## Speech Groups - External Transfers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Speech Group | Keywords or Phrases *Key words come from the file used in the system. Some misspellings are found in the raw file.* | Confirmation Message | Call Type Counter | External Transfer |
| Crisis Line | Better off dead, Better off without me, Not worth living, Wish I were dead, Hopeless, Cant go on, Kill myself, Shoot myself, Hang myself, Jump off a bridge, Suicide | “A crisis situation, we will transfer your call to a professional crisis counselor who will assist callers with immediate counselling assistance.” | VBA\_NCC\_VCL | VCL  585-393-8214 |
| Debt Management Center | Debt management, DMC, Waiver, Compromise, Recoup, CH 36 | “DMC” | VBA\_NCC\_MM\_DMC | DMC  800-827-0648 |
| Education | GI Bill, Chapter, School, Education information, Montgomery | “Education” | VBA\_NCC\_MM\_Education | VBA Education  888-442-4551 |
| Fiduciary | Fiduciary, Incompetent, Incompetency | “Fiduciary Information” | VBA\_NCC\_MM\_Fiduciary | VBA Fiduciary  888-407-0144 |
| NCA | Headstone, Marker, Memorial, National cemetary agency | “Headstones and Memorial Information” | VBA\_NCC\_MM\_NCA | NCA Application Assist  800-697-6947 |
| Health care | Health care, One, Health resource center, Health, Medical, Travel pay | *No confirmation message played, goes straight to transfer.* | VBA\_NCC\_MM\_HRC | VHA Member Services direct to queue  866-400-1240 |
| Insurance | Insurance, Policy, Annuity, Survivor, Life insurance | “Insurance” | VBA\_NCC\_MM\_Insurance | VBA Insurance  800-669-8477 |
| Loans | Loan guaranty, Loan, Certificate, Foreclosure, Mortgage, Certificate of eligibility, Home loan, House, Adaptive | “Loan Information” | VBA\_NCC\_MM\_LGY | VBA LGY  877-827-3702 |
| Pension | Pension, EVR, Income, Social security | “Pension” | VBA\_NCC\_MM\_Pension | VBA Pension  877-294-6380 |

## Speech Group - Internal Skill Group Transfers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Speech Group | Keywords or Phrases *Key words come from the file used in the system. Some misspellings are found in the raw file.* | Confirmation Message | Call Type Counter | Skill Group |
| Direct Deposit | Direct deposit information, Update my direct deposit, Bank account, Direct express, Update bank, Update deposit, Address change, Update my information, Change my address, Update account, Update address, Moved, Moving | “Account Changes” | VBA\_NCC\_MM\_DD | Direct Deposit |
| Appeals | Appeals, Appeal, Appeal status, Notice of disagreement, BVA,  Hearing, Status of my appeal | “Appeals Information” | VBA\_NCC\_MM\_APL | General |
| Burials | Burial assistance, Burial payment, Arrange burial | “Burial Information” | VBA\_NCC\_MM\_Uknown | General |
| Claims | Claims, Claim, Claim status, Status of my claim, Disability, Compensation, Aid and attendance, Special monthly compensation, Permanent and total, Individual unemployability | “Claims Information” | VBA\_NCC\_MM\_SOC | General |
| Dependent Maintenance | Dependency, Dependent, Spouse, Children, Divorce, Divorced, Parent | “Dependent Information” | VBA\_NCC\_MM\_DEP | General |
| Document Requests | Evidence, Check if my document was received, Received my document, Receive document, Receipt of documents | “Document Requests and Receipt” | VBA\_NCC\_MM\_DR | General |
| eBenefits | eBenefits, Online benefits, Website, DS logon, Log in, Logging in, Locked out | “eBenefits” | VBA\_NCC\_MM\_EBenefits | General |
| Forms and Letters | Forms, Request a letter, Request letters, Request forms, Request a form, Request a copy, Letter, Correspondence, Income verification, Taxes, Service verification, One zero nine nine, Ten ninety nine | “Forms and Letter Requests” | VBA\_NCC\_MM\_Uknown | General |
| General | General information, Get some information | “General Benefits Information” | VBA\_NCC\_MM\_NCCGen | General |
| Other | Other, I don't know, Something else | “Other Benefits Information” | VBA\_NCC\_MM\_Uknown | General |
| Payments | Payment, Check payment status, Pay, Missing payment, Money, CRSC, CRDP, Retroactive | “Payment Information” | VBA\_NCC\_MM\_Uknown | General |
| Sensitive Records | Sensitive seven, Sensitive | “Sensitive Records” | VBA\_NCC\_MM\_Sensitive | Sensitive 7 |
| FNOD | Report a death of a veteran, Reporting a death, Died, Report of death | “Reporting the death of a Veteran” | VBA\_NCC\_MM\_FNOD | General (Priority 3) |
| VSO | Officer, VSO, Veteran Service | “Veterans Service” | VBA\_NCC\_MM\_VSO | Veteran Service Organization (Priority 3) |
| Agent | Agent, Customer service, Customer service representative, Customer service rep, Transfer to an agent, Get me out of here, Talk to a person, Representative | Your Call and Would like to speak with an Agent” | VBA\_NCC\_MM\_Uknown | General |
| Spanish | Español, En Español, Spanish | “Your call and would like to speak with a Spanish Speaking Agent” | VBA\_NCC\_MM\_Spanish | Spanish |
| Undefined | Education counseling, Career counseling, Job Placement, Hiring, VRE (Is heard as one word ‘VRE’ not ‘V-R-E’), VR&E, Vocational Rehabilitation, Career planning, VA Solid Start, Solid Start, Transition | *These terms all skip a confirmation message and go straight to the agent queue.* | VBA\_NCC\_MM\_NCCGen | General |
| No Input |  | *If the system cannot understand after two tries, it will transfer to the general skill group. The system will skip the confirmation message if it does not understand.* | VBA\_NCC\_MM\_NoInput | General |
| Unable to Understand |  | *If the system cannot understand after two tries, it will transfer to the general skill group. The system will skip the confirmation message if it does not understand.* | VBA\_NCC\_MM\_NoMatch | General |
|  |  |  |  |  |

## VBA Options 1 Menu - Internal Skill Group Transfers

|  |  |  |  |
| --- | --- | --- | --- |
| Touchtone Option | Confirmation Message | Call Type Counter | External Transfer or Skill Group |
| 1 | “Claims Information” | VBA\_NCC\_MM\_SOC | General |
| 2 | “Forms and Letter Requests” | VBA\_NCC\_MM\_Uknown | General |
| 3 | “Payment Information” | VBA\_NCC\_MM\_Uknown | General |
| 4 | “Updating Your Account Information” | VBA\_NCC\_MM\_Uknown | General |
| 5 | “Account Change” | VBA\_NCC\_MM\_DD | Direct Deposit |
| 6 | “Burial Information” | VBA\_NCC\_MM\_Uknown | General |
| 7 | “Vocational Rehabilitation & Employment” | VBA\_NCC\_MM\_NCCGen | General |
| 8 | *No message, goes to VBA Options 2 menu* |  |  |
| 0 | *Skips confirmation message, gores straight to agent* | VBA\_NCC\_MM\_NCCGen | General |

## VBA Options 2 Menu – External Transfers

|  |  |  |  |
| --- | --- | --- | --- |
| Touchtone Option | Confirmation Message | Call Type Counter | External Transfer or Skill Group |
| 1 | “Education” | VBA\_NCC\_MM\_Education | VBA Education  888-442-4551 |
| 2 | “Insurance” | VBA\_NCC\_MM\_Insurance | VBA Insurance  800-669-8477 |
| 3 | “Loan Information” | VBA\_NCC\_MM\_LGY | VBA LGY  877-827-3702 |
| 4 | “eBenefits” | VBA\_NCC\_MM\_EBenefits | General |
| 5 | “Debt” | VBA\_NCC\_MM\_Uknown | General |
| 6 | “Healthcare” | VBA\_NCC\_MM\_Uknown | General |
| 7 | “Pension” | VBA\_NCC\_MM\_Pension | VBA Pension  877-294-6380 |
| 8 | *“Headstones & Memorial Information”* | VBA\_NCC\_MM\_NCA | NCA Application Assist  800-697-6947 |
| ***0*** | ***0 option not yet turned on for agent out*** |  |  |

## VBA NCC Scripts

|  |  |  |
| --- | --- | --- |
| Script Title | Script | Notes |
| Welcome Message | "Welcome to Department of Veteran Affairs Telephone Assistance Service. For VA information via the internet, please visit our website at [www.va.gov](http://www.va.gov).” |  |
| VCL Message | "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.” |  |
| VCL Confirmation | “You are going to transferred to the Veteran’s Crisis Line. If this is an error, press star now to go to the main menu, otherwise remain on the line.” |  |
| External Transfer Message | "Please hold as we transfer your call. You may experience a few seconds of silence during this time." |  |
| Direct Deposit Message  *On Demand Message* | "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.” | Non-skippable |
| Payment Self Service Offer Message | "You have reached the VA Benefits assistance service. If you would like to use our self-service options to hear your most recent payment information, press 1 now." |  |
| Spanish Option | "Para Español, oprima numero dos" |  |
| VBA Speech Input Message | "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.” |  |
| Help Message | "Please say in one or two words the reason for your call. If you would like to hear a menu of options please say menu or press 1. You may also say agent to speak to an agent." |  |
| VBA Speech Input List | "You can say Claims Status, Appeals Status, Direct Deposit, Request Forms, Payments, Address Change, Burial Assistance, Vocational Rehabilitation and Employment. Other options are Education, Insurance, Home Loans, eBenefits, Debt, Healthcare, Headstones, Memorial, Pension, or Something Else.” |  |
| VBA Options 1 | “Press or say 1 for status of a claim. Press or say 2 for forms request. Press or say 3 for payment information. Press or say 4 to update account information. Press or say 5 for direct deposit. Press or say 6 for burial assistance. Press or say 7 for vocational rehabilitation and employment. Press or say 8 for more options. To repeat this menu, press the star key or say repeat. Press pound to return to the main menu.” |  |
| VBA Options 2 | "Press 1 for education. Press 2 for insurance. Press 3 for home loans. Press 4 for eBenefits. Press 5 for debt. Press 6 for healthcare. Press 7 for pension. Press 8 for headstone or memorial information. To repeat this menu, press the star key or say repeat. To return to the previous menu, press the # key or say previous." | Poorly read by the IVR |
| Option Confirmation | "You said you wanted assistance with <SPEECH INPUT GROUP CONFIRMATION MESSAGE>. Say yes to confirm. Say no to try again.” | See Speech and Touchtone Input options for the verbiage used in the confirmation message for each option. |