

Unemployment Insurance Call Center Survey

Introduction - Cover Page
OMB Approval No. 1205-0436

Expiration Date: 01/31/2017

Public Burden Statement: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 25 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Unemployment Insurance, 200 Constitution Avenue, NW S-4516, Washington, D.C. 20210 and reference the OMB Control Number 1205-0436. Note: Please do not return the completed survey to this address.

Next

Unemployment Insurance Call Center Survey

1. Indicate the functions performed by Call Center Personnel (check all that apply)

- File new initial claims
- File additional claims
- Reopen claims
- Resolve weekly certifications and related issues
- Provide general eligibility information
- Provide claim status information
- Provide IT related assistance (e.g., web site support for claimants)
- Process income tax deductions
- Process dependents' allowances
- Conduct Eligibility Reviews
- Conduct Nonmonetary Claims Determinations
- File Appeals
- Process overpayments
- Integrity crossmatches
- Identity verification
- Refer claimants to Job Services/American Job Centers
- Refer claimants to Reemployment Eligibility Assessment (REA) programs
- Process e-mails
- Respond to web chats
- Respond to Facebook and/or Twitter inquiries and comments
- Change addresses/update contact information

Other (please specify)

2. Based on the selections made in question 1.0, does your state track the percentages of workload in call centers dedicated to each function? (check all that apply)

- File new initial claims
- File additional claims
- Reopen claims
- Resolve weekly certifications and related issues
- Provide general eligibility information
- Provide claim status information
- Provide IT related assistance
- Process income tax deductions
- Process dependents' allowances
- Conduct Eligibility Reviews
- Conduct Nonmonetary Claims Determinations
- File appeals
- Process overpayments
- Integrity crossmatches
- Identity verification
- Refer claimants to Job Services/American Job Centers
- Refer claimants to REA programs
- Process e-mails
- Respond to web chats
- Respond to Facebook and/or Twitter inquiries and comments
- Change addresses/update contact information

Other (please specify)

3. What methods can claimants use to file a new initial claim or reopen an existing claim? (check all that apply)

- Call (speak with agent/customer service representative)
- In-person
- Web Self-service
- IVR
- Mail
- Fax
- Mobile Device

Other (please specify)

4. What methods can claimants use to inquire about a claim status? (check all that apply)

- Call (speak with agent/customer service representative)
- IVR
- In-person
- Web Self-service
- Email
- Web Chat
- Facebook
- Twitter
- Printed Material
- Mobile Device

Other (please specify)

5. What methods can claimants use to receive general UI information? (check all that apply)

- Call (speak with agent/customer service representative)
- IVR
- In-person
- Web Self-service
- Email
- Web Chat
- Facebook
- Twitter
- Printed Material
- Mobile Device

Other (please specify)

6. What methods can claimants use to certify for continued claims? (check all that apply)

- IVR
- Web Self-service
- In-person
- Mail
- Fax
- Call (speak with agent/customer service representative)
- Mobile Device

Other (please specify)

7. Is your primary UI system fully integrated with the following systems? (check all that apply)

- Benefits
- Tax
- Appeals

Other (please specify)

8. Does your call center staff use multiple systems to handle call center operational functions? (Please Note: if a single system has multiple screens opened, this is still considered one system)

- Yes
- No

9. If more than one primary UI and related system is used in the call center, are agents required to open and navigate each system individually to perform their work, or, are these systems integrated into one primary system? (e.g., UI system is integrated with Benefits, Tax and/or Appeals)?

- Open and navigate multiple systems
- Use one primary integrated system

10. During calendar year 2014, please indicate if you tracked the number of the following types of inbound calls in the call center (check all that apply)

- Initial Claims Calls
- Claim Status Calls
- All Other
- No Data Available

11. During the highest workload, twelve months on record (e.g., Calendar Year 2012), please indicate if you tracked the number of the following types of inbound calls for the call center (check all that apply)

- Initial Claims Calls
- Claim Status Calls
- No Data Available

Provide the Calendar Year

12. What is the process for planning/estimating call center volume (inbound calls)?

- Calls are forecasted and staff (agents) are scheduled based on the forecast using tools specifically designed for this purpose (e.g., workforce management system)
- Calls are forecasted and staff (agents) are scheduled based on the forecast using tools (manually) such as spreadsheets and databases
- There is no formal process for forecasting call volume and scheduling staff (agents); trends from previous periods are reviewed and analyzed

13. What is the process for managing call center volume (inbound calls)? (check all that apply)

- Calls are managed in real time using call center tools designed for this purpose
- Calls are rerouted to a backup group of skilled people and/or other call center locations within UI (e.g., Adjudicators, etc.)
- Calls are rerouted to other skilled people outside UI

Other (please specify)

14. During peak workloads, does the state employ the following approaches? (check all that apply)

- Reassign staff from other UI units
- Hire temporary staff (from outside the agency)
- Use external call center companies for overflow
- Institute staff overtime
- Limit inbound calls (block)
- Limit hours of operation
- Utilize outbound calls (return calls) based on position in queue (e.g., virtual hold) or scheduled

Other (please specify)

15. If outbound calls are utilized to respond to peak workloads and/or respond to claimant requests, what are the primary methods used?

- Utilize automated outbound call technology based on position in queue (e.g., virtual hold)
- Outbound calls made by call center agents that are not scheduled by an automated system

Other (please specify)

16. How many separate UI call centers are located in your state?

17. If your state has multiple call centers, are they integrated (calls flow between/among all centers)?

- Yes
- No

18. How many full-time UI staff is employed by the state?

19. How many full-time UI staff is dedicated to the Call Center operations?

20. Which of the following KPIs (key performance indicators) are used in your call center operation? (check all that apply)

- Service level: Percentage of calls answered within x seconds (e.g., 80% in 20 seconds)
- Average Speed to Answer: Number of seconds, on average, calls wait before being answered
- Average wait time
- Abandon rate: The percentage of total calls abandoned while the customer is in queue waiting for an agent (on average across all call types)
- Talk time: The amount of time (on average) agents spend speaking to claimants
- Post call work: The amount of time it takes after the call ends to complete the call (e.g., finish forms, update the system and perform other activities associated with the call)
- Agent utilization: Percentage of time available and ready to take calls for the designated work shift (not logged out or on break, etc.)

Other (please specify)

21. Does the state have target performance standards, if any, for the applicable KPIs noted above? (complete all that apply)

- Service level: Percentage of calls answered within x seconds (e.g., 80% in 20 seconds)
- Average Speed to Answer: Number of seconds, on average, calls wait before being answered
- Average wait time
- Abandon rate: The percentage of total calls abandoned while the customer is in queue waiting for an agent (on average across all call types)
- Talk time: The amount of time (on average) agents spend speaking to claimants
- Post call work: The amount of time it takes after the call ends to complete the call (e.g., finish forms, update the system and perform other activities associated with the call)
- Agent utilization: Percentage of time available and ready to take calls for the designated work shift (not logged out or on break, etc.)

Other (please specify)

22. If target performance standards are established, tracked and reported, are they: (check all that apply)

- Retained within UI only
- Retained within UI and shared with other organizations within the Agency
- Retained within UI and published for public knowledge

23. Indicate the type of staff dedicated exclusively to support call center operations (check all that apply)

- Training
- IT (internal staff)
- External Services (e.g. contractors/vendors such as language line, etc.)

Other (please specify)

24. Attrition: Indicate the type of staff that the percentage of turnover within the call center was tracked for calendar year 2014 (check all that apply)

- Call Center agents
- Management
- Support staff

Other (please specify)

25. Indicate the following types of configuration you use within the call center (check all that apply)

- ACD (automatic call distribution)
- IVR (interactive voice response) for self service
- Workforce management tools (forecasting, staff scheduling)
- Quality management and call recording (scorecards to measure staff performance)
- Automated outbound call systems
- Wall mounted boards to display statistics and activity
- Virtual queue technology for automatic callbacks (callers keep their place in queue and get a callback when their respective queue position becomes #1)

