Voicebot
NCC Proof of Concept (PoC)

September 22, 2022

POC Goals

NCC VBA Voicebot Strategic Outcome: Convert the current voice model (partial conversation) and menu tree navigation options to a full Conversation UI model to assist with triaging, navigation, and self-service while improving customer experience.

POC Goal: Develop and test a natural language understanding (NLU) telephony platform to triage inside the existing IVR tree navigation system to address NCC VBA's highest call volume request (compensation claims status) to a fixed number of Veteran callers. The benefits of which are:

1. Providing a better Veteran experience by reducing the burden of navigating tree-based IVRs.
2. Increasing the amount of time agents have available for complex requests by reducing the routine call volume historically passed to the call center.

POC Scope

The Voicebot will prompt the NCC VBA Veteran caller to state their concern or question, identify the caller's intent using artificial intelligence, and respond accordingly using data retrieved from API(s), custom content, or routing the caller to the correct live agent.

The requests the Voicebot will support are:

1. General Claim Status – answer questions related to compensation claims
2. Personalized Claim Status – answer inquiries about the status of a Veteran's open compensation claims
3. PACT Act – answer basic PACT Act questions
4. Triage – route a certain percentage of callers to the appropriate IVR flow

Claim Status Intents

Personalized Claim Status Intents (information provided by Claim Status Tool on VA.gov):
1. When did I file my claim?
2. Is my claim still open?
3. What is the status of my open claim?
4. What does my claim status mean?
5. Do I need to upload more documents for my claim?
6. What document do I need to upload? *
7. Has a decision letter already been sent?

General Claim Status Intents:
1. When can I expect a decision / How long does it take for a decision to be made for a claim?
2. Why is a decision for my claim taking so long?
3. How do I upload / send more documentation?
4. What does a claim status of [ABC] mean?
5. How do I know if my documents were uploaded?
6. How do I find my claim history?
7. How do I get a decision letter?
8. How do I check the status of a claim for my patient / family member?
9. What does form [XYZ] mean?

Assumptions

The Voicebot will:
1. Use the existing version (v1.0) of Lighthouse Benefit Claims for providing personal claim status information.
2. Collect and pass call data to a live agent if hand-off is necessary.
3. Retain call transcripts for analysis and process improvement.
4. Integrate into existing NCC IVR.
5. Triages calls between handling all compensation claim inquiries and legacy IVR endpoints.
6. Handle outbound SMS or emails to callers with form links, summaries of the call, etc.
7. Utilize existing caller authentication process.

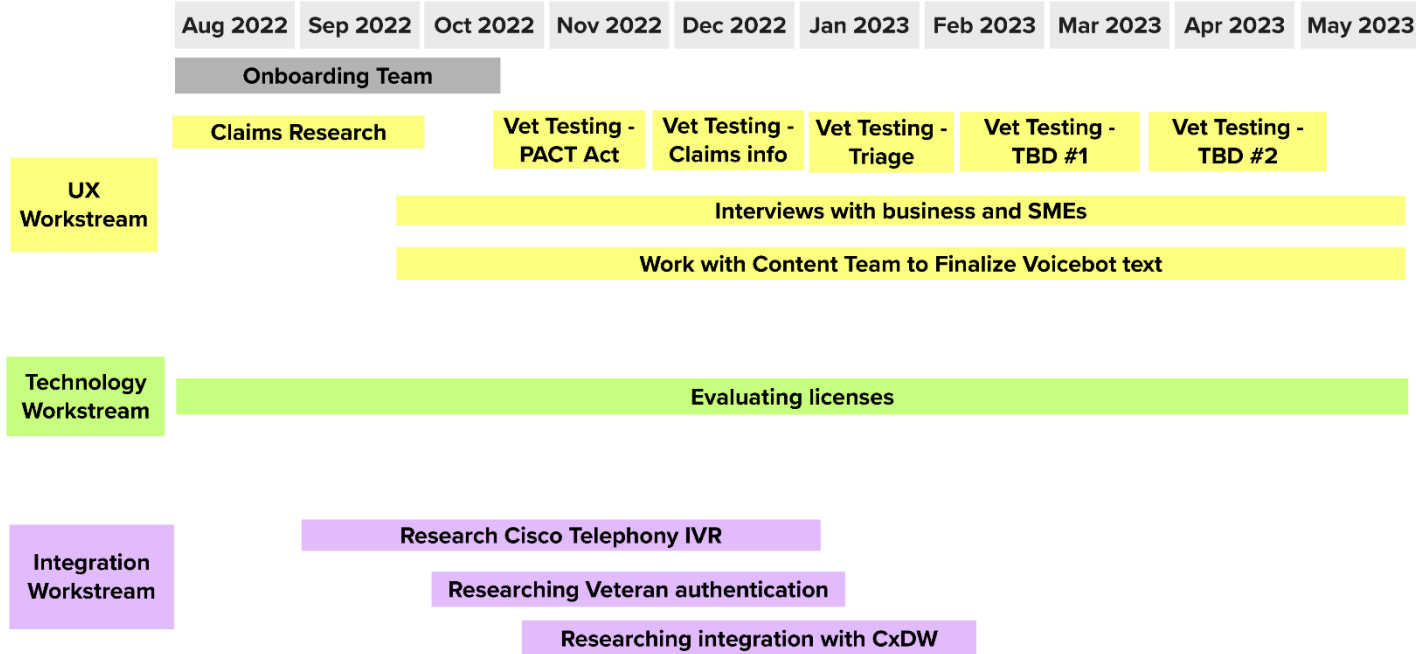**The VA will:**
1. Select platform, procure licenses, and set up environment on VA side for development/testing.
2. Collaborate with Voicebot team for content development related to claims information and PACT Act.
3. Lead the ATO process with assistance from Voicebot team.
4. Provide means to facilitate caller authentication.
5. Assist in determining Voicebot placement and integration within NCC IVR.

Voicebot - Project Timeline

NOTE: This timeline is tentative - the project has yet to procure licenses for the Voicebot platform

	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023
	Onboarding Team									
	Claims Research			Vet Testing - PACT Act	Vet Testing - Claims info	Vet Testing - Triage	Vet Testing - TBD #1		Vet Testing - TBD #2	
UX Workstream		Interviews with business and SMEs								
		Work with Content Team to Finalize Voicebot text								
Technology Workstream		Evaluating licenses								
Integration Workstream		Research Cisco Telephony IVR								
		Researching Veteran authentication								
		Researching integration with CxDW								

Current VBA NCC Main Menu Flow

"If you are interested in trying out our experimental Voicebot, press 1"

Begin:
1-800-827-1000
or
1-866-258-0341

→ **Welcome Message** → **VCL Message** → **PACT ACT** → **Payment Self Service Message** → **Spanish Option** → **VBA Speech Input Message**

"Welcome to Department of Veteran Affairs Telephone Assistance Service. For VA information via the internet, please visit our website at www.va.gov."

"If you are having thoughts of suicide, press 7 now to be connected with the veteran's crisis line, or you may call 1-800-273-8255, and then press 1."

"PACT ACT TEXT' PRESS 2

"If you are calling to enroll in direct deposit or to update your existing direct deposit information, please consider making this change at va.gov. The va.gov website is the fastest and most secure method to update your direct deposit information."

"Para Español, oprima numero dos"

"For benefit questions, please say in one or two words the reason for your call. Common examples are claim status, update account, request letter, Spanish, and report of death. If you would like to hear a longer list of options, say list. You may also say help at any time. To select options using numbers, press 9."

Voicebot Integration into Current System

Voicebot

Claim status

How can I help you?

I can help with Claims Status, and PACT
For something else, press 8.

If you would like to hear a longer list of
options, say list. You may also say help at
any time. To select options using numbers,
press 9."

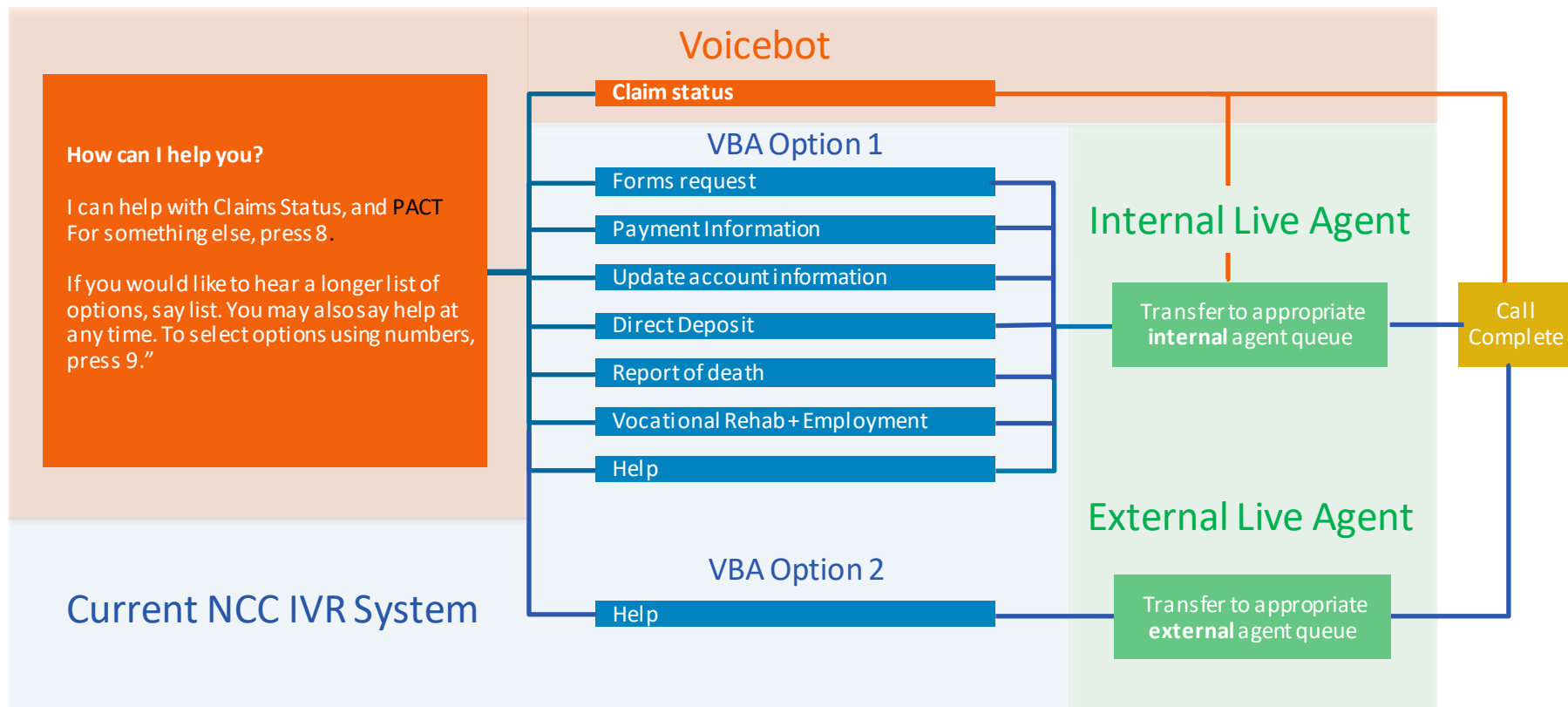## VBA Option 1

Forms request

Payment Information

Update account information

Direct Deposit

Report of death

Vocational Rehab + Employment

Help

Internal Live Agent

Transfer to appropriate
internal agent queue

Call
Complete

External Live Agent

VBA Option 2

Help

Transfer to appropriate
external agent queue

Current NCC IVR System

Questions

1. When the Veteran calls into NCC, at what point will the call be transferred to the Voicebot?
2. How will the Voicebot authenticate the Veteran? Authenticate a family member / provider?
3. For providing general information, how will the Voicebot determine what information to share with the Veteran - scraping data from VA.gov or hardcode answers in Voicebot?
   1. Should Voicebot scrape if there is a question there is no set answer for?
4. How can Booz Allen assist with the ATO process?
   1. Are we aiming for a Production go-live of February 1, 2023?
5. What volume, or ratio, of callers will be routed to the Voicebot? How will we determine who participates? E.g. random, self-selection

Next Steps

1. What specific claim status intents are in Voicebot PoC scope? (candidates for consideration for future discussion)
2. Booz Allen and VA to continue researching the platform for Voicebot
3. The Voicebot team is scheduled to begin meeting with the Content team to share workflows, beginning the process of refining Voicebot responses. Booz Allen will share existing workflows to business for initial feedback.
4. The Voicebot team is scheduled to begin meeting with infrastructure team to explore how Voicebot will integrate with NCC IVR, including where and how authentication takes place.