

WORKFORCE DEVELOPMENT DIVISION
Workforce Service Delivery
Technical Assistance Bulletin #147

Program: **Unemployment Insurance**

Topic: **Unemployment Insurance Tele-Centers Telephone Menus**

Date: **April 11, 2007**

This Technical Assistance Bulletin provides Local Workforce Development Boards (Boards) with information regarding changes made to the Unemployment Insurance (UI) Tele-Centers' automated menu systems in order to better serve customers—both claimants and employers—calling the local or toll-free numbers.

The new menu system uses a hierarchal structure to walk callers through the process and to better identify the reason for each call. For example, if the caller's menu selection identifies a need for instructions on filing an appeal, the telephone system plays instructions on filing an appeal before routing the call to a customer service representative (CSR). The new menu system:

- provides navigation options allowing callers to press 0 to repeat menus and information or to move back to a previous menu by pressing 8 when an incorrect selection is made;
- expands the number of menus while shortening the number of options on each menu;
- provides targeted informational announcements—e.g., a caller reporting federal or military employment will not hear the *Internet announcement* but one appropriate to his or her needs;
- plays recorded informational announcements to address common questions, e.g., *how do I appeal* or *do I qualify for UI*; and
- integrates with the existing Tele-Serv system so a caller can hear claim status but also remain on the line to speak with a CSR when necessary.

It is important to remind callers to listen to each menu option before making a selection, because the path through menu selections may change from one call to the next.

Please share this information with appropriate staff. Direct inquiries regarding this TA Bulletin to the Workforce-UI Coordinator at wfui.coordinator@twc.state.tx.us.