
Job Center of Wisconsin

September 3, 2009

Call Center Messages on Friday, September 4th

Friday, September 4 is a furlough day for all DWD staff. Following is a description of what customers will hear when calling the JCW Call Center, DET Security, and the DWD Service Desk on Friday:

- **JCW Call Center**
 - 1 - Job Center Locations** (will hear the usual message and will be able to locate a Job Center by entering a zip code)
 - 2 - Job Seeker Assistance** (a generic 'furlough day' message will play)
 - 2 - RES Rescheduling** (a generic 'furlough day' message will play)
 - 3 - Employer Assistance** (a generic 'furlough day' message will play)
 - 4 - Job Center of Wisconsin Password Reset** (The DWD Service Desk will have limited support today, Friday, Sept 4, as it's a designated furlough day for DWD employees. Please be patient if it takes longer than normal to get to your call.)
Note: A few Service Desk staff will be working because they also support the Department of Children and Families, which will be open tomorrow.
 - 5 - Unemployment Insurance** (a generic 'furlough day' message will play)
- **DET Security** (a generic 'furlough day' message will play)
 - 1 - ASSET**
 - 2 - JobNet Business**
 - 3 - Security**

DWD Service Desk (The DWD Service Desk will have limited support today, Friday, Sept 4, as it's a designated furlough day for DWD employees. Please be patient if it takes longer than normal to get to your call.) **Note:** A few Service Desk staff will be working because they also support the Department of Children and Families, which will be open tomorrow.

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