

## Functionality Chart

Listed below is an overview of the Workforce Center Customer Tracking (WCCT) interface's features and functionality. Features are grouped by task.

Customer Registration	Staff Queue	Administration	Monitoring/Reporting
<ul style="list-style-type: none"> <li>• Allows language selection of English or Spanish</li> <li>• Includes variety of validation methods:               <ul style="list-style-type: none"> <li>- Social Security number (SSN)</li> <li>- SSN and birth date</li> <li>- Swipe card</li> <li>- Last four digits of SSN and birth date (events only)</li> <li>- Check box (staff-entered/events only)</li> <li>- Other Board-requested validation methods</li> </ul> </li> <li>• Retrieves data from TWIST               <ul style="list-style-type: none"> <li>- Customer Name</li> <li>- Veteran Status</li> <li>- Foster Child Status</li> <li>- UI Claimants</li> </ul> </li> <li>• Prompts customer for required data</li> <li>• Determines possible reasons for visit and staff to be seen from the following sources:               <ul style="list-style-type: none"> <li>- Customer record (active list)</li> <li>- Scheduled events</li> <li>- Predefined, Board-selected visit reasons</li> <li>- Configured reasons (events only)</li> </ul> </li> <li>• Provides customizable reasons for visits by office and includes:               <ul style="list-style-type: none"> <li>- Appointments</li> <li>- Events</li> <li>- Walk-ins</li> <li>- Job search</li> <li>- Resource center user</li> <li>- Colocated non-workforce center</li> </ul> </li> <li>• Places customers present for an event or staff-assisted service in the visit queue and notifies the appropriate staff</li> <li>• Allows staff to use the Customer Registration screen to track event attendance</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a prioritized list of customers</li> <li>• Allows for automated customer creation in TWIST</li> <li>• Computes wait times when staff accepts a customer</li> <li>• Computes length of visit when staff releases a customer</li> <li>• Allows staff with appropriate permissions to reassign customers to another staff's queue and add comments to the queue record</li> <li>• Shows queue records in a history table used for reporting and customer selection via <i>TWIST Scheduler</i></li> <li>• Allows staff to use queue records to record event attendance</li> <li>• Soft closes queue records after a set maximum duration</li> </ul>	<ul style="list-style-type: none"> <li>• Allows for hierarchical settings, with higher-level offices able to set WCCT behavior for lower-level offices</li> <li>• Includes options set to either:               <ul style="list-style-type: none"> <li>- Allowed</li> <li>- Default</li> <li>- Mandatory</li> </ul> </li> <li>• Includes WCCT administrative settings:               <ul style="list-style-type: none"> <li>- Color scheme and theme</li> <li>- Default language</li> <li>- Validation types</li> <li>- Visit reasons</li> </ul> </li> <li>• Includes notification types               <ul style="list-style-type: none"> <li>- E-mail</li> <li>- Pager</li> <li>- Queue only</li> <li>- Pop-up message</li> <li>- Soft close duration</li> <li>- Staff absences</li> </ul> </li> <li>• Includes alert values               <ul style="list-style-type: none"> <li>- Maximum queue size exceeded</li> <li>- Maximum wait time exceeded</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Monitors information for current day, including:               <ul style="list-style-type: none"> <li>- Number signed in</li> <li>- Number served</li> <li>- Number waiting</li> <li>- Maximum wait time</li> <li>- Maximum current wait time</li> <li>- Average wait time</li> <li>- A table with the above information broken down by staff and event</li> </ul> </li> <li>• Uses TWIST Web Reports</li> <li>• Includes possible "online" reports</li> <li>• Summarizes the first reports with information from the monitoring screen</li> <li>• Can include other reports by Board request and suggestion</li> <li>• Features changes to <i>TWIST Scheduler</i></li> <li>• Includes new customer selection called <i>Daily Customer Log</i></li> <li>• Features new customer search criteria on the <i>Daily Customer Log</i></li> <li>• Includes new roster headings based on customer search criteria</li> <li>• Features new select actions on the roster</li> </ul>