

ANSI/HFES 200

**HUMAN FACTORS ENGINEERING OF
SOFTWARE USER INTERFACES**

**PART 4: INTERACTIVE VOICE RESPONSE (IVR) AND
TELEPHONY**

TABLE OF CONTENTS

2	Scope	346
3	Definitions.....	346
4	Conformance	349
5	Information Input.....	349
5.1	Provide alternatives to speech input.....	349
5.2	Informing TTY users of acceptable input types AF	349
5.3	Non-duplication of information input	349
5.4	Changing information that has been entered AF.....	350
5.5	Circumstances requiring input confirmation	350
5.6	Enrollment.....	350
5.7	Key assignment for delimiters	350
5.8	The pound ["#"] key in fixed-length data entry	350
5.9	Handling time-outs when pressing the pound ["#"] key is required AF	351
6	Access to a Human	351
6.1	Access to a human representative AF	351
6.2	Equal access to a human representative. AF.....	351
6.3	Prompting access to a human representative.....	351
6.4	Initiating transfer to a human representative	351
6.5	Delays in accessing a human representative.....	352
7	Errors	352
7.1	Unavailability of service AF.....	352
7.2	Input prompt repetitions.....	353
7.3	Error message content	353
7.4	Two consecutive input entry errors	353
7.5	Pejorative wording in error messages	353
7.6	Critical messages.....	354
7.7	Error recovery.....	354
7.8	Handling multiple errors.....	354
7.9	Disconnection messages	354
7.10	Exiting due to exceeding error limit.	354
8	Help	355
8.1	Context-sensitive help AF	355
8.2	Key assignment for the human "help" function.....	355
8.3	User-selectable help	355
9	Presentation of Options.....	355
9.1	Indicating touch-tone capability	355
9.2	Language consistency AF.....	355
9.3	Irrelevant or unavailable options AF	356
9.4	Key assignments for unavailable/irrelevant options	356

9.5	Touchtone phone key names	357
9.6	Inflections in final list options AF	357
9.7	Ordering of key assignments for option lists	357
9.8	Consistency in key assignments AF	357
9.9	Minimization of caller key presses AF	358
10	Terminology.....	358
10.1	Consistency of terminology use AF	358
10.2	Location-specific variations in terminology	358
10.3	Vocabulary used in prompts AF	358
10.4	Prompts and announcements for TTY users AF.....	358
10.5	Unambiguous prompts AF	359
11	Feedback.....	359
11.1	Feedback to user input AF	359
11.2	Appropriate context for feedback messages	359
11.3	Additional feedback in delay situations AF	359
11.4	Managing extended hold situations AF	360
11.5	Suggesting that the caller call back	360
12	Prompts.....	360
12.1	Ordering of information in prompts AF.....	360
12.2	Judicious use of politeness language in input prompts	361
12.3	Use of the word "press" in prompts.....	361
12.4	Use of the word "enter" in prompts	361
12.5	Use of the word "record".....	361
12.6	Use of the word "say"	362
12.7	Key assignments for "yes" and "no"	362
12.8	Audio quality of prompts and announcements.....	362
12.9	Audio volume consistency of prompts and announcements	362
12.10	Repetition of prompts and announcements	362
12.11	Repetition of portions of long prompts and announcements	362
13	Navigation.....	363
13.1	Skip-forward function	363
13.2	Dial-through and Talk-through.....	363
13.3	Dial-ahead and Talk-ahead.....	363