**Additional questions for Agents?**

1. Did the VB perform similarly to an agent?
2. Was the VB intro message what you’d expect? Did it sound too generic or scripted? Any additional feedback?
3. What is your overall opinion on the VA trying to use a VB to handle these types of claims or issues?
4. Do you have an opinion on Voice Technology?
5. In your experience, what do you think a caller (user)’s pain points are?
6. What would you say the caller’s general attitude is when calling?
7. Do you have any opinions on the scripted responses that agents provide?
8. Are there any utterances from users that you have a hard time identifying with?
9. Have you experienced any users with accessibility issues? How did you handle the situation?
10. Do you have any suggestions on how the VA can approve upon their services?
11. What terminology are people typically confused about?
12. What basic information generally satisfies users quickly?
13. Are there anyways that you have found that puts users minds at ease?
14. When dealing with callers, have you found a way to better their experience as a whole? If so, What?
15. Do you have any additional feedback that you think would help with the implementation and delivery of our VB’s general responses or attitude?