



Getting the seal of approval from The State of Oklahoma From Welfare to Work with Net.Visual

With a mission to provide a smooth transition to self-sufficiency and economic stability for all of Oklahoma's citizens, The State of Oklahoma Employment Security Commission (OESC) Employment and Training Division provides programs to both employers and potential employees under the Workforce Investment Act.

Such programs include: layoff assistance; training programs; part-time work for over 55's; re-employment programs; youth activities; employment and benefit information and filing; as well as financial incentives and assistance in areas such as new job creation - the Quality Jobs Program.

Communicating and administering all of these programs are not small tasks. Call centers are today acknowledged as an efficient, low-cost way of communicating with customers. Once people get used to it, they like the idea of picking up a phone and being responded to immediately. The State of Oklahoma was ranked among the top 11 states in the United States for new call centers set up since 1990, according to Conway Data Inc.

Latest voice response and web-interface technologies integrate seamlessly with legacy systems; protects original investment

Utilizing a new Integrated Voice Response (IVR) System, claimants are now able to apply for their initial benefits over the telephone. When they call in, the IVR prompts them for responses which are uploaded to the legacy systems whilst simultaneously displaying the information on a web-based application. A trained claims administrator in the call centre then completes the information required -utilizing

drop-down menus, fill-in fields, buttons and other familiar web interface features as seen below - whilst the claimant is still on the phone to answer the questions.



Reducing time-consuming old processes quickens new welfare to work initiatives

Net.Visual from twincentric - by taking the information off of the mainframe and presenting it in a common format via Internet Explorer through the corporate Intranet - has successfully transformed a process which used to take up to one full day to complete in personal interviews, queues and form-filling to minutes on the telephone. The margin for error is reduced because expert administrators fill out the forms rather than leaving it to the claimant, therefore benefits are paid quicker and re/training is approved in a timely manner.

According to Mike Evans, Chief Information Officer, Oklahoma Employment Security Commission, "The Net.Visual solution brings our agency exactly what we need to service our communities. Overall we're very happy with it. Working with twincentric and its

"The Net.Visual solution brings our agency exactly what we need to service our communities. Overall we're very happy with it. Working with twincentric and its partners has shown us that our investment in our legacy systems can evolve in a fast, yet cost-efficient way."

Mike Evans, Chief Information Officer, Oklahoma Employment Security Commission

Case Study

twincentric

partners has shown us that our investment in our legacy systems can evolve in a fast, yet cost-efficient way.”

Such is the success of this initiative that further Federally Mandated Fact Finding applications are in the pipeline which will endorse OESC’s position as one of the first true web-enabled State Agencies in the United States.

For more information visit our website at www.twincentric.com

or contact us on the following:

Tel: +44 (0) 1993 700610

Fax: +44 (0) 1993 700630

Email: info@twincentric.com



twincentric Ltd.
6A Church Green, Witney
OX28 4AW, UK

©2003 twincentric Ltd. All rights reserved. Printed in the UK. Net.Visual is a registered trademark of twincentric Ltd. All other trademarks or registered trademarks are the property of their respective owners