

Test Session C

Track 1: Claims

# Welcome



**VA**

U.S. Department  
of Veterans Affairs

# Voicebot

VA's Office of the Chief Technology Officer see to improve Veteran's Benefit Administration telephone experience for Veteran and their families.

Under development is a planned Voicebot for telephone interaction. Voicebot is that is uses natural language understanding technology similar to voice interactive technology found in smart speakers - like Amazon Alexa, Apple's Siri and Google's Hey Google - that analyze someone's speech and what they are asking when it interacts with them.



VA

U.S. Department  
of Veterans Affairs



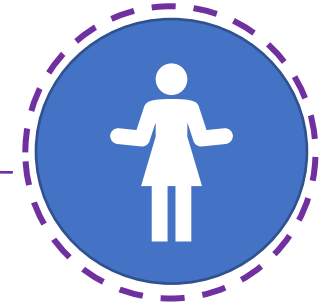
### Personal Info

- Age: 53
- Gender: Female
- Branch of Service: Army
- Location: Ohio/ Urban
- Family: Husband, 2 kids
- Service: Army



### Goals

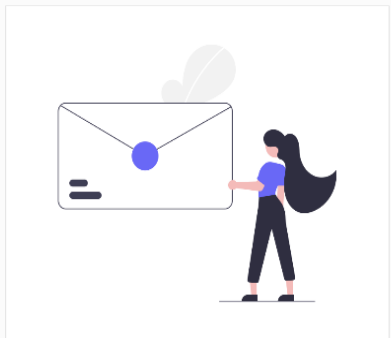
- Managing time constraints
- Submitting her claim
- Creating a more positive interaction with the VA



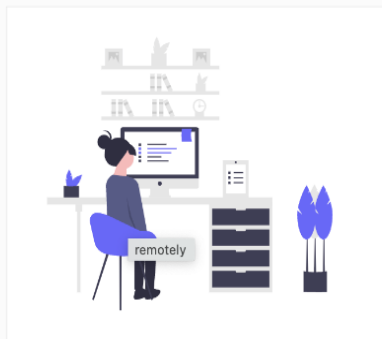
### Frustrations

- Struggles to get to the right directory at the VA
- Has not heard back yet about her claim since she turned her documentation

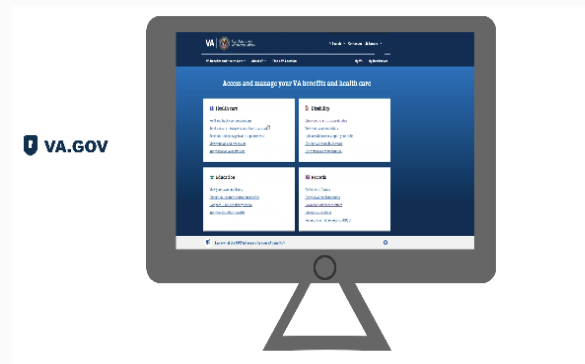
## Today...



Tati checks the mail



Tati logs into VA.gov

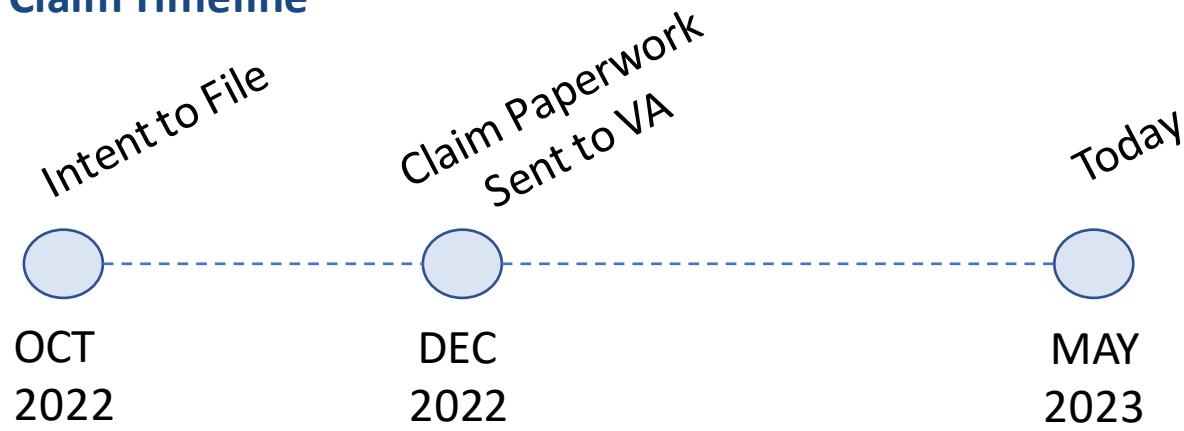


Tati view her VA.gov account



Tati calls the VA

VA Claim Timeline



Information Tati has from the VA:



Intent to File  
via mail



Items Tati has sent the VA:



DD 214



Military Medical  
Records



Military Personnel  
Records



Disability Benefit  
Questionnaire



Outside Medical Provider  
Records

Tati T. Tired	
Branch of Service	Army
Dates of Service	1988 - 2000
Deployment(s)	Kuwait
Campaign	Operation Desert Storm
Toxic Exposure	Burn pits
Service Connected Ailments Claimed	- Knee - Spinal Damage
Other Existing Conditions	- Chronic Bronchitis

Please dial **(203) 680-8708**

Turn on phone speaker

Please dial **(203) 680-8708**

Turn on phone speaker

Listen to Version 1



Listen to Version 2

# Thank You!



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of Veterans Affairs

Test Session C

Track 2: PACT Act

# Welcome



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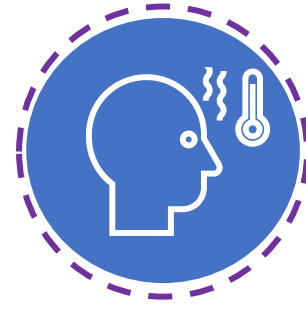
VA

U.S. Department  
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### Personal Info

- Age: 53
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### Existing Symptoms

- Knee Pain
- Back Pain
- Chronic Bronchitis
- Chest pain
- Asthma



### PACT Act

- Friend told her about it
- Wants to know what applies to her



Tati talks to friends



Tati receives a bill



Tati research PACT Act



Tati calls the VA

Please dial **(203) 680-8708**

Turn on phone speaker

Listen to Version 1



Listen to Version 2

# Thank You!



**VA**

U.S. Department  
of Veterans Affairs

# In Case of Emergency



**VA**

U.S. Department  
of Veterans Affairs



## Department of Veterans Affairs

EVIDENCE INTAKE CENTER  
PO BOX 4444  
JANESVILLE, WU 53547-4444

TATI T. TIRED  
STREET ADDRESS  
CITY, STATE ZIPCODE

In Replay, Refer To:  
File Number  
###-##-####  
Tati T. Tired

Dear TATI T. TIRED:

We received your intent to file on March 29, 2022. You indicated you would like to file a claim for compensation.

If your completed application is received within one year from the date that your intent to file was received and we decide that you are entitled to VA benefits, we may be able to compensate you from the date we received your intent to file.

If your completed application is not received within one year from the date that your intent to file was received and we decide that you are entitled to VA benefits, we can only compensate you from the date we received your completed application.

### What Should You Do?

In order for us to begin processing your claim for compensation, you must complete, sign, and return a VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits. You may also submit your claim through VA.gov. For more information regarding VA.gov, please see below. If you or your authorized representative submitted your intent to file and claim for compensation on the same day through VA.gov or the Stakeholder Enterprise Portal (SEP), please disregard these instructions as we are currently working on your compensation claim and you will be contacted if we need any additional information from you.

Intent to  
File Letter



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EVIDENCE INTAKE CENTER  
PO BOX 4444  
JANESVILLE, WU 53547-4444

TATI T. TIRED  
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Please dial **(203) 680- 8708** on speaker

Call 1 of 1

Scenario Based: Explanation of story W/  
authentication info

Social Security Number:	123-45-6689
Date of Birth:	08/03/1983
Branch of Service:	Navy