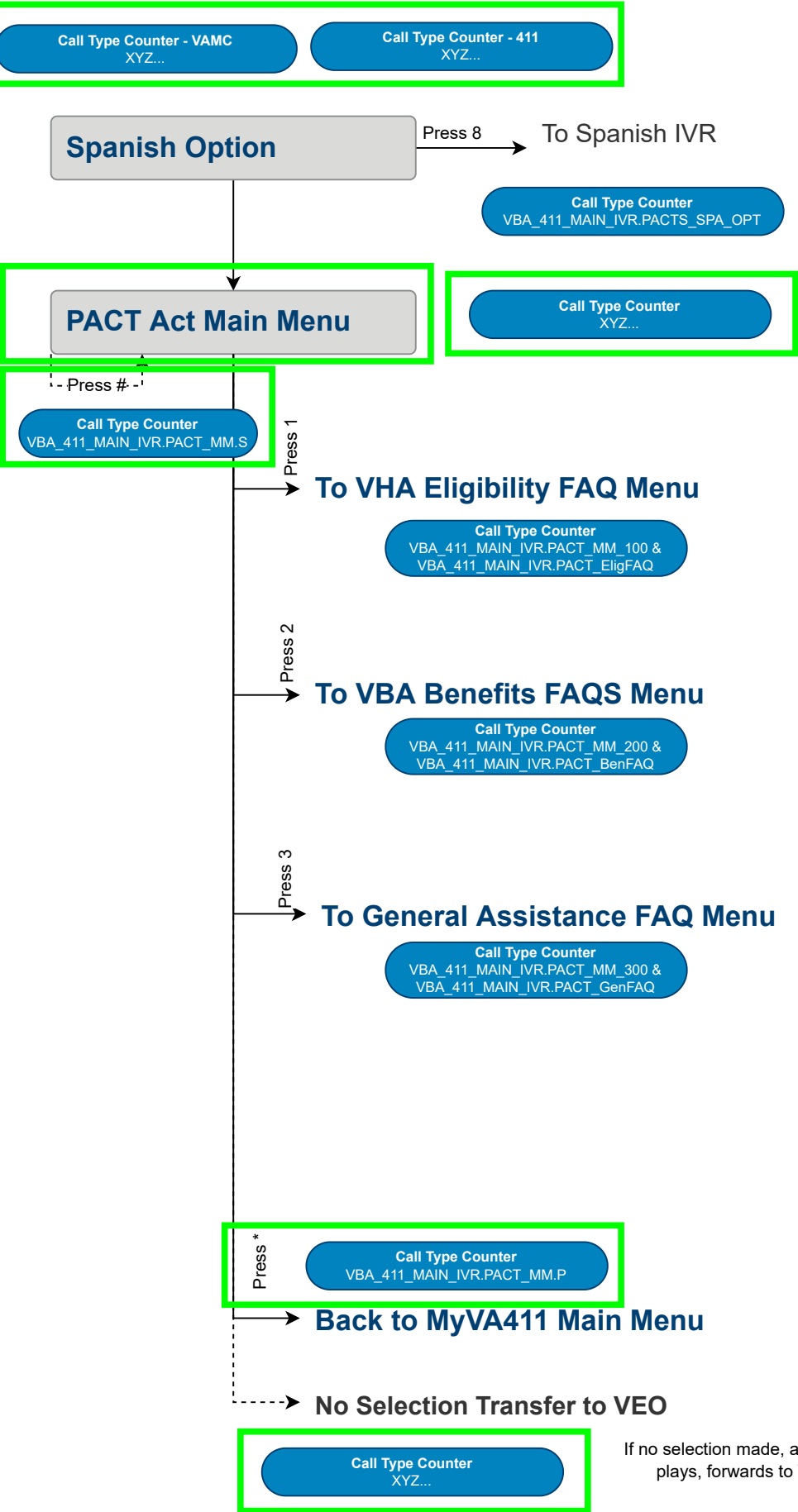


Begin: 469-627-4809,
224-240-7909

VAMCs transfer to the start of the
Option 8 IVR.

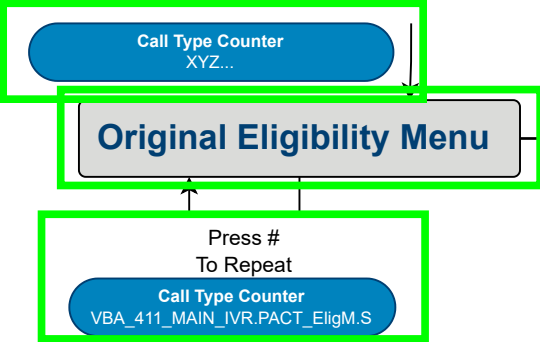
Configurations and Settings

Days Open	Self-Service 24-hours
Hours of Operation	Self-Service 24-hours
Service Threshold	-

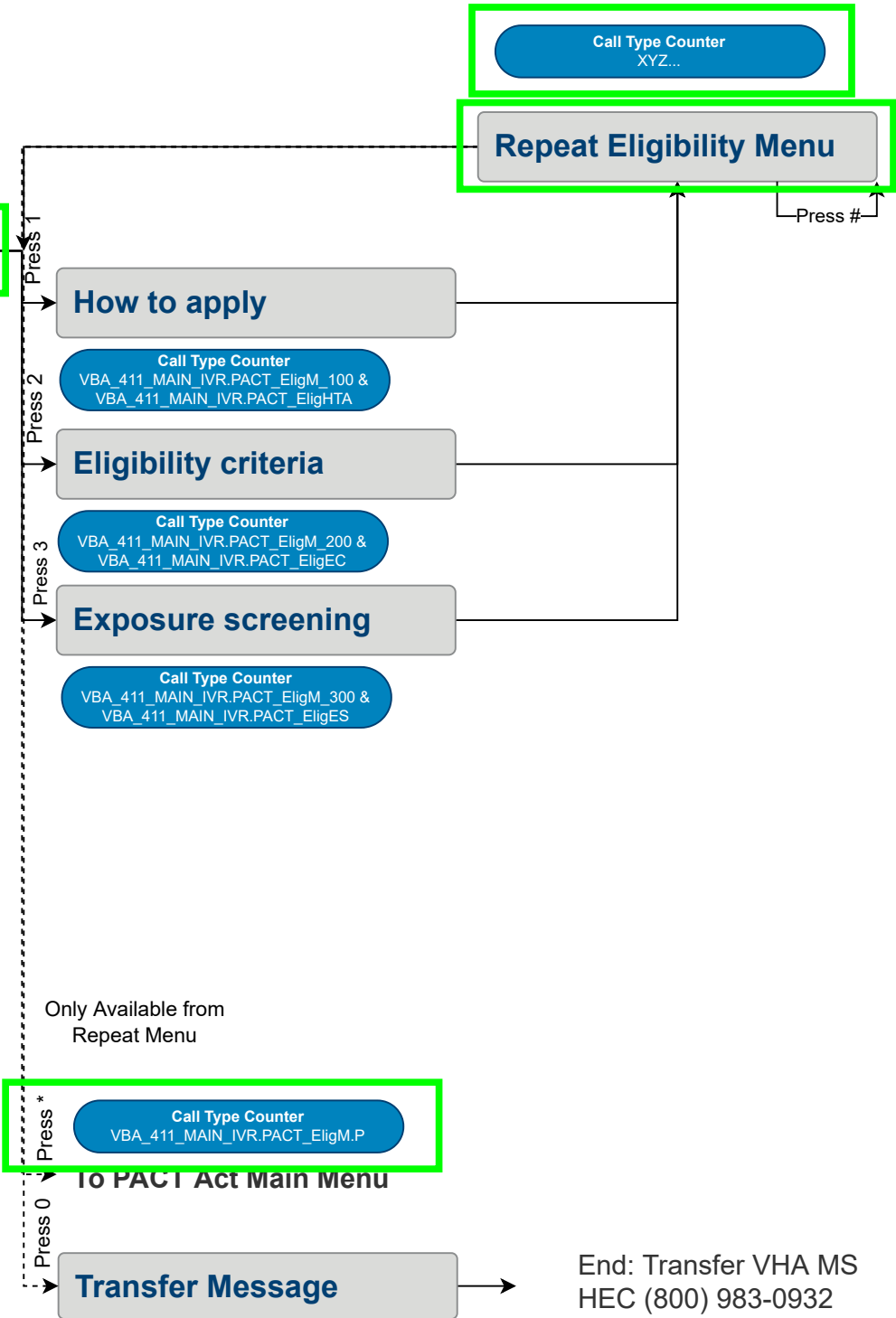


PACT Act
VHA Eligibility Menu

From: PACT Act Main Menu



No Entry plays No Entry Message
Invalid Entry plays Invalid Entry Message
After 3 Invalid/No Entries, play
the Transfer Call Message
(Same pattern and scripts as Main Menu)

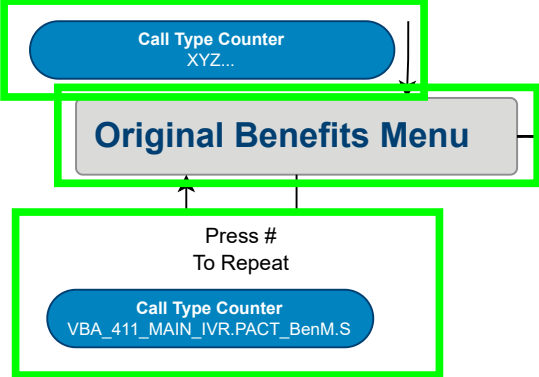


End: Transfer VHA MS
HEC (800) 983-0932

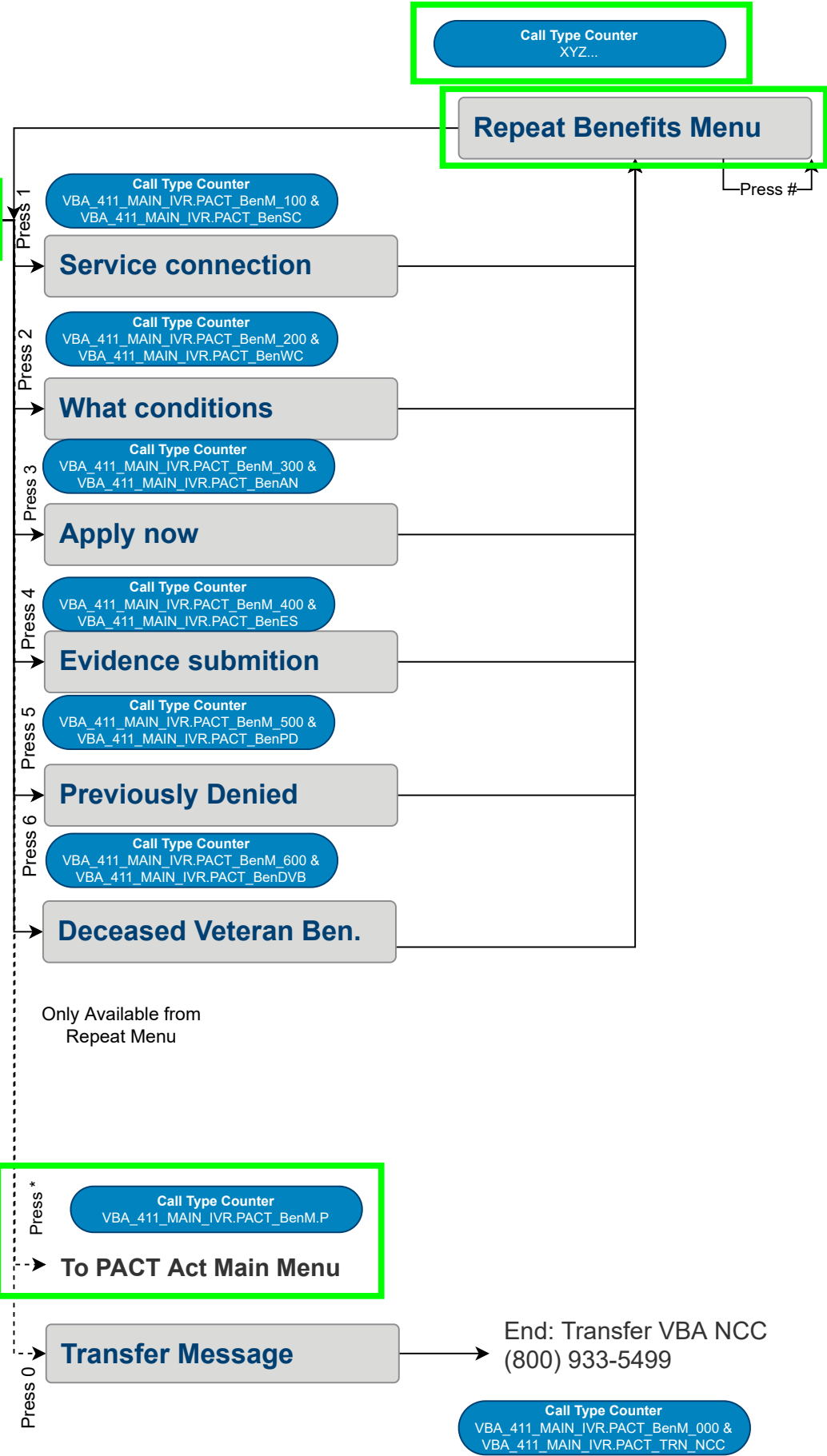
Call Type Counter
VBA_411_MAIN_IVR.PACT_EligM_000 &
VBA_411_MAIN_IVR.PACT_TRN_HEC

PACT Act Benefits Menu

From: PACT Act Main Menu



No Entry plays No Entry Message
Invalid Entry plays Invalid Entry Message
After 3 Invalid/No Entries, play
the Transfer Call Message
(Same pattern and scripts as Main Menu)



PACT Act General Menu

From: PACT Act Main Menu

Call Type Counter
XYZ...

General Menu

Press #
To Repeat

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM.S

No Entry plays No Entry Message
Invalid Entry plays Invalid Entry Message
After 3 Invalid/No Entries, play
the Transfer Call Message
(Same pattern and scripts as Main Menu)

Call Type Counter
XYZ...

Repeat General Menu

Press #

Press 1

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM_100 &
VBA_411_MAIN_IVR.PACT_GenWIPA

What is PACT Act

Press 2

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM_200 &
VBA_411_MAIN_IVR.PACT_GenPAKC

PACT Act key comp.

Press 3

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM_300 &
VBA_411_MAIN_IVR.PACT_GenTED

Toxic exposure def.

Press 4

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM_400 &
VBA_411_MAIN_IVR.PACT_GenLGIE

When does law

Press 5

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM_500 &
VBA_411_MAIN_IVR.PACT_GenHTA

How to Apply

Only Available from
Repeat Menu

Press *

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM.P

To PACT Act Main Menu

Press 0

Transfer Message

End: Transfer VEO Tier 1
(Direct transfer to Queue.
No number)

Call Type Counter
VBA_411_MAIN_IVR.PACT_GenM_000 &
VBA_411_MAIN_IVR.PACT_TRN_VEO