</td>
</tr>
<tr>
<td>300 minutes</td>
</tr>
<tr>
<td>Weekend hours</td>
</tr>
<tr>
<td>Start weeknight minutes earlier</td>
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<tr>
<td>Do internet minutes apply to airtime usage</td>
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<tr>
<td>Mobile-to-mobile minutes</td>
</tr>
<tr>
<td>Are nights for free?</td>
</tr>
<tr>
<td>After what hour is considered night minutes</td>
</tr>
<tr>
<td>Three day weekend plan</td>
</tr>
<tr>
<td>Where do I go to find out how many minutes I have used already</td>
</tr>
<tr>
<td>What are the conditional minutes</td>
</tr>
<tr>
<td>Night and weekend minutes</td>
</tr>
</tbody>
</table>
Service Plan Minutes Support Standard Questions

Product Support on page 129
Service Feature Support on page 135
Service Plan Minutes Support on page 141

Standard Questions

- how do i find out how many min. i have left this month
- i need weekend help with this
- what was i charged for my international call last night?
- do i have any free minutes in my plan
- look at my minutes used
- what site do i go to for getting more minutes for my go phone
- i am getting calls late in the night from a private call how can i stop it
- at 10 cents a minute and the minum is $7.00 does my bill gets higher each
- can i add more minutes online
- they never gave me a password for online i need to check how many min. i ha
- how to add minutes to prepaid phone my card
- how do i find out the minutes used on my pre paid phone?
- check my minutes on my cellphone
- can minutes be added by phone
- how can i check my free minutes online?
- check minutes available from my cell phone
- how can i check my minutes on my phone
- how do i get a web password increase minutes
- can i change my minute plan
- if i change to your network on the 1000 minute special can i add the mobil to mobil minutes?
- how do i put minutes on my phone?
- how many anytime minutes do i have left

Service Plan Research Standard Questions

Product Research on page 110
Service Plan Research on page 111

Standard Questions

- get local service only
- what is the time limit on the nights and weekends long distance plan?
- is there a 30 minute plan for 3.00
is there a way to bundle a cell phone with the new advantage program
will you have india on your unlimited international plan sometime

phone data plans
is long distance plans mandatory

payment plans
contract for voip

can i sign up for home phone service i would like to switch carriers
what are your long distance plans
what is the best calling plan for me?

local plans
cellular service

what international plans are offered?
start a home phone service
where do i look for a new phone plan

can i make an international call on my home plan?
do you provide business phone service
does ny unlimited calling plan now include canada?
can you be 17 to open a contract

 cellular services
price for unlimited local and long distance plan?
i would like know about cell phone service and phone for same use.

question about standard dsl service plan

how much is a local plan?
what plan allows me to call so. cal any time of the day cheapest rate?
i'd like more details on international plans

why i see only one phone from my family plan
family plan

what is the smart access rate plan
when is my year contract done
do you have a plan that includes 600 minutes, free nights and weekends fr., sat. and sun.
samsung d500 on contract

can i have a $19.99 plan with this phone?

plans available for existing customers
contract?
do you need a sidekick plan to use a sidekick
do family time plans have free roaming and long distance?
can i switch to a different plan when on a contract?
do you get a free phone with basic plan
does it matter what phone you get if you have pay as you go?

plans for the blackberry 7230
what time does unlimited night and weekends minutes start on the family time plan of 69.99

mobile-to-mobile minutes
<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>can i get a free phone with if my contract is up?</td>
</tr>
<tr>
<td>find contract date</td>
</tr>
<tr>
<td>three day weekend plan</td>
</tr>
<tr>
<td>talk or walk plan</td>
</tr>
<tr>
<td>extend my current plan with up graded phones</td>
</tr>
</tbody>
</table>
Service Plan Support Standard Questions

Product Support on page 129

Service Plan Support on page 130

Standard Questions

i would like a cheaper rate plan. please help
i dont know my plan or password, i need to access on line.
how do i change calling plans
why i see only one phone from my family plan
can i add a line to my moms contract and still get the nokia6800 for free
how can i get 3 day weekend
i added 1000 text msg to my plan last month and i don't see that as apart of my service
how much will my phone be if i dont by a plan

Service Suspension Or Reactivation Support Standard Questions

Product Support on page 129

Service Plan Support on page 130

Service Suspension / (Re-)Activation Support on page 133

Standard Questions

why has my phone been disconnected?
no dial tone is my service disconnected
my phone is disconnected. i paid the bill yesterday with a credit card.
reconnect a line that was disconnected by mistake
when will my service be disconnected for non payment?
can you disconnect this service and forward the bill?
would i know if my phone was disconnected?
i want to disconnect my phone
phone keeps cutting off
how to disconnect service
how long does it take to get service back after payment
can i reactivate my phone on this website?

Text Messaging Research Standard Questions

Product Research on page 110

Service Feature Research on page 113
Text Messaging Research on page 113
Standard Questions

i want to send a text message from the computer

text messages

i want to send one sms

phone phones instant messenger

how much does text messaging cost?

text messages

sms message

sms india

can you show me my text messages

download messenger

free internet messaging

can i text message any mobile phone

text messaging

number of text messages

can i send a text message through the website?

block spam text message

do you have unlimited text messages

mms url

msn messenger sidekick

computer to phone mms

text messaging online

blocking incoming text messages

texting

text message replies

unlimited texting

how much for 1000 text messages, monthly

block sms messaging

can you send a text message from computer

what's my sms number?

what's the sms center number

can i use yahoo messenger?

text messaging for all phone

sms/tap

text messages old

sent text message

sms international

Text Messaging Support Standard Questions

Product Support on page 129
Service Feature Support on page 135

Text Messaging Support on page 136
Standard Questions

how do i send text messages to my phone

why can't i receive international text message?

how can i send text messages

mms help

msn messenger setup

how do i block text messages on my phone

how do i read jy text messages?

how do i set up text messaging

how do i check my text messages

how do i block text messaging from coming to my cell phone?

i can send out going text messages and outgoing phone calls but i cannot recieve anything

does it cost to recieve text messages if you don't subscribe fot text message service?

Track Order Standard Questions

Product Ordering and Sales Support on page 154

Track Order on page 155

Standard Questions

when did my service start

order status

i want to verify that my dsl service was ordered.

how can i find the status of my order?

when will my service be turned on ?

package tracking

check order

tracking orders

how do you check on an order that was place if you do not have the order id number

where is my order

tracking an order

Understanding a Bill Standard Questions

Billing and Support Inquiry on page 165

Understanding a Bill on page 168

Standard Questions

negative balance on bill
i click on view bill but no billing information comes up

can i read my phone bill on line

i need help understanding a charge on my longdistance bill?

what extra fees are applied each month with my bill?
Unlock Phone Password Codes Standard Questions

Product Support on page 129
Phone Equipment Support on page 144
Unlock Phone Password Codes on page 148

Standard Questions

what does puk code stand for?
how do i fix a puk
unlock
what does puk mean?
sim card blocked puk code
how can i get my cell phone password

Update Account Profile Standard Questions

Account Support on page 158
Update Account Profile on page 158

Standard Questions

me telephone number has been changed to 703-897-7777 efective 17 aug 04.
change email address
what is the phone number for new service?
can i change my id?
how do i change my login script from my old number to my new number
old number 954 646-7777 nedd new #
how can i change my number
delete e-mail without opening e-mail
cant remember my wifes new cell phone number can you help
will it cost to change number
trying to update account,phone no no recogonized?
how do i change my billing address?
i cant get my new phone number
my e-mail address has changed
how do i change my home phone number
my e-mail has not been changed to reflect the new
i have a new phone number
i need a new password and user id
changed account number
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>how can i change my current phone number?</td>
</tr>
<tr>
<td>change e-mail address</td>
</tr>
<tr>
<td>adding phone number</td>
</tr>
<tr>
<td>remove my email address i don't have an account with you anymore</td>
</tr>
<tr>
<td>how can i have a new phone number</td>
</tr>
<tr>
<td>password is invalid and i need to update my email address</td>
</tr>
<tr>
<td>change my email address</td>
</tr>
<tr>
<td>all i get is &quot;please update your email address. it has not changed&quot;</td>
</tr>
<tr>
<td>change billing address</td>
</tr>
<tr>
<td>how do i change my credit card number</td>
</tr>
<tr>
<td>how do i update my bank name</td>
</tr>
<tr>
<td>why wont the password reset page register the new password that i entered</td>
</tr>
<tr>
<td>i reset my password, are you going to email me a new one?</td>
</tr>
<tr>
<td>can i change name on bill?</td>
</tr>
<tr>
<td>how do i change the account name?</td>
</tr>
<tr>
<td>need to change by credit card number</td>
</tr>
<tr>
<td>add new telephone number for home</td>
</tr>
<tr>
<td>how to update my address</td>
</tr>
<tr>
<td>submit payment address</td>
</tr>
<tr>
<td>last bill before change number</td>
</tr>
<tr>
<td>what does blackberry unlimited w/enterprise email add-on cost?</td>
</tr>
<tr>
<td>how do i change name on phone account</td>
</tr>
<tr>
<td>change password</td>
</tr>
<tr>
<td>can i just a new phone without getting my number changed</td>
</tr>
<tr>
<td>i have a added number</td>
</tr>
</tbody>
</table>
Upgrade Phone Standard Questions

*Product Support on page 129*

Phone Equipment Support on page 144

*Upgrade Phone on page 148*

**Standard Questions**

phone upgrade

upgrade policy

how do i upgrade

updating phones

2for 1 price handset upgrade

when can i upgrade

pocket pc update

why am i getting screwed while trying to upgrade to a newer phone??

how can a upgrade my phone online

how do i upgrade my phone i have now?

what phones can i upgrade to?

upgrade telephones

do i have a handset upgrade available

how long do you have to have your phone to upgrade?

2003 updates

upgrade device

how can i upgrade?

can i get a free upgrade on my phone?

rebate for upgrading 6010

when can i upgrade my phone without being expensive

want to upgrade

i want to upgrade, can i

phone upgrade pricing

View Bill Details Standard Questions

*Billing and Support Inquiry on page 165*

*View Bill Details on page 167*

**Standard Questions**

no billing detail shows on screen?

how do i view call details
how do i dispute a long distance call charged to me?

prepay call history

i can not view my bill details on line

history of activity

i need a list of current calls

past activity details for (714)657-7777

last calls

calls made to me

i would like to see what numbers have been called for the current month

i wnt to check my call history how od i check my call history

calls made by me
Voicemail Management Research Standard Questions

Product Research on page 110
Service Feature Research on page 113
Voicemail Management Research on page 116

Standard Questions

voice mail access number
what number do i call to retrieve messages?
what's my default voice mail password
what is the number to call to access my voice mail
what is the number to access voice mail
what is the website to get the voicemail email notification?
do you have a feature where i can retrieve voice mail messages online?
do you have an automated answering service?
can i send a voice mail message to anyone?
what is the toll free voicemail access number
i would like my voicemail to let me know date and time of call
how to access voice mail?
home phone voice mail how many rings before vm answers
accessing my voicemail
this is my e- mail address
what number do i dial to get voicemail from a foreign country?
voicemail and password
how to make a voice mail
retrieve saved voice mail
retrieving voice mail from other phone

Voicemail Management Support Standard Questions

Product Support on page 129
Service Feature Support on page 135
Voicemail Management Support on page 139

Standard Questions

how do i access voicemail?
my voice mail is not accepting my password
how to i cancel home voice mail?
voicemail setup
how do i change my voice mail message
what phone number do i call to set up voice mail?
how does fax work with voice mail?
change voice message
reset voicemail
cancel voice mail
how do i access my voicemail?
change password on voicemail
how can i hear my voice mails from another phone
how do i delete voice mail message
how to reset pin for voice mail
how do i check my voicemail from another phone?
Website Inquiry Standard Questions

Website Inquiry on page 172

**Standard Questions**

- is your website down?
- what is the website to get the voicemail email notification?
- when will the website be back up?
- can i send a text message through the website?
- can i reactivate my phone on this website?

Website Spanish Language Support Standard Questions

Website Inquiry on page 172

Website Spanish Language Support on page 173

**Standard Questions**

- puedo enviar mensajes gratis

Wireless Phone Research Standard Questions

Product Research on page 110

Phone Equipment Research on page 122

Wireless Phone Research on page 122

**Standard Questions**

- cell phones
- is there a way to bundle a cell phone with the new advantage program
- i want a flip phone wich one is more popular
- cellphone data plans
- motrola v600
- cells phones
- i want to talk to a manager about my cell phone
- v.66 series
- cell phone from commercial?
- does the v300 have a calculator
- i want to buy the samsung e105
- picture phones
- motorola v180
3500 nokia
panasonic g51
how much is the nokia 8290
game downloads for nokia 6800
prepaid cellphones
samsung flip phone
send pictures to a cellphone
can i text message any mobile phone
do you have nokia 7260
sony ericsson p800
lg g4020
hp6340
nokia d500
3300
which is imei # located on the white label
nokia3360
motorolaa630
v300 download
nokia 10
what is the frequency for samsung e 105
where can i find info about the nokia 3590
prepaid cell phone
sony ericsson z200
let me see camera phones
nokia 6610i
lg vx3200
e 105 phone
more nokia phones
sony p900
sharp tm150
how much does the nokia 9290 cost?
v 66
lg u8138
do you have nokia 3595
Wireless Phone Support Standard Questions

Product Support on page 129
Phone Equipment Support on page 144
Wireless Phone Support on page 145

Standard Questions

how do i activate my new cell phone?
my x105 does not work in taiwan
check my minutes on my cell phone
What kind cable wire do i need to be able to download ring tones on my pc for motorola v600?
change cell phone
how do i find an imei#
check minutes available from my cell phone
how do i download phone numbers to my cell phone?
how do you activate a cell phone with a calling card?
i already have a cell phone how do i get t mobile service?
how do i go by getting a new t mobile phone
does 6610 support modem
why don't i have the internet on my nokia 3595
i dont know how to send pictures in any mobile phones