**COVID-19 content triage meeting 4.13.20**

**Completed last week:**

* Added additional FAQs based on addition VBA and Debt management center guidance.
* Edited Vet Center status update language for facility locator.
* Added anchor links for health FAQs.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Work item** | **Source** | **Notes** | **Content team member assigned** | **Relevant stakeholders** | **Status** |
| **Restructure FAQs page to make information more digestible, and surface top questions of the week based on data. And look for any ways to shorten/streamline content and ensure optimization of “coronavirus” term.** | Slack conversations | Proposed structure:  H1 Intro block CDC alert  On this page links: - Top trending questions from Veterans - More health care questions - More benefit, claims, and claim exams questions  - More debt, copays, and financial questions  - More VA cemetery status questions - Helpful online tools  **Note:** Pulled the page links order from Jen’s slack, and made 1 proposed adjustment to keep the benefits/claims and debt/copays/financial separated out just to keep each list of accordions as short as possible.   H2 sections:  - Top trending questions section will show max of 12 exposed Q&As, curated based on evolving analytics & call center volumes - Other “more questions” sections will show Q&As as collapsed accordions - These followed by Helpful online tools, then More information blocks  **Questions to discuss:** 1) Do we need approval for the general restructuring?  2) What’s our leeway in shortening/streamlining content? Note that Danielle has been doing some tightening up of content as part of making it work for the chatbot. That content will go through approvals beginning this week. Perhaps we can combine approval so as not to ask reviewers to review twice.   3) Do we need to make any changes to anchor links based on restructuring? Can work with Randi to determine this. | Team (review analytics in triage meeting & discuss notes/questions), Danielle/Randi (Danielle to assign to Randi to restructure page in Drupal) | N/A | Not started |
| **Develop 4th mission content for FAQs** | 4.10.20 COVID-10 Veteran Content Updates doc |  | Jen/Danielle (content), Lauren (approvals) | Jenny H-L, Crystal, | In progress |
| **Develop MyVA311 content snippets for FAQs, website banner, contact center modals/widgets, and additional resources sections on printed content** | Stakeholder meeting + Lauren’s 4.10.20 follow-up email | See Lauren’s PPT for details. | Danielle (content), Lauren (approvals) | Rebecca Keough, Jenny Heiland-Luedtke, Laura Prietula, Denise Kitts | To start today |
| **Create empathetic, plain language messaging around standards of crisis care and availability of PPE** | 4.10.20 COVID-19 Veteran Content Updates doc | Lauren writing & managing reviews of content. Danielle to edit as needed. | Lauren (content, approvals), Danielle (editing as needed) | JTF, VHA Communications | In progress |
| **Develop content for Coronavirus virtual assistant chat bot** | Kaeli Yuen, Chabot slack channel | Danielle working on content and working with design/dev team on info flow; will have full draft completed Monday afternoon. Peggy to then do a copy edit to have final copy for Tuesday.  Laura O’Shea (VBA) will be sending prioritized list of VBA FAQs this week to add.  FYI for team – did some quick user testing last week on chat bot personality. Both users preferred a more distanced voice of VA providing a tool (rather than the bot speaking in the first person, ie “Hi, I’m here to…”) | Danielle (content), Peggy (editing), Lauren (approvals), | Laura O’Shea (VBA), others | In progress |
| **Determine placement of chat bot on public-facing website pages** | Meeting with Kaeli and design/dev team | Had one meeting on this. Will continue working with team. | Jen, Danielle (along with Mikki) | Kaeli, Martha | In Progress |
| **Determine placement for Annie protocols** | Lauren’s 4/3/20 content update | Waiting for feedback from the Annie team. | Peggy, Jen |  | In progress |
| **Determine approach to adding COVID-19 to VCL modal** | Lauren’s 4/3/20 content update | Pending discussion with Chris, Charles, LP, Chante | Lauren (guidance update) Jen/Danielle (content) |  | In Progress |
| **Create a consolidated top task tool landing page for COVID-19 support** | Jen’s Zenhub issue (#1129) | Met with Mikki last week; need to do some user research on this. | Jen/Danielle (with Mikki) |  | In Progress |