**Chatbot User Feedback**

Overall impression: Useful tool to provide a single resource for data. Some bugs need to be fixed to improve.

List of bugs/issues identified:

* Clicking links opens the link/document on the same page. To go back to the checklist, you need to press the back arrow and it makes you re-start the questionnaire. Recommending updating the link to open in a new window.
* In the area where you say a “Physical Evaluation Board Liaison Officer (PEBLO) and a Department of Veterans Affairs (DVA) Military Service Coordinator (MSC)” should be assigned to them soon. Recommend providing contact information for the office. The military is often slow and sometimes it’s helpful to be given the opportunity to reach out and get things moving.
* When you click, get to “Accept the MEB findings and allow the case to be forwarded to the IPEB” it just ends. There is no option to go back or start over or click what it means to be forwarded to the IPEB.

Other suggestions for improvement:

* Recommend on expanding the details under the “IBEP Finding” area. For example, providing a link to militaryonesource if they wanted to talk to a counseler. I imagine those findings can make someone feel various emotions and seeing a place to reach out to might be helpful.

How many test cases did you try: 6

General comments:

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

Definitely. It’s helpful to have a single resource to navigate the process. Recommend fixing the bugs to further improve the experience.