**eRMS Speech Application Script**

**Unscheduled Leave Request System**

**Callers will be able to say, "Help" (or press \*) at any time for automated assistance, provided in the form of additional (and more explicit) prompts.**

**First, the speech system will determine if the eRMS system is available:**

 **NO:**  *The eRMS system is not available. Call your supervisor to request leave.*

**YES**:*This is the unscheduled leave request system for non-job related illness or emergencies. For other leave requests, call your supervisor. Also, be sure not to hang up before you receive your confirmation number which you should write down*.

This call may be recorded for quality control purposes.

To Start, please enter or say your Employee Identification Number:

**EIN Not Valid*:*** *We’re unable to validate your number. Call your supervisor.*

**Valid EIN:** What’s the reason for your absence? You can say ““illness”, “personal emergency” or “community disaster”

**ILLNESS: < GO TO A.1 >**

**PERSONAL EMERGENCY: < GO TO B.1 >**

**COMMUNITY DISASTER : < GO TO B.2 >**

**A.1 - Illness – FMLA determinations:**

1. *Do you have an FMLA case number for this condition? - say ”****Yes****” or “****No****”.*

 **Yes:** E*nter or say your FMLA case number.<GO to VALID CASE #>*

 *If you don’t have your case number, just say, “I don’t have it”. <GO to* ***NO****>*

*<* **GO TOA.2.d** *>*

If FMLA case number not entered or not valid, play message:
*I can’t validate your case number and need to ask you additional questions.*

<GO TO (b.) below>

**No: <Go TO (b.) below>**

b. [If you or your family member has one of the following FMLA conditions you may press ‘1’ at anytime. <0.5 sec pause> incapacity over three days with visits to a health care provider <0.5 sec pause> incapacity from a chronic condition which requires periodic medical visits for treatment <0.5 sec pause> overnight hospitalization <0.5 sec pause> pregnancy or prenatal care <0.5 sec pause> birth or placement of a child <0.5 sec pause> a condition that without treatment could incapacitate over three days <0.5 sec pause> or permanent or long term incapacity for which treatment may not be effective.](#_Toc138041367)

*<Caller should be able to press 1 at any time during the statement or must wait until end of statement to respond verbally, press 1 or press 2>*

*To hear that again say “repeat that”.   Otherwise say “Yes” if one of these conditions applies or say “No”.  <pause> For details about the Family and Medical Leave Act, say  “more information”*

***YES****: Please tell me whether this FMLA condition is “****New****” or “****Existing****”*

**NEW:** *You will receive FMLA information and forms by mail. Submit your medical certification to your FMLA Coordinator within 15 days.* **<GO TO A.2>**

**EXISTING:**

* System determines that there is only one FMLA certificate on file:

**<GO TO A.2.d >**

* System determines that there are multiple FMLA certificates on file:

*You have more than one certification on file. After you receive your confirmation number, contact your FMLA Coordinator.* **<GO TO A.2>**

* System determines that there are no FMLA certifications on file:

*You have no active FMLA certifications on file. After you receive your confirmation number, contact your FMLA Coordinator.* **<GO TOA.2>**

**NO:****< GO TO A.2 >**

**A.2 -** **Illness – Leave Request**

**a.** *State the reason for your absence: say “illness”, “injury”, or “medical appointment”.*

**b**. Is this “*your” condition or for a “family member”? <Pause> Say, “My condition” or “Family member’s condition”. < My condition* Go to d. > < *Family member* Go to c. >

**c.** Which family member? Say “child under 18”, “spouse”, “parent”, or “adult child with a disability”,?

**d.** What type of leave are you requesting? Say “sick leave”, “annual leave” or “leave without pay”?

If SLDC and request exceeds 80 hours in leave year:

*“Your request now exceeds the 80-hour limit of Sick Leave for Dependent Care. Use a different leave type, or request fewer sick leave hours.”*

**e.** *“How many total hours and/or minutes of leave are you requesting”?*<PAUSE> *Confirms: (# of hours and minutes) “Correct”?*

**f*.*** *What’s* *the begin date of your leave? Say Today, if your leave starts today, or the begin date of your leave.* <Pause> IVR Confirms: “*Correct”?*

**g.** *What time does your leave begin? (If caller gives just the number ex. 8, the system will ask AM or PM?) AM or PM?* <Pause> IVR Confirms: Repeats Time given and asks *“Correct”?*

**h.** *What’s the end date of your leave? <pause> If unsure say, “I don’t know”.*<Pause> IVR Confirms: Repeats End Date given and asks *“Correct”?*

**i.** *Would you like to request another type of leave?*

***Yes:*** *< go to A.2. d.>;* ***No:*** *<go to A.2. j.>*

Check and play applicable message below if flagged:

* *Acceptable documentation is required because you are on restricted sick leave.*
* *Acceptable documentation is required because your total leave request exceeds three scheduled work days.*
* *Acceptable documentation is required because your supervisor deems it desirable.*

***j.*** *Hold while I record your request.*

If New FMLA case number is issued <go to k.> else <go to l.>

**k.** I will now give your new FMLA case number and confirmation number for this absence; you need to write these down *<new FMLA case number>;* ***“****Should I repeat that? Yes or No”*

*YES: Your request for <leave type> has FMLA case number <new FMLA case number>;;* <go to l.>

*NO:* <go to l.>

**l*.*** *Upon* your return to work, you may (IF Deems desirable is enabled and not FMLA, “you will”) be required to document your unscheduled absence. Your request for <leave type> has confirmation number <confirmation number>; *“Should I repeat that? Yes or No”*

*YES: Your request for <leave type> has confirmation number <confirmation number>;* ***Goodbye* <End call>**

***NO: Goodbye* <End call>**

**B.1 - Personal Emergency:**

What type of personal emergency” You can say “transportation problems”, “household emergency”, “death in the family”, or “none of these”

If Death in the family state*:* “Bereavement Leave is available only to those bargaining unit employees covered by a collective bargaining agreement that includes such a provision, and is subject to the terms of the applicable provision”

<GO TO B.3>

**a.** What type of leave are you requesting? You can say “annual leave” or “Leave without Pay”.

***b****. “How many total hours and/or minutes of leave are you requesting? <PAUSE>.”<Pause> Confirms: (# of hours/minutes) Correct?*

**c.** *What’s* *the begin date of your leave? Say Today, if your leave starts today, or the begin date of your leave.* <Pause> IVR Confirms: “*Correct”?*

***d****. What time does your leave begin? (If caller gives just the number ex. 8, the system will ask AM or PM?) AM or PM? <Pause> IVR Confirms: Repeats Time given and asks “Correct”?*

**e.** *What’s the end date of your leave? <pause> If unsure say, “I don’t know”.* <Pause> IVR Confirms: Repeats End Date given and asks *“Correct”?*

**f*.*** *Would you like to request another type of leave?*

 ***Yes****: <go to B.1. a.> ;*

***No****: You are expected to report to work as soon as possible. You must submit documentation, as deemed appropriate by your supervisor, upon returning to duty.*

***g.*** *Hold while I record your request***.**

*Please**be aware that upon your return to work, you may be required to document your unscheduled absence. Your request for <leave type> has confirmation number <confirmation number>; “Should I repeat that? Yes or No”*

*YES: Your request for <leave type> has confirmation number <confirmation number>;* ***Goodbye* <End call>**

***NO: Goodbye* <End call>**

**B.2 - Community Disaster:**

*You’ve indicated that your absence is for a community disaster, such as snow, fire, flood, or a civil disorder. You must make a reasonable effort to report to work. <pause>*

*If Administrative Leave is not approved, and you are unable to report for work, select “annual leave” or “leave without pay”.* < **GO TO B.1b** >

**B.3 – Death in the Family**

**a.** *What type of leave are you requesting? You can say “annual leave”, “sick leave” or “Leave without Pay”.*

 *If Annual Leave use leave code 055-14 ANNUAL LEAVE - BEREAVEMENT*

 *If Sick Leave use leave code 056-97 SICK LEAVE – DEPENDENT CARE*

*If Leave without Pay use leave code 060-14 FULL DAY – BEREAVEMENT or leave code 059-14 PART DAY – BEREAVEMENT*

***b****. “How many total hours and/or minutes of leave are you requesting? <PAUSE>.”<Pause> Confirms: (# of hours/minutes) Correct?*

**c.** *What’s* *the begin date of your leave? Say Today, if your leave starts today, or the begin date of your leave.* <Pause> IVR Confirms: “*Correct”?*

***d****. What time does your leave begin? (If caller gives just the number ex. 8, the system will ask AM or PM?) AM or PM? <Pause> IVR Confirms: Repeats Time given and asks “Correct”?*

**e.** *What’s the end date of your leave? <pause> If unsure say, “I don’t know”.* <Pause> IVR Confirms: Repeats End Date given and asks *“Correct”?*

**f*.*** *Would you like to request another type of leave?*

 ***Yes****: <go to B.1. a.> ;*

***No****: You are expected to report to work as soon as possible. You must submit documentation, as deemed appropriate by your supervisor, upon returning to duty.*

***g.*** *Hold while I record your request***.**

*Please**be aware that upon your return to work, you may be required to document your unscheduled absence. Your request for <leave type> has confirmation number <confirmation number>; “Should I repeat that? Yes or No”*

*YES: Your request for <leave type> has confirmation number <confirmation number>;* ***Goodbye* <End call>**

***NO: Goodbye* <End call>**