

HELPFUL HANK



“

I really want to figure out the VA system not only for myself but also for my Veteran friends who are also struggling.”

Draft - Internal VA - Decision not final

Omnichannel Personas for Voicebot Claims Assistance

Blind, deaf, and wheelchair bound; a Veteran with a history of neglect from the VA, he wants to learn how his claims experience can benefit other Veterans

Despite his limitations, Hank is one of the most cheerful Veterans that you will meet. He struggles with his Service-Related disabilities and wants to learn more about the claims process to help his fellow veterans. Unfortunately for Hank, he finds that the claims process information is very difficult to find. Hank typically will try to use any other resource he can than go to the VA but he knows for some, that is not an option. Hank is hoping to get more information on his own claims while gathering evidence for his fellow veterans with similar service related disabilities. Hank is currently trying to update his pre-existing claims and submit sufficient evidence on his claim.

Technology Comfort Level



“It’s not that difficult, I just don’t enjoy it.”

Demographics

75 Years Old

Rural

Blind, Hearing Impaired, Wheelchair

80 % Service Connected disability

Channel Interactions



Email, Phone Agent, Voicebot, Video Call

Voicebot Use Cases

- Claims and Appeals
- Accessing Resources
- Triage; Transfers
- Networking

Pain Points

- Collecting and submitting evidence
- Evidence information
- Timeline specifics
- Feels that VA is not very accessible

How Voicebot can help Hank...

- Making sure the Voicebot is accessible for all people (following NLU accessibility guidelines)
- Knowing our evidence gathering capabilities and making that abundantly clear
- Quick way to getting him to the necessary channels