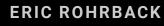
# Chatbots: Your New Team Training Assistant



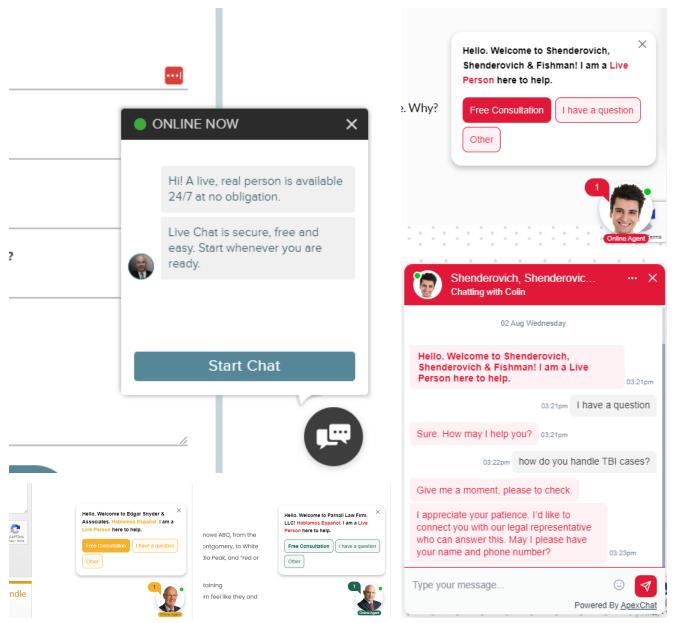
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## Chatbots Aren't New

They've been around for a long time







# Benefits of Chatbots in Law Firms

Chatbots can provide numerous benefits for law firms. They can be used to automate parts of the intake processes, answer frequently asked questions, provide basic legal information, and schedule appointments. This reduces the workload for attorneys and staff while providing clients with quick answers.





# There Are Many Uses for Chatbots

LET'S TALK ABOUT ONE YOU CAN EASILY APPLY!





FOCUS FOR TODAY

# Team Support Bot



Question from caller

# "How do I obtain my VA documents online?"

This is a typical question we might get from a VA prospect, but doesn't really tell us they're interested in working with a lawyer





What Are The Options?



## Using Chatbots for Internal Support



#### 24/7 AVAILABILITY

Chatbots can be available 24/7 to answer simple questions, while employees go home at 5pm.



#### **NO SICK DAYS**

Chatbots don't get sick and can work every single day without breaks.



#### **INSTANT RESPONSE**

Chatbots can provide instant answers without making employees stop their work.



#### **UNLIMITED PATIENCE**

Chatbots can patiently answer the same questions over and over without getting annoyed.

BY IMPLEMENTING CHATBOTS, COMPANIES CAN PROVIDE BETTER INTERNAL SUPPORT TO EMPLOYEES WITHOUT OVERBURDENING MANAGERS.

## Train Chatbot on SOPs

CREATE **EXTRACT KEY** TRAIN TEST **DEPLOY IDENTIFY SOPS TRAINING INFORMATION CHATBOT** CHATBOT **CHATBOT DATA** Make a list of all Read through Use the Feed the Test the After sufficient standard the SOP training data chatbot's extracted training and documents and information to into the chatbot testing, deploy operating responses procedures that and run the chatbot to extract key create a against sample are relevant for information. simulations to queries to start assisting structured training the concepts and training data set train it evaluate its employees and chatbot. terminologies for the chatbot. effectively. understanding reduce that the chatbot of the SOP supervisor needs to workload. content. understand.



## Let the Bot Help Answer

Don't tie up valuable intake resources with simple questions!





#### How can I obtain my VA documents online?

To obtain your VA documents online, you can use the VA's online portal called My HealtheVet. Here's how you can do it:

- 1. Create an account on the My HealtheVet website and complete the authentication process.
- 2. Once you've completed the authentication process, log in to your account.
- 3. Click on the "Download My Data" button to request your VA medical records.
- 4. Select the date range for the records you want to download.
- 5. You can then download your records in a PDF format.

This method is the fastest and most convenient way to obtain your VA medical records online. If you have any questions or need assistance, you can reach out to the Release of Information office at your VA medical facility. For more information, you can visit the Hill & Ponton website at How To Get Your VA Medical Records.

Revise answer

#### **Used Sources:**

#### Mow To Get Your VA Medical Records - Hill & Ponton, P.A. Output Description Description

Title: How To Get Your VA Medical Records - Hill & Ponton, P.A. Url: https://www.hillandponton.com/how-to-get-your-va-medical-records/ Here's a closer look at each of these methods: Online Requests The fastest and most convenient way to obtain your VA medical records is through the VA's online portal, My HealtheVet. To use this method, you'll need to create an account on the My HealtheVet website and complete the authentication process. Once you've completed the authentication process, you can request your VA medical records by clicking on the "Download My Data" button. You'll be asked to select the date range for the records you want to download, and then you can download your records in a PDF format. Paper Requests If you prefer to request your VA medical records by mail, you can download and complete VA Form 10-5345a, also known as the "Request for and Authorization to Release Medical Records or Health Information." Once you've completed the form, you can mail it to the VA medical facility where you received treatment. You should receive a response within 10 business days of the VA receiving your request. If the VA cannot fulfill your request within 30 days, they will send you a letter explaining why. In-Person Requests You can also request your VA medical records in-person at a VA medical facility. To do this, you'll need to visit the Release of Information office at the VA facility where you received treatment. You'll need to bring a valid form of identification, such as a driver's license or passport, and you'll need to complete VA Form 10-5345a. Once you've completed the form, you'll need to turn it in to the Release of Information office. You should receive a response within 10 business days of your request. No matter which method you choose to request your VA medical records, it's important to provide as much information as possible to ensure that your request is fulfilled promptly and accurately. Be sure to include your full name, social security number, date of birth, and the date range for the recor

#### & How to Get a Copy of Your VA Compensation Award Letter: A Step-by-Step Guide - Hill & Ponton, P.A.

Title: How to Get a Copy of Your VA Compensation Award Letter: A Step-by-Step Guide - Hill & Ponton, P.A. Url: https://www.hillandp.disability/ VA.gov VA.gov is another service where veterans can access and manage their prescriptions, appointments and health red Benefits Letter. What VA Benefit Letters Can I Download? There are nine VA disability letters available for download online, both on V



# AI & Humans Working Together

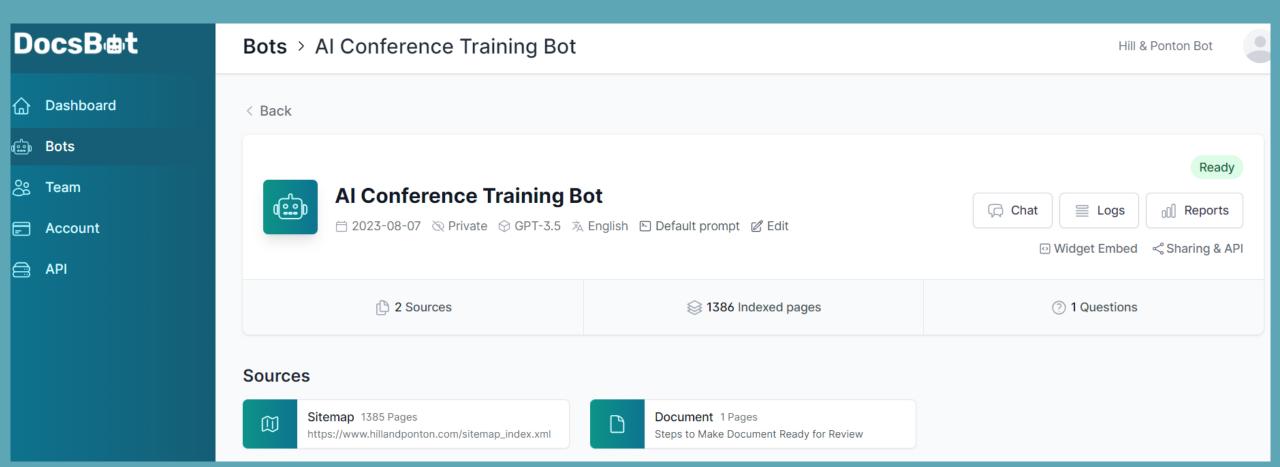




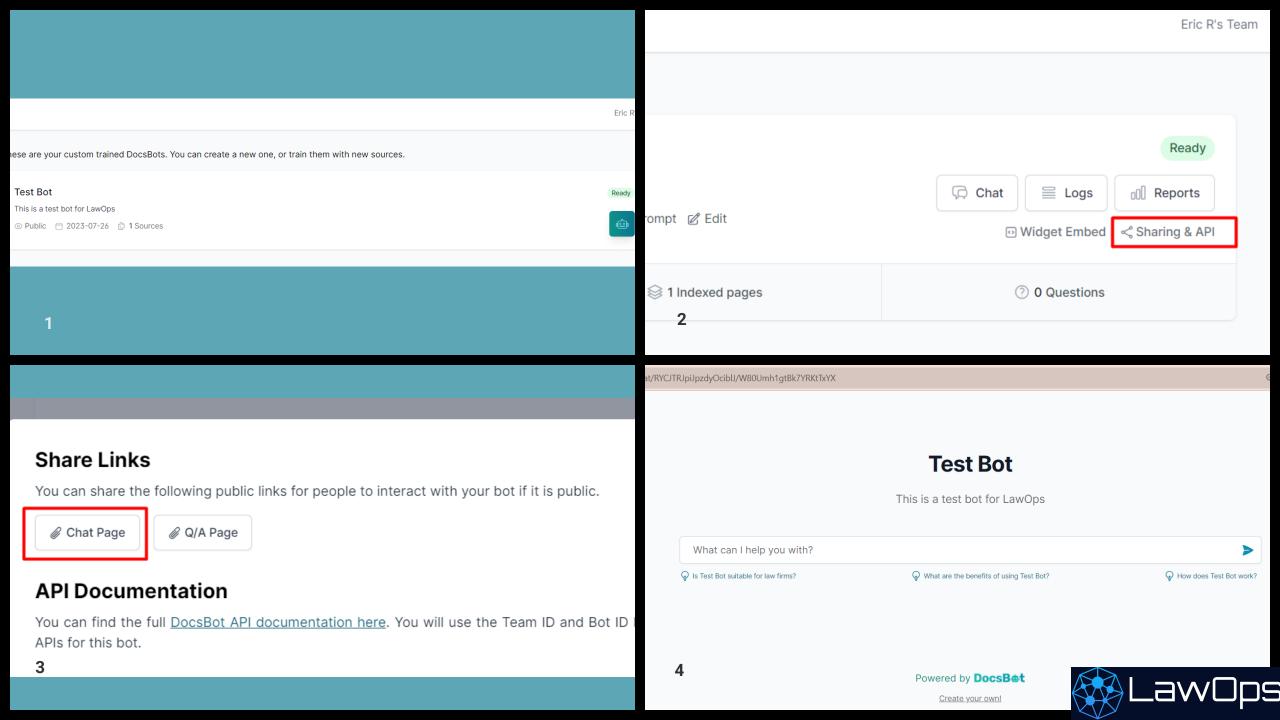
# What Do You Need to Start?

1	CHATBOT TOOL	2	OPENAI API KEY
3	WEBSITE XML SITEMAP	4	SUPPORT DOCUMENTS
5	STANDARD OPERATING PROCEDURES		









## Prompts You Can Use to Improve

Make your bot smarter by providing prompts to understand your business. Here are some examples to borrow.

### TALK LIKE YOU'RE PART OF THE TEAM

When talking about LAW FIRM as a company, say things like "At LAW FIRM, we" instead of "At LAW FIRM, they" to make it sound like someone from the company is answering the question instead of a third party.

#### NOT PROVIDING LEGAL ADVICE

Remember, this is for informational purposes only and is not legal advice. Be sure to restate that within each conversation to remind people.



**HELP YOUR TEAM SUCCEED** 

# Build Your Own Support Bot.



# Subscribe & Get Access

LawOps.ai & CaseScribe

- www.lawops.ai
- www.casescribe.ai
- https://www.docsbot.ai/?via=g70mbqpo9net3slkhx62

