
CalJOBSSM VOSGreeter Remote Kiosk

USER GUIDE

Employment Development Department

Workforce Services Branch

2020

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Scenario 1: Inbound Phone Call



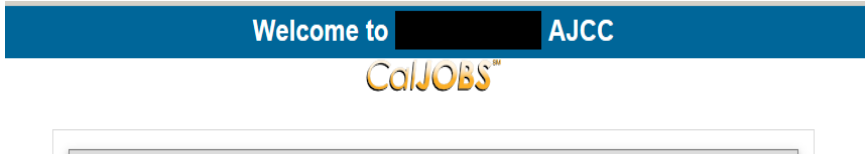
You receive a phone call from Alexandra Williams. She is currently unemployed and is looking make a career change and is need of additional training and/or education. After speaking with Alexandra (and getting all of her information) you find an appropriate course of action and put a plan together, schedule an appointment in the office, and then end the phone call.

Next we need to track this interaction using VOSGreeter

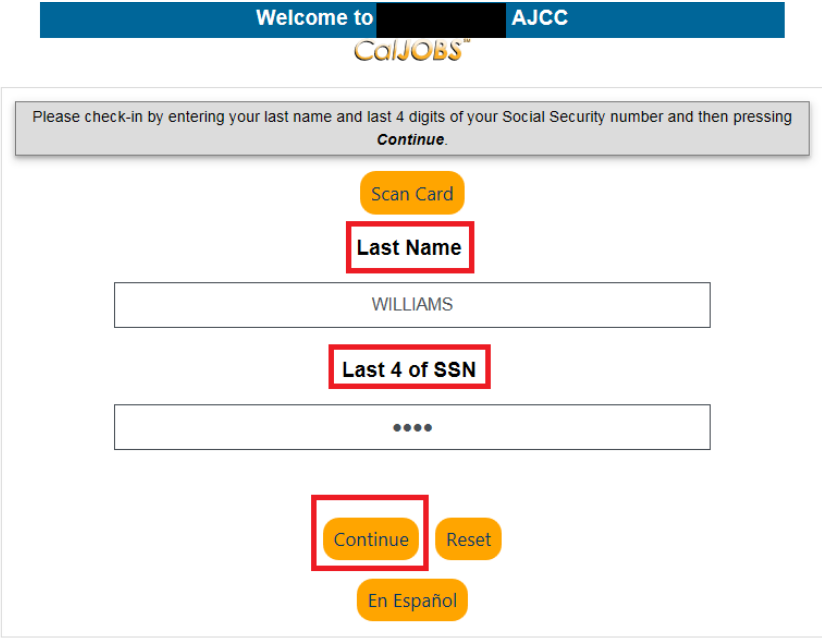


Manage Visitors	Office Check-Ins List
Manage Scan Card	Office Assisting List
Manage WARN Notifications	Office Visitors List
Manage Help Desk	Office Visitors List Configuration
Manage Follow-Up	Office Check-Ins History
Manage Surveys	Visitor System Configuration
Manage Online Forms	Visitor Kiosk
Communications	Visitor Waiting List

Launch the VOSGreeter Kiosk as you would if you were in the office.

Path: Services for Workforce Staff > Manage Visitors > Visitor Kiosk



Based on your staff account setup, it will launch your default office.

	<p>Begin tracking your phone call as if Alexandra walked into the office. All the same process still apply. Enter in the Last Name and Last 4 of SSN and click “Continue.”</p>
	<p>The Date of Birth screen is not a requirement and can be bypassed by clicking “Continue.”</p>
	<p>Enter the individual’s first name and click “Continue.”</p>

<p>Hello Alexandra Williams and welcome to [redacted] AJCC. Select the reasons for your visit today and then press <i>Continue</i></p> <p><input type="checkbox"/> Business Services <input type="checkbox"/> CATS Program</p> <p><input type="checkbox"/> Department of Rehabilitation (DOR) <input checked="" type="checkbox"/> Earn and Learn Program</p> <p><input type="checkbox"/> Employment Development Department (EDD) <input type="checkbox"/> General Relief Assistance (GR)</p> <p><input type="checkbox"/> I am a New Visitor <input type="checkbox"/> I am here to see a specific staff member</p> <p><input type="checkbox"/> I received an EDD appointment notice <input type="checkbox"/> I want to use the Career Center</p> <p>1 of 2</p> <p><input type="button" value="Continue"/> <input type="button" value="Reset"/></p>	<p>Select the appropriate visit reason which matches your interaction and click "Continue."</p>																
<p>If you would like to enter any comments for staff, please do so below. Otherwise, you can leave this field blank.</p> <p>Comments (optional)</p> <p><input type="button" value="Check-In"/> <input type="button" value="Cancel"/></p>	<p>The comments section is optional and can be used to educate the staff working the visit reason. Once you're ready to end the interaction/visit click "Check-In."</p>																
<p>Pending Visitor Check-Ins (1)</p> <table border="1"> <thead> <tr> <th>Last Name</th> <th>First Name</th> <th>Last 4 SSN</th> <th>Vet</th> <th>SBE</th> <th>Check-In Time</th> <th>Language</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Williams</td> <td>Alexandra</td> <td>5522</td> <td>N/A</td> <td>N/A</td> <td>Check-In Time: 2020-04-13 @ 1:15PM</td> <td></td> <td>Not Registered Left Office View Reasons</td> </tr> </tbody> </table>	Last Name	First Name	Last 4 SSN	Vet	SBE	Check-In Time	Language	Action	Williams	Alexandra	5522	N/A	N/A	Check-In Time: 2020-04-13 @ 1:15PM		Not Registered Left Office View Reasons	<p>An alert will show for the staff assigned to the visit reason.</p>
Last Name	First Name	Last 4 SSN	Vet	SBE	Check-In Time	Language	Action										
Williams	Alexandra	5522	N/A	N/A	Check-In Time: 2020-04-13 @ 1:15PM		Not Registered Left Office View Reasons										

Scenario 2: Email

Reply Reply All Forward
 Mon 4/13/2020 1:24 PM
 Help!
 To: Helmuth, David@EDD
 Retention Policy EDD Inbox 90 Day Delete (90 days) Expires 7/12/2020

Good afternoon

My name is Bryce Cruz. I recently was laid off as a result of the Coronavirus pandemic. Can I file for Unemployment?

Please help.

Bryce

You receive an email in your office inbox from a Bryce Cruz with a question on how to file for unemployment as a result of the pandemic. You try to get Bryce’s full information, but he reluctant to give his Social Security Number over email (confidential information and PII should never be asked for over email). You direct Bryce to the appropriate information on the Employment Development Department website.

Please check-in by entering your last name and last 4 digits of your Social Security number and then pressing *Continue*.

Scan Card

Last Name

CRUZ

Last 4 of SSN

••••

Continue **Reset**

Once you have finished with the communication you would then go to your kiosk begin the process of checking in the client as if he were in the office and did not want to give his last 4 of SSN (use a repeating number 4 times).

<p>We believe we have matched your information to an existing registration. Please enter your date of birth in 2-digit month, 2-digit day, and 4-digit year format for confirmation, then press Continue.</p> <p>Date of Birth</p> <p>mm/dd/yyyy</p> <p>Continue Reset</p> <p>En Español</p>	<p>Bypass the Date of Birth screen.</p>
<p>Please enter your first name and press Continue</p> <p>First Name</p> <p>BRYCE</p> <p>Continue Reset</p> <p>En Español</p>	<p>Enter the first name, just like in Scenario 1 and click "Continue."</p>
<p>Hello Bryce Cruz and welcome to [REDACTED] AJCC. Select the reasons for your visit today and then press Continue</p> <p><input type="checkbox"/> Job Recruitment <input type="checkbox"/> Other</p> <p><input type="checkbox"/> TSE- Transitional Subsidized Employment <input type="checkbox"/> Typing Test</p> <p><input checked="" type="checkbox"/> Unemployment Insurance (UI) Assistance</p> <p>2 of 2</p> <p>Continue Reset</p>	<p>Select the appropriate visit reason as if the individual was in the office and click "Continue."</p>


If you would like to enter any comments for staff, please do so below. Otherwise, you can leave this field blank.

Comments (optional)

Check-In
Cancel

Again the comments section are optional. To finish the interaction/visit click "Check-In." An Alert will go to the staff working the visit reason for additional communication if needed.

I. Viewing the Interactions/Visits



CalJOBSSM Greeter Reports

Greeter:

Advanced

- List
- [by Office](#)
- [by Visit Reason](#)
- [State Reason Code Usage by Region/Office](#)
- [by Hour](#)
- [by Staff Assisted](#)
- [by Weekday](#)

You can view a list of the interactions by viewing the Greeter report.

Path: Detailed Reports > Attendance Reports > Greeter > List.

Selection Criteria
Location

Region/LWDB Status: Active Inactive All

Region/LWDB:
(Press Shift to select multiple items)

San Jose Silicon Valley, Workforce Investment Ne

San Luis Obispo Workforce Development Board

Santa Ana Work Center

SELACO Workforce Investment Board

Office Status: Active Inactive All

Office Location:

12511 Cerritos (WSB)

SEL ABCUSD

SEL Cerritos AJCC

SEL WorkForce Connection

Filter by your Local Area and your default office.

VOSGreeter Remote Kiosk

<div style="background-color: #0056b3; color: white; text-align: center; padding: 5px; font-weight: bold;">Date</div> <p>Date Range: <input type="text" value="Custom Date"/></p> <p>From: 04/13/2020 <input type="text" value="MM/DD/YYYY"/></p> <p>To: 04/13/2020 <input type="text" value="MM/DD/YYYY"/></p> <p style="text-align: center;">Reset Dates</p> <div style="text-align: center; margin-top: 20px;">Run Report</div>	<p>To view a log of your interactions for the day they happened (i.e. today) enter in the current date in the “From” and “To” fields. Then click “Run Report.”</p>																								
<div style="text-align: center;"> <p>VOSGreeter® - List Report</p> <p>Region/Lia: SELACO Workforce Investment Board</p> <p>Office: SEL Cerritos AJCC</p> <p>Start Date: 4/13/2020</p> <p>End Date: 4/13/2020</p> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 15%;"></th> <th style="width: 15%;"></th> <th style="width: 15%;"></th> <th style="width: 15%;"></th> <th style="width: 15%;"></th> </tr> <tr> <th style="border: 2px solid red;">Individual</th> <th>User ID</th> <th>Phone Number</th> <th>E-mail</th> <th>Office</th> <th style="border: 2px solid red;">Visit Reason</th> </tr> </thead> <tbody> <tr> <td>Cruz, Bryce</td> <td>-</td> <td></td> <td></td> <td>SEL Cerritos AJCC</td> <td>Unemployment Insurance (UI) Assistance</td> </tr> <tr> <td>Williams, Alexandra</td> <td>-</td> <td></td> <td></td> <td>SEL Cerritos AJCC</td> <td>Earn and Learn Program</td> </tr> </tbody> </table>							Individual	User ID	Phone Number	E-mail	Office	Visit Reason	Cruz, Bryce	-			SEL Cerritos AJCC	Unemployment Insurance (UI) Assistance	Williams, Alexandra	-			SEL Cerritos AJCC	Earn and Learn Program	<p>After running the report you will have a log of the interactions. This report can be printed should there be the need for a hard copy.</p>
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