

# CTS Monthly Newsletter

{Mid-July 2022 Special Issue}

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## JULY IS HERE!



Welcome to PY 22-23...so many new and exciting things planned for our team to continue providing you with innovative solutions using cutting edge software to meet your customer demands today, tomorrow and into the future. Speaking of this, our ATLAS Mobile App is now ready to launch, this changes the entire customer experience. before ever entering your AJC/Career Center.

In addition, the anticipated ATLAS version 4 is here, it significantly enhances the user interface to a modern, clean, sleek, well organized design. We've added so many new features to streamline and make programmatic operations even more efficient. Repetitive tasks are now easy to track and manage using Quick Actions (Email, Reminders, Close Case, Reassign Case). We've changed the way the queue works, now every staff user has a queue.. We've added MFA for additional security features for user creation. Kiosk button management is now a breeze. We've included Kiosk test feature and are using ID's for kiosks, so no special coding is required. Self-Sign-view wait list duration, establish benchmarks for services and track results. You can use desktop scanners or multifunctional machines. Customer document uploading is easier than ever, as they take a picture of document, submit and the upload process is now handled through queue.

We've also included Case Management module that is comprised of service codes, case noting and activities. These are just a few highlights of our new ATLAS v4 features..



# Customer Engagement Solutions

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Intelligent Workforce Automation... we've been in the business of delivering customer engagement solutions to WD boards for over 24 years. Outlined below are just a few of our current services available:

- Kiosks - using our touch-screen platform, self service front end triage/intake system, allows customers to sign-in and select pre-determined AJC and partner services. Generate robust reporting including center traffic reports by location.
- Customer Registration & Tracking functionality.
- Document Storage-store, search and secure documents. Queue, queue categories, filing categories and secured category architecture is very robust and customizable.
- E-Signature - capture customer electronic signature and embed into required program forms.
- Programs/ Forms Builder-automate key programmatic forms, take service delivery from static paper environment to online system. Once documents are completed and approved, system automatically creates PDF and efiles into ATLAS customer record.
- ATLAS|ai- cloud-based streamlined SMS & MMS communication platform with built-in intuitive interface that streamlines repetitive tasks.
- One-Stop Operator Partner Portal-enhance your partner engagement with quality referrals through our 4-way referral system.
- ETPL Portal- manage training providers/training programs initial and subsequent eligibility determination in a paperless system.
- Employer Portal - centralize tracking of employer records from applications, required document uploads, fully executed contracts and invoicing.
- Customer Satisfaction Surveys - if you need to quickly gauge customer feedback, we've got you covered using Programs/Forms Builder or ATLAS|ai.

"Automate  
Streamline  
Connect...it's what  
we do!"

# Breaking News... Mobile App is here!

ATLAS Mobile App is here...we are excited to share this news with all of our valued customers. We are offering the latest in technology via Mobile App! System features include:

- Geofencing,
- Job Seeker Registration,
- Service Selection and,
- Alert Notifications to Staff.

Our development team has been working hard behind the scenes to create this application. We are proud of their efforts as we know this will be another valuable resource for regional workforce boards.

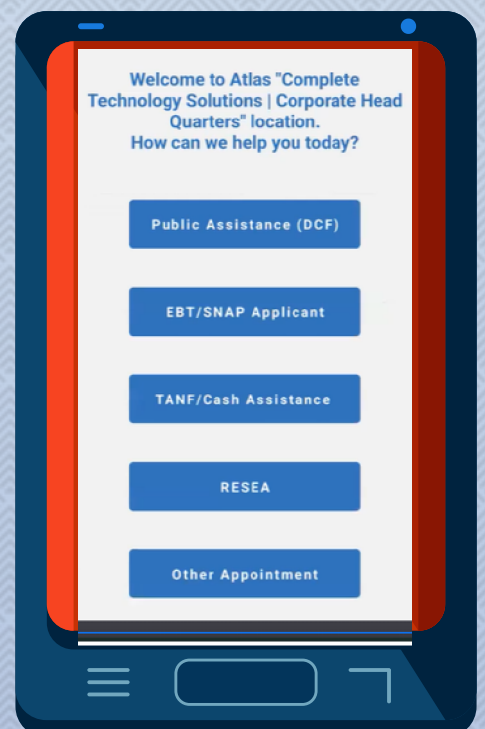
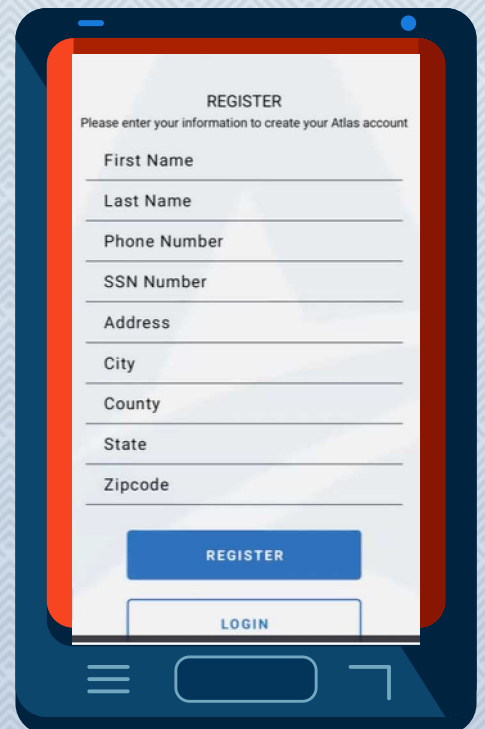
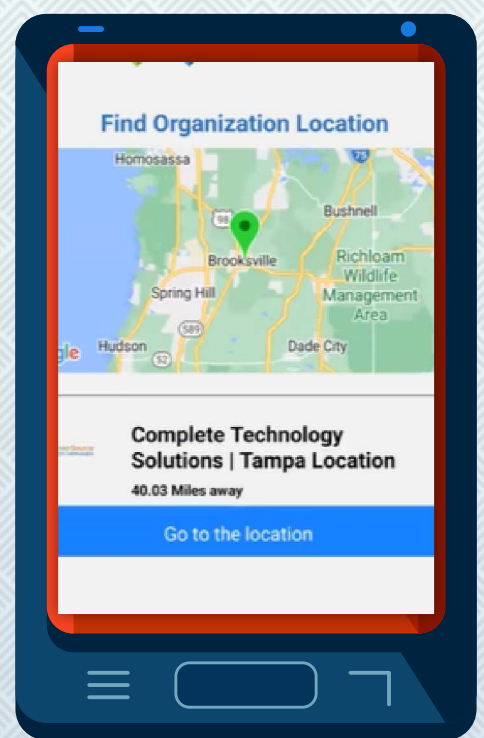
All of these features and this is just version 1, we've got some additional technology planned for the Mobile App v2 rollout as well.

Contact us today, if you want a demo or pricing.

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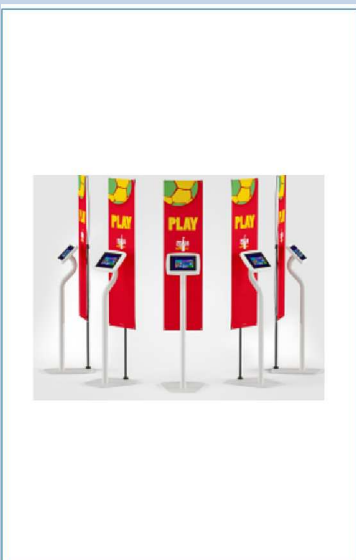
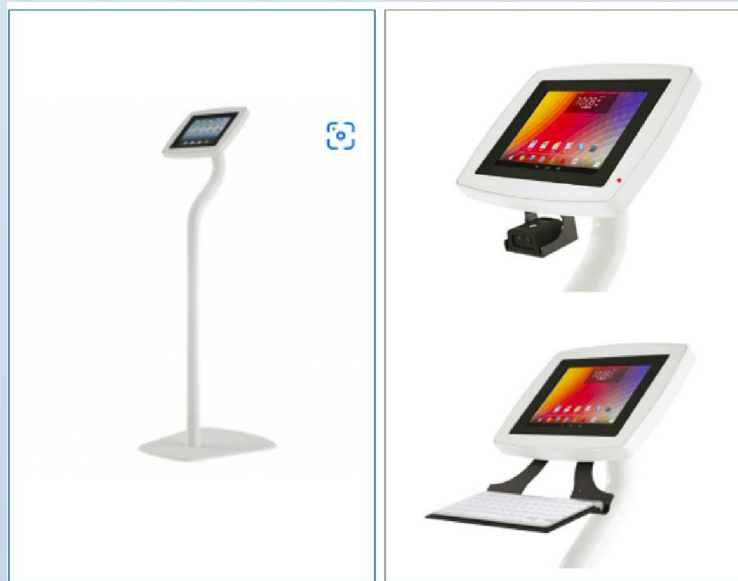




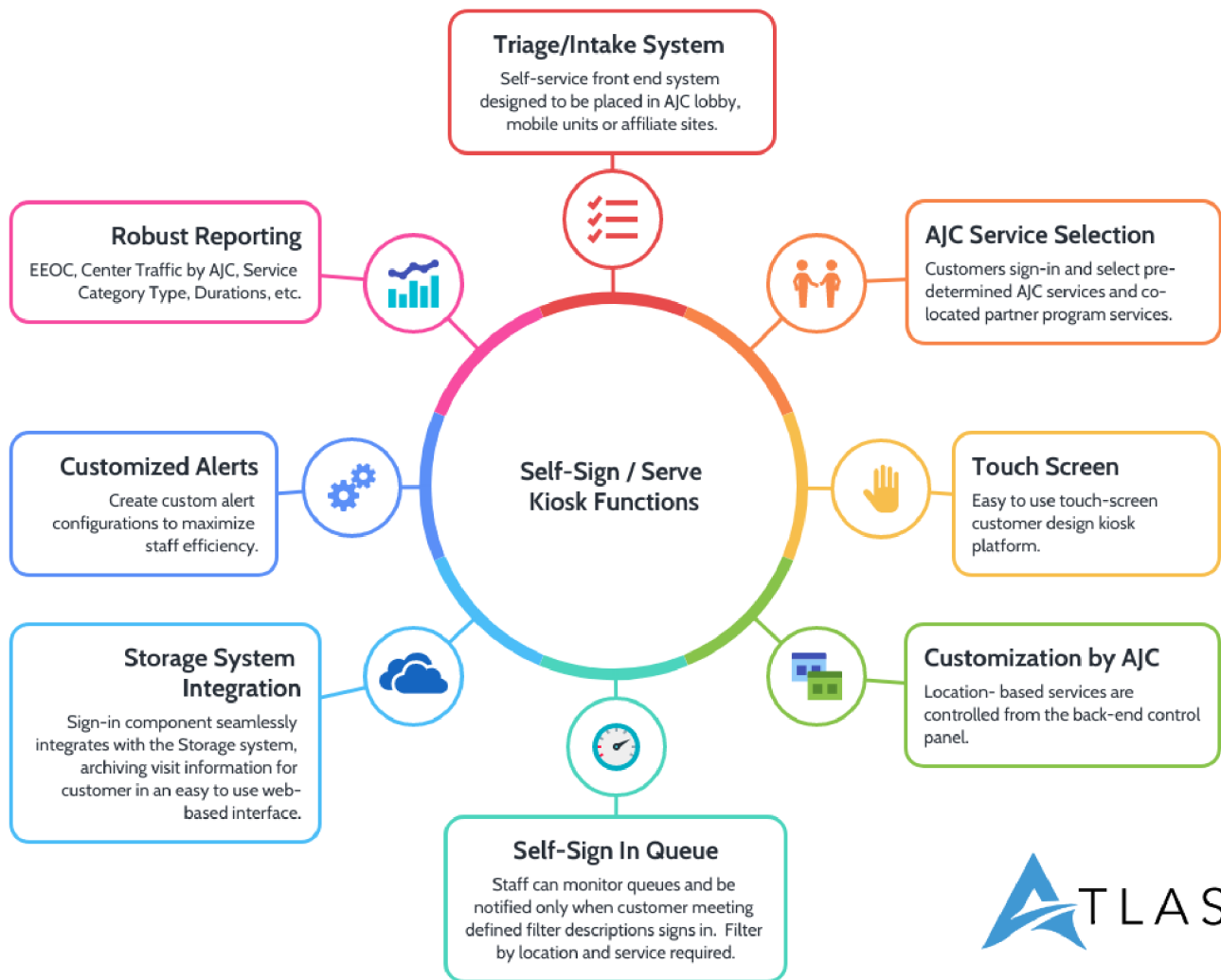
# New Kiosks Options

## Sleek, Stylish & Superb

You've asked, we've listened, researched and have some great options for you to consider for your regional workforce board needs. These newer models are sleek in design, provide you with a much smaller footprint along with custom branding options. They contain the new Driver's License Reader, which will expedite customer initial kiosk registration process. To ensure PII and HIPPA compliance they provide built-in privacy screen protectors. The keyboard is stainless steel so cleaning is a breeze and no more disappearing keys. The new model also provides ethernet capabilities and much more! We think you will be happy with these options, let us know if you are interested in learning more, want to upgrade your existing kiosks or would like pricing options.



# Kiosk Service Tracking



Are you maximizing your utilization of the CTS ATLAS Self-Sign / Serve Kiosk Functions in your region at your AJCs? If not, let us show you how! For example, did you know that our self-sign/serve kiosks perform eight (8) main functions? Below is an infographic that defines each of these eight functions. You can use all of these or some that best suit your regional needs and align with your service delivery model. If you have any questions regarding the functionality of these features, don't hesitate to reach out to us and we can set up a call or a Zoom meeting to review and discuss.

# ATLAS| ai

— SMS & MMS —

Over three years ago, CTS launched ATLAS | ai which is a cloud-based, streamlined SMS messaging communication platform with built-in intuitive interface that enhances the customer engagement experience. Think about all of the WD programs that are offered in the AJCs, all of the touchpoints requiring two-way communication and how you can automate this using ATLAS | ai. ATLAS | ai doesn't replace the human case management experience, but offers an innovative, real-time solution to meet customers' needs, while increasing engagement levels and ensuring compliance.

The CTS ATLAS team has worked diligently with several workforce boards to develop a comprehensive library of ATLAS | ai topics that are shared with our customers. What a great way to jumpstart the creative process to meet your regional needs. You can brainstorm ATLAS|ai conversations our ATLAS Support team, discuss your needs and we can customize the creation of any new threads that are needed within your region. Our team will assist your region with the implementation process to ensure a smooth and seamless transition. ATLAS | ai also offers a calendar option so you can pre-set reoccurring SMS for monthly contacts, checkpoints while in occupational training and work-based learning-set it once and the system automates SMS customers at required intervals. In addition, we also offer the flexibility of direct messaging to customers.

ATLAS | ai also provides MMS campaigns for marketing and outreach. This will attract much more attention. Humans remember pictures better than written information. If you hear something you will remember 10% of it three days later, but if you see a picture, you'll remember 65% of it. Once the customer responds to the SMS or MMS the results are flattened into a PDF, auto efiled into the customer's ATLAS record. Don't forget we also offer API interface with EmployFlorida and other systems to avoid duplicate data entry. The API for EF will record responses in customer EF case notes. If you are interested in learning more or want a demo contact us and we would be happy to showcase this ATLAS portal.



**98%**

High Open Rate



**90**

**seconds**

Timely



**89%**

People cannot live without their smartphones

