



Welcome



OASIS Release Overview



OASIS

- Counselor
- Contract Manager
- Forms
- Reports
- OA Toolkit
- PCDP
- Travel

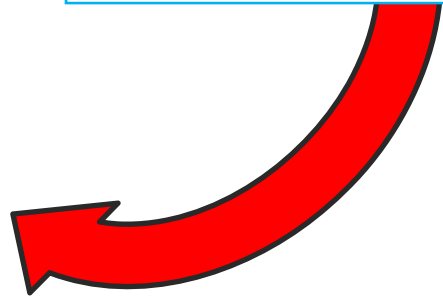
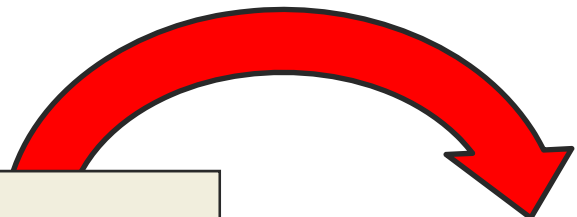
Ready to take calls from Call Center?
Yes 😊 No 😞

SCOUT User: [username]
Roles: Manager
There have been [unread messages]

System for Call Center and Outreach

[Home](#) | [Process 800 call](#) | [Reports](#) ▼ | [Maintenance](#) ▼ | [Logout](#)

[Main > Home](#) |



- ◆ SCOUT is fully integrated with the CDSS database and OASIS, and the prospect data will flow into OASIS in a “real-time” manner.
- ◆ SCOUT will allow the call center to securely receive calls, process and record prospect data, and immediately transfer potential prospects “Live” to available online OA staff.



- ◆ Call center agent clicks **Process 800 call**.

SCOUT
System for Call Center and Outreach

User: [redacted]
Roles: Manager
There have been 0 unsuccessful login attempt(s) since your last successful login on 7/23/2008 12:39:38

Home | **Process 800 call** | Reports ▼ Maintenance ▼ Logout

Main > Home |


Welcome Script

Welcome everyone.

This script can be used by the Call Center managers to post daily announcements or other important information, to share with all Call Center agents.

7-15-2008 Special Event

◆ SCOUT Agent Process



SCOUT
System for Call Center and Outreach

User: [redacted]
Roles: Manager
There have been 0 unsuccessful login attempt(s) since your last successful login on 7/15/2008 16:50:21

TYPE OF CALL

End Call

- Type of call listed in the CallerID? **1-Enroll/AdmCounselor**
- Enter Phone number: [redacted]
- Which queue did the call come from? **1-English**
- How should the call be handled? **5-Prospect**
- What is the source of the call: **16 - Radio**
- What is the secondary source : **1 Bobs Mornign Show**

Enrollment Call Type

Thank you for calling the Job Corps Information Service this is Krista [redacted] I'll be happy to assist you with locating an Admissions Counselor.

Have you called this 1-800 num

[redacted]

- 1-Enroll/AdmCounselor
- 2-Safety Net
- 3-Career Transition
- 4-Complaint Filing

Next



SCOUT

System for Call Center and Outreach

User: Vendetti, Krista

Roles: Manager

There have been 0 unsuccessful login attempt(s) since your last successful login on 7/16/2008 08:54:35

PROSPECT INFORMATION

End Call

Name

Person Records

Address

Summary

All Done

◆ First Name

Middle Name

◆ Last Name

◆ SSN

◆ Ethnic Origin

◆ Gender

Next

- ◆ Agent collects prospect information

Insert New Address

◆ Address 1

Address2

◆ City

◆ State

◆ Zip Code

Home Phone

Work Phone

Ext

Fax


Email

Pager

Mobile Phone

Submit Cancel

- ◆ Agent clicks Next to complete address.
- ◆ Prospect information will display.



User: XXXXXXXXXX

Roles: Manager

There have been 0 unsuccessful login attempt(s) since your last successful login on 7/16/2008 08:54:35

PROSPECT INFORMATION

End Call

Name

Person Records

Address

Summary

All Done


You must add at least one address.

Add Address

		Address1	City	State	Zip	Home Phone	Main Address
Edit	Delete	2222 IIII	aaaa	Kansas	78987	5555555555	Main : Yes

Previous
Next

◆ Confirm identity data



SCOUT
System for Call Center and Outreach

User: Vendetti, Krista
Roles: Manager
There have been 0 unsuccessful login attempt(s) since your last successful login on 7/16/2008 08:54:35

PROSPECT INFORMATION End Call

Name

Person Records

Address

Summary

All Done

Please verify if the following information is correct.
If you need to make additional changes use the previous button.
Once you are done click FINISH to save the data.

Name : john m smith **SSN :** ***-**-5555 **Relationship :** Prospect **Name Identity :** Prospect

DOB : 12/23/1987 **Ethnic Origin :** American Indian or Alaska Native **Gender :** Male

Check Here To add another contact.

Previous Finish

Call summary



System for Call Center and Outreach

User: [XXXXXXXXXXXX](#)

Roles: Manager

There have been 0 unsuccessful login attempt(s) since your last successful login on 7/16/2008 08:54:35

CALL SUMMARY

End Call

Next

Date/Time Of Call : 7/16/2008 / 8:56 AM

Type Of Caller : 1-Enroll/AdmCounselor

Primary Source : 5 - Did Not Specify

Secondary Source : N/A

Language : 1-English

Prospect Information [Edit](#)

Main Address

Name : john [XXXXXXXXXX](#)

Address : [XXXXXXXXXX](#)

SSN : ***-**-5555

DOB : 12/19/1980

Ethnicity : American Indian or Alaska Native

Gender : M

aaaa

Kansas

78987

Additional Contacts : [Add Contact](#)



User: [masked]
Roles: Manager
There have been 0 unsuccessful login attempt(s) since your last successful login on 7/16/2008 08:54:35

WARM TRANSFER SCRIPTS

End Call

Transfer Confirmation

We are going to send you a letter and brochure in the mail. The letter will confirm your referral and will also have the telephone number for the admissions counselor. You can call that number during normal business hours, Monday through Friday between 9am and 5pm, to schedule an appointment. Would you like for me to transfer you to this number?

Transfer No Transfer

Please indicate where you want us to mail you information:

Description	Method	Address / Email	Alternate Email
JobCorps New Vision	US Mail <input type="checkbox"/>	2222 Illl, aaaa, Kansas, 78987	
	E-mail <input type="checkbox"/>	I	
English Brochure 2	US Mail <input type="checkbox"/>	2222 Illl, aaaa, Kansas, 78987	
Spanish Brochure 1	US Mail <input type="checkbox"/>	2222 Illl, aaaa, Kansas, 78987	
	E-mail <input type="checkbox"/>	I	
Spanish Brochure 2	US Mail <input type="checkbox"/>	2222 Illl, aaaa, Kansas, 78987	



END CALL

Generic Closing

Thank you for calling Job Corp

- Please state reason call ended:
- Done With Call
- Warm Transfer
- Call Disconnected

Save Call And Finish

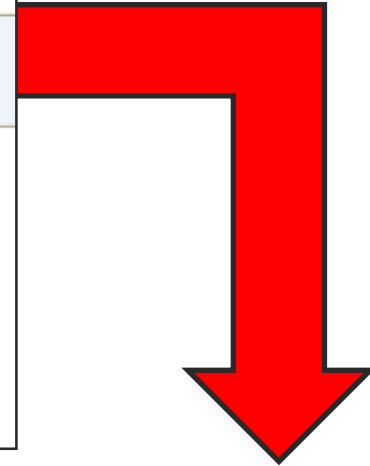
OA OFFICE STAFF

End Call

On-line Counselor Selection

On-line Counselor Selection

	Name	Staff Title	City	State	Phone
Select	[Redacted]	oac, Team Leader	Houston	Texas	7138476118
Select	[Redacted]	oa counselor	Houston	Texas	7138802454
Select	[Redacted]	oa counselor	Houston	Texas	7139539211



WARM TRANSFER PROCESS

Call Person Id: 160

Call Counselor

Report Results

Name:

[Redacted]

Phone Number:

(713) 880-2454

Did live person answer the call? Yes No

Next

- ◆ If the counselor does **not** answer, agent can leave a message.

Call Person Id : 160

Call Counselor	Name: [REDACTED]
Report Results	Phone Number: (713) 8[REDACTED]

◆ Did live person answer the call? Yes No

Voice Mail Script

LEAVE THE FOLLOWING MESSAGE:

This is Krista [REDACTED] from the Job Corps National Call Center. We received a call from Sam lam who is interested in the program. You can reach Sam lam at (N/A). Sam lam can also be reached at (713) 445-7897.

Thank you for your assistance.



User: [XXXXXXXXXX](#)

Roles: Manager

There have been 0 unsuccessful login attempt(s) since your last successful login on 7/16/2008 08:54:35

OA OFFICE STAFF

End Call

Live Person Did not answer

Unfortunately, no one was available to take your call. However, your information will be uploaded into the Admissions Counselor system. If you have not been contacted within two business weeks, give us a call back. Is there anything else I can assist you with?



Call Counselor Report Results	Name: T&C Phone Number: (713) 824-0924
	Did live person answer the call? <input checked="" type="radio"/> Yes <input type="radio"/> No
	Live Person Answered This is Krista from the Job Corps National Call Center. I have Sam lam on the line and they would like to talk to you. Will you accept this call? Did the person take the call? <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="button" value="Next"/>

Call Person Id : 160

Call Counselor Report Results	OA Counselor Took Call The admissions counselor will walk you through the application process. Is there anything else I can assist you with? Thank you for calling Job Corps National Call Center. Have a good day.
	<input type="button" value="Previous"/> <input type="button" value="Finish"/>



◆ Choose appropriate reason

● Please state reason call ended:

- Done With Call
- Warm Transfer
- Call Disconnected

Save Call And Finish

Contract Manager

- Process Quality Control
- Maintain Staff
- Reassign Counselors
- Reassign Center
- Assign Prospect
- Bulk Center Assignment
- View Pending Arrivals
- Approved QC
- Prospect Transfer Staff List
- SCOUT Unassigned Prospects
- Maintain Service Area**

Forms

Maintain Service Area Zip Codes

Assign Zip Code to Office by: Zip Code County State

Gender Served: Male & Female Male only Female only

Zip Code:

Assign	Zip Code	Office Code Male	Office Code Female
<input type="checkbox"/>	01101	1000000000	1000000000

♦ **Caution:** The zip codes and service areas assigned to Screeners are currently set and defined by the terms of the contract and should not be changed unless authorized changes to the contract area are made.

- ◆ Select County or State radio button
- ◆ Select State and County
- ◆ Click Assign

Maintain Service Area Zip Codes

Assign Zip Code to Office by: Zip Code County State

Gender Served: Male & Female Male only Female only

State: Alaska

County: ANCHORAGE

Assign

Microsoft Internet Explorer



You are about to assign all the zip codes in the selected county to your Office.

OK

Cancel



◆ Contract Manager function - All CMs must set this up!

Counselor Contract Manager

- Process Quality Control
- Maintain Staff
- Reassign Counselors
- Reassign Center
- Assign Prospect
- Bulk Center Assignment
- View Pending Arrivals
- Approved QC
- Prospect Transfer Staff List
- SCOUT Unassigned Prospects
- Maintain Service Area

Forms

Reports

OA Toolkit

- PCDP
- Travel

Select Counselor to accept phone calls from SCOUT

Warm Transfer	<u>Staff Name</u>	<u>Sc Code</u>	<u>User Active</u>
<input type="checkbox"/>	Charles J	NEDJR1	Yes
<input type="checkbox"/>	Larry	NEDJR1	No
<input type="checkbox"/>	Larry	MEDJRU	No
<input type="checkbox"/>	Dorett A	MADJBS	Yes
<input type="checkbox"/>	Pete	CTDJNH	Yes
<input type="checkbox"/>	ue	NEDJR1	Yes
<input checked="" type="checkbox"/>	Kim	MEDJBU	Yes
<input checked="" type="checkbox"/>	Stephen	MEDJPE	Yes
<input checked="" type="checkbox"/>	Carol	MADJBS	Yes



- ◆ Counselor function
- ◆ Set your status

Counselor
Forms
Reports
OA Toolkit
PCDP
Travel

Ready to take calls
from Call Center?

Yes 😊 No 😐

LogOff

Help

- ◆ Select Maintain Counselor Address
- ◆ Update information
- ◆ Click Submit

Maintain Counselor Address

Screener:

Accept Warm Transfer: Yes

Address:

Address 2:

City:

State:

Zip Code:

Home Phone:

Work Phone:

Ext:

Fax:

County:

Email:

Pager:

Mobile Phone:



◆ Enter Call Person ID

Assigned Prospects

Call Person ID:

Last Name:

First Name:

Call Date From:  To: 

<u>Prospect Name</u>	<u>Date Of Call</u>	<u>Gender</u>	<u>City/State</u>	<u>Zip Code</u>	<u>Person Id</u>	<u>Process Status</u>	<u>Contact Dt</u>
kjhkj , kjhk	07/01/2008	Male	Austin , Texas	78748	40	Application Not Started	

- ◆ Enter Contact Date, Process Status, and comments

Contact Prospect

Call Person ID: 104

Name: [REDACTED]


Date of call: 07/17/2008 **Date of birth:** 01/01/1988

Address: 3213 **City/State:** 321 , Alaska

Zip Code: 01545 **Gender:** Male

Home Phone: **Mobile Phone:**

Email Address:

Contact Date:  **Process Status:** Application Not Started

Comments:



- ◆ SCOUT Assigned Prospects
- ◆ SCOUT Unassigned Prospects

Counselor

- Enter Applicant Data
- Immediate Denial
- Record Permanent SSN
- Manage Active Apps
- Manage Rejected Apps
- View Pending Arrivals
- Contact Prospects
- Bulk Center Assignment
- Maintain Referral Agency
- Maintain Counselor Address
- SCOUT Assigned Prospects**
- SCOUT Unassigned Prospects**

Contract Manager



Forms

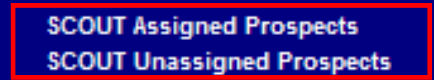
Assigned Prospects

Call Person ID:

Last Name:

First Name:

Call Date From:  To: 





◆ SCOUT Assigned Prospects

Counselor

- Enter Applicant Data
- Immediate Denial
- Record Permanent SSN
- Manage Active Apps
- Manage Rejected Apps
- View Pending Arrivals
- Contact Prospects
- Bulk Center Assignment
- Maintain Referral Agency
- Maintain Counselor Address
- SCOUT Assigned Prospects**
- SCOUT Unassigned Prospects

Contract Manager



Forms

Assigned Prospects

Call Person ID:



Last Name:

First Name:

Call Date From:  To: 

◆ Search Results are Your Prospects

Assigned Prospects

Call Person ID:
 Last Name:
 First Name:
 Call Date From:  To: 

<u>Prospect Name</u>	<u>Date Of Call</u>	<u>Gender</u>	<u>City/State</u>	<u>Zip Code</u>	<u>Person Id</u>	<u>Process Status</u>	<u>Contact Dt</u>
man , old	06/30/2008	Female	yyyyyyyyyyyyyyyyyy , Massachusetts	01545	9	Application Not Started	
kjhkj , kjhk	07/01/2008	Male	Austin , Texas	78748	40	Application Not Started	
Sifuentes , Sam	07/17/2008	Male	321 , Alaska	01545	104	Application Not Started	

◆ Complete the Contact Form

Contact Prospect

Call Person ID: 104

Name:

Date of call: 07/17/2008

Date of birth: 01/01/1988

Address: 3213

City/State: 321 , Alaska


Zip Code: 01545

Gender: Male

Home Phone:

Mobile Phone:

Email Address:

Contact Date: 

Process Status: ▼

Comments:

Submit

Cancel

Return Prospect

Microsoft Internet Explorer





You are about to Return this Prospect to the Unassigned Prospect List.

OK

Cancel

Unassigned Prospects

Call Person ID:
 Last Name:
 First Name:
 Call Date From:  To: 

<u>Assign</u>	<u>Prospect Name</u>	<u>Date Of Call</u>	<u>Gender</u>	<u>City/State</u>	<u>Zip Code</u>	<u>Prospect Status</u>
<input type="checkbox"/>	0630f2 , 0630f2	06/30/2008	Male	Austin , Texas	78748	Application Not Started
<input type="checkbox"/>	young , too	06/30/2008	Male	uuuuuuuuuu , Massachusetts	01545	Application Not Started
<input type="checkbox"/>	in , logged	06/30/2008	Male	iiiiiiiiiiiiii , Massachusetts	01545	Application Not Started
<input type="checkbox"/>	Sifuentes , Sam	07/17/2008	Male	321 , Alaska	01545	Application Not Started

Counselor

- Enter Applicant Data
- Immediate Denial
- Record Permanent SS
- Manage Active Apps
- Manage Rejected Apps
- View Pending Arrivals
- Contact Prospects
- Bulk Center Assignment
- Maintain Referral Agency
- Maintain Counselor Address
- SCOUT Assigned Prospects
- SCOUT Unassigned Prospects**



◆ SCOUT Unassigned Prospects

Unassigned Prospects

Call Person ID:

Last Name:

First Name:

Call Date From:  To: 

Assign	<u>Prospect Name</u>	<u>Date Of Call</u>	<u>Gender</u>	<u>City/State</u>	<u>Zip Code</u>	<u>Prospect Status</u>
<input checked="" type="checkbox"/>	[REDACTED]	06/30/2008	Male	[REDACTED]	[REDACTED]	Application Not Started
<input checked="" type="checkbox"/>	[REDACTED]	06/30/2008	Male	[REDACTED]	[REDACTED]	Application Not Started



OAOMS20 Report Search Criteria :

Reported Begin Date: Reported End Date:

8/8/2008

OUTREACH AND ADMISSIONS REPORT CARD (OAOMS-20)

Page

REPORTING PERIOD : 6/1/2008 - 6/30/2008

REGION : 02 Philadelphia

AGENCY : ██████████

OACONTRACT : ██████████

Name	Student ID	Center	Source	---Arrivals---Non Sep LVL1 ZT --90 Days--					
				Female	Male	Pool	Credit	Pool	Credit
██████████	██████████	030800	ZT Commit			1	1		
██████████	██████████	030800	ZT Commit			1	1		
██████████	██████████	030800	ZT Commit			1	1		
██████████	██████████	030800	Enrollment	1	0				
██████████	██████████	030800	90 days commit					1	0
██████████	██████████	030800	ZT Commit			1	1		

- ◆ To download a copy of this presentation, select the desired file from the file share area and select 'save to my computer.'
- ◆ If you have any questions, contact the Technical Assistance Center:
 - ▶ Email: helpdesk@jobcorps.org
 - ▶ Call: 1-800-598-5008 option 2
- ◆ Visit SIMON, <https://simon.jobcorps.org> to take courses online and additional information
- ◆ If you have any Outreach & Admissions questions, please contact Wendy Manning at 202-693-3104 or manning.wendy@dol.gov