

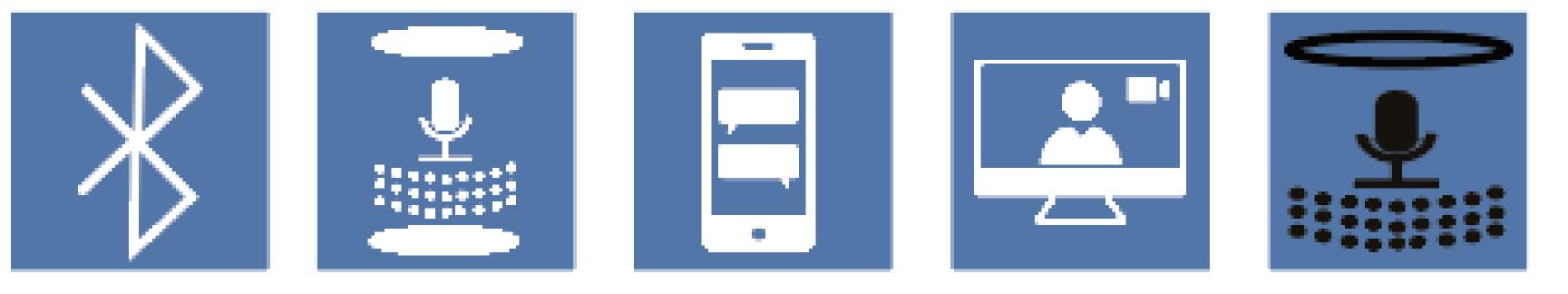
Male Veteran taking advantage of 'new-to-me' VA benefits due to changing health needs

Dave is having difficulties viewing his documents in eBenefi¬ts. He is not sure which number to call. He decides to call the number listed online for assistance with medical benefits, 877-222-8387.

Technology Comfort Level

"Especially right now in terms of COVID."

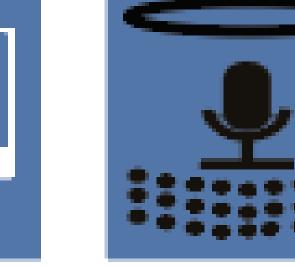
Channel Interactions











Live Agent, SMS, Voicebot

Demographics

64 Years Old Urban 30% Service-Connected Disability

Voicebot Use Cases

- Upgrade Preexisting claims New PACT Act claim
- Upgrade disabilities
- Triage; Transfers

Potential Pain Points

- Upgrading preexisting claims is a process he often gets lost in.
- Despite his best efforts he needs to get his service connected disability reevaluated
- Overwhelmed by information

What Voicebot can do for Dave

- Have a structure in place that can take Dave wherever he needs in an expedited and easy manner.
- Something that is responsive and a "one-stop" shop for any question that arises.
- Feels there is a lack of VA accountability.

