**Chatbot User Feedback**

Overall impression:

* Seems like a useful tool

List of bugs/issues identified:

Other suggestions for improvement:

* I would make the links open in a new tab by default. Otherwise, when I click back, it starts the chatbot from the beginning.
* Not sure if it’s within scope of the project, but I’d recommend adding a list of all the resources you mention in a column to the side.

How many test cases did you try:

* Most/all, but not very systematically
* Didn’t try on a phone or tablet, viewing may show up differently

General comments:

* I like how there is an option to “go back one”, but I would prefer if it deletes the response to that option as well.

Would this be helpful if you were going through the Disability Evaluation System? Would you use it or recommend it to fellow service members?

* Yes and yes, seems like a helpful tool.