



Ministry of Patriots and
Veterans Affairs

**PRESS RELEASE
FOR IMMEDIATE RELEASE**

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Artificial Intelligence (AI) Helps Veterans Find Jobs and Open Businesses

- *MPVA upgrades its Veterans Career Support System to an AI-based platform starting from the 15th.*
- *AI provides personalized career transition support and offers 24/7 counseling services, focusing on user-centric improvements.*
- *Minister Kang Jung-ai vowed to provide multifaceted support to veterans employment and entrepreneurship, noting that the second life of veterans significantly impact the morale of active-duty soldiers.*

[Korea, March 15] The Ministry of Patriots and Veterans Affairs (Minister Kang Jung-ai) is proud to announce the upgraded Veterans Career Support System, now based on Artificial Intelligence (AI). The new system is designed to offer user-focused support for career transition and round-the-clock counseling services to veterans, marking a significant step forward in our commitment to veterans' post-service life.

With over 100,000 veterans already utilizing the system, this upgrade leverages AI to analyze individual profiles and recommend optimal job opportunities and necessary education or certifications based on current job listings. This customization ensures that each veteran receives tailored recommendations, significantly improving the transition process from military to civilian life.

A notable improvement is the introduction of a chatbot service, enabling 24/7, 365-day counseling availability. This marks a departure from the previous system where veterans could only receive related advice during the working hours of 09:00 to 18:00 at the ten Veterans Support Centers nationwide. With this update, counselors can now dedicate their efforts towards more specialized advice, enhancing the quality of support offered to our veterans.

Enhancements Include:

- **Round-the-clock Initial Counseling via Chatbot:** Beyond the standard operating hours, allowing counselors to focus on specialized consultations.
- **AI and Counselor-driven Data Analysis and Recommendations:** Combining human expertise with AI efficiency for personalized advice.
- **Integrated Search Functionality with Auto-Complete:** Simplifying the process for veterans to find the information they need quickly and efficiently.
- **User-Centric Features:** Including AI-customized information on individual user pages (MyPage), making the system more intuitive and tailored to each user.

In addition, the upgraded system offers a more user-friendly environment with the incorporation of integrated search and auto-complete features, making it easier for veterans to find the necessary information. The interface now also features Bobo, a character symbolizing the spirit of veterans' support, who offers a friendly guide through employment information and administrative procedures.

Looking ahead, MPVA plans to continue enhancing the Veterans Career Support System by integrating it with systems from other related government departments such as the Ministry of Employment and Labor, the Ministry of National Defense, the Ministry of SMEs and Startups (for entrepreneurship), and the Ministry of Agriculture, Food and Rural Affairs (for returning to farming or rural life). This integration will leverage public data to provide even more diverse information to veterans.

Minister Kang Jung-ai emphasized the importance of supporting veterans' transition into stable civilian lives, not only for the veterans themselves but also for the morale of active-duty soldiers. "The Ministry is committed to providing comprehensive support for the employment and entrepreneurship of veterans, recognizing the profound impact a stable second career has on the motivation of those currently serving. We will continue to make every effort to assist our veterans in starting their new lives on a strong footing," Minister Kang stated.

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