

VA CONTACT CENTERS IN FY 2022

October 1, 2021 - September 30, 2022



U.S. Department
of Veterans Affairs

To help improve the Department of Veterans Affairs (VA) contact center customer experience, VA established the Enterprise Contact Center Council (ECCC) in 2018. This effort arose after customers reported a confusing, inconsistent response when navigating over 1,000 VA toll-free numbers and multiple VA contact centers.

The ECCC improves touchpoints with military service members, Veterans, their families, caregivers, and survivors by modernizing VA contact centers—a dynamic multi-year journey that considers new information along the way while continually learning, growing, evolving, and improving customer experience.

Some VA contact center Fiscal Year (FY) 2022 customer experience improvements include:

- Expanded available communication options (omnichannel) by launching [VA's Chatbot](#) and [Ask VA](#).
- As part of VA contact center modernization efforts, deployed an updated telephone system and software tools in eight VA contact centers.
- Transitioned the Veterans Crisis Line to a new three-digit number (988), offering Veterans an easy-to-remember way to access crisis support.



LET'S TALK

Call **1-800-MyVA411** (1-800-698-2411)



LET'S HELP

Have Questions? Visit [Ask VA](#)

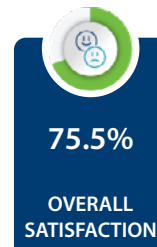
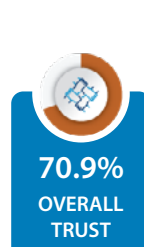


LET'S CHAT

Use [VA's Chatbot](#) to find specific information

VA Contact Center FY 2022 Highlights

VA CONTACT CENTER FY 2022 TRUST SCORES



50M+ calls answered in FY 2022, with 72.7% of customers indicating on satisfaction surveys that their need was met the first time they contacted VA.



717K+ calls answered by the Veterans Crisis Line (Dial 988, then Press 1), a new easy-to-remember way to access crisis support.



356,000 inquiries received with **98% resolved** through [Ask VA](#).



167K+ calls to National Call Center for Homeless Veterans.



17 additional VA contact centers integrated customer experience surveys, reaching **86% enterprise-wide survey implementation**.



40,000+ customer interactions with [VA's Chatbot](#) since its launch in March 2022.



18,000+ callers received information from VA contact centers about the Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act of 2022.



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VA is here for you. Call **1-800-MyVA411**
or visit [VA.gov/contact-us/](https://va.gov/contact-us/)

Download the **VA Welcome Kit**
[VA.gov/welcome-kit/](https://va.gov/welcome-kit/)

Sign up for **#VetResources** weekly emails
[VA.gov/vetresources/](https://va.gov/vetresources/)

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