

VA



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VA offers electronic virtual assistant for Veterans to connect faster with counselors

WASHINGTON — The U.S. Department of Veterans Affairs (VA) announced today a new artificial intelligence platform designed to enhance customer service and provide timely responses to Veterans.

The electronic Virtual Assistant (e-VA) allows Veterans to receive a timely response to basic questions, automated alerts, follow-up messages, appointment reminders and the ability to schedule and reschedule appointments.

“For our Veterans, e-VA means communicating with more flexibility and convenience and the ability to connect with our counselors and staff via text and email,” said VA Secretary Robert Wilkie. “For VA, e-VA connects with our Veterans, efficiently handles administrative functions, works with our case management system and also provides management with additional reporting tools.”

The Veterans Benefits Administration’s (VBA) [Veteran Readiness and Employment \(VR&E\)](#) Service released e-VA in a staggered approach to four VBA districts — Southeast, Pacific, Continental and Northeast — with the completion of the national deployment Aug. 11.

The platform provides modern, streamlined and responsive customer service support to VR&E Veterans, as well as automates routine administrative activities for VR&E Vocational Rehabilitation Counselors and staff.

Participants will be allowed to submit documentation from a smartphone, tablet or computer. Additionally, all correspondence through e-VA will be included in the Veteran’s electronic file.

Veterans receiving VR&E services will receive a text message or an email introducing e-VA as VR&E’s new electronic Virtual Assistant. Veterans must opt-in to start using the service. Upon opt-in acceptance e-VA will be available immediately.

Visit [VR&E](#) for more information.

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