# Conversation Guide

*Start recording.*

* I have started recording. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Sure.

## Warm-up Questions (Optional) - 5 minutes

* What is your experience with VA.gov? So so, its been good. I mean to some degree. I wish everything was synced where you wouldn’t need to login multiple times. Two years ago was the first time using va.gov.
* Have you ever needed information about claims? Absoutely
* What information about claims do you look for? Well I have filed a claim on va.gov and uploaded documents/pictures to support the claim. Whole claims process son va.gov.
* How do/ [would] you usually find information about your particular claims? I would go to check claim status. Well if I am not mistaken the link is on the right side to check claim status and it populates on the left right then it gives you some infomraiton that someone of average intelligence should know what to click on form there. There are three tabs at the top and one is details but I don’t remember the other ones.

## First Task: [Finding the chatbot] - 5 minutes

1. Can you describe what contact options there on this page? Ask va, call, call local va, FAQ, online tools, va virtual agent.
2. What does the option in the grey box represent… where would that take you? I would expect it to pop up to something that we are going here but expect it to be a robotic type of information rather than a human
3. What is your experience with chatbots been like? I think as far as generic questions they are equipped to handle.
4. Based on your experience,
   1. Where would you expect to find the access point to a chatbot on a web page? Well typically theres a chatbox in the right had and hopefully it isnt to intrusive and doesn’t take much space. If I don’t want to chat I minimize it to make it disappear. I didn’t say it was ideal but its where it is typically at, sometimes I see it at the top and for someone that isnt computer savvy. I think it would be closer to ideal. I have seen chat boxes at the top that you click the icon to start a chat but thinking of older veterans like myself they may not know and do what they can do just to login. It might be stretching their comfort level just logging in.

Let’s go ahead and click on the shaded box option

1. Have you seen/used the chatbot of VA.gov? Um I don’t remember doing it off the top of my head.
2. Expect this result: I didn’t really have an expectation. It was the unknown territory but I like where it went.

## Second Task: [How to sign in/Sign out] - 5 minutes

1. Where did we end up?
2. Did that last click take you where you expected to go?

We’re going to take a pause now- just for your awareness, you’re now going to assume the dummy personality of Hector. Hector has a few claims with VA and is looking to find out more about them. As a warning, the typing function is turned off, so we’re going to speak through the steps and I’ll instruct you on when and where to click.

1. Let’s say you wanted to use the chatbot to find information about your latest claim. If you were going to type something into that chat, what would you input into the chat window to get that information? Claim information.
2. OK and what kind of reply would you expect? Well I didn’t but here’s why. I have had a bunch of claims and called a lot. When you get the bot or the voice menu, you ask for claim status to get connected to a human or to get to the next step then it goes to claims information. It seems like it is similar to the phone call through the menu.

Alright… let’s talk about what happened there

1. Can you describe what the chatbot responded? Well its welcome to virtual agent and that I can ask questions such as claims status, dental available.
   * What other options has it presented you with? It looks like I can sign in to see the claim status or check appeal or claim status or ask something else.
2. What would you do next? Would you sign in? I would sign in if I wanted to check the status. There are only two options, sign in or ask something else so if that’s my objective I would sign in.

Let’s say, for a moment, if you didn't want to sign in. You’re in a rush perhaps.

1. How would you proceed to continue with your claims search? Um, I would check the va claim or status appeal page.

Let say you /did/ want to sign in and continue.

1. How would you do it? If I went to sign in and continue in the chatbox, I would click sign in.

OK! Before continuing to sign let’s talk about:

1. What you expect as the chatbot’s next step to you [performing sign in step]? I would expect it to lead me deeper into the box otherwise it wouldn’t make sense to have the link to check status or appeal page.

\*User clicks Sign in, takes to VA.gov Login page, if necessary guide to walkthrough.

1. Great! Now tell me where that click took us? It gives us the sign in page.
2. What feels like the next step to continue signing in? I could use either of them because I have logins to all three. I don’t know the login.gov, I haven’t seen that before.

Alright go ahead and click that ID.me second option down.

## Third Task: [Receiving the answer] - X minutes

\*Replies appear\*

OK great!

1. Can you describe what happened after you clicked that ID.me button? I have a compensation claim on such date and it has been received, remember to sing out and remember what to do next. Speak with agent check appeals, ask question.
2. Do you notice if anything has changed about the chat or browser window between the last screen and this screen? Uh, you’re talking about with some other company. Well I mean va virtual agent and the chat box itself is new to me.

I imagine you’ve signed into accounts online before. What’s the last sign in experience you had? Uh, the last sign in experience I had was with myhealthevet.

1. What are some things you noticed that time that indicated you were signed in? Well the sign in option wasn’t there my name was at the top.
2. Is it important to you to know you’re signed in? Yes. Well I know I am signed in for one thing and I can go to the different tabs depending on my objective.
3. [If they know they’re signed in] What are some details that signify that you’re signed in? Yes just like hector’s name at the top here.
4. Other indicators you can see: well I mean beside the chat box and welcoming hector to the page there I cant think of any off the top of my head.
5. Without clicking anything, what would you do next? Not if that had given me the infomraiton I was seeking.

## Fourth Task: [Reading the sign out reminder] - 5 minutes

OK great- Let’s say you chatted with the bot and got all you needed.

1. How would you sign out? Well me personally I would just close out of the page, that’s how I would sign out but I am sure if you click the name there is probably a sign out option.
2. Are there any other ways would you expect to sign out: I guess if the chatbox had a sign-out button int here that would be handy. A 4th option for signing out would be good there.

## Fifth Task: [Sign out] - 5 minutes

\*Ask to click on the Sign out Hector space”

1. OK – can you describe what’s happened? We have ended at the home page.

Let’s say Hector wasn’t quite finished chatting.

Without clicking anything yet,

1. What would you -as hector- do next to get back to the bot? I would sign in.

Let’s say you knew right were to click to get back to it.

1. What would you expect the chatbot screen to look like? Probably like it did at the beginning.

Alright. We’re going to cheat a little- could you please click on the VA logo on the upper left of the screen?

\*Navigate back to the start via the VA.gov header logo.

1. What would you expect the chatbot to say when re-accessing it? I would expect it to start form scratch like it did because hector said goodbye.
2. Let’s say you had to sign in again to keep going like we had to last time, how would it make you feel? Uh it’s okay I mean they time out anyway if you are inactive for a brief time period so I sign in frequently when I am messing around with it.
3. OK Now let’s say you signed in again and the chatbot hadn’t retained the chat history, how would you feel about that? I wouldn’t expect it to.
4. What if it did keep the chat history: I could take it or leave it either one.

## Post-Task Interview - X minutes

OK that’s it for the prototype. Next up, I’m going to ask you a series of questions to gauge your experience today. <https://forms.gle/jK1dfYtxECgeb5Zu5>]

1. I think that I would like to use this system frequently: Well I am a frequent flyer and use it very frequently so yes.
2. I found the system unnecessarily complex: I did not.
3. I thought the system was easy to use: I would say yes for me personally.
4. I think that I would need the support of a technical person to be able to use this system: I wouldn’t need support.
5. I found the various functions in this system were well integrated : I thought it was very well integrated.
6. I thought there was too much inconsistency in this system: Uh no.
7. I would imagine that most people would learn to use this system very quickly: I think most people that are in-depth with the existing system wouldn’t have issues.
8. I found the system very cumbersome to use:  Since I am a frequent flyer I know how to board the plana nd va.gov website. I am good with it.
9. I felt very confident using the system :
10. I needed to learn a lot of things before I could get going with this system: Not at all.

**Now for these you’ll just answer in your own words**

1. How do you feel about the voice and tone of the responses you received? I thought it was fine. It was warm and fuzzy and friendly to me. It made me feel like Goldie locks, it was just right.
2. Was it clear what all the buttons did (button labels) or where all the links went? Yes
3. Would you rephrase any of the buttons? No
4. Based on your experience today, are you willing to use the chatbot again? Absolutely.
5. What additional feature to the chatbot would improve your experience? No more than the one I already told you.
6. Do you have any other feedback you'd like to share? Well I doubt it is likely that one more button could be added before how long until the decision to the claim or what’s the next step to my claim.
7. One step further than just the status: I don’t know anything right off hand.
8. Any questions for me? When can we expect this to roll out.

## Thank-You and Closing - X minutes

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session? If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!