



UI Technology Collaborative Call on Managing UI Workload

In July, the NASWA UI Information Technology Support Center (UI ITSC), the U.S. Department of Labor Office of Unemployment Insurance and the Office of the Chief Information Officer, and the U.S. Digital Service initiated a collaborative discussion of UI technology issues in the context of the UI system's response to COVID-19, with a goal to identify and share innovations across states on key topic areas. The focus of this call was on how states managed customer relations and workload during the pandemic.

Two states, Missouri and Tennessee, shared their experiences and their tactics to manage workload and interacting with claimants throughout the pandemic.

Missouri focused on improving IVR capabilities and capacity, managing emails through the use of a webform to capture accurate information, and the use of a chatbot to handle frequently asked questions quickly.

Tennessee shared their use of Zendesk which they implemented in 2014. Zendesk allowed the state to create tickets of all communication with a customer via email, phone calls, voicemails, chats and others. This allowed the state to monitor and track interactions with a customer and direct them to the appropriate staff to resolve.

At the end of the call, the other 38 states shared how they were able to manage customer contact and the increased workload during the pandemic.