

# VA



**U.S. Department of Veterans Affairs**  
Veterans Benefits Administration

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## **Electronic Virtual Assistant (e-VA)**

### **Electronic Virtual Assistant (e-VA) Description**

The Veterans Benefits Administration (VBA), Veteran Readiness and Employment (VR&E) Service is now using an electronic Virtual Assistant (e-VA). e-VA is an artificial intelligence platform providing modern, streamlined and responsive customer service support to VR&E Veterans, as well as automating routine administrative activities for VR&E Vocational Rehabilitation Counselors (VRC) and staff.

e-VA streamlines communications through text message and/or email to provide Veterans:

- Timely responses to basic questions
- Schedule and reschedule Veteran appointments
- Receive automated alerts
- Follow-up messages and appointment reminders
- Submit documentation (via smartphone, tablet or computer)

Additionally, all correspondence for a Veteran within e-VA will be captured and saved in that Veteran's record in VR&E's case management system. VRCs and staff will find additional tools for case management support and data reporting in the new electronic system.

Veterans who are receiving VR&E services have the opportunity to opt-in to this new application. To get set up with e-VA, Veterans will receive a text message or an email introducing e-VA as VR&E's new electronic Virtual Assistant. Communication through e-VA is optional and opting in is necessary to start using the service. Upon opting in, the benefits of e-VA will immediately be made available.

## **Direct Benefits of e-VA**

e-VA is private and secure.

e-VA is an optional service for Veterans. Under this new application, Veterans enrolled in VR&E who have decided to opt-in to e-VA will be able to:

- Communicate with more flexibility and convenience on their smartphones, tablets, or computers
- Obtain timely responses to basic questions
- Schedule and reschedule appointments, as needed
- Receive automated alerts, follow-up messages, and appointment reminders
- Submit documents, such as grades, schedules and other important documents
- Connect with their counselor via text and/or email

For VR&E counselors and staff, e-VA will reduce time spent performing routine case management tasks by automating follow up appointments with Veterans as well as documenting correspondence and interactions within VR&E's case management system.

## **VA Transformation**

VR&E continues to excel in offering a wide array of benefit delivery options that provide modern, streamlined, and responsive service delivery to Servicemembers, Veterans, and their families. VR&E's ultimate modernization goals are to move into a digital and paperless environment and sunset any legacy information technology tools that are still being utilized. e-VA is a key step in achieving these goals.

### **For more information:**

- Contact a local VA Regional Office to speak with a VR&E representative. You can find the closest VA Regional Office here: <https://benefits.va.gov/benefits/offices.asp>
- Call 800-827-1000
- Visit <https://www.va.gov/vre/>