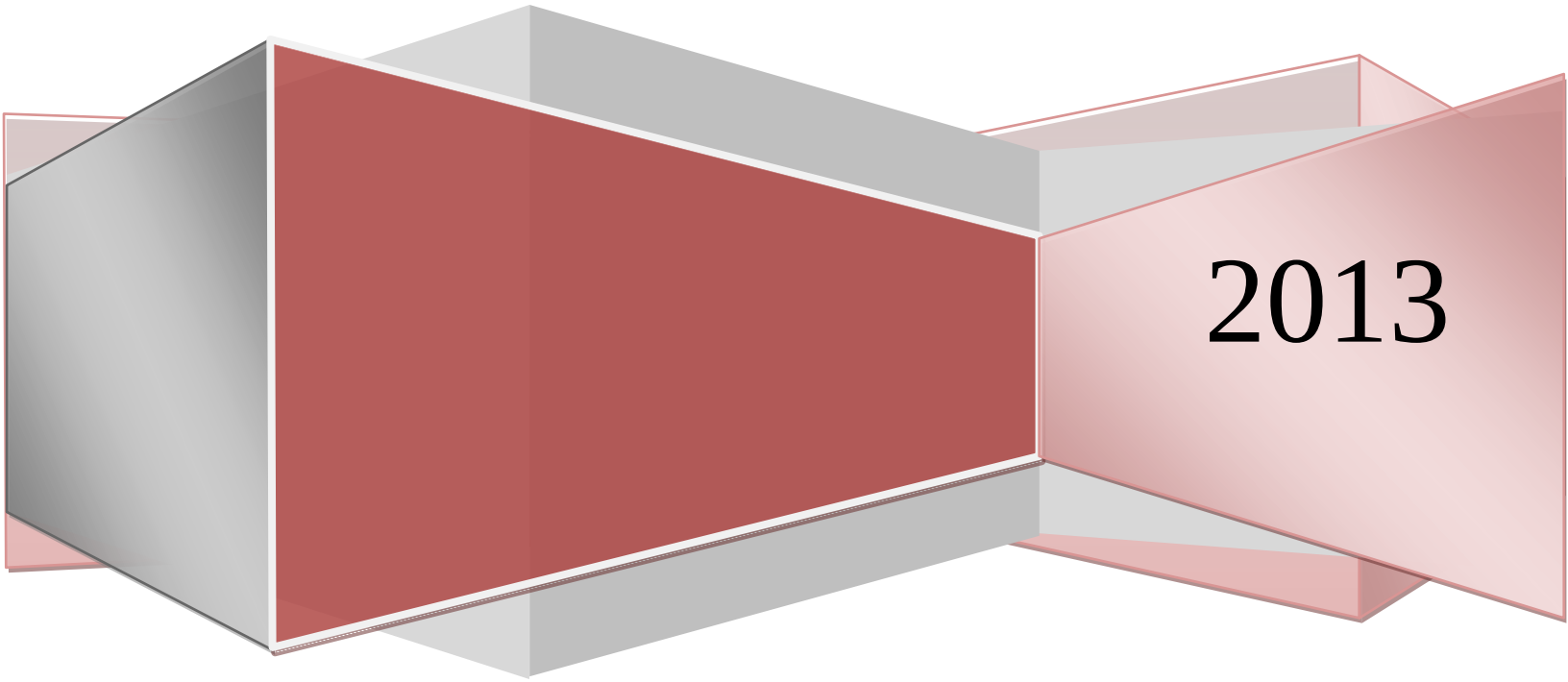
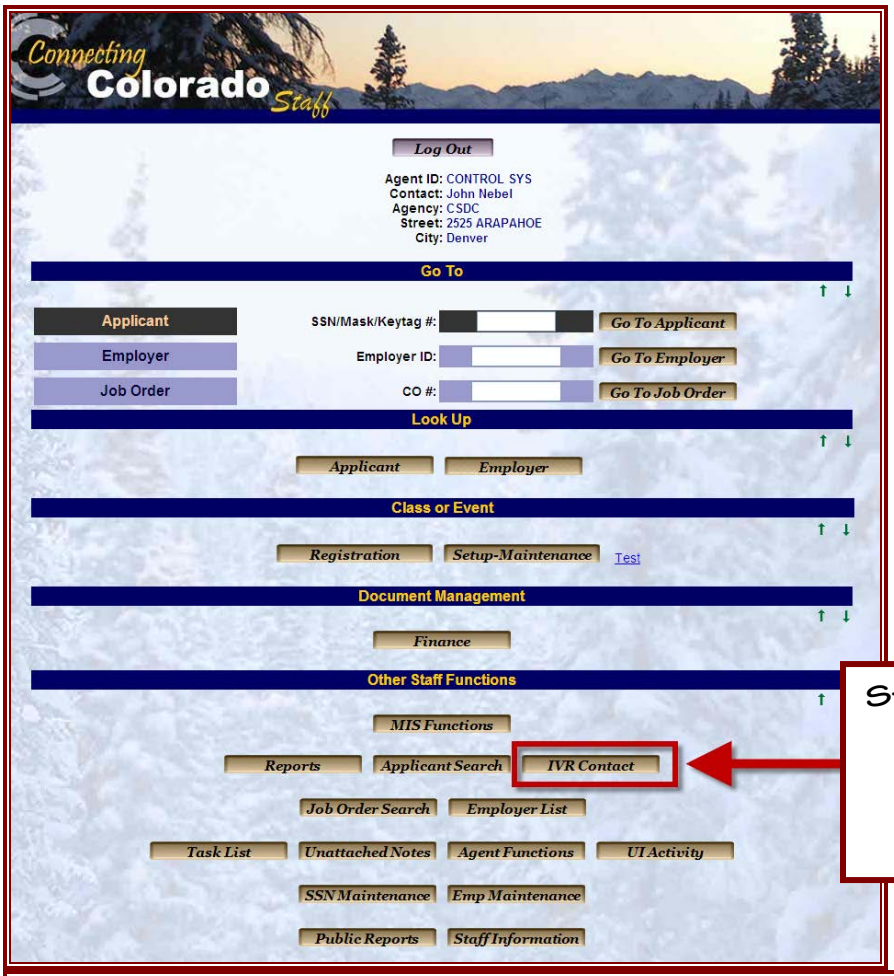
EUC IVR Instructions

Connecting Colorado

CDLE & Workforce Centers



EUC/EUL IVR Contact Instructions



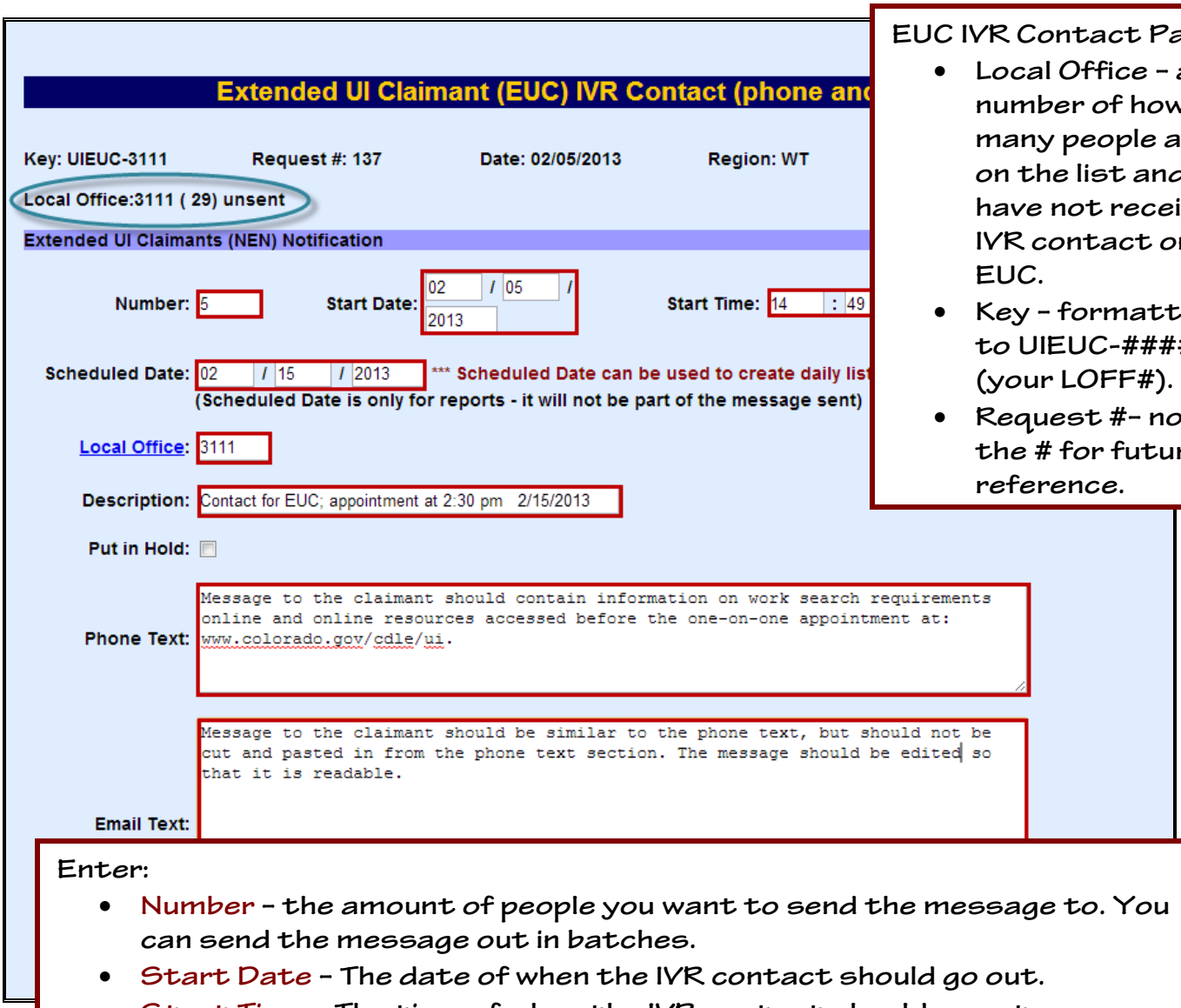
Staff Menu/Home Page

- Log on to Connecting Colorado
- Click on the IVR Contact button.

IVR Contact Page

- Enter the LOFF code and select EUC.

EUC/EUL IVR Contact Instructions

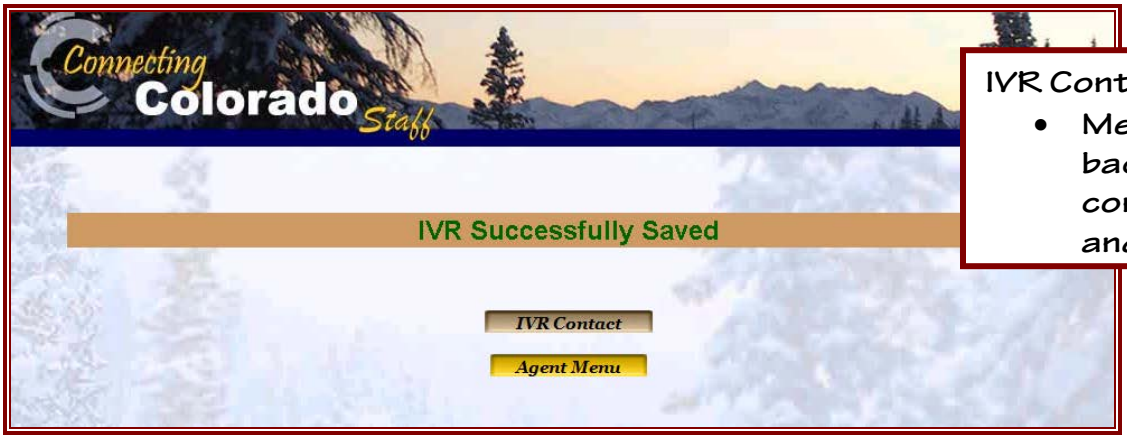


EUC IVR Contact Page

- Local Office – a number of how many people are on the list and have not received IVR contact on EUC.
- Key – formatted to UIEUC-#### (your LOFF#).
- Request #- note the # for future reference.

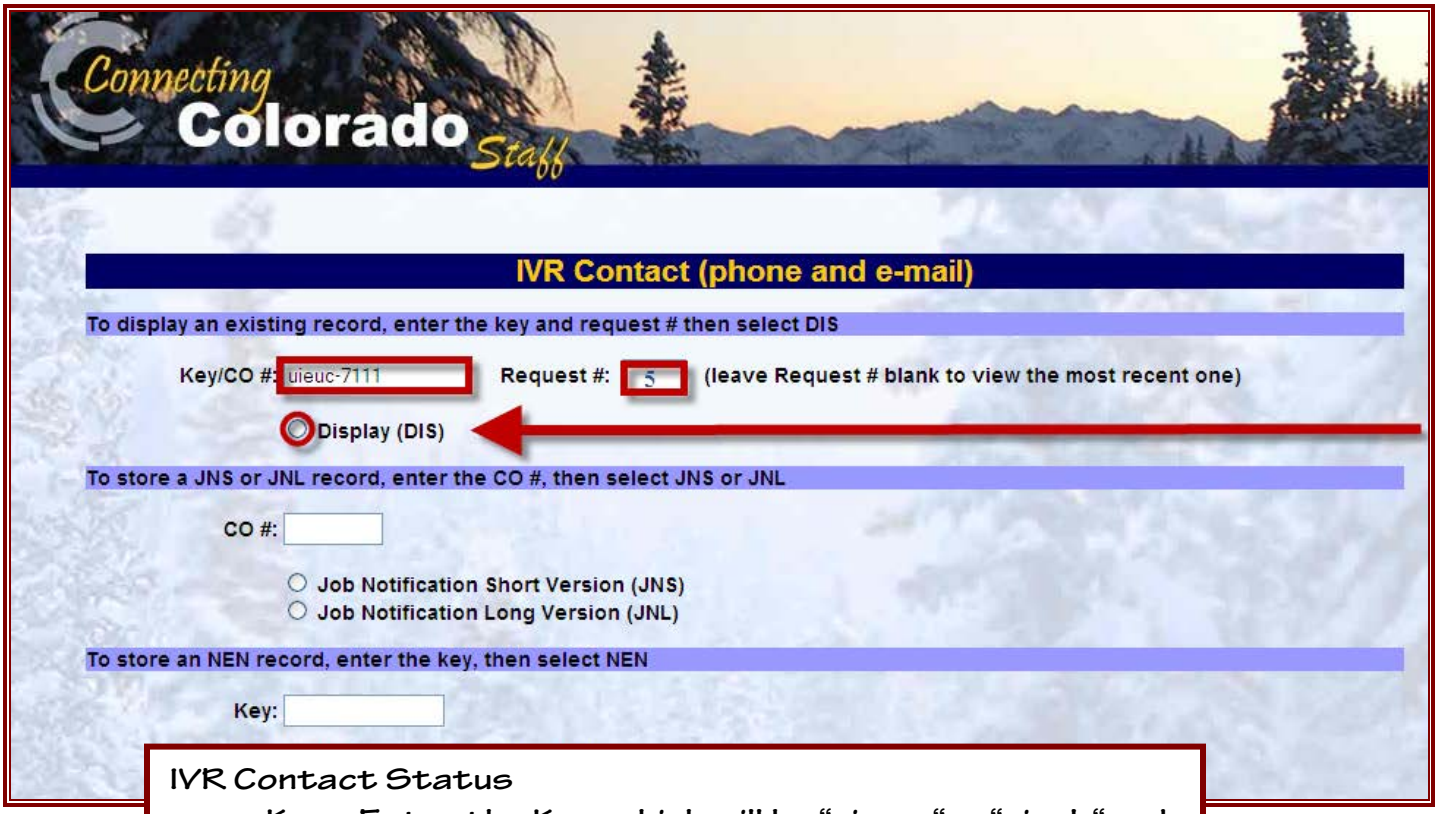
Enter:

- Number – the amount of people you want to send the message to. You can send the message out in batches.
- Start Date – The date of when the IVR contact should go out.
- Start Time – The time of when the IVR contact should go out.
- Scheduled Date – the date the client is scheduled to come to the WFC. The information entered will appear on a report/list. The information from this field will not be included in the IVR message you create.
- Description – The brief summary of the purpose of IVR contact, which appears as an applicant note. The time of the appointment should be included.
- Phone Text – Text-to-Speech (maximum 500 characters or less). Message to the claimant should contain information on work search requirements online and online resources accessed before the one-on-one appointment at: www.colorado.gov/cdle/ui.
- E-mail Text – Should be different then the phone text, but should basically carry the same message as the phone text.
- NOTE: IVR contact is sent based on client's listed preference of contact, which may be phone or e-mail. Both phone and e-mail boxes must be completed.



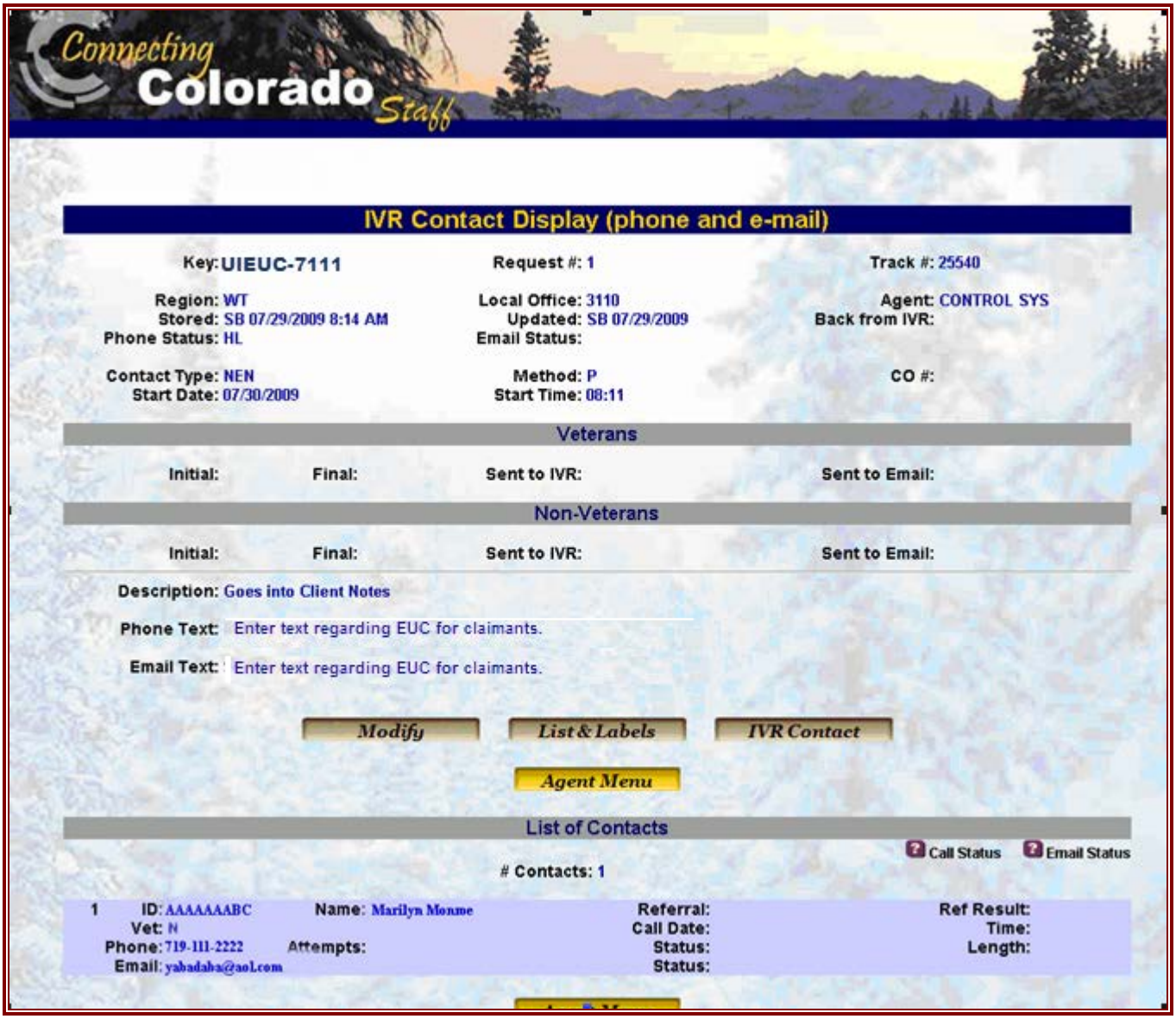
IVR Contact Submitted

- Message provided back that the IVR contact was saved and will be sent.



IVR Contact Status

- Key - Enter the Key, which will be "uieuc-"or "uieul-"and the LOFF number. Ex: uieuc-7111
- Request # - Based on the number of IVR contact requests you've made for your Local office.
- Display – Click on the radio button to submit your request.

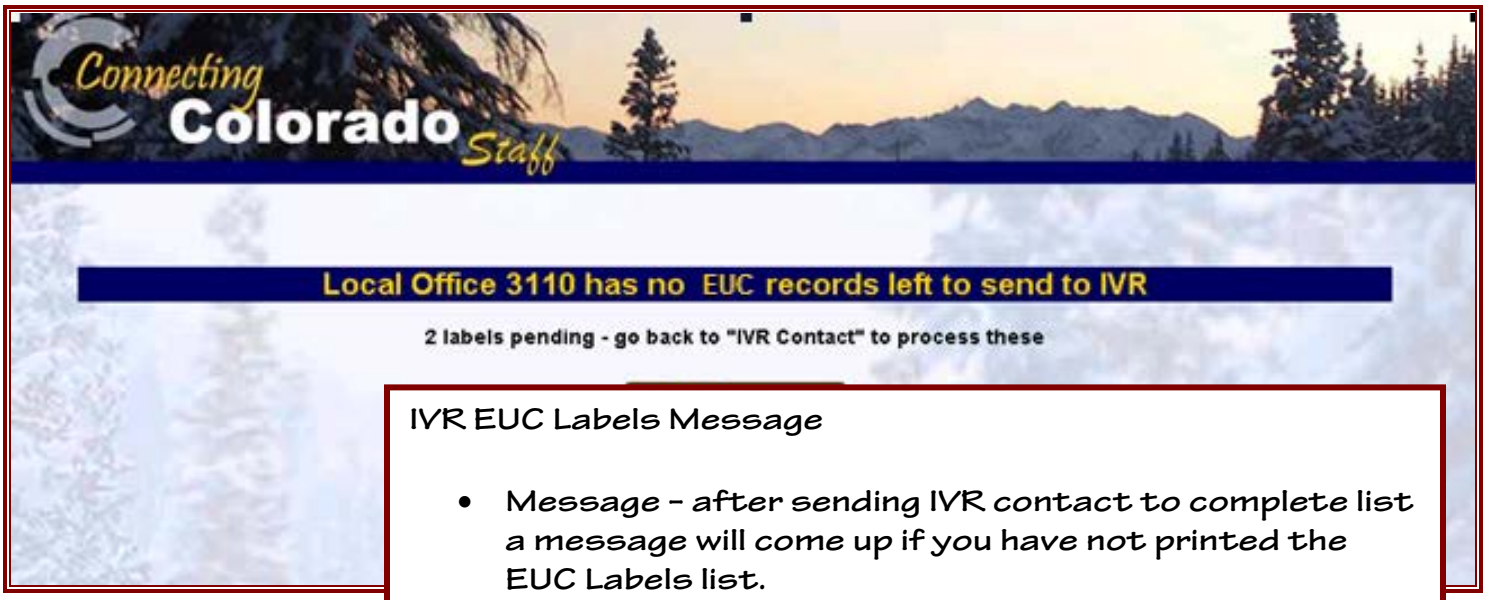


IVR Contact Display

- List all the IVR contacts and the status (ex. successfully or unsuccessfully received) of the contact.

Applicant/Claimant Display Note

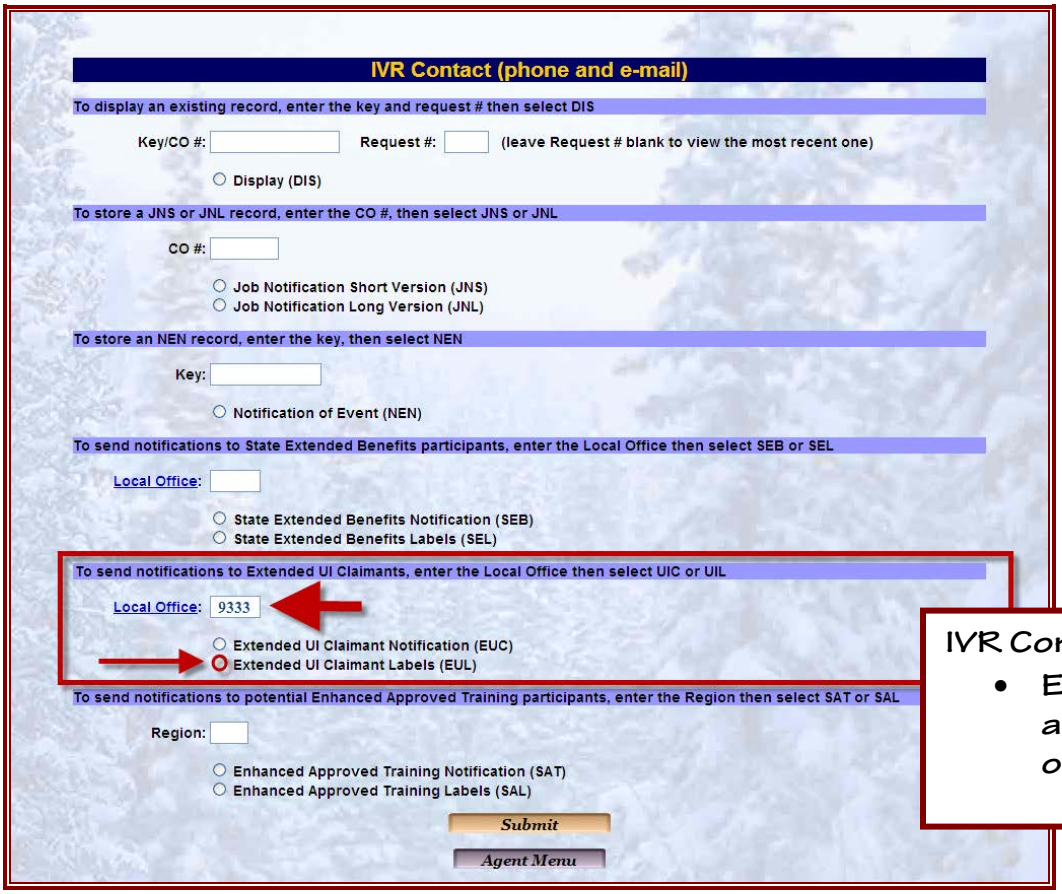
- Note - is automatically placed on applicant/claimant's (ES) note page once the IVR contact has been sent.
- Included:
  - Date – IVR contact was sent.
  - Agent Id – staff that sent the IVR contact.
  - Key – IVR Key and reference # for later reference in accessing through the IVR Contact Display.
  - Preference – "Pref" is the type of contact method the client listed as his or her preference (ex: P = phone, E = e-mail, etc…)
  - Scheduled Date – the date of the client's scheduled one-to-one appointment. If this is used instead for a group orientation then staff should schedule another appointment and mark it by storing an "SH" reschedule appointment.
  - Description – the "description" of the note entered in by staff when submitting the IVR contact. This should include the time of the scheduled appointment.



IVR EUC Labels Message

- Message – after sending IVR contact to complete list a message will come up if you have not printed the EUC Labels list.
- Labels – are for those applicants/claimants who:
  - Listed not to be contacted
  - Have a bad e-mail address
  - Phone number is an 800/866 number
  - Unsuccessful IVR contact
  - Not registered in Connecting Colorado; Contact Information came directly from UI

EUC/EUL IVR Contact Instructions



IVR Contact Page

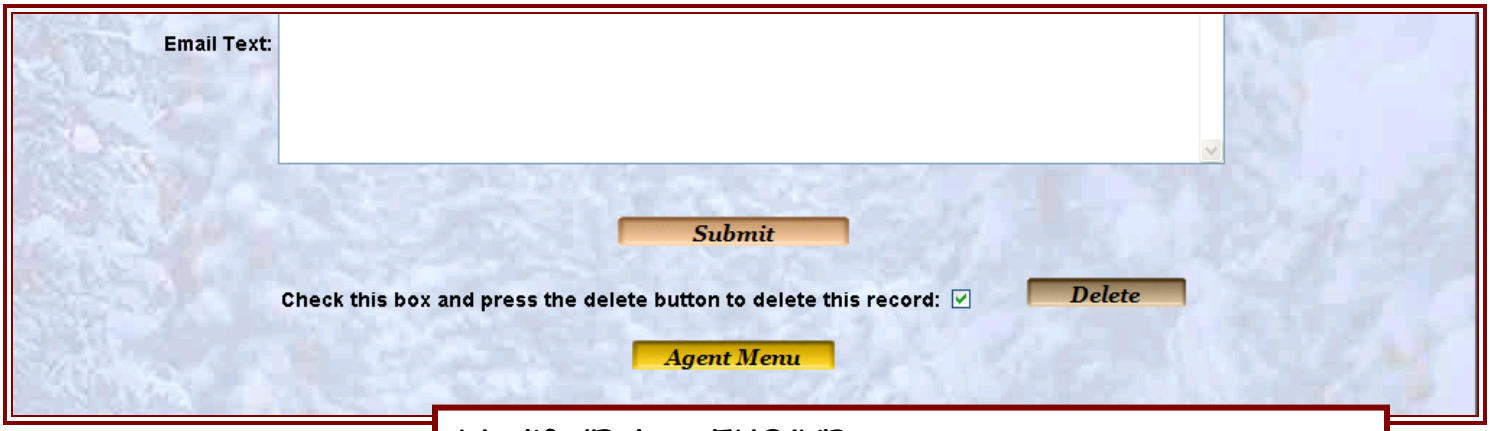
- Enter the LOFF code and select the EUL option.

EUC (EUL) Contact Labels

- Local Office – provides the number of names on the label list who have not yet been printed.
- Number – enter the amount of names you want print labels for.
- Description – summarize the purpose of the contact, which will also appear on the applicant's note page.
- Note – (not shown in the screen shot above) there will also be an option to

EUL vs. EUC

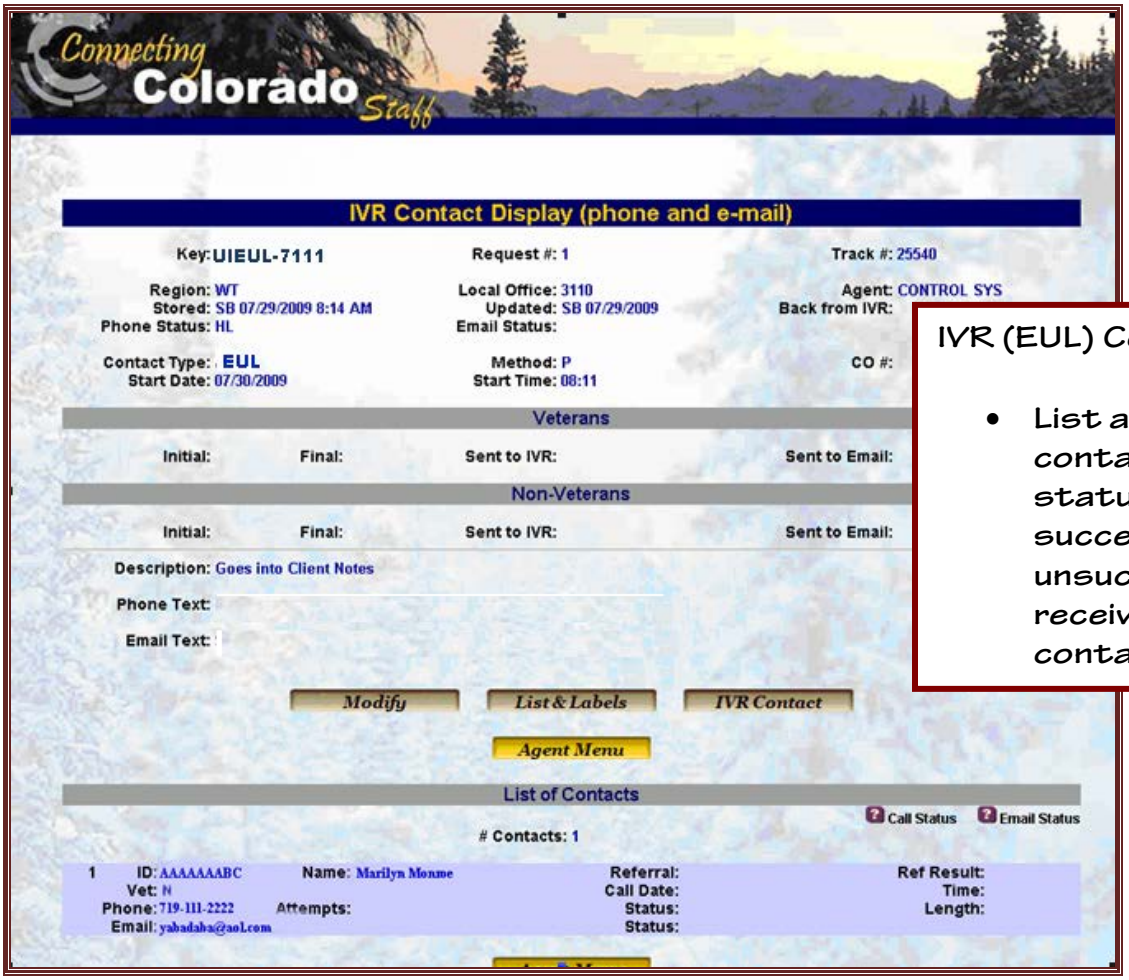
- Correct Order – first go to the EUC IVR contact section and send IVR contact. Second go to EUL and print Labels.
- Wrong Order – If you go to the EUL prior to the EUC IVR section you will get a message saying there are "no labels pending" even if there are names on the list.



Modify/Delete EUC IVR contact

- IVR Contact Page – enter in key and select "Display" radio button.
- Modify – click on "modify" button
- Delete – click on check box and "delete" button
- Exceptions – IVR contact that has already been sent out cannot be deleted.

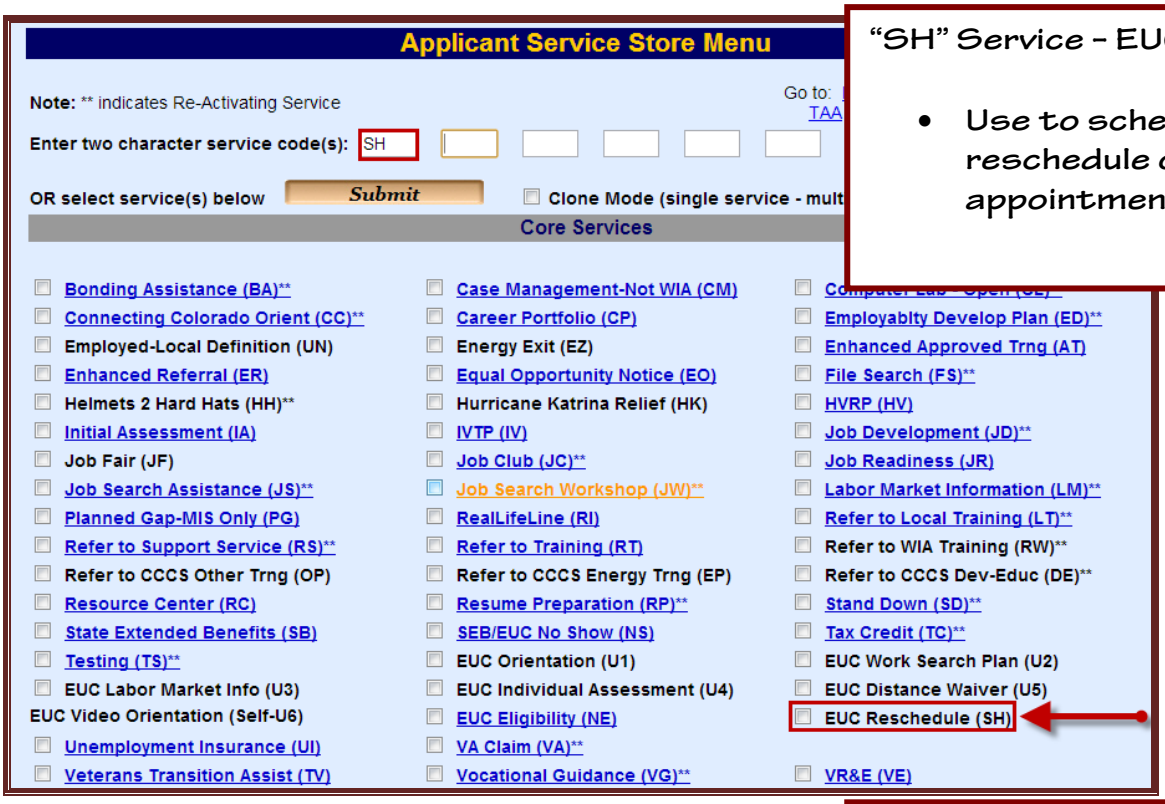
EUC/EUL IVR Contact Instructions



IVR (EUL) Contact Display

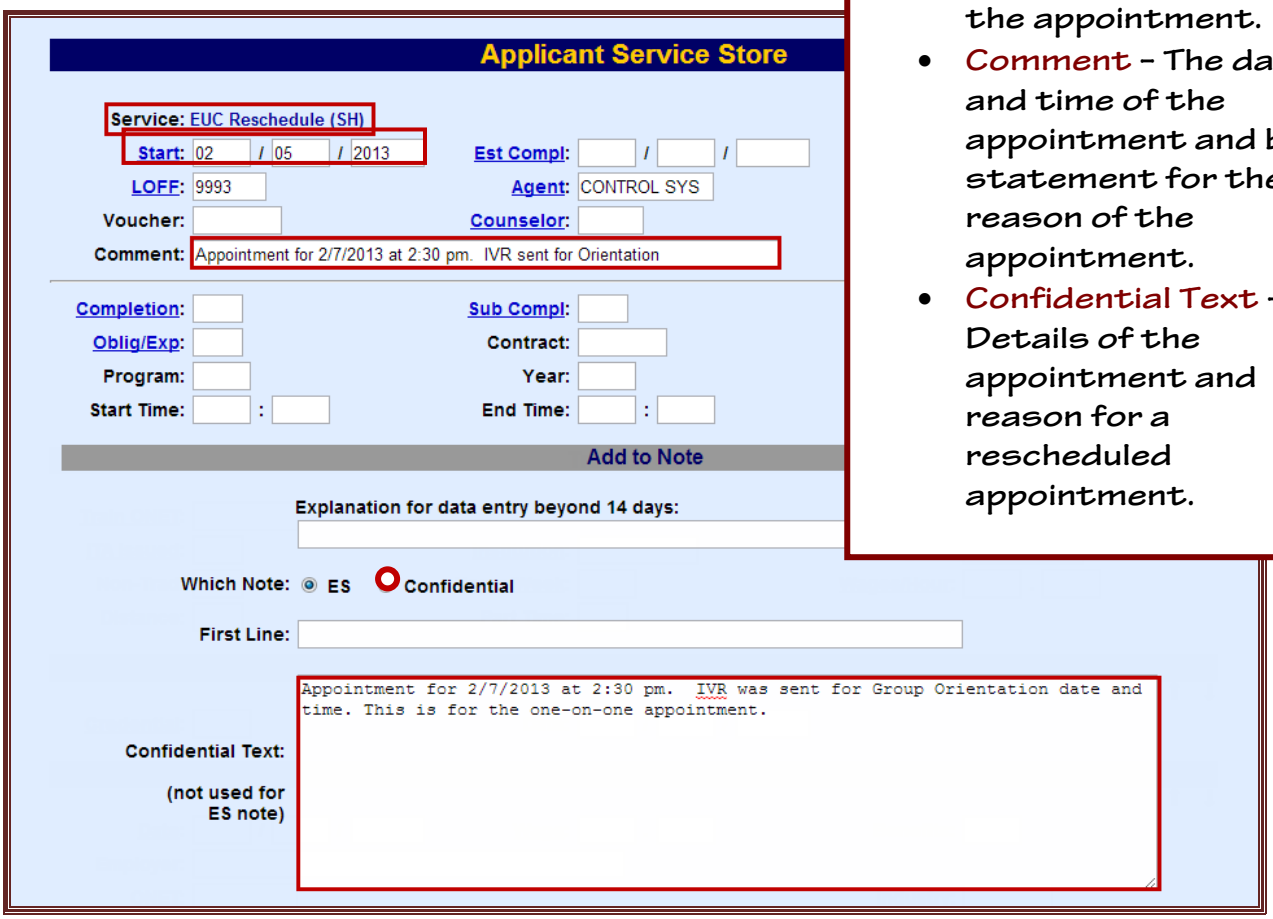
- List all the IVR contacts and the status (ex. successfully or unsuccessfully received) of the contact.

EUC/EUL IVR Contact Instructions



"SH" Service – EUC Reschedule

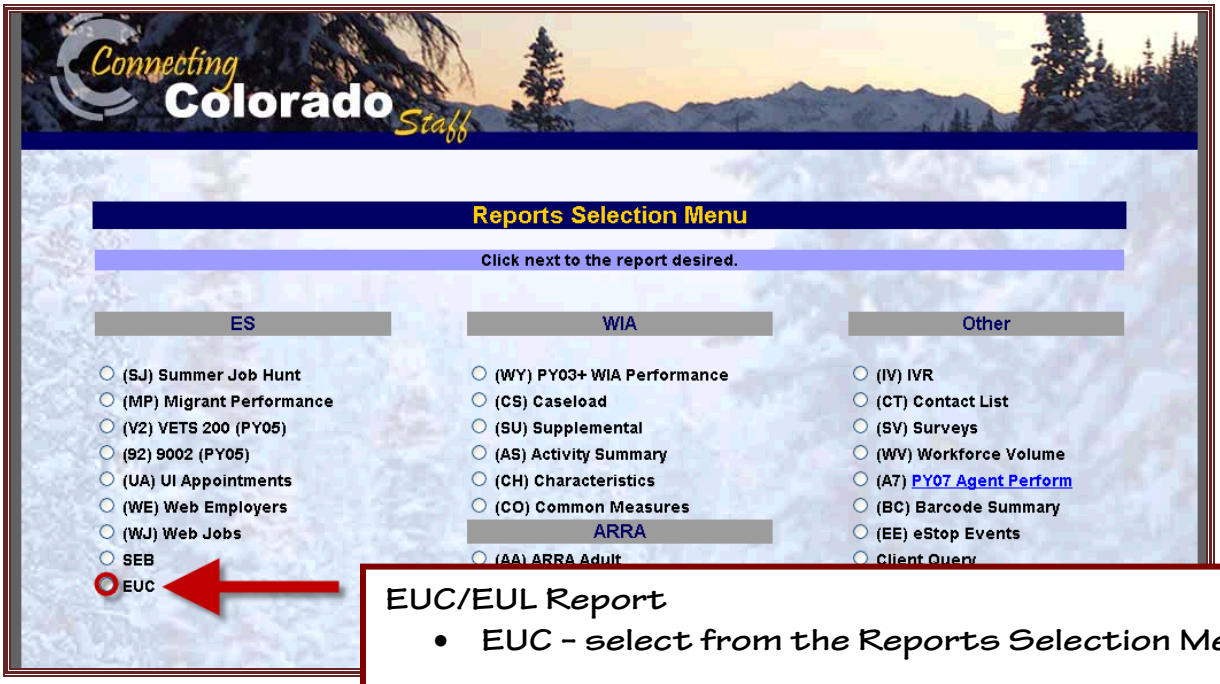
- Use to schedule or reschedule one-on-one appointment with client.



Enter:

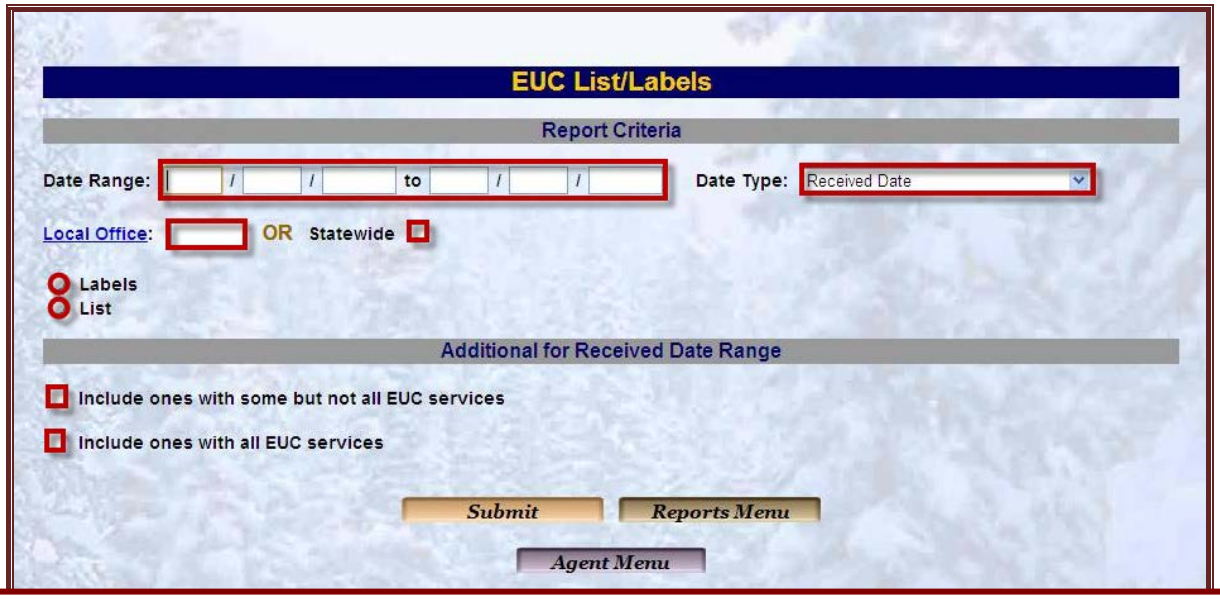
- Start – the date of the appointment.
- Comment – The date and time of the appointment and brief statement for the reason of the appointment.
- Confidential Text – Details of the appointment and reason for a rescheduled appointment.

EUC/EUL IVR Contact Instructions



EUC/EUL Report

- EUC – select from the Reports Selection Menu.



EUC List Labels

- Date Range – enter the date range as it relates to the Data Type you plan to select. For example, if you wish to run a list of the claimants that you "scheduled" to come to your office on a specific date then you would run the report for that date.
- Data Type – select the type of activity you wish to pull a list of claimants for.
- Labels vs. List – select if want the results of the report to be based on the EUC IVR contact List or the EUL labels.
- Include – check off the relevant box, based on whether you want a list of claimants who have received all of the required EUC services or only have received some of the EUC services.

Additional Information:

- Orientation Video:
  http://connect.e-colorado.org/p5m1qecnpl3/
- EUC website:
  http://www.coloradoui.gov/euc