

Using the Customer Support Center Tools: Getting Started

March 8, 2017

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Objectives

- Create your Illinois workNet partner account
- Use Customer Support Center (CSC) to organize and view customer information
- Direct customers to Illinois workNet tools to help them reach their training and employment goals
- Use reporting tools (dashboard/export) view group assessment status

Agenda

- Customer Support Center (CSC) Overview for Partners
- Corresponding CSC Illinois workNet Customer Tools
- Demonstration
- Next Steps for Partners

Purpose & Benefits

The **purpose** is for partner organizations' staff to have access to saved customer work readiness information so that you can provide guidance to help your customers reach their career, training, and employment goals.

Benefits of Using the Customer Support Center

- View Assessment results. Use the Assessment Dashboard to get an overview of customers who have or have not completed an assessment offered through Illinois workNet.
- View Employment 101 assessment scores and plans.
- Assist your customers with recovering or updating their passwords.
- View outcomes, such as certificates issued.
- Communicate directly with your customers.



Create Personal Group

Id	Name	Type	Active	Partners	Customers
4995	CYEP	Personal_SubGroup	true	0	0
1968	Personal Group for Natasha Telger (PA)	PersonalGroup	true	3	10

Invite Customers & Partners

CREATE AN INVITATION THAT CAN BE USED WITH A GROUP (OR MULTIPLE) CUSTOMERS TO JOIN YOUR PERSONAL GROUP.

3/8/2017

Customer Support Center (CSC) Overview

Invite & Organize Customers

Customers/Partners Accept Invitation & are Automatically Added to Personal Group

- Partner can view customer information.
- Customers cannot view other customer or partner information.

Organize Customers Into Subgroups

- Create subgroups for programs or customer types.
- Helpful for using dashboards to view data for a specific group of customers.

Last Name	First Name	LWIA	User Name	Email	Created	Is Active
1	customer	20	customer1	ntelger@illinoisworknet.com	5/18/2009	true
102	NTRETURNUSER	20	NTRETURNUSER102	ntelger@illinoisworknet.com	8/3/2010	true

CREATE AN INVITATION THAT CAN BE USED WITH A GROUP (OR MULTIPLE) CUSTOMERS TO JOIN YOUR PERSONAL GROUP.

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Learn more: <https://www.illinoisworknet.com/partners/tools/Pages/Customer-Groups.aspx>

Customer Support Center (CSC) Overview

View/Complete Assessments

Illinois workNet offers both self-accessed and partner initiated assessments that can be used as part of the career development process. These include:

- Skill and Interest Surveys (Self-accessed Assessments)
- Employment 101 Pre / Post-Assessment and Certificate of Completion (Self-accessed Assessments)
- NOCTI 21st Century Skills Assessment Certificate (Partner Initiated Assessment)
- Observational Evaluation (Partner Initiated Assessment)
- Worksite Evaluation (Partner Initiated Assessment)



Use the Assessment dashboard to access a filtered list of customers.

Assessments Dashboard

Use this dashboard to:

- View counts of customers that have completed/not completed assessments.
- Identify customers that have completed/not completed assessments and view their information.
- View data for all of your customers or filter by your groups and subgroups.

Group

All

Active Status

All

Filter

Type of Assessment	Count	Percent
Self-Accessed Assessments		
CIS Assessments		
Not complete	7	58.33 %
Complete	5	41.67 %
Employment 101 Pre-Assessment		
Not Complete	8	66.67 %
Complete	4	33.33 %
Employment 101 Post-Assessment		
No Assessment Results	10	83.33 %
Successful Completion Results	2	16.67 %
No Successful Completion Results	0	0.00 %
Partner Initiated Assessments		
Total NOCTI Assessments Complete	6	
Customers With No Assessment Results	6	50.00 %
Customers With a Successful Completion	1	8.33 %
Customers Without a Successful Completion	6	50.00 %
Total Observational Assessments Complete	9	

GROUPS - CUSTOMERS

PERSONAL GROUP FOR NATASHA TELGER

Group Type: Personal/Group

Details Customers Partners Sub Groups Invitation

View Search Options

Name: First and/or Last Name

Search

Show 30 entries

Last Name	First Name	LWIA	User Name
1	customer	20	customer1
102	NRETURNUSER	20	NRETURNUSER102
Account	Sample	20	customer41
EmpMember	Business	0	BusEmpMember1@gmail.com
Telger	Natasha	27	lwia27
Telger (PA)	Natasha	27	ntelger
Telger (PA)	Natasha	27	ntelger
worknet	customer43	20	customer43
workNet	Demo	25	Demonstration

Showing 1 to 9 of 9 entries

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CUSTOMERS GROUPS HI, NTELG21

Public Profile Groups **Assessments** Optimal Resume

Assessments

Disability Benefits Estimator | Employment 101 | NOCTI | Observational Evaluation | Worksite Evaluation | View Interests

DISABILITY BENEFITS ESTIMATOR

EMPLOYMENT 101

Pre-Assessment Taken: 28% on 2/21/2017

Post-Assessment Taken: No

Score 70% or higher on the Post-Assessment to earn a Certificate of Completion.

Employment 101 Guide Plans

NOCTI RESULTS

OBSERVATIONAL EVALUATION

Customer Support Center(CSC) Overview

View Saved Customer Work

Employment 101 Results Available in Assessment Tab

- Pre-assessment Results
- Post-assessment Results
- Employment 101 Guide
- Download Certificate of Completion

Including Employment 101 in Training & Workshops:

- Employment 101 - Career Plan Instructor Guide
- Employment 101 - Job Search Plan Instructor Guide

Learn more: <https://www.illinoisworknet.com/partners/sitesetup/Pages/Training.aspx>

Career & Training Research | Job Search Organizer | Achieve Your Goals Notes | S.M.A.R.T. Plan

Prepare a Career Plan

My Career Research

Title:	Aerospace Engineering Technicians
Field:	Research and Development
Demand:	High
Wages:	Earn \$49,487 - \$65,147 per year
I Like:	Often work indoors in laboratories, offices, or manufacturing plants. Civil and electrical e
I Dislike:	Must fully complete and be exact in their work. Errors could seriously endanger workers

My Training Research

Nickname:	Industrial Engineering	Indu
Illinois School:	Bradley University	SIUE
Estimated ROI:	not sure	not s
Notes:	124 credits to graduate (12-16 credits /semester) In-state tuition \$31,110 Fees \$370 Books and supplies \$1,200	In-st Fees Book Room

Public Profile Groups Assessments **Optimal Resume**

Optimal Resume

Show 10 entries Search:

Name	Type	Date Created	Date Last Updated	View Options
industrial	Assessment	2/21/2017	2/21/2017	Web
Industrial Engineering	Resume	2/21/2017	2/21/2017	Web - RTF - PDF
Industrial Engineering	Letter	2/21/2017	2/21/2017	Web - RTF - PDF

Education

M.S. Industrial Engineering
New Mexico State University, Las Cruces, NM
 Specialty in Engineering Management
 Anticipated Graduation Date: 05/2014

B.S. Industrial Engineering, 05/2012
The University of Texas at El Paso, El Paso, TX
 Cum Laude
 GPA: 3.73

Relevant Coursework

Advanced Statistical Quality Control, Engineering Administration, Statistical Quality Control and Reliability, Operations Research, Methods and Industrial Ergonomics, Production & Inventory Control, Industrial Systems Simulation, Industrial Layout, among others

Related Experience

Industrial Engineer Apprentice, *Partman Automotive, Inc.*, Canton, OH, 8/2012 - 7/2013

- Decreased lead time 53% by reducing material handling travel distances
- Improved quality 40% by implementing shipping packing cells
- Implemented lean manufacturing tools such as 5S, visual management
- Improved facility plant layout by applying layout principles
- Maintained documentation (procedures and work instructions)
- Established work procedures and time standards
- Studied time, motion, and methods of operations
- Established time standards and improved operations
- Improved workstations by applying ergonomics principles

Industrial Engineer Intern, *General Motors*, Detroit, MI, 4/2011 - 8/2012

- Created station layouts leading to a process flow improvement of 10%

Customer Support Center(CSC) Overview

View Saved Customer Work

Resumes (and More) Available in Optimal Resume Tab:

- Resume Builder
- Letter Builder
- Portfolio Builder
- Skill Assessment/Inventory Tools
- Interview Preparation Tools
- Video Resume Builder
- Website Builder

Learn more: <https://www.illinoisworknet.com/partners/sitesetup/Pages/Training.aspx>

Other Useful Tools

Quick Info	
workNet ID	70616
Is Active	Yes
Joined	6/12/2009
Role	Workforce Professional

Reset Password	
Send Message	

Public Profile	Groups	Assessments	Optimal Re
Profile Information			
First Name	Sample		
Middle Name			
Last Name	Account		
Address	123 Main Street Springfield, IL 62707		
DOB	5/24/1974		
Email	info@33_illinoisworknet.com		

- Assist your customers with updating their passwords.
- Communicate directly with your customers.

Setting up Illinois workNet Account

ILLINOIS workNet CENTER
TRAINING • CONNECTIONS • DEVELOPING ILLINOIS' WORKFORCE

Creating an Illinois workNet Account

July 2016, v2

Follow These Steps to Get Started

1. Go to www.illinoisworknet.com.
2. Click **Sign Up**.

3. Enter the required information needed on the Illinois workNet Registration page:

- a. First Name
- b. Last Name
- c. Date of Birth
- d. Email Address
- e. Confirm Email Address
- f. ZIP Code
- g. Secret Question

ILLINOIS workNet CENTER

Search Español Share

ILLINOIS workNet CENTER

ILLINOIS workNet Registration
Click here to learn about Illinois workNet account benefits.
Fields with an asterisk (*) are required for registration. Enter your information below to begin using your Illinois workNet account.

First Name*

Last Name*

Date Of Birth*

Email Address*

Confirm Email Address*

ZIP Code*

Secret Question*

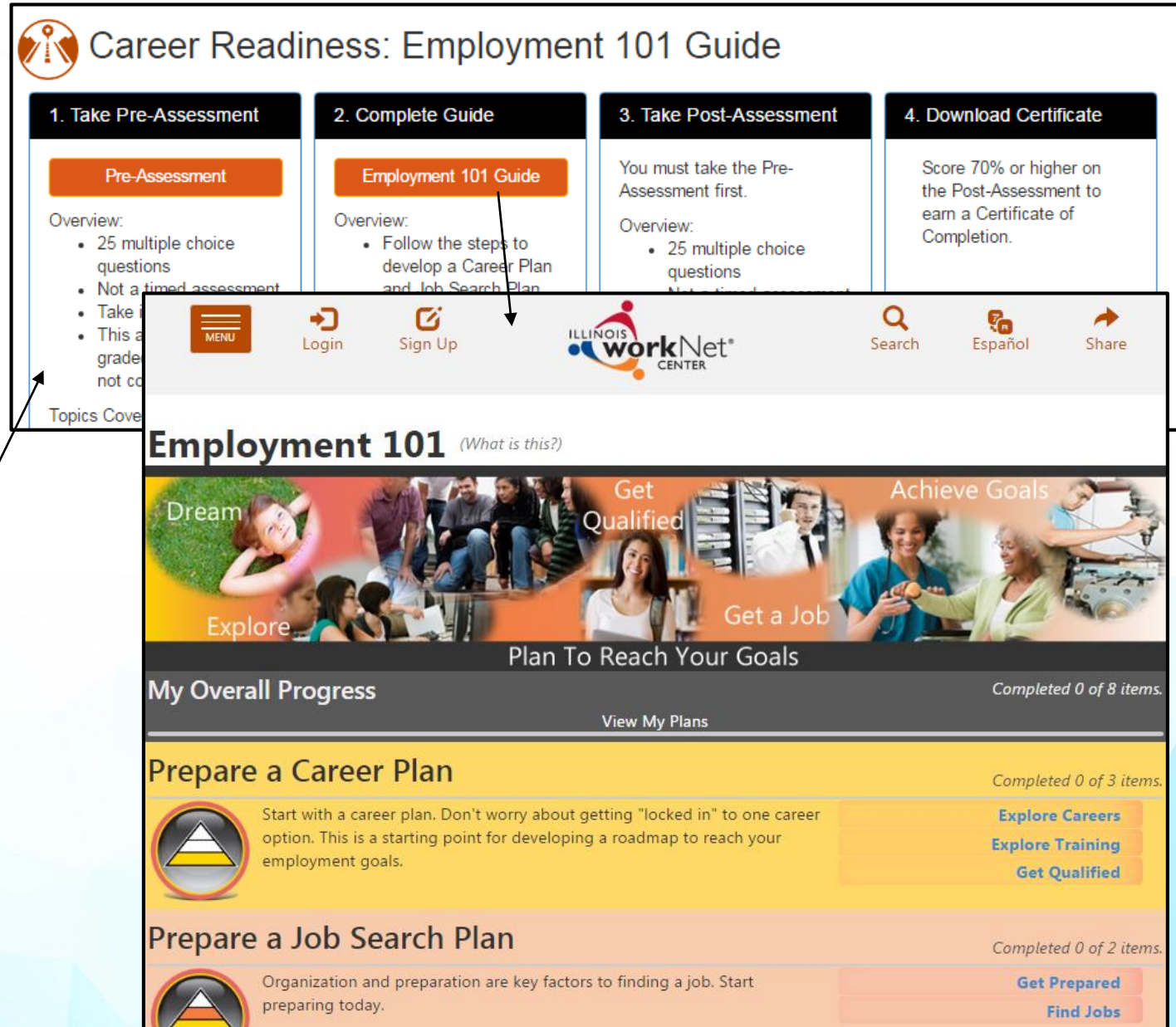
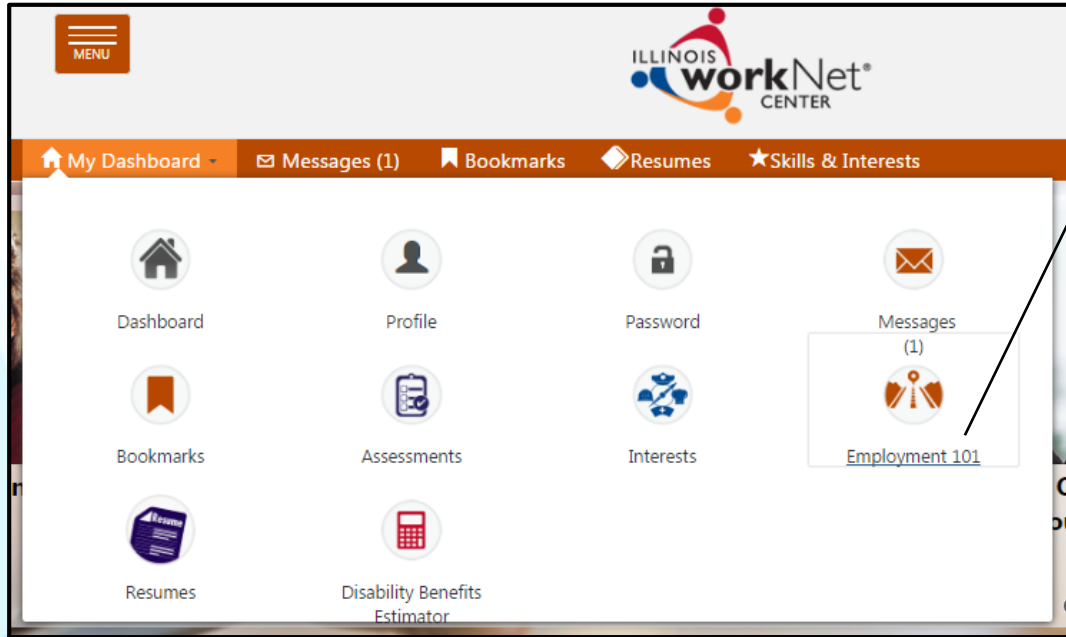
Secret Answer*

User Name*

- Customers will need an account to join your group.

Employment 101

- Customers will need to be signed into their account to complete Employment 101.

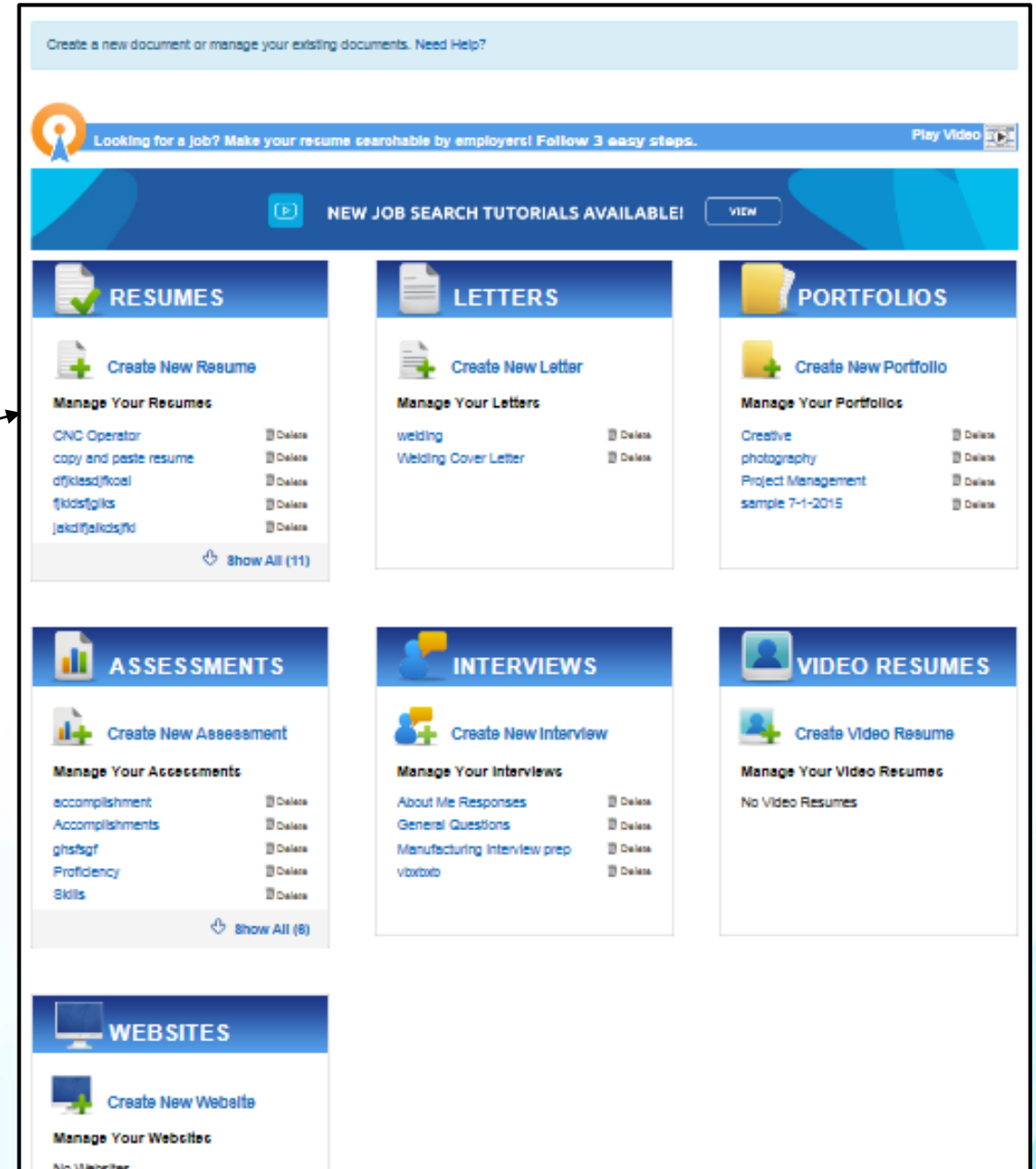
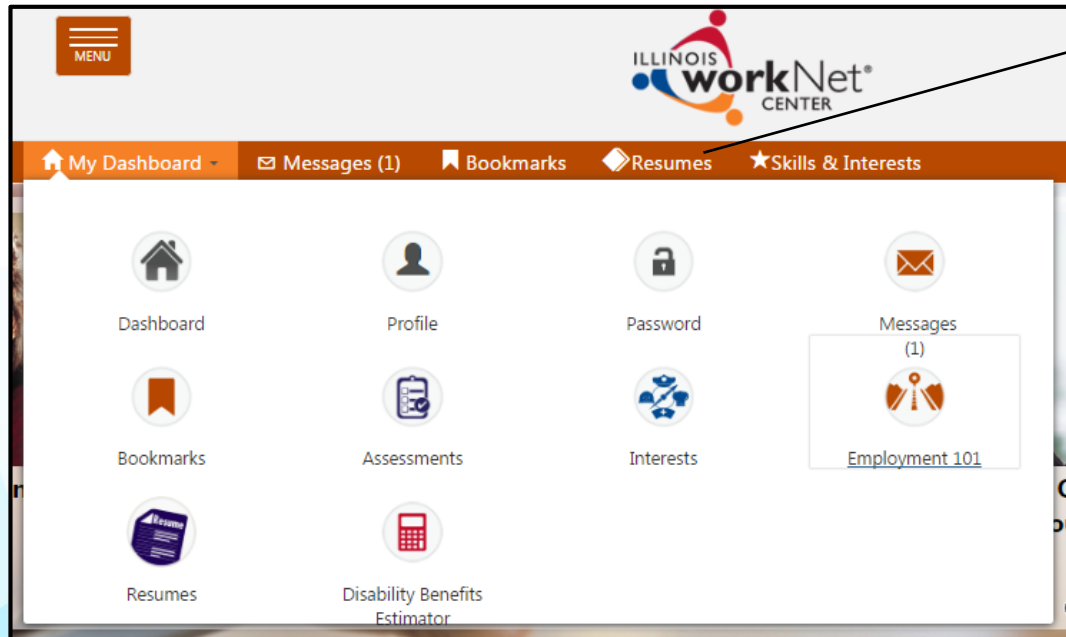


Learn more:
<https://www.illinoisworknet.com/partners/sitesetup/Pages/Setup-Training-Guide.aspx>

Corresponding CSC Illinois workNet Customer Tools

Optimal Resume Builder

- Customers will need to be signed into their account to use the resume builder.



Learn more: <https://www.illinoisworknet.com/Qualify/Pages/Resume.aspx>

Demonstration

The screenshot shows the top navigation bar of the Illinois WorkNet website. The logo for 'ILLINOIS workNet CENTER americanjobcenter' is visible. Navigation options include 'MENU', 'Login', and 'Sign Up'. A search bar and 'Español' link are also present. A dropdown menu is open under 'MENU', listing various resources: 'Workforce and Education Partner Resources', 'Partner Programs', 'Partner Tools' (highlighted), 'Guide for Partner Tools', 'Assessments', 'Event Calendar', 'Customer Groups / Customer Support Center', 'Service Finder Tool', 'Submit Resources', 'Submit Success Stories', 'Additional Programs (Prior to 2014)', 'Setup & Training', 'Helping Individuals', 'Helping Employers', and 'Partner News & Events'. A calendar for January 2017 is also visible on the page.

Partner Tools/Resources

www.illinoisworknet.com

Customer Tools/Resources

The screenshot shows a user's dashboard on the Illinois WorkNet website. The top navigation bar includes the logo and 'Search', 'Español', and 'Share' options. Below the navigation bar is a secondary bar with 'My Dashboard', 'Messages (12)', 'Bookmarks', 'Resumes', and 'Skills & Interests'. A central grid of icons provides quick access to various tools: 'Dashboard', 'Profile', 'Password', 'Messages (12)', 'Bookmarks', 'Assessments', 'Interests', 'Employment 101', 'Resumes', and 'Disability Benefits Estimator'. On the right side, there is a featured article titled 'Laid Off Worker resources' with a photo of a woman.

Next Steps

Become a partner.

1. Go to www.illinoisworknet.com and create or log into your Illinois workNet account.
2. Make sure your organization location is set up as a partner in the [Illinois workNet Service Finder](#).
3. Request to become a partner by sending an email to info@illinoisworknet.com. Include the following information:
 - Reason for the email (I would like to request an Illinois workNet partner account)
 - Your name (as it appears in your Illinois workNet account)
 - Name of your organization (as it appears in the Illinois workNet Service Finder)
 - Organization address
 - Your work phone number
4. We will review your request, confirm your information is accurate, and provide you with a partner account.

Setup your Customer Support Center group and subgroups.

<https://www.illinoisworknet.com/partners/tools/Pages/Customer-Groups.aspx>

1. Create your personal group and invite customers and partners.
2. Create sub-groups to organize groups of customers and add customers to subgroups.
3. View customer information and provide guidance.

Use the Assessment dashboard.

<https://www.illinoisworknet.com/partners/tools/Pages/Assessments.aspx>

1. View overview of assessment status for groups and subgroups.
2. Access a filtered list of customers based on their assessment status.

Thank you for participating today!

Illinois workNet Website

www.illinoisworknet.com

Illinois workNet Partner Resources

www.illinoisworknet.com/partners

Contact Us

- <https://www.illinoisworknet.com/Pages/Contact-Us.aspx>
- info@illinoisworknet.com