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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