

October 9, 2009

Call Center Messages on Monday, October 12th

Monday, October 12th 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 Monday:

- **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** (a generic 'furlough day' message will play)
 - 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** (a generic 'furlough day' message will play)

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These editions are delivered in Adobe PDF format for online reading or downloading. The website has a link to the DWD Viewers Download Page (<http://dwd.wisconsin.gov/viewers.htm>) to find links to software which may be necessary to view the publications.

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