

The Customer Experience (CX) Mindset Live Chat Script

Speaker	Transcript
VA Employee	"Good morning, Department of Veterans Affairs, my name is Gina Lee. How can I help you?"
Veteran Caller	"Good morning, I have a question about my claim. I just don't understand what's going on with it."
VA Employee	"Let me see how I can help you find out what's going on with your claim today. Can I ask you a few questions to verify your account?"
Veteran Caller	"Sure."
VA Employee	"Great, thank you. What is your claim number or social security number?"
Veteran Caller	"555-55-5555."
VA Employee	"Thank you."
<i>There is a slight pause while the VA employee retrieves the Veterans records from the system.</i>	
VA Employee	"Are you Smithy Jones?"
Veteran Caller	"Yes. I'm at my wits' end. I either get a long letter that I don't understand, or I don't hear anything for weeks, and it makes me think VA dropped the ball and forgot about me."
VA Employee	"I'm sorry you're experiencing frustration with obtaining the information you need. Let me see what information I can provide for you."

	<p>"I'm sorry you're experiencing frustration with obtaining the information you need. Let me see what information I can provide for you."</p> <p>"I see that you filed for a higher-level review of the VA decision you received last month and that you requested an informal conference with the higher-level reviewer."</p>
Veteran Caller	"Yes, I remember doing that."
VA Employee	"Good. Let me tell you what's going to happen next. VA will make two attempts to contact you to schedule the informal conference with a higher-level reviewer during the time frame you indicated on the form."
Veteran Caller	"Do I have to have all my information together at that time?"
VA Employee	"No, you don't. This is just the scheduling telephone call. You will need to have that with you at the time of your informal conference."
Veteran Caller	"Ok."
VA Employee	"Next, the higher-level reviewer will call you at the agreed upon time to discuss any errors of law or fact in your case."
Veteran	"I see. Thank you so much for giving that information. I feel a lot better knowing what is going to happen next."
VA Employee	"That is great! Is there anything else I can do for you today?"
Veteran	"No. That is everything for today. Thanks again!"
VA Employee	"It's my pleasure and thank you for your service!"