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Authentication Flow
It will be used by voicebot to authenticate callers to answer personalized questions about their claim

Start

Thanks for trying out this new way to get help. You can still reach an agent anytime. To get started, ask me a question like "What's my claim status?" or "What does the PACT Act do for Veterans like me?"

I wonder if you can tell me why is my claim taking so long?

I can help you get more information on your claim. First, let me verify your information for security purposes. Are you the Veteran?

Authentication Flow

error_webhook_rejected

I see you have two claims on file. Is the claim about tinnitus file don December 11, 2022 the one you are calling about today?

We're working to fix some problems with our Voicebot. We're sorry it's not working right now. We can transfer you to a VA representative to help with your call. We'll connect you now.

No

Is the claim about lung cancer filed on November 10, 2022 the one you are calling about today ?

Yes

We received your claim on November 10,2022 and your claim has a status of Gathering of evidence, review of evidence. Would you like to know what the status of Gathering of evidence, review of evidence means?

I know what it means. I want to know how long it will take to reach a decision.

Yes I would like that ?

error_webhook_unavaialble

The amount of time it takes to review your claim depends on the type of claim you filed, how many disabilities you've claimed and how complex they are, and how long it takes us to collect the evidence needed to decide your claim. We are working to decide every claim as quickly as possible.

Do you have any other questions about your claim ?

We're getting evidence from you, your health care providers, government agencies, and other sources. We'll review the evidence and let you know when we've made a decision. What other questions can I help you with?

We're working to fix some problems with our Voicebot. We're sorry it's not working right now. We can transfer you to a VA representative to help with your call. We'll connect you now.

I need to know the timeline to plan my finances. I am going through hardship currently.

Nothing. That will be all, thank you

END

At this time, we don't have an estimated completion date for your claim, but we are working to resolve your claim as quickly as possible. On our website, there is an average timeline for after you've filed your claim.

What other questions about your claim can I help you with?

Thanks for calling VA. Goodbye.

END

I know you are not able to help me at all. I feel like you are good for nothing. I just wasted my time with you !@*@;U#(:P(_)_)s&^^. You keep saying what can I help you with, when you &*&^%$#@ very well know that you are useless. I just need a timeline and you are giving me a runaround.

I think I should talk to an agent

I can look it up Thank you

error_longutterance1_firstdefaultflow_start

I'm having trouble understanding what you're asking. You can ask me something like "What's my claim status?" or "What is PACT Act?" Can you try again?

Okay, please hold while I place you in a queue to talk to a VA representative. It might take a few seconds to connect. Goodbye.

What other questions can I help you with? If you don't have any other questions, you can either hang up or say 'I don't have any other questions.'

Agent TRANFER

Nothing. That will be all, thank you

OMG if you are doing the same thing again. I just asked you a question and you are asking me to ask that again. As if you are going to have different answer this time . @#$%^&**^%%$#@#$%%%^&^&*"&^%$#@

Thanks for calling VA. Goodbye.

error_longuterance2_seconddefaultflow_start

END

I didn't get that. Try asking something like "What does my claim status mean?" or "What is the new law about toxic exposure?" Can you try again?

You know what. I am done with you. I would like to talk to an agent.

You know its, no point.

Okay, please hold while I place you in a queue to talk to a VA representative. It might take a few seconds to connect. Goodbye.

CALLER DISCONNECT

Agent TRANFER

PactAct_flow1_v2 | PactAct_flow2_v2 | **claim_auth_flow1_v2** | claim_auth_flow2_caregive… | prcs_auth_flw | error_nomatch | error_noinput | error_longutterance | error_outofscope | msg_auth | error_w

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