



## Alabama Department of Labor

### News Release

For Immediate Release: March 16, 2016

### New Feature Reduces Call Wait Time for Unemployment Compensation Claimants *Number of Calls Answered Up by More than 30 Percentage Points*

MONTGOMERY – Alabama Department of Labor Commissioner Fitzgerald Washington announced today that a new feature recently introduced by the Department is cutting call wait times for unemployment compensation (UC) claimants and improving efficiency.

Over the last few weeks, claimants who have been calling ADOL to file UC claims or inquire about existing UC claims have had the option to remain on the line to wait for assistance or to provide a call back number and have a staff member return their call, without losing their place in line.

Since the feature has been in use, call wait times have decreased by an average of 11 minutes for inquiry calls and nine minutes for initial claims calls. Additionally, the number of inquiry calls that were answered by staff increased from 52% to 88%, and the number of claims calls that were answered by staff increased by from 48% to 85%.

“This new feature is really exciting for our claimants,” said Washington. “We know it’s frustrating to call a government agency and be put on hold for a long time. This feature allows us to still assist claimants, but it also allows them to go about their day without being on hold. We can see that it’s working by the increased number of calls we’re able to answer and that significantly fewer people are hanging up.”

Prior to the feature’s introduction, 48% of inquiry callers hung up, and after its implementation, only 7% did so. Comparatively, 49% of claims callers hung up prior to the call back feature’s implementation, and after, only 8% hung up.

Total talk times have also been reduced by up to two minutes.

To file an unemployment compensation claim, please call 1-866-234-5382, and to inquire regarding an existing claim, please call 1-800-361-4524. Claims can also be filed online at [www.labor.alabama.gov](http://www.labor.alabama.gov).

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*Members of the media seeking more information should contact Communications Director Tara Hutchison at (334) 242-8616.*