VA | U.S. Department of Veterans Affairs

VA coronavirus chatbot

An interactive digital tool designed to quickly answer Veterans' top questions

THE PROBLEM

Veterans need answers quickly during the coronavirus pandemic. But increased call volumes to VA contact centers led to frustrating hold times for Veterans, staffing challenges for VA, and delayed access to clinical advice for callers with urgent health care needs.

THE SOLUTION

In partnership with the Office of Community Care and the Veterans Experience Office, the Digital Experience Product Office within OIT launched an interactive chatbot to better serve Veterans' increased need for information and services during the coronavirus pandemic.
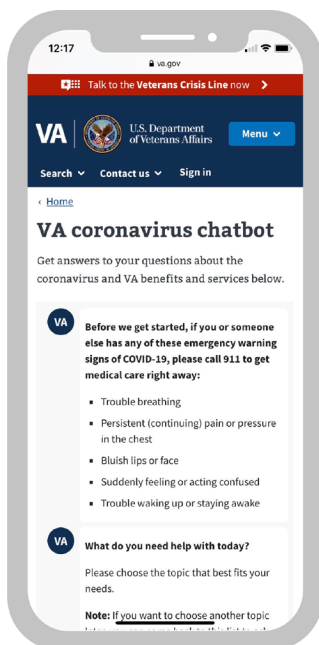
CHATBOT FEATURES

In partnership with Veterans, we researched, designed, and built a digital experience that directs users to information and services without requiring a phone call.

Basic symptom checking

Access to a coronavirus symptom self-checker tool, aligned with the latest CDC advice

Veteran-focused Frequently Asked Questions

Information about how Veterans can access VA health care and other benefits and services during this time

Need-specific contact information

Clear direction to help Veterans connect quickly with someone to talk more about their specific needs

Explore the new VA coronavirus chatbot
va.gov/coronavirus-chatbot

How we're collaborating across the enterprise
to create a better Veteran experience

The coronavirus chatbot is designed to quickly answer some of Veterans' most common questions about how COVID-19 is impacting their VA health care and benefits. Our goal is to improve Veterans' experience while relieving pressure on our contact centers.

We developed this product quickly to respond to rapidly increasing requests, and tested several iterations directly with Veterans to ensure it met their needs.

WHAT VETERANS ARE SAYING

" With my experience with chat I would probably go there [chatbot] first [before calling]. I would probably be able to get it quicker with the chatbot. "

" My first instinct would be to click 'ask another question' [as opposed to contact representative] because the call centers are usually backed up. "

" I find that phone calls to government agencies are just a loop of answering questions and often you can get answers to those questions quicker elsewhere. "

" This is helpful. Never used secure messaging or telehealth before. I've done everything through the phone until now. "

WHAT'S NEXT FOR THE VA CORONAVIRUS CHATBOT

We'll route more users to the chatbot in phases so we can closely monitor demand, performance, and feedback, and update content and features to meet evolving needs.