**Tuesday, June 6, 2023:**

9:00am - 9:30am: Introductions and Overview

* Introduction of each participant
* Overview of the purpose of the meeting and the agenda
* Clarify expectations and goals for the day

9:30am – 11:30am: Unified Communications Overview (2 hrs)

* Overview of how Unified Communications is designed
  + Enterprise Centers
* Review of call flows, SIP, SIP-refer, Cisco products
* Unified Communications roadmap and Cloud Efforts
* Design Considerations for Voicebot

11:30am – 12:30pm: Overview of Benefits & Claims (30 mins)

* Matt Self to provide Benefits & Claims project updates

12:30pm – 1:30pm: Lunch

1:30pm – 2:30pm: MyVA411

* Kate and Clive to provide MyVA411 & IDPR overview
* Opportunities for self-service within MyVA411

2:30pm – 2:45pm: Break

2:45pm – 3:15pm: Seamless Experience Overview

3:15pm – 5:00pm: Mapping out the Ideal Experience (seamless) for Voicebot Users

*Kate & Clive to provide three different use cases*

* Review Veteran personas
* Identify Veteran pain points and opportunities for improvement
* Deep dive on the customer journey map for VB

**Wednesday, June 7, 2023:**

9:00am - 9:30am: Day 2 Kickoff

* Review Day 1 roadmap
* Overview of the purpose of Day 2 and the agenda
* Clarify expectations and goals for the day

9:30am – 10:30am: Discussing CX Must-Haves

* Technical features

10:30am – 10:45am: Break

10:45am – 12:30pm: Roadmap Planning

* Discuss and plan for a three-year roadmap (in three-month increments)
  + For each deliverable identified in roadmap, teams will assist in identifying:
    - Friction points
    - Opportunities
    - Where they can help in facilitating conversations / decisions
  + Deliverables to be identified by:
    - Veteran need
    - Technical Feasibility
    - Call Center readiness
    - Department Willingness (stakeholder management)
    - Urgency
    - Feature Innovation
* Outcome: Project roadmap with 3-month increment telling us what new Veteran use cases to tackle through IVR Voice

12:30pm – 1:30pm: Lunch

1:30pm – 2:30pm: Roadmap Planning (continued)

2:30pm – 2:45pm: Break

2:45pm – 3:45pm: Data Storage

* Identify / planning where data will be stored in short-term
* Decide where data can be stored long-term
* Discuss tools which could be used across channels for metrics / data review
* Determine success metrics

3:45pm – 4:30pm: Technology

* Feasibility of today vs tomorrow
* Determine technology stack and infrastructure needed

4:30pm - 5:00pm: Wrap-up and Next Steps

* Recap of the discussions and decisions made
* Identify action items and follow-up tasks
* Clarify next steps and expectations for post-meeting activities

*1:00pm - 2:30pm: Architecture of Voicebot*

* *Discuss the proposed architecture of the Voicebot application, including the system components and integration with NCC*
* *Discuss the technology stack and infrastructure needed to support Voicebot*
* *Identify potential challenges and opportunities for scalability and maintenance*

What are use cases voicebot can help with Veteran for self-service, where call agent not needed

Self-service use cases

e.g. copy of records – veterans are looking for letters, benefit letters, DD214,

Outcome (Day 2):

Project Roadmap

10:30am - 10:45am: Break

10:45am - 12:00pm: Blockers and Challenges

* Discuss any potential blockers or challenges that could impact the project timeline or success
  + Blockers / dependencies for other channels / teams to commit to Voicebot’s timeline
* Brainstorm solutions or mitigation strategies to overcome these challenges

12:00pm - 1:00pm: Lunch

1:00pm - 2:00pm: Licensing Requirements / ATO

* Discuss the licensing requirements for Voicebot and any potential implications for the project timeline or budget
* Discuss ATO requirements / mitigation strategies
* Identify any licensing dependencies with other systems or applications

2:00pm – 2:15pm: Break

2:15pm - 3:00pm: Continuation of Licensing Discussion

* Continue discussing the licensing requirements for VB
* Identify any potential opportunities for cost savings or efficiency gains