



USAGE METRICS QUESTIONS

- What is the break down of the second message a Veteran receives - ie, of the folks who respond to the initial message how many 1) receive a message that they already have an appointment, 2) receive a message that their requested time is available 3) receive a message that there is an alternative time available, 4) receive a message that no appointment is available?
- How often to dead-ends occur in response to Veteran responses?
- What is distribution of time for veterans to respond to first texts from VEText, what about for non-initial messages?

OPPORTUNITIES

- Reduce dead-ends, add workflow back to happy path where possible
- Potentially reduce cycling through multiple date/time requests
- Daily metrics report / dashboard to monitor progress, find additional opportunities
- Potentially eliminate initial message to Vets who are already scheduled