

Weekly Unemployment Claim Chatbot

CHALLENGE:

COVID-19 has forced millions of layoffs in the United States with many more millions who could be affected in the weeks to come. Businesses in the hospitality, retail, entertainment, travel, and food industries are the hardest hit. With the pandemic expected to peak in the coming months, technology is enabling people to keep in touch with the outside world. **State and local governments must act now to get solutions in place to best serve their citizens in this time of the crisis** .

Many states are struggling to handle the enormous influx of unemployed workers seeking benefits. State officials often urge people to file for claims online to avoid long holds on the phone or lines at the unemployment office. The COVID-19 pandemic is truly unprecedented in that it has disrupted both our day to day lives and our economy. Many state workforce agency unemployment websites are crashing because of the spike in unemployment insurance initial claims.

SOLUTION:

With the Strategic Systems Weekly Claim Chatbot, impacted citizens can easily submit their continued weekly claim and the chatbot can answer common simple questions, which reduces the burden on your other systems. This cloud-based solution easily ramps up to handle the enormous increase in traffic and then ramps back down seamlessly without any problems.

RESULTS:

This chatbot solution is another example of how Strategic Systems is using new innovative technologies to effectively partner and collaborate with clients to provide real benefits.

Strategic Systems' solutions can help your organization focus on your priorities.

Weekly Unemployment Claims Filing BOT

Powered by:

New Report Conversation

Welcome to the Claims Service!

ATTENTION

This reporting system is provided for your convenience to submit a claim for the Maximum of 3 weeks.

Who am I speaking with?

Just now



Type your message

