

CUSTOMER RELATIONS UPDATE



Annual Conference, July 21, 2016

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AJLA Training Team

Annual Summary

DEMONSTRATIONS

- AJL demo for Texas, Montana, Iowa, Minnesota, and Nebraska.
- AJL demo for Arizona, Arkansas, and Illinois partner agencies.
- FiscalLink demo for Illinois and Idaho.
- ReportLink and CertLink demos for Nebraska.
- Survey functionality demo for Arizona Department of Economic Security.

ON-SITE TRAINING

- On-site training was provided to Kansas for Local Area Reporting.
- An on-site demonstration was provided to Illinois partner agencies.

IMPLEMENTATION

- The Maine Department of Labor (MDOL) AJL implementation project was completed with Maine JobLink going live on July 5, 2016.



DOCUMENTATION: QSGs

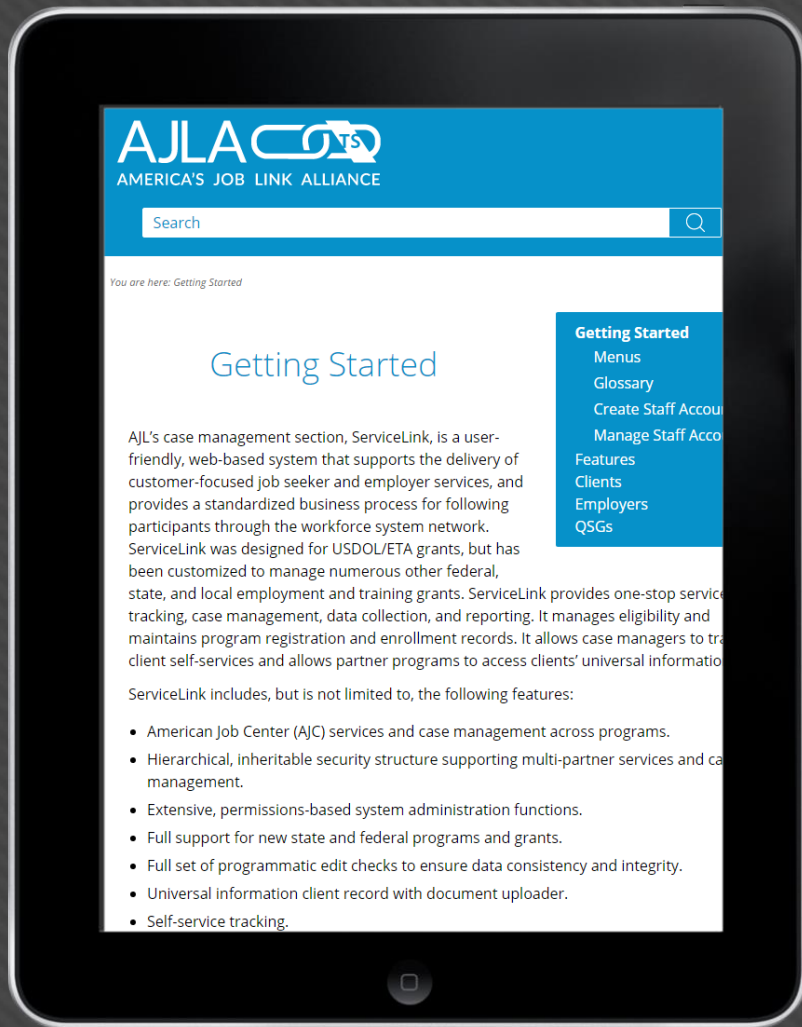
Updates to Quick Start Guides

- 31 of 34 Quick Start Guides have been updated to 13.2 (3 waiting on ticket resolution).
- Researching ability for states to post as videos instead of PowerPoint files.
- Video files will be available in the online user guides (beginning with ServiceLink).



ONLINE USER GUIDES

Beta Mode



- ServiceLink Guide is about 85% done.
 - Completing the Employer section of ServiceLink, which is new content.
 - Working on responsive design for videos.
 - Assessing ADA compliance.
- Beta mode will be available from the Help link on the ServiceLink main menu in an upcoming point release.
- Next up: Self-Service online guides.

THANK YOU

FOR YOUR ATTENTION

If you have any comments or questions, please feel free to contact me.



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