From: U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]
Sent: Wednesday, August 21, 2013 1:42 PM
To:
Subject: USCIS Idea Community: New Idea Campaign, Future Web Self-Help Tools

Dear Stakeholder,

Last month, U.S. Citizenship and Immigration Services (USCIS) announced a new initiative to use an online feedback tool, called the USCIS Idea Community, to ask for your ideas and opinions on our Customer Service tools. We would like to thank the participants who have since joined the Idea Community and shared their ideas regarding Change of Address Online, e-Request, and My Case Status Online.

USCIS is also developing additional web tools that will make it easier to interact with agency representatives and receive answers to your questions. Our next idea campaign, **active through September 2**, will allow you to provide feedback on three online tools that we are currently exploring as well as any other ideas for future web tools that you may have. We would like to hear your thoughts on the following proposals:

- **An Intelligent Virtual Assistant** is a digital personality who engages customers in conversation to answer questions about immigration benefits and processes.
- **A searchable knowledge base** would allow you to search for answers in your own words and would provide answers that include the associated laws, regulations, policies, videos, and other resource material.
- **Customer Communities** are forums where you can engage with other customers to get information or share ideas about improvements we can make to the delivery of services.

Please share your thoughts with us!

We encourage you to become a part of our USCIS Idea Community and help us think of ways to do things better.

If you have any questions, please email us at public.engagement@uscis.dhs.gov.

We'll see you online in the USCIS Idea Community!

U.S. Citizenship and Immigration Services

Please do not reply to this message. Contact us at Public.Engagement@uscis.dhs.gov or USCIS-IGAOutreach@uscis.dhs.gov with any questions.

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