ILLINOIS workNet® CENTER

TRAINING • CONNECTING • DEVELOPING ILLINOIS' WORKFORCE

Using the Customer Support Center Tools: Getting Started

March 8, 2017

A proud partner of the

AmericanJobCenter® network

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.

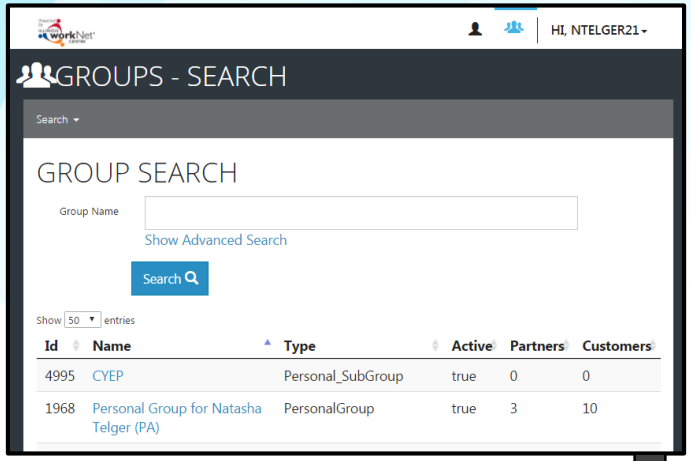
Benefits of Using the Customer Support Center

- 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.

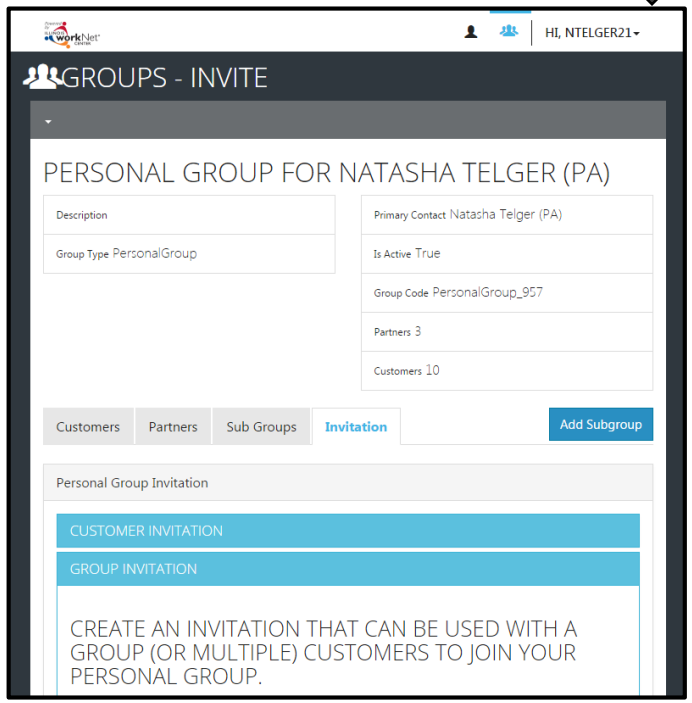
Customer Support Center (CSC) Overview

Invite & Organize Customers

Create Personal Group

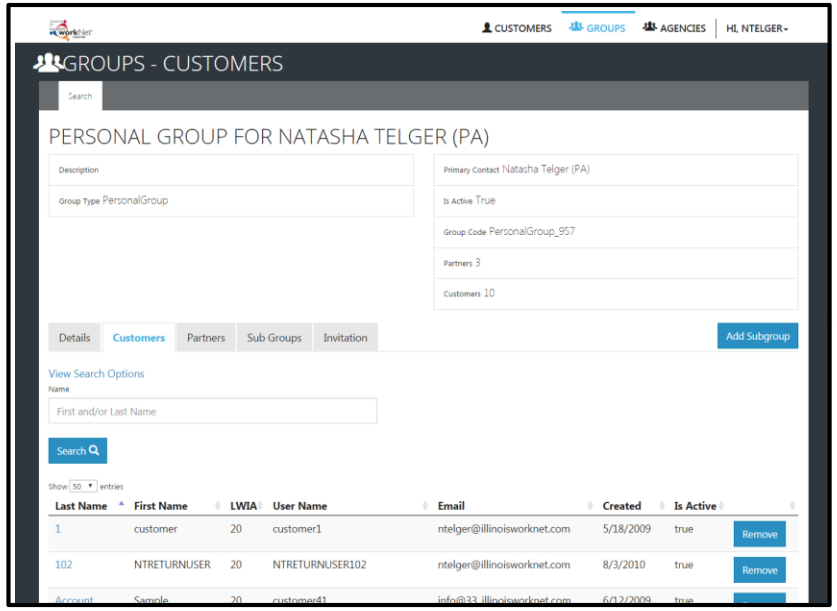


Invite Customers & Partners



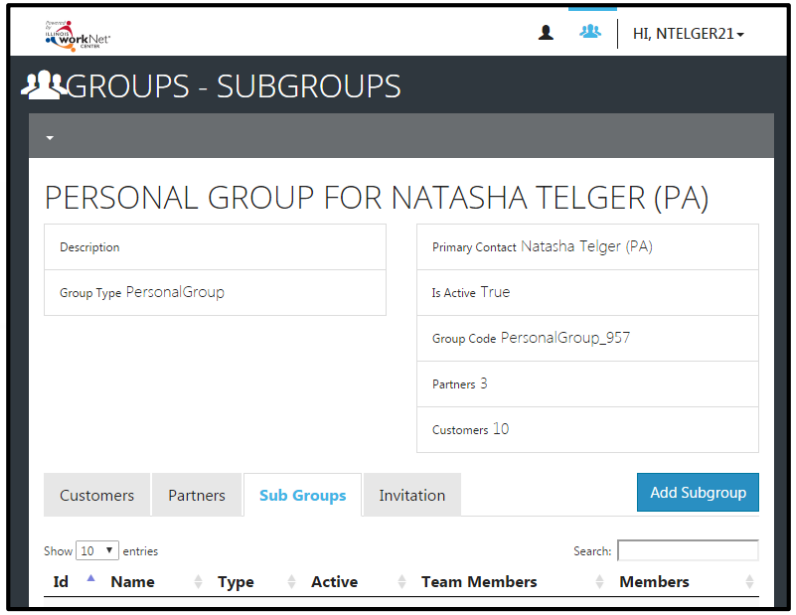
Customers/Partners Accept Invitation & are Automatically Added to Personal Group

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

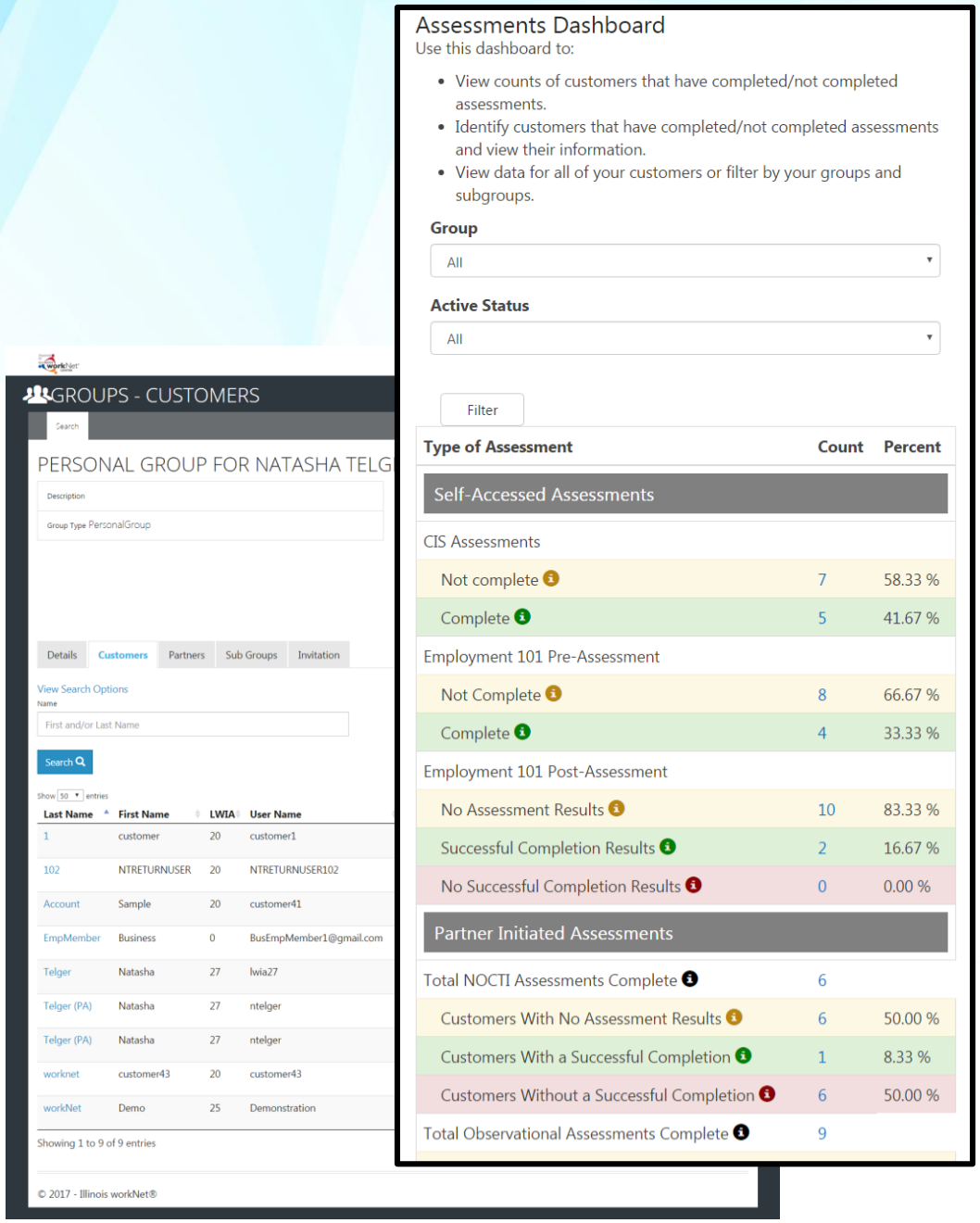


Organize Customers Into Subgroups

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



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



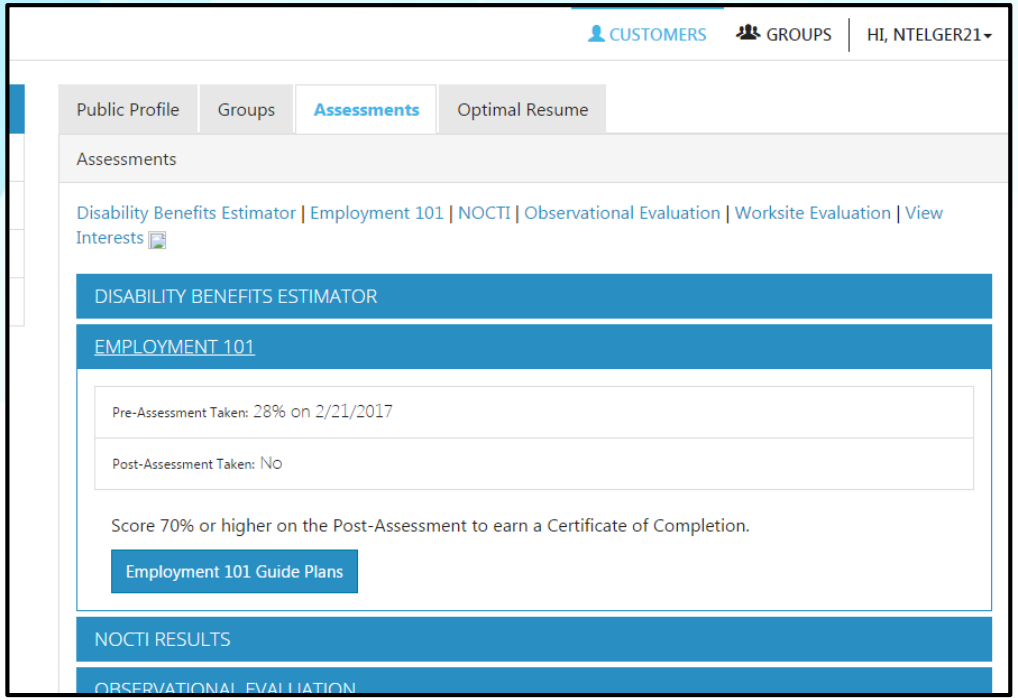
Customer Support Center (CSC) Overview

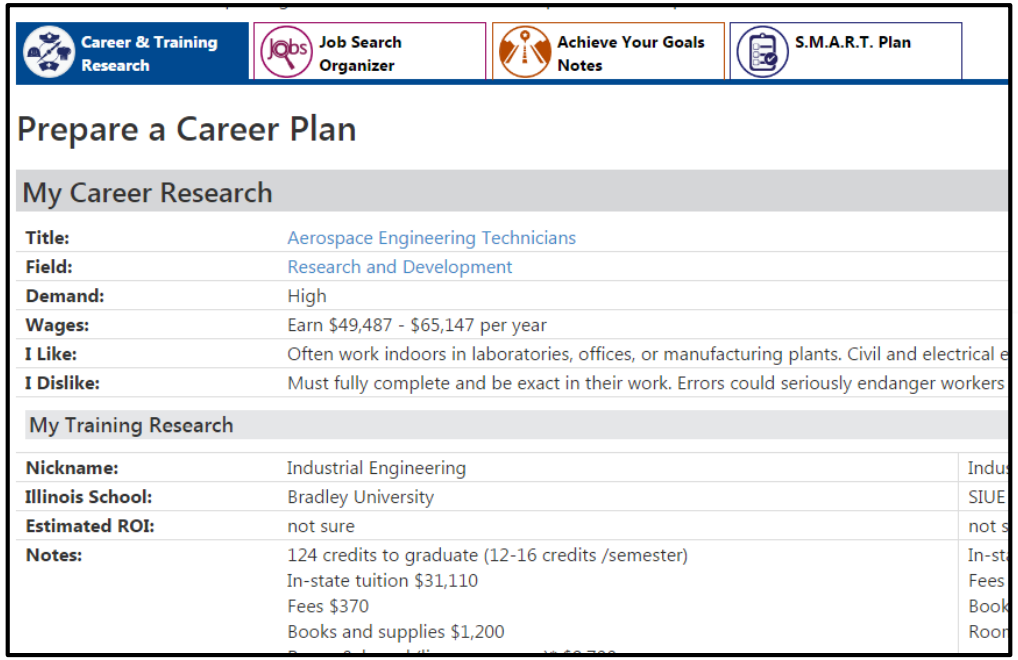
View/Complete Assessments

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.





Customer Support Center(CSC) Overview

View Saved Customer Work

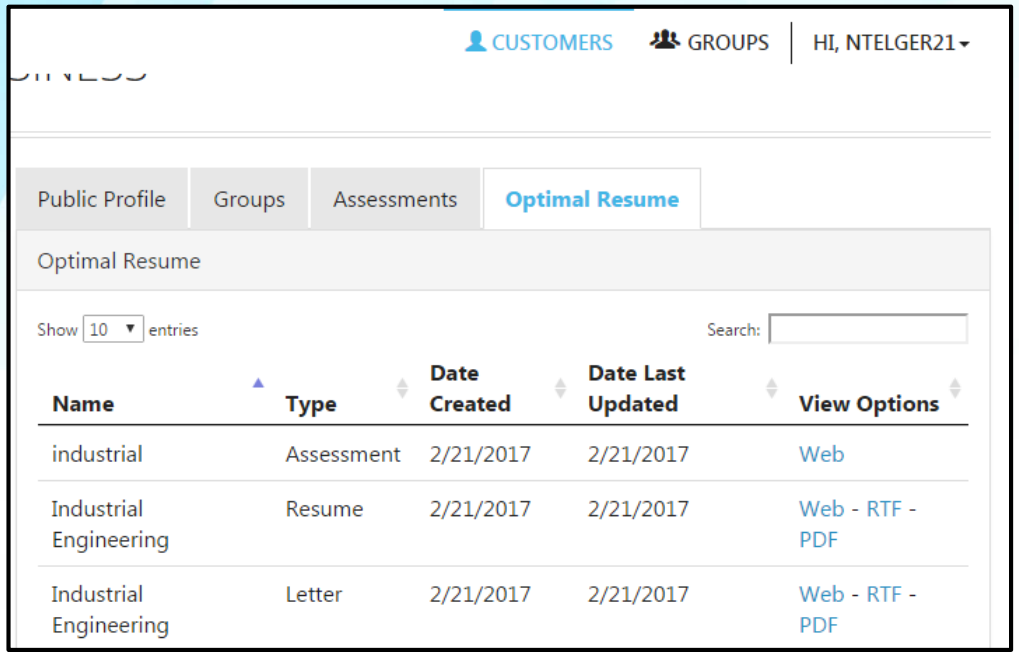
Employment 101 Results Available in Assessment Tab

- 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



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%

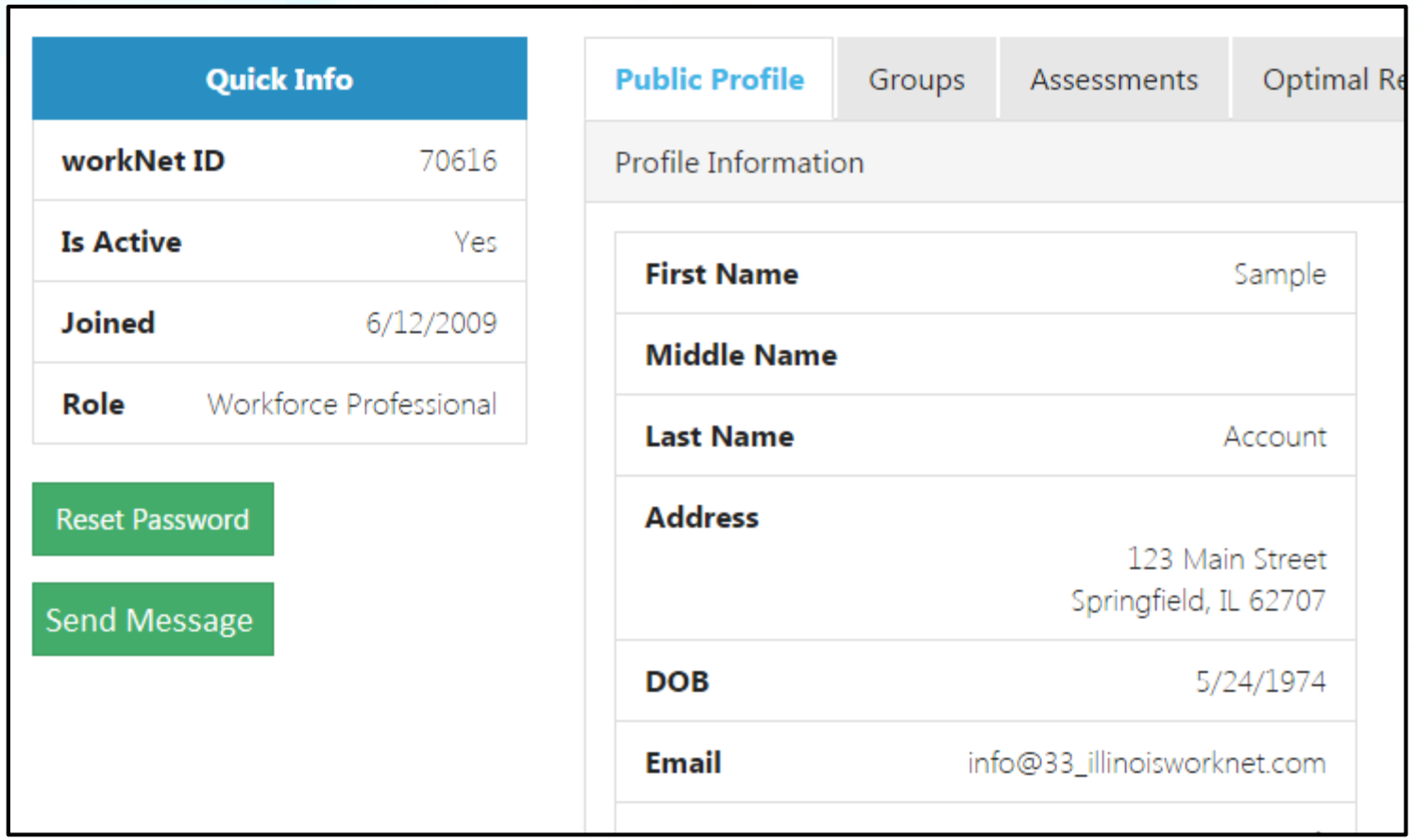
View Saved Customer Work

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

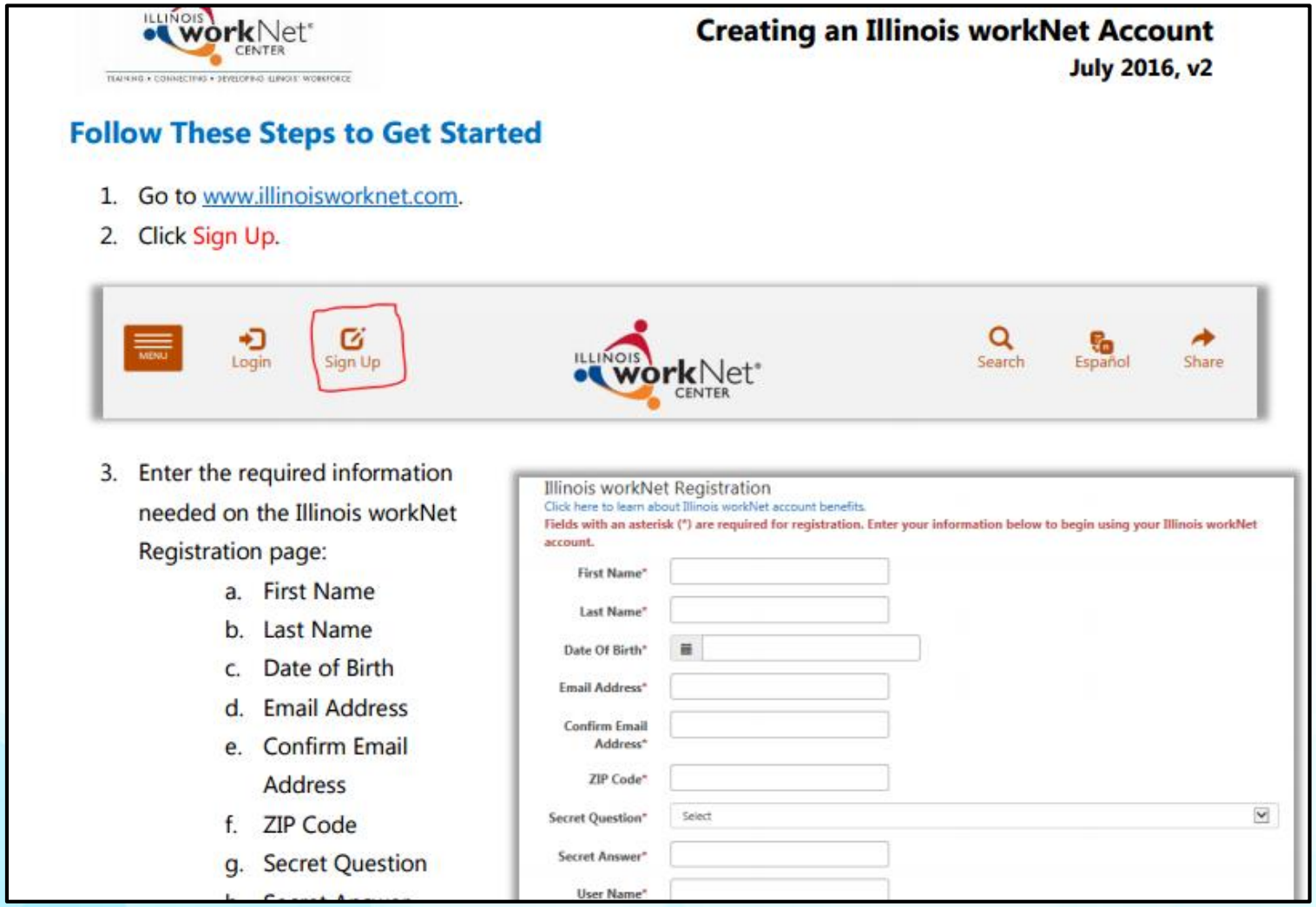
Learn more: https://www.illinoisworknet.com/partners/sitesetup/Pages/Training.aspx

Other Useful Tools



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

Setting up Illinois workNet Account



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Creating an Illinois workNet Account

July 2016, v2

Follow These Steps to Get Started

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

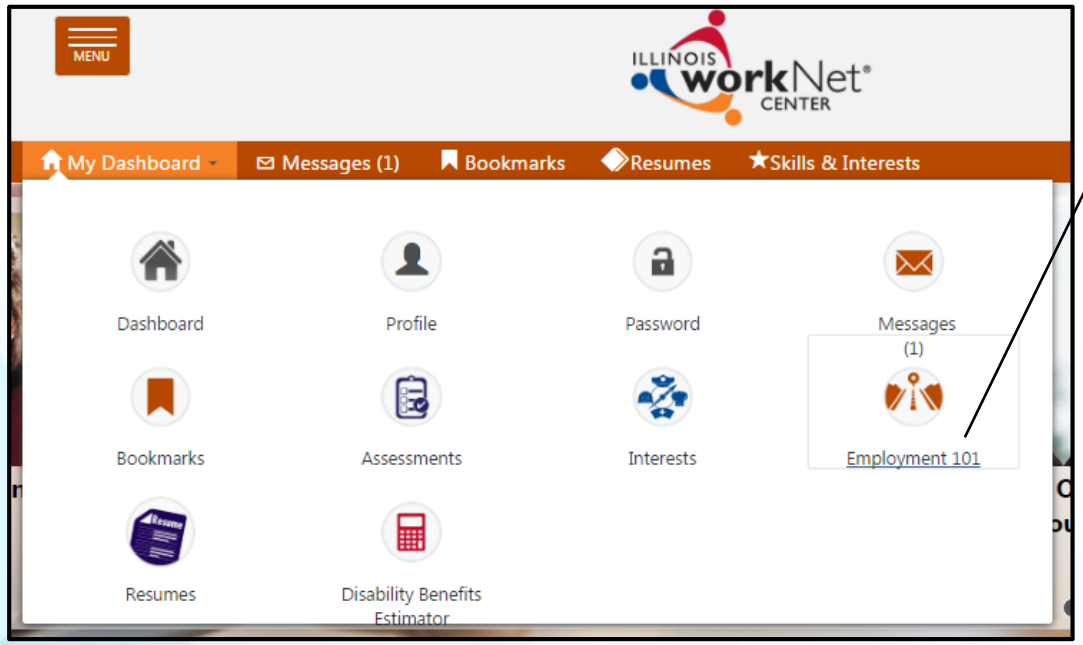
3. Enter the required information needed on the Illinois workNet Registration page:
   a. First Name
   b. Last Name
   c. Date of Birth
   d. Email Address
   e. Confirm Email Address
   f. ZIP Code
   g. Secret Question

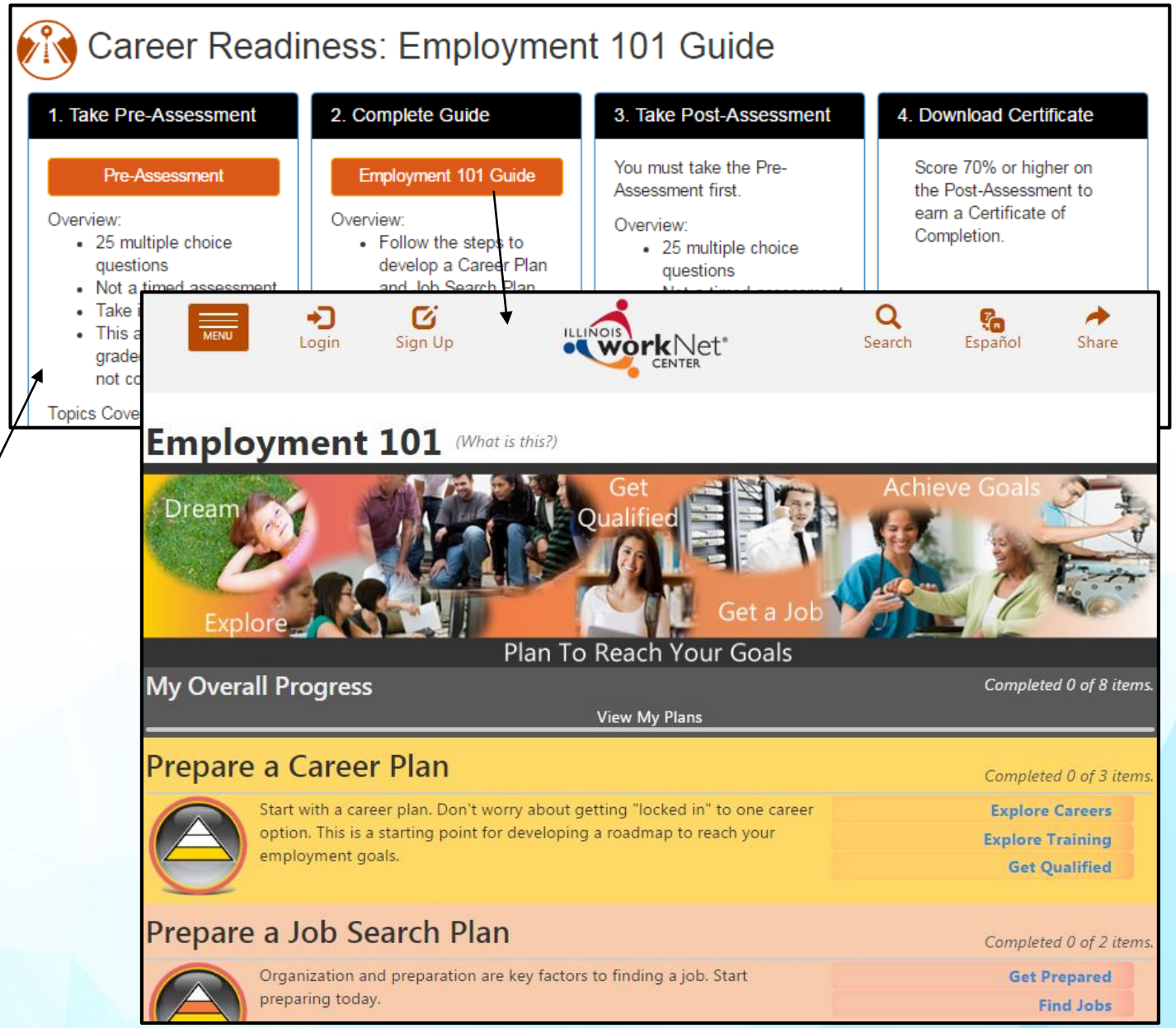
- Customers will need an account to join your group.

Corresponding CSC Illinois workNet **Customer Tools**

Employment 101

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



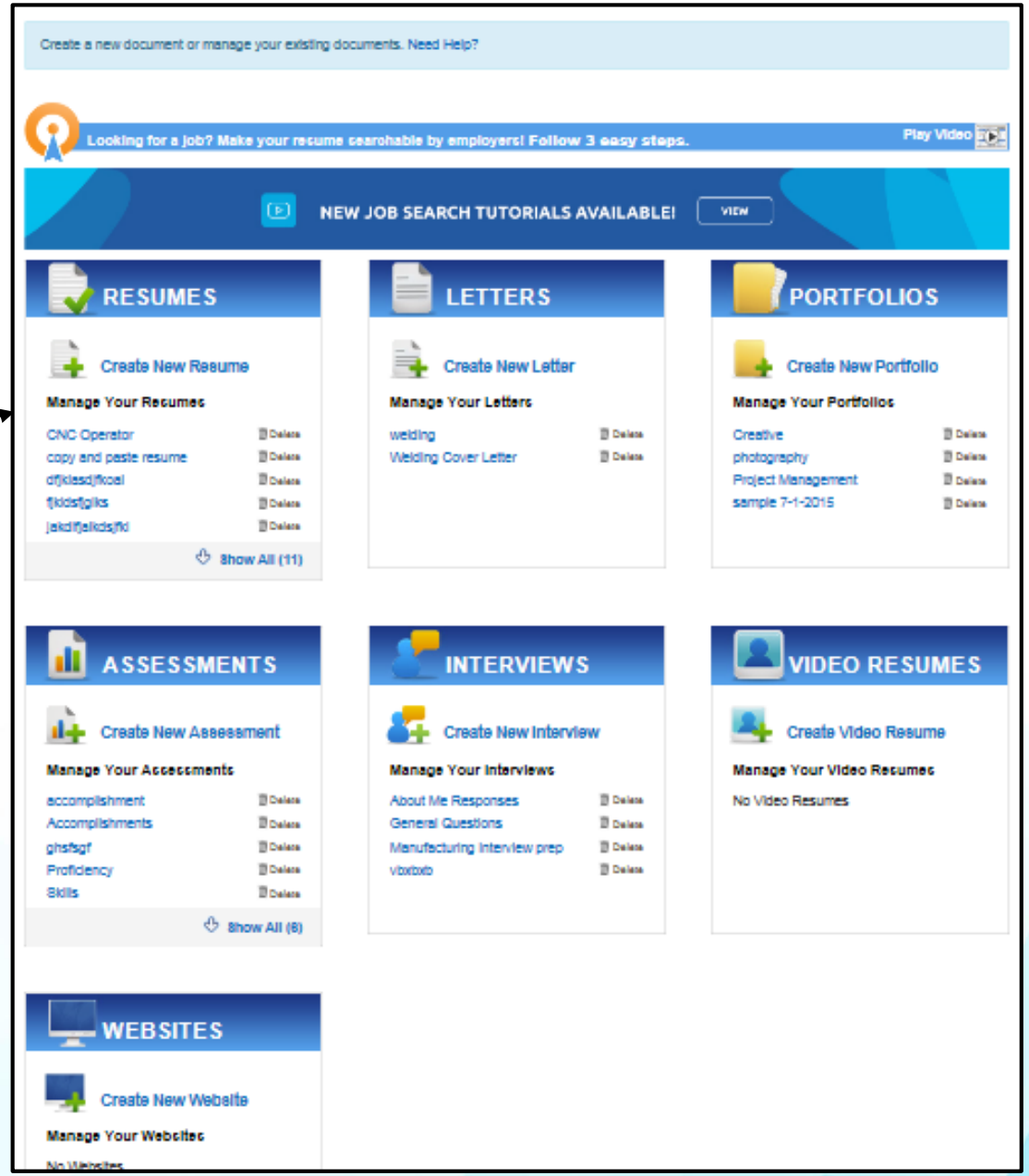


Learn more:
https://www.illinoisworknet.com/partners/sitesetup/Pages/Setup-Training-Guide.aspx

Corresponding CSC Illinois workNet **Customer Tools**

Optimal Resume Builder

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

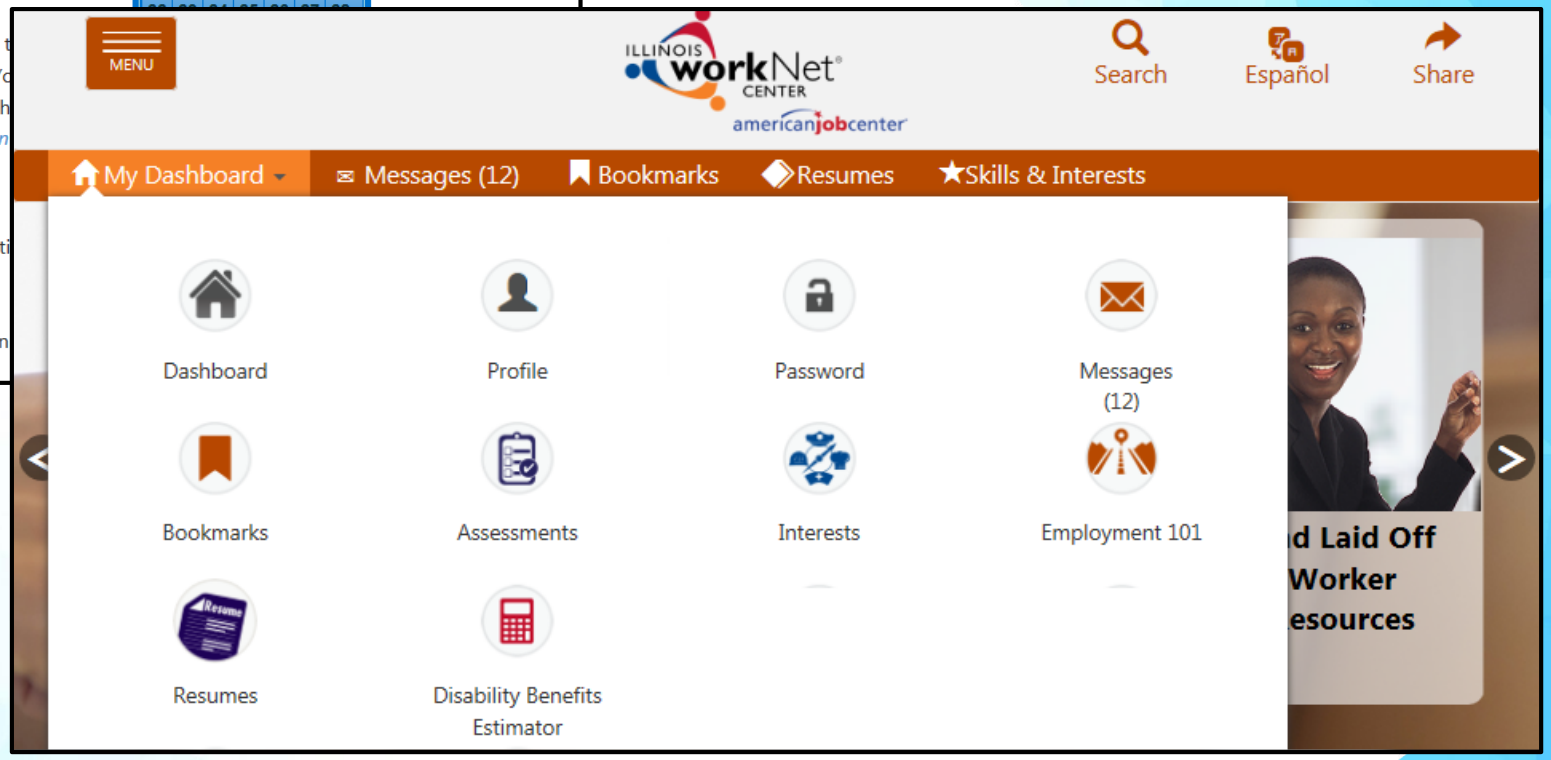


Learn more: https://www.illinoisworknet.com/Qualify/Pages/Resume.aspx

Demonstration

Partner Tools/Resources

Customer Tools/Resources



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