Survey insights on reimaging technical support for veterans

1. **Screen Sharing Preferences**:
   - Mixed feelings on screen sharing: Some veterans are interested in screen sharing for resolving technical issues, while others are not.
   - Cohort 4: 50% are interested, 50% are not.
   - Cohort 5: 71.4% are interested.
   - Cohort 6: 50% are interested.
   - Cohort 7: Mixed responses with some preferring not to share screens.
   - Cohort 10: 42.1% are interested.
   - Cohort 11: 55.6% are interested.
2. **Concerns about Screen Sharing**:
   - Privacy and security concerns are prevalent among many veterans.
   - Cohort 4: 75% have privacy and security concerns.
   - Cohort 5: 100% have privacy concerns.
   - Cohort 6: 50% have security concerns.
   - Cohort 7: 88.9% have security concerns.
   - Cohort 8: 50% have security concerns, and 50% lack trust in support representatives.
   - Cohort 10: 78.9% have privacy concerns, and 73.7% have security concerns.
   - Cohort 11: 66.7% have other unspecified concerns but no specific barriers to screen sharing.
3. **Comfort Levels with Screen Sharing**:
   - Comfort levels vary widely.
   - Cohort 4: 50% are very comfortable, 50% are very uncomfortable.
   - Cohort 5: 71.4% are very comfortable.
   - Cohort 6: 50% are very comfortable.
   - Cohort 7: 66.7% are very comfortable.
   - Cohort 10: 47.4% are very comfortable.
   - Cohort 11: 66.7% are very comfortable.
4. **Preferred Methods of Screen Sharing**:
   - Video call is a common preference.
   - Cohort 4: 25% prefer video call, 25% prefer remote desktop sharing.
   - Cohort 5: 71.4% prefer video call.
   - Cohort 6: 66.7% prefer video call.
   - Cohort 10: 47.4% prefer video call, 57.1% prefer remote desktop sharing.
   - Cohort 11: 66.7% prefer remote desktop sharing.
5. **Feedback and Suggestions**:
   - Veterans suggest improvements in site performance and navigation.
   - Issues with the site's speed and glitches are commonly mentioned.
   - Some veterans are open to screen sharing if there are strong privacy and security assurances.

- ○ Suggestions for better UX/UI design and clearer validation processes for support representatives.

Action Items Based on the Findings:

1. **Develop a Screen Sharing Solution**:
   - ○ Create **a secure and privacy-focused screen sharing tool** that allows veterans to **opt-in without fear** of data being saved or recorded.
   - ○ Include **clear validation processes** for support representatives to reassure veterans of their identity.
2. **Address Privacy and Security Concerns**:
   - ○ Implement **strong privacy and security measures** for screen sharing, such as **temporary access** without saving or recording sessions.
   - ○ Provide **detailed information and reassurance** about the identity of contact center agents for veterans.
3. **Improve Website Performance and Usability**:
   - ○ Focus on fixing glitches, improving load times, and enhancing overall product performance.
   - ○ Conduct UX/UI testing quarterly to make the screen sharing process more intuitive and user-friendly, especially for older veterans.
4. **Provide Multiple Support Options**:
   - ○ Offer **various support** methods, including video calls, remote desktop sharing, and traditional phone support, to cater to different preferences.
   - ○ Ensure all methods are clearly explained and easily accessible amongst veterans.
5. **Enhance Communication and Feedback Mechanisms**:
   - ○ Regularly gather feedback from veterans to identify ongoing issues and areas for improvement.
   - ○ Keep veterans informed about updates and changes to the support system.

Concept for Screen Sharing Based on Results:

Considering the mixed responses and prevalent concerns, regarding creating a concept for screen sharing the veteran support team should focus on:

1. **Optional and Transparent Use**:
   - ○ Make screen sharing an optional feature that veterans can choose if they feel comfortable.
   - ○ Provide transparency about what will be accessed and ensure nothing will be saved or recorded.
2. **Secure and Private Interaction**:
   - ○ Use end-to-end encryption for all screen sharing sessions.
   - ○ Develop a system where veterans can grant and revoke access easily.
3. **User-Friendly Interface**:

- Ensure the screen sharing interface is easy to use, especially for less tech-savvy veterans.
- Provide clear instructions and support throughout the process.

4. **Validation and Trust**:
   - Implement a robust validation process for support representatives to build trust.
   - Consider a secure login method that confirms the identity of both the veteran and the support representative.

By addressing these key insights and action items, the veteran support team can enhance technical support for veterans while respecting their privacy and security concerns.