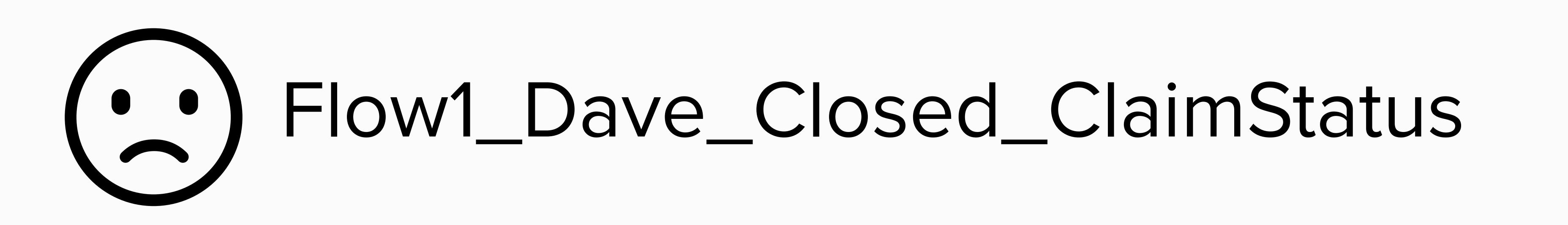
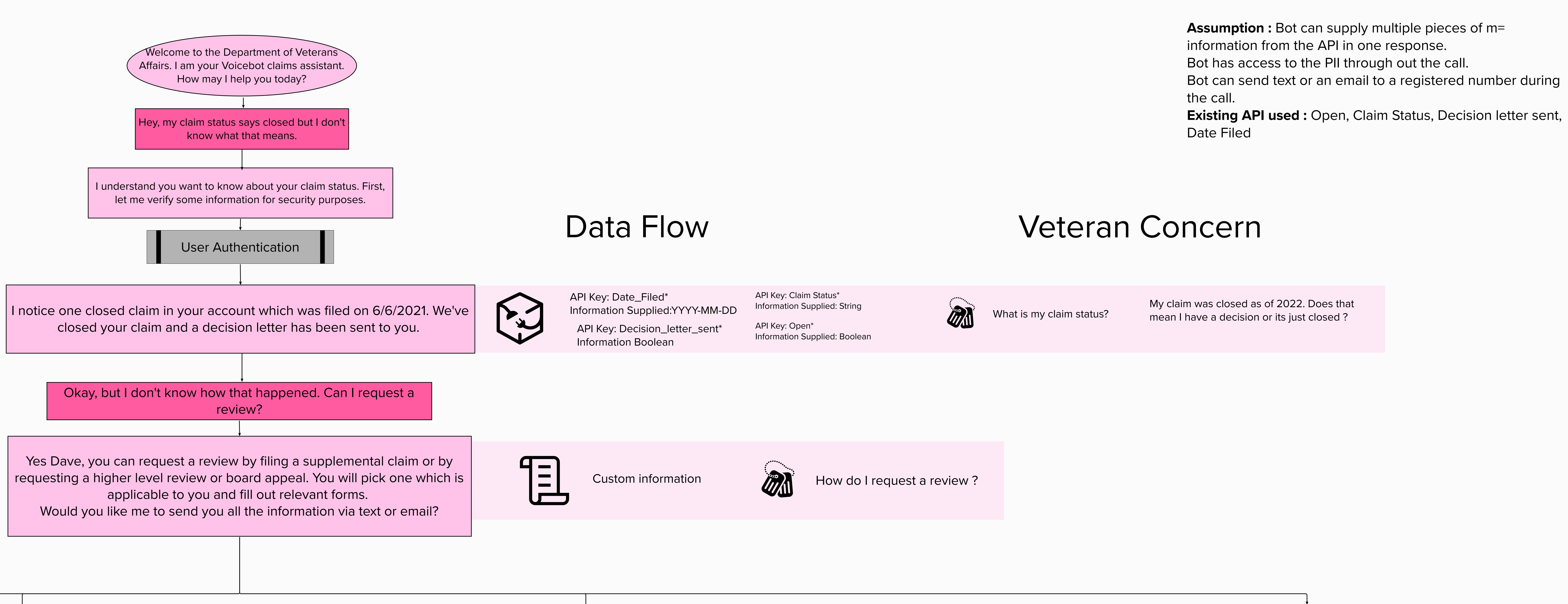
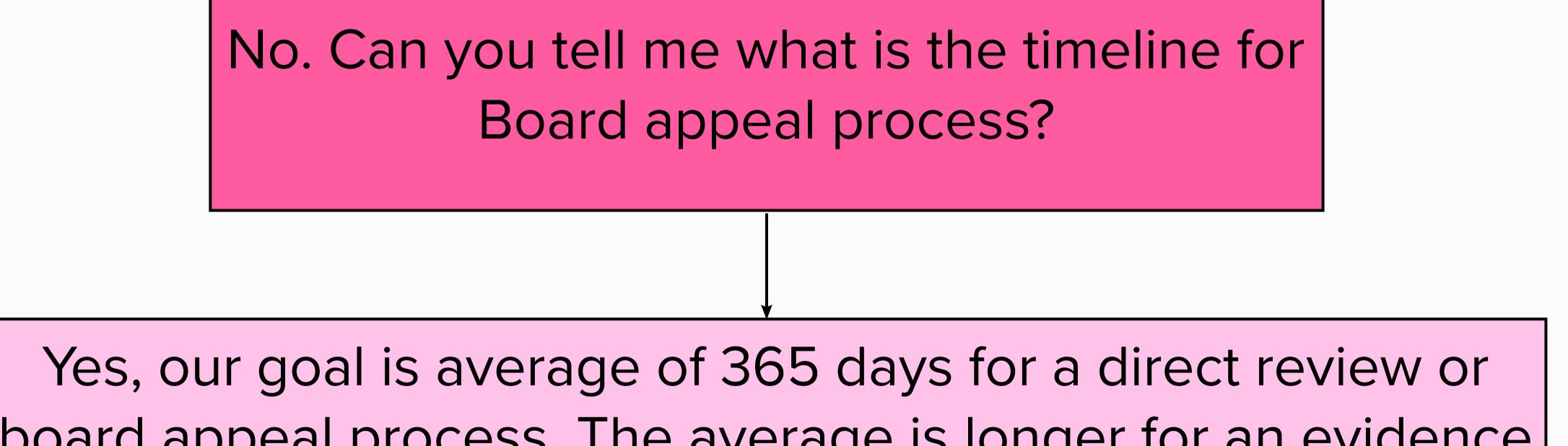
Main Questions: What does my claim status Mean? (3b) My claim was closed as of 2022. Does that mean I have a decision or its just closed? (3a)

How do I request a review? (4a)

What is the length on direct review claim? (2e)







board appeal process. The average is longer for an evidence submission or a hearing. Is there anything else I can help you



Custom information

I would like to understand which

*assumption:

of info at one time

bot is able to supply two pieces

My apologies. Currently, I am not able to help you with this. I can transfer you to an agent who can help you. Would you like that?

*assumption: bot has access to PII information.

bot is able to send text to the registered number.

Sure. I am sending a text to the cell phone number on your account, ending in 7654. with the details. Is there anything else I can help you

Custom information

Yes, can you send the information to my son's number at 769 444 5496. So he can help me.

Scenario: Dave calls the Voicebot wanting to know about

also wants to know if he can start a review process for the

same claim.

why his claim status is closed and what it means to him. He

My apologies. Currently I am not able to help you with this. I can transfer you to an agent who can help you. Would you like that?